



Retail Platform Software Support



***TeamPoS3000®* CT10 Single Station Thermal Printer  
Installation Instructions**

*Issue 1.10  
April 20, 2010  
Status: Release  
Channels: ALL  
Author: dj*



***TeamPoS3000®*  
CT10 Single Station Thermal Printer  
Installation Instructions**

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## 1. Overview

This document guides the installation of the software needed to access the CT10 Printer.

**For Windows® 7, these instructions will differ from the other versions of Windows. Where needed, a Windows 7 notation will be given.**

The process is as follows:

1. Plug in the CT10 Printer and when the “Found New Hardware” prompt is displayed load the device driver located in “C:\TeamPoS3000\_Software\_Support\Drivers\Printers\CT10 Single Station Printer\Driver”. This will load the USB driver for the CT10 Printer.
2. Run the “Setup” program in “C:\TeamPoS3000\_Software\_Support\Drivers\Printers\CT10 Single Station Printer\Driver” to load the VCOM driver for the CT10 Printer as COM33. **Restart Windows after this step.**

## 2. Installing Drivers for COM33

Two steps are required to enable the VCOM driver for the CT10 Printer. The first step is to load the USB driver and the second step is to load the VCOM driver.

### 2.1. *Install the USB Driver*

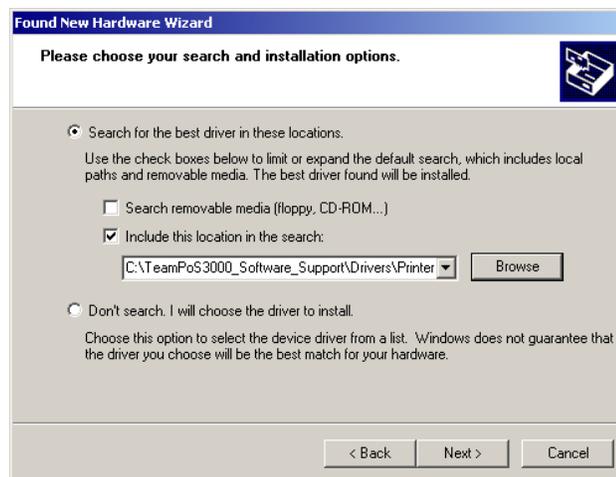
Plug in the CT10 Printer so Windows will detect “Found New Hardware”. If the CT10 Printer was previously plugged in and the “Found New Hardware” message was canceled then unplug and re-plug in the CT10 Printer



- Select the “*No, not this time*” and then select “*Next*”.



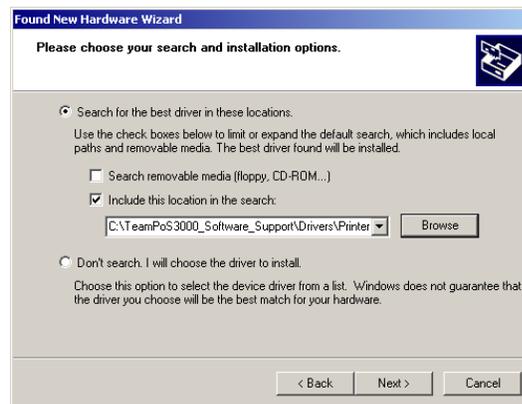
- Make sure the device found is “KD02906”. If the “Found New Hardware” message was for another device then select cancel and wait for “Found New Hardware” for the next device.
- Select “*Install from a list or specific location (Advanced)*” and click “Next”.



- Select “*Browse*” to locate the CT10 Printer USB driver.



- Navigate to and select the folder “C:\TeamPoS3000\_Software\_Support\Drivers\Printers\CT10 Single Station Printer\Driver”. This driver can also be found on website <http://www.fujitsu.com/us/services/retailing/support/index.html>.
- Once the folder is located then select “OK”.



- Select “Next” to continue.



- Select "Continue Anyway"



- Select "Finish" to complete the CT10 Printer USB driver installation.

## 2.2. Install VCOM Driver (COM33)

- Locate and start the CT10 Printer VCOM "Setup.exe" program located on "C:\TeamPoS3000\_Software\_Support\Drivers\Printers\CT10 Single Station Printer\Driver". The program can also be found on the website <http://www.fujitsu.com/us/services/retailing/support/index.html>.



- Select "OK" to begin loading the software.



- Select "Continue Anyway".

In Windows 7, you may see the following message. Click the "Install this driver software anyway".

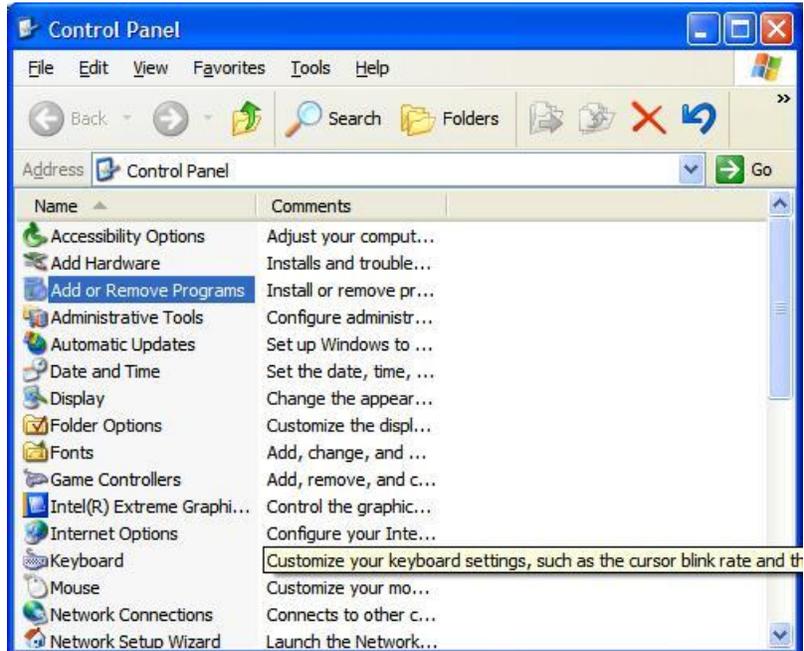


- Restart Windows.

### 3. Uninstalling CT10 Drivers

Use the following procedure to uninstall the CT10 drivers.

- Select “Start” and “Control Panel”.



- Select “Add Remove Programs”.



- Select “Fujitsu 1<sup>st</sup> Printer Driver” and the click “Change/Remove”.



- Select "OK" to start the uninstall process.
- Disconnect the printer from the TeamPoS unit.
- Wait for the uninstall process to complete.
- **Restart Windows**