

# [PM5] Cannot Connect with Host Device

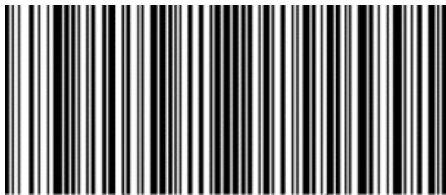

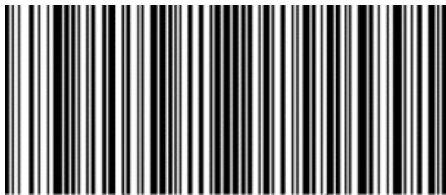

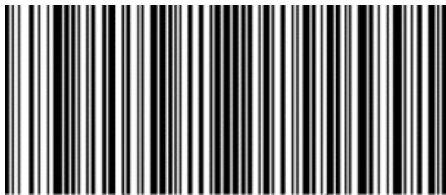

## ISSUE

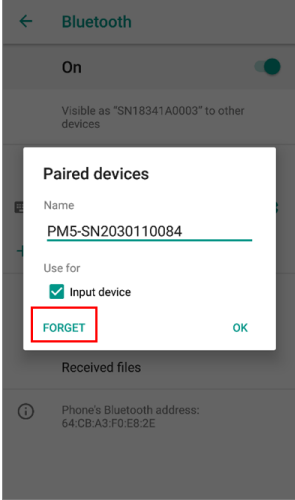
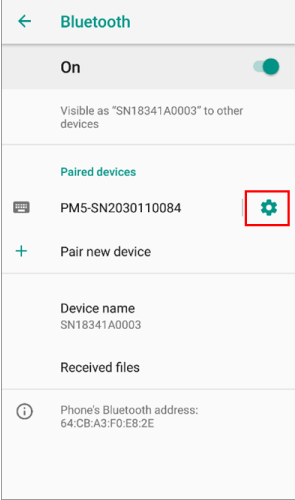
- Failed to connect via Tap-to-Pair / Scan-to-Pair

### APPLIES TO

PM5

### Troubleshooting Steps

	Cause	Solution															
1	Incorrect Bluetooth mode (Only when trying to Tap-to-Pair)	<p><b>Change Bluetooth mode</b></p> <p>If a 'connection failed' message appears when trying to connect PM5 using Ring Control app, it may because the incorrect Bluetooth mode.</p> <p>Change the Bluetooth mode of PM5 with parameter barcode. Select a appropriate barcode and scan it by PM5.</p> <table><tr><th>SPP mode</th><th></th><th>HID mode</th></tr><tr><td></td><td></td><td></td></tr></table> <p><i>* If you want to use RingControl (Lite) app, the PM5 must be SPP mode.</i></p> <div><p><b>Which Mode is Appropriate?</b></p><p>Refer to the below table to determine which mode is appropriate for your usage of PM5.</p><table><tr><th></th><th>Only for Scanning</th><th>For configuring PM5 (Using RingControl (Lite) app)</th></tr><tr><td>Point Mobile host device</td><td>HID mode</td><td>SPP mode</td></tr><tr><td>Non Point Mobile host device</td><td>HID mode</td><td>SPP mode</td></tr></table></div>	SPP mode		HID mode					Only for Scanning	For configuring PM5 (Using RingControl (Lite) app)	Point Mobile host device	HID mode	SPP mode	Non Point Mobile host device	HID mode	SPP mode
SPP mode		HID mode															
																	
	Only for Scanning	For configuring PM5 (Using RingControl (Lite) app)															
Point Mobile host device	HID mode	SPP mode															
Non Point Mobile host device	HID mode	SPP mode															

2	Problem with previous connection	<p><b>Forget the PM5 from paired devices list</b></p> <p>If the PM5 and the host device have ever been connected, forget (delete) the PM5 from the host device's paired list and try again. You can delete from the Settings or RingControl.</p> <ul style="list-style-type: none"><li>• <b>Delete from Settings</b></li></ul> <p>Go to Bluetooth settings &gt; select PM5 from paired device list &gt; Tap <b>Forget</b> or <b>Unpair</b>.</p> <div></div> <ul style="list-style-type: none"><li>• <b>Delete from RingControl</b></li></ul> <p>Launch Ring Control &gt; Tap <b>Pairing another Ring Scanner</b> &gt; Swipe the screen to left, and long-press the PM5 among the list &gt; Tap <b>FORGET DEVICE</b>.</p>
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Refer to similar troubleshooting guides.

**Similar Troubleshooting**  
Content by label

There is no content with the specified labels