

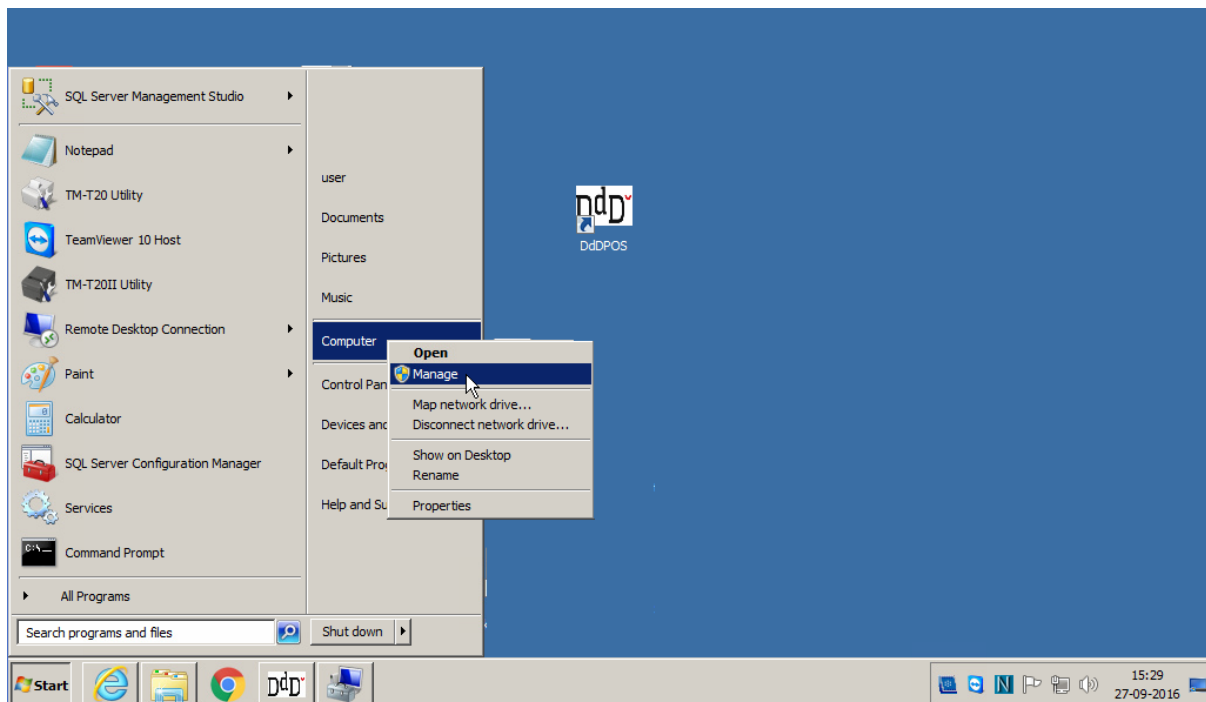
DdD Retail A/S |

Check if cradle is installed correctly

How to locate and check if stocktake cradle is installed correctly

Manage

Open Start-menu and right-click on "Computer". Press "Manage".



Device manager

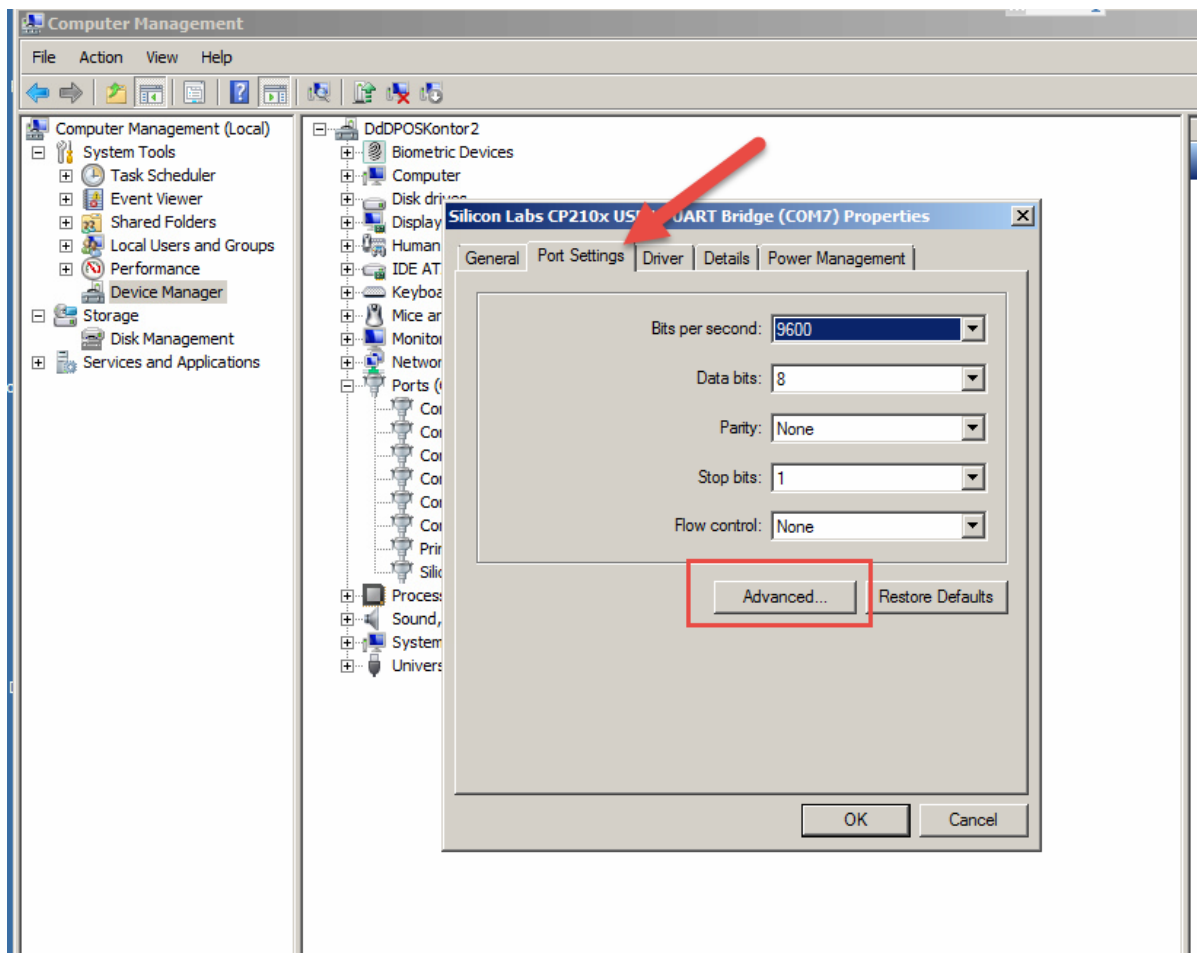
A new window opens up.

1. Click on "Device Manager"
2. Open "Ports" by clicking on the plus sign (if not already opened up)
 - a. Check the "Silicon Labs CP..."
 - b. If it says "(COM7)" like on the picture above, you are good to go 😊
 - c. If not - please follow instructions below
3. Double-click on the "Silicon Labs ..." on the list
 - a. If you have two Silicon Labs on the list, is it because you have two cradles connected, and it will not work before you unplug one of them
 - b. If you are missing a Silicon Labs CP... on the list, it might be because no cradle is plugged in. Else please call DdD Support.

Port settings

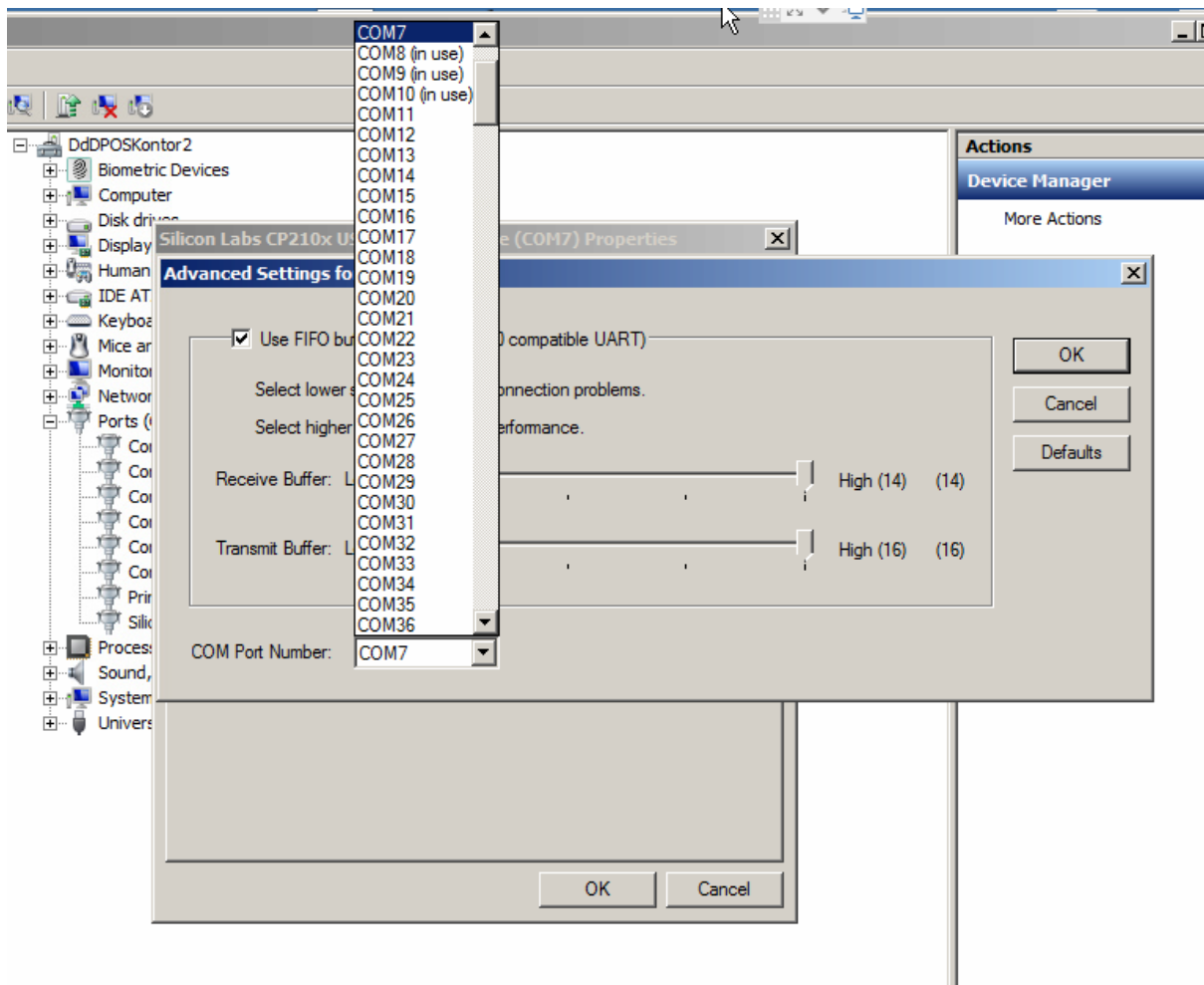
Press the "Port settings" tab.

Press "Advanced..."-button as shown on picture below.



COM7

Open drop down menu under COM Port Number and choose COM7



Note: Just ignore if the COM7 is in use (like COM8 on picture below). If COM7 is in use, just press "Yes" in the Pop-up window.

Check the connection

Check the connection by either trying to empty a scanner OR:

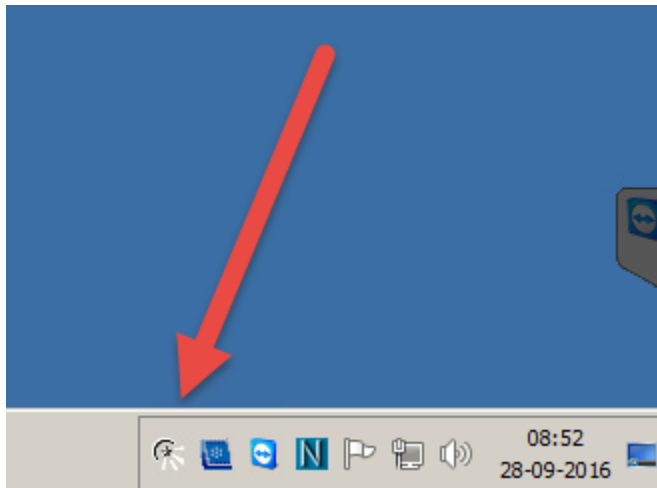
1. If you have an Inventory folder to empty your scanners:
 - a. Open the "INVENTORY" folder
 - b. Click on "2.Empty scanner"
 - c. Move on to bullet number 3.



2. If you are using BackOffice through the  button:

- a. Click the “empty scanner” button in the inventory column
- b. Press the “Start”-button (looks like a flag) on your keyboard
- c. Move on to bullet number 3.

3. Notice the little star icon  in your process bar in the right corner. Double-click it.



A new window opens up

You are good to go if you can see COM7 enabled in the new window like the picture below. If you can't see the COM7 enabled, restart the computer.

