



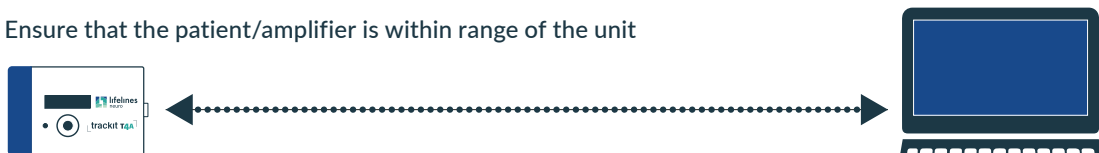
# How to **Re-Connect** Your **T4A Amplifier to Trackit+ Software** after a Bluetooth Disconnect



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

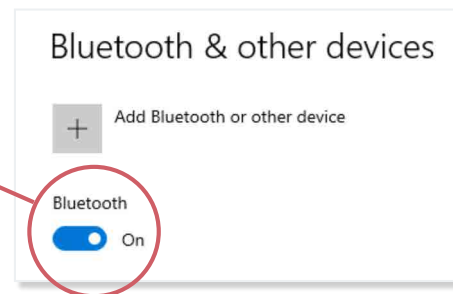


- 4 Start typing "Bluetooth"

- 5 Select "Bluetooth & other devices settings"

- 6 Ensure Bluetooth toggle is set to "On"

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



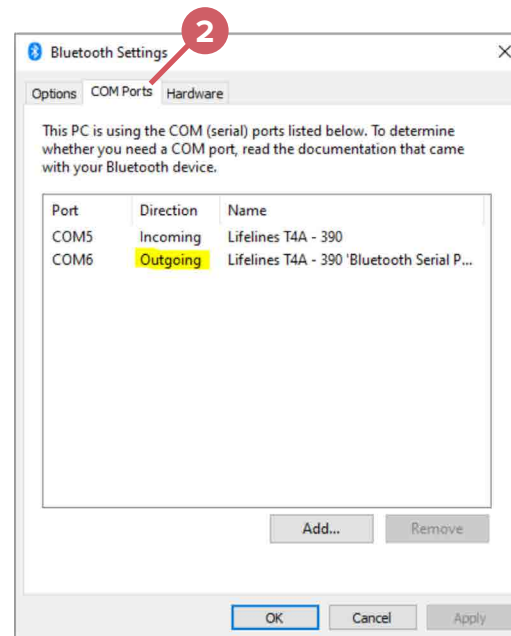
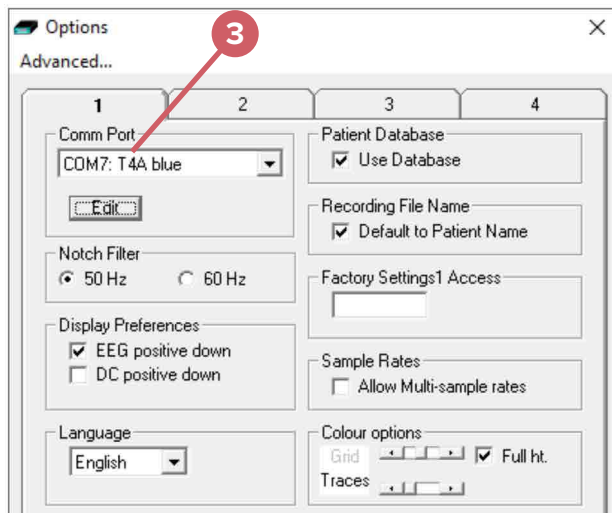
At this point, the Trackit+ Software should be attempting to reconnect to the amplifier. Wait 30-60 seconds to allow the software to reconnect.

## Check COM port is correct



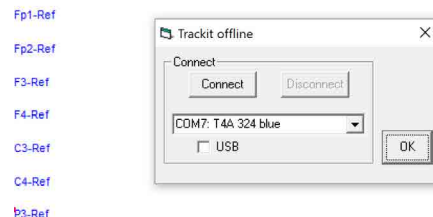
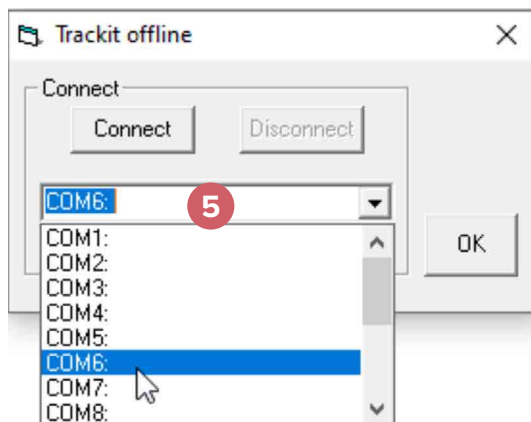
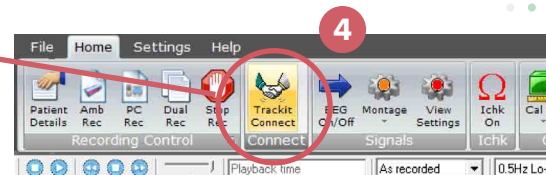
If the T4A does not reconnect to the software, then confirm that the selected COM port is correct, as follows:

- 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
- 3 Go back into the Trackit+ software and click on **Options** in the Settings tab, select the required **OUTGOING** COM port number, and create a meaningful name for it, like “T4A” and include the word “blue” to signify it’s a Bluetooth connection and then 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
  - Click the **Connect** button



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](tel:866-889-6505), M-F 7:30 - 5 CT.

## For additional assistance

Tel: 866-889-6505

Email: [support@lifelinesneuro.com](mailto:support@lifelinesneuro.com)

