

# 1. My Bluetooth is on but I can't Access my Kuurv Tracker

Sometimes you may need to exit out of the app itself and then go back into in app to access your Kuurv tracker successfully.

# 2. How to Place Your Kuurv Tracker on a Device

- a. Make sure surface of device being placed on is clean and dry (you may clean with rubbing alcohol, if needed)
- b. Gently peel off the blue adhesive peel off of the bottom of the tracker
- c. Gently place the tracker on your device (Make sure it is on the spot you want, and also be aware that the tracker is not obstructing any charging outlets)
- d. Now press down firmly and on the top of the tracker and all sides of it (Do it for 30 seconds)

### 3. How to Physically Remove the Tracker off of a Device

You may use rubbing alcohol and a dull butter knife to gently pry the tracker off of any device. Please be cautious when doing this.

### 4. How to delete your tracker

a. Select the Kuurv tracker you wish you delete (if there are multiples on your account)

b. Press the more options (3 dots icon) on the top right corner of the homepage

c. Select Delete Tracker

\* Note Kuurv tracker must be connected in order to delete

### 5. How to Re-Apply the Adhesive Tape to Your Tracker

a. Use rubbing alcohol and a cloth to clean the adhesive residue off of the bottom of

the tracker

- b. Make sure the bottom of the tracker is pretty clean and dry
- c. Use the pull tab on the blue adhesive to remove it from its original display
- d. Carefully place the adhesive on the bottom of the tracker fitting as best as possible
- e. Press down firmly on all sides of the adhesive to make sure the adhesive transfers over onto the bottom of the tracker when you are ready to remove it
- f. Firmly press down on the tape for 20-30 seconds
- g. When you are ready to place the tracker on an item, remove the blue strip and apply

## 6. More Help

Please reach out to [connect@kuurvtracker.com](mailto:connect@kuurvtracker.com) and we will

respond within 24 hours or sooner!