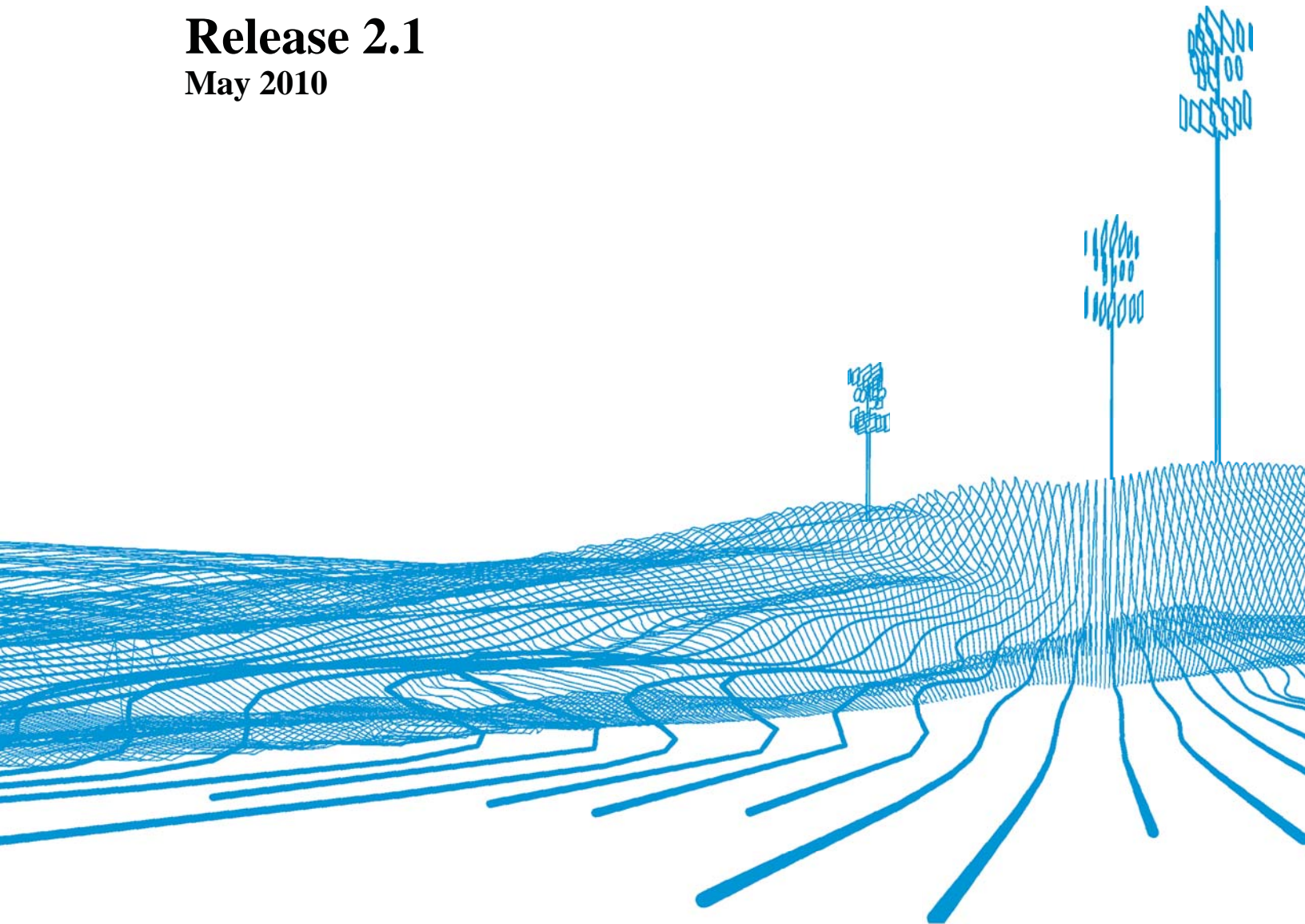




PCTEL VCP Driver
Release 2.1
May 2010



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**PCTEL VCP Driver Installation Procedure
Release 2.1.1.0**

**Document Number: 100056-00
Revision C**

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1 Preface

1.1 Purpose

This document contains the installation procedure for the **PCTEL Virtual Comm Port (VCP) Driver**. It also contains the uninstallation procedure for the VCP Driver if this step should ever be necessary.

1.2 References

The following documents complement the information contained within this document and should be consulted as required:

1. PCTEL, RF Solutions Group's Terms & Conditions of Sale

1.3 License Agreement

Please refer to **Software License Agreement** for the terms of the license agreement covering the use of the **PCTEL VCP Driver**.



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2 Installation

This section describes the required steps to install the **PCTEL Virtual Comm Port (VCP) Driver**. The Driver installation program will self-detect the Windows Operating system on the local PC; and then, install either the 32 or 64 bit driver accordingly.

Note that all steps in this document require logging in with Administrative privileges.

2.1 Install Virtual Comm Port Driver

The following steps describe how to install the **PCTEL VCP Driver**:

1. Log in as “Administrator” on the local PC before installing the VCP driver.
2. Insert the **PCTEL VCP Installation CD** into the PC’s CD ROM drive. Or, go to the “PCTEL VCP Driver” folder on the PCTEL products installation CD’s.
3. If **auto-run** is enabled on your PC, then the InstallShield application will start automatically.

OR

Run **setup.exe** directly from the PCTEL VCP Driver folder.

4. The **InstallShield Wizard Preparing to Install...** window should appear as shown below:

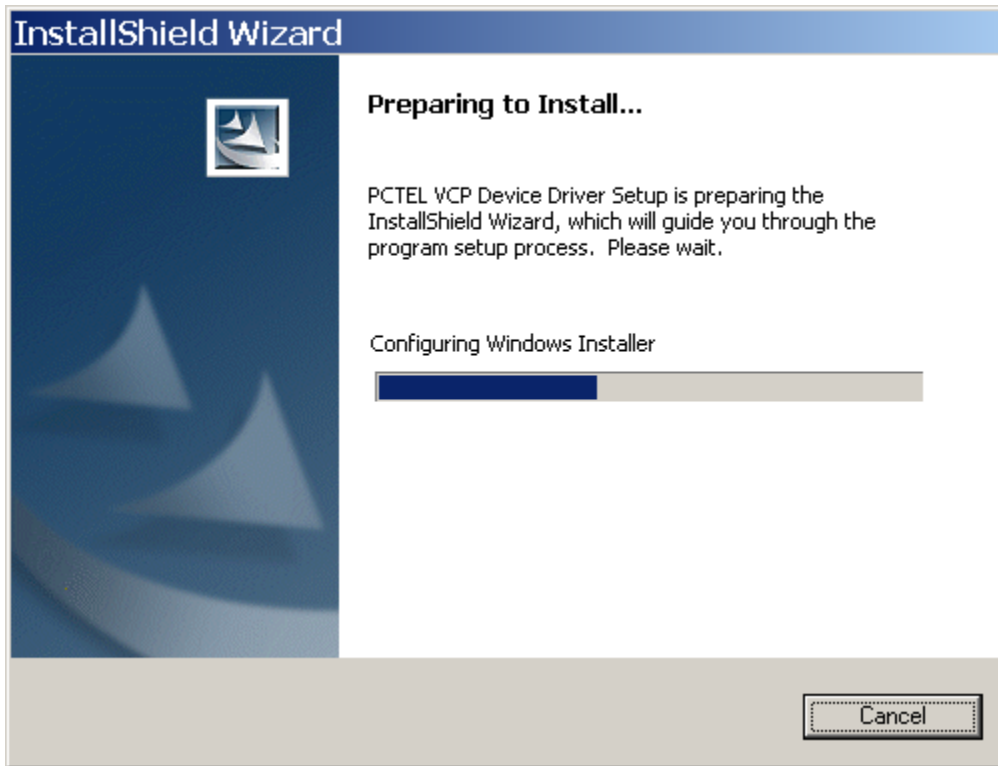


Figure 1 - Preparing to Install Window

5. After a few seconds the **InstallShield Welcome** window will appear as shown in **Figure 2** below. Click on the **Next** button continue with the installation procedure.

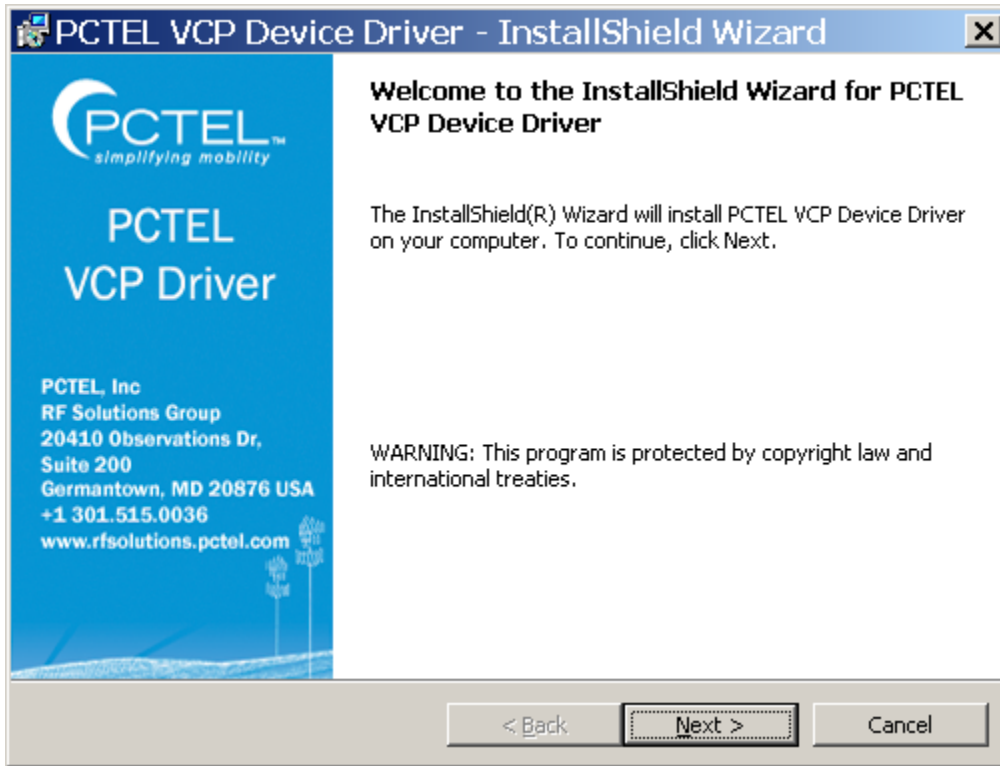


Figure 2 - InstallShield Welcome Window

- The window in **Figure 3** will appear next. You may either accept the default location for where the PCTEL VCP Driver files will be installed or you may click on the **Change** button to select a different location. Click on the **Next** button when ready.

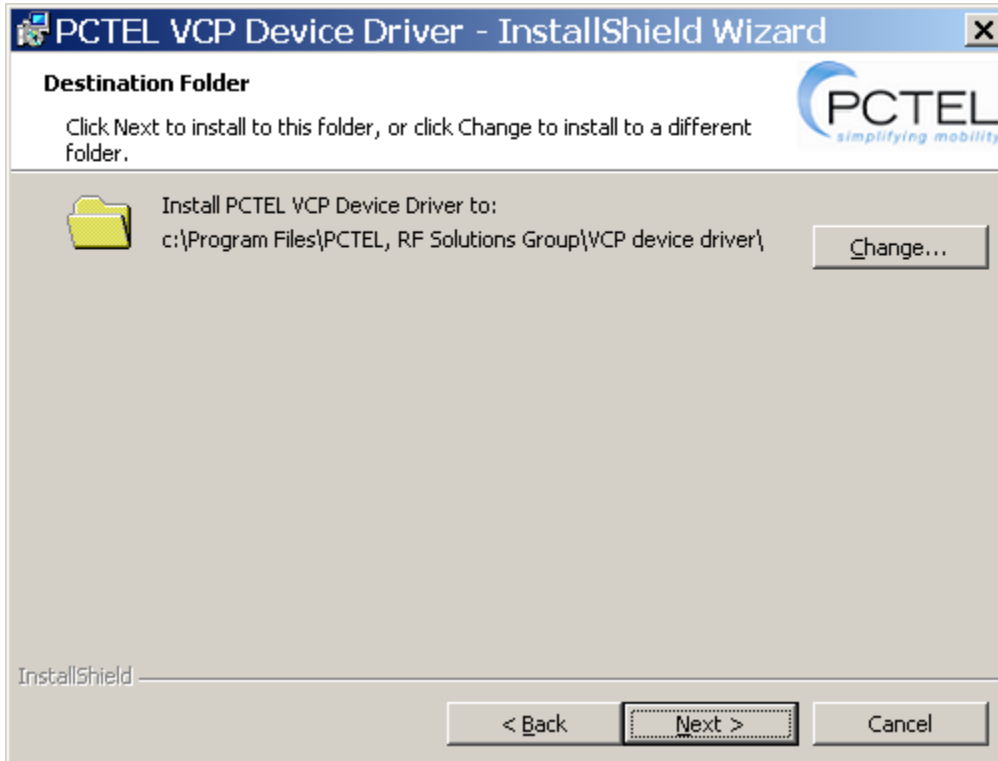


Figure 3 - InstallShield Destination Folder Window

7. You are now ready to begin the installation procedure. If you'd like to review or change any of the settings, click on the **Back** button in the window below. When you're ready, click on the **Install** button shown below to begin the installation procedure:

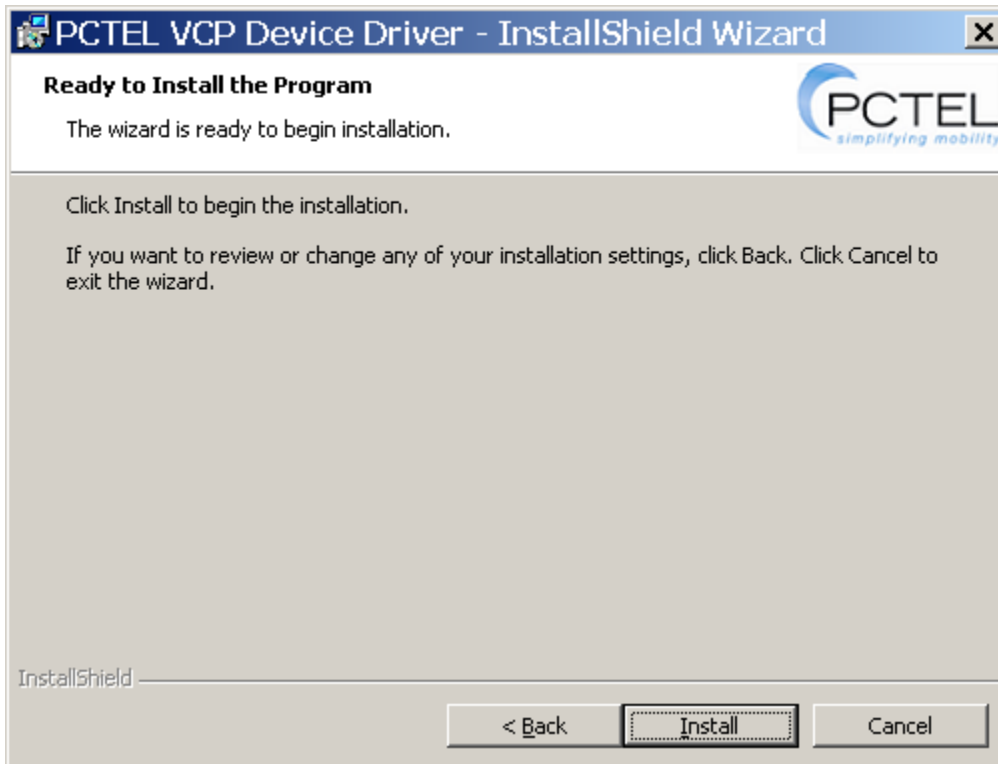


Figure 4 - InstallShield Ready to Install Window

8. The installation procedure will take a few minutes to complete. You may observe the progress of the installation in the InstallShield Progress window shown below:

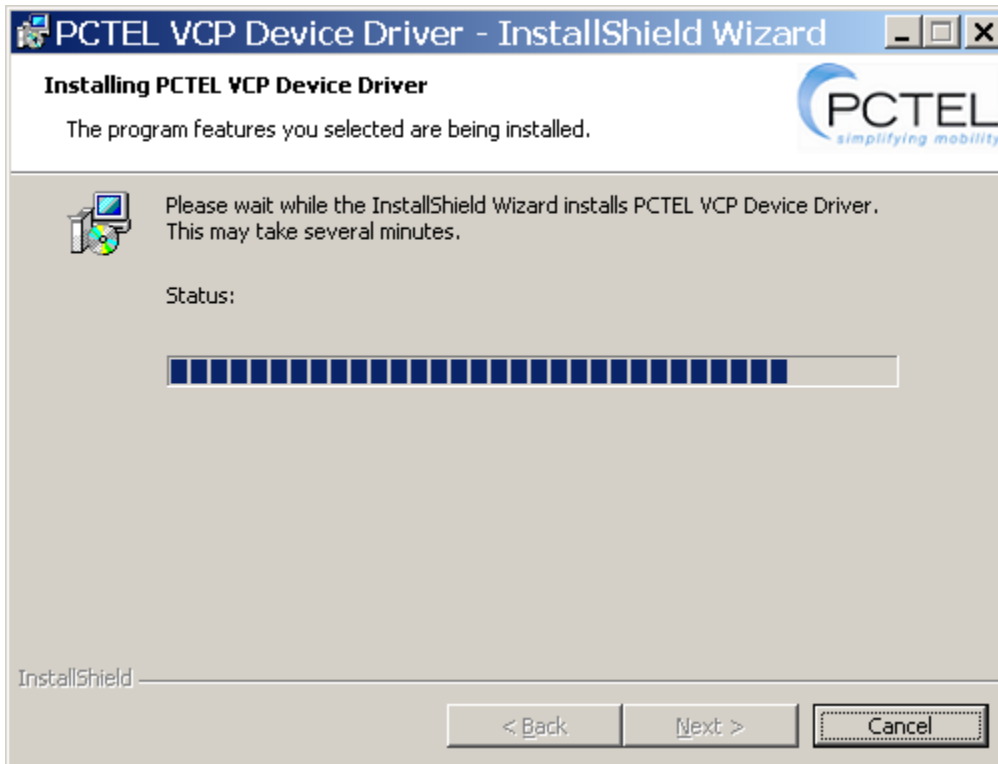


Figure 5 - InstallShield Progress Window

9. Once the installation procedure has completed the InstallShield Wizard Completed window will be displayed as shown below:

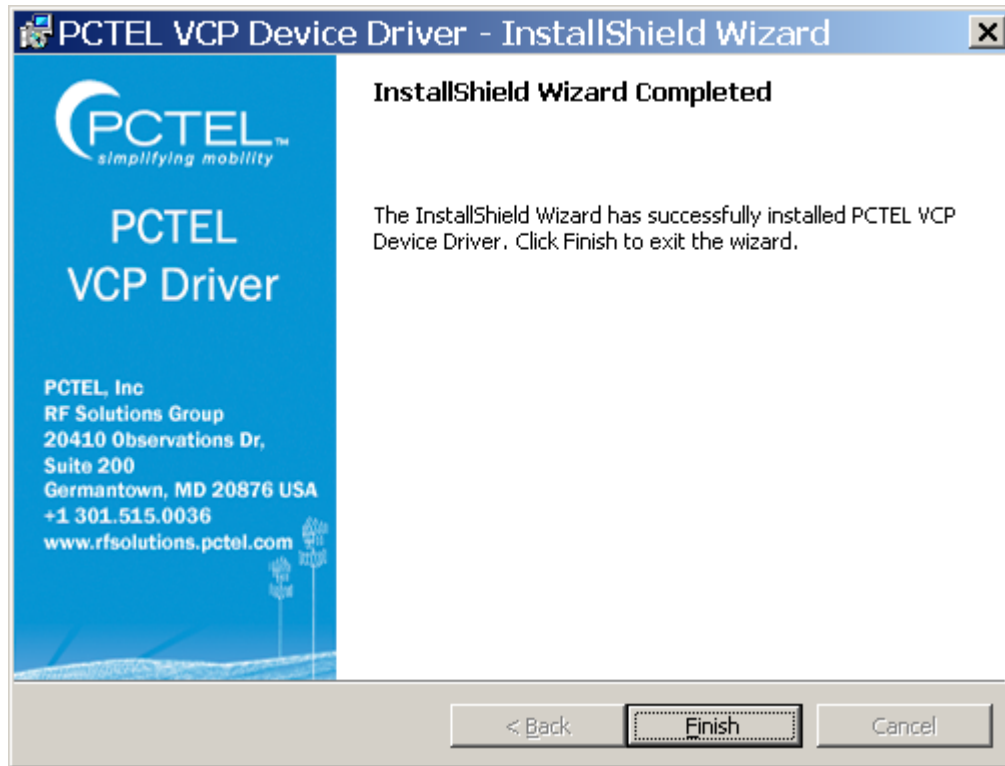


Figure 6 - InstallShield Completed Window

This completes the installation procedure for the **PCTEL VCP Device Driver**.

2.2 Uninstall of the Virtual Comm Port Driver

This section describes the procedure to uninstall the VCP Driver when the need ever arise:

1. Please refer to **steps 1-4** under **Section 2.1 – Install USB Virtual Comm Port Driver** to launch the InstallShield Wizard. The **Preparing to Install...** window (**Figure 7**) will appear again as when installing the device driver for the first time.

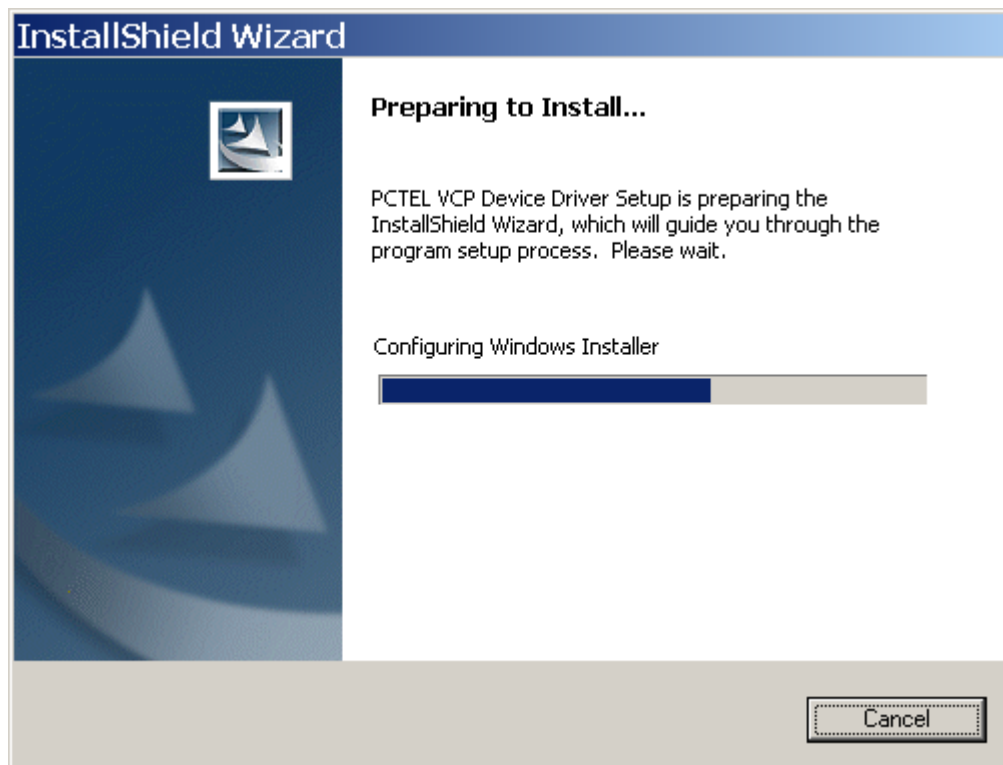


Figure 7 - InstallShield Preparing to Install Window (Uninstall Procedure)

2. The **InstallShield Remove Program** window will be displayed next. If you're certain that you want to completely uninstall the VCP Driver, then click on the **Remove** button in **Figure 8** below. Otherwise, click on the **Cancel** button in the same window to exit the InstallShield Wizard.

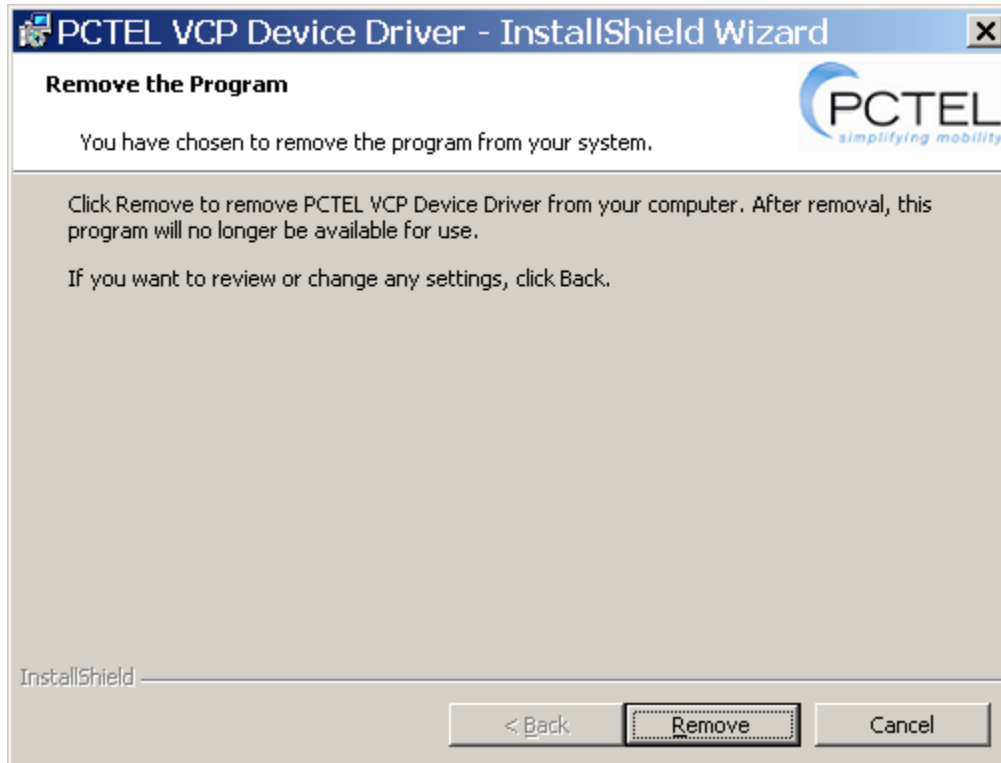


Figure 8 - InstallShield Remove Program Window

3. The uninstall procedure will begin and the progress window will be displayed as shown in **Figure 9**. Please be aware that the uninstall procedure will take longer than the initial installation procedure and may take several minutes to complete.

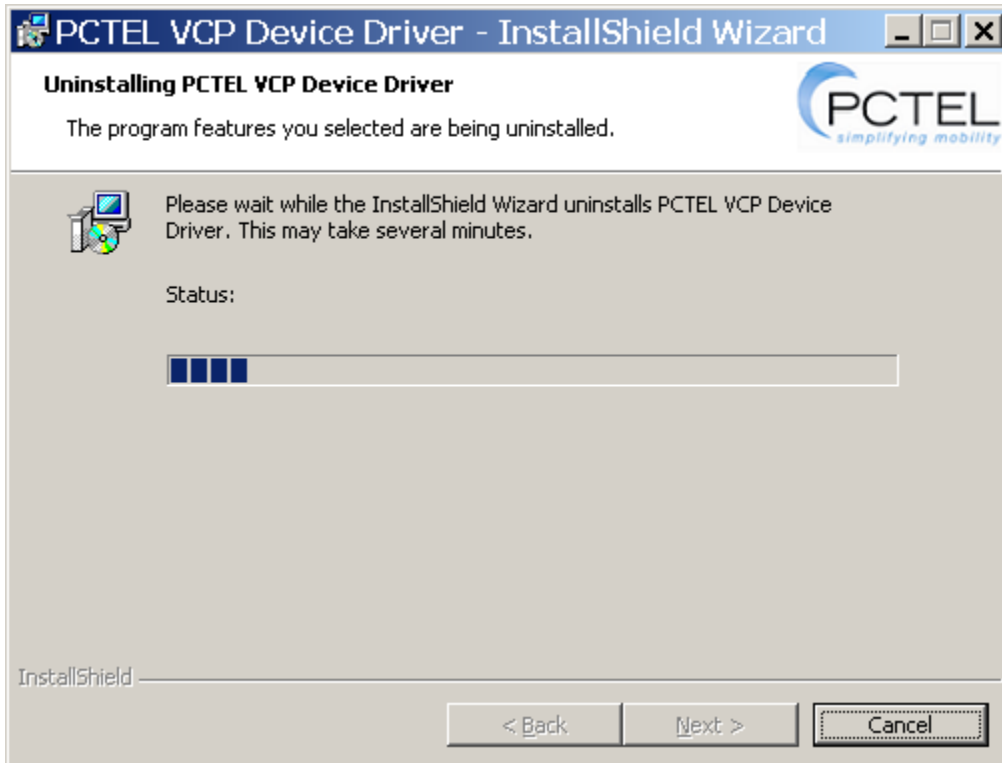


Figure 9 - InstallShield Uninstall Progress Window

4. The **InstallShield Wizard Completed** window will be displayed when the uninstall procedure has completed. Click on the **Finish** button in the window shown below to close the InstallShield Wizard.

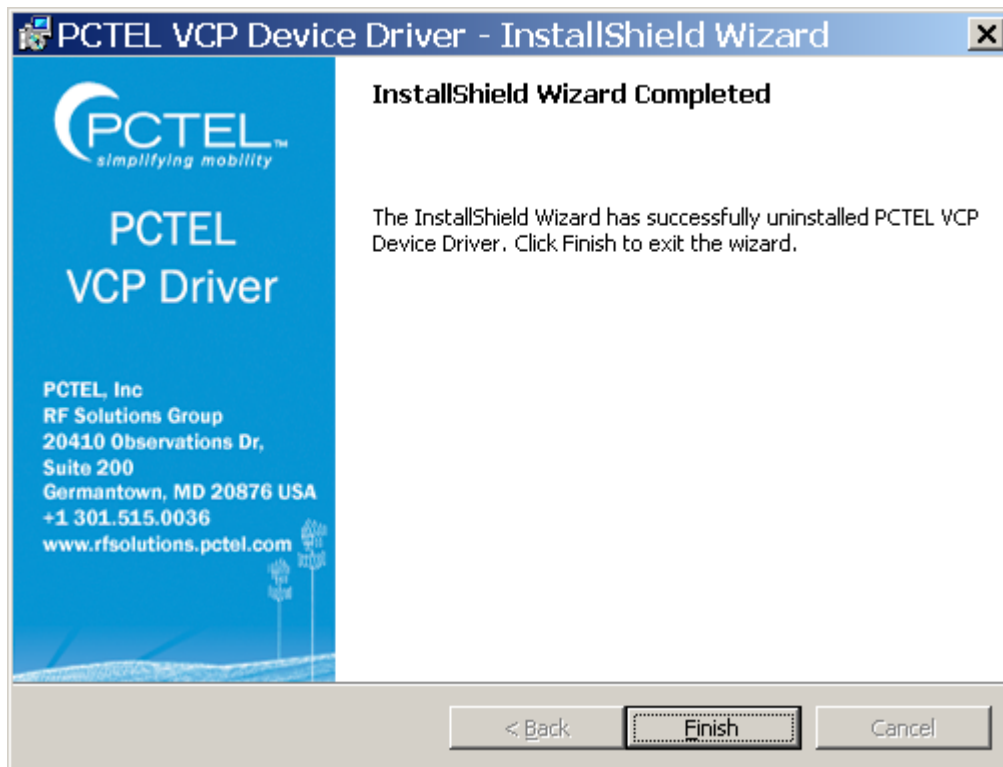


Figure 10 - InstallShield Wizard Completed Window (Uninstall Procedure)

This completes the **PCTEL VCP Device Driver Uninstall Procedure**.



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3 Troubleshooting Guide

This section lists some of the more common problems that may occur during and after installation of the VCP driver.

Q: What may cause Installation failure?

A: If installation of the VCP driver should fail, please check the following items:

1. To install the VCP driver, the user must log in with Administrative privileges. In some cases, the user may register the login username with administrative privileges, but without having full access privileges as a local administrator. It is recommended that the user log in as a local administrator to install the VCP driver.
2. Before installing a newer version of the VCP driver, you must fully uninstall the previous version of the VCP driver if present. To uninstall the previous version of VCP driver, the setup.exe application from the previous version of VCP driver package must be used.

In order to ensure that the previous version is fully uninstalled, follow the steps below:

- a. Go to the **WINDOWS\INF** folder and search for “**Jungo**” as a word or phrase within the file.
 - b. Delete the **oemXX.inf** and **oemXX.pnf** files.
 - c. Go to the **WINDOWS** folder and search for “**cdc***” as all or part of the file name.
 - d. Delete all files found with “**cdc**” as all or part of the file name.
3. Go to the **Device Manager** and under “**Ports (COM & LPT)**”, check if Toshiba Bluetooth BT ports exist. If yes, then reference the next Q/A section.

Q: How to solve conflicts with Toshiba Bluetooth BT Driver?

A: In the **Device Manager**, under “**Ports (COM & LPT)**”, if **Toshiba BT Ports** exist, then the VCP driver may be installed on a COM Port, which is already in use. As a result, a resource conflict will occur. An exclamation mark will be displayed next to the PCTEL scanner port under “**Ports (COM & LPT)**” indicating the conflict.

To resolve this resource conflict, please follow the steps below:

1. In the **Device Manager**, select the PCTEL scanner COM Port with the exclamation mark and right click on it and select **Properties**.
2. From the **Port Settings** tab go to **Advanced -> COM port number** and change the port number to any available COM port. Press **OK** and then **Yes**.
3. Right click on the device again and select **Disable**.
4. Right click on the device again and select **Enable**.
5. The device will receive the new COM port number.

If no other resource conflicts exist, and the VCP driver still fails to install with the Toshiba Bluetooth driver installed, then another possibility is that the Toshiba Bluetooth port's configuration does not properly mark its COM ports as **'used'**.

A temporary solution is to disable (or uninstall) all Bluetooth (BT) ports and then reinstall the VCP driver.

To disable or uninstall Toshiba Bluetooth ports, please follow the steps below:

1. In the **Device Manager**, double click Ports (COM & LPT) to expand them.
2. Right click each BT Port device.
3. Click **Disable** (recommended) or **Uninstall**.
4. Close the **Device Manager** and then click **OK**.

References:

<http://www.sierrawireless.com/faq/ShowFAQ.aspx?ID=1117>

Q: Can I use the windows uninstaller to uninstall my old PCTEL VCP Driver?

A: If the PCTEL VCP Driver you want to uninstall is Version 1.5.0.4 or older, you cannot use the windows installer to uninstall the driver. Use the CD that was provided with the driver, or contact Technical Support for assistance.

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