

# Scoreboard Remote

**I keep getting a "BTLE not supported on this device" when trying to use the remote app. I have an iPhone 11 running iOS 13. How do I fix this?**

First, verify the following:

- 1) Make sure bluetooth is enabled on both devices (device Settings -> enable Bluetooth)
- 2) Make sure the privacy settings are enabled for both ScoreCam and Scoreboard Remote (Settings -> Privacy -> Bluetooth -> enable ScoreCam and Scoreboard Remote)

If that's not the issue, try these setps: uninstalling (deleting) the apps, restarting the devices (both), then reinstalling (downloading) the apps again. [NOTE: Make sure you have no videos in the "Recovered Videos" file as these will be gone once you delete the app. Additionally, all your settings will be reset]

Also, check out this support document on Bluetooth: [Connect a Bluetooth Accessory to your device](#)

Another helpful link: [Resolve Wi-Fi and Bluetooth issues caused by wireless interference](#)

Unique solution ID: #1095

Author: Paul

Last update: 2022-02-21 05:32