mObridge

Phone Compatiblity Application Note

Android Phone Compatiblity

30 September 2011

This application note provides workarounds for common problems seen with Android phones

Issue: Unable to pair Android Phone

Symptom
When attempting to pair an android phone, a message such as "Unable to pair" is displayed.

This has been reported extensively in Samsung Galaxy S2 issues, as well as other newer Android phones.

Solution
This is caused by a likely issue in the Android software.

Workaround #1:

1. Power cycle the phone.
2. Retry the pairing process several times.
3. If this still doesn't resolve the issue, try Workaround #2.

Workaround #2:

1. This workaround uses an external application to perform the pairing process, instead of the pairing software bundled with Android.
2. Download and install the app "*Bluetooth File Transfer*" from the Android market. The application is by a company called *Medieval Software*.
   A link to the application is below:
   http://market.android.com/details?id=it.medieval.blueftp&feature=search_result
3. Run the application, you will be presented with a screen as in Figure 1.
4. Press the Bluetooth icon at the top-right to show Bluetooth devices as in Figure 2.

Figure 1 Bluetooth File Transfer Main Screen
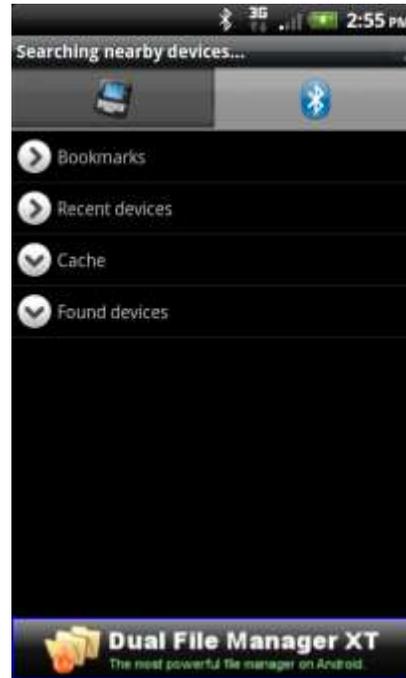
Figure 2 Bluetooth Devices Screen

5. Press the Menu Button, and then Search Devices, as in Figure 3.
6. The app will then find all Bluetooth Devices. The mObridge device will be shown in the list, as in Figure 4.
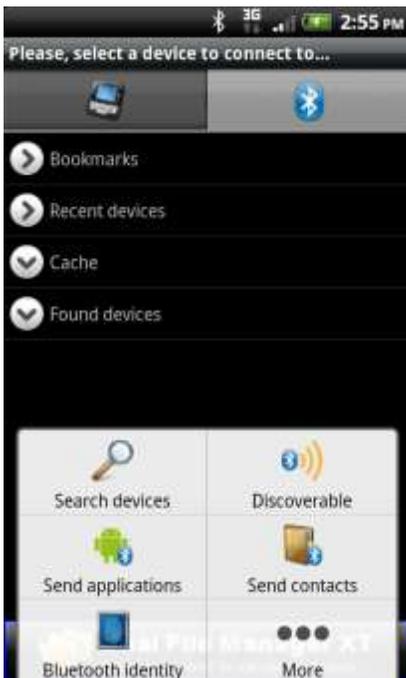
Figure 3 Search Devices Button
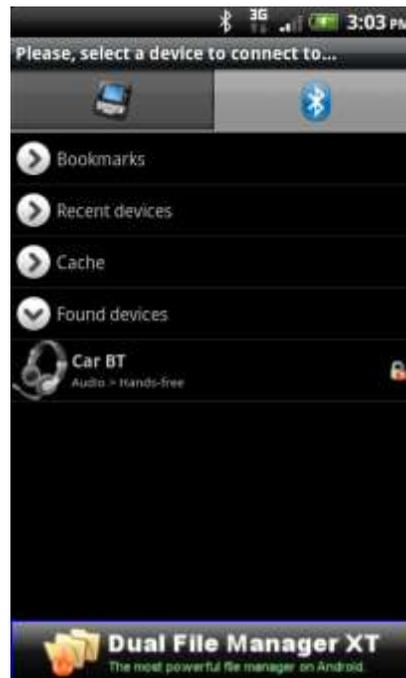
Figure 4 mObridge device found

7. Select the mObridge device to pair to it.
8. Enter in the pin number (1234) – see Figure 5.
9. Now switch back to the Android Bluetooth Settings. You will see that the mObridge device now appears in the list as paired. You can now connect to it and use your mObrige kit.
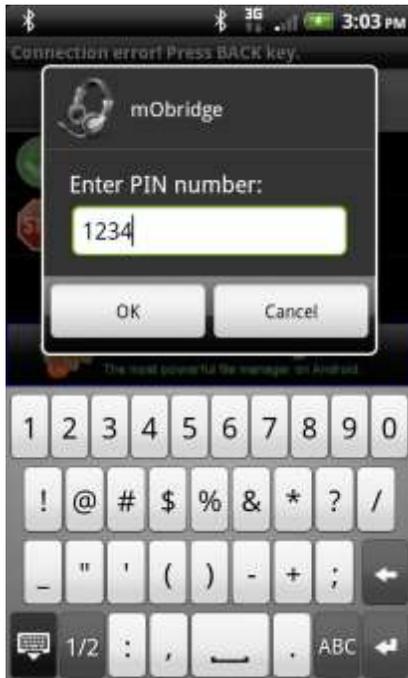
Figure 5 Enter PIN number
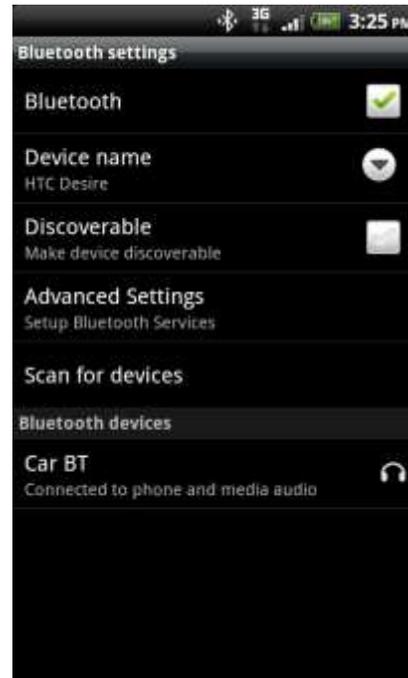
Figure 6 mObridge device paired and connected.

Issue: Missing Phonebooks in Android Devices

Symptom

The phonebooks of the Android device are not downloaded on the vehicle display.

Solution

The latest software released by mObridge adds a workaround for this issue.

Update the software on your mObridge device to the latest version.

See http://www.mobridge.us/support for further information on updating the software in mObridge devices.