**Troubleshooting ( on Windows )**

If you are experiencing issues with the sleeve device not being recognized by your Windows OS, please follow the steps below:

1. Click on this [link](https://drive.google.com/file/d/1TN2Bh7ywNygTyvk3x_7ipNECusvAPBNj/view?usp=sharing) to **download** the supposedly missed driver.
2. Open the folder location where you downloaded the file above and **unzip the zipped file**.
3. To unzip the file: **right click** on file, and select **Extract all…** .
4. **Open** the unzipped folder (generated from step 3 above) by double clicking on it.
5. Double click on the **CH341SER** application file to install the driver.
6. Follow the installation prompts and click yes/allow if prompted.
7. After the installation is complete, retry following the setting up steps in the [original setup document](https://docs.google.com/document/d/1tG50QQwbkHpwovvfT9UONwbvyKtB1W4OGrZO9UOZTIo/edit?usp=sharing) again and hopefully it should work now.

**Troubleshooting ( on Mac )**

Having problems with you Mac computer not recognizing your sleeve device i.e when you type the command

**ls /dev/tty.\***

To find the port address of your sleeve device, you could not find anything similar to

**/dev/tty.usbmodem…**

or

**/dev/tty.cu.serial…**

The problem is probably that your computer is **missing the required software driver** necessary for the sleeve device to work. Install the driver by following the steps below which can also be found [here](https://github.com/adrianmihalko/ch340g-ch34g-ch34x-mac-os-x-driver):

1. **Unplug the sleeve devic**e from your computer.
2. Open the terminal on your computer and **run the following commands** one after the other by typing or copying&pasting them in the terminal:

sudo kextunload /Library/Extensions/usbserial.kext

sudo kextunload /System/Library/Extensions/usb.kext

sudo rm -rf /System/Library/Extensions/usb.kext

sudo rm -rf /Library/Extensions/usbserial.kext

1. **Download the zipped driver** from [here](https://drive.google.com/drive/folders/1xKIICWV8TdMKWec2e8Z3LObT2OqtayaB?usp=sharing).
2. **Unzip the driver** into the folder where you downloaded it.
3. **Open the unzipped folder** and double click on the file CH34x\_Install\_V1.5 to **install it**.
4. During installation you might have to grant the application some security privileges to your computer in order for it to be installed. Basically **accept/allow in any prompt** that comes up or Open your **security preferences to allow the app** to be installed when prompted.
5. After successful installation, go back to the terminal and **load the driver by typing/ copying&pasting**

sudo kextload /Library/Extensions/usbserial.kext

1. Now **plug in your device** back.
2. Rerun the command

**ls /dev/tty.\***

and you should hopefully find the port address similar to **/dev/tty.usbmodem…** or **/dev/tty.cu.serial…**