Bluetooth Troubleshooting:

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Information to Windows 10

- 1. Windows 10 comes with a pre-installed Bluetooth driver, so there is no need to install the CSR Harmony software
- 2. Bluetooth works better with the latest Windows 10 versions (1809 and later)

Procedure Pair with CSR Harmony Software (Vista/Windows7)

- 1. Switch off Bluetooth on the meter
- 2. Insert dongle
- 3. Remove devices, which have already been coupled
- 4. Unplug the dongle and plug it in again
- 5. Remove LE-Keyboard if present
- 6. Select "Pair" in the Bluetooth menu on the measuring device
- 7. On the PC, click on Add device and select Keyboard/Mouse
- 8. Select measuring instrument on the PC and press "Next"
- 9. Click on "Finish", if "Gauge S/N: _____" is not displayed continue with point 2

Can't find meter on the end device? Disable internal Bluetooth

Possibly an internal Bluetooth device is active that does not support Bluetooth Low Energy.

- 1. Remove any external Bluetooth dongles
- 2. Open "Device-Manager"
- 3. Expand "Bluetooth" and open context menu on "Generic Bluetooth Radio"
- 4. Select "Disable device"



- 5. Confirm with "Yes" in the following window
- 6. Plug-in external Bluetooth dongles and try to connect the meter again