# 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

### 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

			7	
Settings	General		Settings	Ceneral Software Update
>> Airplane Mode	About	→ I	🕞 Airplane Mode	Automatic Updates
ᅙ Wi-Fi ThatsAllSheSSID	Software Update	>	🛜 Wi-Fi ThatsAllSheSSID	
Bluetooth On			Bluetooth On	
	AirDrop	>		
Notifications	AirPlay & Handoff	>	Notifications	
3 Sounds	Picture in Picture	→	Sounds	
<b>C</b> Focus			<b>Focus</b>	
Screen Time	iPad Storage	→ _	Screen Time	
	Background App Refresh	$\rightarrow$		
O General			O General	
Control Center	Date & Time	→	Control Center	
AA Display & Brightness	Keyboard	<u> </u>	AA Display & Brightness	
Home Screen & Dock	Gestures	>	Home Screen & Dock	
Accessibility	Fonts	→	Accessibility	iPadOS 15.5 iPadOS is up to date
🛞 Wallpaper	Language & Region	→	Wallpaper	
Siri & Search	Dictionary	→ _	Siri & Search	
Apple Pencil			Apple Pencil	
🕑 Face ID & Passcode	VPN & Device Management		👿 Face ID & Passcode	
Battery			Battery	
🖐 Privacy	Legal & Regulatory		🕛 Privacy	
	Transfer or Reset iPad			
App Store	Shut Down		App Store	
🔜 Wallet & Apple Pay			💌 Wallet & Apple Pay	

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

# 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





# 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.