



## Resetting the pairing on you MvBii Lifestyle Tracker

### Purpose of this instruction

Occasionally it is possible that the Bluetooth™ pairing between your MvBii Tracker (Zing , z-Track and ZAP models) and the phone/tablet is no longer working properly. This usually means data is not transferred to the app and the time on the tracker is wrong.

Whilst this shouldn't normally happen, we have heard of instances where this has occasionally occurred, particularly if the Bluetooth off or Flight Mode settings on the phone or tablet are used.

This instruction is in two stages to deal with two possible failure modes:-

- The pairing on the phone or pad just needs resetting – This is the simpler action to take so we take you through doing this first to see if it restores normal operation.
- The tracker pairing needs resetting.

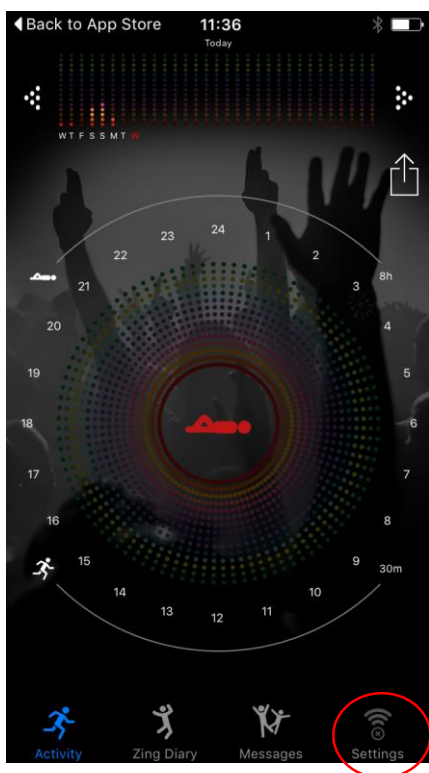
### Before you start

Make sure the tracker and the phone/tablet has plenty of charge in it.

If you need to do step 2 you will need a paper clip/pin or similar to press the reset button on the tracker.

## Step 1 – Reset the App

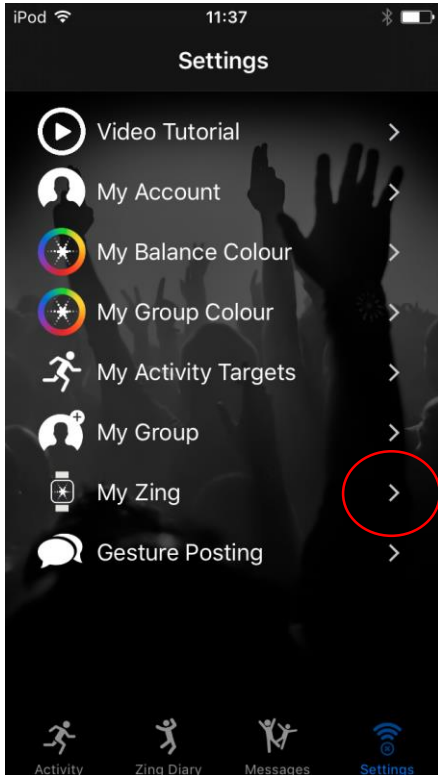
### 1.1 Open the MvBii App and go to the Setting Screen



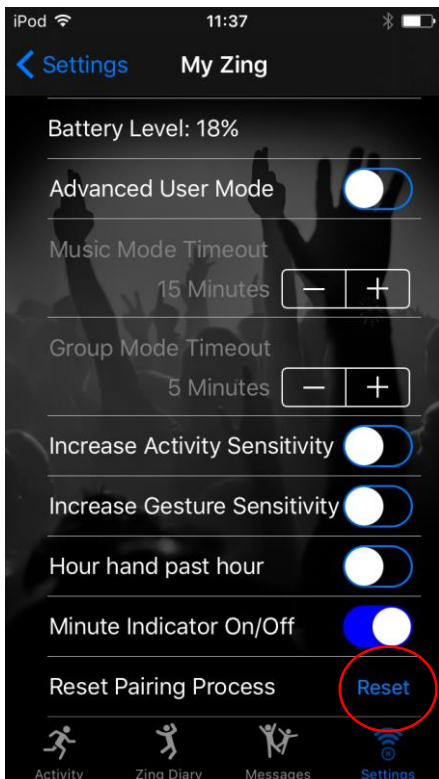


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### 1.2 Select the My Zing or My Tracker tab



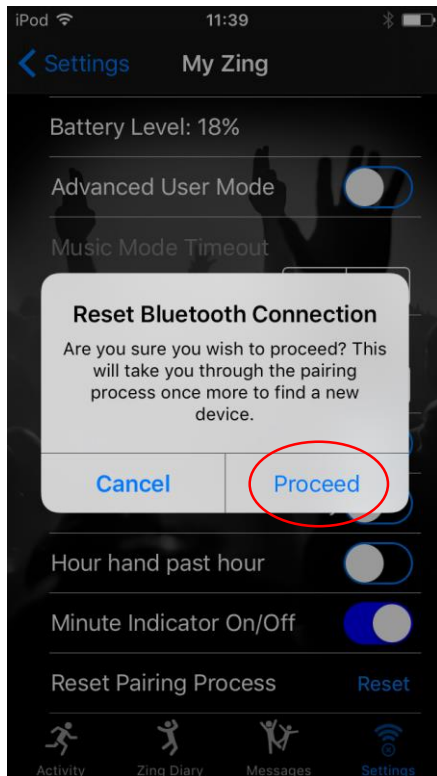
### 1.3 Press the Reset Paring Button



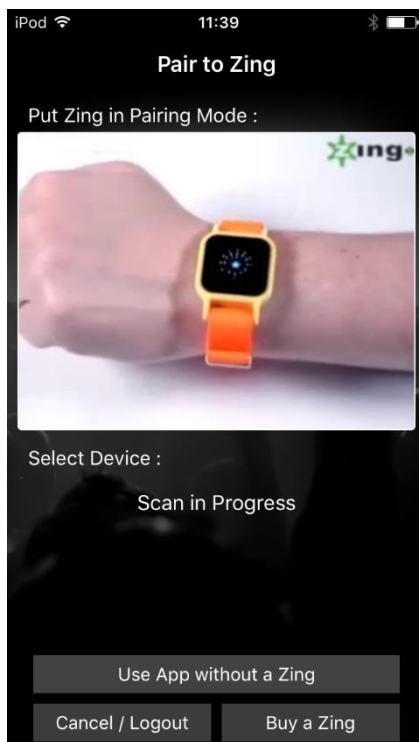


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#### 1.4 Confirm you wish to proceed with resetting the pairing



#### 1.5 The app should move to pairing screen and you need to switch on your tracker (using a half roll gesture)

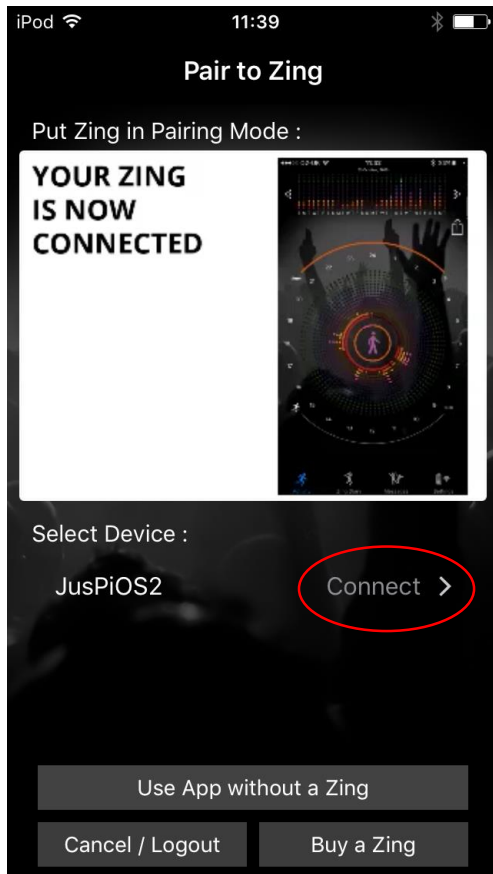




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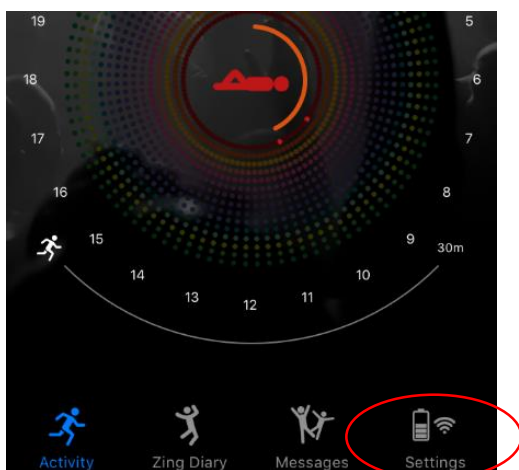
1.6 Look for the tracker and press connect

*The name should be the username you used when you set up your account*



1.7 Successful Pairing

If the reset is successful, the app should now show the activity screen and the tracker should be connected – if the battery symbol is visible it means the reset was successful





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If you get a message saying the pairing was unsuccessful perform Step 2

## Step 2 – Reset the Tracker Pairing

### 2.1 Place the Tracker on charge



2.2 With a paper clip or similar gently push the clip through the reset hold and press until the green light goes out.



2.3 Wait 30 seconds – Don't move or shake the tracker

2.4 Repeat Step 1 – Reset the App