Troubleshooting Bluetooth Dongle Issues with the Kestrel 5000 Series Models and LiNK for Windows.

If **LiNK for Windows** is not recognizing that a dongle is inserted after you plugged the dongle into your computer, this document will help troubleshoot the issue.

	S Kestrel LiNK™	1 in	_		-	- C - X
	About Help					
	To connect wirelessly (requires LiNK enabled Kestrel 5 Serie	s Device	Model	Start Time	End Time	Datasets
	unit and Kestrel LINK Wireless Dongle)	NK Demo	5700SL	2015-11-18 13:26:00	2015-11-18 16:02:50	1367
	In Kestrel menu, turn Bluetooth to On and set Conct to PC/Mobile	NK Demo	5700SL	2015-11-18 13:26:00	2015-11-18 16:08:48	1546
	Ensure Kestrel LiNK Wireless dongle is inserted in USB port	WEATHER - 2110154	5500L	2015-11-20 11:34:00	2015-11-20 16:19:00	286
	Ensure Kestrel unit is in range of the computer	WEATHER - 2110154	55001	2015-11-20 11:34:00	2015-11-20 16:19:00	286
	To connect via USB Data Transfer Cable (requires USB Data Transfer Cable)	Beeseles's Unit	53002	2015 12 02 16:25:00	2015 12 02 14:12:00	1200
	In Kestrel menu, turn Data Port to On	Racosky's Unit	5700SL	2013-12-02 10:23:00	2013-12-03 14:13:00	1309
	Connect USB Data Transfer Cable to rear of Kestrel	WEATHER - 2108492	5500	2015-12-02 16:25:00	2015-12-03 14:13:00	1309
	and USB Port	WEATHER - 2108492	5500	2016-01-04 16:23:40	2016-01-04 17:08:40	271
	Searching for Kestrels	WEATHER - 2108492	5500	2016-01-04 16:23:40	2016-01-04 17:08:40	271
		WEATHER - 2108492	5500	2016-01-04 16:23:40	2016-01-04 17:08:40	271
		WEATHER - 2116312	5500	2015-01-12 16:54:00	2015-01-13 15:03:00	1330
		WEATHER - 2116310	5500	2015-01-12 16:54:00	2015-01-13 15:03:00	1330
		WEATHER - 2116308	5500	2015-01-12 04:54:00	2015-01-13 03:41:00	1344
		WEATHER - 2108492	5500	2015-01-08 22:00:00	2015-01-09 02:00:00	5
		WEATHER - 2108492	5500	2015-01-10 21:06:08	2015-01-10 22:42:52	2903
Example: Shows	Restart Scan Manage	Tech Support Elite	5700AL	2016-01-15 08:38:22	2016-01-15 10:15:02	2901
Searching for	Searching for dongle					
Dongle	Searching for cables	Delete				Export

Troubleshooting Bluetooth Dongle Issues with the Kestrel 5000 Series Models and LiNK for Windows Continued.

- 1) Make sure you are using a Bluegiga Bluetooth <u>dongle</u> that was provided from NK or NK authorized dealer. Native Bluetooth computer devices or various off-the-shelf plug-in dongles will not work with the LiNK program.
- 2) Please try removing the USB dongle and reinserting into the same USB port. If still not found, try a different USB port.
- 3) If the program is still not finding it, you will need to manually update the Bluegiga Bluetooth firmware. Please follow the instructions on the next few pages to show you how to do this.

 The driver is included in this zip file. It is contained in the folder structure call "windrv". You will first need to unzip this to a folder location you can locate again, such as the Desktop.



2) Once the folder "windrv" has been saved to your computer. Open up the Control Panel and go to Device Manager. If Device Manager isn't shown, please click "View By: Small Icons" in the top right of Control Panel window.

3) Go to the Ports tab and open up the arrow.

4) Locate the Bluegiga Bluetooth Low Energy dongle on the list.

5) Highlight this item and Right Click to select Properties.



6) Next go to Driver Tab and select Update Driver.

Bluegig	ga Bluetooth Low Er	nergy (COM58) Properties
Gene	eral Port Settings	Driver Cetails
1	Bluegiga Blueto	oth Low Energy (COM58)
	Driver Provider:	Bluegiga
	Driver Date:	11/15/2009
	Driver Version:	5.1.2600.0
	Digital Signer:	Microsoft Windows Hardware Compatibility Publisher
	Drįver Details	To view details about the driver files.
	U <u>p</u> date Driver 🗲	To update the driver ceftware for this device.
	Roll Back Driver	If the device fails after updating the driver, roll back to the previously installed driver.
	<u>D</u> isable	Disables the selected device.
<u>U</u> ninstall		To uninstall the driver (Advanced).
		OK Cancel

7) Then select "Browse my computer for driver software".



8) Select the Browse button and then navigate to the location where you saved the "windry" folder and select Ok.

9) Select Next. It may take a little time for the driver to load but once it does, please open the LiNK for Windows application again and you should see "Connected to dongle".



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Once desired device is displayed, click on it to connect.	WEATHER - 2108492	5500	2016-01-04 16:23:40	2016-01-04 17:08:40	271
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Restart Scan Manage	Tech Support Elite	5700AL	2016-01-15 08:38:22	2016-01-15 10:15:02	2901
Connected to dongle					

If you still have issues, please contact techsupport@nkhome.com