

MantisX – Troubleshooter App



1. Ensure the Mantis device is fully charged
 - a) Charging takes two to twelve hours depending on your charger.
 - b) The LED turns off when fully charged.
2. Verify Bluetooth is enabled on your phone/tablet. If Bluetooth is already enabled, disable, and re-enable.
 - a) Apple/iOS: also verify Bluetooth is enabled for the Mantis app: go to iOS/system Settings > Scroll down to MantisX app > Bluetooth (ensure this is enabled/toggle to the right). Again, if already enabled, disable, and re-enable.
3. Verify Location is enabled on your phone/tablet. If Location is already enabled, disable, and re-enable.
 - a) Apple/iOS: Settings > Privacy > Location services > Location Services. If Location is already enabled, disable, and re-enable.
 - b) Android: Settings > Apps > MantisX > Permissions > Location. If Location is already enabled, disable, and re-enable.
 - c) Android: There is a Location On/Off toggle in the Quick Settings System Tray. Ensure this is enabled. If this is already enabled, disable, and re-enable. If this toggle is disabled, it will override the previous permissions we have verified. This toggle will need to be enabled when the app is making a connection to the Mantis sensor. If desired, once the connection is established, this can be disabled again.
4. Reboot the phone/tablet.
5. Reset Mantis sensor
 - a) For the original Mantis X (round power button): Reset the Mantis device by plugging in USB, and while charging, hold the power button for 5 seconds until you see the three LED's flash, release the power button. Repeat two additional times for a total of three. (Does not apply to gen 2 models.)
 - b) For the Mantis X2, X3, X7, X8 and X10 (rectangular power button): Plug in the USB charger, and while charging, hold the power button for two seconds, then release. Repeat this four times.
6. Navigate to Mantis app > Settings > Sign Out. Then uninstall and reinstall the Mantis app.
 - a) Android: Once you are signed out, it can sometimes help to uninstall by taking these steps: Navigate to Android OS Settings > Apps > MantisX (or "MantisX-Archery" or "MantisX-Shotgun") > Press Force Stop, then on the same screen, press Storage > Clear Data. Then reinstall the Mantis app.
7. Confirm no other Bluetooth devices are connected to the phone (hearing aids, speakers, earphones, etc.).
8. Check for and apply all stable (i.e. non-beta) Operating System updates that may be available for your phone/tablet.
9. Clear the Bluetooth cache: [Android instructions](#) or [iOS instructions](#)
10. Test for the issue. If it persists, connect to a different phone/tablet, and see if the behavior is present on the new phone/tablet.