USB to Serial
Quick Installation Guide

Introduction

The *USB to Serial* adapter converts one USB port to multiple 9-pin (DB9) serial ports.

Features and Benefits

- Full support for Windows-based software
- Low power consumption. Draws power from USB bus
- Supports baud rates up to 115 Kb/s
- Handy wall-mount bracket keeps your desktop uncluttered
- Works with modems, ISDN terminal adapters, graphics tablets, PDAs, bar code scanners, label printers and other RS232 serial devices
- Built-in 16550 UART with 16-byte FIFO buffers to dramatically increase data transmit/receive speed, especially under Windows multitasking environment

System Requirements

- Pentium or equivalent computer with an available USB port
- Windows®8 (32-/64-bit) / 7 (32-/64-bit) / Vista (32-/64-bit) / XP (32-/64-bit) / Server 2003 & 2008 (32-/64-bit) / Server 2008 R2 / 2000 / ME / 98SE / 98

Package Contents

- USB to Serial adapter
- USB cable
- Mounting bracket kit
- Driver CD
- Quick installation guide

Layout

Depending on the model purchased, your layout will be either the 2-port or 4-port adapter.

Power LED   USB connector

Serial Port

Figure 1. 2-port Layout

Power LED   USB connector
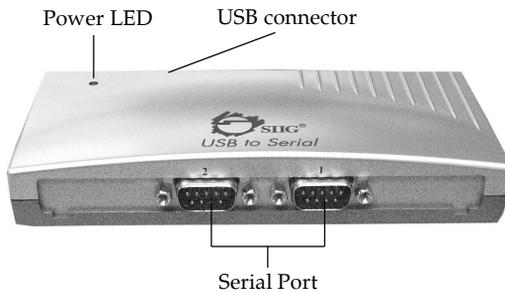
Serial Port
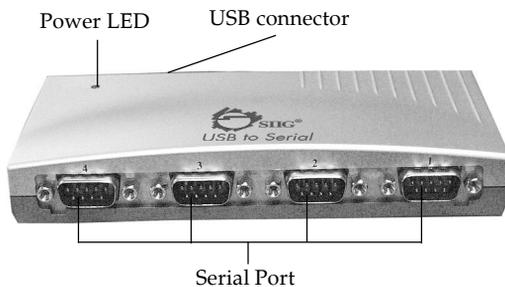
Figure 2. 4-port Layout

Hardware Installation

The *USB to Serial* adapter's Mounting bracket kit adds wall mount capabilities. Follow the instructions below to mount your *USB to Serial* adapter to the wall and keep your desktop uncluttered.

1.   Use the 4 screws in your package to screw your Mounting bracket to the wall, see **Figure 3**.
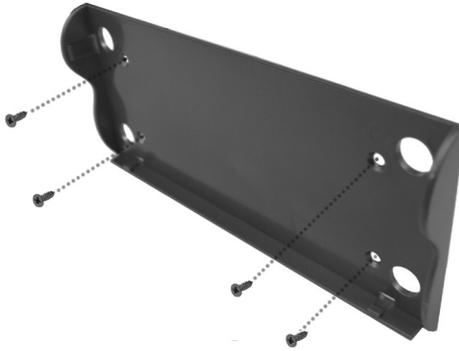
Figure 3

2.   Slide your *USB to Serial* adapter into the mounting bracket until it snaps into place, see **Figure 4**.

   Note: The serial ports should be facing down.

Figure 4

Driver Installation

NOTE: Do not plug in the *USB to Serial* adapter to your computer until instructed to do so. If you have plugged in the adapter prior to installing the driver, click **Cancel** at the **Found New Hardware** (if prompted), unplug the adapter, then follow the driver installation steps below.

Windows 8 (32-/64-bit) / 7 (32-/64-bit)

1.   At the Windows desktop, insert the driver CD.

      At the *AutoPlay* box: Click **Open folder to view files**, then double click **Setup**.

      If *AutoPlay* doesn't start: Click **Windows key** and **R**, type **D:\setup.exe**, then click **OK**. (Change **D:** to match your CD-ROM drive letter)

2.   Click **Yes**, **Next**, then click **Finish**.

3.   Plug the *USB to Serial* adapter into a USB port, and the driver will install automatically.

4.   Restart Windows to complete the installation.

Windows Vista (32-/64-bit)

1.   At the Windows desktop, insert the driver CD.

      At the CD auto-start window: Double click **Setup**.

      If the CD doesn't auto-start: Click **Start**, in the **Start Search** box, type **D:\setup.exe**, then press **Enter**. (Change **D:** to match your CD-ROM drive letter)

2.   Click **Allow**.

3.   Click **Next**, then click **Finish.**

4.   Plug the *USB to Serial* adapter into a USB port, and the driver will install automatically.

5.   Restart Windows to complete the installation.

Windows XP (32-/64-bit) / Server 2003 (32-/64-bit) / 2000

1. At the Windows desktop, insert the driver CD.
2. Click **Start**, **Run**, type **D:\setup.exe**, then click **OK**. (Change D: to match your CD-ROM drive letter).
3. Click **Next**, then click **Finish**.
4. Plug the *USB to Serial* adapter into a USB port, and the driver will install automatically.
5. Restart Windows to complete the installation.

Windows Server 2008 (32-/64-bit)

1. At the Windows desktop, insert the driver CD.
    At the *AutoPlay* box: Double click **Setup**.
    If *AutoPlay* doesn't start: Click **Start**, in the **Start Search** box, type **D:\setup.exe**, then press **Enter**. (Change **D:** to match your CD-ROM drive letter)
2. Click **Next**, then click **Finish**.
3. Plug the *USB to Serial* adapter into a USB port, and the driver will install automatically.
4. Restart Windows to complete the installation.

Windows Server 2008 R2

1. At the Windows desktop, insert the driver CD.
    At the *AutoPlay* box: Double click **Setup**.
    If *AutoPlay* doesn't start: Click **Start**, in the **Search programs and files** box, type **D:\setup.exe**, then press **Enter**. (Change **D:** to match your CD-ROM drive letter)
2. Click **Next**, then click **Finish**.
3. Plug the *USB to Serial* adapter into a USB port, and the driver will install automatically.

4. Restart Windows to complete the installation.

Windows ME

1. At the Windows desktop, insert the driver CD and wait for several seconds.
2. Plug the *USB to Serial* adapter into an available USB port.
3. At the **Add New Hardware Wizard**, choose **Automatic search for a better driver (Recommended)**, then click **Next**.
4. Select **USB-to-Serial**, then click **OK**.
5. Click **Finish**.
6. Restart Windows to complete the installation.

Windows 98SE / 98

1. At the Windows desktop, plug the *USB to Serial* into an available USB port.
2. At the **Add New Hardware Wizard**, click **Next**.
3. Select **Search for the best driver for your device (Recommend)**, then click **Next**.
4. Insert the driver CD, check **Specify a location**, then type **D:\Win 98SE_ME**, uncheck the other boxes, then click **Next**. (Change **D:** to match your CD-ROM drive letter)
5. Click **Next**, then click **Finish**.
6. Repeat steps **2-5** (skip this step in **Windows 98SE**).
7. Restart Windows to complete the installation.

To Verify Windows 8 / 7 / Vista / XP / Server 2003 & 2008 / Server 2008 R2 / 2000 Installation

1. Check **Device Manager** to verify installation.

    For Windows 8 / 7 / XP / Server 2003 & 2008 R2 / 2000: Right click **Computer** or **My computer**, click **Manage**, then click **Device Manager**.

    For Windows Vista: Right click **Computer**, click **Manage**, click **Continue**, then click **Device Manager**.

    For Windows Server 2008: Right click **Computer**, click **Manage**, double click **Diagnostics**, then click **Device Manager**.

2. Double click **Ports (COM & LPT)**

    For 2S adapter: **Prolific USB-to-Serial Comm Port...** should be listed 2 times.

    For 4S adapter: **Prolific USB-to-Serial Comm Port...** should be listed 4 times.

To Verify Windows ME / 98SE / 98 Installation

1. From the main desktop, right click **My Computer**, click **Properties**, then click **Device Manager**.

2. Double click **Ports (COM & LPT)**.

    For 2S adapter: **USB to Serial...** should be listed 2 times.

    For 4S adapter: **USB to Serial...** should be listed 4 times.

To Verify Driver Installation via CheckChipVersion

If you have problems with driver installation, you can also use the tool **CheckChipVersion** in your driver CD for further verification.

1. Go to **Drivers**, then double click **CheckChipVersion**.
2. Select the correct COM port, then click **Check**.
3. If the driver is succesfully installed, it will show **This is a .... chip appears**, see **Figure 5**.
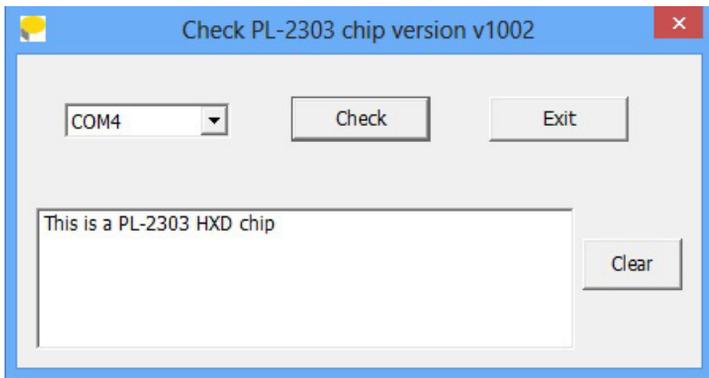
Figure 5

4. If the driver is not installed successfully, it will show **OPEN COM PORT FAILED**. This driver version may not support the chipset of your *USB to Serial* adapter. Go to SIIG website (www.siig.com) to download the suitable driver version.

Changing COM Port Number

Some serial devices need a specific COM port in order to work. If your serial device works properly, do not change this setting.

This option is not available in Windows ME , 98SE and 98.

Windows 8 / 7 / Vista / XP / Server 2003 & 2008 / Server 2008 R2 / 2000

1.   From **Device Manager** double click **Ports (COM & LPT)**, then double click the **USB to Serial** or **Prolific USB to Serial** port you want to change.

2.   Click **Settings** tab, then click **Advanced**.

3.   Click the down arrow that is next to the **COM Port number** box and select a COM port that is not in use. Click **OK**.

4.   Click **OK** again. Close **Device Manager** to save the changes.

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Technical Support and Warranty

QUESTIONS? SIIG's **Online Support** has answers! Simply visit our web site at *www.siig.com* and click **Support**. Our online support database is updated daily with new drivers and solutions. Answers to your questions could be just a few clicks away. You can also submit questions online and a technical support analyst will promptly respond.

SIIG offers a 5-year manufacturer warranty with this product. This warranty covers the original purchaser and guarantees the product to be free of any defects in materials or workmanship for five (5) years from the date of purchase of the product.

SIIG will, at our discretion, repair or replace (with an identical product or product having similar features and functionality) the product if defective in materials or workmanship. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Please see our web site for more warranty details.

If you encounter any problems with this product, please follow the procedures below.

A) If it is within the store's return policy period, please return the product to the store where you purchased it.

B) If your purchase has passed the store's return policy period, please follow these steps to have the product repaired or replaced.

> **Step 1:** Submit your RMA request. Go to **www.siig.com**, click **Support**, then **Request A Product Replacement** to submit a request to SIIG RMA or fax a request to 510-657-5962. Your RMA request will be processed, if the product is determined to be defective, an RMA number will be issued.

> **Step 2:** After obtaining an RMA number, ship the product.

- Properly pack the product for shipping. All software, cable(s) and any other accessories that came with the original package must be included.
- Clearly write your RMA number on the top of the returned package. SIIG will refuse to accept any shipping package, and will not be responsible for a product returned without an RMA number posted on the outside of the shipping carton.
- You are responsible for the cost of shipping to SIIG. Ship the product to the following address:

  SIIG, Inc.
  6078 Stewart Avenue
  Fremont, CA 94538-3152, USA
  RMA #: _____

- SIIG will ship the repaired or replaced product via Ground in the U.S. and International Economy outside of the U.S. at no cost to the customer.

About SIIG, Inc.

Founded in 1985, SIIG, Inc. is a leading manufacturer of IT connectivity solutions (including Serial ATA and Ultra ATA Controllers, FireWire, USB, and legacy I/O adapters) that bridge the connection between Desktop/ Notebook systems and external peripherals. SIIG continues to grow by adding A/V and Digital Signage connectivity solutions to our extensive portfolio. All centered around the distribution and switching of A/V signals over CAT5/6, these products include matrix switches, distribution amplifiers, extenders, converters, splitters, cabling, and more.

SIIG is the premier one-stop source of upgrades and is committed to providing high quality products while keeping economical and competitive prices. High-quality control standards are evident by one of the lowest defective return rates in the industry. Our products offer comprehensive user manuals, user-friendly features, and most products are backed by a lifetime warranty.

SIIG products can be found in many computer retail stores, mail order catalogs, and e-commerce sites in the Americas, as well as through major distributors, system integrators, and VARs.

PRODUCT NAME
USB to Serial

FCC RULES: TESTED TO COMPLY WITH FCC PART 15, CLASS B
OPERATING ENVIRONMENT: FOR HOME OR OFFICE USE

FCC COMPLIANCE STATEMENT:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

THE PARTY RESPONSIBLE FOR PRODUCT COMPLIANCE

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