



## USB Driver Installation Guide

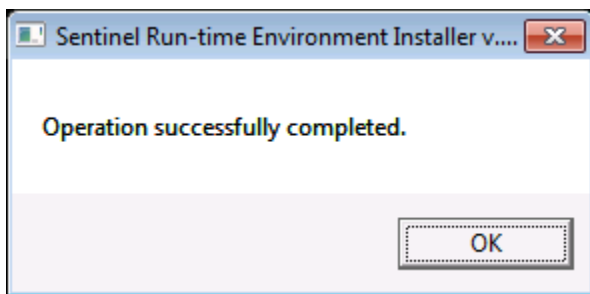
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## Installation

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**Note:** Dongle Driver installation requires administrative privileges.

1. Right Click downloaded file “FLEXId\_Dongle\_Driver.zip” and choose “Extract All”.
  - Extract files to a convenient location of your choosing
2. Double click the file “Install.bat”
3. Wait for the message:



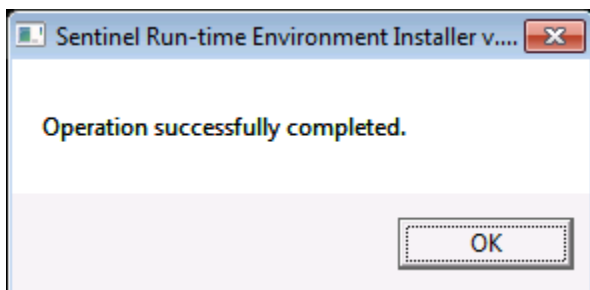
4. Reboot if prompted.

## Removal

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**Note:** Dongle Driver removal requires administrative privileges.

1. Right Click downloaded file “FLEXId\_Dongle\_Driver.zip” and choose “Extract All”.
  - Extract files to a convenient location of your choosing
2. Double click the file “Remove.bat”
3. Wait for the message:



4. Reboot if prompted.

## Troubleshooting FAQ

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**Q: I did not receive the “Operation Successfully Completed” message. What should I do?**

**A:** Please remove any old versions of FLEXId 9 drivers from your system, reboot, and try the installation again.  
*(see next question for instructions on removal of drivers)*

**Q: How do I remove the old drivers?**

**A:** Run the previously downloaded Dongle Driver installer and choose to remove all FLEXId 9 drivers.  
Download the previous installer here:

**Old Installer:** [www.wssi.com/FlexDrivers/FLEXId\\_Dongle\\_Driver\\_Installer.zip](http://www.wssi.com/FlexDrivers/FLEXId_Dongle_Driver_Installer.zip)

**Q: I tried to remove old drivers, but still do not receive the “Operation Successfully Completed” message when I double click Install.bat. What now?**

**A:** Please reference the readme.html file or call WISE Software Technical Support at 503-554-8855 (option 2) and we will assist you.