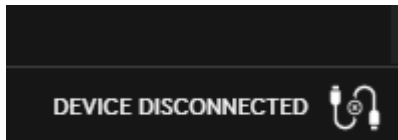# Troubleshooting Loupedeck Connectivity Issues on Windows 10

This manual describes steps necessary to resolve the issue where Loupedeck is not connecting to the Loupedeck software, despite being connected to the PC with a USB cable:

(Screenshot from Loupedeck Setup app)

1. Restart the Loupedeck Software
   a. Disconnect Loupedeck from your computer
   b. Restart Loupedeck software by clicking on the icon in the system tray.
   c. Reconnect the USB cable

2. If this does not help, **re-install the Loupedeck Software.**
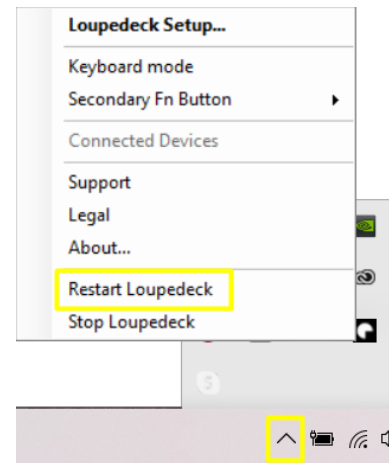
Checking Driver (Remote NDIS Compatible Device)

If the issue remains, make sure that driver has been installed correctly.

Loupedeck should be connected as a network adapter device and its driver is called **Remote NDIS Compatible Device**.

1. Press Win key + X to go to the Device Manager
2. Check whether the correct network adapter has been installed.
   It should look like this:
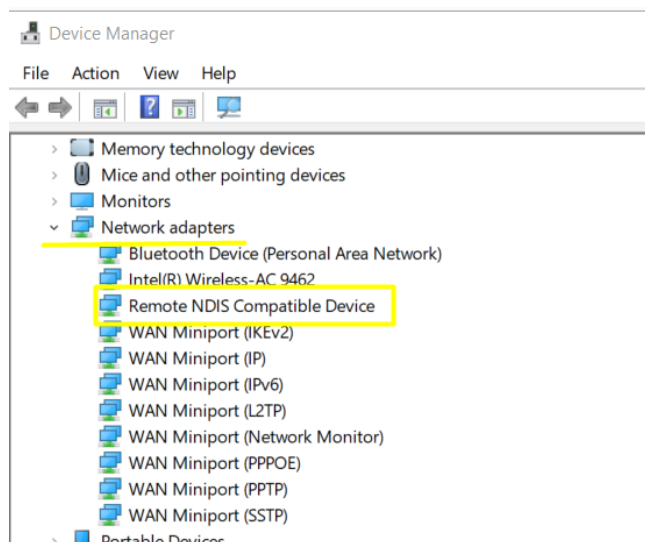
3. If the device can be found, your Loupedeck is connected correctly.
   To troubleshoot:
   a) make sure it is enabled
   b) do not update the driver
   c) check your Firewall settings

4. If the device is not found, it has not been installed correctly and you need to install the driver manually. (see next page)

Installing Remote NDIS Compatible Device manually

3. In the Device Manager, go to "Other devices" and look for IP–over–USB.
4. Update the driver by right-clicking the IP–over–USB device, then follow these steps:
   a. How do you want to search for drivers?
      Select: Browse my computer for driver software (Locate and install driver software manually).
   b. Browse for driver on your computer.
      Select: Let me pick from a list of available drivers on my computer.
   c. Select your device's type from the list below.
      Select: Network adapters.
   d. Select the device driver you want to install for this hardware.
      Select: Remote NDIS Compatible Device and hit Next.
   e. Update Drive Warning. Select: Yes

5. Verify that the **Remote NDIS Compatible Device** is now listed under Network adapters in the Device Manager.

Still need help? Send us a message at support@loupedeck.com!