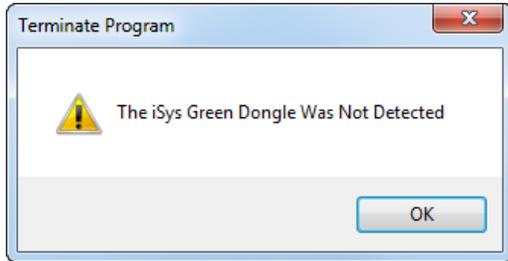


How to Solve "The iSys Green Dongle Was Not Detected"

When you open your EDGE2Print, if the following window appears, please follow the steps below.

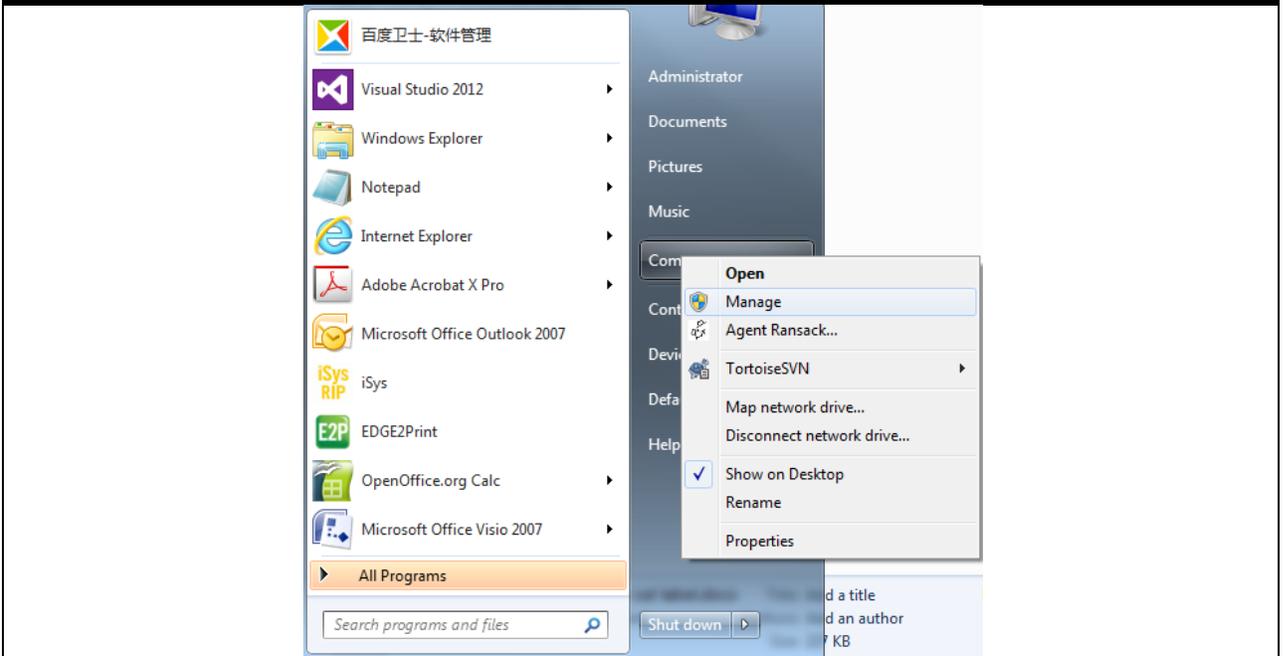


STEP 1 of 6



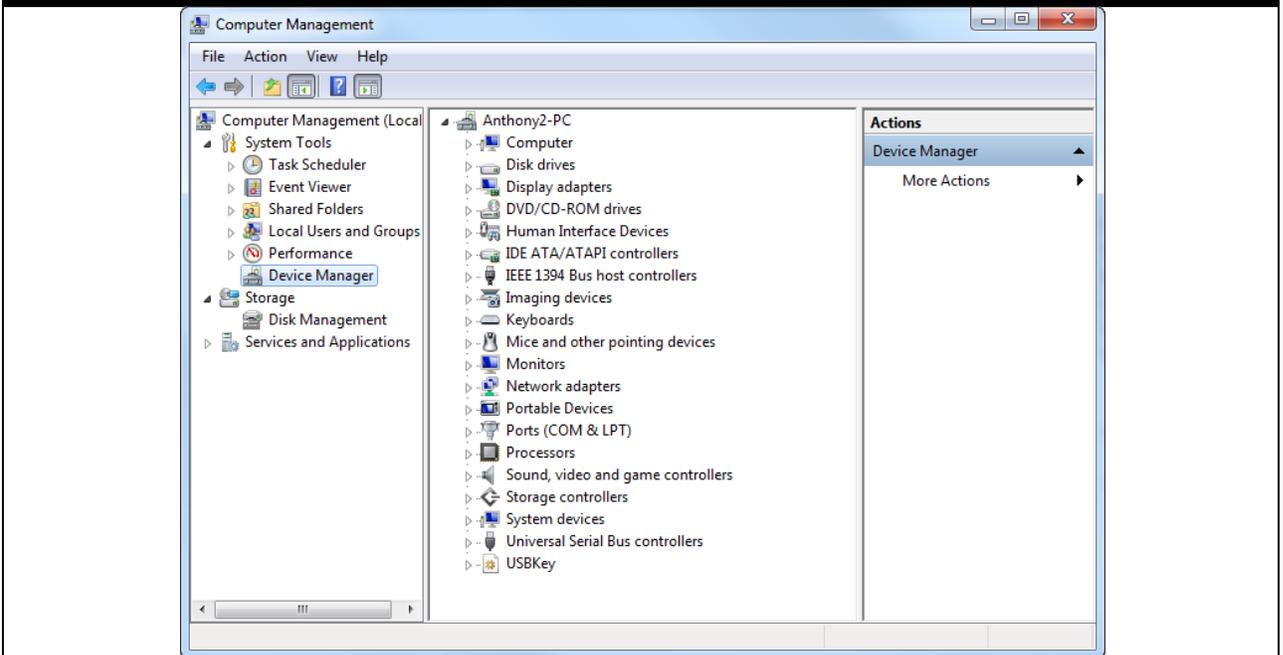
Disconnect your green dongle from your computer, use your finger to squeeze the metallic part a little bit to make the connection better. Insert the green dongle to the computer.

STEP 2 of 6



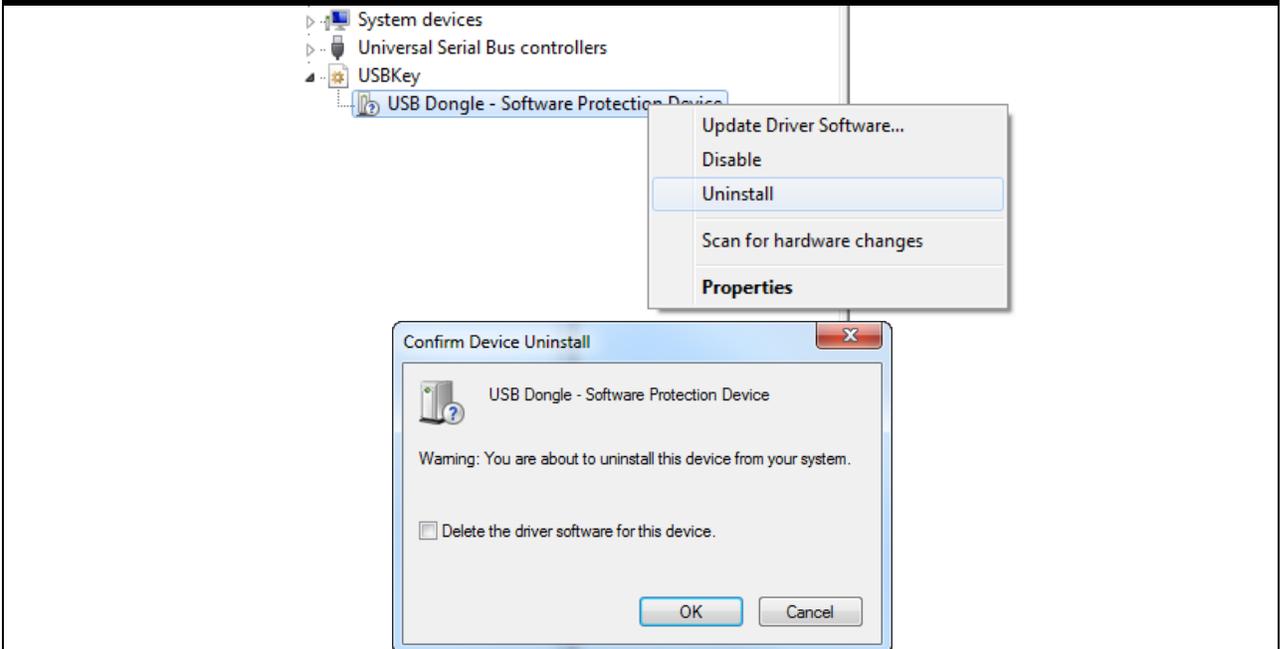
Click **Start** from your windows toolbar and right click on **Computer**, then click **Manage**.

STEP 3 of 6



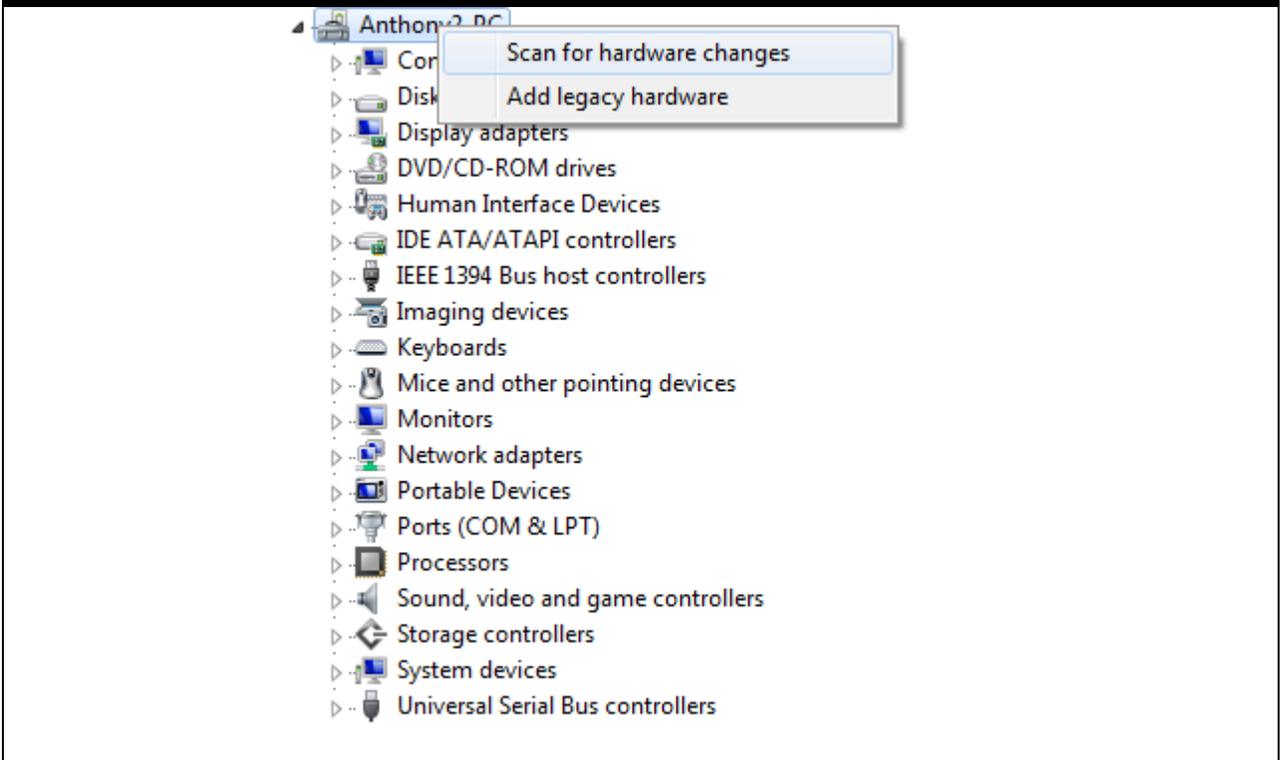
Click **Device manager** on the left side.

STEP 4 of 6



Double click **USBKey** to open it, and right click **USB Dongle - Software Protection Device**, click **Uninstall**. In the pop-up window, click **OK**.

STEP 5 of 6



Right click on your computer's name, choose **Scan for hardware changes**.

STEP 6 of 6



USB Dongle - Software Protection Device

Device driver software installed successfully.

Wait for the notice showing on the right side of windows toolbar. Now your green dongle is ready to use.