DRIVER ISSUES

A. I installed the Motoza PS software with no issues. When connecting the interface, the driver is unable to be installed. Windows says that no driver could be found for my device?

*Enable windows update, or install the driver manually (see **AUTOMATIC WINDOWS UPDATE**)

B. The light on the cable is yellow or green but when I go into settings Auto Detect is unable to find the interface.

If the cable is showing a yellow light that means that a driver has already been installed and the cable has found the driver. If similar devieces such as VAG COM have been installed on the computer previously its possible you are experiencing a driver conflict.

Try the following:
With the interface connected Open Motoza PS (the software installed on your computer) and click on **"Settings".**
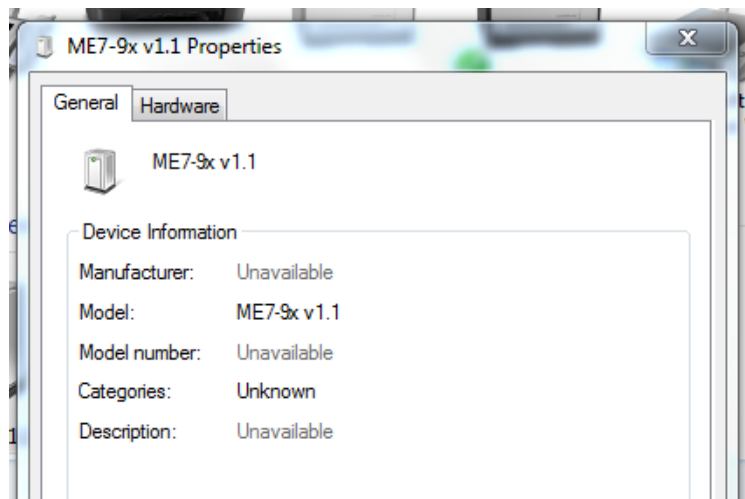
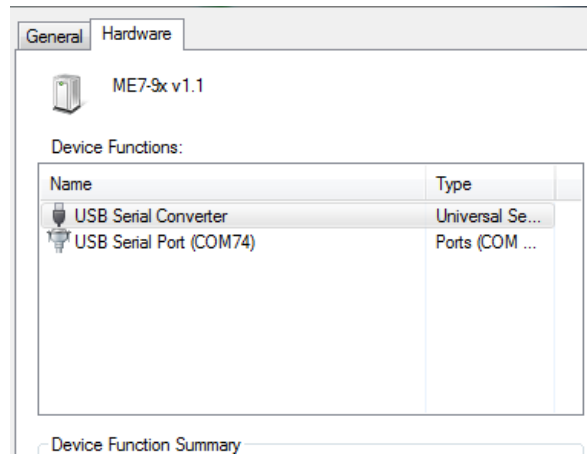*Note any COM ports available under interface settings.

Go to your start menu, select "**Devices and Printers**". Do you see an "**Unspecified**" device with the name Motoza ME7-9x? If you do right click it and select properties

When the new box appears select the "**Hardware**" tab at the top of the page.

There should be two devices, the USB Serial Converter and the USB Serial Port (COM#).

If Windows is showing a COM# then the driver is installed properly and you can manually select this Port number in Motoza PS, save the settings and proceed to connecting with the ECU.

If Windows is not showing a valid COM# then there is an issue with the driver install, the current driver will need to be uninstalled and the correct driver manually installed by following these steps.
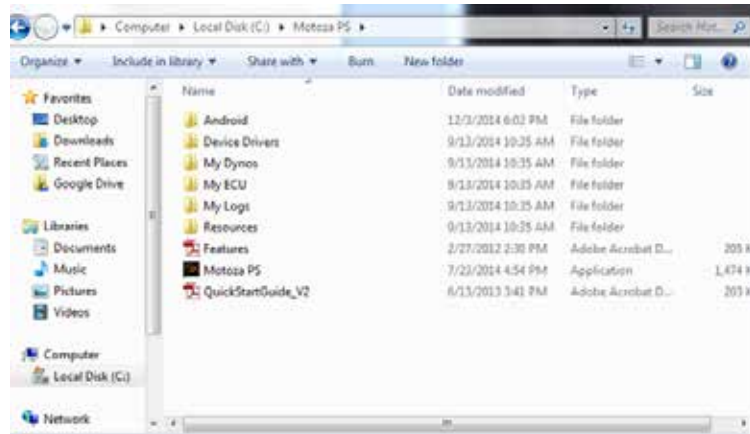
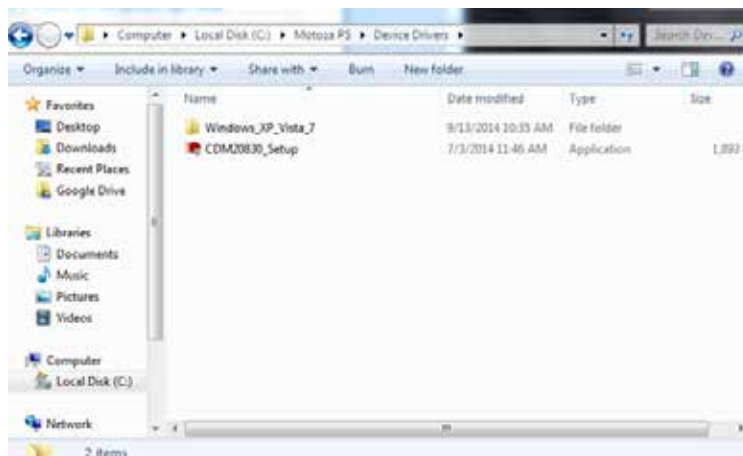**1. Make sure to uninstall the current device:**
With the cable plugged in go to
"**Start Menu**", "**Devices and Printers**", then right click "**Motoza ME7-9X**" and select remove device.

2. Go to the folder C:\Motoza PS\Device Drivers.

3. **Run the executable: CDM20830_Setup.exe**

4. That will install the drivers to your local machine manually.
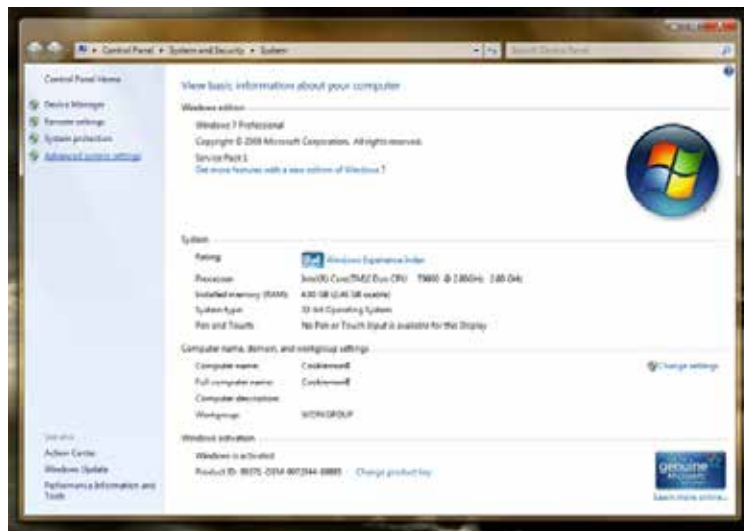
5. Restart your machine and then you can just plug in the cable and it should be recognized right away.
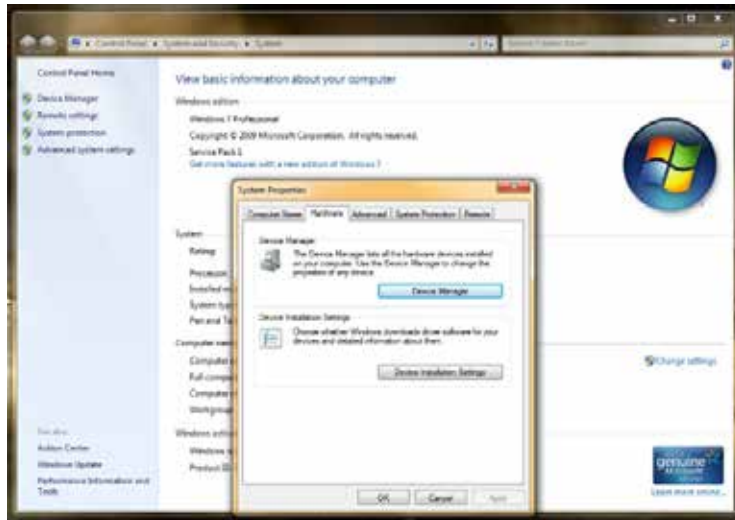
AUTOMATIC WINDOWS UPDATE

Open the "**Start**" menu and right click on "**Computer**", select "**Properties**" from the menu that appears.
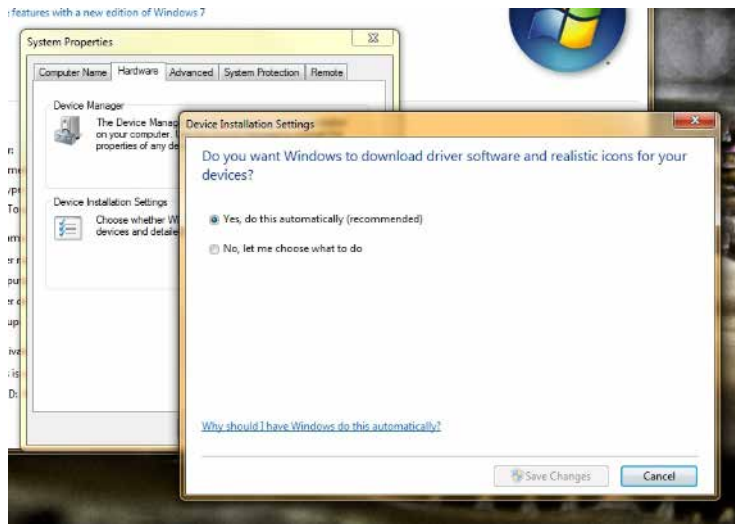

On the left hand side of the window that opens you will select "**Advanced System Settings**"

Select the "**Hardware**" tab.

Under the "**Hardware**" tab you will want to choose the "**Device Installation Settings**" button.

The window that opens will tell you if Windows is set to automatically update or not.

If it is already selected you can click cancel.

If it is not selected then click on the circle next to "**Yes, do this automatically (recommended)**" and click on "**Save Changes**".
Window is not set up to automatically update.