

# Bluetooth connectivity problems with the Skandika app

If you have problems connecting a Skandika fitness device to the Skandika app, the following steps can help you solve the issue.

1. Open the Bluetooth settings on your smartphone or tablet and remove the training device from the list. To do this, select the button **Forget This Device** for iOS or **Unpair** for Android.
2. If the fitness device is also connected to other mobile devices, remove all connections to the training device and then reconnect it on the desired smartphone or tablet.
3. Also check if the fitness device is connected to other apps (e.g. Kinomap). If this is the case, disconnect the connection in the respective apps.
4. Reset the Bluetooth adapter by removing the cable and/or batteries and reinserting them after at least 3 seconds.
5. Replace the batteries in the Bluetooth adapter with new ones if necessary.
6. If a connection via another app is possible, the Bluetooth adapter is OK. In this case, reinstall the Skandika app and repeat steps 1-5 if problems still occur.

Note that smartphones or tablets with a Bluetooth version lower than 4.1 (especially from 2013 and earlier) and HUAWEI devices may not be compatible. In this case, try connecting via another device. Samsung and Apple devices are supported.