Troubleshooting Guide

1. Connectivity Issues

- **Can’t connect the item Wi-Fi?**

Connecting Steps:

1) Scan the QR code on the user manual or search for “bebird” in APP Store or Google Play to download the app;
2) Open the app and choose the *correct* item model;
3) Power on the item;
4) Connect the item Wi-Fi “bebird-xxx” on your phone’s Wi-Fi list;
5) Back to the app and start to use.

Note: Please make sure you have downloaded the *correct* “bebird” app and chosen the *correct* item model. Make sure the item has powered on. Please offload the app and then download it again to have a check.

- **Can’t find the item Wi-Fi?**

Please confirm whether the item is turned on in a normal state. Charge the item fully first to have a check. Make sure you have downloaded the right “bebird” app and chosen the *correct* item model. Take another phone to have a check.

- **Pops up refuse to connect?**

Confirm whether there are other mobile phones connected to the product WiFi or whether the mobile phone has the permission to open the APP to connect to the abnormal WiFi;

- **Not stable Wi-Fi connection?**

The WiFi of Bebird products is limited to the use of the product and cannot access the Internet. It prompts "connected but unable to access the Internet, whether to switch" and click "No"; if the Wi-Fi coverage area is strong, the signal of the product will be affected by the Wi-Fi coverage. In this case, we recommend changing the environment to have a try.

2. Not turn on or light up?

Please charge the item fully first to have a check. Take another charger to have a try.

3. Abnormal App display/(blurred lens/crash screen/black screen)?

Please uninstall the APP and reinstall it to have a check, confirm that the correct “bebird” APP and the right product model have been chosen. Please wipe the lens of the product with a dry swab.

4. Unable to charge?

Please take another charger to have a check. If the item is with a charging base, like the bebird X17 PRO, take the item out of the charging base and then put it in or rotate the item in the charging base to have a check. If not used frequently, please charge the item once a month.

5. Temperature rise while using?

The lens is equipped with an LED cold light lamp, which is not dazzling or glaring. The product adopts a dual temperature control system. During use, the otoscope part has a non-sensing temperature of 77℉ and the body part's palm temperature is 95℉, so it is a normal phenomenon with slight heat occurring during the operation of the product.

6. Not waterproof?

Waterproof refers to splash-proof water. It is not recommended to clean the lens directly with water. If there is water in the lens, please dry it in a ventilated place.

7. Replacement of ear tips?

It is recommended to be replaced at least once in 2 months to prevent the broken issue.

- **How to use the ear tip(Note3 Pro)?**

Change the mode of tweezers or the mode of the tip at the top of the operation interface. Open the storage compartment for accessories at the base before use and put the silicone head on the ear tip and then mount the tweezers to the main unit tightly. Do not use until everything is mounted reliably, otherwise, the scoop might fall off.

- **How to open the ear wax removal?**

For the item with a cap(M9 PRO/X17 PRO/T15/Note3 Pro/A2), just open the cap, and the blue indicator flashes, which means the **ear wax removal** is on.
For the item without a cap(C3/R1/R3/X3), press and hold on to the power button and the item will power on with light up.

- **How to use the storage base?**

Rotate to open the storage compartment then you can replace accessories.

- **How to install the ear tip?**

Spiral structure: The ear tip can be unscrewed counterclockwise and tightened clockwise to prevent it from falling off after replacement.
Retaining ring structure: Insert the ear tip, put the retaining ring and then screw to tighten the retaining ring.

8. Can’t find the blackhead remover of the T15?

Please check it at the top of the cap as it shows in the main picture on Amazon front page.