

Touch & Tango

BY
WE VIBE™

Tips & Tricks

Before trying the troubleshooting below, please hold down the on/off button for 10-15 seconds (Figure 1), this will reboot the unit and kick it out of any abnormal state.

- 1) Check to see that the charging cap makes full contact with the unit. Clean the contacts on the charging cap and unit itself with a cotton swabs and rubbing alcohol to ensure nothing is preventing them from making contact (Figure 2).
- 2) When taking off the charger wait 4 seconds before turning the unit on (there is a delay to protect the battery).
- 3) If you give it a firm tap on a hard surface are you able to turn it on/charge after that?
- 4) Try connecting to the charger and resting on a softer surface, like a towel, to cradle it and keep the connection.
- 5) Ensure the USB cord is plugged into a power source that is on and not asleep. It cannot charge when plugged into a TV, or a computer that is off or asleep.

Once you have successfully made the connection, a small orange light will illuminate on the charging cap. This light will stay on until the unit is fully charged (up to 90 minutes). If the unit is fully charged when plugged in, the light will come on for approximately 10-15 minutes before determining the charge is complete and shutting off.

You can test to see if the charger is working by using a paperclip. Bend the paperclip into a straight line and then bend in half to create a "V", touch both of the magnetic pins on the charger cap with the ends of the paperclip to complete the circuit while the charging unit is plugged in. If the light goes on then it is not the charger and it is the unit itself that has a defect.

