

TROUBLESHOOTING

HAVING TROUBLE WITH SETUP?

Don't return this product to the retailer, we're here to help. Please call/write us for customer support: 866-246-2008 customerservice@monsterilluminescence.com

Q: Why is my device failing to connect to my Wi-Fi network?

A1: Make sure your phone or tablet is successfully connected to the **2.4GHz Wi-Fi network** that your device will be placed on.

A3: If your Wi-Fi network is a mixed 2.4GHz/5GHz network, try using AP pairing mode for better results.



1. Press and hold the pairing button until the LED is **slowly blinking**.
2. In the app, select the "+" in the upper right corner of the home screen to add a new device and then select "Lighting (Wi-Fi)".
3. Click "Net Pairing Mode" in the upper right to switch to AP mode.
4. Confirm that the LED indicator is slowly blinking, confirm the network is your mixed Wi-Fi network, enter your Wi-Fi password, and click "Confirm".
5. Follow on-screen instructions to set up your device via wireless access point.

A4: If you still have issues with your mixed network, you may need to access your router settings and/or call your Internet Service Provider to create a separate 2.4GHz network.

A5: **You may need to fully charge your Orb+ before pairing.**

Q: Where can I use my Orb+? Can it float?

A1: The Orb+ can be used in three positions: tabletop, and hanging.

A2: Yes, the Orb+ can float! To keep it watertight you MUST ensure that the silicon USB cover is tightly sealed at all times.

A3: Never submerge the Orb+.

A4: Never hang the Orb+ using the USB cable.

A5: Do not charge the Orb+ near water.

For other frequently asked questions please visit our website at www.monsterilluminescence.com

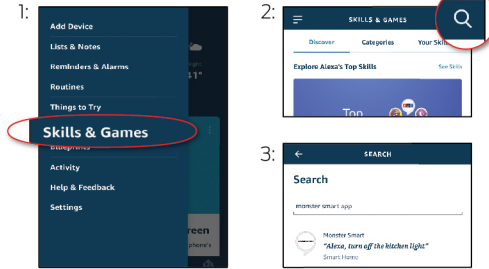
VOICE CONTROL OPTIONAL

AMAZON VOICE CONTROL SETUP

Make sure your Amazon Alexa device is installed and setup

- STEP 1: Open the Alexa app and go to Skills in the menu
- STEP 2: Search for and choose **MONSTER SMART**
- STEP 3: Enable the Skill and authorize your account using your login information

NOTE: Use the same login information that you used to create your Monster Smart account



At any time, go to the Alexa app to set nicknames and rooms for your devices. You can also rename devices in the Monster Smart app.

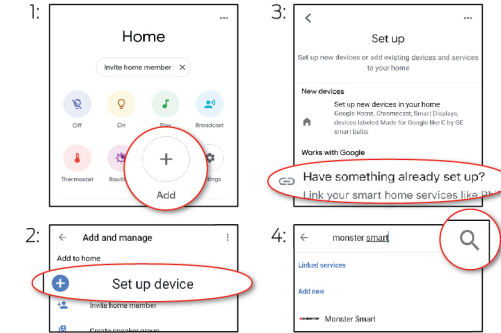
Using the name Orb+, or the name you assigned your device, you can ask Alexa to control your device, just say "Alexa," and ask: **"Turn on my Orb+"; "Set my Orb+ to blue"; "Set my Orb+ to 50% brightness";** and more!



GOOGLE VOICE CONTROL SETUP

Make sure your Google Assistant device is installed and setup.

- STEP 1: Open the Google Home app, go to the Home menu, and tap the "+" button
- STEP 2: Click "Set up device"
- STEP 3: Click "Have something already set up?"
- STEP 4: Search for and choose **MONSTER SMART** and authorize your account using your login information
- NOTE: Use the same login information that you used to create your Monster Smart account



At any time, go to the Google Home app to set nicknames and rooms for your devices. You can also rename devices in the Monster Smart app.

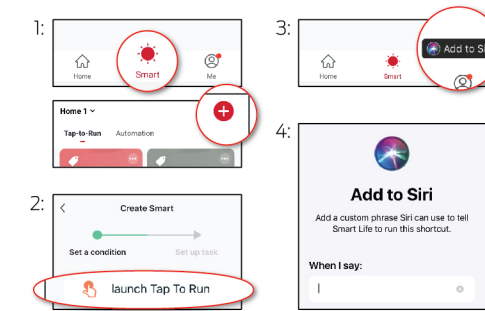
Using the name Orb+, or the name you assigned your device, you can ask your Google Assistant to control your device, just say "Hey Google" and say: **"Turn on my Orb+"; "Set my Orb+ to blue"; "Set my Orb+ to 50% brightness";** and more!



SIRI VOICE CONTROL SETUP

Requires iPhone running iOS 12 or later.

- STEP 1: Open the **MONSTER SMART** app and go to the "Smart" menu, tap the "+" button to create a new Tap to Run Smart Scene
- STEP 2: Tap "launch Tap To Run" and fill out the information
- STEP 3: Once your Smart Scene is created and saved, click the button that appears at the bottom of the screen that says "Add to Siri" to open the list of options
- STEP 4: Select your new Tap To Run Smart Scene from the list and click "Add to Siri"
- STEP 5: Create a custom phrase to say to Siri to run your Smart Scene (this can be any verbal command)



Now Siri can use your voice and custom verbal command to turn your Orb+ on or off, activate your favorite lighting pattern, adjust the device at the same time as your other smart devices, or whatever you've set up as your Tap To Run Smart Scene.

NOTES

WARRANTY

1 Year Limited Warranty - Please read and understand all instructions before using this product. If damage is caused by failure to follow the instructions, this warranty is null and void.

SAFETY

- Keep these instructions
- Do not drop, puncture, or disassemble this product
- Do not use or install this product in any way other than what is outlined in this guide
- Do not hang this product using the USB cable
- Do not charge this product in wet environments
- Do not submerge this product in water
- Avoid long exposure to direct sunlight, which may cause damage
- Do not use this product in small, enclosed locations that could limit the flow of air or trap excess heat
- Do not expose this product to open flames
- Do not use the product in a strong magnetic field
- Do not use this product for emergency lighting/exits
- Do not allow small children to operate, modify, or install this device unsupervised
- Use a clean, soft cloth to clean - do not use any corrosive cleaners/oils to clean

FCC Compliance

This device complies with Part 15 of the FCC. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF Exposure Statement

To satisfy FCC's RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation. To ensure compliance, operations at closer than this distance is not recommended.

ISED/C Warning

This device complies with Innovation, Science, and Economic Development Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil n'émet pas de production de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm.

Le présent appareil est conforme Après examen de ce matériel aux conformités ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité et compliance d'acquies les informations correspondantes. La distance minimale du corps à utiliser le dispositif est de 20cm.

1 YEAR LIMITED WARRANTY

Jem Accessories, Inc. Limited Warranty Policy for Monster Smart Products Last Updated: March 27, 2020

This limited warranty contains important information about your rights and obligations, as well as limitations and exclusions that may apply to you.

1. WHAT THIS LIMITED WARRANTY COVERS; PERIOD OF COVERAGE Jem Accessories, Inc. ("Jem Accessories"), 32 Brunswick Ave, Edison, New Jersey, USA, warrants to the owner of the enclosed Monster Smart-branded product contained in this box ("Product") will be free from defects in materials and workmanship for a period of one year. Notwithstanding the foregoing, the Warranty Period for a factory refurbished Product is one (1) year, even if installed by a professional. If the Product fails to conform to this Limited Warranty during the Warranty Period, Jem Accessories will, at its sole discretion, either (a) repair or replace any defective Product or component; with proof of purchase using original documentation. Repair or replacement may be made with a new or refurbished product or components, at Jem Accessories's sole discretion. If the Product or a component incorporated within it is no longer available, Jem Accessories may, at Jem Accessories's sole discretion, replace the Product with a similar product of similar function. This is your sole and exclusive remedy for breach of this Limited Warranty. Any Product that has either been repaired or replaced under this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of (a) ninety (90) days from the date of delivery of the repaired Product or replacement Product, or (b) the remaining Warranty Period. This Limited Warranty is not transferable from the original purchaser to subsequent owners.

2. TOTAL SATISFACTION RETURN POLICY If you are the original purchaser of the Product and you are not

satisfied with this Product for any reason, you may return it in its original condition to the retailer in compliance with the retailer's return policy.

3. WARRANTY CONDITIONS; HOW TO GET SERVICE IF YOU WANT TO CLAIM UNDER THIS LIMITED WARRANTY Before making a claim under this Limited Warranty, the owner of the Product must (a) visit monsterilluminescence.com/support during the Warranty Period to provide notice of your warranty claim and describe the alleged failure, and (b) comply with Jem Accessories (or its authorized distributor's) return shipping instructions. Jem Accessories will have no warranty obligations with respect to a returned Product if it determines, at its reasonable discretion after examination of the returned Product, that the Product is an Ineligible Product (defined below).

4. WHAT THIS LIMITED WARRANTY DOES NOT COVER This Limited Warranty does not cover the following (collectively "Ineligible Products"): (i) Products marked as "sample" or "Not for Sale"; (ii) Products that have been subject to: (a) modifications, alterations, tampering, or improper maintenance or repairs; (b) handling, storage, installation, testing, or use not in accordance with any quick start guide, manual or other instructions provided by Jem Accessories; (c) abuse or misuse of the Product; (d) breakdowns, fluctuations, or interruptions in electric power or the telecommunications network; or (e) Acts of God, including but not limited to lightning, flood, tornado, earthquake, or hurricane; or (iii) any non-Jem Accessories branded hardware products, even if packaged or sold with Jem Accessories hardware. This Limited Warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Product, or software (even if packaged or sold with the product). Jem Accessories recommends that you use only authorized service providers for maintenance or repair. Unauthorized use of the Product or software can impair the Product's performance and may invalidate this Limited Warranty.

5. DISCLAIMER OF WARRANTIES Except as stated above in this limited warranty, and to the maximum extent permitted by applicable law, Jem Accessories disclaims all express, implied, and statutory warranties and conditions with respect to the product, including the implied warranties of merchantability and fitness for a particular purpose. To the maximum extent permitted by applicable law, Jem Accessories also limits the duration of any applicable implied warranties or conditions to the duration of this limited warranty.

6. LIMITATION OF DAMAGES In addition to the above warranty disclaimers, in no event will Jem Accessories be liable for any consequential, incidental, exemplary, or special damages, including any damages for lost data or lost profits, arising from or relating to this limited warranty or the product, and Jem Accessories's total cumulative liability arising from or related to this limited warranty or the product will not exceed the amount actually paid for the product by the original purchaser.

7. LIMITATION OF LIABILITY The Jem Accessories online services at monsterilluminescence.com ("services") provide you information ("product information") regarding your Jem Accessories products or other peripherals connected to your products ("product peripherals"). The type of product peripherals that may be connected to your product may change from time to time. Without limiting the generality of the disclaimers above, all product information is provided for your convenience, "as is", and "as available". Jem Accessories does not represent, warrant, or guarantee that product information will be available, accurate, or reliable or that product information or use of the services or product will provide safety in your home. You use all product information, the services, and the product at your own discretion and risk. You will be solely responsible for (and Jem Accessories disclaims any and all loss, liability, or damages, including to your wiring, fixtures, electricity, home, product, product peripherals, computer, mobile device, and all other items and pets in your home, resulting from your use of the product information, services, or product. Product information provided by the services is not intended as a substitute for direct means of obtaining the information. For example, a notification provided through the service is not intended as a substitute for audible and visible indications in the home and on the product, nor for a third party monitoring service that monitors alarm state.

8. YOUR RIGHTS AND THIS LIMITED WARRANTY This Limited Warranty gives you specific legal rights. You may also have other legal rights that vary by state, province, or jurisdiction. Likewise, some of the limitations in this Limited Warranty may not apply in certain states, provinces or jurisdictions. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to contact a relevant consumer advisory service. If you need to start a warranty claim for your Monster Smart device, please reach out to Customer Support by emailing customerservice@monsterilluminescence.com or calling our support number 866-246-2008. Please allow 7-10 business days to process warranty claims. Customers located outside of U.S. will be responsible for all shipping costs.