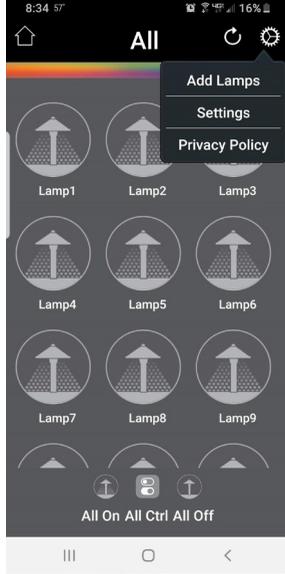
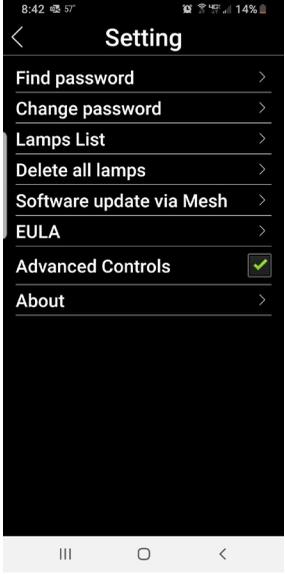
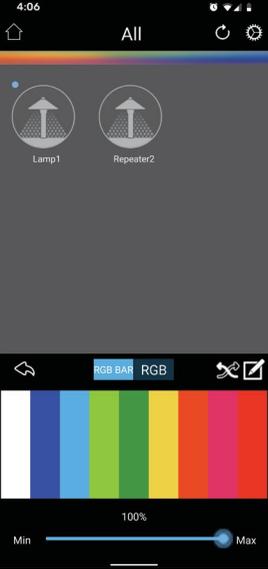
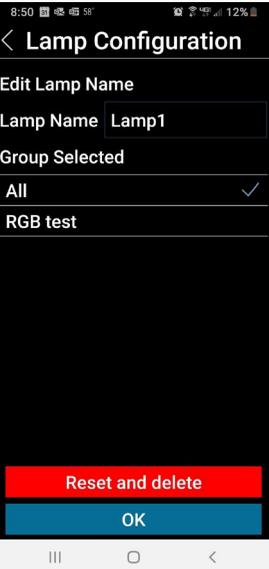
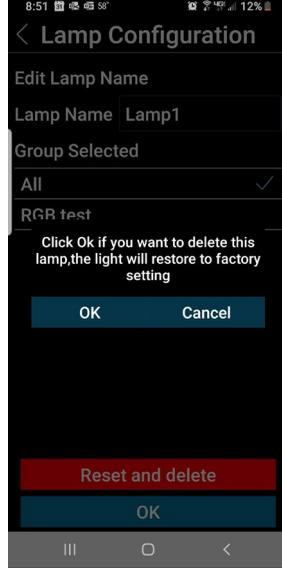
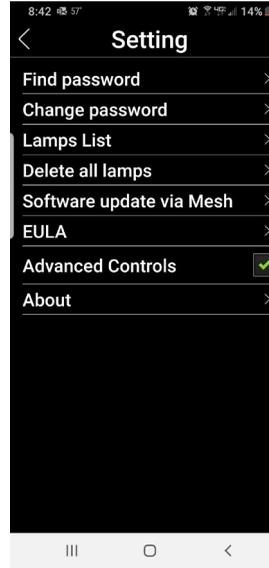
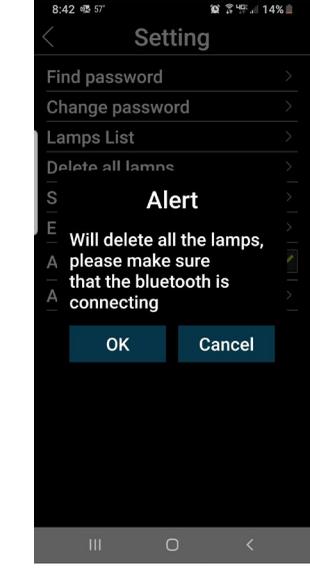


Topic	Problem/Issue	Troubleshooting	Figure
Add a new lamp	Lamps won't connect		
	Change Bluetooth Password	<p>For Android devices: Lower case alphabetic passwords are recommended. Change the VIVID app Bluetooth password to all lower case alphabetical letters (i.e. vivid or your last name)</p> <p>To change the Bluetooth password:</p> <ol style="list-style-type: none"> 1. Select the gear icon  at the top right corner of the VIVID app. 2. select Settings. 3. Choice option to "Find Password" or "Change Password." (See figure B below) <p>*Note: Lamps can be accessed from any mobile device by using the same Bluetooth password.</p>	 <p>Figure A</p>  <p>Figure B</p>
	Check device distance from lamp	Move closer to lens/face of lamp you are trying to connect so that the mobile device is directly over or under the lens/face.	
		<p>If you are within proper range and the lamp is flashing white, or is it set on a color (red, green, blue, etc.):</p> <ul style="list-style-type: none"> • Flashing white = Lamp is in factory default mode and should be ready to add to your app • Solid Color (red, green, blue, etc.) = Lamp has been synced with another user's VIVID app, and needs to be factory reset 	

Control a lamp	Identify which lamp is being controlled in the app	<p>Make sure lamp power source is on and working. If you have more than one lamp on the app, start with the first lamp icon  and tap it once.</p> <ul style="list-style-type: none"> • If the VIVID lamp turns on/off, you have identified the lamp and can now control its color changing and dimming features. • If the lamp did not turn on/off, move to the next lamp on the app and try again. Continue until you find the lamp you are trying to control. (See figure C below). 	
	Controlling the lamp features	<p>Press and hold the icon of the lamp you would like to control. This will take you to the menu screen where you can control the dimming and color changing features. (See figure D below)</p> <p>The is a green icon on the app indicates the lamp that is currently being controlled by the app</p> <p>You can also select the Edit icon to customize the name of the lamp, and create and edit groups. (See figure E below).</p>	

<p>Factory default settings</p>	<p>Restore the lamps to factory default settings</p>	<p>If you have the original mobile device the lamps were synced to:</p> <p>To reset a single lamp,</p> <ol style="list-style-type: none"> 1. Press and hold the icon of the lamp to reset to bring up the Menu screen 2. Select the Edit icon 3. Select the “Reset and Delete” button. (See figure F below). <p>An alert will pop up to confirm that you want to delete that lamp. (See figure F below)</p> <p>To reset all lamps:</p> <ol style="list-style-type: none"> 1. Select the gear icon  at the top right corner of VIVID app page 2. Select Settings. 3. Select the “Delete All Lamps” option (See figure G below) <p>An alert will pop up asking to confirm that you want to delete all lamps. (See figure H below)</p>	 <p>Figure C</p>	 <p>Figure D</p>	 <p>Figure E</p>
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		<p>If you do not have the original mobile device the lamps were synced to, you will need to manually reset the lamps:</p> <ol style="list-style-type: none"> 1. Turn lamp on for 15 seconds. Turn on/off with any 12 volt power source. Even touching a 9 volt battery to the pins on the lamp will work. <i>*Note: Only power on/off the lamps that you want to reset.</i> 2. Turn lamp off for 5 seconds 3. Repeat this on/off cycle four more times, or until the lamp(s) turn white and start to strobe from bright to <p>You should now be able to add a new device to the app.</p>	 <p>Figure F</p>	 <p>Figure G</p>	 <p>Figure H</p>
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