**DoseBadge Reader common technical issue help for Windows 8**

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"
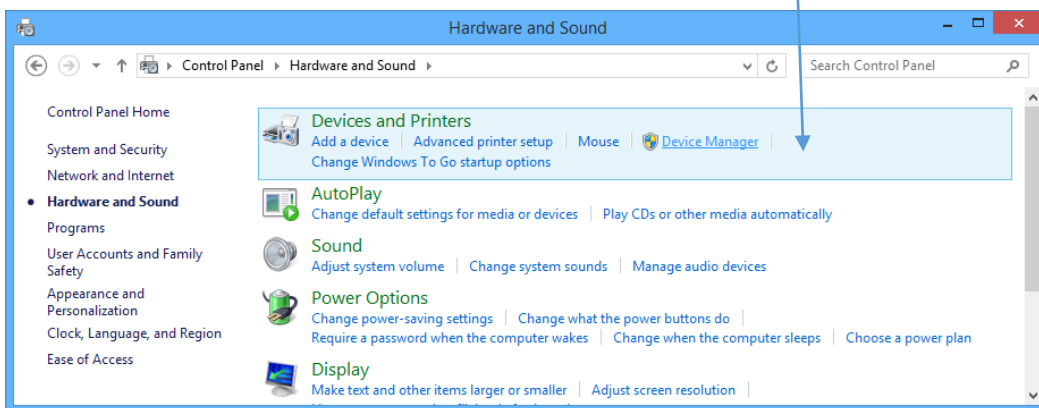


Once open search for the connected device under the heading Universal Serial Bus Converters, the device should either be named doseBadge Reader or USB Serial Converter.
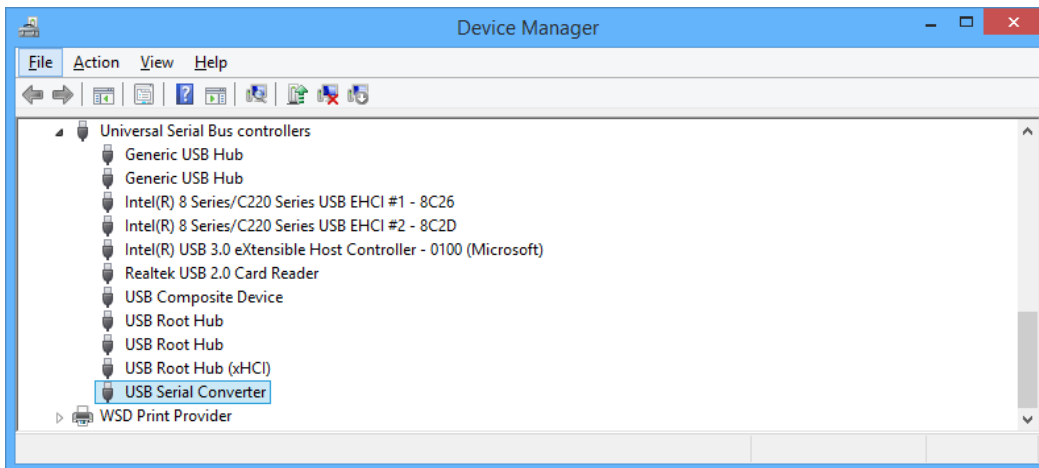
Precede to right click the device and select "Uninstall", you will then be prompted with a message box asking you if you wish to delete the driver software for the device, ensure that you select the tick box and select "OK".
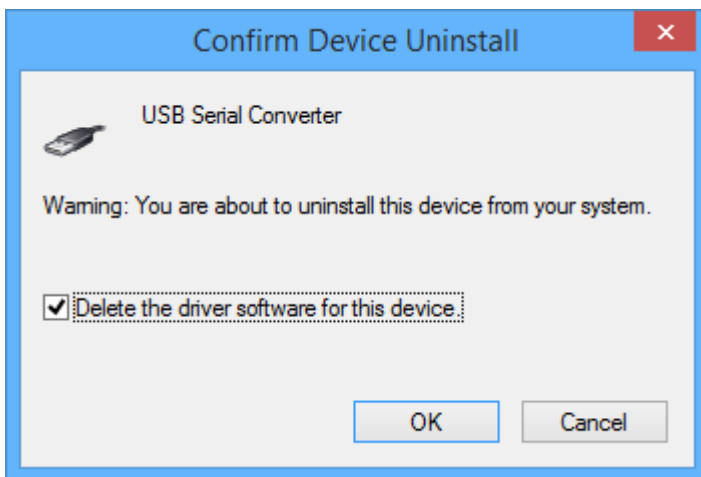


Once finished restart your computer. After this you should plug the doseBadge Reader back into the computer and let windows install the new drivers, once this has finished you can start dbLink and read all the data from the device.