

USB Dongle - Troubleshooting & Use Guide

Using your Dongle

Like any device your Dongle can be damaged through misuse. It is very important that you DO NOT insert or remove your Dongle on an angle i.e. when you insert or remove the Dongle do so inline with the USB port.

You will also notice that the first few times you insert and remove your Dongle it will be a very tight fit and you must not try to force it in or out (i.e. wiggle it from side to side) as it is likely to be damaged in the process.

If the Dongle is damaged please see Urgent Replacement overleaf.

Blank USB Dongle

Occasionally the USB Dongle comes up as blank in Windows even though all the information is actually present on the Dongle and it still works correctly.

In order to check that the dongle does in fact have the required files please download this file, unzip then run it:

<http://www.futurelimited.com/downloads/USBTEST.zip>

1. If it says Dongle Detected... then download this file and save it onto your Dongle...

<http://www.futurelimited.com/downloads/setupusb.msi>

Next, run the downloaded file (SetupUSB.msi) and the Dongle files will be installed and so long as the Dongle is plugged-in on the computer with VMP installed on it the Cut Now button will become unlocked...

If this fails to work:

(a) Go into Settings/Registration module of VMP (from the Help menu) and check if it says "Dongle not found" (to ensure that the dongle version is installed, not the registration version) then,

(b) Restart the computer BUT before running VMP, run the "SetupUSB.msi" program, then go into Settings/Registration to see if it says: Dongle Detected?

if not,

(c) Restart the computer again, go into the C:\Vmpro folder, and manually delete the "KL2DLL32.DLL" file, then rerun the SetupUSB.msi (and if prompted with options, select "Repair").

Now check to see if the dongle is detected (via the Settings/Registration module)

if not,

(d) Run the USBTest.exe and click on "Diagnostics", check if the dongle is detected there. If so, repeat step 2, if not, try inserting the dongle in another computer, and running the USBTest.exe to see if it is detected on other system (to check the Dongle is working correctly)

Continued overleaf

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2. If it says Dongle not found unplug the Dongle and try the utility and dongle in another computer. If the dongle is not detected in another computer, please see Urgent Dongle Replacement below.

Dongle not Found?

There have been a few cases where Windows no longer recognizes a USB drive i.e. when the Dongle has been plugged into another computer it works fine.

Also, since your computer powers the USB ports it can overpower them and literally burn them out i.e. fry the Dongle. It is, therefore, recommended that a surge protector (power board) is always used to avoid power spikes going through your computer.

In either case we recommend that you first try the USB Dongle in another computer to see if it is recognized.

If it is recognized on another computer you may have to reinstall the USB Root Hub in Windows on your computer.

To do this go to Control Panel > System > Hardware tab and click on Device Manager. In Device Manager go to USB and delete all the USB Devices in the tree and restart Windows and it will automatically reinstall all of these and the Dongle should now be recognized – if not consult the Microsoft Windows website and/or your computer's manufacturer.

Urgent Dongle Replacement

If your Dongle is not recognized on another computer then it will have to be returned to us for testing:

- If it is faulty it will be replaced free of charge.
- If it is not faulty we will return it to you.

If you urgently require the Dongle to be replaced we can send you a replacement immediately but must charge you the standard replacement fee of \$89 + \$5 Postage or \$30 Urgent Air Courier (all Dongle replacements are sent from our Australian office). We will refund you the \$89 if the original Dongle is found to be faulty.

Please fill in and fax or email back the form at:

<http://www.futurelimited.com/downloads/cca.doc>

If you do wish to have a replacement Dongle sent urgently to you, make sure to nominate the delivery method.

Dongles can be returned to:

Future Corporation Ltd.
24 Marriot Rd
Keilor Downs., Vic. 3038
AUSTRALIA