

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.



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 "Pairing Mode".
3. Click "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.

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 5V2A power source. If insufficient power is supplied it may not function properly.

A3: The app let's 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



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!



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 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!



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 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 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 install this product in any way other than what is outlined in this guide.
- Do not submerge the light or the power supply unit 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 or use near fire.
- 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/sols to clean.
- The external flexible cable or cord of this luminaries cannot be replaced, if the cord is damaged, the luminaries shall be destroyed.
- The light source contained in this luminaries shall only be replaced by the manufacturer or his service agent or a similar qualified person.



Vertex+ Smart RGB+W Cover Light | Model MUD-1066-001 | Input: 5V 2A
FCC ID: 2AH45-MUD1066 | IC: 20065-MUD1066 | HW: MUD1-0001-R01

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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 and can receive radio frequency energy and, if not installed and used according to 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 20cm or more should be maintained between the antenna of this device and persons during device operation. To ensure compliance, operations at close range to 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 must not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Le présent appareil ne génère pas d'interférence et doit accepter toute interférence radio qu'il pourrait subir. L'utilisateur doit s'assurer de maintenir une distance d'au moins de 20 cm entre l'antenne de cet appareil et les personnes pendant son utilisation. Pour assurer la conformité, l'utilisation à courte distance de cet appareil n'est pas recommandée. (3) L'appareil ne doit pas produire de brouillage, et (4) 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 compliant with RF exposure guidelines, users must follow Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 30cm. Le présent appareil est conforme aux normes de ou matériel est conforme à ces limites d'exposition de champ RF. Les utilisateurs doivent se conformer aux recommandations et la conformité et compliance d'exposition les informations correspondantes. La distance minimale du corps à utiliser le dispositif est de 30cm.

1 YEAR LIMITED WARRANTY

Monster Illuminescence, Inc. Limited Warranty Policy for Monster Smart Products Last Updated: March 27, 2020. The 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: Monster Illuminescence, Inc. ("Monster"), 32 Broadway Ave., Edison, New Jersey, USA, warrants to the owner of the enclosed Monster Smart licensed product contained in this box ("Product") will be free from defects in material and workmanship for a period of one year. Notwithstanding the foregoing, the Warranty Period for a factory-rebuilt 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, Monster Illuminescence will, at its sole discretion, either 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 Monster Illuminescence's sole discretion. If the Product is a component incorporated within a device, Monster Illuminescence will, at its 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. The Limited Warranty is not transferable from the original purchaser to subsequent owners. 2. TOTAL SATISFACTION RETURN POLICY: You are the original purchaser of the Product and you are not

satisfied with this Product for any reason, you may return it to its original condition to the retailer to 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 the terms of the warranty claim process. 4. WARRANTY CLAIM PROCESS: Monster Illuminescence will use its reasonable efforts to inspect the Product and, if necessary, will make a determination after examination of the returned Product, that the Product is an eligible Product (defined below). A. WHAT THIS LIMITED WARRANTY DOES NOT COVER: This Limited Warranty does not cover the following (collectively "Excluded Products"): (i) Products marked as "sample" or "not for sale" or "not for sale"; (ii) Products that have been subjected to: (a) modifications, alterations, tampering, or improper maintenance or repairs; (b) handling, abuse, installation, testing, or use not in accordance with any quick start guide, manual or other instructions provided by Monster Illuminescence; (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 (f) any non-Monster Illuminescence branded hardware products, even if packaged or sold with Monster Illuminescence hardware. 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Please allow 7-10 business days to process warranty claims. Customers located outside of U.S. will be responsible for all shipping costs.