Installing/Uninstalling the Logitech desktop for Bluetooth on my computer

Bluetooth™

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Introduction

The SetPoint™ software provided with your Logitech® product contains a Bluetooth® stack[1] that allows your mouse, keyboard and other Bluetooth® devices to connect to your computer through the Bluetooth® wireless hub.

In most cases you should install the SetPoint software and use the Bluetooth® wireless hub to connect your Bluetooth® devices to your computer. However there are certain situations where this may not be advisable. You may, for example, want to use your computer's existing Bluetooth® support rather than the Logitech wireless hub. In such cases, a different approach is required.

This guide explains how you check whether your computer has existing Bluetooth® support, and recommends the software you should install and the hardware you should use with your setup.

We strongly recommend that you read this guide before installing the SetPoint software on your computer.

[1] A Bluetooth® 'stack' is the software that allows Bluetooth® devices to be recognized and connect to your computer.

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About this guide

This guide provides information you should know before you install the SetPoint software or connect a Bluetooth® device to your computer. It explains:

- How to check whether your computer has existing Bluetooth® support built-in or a Bluetooth® stack[1] already installed.
- What software you should install and what hardware you should use.

Prerequisites

This guide assumes that:

- You have a Bluetooth® wireless hub supplied with a Logitech product.
- You have not yet connected the hub or installed the SetPoint software.
- You are familiar with basic Bluetooth® technology. If not, please read the section below.

Further information

This guide contains all the information you need to connect and start using your Bluetooth® device with your Logitech wireless hub. If you need further information, additional sources are available:

- www.logitech.com/bluetooth provides general information about the Bluetooth® technology.
- www.logitech.com/bluetooth/howto provides 'How to' guides for each supported device. There is also a product compatibility matrix which lists the products that have been tested and approved for use with the Logitech wireless hub. You can also find out what you can do with each device.

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How to use this guide

The following symbols are used in this guide:

Symbol	Explanation
	Tip - a handy hint that may provide a useful alternative or save time.
	Note - helpful information that requires your attention.
	Caution - proceeding with an action may harm your device or its data.

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Summary

I have a desktop computer without Bluetooth®. What should I do?

Follow the instructions provided in the Quick Start Guide supplied with your Logitech device to install it and enjoy all of its features.

I have purchased a Bluetooth® USB dongle for my computer. Can I use it?

We recommend that you remove your dongle, uninstall the existing Bluetooth® stack, and follow the instructions provided in the Quick Start Guide supplied with your Logitech device. All of the features offered by your Logitech devices are then available to you. See Disabling your computer's existing Bluetooth® support and using just your Logitech wireless hub, page 12 for further details.

I have a laptop with Bluetooth® built-in. What is the best approach?

You should not have two different Bluetooth® stacks and antenna running on the same computer.

If the Logitech installer detects an existing Bluetooth® stack, it does not install the stack included in the SetPoint software.

In this case, the Logitech wireless hub acts as an access point for the Logitech mouse, keyboard and MediaPad[2], giving them full functionality. The Logitech wireless hub does not provide an access point for other Bluetooth® devices.

To fully enable the Logitech wireless hub and enjoy all of its features, we recommend that you install it on a computer without another Bluetooth® stack present.

[2] You only have a MediaPad if you have purchased a Logitech diNovo™ desktop.

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Can I use my existing Bluetooth® support?

Wondering whether you should use your Bluetooth® support or the Logitech wireless hub? The following table provides the answers.

	My computer has built-in Bluetooth® support (e.g. laptop).	**My computer has a Bluetooth® adapter (e.g. USB dongle).**
Can I use my existing Bluetooth® support rather than the Logitech wireless hub?	◐ • Approved for mobile use of the mouse, providing HID devices are supported by the built-in Bluetooth® module. • Advanced features such as hot keys and LCD displays will not work. • No Logitech Mobile Phone Suite support. • Bluetooth® devices such as PDAs can connect directly to your built-in module. See page 10.	◐ • Your existing Bluetooth® stack may not support your mouse, keyboard and MediaPad. • Advanced features such as hot keys and LCD displays will not work. • No Logitech Mobile Phone Suite support. • Bluetooth® devices such as PDAs can connect directly to your built-in module.
Can I use my existing Bluetooth® support with the Logitech SetPoint software?	○ • Logitech SetPoint supports only the Logitech wireless hub.	○ • Logitech SetPoint supports only the Logitech wireless hub.
Can I use both my existing Bluetooth® support and my Logitech wireless hub?	● • The Logitech wireless hub will only work as an access point for Logitech devices. The Logitech devices will be fully functional. • Other Bluetooth® devices should be connected directly through the existing Bluetooth® module. • No Logitech Mobile Phone Suite support.	◐ • The Logitech wireless hub will only work as an access point for Logitech devices. The Logitech devices will be fully functional. • Other Bluetooth® devices should be connected directly through the existing Bluetooth® module. • No Logitech Mobile Phone Suite support.
Can I use my Logitech wireless hub and the Logitech SetPoint software only?	○ • To be able to use the Logitech wireless hub and SetPoint you have to disable your Bluetooth® devices and ports, and uninstall your existing stack. • If you do this your computer's built-in Bluetooth® support will no longer work.	● • You must uninstall the Bluetooth® stack already installed which means losing your previous Bluetooth® settings. See page 13.

● **Recommended – works without limitations.**
◐ **Possible – may work, possibly with limitations.**
○ **Not possible.**

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How can I tell if my computer already has Bluetooth® installed?

It is possible that your computer has existing Bluetooth® support. This might be:

- Bluetooth® support built-in, such as a Bluetooth® communications port (common on laptops).
- A Bluetooth® adapter. This may be a USB dongle or a PCMCIA card.
- A Bluetooth® stack[1] that was pre-installed when you purchased the computer, or that has been installed since.

It is important that you know whether these are possibilities so that you know what software to install and hardware to use.

We recommend that you check thoroughly whether your computer has existing Bluetooth® support. It is possible that your computer supports Bluetooth® without you realizing it.

The following sections help you determine whether your computer already has Bluetooth® installed.

To determine whether your computer has Bluetooth® support built-in:

- Check the computer's specification or user guide.
- Check whether your computer has a Bluetooth® logo, , on its case or keyboard.
- Check whether your computer has a blue LED, possibly next to an antenna. A blue LED usually indicates Bluetooth® activity.
- Check whether your Device Manager contains any Bluetooth® devices or ports. To do this:

  1. Open the Windows® **Control Panel**. If you are using Windows® XP, make sure you are in **Classic View** (not Category View).
  2. Select **System**, go to the **Hardware** tab and click the **Device Manager** button.
  3. Look for a **Bluetooth Devices** branch.
  4. Expand the **Ports (COM & LPT)** branch and look for a **Bluetooth Communications Port** (also known as Bluetooth® module).

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Currently, only laptops have Bluetooth® support built-in.

To determine whether your computer has a Bluetooth® adapter:

- Check all of your computer's USB ports and PCMCIA slots for a Bluetooth® adapter.

To determine whether your computer already has a Bluetooth® stack installed:

- Check whether there is a Bluetooth® icon, , in the Windows® Taskbar or on your desktop.
- Check whether there are any Bluetooth® or Widcomm® options available from your Windows® Start menu.
- Check whether there is a My Bluetooth Places entry in your Windows® Explorer.
- Check whether there are any Bluetooth® or Widcomm applications installed on your computer. In the Windows® **Control Panel**, select **Add/Remove Programs** and look for Bluetooth® or Widcomm entries in the list of currently installed programs. If your computer has an external Bluetooth® module such as a Bluetooth® USB adapter or PCMCIA card, you should also look for the software supplied with this module (it is likely that this will contain a Bluetooth® stack).

If you find that your computer has Bluetooth® support built-in, see My computer has Bluetooth® support built-in. What should I do?, page 10.

If you have a Bluetooth® adapter, see My computer has a Bluetooth® adapter. What should I do?, page 13.

If your computer has neither Bluetooth® support built-in nor Bluetooth® software installed, see My computer does not have existing Bluetooth® support. What should I do?, page 14.

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My computer has Bluetooth® support built-in. What should I do?

If your computer has existing Bluetooth® support, we recommend that you use both this and the Logitech wireless hub. When you do this:

- Your Logitech HID[3] devices (mouse, keyboard, and MediaPad[2]) connect to your computer through the Logitech wireless hub. All advanced features such as hot keys and LCD displays are available.
- Other Bluetooth® devices are still able to connect to your computer through your built-in Bluetooth® port.
- The Logitech Mobile Phone Suite is not available.

To use both your existing Bluetooth® support and the Logitech wireless hub, you should install the SetPoint software as usual. When you install the software, the installation routine detects an existing Bluetooth® stack. This stack remains intact. The stack included with SetPoint is not installed.

Other options that are available to you if your computer has Bluetooth® support built-in are:

- Use just your computer's existing Bluetooth® support. See page 11.
- Disable your computer's existing Bluetooth® support and use just the Logitech wireless hub. See page 12.

[3] The HID service is used to connect control devices such as your mouse and keyboard to your computer using Bluetooth®. If your stack does not support the HID service, you won't be able to use your mouse or keyboard with your built-in module.

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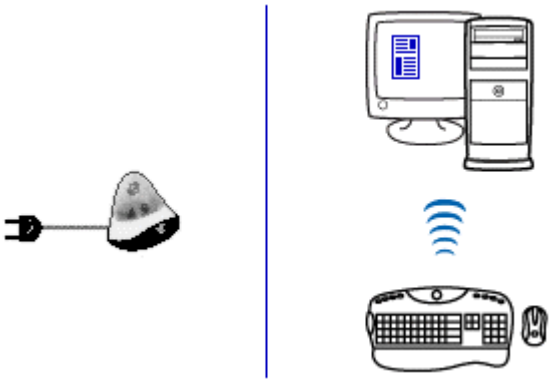
Using just your computer's existing Bluetooth® support

It is possible to connect your devices to your computer using just your computer's built-in Bluetooth® support. In this case you should not install the SetPoint software – all connections are through your existing stack.

When you connect using your existing stack in this way, please note the following:

- Your Logitech devices will work providing your stack supports the HID service, but advanced features such as hot keys and LCD displays are not available.
- The Logitech Mobile Phone Suite is not available.

When connecting devices to your built-in Bluetooth® port, DO NOT plug the Logitech wireless hub into the USB port. Just use the hub to recharge your mouse:



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Disabling your computer's existing Bluetooth® support and using just your Logitech wireless hub

It is possible to use just your Logitech wireless hub instead of your built-in Bluetooth® support. To do this you must disable your existing Bluetooth® support and remove any stack that is present.

Please note:

- *We do not recommend this approach because it means that your built-in Bluetooth® support no longer works and may not be easily recoverable.*
- *Only advanced users should attempt to disable existing Bluetooth® support.*

To disable Bluetooth® support and remove your existing stack, follow the steps below.

1. Disable the Bluetooth® hardware.

   Your computer may offer a quick way of disabling Bluetooth®, for example by pressing a key sequence. Refer to the guide supplied with your computer for details. If your computer does not offer such an option you can disable Bluetooth® as follows:

   1. Open the Windows® **Control Panel**. If you are using Windows® XP, make sure you are in **Classic View** (not Category View).
   2. Select **System**, go to the **Hardware** tab and click the **Device Manager** button.
   3. Disable any Bluetooth® devices installed. To do this expand the **Bluetooth Devices** branch, right-click on each device listed within **Bluetooth Devices**, and **Disable** each one.

2. If you have an existing Bluetooth® stack, you must remove it. To do this:

   1. Unplug your Bluetooth® adapter (e.g. USB dongle or PCMCIA card) if you have one.
   2. Go to the Windows® **Control Panel**, select **Add/Remove Programs**, and locate the Bluetooth® stack in the list of currently installed programs. This may be named 'Bluetooth' or 'Widcomm'. If your computer has an external Bluetooth® module such as a Bluetooth® USB adapter or PCMCIA card, it is likely that the software supplied with this module will contain the stack.
   3. Click on **Change/Remove**, and follow the instructions on screen to remove the stack.

   If you have a Microsoft® stack installed, this may show as 'Windows Hotfix SP2 [See Q323183 for more information]' in your list of installed programs. You should remove this installation.

Your computer should now act as if it does not have any Bluetooth® support, so you can use your Logitech wireless hub and install the SetPoint software in the same way as for a computer without Bluetooth®. All features are then available. See page 14 for details.

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My computer has a Bluetooth® adapter. What should I do?

If your computer has a Bluetooth® adapter, such as a USB dongle or PCMCIA card, we recommend that you use your Logitech wireless hub instead of your adapter.

To be able to use your Logitech wireless hub you must disable your existing Bluetooth® support and remove any stack that is present. The procedure you follow to do this is explained on page 12.

Your computer should now act as if it does not have any Bluetooth® support, so you can use your Logitech wireless hub and install the SetPoint software in the same way as for a computer without Bluetooth®. All features become available. See page 14 for details.

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My computer does not have existing Bluetooth® support. What should I do?

If your computer does not have existing Bluetooth® support, you can proceed with the installation of SetPoint. No additional actions are required before you start this process.

In this case, all of the features provided by the Logitech wireless hub are available to you.

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I want to uninstall or replace a Logitech device. What should I do ?

To uninstall a Logitech device follow these steps:

1 Check that the device is connected. If you have a keyboard or MediaPad, simply press any key. If you have a mouse, just move it.

2 Press the Connect button located on the bottom of the device.

The **Logitech Connection Wizard** starts. This wizard guides you through the procedure for uninstalling the device.

3 Follow the instructions provided by the wizard.

The procedure you follow is usually similar to the installation procedure. Depending on the type of device you are uninstalling, you may be prompted enter a PIN code. The final stage of the procedure always involves clicking the **Disconnect** button on the screen. When you click this button, the device is disconnected and uninstalled.

If you want to replace a Logitech device, for example to use a different Bluetooth® mouse or keyboard supplied by Logitech, follow these steps:

1 Uninstall the device or devices to be replaced by following the procedure above.

2 Shut down your computer, plug in the new device or devices and then start your computer again.

3 Before you log in, press the Connect button on the new device and shortly afterwards press the Connect button on the Bluetooth Wireless hub. Repeat this procedure for each new device you want to replace.

4 Log in to Windows®. The **Logitech Connection Wizard** starts and guides you through the procedure for installing the new devices.

5 Follow the instructions provided by the wizard to complete the procedure.

If you do not uninstall an old device before connecting a new one, the new device may not be detected and the Logitech Connection Wizard may not start. See *I want to reinstall a Logitech device but the Logitech Connection Wizard does not start, page 18, for further details.*

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Troubleshooting

Provided below are solutions to some common problems that may occur when installing or uninstalling the Logitech desktop for Bluetooth® on your computer.

If you have a problem that is not covered below, please check the Logitech Support web site at www.logitech.com/support for the latest support information.

Some of my device's features don't work

If some of your device's advanced features don't work, such as the hot keys and LCD display, this may be because you have another Bluetooth® stack present.

If you have previously installed the Microsoft desktop for Bluetooth® (Intellipoint™ and Intellitype™ for Bluetooth® in particular), some Bluetooth® components may still be present even after removing the software.

If the Logitech installer detects an existing Bluetooth® stack, it does not install the stack included in the SetPoint software. If you want to use the SetPoint stack you must remove all components that comprise your existing stack - see page 12 for details – and then reinstall SetPoint.

SetPoint does not install correctly

If the SetPoint software does not install correctly, this may be because you have a software firewall on your computer. If you have a software firewall, you must temporarily disable it before installing SetPoint. Follow these steps:

1. Disable the firewall BEFORE starting to install the SetPoint software.
2. Install SetPoint. Follow the instructions on screen and restart your computer when prompted.
3. Log back on to your computer. The **Logitech Connection Wizard** runs automatically to secure the Bluetooth® connections for your devices.
4. When all devices are securely connected and the wizard has finished, re-enable your firewall.

You only need to temporarily disable the software firewall installed on your computer. If your computer is on a network that provides firewall protection from a server, no action is required. You can install the SetPoint software in the usual way.

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I have replaced my previous Bluetooth® stack with SetPoint but now my devices can't connect to my computer

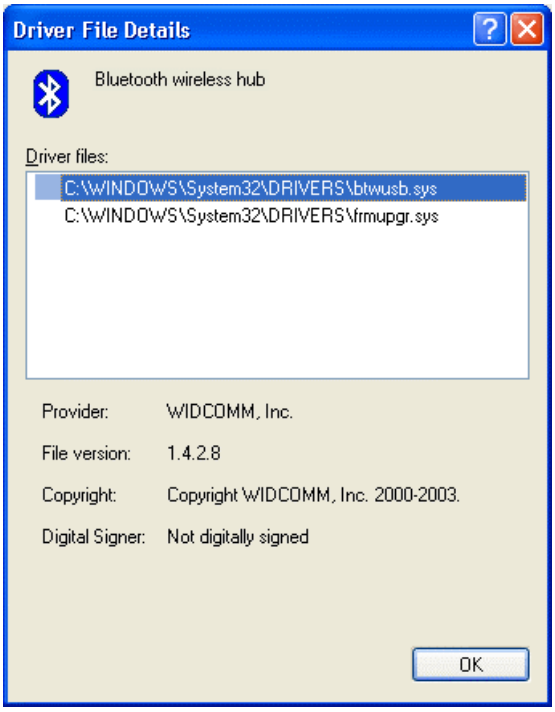
If you have removed a previously installed Bluetooth® stack and then installed SetPoint, but are now experiencing difficulties, this may be because:

- The Logitech wireless hub has not installed correctly.
- The previous Bluetooth® drivers are still present on your computer and are conflicting with the SetPoint software.

To check whether the Logitech wireless hub has installed correctly, locate its entry in the Device Manager. To do this go to the Windows® **Control Panel**, select **System**, go to the **Hardware** tab and click the **Device Manager** button. Expand the **Bluetooth Devices** branch. You should see a device line similar to the following:

If this entry is missing or has an exclamation mark next to it, this means that the hub did not install correctly.

To check that the correct drivers are being used, right-click on the device line, select **Properties**, go to the **Driver** tab and click the **Driver Details…** button. The drivers being used are shown:



The drivers that should be used are 'btwusb.sys' and 'frmupgr.sys'.

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I want to reinstall a Logitech device but the Logitech Connection Wizard does not start

Follow these steps:

1. Open My Bluetooth Places
2. Check whether the device that has been uninstalled is still paired. If it is, unpair this device by following this procedure:
    1. Right-click on the device icon.
    2. Select **Unpair devices**.
    3. Press the Connect button located on the bottom of the device to be reinstalled.
    4. Press on the Connect button on the Bluetooth Wireless hub.

        The **Logitech Connection Wizard** starts. This wizard guides you through the procedure for uninstalling the device.

        If the wizard does not start, reboot your computer. The wizard should start automatically when you log in.

    5. Follow the instructions provided by the wizard to uninstall the device.
3. Reboot your computer and log back in.

    The **Logitech Connection Wizard** should then start.
4. Follow the instructions provided to reinstall your device. (This procedure is similar to the original installation routine.)

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