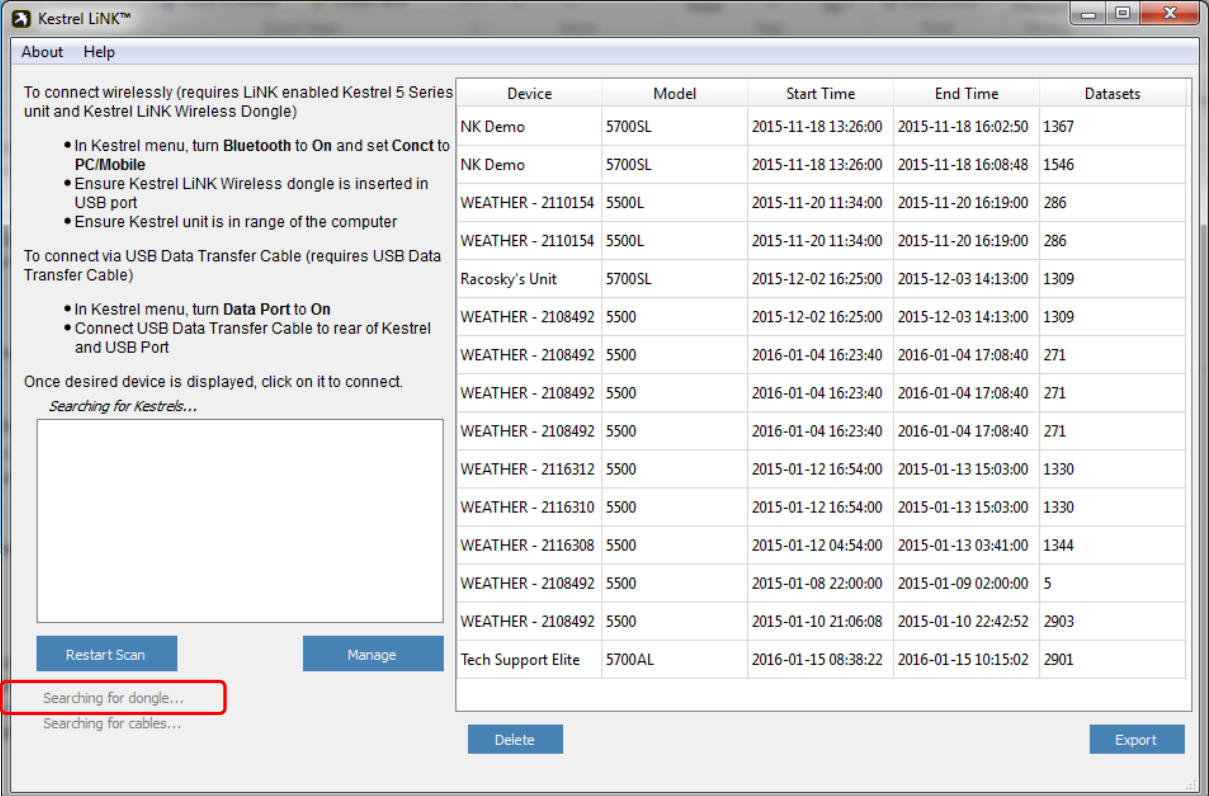


Troubleshooting Bluetooth Dongle Issues with the Kestrel 5000 Series Models and LiNK for Windows.

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.



The screenshot shows the Kestrel LiNK software window. On the left, there are instructions for connecting wirelessly and via USB. A red arrow points to a status bar at the bottom of the window that displays "Searching for dongle..." and "Searching for cables...".

Device	Model	Start Time	End Time	Datasets
NK Demo	5700SL	2015-11-18 13:26:00	2015-11-18 16:02:50	1367
NK Demo	5700SL	2015-11-18 13:26:00	2015-11-18 16:08:48	1546
WEATHER - 2110154	5500L	2015-11-20 11:34:00	2015-11-20 16:19:00	286
WEATHER - 2110154	5500L	2015-11-20 11:34:00	2015-11-20 16:19:00	286
Racosky's Unit	5700SL	2015-12-02 16:25:00	2015-12-03 14:13:00	1309
WEATHER - 2108492	5500	2015-12-02 16:25:00	2015-12-03 14:13:00	1309
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 - 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
Tech Support Elite	5700AL	2016-01-15 08:38:22	2016-01-15 10:15:02	2901

Example: Shows Searching for Dongle

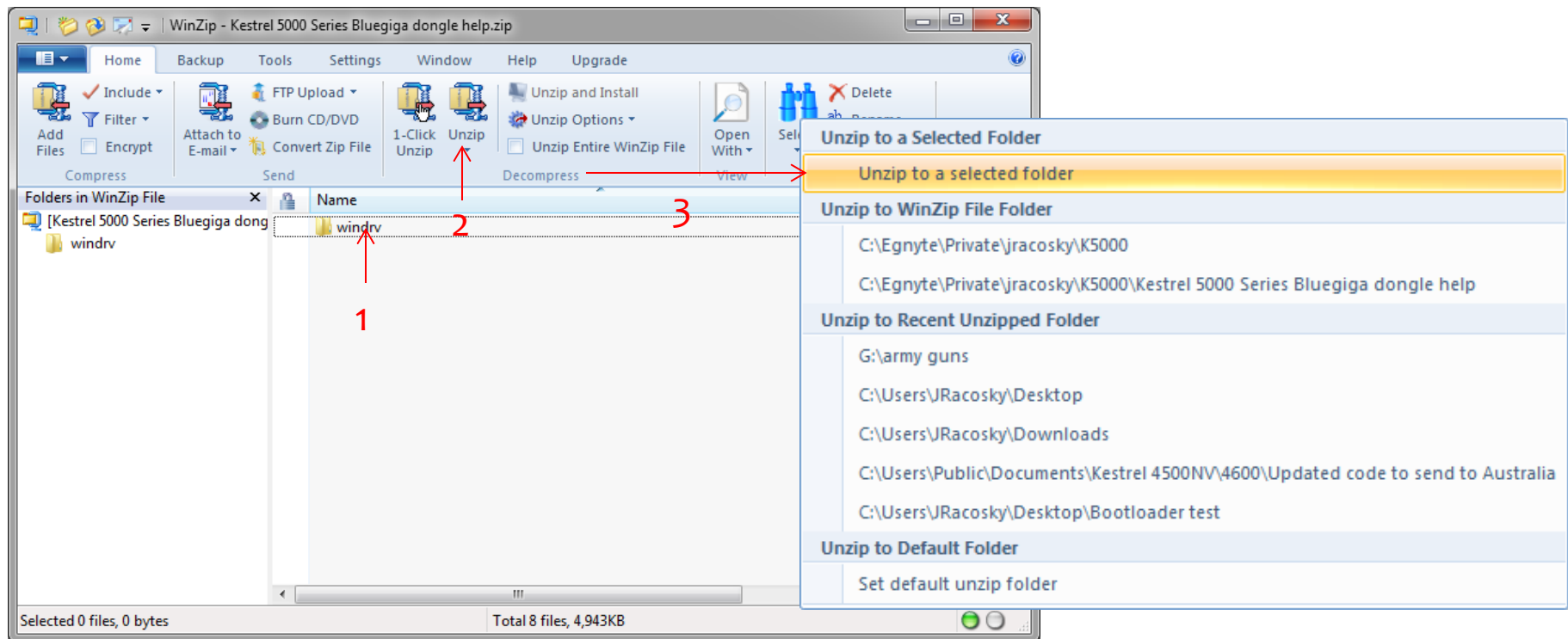


Troubleshooting Bluetooth Dongle Issues with the Kestrel 5000 Series Models and LiNK for Windows Continued.

- 1) Make sure you are using a Bluegiga Bluetooth [dongle](#) 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.

Manually updating the Bluegiga Driver Software

- 1) 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.



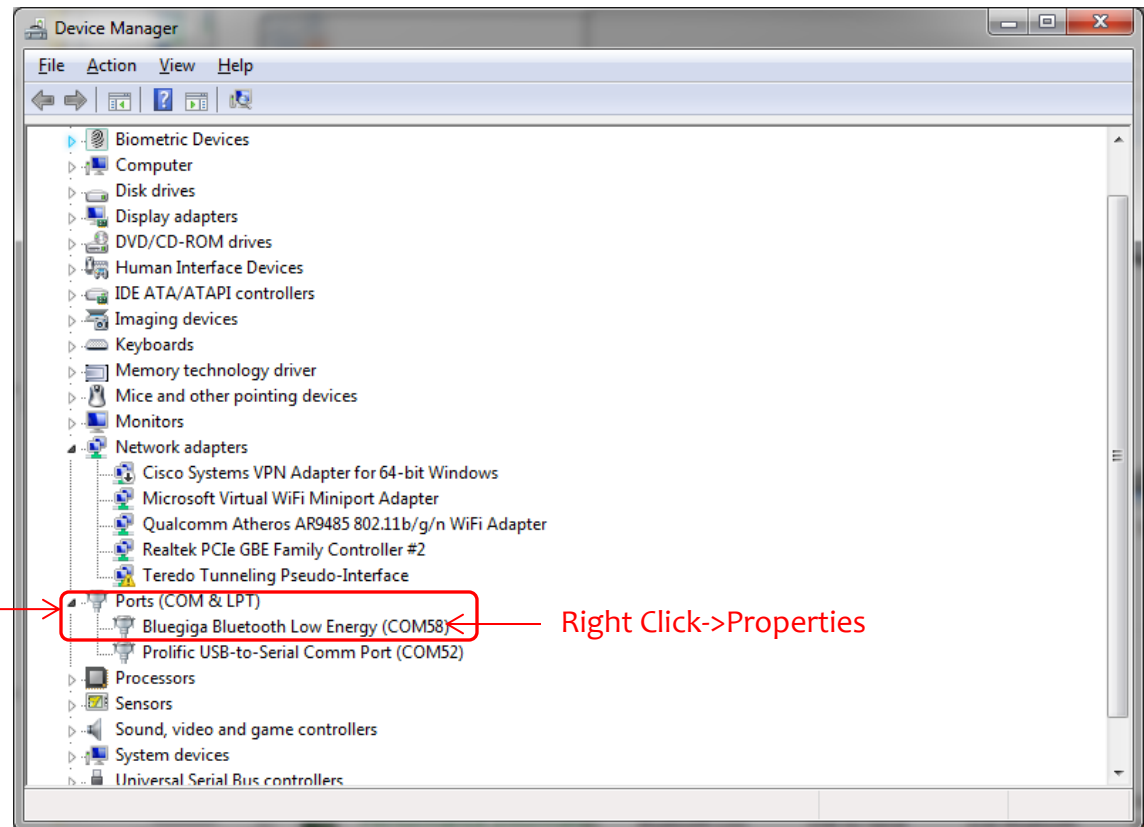
Manually updating the Bluegiga Driver Software Continued

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.

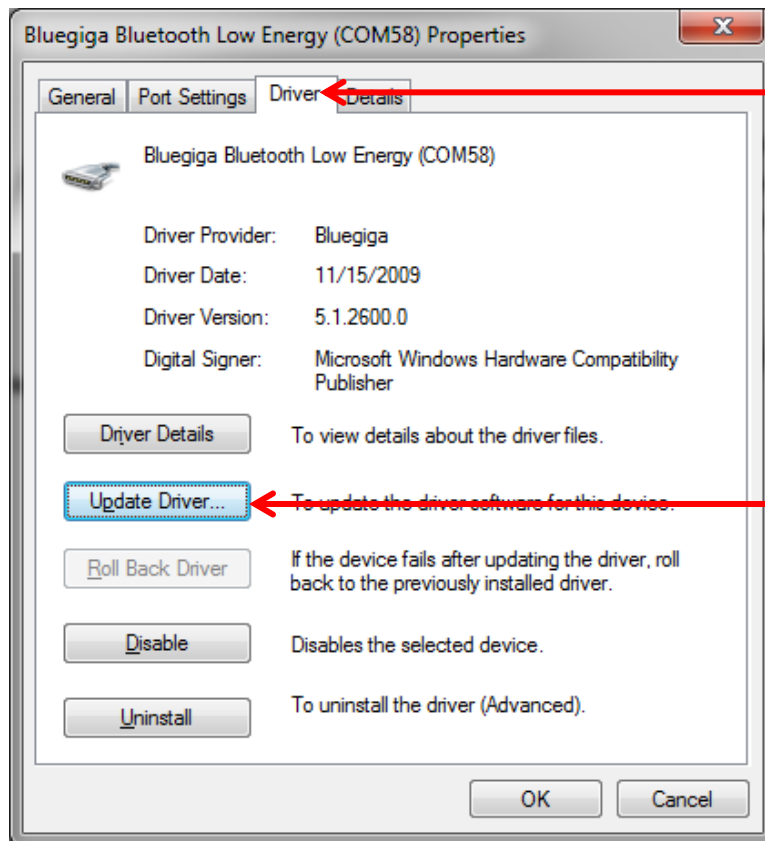
4) Locate the Bluegiga Bluetooth Low Energy dongle on the list.

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

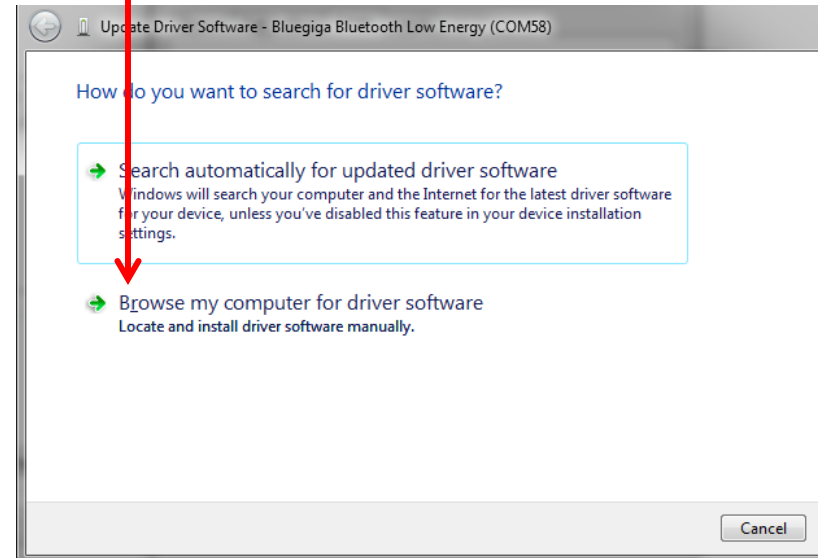


Manually updating the Bluegiga Driver Software Continued

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



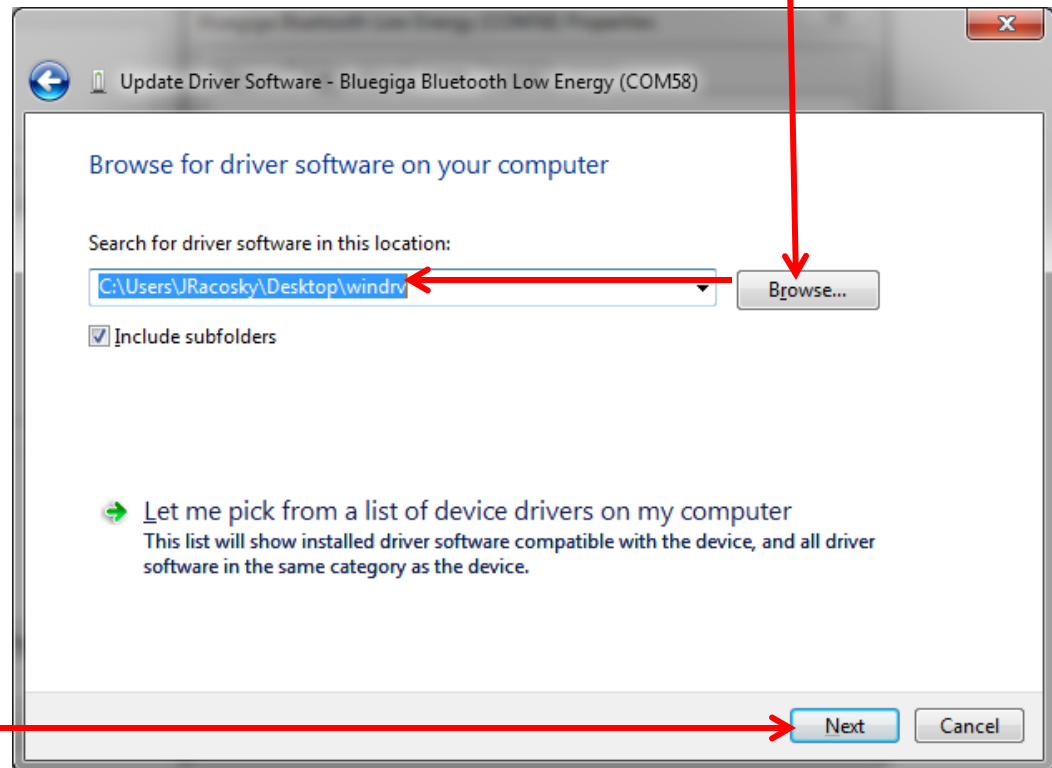
7) Then select “Browse my computer for driver software”.



Manually updating the Bluegiga Driver Software Continued

8) Select the Browse button and then navigate to the location where you saved the “windrv” 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”.



Manually updating the Bluegiga Driver Software Continued

The screenshot shows the Kestrel LiNK software window. On the left, there are instructions for connecting wirelessly and via USB. A red arrow points to the status 'Connected to dongle' at the bottom left. The main area contains a table of detected devices.

Wireless Connection Instructions:

- In Kestrel menu, turn **Bluetooth** to **On** and set **Conct** to **PC/Mobile**
- Ensure Kestrel LiNK Wireless dongle is inserted in USB port
- Ensure Kestrel unit is in range of the computer

USB Connection Instructions:

- In Kestrel menu, turn **Data Port** to **On**
- Connect USB Data Transfer Cable to rear of Kestrel and USB Port

Once desired device is displayed, click on it to connect.
Searching for Kestrels...

Device	Model	Start Time	End Time	Datasets
NK Demo	5700SL	2015-11-18 13:26:00	2015-11-18 16:02:50	1367
NK Demo	5700SL	2015-11-18 13:26:00	2015-11-18 16:08:48	1546
WEATHER - 2110154	5500L	2015-11-20 11:34:00	2015-11-20 16:19:00	286
WEATHER - 2110154	5500L	2015-11-20 11:34:00	2015-11-20 16:19:00	286
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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
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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
Tech Support Elite	5700AL	2016-01-15 08:38:22	2016-01-15 10:15:02	2901

Buttons: Restart Scan, Manage, Delete, Export

Status: Connected to dongle, Searching for cables...

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