

### **Factory Reset (Hard Reset)**

This is best for when you need to pair your LumiSpa iO with a new Vera account. [Click here for the video guide.](#)

Hard Reset: To remove your device settings and to allow your LumiSpa iO to pair with a different Nu Skin account, perform a hard reset by connecting LumiSpa iO to power and holding the power button for 10 seconds. Release the power button when all the front lights flash orange four times.

### **Bluetooth Reset (Soft Reset)**

This is best for when your LumiSpa iO is not pairing with the Nu Skin Vera app. [Click here for video guide.](#)

Soft Reset: A soft reset allows LumiSpa iO to pair to a new device while maintaining your device settings. To perform a soft reset, connect your LumiSpa iO to power and press and hold the power button for 5 seconds. Release the power button when all the front lights flash blue twice. Please note, LumiSpa iO must be paired with the same Nu Skin account after a soft reset.

### **Hardware Reset**

This is best for when your LumiSpa iO seems stuck or unresponsive. [Click here for video guide.](#)

If the above resets do not help, please try the following:

1. Restart your iPhone.
2. Reinstall the Vera app on your iPhone.

For **Android** users:

(If you are an iPhone user, please see the video guides above)

For phones running Android 12 (or later):

1. Bluetooth permission must be granted for Vera Global or the Nu Town app. Depending on the phone manufacturer, this may be called "Nearby devices" or something similar.
2. Bluetooth must be turned on.

For phones running Android 11 or earlier:

1. Location permission (GPS) must be granted for Vera Global or the Nu Town app.

- In Android 11 and before, Bluetooth is tied into Location permissions.
- If there happens to be a different Bluetooth permission, then go ahead and enable that too.

2. Location (GPS) must be turned on.

3. Bluetooth must be toggled on.

If you can't pair your LumiSpa iO with the Vera App:

1. Force close Vera.
  2. Ensure proper permissions are granted.
    - The app's permissions can generally be checked by:
      - A) Holding down the app icon > selecting information or the information icon > Permissions.
      - B) Settings app > Privacy > Permissions Manager > select relevant permission > ensure the app is listed > back out and double-check other permissions.
  3. Ensure Bluetooth is turned on.
  4. Launch the app and attempt the set up once again.
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