Settings required to connect the Solmetric SunEye to Windows 10 PC's. (updated 6/1/18)

Step 1 Open up the "Services" window

-Type "ser" in the search box (next to Windows start button), Click on "Services: Desktop app"

(Or: Press the Windows+R keys to open the Run dialog box, type services.msc, press Enter)

(Or: Open the 'Control Panel' (icons view), click/tap on the 'Administrative Tools' icon, double click/tap on the 'Services' shortcut)

-Scroll down the **Services** list and locate "**Windows Mobile-2003-based device connectivity**"**

*If this service is missing, download WMDC 6.1 from here:

32 bit: https://www.microsoft.com/en-us/download/details.aspx?id=14 (drvupdate-x86.exe)

64 bit: https://www.microsoft.com/en-us/download/details.aspx?id=3182 (drvupdate-amd64.exe)

-Double click "**Windows Mobile-2003-based device connectivity**" to open the WMDC configuration window

-Navigate to the "Log On" tab

-Change the 'Log on as' to "Local System account"

-Check box to "Allow service to interact with desktop"

-Click apply

-Click on the "General" tab

-Confirm that the "Startup Type" is set to "Automatic" or "Automatic (Delayed Start)"

-Click on "Start" to start the service

-Click apply, then OK. Close the services window. Now try connecting – it may work at this stage. If not:

Step 2 – **Make WMDC run in Admin mode**

-Open up Windows file explorer. Navigate to C:\Windows\WindowsMobile\ .

-Scroll down the list to "**wmdc**" or "wmdc.exe" file. (Look for the first of two round green icons.)

-Right click on **wmdc** and select Properties.

-Choose the 'Compatibility' tab*, then check the box on the bottom of the page to "Run this program as an administrator".

*If you do not see the compatibility tab, click OK, then right-click on **wmdc** again, and left click on "Run as Administrator"

Step 3 – Restart the SunEye software

Step 4 – Cycle power on your SunEye, then unplug the USB cable, and plug it back in

If unsuccessful on the first try, repeat each of the above steps to verify the settings are correct.

Step 5- If you're still unable to connect, restart the PC, and repeat steps 3 and 4.

If the above steps fail to establish a successful connection, try a new USB cable, then call Solmetric.