

## Trouble Shooting

On some occasions the Low Energy Bluetooth function of your Android device might need to be reset. Work through the list below until you successfully reconnect the eButton to your phone.

1. Click the eButton once to 'Wake' it. It may have been inadvertently put to 'Sleep'.
2. Put your eButton to 'sleep' by pressing and holding the eButton for approximately 4 seconds, until one beep is heard. Then wake the eButton with a single click. This will also help reset the eButton if it has been previously connected/connected to another device.
3. Tap the 'Disconnect' button on the 'Connections' screen of eButtonApp. Tap the 'Connect' button if enabled or tap the 'Select/Scan' button and choose 'eButton' from the list. If after a few seconds a value for 'Signal' and 'Battery' appears, you have successfully reconnected and need do nothing more. Note that on some devices, reconnecting to Bluetooth can take up to 3 minutes.
4. Using your phone's 'Settings' app, turn Bluetooth OFF then ON. Open the eButtonApp. When you open the eButtonApp it will try to reconnect automatically in most cases. If you have previously tapped 'Disconnect', you will need to manually reconnect to Bluetooth. Tap 'Connect' if it is enabled. Else, tap 'Select/Scan' and select eButton from the list. If after a few seconds a value for 'Signal' and 'Battery' appears, you have successfully reconnected and need do nothing more.
5. Using your phone's 'Settings' app, tap on 'Bluetooth' to reveal the screen showing 'Paired' devices. eButton should be listed as 'paired'. Tap on the 'Settings' symbol in the eButton row. An option to 'Unpair' should appear. Select 'Unpair'. Turn Bluetooth OFF. Using your phone's power button, restart your phone. Turn Bluetooth ON. Put the eButton to 'Sleep' (hold eButton until beep sounds, approx. 4 seconds). Open the eButtonApp. Tap 'Select/Scan'. 'Advertise' the eButton (press and hold the eButton until 2 beeps sound, approx. 8 seconds). Select eButton from the list. (For description of 'Sleep' and 'Advertise' see section 'The eButton Device')

If you experience frequent Link Loss for no apparent reason, or have difficulty in establishing a Link after using Airplane Mode, Turning your phone Off/On, or after moving out of range, please go to <http://www.ebutton.com.au/support>. Please provide details of the make and model of your Android device and the Android version it is running. If possible, explain the circumstances that cause Link Loss. The eButton team will attempt to resolve your issue.