



Bluetooth Connection Fails Between Samsung Galaxy S10 / Galaxy Note 10 Devices and Edge Smart Family Products

PRODUCTS AFFECTED

Edge E1 (27-210)
Edge E1 + Intercom (27-215)
Edge E2 HID (27-220HID)
Edge E2 SK (27-220SK)
Edge E2 HID + Intercom (27-225HID)
Edge E2 SK + Intercom (27-225SK)
Edge E3 HID (27-230HID)
Edge E3 SK (27-230SK)
Edge E4 (27-240)



OVERVIEW

A known issue exists with the Samsung Galaxy S10 and Galaxy Note 10 devices involving their ability to remain connected to Bluetooth-enabled IoT devices.

CAUSE

The Bluetooth connection fails between these mobile devices and any Bluetooth ESP32 chipset (used on our Edge products) when data packets over 20 bytes are sent. This issue has been widely reported on the Samsung Developers Community Forum.

SOLUTION

Samsung is aware of the issue and is currently in the process of rolling out the One UI 3.0 update for the affected devices, which includes a fix for this issue.

MORE INFORMATION

More information about this issue can be found in the Samsung Developers Community Forum:

<https://forum.developer.samsung.com>

If you would like more information regarding this issue as it relates to our products, please contact our technical support team:

Call: (972) 474-6390

Email: techsupport@securitybrandsinc.com

