

— Troubleshooting Tip —

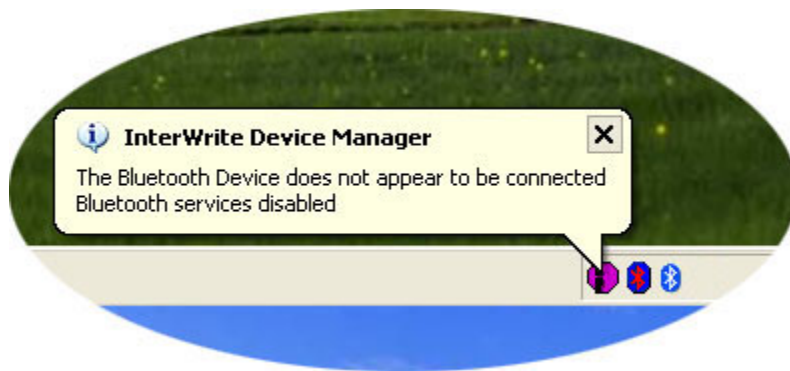
Problem Description

After installing the Windows XP Service Pack 2, I cannot connect with my Bluetooth InterWrite Devices.

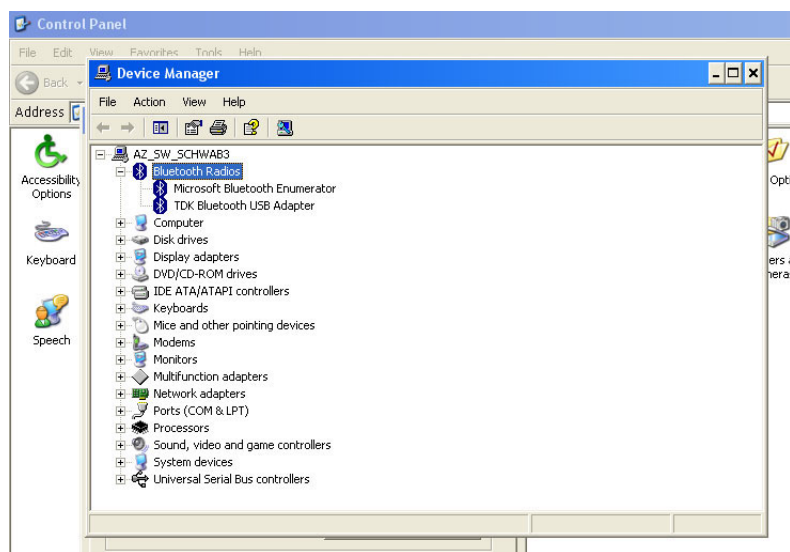
When Service Pack 2 is installed, it switches control of the Bluetooth Devices from the EZURiO/TDK* Bluetooth stack to the Microsoft Bluetooth stack. The EZURiO/TDK Bluetooth Devices do not support the Microsoft Bluetooth stack at this time.

How do I know I am having this problem?

Nothing was changed with respect to the installed Bluetooth EZURiO/TDK Adapter, and it looks as though it should be working, but it isn't.



InterWrite Device Manager will display this message. In addition, there will be two Bluetooth icons, instead of just the one blue and white icon, in the System Tray on the Windows Status Bar.



In the Control Panel, the Windows Device Manager, one of the System Hardware management tools, lists Bluetooth Radios, rather than Bluetooth Devices.

* EZURiO was spun off as a separate company by TDK. Newer dongles (adapters) display the EZURiO label, but you may find some of the related software still labelled with **TDK**.

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Problem Solution

The Bluetooth Connection problem caused by updating Windows XP with Service Pack 2 can be solved in two ways.

Solution A

EZURiO has created a Switching Utility that automates the process of switching from the Microsoft Bluetooth stack back to the EZURiO/TDK Bluetooth stack.

Download the Utility ZIP file (*BtwSp2Fix_V2_0.zip*) from the GTCO CalComp Web site at the following location.

<http://www.gtcocalcomp.com/interwritefiles/>

Verify that the EZURiO/TDK software is installed (Bluetooth logo in the System Tray). Then, unzip the downloaded Utility into a temp directory and execute it. It will automatically switch the stacks and allow you to connect to your Bluetooth Devices.

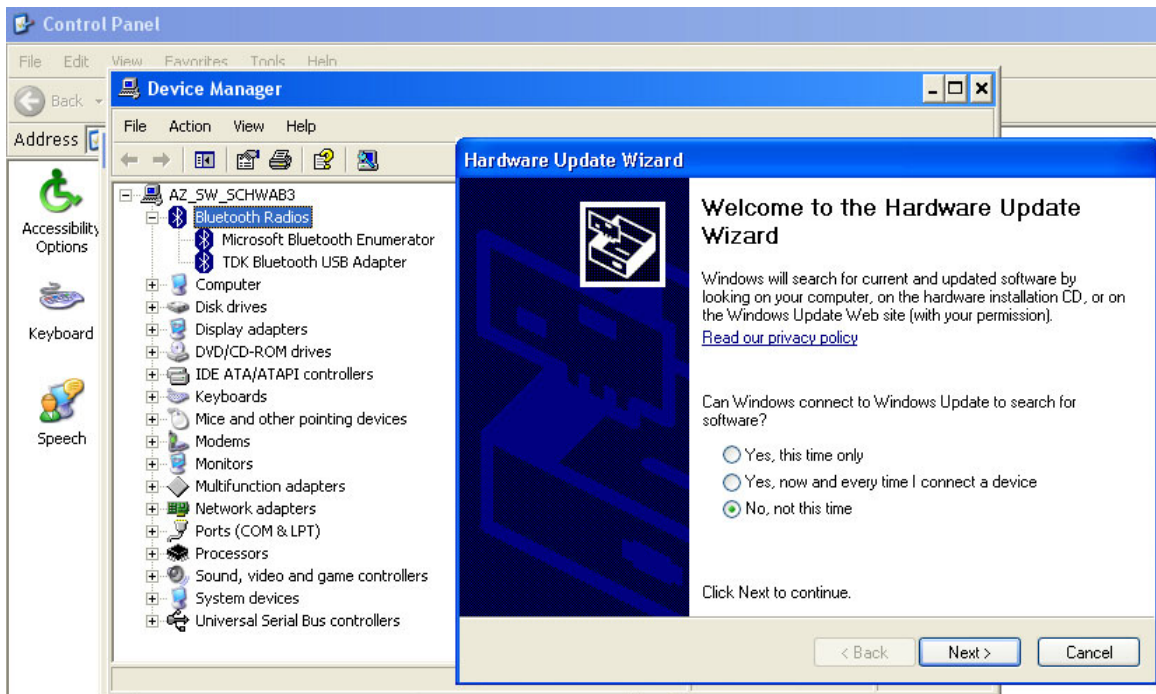
An unzipped version of the Switching Utility is available on the EZURiO CD. Find it in the **Utility\BTFixUtility** directory. Double-click on the file to execute the Switching Utility.

Solution B

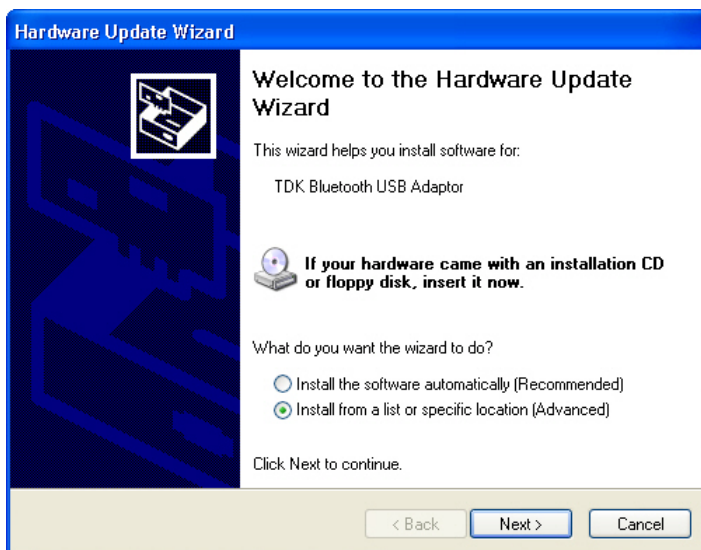
This solution outlines the steps you need to take to *manually* switch from the Microsoft stack back to the Bluetooth stack.

- 1 Open the Windows Control and select the **Performance and Maintenance** category. You can access the Windows **Device Manager** from either **Administrative Tools** or **System**. Device Manager lists the applicable hardware on your system.
- 2 Expand the **Bluetooth Radios** listing and right-click on the **TDK Bluetooth USB Adapter** option.

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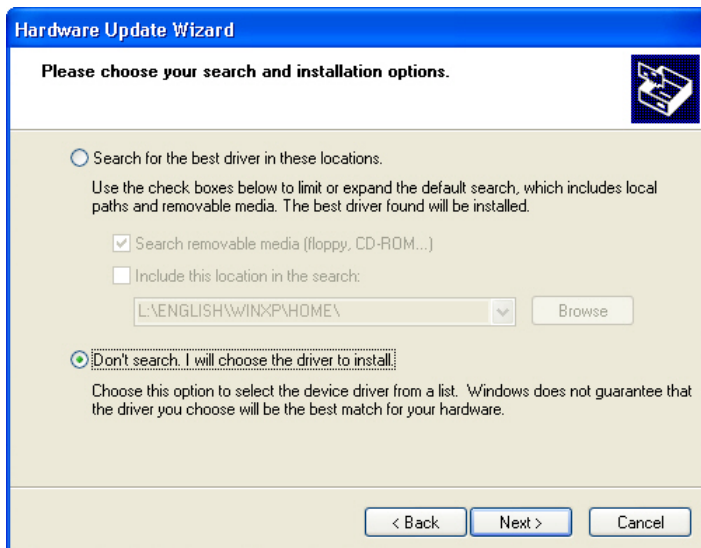
3 From the popup menu, select the **Update Driver** option.



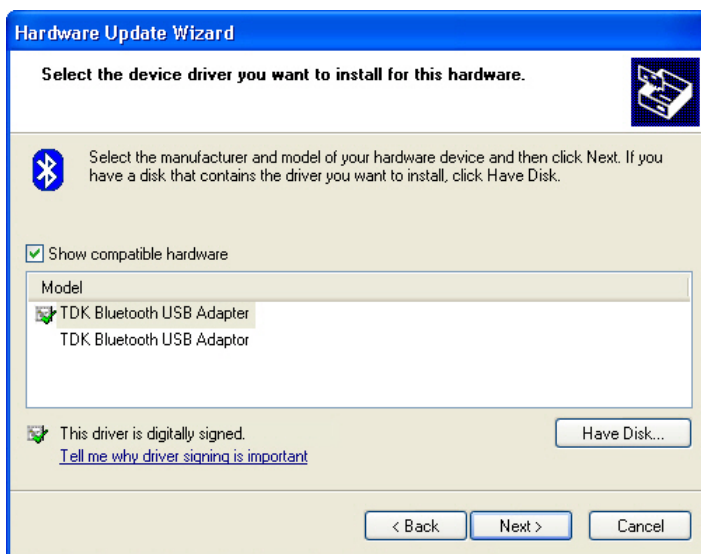
4 When the **Hardware Update Wizard** displays, select the *No, not this time* radio button option.

5 Click on the *Install from a list or specific location (Advanced)* radio button and click on the **Next** button.

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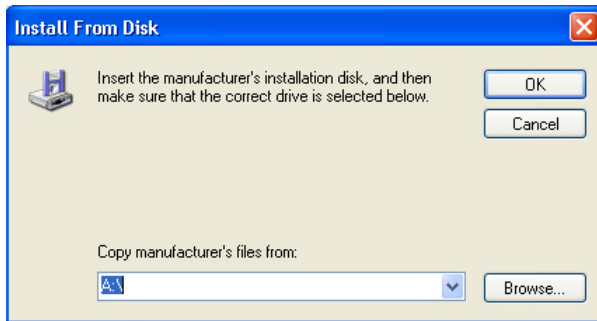


- 6 Select the *Don't search. I will choose the driver to install* radio button and click on the **Next** button.

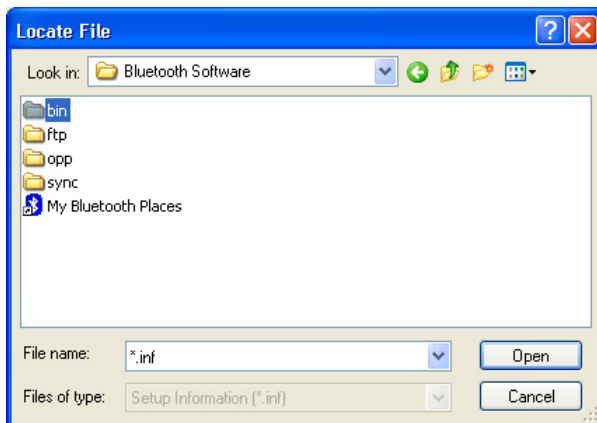


- 7 Click on the **Have Disk...** button.

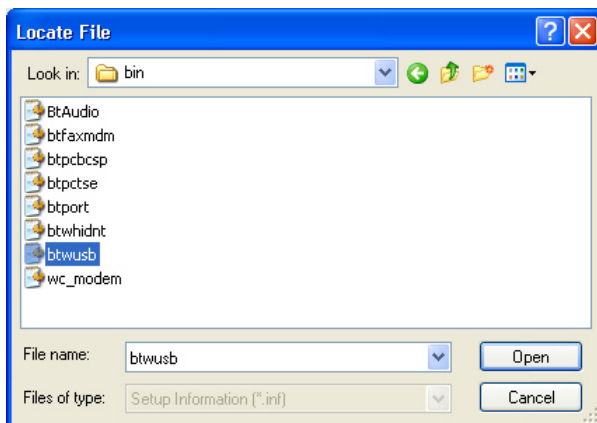
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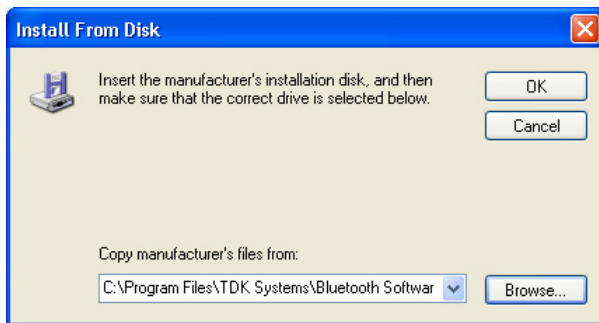
- 8 In the text box, type, or browse to, **C:\Program Files\TDK Systems\Bluetooth Software\bin**. (This path assumes the Bluetooth software was installed in the Program Files folder.)



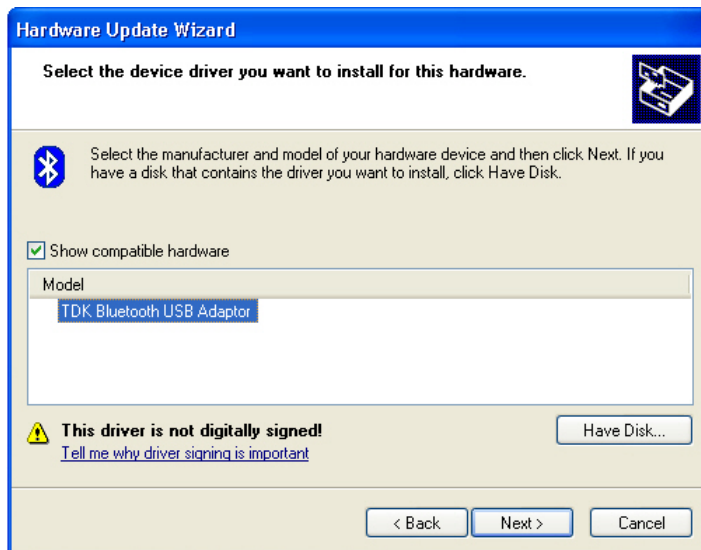
- 9 In the **bin** directory, open the file named **btwusb**.



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10 Click on the **OK** button to return to the **Hardware Update Wizard**.



11 In the **Model** list window, select *TDK Bluetooth USB Adaptor* and click on the **Next** button.



You may see one or more hardware installation warnings. Click on the *Continue Anyway* button whenever the warning is displayed.

12 When the driver update is completed, click on the **Finish** button.

The switch from the Microsoft Bluetooth stack back to the EZURiO/TDK Bluetooth stack has been completed and you can now connect to your Bluetooth Devices.