

Question	Action	Solution
My Vufine isn't working	Check to see if it is charged by pressing the button and looking for the blue light	It does not turn blue. -You need to charge. Connect to USB power
		It turns blue but keeps blinking. You are getting incorrect or no HDMI signal. -Check HDMI source to make sure it is 720p compatible -Connect HDMI source to a HDTV to make sure video is on -Inspect and clear out your device's HDMI port from lint or dirt -Make sure any device protector case is not interfering with full insertion of HDMI cable
		It turns solid blue but I still do not see the screen -Make sure your Vufine is positioned right -Connect HDMI source to a HDTV to make sure video is on
	My Vufine works with PC/Mac but not with other device	Vufine takes 1280x720p @60Hz input video signal. Please check and make sure your device supports the video resolution. You may need to manually configure output resolution on your device.
	Connect to any USB port or USB charger to charge	RED light turns on -Your battery is not full. Let it charge. You can still use it while charging.
		RED light does not turn on - Try restarting Vufine - press and hold the button for 2 seconds to turn off Vufine. Blue LED will go off. Unplug the HDMI and plug it back. Then turn it back on by pressing the button -Try restarting your video source. It is known that iOS devices stops outputting HDMI signal once in a while. Try restart them. -Inspect and clear out your charger USB port from lint or dirt -Try another USB port, USB charger cable -Try using other HDMI cable, or use the same cable and connect other HDMI display, to isolate the problem.
	My Vufine turns off immediately after turning it on.	You need to charge the device. Please connect the USB cable to charge the device. You will see RED led while it is charging. Wait until it goes off to start using.
My Docking Station's rubber band broke off	Contact support	Please contact Vufine support to receive a replacement.
I cannot see the whole screen	Which edge/corners you do not see?	Right/left -Gently pull/push the head unit in and out to adjust the horizontal position
		Top/bottom -Move Vufine up and down
		Adjust further by positioning the docking station
Screen disappears from my device when I plug in Vufine	Are you using Netflix, YouTube or AppleTV?	Yes - Some apps with video hide the device screen when playing on Vufine. Check to insure your content is playing on the Vufine screen.
The screen is unfocused	Do you wear prescription glasses?	If you require prescription glasses to see your phone and arm-stretched length, you will need that same glasses to see Vufine clearly
I can't hear the audio		Vufine does not support audio. Use headphones or adjust the speaker settings on your device to listen to the audio.
I feel dizzy wearing Vufine on my glasses		Make sure your glasses are aligned to your eyes. If one side of the glasses are lower than the other, you may feel dizziness due to the unmatched lens focus.
The screen is too small		Vufine's virtual screen appears as a 4 inch display at 12 inch distance from your eye. The size should be similar to your phone in your hand when you extend your arm.

Contact Vufine Technical Support at support@vufine.com