# How to **Re-Connect Your T4A Amplifier to Trackit+ Software** after a Bluetooth Disconnect

**lıfelınes®**
neuro

# Check Bluetooth Status

**Trackit+ will continually attempt to re-connect to the amplifier after a disconnect. If the software fails to reconnect after the amplifier has come back into range, follow these steps:**

1   Ensure that the patient/amplifier is within range of the unit
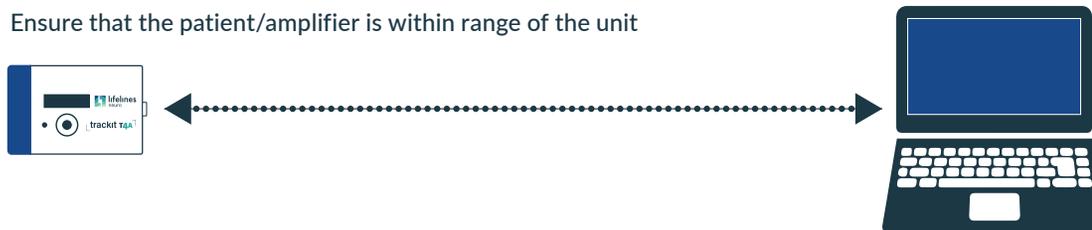
2   Ensure that the T4A is turned on and on the display you see:

3   Try pressing the Event button on the T4A 4 times within 2 seconds. These must be rapid succession presses. Check to see if your connection has been restored

   **NOTE:** Applies to T4A's on Firmware v9 or newer.

4   Click the Windows icon in the bottom left corner of your screen

5   Start typing "**Bluetooth"**

6   Select "**Bluetooth & other devices settings**"

Bluetooth & other devices

+ Add Bluetooth or other device
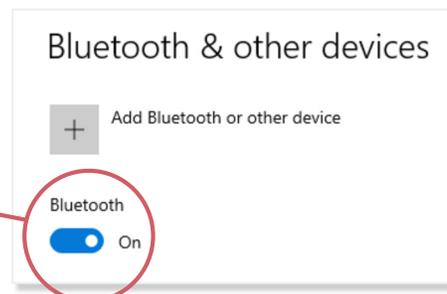
Bluetooth
On

7   Ensure Bluetooth toggle is set to "**On"**

8   Press the toggle button to turn Bluetooth off and wait 15 seconds before turning it back **ON**

15 seconds

**At this point, the Trackit+ Software should be attempting to reconnect to the amplifier. Wait 30-60 seconds to allow the software to reconnect.**

# Check COM port is correct

**If the T4A does not reconnect to the software, then confirm that the selected COM port is correct, as follows:**

1   On the right-hand side of the Bluetooth settings window **OR** at the bottom of the window click **"More Bluetooth options"**

2   Next, click the **"COM Ports"** tab and see which com port is associated with the *OUTGOING* COM port. This is the COM you will select back in Trackit Software. If there are no COM ports listed, Call lifelines.

3   Go back into the Trackit+ software and under the Settings tab, click on Options. Select the outgoing COM port that was noted in step 2. You can then click "Edit" and type in the word "Blue" to signify it is a Bluetooth connection (If this is not already completed). You can now close the options window.
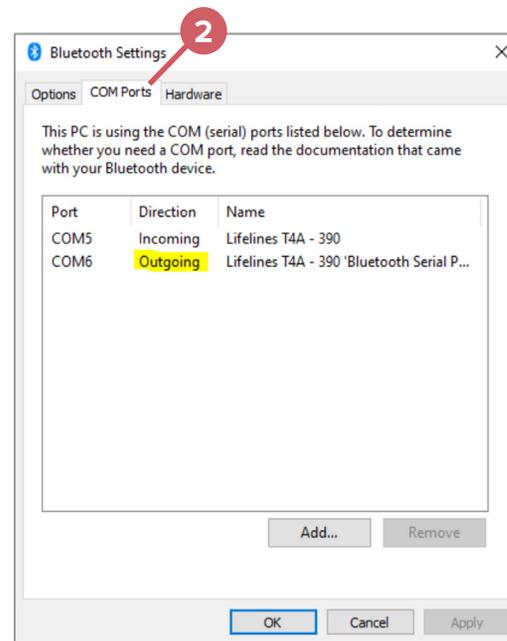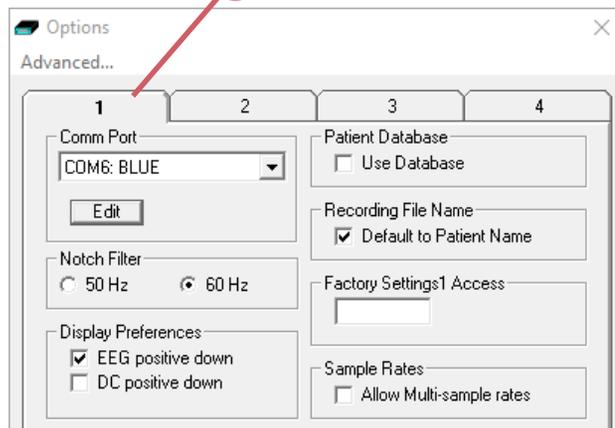
4   Click on the "Trackit Connect" button in the Home tab

- Ensure that the Amplifier is still on & ensure the patient/amplifier is still within range of the unit

5   Change the COM drop-down menu to the correct COM number that you just confirmed was the *OUTGOING* direction in the Bluetooth settings
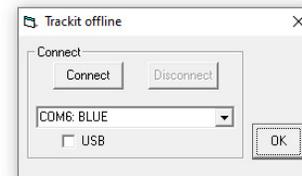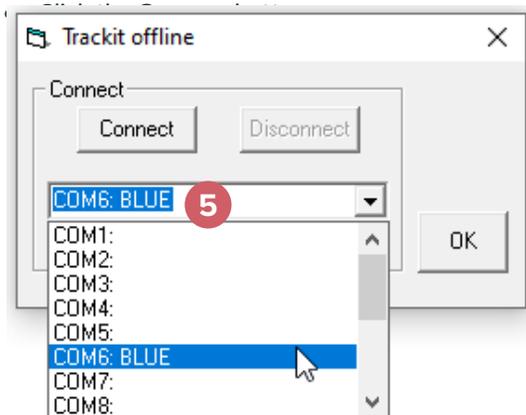
**Your amplifier should now be reconnected and you can verify this by looking at the bottom left corner of the Trackit Software**

If this does not reconnect your amplifier please call the Lifelines Neuro Customer Support Team on **866-889-6505, M-F 7:30 - 5 CT.**

# For additional assistance

**Tel: 866-889-6505**

**Email: support@lifelinesneuro.com**