Connecting my Kestrel Using Bluetooth

I am having trouble connecting my Kestrel Bluetooth device to my computer, please help.

1) First please ensure that you have a Kestrel Bluetooth Device. There should be a Bluetooth logo in the top left of the front window (see figure below). Also in the Main Menu, there should be a Bluetooth menu option. If neither of these is present, your device does not have Bluetooth, but you can still upload and download to a PC with a Kestrel Computer Interface Adapter.

2) You will also need to ensure that your computer has a Bluetooth module installed as well. If you go to Control Panel->Device Manager, there should be a section labeled Bluetooth. If not, you may purchase an external Bluetooth dongle or will need a PC Interface Adapter. Please note: If your Bluetooth module is specified as Bluetooth Low Energy (BLE), Bluetooth SMART or Bluetooth for iPhone 5s, these modules may be incompatible with the Bluetooth hardware in the Kestrel. Your best bet is to purchase an external dongle. We recommend the Kensington Bluetooth Dongle because we have had consistent performance from this dongle on many brands and styles of computers, but you are free to try any brand.
3) On the Kestrel, go to the Main Menu by pressing the ON key. Scroll down to the Bluetooth menu option and hit the center button. Please ensure that Bluetooth is Enabled (ON, Ready) and the Range is set to HI as shown. If not, use the left and right arrow to adjust.

4) Scroll to the Info and press the center button. Please ensure that all 4 fields are populated with information similar to what is shown below. If you have blank fields or “****” in a field, please contact Nielsen Kellerman for technical troubleshooting.

5) Once all the above is confirmed, we can now pair the Kestrel with the computer. On your computer you will now need to add a new Bluetooth connection. This can be done through Control Panel->Devices and Printers->Add New Device. You should see your Kestrel listed as shown below. If the computer did not find the device, try going through your local “Bluetooth Assistant” program which will vary by computer. Once you see the Kestrel listed, select it and hit Next.
6) While the connection is being established, you should be prompted to enter the 4 digit PIN number found in the Kestrel. If this is the first time connecting this unit and you were not prompted for a PIN, go back to your Bluetooth Assistant program (or Device Manager) and right click and hit connect again to prompt for a PIN entry. Enter the PIN on the Kestrel as shown on your unit. Please note the COM port number after the connection is established (i.e., COM03).
7) If you did not receive notice of which COM port you are connecting to, you will need to locate that information. Click on the start menu and type "device manager" without the quotes. A listing of options will appear.

Select Device Manager from the list and the device manager should appear.

From the device manager, click on the Ports arrow, then look to see the COM ports for your Bluetooth module:
8) Once you have identified which COM port number you are connected to, please ensure that you select this COM port number with the application. Please see examples:
Figure 2 - Applied Ballistics Profile Loader Example

If you are still experiencing trouble with your connection, please contact Nielsen-Kellerman at (610) 447-1555 or email techsupport@nkhome.com