

Z-MAX USB Virtual Com Port Driver Install

Product: Z-MAX product family

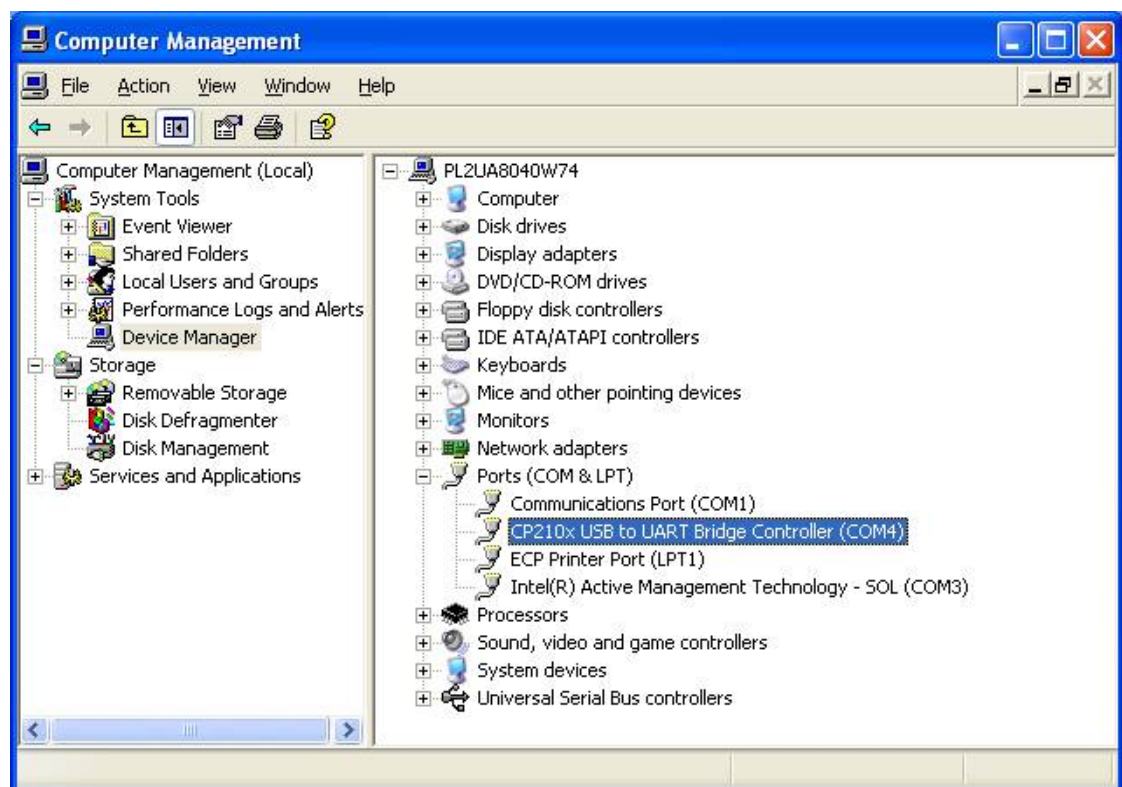
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Issue: No connection to Z-MAX panel via Terminal program or Visual Programmer software.

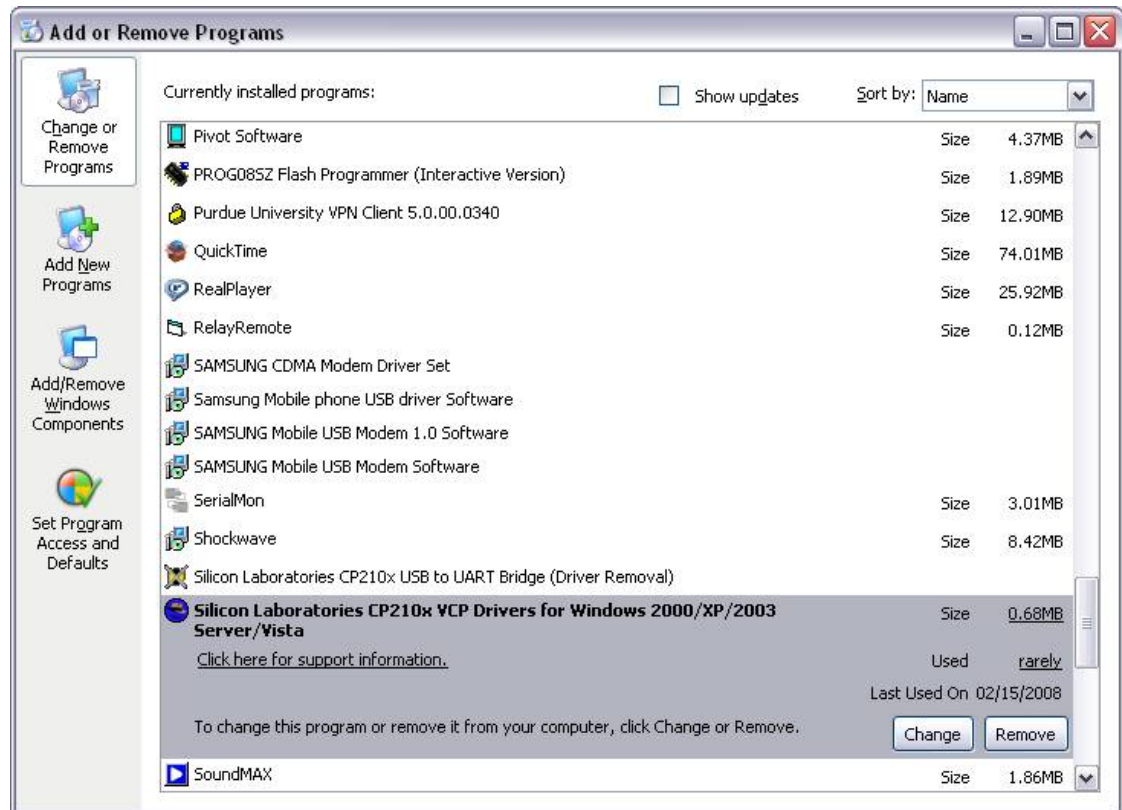
Solution: **Step 1:** Verify that USB cable is connected from computer to energized Z-MAX panel.

Step 2: Open Windows device manager. **Expected Results:** Driver will appear on the device tree under Ports. Driver Name: CP210x USB to UART Bridge Controller (COMx)



- If driver appears on the tree without any errors, proceed to Step 3
- If the driver is not displayed, download and re-install the driver. *Available for download on www.Leviton.com/software
- If the driver is installed and shows errors,
 - (a) uninstall the driver from Windows device manager (see below) and
 - (b) remove any of the following installations under Windows Add and Remove

programs (see below). Installation names: **Silicon Laboratories CP210x USB to UART** and/or **Silicon Laboratories CP210x VCP drivers**. Early drivers may have been labeled **Cygnal CP210x**.



Step 3: Change COM number to an available COM number (4 or lower). Expected Results: Panel successfully connects to Terminal or Visual Programmer.

Windows XP Help – Refer to Windows documentation and/or Windows Help:

Device Manager: Click Start Button, Click Control Panel, Click System, Click Hardware Tab, Click Device Manager button, Expand Ports plus sign (+).

<http://support.microsoft.com/kb/133240>

Add and Remove Programs: Click Start Button, Click Control Panel, Click Add and Remove Programs.

<http://support.microsoft.com/kb/307894>

Contact: If you have any questions or concerns, please call LMS technical support at (800) 959-6004.

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