Tacx Desktop Application

Bluetooth solutions

Thank you for using the Tacx Desktop App.
If you are having trouble connecting your Smart Trainer with the Tacx Desktop App then please follow these steps.

Step 1. Make sure that your Smart Trainer is not connected on your computer Bluetooth network.
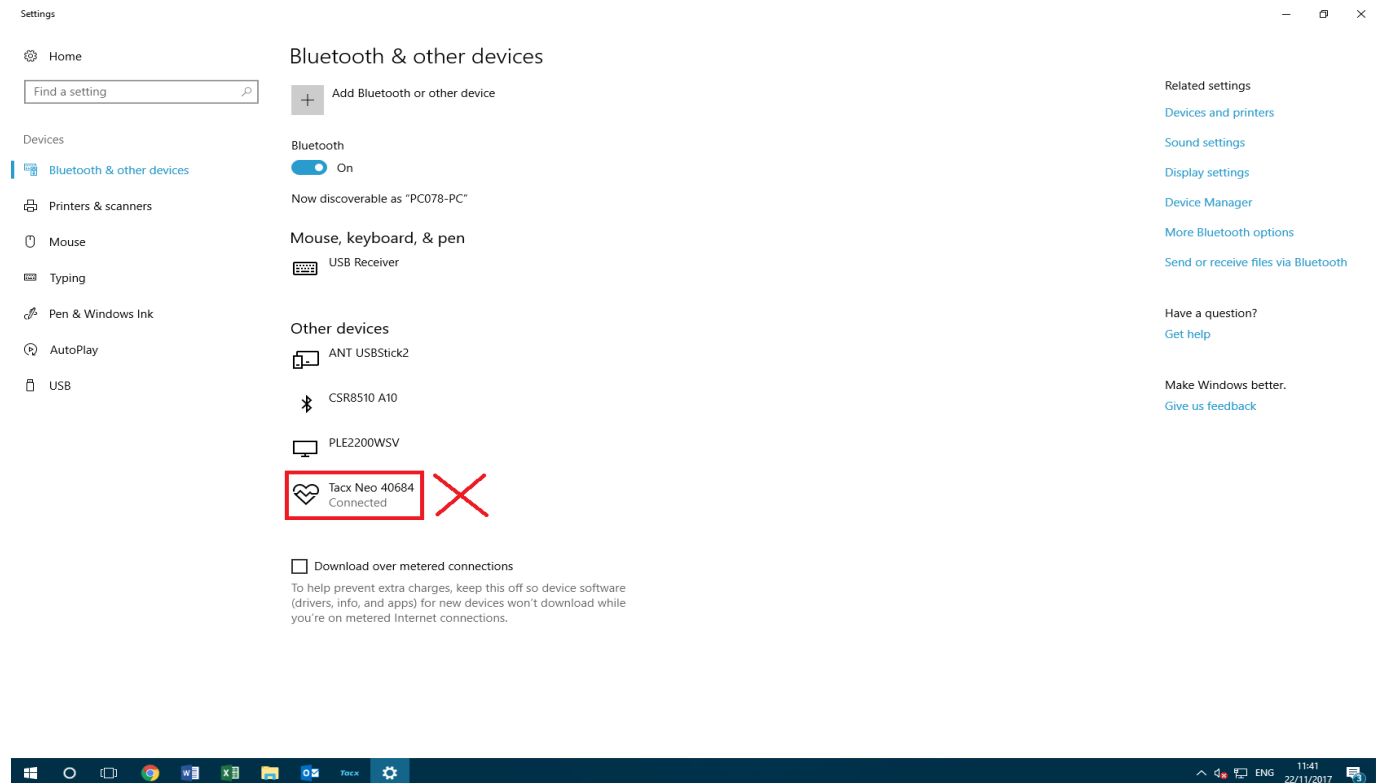
Select the **search** option in your start bar (see picture).

Then search for 'Bluetooth' and select **Bluetooth and other devices settings**.
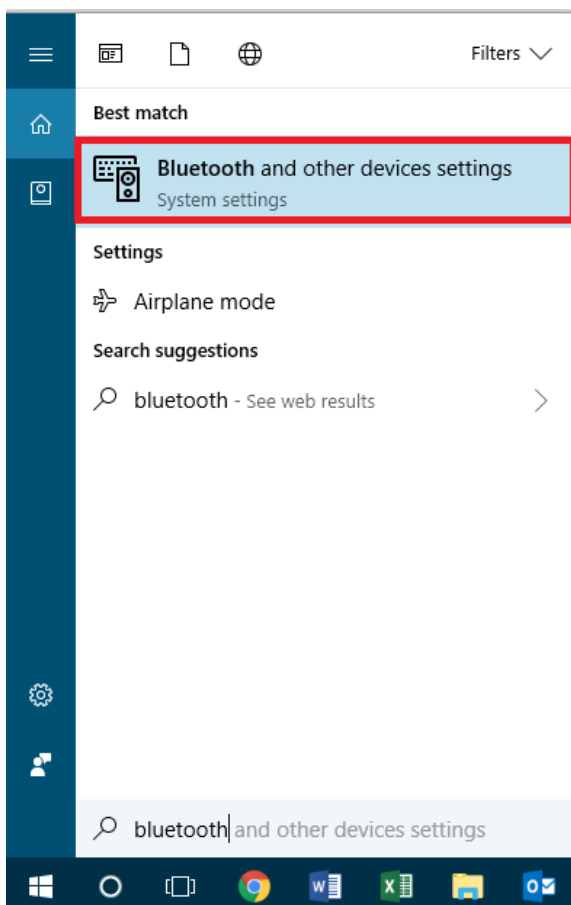
On this page you will see a list of all your connected Bluetooth devices.
It is very important that your Tacx Trainer is **NOT** listed here.
Else it will not work in the Tacx Desktop Application.

In case your trainer is connected here, click on your trainer name.
Doing this will open up an option to remove your device from the Bluetooth connection.
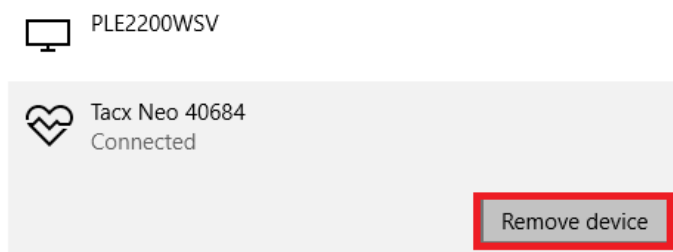
Step 2. Enable Privacy settings in Windows

Go to 'Search in Windows' this is at the bottom left of your start bar (next to the windows icon).
Enter **Privacy settings** here and open this program.
Then click on **Radios** on the left side of your screen.

🕓 Call history

✉ Email

📋 Tasks

💬 Messaging

📡 Radios

🖥 Other devices

🗣 Feedback & diagnostics
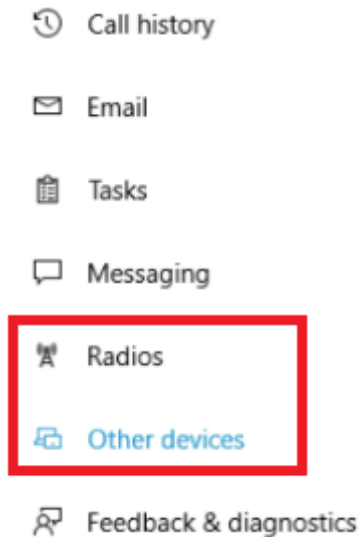
And then see if the **Let apps control radios** is On.
Then click on 'Other Devices' below Radios and enable these options as well.

Radios

Radios

Some apps use radios—like Bluetooth—in your device to send and receive data. Sometimes, apps need to turn these radios on and off to work their magic.

Let apps control radios
🔵 On

Privacy Statement

Choose apps that can control radios

Share Window   🔵 On
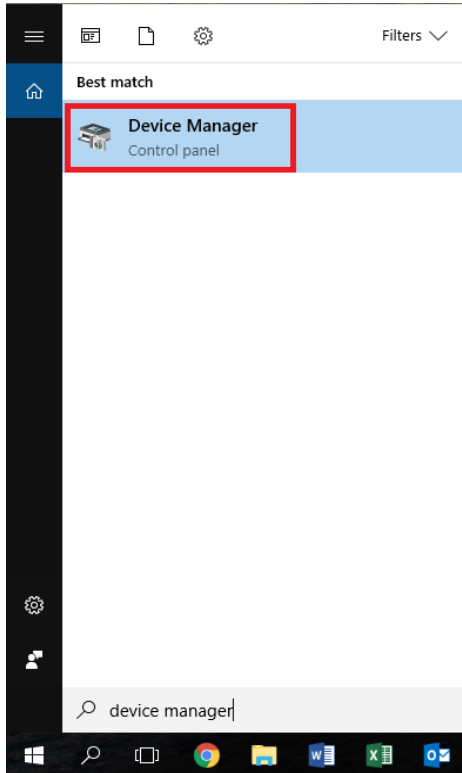
Windows   🔵 On

Step 3. Remove old Bluetooth Dongle adapters.

When you're unable to connect your Trainer with the Tacx Desktop App, this might be caused by an old Bluetooth adapter on your system.
First, if you use a Bluetooth 4.0 dongle please remove it from your computer.
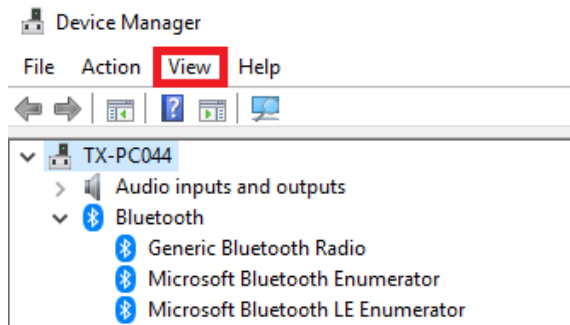Then use the search function (bottom left next to the window start button) and search for **Device Manager**
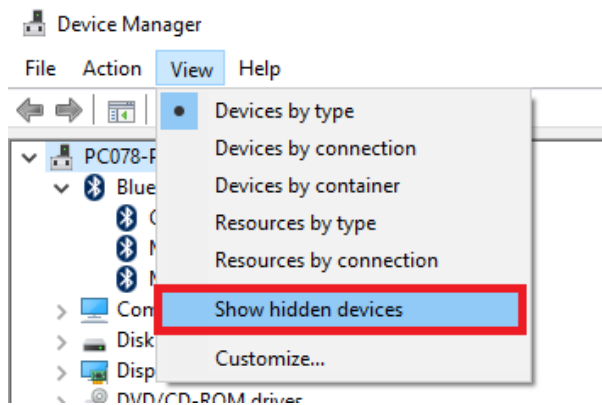

Open device manager and select **Bluetooth**


Tacx Desktop application

Here is where we can find all the installed Bluetooth devices.
It is possible there are some hidden Bluetooth devices installed on your computer.
To be able to see this click on **View**

Then click on **Show hidden devices**

Now we can see all the installed Bluetooth devices.
This is important because we are going to uninstall all of them.
This won't cause any harm to the computer, when you reinstall the computer it will re-install all the essential Bluetooth adaptors.
To uninstall an adaptor simple press right click and select **Uninstall device**
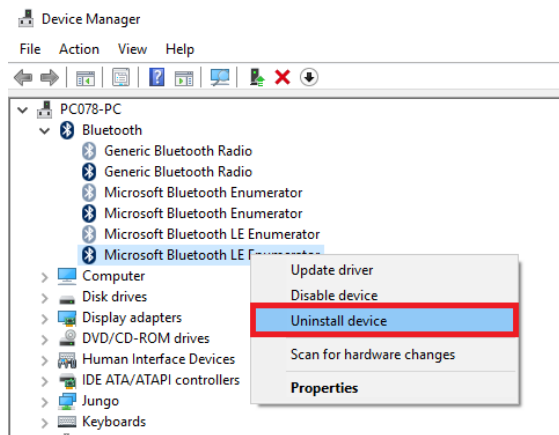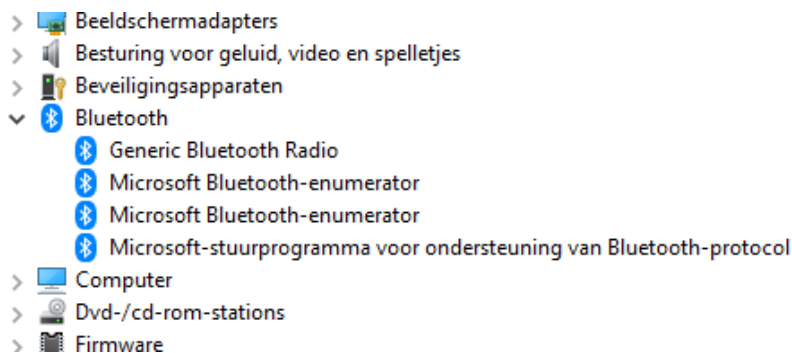

Do this for all Bluetooth devices.

If you have done this, plug the Bluetooth 4.0 dongle into back into your computer

This will now install the updated drivers.

Now go back to **Device Manager** and click on **Bluetooth**
If here is now 'Generic Bluetooth Radio' then everything went well.

You can now connect your trainer within the Tacx Desktop App.

If you get an 'CSR_BTPORT_01 NOT WORKING' error then please do the following:
Remove your Bluetooth 4.0 dongle from your computer.
Then go to the add/remove program window.
When you're in the add/remove programs window, search for 'CSR Harmony Wireless Software' and remove this (see picture below).

Once this is done plug your Bluetooth 4.0 dongle in your computer/laptop.
And now you can now connect your trainer within the Tacx Desktop App.

Step 2. Disable USB selective suspend

Windows 10 includes the USB selective suspend feature, this feature can automatically put USB devices in a very low-power state when they're not actively in use.
It's an important feature to prolong battery life on laptops and tablets but this feature serves no purpose for your Bluetooth 4.0 USB dongle.
This means that when you are cycling with the Tacx Desktop app you may experience connection drops, these drops can be caused by Windows 10 that puts your Bluetooth 4.0 dongle on selective suspend mode.
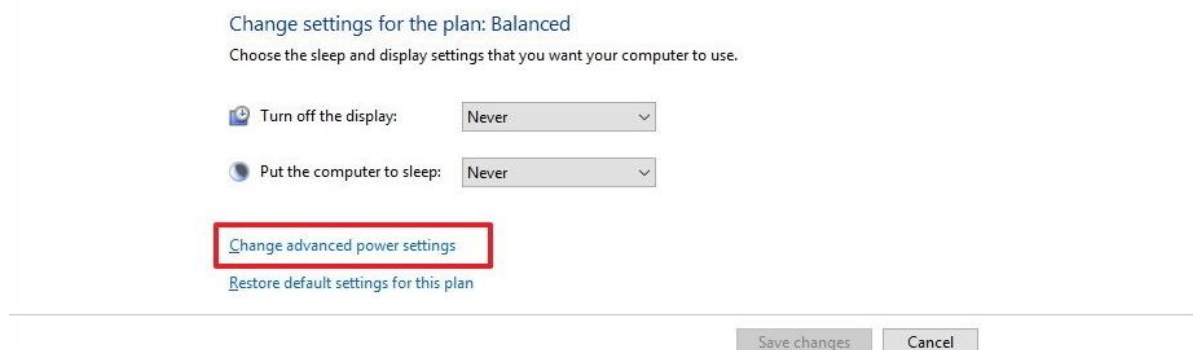By disabling selective suspend this will no longer happen.
How to do this:

1. Open **Control Panel**.
2. Click on **Hardware and Sound**.
3. Click on **Power Options**.
4. Under 'Preferred plan' select **Change plan settings,** please note that you must select your currently active preferred plan, this will either be 'Balanced' or 'Power saver'.
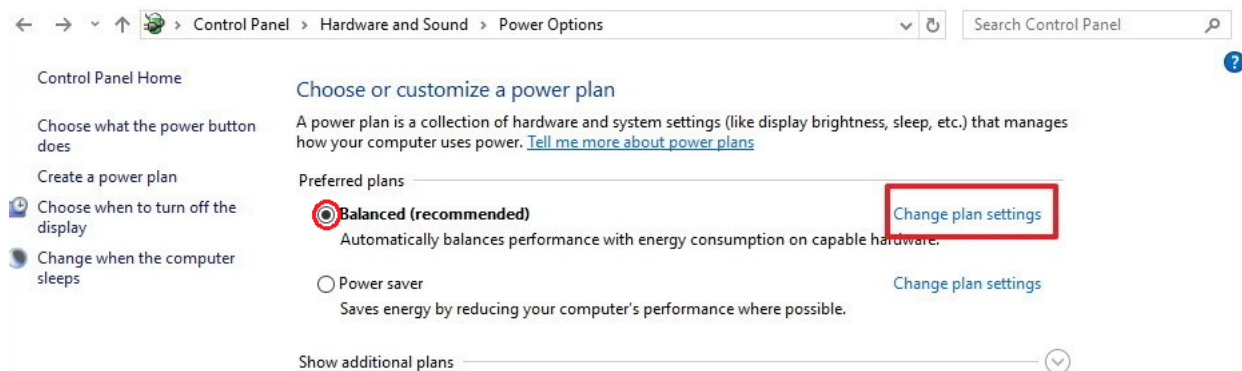
5. Select **Change advanced power settings**

6. Expand **USB Settings**.
7. Expand **USB selective suspend setting**.
8. Select **Disabled** from the drop-down menu.

9. Click **Apply**.
10. Click **OK.**

Once you complete these steps, Windows 10 will no longer power off USB devices that are connected to your computer, this may improve your cycling experience.