

Re: PC won't add my bluetooth mac keyboard to BT devices list

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-06/msg00810.htm

- *From:* "Shenan Stanley" <newshelper@xxxxxxxxx>
 - *Date:* Tue, 6 Jun 2006 19:53:00 -0500
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go-between wrote:

I'm desperate here I'm using a kensington usb bluetooth adapter to connect my mac keyboard to my PC. (please spare me the mac/pc feud, I'm sick of it. I'm quite happy with both platforms and use either one indifferently)

Now, the PC does see the keyboard, it has even paired with it, but it won't add it to the device list in the Bluetooth devices window on the control panel,(because it does not see it in that window, surprisingly) with the result that whenever I try to connect the keyboard, it just won't work. I've tried almost everything and lost a lot of time but I'm at odds now. Can anyone help ? Thanks. YES, I have the ZIDCOMM drivers, no sweat...

Shenan Stanley wrote:

Is what you are trying to do supported by the makers of all the said products?

In other words – this does not sound like a Windows problem – but a problem with specific manufacturer and their drivers and you should go to these manufacturers' (of said products) for support.

It could possibly be a specific machine issue as well – if you have gotten this to work on other machines (PCs with Windows in this case.)

go-between wrote:

Sorry, Shenan, but you don't help much do you ?

I'm using a Mac keyboard which is working OK on my Mac, of course, and will work on a PC, I know, and a kensington usb BT whatever which is said to work fine with the Widcomm drivers which are installed on my PC. As I said, the PC DOES see the kb, it has even paired with it, but it won't connect to it etc... so we have a

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Windows problem here, don't we ? Something I'm doing wrong, or God knows what. Don't answer back if you have no help to offer, please.

I understand you are frustrated. That's fine. You have to help us help you. You are the only one sitting in front of the computers in question and are therefore the only one who can provide us with the information necessary to help you fix your issue.

– Telling me your macintosh keyboard works on your macintosh as expected. (I never asked that – I assumed that, however.)

– That the USB Bluetooth adapter you have is (I'm guessing this one: <http://us.kensington.com/html/9403.html>) is "said to work fine" with something you call the "ZIDCOMM" and then the "Widcomm" drivers (Windows XP should just see the device – if it is the one I pointed to.) Looking (for you) in the Kensington FAQ web pages, I found a few articles that might be of service to solve the Kensington bluetooth issues.

Just because a computer (Mac or PC) can see a device does not mean it can *properly* communicate with it. As I pointed out earlier – that requires drivers and drivers for devices come from the manufacturer's of the devices – they are not ALL included in the operating system – a very few really are beyond generics. If you are having trouble getting the device to be usable – not just seen – then you are having device driver issues – which is not an OS issue – but a manufacturer's supplied drivers issue.

You never said if this setup has worked on other Windows PCs or not. That could narrow it down some – to some conflict the particular machine you are on has with drivers or hardware of other type.

Some help from web pages that come up when looking from help..
First a review on the product you may have (you never gave much specifics there..)

Kensington Bluetooth USB Adapter Reviews
http://www.tonyspencer.com/mt/archives/2004/11/bluetooth_usb_a.htm

XP Hardware wizard error when installing BlueTooth dongle
http://kensington.custhelp.com/cgi-bin/kensington.cfg/php/enduser/std_adp.php?p_sid=Vhtxp9i&p_lva=&p_faqid=5
(Shorter Link: <http://snipurl.com/rg27>)

Setting up devices with Bluetooth USB Adapter
http://kensington.custhelp.com/cgi-bin/kensington.cfg/php/enduser/std_adp.php?p_sid=Vhtxp9i&p_lva=&p_faqid=7
(Shorter Link: <http://snipurl.com/rg2g>)

Setting up devices with Bluetooth USB Adapter 2.0
http://kensington.custhelp.com/cgi-bin/kensington.cfg/php/enduser/std_adp.php?p_sid=Vhtxp9i&p_lva=&p_faqid=7
(Shorter Link: <http://snipurl.com/rg28>)

The most telling part of those last two articles:

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Important. With thousands of Bluetooth devices now available and more coming on the market daily, your device's manufacturer is your best resource for help with your specific device. Beyond confirming your Bluetooth adapter is functioning properly, we can offer no support for third-party devices.

Give us details.. the more specifics the better.

Versions of said drivers, OS service pack levels, what you have done to troubleshoot, who you have talked to otherwise for support, if you have tried whatever you are doing on other machines and whether it worked or not there, etc.

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Shenan Stanley
MS-MVP

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How To Ask Questions The Smart Way
<http://www.catb.org/~esr/faqs/smart-questions.html>