Hello Custom Message Cup
FAQ & Troubleshooting
12/17/2018

FAQ

How do I replace the batteries?
- Please ensure your HCM Cup does not contain any liquid
- Turn your HCM Cup upside-down and unscrew the two small screws that secure the battery cover to the base of the cup.
- Lift the battery cover and place aside.
- Carefully remove the old batteries and place three new AAA alkaline batteries in the battery compartment.
- Replace the battery cover and tighten the screws to secure.

Can I wash my HCM Cup in the dishwasher?
- No, the HCM Cup is <u>not</u> dishwasher safe.

How should I wash my HCM Cup?
- Remove the batteries and reattach the battery compartment cover.
- **<u>Hand-wash only,</u>** using warm, soapy water.
- **<u>Do not submerge</u>** the HCM Cup.

Why do some words display with asterisks (*)?
- There are certain words that will not display on the HCM Cup. If any of these designated words appear in a message, their letters will appear as asterisks when sending to the cup.

How do I change the font, speed or brightness of a saved message?
- Go to your list of saved messages uses the and tap the message you want to change. Tap "EDIT" in the pop-up menu to change your text, style, animation, speed or and brightness.
- Make sure you press "SAVE & SEND MESSAGE" after you edit a message. Pressing the back arrow will cancel changes and restore the message's old settings.

How long can my messages be?
- The HCM Cup supports messages that are up to 250 characters in length.

How many messages can I save?
- You may save up to 100 messages within the app.
- If you have already saved 100 messages, and new messages you create can be sent to an HCM Cup but will not be saved. Please delete old messages if you wish to save new ones.

What characters does the HCM Cup support?
- At this time, messages may only include standard characters and basic punctuation.

How long will my batteries last?
- Depending on usage, you can expect 3x AAA alkaline batteries to keep your HCM Cup powered for 8-24 total hours.
- To maximize battery life, make sure you always turn your HCM Cup off when not in use.
- The following variables can affect your HCM Cup's battery life:
  - Message brightness
  - Message speed
  - Message style (bold uses more power)
  - Message length
  - How frequently your HCM Cup communicates with your phone (to receive new messages)

What is your privacy policy?
- Your privacy is of the utmost importance to us. Please review our privacy policy [here](#).

What if I have another question or want to suggest improvements?
- We want to hear from you! Please [contact us](#) with your questions and ideas.

Troubleshooting

No LED Lights Displaying
If your HCM Cup LEDs do not illuminate when the bottom power button is depressed:
- Check the bottom of the HCM Cup and ensure you remove the clear plastic pull tab that protects battery life during shipping.
- Your batteries may be dead. Insert 3x new AAA alkaline batteries.

- If a blank message has been sent to your HCM Cup, the LED banner may be dark even though the cup is powered on. Open the HCM Cup app on your mobile device and try sending a new message.

App Can't Find Cup
If your HCM Cup doesn't appear on the app's "SELECT DEVICE" screen:
- Check your mobile device to make sure Bluetooth is enabled.
- Make your mobile devices is within 10 feet of your HCM Cup.
- Ensure that you HCM Cup is turned on by checking the bottom power button.
- If you still cannot send a message to your HCM Cup, please contact us and let us know what kind of device you are using. Be sure to include your device's manufacturer, model number, and the version of iOS or Android that is currently installed.

Garbled Messages/No Response
If your HCM Cup displays unusual characters and/or isn't responding to the mobile app:
- Replace the batteries with 3 new AAA alkaline batteries.
- If you have multiple HCM Cups powered on near you, make sure you are sending to the correct cup. Turn off your cup and watch the Select Device screen to see if it disappears. Power the cup back on and send your message to the device that appears on-screen.