



**AVERY  
DENNISON®**

# **PCMate USB Communications**



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# Overview

PCMate Platinum is designed to communicate to the SNAP Printer using serial communications. The SNAP printers have USB communications available, which offers several advantages including communications with PCs that do not have serial ports and increased communications speed.

In order to connect PCMate Platinum to a SNAP printer using USB, a special utility is required to capture the data that PCMate is sending to a serial port and redirect it to the printer via USB. A COM to USB driver is included with PCMate. This driver will take data sent to a “virtual COM port” and redirect it to the printer via USB.

USB communications is only available on the SNAP printers running software version 3.04.00.00 or higher. Also, the printer must have the USB option (05580033) installed.

## **NOTE**

The standard SNAP printer has two USB ports in the connector area. These are master ports and cannot be used to connect the printer with a PC. The USB option must be installed in the printer.

# Installation

1. PCMate must be installed on the PC before installing the USB driver. If PCMate is running, close it before proceeding with the installation.
2. The printer is connected to the host PC with a standard USB A-B cable. The maximum length of the USB cable is 5 meters (16.4 feet).
3. Connect the USB cable to the host PC and the printer. Windows will recognize that the printer is attached and bring up a window indicating that a new device has been found. Different versions of Windows follow slightly different procedures, so follow the directions on the screen.
4. At a certain point, you will be asked for the location of the driver. Click the Browse button and navigate to C:\Paxarwin\USB.

## NOTE

If you installed PCMate in a folder other than Paxarwin, use the name of that folder.

5. Highlight the driver filename and click OK.

# Determining the COM Port

1. Click Start in the lower left of your screen and then select Control Panel
2. Double click on the System Icon. Click the Hardware tab, then click the Device Manager button. A window listing all the hardware devices attached to the PC will appear.
3. Click on the “+” next to Ports (COM and LPT). A list of the COM and LPT ports will appear.
4. One of the ports listed should be **PAXAR SNAP CDC USB TO UART (COMxx)** where xx is the Virtual COM Port number. This is the port number that is used in PCMate to connect the printer.

# Changing the COM Port

1. If the COM port that was set up during the installation needs to be changed, open Device Manager as described above
2. Click on the **PAXAR SNAP CDC USB TO UART (COMxx)** to highlight it, then right click and select **Properties** from the drop down menu.
3. Click on the **Advanced** tab and select a new COM port from the list. Make sure not to select a port number that actually exists on the PC.

# Setting Up PCMate

To use the network connection, connect the printer normally in PCMate Platinum. Select the virtual COM port indicated in the USB Driver.

With a serial connection, either the printer or PCMate can start a connection, so it doesn't matter which is started first. Because the USB connection is made by the host, the printer must be turned on and connected to the network before PCMate Platinum is started. Also, if the printer is turned off and back on, PCMate Platinum must be closed and restarted.