

Upright GO 2 Troubleshooting Guide

Connectivity Issues

- Ensure Bluetooth is enabled on your phone.
- Restart the Upright GO 2 device and the mobile app.
- Keep the device within 10 feet of your phone for stable connection.
- Unpair and re-pair the device via the app if connection fails.

Vibration Not Working

- Check if vibration is enabled in the app settings.
- Ensure the device is properly calibrated.
- Restart the device and verify firmware is up to date.

Charging Problems

- Use the original charging cable and adapter.
- Clean the charging contacts on the device.
- Ensure the device is connected securely to the charger.
- Try a different USB port or power source.

Calibration Issues

- Follow the in-app calibration steps carefully.
- Stand or sit in your desired posture before calibration.
- Avoid moving during the calibration process.

Adhesive Problems

- Clean your skin before applying the adhesive.
- Use fresh adhesives provided with the device.
- Replace the adhesive if it loses stickiness.

Firmware Updates

- Check for firmware updates in the app settings.
- Ensure the device is charged before updating.
- Keep the device close to your phone during the update.

App Pairing

- Download the latest version of the Upright app.
- Enable location services if required by the app.
- Follow the pairing instructions in the app step-by-step.