



# User Guide

Long Range Bluetooth USB Adapter  
UB500 Plus

# Contents

|  |    |
|--|----|
| Chapter 1. About This Guide .....                | 1  |
| Chapter 2. Get to Know About Your Adapter .....  | 2  |
| Chapter 3. Connect to a Computer .....           | 4  |
| Chapter 4. Install Bluetooth Driver .....        | 6  |
| 3. 1. Install Bluetooth Adapter's Driver .....   | 7  |
| 3. 2. Pair With Your Bluetooth Devices. ....     | 7  |
| 3. 3. Uninstall Bluetooth Adapter's Driver ..... | 9  |
| Chapter 5. Appendix: Troubleshooting .....       | 10 |

# About This Guide

This guide is a complement to Quick Installation Guide. The Quick Installation Guide instructs you on quick installation, and this guide provides the product overview and detailed instructions for each steps.

When using this guide, please notice that features available of the adapter may vary by model and software version. The adapter's availability may also vary by region or ISP. All images, steps, and descriptions in this guide are only examples and may not reflect your actual experience.

## Conventions

In this guide, the following conventions are used:

| Convention            | Description  |
|-----------------------|--|
| <u>Teal Underline</u> | Hyper links are in teal italic. You can click to redirect to a website or a specific section.              |
| Teal                  | Contents to be emphasized and texts on the web page are in teal, including the menus, items, buttons, etc. |
| ■ Note:               | Ignoring this type of note might result in a malfunction or damage to the device.                          |
| 💡 Tips:               | Indicates important information that helps you make better use of your device.                             |

\*For support and warranty, please visit: <http://www.tp-link.com/support>

†To ensure compatibility, you may need to update the adapter's drivers after an OS update. You can check full list of supported OS in the download center at [tp-link.com/download-center](http://tp-link.com/download-center).

## More Info

- The latest software and utility can be found at <https://www.tp-link.com/download-center>.
- The Quick Installation Guide (QIG) can be found where you find this guide or inside the package of the product.
- Specifications can be found on the product page at <https://www.tp-link.com>.
- Our Technical Support contact information can be found at the [Contact Technical Support](https://www.tp-link.com/support) page at <https://www.tp-link.com/support>.
- A TP-Link Community is provided for you to discuss our products at <https://community.tp-link.com>.

## Chapter 1

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# Get to Know About Your Adapter

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This chapter introduces what the adapter can do.



TP-Link Long Range Bluetooth USB Adapter supports advanced Bluetooth 5.3 and enables wireless connectivity with a wide range of devices such as computers, printers, phones, headsets, speakers, keyboards, controllers, etc. Plug in Win 11/10/8.1/7 system to enjoy a wireless communication with Bluetooth-enabled devices.

- Supports Windows 11/10/8.1/7
- Backward compatible with Bluetooth 5.2/5.0/4.0 devices
- Bluetooth Low Energy technology for energy-saving wireless connectivity
- Adjustable, Multi-Directional Antenna improve user experience and performance in different environments.

## Chapter 2

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# Connect to a Computer

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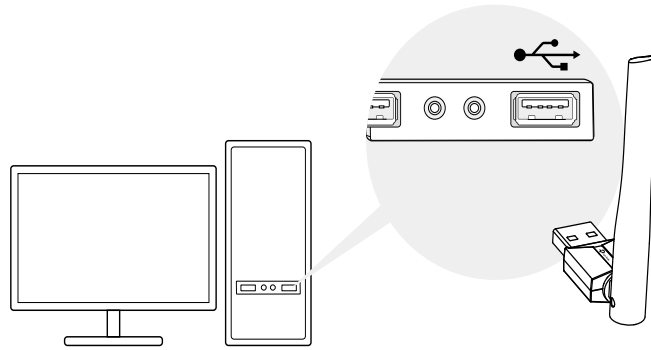
This chapter introduces how to connect the adapter to your computer.

1. Before you start using your adapter, disable all existing Bluetooth devices (both built-in and third party) from the Device Manager on Windows.

■ **Note:**

To go to **Device Manager**: Right-click **This PC** or **My Computer**, select **Manage**, go to **Device Manager** and disable all existing Bluetooth devices.

2. Insert the adapter into a USB port on your computer directly.



\* The image is for demonstration only.

■ **Note:**

you can try to adjust the direction of the antenna for a better performance.

## Chapter 3

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# Install Bluetooth Driver

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This chapter introduces how to install your adapter's driver, pair with your Bluetooth devices and uninstall your driver. The adapter is equipped with a Driver Setup Wizard, which can guide you through the installation process.

This chapter includes the following sections:

- [Install Bluetooth Adapter's Driver](#)
- [Pair With Your Bluetooth Devices](#)
- [Uninstall Bluetooth Adapter's Driver](#)



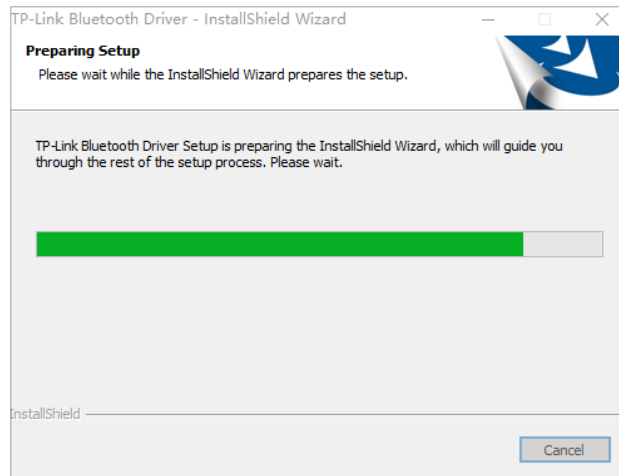
## 3. 1. Install Bluetooth Adapter's Driver

1. Download the driver at <https://www.tp-link.com/download-center>

💡 Tip:

For Windows 11/10/8.1 system, the driver installation will automatically start when connected to the internet. If not, please download the driver manually.

2. Extract the downloaded file and run the [Setup.exe](#) to start driver installation.



3. Follow the instructions to complete installation.
4. Once the process is finished, restart your computer.

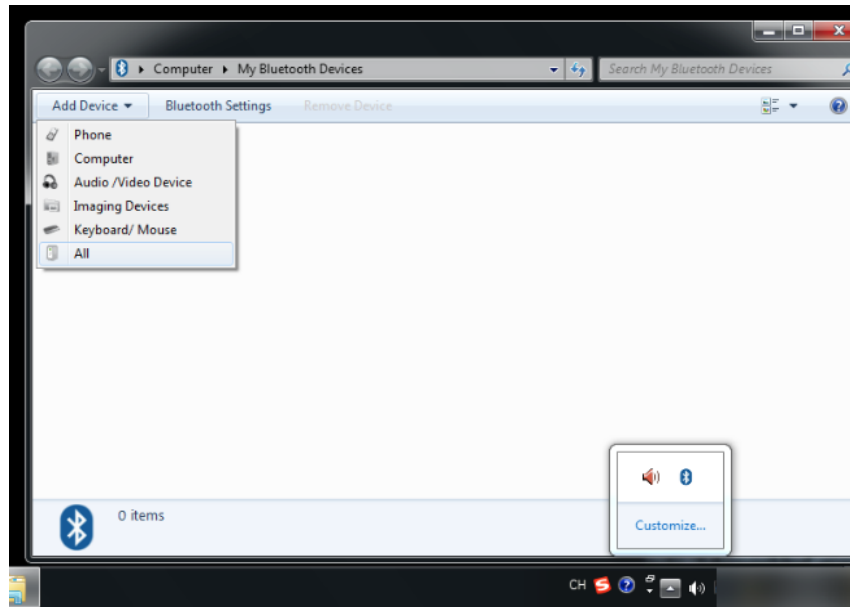
■ Notes:

- Your TP-Link Bluetooth USB adapter will be listed in the **Device Manager** when the driver is installed correctly.
- If the driver installation fails, disable the antivirus software and firewall, then try again.
- In Windows 7, if a Windows Security message pops up, refer to <https://www.tp-link.com/faq-2760.html>

## 3. 2. Pair With Your Bluetooth Devices

### For Windows 7:

1. Open [Start](#) menu to access [Devices and Printers](#).
2. Select [Add Device](#) to choose the device that you want to pair with your computer.



3. Select the found-out device from the list and click **Next**.

■ Note: Make sure your Bluetooth device is set to be discoverable.

4. Click **Finish** when completing the pairing.

■ Note:

During the pairing you may be prompted to enter the pairing code. You need to enter the identical code to both devices.

**For Windows 8.1:**

1. Open [Start](#) menu, type [Bluetooth](#) to access [Bluetooth settings](#).
2. Toggle on [Bluetooth](#).
3. Select your Bluetooth device and follow the on screen instructions to complete pairing.

**For Windows 11/10:**

1. Open [Start](#) menu, type [Bluetooth](#) to access [Bluetooth settings](#).
2. Click [Add Bluetooth or other device](#) to scan for Bluetooth devices.
3. Select your Bluetooth device from the list and follow the on screen instructions to complete pairing.

**Note:**

1. Make sure your Bluetooth device is set to be discoverable.
2. If the Bluetooth icon doesn't appear, refer to Troubleshooting->[T1](#).
3. During the pairing, you may be prompted to enter the pairing code. You need to enter the identical code to both devices.

### 3.3. Uninstall Bluetooth Adapter's Driver

Go to [Start](#) > [All Programs](#) > [TP-Link](#) and find the model you want to uninstall. Follow the on-screen instructions to complete the uninstallation.

**Note:**

You can also remove the driver from Windows Device Manager:

1. Go to Windows **Device Manager** find the adapter.
2. Right-click the adapter and select **Uninstall**.
3. Follow the instructions to complete the uninstall.

# Appendix: Troubleshooting

## T1. What should I do if the Bluetooth icon doesn't appear?

- Make sure you have turned on the Bluetooth in Windows settings.
- If there are other Bluetooth devices on the computer, disable them in Device Manager, then insert the adapter and try again.

## T2. Why the adapter is not working with my Bluetooth device?

- Make sure your device has BLUETOOTH function.
- Make sure you have installed the latest Bluetooth driver on the computer. You can check the published driver versions from <https://www.tp-link.com/download-center>
- For devices with non-standard Bluetooth protocols, such as Logitech Mouse, there may be some compatibility problems.

If you still have questions and need further help, please refer to <https://www.tp-link.com/faq-2316.html>

## FCC compliance information statement



**Product Name:** Long Range Bluetooth USB Adapter

**Model Number:** UB500 Plus

**Responsible party:**

**TP-Link USA Corporation**

**Address:** 10 Mauchly, Irvine, CA 92618

**Website:** <https://www.tp-link.com/us/>

**Tel:** +1 626 333 0234

**Fax:** +1 909 527 6804

**E-mail:** [sales.usa@tp-link.com](mailto:sales.usa@tp-link.com)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) This device may not cause harmful interference.
- 2) This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

### **FCC RF Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment has been SAR-evaluated for use in hand. SAR measurements are based on a 5mm spacing from the body and that compliance is achieved at that distance.

We, **TP-Link USA Corporation**, has determined that the equipment shown as above has been shown to comply with the applicable technical standards, FCC part 15. There is no unauthorized change is made in the equipment and the equipment is properly maintained and operated.

Issue Date: 24/06/12

## CE Mark Warning



This is a class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

## OPERATING FREQUENCY (the maximum transmitted power)

2402~2483.5MHz: 9.5dBm

## EU Declaration of Conformity

TP-Link hereby declares that the device is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU, 2011/65/EU and (EU)2015/863.

The original EU Declaration of Conformity may be found at <https://www.tp-link.com/support/ce>.

## RF Exposure Information

This device meets the EU requirements (2014/53/EU Article 3.1a) on the limitation of exposure of the general public to electromagnetic fields by way of health protection.

This device has been tested and meets the ICNIRP exposure guidelines and the European Standard EN 62209-2. SAR is measured with this device at a separation of 0.5 cm to the body, while transmitting at the highest certified output power level in all frequency bands of this device. Carry this device at least 0.5 cm away from your body to ensure exposure levels remain at or below the as-tested levels.



## UK Declaration of Conformity

TP-Link hereby declares that the device is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Regulations 2017.

The original UK Declaration of Conformity may be found at <https://www.tp-link.com/support/ukca>

## **Canadian Compliance Statement**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- 1) This device may not cause interference.
- 2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1) L'appareil ne doit pas produire de brouillage;
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

## **Radiation Exposure Statement:**

This EUT is compliance with SAR for general population/uncontrolled exposure limits in RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This equipment should be installed and operated with minimum distance 5 mm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

## **Déclaration d'exposition aux radiations :**

Cet adaptateur est conforme au SAR pour la population générale/limites d'exposition non contrôlées dans RSS-102 et a été testé conformément aux méthodes et procédures de mesure spécifiées dans IEEE 1528 et CEI 62209. Cet équipement doit être installé et utilisé avec une distance minimale de 5 mm entre le radiateur et votre corps. Cet appareil et ses antennes ne doivent pas être situés ou fonctionner en conjonction avec une autre antenne ou un autre émetteur.

## **Industry Canada Statement**

CAN ICES-3 (B)/NMB-3(B)

## **Korea Warning Statements**

당해 무선설비는 운용중 전파혼신 가능성이 있음.

## **NCC Notice**

注意!



取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前述合法通信，指依電信管理法規定作業之無線電通信。

低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

## BSMI Notice

### 安全諮詢及注意事項

- 請使用原裝電源供應器或只能按照本產品注明的電源類型使用本產品。
- 清潔本產品之前請先拔掉電源線。請勿使用液體、噴霧清潔劑或濕布進行清潔。
- 注意防潮，請勿將水或其他液體潑灑到本產品上。
- 插槽與開口供通風使用，以確保本產品的操作可靠並防止過熱，請勿堵塞或覆蓋開口。
- 請勿將本產品置放於靠近熱源的地方。除非有正常的通風，否則不可放在密閉位置中。
- 不要私自拆開機殼或自行維修，如產品有故障請與原廠或代理商聯繫。

### 限用物質含有情況標示聲明書

|  |  |                      |                         |   |   |   |
|--|--|----------------------|-------------------------|---|---|---|
| 設備名稱：Long Range Bluetooth USB Adapter                          |  |                      | 型號（型式）：UB500 Plus       |   |   |   |
| Equipment name   |  |                      | Type designation (Type) |   |   |   |
| 單元 Unit  | 限用物質及其化學符號                                     |                      |                         |   |   |   |
|  | Restricted substances and its chemical symbols |                      |                         |   |   |   |
|  | 鉛<br>Lead<br>(Pb)                              | 汞<br>Mercury<br>(Hg) | 鎘<br>Cadmium<br>(Cd)    | 六價鉻<br>Hexavalent chromium<br>(Cr <sup>+6</sup> ) | 多溴聯苯<br>Polybrominated biphenyls<br>(PBB) | 多溴二苯醚<br>Polybrominated diphenyl ethers<br>(PBDE) |
| PCB  | ○  | ○                    | ○                       | ○   | ○   | ○   |
| 外殼   | ○  | ○                    | ○                       | ○   | ○   | ○   |
| 其 他 及 其<br>配 件   | —  | ○                    | ○                       | ○   | ○   | ○   |
| 備考 1. " 超出 0.1 wt %" 及 " 超出 0.01 wt %" 系指限用物質之百分比含量超出百分比含量基準值。 |  |                      |                         |   |   |   |
| 備考 2. " ○ " 系指該項限用物質之百分比含量未超出百分比含量基準值。                         |  |                      |                         |   |   |   |
| 備考 3. " — " 系指該項限用物質為排除項目。                                     |  |                      |                         |   |   |   |



Продукт сертифіковано згідно с правилами системи УкрСЕПРО на відповідність вимогам нормативних документів та вимогам, що передбачені чинними законодавчими актами України.



## Safety Information

- Keep the device away from water, fire, humidity or hot environments.
- Do not attempt to disassemble, repair, or modify the device. If you need service, please contact us.
- Do not use the device where wireless devices are not allowed.
- This equipment can be powered only by equipments that comply with Power Source Class 2 ( PS2) or Limited Power Source(LPS) defined in the standard of IEC 62368-1.

Please read and follow the above safety information when operating the device. We cannot guarantee that no accidents or damage will occur due to improper use of the device. Please use this product with care and operate at your own risk.
















Operating Temperature: 0°C~40°C (32°F ~104°F)

This product uses radios and other components that emit electromagnetic fields. Electromagnetic fields and magnets may interfere with pacemakers and other implanted medical devices. Always keep the product and its power adapter more than 15 cm (6 inches) away from any pacemakers or other implanted medical devices. If you suspect your product is interfering with your pacemaker or any other implanted medical device, turn off your product and consult your physician for information specific to your medical device.

## Explanation of the symbols on the product label

symbols may vary from products.

| Symbol | Explanation                                 |
|--------|---|
|        | Class II equipment                          |
|        | Class II equipment with functional earthing |
|        | Alternating current                         |
|        | Direct current                              |

|   |  |
|---|--|
|    | Polarity of d.c. power connector   |
|    | For indoor use only  |
|    | Dangerous voltage  |
|    | Caution, risk of electric shock  |
|    | Energy efficiency Marking  |
|    | Protective earth   |
|    | Earth  |
|    | Frame or chassis   |
|    | Functional earthing  |
|  | Caution, hot surface   |
|  | Caution  |
|  | Operator's manual  |
|  | Stand-by   |
|  | "ON"/"OFF" (push-push)   |
|  | Fuse   |
|  | Fuse is used in neutral N  |
|  | <p>RECYCLING</p> <p>This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.</p> <p>User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.</p> |
|  | Caution, avoid listening at high volume levels for long periods  |



Disconnection, all power plugs

m

Switch of mini-gap construction

$\mu$

Switch of micro-gap construction (for US version)

Switch of micro-gap / micro-disconnection construction (for other versions except US)

$\varepsilon$

Switch without contact gap (Semiconductor switching device)