

Issue 2 - Device Detection Issues

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Issue

No Device Found Error / Cannot sync device

Possible Causes

- Bluetooth is not turned on
- The device was paired directly on the phone through the Bluetooth settings and not through the Welch Allyn Home app
- The device is not in "Discoverable Mode"
- The device is too far from your phone
- The initial device pairing is no longer working

Suggested Actions

- Go to settings and make sure that Bluetooth is on and that the device is in "Discoverable" mode
- Pair the device using the Welch Allyn Home app and not under Bluetooth settings
- Please keep the device close to your mobile phone, and ensure it is turned on and in pairing mode.
- Unpair / Forget the device from the app and try the pairing process again

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