Mantis X – Troubleshooter App

Battery

1. Make sure that the MantisX is fully charged.
   a) Charging takes a maximum of 1 hour.
   b) The green LED flashes slowly when it is fully charged. In the app, under SETTINGS, you will find the estimated battery life at the bottom. It is recommended to recharge the sensor from 25%.

Connection problems

2. check whether Bluetooth is activated on your smartphone/tablet. If Bluetooth is already activated, deactivate and reactivate it.

3. Apple/iOS: Also check whether Bluetooth is activated for the Mantis app: Go to Settings > Apps > MantisX > Bluetooth.

4. Check if location is enabled on your phone/tablet. If location is already enabled, disable and enable it again.
   a) Apple/iOS: Settings > Privacy > Location Services > Location Services. If Location Services is already enabled, disable and re-enable it.
   b) Android: Settings > Apps > MantisX > Permissions > Location. If Location is already enabled, disable and re-enable it.
   c) Android: There is a Location On/Off toggle in the Quick Settings system tray. Make sure this is enabled. If this is already enabled, disable and re-enable it. If this toggle is disabled, the previous permissions we checked will be overwritten. This toggle must be enabled when the app connects to the MantisX. If desired, the connection can be deactivated again as soon as the connection has been established.

5. Restart the smartphone/tablet.

Resetting the Mantis X

6. For sensors with a reset pin hole near the power button: use a paper clip or similar to carefully press the reset button in the housing.

7. For sensors without a reset pin hole: Press and hold the power button for five seconds. Observe the LED during this process. The LED will flash purple when the hard reset is complete.

Reinstallation

8. Please note that all your sessions will be lost if you delete the app if you have not registered and logged in to the app.

9. iOS: Navigate to the Mantis app > Settings > Log out. Uninstall the Mantis app and reinstall it.

10. Android: Once you are logged out, it can sometimes help to uninstall it by following the steps below: Navigate to Settings > Apps > MantisX (or "MantisX-Archery" or "MantisX-Shotgun") > Press FORCE STOP, then on the same screen, press Memory > DELETE DATA. Reinstall the Mantis app.

General

11. Check if your smartphone/tablet is on the latest operating system version

12. Clear the Bluetooth cache: Android instructions or iOS instructions

13. If the problem persists, try another smartphone/tablet (possibly different operating system) and check whether this problem also exists there.