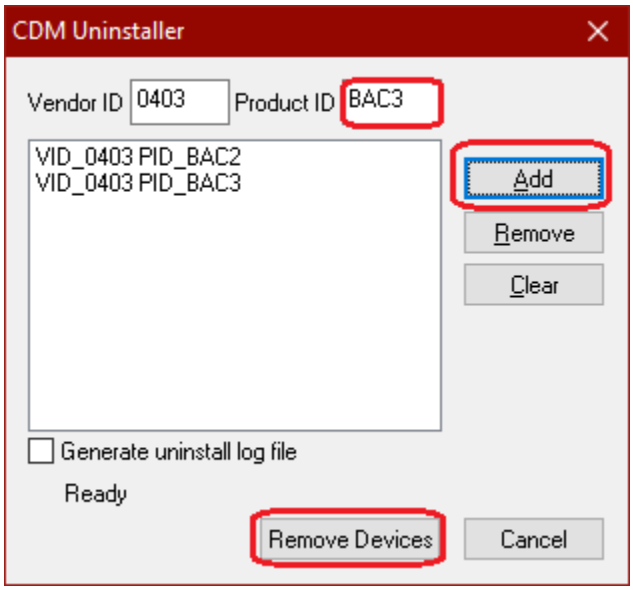
How to Update USB Drivers for the Phoenix Instrument

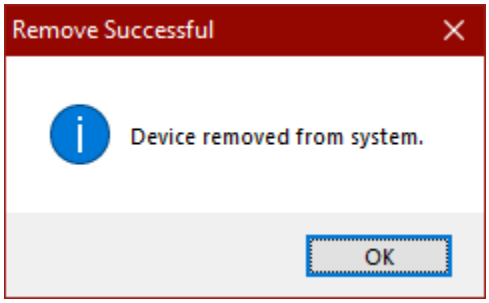
To operate the instrument the appropriate drivers must be installed for both the sampler and the monochrometer. If previous versions of the drives have already been installed, they must be uninstalled before continuing. Each driver contains two components and must be installed twice for both the sampler and the monochrometer.

Uninstall Old M5 or Phoenix Drivers (Optional)

1. Run the provided uninstaller to uninstall all of the drivers associated with the instrument
    a. \CDMUninstaller_v1.4\CDMUninstallerGUI.exe
2. Enter the following two values into the "Product ID" box *exactly* and click "add"
    a. BAC2
    b. BAC3
3. Click the "Remove Devices" button



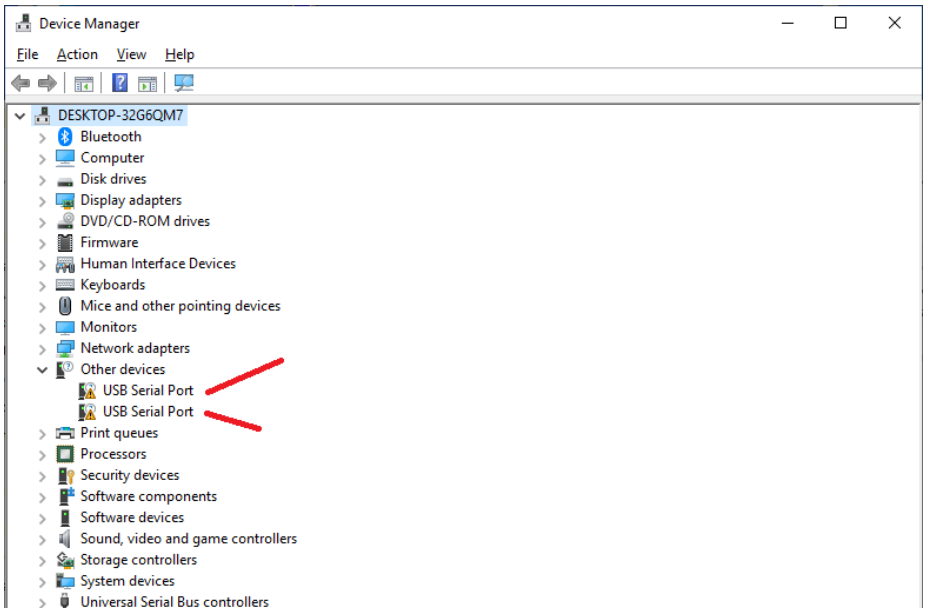
4. When complete, the following box will display for each Product ID you entered:



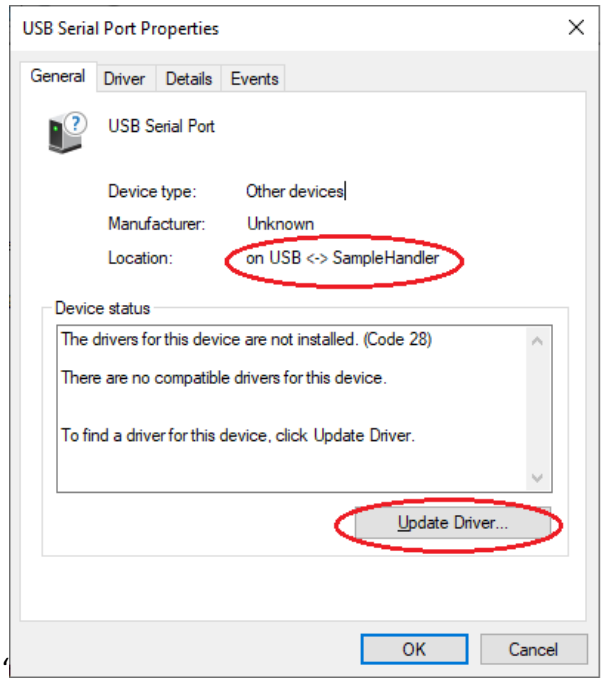
This process uninstalls and deletes all of the Phoenix devices from your computer; clearing it up for the next step.

Install Updated Drivers

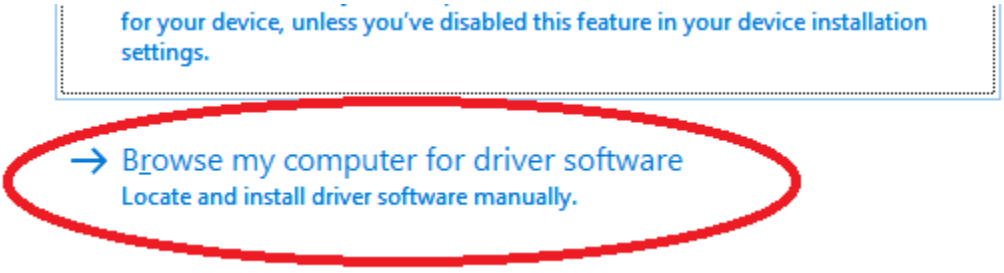
1. Power on the Phoenix instrument and plug the USB into the computer
2. Open Device Manager and right click on one of the unknown devices then select “Properties”:



3. Determine the device type in the Properties menu as shown and choose “Update Driver”
   a. The Sampler is labeled: “USB <-> SampleHandler”
   b. The Monochrometer is labeled: “USB <-> M1 001”



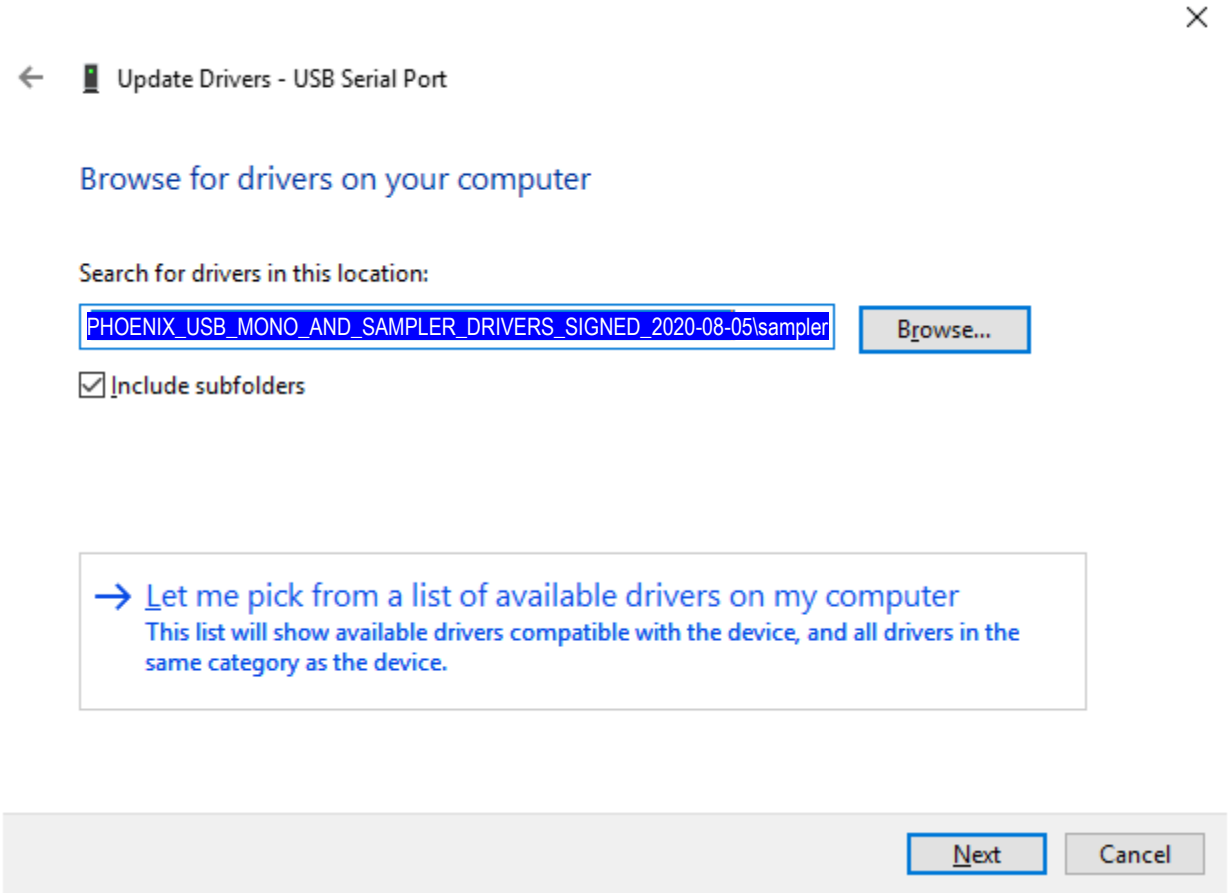
4. Choose “Browse my computer for driver software”



5. Browse to the driver location for the selected device.

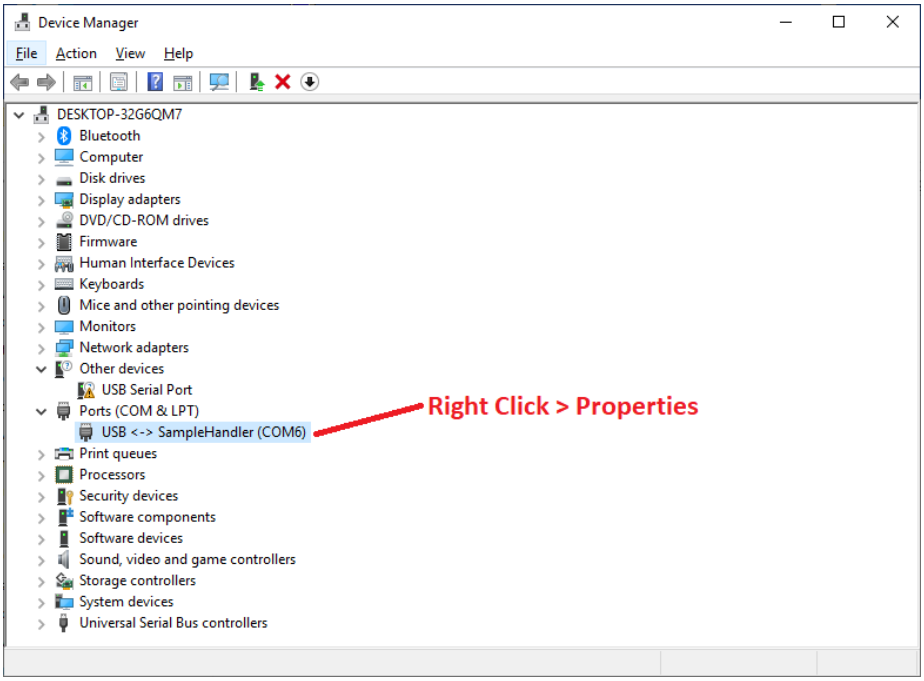
If the Monochrometer Device was selected above choose the folder:
“\PHOENIX_USB_MONO_AND_SAMPLER_DRIVERS_SIGNED_2020-08-05\mono”

If the Sampler Device was selected above choose the folder:
”\PHOENIX_USB_MONO_AND_SAMPLER_DRIVERS_SIGNED_2020-08-05\sampler”



6. If prompted, choose “Always trust drivers from ITG”

7. When finished, right click the same device again to install the driver a second time



8. Repeat steps 2-6 for the other device.

Disable Secure Boot (Optional)

In order to maintain the integrity of the drivers during Windows Updates, it is recommended to disable secure boot in Windows BIOS/UEFI.

1. Check the secure boot status by typing “msinfo32” into the Windows Run dialog.
    a. Scroll down to see secure boot status, if it is already disabled, no further steps are needed.
2. To disable secure boot click the “Windows Settings” Gear.
3. Choose “Update and Security”
4. Choose the “Recovery” Tab
5. Click on “Advanced Startup”
    a. This will restart your computer into advanced mode
6. Click “Troubleshoot”
7. Click “UEFI Firmware Settings”
    a. This will restart your computer into the UEFI firmware settings
8. Find the options for Secure Boot
    a. Note that each computer manufacturer may be slightly different.
9. Uncheck the Secure Boot radio box then Apply the changes.
10. Check that Secure Boot is disabled by entering “msinfo32” into the Run Dialog.