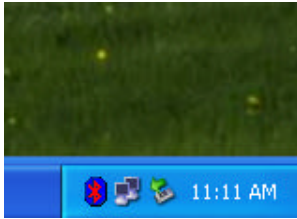# How to fix your CBTU/CBT100U/CBT100C on Windows XP to work with Conceptronic Bluetooth Software when Service Pack 2 is installed
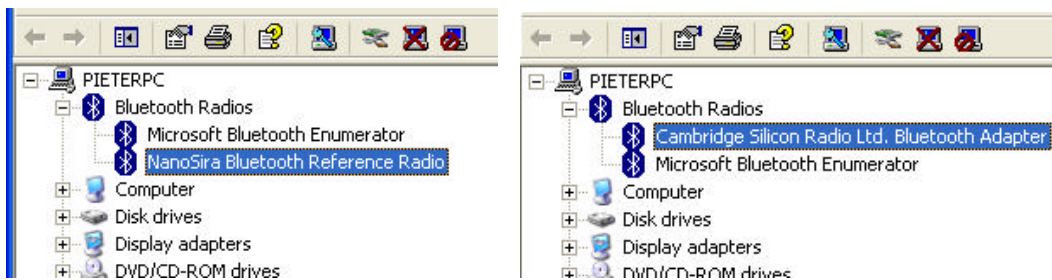
If you have installed Service Pack 2 for Windows XP or your system came with a preinstalled Service Pack 2 you might not be able to use your Bluetooth device right away.
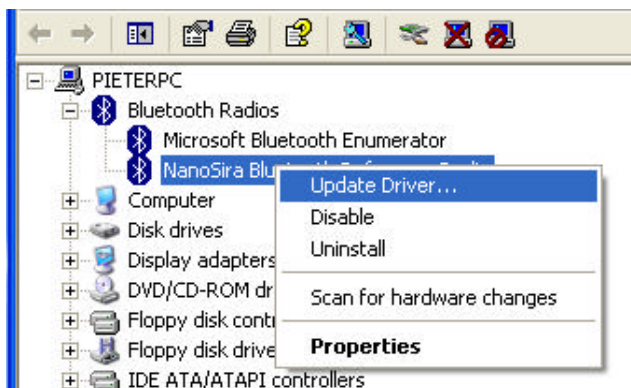
As you can see here the Bluetooth icon stays red and does not turn white.

When you go to the Device manager you will see that there is no Conceptronic Bluetooth present but that the device is recognized as NanoSira or Cambridge Silicon Radio and that Microsoft has added a Microsoft Bluetooth Enumerator.
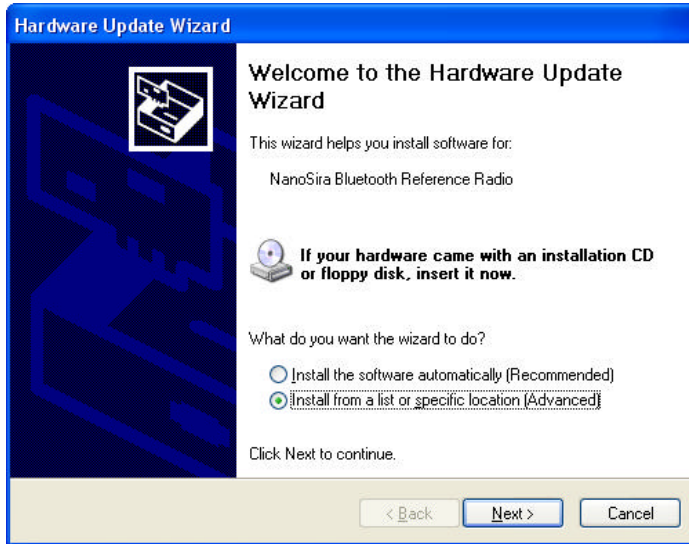
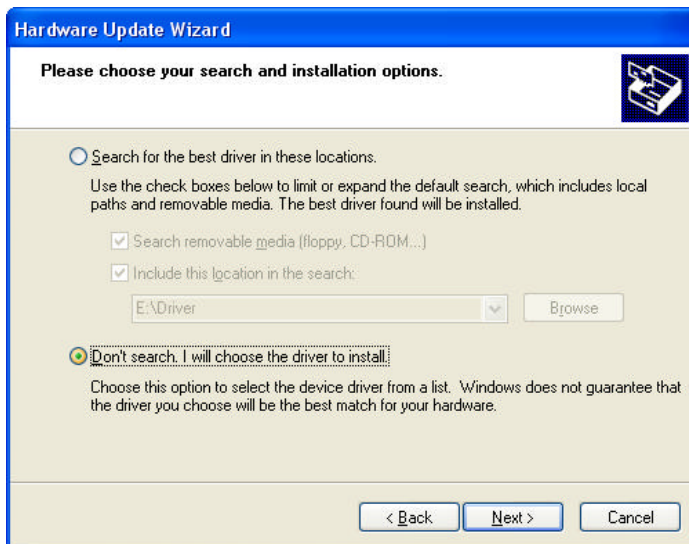(Start ⇒ Settings ⇒ Control Panel ⇒ Hardware ⇒ Device Manager)
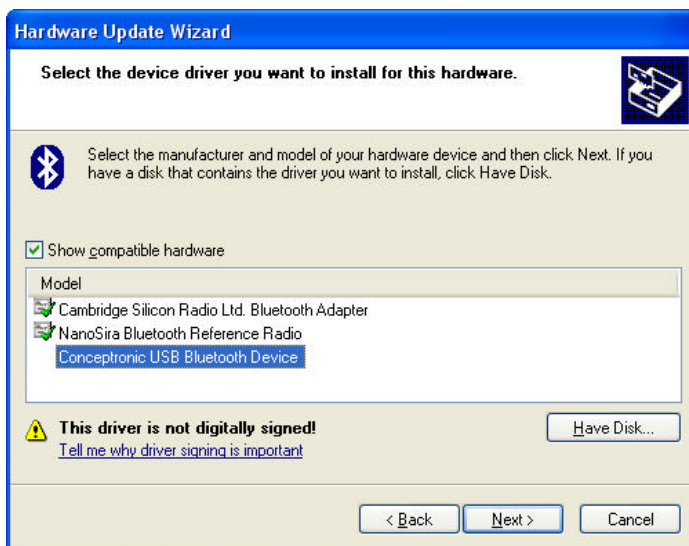
To solve this please follow the next steps:

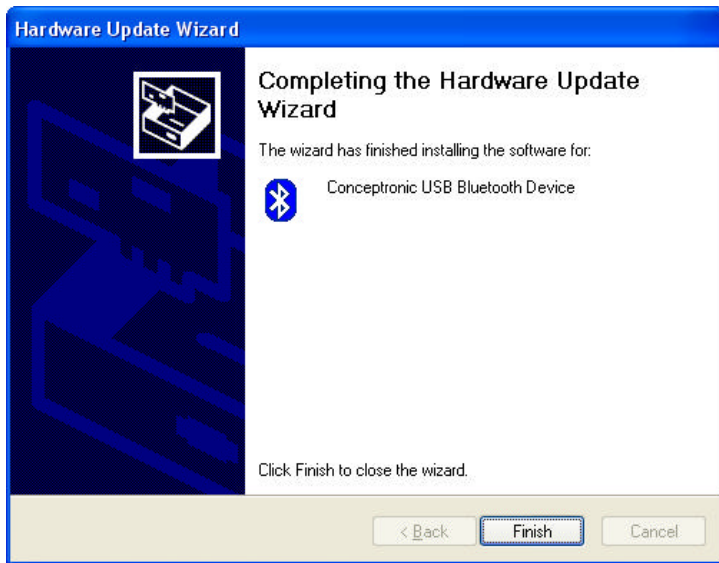Rightclick the NanoSira or Cambridge device and go to **Update Driver…**

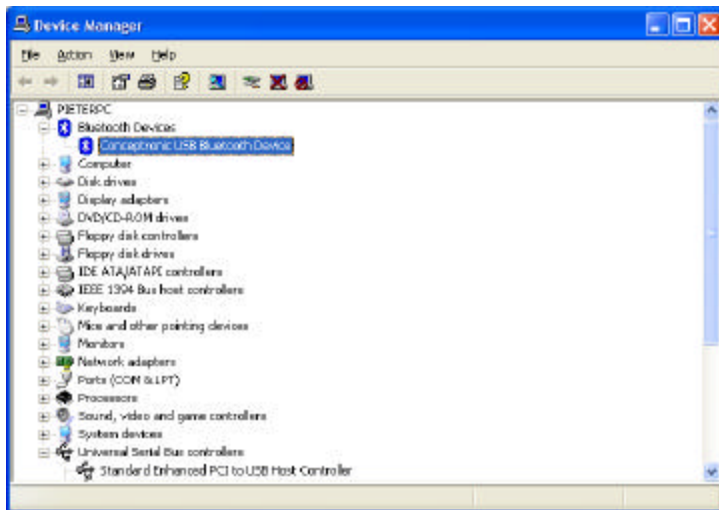Select **Install from a list or spe cific location** and click **Next.**

Select **Don't Search, I will choose the driver to install** and click **Next.**
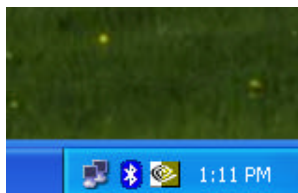

Select **Conceptronic USB Bluetooth Device** and click **Next.**

Click **Finish.**

As you can see now the device is installed again as Conceptronic USB Bluetooth Device.

The Bluetooth icon turns white and you can use the Conceptronic software again.