

Lost Radio Recovery Steps

Mueller Water Products

If your radio is paired with the wrong Mi.Tech, it may be easier to delete settings and start over.

To Delete Bluetooth Settings

1. Tap the Windows start button to access the Windows Start page.
2. Tap **Settings** > **Bluetooth** – press/hold radio ID (under Disconnected), and tap **Delete**.
NOTE: The “xxxx” part of the Radio ID are the last four characters in the “BD#” address on the product label on the back of the Install Radio.
3. Tap **Yes**, tap **OK**, tap **left arrow** to return to the Windows Start page.
NOTE: If prompted to reconnect radio, tap NO.
4. **Launch Mi.Tech.**
5. Tap **Setup** > **Troubleshoot** > **Delete radio com port**.
6. Tap **Yes**.
7. Tap **OK** in popup. The handheld reboots.
8. Wait for the handheld to reboot.

Reconnect “Mi.Tech Hand Held” with Install Radio over Bluetooth

1. Tap the Windows Start icon. Tap **Settings** > **Bluetooth**.
2. On the install radio, press and the **BT PAIRING** button on the Install Radio for at least 5 seconds.
3. On the Mi.Tech Devices, tap **Add new device**.
NOTE: If your Install Radio does not appear on the list, press and hold the BT PAIRING button on the Install Radio and tap Refresh in the Select a Bluetooth Device window to retry. (“MuellerInstRadioxxxx” displays in list.)
4. Tap the **ID for your radio**, MuellerInstRadioxxxx.
5. Tap **Next**.
6. Enter 1234 in Passcode box.
7. Tap **Next**.
8. Tap **Done**.
9. In the **Bluetooth** > **Devices** window, select “MuellerInstRadioxxxx” (under Disconnected).
10. Tap **Save**.
11. On the top bar, **Select** > button twice to navigate to COM Ports.
12. Tap **New Outgoing Port**.
13. Verify that the highlighted device is the one just connected.
14. Tap **Next**.
15. Select **COM8**.
16. Verify “**Secure Connection**” is selected (X placed in box).
17. Tap **Finish**.
18. Tap **OK**.
19. Launch Mi.Tech.exe.
20. Verify that the **BT CONNECT** light on the install radio glows solid green.
 - a. If the **BT CONNECT** light is not on, tap **Setup** > **Radio**. On the COM Port page, verify the COM port displayed in Mi.Tech matches the COM port selected in Step 16. If not, select the matching COM port and verify the **BT CONNECT** light glows green.

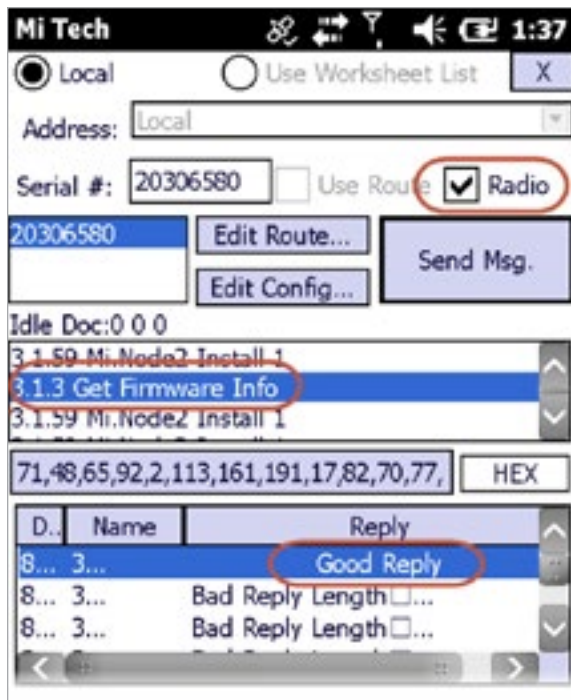
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Verify Pairing with Radio

1. Tap **Tools > Field Configurations**
2. Select **Radio** checkbox
3. Enter **Radio ID** in Serial # field
4. Select **Get Firmware Info** message
5. Tap **Send Msg.**
6. Check Reply column in list for “Good Reply”

Radio's BT CONNECT button glows **green**



To break radio Bluetooth pairing with unknown device

In some cases, the Muller install radio may be paired with a Mi.Tech or other Bluetooth device you cannot identify. This issue can be confirmed by exiting Mi.Tech and seeing that the BT Connect light continues to glow.

To break such a pairing:

1. Power off the radio.
2. Press and hold down the **BT PAIRING** button.
3. After 3 seconds, continue to hold down the **BT PAIRING** button, press the **POWER** button, and continue to hold the **BT PAIRING** button for 3 more seconds.

The radio's POWER light should glow green and the **BT CONNECT** light should not glow.

You can now follow the steps to delete the Mi.Tech's Bluetooth settings and reconnect the radio if desired.