

Bluetooth USB Adapter

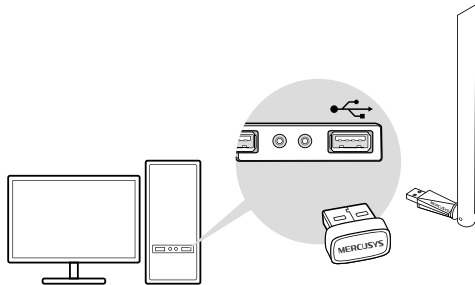
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1 Connect to a Computer

- a. Disable all existing Bluetooth devices (both built-in and third party) from the Device Manager on Windows.

- b. Insert the adapter into a USB port on your computer directly.

Tip: For models with an adjustable antenna, you can try to adjust the direction of the antenna for better performance.



2 Install Bluetooth Driver

- a. Download the latest driver at <https://www.mercusys.com/support>

Tip:

For Windows 11/10/8.1 system, the driver installation will automatically start when connected to the internet.

If not, please download the driver manually.

- b. Extract the downloaded file and run the **setup.exe** to start driver installation.

- c. Follow the instructions to complete installation.

- d. Once the process is finished, restart your computer.

Note:

- Your MERCUSYS Bluetooth USB adapter will be listed in the **Device Manager** when the driver is installed correctly.
- If the driver installation fails, disable the antivirus software and firewall, then try again.
- In Windows 7, if a Windows Security message pops up, refer to <https://www.mercusys.com/faq-912>

3 Pair With Bluetooth Devices

- a. Right click the  (Bluetooth) icon on the taskbar.

Note:

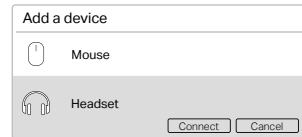
If the Bluetooth icon is not displayed, refer to FAQ > Q1.

- b. Select **Add a Bluetooth Device** or **Add a Device** to scan for available devices.

- c. Select your Bluetooth device from the list and follow the onscreen instructions to complete pairing.

Note:

Make sure your device's Bluetooth is enabled and discoverable.



Troubleshooting

Q1. What should I do if the Bluetooth icon doesn't appear?

A1. Make sure you have turned on the Bluetooth in Windows settings.

A2. If there are other Bluetooth devices on the computer, disable them in **Device Manager**, then insert the adapter and try again.

Q2. Why the adapter is not working with my Bluetooth device?

A1. Make sure your device has BLUETOOTH function.

A2. Make sure you have installed the latest Bluetooth driver on the computer. You can check the published driver versions from <https://www.mercusys.com/support>

A3. For devices with non-standard Bluetooth protocols, such as Logitech Mouse, there may

be some compatibility problems.

Q3. Can't Find the Hardware Version of the Adapter:
<https://www.mercusys.com/en/faq-813>

Q4. How to Manually Install /Update Adapters on Windows 10:
<https://www.mercusys.com/faq-265>

Safety Information



- Do not attempt to disassemble, repair, or modify the device. If you need service, please contact us.
- Do not use the device where wireless devices are not allowed.
- Keep the device away from water, fire, humidity or hot environments.
- This equipment can be powered only by equipments that comply with Power Source Class 2 (PS2) or Limited Power Source (LPS) defined in the standard of IEC 62368-1.

Mercusys hereby declares that the device is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Regulations 2017.

The original UK declaration of conformity may be found at <https://www.mercusys.com/support/ukca/>

Mercusys hereby declares that the device is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU, 2011/65/EU and (EU) 2015/863.

The original EU declaration of conformity may be found at <https://www.mercusys.com/en/ce>



Support

For technical support, user guides, the driver and more information, please scan the QR code or visit <https://www.mercusys.com/support>.

