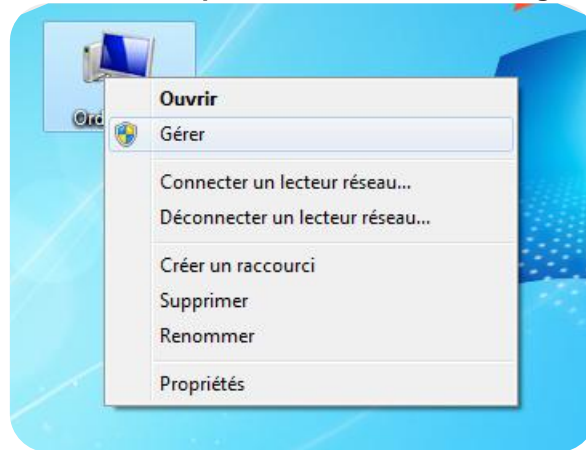


Installation C+K drivers

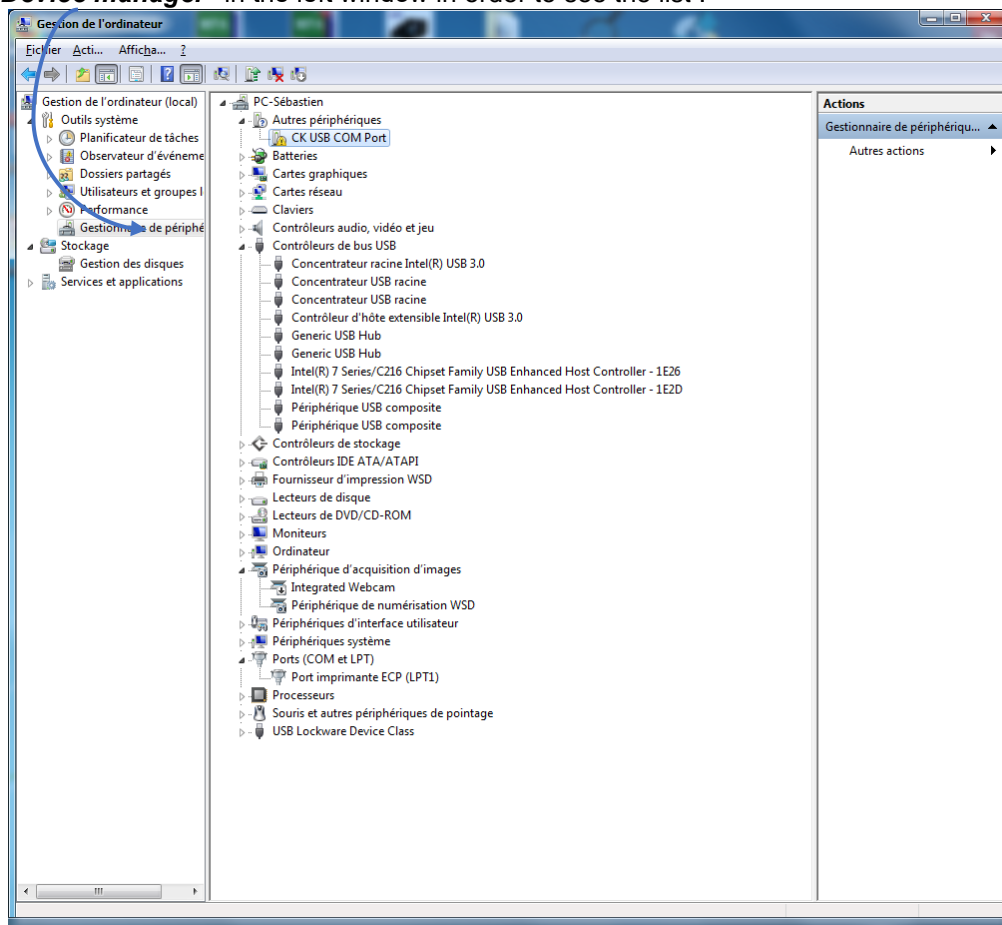
Connect the external power supply to the C+K device and plug the USB cable to the computer. Windows will detect the device & ask to install the 2 drivers :

- "**CK USB converter**" driver
- "**CK USB COM port**" driver

To finalize installation (manual installation) it is necessary to open device manager on your computer. Click with the mouse right button on "**computer**" icon & select "**manage**"



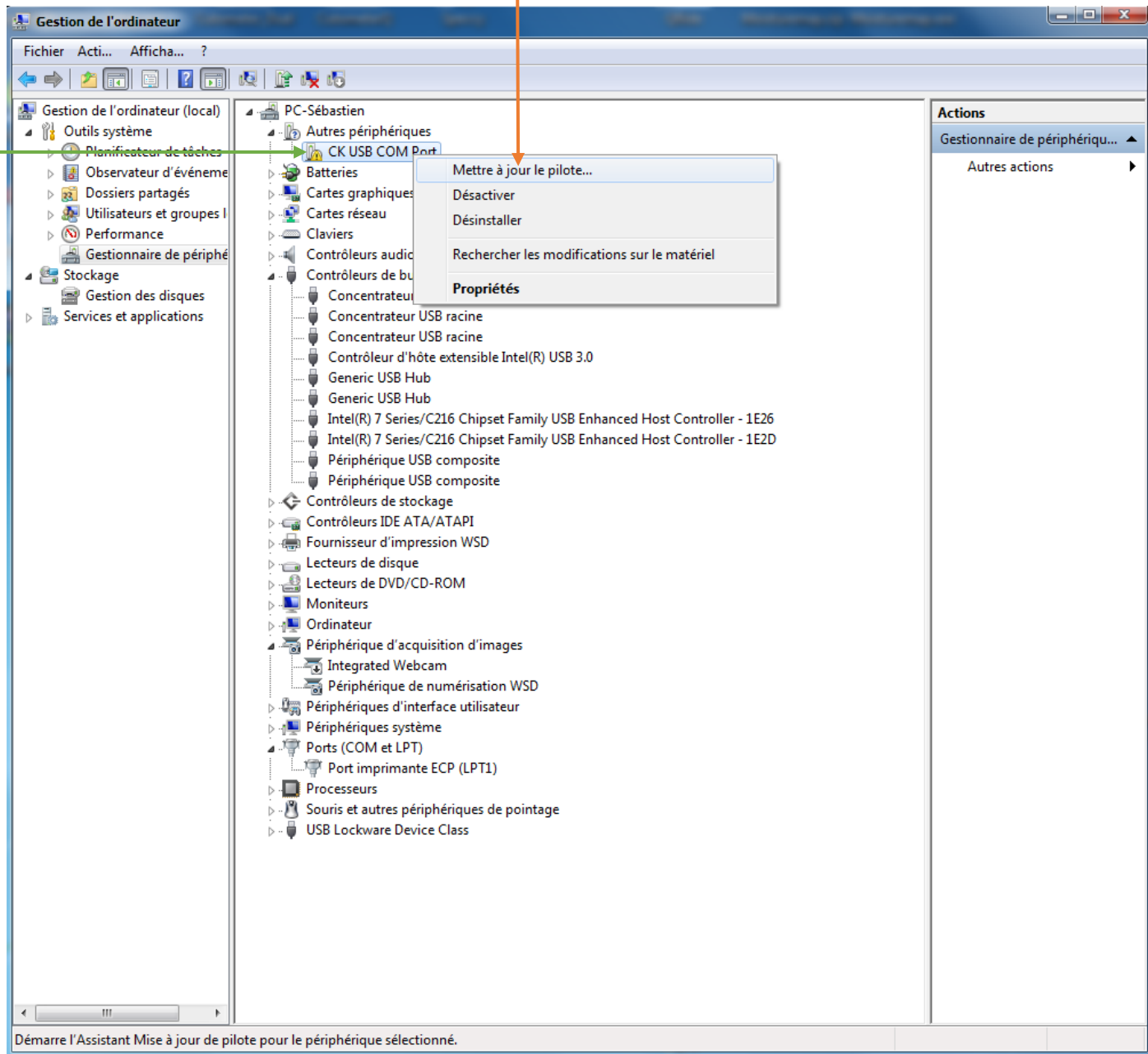
Select "**Device manager**" in the left window in order to see the list :



Search driver "CK USB COM port" (appear with a (!) that indicates not installed).

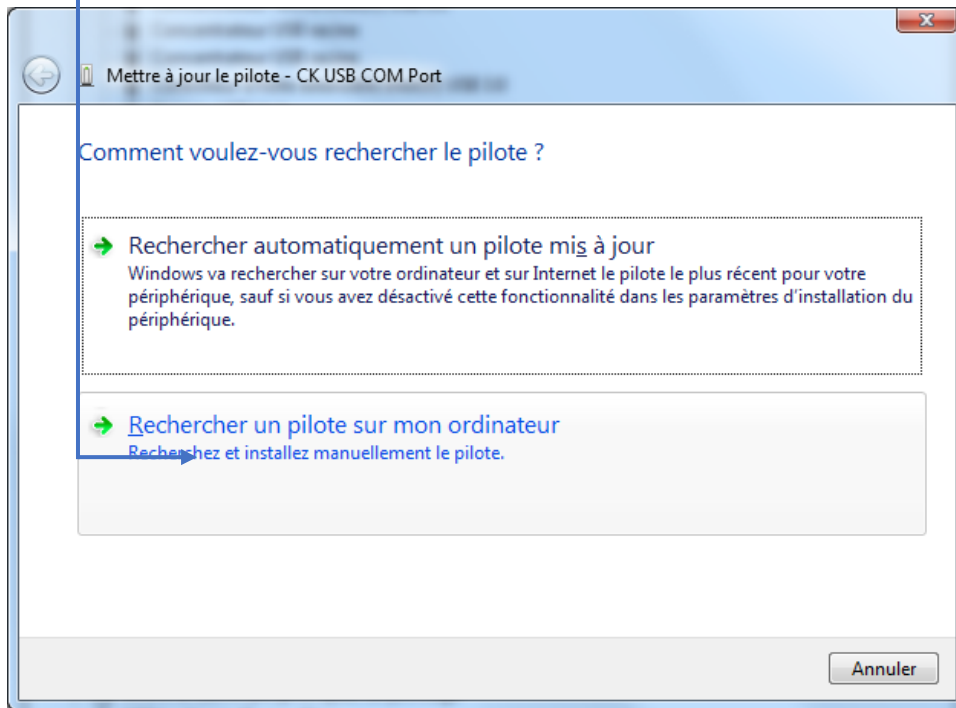
Select « CK USB COM port » & click right button to see the menu list

Then select « **Update driver** »



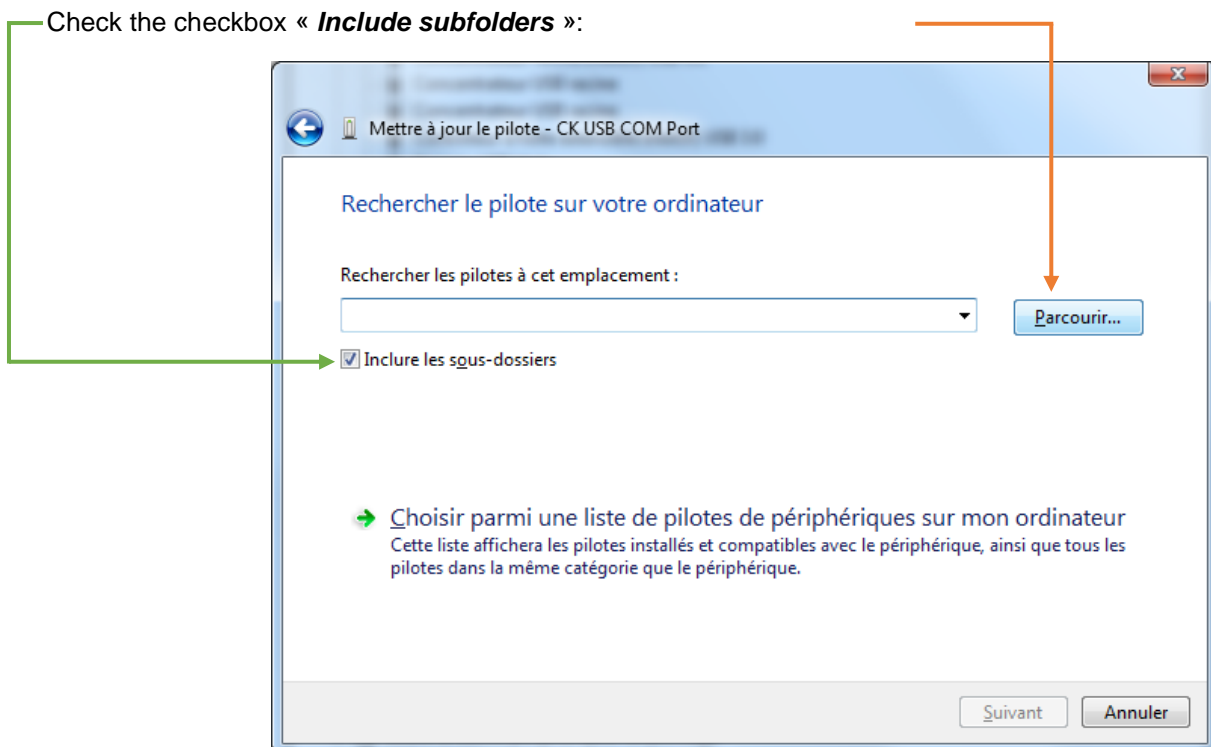
The following window opens :

Select « **Search a driver on my computer** »



Browse the computer to indicate drivers folder (CD or folder).

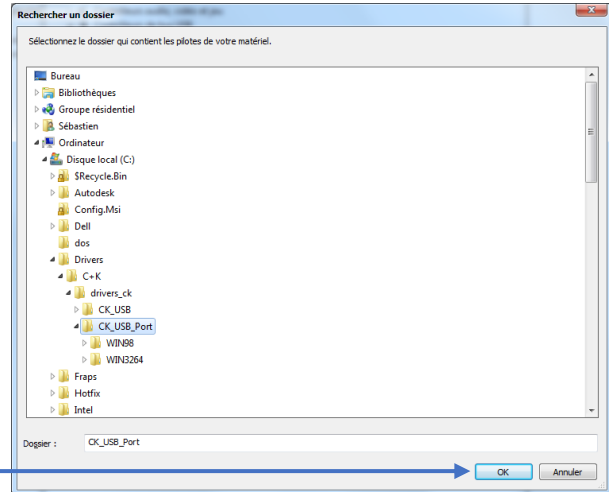
Check the checkbox « **Include subfolders** »:



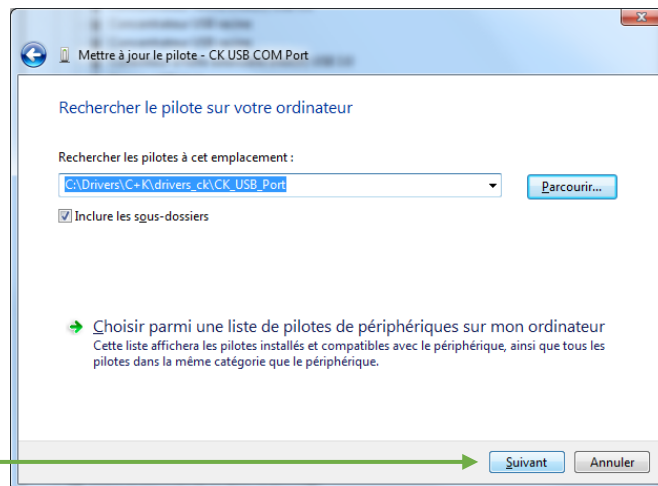
Select folder « **CK_USB_Port** » & click on “OK”

If you don't have the drivers you can download them on the website below:

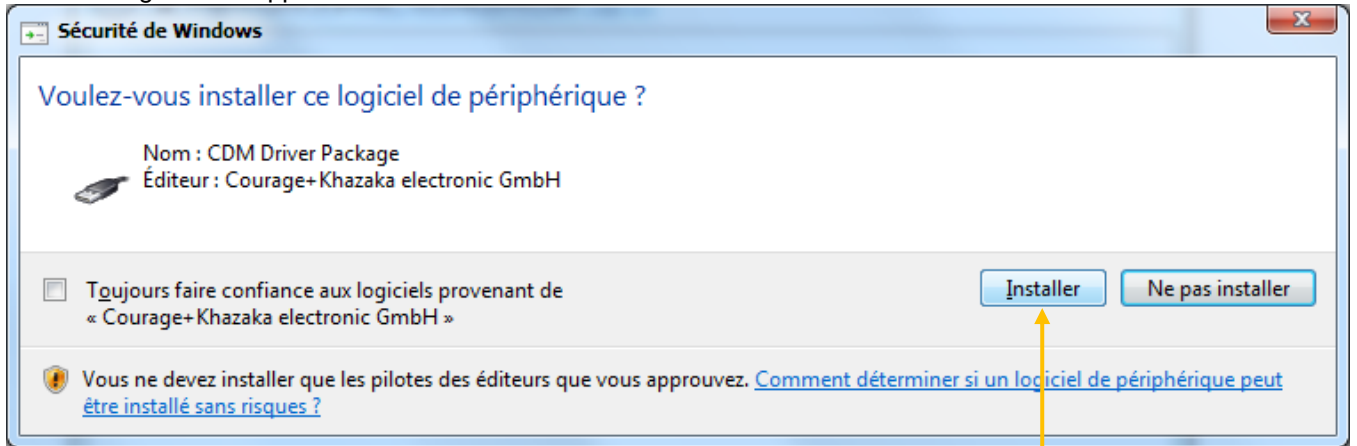
https://www.monaderm.com/downloads/driver/CK_USB_Port-2019.zip



Click on button « **Next** »



The message below appears:



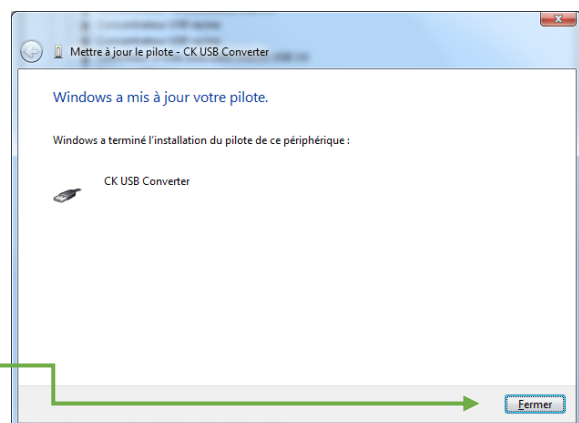
Check the checkbox « **Always trust in the software ...** »

Then click on button « **Install** »

It can take a few minutes.

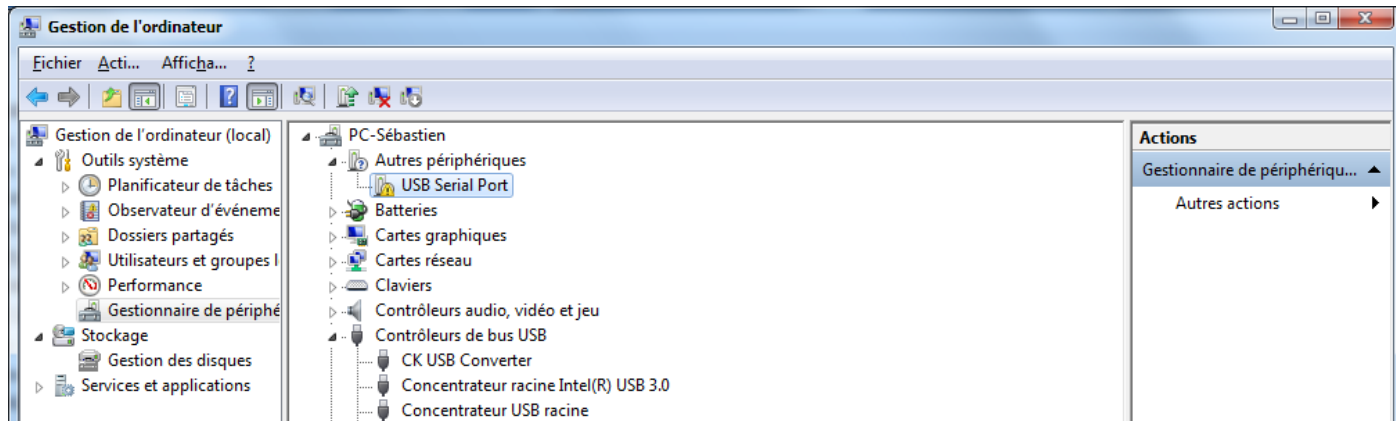
Once finished, Windows displays good driver installation.

First driver installation is finished. You can click on button "close"

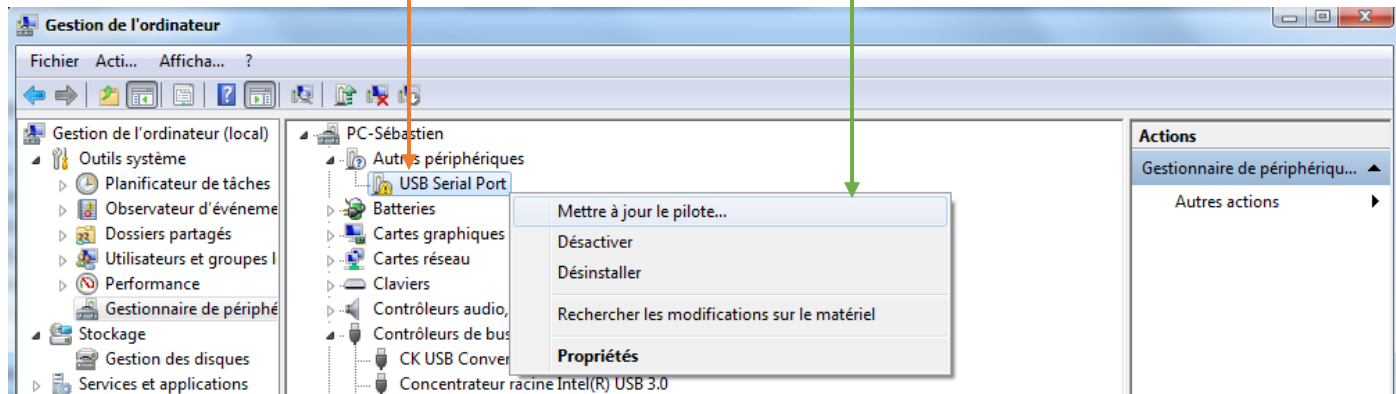


Return in « **Device manager** »

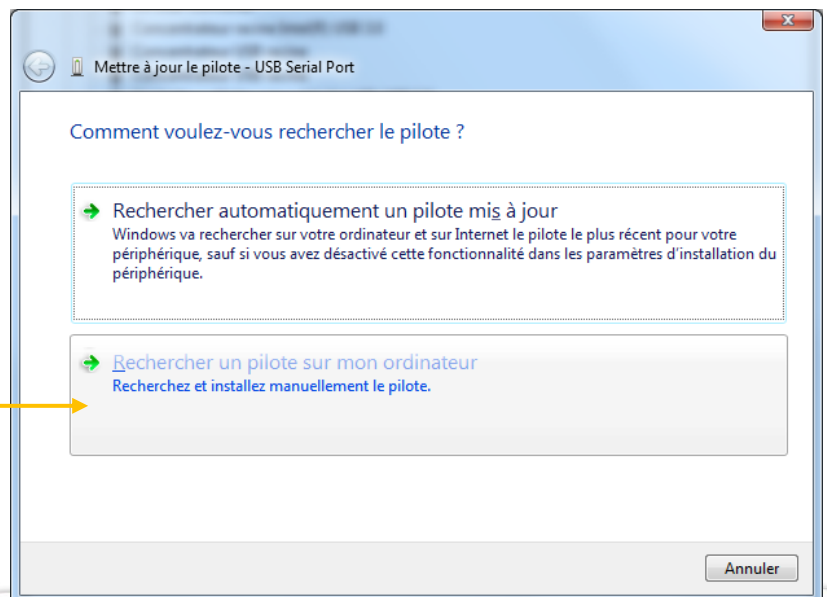
Select the second driver « **USB Serial Port** » :



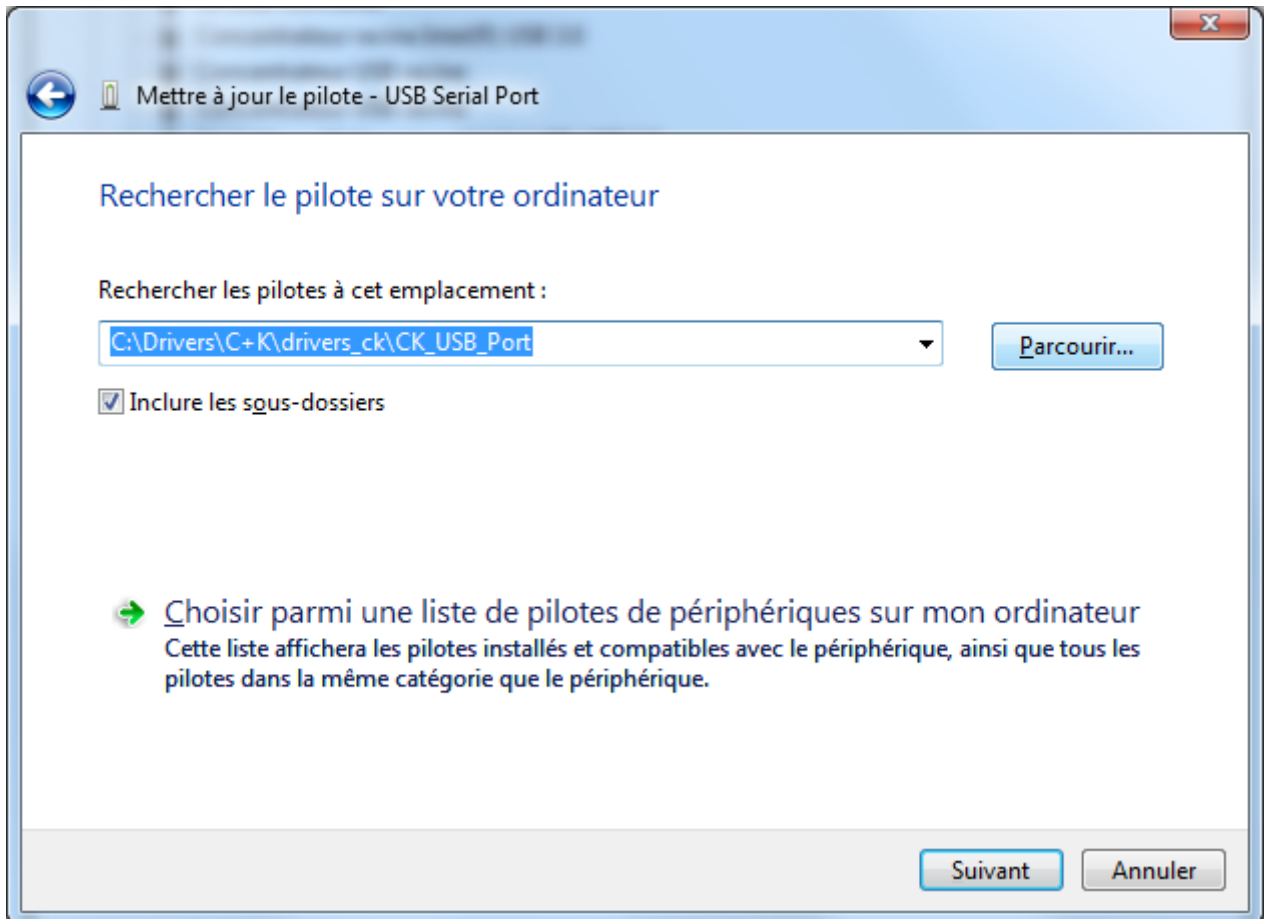
Click with the right button on « **USB Serial Port** » then select « **Update driver** »



Select « **Search a driver on my computer** »

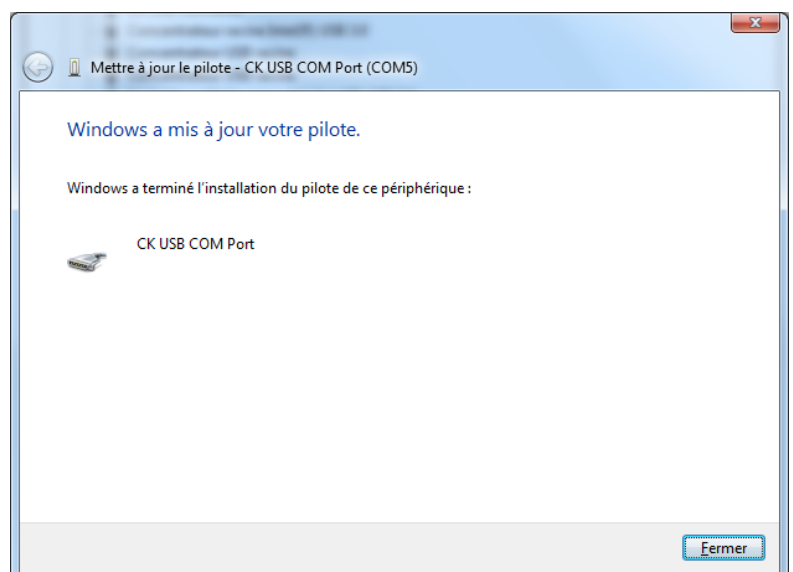


As for the first driver, define driver place, in the same folder than previously (**CK-USB Port**).



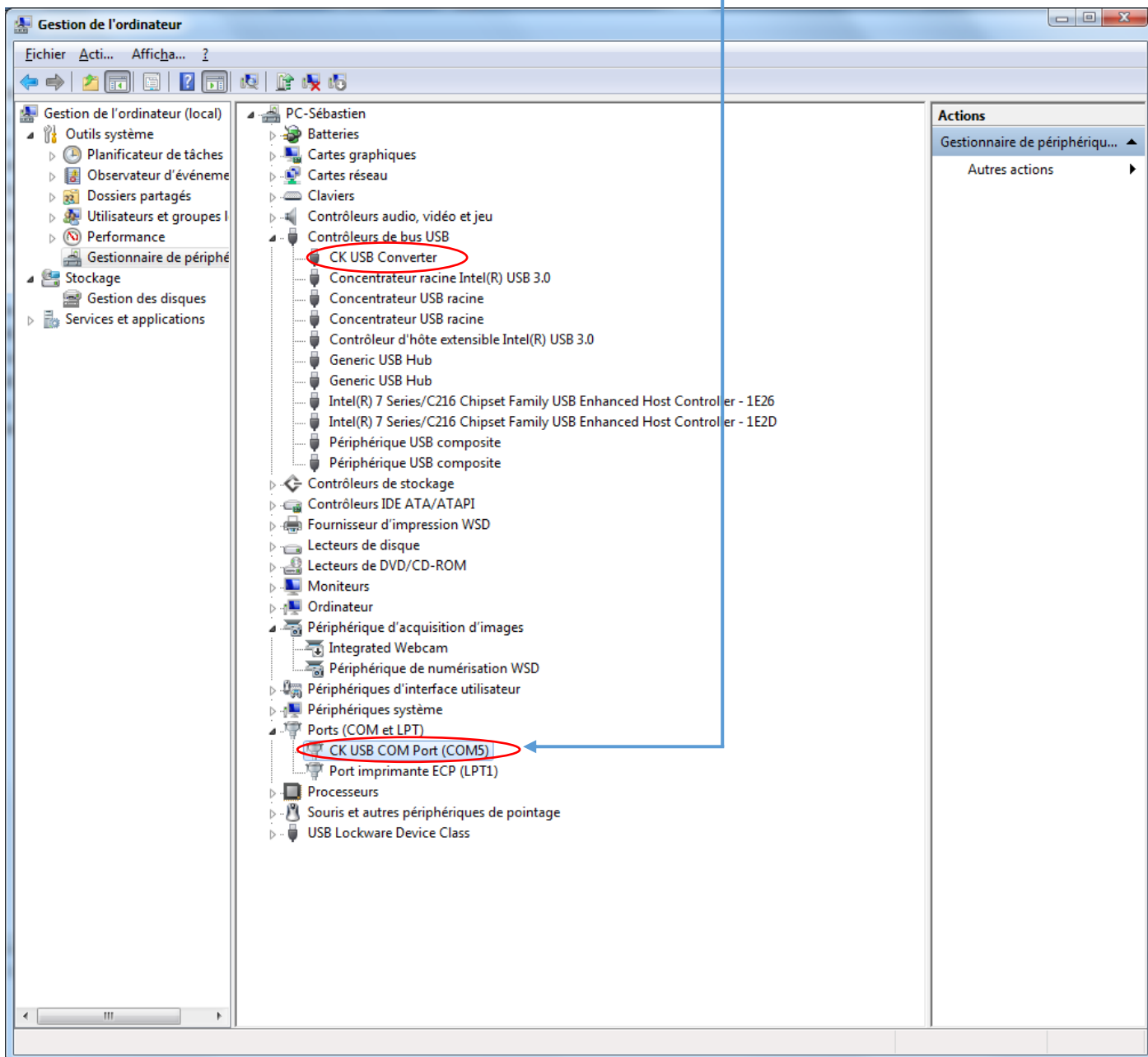
Click on « next button » to install driver

Second driver installation is now finished, you can click on « close » button.



Once the 2 drivers are installed, verify in the « device manager » than the 2 drivers « **CK USB Converter** » (in USB bus controller) & « **CK USB COM Port** » (in Ports COM & LPT) are well installed.

COM number assigned appears behind the driver **CK USB COM port** :



If you fail installing drivers, you can contact our technical support, that will connect on your computer by remote session in order to install them.

To gain time, you can download our support application below :

Download link : https://monaderm.com/downloads/Monaderm_support.exe

Once downloaded, execute « Monaderm_support.exe »

The following windows appears:

Make sure the warning light is green

If not, we couldn't make a remote session.

Verify that you have an internet connection on your computer.

Verify that your antivirus doesn't block the connection. You can deactivate it during the remote session.

If after that, the warning light is not green, it is possible that your company safety policy blocks the application. In that case contact your IT service to solve the problem.

Once warning light is green, call or contact (tech@monaderm.com) our technical support & communicate it your Id & password.

