



Basic Bluetooth Setup and Troubleshooting

This guide provides basic information about setting up Bluetooth communication between your PC and your *Bluetooth*®-enabled VEMCO equipment. It also contains basic troubleshooting tips in case a problem arises. For more information, contact us at www.vemco.com.

Using Internal Bluetooth

There are a number of Windows® operating system laptops and tablets equipped with an internal *Bluetooth* capable of communicating with VEMCO receivers through the VUE software. If you would like to use the internal *Bluetooth*, then **do not insert** the VEMCO supplied *Bluetooth* adapter into your device and follow the steps below.

1. Open VUE software (latest version available at www.vemco.com/downloads/)

2. Observe the *Bluetooth* icon at the bottom of the window. In most cases, it will look like the *Bluetooth* icon shown here indicating that you're ready to communicate with VEMCO *Bluetooth* equipment, like the VR2W. If there is a red "X" through the icon, then VUE is not able to perform *Bluetooth* communication – troubleshooting tips are available on the next page.



NOTE: Communication difficulties occasionally occur when the red "X" is not present. If this happens, follow the suggestions in "*Bluetooth* icon looks fine (no red "X") but still can't communicate" on the next page.

3. Connect to the receiver. Instructions are found in the user manual for the receiver. If a *Bluetooth* connection cannot be established with the receiver, try using the VEMCO supplied USB adapter as described in "Using External *Bluetooth*" below.

DO NOT insert the VEMCO supplied *Bluetooth* adapter into your PC if you are planning to use the PC's internal *Bluetooth*.

Using External Bluetooth

If you choose to use the supplied *Bluetooth* USB adapter, follow the steps below:

1. Open VUE software

2. Insert the VEMCO supplied *Bluetooth*® USB adapter (may not appear as shown) in any USB port on your PC. If the "Found New Hardware Wizard" window opens, which may happen if your PC uses Windows XP or Vista, then select "Cancel" and continue with these instructions.



3. Observe the *Bluetooth* icon at the bottom of the window. In most cases, it will look like the *Bluetooth* icon shown here indicating that you're ready to communicate with VEMCO *Bluetooth* equipment, like the VR2W. If there is a red "X" through the icon, then VUE is not able to perform *Bluetooth* communication – troubleshooting tips are available on the next page.



NOTE: Communication difficulties occasionally occur when the red "X" is not present. If this happens, follow the suggestions in "*Bluetooth* icon looks fine (no red "X") but still can't communicate" on the next page.

4. Connect to the receiver. Instructions are found in the user manual for the receiver. If a *Bluetooth* connection cannot be established with the receiver, follow the troubleshooting tips described on the next page.

You may require administrative privileges on your PC or tablet to perform troubleshooting tips.

Troubleshooting Tips



You may require administrative privileges on your PC or tablet to perform troubleshooting tips.

Bluetooth icon has a red X:

If you have other *Bluetooth* devices connected to your PC (e.g. wireless mouse), disconnect/turn off the device(s) and try to establish *Bluetooth* communication again.

If removing the other devices does not solve the problem, then exit VUE, ensure the VEMCO *Bluetooth* adapter is **not connected** to your PC, and follow the steps listed below.

1. Select the Start button
2. Right-click "Computer" in the list and select "Manage" in the list that appeared
3. Double-click "Services and Applications"
4. Double-click "Services"
5. Find "*Bluetooth* Support Service" in the list and check that the status is listed as "Started" and the startup type is "Manual". If it isn't, then double-click "*Bluetooth* Support Service" to open the properties window and make the necessary changes.
6. Open VUE. If the *Bluetooth* icon no longer has the red "X", attempt *Bluetooth* communication. If communication is still not successful, then continue to Step 7.
7. Open the Device Manager (Control Panel > System and Security > System > Device Manager, or click the Start button and type "Device Manager")
8. Expand the *Bluetooth* Radios list to display the currently installed *Bluetooth* drivers.
9. Open the VUE software and size/position the Device Manager and the VUE software so they are next to each other and both are completely visible.
10. Insert the VEMCO supplied *Bluetooth* USB Adapter into the computer. Windows will update the *Bluetooth* drivers listed in the Device Manager. If the driver installation was successful, the *Bluetooth* icon in VUE will not have a red "X" through it. If you are using Windows Vista or XP, then the *Bluetooth* drivers must be installed using the VUE software. Do not allow Windows to install drivers using the automated Wizard installer.

Windows 7 or 8:

Enter "services.msc" in the *Run* window (*Windows* Logo key + R key) instead of Steps 1 - 4



Some users, particularly those using a Panasonic Toughbook, have found different Bluetooth drivers installed than those listed in the picture above. Although VEMCO cannot recommend this method, these users have established successful Bluetooth communication by uninstalling each additional driver and then selecting "Scan for hardware changes" (under the "Action" menu, or on the icon ribbon). This removes the conflicting drivers and installs the Microsoft drivers used by VUE.

Bluetooth icon looks fine (no red "X") but still can't communicate:



Communication difficulties occasionally occur even when the red "X" is not present.

1. **Replace the battery in the VR2W.** The battery voltage you see in VUE represents the current voltage and is NOT an indication of remaining battery life. The discharge characteristics of the Tadiran D-Cell batteries used in many VEMCO receivers are such that it can drop very quickly (i.e. reading 3.4-3.6 V right up until it dies). As a result, battery life can only be tracked by time used. Under normal conditions, a new VR2W battery should last 12-15 months and for that reason we recommend using a marker to write the deployment dates (i.e. time connected) on the battery so you can track usage.
2. **Check for Bluetooth communication disruption.** In some instances, *Bluetooth* communication can be disrupted by another application's Bluetooth drivers. Many customers have had success when removing WIDCOMM or Broadcom applications from their computers (uninstall from the "device manager" as well as "remove programs and applications". It is up to the discretion of the user whether they are able to remove any potentially competing programs, as doing so may impact other Bluetooth applications.
3. **Check for interference in the area.** Although not common, interference can be caused by microwave ovens, certain electrical sources (power lines, electrical railroad tracks, power stations, etc), or wireless equipment operating at 2.4 GHz or 5 GHz (cordless telephones, video senders, wireless speakers, cameras, baby monitors, etc). Moving away from the interference (or removing the interfering equipment) can remove this problem.
4. **Check location of receiver.** The receiver must be within range and within sight of the Bluetooth, meaning distance and physical objects, such as walls, can prevent the receiver from making a Bluetooth connection. Move the receiver closer to the PC and make sure the "line of sight" between the receiver and the PC is clear.

If these solutions have not remedied the problem, contact support.team@vemco.com for advanced troubleshooting.