

# Colourpin Troubleshooting Guide

1. Plug the device into a wall outlet and fully charge the device for 1 hour. Check to make sure a blue light is visible near the charging port when plugging in the cable. (mandatory step)
2. Restart your phone or tablet and reset the Colourpin by holding power button for 15 seconds. Press and release the button again and connect through the app as normal. (mandatory step)
3. Make sure that you have the newest version of the Colourpin app downloaded and installed on your smart device. You can also try to delete the app and download it again. Your account is saved even if the app is deleted.
4. On your smart device, turn Bluetooth off for 5 seconds and then back on. Turn the Colourpin back ON and try to connect.
5. Launch the Colourpin app and select "Connect Device" to pair the device with your smartphone or tablet.  
Note: When using the Android app make sure that "location services" are turned on to prevent connection issues. When using iOS, make sure that you have the latest iOS update.
6. Make sure that the white surface in the lid is clean before calibrating your Colourpin. If the lid is damaged, you can order a new one by contacting the NCS Customer Support.

If the device fails one of the steps above, fill in the Complaint Form and NCS Customer support will contact you. If you have any other questions, please send an email to: [info@ncscolour.com](mailto:info@ncscolour.com)