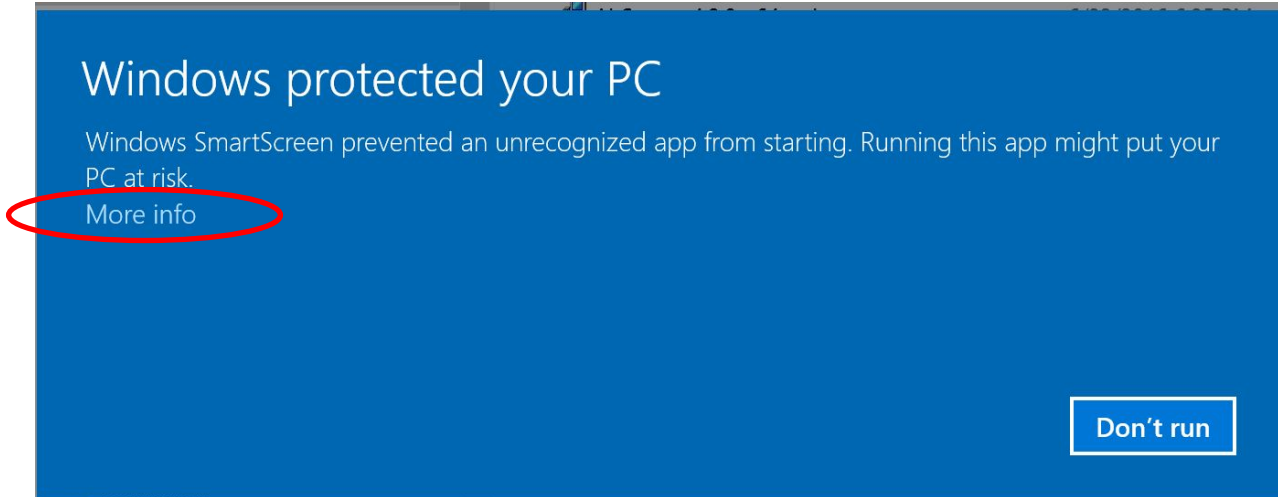


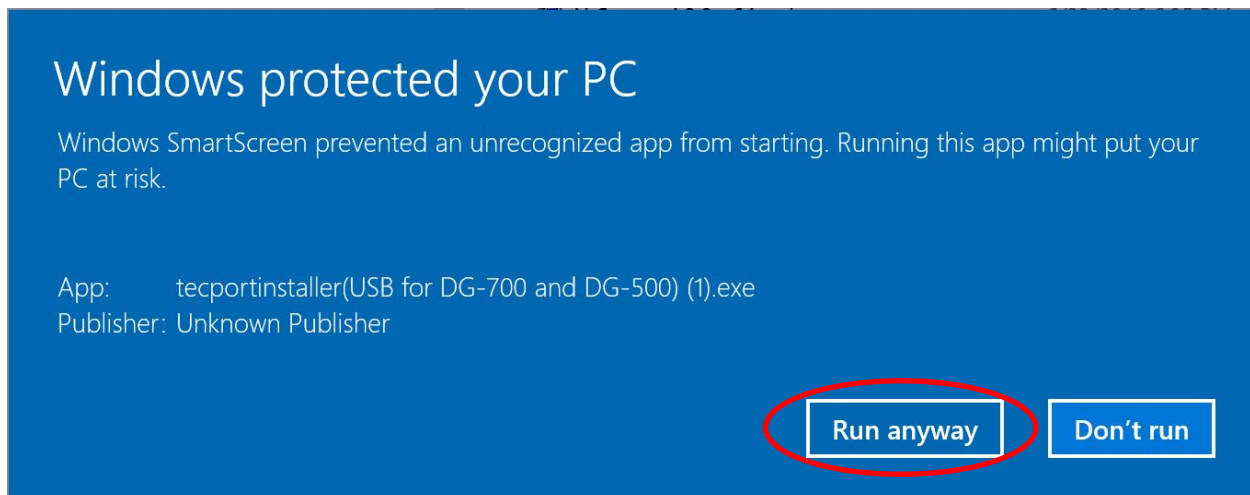
## Windows 10 – drivers for USB cable issues

There have been numerous issues with installing drivers on Windows 8 and Windows 10 computers. The following is a procedure that we recommend you follow to resolve these issues.

The first issue you may see occurs when you first launch the driver. The following message or something similar may come up:

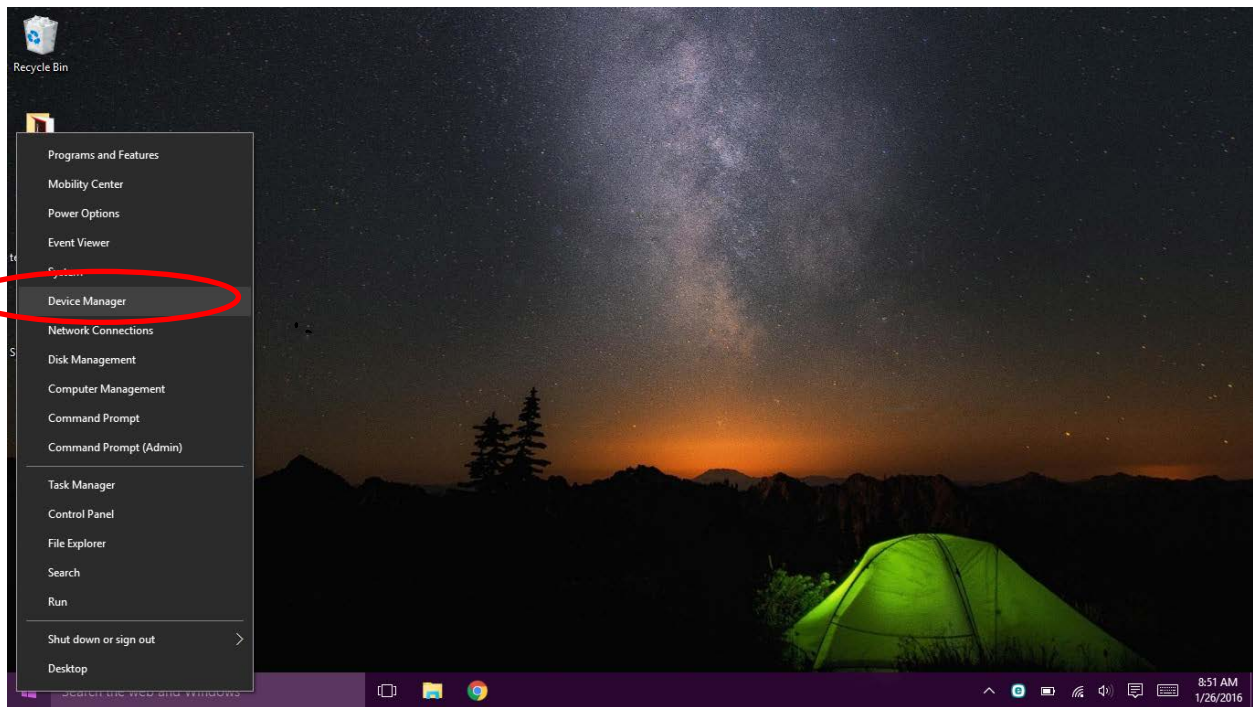


If this comes up simply click on More Info and the following screen should come up:

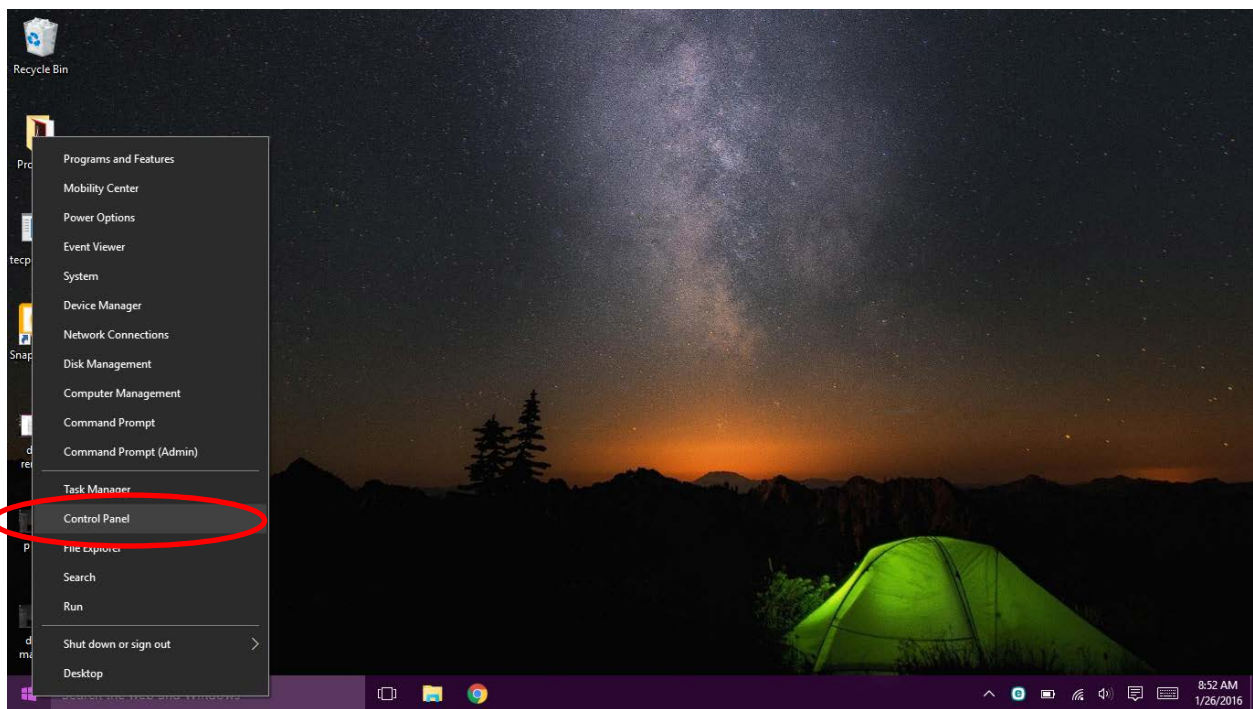


Click on **Run Anyway**.

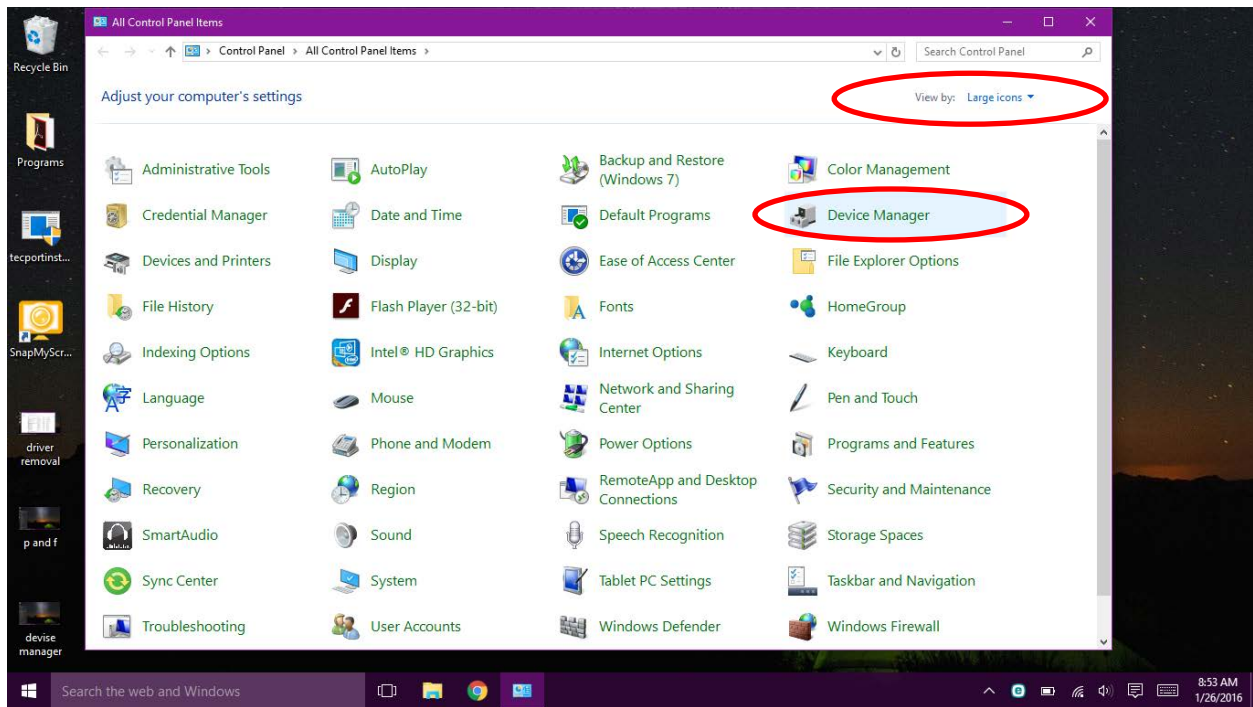
If our software does not connect with the DG-700 after installing the driver, the first troubleshooting step is open **Device Manager**. This can be done by right clicking the icon on the lower left corner of the screen:



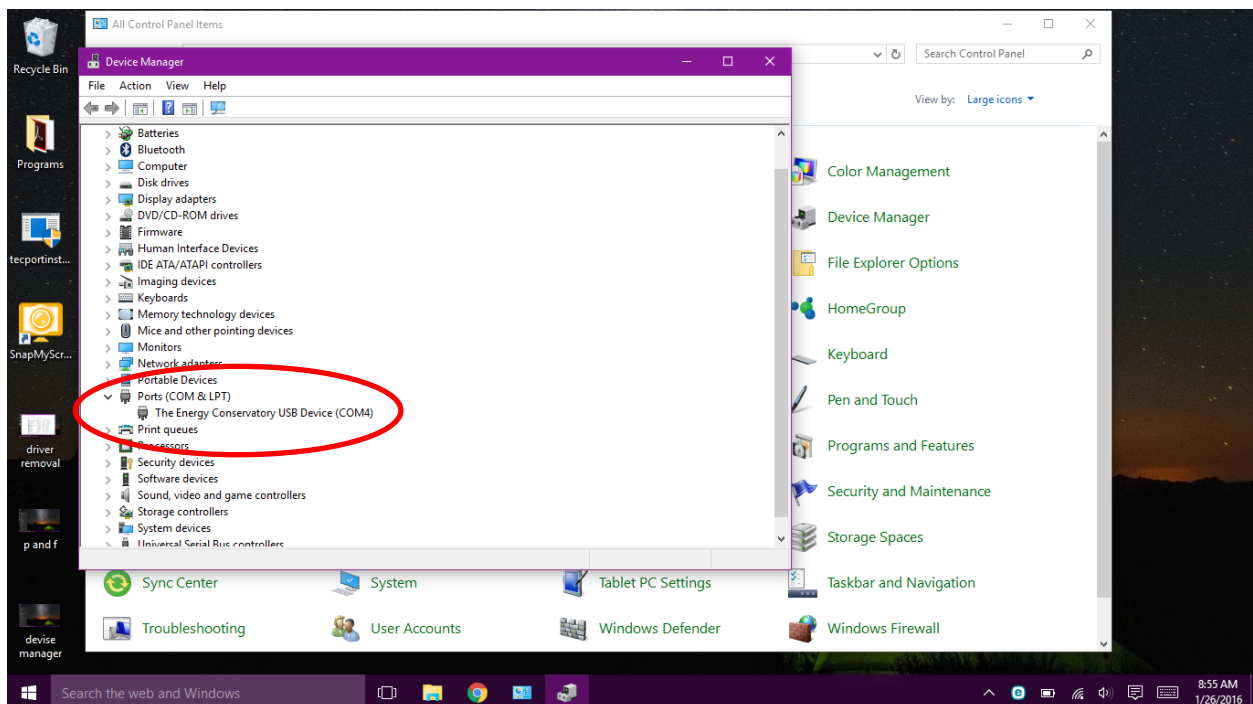
If the **Device Manager** does not show up here, you can also find it by choosing **Control Panel**:



If you are viewing this using **Large Icons**, it will look like this and in this case **Device Manager** is in the 4<sup>th</sup> column:

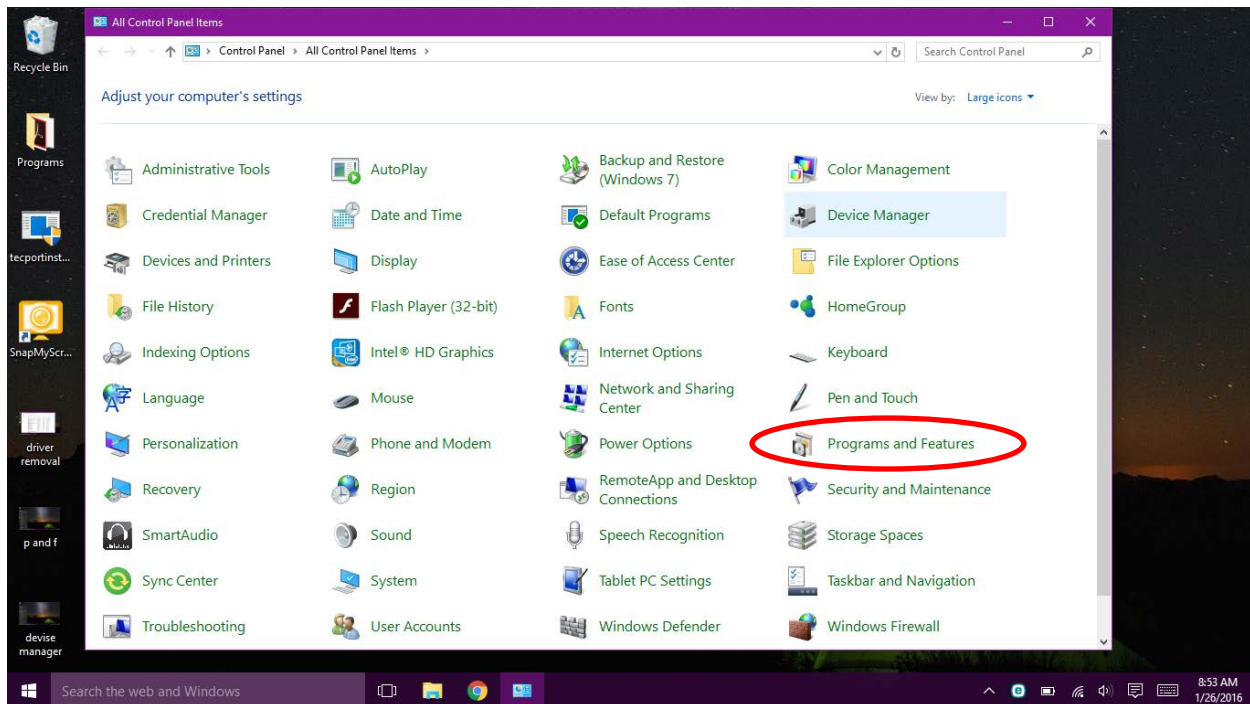


When you connect the USB cable to the DG-700 and then to the computer, if the driver is correctly installed, you will see **The Energy Conservatory USB Device** listed under **Ports**. In this case it is assigned to COM 4:

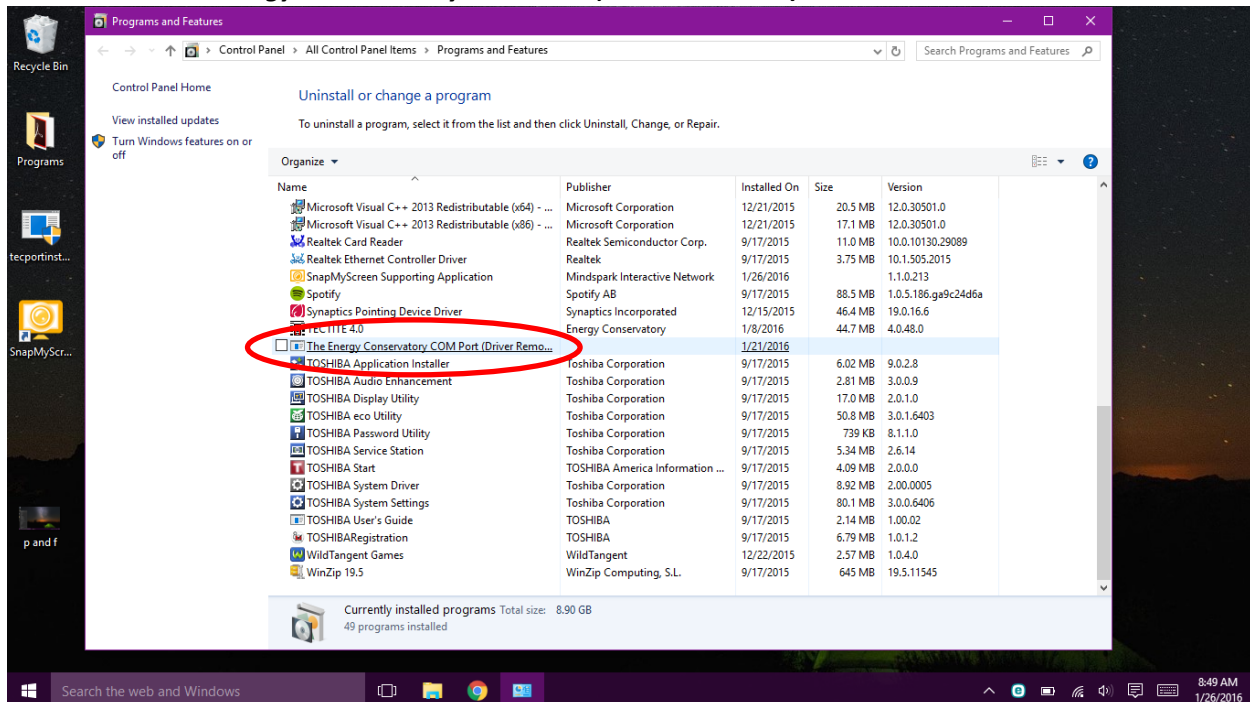




If it is showing up under **Other**, is not assigned a COM port or has warning symbols such as a yellow triangle next to it, the driver will need to be uninstalled and then reinstalled. As a first step in uninstalling the driver we recommend you go to **Control Panel / Programs and Features**:

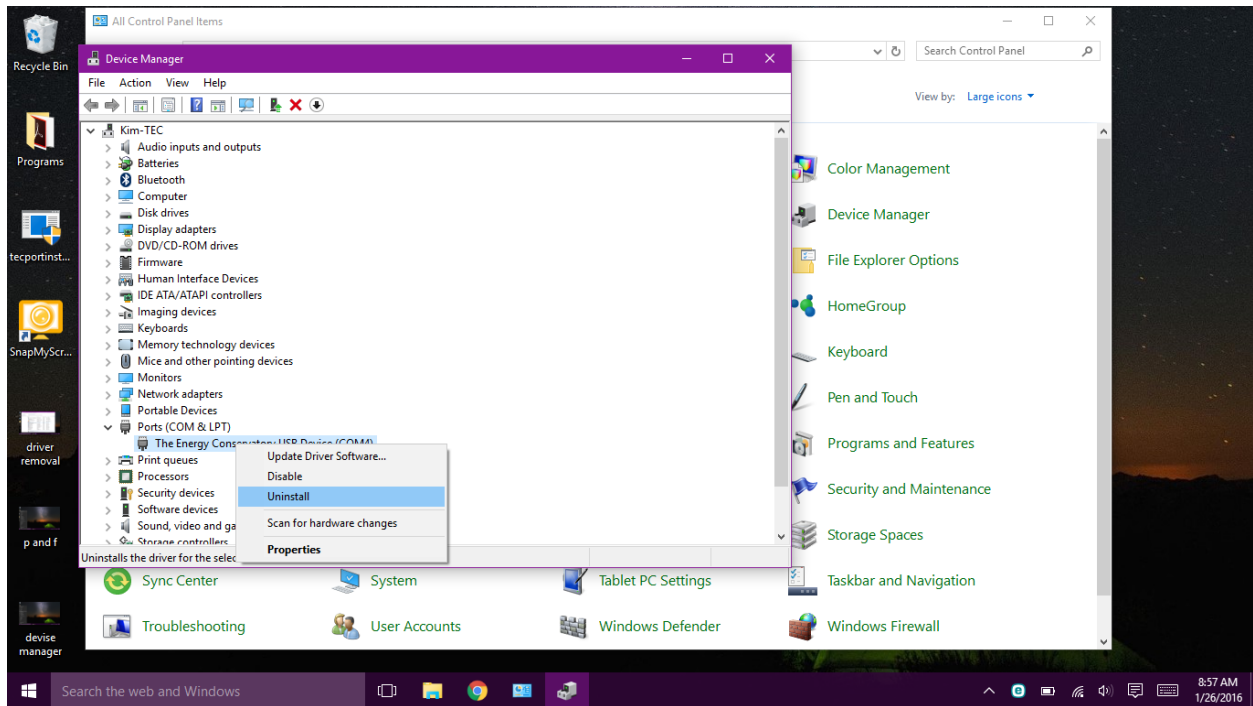


And look for **The Energy Conservatory COM Port (Driver Removal)** and click on it to uninstall:

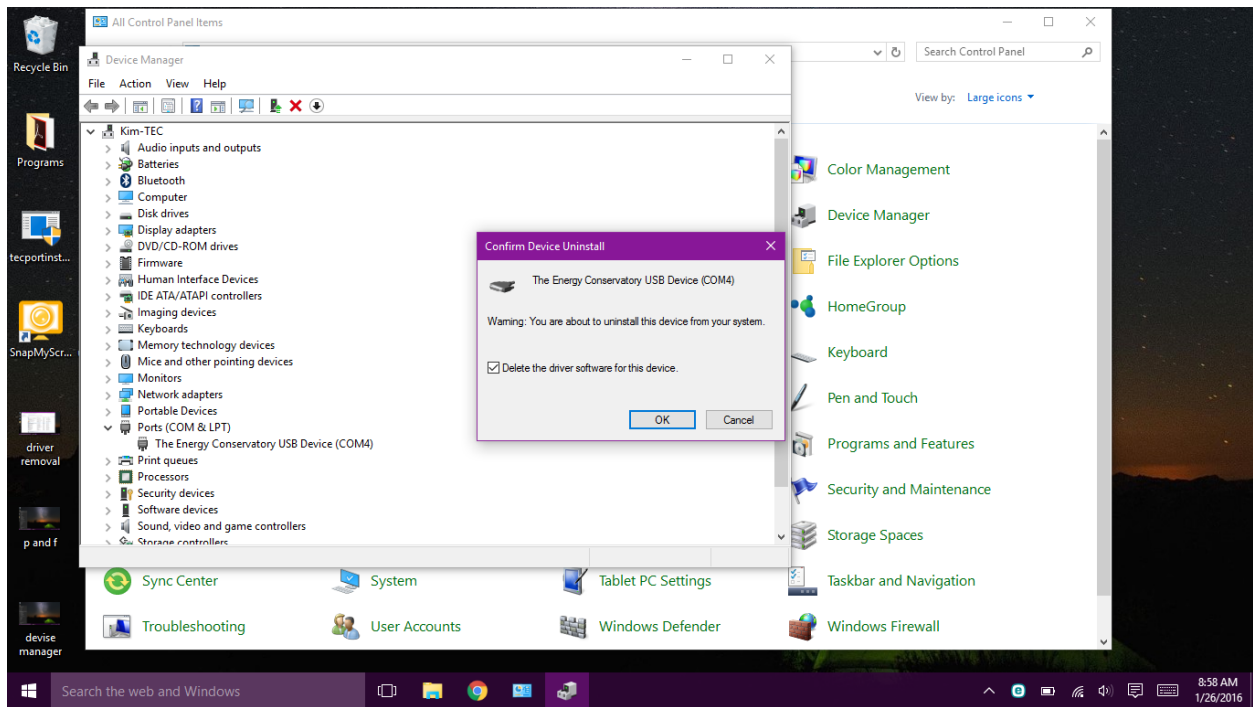


After the un-install is complete, restart your computer.

Now go back to the **Device Manager**, choose **The Energy Conservatory USB Device** by right clicking it and choose **Uninstall**:

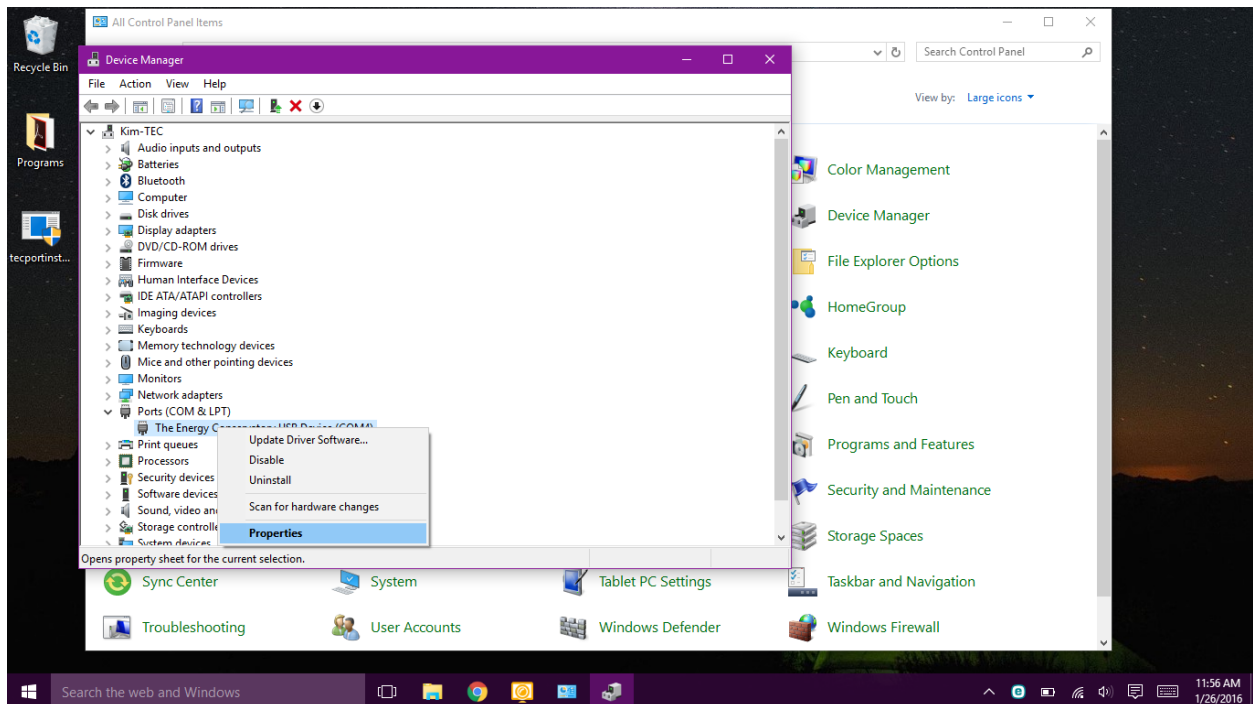


If the driver is only partially installed, it may show up under **Other** or at another location on the **Device Manager**. One way to find its location is to unplug the USB cable and plug it in again. When you unplug it the driver location will disappear and when you plug it in again it will reappear. When you choose **Uninstall**, the following should box may pop up:

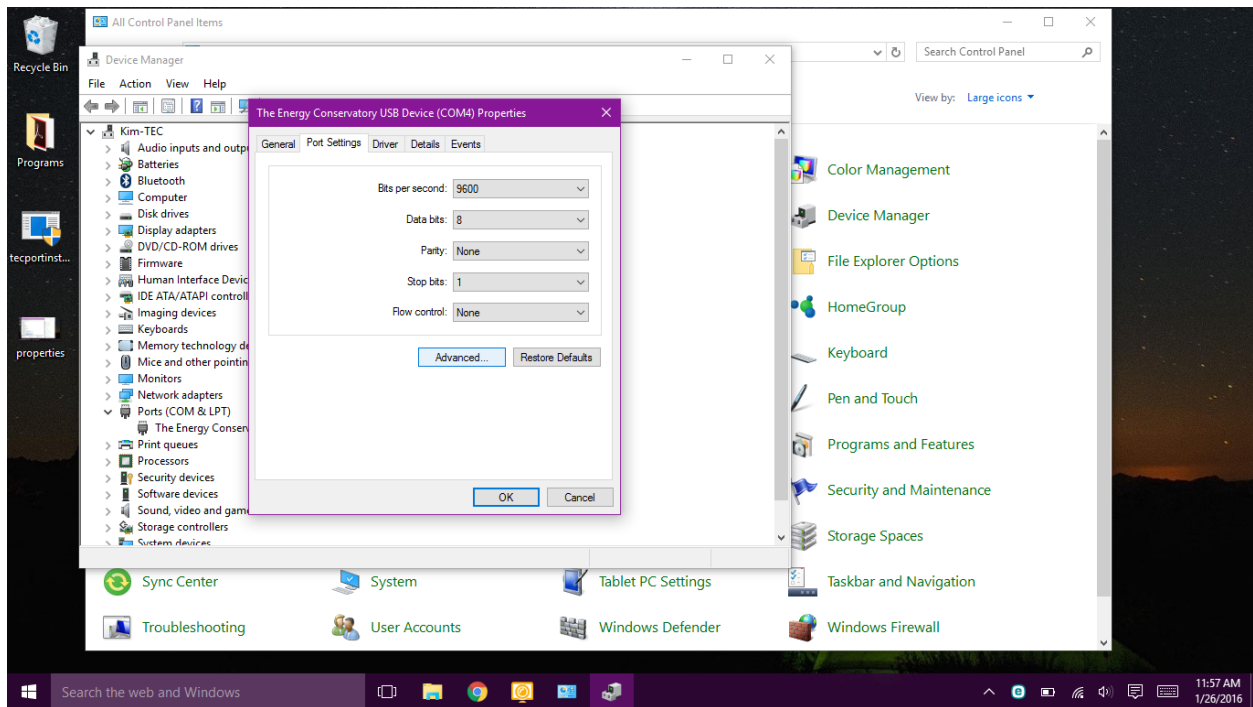


If it does, make sure and put a check in the box before **Delete the driver for this device** and then click on **OK**. Next, unplug the USB cable and restart your computer. After the computer has restarted, reinstall the driver and check the Device Manager to verify that it has installed properly.

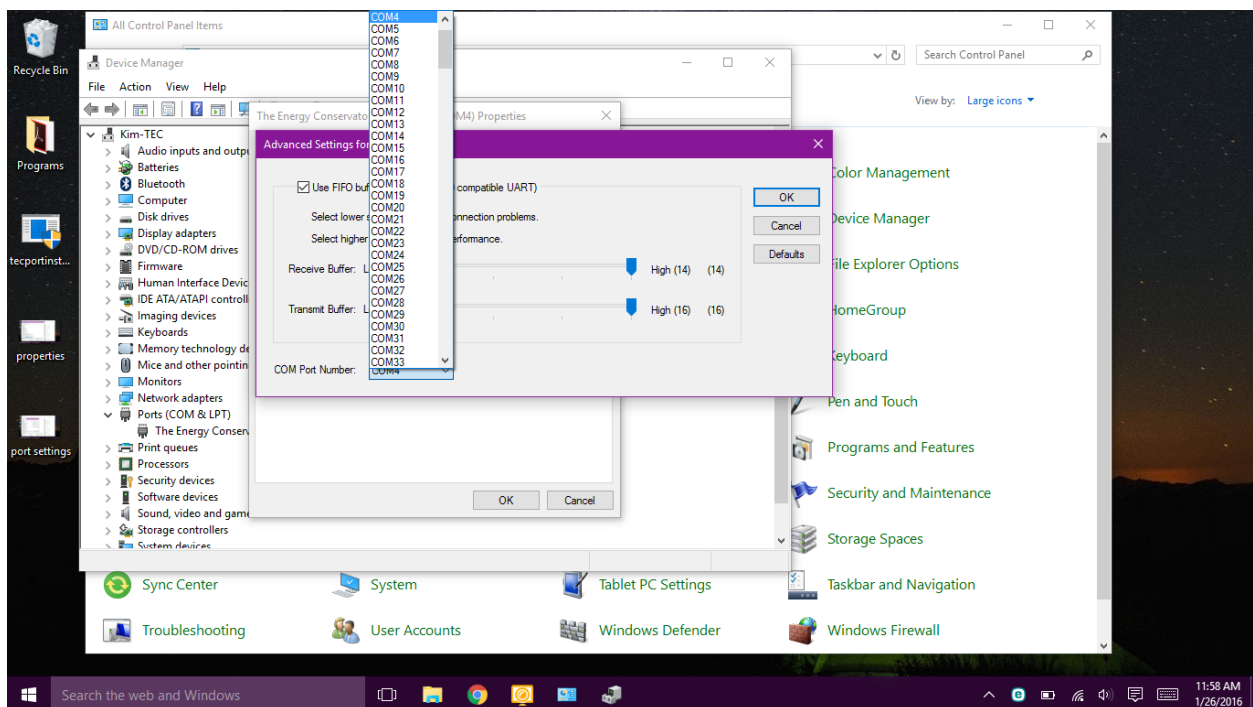
In a rare occasion, the same COM Port may be assigned to more than one device, If this is the case, you can change the COM Port assignment by going to **Device Manager / Properties**:



The following box will appear and click on **Advanced**:



The following box will appear and click on **Com Port Number** to change the COM Port:



Unplug the USB cable and plug it back in to activate the new COM port selection.