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How to Manually Install the USB Driver

This document will describe how to install the USB driver for Downloading and Uploading projects to and from the HMI.

From time to time, for some reason (usually a conflict with another USB driver from another package) the USB driver does not load when the PM Designer software is installed on a PC. If this has happened, follow these simple steps to install the driver on your PC.

Important Note: BE certain you are connected to the HMI using the USB (B) or slave port. It is the small square with a slightly rounded one side, not the larger rectangular USB (A) or Host type of slot.

1. Run Device Manager, which can be found in Control Panel.
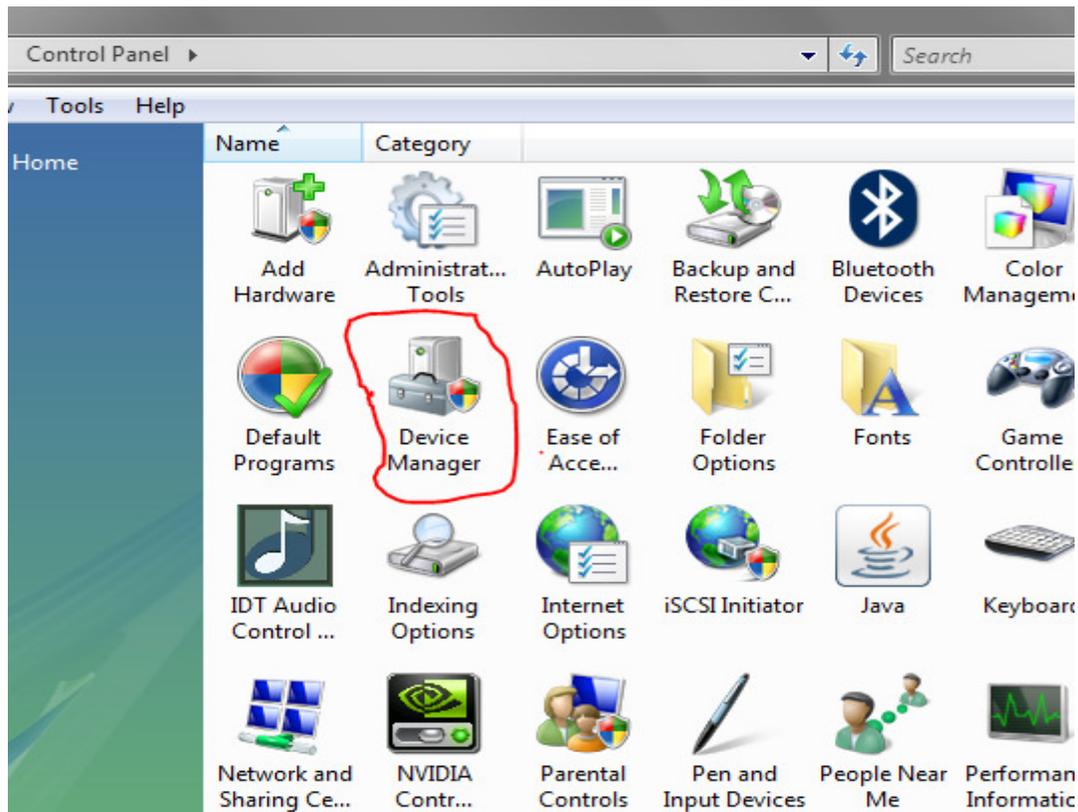
2. Look under Other Devices

There is likely a Neo HMI driver there with a yellow triangle with a ! in the middle.

3. Opposite mouse click on this and choose to install or update driver.
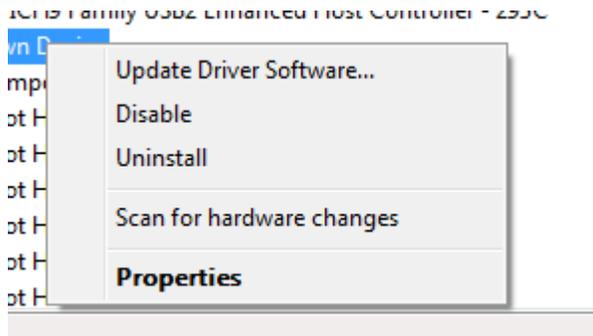
4. Be certain to choose the manual option to select a driver on your PC
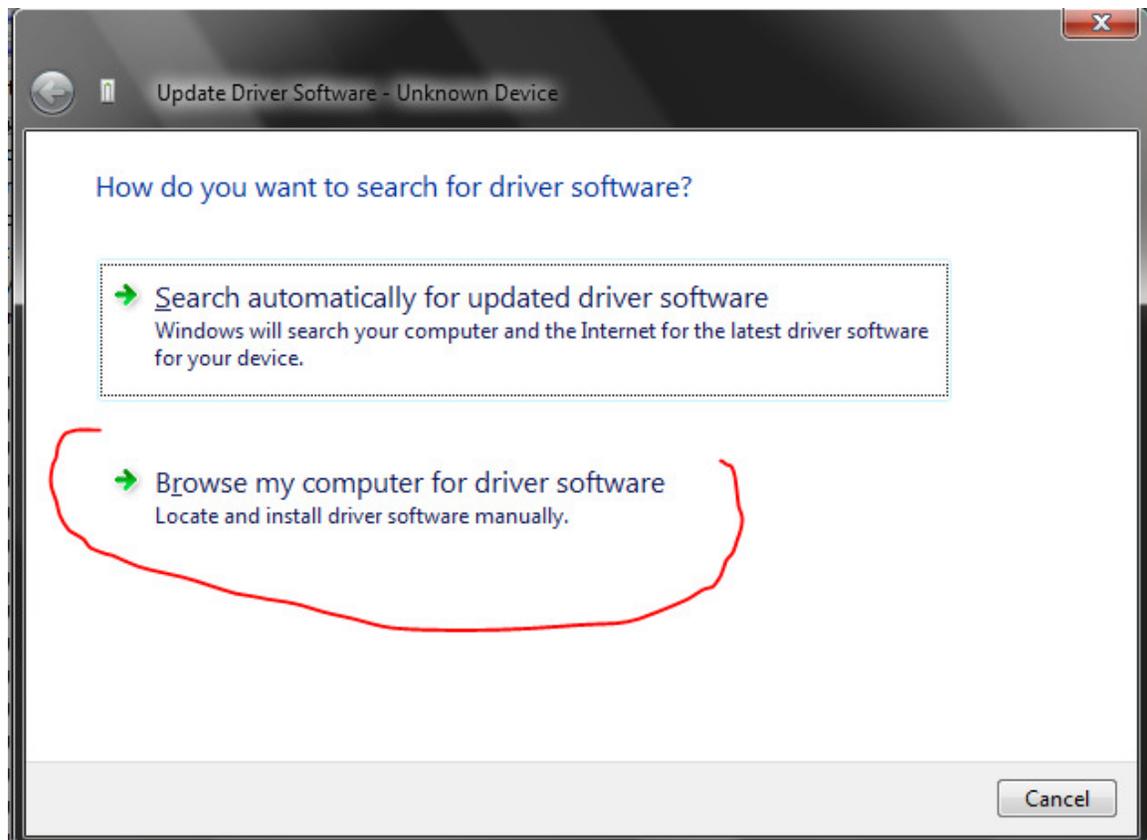
5. Point to the folder on your hard drive where the PM Designer is installed

The default location is - C:\Program Files (x86)\PM Designer - next you may have to choose a version number if you have more than one version installed.
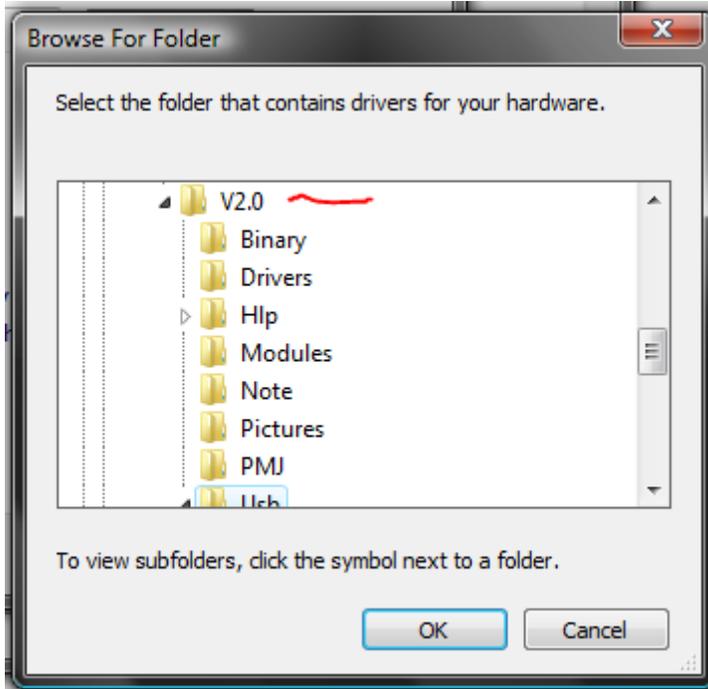
6. In the version folder, drill down to the USB folder

Then inside the USB folder look for either 32 or 64 bit, depending on your OS.
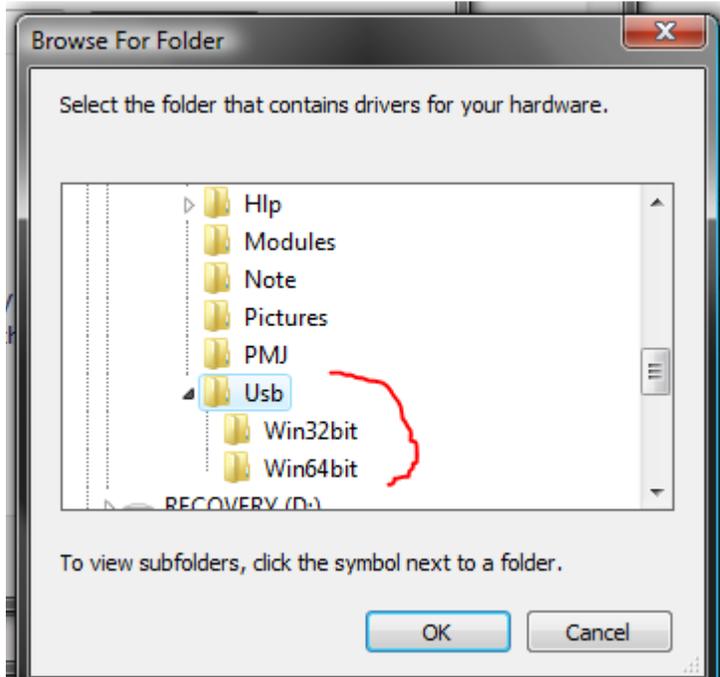
You should now see something like this – Choose Next and the driver will install.
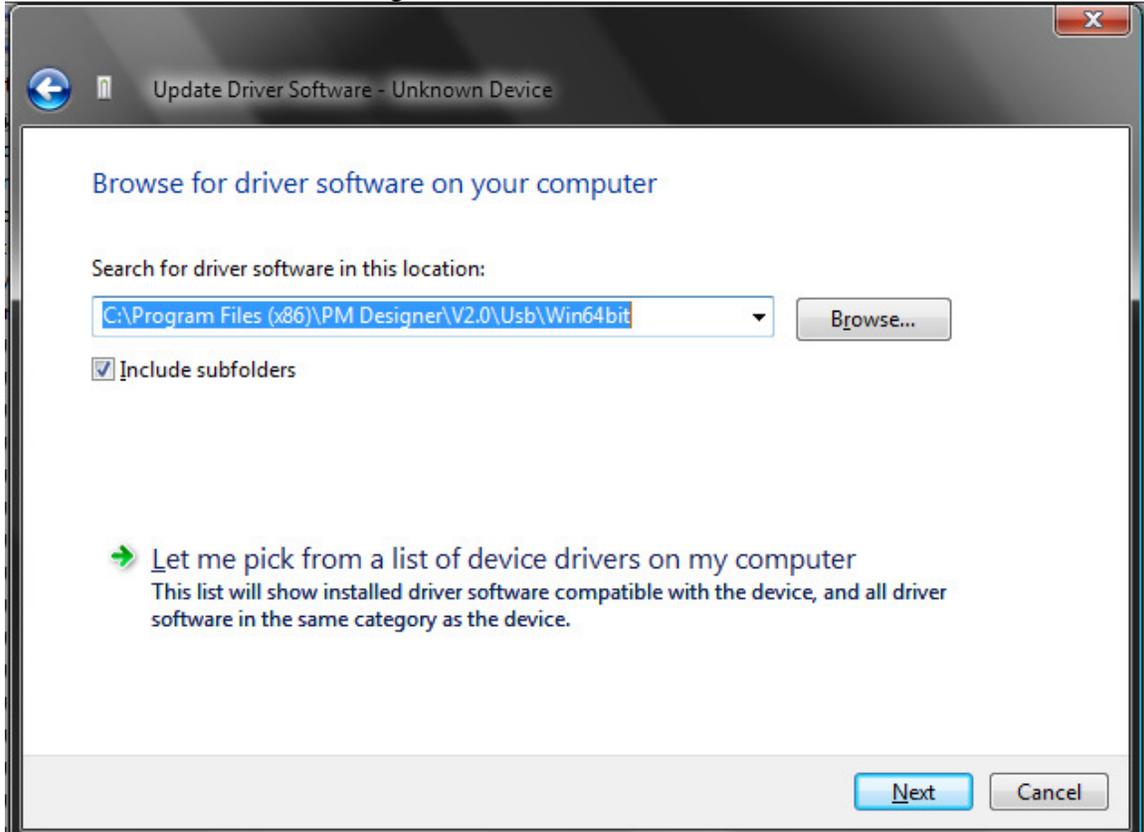
After the driver installs the Neo HMI entry will move from Other Devices to the Universal Serial Bus Controllers section of Device Manager.

You are now ready to program your HMI using the USB connection.