



Broadcast
Software
International



Frequently Asked Questions

All Categories » General - Applies to all BSI Applications

Software Dongle not recognized by the software even though it's plugged in

Three things can cause this issue:

1. You have not installed the dongle driver, OR you have installed a very old version of the dongle driver.
Please install the latest dongle driver from the following link: <https://www.bsiusa.com/latest-drivers/>
2. The USB port is bad, try using another port.
3. The dongle itself is bad. (Light is not lighting up). **NOTE: The light on the dongle may not light if the USB port is bad as well, so that scenario should be taken into consideration when testing where the failure lies.**

If it's not a bad USB port, then please contact our Sales Dept. for information on obtaining a replacement dongle.
Sales: Toll Free USA. 888-274-8721 (888-BSI-USA-1)

Help Topics:

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Please Wait!

Please wait... it will take a second!