



# Meridian Chartware

Making navigation simpler, safer, quicker, and more accurate

## FAQ: What should I do if the software says it is running in Demo Mode?

**If your permits and licence are update and your product is appearing in demo mode when it should be in full mode then follow these instructions..**

If your permits and licence are up to date then product may be appearing in demo mode because it cannot detect the dongle.

Although it is possible that there is a fault with the dongle itself it is more likely to be a problem with the dongle driver software on your computer.

When you install the product it asks if you would like to install the dongle (DK2) driver first. If something has gone wrong with this stage in the installation you could be left without or with corrupt dongle driver software.

It is an easy matter to reinstall this driver.

You can use either the driver installer that came with your product or get the latest version from the DESkey website ([http://www.deskey.co.uk/deskey\\_downloads.php](http://www.deskey.co.uk/deskey_downloads.php))

Once you have reinstalled the driver you may have to restart your computer.

If you are still having difficulty perhaps there is a problem with the port you are plugging the dongle into. Try plugging it into an alternative port if one is available. See if another device will work connected to the port you have been using.

If you are confident you have ruled out other possible explanations, called the Helpline (details available on the 'Support' page,) and believe the dongle is faulty then Meridian can test it for you (although postal charges may apply).

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