

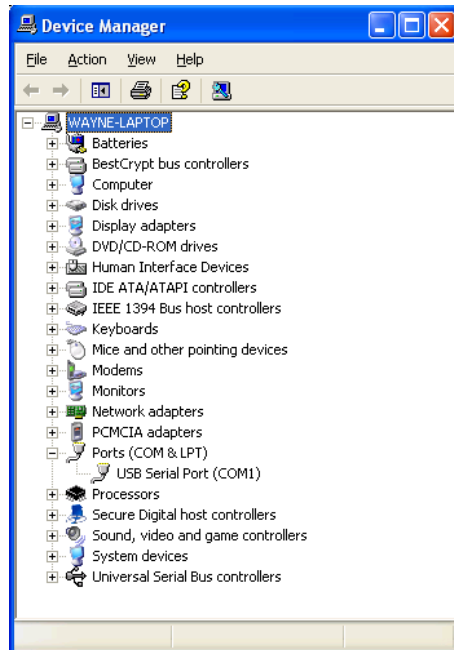
# Troubleshooting a USB-to Serial Adapter

The first step is to ensure that you have installed the USB driver as per the manufacturers instructions. The driver will create a virtual serial port. The port number will vary depending on the configuration of your computer.

Try to always use the same USB port on your computer. The driver may install multiple virtual ports if you switch ports. Each time a new virtual port is created it will be assigned the next consecutive COM port number.

## Verifying that the driver is installed correctly:

1. Make sure the adapter is plugged into a USB port on the computer.
2. From the Windows Start button, select Run...
3. Type **devmgmt.msc** and press Enter or click the Ok button. The Device Manager should open.
4. Look for an item **Ports (COM & LPT)**. Expand it by clicking on the plus sign in front of the text. You should see something similar to this:



If the driver is installed correctly you should see an entry similar to the one shown under Ports.

The virtual COM port number is indicated in brackets. This is the port number you will need to select in applications that use serial ports to access data.

5. If you don't see a new COM port or the Ports entry is not visible at all, then the driver has not been loaded correctly.