Lithionics Bluetooth App FAQ

Lithionics Battery Monitor is a free app available for iOS and Android mobile platforms. It relies on wireless radio technology called BLE (Bluetooth Low Energy), designed for simple and efficient data transfers between smart devices and mobile phones or tablets. This document lists most encountered issues and possible solutions related to Lithionics Battery Monitor app.

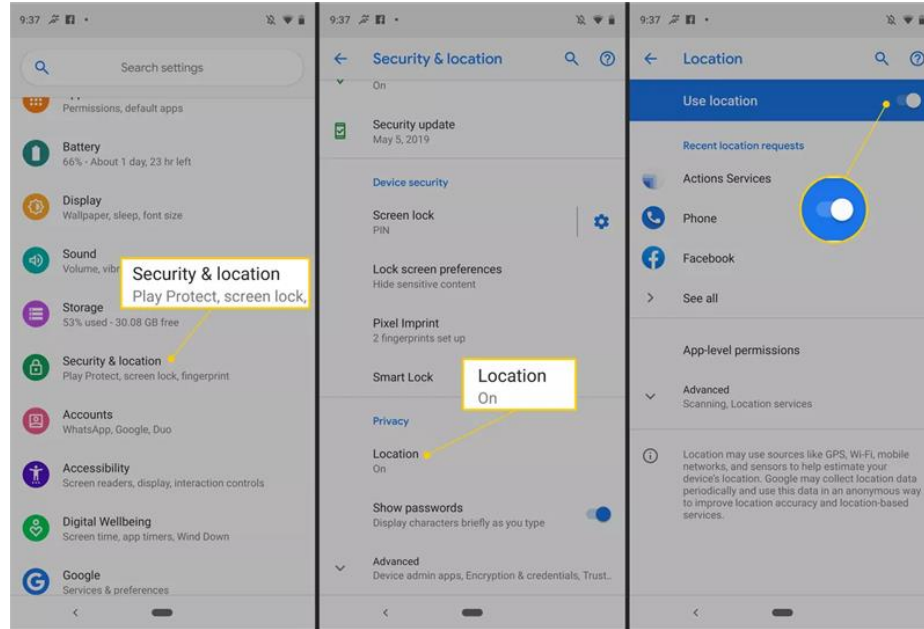## Technical requirements for successful Bluetooth connection

- **PAIRING**. Lithionics Battery Bluetooth interface does not require pairing to your mobile device. It uses real time scanning to detect available devices and allows you to connect when using the app, without any prior pairing.
- **LOCATION SERVICE (GPS).** Bluetooth discovery requires location service to be enabled and permissions to use this service provided to the app. You will be prompted to allow permissions during first time use of the app.
- **BLUETOOTH SERVICE**. Bluetooth service must be enabled on your device and must support BLE 4.2 or newer. Most modern phones and tablets support this, but some low cost or very old devices might not support BLE based applications. Check your device specs to make sure BLE is supported.

"*Battery is not showing up in the Device List screen when app is launched*."
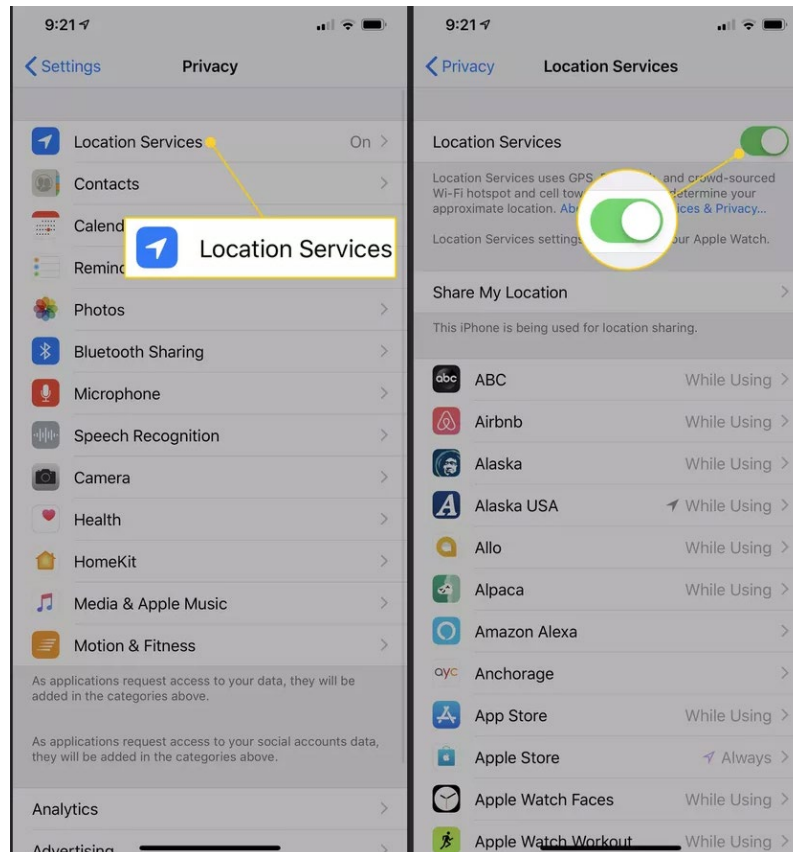
This is the most common problem reported by customers. Try possible solutions below, one by one, until the issue is resolved.

1. Make sure the battery is turned on and its status LED light is on.

2. Make sure your mobile device is close enough to the battery to receive strong Bluetooth radio signal. Depending on battery location, number of obstacles and radio interference from other devices effective range of Bluetooth signal can be between 3 and 30 ft.

3. Make sure no other phone or tablet is currently connected to the same battery. Bluetooth technology only allows one connection at a time and battery cannot be discovered while connected to another device. For example, if your family member was previously connecting to the battery from their phone or tablet, their device might still be holding an active connection, even if they are not currently using the app. Make sure they close their app, or explicitly disconnect from the battery on their app, before the battery will be discovered on your device. Sometimes it might require them to turn off or restart their device to release connection.

4. Make sure no other Bluetooth devices are connected to your mobile device, such as wireless headphones, or various IoT devices (weather sensors, etc.). We have seen issues where some wireless headphones take over Bluetooth in such a way that other devices cannot be discovered.

5. Make sure location service is enabled. Our app is not using location and not tracking it, but Bluetooth service requires it to discover devices. This is by Operating System design, not specific to our app. Follow instructions below, specicic to each platform.
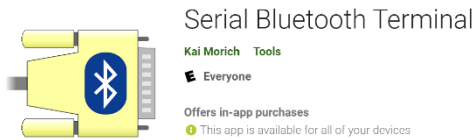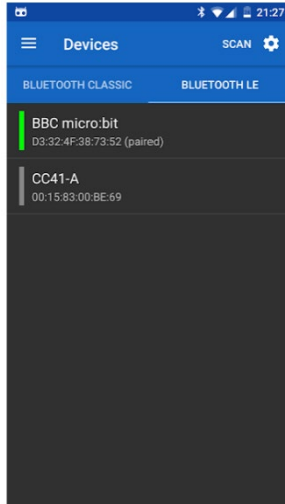
- On Android phone - Pull down from the top edge to open services menu and look for Location tile and make sure it's active. If your menu doesn't show this tile, then check in Settings / Security & Location to make sure it's enabled. Screen shots below might be helpful, but can look very different on phones made by various brands.

- On Apple iPhone or iPad – Go to Settings, Privacy, Location Services to make sure it's enabled.

6. If none of above suggestions helped resolve the issue, try deleting Lithionics Battery Monitor app and then installing it again from App Store or Google Play, and also try to completely restart your device.

7. If you are still not able to see the battery in Lithionics Battery Monitor app, try to install one of many free Bluetooth apps which list all devices to see if your radio range has too many other devices, which can cause radio interference.
    - On Android Google Play you can try – Serial Bluetooth Terminal.

Scan for Bluetooth LE (BLE) devices to see how many are listed. It might provide clues to a noise radio environment. Try to turn off some of BLE devices to see if it helps with battery discovery.

    - On Apple App Store you can try – BLE Scanner.

8. If none of these solutions have worked, please contact Lithionics Battery via Email at support@lithionicsbattery.com and provide model and serial number of your battery, model of your mobile device and your contact information, so our support team can assist you.