DoseBadge Reader common technical issue help for Windows

If dbLink is not connecting to the doseBadge Reader there could be a few different issues

This could be due to the user not having administrator rights on the system. To solve this issue the user should consult their IT Technician to follow these steps or to give them administrator rights.

Another issue may be that the doseBadge has not got the latest firmware installed, In order to fix this the user should send the product in for service to have it updated.

If the doseBadge Reader still does not work, please follow the instructions below.

 First the user should go to the Control Panel and select Hardware and Sound.
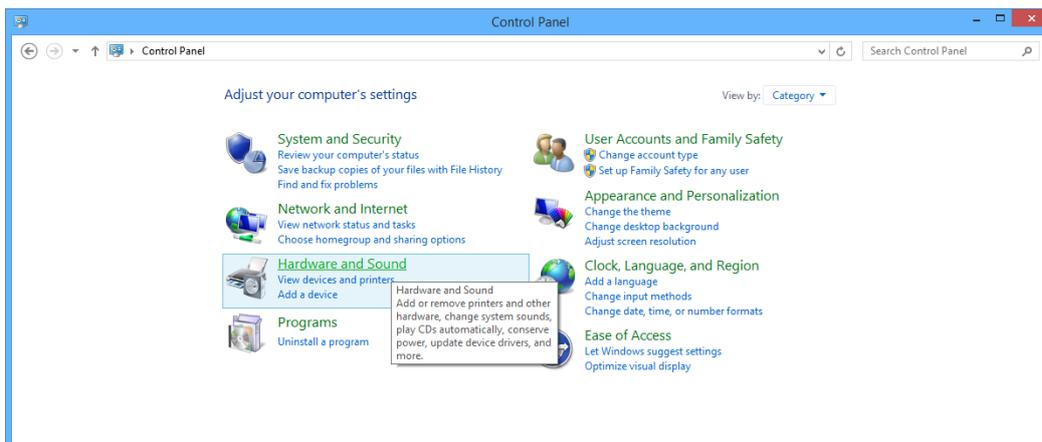
Then find the heading devices and printers and select "Device Manager"
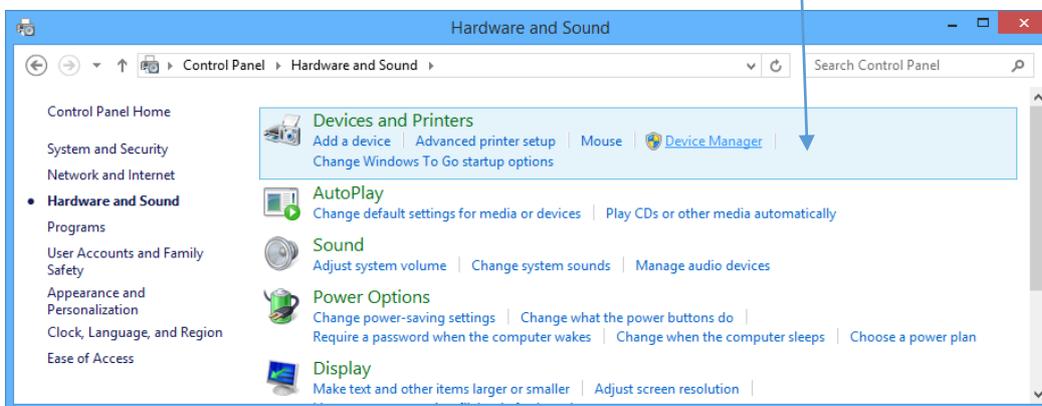
Once open search for the connected device under the heading Universal Serial Bus Converters, the device should either be named doseBadge Reader or USB Serial Converter.
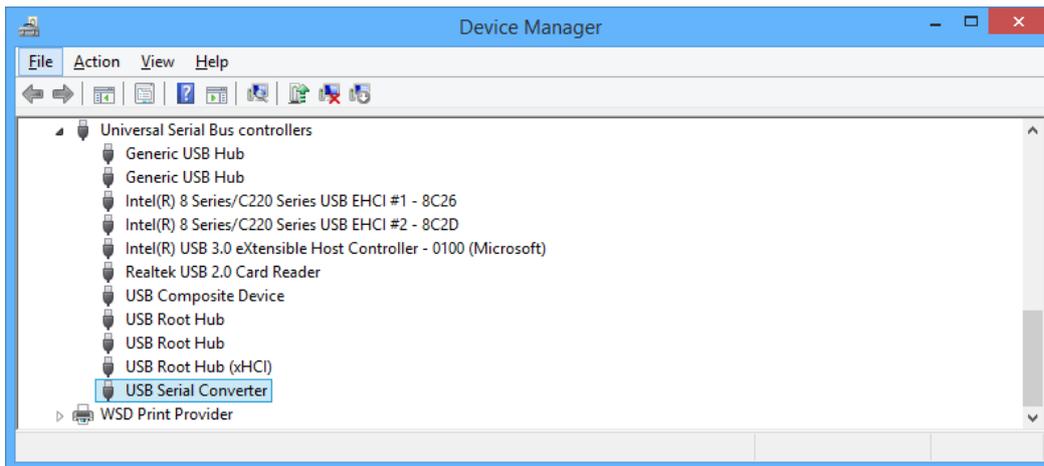
Precede to right click the device and select "Uninstall", you will then be prompted with a message box asking you if you wish to delete the driver software for the device, ensure that you select the tick box and select "OK".


Once the driver has been uninstalled unplug the doseBadge reader and plug it back in. Then go back to device manager and right click the USB device and select "Update Driver Software"
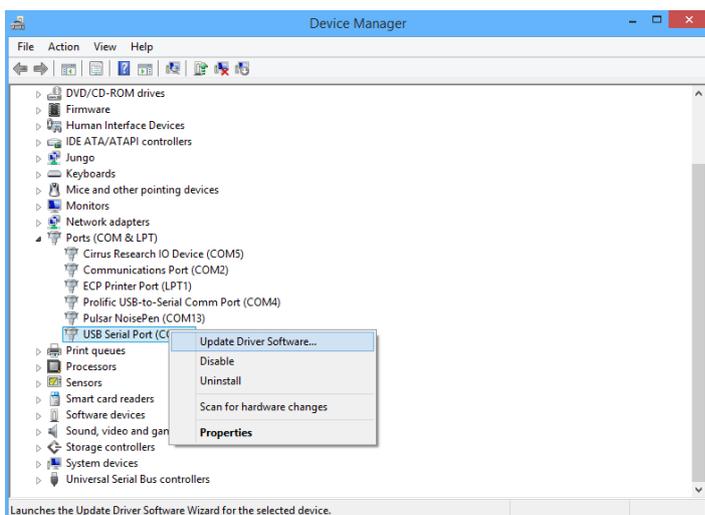
Then select "Browse my computer for driver software"
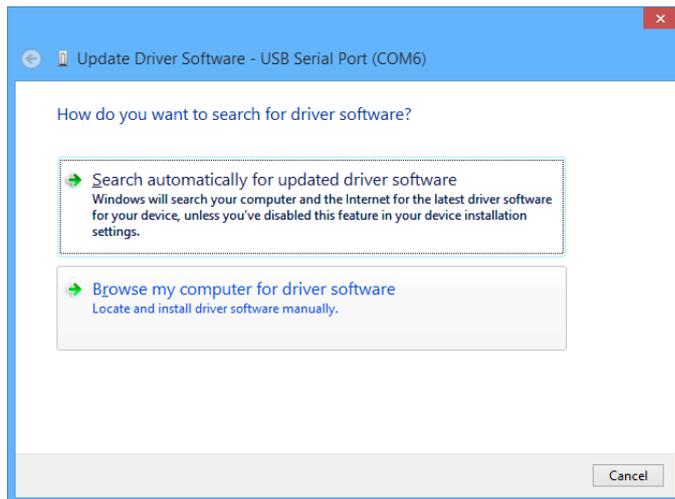
Then select "Let me pick from a list of device drivers on my computer" and click next
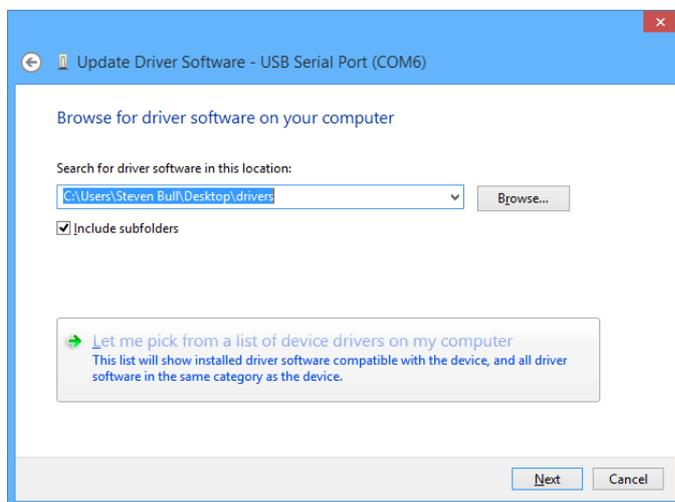
This window will then give you a list of your installed drivers for this product, select "USB Serial Port Version: 2.8.30.0" and click next
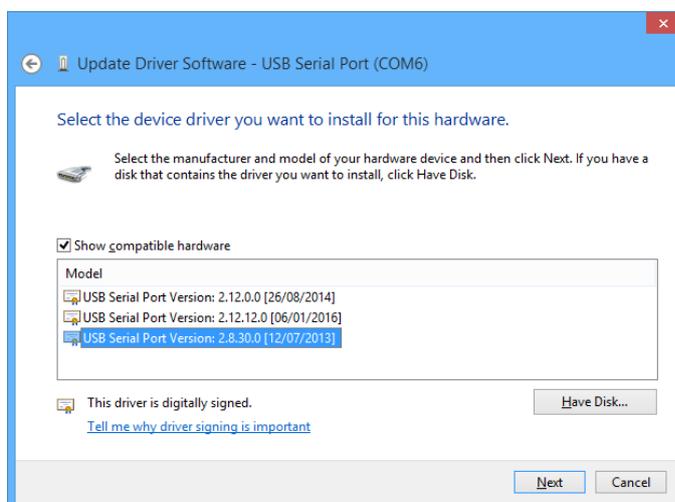
Once complete you will be given this screen
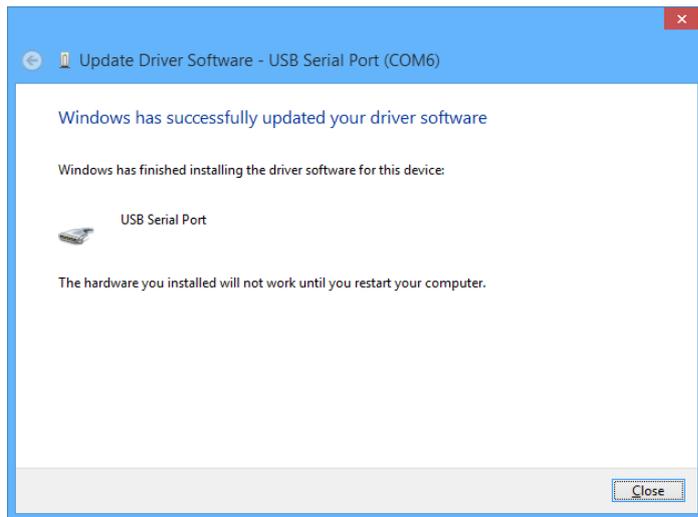
Once finished restart your computer. After this you should plug the doseBadge Reader back into the computer and start dBLink.