

BioRadioTM

Bluetooth Adapter Trouble Shooting Guide

Version 1.0

INTRODUCTION

Every computer configuration is different, and while we have tried to ensure simple connectivity with most PC based Bluetooth components, the unique setup and driver configurations on some models may impact the ability of the BioRadio to connect right out of the box.

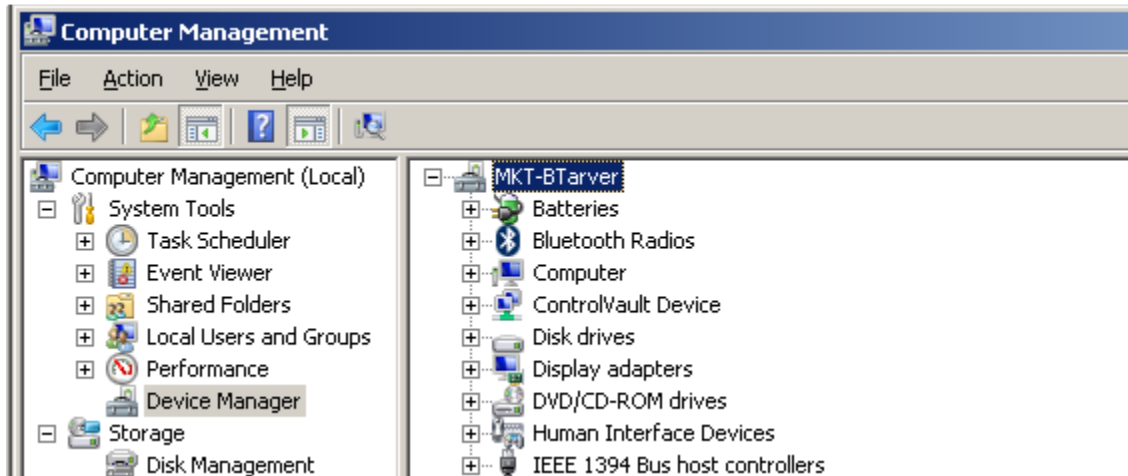
Therefore, if you cannot select and connect your BioRadio, using BioCapture or BioRadio Lab Course software, please refer to the following steps for verifying and updating the device drivers of your PC's internal Bluetooth Adapter or installing and updating device drivers of the provided Bluetooth Adapter.

TROUBLESHOOTING STEPS

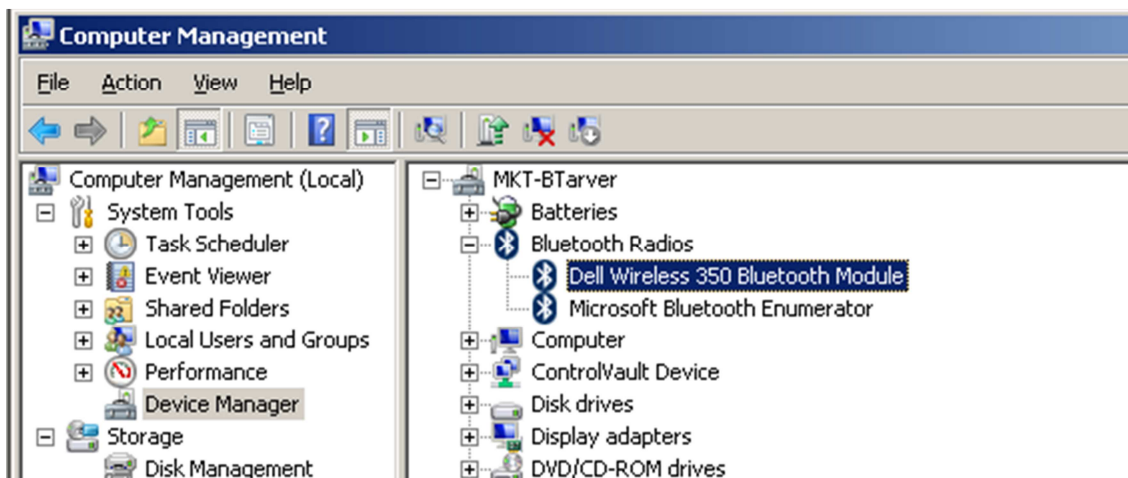
1. Ensure that BioCapture and BioRadio Lab Course software are closed.
2. Ensure the provided Bluetooth Adapter is removed from your PC.
3. Open your PC's Device Manager.
 - 1) See the following links for help opening Device Manager:
 - i. Windows 7 - <http://windows.microsoft.com/en-us/windows/open-device-manager#1TC=windows-7>
 - ii. Windows 8 and above - <http://windows.microsoft.com/en-us/windows-8/where-is-device-manager>
4. Review your PC manufacturer's user manual for recognizing and turning on your PC's internal Bluetooth Adapter.
 - 1) If you have any difficulties with an internal Bluetooth Adapter or have verified that your PC **does not** have an internal Bluetooth Adapter, **skip to step 7** for instructions on using the provided Bluetooth adapter.



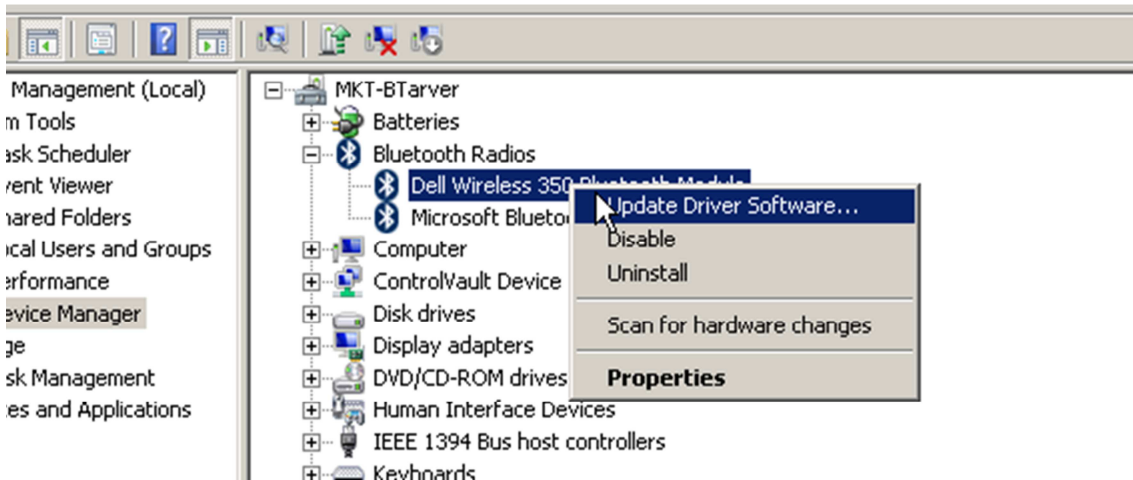
5. Within your PC's Device Manager, look for a Bluetooth Radios category.



6. If a Bluetooth Radios category is not visible, turn on your PC's internal Bluetooth Adapter and a Bluetooth Radios category will appear in the Device Manager. **Skip to step 8** for instructions to manually update the device drivers of your PC's internal Bluetooth Adapter.
7. **If you have completed step 6, skip this step;** otherwise, insert the provided Bluetooth Adapter into any available USB port. Windows will automatically install drivers for the provided Bluetooth Adapter, and a Bluetooth Radios category will appear in the Device Manager. In the proceeding steps, you will manually update the device drivers of the provided Bluetooth Adapter.
8. Press **[+]** next to the Bluetooth Radios category to expand it and reveal Bluetooth Radios devices. If the **first** Bluetooth Radios device has a brand name (e.g., Dell Wireless 350 Bluetooth Module, CSR Bluetooth Chip etc.), note the name.



9. Right click on the **first** Bluetooth Radios device (e.g., Dell Wireless 350 Bluetooth Module, CSR Bluetooth Chip etc.) and select Update Driver Software...



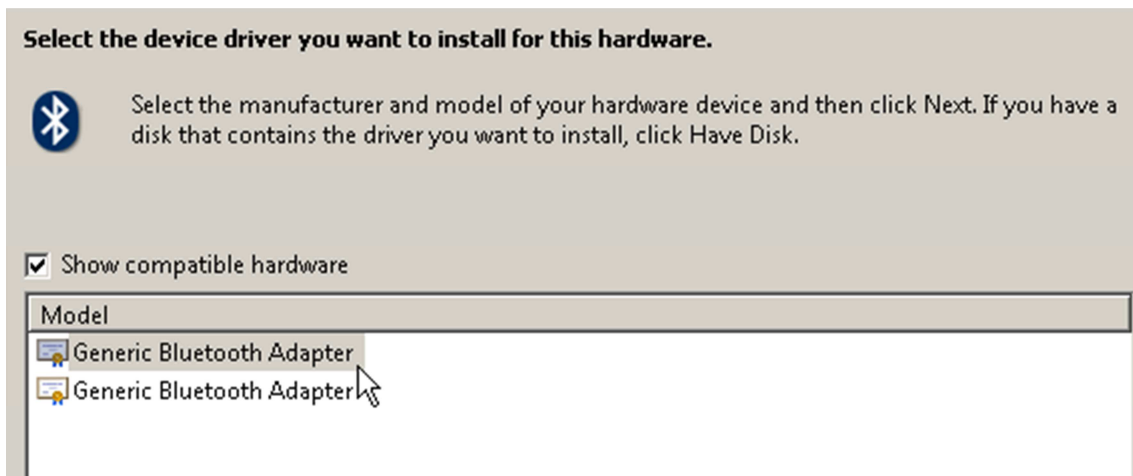
10. An Update Driver Software window will appear. Press Browse my computer for driver software.



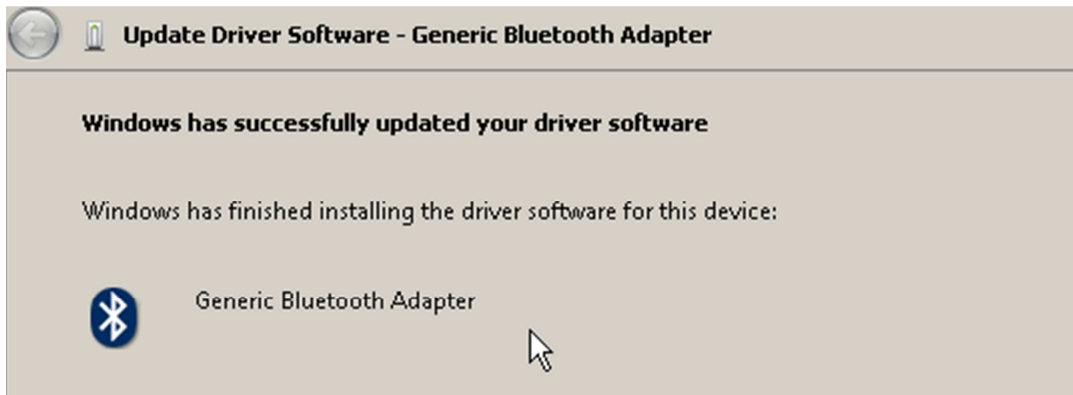
11. Press Let me pick from a list of device drivers on my computer.



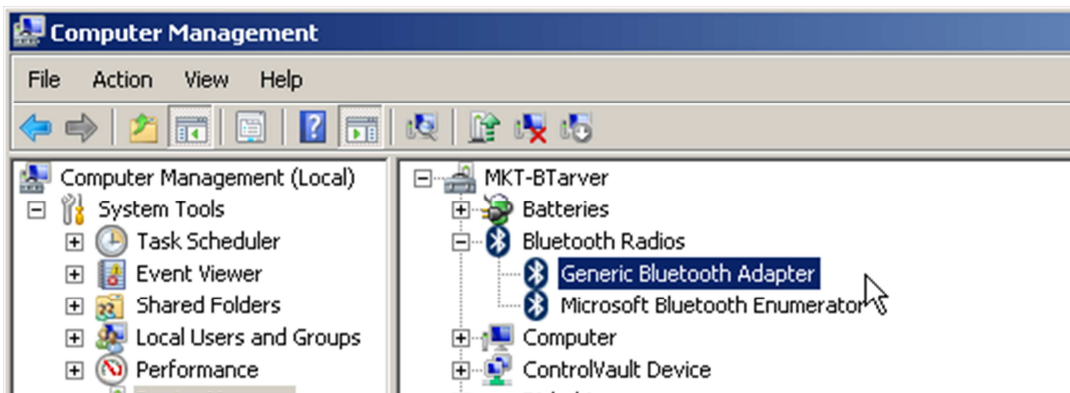
12. Ensure the Show compatible hardware check box is checked, select Generic Bluetooth Adapter and press Next.



13. After Windows successfully updates the driver software press Close.



You will now see a Generic Bluetooth Adapter and Microsoft Bluetooth Enumerator, under Bluetooth Radios.



14. Close Device Manager.

15. Launch **either** BioCapture or BioRadio Lab Course software.

16. If you are unable to select and/or connect using an internal Bluetooth adapter with Generic Bluetooth Adapter device drivers, do all of the following:

- 1) **Turn off** the internal Bluetooth adapter.
- 2) Ensure that both BioCapture and BioRadio Lab Course software are closed.
- 3) Re-open Device Manager.
- 4) Repeat **steps 4.1 thru 15**.

CONTACT US FOR ADDITIONAL SUPPORT

Great Lakes NeuroTechnologies Inc.

www.GLNeuroTech.com

Tel: 216-361-5410

Email: Support@GLNeuroTech.com