

## User Troubleshooting for Connectivity

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Here are some first steps you can take to ensure you have the right connectivity with your device. One OR more steps may be needed to resolve your connection issue.

- Make sure you have the latest version of the app & download any live updates.
- Make sure Bluetooth is turned ON on the BluVac gauge.
- Make sure Bluetooth is turned ON on the device.
- Make sure location services is turned ON.
- Make sure location services permission is set to ON for the app.
- Clear Bluetooth cache
  - <https://help.elitehrv.com/article/135-clear-bluetooth-cache-android>
- Turn Bluetooth OFF, restart device, turn Bluetooth ON. (This may take more than 1 time to work)
- Cycle Power and/or Bluetooth on the BluVac itself.
- Turn ON the “Disable Disconnect Timeout” in the BluVac app.
- Delete the BluVac by swiping left & re-install it.
- Delete & re-install the application.