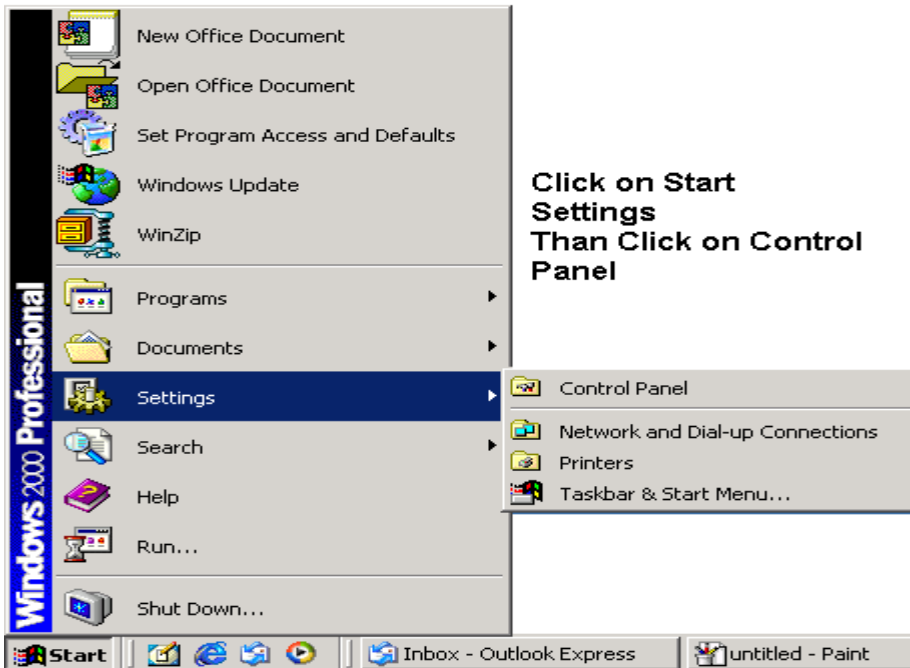
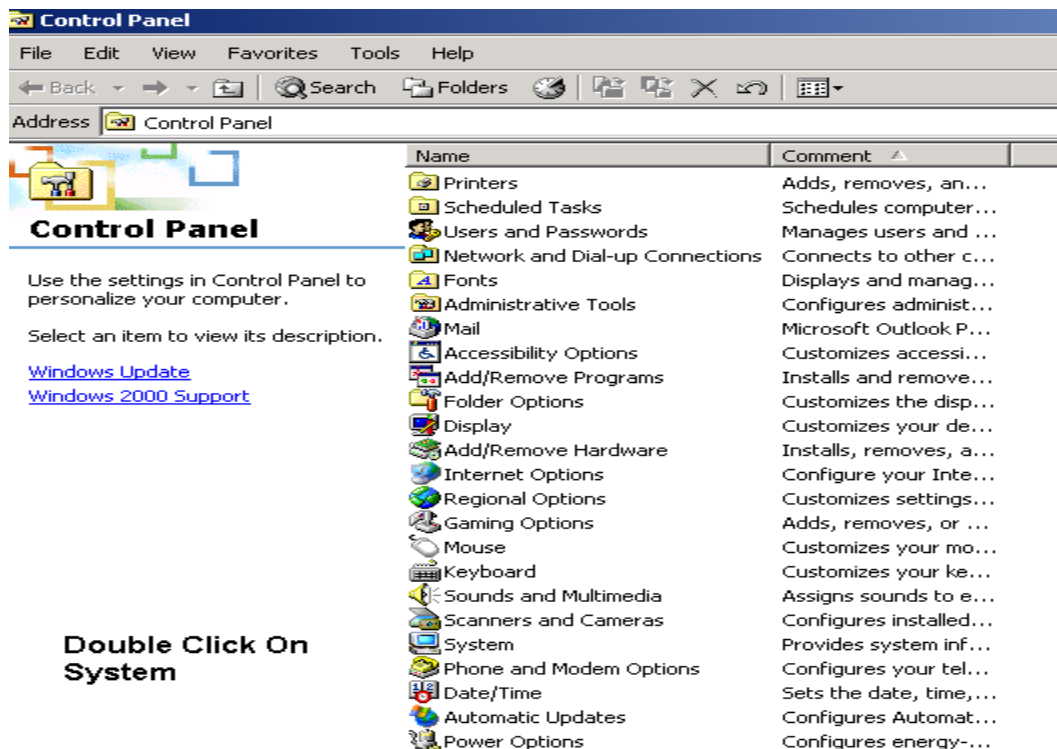


Troubleshooting tips to update the driver from the CD when you receive the error message “Cannot Connect to the Pen Scanner. Check the Cable Connection and try again”.



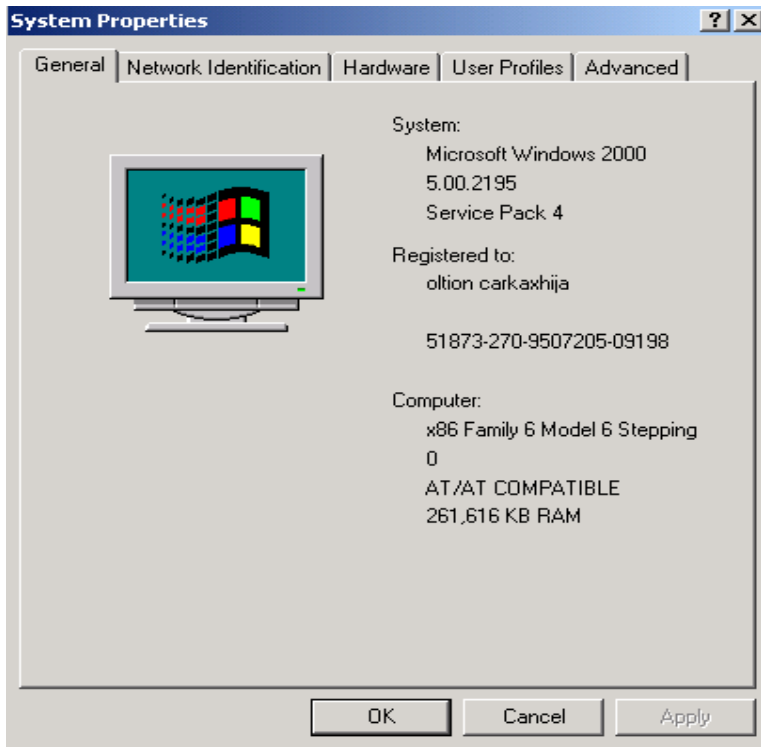
**Click on Start
Settings
Than Click on Control
Panel**

Step 1



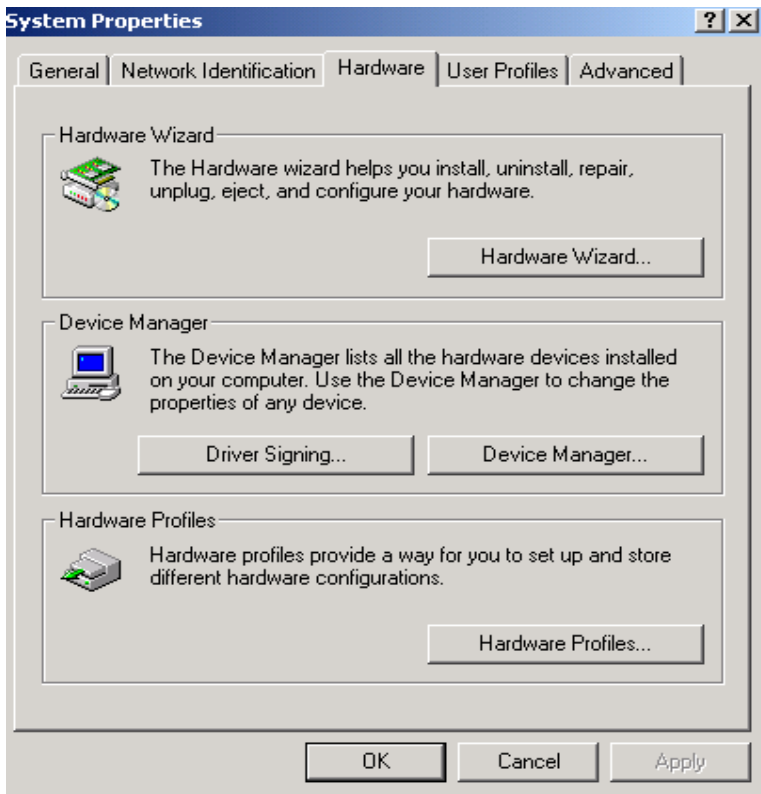
**Double Click On
System**

Step 2



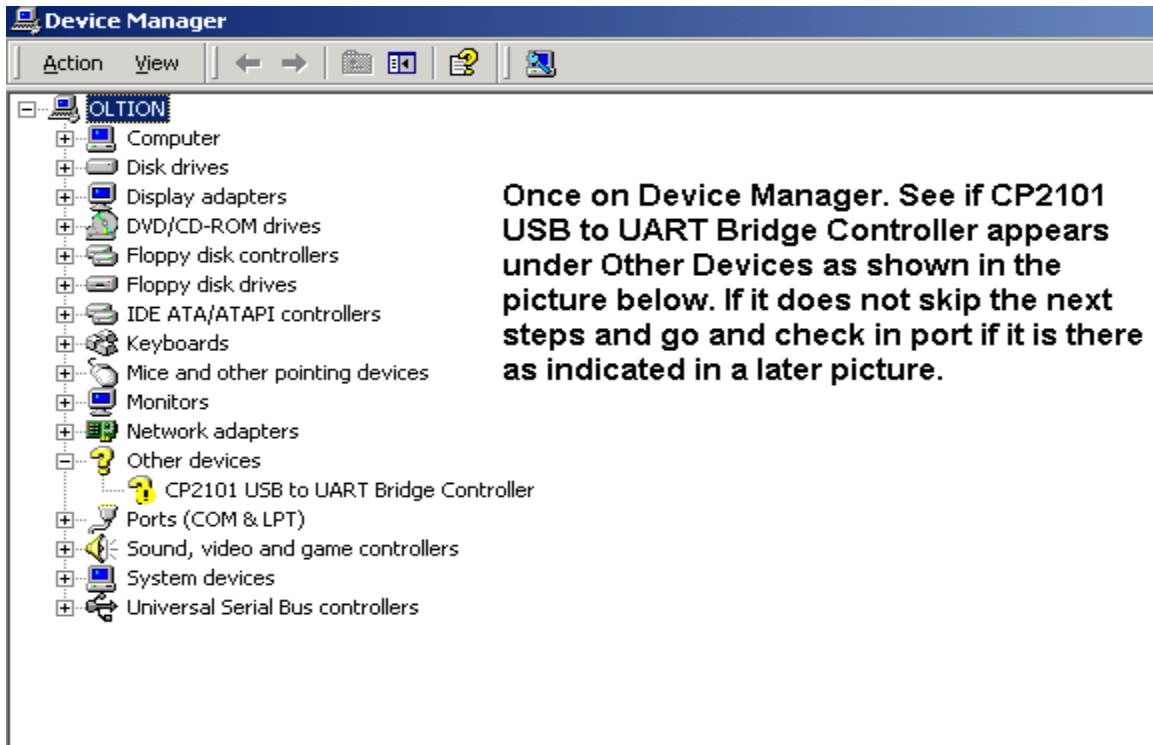
A New Window Called System Properties Pops up. Select Hardware

Step 3



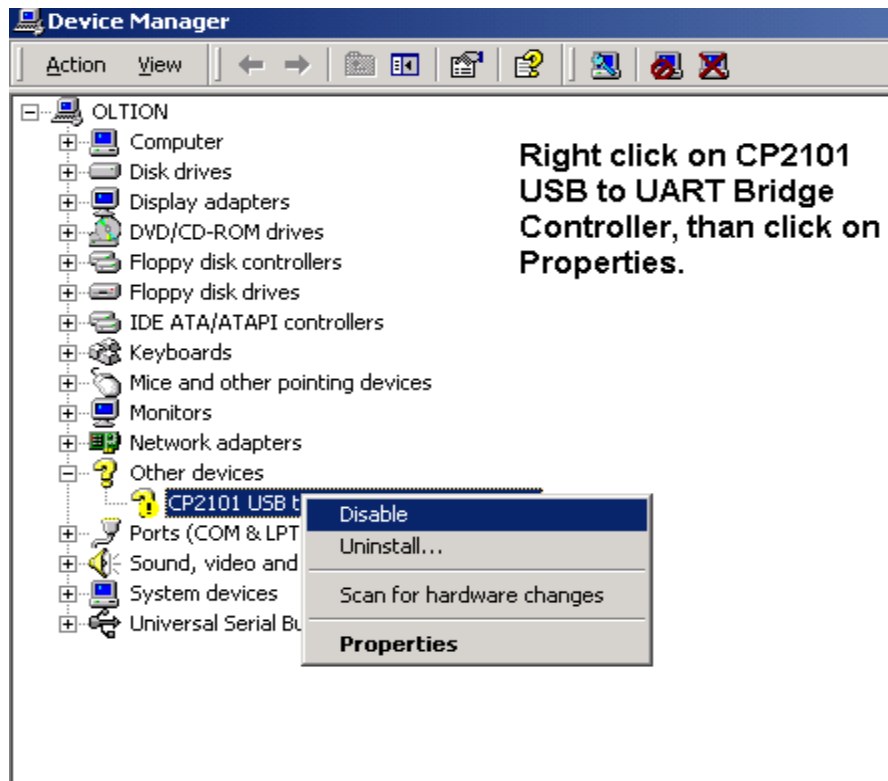
Once in the Hardware Tab is Selected, Click on the Device Management Option

Step 4



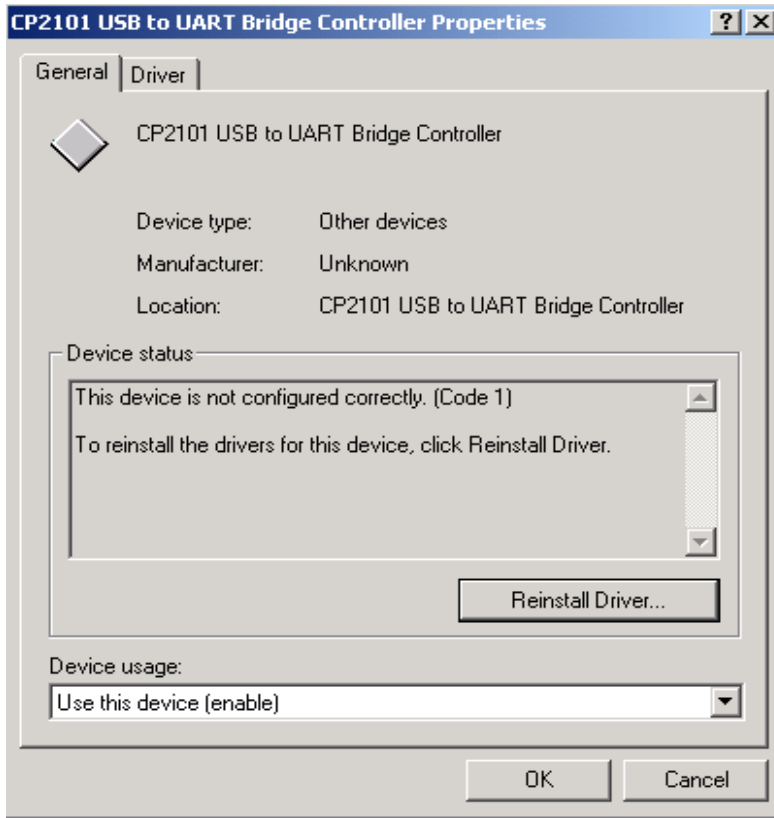
Once on Device Manager. See if CP2101 USB to UART Bridge Controller appears under Other Devices as shown in the picture below. If it does not skip the next steps and go and check in port if it is there as indicated in a later picture.

Step 5



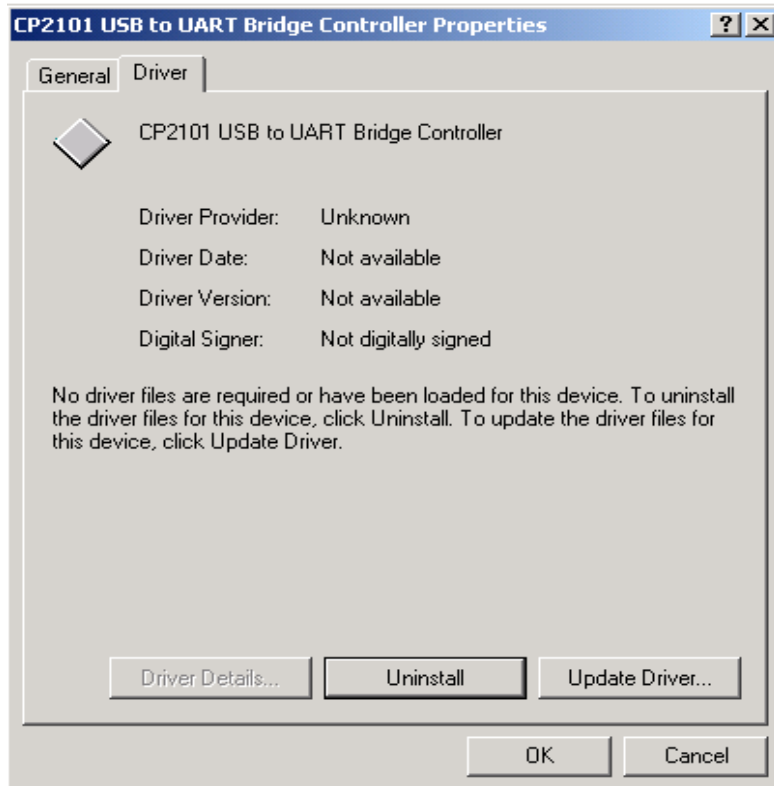
Right click on CP2101 USB to UART Bridge Controller, then click on Properties.

Step 6



The CP2101 USB to UART Bridge Controller window will pop-up. Click on the Driver tab.

Step 7



Click on the Update Driver Button. A Found New Hardware window will pop-up.

Step 8



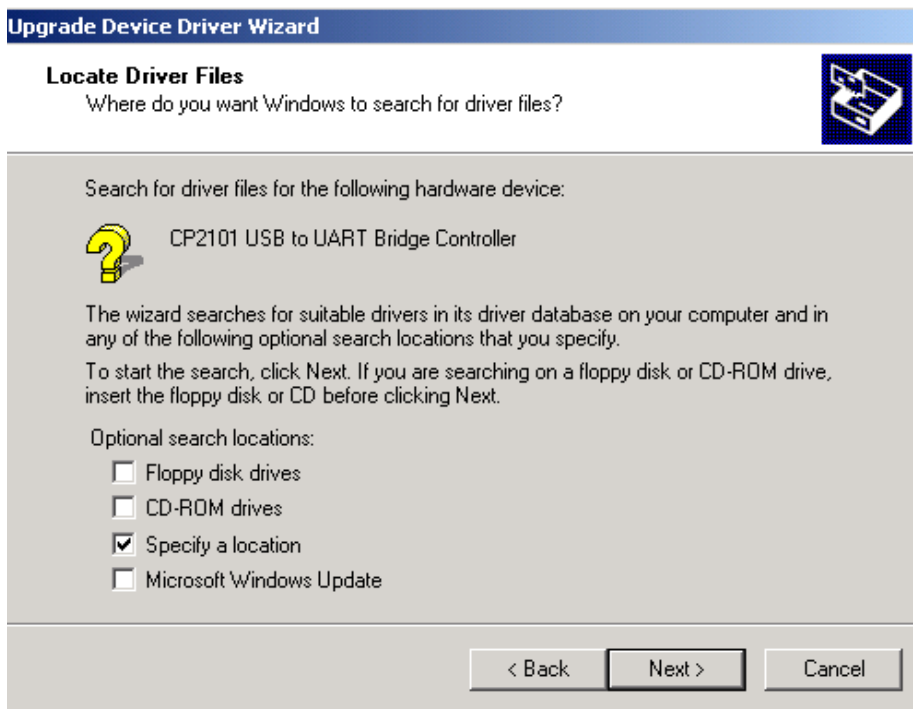
Click on Next

Step 9



Click Next.

Step 10



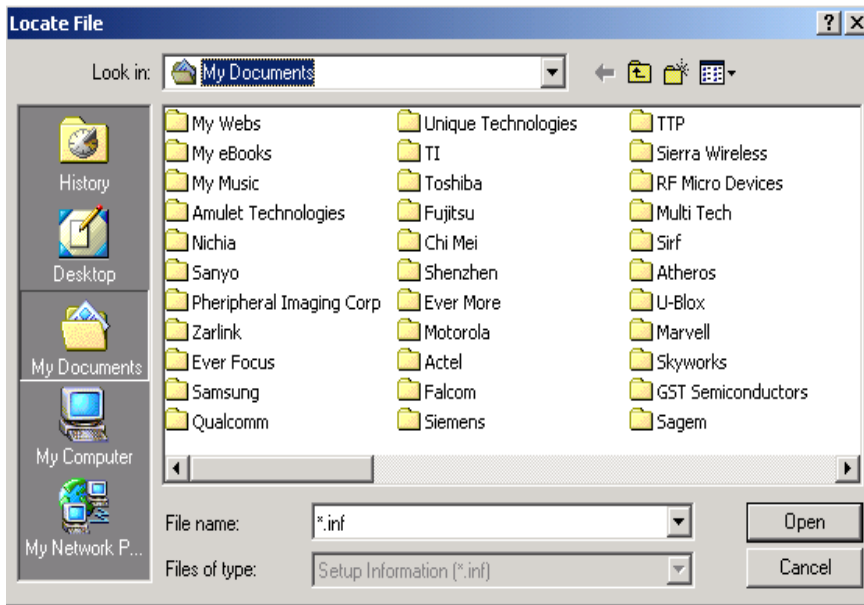
Check Specify a Location. Uncheck all the other choices, then click Next.

Step 11



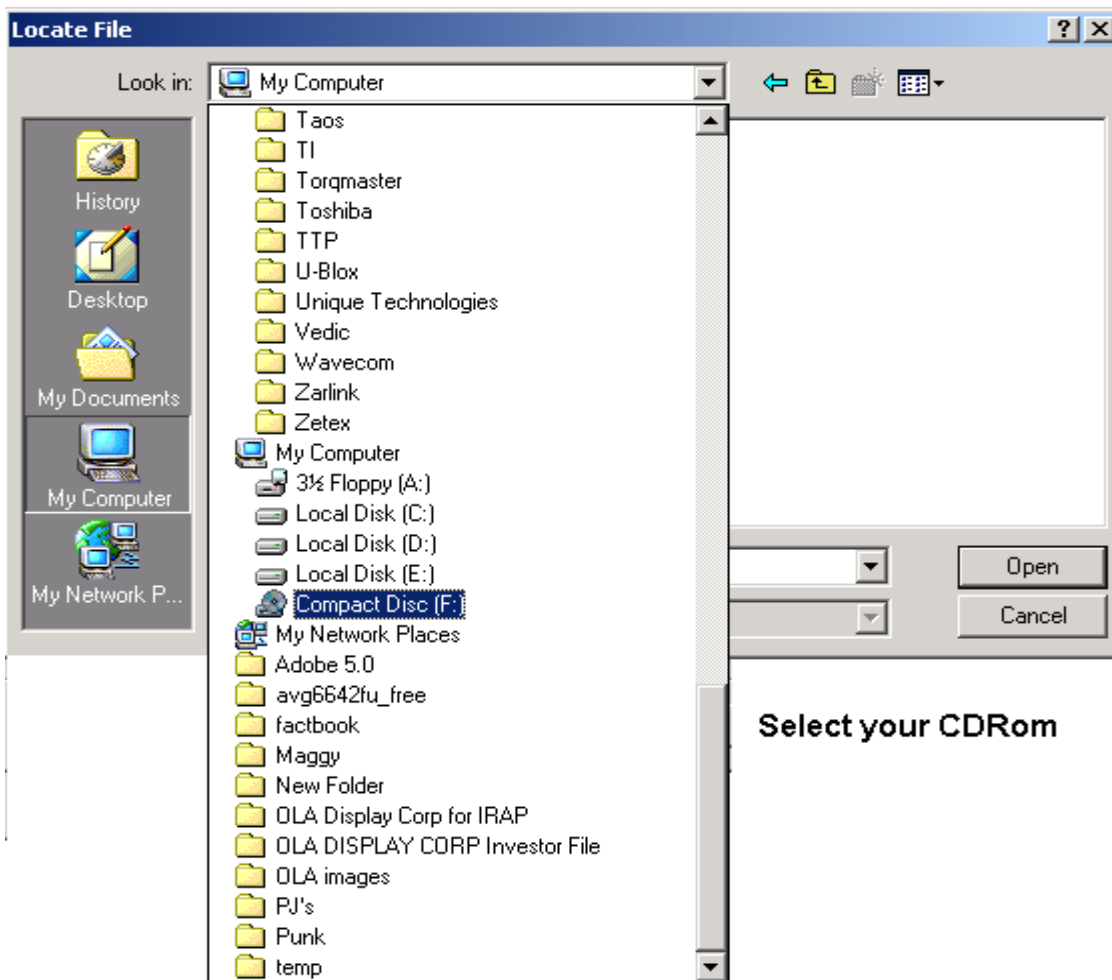
Click on Browse

Step 12



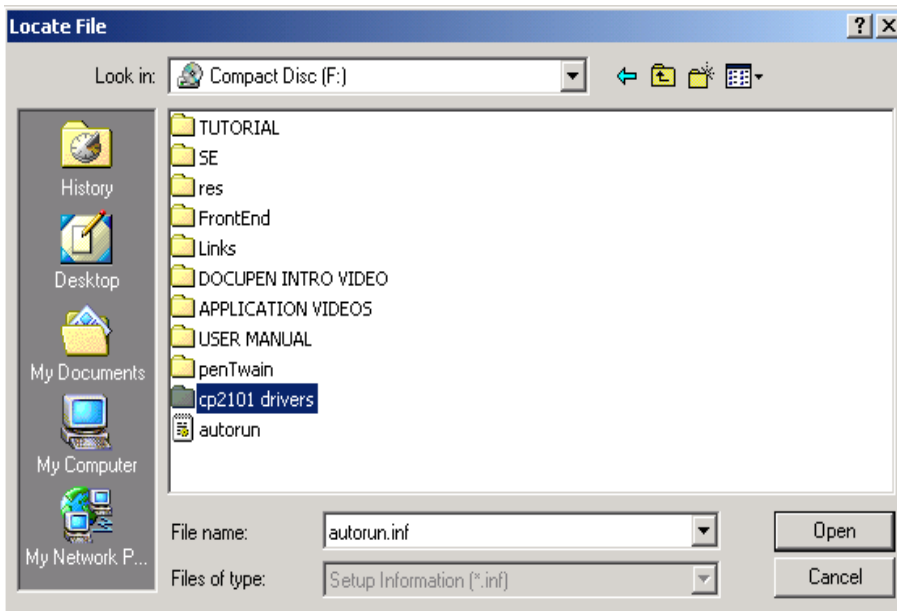
Click on the drop down menu.

Step 13



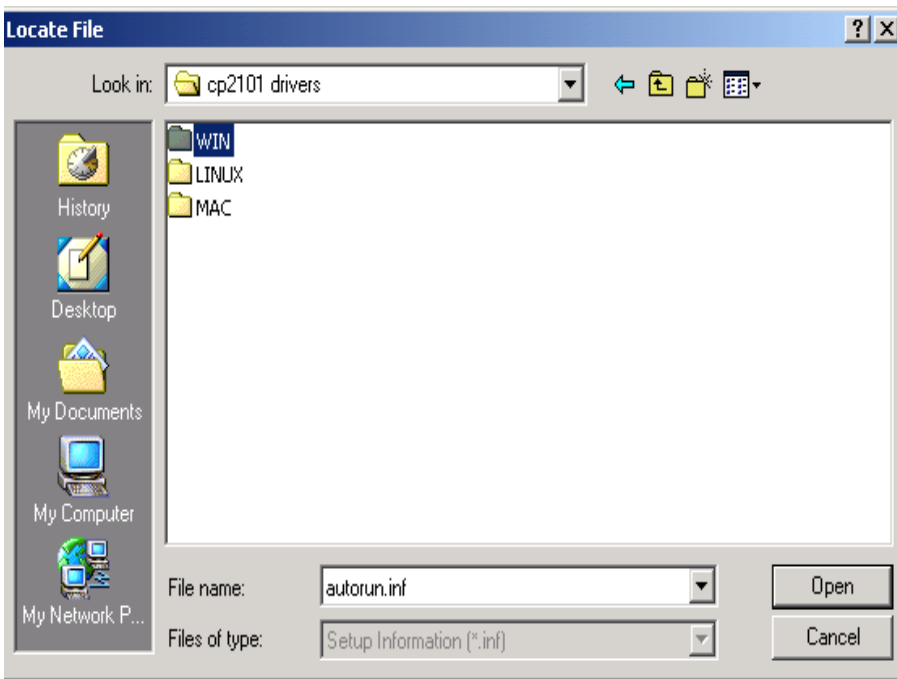
Select your CDRom

Step 14



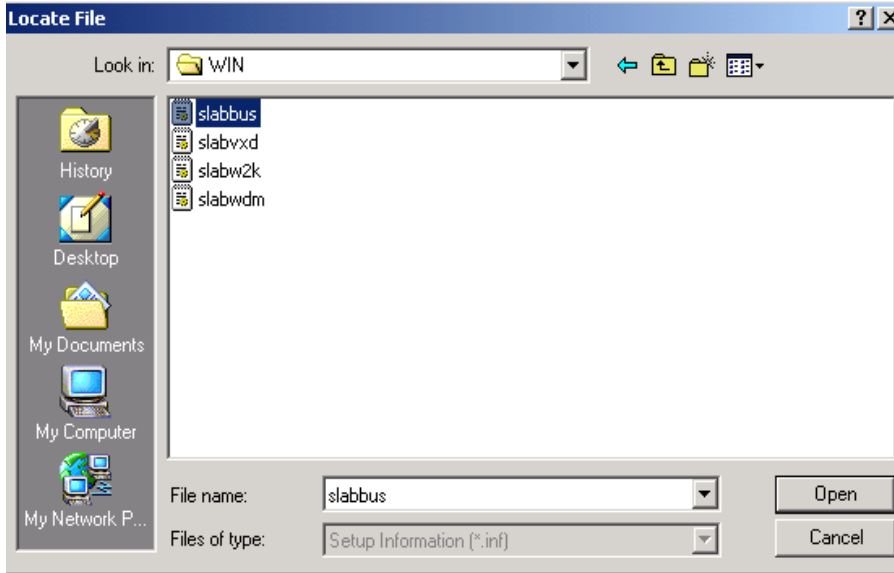
Click on CP2101 Drivers option

Step 15



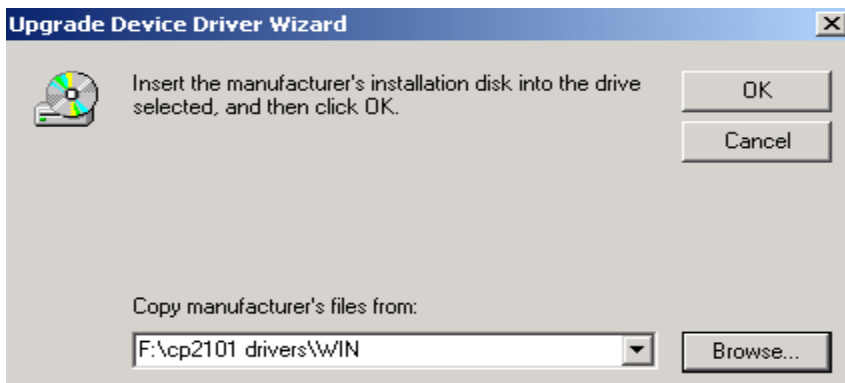
Click on the WIN Folder

Step 16



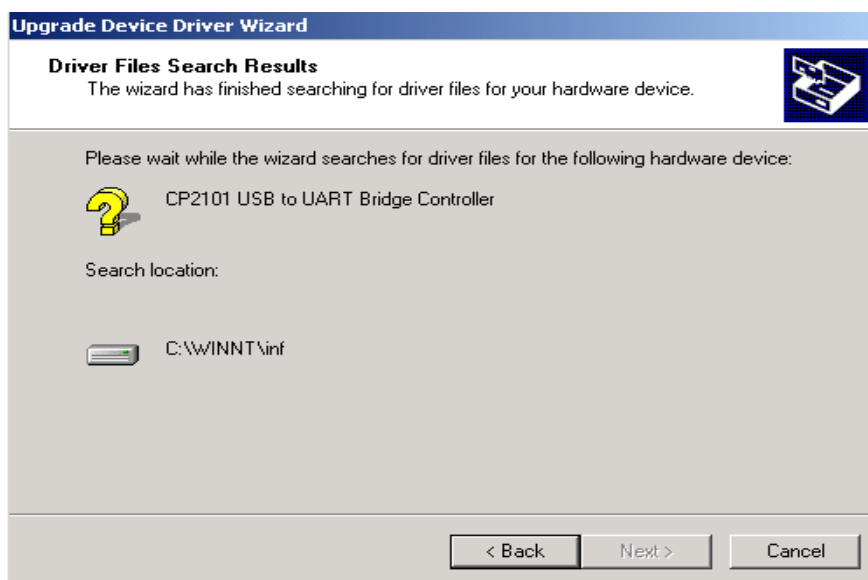
Click on the Slabbus option, then click on Open.

Step 17



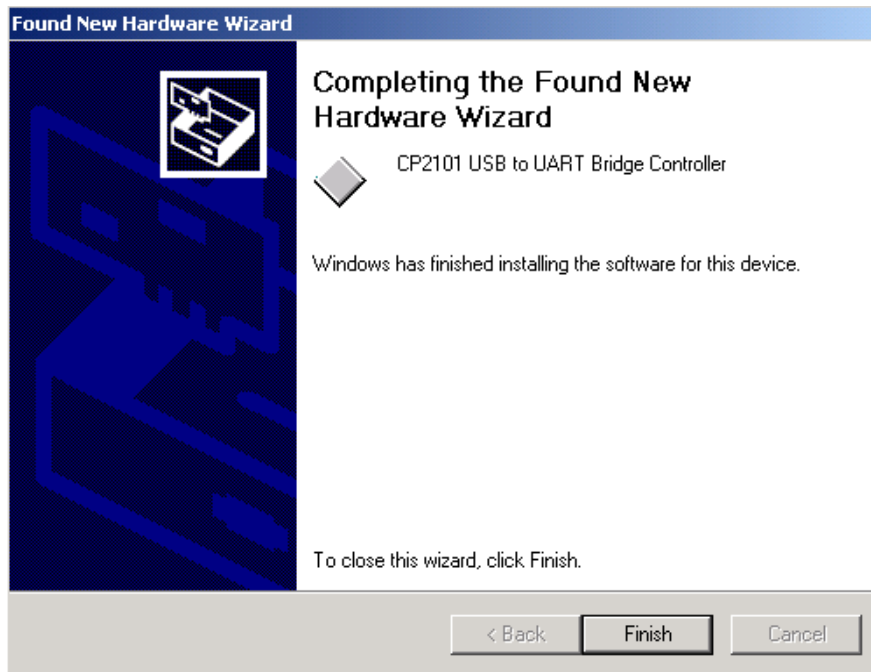
Click OK

Step 18



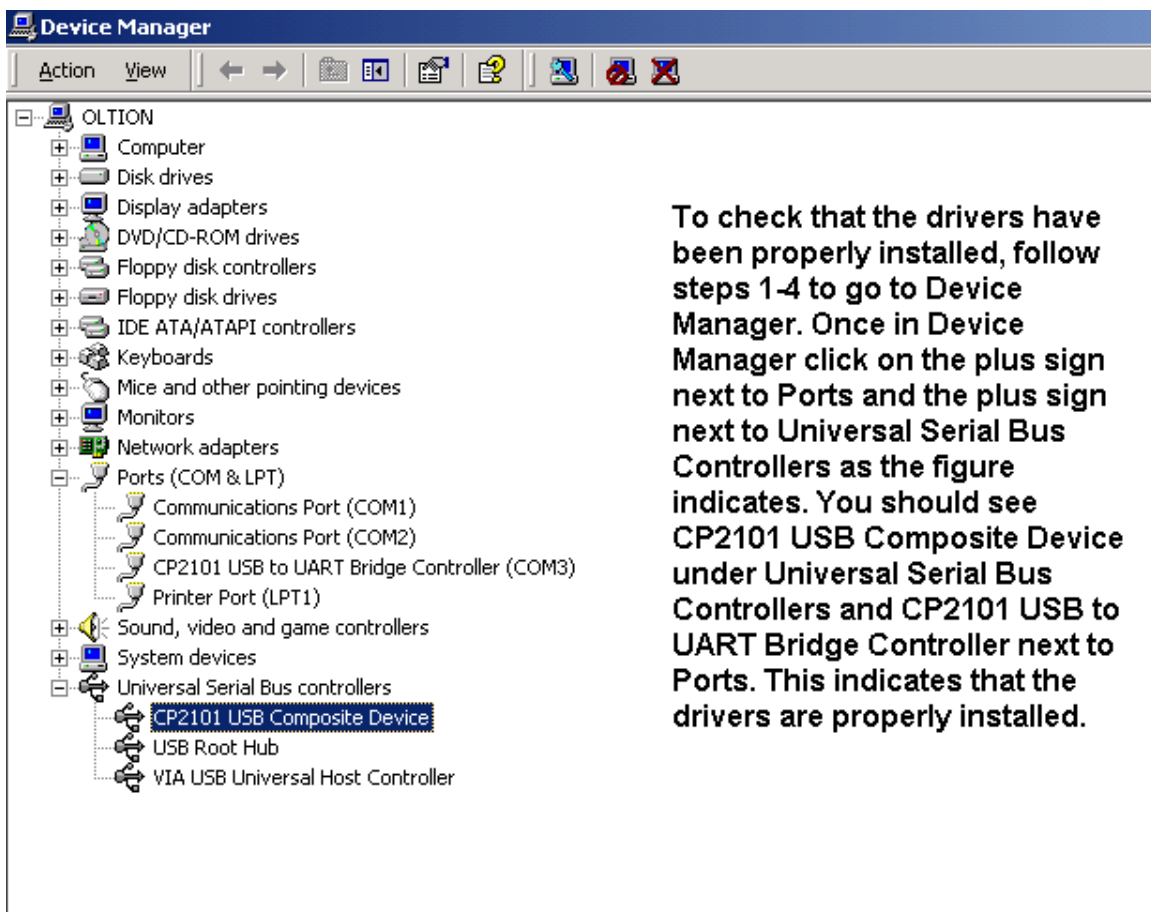
The wizard is trying to install your software.

Step 19



Click on Finish.
The drivers
should be ready
to use.

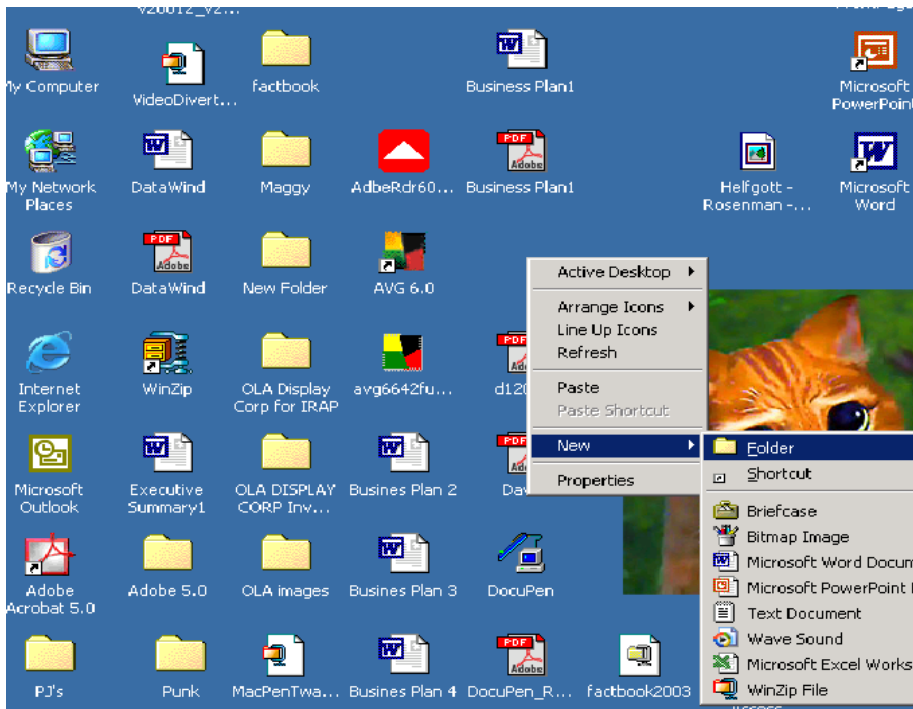
Step 20



To check that the drivers have been properly installed, follow steps 1-4 to go to Device Manager. Once in Device Manager click on the plus sign next to Ports and the plus sign next to Universal Serial Bus Controllers as the figure indicates. You should see CP2101 USB Composite Device under Universal Serial Bus Controllers and CP2101 USB to UART Bridge Controller next to Ports. This indicates that the drivers are properly installed.

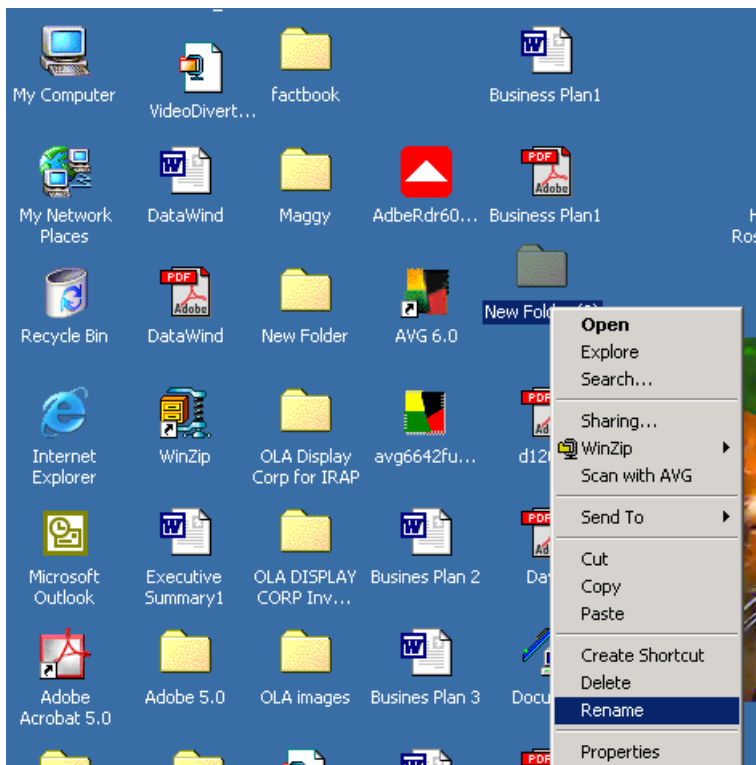
Step 21

Troubleshooting tips to update the driver from your Hard Drive when you receive the error message “Cannot Connect to the Pen Scanner. Check the Cable Connection and try again”. You will have downloaded the drivers from our website.



Right click anywhere in your Desktop than click on New, than click on Folder

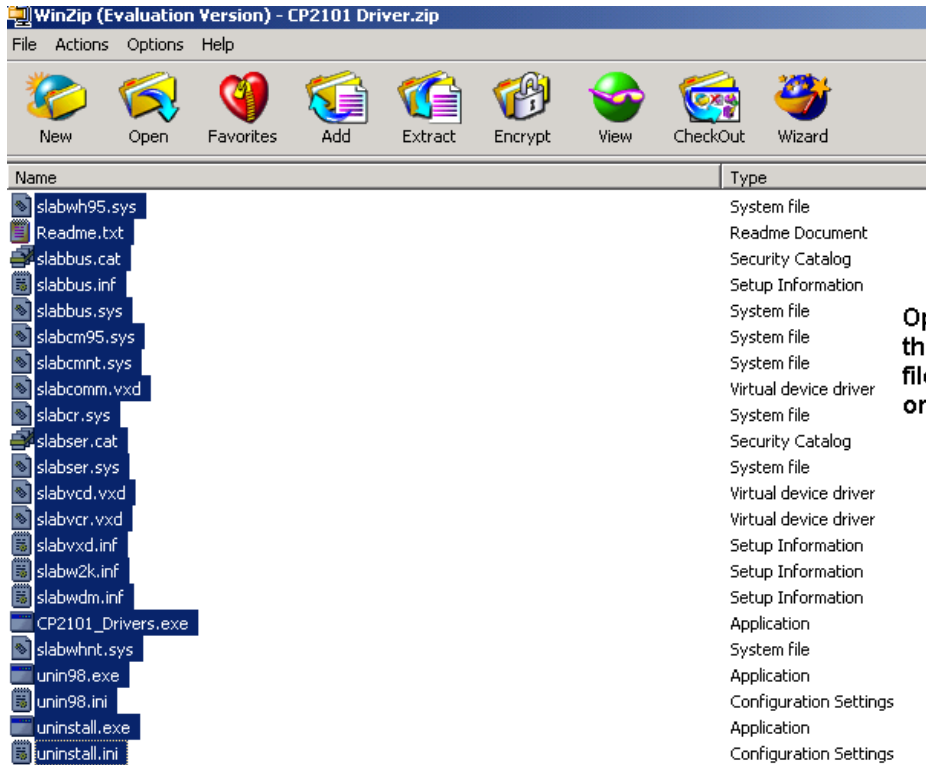
Step 22



Right Click on the New Folder that is created than click on Rename. Rename the folder named CP2101 Drivers.

Step 23

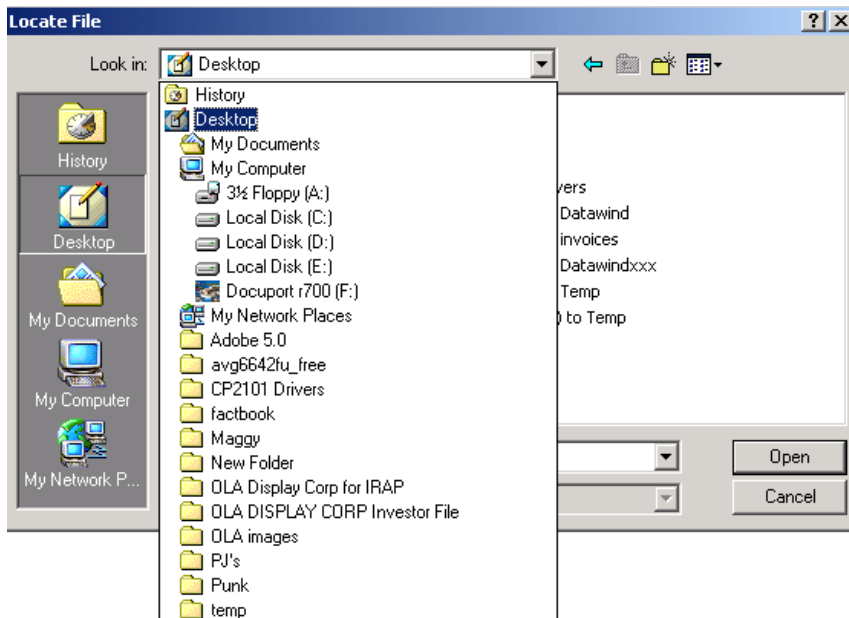
Download the drivers from our web site at the following link: www.planon.com/support.php



Open WinZip and then highlight all the files then click on the Extract tab.

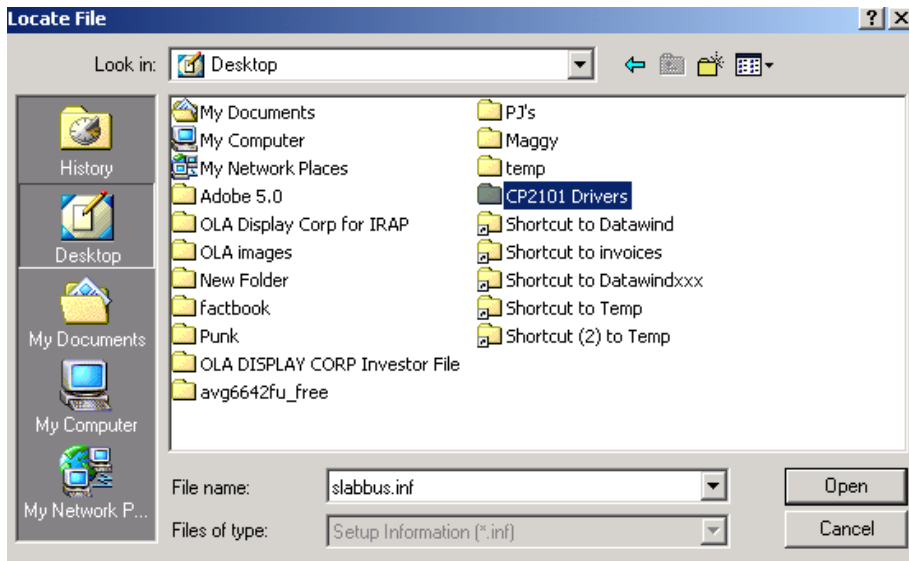
Step 24

Follow steps 1 through 13 as when updating from the CD-Rom.



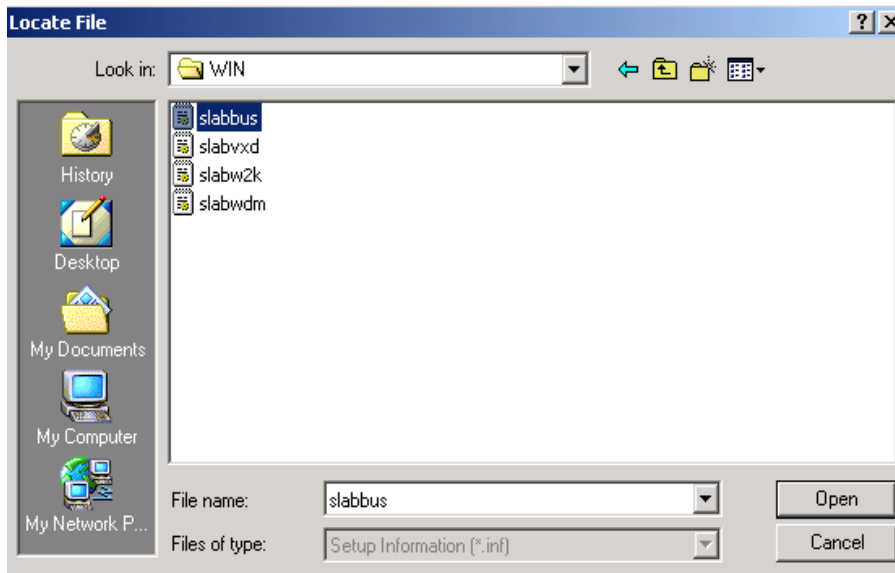
Click on the Desktop option

Step 25



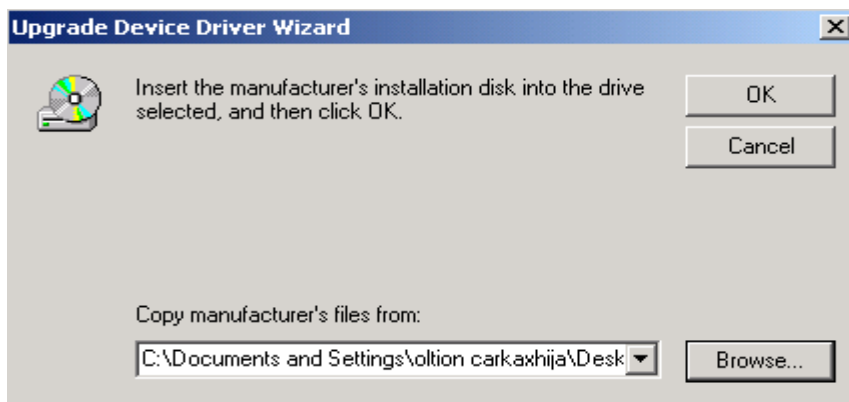
Click on CP2101 Drivers Folder

Step 26



Click on the Slabbus option, then click on Open.

Step 27



Click on OK

Step 28

Follow step 19 through step 21 as in the case of updating the driver from the CD. In both cases you may have to repeat the process.