

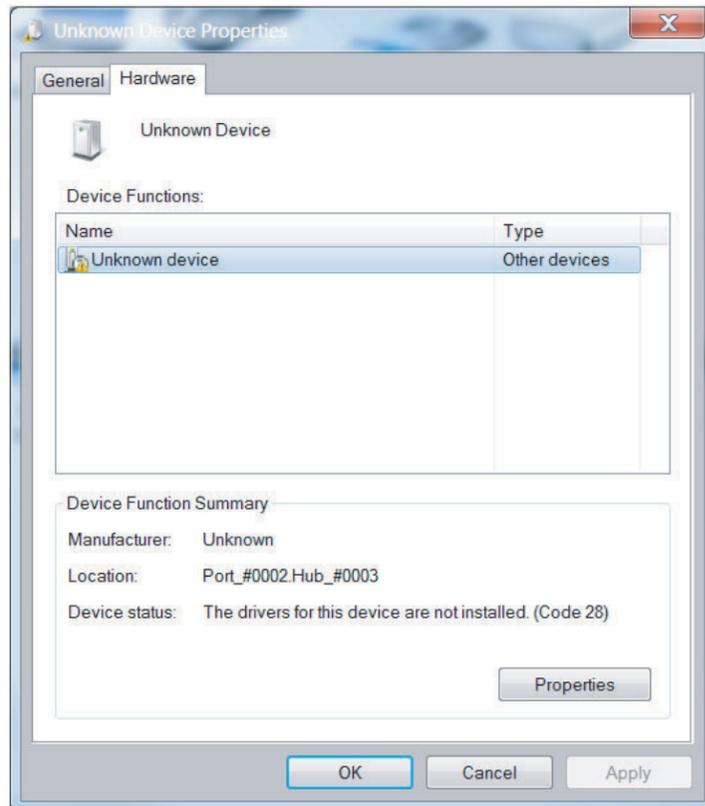
USB Driver Installation

1 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 a procedure for addressing this issue.

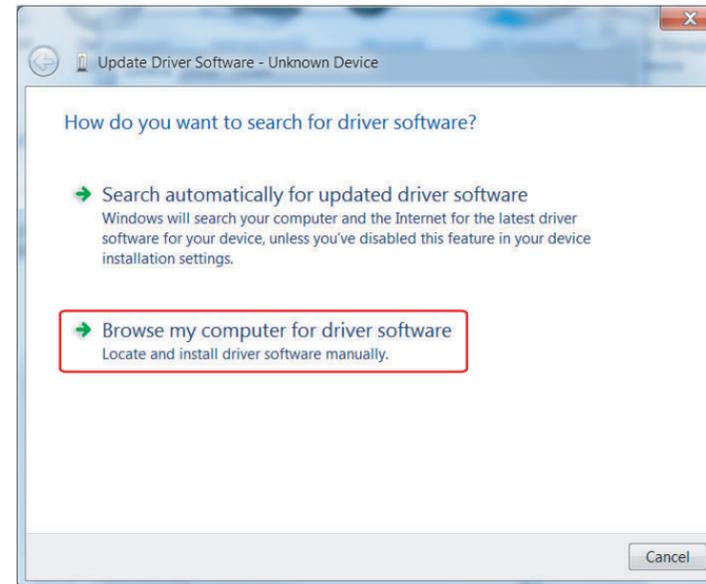
2 Device Manager

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**.)

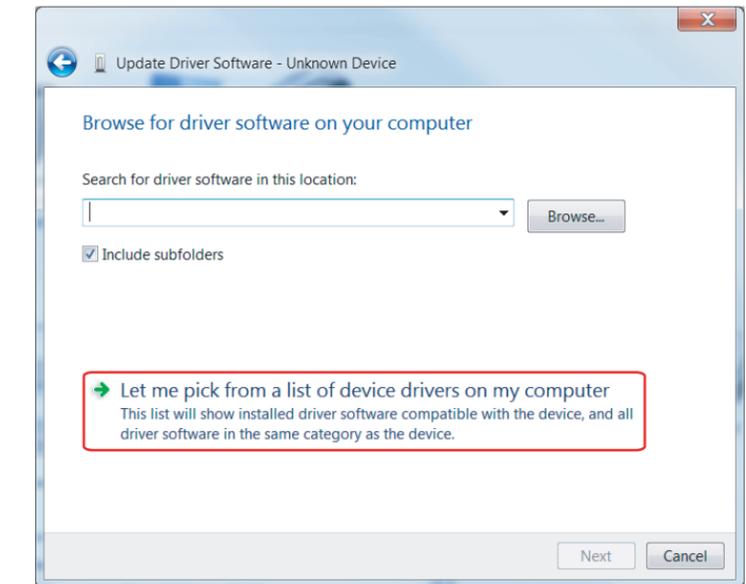


3 Browse for Driver

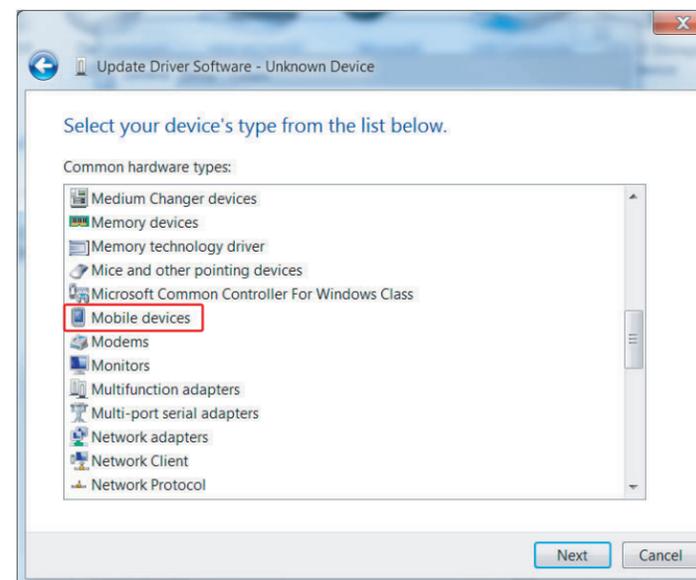
Select **Browse my computer for driver software**.



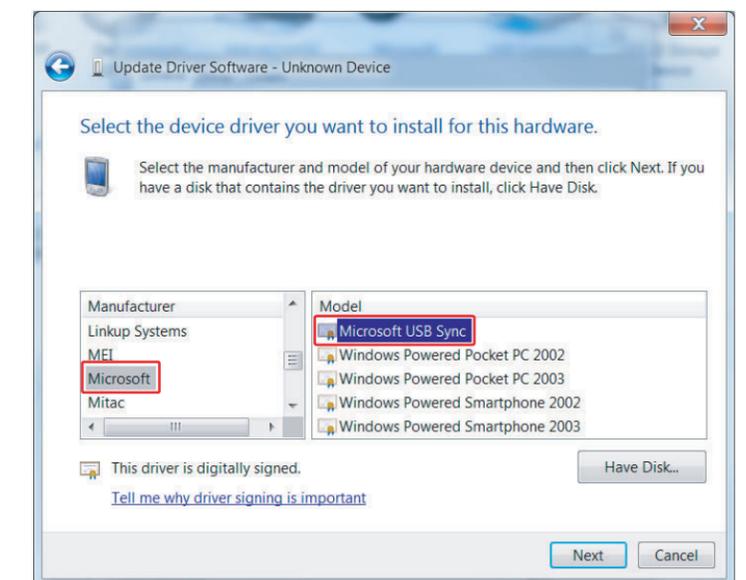
Select **Let me pick from a list of device drivers on my computer**.



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



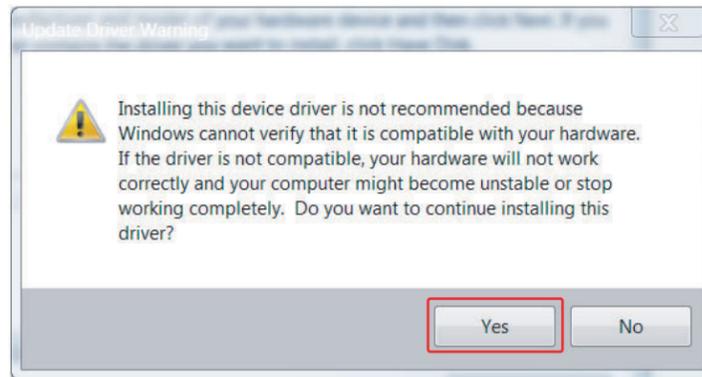
Under *Manufacturer*, select **Microsoft** and from *Model*, select **Microsoft USB Sync**. (If your version of Windows has a *Show compatible hardware* checkbox in this window, make sure it is unchecked.)



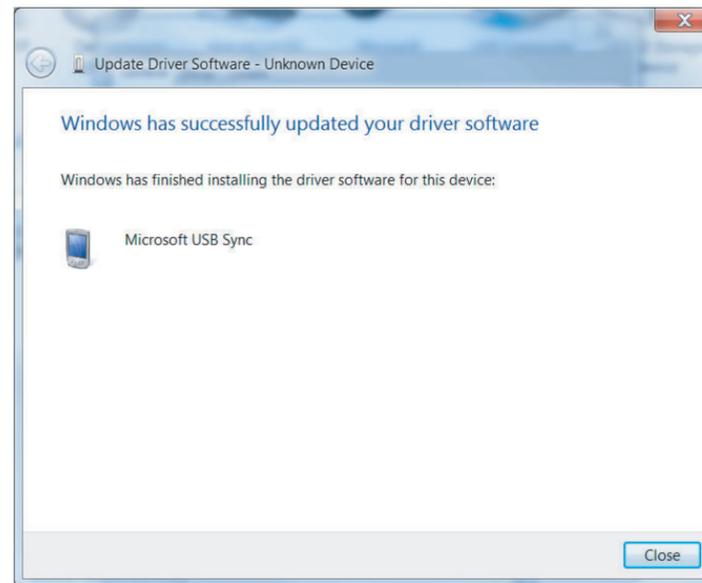
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4 Install the Driver

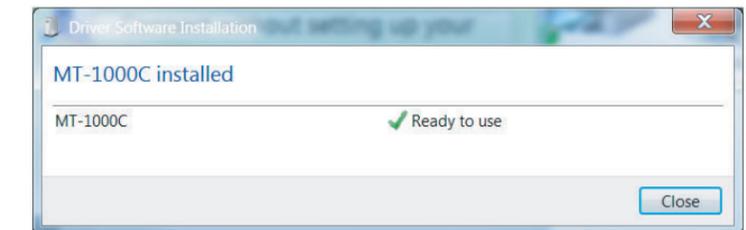
An "Update Driver Warning" window will appear. Make sure the device is awake with its screen illuminated, then continue installing the driver by clicking **Yes**.



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



The following illustration shows an example.



5 Connect to Device

Select **Connect without setting up your device**.

