Dear Markus,

Let me please assist you.

>>How can we change it to virtual serial mode?
Are you using standard or special firmware?

In case of standard firmware please load standard CDC (virtual COM port) firmware.

Please use AppBlaster tool and following procedure to update firmware:
- Connect TWN4 reader to host
- Start AppBlaster tool (from standard DevPack)
- Click on "Program Apps & Firmware Images" tab
- Click on "Select Image" and select firmware image from ...
\TWN4DevPack308\Firmware\MultiTech, Core Module, Desktop, OEM
PCB**TWN4_CCx308_STD201_Core_CDC_Standard.bix**
- Click on Program Image button
- Start Terminal
- Put the card on the reader, there should be some data on Terminal
- Remove the card

Latest development pack 308 is available on following link:
https://www.elatec.com/devpack308

to install driver usually you just need to click on Install.bat file
inside ...\TWN4DevPack308\Driver\

Please follow this procedure to manually install driver:
-        Connect TWN4 reader to PC
-        Go to device manager and find TWN4 reader (usually for first time installation of driver
you will detect reader as HID keyboard with vendor ID 0x09D8, product ID 0x410 or 0x420
depending on installed firmware)
-        Right click and Update driver using Browse my computer for driver software
-        Select only Driver folder from TWN4DevPack308, and check include subfolders

Usually for first time installation of driver you will detect reader as HID keyboard in Device
Manager.

For driver installation please refer to following link:
https://www.elatec.com/en/support-center/videos/twn4-faq-no-response-from-reader/

Please do not change the subject line of this email which contains your important ticket
number.
If you have additional questions that are unrelated to this case, please send us a separate
request to support-rfid@elatec.com, so we can designate a different ticket number.

Best Regards,

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RFID Support Department$

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