


GAMING FOOTBALL TROUBLESHOOTING

We understand that you're eager to have fun with your football 
Let's get things sorted out! Please follow these easy steps sequentially to rule out potential issues, and you'll soon be out kicking it off!

First and foremost: Ensure the ball is well-inflated and charged

Due to shipping, the ball may arrive slightly deflated, which can affect the charging process. Please confirm the ball is properly pumped up.


We recommend charging the ball for approximately 1 hour to enjoy approximately 30 hours of active playtime. Watch this [video on how to charge the ball](#).

1. Check if the charger is working properly

If you have a phone/electronics compatible with standard Qi wireless charging(*), remove any casing it may have, and place it directly onto the wireless charger (it is important that there is no casing on it). If the charger turns blue with a pulsing light, then the charger is working. **The wireless charger follows Qi standard, and will charge electronics that comply with this standard. This is the most common standard on the market.*

However, If this is not the case, then try another phone/electronics to be sure as your phone may not follow Qi standards.

IMPORTANT: If the green light on the charger turns off, this is not a problem. The green light turns on when you connect the power to say it is powered, and will turn off automatically after some seconds.

 If you've successfully completed step 1 and still can't charge the football, move on to step 2!

⊖ Does step 1 not charge your phone/other electronics?

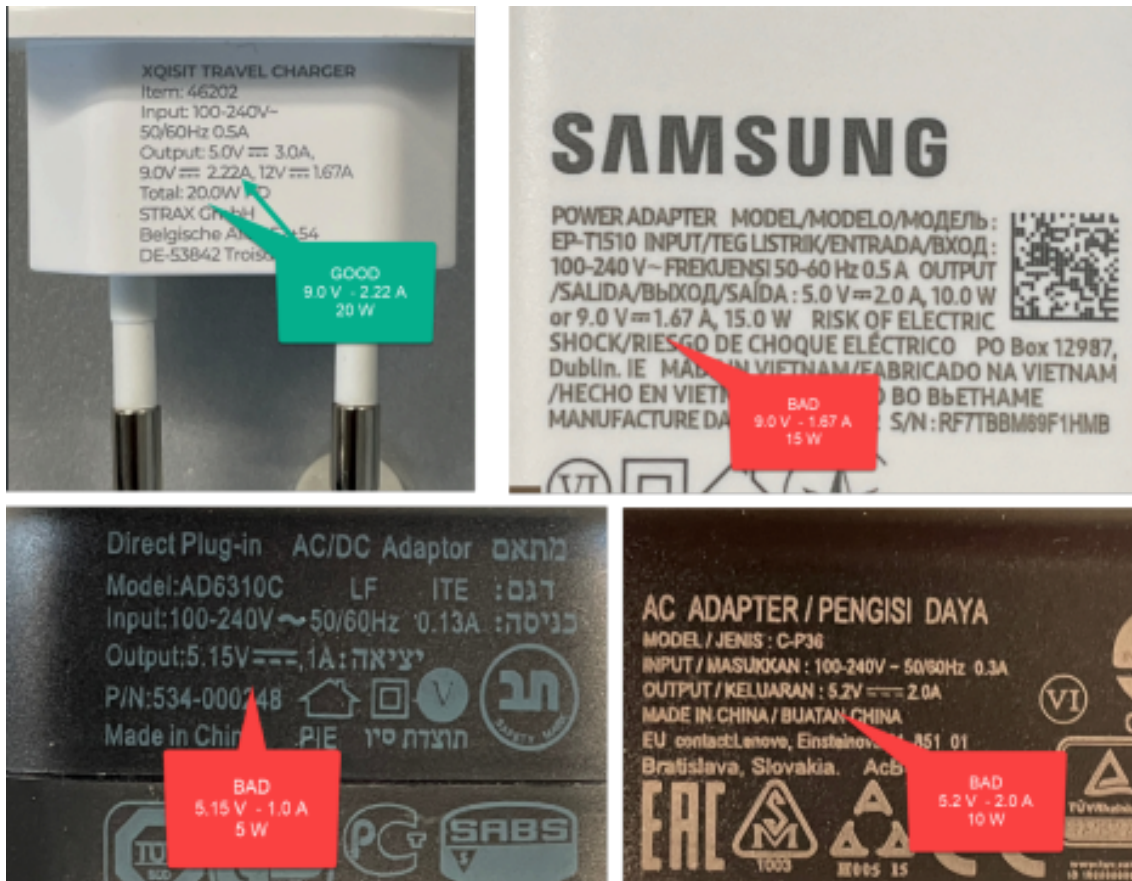
Please send us an email to post@playfinity.com and send us the model of phones/electronics you tested. Alternatively, if you've already been attended by our support service and have an ongoing email conversation, you can respond directly to that email thread with the same information. Please ensure to include your name and order number in the email for quicker assistance.

You can consider the troubleshooting process finished now. We're really sorry that you're not yet out and kicking with your new Playfinity Gaming Football!

We will then confirm that your charger does not work, and send you a new one.

2. Check if you are using the right adapter for charging the football

To ensure optimal charging performance, use an adapter with the following **output: 9V – 2.22A**. This is commonly referred to as a 'fast charging adapter.' While other outputs may work, we recommend this specification for best results. You can verify the output values on your adapter using the pictures below.



If your adapter meets these specifications and successfully charges your phone on the wireless charger (as described in Step 2), it indicates that the adapter is compatible and has the correct output.

👍 If this step has resolved the issue, there's no need to proceed further.

✅ If you've confirmed you are using the right adaptor and still can't charge the football, move on to step 3!

3. Place the ball correctly on the charger

The objective is to get the center of the ball button to be in the center of the charger.



This may be a bit tricky initially, and you may need to turn it slightly back and forth to get it right. Please, watch this video with tips on [how to place the ball correctly](#).

The video demonstrates the process of aligning the Playfinity logos perfectly over each other. Gradually nudge the ball in small steps (wait 5 seconds for each small nudge), moving the logo on the ball more and more out of sight (under the ball). When the logo is almost not visible with your eyes at the level of the table surface, the blue light should illuminate.

Remember that the green light turning off does not indicate any issue. This green light is only to signal that power is connected to the charger and is on standby. It will automatically switch off after a few seconds.

👍 If this step has resolved the issue, there's no need to proceed further.

✅ If you've managed to charge the ball, you're ready to move on to step 4!

❌ Are you still unable to charge the ball at this point?

If you've completed Steps 1, 2, and 3 successfully and have attempted the method of placing the ball on the charger as shown in the video link provided (Step 4) without success, please follow these steps:

1. Take a picture of the Output information (9V – 2.22A) on your adapter.
2. Send an email to post@playfinity.com stating that you've followed Steps 1, 2, 3, and 4 for troubleshooting the charging of the ball, but are still unable to charge it. Alternatively, if you've already been attended by our support service and have an ongoing email conversation, you can respond directly to that email thread with the same information. Please ensure to include your name and order number in the email for quicker assistance.

We will assist you in identifying the possible issue or, if something is defective, replace the components that are not functioning properly. We apologize for any inconvenience caused and are committed to resolving this issue promptly so you can fully enjoy your new Playfinity Gaming Football!

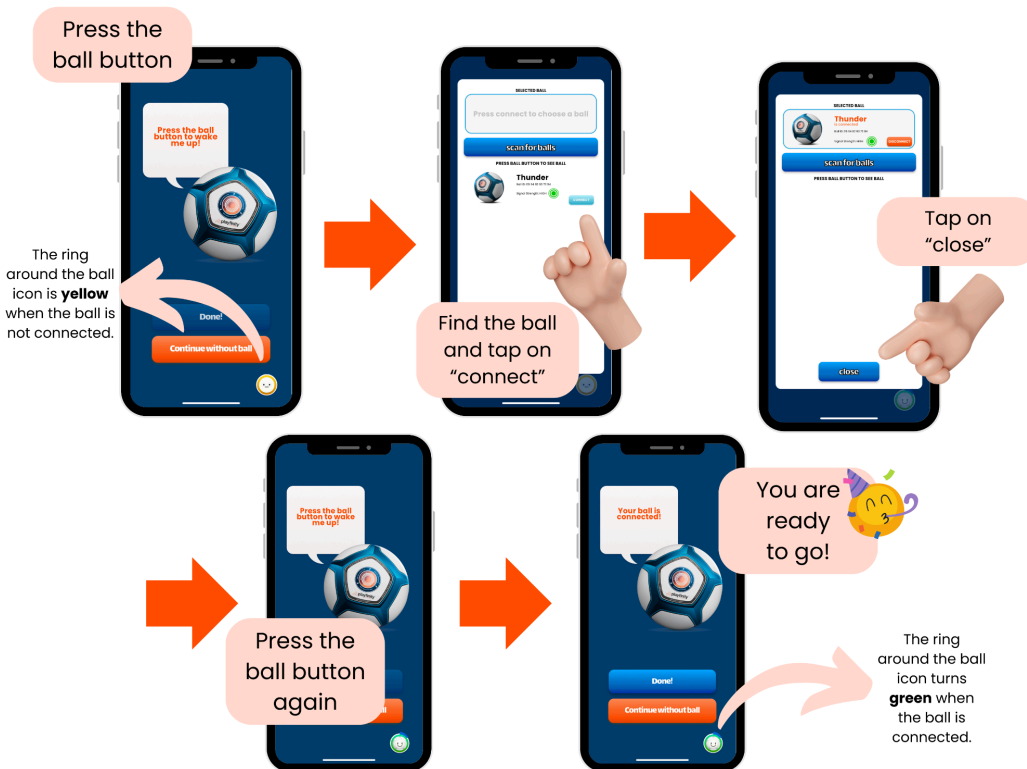
4. Connect the ball to the app - Easy! Open the app and press the ball button

Once you've confirmed that the ball is charged follow these steps:

1. Open the Playfinity FC app
2. Log in to your account (if it's your first time then create an account and a profile)
3. Follow this quick guide below

HOW TO PAIR YOUR GAMING FOOTBALL AND THE PLAYFINITY FC APP

First, create your account, and then ensure that the app is running!



IMPORTANT! Please avoid connecting the ball through your Bluetooth device list.

App for iOS, click [here](#). App for Android, click [here](#).

Note: If the ball has not been in use for a while, it automatically turns off to save battery. Simply press the button to resume play and get back to more active fun! ⚽✨