

# [PM3] Keep showing MS Office popup on PC

## ISSUE

After connecting PM3 to PC with HID mode, MS office log-in popup is displayed on PC continuously whenever scanning the barcode.

## APPLIES TO

PM3

## Troubleshooting Steps

	Cause	Solution
1	Wrong <i>Connect OS</i> Setting	<p><b>Change Connect OS</b></p> <ol style="list-style-type: none"><li>1. Press UP and DOWN button simultaneously to navigate to settings</li><li>2. Go to <b>Admin Menu &gt; Bluetooth &gt; HID Settings &gt; Connect OS</b></li><li>3. Select <b>Windows</b> and save the setting</li></ol> <p>Refer to the below descriptions to find proper setting value.</p> <ul style="list-style-type: none"><li>• Android: Default value for compatibility with Android devices. No special features.</li><li>• iOS: Have SIP show/hide toggle feature by UP button.</li><li>• Windows: Fixed input program issues version. Additional features like unconditional wake-up nulls action added.</li></ul>

Refer to similar troubleshooting guides.

### Similar Troubleshooting

- [\[PM3\] Reading count is displayed '0' only](#)
- [\[PM3\] Cannot get scan data](#)