

USB Drivers

How do I install USB drivers?

This FAQ topic covers how to install your USB drivers.

Step 1: Unzipping the Drivers

When you download the drivers they are in a “zip” file. This is a type of file which allows multiple numbers of files to be bundled together and compressed. To be able to use these files you must first “extract” them.

Depending on your computer and the program it uses to open up zip files, you should still have an option to extract the files located within the zip file. The picture below shows what a typical zip file looks like.

The tool shown above is called “Winrar” and is a good program to use if you cannot open zip files.

Once you have loaded up this zip file you must extract the files to somewhere onto your computer, this is usually a place where you have read/write access.

To do this create a new folder somewhere, (the name doesn’t matter) and remember where it is, My Documents or to the Desktop are good locations.

If you do not have an extract option, you can usually just COPY and PASTE the files into the folder you created, this all depends on how your computer handles “zip” files.

Step 2-A: Installing the Drivers (from the .exe)

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Navigate to the folder where you extracted the files contained in the zip. There will be three executable files there (they end in .exe). (They can be seen on the above picture)

dpinst_amd64.exe - 64bit Windows (most common out of the two 64 bit exe)

dpinst_x86.exe - 32bit Windows

dpinst_ia64.exe - 64bit Windows (very rarely used)

You will need to run one of these files depending on your operating system, you can check what type of Windows you are running by going to Control Panel >> System if you are unsure.

Once you know which file to install, double click and run the file, and OK any boxes or warnings that come up.

Now when you plug in your Matrix device it should be recognised by the computer.

Step 2-B: Installing the Drivers (pointing the PC directly to the drivers)

If the above step did not work or there is another reason why you cannot directly run the executable there is a second way to install some of the drivers.

Some drivers will not be able to be installed this way as the device they install for only stays visible to the computer for a very short amount of time, which sometimes is not long enough time to install the drivers.

Plug in your Matrix device to your computer via USB (if the device needs external power, make sure it has this). Now the device will be unrecognised by your PC, you need to navigate to Device Manager.

To get to device manager:

Windows 2000 and Windows XP

1. Select the Start menu at the bottom-right of your screen.
2. Choose Control Panel (or Settings, then Control Panel on some computers).
3. In the window that opens, double-click the control panel titled System. If there is no item titled System listed in the Control Panels window, click the link in the upper-left of the window titled Switch To Classic View. The System Control Panel icon should now be visible to the right. Double-click it to open the System Properties window.
4. At the top of the System Properties window that opens, click the tab titled Hardware.
5. Then click the button labeled Device manager. You will be presented with a list of all the components installed on your computer.

Windows Vista

1. Select the Start menu at the bottom-right of your screen.

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2. Choose Control Panel.
 3. In the window that opens, double-click the control panel titled System. If there is no item titled System listed in the Control Panels window, click the link in the upper-left of the window titled Classic View. The System Control Panel icon should now be visible to the right. Double-click it to open the System Properties window.
 4. At the top of the Control Panel > System window that opens, click the tab titled Hardware.
 5. Then in the upper-left of the window, under Tasks, click the link labeled Device manager. You will be presented with a list of all the components installed on your computer.
- Alternative: Control panel --> Hardware and sound --> View Hardware and Devices

Windows 7

1. Select Start from the bottom-right corner of your screen.
2. Choose Control Panel.
3. Select the first option called System and Security.
4. Select System. In this window there should be a general overview of your computer.
5. On the left hand side there is a list and near the top is the Device Manager. Click on this and it should list all the components installed on your computer.

Windows 8

1. Move your mouse to the bottom left of the screen
2. Right-click to bring up a menu
3. Select "Device Manager" from this list

Once in Device Manager there should be an Unknown Device listed usually indicated by a yellow exclamation mark.

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Make sure this is your Matrix device by unplugging the device and the yellow exclamation mark should disappear. When you plug it back in it should re-appear.

Once you have confirmed that it is your Matrix device right click on the unknown device and select Properties.

Once you have done this navigate to the Driver tab at the top and then click on Update Driver.

When you click on this it will ask you how you want to search for the driver software, click on the browse my computer for driver software (Windows 7) or browse for drivers manually (XP).

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Once you have done this you will be prompted to search for drivers, point the program to the folder where you extracted the files in the previous step.

At this point it should find the drivers for the device that is plugged in, OK any popup boxes or warnings and it should all install ok.

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