How to Update Driver to Support ACTiSYS USB to SIR Adapter ACT-IRx24UN-Lx/ACT-IRx24UN-Lx-LE in Windows 7/8/8.1&10 OS

Requirements

- Driver Installer Version & Build date: v1.12.0 (2015-10-07)
- Windows XP (32 & 64-bit) WDM WHQL Driver: v2.1.51.238 (10/22/2013)
- Windows Vista/7/8/8.1/10 (32 & 64-bit) WDF WHQL Driver: v3.6.81.357 (09/04/2015)
- ACTiSYS USB to SIR Adapter, **ACT-IRx24UN-Lx series** includes all customized sub-models, i.e., ACT-IRx24UN-Li, ACT-IR224UN-Li2, ACT-IRx24UN-L+, & ACT-IRx24UN-LNnn, where nn is the specified Baud Rate: LN96 for 9.6k bps, LN19 for 19.2k bps, LN38 for 38.4k bps, LN57 for 57.6k bps, LN115 for 115.2k bps. The same philosophy applies to the model names of **ACT-IRx24UN-Lx-LE series**.
- ACT-IRx24UN-Lx/ACT-IRx24UN-Lx-LE represents model IR224UN or IR424UN series.

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Note 1: Microsoft have removed "**Start button**" in Windows 8 OS(Operating System). For Windows 8 OS, must needs to install third-party application tools, if user wants to access "**Start button**". Microsoft have already added "**Start button**" with the Windows 8.1 update. Windows 7 and 10 OS already have "**Start button**".

Note 2: If you are unable to click the links/URLs in this installation guide, please copy and paste the link/URL in the Web browsers.

Note 3: We were used older Windows 7 installation and troubleshooting guide for demonstration inside YouTube video, you have to use newly updated **"ACT-IRx24UN-Lx&IRx24UN-Lx-LE_Windows7&8&8.1&10_DvrGuide_160608.pdf"**driver installation guide, for driver installation under Windows 7/8/8.1&10 OS.

Note 4: Microsoft modifies the features and Graphical User Interface menu in Windows 8/8.1&10 OS than Windows 7 OS. We have used Windows 10, 64-bit OS to capture screenshot of prolific driver installation/un-installation, to prepare installation guide. Prolific driver v1.12.0(=v3.6.81.357) is compatible in Windows 7 OS. The icons/system settings and controls/application docs/apps name/menus are almost the same in all Windows OS.

The following steps will show how to install/uninstall driver of ACTiSYS USB to SIR Adapter in Windows 7/8/8.1&10 (32&64-bit) OS.

A. First Enable Automatic Windows Update for automatic driver updating via Windows update.

1. Press "**Windows** ⊞" key + "**Pause Break**" key concurrently on your keyboard, to open the "**System**" window, click "**Advanced system settings**".

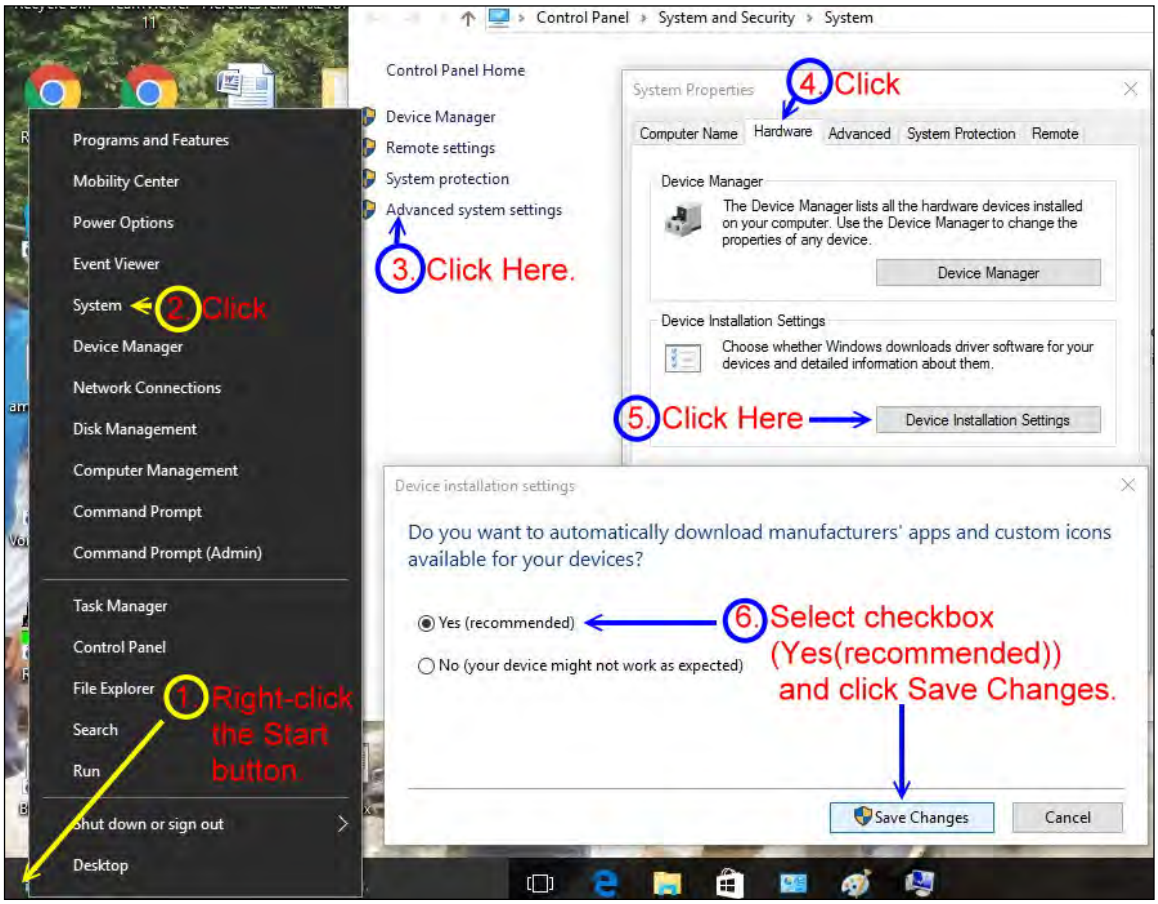
   Or on the Desktop, right-click in the lower left corner of the screen, you'll see Windows' new "**Quick Access Menu(=Power User Menu)**", which includes "**System**" near the top, click it to open and click "**Advanced system settings**".

   Or if you're using keyboard, press "**Windows** ⊞" key + "**X**" key concurrently on your keyboard, it can bring up "**Power User Menu**", which includes "**System**" near the top, click it to open and click "**Advanced system settings**".

Or Click on "**Start**" button ➔ Right-click on "**Computer**" ➔ Go to Properties ➔ Now System Windows will be open, click "**Advanced system settings**". [**Windows 7 OS**]

2. Click on "**Hardware**" tab, and "**Device Installation Settings**".

3. Select checkbox, "**Yes(recommended)**" and Click "**Save Changes**".



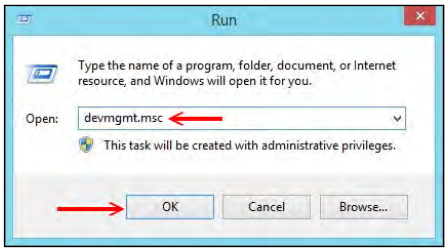
❖ How to Open Device Manager in Windows 7/8/8.1 and 10 OS

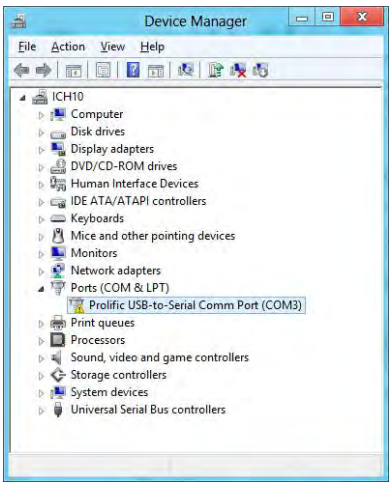
On the Desktop, right-click in the lower left corner of the screen, you'll see Windows' new "**Quick Access Menu(=Power User Menu)**", which includes "**Device Manager**" near the top, click it.

Or if you're using keyboard, press "**Windows** ⊞" key + "**X**" key concurrently on your keyboard, it can bring up "**Power User Menu**", which includes "**Device Manager**" near the top, click it.



Or press "**Windows** ⊞" key + "**R**" key concurrently on your keyboard, the "**Run**" dialog box that pops open, type "**devmgmt.msc**" (without the quotes) and hit "**OK**". [**Windows 7 OS**]



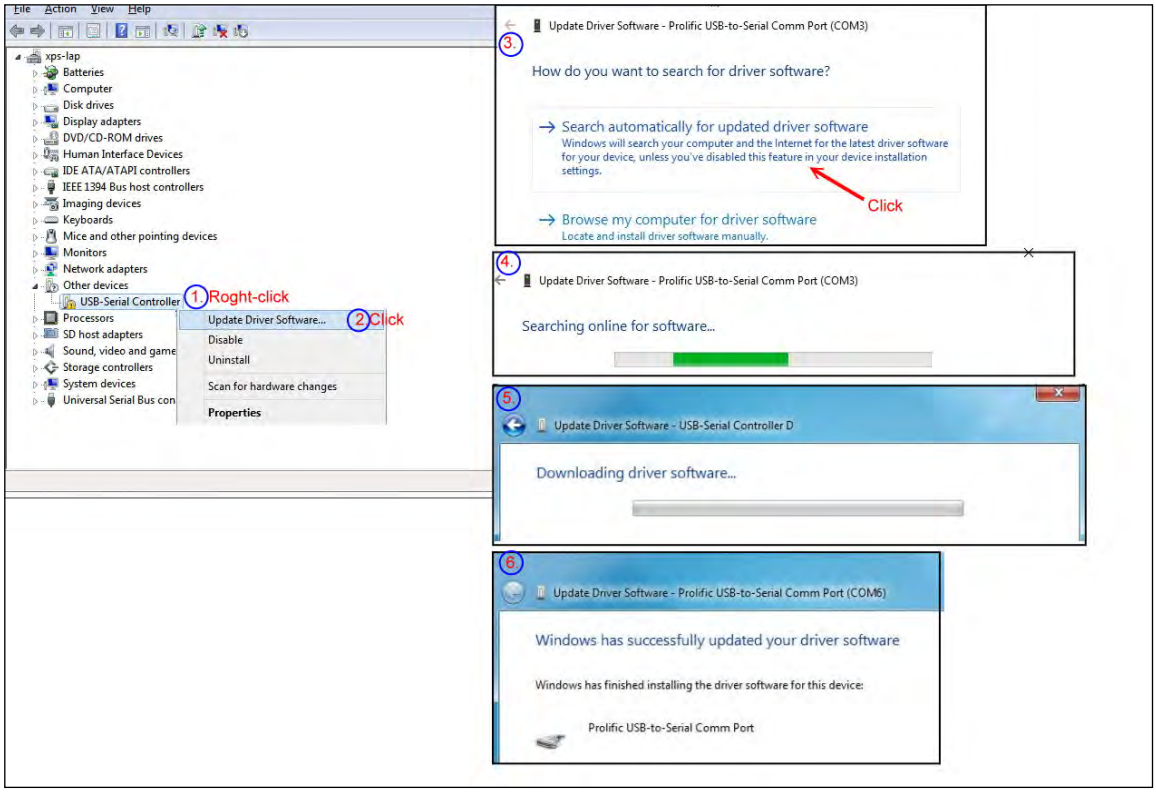


B. Automatic Prolific Driver Installation via Windows Update

ACTiSYS USB to SIR adapters have the latest Prolific Chip inside, and Windows Vista and above has its Native driver support already. Windows will auto detect the right driver for you. So user could just **Plug and Play**!

Just plug the ACTiSYS USB to SIR adapter and Windows will auto find the hardware for you. **Just in case** not successful, **please run the latest version of** Driver Installer, v1.12.0(Refer to **C. Manually Prolific Driver v1.12.0(=v3.6.81.357) Installation**, see page 5).

1. Connect ACTiSYS USB to SIR Serial adapter ➔ Open Device Manager(Refer to "How to Open Device Manager in Windows 7/8/8.1&10 OS", see page 3) ➔ Go to **Ports(COM&LPT),** you must be able to find "**USB-Serial Controller**" or "**Prolific USB-to-Serial Comm Port(COMx)" with yellow exclamation mark**, means driver is not installed yet and/or wrong driver is installed. Right-click on "**Prolific USB-to-Serial Comm Port(COMx)**" or "**USB-Serial Controller**" ➔ Click "**Update Driver Software….**" ➔ Click "**Search automatically for updated driver software**" ➔ After updating driver, screen will prompt that "**Windows has successfully updated your driver software**" and click on close.



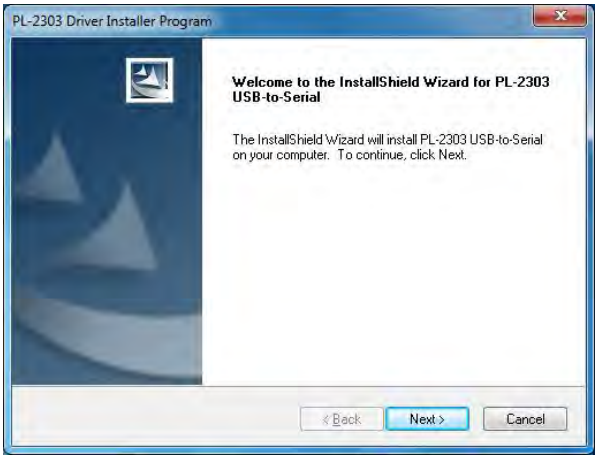
C. Manually Prolific Driver v1.12.0(=v3.6.81.357) Installation

1. Run or double-click the "**ACT-IRx24UN-DriverInstaller_v1.12.0-20160607.exe**" program first. Do not plug-in the ACTiSYS USB to SIR Serial adapter yet. Unplug the adapter from the USB port before running the driver installation.

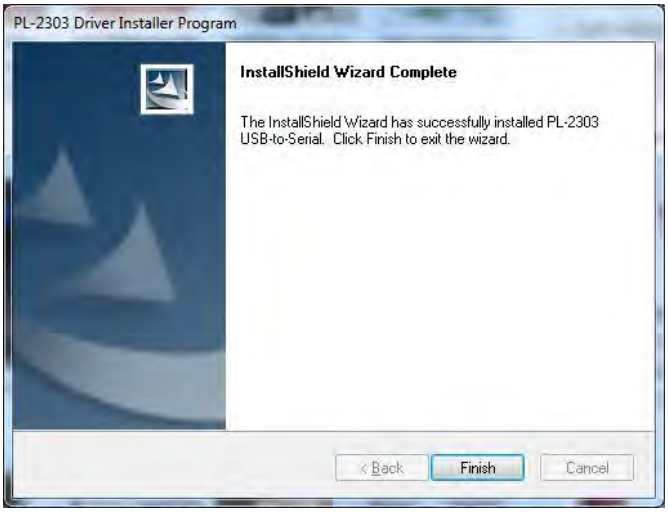
   Prolific driver v1.12.0(=v3.6.81.357) download URL:
   http://www.actisys.com/Drivers/IR224UN/IR224UN-DriverInstaller-v1.7.0_n_Guide-Win7-140319.zip

   ACTiSYS' cable driver installation video on YouTube - **http://youtu.be/JEFUp4TkO2s**

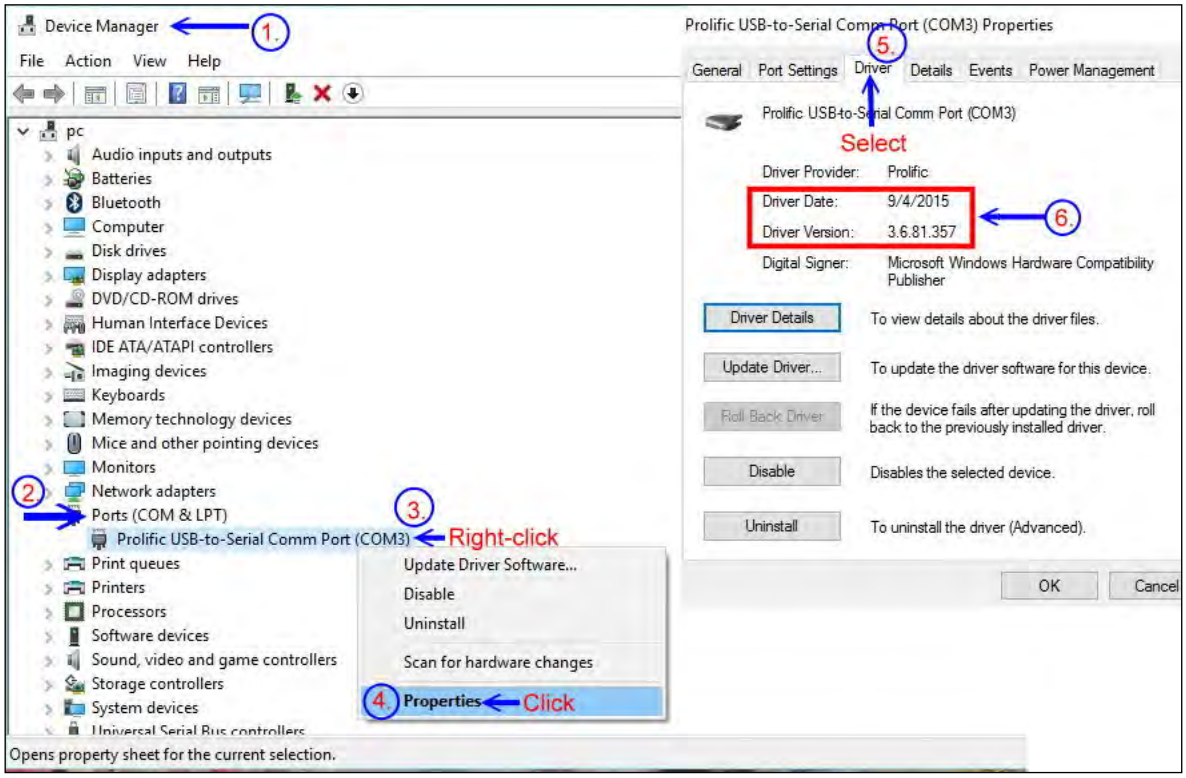
2. The InstallShield Wizard will be displayed to inform you that the PL-2303 USB-to-Serial driver will be installed on your computer. Click Next to continue.



3. The PL-2303 Driver Installer program will then start to install the drivers needed. Click the "**Finish**" button to close the InstallShield program.



4. Restart PC ➔ Connect ACTiSYS USB to SIR Serial adapter ➔ Open Device Manager(Refer to "How to Open Device Manager in Windows 7/8/8.1&10 OS", see page 3) ➔ Go to **Ports(COM&LPT),** you must be able to find Prolific USB-to-Serial Comm Port(COMx), means driver installation is done. Com port number for the ACTiSYS USB to SIR adapter is assigned by Windows OS. Further confirm: Right Click on "**Prolific USB-to-Serial Comm Port(COMx)**" ➔ Go to Properties ➔ Select Driver tab and check Driver date & version.



❖ How to Open Control Panel in Windows 7/8/8.1 and 10 OS:

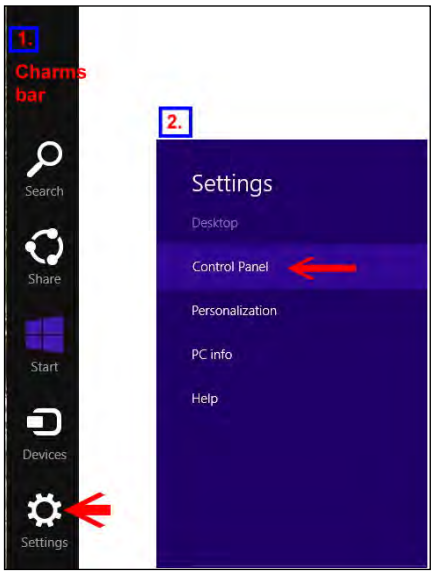
On the Desktop, right-click in the lower left corner of the screen, you'll see Windows' new "**Quick Access Menu(=Power User Menu)**", which includes "**Control Panel**" near the bottom, click it.

Or Click on "**Start**" button ➔ Click "**Settings**" ➔ Click "**Control Panel**" ➔ Select "**Programs and Features**" [**Windows 7 OS**]

Or if you're using keyboard, press "**Windows** ⊞" key + "**X**" key concurrently on your keyboard, it can bring up "**Power User Menu**", which includes "**Control Panel**" near the bottom, click it.

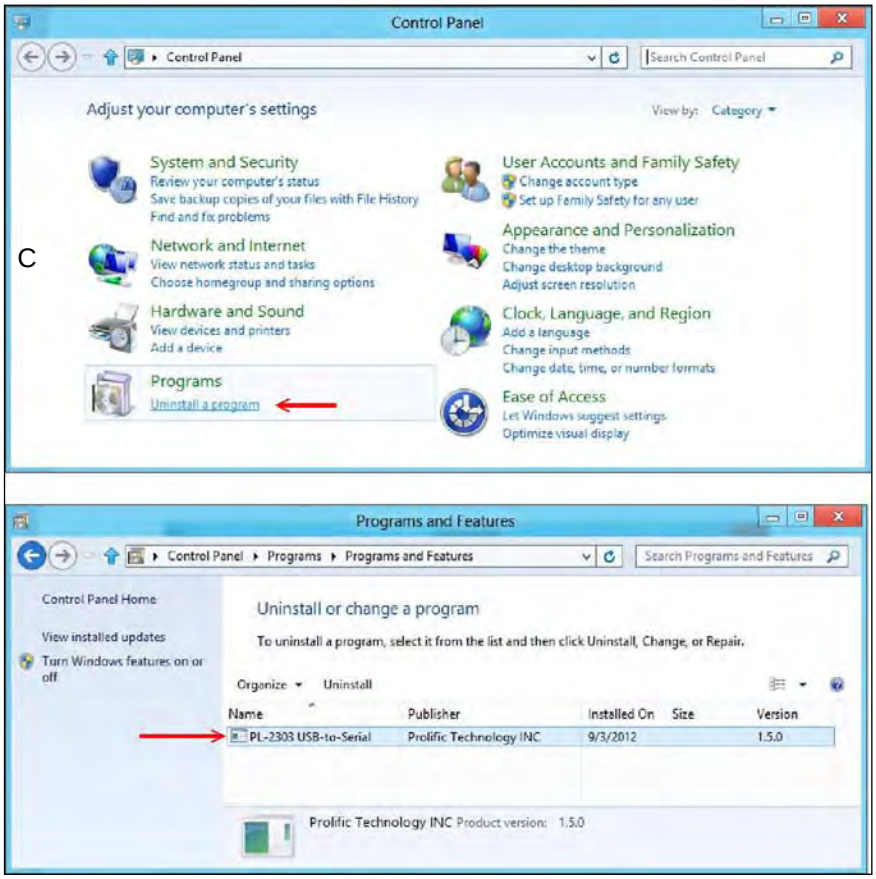


Or On the Desktop, open the Charms bar by pressing "**Windows** ⊞" key + "**C**" key concurrently on your keyboard or moving your mouse to the right hand corners of the screen, click "**Settings**", click "**Control Panel**" from the list like Desktop, Control Panel, Personalization, PC info and Help.



Click “**Uninstall a program**” under Programs.

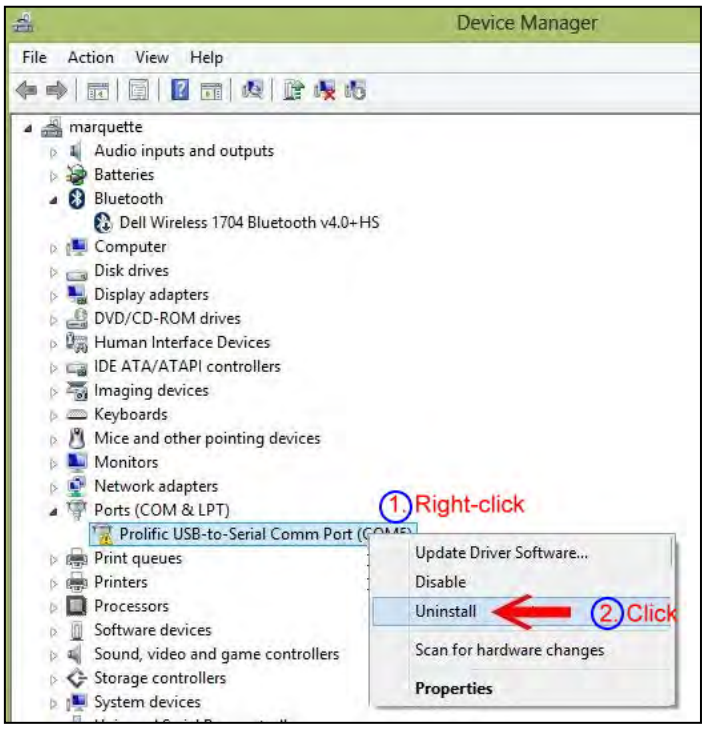
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D. Prolific Wrong Driver Un-Installation

ACTiSYS' cable driver uninstallation, if wrong driver installed, video on Youtube - http://youtu.be/K0fqwJuubRo

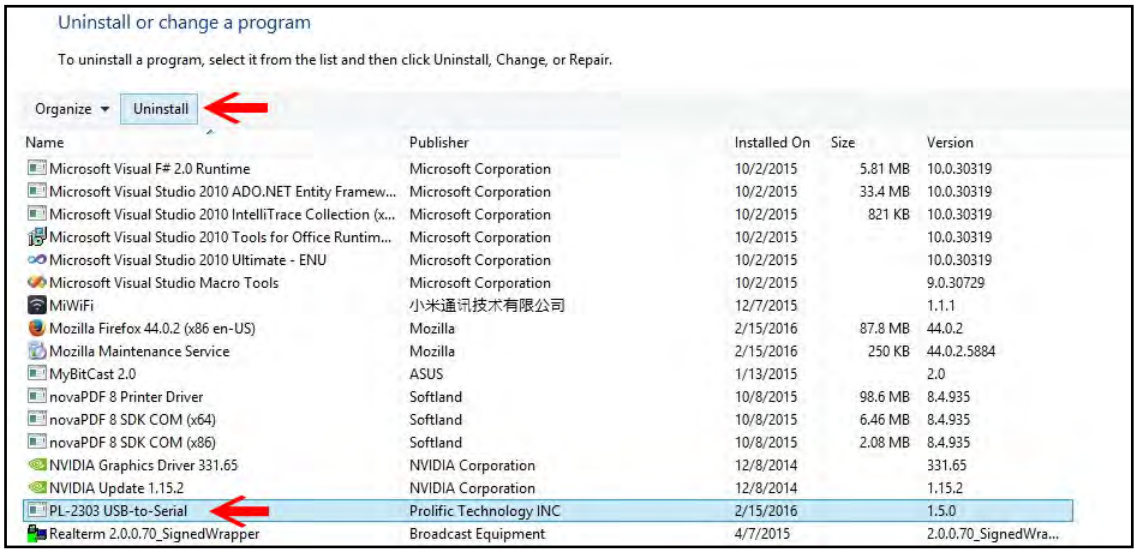
1. Plug in ACTiSYS USB to SIR adapter and go to "**Device Manager**(Refer to "How to Open Device Manager in Windows 7/8/8.1&10 OS", see page 3)", expand "**Ports (COM & LPT)**". If ACTiSYS USB to SIR adapter recognizes as "**Prolific USB-to-Serial Comm Port(COMx)**" with yellow exclamation mark that means wrong driver is installed. Right-click on "**Prolific USB-to-Serial Comm Port(COMx)**" and click "**Uninstall**".



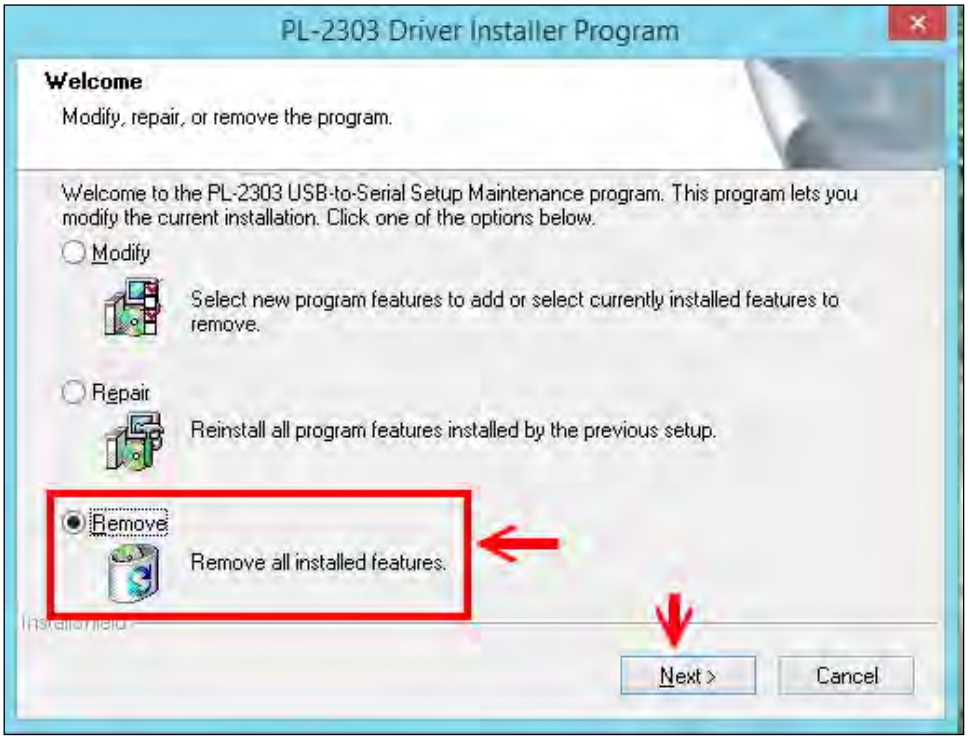
2. It will prompt for "**Confirm Device Uninstall**" dialog box, select the check box and click "**OK**" to start uninstall process.



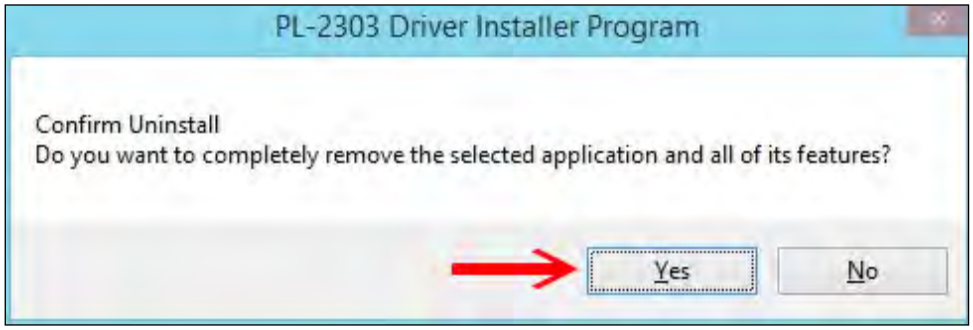
3. Unplug ACTiSYS USB to SIR adapter and go to "**Control Panel"(**Refer to "How to Open Control Panel in Windows 7/8/8.1 & 10 OS", see page 7**)** ➔ Select "**Programs and Features"(Windows 7 OS) or Uninstall a program(in Windows 8/8.1&10 OS)**, select "**PL-2303 USB-to-serial**" driver and click "**Uninstall**".



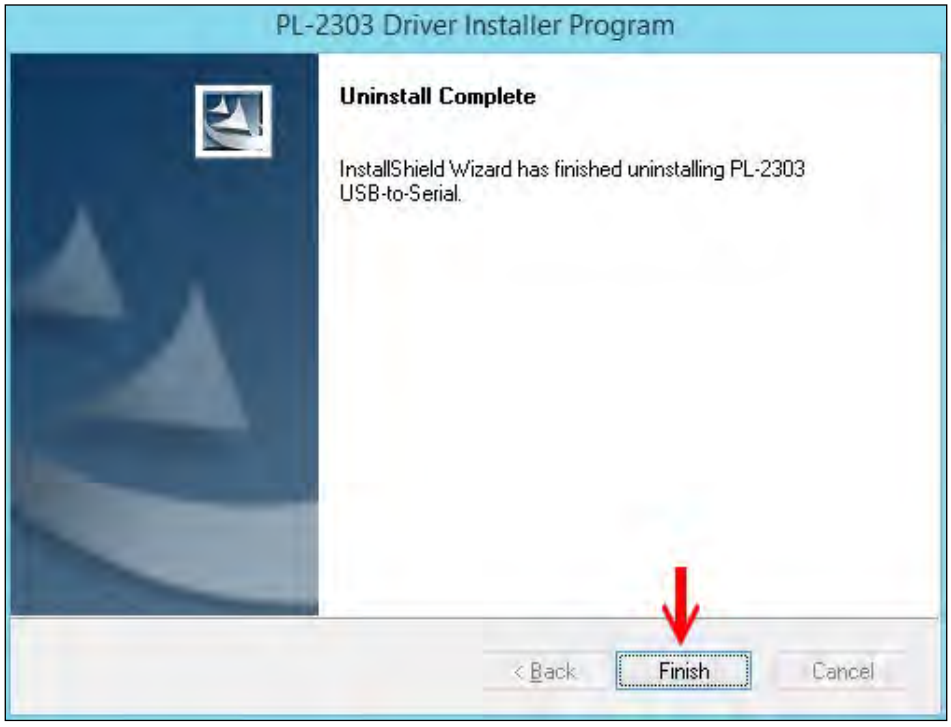
4. It will prompt for "**Modify, repair, or remove the program**" dialog box, select the "**Remove**" and click "**Next**" to start uninstall process.



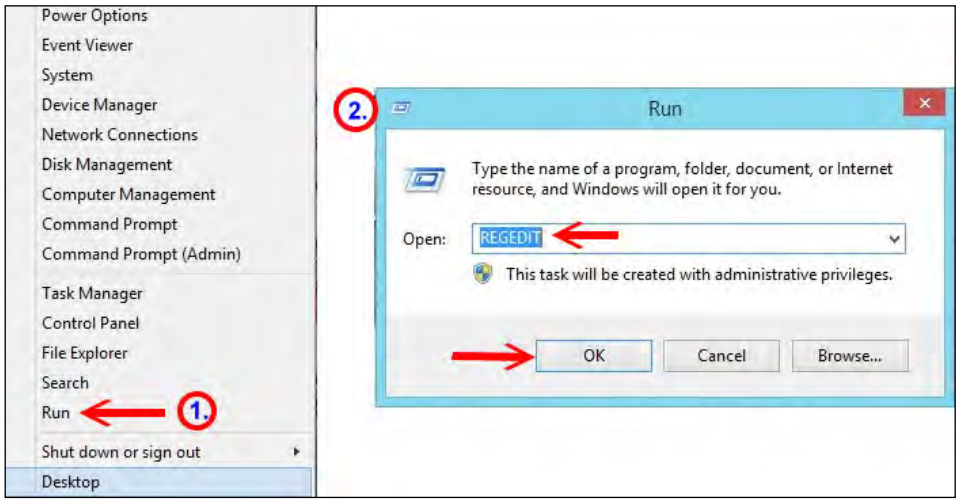
5. Select "**Yes**" to confirm driver uninstallation.



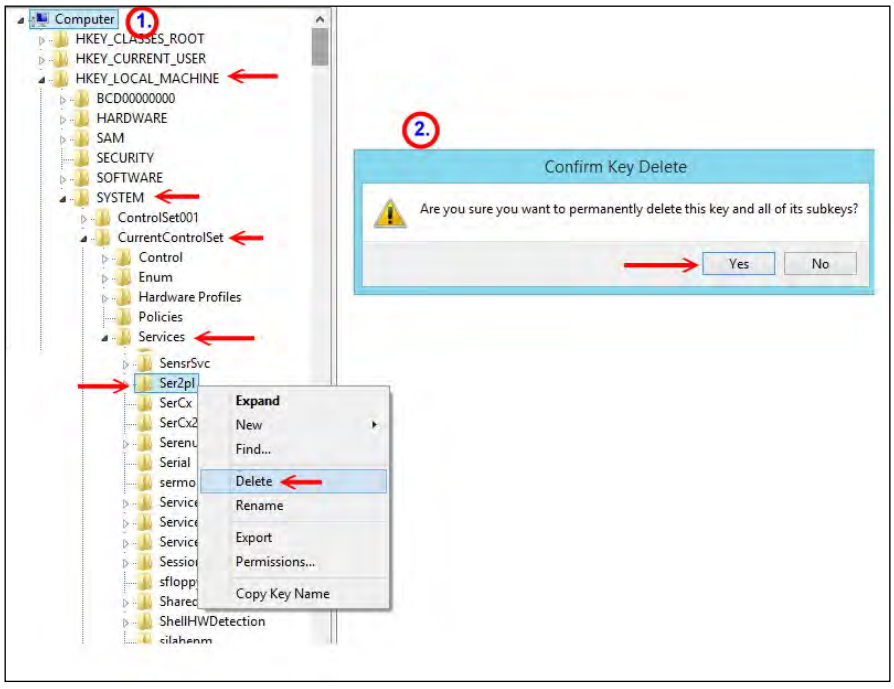
6. Choose "**Finish**" to close "**Uninstall Complete**" wizard.



7. Press "**Windows** ⊞" key + "**R**" key concurrently on your keyboard. (This can also be done either at Windows 8 Start menu or on Windows 8 desktop.) At the "**Run**" dialog box that pops open, type "**REGEDIT**" (without the quotes) and hit "**OK**".



8. Go to "**HKEY_LOCAL_MACHINE**"\"**SYSTEM**"\"**CurrentControlSet**"\"**Services**"\ delete "**Ser2plx86**" and "**Ser2pl**" item if found (Right-click delete). Reboot PC.



9. Please follow "**C. Manually Prolific Driver v1.12.0(=v3.6.81.357) Installation**", to re-install prolific driver.
ACTiSYS' cable driver installation video on YouTube - **http://youtu.be/JEFUp4TkO2s**

ACTiSYS Technical Support:

If the problem is still unsolved, please immediately contact ACTiSYS' Tech-Support(=T-S) [tech-support@actisys.com].

ACTiSYS' T-S team will try to resolve issue using remote access.

Please follow this procedure to install remote access software.

a) Install software, "**Team Viewer**": open web browser ➔ Go to http://www.teamviewer.com/en/download/
➔ find and click on Windows download link. ➔ look in the section of "Team Viewer full version-Windows" ➔ click on the software download link and install
b) Please advise your Tel, city and time zone, and when is convenient to call you?
(**Note: Don't put your Team Viewer ID &PW in E-mail because it's Confidential!**)
We will call you and ask for ID & PW of your Team Viewer software.
c) Our T-S will proceed to remove/install/verify/run driver for your Windows OS, remotely.
d) After the above is successful, Be sure to remove Team Viewer from your PC (Control Panel(Refer to "How to open Control Panel in Windows 7/8/8.1&10 OS", see page 7&8,) ➔ Programs and Features(Windows 7 OS) or Uninstall a program(in Windows 8/8.1&10 OS), ➔ Select "Team Viewer" and click "Uninstall", to start uninstallation)!
Please take a look at Youtube video, How to uninstall TeamViewer on Windows 7/8/8.1 and 10, 32-&64-bit OS: https://www.youtube.com/watch?v=3mGTvF10V0Y

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