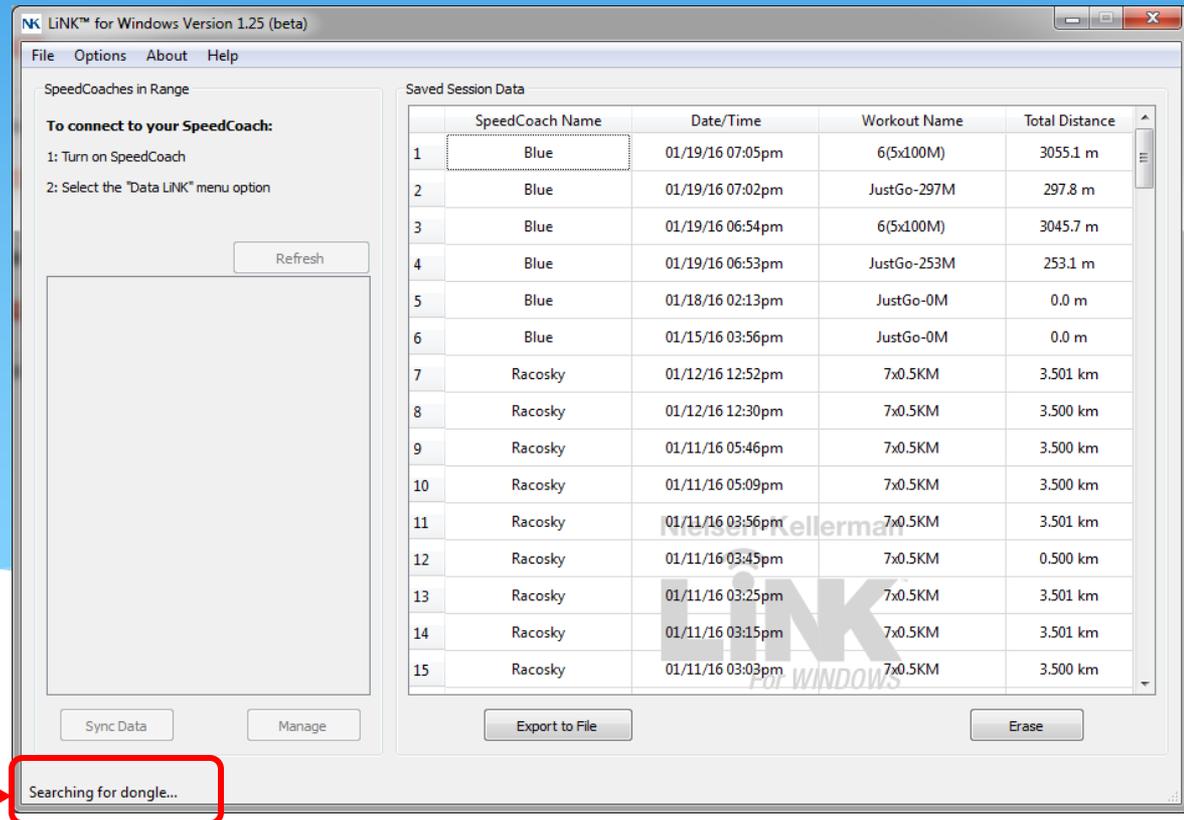


Troubleshooting Bluetooth Dongle Issues with the SpeedCoach Model 2 and LiNK for Windows

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.



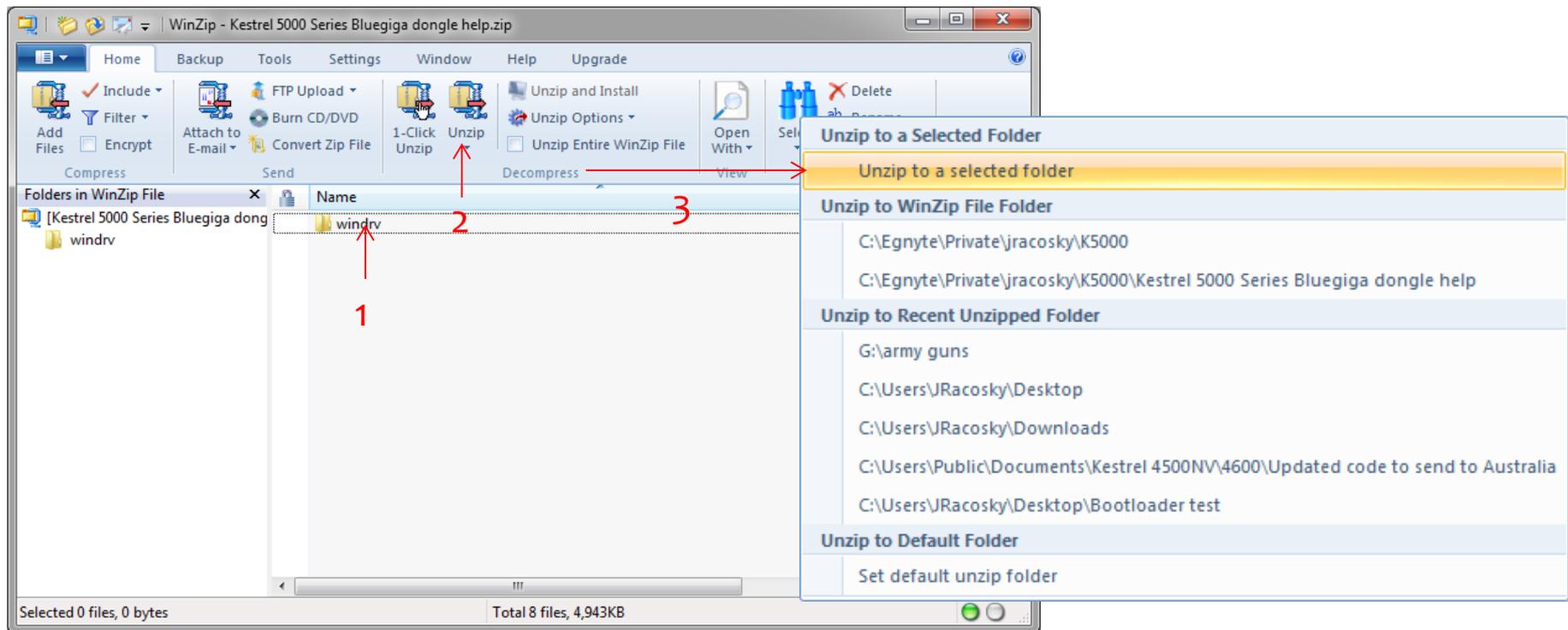
Example: Shows Searching for Dongle

Troubleshooting Bluetooth Dongle Issues with the SpeedCoach Model 2 and LiNK for Windows

- 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.



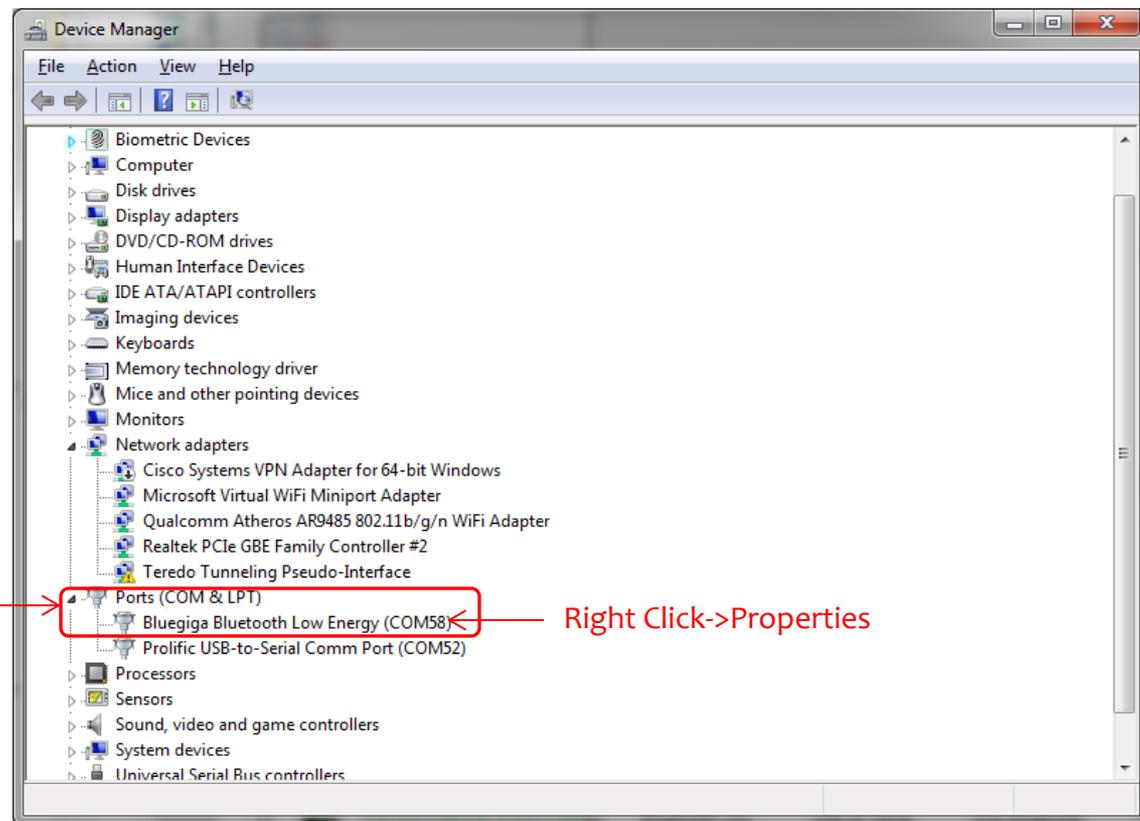
Manually updating the Bluegiga Driver Software Continued

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.

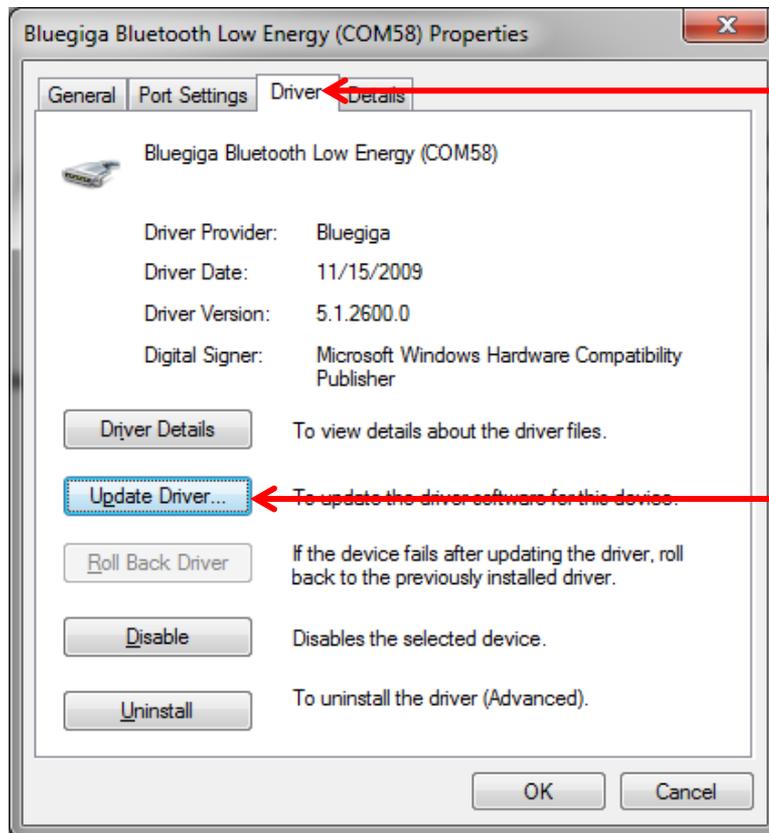
4) Locate the Bluegiga Bluetooth Low Energy dongle on the list.

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

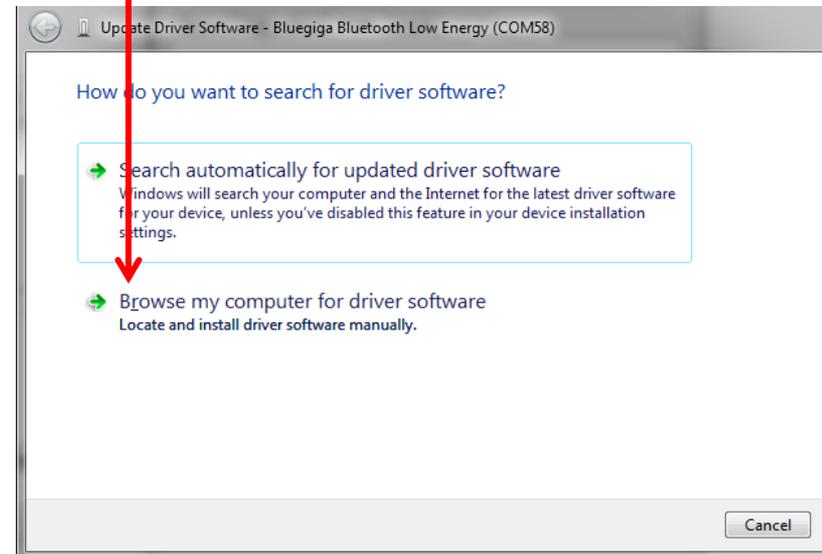


Manually updating the Bluegiga Driver Software Continued

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



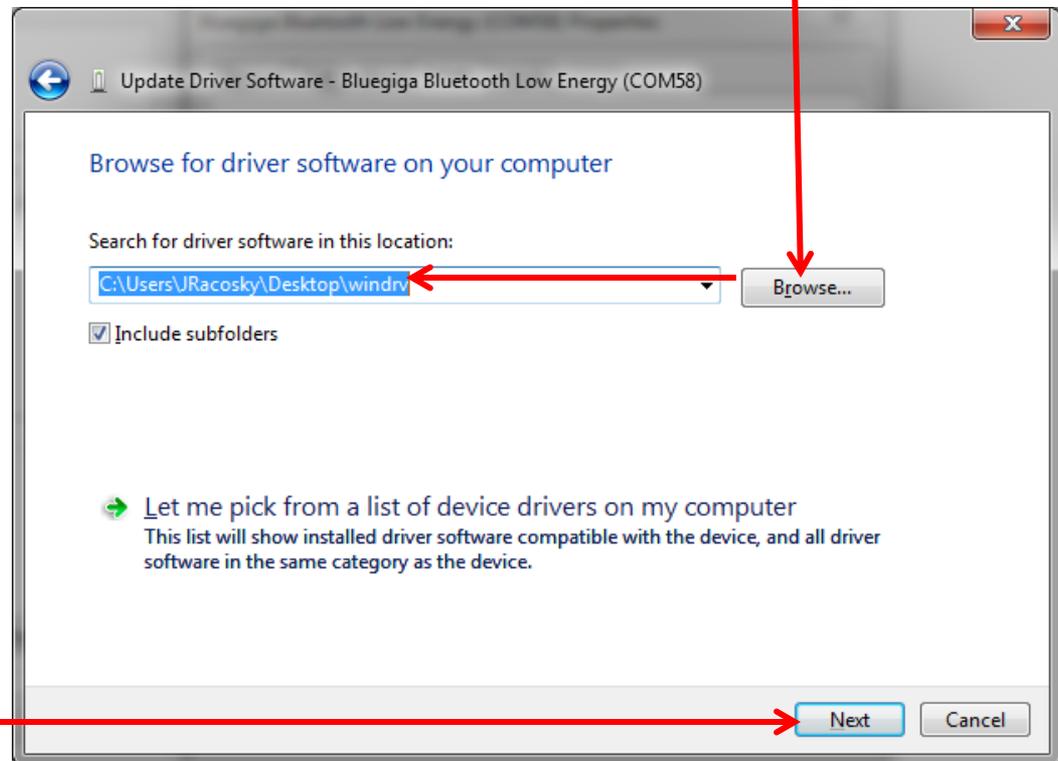
7) Then select “Browse my computer for driver software”.



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 “Searching for SpeedCoaches”.



Manually updating the Bluegiga Driver Software Continued

SpeedCoaches in Range

To connect to your SpeedCoach:

- 1: Turn on SpeedCoach
- 2: Select the "Data LiNK" menu option

Searching... Refresh

Sync Data Manage

Saved Session Data

	SpeedCoach Name	Date/Time	Workout Name	Total Distance
1	Blue	01/19/16 07:05pm	6(5x100M)	3055.1 m
2	Blue	01/19/16 07:02pm	JustGo-297M	297.8 m
3	Blue	01/19/16 06:54pm	6(5x100M)	3045.7 m
4	Blue	01/19/16 06:53pm	JustGo-253M	253.1 m
5	Blue	01/18/16 02:13pm	JustGo-0M	0.0 m
6	Blue	01/15/16 03:56pm	JustGo-0M	0.0 m
7	Racosky	01/12/16 12:52pm	7x0.5KM	3.501 km
8	Racosky	01/12/16 12:30pm	7x0.5KM	3.500 km
9	Racosky	01/11/16 05:46pm	7x0.5KM	3.500 km
10	Racosky	01/11/16 05:09pm	7x0.5KM	3.500 km
11	Racosky	01/11/16 03:56pm	7x0.5KM	3.501 km
12	Racosky	01/11/16 03:45pm	7x0.5KM	0.500 km
13	Racosky	01/11/16 03:25pm	7x0.5KM	3.501 km
14	Racosky	01/11/16 03:15pm	7x0.5KM	3.501 km
15	Racosky	01/11/16 03:03pm	7x0.5KM	3.500 km

Export to File Erase

Searching for SpeedCoaches...

Now you can put your SpeedCoach in Data LiNK mode and it should appear here

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