

Printers, monitors & devices | Easy | 2 min read

Bluetooth will not connect

Bluetooth lets devices such as headphones, speakers and keyboards connect without cables. When it will not connect, the usual causes are the device not being in pairing mode, being out of range, or an old pairing that has gone wrong.

Quick fixes to try first

- Check the Bluetooth device is charged and switched on.
- Make sure Bluetooth is on for your phone or computer.
- Bring them close together, within a metre or two, and away from other devices.
- Switch Bluetooth off and on again on your phone or computer.

Step by step

1. Put the accessory in pairing mode. This usually means holding its power or Bluetooth button until a light flashes. Check its instructions, as buttons differ.
2. iPhone: open **Settings**, then **Bluetooth**. Android: open **Settings**, then **Connected devices**, though this varies by make. Look for the device under available devices and tap it.
3. Windows 11: open **Settings**, then **Bluetooth & devices**, then **Add device**. Windows 10: open **Settings**, then **Devices**, then **Bluetooth & other devices**.
4. Mac: open **System Settings**, then **Bluetooth**, and click **Connect** next to the device.
5. If it will not connect, find it in the list, choose **Forget** or **Remove device**, and pair again from the start.
6. Restart both devices and try once more.

Good to know

- Most headphones can connect to only one or two devices at once. Switch the others off first.
- Some devices need to be reset to pair again. The instructions for the device will explain how, and this is usually safe.
- Keep your device software up to date.

When to get more help

Stop and ask for help if the accessory will not appear anywhere, it works with other devices but not yours, or the battery gets very hot. Contact the maker if the accessory itself seems faulty. Tell us the device, your phone or computer and what happens.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.