

How to troubleshoot “driver errors” or “yellow exclamation point” failures

If your computer appear "driver error" or "yellow exclamation mark" when plug into this dongle computer, please check whether has previously installed Bluetooth drivers or built-in bluetooth driver on the computer.

If so, you need to disable the built-in bluetooth driver before you plug in the BT 5.1 dongle.Here's how to do so,step-by-step:

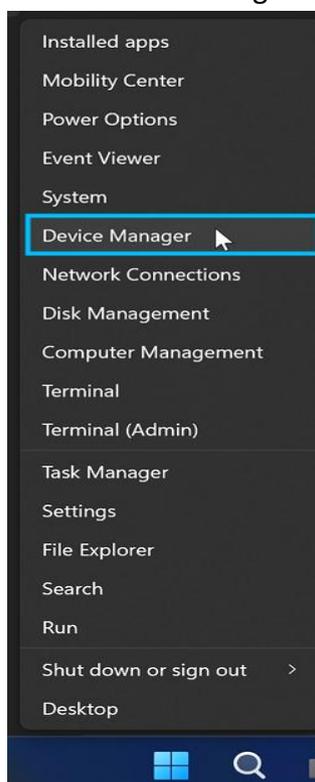
Step 1

Right click on the Windows icon.



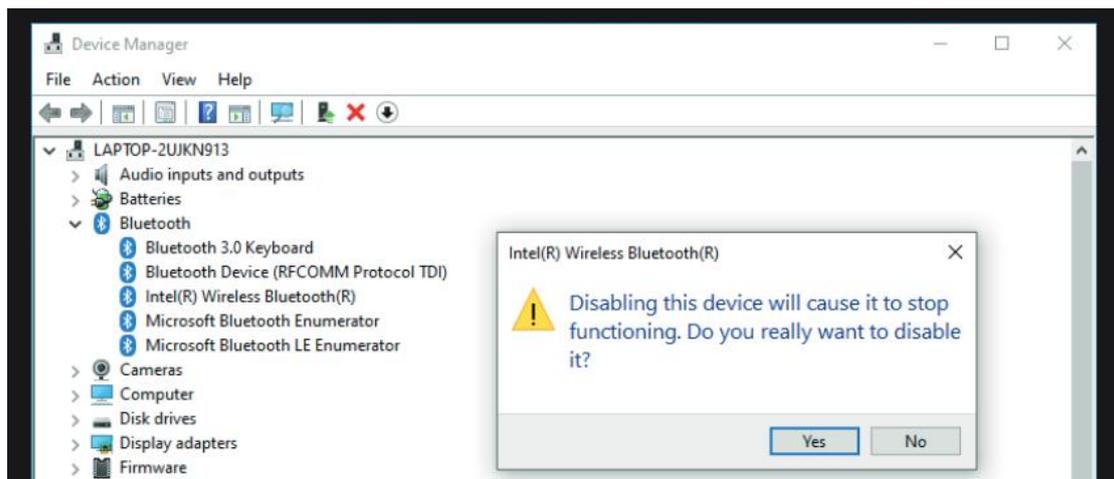
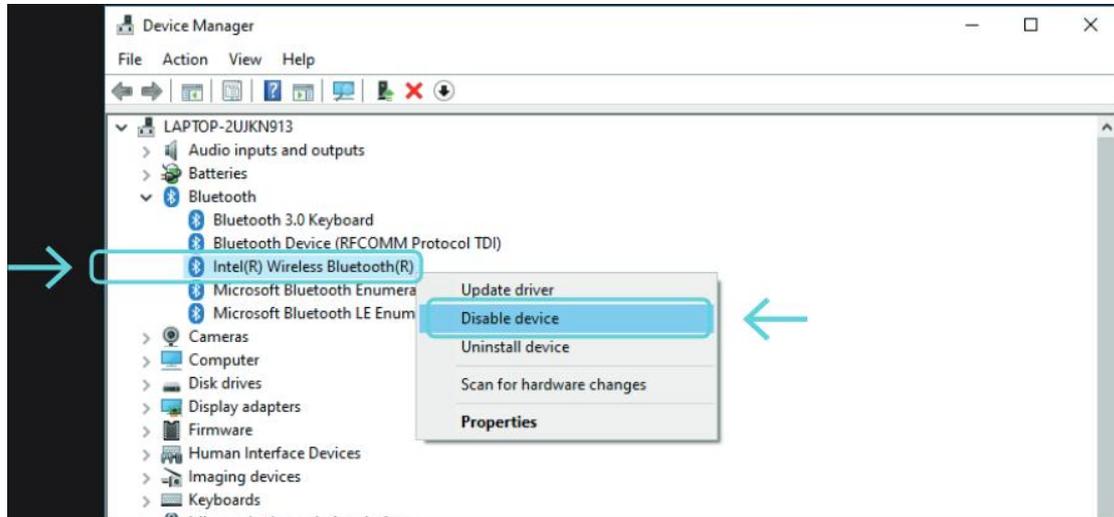
Step 2

Find "Device Manager"and left click.



Step 3

Find "Bluetooth" and choose "Intel(R) Wireless Bluetooth" and select "Disable device" and click on "Yes".



Step 4

Replug in the adapter and enjoy

