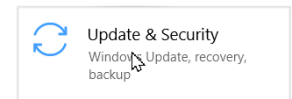
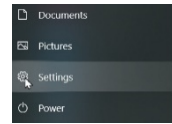
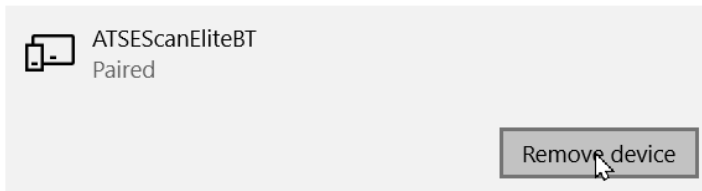


Let's address eSCAN ELITE Bluetooth connectivity issues, the screenshots and instructions below are for Windows 10.

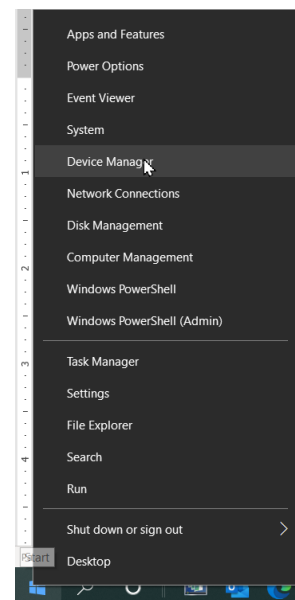
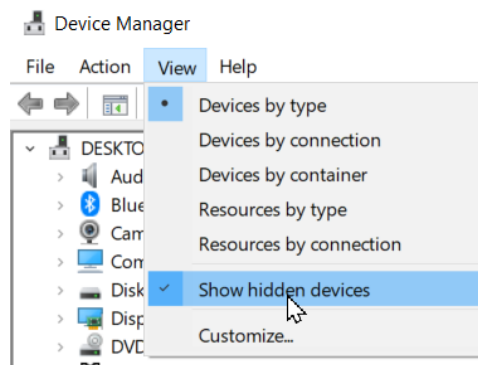
1. Let us verify that Microsoft is not running an update in the background
 - a. Many times, Bluetooth will be disabled while the update is running.
 - b. Click on Start, the square Microsoft Icon in the lower left of the Taskbar
 - c. Next, click on the Setting icon
 - d. Choose Update & Security (last item listed)
 - e. If updates are downloaded and/or installing, you must wait. This may or may not be the issue but most likely it is.



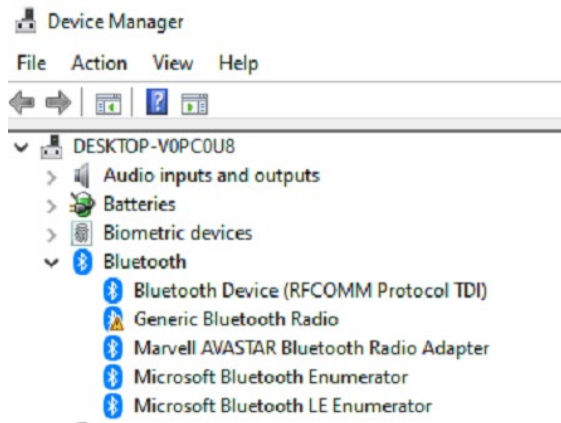
2. Remove the eSCAN if it is already paired



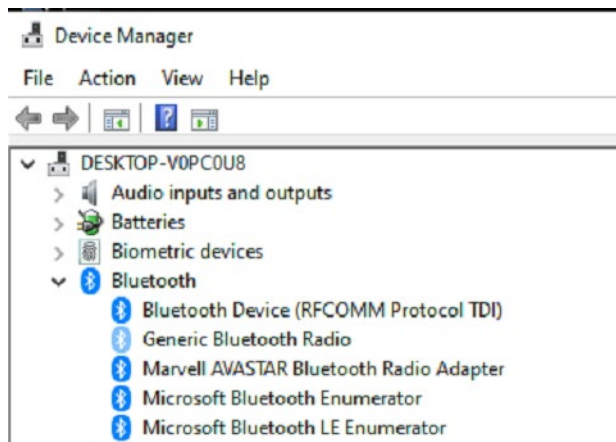
3. Bluetooth Adapters or Radios
 - a. You should only have one, so let us test
 - b. Right click on the Windows 10 Start logo in the lower left of the task bar and choose Device Manager
 - c. In the Device Manager, click on View and then make sure Show hidden devices is checked



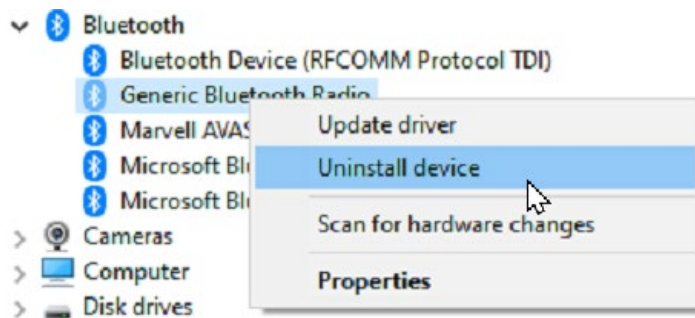
d. Click on Bluetooth



- e. If you see Generic Bluetooth Radio with a warning, this is an indicator that your laptop already has Bluetooth and the black dongle labeled CSR4.0 included with your eSCAN is not needed and should be removed.
- f. If you needed to remove the Generic Bluetooth Radio, it will now display as a lighter shade of blue as shown below.



g. Right click on the Generic Bluetooth Radio and choose Uninstall device



- h. The Bluetooth display should look similar to this, some components may be different names, but no warnings or error should be present.

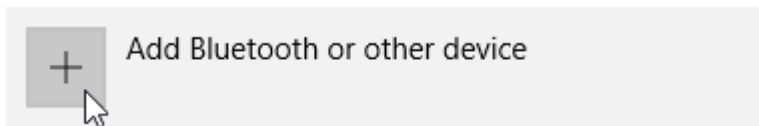


- i. You may now close out of Device Manager

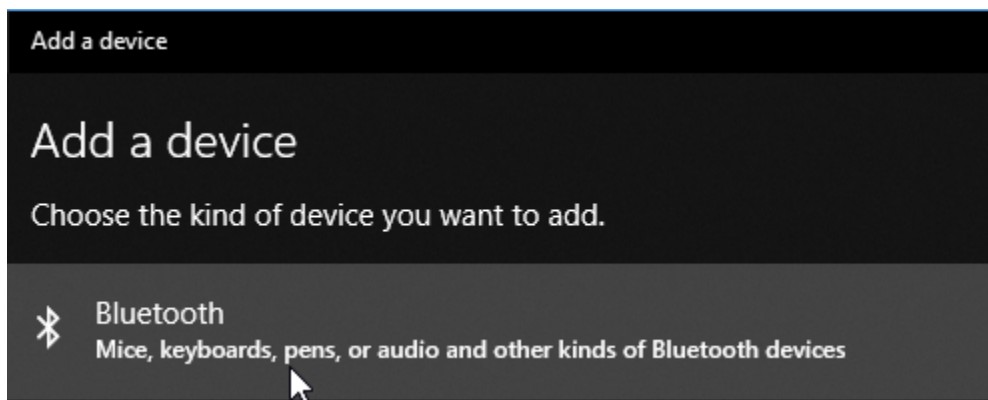
- 4. Now let us Pair the eSCAN ELITE again
 - a. Now, please connect the EScan Elite physical device to DLC on a vehicle, the EScan software does not need to be running at this point, however the ignition key must be on or the vehicle must be running. The vehicle must be within 10 feet of the laptop or tablet so it can be discovered.

- 5. From the Bluetooth menu, choose “Add Bluetooth or other devices”

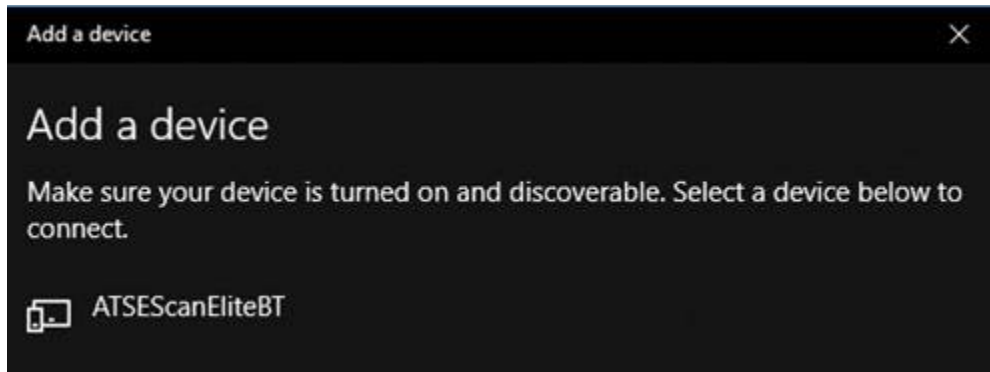
Bluetooth & other devices



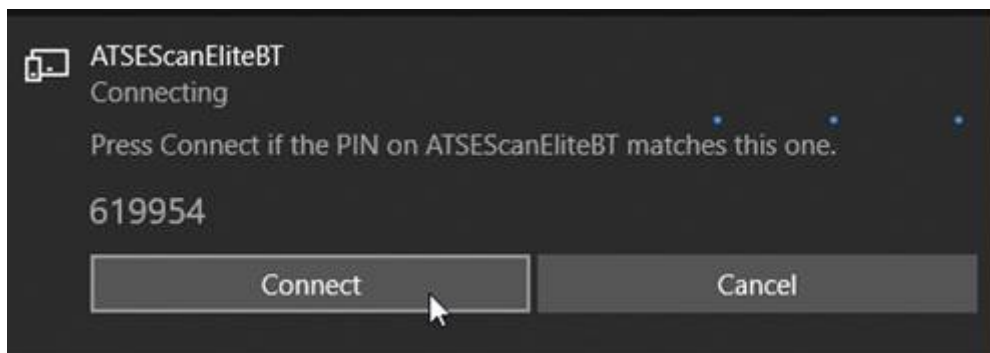
- 6. Select the kind of device you wish to add



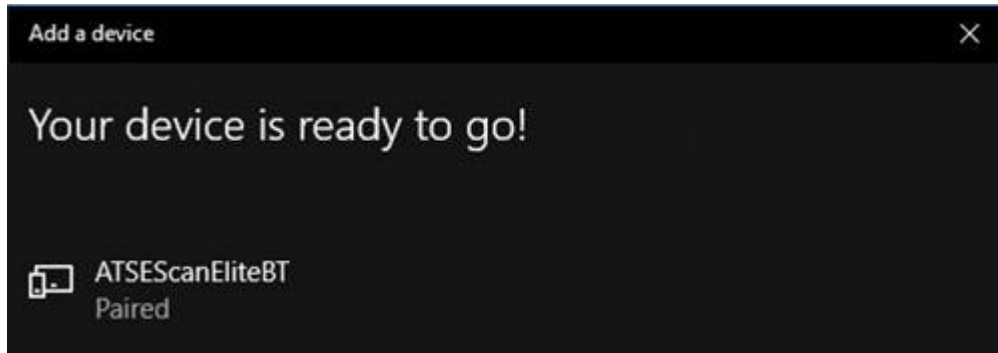
7. When the ATSEScanBT is discovered, “click” on it to pair. Please note, it will first show up as an Unknown Device and the change to ATSEscanEliteBT



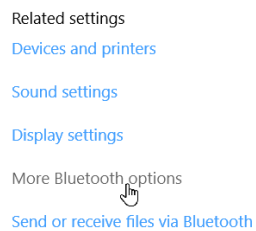
8. If the following is displayed, simply “click” connect, if you are prompted to enter a passkey, enter 1234



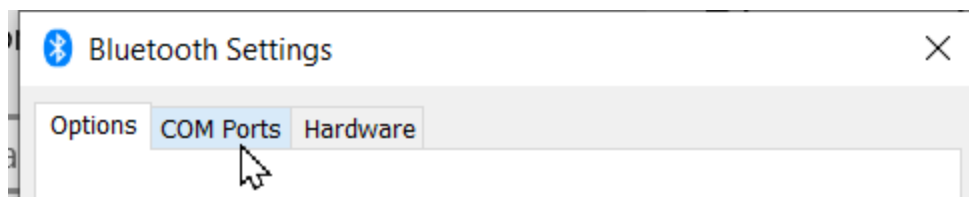
9. The following will be displayed once pairing is successful.



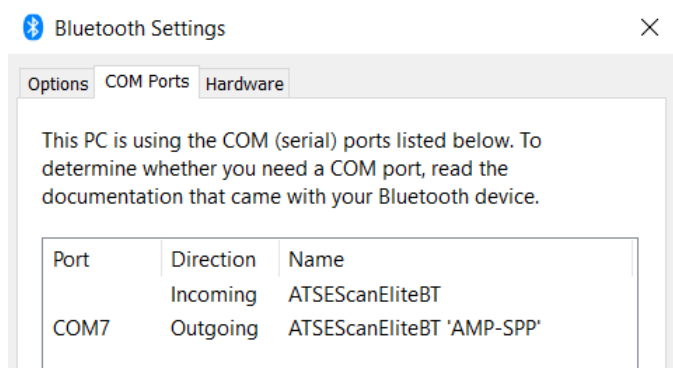
10. We need to verify that the proper ports have been created. While still in the Bluetooth menu, under Related settings, click on More Bluetooth options



11. Click on the COM Ports tab



12. You should see only one ATSEScanEliteBT Incoming Port and one ATSEScanElite 'AMP-SPP' Outgoing Port.



13. Now you can start your EScan software, and you should be connected and communicating with the device.