

# Solving Problems with Win7

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I am not a Win7 user so some of these click-this choices may not be 100% accurate. If not, please email corrections to [info@importcommunications.com](mailto:info@importcommunications.com).

Please read this before you attempt to use any Chinese programming cable. Practically ALL Chinese-made USB cables use fake Prolific chips. This was not a problem until Prolific recently released new drivers that will ONLY work with genuine Prolific chips. Old drivers still work fine with the fake chips.

When installing drivers, Windows (especially Win7) will attempt to locate the newest drivers from the internet to install. It can also update drivers during Windows-Updates, causing previously working cables to stop working. If your system installs one of these poisoned drivers, your cable will not work. To prevent this, or to correct this problem, you must force Windows to load the driver that you choose.

## Install the driver you choose

- ★ Create a folder on your desktop named *Radio Drivers*
- ★ Download, into this folder, the driver required for your operating system, from [www.wouxun.us](http://www.wouxun.us). When downloading the file, you may get a message that reads: "the publisher could not be verified. Are you sure you want to run this software". Just click ignore and continue. If the download doesn't have Microsoft's digital signature attached to it, Win7 will pop this message up.
- ★ Before you install the driver.... Click... Start> Right-click on computer> Properties> Advanced system settings> Hardware tab> device installation settings> Then choose "no I'll choose what to do and never install driver from windows update.
- ★ Open the folder *Radio Drivers* and double-click on the "driver".exe file. It should install.
- ★ Plug in your USB cable, Windows should find this new device and associate it with the newly installed driver. If it doesn't install automatically, it should ask you which driver you want to use. In this case, you will browse to the location where you saved the driver and choose the downloaded driver.
- ★ Check the status of the driver in Device Manager. Right-click My Computer> Manage> Device Manager. Then click the drop-down for Ports (COM & LPT). Win7 doesn't always drop down the group selection if a yellow triangle is present. In earlier versions, if a yellow triangle is present, 99.9% of the time it will automatically drop down the category and show you where the error is. In Win7, this happens only part of the time. There could be a error present, however you wouldn't see it until the category is expanded. Hopefully there will not be a yellow triangle there. Also check the Port number the cable is assigned to. Make sure the port number is lower than 20 and change it if necessary.
- ★ If you see the yellow triangle, you probably need to uninstall the driver and reinstall again. From Device Manager, right-click the device and select "Update Driver Software". Select the "browse my computer" option and on the following screen, select "Let me pick from a list of device drivers on my computer". Choose the one you downloaded and install it.
- ★ Having the programming cable attached to a USB hub can cause problems too. You will have less problems when plugging the cable directly into the computer.