

IR189USB - Installing Drivers

Michael C. August 18, 2022 09:42

If you are unable to connect your device to FlukeView Forms, it could be a USB driver issue. Here are a few steps to make sure that it is setup properly.

- Open the **Device Manager** on your computer (My Computer > Control Panel > Device Manager)
 - Or type in **Device Manager** in the Windows Start search bar
- Look for the drop down titled "Ports (COM & LPT)", once selected you should see your device assigned to a COM port (COM#). Or you could have a directory labeled "Other Devices".
 - There might be a yellow triangle with a "!" next to a "USB Serial Port", this will appear if the USB driver did not install successfully; manually update driver by right clicking on device and selecting "Update Driver Software..."

1	Device Manager	- • ×
File Action View Help		
🗇 🄿 📰 🛛 🖬 🖉		
 Keyboards Mice and other pointing devices Monitors Network adapters Cisco AnyConnect Secure Mobil 	lity Client Virtual Miniport Adapter for Windows x64	^
Realtek PCIe GBE Family Contro WAN Miniport (IKEv2) WAN Miniport (IP) WAN Miniport (IPv6) WAN Miniport (L2TP) WAN Miniport (Network Monito WAN Miniport (PPPOE) WAN Miniport (PPTP) WAN Miniport (SSTP)	or)	
 Other devices PCI Simple Communications Co SM Bus Controller Ports (COM & LPT) USB Serial Port (COM3) 	ontroller	
 Important end of the second sec		
Ge Storage controllers Sustem devices		~



- Right click on the device and select "Properties" to view driver information, select "Driver" tab at the top of the new window; you should be able to view the Driver Provider and Driver Version.
- FTDI is the driver provider for the optical to USB cable (IR189USB).
 - If there are blanks or "???" in any of the fields, you would need to uninstall and reinstall the necessary driver (this would also require a computer restart once the driver is installed)



- If you are unsure what the recent driver version is you can view FTDI's website for more information, FTDI Chip Driver; scroll down to the table and look for the "Windows" row, the last column in that row is "Comments", there is a download link labeled as "setup executable", select that to download driver.
- Open the downloaded .exe file to install current driver. Once complete, restart the computer.