We-Vibe App

FAQs

Contents

Section 0: General

1. **How do I download the We-Vibe App?**
   To download the app, just search for "We-Vibe" on the Apple App Store and Google Play Store. You can also download the app from our website **https://www.we-vibe.com/app.**

2. **Which We-Vibe toys can I use with the We-Vibe App?**
   These are the current We-Vibe toys that are compatible with the We-Vibe App:

Bond	**Bloom**
Chorus	**Ditto**
Gala	**Jive**
Melt	**Moxie**
Nova 1	**Nova 2**
Pivot	**Rave**
Sync	**Vector**
Verge	**Wand**
Wish	**WV 4 Plus**

3. **Can I use two or more We-Vibe toys with the We-Vibe App?**
   You can control two or more We-Vibe toys at the same time and depending on your device's capacities you can connect multiple We-Vibe toys.

4. **Can I pair my We-Vibe toy to two different devices (my smartphone, tablet, iPad) at the same time?**
   To ensure a secure connection, the We-Vibe toy can only connect to one device at a time.

5. **Can I use my We-Vibe toys without the We-Vibe App?**
   You can play with your We-Vibe toy via the We-Vibe App, the remote or by using the buttons on the toy itself.

6. **Which of my devices can I use with the We-Vibe App?**
    You can enjoy the We-Vibe App on a number of devices, including those with iOS (11 or newer) or Android (7 or newer) with Bluetooth Low Energy (Bluetooth 4.0).

    Other devices you can use the app with include iPad, iPod Touch and Tablets.

    Unfortunately, the app is not compatible with Apple Watch, PC, or MAC.

    Here is a list of devices that have been tested to be compatible with the app:

    -   Apple Devices (iOS 11 or newer): iPhone (12, 12 Pro, 12 Pro Max), iPhone (11, 11 Pro, 11 Pro Max), iPhone (X, XR, XS, XS Max), iPhone (SE, 6S, 6S Plus, 7, 7 Plus, 8, 8 Plus), iPad Pro (9.7-inch, 10.5-inch, 11-inch, 12.9-inch), iPad (3rd generation or newer), iPad Mini (4th generation or newer), iPad Air (2nd generation or newer).
    -   Android Devices (Android 7 or newer): Google Pixel (3rd generation or newer), Huawei (P10, P30 Pro), Samsung Galaxy (S6, S7, S8, S9, S10, S20, S21), Samsung Galaxy A-Series, Samsung Galaxy Note Series.

    Note: The We-Vibe App may also work with other devices equipped with Bluetooth 4.0 and running iOS 11 or Android 7 or newer. However, these devices have not been tested and compatibility cannot be guaranteed.

7. **Do I need to connect to Wi-Fi or stay online to use the We-Vibe App?**
    The app's basic features (pairing and controlling your toy using Bluetooth) can be used without an internet connection. To update content or connect with your partner, you will need to go online.

    The We-Vibe App pairs with your We-Vibe toy using Bluetooth. This means that you can control your We-Vibe toy from the We-Vibe App without connecting to the internet. However, if you want to video call or chat with your partner, you will need to make sure you have an internet connection available.

8. **What can I do with the We-Vibe App?**
    With the app you can explore new ways to play.
    Connect to your partner:
    -   Invite your partner to control your We-Vibe toy – whether they're across the room or across the globe!
    -   Play and share sensual moments via audio, video or chat.
    -   Custom create your Own Vibe or choose from a range of preset options.
    -   Create your very own playlists and set the mood.
    -   Play with one vibe at a time or switch things up with multiple vibes.
    -   Get tips and tricks for your intimate moments.

- Access exclusive articles and get tips for your We-Vibe toy.
- Control the vibration of your toy(s) by simply sliding your fingers across the screen.
- Unlock new Chorus features and modes with Touch Sense.
- Play discreetly with Wand's Smart Silence.

9. **How do I change the language of my We-Vibe App?**
Changing the language is easy, just follow these simple steps:
- Access Settings via the We-Vibe center by tapping/clicking on the gear icon ⚙ on the top right corner of the screen.

⚙ ⓘ

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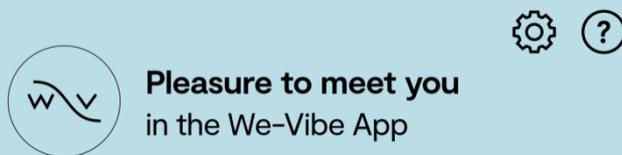
- Under "Personal Settings" tap "Language"
- To select your language, tap the current language and choose the best option for you from the available ones.

Currently the app supports English, German, Spanish, French, Japanese, Russian and Simplified Chinese. To change the language on an iOS device, you will need to switch the language of your phone in settings. If your language is not supported, the display language will be English.

10. **Can I rename We-Vibe toys with the We-Vibe App?**
To make your toy easy to locate and manage with your devices, the toy's name cannot be modified via the We-Vibe App.

11. **How do I link the We-Vibe App to my webcamming site?**
The best way to do this is by downloading the Feel Connect App onto your phone or device. This app lets you connect interactive products to your camming platform, so your fans can control your We-Vibe toys remotely.

We-Vibe has partnered with tech company Feel Technology and uses the Feel Connect App to enable interactive sessions between cam performers and their fans. This is the same innovative technology used with Kiiroo products.

For more info, please check out the following link: https://feel-technologies.com/index-connect.php?userid=6788219002

12. How can I update the We-Vibe App?
The We-Vibe App will be updated automatically through the Apple App Store and Google Play Store if you have automatic updates enabled on your device, otherwise check the Apple App Store and Google Play Store.

13. How can I share any feedback on the We-Vibe App?
If you would like to rate the app or share a comment about your experience, please head to the Apple App Store or Google Play Store. You can always send us message through social media and customer service.

14. How do I reset the We-Vibe App settings to default?
- Access your settings from the We-Vibe Center by tapping on the top right corner gear icon ⚙.

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in the We-Vibe App

- Under "Personal Settings" tap "Factory Reset".
- The app will then ask you to confirm this choice.
- You can then tap "Accept" and move forward with the factory reset or tap "Cancel" to stop the procedure.

Note: This will remove previously added partners, paired toys, settings and any Own Vibes you may have created. Close the app after factory reset and open it again.

15. How do I sign up for the newsletter and special offers?
To keep in touch, you can follow our social media and sign up for our email newsletter on our website https://www.we-vibe.com.

16. Can I find the user manual of my We-Vibe toy online?
To download a copy of your toy's manual, please head here to see all currently available options: https://www.We-Vibe.com/de/user-manuals

17. What are the differences between the iOS and Android version of the We-Vibe App?

- Android devices have the Enhanced Bluetooth scan
- The Google Play Store version of the We-Vibe App does not show any icons of the We-Vibe toys you have paired, only the names.

18. What do I do if the We-Vibe App is not working properly?

- Unpair your toys from the app and clear the list of previously connected Bluetooth devices from your phone.
- If that does not work, please delete and re-install the app.

19. What happens if I do not use the We-Vibe App for a while?

If you do not use the app for 90 days, all partner-related data is automatically deleted.

Section 1: Privacy and Data Security

1. How safe is the We-Vibe App?

We take customer privacy and data security seriously – it's important to us, and we know how important it is to you.

- As an additional layer of protection, you may consider un-pairing from your partner when you are not actively using the app together and securing the app with a PIN. You can find these functions in the settings menu by going into Privacy.
- It's worth bearing in mind that we have no control over the privacy and security practices of third-parties, such as your mobile operating software, the network you are using or any other applications.
- Every communication within the We-Vibe App is end-to-end encrypted. Encryption is a mandatory feature of WebRTC, and is enforced on all components, including signaling mechanisms. Resultantly, all media streams sent over WebRTC are securely encrypted, enacted through standardized and well-known encryption protocols. The encryption protocol used depends on the channel type; data streams are encrypted using Datagram Transport Layer Security (DTLS) and media streams are encrypted using Secure Real-time Transport Protocol (SRTP).

2. **Do I need to give you any personal information to use the We-Vibe App?**
   No, the We-Vibe App does not request any unique identifiers like your name or address.

   The first time you launch the We-Vibe App, our servers provide an anonymous token. The app uses this anonymous token to facilitate connections and share control of your We-Vibe product with your partner.

   Note: If you want to sign up for email newsletter and offers, you will need to provide your email address.

3. **Do I have to create an account to use the We-Vibe App?**
   No, you do not need to create an account in order to install the app.

   The first time you launch the We-Vibe App, our servers provide an anonymous token. The app uses this anonymous token to facilitate connections and share control of your We-Vibe product with your partner.

4. **How do I create a PIN to access the We-Vibe App?**
   - Access your settings from the We-Vibe Center by tapping on the top right corner gear icon ⚙.

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   in the We-Vibe App

   - Under "Personal Settings" tap "Privacy"
   - Tap "PIN Setup".
   - To enable PIN protection, swipe the "Use PIN Protection" toggle to the right.

   Note: The toggle switch will turn purple when PIN protection is enabled.

   - After enabling PIN protection, the app will request you to type your new PIN twice. The second time is for confirmation. After this, tap "CREATE PIN".

5. **What should I do if I forget my PIN?**
   If you do not remember your PIN, tap "Forgot PIN?" and reset the app to factory settings. However, keep in mind that all your previously created partner connections, paired toys, settings and Own Vibes will be deleted.

   Alternatively, you can delete and reinstall the app. However, this will also reset the app to factory settings, and you will lose your saved partner connections, paired toys, and Own Vibes.

   Note: For every wrong PIN entry, the waiting time doubles to enter the PIN again.

6. **Does the We-Vibe App track my location?**
   No, the We-Vibe App does not keep track of your location.

7. **Why does We-Vibe App need permission to access my location on Android devices?**
   If you use an Android device and it is running on Android version 11 or lower, location services need to be enabled in order to establish a Bluetooth connection between your We-Vibe toy and your app. Location data is neither collected, stored nor processed in any other way.

8. **Does the We-Vibe App need access to my device's camera or microphone?**
   The app may require access to a number of your device's functions, depending on which of the app's features you want to use.
   For example, if you want to chat with your partner via audio or video, you will need to give the app access to your microphone and camera.

9. **Where can I find the privacy policy for the We-Vibe App?**
   You can find information on the We-Vibe App Privacy Policy here:
   - Access Settings from the We-Vibe Center by tapping on the gear icon ⚙ on the top right of the screen.

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   - Under "Personal Settings" tap "Privacy"
   - Tap on "Privacy Notice".

10. Where can I find the terms of use and end users license agreement (EULA) for the We-Vibe App?
- Access your settings from the We-Vibe Center by tapping on the gear icon ⚙ in the top right corner

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- Under "Links" tap "Terms of Use".

11. Is it possible to take screenshots or a screen recording during a partner session?
It is not possible to take screenshots or screen recording on Android.
On iOS there is no option to prevent users from taking screenshots.

Section 2: Pair We-Vibe toy to We-Vibe App

1. How do I pair my We-Vibe toy to the We-Vibe App?
- To pair your We-Vibe toy with the We-Vibe App, simply follow the in-app instructions. *Please avoid manually adding your toy through the Bluetooth settings of your device.*
- For Chorus you have to pair it with the remote first, press and hold down the function button on the remote for 5 seconds. Once your We-Vibe Chorus is successfully paired, the light will blink and the toy will vibrate.
- To put your toy in paring mode, just press and hold down the control button of your We-Vibe toy for 5 seconds. When the toy is in pairing mode, it will pulse twice.
- Now you're ready to pair your toy with the We-Vibe App. Just tap on the menu and select "Connect your toy." There should be a + icon, click on this and select the We-Vibe toy you want to pair. Your toy will vibrate to let you know it has successfully paired and the app Bluetooth connection will show as active.

Troubleshooting: If you're experiencing any issues connecting with a toy that was previously paired, just unpair the toy from your app. Then you can manually remove it from your Bluetooth settings and you're ready to try the pairing process again.

Troubleshooting: If you would like to reset your We-Vibe toy, just press and hold the control button on the toy for 10 seconds. After 5 seconds the toy will vibrate twice and after 10 seconds you will see the LED light flash 3 times to confirm the reset.

Note: If you want to control your device with the remote again, just reset the toy, close the app, and pair it again with your We-Vibe remote.

2. **How does the We-Vibe toy stay connected to the We-Vibe App?**
    - We-Vibe toys connect to smartphones through the We-Vibe App via Bluetooth technology. It is required to have the We-Vibe App running in order to maintain a connection.
    - Please note that the We-Vibe toy enters sleep mode after 30 minutes of inactivity by default. The sleep timeout period can be adjusted to last from 15 minutes to up to 4 hours from the app's settings.

3. **What is the maximum distance from which I can control my We-Vibe toy via the We-Vibe App?**
    - In a range within 10ft (3 meters) of the We-Vibe toy, you can expect stable connection. As soon as an object that can interfere with the signal is in the way, you may experience some delays in the connection.

Long distance play

To play long distance, both you and your partner need the We-Vibe App on your smartphones. Vector is then paired to the phone that remains within Bluetooth range.

Note: This is also the maximum distance between your smartphone and We-Vibe toy when using the partner connection in the same room. When you are using the Chorus, it is vital for the remote to stay within range too.

4. **How do I unpair my We-Vibe toy from the We-Vibe App?**
    Unpairing your We-Vibe toy is really simple. Just follow these steps:
    - Access "Profile" to adjust the settings of your toy
    - Select the option "Delete toy from your app"
    - On iOS tap ""Remove toy from app ", the app will ask you to confirm, and you can then tap "Remove" to move forward with the unpairing process.
    - On Android tap "Go to settings", select the name of your We-Vibe toy and unpair it.
    - Lastly, manually remove the toy from your device by adjusting the Bluetooth settings of your device

5. **What do I do if the connection is lost during play? Why might my We-Vibe toy disconnect from the We-Vibe App?**
   There may be a few reasons as to why this could occur:
   - You have exceeded the ideal Bluetooth range of 10ft (3 meters).
   - Your device may be busy handling other signals at the same time, which can weaken the Bluetooth connection to your We-Vibe. If this is the case, please try to turn off any other Bluetooth enabled devices like headphones or speakers.
   - The external arm of the We-Vibe toy can act as an antenna and if it is blocked, the connection may be disrupted. Make sure that it is not completely enveloped by your body parts. We advise users to keep the position of the We-Vibe toy's external arm in mind and avoid positions where it is completely covered by the body.
   - Additionally, if you have a case on your phone try removing it. In particular, heavy plastic cases can block your phone's ability to receive a Bluetooth signal.
   - It might be that your device needs to be updated. Make sure that your phone and the We-Vibe App are updated for optimal compatibility.
   - If there is a We-Vibe remote, try to move it away from the toy as it may be connected to by default. Please note that this does not apply to the We-Vibe Chorus.
   - Simply deleting and re-installing the app might help to reset the connections and operations.

6. **Why isn't my We-Vibe toy detected by the We-Vibe App?**
   There are few possible reasons as to why this might occur. Here are few things to check:
   - Make sure your Bluetooth is on! Check quickly by looking at your Bluetooth settings from your device.
   - New connections have to be enabled, check this in your device's Bluetooth settings.
   - There may be an issue with the app, so it can help to delete it and re-install the We-Vibe App.

7. **Why does my We-Vibe toy look paired but doesn't react to anything I do on the We-Vibe App?**
   To fix the toy connection, simply unpair the toy from the app and delete the Bluetooth connection manually from your device settings. Now you are ready to reconnect the toy and pair it again to the app.

8. **Why can't I pair my We-Vibe toy to the We-Vibe App?**
There might be a few reasons as to why your toy can't pair with the We-Vibe App. Here are a few things to check on:
   - Make sure your device is among our tested and compatible options.
   - Check that Bluetooth is enabled on your device. If it is, try turning Bluetooth off and on again.
   - Try turning your device off and on again.
   - Ensure that you are using the latest version of the We-Vibe App by updating it or by deleting and reinstalling the app. You can check the app version on settings. You'll be able to see the version number on the bottom part of the screen.
   - Ensure that your We-Vibe toy is charged and active. Hold the We-Vibe control button for 5 seconds and you should feel two pulses when ready, confirming pairing mode.
   - Turn off connected Bluetooth devices such as wireless headphones or speakers because that may weaken connectivity.
   - Ensure that your We-Vibe is within a range of less than 10 feet (3 meters) and is not obstructed by any object that may cause interference.
   - Ensure that your We-Vibe is not completely enveloped in body tissue as this may block signals from reaching the We-Vibe's antenna.
   - Press and hold the control button for 10 seconds to clear the We-Vibe's memory from any previous problematic connections, the LED light will flash 3 times to confirm reset. Attempt to re-pair to the We-Vibe app.

   Note: some extra solutions for android user Disable "Optimize battery" (Android), Check whether the We-Vibe App is listed in "Sleeping apps"
   and take it off that list (Android).

9. **Why can I connect to the We-Vibe App but not to the remote?**
Apart from the We-Vibe Chorus, it is important to make sure that your remote is not paired at the same time as the We-Vibe app. Try unpairing the app and then pairing the toy with the remote to see which connection you prefer. You can unpair your app by following these steps:
   - Remove your We-Vibe toy from the list of Bluetooth devices of your phone by selecting "Settings" and choosing "Bluetooth." You can then tap to remove your We-Vibe toy from the list
   - Press and hold the control button of your We-Vibe toy for 10 seconds, after 5 seconds the toy will pulse two times, and after 10 seconds the LED light will flash 3 times to confirm reset.
   - Press and hold the toy button for 5 seconds until it pulses twice to enter pairing mode.
   - Press and hold any button on the remote for 5 seconds until the We-Vibe toy pulses.
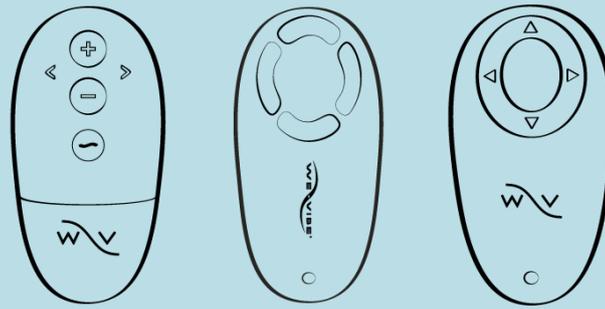
10. Why do I need a password when I try to pair my We-Vibe toy with the We-Vibe App?

The good news is that you don't need a password! This only occurs when you try to pair your toy with your device through the Bluetooth settings. To be able to use your toy you have to connect through the We-Vibe App.

11. How do I turn off Bluetooth on my We-Vibe toy?

While there is no way to explicitly turn off Bluetooth in your We-Vibe toy, there are a couple of workarounds that could be used in lieu of a Bluetooth switch.

- You can take advantage of the We-Vibe's sleep feature. When the We-Vibe is in a sleep state, its Bluetooth activity will shut off and it will not be discoverable. The sleep timeout is 30 minutes by default but can be adjusted between 15 minutes and 4 hours. The sleep timeout can be set from the app when the We-Vibe is paired by going to Customize and adjusting the Sleep mode settings.

Note: To protect your privacy, your We-Vibe toy cannot be discovered by other devices when it is already paired to your device through the We-Vibe App.

Section 3: Partner Connection

1. **How do I add my partner for Long Distance Play?**
   - First up, make sure you have the "My Partner" function enabled. You can access the settings from the We-Vibe Center by tapping on the top right corner gear icon ⚙.

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   in the We-Vibe App
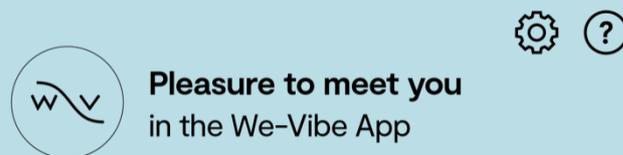
   - In Settings you can check if "My Partner" function is enabled or not. If it is, the toggle will be purple.
   - To add a partner, head to the We-Vibe Center and you will see the section "Long Distance Play." Tap the plus icon (+) and the app will

prompt you to write the name of your partner and, only if you want to, provide a photo.

Note: If you do not wish to name your partner, the app will automatically list them as "Partner."

- After you have created your partner's profile, the app will help you send them an invite to start playing. When you tap "Send Invite" there will be a few ways through which you reach out. These include WhatsApp, email and SMS.

Note: In order to play remotely, your partner needs to download the app. The invite link also provides a link to download the app. Once your partner has the app and accepts the invite, they will be visible to you and you can tap their icon to start playing, as well as have audio/video calls and chats.

- You can control your partner's We-Vibe toy by tapping "Request Control" in the lower left of the screen above your partner's name. Your partner will be asked to confirm your request and they can either accept or decline.

Note: To enjoy this feature, you and/or your partner must have your We-Vibe toys connected to the app. It's also important to remember that you can always regain control of your toy by tapping "Take back control."

- You can control your partner's toy while chatting or having audio/video calls. You can also use all the different modes (single vibe, multi vibe, touch mode). The different modes will appear on the lower part of the screen, and you can simply select the one you want to use.

2. **How do I end the session?**
Leave the session and close the app. You can also leave the session by tapping the left arrow on the left top corner of the screen.

3. **How do I delete the chat history with my partner?**
In the partner session, tap the upper right corner where you will find partner settings . Under your settings, tap "Delete chat history". You will be prompted a confirmation request, click accept to move forward with the process, or tap cancel if you want to keep the chat.

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< You and Maria

4. **Can I have more than one partner? Can other users see my partners?**
   - Yes, you can have more than one partner.
   - Only you can see who your partners are.

   Note: The partner connection is valid for 90 days. If the partner connection is inactive after 90 days, the partner session will be invalid and you have to add each other as partners again.

5. **Does Long Distance Play work even if my partner doesn't have a We-Vibe toy with them?**
   Yes, they can control your toy via the We-Vibe App on their device. At least one partner needs to have a toy to be able to control and play, otherwise you can have partner sessions for chat and audio/videocalls without a toy being connected.

6. **Can I connect to my partner if they have an Android and I have an iOS, or if we are using completely different devices?**
   Yes, the We-Vibe App can connect to other We-Vibe App users, no matter if you have an iOS or Android device.

7. **Can I connect my toy at the same time as my partner with their toy? How do I control my partner's toy and how does my partner control my toy?**
   Yes, of course! Both partners can add and play with toys at the same time. You can also share control of your toys by requesting access to your partner's toy and they can request control of your own toy.

8. **Do I have to keep adding my partner every time we want to play?**
   You only have to send an invite once to your partner to add them as your partner on the app. Once you have successfully added your partner, you can just tap the partner icon on the upper part of the screen when your partner appears online with a green dot next to their icon.

   Note: The partner connection is valid for 90 days. If the partner connection is inactive after 90 days, the partner connection will be removed, and you must add each other again.

9. **Can I connect to multiple partners? Can I have more than one session at the same time? Can I play with more than one partner at a time?**
   You can have multiple partners at the same time, but you can only be in one play session with one partner at a time.

10. How can I interact with my partner in the app?
You can play with chats, video and audio calls. You can also control the vibrations of your partner's toy.

11. What is a partner status?
The partner status simply shows whether your partner is using the app (*online*) or not (*offline*). And *pending* means that they have not yet received or accepted your invite.

12. Can I block or delete a partner?
On the We-Vibe Center, you will see the function "Long Distance Play." Just tap the pencil icon and you will be able to see your currently added partners. To delete them, tap the X icon next to their name. You will then be asked to confirm this choice.

Note: While there is no option to block a partner, you can delete the chat history and relevant content like photos and videos.

Section 4: Single Vibe

1. Can I use Single Vibe Mode with my We-Vibe toy?
Yes, this vibe mode is available for all We-Vibe toys.

2. What is Single Vibe Mode?
Single Vibe Mode gives you the chance to explore 10 different vibrations – all with the tap of your finger on your device screen. Unfortunately, the 10 vibrations do not apply for the Pleasure Air Technology toy, We-Vibe Melt.

Note: If you have created your Own Vibes, you can also enjoy them as you would with the Single Vibe Mode.

3. How do I use Single Vibe Mode?
- Once you have paired your We-Vibe toy with the We-Vibe App, tap "Play" under "Toys"
- Select "Single Vibe" from the listed available modes.
- The wave icon under the name of your toy is the preset vibe mode. Under that, you will see a vertical arrow with a purple circle and the

name of your toy. You can control the intensity of the vibration by sliding the purple circle up and down.

Note: If you have a dual motor toy, tap the purple circle with the name of your We-Vibe toy and play with different intensities for both the external and internal motors.

- To change vibrations, tap the wave icon under the name of your We-Vibe toy. Select one of the 10 vibration patterns or choose your Own Vibes.

4. **Why doesn't my Single Vibe Mode work on the We-Vibe App?**
To check on any potential connection issues, simply unpair the toy from the app and remove it manually from your device's Bluetooth settings. Once you have reset your toy and paired it to the app, you'll be ready to try again.

Section 5: Multi Vibe

1. **Can I use Multi Vibe Mode with my We-Vibe toy?**
You can enjoy Multi Vibe Mode with almost all We-Vibe toys. The only toy not compatible with this mode is the Pleasure Air Technology toy, We-Vibe Melt.

2. **What is Multi Vibe Mode?**
Multi Vibe gives more flexibility to your intimate play. By switching between the vibe options on the app screen, you can explore between 2 to 4 vibes at once.

3. **How do I use Multi Vibe Mode?**
   - Once you have paired your We-Vibe toy with the We-Vibe App, select "Play" under "Toys"
   - Here you will see the different modes available for your toy.
   - Selecting "Multi Vibe" and under the name of your We-Vibe toy, you will see a control pad. Each section of the quadrant lets you control different vibes. To choose a vibe, just tap on the icon in the quadrant with your vibe choice.
   - To explore, just drag the purple circle with the name of your toy through the various parts of the quadrant. When you pass from one part of a quadrant to another, the vibration will change to the one you have selected for that specific part of the quadrant.
   - To adjust the intensity, you can slide the purple circle to the edges of the section. As you get closer to a corner, the intensity increases. To decrease the intensity, simply slide the circle back towards the center.

Note: If you have a dual motor toy, tap the purple circle with the name of your We-Vibe toy and play with different intensities and vibrations for the external and internal motor.

4. **Why isn't Multi Vibe Mode working on my We-Vibe App?**
   - This mode is not compatible with the Pleasure Air Technology toy, We-Vibe Melt.
   - To check on any potential connection issues, simply unpair the toy from the app and remove it manually from your device's Bluetooth settings. Once you have reset your toy and paired it to the app, you'll be ready to try again

Section 6: Own Vibe

1. **Can I create my Own Vibe for my We-Vibe toys?**
   Yes, you can create your Own Vibe patterns with the We-Vibe App. The only toy that is not compatible is the We-Vibe Melt as it is a Pleasure Air toy.

2. **What is Own Vibe?**
   Own Vibe is the best way to customize your intimate play by creating your own unique vibe patterns and modes.

3. **How do I create my own unique vibration in the We-Vibe App?**
   - Once you have paired your We-Vibe toy with the We-Vibe App, you can tap "Play" under "Toys".
   - Select "Single Vibe" and tap the wave icon under the name of your own We-Vibe toy.
   - Tap the plus icon (+) to add your Own Vibe to your collection.
   - To create your Own Vibe, use your fingers to create wave patterns that will become your vibe. If you want to start over, tap the undo button. You can also use the mirror function, if you would like to have both motors use the same vibe pattern. While you're there, give your vibe a name so it's easy to find.

   Note: To create vibes for dual motor toys, adjust the upper waves for the external motor and the lower waves for the internal motor.

   To enjoy your vibe, head to the vibe selection menu and choose your Own Vibe.

4. **How do I share or use my Own Vibes with my partner?**
   While you cannot share your Own Vibes with your partner, your partner can access your Own Vibes after they have accepted the control request of the toy. In this way they can try to recreate them on their own phone.

5. **Will I lose my own vibrations if I delete or reset the We-Vibe App?**
   Yes, you will lose your Own Vibes if you delete or reset the app. However, it is easy to add them again by following the steps above.

6. **Why can't I create my Own Vibes on the We-Vibe App?**
   If you are using a toy that is compatible with the Own Vibe function (all toys except Melt), then there may be an operational error. Simply follow these steps to fix the issue:
   - To check on any potential connection issues, simply unpair the toy from the app and remove it manually from your device's Bluetooth settings. Once you have reset your toy and paired it to the app, you'll be ready to try again.

Section 7: Touch Mode

1. **Is my We-Vibe toy compatible with Touch Mode?**
   Most We-Vibe toys are compatible with Touch Mode, however, it is not compatible with Melt, Nova, Rave, Wand, and WV 4 Plus.

2. **What is Touch Mode?**
   Keep pleasure at your fingertips by sliding your fingers across your device screen to adjust and switch up vibrations.

3. **How do I use Touch Mode?**
   - Once you have paired your We-Vibe toy with the We-Vibe App, tap "Play" under "Toys".
   - Select "Touch Mode" from the list of available vibe modes.
   - Slide or draw different shapes with your fingers on the light purple area of the screen.

4. **Why is Touch Mode not working on my We-Vibe App?**
This feature may not be compatible with your toy. This applies to Melt, Nova, Rave, Wand, and WV 4 Plus. Alternatively, you can also try this:
   - To check on any potential connection issues, simply unpair the toy from the app and remove it manually from your device's Bluetooth settings. Once you have reset your toy and paired it to the app again, you'll be ready to try again

Section 8: Touch Sense Mode

1. **Which toy can I use with Touch Sense Mode?**
Touch Sense Mode is only available for We-Vibe Chorus.

2. **What is Touch Sense Mode?**
With the integrated sensors, you can control your toy with your body as well as your app.

3. **How is Touch Sense Mode different from Touch Mode?**
There are 3 Modes to explore:
   - The first sees your toy increase in intensity upon contact and then recede to zero.
   - The second mode maintains intensity when in contact with the body.
   - The third mode activates only when the toy is in contact with the body.

4. **How do I enable Touch Sense Mode?**
   - Once you have paired your Chorus with the We-Vibe App, tap "Play" under "Toys".
   - Here you will see in the different modes for your Chorus. Tap "Touch Sense Mode"
   - There are 3 Modes to explore, and you can choose by tapping on each option.
     o The first sees your toy increase in intensity upon contact and then recede to zero.
     o The second mode maintains intensity when in contact with the body.
     o The third mode activates only when the toy is in contact with the body.

- You can change the intensity of the vibration on Mode 3 only, by sliding the Chorus circle up and down on the screen.

5. **Why isn't Touch Sense Mode working with my We-Vibe App?**
If you are using a We-Vibe Chorus, Touch Sense Mode should be available. To check on any potential connection issues, simply unpair the Chorus from the app and remove it manually from your device's Bluetooth settings. Once you have reset your toy and paired it to the app, you'll be ready to try again.

Section 9: Multitoy

1. **Is my We-Vibe toy compatible with Multitoy?**
Yes, this mode is available for all We-Vibe toys. Keep in mind that Melt can only play one vibration.

2. **What is Multitoy?**
This mode allows you to connect and play with more than one toy at the same time, while playing In Single Vibe, Multi Vibe, and Touch Mode.

3. **How do I use Multitoy?**
   - Once you have paired multiple toys to the We-Vibe App, you can tab/click "Play" under "Toys" and control all your toys individually in the different modes.
   - In Single Vibe, Multi Vibe or Touch Mode, tap "Manage toys".
   - If you would like to control all the toys at the same time you can turn on the "Merge and lock all toys" toggle. You can undo this by turning the "Merge and lock all toys" toggle off.

4. **Multitoy is not working on We-Vibe App?**
To check on any potential connection issues, simply unpair the toys from the app and remove them manually from your device's Bluetooth settings. Once you have reset your toys and paired them to the app, you'll be ready to try again.

Section 10: Playlist
1. **Is my We-Vibe toy compatible with Playlist?**
Yes, this mode is available for all We-Vibe toys. Keep in mind that Melt can only play one vibration.

2. **What is Playlist?**
   This mode allows you to create a sequence of different vibes, including the ones of your own creation, with different intensities and durations.

3. **How do I use Playlist?**
   - Once you have paired a toy to the We-Vibe App, you can tab/click "Play" under "Toys".
   - Select "More" form the top bar and click on "Playlist".
   - Tap "Create new playlist" and start combining different vibes.
   - You can change the vibe by clicking on the vibe Icon.
   - You can change the Intensity by adjusting the height of the buckets and set the duration by adjusting the length.
   - Give your playlist a name and save it.
   - Your playlist will appear on the list and you can try it our by tapping on it.

4. **Playlist is not working on We-Vibe App?**
   To check on any potential connection issues, simply unpair the toys from the app and remove them manually from your device's Bluetooth settings. Once you have reset your toys and paired them to the app, you'll be ready to try again.

Section 11: Smart Silence

1. **Is my We-Vibe toy compatible with the Smart Silence Mode?**
   Device Compatibility. Only available for Wand.

2. **What is Smart Silence Mode?**
   The Wand only starts vibrating when it meets your skin. If you're not using it, the Wand goes into standby mode.

3. **How do I enable Smart Silence Mode?**
   - Once you have paired your Wand to the We-Vibe App, you can tab/click "Customize" under "Toys.
   - Access Smart Silence: Tab/click "Smart Silence".

- Make sure Smart Silence is enabled (the toggle switch next to it would be purple), if the function is not enabled (the toggle switch next to it would be grey), you can enable it by tapping/clicking the toggle.

4. **Smart Silence Mode not working on We-Vibe App?**
Smart Silence is available only for the We-Vibe Wand.

If Smart Silence doesn't seem to be working, try unpairing the toy from the app and removing Wand from your device's Bluetooth settings. Next, you can pair the Wand again and the connection should be reset.

Section 12: Advanced settings

1. **What is Sleep Mode Setting?**
Is programmable inactivity timer (from 15 minutes to up to 4 hours to) to turn off your toy or prevent it to turn off.

2. **How do I change the sleep/timeout settings from the We-Vibe App?**
   - Once you have paired your We-Vibe toy to the We-Vibe, you can tab/click "Customize" under "Toys.
   - Tab/click "Sleep Mode Settings".
   - To change the Sleep Mode Setting, slide the toggle left or right to choose your desired time.

   Note: The Sleep Mode period can be adjusted to last from 15 minutes to up to 4 hours from the app's settings when a We-Vibe is paired.

3. **What is the Maximum intensity?**
You can put a limit or a cap to the maximum vibration for your motor(s).

4. **How do I change the maximum intensity?**
   - Once you have paired your We-Vibe toy to the We-Vibe App, you can tab/click "Customize" under "Toys.
   - Access Maximum Intensity settings: Tab/click "Maximum Intensity settings".
   - Change the Maximum Intensity settings: Slide the toggle up or down to choose your desired maximum intensity.

Note: If your We-Vibe toy has dual motors, you can change the maximum intensity for the internal motor (vagina, g-spot) and the external motor (clitoris) independently.

Section 13: Additional Content

1. **How do I access the tips and tricks for my sex life?**
   First up, check that you have Intimate Inspiration enabled.
   You can do this by:
   - Access settings from the We-Vibe Center by tapping on the gear icon ⚙ in the top right corner.
   - Tap "My Home Settings" and check if "Intimate Inspiration" is enabled. If this is already enabled, the toggle will be purple. If not, swipe the toggle so that is purple.
   - Now you can access our exclusive guides and articles from the We-Vibe Center.
   - Remember to have access to Internet or mobile to keep up to date with our latest tips and articles.