

PURE Help Centre

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My DiscovR does not appear to be connecting to my mobile device over Bluetooth.

Pure Support-UK - 2019-06-03 - [Troubleshooting](#)

If you're having trouble pairing or connecting to your DiscovR over Bluetooth, it may be worth trying the following:

- On your mobile/controlling device, turn the Bluetooth feature off, then back on again.
- Make sure you're using a compatible Bluetooth device.
- Remove/ forget the speaker from the list of paired devices on your mobile/controlling device, then go through the setup process again.
- Ensure your mobile/controlling device are within Bluetooth connection range. (normally within 10 metres of each other)
- If the above do not resolve the issue, try restarting your mobile device before attempting to reconnect