

Knowledge Base Article

Product Group: Software
 Product: Microsoft Windows Mobile Device Center
 Version: Windows 7

Abstract

This article explains how to get Microsoft Windows Mobile Device Center to install on a Windows 7 computer if there are any problems getting it to install correctly.

Overview

Follow the steps below to install Windows Mobile Device Center on a Windows 7 computer.

1. Double-click on the download file to begin the installation. When prompted, select Run. [Figure 1]



Figure 1. Open File dialog

2. A Windows Mobile Device Center Driver Update dialog will appear. Wait while this is complete. [Figure 2]



Figure 2. Driver update

- The device driver software will begin to install. [Figure 3]

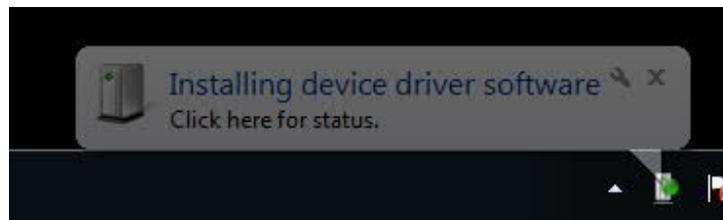


Figure 3. Installing device driver software

- “Non-Supported Bluetooth Adapter” will be shown.
- In Task Manager, there will be two processes running for WMDC. [Figure 4]

- drvupdate-amd64.exe
- driver_setup.exe

dwm.exe	skfuser	00	44,552 K	Desktop Window Manager
drvupdate-amd64.exe	skfuser	00	3,272 K	Win32 Cabinet Self-Extractor
driver_setup.exe	skfuser	00	4,860 K	Windows Mobile Device Center setup

Figure 4. Task Manager window

- Kill both of these tasks and then open Programs and Features. There will only be one program listed for this, “Windows Mobile Device Center Driver Update.”

SKF USB Driver	SKF	7/11/2014	16.0 MB	0.0.0000
Windows Mobile Device Center Driver Update	Microsoft Corporation	7/11/2014	44.3 MB	6.1.6965.0

Figure 5. Windows Mobile Device Center Driver Update

- Go to Device Manager or just right-click on the Computer icon and choose Properties, and then click on Device Manager.
- “Unknown device” will be displayed. [Figure 6]



Figure 6. Unknown device

- If you do not see “Other devices”, click on View > Show hidden devices. [Figure 7]

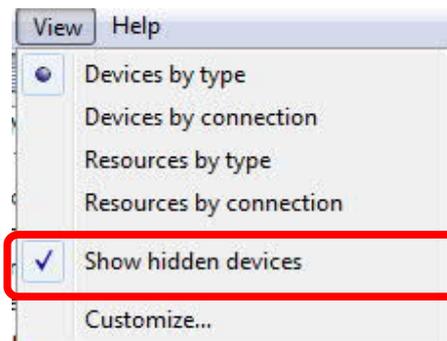


Figure 7. Show hidden devices option

It may also be shown under "Bluetooth devices."

9. Right-click on the "Unknown device" and select "Update Driver Software," or else select this option from its properties. [Figure 8]

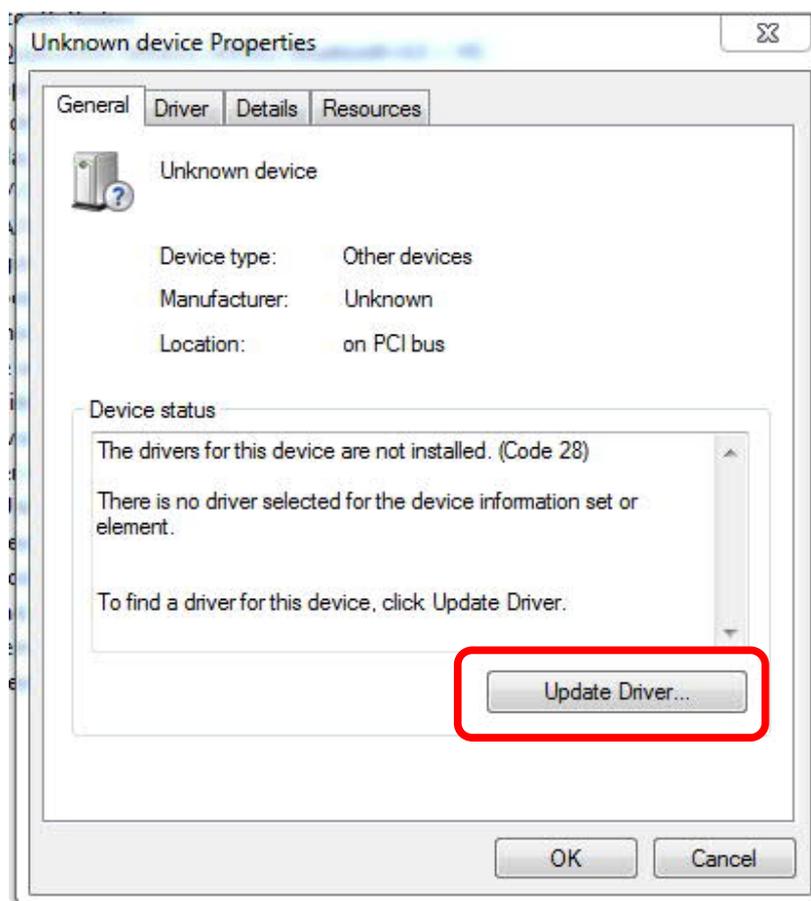


Figure 8. Unknown device Properties

10. When prompted, select “Browse my computer for driver software.” [Figure 9]

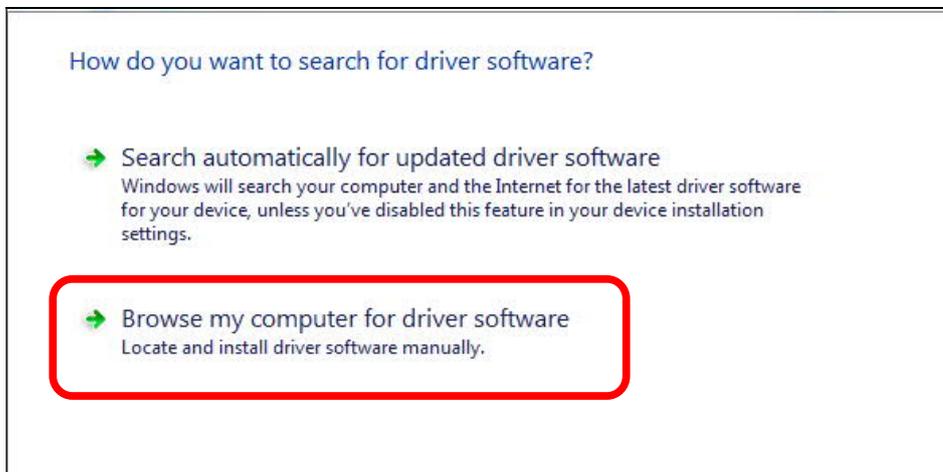


Figure 9. Search for software driver dialog

11. Select "Let me pick from a list of device drivers on my computer." [Figure 10]

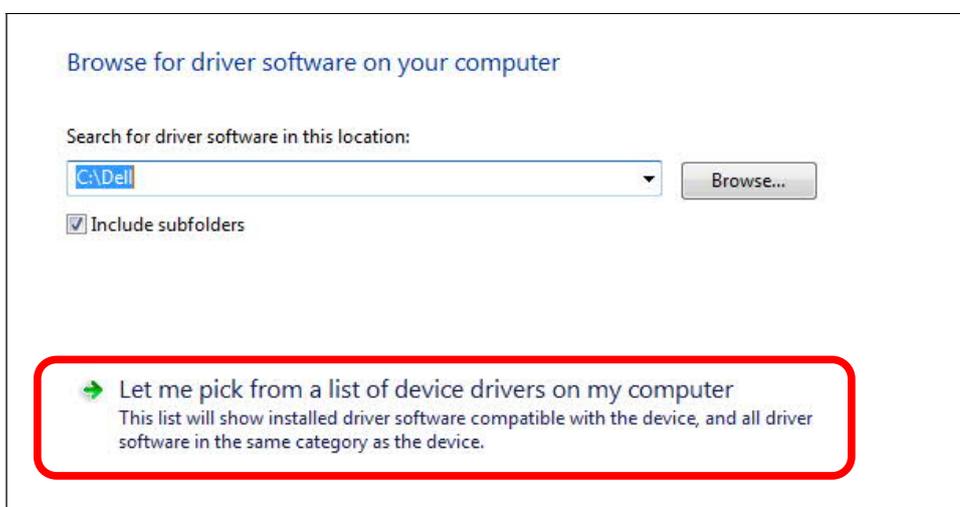


Figure 10. Browse for driver software

12. Select “Bluetooth Radios” from the list, if prompted.

Select your device's type from the list below.



Figure 11. Select device's type from list

13. The next window will display a list of drivers with manufacturers in one list and drivers in another. Choose "Microsoft Corporation" (not just "Microsoft").
14. From the drivers list, there may be one or more drivers with the name "Windows Mobile-based device support" but with different driver versions. Select the latest version if more than one is shown.

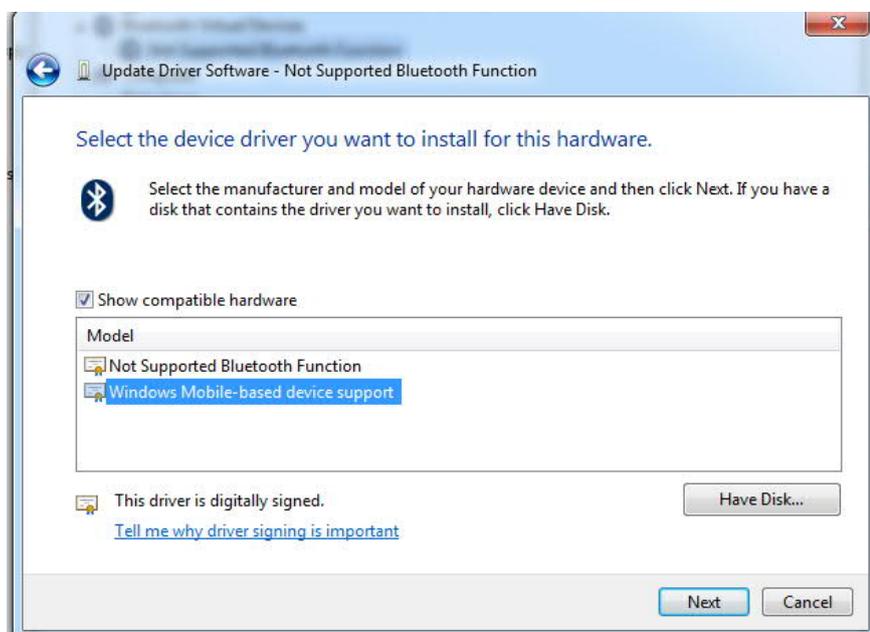


Figure 12. Select driver

15. Ignore any warnings and keep clicking Next, then Finish. The last screen will show the message that device driver was successfully installed.

After manually updating the driver for the Bluetooth device, it should now display "Windows Mobile-based device support" under "Bluetooth Radios."

NOTE: If you previously added the device to your Bluetooth device list that did not work, remove the device and add it again. After adding the device, you may need to restart the computer if there were any connection errors displayed.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by e-mail at TSG-CMC@skf.com.

