

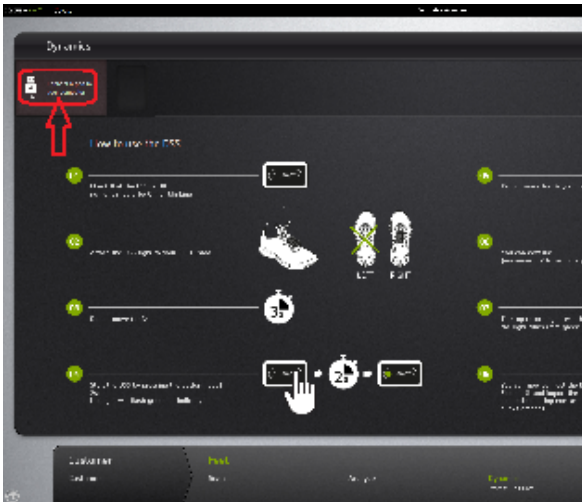
DSS Pod is not recognized by the PC

Symptom:

The Pod is not recognized by the PC

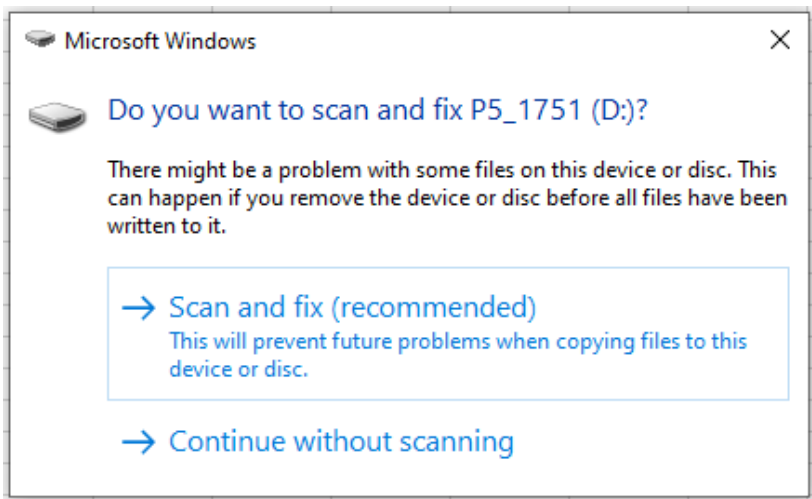
Software

- shoofQ: Even when repeatedly switching to the "dynamics" layer, the USB icon at the top left always remains red?



(Click to enlarge)

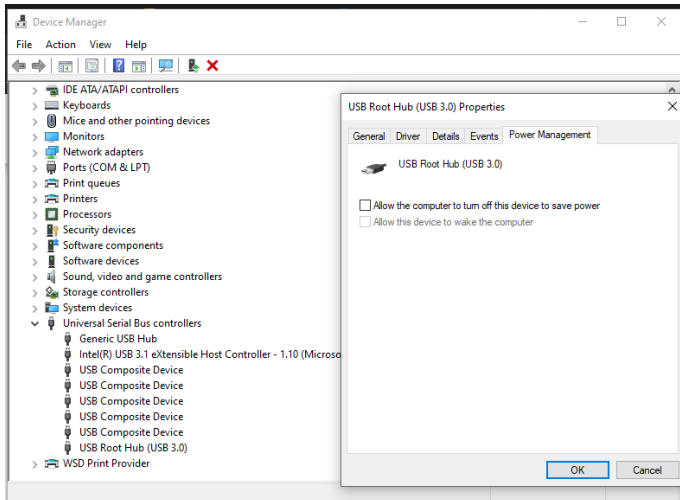
- Windows: Was the Pod formatted? Windows displays this message repeatedly, but the dialog should not be confirmed. Continue without scanning!



- Switch off anti-virus programmes that prevent the use/recognition of data carriers

Hardware

- [Windows Explorer / Device Manager](#): Is no new device or an error message displayed after unplugging/plugging the Pod?
> Neither an entry "P5_123"/"P6_123"/"P7_123" nor any removable media?
- [USB port](#): Is the behaviour identical on other USB ports? What happens when another Pod or USB stick is plugged into the same port?
> If nothing is detected, check the USB settings in the device manager (uncheck)
> Check the anti-virus software. If the Pod is still not recognised, it or the USB cable is defective



(Click to enlarge)

- [USB cable](#): Which micro USB cable is used? (The ones from Gaitup are very fragile) Is the Pod recognised (for a short time) if you wiggle the cable/plug or use a different cable?