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How to disconnect the Sana device from the Sana Relief app.

1. Having trouble scanning for your device, or received a replacement device?
2. Select the **More** tab, and then select **My Sana Device Details**.
3. At the bottom of the screen, select **Disconnect Sana device**.
4. Tap **Disconnect My Sana** on the next screen and then **Confirm** the prompt.
5. You can confirm the Sana device has been disconnected when the **My Sana Device Details** option disappears from the **More** tab.
 - a. On the **My Relief** tab, there will be the option to **Connect your Sana Device** again.

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Unable to sync the Sana device with the Sana Relief app.

1. Ensure the Sana device is charged and disconnected from the charger prior to use.
2. Are you in an environment where there are a lot of Bluetooth devices or Wi-Fi networks around?
 - a. This may cause interference with the Sana device's ability to connect with the app.
3. Is your Sana device fully charged?
 - a. When the power switch is turned to the "On" position, amber lights will turn on for one second and then turn off.
4. Connect your Sana device soon after you turn it on. The Sana device will stop looking for a phone after 30-60 seconds.
5. Are your Sana Relief app and your phone's operating system up to date?
 - a. If an update is pending, this could affect the app's performance.
6. Verify location services are enabled for your phone in both the general and app-specific settings.
7. Is your phone/tablet connected to the internet?
 - a. Make sure Wi-Fi and/or cellular data is enabled and functioning with another app.
8. Is Bluetooth turned on?
 - a. Disconnect all other Bluetooth devices. Check that your phone is not requesting permission to accept the pairing of your Sana device.
9. Try connecting your phone with a different Bluetooth device such as a speaker or headphones to confirm Bluetooth is working.
10. Close out of the app completely and reopen it. Then, disconnect the Sana device from the app, reconnect the Sana device in the app, and repeat the previous steps.
11. Uninstall the Sana Relief app from your phone, reinstall, and repeat **Steps 1-9**.
12. If possible, download the app on a different phone or tablet, and repeat **Steps 1-9**.
13. Reset network settings and then try the following sequence: disconnect your Sana device from the app, log out, uninstall the app, restart your phone, re-install the app, login, and connect your Sana device to the app.
14. *If you're still unable to pair your Sana device with the app, please contact the [Sana Health Customer Support Team](#).*

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The Sana device will not turn on.

1. Is your Sana device fully charged?
 - a. The lenses will turn blue while charging and turn off when complete. A quick, 30-minute charge will be enough to run a session!
2. Fully charging your Sana device can take about 4 hours. The blue lights will turn off when charging is complete.
3. Amber lights will show in the lenses for a second when the power button is switched on to indicate the Sana device is on.
4. If the lenses do not turn blue: hold the Sana device close to your face to verify, and make sure the connection of the charger is secure.
5. If the charger still does not work, connect the Sana device to a different micro-USB charger if available.
6. If the lenses still do not turn blue: connect the charger to a different device if possible, and test that the socket is working with a different plug.
7. *If the Sana device will still not turn on, please contact the [Sana Health Customer Support Team](#).*

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No sound is coming from the Sana device.

1. **NOTE:** If not using the Sana-provided headphones, make sure they are wired (not Bluetooth/AirPod) and have a 3.5mm audio jack with 3 rings on the plug.
2. Are the headphones fully plugged into your Sana device?
3. Put your headphones on and turn on the Sana device. The amber lights will turn on, and you will hear a sound for about 1 second.
4. Start a session in the Sana Relief app and listen for clear sounds through the headphones.
5. Hold the volume +/- button, located on the top-left side of the Sana device, towards the center for maximum volume when the Sana device is running a session.
6. Unplug and plug back in the headphones. If no audio is present, disconnect the provided headphones and try a different set of headphones.
7. *If there is still no sound coming from the Sana device or the Sana headphones are not working, please contact the [Sana Health Customer Support Team](#).*

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The lights are not working.

1. Make sure the Sana device is turned on and properly connected with the app.
2. Start a session.
3. Check that a session is running and has started by listening for sound in the headphones.
4. Press and hold the light +/- button (top-right) towards the center for maximum brightness. Try to be in a dark environment to ensure lights are visible.
5. Disconnect the Sana device from the Sana Relief app, close out of the app completely and reopen it, turn the Sana device off, reconnect the Sana device, and try the previous steps again.
6. *If the lights are still not functional, please contact the Sana Health Customer Support Team.*

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My Sana device strap is loose.

1. Adjust the strap to fit the size of your head.
2. Perform a pull test: hold the Sana device in one hand and pull slightly on the strap. Look for significant gaps around the plastic, and make sure the strap is still secured to the Sana device.
3. *If still experiencing issues with the Sana device strap, please contact the [Sana Health Customer Support Team](#).*

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Sana device shuts off before the session has ended.

1. Ensure the Sana device is fully charged: plug the charging cable into the port.
2. The Sana device will need to charge with the power button “off” for a minimum of 30 minutes for one use and 4 hours for a full charge. The lenses are blue when charging, and turn off when finished.
3. Turn the Sana device off, then on, and restart the session.
4. *If the Sana device is still shutting off before the session has ended, please contact the [Sana Health Customer Support Team](#).*

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Cannot set up an account on the Sign Up screen.

1. Do you see any errors?
 - a. Passwords must have at least 8 characters and include one upper and one lower case character.
2. If you see the yellow text: “Unable to create account as an account with this name already exists.” you will need to **Sign Up** using a different email address.
3. Verify your phone is up-to-date, update the software if needed, and then try to set up your account in the app.
4. *If still unable to set up an account, please contact the [Sana Health Customer Support Team](#).*

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Unable to log in to the Sana Relief app.

1. Make sure there are no spaces between letters and no letters are capitalized in your **Email**.
2. Verify your phone is up-to-date, update the software if needed, and then try log in to the app.
3. On the **Log In** screen, select **Forgot Password?**, enter your **Email**, and select **Next** to receive a code via email to enter in the Sana Relief app and set a new password.
4. If logging in and you see a loading icon/spinning circle, and an **Email Validation** screen dimmed in the background, please proceed with **Step 5**.
5. *If still unable to log in, please contact the [Sana Health Customer Support Team](#).*

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The session will not start.

1. Ensure the Sana device is still connected to the app. If connected, your Sana device information will be shown in the **My Sana Device Details** section of the **More** tab.
2. Ensure the Sana device is charged. When the power switch is turned to the “On” position, amber lights will turn on for one second and then turn off.
3. Flip the power switch to the “Off” position and then back to the “On” position.
4. Disconnect the Sana device from the app.
5. Re-connect the Sana device to the app by selecting **Connect your Sana Device** on the **My Relief** tab and following the on-screen prompts.
6. Reinstall the app.
7. If possible, try using the Sana device with a different phone to confirm it is not a hardware issue.
8. *If still unable to start a session, please contact the [Sana Health Customer Support Team](#).*

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Password reset issues.

1. If you are receiving an error message when resetting your password:
 - a. If copying/pasting the validation code, please type into the fields.
 - b. Try the “show” feature when typing in a new password to visually see what you are entering.
 - c. Be sure to immediately reset your password. The code expires in 10 minutes.
 - d. If you do not see a reset code, please check your Spam/Junk folder.
2. *If still unable to reset your password, please contact the [Sana Health Customer Support Team](#).*

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Sana device stuck in the first stage.

1. Is your Sana device running the same pattern for more than 5 minutes?
2. Ensure the Sana device is fully charged. It is recommended to leave the Sana device charging until the blue lights in the lenses turn off.
3. Verify your phone is up-to-date. Install updates as needed.
4. Follow the steps for [“The session will not start.”](#)

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My Sana Relief app is crashing.

1. Confirm your phone's operating system is compatible:
 - a. **Apple:** iOS 9 and above.
 - b. **Android:** Android 5 and above.
2. Close the app and reopen it.
 - a. If the app is still open in the background, completely close out of the app and reopen it.
3. Restart your phone and reopen the app.
4. Uninstall the app, reinstall, and restart your phone.
5. *Please notify the [Sana Health Customer Support Team](#) if you experience an app crash.*

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White screen in the Sana Relief app after session completes.

1. Close out of the app, uninstall and re-download.
2. Once reinstalled, log in with your account username and password.
3. *If you see the white screen again after completing a session, please contact the [Sana Health Customer Support Team](#).*

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My Sana Relief app stuck on “Finishing Up”.

1. To resolve this, uninstall the app and redownload it from the app store.
2. After downloading, you will log in with your account username and password.
3. *If you still see “Finishing Up”, please contact the [Sana Health Customer Support Team](#).*

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