

From: Support@rockey [<mailto:support@rockey.com.my>]
Sent: 03 July 2014 07:59 PM
To: 'Marco Van Dijk'
Subject: ROCKEY4 standard latest driver

Hi,

Please use latest driver of ROCKEY4 Standard blue dongle and NETROCKEY4 Red from this link:- http://www.rockey.com.my/wordpress/wp-content/uploads/2014/03/R4USB_2013.zip

If already install the old driver but the dongle not found or face detection problem, kindly unplug rockey4 dongle then please fully uninstall all previous installed driver, and restart the PC/laptop and make sure the previous installed driver is fully uninstalled.

ROCKEY4 Standard is driver dongle then will have some problem which not able to complete uninstall the dongle so after you restart the PC/laptop. Also due to latest windowOS will be able to find the driver from web, so sometime that might be outdated driver downloaded, also will causing the problem

How can I know the dongle driver is successful installed?

With this latest version of driver, you will see the“ROCKEY4” and “ROCKEY4 USB”

If you check the device manager if you see on the USB controller still show Feitian ROCKEY4 and Feitian ROCKEY4 USB or other name beside “ROCKEY4” and “ROCKEY4 USB”, so most likely it is old driver installed.

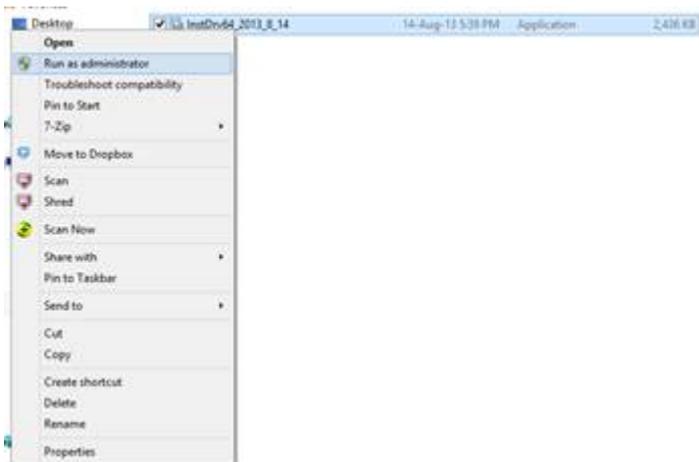
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Following screen shot guide the installation of driver and what will be show in the device manager. we had just use the same driver, install on a fresh new pc environment, 64 bit, the 2 name I saw is “ROCKEY4” and “ROCKEY4 USB”

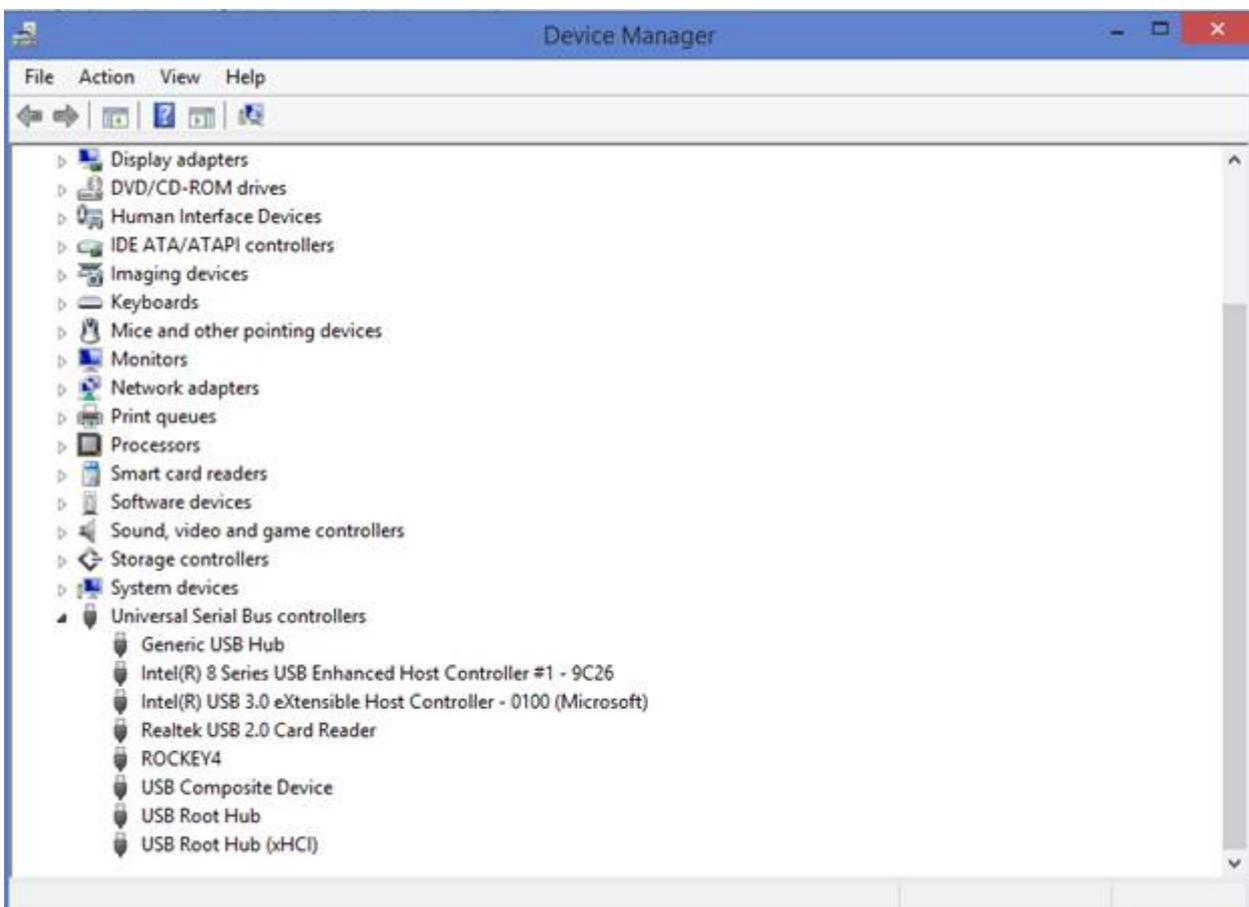
Brand new never install 64 bit ROCKEY driver



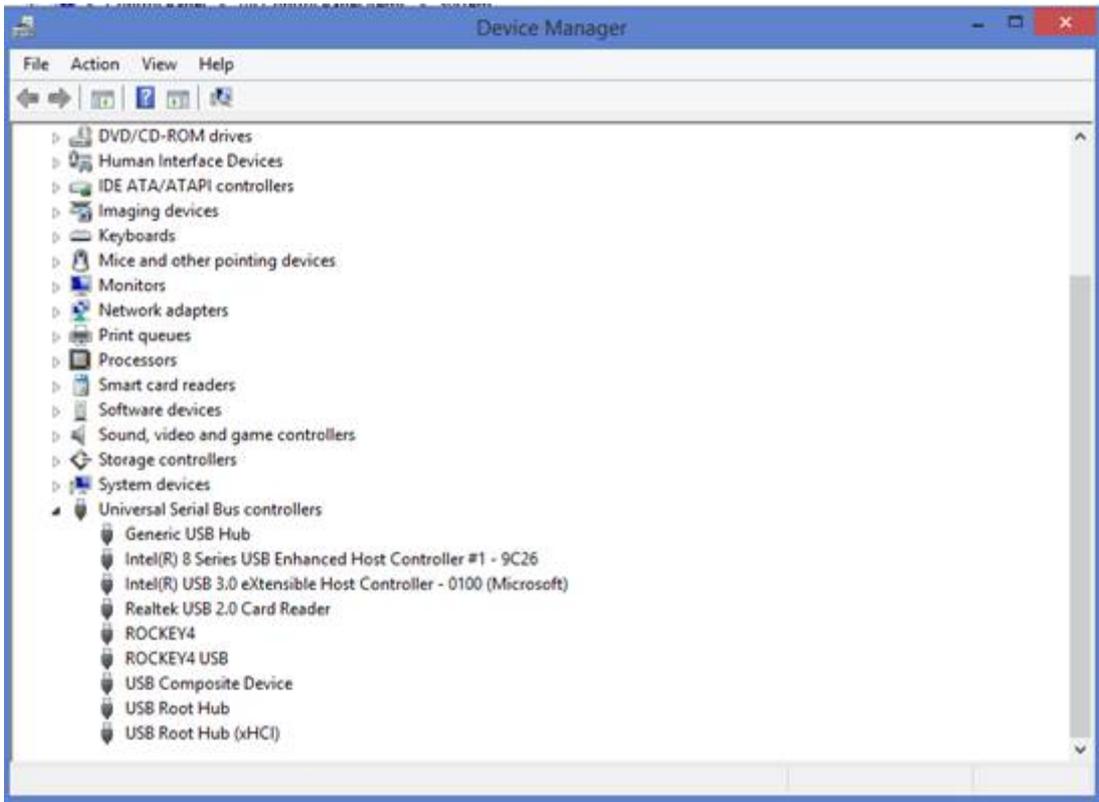
I download the same driver from same web link, run with administrator



After install, this is what I see, “ROCKEY4”



After I plug in dongle, I manage to see both - “ROCKEY4” and “ROCKEY4 USB”, I manage to detect and read and write on the dongle

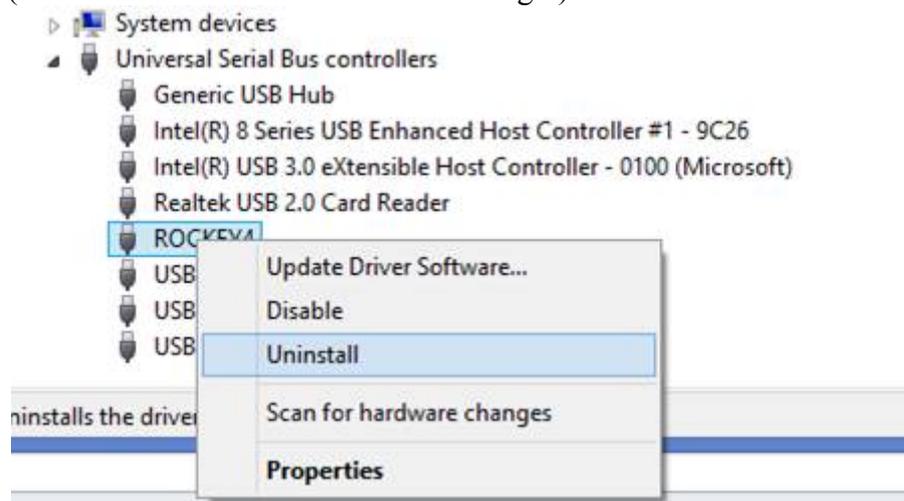


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If you plug in dongle you see the Feitian ROCKEY4 and Feitian ROCKEY4 USB or other name beside "ROCKEY4" and "ROCKEY4 USB",

user may do the following step:

1. Unplug the dongle
2. Uninstall the ROCKEY driver
(Better uninstall inside the device manager)



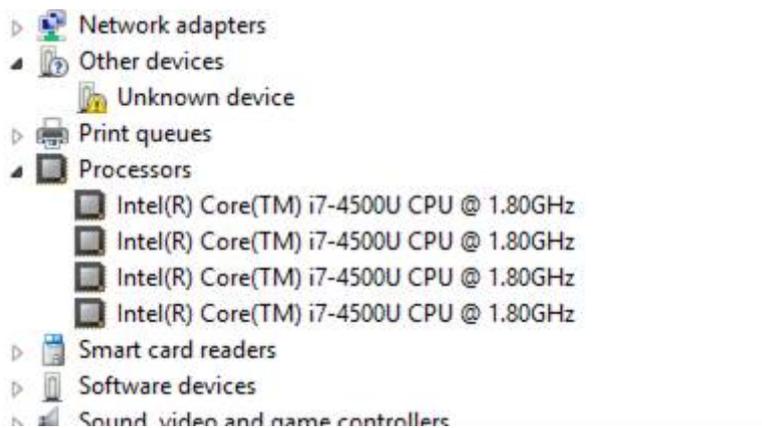
Check the box- Delete the driver software for this device



3. When complete install the driver, restart the pc/laptop

4. After restart, check whether it is complete uninstall by go to device manager

The ROCKEY dongle shall be detected as unknown device, and no Feitian ROCKEY4 and Feitian Rocky4 USB, if still have, uninstall it again.



Once confirm uninstall completely, then unplug the dongle and install the driver you download from the link, then that should o k.

Regards,
Thomas