



**RIFT**  
actuators

# Android Guide



## Troubleshooting

# Can't connect to Actuator

Rarely in some cases, the way Android handles Bluetooth will cause the App to not be able to connect to the Actuator or the App to Crash when opening the 'Connect to Actuator' page. Please follow the steps below to fix this.

**1. Unpair the Actuator from your Device by going into the Bluetooth settings and unpairing from the Actuator.**

**a.** Disconnect all power from the Actuator (External & Battery) and then reconnect both, battery first.

**2. Pair again to the Actuator you were trying to connect to.**

**3. Open the App and try connecting to the Actuator again. If this fails please repeat the above steps but this time including - 1a.**



# Permissions

When the App has first been installed, sometimes a crash can occur after Signing in as Android has blocked the required permissions, please follow the steps below to enable these.

**1. Go to the Android settings for the RIFT Actuators App, this can be done in one of two ways:**

- a. Long press on the App Icon until a little menu pops up and press 'App Info'.
- b. Go to your 'device Settings', 'Apps' and then 'RIFT Actuator Settings'.

**2. Go into 'Permissions' and enable 'Location' and for Android 12/13 'Nearby Devices'.**



# Clearing Cache

If the App is running slow you can clear its Cache, which can help with the performance and speed, especially on older devices.

**1. Go to the Android settings for the RIFT Actuators App, this can be done in one of two ways:**

- a. Long press on the App Icon until a little menu pops up and press 'App Info'
- b. Go to your device Settings, Apps and then RIFT Actuator Settings

**2. Go into 'Storage' or 'Storage & Cache' and press 'Clear Cache'**

