# Support Note
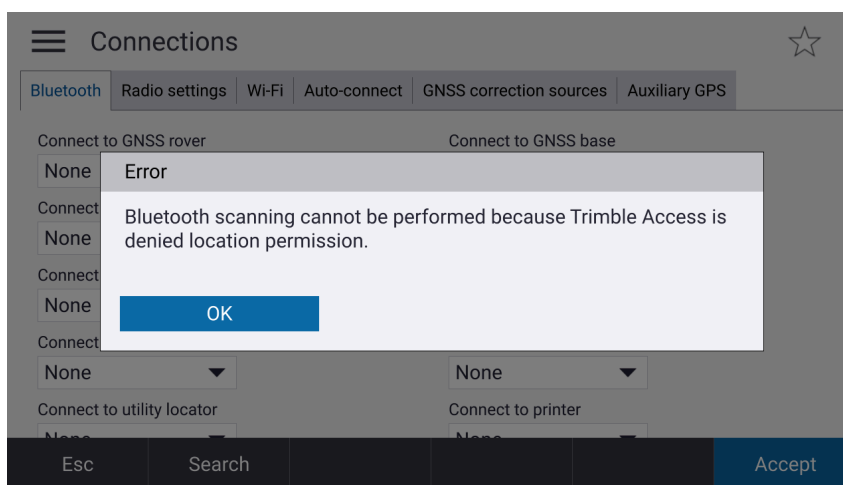
## Trimble Access Bluetooth connections & Android 13

Upgrading to Android 13 can create Bluetooth challenges with applications like Trimble Access.

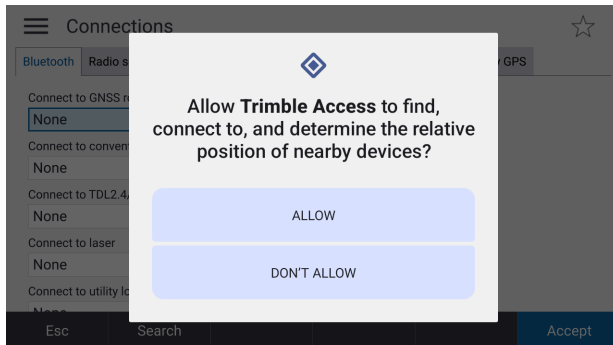One of more of  following issues may occur:

1. Previously paired devices may not be displayed in Trimble Access even though they are visible in the paired devices list for the controller's operating system.
2. Performing a Bluetooth scan using Trimble Access does not return any devices to pair to.
3. In 2023.10 and earlier some Android permission dialogs may say that 'location permission' is required, however it should refer to 'nearby devices' permission.



Trimble Access cannot communicate with Bluetooth devices without **both** 'location' and 'nearby devices' permission.

Bluetooth issues can be resolved using one of the following solutions, start at step one and continue until you have successfully paired:

1. When prompted for permission to 'nearby devices' you must tap **ALLOW**.



2. If you don't see the message in step 1 (for example if you have previously tapped **DON'T ALLOW**), restart Trimble Access and you will be asked one more time to allow permission.

3. If you restart Trimble Access and you still don't see this message, then it probably means the dialog has appeared twice previously and you have already tapped tap **DON'T ALLOW** each time. In this case, the operating system will not ask for permissions for Trimble Access again.
In this case, to allow permissions, from the controller operating system go to **Settings / Apps / Trimble Access / Permissions / Nearby devices** and tap **Allow**.

4. If this does not work, from the controller operating system go to **Settings / System / Reset options / Reset app preferences** and tap **Reset apps**. Your controller will reboot. After the controller has restarted, run Trimble Access and tap **ALLOW** to all the permission dialogs.

## For more information

For more information, contact your local Trimble sales representative.

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