

Notes:

The Solmetric SunEye software and hardware uses the Windows Mobile Device Center (WMDC) Service to connect your SunEye to Windows 10 PC's. The steps on this page are required; the additional steps are optional.

The WMDC application and services are installed when you install the SunEye software. The steps below should be used when the application program asks for the SunEye to be connected. Or, click 'Skip', and follow the steps after the SunEye application installation is complete.

These instructions will configure the WMDC to start automatically when you start your PC. You may need to repeat these steps after future Windows Updates.

Note: If you apply all the settings in these instructions (WMDC settings are correct, the WMDC "-2003-" 'service' is running), and your SunEye does not connect, please reboot your PC, and test the connection again with a new or known good USB data cable. The cable type for SunEye 210 models is USB-to-USB 'Mini-B'. See the end of this document for information regarding SunEye 100/110 models.

Configure the WMDC Services to run automatically, and 'start' each service as a Local System Account:

-Open the 'Services' window:

Type 'serv' in the 'Type here to search' box (usually next to Windows start button), then select '**Services: Desktop app**' or '**Services App**', or right-click on the Windows icon (start button), select 'Run', type 'services.msc', and press enter.

-Scroll down the list of **Services** and locate '**Windows Mobile-2003-based device connectivity**' and '**Windows Mobile-based device connectivity**'. If these services are not listed, re-install the SunEye software (see notes above).

-Double click '**Windows Mobile - based device connectivity**' to open the configuration window

-On the 'General' tab, first 'stop' the service. The status should change from 'Running' to 'Stopped'

-Go to the 'Log On' tab and change the 'Log on as' to 'Local System account', click 'apply'

-Go back to the 'General' tab and click 'Start'. The service should come up to 'Running'

-Check the 'Startup Type'; this should be set to 'Automatic'.

-Click OK.

-Double click '**Windows Mobile – 2003 - based device connectivity**' to open the configuration window

-Click on the 'Log On' tab, change the 'Log on as' to 'Local System account', and click 'apply'

-On the 'General' tab, make sure the 'Startup Type' is 'Automatic'

-Click on '**Start**', and the service should come up to 'Running'.

-Click OK.

Test the connection at this stage. If the SunEye does not connect, reboot the PC, and test again.

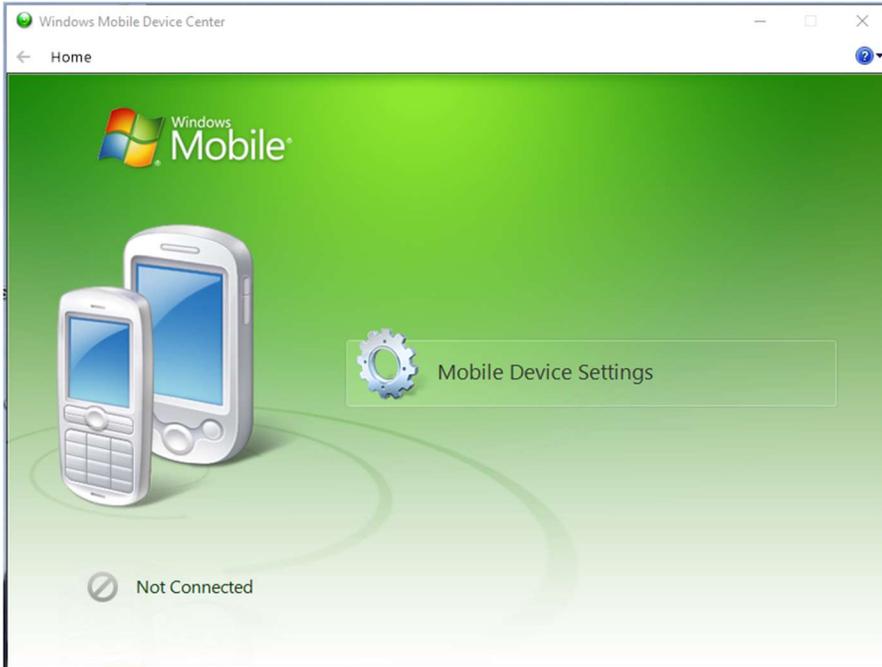
If the above steps do not work, call 707-823-4600 x216, or email: support@solmetric.com

Optional Step 2: Open the Windows Mobile Device Center program (see screen shots below)

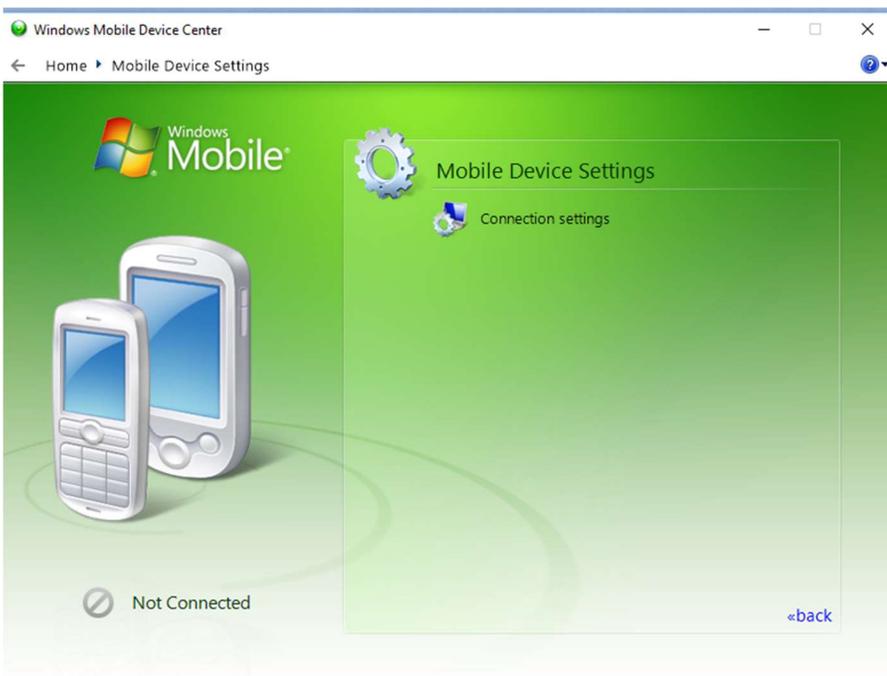
Go to the 'start' or Windows icon button to bring up your list of programs, scroll down to the Windows Mobile Device Center, and launch that program. On first run, it will pop up a window asking you to 'accept terms'. Click OK. Then a second pop-up will ask "Do you want to allow this app to make changes to your device?" Click OK. The app will now open the green WMDC window. In the lower-left corner of this window, you should see 'Connected' or 'Not Connected'.

If you mouse over the link for 'Mobile Device Settings', a link will show up for 'Connection Settings'. Click on 'Connection Settings', and make sure all the boxes are checked. (FYI- This window may be hiding behind other windows.)

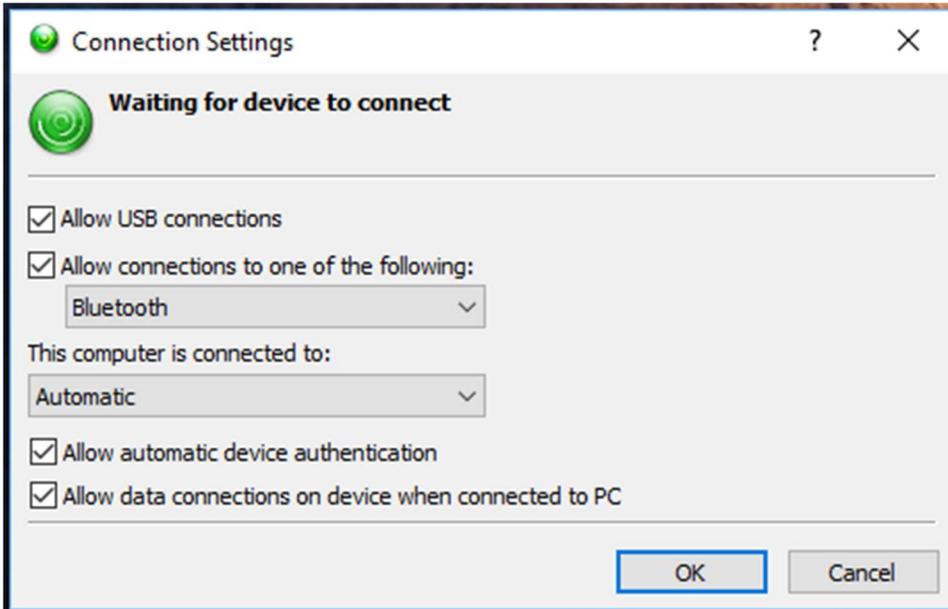
The Windows Mobile Device Center program window (SunEye USB cable is unplugged in this example):



Mouse over the 'Mobile device Settings', and click on 'Connection Settings':

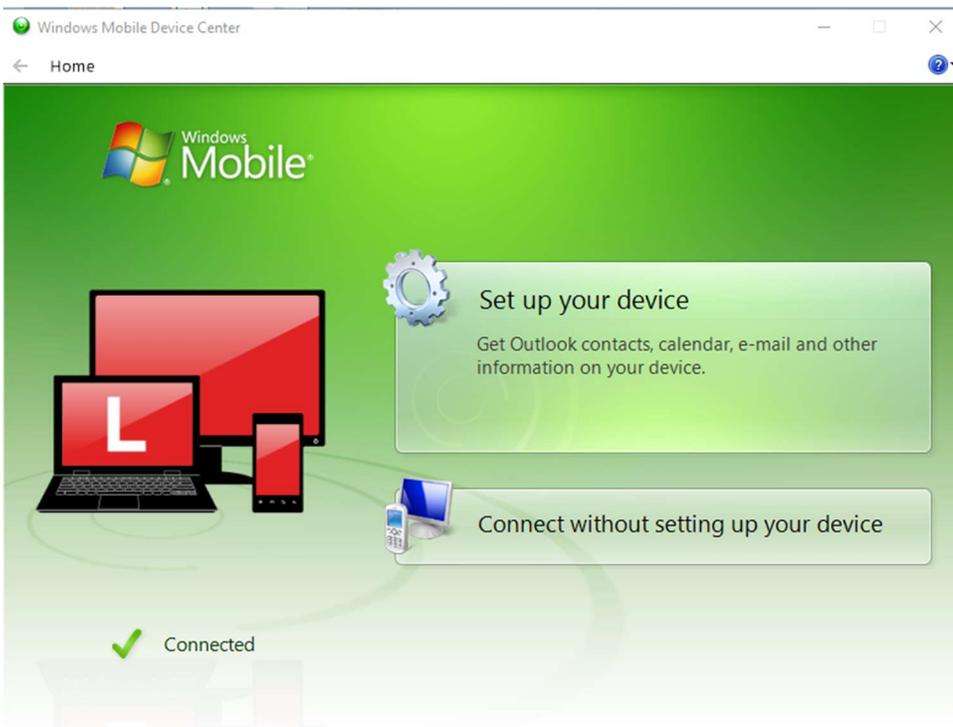


In this window, check the fourth box: 'Allow data connections on device when connected to PC', then click OK.



Next plug in the SunEye USB data cable to your PC and to the SunEye.

Once the SunEye connects, the Windows Mobile Device Center Program window will show 'Connected' in the lower-left corner. (*Do NOT click on 'Set up your device'.) You can now launch the SunEye program and transfer sessions normally. If the SunEye 210 still does not connect, try another USB->mini-B cable, and then call Solmetric Support at 707-823-4600 x216 for assistance.



Additional instructions for SunEye models 100/110:

Data/Charging Cable:

<https://www.amazon.com/HP-iPAQ-hx2490-Compatible-Transfer/dp/B007IZ3TIK>

(Or search for data cable for hx2490.)

Additional steps that may be required to connect SunEye 100/110 models to the PC:

Go to:



Scroll down to:

 wmdc.exe	5/31/2007 10:11 AM	Application	645 KB
 wmdcBase.exe	5/31/2007 10:11 AM	Application	645 KB

Highlight and right-click each one, select 'Properties', then click on the 'compatibility' tab, check the box next to 'run as Administrator', and click OK. The PC will bring up a window asking if it's OK for this program to make changes to your device – click OK.