

Bluetooth test failing on random Android 10 devices

Created date	Updated date	Affects version	Fix version
12 May 2020		Mobile Diagnostics and Eraser - all versions	N/A

Problem

The Bluetooth test fails on random on Android 10 devices despite the same make and model of Android device having previously been tested successfully.

Cause

Additional privacy changes have been implemented in Android 10 (Android Q) which requires "fine location permission" if location services are disabled or the location permissions are set lower than "fine" the Bluetooth test will fail.

Solution

Ensure that location services are enabled on the handset before starting testing

How to enable location services

1. *Access the device's settings*
2. *Tap location*
3. *Tap "use location" to enable the menu*

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