Bluetooth adapter is not working

Sicaro - 2017-04-10 - Scanners

This article is for troubleshooting scanner Bluetooth connectivity in Windows 7.

Scanner:

Be sure the scanner is full charged

Set the scanner to **Factory Defaults** (refer to the scanner's documentation for instruction and programming barcode)

Scan Set Connection to place the scanner in its discoverable mode.

BT Adapter:

Does the led flash when the adapter is plugged into the usb port?

Test adapter in multiple USB ports in the rear of the pc. Bypass USB hubs during troubleshooting.

Device Manager:

Does the device show up in the **Device Manager**?

Click **Start>** Search for **services.msc**

Expand **Bluetooth Radios>** Is **Generic Bluetooth Radio** and **Microsoft Bluetooth Enumerator** listed?

Add a device:

Click **Start>** Select **Devices and Printers>** Click **Add a device**.

If you experience any of the three results review the following support.microsoft.com hotfix:

a. The device is never displayed in the list.

b. Bluetooth Support Service does not start

c. A search for Bluetooth devices in Control Panel does not finish

http://support.microsoft.com/kb/980396

Services:

Check Services to see if **Bluetooth Support Service** is Enabled

Click **Start>** Search for **services.msc**

Locate **Bluetooth Support Service** to be sure it is enabled.

Restart the service

Fire wall:

Be sure your Windows Firewall or 3rd party firewall is not blocking incoming or outgoing connections.

For Windows Firewall, temporarily disable to firewall. Quickly test, then re-enable.

Network/ Group Policies for Bluetooth Support Service:

If there is a network or group policy deployed, the network admin will have to check to be sure there is no access protection in place that could be preventing incoming or outgoing connections.

Power Options:

Be sure Windows is not Enabled to turn off the device to save power.

Click **Start>** Search for **Power Options**

Under the selected power plan, click **Change plan settings.**

Click **Change advanced power settings.**

From the **Power Options** box, expand **USB settings> USB selective suspend setting.**

Bluetooth Device Settings:

Make computer discoverable to Bluetooth enabled devices:

Click **Start**> Select **Control Panel**

Type **Bluetooth** in the Control Panel search box, > click **Change Bluetooth settings**. (On some systems, right-click the BT icon > select **Bluetooth settings**)

From the **Bluetooth Settings** dialog box, click the **Options** tab

Select the check box for **Allow Bluetooth devices to find this computer**. Be sure **Allow Bluetooth devices to connect to this computer** is checked.

To prevent Windows from disabling USB ports (Windows 7, 8 & XP):

Open Device Manager: Start, Run (if there is no Run command, type in the search box), type the following and press Enter:
devmgmt.msc

In the middle or right pane, expand Universal Serial Bus controllers. You will see one or more entries for USB Root Hub.

For each entry of USB Root Hub: right-click, Properties, Power Management tab, uncheck "Allow the computer to turn off this device to save power.", OK. Repeat this process for all USB Root Hub entries in the list.

Reboot the computer for this change to take effect.