

Bluetooth USB Adapter

User Manual

I . Disable Built-in Bluetooth Before Plugging in Adapter

① Check if there is built-in Bluetooth in your computer before plugging in the adapter:

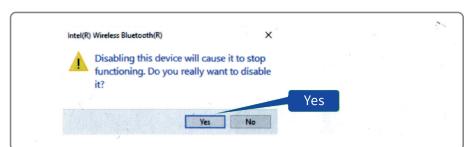
- ① Option 1: Press the "Windows"+ "X" to select "Device Manager".
 - ② Option 2: Right-click "This PC" > "Manage" > "Device Manager"
- If there is a "Bluetooth" icon in the "Device Manager", please follow the steps below to disable it. If not, please skip this part.



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② Disable Built-in Bluetooth

- Double-click the Bluetooth icon > right-click on "Intel(R) Wireless Bluetooth" > select "Disable device" > Click on "Yes".
Default Bluetooth: Generic Bluetooth Radio, Intel(R) Wireless Bluetooth (R).



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II . Windows 7 (Driver is Required)

① Download the Driver:

- ① Go to website and Download.
<https://bit.ly/3R7oyaC>

Download Wizard:

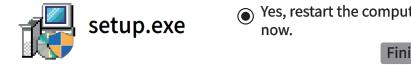
1. No need to log in or register.
2. If a login or registration dialog box appears, please click "or continue downloading only" below the dialog box.
3. Click on the download icon in the upper right corner of the page.
- ② Contact customer service.

② Install the Driver:

- ① Unzipped the package, then double-click "setup.exe" and follow up the wizard to complete the installation.

You can also refer to the "installation Guide" in the package for more detailed information.

- ② After installation, wait for the computer to restart.

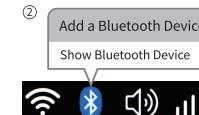
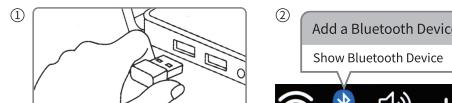


Finish

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③ Pair Bluetooth Devices:

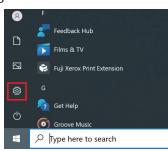
- ① Plug the adapter into a computer connected to the internet.
Note: DO NOT plug the adapter into your computer before disabling the built-in Bluetooth.
- ② Right-click the in the taskbar and choose "Add a Bluetooth Device" or select "Start" > "Settings" > "Devices". Please ensure to turn on your device's Bluetooth.
- ③ Select your Bluetooth device from the list and follow the wizard to complete pairing.



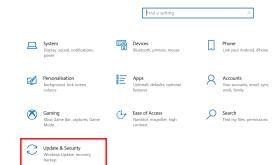
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III. Windows 8.1/10/11 (Plug and play)

The usage method is the same as step ②. If unsuccessful, please check if the automatic update of Windows system is enabled or download the driver (<https://bit.ly/3R7oyaC>). The operation is as follows: Click on the "Start" icon in the bottom left corner of the computer--"Settings".

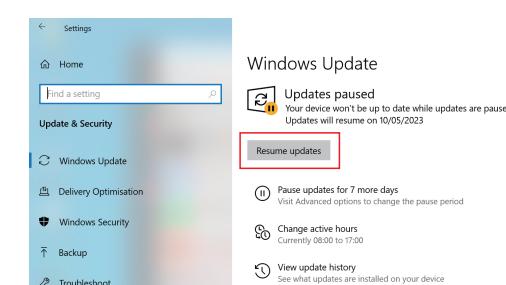


Click on 'Update & Security'



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Click on "Resume updates", after completion, plug the Bluetooth adapter again



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Troubleshooting

1. Why is the Bluetooth function not working and computer shows "⚠" or "Error Code 31"?

The built-in Bluetooth in your computer is not disabled, causing the adapter cannot enable the driver, please disable it:

- ① Remove the adapter, then go to "Device Manager" > double-click the Bluetooth icon > right-click "Intel(R) Wireless Bluetooth" > select "Disable device" > click "Yes".
- Note: common Bluetooth name may be Generic Bluetooth Radio, Intel(R) Wireless Bluetooth (R).
- ② Replug the adapter.

2. What should I do if the Bluetooth icon doesn't appear?

- ① Ensure there are no other Bluetooth devices installed on the computer. If there are, disable all existing Bluetooth devices in "Device Manager", then insert the adapter and try again.

② Sometime the Bluetooth icon may be hidden: select "Start" > "Settings" > "Devices" > Click "More Bluetooth Options" > "Options" > Check "Show the Bluetooth icon in the notification area".

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3. Why can't I find my Bluetooth device?

- ① Please make sure that your device supports Bluetooth.
- ② Please ensure your Bluetooth device is in pairing mode.
- ③ Keep your Bluetooth device around/near the adapter at a range of 20m/66ft.
- ④ Please replug the adapter

4. Can the adapter connect to multiple devices at a time?

The adapter can connect up to 7 Bluetooth devices, such as headphones/speakers, keyboards, mice, game controllers, and phones. However, if two Bluetooth audio output devices (like headphones/speakers) connect to the adapter, only one will work.

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TIPS:

1. Before doing the pairing job, please turn off the Bluetooth function of your other device, such as your cellphone to avoid your Bluetooth device such as Bluetooth headset wrong reconnection and it can't enter into pairing status.
2. Please turn on your Bluetooth device and make sure that it can be kept in pairing status and can be discoverable
3. If you encounter problems during installation and use, you can unplug the adapter and wait for 15 seconds before plugging it in and trying again.

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