

JVX Bluetooth App Troubleshooting

Use this guide if a customer is having difficulties connecting their JVX pump to the Bluetooth app.

1. Turn off Bluetooth and turn it back on again (they've probably already done this)
2. Disconnect from all Bluetooth devices, including the pump. "Forget" the pump if it's listed and try to re-add it.
3. Make sure no other phones in the vicinity are connected to the pump-- there may be interference.
4. Clear the Bluetooth cache & delete data.
 - a. It can be found in settings -> apps and you may have to select "show system apps" from the menu. Select "storage" to find the option to clear the cache. Restart phone after doing this.
 - b. **Warning** - This will cause them to lose all their settings for other Bluetooth devices.

Issues with Bluetooth are very particular with the version of the OS, so there may be a specific problem due to a recent system update. A good clue would be if a different phone running a different OS version is able to connect.