

## BlueParrott Point White

### 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.