

Frequently Asked Questions

How many treatment points should I expect to find?

Most people will find 7-10 treatment points on each side of the face. The number of treatment points may vary from person to person and from day to day.

What does it feel like?

Some feel a slight pricking, tapping, or tingling sensation. Some users feel no sensation other than the vibration that indicates a treatment point has been detected.

The device vibrates but I don't feel any current. Is it working?

Yes. It's okay if you don't feel anything. Microcurrent waves are working if the device light is on and the unit is vibrating.

What are the warranty, refund, and return policies?

We offer a 1-year limited warranty. Details can be found in the User Guide. You can read our full Shipping & Returns Policy at [Tivichealth.com](https://www.tivichealth.com) or contact customerservice@tivichealth.com

Questions?

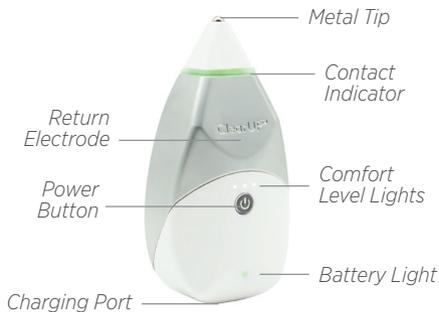
- 🌐 [tivichealth.com](https://www.tivichealth.com)
- 📞 1-888-276-6888
- ✉ customerservice@tivichealth.com

Troubleshooting Tips

If unit does not vibrate:

- Check if unit is turned on. Do not press button during treatment.
- Detach unit from charging cable for use.
- Make sure the metal tip stays in contact with your face. A green light in the contact indicator shows contact pressure is sufficient.
- Moistening the face with water may improve detection.
- Clean tip with wet wipes.
- Reboot the device.

(See reboot instructions in User Guide.)



Manufactured and distributed by:
Tivic Health Systems Inc., Hayward, CA 94545

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MKT-021D

QUICK START GUIDE



Basic Operating Instructions

Step 1

NOTE: Before first time use, charge unit.

Turn Unit On

Press button for ON.
Press and hold for OFF.

Do not press button during treatment.



Comfort Level Lights



Start on Level 1. Adjust according to your comfort level. The difference in levels does not impact effectiveness. Press power button briefly to change level.

Battery Light

BLINKS orange when low.
PULSES green SLOWLY while charging.
Turns SOLID green when charging is complete.

Please refer to the User Guide for complete instructions and labeling.

Step 2

Touch

Start at the outside of your cheekbone. Place the metal tip on your face using mild pressure.



Glide

Move the tip VERY SLOWLY inward along cheek toward the nose.



Stop

STOP gliding when the unit vibrates.

If device does not vibrate, see troubleshooting tips on reverse.



Hold

HOLD TIP ON TREATMENT POINT until vibration stops.

The unit vibrates when it finds a treatment point.



Continue

Once vibration stops GLIDE SLOWLY along the cheek moving towards the nose, up and under the brow to locate additional treatment points.

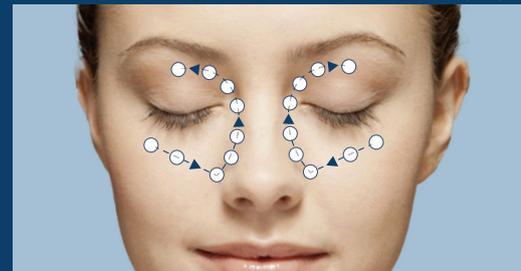
Step 3

Repeat

Treat both sides of the face and then concentrate on areas of pain.

5 min The total treatment time is 5 minutes.

Exact treatment points may vary



Recommended Use

Use 2-4 times a day for 2-4 weeks for maximum effectiveness. Research shows a reduction in severity of symptoms with regular use.

Tips for Use

- Use mild pressure. Ensure metal portion of tip remains in contact with your skin. Green Contact Indicator light near tip indicates contact pressure is sufficient.
- You may feel nothing, a tingle, or a prickling sensation.
- If sensation is too sharp, move tip to another treatment point or change comfort level.