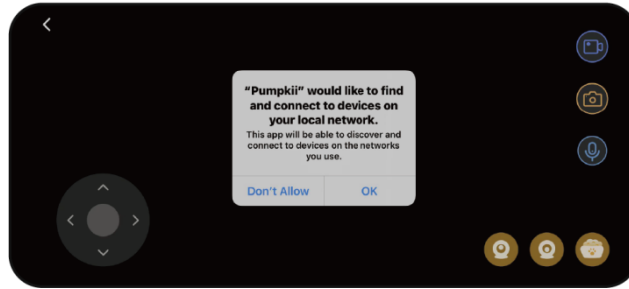


## Common Pumpkii App Pairing/Connection Issues (IOS)

If you are having issues pairing your Pumpkii with the app, or have network issues within the app, we have listed below the most common solutions to fix these issues.

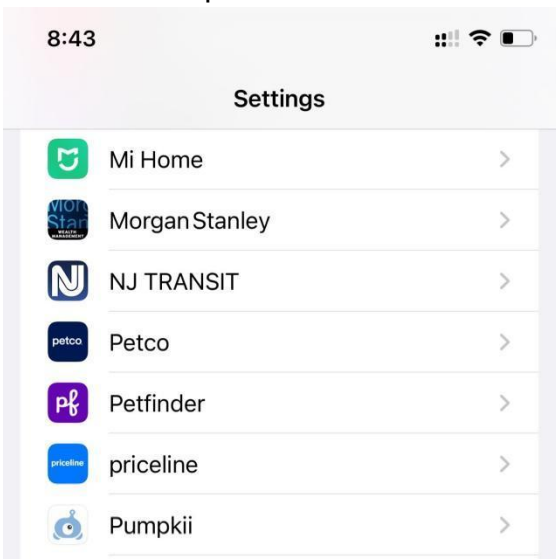
### Method 1

When you install and run the Pumpkii App for the first time, please make sure you have allowed Pumpkii App to access your local network, camera, and other features. Not allowing these features won't grant the app the proper permissions and you will have issues with setting up or using features such as taking photos and video.



### Method 2

On your device please open your "Settings", search for the "Pumpkii App", and enable the local network option.

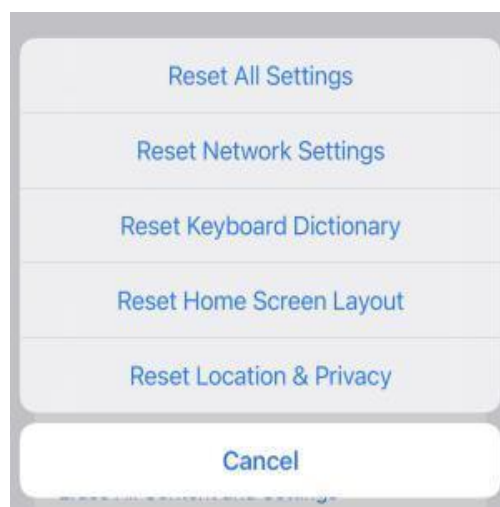
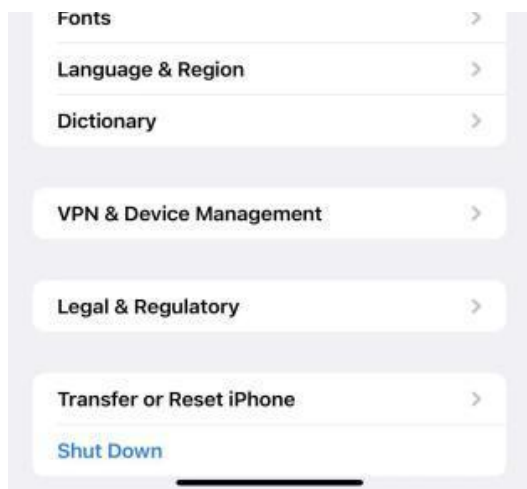


### Method 3

If you can't find the local network settings option in your Pumpkii App, or the Pumpkii App can not be found in "Settings", please update your iOS system to the latest version, such as iOS15.1. Then repeat Method 2.

## Method 4

If the above methods still fail to solve your problem, you may need to reset all network settings, please open your device “Settings”, and click “General”, and then click “Transfer or Reset iPhone”, and select “Reset Network Settings”. And then repeat Method 2.



## Method 5

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.