

BlueParrott iOS SDK Troubleshooting

Failure to Connect to Parrott Button

- If the connect is failing, make sure the BlueParrott app is not also installed on the same phone.
- When the headset connects, it will request to bond with the phone. This request should be allowed or the headset will disconnect BLE
- Ensure that only 1 headset is powered on and within range of the app during development/testing.
- Ensure that only 1 instance of your app is running on one device at a time while testing to avoid multiple apps discovering and attempting to connect to a single headset.

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 on the headset object. You can check for successful updates via the onModeUpdate callback.
- Have you added a listener? You must create your listener object and add it by calling the addListener method on the headset.

Before reporting an error or problem with the SDK

- Remove all applications using the SDK from your test device
- Ensure that you are using a supported Operating system (see the relevant 'Including the SDK' section in the SDK Guide)
- Check the Troubleshooting steps above
- Install one of the demonstration apps and check that they are failing to connect/function correctly. If they are functioning, compare your code to the sample code.
- When reporting an error, provide a screenshot of the connection attempt in the sample app. You should also take a screenshot of the Bluetooth screen in the Settings app so that the current connectivity state of the headset is shown.