

# Troubleshooting

## When cannot connecting to other mobile phones

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It may be difficult to connect when changing a paired phone. Because within about 2 minutes of ASR-023B being turned on, ASR-023B will ask to be paired with the phone it was paired with last time. In this case, try the following steps:



1

If the last paired phone is nearby, turn off its Bluetooth before attempting a Bluetooth connection with other phones. The Bluetooth connection time varies from a few seconds to two minutes, affecting by the phone type and the surrounding environment. If you cannot find it after searching ASR-023B, try turning on and off the phone's Bluetooth a few times to search.

2

If the phone that the ASR-023B last paired with is not nearby, try the following steps 1 to 5 several times.

- 1) Turn off and then turn on the Bluetooth of the phone.
- 2) Power on the ASR-023B.
- 3) Check the list of Bluetooth search devices on your phone to make sure the ASR-023B device is in it.
- 4) Power off and then power on the ASR-023B.
- 5) Click the ASR-023B device name in the Bluetooth list of the phone within 3 seconds after ASR-023B be turned on.

If the above two methods do not solve the problem, try to scan the "Restore Factory Settings" barcode in the user's manual before attempting a Bluetooth connection.

**Note:** Scanning the "Restore Factory Settings" barcode will restore the device's working mode, data transmission mode, buzzer, and other settings to factory settings.