

Bluetooth® Connection Troubleshooting

BRADFORD WHITE WAVE®



Error:

Something Went Wrong

1. Verify that your Bluetooth is turned ON:

Confirm the mobile device has Bluetooth turned on.

2. Close the Bradford White Wave® app and try again:

Close and re-open the Bradford White Wave® app. You may be prompted to sign into your Wave account. Prior to reconnecting to Bluetooth, remember to clear the Bradford White unit from the saved list of previously connected Bluetooth devices in your Bluetooth settings. You may need to clear the storage and cache of the app to resolve any communication errors.

Clear Cache:

- iOS:** Uninstall the Wave app, reboot the mobile device, re-install the app.
- Android:** Locate App Settings, select BW Wave, clear data/storage.

3. Reboot your mobile device:

Restart your mobile device. Power off the device, let it sit for 2-5 minutes and then power back on.

4. Check that all software updates are completed:

Confirm that all software updates for the mobile device are completed, and it is running the latest version.

5. Factory Reset* your unit::

On the control panel of the unit, navigate the Main Menu and Select Settings, under Settings navigate the menu and select Reset, then confirm the Reset. Once completed follow the setup instructions.

*Please note: A factory reset should be used **only as a last resort**, as it will erase all previously linked data, including connections between the Bradford White unit, Bluetooth configurations, and the local WiFi network.

6. Reset Network Settings for your mobile device::

On the control panel of the unit, navigate the Main Menu and Select Settings, under Settings navigate the menu and select Reset, then confirm the Reset. Once completed follow the setup instructions.

Important: Before initiating any reset, back up all data.

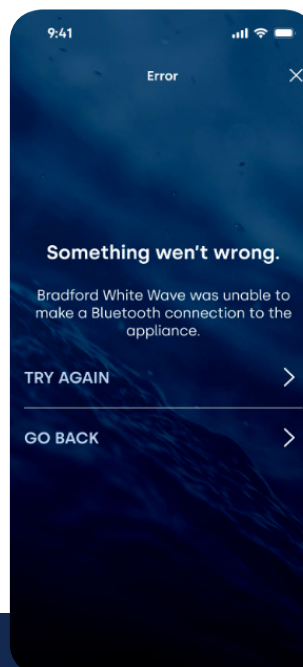
Bradford White assumes no responsibility for loss of data.

- iOS:** Open **Settings** app, Tap **General**, Tap **Transfer or Reset iPhone**, then tap **Reset > Reset Network Settings**.

Important: If you choose the **Erase All Content and Settings option**, all your content is removed from your device and is not recoverable unless backed up to the iCloud.

All network settings are removed. In addition, the device name assigned in **Settings > General > About** is reset to "iPhone," and manually trusted certificates (such as for websites) are changed to untrusted.

- Android:** Open **Settings** app, tap **System**, tap **Reset Options**, tap **Reset Bluetooth & Wi-Fi**.



Still having trouble?

Please contact us at the following for assistance:
iot.app@bradfordwhite.com

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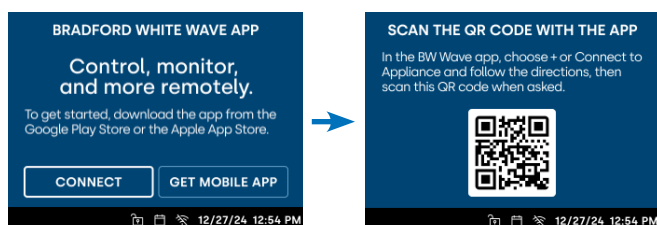
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Frequently Asked Questions

I'm unable to make a Bluetooth connection.

You will be making the Bluetooth connection within the Wave app, and not under the Bluetooth settings for the mobile device.



How do I reset the Bradford White Wave® app and the unit to factory settings? What happens when I factory reset?

A factory reset will remove any data associated with the specific device from the unit, app, and data associated with the device that is stored in the cloud. This includes but is not limited to water heater settings, weekly schedules, energy usage, network credentials, Bluetooth information, DRM settings.

Factory Reset the unit: On the control panel of the unit, navigate the Main Menu and Select Settings, under Settings navigate the menu and select Reset, then confirm the Reset. To reconnect after a factory reset is done, follow the setup instructions outlined in the Bradford White Wave® app.

Factory Reset the app: Under the mobile devices Bluetooth settings, delete the connection to the water heater.

iOS: Uninstall the app, reboot the mobile device, and re-install the app.

Android: Locate app settings, clear storage/data, and force close the app.

Please note: A factory reset should be used **only as a last resort, as it will erase all previously linked data, including connections between the Bradford White unit, Bluetooth configurations, and the local WiFi network.*

