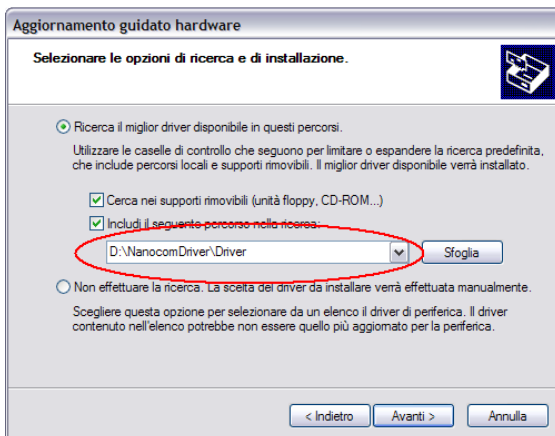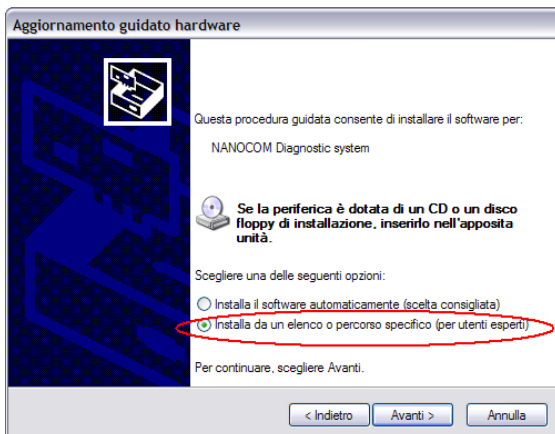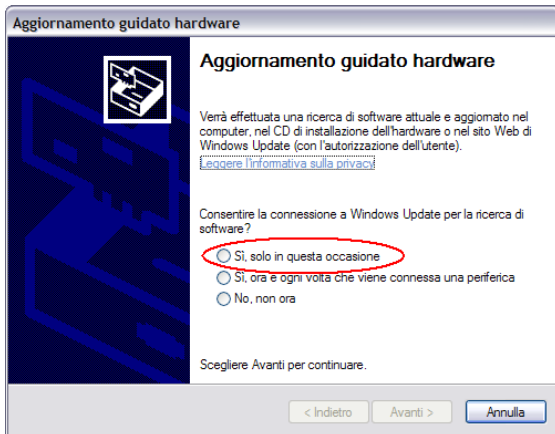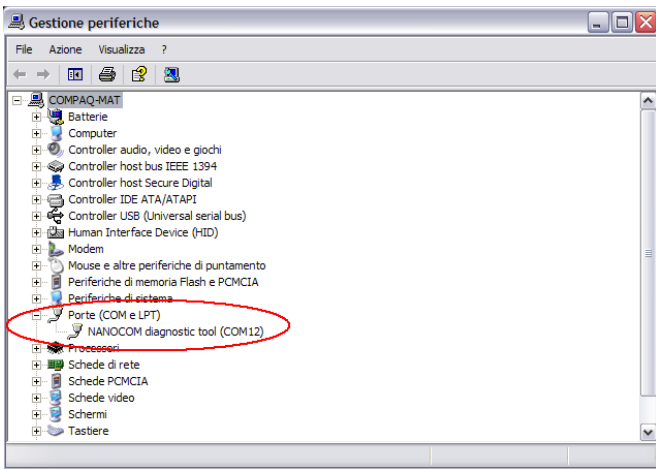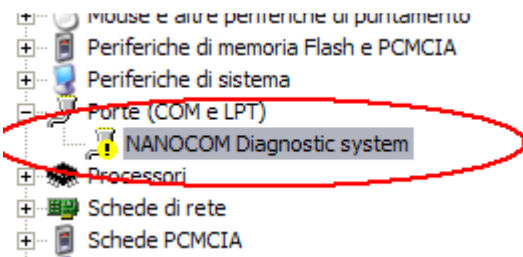# NANOCOM DRIVER INSTALLATION AND RELATED PROBLEMS

The NANOCOMs with onboard USB port require the device driver installation. When the NANOCOM is connected the first time the computer will start automatically the driver install procedure. The driver is contained inside the CDROM, but if the driver is not in the CD because of printing errors or if it is damaged, you can download the driver from this link **http://web.nanocom.it/download/NanocomDriver.zip** or from the public download area of the website into the "Software for PC" section. If the driver has been downloaded it must be extract from the compressed .zip file, and you need to specify the path where the file is been located during the installation as the pictures shown.
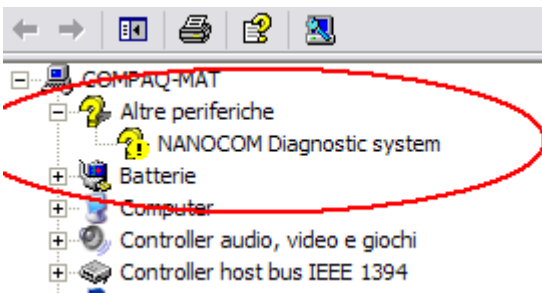
To verify the correct installation of the NANOCOM you have to connect it and access the DEVICE MANAGER of the PC (START->CONTROL PANEL->SYSTEM->HARDAWARE->DEVICE MANAGER).The picture shows how the NANOCOM must appear in the device list if it is installed and correctly working.
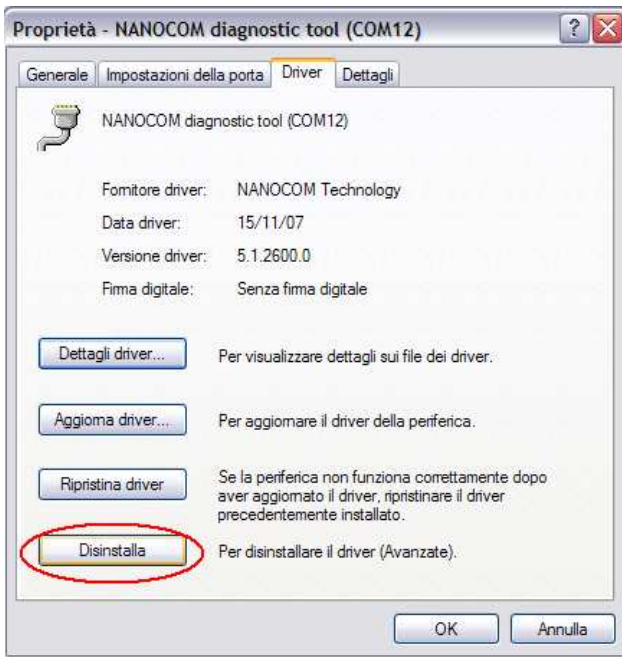

If the NANOCOM is listed with the icon shown in the following picture, it means that the NANOCOM is correctly seen by the system but it has some fault that in many cases is caused by the driver.

If the NANOCOM appears in the device list with the question mark icon, it means that it is not seen at all by the system and so it requires to be removed and installed again.

In both cases we suggest to uninstall the driver and install the NANOCOM again as if it was the first connection, or restore the driver through the upgrade. If you choose to uninstall the Nanocom (suggested choice) you need to click the button shown in the picture, and disconnect and reconnect the NANOCOM. The driver install procedure will be started automatically.

You can also choose the driver update, as shown in the picture, in this case the driver install procedure will be started immediately.

In both cases you need to insert the CDROM(if it contains the driver) or specify the driver path if the driver has been downloaded from the site.