

Related Assemblies: DD450, DD460, DragMRC, DragSPLCD

Symptom: When using a USB Port with Dragon Drop-IR Software (all versions), Dragon does not show any Com Ports available under the Preferences Menu

Cause: Dragon Drop-IR Software looks at Com Ports 1 thru 4 for availability. Sometimes your PC's USB Driver will configure the USB Port for Com 5 or higher. To verify the Com Port Settings and to correct this problem if necessary, please follow the instructions below.

Verifying Com Port Settings: To Verify your PC's Com Port Settings, please do the following:

To Check what Comport your USB is set to:

1. Right click on the MY COMPUTER icon located on your desktop.
2. Select Properties from the pop-up menu
3. Select the HARDWARE TAB
4. Select DEVICE MANAGER
5. Scroll down and click on PORT (if a '+' is shown next to PORTS, click on it to see all installed PORT's)

Note: The PC must be connected to the device you are trying to program. Otherwise the Com Port will not be listed.

6. Check which port USB-SERIAL is set to.

Changing USB/COM Setting: If the Com Port Setting realized above, is set to COM 5 or above, you will need to change this setting. Follow the instructions below to change the Com Port Setting of your PC's USB Port.

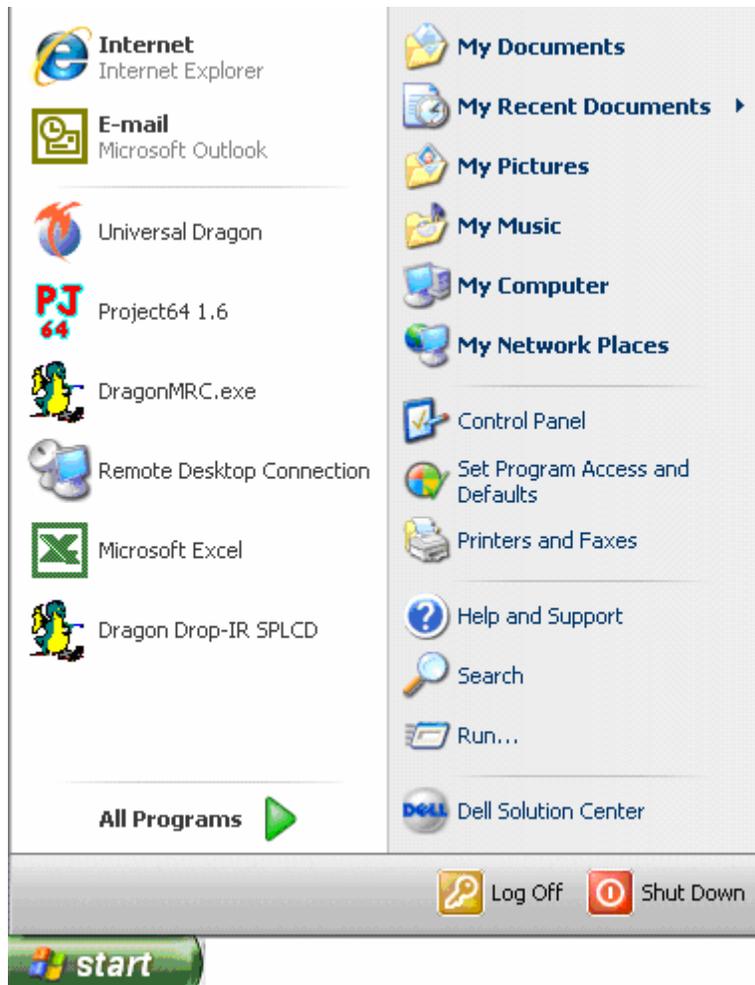
If USB SERIAL is set to COM 5 or above, do the following:

1. Rt Click on USB/SERIAL
2. Select Properties from the pop-up menu
3. Select the PORT SETTINGS TAB
4. Click on ADVANCED
5. Next to COM PORT Number, click on the 'down' arrow to open the drop-down menu and select an available Com Port and make sure it is Com 1, 2, 3, or 4
6. Click OK to save settings.
7. Return to DragonDrop-IR Software and click on FILE and Preferences.
8. Verify the new Com Port is available.

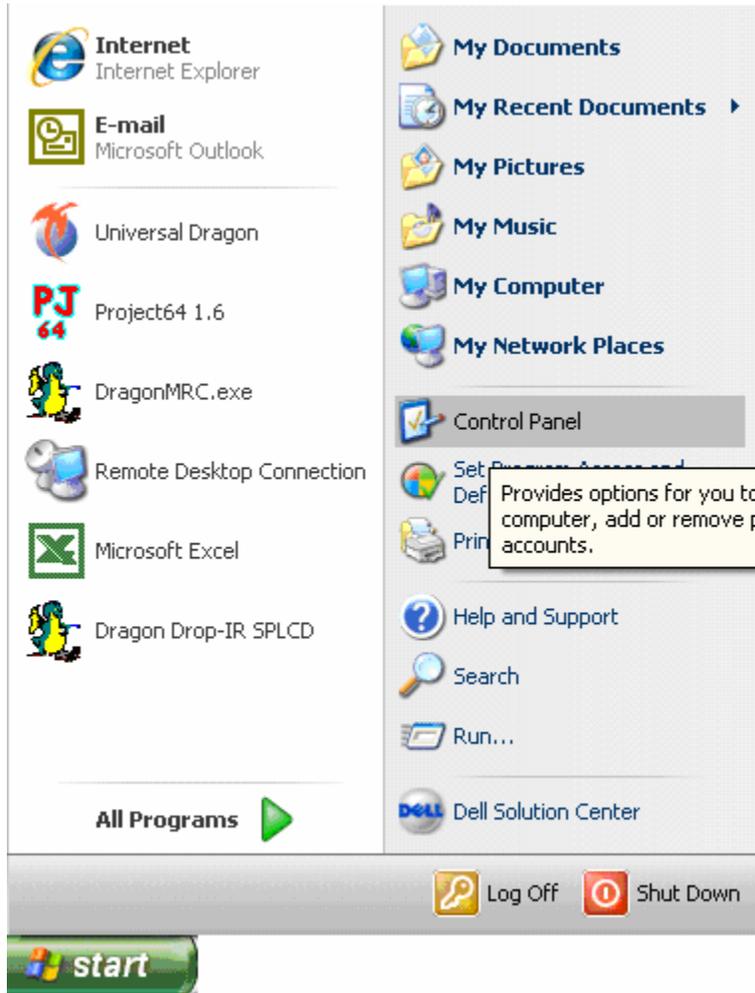
COM PORT CHECK

1st Click on Start

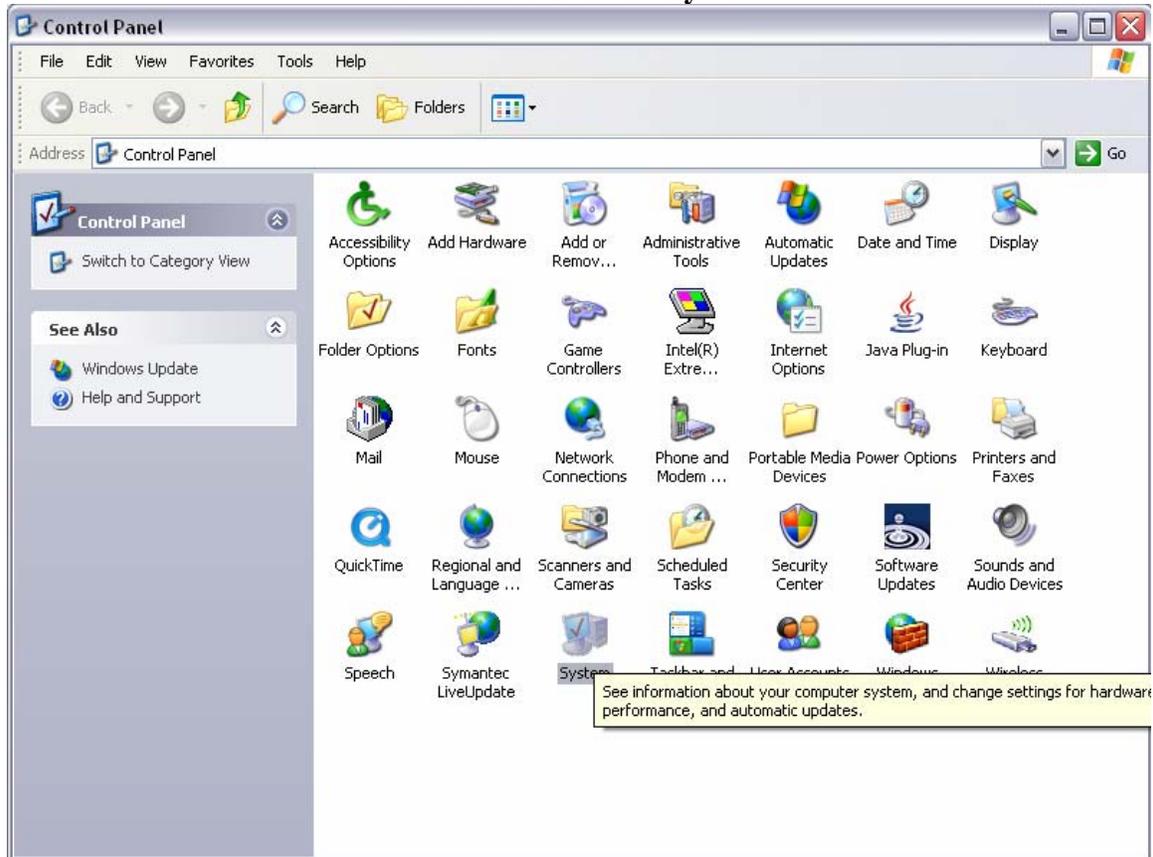
note: At the end of the steps You need to Restart You Computer so that the Changes can Take Effect. If using Legacy Dragon the ports available will only be Com 1 through Com 4.



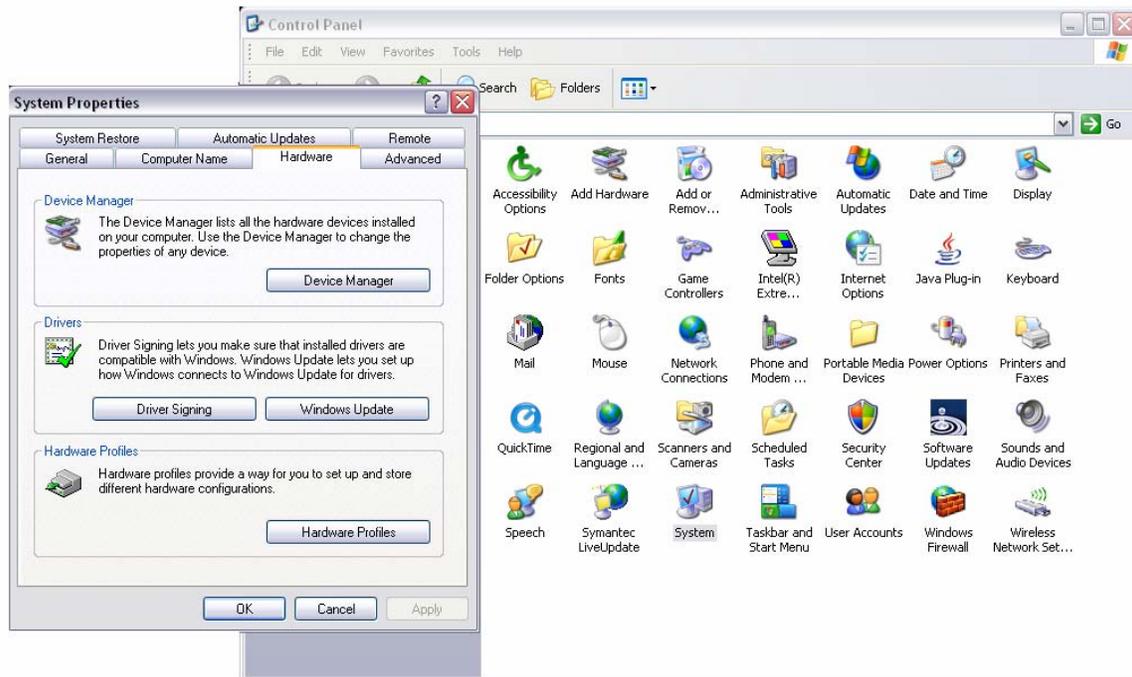
2nd Click on Control Panel



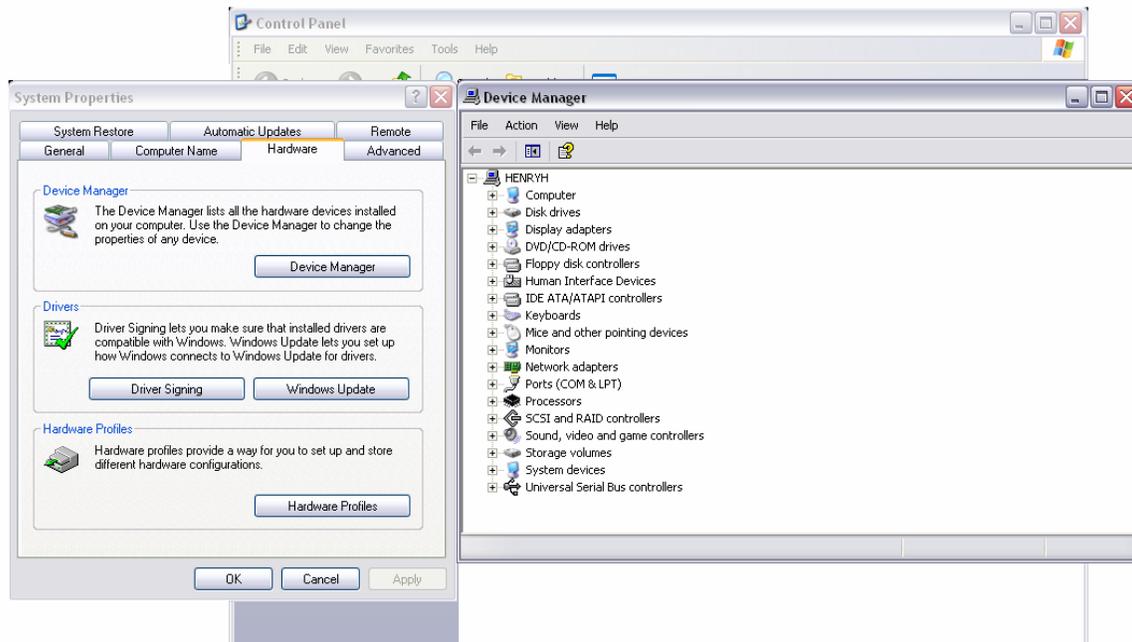
3rd Double Click on System



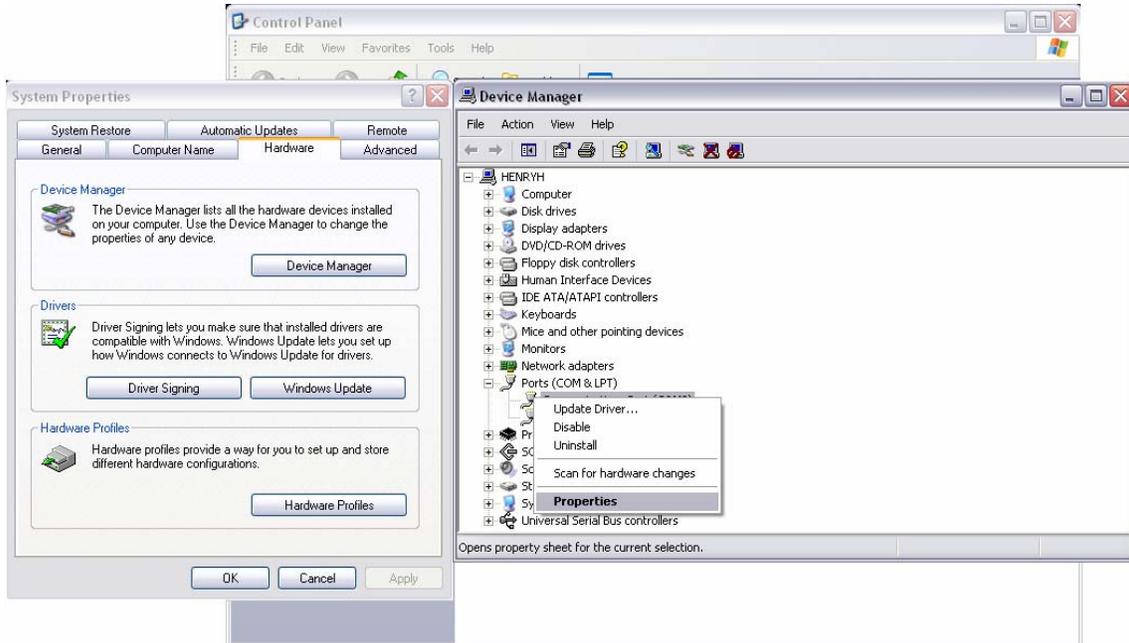
4th Select Hardware Tab



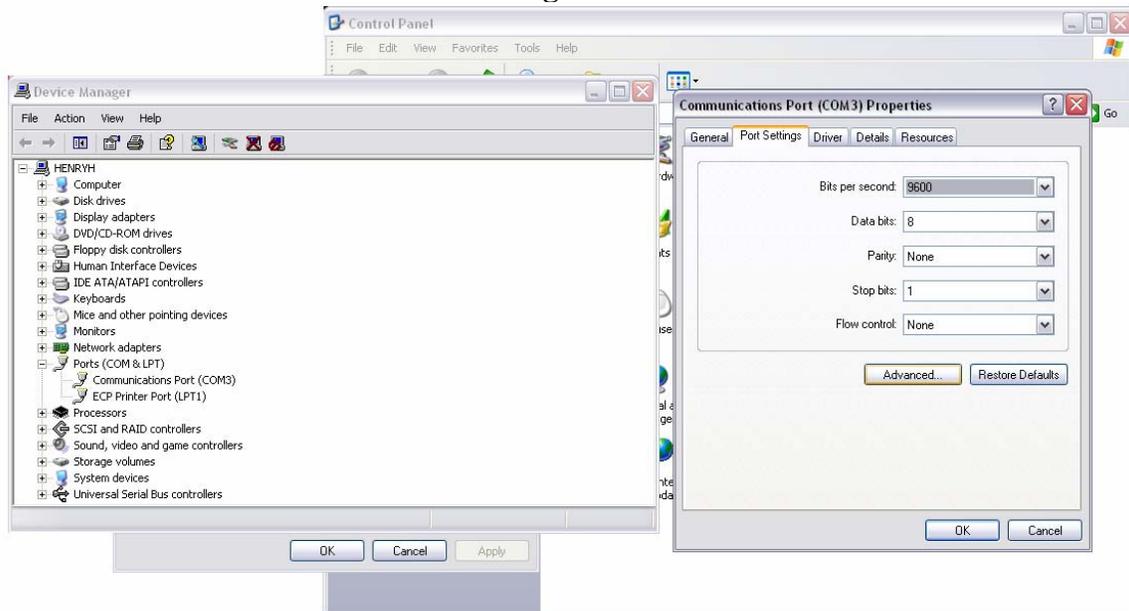
5th Click on Device Manager



6th Click on the Plus sign of Ports than Right Click on the Communication Port or the USB/Serial Port and select Properties

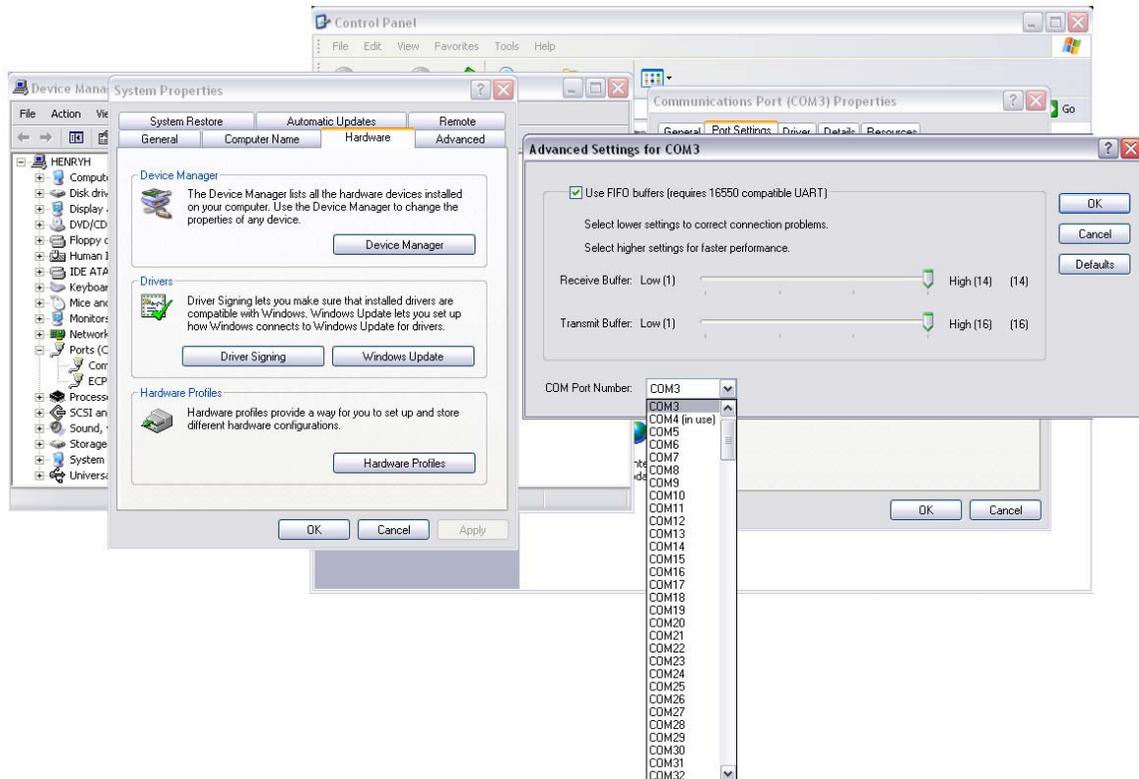
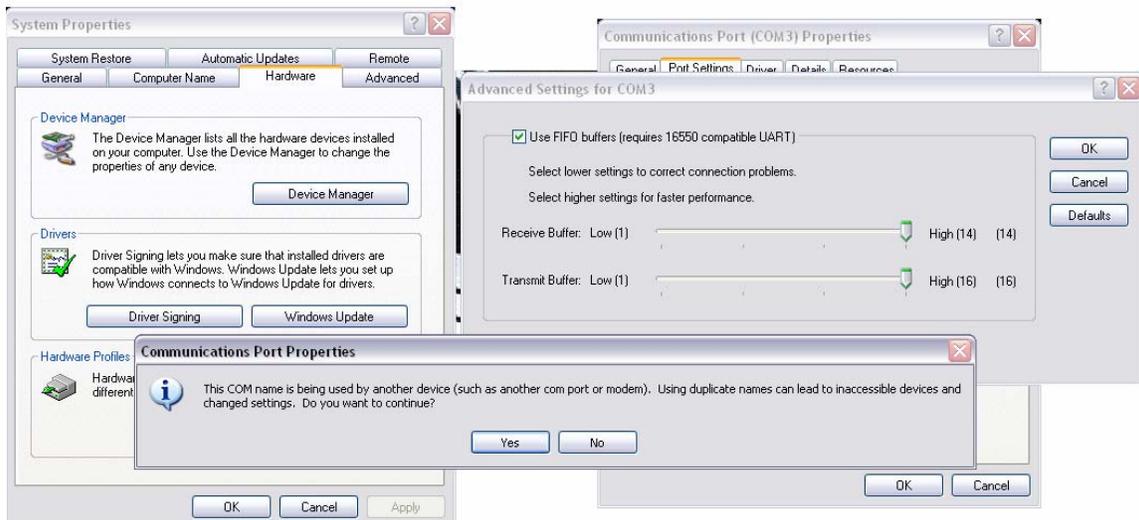


7th Click on Port Settings than Click on Advanced

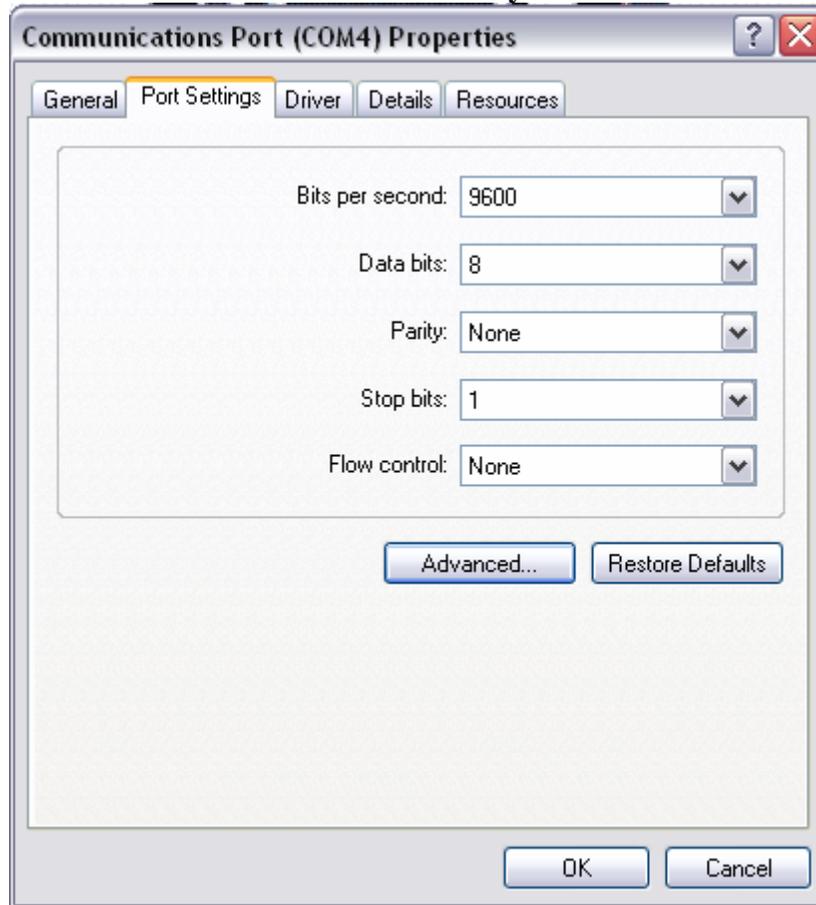


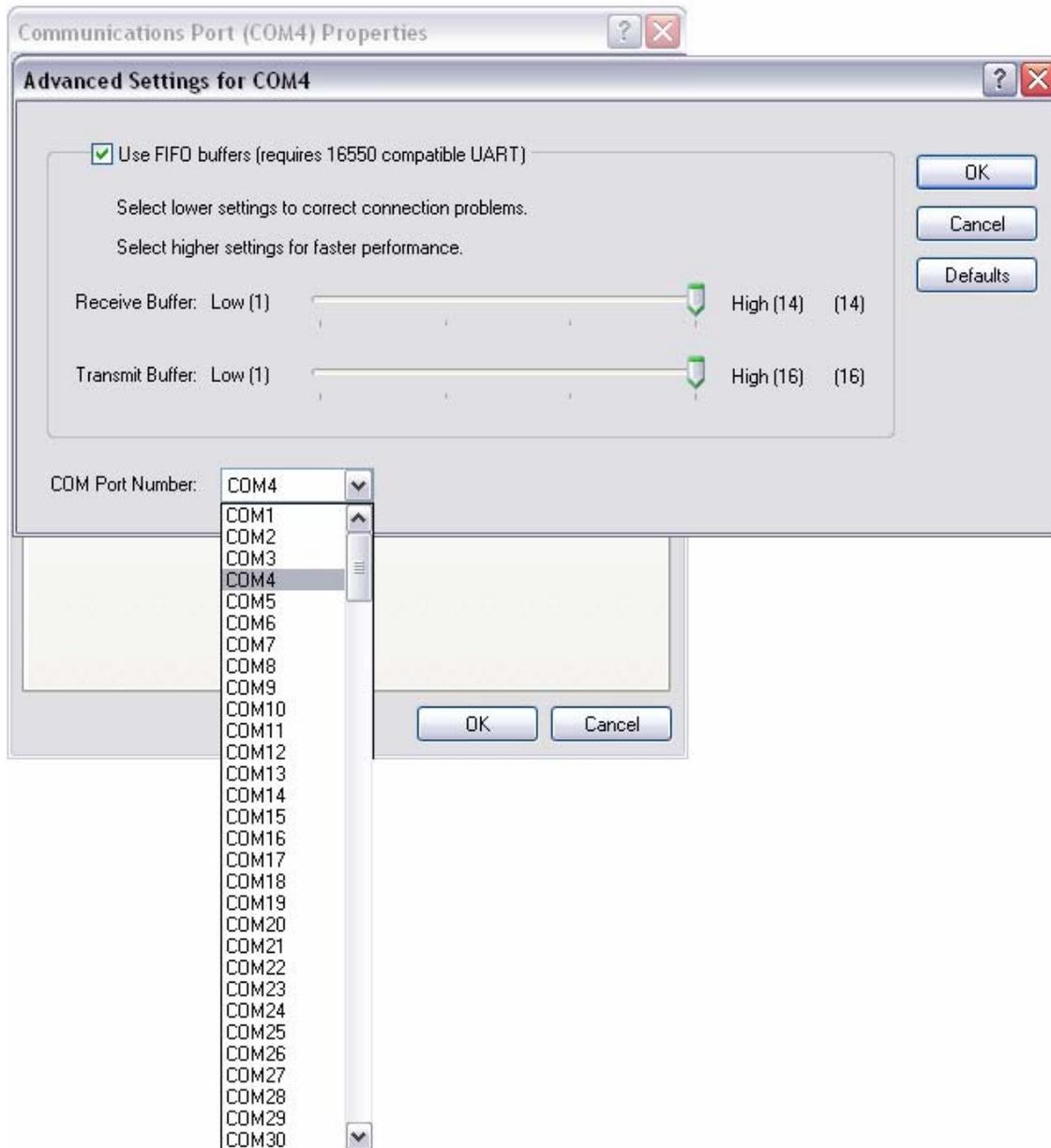
8th Click on the Down Arrow for the Com Port Number.

If there is one that states “in use” it looks like the Port is locked up. You are going to want to Select the Port stating “in use”. Their may be more ports stating “in use”. If there is anymore follow Steps 8 and below.

**9th It will Prompt a Communications Port Settings window Click “YES”**

10th It will take you back to “Communications Port Properties and have the Port number that previously said “in use” selected. You can now go back into “Advanced” and set the Port you want to use.





11th You need to Restart You Computer so that the Changes can Take Effect