

Knowledge Base

The SMART Response System Receiver Doesn't Work

SMART Software
Operating Systems

SMART Response (formerly Senteo™) assessment software

Windows Vista® (32-bit) and Windows® XP operating systems



IMPORTANT

- This procedure may vary depending on your version of Windows operating system and your system preferences.
- SMART Response software must be installed.

Issue

Your computer doesn't recognize the SMART Response interactive response system, and the status light remains solid red on the receiver.

Cause

The Windows operating system is unable to load the hardware drivers for the receiver.

Solution

Remove the SMART Response hardware drivers from your computer, and then reconnect the receiver.

To remove the hardware drivers

1. Connect the receiver to your computer.
2. Open the Windows Control Panel.
3. Double-click **System**.

The *Systems Properties* dialog box appears.

2 | KNOWLEDGE BASE – THE SMART RESPONSE SYSTEM RECEIVER DOESN'T WORK

4. Select the **Hardware** tab.
5. Click **Device Manager**.
6. Click the + symbol next to **Universal Serial Bus controllers** to expand the list.
7. Right-click **SMART Response Receiver Hardware**, and then select **Uninstall**.
8. Click the + symbol next to **Ports (COM & LPT)** to expand the list.
9. Right-click **SMART Response Hardware Driver (COM)**, and then select **Uninstall**.

To reconnect the receiver

1. Disconnect the receiver from your computer.
2. Reconnect the receiver to your computer.

SMART Response automatically installs the required hardware drivers when you connect the receiver.

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