## **USB Driver Installation**

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#### Introduction

Installing the USB device driver (URC USB Sync MX1 or MX2) using Windows® 7 or Vista fails, resulting in the error message "Windows encountered a problem installing the driver software for your device..." This guide provides are procedure for addressing this issue.

#### **Device Manager**

Open Device Manager and select Unknown device. (If this is not displayed in the list, unplug and reattach the USB cable from the remote. Right-click and select Update Driver Software.)

Unkno	own Device	
Device Function	IS:	
Name		Туре
h Unknown de	vice	Other devices
Device Function Manufacturer: Location:	n Summary Unknown Port_#0002.Hub_#0003	
Device status:	The drivers for this devi	ce are not installed. (Code 28) Properties

#### **Browse for Driver**

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Select Browse my computer for driver software.



From the Common hardware types list, scroll down and select Mobile devices.





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Update Driver Softwa	are - Unknown Device	_
rowse for driver so	ftware on your computer	
earch for driver software	in this location:	
	Browse	
Include subfolders		
<ul> <li>Let me pick from This list will show ins driver software in the</li> </ul>	m a list of device drivers on my computer stalled driver software compatible with the device, and all e same category as the device.	
	Next	
	Next Cancel	
Manufacturer, se (If your version of this window, mak	Next Cancel	ft USB neck-
Manufacturer, se (If your version of this window, mak	Next Cancel elect <b>Microsoft</b> and from <i>Model</i> , select <b>Microso</b> of Windows has a <i>Show compatible hardware</i> ch ke sure it is unchecked.)	ft USB neck-
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### **Install the Driver**

An "Update Driver Warning" window will appear. Make sure the device is awake with its screen illuminated, then continue installing the driver by clicking Yes.

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Yes

No

Installing this device driver is not recommended because Windows cannot verify that it is compatible with your hardware. If the driver is not compatible, your hardware will not work correctly and your computer might become unstable or stop working completely. Do you want to continue installing this driver?

The driver should install successfully and Mobile Device Center should launch to connect the device. The device should respond with an Activesync connection message.



#### **Connect to Device**

Select Connect without setting up your device.



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Ready to use	Close
	Close

