



Bluetooth[®] CONNECTION TROUBLESHOOTING

If your Bluetooth enabled system is not showing up on the device list in the Legacy View app please try the following:

Bluetooth Connection

For various reasons resetting the water treatment valve by power cycling it can help it show up on the device list:

- 1) Unplug the valve from the AC outlet
- 2) Remove the 9V battery if one is installed
- 3) Wait 30 seconds
- 4) Plug the valve back into the AC outlet and reconnect the 9V battery
- 5) If the valve still is not showing up, reboot the device being used to connect the valve

Valve Bluetooth Enabled

Make sure the Bluetooth adapter is turned on in the valve. This can be checked and enabled using the following steps.

- 1) Go into the Advanced menu on the valve by pressing and holding both buttons for 5 seconds until the screen starts flashing
- 2) Press the Menu / Enter button repeatedly until you see either "bE 0" or "bE 1"
- 3) If it is "bE 0", then Bluetooth is turned off, press the Set / Change button to enable it, changing the setting to bE 1"
- 4) Press Menu / Enter button repeatedly until you are back at time of day
- 5) Wait 30 seconds to see the valve gets discovered.

Note: If your valve will not set and stay at "bE 1" then contact us, your control board may need replaced.

App Permissions

Android requires that the Location permission be granted to use Bluetooth. Coarse location permission is required for devices running Android 9 and below. Fine location permission is required for devices running Android 10 and above (*note: we do not use or collect any location information, but it is required by the operating system for the app to use Bluetooth at all. See here for more details: <https://developer.android.com/guide/topics/connectivity/bluetooth#Permissions>*).

- 1) Open the app
- 2) If prompted, click the option to allow all permissions when requested.

GPS / Location (Android Only)

Android requires that the GPS / Location be enabled to use Bluetooth on Android 9 and above. We do not use or collect any location information.

- 1) Pull down the system menu on your device
- 2) If the location is turned off  then turn it on by tapping the icon 
- 3) If prompted, click "Agree" to the location consent.

Device Bluetooth Enabled (Android / iOS)

Android and iOS require that Bluetooth be enabled to connect to the valve.

Android

- 1) Pull down the system menu on your device
- 2) If the Bluetooth is turned off  then turn it on by tapping the icon 

iOS

- 1) Open "Settings"
- 2) If Bluetooth shows "Off" then select it and toggle it to "On"

If you need additional help, please contact us at **support@chandlersystemsinc.com** or call us M-F from 8 am - 5 pm (EST) at **(888) 363-9434**.



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