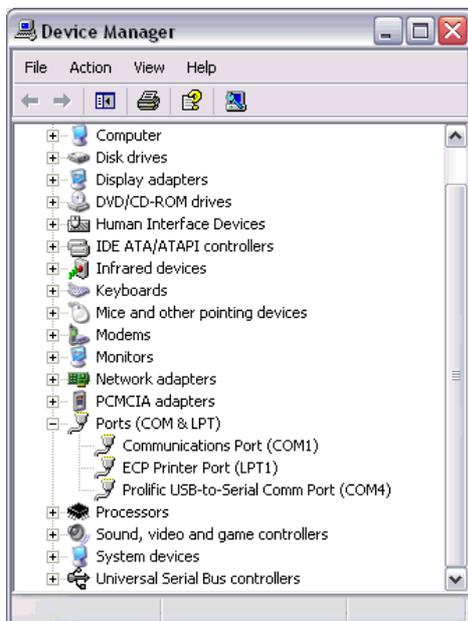# SERIAL PORT COMMUNICATION TROUBLESHOOTING

If you encounter troubles in the communication between a PTB 605 / 606 and the PC, there are chances that this is due to conflicts in port settings in Windows. The goal of this document is to give some hints to change the ports settings. But please keep in mind that there are not 2 PCs that are the same under Windows and that many troubles can appear randomly in Windows.

1.   Do you use a USB to Serial adapter?
2.   Do you have other devices connected to USB such as a Pocket PC Active Synch docking station?

The source of your troubles can come from the fact that devices like USB to serial adapter or usb docking station are emulating a serial port via software driver. If these drivers are not perfect, they can instruct the hardware to use the same resources on the PC and thus nothing is working or the communication is working partly.

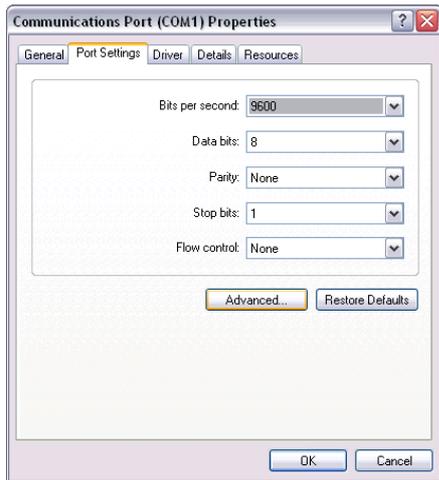There is no unique way of troubleshooting these kinds of problems, the best is to try:

1. Check the serial port settings in the bios (enabled?)
2. Re-install the USB to Serial Adapter drivers
3. Disable other devices like ActiveSynch
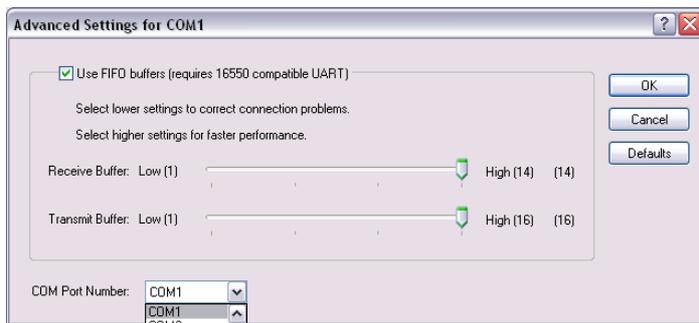4. Change the port settings as described below to hopefully avoid an existing conflict:

Click on Communications Port (COM1) to open the settings windows

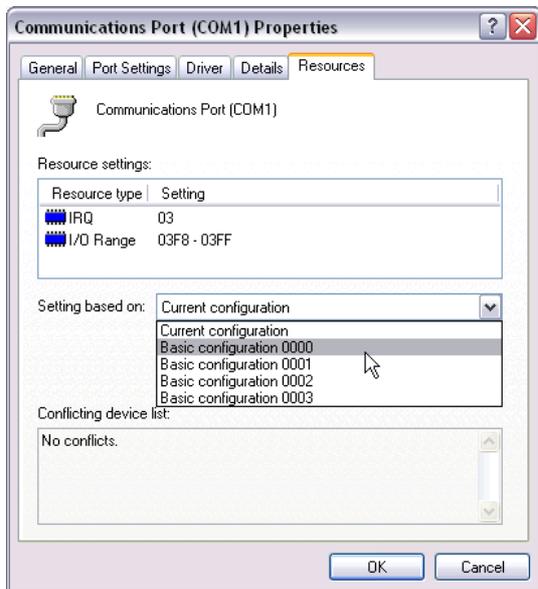Do the same for Prolific USB-to-Serial Comm Port (COM4)

Note that the presence of these ports depends of your Windows and hardware settings.

Check that your settings are identical and then click on Advanced…

Try to set a different COM port number to your device

Finally try to change the I/O Range of your device, this value, together with the IRQ is the main source of conflicts.

If you don't have a serial port on your PC, you are using a USB to Serial Adapter and all that did not work, then there is another way to try to circumvent the problem:
Instead of using a USB to Serial Adapter, use a PCMCIA Card to Serial Adapter. There is no warranty that this will work for sure, but it's worth a try.

Available at:
http://sewelldirect.com/SerialPCMCIACard.asp

This device will also emulate a serial port via software drivers, if you are lucky, those will not create a conflict.