Step one: In the XP system, import the installation driver, which is different from the previous installation method of double-clicking the application. Just plug in the product, right-click “Computer”, and click “Manage”. As shown in the figure:

Step two: After you double-click the windows7,8,10 folder, it will pop up the installation project and double-click the application:

Step three: Double click the application, the name of the chip company will be popped up and click on “Extract”:

Step six: After that, the window of the installation driver has been popped up, and click “finish”:

Step two: The first situation: pop-up the computer management system page, double click “device manager”, then double click “port” after the COM port popup, but in the “universal serial bus controller” you can see the “Unknown Device” exclamation mark. Shown as follows:

Suggest you change the USB interface, or change the computer to see whether or not the same phenomenon, if still the same is possible a serial line failure, suggest you to negotiate the return of goods.

The second situation: There is an exclamation mark in the “other equipment”:

Then right-click it, click “update driver”, and then pop out of the method that prompts you to install the driver, select “install it from the list or location”, and click on the next step:

Step three: Then pop up the search and install options window and select “browse”:

Step four: Find the drive disk, (Note that if the folder is compressed, the compression package must be decompressed first.) Select the “Windows XP” folder, click “+”, and then click “confirm”:

Step five: Then go back to the search and install options window, and browse the folder to see the selected “Windows XP” folder. Click next:

Step six: After that, you can pop up the hardware update wizard window and click “finish”:

Step seven: The window will automatically revert to the device manager page, and you can see that there is a COM port on the port column:

Step eight: If you do not see the COM port in the device manager window, click “scan hardware changes”:

If the user changes the port of the serial line, click “Advanced” in “Port Settings”, the COM port setting page will pop up immediately, select the COM port that matches the communication software, and then click “OK” as shown in the figure: