

If you're having trouble connecting your 360° device, please find below some suggestions.

- First, please **download the Souing APP** by scanning this QR code:



- Turn the Bluetooth **ON**. To pair the 360° device to your phone, open the Souing APP and follow these requirements. **If needed, you can do it directly through your phone's Settings, in the "Souing" specifications.**
  - Grant access to the **camera**
  - Grant access to the **location**
  - Grant access to the **microphone**
  - Grant access to the **position of nearby devices**

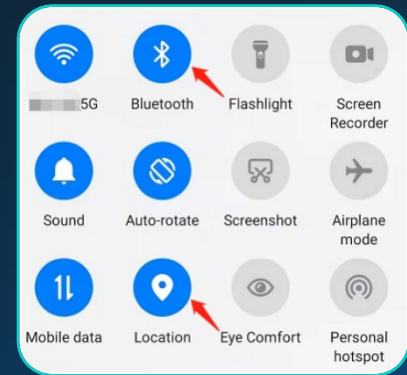
- For more info, you can check these step-by-step videos:



Android phones - [Click on this link](#) or scan this QR code >



Apple phones - [Click on this link](#) or scan this QR code >



- **Update your phone:** If the "Souing" APP is not working well, please make sure that your phone's software is up-to-date and that you have the latest version of the "Souing" APP.
- **Check the batteries:** Make sure you are using brand new, non-rechargeable batteries in the 360° device and that they have been inserted the correct way.

