

# HORIZON ENERGY MONITOR WINDOWS 10 DRIVER INSTALLATION GUIDE

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When trying to use Horizon Energy Monitor in Windows 10 the device may not be able to connect with the computer. That's why you might not see any number when trying to choose a port in the Horizon Energy Monitor Software.



To fix this problem it is necessary to download and install an updated driver which allow the computer to connect with the device.

## Driver Download

1. Go to this link: <http://www.ftdichip.com/Drivers/D2XX.htm>
2. Go to the “Currently Supported D2XX Drivers”.

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**D2XX Direct Drivers**

This page contains the D2XX drivers currently available for FTDI devices.

For Virtual COM Port (VCP) drivers, please click [here](#).

Installation guides are available from the [Installation Guides](#) page of the [Documents](#) section of this site for selected operating systems.

**D2XX Drivers**

D2XX drivers allow direct access to the USB device through a DLL. Application software can access the USB device through a series of DLL function calls. The functions available are listed in the [D2XX Programmer's Guide](#) document which is available from the [Documents](#) section of this site.

Programming examples using the D2XX drivers and DLL can be found in the [Projects](#) section of this site.

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FTDI drivers may be used only in conjunction with products based on FTDI parts.

FTDI drivers may be distributed in any form as long as license information is not modified.

If a custom vendor ID and/or product ID or description string are used, it is the responsibility of the product manufacturer to maintain any changes and subsequent WHCK re-certification as a result of making these changes.

For more detail on FTDI Chip Driver licence terms, please [click here](#).

Currently Supported D2XX Drivers:

Operating System	Release Date	Processor Architecture					Comments
		x86 (32-bit)	x64 (64-bit)	ARM	MIPS	SH4	
Windows*	2016-03-16	2.12.16	2.12.16	-	-	-	WHQL Certified. Includes VCP and D2XX. Available as a <b>setup executable</b> .
Windows RT	2014-07-04	1.0.2	-	1.0.2	-	-	A guide to support the driver (AN_271) is available <a href="#">here</a>

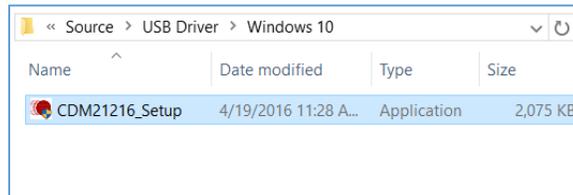
3. On the table, click on “set up executable” for the Operating System Windows\*.

Operating System	Release Date	Processor Architecture					Comments
		x86 (32-bit)	x64 (64-bit)	ARM	MIPS	SH4	
Windows*	2016-03-16	2.12.16	2.12.16	-	-	-	WHQL Certified. Includes VCP and D2XX. Available as <b>setup executable</b> . Please read the <a href="#">Release Notes</a> and <a href="#">Installation Guides</a> .
Windows RT	2014-07-04	1.0.2	-	1.0.2	-	-	A guide to support the driver (AN_271) is available <a href="#">here</a>

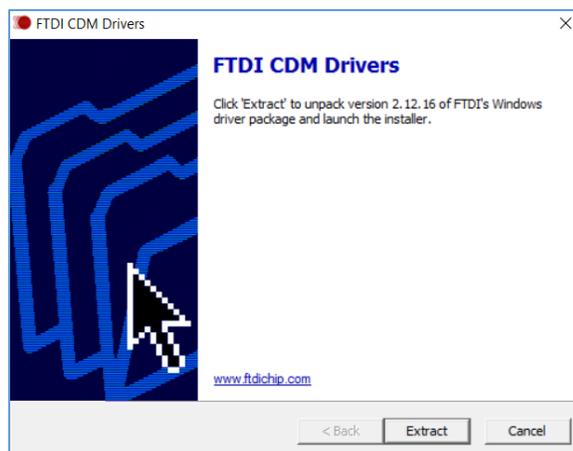
4. Save the file in the PC.

## Driver Installation

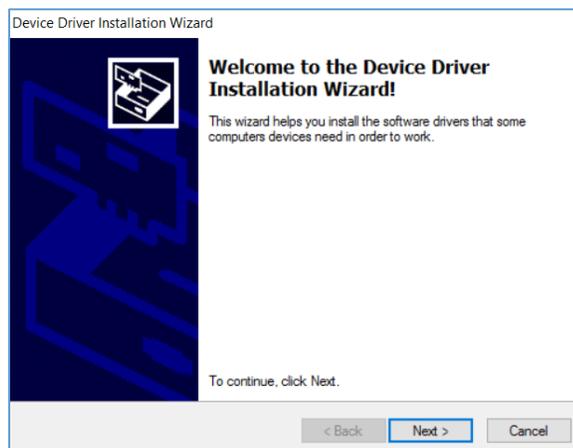
1. Go to the folder where the file is located and click on the set up file.



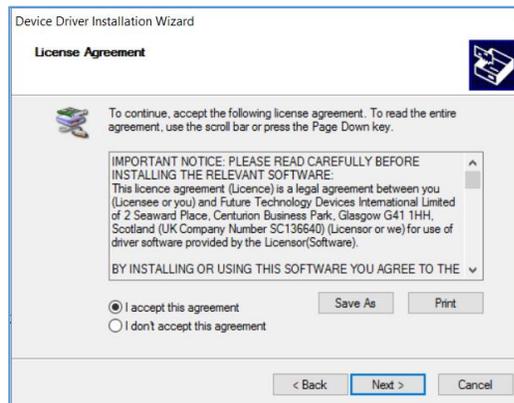
2. Click on Extract



3. Click on Next



4. Accept the agreement and click on Next



5. Click on Finish



6. Restart the PC

7. Connect the monitor and launch the software. Now you will be able to connect the device with the computer. The number represent the port when the device is connected. It doesn't matter which one you use.

