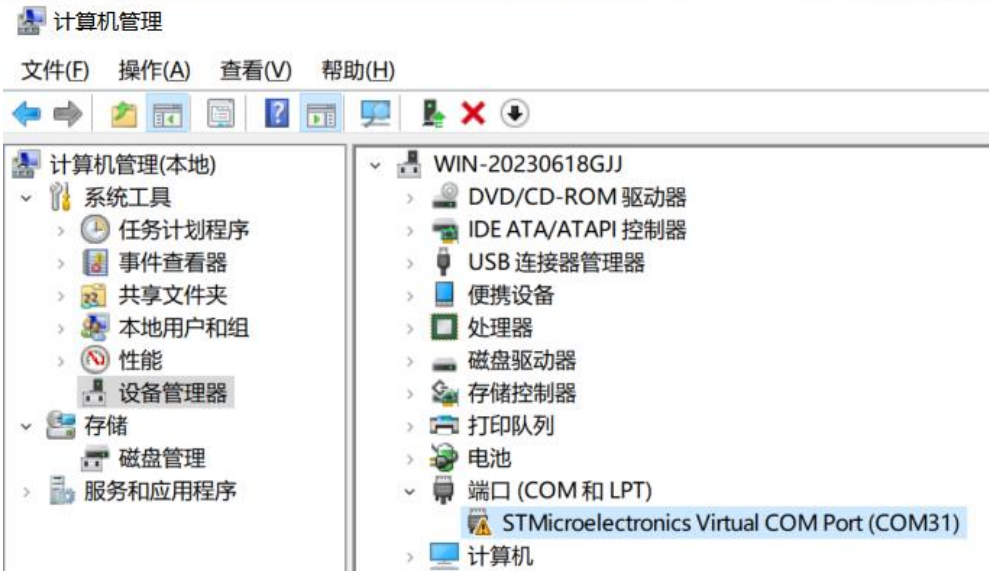


Device Recognition Issue Troubleshooting Guide

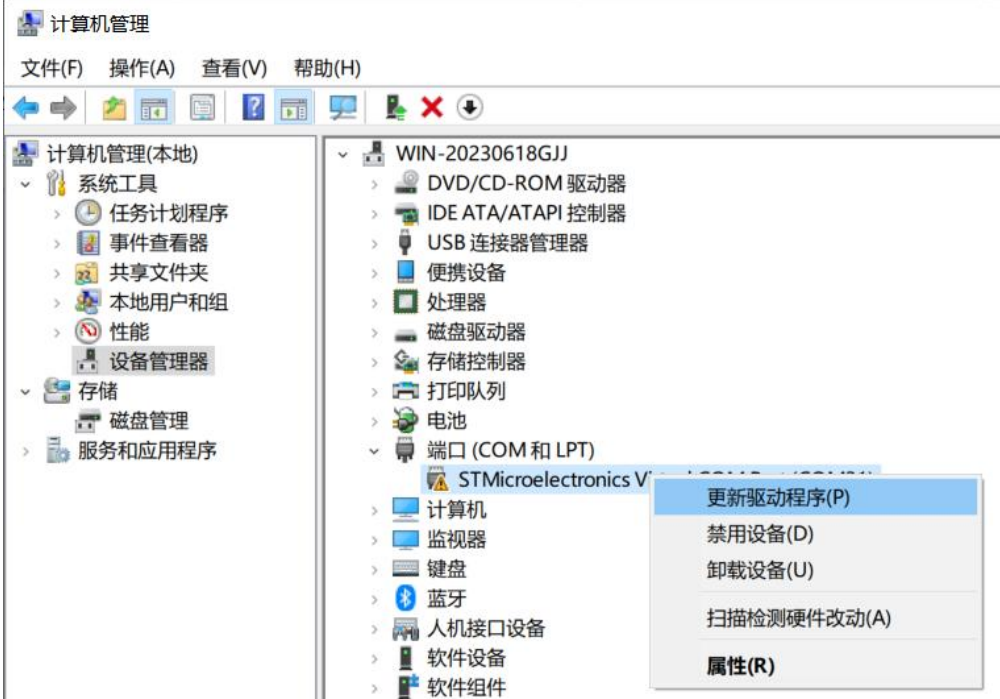
Issue Description

After connecting the device’s power adapter and USB cable, a **yellow exclamation mark** appears next to the device descriptor in the **Device Manager**, as shown below:

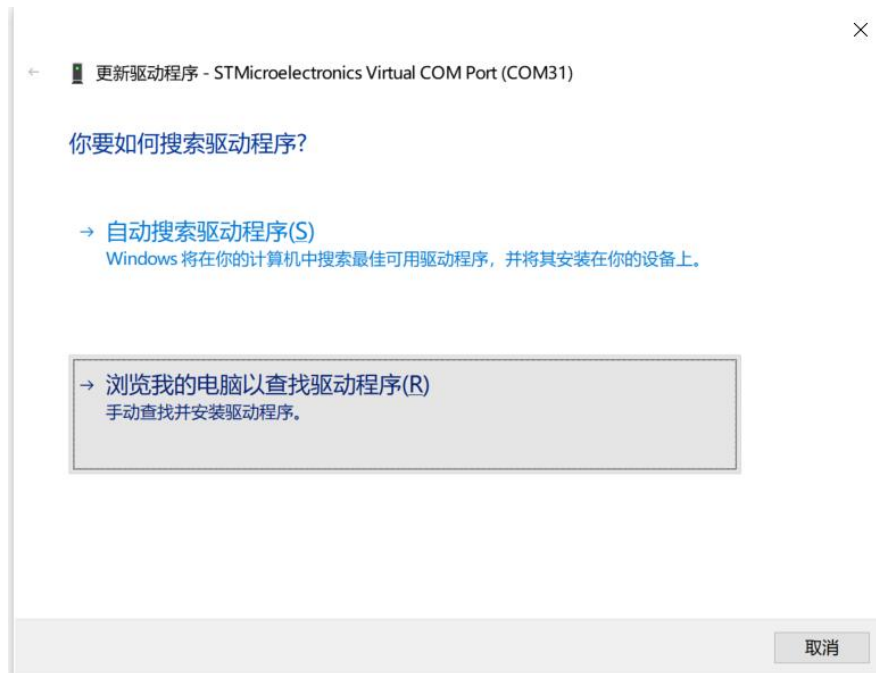


Resolution Steps

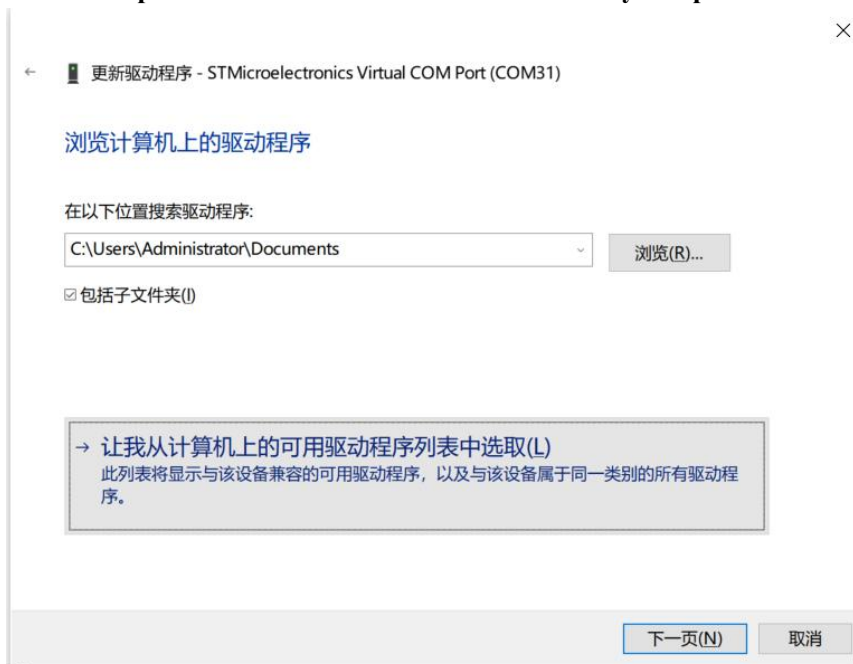
Step 1: Right-click the device descriptor **STMicroelectronics Virtual COM Port** under **Ports**, then select **Update Driver** from the context menu.



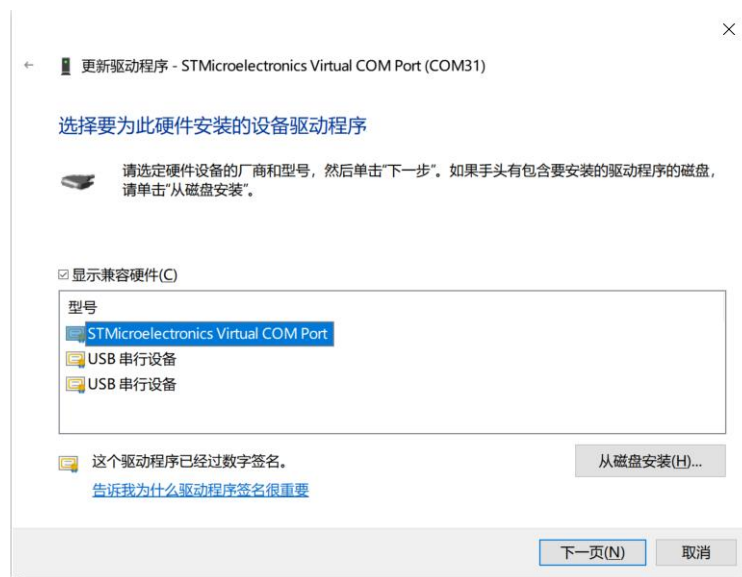
Step 2: In the dialog box, click **Browse my computer for drivers**.



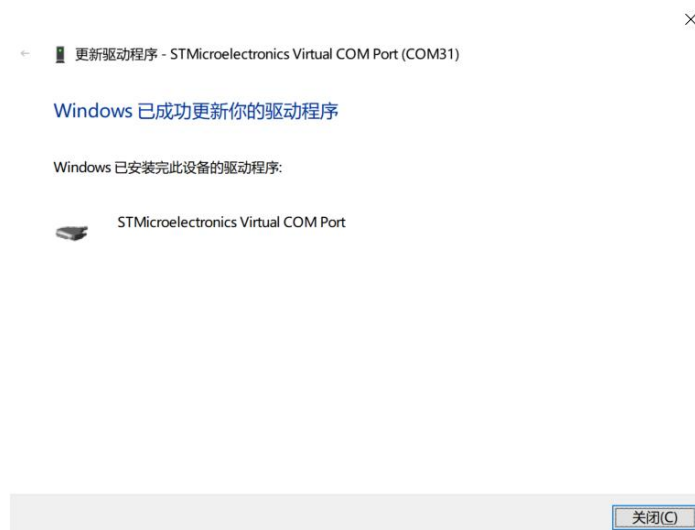
Step 3: Select **Let me pick from a list of available drivers on my computer**.



Step 4: Choose **STMicroelectronics Virtual COM Port** from the driver list and click **Next**.



Step 5: The system will update the driver. Once completed, a message will display: **"Windows has successfully updated your driver."**



Step 6: Verify in the **Device Manager** that the yellow exclamation mark has disappeared.

