

S5004 USB Driver Installation Procedure (Windows 10 & Windows11)

Contents

1. For Windows 10 (32-bit)	2
1-1. Installation of USB Driver	2
1-2. Installation of USB Virtual COM Port	5
1-3. Check after Installation	8
2. For Windows 10 (64-bit)	10
2-1. Driver Signature Enforcement	10
3. For Windows 11	12
3-1. Driver Signature Enforcement	13

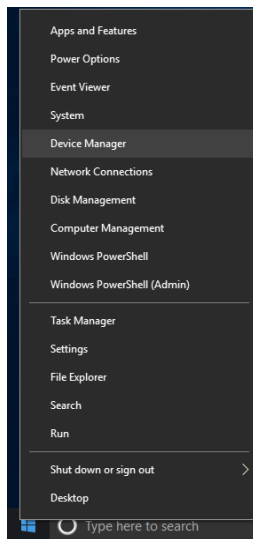
1. For Windows 10 (32-bit)

1-1. Installation of USB Driver

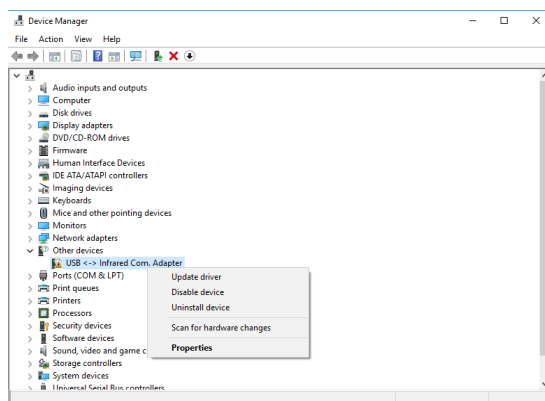
You may not be able to install a USB driver according to your PC environment.
If so, please refer to “2. For Windows 10 (64-bit)” to complete installation.

(1) Connect S5004 to PC.

Right-click the “Start” button. Click “Device Manager” from the selection menu to launch it.

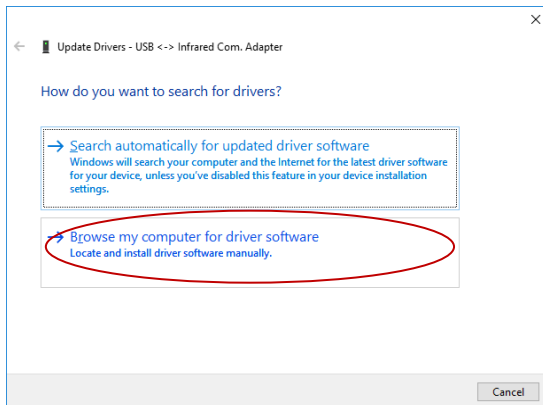


(2) The “Device Manager” window appears.



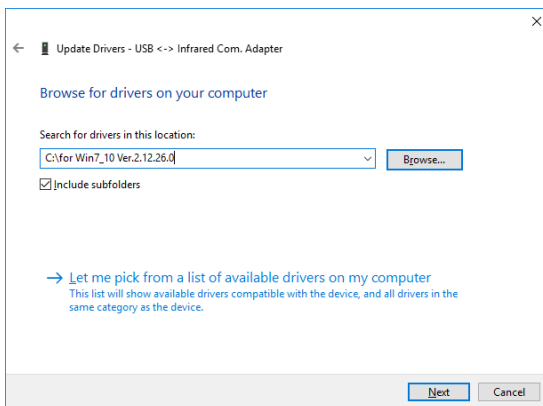
Right-click “USB <-> Infrared Com. Adapter” from “Other devices” on the “Device Manager” window. Click “Update driver” from the popup menu.

(3) The “How do you want to search for drivers?” window appears.



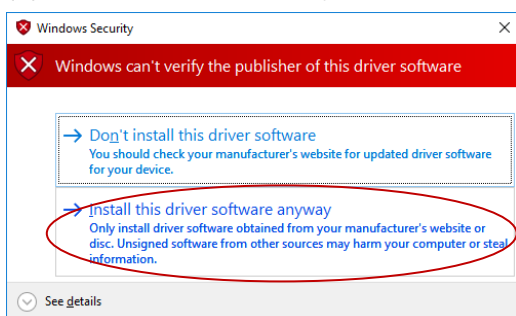
Click “Browse my computer for driver software” to proceed.

(4) The “Browse for drivers on your computer” window appears.



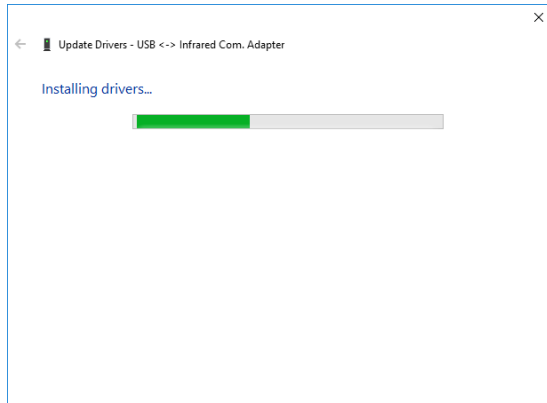
In the “Search for drivers in this location” box, specify the folder where the drivers are saved. Click “Next” to proceed.

(5) The “Windows Security” window appears.

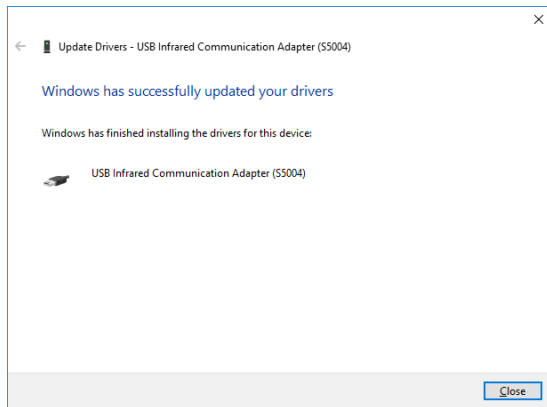


Click “Install this driver software anyway” to proceed.

(6) The “Installing drivers...” window appears.



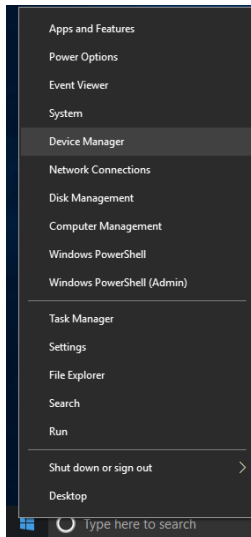
(7) The “Windows has successfully updated your drivers” window appears.



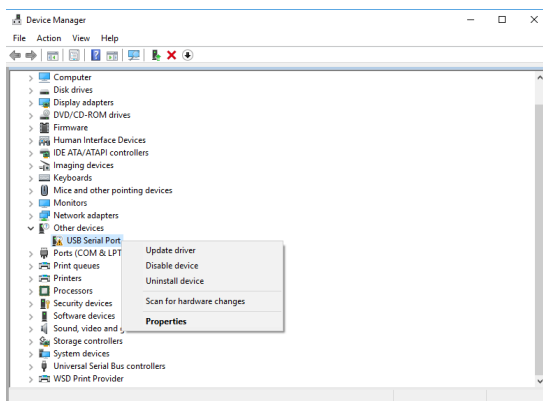
Installation of the driver is completed. Click the “Close” button and proceed to the installation of the “USB Virtual COM Port.”

1-2. Installation of USB Virtual COM Port

(1) Right-click the “Start” button. Click “Device Manager” from the selection menu to launch it.

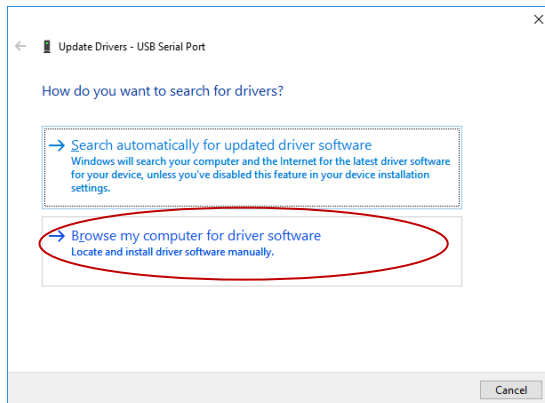


(2) The “Device manager” window appears.



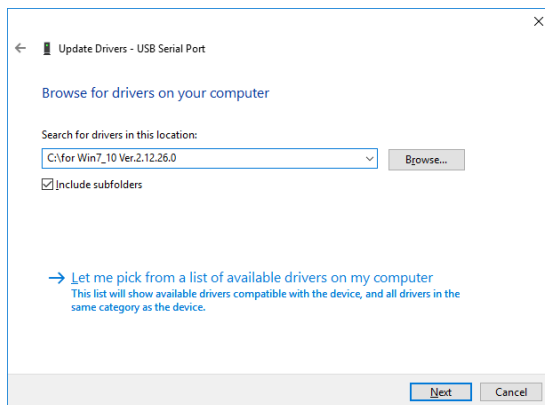
Right-click “USB Serial Port” from “Other devices” on the “Device Manager” window.
Click “Update driver” from the popup menu.

(3) The “How do you want to search for drivers?” window appears.



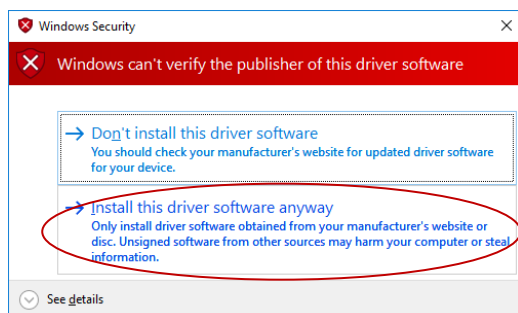
Click “Browse my computer for driver software” to proceed.

(4) The “Browse for drivers on your computer” window appears.



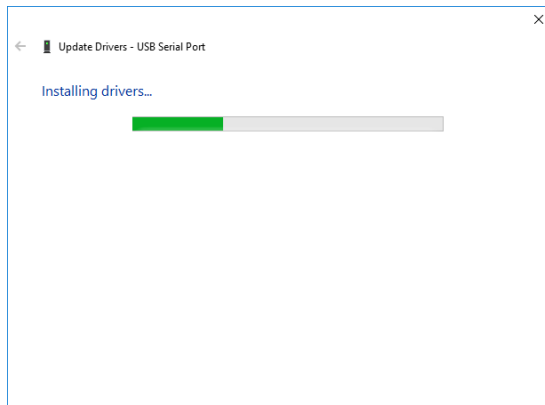
In the “Search for drivers in this location” box, specify the folder where the drivers are saved.
Click “Next” to proceed.

(5) The “Windows Security” window appears.

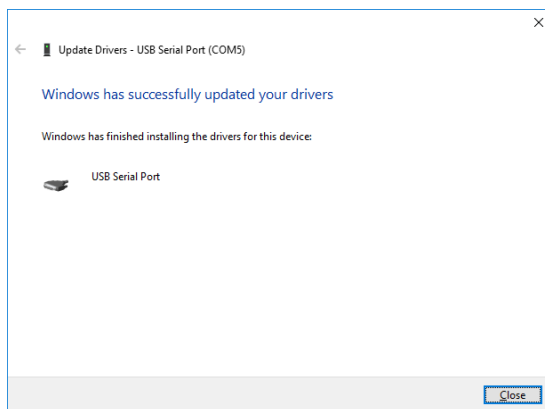


Click “Install this driver software anyway” to proceed.

(6) The “Installing drivers...” window appears.



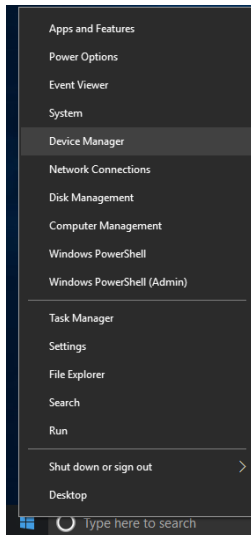
(7) The “Windows has successfully updated your drivers” window appears.



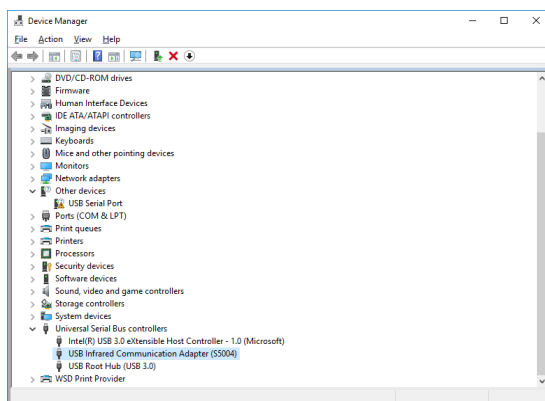
Click the “Close” button to finish the installation.

1-3. Check after Installation

(1) Right-click the “Start” button. Click “Device Manager” from the selection menu to launch it.



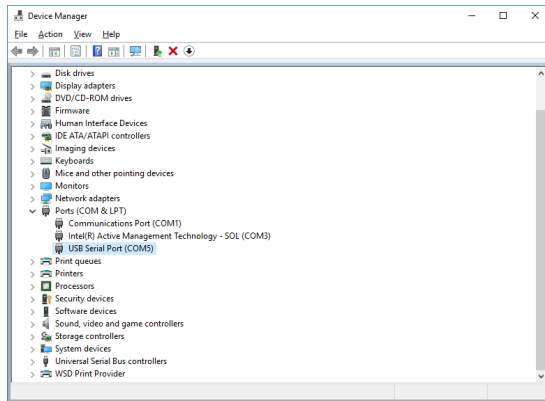
(2) The “Device Manager” window appears.



Confirm that “**USB Infrared Communication Adapter (S5004)**” is displayed in the “Universal Serial Bus controllers” menu.

(3) USB Virtual Port Driver

Also, confirm that **“USB Serial Port (COMx)”** is displayed in the “Ports (COM & LPT)” menu.
(Note that the COM number “x” depends on your PC.)



This window shows the communication port is COM5.

Note: Some systems have multiple “USB Serial Port (COMx)” in the “Ports (COM & LPT)” menu. To identify which belongs to the S5004, right-click each item in the menu, and select “Property” to open the “Property” window. If “S5004” is displayed in the “Location” field in the “General” tab, the item belongs to the S5004 Serial Port (the COM number).

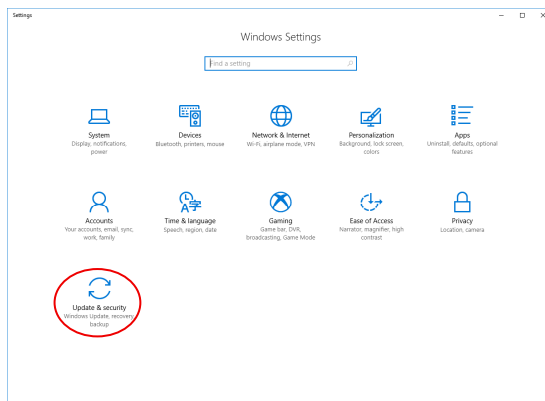
2. For Windows 10 (64-bit)

Windows 10 (64-bit) in its default configuration does not support the installation of the non-digitally-signed drivers, because of its enhanced security. Install the driver after temporarily disabling “driver signature enforcement” according to the following procedure. The installation process is the same as “1. For Windows 10 (32-bit)” in this manual.

2-1. Driver Signature Enforcement

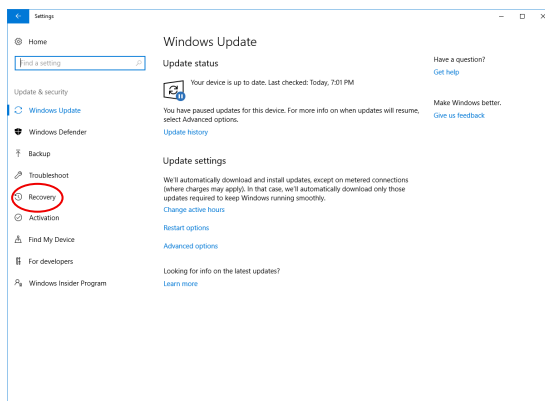
(1) Select “Settings” in the start menu.

(2) The “Settings” window appears.



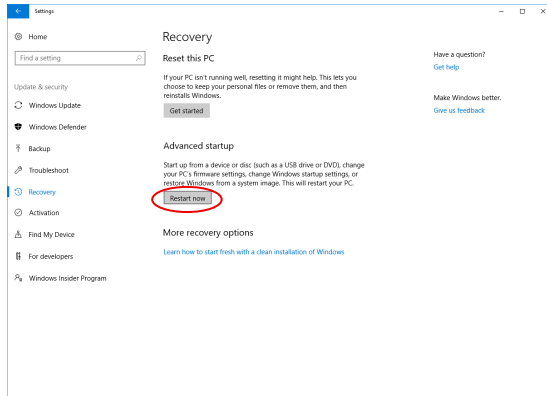
Select “Update & security.”

(3) The “Update & security” window appears.



Select “Recovery.”

(4) Click the “Restart now” button below “Advanced startup.”



(5) After the restart, the “Choose an option” screen appears. Select “Troubleshoot.”

(6) Select “Advanced options” in the “Troubleshoot” screen.

(7) Select “Startup Settings” in the “Advanced options” screen.

(8) Click the “Restart” button in the right bottom of the “Startup Settings” screen.

(9) After the restart, the “Startup Settings” screen appears. Press the “7” key on your keyboard to select “Disable driver signature enforcement.”

(10) After booting the Windows 10, login as administrator, and install the driver according to “1. For Windows 10 (32-bit)” in this manual.

3. For Windows 11

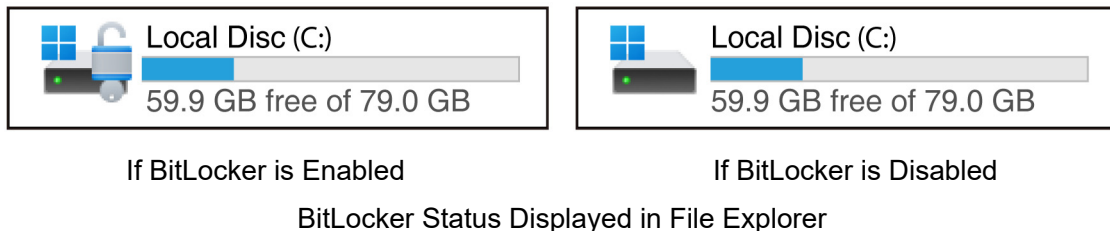
Windows 11 in its default configuration does not support the installation of the non-digitally-signed drivers, because of its enhanced security. Install the driver after temporarily disabling "driver signature enforcement" according to the following procedure. The installation process is the same as "1. For Windows 10 (32-bit)" in this manual.

【Please Check Before Installing the Driver】

If BitLocker is enabled on the drive (e.g., HDD) where the driver will be installed, you will need to enter the recovery key on the "BitLocker Recovery" screen during step 3-1, Driver Signature Enforcement. Therefore, if BitLocker is enabled, please prepare the BitLocker recovery key before proceeding with the installation.

1) Check the BitLocker Status of the Drive for Installation

One way to check the BitLocker status is by using the icons displayed in Devices and Drives in File Explorer (see the example image below)



2) Preparing the Recovery Key if BitLocker is Enabled

To prepare the recovery key, right-click on the icon of the drive where the installation will occur and select "Manage BitLocker" from the menu. In the "BitLocker Drive Encryption" window, choose "Back up your recovery key" (highlighted in red in the image below). Follow the on-screen instructions to back up the recovery key. Once the backup is complete, ensure the recovery key is ready by printing it out or writing it down.



For inquiries regarding BitLocker or the recovery key, please contact Microsoft or the manufacturer of your computer.

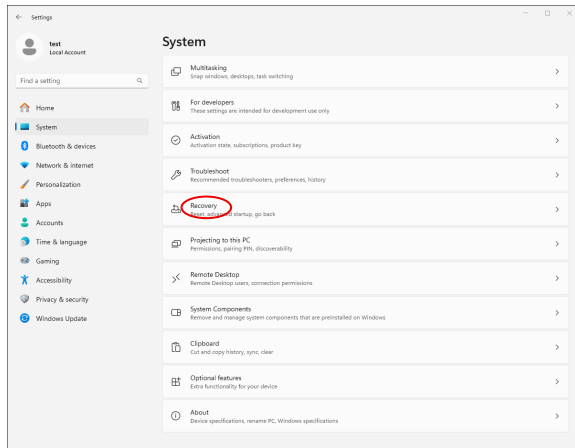
3-1. Driver Signature Enforcement

※ If BitLocker is enabled, please prepare the recovery key.

(1) Select “Settings” in the start menu.

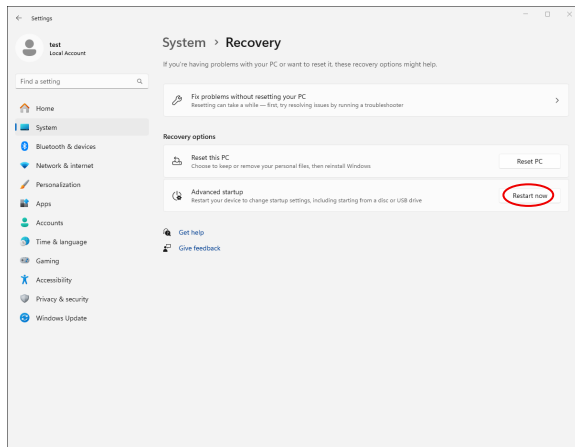
(2) Select “System”.

(3) The “System” window appears.



Select “Recovery.”

(4) Click the “Restart now” button below “Advanced startup.”



(5) After the restart, the “Choose an option” screen appears. Select “Troubleshoot.”

(6) Select “Advanced options” in the “Troubleshoot” screen.

(7) Select “Startup Settings” in the “Advanced options” screen.

(8) Click the “Restart” button in the right bottom of the “Startup Settings” screen.

(9) After the restart, the “Startup Settings” screen appears. Press the “7” key on your keyboard to select “Disable driver signature enforcement.”

※ If the BitLocker screen appears, please enter the prepared recovery key on the next screen, the BitLocker recovery screen.

(10) After booting the Windows 11, login as administrator, and install the driver according to “1. For Windows 10 (32-bit)” in this manual.