

🔍 Troubleshooting

- Unable to link my mirror

What might be wrong

Unable to link my mirror

You can try

[Watch our short video](#) on how to link your mirror and use the app features.

- My mirror is not charging

What might be wrong

My mirror is not charging

You can try

- A. Ensure that the mirror has been charged for at least 4-7 hours. A green blinking light will confirm the unit is charging. The green light will turn solid green once fully charged.
- B. Should your simplehuman charger and cable not work, please try a new USB to Micro USB Cable and wall charger.
- C. Let's try and reset your unit. To reset the mirror, simply press the power button on the bottom or the back of the unit (depending on the model) to turn it off. Leave it off for 20 seconds, and then press the power button again to turn the unit on.

- My mirror won't light up

What might be wrong

My mirror won't light up

You can try

- A. Let's try and reset your unit. To reset the mirror, simply press the power button on the bottom or the back of the unit (depending on the model) to turn it off. Leave it off for 20 seconds, and then press the power button again to turn the unit on.
- B. Ensure that the mirror has been charged for at least 4-7 hours. A green blinking light will confirm the unit is charging. The green light will turn solid green once fully charged.

- My mirror won't turn off

What might be wrong

My mirror won't turn off

You can try

- A. Clean the sensor with rubbing alcohol and a microfiber cloth.
- B. Make sure there is nothing interfering with the sensor.
- C. Let's try and reset your unit. To reset the mirror, simply press the power button on the bottom or the back of the unit (depending on the model) to turn it off. Leave it off for 20 seconds, and then press the power button again to turn the unit on.