

## Xeltek USB Driver Troubleshoot Procedure for Windows Vista

1. First we need to check if the wrong driver was recognized for Xeltek Programmer.  
Turn ON programmer hardware. Go to Computer Management by:
  - a) Right click on Computer Icon on your desktop and select Manage.
  - b) Double click Computer Management(Local), System Tools, and then Device Manager.
  - c) If you see "Unknown device" under "Other devices" category, go to step #6. If not, look under "Sound, video and game controllers" and you may see that Vista recognizes Xeltek USB Programmer as "Diamond XtremeTV PVR600 USB WDM Encoder" device. A different device entry may also appear in place of the correct Xeltek USB Programmer device entry under the same or different category. The wrong device entry must be removed. Right click the incorrect device entry and select Uninstall. Put a check for Delete the drive software for this device and then press OK. Then turn OFF programmer hardware. Proceed to step#2.
2. Turn ON programmer hardware. A New Hardware Found Wizard window should appear. Select "Don't show this message again for this device" and accept permission prompt window.
3. Right click on Computer Icon on your desktop and select Manage.
4. Double click Computer Management(Local), System Tools, and then Device Manager.
5. Xeltek programmer will appear as an Unknown device under "Other devices"
6. Right click on Unknown device and select Update Driver Software... and select "Browse my computer for driver software"

7. Click Browse button and select "bin" folder in this file path C:\WSP3000UW\bin.
8. Click "Let me pick from a list of device drivers on my computer" option.
9. Scroll down the list of Common hardware types and click "Universal Serial Bus controllers" then press Next button.
10. "Xeltek USB programmer" should appear under Model heading after Vista finds USB driver. Press Next.
11. A Windows Security window will appear, ignore and select "Install this driver software anyway".
12. A window should appear indicating driver has been updated successfully. Then press close button.
13. "Xeltek USB Programmer" should now appear under Universal Serial Bus Controllers within Computer Management Window.
14. Driver is now installed. Run Xeltek Programmer Software.

#### References and Further Information

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