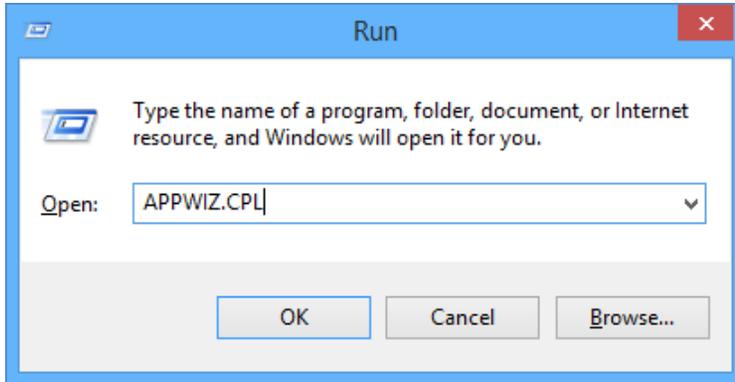


USB Driver fix instructions for Windows 8, 7 and Vista

1. Hold the Windows Key and then press the letter R on your keyboard as shown below:



2. In the Run window type in “**Appwiz.cpl**” (not case sensitive) and then select OK as shown below:

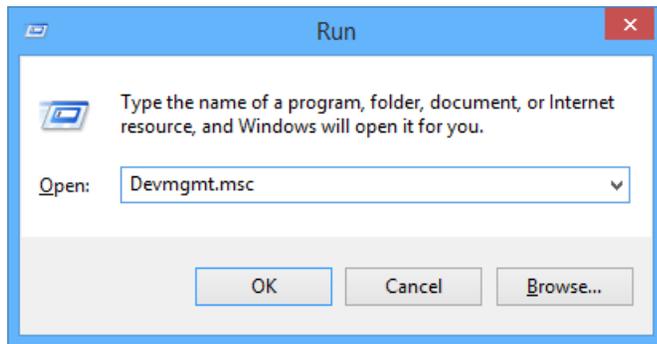


3. Uninstall the following applications: (if any of the items on the list are not available, then please ignore that item and search for the next one.

Once all the items have been removed or determined to not be installed then continue to Step 4)

- I. **PL-2303 USB to Serial**
- II. **PL-2303 Vista Installer**
- III. **TimeTrax USB Adapter Device Driver Patch for Vista**
- IV. **TimeTrax USB Adapter Device Driver Shim**

4. Open any web browser (such as Chrome, Firefox etc.) and go to www.PyramidTechnologies.com , select “**Support**” and then select “**Product Downloads**”
5. Select the “**Driver Version 3.2.0.0**” link from product downloads page and then select the “**Run**” option when prompted.
6. Run the installer and then select finish. (Note: if you are getting the option to *uninstall anything* that means you have not un-installed all the items mentioned in step 3.)
7. Unplug the USB adapter from the computer port for 5 seconds and then reconnect to the same port
8. Hold the Windows Key and then press the letter R; in the Run window type in “**Devmgmt.msc**”, then select OK.



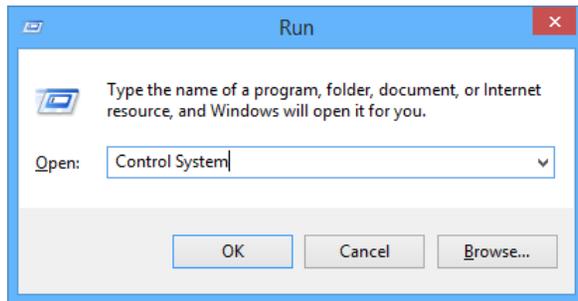
9. Locate the “**Prolific USB-to-Serial Comm Port**” which listed under “Ports (COM & LPT)”

-If you CAN NOT FIND the Prolific USB-to-Serial Comm Port item please continue to STEP A (Below this box in red)

-If you CAN FIND the Prolific USB-to-Serial Comm Port item please continue to STEP 10

- A.** Locate the “**USB Serial Controller**” or “**USB Serial Controller D**” under “Other Devices”
- B.** Right Click the item and select “**Properties**”
- C.** Select the “**Driver**” tab, and then select “**Update Driver**”
- D.** Select “**Browse my computer for driver software**”
- E.** Select “**Let me pick from a list of device drivers on my computer**”
- F.** Scroll down the list of “**Common Hardware Types**” and double click on the “**Ports (COM & LPT)**”, then go to **step 13**

10. Right click on **“Prolific USB-to-Serial Comm Port”** and select **“Update Driver Software”**
11. Select **“Browse my computer for driver software”**
12. Select **“Let me pick from a list of device drivers on my computer”**
13. Double Click on **“Prolific USB-to-Serial Comm Port Version 3.2.0.0 [7/31/2007]”**
14. After successfully installing the driver software, close the current window and close the computer management window
15. Hold the Windows Key and then press the letter R; in the Run window type in **“Control System”**, then select OK.



16. On the top left hand side of this window, select **“Advanced system settings”**, then select the **“Hardware”** tab
17. Select **“Device Installation Settings”** and then select **“No, let me choose what to do”**
18. Select **“Never install driver software from Windows Update”** and select **“Save Changes”**
19. Close out of the computer properties window and login to the TimeTrax Software

The recorder should be found and if the recorder is **not found** locate the loopback plug (as shown to the right) and contact the customer support department @ 888-479-7264 option 1.

