



# Mobile NoteTaker

## Driver Installation FAQs

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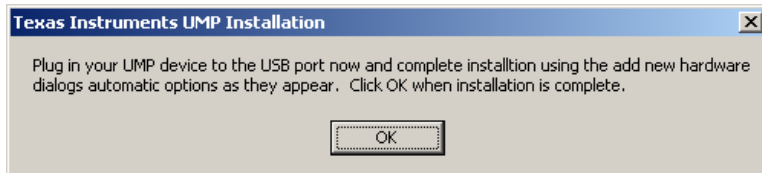
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1. After inserting the NoteTaker CD into my CD ROM drive, nothing happens.

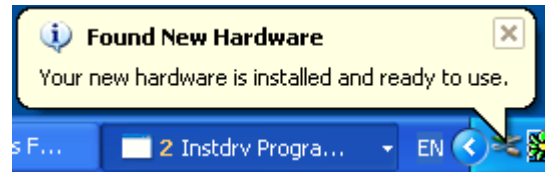
- Double click on **My Computer**
- Double Click on the **CD ROM**
- Browse into the CDRom and choose **Setup.exe**.

The installation will start.

2. During installation process I receive a message to plug in the base unit.

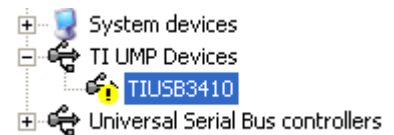


- The base unit is your Mobile NoteTaker.
- Make sure you connect the cable properly. The arrow on the cable should be facing up.
- After you plug in the base unit and the driver installations begin to run and you will see in the bottom of the screen a pop up that mention the installation process.
- When the message **Your new hardware is installed and ready to use** is displayed - click OK.



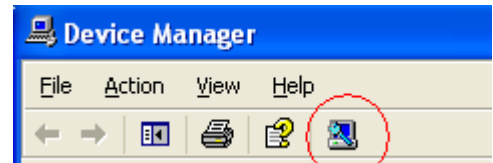
3. I plugged in Mobile NoteTaker but Windows states there is a problem. What should I do?

- Right click on **My Computer**
- Choose **Properties**
- Go to **Hardware** tab and then press the **Device Manager** button
- Search on the list for **TI UMP Devices**.

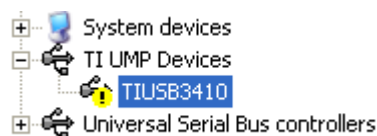


If you can not find it:

- Make sure Mobile NoteTaker is connected
- Click on Scan for hardware changes.
- After the **TI UMP Devices** will appear.



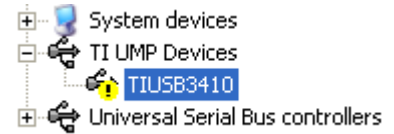
If **TI UMP Devices** are found, inside you'll see **TIUSB3410**. If you see a question mark or exclamation mark next to it, go to item#4 below.



4. I accidentally plugged the unit to the computer before running the setup and now the computer does not recognize the unit.

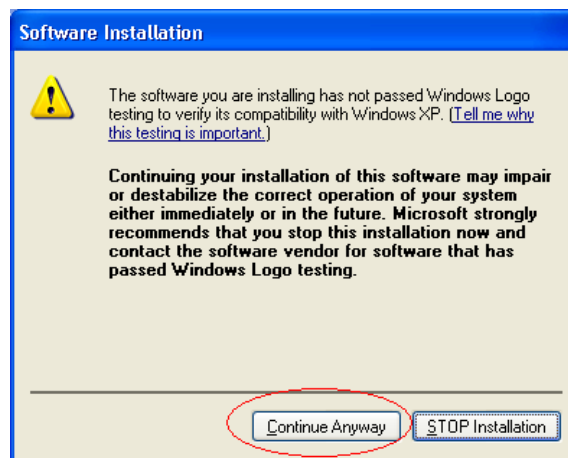
- Right click on **My Computer**
- Choose **Properties**
- Choose the **Hardware** tab and then click the **Device Manager** button
- Search on the list for **TI UMP Devices** or **Other Devices**.

Inside the **TI UMP Devices** or **Other Devices** you will find **TIUSB3410**. If you see a yellow question mark or exclamation mark on this line do the following:



- a. Make sure the **NoteTaker CD** is in your CD ROM drive
- b. Right click on **TIUSB3410** and choose **Update Driver**
- c. Hardware update wizard will display
- d. Choose **Install from a list or specific location** and click next
- e. Mark **Include this location in the search** and click on browse
- f. Click OK and Next.

**Note:** In case the following Windows XP dialog appears, click **Continue Anyway**.



Proceed with Windows driver installation dialogs.

**5. After the installation I operate the application but it does not recognize the unit.**

- Make sure Mobile NoteTaker is plugged in
- Open **Note Manager** software
- Go to **Configuration** menu and choose **Detect Hardware**.

If your Mobile NoteTaker was not recognized, see items 3 and 4.