

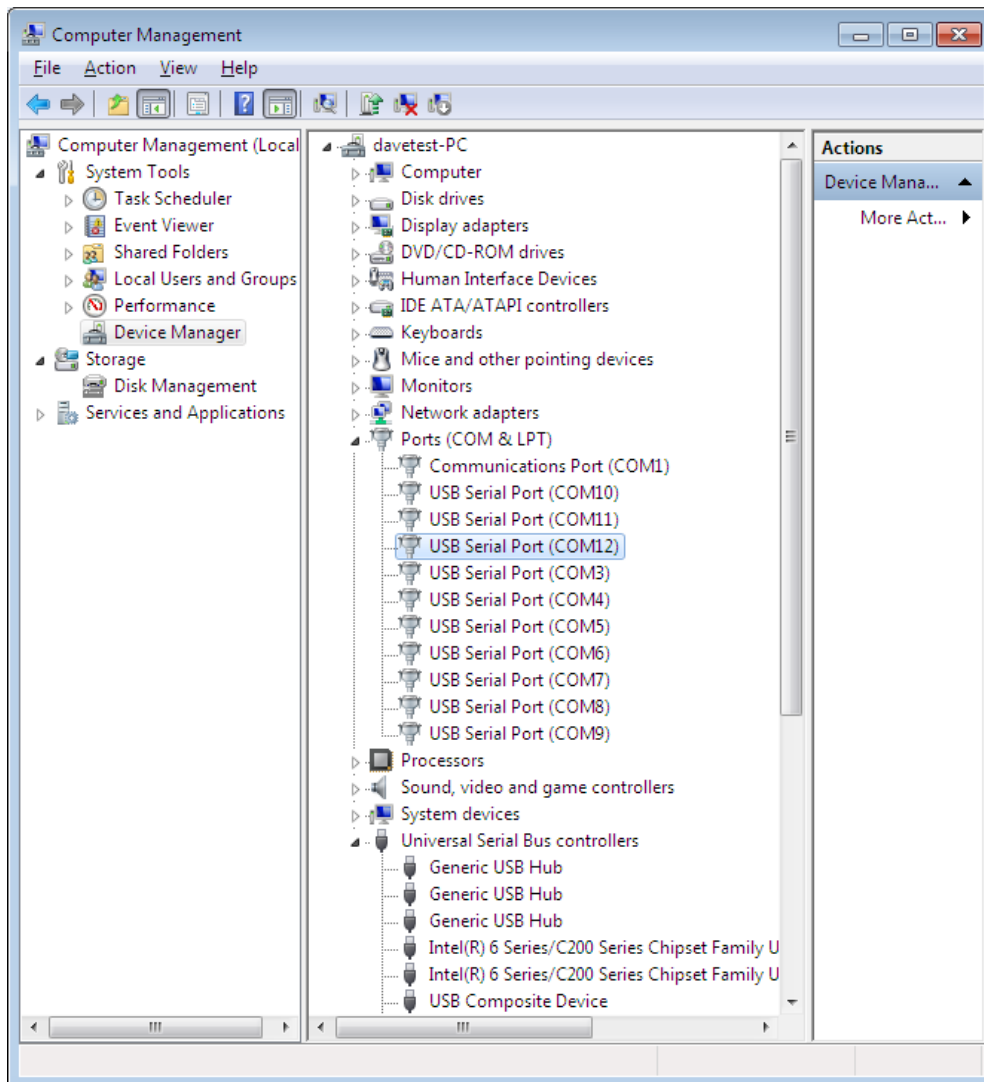
**Product: Checkbox IMH**  
**Subject: USB Drivers (Windows 7)**

The USB connection between a Checkbox IMH and a PC is not automatically recognised by Microsoft Windows and often results in the USB drivers not being installed correctly.

In order to correct this and enable communication between the PC and Checkbox, the drivers need to be 'updated' to the correct ones.

Firstly, to perform the following actions, you **must have Admin Rights on your PC.**

To confirm if the drivers need to be updated, you must open the "Device Manager" (see page 2 of this document) to view whether the drivers have been installed correctly – ten "USB Serial Port" entries in the "Ports (COM & LPT)" section, with a separate COM port number assigned to each one should exist (see Fig-1).

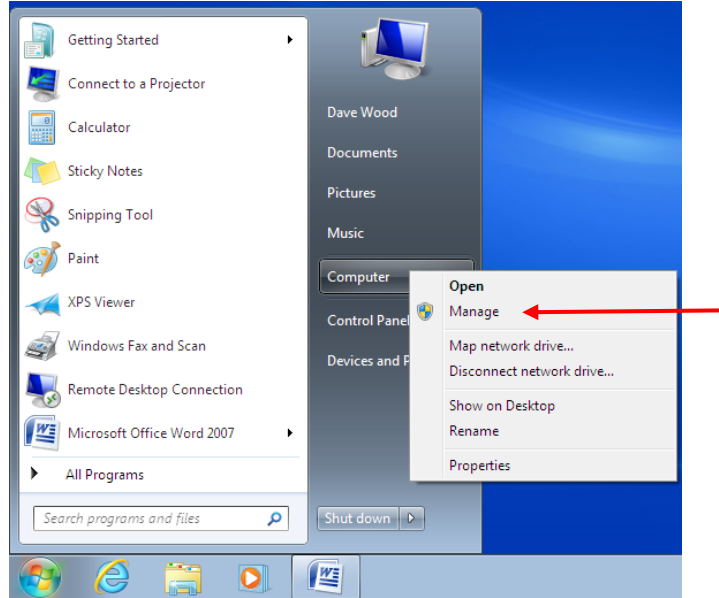


(Fig-1) Correct installation of Checkbox USB Drivers

**To open Device Manager**

Click on the “**Start**” button, hover the mouse over the “**Computer**” icon and click the Right Hand Mouse button.

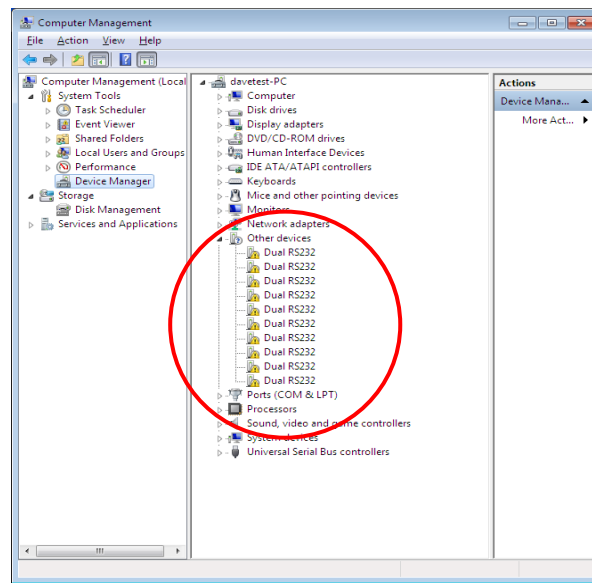
From the drop-down menu, Left Click on “**Manage**” (see Fig-2).



(Fig-2)

A **Computer Management** window will open. Click on **Device Manager** to view the devices connected to the PC (**Note: if the checkbox is not connected to the PC & powered on, you will not see the drivers listed in Device Manager**).

Any incorrectly installed devices will be shown with a yellow icon next to the device. (see Fig-3). If this is the case, you will need to install the correct device driver as per the instructions (*beginning on page 3 of this document*).



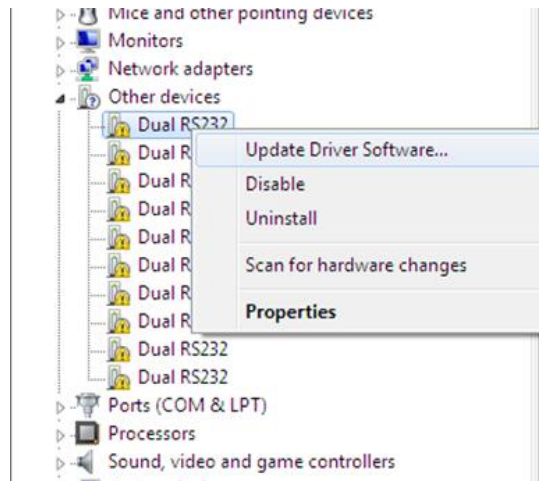
(Fig-3)

**To Install the correct Device Drivers**

- 1) If you do not have the CD, download the driver from the FTDI website [http://www.ftdichip.com/Drivers/CDM/CDM20814\\_WHQL\\_Certified.zip](http://www.ftdichip.com/Drivers/CDM/CDM20814_WHQL_Certified.zip) and save it to your computer. Then unzip the file to a folder on your desktop.

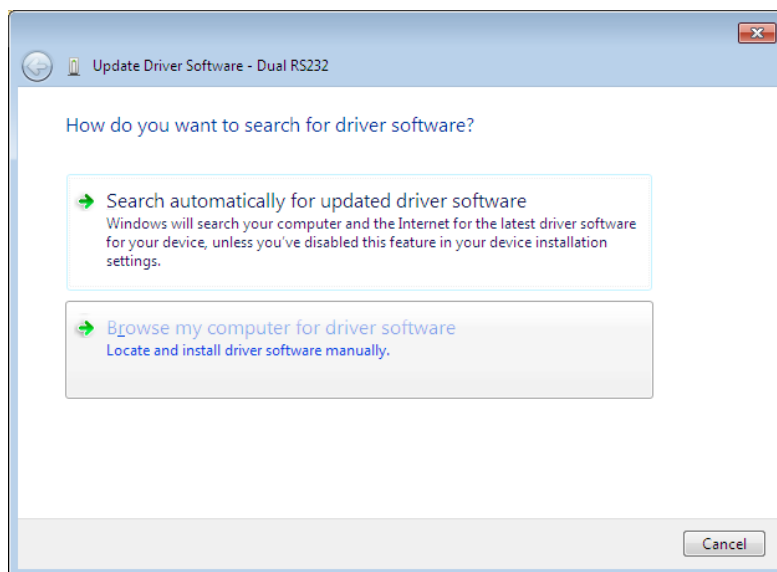
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- 2) Right Click on the first **"Dual RS232"** Device Driver to be updated & select **"Update Driver"** from the drop down menu.



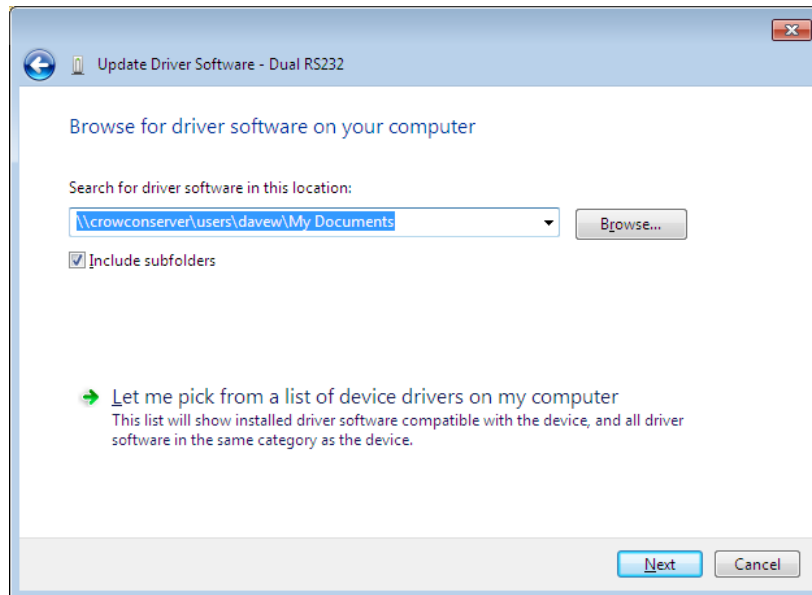
(Step 2)

- 3) Click on **"Browse my computer for driver software"**



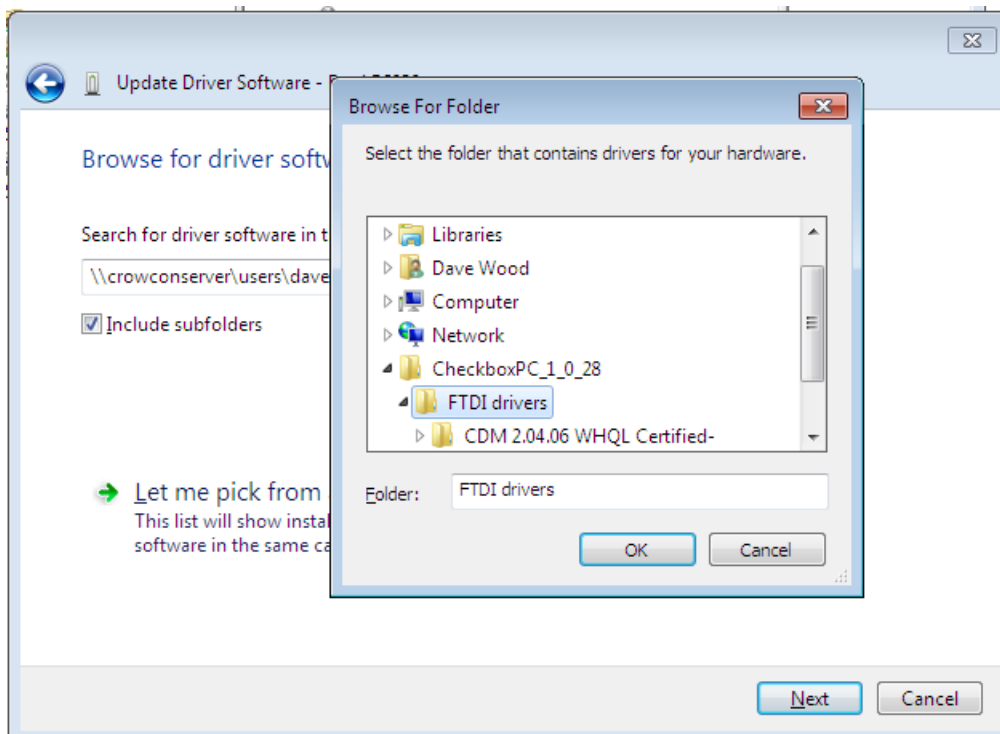
(Step 3)

- 4) In the “**Browse for driver software on your computer**” window, click on **Browse**



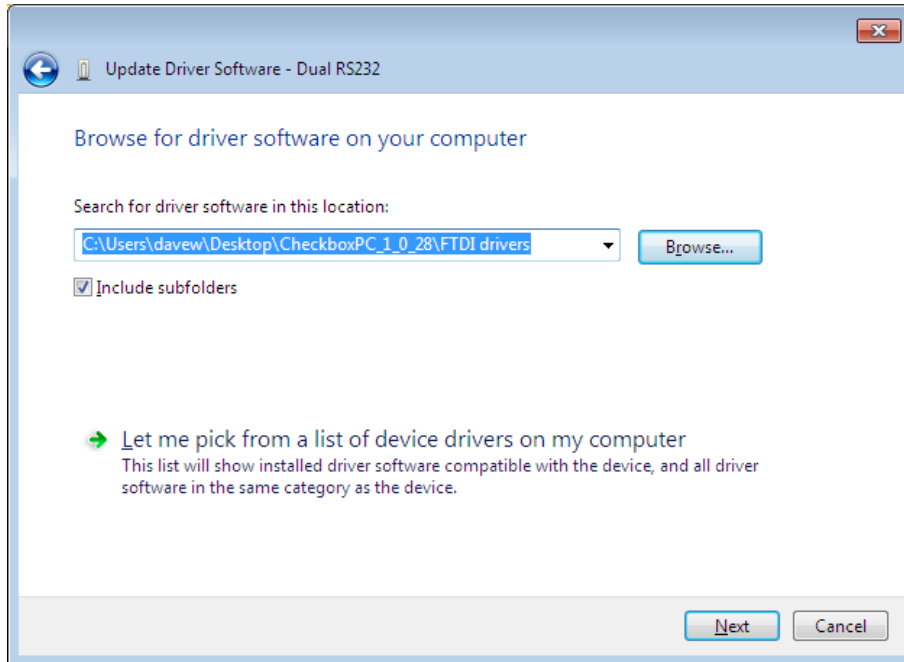
(Step 4)

- 5) Browse to the “**FTDI drivers**” folder on the CD, or the **folder where you unzipped the Driver Files in step 1**, then Click **OK**



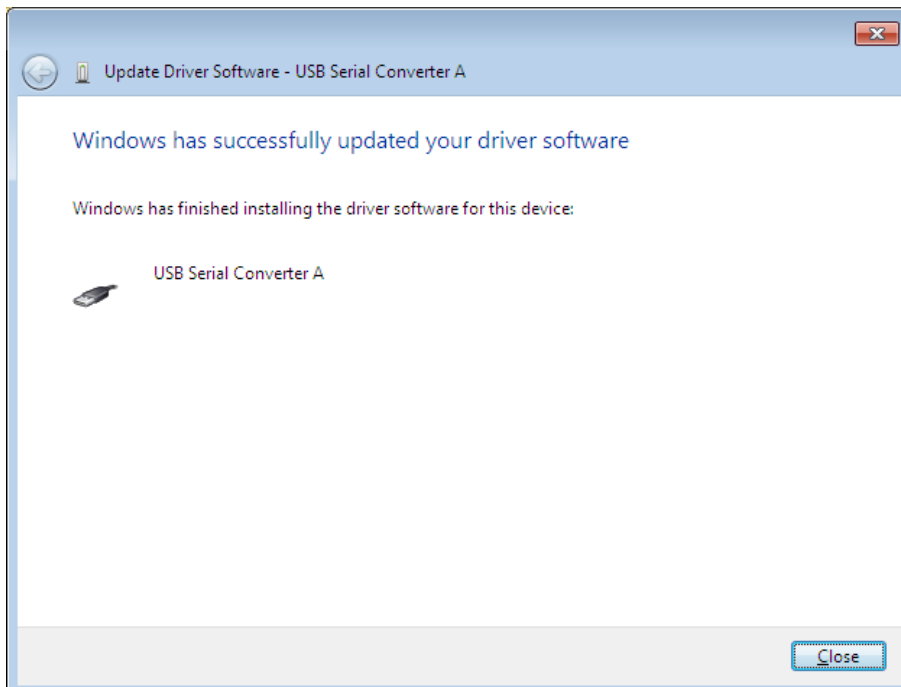
(Step 5)

6) With the correct Driver File path in the search location, click on **Next**



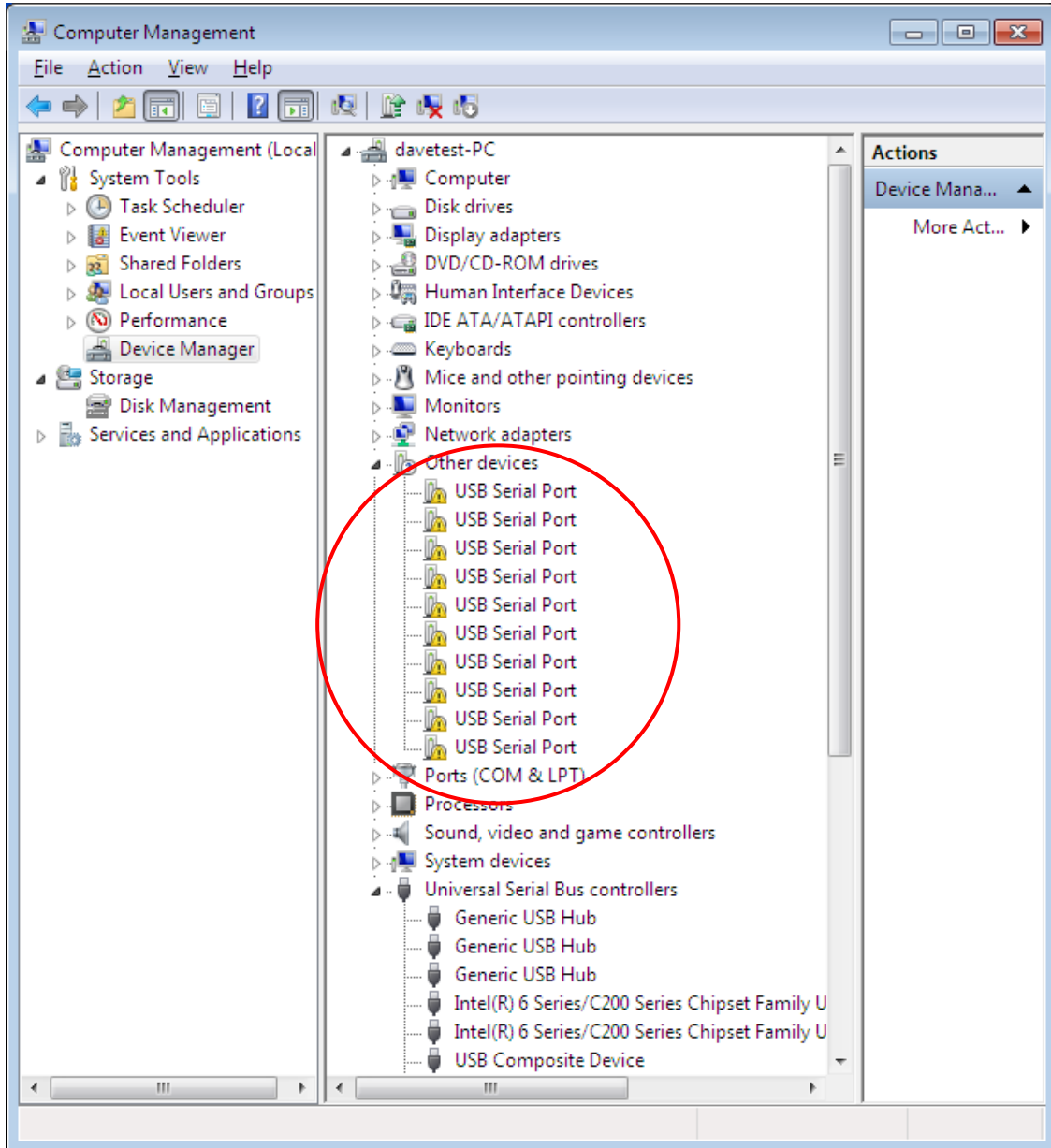
(Step 6)

7) Once the driver files have been updated, you will be presented with this window. Click **Close** to complete the driver update.



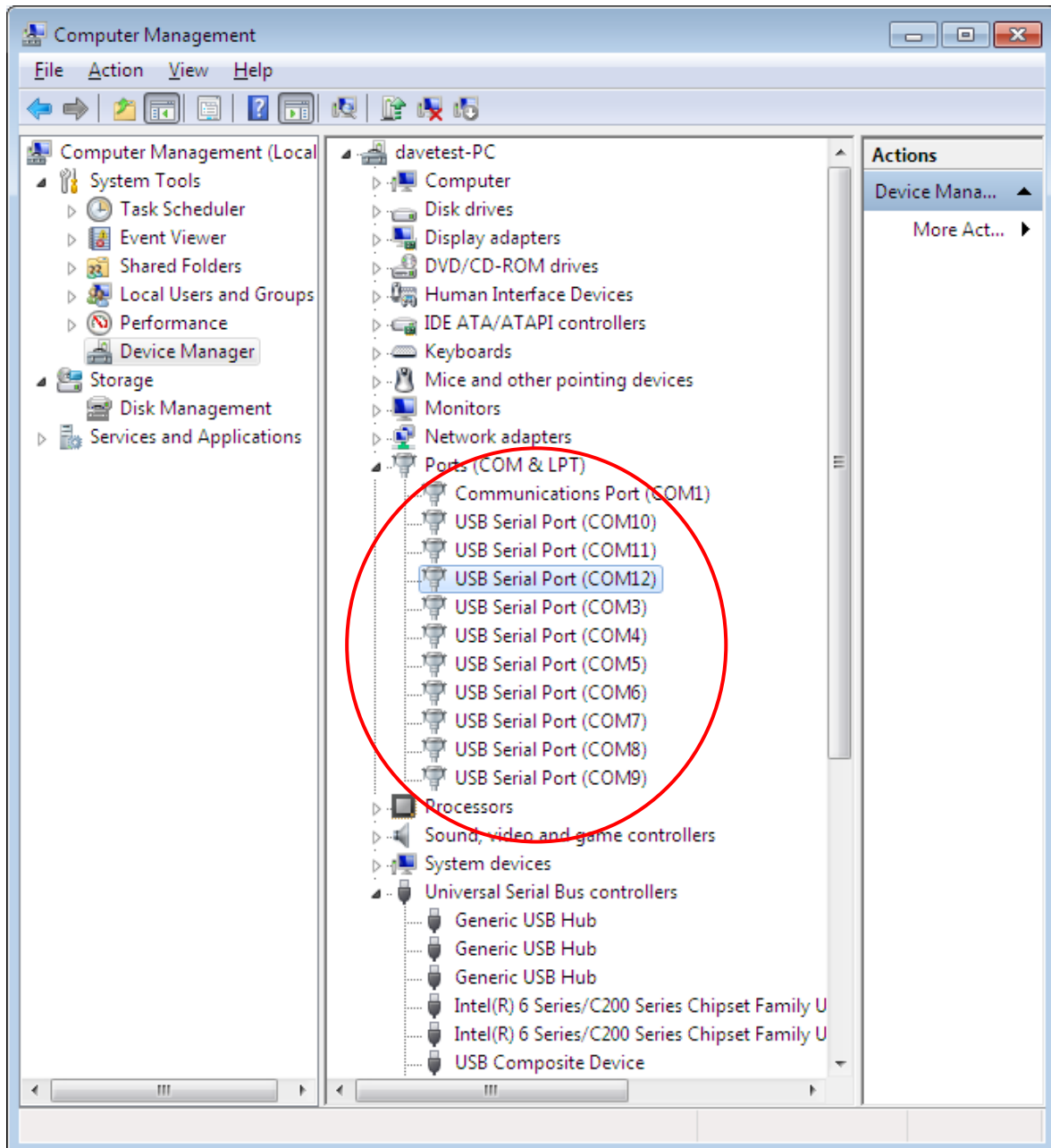
(Step 7)

- 8) Once the “Dual RS232” drivers have been updated, you will then see ten new “USB Serial Port” entries. These also now need to be updated using the same method as in **steps 2 - 7** above.



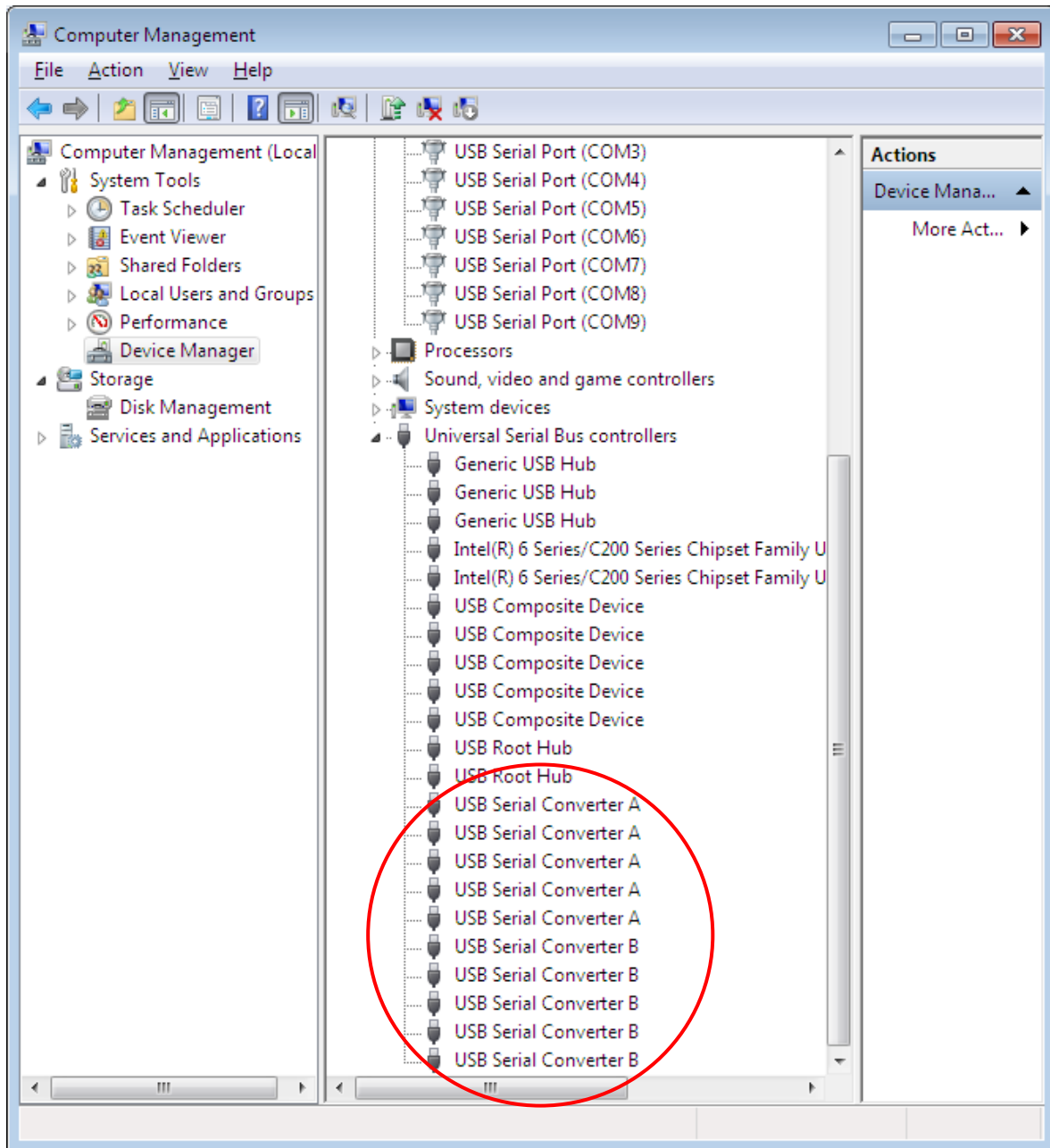
(Step 8)

- 9) Once all of the device drivers have been updated, you should see ten “**USB Serial Port**” entries – each with an individual **COM Port** number assigned (Fig-4)



(Fig-4)

10) There should also be five “**USB Serial Converter A**” and five “**USB Serial Converter B**” entries.



(Fig-5)