My Bluetooth scanner is not being properly recognized by Windows when paired using the Trendnet Bluetooth radio

Jason - 2017-04-10 - WWS500

This applies to any of the Bluetooth scanners connecting directly to the pc through a TrendNet Bluetooth dongle. The same situation will not occur when using a WWS800/850 or WWS450 with a base.

Symptom: The scanner is able to pair with the pc, but does not load the driver for Bluetooth keyboard, mouse, etc. When attempting to scan, no data is sent to the pc, and the scanner emits an error signal, typically 3 beeps.

In the Device Manager in Windows, under Bluetooth Radios, it lists only a CSR Chip. Uninstalling it and allowing it to be redetected, or attempting to update the driver, just loads the same CSR Bluetooth chip and tells you it is up to date.

Solution: In Device Manager, right click on CSR Bluetooth Chip and select Update Driver Software. When prompted for how to search, select Browse my computer for driver software. On the next window, click Let me pick from a list of device drivers on my computer. Select Generic Bluetooth Radio, and allow Windows to load the software. When it finishes, Bluetooth Radios should show 2 items: Generic Bluetooth Radio and Microsoft Bluetooth Enumerator. Once they are both shown, go through the pairing process for the scanner again.

Related Content

- Pairing Wasp's Bluetooth scanner models: WWS100i, WWS150i, WWS250i, WWS550i