

# X Rocker Neo Motion™ Sync App Controlled LED Lighting- FAQ's

**1. Lights not showing on product but product is visible in app:**

- On the app, turn the product off and on using the power button

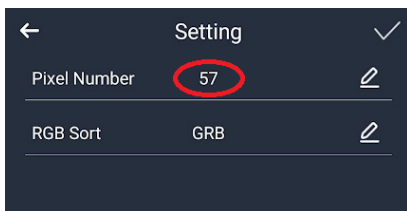


## 2. Lights are only partially showing on product:

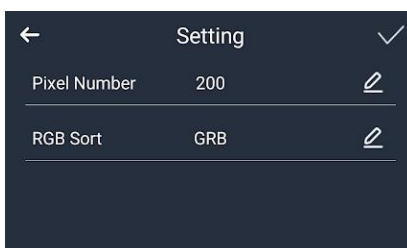
- Go to Settings > click 'settings'



- Change Pixel number value from current value to 200



- Click the tick and then check the product again



**3. No lights on product and product is not showing in the app**

- Press and hold the power button on the product for 10 seconds. Try twice as this may have also turned the product off.
- Check that a friend/family member is not already connected to the product with their phone (the product will only be visible to one user at a time). Simply close their app and the product should become discoverable.

**4. Lights are flickering and/or unresponsive but device is visible in the app**

- Ensure the lights are not set to sound reactive mode. You can test this initially by clapping or making sound near the product first.
- Simply select any of the pattern modes to change the setting away from sound reactive.