

Issue 7 - App Data Issues

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Issue

The app collected the readings but did not send them to my clinician

Possible Causes

- You have not shared your readings with your clinician
- The smartphone Wi-Fi connection is out of range or failed transmission
- The smartphone is out of cellular range or failed transmission
- The cellular connection has been turned off on the smartphone

Suggested Actions

- Make sure that you have accepted your clinician's invitation to see your readings. Check the video for [Accept a clinician follower](#)
- Refer to the smartphone manual.
- Set your smartphone to the correct transmission mode.
- Relocate the smartphone. If it is out of Wi-Fi range, switch to cellular. If it is out of cellular range, switch to Wi-Fi.

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