

## General

### **I am trying to use the Scoreboard Remote to connect to ScoreCam but nothing shows up in the list of devices. How do I fix this?**

First, make sure your Bluetooth is enabled on both devices. Do this by going to your device's Settings app -> tap on "Bluetooth" -> then make sure it is enabled (turned on). Additionally, you must have Bluetooth enabled for the ScoreCam/Scoreboard Remote apps. Do this by going to your device's Settings app -> tap on "Privacy" -> tap on "Bluetooth" -> then make sure both ScoreCam and Scoreboard Remote are enabled (turned on).

Also, the following devices are required to support BTLE (Bluetooth Low energy or Bluetooth 4.0):

- iPhone 4S or better
- iPad 3rd Generation or iPad Pro
- iPod Touch 5th generation or newer

As long as both devices (ScoreCam and Scoreboard Remote) meet the above requirements, you should have no connection issues.

For more information on Bluetooth see: [Device Compatibility](#) and [Bluetooth Security](#)

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Author: Paul

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