

Loading Windows™ USB Drivers

Requirements: USB ready device, USB cable, USB ready computer running Win95, ME or Win2000.

Install:

- 1) Power up both the computer and the USB device.
- 2) Connect the USB device to the computer using the USB Cable.
- 3) Your computer should automatically detect the new hardware. You should see the 'New Hardware Found' window pop up.
- 4) Click the "Browse" button and locate the USB driver software.
- 5) Click Ok. The driver will now be loaded on to your system.
- 6) To test the USB device use one of the application sample programs.

Troubleshooting: If your computer does not recognize the controller in step 3 above check the following:

- 1) Both the computer and the USB device are powered.
- 2) The USB cable is correctly connected at both ends.
- 3) Make sure your system supports USB.
- 4) Make sure your system has USB enabled. Some older computers have the USB port disabled. You can enable/disable the USB port in the BIOS setup.

Driver Updates: Periodically USB device driver updates will be available on the web site. To install these updates, download the INF and SYS files, place them in a temporary directory and follow the OS specific instructions below.

Win98 & ME:

- 1) Power up both the Computer and the USB device.
- 2) Connect the USB device to the computer using the USB Cable.
- 3) Right click on 'My Computer' and left click on 'Properties'.
- 4) Click on the Device Manager tab and verify that 'view devices by type' is selected.
- 5) Click on the 'Universal Serial Bus Controller' entry.
- 6) Find the entry for the USB device, right click on it and left click on properties.
- 7) Click on the driver tab and then on the 'update driver' button.
- 8) Use the recommended search and click 'Next'.
- 9) Check 'specify location' and browse to the location where you copied the driver update. Hit OK and Next.
- 10) Windows will report that it has found an updated driver. Verify that it has selected the new driver and click 'Next'.

- 11) Windows confirms that it has found the INF file. Click 'Next' to complete the installation. If a file not found box pops up, hit OK to try copying again.
- 12) Driver should now install, click Finish when it is complete. If prompted to restart computer, do so.
- 13) Close the properties boxes.

Win2000:

- 1) Power up both the Computer and the USB device.
- 2) Connect the USB device to the computer using the USB Cable.
- 3) Right click on 'My Computer' and left click on Properties.
- 4) Click on the Hardware tab and again on Device Manager.
- 5) Find the entry for the USB device, right click on it and left click on properties.
- 6) Click on the driver tab and then on the 'update driver' button.
- 7) Try the default search for a suitable driver. If the system responds that the best driver is already installed, select Display list of known drivers, have disk and browse to directory with the updated driver files.
- 8) Windows will report that it has found an updated driver. Verify that it has selected the new driver. Windows confirms that it has found the INF file. Click Next to complete the installation. If a file not found box pops up, hit OK to try copying again.
- 9) Driver should now install and click Finish when it is complete. If prompted to restart computer, do so.
- 10) Close the properties boxes.

In the extreme case where the driver update procedure fails to update the driver with the method described above or you want to force a driver reload from the start, do the following.

- 1) Unplug the USB device.
- 2) Browse to the INF subdirectory located under the Windows™ root directory. C:\<winrootdir>.inf
- 3) Find the USB device INF file and delete it. Note, you do not have to delete the driver sys file.
- 4) If you are running on Win2000 or XT you will also have to delete the extra copies of the INF that Windows™ makes. These files will have the filename of 'OEM#.INF' and OEM#.PNF where # is a variable number. You will have to open these files with a text editor/viewer and find which ones relate to the USB device is question. View the new INF file to see what to look for. Once you find the correct files, delete them too.
- 5) Reboot the machine.