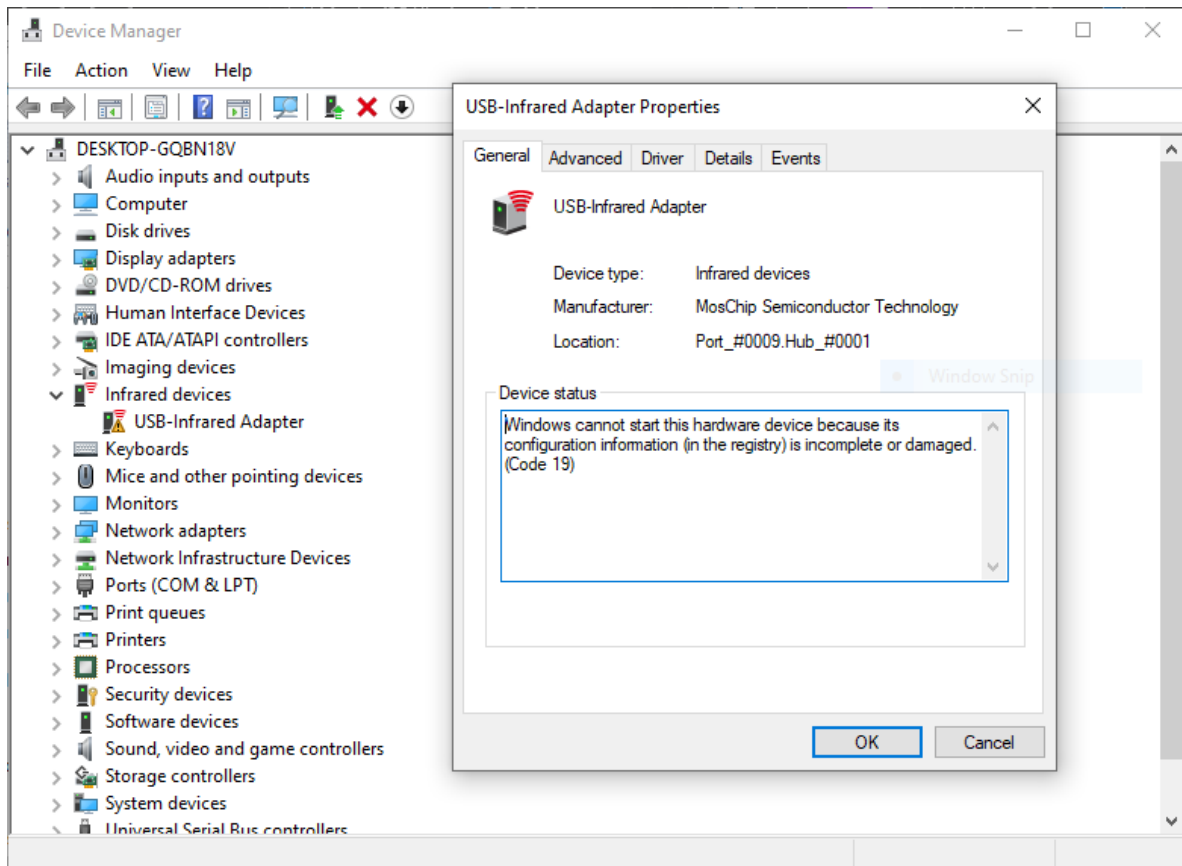


How to Resolve “Code 19” Error – SG Ultra Max USB IrDA Adapter

If your PC is running Windows 10 and is updated to system version 1903, you will likely encounter the following Code 19 error in the device status window when attempting to plug in the USB IR Adapter:



In order to resolve the issue and get the IrDA adapter to work, follow these steps:

1. Go to **Start > Settings > Apps**.
2. In the left panel, make sure you're on **Apps & features**.
3. In the right section, under Apps & features click on **Optional features**.
4. Then, in the new windows, click on **Add a feature**.
5. From the list that appears, select **IrDA infrared** to install (Note: if you don't see any features listed in the Add a feature window, you will need to switch to a user with Admin privileges to see them).
6. Make sure you have the latest driver version, and finally **restart your PC**. The driver should now be cleared of the Code 19 error and the adapter will once again be functional.