



Bluetooth® CONNECTION TROUBLESHOOTING

Some users experience difficulty with their valve not showing up on the device list.

When this occurs, here are some things to try.

1. Unplug your valve and remove the 9V battery (if installed). Wait 30 seconds, then re-power your valve. Try again to connect
2. Turn Bluetooth on your phone off and then back on. Try again to connect
3. Reboot your phone. Try again to connect
4. Make sure your location permission on your phone is turned on for the Legacy View app. Location permission is required to use the Bluetooth LE scanner. We do not need or access your location, but because Bluetooth can be used to determine your location, we have to have the location permission just to do a scan for our valves. Try again to connect
5. Make sure Bluetooth is turned on for your valve. Go into the Advanced menu on the valve by pressing and holding both buttons for 5 seconds until the screen starts flashing. Then press the Menu / Enter button repeatedly until you see “bE 0” or “bE 1”. If it is “bE 0”, then Bluetooth is turned off, press the Set / Change button to enable it, changing the setting to “bE 1”. Then press Menu / Enter button repeatedly until you are back at time of day. If your valve will not set and stay at “bE 1” then contact us, your board may need replaced. Try again to connect

If you need additional help, please contact us at support@chandlersystemsinc.com or call us M-F from 8 am - 5 pm (EST) at **(888) 363-9434**.