

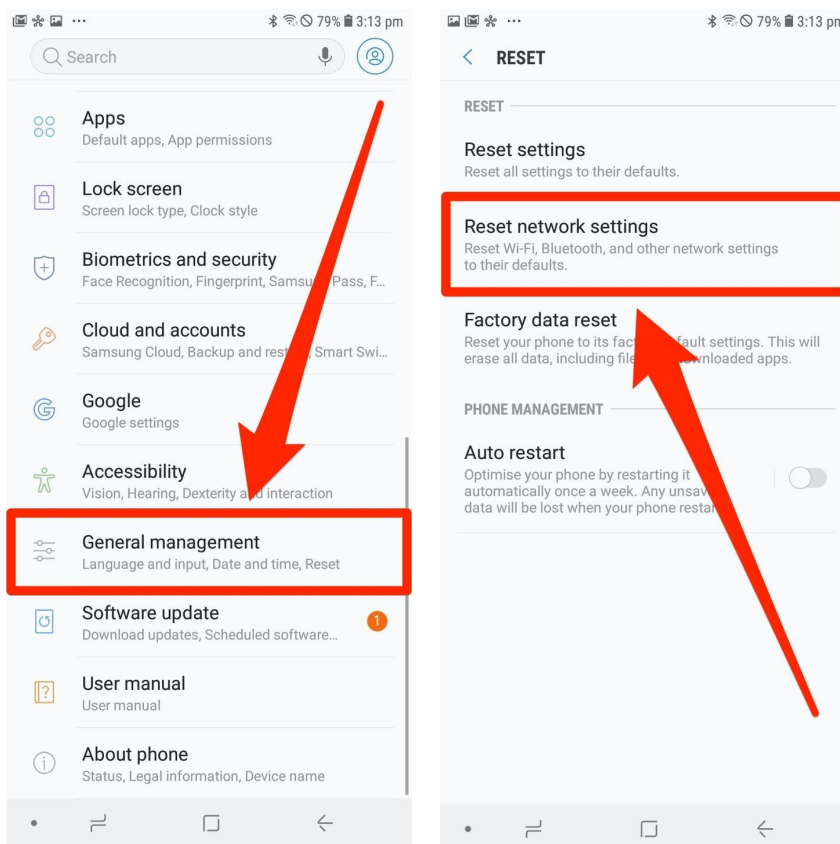
## Common Pumpkii App Pairing/Connection Issues (Android)

### Method 1

#### How to reset network settings on an Android device

If you turn off your Wifi and you are able to connect by using your phone's mobile data network, then we know the issue we are facing is most likely a local network issue with your Wifi or phone settings. Resetting your network settings and/or changing your phone's DNS settings should help fix this.

1. Open the Settings app on your Android.
2. Scroll to and tap either "General management" or "System," depending on what device you have.
3. Tap either "Reset" or "Reset options."
4. Tap the words "Reset network settings." and confirm your reset.



## **Method 2**

If you were able to connect to Pumpkii previously or have issues pairing a simple troubleshoot would be to check to ensure your app has downloaded the latest update from the App store, log out of your Pumpkii account, and log back in. If the problem still persists try to reset your Pumpkii to factory settings by holding the button on the back for 8 seconds or until you hear the voice prompt and pair again. Please contact us for further assistance.