



8-Port USB to RS-232 Serial Adapter Hub Installation Guide

Introduction

The *8-Port USB to RS-232 Serial Adapter Hub* adds eight 9-pin serial ports to your USB-equipped system.

Key Features and Benefits

- Provides eight 9-pin (DB9) RS-232 ports
- Supports data transfer rate up to 230Kb/s
- Industrial metal housing
- USB Plug-n-play

System Requirements

- USB equipped computer with an available USB port
- Windows® 10 (32-/64-bit) / 8 (32-/64-bit) / 7 (32-/64-bit) / Vista (32-/64-bit) / XP (32-/64-bit) / Server 2003 & 2008 (32-/64-bit) / Server 2008 R2 / 2000

Package Contents

- 8-Port USB to RS-232 Serial Adapter Hub
- USB 2.0 Cable & Power Adapter
- Driver CD
- Installation Guide

Layout

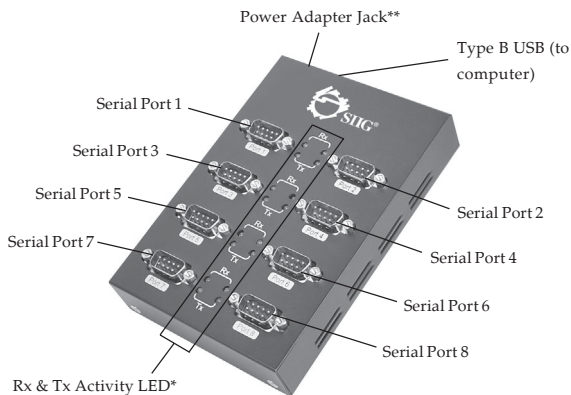


Figure 1: Layout

Note: *Rx & Tx Activity LEDs will blink when data is transferred through the serial port. **Power adapter is required.

Driver Installation

Make sure the driver is installed **before** plugging the *Serial Adapter* into the computer. **Do Not** plug the *Serial Adapter* into the computer until instructed to do so.

Windows 10 (32-/64-bit) / 8 (32-/64-bit) / 7 (32-/64-bit) / Server 2008 R2

1. At the Windows desktop insert the driver CD. Close the CD autoplay window if prompted.
2. Click **Windows** key and **R** key,
For 32-bit: Type **D:\32bit\MSSetup_QUADPORT.exe**, then press **Enter**.
For 64-bit & Server 2008 R2: type **D:\64bit\MSSetup_QUADPORT.exe**, then press **Enter**. (Change **D:** to match your CD-ROM drive letter)
3. At User Account Control, click **Yes**. For Server 2008 R2, skip this step.
4. At High-Speed USB MultiSerial Device Drivers Setup box, click **Install**.

5. Wait until the High-Speed USB MultiSerial Device Drivers Setup box prompt Installation completed, then click **Exit**.
6. Plug the power adapter into the *Serial Adapter*, then plug it into a reliable power outlet. Plug the *Serial Adapter* into your computer, the drivers install automatically.
7. The *Serial Adapter* is ready for use.

Windows Vista (32-/64-bit) / XP (32-/64-bit) / Server 2003 & 2008 (32-/64-bit) / 2000

1. At the Windows desktop insert the driver CD. Close the CD autoplay window if prompted.
2. Click **Start, Run,**
For 32-bit and 2000: Type **D:\32bit\MSSetup_QUADPORT.exe**, then press **Enter**.
For 64-bit: Type **D:\64bit\MSSetup_QUADPORT.exe**, then press **Enter**.
(Change **D:** to match your CD-ROM drive)
3. At User Account Control, click **Allow** or **Continue**. Skip this step if not prompted.

4. At High-Speed USB MultiSerial Device Drivers Setup box, click **Install**.
5. For 2000, click **Yes** at the Digital Signature Not Found. For other OSes, skip this step.
6. Wait until the High-Speed USB MultiSerial Device Drivers Setup box prompt Installation completed, click **Exit**.
7. Plug the included power adapter into the *Serial Adapter*, then plug it into a reliable power outlet. Plug the *Serial Adapter* into your computer.
8. For 2000, click **Yes** at the Digital Signature Not Found 1-2 times. For other OSes, skip this step.
9. The *Serial Adapter* is ready for use.

To Verify Installation

1. Check **Device Manager**.
For Windows 10/8/7/XP/Server 2003/2000: Right click **Computer** or **My Computer**, click **Manage**, then click **Device Manager**.
For Windows Vista: Right click **Computer**, click **Manage**, click **Continue**, then click **Device Manager**.

For Server 2008 / 2008 R2: Right click **Computer**, click **Manage**, double click **Diagnostics**, then click **Device Manager**.

2. Double click **Ports (COM & LPT)**, eight **High-Speed USB Serial Port...** should be displayed.

Changing COM Port Number

Some serial devices need a specific COM port in order to work. If your serial device works properly, do not change this setting.

1. From **Device Manager** double click **Ports (COM & LPT)**, then double click the **High-Speed USB Serial Port** port you want to change.
2. Click **Features** tab.
3. Click the down arrow that is next to the **COM Port Number** drop down box and select a COM port that is not in use.
4. Click **OK** to save the changes.
5. Unplug the *Serial Adapter* from the USB port, then re-plug the *Serial Adapter* into the same USB port to enable the changes.

Technical Support and Warranty

QUESTIONS? SIIG's **Online Support** has answers! Simply visit our web site at www.siig.com and click **Support**. Our online support database is updated daily with new drivers and solutions. Answers to your questions could be just a few clicks away. You can also submit questions online and a technical support analyst will promptly respond.

SIIG offers a 5-year manufacturer warranty with this product. This warranty covers the original purchaser and guarantees the product to be free of any defects in materials or workmanship for five (5) years from the date of purchase of the product. This warranty is not transferable and is available only to the original purchaser of the product.

SIIG will, at our discretion, repair or replace (with an identical product or product having similar features and functionality) the product if defective in materials or workmanship. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Please see our web site for more warranty details.

If you encounter any problems with this product, please follow the procedures below.

- A) If it is within the store's return policy period, please return the product to the store where you purchased from.
- B) If your purchase has passed the store's return policy period, please follow the steps below to have the product repaired or replaced.

Step 1: Submit your RMA request.

Go to www.siig.com, click **Support**, then **REQUEST A PRODUCT REPLACEMENT** to submit a request to [SIIG RMA](#) or fax a request to 510-657-5962. Your RMA request will be processed, if the product is determined to be defective, an RMA number will be issued.

Step 2: After obtaining an RMA number, ship the product.

- Properly pack the product for shipping. All accessories that came with the original package must be included
- Include a copy of your original sales receipt inside the package with date of purchase and place of purchase circled and clearly visible
- Clearly write your RMA number on the top of the returned package. SIIG will refuse to accept any shipping package, and will not be responsible for a product returned without an RMA number posted on the outside of the shipping carton
- You are responsible for the cost of shipping to SIIG. Ship the product to the following address:

SIIG, Inc.
6078 Stewart Avenue
Fremont, CA 94538-3152, USA
RMA #: _____

- SIIG will ship the repaired or replaced product via Ground in the U.S. and International Economy outside of the U.S. at no cost to the customer

About SIIG, Inc.

Founded in 1985, SIIG, Inc. is a leading manufacturer of IT connectivity solutions (including Serial ATA and Ultra ATA Controllers, FireWire, USB, and legacy I/O adapters) that bridge the connection between Desktop/Notebook systems and external peripherals. SIIG continues to grow by adding A/V and Digital Signage connectivity solutions to our extensive portfolio.

SIIG products offer comprehensive user manuals, many user-friendly features, and are backed by an extensive manufacturer warranty. High quality control standards are evident by the overall ease of installation and compatibility of our products, as well as one of the lowest defective return rates in the industry. SIIG products can be found in computer retail stores, mail order catalogs, through major distributors, system integrators, VARs and through e-commerce sites.

PRODUCT NAME

8-Port USB to RS-232 Serial Adapter Hub

FCC RULES: TESTED TO COMPLY WITH FCC PART 15, CLASS B
OPERATING ENVIRONMENT: FOR HOME OR OFFICE USE

FCC COMPLIANCE STATEMENT:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

THE PARTY RESPONSIBLE FOR PRODUCT COMPLIANCE

SIIG, Inc.

6078 Stewart Avenue

Fremont, CA 94538-3152, USA

Phone: 510-657-8688

8-Port USB to RS-232 Serial Adapter Hub is a trademark of SIIG, Inc. SIIG and the SIIG logo are registered trademarks of SIIG, Inc. All other names used in this publication are for identification only and may be trademarks of their respective owners.

October, 2017

Copyright © 2017 by SIIG, Inc. All rights reserved.