

Wasp

BARCODE TECHNOLOGIES

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Windows 10 Bluetooth pairing problems

Scott Leonard - 2019-09-04 - in [FAQs](#)

Users have reported problems pairing Bluetooth devices, including Wasp scanners, to updated versions of Windows 10. Problems include:

- Windows does not give a Pin code at all
- Windows offers a Pin code but immediately times out and fails
- Windows requires the user to type a Pin code for scanner that doesn't have one

When the scanner continues to pair successfully to other versions of Windows, or to devices like smartphones, this indicates the scanner is working properly, and thus these behaviors are due to changes in Windows, or possibly conflicts with the Bluetooth driver currently installed. Here are some troubleshooting suggestions:

1. Microsoft's article "Fix Bluetooth problems in Windows 10: FAQ":

<https://support.microsoft.com/en-us/help/14169/windows-10-fix-bluetooth-problems-faq>

This article includes a section about the Bluetooth troubleshooter, which is built into Windows 10 v1703 and higher (see your version by running winver.exe).

2. Update the Bluetooth radio's driver in Device Manager. You may be able to use Windows Update to download drivers, or you may need to download drivers from the Bluetooth radio's manufacturer's website.
3. Instead of the newer Windows 10 Bluetooth pairing interface, try the older interface. Open the Control Panel, then Devices and Printers. Click Add A Device at the upper left, then follow the pairing process.
4. If your scanner has the option available, you can set a specific Pin code, or set it to not require a Pin code, to match what Windows is doing. Articles and manuals for some Wasp scanners are below in Related Pages.
5. For the situation where Windows wants a Pin code, but the scanner doesn't have one, we have found a workaround that has worked for at least a few users:
 - a. On the PC, use a wired keyboard to type a Pin in the box. We use 12345678 for simplicity, but this can be whatever you want.
 - b. Click Next.
 - c. Use our pairing guide to scan Start Pin, the digits you used, then Enter, then Stop Pin.