

Trouble Shooting

On some occasions the Low Energy Bluetooth function of your iPhone might need to be reset. Work through the list below until you successfully re-connect the eButton to your phone. There is no need to continue with subsequent steps once you have successfully re-connected the eButton to your iPhone.

1. Click your eButton once and wait a few seconds. It may have inadvertently been put into 'Sleep' mode.
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. Try powering OFF/ON your iPhone. Re-open the eButton app. It should re-connect automatically to the eButton.
4. Using your phone's 'Settings' app, turn Bluetooth OFF then ON. Open the eButton App. When you open the eButton app 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. If after a few seconds a value for 'Signal' and 'Battery Level' 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 'My Devices'. eButton should be listed as 'Connected'. Tap on the 'i' symbol in the eButton row. An option to 'Forget This Device' should appear. Tap on 'Forget This Device'. Turn Bluetooth OFF by tapping the toggle. Using your phone's power button, restart your phone. Put the eButton to 'Sleep' (hold eButton until beep sounds, approx. 4 seconds). Open the eButton App. Tap 'Select/Scan'. 'Advertise' the eButton (press and hold the eButton until 2 beeps sound, approx. 8 seconds). The 'Bluetooth Pairing Request' dialog should appear. Tap 'Pair'. (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 model and iOS Version (see Settings/General) of your iPhone. If possible, explain the circumstances that cause Link Loss. The eButton team will respond to assist you.