How to pair PC and PS4 controller using UB400?

Configuration Guide
Updated 12-23-2019 09:39:38 AM 3363
This Article Applies to:

For most Bluetooth devices, a computer can find them after UB400 installed successfully. But when you want to pair your PC and PS4™ controller, you need to install the extra application RemotePlayInstaller.exe from Sony. Follow the steps below.

Before connecting your PS4™ controller with PC using UB400, refer to https://remoteplay.dl.playstation.net/remoteplay/lang/gb/index.html and follow the initial setup. Make sure you install the application **RemotePlayInstaller.exe** for Remote Play.

Then, follow the steps below to pair your computer with PS4™ Controller using UB400.

Note: UB400 is only compatible with Windows OS.

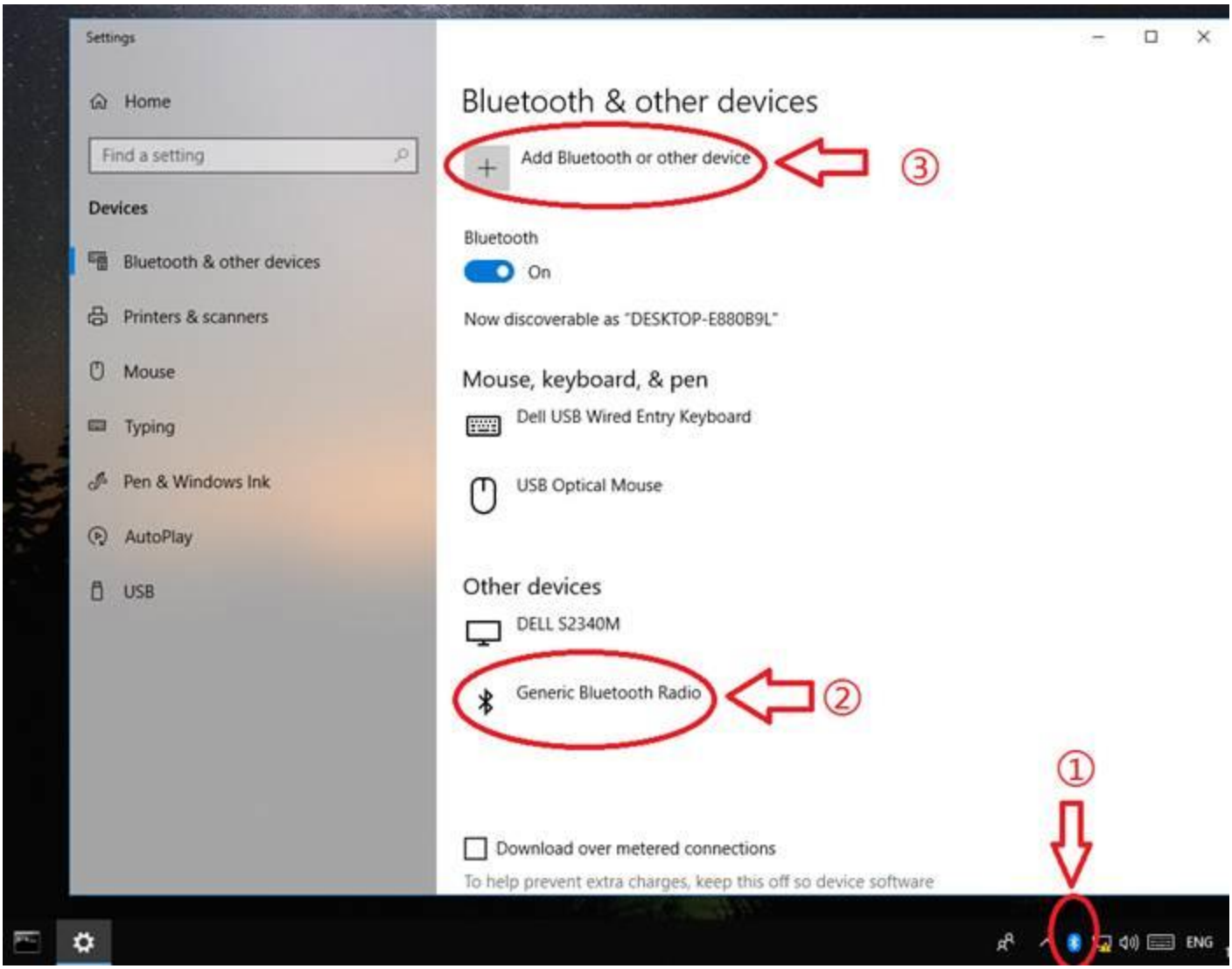
For Windows 8 and above system:

There is no need to install the Bluetooth driver manually. Insert UB400 and pair your PC with controller. Then follow the steps below.

1. Double-click the **Bluetooth icon** on the menu.

2. For Windows 8/8.1, skip this step. For Windows 10, click **Add Bluetooth or other device** to scan for your controller.

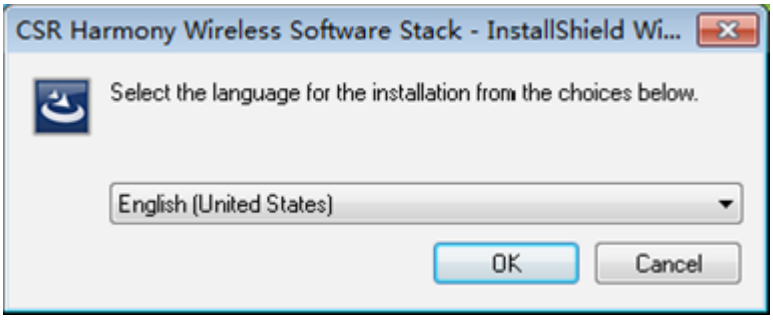
3. Select your device from the list and follow the onscreen instructions to complete pairing.



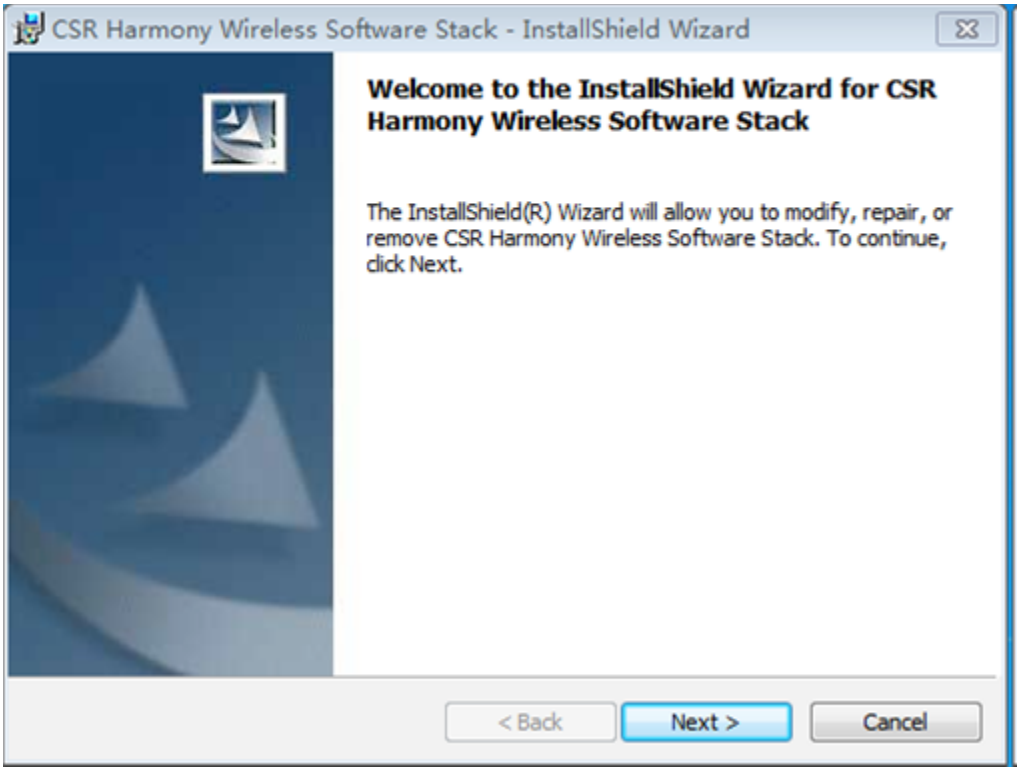
For Windows XP and Windows 7:

You need to install the driver for UB400 before you pairing your computer and controller with UB400. Follow the steps below.

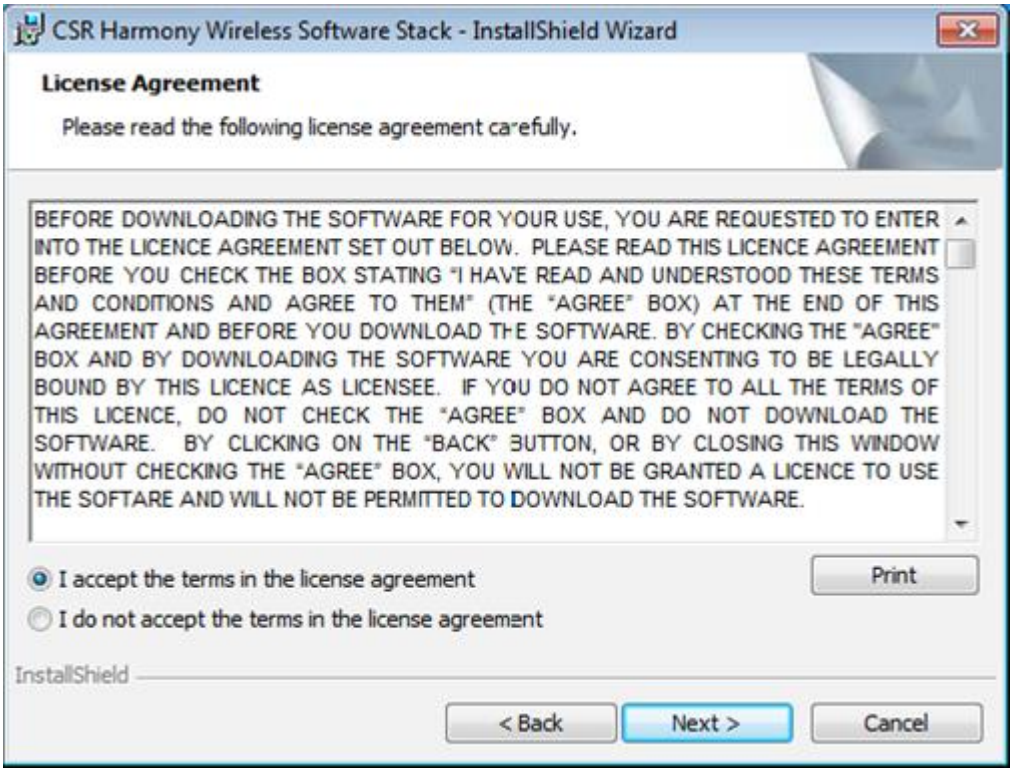
1. Download the driver for UB400, unzip the folder and start the installation by clicking **Setup.exe**, and select the language and click **OK**.



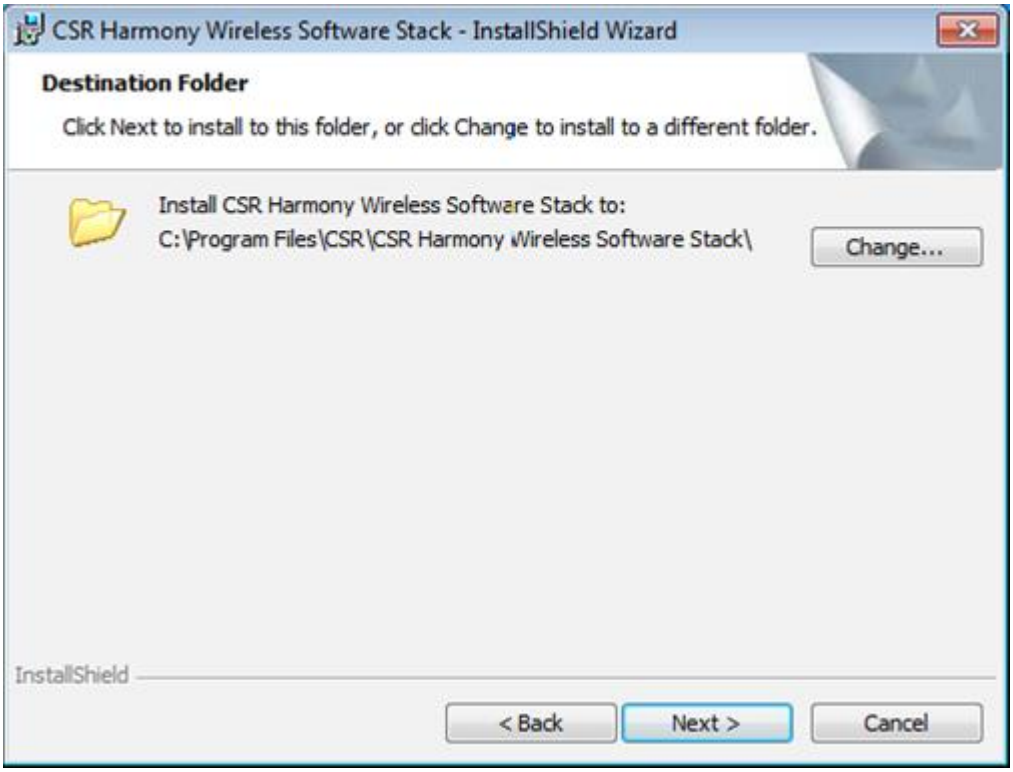
2. When the welcome window appears, click **Next**.



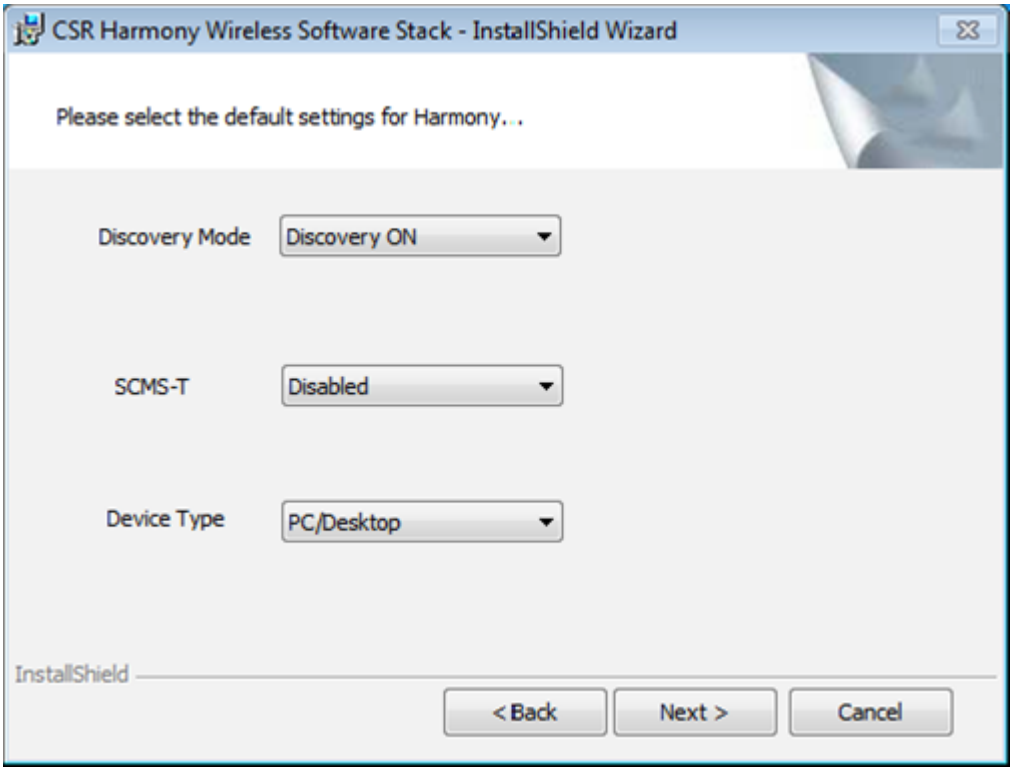
3. Confirm that you agree with the terms of the License Agreement and click **Next**.



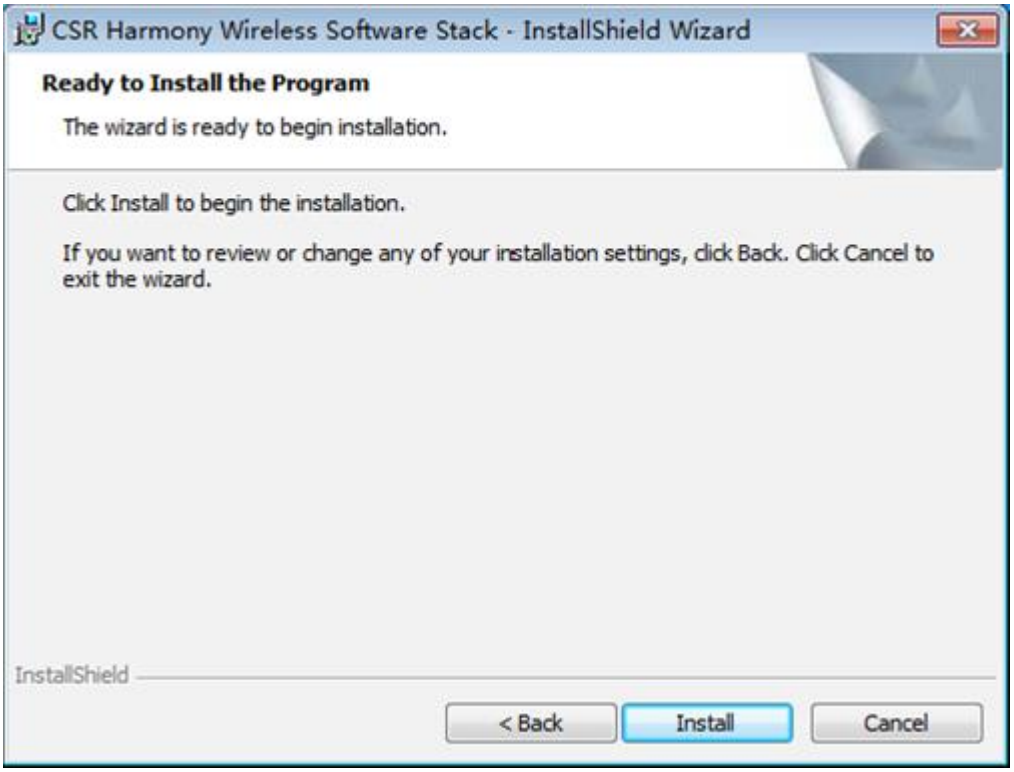
4. Select the installation folder and click **Next**.



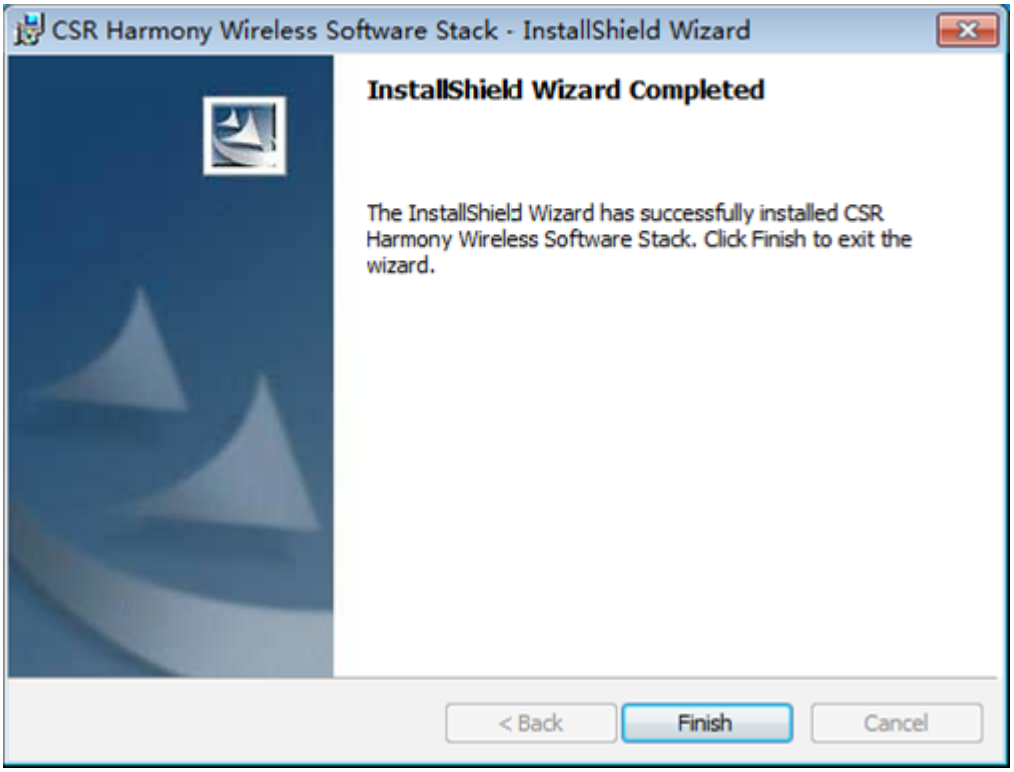
5. Change **Discovery Mode** to Discovery ON, select **Device Type**: PC/Desktop, and it's recommended to keep the original value of **SCMS-T**. Click **Next**.



6. Click **Install** to begin the installation.

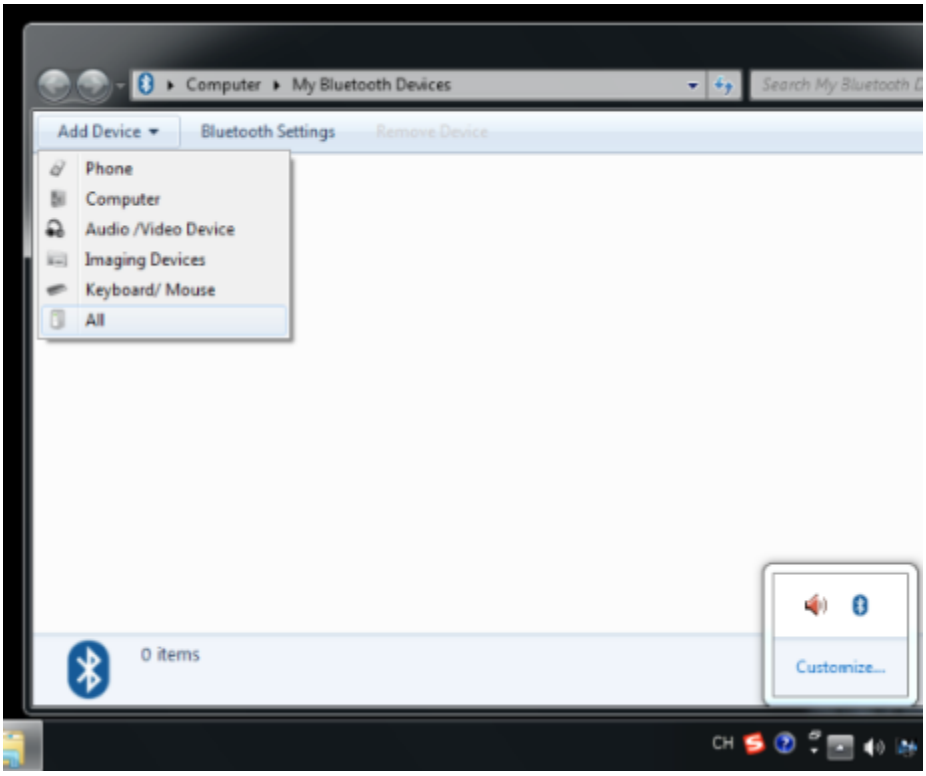


7. When the finish screen appears, click **Finish**.



8. Restart your computer. After restarting the computer, you will find a Bluetooth icon in the menu bar, which means the driver has been installed successfully.

9. Right-click the Bluetooth icon in the menu bar and select **Add Bluetooth** Devices.



10. Select the controller from the list and click **Next**.

11. Click Finish when completing the pairing.

Common problems and troubleshooting when using UB400 and UB4A

Q&A of functional explanation or specification parameters
Updated 12-27-2019 09:33:14 AM*29203*
This Article Applies to:

We could possibly encounter various kinds of problems when using UB400/UB4A with Windows PC. This article aims to teach you how to do the troubleshooting.

Q1: Do you have any installation tips to get this Bluetooth adapter works well?

1. UB400/UB4A supports Plug & Play on Windows 10 computer. If not, please download the driver from the official website and install it manually.

2. DISABLE the built-in Bluetooth before using UB400/UB4A if your computer has the built-in Bluetooth.(Open **Device Manager** and right click on the built-in Bluetooth adapter of your PC and then click **Disable device**)

3. To properly use UB400/UB4A, please remove all third-party Bluetooth driver or program, especially CSR harmony software.

Q2: My Bluetooth adapter is successfully installed but I cannot see the Bluetooth icon in the lower right corner of the Desktop

Please follow the below steps to find the Bluetooth icon.

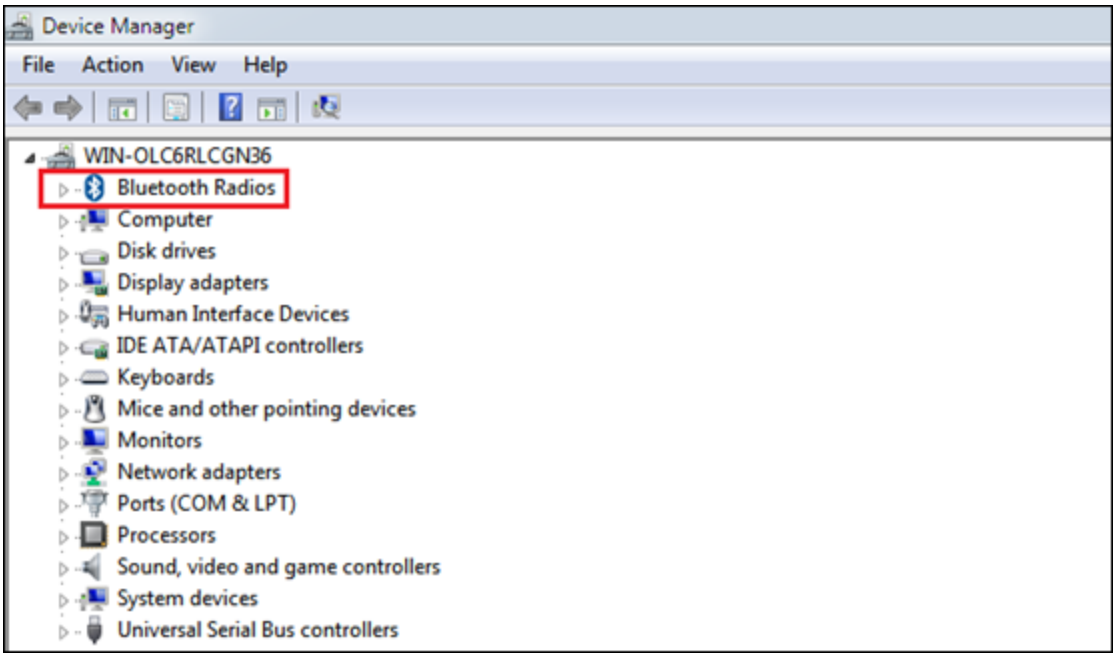
1. Go to **Control panel** > **Network and Internet** > **Network and Sharing Center**

2. Click on **Change Adapter Settings**. Then right click on the **Bluetooth network** > **Properties**

3. Select the **Bluetooth** tab, select the **Bluetooth Setting**, and tick up **Show the Bluetooth icon in the notification area**.

4. The Bluetooth icon will be recovered and you can see it in the lower right corner of the Desktop.

Q3: What if my PC can't recognize UB400/UB4A when I plug it in? (There is no Bluetooth Radios symbol in Device Manager)

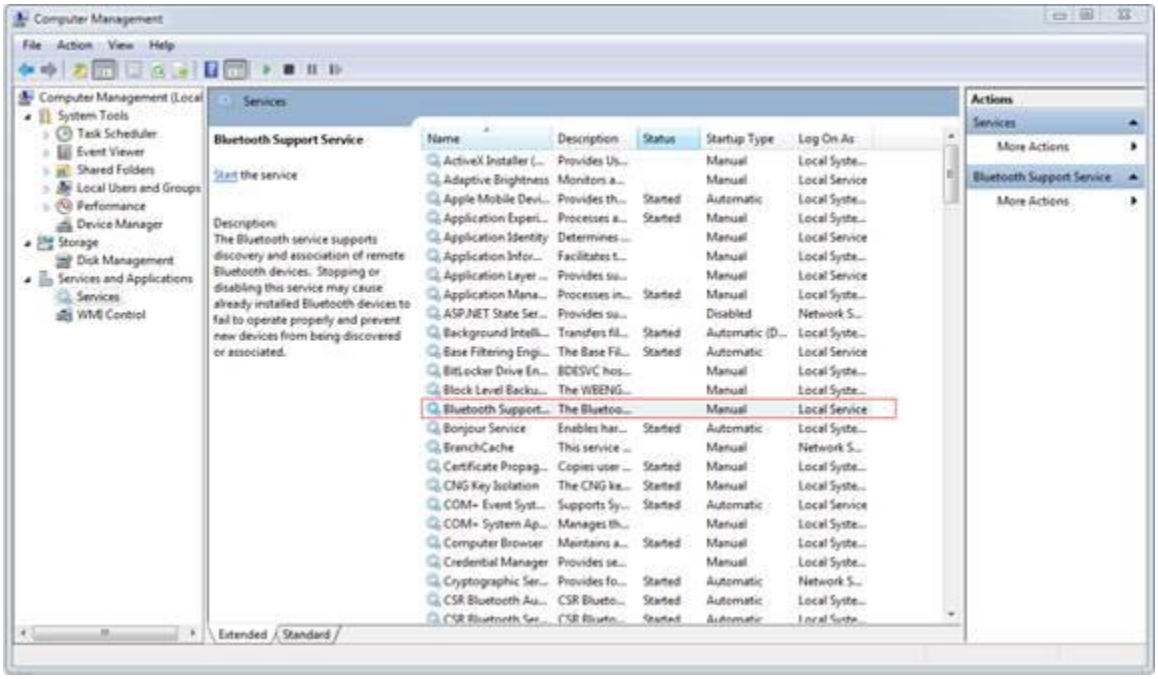


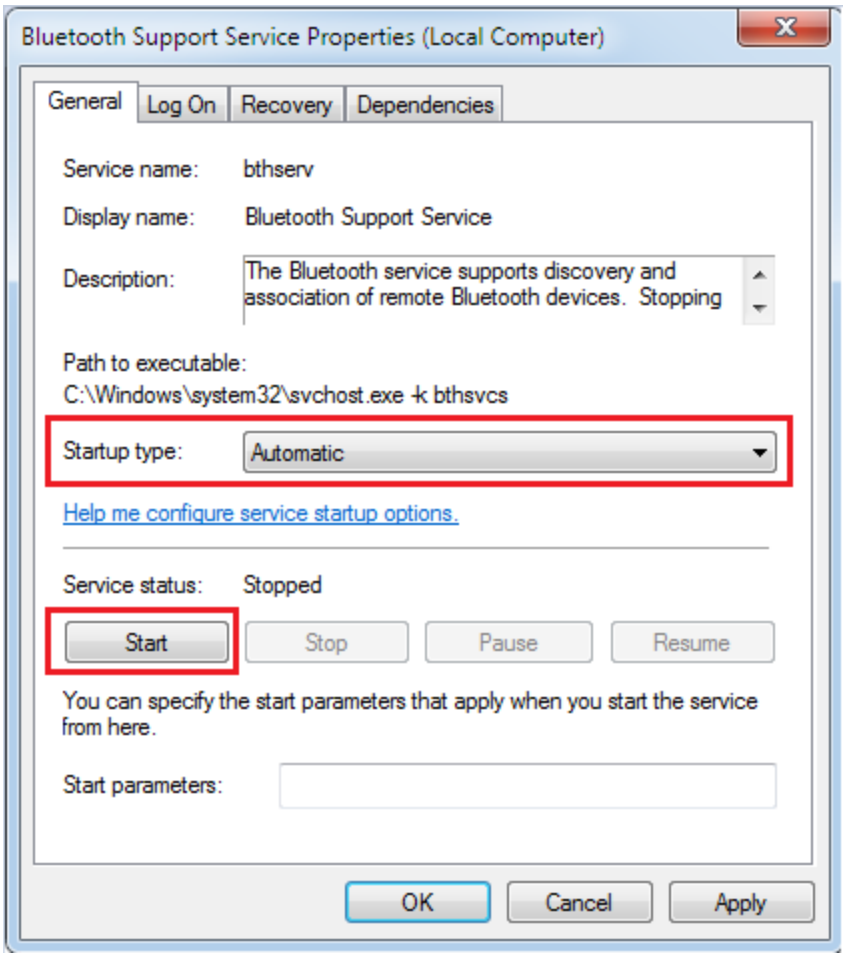
(1) UB400/UB4A only supports Windows OS. For windows 8 and above system, there is no need to install Bluetooth driver, but for Windows XP and Windows 7, you need to install the Bluetooth driver first.

(2) Try to insert UB400/UB4A into a different USB port on your computer. For Windows XP/7, try to restart the computer after installing the driver. If it still doesn't work, please try to uninstall and reinstall the driver.

(3) Make sure there are no other Bluetooth devices on the computer. If there are, disable all existing Bluetooth devices in **Device Manager**, then insert the adapter and try again.

(4) Click **Computer Management** > **Services and Applications** > **Services** > **Bluetooth support Service**, double-click on the **Startup type** to change to **Automatic**, and the service status to **Start**.


Computer Management
File Action View Help
Computer Management (Local
System Tools
Task Scheduler
Event Viewer
Shared Folders
Local Users and Groups
Performance
Device Manager
Storage
Disk Management
Services and Applications
Services
WMI Control
Services
Bluetooth Support Service
Start the service
Description:
The Bluetooth service supports discovery and association of remote Bluetooth devices. Stopping or disabling this service may cause already installed Bluetooth devices to fail to operate properly and prevent new devices from being discovered or associated.
Name
Description
Status
Startup Type
Log On As
ActiveX Installer (... Provides Us... Manual Local Syste...
Adaptive Brightness Monitors a... Manual Local Service
Apple Mobile Devi... Provides th... Started Automatic Local Syste...
Application Experi... Processes a... Started Manual Local Syste...
Application Identity Determines ... Manual Local Service
Application Infor... Facilitates t... Manual Local Syste...
Application Layer ... Provides su... Manual Local Service
Application Mana... Processes in... Started Manual Local Syste...
ASP.NET State Ser... Provides su... Disabled Network S...
Background Intelli... Transfers fil... Started Automatic (D... Local Syste...
Base Filtering Engi... The Base Fil... Started Automatic Local Service
BitLocker Drive En... BDESVC hos... Manual Local Syste...
Block Level Backu... The WBENG... Manual Local Syste...
Bluetooth Support... The Bluetoo... Manual Local Service
Bonjour Service Enables har... Started Automatic Local Syste...
BranchCache This service ... Manual Network S...
Certificate Propag... Copies user ... Started Manual Local Syste...
CNG Key Isolation The CNG ke... Started Manual Local Syste...
COM+ Event Syst... Supports Sy... Started Automatic Local Service
COM+ System Ap... Manages th... Manual Local Syste...
Computer Browser Maintains a... Started Manual Local Syste...
Credential Manager Provides se... Manual Local Syste...
Cryptographic Ser... Provides fo... Started Automatic Network S...
CSR Bluetooth Au... CSR Blueto... Started Automatic Local Syste...
Extended Standard
Actions
Services
More Actions
Bluetooth Support Service
More Actions



Q4. There is a Bluetooth Radios in Device Manager, but displays a yellow exclamation point.

Please disable the PC's own Bluetooth adapter and then reinsert UB400/UB4A.

Q5: What can I do if the Bluetooth adapter has a weak signal? How can I improve the Bluetooth range?

1) Change to another USB port or use a USB extension cable

We see complaints of short-range or cut off often because the adapter is connected to the back of a desktop computer, where there is a lot of random radio noise generated by the processor and system parts.

Moving the adapter to the front of the computer often helps, or using a USB 2.0 extension cable to move the adapter away from the computer.

An Intel white paper also confirmed that poorly shielded USB 3.0 ports will cause radio interference. If your device is having range issues when plugged into a USB 3.0 port, a USB extension cable can help with this.

2) Ensure the Bluetooth receiver has a good signal

The Bluetooth range also depends on BOTH the receiving and the transmitting devices. Please test your receiving Bluetooth device with a mobile phone to confirm its range is acceptable.

3) Eliminate possible interference

Operation range can be affected by physical obstructions (walls, people, etc.), wireless interference (Wi-Fi routers, Wireless TV adapters, etc.).

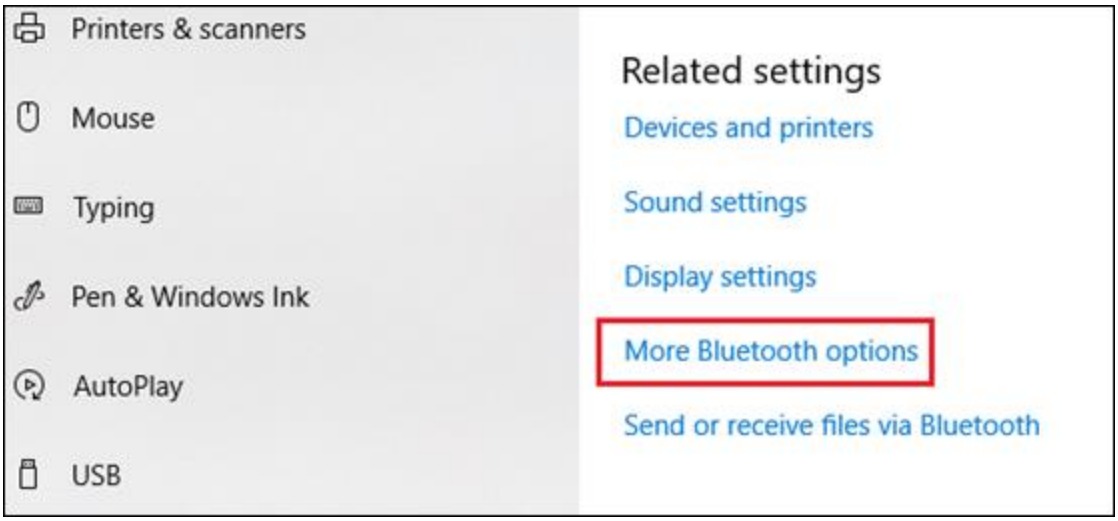
4) Stop high traffic applications

If you're watching videos or streaming music from an ONLINE source, please make sure the audio dropout issue is not caused by slow network speed.

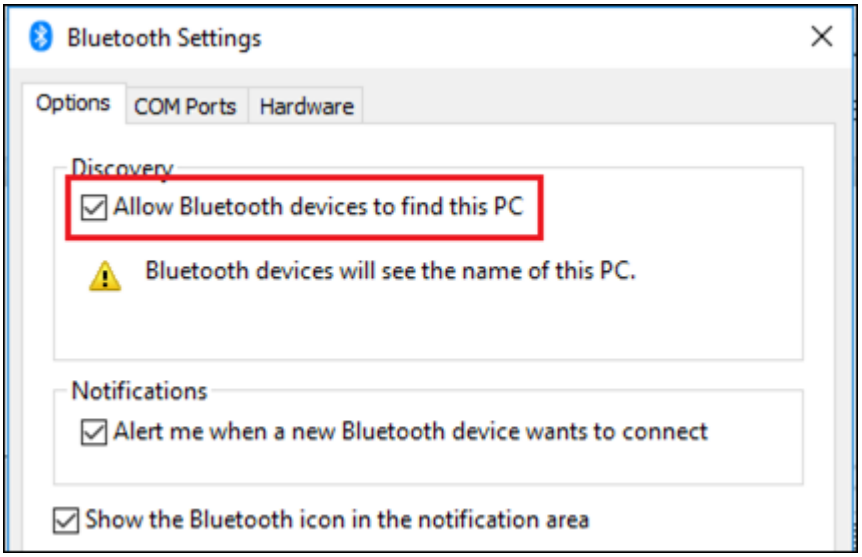
Q6: Why my Bluetooth devices can’t find my PC after UB400/UB4A is installed successfully?

Make sure your PC has enabled the Bluetooth function. Please follow the steps below: right click on the Bluetooth icon on your PC > **Open Settings** > **More Bluetooth Options**

Note: Similar process for the other windows OS.



And then check if **Allow Bluetooth devices to find this PC** has been selected. This item is unchecked by default. Only after this item is checked, the phone can find the PC.



Q7: Why my PC can't find my Bluetooth devices after UB400/UB4A is installed successfully? / What should I do if there is no search result after I click Search Again after a search?

1. Make sure your Bluetooth device is set to be discoverable.

2. Please unplug the UB400/UB4A and reinsert it. Or you can also disable it in the **Device Manager** and enable it again.

3. The device that was once paired cannot be scanned again unless you delete it. So please try the following steps on your PC before another scan:

Go to **Control Panel** > **Hardware and Sound** > **Devices and Printers**, and then you will find the devices that was previously connected to your UB400/UB4A on the **Devices** page. Right click on that device and select **Remove device**. And then try to scan one more time on UB400/UB4A and you will be able to find the device.

4. For the devices with non-standard Bluetooth protocols, there may be some compatibility problems. Please refer to Q8 to check out the compatibility list.

Q8: Why the adapter is not working with my Bluetooth devices?

(1) Make sure that your device has Bluetooth function.

(2) The following compatibility list is based on TP-Link lab environment. The models supported are much more than the listed.

Note: For devices with non-standard Bluetooth protocols, there may be some compatibility problems.

P=Pass, F=Fail

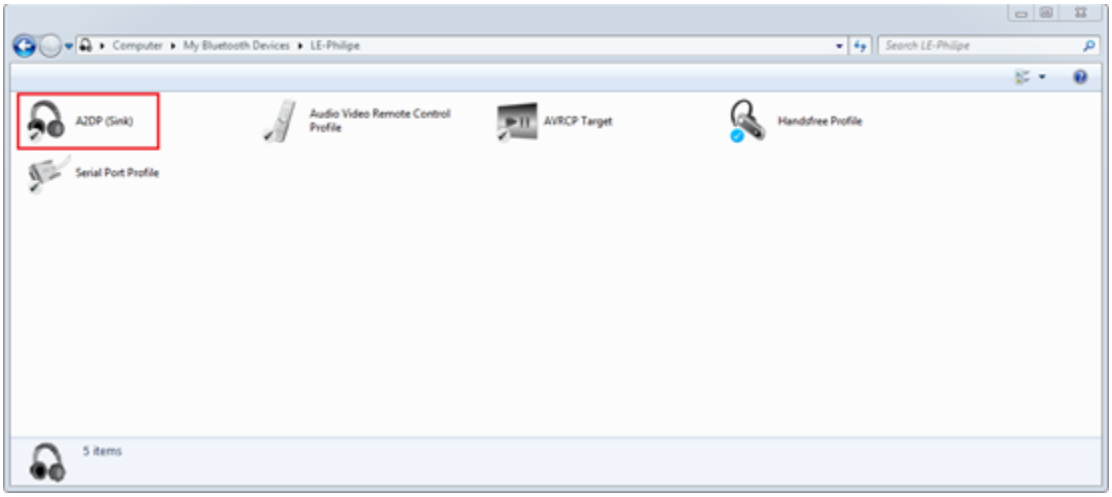
Bluetooth Devices		Motherborad		Mobile Client	
ivolks S3	**P**	GIGABYTE_GA-Z68X-UD3R-B3_A1	**P**	Galaxy S7	**P**
EDIFIER M300	**P**	ASUS_M4A88T-M_A3	**P**	Galaxy S8	**P**
Sony WF-SP700N	**P**	ASUS_F1A75-V PRO_A5	**P**	GALAXY S9+	**P**
Honor xSport AM61	**P**	ASRock_890GX pro3_A6	**P**	Pixel 2 XL	**P**
Jabra EASYGo	**P**	GIGABYTE_GA-Z77-UD3H_A8	**P**	Mate 10 pro	**P**
Remax	**P**	MSI_880GMA-E35_B1	**P**	P20	**P**
Sony SBH50	**P**	GIGABYTE_GA-870A-UD3_B3	**P**	Xiaomi Mix 2s	**P**
S6	**P**	ASUS_Z170-AR_B4	**P**	iPhone X	**P**
JBL C45	**P**	ASUS_Z87-A_B5	**P**	iPad Air 2	**P**
Sennheiser HD45	**P**	GIGABYTE_B150-HD3P_B7	**P**	iPad Mini 4	**P**

Beats Solo	**P**	ASUS_F1A55-V_C1	**P**	iPad(2018)	**P**
Bose Soundlink Mini 2	**P**	MSI_P67A-GD65_C2	**P**		
Harman Kardon Go & Play	**P**	MSI_890GXM-G65_C3	**P**		
Marshall Acton	**P**	GIGABYTE_GA-H67A-UD3H_C6	**P**		
B & O Beoplay 6	**P**	GIGABYTE_GA-H81-D3_C7	**P**		
Sony WH-H900N	**P**	GIGABYTE_GA-H77-DS3H_D1	**P**		
Sony SRS-YB31	**P**	GIGABYTE_GA-P67A-UD3P_D2	**P**		
JBL C45	**P**	GIGABYTE_GA-970A-D3_D3	**P**		
Yamaha MC20	**P**	GIGABYTE_GA-X58A-UD3R_D4	**P**		
PS4 Controller	**P**	ASUS_B85 PRO GAMER_D5	**P**		
Xbox Controller	**P**	ASUS_F2A85-V PRO_D6	**P**		
Beats Solo3	**F**	GIGABYTE_GA-P61-USB3P_D8	**P**		
Apple Airpods	**F**	ASUS-PRIME X370-PRO	**P**		
Logitech M185	**F**	MSI-B350-TOMAHAWK	**P**		
		ASUS-PRIME Z370-PRO	**P**		
		ASRock-H110-Pro-BTC	**P**		
		ASUS_P8B75-V_B8	**F**		

Q9: Why there is no audio output during audio playback after my PC has paired with a Bluetooth headset or stereo?

1. Please right click the **sound icon/playback device** in the lower right corner of the desktop. And then choose **Open Sound settings**. And then choose your Bluetooth device as the output device.

2. Please follow the steps below: right click on the Bluetooth icon on your PC > **Show Bluetooth Devices**. And then double click on your Bluetooth device, and check if A2DP has been connected. If not, please right click on it and select **Connect**.



Note: If you are unable to open the service of audio device (e.g. Windows 10), or you cannot always establish an A2DP connection, please try to delete the current audio device and re-pair it.

Q10: Why is the audio quality so terrible?

Method 1:

1) Go to **Control Panel** > **Devices and Printers**.

2) Find your Bluetooth device and if you see an orange alert, go ahead. If not, you can continue to Method 2.

3) Right click on your device and choose **Troubleshoot**. Windows will try to fix your problem

Method 2:

1) Go to **Control Panel** > **Devices and Printers**.

2) Find your headphone/audio device.

3) Right click on your device and go to **Properties**.

4) Go to **Services** tab and uncheck **Handsfree Telephony**.

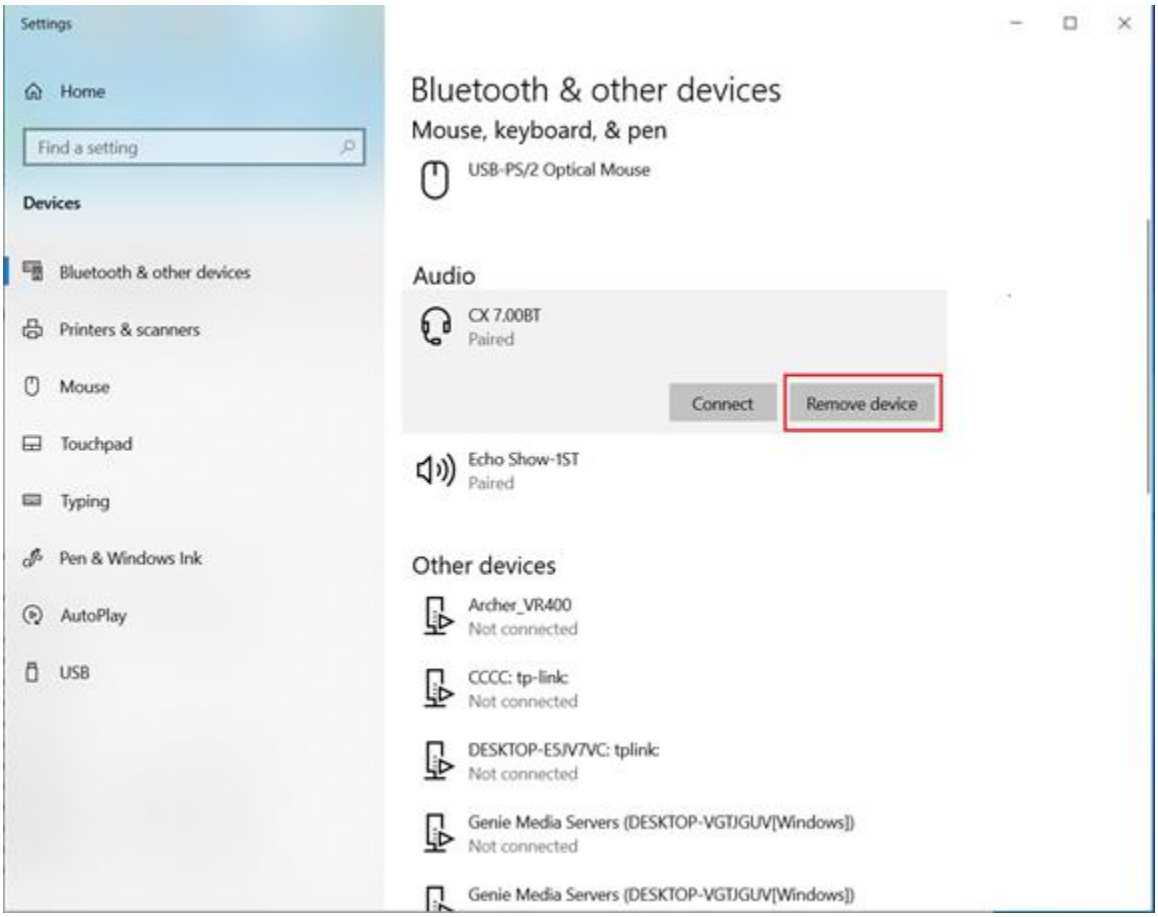
5) Hit **OK**, then restart your machine.

For Windows 7 users:

Go to **Control Panel** > **Hardware and Sound** > **Manage Audio devices** > Right-click **Bluetooth Audio Renderer**; go to the **Advanced** tab, and set the **Quality to DVD**.

Q11: Audio is intermittent when listening to music

Please remove the Bluetooth headphones from devices. (Right click on the Bluetooth symbol in the lower right corner of the desktop and select **Show Bluetooth Devices**. And then in the **Audio** section, you will find the headphone that has already been connected. Please click **Remove device**)



Then re-pair the headphones and add them back as a device. Sometimes you must do this a couple of times and then the audio starts smoothly playing music and streaming video.

Q12: Why is there a delay with Bluetooth adapter?

1. It is recommended that the distance is within five meters, please try to be closer to your computer to see if it is better.

2. Please keep Bluetooth adapter away from the Wi-Fi signal source, because the 2.4GHz Wi-Fi signal will affect the Bluetooth signal.

3. USB 3.0 introduces radio frequency interference in the 2.4GHz to 2.5GHz range, which is the same radio spectrum used by Bluetooth and Wi-Fi. Therefore, it is not recommended to use USB 3.0 port, and the Bluetooth adapter should not be too close to your router or working USB 3.0 devices.

Q13: Why my UB400/UB4A cannot find or pair my PS4 PS4TM controller?

For most Bluetooth devices, a computer can find them after UB400/UB4A installed successfully. But when you want to pair your PC and PS4TM controller, you need to install the extra application **RemotePlayInstaller.exe** from Sony. For more detailed content, please refer to the FAQ below: