

## Windows XP Sync utility problem regarding SETUP

### (Problem) I have connected Capsure BEFORE installing Capsure CD

When The Capsure scanners are connected to Windows a pop-up will appear showing that it cannot find drivers. You normally just click OK and the pop-up disappears. (normally you can still see an icon beside the clock)

If this happened, Windows will remember Capsure as an “UNKNOWN device” when you plug it into the pc.

If at a later state, you install the software from “Capsure Application and Documentation” CD , Windows will still remember Capsure as an “UNKNOWN device”.

Therefore double-click on the icon “UNKNOWN device”. a pop-up will appear on the screen, which will ask you to install drivers..... select YES . You are asked to browse for a place to install from..... select the CD and click OK.

Windows now should recognise the Capsure when it is plugged in.

If you cannot find the icon “UNKNOWN device” beside the clock, Windows may hide them. Right-click on the icon bar beside the clock and select properties.

This will show a Start menu line, select “ADAPT” and find the icon “UNKNOWN device” thereafter on the fold-down list choose “show always”

Please be aware that Capsure should be turned OFF when you plug it in the USB port.

For more info regarding SYNC read the manuals on CD