Installing & Troubleshooting Windows Device Drivers

The Wireless Bridge devices are designed to enumerate as a USB composite device. Specifically they enumerate as two separate COM ports. MAC and Windows 10 devices do not require any additional driver installation as those operating systems can inherently handle USB composite devices that show up as multiple serial COM ports.

Windows 7 and Windows 8 operating systems will require driver installation for proper operation. The drivers can be downloaded on the Datawave website.

https://datawavewireless.com/media/Silabs-CDC_Install.zip

1. Extract the drivers and use the appropriate installer

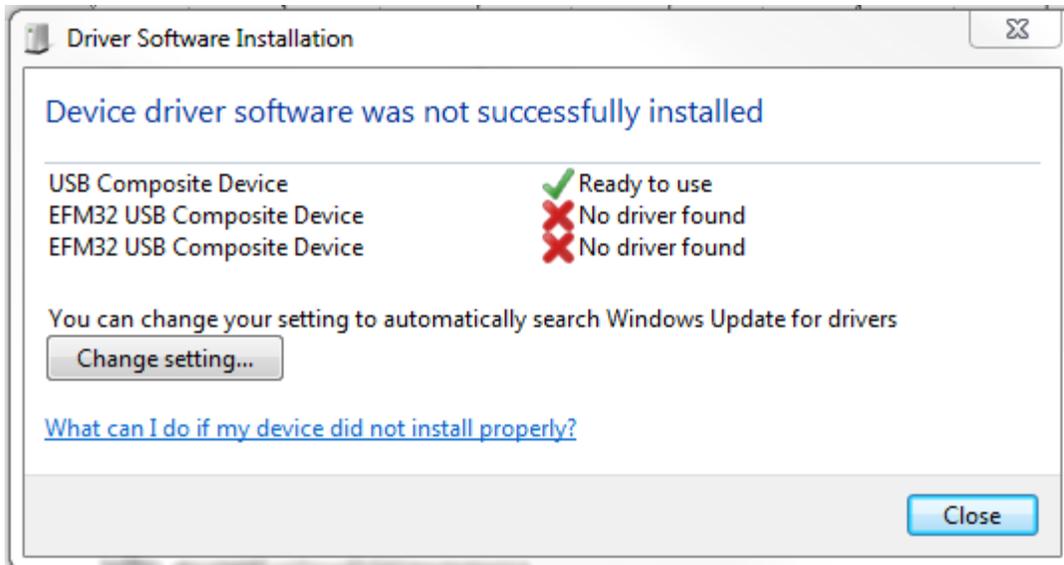|			
dpinst	1/19/2016 12:05 PM	XML Document	11 KB
Silabs_License_Agreement	1/19/2016 12:05 PM	Text Document	7 KB
silabs-cdc	1/19/2016 12:07 PM	Security Catalog	9 KB
SiLabs-CDC	1/19/2016 12:05 PM	Setup Information	3 KB
Silabs-CDCInstaller_x64	1/19/2016 12:10 PM	Application	1,043 KB
SiLabs-CDCInstaller_x86	1/19/2016 12:10 PM	Application	559 KB

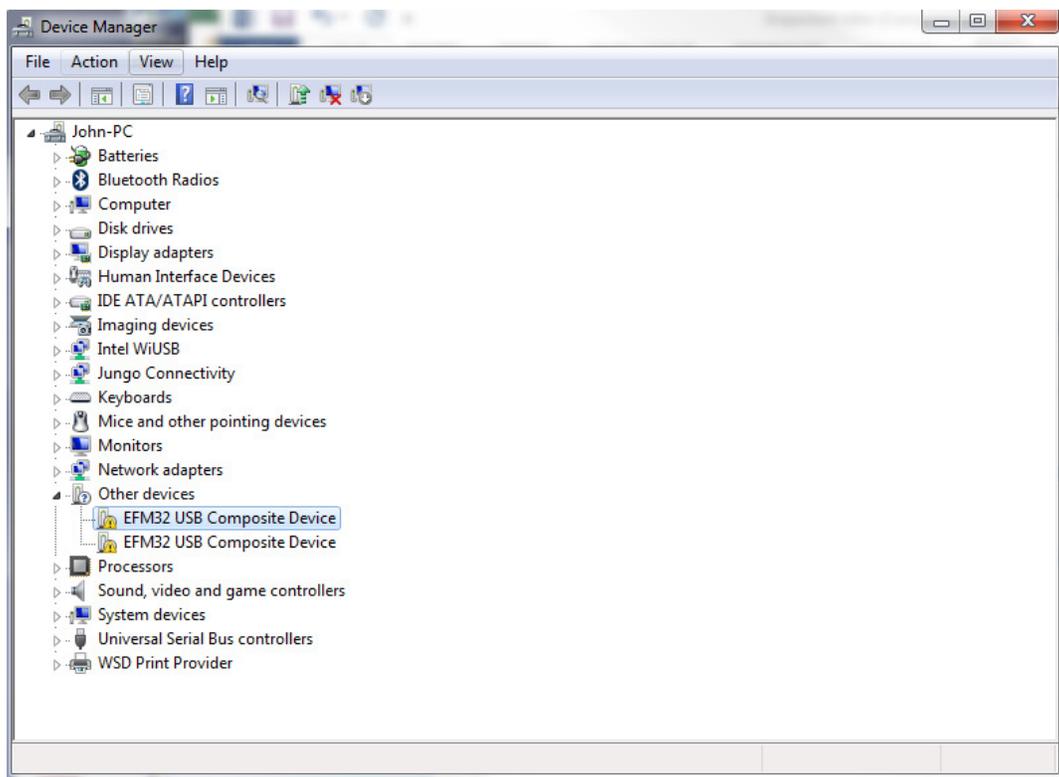2. After installation plug in the wireless bridge device into the USB port.

If the device driver does not properly install you may see this message in the task bar.

Device driver software was not successfully installed
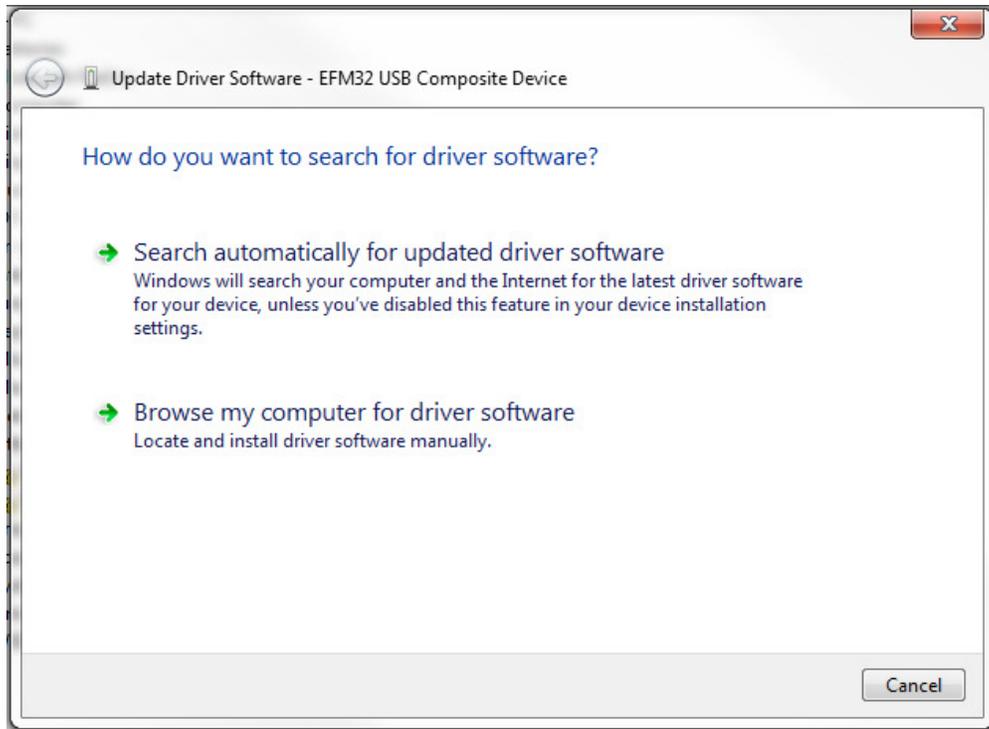Click here for details.

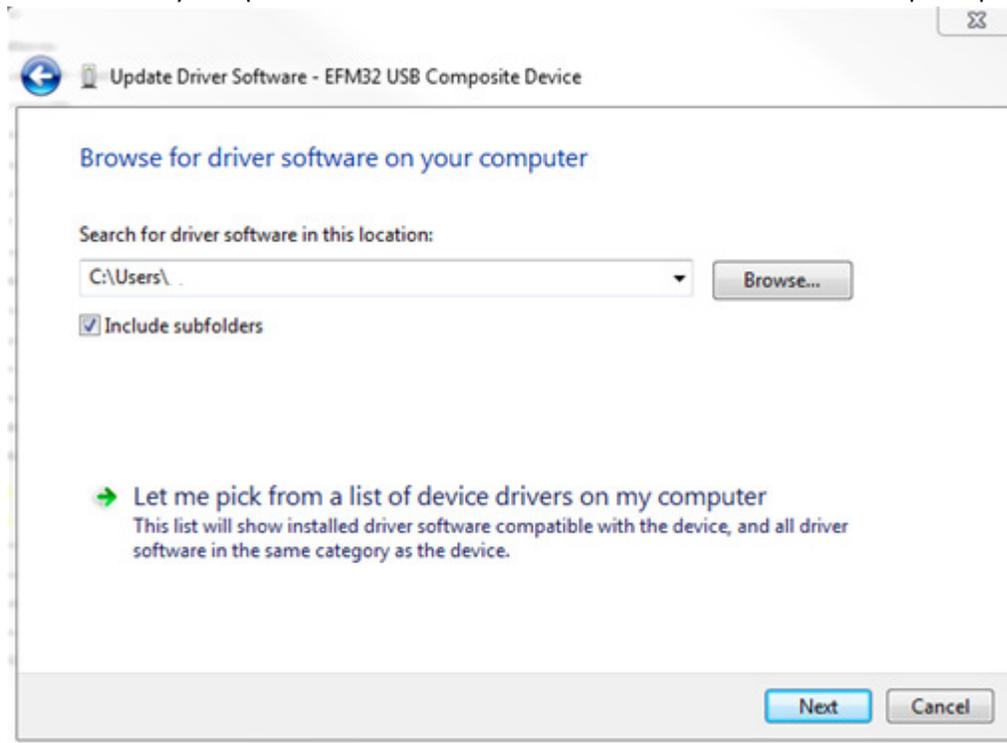If you click on the message you will see the following additional details.

3. To force the proper installation of the driver. Click on the start menu and go into Control panel -> Hardware and Sound-> and then the Device manager under Devices and printers.
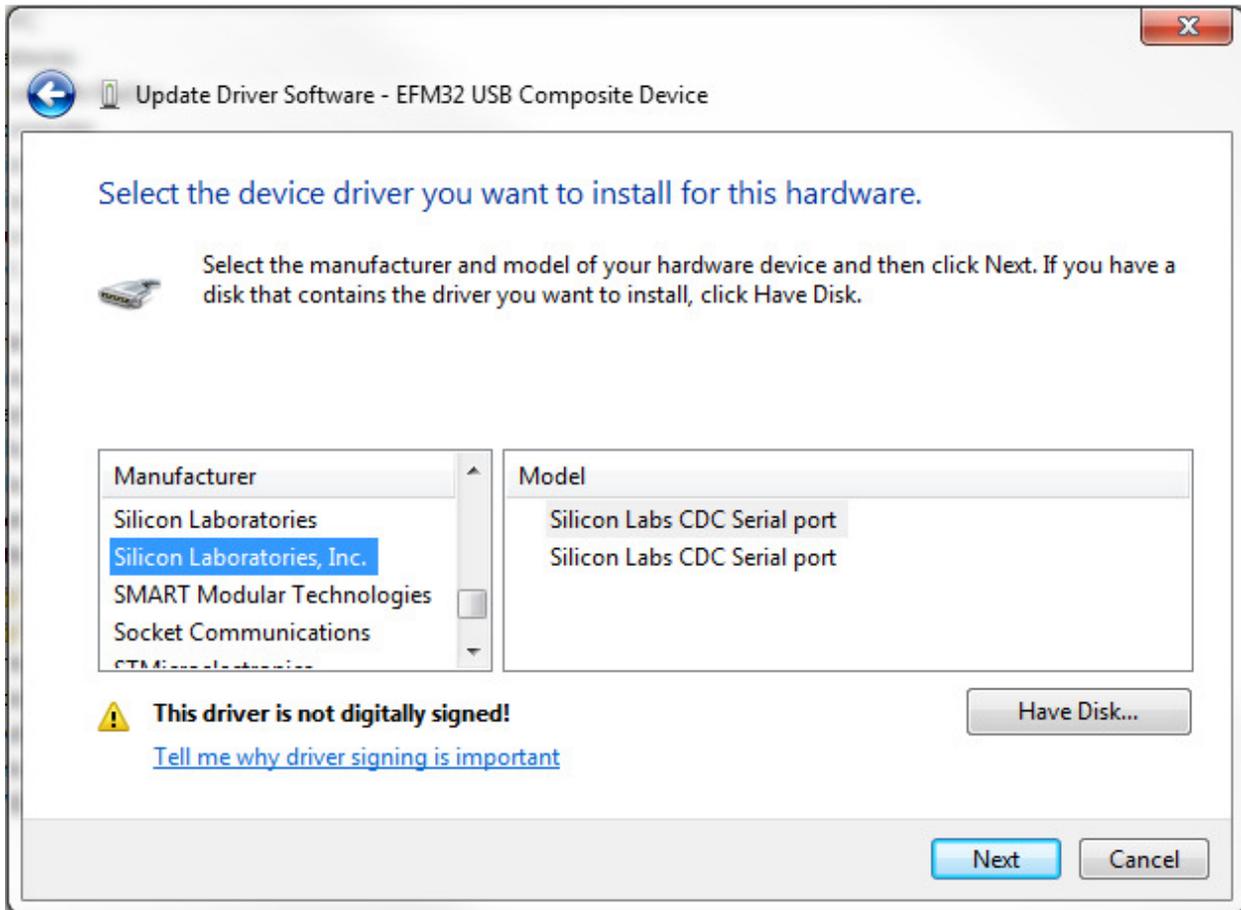

4. Under the "Other Devices" you should see the Composite devices. Right click and choose "Update Driver Software"
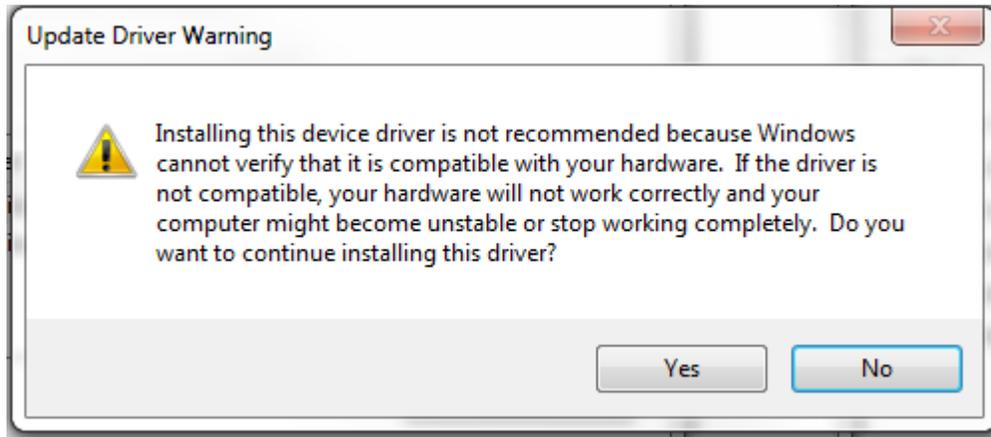
5. Select "Browse my computer for driver software" and then choose the "Let me pick option."

6. Browse down to "Ports (COM & LPT)"

7. A new window will open up with a list of all manufacturers and the associated installed drivers. Scroll down to "Silicon Laboratories, Inc." and choose the Silicon Labs CDC Serial port.

8. Since the driver is not specifically registered. A warning window similar to the following will pop up. Click "Yes" to continue.

The device is now successfully installed. Note the COM number for this device. In the example case below the device enumerated as COM43. Repeat the driver installation steps 4-8 for the second COM port. The drivers should be correctly installed and associated with the Wireless Bridge Device.