

FAQ blood pressure

BM58 / BC58 / BM65 / BC80

Transfer measurement values into

HealthManager in Windows 8 / Windows 10

You have connected your blood pressure monitor with your computer correctly, activated the data transfer function and still get following error message?



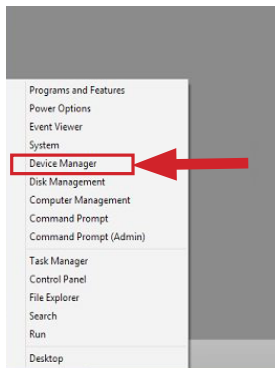
i To solve this problem, you need to update your driver software. Follow the instructions below to update your driver software.

1 Open Device Manager

Right-click at the bottom to the left on your desktop screen.



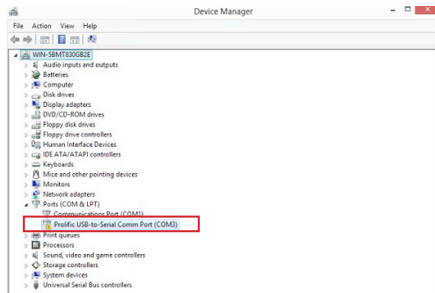
Click on "Device Manager" in the menu appearing.



Selecting driver

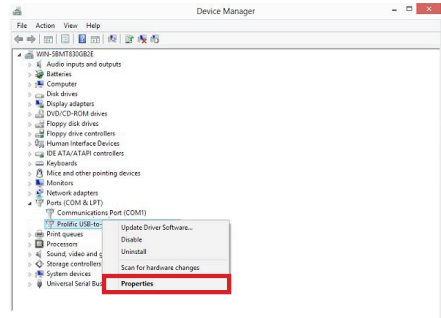
2

Click on "Ports (COM & LPT)" on the device manager. Then right-click on „Prolific USB-to-Serial Comm Port“.



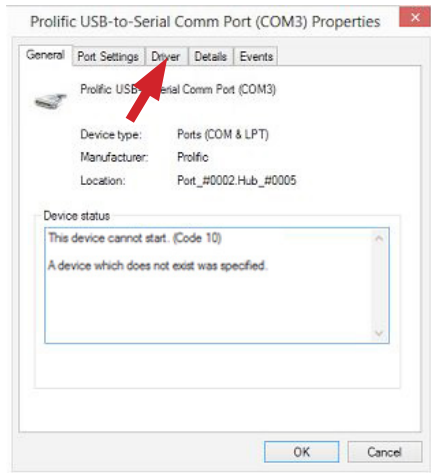
3

Click on "Properties" in the menu appearing.



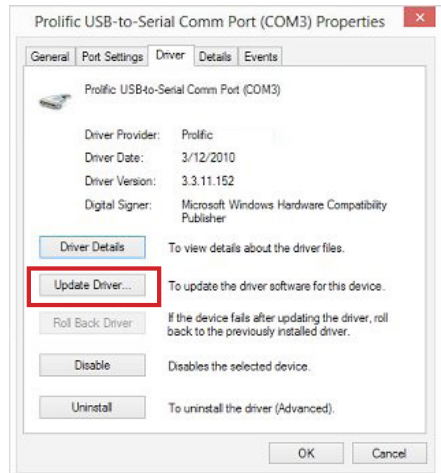
4

Click on "Driver" in the upper menu bar.



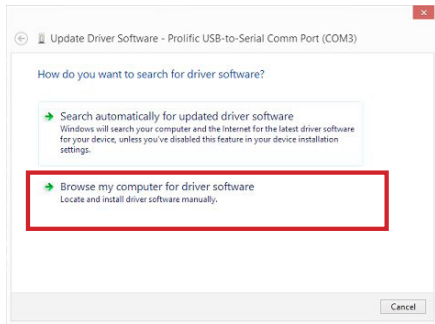
5

Click on "Update Driver"



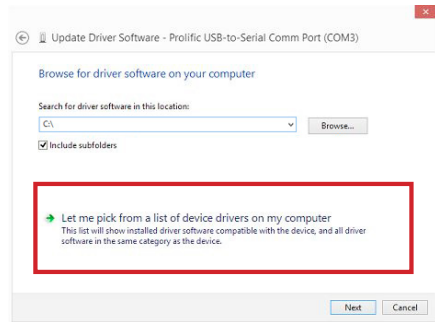
6

Click on "Browse my computer for driver software".



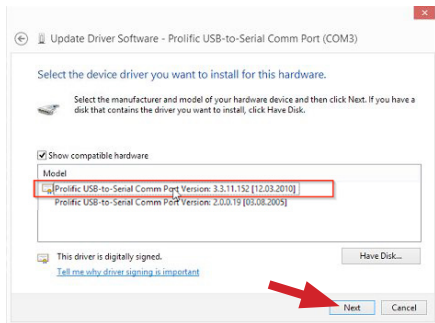
7

Click on "Let me pick from a list of device drivers on my computer".



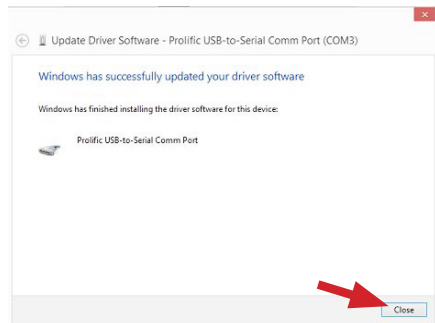
8

Select the driver **Prolific USB-to-Serial Comm Port Version: 3.3.11.152** and confirm with "Next".



9

The driver is now being installed. After installation, the following window appears.



Click on "Close".

You can now transfer your measurement values into the HealthManager.