Connect Tech Inc.
Industrial Strength Communications

VISTA - CTI Multi-port Serial Adapter

Install Guide

Revision 1.00 February 21, 2007
Date Published: February 21, 2007

Revision History

Revision 1.00   February 21, 2007
Original

Contents

1 Getting Started

1.1 Introduction

Welcome to the Windows Vista CTI Multi-port Serial Adapters Installation Guide.

This installation guide will walk you through the necessary steps to install, setup and configure your Vista CTI Multi-port Serial Adapter in Windows Vista.

1.2 Obtaining Driver Files

For driver updates, manuals, and installation guides please check the Connect Tech Download Zone at http://www.connecttech.com/asp/Support/DownloadZone.asp.

1.3 Contacting Technical Support

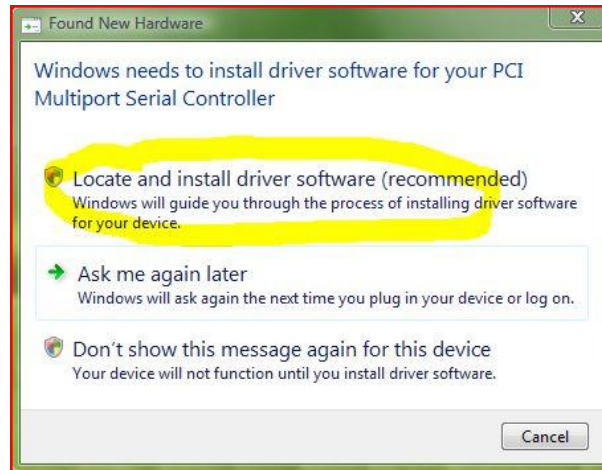If you require assistance please check the Connect Tech product manuals, specification sheets, or Knowledge Database (KDB) at http://www.connecttech.com/sub/Support/Support.asp.

If you have any further questions please contact the Technical Support department by email at support@connecttech.com.

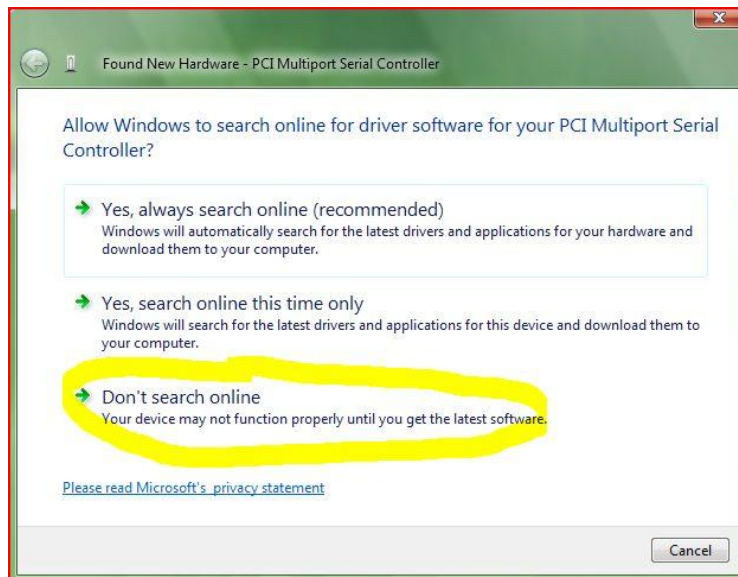# 2 Working with CTI Drivers in Vista

2.1 Installing Driver Files

Since the PCI slot is Plug and Play compliant with Windows XP, Windows will automatically detect the new Blue Heat/PCI hardware, and the Found New Hardware Wizard will prompt you to install the new device.
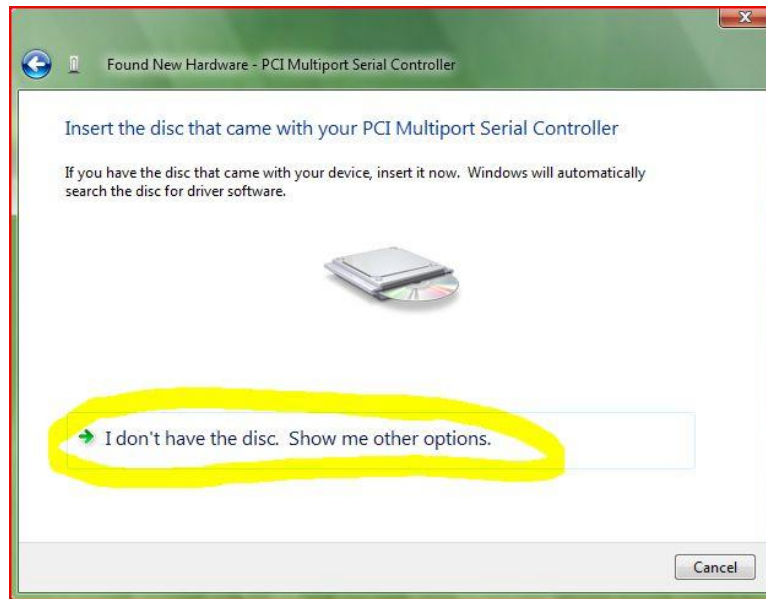
- After the **Hardware Wizard** begins, select **Locate and install driver software (recommended)**,
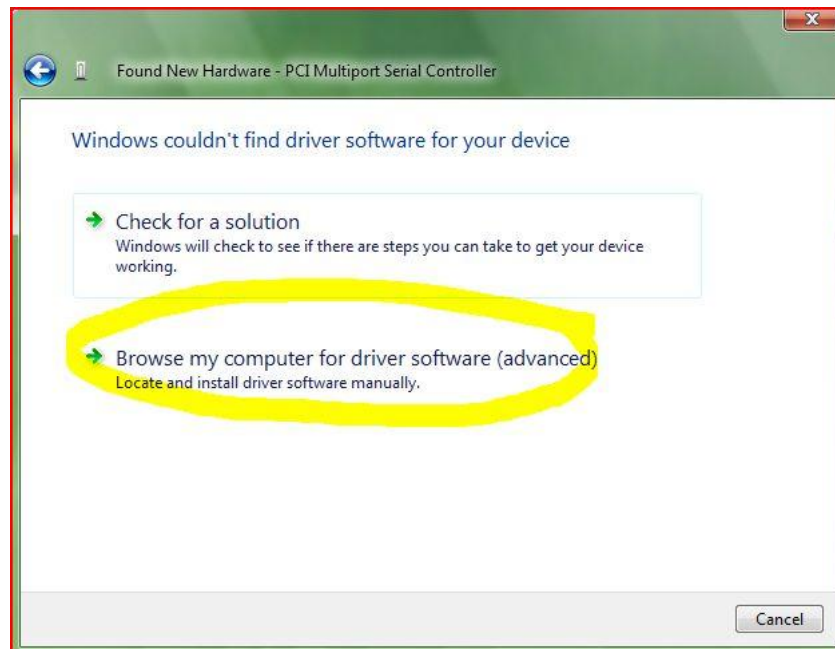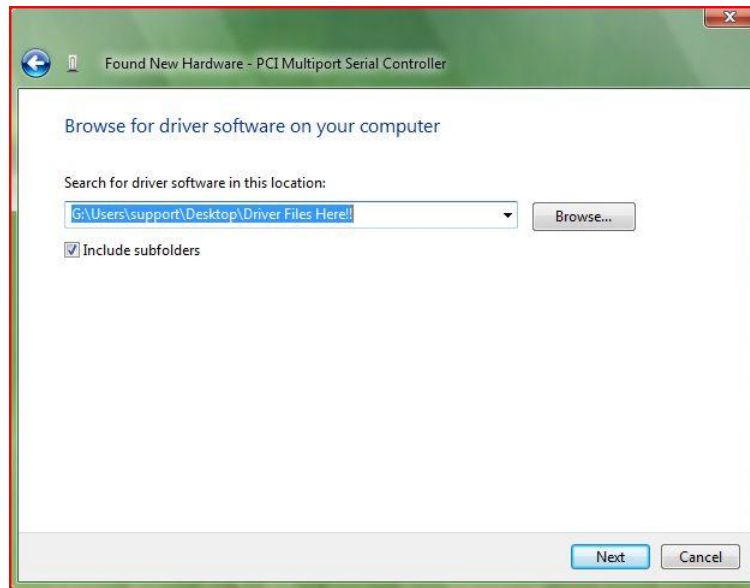
- Select **Don't Search online**

- Next Vista will ask you to insert the CD for the drivers, and since you downloaded these drivers please select **I don't have the disc. Show me other options.**

- Select **browse my computer for driver software**
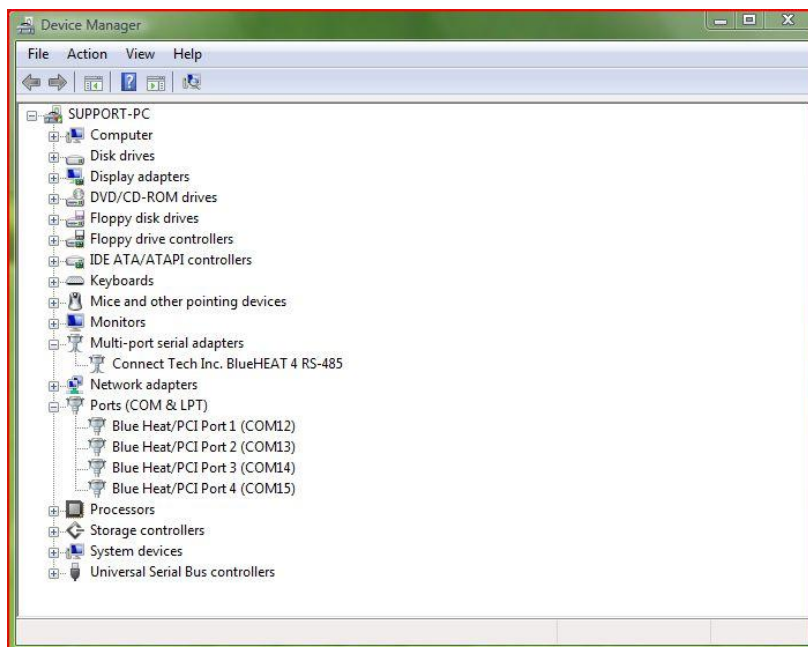

- Select the location of where you downloaded and extracted the driver files and click **Next**.

- Now the Vista will complete the installation of the driver. You can verify the CTI products presence in your system by open device manager and you should see an entry under **Multi-port Serial Adapters** and you should see the COM ports under **Ports (COM & LPT)**
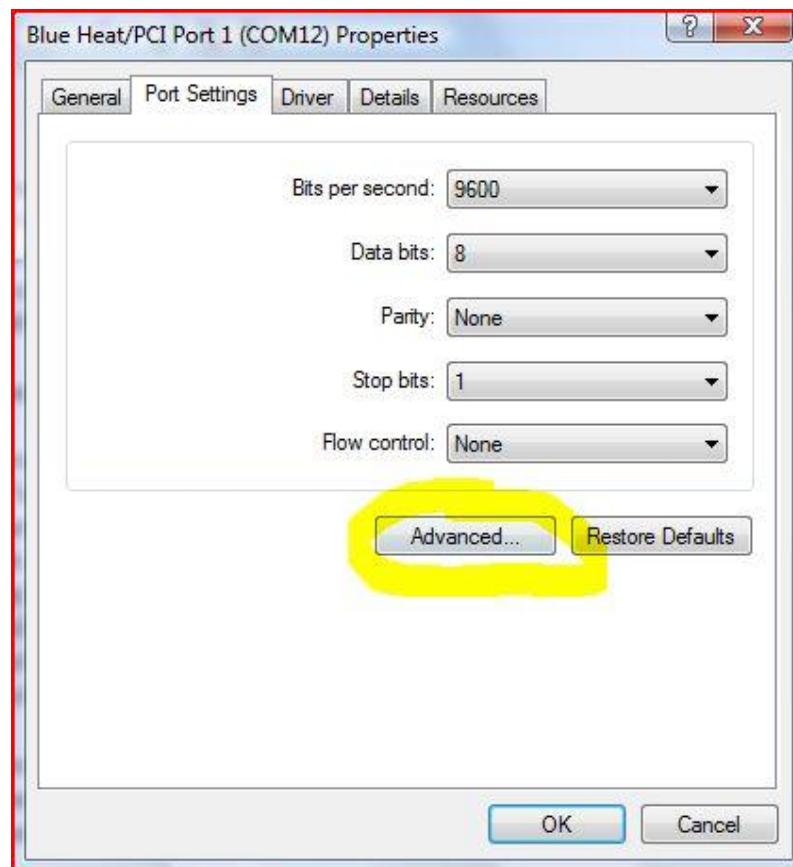

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2.2 Accessing additional driver features

2.2.1 Changing Port Settings

- Open **Device Manager**
- Double-click **Ports (COM & LPT)**.
- Underneath **Ports (COM & LPT)**, you will now see several ports (depending on your card)
- Select a port whose COM number you would like to access.
- Right-click on the port, and select **Properties**.
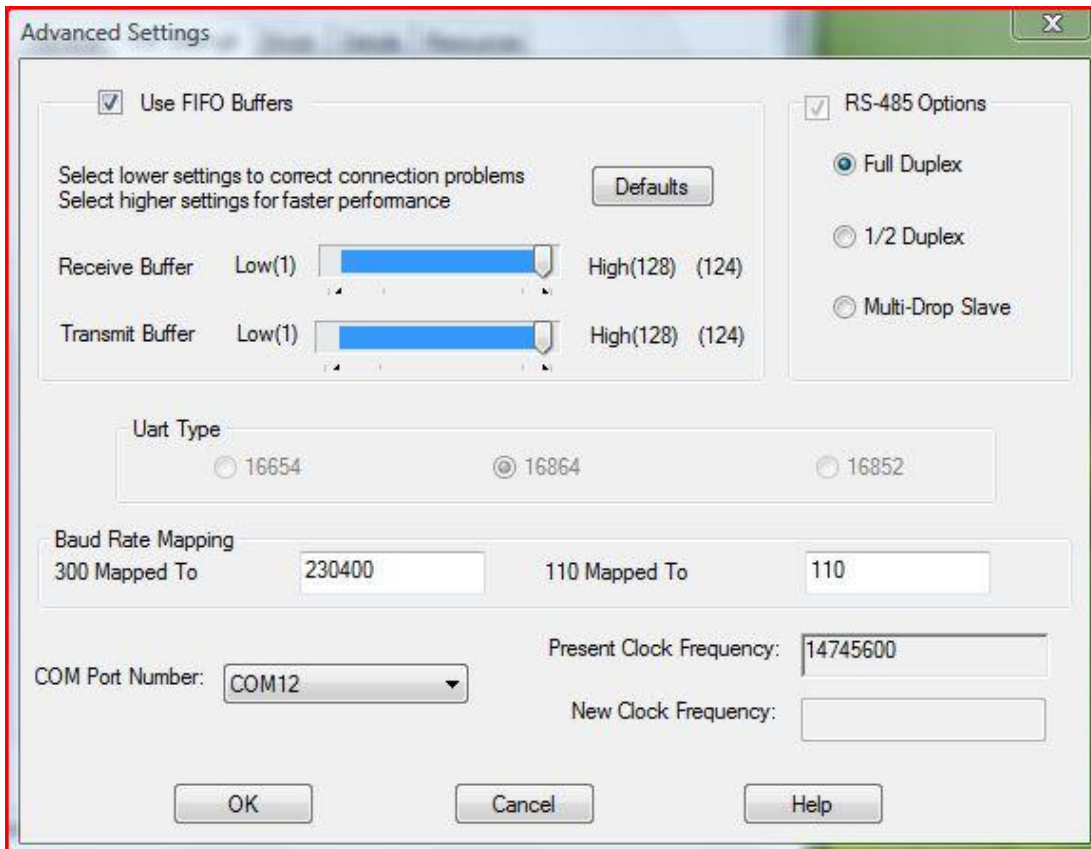- Select the **Port Settings** tab.

In this window you can change the Baud Rate, Data Bits, Parity, Stop Bits and Flow control. Click OK to apply the changes.

2.2.2 Change the COM port mapping

- Open **Device Manager**.
- Double-click **Ports (COM & LPT)**.
- Underneath **Ports (COM & LPT)**, you will now see several ports (depending on your card).
- Select a port whose COM number you would like to change.
- Right-click on the port, and select **Properties**.
- Select the **Port Settings** tab.
- Click the **Advanced** button.
- You will now see a drop-down menu that contains the number of your COM port. Here you can change the COM port values for a selected port. If you have an CTI adapter with an RS-485 interface, this is the location where you can change the Transmit and Receive buffers, as well as choosing Full Duplex, Half Duplex or Multi-drop Slave mode.

2.3 Uninstalling CTI Products

To successfully uninstall the CTI product from a previous installation, follow these steps to ensure the complete removal of driver components from your system.

- Open **Device Manager**.
- Click on **Multi-port Serial Adapters**.
- Select CTI product you wish to uninstall
- Right-click and select **Uninstall**.
- A window will now pop-up asking you to confirm the deletion of the device
- Check off the box that says **"Delete the driver Software for this device"**

3 Known Issues

None at this point.