

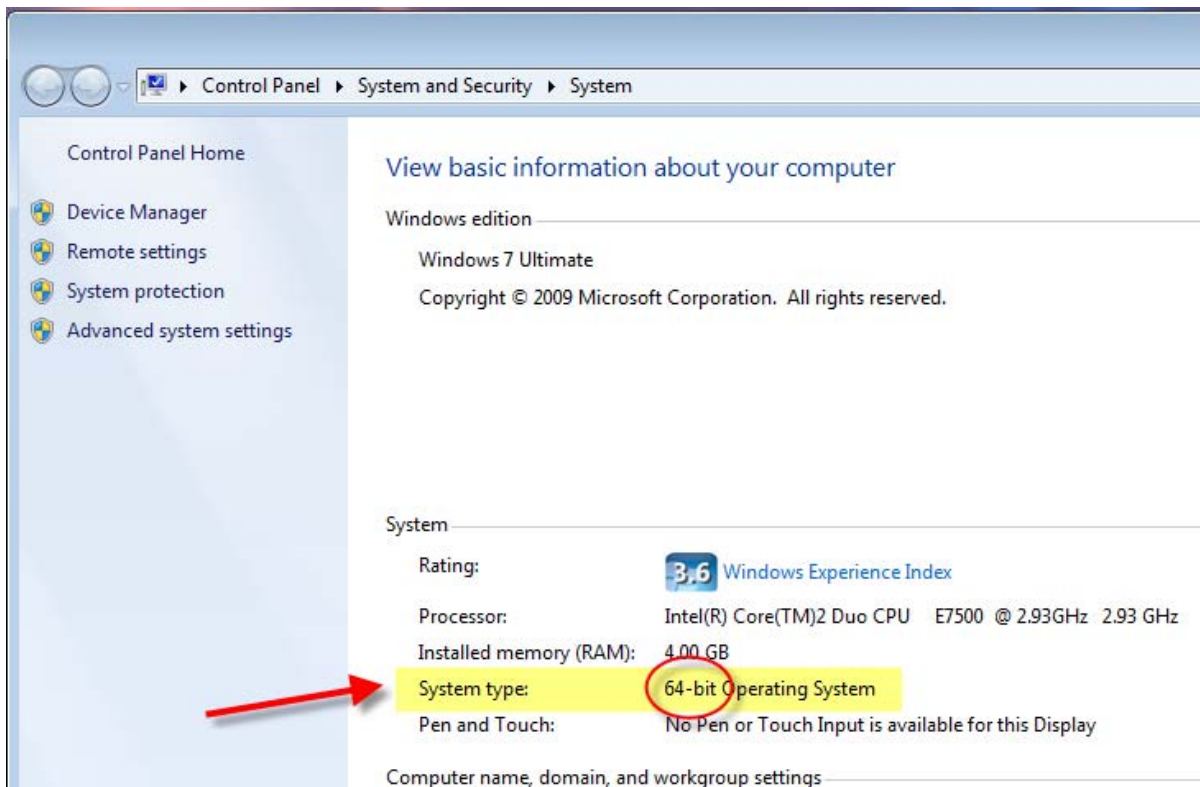
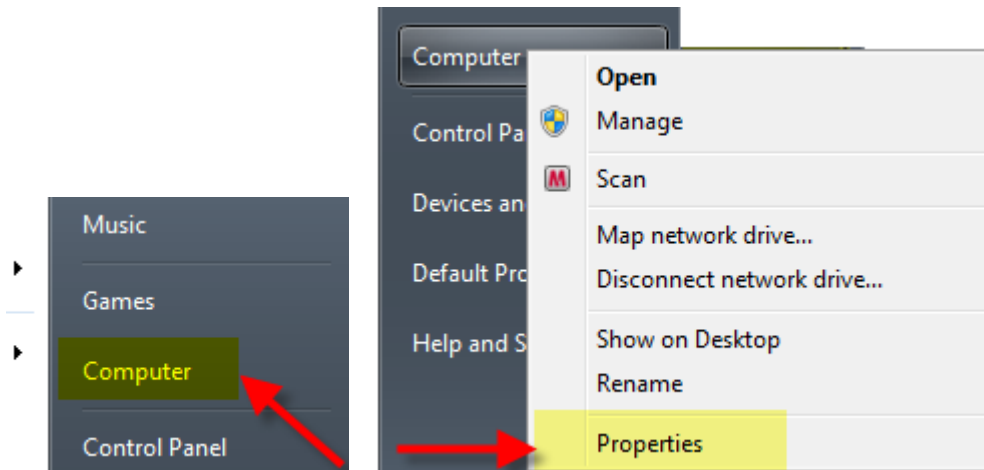
SABRENT USB to Serial Cables (PROLIFIC CHIPSET)

Prolific has released many versions of the PL-2303 Chipset, as well as many Drivers for the chipset.

In an effort to ensure that you have access to all available drivers, there may be some confusion as to which Drivers to install or how to update drivers.

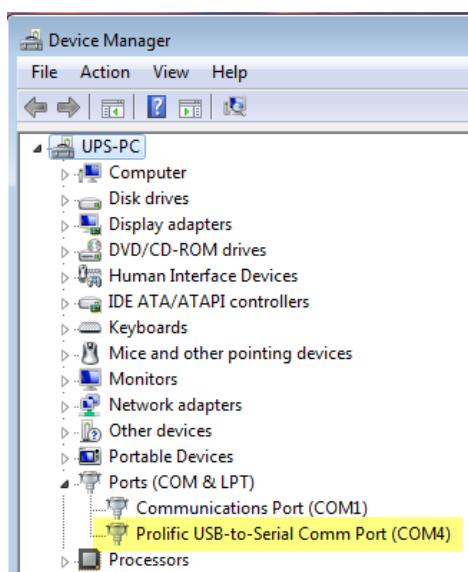
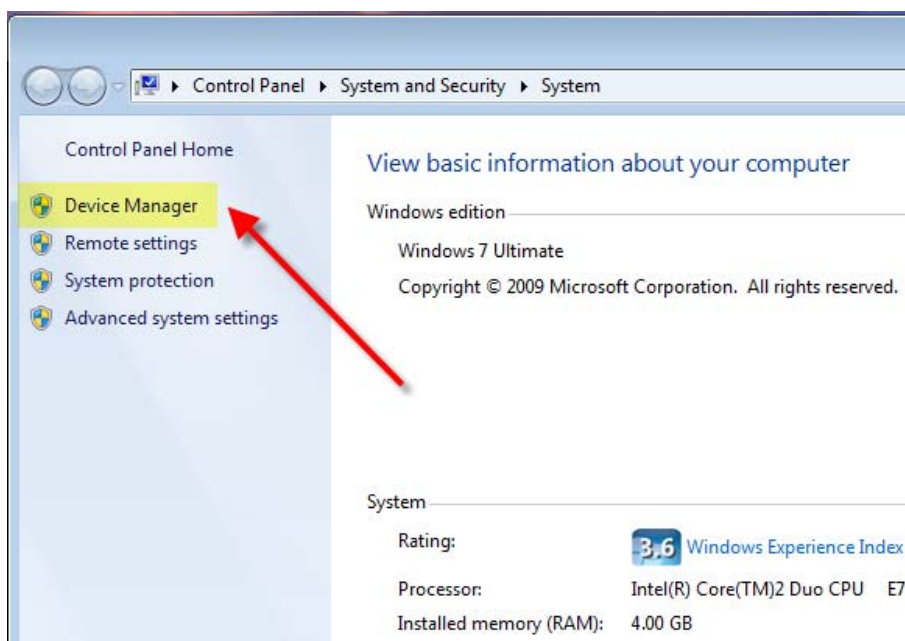
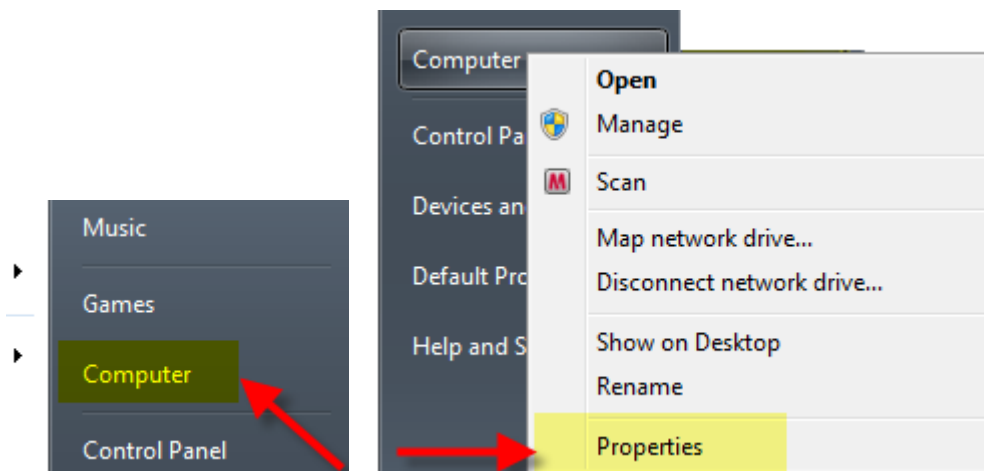
Step One: Determine your Operating System.

Generally speaking, Windows Vista and Windows 7 utilize the same drivers. The important factor is note whether you are running a 32-Bit or 64-Bit Operating System. You can determine this by simply RIGHT-CLICK on the MY COMPUTER or COMPUTER (word or icon) to view System properties:



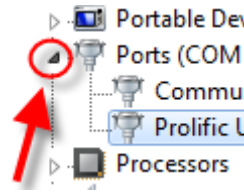
Step Two: Try to run the .EXE Installer from the CD.

The included drivers are usually the best fit for your cable. (On some CD versions, you may not have 64-bit drivers and this will require a download from our website.) After running the Prolific “Installer” (which is the .exe file on your CD), check your Device Manager to insure it the USB to Serial Cable is installed correctly.



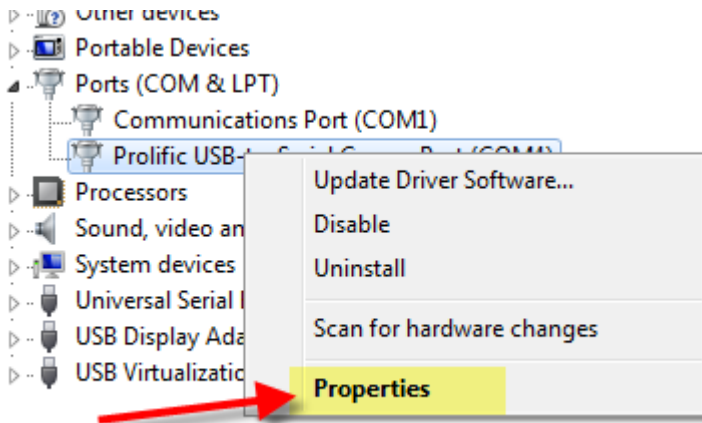
At this point the Sabrent Prolific Cable should be installed correctly, with **NO ERRORS**. If you get an error message such as an exclamation point (!), question mark (?), or **Coder Error 10**, you may need to skip to the **Troubleshooting Guide** (Page 5).

You can modify the specific COM port and other settings from this point as well.

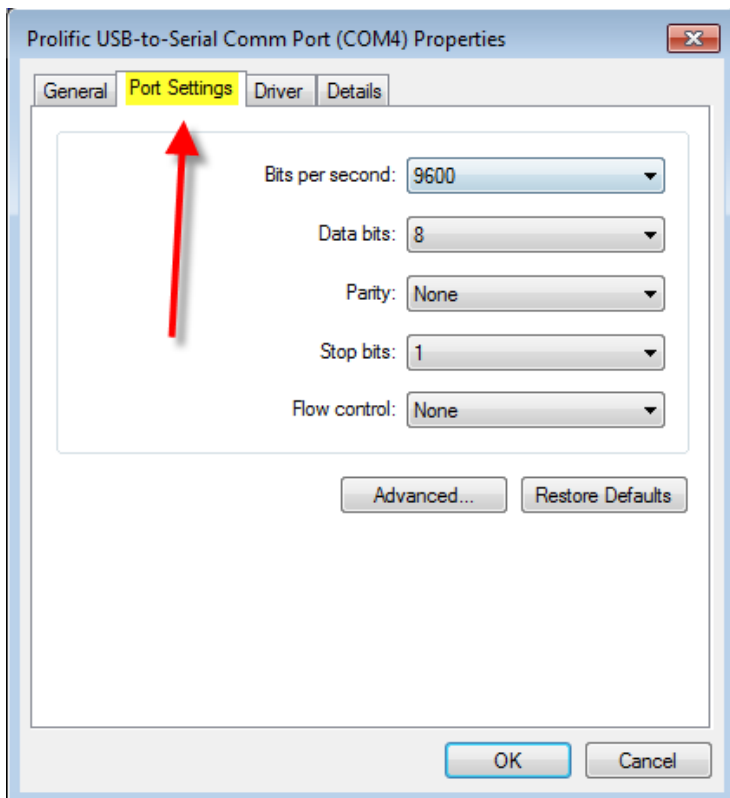


Click on the Arrow to the left of the Category to view details:

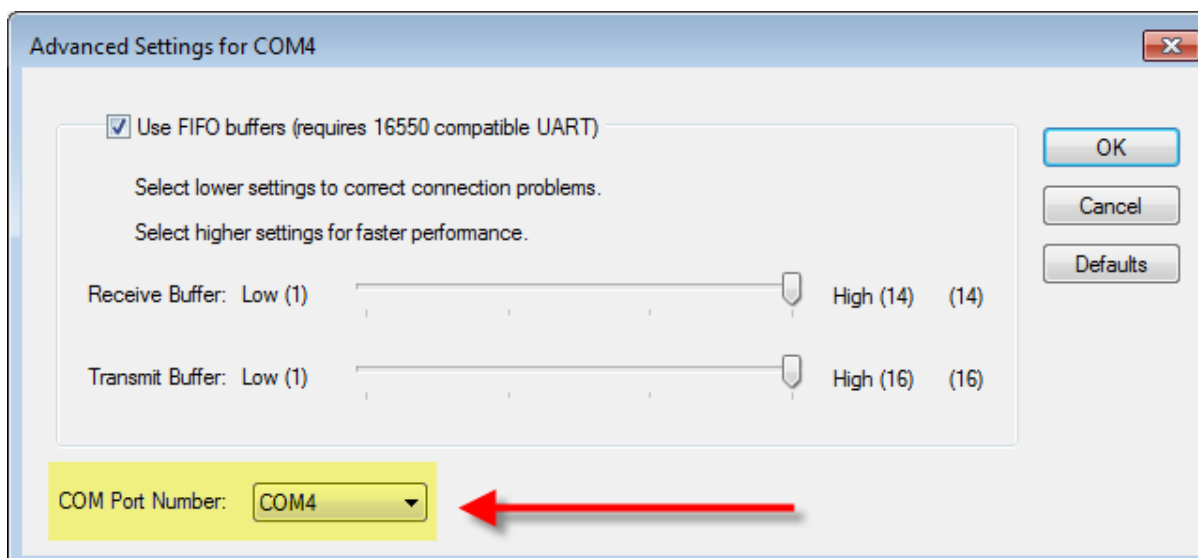
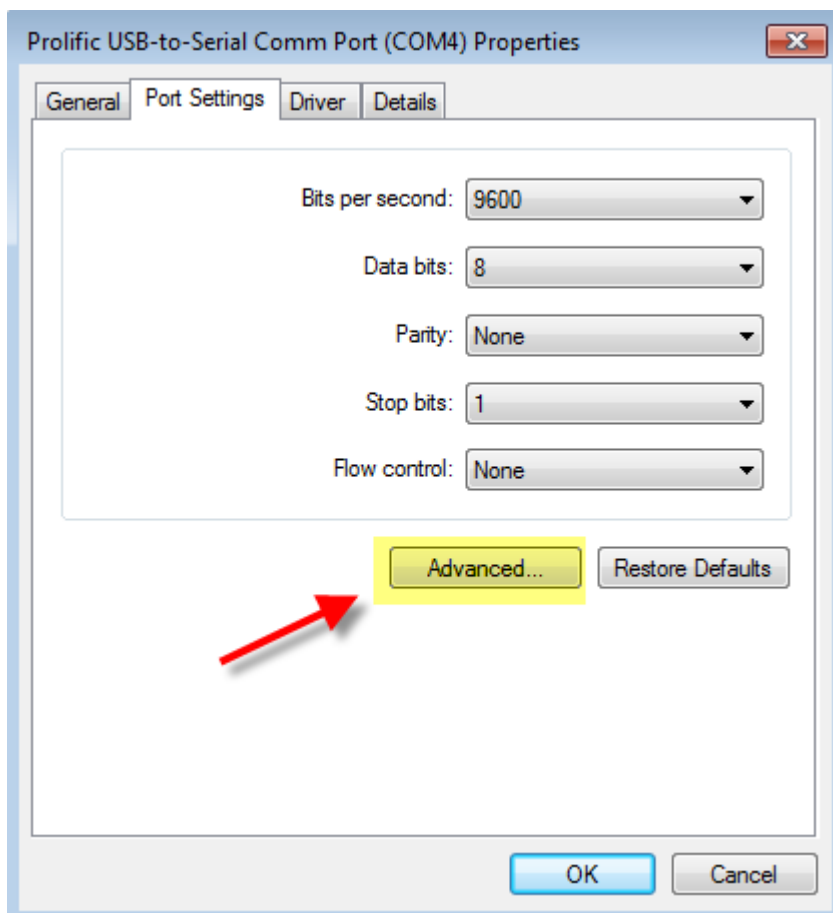
RIGHT-CLICK on **Prolific USB-to-Serial Comm Port (COM4)**, and select PROPERTIES:



Specific adjustments may need to be made to work with individual hardware solutions to which you are connecting this cable. You may want to consult the DEVICE manufacturer to determine the best settings for their product. See Below:



Clicking on Advanced... will offer more settings you can modify, such as the COM PORT.

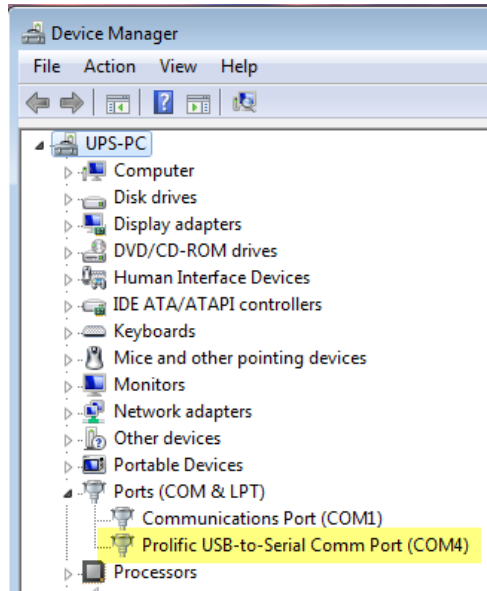


TROUBLESHOOTING GUIDE

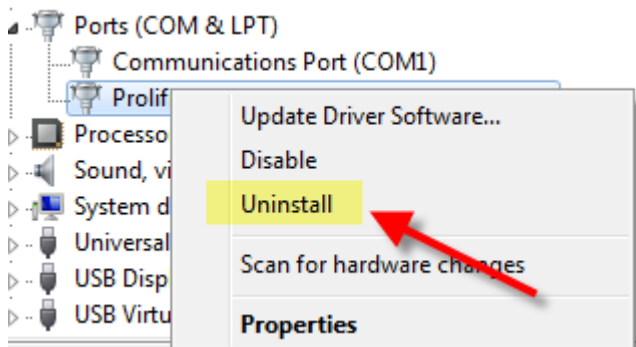
If you get an error message such as an exclamation point (!), question mark (?), or **Coder Error 10**, most often this indicates a problem with the Driver installation, and will occur mostly in Windows 64-bit versions.

If you have prior versions of USB Serial converters you may need to first UNINSTALL them. This can be done as follows:

1. **Go to the listing in Device Manager which shows your error message.** In this case it will likely appear in Other Devices (? or !) or under COM ports (Code Error 10).



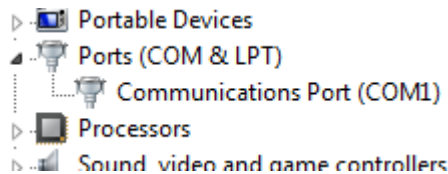
2. **RIGHT-CLICK the listing, and select UNINSTALL**



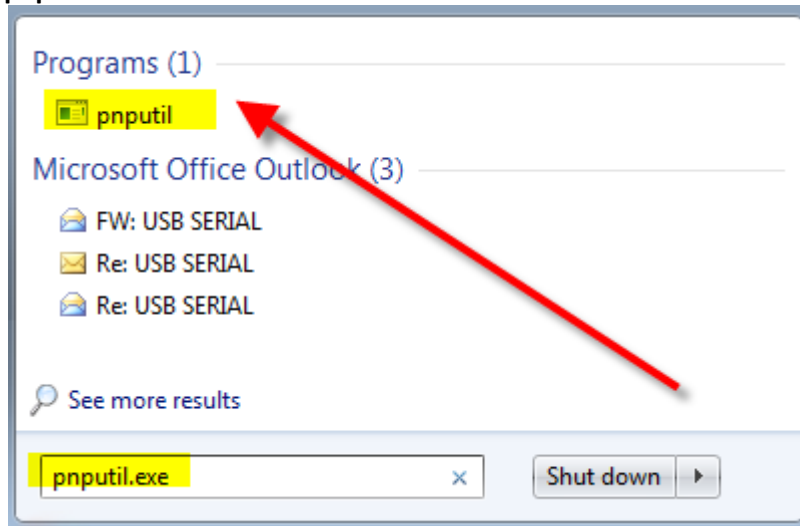
3. **Be sure to CHECK the box for “Delete the driver....”**



4. Go back to **DEVICE MANAGER** and confirm the listing is no longer there.



****If this does not work, you may need to manually uninstall the old driver with windows command line:
pnputil.exe command line:**



5. Download the Drivers from this list, trying **ONE** at a time, and go through steps from the beginning.

<http://www.sabrent.com/drivers/USBSerial0610.zip>

<http://www.sabrent.com/drivers/vista-prolific-chip-driver-for-serial-adapters.zip>

<http://www.sabrent.com/drivers/windowsprolificdrivers.zip>

If you are still having difficulty with the installation, please determine the issue to take the right steps:

The USB Serial Cable does not appear in Device Manager:

1. Please try a different USB port, or even a 2nd computer to confirm the issue.
2. Call SABRENT TECHNICAL SUPPORT, 626-336-6363 Monday-Friday, 9am-5pm PST.

The USB Serial Cable does appear in Device Manager, but you cannot use your device with it:

1. Some devices, such as printers, require that you manually “capture” the COM Port you are trying to use: Click on Start, then Printers & Faxes. Right-click on the printer you are connecting to and click on Properties. Click on the Ports tab and check the ‘Virtual printer port for USB’ port. Click OK.
2. Some devices require more detailed installation steps, so you will need to check with the Device Manufacturer.
3. Lastly, some devices may not work with any USB converted COM Port and require “real” COM Ports. This is most common in very old devices.