

FAQS

WHAT IS MIAOMIAO?

MiaoMiao is a smart reader, it sits on top of the Libre sensor and turns it into a continuous glucose monitor, sending your blood sugars to your phone or watch every 5 minutes.

You just need to buy 1 MiaoMiao and it can last for years and Freestyle Libre sensor lasts 10 days or 14 days. We have 1 year product quality warranty, and 30 days refund without reasons.

WHAT APPS AND SENSORS WE CAN USE FOR MIAOMIAO2?

Currently, MiaoMiao1 and MiaoMiao2 support most of the popular CGM applications, like xDrip+, Tomato, Glimp and Spike. However, different application works for different sensors.

Tomato (Android & iOS): It supports MiaoMiao1 and MiaoMiao2 for all sensors, you can download or review more information [here](#)

For the detailed compatibility of all applications with different Libre sensors like xDrip+(Android), Glimp(Android), Tomato(Android & iOS) and Spike(iOS), please check the chart below.

Tomato App (iOS & Android)

	libre1	libre2	US 14days	Pro/H
MiaoMiao1	Yes	Yes	Yes	Yes
MiaoMiao2	Yes	Yes	Yes	Yes

xDrip+ App (Android)

	libre1	libre2	US 14days	Pro/H
MiaoMiao1	Yes	Yes	Net yet	Net yet
MiaoMiao2	Yes	Yes	Yes	Net yet

Spike App (iOS)

	libre1	libre2	US 14days	Pro/H
MiaoMiao1	Yes	Net yet	Net yet	Net yet
MiaoMiao2	Yes	Net yet	Net yet	Net yet

Glimp App (Android)

	libre1	libre2	US 14days	Pro/H
MiaoMiao1	Yes	Net yet	Net yet	Net yet
MiaoMiao2	Yes	Net yet	Net yet	Net yet

HOW LONG WILL IT TAKE FOR MY ORDER TO ARRIVE?

Delivery times for international packages vary greatly depending on the final destination. Usually it takes about 3 - 15 days for different countries, some countries can take up to 3 weeks from the time it has shipped until it is delivered. It's highly depends on your local customs and postal services.

For more information about shipping rates, times, and warranty policies see our Shipping and Warranty page. We does not guarantee delivery dates for any shipments.

If you are questions, you can contact our online service. If you want to change the carrier, please contact us after you make the order.

HOW TO TRACK MY SHIPPING INFORMATION WITH TRACKING STARTS WITH EMS?

If you received our email with the tracking number starting with EMS, how can I check the tracking information? We have the procedure to tell you how to do that here.

ARE CUSTOMS, VAT, OR DUTY FEES INCLUDED IN THE ORDER?

For customers outside the China, please be aware that you may be responsible for additional customs fees, VAT, or duties charged during the process of delivering your order. These fees are controlled by governmental authorities in the country where the package is shipped to, and can vary from area to area. It is unfortunately quite difficult to estimate what these fees might be prior to shipping and we encourage you to check with the laws in your area if you have further questions. Your package may be held by your local post office if additional import fees are required. If you choose not to pay these fees and do not pick up your package, The Colossal Shop is not able to refund your shipping costs.

CAN I REFUND MIAOMIAO?

Yes, for whatever reason, you are dissatisfied with your purchase, you can change to a new one or return it to MiaoMiao within 30 calendar days of receipt of item. You can check our Warranty for more information.

You can't refund if the package is still in the shipment, because can't control the carrier to return the package to us.

MY ORDER WAS LOST OR DAMAGED, WHAT SHOULD I DO?

In the event of a lost package or damaged item please contact us immediately and we will address the specific issue. For damaged goods, please contact us and include photographs of the damage.

WHERE WE CAN FIND THE USER MANUAL?

There are a few different ways to get the user manual. We highly recommend you to read it before you use it in the first time.

1. You can scan the QR code on the MiaoMiao2 box.

2. you can find it at the bottom of our home page.

3. Download it here <http://tomato.cool/miaomiao2/manual.pdf>

WHAT IS THE DIFFERENCE BETWEEN MIAOMIAO1 AND MIAOMIAO2?

MiaoMiao2 is slimmer and lighter and has better connectivity than MiaoMiao1. It's easier to attach with FreeStyle Libre sensors. See the chart below for more information

	MM1	MM2	Improvement
重量 weight	8g	6g	 25%
佩戴后整体面积 Overall area after wearing			 40%
蓝牙稳定性 Bluetooth stability	☆☆☆	☆☆☆☆☆	 50%
数据读取稳定性 Data reading	☆☆☆	☆☆☆☆☆	
防水性能 Waterproof performance			
可充电 Chargeable			
1次充电标准工作天数 1 charge standard working days	14	14	
充电线质量 Charging cable life	☆☆☆	☆☆☆☆☆	 50%
复位操作 Reset button position	取下进行操作 Remove it for operation	佩戴中进行操作 Operating when wearing	
双面胶贴纸赠送数量 Double-sided adhesive stickers	15	20	 33%
绑带赠送数量 Bandage gift quantity	0	1	
支持探头 Supported Sensors	Libre1/libre1-10days/libre2/libre-pro/H	Libre1/libre1-10days/libre2/libre-pro/H	
认证 Certification	CE&RoHS	CE&RoHS	

WHAT SHOULD I DO IF MY MIAOMIAO CAN'T BE CHARGED, DISCONNECTED WITH SENSORS, OR CAN'T TRANSFER READING TO YOUR PHONE?

1: Reset MiaoMiao by holding down the reset hole at least 60 seconds at the back of MiaoMiao to reset it(for MiaoMiao1, MiaoMiao2 resetting hole is at the front). Then, try to charge it for 2-3 hours to see if the green light is on or not.

2:Bluetooth is still running? Turn off, wait a few seconds and turn on.

3: Sensor is secure? Sensor has not just come to end of life?Make sure the MiaoMiao is placed on top of the sensor in accordance with the instructions-NO GAP.

4:Running 2 apps on one phone, say Tomato and Xdrip+ can cause problems ,pls delete one.

5: Please turn off your app and then restart it. Or even reinstall app if restarting is not working.

6: If possible, you can restart your phone or change phone to try

7: If possible, you need to use another app to try.

Reset can solve most of the problem, if still not working, please contact us.

HOW TO MAKE LIBRE US 14 DAYS SENSOR WORK WITH MIAOMIAO2 ON XDRIPO?

MiaoMiao2 now works with Libre US 14 days sensors on xDrip+ (android phone only)

We are pleased to let you know that you can use MiaoMiao2 for Libre US 14 days sensors now. Thanks to xDrip+ and you need to upgrade the MiaoMiao2 sensors and change the setting on xDrip+ to make it work. Check this for the instruction.

Soon, Tomato (Android & iOS) will support US 14 days sensors too, we will keep you posted.

HOW TO SCAN LIBRE SENSORS WHEN I HAVE MIAOMIAO2 ON?

When you wear MiaoMiao2, and when you scan with your Libre scanner, make sure that you scan your sensor with the area in the picture below.



WHAT IS MY MIAOMIAO CHARGE LIGHT IS OFF?

Method 1: When charging the battery, it will flash red light if the charging cable is connected successfully. And then it will flash red light every 7 seconds, it is the normal state of charge. If the red

light does not flash immediately after the connection of the charging cable, please check whether the charging cable is connected.

Method 2: If you charge by portable battery, you may not charge MiaoMiao, because most of the portable battery does not support the small device charging.

WHY MY NEW MIAOMIAO2 BATTERY CAN ONLY LAST FOR A FEW DAYS?

The battery needs to be recharged several times before reaching its maximum capacity. After that, one charge should last 14 days. We tested the overnight battery capacity and connection for each device before we send it out. If it still doesn't work better after several charges, do not hesitate to contact us and we will replace a new one to you. And if you have any problems, we recommend you to reset first, it can solve most of the problems.

WHY MY PHONE CAN'T FIND MY MIAOMIAO?

Method 1: Make sure the phone's Bluetooth is turned on;

Method 2: Check if MiaoMiao has electricity and you can charge it for 15 minutes before trying to search;

Method 3: After reset, try searching again

WHAT "THE SENSOR CAN'T BE READ" MEANS?

Method 1: First ensure that the MiaoMiao, is placed on top of the sensor in accordance with the instructions;

Method 2: Make sure that the new sensor has started;

Method 3: Make MiaoMiao, reattach the sensor and change direction;

Method 4: Try to reset MiaoMiao,;

WHAT "SIGNAL IS MISSING" MEANS?

Method 1: Check whether the system Bluetooth is turned off;

Method 2: Check if MiaoMiao, has electricity and you can charge it for 15 minutes before trying to search;

Method 3: Please place the mobile phone near MiaoMiao,(preferably within 3 meters). Do not put the phone in a metal object (including but not limited to iron tables, metal cabinets, etc.). It is best not to block the phone and MiaoMiao. (including, but not limited to, humans, animals and other objects with moisture, metal objects, etc.);

HOW TO START MIAOMIAO ?

Step1:Reset MiaoMiao or charge it to turn MiaoMiao on. (Use card pin to tie the hole in the back of MiaoMiao, and hear the quaking sound means the operation is successful. If this works, the Indicator light will flash red)

Step2:Read "HOW DOES MIAOMIAO WORKS" in our website to learn about how to wear MiaoMiao, how to use a phone app to connect MiaoMiao and how to display your BG data in your smart watch face.

HOW OFTEN SHOULD I RECHARGE MIAOMIAO BATTERY ?

MiaoMiao battery can last 14 days. You just need to charge it 2-3 hours each time.

DO YOU SELL FREESTYLE LIBRE SENSOR ?

No, we don't sell sensors, Freestyle Libre is not in our product list .

WHAT DO YOU USE TO CLEAN THE BACK OF THE MIAOMIAO OF STICKER GLUE?

There are several way to clean the sticker glue

1. A little dot of baby oil on a tissue, followed by a clean with an alcohol wipe.
2. a make-up remover wipe the oil dissolves the glue.
3. Grape seed oil
4. WD40

WHAT'S MIAOMIAO1 AND MIAOMIAO2 FIRMWARE VERSION, HOW CAN I UPGRADE OR DOWNGRADE IT?

The compatible apps on mobile phone for Libre1 14days and 10 days sensors are spike/xDrip+/Glimp/tomato.

If you are using Libre2 sensor, you can use xDrip+/tomato apps. You can find updated firmware APK for MiaoMiao1/2 Libre1/2 is:<https://drive.google.com/open?id=1tZ6z1G7bjZ5qd1hEE0x79mt-kzLUBJwS>

If you want to upgrade or downgrade your firmware, download and install this apk on any android phone and select your MiaoMiao model to finish the process.

If you are using US 14 days sensors, you need to upgrade your MiaoMiao2 firmware version to 7. APK to upgrade your MiaoMiao2: <https://drive.google.com/open?id=1qcGpNJhrCdxFqyV7U-yFPACet96VhQRh>.
Instruction how to upgrade: <https://medium.com/p/35b431a40940>