

User Tip: Bluetooth® & Sensor Connection Troubleshooting Guide

If you ever have trouble connecting to your sensors or experience sensor lag (sensors plotting asynchronously across the screen) as horse gets farther away, the following is a quick check list to run through for possible reasons. For more in-depth troubleshooting, [click HERE](#) to view the complete Bluetooth® Sensor troubleshooting guide.

1. Check that your **sensors** are sufficiently **charged** and turned **ON**.
2. If you have more than one set of sensors in your system, **make sure you are attempting to connect to the correct set**.
3. **If any sensor is a new replacement**, the sensor must be programmed into the system (contact Equinosis Support for assistance).
4. Check that the Bluetooth® **receiver** is **plugged in**. It is recommended to use the **Parani UD100 receiver** for the **best** results.
5. Check that the Bluetooth® receiver **blue light** turns **ON** when inserted into the tablet.
6. **Check the Bluetooth driver settings.** The Bluetooth driver setting on tablets sometimes get reset following a Windows update. This is also a good thing to check if you receive a BT receiver replacement and are using it for the first time. On older tablets, it is also possible for the internal Bluetooth to be enabled, which will compete with the external receiver (see video link below).
7. **The internal Bluetooth® should always be turned off, or connection or range issues can be expected.** Watch this short video (<https://vimeo.com/280255805>) that explains how to check BT driver settings and update to the correct receiver. For more in depth information, refer to the troubleshooting guide or contact Equinosis Support for assistance.

