Known Issues

Associated with Brainboxes Bluetooth Solutions Software

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Note: All issues listed below have been reported and seen at least once here in our test labs. They have not been extensively tested for reproducibility and thus may not occur on all installations

1. Known Issues for Bluetooth Solution 2.0

- When using the uninstall application not all of the files or registry entries previously installed are removed.

- When any Brainboxes Bluetooth device is physically removed and when the user has not stopped the device. This may cause the PC to hang. Right click on the Bluetooth icon from the system tray then choose stop device.

- If the card is removed while a device discovery is in progress it may cause a Bluescreen and the PC will automatically reboot. This will usually affect all future Bluetooth functionality. The user will need to uninstall, reboot then reinstall the Bluetooth software. This is due to the User mode portion of the stack incorrectly processing removal notifications. To avoid this problem, ensure that before removing a device, the UI is closed, device is stopped from the Brain Boxes system tray icon (right click stop) and the device is stopped using the unplug/eject hardware icon from the system tray.

- Failed connections to remote devices can result in an inability of the software to disconnect from the remote service. Requires re-boot.

- Some interoperability issues have been seen when remote devices attempt to transfer files to the software using the File transfer profile.

- If an individual Brian Boxes Bluetooth device (PCMCIA card say) is replaced with another, the Software still shows any remote bonded devices as still bonded. However, because this is a different individual device, it is not actually bonded to the remote device. Workaround: Expire the existing bond, and re-bond to the remote device using the newly inserted hardware.

- Two Brain Boxes devices in one PC are not supported – the drivers will not load on the second device.

1.1. Issues in Windows 2000/XP

- Each layer of the stack prompts for location of files and logo certificate.

- In My Bluetooth Device/options/filters; if the user selects the computers filter tab a subsequent discovery will find all devices of all types.

- Unable to reconnect to a GPRS www network using Nokia 6310 mobile phones. All other phones tested don't exhibit the symptoms. The first connection attempt will be successful

- Object transfers from network locations have been seen to be problematic. Save these objects locally before performing the transfer.

- Virtual serial connections may disconnect after about a minute when connecting to some devices. It has been seen when connecting to a Nokia 7650. This is due to the remote device issuing a disconnect. behaviour also happens with competitors products.

- SPP - When using certain terminal application the PC was found to restart. HyperTerminal works with no problems.

- FTP – unable to add files to sub folders. Fix will be available on the next CD

- Com ports can not be opened when a static com port is closed, a new virtual port opened then rename to the same com label as the one previously established

1.2. Issues in Windows 98/ME

- Installing USB device in Windows Millennium may cause the PC to hang at the HCI layer. This has been seen only on one desktop PC.

2. Known Issues for Bluetooth Solution 3.0

2.1. Issues in Windows XP Service Pack 2

We are currently not aware of any know issues associated with Brainboxes Bluetooth Solution 3.0. If you have experienced any problems during the installation of your product or any other issues, please visit Technical Support section on our website www.brainboxes.com\support for further help.

Please note: Brainboxes USB Bluetooth Adapter BL-554 and Compact Flash Adapter BL-556 are now supported by the Microsoft XP SP2 Bluetooth Software Stack. In order to install both BL-554 and BL-565 Bluetooth Adapters correctly, please ensure you have Windows XP Service Pack 2 installed on your Operating System.