EXEL SERIES

USB COMMUNICATION GUIDE

Portable Thermal Printers



EXEL-BTUB · EXEL-BTUA · EXEL-UA · EXEL-UB

CoiNel Technology Solutions LLP

CoiNel

Document Information

About This Guide

This guide explains how to connect the **EXEL Series Portable Thermal Printers** using USB.It covers USB connection, basic setup, driver/software requirements, printing, and troubleshooting.

Supported Models :- **EXEL-BTUB · EXEL-BTUA · EXEL-UA · EXEL-UB**

Note: USB features and software requirements may vary depending on the printer model and host system.

Intended Users

This guide is intended for:

- Printer users
- System operators
- Software developers
- System integrators
- Technical support personnel

Document Informationt

Item	Details
Product Series	EXEL Series
Guide Type	USB Communication Guide
Interface	USB
Models Covered	EXEL-BTUB, EXEL-BTUA, EXEL-UA, EXEL-UB
Manufacturer	CoiNel Technology Solutions LLP
Website	www.coineltech.com
Revision	1.0

Important: Before connecting the printer, confirm the printer model and use a compatible USB cable and supported software or driver.

1. USB Connection

1.1 USB Overview

USB provides a wired connection between the EXEL Series printer and a compatible host device, such as a computer.

Depending on the printer model, USB connectivity may be provided through a **Micro-USB** connector or a **USB Type-C** connector.

The following models support USB communication:

- **EXEL-BTUB**
- **EXEL-BTUA**
- **EXEL-UA**
- **EXEL-UB**

Note: The USB connector type may vary depending on the specific EXEL Series model. Check the printer's connector and model specification before connecting the cable.

1.2 Supported USB Cable Types

The EXEL Series may use either of the following USB cable types:

USB Cable Type	Usage
Micro-USB Cable	Used with EXEL models equipped with a Micro-USB connector
USB Type-C Cable	Used with EXEL models equipped with a USB Type-C connector

Important: Use the cable type that matches the USB connector provided on the printer. Do not force a connector into the printer.

1.3 What You Need

Before connecting the printer, make sure you have:

- A compatible EXEL Series printer
- The appropriate Micro-USB or USB Type-C cable
- A compatible host computer or device
- The required printer driver or software, where applicable
- A compatible printing application

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1.4 USB Connection Procedure

1. Follow these steps to connect the printer:
2. Switch ON the EXEL Series printer.
3. Identify the USB connector provided on the printer.
4. Select the appropriate Micro-USB or USB Type-C cable.
5. Connect the cable to the printer.
6. Connect the other end of the cable to the host computer or supported device.
7. Wait for the host system to detect the printer.
8. Install the required driver or software, if applicable.
9. Select the EXEL printer in the operating system or printing application.
10. Perform a test print to verify the connection.

1.5 Connection Check

After connecting the printer, verify that:

- The printer is powered ON.
- The correct USB cable is being used.
- The cable is securely connected at both ends.
- The host system detects the printer.
- The correct printer is selected in the application.
- The test print is completed successfully.

1.6 USB Connection Precautions

- Use a compatible Micro-USB or USB Type-C cable.
- Do not force the connector into the printer.
- Do not disconnect the USB cable while printing or transferring data.
- Keep the USB connector clean and dry.
- Avoid excessive bending or pulling of the cable.
- Use the driver and software applicable to the host system and printer model.

Note: The exact connector type and USB implementation should be verified for each EXEL Series model before finalizing the model-specific documentation.

2. USB Driver

1.1 USB Overview

The EXEL Series printer may require a USB driver to communicate with a computer, depending on the operating system and printer configuration.
Before installing the driver, make sure:

- The printer model is identified correctly.
- The printer is connected using the appropriate USB cable.
- The required driver is available for the operating system.
- The host computer meets the software requirements.

Note: Driver requirements may vary depending on the EXEL Series model and operating system.

Windows Driver Installation for Windows 10

2.1 Download the Windows Driver

The EXEL Series Windows driver can be downloaded from the official CoiNel website.

Website: www.coineltech.com

EXEL Series: https://www.coineltech.com/EXEL-series

Download the Windows driver package to your computer.

2.2 Extract the Driver Package

After downloading the driver:

1. Locate the downloaded ZIP file.
2. Create a new folder on the computer.
3. Move the downloaded ZIP file into the folder.
4. Extract the contents of the ZIP file.

After extraction, locate the Windows driver installation application.

2.3 Check the Windows Operating System

Before starting the installation, verify that the computer is running a 64-bit version of Windows. Note: The driver described in this section is intended for a 64-bit Windows operating system.

2.4 Start the Driver Installation

1. Open the extracted driver folder.
2. Locate the CIE-EXEL(x64) application.
3. Double-click the application to start the installation.



CIE-EXEL(x64)

CIE-EXEL(x64) Driver Installation Application

2.5 Allow Windows Installation Permission

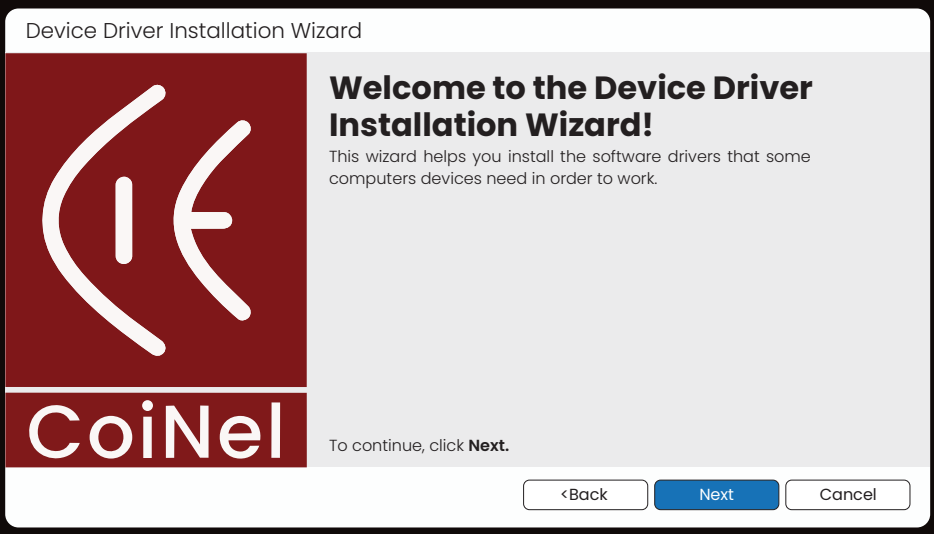
Depending on the Windows security settings, Windows may display a permission or security confirmation message.

When prompted, select Yes or Allow to continue the installation.

2.6 Device Driver Installation Wizard

After starting the installer, the Device Driver Installation Wizard will open.

The welcome screen is displayed as shown below.



Device Driver Installation Wizard – Welcome Screen

Click Next to continue.

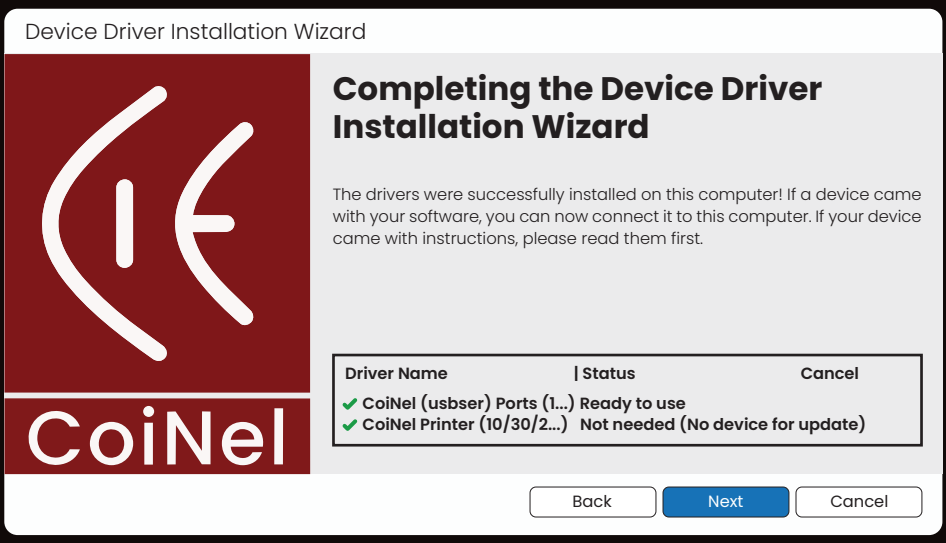
2.7 Install the Driver

The driver installation process will begin. Wait while the required EXEL Series drivers are installed on the computer. Do not close the installation window or disconnect the printer during the installation process.

Wait until the installation is completed.

2.8 Complete the Installation

After the driver installation is completed, the Completing the Device Driver Installation Wizard screen will be displayed.



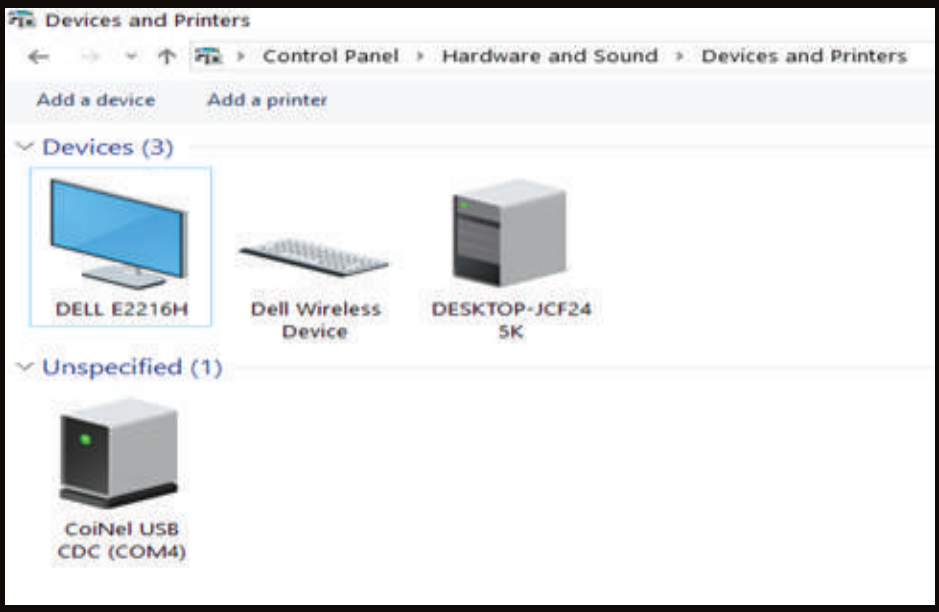
Driver Installation Completed

2.9 Open Devices and Printers

After completing the driver installation:

1. Open Control Panel.
2. Select Hardware and Sound.
3. Select Devices and Printers.

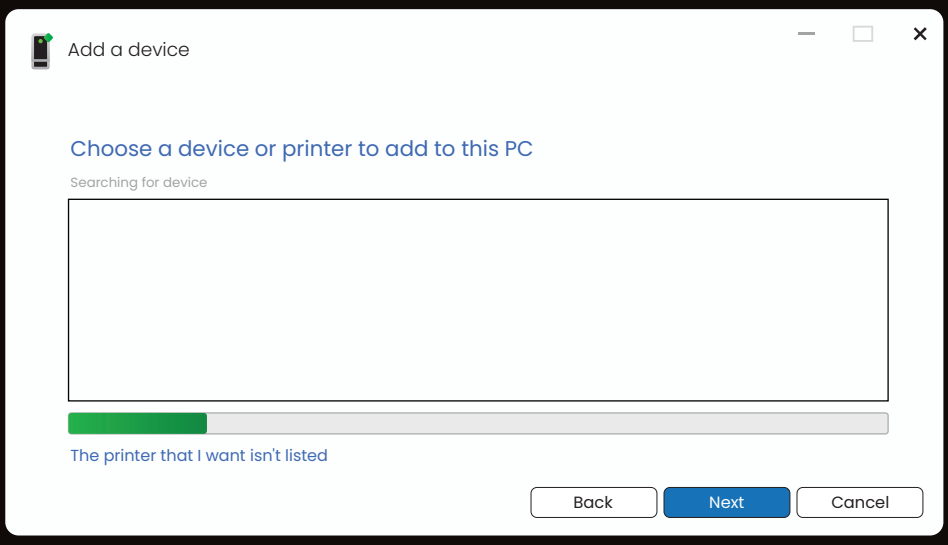
The Devices and Printers window will open.
When the EXEL printer is connected through USB, the connected USB interface may appear under Unspecified with a name such as: CoiNel USB CDC (COM4)



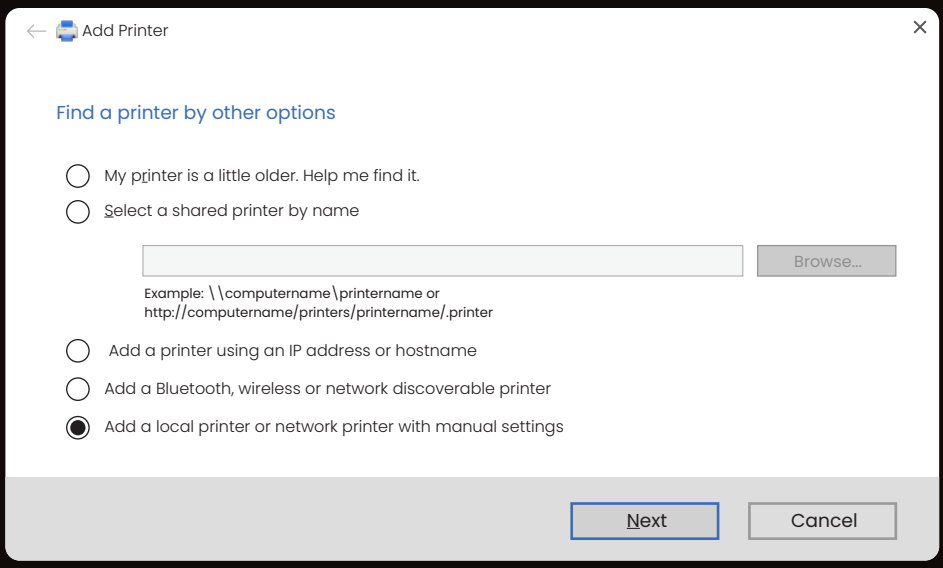
2.10 Add the EXEL Printer

After confirming that the CoiNel USB interface is detected:

1. In the Devices and Printers window, click Add a printer.
2. Windows will search for available printers.
3. Select : The printer that I want isn't listed
4. Continue to the next step to manually add and configure the EXEL printer

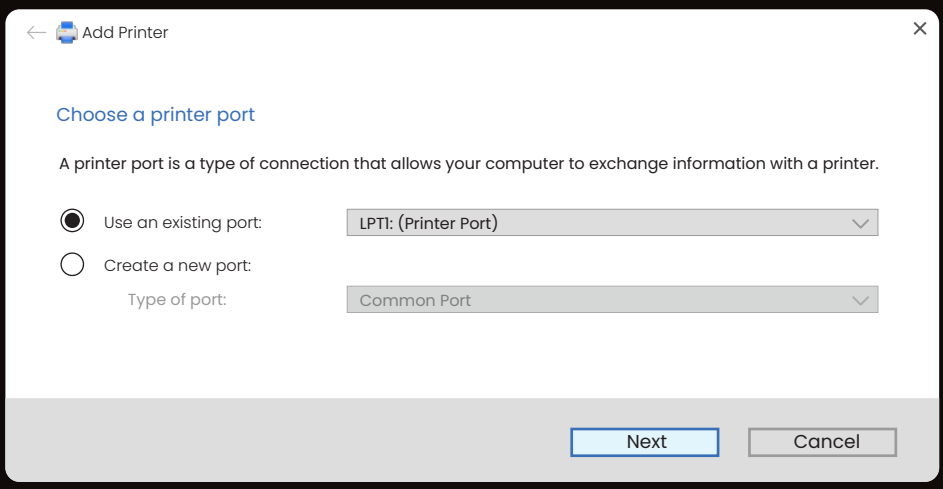


2.11 Select “Add a local printer or network printer with manual settings”



1. Select: Add a local printer or network printer with manual settings
2. Click Next.

- Here we need to the select the Port



2.12 Check the USB COM Port

Before continuing with the printer setup, verify which COM port is assigned to the EXEL printer. The COM port can be checked using Device Manager.

1. Open Device Manager in Windows.
2. Expand Ports (COM & LPT).
3. Locate the CoiNel USB CDC device.
4. Note the COM port number displayed next to it.

For example: CoiNel USB CDC (COM4)

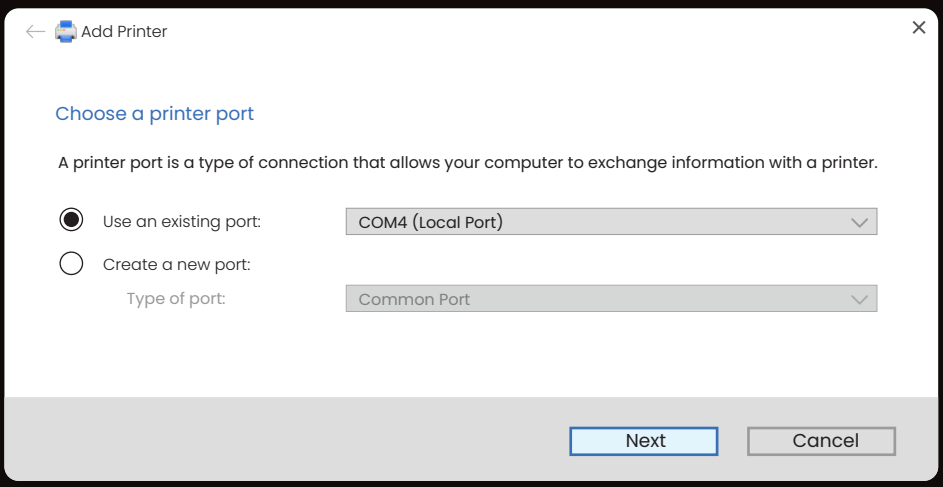


2.13 Select the Printer Port

The Choose a printer port window will be displayed.

1. Select Use an existing port.
2. From the port list, select the COM port identified for the EXEL printer.

For example: COM4 (Local Port)

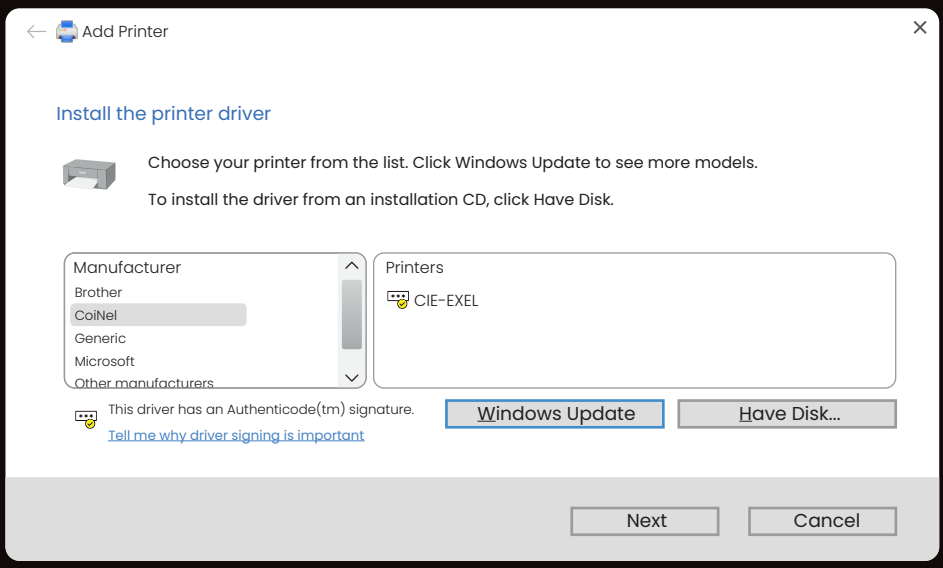


3. Click Next to continue.

2.14 Install the EXEL Printer Driver

Install the printer driver window will be displayed.

1. In the Manufacturer list, select CoiNel.
2. In the Printers list, select CIE-EXEL.
3. Click Next to continue.



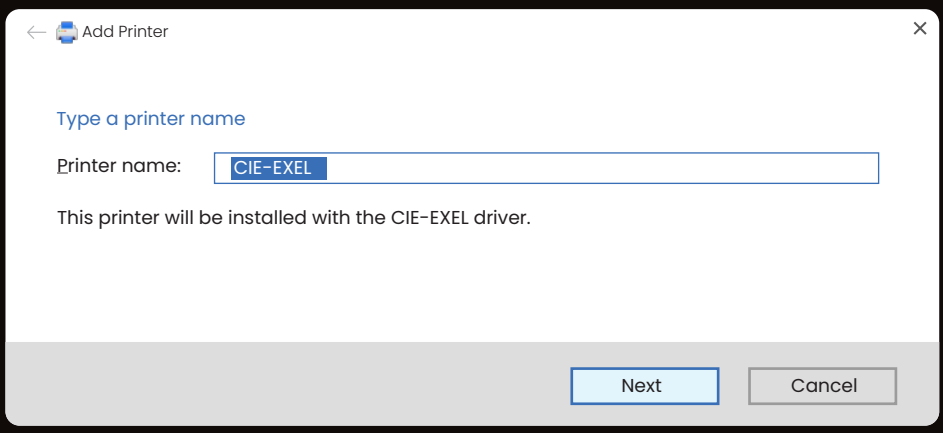
Note: Make sure CoiNel and CIE-EXEL are selected before clicking Next.

2.15 Confirm the Printer Name

Type a printer name window will be displayed.

The printer name is automatically entered by the driver.

1. Verify that the printer name is CIE-EXEL.
2. Click Next to continue.



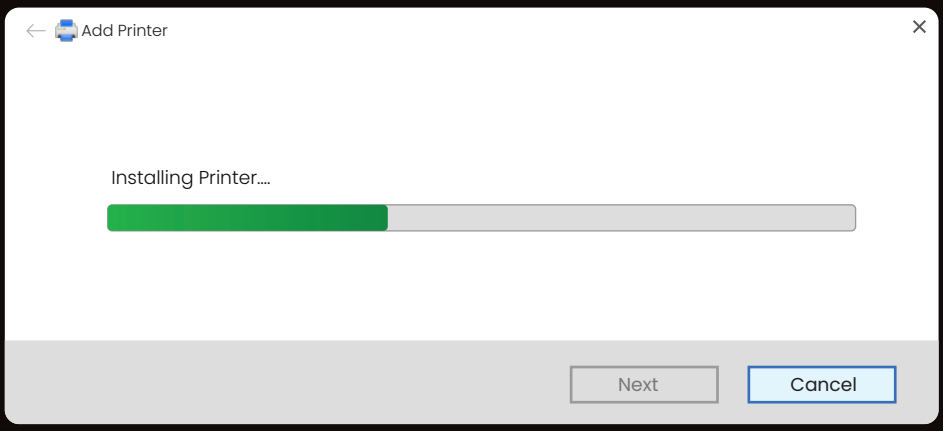
Note: If the displayed printer name is different, verify that the correct CIE-EXEL driver has been selected.

2.16 Installing the Printer

After confirming the printer name, Windows will begin installing the CIE-EXEL printer.

The Installing printer... screen will be displayed.

Wait until the installation process is completed.



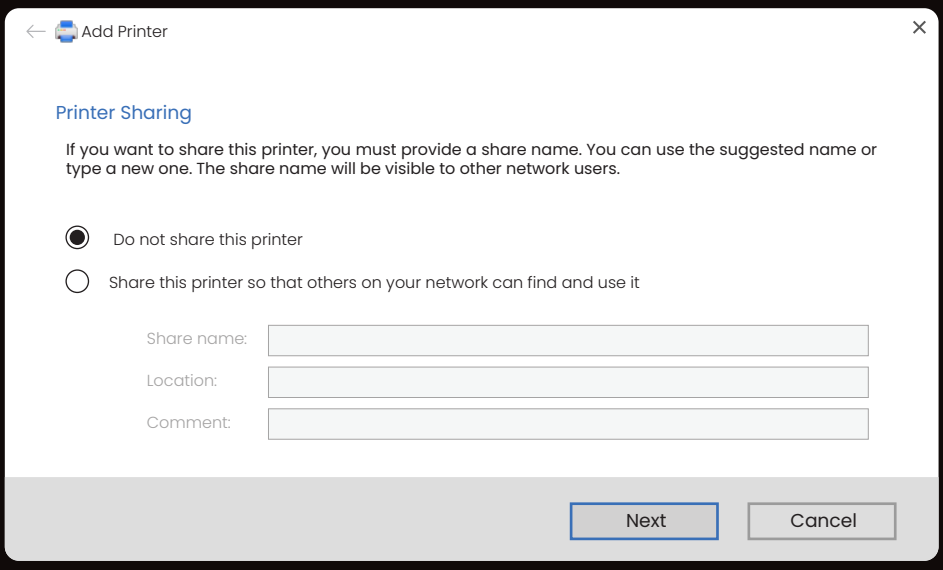
Important: Do not close the installation window or disconnect the printer during the installation process.

2.17 Printer Sharing

After the printer installation, the Printer Sharing screen will be displayed.

For a direct USB connection, printer sharing is not required.

1. Select Do not share this printer.
2. Click Next to continue.

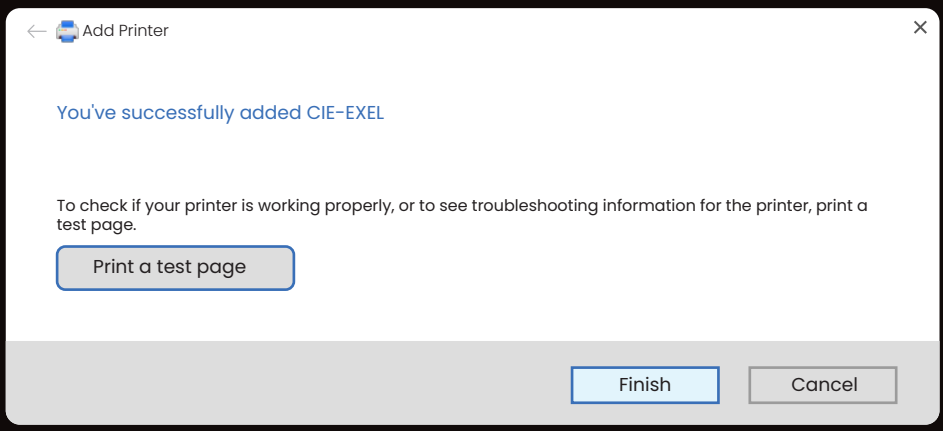


2.17 Complete the Printer Installation

After the printer has been added successfully, the You've successfully added CIE-EXEL screen will be displayed.

To verify that the printer is communicating correctly:

1. Click Print a test page.
2. Wait for the printer to receive and print the test page.
3. Check the printed output to confirm that the printer is working correctly.
4. After completing the test print, click Finish to close the printer setup.



Note: If the test page does not print, check the USB connection, assigned COM port, printer power, and printer configuration before proceeding.

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3. Windows Driver Installation for Windows 11

3.1 Download the Windows Driver

The EXEL Series Windows driver can be downloaded from the official CoiNel website.

Website: www.coineltech.com

EXEL Series: https://www.coineltech.com/EXEL-series

Download the Windows driver package to your computer.

3.2 Extract the Driver Package

After downloading the driver:

1. Locate the downloaded ZIP file.
2. Create a new folder on the computer.
3. Move the downloaded ZIP file into the folder.
4. Extract the contents of the ZIP file.

After extraction, locate the Windows driver installation application.

3.3 Check the Windows Operating System

Before starting the installation, verify that the computer is running a 64-bit version of Windows.

Note: The driver described in this section is intended for a 64-bit Windows operating system.

3.4 Start the Driver Installation

1. Open the extracted driver folder.
2. Locate the CIE-EXEL(x64) application.
3. Double-click the application to start the installation.



CIE-EXEL(x64)

CIE-EXEL(x64) Driver Installation Application

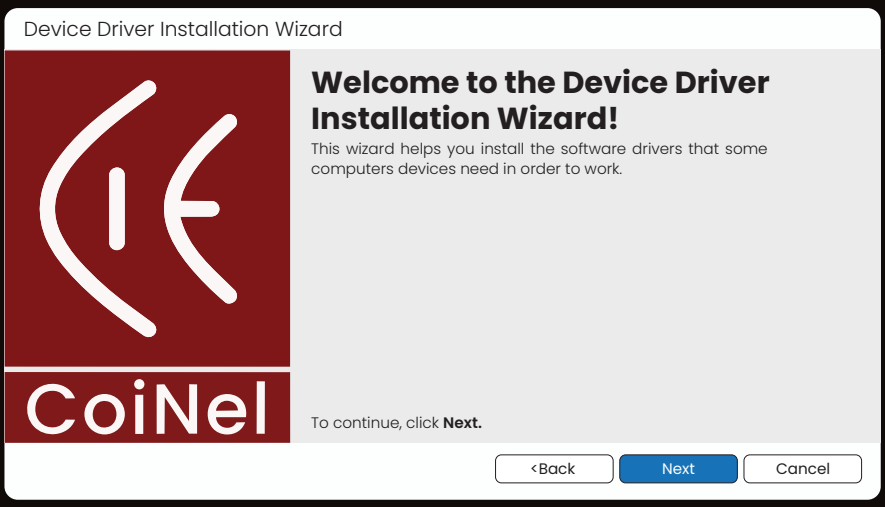
3.5 Allow Windows Installation Permission

Depending on the Windows security settings, Windows may display a permission or security confirmation message.

When prompted, select Yes or Allow to continue the installation.

3.6 Device Driver Installation Wizard

After starting the installer, the Device Driver Installation Wizard will open. The welcome screen is displayed as shown below.



Device Driver Installation Wizard – Welcome Screen

Click Next to continue.

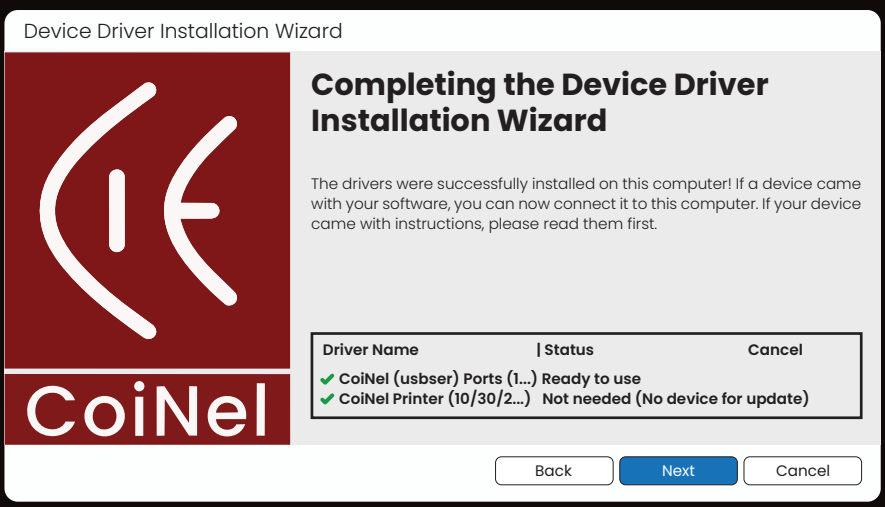
3.7 Install the Driver

The driver installation process will begin. Wait while the required EXEL Series drivers are installed on the computer. Do not close the installation window or disconnect the printer during the installation process.

Wait until the installation is completed.

3.8 Complete the Installation

After the driver installation is completed, the Completing the Device Driver Installation Wizard screen will be displayed.



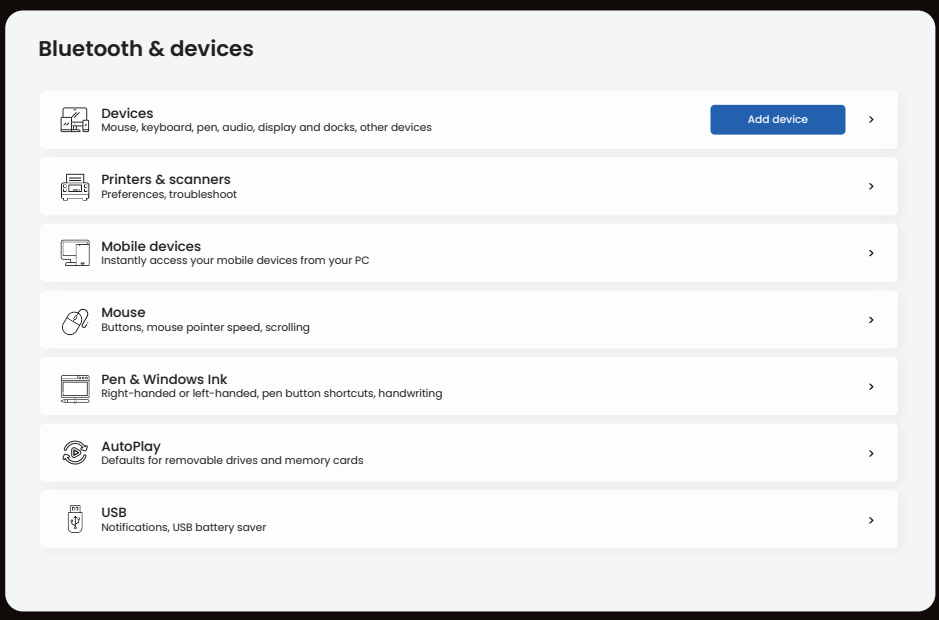
Driver Installation Completed

Click Finish to close the installation wizard.

3.9 Open Devices and Printers

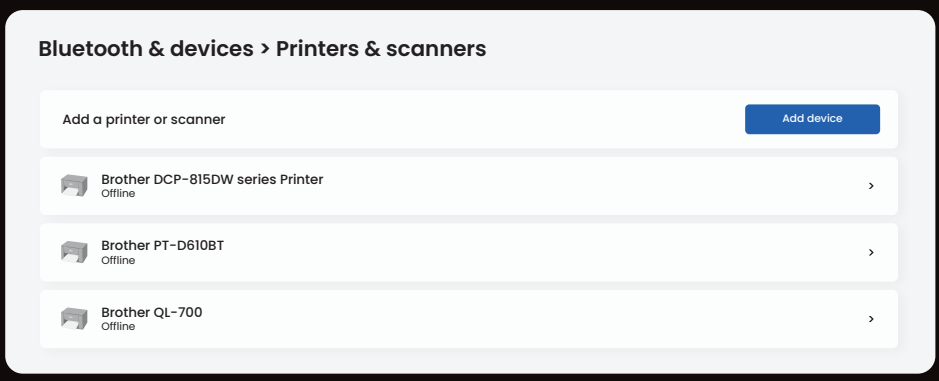
After completing the driver installation:

1. Open Control Panel.
2. Select Hardware and Sound.
3. Select Devices and Printers.
4. Select Bluetooth and Devices



3.10 Open Printers & Scanners

1. Click Printers & scanners.
2. The Printers & scanners page will open.

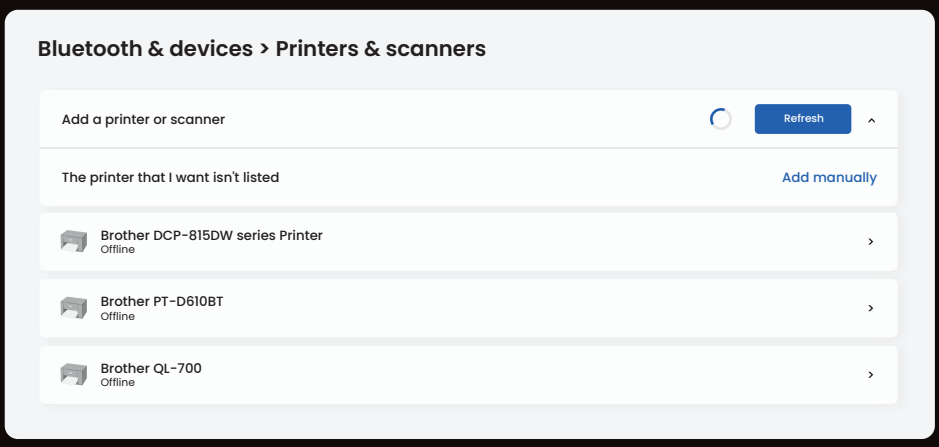


3. Click Add Device.

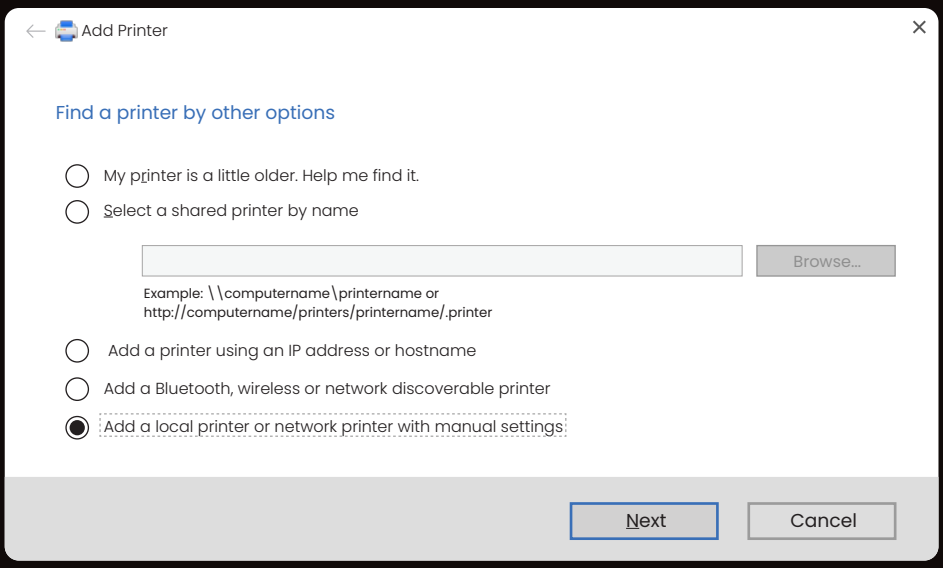
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3.11 Select “Add manually”

Windows will display the option The printer that I want isn't listed.
Steps - Click on Add manually.

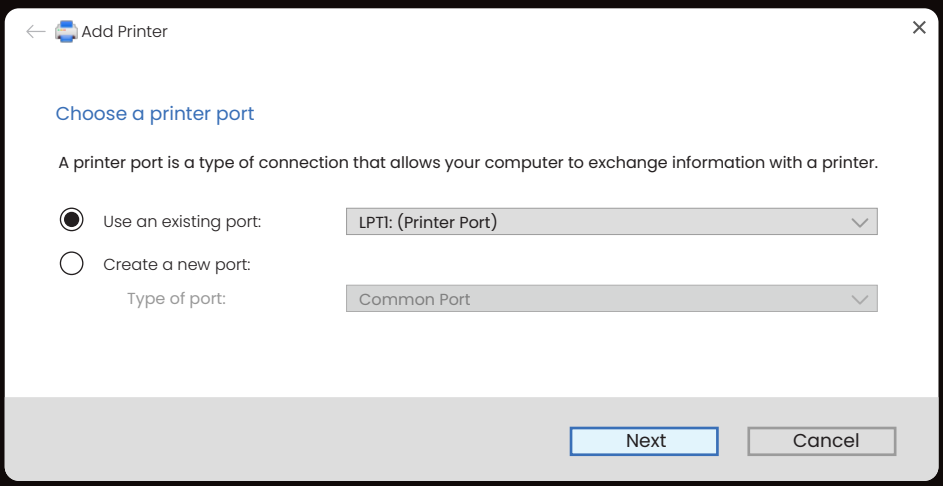


3.12 Select “Add a local printer or network printer with manual settings”



1. Select: Add a local printer or network printer with manual settings
2. Click Next.

- Here we need to the select the Port



3.13 Check the USB COM Port

Before continuing with the printer setup, verify which COM port is assigned to the EXEL printer. The COM port can be checked using Device Manager.

1. Open Device Manager in Windows.
2. Expand Ports (COM & LPT).
3. Locate the CoiNel USB CDC device.
4. Note the COM port number displayed next to it.

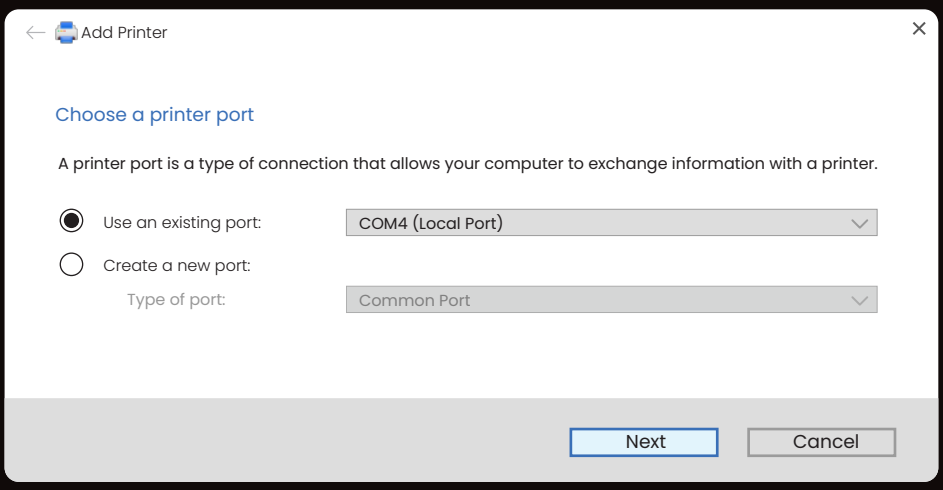
For example: CoiNel USB CDC (COM4)



3.14 Select the Printer Port

1. Select Use an existing port.
2. From the port list, select the COM port identified for the EXEL printer.

For example: COM4 (Local Port)

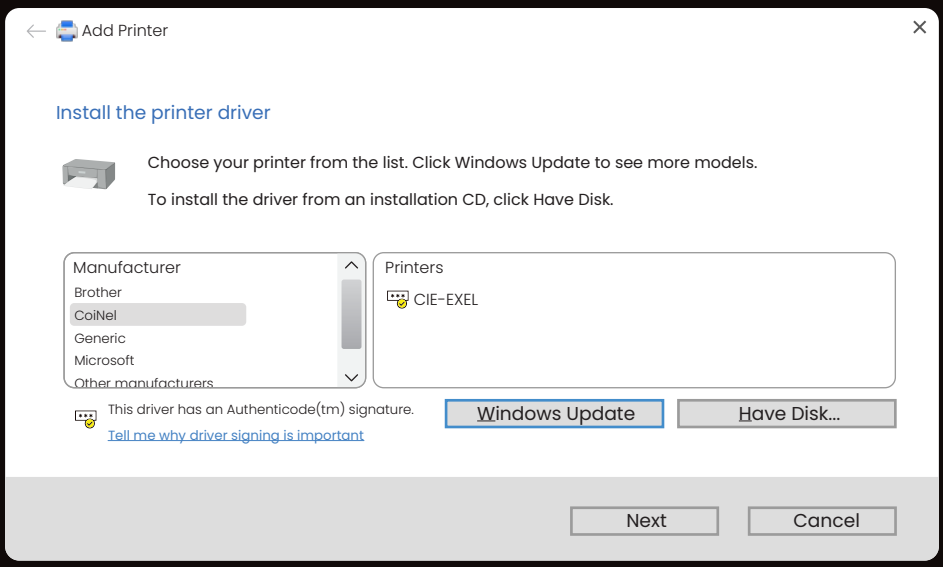


Click Next to continue.

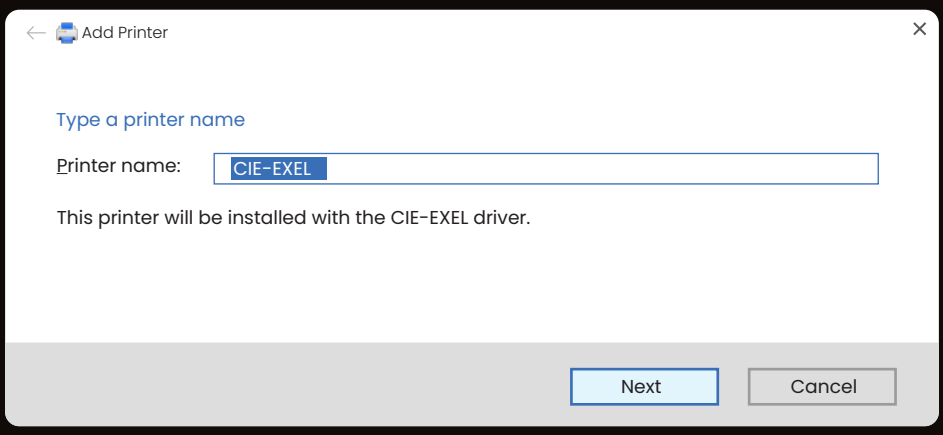
3.14 Install the EXEL Printer Driver

Install the printer driver window will be displayed.

1. In the Manufacturer list, select CoiNel.
2. In the Printers list, select CIE-EXEL.
3. Click Next to continue.



3.15 Confirm the Printer Name



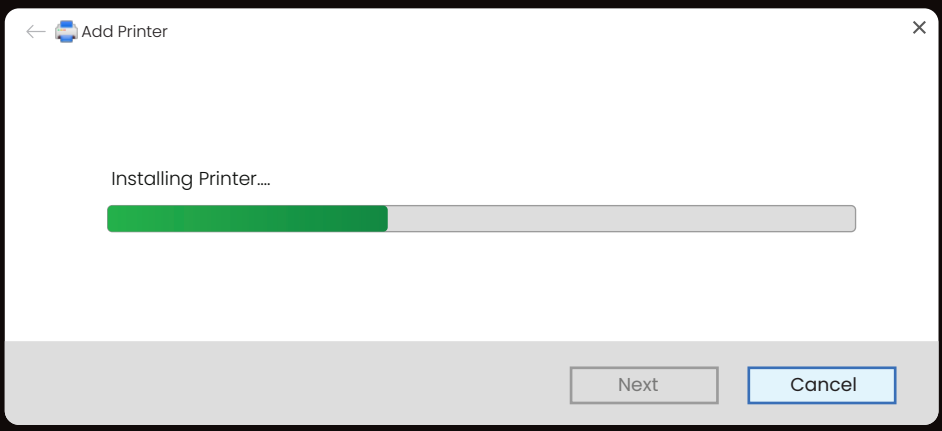
Note: If the displayed printer name is different, verify that the correct CIE-EXEL driver has been selected.

3.16 Installing the Printer

After confirming the printer name, Windows will begin installing the CIE-EXEL printer.

The Installing printer... screen will be displayed.

Wait until the installation process is completed.



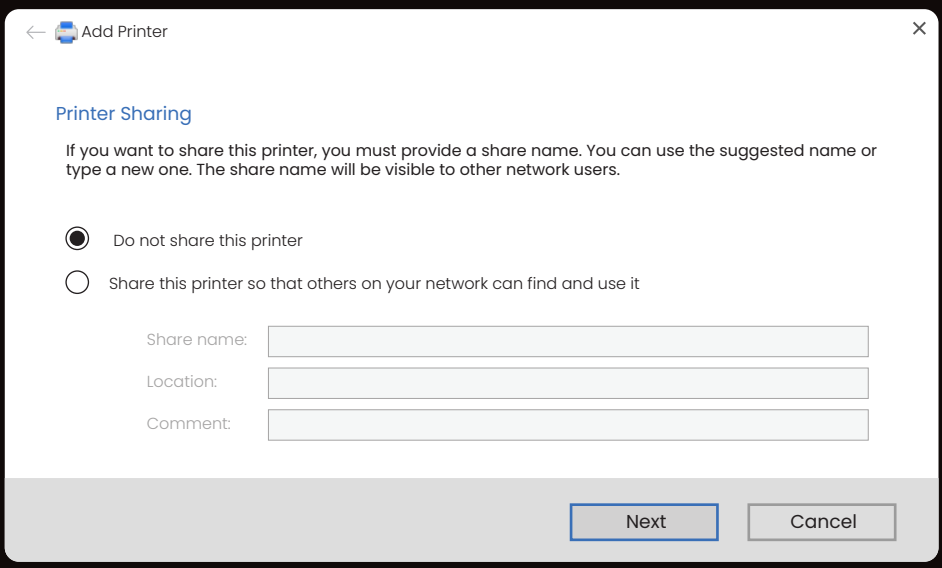
Important: Do not close the installation window or disconnect the printer during the installation process.

3.17 Printer Sharing

After the printer installation, the Printer Sharing screen will be displayed.

For a direct USB connection, printer sharing is not required.

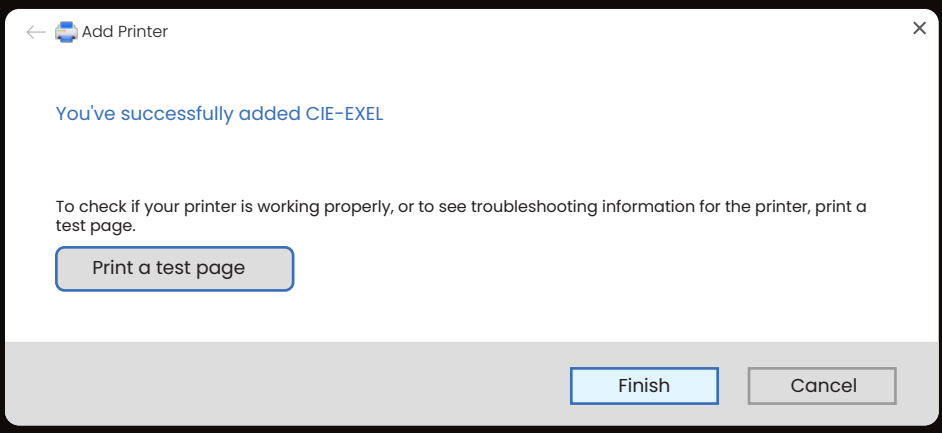
1. Select Do not share this printer.
2. Click Next to continue.



3.18 Complete the Printer Installation

After the printer has been added successfully, the You've successfully added CIE-EXEL screen will be displayed.
To verify that the printer is communicating correctly:

1. Click Print a test page.
2. Wait for the printer to receive and print the test page.
3. Check the printed output to confirm that the printer is working correctly.
4. After completing the test print, click Finish to close the printer setup.



Note: If the test page does not print, check the USB connection, assigned COM port, printer power, and printer configuration before proceeding.

Windows USB Troubleshooting

1. Why is the printer not detected by Windows?
Possible Cause : The USB cable may not be connected properly.
Solution : Check the USB cable connection at both ends and reconnect the cable securely.

2. Why is the CIE-EXEL printer not available in Devices and Printers?
Possible Cause: The printer driver may not be installed or the printer may not have been added.
Solution: Install the required printer driver and add the CIE-EXEL printer through Devices and Printers → Add a printer.

3. Why is the printer assigned to a different COM port?
Possible Cause: Windows may assign a different COM port when the printer is connected to another USB port or computer.
Solution: Open Device Manager → Ports (COM & LPT) and check the COM port assigned to CoiNel USB CDC. Select the same COM port when configuring the printer.

4. Why does the test page not print?
Possible Cause: The selected printer port may not match the COM port assigned to the printer.
Solution: Verify the CoiNel USB CDC COM port in Device Manager and make sure the same port is configured for the CIE-EXEL printer.

5 . Why does the printer show as offline?
Possible Cause: The printer may be switched OFF or the USB connection may be interrupted.
Solution: Switch ON the printer and check that the USB cable is securely connected.

6. Why does the printer not print even though it is detected?
Possible Cause: The printer may not be ready to print, or there may be a paper or printer-status issue.
Solution: Check the printer power, paper loading, paper detection, and printer status. Then try printing again.

7. Why does the printer stop printing during a print job?
Possible Cause: The USB connection may have been interrupted.
Solution: Check the USB cable and make sure the connection is secure. Avoid disconnecting the cable while data is being transferred.

8. Why does the printer work on one USB port but not another?
Possible Cause: Windows may assign a different COM port when a different USB port is used.
Solution: Open Device Manager → Ports (COM & LPT) and verify the COM port assigned to CoiNel USB CDC. Configure the printer using the newly assigned COM port.

9. What should I do if the printer still does not work?
Solution:

1. Check the USB cable connection.
2. Check that the printer is powered ON.
3. Verify CoiNel USB CDC in Device Manager.
4. Verify the assigned COM port.
5. Verify the CIE-EXEL printer configuration.
6. Perform a test print again.

If the problem persists, contact CoiNel Technology Solutions LLP for technical support.

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