

## 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.

A2: If your Wi-Fi network is a mixed 2.4GHz/5GHz network, try using AP pairing mode for better results.



Q: Why is one part of my Vertex+ not lighting up?  
A1: Make sure the connections between the three parts are secure. (Sometimes the white light cover can move during assembly, ensure that it is seated properly when connecting.)

A2: This device requires 5V/2A power source. If insufficient power is supplied, it may not function properly.  
A3: The app lets you select how many LEDs are used. Click the settings icon in the left corner and change the number to 90 to activate all 90 LEDs in the Vertex+.

For other frequently asked questions please visit our website at [www.monsterilluminescence.com](http://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 **Vertex+**, or the name you assigned your device, you can ask Alexa to control your device, just say "Alexa", and ask "Turn on my Vertex+", "Set my Vertex+ to blue", "Set my Vertex+ to 50% brightness", and more!

Using the name **Vertex+**, 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 Vertex+", "Set my Vertex+ to blue", "Set my Vertex+ to 50% brightness", and more!



### GOOGLE VOICE CONTROL SETUP

Make sure your Google Assistant device is installed and setup.

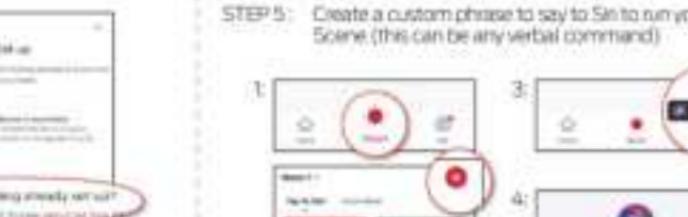
**STEP 1:** Open the Google Home app, go to the Home menu, and tap the "+" button.

**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.

Now Siri can use your voice and custom verbal command to turn your Vertex+ 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 in your Tap To Run Smart Scene.



### SIRI VOICE CONTROL SETUP

Requires iPhone running iOS 12 or later.

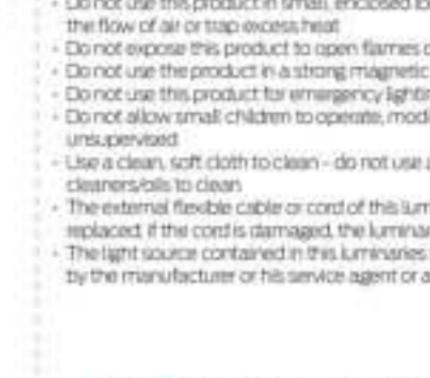
**STEP 1:** Open the **MONSTER SMART** app and go to the "Smart" menu, tap the "+" button to create a new Tap To Run Smart Scene.

**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).



## 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.

### 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.

**WARNING CONDITIONS: HOW TO GET SERVICE IF YOU ANNOT CLAIM UNDER THIS LIMITED WARRANTY Before making a claim under this Limited Warranty, the owner of the Product must (i) make reasonable efforts to contact the manufacturer or its authorized distributor or reseller to resolve shipping notifications, (ii) provide proof of purchase to the manufacturer or its authorized distributor or reseller to provide proof of your warranty claim and describe the alleged problem, and (iii) comply with laws, regulations and terms and conditions of the returned Product if it determines, 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 "Excluded Products"): (i) Products marked as "As-Is" or "Not for Sale"; (ii) Products that have been modified or tampered with; (iii) accessories, alterations, transports or improper maintenance or repair; (iv) handling damage; (v) installation, testing, or use not in accordance with any quick start guide, manual or other instructions provided by the manufacturer; (vi) damage to the equipment between the equipment and another product; (vii) acts of God, including but not limited to lightning, flood, tornado, earthquake, or hurricane; or (viii) any non-Warranty Excluded Products included hardware products, even if packaged or sold with this device. 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 causing the Product's performance to may violate this Limited Warranty.

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**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. 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 in 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 advice service.

If you need to start a warranty claim for your Monster Smart device, please email us at [customerservice@monsterilluminescence.com](mailto:customerservice@monsterilluminescence.com) or call our support number 866-246-2008. Please allow 7-10 business days to process warranty claims. Customers located outside of US, will be responsible for all shipping costs.

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

### MONSTER

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[www.xtremepowersystems.com](http://www.xtremepowersystems.com)

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