

Troubleshooting Guide

for BlueStar Telehealth and Connected Devices

1 VITALS DO NOT APPEAR ON THE TABLET

If readings appear on the connected device but not the tablet, try the following:

- 🕒 Ensure that the VitalCare app is open on the tablet and on the "Vitals" screen.
- 🕒 Check that the tablet is not in "Airplane Mode" and that the Wi-Fi and Bluetooth are both enabled via the tablet "Settings" menu.
- 🕒 Check that the tablet is connected to a Wi-Fi network with internet access.
- 🕒 Unpair and repair the connected device:
 1. **To Unpair:**
 - Click the "More" tab in the VitalCare app.
 - Scroll down and select Installed Devices.
 - Find the device you want to unpair and press the trash can icon to the right.
 - When asked "Delete this device?" press "Delete."
 2. **To Re-Pair:**
 - Click the "More" tab in the VitalCare app.
 - Scroll down and select Installed Devices.
 - Select "Add Device."
 - Turn on the device you want to pair.
 - Select the type of device you want to pair and select "Next."
 - When the device is found, tap the name of the device and select "Next."
 - A "Success" message should display; if not, return to the top of this step.

2 CONNECTED DEVICE DOES NOT TURN ON

If one of the connected devices (thermometer, etc) does not turn on, try the following:

- 🕒 Replace the batteries (if device has replaceable batteries) or charge the device.
- 🕒 Try to power on the device again.

If you have questions about pairing your device,
please call Customer Care at (800) 441-0230
(Mon - Fri, 9:00 - 5:00 Eastern).