

# DMXcat

## I am having connection issue with my DMXCat to Samsung Galaxy A9 with Android 10.

1. Clear the Bluetooth cache.

You can clear the Bluetooth data cache on the phone or tablet to completely reset Bluetooth.

- 1.
  1. To do this, open Settings, and then swipe to and tap Apps.
  2. Tap the Sort icon (the down arrow with three vertical bars), then tap Show system apps.
  3. Tap OK and all the system apps will appear in the list.
  4. Tap Bluetooth, tap Storage and then tap Clear data. Tap OK to confirm.
- You may need to reconnect the Bluetooth device in question, along with any other devices you had connected

Unique solution ID: #1033

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