



## **Troubleshooting Guide for BPIQ and BIOS Precisiontemp App's**

### **Bluetooth Issues:**

If you're using a device that has Bluetooth issues please check the following :

#### Update Applications

- Check the app store if you have the newest application version.

#### Bluetooth

- Make sure your Bluetooth is ON in your phone settings.

### **Permissions Issue:**

Make sure you set permissions to be able to read/write images, and Bluetooth permissions.

When you are inside the BPIQ app go to settings and then click the Bluetooth button there. You will see a small list, now hit the power button once on your BP device and it should flash '**bt**' and show up in the Bluetooth list.

If it does not appear on the Bluetooth list please check your BPIQ app permissions:

- On your phone, open the Settings app.
- Tap apps & notifications.
- Tap the app you want to change. If you can't find it, first tap See all apps or app info.
- Tap Permissions.
- To change a permission setting, tap it then choose Allow or Deny.
- Re try logging into the app.

### **Clearing your cache and data**

1. Make sure the application is closed and open the SETTINGS BUTTON of your phone.
2. Tap the STORAGE TAB
3. Tap the OTHER APPS heading to see a list of your installed apps, find BPIQ.
4. Tap the CLEAR CACHE and the CLEAR DATA/STORAGE buttons (should be two buttons) and reopen the BP Toolbox application.

Once the above has been done, please try connecting to Bluetooth:

- Make sure Bluetooth is ON
- Go into your BPIQ app and login
- Go to SETTINGS and tap Bluetooth, inside the BPIQ app
- Turn on your BP monitor and make sure BT is flashing
- Connect both together

If you continue to have issues, please contact our support team at [thermorgraphics@gmail.com](mailto:thermorgraphics@gmail.com)

When contacting them please provide the following information:

- Your Phone Type
- The app version you are currently using
- Screenshots of the current issues you are experiencing
- Your BIOS model number (this can be located on the silver rating label located on the bottom of the product)