



**WINDOWS VISTA  
(Windows Vista™ Home Basic)**

**FRWD REPLAYER  
&  
W-SERIES DONGLE v1.00 INSTALLATION INSTRUCTIONS  
FOR WINDOWS VISTA USERS**

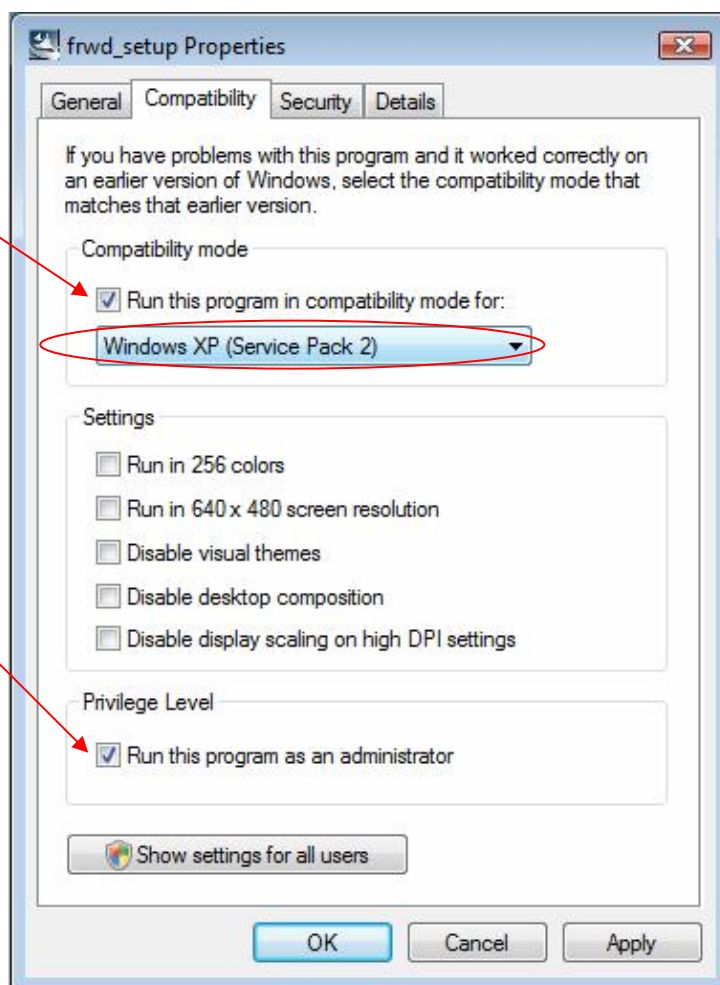
**2007.05.14**

**My operating system is Windows VISTA. I haven't managed to complete the installation of FRWD W-series Dongle v1.00, how do I proceed?**



Follow the steps below to force Windows to use the FRWD dongle driver.

1. Install FRWD Replayer software in Windows XP (SP2) compatibility mode. Right click FRWD Replayer setup icon and choose 'Properties' (choose *Compatibility* mode and *Privilege level*). Press 'apply' and 'Ok' (picture 1).



Picture 1

2. Double click FRWD Replayer setup –icon for starting installation. After successful installation, open the program at first time.

- When the installation wizard asks to install the FRWD dongle v1.00 press 'Yes' (picture 2).



Picture 2

- Plug the FRWD dongle into the USB bus and choose 'Continue' (picture 3)



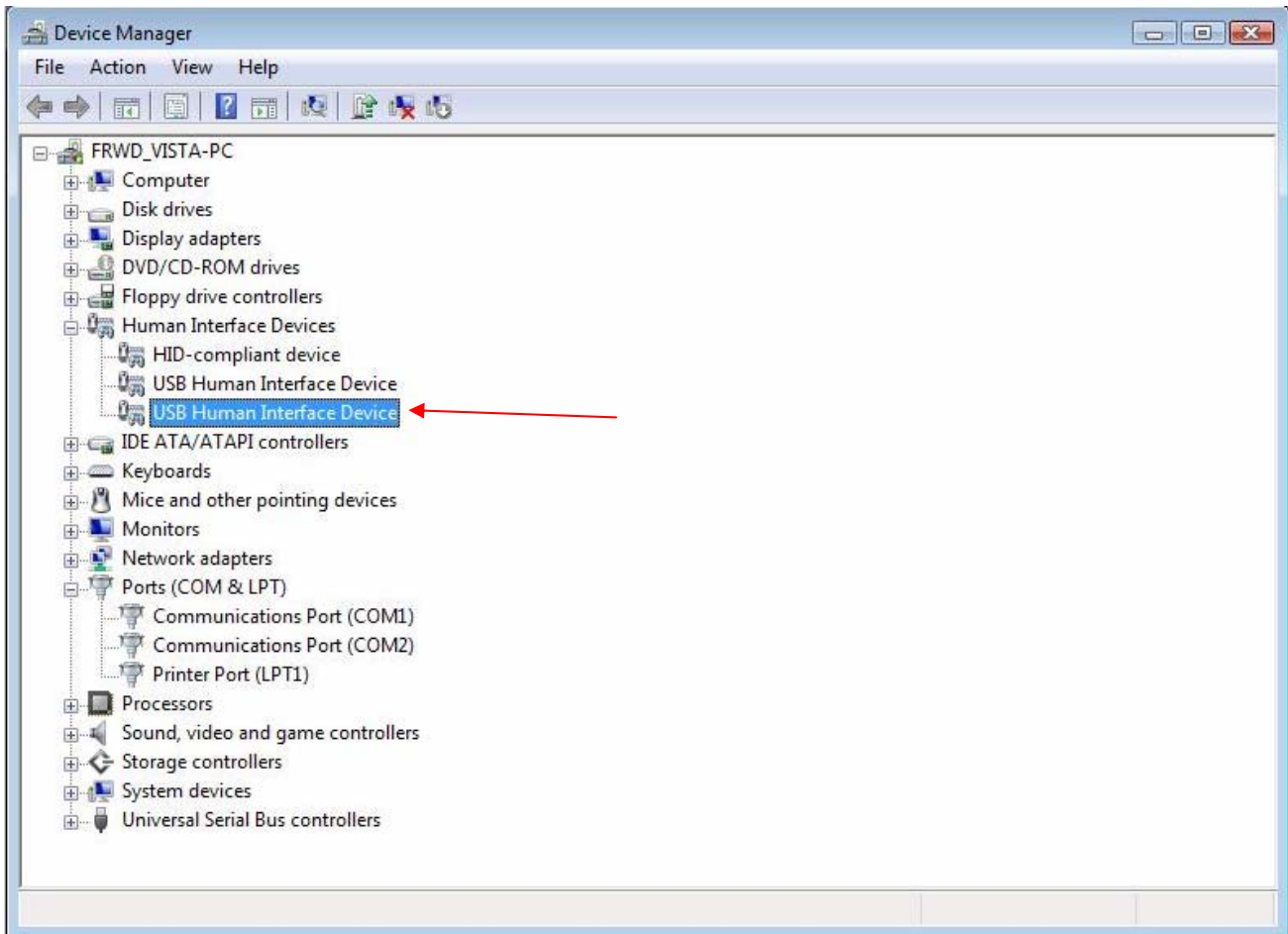
Picture 3

- There might be shown Windows Security warning during the installation. Choose 'Install this driver software anyway' (picture 4)



Picture 4

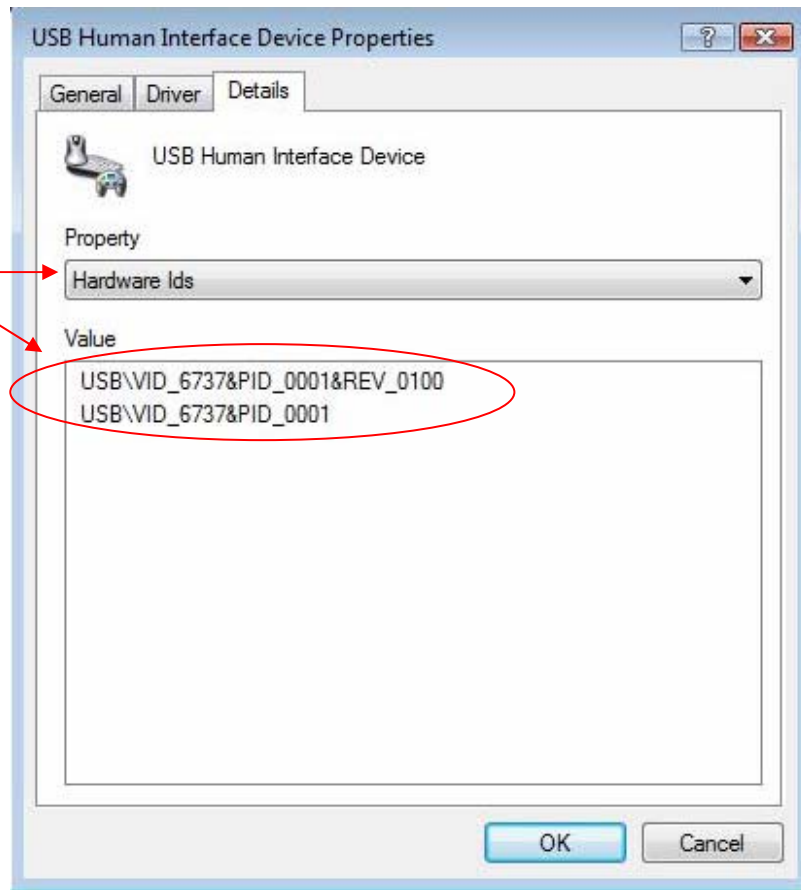
- When the FRWD Dongle v1.00 installation is done, open Windows Device Manager window (start->control panel ->device manager (picture 5)



Picture 5

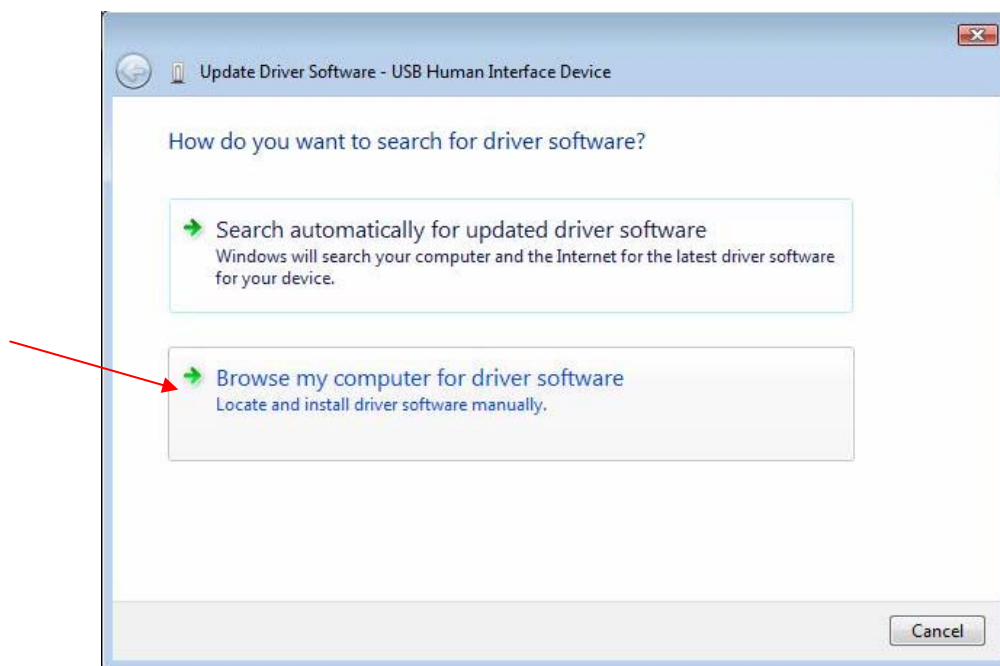
7. Right click '*USB Human Interface Device*' by mouse and choose '*Update driver software*'.

**NOTE!** If you have several Human Interface Devices listed on the Device Manager e.g. mouse or keyboard (shown in the picture above), you should check that the driver belongs to FRWD Dongle v1.00 for sure. You could verify this by right clicking the icon and selecting '*Properties*'. In the *Properties* –Window you should choose '*Details*' –menu and Hardware ID:s from pull-down-menu. The Value should be same as the picture below (picture 6):



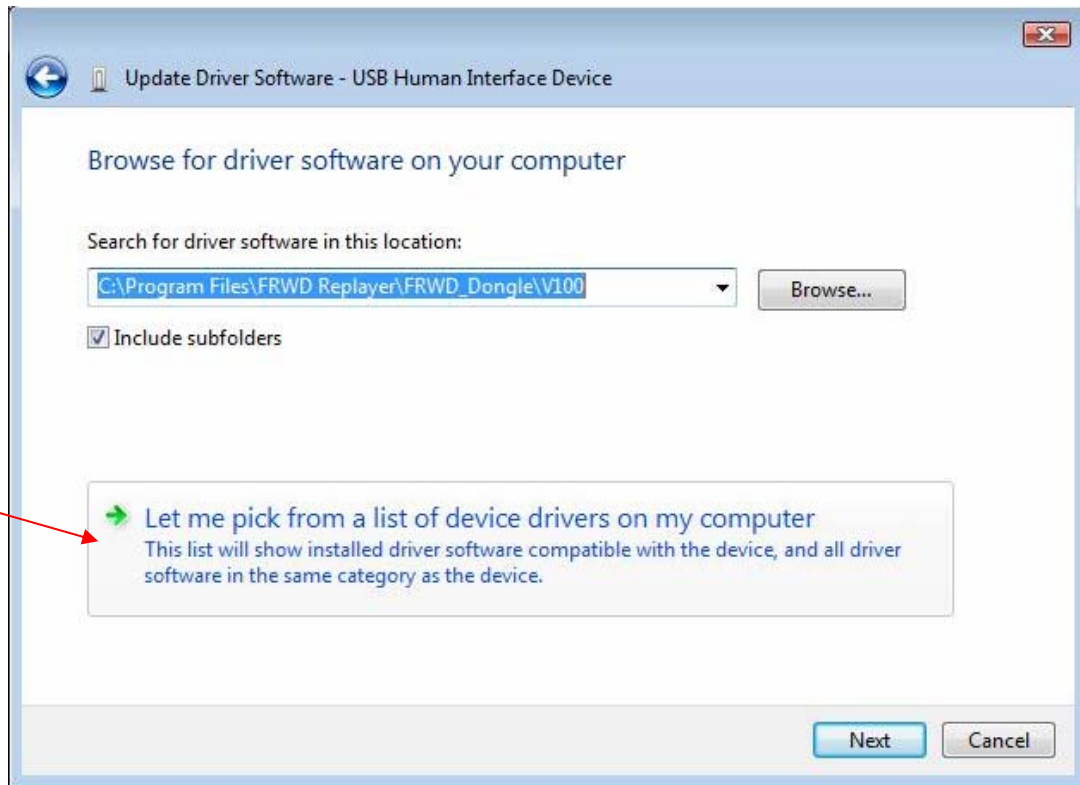
Picture 6

8. When starting to update driver software, select 'Browse my computer for driver software' when asked (picture 7)



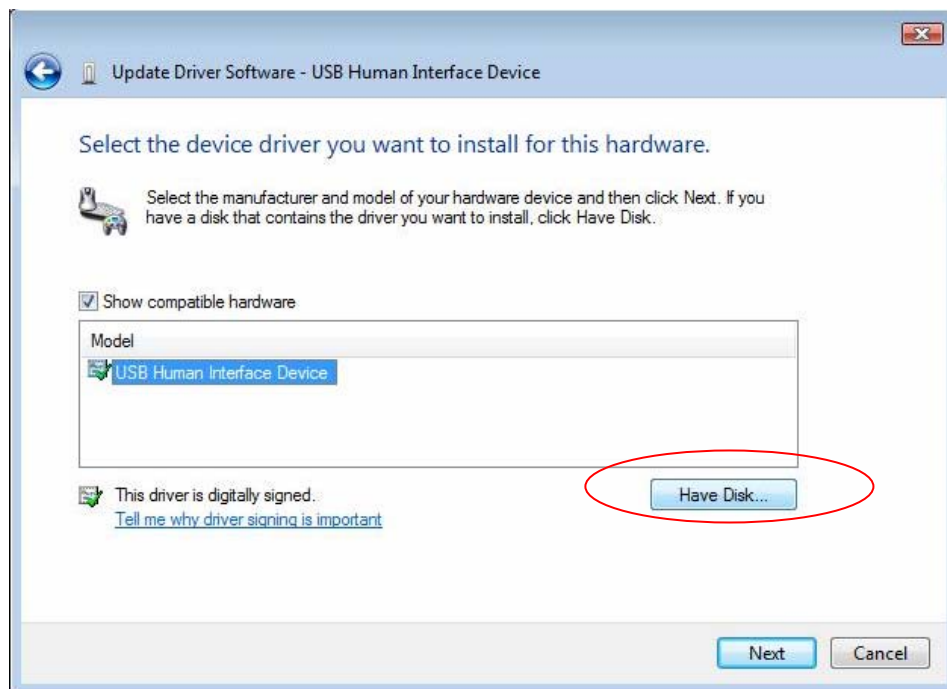
Picture 7

9. Select 'Let me pick from a list of device drivers on my computer' and 'Next' from the window appeared (picture 8)



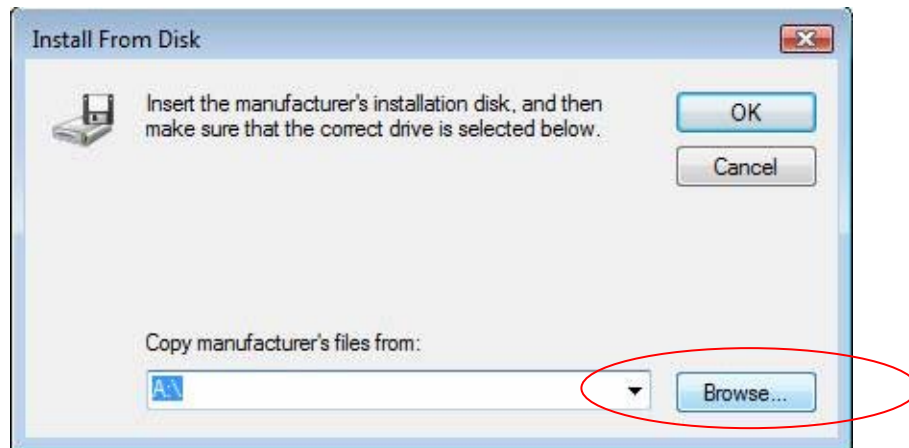
Picture 8

10. Now press 'Have disk...'' (picture 9)



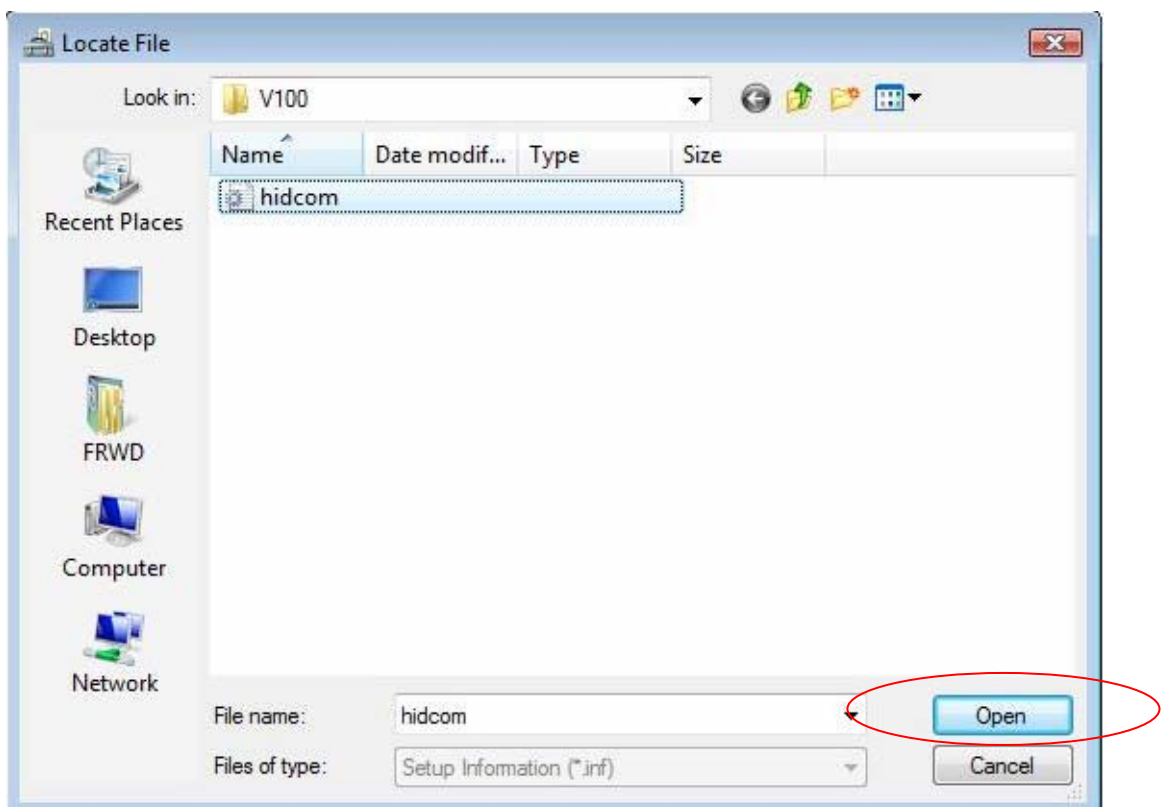
Picture 9

11. Press 'Browse...' (picture 10)



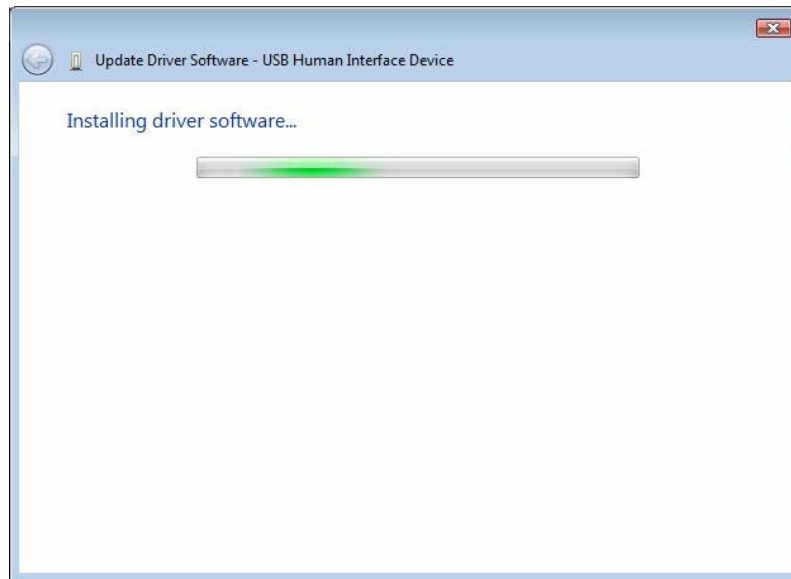
Picture 10

12. Find the directory containing the 'HidCom.inf' –driver from the FRWD Replayer installation path (e.g. C:\Program Files\FRWD Replayer\FRWD\_Dongle\V100) and click 'Open' (picture 11). Then click 'Ok' and 'Next'.



Picture 11

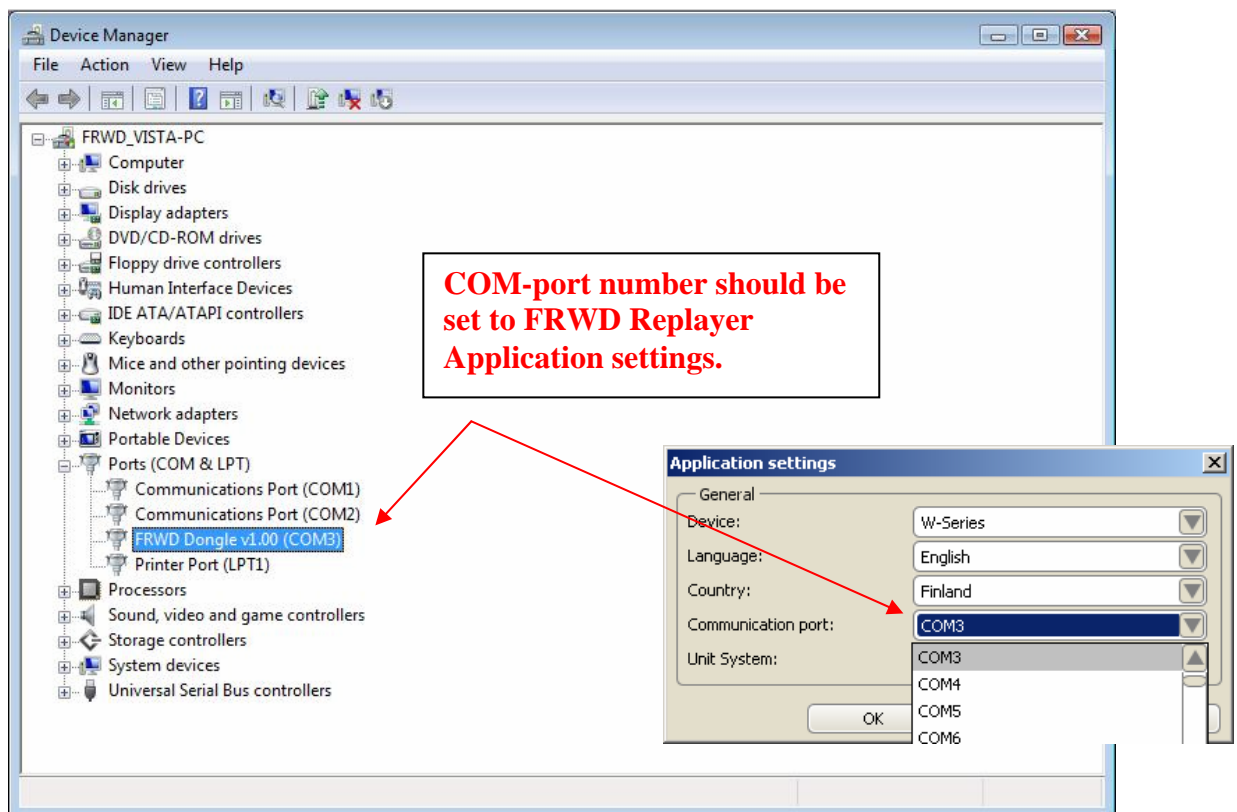
13. Please wait during installation process (picture 12)



Picture 12

14. Windows will inform you when the driver has updated. Press 'Close' to complete the installation

15. You could now find the FRWD Dongle v1.00 from the Device Manager ports-section (picture 13).  
You should also remember the COM-port used when setting up FRWD Replayer



Picture 13

**NOTE!**

Please use FRWD W-Series dongle v1.00 always in the same USB-port where it is installed. When plugging it to the different USB-port it might be recognised as a HID device by Windows (user has to install the drivers again by following these instructions).

## ***Installation of FRWD Dongle v1.00 is completed but there is error when connecting from FRWD Replayer to FRWD Recorder. What should be done?***



In some cases, unplugging the FRWD W-series dongle (v1.00) from the USB-port and plugging back to the same USB-port will help with this issue. This case is sometimes experienced after first dongle installation.

## **How to completely uninstall all previous installations and start to install FRWD Dongle v1.00 from the beginning?**



Please follow the instructions below:

1. Uninstall FRWD Replayer and unplug the FRWD Dongle from the USB-port.
2. Uninstall the FRWD Dongle drivers (could be found in directory: ... \Program Files\FRWD Replayer\FRWD\_Dongle\V100).
3. After uninstalled FRWD Replayer and FRWD Dongle, you must delete the 'FRWD\_Dongle' –folder (by doing like this, you will be able to reinstall the FRWD Dongle by installing FRWD Replayer again).
4. Restart the computer.
5. Install the FRWD Replayer.
6. Start the FRWD Replayer. Now, there should appear a dialogue which will advice you to install the FRWD Dongle to your computer. Please follow the instructions.
7. After installed the FRWD Dongle you should now close the FRWD Replayer.
8. Unplug the FRWD Dongle from the USB-port and plug it back again.
9. Check the COM-port number from device manager (start->settings->control panel->system->hardware->device manager) and stand it to the FRWD Replayer (Application settings).
10. Turn on the FRWD Recorder (within 1 m range from FRWD Dongle) and check that devices has paired succesfully. This could be observed from the lower blue led of the FRWD Recorder and stabile blue led of the FRWD Dongle.
11. Now, you can communicate between FRWD Recorder and PC.

**I have installed the FRWD W Series Dongle v1.00 and plugged it into a different USB port than before. Why doesn't the communication work?**



Changing USB port in Windows VISTA operating system will cause a situation where FRWD W Series Dongle is recognised as a HID device. The problem can be solved by following instructions in this troubleshooting guide (chapter 1). After the driver installation, please check the COM port number used by FRWD Dongle v1.00.

Generally, to avoid this situation you should always use the same USB port with FRWD Dongle v1.00.