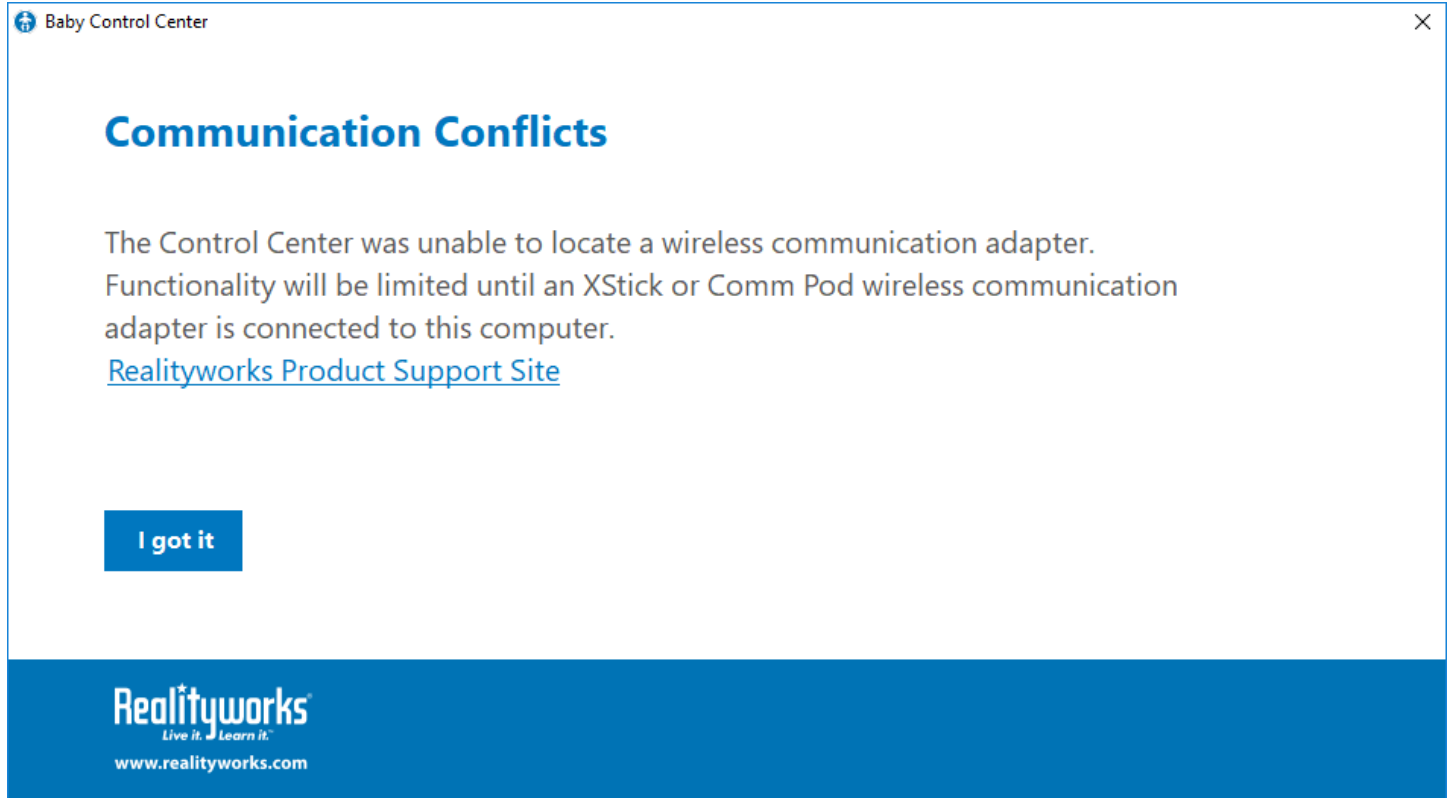


## My product isn't working. Communication Adapter is not recognized.

Are you regularly getting the following message when you open the Control Center?



There are a few factors that could cause your Control Center to not recognize the Communication Adapter.

- Communication Adapter was not plugged in before the Control Center was opened.
- Computer took too long to recognize the Communication Adapter.
- Using an older version of Control Center.
- 3<sup>rd</sup> party software interfering with the Communication Adapter.
- Driver needs updating.

### Prerequisites

- Windows or Mac computer
- Control Center
- Communication Adapter
- Computer needs internet access

## Steps to Perform

1. Try the simple fix first.
  - a. Close the Control Center and unplug the Communication Adapter.
  - b. Wait 15-20 seconds and plug the Communication Adapter back in. Use a different port if possible.
  - c. Wait another 15-20 seconds and then reopen the Control Center.

If you still get the “Unable to detect the presence...” message

2. Make sure that you are using the most recent version of Control Center.
  - a. On the Control Center, click “Help” at the top left corner, scroll down and click “About”.
  - b. If the version you are using is below 4.4, you will need to update your Control Center
    - i. Windows Update:  
[https://update.realityworks.com/HostUpdates.php?dev=RCB3&p=P&l=en&hostid=0&subsys\[HST\]=1.1.1.1](https://update.realityworks.com/HostUpdates.php?dev=RCB3&p=P&l=en&hostid=0&subsys[HST]=1.1.1.1)
    - ii. Mac Update:  
[https://update.realityworks.com/HostUpdates.php?dev=RCB3&p=M&l=en&hostid=0&subsys\[HST\]=1.1.1.1](https://update.realityworks.com/HostUpdates.php?dev=RCB3&p=M&l=en&hostid=0&subsys[HST]=1.1.1.1)
  - c. Restart the computer with the Communication Adapter unplugged.
  - d. After the restart, plug the Communication Adapter back in, wait 15-20 seconds and then open the Control Center.

If you still get the “Unable to detect the presence...” message after updating, or are already using updated Control Center

3. Check for possible 3<sup>rd</sup> party software conflicts.

### Supporting Materials:

| <u>Conflicting Software</u>                                                                                | <u>Description</u>                                                                                                                                         | <u>Workaround/Fix for Windows</u>                                                                                                                                                                                                   | <u>Workaround/Fix for Mac</u>                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SMARTBOARD Software<br> | The software overrides the driver needed by the Communication Adapter. This makes the Communication Adapter unrecognizable by the Control Center Software. | Exit out of the SMARTBOARD software and exit out of anything with the name SMARTBOARD under Processes within Task Manager. If the Control Center still does not recognize the Communication Adapter, uninstall SMARTBOARD software. | Exit out of the SMARTBOARD software and exit out of anything with the name SMARTBOARD under Processes within Task Manager. If the Control Center still does not recognize the Communication Adapter, uninstall SMARTBOARD software. |

|                                                                                                                |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Promethean Software</p>    | <p>The software overrides the driver needed by the Communication Adapter. This makes the Communication Adapter unrecognizable by the Control Center Software.</p>                                   | <p>Exit out of the Promethean software and exit out of anything with the name Promethean under Processes within Task Manager. If the Control Center still does not recognize the Communication Adapter, uninstall the Promethean software.</p>      | <p>Exit out of the Promethean software and exit out of anything with the name Promethean under Processes within Task Manager. If the Control Center still does not recognize the Communication Adapter, uninstall the Promethean software.</p> |
| <p>E - Instruction Tools</p>  | <p>The software overrides the driver needed by the Communication Adapter. This makes the Communication Adapter unrecognizable by the Control Center Software.</p>                                   | <p>Exit the software.</p>                                                                                                                                                                                                                           | <p>Exit the software.</p>                                                                                                                                                                                                                      |
| <p>Microsoft Serial Ballpoint</p>                                                                              | <p>Windows does not recognize the Communication Adapter and installs the Microsoft Serial Ballpoint driver. This makes the Communication Adapter unrecognizable by the Control Center Software.</p> | <p>Disable Microsoft Serial Ballpoint. To do so go into Device Manager, and under Mice and Other Pointing devices, right click on Microsoft Serial Ballpoint and choose disable. <u>DO NOT</u> uninstall, as Windows will reinstall the driver.</p> | <p>N/A</p>                                                                                                                                                                                                                                     |

If you still get the “Unable to detect the presence...” message

- Update driver for your computer. Click <https://www.realityworks.com/knowledge-base/realcare-baby-control-center/> and click on the box that says “Communication Adapter Driver Download.

[Home](#) | [RealCare Baby & Control Center](#)

## RealCare Baby & Control Center

Created On August 5, 2019 by realityworks\_webadmin

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### REALCARE CONTROL CENTER SOFTWARE – HELP GUIDE

#### Software Update/Download

*NOTE: You may need to contact your IT personnel to enter the administrative rights to complete this download.*

#### Operating systems supported for Control Center Software 4.5:

- Windows 10
- Macintosh OS – 10.12, 10.13, 10.14 and 10.15

[WINDOWS](#)

[MAC](#)

[REALCARE BABY® SYSTEM REQUIREMENTS](#)

[COMMUNICATION ADAPTER DRIVER DOWNLOAD](#)

*NOTE: Please click on the button above to download and install the Communication Adapter Driver if needed.*



This will take you to the FTDI Chip driver page. Scroll down until you reach the Currently Supported VCP Drivers spread chart.\*You may need your Network Admin to update the driver.

Currently Supported VCP Drivers:

| Operating System        | Release Date | Processor Architecture               |              |                                                  |                                           |          |          |          | Comments                                                                                                                                                                    |
|-------------------------|--------------|--------------------------------------|--------------|--------------------------------------------------|-------------------------------------------|----------|----------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         |              | x86 (32-bit)                         | x64 (64-bit) | PPC                                              | ARM                                       | MIPSII   | MIPSIV   | SH4      |                                                                                                                                                                             |
| Windows*                | 2017-08-30   | 2.12.28                              | 2.12.28      | Windows computers<br>Click on "Setup Executable" |                                           |          |          |          | WHQL Certified. Includes VCP and D2XX.<br>Available as a setup executable.<br>Please read the Release Notes and Installation Guides.                                        |
| Linux                   | -            | -                                    | -            | -                                                | -                                         | -        | -        | -        | All FTDI devices now supported in Ubuntu 11.10, kernel 3.0.0-19<br>Refer to TN-101 if you need a custom VCP VID/PID in Linux<br>VCP drivers are integrated into the kernel. |
| Mac OS X 10.3 to 10.8   | 2012-08-10   | 2.2.18                               | 2.2.18       | 2.2.18                                           | Mac OS X 10.9 and above<br>Click on 2.4.2 |          |          |          | Refer to TN-105 if you need a custom VCP VID/PID in MAC OS                                                                                                                  |
| Mac OS X 10.9 and above | 2017-05-12   | -                                    | 2.4.2        | -                                                |                                           |          |          |          | This driver is signed by Apple                                                                                                                                              |
| Windows CE 4.2-5.2**    | 2012-01-06   | 1.1.0.20                             | -            | -                                                | 1.1.0.22                                  | 1.1.0.10 | 1.1.0.10 | 1.1.0.10 |                                                                                                                                                                             |
| Windows CE 6.0/7.0      | 2016-11-03   | 1.1.0.22<br>CE 6.0 CAT<br>CE 7.0 CAT | -            | -                                                | 1.1.0.22<br>CE 6.0 CAT<br>CE 7.0 CAT      | 1.1.0.10 | 1.1.0.10 | 1.1.0.10 | For use of the CAT files supplied for ARM and x86 builds refer to AN_319                                                                                                    |
| Windows CE 2013         | 2015-03-06   | 1.0.0                                | -            | -                                                | 1.0.0                                     | -        | -        | -        | VCP Driver Support for WinCE2013                                                                                                                                            |

Restart the computer with the Communication Adapter unplugged.

Plug the Communication Adapter back in, wait 15-20 seconds and then open the Control Center.

Contact Product Support if you have tried all the above and still get the “Unable to detect the presence...” message.

**For additional assistance and video tutorials visit our website:**

**[www.realityworks.com/support/](http://www.realityworks.com/support/)**