



## Kubi Connection Issues - Kubi Connect for Apple iPad

You just got your new Kubi, and maybe a brand new iPad. You install the Kubi Connect App on your iPad and ... nothing. The tablet isn't connecting or pairing with Kubi.

Many times, in the rush to install the Kubi Connect App users miss setting required permissions or forget to make sure services are enabled.

Here is a short checklist of services Kubi needs to operate. Sometimes it will be easier just to delete the App and re-install so you can go through the permissions prompts again carefully, to allow Kubi permission. Then check to make sure all the following Services are enabled before trying to pair via Kubi Connect App / Bluetooth. \*

SETTINGS = WIFI, BLUETOOTH, AIRPLANE MODE

**WiFi** - Make sure WiFi is turned on and tablet is connected to the internet.

**Airplane Mode** - Make sure Tablet is NOT in Airplane mode (Airplane Mode disabled (OFF))

**Bluetooth** (*must be Version 4.0 or higher*) - Ensure that tablet's Bluetooth is enabled (turned ON)

If you missed the Bluetooth prompt during app installation or want to verify that Kubi Connect has permission to use Bluetooth

**Settings = Privacy / Bluetooth -Kubi Connect should be enabled in Bluetooth Privacy settings.**

\* It is possible to allow Kubi Connect App permission to use Bluetooth services during app installation, but app will not function if Bluetooth Service is not enabled (turned ON) as well.