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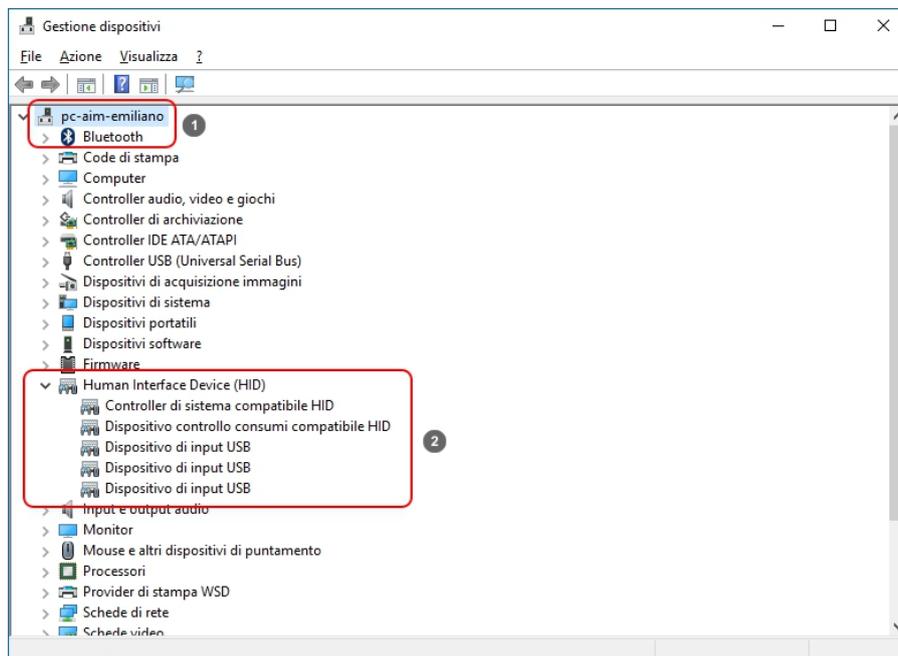# AiM device-PC communication

Question:
When I connect my AiM device to my PC they do not communicate: why?

Risposta:
If connecting your AiM device to a PC and running the software they do not communicate it is necessary to check that the device is correctly connected, the cable is intact and the driver correctly installed.
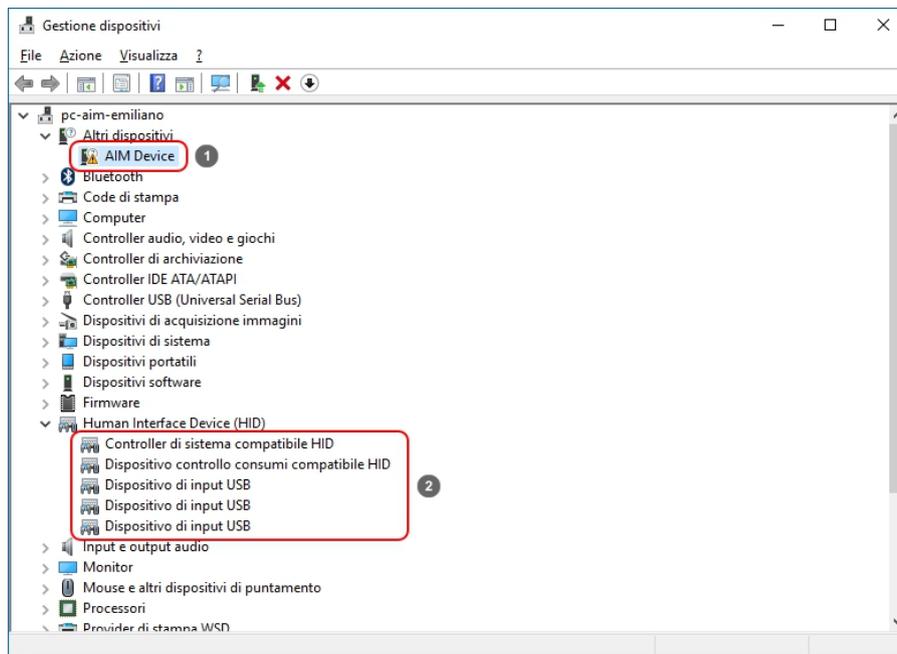Enter "Device Manager" panel from the Windows™ and proceed this way:

- disconnect the device from the PC: you should see the situation below
- connect the device to the PC: if the situation remains the same it means that the system does not see your AiM device (**1**) and do not load the driver (**2**): check cable and connectors integrity.

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- if the PC "sees" AiM device and this last correctly identified as "AiM Device" (**1**) but the AiM USB driver is not shown in "Human Interface Device" list (**2**) as here below, then AiM USB driver has not been loaded; possible causes are:
    - some antivirus identifies AiM software installation folder as unsafe; to solve the problem you have to add this folder to these the virus makes an exception for; you can use the same procedure explained for AiM software issues with AVG and Norton antivirus published on AiM website: download area –> software –> Race Studio 2 or Race Studio 3 –> read documentation;
    - AiM USB driver have really not been installed: follow this path: C/Windows/AIM_SPORT/ RaceStudio3 (or RaceStudio2)/Driver_USB and double click: "AIM_USB_Inst_11CC_0110.exe"

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The correct situation for a connected device is shown here below: AiM USB driver is loaded and identified as Human Interface Device "AiM USB Driver".

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