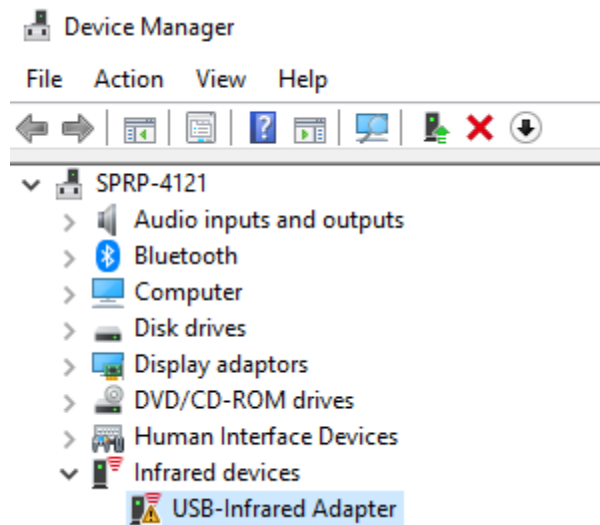


IrDA Windows 10 Troubleshooting Guide

DEVICE WITH ERROR:

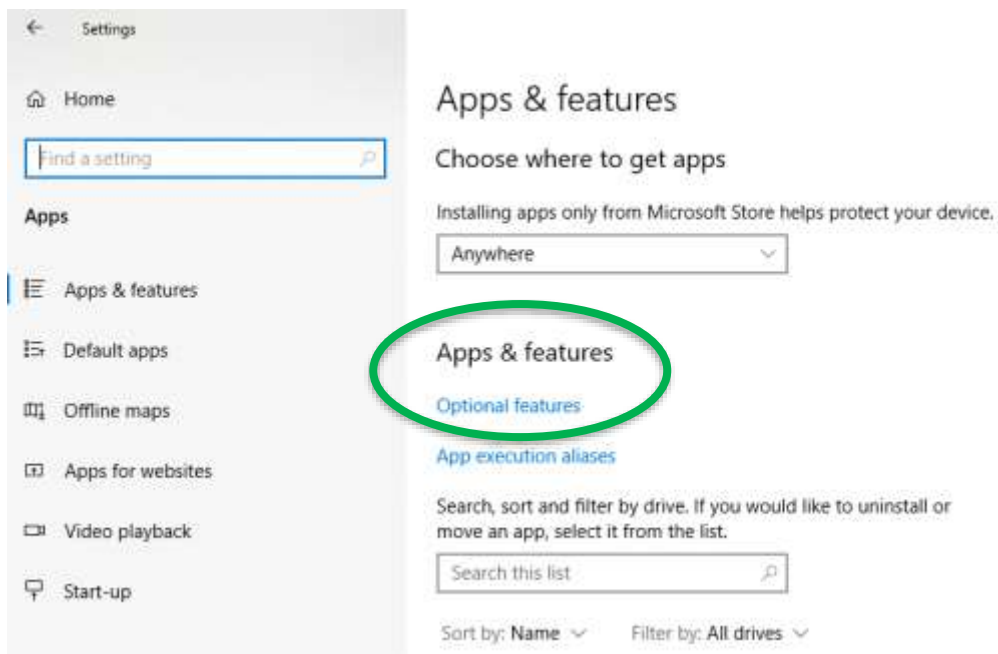
- Even though the IrDA adapter is shown in the Device Manager list as “Infrared devices – USB-Infrared Adapter” an exclamation mark is indicating a problem.



IrDA Windows 10 Troubleshooting Guide

SOLUTION TO GET AROUND THE NON-WORKING “USB-INFRA-RED ADAPTER”:

- Go to Settings → Apps and Features → Optional Features



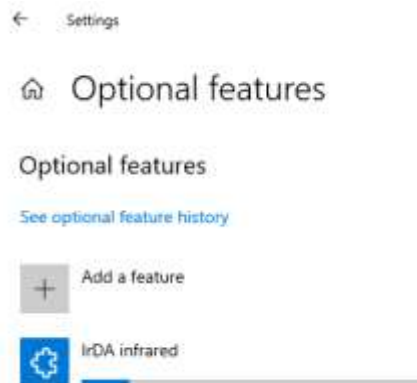
- Check to see if IrDA Infrared is showing as installed. If it is, you'll need to remove it before proceeding.

IrDA Windows 10 Troubleshooting Guide

- Add a feature (top of list). Select IrDA Infrared from the list.

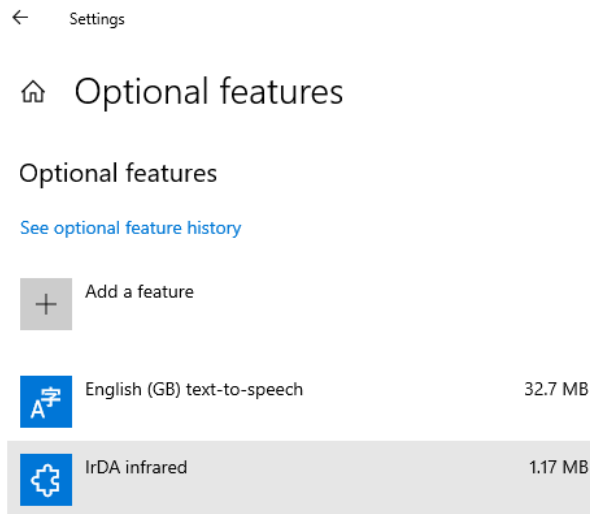


- It installs.

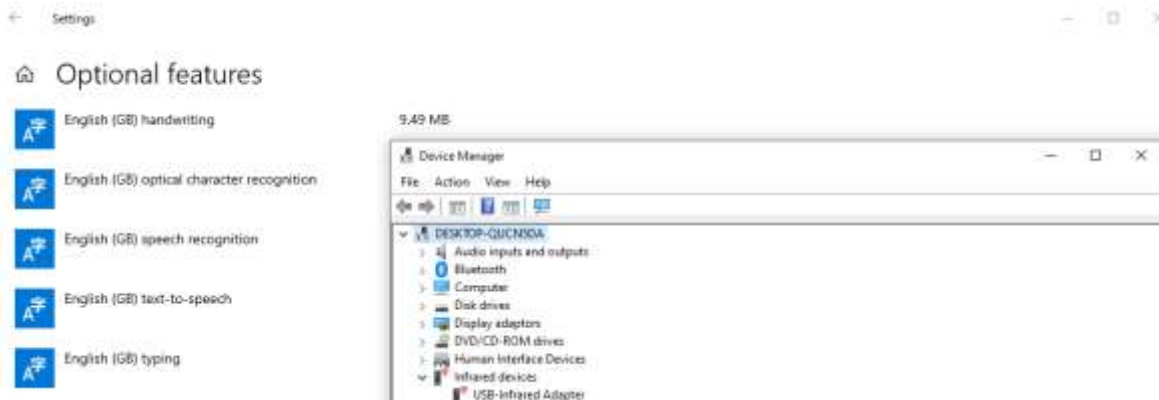


IrDA Windows 10 Troubleshooting Guide

- IrDA Infrared should be visible in the Optional Features list.



- Go back to Control Panel\All Control Panel Items to see infrared icon and features.



- If the IrDA dongle is not blinking, disconnect IrDA from USB and reconnect it again.