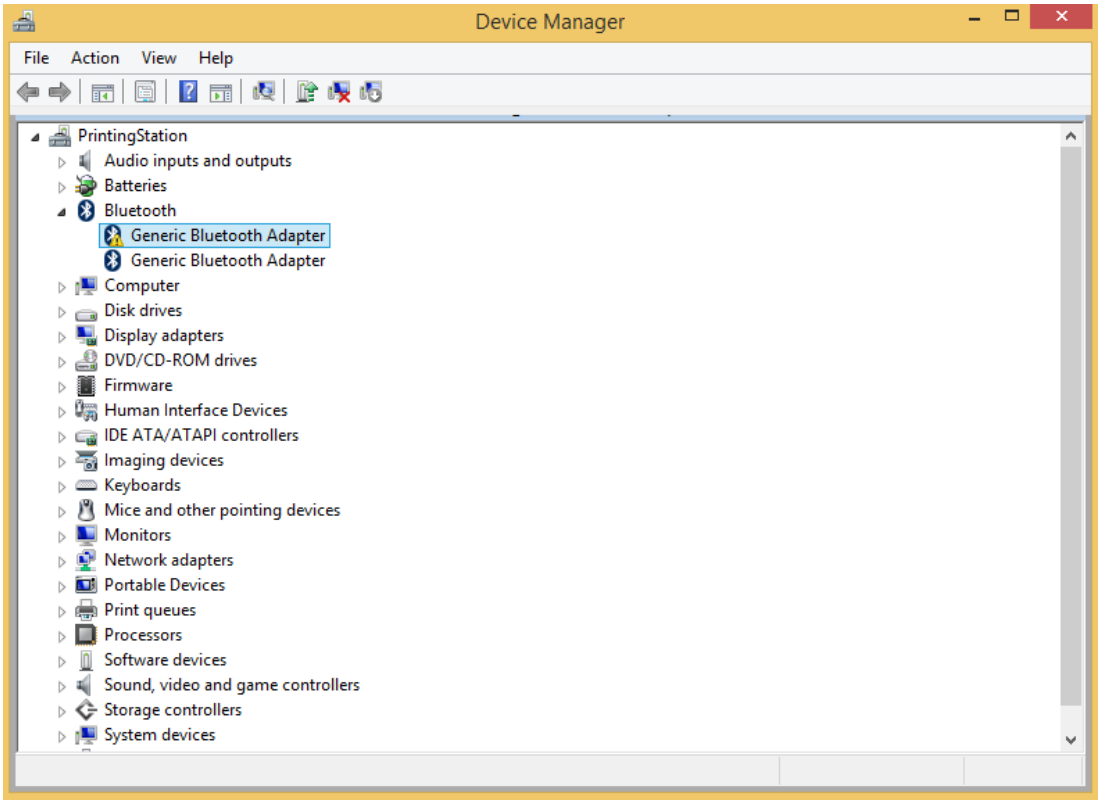
# Bluetooth Troubleshoot (Windows)

## 1. *Choosing Bluetooth Adapter*

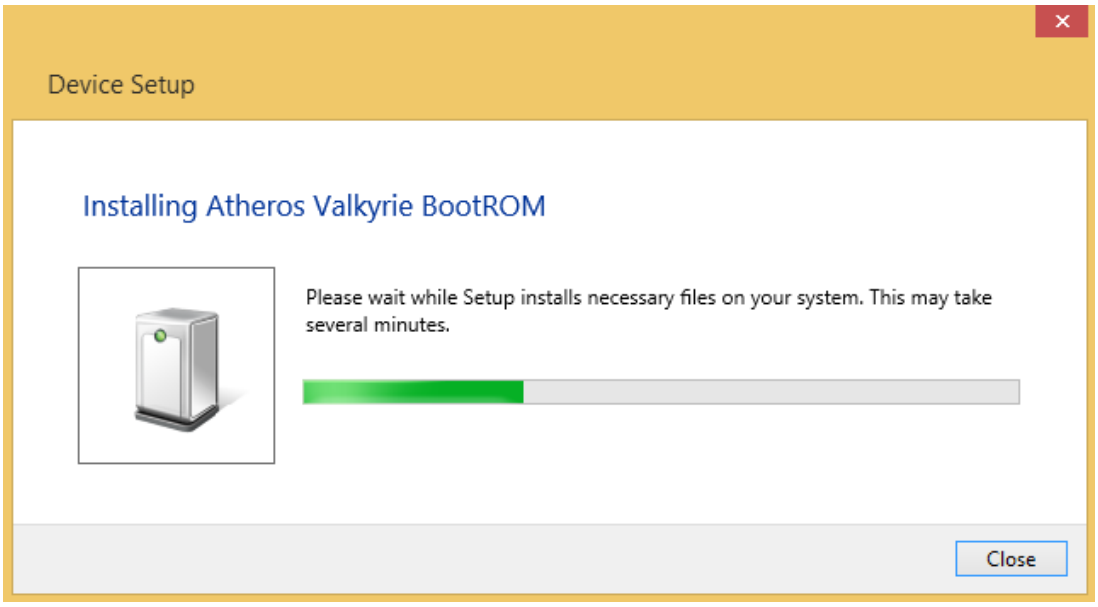
You can use your internal Bluetooth Adapter to connect to a PLUX Device (Bioplux, Bitalino, Motionplux and others). However, if you notice a great number of disconnects, you might need to use one of our pre-tested Bluetooth Dongles, since your internal Bluetooth module might not handle high speed data transferences as well as our Bluetooth V3.0 + HS Dongles, with data rates up to 24 Mbps.

If you decide to use an external Bluetooth Adapter Dongle and your machine already has an internal Bluetooth Adapter, keep in mind that the last one will be (should be) automatically disabled by Windows. That is the reason why one of your Bluetooth Adapters under **Bluetooth** in **Device Manager** (check ***5. Accessing Device Manager***) is displaying a yellow warning icon ⚠ stating: *Code 10 - This device cannot start*.




## 2. *Installing Bluetooth Adapter*

If you are using your internal Bluetooth Adapter, it should be already installed. However, if you are using an external Bluetooth Adapter Dongle, you need to install it. To do so, just plug it in and Windows should identity and install all the necessary drivers for the Bluetooth Dongle to work (an Internet connection is advisable). Make sure you wait until your Bluetooth Dongle is installed – Windows will let you know.



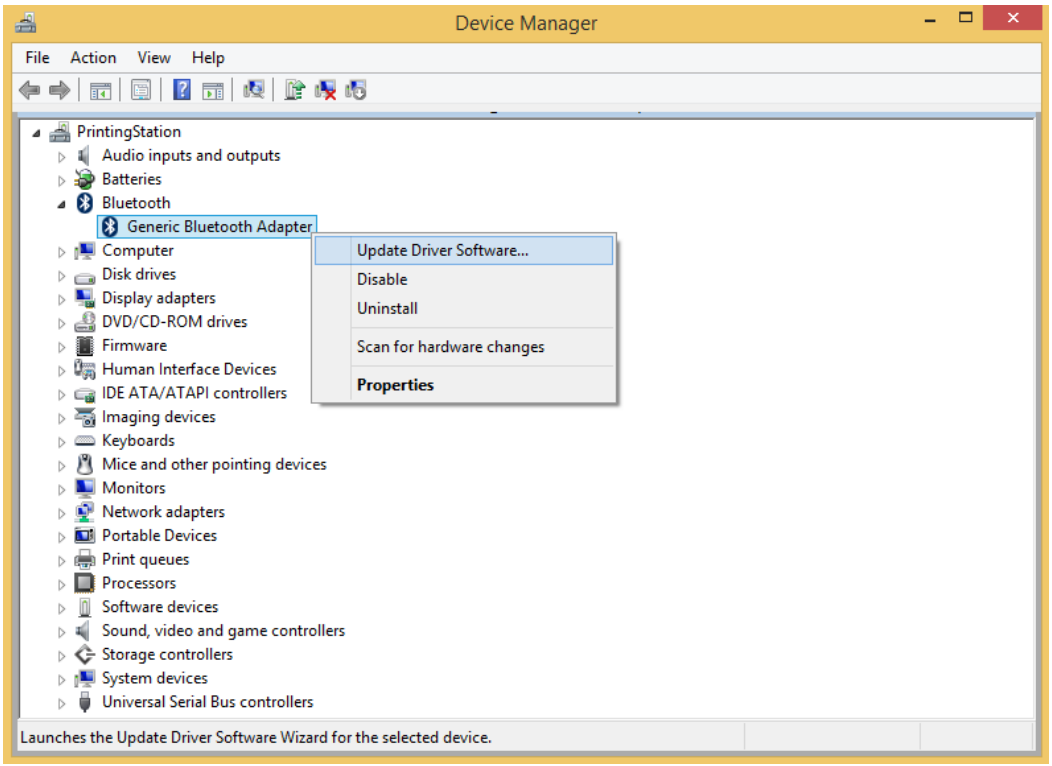

### 3. *Checking Bluetooth Adapter*

Make sure your Bluetooth Adapter is working correctly and the drivers are up to date. You can check this in the **Device Manager** (check ***5. Accessing Device Manager***):

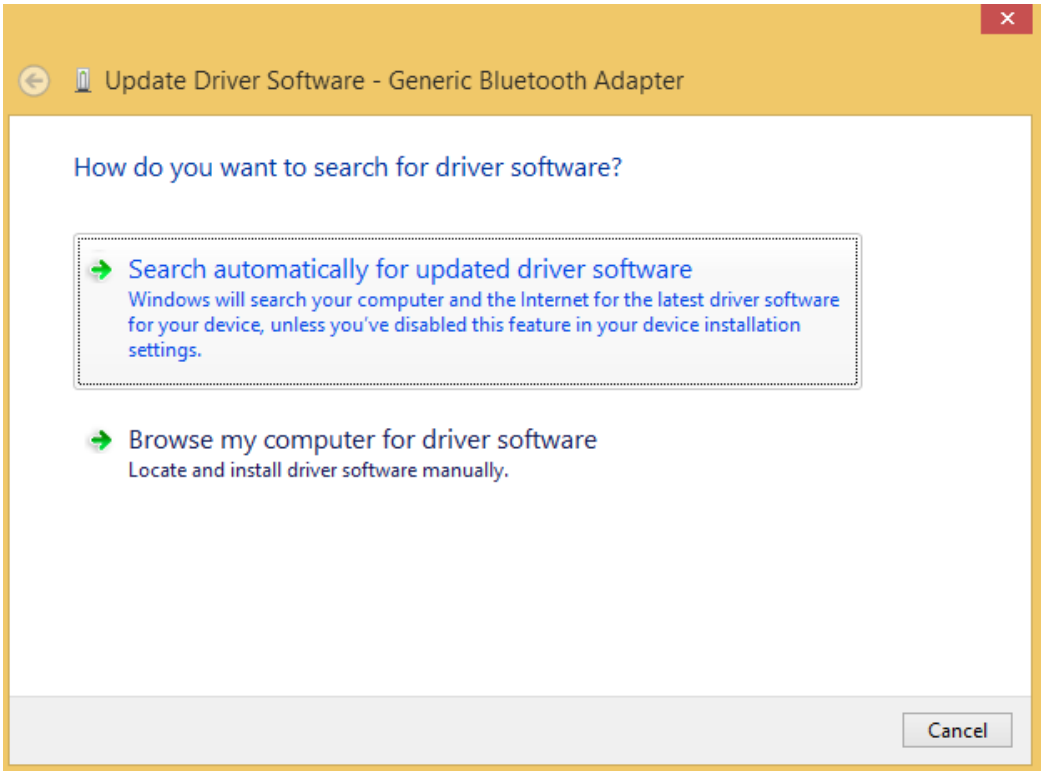
Once in the **Device Manager**, under **Bluetooth**, you should see a **Generic Bluetooth Adapter**. Update the drivers by right-clicking over it and selecting *Update Driver Software....*

**NOTE**: If you are using an external Bluetooth Adapter and you already have an internal Bluetooth Adapter, you will see one of the Bluetooth Devices under **Bluetooth** with a yellow warning icon - this device is your internal Bluetooth Adapter and it was disabled in benefit of your external Dongle. If, by any change, your Bluetooth Dongle is the one disabled, you can manually disable your internal Bluetooth Adapter by right-clicking over it and selecting *Disable*; this action will enable your Bluetooth Dongle by default. If, after this action, your Bluetooth Dongle continues to display a yellow warning icon, it means that it is not correctly installed and you should try to update the drivers by right-clicking over it and selecting *Update Driver Software…*, or fix the problem displayed under *Device Status* in the device properties (right-click the Bluetooth device and select *Properties*).

**NOTE**: If your enabled Bluetooth Adapter does not state **Generic Bluetooth Adapter** under **Bluetooth**, but rather a different name such us **Intel(R) Wireless Bluetooth(R)**, means that your selected Bluetooth Adapter is not using the Microsoft Bluetooth Stack as the Bluetooth handler. To change this, follow section ***4. Changing to Microsoft Bluetooth Stack.***



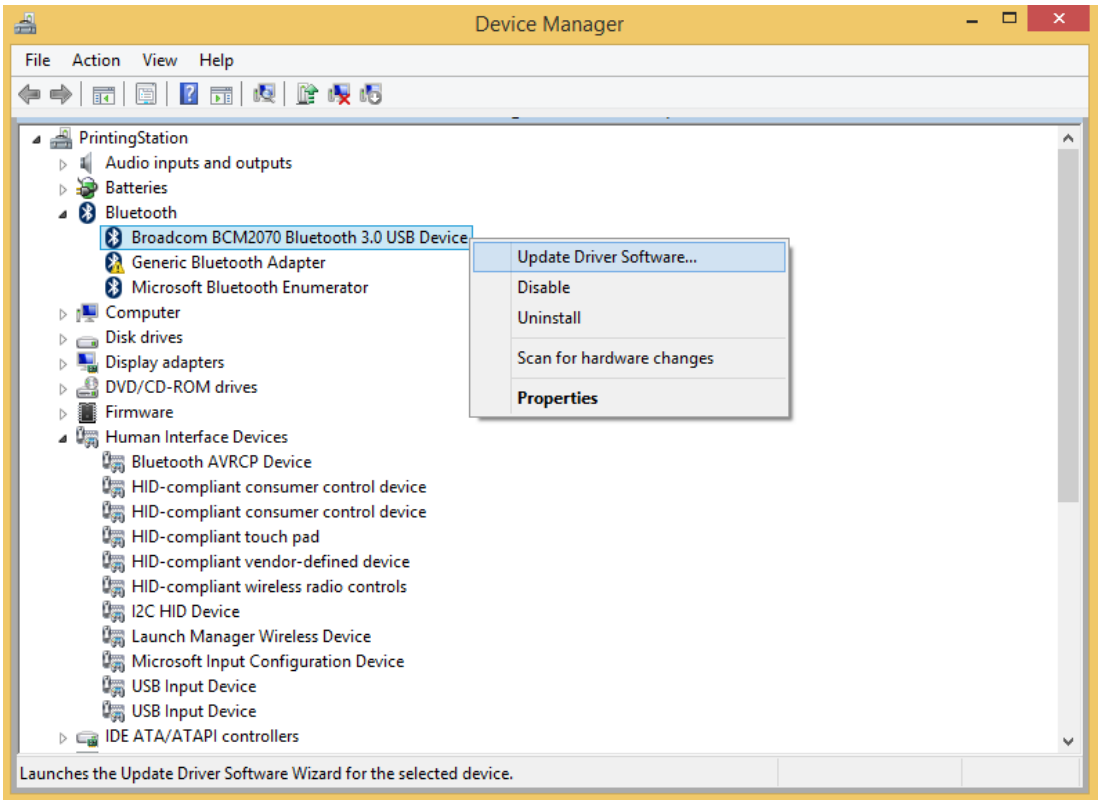

Now select *Search automatically for updated driver software* and wait until Windows checks for an updated version of your software.



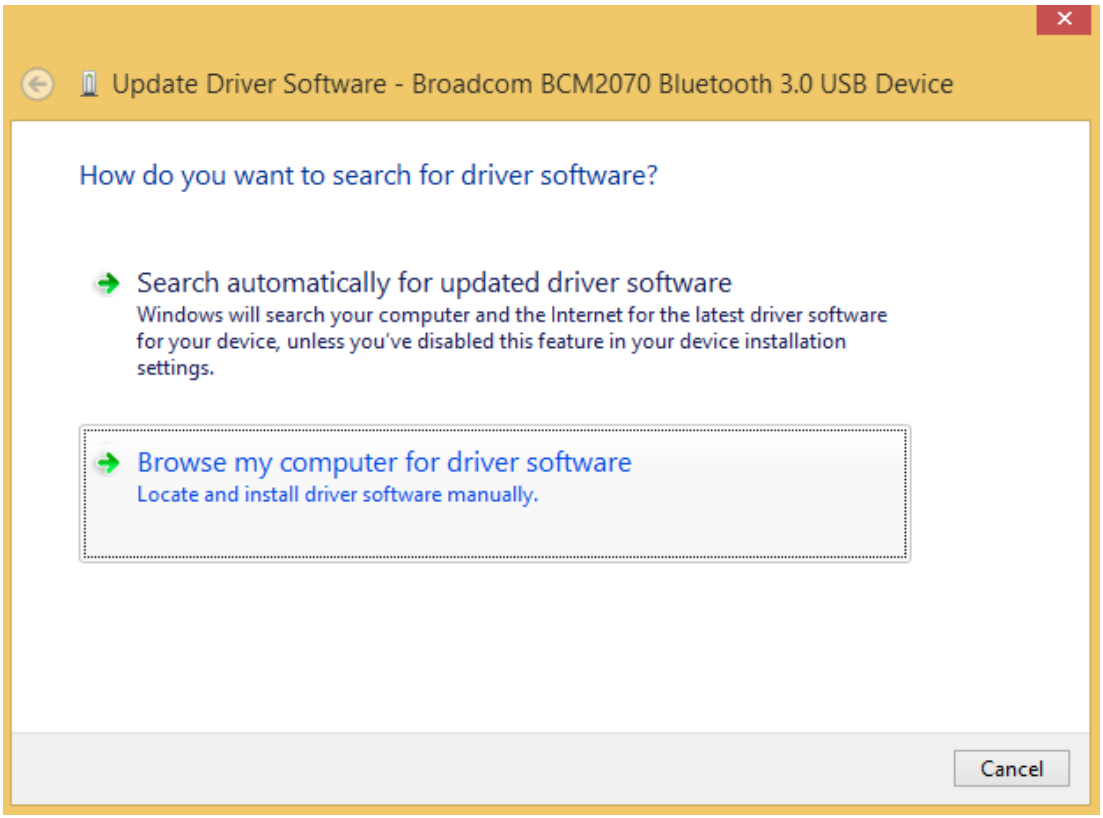

If your **Generic Bluetooth Adapter** shows no warning yellow icon ⚠, it should be working correctly.

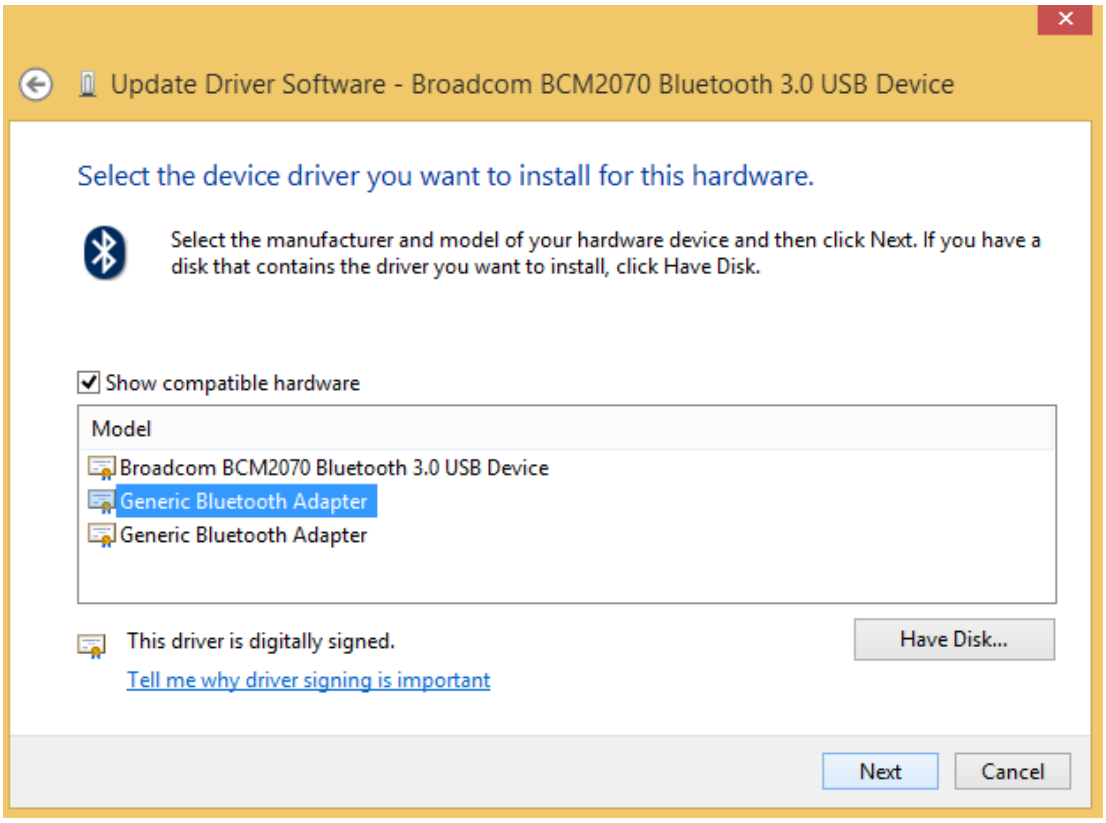
## 4. *Changing to Microsoft Bluetooth Stack*

If, under **Bluetooth** in **Device Manager** (check ***5. Accessing Device Manager***) you can see an enabled Bluetooth Adapter (no yellow warning icon ⚠) but its name does not match **Generic Bluetooth Adapter** but rather a different name such us **Intel(R) Wireless Bluetooth(R)**, it means that the device is using a Bluetooth stack that is not Microsoft Bluetooth stack. To avoid any unnecessary problems, we recommend you to change the Bluetooth stack used. To do so, right-click over the Bluetooth Adapter and select U*pdate Driver Software....*




Now select *Browse my computer for driver software* and, after that, *Let me pick from a list of device drivers on my computer.* In the displayed *Model* box, select *Generic Bluetooth Adapter*.


Update Driver Software - Broadcom BCM2070 Bluetooth 3.0 USB Device
How do you want to search for driver software?
Search automatically for updated driver software
Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.
Browse my computer for driver software
Locate and install driver software manually.
Cancel


Update Driver Software - Broadcom BCM2070 Bluetooth 3.0 USB Device
Select the device driver you want to install for this hardware.
Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.
Show compatible hardware
Model
Broadcom BCM2070 Bluetooth 3.0 USB Device
Generic Bluetooth Adapter
Generic Bluetooth Adapter
This driver is digitally signed.
Have Disk...
Tell me why driver signing is important
Next
Cancel

## 5. Accessing Device Manager

To access the **Device Manager** on your computer, follow the next steps:

### 5.1. Windows Vista:

**Start** Button > click **Control Panel** > click **System and Maintenance** > click **Device Manager**.

### 5.2. Windows 7:

**Start** Button > click **Control Panel** > click **System Security** > under **System** click **Device Manager**.

### 5.3. Windows 8:

**Search** Device Manager > click **Device Manager**.

## 6. Removing Paired Device

If you are having problems with one specific device, you can manually remove (un-pair) it from your current Bluetooth Adapter. Just go to **Devices and Printers**, right-click on the device and select **Remove Device.** Although you can re-pair the device yourself (click **Add a Device** in the top left corner of the window), if you're using *OpenSignals (r)evolution*, it will re-pair your device when necessary.

### 6.1. Windows Vista/7:

**Start** Button > click **Devices and Printers.**

### 6.2. Windows 8:

**Search** Devices and Printers > click **Devices and Printers.**

## 7. General Problems and Solutions

While using Plux Devices and Software, you might come across some connectivity issues. The following table will help you resolve them. Do not hesitate to contact us if you have any other problems or questions. **TID** stands for Troubleshoot ID.

| TID | Error - Problem | Solution - Remarks |
|---|---|---|
| 1 | **No Bluetooth adapter found. Verify if an adapter is connected and turned on.**<br>-<br>**No Bluetooth adapter detected.** | If you have an internal Bluetooth Adapter or have the external Bluetooth Adapter Dongle plugged in your computer, the problem might be due to:<br>- Driver or installation issue: Follow steps on section ***3. Checking Bluetooth Adapter***.<br>- Using wrong drivers: To solve, follow instructions in ***4. Changing to*** |

| | | |
|---|---|---|
| | | ***Microsoft Bluetooth Stack***. |
| **2** | **The device could not be found. Verify that it is within range and turned on.** | Your Bluetooth Adapter is not being able to find the specified device. Either it's turned off, out of range or there's interference in the environment. |
| **3** | **The communication port does not exist or it is already being used.** | This exception usually means that the device to which you are trying to connect is already connected somewhere else. To solve, you can either shutdown the software that is connecting to the device or try turning off and on the device itself, since this action will close the connection.<br><br>If you keep having this issue multiple times, it may be due to a problem with the Bluetooth Adapter when it comes to closing the connection to the device. Please try the instructions in ***3. Checking Bluetooth Adapter*** or ***4. Changing to Microsoft Bluetooth Stack***. If the issue is still not solved, you have to manually force the disconnection of your software with the device after each interaction. To do so, follow the instruction in ***6. Removing Paired Device***. |
| **4** | **A socket operation was attempted to an unreachable network.**<br>**-**<br>**A socket operation encountered a dead network.** | This exception will present itself in your Windows language and when you are using a BITalino. The problem (and solution) is similar to **TID 1**. |
| **5** | **A connection attempt failed because the connected party did not respond after a period of time, or established connection failed because connected host has failed to respond.** | This exception will be presented to you in your native Windows language and if you're using a BITalino. The problem (and solution) is similar to **TID 2**. |
| **6** | **Only one usage of each socket address is normally permitted.** | This exception will be presented to you in your native Windows language and if you're using a BITalino. The problem (and solution) is similar to **TID 3**. |