

## SmartGlobe™ FAQs

- **Where can I download the Canadian software?**  
<http://smartglobe.oregonscientific.com/updates/caversion.html>.
- **I'm receiving a "Incorrect Parameters" message.** The website is currently being updated. Please try updating later.
- **I have problems updating my SmartGlobe.** Download the latest version of our software here,  
<http://smartglobe.oregonscientific.com/updates/deluxe.html>.  
Make sure you uninstall the current software before install this new one.
- **How do I install the SmartPen drivers?**  
Step 1: Go over to "My Computer" and right click.  
Step 2: Go down to "Properties".  
Step 3: Select the "Hardware" tab followed by clicking on "Device Manager".  
Step 4: Once the "Device Manager is selected scroll down, using the the scroll bar to the right side. At the bottom of the list you will see either SONIX SNL or OREGON SCIENTIFIC SMARTGLOBE DEVICE with a yellow exclamation point.  
Step 5: Double click on the device on either SONIX SNL or OREGON SCIENTIFIC SMARTGLOBE DEVICE with the exclamation point. Then select the driver tab at the top. Once you select driver click once on update driver.  
Step 6: At the "HARDWARE UPDATE WIZARD" window click on "No, not at this time". Then click next.  
Step 7: At the next window choose "Install from a list or specific location". Then click next.  
Step 8: At this point select the "Include this location in the search" (Make sure the path selected in the scroll down box says C:\program files\common files\USB9KD. Then click next.  
Step 9: The files will start to copy at this point; if prompted that the drivers are not digitally signed,select continue anyway.  
Step 10: Finally at the last window press finish and activate the Smart Globe software for its updates.