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## **Lumenplay® Support**

General Operation | FAQs | Troubleshooting

# Lumenplay® Support



## Terminology: Familiarize

There are a lot of 'techy' terms being used.

## Bluetooth Smart | Bluetooth Smart-Ready | Bluetooth 4.0

Bluetooth Low-Energy, and all the names above, refer to the newest version of Bluetooth which is significantly different than what we all know as just Bluetooth, "Classic Bluetooth". It is a different kind of relationship between the phone/tablet and the peripheral (controlled product) and offers advantages which come with differences.

It is *easier and different* to connect: Never PAIR with your Lumenplay Controller  
Must Connect In-App, each time you open the app. Bluetooth just needs turned ON  
Range is limited to between 25-75 feet, depending on the environment.

Factors: Humidity/rain, other signals (phones, radios, etc.), objects/obstacles, etc.

You are able to connect to *more than one* at the same time.

## Lumenplay® Controller

This is the 'brain' of the Lumenplay® System. Even if you are not connected, it is still controlling the lights. The App is basically a remote control, which speaks to the brain. The Lumenplay® Controller contains a few critical components: A Bluetooth 4.0 Module (communicates with phone) and a Microcontroller (communicates to lights). In the Lumenplay® Product Family, there are a few different "Lumenplay® Controllers", and each one speaks a different language, and looks a little different:

Lumenplay® Light Strings Controller

Lumenplay® Color Splasher Controller

# Lumenplay® Support



## Terminology: Familiarize

### Firmware

Firmware is simply software that is housed inside of a contained piece of hardware. In the case of Lumenplay®, the firmware sits in the microcontroller inside the Lumenplay® Controller. The firmware is the set of commands that control the lights, so it is very important. However, there is different firmware for the different Lumenplay® Products. This is the reason in some instances for a firmware update, a user must select the proper product.

**Firmware Update:** In order for us to add additional features to Lumenplay® Products, the firmware on the controller must be updated to contain the new feature.

### LumenplayUpdater | Boot Loader

During the Firmware Update process, there is a chance that the firmware does not get fully written to the controller. In this circumstance, the controller will be unusable until the proper firmware is written back onto the controller. In order to do this, we must initiate the Bootloader/LumenplayUpdater process by putting the app and controller into 'Recovery Mode'. This allows the app to speak directly to the Bluetooth Module, irrelevant of the Lumenplay® Firmware.

# Lumenplay® Support



## General Overview

Below is some general information about Lumenplay®. The following page contains Frequently Asked Questions.

Lumenplay® Controller required for use.

Lumenplay® App is required for use: Available in iOS and Android

Available on the iOS App Store and Android Google Play Stores

Works with both Smartphones and Tablets

Smart Device must be Bluetooth Smart-Ready. [List of Devices.](#)

Extendable up to 15 Light Strings

Total bulb count will vary depending on string length.

Light strings extend via a commercial-grade, weather-resistant coupling connector

Each bulb is individually-addressable RGB

Contains small IC which is sent data to determine the color.

Lights will continue to operate even while you are not connected.

Only one user can connect at a time

Lumenplay® Light Strings are Indoor/Outdoor Rated under UL588

The Lumenplay® App contains an On/Off Timer and Pincode Locking

# Lumenplay® Support



## Frequently Asked Questions

### How do I setup my lights?

Exactly as you would set up regular holiday light strings, plus 3 simple steps:

1. Plug-in lights
2. Download the free Lumenplay® app
3. Play!

### Can I control different strings at the same time?

You can simultaneously (or individually) control up to 8 Lumenplay® Controllers at one time. Simply plug in all of the Lumenplay® Controllers, open the app, and when visible, connect to the ones you'd like to control. Tip: When using multiple Lumenplay® controllers, it's best to name each one to keep track of which is which.

### How many colors can I pick from?

Lumenplay® lights use RGB LEDs, allowing each individual bulb to be one of millions of colors. Using the Lumenplay® app on your smart device, you can choose the exact color(s) you want for your color sequence (up to 8 colors). Set the colors to match a theme – whether it's the holidays, a sporting event, dance party, wedding or other special occasion.

### Does the Music Visualizer just play pre-programmed music?

The Lumenplay® Music Visualizer is built to play the music in your own playlist on your phone or tablet. Each song is analyzed during playback and a light show is created just for you.

### Do I need to be close to the lights to change them?

Lumenplay® lights use Bluetooth Smart Technology, allowing you to control your lights from over 50 feet away. Control range is affected by environmental conditions. To maximize the control range, make sure your controller is in-view and not blocked by any objects.

### The infamous Christmas Light Question: What happens if a bulb goes out?!

Lumenplay® lights are not your ordinary holiday lights. They are incredibly difficult to break. But each 'break' is different and affects the system differently:

Just Stops Working: The other bulbs may continue to work.

Crushed the Bulb: If you only broke the lens cap, then the other bulbs may continue to work. If you somehow managed to break the internal components, then they will not work.

Lumenplay Warranty: 3-year warranty under normal seasonal use, against all product defects.

### Can I plug regular light strings into this?

No! Only Lumenplay® lights, Lumenplay® Controllers and Lumenplay® Extension Cords work with the system.

### What happens if new features are added to the Lumenplay® app?

Simply update your Lumenplay® app on your smart device, and you will be able to enjoy the new features.

# Lumenplay® Support



## Operating your Lumenplay®

Learn from first-hand experience, on both iOS and Android.

## Lumenplay® App | Initial Setup

When first opening the App, connect to controllers and immediately name and set the proper number of bulbs.

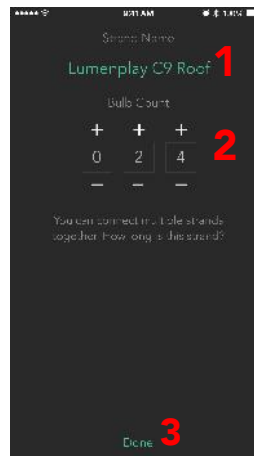
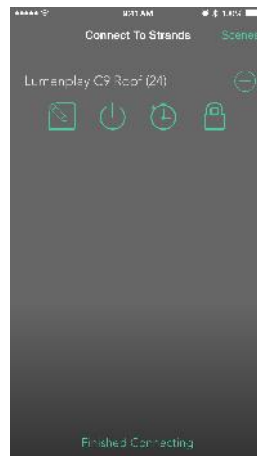
### Lumenplay® App

Connect to Controller "+" and Change Settings: 

- 1: Change Controller Name
- 2: Set Controller to Correct Bulb Count
- 3: Finish and Save

### Tips & Suggestions

- Connect to up to 8 Controllers for simultaneous control, setting all Controllers to same Scene.
- Connect to controllers individually to set a unique Scene for each Controller. When complete, disconnect from that controller and connect to new.



### IMPORTANT

#### ANDROID USERS

**Do not pair with Lumenplay in your Bluetooth Settings.**

We made it easier than that for you!

If a user has an Android: Always first ask: DID YOU PAIR? If so, UNPAIR!

**MAKE SURE YOUR Bluetooth is ON Connect in App**

## Controller Settings



### Name & Bulb Count

Naming helps identify each controller in an installation, but is not necessary. Bulb Count is critical to ensure proper operation of Lumenplay Products.



### On/Off Power Switch

Manually turn power on and off; Lights & Controller will stay in this state until changed otherwise.



### On/Off Timer

Quickly and easily set a time for your lights to turn on and what time to turn off. This will happen the same each day.



### Pincode Locking

Set a custom pin to lock your lights. Pin must be entered upon each connection. Recoverable by unplugging and plugging in controller within 30 seconds.

# Lumenplay® Support



## Operating your Lumenplay®

Learn from first-hand experience, on both iOS and Android.

## Lumenplay® App | Scenes Page

This is the master page of the app, and all controls start here. A Scene is a combination of: Color Sequence, Function, Speed & Direction, and Brightness. This page allows you to edit the Scene, or use it for Music, or even Randomize that Scene.

**Return to Controller Settings**  
Returns to previous page.

**Edit Scene**  
Takes user to main control pages, to modify the current scene.

**Current Scene**  
Represents currently selected scene, which should be occurring on lights. Slide left or right to change to the next scene.

**Scene Name**  
Click on the name to edit/change.

**Lock/Unlock Scene**  
A locked scene can not be edited. A duplicate can be created instead.

**Music Visualizer**  
Choose a song to initiate the music visualizer. Lights will bump to the music, changing through the colors of current scene.

**Randomizer**  
Press the PLAY button and Randomizer will initiate. It takes a your color sequence, selects a random function and plays it for a random amount of time. Then, does it again!

**Add Scene**  
Add a new, blank scene.

**Delete Scene**  
Deleted scenes are gone forever.

The screenshot shows a mobile app interface with a dark background. At the top, there's a status bar with signal, time (9:41 AM), and battery (100%). Below that, a navigation bar contains a back arrow labeled 'Strands', the text 'Current Scene', and an 'Edit' button. The main area features a grid of colored circles representing different scenes: a green circle on the left, a red circle at the bottom left, a bright green circle at the bottom center, and several pink circles at the top and right. Below the grid, there's a scene name 'Run, Run Reindeer!' with a lock icon to its right. Underneath the name are two buttons: 'Pick a song' with a music note icon and 'Randomize' with a function icon. At the very bottom, there are two circular buttons: a plus sign for 'Add Scene' and a minus sign for 'Delete Scene'. A row of seven small colored dots is positioned between these two buttons.

# Lumenplay® Support

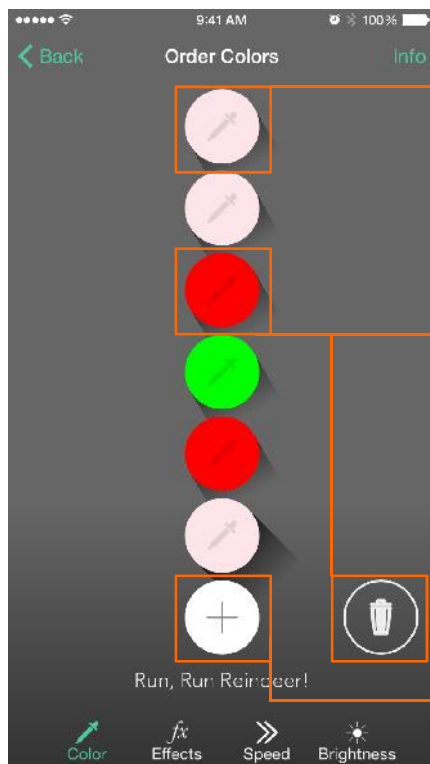


## Operating your Lumenplay®

Learn from first-hand experience, on both iOS and Android.

## Lumenplay® App | Color Sequence & Selector

Choose your color! Any Color! With Lumenplay®'s RGB technology, you can create a Color Sequence of up to 8 colors, *choosing from millions of colors.*

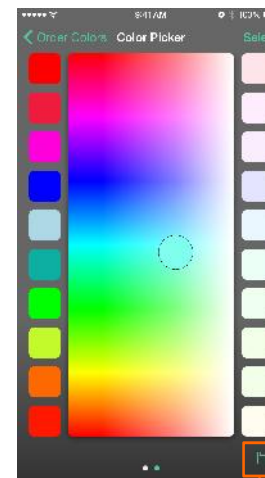


**Edit Current Color**  
Clicking on a current color allows you to change it to a new color.

**Delete a Color**  
Drag a color to the garbage (or any empty space) to delete.

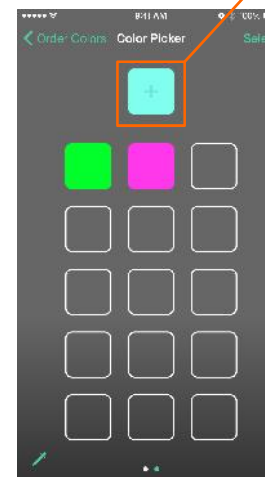
**Ordering Colors: Drag & Drop**  
Simply drag a color to the desired position in the sequence.

**Add a Color**  
Clicking the + lets you add a color to your sequence.



### Choosing Custom Colors

Place your finger on the color picker, and simply drag it around. The lights will react and match the color under your finger.  
OR, choose from the preset colors on the left or right.  
When finished, press SELECT to add the chosen color to your Sequence.



### Saving Custom Colors

Found the perfect color?! Great!  
Before you press SELECT, click on the SAVE DISK on the bottom right corner. It will bring up another screen, which allows you to add that color to your custom color palette for later use! Simply press the + in the middle of your just-chosen-color at the top, and it will be automatically added to the palette.



# Lumenplay® Support

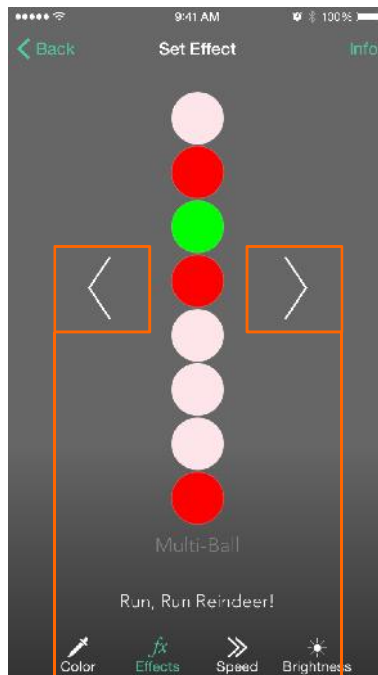


## Operating your Lumenplay®

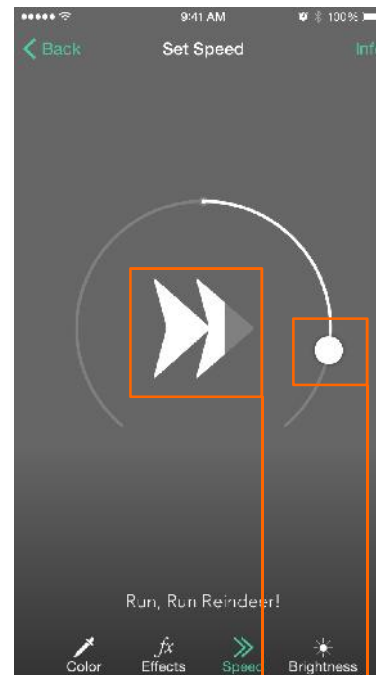
Learn from first-hand experience, on both iOS and Android.

## Lumenplay® App | Functions, Speed & Direction, Brightness

Using your now-chosen Color Sequence, the screens below allow you to modify your scene to *exactly* what you want!

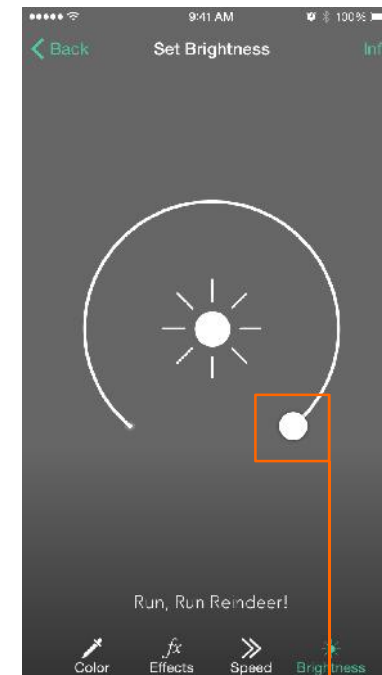


**Select Function**  
Press the arrows to cycle through available functions.



**Set Direction**  
Dragging the ball to the opposite side will change direction.

**Adjust Speed**  
Modify the speed function by sliding the ball.



**Adjust Brightness**  
Simply drag around circle. New brightness will filter through light strings. Not immediately.

# Lumenplay® Support



## Troubleshooting: Easy Eliminators

### CAN'T FIND/NOT SEEING CONTROLLER

#### Being In-Range

If your Lumenplay® Controller isn't showing up on your smart device, make sure you are within range of the controller. Being in line-of-sight makes a huge difference (ex: take the controller out of the gutter and lay it on the roof). 25' should be plenty, but the closer, the better. Lumenplay® Controllers produced in 2015 (they have an FCC ID molded into back of the Controller) have about 2.5X the range.

#### No Other Devices Around

iOS Devices should disconnect upon exiting the app, but Android devices may stay connected. Simply ensure that you (or someone else) has not connected with any other devices that may still be in the area.

#### Try Again + Patience

Always a good place to start is just wipe the slate clean by Unplugging the product and force quitting the app. Then, plug in the product and open the app. Now wait maybe 10-15 seconds. If still nothing, move on.

# Lumenplay® Support



## The LumenplayUpdater

This is, essentially, the only way to “fix” any software issues occurring with a Lumenplay® Controller. This process allows the Lumenplay® App to erase current firmware and then re-install proper firmware.

Note: The process is different on Android vs. iOS

There are two scenarios in which the LumenplayUpdater will be utilized:

No Firmware & Wrong Firmware.

The process is almost exactly the same, except with Wrong Firmware, there will be a controller visible.

Tip:

ALWAYS start from “Fresh”

Fresh = Unplugged Lights/Controller + Force Quit App

**REMEMBER:**  
ONE  
CONTROLLER  
UPDATE AT A  
TIME. ONLY ONE  
IN-RANGE.

# Lumenplay® Support



## The LumenplayUpdater: iOS

Below are the steps of the LumenplayUpdater for iOS.

1. Download the latest Lumenplay® App (Version 2.1.5) from the iOS App Store on your smart device.
2. Plug-in your Lumenplay® Controller.
  - Ensure that this is the only Lumenplay Controller in-range, in the area.
3. Open the Lumenplay® App. *(Do not connect to the Controller if it appears.)*
4. Below the controller, the words "Not seeing your Lumenplay®?" should appear. Click on it.
  - A prompt will contain instructions. Tell Customer: "I am walking you through these steps. Press Understood."
5. Unplug your Lumenplay® Controller from the outlet. Wait until that controller disappears from your app (or 3-4 seconds), and then plug the controller back in.
6. As soon as "LumenplayUpdater" appears, connect to it by pressing the "+"
  - DO THIS AS QUICK AS POSSIBLE!
7. A new prompt will appear requesting a firmware update. Select Yes.
8. A list of products will appear (four options). Choose the option that best fits your product.
9. Allow the Firmware Update to run its course, do not leave the area, and ensure the Lumenplay® App remains untouched and open for the course of the update.

**REMEMBER:**  
ONE CONTROLLER  
UPDATE AT A TIME.  
ONLY ONE IN-  
RANGE.

# Lumenplay® Support



## The LumenplayUpdater: Android



Below are the steps of the LumenplayUpdater for Android.

1. Download the latest Lumenplay® App (Version 1.1.0) from the Google Play Store on your smart device.
2. Plug-in your Lumenplay® Controller.
  - Ensure that this is the only Lumenplay Controller in-range, in the area.
3. Open the Lumenplay® App. *(Do not connect to the Controller if it appears.)*
4. Below the controller, you should see "Recovery Mode" Button. Click on it.
  - A prompt will contain instructions. Tell Customer: "I am walking you through these steps. Press Understood."
5. Unplug your Lumenplay® Controller from the outlet. Wait until that controller disappears from your app (or 3-4 seconds), and then plug the controller back in.
6. As soon as "LumenplayUpdater" appears, the app should begin connecting to it.
7. A new prompt will appear requesting a firmware update. Select Yes.
8. A list of products will appear (four options). Choose the option that best fits your product.
9. Allow the Firmware Update to run its course, do not leave the area, and ensure the Lumenplay® App remains untouched and open for the course of the update.

**REMEMBER:**  
ONE CONTROLLER  
UPDATE AT A TIME.  
ONLY ONE IN-  
RANGE.

# Lumenplay® Support



## Other Resources:

[www.youtube.com/s4lights](http://www.youtube.com/s4lights)

Several Lumenplay Troubleshooting Videos

[www.lumenplay.com](http://www.lumenplay.com)

Contains documents, videos, links and other materials to assist you

### General Assistance:

info@lumenplay.com

info@s4lights.com

1.888.660.6640

### Immediate Assistance:

jared@s4lights.com

info@s4lights.com

330.575.4012