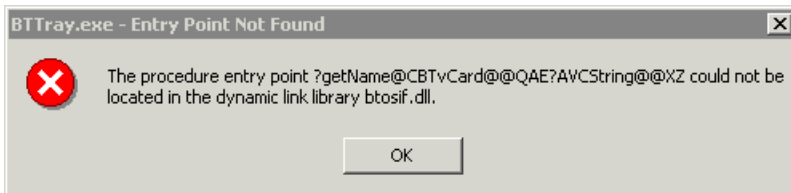


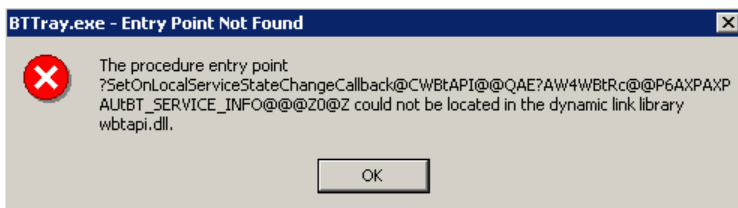
# — Troubleshooting Tip —

## Problem Description

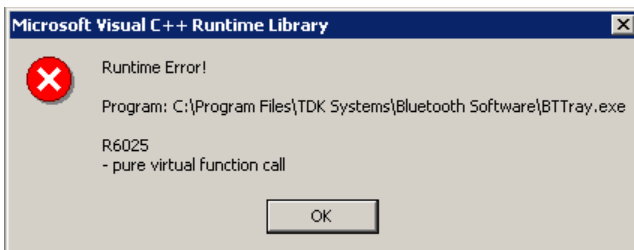
We have recently become aware of a problem that occurs on some new Dell desktop systems running Windows 2000. When TDK's Bluetooth software has been installed on these systems, the following error conditions have been seen upon reboot of the computer.



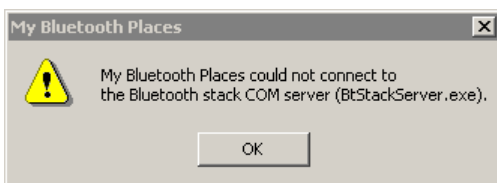
**Text:** The procedure entry point ?getName@CBTVCard@@@QAE?AVCString@@@XZ could not be located in the dynamic link library btosif.dll.



**Text:** The procedure entry point ?SetOnLocalServiceStateChangeCallback@CWBTAPI@@@QAE?AW4WBTrc@@@P6AXPAXPAUBT\_SERVICE\_INFO@@@Z0@Z could not be located in the dynamic link library wbtapi.dll.



**Text:** Runtime Error! Program: C:\Program Files\TDK Systems\Bluetooth Software\BTTray.exe R6025 - pure virtual function call



**Text:** My Bluetooth Places could not connect to the Bluetooth stack COM server (BTStackServer.exe).

We have specifically seen this problem on Dell desktop systems that have a Yamaha sound card and are running the Yamaha SoftSynthesizer S-YXG50 software. The synthesizer software is called XGplayer and the version number is V4.0.1.27. The XGplayer software ships on a Dell accessory CD.

However, we're not certain the problem is directly related to this particular software application. It could be related to a combination of software packages that are pre-installed on some Dell systems. Nevertheless, we had good results when we targeted the synthesizer software.

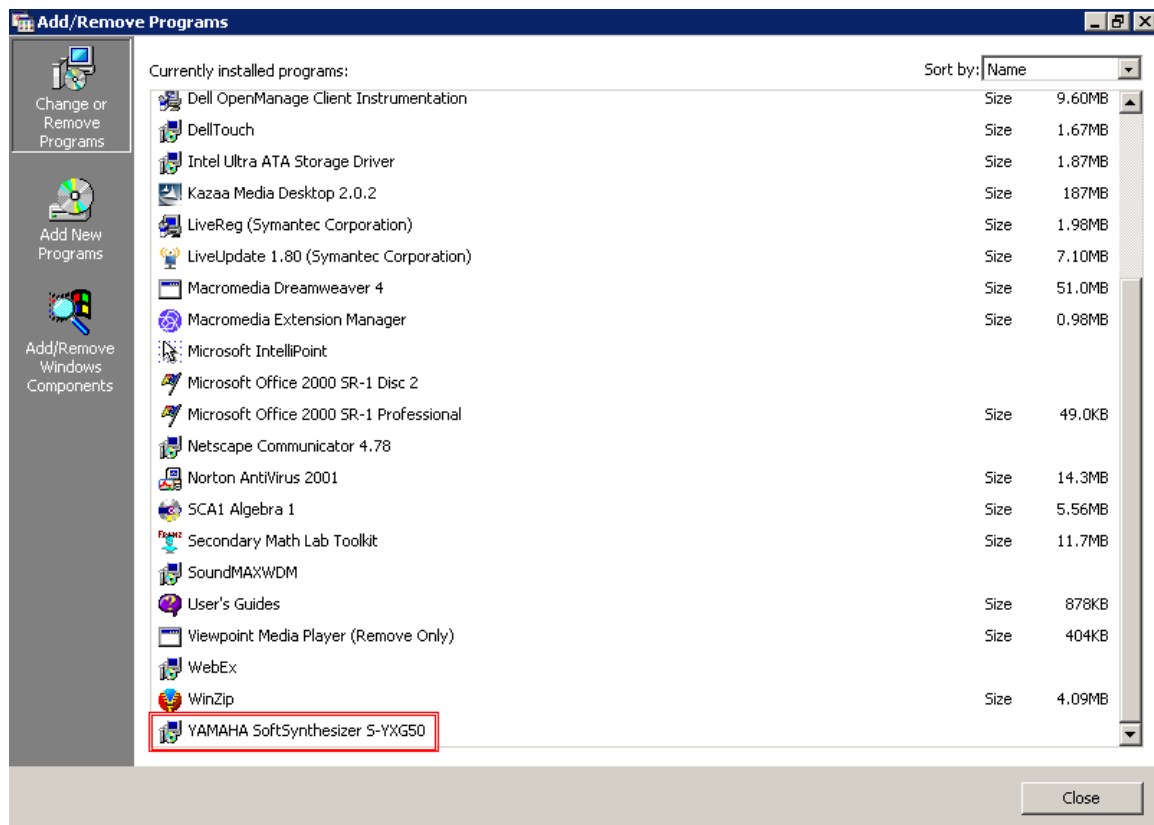


# — Troubleshooting Tip —

## Resolution

We were able to resolve the problem by removing the Yamaha synthesizer software from the system. Its removal appears to have the least negative impact on the system in terms of overall operation and usability.

Select **Control Panel** from the **Settings** option on the **Start** menu. Double-click on the **Add/Remove Programs** icon. Scroll the window to locate the Yamaha synthesizer software, shown in the sample screen shot below.



Click on the Yamaha SoftSynthesizer option to select it. Click on the **Change/Remove** button that displays on the selection. Follow the prompts to remove the software from your system. Once the synthesizer software has been removed from your system, you should reboot your computer.

It's possible that removing other software packages from the Dell system would garner the same results. We determined that users of these systems would probably be least affected by removing this particular software.