

Bluetooth USB Adapter Trouble Shooting Guide

1) Why does the Bluetooth icon change colour?

The icon changes colour depending on the status of the USB adapter:

RED icon	no USB adapter detected i.e. not plugged in
WHITE icon	USB adapter plugged in and functioning correctly
GREEN icon	Bluetooth connection to another device i.e. PrimeTest 300

2) When I try to connect to my PC, the Bluetooth icon turns GREEN but immediately changes back to WHITE.

When the Bluetooth USB adapter is installed on a Windows system, configuration data is stored in relation to the Bluetooth services e.g. Bluetooth Serial Port.

If you log on to a different account on the same PC, the Bluetooth services configuration information is not available and this will cause the Bluetooth icon to momentarily change to GREEN then back to WHITE.

For example, if you are logged onto the PC as a network user when the Bluetooth software is installed and configured and then log on as a stand-alone user, you will experience this problem.

There are two solutions:

- Login to the account used when the Bluetooth software was installed and configured.
- Configure the Bluetooth software to work with the alternative login by following the Bluetooth USB adapter setup guide – Configuring Bluetooth Services.

Note: Configuring for an alternative login will not corrupt the configuration created for the previous login.

3) Why have I got two icons in my system tray, one White and one Red.

Your computer is running **Windows XP with Service Pack 2** and Windows Plug and Play has installed its own Bluetooth driver (called Microsoft Bluetooth Enumerator).

Windows has created a second (WHITE) icon and has taken control of the USB adapter, however the Windows driver does not allow the USB adapter to function correctly.

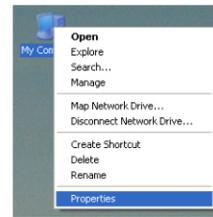
The Belkin icon has turned RED as Windows has taken control of the USB adapter and is preventing the Belkin software from communicating with the USB adapter.



Microsoft icon Belkin icon

To allow the USB adapter to function correctly we must replace the Microsoft driver with the correct Belkin driver.

1) Right click on the My Computer icon on the desktop and select Properties to open the system properties window.



2) Click on the Hardware tab and then Device Manager.



3) Click on the '+' next to the "Bluetooth Radios" section, you will see the following devices listed.



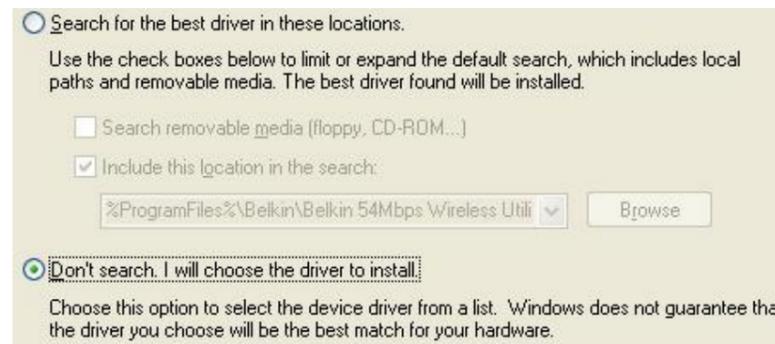
Right click on the "Belkin Bluetooth Adapter" and select "Update Driver", the hardware wizard will come up on the screen.

4) If asked do not connect to windows update to search for software.



Select the second option "Install from a list or specific location (Advanced)" and click next.

5) On the next screen select the option "Don't search I will choose the driver to install and click next.



6) A list of compatible drivers will be shown, select the "Belkin Bluetooth Device" which is the Belkin driver and click next.



8) The hardware wizard will finish and you will be left with the following in the device manager,



9) Close all windows, you will now see in the system tray that the Microsoft Bluetooth Icon has disappeared and the Belkin icon now has a white centre showing its communicating correctly with the device.



4) My PC has built in Bluetooth, do I still need to install the Bluetooth USB adapter?

You can use your built-in Bluetooth provided it offers Bluetooth Serial Port within it's services. Refer to the manufacturers documentation supplied with your PC for details on how to configure a Bluetooth serial port.

The Belkin Bluetooth USB adapter can be installed alongside your built in Bluetooth should you wish. The Belkin device will co-exist with the built in Bluetooth device. Simply follow the standard installation process and follow the instructions to configure and pair the devices.

5) Can I move the Bluetooth USB adapter between USB ports?

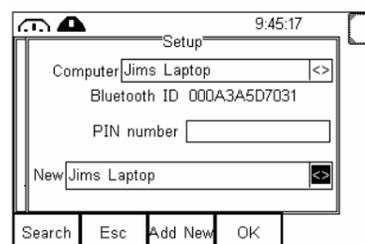
In principle, the Bluetooth adapter can be moved between USB ports, however it is advisable to leave it in-situ once it is correctly configured and working. This will minimise the risk of Windows corrupting or reconfiguring the installation.

6) I have replaced my Bluetooth USB adapter, I have a single white Bluetooth icon, but my PrimeTest 300 no longer talks to my PC?

Every Bluetooth device, such as the USB adapter, has a unique Bluetooth ID from which it can be identified. If you replace the USB adapter, the PrimeTest 300 will be trying to talk to the same PC name e.g. "My Laptop" but "My Laptop" now has a new Bluetooth ID.

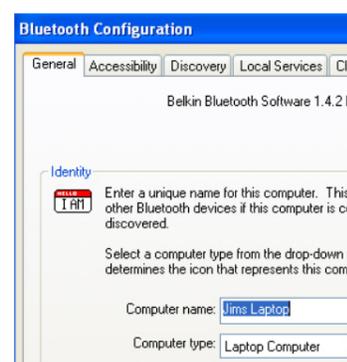
To check that the Bluetooth ID on the USB adapter and that shown on the PrimeTest 300 match:

On the PrimeTest 300, press Menu (F4), select configuration, press right arrow, select Bluetooth Favourites and press right arrow. Now select Computer and press Setup (F3) to open the Setup window.



This screen shows that the PrimeTest 300 has been paired with "Jims Laptop" which has a Bluetooth ID 000A3A5D7031.

Right clicking on the Bluetooth icon in the system tray and selecting Advanced Configuration opens the Bluetooth configuration window.



This shows that the Computer name matches that on the PrimeTest 300

The USB adapter has its Bluetooth ID printed on the reverse. Again, this matches the information stored in the PrimeTest 300 Bluetooth Favourites.



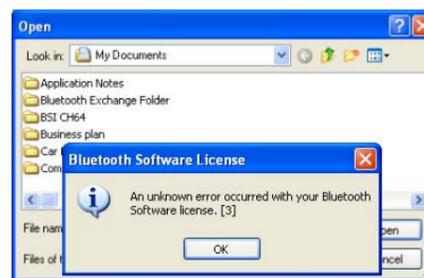
If you have replaced the USB adapter the Bluetooth ID shown on the PrimeTest 300 display will now be different from that shown on the new adapter. You must add the new USB adapter to your PrimeTest 300 favourites and pair the devices.

Note: If you are using the same Computer name, it will already be in your Bluetooth Favourites list. You can use the existing Computer name but you must make sure you select the computer with the correct Bluetooth ID.

If you find this confusing you can change the Computer name before you start setting up the new Bluetooth Favourite on the PrimeTest 300. To do this, right click on the Bluetooth system tray icon and selecting Advanced Configuration. When setting up Bluetooth Favourites, the PrimeTest 300 will then find the new Computer name with the new Bluetooth ID.

7) License Error Messages

If either of the messages below appear during the installation it is possible that there is a compatibility problem between the software version and the USB adapter version.

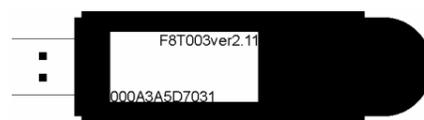


The software installation CD lists compatible USB devices on the bottom edge of the printed side of the disk.

This CD is software version 1.4.2.11 and is suitable for use with either the F8T001 ver. 2.11 or the F8T003 ver. 2.11.



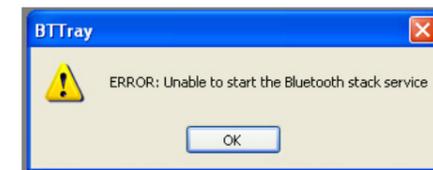
The USB adapter model number and version number are printed on a label on the side of the device. This USB adapter is an F8T003 and it is version 2.11.



Note: If the correct software version is not used, the correct icon (WHITE) will appear in the Windows system tray but the PrimeTest 300 will not connect to the USB adapter.

8) Error: Unable to start the Bluetooth stack service

If you receive the error message shown when your PC is starting up, the Bluetooth software has been unable to load. This is generally caused by a conflict between the Bluetooth software and other applications which run when your PC starts up.



This is generally resolved by restarting your PC and waiting for your PC to finish booting up and loading all software which runs on start up before attempting to use the Bluetooth software or any other applications.

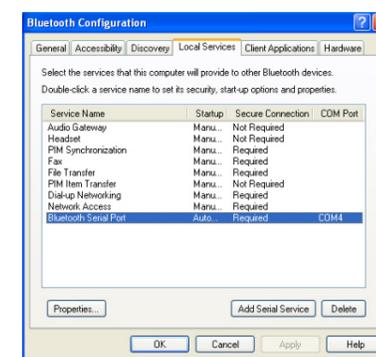
9) Which Com port is my Bluetooth USB Adaptor?

When I try to download to PATGuard, I am asked to select a COM Port. How do I know what to select?

Right click on the Bluetooth icon in the system tray and select Advanced Configuration:



Select Local Services in the Bluetooth Configuration window. In the far right column for the Bluetooth Serial Port entry you will see COM 'x' where 'x' is the COM Port number e.g. COM 4.



When prompted by PATGuard to select a COM Port number, you can now select the number found in the Bluetooth Configuration.

10) When I use Auto Mode there is no egg timer in the Asset Details screen and my PrimeTest does not find my barcode scanner.

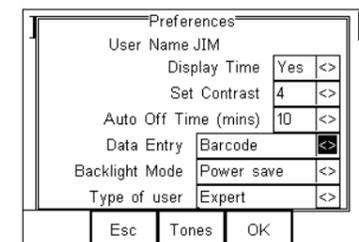
If Data Entry has been configured for Keypad only the PrimeTest 300 will not attempt to connect to a barcode scanner. If you wish to use a barcode scanner:

Press Menu (F4), select User Options, press Right Arrow, select Preferences and press Right Arrow to open the preferences screen.

Select the Data Entry field and use the Left/Right arrow to select Barcode.

Press OK (F4) to save.

Now, when Auto Mode is selected, the PrimeTest 300 will connect to the Barcode Scanner in configured in Bluetooth Favourites.



Note: Make sure the Barcode scanner is switched on before attempting to connect.