



## Bluetooth® 4.0 USB Adapter

Model 604002



- Supports Windows XP, Vista, 7, 8.1, 10
- Windows 8.1 and 10 auto-installs Bluetooth drivers
- Drivers on DVD for Windows XP, Vista, 7 (download from Cable Matters)
- Pair a Bluetooth headset or keyboard to a computer
- Dual-Mode support for 4.0 Low Energy or Classic Bluetooth
- 10 meter / 33 foot transmission range

Download drivers at [cablematters.com/downloads](http://cablematters.com/downloads)

**User Manual**

**Email: [support@cablematters.com](mailto:support@cablematters.com)**

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## **1. Introduction**

### **1.1 Introduction**

Thank you for your purchase from Cable Matters® Inc., the 'Reliable Connectivity' company. This User Manual provides an overview of the features and installation of your new

### **Bluetooth® 4.0 USB Adapter**

Please read these instructions carefully before connecting, operating or configuring this product. Please keep this user manual for future reference.

Contact [support@cablematters.com](mailto:support@cablematters.com) for questions or product support.

### **1.2 Copyright and Trademarks**

Specifications are subject to change without notice. Cable Matters is a registered trademark or trademark of Cable Matters Inc. All rights reserved. All other trademarks are the property of their respective owners.

The Bluetooth name and the Bluetooth trademarks are owned by Bluetooth SIG, Inc.

### **1.3 FCC Compliance Statement**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: 1) This device must not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.

## **2. Product Overview**

### **2.1 Package Contents**

Please check that the following items are contained in the package:

Bluetooth 4.0 USB Adapter

DVD with drivers, Quick Start Guide PDF, and User Manual PDF

Quick Start Guide

## **2.2 Product Description**

The Cable Matters® Bluetooth 4.0 Adapter is the perfect choice for replacing a failed Bluetooth card or adding Bluetooth capability to a computer. Enjoy a cable-free connection between your computer and other Bluetooth enabled devices such as a smartphone, mouse, keyboard, speaker, headset, and more. This dual-mode Bluetooth USB Adapter supports both 4.0 Low Energy and Classic Bluetooth devices.

## **2.3 Product Features**

- Low-profile Bluetooth adapter can travel with a laptop while plugged into the USB port
- Blue LED indicates Bluetooth communication status
- USB adapter uses low energy Bluetooth 4.0 so it will not quickly drain the laptop battery or the connected Bluetooth device (Windows 8.1 and 10 only)
- Pair up to 7 devices at a time (when supported by the computer host)
- Connect to a Bluetooth speaker, headsets, keyboard, mouse, and more
- Class 2 Bluetooth with a transmission range 10 meters (33 feet)
- Add Bluetooth to an older computer for an upgrade or replacement

## **2.4 System Requirements**

- Windows XP SP 2 /3, Vista SP2, 7, 8, 8.1, 10
- Administrator account permission in Windows
- An Internet connection is required to download the drivers
- Disable any existing Bluetooth drivers in Windows
- Linux kernels v3.0.34 (2012) and later
- Available USB Port: USB Type A 2.0/3.0 (2.0 preferred)
- Hard Disk Space Windows: 250 MB RAM: 64MB

## 3. Connection and Operating Instructions

### 3.1 Installation Checklist

- Uninstall any existing Windows Bluetooth drivers from the Device Manager
- Windows Administrator account permissions are required for installation (a corporate computer may not allow the installation)
- Drivers and manuals are available on the included DVD and available for download
- Identify if the computer has a 32 or 64-bit system. Look in *Control Panel > System*
- Temporarily close any anti-virus or unnecessary programs
- Be prepared to reboot the computer after the software is loaded
- A USB 2.0 port is recommended to reduce 2.4 GHz radio interference from a USB 3.0 port
- Connect a USB 2.0 extension cable to a USB 3.0 port, if needed
- Connecting with a USB hub is not recommended

#### **Windows 8.1 and 10 (DRIVERS AUTO-INSTALL)**

Windows will automatically download the latest Broadcom drivers. Check that the computer is connected to the Internet.

If needed, the drivers are included on the mini-DVD and available for download. Simply plug in the adapter after reviewing the checklist above. Device pairing instructions and troubleshooting information is listed on Page 4 in this manual.

#### **Windows XP, Vista, and 7 (DRIVERS REQUIRED)**

Drivers are required for Windows XP, Vista, and 7. The drivers are included on the mini-DVD and available for download. Computers without a CD Drive can download the drivers to a flash drive. Follow the installation steps on the next pages before plugging in the adapter. Device pairing instructions and troubleshooting information is listed later in this manual.

#### **Linux Operating Systems (DRIVERS NOT PROVIDED)**

Many popular Linux OS versions will be compatible with very little configuration. Some Linux versions require significant configuration or additional software in order to function correctly. Please consult the website of your Linux version for more information.

Download Windows OS drivers at [cablematters.com/downloads](http://cablematters.com/downloads)

## 3.2 Computer Installation with Windows 8.1 or 10

Review the *Installation Checklist* on page 3

- 1) Connect to the Internet, plug the adapter into a USB port, and check that the blue LED is lit
- 2) Wait for the software to finish installing
- 3) The BT adapter is ready to pair to a Bluetooth device

### Important Notes:

- Replacing built-in BT hardware is NOT recommended
- Some computer models integrate both Bluetooth and Wi-Fi. Disabling the integrated BT will also disable the Wi-Fi.
- Check for all BT drivers in the *Device Manager*

### Bluetooth Device Pairing Instructions

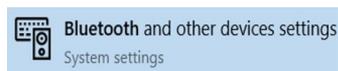
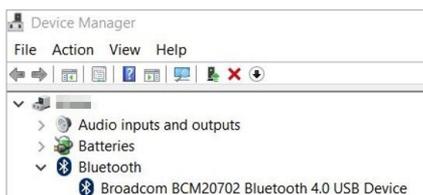
- Search for “Bluetooth and other devices settings”
- Check that Bluetooth is toggled on
- Look for your device in the list or click ‘+ Add Bluetooth or other device’
- Consult the instructions for your device for any special pairing information

### Bluetooth Audio Settings

- Unpair/forget the last pairing to the device, if necessary
- Put the audio device into pairing mode (check the device instructions)
- Click on *Sound* settings under *Bluetooth and other device settings*
- Set the Bluetooth audio device as *Default* and click *OK*

### Windows 8.1/10 Troubleshooting Tips

- Connect to the Internet and run *Windows Update*
- Reboot the computer while the BT adapter is plugged in
- Check that the blue LED is lit and try a different USB port
- Install the drivers on the DVD or download drivers from Cable Matters
- Contact [support@cablematters.com](mailto:support@cablematters.com) with the model numbers of the device and computer host and the OS version of your computer



Download Windows OS drivers at [cablematters.com/downloads](http://cablematters.com/downloads)

### 3.3 Computer Installation with Windows Vista or 7

Review the *Installation Checklist* on page 3

**Notes:** Install the drivers BEFORE connecting the BT Adapter

If downloading the drivers, identify if your computer has a 32 or 64-bit system

- 1) Insert the DVD and Click *Autorun.exe*, if needed.  
(Unzip the file and click *Setup* if downloading drivers)
- 2) Accept the agreement to begin the installation
- 3) Plug in the Bluetooth adapter when prompted
- 4) Wait while the remaining software is installed
- 5) The BT adapter is ready to pair to a BT device



#### **Important Notes:**

- Windows 7 or earlier does NOT support BT Low Energy 4.0 and may cause the battery of a connected BT device and the computer to drain faster
- Vista may require Service Pack 2 in order to recognize the BT drivers

#### **Bluetooth Device Pairing Instructions**

- Right-click on the *Start* button > Type *Add Bluetooth device* in the *Search* box
- Select the device to pair
- Some devices require a code for verification



#### **Bluetooth Audio Settings**

- Unpair/forget the last pairing to the device, if needed
- Put the audio device into pairing mode (check the device instructions)
- Select *Control Panel* > *Sound*
- Set the Bluetooth audio device as *Default* and click *OK*

#### **Windows Vista/7 Troubleshooting Tips**

- Reboot the computer while the BT adapter is plugged in
- Check that the blue LED is lit and try a different USB port
- Re-install the drivers and reboot the computer
- Check the documentation of your device for pairing instructions
- Contact [support@cablematters.com](mailto:support@cablematters.com) with the model numbers of the device and computer host and the OS version of your computer

Download Windows OS drivers at [cablematters.com/downloads](http://cablematters.com/downloads)

### 3.4 Computer Installation with Windows XP

Review the *Installation Checklist* on page 3

1) Install the drivers BEFORE connecting the BT Adapter

**Note:** If downloading the drivers, identify your computer as a 32 or 64-bit system

2) Insert the DVD and Click *Autorun.exe*, if needed.

(Unzip the file and click *Setup* if downloading drivers)

3) Follow the wizard instructions

4) Insert the Bluetooth adapter when prompted

5) Install using recommended settings

6) Reboot the computer

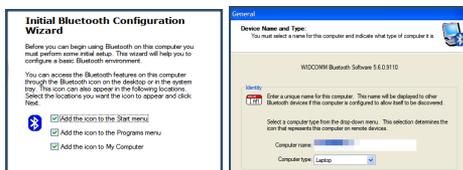


#### Initial Bluetooth Configuration

(If Bluetooth has never been installed)

1) Select the icon options

2) Choose a computer name that will be visible to Bluetooth devices



#### Initial Bluetooth Device Pairing Instructions

1) Right click on the Bluetooth icon in the lower right corner on the taskbar

2) Select *Add a Bluetooth device* and click *Next*

3) Follow the instructions in the *Bluetooth Device Wizard*

4) Select the device to pair

**Note:** Check that the device is discoverable (ready to pair)

5) Follow any additional security setup instructions

6) Check the box to open the BT Device Control Panel

7) Select the options for your device



#### Bluetooth Audio Settings

Adjust audio settings if needed at *Control Panel > Sound > Audio* tab

#### Pairing a new Bluetooth Device

Right-click on BT icon, select *Bluetooth device*, select the device from the list

Download Windows OS drivers at [cablematters.com/downloads](http://cablematters.com/downloads)

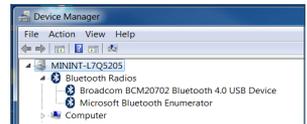
### Windows XP Troubleshooting Tips

- Reboot the computer while the BT adapter is plugged in
- Check that the blue LED is lit and try a different USB port
- Re-install the drivers and reboot the computer
- Check the documentation of your device for pairing instructions
- Contact [support@cablematters.com](mailto:support@cablematters.com) with the model numbers of the device and computer host and the OS version of your computer

## 3.5 Uninstalling Windows Drivers

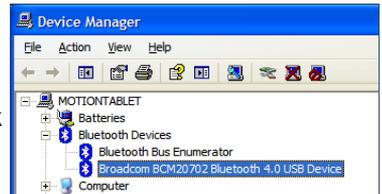
### Windows Vista, 7, 8, 8.1, 10

- Plug the BT adapter into the computer BEFORE uninstalling the software
- Open *Control Panel > Device Manager*
- Expand the *Bluetooth* category
- Right-click on the *Broadcom BCM20702* driver and select *Uninstall device*
- Check *Delete the driver software and Uninstall*
- Remove the BT adapter and reboot the computer



### Windows XP

- Plug the BT adapter into the computer BEFORE uninstalling the software
- Open *Control Panel > Performance and Maintenance > System > Hardware tab > Device Manager*
- Expand the *Bluetooth* category
- Right-click on the *Broadcom BCM20702* driver then click on *Uninstall > OK*



**Email: [support@cablematters.com](mailto:support@cablematters.com)**

[www.cablematters.com](http://www.cablematters.com)

## 4. Troubleshooting Tips

### Limited range or intermittent connection:

- Plug the Bluetooth adapter in the front panel of a desktop computer tower
- Use a USB 2.0 port, when possible since some USB 3.0 ports create noise at 2.4 GHz
- Try using a USB 2.0 extension cable
- Test with a different USB port on the computer
- Brick, stone walls, drywall or metal may cause interference or block the signal

### Device is not detected or blue LED is not lit:

- Reboot the computer with the adapter plugged in
- Test with another computer, if possible
- Run Windows update
- Uninstall and Re-install the drivers (Section 3.5)
- If the blue LED is still not lit, the adapter may be defective
- Contact [support@cablematters.com](mailto:support@cablematters.com) to replace a defective adapter

### Error message *Failed to update Bluetooth Software* appears during Broadcom driver installation:

- Try pairing a BT device using the existing drivers on the computer
- Try removing other Bluetooth drivers from a previous installation (See the notes for your Win OS)
- You may need to use the integrated Bluetooth in your computer instead of this adapter

### Bluetooth headset has to be reconnected when the computer wakes from sleep:

- 1) Open *Control Panel > Device Manager*
- 2) Expand the *Bluetooth* section
- 3) Right-click on *Broadcom BCM20702* device and select *Properties*
- 4) Select the *Power Management* tab
- 5) Uncheck *Allow the computer to turn off this device to save power*

Note: This will cause the device and computer battery to drain faster when not in use

### Unable to pair or discover a device:

- Some Bluetooth devices are only able to pair to one computer at a time. Unpair the last connection.
- Check if the device requires additional software drivers
- Consult the documentation of the device for pairing information
- Check that the device does not require a proprietary adapter

### Headphone or speaker compatibility problems:

- Some Bluetooth devices can only pair to a single host at a time. Unpair the last connection.
- Headphones from Bose®, Beats™, or other companies may require proprietary software.

Contact [support@cablematters.com](mailto:support@cablematters.com) with a description of your hardware configuration and your computer OS

## 5. Technical Specifications

USB Host Interface	USB 2.0 Type A Male
Host OS support:	Windows XP/Vista/7/8/8.1/10
Bluetooth Chipset:	Broadcom BCM20702
Max Data Transfer Rate:	Up to 3 Mbps
Max Transmission range:	10m/33ft
Transmission Frequency :	2.4 GHz
LED Indicator:	Blue LED
Supply voltage:	2.5V min 5.5V max
Bluetooth version	Class 2 4.0
Compliance	C E , FCC
Warranty:	Limited One-Year

Note: Specifications are subject to change without notice

## 6. Warranty and Support

### 6.1 Customer Support and Contact Information

Cable Matters offers lifetime technical support as an integral part of our commitment to provide industry leading solutions.

Email us with any questions at [support@cablematters.com](mailto:support@cablematters.com).

### 6.2 Warranty Information

This product is backed by a limited one-year warranty. The warranty covers parts and labor costs only. Cable Matters does not warrant its products from defects or damages arising from misuse, abuse, or normal wear.

### 6.3 Limitation of Liability

In no event shall Cable Matters Inc. (including their officers, directors, employees or agents) be liable for any damages (whether direct or indirect, special, punitive, incidental, consequential, or otherwise), loss of profits, loss of business, or any pecuniary loss, arising out of, or related to the use of this product exceeding the actual price paid for the product (as allowed by state law).

View compatible products at

[www.cablematters.com](http://www.cablematters.com)



USB Extension Cable in 3, 6, and 10 foot versions  
Model 200008