



If you are using a USB cable to connect your device to the computer, and if ActiveSync does not recognize the device or the program stops responding while connecting to ActiveSync, this might be caused by:

- Missing or incorrect drivers
- A poor physical connection between the device and the computer
- A malfunctioning device

Try the following steps in order, one at a time, until one works for you:

1. Check the device display for any messages, and respond to them before continuing
2. Ensure that the computer and the device are set up to use USB connections for ActiveSync
In ActiveSync on the computer: On the **File** menu, click **Connection Settings**, and select the **Allow USB Connections** check box.
In ActiveSync on your device: Click **Menu > Connections**, and select the **Synchronize all PC's using this connection** check box.
3. Disconnect and reconnect the device
4. Ensure that the device is connected to the computer using the USB cable that came with the device
5. Connect the USB cable directly to the computer, bypassing any external USB hubs, docking stations, or other similar external USB ports
6. Connect the device to a different USB port on the computer
7. Disconnect, restart the device, and reconnect the device
8. Disconnect the device, restart the computer, and reconnect the device
9. Do the following:
 - Disconnect the device
 - Remove ActiveSync using Add/Remove Programs
 - Install ActiveSync
 - Restart the computer
 - Reconnect the device

Symbol Care Support: 1-800-653-5350

TicketTracker Tech Support: 1-888-478-5273