

Troubleshooting

When cannot connecting to other mobile phones

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.

3

When an Android phone attempts to search for ASR-023B device in SPP mode through Bluetooth, sometimes ASR-023B may not be found due to the setting of "Location" of the Android device.

Try the following steps:

※ On different Android devices, the operation method may be slightly different.

- 1) Tap the gear icon to enter the "Settings" screen, tap "Location" to enter the location setting screen, and enable the "Use location".
- 2) Tap the gear icon or long press the app icon to enter the "APP information" screen. Select and tap the AsReader Finger app, and select "Allow only while using the app" from the Location permission in App permissions.

If the above three 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.