

Models Affected: MX-6000, MX-5000, MX-980, MX-880

Serial Numbers Affected: NA

Firmware Version: NA

Software: NA

Symptom

- Remote is not connecting to the PC, or
- Remote connects to the PC, but an error message opens, or
- You are unable to download to the remote (via CCP or Accelerator) and receive a download error.

Cause

A driver is a “translator” between the remote and the PC. Every remote needs a driver to communicate through the PC to CCP or Accelerator.

- Sometimes Windows “doesn’t play well” with third party devices and the correct driver is not installed.
- Sometimes NO DRIVER is installed when the remote is connected.
- Sometimes you have a BAD USB cable and must swap it out.
- The URC device is incompatible with 64-bit Window operating systems.

MSC-400: Master System Controller

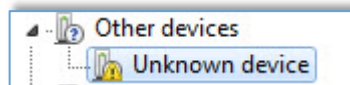
MX-950

Solution

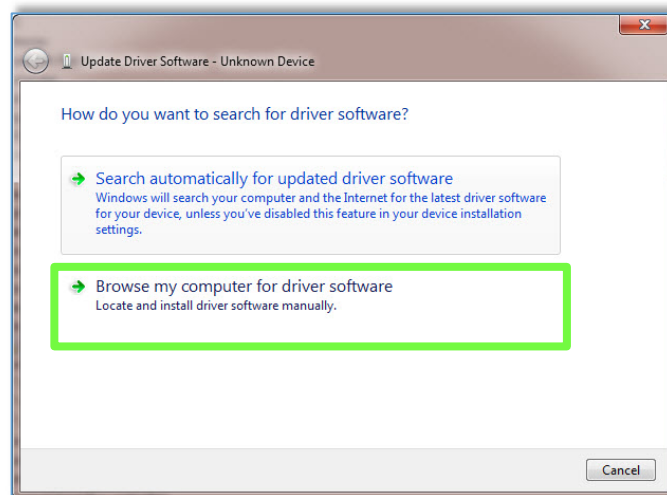
Installing the USB device driver (URC USB Sync MX1 or MX2) using Windows 7/Vista/XP, fails resulting in an error message, “Windows encountered a problem installing the driver software for your device....An interactive window station is required.” If this error arises, or you are unable to connect to your remote, follow the steps below.

Be sure to download and install the correct connection software before proceeding. *Windows 7/Vista users need to have **Windows Mobile Device Center**, while Windows XP users need to have **Microsoft ActiveSync**.*

1. Open **Device Manager** and locate your remote. It may be displayed as the **Model Number** or **Unknown Device**, in one of the following categories: Human Interface Devices, Mobile devices, Other Devices or Portable Devices.
 - If you do not see your remote listed, unplug the USB cable from the remote then reconnect it. The Device Manager will refresh to display your remote.
2. Select the remote, as shown in the image below (in this case, it was found under Other Devices).



3. Right-click on the remote, in the Device Manager, and select **Update Driver Software** from the menu.
4. The Update Driver window opens, choose **Browse my computer for driver software**.

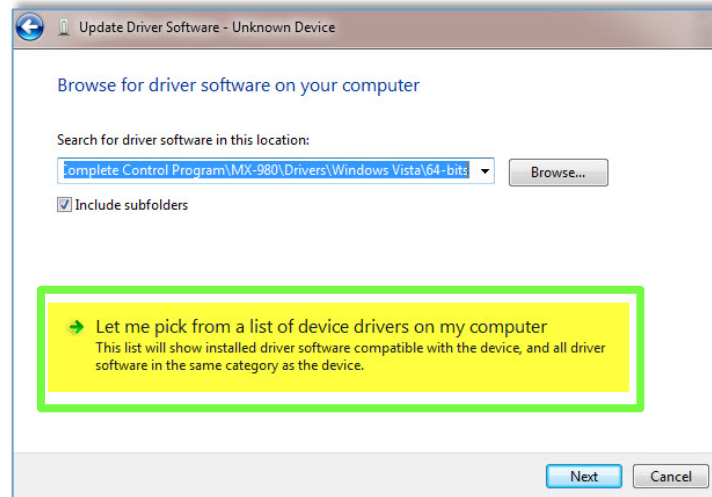


Fixing Remote Connectivity

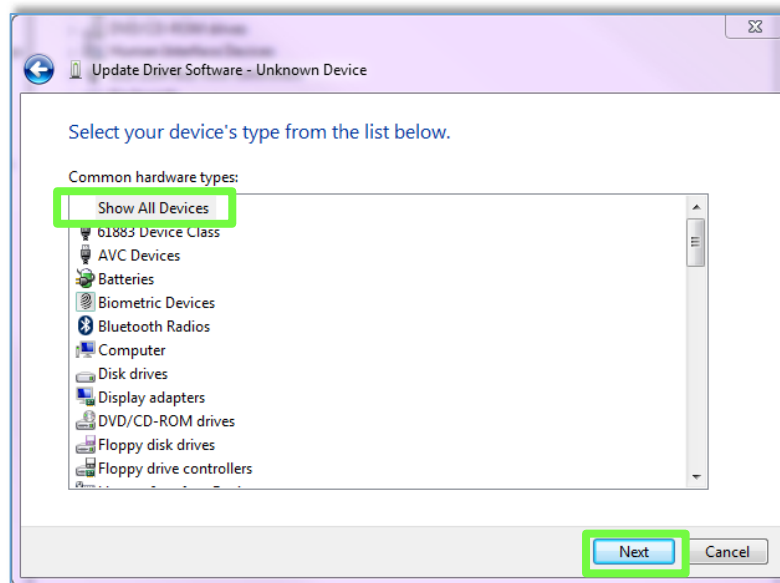


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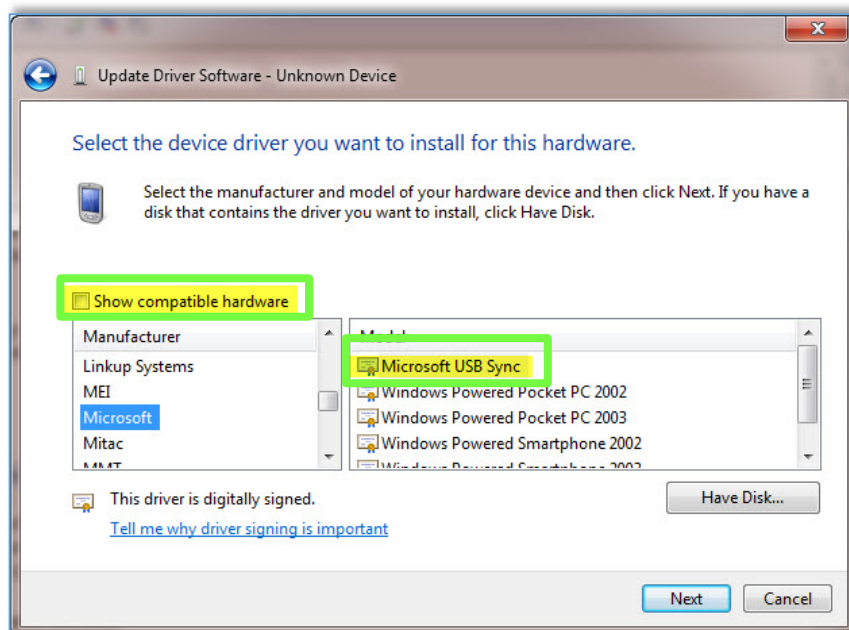
5. In the next window, choose **Let me pick from a list of device drivers on my computer**.



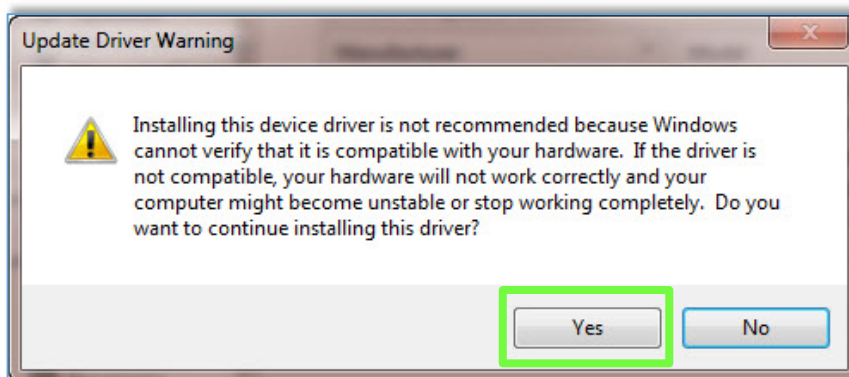
6. In the device type list, click **Show All Devices**. Then click **Next**.



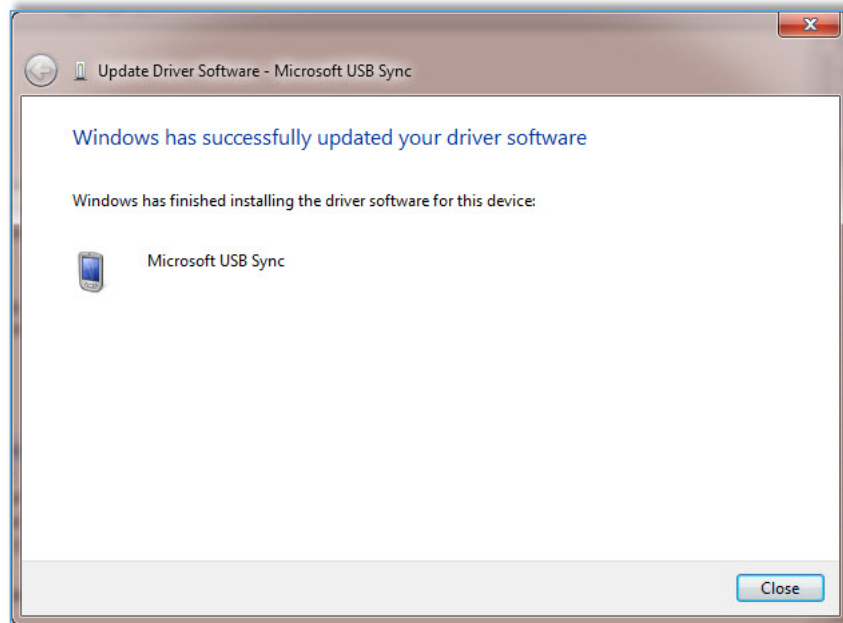
7. Deselect **Show compatible hardware**, select **Manufacturer: Microsoft** and **Model: Microsoft USB Sync**. Click **Next**.



8. A warning will appear. Make sure that the remote is awake (by lifting it up, or pressing a button) and the LCD screen is illuminated before pressing **Yes** to continue installing the driver.



9. The driver successfully installs and the connection software will open to show that it is active. Windows 7/Vista users will see **Windows Mobile Device Center**, while Windows XP users will see **Microsoft ActiveSync**.



10. Open the **Complete Control Program** or **URC Accelerator** program and attempt to download a file to the remote.
- If you are able to download a file to the remote, CONGRATULATIONS, you have succeeded.
 - If you were unable to successfully connect the remote:
 - Uninstall the driver by returning to the **Device Manager** and **right-click** the remote. Select **Uninstall**.
 - Unplug the USB cable from the remote then reconnect. The device manager will refresh to display the connected devices.
 - Repeat **Steps 2-10** to try reconnecting the remote to the PC (this may need to be repeated several times before the remote connection is viable).
 - If you still have trouble connecting your remote, contact URC's Technical Support team:
 - Toll Free: (800) 901-0800
 - Local: (914) 835-4484
 - Email: techsupport@universalremote.com

For a detailed explanation, and tour of this process, please visit URC University (www.universalremote.com/university) and enroll in the course titled **How-To: Get Your PC to Recognize Your Remote**.

