Troubleshooting Guide

**The app won't link to the bracelet（Unable to pair with app）

1、You can try to unbind the totwoo, [Me] - [Manage my totwoo], press the connected bracelets, [unbind the totwoo] .

2、If you use iphone, please forget your device TWO in bluetooth. Then reconnect.

Please confirm 1) if your app and bracelet keep within 3 meters; 2) if your location is allowed always; 3) if app keep working in the background.

3、If it still doesn't work, please press to press your bracelet for about 30 seconds until it flashes 3 different lights.

You can also take a small video for us to check.

**When you don't touch it, why the jewelry can randomly flash/vibrate when you don't touch it?

1) Check whether the other's clothes touched by mistake.

2) When flash/vibrate itself, does the jewelry and phone still keep connection? If yes, please confirm if new message is received in the page "Love Record". If there is new record,　please check if will exist under good Network environment.

3) Try disconnecting the jewelry and app. Check if the flash/vibration still exists without touching it.

4) Try to restart the bracelet.

If check the above all, it still flashes/vibrates, please contact customer service to solve it.

**Can't charge？

1) Please check if the back cover is removed.

2) Please check if the adaptor output is DC5V-1A or DV5V-2A. If not, please let them change and have a try.

　If no this kind of adaptor, please plug the charger in the computer to have a try.

**Jewelry doesn't flash or vibrate？

1) Check if the jewelry has power. If not, please change battery or charge it.
2)Check if it can charge successfully.

2) Check if the jewelry can connect app and pair.

Why the braclet has a solid red light？

1) Please check if he solid light shows in firmware upgare. If it shows when the firmware upgrade, please put the bracelet on the charger for a while and touch it flashing. Then reconnect and try to upgrade again.　We can check what kind of phone model does the customer use?

2) If the red solid doesn't show up when the firmware upgrades, please try again when the power uses up.