



Power Quotient International Co., Ltd.

PQI iConnect Plus not recognized by PQI iConnect APP issue

Recently, PQI iConnect Plus have not been able to be recognized by PQI iConnect APP. The cause of this is due to a compatibility issue when upgraded to Apple iOS 11.2.

If your PQI iConnect Plus is not recognized by an Apple device (iPhone/ iPad) with iOS 11, please perform the following procedure:

※ NOTE: Please backup all data on your iConnect Plus before you proceed with the update procedure.



iConnect Plus



PQI iConnect APP

1. Please confirm that you have installed the latest iOS update.
2. Please also confirm that iConnect Plus is not recognized by PQI iConnect APP.
3. Please click on the following to download update software: iConnect Plus_FW UpdateTool (this must be performed in a Windows environment).
4. Plug iConnect Plus into the USB port of the Windows PC/ laptop.
5. Double click on "iConnect Plus_FW UpdateTool".
6. Click on "Update".
7. When completed, "Update successful" will appear and click on "OK" to complete the update process.

If you have questions or concerns about the update procedure, please contact PQI.

Technical Support Dept.

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