

Stenograph Writer USB Drivers

Installation Guide for Windows

This package installs the USB drivers that let your Windows PC communicate with your Stenograph writer over a USB cable. You only need to do this once per computer. After installation, Windows will recognize your writer automatically each time you plug it in.

What's in This Package

StenographDriverInstall.exe

The main installer. *This is the one you run.*

More\ folder

Extra tools most people will not need:

- **StenographDriverInstallNewOnly.exe** — Adds the new drivers WITHOUT first removing older versions (advanced users).
- **StenographDriverRemoveAll.exe** — Removes all Stenograph writer drivers (uninstall).

Before You Begin

- **Windows 11 or Windows 10** (64-bit). Older versions are supported with extra steps; see Troubleshooting.
- **Administrator rights** — You must be signed in as an administrator, or be able to enter an administrator password when Windows asks.
- **Your Stenograph writer and USB cable** handy.
- **Extract the ZIP first** if you received this as a compressed file. Right-click the ZIP → "Extract All..." → choose a folder (e.g., your Desktop). **Do not** run the installer from inside the ZIP preview window.
- **Plug in and power on your writer BEFORE running the installer** (see step 1 below). This is the safest order — it lets the installer detect and set up your writer immediately.

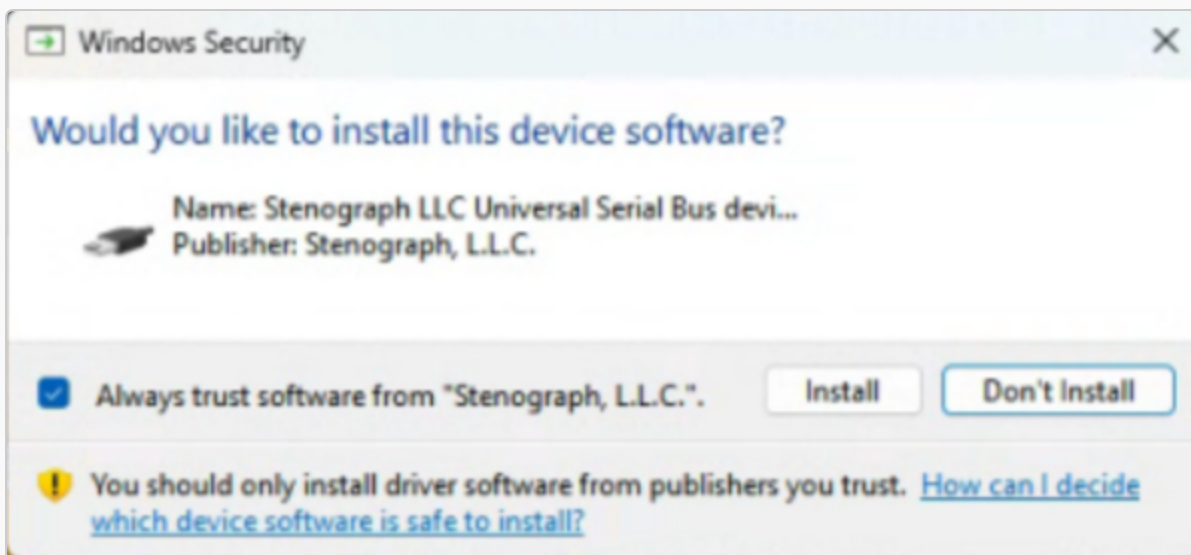
How to Install (about 1 minute)

- 1 **Plug your Stenograph writer** into a USB port and turn it on.
- 2 **Extract the ZIP** to a folder you can find (for example, your Desktop).
- 3 **Double-click:** `StenographDriverInstall.exe`
- 4 **Windows will ask:** *"Do you want to allow this app to make changes to your device?"* (User Account Control). Click **YES**.

If it asks for an administrator password, enter it.

⚠ A small window may appear briefly and then close on its own. **THIS IS NORMAL.** The installer runs quietly and closes when finished.

You may also see a Windows Security prompt:



Click **Install** to proceed. You can check "Always trust software from Stenograph, L.L.C." to avoid this prompt in the future.

✓ **Your writer is now ready to use** with your Stenograph software.

How to Confirm It Worked (optional)

1 Connect and power on your writer.

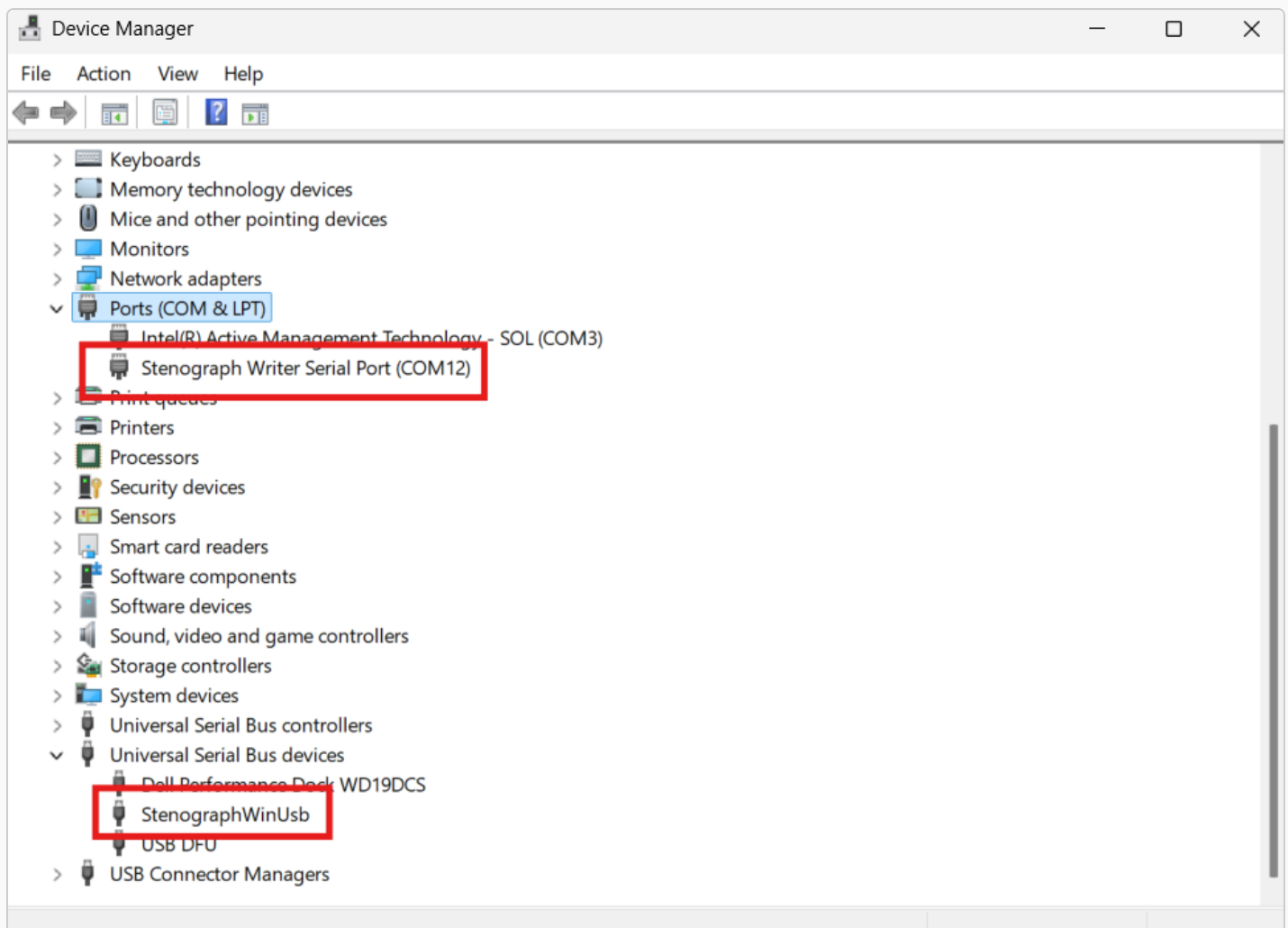
2 Open Device Manager:

- **Windows 11 / 10:** Right-click the Start button → Device Manager
- **Alternative:** Press **Windows** key, type Device Manager , press **Enter**

3 Look for your writer:

- Under **"Universal Serial Bus devices"**: you should see **StenographWinUsb**
- Under **"Ports (COM & LPT)"**: you should see a Stenograph serial (COM) port

If you see these entries with **no yellow warning icon**, the drivers are working correctly.



Example: a correctly installed writer in Device Manager — StenographWinUsb (bottom) and the Stenograph Writer Serial Port (top), both highlighted in red.

How to Uninstall or Reinstall

To remove the drivers:

1. Open the "**More**" folder
2. Double-click `StenographDriverRemoveAll.exe`
3. Click **YES** at the Windows prompt

To reinstall or update:

Run `StenographDriverInstall.exe` again. It automatically removes any older Stenograph writer drivers first, then installs the current ones.

Troubleshooting

Most "problems" are actually normal behavior. Start with the issue that matches yours.

Nothing Seems to Happen / A Black Window Flashes and Closes

This is normal. The installer does its work in a few seconds and then closes automatically.

To confirm it succeeded:

- Follow the "How to Confirm It Worked" section above, OR
- Check the installation log file (see "Installation Log" at the end of this guide)

"Windows Protected Your PC" (blue SmartScreen box)

Windows may show a blue box saying your PC was protected. The installer is safe to run.

Windows 11 and Windows 10:

1. Click the "**More info**" text in the blue box
2. Click the "**Run anyway**" button that appears
3. Continue with the installation (click YES at the next prompt)

The Installer Says It Needs Administrator Rights

Windows 11:

1. Right-click `StenographDriverInstall.exe`
2. Click "**Show more options**"
3. Click "**Run as administrator**"

Windows 10:

1. Right-click `StenographDriverInstall.exe`
2. Click "**Run as administrator**"

If you do not have an administrator account, ask your IT department or whoever manages the computer to run the installer for you.

Antivirus or Security Program Blocked the Installer

Some antivirus tools quarantine new programs automatically.

1. In your antivirus, **allow or restore** `StenographDriverInstall.exe`
2. Add an exception for the file, if available
3. Run the installer again
4. You may need to temporarily pause the antivirus and re-enable it afterward

"This App Can't Run on Your PC"

- **Make sure you fully extracted the ZIP.** Do not run the installer from inside the ZIP preview window.
- **These drivers require 64-bit Windows.** To check your system type:
 1. Open **Settings**
 2. Go to **System** → **About**
 3. Look at "**System type**" — it should say "**64-bit operating system**"

The Writer Is Not Recognized After Installing

Try these steps in order:

1. Unplug the USB cable, wait 5 seconds, and plug it back in
2. Try a different USB port (prefer a port directly on the PC, not a hub)
3. Try a different USB cable
4. Make sure the writer is powered on
5. Run `StenographDriverInstall.exe` again with the writer plugged in
6. Restart the computer, then reconnect the writer

Device Manager Shows a Yellow "!" or "Unknown Device"

1. Run `StenographDriverInstall.exe` again
2. Unplug and replug the writer
3. If it persists:
 1. Open the **"More"** folder
 2. Run `StenographDriverRemoveAll.exe`
 3. Restart the PC
 4. Run `StenographDriverInstall.exe` again

"A Reboot Is Required" / Writer Works Only After Restart

Occasionally Windows needs a restart to finish driver setup.

1. Restart the computer when prompted (or afterward)
2. Reconnect the writer after the restart

Older Windows (Windows 8.1, Windows 7, and Earlier)

These drivers are designed for Windows 10 and 11. On older systems:

- **Install the latest Windows Updates first.** Older Windows 7 PCs need the SHA-2 code-signing update to accept modern drivers.
- **A restart after installing is more likely to be required.**
- **Device Manager location:** Control Panel → Hardware and Sound → Device Manager

If the writer is still not recognized, contact support (see below).

Installation Log

Every run writes a detailed log to your temporary folder. This is helpful if you need to contact support.

Log location:

```
C:\Users\<YourName>\AppData\Local\Temp\StenographDriverInstall.log
```

Quick way to open the log:

1. Press **Windows** + **R**
2. Type `%TEMP%` and press **Enter**
3. Look for and open **StenographDriverInstall.log** (right-click → Open with → Notepad)

If you contact support, please attach this log file. It will help diagnose any issues.

Need Help?

Contact Stenograph Technical Support:

Phone: 1-800-323-4247 (Toll-Free) or 1-630-532-5100 (Local)

Email: Support@stenograph.com

Web: <https://www.stenograph.com/stenograph-support>

Please have ready: your Windows version, your writer model, and the installation log file described above.