

TROUBLESHOOTING TOUCHPOINTS

Learn what to do if your devices aren't working properly



- Device won't charge or display a red light when plugged in? OR
- Device charges but won't turn on? Turns off quickly? OR Lights won't shut off?

It sounds like you need a hard reset. [Here's what to do:](#)

NOTE: A RED LIGHT WILL NOT APPEAR ON A TOUCHPOINT IF THE DEVICE IS FULLY CHARGED.

Please start by verifying the dual-pronged charging cable is working on both sides:



Plug the dual-pronged charging cable into a **working** TouchPoint.



Plug the dual-pronged charging cable into a **computer**.



It is important for the reset that you plug the cable into the device **before** plugging it into the computer.



Computer must be on, open, awake, and logged-in



Allow at least **10 seconds** for the red light to show on the device.



Repeat these steps on each side prong of the dual-pronged charging cable.



The TouchPoints should show a red light when plugged in on each side. Once you verify the cable is working okay, proceed with a hard reset.



Plug the dual-pronged charging cable into a **non-working** TouchPoint.



Plug the dual-pronged charging cable into a **computer**.



It is important for the reset that you plug the cable into the device **before** plugging it into the computer



Computer must be on, open, awake, and logged-in



While plugged in, hold down the button for **5 seconds**



Charge overnight (computer must stay on)

Verify success of the reset instructions by taking the device off of the charger and attempting to turn on the device as normal. **Note**, if the reset is successful, the device will not show the red light until the device has been cycled enough to drain the battery; the red charging light will not appear if device is fully charged.

Device making a rattling noise?

Let's head to YouTube. [Here's what to do:](#)



Take a moment troubleshoot using this short video tutorial:

<https://youtu.be/ydQflupxxEM>



Device intermittently turns off and back on, or has faint vibrations? OR



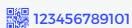
Device displays all lights but does not vibrate?

It's time to request a replacement device, and don't worry - **You're covered** by the manufacturer's warranty and/or damage insurance.

Please make a warranty claim:



Email info@mindtecstore.com with a brief description of the defect. Be sure to include the serial number on the back of the device (or attach a picture), and please confirm you have followed the troubleshooting steps without success.



If you are submitting a claim for more than one device, then please specify which **serial number** is experiencing what issue (e.g., "123456789123, lights no vibrations and 098765432123, does not charge/display red light").



If the defect or troubleshooting results fall outside of what's been provided above, then please include a detailed description of such.