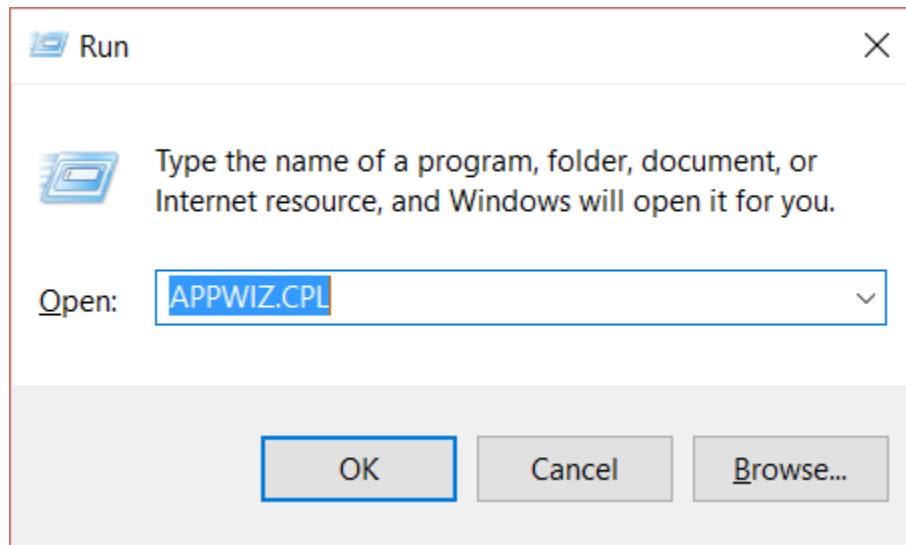


USB FIX FOR WINDOWS VISTA, 7, 8, 8.1 & 10

1. Log out of Time Trax
2. Hold the Windows key and the letter R on your keyboard at the same time

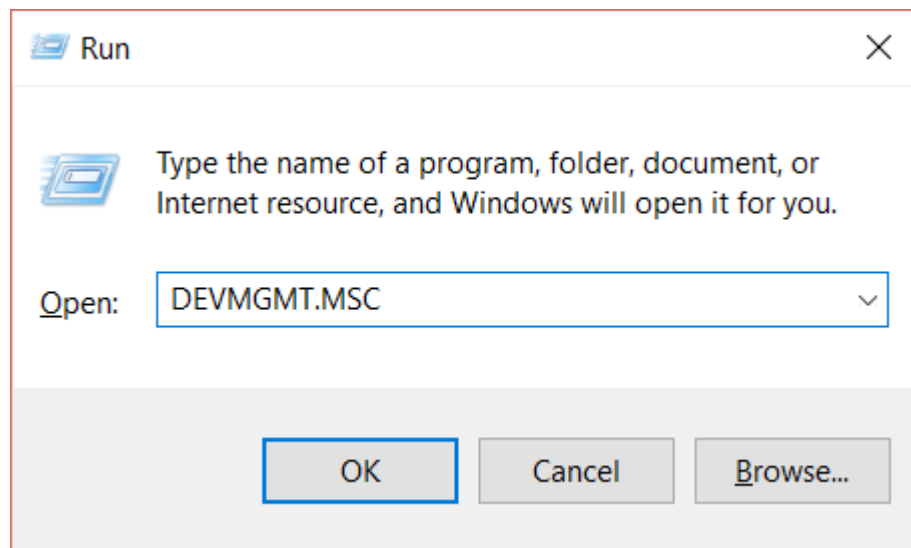


3. In the Run window type in APPWIZ.CPL (not case sensitive) and then select OK as shown below



4. Uninstall the following applications (if any of the following are not listed that is fine. Once you do not see any of the four listed please close out and proceed to step 5)
 - I. **PL-2303 USB TO SERIAL**
 - II. **PL-2303 VISTA INSTALLER**
 - III. **TIME TRAX USB ADAPTER DEVICE DRIVER PATCH FOR VISTA**
 - IV. **TIME TRAS USB ADPATER DEVICE DRIVER SHIM**

5. Open any web browser (Chrome, Firefox or Internet Explorer) and type in pyramidtimesystems.com in the address bar on the top of the screen. Then select **Resources** then **Downloads**.
6. Select **Win Driver Prolific 3.2.0.0**. Now you can run it from your Downloads. (If you have Windows 8, 8.1 or 10 it is under your **FILE EXPLORER**. If you have Windows Vista or 7 it is under **COMPUTER**)
7. Run the installer and click **NEXT** and **ACCEPT THE TERMS** keep selecting **NEXT** and then select **FINISH**. (If you get the option to uninstall that means that you have not uninstalled the items listed in Step 3. Which means that you will need to uninstall and then install)
8. **Unplug the clock from the USB Port on the computer for 5 seconds and then plug back in.**
9. Hold down the Windows key and the letter R on the keyboard at the same time
10. In the Run window type in **DEVMGMT.MSC** (not case sensitive) and then click OK as shown below



11. Locate the **PROLIFIC USB TO SERIAL COM PORT** listed on the **PORTS (COM & LPT)** tab
12. If you cannot find the **PROLIFIC USB TO SERIAL** under the **PORTS (COM & LPT)** tab continue to **STEP A**.

If you can find the **PROLIFIC USB TO SERIAL** under the **PORTS (COM & LPT)** tab please proceed to **STEP 13**

- A. Locate the USB SERIAL CONTROLLER or USB SERIAL CONTROLLER D under OTHER DEVICES**
- B. Right click and select PROPERTIES**
- C. Select the DRIVER tab and then select UPDATE DRIVER**
- D. Select BROWSE MY COMPUTER FOR DRIVER SOFTWARE**
- E. Select LET ME PICK FROM A LIST OF DRIVERS ON MY COMPUTER**
- F. Scroll down the list of COMMON HARDWARE TYPES and double click on the PORTS (COM & LPT)**
- G. IF YOU STILL CANNOT LOCATE THE PROLIFIC USB UNDER PORTS OR USB CONTROLLER OR USB CONTROLLER D UNDER OTHER DEVICES PLEASE TRY ANOTHER USB PORT.**

13. Right click on the **PROLIFIC USB-TO SERIAL COMM PORT** and select **UPDATE DRIVER SOFTWARE**

14. Select **BROWSE MY COMPUTER FOR DRIVER SOFTWARE**

15. Select **LET ME PICK FROM A LIST OF DEVICE DRIVER ON MY COMPUTER**

16. Double click on the **PROLIFIC-USB-TO SERIAL COMM PORT VERSION 3.2.0.0 (7/31/2007)**

17. After successfully installing the driver software, you will now be able to log into Time Trax and the recorder should be found.

NOTE: IF YOUR RECORDER IS STILL NOT FOUND, PLEASE LOCATE YOUR LOOP BACK PLUG THAT WAS SHIPPED IN THE BOX WHEN YOU PURCHASED IT. PLEASE SEE PICTURE SHOWN TO THE BELOW AND THEN CONTACT CUSTOMER SUPPORT AT 888-479-7264

