

Bluetooth Clock Troubleshooting Guide

Can't connect to the clocks via Bluetooth (particularly after a phone update)

Occasionally operating system updates mess with the Bluetooth on the phones. Here are a few steps to try if your Bluetooth stopped working after the latest update.

#1 Double check that Location Services is on

1. The app requires Location Services to be on (and permission granted for the app to access Location Services).
2. Go to the phones Settings and search for Location Services. Select it and make sure that it is turned on.
3. To check the app permissions, go to Settings and Apps. Select the SmartClock app, scroll down and make sure that under Permissions you see Location and Storage. If you do not see both of those items, click on the permissions and turn them both on. We do not actually use (transmit, store or in any other way access) your location, but the phones require us to have it turned on to connect to the Bluetooth.

#2 Turn off Bluetooth and reboot

1. Turn off the Bluetooth by going to Settings/Bluetooth and turning it off.
2. Hard reset your phone (each phone is different, you will need to search for instructions on "Hard reset" and the type of device you are working with).
3. Once it has restarted, go into Settings and turn the Bluetooth back on.

#3 Forget Device

1. Go to settings and open Bluetooth
2. Click the i or settings icon to the right of the device name. Select either "Forget this Device " (iPhone) or Unpair (Andriod).
3. Open the IST app and scan for the device again to see if it finds it.

#4 Perform a Cache reset (Wipe Cache Partition)

This should be performed only if the above options did not work. Wiping the cache of an app removes any temporary files and will improve the performance of your phone. It may also remove your stored user name, game progress, passwords, settings and preferences.

1. For Apple:
 - a. Launch Settings > General > iPhone storage
 - b. Click on Manage Storage
 - c. Select an item under the Documents and Data option
 - d. Slide irrelevant items to the left and click on Delete
 - e. Tap Edit > Delete to erase all of the app's data

2. For Android
 - a. Search Google for “Wipe partition cache” and your specific device. Each one does it a little differently.
 - b. Follow the instructions exactly to wipe the partition cache and reboot the phone.

#5 Perform a Factory Reset

If all the above methods fail, you can always set your phone back to factory settings. Before performing a reset, make sure that you have everything important (personal data, photos, files, etc.) backed up. If you are not sure how to perform a factory reset on your phone, search for “Factory reset” and your specific device type.

Replacing Corrupted Files

Occasionally files can get corrupted. When this happens, you may not be able to open the SET or WORKOUT menu option without the app crashing. To replace a corrupted file, do the following:

1. Connect your phone to a computer (or use My Files on Android) and navigate to the istworkouts directory.
 - a. On Android this will either be located at Internal Storage or SD Card, depending on where it installed.
 - b. On iPhone this is in the iCloud Desktop folder.
2. In the istworkouts directory you will see a file called backup.db3. Delete this file from the folder.
3. Uninstall the SWIMCLOCK app.
4. Reinstall the SWIMCLOCK app.

Preventing Corrupted Backups from Reinstalling

If you are using Android and back up to a Google account, you may find that your database will return to its original state after 24 hours, even if you deleted a corrupt backup and reinstalled a good one. This is because Google is restoring the backup with the bad file. Here is how to prevent that from happening.

1. Uninstall the IST Clock app.
2. Go to My Files and look for the istworkouts folder. It will either be in Internal Storage or SD Card.
3. Delete the Backup.db3 file.
4. Go to Settings/Cloud and Accounts/Backup and Restore. Find the toggle that says “Automatic Restore” and toggle that to OFF.
5. Click on Google Account in the same menu.
6. Find the toggle that says “Back up to Google Drive”. Toggle that to OFF
 - a. It will give you a warning that you are about to delete your backup. Confirm and Delete.
7. Reboot the phone.
8. Reinstall the IST app.
9. Go back to Settings/Cloud and Accounts/Backup and Restore/Google Account and toggle the “Back up to Google Drive” slider back to ON.