

Bluetooth Plogg Connectivity Solutions

Introduction

Unfortunately, Bluetooth on Windows computers can be a minefield as different manufacturers use different methods to support their devices. Even in cases where everything worked as expected, driver updates can also cause problems, turning working installations into non working installations.

Most of the time, Bluetooth Ploggs can be addressed using the Plogg Manager software without any trouble. However, there are always those rare cases where this does not work at all due to driver issues or stack issues.

This document will explain how to connect to your Bluetooth Plogg in those cases where a standard Bluetooth connection to a Plogg fails.

This document is provided as a reference only.

The detailed solution in this document is based on the Broadcom / Widcomm Bluetooth stack. Your own Bluetooth wizards might look different and use different wording. However, the steps required can be accomplished on different stack providers software and must be carried out before Plogg Manager can connect to the Plogg device.

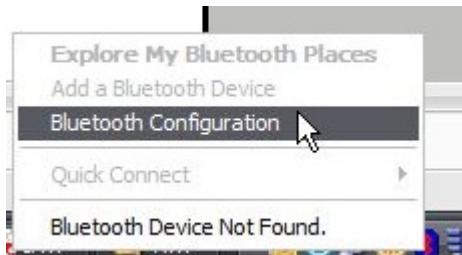
Summary of Solution

In summary, the solution to the problem is to use your installed Bluetooth wizard to establish a serial connection to the Plogg and;

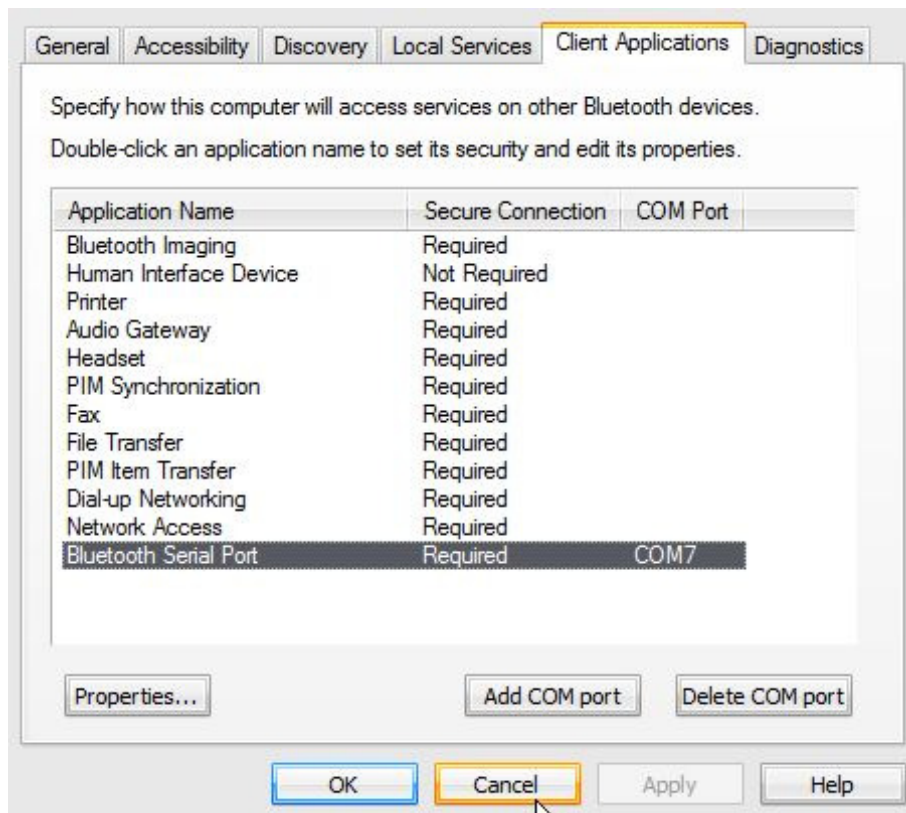
- Open the Bluetooth serial port and search for all devices
- Select the Plogg device
- Skip pairing
- Configure the connection and de-install 'Secure Connection'
- Take a note of the COM port number
- Open Plogg Manager and connect using the serial port option
- Wait for the connection to be confirmed in your installed Bluetooth wizard and the Plogg Manager software

Detailed Solution Based on Broadcom / Widcomm Bluetooth Stack

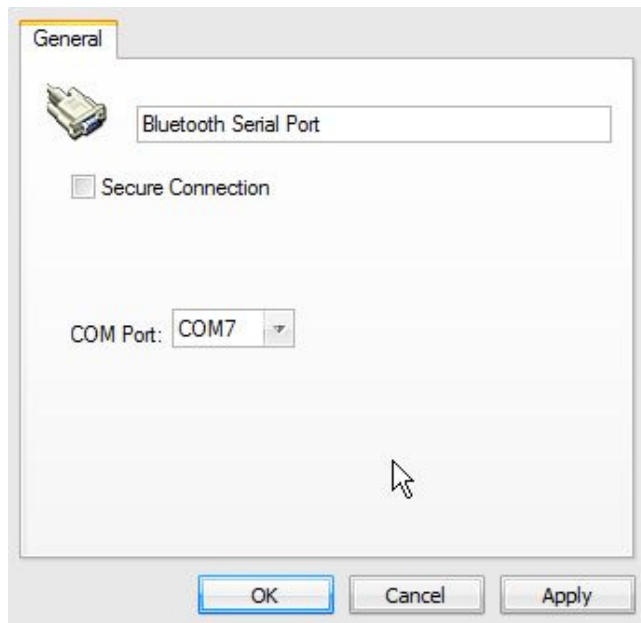
Right click on the Bluetooth icon which is normally in the system tray, located on the bottom right of your Windows desktop.



From the menu, select 'Bluetooth Configuration' and click on the 'Client Applications' Tab in the dialogue as shown below:



Select the 'Bluetooth Serial Port' line and hit the 'Properties...' button. This displays the following dialogue:



Uncheck the 'Secure Connection' check box and click 'OK' to close the 'Bluetooth Properties' dialogue.

Click 'OK' to close the 'Bluetooth Configuration' dialog.

IMPORTANT – THE FOLLOWING INSTRUCTIONS MUST BE FOLLOWED

Right click on the Bluetooth icon in the system tray and select the menu item 'Stop the Bluetooth Device'.

Right click on the Bluetooth icon in the system tray and select the menu item 'Start the Bluetooth Device'.

Right click on the Bluetooth icon in the system tray and select the menu item 'Add a Bluetooth Device'. The Bluetooth wizard will start:



Click the 'Next button', the following screen will be displayed:



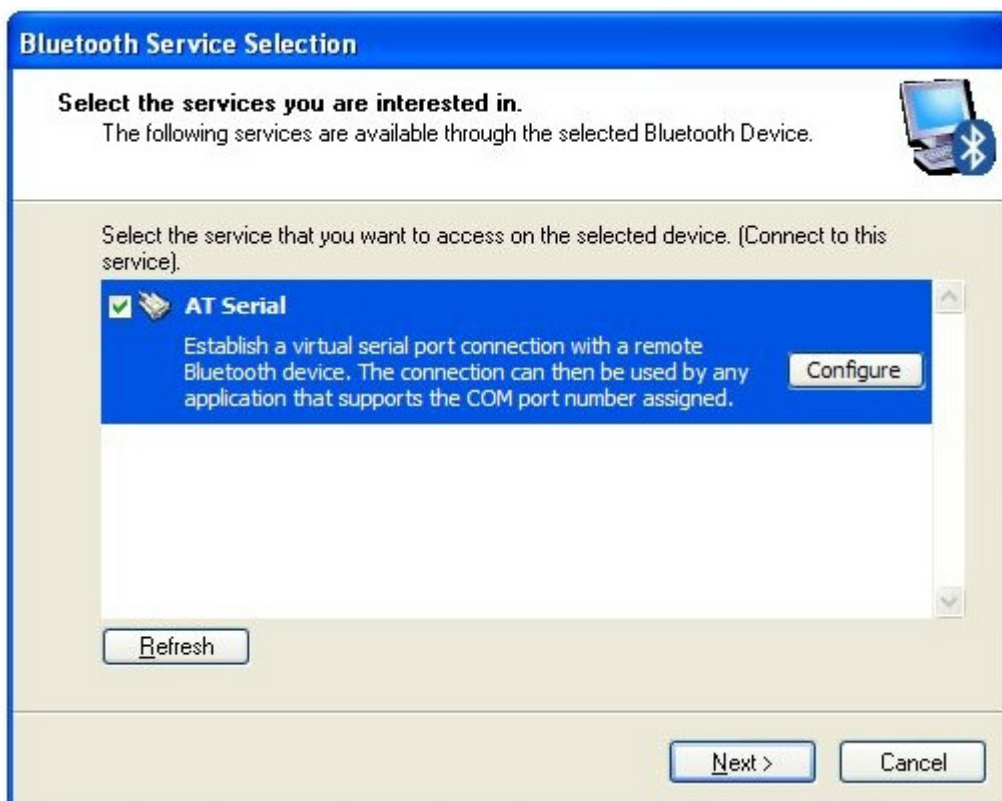
Select the Plogg, and click the 'Next' button. The following screen will be displayed:



Now wait until the following screen is displayed:



Now wait until the 'Next' button becomes selectable and click it. The following screen is displayed:



Check the 'AT Serial' check box and click 'Next' to continue. A dialogue will be displayed:



Press 'OK' and click 'Finish' on the displayed dialogue.

The Plogg should now be available as a serial port on the PC.

You can now use the Plogg Manager software to communicate with the Plogg. See picture below. Note the COM port you choose should match the one you have just created.

