



KENWOOD

***KPG-22U/ KPG-36U/  
KPG-43U/ KPG-46U***

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Troubleshooting

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### “ ” (Double Quotation Mark)

The characters in quote marks indicate the names of the functions, buttons and menus shown in the active window.

## Bold Letters

The characters in bold letters indicate the names of the windows, tabs and checkboxes for the application in use.

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# TROUBLESHOOTING FOR KPG-22U, KPG-36U, KPG-43U, AND KPG-46U

This troubleshooting document helps you diagnose and resolve potential problems with your PC. Also, the document addresses some of the more common problems previously experienced by KPG-22U, KPG-36U, KPG-43U, or KPG-46U users.

If you do not find a solution to your problem in this document, contact technical support for further assistance.

**Note:** "PC" represents Personal Computer in this document.

## Question

**What do I do if KPG-22U, KPG-36U, KPG-43U, or KPG-46U does not work properly on my PC?**

## Answer

Although the cause cannot be specified, the problem may be overcome by one of the following methods.

### ● Solution 1

Make sure that the installation of KPG-22U, KPG-36U, KPG-43U, or KPG-46U driver has completed successfully.

### ● Solution 2

If there are multiple USB ports on the PC, connect KPG-22U, KPG-36U, KPG-43U, or KPG-46U to a different USB port. If a USB port on the front panel is used, connect KPG-22U, KPG-36U, KPG-43U, or KPG-46U to a USB port on the back panel.

### ● Solution 3

If KPG-22U, KPG-36U, KPG-43U, or KPG-46U does not work properly, restart Windows or disconnect KPG-22U, KPG-36U, KPG-43U, or KPG-46U from the USB port and re-connect it to the port.

### ● Solution 4

If any USB device other than KPG-22U, KPG-36U, KPG-43U, or KPG-46U is connected to a USB port, disconnect the device, and then re-connect KPG-22U, KPG-36U, KPG-43U, or KPG-46U.

### ● Solution 5

If you have a USB hub with an external power supply, connect KPG-22U, KPG-36U, KPG-43U, or KPG-46U to the PC via the USB hub.

## Question

**How do I change the COM number for KPG-22U, KPG-36U, KPG-43U, or KPG-46U on Windows XP, Windows Vista, Windows 7, and Windows 8?**

## Answer

Normally, a new COM number is automatically assigned to KPG-22U, KPG-36U, KPG-43U, or KPG-46U in the existing PC environment.

Depending on the PC, multiple communications ports for items such as a built-in modem or an infrared device are available. In this case, the next available COM number is assigned to KPG-22U, KPG-36U, KPG-43U, or KPG-46U.

Follow the procedure below to change the automatically assigned COM number.

### ● Solution

1. Start up the PC, and then make sure that Windows XP, Windows Vista, Windows 7, or Windows 8 is properly running.
2. Make sure that the installation of the KPG-22U, KPG-36U, KPG-43U, or KPG-46U driver has completed.
3. Connect KPG-22U, KPG-36U, KPG-43U, or KPG-46U to a USB port on the PC.
4. For Windows XP: Right-click "My Computer" and then select "Properties".

The **System Properties** window opens.

For Windows Vista and Windows 7: Click "Start", right-click "Computer", and then select "Properties".

The **System** window opens.

For Windows 8: Open "File Explorer", right-click "Computer", and then select "Properties".

The **System** window opens.

5. For Windows XP: Click the **Hardware** tab and then click the “Device Manager” button.  
For Windows Vista, Windows 7, and Windows 8: Click the “Device Manager” task.
6. Right-click “Silicon Labs CP210x USB to UART Bridge (COMx)” in the Device Manager > “Port (COM and LPT)”, and then select “Properties”.
7. Click the **Port Settings** tab and then click the “Advanced” button.
8. Select the desired COM port number from the **COM Port Number** dropdown list.  

A COM port number with (in use), such as “COMx (in use)” cannot be selected since the number is being used by another device. If a COM port number with (in use) is selected, the message “This COM name is being used by another device (such as another com port or modem). Using duplicate names can lead to inaccessible devices and changed settings. Do you want to continue?” appears.

If you wish to use a COM port number with (in use), make the number available by disabling the device using the COM port number in advance.
9. Click the “OK” button.

**Note:**

- ◆ If installation information on a device that no longer physically exists (or a modem card that was installed before but is now disconnected) is retained, the COM port assigned to the device may become “in use”.
- ◆ For Windows Vista, Windows 7, and Windows 8, the administrative privilege is required to do the above operations.

### Question

**How do I uninstall the KPG-22U, KPG-36U, KPG-43U, or KPG-46U driver?**

### Answer

Follow the procedure below to delete KPG-22U, KPG-36U, KPG-43U, or KPG-46U setup file and drivers.

1. Start up the PC, and then make sure that Windows XP, Windows Vista, Windows 7, and Windows 8 is properly running.
2. For Windows XP, Windows Vista, and Windows 7: Click “Start” and then select “Control Panel”.  
For Windows 8: Open the **Start** screen, and then right-click on the screen. Click “All apps” that appears in the lower right of the screen, and then click “Windows System” > “Control Panel” in the **Apps** screen.
3. For Windows XP: Select “Add or Remove Programs”.  
For Windows Vista, Windows 7, and Windows 8: Select “Uninstall a program”.
4. Delete the drivers.  

For Windows XP: Select “Windows Driver Package - Silicon Laboratories (silabnm) Ports (10/05/2012 6.6.0.0)” from the program list, and then click the “Change/ Remove” button. “All devices using this driver will be removed. Do you wish to continue?” appears, and clicking the “Yes” button will complete the uninstallation.

For Windows Vista, Windows 7, and Windows 8: Right-click “Windows Driver Package - Silicon Laboratories (silabnm) Ports (10/05/2012 6.6.0.0)”, and then select “Uninstall/Change”. “All devices using this driver will be removed. Do you wish to continue?” appears, and clicking the “Yes” button will complete the uninstallation.

Now the uninstallation completes.

**Question**

**The assigned COM port number is too large. Is there any other way to change the COM port number?**

**Answer**

Follow the procedure below to delete the reserved COM port number.

1. Start up the PC, and then make sure that Windows XP, Windows Vista, Windows 7, or Windows 8 is properly running.
2. For Windows XP: Click "Start" > "Run".  
For Windows Vista : Click "Start" and then click the **Start Search** box.  
For Windows 7: Click "Start" and then click the **Search programs or files** box.  
For Windows 8: Place the mouse pointer in the upper-right corner of the screen and move the mouse pointer down to click "Search".
3. For Windows XP: Enter "cmd" and then click the "OK" button. The command prompt starts.  
For Windows Vista and Windows 7: Enter "cmd" by using a keyboard, right-click "cmd" in the searched program list, and then click "Run as Administrator". The command prompt starts.  
For Windows 8: Enter "cmd", and then click "Command Prompt" in the search results list. The command prompt starts.
4. Enter the following commands and then start the Device Manager.  

```
set devmgr_show_nonpresent_devices=1
cd c:\windows\system32
start devmgmt.msc
```
5. Click the "View" menu in the Device Manager, and then click "Show hidden devices".
6. Right-click the unused port you wish to delete, and then select "Uninstall".  
The **Confirm Device Uninstall** dialog box appears. Confirm the message, and if you agree to proceed to the next step, click the "OK" button to delete the selected port. Be careful not to delete necessary devices.

**Note:** For Windows Vista, Windows 7, and Windows 8, the administrative privilege is required to do the above operations.

**Question**

**Is KPG-22U, KPG-36U, KPG-43U, or KPG-46U equivalent to the serial cable (KPG-22A, KPG-36A, KPG-43A, or KPG-46A) in terms of the time required for writing and reading data?**

**Answer**

The communication time significantly varies depending on the PC and the configured baud rate.

Also, it may take longer if the firmware is written by using KPG-22U, KPG-36U, KPG-43U, or KPG-46U and the corresponding FPRO (Version 6.00 or later).

