# SOP for Bluetooth Connectivity Issues  
  
## Purpose  
To troubleshoot Bluetooth connection problems.  
  
## Scope  
Includes wireless peripherals like keyboards, mice, and headsets.  
  
## Procedure  
1. Ensure Bluetooth is enabled on both devices.  
2. Remove and re-pair the device.  
3. Update Bluetooth drivers.  
4. Restart Bluetooth services.  
5. Escalate if hardware failure is suspected.  
  
## Escalation  
- \*\*P1:\*\* Company-wide Bluetooth failures.  
- \*\*P2:\*\* Critical device connectivity issues.  
- \*\*P3:\*\* Minor Bluetooth pairing issues.