

## JanamCare Troubleshooting: XM66 Syncing Issues with Windows 7

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### **Issue**

XM66 fails to sync on Windows 7 PC.

### **Resolution**

The XM66 requires Microsoft Windows Mobile Device Center in order to properly sync with Windows 7 PCs. Download the latest drivers from Microsoft's website.

Windows Mobile Device Center offers device management and data synchronization between a Windows Mobile-based device and a computer. Microsoft Windows Mobile Device Center replaces ActiveSync for Windows Vista, and Microsoft Windows 7. (For Windows XP or earlier operating systems, you must use Microsoft ActiveSync.)

*Download Windows Mobile Device Center 6.1*

To determine whether your version of Windows Vista or Windows 7 is 32-bit or 64-bit, click Start, right-click Computer, and then click Properties. The version is listed after System Type.

System Type	Download
32-bit	<a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=46F72DF1-E46A-4A5F-A791-09F07AAA1914&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?FamilyId=46F72DF1-E46A-4A5F-A791-09F07AAA1914&amp;displaylang=en</a>
64-bit	<a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=4F68EB56-7825-43B2-AC89-2030ED98ED95&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?FamilyId=4F68EB56-7825-43B2-AC89-2030ED98ED95&amp;displaylang=en</a>

Additional information can be found at: <http://support.microsoft.com/kb/931937>.