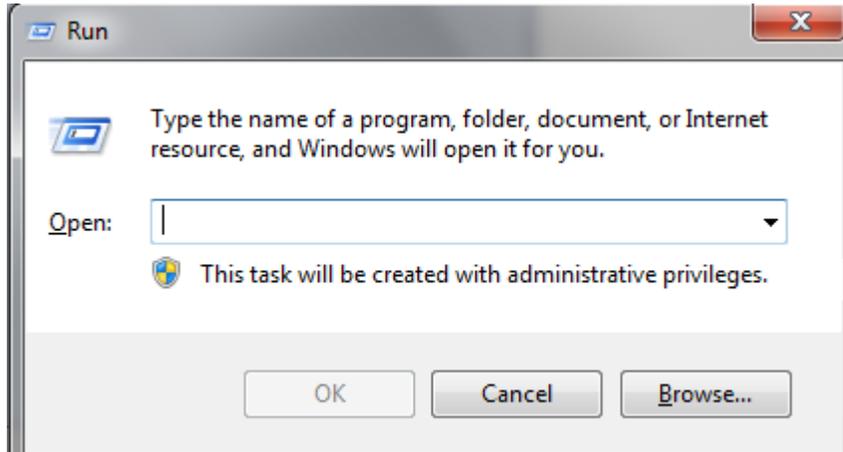


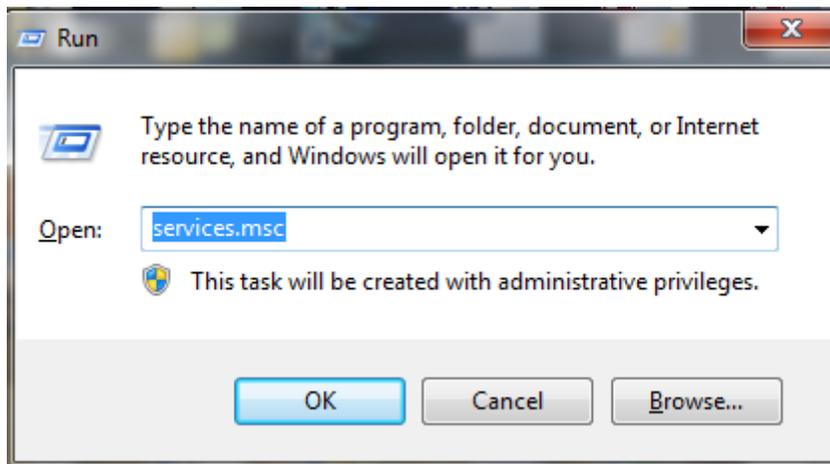
Troubleshooting if Windows Mobile Device Center program does not open

- Press and hold the Windows button on keyboard  then press "R" key.

- The following window should come up:



Type in services.msc then click **OK** button:



A window like below should open:

Services (Local)

Select an item to view its description.

Name	Description	Status	Startup Type	Log On As
Windows Firewall	Windows Fi...	Started	Automatic	Local Service
Windows Font Cache Service	Optimizes p...	Started	Automatic	Local Service
Windows Image Acquisition (WIA)	Provides im...	Started	Automatic	Local Service
Windows Installer	Adds, modi...		Manual	Local Syste...
Windows Live ID Sign-in Assistant	Enables Win...	Started	Automatic	Local Syste...
Windows Live Mesh remote connection...	Lets you co...		Disabled	Local Syste...
Windows Management Instrumentation	Provides a c...	Started	Automatic	Local Syste...
Windows Media Center Receiver Service	Windows M...		Manual	Network S...
Windows Media Center Scheduler Service	Starts and st...		Manual	Network S...
Windows Media Player Network Sharing	Shares Win...		Manual	Network S...
Windows Mobile-2003-based device co...	Provides co...	Started	Automatic (D...	Local Service
Windows Mobile-based device connecti...	Provides re...	Started	Automatic (D...	Local Service
Windows Modules Installer	Enables inst...	Started	Manual	Local Syste...
Windows Phone IP over USB Transport (...)	Enables co...	Started	Automatic	Local Syste...
Windows Presentation Foundation Font...	Optimizes p...		Manual	Local Service
Windows Process Activation Service	The Windo...	Started	Manual	Local Syste...
Windows Remote Management (WS-M...	Windows R...		Manual	Network S...
Windows Search	Provides co...	Started	Automatic (D...	Local Syste...
Windows Time	Maintains d...	Started	Manual	Local Service
Windows Update	Enables the ...	Started	Automatic (D...	Local Syste...
WinHTTP Web Proxy Auto-Discovery Se...	WinHTTP i...		Manual	Local Service
Wired AutoCnfin	The Wired ...		Manual	Local Syste...

***Note the 2 services highlighted above:

- Double click on the 2nd one "**Windows Mobile-based device connectivity**". The following window will open:

Windows Mobile-based device connectivity Properties (Local Co...)

General | Log On | Recovery | Dependencies

Service name: RapiMgr

Display name: Windows Mobile-based device connectivity

Description: Provides remote command and control to Windows Mobile-based devices.

Path to executable:
C:\Windows\system32\svchost.exe -k WindowsMobile

Startup type: Automatic (Delayed Start)

[Help me configure service startup options.](#)

Service status: Started

Start Stop Pause Resume

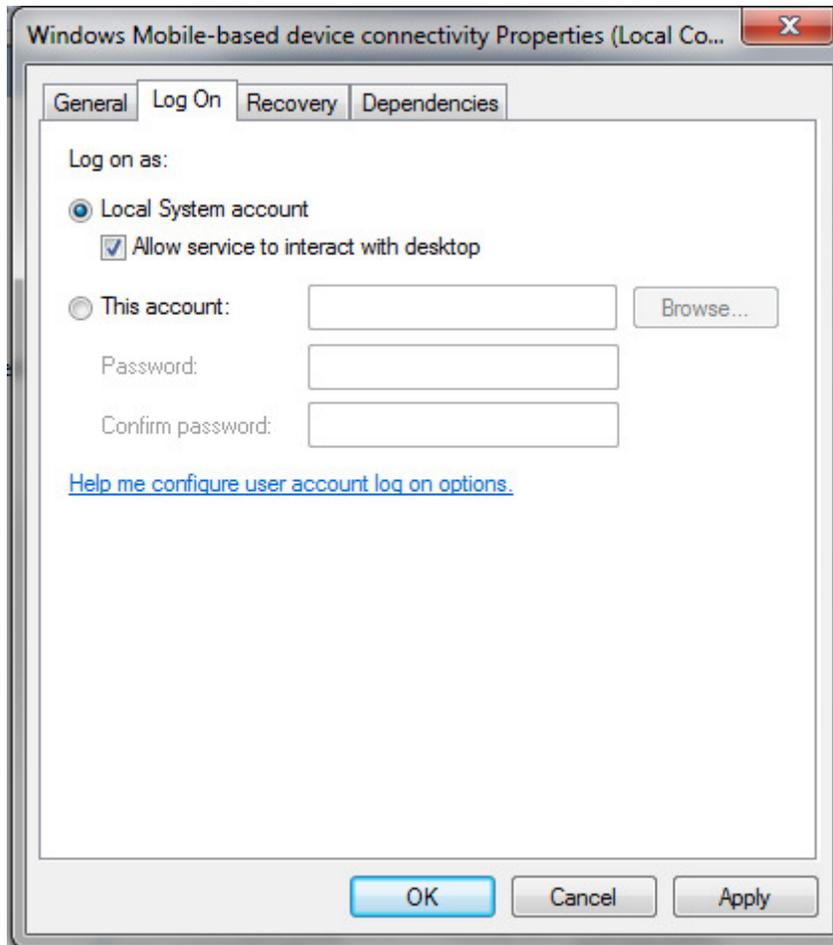
You can specify the start parameters that apply when you start the service from here.

Start parameters:

OK Cancel Apply

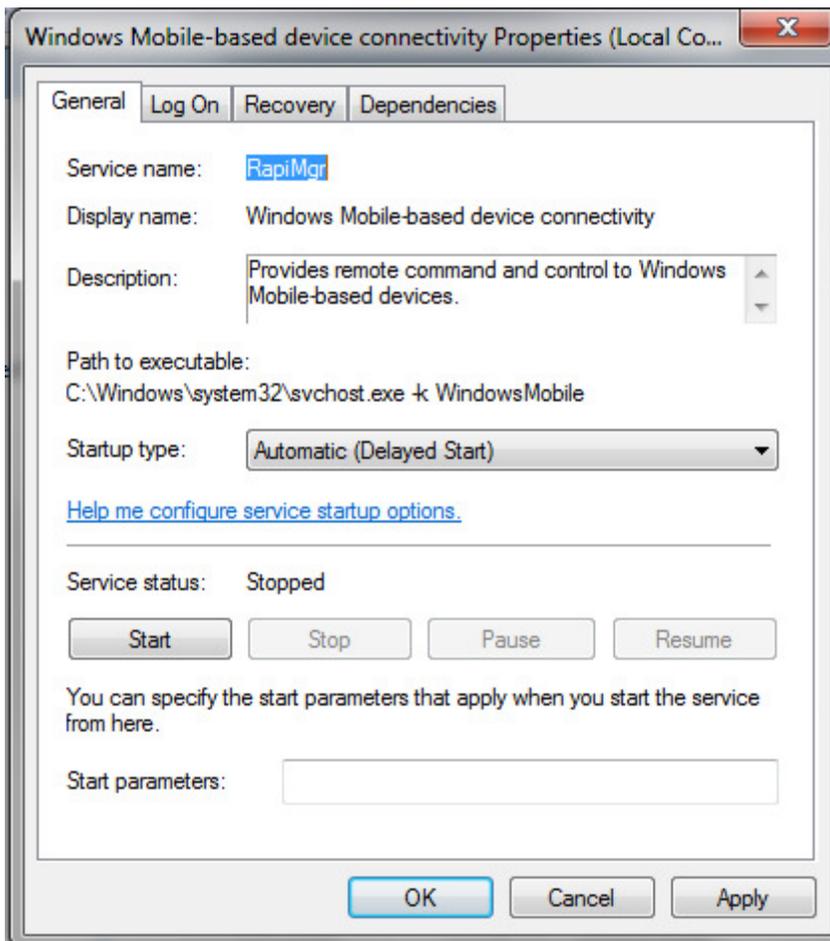
- If service is started, Click **Stop** button to stop.

- Click on **Log On** tab on top of window and following window should be displayed:

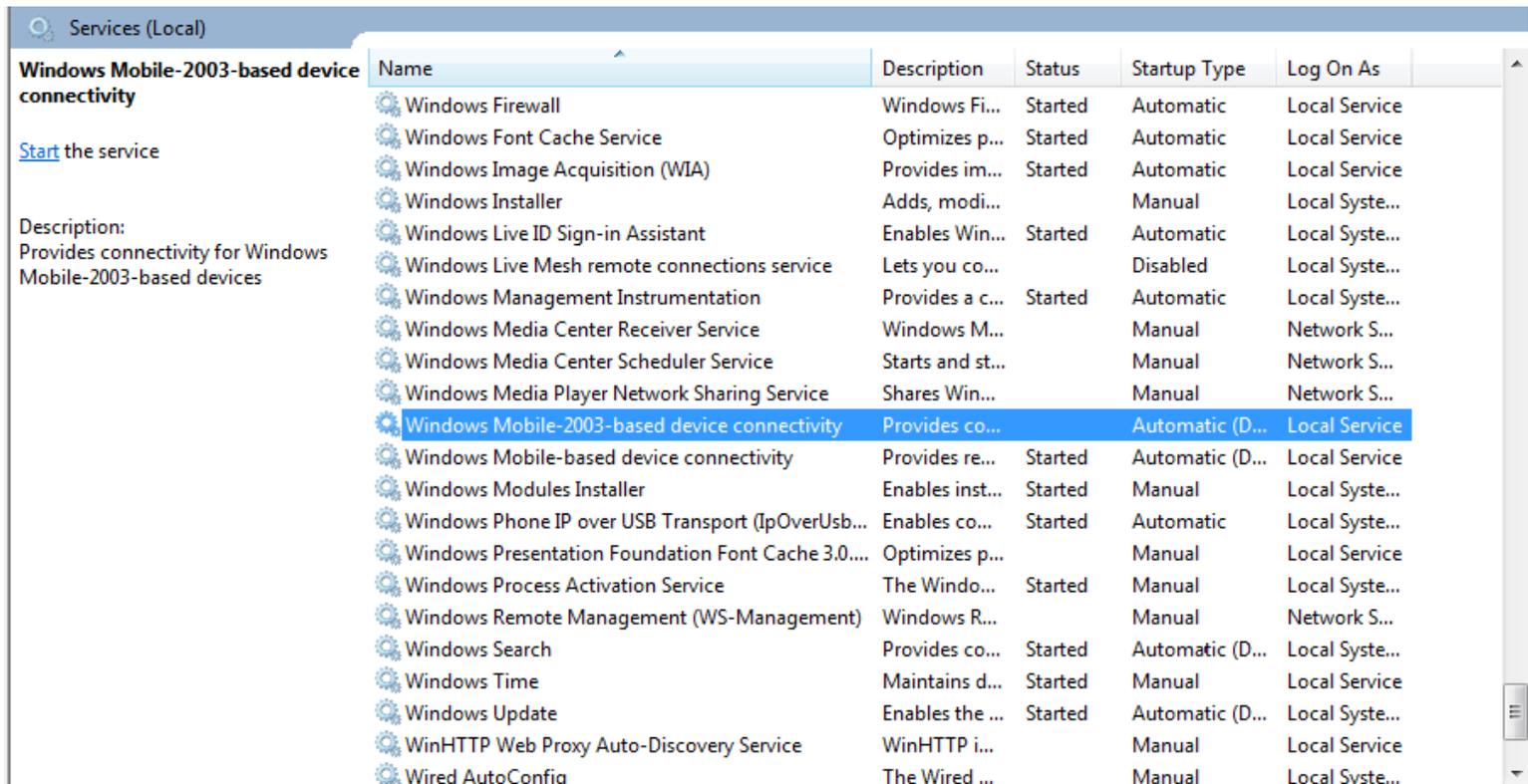


- Make sure is as above and click **Apply** button if changed.

- Click back to **General** tab on top:

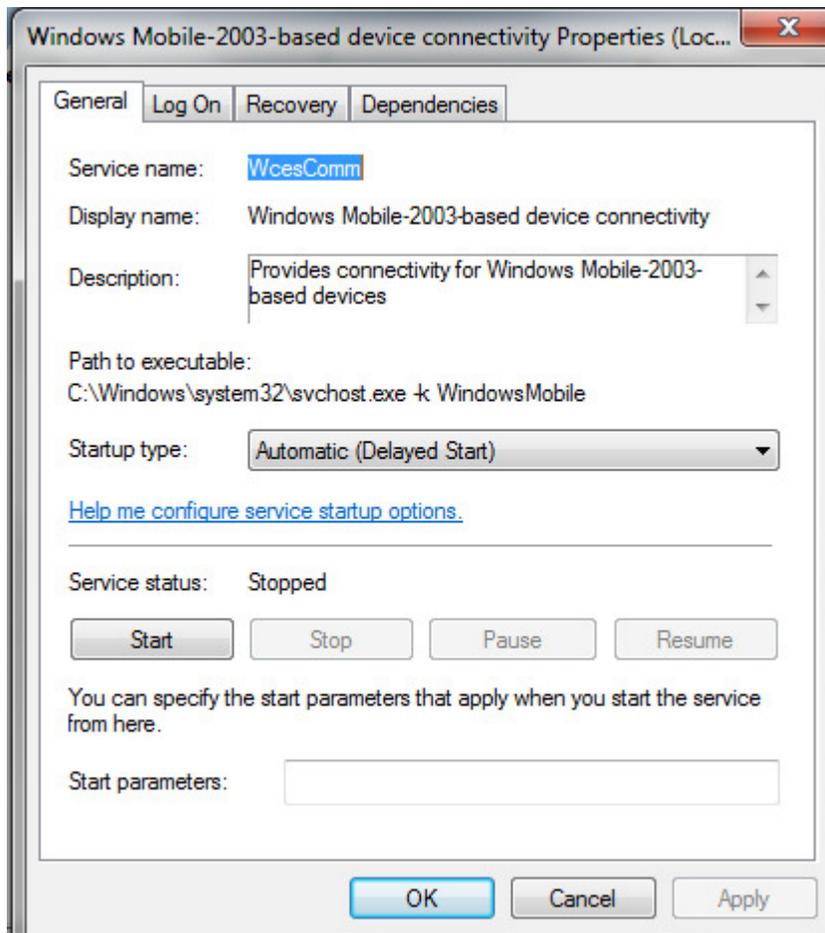


- Click **Start** button.
- Click on X in upper right of that window to close.
- Now you should be back on the Services window:

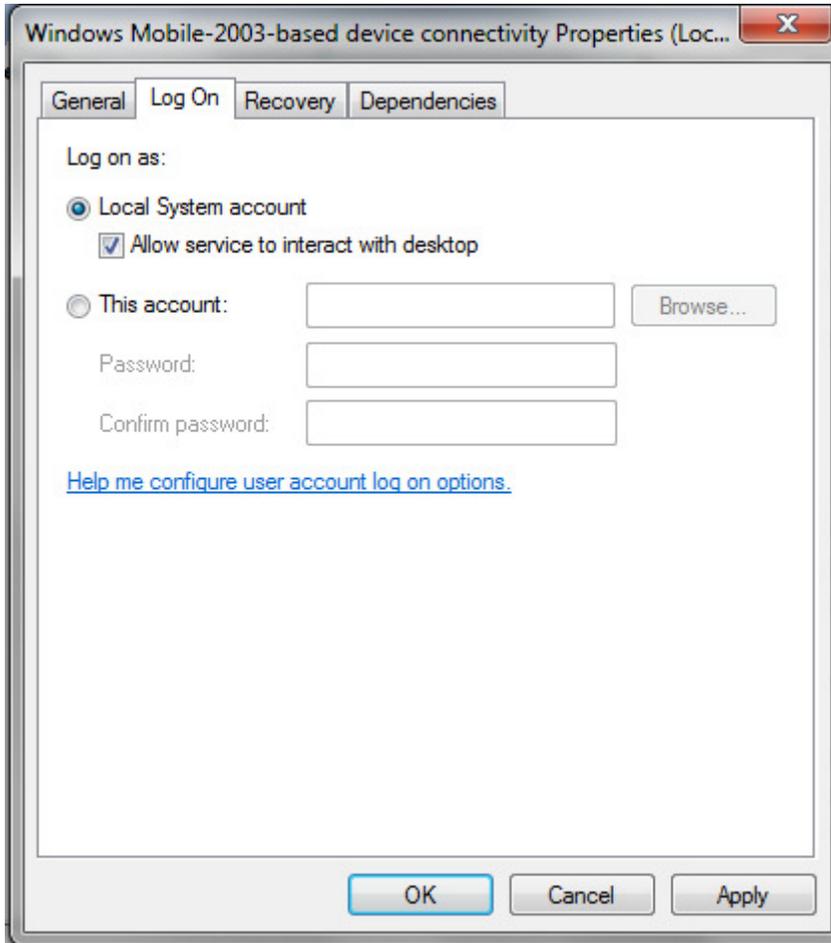


- Double click on the service called "**Windows Mobile-2003-based device connectivity**".

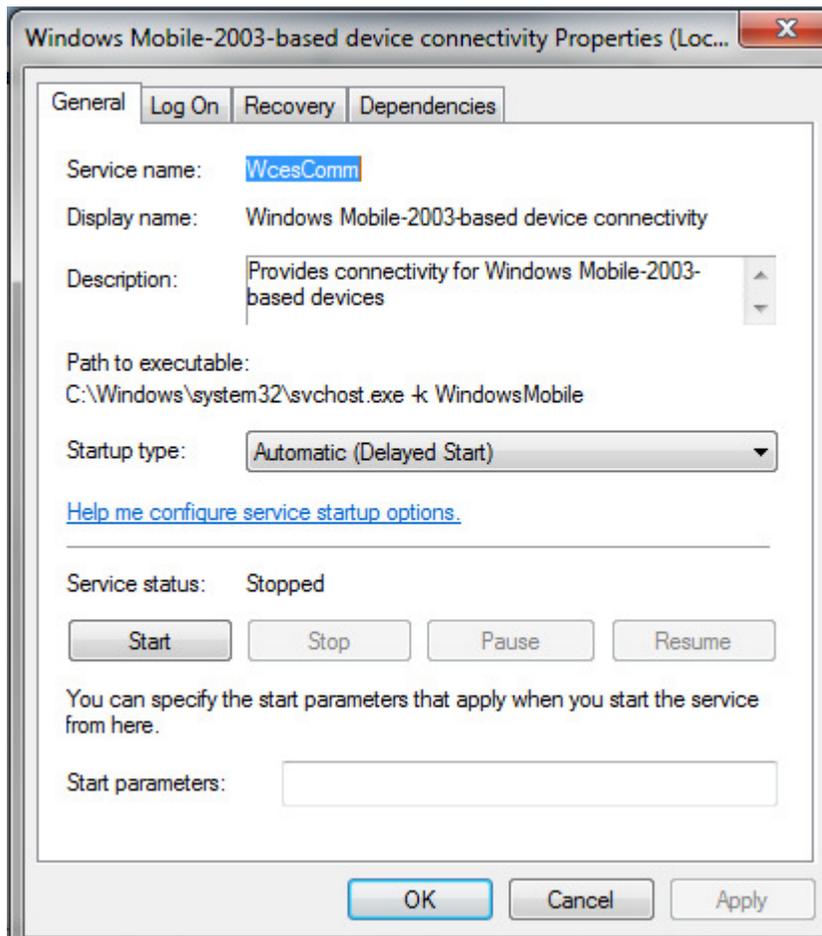
- The following window should open:



- If service is started, click the **Stop** button to stop.
- Click on **Log On** tab on top of window and following window should be displayed:



- Make sure is as above and click **Apply** button if changed.
- Click back to **General** tab on top:



- Click **Start** button.
 - Click on **X** in upper right of that window to close.
 - Click on **X** in upper right of services window to close.
 - Try opening Windows Mobile Device Center program again.
 - After opening, if doesn't say connected then try taking gun out of cradle then back in.
 - Should now say Connected but check to see if it is giving option to Setup Device. If it does, just accept defaults and click on Next then should have a button that says Setup. After clicking on that, it should be good.
- ***Note: For some pc's, remember to see if message about Default Mail Program and might have to click Ok to continue if that comes up.

