

Background

USB-to-serial adapters have driver software which must be installed otherwise they don't work. Windows will usually attempt to automatically install the adapter's driver when first connected to a USB port.



However, your PC might not allow this. This document explains how to:

- manually install the driver, and
- verify the correct driver version

Important: you need Windows admin privileges to do Part A (install driver) and Appendix 1. If necessary, contact your IT specialist for help. Provide them with this PDF.

What you need

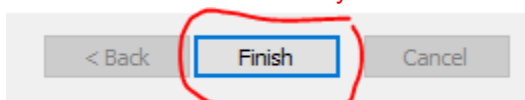
- USB-to-serial adapter
 - (Don't have one? See [TRAFx Manual, p. 19](#))
- Desktop or laptop PC with:
 - Windows 10 / 11
 - Intel or AMD processor (not ARM)

Part A - Install driver

(Note: Part A requires Windows Admin privileges)

Carefully do all the steps below.

- Unplug USB-to-serial adapter from your PC.
- Go to trafx.net/support and download and save "Driver Installer"
- Click the "Driver Installer" and do all its steps. **The driver installation is not complete until you click the "Finish" button at the very end.**



- Doesn't install? If present, click the Windows Admin / UAC icon on your Windows taskbar and do that step.

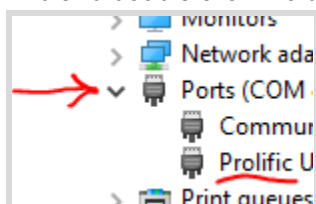


- When finished, verify correct driver (see Part B below)

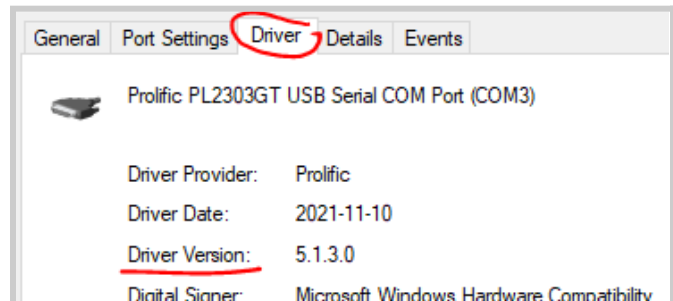
Part B - Verify correct driver

(Note: sometimes the incorrect driver version gets installed so it is necessary to do this step)

- Plug USB-to-serial adapter into a vacant USB port
- In your **Windows search box**, type: *Device Manager*
 - Click: *Device Manager*
 - Find and double click: *Ports*



- Do you see **Prolific...** ?
 - If yes, go to Step 4
 - If no, unplug / plug adapter again
 - Still not seeing it? Start from the beginning again (install driver)
- Double click: **Prolific...**
 - You should now see a box with tabs at the top (see below)
 - Click the "Driver" tab
 - Look for "Driver Version"



- Carefully verify the driver version. Do you see the correct driver version for your Windows OS?

Correct driver versions

Older USB adapters –non-G+ chipset	Newer USB adapters –G+ chipset	Windows
3.8.x.x (or lower)	5.1.x.x (or lower)	10
3.9.x.x (or higher)	5.2.x.x (or higher)	11

If you don't know your Windows version, in the **Windows search box**, type: *winver*

- If you see the correct driver version for your Windows version go to Part C below.
- If you don't see the correct version, carefully do as explained in **Appendix 1** (next page). **Bottom line is that you must have the correct driver version otherwise the USB adapter won't work.**

Part C - Connect up and communicate

After completing Parts A and B, you are now ready to communicate with your TRAFx equipment.

As per page 7 and 8 of the [TRAFx Manual](#), do the below.

- Open TRAFx Communicator
- Connect everything together
PC—USB adapter—TRAFx Cable—Dock
- Click GO!

Still not working? Please use our Troubleshooting Wizard at www.trafx.net/wizard

Appendix 1 - Update driver

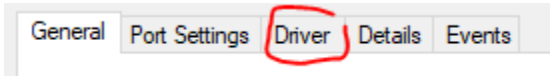
(Note: Appendix 1 requires Windows Admin privileges)

In Part B (previous page), in the table, if you did not see the correct driver version for your Windows version, carefully do as explained below.

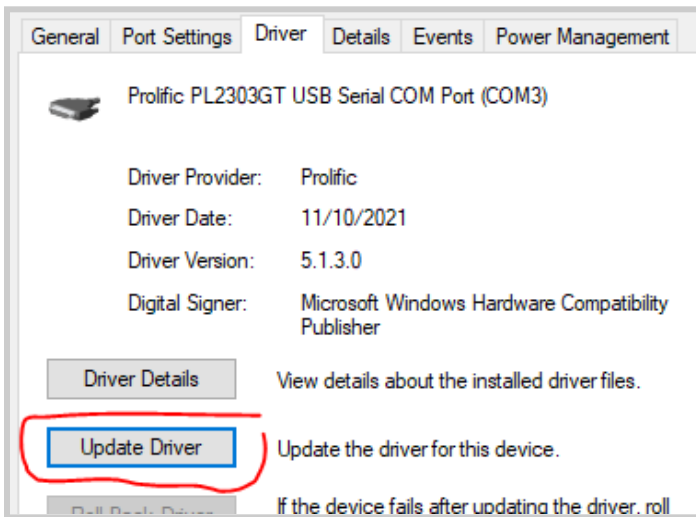
- Assumption: you successfully completed Part A (ie., manually installed the driver version that is on our website).

(Note: the description below is based on Windows 10 but Windows 11 is similar).

1 Do Part B steps 1 to 4 (previous page). You should see the below.



- Click the "Driver" tab as shown above.
- Click the "Update Driver" button.



If the Update Driver button is grayed out click the "General" tab > "Change settings" > enter your Windows Admin password then click "Update Driver" (if necessary, contact your IT specialist for help).

- After clicking "Update Driver" you should see the option "Browse my computer for drivers". Click it.
- Next, click "Let me pick from a list..."
- Select the most recent driver version on the list **for your Windows version**. Recent driver versions have higher version numbers than older versions do.

Correct driver versions

Older USB adapters -non-G+ chipset	Newer USB adapters -G+ chipset	Windows
3.8.x.x (or lower)	5.1.x.x (or lower)	10
3.9.x.x (or higher)	5.2.x.x (or higher)	11

For example, if you are using Windows 11, and have an older adapter (see table above), select 3.9.1.0 or higher.

- Write that driver version on a piece of paper.
- Click "Next". The driver you selected should now install.
- After, you should now see a box that states that Windows has successfully updated your drivers.

Now, repeat all steps in Part B again (see previous page). In Part B, Step 4 you should see the driver version you selected and wrote down on a piece of paper.

If so, well done! Go to Part C on the previous page.



If your adapter is more than a few years old, and after doing all the steps in Appendix 1 you still cannot get things to work (ie., cannot communicate with your TRAFx dock or counter), we recommend buying a new USB adapter cable. See the bottom left-hand corner of page 19 in the [TRAFx manual](#) regarding the required make and model.

