



iPhone & iPod Bluetooth/USB playback issue

If you experience playback issues through Bluetooth and USB connection on your GROM device it may be due to the name of your phone having certain symbols in the name that are causing the issue. The symbols # ? ' / " are **NOT** compatible and will need to be removed from the name of the device to correct this issue.

To access, go to *Settings > General > About > Name*>

This example shows symbols in the name that are **NOT** compatible

The screenshot shows the iPhone Settings app, specifically the 'About' page. The 'Name' field contains the text '# ? ' / " >', which is circled in red. The status bar at the top shows 'AT&T LTE', '2:58 PM', and '4%' battery. The navigation bar shows 'General' and 'About'.

Network	AT&T
Songs	127
Videos	10
Photos	372
Applications	89
Capacity	114 GB
Available	90.1 GB
Version	9.3 (13E233)
Carrier	AT&T 24.1

This example shows an **acceptable** name

The screenshot shows the iPhone Settings app, specifically the 'About' page. The 'Name' field contains the text 'Jason iphone >', which is circled in green. The status bar at the top shows 'AT&T LTE', '10:08 AM', and '55%' battery. The navigation bar shows 'General' and 'About'.

Network	AT&T
Songs	127
Videos	10
Photos	377
Applications	89
Capacity	114 GB
Available	90.1 GB
Version	9.3 (13E233)
Carrier	AT&T 24.1