

MobileDemand Technical Support Bulletin

Bulletin #: 20060516

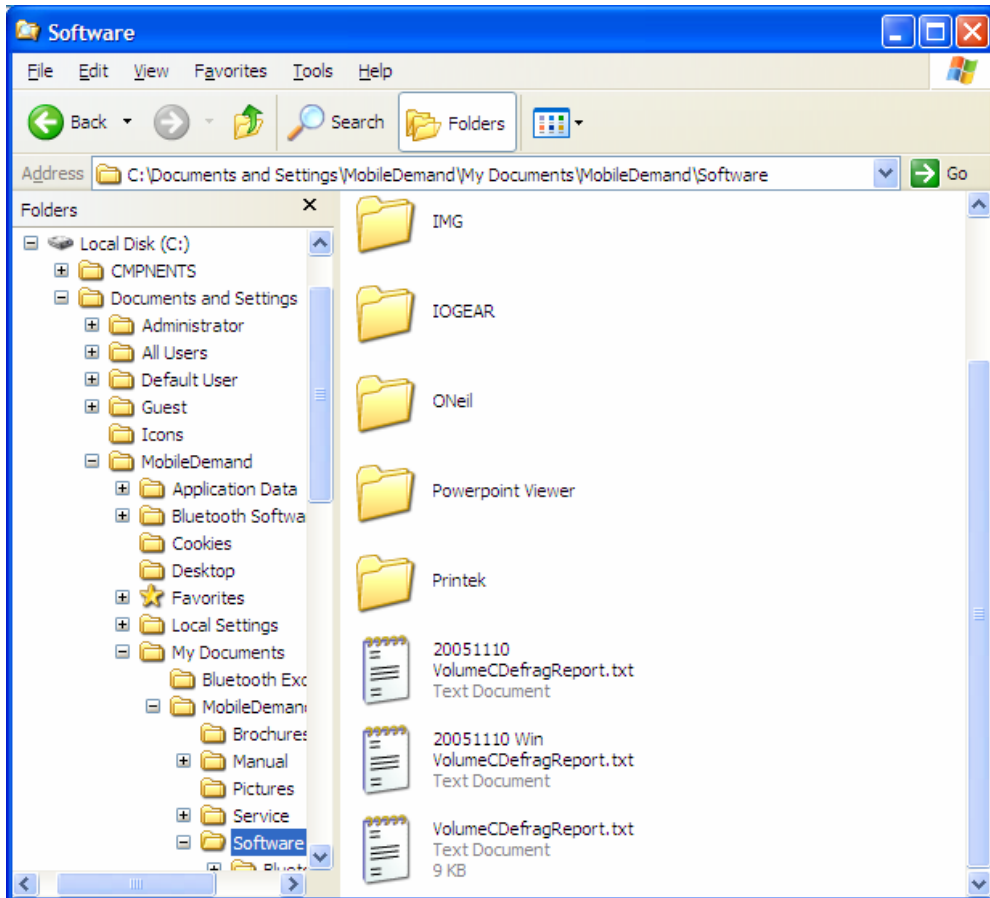
Subject: Serial Adapter Module

Installation:

Driver:



- 1) **A New tablet should install the adapter on its own, so you should be able to skip to the Adapter section.**
- 2) Insert the SanDisk compact flash card that accompanied your adapter. This is the slot to the right of the tablet speaker.
- 3) Power up the unit.
- 4) The compact flash card should be auto detected and open as a drive (example: D:\). There should be a folder there called R2176.
- 5) Right click and **copy** this folder.
- 6) Right click on the start menu, select **Explore**
Navigate to this file folder C:\Documents and Settings\MobileDemand\My Documents\MobileDemand\Software



- 7) Right click and **Paste** R2176 into this Software folder.

Adapter:

- 1) Attach the adapter module to the bottom off the tablet as shown with the 2 screws provided.

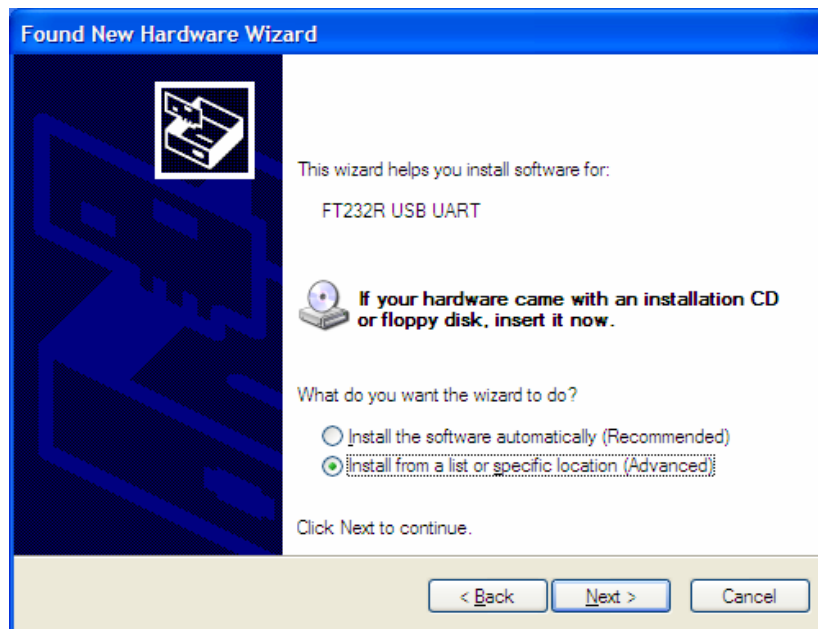


- 2) The device may auto install and information bubbles in the bottom right hand corner will inform you if this happens. If it doesn't then a Found New Hardware wizard should open automatically. If this is the case then follow the next steps.

- 3) Can Windows connect to Windows Update to search for software? **Select No, not at this time.**

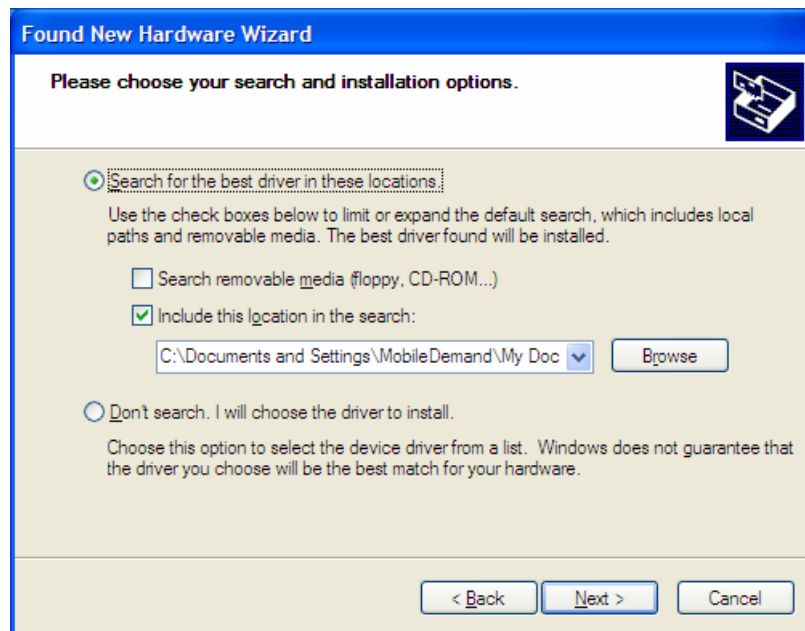


- 4) Click **Next**
- 5) What do you want the wizard to do? Select **Install from a specific location**

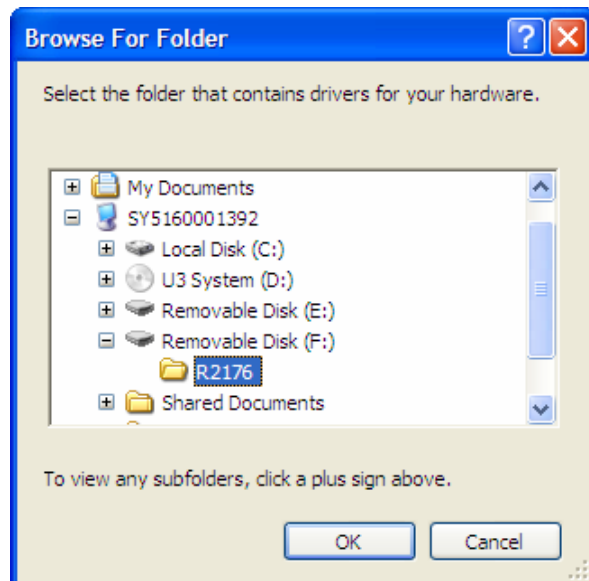


- 6) Click **Next**

- 7) **Search for the best driver in these locations & include this location in the search**, should be checked.

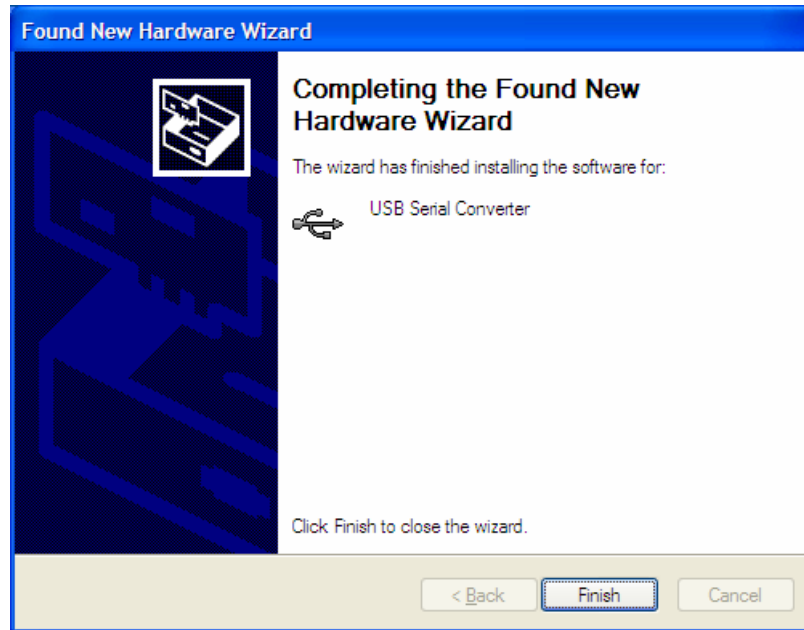


- 8) Click **Browse**
- 9) Navigate to C:\Documents and Settings\MobileDemand\My Documents\MobileDemand\Software



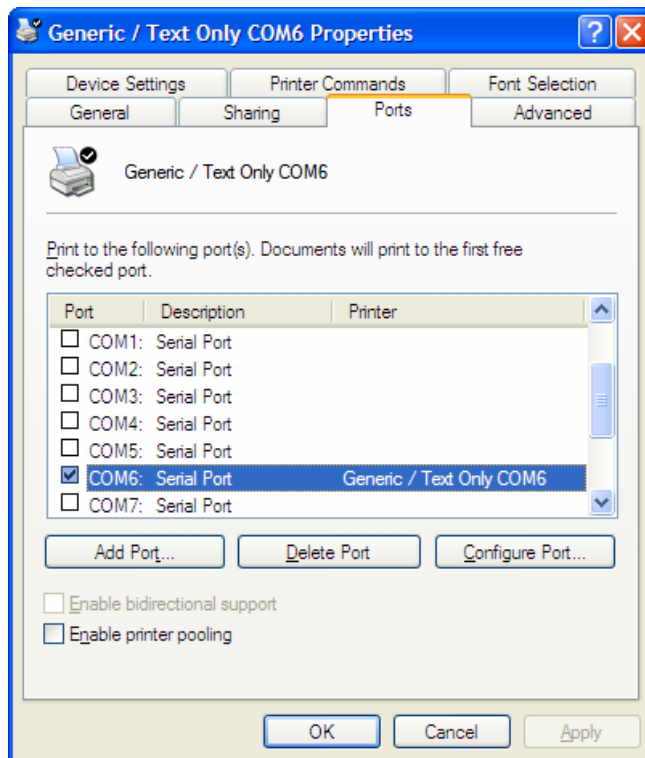
- 10) Click **OK**
- 11) Click **Next**

12) The wizard has finished installing the software for:

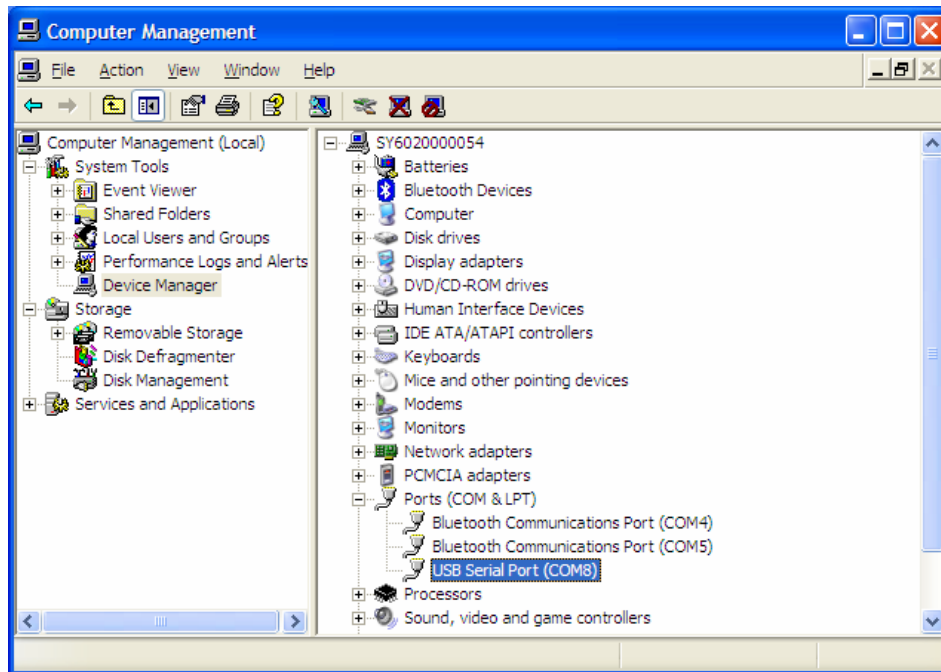


Port Settings:

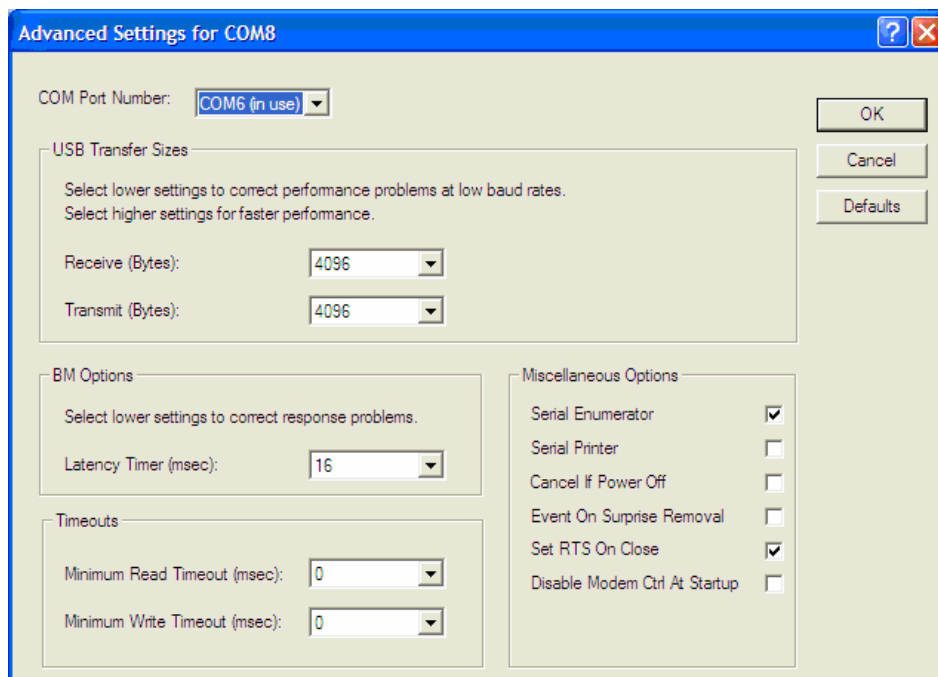
1) The port setting that the adapter is assigned to must be changed to match the port that the printer is assigned to. To check the printer: **Start – Printers and Faxes –** right click on **Generic/Text Only** printer (or the name of the printer you are using here) – **Properties** – select the **Ports** tab. The box for port 6 is usually checked. If it isn't check it and click **Apply**. Then click **OK**.



2) Check which COM port the USB adapter is connected to. Right click **My Computer** icon – **Manage**, in the left column select **Device Manager**, in the right column select **Ports**.



- 3) Double click on **USB Serial Port** – click **Port Settings** tab – click **Advanced**, in the com port drop down select **COM6**. It will say that it is being used by another device, but select **Yes** anyway.



- 4) Make sure that the boxes next to “**Serial Enumerator**” and “**Set RTS On Close**” are both checked. Click **OK** – click **OK**.
- 5) Now restart the tablet and test printing.
- 6) Right click the printer again – **Properties** – **General** tab – **Print Test Page**

If there are any further questions, please do not hesitate to call MobileDemand at 319-363-4121, or e-mail us at support@mobiledemand.com.