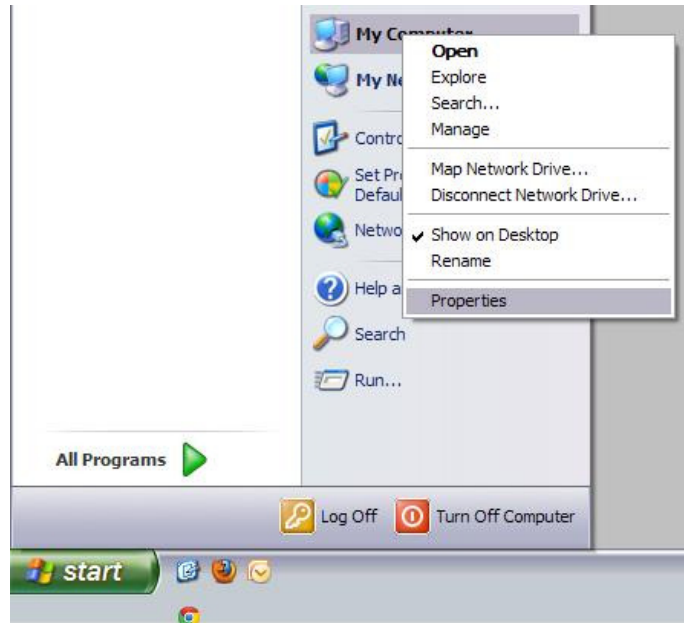


1. Verify the Com Port number that your computer has assigned to the cable connected to the display. To determine what Com Port you are using with to communicate with your display, follow the procedure below for your operating system.

### Windows XP

- I. Left click on the **Start** button at the bottom of the screen. Right click on **My Computer** and select **Properties**



**Figure 1**

- II. The System Properties window will appear. Click the **Hardware** tab at the top and select **Device Manager**.
- III. Once the Device Manager window appears, scroll down to the **Ports** section and click the “+” sign on the left. If you are using a USB-to-Serial adaptor, it will have the manufacturer name of the cable followed by the Com Port number (**Com#**)

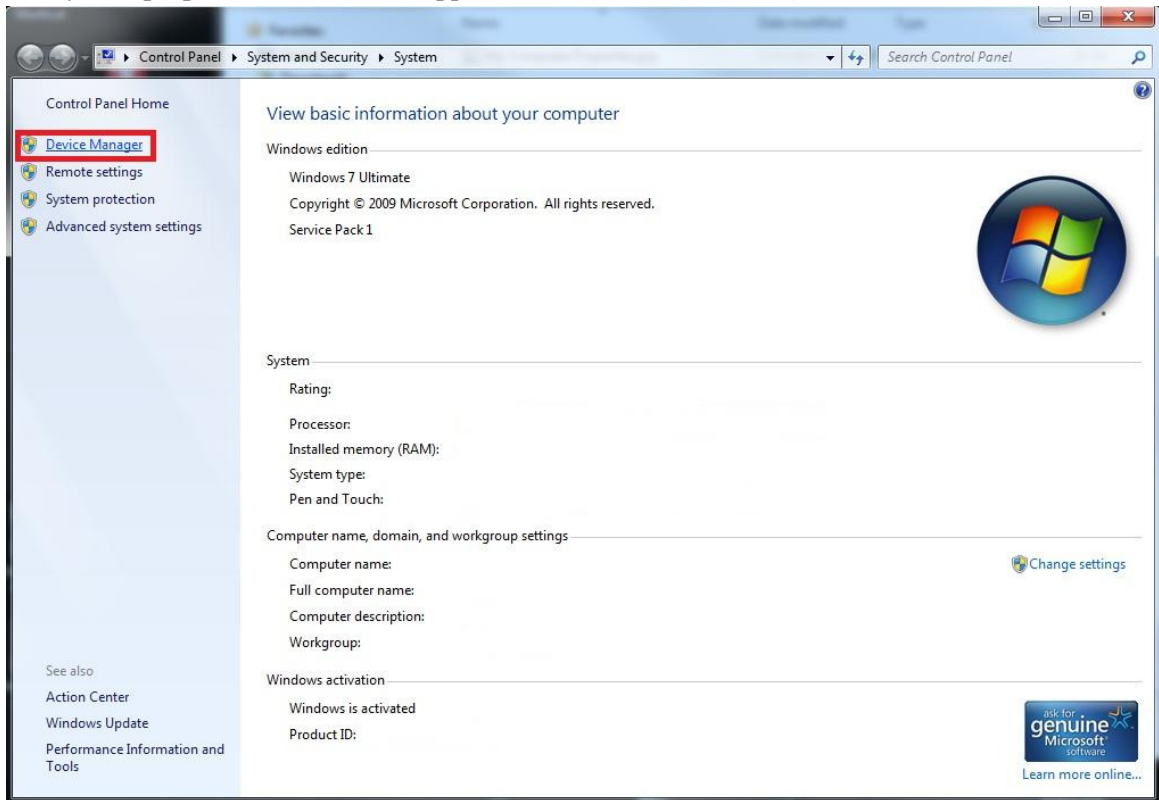


**Figure 2**

- ❖ If you are using a serial cable to connect to the display, it will appear as “Communication Port (**Com#**)”
- IV. Set the communication port in the communication settings of the display software

## Windows Vista/Windows 7

- I. Left click on the windows icon in the lower left of the screen. Right click on **My Computer** and select **Properties**
- II. The system properties window will appear. Click on **Device Manager** on the left side of the window.



**Figure 3**

- III. Once the Device Manager window appears, scroll down to the **Ports** section and click the “+” sign on the left. If you are using a USB-to-Serial adaptor, it will have the manufacturer name of the cable followed by the Com Port number (**Com#**)



**Figure 4**

- ❖ If you are using a serial cable to connect to the display, it will appear as “Communication Port (**Com#**)”
- IV. Set the communication port in the communication settings of the display software

## Frequently asked questions and Issues

### **1. I am using a serial cable, not a serial-to-USB adaptor. How do I know what Com Port I am using?**

If you are using a serial cable it will appear under the “Ports” section of Device Manager as **“Communication Port (Com#).”**

By default, the computer will assign the serial port to COM1 or COM3.

### **2. Do I have to verify the Com Port that is being used each time I communicate with my display?**

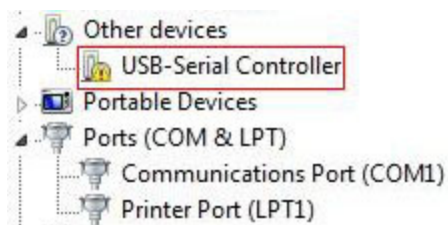
The only time that you have to verify the Com Port is when you initially set the communication settings for the software or if you are using a serial-to-USB adaptor and have changed the USB port on your computer.

There are multiple USB ports on a computer and the operating system assigns each item that is connected to the computer a Com Port; therefore, if you were to move a serial-to-USB cable from the front USB port to a USB port in the back, then the Com Port number *will* change as well.

### **3. I plugged my USB-to-Serial cable into my computer and do not see it in the port section of device manager.**

There are several variables that can prevent the serial-to-USB cable from appearing in the “Ports” section of Device Manager: the driver for the serial-to-USB cable is not installed, the wrong driver is installed or the serial-to-USB is damaged/malfunctioning.

To resolve the issue, plug the serial-to-USB cable into your computer and look through the device manager for a device with a **“!**” next to it (Look below at Figure 5 for an example). If there is a device that has a yellow **“!**” next to it, then Windows does not have the correct driver for the serial-to-USB cable. The driver for the cable can be found on the CD that came with the cable, or by doing an internet search with the manufacturer and the model number of the serial-to-USB cable.



**Figure 5**

If there is no yellow **“!**”, then try using a different USB port on your computer to resolve the issue.

4. There is a yellow “!” next to an unknown device in the “Ports” section of Device Manager and nothing else is listed.

The incorrect driver has been installed for the serial-to-USB cable or no driver has been installed. Install the driver from the CD that came with the serial-to-USB cable or by downloading the drivers from the manufacturer’s website.

5. I purchased a Serial-to-USB adaptor from Electronic Displays Incorporated. Where would I find the driver for the cable?

The driver can be located on our support website:

[www.ElectronicDisplays.com](http://www.ElectronicDisplays.com) → **Support** (Top of website) → **Downloads** → **Driver Downloads**

Title: EDV3150 USB to Serial Adaptor Drivers