Troubleshooting Tips: iOS

Before troubleshooting, please make sure that the battery tab has been completely removed and check that the battery terminals are properly seated in your Phone Works tool.

Laser Pointer, Laser Level, Moisture Meter, IR Thermometer, Stud Finder and Laser Distance Measurer

1) If you haven't already done so, complete user registration and tool activation. Once tool activation is complete, your tool icon on the home screen will turn green.
2) Unplug the tool from the headphone jack and close the app (do not plug tool back in until step 7).
3) Close out all other apps that are running in the background (powering phone off and restarting may be required).
4) Make sure that your phone's audio output is Stereo (not MONO). This can be found by going to Settings→General→Accessibility→scroll down to "Hearing".
5) Re-launch the Ryobi Phone Works app. Be sure the animated Ryobi Phone Works intro appears before the home screen is shown.
6) Confirm your tool icon is green (if icon is gray, see step 1).
7) From the app home screen (tool icon menu) plug your tool to your phone's headphone jack and make sure your headphone volume is set to maximum level. This will allow the device to power up and communicate properly with your phone.
8) Allow the phone to search for your tool (do not select the tool icon). If connected properly (the audio plug from your tool is fully seated into the phone’s jack) the app section should open automatically for that tool.

Noise Suppressing Earphones

1) If you haven't already done so, complete user registration and tool activation. Once tool activation is complete, the corresponding icon on the home screen will turn green.
2) Unplug the earphones and close the app.
3) Close out all other apps that are running in the background (powering phone off and restarting may be required)
4) Make sure that your phone's audio output is Stereo (not MONO). This can be found by going to Settings→General→Accessibility→scroll down to "Hearing".
5) Re-launch the Ryobi Phone Works app. Be sure the animated Ryobi Phone Works intro appears before the home screen is shown.
6) Select the Earphones icon from the Phone Works home screen (if icon is gray, see step 1).
7) Plug in the Noise Suppressing Earphones.
8) Turn volume slider on the bottom of the screen up (move from left to right).

Inspection Scope

1) If you haven't already done so, complete user registration and tool activation. Once tool activation is complete, the corresponding icon on the home screen will turn green.
2) Press and hold the power button on top of the Inspection Scope until the power button starts flashing green - wait for the blinking green light to turn solid green.
3) Once the solid green light has appeared, go into your phone’s wifi settings and select "PhoneWorksScope". You will be prompted to enter a password- the password is 12345678.
4) Once the wifi shows connected, exit your phone’s settings and open the Ryobi Phone Works App.
5) Select the Inspection Scope icon from the Phone Works home screen (if icon is gray, see step 1).
6) You should now be able to see live video from the Inspection Scope on your phone’s screen.

For further troubleshooting assistance please contact ryobiphoneworksteam@ttigroupna.com