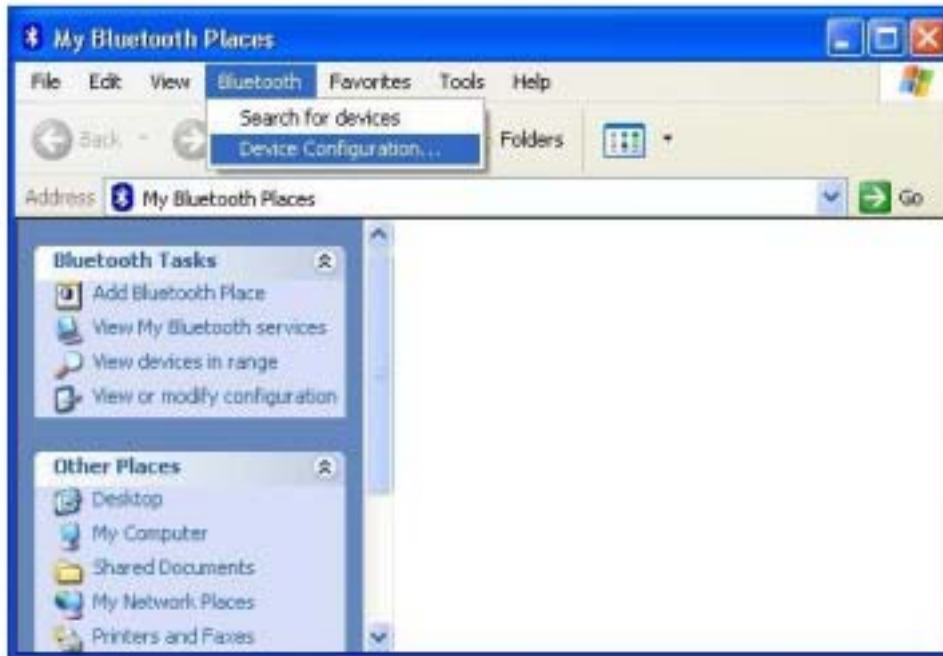


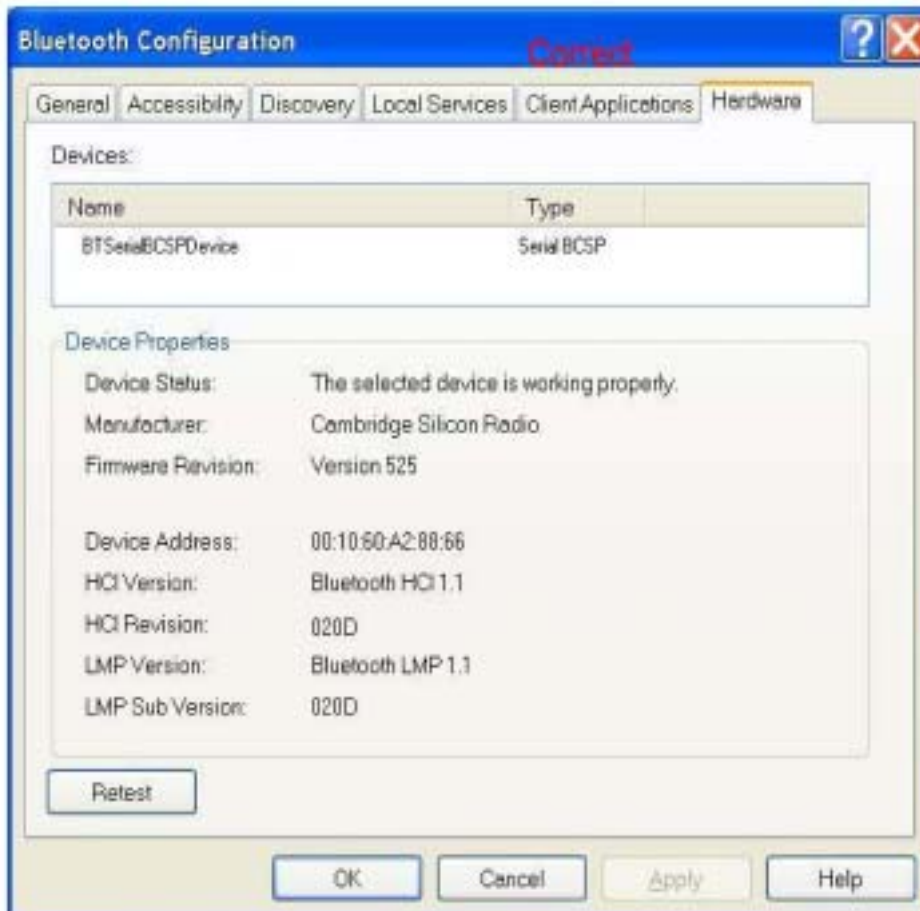
## Troubleshooting

Q1: Why couldn't my Bluetooth device find any nearby Bluetooth devices?

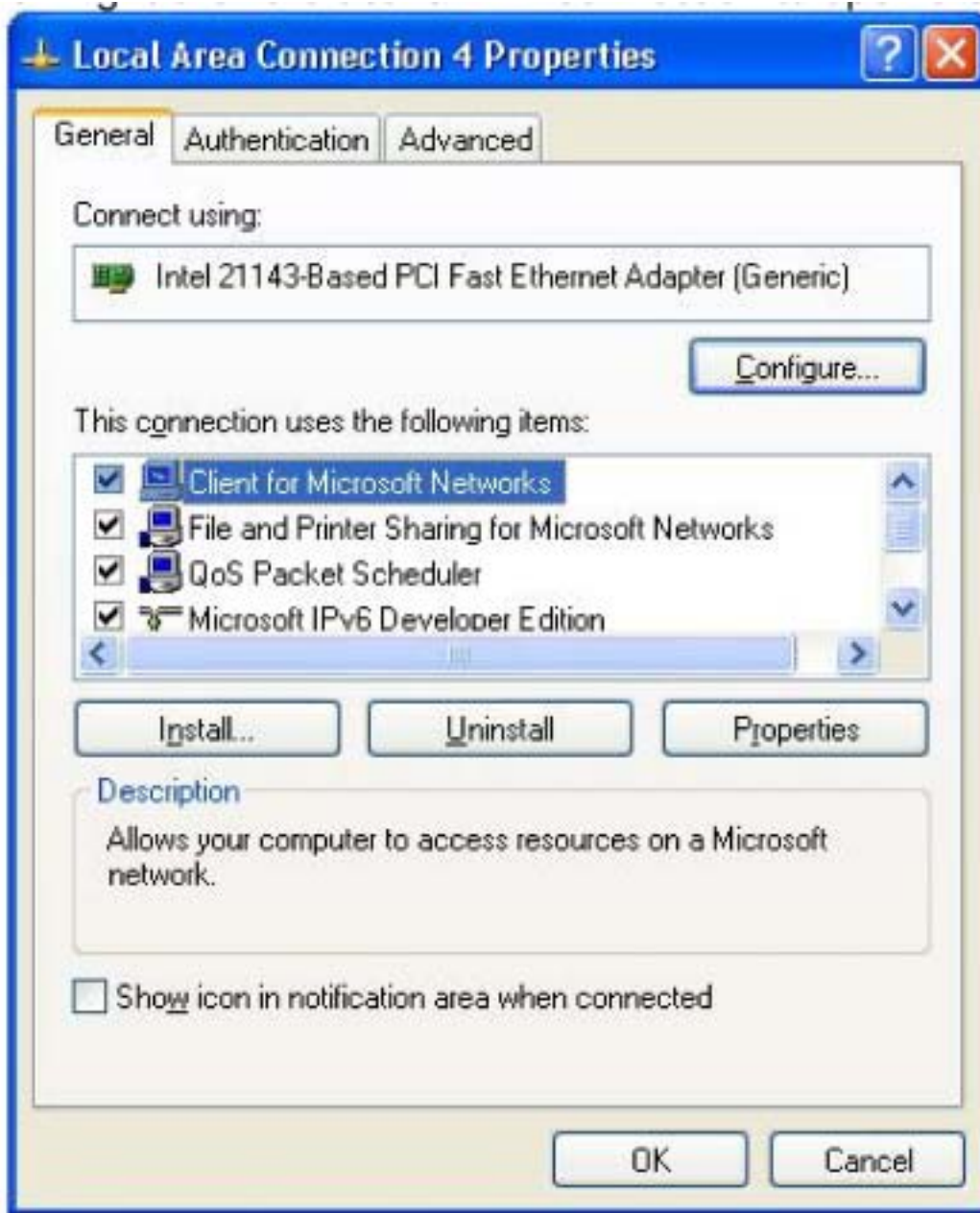
A1: (1) Please check that your Bluetooth device is enabled by opening the Bluetooth Configuration window.



(2) If the Bluetooth device is enabled, you will see something of the following nature.



(3) Otherwise, for USB Bluetooth adapter, please unplug then plug in the USB Bluetooth adapter to enable the device.



Q2: Why doesn't my CF/PCMCIA card work after I unplug and later plug-in again?

A2: CF/PCMCIA Bluetooth card is not a plug-n-play device.

Please reboot the system with the CF/PCMCIA Bluetooth card securely inserted in the PCMCIA slot to enable the driver again.

Q3: Why can't I transfer files from Nokia 7650 to my PC?

A3: If you are having trouble sending files from Nokia 7650 to your notebook or PC, follow the steps below:

(1) Execute "regedit" from the Run command (Start->Run)

(2) Locate the key:

HKEY\_CURRENT\_USER\Software\Widcomm\BTConfig\Services\0004, and locate the entry "Accept other".

(3) Set this key to 0x0000001.

If the "Accept other" key does not exist, simply create it with type DWORD and fill in the value. Save and exit Regedit. Reboot if necessary, now you should be able to send files from Nokia 7650 to your notebook or PC.

Q4: How come some devices within the connection range may not show up in the list of devices found?

A4: Your device is configured to report only specific types or classes of devices (Bluetooth Configuration Panel > Discovery tab, on your device). The unlisted device is configured to be non-discoverable (Bluetooth Configuration Panel > Accessibility tab, on the un-listed device).

Q5: Cannot connect to a paired device.

A5: Paired devices are always displayed in My Bluetooth Places, even if the remote device is out of range or not powered up.

Verify that the remote member of the pair is within radio range, and powered up, and then attempt the connection again.

Q6: Cannot discover services on an un-paired remote device

A6: The remote device may not be powered up or may be out of range. Verify that the remote device is powered up.

Verify that the remote device is in Connectable mode (Bluetooth Configuration Panel > Accessibility tab).

Perform a Search for Devices to verify that the device is within range.

Q7: Dial-up networking service does not start.

A7: The Dial-up Networking service will not start unless a properly configured modem is attached to the server.

Verify that the modem is usable as a local device on the computer to which it is attached. In the Bluetooth Configuration Panel Local Services tab double-click the Dial-up Networking service. Click the down arrow in the Modem field and select the modem that will be used to dial out, click the **OK** button to close the Bluetooth Configuration Panel.

Q8: Determine the Bluetooth device address (BDA) of my hardware device.

A8: In the Bluetooth Configuration Panel, on the Hardware tab, in the Devices section, select the device you want to determine the address of. In the Device Properties section of the dialog box, the fourth entry, Device Address, is the BDA of the selected Bluetooth device.

Q9: Determine the version of the host controller interface (HCI)

A9: In the Bluetooth configuration panel, on the hardware tab, in the device properties Section, the fifth entry provides Bluetooth specification compliance information for the host controller interface.

The sixth entry contains the specification revision information for the host controller Interface, if appropriate.

Q10: Determine the version of the link manager protocol (IMP)

A10: In the Bluetooth configuration panel, on the hardware tab, in the device properties section, the seventh entry provides link manager protocol version number information.

The eighth entry contains the link manager protocol sub-version number information, if appropriate.

Q11: How to find information about the Bluetooth hardware attached to my computer?

A11: In the Bluetooth configuration panel, select the hardware tab.

Q12: Internet connection sharing does not work

A12: This occurs because Internet connection sharing was enabled when Bluetooth was installed (this is a Microsoft windows behavior and is considered proper operation).

To resolve the "problem":

1. Disable sharing for the Ethernet adapter:

- a) Windows control panel > network and dial-up connections
  - b) Right-click "local area connection," select properties, and then select the Sharing tab.
  - c) Clear (uncheck) the box for "enable internet connection sharing for this "Connection" and click ok.
2. Re-enable sharing for the Ethernet adapter; repeat step 1.c.), and select (check) the sharing box.

If offered an option to select an adapter, select "Bluetooth network adapter" (this option will not appear unless more than one adapter is available.) If asked to reboot the computer, do so.

Q13: Test a network access connection.

A13: If the client is hardwired to the LAN, unplug the hardwired connection to ensure that the Test checks the wireless connection rather than the hardwired connection.

If the server has access to the Internet, open a browser on the client and connect to the World Wide Web.

You may also ping the server from the dos prompt.

Q14: Unknown port message when using a Bluetooth serial port.

A14: The "unknown port" error message usually means an attempt was made to connect a port that was in use. Additional Bluetooth serial ports can be added if they are required.

Q15: Bluetooth headset doesn't always function under Win98.

A15: Windows 98 cannot convert audio files with the extension m3u (e.g., myfile.m3u) into the pulse code modulation (pcm) audio format used by Bluetooth headsets; this is a limitation of windows 98.

Other versions of windows (2000, me and XP) can translate m3u audio files into the pcm format.

Possible solutions are:

Upgrade to a newer version of Windows

Use an m3u-to-mp3 conversion utility to convert the file(s) into a format that is supported by Windows 98. (Conversion utilities are available as freeware or shareware on the Internet.)