# GO-TCHA TROUBLE SHOOTING GUIDE

## Why will my Go-tcha not charge?

**Please check that the Go-tcha is inserted correctly into the charger cable - Push the Go-tcha FIRMLY into the cable to ensure that it is fully seated. Once inserted correctly you can check that your Go-tcha is charging by pressing the screen button. The charging animation will appear to confirm that the Go-tcha is charging. If there is any other Go-tcha animation running, then wait for the animation to stop and the screen is blank - now press the screen button to confirm the charging animation is displayed.**

**If the charge animation is not showing then your Go-tcha is NOT charging.**

**Make sure that the Go-tcha is pressed firmly into the charger cable and repeat the above steps.**

**The charger cable is made from soft material and can get pushed out of shape - if the Go-tcha unit feels loose when inserted or battery animation does not show, then gently squeeze the sides of the cable slot/cradle tightly together and then re-insert the Go-tcha unit - if the charge animation is still not showing, repeat these steps.**

## Why will my Go-tcha not turn on?

**If your Go-tcha has gone into hibernation mode and will not display anything on the screen you can wake the Go-tcha via using the reset procedure. The Go-tcha can be woke up by inserting and removing the Go-tcha from the charge cable in quick succession (10 times).**

## My Go-tcha will not pair with my device

**If you have connected your Go-tcha please ensure that you eject the Go-tcha from within the Pokémon Go application and ensure that it is forgotten within the Bluetooth setting (from all phones and devices).**

**Once the device has been disconnected please reset your Go-tcha by inserting and removing the Go-tcha from the charge cable in quick succession (10 times).**

**Once the device has reset please try to pair the Go-tcha within the Pokémon Go application.**

**Attempting to pair the go-tcha while it is still in its charger, has also be shown to increase chance of a connection, if your phone is struggling to pair.**


**Also, try these steps if your Go-tcha is no longer seen (this normally happens after a phone update or an update on the Pokemon app)**


**Go to the Bluetooth settings IN YOUR PHONE, click on the device name and selected "Forget this device". (Do Not Try and Repair yet) Launch the Pokemon Go app and go to Settings -> Pokemon Go Plus and then pair the device – you should now get the prompt to pair!**


*If you are still struggling, then please contact either your seller or the manufacture (contact details are in your Go-tcha box) for further technical support. All official sellers are able to offer spare parts (like charge cables/straps) and one-to-one advice about any issues you may have. They can also arrange replacements/repairs, with a very quick turn about time.*