Resolving incomplete, aborted, or incorrect FULL SPEED driver installation

The Full Speed USB driver for the TriCoder is available from our website at: https://www.barcodehq.com/dowloads.html. Restarting Windows and re-attaching the TriCoder will often re-initiate driver installation; if so, just follow the instructions and this time point the installer to the folder where you have downloaded the drivers and un-zipped the driver files. Also, installing, or re-installing, the latest version of the *Hardware Utilities* will also install the driver properly in most cases.

Assuming the driver was partially installed, or still has issues, you will have to update the driver manually following the procedures below:

Windows 11 & 10:

1. Click the Windows 🪟 **Start Menu**
2. Select **Settings** ⚙
3. At the **Windows Settings Window** Type: **Device Manager** into the "Search Box"
4. Select **Device Manager** under the Search Box – You can also *alt Click* the 🪟 **Start Menu** and select "Device Manager"
5. Look for the **TriCoder USB Host Control** icon under **Other devices** as shown below

6. **alt Click** on the **TriCoder** icon and select "**Update Driver Software**...".
7. Click on →**Browse my computer for driver software** - Don't click on *Search automatically for updated driver software*
8. In **Search for driver software in this location** click on the Browse… button
9. Select the directory where you unzipped the files downloaded from https://www.barcodehq.com/dowloads.html
10. If you selected ☑**Include subfolders** - then you should be able to just click "**Next**" - you can also browse to the "*trcdr.inf*" file and click "**Next**"
11. Click "**Next**" on the "**Update Driver Software**" Dialog
12. This should update your driver and you should see the following window
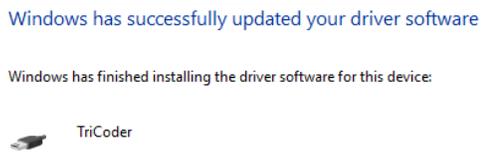
Make sure you have rights to add new hardware to your computer - many Windows installations problems can be solved by logging in as the *Administrator* of the computer which allows the user to add new Hardware. In the Windows Control Panel you may need to change the User Account Settings using the User Account icon in the Control Panel.

If you still have problems after attempting to update the driver, you may need to un-install the device, and remove the old driver, from your system – including unplugging the TriCoder, and restarting Windows before attempting to install the driver again.