QA Troubleshooting Guide

Q1: What can I do if the Bluetooth adapter doesn't work properly?

1. Please disable the PC/Laptop itself built-in Bluetooth devices as the below:

1) Right Click "This PC">"Manage">"Device Manage">"Bluetooth".

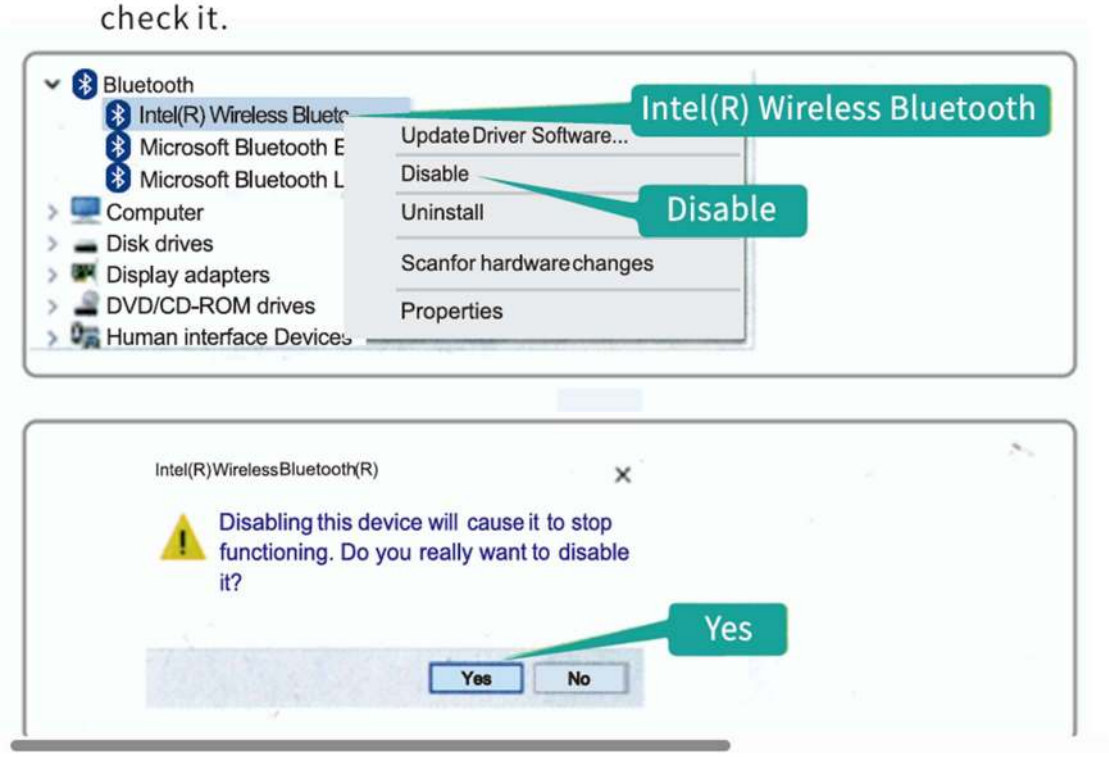
2) Right Click your PC's built-in Bluetooth devices>Select "Disable".

Disable Built-in Bluetooth

Double-click the Bluetooth icon > right-click on "Intel(R) Wireless Bluetooth" > select "Disable device" > Click on "Yes".

Default Bluetooth: Generic Bluetooth Radio, Intel(R) Wireless Bluetooth (R).

TIPS: If any issue or don't know what device that you should disable, please take one screenshot photo to us via mail and we will help check it.



If don't know what devices that you should disable, please take one screenshot for us and we will help you.

Contact us via mail: amzvip2020@hotmail.com

3) Please re-plug the USB Dongle and you can see "Realtek Bluetooth 6.0 Adapter" on "Device Manage">"Bluetooth".

2.If not solved, please go to the driver website from the user manual to install the driver

and re-plug the dongle.

Q2: Can the Adapter supports more than one device at the same?

Yes and the Bluetooth adapter can support up to 7 devices to work together at a time.

Q3: What OS are compatible with the USB Bluetooth dongle?

1. Current supports OS including Windows 11/10/8.1/7, driver required for Windows 7.
2. Doesn't work with any Apple-Mac OS, Windows 8/XP/Vista.
3. Doesn't work with any TV and PS4/PS5/Switch game console or Car Stereo.

Q4: How do I install the driver for Windows 7?

1. Visit Driver Website from the User Manual and download the driver with Free charging.
2. Open the Zip file and unzipped the package, then double-click "Setup.exe" and follow up the wizard to complete the installation.

Q5: How do I connect to PS4/PS5 controller?

You can try two things:

1. Unpair the controller from your PlayStation.
2. Hook the controller to your computer via the USB cable and then hit the PS button. Once the controller is detected you can disconnect the USB charging cable.
3. Game controllers may require specific drivers for different games / platform to configure button settings.
4. NOT compatible with Xbox-one controller or Nintendo-controllers.

Q6: What is A2DP, EDR, BLE Technology?

1. A2DP is a Bluetooth profile that allows for high-quality audio streaming when using Bluetooth enable devices.
2. EDR, Enhanced Data Rate, is a Bluetooth specification that provides faster date rates.
3. BLE, Bluetooth Low Energy, is the latest Bluetooth technology to lower power consumption to allow the device to operate at the optimal level.

Q7: Why don't the Bluetooth USB adapter pair and connect with my keyboard and mouse?

Please be sure that your keyboard/mouse can support the 2.4G Bluetooth function, not ordinary 2.4 wireless technology. So your device must be Bluetooth devices.

Q8: Why don't the Bluetooth USB dongle pair with my Headset or earbuds?

Please turn off Bluetooth function of your other devices, such as your cellphone to avoid your Bluetooth headset or earbuds wrong reconnection with your cellphone and don't enter into pairing status. This is very important.

Q9: How long is the Bluetooth range for the Bluetooth adapter?

The Bluetooth range will be affected by the other paired Bluetooth device, also vary as a result of the surrounding environment, including other wireless signal, building materials etc. Claimed coverage is based on theoretical testing in an open area.

Q10: What name it displays on PC "Device Manager" and how to confirm it is Bluetooth 6.0?

1. The device name is Realtek Bluetooth 6.0 Adapter.
2. The LMP version is LMP14.5x that it is corresponding to Bluetooth 6.0.