

## Long Distance Couples Bracelets | Frequently Asked Questions

Does this product have GPS?

No. That means if you lose the bracelet you will not be able to track its location. You can, however, enable Location Services in the app, which will allow you to share your location with your partner. To enable Location Services go on the Bond Touch App and select My Profile > Location Based Services.

Is the app on iPhone and Android?

Yes. However, the models below have a lower Bluetooth signal, which can interfere with the reception quality of your touches:

- UMIDIGI: all models
- Huawei: P8 Lite
- LG: Boost, Stylo (all models), Rebel 2
- Samsung: Samsung Galaxy J3, Samsung Galaxy Core Prime, Samsung Galaxy Grand Prime

Will the bracelet still work if you don't have a Wi-Fi signal?

Yes, if your phone has access to a mobile data plan. Your phone must have Bluetooth connectivity and connection to the internet via Wi-Fi or mobile data for the bracelets to work.

Can you link more than two bracelets?

Not at this time. We want to celebrate that special connection between two people, whether it's partners, friends, or family.

Do both wearers have to have smart phones for them to work?

Yes, and ones with Bluetooth connectivity to the internet via Wi-Fi or mobile data.

One bracelet is broken or defective. Do you need both bracelets back?

No, contact us at [help@uncommongoods.com](mailto:help@uncommongoods.com) and we'll get you a single replacement.

I'm having connectivity issues.

Please use the troubleshooting feature on the Bond Touch app. Follow these steps:

- Go to the Bond Touch app and click My Bond Touch in the menu
- Check your connection status. It should say "Connected"
- Click Test My Bond Touch
- A touch will be sent to you
- Click on "Next"
- Tap twice to wake up your bracelet
- Please do not tap repeatedly
- Tap twice, if it does not wake up, count to 5 and tap again twice
- If your bracelet did not wake up, please contact Customer Support at [help@uncommongoods.com](mailto:help@uncommongoods.com).
- If it did, please click on "Next"
- Tap twice to wake it up. DO NOT start tapping repeatedly
- If it does not light/vibrate, count to 5, then tap it again twice • Send the touch.  
Please do not tap more than 10 times