

- Are you able to see a red light come on the product label when you push the button?
- If yes, then the issue is with the app set up.
 - Can you verify that the following permissions have been accepted:
 - 1) Allow Adrich to access Bluetooth?
 - 2) Allow Adrich to access Location Services - Allow while using the app?
 - 3) Allow Adrich to send you notifications, and that you've opted in to receiving notifications from Adrich?
 - 4) That your phone's Bluetooth is turned on? Location turned on?
- Are you still unable to connect?
- If yes, do you have a Pixel? We're non-compatible with the Pixel at the moment. Try finding another device in your household to use.
- Still not able to connect? If no, then the issue is with the button being pushed
 - Try using your fingernail, try a pen, or maybe a knife. Try pushing around the button, because they're sometimes not exactly under the designated area.
- If the permissions are set up properly, then pressing and holding the button on the label will make the connection to the phone. You will see a picture of the product on the app upon successfully connecting.
 - The button is located under the circular dimple on the bottom right hand corner of the label. Press and hold the button firmly for a slow count of 10 to trigger the connection.
- Are you able to see a red light come on the product when you push the button?
 - If you are still unable to connect, try deleting the app and trying again.