

# DATAQ Instruments Installation Manager Cannot Find a USB Device

## Symptoms

After properly installing the device drivers (2 are required - a USB and a Serial Port driver) during WinDag Software installation the DATAQ Instruments Installation Manager cannot find your USB device. Sometimes this is accompanied with the following error.



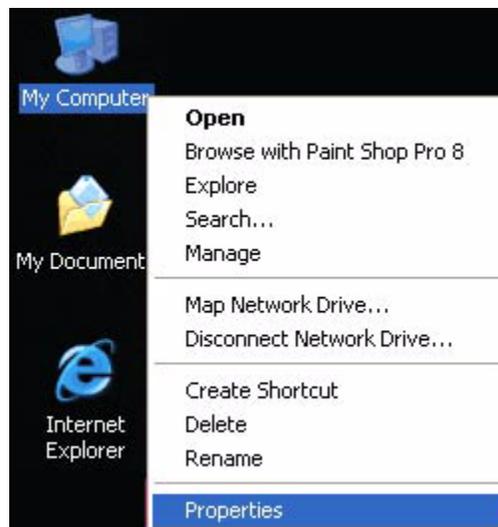
## Cause

Conflict with another device already assigned to that COM port.

## Resolution

Change the COM port designation of your DATAQ Instruments Device. Before performing these instructions, make sure your device is connected to your computer, that both drivers are installed, and, if applicable, that power is applied.

1. Go to your desktop and Right-click on the My Computer icon.
2. Click on Properties.



3. Depending on which Operating System is running on your machine:
  - a. Windows 98 and Windows ME - Click on the Device Manager tab.
  - b. Windows 2000 and Windows XP - Click on the Hardware tab, then click on the Device



4. Find Ports (COM & LPT) and expand by clicking the + box to the left. This shows all COM and LPT ports currently assigned on your computer.

5. Find DATAQ DIxxx (COM#) - # is the COM port designated for your device.



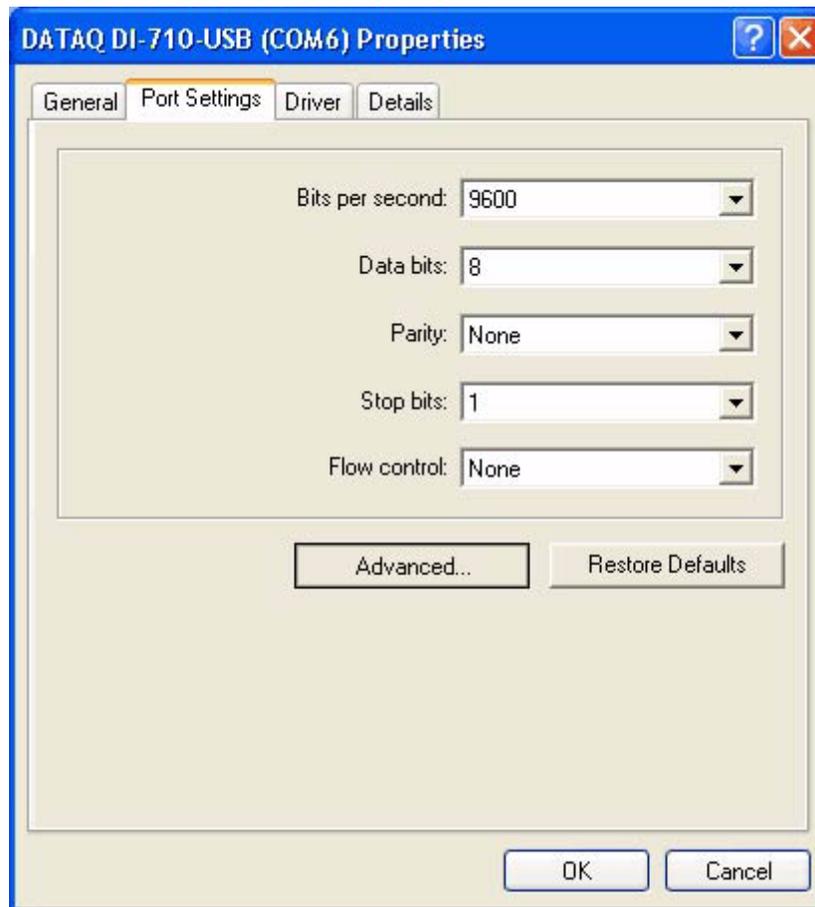
6. Change the COM port Number of your Device.

- a. Right-click on DATAQ DIxxx (COM#).
- b. Click on Properties.



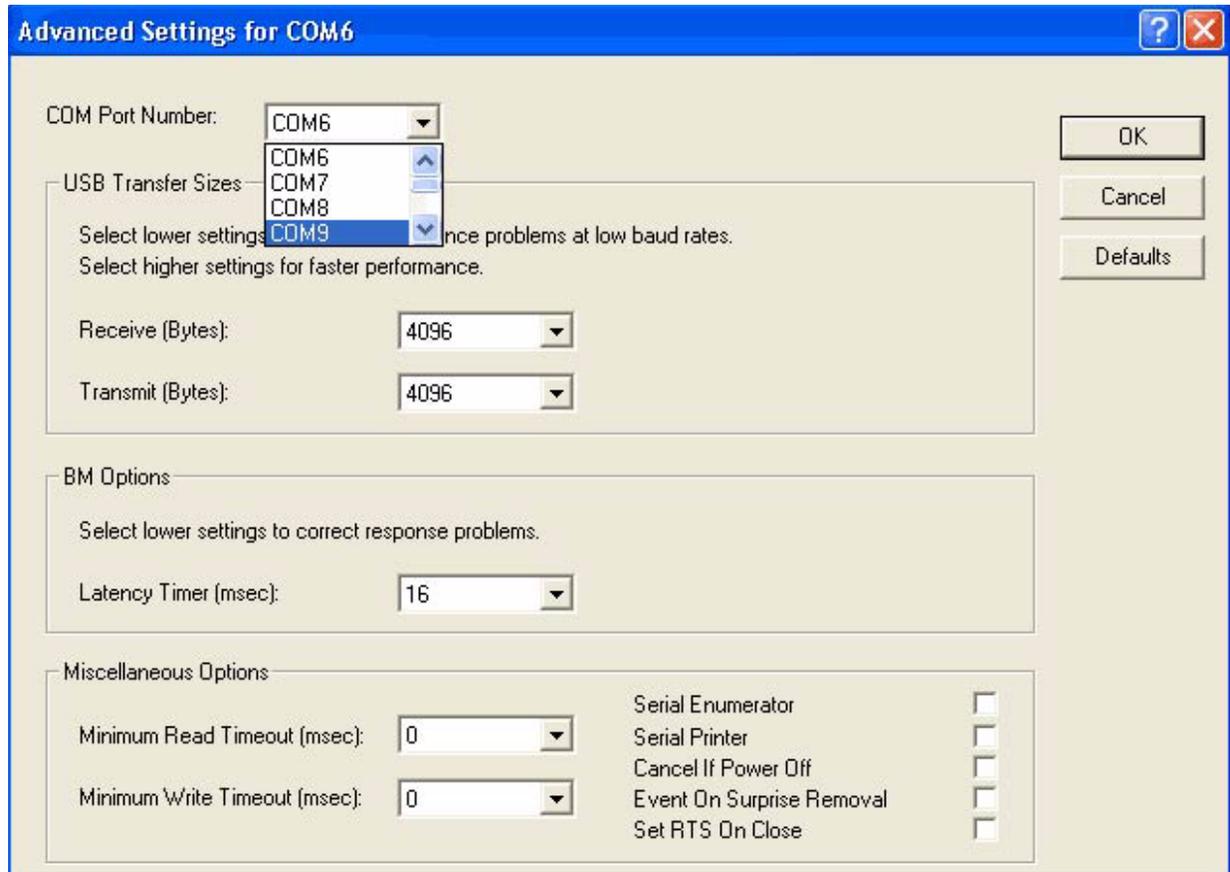
- c. Click on the Port Settings tab.

- d. Click on the Advanced button.



- e. Click the down arrow on the COM Port Number drop-down menu.

f. Select an alternate COM port number.



**The information in this article applies to:**

DATAQ DI-148, DI-158 Series, DI-710 Series, and DI-715B Series USB Instruments;

DATAQ Instruments Installation Manager; and

All Windows OS.