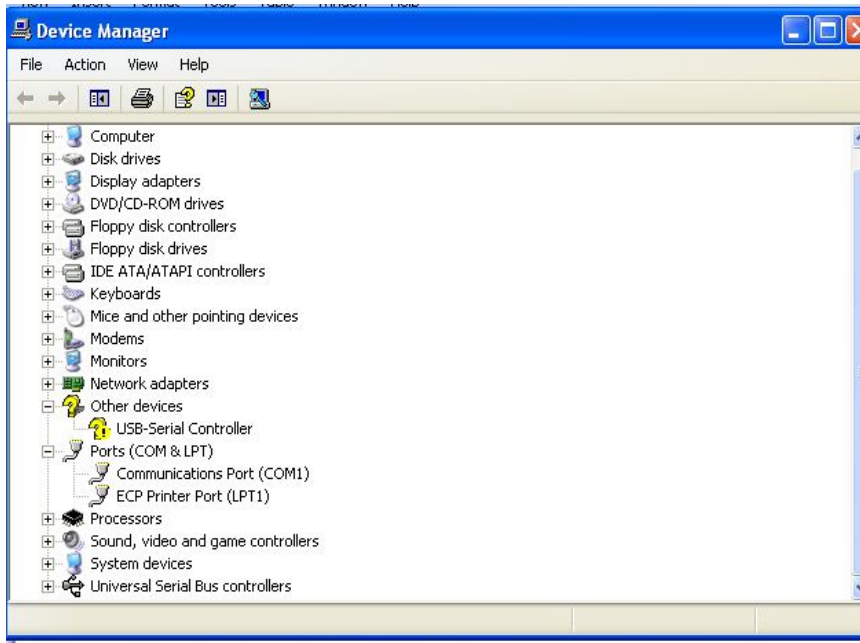


1. Did you install the driver from a CD or Website?
2. Go to Device Manager (Look under Other Devices or Ports)
 - a. If you see a yellow question mark or exclamation point, the driver is not properly installed.



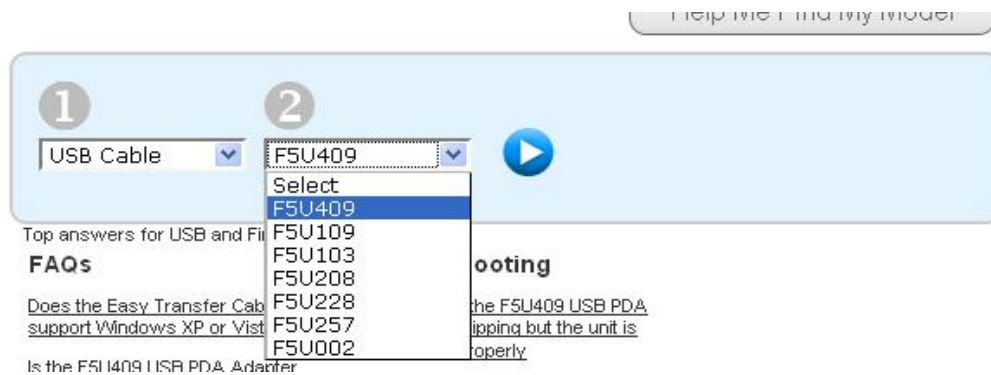
3. Disconnect your USB to Serial adapter. What brand of USB to Serial Adaptor did you purchase? (Manhattan, Dynex or Belkin)
4. Based on the brand you purchased please download the appropriate driver.

- a. Manhattan <http://www.manhattan-products.com/en-US/products/708-usb-to-serial-converter> (click on Driver Tab) Select Appropriate Driver

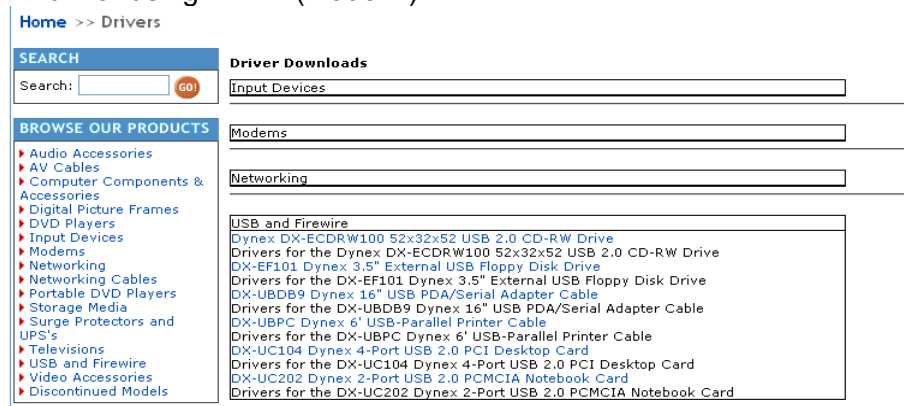
Product Overview	Features	Specifications	Datasheets	Drivers	Manuals
MAC OS 10.x					Download
Mac OS 10.1 UC232a Version					Download
Windows 98Se/Me/2000/XP Install Shield V20026, 08/2004					Download
Linux 2.4 and Above					Download
MAC OS 8.x, 9.x					Download
Windows Vista 32 bit					Download
Windows 98SE/Me/2000/XP UC232a Version					Download
Windows CE 3.0					Download
WinCE 5.0 Driver for ARM WinCE 5.0 Driver for ARM Standard SDK					Download
WinCE 5.0 Driver for x86 WinCE 5.0 Driver for x86 Standard SDK					Download
Windows 2K/XP/2003/Vista/Server 2008 Windows 2K/XP/2003 (32-bit); Windows Vista and Server 2008 (32-bit and 64-bit) v1025					Download
MAC OS 10.x Intel Base For MacOS 10.1 and above for PowerPC based Mac For MacOS 10.4.x and above for PowerPC and Intel based Mac For Mac OS X 10.5.x and above for PowerPC and Intel based Mac					Download
64 bit Vista and Windows 7 update drivers Solution for the problem that presents itself as a Device in Device Manager showing "The Device Cannot Start (Code 10)" Unzip the file and install the executable within. To make sure that the new driver take priority over the other one in Windows 7 right click on the device and go to Uninstall and check "Delete the driver software for this device".					Download
Drivers Latest Drivers for Mac 8.6 and above Linux Windows CE Windows XP, Vista, 7					Download

This "Drivers" download is for Windows 7 users

- b. Belkin <http://en-us-support.belkin.com/app/product/list/q/usb-and-firewire>
Enter USB Cable and Model number click next. Should bring up the screen with the driver download.



- c. Dynex - <http://www.dynexproducts.com/t-drivers.aspx> Select appropriate driver using DX-....(Model #)



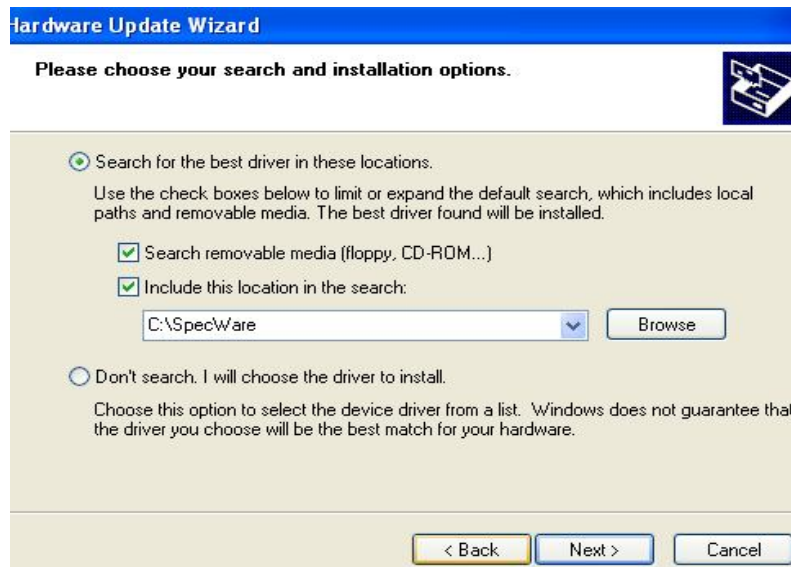
5. After correct driver has been downloaded typically you want to download the file to your desktop, run it.
6. Restart your system and connect the USB to Serial Adapter to the PC.
7. Open Device Manager and check to see that the adapter is under ports
8. Open up SpecWare, Click on File, Preferences and Communications. Make sure the COM # found under Direct Connect (Gray Cable) is the same as the one found in Device Manager. Highlight box so it looks to be in blue and white, select OK at bottom right of screen.
9. Close SpecWare and reopen it.
10. Launch/Download your logger.

If you are still having problems:

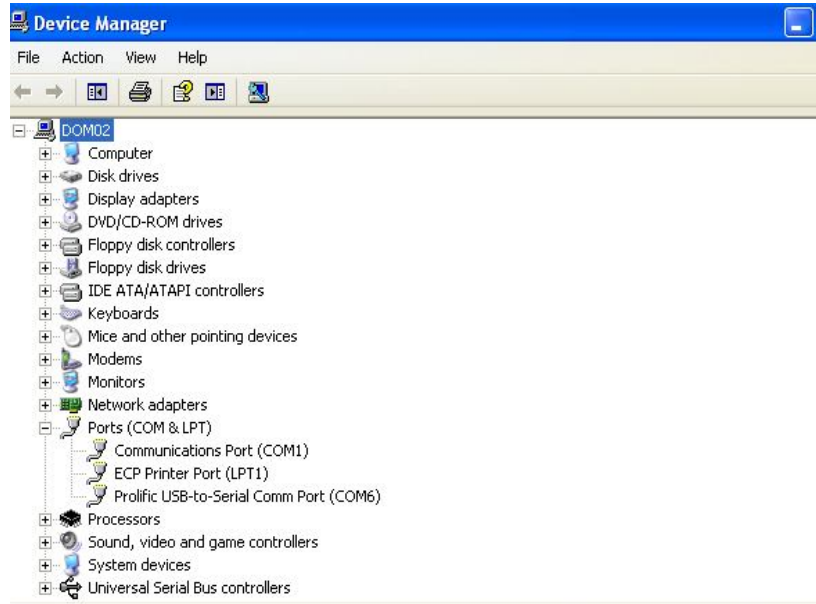
1. Go back into your Device Manager. Expand out Ports/Other Devices; if the USB has a yellow question mark and/or exclamation point, the driver has not been installed properly.
2. Right Click on USB-Serial Controller under Other devices and Update Driver



3. Select "Install the software automatically (Recommended)" and follow the prompt screens. If installing the driver automatically doesn't work, go back to your Device Manager and do another right click on USB-Serial and select Update Driver but this time select "Install from a list or specific locations (Advanced)" make sure it said "C:\SpecWare, if not click, Browse, and point to the location where SpecWare is saved and follow the prompt screens.



3. After driver has been installed restart your computer, check device manager it should look as follow:



(There is no yellow exclamation and/or question mark next to Prolific USB-to-Serial Comm Port....the Com # will depend on where the USB cable is connected to PC's port)

4. Open SpecWare, Click File, Preferences and Communications. Make sure the COM # found under Direct Connect (Gray Cable) is the same as the one found in Device Manager. Click OK at bottom right side of screen.
5. Download/Launch your logger.