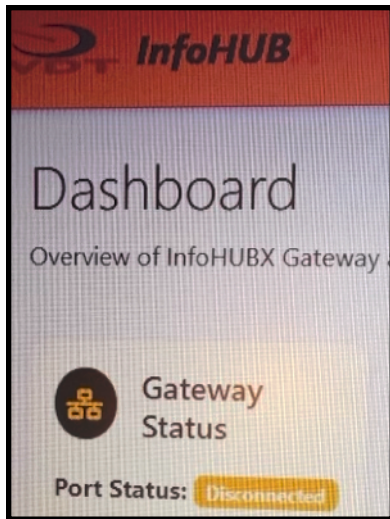


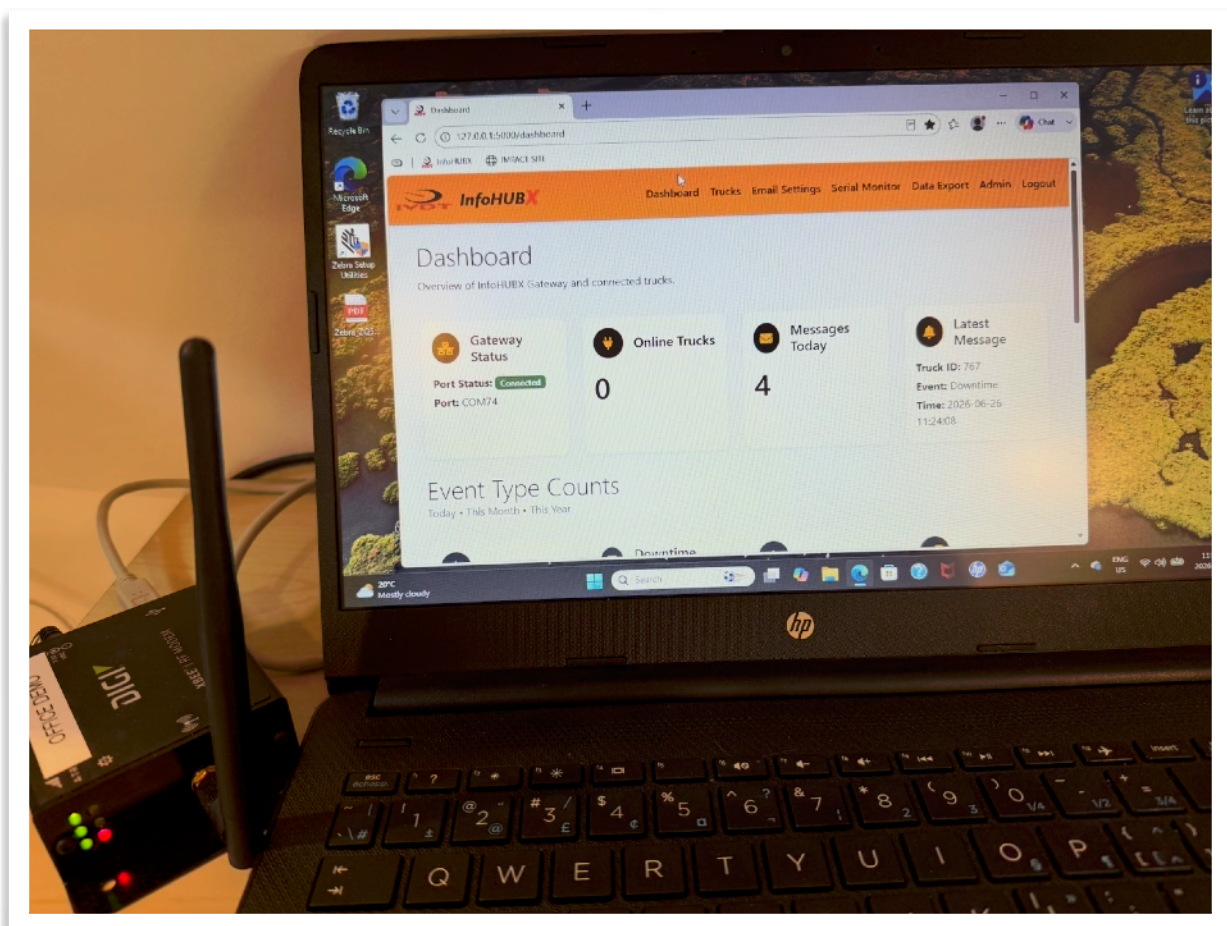


Problem: Plugging in DiGi Modem to Laptop and COM Port Shows Disconnected.

On the main InfoHUBX Dashboard in the top left-hand corner the connection status is yellow and states disconnected. Underneath Port Status it will state **ERROR: COM74 Not Detected.**

Before undertaking the instructions below ensure that the DiGi modem is connected to the correct pre-configured USB port on the laptop.

Note: Software upgrades and or the provisioning of an external laptop into a new network environment will reset the USB COM ports. The instructions below will allow you to reestablish the proper connection.



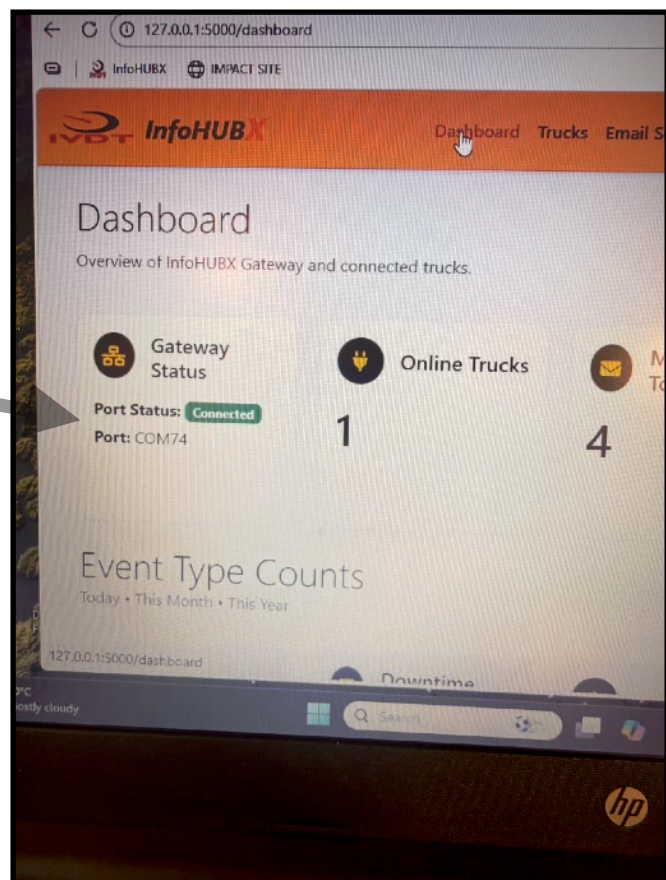
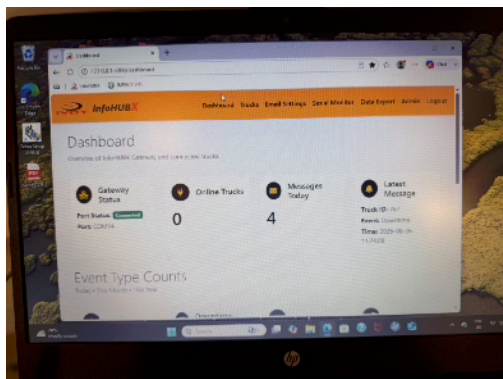
Solution:

- Step 1. Type Device Manager in the search box in the bottom toolbar
- Step 2. Select Device Manager from the menu
- Step 3. Click on Ports (COM & LPT)
- Step 4. Click on USB Serial Port (COM??)
- Step 5. Click on Port Settings
- Step 6. Click on Advanced
- Step 7. Select COM74 in the drop down that is COM Port Number
- Step 8. Click OK on the right to accept then OK on the bottom of Port Settings

NOTE: Your laptop may require you to restart computer to accept the change

Port Status: Connected

Port: COM74



InfoHUBX Port COM74