



### **Windows 7 & 8 User's Quick Fix Info.**

First of all, please make sure you have removed the battery pack from your V4e before updating it.

If the problem persists, please click on the link below driver - ensure the Inforad Manager Software is closed and your Inforad is not connected to the computer.

[http://www.gpsinforad.com/tools/pl2303/IFD3200/PL2303\\_IFD3200.exe](http://www.gpsinforad.com/tools/pl2303/IFD3200/PL2303_IFD3200.exe)

Once the installation is complete and you click on 'Finish', you should receive a notification that the driver installation was successful and 'New Hardware detected' on connection of the device to a USB port.

### **If the driver is not or does not install properly please follow the procedure as follows:**

**1)** Ensure the Inforad Manager 3.6 Software is closed and connect your Inforad (switched on) to the computer.

**2)** Go to your "Device Manager" To do so:

-Click on Windows "start" button - Right click on "Computer" (or My Pc) - click "Properties" and "Device Manager"

-Check for the line "Ports (COM & LPT) and inside "Prolific USB to Serial Com..." with the exclamation mark or yellow round or, if this is not there, look for "Other devices" and inside "USB Serial Controller"

-Right click on "Prolific USB to Serial..." or "USB Serial controller" (depending on which one you have) then click on "Update driver software" - "Browse my computer..." and finally click on "Let me pick from a list of devices..."

-Three possibilities:

- If it shows only one "Prolific USB to Serial Com..." choose it and click "next". The driver will be installed
- If it shows two "Prolific USB to Serial Com..." choose the one with the 3.2.00 Version (2007) and click "next". The driver will be installed
- If it shows a list of different devices: choose Ports (COM & LPT) and click "next". This will take you to "Prolific USB..." follow the previous instructions and click "next". The driver will be installed

**3)** Once the driver is installed, close everything and start the update with Inforad Manager 3.6

If you have further questions, in the interests of efficiency please email our support department at: [support@gpsinforad.com](mailto:support@gpsinforad.com)