

## 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 will 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 use another USB port. If the USB port on your computer is USB 3.0, it may not be compatible with the controller board.
- 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](mailto: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](mailto:service@elegoo.com) to get the firmware.

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

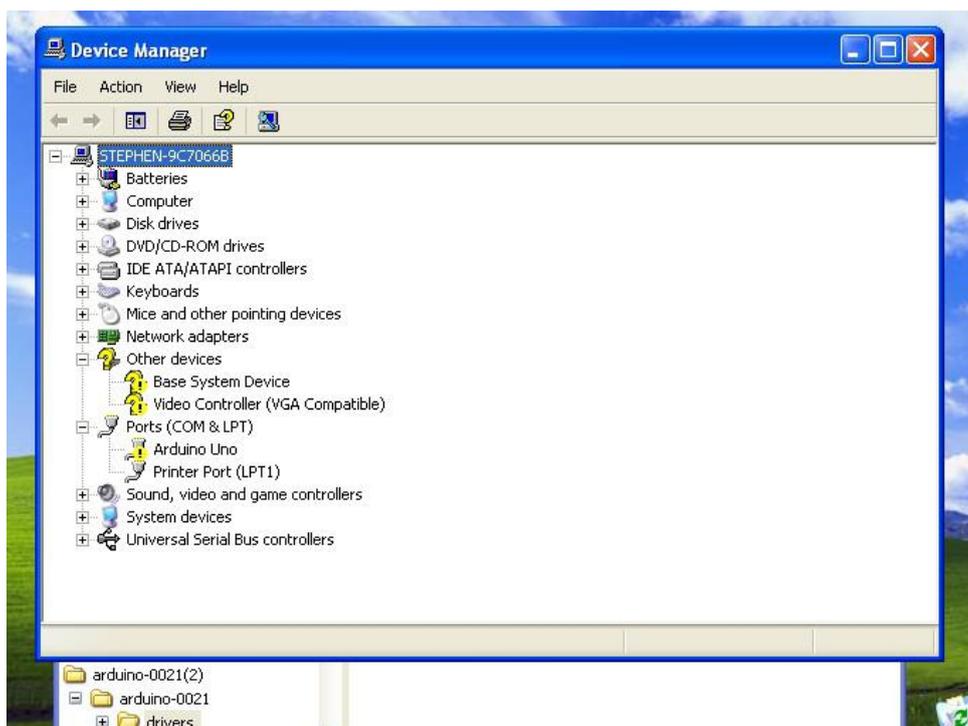
Install the software > Install the driver automatically > Restart the computer.

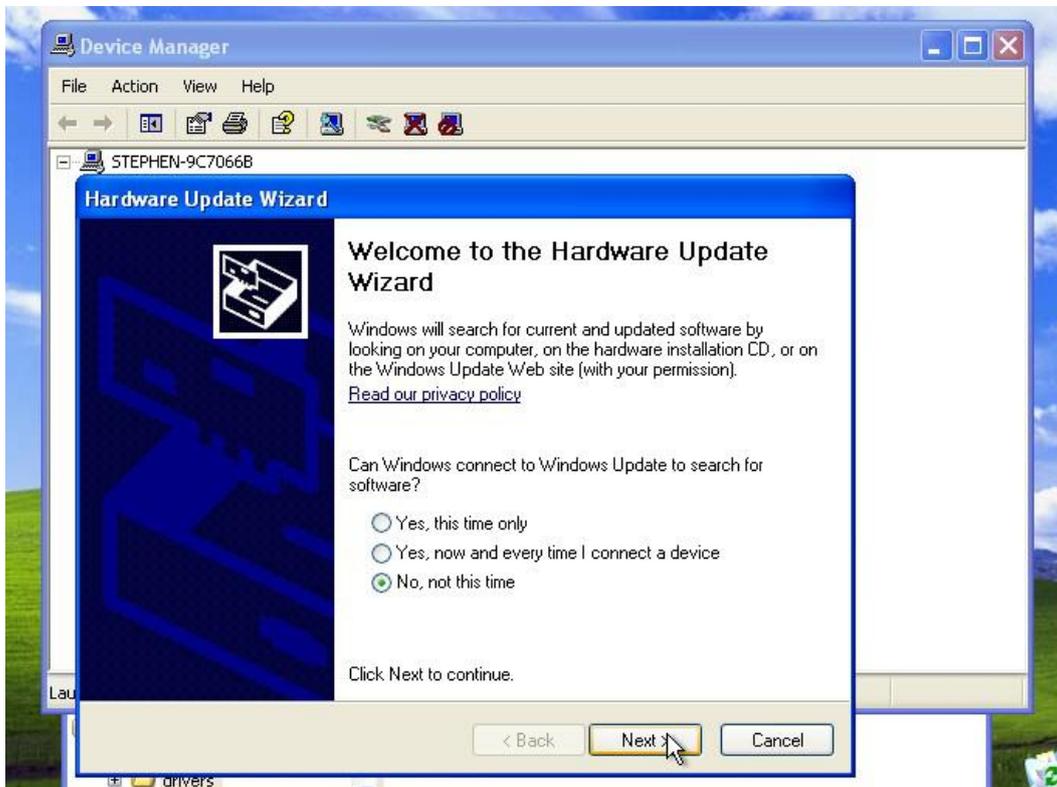
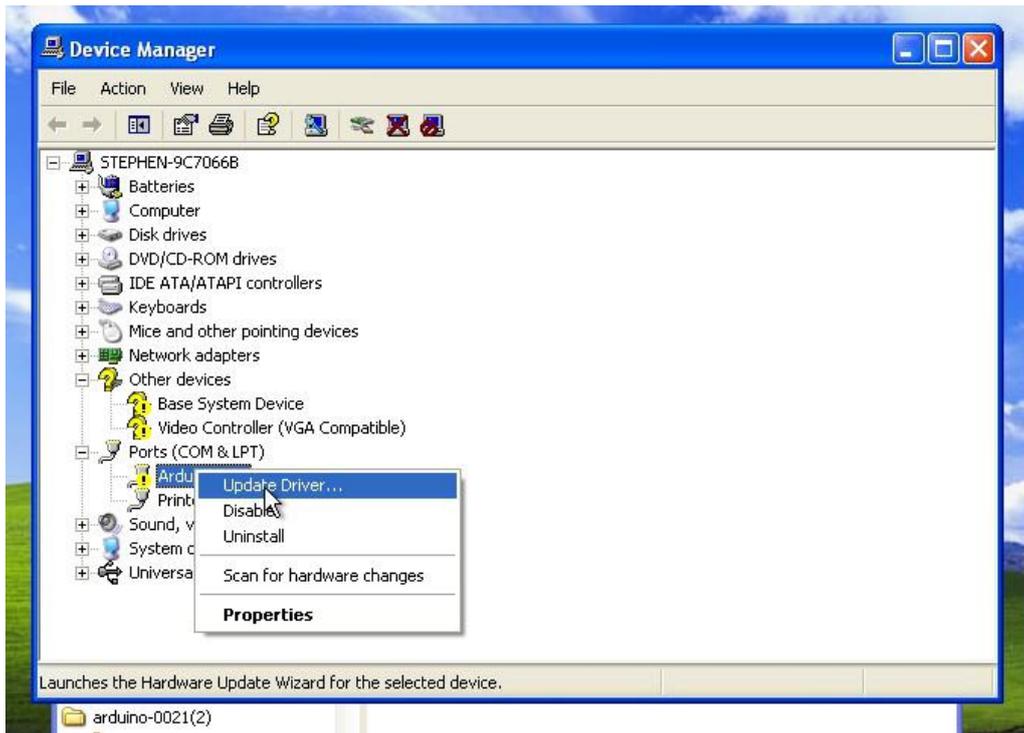
4) Open the Device Manager by right clicking "My computer" and selecting control panel.

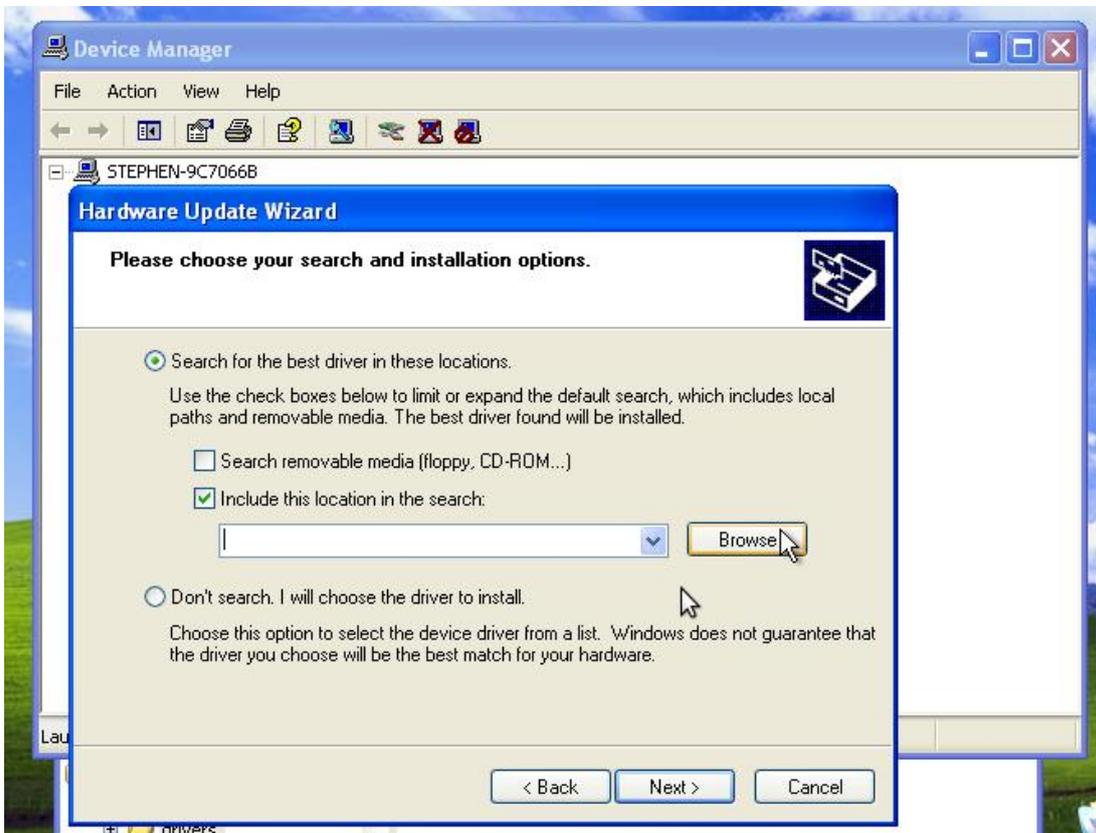
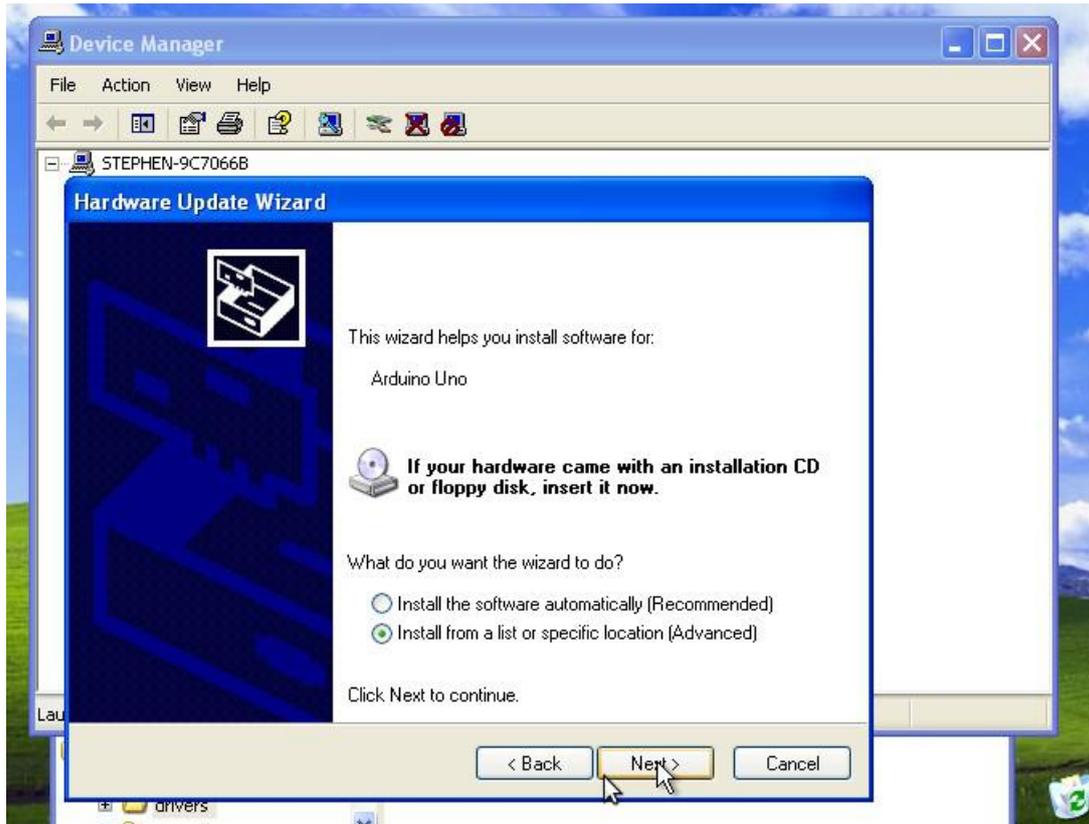
Look under Ports (COM & LPT). If there is an Arduino UNO with a yellow exclamation mark or an unknown device. It means that you should install the driver by yourself.

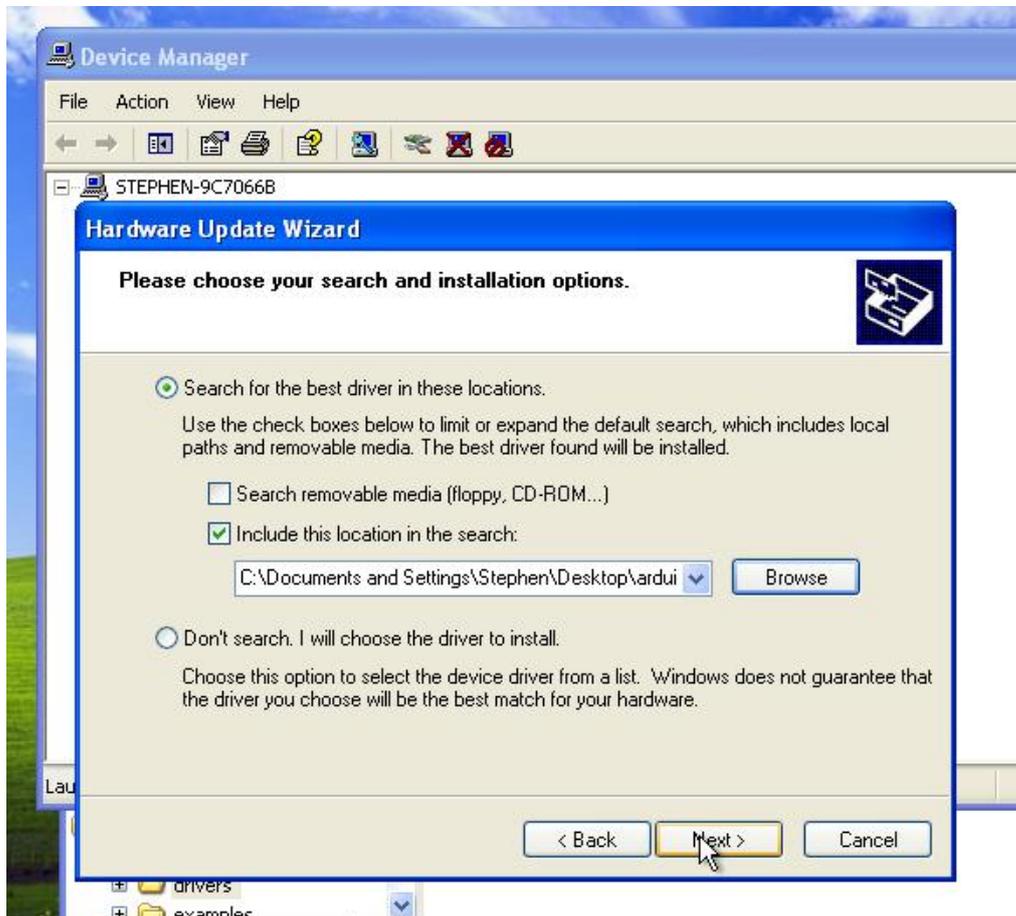
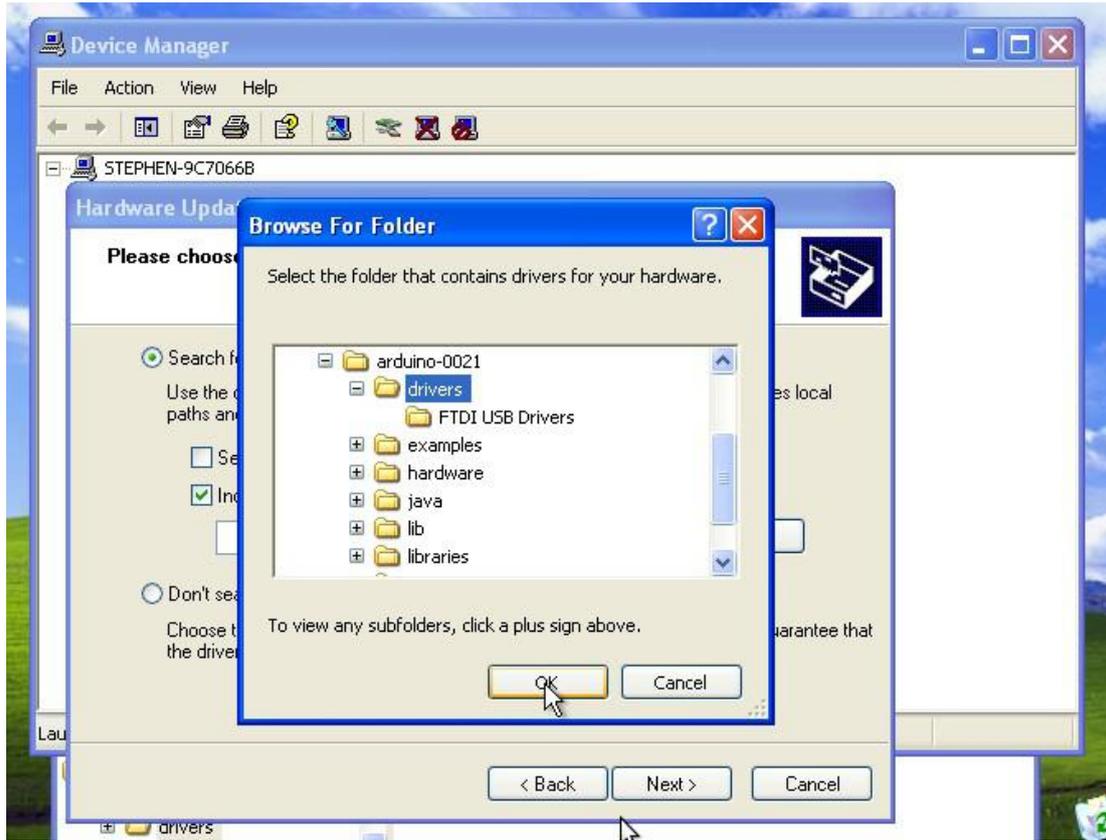
## How to install:

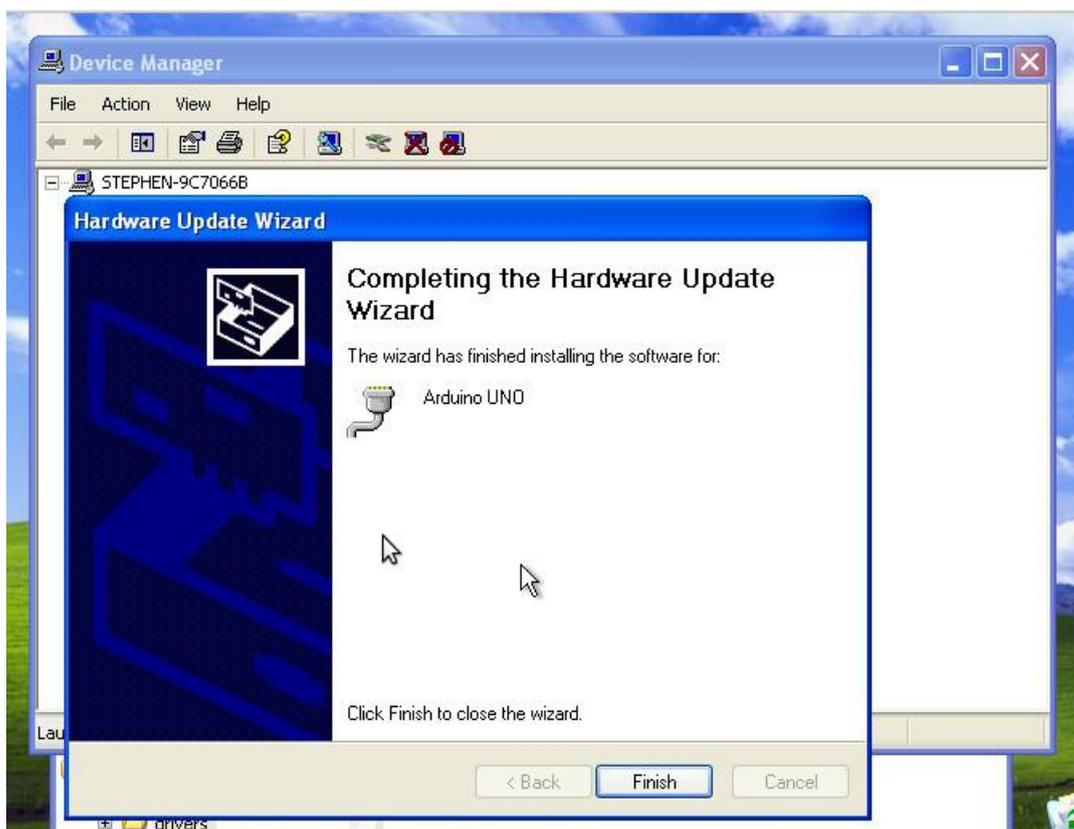
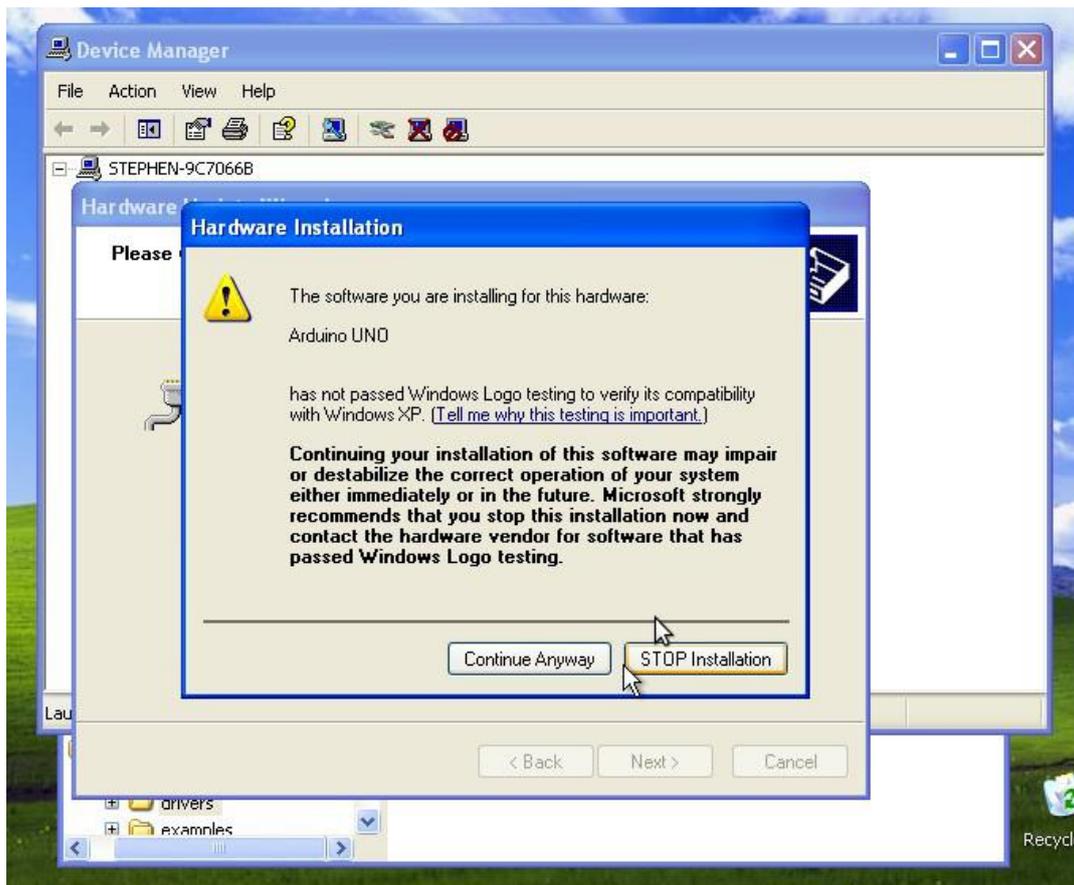
### If your computer is XP System:

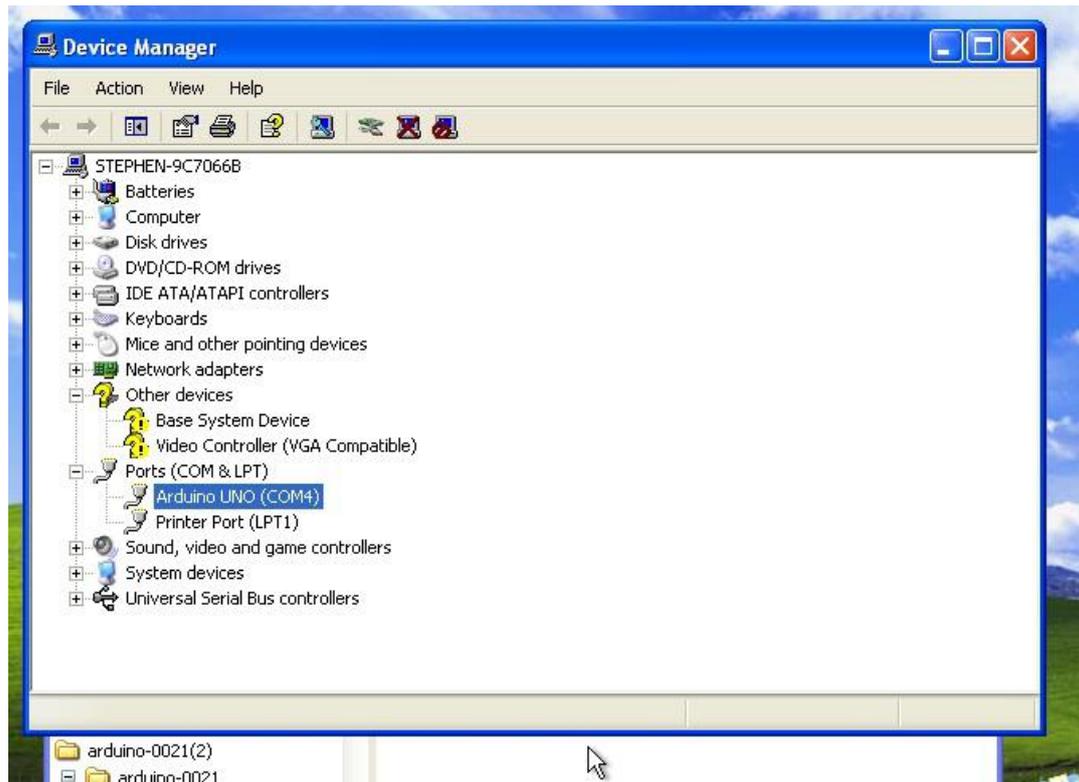










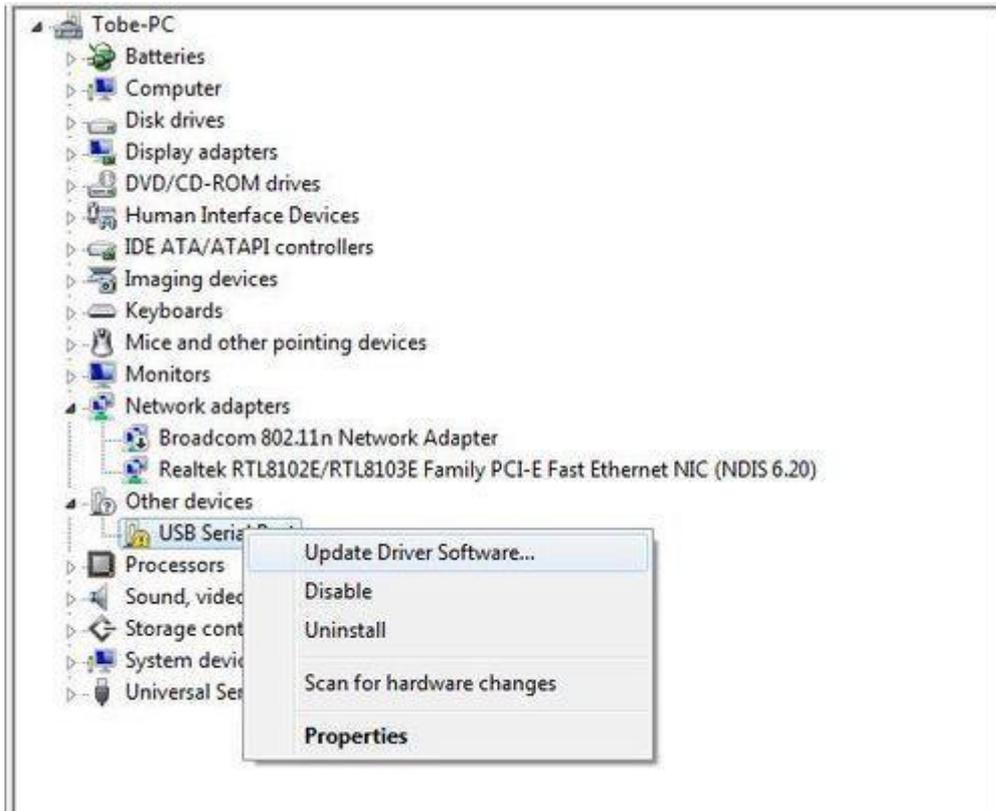


**If your computer is win7 system or win10 system:**

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"

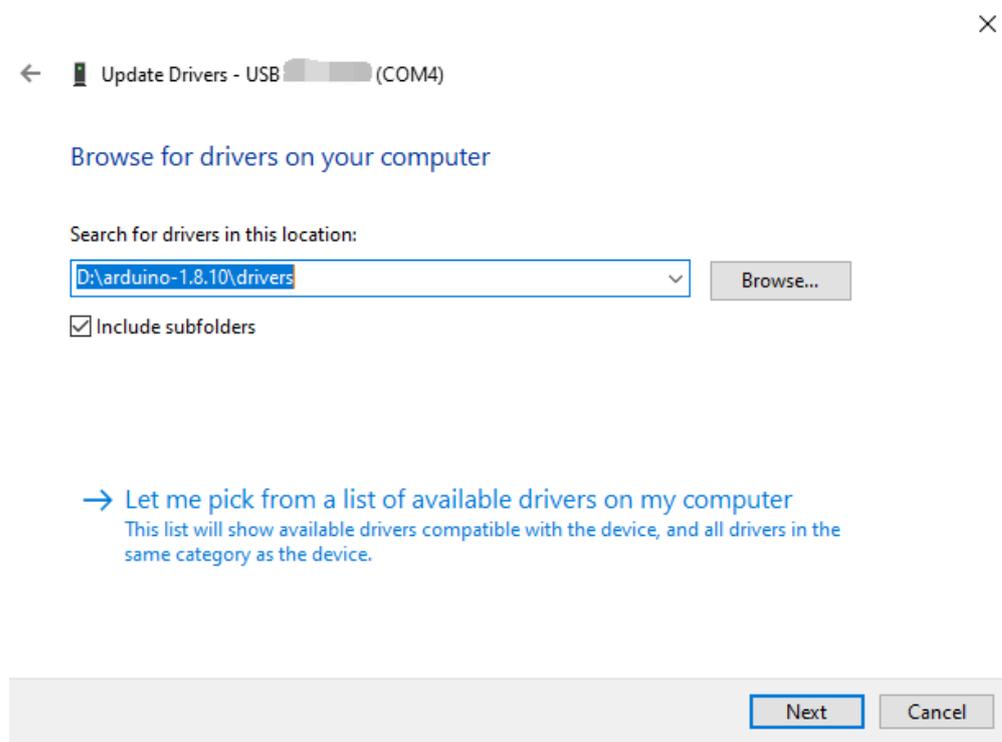
Right click on the "USB Serial Port" and choose the "Update Driver Software" option.



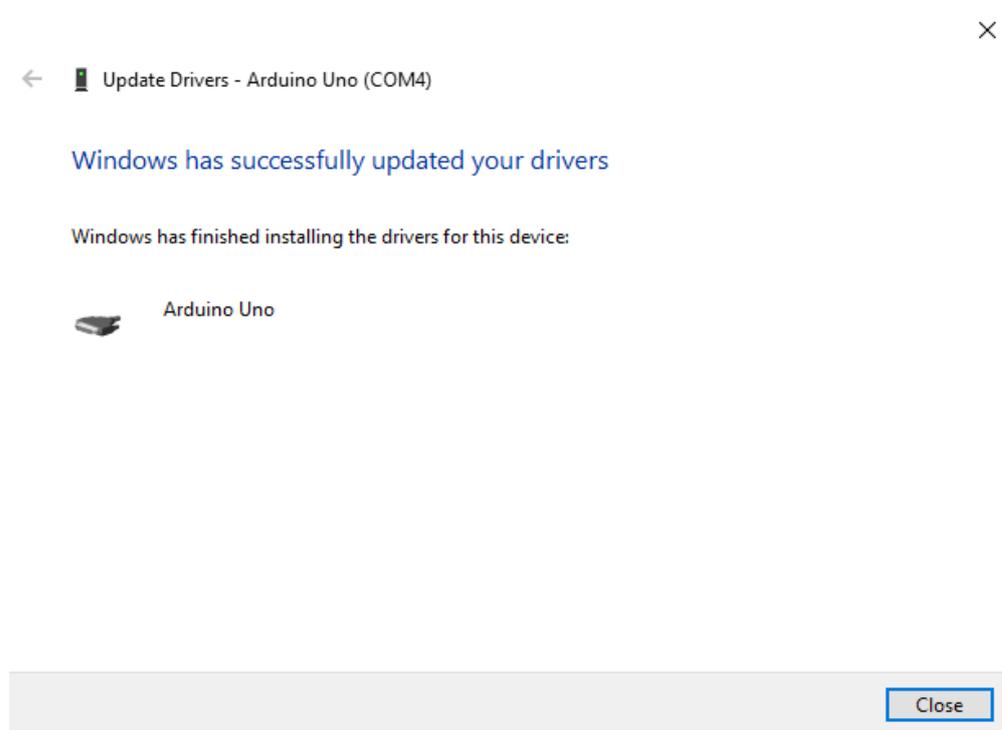
Next, choose the "Browse my computer for Driver software" option.



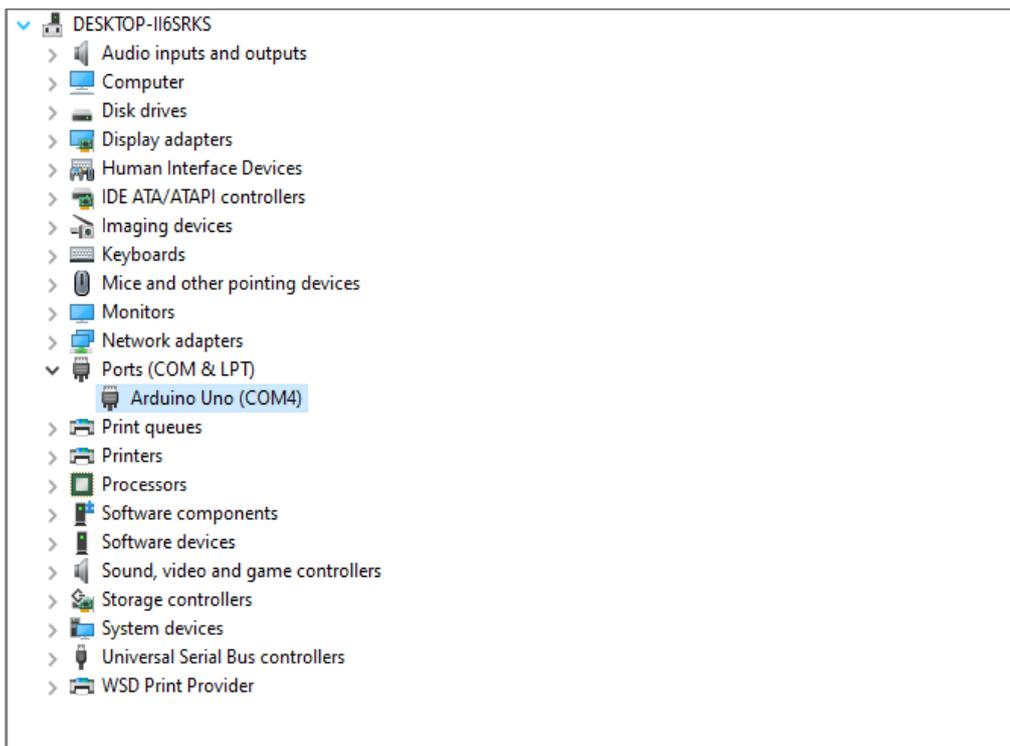
Finally, located in the "drivers" folder of the Arduino IDE installation folder.



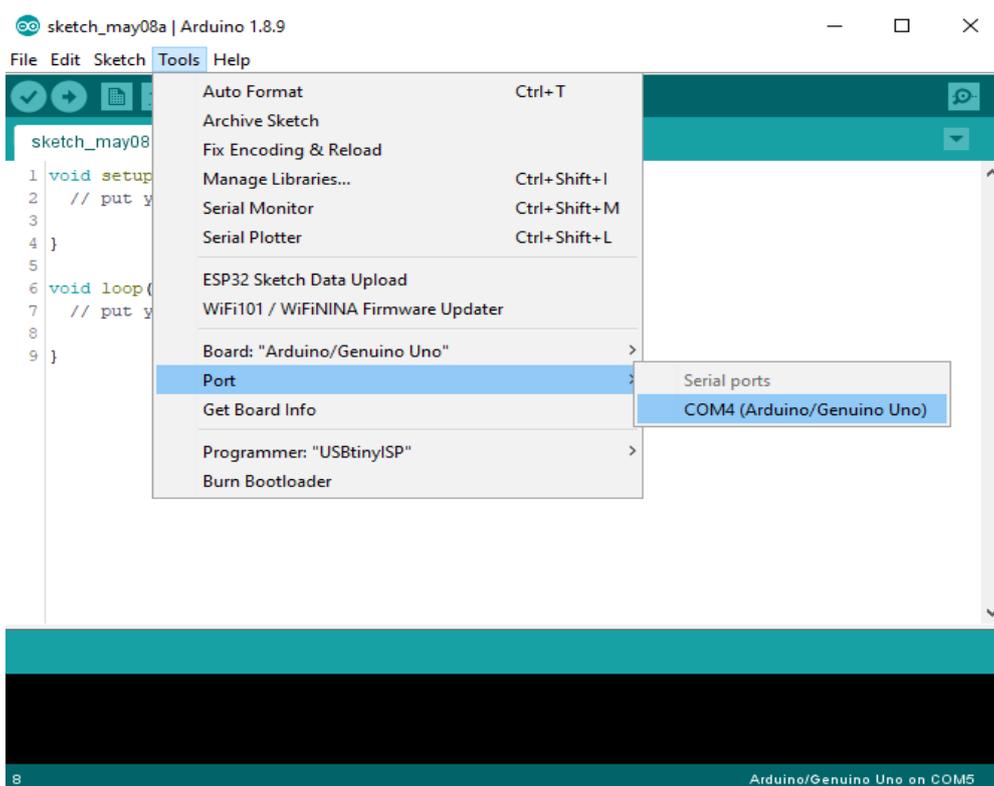
The below notification would automatically appear if you have installed driver successfully.



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: <https://www.ftdichip.com/Drivers/VCP.htm>.

Download Driver file according to your Mac OS X version.

Operating System	Release Date	Processor Architecture							Comments
		X86 (32-Bit)	X64 (64-Bit)	PPC	ARM	MIPSII	MIPSIV	SH4	
Windows (Desktop)*	2021-07-15	<a href="#">2.12.36.4</a>	<a href="#">2.12.36.4</a>	-	<a href="#">2.12.36.4A****</a>	-	-	-	WHQL Certified. Includes VCP and D2XX. Available as a <a href="#">Setup executable</a> . Please read the <a href="#">Release Notes</a> and <a href="#">Installation Guides</a> .
Windows (Universal)***	2021-11-12	<a href="#">2.12.36.4U</a>	<a href="#">2.12.36.4U</a>	-	-	-	-	-	WHQL Certified. Includes VCP and D2XX.
Linux	-	-	<a href="#">1.5.0</a>	-	-	-	-	-	All FTDI devices now supported in Ubuntu 11.10, kernel 3.0.0-19. Refer to <a href="#">[IN-101]</a> if you need a custom VCP VID/PID in Linux. VCP drivers are integrated into the <a href="#">kernel</a> .
Mac OS X 10.3 to 10.8	2012-08-10	<a href="#">2.2.18</a>	<a href="#">2.2.18</a>	<a href="#">2.2.18</a>	-	-	-	-	Refer to <a href="#">[IN-105]</a> if you need a custom VCP VID/PID in MAC OS
Mac OS X 10.9 to 10.13	2019-12-24	-	<a href="#">2.4.2</a>	-	-	-	-	-	This driver is signed by Apple
Mac OS X 10.14	2019-12-24	-	<a href="#">2.4.4</a>	-	-	-	-	-	This driver is signed by Apple
Mac OS X10.15 and macOS 11/12	2021-05-18	-	<a href="#">1.4.7</a>	-	-	-	-	-	This is a Beta driver release and the installer should be run from the <a href="#">Applications</a> folder on your machine
Windows CE 4.2-5.2**	2012-01-06	<a href="#">1.1.0.20</a>	-	-	<a href="#">1.1.0.20</a>	<a href="#">1.1.0.10</a>	<a href="#">1.1.0.10</a>	<a href="#">1.1.0.10</a>	
Windows CE 6.0/7.0	2016-11-03	<a href="#">1.1.0.22</a> <a href="#">CE 6.0 CAT</a>	-	-	<a href="#">1.1.0.22</a> <a href="#">CE 6.0 CAT</a>	<a href="#">1.1.0.10</a>	<a href="#">1.1.0.10</a>	<a href="#">1.1.0.10</a>	For use of the CAT files supplied for ARM and x86 builds refer to <a href="#">AN_319</a>

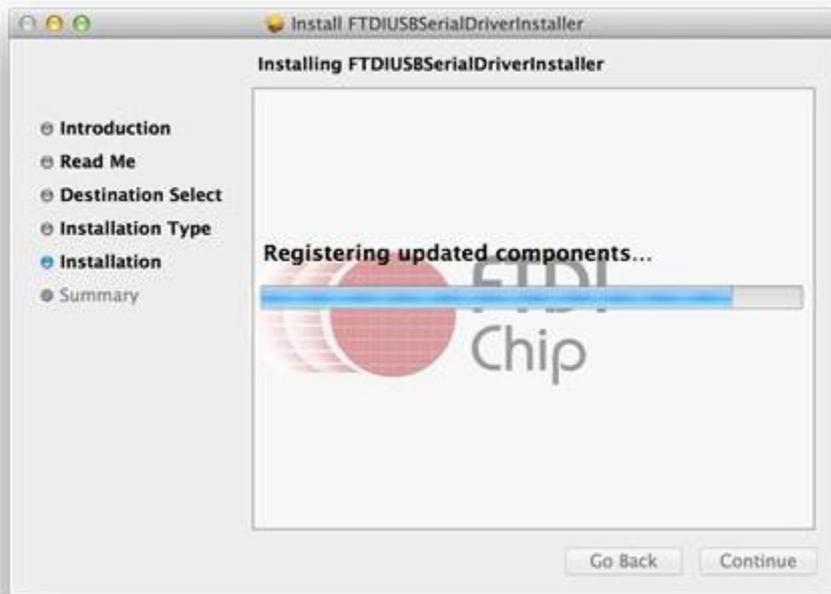
Open the driver file which you just download, and double click the file. In my example, the filename is FTDI\USBSerialDriver\_10\_4\_10\_5\_10\_6\_10\_7.mpkg



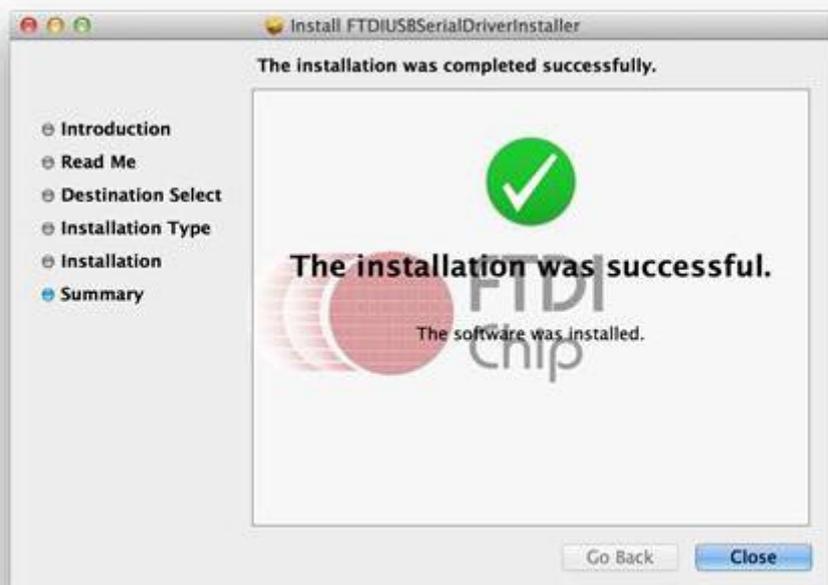
After double click, you will see an installer window.



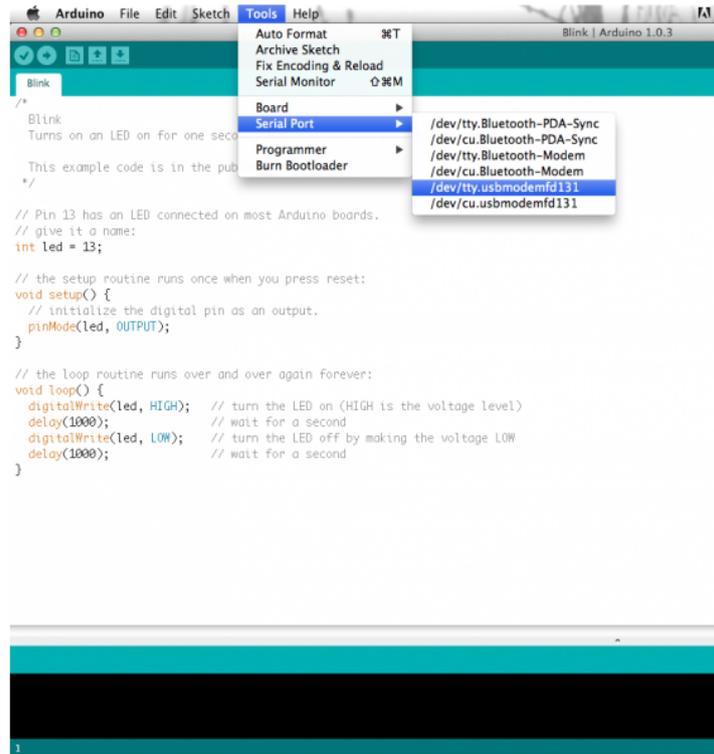
Click "Continue".



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.