

# 1.0 UIMA4 Windows Driver Installation Instructions

Follow these instructions to install the UIMA4 driver on the following operating systems:

- Windows 7 Professional
- Windows 10
- Windows 10 Home
- Windows 10 Pro
- Windows 10 Enterprise
- Windows 10 Education

## 1.1 Connect the UIMA4 to the Computer

1. Connect the USB A to B male cable and the UIMA4 to the computer as shown below.



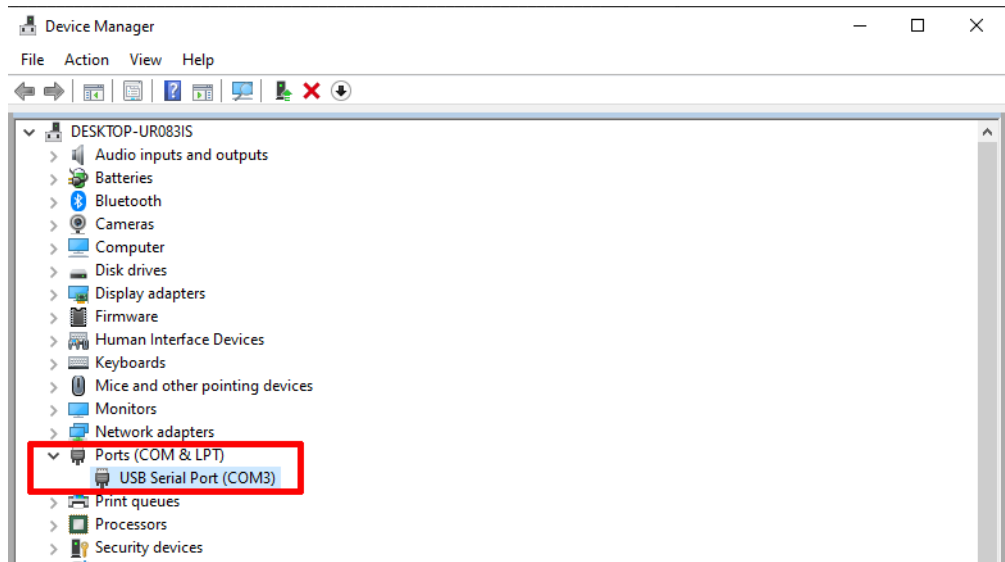
Figure 1 Connect the USB cable and the UIMA4 to the computer

## 1.2 Confirm that the Driver is Installed

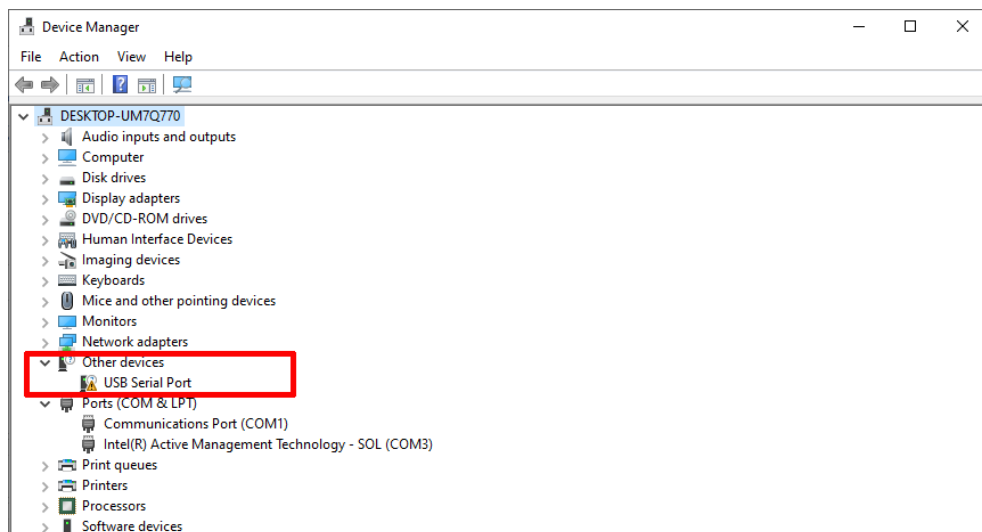
After the UIMA4 is connected to the computer, Windows should install the driver automatically. Follow the instructions below to confirm that the driver is installed.

1. Open the Device Manager:
  - In Windows 10, click the windows Search box, type **Device Manager**, and then press Enter.
  - In Windows 7, Open the Windows Control Panel, and then click **Device Manager** on the left.

2. In the Device Manager, click the plus sign (+) or arrow beside **Other devices** and **Ports**, if they are present.



**Figure 2 Windows Device Manager - driver installed**



**Figure 3 Windows Device Manager - driver not installed**

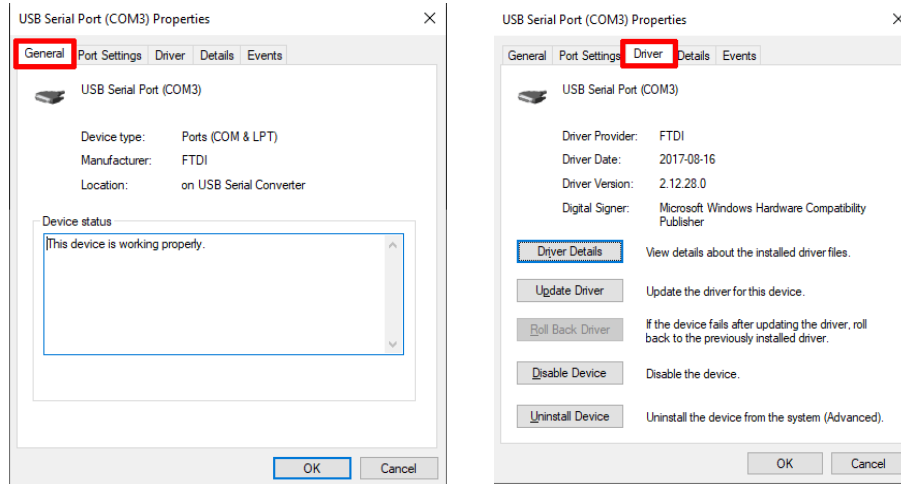
If the UIMA4 driver is installed properly, the Device Manager might show the device under **Ports (COM & LPT)** as shown in Figure 2.

If the UIMA4 driver is not installed properly, the Device Manager might display an exclamation mark in a yellow triangle beside the device under **Other devices** as shown in Figure 3.

- Right-click the device, and then click **Properties**.

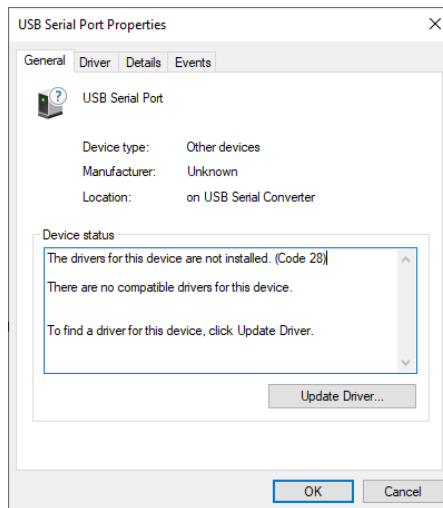
**Note:** If there is more than one **USB Serial Port**, click the one that you are using to connect to the UIMA4.

- In the USB Serial Port Properties window, click the **General** tab and the **Driver** tab and note what information is shown.



**Figure 4 USB Serial Port Properties - driver is installed**

- If the General tab shows the message **This device is working properly** and the Driver tab shows the following information, then the driver is installed properly and you are done.
  - Driver Provider: FTDI
  - Driver Date: 2017-08-16
  - Driver Version: 2.12.28.0

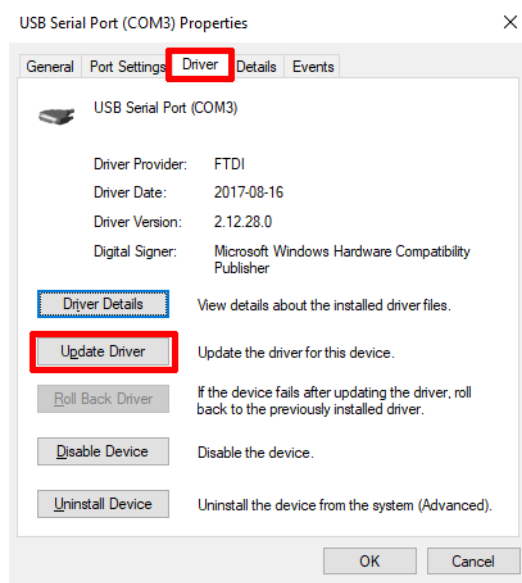


**Figure 5 USB Serial Port Properties - driver is not installed**

- If the General tab shows the message **The drivers for this device are not installed** as shown in Figure 5, then go to section 1.3 to install the driver manually.
- If the Driver tab states that the drivers are up to date but the General tab states that the Device type or Manufacturer is unknown, then go to section 1.4 to uninstall the driver and reinstall it manually.

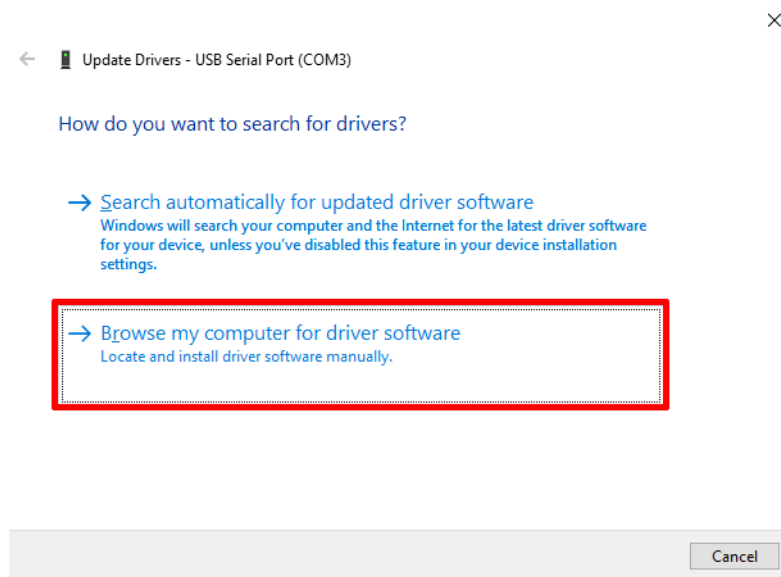
### 1.3 Install the Driver Manually

1. Connect the UIMA4 to the computer as described in section 1.1.
2. Download the UIMA4 driver file **UIMA4\_CDM21228\_Setup.exe** from this address:  
**https://mircom.com/technical-support/documents-firmware-software-downloads/**
3. Open the Windows Device Manager, right-click the device, and then select **Properties**.
4. In the USB Serial Port Properties window, click the **Driver** tab.



**Figure 6 Driver tab**

5. Click **Update Driver**.



**Figure 7 Update Drivers**

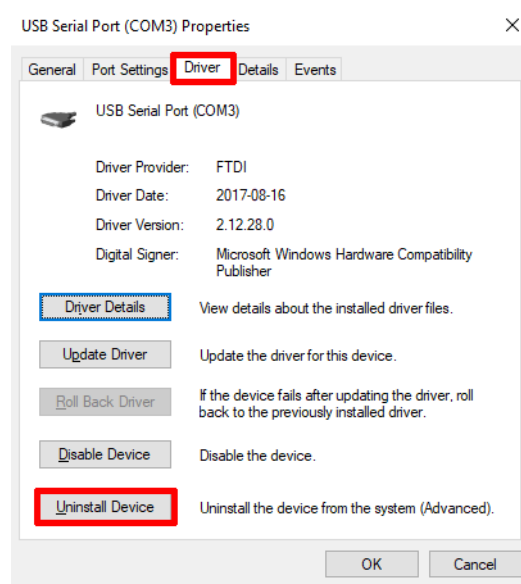
6. Click **Browse my computer for driver software**.
7. Navigate to the folder where you saved the driver software in step 2, then click **OK**.
8. After the UIMA4 driver is installed, open the Windows Device Manager again.

The Device Manager should show the device as a **USB Serial Port** or as an **FTDI com Port**.

9. Right-click the device, and then select **Properties**.
10. Click the **Driver** tab.
  - If the Driver tab shows the following information, then the driver is installed and you are done.
    - Driver Provider: FTDI
    - Driver Date: 2017-08-16
    - Driver Version: 2.12.28.0
  - If the Driver tab states that the drivers are up to date but the General tab states that the Device type or Manufacturer is unknown, then go to section 1.4 to uninstall the driver and reinstall it manually.

## 1.4 Uninstall the Driver

1. In the USB Serial Port Properties window, click the **Driver** tab.



**Figure 8 Driver tab**

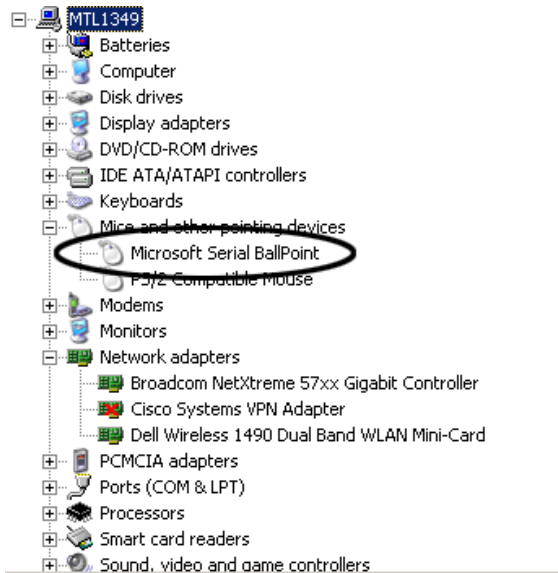
2. Click **Uninstall Device**.
3. Click **Uninstall**.
4. Follow the instructions in section 1.3 to reinstall the driver.

## 1.5 Troubleshooting

### 1.5.1. The computer freezes

If the computer freezes when you connect the UIMA4, follow these steps to disable Microsoft Serial Ballpoint.

1. Click the windows Search box, and type **Device Manager**, and then press Enter.
2. In the Device Manager, click the arrow beside **Mice and other pointing devices**.

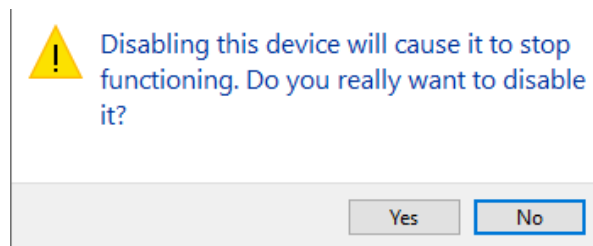


**Figure 9 Device Manager**

3. Right-click **Microsoft Serial Ballpoint**, and then click **Disable device**.

A window appears warning that disabling this device will cause it to stop functioning.

4. Click **Yes**.



**Figure 10 Disabling this device**

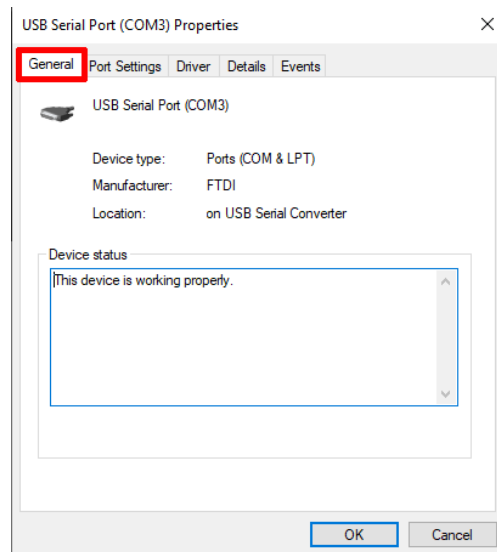
A downward pointing arrow appears over the Microsoft Serial Ballpoint, showing that it is disabled.

## 1.5.2. The Configurator cannot connect to the panel

If the UIMA4 driver is installed but the Configurator software displays a timeout error message and fails to connect to the panel, follow these steps.

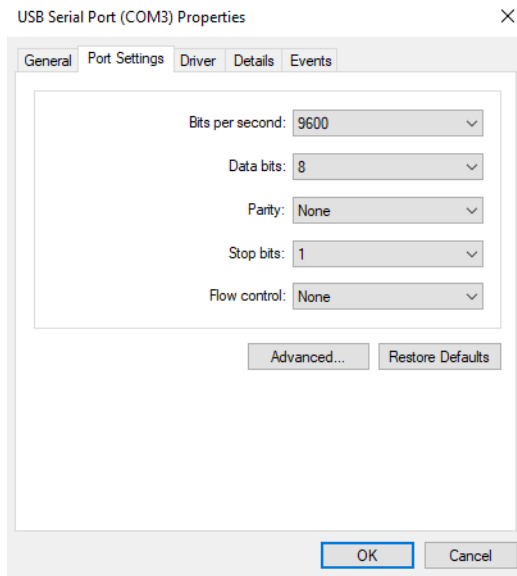
1. Open the Device Manager:
  - In Windows 10, click the windows Search box, type **Device Manager**, and then press Enter.
  - In Windows 7, Open the Windows Control Panel, and then click **Device Manager** on the left.
2. Right-click **USB Serial Port**, and then click **Properties**.

**Note:** If there is more than one **USB Serial Port**, click the one that you are using to connect to the UIMA4.



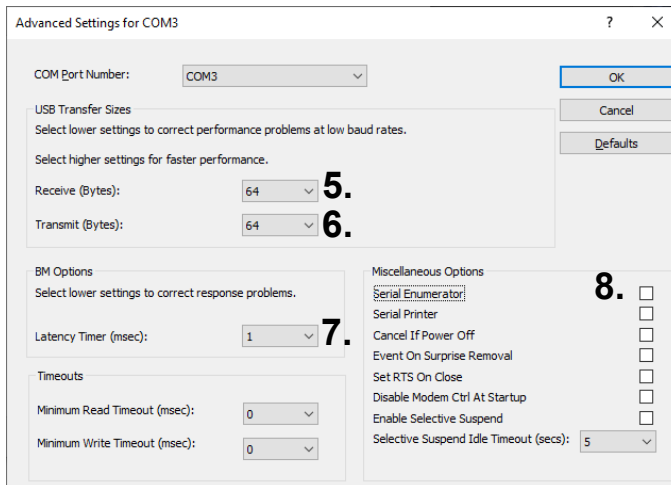
**Figure 11 USB Serial Port Properties**

3. Click the **Port Settings** tab.



**Figure 12 Port Settings**

4. Click **Advanced**.



**Figure 13 Advanced Settings**

5. Click the pull-down menu beside **Receive (Bytes)**, and then click **64**.
6. Click the pull-down menu beside **Transmit (Bytes)**, and then click **64**.
7. Click the pull-down menu beside **Latency Timer (msec)**, and then click **1**.
8. Uncheck the checkbox beside **Serial Enumerator**.
9. Click **OK** to close the **Advanced Settings** window.
10. Click **OK** to close the **USB Serial Port Properties** window, and then close the **Device Manager** window.