NXT Fantom Driver Troubleshooting

If you are having problems communicating with your NXT via USB then you probably have a Fantom driver installation problem.

Check whether your NXT is properly recognized by your system by right-clicking on the My Computer icon on your desktop and then selecting Manage from the popup menu. Once the Computer Management window is displayed click on Device Manager to view your devices. You can also get to the Device Manager view by opening the System Control Panel applet. From there click on the Hardware tab and then click the Device Manager button. You can also select Start|Run, type devmgmt.msc, and then click OK.
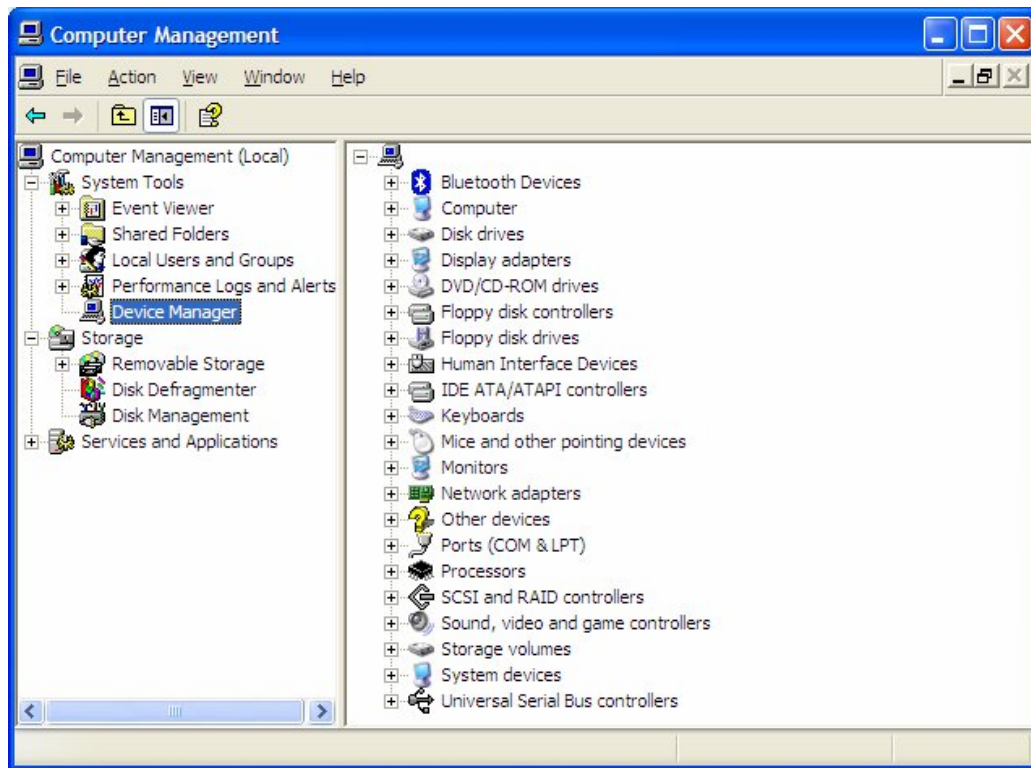
If properly configured, the NXT is listed under an item called LEGO Devices. If your NXT is plugged into a USB port and it is turned on then either you will see the LEGO Devices item or you will see an item called Other Devices. If you see an item in the tree labeled "Other Devices" expand it and right click on the USB Device listed beneath it. Select Properties.
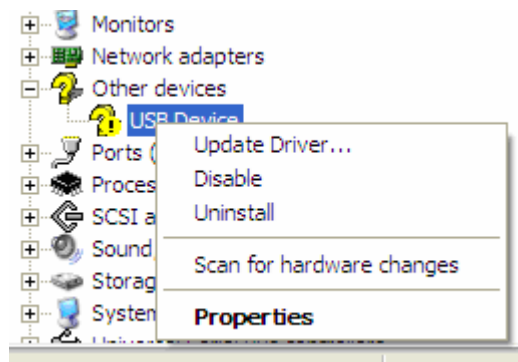
You should see a dialog with three tabs. Select the Details tab.
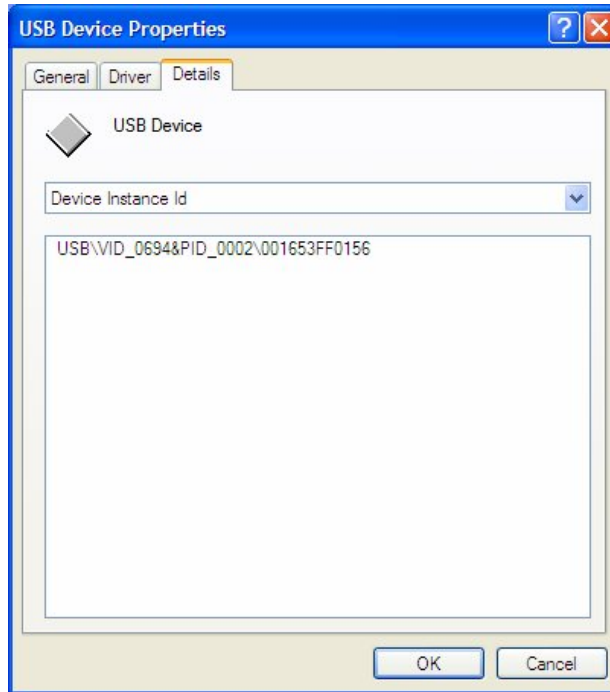
If the VID and PID match the values shown above (0694 and 0002) then you are looking at your NXT's USB Device information and the NXT Fantom driver has not been correctly installed.

Download the MINDSTORMS NXT Driver v1.02 update from the LEGO.com MINDSTORMS Update page (http://mindstorms.lego.com/Support/Updates/).

Save the zip to a known location on your PC and then extract the zip to a temporary directory. Execute "Setup.exe" to run the installer.
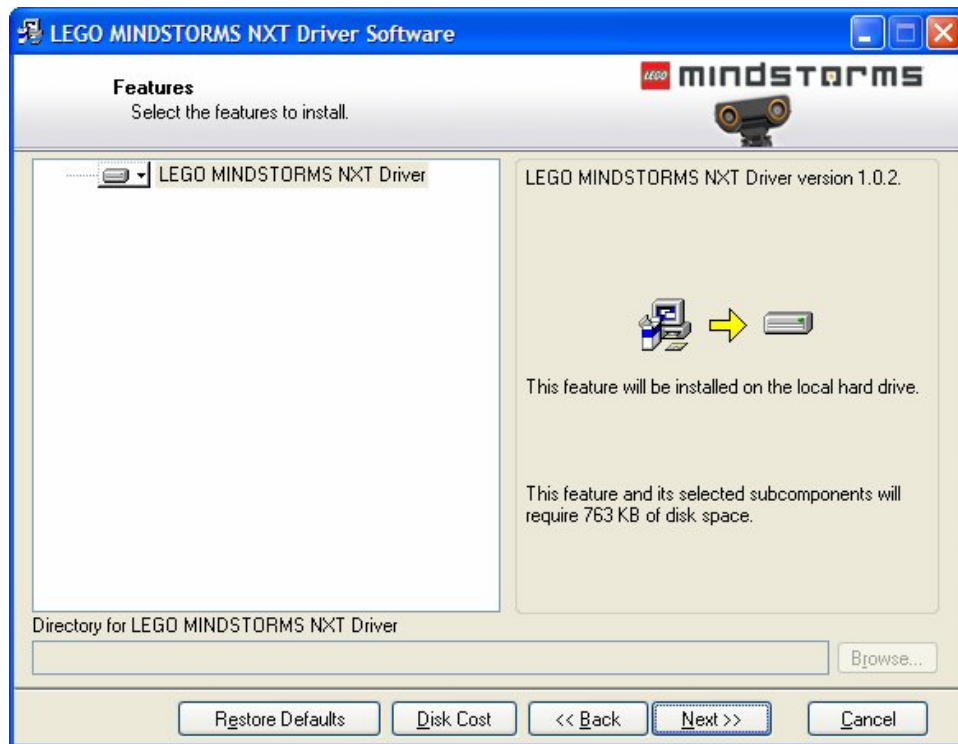
After you have finished installing the Fantom driver software, bring up the device manager window again. Right-click on the USB Device with the yellow question mark as before. Select "Update Driver...".
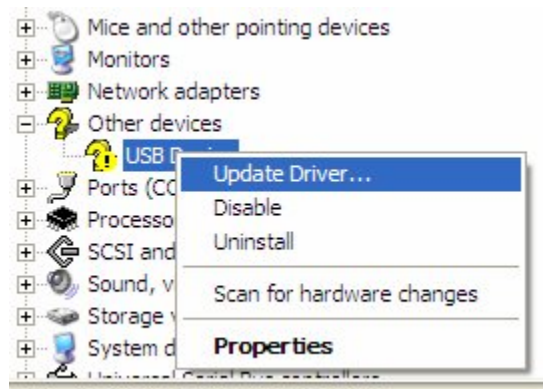
Select "No, not this time" and click Next.

Accept the defaults on the next page and click Next again. The wizard should automatically recognize the newly installed Fantom driver software and select it. Keep clicking Next or Finish until the wizard completes. After the wizard completes your device manager page should automatically replace the unknown USB Device with a LEGO Devices item containing a LEGO MINDSTORMS NXT device.
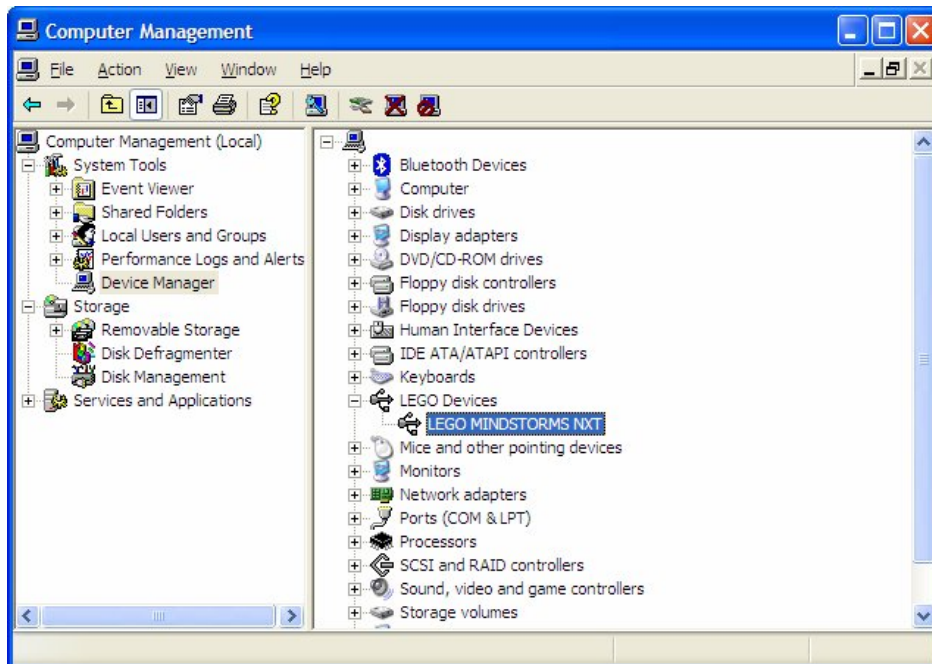
With the LEGO MINDSTORMS NXT device selected bring up the Properties either via the right-click menu or by double clicking on the item.
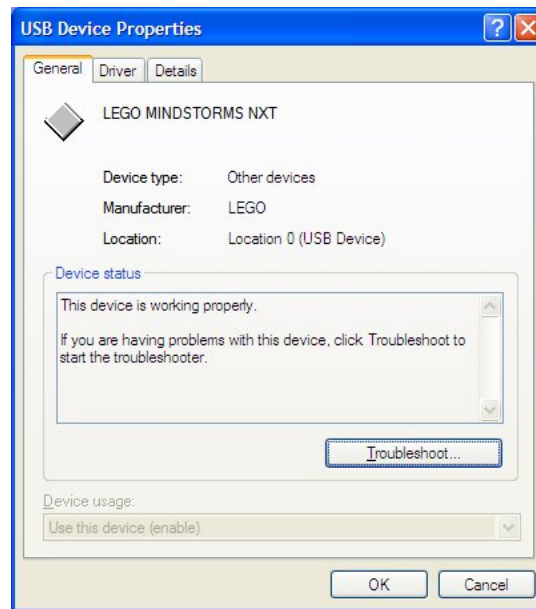
Switch to the Driver tab and click the Driver Details button to confirm that the driver is properly installed.

Now you should be ready to connect to your NXT using any software which uses USB and the Fantom drivers.