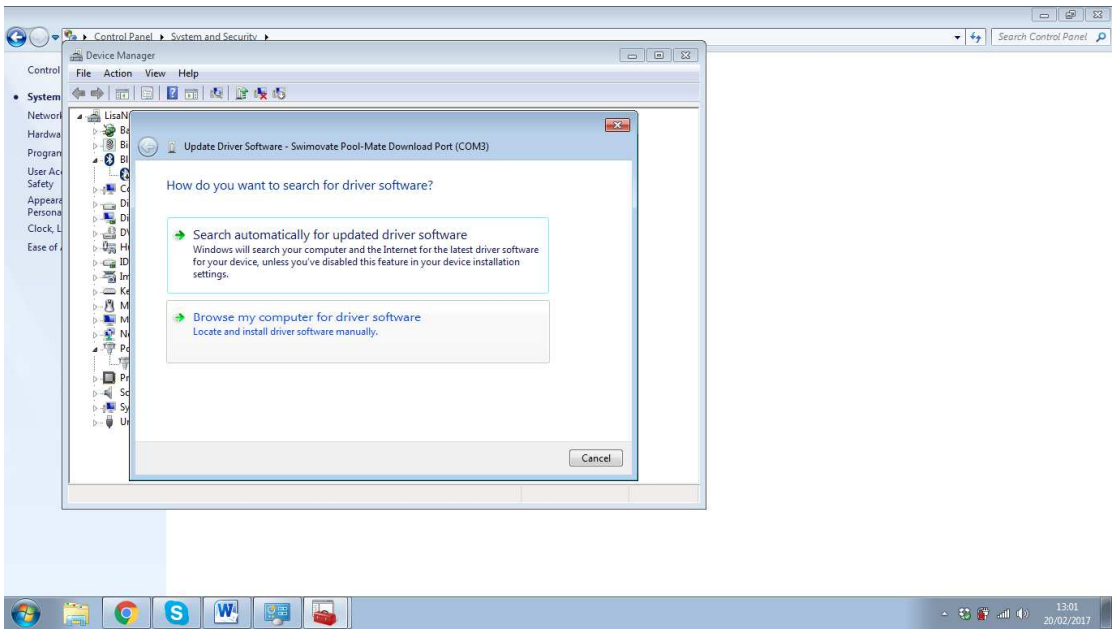
Pod not recognised?

The pod drivers may need installing manually. Make sure the Pod is plugged into a spare USB port on your computer.
These instructions are for the PoolMateHR, PoolMateLive, PoolMatePro pod (version A) or PoolMatePlus.

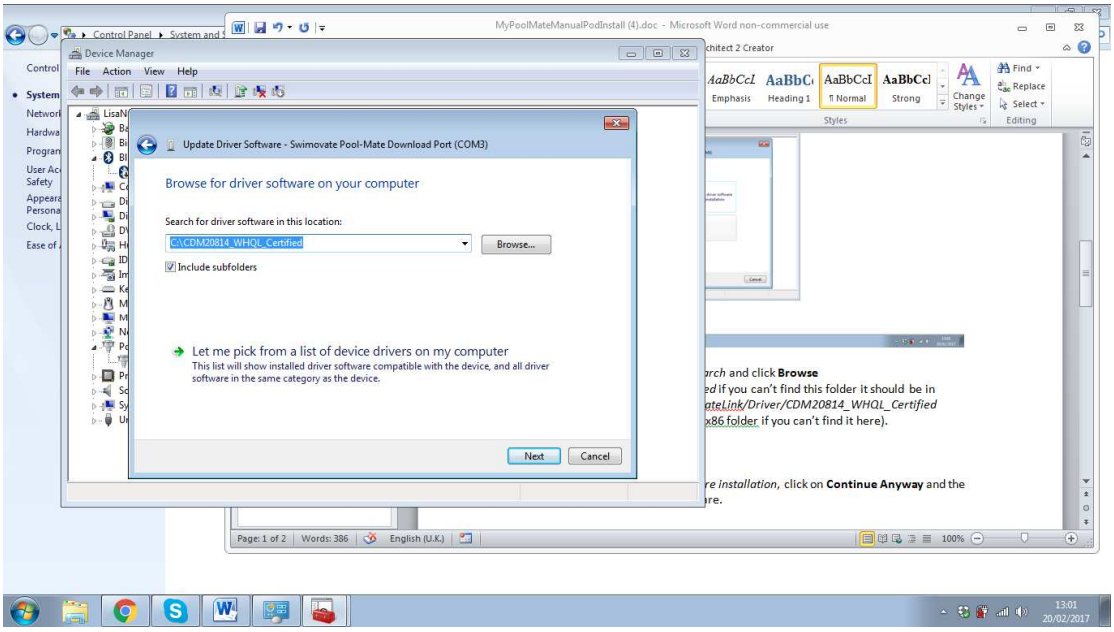
Step 1
Open the device manager- click your start button in the bottom left of the screen and click Control Panel. Find System and select the Hardware tab.
(If you are running Windows 8, 8.1 or 10 then right click the start button and you will see the control panel listed). Click on Device Manager. Look for “Swimovate pod” or “USB serial Port” under **Ports (COM &LPT).** If it is not installed it will have a yellow exclamation mark by the side of it.
Right click on this and select ***update driver***.

The Found New Hardware wizard appears and will ask
"Search Automatically for updated driver software"

Ignore this and click the second option
"Browse my computer for driver software"



Select *C:/CDM20814_WHQL_Certified* if you can’t find this folder it should be in *C:/Program Files/Swimovate/PoolMateLink/Driver/CDM20814_WHQL_Certified* (note it may be in the Program files x86 folder if you can’t find it here).



Click **OK**, Click **Next.**

The wizard will start installing the software.

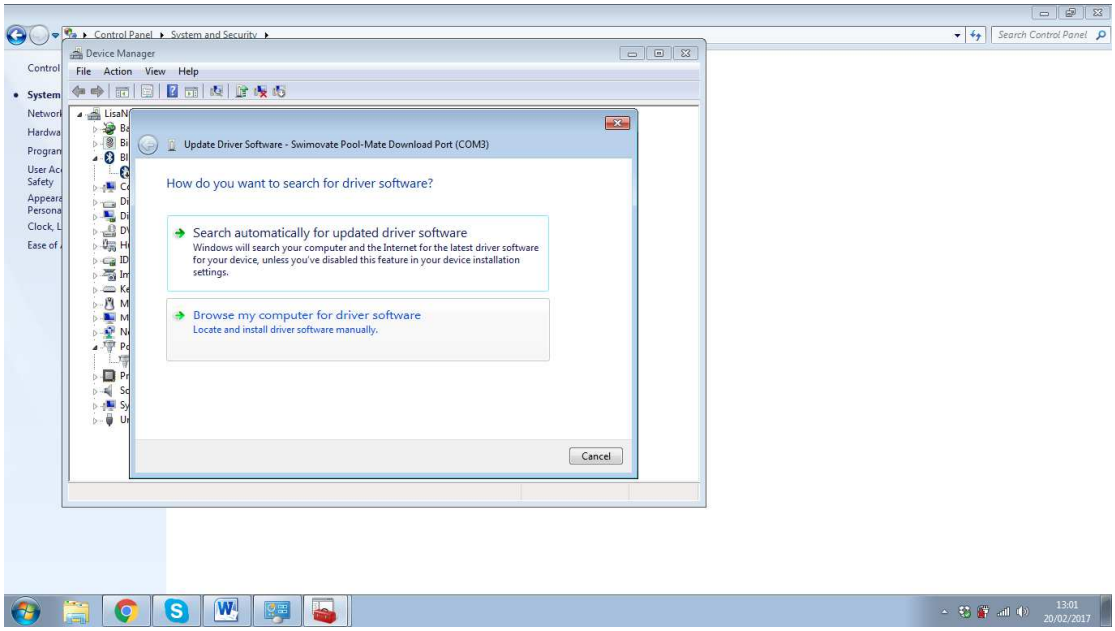
Click **Finish**

Step 2- you haven't finished just yet
Looking in the device manager again there will now be another entry with a yellow exclamation mark called "USB serial port"

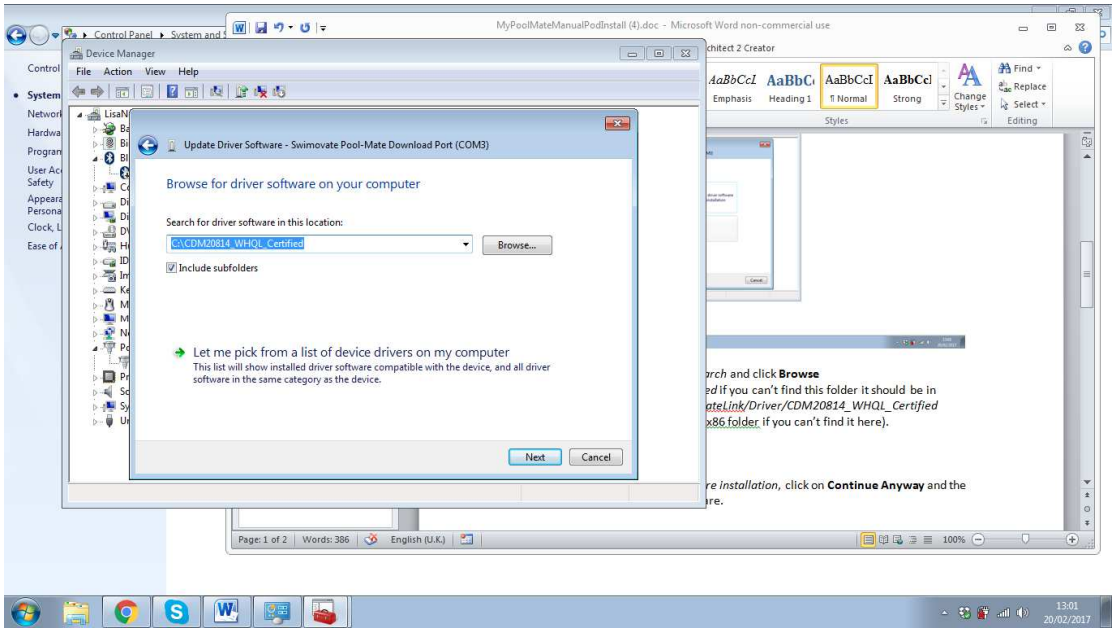
Follow the same exact steps as above.
Right click on this and select ***update driver***.

The Found New Hardware wizard appears and will ask
"Search Automatically for updated driver software"

Ignore this and click the second option
"Browse my computer for driver software"



Select *C:/CDM20814_WHQL_Certified* , it should already be the default location so just click **Next**.



The wizard will start installing the software. Click **Finish**

To check all is installed

Go to device manager and check that Swimovate Pool-Mate Download Port (COMXXX) where XXX is a number, appears under Ports (COM&LPT). Your Pod is now correctly installed.