

# [TPLINK Bluetooth USB Adapter UB500 User Manual](#)

## [Manualsum](#), simplified manuals

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## **TP-LINK Bluetooth USB Adapter UB500 Plus User Guide**

TPLINK Bluetooth USB Adapter UB500 User Manual

(2BCGWUB500PLUS)

# Get to Know About Your Adapter



TP-Link Long Range Bluetooth USB Adapter supports advanced Bluetooth 5.3 and enables wireless connectivity with a wide range of devices such as computers, printers, phones, headsets, speakers, keyboards, controllers, etc.

Plug in Win 11/10/8.1/7 system to enjoy a wireless communication with Bluetooth-enabled devices.

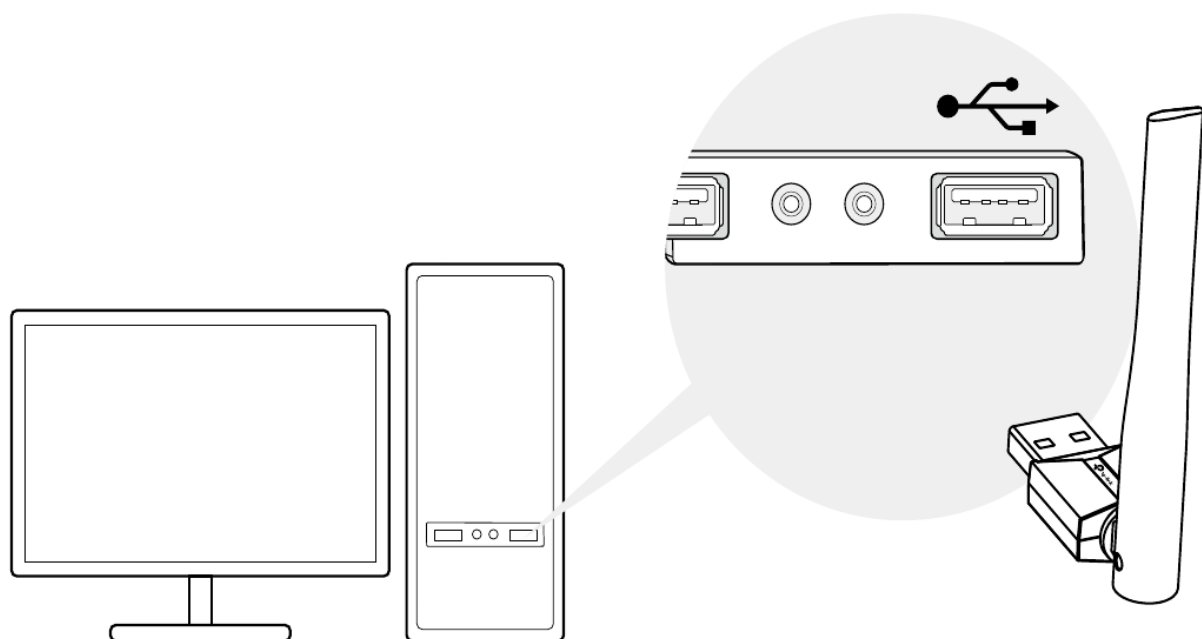
1. Supports Windows 11/10/8.1/7
2. Backward compatible with Bluetooth 5.2/5.0/4.0 devices
3. Bluetooth Low Energy technology for energy-saving wireless connectivity
4. Adjustable, Multi-Directional Antenna improve user experience and performance in different environments.

## Connect to a Computer

1. Before you start using your adapter, disable all existing Bluetooth devices (both built-in and third party) from the Device Manager on Windows.

**Note:** To go to Device Manager: Right-click This PC or My Computer, select Manage, go to Device Manager and disable all existing Bluetooth devices.

2. Insert the adapter into a USB port on your computer directly.



**Note:** you can try to adjust the direction of the antenna for a better performance.

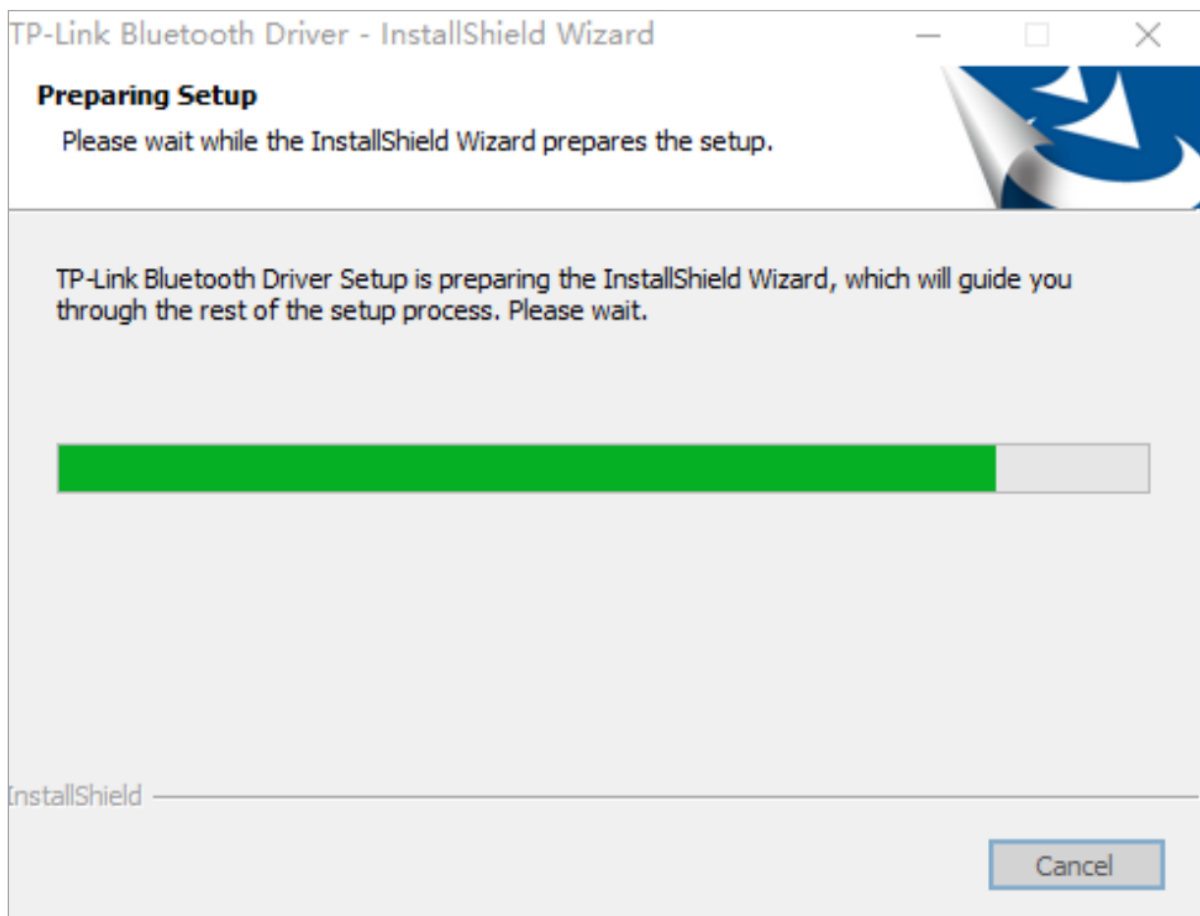
# Install Bluetooth Driver

## Install Bluetooth Adapter's Driver

1. Download the driver at <https://www.tp-link.com/download-center>

**Tip:** For Windows 11/10/8.1 system, the driver installation will automatically start when connected to the internet. If not, please download the driver manually.

2. Extract the downloaded file and run the Setup.exe to start driver installation.



3. Follow the instructions to complete installation.

4. Once the process is finished, restart your computer.

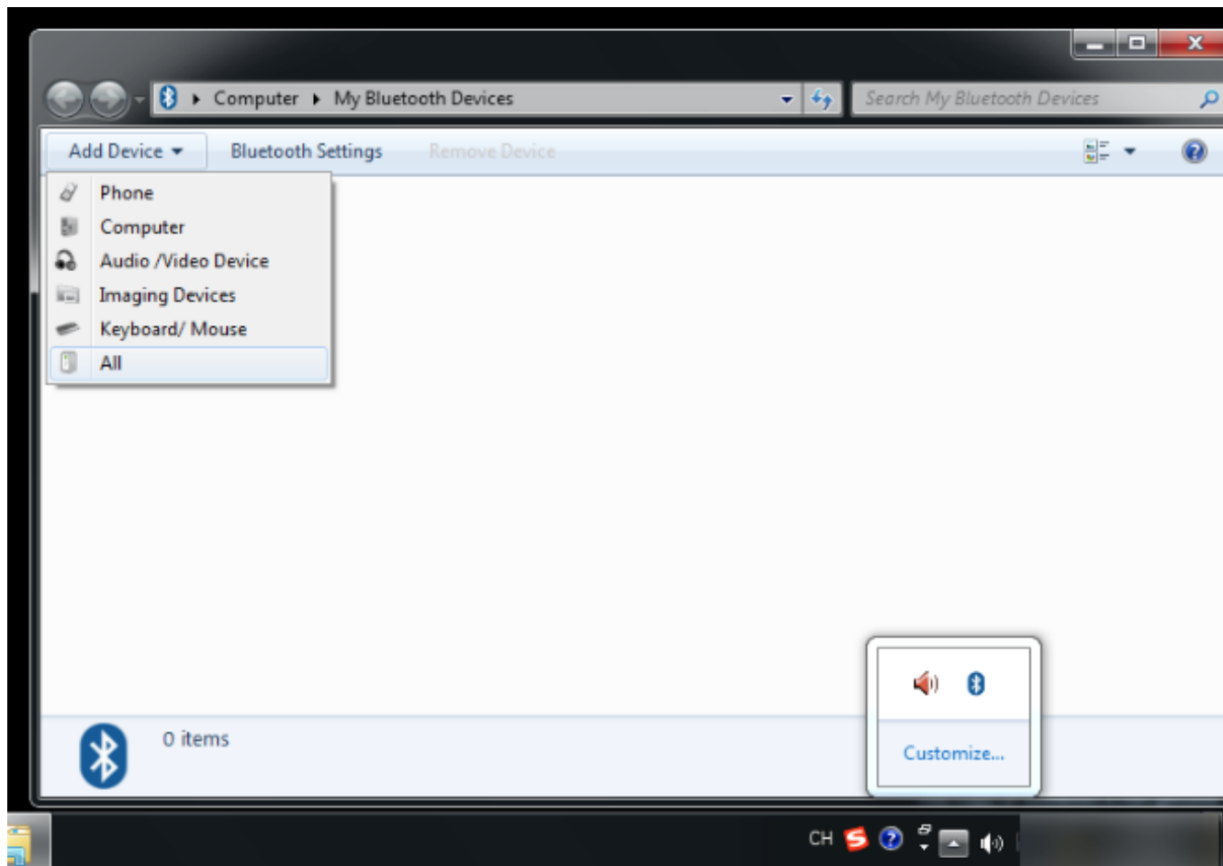
### Notes:

1. Your TP-Link Bluetooth USB adapter will be listed in the Device Manager when the driver is installed correctly.
2. If the driver installation fails, disable the antivirus software and firewall, then try again.
3. In Windows 7, if a Windows Security message pops up, refer to <https://www.tp-link.com/faq-2760.html>

# Pair With Your Bluetooth Devices

## For Windows 7:

1. Open Start menu to access Devices and Printers.
2. Select Add Device to choose the device that you want to pair with your computer.



3. Select the found-out device from the list and click Next.

**Note:** Make sure your Bluetooth device is set to be discoverable.

4. Click Finish when completing the pairing.

**Note:** During the pairing you may be prompted to enter the pairing code. You need to enter the identical code to both devices.

## For Windows 8.1:

1. Open Start menu, type Bluetooth to access Bluetooth settings
2. Toggle on Bluetooth
3. Select your Bluetooth device and follow the on screen instructions to complete pairing.

## For Windows 11/10:

1. Open Start menu, type Bluetooth to access Bluetooth settings [Manualsum](#)

2. Click Add Bluetooth or other device to scan for Bluetooth devices.
3. Select your Bluetooth device from the list and follow the on screen instructions to complete pairing.

**Note:**

1. Make sure your Bluetooth device is set to be discoverable.
2. If the Bluetooth icon doesn't appear, refer to Troubleshooting-> T1
3. During the pairing, you may be prompted to enter the pairing code. You need to enter the identical code to both devices.

## **Uninstall Bluetooth Adapter's Driver**

Go to Start > All Programs > TP-Link and find the model you want to uninstall. Follow the on screen instructions to complete the uninstallation.

**Note:** You can also remove the driver from Windows Device Manager:

1. Go to Windows Device Manager find the adapter.
2. Right-click the adapter and select Uninstall.
3. Follow the instructions to complete the uninstall.

## **Appendix: Troubleshooting**

### **T1. What should I do if the Bluetooth icon doesn't appear?**

- Make sure you have turned on the Bluetooth in Windows settings.
- If there are other Bluetooth devices on the computer, disable them in Device Manager, then insert the adapter and try again.

### **T2. Why the adapter is not working with my Bluetooth device?**

- Make sure your device has BLUETOOTH function.
- Make sure you have installed the latest Bluetooth driver on the computer. You can check the published driver versions from <https://www.tp-link.com/download-center>
- For devices with non-standard Bluetooth protocols, such as Logitech Mouse, there may be some compatibility problems.

If you still have questions and need further help, please refer to <https://www.tp-link.com/faq-2316.html>

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