BlueParrott Android SDK Troubleshooting

Failure to Connect to Parrott Button

- Is Headset Connected (check Bluetooth Settings to see that headset is paired and connected)
- Have you granted necessary Permissions. Check the sample Apps to see the permissions required. Note that for target 27 or greater on Android, your users will need to be prompted to grant Location Permission (this is a feature of BLE implementation on Android)
- Is Headset in range - ensure that the headset is close enough to the handset to connect to the Parrott Button
- is the Parrott Button connected to another headset. The Parrott Button can only be used with one headset at a time, and if connected on another handset, your application will not be able to connect.
- Uninstall any other app that may be trying to connect (e.g. consumer BlueParrott App, other demo apps). Or disable connection in the settings of the other application

Button Event not firing

- If you have successfully connected, but your BPHeadsetListener is not receiving events, check that the headset is in SDK mode - has your application updated the mode by calling enableSDK(). You can check for successful updates via the onModeUpdate() event.
- Have you added a listener? You must create your listener object and add it by calling the addListener method.

Further Steps

- When developing and engaging in a lot of connects, disconnects, the Android stack may become unstable and orphan connections may remain. It may be necessary to restart the BlueParrott headset and/or your handset.