**Work-around for the Mister Sim error message (or Similar)**

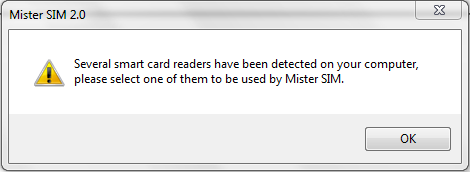


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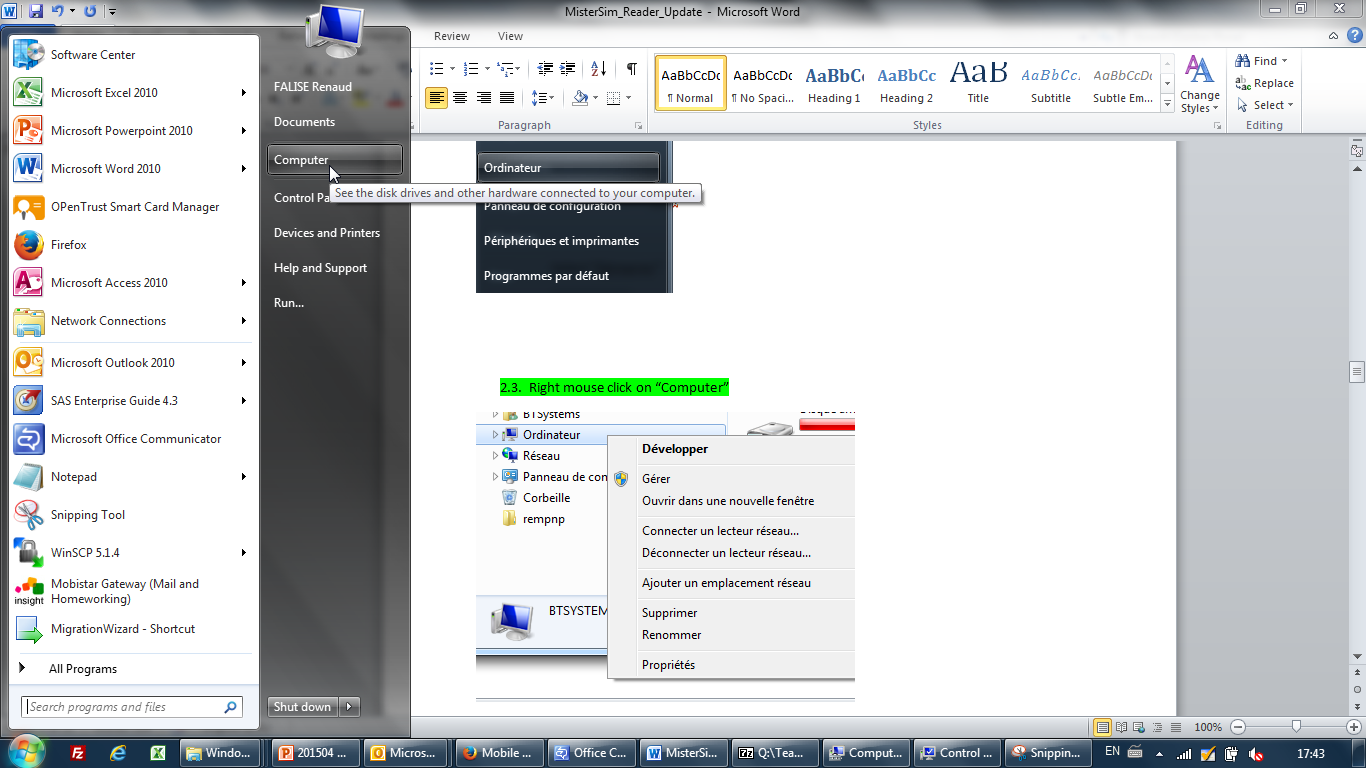
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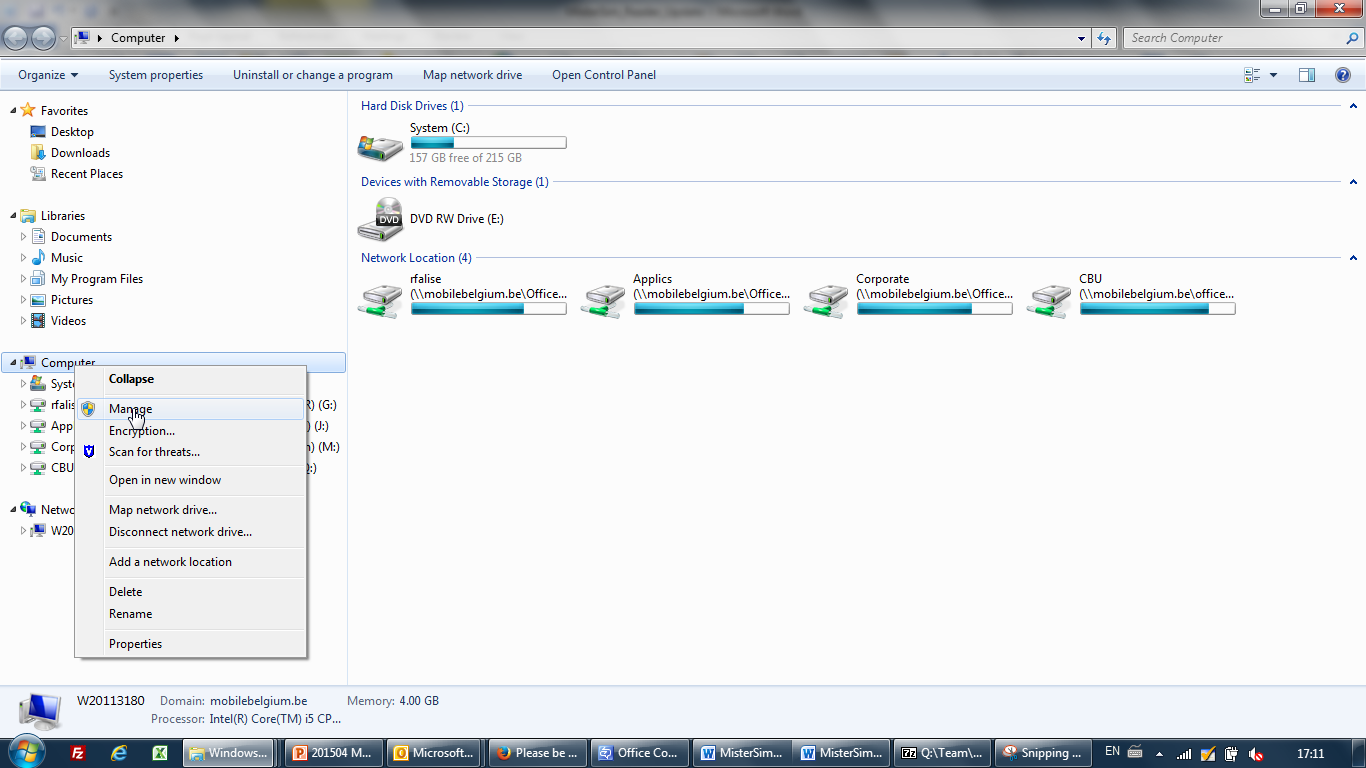
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# Check Reader Pilot version

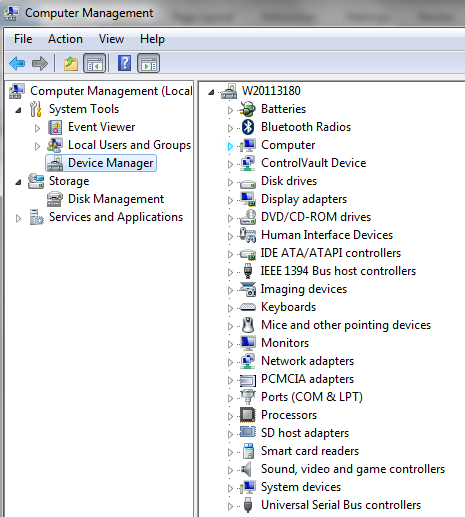
## Open “Computer” folder from the “Start Menu”



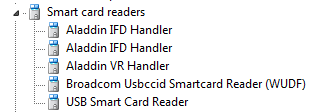
## Then perform a mouse right-click on “Computer” and click on “Manage”



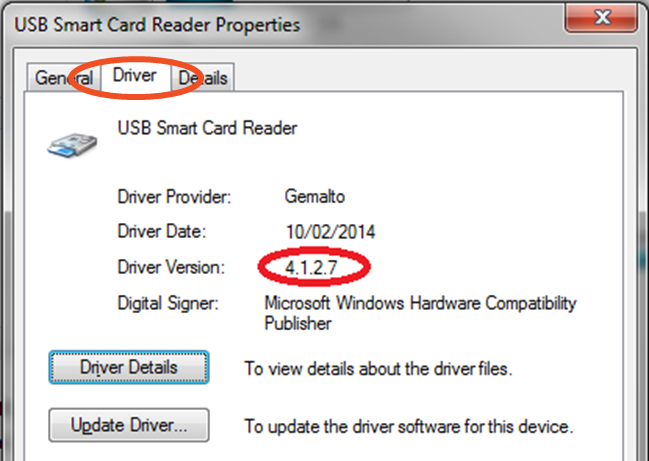
## Double click on “Device Manager »



## Double click on « Smart card readers »



## Double click on “USB Smart Card Reader then click on the “Driver” tab



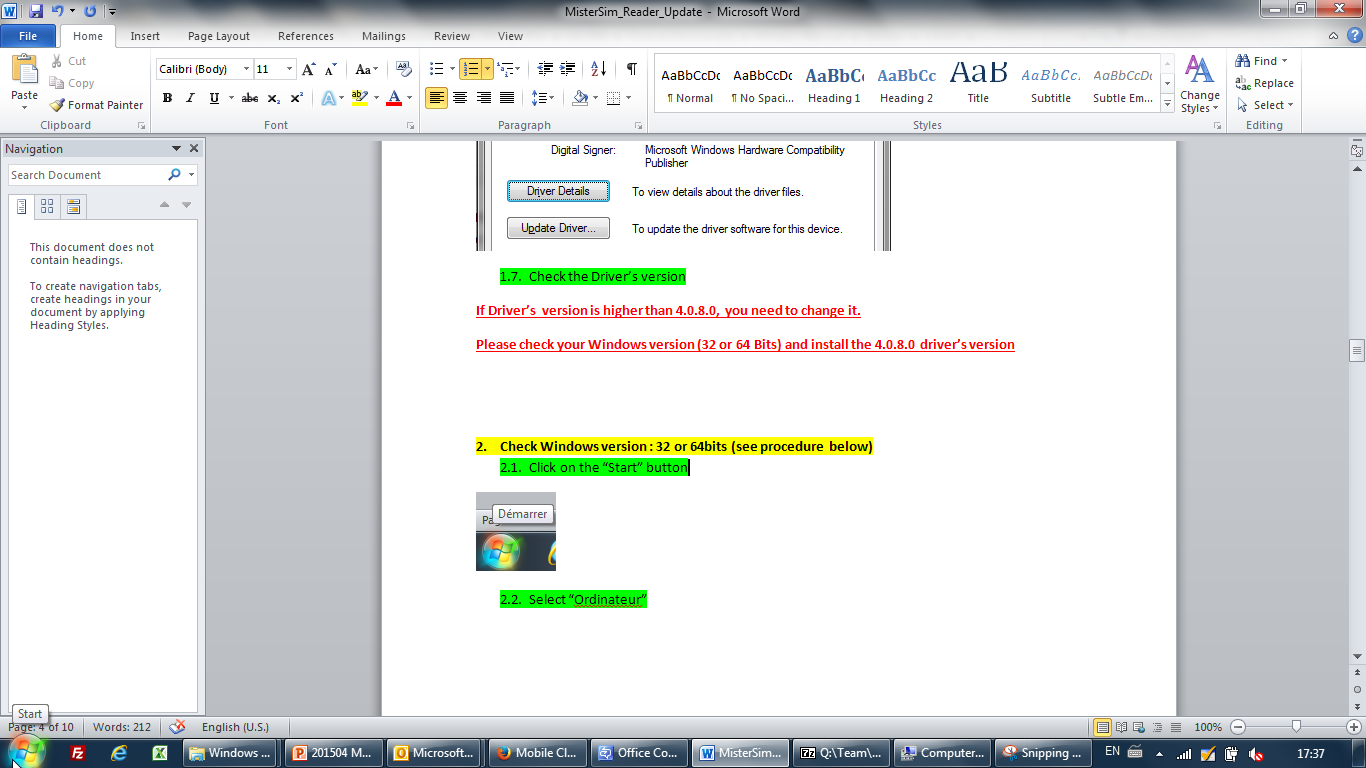
## Check the Driver’s version

**If Driver’s version is higher than 4.0.8.0, you need to change it.**

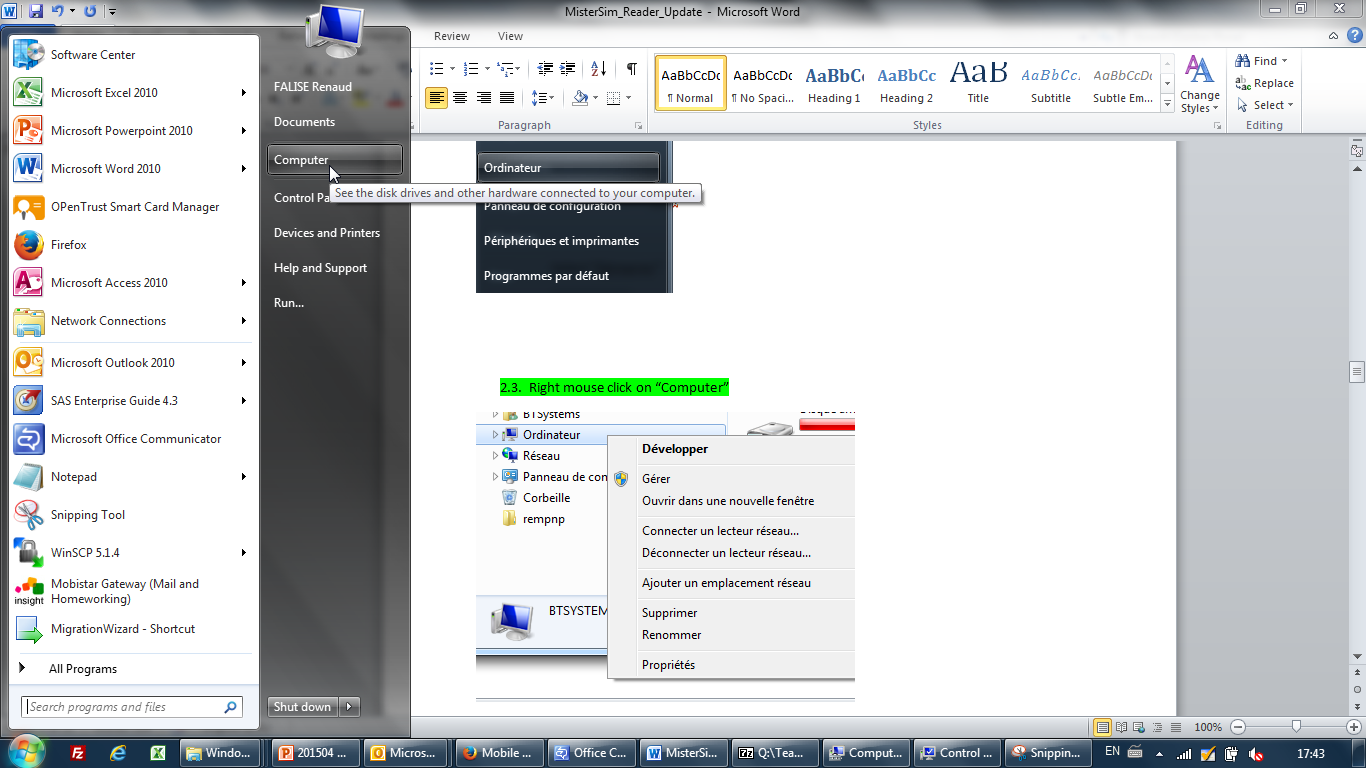
**Please check your Windows version (32 or 64 Bits) and install the correct 4.0.8.0 driver’s version**

# Check Windows version : 32 or 64bits

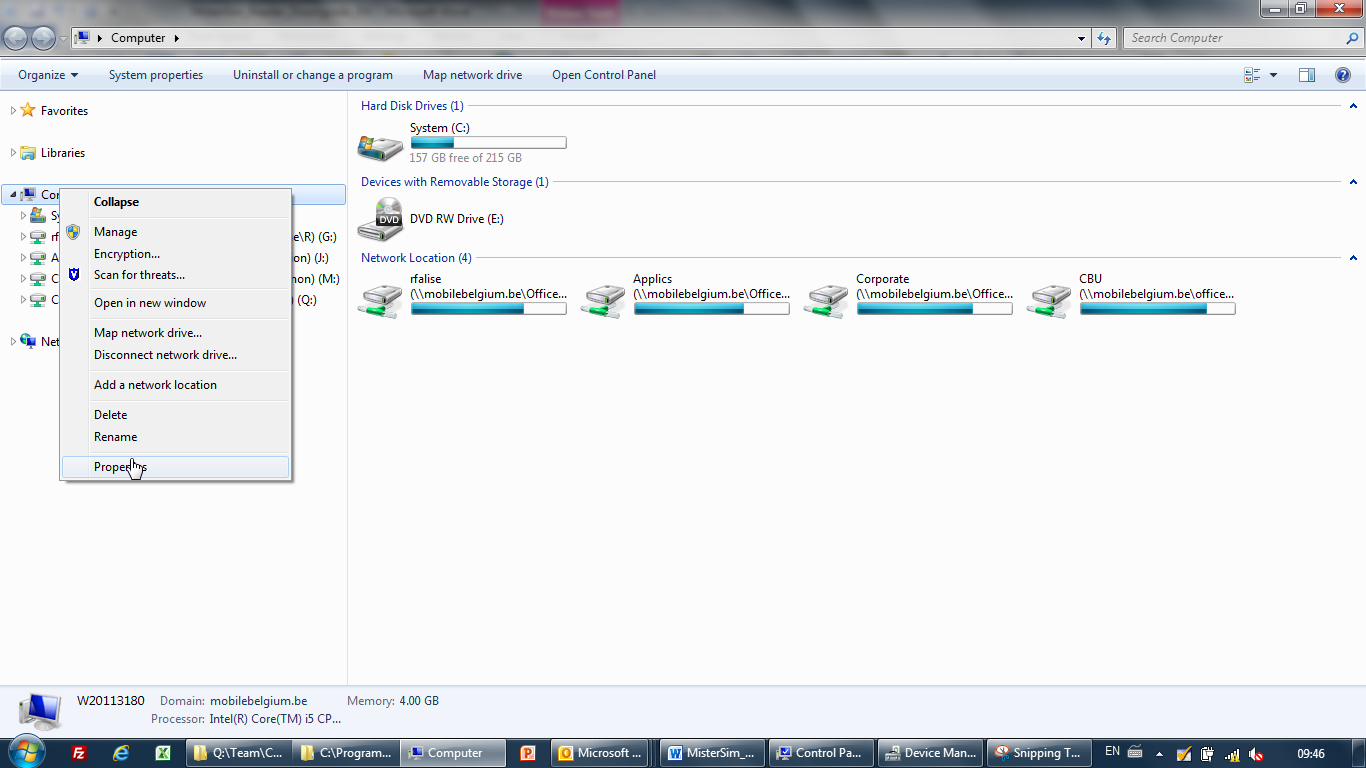
## Click on the “Start” button on the bottom left corner



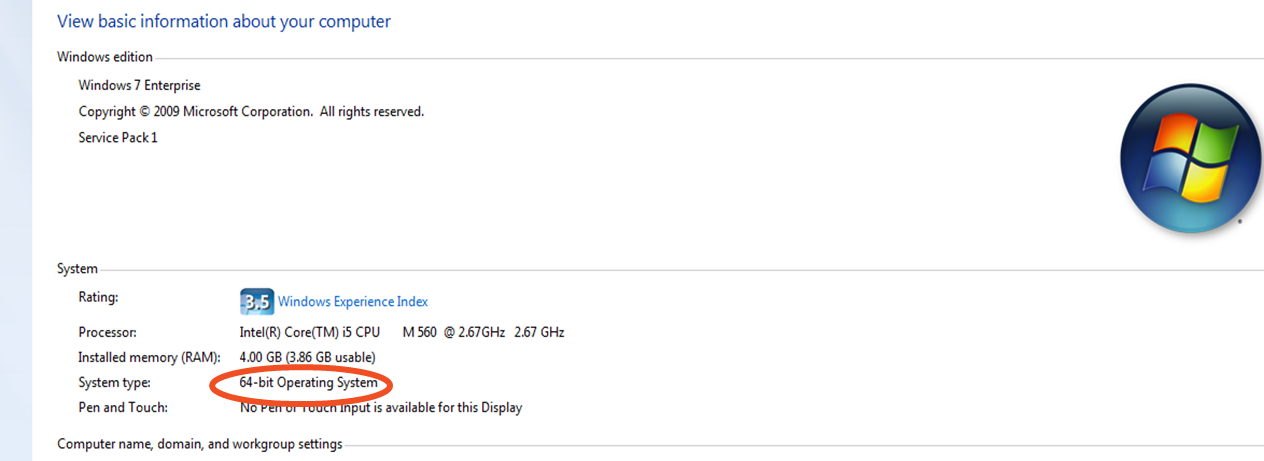
## Click on “Computer”



## Perform a mouse right-click on “Computer” then click on “Properties”

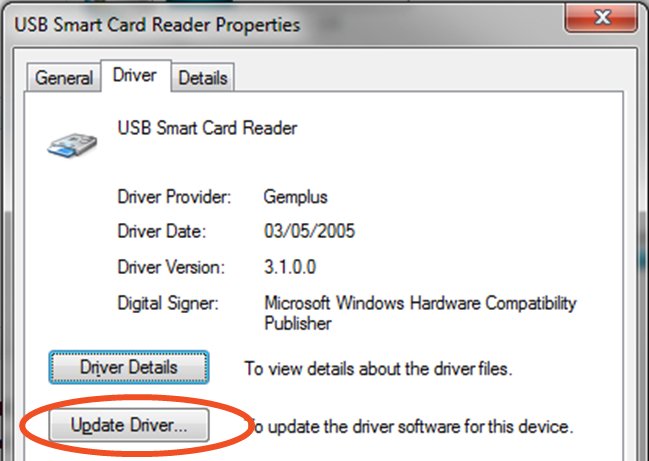


## Check the windows version 32 or 64 bits

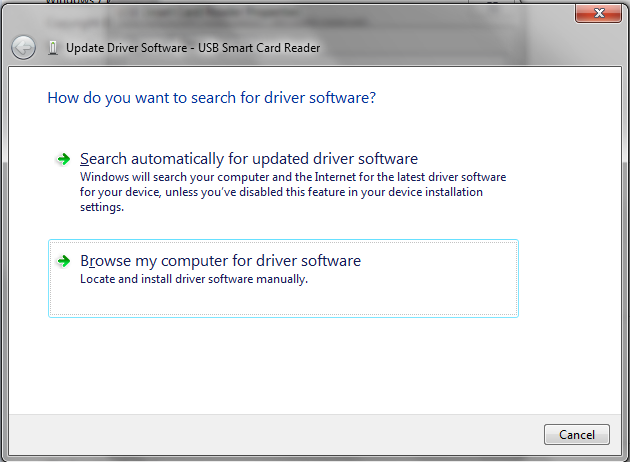


# Downgrade to the 4.0.8.0 driver’s version

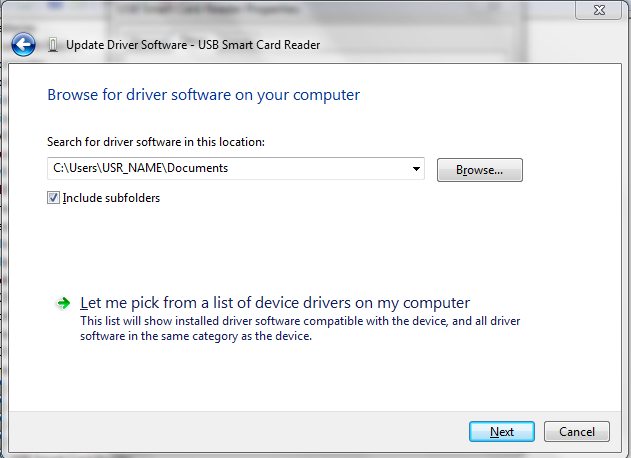
## On the driver’s tab, select “Update Driver…” (see §1.1 to 1.6 to reach that screen)



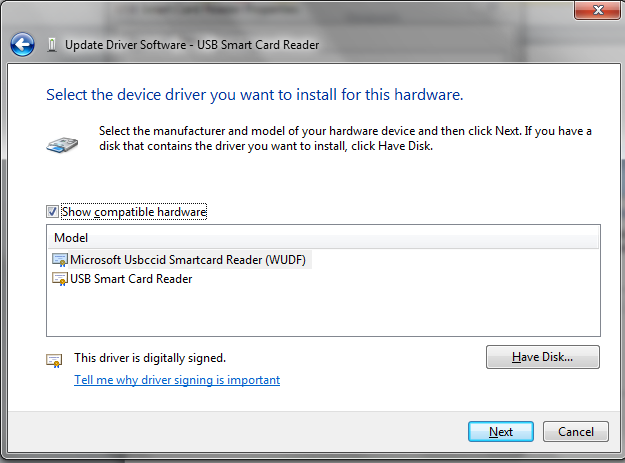
## Select “Browse my computer for driver software”



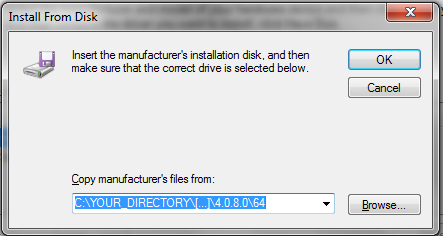
## Select “Let me pick from a list of device drivers on my computer”



## Select “Have disk…”

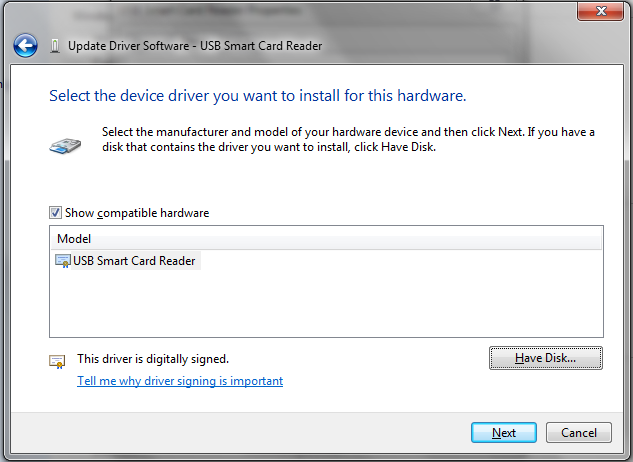


## Depending on your Windows version (Check the 2.X section to ensure you about the version), select driver 32 or 64 bits

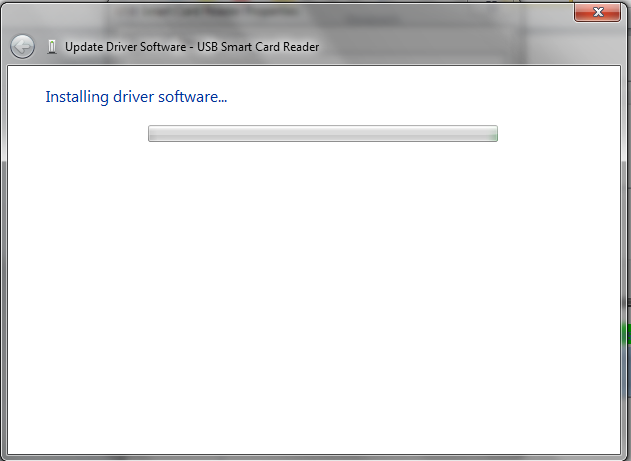


Note: You should have unzipped the folder “Drivers” in a folder (on your desktop for example) previously and browse into that folder. Click on OK.

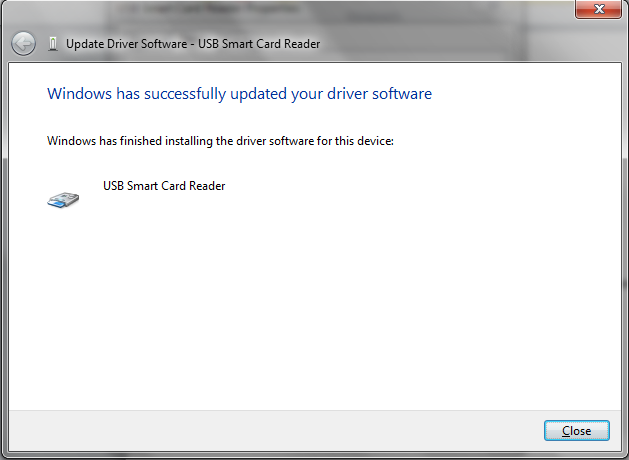
## Select “Next”



## Your Card Reader is installed. Now you can use Mister Sim

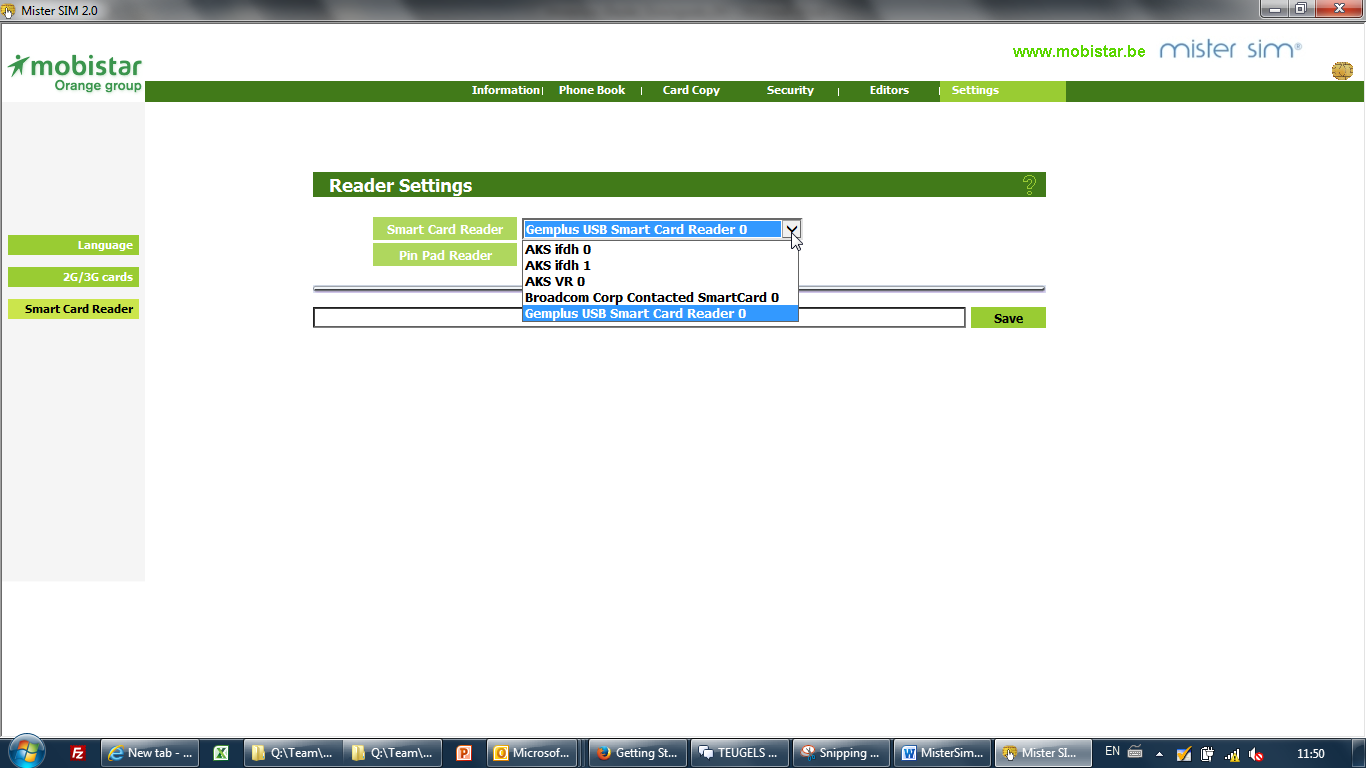


Then…



## You can now close all open windows and run the Mr SIM App

## When first launching Mr SIM, please go to the Settings tab and then click on Smart Card Reader on the left panel.



Select the “Gem Plus USB Smart Card Reader” and then click on “Save”

REM: Please do this operation even if the Gem Plus reader is the only one you see from the dropdown menu. Saving the reader is an important step