1. Turn on the UPS and the computer. Connect one end of the USB cable to the USB port on the UPS. Connect the other end of the USB cable to the USB port on the computer. If the connection is successful and the USB device has never been installed on your PC, Figure 1 will be shown immediately. Then click the “Next” button to continue with the installation. (Figure 1)

![Add New Hardware Wizard](image1)

**Figure 1:** Starting the search for driver for USB HID device

2. Select “Search for the best driver for your device (Recommended)” Then click the “Next” button to continue the installation. (Figure 2)

![Add New Hardware Wizard](image2)

**Figure 2:** Search for the best driver for USB HID device
3. Insert the included USB Driver CD into the CD-ROM drive, then select “Specify a location”, click on the “Browse” button, select the appropriate CD-ROM drive letter and the USB_DRIVER folder (D:\USB_DRIVER) then click the “Next” button. (Figure 3)

![Add New Hardware Wizard](image)

Figure 3: Search for the device’s driver

4. In Figure 4, the Windows operating system has found the best driver for the USB-HID→COM device. Select “The updated driver-(Recommended)”, and then press the “Next” button to continue.

![Add New Hardware Wizard](image)

Figure 4: Select installation type
5. In Figure 5, press the “Next” button to continue the installation procedure. In Figure 5, the location of the driver is shown (Example: :\USB_DRIVER\HIDCOM.INF).

![Add New Hardware Wizard]

Figure 5: Installing the driver HIDCOM.INF file

6. In Figure 6, the Windows Operating System has installed the software for the device. Then press the “FINISH” button to complete the installation.

![Add New Hardware Wizard]

Figure 6: Driver installed successfully
7. Then the hardware information of USB HID→COM device will be shown in the PC’s Device Manager (see Figure 7). Note that the USB→COM device uses its own virtual COM port on the installed computer rather than existing COM ports. For instance, if the installation computer has 2 COM ports named COM1 and COM2, then the USB→COM device will be automatically identified as COM3. In some cases, the computer will need to be restarted for this virtual port to become available.

(From the desktop, right-mouse click on the “My Computer” icon, select “Properties”, and click on the “Device Manager” tab).

Figure 7: Hardware information of USB-HID→COM device

8. If you have already installed the SentryII power monitoring software, then follow Steps 1 through 5. If you have not installed the SentryII power monitoring software, see the SentryII user’s manual for the installation procedure.

Step 1: Open SentryII manager
Step 2: Connect to SentryII

Step 3: Choose or enter the correct Computer Name or IP Address and click “Connect”

Step 4: Enter your user name and password.
   Default user name and password are both “admin”
Step 5: Server settings
First, select the correct COM port for the USB port and set the Baud Rate to 9600. Second, save the server settings and refresh the display window. In some cases, the computer will need to be restarted for the correct COM port to be visible.

Step 6: Communication established successfully. The UPS is ready for normal operation.
Under some circumstances, Windows Me fails to load the HIDCOM driver, and instead loads the Windows HID driver for the device. If this situation occurs, please follow the steps below to force Windows Me to use the HIDCOM driver:

1. Turn on the UPS and the computer. Connect one end of the USB cable to the USB port on the UPS. Connect the other end of the USB cable to the USB port on the computer. Next, open up the device manager. Find the Human Interface Device key related to USB to Serial and right click on it and select “Properties” (Figure 1).

![Figure 1: Locate the USB Human Interface Device in the Device Manager](image)

2. Click “Update Driver”.

![Figure 2: USB Human Interface Device Properties](image)
3. The update wizard will launch. Select “Automatic search for a better driver (Recommended)” Click “Next” to start the update.

![Upgrade Device Driver Wizard]

Figure 3: Upgrade Device Driver Wizard

4. Select “Search for a better driver for my device” and check the “Specify a location” box. Then, click “Browse” to locate folder for the USB driver and click “Next.”

![Specify Driver Location]

Figure 4: Specify Driver Location
5. Verify that the “HIDCOM.INF” has been selected as the driver and click “Next”.

![Update Device Driver Wizard](image)

Figure 5: Verify Driver Files to Install

6. Click “Finish” to complete the driver installation.

![Update Device Driver Wizard](image)

Figure 6: Browse for Updated Driver on CD-ROM

7. Be sure to restart the computer for the new changes to take effect. (Restarting the computer is recommended for all operating systems).
8. If you have already installed the SentryII power monitoring software, then follow Steps 1 through 5. If you have not installed the SentryII power monitoring software, see the SentryII user’s manual for the installation procedure.

**Step 1: Open SentryII manager**

![Step 1: Open SentryII manager](image1)

**Step 2: Connect to SentryII**

![Step 2: Connect to SentryII](image2)

**Step 3: Choose or enter the correct Computer Name or IP Address and click “Connect”**

![Step 3: Choose or enter the correct Computer Name or IP Address and click “Connect”](image3)
Step 4: Enter your user name and password.  
Default user name and password are both “admin”

Step 5: Server settings  
First, select the correct COM port for the USB port and set the Baud Rate to 9600.  
Second, save the server settings and refresh the display window. In some cases, the 
computer will need to be restarted for the correct COM port to be visible.
Step 6: Communication established successfully. The UPS is ready for normal operation.
Windows 2000 Installations

Under some circumstances, Windows 2000 fails to load the HIDCOM driver, and instead loads the Windows HID driver for the device. If this situation occurs, please follow the steps below to force Windows 2000 to use the HIDCOM driver:

1. Turn on the UPS and the computer. Connect one end of the USB cable to the USB port on the UPS. Connect the other end of the USB cable to the USB port on the computer. Next, open up the device manager. Find the Human Interface Device key related to USB to Serial and right click on it and select “Properties” (Figure 1).

![Figure 1: Locate the USB Human Interface Device in the Device Manager](image)

2. Click “Update Driver”.

![Figure 2: USB Human Interface Device Properties](image)
3. The update wizard will launch. Click “Next” to start the update.

![Upgrade Device Driver Wizard](image1)

Figure 3: Upgrade Device Driver Wizard

4. Select “Search for a suitable driver for my device”.

![Install Hardware Device Drivers](image2)

Figure 4: Install Hardware Device Drivers
5. Select “Specify a location” and click “Next”.

6. Click “Browse” and select your CD-ROM drive.

7. Then select “HIDCOM.INF” from the CD-ROM in the USB Driver folder.
8. Click "Next".

9. Click “Finish” to complete the installation.

10. If prompted, click “Yes” to restart the computer with the new changes in effect. (Restarting the computer is recommended for all operating systems).
11. If you have already installed the SentryII power monitoring software, then follow Steps 1 through 5. If you have not installed the SentryII power monitoring software, see the SentryII user’s manual for the installation procedure. Be sure that the SentryII service is running in the Windows 2000 Services Control Panel. This service will start up automatically each time the computer is started after SentryII is installed.

Step 1: Connect to SentryII

Step 2: Choose or enter the correct Computer Name or IP Address and click "Connect"

Step 3: Enter your user name and password.
   Default user name and password are both "admin"
Step 4: Server settings

First, select the correct COM port for the USB port and set the Baud Rate to 9600. Second, save the server settings and refresh the display window. In some cases, the computer will need to be restarted for the correct COM port to be visible.

Step 5: Communication established successfully. The UPS is ready for normal operation.
Windows XP Installations

Under some circumstances, Windows XP fails to load the HIDCOM driver, and instead loads the Windows HID driver for the device. If this situation occurs, please follow the steps below to force Windows XP to use the HIDCOM driver:

1. Turn on the UPS and the computer. Connect one end of the USB cable to the USB port on the UPS. Connect the other end of the USB cable to the USB port on the computer. Next, open up the device manager. Find the Human Interface Device key related to USB to Serial and right click on it and select “Update Driver”.

   ![Device Manager](image1.png)

   Figure 1: Locate the USB Human Interface Device in the Device Manager

2. Select “Install from a list or specific location (Advanced)”. 

   ![Hardware Update Wizard](image2.png)

   Figure 2: Hardware Update Wizard
3. Select “Don’t search. I will choose the driver to install”.

![Figure 3: Choose Search and Installation Options](image1)

4. Click “Browse” and select your CD-ROM drive.

![Figure 4: Install Driver from Disk](image2)

5. Then select “HIDCOM.INF” from the CD in the USB Driver folder.

![Figure 5: Locate Updated Driver File](image3)
6. Click “Next”.

Figure 6: Show Current Device Driver

7. Click “Next”.

Figure 7: Show Updated Device Driver
8. Click “Continue Anyway”.

![Hardware Installation]

The software you are installing for this hardware:
USB-HID > COM device

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.

![Figure 8: Windows Logo Testing Screen]

9. Wait for Windows XP to set a restore point and install the device driver, then click “Next” to continue.

![Hardware Update Wizard]

Please wait while the wizard installs the software...

USB-HID > COM device

Setting a system restore point and backing up old files in case your system needs to be restored in the future.

![Figure 9: Creation of Restore Point and Driver Installation]
10. Click “Finish” to complete the driver installation and close the update wizard.

![Figure 10: Finish Installation](image)

11. Click “Yes” to restart the computer with the new changes in effect. (Restarting the computer is recommended for all operating systems).

![Figure 11: Restart Computer](image)

12. If you have already installed the SentryII power monitoring software, then follow Steps 1 through 5. If you have not installed the SentryII power monitoring software, see the SentryII user’s manual for the installation procedure. Be sure that the SentryII service is running in the Windows XP Services Control Panel. This service will start up automatically each time the computer is started after SentryII is installed.

**Step 1: Connect to SentryII**

![Step 1: Connect to SentryII](image)
Step 2: Choose or enter the correct Computer Name or IP Address and click “Connect”

Step 3: Enter your user name and password.
   Default user name and password are both “admin”

Step 4: Server settings
   First, select the correct COM port for the USB port and set the Baud Rate to 9600.
   Second, save the server settings and refresh the display window. In some cases, the computer will need to be restarted for the correct COM port to be visible.
Step 5: Communication established successfully. The UPS is ready for normal operation.