

UNO R3 DRIVER FAQ

If the following steps can't solve your problem, please feel free to drop us a line at

service@elegoo.com (US AND CA)

EUservice@elegoo.com (EUROPE).

Please make sure that your IDE is updated to 1.0.5 or newer version

1) If you connect the Controller board to your computer, the computer does not respond and will not make a new device recognition sound.

Please open the Device Manager by right clicking "My computer" and selecting control panel.

Look under Ports (COM & LPT). If there is no COM or LPT, it means there are some issues with the controller board or the USB cable.

- Please check if you have completely plugged the USB cable into the controller board.
- Please use another USB cable to check this problem.
- Please connect the controller board to another USB port of your computer
- Please connect the controller board to another computer to make sure this is not a computer issue.

Once the controller board can be recognized by the computer, please refer to the following steps to install the driver software.

If the controller board still cannot be recognized by the computer, we are sorry for the inconvenience caused. Please contact us at service@elegoo.com and we will provide you a solution to solve this problem.

2) Open the Device Manager by right clicking "My computer" and

selecting control panel.

Look under Ports (COM & LPT). If there is only an ATMEGA16U2. It means that the Firmware of ATMEGA16U2 chip is wrong. Please contact us at service@elegoo.com to get the firmware.

3) The company is installing the driver all the time but fails finally. Please download the drivethelife from the following website: <http://www.drivethelife.com/>

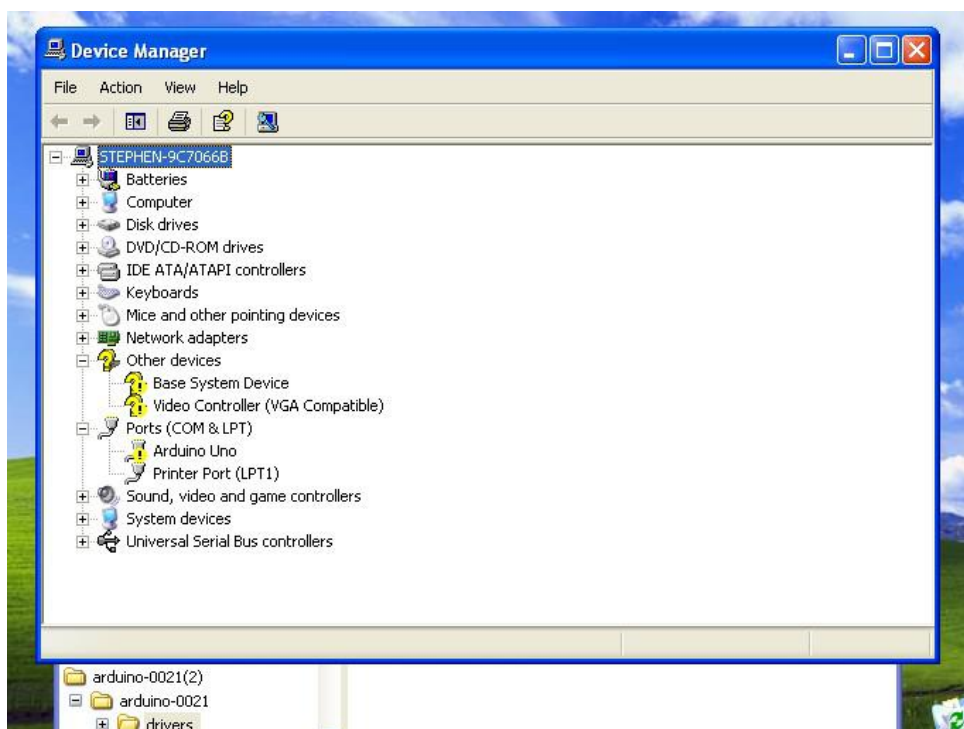
Install the software > Install the driver automatically > Restart the computer.

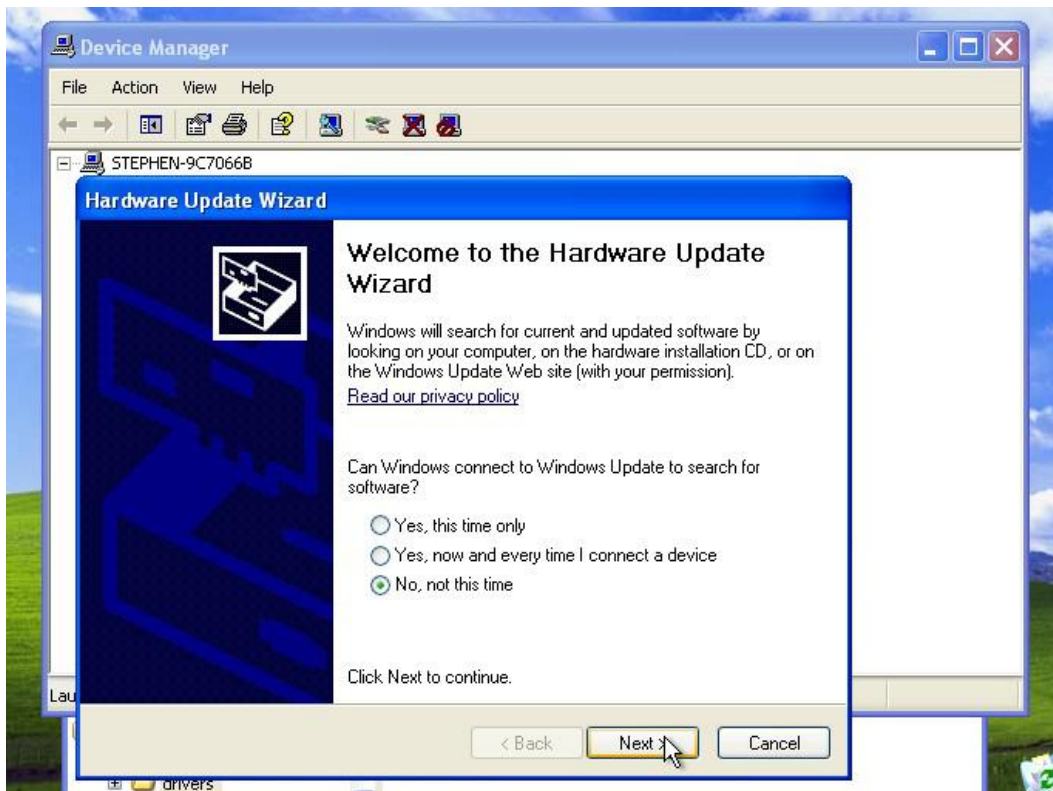
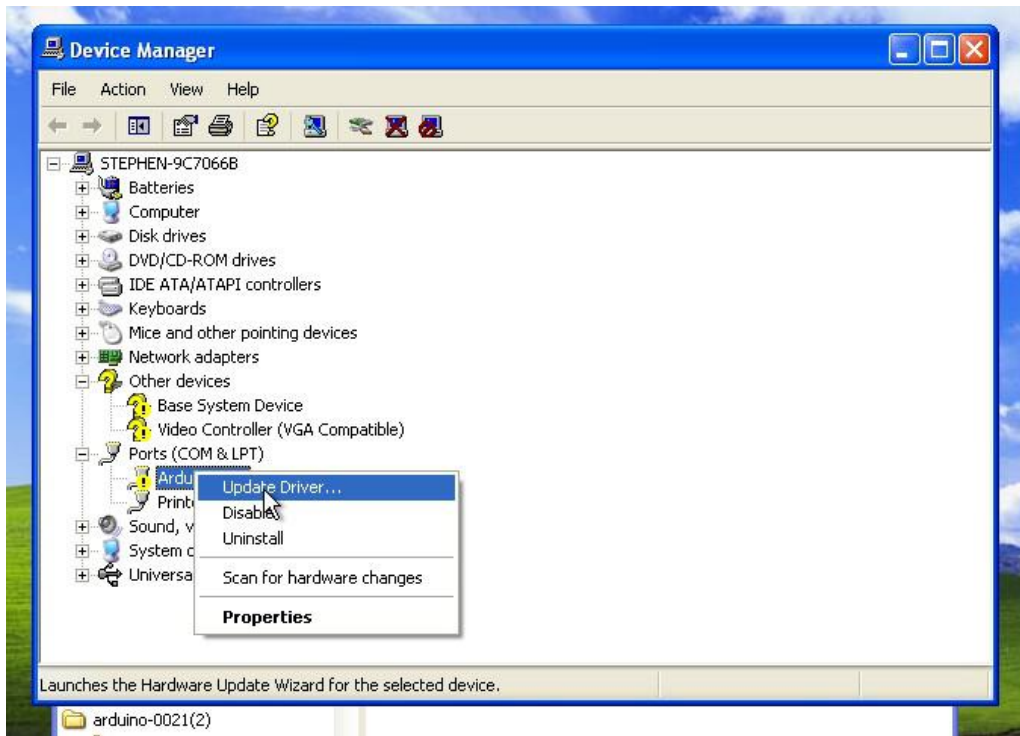
4) Open the Device Manager by right clicking "My computer" and selecting control panel.

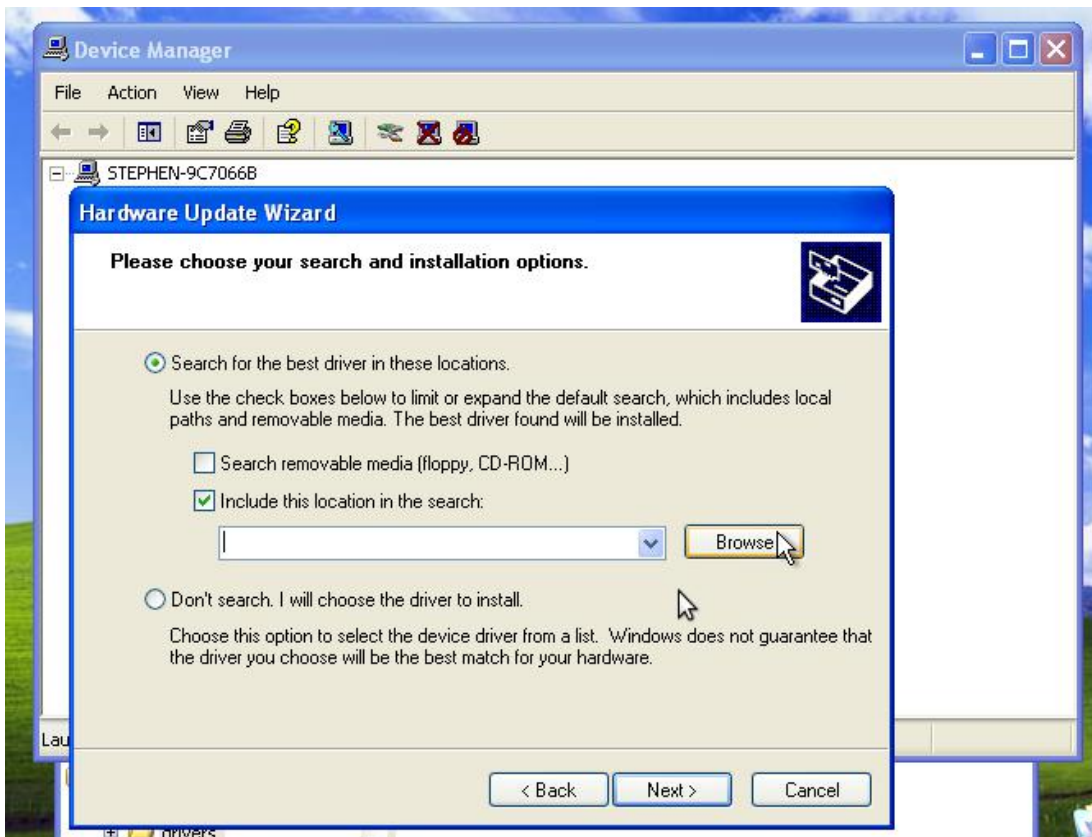
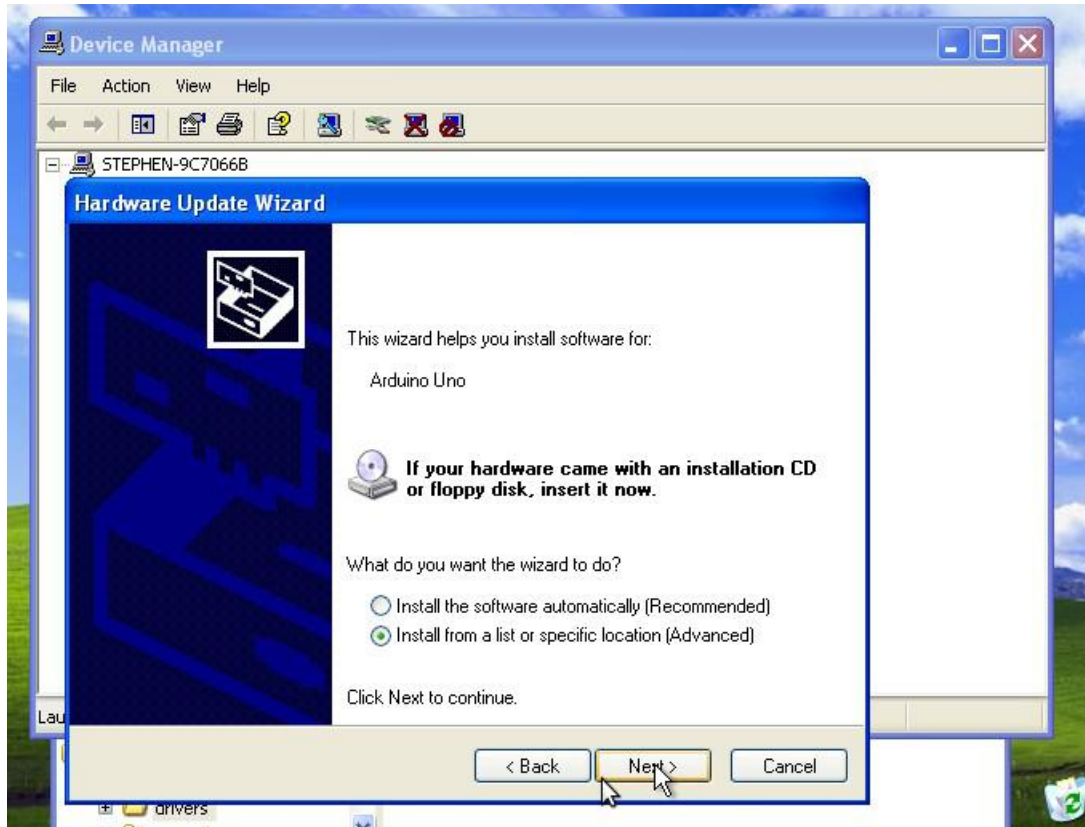
Look under Ports (COM & LPT). If there is an Arduino UNO with a yellow exclamation mark or an unknown device. It means that you should install the driver by yourself.

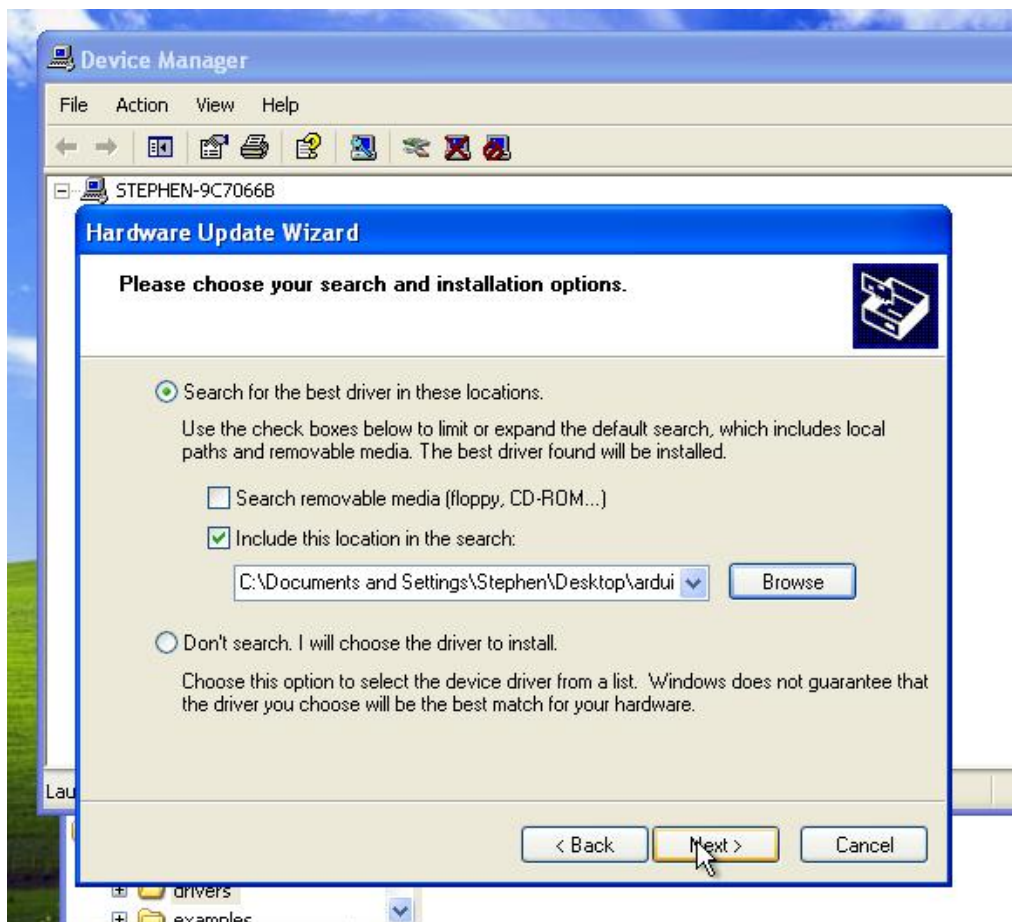
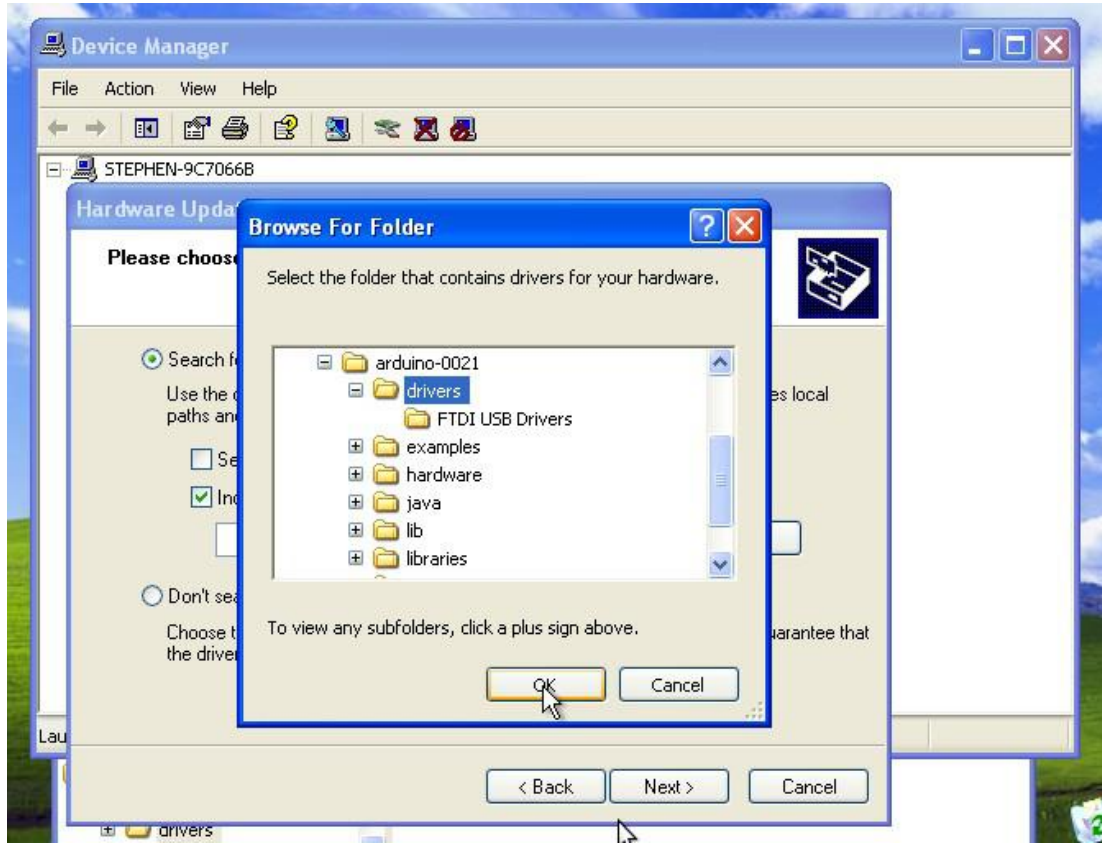
How to install:

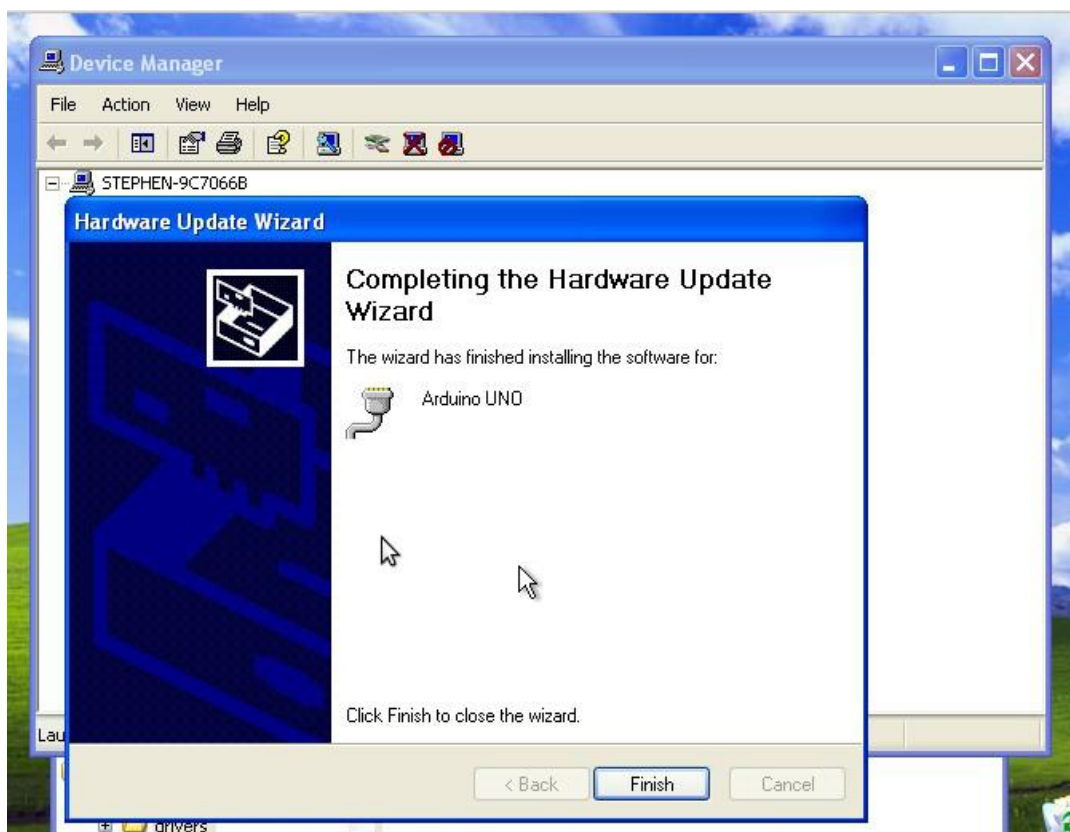
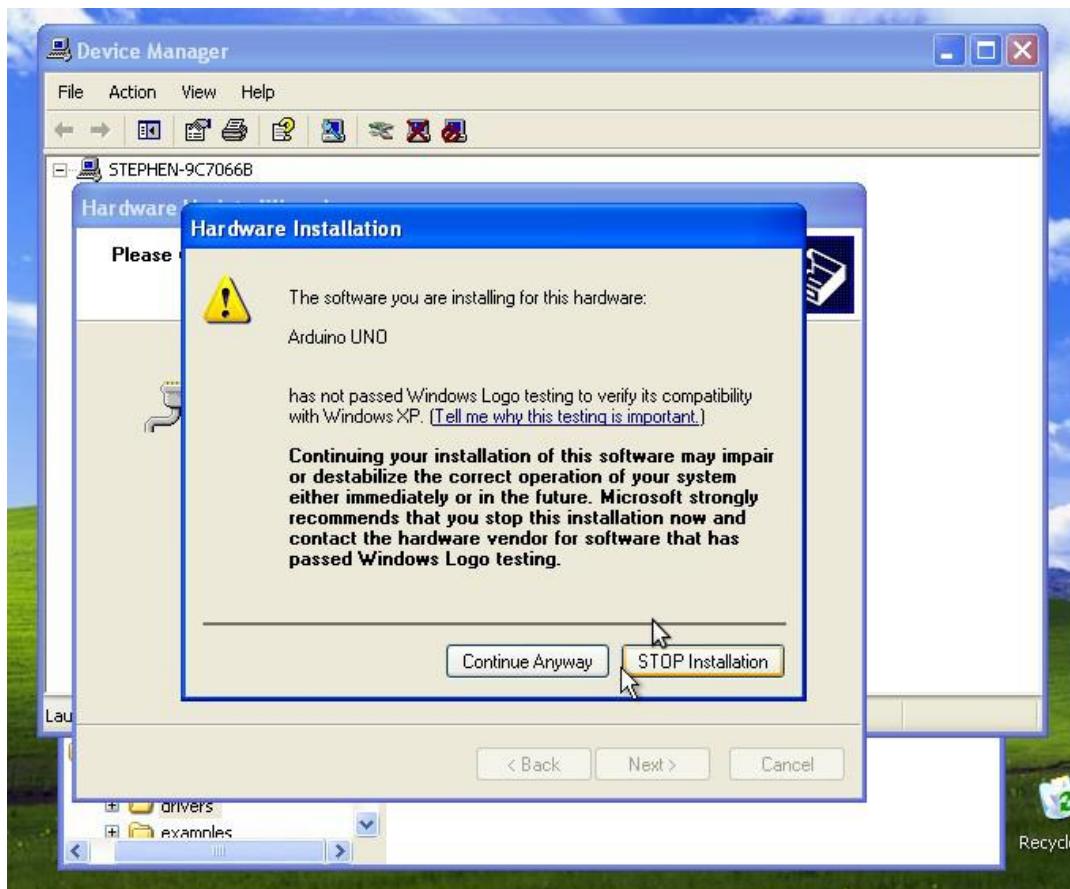
If your computer is XP System:

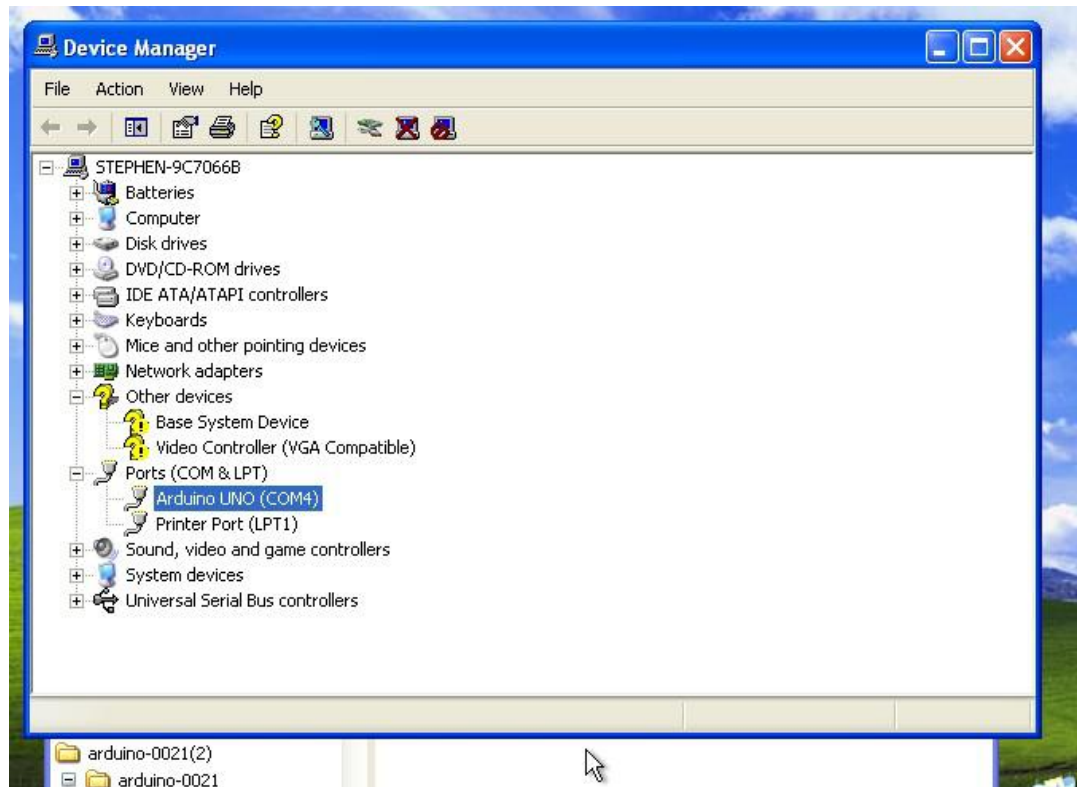










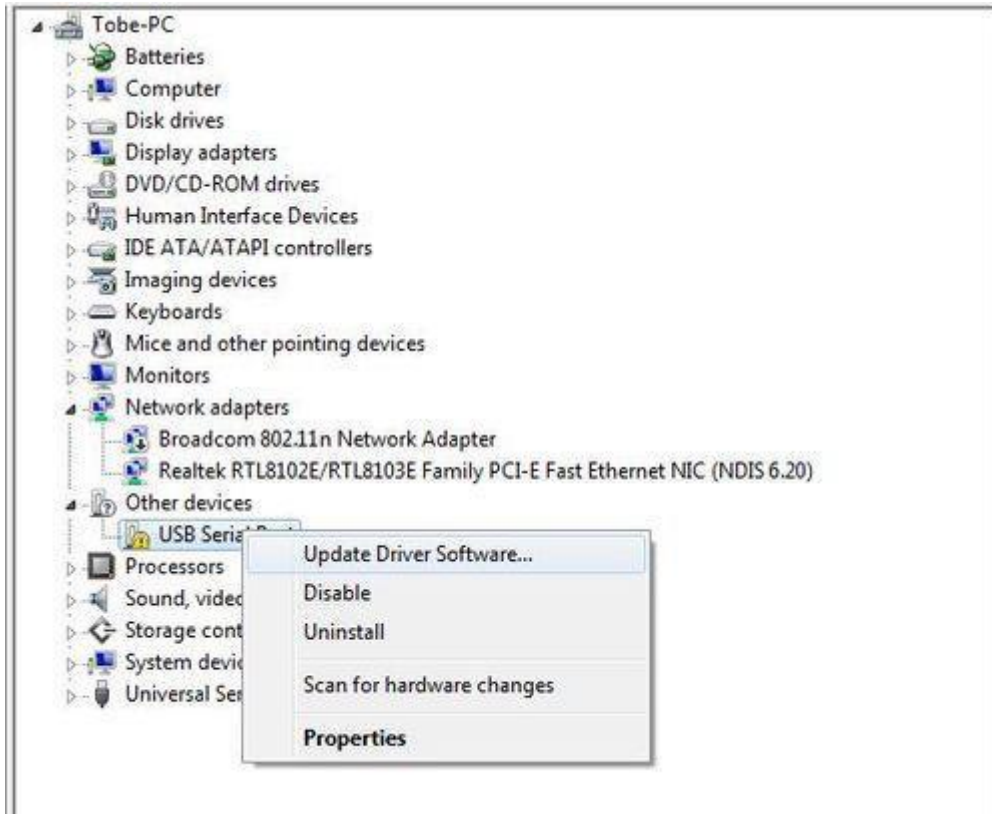


If your computer is win7 system or win10 system:

Open the Device Manager by right clicking "My computer" and selecting control panel.

Look under Ports (COM & LPT). You should see an open port named "USB Serial Port" or "Unknown device"

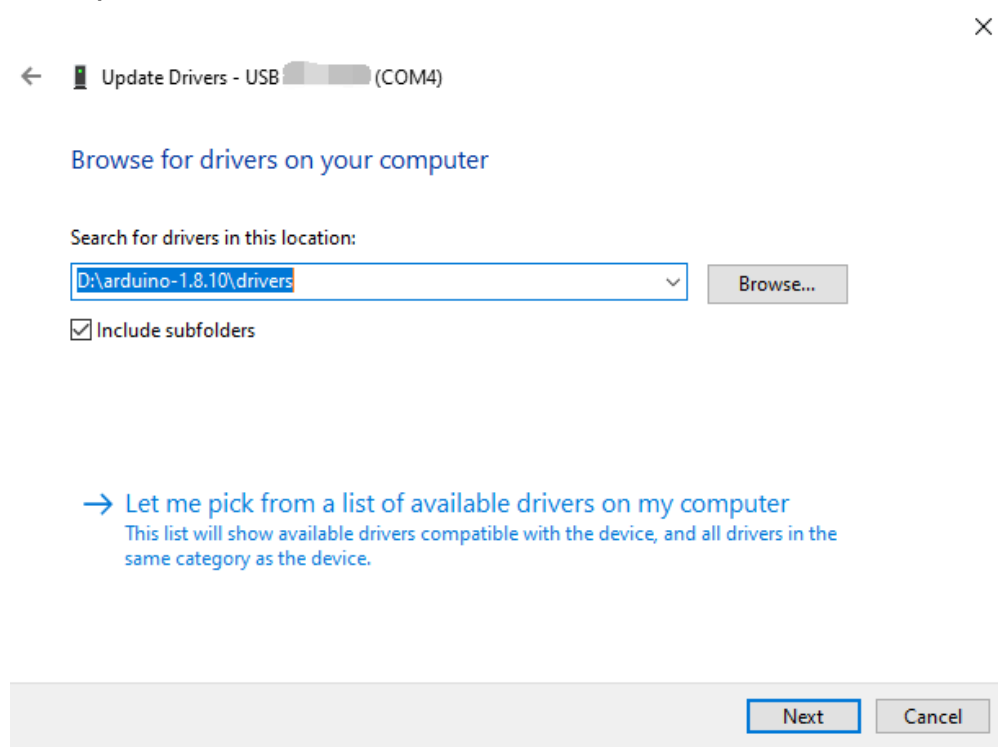
Right click on the "USB Serial Port" and choose the "Update Driver Software" option.



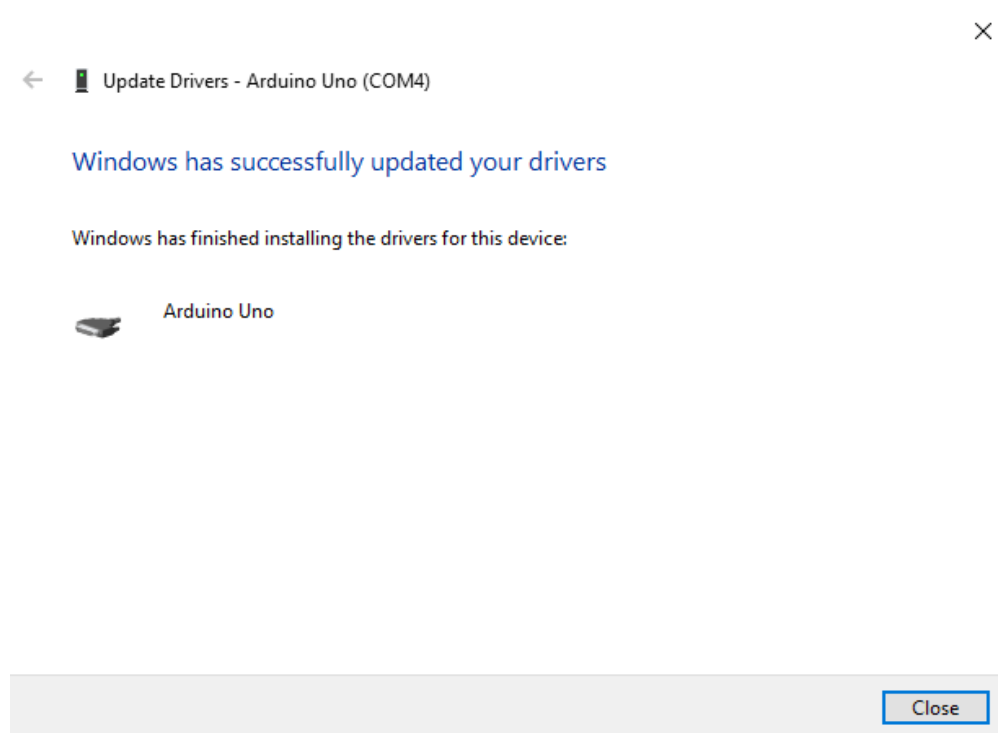
Next, choose the "Browse my computer for Driver software" option.



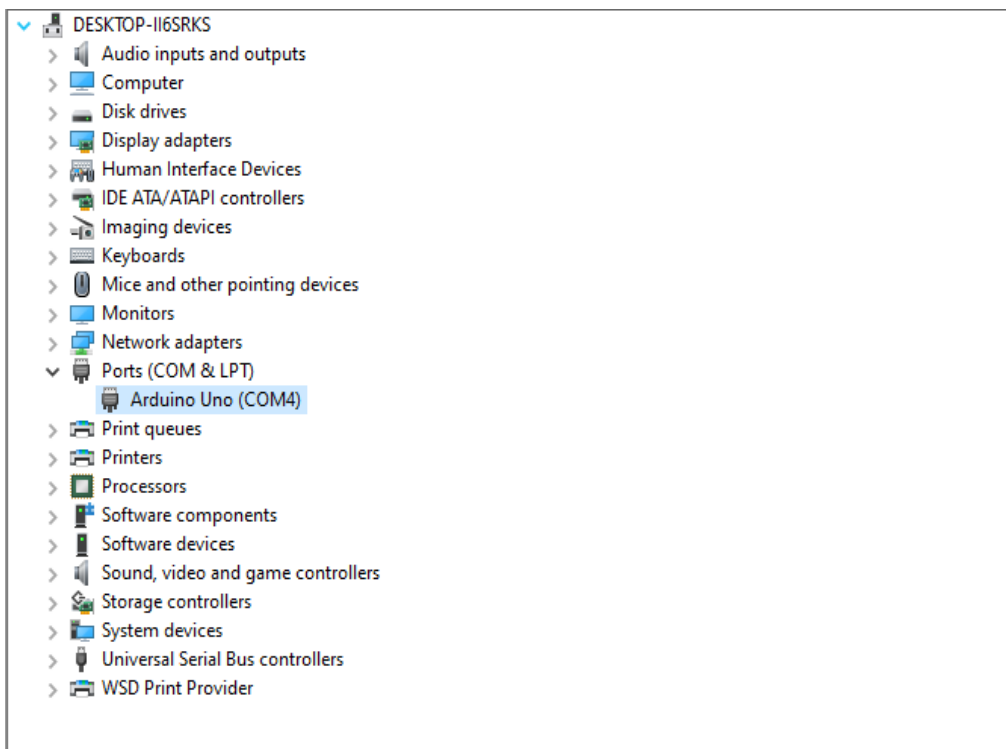
Finally, located in the "drivers" folder of the Arduino IDE installation folder.



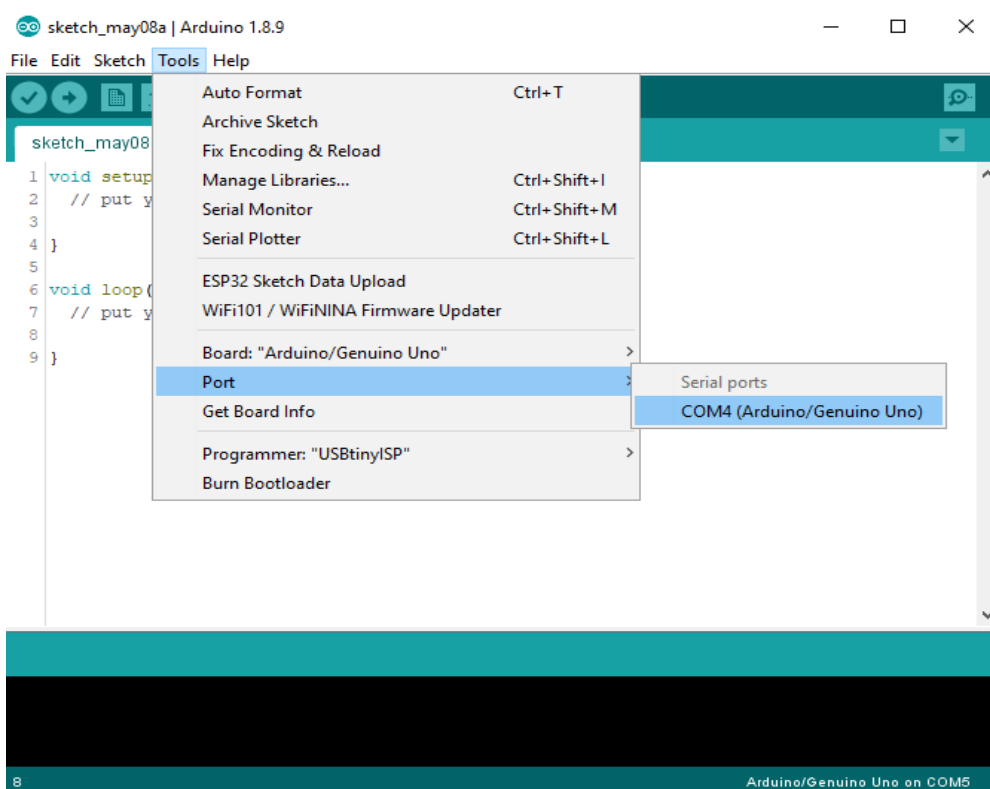
The below notification would automatically appear if you have installed driver successfully.



You can check that the drivers have been installed by opening the Windows Device Manager. Look for a "Arduino Uno" in the Ports section.



You can also see the serial port in Arduino IDE.



If your computer is window8 system:

You should save these files which you are editing before installing driver with window8 because there will be several power off during operation.

- Press "Windows Key" + "R"
- Enter shutdown.exe /r /o /f /t 00
- Click the "OK" button.
- System will restart to a "Choose an option" screen
- Select "Troubleshoot" from "Choose an option" screen
- Select "Advanced options" from "Troubleshoot" screen
- Select "Windows Startup Settings" from "Advanced options" screen
- Click "Restart" button
- System will restart to "Advanced Boot Options" screen
- Select "Disable Driver Signature Enforcement"
- Once the system starts, you can install the Arduino drivers as same as Windows

If your computer is Mac OS system:

Enter page: <http://www.ftdichip.com>.

Download Driver for the Mac OS X version, named 2.2.18 (32bit)

| Currently Supported VCP Drivers: | | | | | | | | |
|----------------------------------|--------------|------------------------|--------------|--------|----------|----------|----------|--------------------------------------------------------------------------------------------------------------------------|
| Operating System | Release Date | Processor Architecture | | | | | | Comments |
| | | x86 (32-bit) | x86 (64-bit) | PPC | ARM | MIPS | MIPSv | |
| Windows* | 2013-08-01 | 2.28.30 | 2.06.30 | - | - | - | - | 2.06.30 VHQ Certified Available as setup executable Release Notes |
| Linux | 2008-05-14 | 1.9.9 | 1.9.9 | - | - | - | - | All FT232 devices are supported in Linux 11.10. Same as 2.2.18 Refer to [16][17] if you need a custom VCP VCPID in Linux |
| Mac OS X | 2012-08-10 | 2.2.18 | 2.2.18 | 2.2.18 | - | - | - | Refer to [19][20] if you need a custom VCP VCPID in MAC OS |
| Windows CE 4.2.0.2** | 2012-01-08 | 1.1.0.10 | - | - | 1.1.0.14 | 1.1.0.10 | 1.1.0.10 | |
| Windows CE 6.0 | 2012-01-08 | 1.1.0.10 | - | - | 1.1.0.14 | 1.1.0.10 | 1.1.0.10 | |

*Includes the following versions of the Windows operating system: Windows XP, Windows Server 2003, Windows Vista, Windows Server 2008, Windows 7, Windows Server 2008 R2 and Windows 8.

**As of Windows 8 RT is a closed system not allowing for 3rd party driver installation our Windows 8 driver will not support this variant of the OS.

**Includes the following versions of Windows CE 4.2.0.2 based operating systems: Windows Mobile 2003, Windows Mobile 2003 SE, Windows Mobile 5, Windows Mobile 6, Windows Mobile 6.1, Windows Mobile 6.5

| No Longer Supported: | | | | | | | | |
|----------------------|--------------|------------------------|--------------|-----|-----|------|-------|-----------------------------------------------------------|
| Operating System | Release Date | Processor Architecture | | | | | | Previous Certified Release |
| | | x86 (32-bit) | x86 (64-bit) | PPC | ARM | MIPS | MIPSv | |
| Windows* | 2013-02-20 | 2.08.20 | 2.08.20 | - | - | - | - | VHQ Certified Available as setup executable Release Notes |
| Windows 2000 | 2000-10-25 | 2.08.20 | - | - | - | - | - | VHQ Certified Available as setup executable Release Notes |
| Windows S/M/E | 2004-11-20 | 1.08.08 | - | - | - | - | - | Does not support FT232R or FT432R devices |
| Windows S/M/E | 2004-05-19 | 1.0.9 | - | - | - | - | - | Only supports FT1150R1 devices |

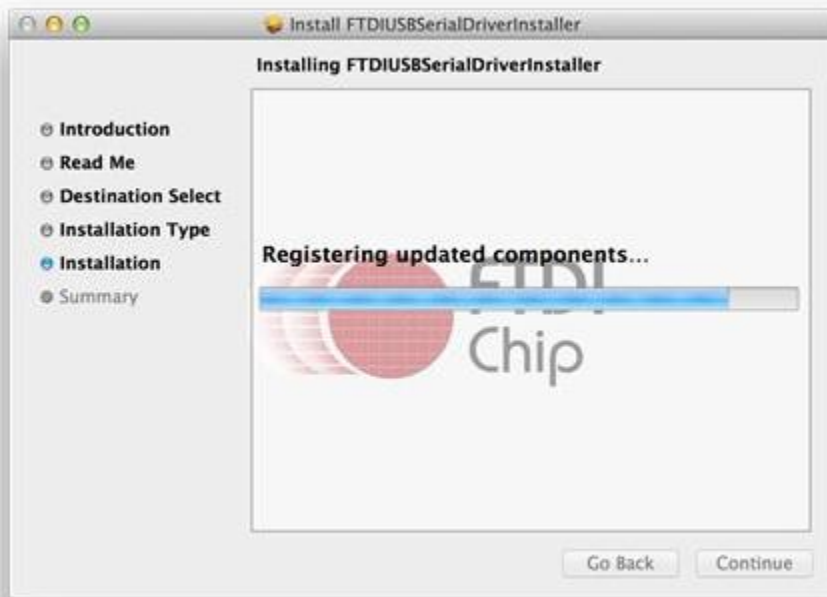
Open the driver file which you just download, and double click FTDIUSBSerialDriver_10_4_10_5_10_6_10_7.mpkg



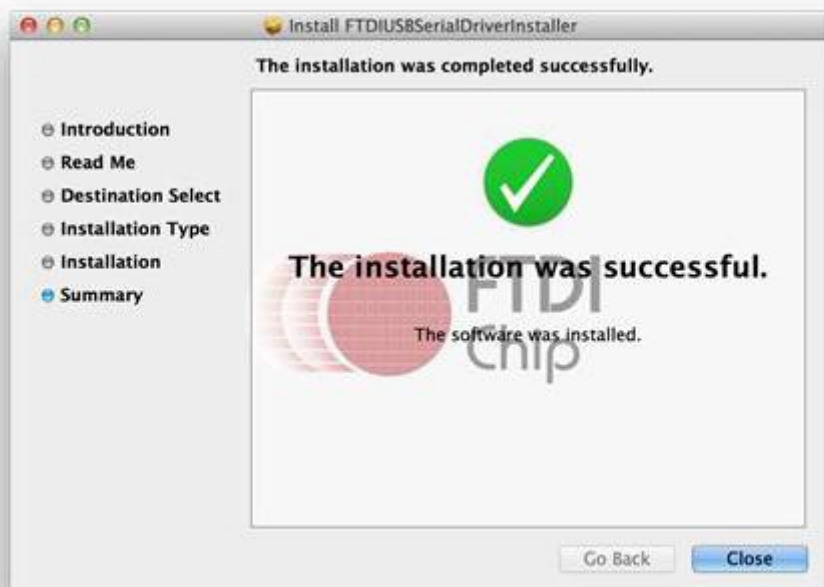
After double click, you will see an installer window.



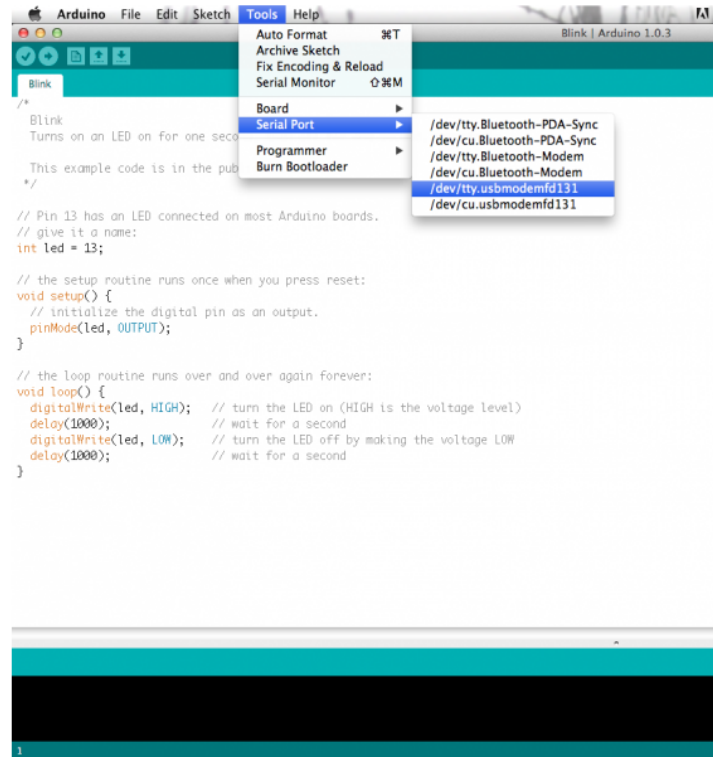
Click "Continue".



You can see the below dialog boxes if you have installed driver successfully.



Check it with Arduino IDE



If you're not sure which serial device is your controller board, take a look at the available ports, then unplug your controller board and look again. The one that disappeared is your controller board.