EXEL-SERIES
Portable Thermal Printer

BLUETOOTH COMMUNICATION GUIDE

Windows

Models Covered

EXEL-BTUB | EXEL-BTUA

CoiNel Technology Solutions LLP

Document Revision: 1.0

www.coineltech.com

Document Information

This guide explains how to connect the EXEL Series Portable Thermal Printers using Bluetooth communication. It covers Bluetooth pairing, connection setup, Windows printer configuration, driver installation, printing, and troubleshooting.

Supported Models :- EXEL-BTUB · EXEL-BTUA

Note: Bluetooth features and software requirements may vary depending on the printer model, firmware version, and Windows operating system.

Intended Users

This guide is intended for:

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

Document Information

Item	Details
Product Series	EXEL Series Portable Thermal Printer
Guide Type	Bluetooth Communication Guide
Communication Interface	Bluetooth
Supported Operating System	Windows 10 and Windows 11
Bluetooth Support	Bluetooth Classic (SPP) and Bluetooth Low Energy (BLE)
Models Covered	EXEL-BTUB, EXEL-BTUA
Manufacturer	CoiNel Technology Solutions LLP
Website	www.coineltech.com
Revision	1.0

Important

Before connecting the printer, make sure that:

- The correct EXEL Series Bluetooth printer model is identified.
- Bluetooth is enabled on the Windows computer.
- The printer is powered ON and within Bluetooth communication range.
- The printer has been paired successfully before configuring the printer driver.
- The required CoiNel EXEL Windows printer driver is installed.

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Bluetooth Connection

1.1 Bluetooth Overview

Bluetooth provides a wireless communication method between the EXEL Series Portable Thermal Printer and a compatible host device, such as a Windows computer, Linux computer, Android device, tablet, or POS terminal.

The EXEL Series printers support Bluetooth communication for wireless printing without requiring a USB cable during normal operation.

The following models support Bluetooth communication:

- EXEL-BTUB
- EXEL-BTUA

Note: The Bluetooth device name and Bluetooth features may vary depending on the specific EXEL Series printer model and firmware version.

1.2 Bluetooth Features

The EXEL Series printers support the following Bluetooth communication features:

Feature	Description
Communication Interface	Bluetooth
Bluetooth Support	Bluetooth Classic (SPP) and Bluetooth Low Energy (BLE)
Communication Range	Up to 10 meters (in open space)
Supported Host Devices	Windows, Linux, Android, Tablets, and POS Devices
Printing Protocol	ESC/POS Compatible

Important: Bluetooth communication range may vary depending on obstacles, wireless interference, and the host device.

1.3 What You Need

Before connecting the printer through Bluetooth, make sure you have:

- A compatible EXEL Series Bluetooth printer.
- A Windows, Linux, or Android device with Bluetooth enabled.
- The EXEL printer powered ON.
- The required EXEL printer driver or printing application.
- The printer within Bluetooth communication range.

1.4 Bluetooth Connection Procedure

Follow these steps to connect the printer through Bluetooth:

1. Switch ON the EXEL Series printer.
2. Enable Bluetooth on the host device.
3. Search for nearby Bluetooth devices.
4. Select the EXEL printer from the list of available Bluetooth devices.
5. Complete Bluetooth pairing if prompted.
6. Wait for the printer status to display Connected.
7. Install or configure the EXEL printer driver or printing application, if required.
8. Select the EXEL printer in the operating system or printing application.
9. Perform a test print to verify the Bluetooth connection.

1.5 Connection Check

After connecting the printer, verify that:

- The printer is powered ON.
- Bluetooth is enabled on the host device.
- The EXEL printer appears in the paired Bluetooth devices list.
- The printer status shows Connected.
- The correct EXEL printer is selected in the printing application.
- The test print is completed successfully.

1.6 Bluetooth Connection Precautions

- Keep the printer within Bluetooth communication range (up to approximately 10 meters in open space).
- Ensure the printer battery has sufficient charge before printing.
- Do not switch OFF Bluetooth or the printer while a print job is in progress.
- Avoid pairing the printer with multiple host devices simultaneously.
- Keep the printer away from sources of strong wireless interference whenever possible.
- Use the correct EXEL printer driver and printing application for the host operating system.

Note: Bluetooth communication performance may vary depending on the operating system, Bluetooth version, environmental conditions, and printer firmware version.

Bluetooth Driver Installation

The EXEL Series Bluetooth printer communicates with a computer using a Bluetooth wireless connection. Before installing the printer driver, the printer must be paired with the computer using its Bluetooth ID.

Before starting the Bluetooth driver installation, make sure:

- The printer is turned ON.
- The Bluetooth ID (Device Name) has been verified from the printer's self-test page.
- Bluetooth is enabled on the computer.
- The printer is within the Bluetooth communication range of the computer.
- The correct EXEL Series printer driver is available for the operating system

Note: The Bluetooth device name and pairing process may vary slightly depending on the EXEL Series printer model and the operating system being used.

1.4 Bluetooth Connection Procedure

Before connecting the printer to your Windows computer, print the Self-Test Page to identify the printer's Bluetooth Name (Bluetooth ID) and Bluetooth MAC Address. These details are required when pairing the printer with Windows.



Steps :-

1. Ensure the thermal paper is loaded correctly.
2. Turn the printer OFF.
3. Press and hold the FEED button.
4. While holding the FEED button, press the Power button.
5. Release the FEED button when the printer starts printing.

Expected Result

The self-test page will display the printer's Bluetooth information, including:

- Bluetooth Name (Bluetooth ID) — used to pair the printer with Windows.
- Bluetooth MAC Address — unique Bluetooth device address.
- Printer Model.
- Firmware Version.
- Print Density.
- Communication Settings.

Note: Use the Bluetooth Name displayed on the self-test page during the Bluetooth pairing process in Windows.

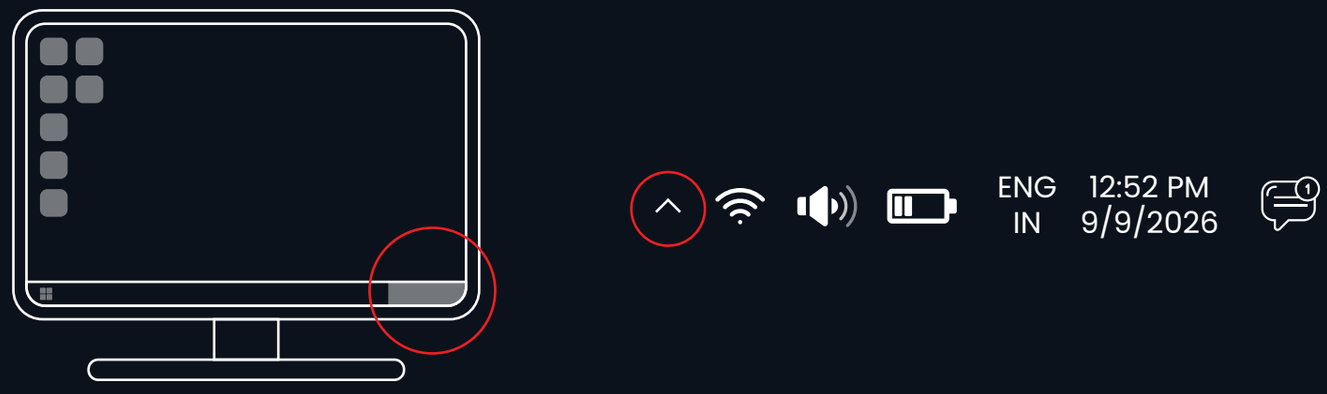
2.2 Connect the Bluetooth Printer to a Windows PC or Laptop

Before installing the printer driver, pair the EXEL Series Bluetooth Printer with your Windows PC or laptop. Once the pairing process is complete, Windows will recognize the printer as a Bluetooth device and it will be available for driver installation.

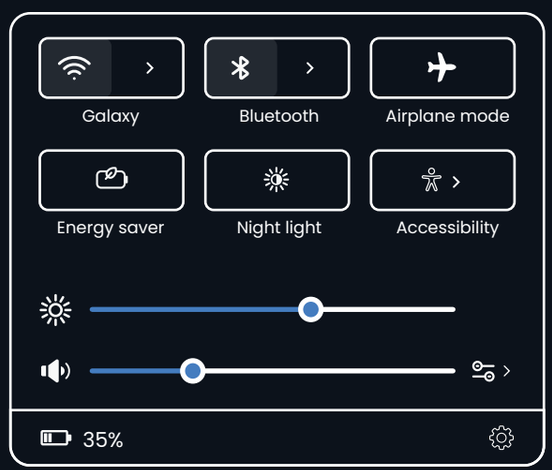
Note: Keep the printer powered ON and within Bluetooth range (approximately 10 meters) during the pairing process.

Step 1: Turn On Bluetooth on Your Windows PC

1. Turn ON the EXEL Series Bluetooth printer.
2. Click the Network, Sound, or Battery icon in the Windows taskbar to open the Quick Settings panel.

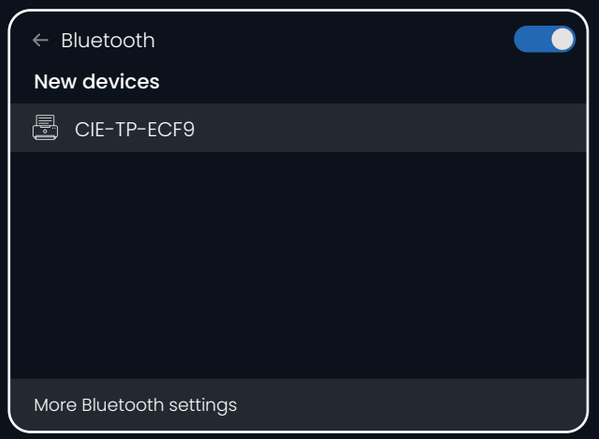


3. Turn Bluetooth ON if it is disabled.
4. Click the Bluetooth (›) arrow or Manage Bluetooth Devices to open the Bluetooth devices window.



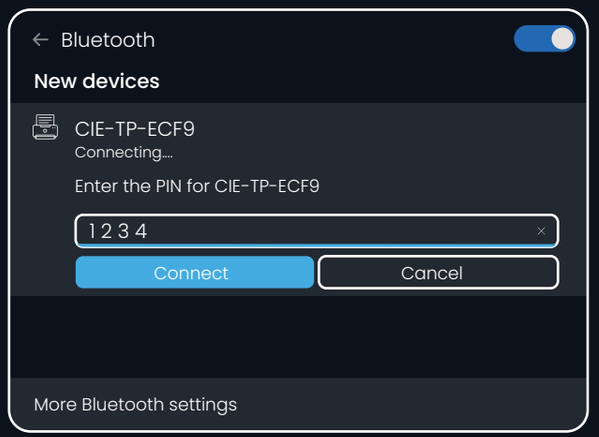
Step 2: Search for Available Bluetooth Devices

1. In the Bluetooth window, make sure Bluetooth is enabled.
2. Windows will automatically start searching for nearby Bluetooth devices.
3. Wait until the EXEL printer's Bluetooth Name (Bluetooth ID) appears under New devices



Step 3: Pair the Printer

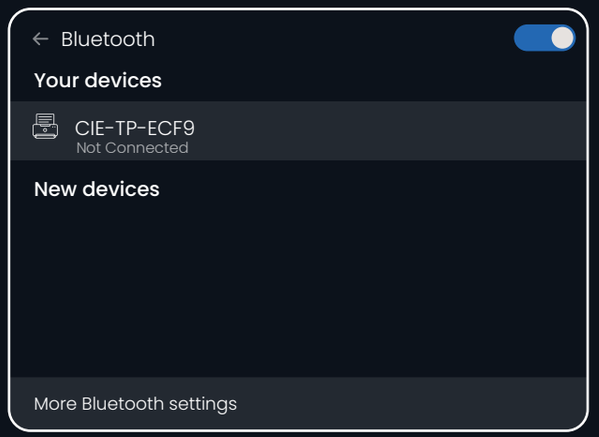
1. Click the printer's Bluetooth Name (Bluetooth ID) from the list of available devices.
2. Windows will begin the pairing process.
3. If prompted, enter the Bluetooth pairing PIN.
4. Default Bluetooth PIN: 1234
5. Click Connect.



Note: The default Bluetooth pairing PIN for EXEL Series printers is 1234, unless it has been changed in the printer configuration.

Step 4: Verify the Bluetooth Pairing

1. Wait for Windows to complete the pairing process.
2. The printer will move from New devices to Your devices in the Bluetooth window.
3. The printer may initially display Not connected. This is normal and indicates that the Bluetooth pairing has been completed successfully.



Step 5:

Confirm the Printer is Paired After successful pairing, the printer is saved in Windows as a trusted Bluetooth device and is ready for printer driver installation. You can verify the paired printer by reopening the Bluetooth devices window and confirming that the printer's Bluetooth ID appears under Your devices.

Expected Result

The EXEL Series Bluetooth printer is successfully paired with the Windows PC or laptop and appears in the Bluetooth device list under Your devices.

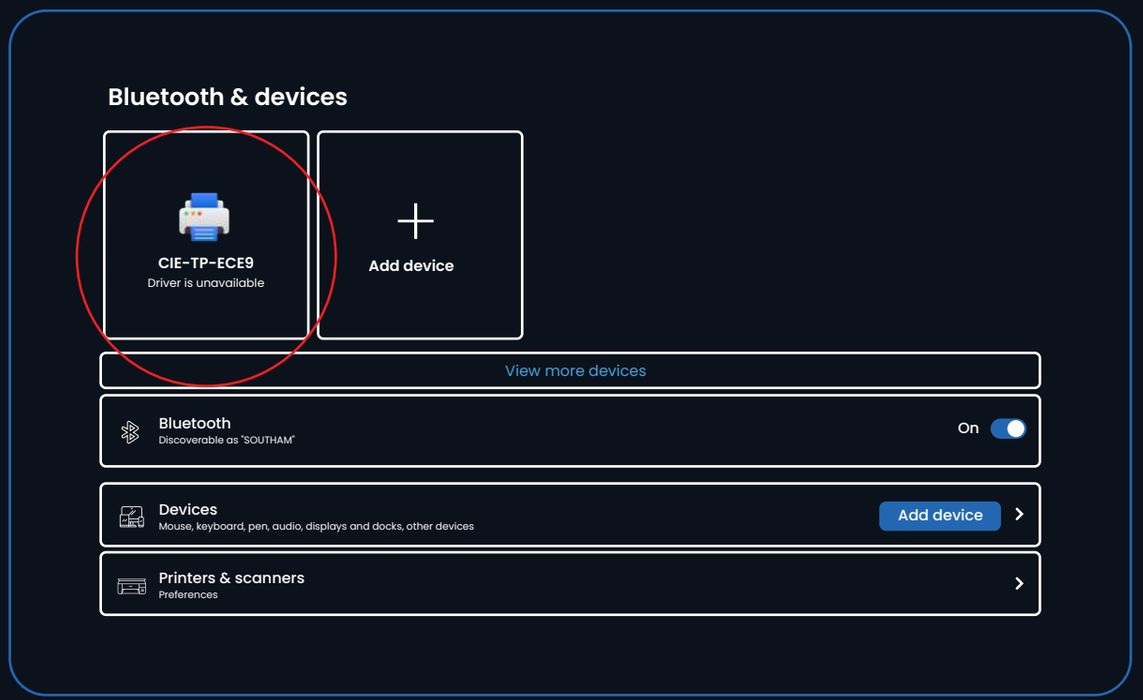
2.3 Check the Bluetooth Serial (COM) Port in Windows

After pairing the EXEL Series Bluetooth printer, Windows automatically creates a Bluetooth Serial (COM) Port for communication. This virtual serial port is used by the EXEL printer driver to send print data to the printer over Bluetooth.

Note: The COM port number is assigned automatically by Windows and may vary on different computers (for example, COM5, COM6, or COM7).

Step 1: Open Bluetooth & Devices Settings

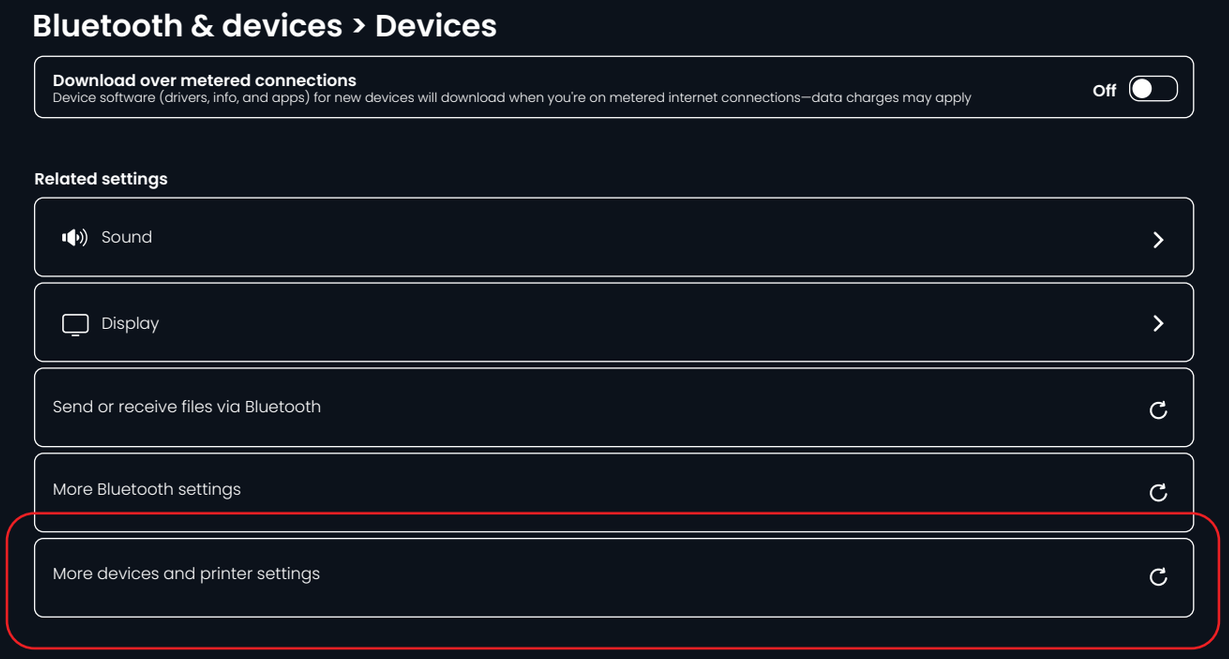
1. Open Settings on your Windows PC or laptop.
2. Select Bluetooth & devices.
3. Click Devices.



Step 2: Open More Devices and Printer Settings

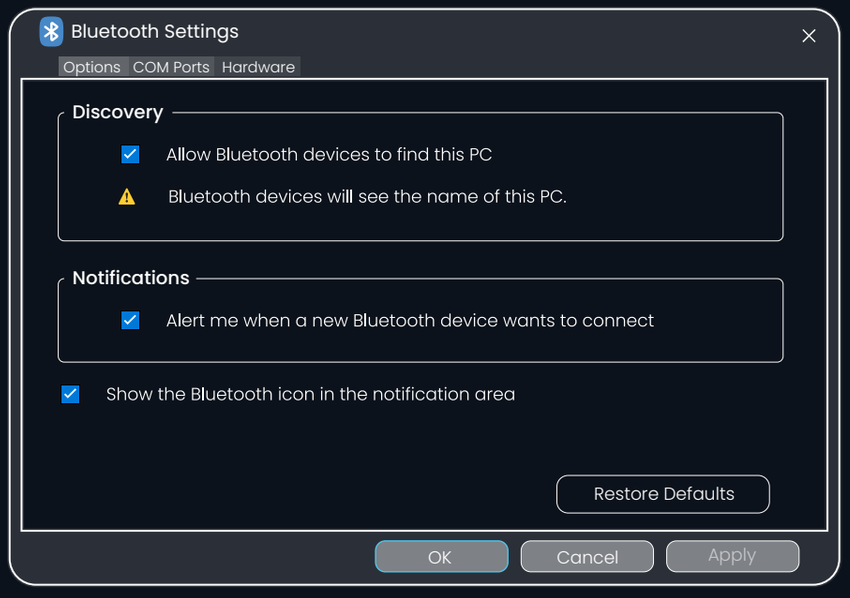
1. Scroll down to the Related settings section.
2. Click More devices and printer settings.

This opens the classic Devices and Printers window.



Step 3: Open More Bluetooth Settings

1. In the Devices and Printers window, click More Bluetooth Settings.
2. The More Bluetooth Settings dialog box will open.
3. Select the COM Ports tab.

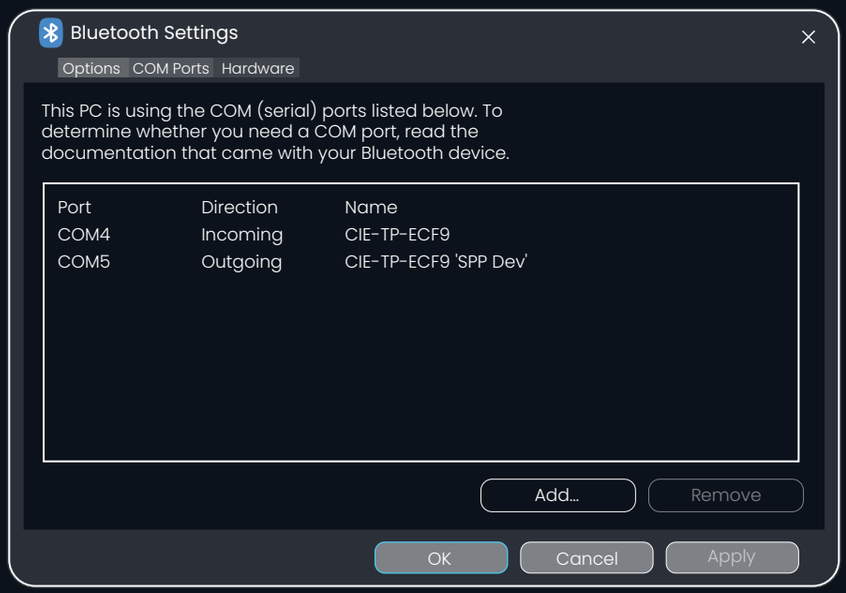


Step 4: Identify the Bluetooth Serial (COM) Port

The COM Ports tab displays the serial ports assigned to the paired EXEL Bluetooth printer.

Expected Result
Verify the Bluetooth serial ports assigned to the printer.

COM Port	Purpose
Incoming COM Port	Used by Windows to receive Bluetooth serial connections from external devices.
Outgoing COM Port (SPP Device)	Used by the EXEL Series printer driver to send print data to the Bluetooth printer.



Example:

- COM4 – Incoming Bluetooth Serial Port.
- COM5 – Outgoing Bluetooth Serial Port (SPP Device).

Important

- Always select the Outgoing Bluetooth Serial (COM) Port (SPP Device) when configuring the EXEL Series Bluetooth printer in the Windows printer driver.
- The COM port number may be different on each Windows computer (for example, COM5, COM6, or COM7).
- Remember the Outgoing Serial COM Port number (for example, COM5). You will need to select the same COM port while adding the EXEL Series Bluetooth printer in Control Panel Devices and Printers during the printer driver installation.

2.4 Download the Windows Bluetooth Driver

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

Website: www.coineltech.com

EXEL Series:

Download the Windows driver package to your computer.

2.5 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.

2.6 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.

2.7 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

Allow Windows Installation Permission

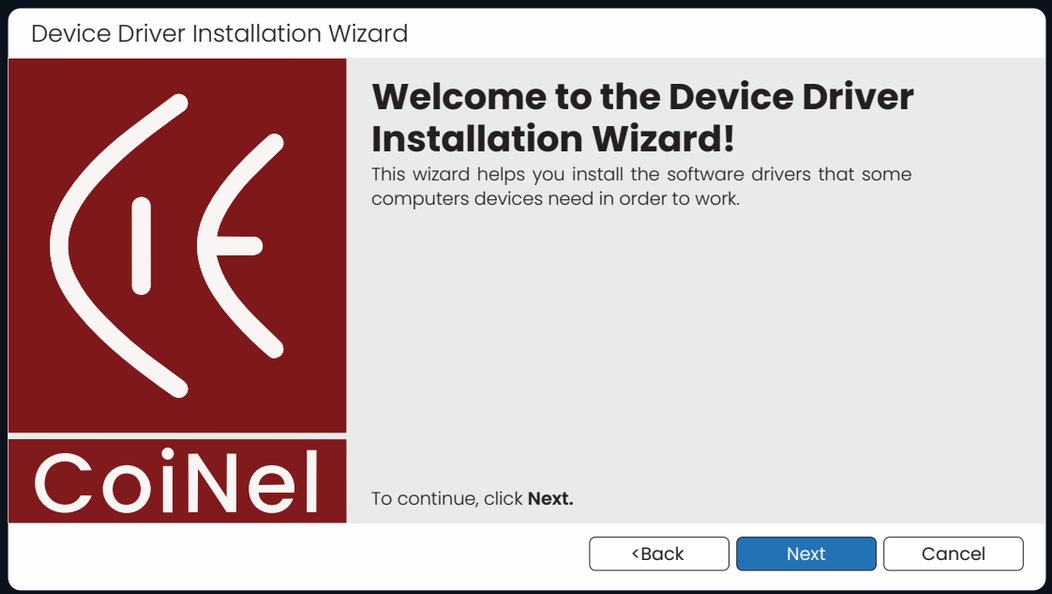
Depending on the Windows security settings, Windows may display a permission or security confirmation message.

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

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.

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.

Complete the Installation

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



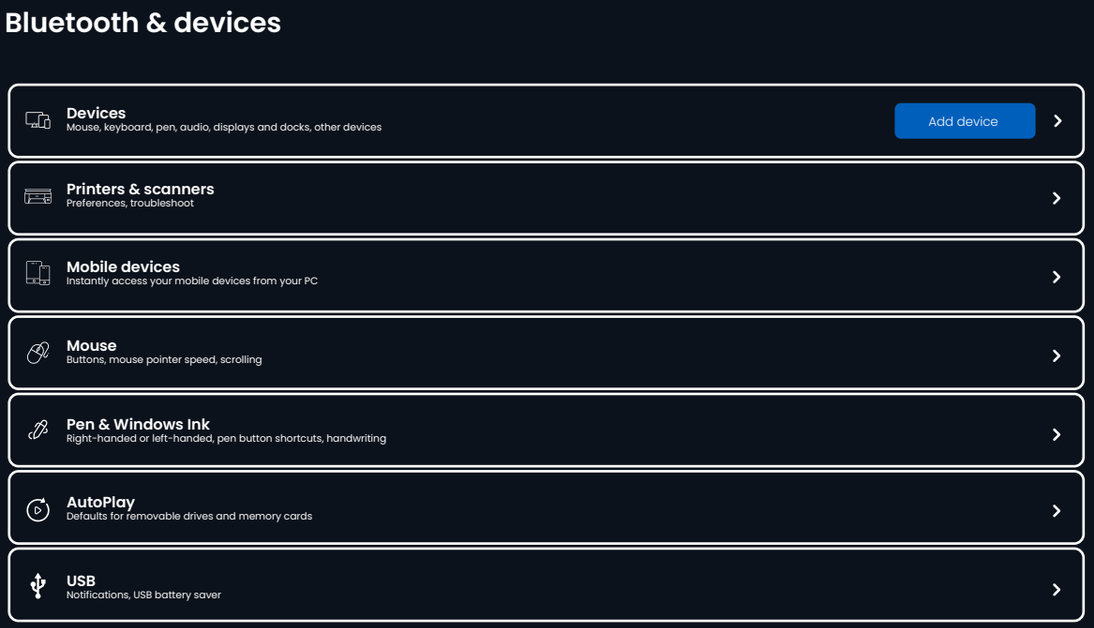
Driver Installation Completed

Click Finish to close the installation wizard.

2.8 Open Devices and Printers

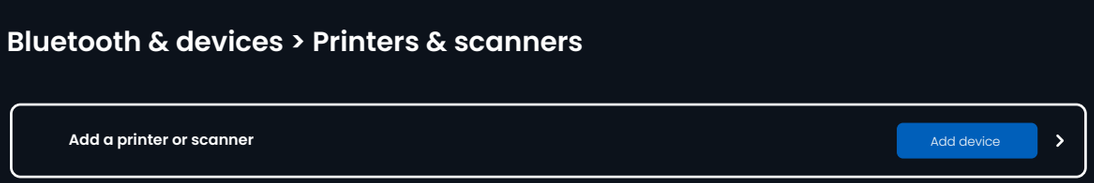
After completing the driver installation:

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



Open Printers & Scanners

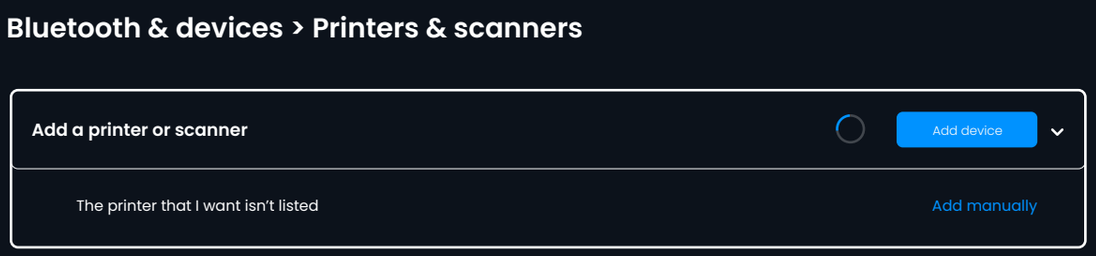
- Click Printers & scanners.
- The Printers & scanners page will open.



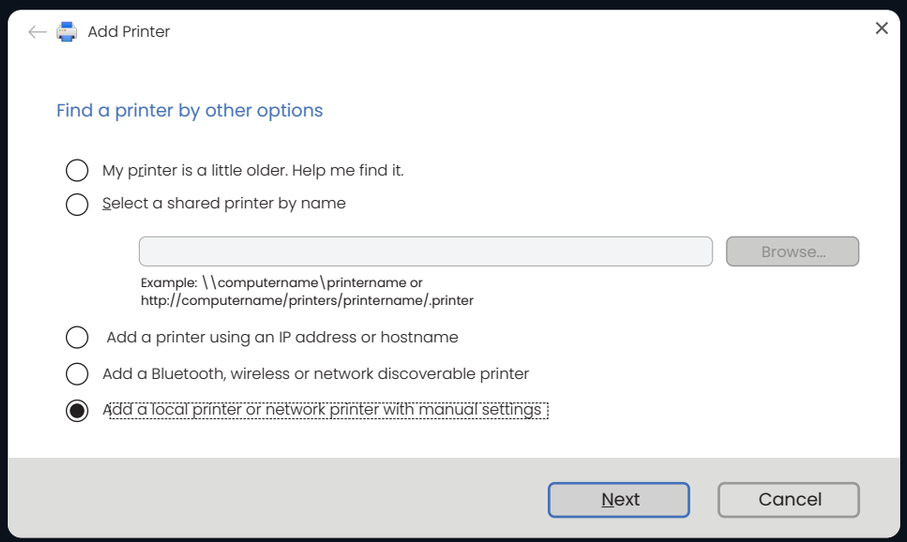
- Click Add Device.

Select “Add manually”

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

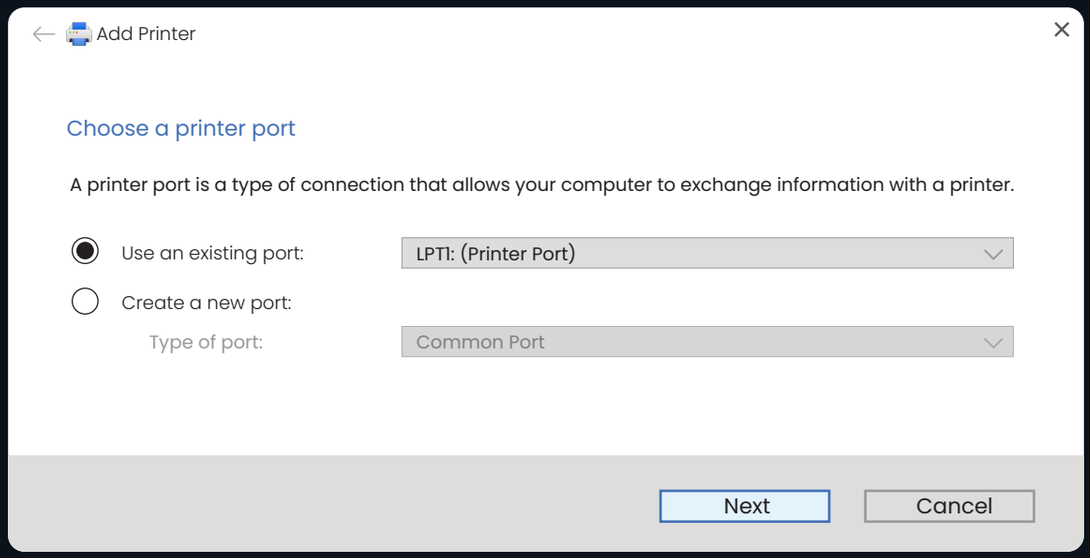


Select “Add a local printer or network printer with manual settings”



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

➔ Here we need to the select the Port



2.9 Verify the Bluetooth COM Port

Before proceeding with the printer installation, verify that the correct Bluetooth Serial (COM) Port is selected.
On the Choose a printer port screen:

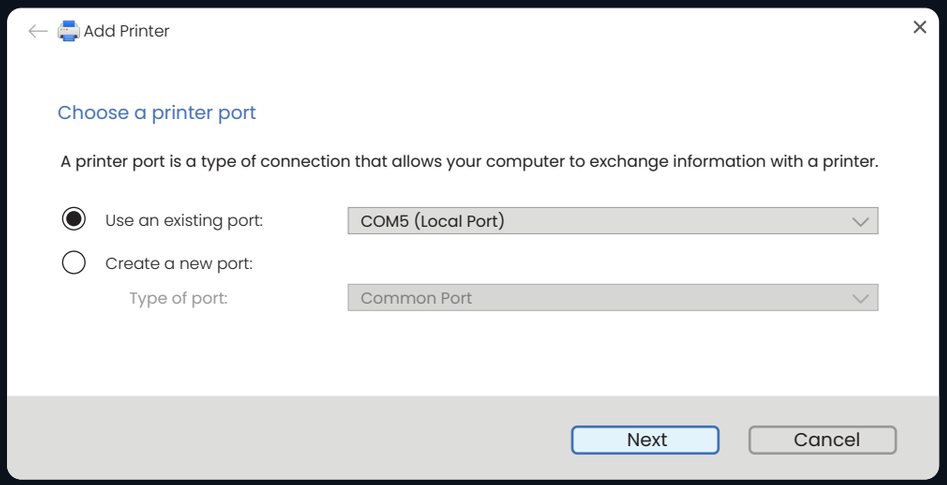
1. Select Use an existing port.
2. From the list of available ports, select the Outgoing Bluetooth Serial (COM) Port identified earlier in Section 2.3 – Check the Bluetooth Serial (COM) Port in Windows.
3. Verify that the selected COM port matches the Bluetooth Serial Port assigned to the EXEL Series printer.
4. Click Next to continue.

Example: If the Bluetooth Serial Port identified in Section 2.3 is COM5 (Serial Port), verify that COM5 (Serial Port) is selected before clicking Next.

2.10 Select the Printer Port

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

For example: COM5 (Serial Port)

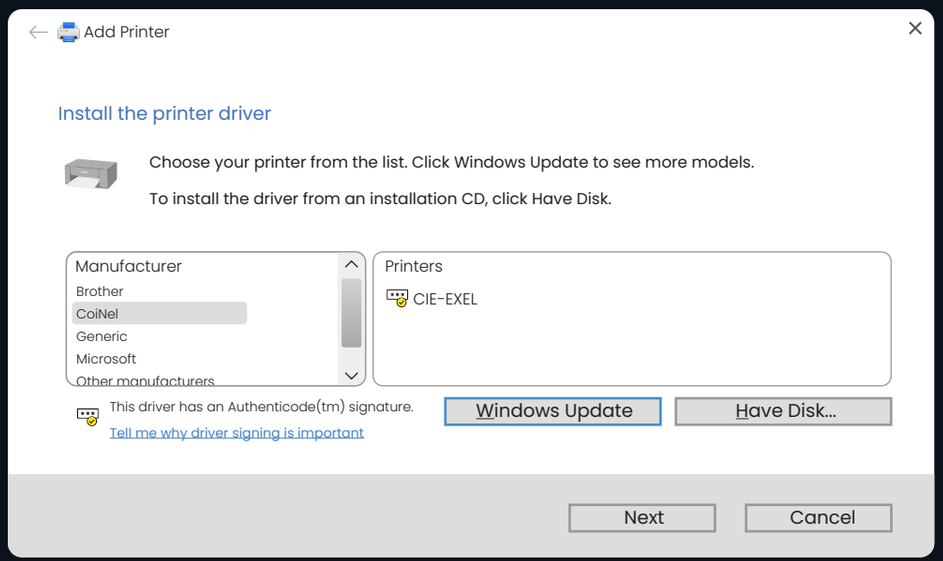


Click Next to continue.

2.11 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.



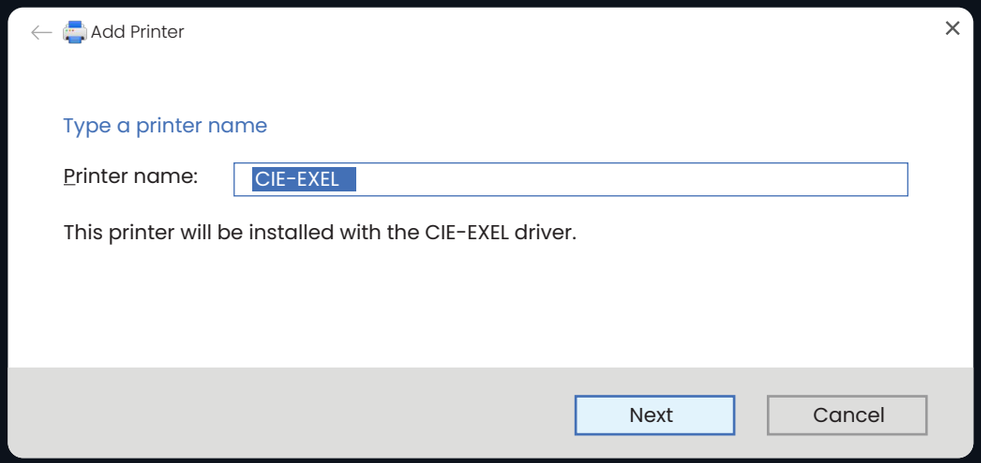
Note: Make sure CoiNel and CIE-EXEL are selected before clicking Next.

2.12 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.



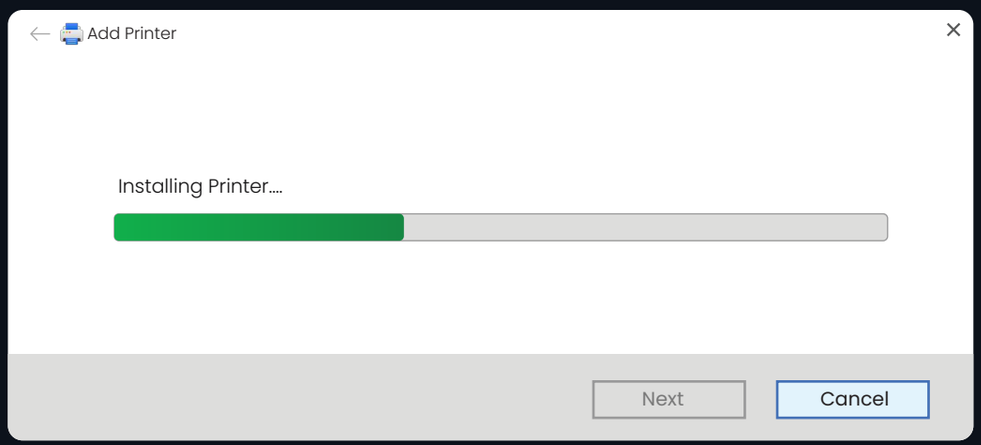
Note: If the displayed printer name is different, verify that the correct CIE-EXEL driver has been selected.

2.13 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.



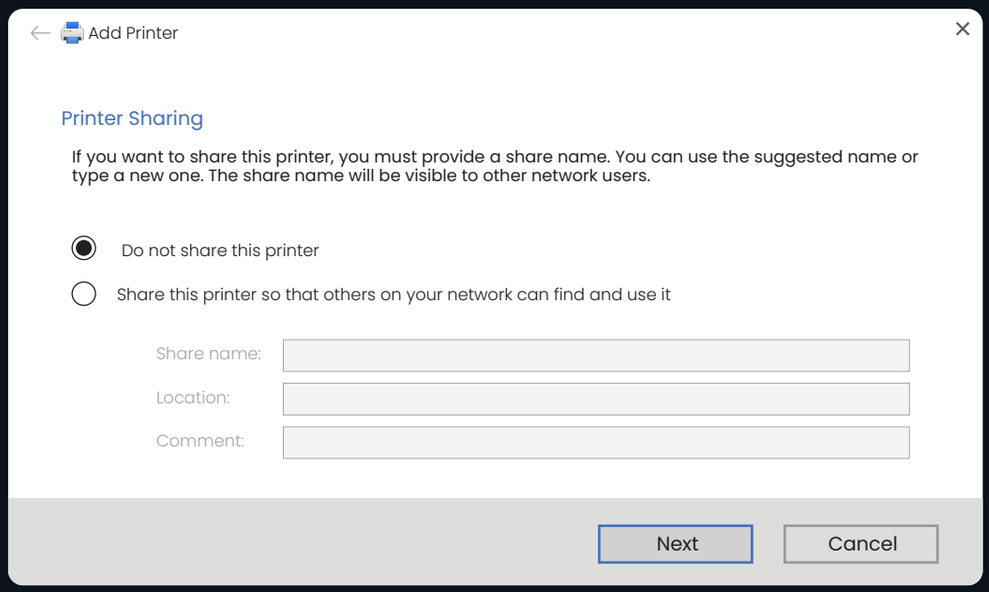
Important: Do not close the installation window or disconnect the printer during the installation process.

2.12 Confirm the Printer Name

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

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

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

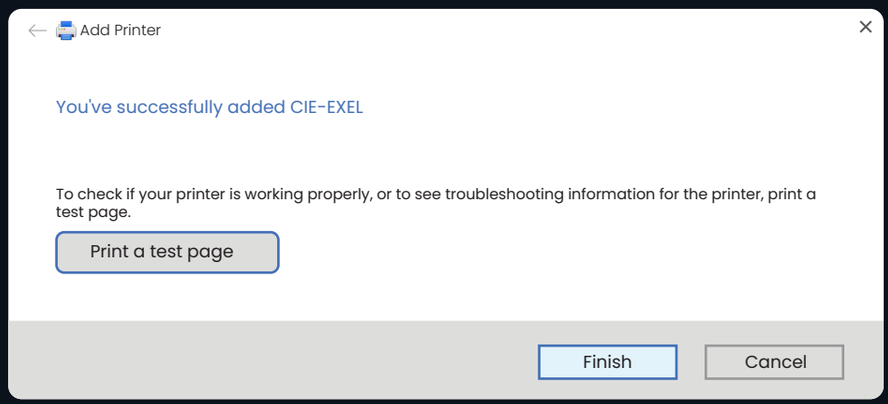


2.15 Complete the Printer Installation

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.





Windows Printer Test Page

You have correctly installed your CIE DYNO on GOLTHAM 2024.

PRINTER PROPERTIES

Submitted Time:
Date:
User Name:
Computer Name:
Printer Name:
Printer Model:
Color Support:
Port Name(s):
Data Format:
Printer Location:
Print Processor:
Comment:
OS Environment:

PRINT DRIVER PROPERTIES

Driver Name:
Driver Type:

ADDITIONAL PRINT DRIVER FILES

C:_cie_dyno.UFM
C:_cie_dynopss68.r
C:_cie_dynopss58.d
C:_cie_dynopss58.r
C:\CIE_DYNORES58
C:\W_UNIRES.DLL
C:_STDNAMES.GPD
C:_ISTDDTYPE.GDL
C:_ISTDSCHEM.GDL
C:_ISTDSCHMX.GDL

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

Windows Bluetooth Troubleshooting

This section provides solutions to common problems that may occur while pairing the EXEL Series Bluetooth printer, installing the Windows driver, configuring the COM port, or printing a test page.

Before troubleshooting, make sure:

- The printer is powered ON.
- Bluetooth is enabled on the Windows computer.
- The printer battery has sufficient charge.
- The printer is within Bluetooth communication range (approximately 10 meters).
- The EXEL Series Windows Bluetooth driver has been installed successfully.

3.1 Printer is Not Detected During Bluetooth Pairing

Possible Cause

- The printer is turned OFF.
- Bluetooth is disabled on the Windows computer.
- The printer is outside Bluetooth communication range.
- The printer is already connected to another device.

Solution

1. Turn ON the EXEL Series printer.
2. Enable Bluetooth on the Windows PC or laptop.
3. Keep the printer within Bluetooth range.
4. Search for Bluetooth devices again.
5. If the printer is connected to another device, disconnect it before pairing.

3.2 Bluetooth Pairing Fails

Possible Cause

- An incorrect Bluetooth PIN was entered.
- The printer was previously paired incorrectly.
- Bluetooth pairing was interrupted.

Solution

1. Remove the printer from Bluetooth & devices.
2. Pair the printer again.
3. Enter the default Bluetooth PIN: 1234.
4. Wait until Windows shows the printer under Your devices.

Note: The printer may display Not connected after pairing. This is normal until the printer is used by the driver.

3.3 Bluetooth Serial (COM) Port is Not Available

Possible Cause

- Bluetooth pairing was not completed successfully.
- Windows did not create the Bluetooth Serial (COM) Port.

Solution

1. Verify that the printer appears under Your devices.
2. Open More Bluetooth Settings COM Ports.
3. Confirm that an Outgoing Bluetooth Serial (COM) Port (SPP Device) is available.
4. If no COM port is listed, remove the printer and pair it again.

3.4 Incorrect COM Port is Selected During Printer Setup

Possible Cause

- A different COM port was selected while adding the printer.

Solution

1. Open Device Manager Ports (COM & LPT).
2. Verify the Outgoing Bluetooth Serial (COM) Port assigned to the EXEL printer.
3. During printer installation, select the same COM port under Use an existing port.

Example: If Device Manager shows COM5 (Serial Port), select COM5 (Serial Port) during printer setup.

3.5 CIE-EXEL Printer Driver Does Not Appear

Possible Cause

- The Windows driver was not installed successfully.
- The incorrect driver package was used.

Solution

1. Verify that CIE-EXEL (x64) was installed successfully.
2. Restart the computer if required.
3. Open Add Printer again.
4. Select Manufacturer: CoiNel and Printer: CIE-EXEL.

3.6 Printer Installation Fails

Possible Cause

- Windows installation permission was denied.
- The installation was interrupted.

Solution

1. Run the CIE-EXEL (x64) installer again.
2. Select Yes when Windows requests permission.
3. Complete the installation wizard and click Finish.

3.7 Test Page Does Not Print

Possible Cause

- The selected COM port is incorrect.
- The printer is not connected through Bluetooth.
- The printer is out of paper or powered OFF.

Solution

1. Verify the Bluetooth connection.
2. Verify the selected COM port matches the Bluetooth Serial Port.
3. Check that thermal paper is loaded correctly.
4. Ensure the printer is powered ON.
5. Click Print a test page again.

3.8 Printer Shows Offline

Possible Cause

- The Bluetooth connection was disconnected.
- The printer is powered OFF.

Solution

1. Turn ON the printer.
2. Verify Bluetooth is enabled on the computer.
3. Reconnect the printer from Bluetooth & devices if required.
4. Try printing again.

3.9 Printer Stops Printing During a Print Job

Possible Cause

- Bluetooth communication was interrupted.
- The printer moved out of Bluetooth range.
- The printer battery became low during printing.

Solution

1. Keep the printer within Bluetooth range.
2. Ensure the printer battery is sufficiently charged.
3. Do not disable Bluetooth while printing.
4. Reconnect the printer and resend the print job if necessary.

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