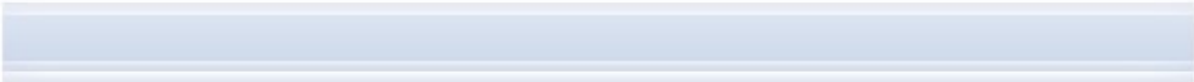


**QUICK GUIDE FOR  
Installing Nokia  
Connectivity Cable Drivers**

**NOKIA**

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## 1. INTRODUCTION

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This guide provides instruction on how to install Nokia Connectivity Cable Drivers for USB cables DKU-2, CA-53, CA-70 and DKE-2, and for serial cable CA-42. Drivers are required if you want to connect a Nokia mobile phone to a PC.

For information on which cable to use with your phone model, see the phone's user's guide or the web page [www.nokia.com/pcsuite](http://www.nokia.com/pcsuite) > Features Supported by Your Phone.



**Note:** Drivers are always installed for specific phone models, not for a cable. For this reason older versions of Connectivity Cable Drivers may not support the latest phone models.



**Note:** If you have installed Nokia PC Suite 6.41 or later, you do not need to install Nokia Connectivity Cable Drivers, as they have already been installed with Nokia PC Suite. If you have a new Nokia phone model and the Windows operating system does not find drivers for it, install a later version of Connectivity Cable Drivers or Nokia PC Suite and try again.



**Note:** Always make sure you use original Nokia cables with Nokia PC Suite to ensure reliable operation of the PC Suite applications. Check the labelling on your cable.

## 2. MUST HAVES

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To install Nokia Connectivity Cable Drivers on your computer you must have:

- At least 30 MB of free disk space
- One of the following operating systems:
  - Windows 2000 with Microsoft SP (Service Pack) 3 or SP 4
  - Windows XP with Microsoft SP 1 or SP 2 (Professional or Home Edition, not Media Center Edition)
- Free USB port for connecting the cable

Windows SP downloads are available from the following Microsoft web pages:

- For Windows 2000:  
<http://www.microsoft.com/windows2000/downloads/servicepacks/sp4/default.msp>
- For Windows XP:  
<http://www.microsoft.com/windowsXP/downloads/default.msp>

## 3. INSTALLING NOKIA CONNECTIVITY CABLE DRIVERS

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### 3.1 Before installation

If you have a previous installation of Nokia Connectivity Cable Drivers on your PC, you must uninstall it manually. To do so:

1. Click **Start > (Settings) > Control Panel** to open the Control Panel.
2. Double-click **Add/Remove Programs**.  
If you cannot find Nokia Connectivity Cable Driver or DKU-2 Cable Driver on the list, you do not have a previous version installed and you can continue to install Nokia Connectivity Cable Drivers.
3. Select Nokia Connectivity Cable Driver or DKU-2 Cable Driver from the list and click **Change/Remove programs** to uninstall it.

### 3.2 Installing Nokia Connectivity Cable Drivers



**Note:** If you have installed Nokia PC Suite 6.41 or later, you do not need to install Nokia Connectivity Cable Drivers, as they have already been installed with Nokia PC Suite. If you have a new Nokia phone model and the Windows operating system does not find drivers for it, install a later version of Connectivity Cable Drivers or Nokia PC Suite and try again.



**Note:** Do not connect the phone to the PC with the cable until you have installed Nokia Connectivity Cable Drivers.

1. To install Nokia Connectivity Cable Drivers, go to the web page [www.nokia.com/pcsuite](http://www.nokia.com/pcsuite) > Cable drivers, save the installation file from the web page on your computer and double-click it. The installation starts.
2. Follow the instructions on the screen. You may be asked to restart your computer during or after the installation.
3. When the installation is complete (and you have restarted the computer if asked to do so) connect the cable between your phone and the PC.
4. Windows will start finding several new hardware devices that are needed by your phone and the cable. This might take several minutes. A notification is displayed when the installation is ready.

## 4. TROUBLESHOOTING

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For more troubleshooting information, go to the Nokia PC Suite web pages [www.nokia.com/pcsuite](http://www.nokia.com/pcsuite) and from the menu on the left select Support > FAQ Search.

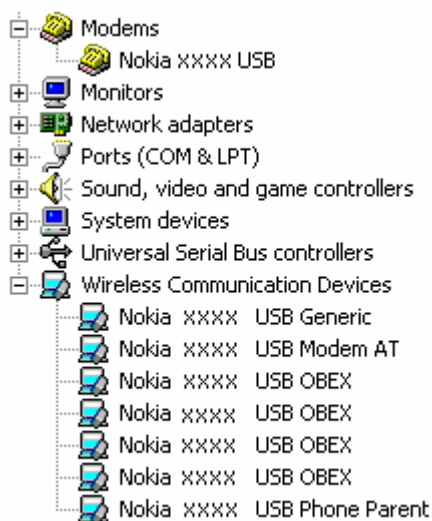
## **Connection does not work**

To re-establish the connection, do the following:

- Make sure that your phone supports the cable: see the phone's user's guide or the web page [www.nokia.com/pcsuite](http://www.nokia.com/pcsuite) > Features Supported by Your Phone.
- Reboot your phone and the PC and then try to re-establish the connection.
- If you have other USB devices connected to the PC, unplug them from the PC and then try to re-establish the connection. Check that you do not unplug the mouse or the keyboard.
- Make sure that the connection type is active in Nokia Connection Manager: **Start > (Settings) Control Panel > Nokia Connection Manager**. For CA-42 the selected type must be "Serial cable" and for DKU-2, CA-53, CA-70 and DKE-2 the type must be "USB".
- If you use a CA-42 cable make sure the correct COM port is set in Nokia Connection Manager: **Start > (Settings) Control Panel > Nokia Connection Manager > Configure...**

If all of the above are ok, verify that the installation was successful. To do so:

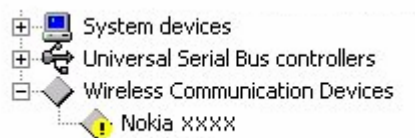
1. Connect your phone to the PC with the cable and wait until Windows has found all new hardware.
2. Go to **Control Panel > System > Hardware > Device Manager...**  
(If you are using Windows XP, use the Classic View of Control Panel.)
3. Click **Wireless Communication Devices**. If the Nokia devices are listed without an exclamation mark next to the icon, the installation was successful. The list should include devices such as "Nokia CA-42 USB Phone Parent", or "Nokia xxxx USB Phone Parent" (xxxx stands for the four-digit model number of the phone). The number of listed devices may vary according to the phone model.
4. Click **Modems**. If "Nokia xxxx modem" (xxxx stands for the four-digit model number of your phone) is listed without an exclamation mark next to the icon, the installation was successful.



**Figure 1. Successful installation (xxxx stands for the four-digit model number of your phone)**

Note that the number of devices listed under Wireless Communication Devices may vary according to the phone model.

5. If Nokia devices are not listed or they are listed with an exclamation mark, the installation was not successful. In this case you need to uninstall the drivers, restart the computer and reinstall the drivers (see the installation instructions in this document).



**Figure 2. Unsuccessful installation (xxxx stands for the four-digit model number of your phone)**

### **Conflicts with Bluetooth wireless technology software**

Many drivers and applications that are used by Bluetooth wireless technology reserve several COM ports that may conflict with DKU-2/CA-42/CA-53/CA-70/DKE-2 installation. If you have such software installed and the driver installation is not successful (see above for instructions on how to verify the installation), do the following:

1. Uninstall Nokia Connectivity Cable Drivers.
2. Uninstall any Bluetooth wireless technology software according to its instructions.
3. Reinstall Nokia Connectivity Cable Drivers (see the section *Installing Nokia Connectivity Cable Drivers* in this document for detailed instructions) and verify that the installation succeeded.
4. Reinstall the Bluetooth wireless technology software.

### **I connected the cable during/before the installation of Nokia Connectivity Cable Drivers and now the connection does not work.**

1. Connect your phone to the PC.
2. Go to **Control Panel > System > Hardware > Device Manager...**
3. Click **Wireless Communication Devices**.
4. Remove any unknown devices (a device with a question mark or exclamation mark next to it): right-click the device and click **Uninstall**, or select the device and press Delete on the keyboard.



*Figure 3. **Unknown device (xxxx stands for the four-digit model number of your phone)***

5. Make sure that Nokia Connectivity Cable Drivers are installed.
6. Unplug and then re-plug the cable.
7. If this does not help, reinstall Nokia Connectivity Cable Drivers and reconnect the cable when the installation is finished.

## 5. SAFETY NOTES

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### **Important safety notes**

All the safety instructions in the user's guides of your phone and computer also apply when this product is used with the phone.

Remember to make backup copies of all important data to protect against possible loss or alteration.

Only install and use applications and other software from sources that offer adequate protection against harmful software.

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