

All of Nexmosphere's controllers with USB communication utilize the **Prolific PL2303 USB-to-Serial IC**. This chip creates a Virtual Com Port on the host (e.g. BrightSign player, PC, etc) over which the API communication is send and received. In Q4 2020, the PL2303 chip was updated to a new version.

Old version: PL2303SA
New version: PL2303GL

Both versions operate identically on the Nexmosphere controller. However in order for the new version to work, some operating systems may require updating. In this document, we explain the required actions for each OS to make sure the new version of the PL2303GL chip will work. Secondly, an overview is provided of all Nexmosphere controllers with the old and new version of the PL2303 chip.

Compatibility with Operating Systems

BrightSign OS

The new PL2303GL chip is supported from **OS 8.2.82** and upwards. The PL2303SA is supported in all OS versions. Therefore, when using a Nexmosphere controller with the new PL2303GL chip, please update to OS 8.2.82 or higher.

Windows

The new PL2303GL chip is supported in Windows and if required, the driver should install automatically. If needed, the driver can also be installed manually: http://www.prolific.com.tw/US/ShowProduct.aspx?p_id=225&pcid=41

Linux

The new PL2303GL chip is supported in Linux kernel 5.5 and upwards. If you are using an older version of the Linux kernel you can update the driver manually:

<http://www.prolific.com.tw/US/supportDownload.aspx?FileType=56&FileID=150&pcid=85&Page=0>

Android

Android OS is based on the Linux kernel, so it includes the PL2303 VCP (ttyusb) drivers. Please note that for Android an SDK is available as well: <http://www.prolific.com.tw/US/supportDownload.aspx?FileType=56&FileID=150&pcid=85&Page=0>

MacOS

For Mac OS, the driver can be downloaded on the following page:

<http://www.prolific.com.tw/US/supportDownload.aspx?FileType=56&FileID=150&pcid=85&Page=0>

Nexmosphere controllers

Each Nexmosphere controller has a product label. This label includes a 5-digit Release ID which can be used to identify the hardware version and whether the controller contains the old PL2303SA chip or the new PL2303GL chip. Below, an example of a product label is shown in which the Release ID is indicated in red. On the following page, an overview is provided of all Nexmosphere controllers and the Release IDs associated with the PL2303 ICs.



Controller	<i>Release ID containing old PL2303SA chip</i>	<i>Release ID containing new PL2303GL chip</i>
XN-135	42120	45016
XN-135M31	42188	45017
XN-135M34	42189	45018
XN-134M37	42190	45019
XN-135M8L	42186	45020
XN-135M8S	42187	45021
XN-165	44592	45022
XN-185	42117	45023
XC-101	44899	45024
XC-720	44593	45025
XC-741	44594	45026
XC-748	44595	45027
XC-760	44596	45028
XC-820	44597	45029
XC-841	44598	45030
XC-847	44599	45031
XC-860	44600	45032
XC-931	44601	45033
XC-937	44602	45034
XC-938	44603	45035
XC-941	44604	45036
XC-947	44605	45037
XC-948	44606	45038

XM-350 and CA-9U9B

Please note that the XM-350 controller does not have on-board USB communication. Instead, it has a RS-232 interface over which the API communication is send and received. In case a USB connection is required, the **CA-9U9B** Serial-to-USB converter cable is available. The CA-9U9B does **not** contain a PL2303 chip, therefore the information in this document does **not** apply. The CA-9U9B utilizes a VCP chip from FTDI for which the driver can be downloaded via the following link: <https://ftdichip.com/drivers/vcp-drivers/>

In case of any questions, please contact [**support@nexmosphere.com**](mailto:support@nexmosphere.com)