

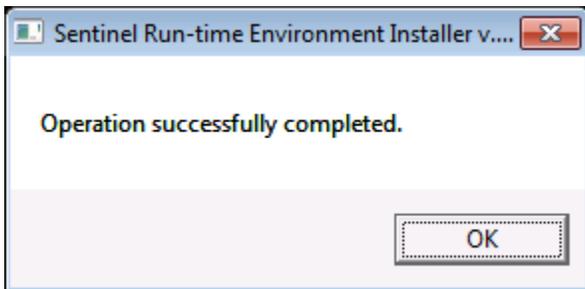


USB Driver Installation Guide

Installation

Note: Dongle Driver installation requires administrative privileges.

1. Right Click downloaded file “FLEXId_Dongle_Driver.zip” and choose “Extract All”.
 - Extract files to a convenient location of your choosing
2. Double click the file “Install.bat”
3. Wait for the message:

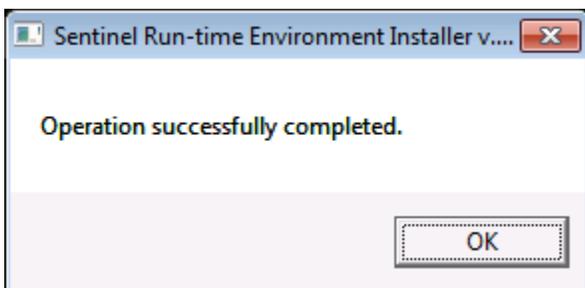


4. Reboot if prompted.

Removal

Note: Dongle Driver removal requires administrative privileges.

1. Right Click downloaded file “FLEXId_Dongle_Driver.zip” and choose “Extract All”.
 - Extract files to a convenient location of your choosing
2. Double click the file “Remove.bat”
3. Wait for the message:



4. Reboot if prompted.

Troubleshooting FAQ

Q: I did not receive the “Operation Successfully Completed” message. What should I do?

A: Please remove any old versions of FLEXId 9 drivers from your system, reboot, and try the installation again.
(see next question for instructions on removal of drivers)

Q: How do I remove the old drivers?

A: Run the previously downloaded Dongle Driver installer and choose to remove all FLEXId 9 drivers.
Download the previous installer here:

Old Installer: www.wssi.com/FlexDrivers/FLEXId_Dongle_Driver_Installer.zip

Q: I tried to remove old drivers, but still do not receive the “Operation Successfully Completed” message when I double click Install.bat. What now?

A: Please reference the readme.html file or call WISE Software Technical Support at 503-554-8855 (option 2) and we will assist you.