

Fix 3 common errors of Bluetooth connectivity

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I. Bluetooth Laptop can not communicate with other devices

Symptom : Bluetooth laptop cannot transmit data even though it has been recognized and connected successfully.

* *Overcome:*

- Move the device to communicate near the laptop.

- Make sure you've set **Accept incoming Bluetooth connections mode** .
- Limit the activation of multiple Bluetooth connections on the same computer because multiple connections at the same time Bluetooth will not have enough bandwidth to handle.
- Delete inactive connections, then proceed to connect again.
- If it has not been resolved, try performing the pairing steps again by right-clicking on the **Bluetooth** icon> **Add a Device** (on Windows 7). At the window that appears, select the device name found by the device and click **Next** .
- At this point, you will have three **Create a pairing code for me options** (the program creates you a connection code), **Enter the device's paring code** (enter arbitrary connection code) and **Pair without using code** (link Connect to another device without code). Select an option, enter the code and accept the connection on the device you want to connect to, then continue to follow the wizard's instructions and select **Next** . If successful connection (pair) will notify **This device has been successfully added to this computer** , click **Close** to finish.
- For Windows XP, double-click the icon under the system tray and switch to the Options tab of the **Bluetooth Devices** window> **Turn discovery on** > **Apply** > **OK** .
- To be sure, do not rush to use it, restart the computer again and try again.

II. Cannot pair 'paired' Bluetooth devices

Symptoms : After a successful pairing, then the laptop cannot connect to this Bluetooth device. This error usually occurs with external Bluetooth keyboard and mouse.

* *Overcome:*

- Check the battery and press the button at the bottom of the keyboard or Bluetooth mouse to connect.
- Search for devices within range by going to the **My Bluetooth Places** window, select **View Devices in Range** .
- Activate **Human Interface Device** mode on laptop by: right-clicking on the icon under the system tray> select **Bluetooth Setup Wizard** > mark the first option (**I know the service I want to use .**)> **Next** > Select **Human Interface Device** .
- Press over the button on the bottom of the mouse and keyboard within two seconds. Then click **Next** > select the mouse or keyboard in the list> select **Finish** in the **Bluetooth Setup Wizard Completion** window.



III. Cannot find and connect to Bluetooth devices

Symptoms : You conduct a pair of Bluetooth laptop pair with another Bluetooth device such as a printer, headset, mouse or keyboard, . without success. Diagnosis of the cause of this situation may be because you have not turned on the Bluetooth switch on the device, the Bluetooth device has been disabled (Disable) on the operating system, Bluetooth is in hidden mode (discoverable mode), .

* *Overcome:*

- Before trying to fix the error, please enable the Bluetooth device recognition mode on your laptop by right-clicking on the icon under the system tray> select Open Setting. At the Options tab, click Allow Bluetooth devices to find this computer.

1. Check that the Bluetooth device is turned on

If the Bluetooth device is not turned on, you cannot find, connect or share data. Therefore, first of all, if you look at the icon under the system tray if it is red, check the status of the LED on the machine. If the light is green, the power source is turned on (some Bluetooth open-status lights are usually yellow, red, orange - you can refer to the manual for details). If you use a separate Bluetooth transceiver, check that the connection is secure. This is not necessary for the built-in Bluetooth device. If the Bluetooth device is powered by battery power, check the battery again and if the battery is low, charge or insert a new battery and try again.

2. Turn off unnecessary Bluetooth connections

If there are multiple Bluetooth devices on the same computer, you should only activate one or two active devices.

3. Turn on Bluetooth connectivity

Step 1 . Power on the Bluetooth device

- Press the button or push the switch of the Bluetooth connection on the device (usually with the icon or) to open.

Note : Some Bluetooth models are integrated on the same Mini PCI Card as Wireless LAN (WLAN) so you press the button to enable Bluetooth.

- Normally, the Wireless indicator will light and the Bluetooth and Wireless LAN icon will appear in the system tray. But it is possible that your laptop has 3 following situations:

+ If the wireless light is not on, try to press the switch again and again but it still doesn't work. Please restart the computer and try again.

+ If the indicator light is on, you can rest easy on the next step.

+ If the indicator light is on, the Bluetooth icon does not appear in the system tray. Now the Bluetooth connection is on but your computer is not ready to connect. You may wait a few seconds for the connection process to complete.

Step 2 . Activate Bluetooth Device in Windows

If step 1 cannot fix the error, proceed to step 2 as follows:

- **Go to Start > Control Panel > click Switch to Classic View > Bluetooth Configuration** (Control Panel in Classic View mode).

- If you notice Bluetooth device not found, your laptop may not have Bluetooth built-in. Please check the machine configuration, if the device has Bluetooth built-in, please go to step 3 to reinstall the device driver.

Step 3 . Reset the driver for Bluetooth

- Go to **Start > Control Panel** (Classic View)> **System > Hardware > Device Manager** .

- At Device Manager, double-click **Bluetooth Devices** . Continue, right-click the Bluetooth device name (such as HP Integrated Module with Bluetooth 2.0 Wireless Technology)> **Uninstall** > select **OK** to accept to remove the old driver. Then restart the computer and proceed to reinstall the Bluetooth driver correctly.

- If the Bluetooth icon still does not appear, the device has not been recognized, then go to the next step.

Step 4 . Activate Bluetooth / WLAN Hardware in BIOS

- Turn off the computer> press the **Power** button and simultaneously press **F2** or **F10** or **Delete** (depending on the model) to enter the BIOS.

- To check the built-in parts on the mainboard, use the arrow keys to move to the **Advanced > Device Options option** .

- Check the status of **Onboard Bluetooth** . If **Disabled** , follow the instructions to switch to **Enable** . If your laptop uses Bluetooth, it will not have this option.

- Press **F10 > Yes** at the message **Save changes and exit** to save the settings and restart the computer.

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