



# sync™

## Tips & Tricks

The on/off raised button is located just on top of the metal charging contacts on your device.

**Important:** Please ensure when placing your We-Vibe Sync in the charger that you leave some space in between the two arms. This will ensure that metal charging contacts are properly aligned.

1) When the charger is first plugged in, a solid light should appear on the front of the charger and then turn off (Figure 2), the light will begin to flash to indicate the unit is charging. **Important, if the battery has been completely drained, it can take up to fifteen minutes for the charging light to come on and flash to indicate that the product is charging and that your unit is not defective.**

2) If the unit is plugged into a computer, make sure the computer has not gone to sleep. The unit cannot charge on a TV, or on a computer that is off or asleep.

3) Clean the metal contacts on the charging cap and unit itself with a cotton swabs and rubbing alcohol. (Figure 3)

4) After 2 hours of charging, the light will stay solid to indicate the unit is fully charged. Once the unit has been placed in the base, it will immediately enter sleep mode. This means when it is removed from the charger, it will need to be turned on manually – the remote will be unable to control the unit until it has been manually turned on.

5) If the unit is not turning on, we recommend trying to turn the intensity up by pressing the on button on the unit itself, then quickly pressing the up button on the remote. The intensity may have been previously decreased to a point that the unit doesn't feel like it is on.

If the above steps do not work, please try and reset your We-Vibe as this will kick it out of any problematic state.

To reset your We-Vibe, press and hold the manual on/off switch for approx 10-15 seconds, then place it in the charger over night.

