

Issue: I see “No Transmitter Connected”.

What Should I do?

1. Check connection status

2. Check common causes

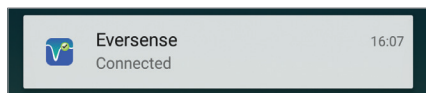
3. Check Bluetooth connectivity

I. Check connection status

Smart Transmitter is connected

On the lock screen:

“Connected” is seen in the Eversense notification



In the App:

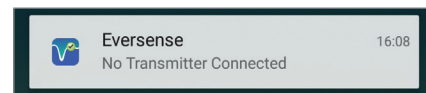


- Smart transmitter serial number displayed
- Sensor connected icon displayed
- Battery icon displayed

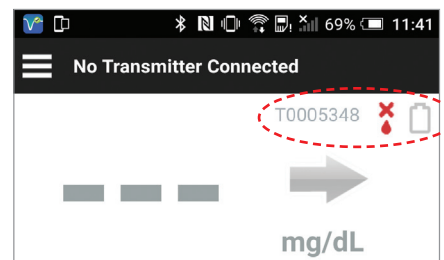
Smart Transmitter is NOT connected

On the lock screen:

“No Transmitter Connected” is seen in the Eversense notification



In the App:



- Smart transmitter serial number grayed out
- Red sensor connection icon
- Battery icon grayed out

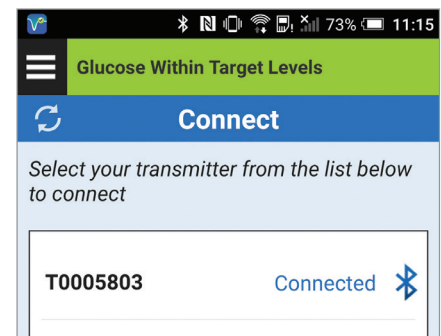
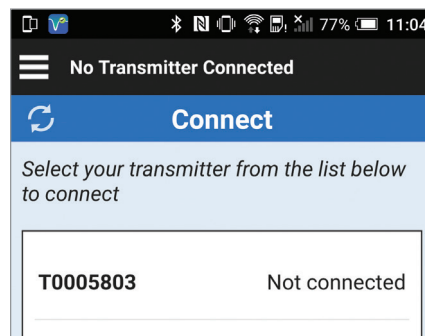
2. Check common causes

Possible Causes	Actions
Smart transmitter battery depleted	Charge smart transmitter
Smart transmitter is connected to the power charger	Remove smart transmitter from power charger
Smart transmitter is turned off	Turn on smart transmitter by holding down power button until it vibrates
Smart transmitter is out of range (>25 feet)	Bring smart transmitter and smartphone into range
Bluetooth is off in smartphone (or in airplane mode)	Turn on Bluetooth in smartphone

Try to connect manually:

1. In the Eversense app Tap **Menu > Connect**.
2. Tap to select your smart transmitter from the list.
3. Make sure your smart transmitter is in the discoverable mode by pressing the power button three times (light will blink alternately green and orange).

Note: Reconnection could take up to 1 minute.



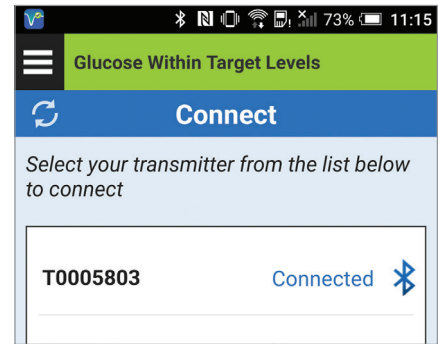
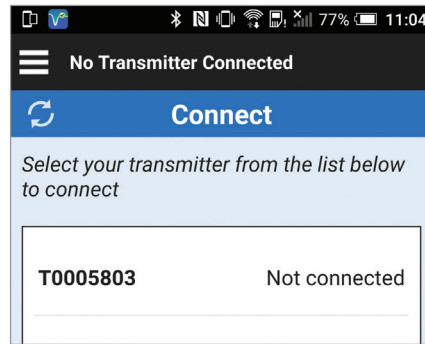
Still not connected? See other side

3. Check Bluetooth connectivity

Perform Bluetooth Restart

1. Power off the smart transmitter:
 - Press and hold the power button for 5 seconds and wait for the vibration to confirm that it is powered off.
2. Wait 2 seconds.
3. Press the power button three times to restart Bluetooth.
4. Press the power button again three times to pair with your smartphone. (Light will blink alternately green and orange).
5. Tap **Menu > Connect** to see if your smart transmitter is connected. If not connected, tap to select your smart transmitter from the list.

Note: Reconnection could take up to 1 minute.

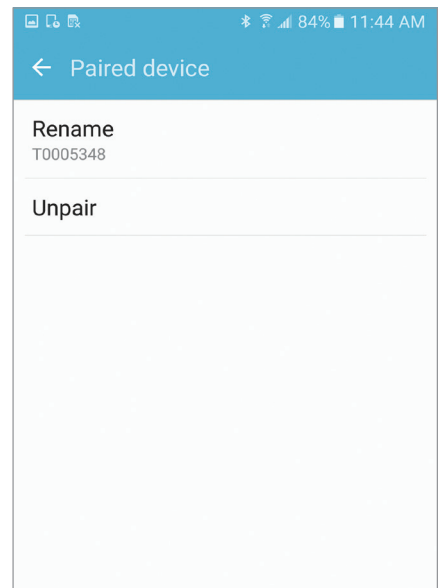
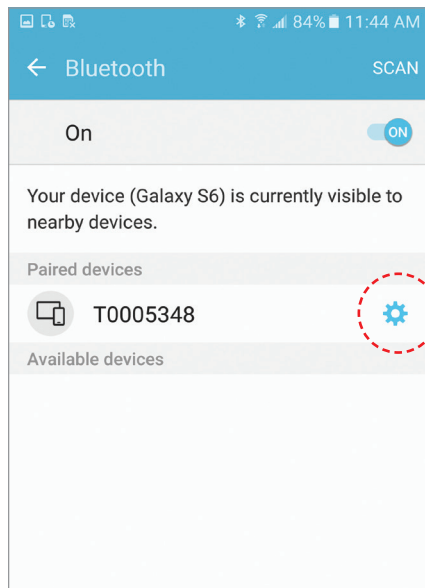


Did this work? If not, try the steps below.

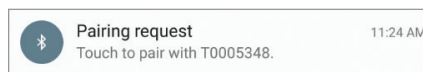
Unpair the smart transmitter

1. Close the Eversense App on your smartphone.
2. Go to **Settings > Bluetooth**.
3. You will see a list of Paired devices.
4. Tap on the wheel icon next to the smart transmitter name or serial number.
5. Tap **Unpair**.
6. The smart transmitter should now appear under Available devices.
7. Open the Eversense App, tap **Menu > Connect**.
8. Press the smart transmitter power button three times. (The light will blink alternately green and orange).
9. Tap to select your smart transmitter from the list **Connect** screen.

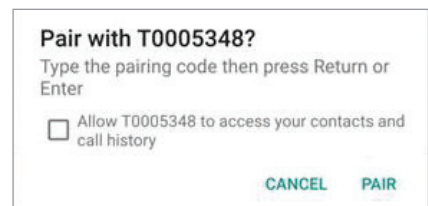
Note: Reconnection could take up to 1 minute.



(Screens may appear slightly different depending on model of phone.)



In some device operating systems, a Bluetooth pairing request notification or screen may also appear. **Just tap Pair** (The Eversense System does not require a pairing code or access contacts.)



Visit www.eversensediabates.com for local distributor information.