



## FREQUENTLY ASKED QUESTIONS

# SigmaTel USB-IR Adapter FAQ

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### Frequently Asked Questions:

- [WinXP Gives Me A Warning Message During Installation!](#)
- [How Do I Create A Direct Infrared Connection between 2 PCs?](#)
- [How Do I HotSync a Palm Pilot Over Ir?](#)
- [How do I connect my Nokia phone over Ir?](#)
- [My Adapter Loses the Connection or Windows Indicates That the Connection is Blocked](#)
- [Why Don't I Have Any Virtual COM or LPT Ports?](#)
- [Why Do I Get a Code 2 Error Under Windows 98?](#)
- [Why Do I Get Error Code 39?](#)
- [How Do I Manually Install a Driver?](#)
- [How Do I Remove the Existing Driver and Install a New One?](#)
- [How Do I Get the Latest Drivers?](#)
- [Why Doesn't My Polar Heart Rate Monitor Work With My IrDA Adapter?](#)
- [How Can I Get the USB-IR Adapter to Work With My USB Hub? \(STIR4200 only\)](#)
  
- **General Issues By Operating System**
  - [Windows 2003](#)
  - [Windows XP](#)
  - [Windows 2000](#)
  - [Windows Me](#)
  - [Windows 98](#)
  - [Windows NT](#)
  - [Mac](#)
  - [Linux](#)
  
- [Related Webpages](#)

### Revision History

Version	Description of Changes	Date
1.00	Original Release	2/26/02
1.01	Added WinXP Warning resolution	7/24/02
1.02	Added New FAQ's	5/10/04
1.02	Changes per Andy	5/17/04

# SigmaTel USB-IR Adapter FAQ

## WinXP Gives Me A Warning During Installation!

During Installation on a WinXP system, the following warning messages may appear:



These messages indicate only that the SigmaTel USB-IrDA driver is not signed by Microsoft. However, the driver is fully functional and will work properly. Just select "Continue Anyway" to complete the installation.

\*If you do not want to install the unsigned driver, a [signed driver](#) is available on SigmaTel's [support website](#).

## How Do I Create a Direct Infrared Connection between 2 PCs?

In a Direct Connection, one PC acts as the Host and the other as the Guest. If the Host PC is connected to the LAN, the Guest PC can share the LAN connection across Ir. In the following instructions, it is assumed that the Host PC is a Desktop connected to the LAN, and that the Guest PC is a laptop. It is also assumed that the USB-IR adapters are installed and working properly on each PC.

### Direct Connection Between Two PCs Under Windows 2000 and Windows XP

#### Host PC Setup

1. Click on the "Start" button, then browse to "Settings", "Network and Dial-up Connections", "Make New Connection"
2. When the "Network Connection Wizard" starts, click "Next" to continue
3. Check the box next to "Accept Incoming Connections" and click "Next"
4. Check the box next to "Infrared Port" and click "Next"
5. Check the box next to "Allow Virtual Private Connections" and click "Next"
6. Select which users will be allowed to use this connection and click "Next"
7. Select all Networking Components enabled for this connection and click "Next"
8. Click on "Finish"

#### Guest PC Setup

1. Click on the "Start" button, then browse to "Settings", "Network and Dial-up Connections", "Make New Connection"
2. When the "Network Connection Wizard" starts, click "Next" to continue
3. Check the box next to "Connect Directly to Another Computer" and click "Next"
4. Check the box next to "Guest" and click "Next"
5. Select the "Infrared Port" and click "Next"

## SigmaTel USB-IR Adapter FAQ

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6. Select your preferred connection availability and click "Next"
7. Click on "Finish"

### To Connect

1. Ensure the two USB-IR Adapters are pointed at each other and within 1 meter.
2. On the Guest PC, click on the "Start" button then browse to "Settings", "Network and Dial-up Connections", and select "Direct Connection"
3. Enter a Username and Password
4. Click on "Connect"

**At this point, you should be able to connect to the Internet across the Ir connection on your Guest PC. You may have to configure the Proxy server to match your Host PC settings.**

By default, if you click on the "My Network Places" you should be able to see the entire network, including the Host PC. However, the Host PC will not see the Guest PC under "My Network Places". You must manually add it, by clicking on "My Network Places", selecting "Add Network Place", and typing the name of the Guest PC (i.e if the Guest PC is named "Guest", you would type \\Guest for the location when prompted). You may be prompted for Username and Password – use the same Username and Password for your Guest PC logon. At this point you should be able to browse shared files on the Guest PC.

## How Do I HotSync a Palm Pilot Over Ir?

### Windows 2000 and Windows XP

1. Download and install the latest release of Palm Desktop software which supports Windows 2000 and Windows XP Infrared Connections (<http://www.palmone.com/us/support/downloads/>)
2. Download and install the Hot Sync v3.1.1 updater which fixes some issues with Infrared HotSync (<http://www.palmone.com/us/support/downloads/>)
3. Go to "Control Panel", then select "Wireless Link"
4. Click on the "Image Transfer" tab
5. Uncheck the box next to "Use Wireless Link to transfer images from a digital camera to your computer"
6. Right-click on the HotSync Manager icon in the taskbar and select "Infrared"
7. On your Palm Pilot, select the HotSync icon, select "Local", and then select "Ir to PC/Handheld"
8. Point the Palm Pilot at the USB-IR adapter and tap the HotSync icon on the Palm Pilot

## How Do I Connect My Nokia Cell Phone Over Ir?

If you are having difficulties establishing a connection with a Nokia cellphone, download and install the latest [SigmaTel drivers](#). The latest drivers include an improvement that is required to establish this connection. Alternately, you can try to change your transceiver type by doing the following:

1. Open the device manager (Right click on the "My Computer" icon on your desktop and select "properties",
2. click on the "Hardware" tab, and then click on the "Device Manager" button)
3. Locate the adapter under "Infrared Devices" and double click on it to bring up the adapter's properties.
4. Click on the "Advanced" tab
5. Select the property "Infrared Transceiver Type" and change the value to "Vishay 6101E"

# SigmaTel USB-IR Adapter FAQ

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## Windows 98, Windows Me, Windows XP

1. Download and install the latest version of the Nokia PCSuite (<http://www.nokia.com/nokia/0,,42094,00.html>)

## Windows 2000

1. If you are using Windows 2000, it may be necessary to download and install the Windows 2000 Infrared Modem Update, as described in this article from Nokia (<http://www.nokiausa.com/userguides/Win2000IR.PDF>). The Security Update mentioned in this Nokia article can be downloaded from Microsoft's webpage (<http://www.microsoft.com/windows2000/downloads/security/q252795/default.asp>)

## My Adapter Loses the Connection or Windows Indicates That the Connection Is Blocked.

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## Why Don't I Have Any Virtual COM or LPT Ports?

### Windows XP and Windows 2000

Windows XP and Windows 2000 do not support Virtual COM or LPT ports! See a Microsoft Knowledge Base Article discussing this issue here: (<http://support.microsoft.com/support/kb/articles/Q252/7/95.ASP>)

# SigmaTel USB-IR Adapter FAQ

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If you are using software that requires a Virtual COM or LPT port, you will have to contact the software developer for an update that provides Windows XP and Windows 2000 support. Alternatively, these are third party applications that can provide Virtual COM port capabilities, but these applications may cause undesired side effects.

## Windows Me

It is possible under Windows Me that the USB-IR Adapter will install without installing Virtual COM and LPT ports. There are two ways to resolve this issue:

- 1) **Automatic Installation:** The easiest way to resolve this issue is to use the [SigmaTel Installer program](#). The Installer was specifically written to address this issue in Windows Me, and will force the installation of the Virtual COM and LPT ports.
- 2) **Manual Installation:** It is also possible to manually add the Virtual COM and LPT ports. The following procedure explains how to do this. Install the USB-IR Adapter into the USB Port **before** performing these steps.
  1. Click on "Start", "Settings", "Control Panel", then select "Add/Remove Hardware".
  2. In the "Hardware Install Wizard", click on the "Next" buttons until the window with the option "No, select hardware in the list " appears. Select this option then click on "Next".
  3. Select the hardware types marked "Other Devices" (symbol is the question mark) and click on "Next".
  4. You should now see a table - select Microsoft among manufacturers on the left side and on the right side select "Infrared Communication Device", then select "Next". Note: there may be more than one "Microsoft" on the left side – try each of them until you see a "Infrared Communication Device" on the right side.

**Important note: Do not restart your computer yet!**

**Note that following steps involve editing the Windows Registry – before making these changes, it is recommended that you backup your *System.dat*, *User.dat*, and *Classes.dat* files (these are located in the C:\WINDOWS directory). Should a problem occur, simply copy these backup files into the C:\WINDOWS directory and restart the computer.**

1. Click on "Start", "Run", then type **regedit** on the command line.
2. Browse to the following location in the registry to add a Virtual COM port:  
HKEY\_LOCAL\_MACHINE\ENUM\INFRARED\COM\ROOT&INFRARED&0000. On the right side is a variable called "Port Name". Double-click this value and enter **COM4** (if you're already using COM4, select a different, unused COM port) and hit "Enter".
3. Browse to the following location in the registry to add a Virtual LPT port:  
HKEY\_LOCAL\_MACHINE\ENUM\INFRARED\LPT\ROOT&INFRARED&0000. On the right side is a variable called "Port Name". Double-click this value and enter **LPT4** (if you're already using LPT4, select a different, unused LPT port) and hit "Enter".
4. Restart the computer.

## Why Do I Get a Code 2 Error Under Windows 98?

The error messages displayed could be caused by issues with your USB controller (particularly if it is an add-in card). Please check that the latest drivers for the USB controller are installed and that the controller is functioning properly. If the USB controller is functioning properly, then try uninstalling and then reinstalling the driver for the USB-IrDA adapter. Please use the Install Wizard (setup.exe) that came with the USB-IrDA adapter to ensure

5/17/04

# SigmaTel USB-IR Adapter FAQ

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that the proper driver is installed, or [click here](#) for the most recent SigmaTel driver.

## Why do I Get Error Code 39?

Here is some information about error code 39 from Microsoft's website:

"Reasons for this error include a driver that is not present; a binary file that is corrupt; a file I/O problem, or a driver that references an entry point in another binary file that could not be loaded."

Please try removing your current driver and installing the [latest driver](#). Note: When you are installing the adapter, please make sure you are the administrator or part of the administrators group.

Please try this exact procedure:

- 1) Uninstall your current drivers (go to Add/Remove Programs)
- 2) Remove the USB/IR Adapter
- 3) Reboot the PC
- 4) Install the latest drivers, found on our support website:  
<http://www.sigmatel.com/drivers.htm#ir-support>
- 5) Insert the USB/IR Adapter when prompted

If you have already tried installing more than one driver, it is most likely not the driver. Some Windows files could be corrupt or missing (not installed). It is also possible you do not have the correct permissions. You can try running a troubleshooting wizard, it may be able to provide more information about why the device driver can not be loaded.

## How Do I Manually Install a Driver?

- 1) Plug the adapter into a USB port. The "Found New Hardware Wizard" should pop up.
- 2) Select "Install from a list or specific location" and then press next.
- 3) Select "Search for the best driver on these locations" and check the box for "Include this location in the search". Click the "Browse" button and navigate to the DrvXP subdirectory in the location you unpacked the drivers from our website. For example, if you unpacked the drivers into the C:\temp\IR directory, you would browse to and select C:\temp\IR\DrvXP.
- 4) Press next and the driver should be installed.

## How Do I Remove the Existing Driver and Install a New One?

Please try the following procedure:

- 1) Uninstall your current drivers (go to Add/Remove Programs)
- 2) Remove the USB/IR Adapter
- 3) Reboot the PC
- 4) Download the [latest drivers](#), found on our support website
- 5) Run setup.exe to install the drivers.
- 6) Insert the USB/IR Adapter when prompted

If after this you still continue to experience problems, please try the following:

- 1) Go to the Device Manager
- 2) Select the USB-Ir Adapter and right-click to select Properties
- 3) Under Transceiver Type, try selecting "SigmaTel 4000" or "Vishay 6101E"

## How Do I Get the Latest Drivers?

The latest drivers can be downloaded from our website. Please click on the following link to get to our drivers page:

[http://www.sigmatel.com/products/technical\\_docs.htm#4200](http://www.sigmatel.com/products/technical_docs.htm#4200)

Next, scroll down to the Wireless Infrared Support section and click on the link titled "USB-Ir Adapter Driver Installation Program". Then press save to save a copy of the drivers to your hard drive.

After you have unpacked the drivers, run the InstallShield Wizard (setup.exe) to install the drivers.

## Why doesn't My Polar Heart Rate Monitor Work With My IrDA Adapter?

There is a known timing issue between these two devices that has not been solved as of yet. In some cases, the devices may talk to each other. but in most instances, they will not. We have introduced a new line of controllers that has a greater level of compatibility with the Polar Heart Rate Monitor.

## How Can I Get the USB-IR Adapter to Work With My USB Hub?(STIR4200 only)

In some cases, the SigmaTel STIR4200 based USB-IR adapter may operate in a self powered USB hub (a Hub that receives its power from another USB port and not from a "wall power".) In other cases, it may not operate in a self-powered Hub. The USB-IR Adapter should be plugged into a self-powered hub. The STIR4200 based USB-IR Adapter will work fine when plugged directly into the back of your computer, or when plugged into a hub with an external power supply attached. However, if you attempt to plug the USB-IR Adapter into a hub that has no power supply, Windows may display an error message. To resolve this issue, either connect a power supply to the hub, or connect the USB-IR Adapter to a USB port that is powered, such as the ports directly on your computer.

## General Issues for Windows 2003

Our [current driver](#) works with Windows Server 2003 Standard Edition. Microsoft removed support for IR in Windows Server 2003 Enterprise Edition and Windows 2003 Server Data Center Edition. IR is not typically used in the types of systems that the SE Editions were targeted for.

## General Issues for Windows XP

Windows XP includes a version of the SigmaTel USB-IR Adapter driver. However, this version is not the [latest driver version](#). If you are having difficulties with an application under Windows XP and you are using the default driver included in Windows XP or Service Pack 1 of Windows XP, please download the SigmaTel Installer to update your driver to the [latest version](#).

If your adapter uses a STIR4115 with Windows XP, you will need to upgrade to the latest [SigmaTel driver](#). The driver included with Windows XP will incorrectly identify the STIR4115 and will not function.



## General Issues for Windows 2000

No known issues at this time.

## General Issues for Windows Me

The IrDA adapter must be installed in the USB port when the computer is turned on or restarted or the adapter may not function properly.

See the description of Virtual COM and LPT Ports under WinMe as described [here](#).

## General Issues for Windows 98

When removing the USB-IR Adapter from a Win98 system, it is best to use the following procedure to avoid instability and failures:

1. Disable IR in the Infrared Monitor. Do this by clicking on the Infrared Icon in the Taskbar, and unchecking the box that says "Enable Infrared".
2. Remove the USB-IR Adapter from the system.
3. If you would like to re-attach the USB-IR Adapter, insert it in the USB jack, then re-enable Infrared.

## General Issues for Windows NT

Windows NT does not support USB or IrDA. Because of this, SigmaTel cannot provide drivers for Windows NT.

## General Issues for the Mac OS

SigmaTel does not provide Mac drivers or support at this time. Please check here in the future for availability of MAC drivers for new IR devices.

## General Issues for the Linux OS

SigmaTel does not provide Linux drivers or support at this time. Please check here in the future for availability of Linux drivers for new IR devices.

## Related Webpages

### Microsoft

#### Microsoft Windows Infrared Technology

<http://www.microsoft.com/hwdev/tech/network/infrared/default.asp>

#### Microsoft Knowledge Base Issue: Cannot Use Direct Cable Connection with IR LPT Port

<http://support.microsoft.com/support/kb/articles/Q193/5/87.ASP>



# SigmaTel USB-IR Adapter FAQ

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**Microsoft Knowledge Base Issue: Cannot Create Direct Cable Connection from Windows 95/98 to Windows 2000 with Infrared Port**

<http://support.microsoft.com/support/kb/articles/Q259/8/19.ASP>

**Microsoft Knowledge Base Issue: Windows 2000 Does Not Support Mapping Virtual COM Ports to Infrared Ports**

<http://support.microsoft.com/support/kb/articles/Q252/7/95.ASP>

**Microsoft Knowledge Base Issue: Virtual COM and LPT Ports Do Not Install in German Version of Windows Millennium**

<http://www.microsoft.com/IntlKB/Germany/Support/kb/D43/D43697.HTM>

(This site is in German – however, the procedure manually install the Virtual Ports under [Why Don't I Have Any Virtual COM or LPT Ports?](#) is an English translation of this webpage)

## 3<sup>rd</sup> Party Webpages

**Palm (Obtain Palm OS Updates, Desktop Manager Updates, and Instructions for Ir Transfers)**

<http://www.palm.com/support/>

**Nokia**

<http://www.nokia.com/>

## Other Useful Webpages

**Data and Internet services through Mobile Phones using Infra Red on PCs**

<http://homepages.tesco.net/%7Ehcsc/irnotes.htm>