



QUICK GUIDE FOR INSTALLING NOKIA CONNECTIVITY CABLE DRIVERS

NOKIA



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1. INTRODUCTION

This guide describes how to install drivers for the DKU-2 (USB) and CA-42 (serial) cables that are used to connect a compatible Nokia phone to a compatible computer.

Note that the separate user guide of your Nokia phone provides important safety and maintenance information. Therefore you should not use this Quick Guide for Installing Nokia Connectivity Cable Drivers in place of the complete user guide

2. SYSTEM REQUIREMENTS

The minimum system requirements are:

- At least 30 MB of free disk space
- One of the following operating systems:
 - Windows 2000 with Service Pack 3
 - Windows XP with Service Pack 1
 - Windows 98SE (Second Edition)
 - Windows Me
- Free USB port for connecting the cable

Note that you can download the correct Service Pack for Windows 2000 and Windows XP from Microsoft Web pages.

3. INSTALLING NOKIA CONNECTIVITY CABLE DRIVERS

3.1 BEFORE INSTALLATION

- Uninstall any previous versions of Nokia Connectivity Cable Drivers from your PC. Uninstall also any previous versions of the DKU-2 drivers. Restart the computer.
- **Do not connect the cable** until you have installed Nokia Connectivity Cable Drivers.



3.2 INSTALLING NOKIA CONNECTIVITY CABLE DRIVERS

1. Exit all programs and make backup copies of all important data to protect against possible loss or alteration.
2. If you install Nokia Connectivity Cable Drivers from **CD-ROM**, do the following:
 - Click **Install Software** from the CD-ROM main menu and then click **USB driver installation**
 - InstallShield Wizard starts the installation program.

If you install Nokia Connectivity Cable Drivers from the www.nokia.com **Support** web pages, do the following:

- Save the file from the web page to a preferred location on your computer
 - Close the Internet browser
 - Browse to the downloaded file and double-click **Nokia Connectivity Cable Drivers**.
 - InstallShield Wizard starts the installation program
3. Follow the instructions on the screen. You may be asked to restart your computer during or after the installation.
 4. After the installation has completed, and you have restarted the computer if required to do so, connect the cable between the compatible computer and the phone.

After connecting the cable, Windows will find several new hardware devices needed by your phone and the DKU-2 or CA-42 cable. Hardware detection might take several minutes.

After the installation, please note:

- When new hardware is found, and if Windows prompts you for an action in New Hardware Found dialog, use the option **Install software automatically**
- If Windows prompts you that the driver has not passed Windows Logo testing, click **Yes** (or **Continue Anyway**) if you choose to proceed with the installation, or **STOP Installation** to terminate it. If you terminate the installation, the cable connection will not work optimally or at all.



3.3 VERIFYING THE INSTALLATION

By following these instructions you can find out if the driver installation was successful.

1. Make sure that the phone is connected to the compatible PC. If possible, use the same USB port on the PC that you used during the installation. Wait until Windows has found all new hardware.
2. Open the **Control Panel** and make sure that you have Classic View if you are using Windows XP.
3. Double-click the **System** icon.
4. Select the **Hardware** tab and click the **Device Manager...** button.
5. Check that the following devices are present in the Device Manager. If they are not, the installation has not been successful.
 - **For a CA-42 cable:** check that **Nokia CA-42 USB Phone Parent** is present under **Wireless Communication Devices**. Check also that **Nokia CA-42 USB (COMxx)** is present under **Ports**.
 - **For a DKU-2 cable:** check that **Nokia xxxx USB Phone Parent** (the xxxx stands for the four-digit model number of the phone) is present under **Wireless Communication Devices**. There is also a varying list of other devices, such as **Nokia XXXX USB Modem AT** and **Nokia XXXX USB OBEX**. With some phone models also **Nokia XXXX USB Generic** is needed.

To check if the DKU-2 modem installation was succesful, do the following:

- In the Device Manager dialog, double-click **Modems**. Verify that you have a **Nokia xxxx** modem (the xxxx stands for the four-digit model number of the phone) without an exclamation mark next to the icon. If a Nokia xxxx modem does not exist or it has an exclamation mark next to the icon, the installation has not been successful.

To be able to use a compatible phone as a modem with a CA-42 cable, you must install compatible modem drivers on your PC. For more information, see the User's Guide for Nokia PC Suite.



4. TROUBLESHOOTING

General

- Check that USB ports are enabled on your computer (**Control Panel > System > Hardware > Device Manager**)
- If the connection does not work, uninstall the drivers, restart the computer and re-install the drivers (see the section Installing Nokia Connectivity Cable Drivers in this document for detailed instructions)

Conflicts with Bluetooth wireless technology software

Many drivers and applications that are used by Bluetooth wireless technology reserve several COM ports that may conflict with DKU-2/CA-42 installation. If you have such software installed and the driver installation is not successful, do the following:

- Uninstall Nokia Connectivity Cable Drivers
- Uninstall any Bluetooth wireless technology software according to its instructions
- Re-install Nokia Connectivity Cable Drivers (see the section Installing Nokia Connectivity Cable Drivers in this document for detailed instructions) and verify that the installation succeeded
- Re-install the Bluetooth wireless technology software

I connected the cable before installing Nokia Connectivity Cable Drivers and now the connection does not work

Go to **Control Panel** and double-click the **System** icon. Select the **Hardware** tab and click the **Device Manager...** button. Double-click **Wireless Communication Devices**. Remove the **Unknown device**. Unplug the cable and plug it in again. If this does not help, reinstall Nokia Connectivity Cable Drivers and connect the cable only after that.