# Can't Connect or Download - MX-980, MX-5000 and MX-6000

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# Problem: Can't Connect or Download - MX-980, MX-5000 and MX-6000 Handheld Remote Controls

In some cases, a computer or laptop may not be able to connect or download to the remotes listed above. This can be especially true if it is a new laptop or computer and has never previously connected to these URC remotes or if WMDC (Windows Mobile Device Center) is not installed.

This article details the procedure for fixing these connection and download issues when using the Complete Control Program software.

#### **Driver or No Driver?**

The URC remote controls listed above use WMDC (Windows Mobile Device Center) when connected via USB. This was previously called ActiveSync prior to February 2007.

These remotes require WMDC (Windows Mobile Device Center) to be installed on the laptop or computer.

### Keep the remote awake during driver installation and updating!

Make sure the remote remains awake the entire time during the driver update! You may want to put the remote on its charging cradle or adjust the amount of time that the display remains on. See Step #4 below for instructions on adjusting the display backlight time. If the remote goes to sleep, simply press any button to wake it back up.

## NEW LAPTOP OR COMPUTER OR IF WMDC (Windows Mobile Device Center) is NOT INSTALLED

Determine if the URC remote is currently connected to the laptop or computer. This can be done by checking if the device is connected by viewing the Windows *Device Manager*. To access the Device Manager, right-click on the Windows Start Menu and then select "Device Manager":



In Device Manager, the remote will be listed under "Other Devices", "Unknown Device" if <u>WMDC</u> is **NOT** installed.



The remote showing up as an "Unknown Device" means that the correct driver is not installed and will need to be installed on the laptop or computer.

If the remote is listed under "Mobile devices" as "**URC USB Sync MX2**", check to see if WMDC is installed. If WMDC is installed, you can then skip to Step #5 and simply install the correct driver.



Note: WMDC is no longer included/installed in Windows 10 and we have created an easy way to install it directly from the Complete Control Program (with no additional downloads required).

To install MDC (aka: WMDC) on you laptop or computer, follow the steps listed below:

Step 1. Open the Complete Control Program. Locate the **Install MDC** button from the Complete Control Program "Tools" menu (as shown below).



Step 2. Let the <u>WMDC</u> application install on the laptop or computer. To verify that <u>WMDC</u> is installed, you can go to (Windows) Settings, Apps & Features to determine if the apps installed properly (as shown below):

Windows Mobile Device Center Driver Update

Microsoft Corporation

Windows Mobile Device Center



Windows Driver Package - Cypress Semiconductor...

Windows Mobile Device Center Driver Update

Step 3 . After <u>WMDC</u> is installed, once again determine if the URC remote is connected to the laptop or computer. This can be done by by viewing the Windows *Device Manager*. To access the Device Manager, right-click on the Windows Start Menu and then select "Device Manager" (as detailed above). You will then see the remote listed under "Mobile devices" as "**URC USB Sync MX2**". At this point, the driver still needs to be updated - you aren't finished just yet!

5/7/2021

2/6/2021

27.4 MB 9/8/2021

44.4 MB 9/8/2021

Note: If it reads "*Microsoft USB Sync*", you will not need to install additional drivers. "*Microsoft USB Sync*" is the correct driver.

V 📇 DESKTOP	
> 🧃 Audio inputs and outputs	
> 📓 Biometric devices	
> 🚯 Bluetooth	
> 💻 Computer	
> 🚔 Disk drives	
> 🏣 Display adapters	
> 🔐 DVD/CD-ROM drives	
> 📔 Firmware	
> 🖓 Human Interface Devices	
> 📷 IDE ATA/ATAPI controllers	
> 🚡 Imaging devices	
> Keyboards	
Mice and other pointing d	evices
Mobile devices	
URC USB Sync MX2	
> 🛄 Monitors	
> 🚽 Network adapters	
> 📇 Print queues	
> 🚍 Printers	
> Processors	
> IP Security devices	
> F Software components	
> Software devices	
🔉 💐 Sound, video and game co	ontrollers
> ُ Storage controllers	
> ኪ System devices	
> 🔆 UCMCLIENT	
> 🏺 Universal Serial Bus contro	
-	ollers
> 💼 WSD Print Provider	hiers

Step 4. Make sure the remote remains awake the entire time during the driver update. You may want to put the remote on its charging cradle or adjust the amount of time that the display remains on. To do this, follow the steps below on the remote:

#### **Displaying the Setup Screens**



### Adjusting the Display



BACKLIGHT - Specify how long the MX-980 screen should stay lit after you press a button. You can select two different time out settings. One for when it is hand held, another for when it is in the charging base.

BRIGHT - Adjust the brightness of the screen.

BUTTON LIGHT - Turn the backlighting for all buttons on or off. When on, all the buttons backlight so that you can read their labels in total darkness.

Step 5. Select the item "URC USB Sync MX2" and right-click the mouse, then choose..."Update driver" as shown below:



> 🏺 Universal Serial Bus controllers

Step 6. Select the "Browse my computer for drivers" option:



Step 7. Select the "Browse..." button to the right of the search window:

Browse for drivers on your	computer			
earch for drivers in this location:				
C:\Users\owner\Documents		~	Browse	
→ Let me pick from a list This list will show available d same category as the device.	: of available drive rivers compatible with t	ers on my con he device, and all	nputer drivers in the	

Step 8. Use the Browse For Folder window to select the following folder location: *This PC*\*C*:\*Program Files (x86)*\*Universal Remote Control, Inc*\*Complete Control Program*\*MX-980*[or *MX-5000, MX-6000*]\*Drivers*\*Windows 7\_Vista*\*64-bits* After selecting this folder, click "OK".



Step 9. Next, select the option "Let me pick from a list of available drivers on my computer."

Do NOT hit "Next". If you do, it will install the "standard" "URC USB Sync MX2" driver. If this happens by mistake, simply update the driver again but choose the the option "Let me pick from a list of available drivers on my computer." and browse to the correct location.

		Х
←	Update Drivers - Unknown Device	
	Browse for drivers on your computer	
	Search for drivers in this location:	
	mplete Control Program\MX-980\Drivers\Windows 7_Vista\64-bits V Browse	
	✓ Include subfolders	
	→ Let me pick from a list of available drivers on my computer This list will show available drivers compatible with the device, and all drivers in the same category as the device.	
	Next Can	cel

Step 10. Make sure "Show All Devices" is selected (as shown below) and then click Next:

÷	Update Drivers - Unknown Device	×
	Select your device's type from the list below.	
	Common hardware types:	
	Show All Devices	
	Audio inputs and outputs	
	Audio Processing Objects (APOs)	
	Audio/video control devices	
	le Batteries	
	Biometric devices	
	🖇 Bluetooth	
	Q Cameras	
	Compute accelerators	
	The second secon	
		1
	Next	Cancel

Step 11. A new window will open. **Uncheck** the box "Show compatible hardware:

#### Pro Tip: Make sure remote is awake!



Step 12. A new window will open. Type "M" or scroll for **Microsoft** in the *Manufacturer* column. Select "**Microsoft USB Sync**" in the *Model* column. Click Next:

				×
-	Update Drivers - URC USB Syn	c MX		
	Select the device driver ye	ou v	vant to install for this hardware.	
	Select the manufacture disk that contains the d	r and river	model of your hardware device and then click Next. If you have a you want to install, click Have Disk.	
	Show compatible hardware			
	Manufacturer	^	Model	
	MEI		C Microsoft USB Sync	
	Microsoft		Windows Powered Pocket PC 2002	
	MMT		Windows Powered Smartphone 2002	
	N.A_+1_	Υ.	Windows Fowered Sinateprote 2002     V	
	This driver is digitally signed <u>Tell me why driver signing is</u>	imp	Have Disk	
			Next Cancel	

Step 13. Update Driver Warning, click "Yes" and then Next:

÷	Update Drivers - URC I Select the device dri	JSB Sync MX2 iver you want to install for this hardware.	×
	Select the ma	Jpdate Driver Warning X e a	•
	Show compatible ha Manufacturer MEI	Installing this device driver is not recommended because Windows cannot verify that it is compatible with your hardware. If the driver is not compatible, your hardware will not work correctly and your computer might become unstable or stop working completely. Do you want to continue installing this driver?	`
	Microsoft Mitac MMT	Yes No	
	This driver is digitally <u>Tell me why driver si</u>	r signed. gning is important	
		Next Cancel	

Step 14. The appropriate **Microsoft USB Sync** driver will install:

		×
$\leftarrow$	Update Drivers - Microsoft USB Sync	
	Installing drivers	

"Windows has successfully updated your drivers"...will be displayed when the driver installation is completed:



## IF USING A WINDOWS 10 LAPTOP OR COMPUTER - ADDITIONAL STEPS MAY BE REQUIRED

Windows 10 has added additional security features that may not allow the remote/application to interact with your laptop or computer. You may not need to perform these next steps if you are using Windows versions prior to Windows 10 (Windows 7). If using Windows 10, please follow these additional steps:

Step 1. Access Windows *Computer Management:* To access Computer Management, right-click on the Windows Start Menu icon and then select "Computer Management":



Step 2. Double-click on Services and Applications. Select "Services":

🜆 Computer Management			
File Action View Help			
🗢 🄿 🙍 🖬 🗟 🖬			
🜆 Computer Management (Local	Name	Туре	Description
✓ <sup>™</sup>	Services		Starts, stops, and config
> 🕑 Task Scheduler	WMI Control	Extension Snap-in	Configures and controls
> 🛃 Event Viewer		Extension on up in	comigues and controlsin
> 👸 Shared Folders			
> 🜆 Local Users and Groups			
> 🔊 Performance			
📇 Device Manager			
🗸 🔄 Storage			
📻 Disk Management			
Services and Applications			
Services			
🗃 WMI Control			

Step 3. Select "Windows Mobile-2003-based device connectivity" and double-click it:

🜆 Computer Management							 _
File Action View Help							
🗢 🄿 🙍 📷 🔯 📾	2 📑 🕨 🗉 🔢 🕩						
Ecomputer Management (Local	Services						
System Tools     De Task Scheduler	Windows Mobile-2003-based device	Name	Description	Status	Startup Type	Log On As	^
> 🛃 Event Viewer	connectivity	Windows Management Service	Performs m		Manual	Local Syste	
> 10 Shared Folders > 10 Local Users and Groups	Stop the service Restart the service	Windows Media Player Network Sharing Service	Shares Win Enables Mix		Manual Manual	Network S Local Syste	
> 🔊 Performance		🥋 Windows Mobile Hotspot Service	Provides th		Manual (Trig	Local Service	
🗄 Device Manager	Description:	Windows Mobile-2003-based device connecti	Provides co	Running	Automatic	Local Service	
✓ E Storage	Provides connectivity for Windows	Windows Mobile-based device connectivity	Provides re	Running	Automatic	Local Service	
Disk Management	Mobile-2003-based devices	Windows Modules Installer	Enables inst		Manual	Local Syste	
<ul> <li>Services and Applications</li> </ul>		Windows Perception Service	Enables spa		Manual (Trig	Local Service	
Services		Service Windows Perception Simulation Service	Enables spa		Manual	Local Syste	
WMI Control		Windows Presentation Foundation Font Cache	Optimizes p	Running	Manual	Local Service	
1	1	👸 Windows Buch Natifications System Convice	This convice	Dupping	Automatic	Local Syste	

Step 4. Go to the "Log On" tab, select Local System account and check the "Allow service to interact with the desktop" box. Click the Apply button on the bottom right corner of the window:

Windows Mobile-2003-ba	sed device connectiv	ity Propertie	s (Local X	
General Log On Recov	ery Dependencies			
Log on as:				
<ul> <li>Local System account</li> <li>Allow service to intervice</li> </ul>	eract with desktop	Ň	X	
O This account:			Browse	
Password:				
Confirm password:				
	ОК	Cancel	Apply	

Step 5. Go to General tab and click "Start" (If Start is not clickable, this means that WMDC (Windows Mobile Device Center) is running in the background. You may have to stop the process using the "Stop" button, wait a few seconds and then retry starting the process. After the process is running and active.

windows wiobile-	2003-based device connectivity Properties (Local $ imes$
General Log On	Recovery Dependencies
Service name:	WcesComm
Display name:	Windows Mobile-2003-based device connectivity
Description:	Provides connectivity for Windows Mobile-2003-
Path to executabl C:\Windows\syst	le: em32∖svchost.exe ⊀ WindowsMobile
Startup type:	Automatic $\checkmark$
Contine datase	
Service status:	Running
Service status:	Running Stop Pause Resume
Start Start You can specify t from here.	Stop     Pause     Resume       he start parameters that apply when you start the service
Service status: Start You can specify the from here. Start parameters:	Stop     Pause     Resume       he start parameters that apply when you start the service

### WMDC (Windows Mobile Device Center) Connection Status

WMDC (Windows Mobile Device Center) should open up and you should hear the connectivity sound we need to verify a connection. Once the WMDC window finishes opening up, you can upload/download.

After finished with the driver updates, the remote should connect using WMDC.

**Connecting** to WMDC (Windows Mobile Device Center) (see image below):



**Successfully connected** to WMDC (Windows Mobile Device Center) (see image below):



**Not connected** to WMDC (Windows Mobile Device Center) (see image below):

⊌ Windows Mobile Device Center	-	×
← Home		
Mobile <sup>®</sup>		
Mobile Device Settings		
Not Connected		

### Still Can't Connect?

If the remote still won't connect or download, try these basic troubleshooting steps:

- Make sure that you are using a known-good USB cable. Use the original URC cable supplied with the unit. *Some USB cables are for charging only and may not be suitable for data transfer*.
- Try a different cable.
- Make sure the battery is charged to at least 50%.
- Try a different USB port on your laptop or computer.
- Try a USB 2.0 port vs a USB 3.0 port.

If your computer won't let you install WMDC, the following two commands need to entered one by

one in the Command Prompt as the System Administrator and then reboot the computer:

REG ADD HKLM\SYSTEM\CurrentControlSet\Services\RapiMgr /v SvcHostSplitDisable /t REG\_DWORD /d 1 /f

REG ADD HKLM\SYSTEM\CurrentControlSet\Services\WcesComm /v SvcHostSplitDisable /t REG\_DWORD /d 1 /f

*Note: These are Windows registry commands/modifications. Do not attempt this fix unless you are familiar with registry editing!* 

Thanks to *Michael Ashley* in URC Tech support for his assistance with this article!

## Additional Information & Resources:

For additional general information about WMDC, please visit this Microsoft resource: **Description of Windows Mobile Device Center** 

The MX-3000 also uses WMDC but uses a "standalone" editor software to program the device. It is not a part of the Complete Control Program software. The software required to program the MX-3000 can be found under the **Legacy Resources section** of the URC dealer portal.

Please also refer to the article for the MX-780, MX-790, MX-890 and MX-990 Can't Connect or Download - MX-780, MX-790, MX-890 and MX-990