

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 response.

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 or there is only an unknown device, it means there are some issues with the controller board or the USB cable.

We are sorry for the inconvenience caused. Please contact us at service@elegoo.com and we will resend you a new product in 12 hours

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/>

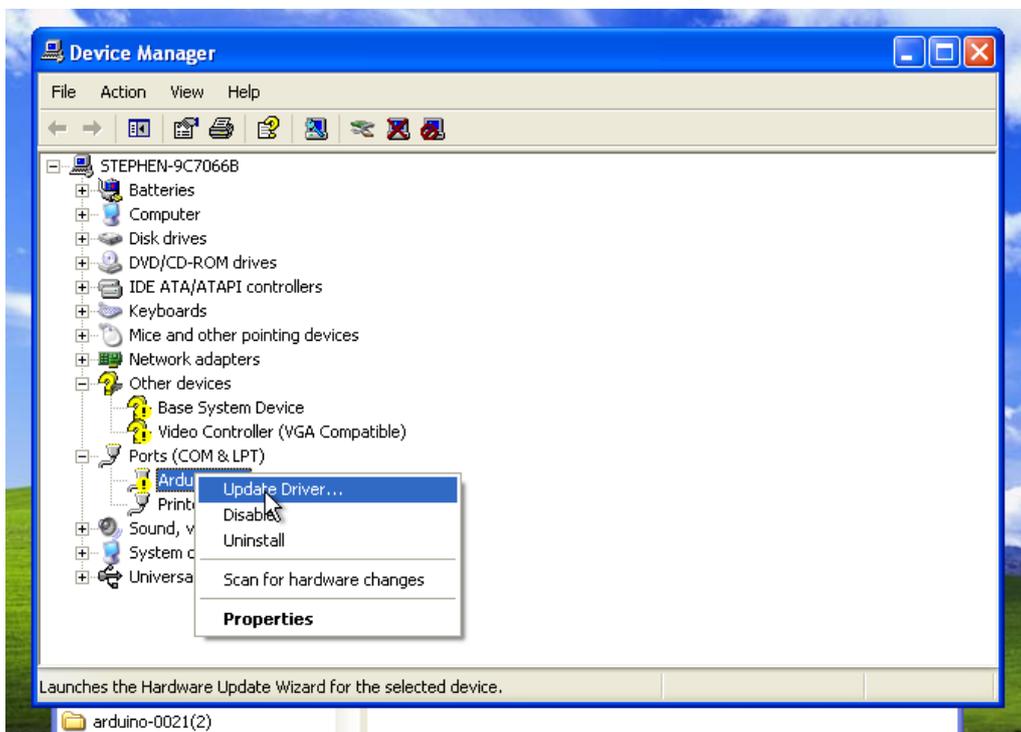
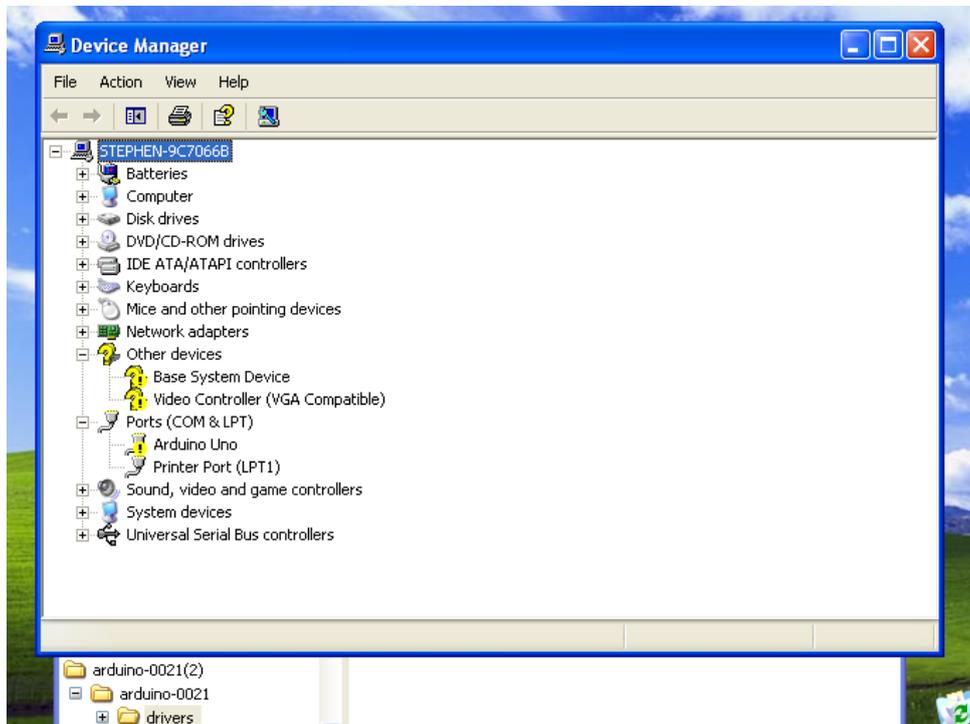
Install the software > Install the driver automatically > Restart the computer.

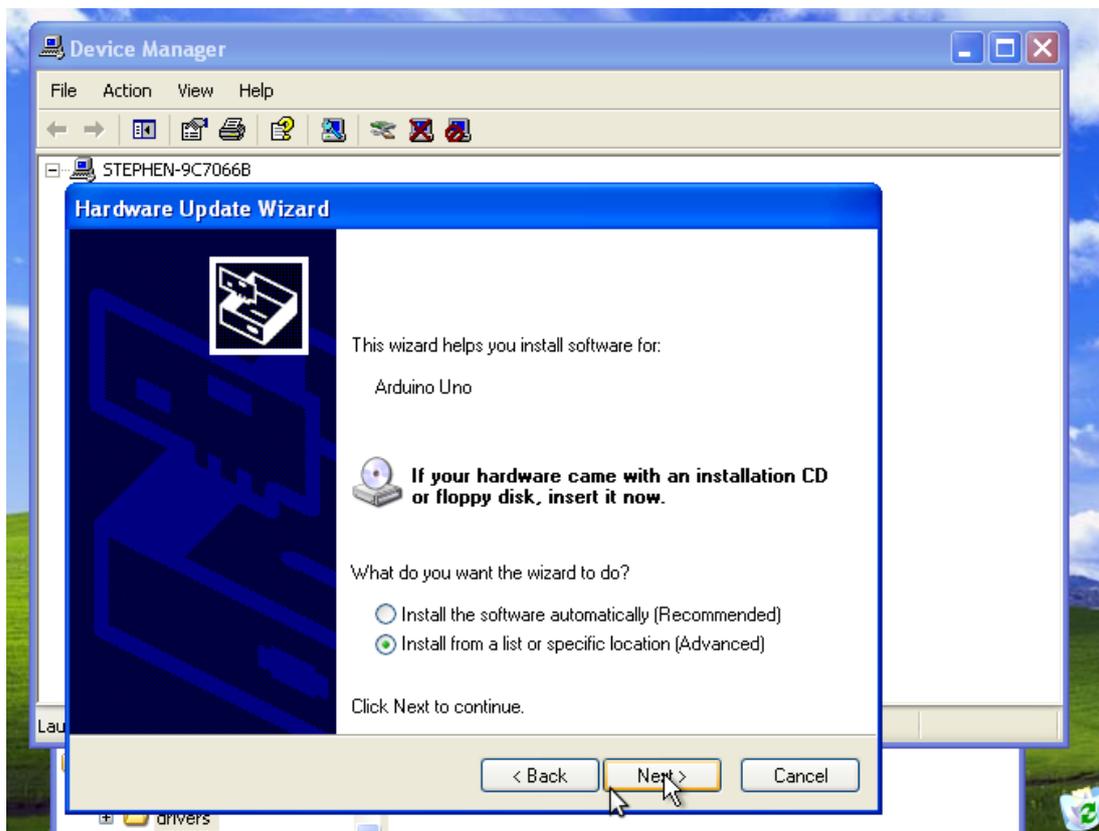
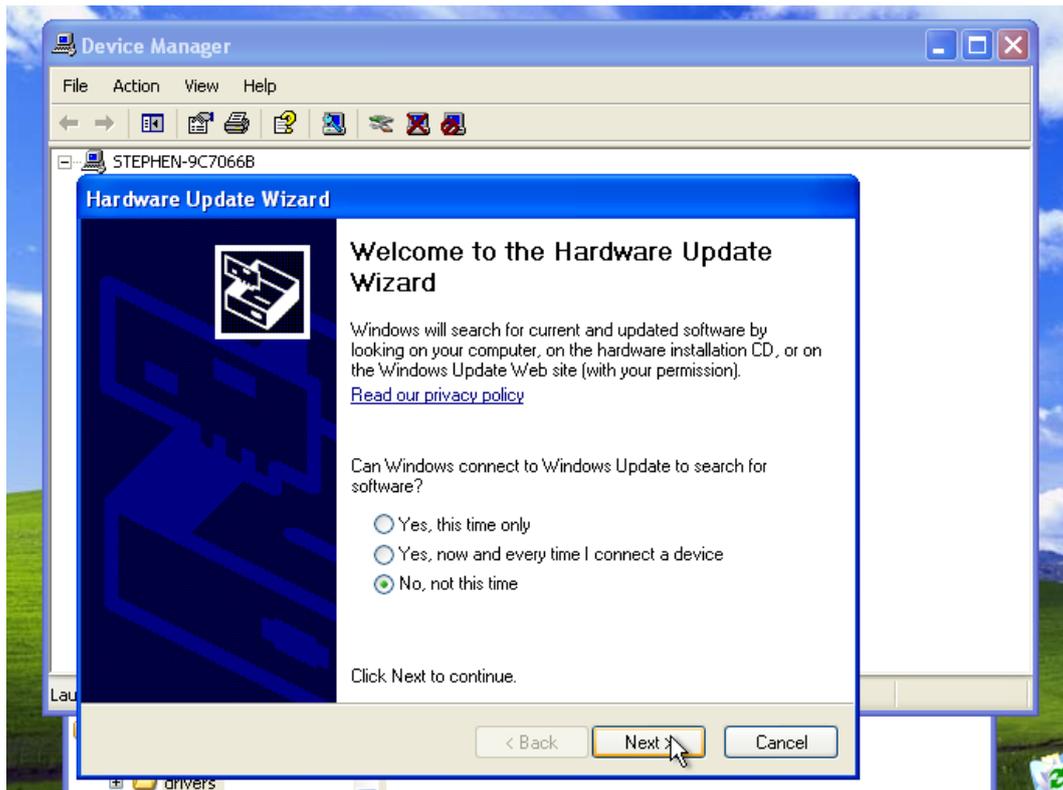
4) Open the Device Manager by right clicking "My computer" and selecting control panel.

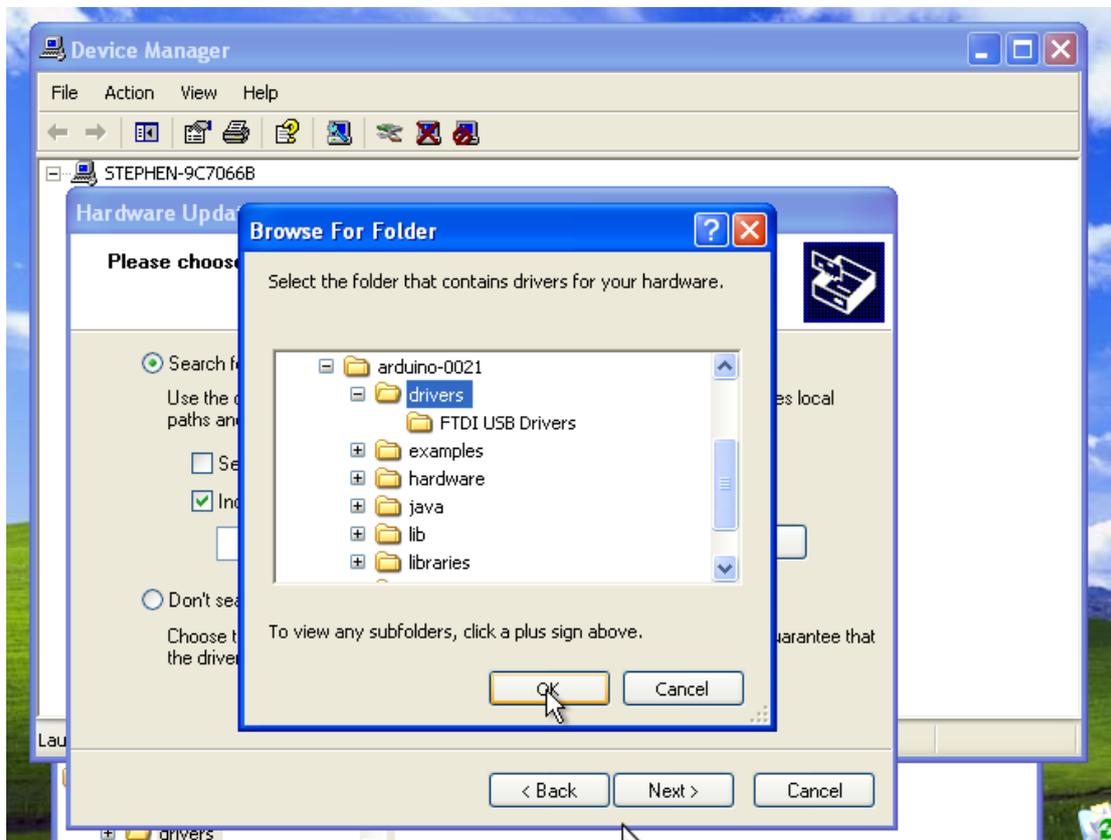
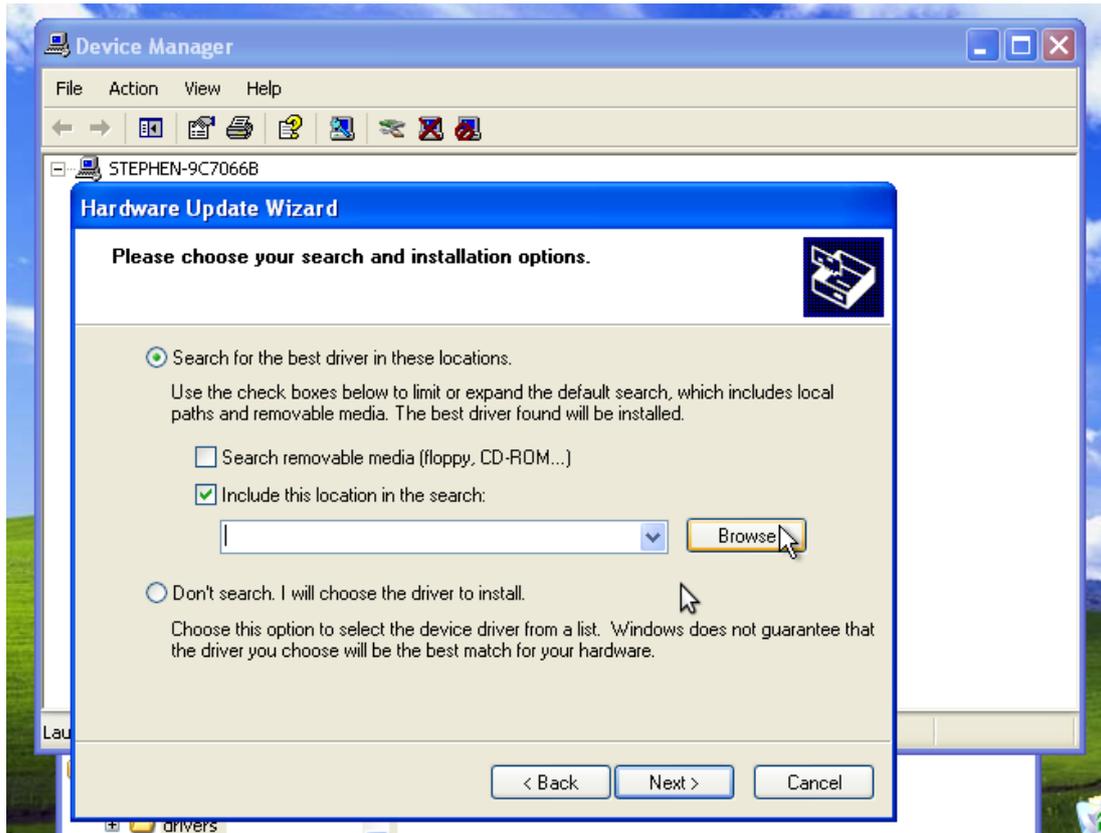
Look under Ports (COM & LPT). If there is an Arduino UNO with yellow exclamation mark. It means that you should install the driver by yourself.

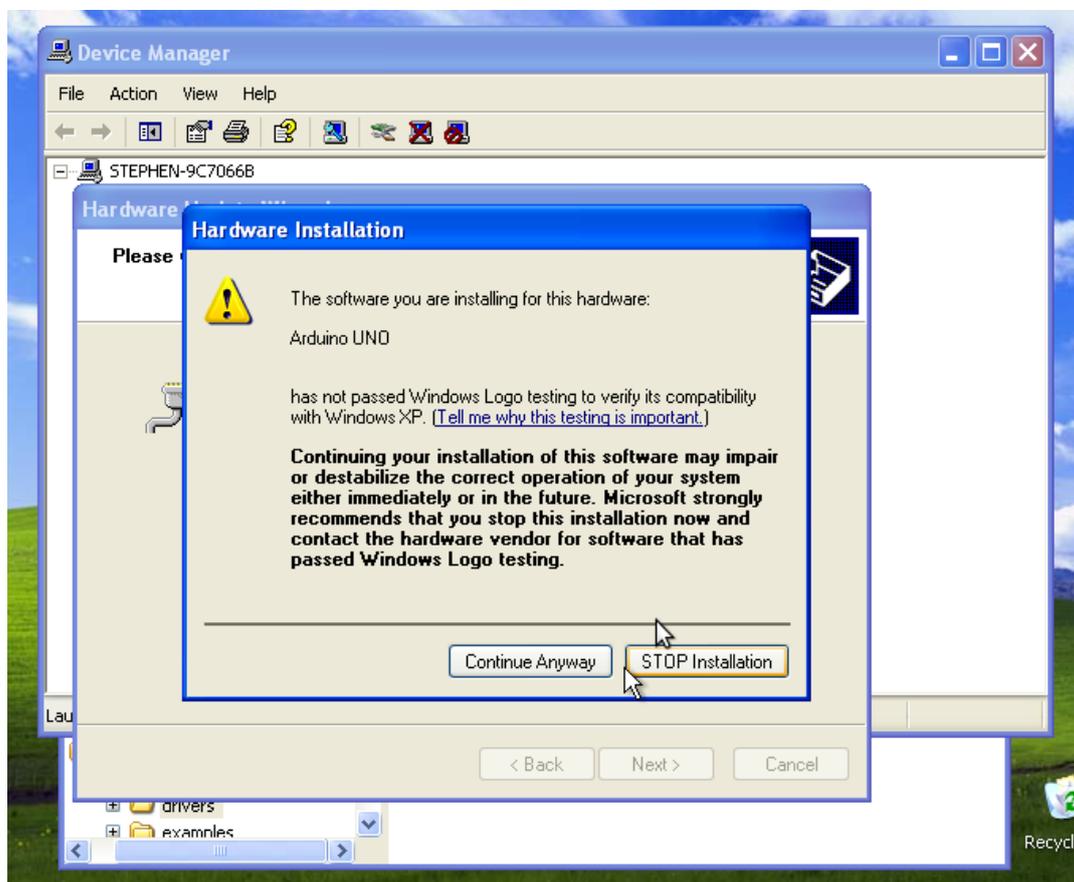
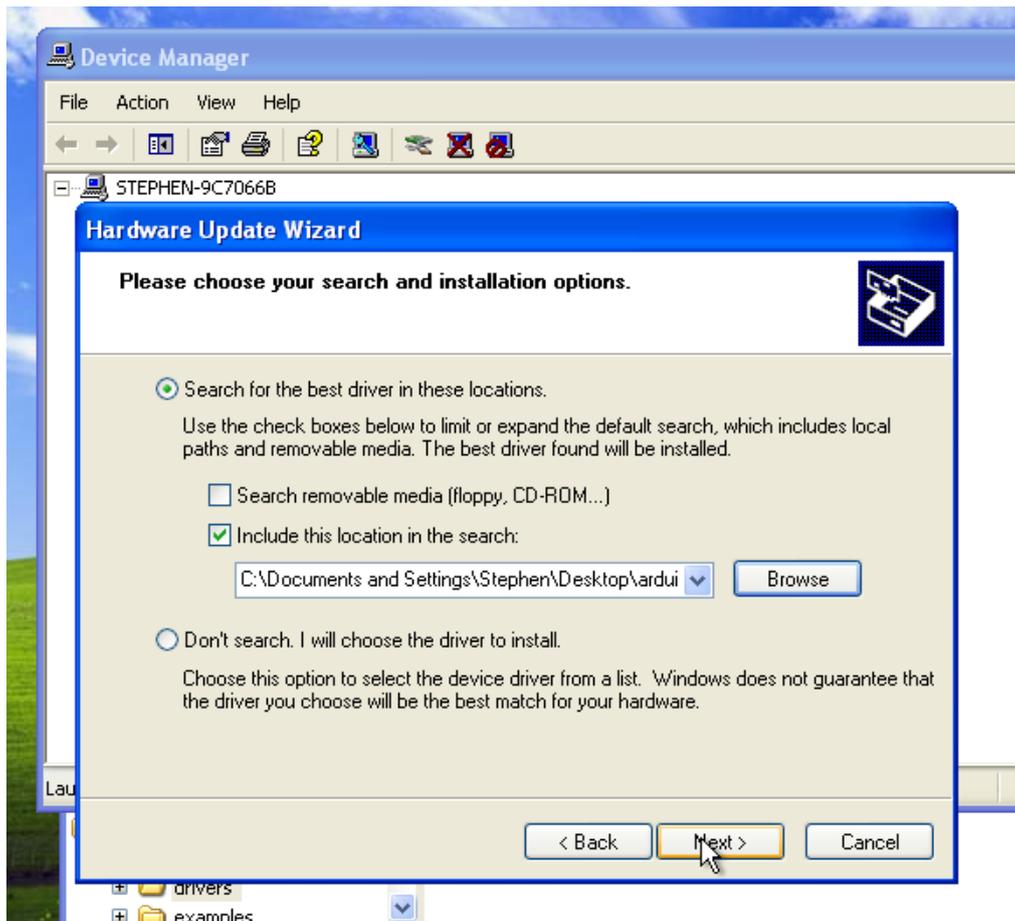
How to install:

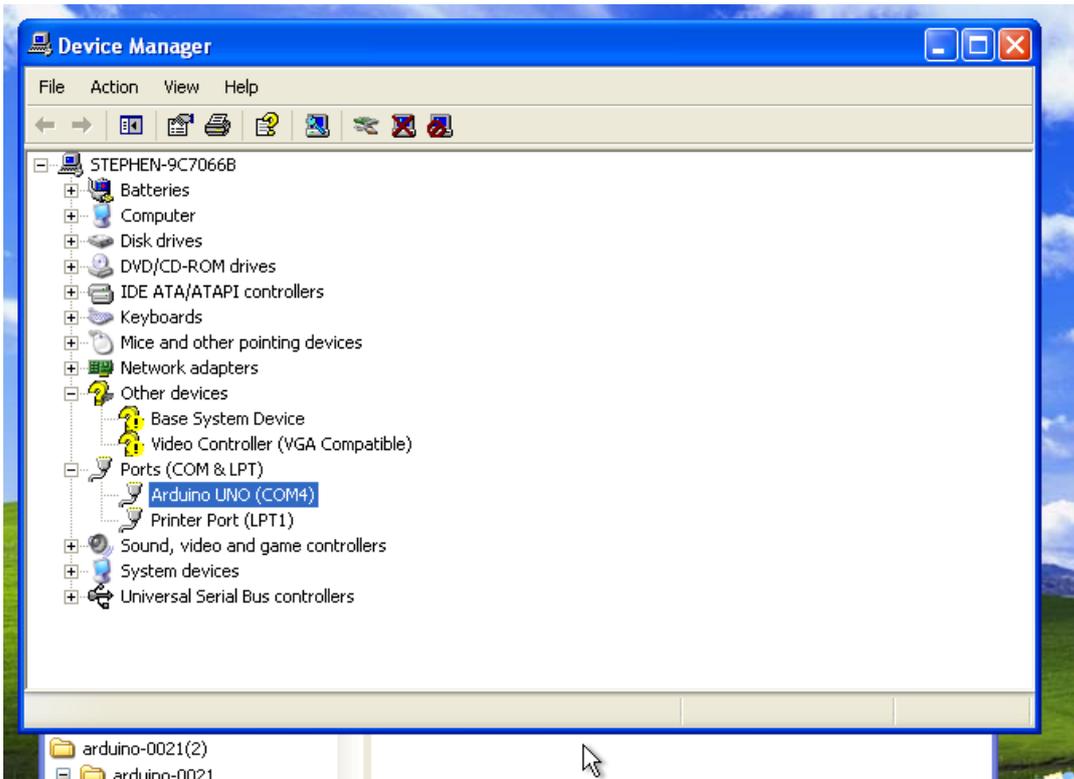
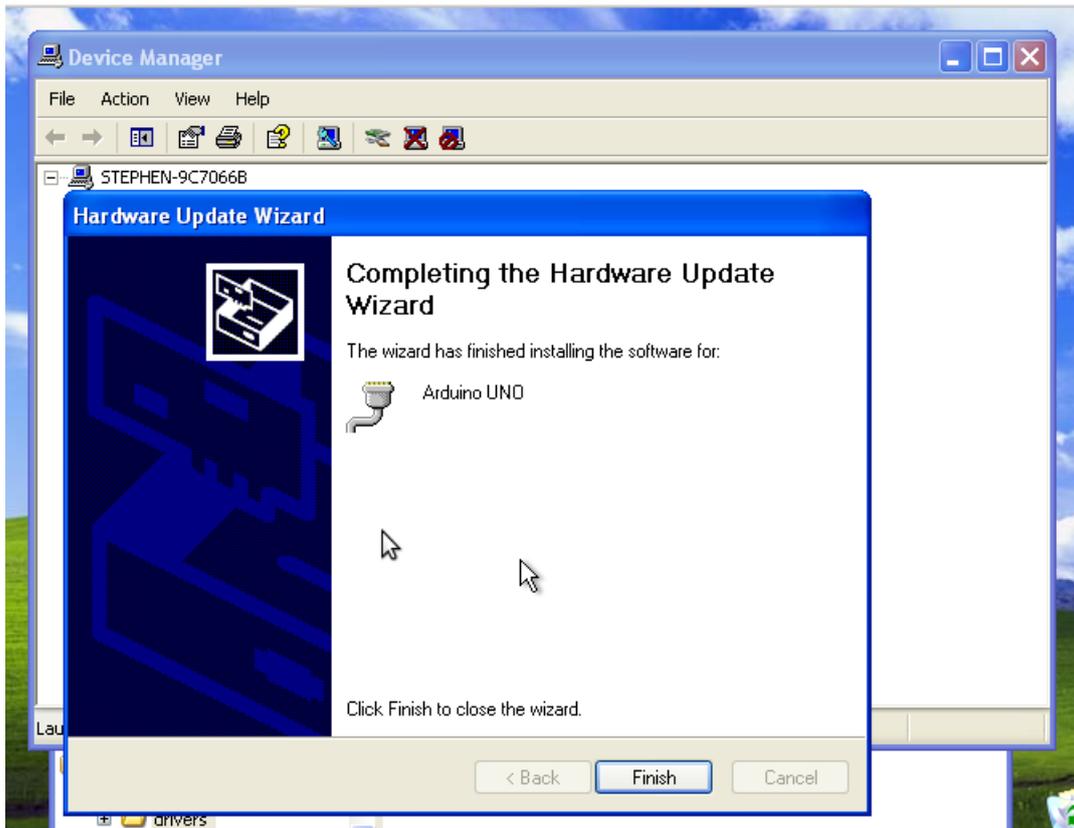
If your computer is XP System:







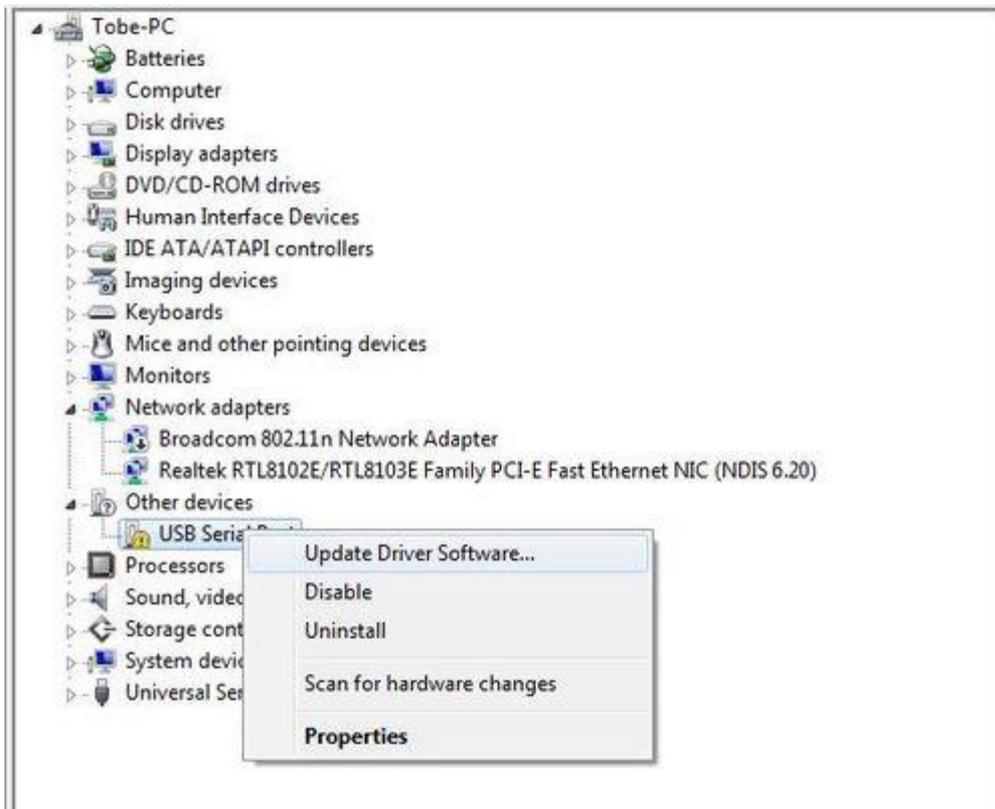




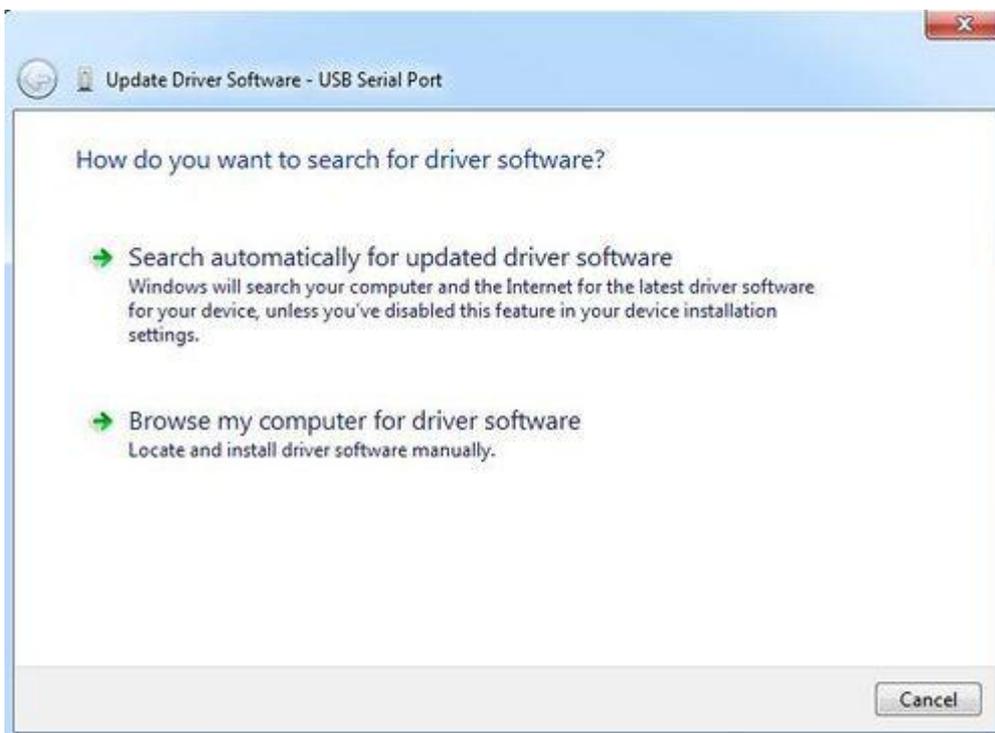
If your computer is win7 system:

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" 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, select the driver file named "FTDI USB Drivers", located in the

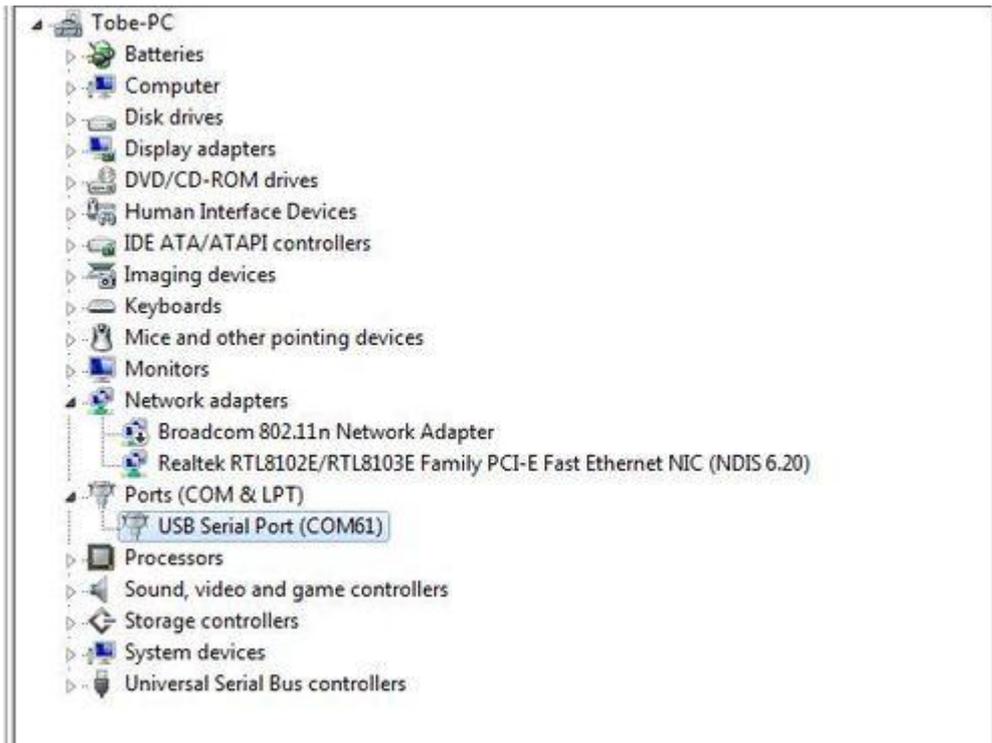
"Drivers" folder of the Arduino Software download.



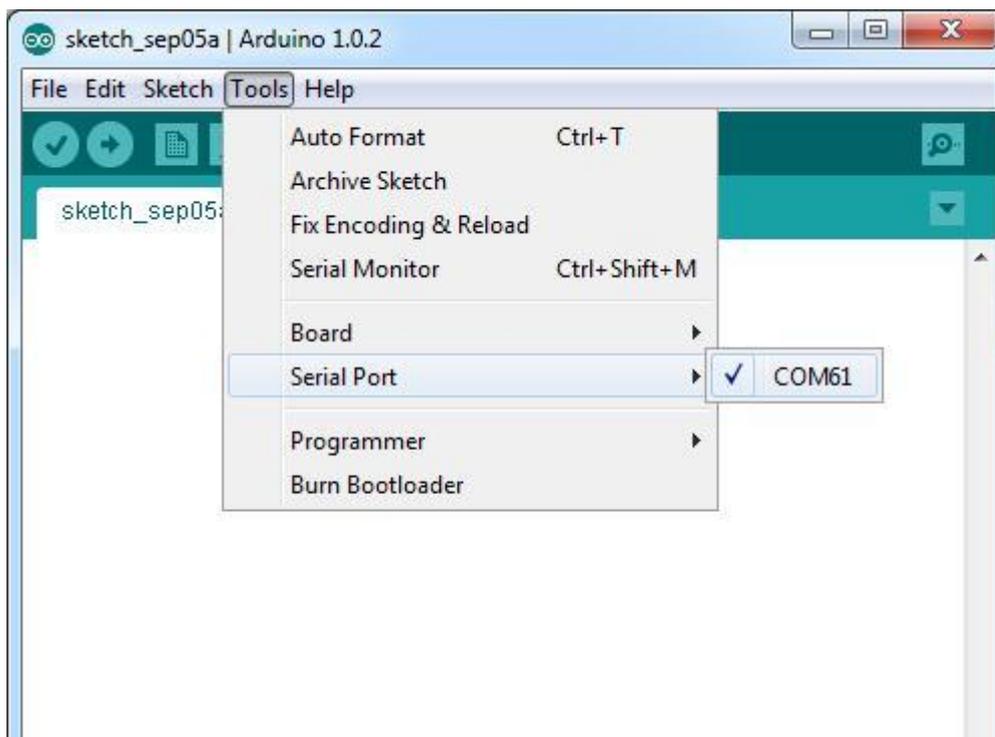
The below notification would automatically appear if you have installed driver successfully.



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



You can also see the serial port in Arduino environment.



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)

Operating System	Release Date	Processor Architecture								Comments
		x86 (32-bit)	x86 (64-bit)	PPC	ARM	MIPS	MIPSv	SH4		
Windows*	2013-08-01	2.08.30	2.08.30	-	-	-	-	-	2.08.30 WHQL Certified Available as setup executable Release notes	
Linux	2009-05-14	1.5.0	1.5.0	-	-	-	-	-	All FTDI devices now supported in Ubuntu 11.10, kernel 3.0.0-19 Refer to [79,102] If you need a custom VCP VIDPID in Linux	
Mac OS X	2012-08-10	2.2.18	2.2.18	2.2.18	-	-	-	-	Refer to [79,102] If you need a custom VCP VIDPID in MAC OS	
Windows CE 4.2-B.2**	2012-01-08	1.1.0.10	-	-	1.1.0.14	1.1.0.10	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	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.

**Also, as 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-B.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	SH4		
Windows*	2013-02-20	2.08.28	2.08.28	-	-	-	-	-	WHQL Certified Available as setup executable Release notes	
Windows 2000	2009-10-22	2.08.20	-	-	-	-	-	-	WHQL Certified Available as setup executable Release notes	
Windows 98/ME	2004-11-25	1.08.08	-	-	-	-	-	-	Does not support FT232R or FT4232 devices	
Windows 95/NT	1996-05-17	1.0.5	-	-	-	-	-	-	Only supports FT1550R1 devices	

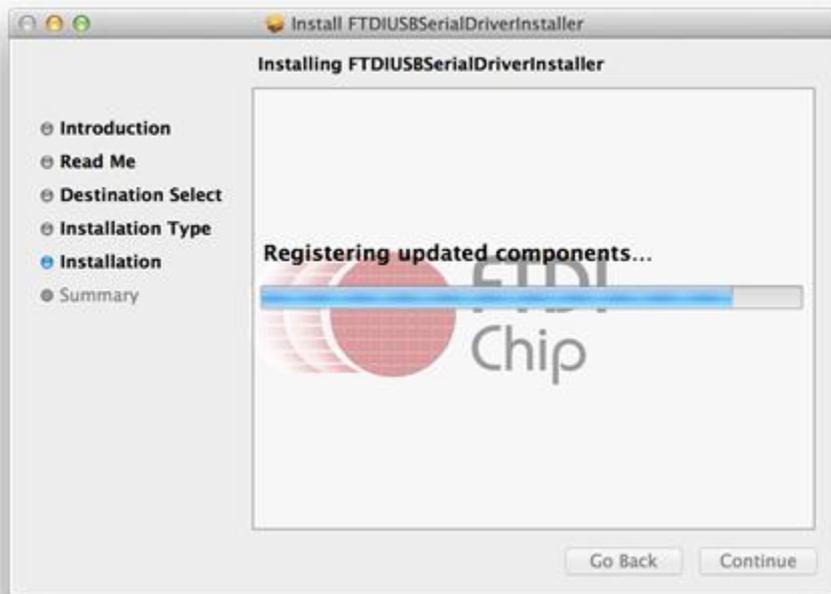
Open the driver file which you just download, and double click FTDIUSBSerialDriver_10_4_10_5_10_6_10_7.mpkg



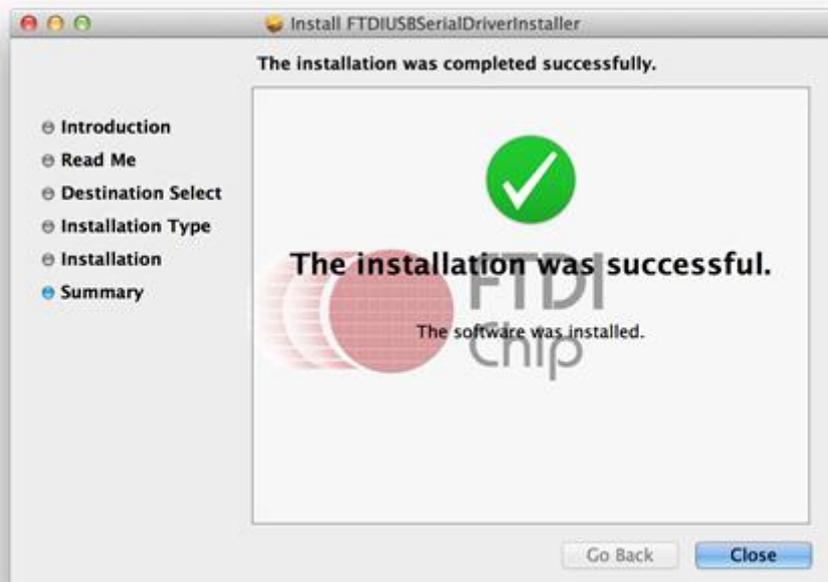
After double click, you will see an installer window.



Click "Continue".



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



Test it with Seeeduino

