

Unsupported device type: 1003

Problem

When attempting to configure a device, "Unsupported device type: 1003" error message is displayed.

Solution

This error is displayed if you have an old beta testing device that has not been upgraded.

Perform the following steps to get the device working:

1. Upgrade the device firmware to the latest version.
2. For all devices that are shown under the '0x1003' group, go to Manage-Devices menu and tap on the device you would like to refresh. After that, from the pop-up menu, select 'Information' to refresh.

Related articles

[Page:Can not upgrade Firmware\(Can not search firmware image\)](#)

[Page:Device disconnects occasionally](#)

[Page:No output from the Dongle settings screen](#)

[Page:Can not calibration sensor in device setting](#)

[Page:Can not search device](#)