

# Trouble shooting Bluetooth connectivity on Windows

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Most people with a Simple Music Player (SMP) have found it to be a simple 'plug in and play' device. By this we mean plugging in a Bluetooth dongle, or using a Bluetooth enabled laptop, and then running our Upload Software, installs, connects and communicates with the SMP and you can manage the music files; either deleting some or adding your own preferred choice.

However, in a few instances we've had people encountering some difficulty with establishing communication, and the feedback is usually something like "We run the software but it never finds the Music Player. We know the Bluetooth is working ok because we can search for the device and pair it".

There are two separate issues to be addressed here. Taking the second first, being able to search for the device and to pair it proves that both your Bluetooth device and the SMP are working, or else you wouldn't be able to do this.

The first part is the tricky one "We run the software but it never finds the Music Player" since again, if you can run the software then it has downloaded successfully and is not faulty. Prior to releasing the software it has been extensively tested on Windows Vista, Windows 7 and Windows 8 in various forms of 'starter', 'home', 'professional' and 'business' editions. More recently we have trialled the same software on Windows 8.1 without any changes, and it operates as it should.

The problem therefore is how certain implementations or configurations of Windows interact with what is called the 'Bluetooth Stack' (a piece of software that is supplied with your Bluetooth device), and which 'Drivers' have been automatically installed. Incidentally this is not a problem specific to SMP, it may occur with one or many other Bluetooth devices, even though some may work, others may not. It is a function of how your computer is configured, and this is normally due to a combination of the Bluetooth supplier and, unfortunately, the low integrity applied by Microsoft to how they control their automatic configurations, and their poor response to reported bugs.

The problem is actually how your *operating system* drives and connects programs trying to use the Bluetooth facilities.

Addressing operating systems in turn:

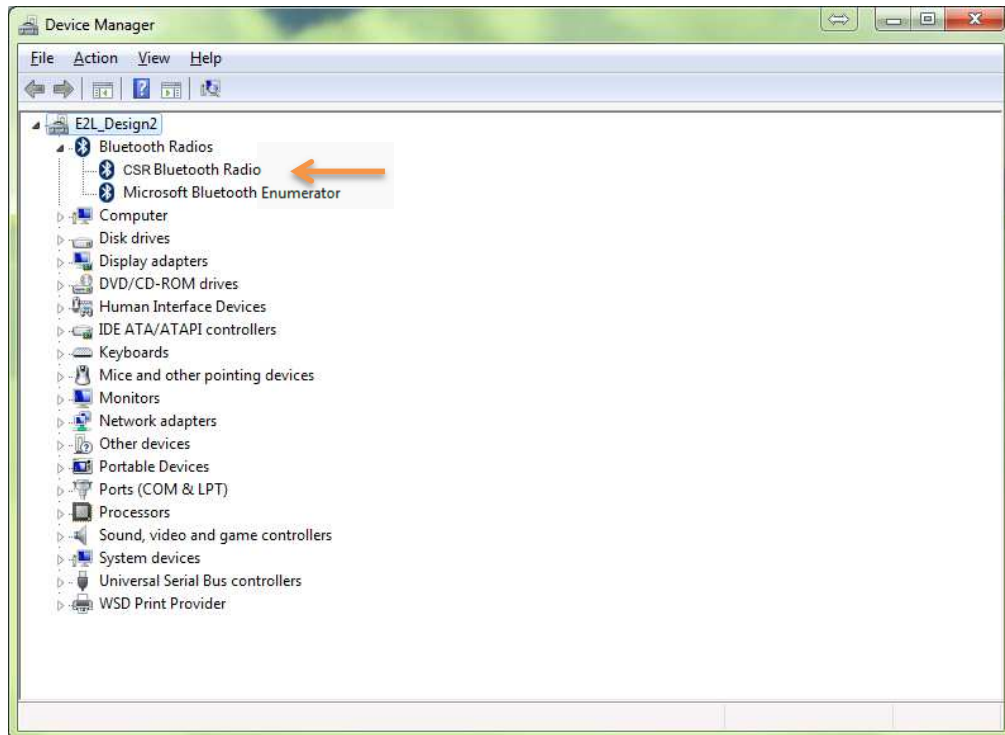
## Windows Vista

We've had no reported problems with Windows Vista in any of its releases.

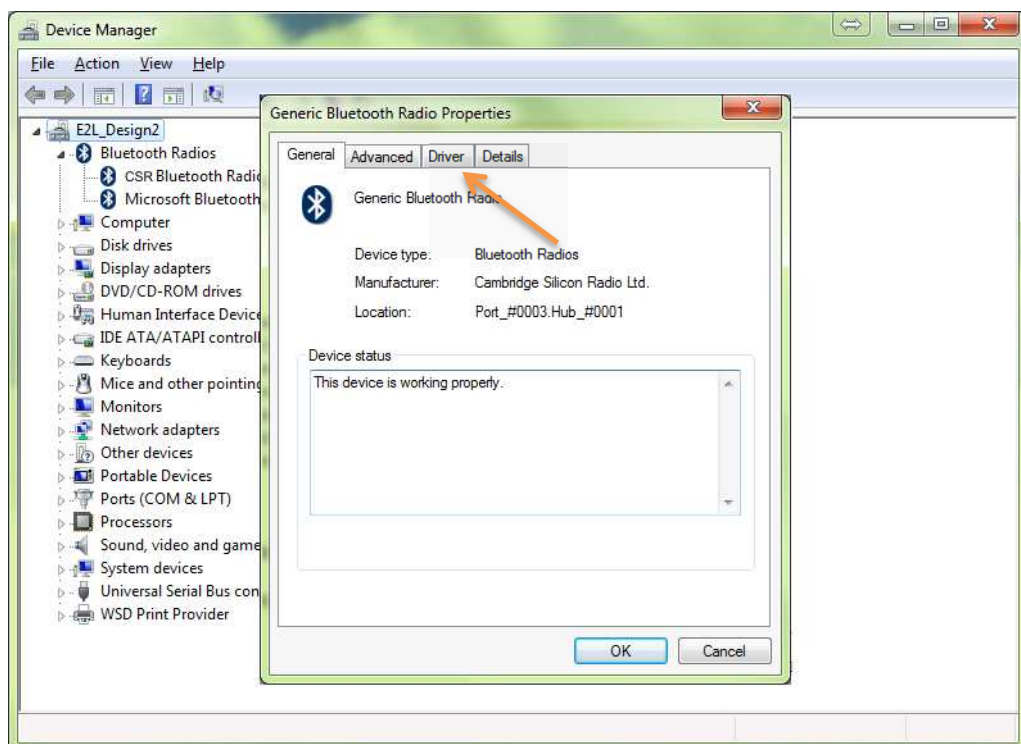
## Windows 7

We have found one case of failure and it was resolved by the following process:

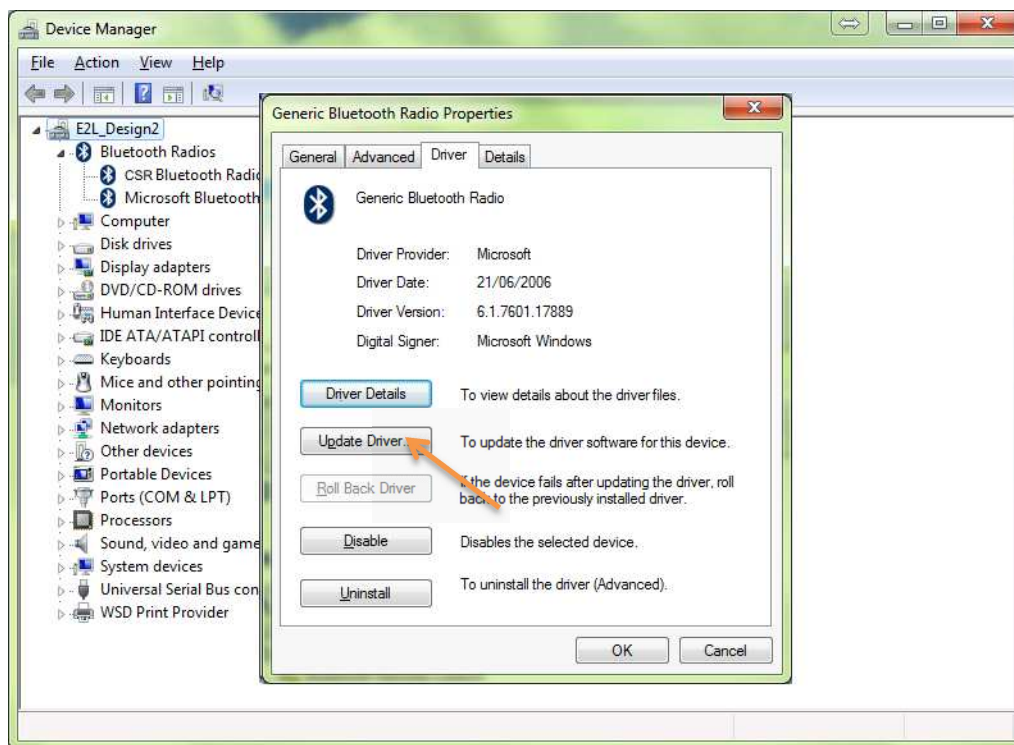
- 1) In 'Device Manager' find what it thinks the Bluetooth radio is. (In the example below it's a 'CSR Bluetooth Radio', but it all depends on your supplier).  
Right click and choose 'Properties' or 'Settings'



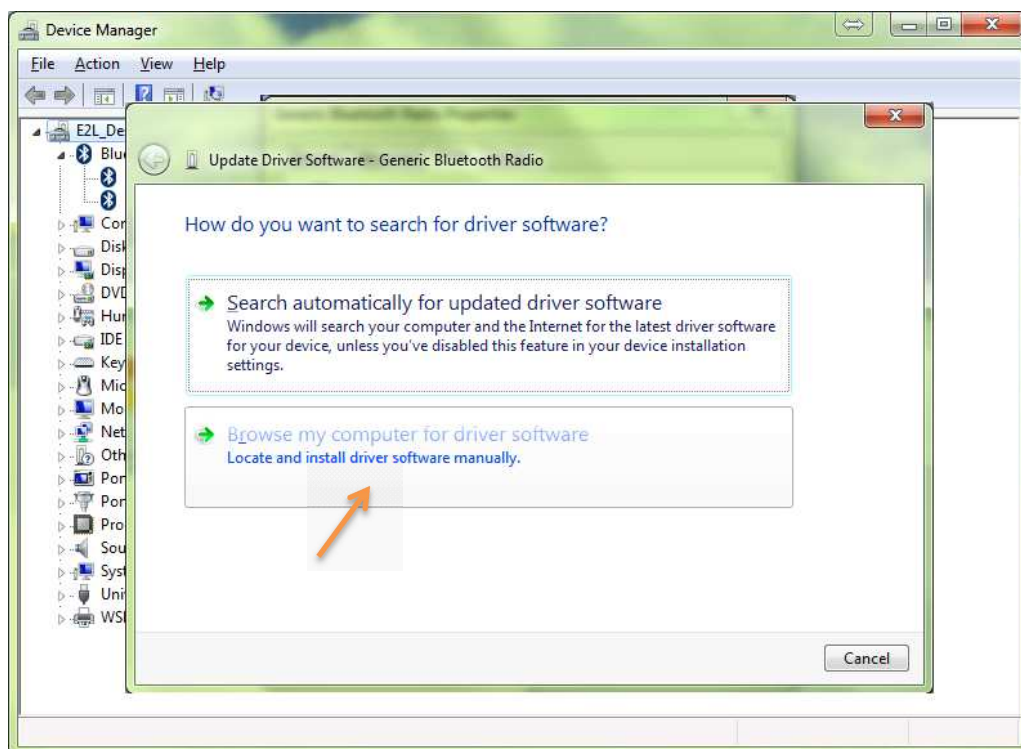
2. Then click on the 'Driver' Tab



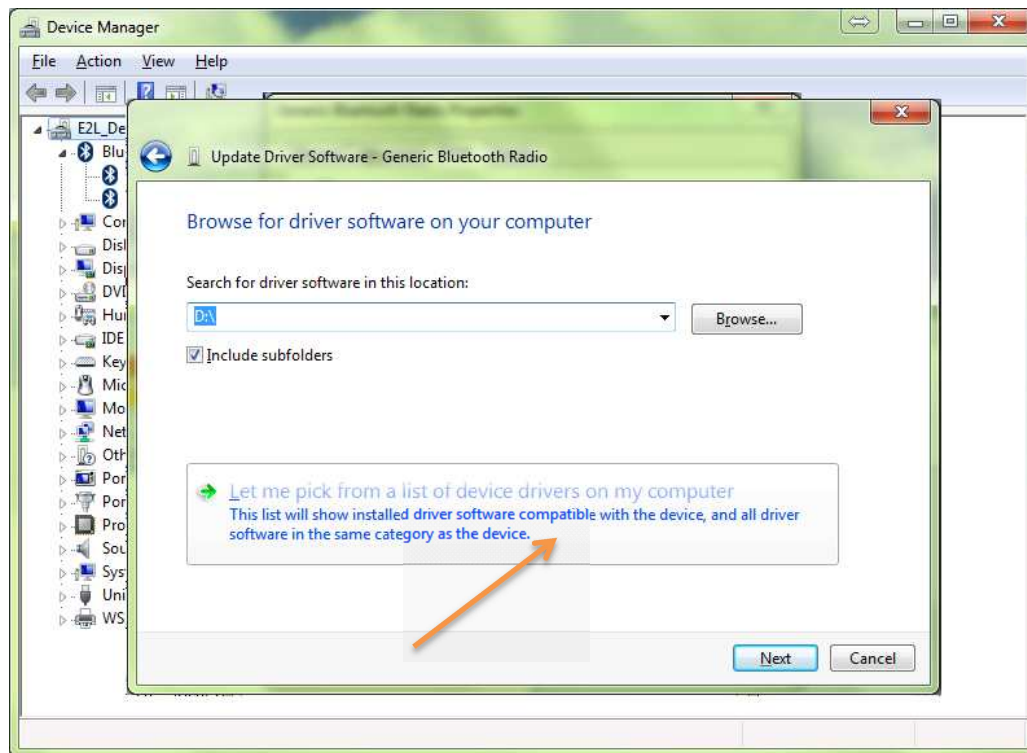
### 3. Choose 'Update Driver'



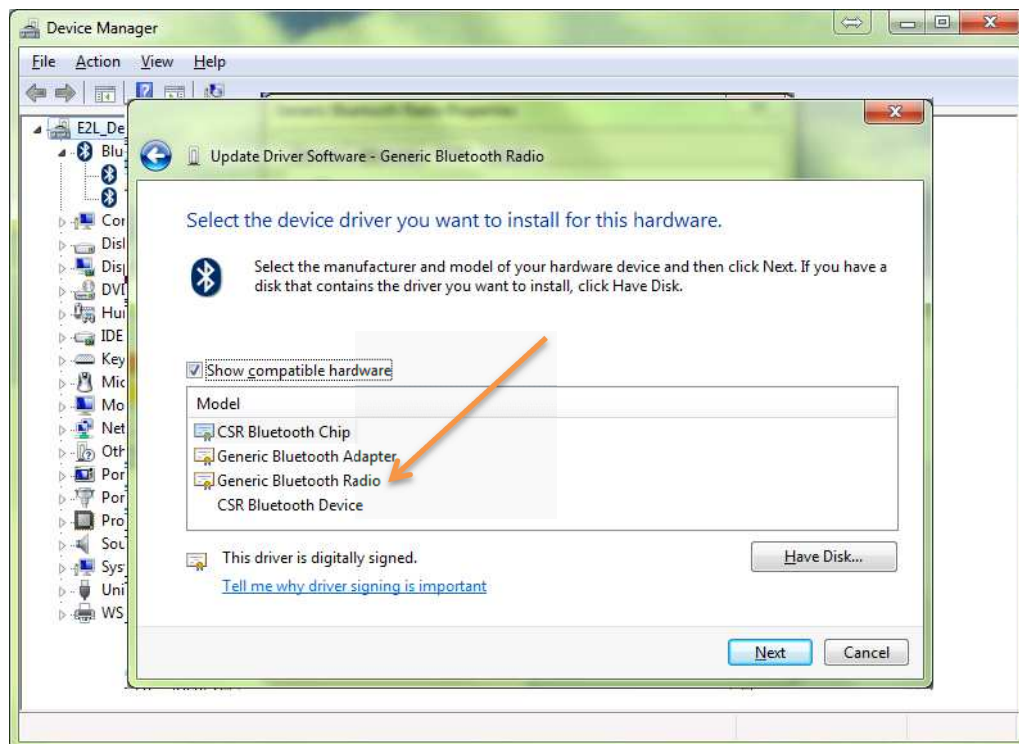
4. A new window pops up. Choose the last item which appears in various forms such as 'Browse my computer for driver software', 'Look through the computer for drivers', 'Search computer for drivers'



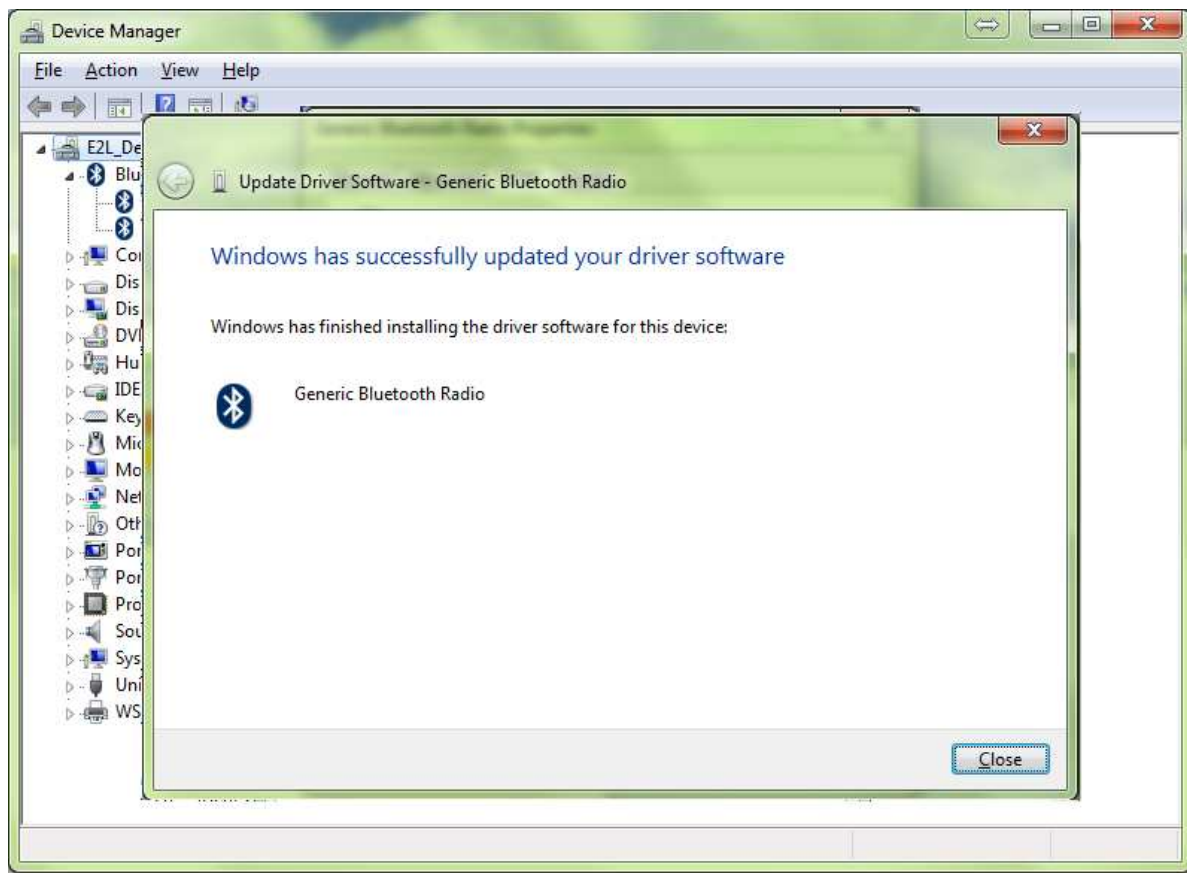
5. Again a new window. Ignore the path option and click on the last item which should be 'Let me pick from a list of device drivers on my computer', or similar.



6. Now you can choose between compatible drivers. According to your system you may have several (as in the case below). Double-click on the driver named "Generic Bluetooth Radio" regardless of your dongle type.



7. Now the driver should install and you get a closing window:



This should fix the linkage problem in Windows 7.

We can do this remotely for you if you are not confident. You need to let us have remote access your PC using TeamViewer 10 (free for personal use – from <http://www.teamviewer.com/en/index.aspx>).

You need to arrange a time with us (support@E2L.uk.com) then plug in your dongle, power up your music player, and run TeamViewer 10.

## Windows 8 and 8.1

Windows 8 and 8.1 are proving to be very poor at configuring devices correctly (amongst other problems) and there are many, many forums trying to address the issues – a quick search on the internet approaches disbelief. Microsoft are doing little to respond, other than announce that it's such a poor operating system they're working hard to make Windows 10 work properly (this more or less writes off any improvement to the existing version 8.x OS). Also there are significant differences between 8 and 8.1.

This being said, we do have a lot of Windows 8 and 8.1 users without problems, but for those that do, we have a few suggestions.

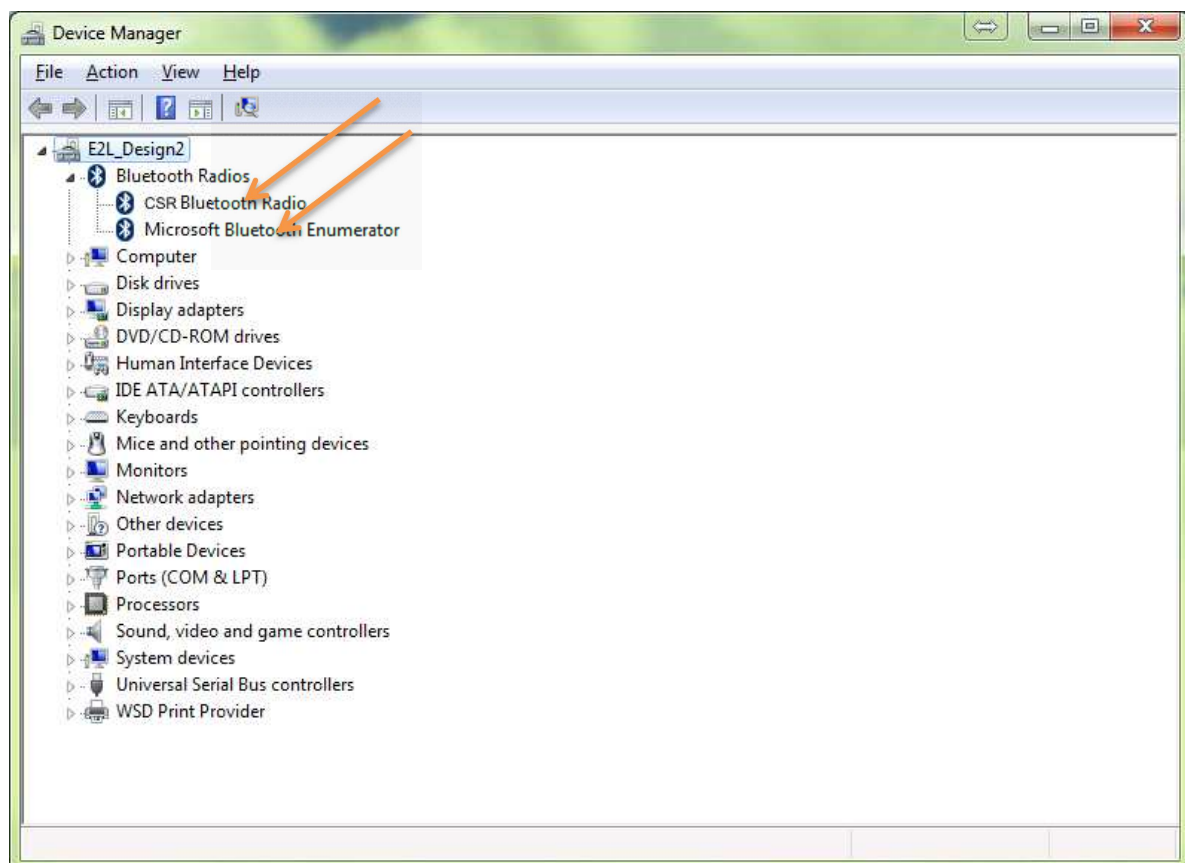
If you've upgraded from Windows 7 to Windows 8 then the drivers don't seem to get inherited properly. Most commentators suggest you go to 'Device Manager' and uninstall any devices that appear under the 'Bluetooth' index.



Similarly if you've upgraded from Windows 8 to 8.1 you *may* need drivers *specifically* written for 8.1 which you can download from the dongle manufacturer's websites.

In both Windows 8 and 8.1 what does seem to be the common factor throughout the troubleshooting discussions is that the correct drivers are not installed, further complicated by Microsoft's driver update often declaring the most suitable drivers are already installed – often this is not the case and a false message.

Microsoft's own advice is to uninstall all the Bluetooth drivers and then reinstall them. This is done by going to 'Device Manager', right clicking on all the Bluetooth entries, and selecting 'uninstall'. Then remove your dongle, reboot, insert the dongle and let Windows match a driver.



(It's interesting to note that using the search charm in Windows 8.1 for 'Bluetooth Problems'. The first result is for a complete driver replacement from a third party)

*Microsoft also suggests the following three remedies:*

**Method 1:**

*You may try running the Hardware and Device troubleshooter and check if it helps.*

- a. Press Windows Key +R, type Control Panel.*
- b. Type troubleshooting in the search bar, click on troubleshooting.*
- c. Click on Hardware and Sound, click on Hardware and Devices.*
- d. Follow the steps from the wizard to run the troubleshooter.*

**Method 2:**

*Step 1: After running the troubleshooter, check in Windows updates if any drivers' updates are available for the Bluetooth device. If so, install the same and check if it helps.*

- a. At the Start screen, type Windows Update.*
- b. Click or tap Settings on the right side of the screen, and then select Install optional updates from the left results.*

*Step 2: If the update are not available then you may try to update the drivers from the manufacturer website.*

*Step 3: If the Windows 8 drivers are not available for the device then you may install the drivers in compatibility mode.*

*You may run the drivers in compatible mode.*

- a) Enter the Start screen.*
- b) Press Windows key + C on your keyboard to show the Charms bar (If you have a touch screen: Touch the right edge of your screen and slide your finger to the center of the screen to show the Charms bar).*
- c) Search for Troubleshooting, Click Settings in the right column.*
- d) Click Troubleshooting. Click Run programs made for previous versions of Windows.*
- e) Click next, select Not Listed. Click Next.*
- f) Click Browse and select the installer that you downloaded using the link above.*
- g) Click next, click Troubleshoot program.*
- h) Check The program worked in earlier versions of Windows but won't install or run now box*
- i) Click Next, select the last known working operating system for this driver (probably Window j) Click Next.*

Method 3:

*Follow these steps and check if the Bluetooth Support Service is started.*

- a. Press Windows Key + R, type services.msc, hit Enter.*
- b. Right click on the service named-Bluetooth Support Service.*
- c. Check if it is started, if not click on Start.*