

The following instructions are for correcting communication problems with the RMS Technologies USB485 converter card, sold through Lin Engineering.

The USB485 driver that self-installs, when first connected to a computer is not fully compatible with all versions of Windows®. To correct driver compatibility issues, follow these instructions for removing and re-installing the latest USB485 driver.

#### Re-installing USB 485 Driver

1. Disconnect power from the driver.
2. Disconnect the USB485 from the driver
3. Go to Windows Start, then,
  - a. Control Panel
  - b. Device Manager
  - c. Near bottom of list, expand “Universal Serial Bus controllers”  
Find USB485 (or RMS Motion...) and Right Click on it  
Choose ‘Uninstall’
4. Disconnect the USB485 from the computer
5. > Restart computer <
6. After restart, go to [www.linengineering.com](http://www.linengineering.com) web site.
7. Near bottom left choose “Accessories”  
Then choose USB485 Converter
8. Next click the ‘Download’ tab
9. Select the USB485 Driver Files that match your version of Windows®.  
Look under downloads and verify the ‘USB485 diver’ files folder is there
10. Plug the USB485 back into the computer (**but NOT to driver!**)
11. Go to ‘Control Panel’. Then make the following selections.
  - a. Device Manager
  - b. Expand Universal Serial Bus controllers
  - c. Find USB485 (or RMS Motion...) and Right Click on it
  - d. Choose ‘Properties’
  - e. Select “Driver” tab and choose “Update Driver”
  - f. Browse to ‘Downloads’ folder, click the USB485 and choose ‘Next’

Try communicating with the USB485 controller again.

This should correct USB485 communication problems. If not, contact Lin Engineering Tech Support at 408-919-0200, or, [techsupport@linengineering.com](mailto:techsupport@linengineering.com)