

# Hello Custom Message Cup

## Instructions, Cup Care & Troubleshooting

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### Instructions

Follow the steps below to start sending messages to your Hello Custom Message (HCM) Cup.

1. Install "Hello Custom Message Cup" app from iTunes or [Google Play](#) on your mobile device.
2. Remove pull tab from the base of the HCM Cup to activate the included 3x AAA batteries.
3. Ensure the Bluetooth feature of your mobile device is turned on.
4. Press the rubber power button on bottom of cup to turn it on.
5. Open Hello Custom Message Cup app on your mobile device.
6. Select "NEW MESSAGE" to create a new message, or "SAVED MESSAGES" to access messages you have already saved.
7. Type the message you wish to send to your HCM Cup, as well as the style, speed, and brightness, then select "SAVE & SEND MESSAGE." (If Bluetooth is not on, you will be prompted to turn it on.)
8. Select your HCM Cup from the list to send the message to it. (If you do not see your cup, please ensure that the rubber power button on the base of the cup is depressed, and repeat step 7.)

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### Cup Care

To extend the life of your HCM Cup and protect against malfunction, please adhere to the following:

- Turn Off When Not in Use
- Remove Batteries when storing for an extended period
- Be Careful not to Drop Cup
- Use 3x AAA Alkaline Batteries Only
- Hand Wash Only
- Do Not Submerge
- Do Not Microwave

## 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 device is within 10 feet of your HCM Cup.
- Ensure that your 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.