

# Fix Bluetooth Your Phone connection error on Windows 10

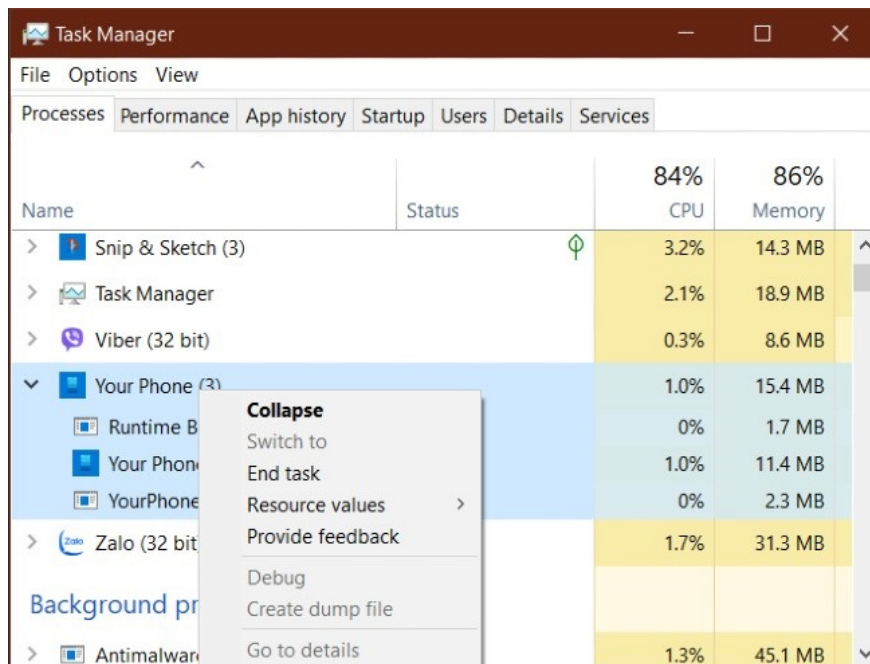
The Your Phone application makes it easy to send / receive calls and messages right on your Windows 10 computer. One of the common problems that people often encounter when using Your Phone is when a call comes to the application. This will display the error message:

Can't receive call audio on this device. Accept on phone instead

This error message doesn't indicate where the problem is. However, the problem could be with the audio driver or the problem with the Bluetooth connection. In this article, TipsMake will send you some solutions to fix the error that you cannot call through the Your Phone app on Windows 10.

## 1. Restart all Your Phone application processes

As always, we'll try remedies from simple to complex. In this case, the first thing you can do is restart all Your Phone application processes. You can do this by visiting Task Manager.



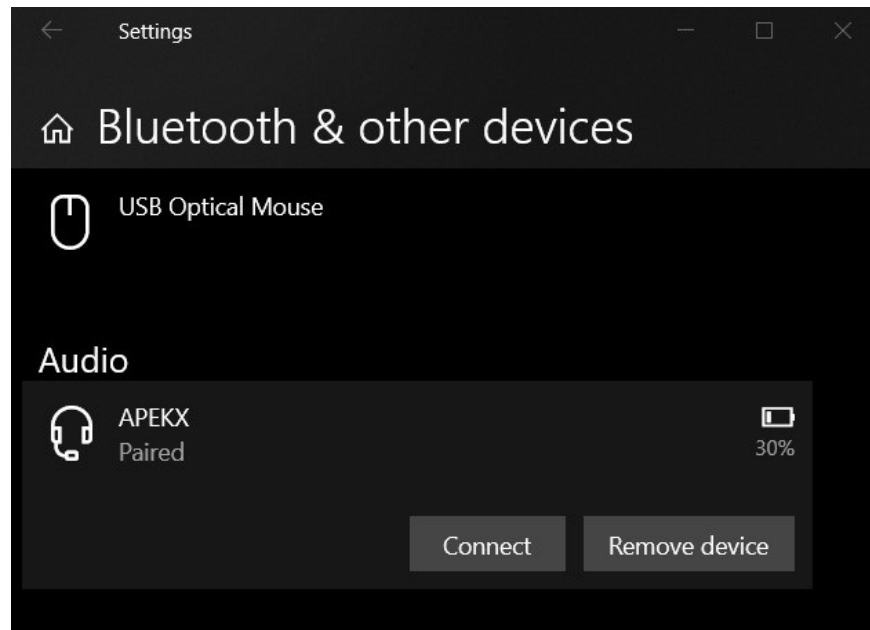
There are many ways to open the Task Manager and the easiest one is to press **Ctrl + Shift + Esc**. Next, look for the **Your Phone** process in the **Processes** tab and right-click on it. In the context menu that appears, select **End task** to close the process.

This way, you will close all running processes under **Your Phone** total process . These include **Runtime Broker**, **Your Phone** and **YourPhoneServer.exe** .

Then restart the Your Phone app to see if the problem is fixed. If not, please come to the 2nd solution.

## 2. Reconnect the computer to the Bluetooth device

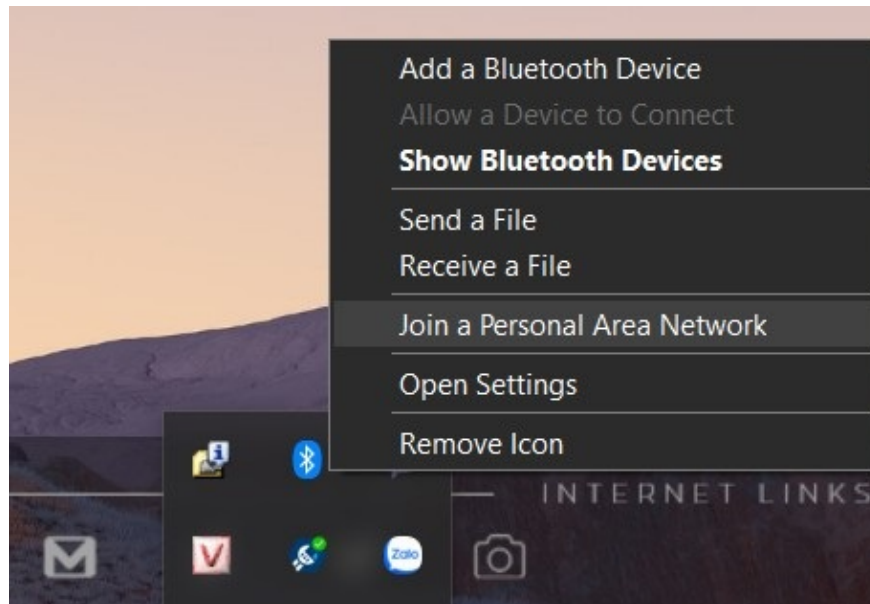
In this section, please disconnect all Bluetooth devices currently connected to the computer. Next, you restart all your devices and reconnect them to your computer via Bluetooth. Some users said that this method helps them fix the problem of not being able to call through the Your Phone app on Windows 10.



If that still doesn't work, please disconnect the devices again. However, this time we will delete information of Bluetooth devices on Windows 10. Press the **Windows + I** key combination to access **Settings** then select **Devices** and delete all Bluetooth devices that have ever been connected. . Finally, restart the computer and reconnect the Bluetooth devices.

## 3. Connect to Bluetooth Personal Area Network

Another solution to the problem of not being able to hear / call on Your Phone is to connect to a Bluetooth Personal Area Network. First, right-click on the **Bluetooth** icon in the system tray on the **Taskbar** . If you can't find this icon, tap the up arrow next to the battery (or WiFi) icon to find it.

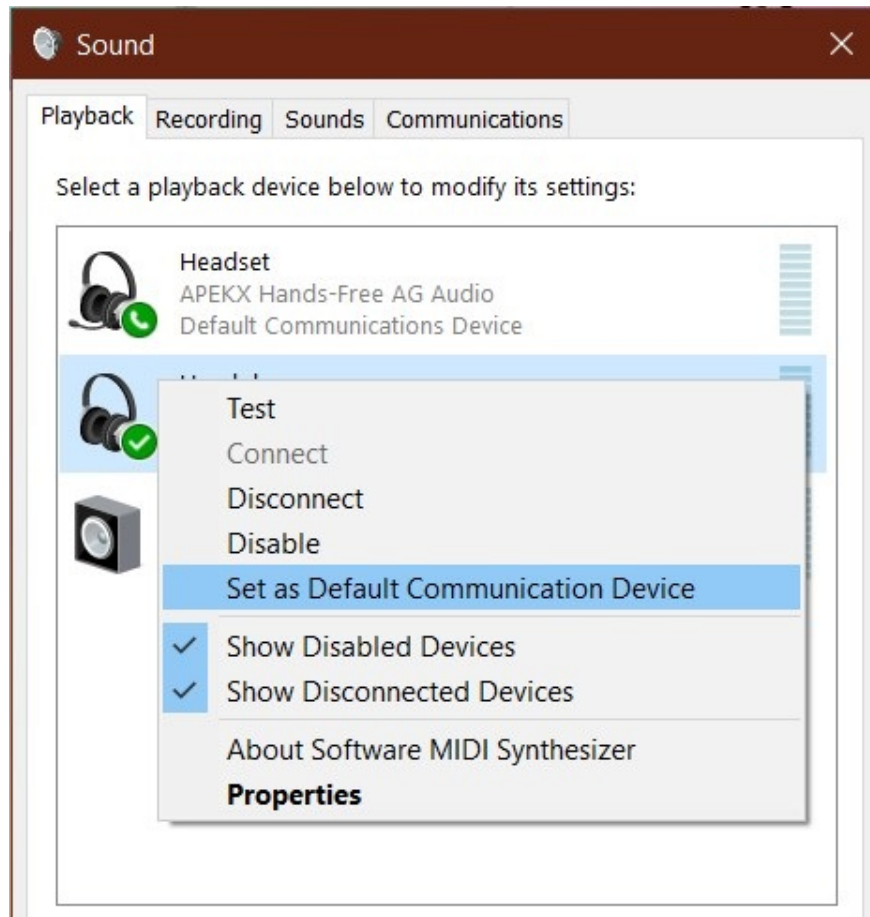


When you right-click on the **Bluetooth** icon you will see a context menu appear, you need to click on the **Join a Personal Area Network option** . On the new window that pops up, click on the icon of your mobile device and select **Connect using> Access Point** .

## 4. Set up default audio device

Most likely, the Your Phone app is unable to play your calls because it cannot find the default audio device for communication. So, to fix it you should set your Bluetooth audio device as the default audio device by following steps:

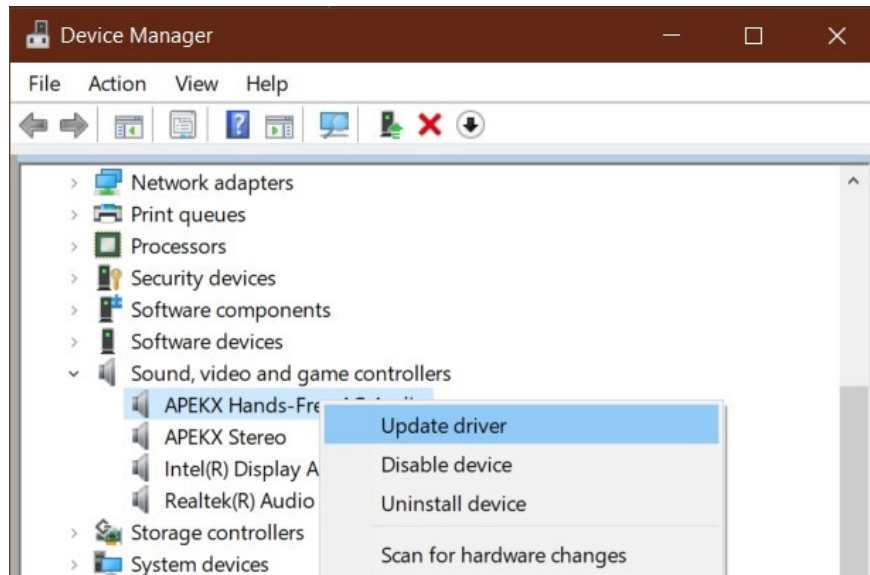
1. Press the **Windows** button then type **control panel**
2. Click the search result to open **Control Panel**
3. In **Control Panel** , select **Hardware and Sound (or Sound)**.
4. Click **Sound** in the right-hand section
5. In the new window that appears, navigate to the **Playback** tab and right-click on the **Bluetooth** audio device
6. Select **Set as Default Communication Devices** in the context menu
7. Next, go to the **Recording** tab and right-click on the Bluetooth audio device and select **Set as Default Communication Devices**



Reconnect your Bluetooth device and follow the second solution to see if the problem is fixed.

## 5. Reinstall or update the sound driver on the computer

The problem with the sound driver on the computer also prevents the Your Phone app from receiving calls. The sound driver might be damaged, expired, corrupted . and reinstalling might fix the problem. Before uninstalling the sound driver, download the latest sound driver from the sound card manufacturer.



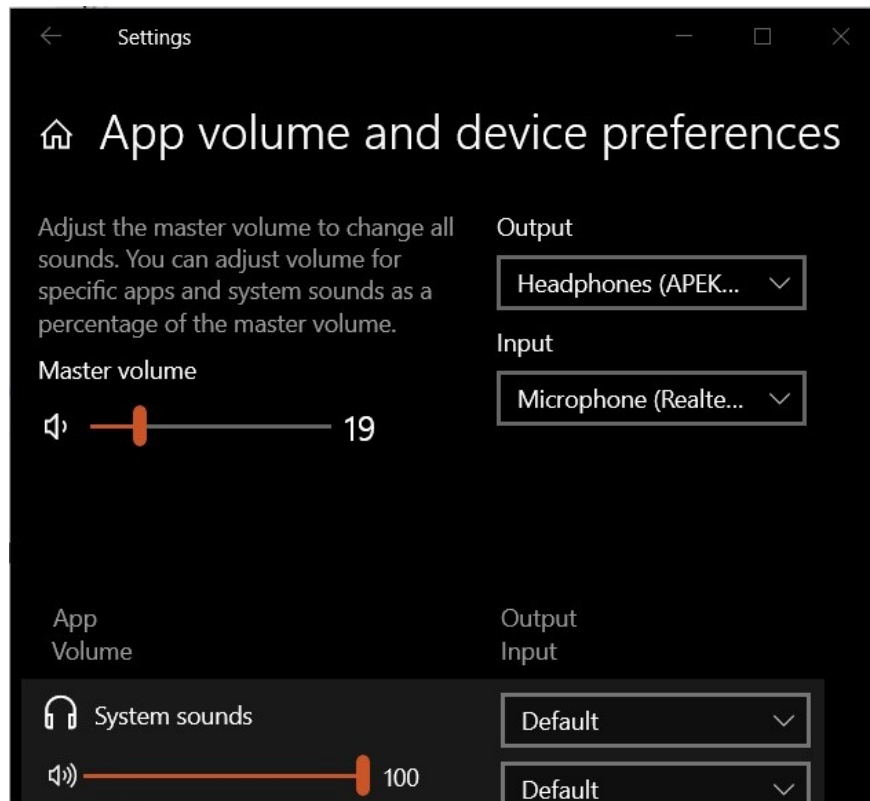
Then, press **Windows + R** to open the **Run** dialog box . Type **devmgmt .msc** in Run and press **Enter** to open **Device Manager** . Expand the **Sound, Video, and Game Controllers** section and right-click on your audio device.

Next, click **Uninstall Device** in the context menu. Make sure you are selected under **Delete the driver software for this device** before pressing the **Uninstall** button . Let Windows finish the process of removing the driver, then restart your computer.

When the computer boots up, double-click on the driver you downloaded and install it. When the installation is complete, reboot the machine again.

## **6. Activate and deactivate your device for the Your Phone app**

If none of the solutions above work, then your Bluetooth audio device is most likely disabled or turned off. Fortunately, you can re-enable it and reopen it pretty easily.



How to do it is to press the **Windows + I** key combination to open **Settings** then go to **System > Sound** . Under **Advanced Sound options**, click **App volume and Device Preferences** .

Next, set your **Bluetooth** audio **device** as output and input for audio. Finally, set **App Volume for Your Phone** to **maximum** .

Good luck.

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