

— Technical Bulletin —

Connecting Bluetooth Devices in Windows

Bluetooth is an excellent short-range wireless communications technology, but it has some shortcomings related to connecting devices. These shortcomings affect an InterWrite installation using Bluetooth by making the Connection process less than 100% reliable.

Discovering Devices

When you **Discover New Devices**, the Bluetooth Adapter attached to your computer “scans” for other Bluetooth devices that are within range. Even though this process takes a long time—around 25 seconds—there is a small chance that it will not find all of the Bluetooth devices in the vicinity. Occasionally, you will have to run the Discovery a second time – and, in rare circumstances, a third time – in order to discover all of your InterWrite Bluetooth Pads and Whiteboards. If the second Discovery fails, you may want to try cycling power to your InterWrite Bluetooth device and/or moving it a few feet closer to the Bluetooth Adapter on the computer.

Connecting Devices

When you select a device in the **Manage Bluetooth Devices** dialog box and click on the **Connect** button, there is a similar, small chance that the Bluetooth Adapter on the computer will not be able to find the device, even though the device is powered-on and located near the computer. There are several work-arounds possible here: try the connection a second time, if the first attempt fails; move the device a few feet closer to the Bluetooth Adapter and re-try the connection; or, for the MeetingPad/SchoolPad Model 310, use the **Link** button to establish the connection.

Auto-Connecting Devices

If multiple Bluetooth devices are selected for auto-connection, the same mechanisms described above may prevent one or more of the devices from connecting at power-up. The workaround is to try to create the connection manually using the **Connect** button, or, for the MeetingPad/SchoolPad Model 310, pressing the **Link** button to establish the connection.

Link Button

Using the **Link** button to power on and connect a discovered Pad can manifest some of the problems described above, with the difference that the Pad is trying to connect to the Bluetooth Adapter on the computer, rather than the other way around. The symptom of a failure to connect is that the Pad will tick for 15 to 20 seconds and end with the low frequency *Error* tone. Move the Pad a few feet closer to the computer, then retry pressing the **Link** button. If it still fails, manually connect the Pad using the **Connect** or **Manage Bluetooth Devices** options of the InterWrite Device Manager.

We have also seen a few instances where the Pad will emit the rising *Connect* tone, indicating a successful connection, but it does not appear in the Devices list or in the Session Manager, and it does not move the system cursor. Turning the Pad off and back on and retrying the link sometimes works, but if it does not, the workaround for this situation is to log off and back on, or to restart the computer.