Bluetooth Troubleshooting

This document provides information to help you with the Bluetooth functionality of your smart device and the tools we support.

Quick Tips

General

- Standard Bluetooth LE tools
  - Up to 6 tools can be *connected* at one time using Bluetooth 4.x
  - Redfish, Testo, BluVac, BluFlame, iManifold, iConnect, TEC DG-1000, Sporlan Legacy
- Beaconing/Advertising Bluetooth LE tools
  - 20-30 beacon devices can be used at one time
  - Fieldpiece JobLink, Sporlan Pro/R, UEi HUB

### Android

General Tips

- Android Bluetooth troubleshooting steps
  - https://thedroidguy.com/s10-bluetooth-problems-after-android-10-update-1116039
- Make sure you have the latest version of the app & download any live updates
- Make sure Bluetooth is turned ON on the smart tool you're trying to connect to
- Make sure Bluetooth is turned ON on the smart device.
- Toggle Bluetooth OFF and back ON
- Toggle Airplane mode
- 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-blutooth-cache-android
- Reset network settings
- Clear Android system cache

- Restart Bluetooth App
- Turn Bluetooth OFF, restart device, turn Bluetooth ON (This may take more than 1 time to work)
- Cycle Power and/or Bluetooth on the smart tool itself
- Delete & reinstall the app (Please note this will also delete all of the data on the device)

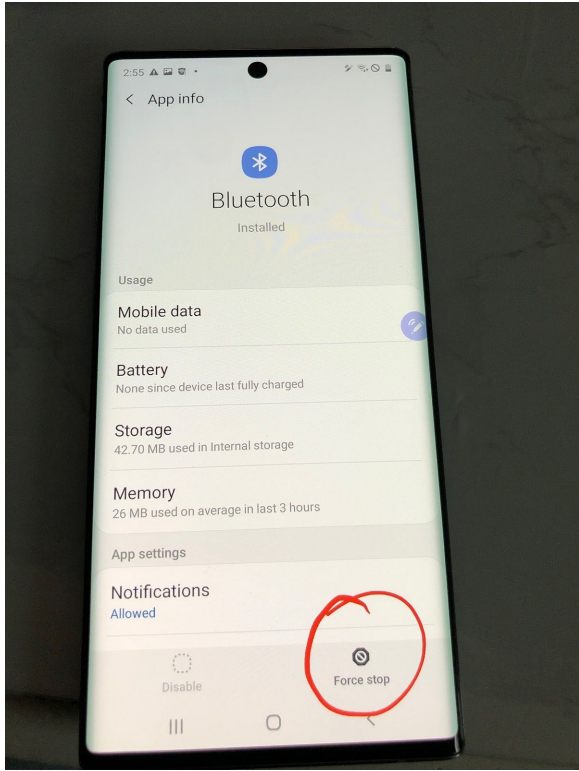Samsung Galaxy S10 and Samsung Galaxy Note 10

1. Close out of the app entirely
2. Go to Settings > Apps > click the top right vertical dots icon
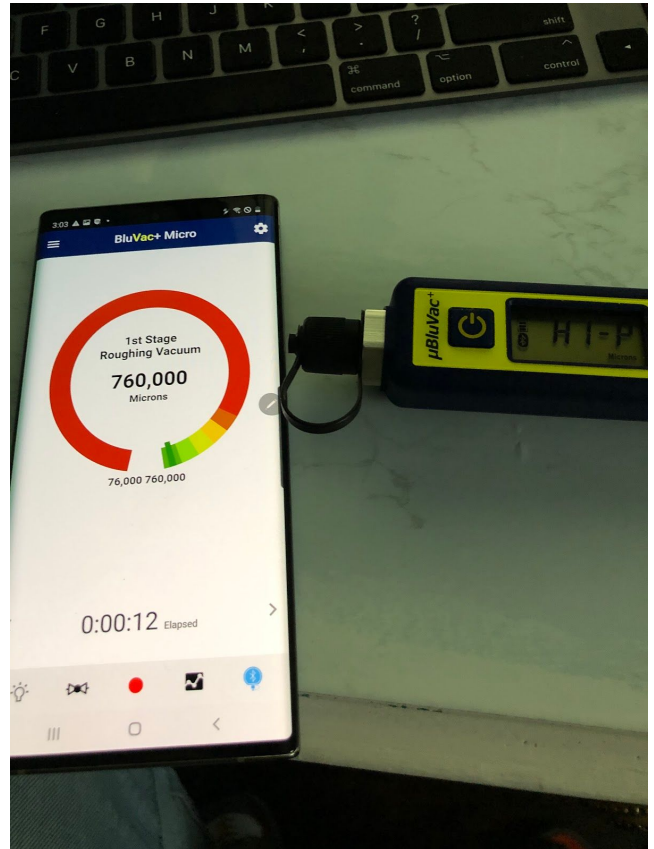3. Click Show system apps
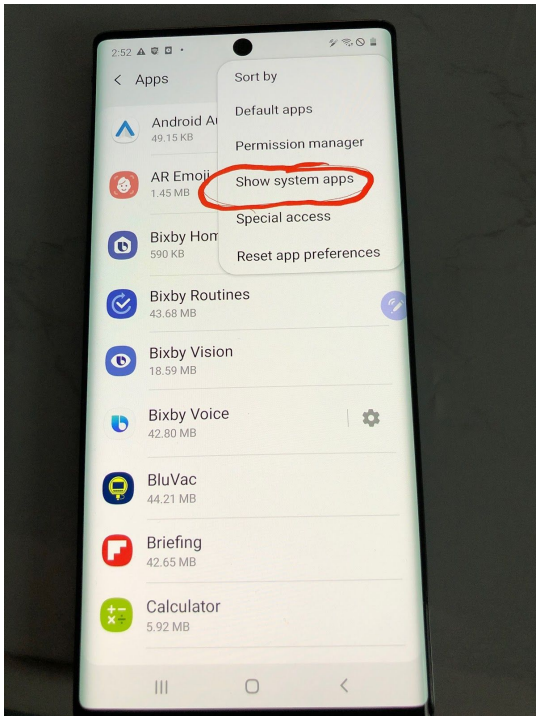
4. Find the Bluetooth app and click it
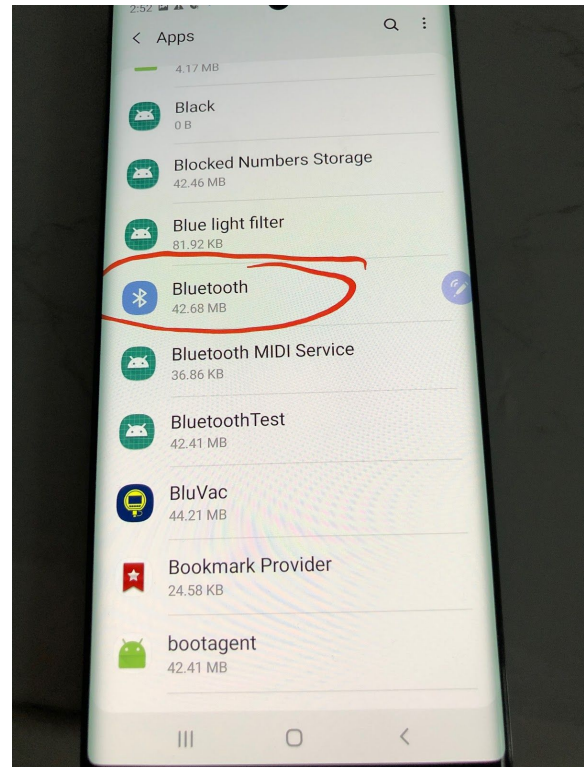
5. Click Force Stop

6) Reopen the app and connect to the gauge (BluVac app pictured below)

iOS

- Make sure you have the latest version of the app & download any live updates.
- Make sure Bluetooth is turned ON on the smart tool you're trying to connect to.
- Make sure Bluetooth is turned ON on the smart device.
- Reset network settings
- Cycle Power and/or Bluetooth on the smart tool itself.
- Delete & reinstall the app (Please note this will also delete all of the data on the device)