

It has been found that the 3rd party Bluetooth stack from Widcomm (acquired by Broadcom) has bugs that prevent it from working reliably on Windows XP with SerialPort Profile devices. For this reason SerialMagic requires Microsoft Bluetooth stack provided by Windows XP SP2.

The SerialMagic product for Windows is designed to support Bluetooth communications on Windows XP only on service pack 2 (SP2) using Microsoft's stack. If a third-party Bluetooth driver is loaded, it can interfere with communications and may not function properly. Unfortunately some new computer systems come with Bluetooth integrated, and also have the third-party Widcomm / Broadcom Bluetooth drivers installed. Also note that USB Bluetooth dongles ship with a CD that has third-party Widcomm Bluetooth drivers.

This document outlines removing the third party (WIDCOMM / Broadcom) Bluetooth stack so that the Microsoft Windows XP SP2 Bluetooth stack is used.

If the Bluetooth software is not already installed, then simply plug your USB Bluetooth adapter into an available USB port without installing third party software. Windows XP's Plug-n-Play feature should automatically sense the Bluetooth adapter and by default, add the device using Windows drivers. A list of Bluetooth devices and manufacturers supported with Microsoft's stack can be found at the following link.
<http://support.microsoft.com/default.aspx?kbid=841803>

If the Bluetooth software has already been installed or has come preinstalled on a computer then perform the following steps.

- To see if your Bluetooth adapter is supported by Microsoft, please refer to the Microsoft article <http://support.microsoft.com/default.aspx?kbid=841803>
- Start Windows XP and choose START>Control Panel>Add/Remove Programs.
- Find the Bluetooth software that was installed (usually with "Bluetooth" and/or "WIDCOMM" in the name) and remove this software. (IMPORTANT NOTE: If you are not sure that this selection is the appropriate software, please refer to your computer's documentation or technical support to make sure before removing.)
- Once the software has been removed, you may be asked to reboot your computer. In any event, you should reboot your computer.
- When Windows XP restarts, Plug-n-Play should detect an un-installed device (the Bluetooth adapter) and add the hardware automatically using Microsoft's Bluetooth stack.

At this point, you should be able to follow the directions that have been provided for SerialMagic and your LaserChamp or other scanner.