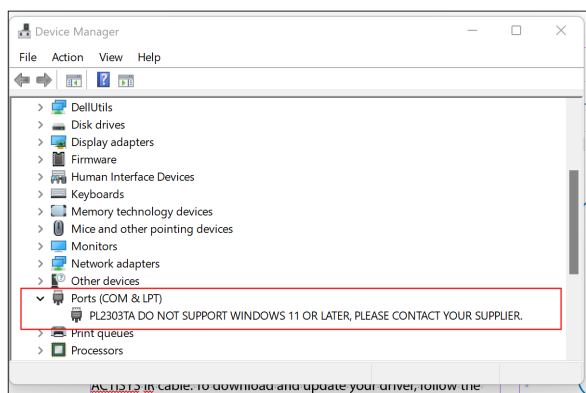


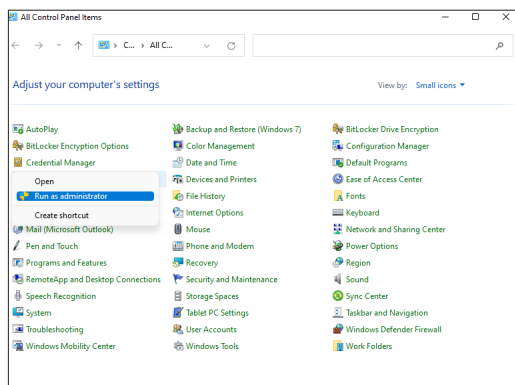
After upgrading to a newer operating system such as Windows 11, problems can occur with your ACTiSYS® ACT-IR224UN-L+ USB IR programming cable (IR cable) because the current driver may only work with an older version of Windows. You will see a message that looks like this in Device Manager when you connect your IR cable.



Windows 11 requires an older driver to be compatible with the IR cable. To download the driver, follow the instructions below.

DOWNLOAD DRIVER

NOTE: Run all Device Manager functions as an **administrator**. In the Windows **Control Panel**, right-click on **Device Manager** and select **Run as administrator**.



IMPORTANT

Before you begin the steps in this section, **UNPLUG** your IR cable if it is currently connected to your computer.

- Download the ACT-IR224UN-L+ IR programming cable driver. The driver is available for download at any of the following:
 - BEACON> Utility Settings> Downloads> Device Applications**
 - AquaCUE> Facility Settings> Downloads> Device Applications**
 - badgermeter.com/software-firmware/ and search "driver"



ACTiSYS IR Programming Cable (64436-041)

NOTE: The driver can also be found on the **Software** tab of the Badger Meter website product pages associated with the IR cable.

- Double-click the ACT-IR224UN-L+ driver to install.
 - Install driver as administrator.
 - Follow the prompts on the installation Wizard.
- Connect the IR cable (64436-041) to the computer USB port.
- Open **Device Manager> Ports (COM & LPT)**. You should see an active COM port labeled: **Prolific USB-to-Serial COMM Port (COM X)**.

If you do not see the COM Port and these steps do not fix the issue for using the IR cable, roll back the driver manually by following the steps in the next section.

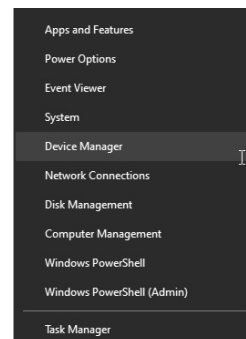
ROLL BACK THE DRIVER MANUALLY

IMPORTANT

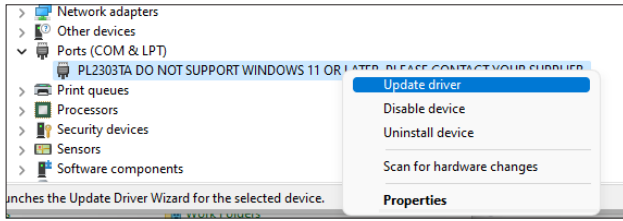
Before you begin the steps in this section, you **MUST CONNECT** the IR cable to your computer.

NOTE: Run all Device Manager functions as an **administrator**. In the Windows **Control Panel**, right-click on **Device Manager** and select **Run as administrator**.

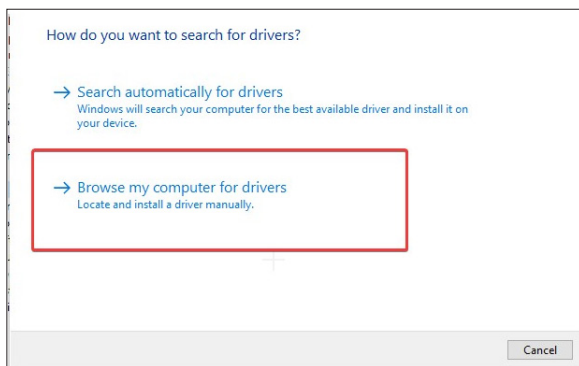
- Right-click the Windows Start button and select **Device Manager** from the menu.
- Double-click **Ports (COM & LPT)**.



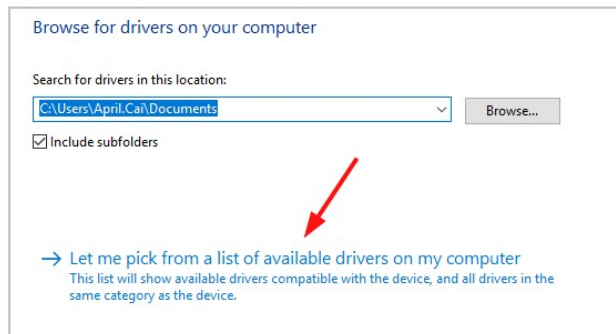
- Right-click **PL2303TA DO NOT SUPPORT WINDOWS 11 OR LATER, PLEASE CONTACT YOUR SUPPLIER)** and select **Update driver**.



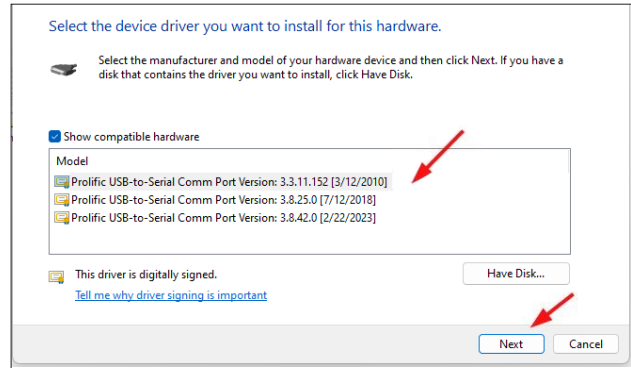
- Select **Browse my computer for drivers** in the window that opens.



- Select **Let me pick from a list of available drivers on my computer**.

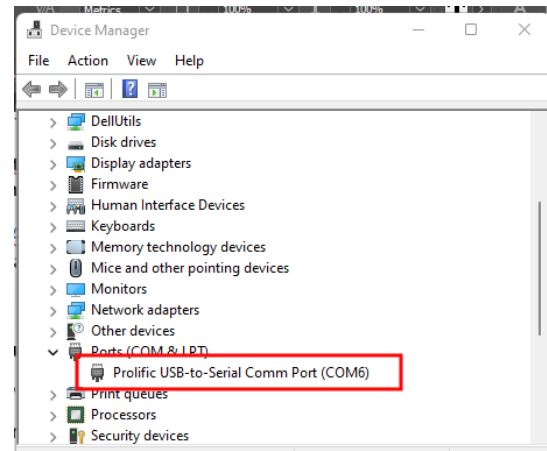


- Select one of the previous drivers. Then click **Next**.



NOTE: Selecting the driver automatically installs it.

- Plug the IR cable (64436-041) into the computer USB port. You should see an active COM port setting in Device Manager and your IR cable should now be working.



Technical Support

Contact Badger Meter Technical Support (800-616-3837) if you have any additional issues.

SMART WATER IS BADGER METER

Trademarks appearing in this document are the property of their respective entities. Due to continuous research, product improvements and enhancements, Badger Meter reserves the right to change product or system specifications without notice, except to the extent an outstanding contractual obligation exists. © 2024 Badger Meter, Inc. All rights reserved.