

DMXcat

Problems Pairing

Sorry you're having issues. The first thing you have to do is to make sure that your DMXcat dongle is not paired with your device. Open your devices Bluetooth settings and remove the pairing to your DMXcat if it is paired. The next thing to do would be to make sure that the app has access to location. To do that, open your device settings and go to the apps menu. Find the DMXcat app, open the permissions screen and deny access to location. Once you open the app again, it will ask you to allow access to location. Finally, go to the settings screen and tap on "Connect to device..." If your DMXcat dongle is powered up and in range, it should show up in the list of devices ready to connect.

Unique solution ID: #1011

Author: Jannelle Boisseau

Last update: 2022-10-31 19:10