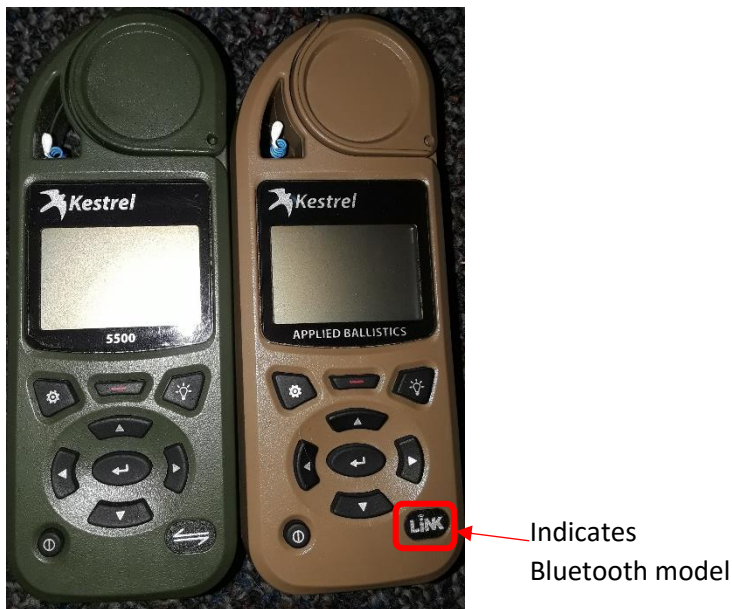


Bluetooth® Troubleshooting for the Kestrel® 5000 Series Units

If you are having trouble connecting to a mobile device with your Kestrel via Bluetooth (i.e., LiNK), below are a checklist of things to review to hopefully assist with this issue.

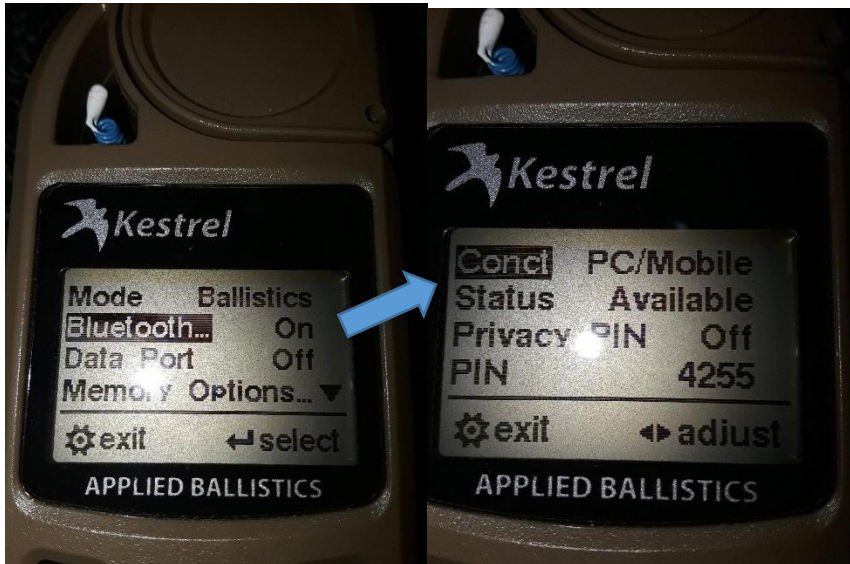
1) Ensure that your device is a Bluetooth (i.e., LiNK) model.

Kestrels can be purchased as either a Bluetooth Model or a non-Bluetooth model. Please ensure your unit supports Bluetooth connectivity. If you have the Bluetooth model, there should be a Bluetooth setting on the Kestrel main menu. Otherwise, the outside appearance should show LiNK on a sticker on the bottom right.



2) Check to see if Bluetooth Settings are correct.

On the Kestrel, go to the Main Menu by pressing the Settings button (top left button, looks like a gear). Highlight Bluetooth on the menu using up and down arrows. Make sure it is ON. Press the center button while Bluetooth is highlighted to enter the sub-menu. Make sure Conct is set to **PC/MOBILE** (for non-ballistic units this should be the only option). If it is set for Device, use the arrow buttons to change it to PC/MOBILE (pics shown below). Device is only used when pairing with a laser range finder. Also ensure that the mobile device's Bluetooth is set to on as well.



3) Are you trying to connect to a Laser Rangefinder?

On the Kestrel, go to the Main Menu by pressing the Settings button (top left button, looks like a gear). Highlight Bluetooth on the menu using up and down arrows. Make sure it is ON. Press the center button while Bluetooth is highlighted to enter the sub-menu. Make sure Conct is set to **DEVICE**. Highlight Name and press the center button. It will show Searching for Devices, make sure the Laser Rangefinder is turned on and it should find it.

4) Are you trying to pair the Kestrel to the mobile device directly? Have you already paired the Kestrel to your mobile device directly?

Customers who had our Kestrel 4000 series may remember that you had to pair the Kestrel to your mobile device (and enter a PIN) prior to being able to connect it with a mobile application. This is also common for a variety of other Bluetooth devices, but this is not necessary with the Kestrel 5000 series and could actually cause issues. First, you may find the Kestrel does not show up on the mobile device's main Bluetooth screen. This is common however and does not indicate an issue. Second, if you find that you have paired it to your mobile device, *please go in and forget this connection*. Just open up the mobile application and the Kestrel should be available to be selected.

5) GPS / Location is not set to on.

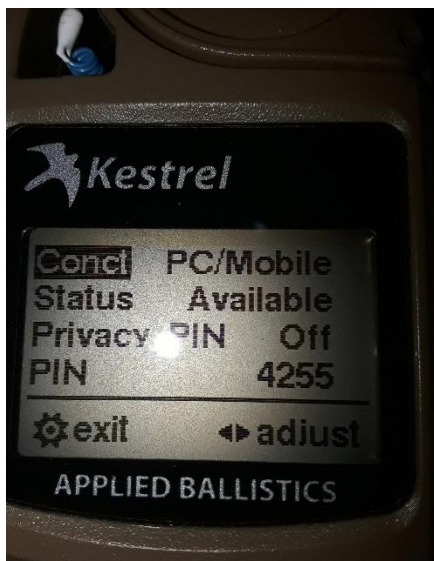
Make sure your GPS / Location setting is set to ON. This is typically needed when first connecting a Kestrel to your device but depending on the operating system might be necessary each time. For iOS this can usually be found under Settings->Privacy->Location Services. For Android this is usually found under Settings->Location or Settings->GPS.

6) Is Wifi or cellular service set to off?

While both Wifi or cellular service are not necessary to connect the Kestrel to the mobile device (as it connects with Bluetooth), it is possible there maybe a new firmware update available for your Kestrel and the application is trying to download the new firmware update, making it appear that it cannot find the Kestrel.

7) Check to see if the Privacy PIN is turned on and was it ever entered?

For ballistics models (and depending on the firmware, some 5500 models), there is a Privacy Pin under the Bluetooth submenu. If this PIN is turned ON and you have not entered it into the LiNK Ballistics application, this may be causing a problem with connecting (could be intermittently connecting and disconnecting). Try toggling the PIN to OFF and see if that helps with a connection. You can toggle it back to ON after connecting, but until the application prompts you for the PIN, this may cause issues. *You have to turn Privacy Pin OFF if you are connecting to our basic Kestrel LiNK program as the PIN functionality only works with the Kestrel LiNK Ballistics application.*



8) Do you have both the basic Kestrel LiNK and Kestrel LiNK Ballistics on your mobile device?

This can cause an issue as the basic Kestrel LiNK application has an Autoconnect feature that can automatically connect to the Kestrel, even in the background, which makes it not appear on the Kestrel LiNK Ballistics menu. The majority of ballistic users will not use the basic Kestrel LiNK program so uninstalling this program can help. However if you want to use both, it is suggested

to turn off the Autoconnect feature in the basic Kestrel LiNK app and to also make sure the program is not running in the background when using the Ballistics program.



9) Check to make sure you have the latest firmware and application.

Many times issues can be resolved by upgrading either the Kestrel firmware or the application version. A list of the latest Kestrel firmware can be found on our [site](#). Also check to make sure you have the latest version of the LiNK application in either Google Playstore or iTunes.

10) Update your device's firmware.

Recently there have been issues with iOS version 11.1 and Bluetooth devices. Updating the device to version 11.2 solved the issue. Other devices may have similar “fixes” with an updated operating system version. Check under your phone’s settings to see if there is an update available that may help with fixing your Bluetooth connection issues.

11) Ballistic users only: Can you connect to the basic Kestrel Link application if not to Ballistics LiNK?

If you are having issues connecting to the Kestrel LiNK Ballistic program, try installing the basic Kestrel LiNK Program. If you are able to connect to the basic Kestrel LiNK program, then the issue is not with the Kestrel or the mobile device. If this is the case, then I would follow the next step (Uninstall and reinstall the app). You can typically use the basic LiNK program to update the firmware as well if having issues related to firmware.

12) Uninstall and then reinstall the application.

Many times just uninstalling and then reinstalling the Kestrel LiNK application will solve the issue. ***Please be aware however that any stored gun profiles in the Kestrel Ballistics application will be erased.*** If you can, load all your profiles onto your Kestrel prior to

uninstalling the application as then you can re-send them back to the application after it is reinstalled.

13) Connect to Kestrel LiNK and are not getting prompted for FW upgrade?

First, make sure you have a strong Wifi (i.e., turned on) or Cellular connection to download the firmware file. If you have a good connection, please try the following:

- Close Kestrel LiNK application
- Turn Kestrel off
- Toggle Airplane mode to ON and then OFF on your mobile device
- Open Kestrel LiNK application
- Turn Kestrel on (make sure Bluetooth is ON as well)
- Prompt should come up to upgrade firmware
- Press upgrade button from the dialog box - new screen pops up and the file downloads automatically
- Press the upload firmware button on the new screen