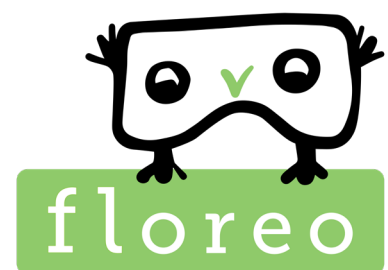# FLOREO TROUBLESHOOTING

PAIRING

PAIRING TROUBLESHOOTING STEP 1:

If you encounter a pairing error:

• The **Coach** should read the error message that appears on the iPad

• The **Coach** and the **Guide** should force quit the app on the iPad and iPhone

Force Quitting: same steps used for iPhone and iPad

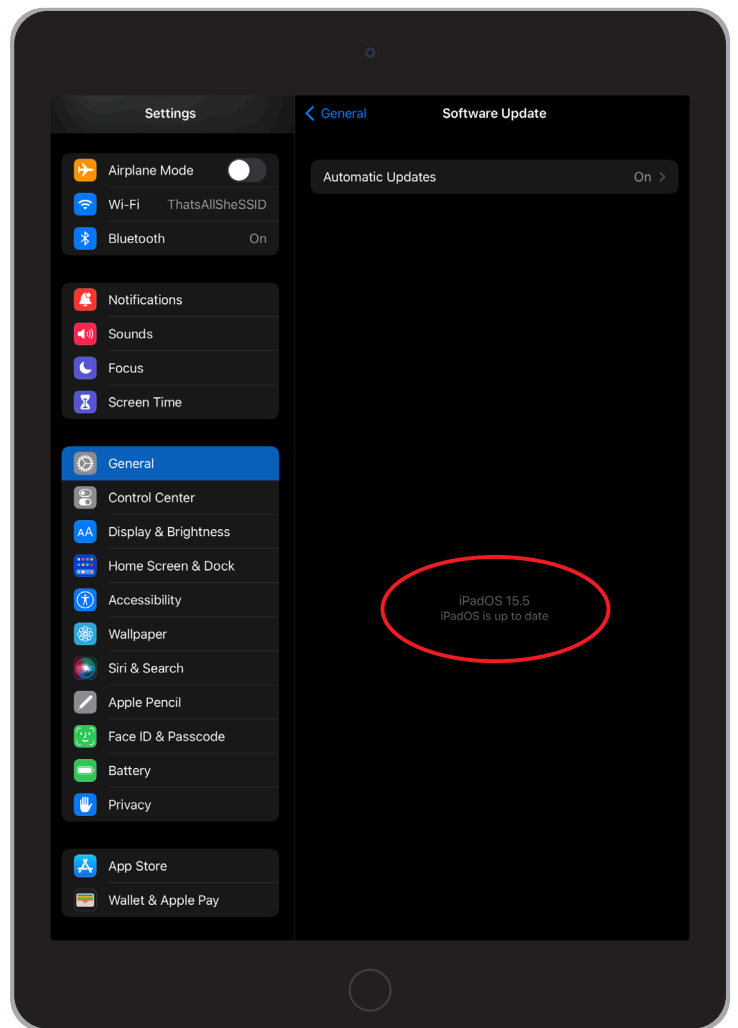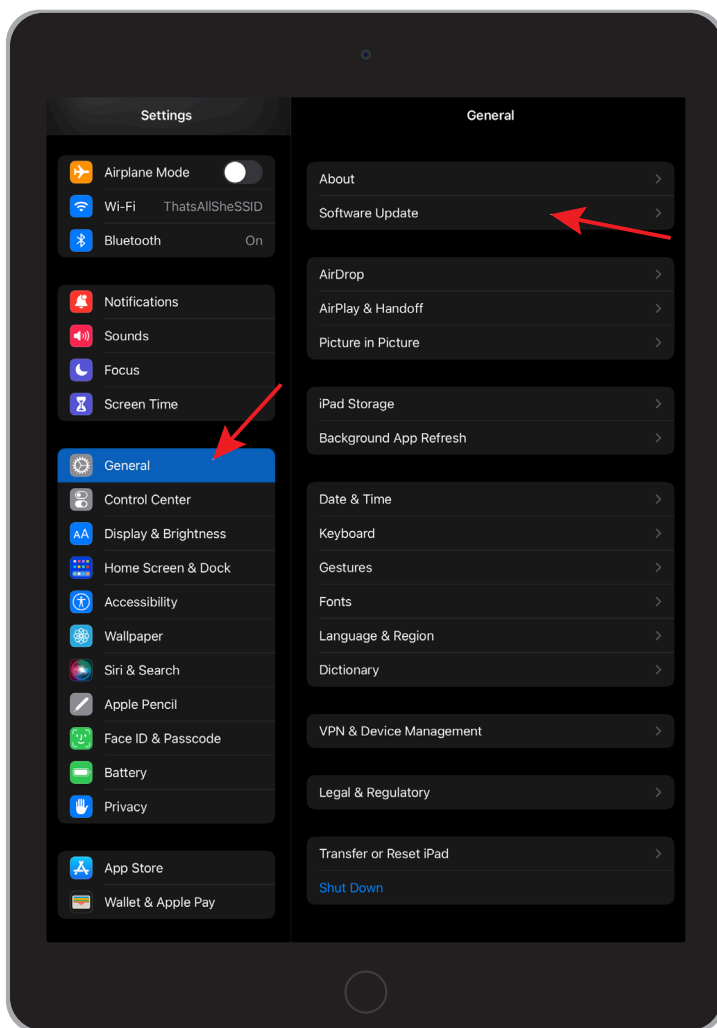DOUBLE CLICK THE HOME BUTTON AND
THEN SWIPE UP ON THE APP

SWIPE UP FROM THE BOTTOM AND THEN
SWIPE UP ON THE APP

For additional support email us at support@floreotech.com

PAIRING TROUBLESHOOTING STEP 2:

• Check the iOS software to see what the iPad and iPhone is running on

iOS Software: same steps for iPhone and iPad

• If iOS software is the same on both devices, check the version number of the Floreo app

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PAIRING TROUBLESHOOTING STEP 3:

TO DETERMINE VERSION NUMBER:

• The Coach can view the version of Floreo that they are running by opening the menu located in the top left corner of the application
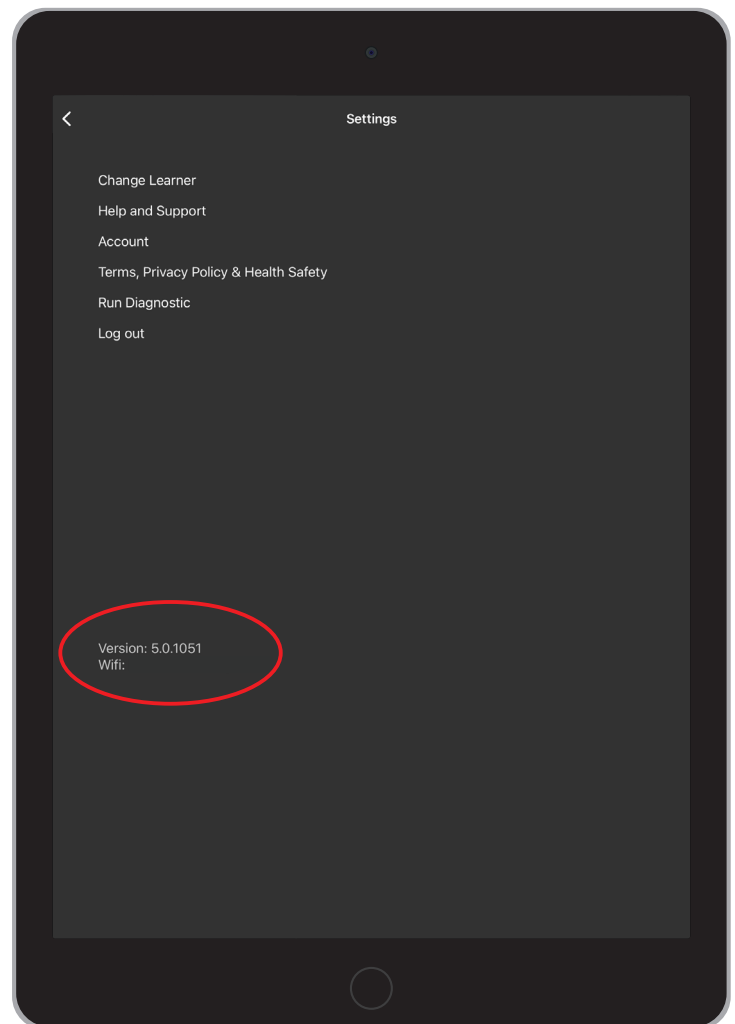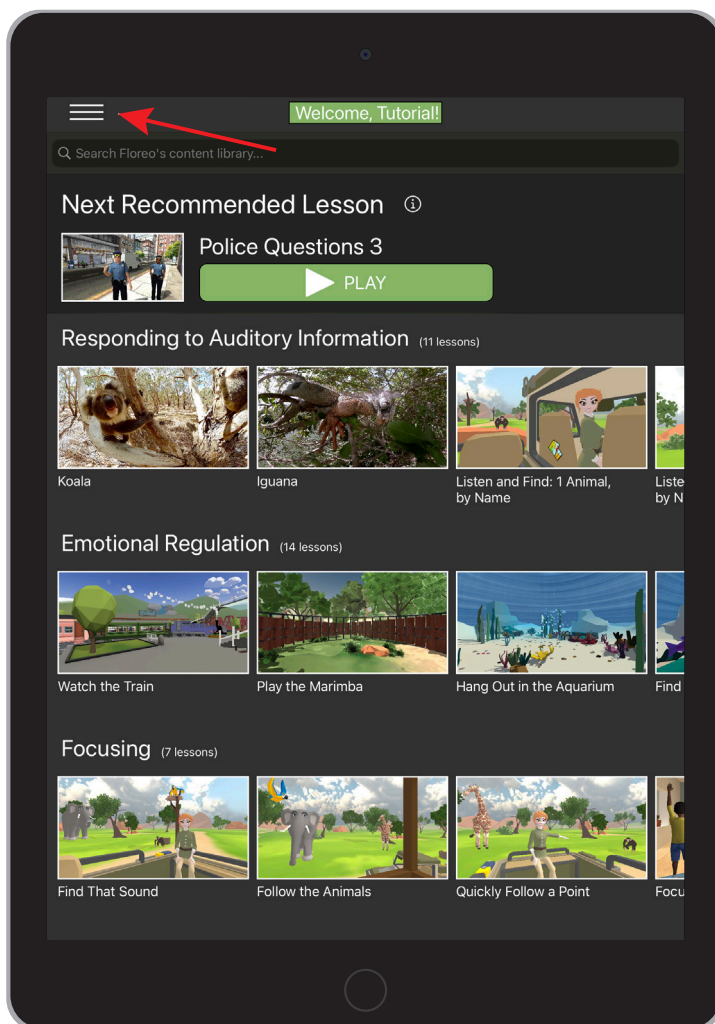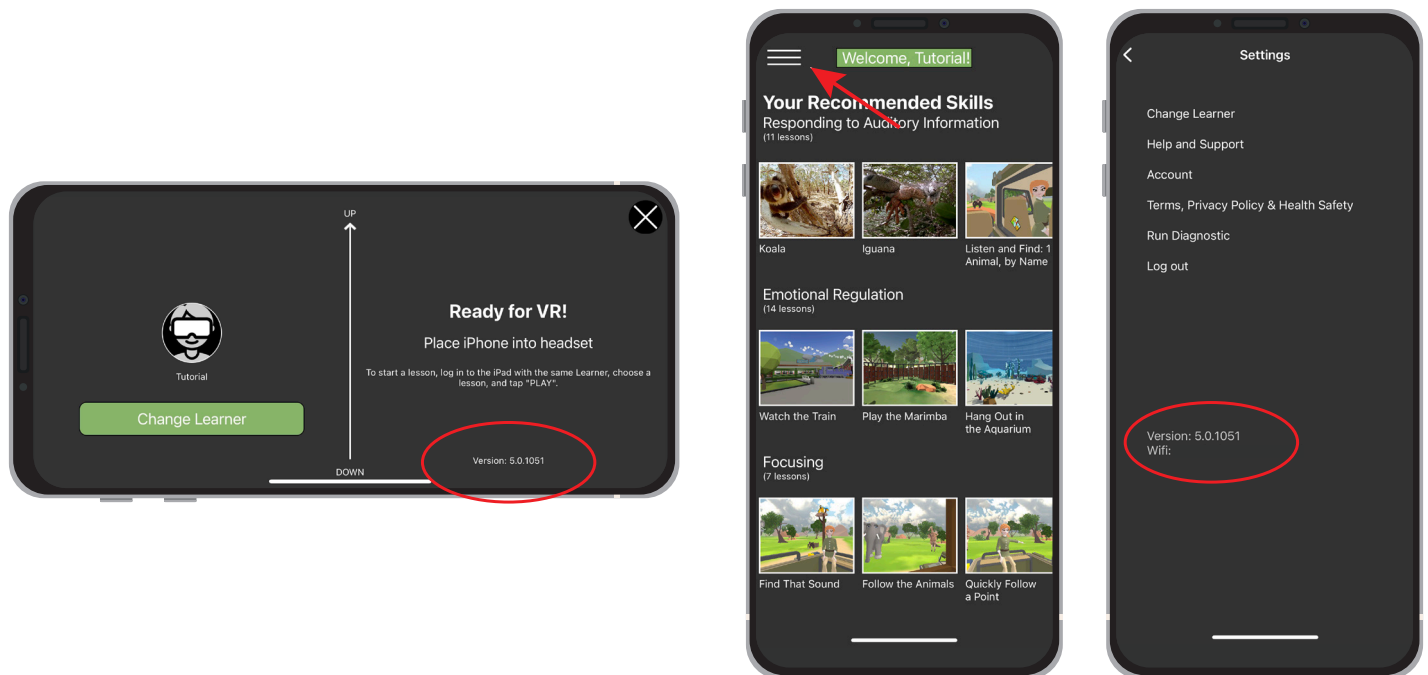

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PAIRING TROUBLESHOOTING STEP 4:

TO DETERMINE VERSION NUMBER:

• The Guide can view the version of Floreo they are running after selecting the Learner profile on the iPhone or by opening the menu located in the top left corner of the application

VERSION NUMBERS ON BOTH IPAD AND IPHONE MUST BE THE SAME IN ORDER TO SUCCESSFULLY PAIR

• If pairing has failed for any other reason, the Guide should force quit on the iPhone and the Coach should force quit on the iPad. Then, the app should be reopened on both devices, the same Learner profile selected on both devices, and the Coach can re-initiate pairing by selecting a lesson.

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