

## **BlueParrott B250-XTS SE**

### **What do I do if my BlueParrott headset will not pair with my mobile device?**

If you are having trouble pairing your BlueParrott headset with your smartphone, tablet, or other mobile device, try the following steps. Try re-pairing your BlueParrott headset after each step.

- On your mobile device, turn the Bluetooth setting off and on.
- Turn your mobile device off and on.
- Turn your BlueParrott headset off and on.
- Try to pair your BlueParrott headset using a different mobile device. This is to confirm that a different mobile device will find and pair with your BlueParrott headset.
- Reset your BlueParrott headset.
- If you still cannot connect your headset to your mobile device, contact support.