Bluetooth HID scanners that detect but then cannot connect

Internal User - 2017-04-10 - WWS500

This applies to the WWS500 and the WWS800/850 when connecting to the pc using Bluetooth HID mode rather than the radio base:

If the scanner is detected by Windows but then does not connect, click on the scanner on the Bluetooth Devices list and click the Properties button. On the Services tab, it should show "Drivers for keyboard, mice, etc (HID)". Add a check to the box and click Apply.

If you get a message saying "Access is Denied", cancel out of the Add Device process, then go to Control Panel, Administrative Tools, Services. Right click on Bluetooth Support Service and go to Properties, then to the Log On tab. If it is set to This Account: NT AUTHORITY\LocalService, switch the option to Local System Account and check the box for "Allow service to interact with desktop". Switch back to the General tab and click Stop, wait a few seconds, then click Start.

Once it has restarted click OK, and you should be able to add the device successfully.