Bluelab Connect Software troubleshooting guide

Trouble	Correction
The Bluelab Connect Software will not start	Make sure that the Connect Stick is plugged into the computer and the drivers have been installed.
	If the Stick is plugged into a USB hub, ensure that the hub is powered (if required) and is connected to the computer.
	If you have just closed the Bluelab Connect Software, sometimes it can take a short time to fully stop running, and two instances of the program cannot run at the same time. Wait for a minute or two and then try again.
I cannot add my new Connect device to the Connect Software	Make sure the device is within range of the Connect Stick or another device which is already connected.
	Make sure that you have the key code correct and that you are not mixing up L and 1 or O and 0.
	If you have many devices connected, check that it has not already joined and is at the bottom of the list.
	If the device was connected to another Connect Stick it can take a few minutes after power up before it stops trying to connect to the old Stick and begins searching again. If it is within range of the old Stick you must unplug the old Stick or take the device out of the old stick's range before powering it up. The device must be unable to connect to the old connect stick before it will search for a new connect stick.
My Connect Device will not reconnect to the software	If you have moved the device since it last connected or it was on the edge of its range, it may be out of range of the network. Try taking it closer to the Connect Stick or another device that is connected to the network and see if it returns (refer to the document "Positioning Connect Devices").
	Try restarting the connect software program and wait for up to 5 minutes for it to reconnect, it could have left the network and, on start-up, the program attempts to rebuild the network.
My device keeps dropping	If your device is communicating via another device, and that device's connection drops out, the device in question will also drop out.
	If the transmission environment is changing significantly (e.g. a big metal door being opened and closed) it may be causing the device to drop out of range. You can place a Range Extender or other Connect device nearby to create an alternate path for communication.
All of my devices have dropped out and won't re-connect	If the connect stick stops communicating, it will show in the Software as complete device dropout. Try unplugging and re-plugging the connect stick and then restart the Software.
My Connect Software stops working after the computer wakes from sleep	Please disable sleep in order for the software to work.