

BST FAQ & TROUBLESHOOTING

REGISTRATION/LOGIN:

Logging into the app and website for the first time and do not have an account?

- Go to the web version of the website (cannot register in the app) at www.bellsensing.com, click on Customer Login, Click on “Don’t Have an Account? REGISTER.”
 - Once registered, you will receive an activation email from us; make sure to go to your email inbox (check spam folder if do not receive) to activate the account
- If you already have an account created for your company, you will need to be added as a new user by a contact already setup in the system.
 - The same thing applies to the new user. Once an organization creates a new user, the email will be sent out from us to the user’s email address. The user can only log in once it’s activated.

ISSUES LOGGING INTO BELL SENSING APP OR WEBSITE:

- Ensure you have the right permission to access the Portal or App (upon user setup each user is given either App Access, Portal Access, or both).
 - If the error message contains “permission” in the message, then the user is attempting to log in to Web portal when they only have an App access level or vice versa.
- Ensure you have an account (email and password setup), click on “Forgot your password” on the login page to be sent a link to reset your password to login.

DEVICE CONNECTIVITY / SYSTEM TROUBLESHOOTING OPTIONS:

Having general issues adding or connecting to devices?

- Always ensure the Bell Sensing App is kept up to date in the App Store or Google Play Store.
- Ensure to keep up on general software updates on android and apple devices. If the phone has a pending software update it will impact connectivity and functions within the app.
- Try adding or connecting to a different device, if there is any, and see if it works or not to verify if it is a device specific issue

Slowness downloading data from the device? Most likely related to a Bluetooth issue on the device itself:

- Try turning OFF and turning ON the Bluetooth of the device to see if it helps
- Turn airplane mode ON and OFF
- Turn entire device OFF and ON
 - For all tablets/phones it is good practice to turn device entirely off once per week – this will reset all settings and all towers/devices connected to.
- If on a tablet, try turning off Wi-Fi as spotty Wi-Fi signal can impact download speeds and connectivity. If on a phone and you happen to have Wi-Fi at the location with deployed devices, spotty Wi-Fi signals can cause slowness as well.





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- Try removing any rugged cases from the device
 - ▶ Sometimes, rugged iPad cases might affect the signals more than phones – phones generally have a stronger Bluetooth connection,
 - ▶ Devices 4-5+ years old may experience slower connectivity compared to newer devices due to advancements in Bluetooth technology
- Go to the general phone settings (not the Bell Sensing App) and reset the network settings
 - ▶ **Apple:** Settings – General – Transfer or Reset iPhone/iPad – Reset – Reset Network Settings
 - ▶ **Android:** Settings – General Management – Reset – Reset Network Settings

Trouble downloading accounts to device Account List (Account Manager):

- Ensure you have working cellular service or wifi on the device, this is the only portion needing service to download account locations from the cloud
- Log out, Close out of app entirely, reopen app and log back in
- Go to the general phone settings (not the Bell Sensing App) and reset the network settings to see if it helps
 - ▶ **Apple:** Settings – General – Transfer or Reset iPhone/iPad – Reset – Reset Network Settings
 - ▶ **Android:** Settings – General Management – Reset – Reset Network Settings

ADDING DEVICES

Device not being recognized after scanning QR code and stays on the “Searching Device” stuck on “Connecting...”:

- Press the X button in the upper left-hand corner to go back to the Add Device screen. Double check serial number or rescan device and then proceed to wake up the sensor/device via instructions in our Quick Start Guide. Each device is shipped in the box in sleep mode, you must tap the sensor on bait stations and multi-catch devices, and open T-Rex snap traps to turn the device on to be recognized and added.
- If you continue to get the error after tapping the sensor and waking up the device, try the next device and see if you continue to get the same error. If so, CONTACT US and we will troubleshoot with you and determine if replacements are required.

“Device already deployed” error

- First verify that the device is not tied to any account by using the device lookup function within the portal. Click on “Devices” then type in the serial number to see if it is already linked to an account.
- If you verify the device is not linked to an account or is out of a brand-new box just opened, CONTACT US and we will troubleshoot and determine if replacements are needed. In rare cases the sensor may be stuck in a factory default mode setting and cannot be used.





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“The new device already exists on the account, please check it” error:

- The device is already tied to the account you are adding it to. This can happen in rare cases when you are adding a lot of devices at an account and mix up devices, it should already be tied to the account.
- In some cases, you may add devices and finish a service visit and restart a new service right away to add more devices. The system may take a few minutes to load the added devices from the previous service on the new service – it may appear that the device is missing from the device list but once you finish service and wait a few minutes it will populate in the device list.
 - ▶ Once you finish the visit, you will receive an email from us attached with the service report, it indicates that we have received your submission of service visit and all the added devices are tied to the account.

SWAPPING DEVICES

- After selecting Check Validity, I receive an error that “The Old Device cannot be found. Please try again”
 - ▶ Ensure the Old Device is Dead/Broken toggle is moved to the right
- After selecting Check Validity, I receive an error that “The New Device has not been found, please try again.”
 - ▶ Ensure you are opening snap traps or tapping and waking up the sensor on the new device (bait stations and multi-catch devices) to turn on the sensor to be recognized
- The QR code on my device I am trying to swap is missing or damaged:
 - ▶ In the Swap Device screen, select the list icon next to the Old Device Serial Number and manually select the device you are swapping from the device list.
- QR code is missing from a new device you are trying to add swap into the account:
 - ▶ Use signal Scanning (left side of camera icon) to search for Device QR code. Try scanning in isolation if there are many devices nearby.

REMOVING DEVICES:

The QR code is missing from a device I am trying to remove from an account:

Use signal Scanning (left side of camera icon) to search for Device QR code. Try scanning in isolation if there are many devices nearby.

FINISHING VISIT:

- When I finished the visit, I did not receive a report or service not showing up in the portal? Pending finished visits, do not receive report
 - ▶ If trying to finish the visit without cellular service or wifi, the cloud icon with pending uploads will appear on top left corner of the Summary page within the app. Once in range of a cellular tower or an internet signal, the report will send automatically but you can also click on the pending uploads and force upload if needed.

