**BioWave+ Troubleshooting Guide**

[General Application Troubleshooting 2](#_Toc132707531)

[Forgot password / can’t login 2](#_Toc132707532)

[Application only has operate (manual operation) mode 2](#_Toc132707533)

[Application is not functioning correctly (general) 2](#_Toc132707534)

[Android Specific Troubleshooting 3](#_Toc132707535)

[Application is not successfully connecting to or controlling the BioWave device (Android) 3](#_Toc132707536)

[General Bluetooth connection issues on Android 3](#_Toc132707537)

[iOS Specific Troubleshooting 4](#_Toc132707539)

[Operating Environment: 4](#_Toc132707540)

[Troubleshooting steps: 4](#_Toc132707541)

[If you still can't pair or connect your Bluetooth accessory 4](#_Toc132707542)

[General Bluetooth Troubleshooting and Operating Tips 5](#_Toc132707543)

[Bluetooth interference 5](#_Toc132707544)

[Devices that may interfere with a Bluetooth connection may include: 5](#_Toc132707545)

General Application Troubleshooting

Forgot password / can’t login

1. Open the application, and if auto-logged into the application, log out via the application menu in the top right.
2. On the login screen select option for forgot password.
3. Enter your username.
4. Follow the instructions in the email that is sent to reset the password.
5. Open the application and on the login screen and use the new password.

## Application only has “operate” mode (manual operation)

1. You are using the application in guest mode.
2. Logout and login with a registered account with a username and password.

## Application is not functioning correctly (general)

1. Logout of the application and login again.
2. Close the application and re-open it.
3. Restart the phone and re-open the application.
4. Delete the application from the phone and reinstall.

# Android Specific Troubleshooting

## Application is not successfully connecting to or controlling the BioWave device (Android)

1. Ensure the Android OS is running the latest version.
2. Ensure the BioWave+ application is running the latest version.
3. Turn Bluetooth off and then on again.
4. Try to connect the phone to a different Bluetooth device and then reconnect to the BioWaveGO.
5. Unpair the devices and try to pair them again.
6. Unpair the devices and select forget. Then try to pair them again.
7. Restart the phone.
8. Clear the Bluetooth cache and storage.
9. Reset the Bluetooth settings.
10. Check if a system update is pending.
11. Scan for viruses and malware.
12. Check for troublesome applications -
	1. Open settings > application management > application list.
	2. From here, disable the first application, restart your phone, and check if the issue is resolved. If Bluetooth is now working, it means this is the troublesome application.
	3. If the problem persists, disable the second application, and restart your phone again. Then test Bluetooth again.
	4. Keep going until you find the application that's causing the problem.
13. Last resort: reset the phone to factory settings.

## General Bluetooth connection issues on Android

1. In general Android devices are much more likely to have Bluetooth connection issues related to application compatibility. Specifically, Google mentions the Alibaba application as a common source of Bluetooth issues.
2. The most common Bluetooth error reported on the Android platform is that a Bluetooth device application appears to connect to the phone and application but is unable to function correctly. An example of this is when you connect to a Bluetooth speaker, but it does not play the audio. This behavior is almost always related to how an application connected to and managed it's Bluetooth connection.

# iOS Specific Troubleshooting

## Operating Environment:

Make sure phone and application are running the latest software.

1. Settings > General > Software update
2. Open the Application Store application on the device and search for BioWave+ > Open link and see if an update is available > If so, install the update.

## Troubleshooting steps:

1. Make sure that the BioWave device and iOS or iPadOS device are close to each other and fully charged or connected to power (distance and charge can impact Bluetooth signal).
2. Turn Bluetooth off and back on (Resets Bluetooth on the phone or device).
3. Turn your Bluetooth accessory off and back on again (Forces re-pairing of device to phone).
4. Ensure the application has Bluetooth access, go to Settings > Privacy & Security > Bluetooth on your iOS or iPadOS device, and make sure that Bluetooth is turned on for the application.

## If you still can't pair or connect your Bluetooth accessory

1. If you previously connected your Bluetooth accessory to your iOS or iPadOS device, [unpair the accessory](https://support.apple.com/kb/ht204091), put it back in discovery mode, then try to [pair and connect it](https://support.apple.com/kb/ht204091) again.
2. If you can pair your accessory with some devices but not your iOS or iPadOS device, unpair the accessory from your other devices. Then try to pair with your iOS or iPadOS device again.

# General Bluetooth Troubleshooting and Operating Tips

## Bluetooth interference

Depending on the conditions, the connection may drop or break up. Check the following:

* Use the device as far away from the following as possible:
	+ Areas where wireless LAN access points are set up.
	+ Nearby microwaves in use, TVs, radios, tuners, and other such devices.
* Issues may occur if there are walls, people, metal, or other objects that interrupt Bluetooth waves between the BioWave device and your smartphone or tablet.
* Issues may occur if you are operating applications or accessing the settings screen on your smartphone or tablet. Pause Bluetooth playback when performing these operations.

## Devices that may interfere with a Bluetooth connection may include:

* Microwave ovens.
* Cabling and connectors for cable and satellite service.
* Poorly shielded power lines in the wall.
* 4 GHz cordless telephones.
* Wireless RF security video camera.
* Wireless Wi-Fi speakers.
* Neighboring Bluetooth device (device in a close apartment/home may connect through walls)