UNO R3 DRIVER FAQ

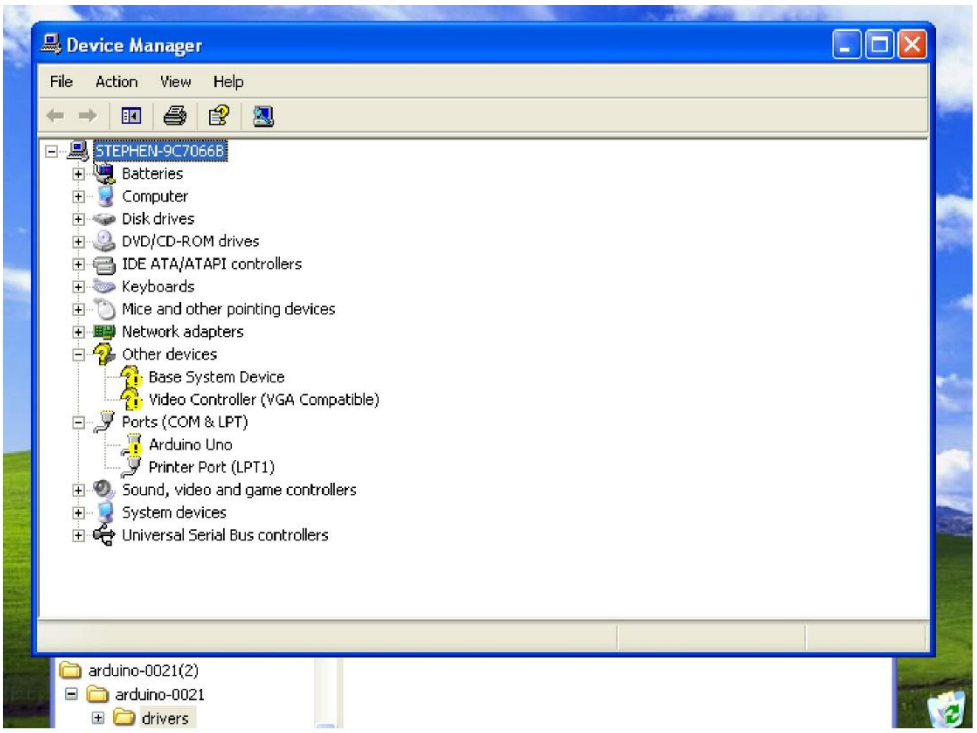
If the following steps can't solve your problem, please feel free to drop us a line at service@rexqualis.com.

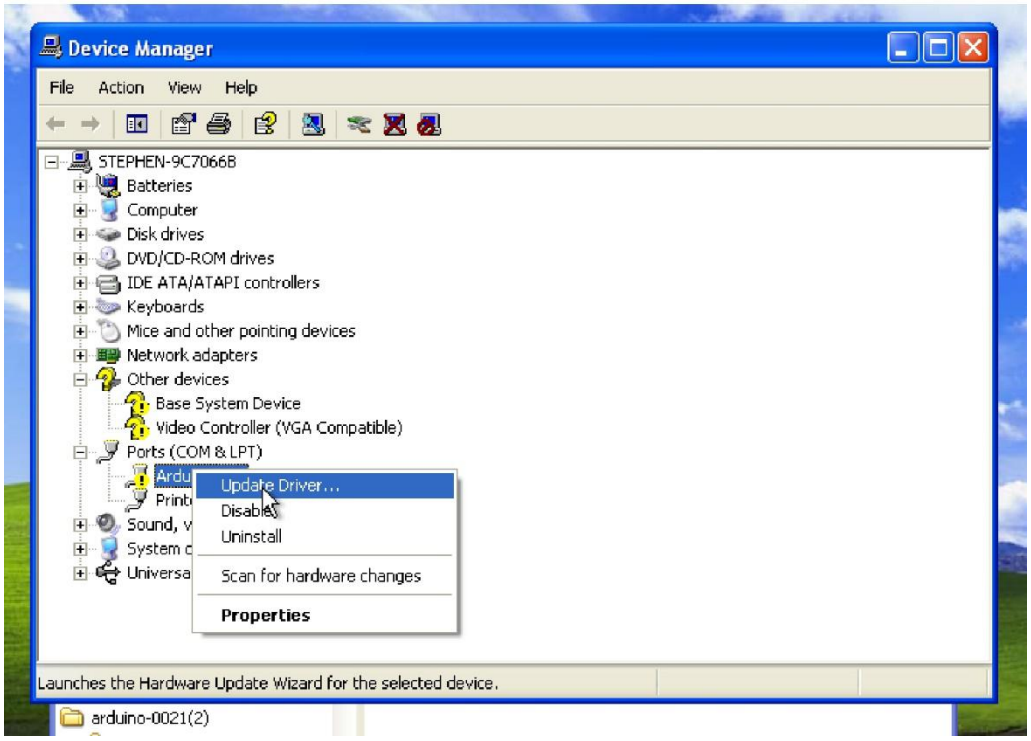
Please make sure that your IDE is updated to 1.0.5 or newer version.

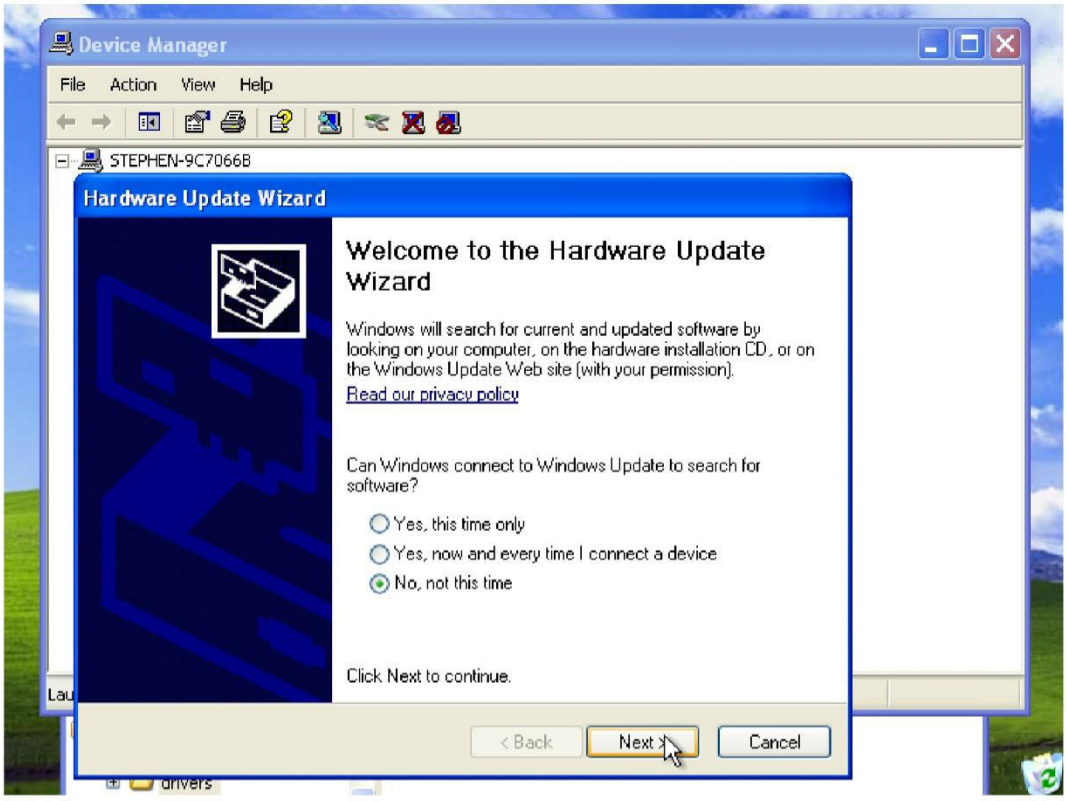
1) If you connect the Controller board to your computer, the computer does not response.
Open the Device Manager by right clicking “My computer” and selecting control panel.
Look under Ports (COM & LPT). If there is no COM or LPT or there is only an unknown device, it means there are some issues with the controller board or the USB cable.
We are sorry for the inconvenience caused. Please contact us at service@rexqualis.com and we will resend you a new product in 24 hours.
2）Open the Device Manager by right clicking “My computer” and selecting control panel.
Look under Ports (COM & LPT). If there is only an ATMEGA16U2.
It means that the Firmware of ATMEGA16U2 chip is wrong. Please contact us at service@rexqualis.com to get the firmware.
3）The company is installing the driver all the time but fails finally. Please download the drivethelife from the following website:
http://www.drivethelife.com/
Install the software > Install the driver automatically > Restart the computer.
4）Open the Device Manager by right clicking “My computer” and selecting control panel.
Look under Ports (COM & LPT). If there is an Arduino UNO with yellow exclamation mark. It means that you should install the driver by yourself.

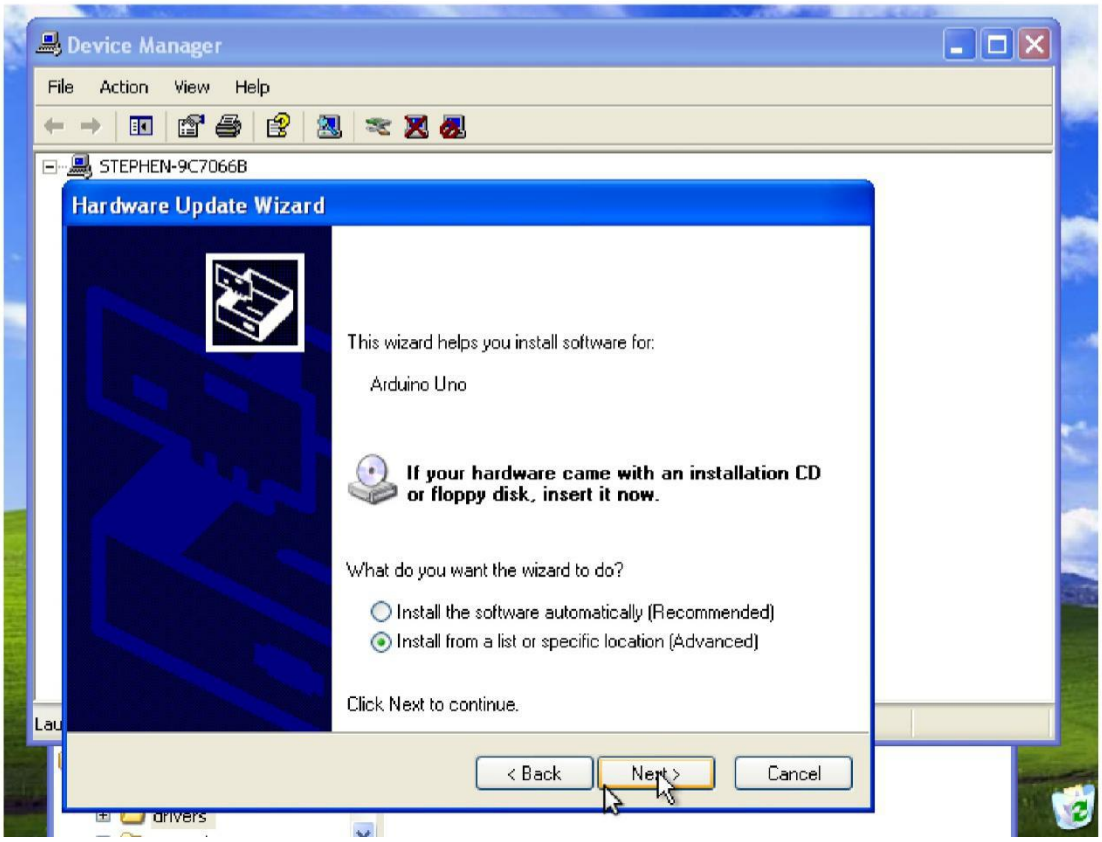
How to install:

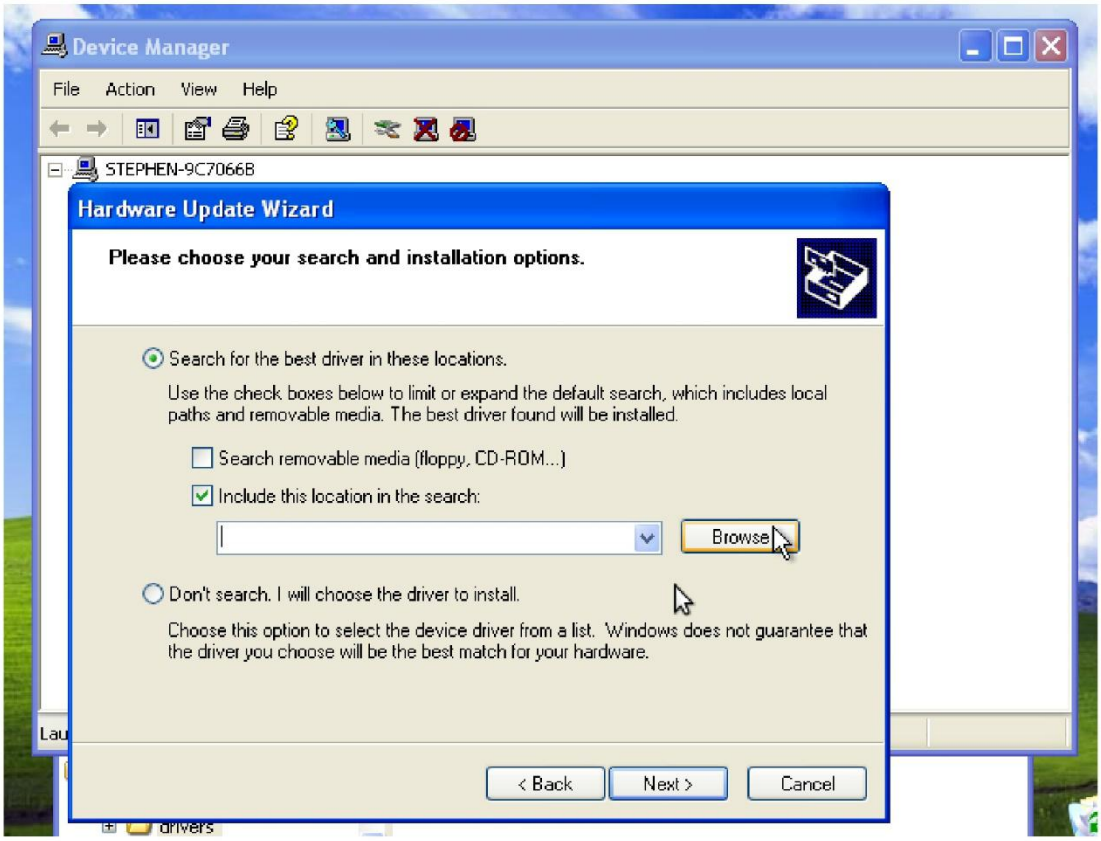
If your computer is XP System:

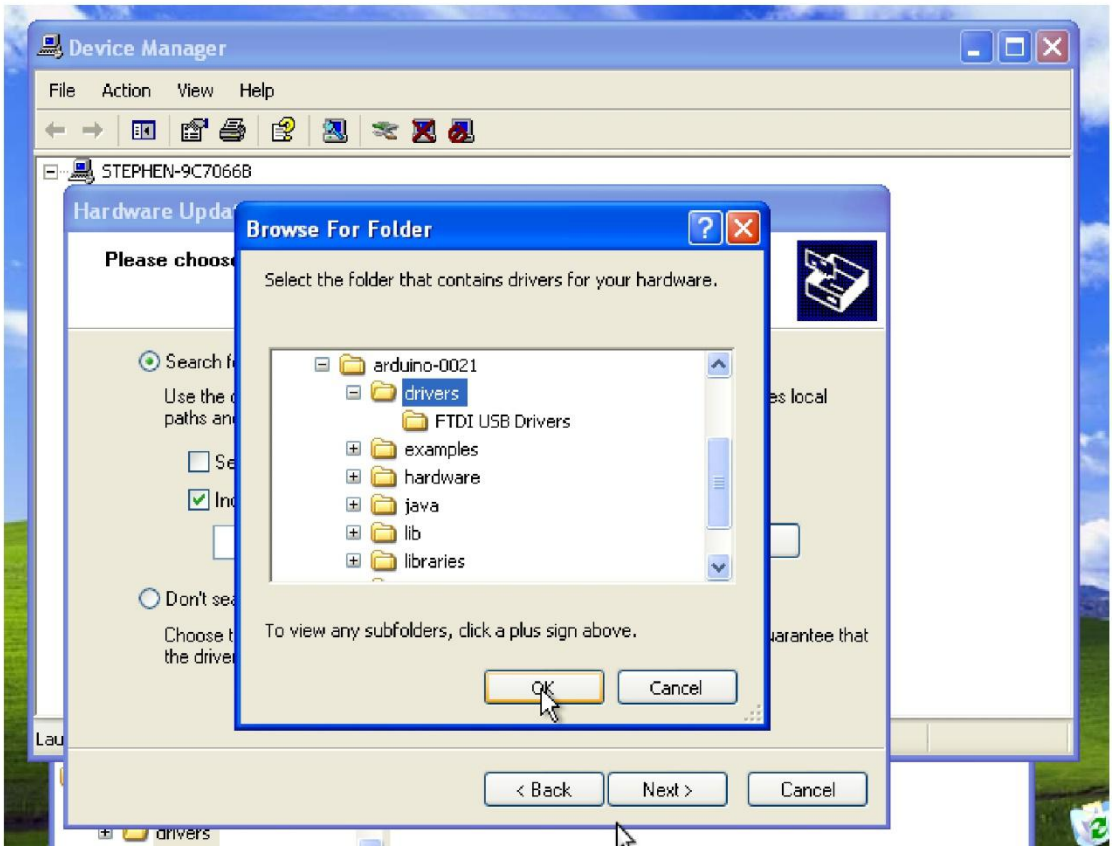


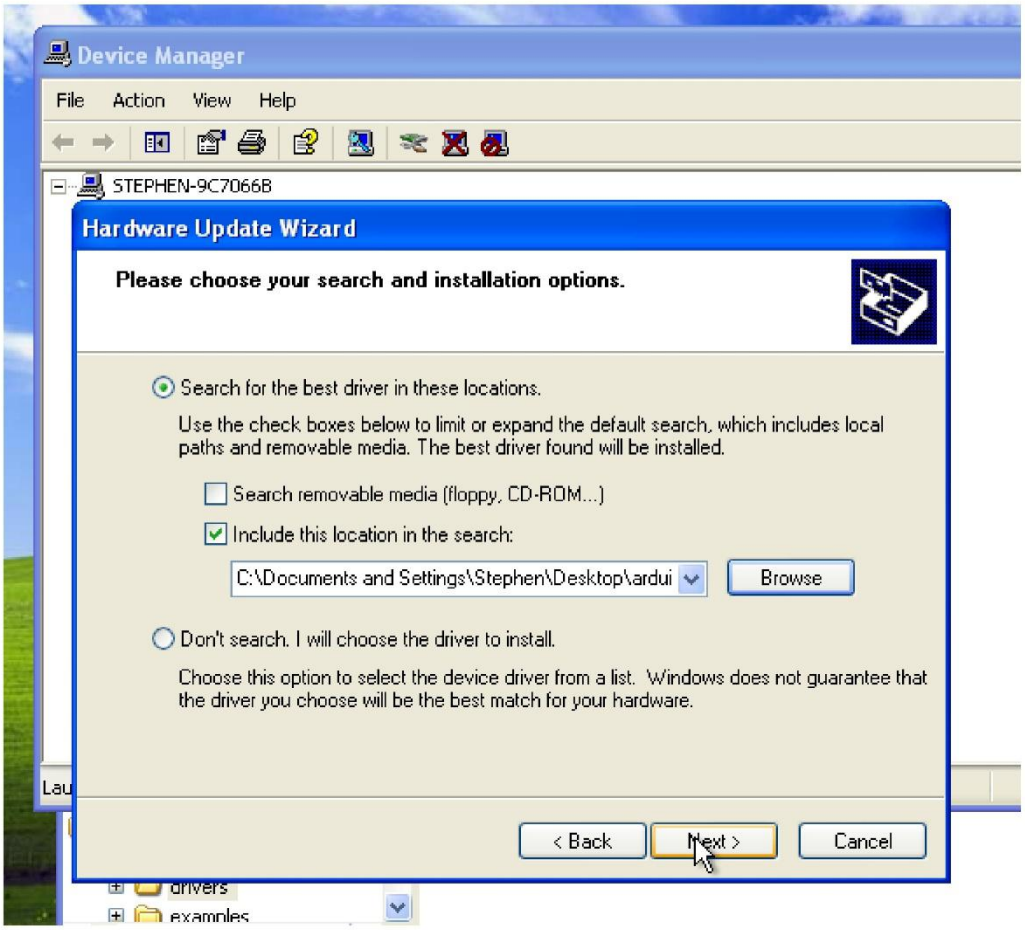


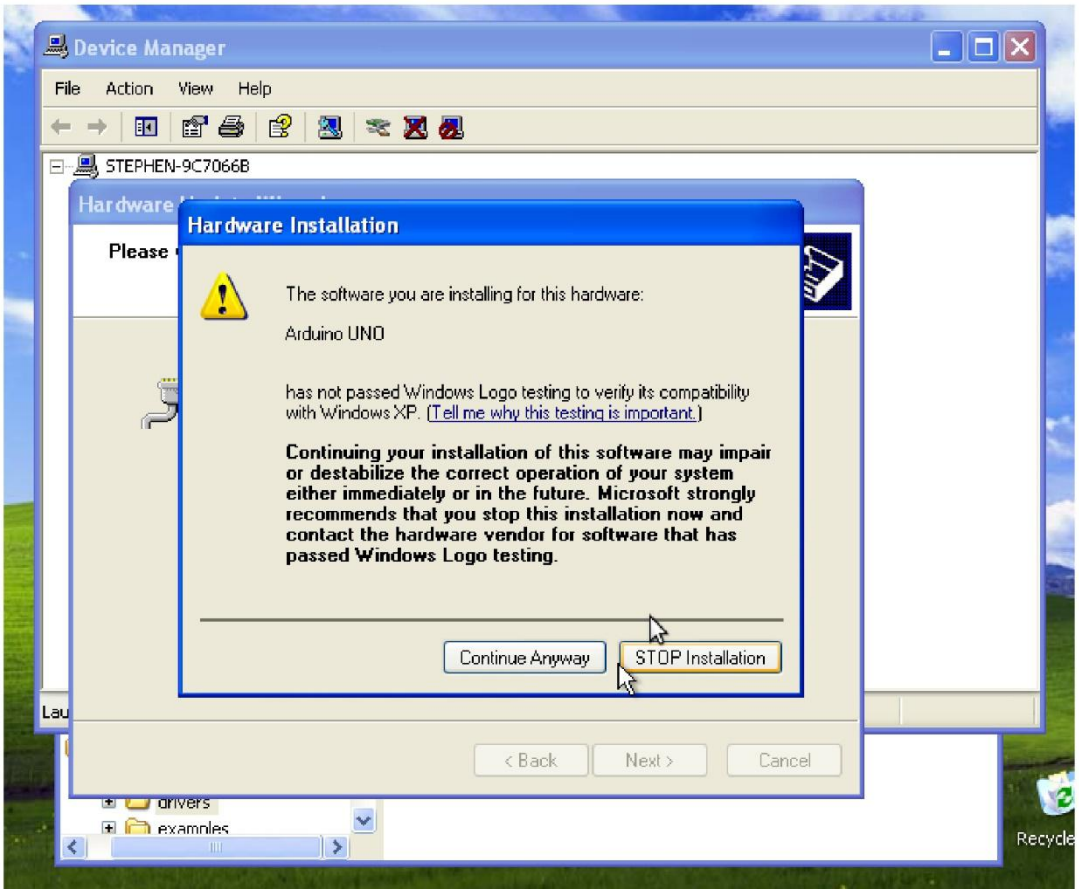

Device Manager
File Action View Help
STEPHEN-9C7066B
Hardware Update Wizard
Welcome to the Hardware Update Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel
drivers

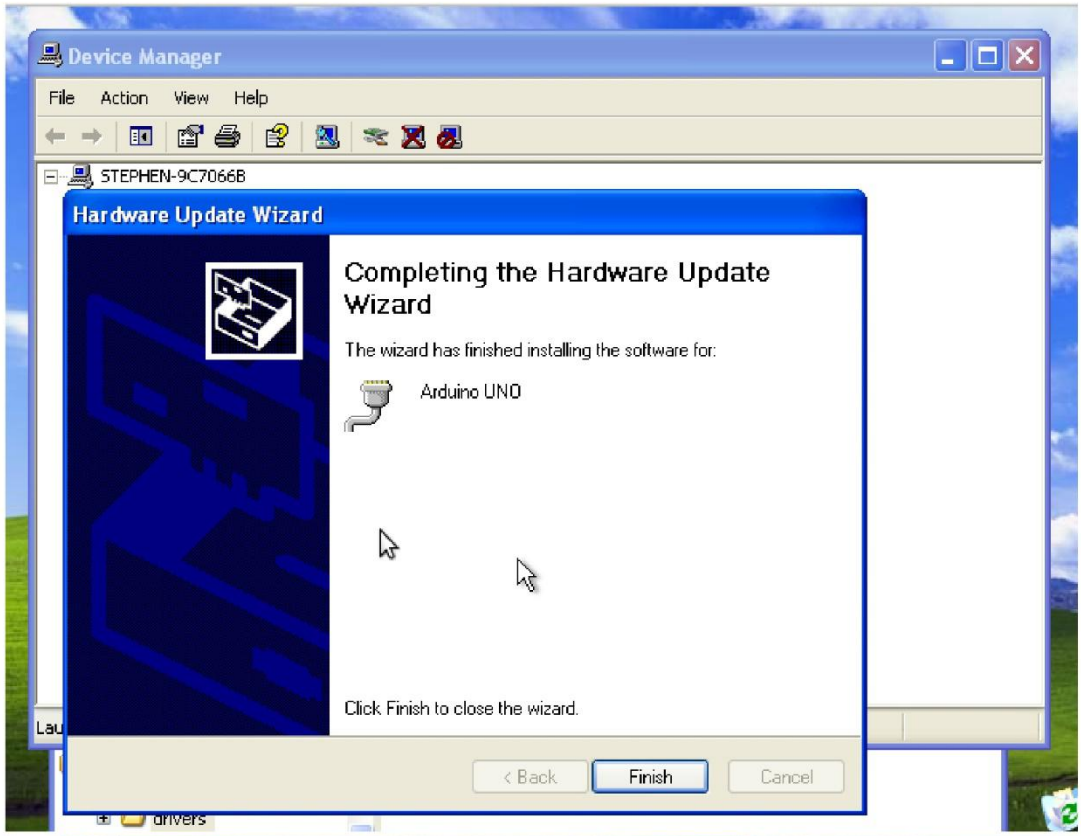

Device Manager
File Action View Help
STEPHEN-9C7066B
Hardware Update Wizard
This wizard helps you install software for:
Arduino Uno
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel
drivers

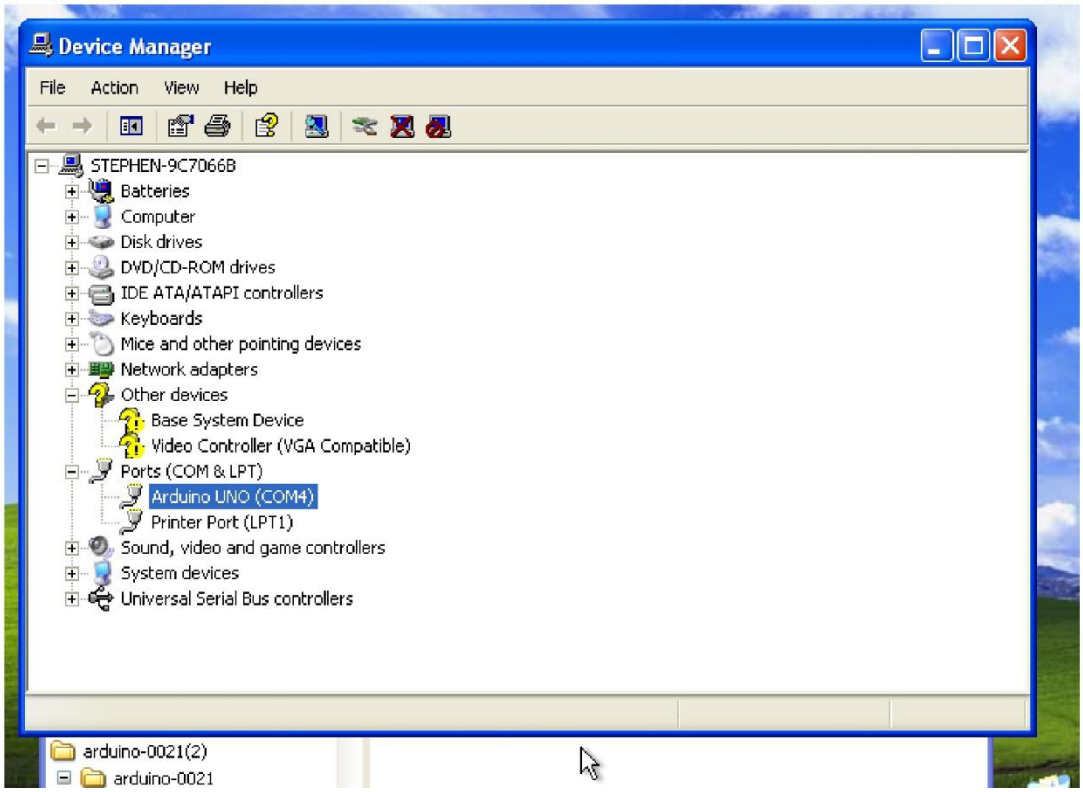

Device Manager
File Action View Help
STEPHEN-9C7066B
Hardware Update Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel


Device Manager
File Action View Help
STEPHEN-9C7066B
Browse For Folder
Select the folder that contains drivers for your hardware.
arduino-0021
drivers
FTDI USB Drivers
examples
hardware
java
lib
libraries
To view any subfolders, click a plus sign above.
OK
Cancel
< Back
Next >
Cancel


Device Manager
File Action View Help
STEPHEN-9C7066B
Hardware Update Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
C:\Documents and Settings\Stephen\Desktop\ardui
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel
drivers
examples


Device Manager
File Action View Help
STEPHEN-9C7066B
Hardware Installation
The software you are installing for this hardware:
Arduino UNO
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation
< Back
Next >
Cancel
drivers
examples
Recycle

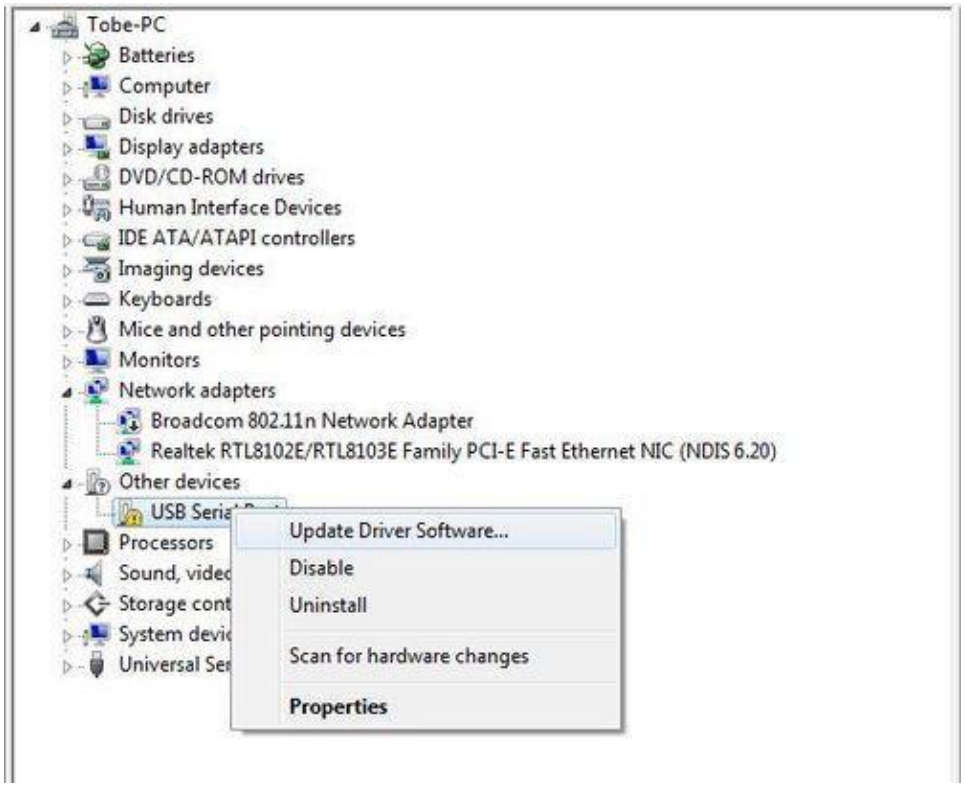




If your computer is win7 system:

Open the Device Manager by right clicking “My computer” and selecting control panel.

Look under Ports (COM & LPT). You should see an open port named "USB Serial Port" Right click on the "USB Serial Port" and choose the "Update Driver Software" option.



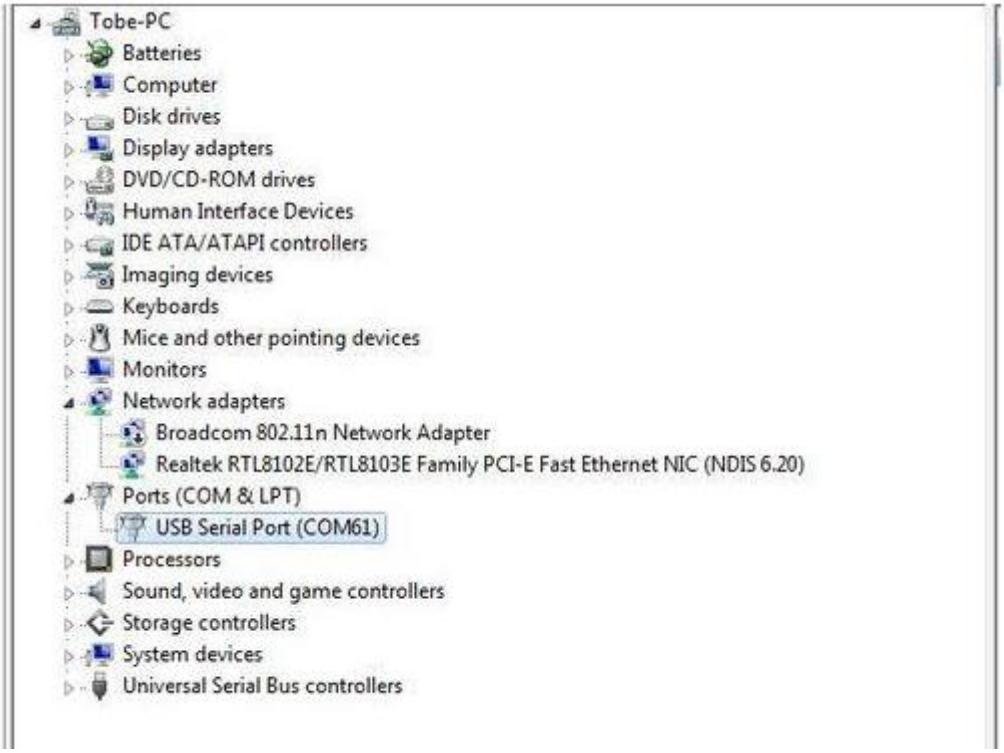
Next, choose the "Browse my computer for Driver software" option.

Finally, select the driver file named "FTDI USB Drivers", located in the "Drivers" folder of the Arduino Software download.

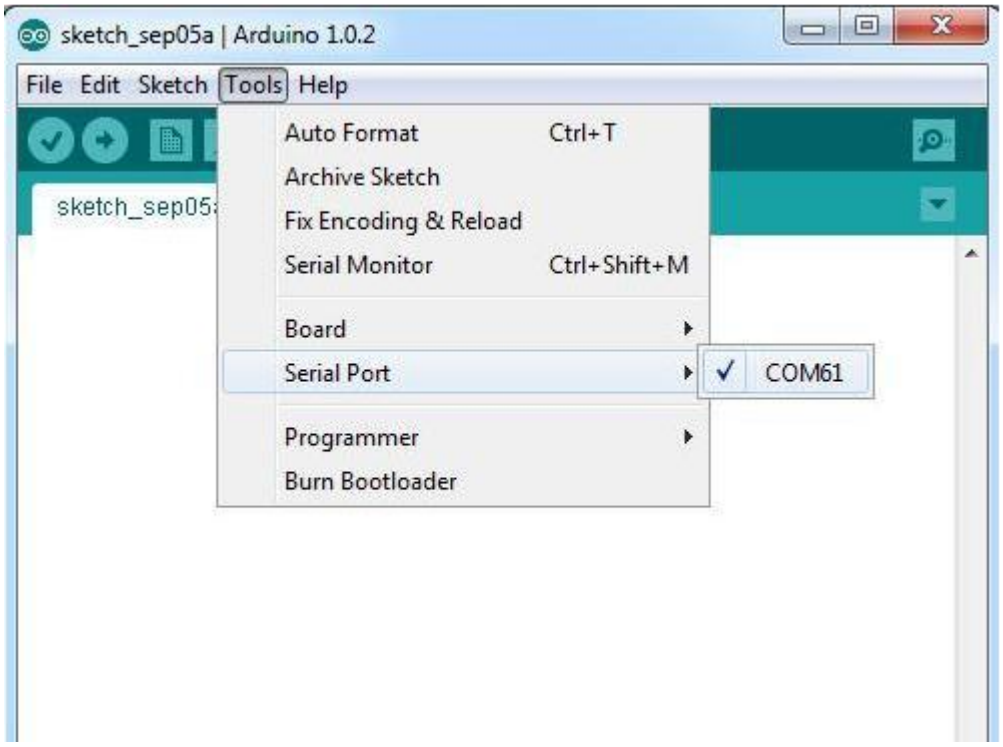
The below notification would automatically appear if you have installed driver successfully.

You can check that the drivers have been installed by opening the Windows

Device Manager. Look for a "USB Serial Port" in the Ports section.



You can also see the serial port in Arduino environment.



If your computer is window8 system:

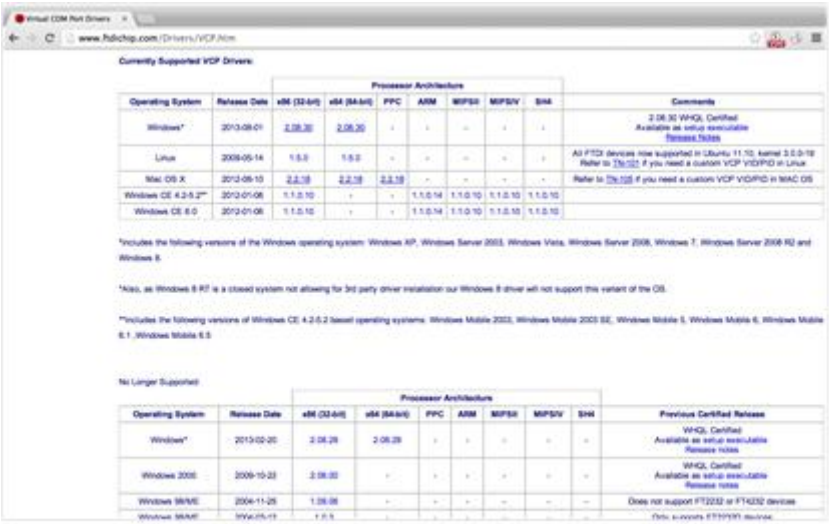
You should save these files which you are editing before installing driver with window8 because there will be several power off during operation.

- Press “Windows Key” +”R”
- Enter shutdown.exe /r /o /f /t 00
- Click the "OK" button.
- System will restart to a "Choose an option" screen
- Select "Troubleshoot" from "Choose an option" screen
- Select "Advanced options" from "Troubleshoot" screen
- Select "Windows Startup Settings" from "Advanced options" screen
- Click "Restart" button
- System will restart to "Advanced Boot Options" screen
- Select "Disable Driver Signature Enforcement"
- Once the system starts, you can install the Arduino drivers as same as Windows

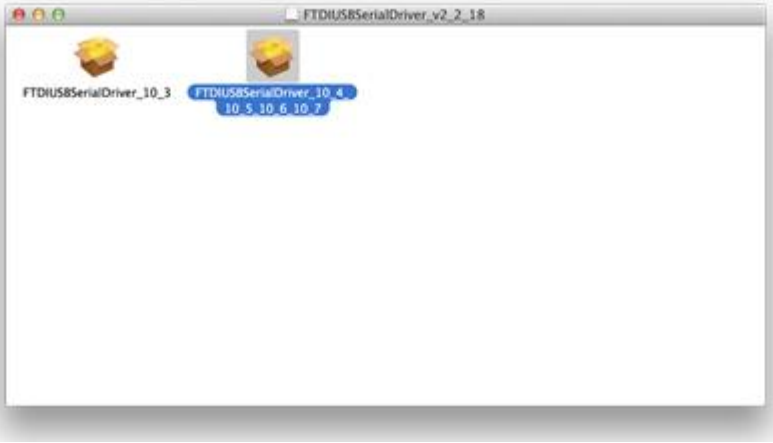
If your computer is Mac OS system:

Enter page: http://www.ftdichip.com.

Download Driver for the Mac OS X version, named 2.2.18 (32bit)

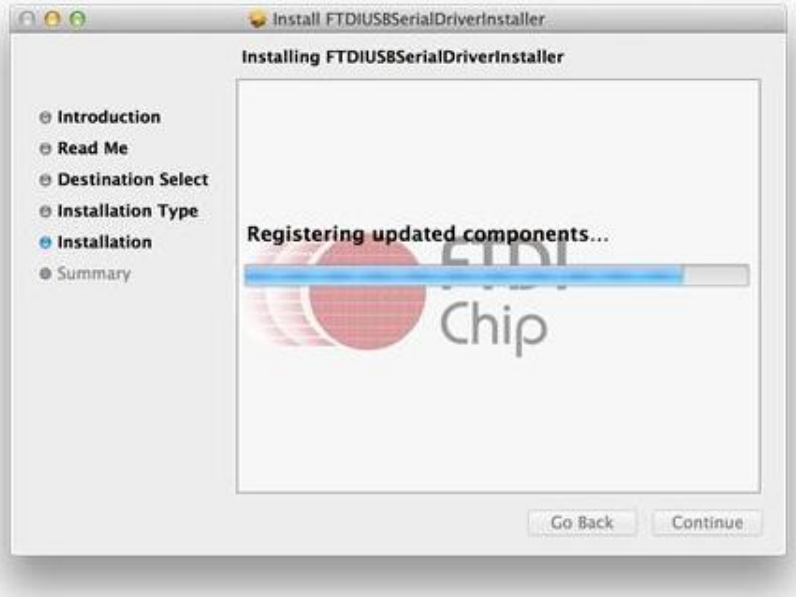


Open the driver file which you just download, and double click FTDIUSBSerialDriver_10_4_10_5_10_6_10_7.mpkg

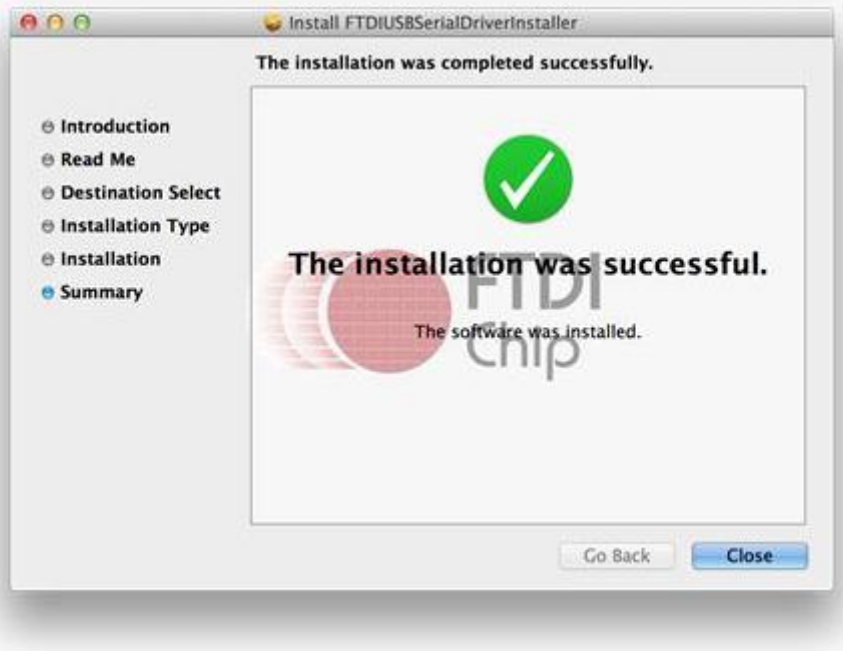
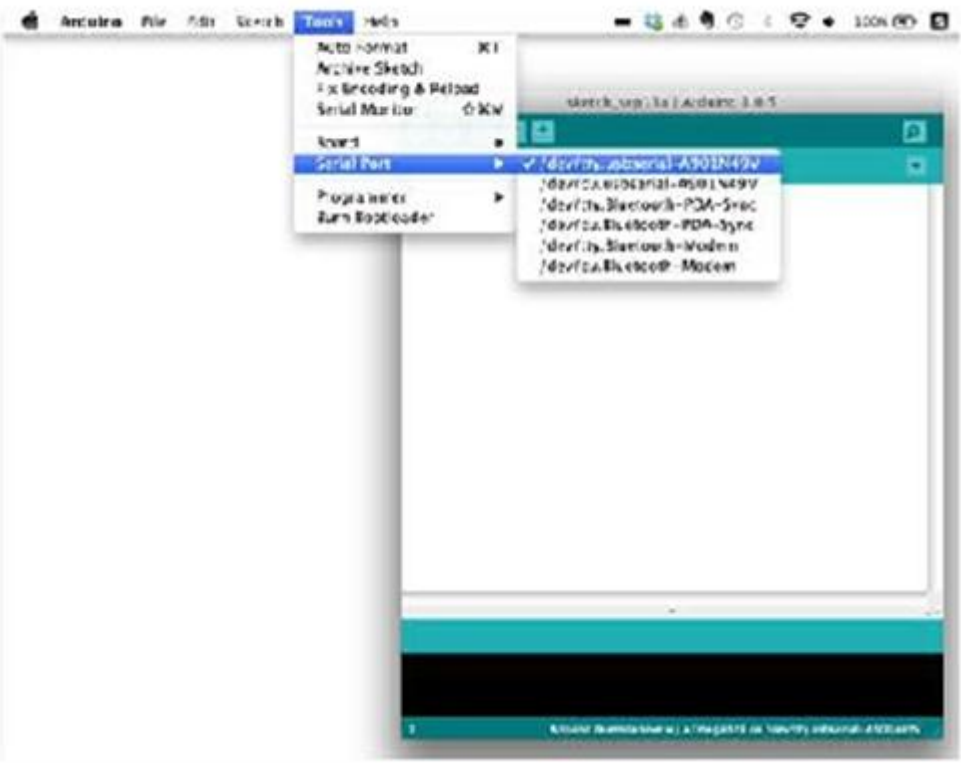


After double click, you will see an installer window.

Click “Continue”.



You can see the below dialog boxes if you have installed driver successfully



Test it with Seeeduino.