

Bluetooth Pairing Windows 10 & 11 PC VR

Bluetooth Pairing Windows 11 PC VR:

1. All the steps for Windows 10 below apply with 1 major difference.
2. Before you can find your haptic device in Windows, you need to change a setting. There's an option in "Bluetooth & other devices > Devices" called "Bluetooth devices discovery". Set that to "Advanced" to be able to see your haptic device in Windows. Guide from Microsoft [here](#).

Bluetooth Pairing Windows 10 (& 11) PC VR:

1. Important notice. Our haptic devices are compatible on PC using BT dongle with BT4.0 dongles only. Use of BT5.0 dongles may cause your haptic device to not function as intended. Things such as powering off shortly after connecting, unresponsive kick and rumble, etc. If your desktop PC motherboard has built in Bluetooth that is BT5.0 or higher it may still work. Check to see if it is Intel chipset or something else. If it is Realtek it probably won't work and you will need to get something else. If you are on a laptop YMMV and you may need to use a BT4.0 dongle. (refer to bHaptics troubleshooting down below for more information Bluetooth behavior on PC)
2. If your PC already has Bluetooth, simply power on your haptic device and pair it like any other device. If it does not, use the plug and play dongle included in the box. Confirm in device manager the dongle is working properly. At some point in the pairing sequence, you will see a confirmation code pop up. You can ignore (confirm) this since your haptic device does not have a screen from which to show the code. Proceed and then you are done. Your device will not show in actively connected devices. This is normal behavior.
3. To confirm whether or not it is successfully paired, you can either try our companion app [CTA companion app], or try launching a compatible game [CTA to compatible game list?] and enabling haptics in settings as required. Your haptic device will automatically pair to either with a distinct rumble, and the blinking white or green LED will turn solid as it rumbles. If it paired you are good to go! Skip to troubleshooting below if you encounter issues such as delayed or unresponsive kick and rumble.
4. If it didn't pair, reconfirm your Bluetooth is functioning properly in device manager. If using Bluetooth your PC (desktop users only) already has, and your PC has built in Wi-Fi, plug in the Wi-Fi antenna if it isn't already. Bluetooth on these types of motherboards rely on the Wi-Fi antenna to boost signal/increase signal strength, even if Wi-Fi itself is not being used. This should allow you to connect. If it doesn't, you will need to use the dongle included in the box and disable your existing Bluetooth before use. That way your haptic device properly pairs to the dongle.
5. If after step 4 it still won't pair, the dongle could be faulty (possibly as already indicated in

windows). You will want to try a different dongle. We offer free replacements covered by warranty for faulty ones through this form. If you choose to get your own dongle, make sure it is BT4.0 Intel chipset based. Realtek chipset based dongles do not play well with our devices for whatever reason and have difficulty pairing. Users have reported that the Asus BT4.0 dongle works well.

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