

## Z-MAX USB Virtual Com Port Driver Install

Product:	Z-MAX product family	Article ID: 033009-RLL/AM-03		
Date:	March 30, 2009			
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. <u>Expected Results</u>: 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 <u>www.Leviton.com/software</u>
- 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

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## **Technical Article**



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.

🐱 Add or Rei	move Programs				
	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	[	~
C <u>h</u> ange or Remove Programs	Pivot Software		Size	4.37MB	^
	🐝 PROG085Z Flash Programmer (Interactive Version)		Size	1.89MB	
Add <u>N</u> ew Programs	Purdue University VPN Client 5.0.00.0340		Size	12.90MB	
	👙 QuickTime		Size	74.01MB	
	🧼 RealPlayer		Size	25.92MB	
Add/Remove <u>Windows</u> Components	5. RelayRemote		Size	0.12MB	
	🛃 SAMSUNG CDMA Modem Driver Set				
	🛃 Samsung Mobile phone USB driver Software				
	B SAMSUNG Mobile USB Modem 1.0 Software				
Set Program Access and Defaults	🚱 SAMSUNG Mobile USB Modem Software				
	🞥 SerialMon		Size	3.01MB	
	弱 Shockwave		Size	8.42MB	
	💢 Silicon Laboratories CP210x USB to UART Bridge (Driver Remova	l)			$\sim$
	Silicon Laboratories CP210x VCP Drivers for Windows 20 Server/Vista	000/XP/2003	Size	<u>0.68MB</u>	=
	Click here for support information.		Used	<u>rarely</u>	
			Last Used On 0	2/15/2008	
	To change this program or remove it from your computer, click C	hange or Remove.	Change	Remove	
	SoundMAX		Size	1.86MB	~

**Step 3**: Change COM number to an available COM number (4 or lower). <u>Expected Results</u>: 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.