

# If Your Sign Doesn't Work, Try These:

## Troubleshoot 1 Are you using the right COM Port? (Apply to Single Line Signs)

### Answer: How To Find COM Port

1. Go to **My Computer** – Click **View System Information** (System Tasks from Left Side)
2. Click **Hardware** Tab
3. Click **Device Manager**
4. Ports – Click “+” to “-”
5. RS232 Serial: “Communication Port (COM1)” – Set COM1 when you send a message. If you see COM2, then set COM2.  
USB: “USB Port (COM6)” – Set COM6 when you send a message.  
\*COM Number changes depending on your computer.

## Troubleshoot 2 Did you install the USB/Serial Converter Software?

### Answer: How To Install The Software

1. Insert the CD Driver to CD-ROM.
2. Computer automatically starts wizard. “Add New Hardware Wizard”.
3. Click **Next**
4. Check “**Search for the best driver for your device** (recommended).”
5. Click **Next** – Click to search driver from the CD-ROM drive **D:\un8be-a\pc driver**. (D: represents CD-ROM)
6. Windows will detect the driver and shows the **USB HS Serial Converter**.
7. Click **Next** – Click **Next** to continue and let Windows copy the needed files to your hard disk.
8. When Windows finished installing the software, click **Finish**.
9. See the Device Manager to check the **USB HS Serial Converter**.

## Troubleshoot 3 Did you update the USB/Serial Converter?

### Answer: How To Update Driver

1. Insert CD Driver to CD-ROM
2. Go to **My Computer** – Click **View System Information** (System Tasks from left side)
3. Click **Hardware** Tab
4. Click **Device Manager**
5. Ports – Click “+” to “-”+
6. Click **USB Port** – Right Click – Click **Properties**
7. Click **Driver** Tab – Click **Update Driver**
8. Automatic Search for The Right Driver
9. “Welcome to the Hardware Update Driver”
10. Check “**Yes, now and every time I connect a device**”
11. Click **Next**
12. Check “**Install the software automatically** (recommend)”
13. Click **OK**