

# VerveLife - Help

## 1 COMPATIBLE BLUETOOTH DEVICES

---

Using VerveLife products with other smart devices requires these devices to be Bluetooth Low Energy (BLE) compatible. Therefore, BLE is required to achieve the full experience of VerveLife. However, devices that are not BLE compatible can still be used for music streaming and telephony via Bluetooth Classic.

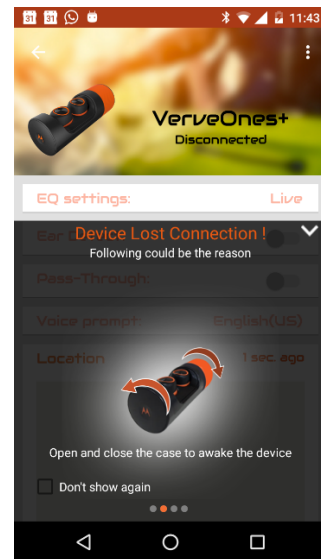
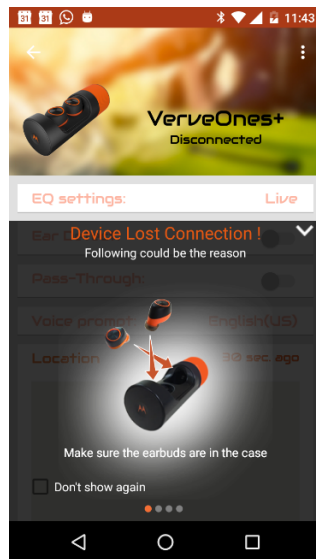
### 1.1 GOOGLE ANDROID

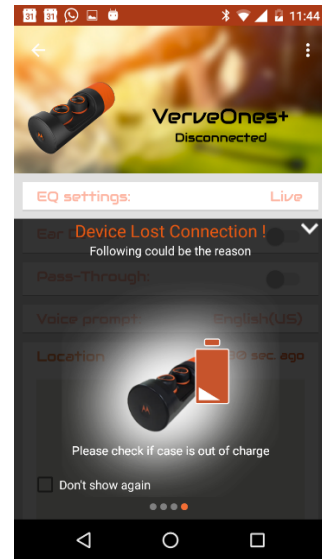
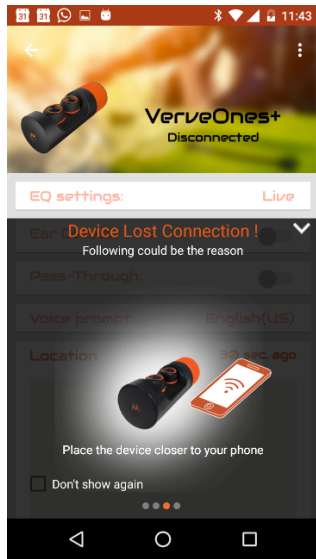
Android devices must run on Android version 4.4.4 or above.

Please note that with some Android devices you may encounter a loss of connection if you connect via BLE. To avoid this issue, please make sure you have tried below steps:

- Make sure the earbuds are in their case
- Open and close the case to wake the device
- Place the device closer to your phone
- Check the case is charged

Even after following these steps, if you have difficulty adding a device to the Hubble Connect for VerveLife App, please turn the Bluetooth OFF and then ON again, from the phone's Bluetooth settings.





## 1.2 APPLE IOS

Apple iOS devices should, as a minimum, run iOS version 8.0. iPads should be 3rd generation or above, and iPod Touch should be 5th generation or above.

Apple iOS does not, in general, show issues connecting to either BLE or Bluetooth Classic. If the Hubble Connect for VerveLife App does not connect with your device, please follow the steps mentioned in the Android section above.

At Hubble Connected, we are continuously testing VerveLife products against different devices currently on the market and expanding the number of compatible devices.

We always appreciate your feedback, so if you have any connectivity issues with your device, please feel free to contact us @ [support@hubblehome.com](mailto:support@hubblehome.com) and we will be happy to assist you.