Microcom Model 438 Series USB VCP Interface

USB Communication Interface

The 438 Series printers provides a USB port for communication to a host device. In order to communicate with the printer, the FTDI USB driver must be installed on the host computer before using the printer's USB port.

USB Driver Setup

The FTDI USB Driver found on Microcom Corporation website may be installed on XP, VISTA, Windows 7, Windows 8, or Windows 10.

The VCP driver may also be installed on other OS platforms and may be downloaded directly from the FTDI website at: http://www.ftdichip.com/Drivers/VCP.htm

If there is an available Internet connection, Windows may silently connect to the windows Update website and install any suitable driver it finds for the device once connected. If a manual install is desired, follow the instructions below.

1. Run the CDM.exe driver to install the FTDI based USB.

2. Click "Continue Anyway" if this dialog box pops up.

3. The next step is to install the D2xx.dll. While this is a communication port (RS-232) emulator, no configuration of the RS-232 port is required.

4. Once installed, the FTDI USB device will show up as a USB SERIAL PORT (COMx) listed under the "COMM PORTS AND LPT" within Device Manager. The "x" indicates the COMM port number this will be used for that USB port connection to the printer.

5. Connect the power cable and the USB cable to the printer and turn the printer on. If already connected, disconnect USB and then reconnect the USB. The FTDI USB device should now recognize and install.

Electrostatic Discharges and Ground Connections

When working with the USB port, it is imperative that ESD and Ground connections are adhered to or potential disconnect issues may be encountered. We also recommend disabling the ability to allow the computer to turn off the USB device under the Power management.

Example:
1. Open the system Device Manager.
2. Scroll to the Universal Serial Bus Controllers and expand the listing.
3. Open the USB Root Hub's listed (not the USB 2.0 Root Hub's).
4. Go to the Power Management tab under the Properties.
5. Uncheck the "Allow the computer to turn off this device to save power".
6. Select OK and repeat for the remaining USB hubs.