Problems when Connecting to the Phone

Android

Some Android smartphone models may have problems detecting and connecting to the device. Mostly it is due to the fact that smartphone manufacturers make their own adjustments to the Bluetooth operation in order to improve operability of their services and it is also connected with the peculiarities of the Android System.

Below you can find solutions to the most common problems. These solutions can help you troubleshoot problems related to connection not only to KUBIK Camera but also to other Bluetooth Low Energy devices (bracelets, smart sneakers, scales and so on).
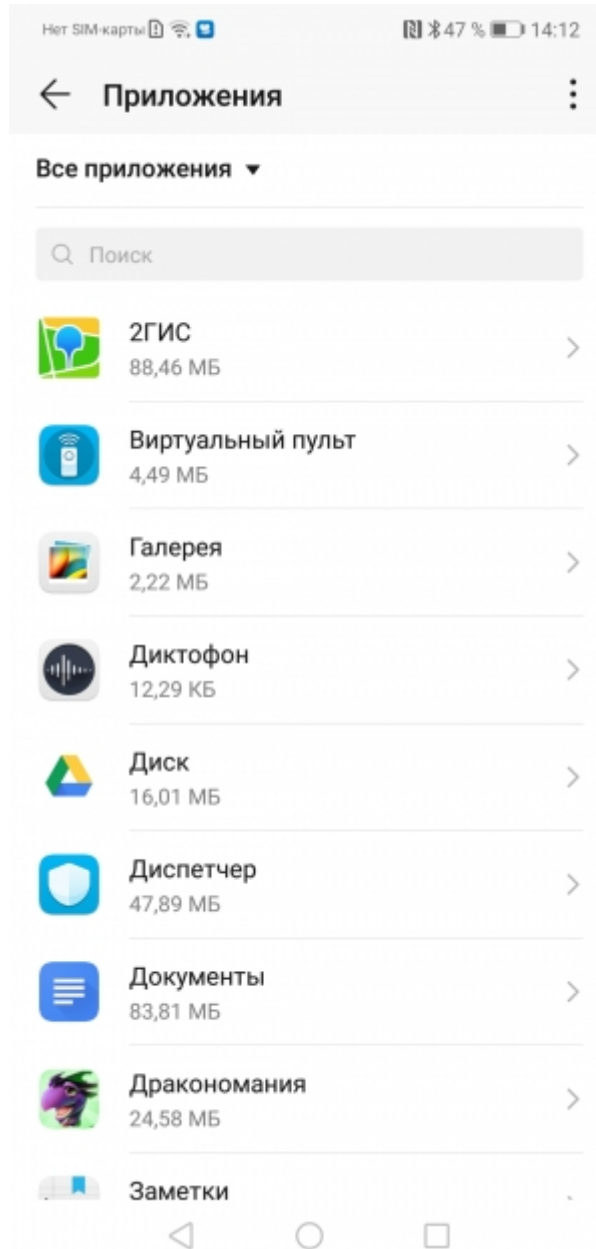
My phone cannot detect the device

Reset Bluetooth

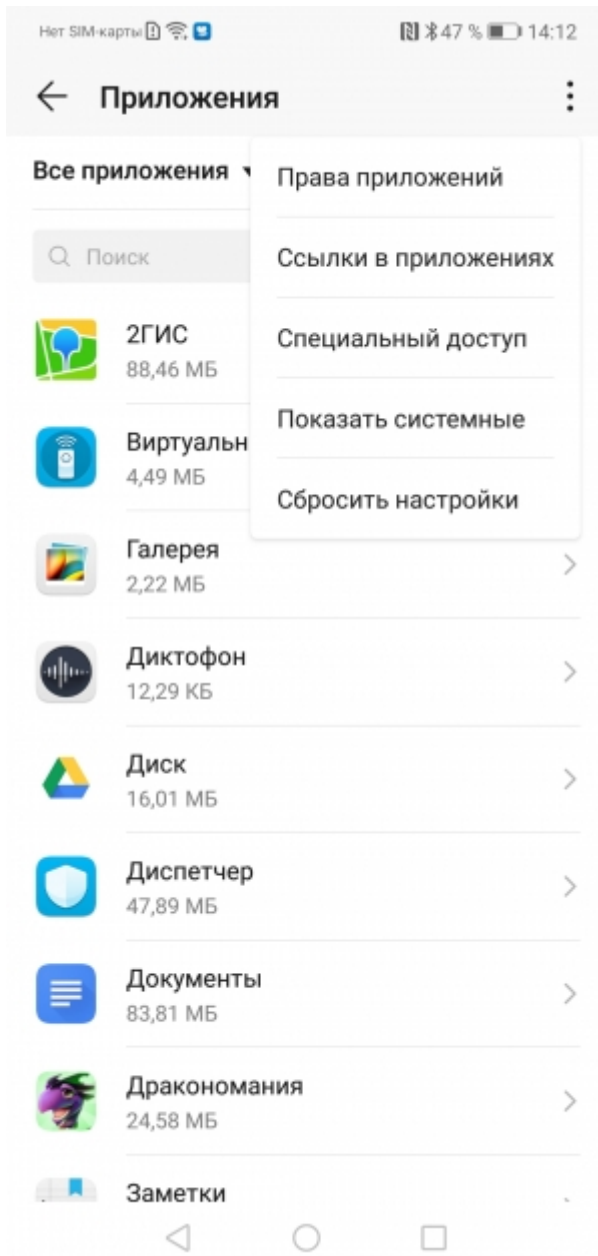At first try switching off Bluetooth on your phone and switching it on again after 20-30 seconds.

Clear Bluetooth Cache

ФигураIf the previous method did not solve the problem, try clearing Bluetooth cache. To do this,

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88,46 МБ   ›

Виртуальный пульт
4,49 МБ   ›

Галерея
2,22 МБ   ›

Диктофон
12,29 КБ   ›

Диск
16,01 МБ   ›

Диспетчер
47,89 МБ   ›

Документы
83,81 МБ   ›

Дракономания
24,58 МБ   ›

Заметки

◁   ○   □

enter **Settings** –> **Applications**

Select the three-dot icon in the top right corner of the screen and click **Show System Apps**

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Все приложения ▾

| Права приложений |
| Ссылки в приложениях |
| Специальный доступ |
| Показать системные |
| Сбросить настройки |

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Find application **"Bluetooth"** in the Application List. In your system it may be called **"Transmission via Bluetooth"**.
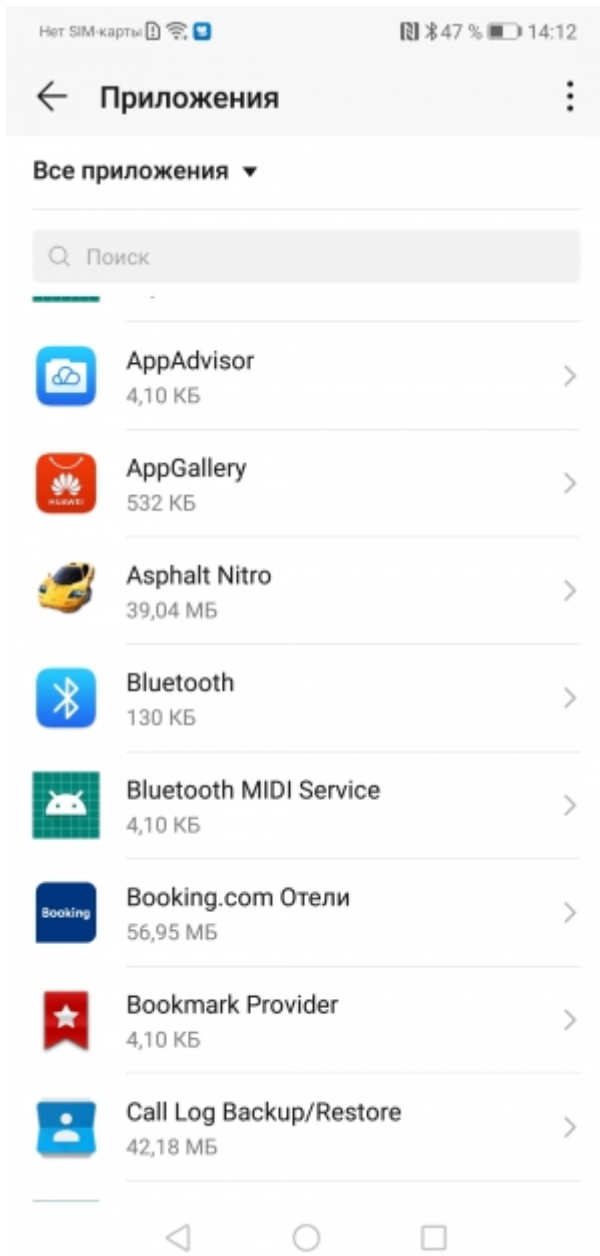
Enter "Memory Settings" and click **Clear Cache**. After that try switching Bluetooth on and off and search again.

Antenna Features

The antenna pattern of some devices is such that if the smartphone is very close to the Bluetooth Low Energy device (in particular, KUBIK Camera), the smartphone does not detect the device. **Try moving 2-3 steps away from the device or change the position of the phone relative to the device.**

Limitations when Searching on Huawei Devices

It was noticed that on Honor 10 and Huawei P9 Lite devices even the combination of the methods mentioned above did not solve the problem and the phone could not detect KUBIK. And even if the device was detected, the phone did not operate with it correctly. The problem lies in the peculiarities of operating with Bluetooth Low Energy on these phones in the presence of a large number of BLE

devices nearby. These phone models interact well only with the first 2-3 BLE devices which are the first in the device list and more often announce their presence. In order to increase energy efficiency KUBIK announces its presence much less often. As a result, the phone does not process notifications from KUBIK.

One of the options to solve this problem is to reduce the number of Bluetooth Low Energy devices nearby when connecting to KUBIK. Such devices may include:

- Apple devices (strongly affects the connection)
- Fitness trackers (bracelets)
- Bluetooth adapters for PC
- Other BLE devices

The best option for these phone models is setting KUBIK in the field.

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