WARNINGS
Installing PHANTOM® Device Drivers on Windows® Vista

The installation procedures for installing on Vista have some noted differences from the installation instructions provided in the PHANTOM User's Guide for installing on Windows XP. Please read through this document before you begin installing the PDD to ensure a successful install. It includes helpful troubleshooting information.

Before you get started

If you are installing fresh on a new system, and you are installing a 1394 FireWire device, either the PHANTOM Omni® or PCC, do not connect this device until you have completed installation of the PHANTOM Device Drivers (PDD).

STEP 1. Update Root Certificates

Before installing the PDD we recommend you update Root Certificates. This is done through the Microsoft website. Use the following link in your browser to go directly to the Update Root Certificate download page and follow the instructions for updating the root certificates.

http://www.microsoft.com/downloads/details.aspx?FamilyId=F814EC0E-EE7E-435E-99F8-20B44D4531B0&displaylang=en

If you have trouble with the link, visit www.microsoft.com and click **Downloads and Trials > Download Center**. Search All Downloads for Root Certificates and follow the instructions.
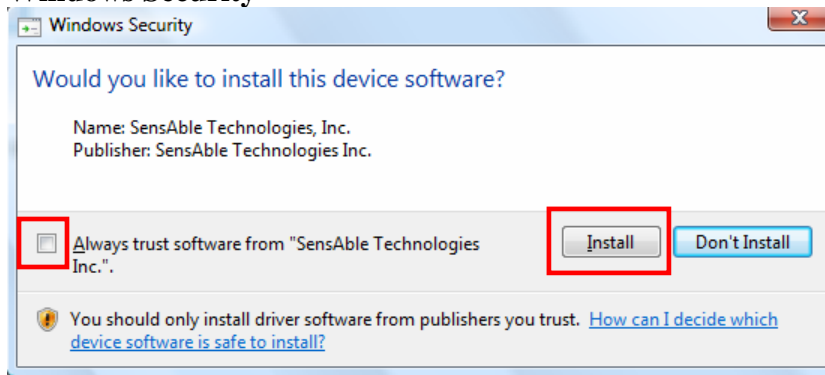
STEP 2. Installing PDD

Begin the PDD installation by double-clicking the **setup.exe**.

Vista Message Windows and How to Respond
During the PDD installation Vista will pop-up various control and warning windows. Please read through the information below to ensure that you respond appropriately. Improper response can result in a corrupted installation.
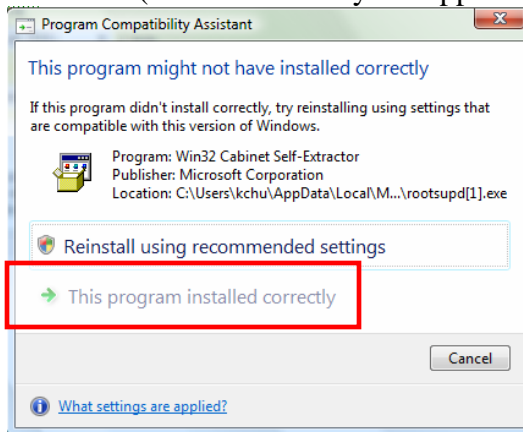
- **Vista User Account Control Window**: These will pop-up several times throughout the installation (as they do with all Vista installations) – Click **Continue** to proceed with the installation.
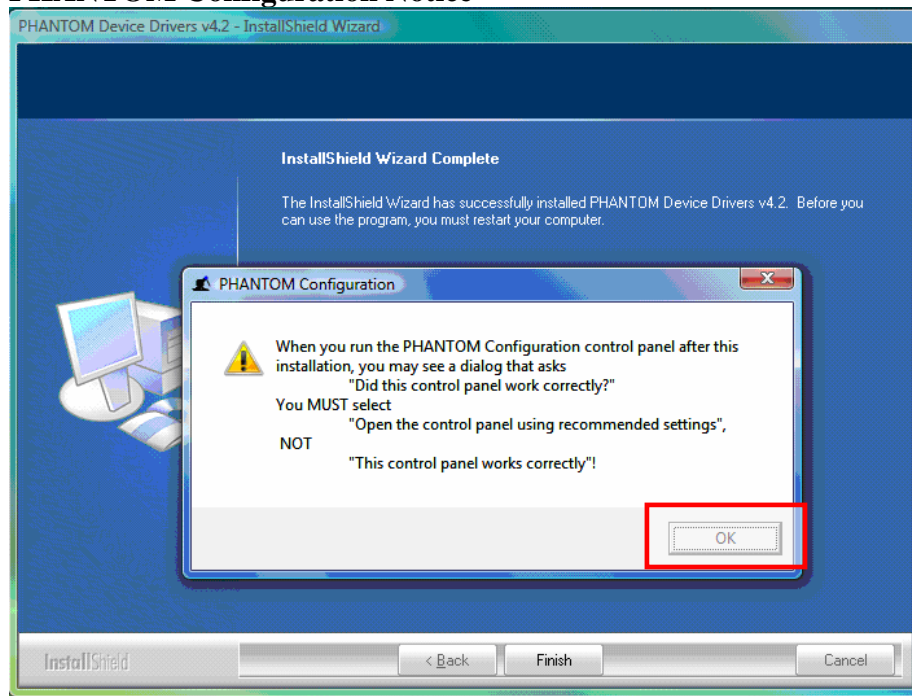
- **Windows Security**

- Check to **Always trust software from "SensAble Technologies Inc."**
- Click **Install**

- **Program Compatibility Assistant** referring to Program: *Win32 Cabinet Self-Extractor* (this window may not appear in Vista 64 bit installation)
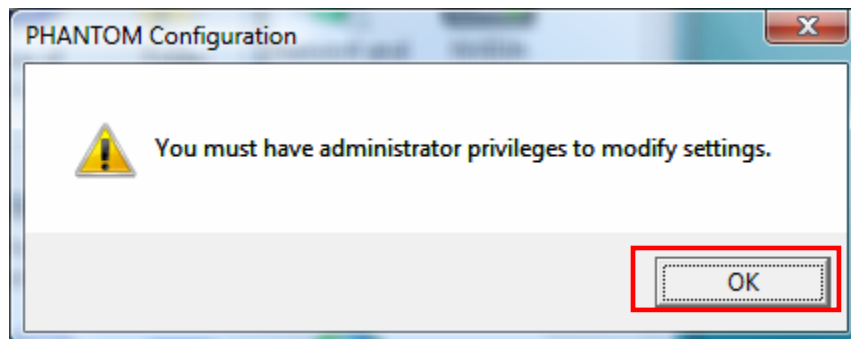

- Select **This program installed correctly**
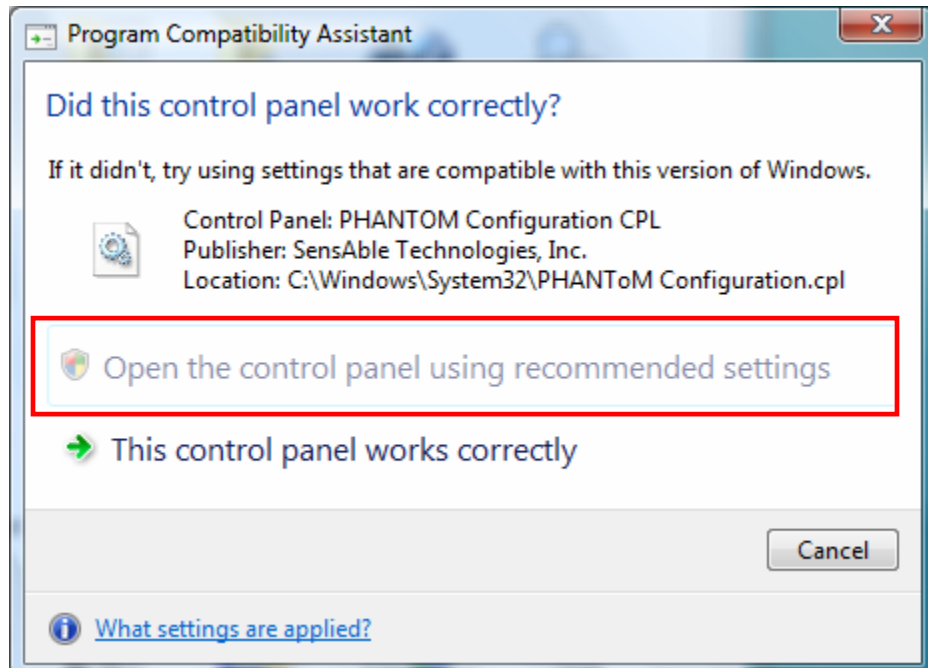
2

- **PHANTOM Configuration Notice**

This provides instructions for when you first launch the PHANTOM Configuration control panel after installation (see below). Click **OK**.

- The **first time** you launch the PHANTOM Configuration control panel after installation the following two windows will come up:

Click **OK**.

- *!* *THE FOLLOWING IS CRITICAL – IF YOU DO NOT DO SELECT THE CORRECT OPTION THEN THE CONTROL PANEL WILL NOT RUN AGAIN*

- Click **Open the control panel using recommended settings.**

TROUBLESHOOTING

PROBLEM: PHANTOM Configuration will not run from Control Panel

- If you have not installed correctly, and the PHANTOM Configuration control panel icon will not run, then you must got to **Start>Programs>SensAble** right-click **PHANTOM Configuration** and Run as Administrator to make changes.

PROBLEM: The PHANTOM connected via 1394 FireWire is not recognized in PHANTOM Test or the application.

- In the **Start** menu right-click **My Computer** and select **Manage**
  - Select **Device Manager**
  - Expand **PHANTOM haptic devices**
  - Right-click **SensAble Technologies IEEE 1394 Phantom Haptic Device** and click **Update**
  - Then follow the wizard steps to find the driver

4