

Feel free to contact us for a timely reply at
support@ranvoo.com

Frequently Asked Questions and Answers

Q1: Is it necessary to use my AICE 3 with App?

A1: Yes, the App will make your AICE 3 more intelligent and convenient. You can use the one-step adjustment function in the App, experience 7 scene modes and get the latest installation package, etc.

Q2: Why does the cooling and heating functions not work after power on my AICE 3?

A2: Please charge before the first use to activate the cooling/heating function.

Q3: Why does the upgrade animation loop several times when upgrading my AICE 3?

A3: The AICE series development team is continuously optimizing the algorithm logic. It takes several rounds of upgrades to update to the latest version. We will continue to upgrade the product according to user suggestions for the best neck A/C experience.

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Q4: Why is my AICE 3 battery life shorter than others?

A4: It is because the curved battery is not fully activated. Please charge the battery to 100% after fully draining it to fully activate the battery.

Q5: Why I can't connect my AICE 3 to the App?

A5: Please close AICE 3 to your phone after it is turned on, and keep the Bluetooth of your phone turned on. If it still cannot be connected, please restart AICE 3 and reopen the App.

Q6: Why I can't use the cooling/heating function when the battery is low?

A6: Please confirm whether the battery power is lower than 15%, when the battery power is lower than 15%, the cooling/heating function will not be available. Please continue to use it after charging.

Q7: Why is my AICE 3 charging slower than others?

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A7: AICE 3 supports 22.5W fast charging. Please confirm whether the charger you used supports charging speeds above 20W, using fast charging can fully charge AICE 3 faster.

Q8: How to set the language of my AICE 3 to English?

A8: If the system language of your AICE 3 is not English, please download the App and connect the product to solve the problem. The App will automatically match the language of your country for your AICE 3.

Q9: What should I do to use the AI mode?

A9: You can adjust to the AI mode through the mode adjustment button on the product (when the button is displayed in white) or adjust to the AI mode in the App.

Q10: Why can the AI mode automatically help me adjust to the most comfortable state?

A10: We have built-in 6 physical signs and ambient temperature sensors, which can monitor your physical signs data (heart rate

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and blood oxygen, etc.) and environmental temperature fluctuations in real time. And judged comprehensively by the AI chip to adjust the temperature and wind speed in real time to keep you in the most comfortable state.

Q11: How do I view the data I want on the touch screen and return to the home screen?

A11: Swipe right on the home screen to enter the interface to view heart rate, exercise data and play music. Swipe left from the home screen to enter the settings interface. Press down on any interface to enter the A/C setting interface. If there is no operation on this interface, it will automatically return to the main interface after 1 second.

Q12: How to turn on the "Cooling First", "Battery Life First", "Stress Relief" and other modes?

A12: AICE 3 provides 7 scene options. Swipe up on the home interface to enter the scene selection interface (3 options), or swipe up on the home interface of the App. We recommend

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using this function on the App to experience all 7 scene selections.

Q13: How to use my AICE 3 to play music and answer calls?

A13: It will be played by AICE 3 by default after your AICE 3 is successfully paired with the App, If you are playing music on your phone, If you want to switch back to mobile phone, you only need to switch the play device to your mobile phone in the Air Play settings.

Q14: How to measure heart rate and blood oxygen?

A14: Swipe right from the home screen to view your heart rate, and touch it to start measuring. Swipe up from this interface to view blood oxygen, touch this interface to start measuring blood oxygen, and the measurement time takes about 1 minute. The heart rate/blood oxygen measurement function will be updated in the App in early May, and there will be more convenient one-step measurement and data recording.

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Q15: Why does the back of my neck feel a little hot when I use my AICE 3?

A15: This is probably because your AICE 3 has not been upgraded to the latest firmware version. Please connect to the App and upgrade the firmware version to 0.0.7 or above to solve the problem.