Date: 03/25/2020

Title: Connecting to iNav Units with iOS 13.4

Product / Models Affected:
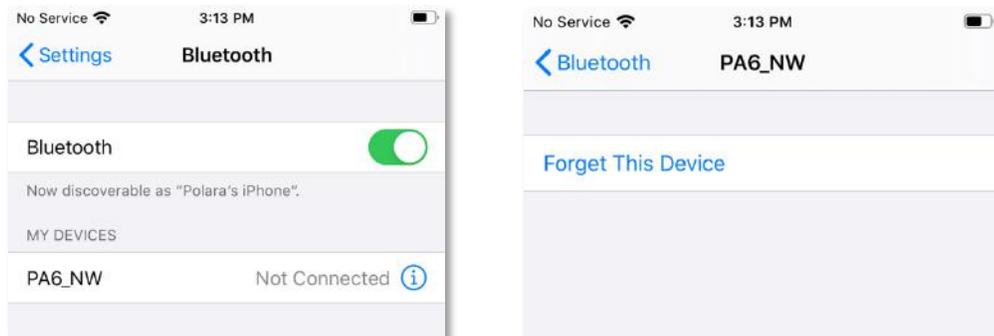iN2/iN3 Units when connecting with an iOS device running 13.4
Note: This issue does not affect iNS units.

Situation:
On March 24, 2020, Apple released update 13.4 to iOS devices. This update increased security of BLE communication such that any previously bonded BLE devices which have had their bonds removed or changed by the connecting device are rejected from the connection process. What this means is that when the Polara FS App attempts to connect to an iNav that you have previously connected to with your iOS device, the connection will not be successful, and the busy spinner icon will continue until the user presses the cancel button. If you are connecting to a new iNav that your device has never connected to before, it will connect the first time (once), but not again. Polara is going to need to update our Polara FS App and/or iNav firmware to address this issue, but the research and development is still ongoing.

Solution:
For an interim solution, you will need to manually remove the bonding information in order to reconnect to the device. In order to do this, open the Settings app on the iOS device. Then select Bluetooth. There will be a large number of devices listed under "MY DEVICES". Find the name of the device you wish to connect to. Tap the round (i) icon on the right side of the screen for that device, then tap Forget This Device. Return to the Polara FS app and you will be able to connect to that device.

This will only allow you to connect to the device once. When you disconnect from the device in order to re-connect, you will have to follow the above steps to 'Forget This Device' once again before re-connecting.
An interim update Polara FS App v2.0.4 contains a warning if you attempt to connect to an iNav device with old bonding information stored. It explains how to perform the above steps as well. We will continue to do further research and development on how to handle this issue going forward.

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