ADRICH CONSUMER SUPPORT

Case 1: *Cannot connect initially (see the spinning cycle)*

I am sorry to hear that you are having difficulty connecting your application. Let us run through some quick troubleshooting steps.

Make sure that you have installed Adrich 2.0. From the Appstore/Playstore.

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(iOS), Always Allow(Android)

3) Allow Adrich to send you notifications, and that you have opted into receiving notifications from Adrich?

4) That your phone's Bluetooth is turned on?

If the permission is set up properly, then pressing and holding the button on the label will make the connection to the phone. You will see a blue bar come across the screen with a picture of the product upon successfully connecting. The button is located in a bottom corner of the label. You will see the red led glow when you press and hold the button firmly for a slow count of 10 to trigger the connection.

Case 2: *Been using the product and cannot see the last sync update after a use/uses.*

I can confirm that your label has made the initial connection with our system.

To trouble shoot further, force close the Adrich app (for iOS swipe up the app from the recent app drawer and for Android go to app settings and select force close), and reopen it and with the screen on, could you press and hold the button (is located in a bottom corner of the label) for 10 seconds again. You should see the red led glow and this will force the label to talk with phone once more, ensuring that any measurements that you have taken are transmitted to the phone.

You will see the blue bar come across the screen once again.

Case 3: *Re-sync issues still not resolved*

For the re-sync issue, to trouble shoot further, try uninstalling and reinstalling the Adrich application giving all the permissions and with the screen on, could you press and hold the button for 10 seconds again. You should see the red led glow and this will force the label to talk with the phone once more, ensuring that any measurements that you have taken are transmitted to the phone.

The button is is located in a bottom corner of the label. Press and hold the button firmly for a slow count of 10 to trigger the connection.

You will see the blue bar come across the screen once again.

Case 4: Password Reset

Go to the link: https://api.adrich.io/recover

Add the user's email address to the page and click on Recover my account.

App Link:

Adrich 2.0 - Apps on Google Play

Adrich 2.0 on the App Store (apple.com)