

What to do if you have Wi-Fi or Bluetooth connection problems?

Here you will find efficient measures for smooth Wi-Fi and Bluetooth connectivity

You can find instructions on how to connect the Scewo BRO app to your BRO here: [How do I connect my BRO with the Scewo app?](#)

First steps: If you have problems with the Wi-Fi or Bluetooth connection of your BRO with the Scewo app, proceed as follows:

1 Restart the Scewo App

Close the Scewo app and open it again.

- **iOS:** Swipe up from the bottom edge of the screen or press the Home button twice. Then swipe up to close the Scewo app.
- **Android:** Click on the button that shows you the open apps. Then swipe the Scewo app up to close it.

2 Restart BRO

Turn off your BRO using the main switch on the back. Wait a minute and then turn it back on.

Further instructions: If the Wi-Fi or Bluetooth connection still does not work, follow these steps:

1 Uninstall the Scewo App on your mobile phone

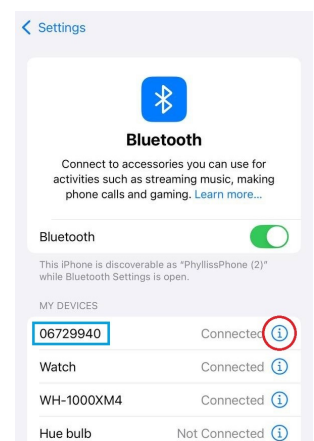
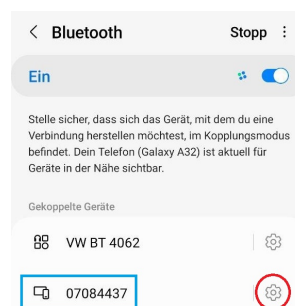
Delete/uninstall the Scewo app on your mobile phone.

2 Remove BRO from the list of Bluetooth devices

Navigate to your mobile phone's Bluetooth settings. Look for the BRO, which is displayed as an 8-digit number starting with "06..." or "07..." (see blue rectangle).

This device must be removed. The wording used here may vary depending on the manufacturer and version: ignore, unpair, or forget.

- **iOS (right image):** Click on the exclamation mark (red circle) → "Ignore this device"
- **Android (left image):** Click on the gear (red circle) → "Unpair"/"Forget"



3 Restart the mobile phone

Turn off the mobile phone completely and restart it.

4 Restart BRO

Turn off your BRO using the main switch on the back. Wait a minute and then turn it back on.

5 Reinstall Scewo app on your mobile phone

Install the Scewo app on your mobile phone as usual. This will also ensure that the latest version is installed.

6 Reconnect your mobile phone to BRO via Wi-Fi and Bluetooth

If you have forgotten your WLAN password and cannot find the password card, contact support@scewo.com.

^aPlease note: This number may be different for older devices.