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 support@biosmedical.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)