

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

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3740 Rev A Page 1 of 6



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

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	al contraction of the second sec		- 0			
	Figure 3. Insta	alling device driv	ver software			
4. "No	on-Supported Blueto	ooth Adapter" w	ill be shown.			
5. In WN	Task Manager, the MDC. [Figure 4]	ere will be two p	rocesses runnii	ng for		
	 drvupdate-a driver_setup	amd64.exe o.exe				
dwm.exe drvupdate-amd driver_setup.ex	164.exe xe	skfuser 00 44, skfuser 00 3, skfuser 00 4,1	552 K Desktop Window Manage 272 K Win32 Cabinet Self-Extra 360 K Windows Mobile Device C	er actor Center setup	_	
	Figure 4.	Task Manager V	window			
6. Kill Fea "W	l both of these tasks atures. There will o ⁄indows Mobile Devic	and then open nly be one prog ce Center Driver	Programs an ram listed for t Update."	d this,		
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3740 Rev A Page 2 of 6





Figure 7. Show hidden devices option

It may also be shown under "Bluetooth devices."

 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]



12. Select "Bluetooth Radios" from the list, if prompted.

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3740 Rev A Page 4 of 6



Select your device's type from the list below.

Common hardware types:

1	Show All Devices	1	
ÿ	61883 Device Class	-	
ÿ	AVC Devices		1
1	Batteries		
	Biometric Devices		
E	Bluetooth Auxiliary		
6	Bluetooth Radios		
E	Bluetooth Virtual Devices		
1	Computer		
6	Disk drives		
	🖥 Display adapters		
4	DVD/CD-ROM drives		
1	The second		

Figure 11. Select device's type from list

- 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.

Select the manufacture disk that contains the o	er and model of your har driver you want to install,	dware device and then , click Have Disk.	click Next. If you have
ompatible hardware			
upported Bluetooth Fu ows Mobile-based dev	inction ice support		
driver is digitally signe	d.		Have Disk
	disk that contains the operation of the second seco	disk that contains the driver you want to install, compatible hardware Supported Bluetooth Function iows Mobile-based device support driver is digitally signed.	disk that contains the driver you want to install, click Have Disk. compatible hardware supported Bluetooth Function iows Mobile-based device support

Figure 12. Select driver

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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 <u>TSG-CMC@skf.com</u>.