

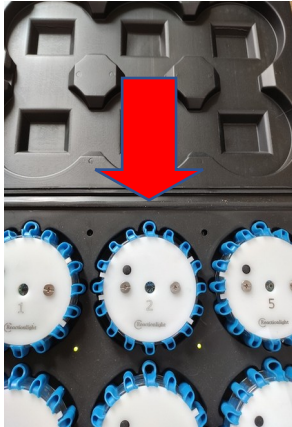


Troubleshoot form Reactionlight



Date: _____

Constumor-name: _____

Lights	Light(s) don't turn on	Battery low. Recharge the light(s) (Two times flash is on, one time flash is off.)
	Light(s) turn on (flash two times) and after some time turn off (flash one time)	
	Light(s) turn on (flash two times) and after 15 minutes turn off (flash one time) while not connected.	Normal: the light goes to power save modus
	Light(s) turn on (flash two times) and after 15 minutes turn off (flash one time) while connected.	Update app to the latest version
	In run the light goes immediately off	Clean the lens with the cloth delivered with the box or a clean tissue and a little bit of water. If cleaning does not help then the lens is scratched or the sensor is broken and has to be replaced.
Charging box	The charging lights in the box are not flashing, only red or green	 <p>Are the lights correctly installed, the big hanging loop must face to the top cover Also when the battery's are full, the lights stop flashing.</p>
Charging box	The charging light in the charging box are not on	Is the red light of the adapter on? No!, then adapter broken or no power. Yes!, then the cable between the adapter and box is broken

Distance	The connection distance of an apple phone is shorter than an android phone.	This is known, Apple does not support the long range functionality of bluetooth. Android has good support for long range.
	The connection distance is some times shorter.	The long range function can accede a distance of more than 100m in open field. Trees and human body's can shorten this significantly because of the amount of water in trees and body's. Water can block the signal.
Connection	No lights pair or connect.	1)Set "location" on in the settings of the phone 2)accept to use "location" during the install of the app.
Comments: describe the problem in detail, more information will give a swift solution.		