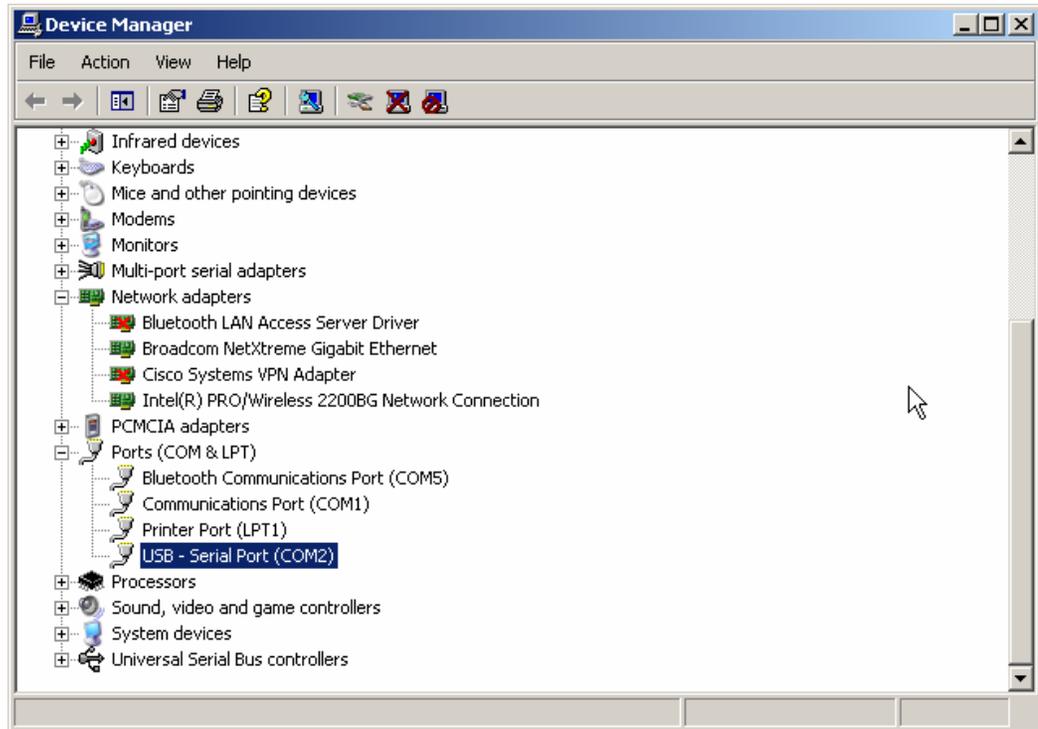


## Installing TUSB4310 driver – Troubleshooting

The device manager must show under the **Ports (COM & LPT)** section a new port named **USB – Serial Port (COMx)** as shown in the reference below.



In some case the default COMx port number may conflict, during installation, with another installed port. Please make sure that the Ports list does not contain multiple instances of the same COM number.

In order to change the COM number in case of multiple instances click on Properties → Port Settings → Advanced → Com Port Number and select an alternate COM number that is unused. Please note that on some computers COM ports higher than COM1 - COM4 may cause problems. If possible choose COM2/3/4 if available.

It is recommended to disconnect the USB cable from the SDK before changing COM settings and reconnect after COM setting have been updated.