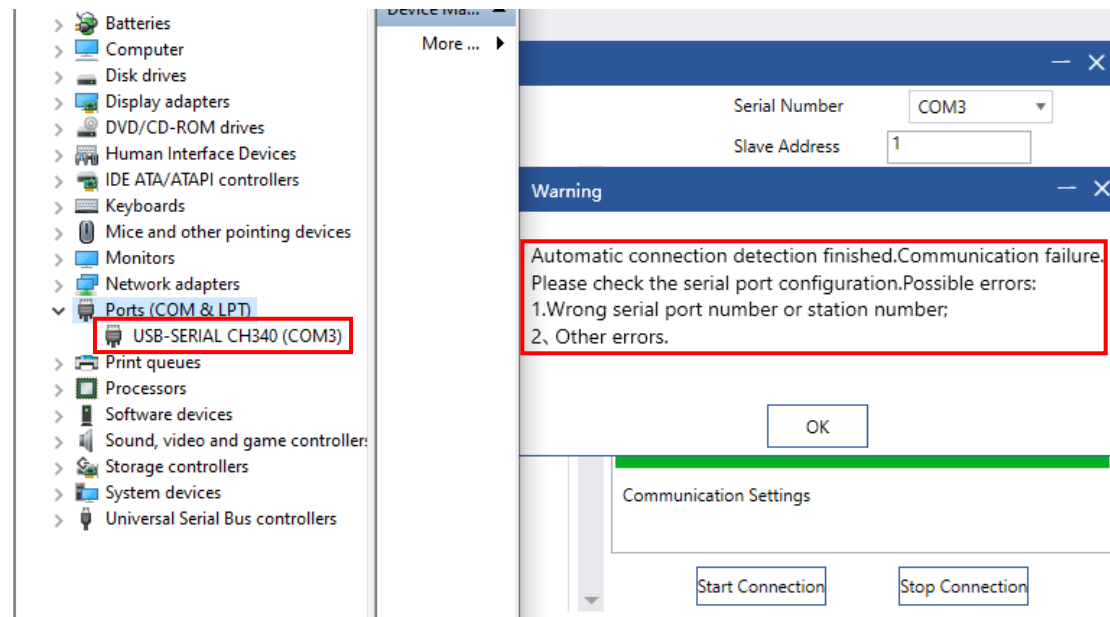


USB-232 Connection Issue

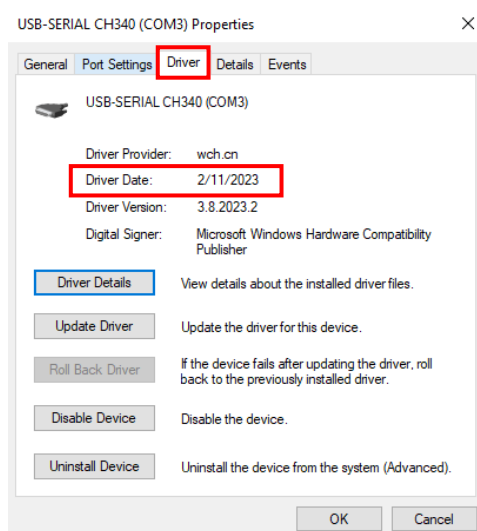
1. Phenomenon

In Device Manager, the serial port can be found without any error, but the upper computer software cannot communicate.



2. Check the driver program's date

Right-click on the corresponding serial port, click on "Properties," and enter the following interface; click on "Driver" at the top, check the driver program's date, if it is not from 2011, then an older version of the driver needs to be installed.



3. Install the older version of the driver program

After opening the file, click on the SETUP file to install it. Once the installation is complete, follow **Step Two** to confirm the driver program's date. If it shows as 2011, then the installation was successful.

