

Troubleshooting Guide

Q&A

1. APP Connection

Why can't I connect to the app?

Please check if you have downloaded the correct app - Lepro APP, or if you have enabled Bluetooth and selected 2.4GHz WiFi.

Why can't I find the device in the app when connecting?

You can try to reset the light by turning it off and on four times until it flashes blue, then re-adding the device to connect.

My router supports both 2.4GHz and 5GHz Wi-Fi. How do I change the Wi-Fi to 2.4GHz to connect the smart light?

Access the router's "Wireless Settings" page as indicated on the router's back label. Find the 2.4GHz settings page, change the Wi-Fi name (SSID) to "xxx-2.4G," and save it. Then, you can find the "xxx-2.4G" network on your phone's Wi-Fi search page.

2. Voice Assistant

Can I connect a Voice Assistant such as Amazon Alexa or Google Assistant to control this Lepro AI light bulb?

Yes, you can. If you connect this Alexa light bulb to your home 2.4GHz wifi via the Lepro APP, you can easily connect this smart bulb to Alexa or Google Assistant.

Why can't I find the Lepro skill in Alexa to add it?

Please ensure the light device is connected to WiFi through the Lepro APP before connecting it to Alexa.

I have linked Lepro with Alexa account , why can't I find the Lepro device in Alexa APP?

In this case, you can discover the device, just say "discover device" in the voice, so that Alexa will actively refresh the device corresponding to the Lepro skill.

3. How to Use

For privacy reasons, can I control this smart light bulb without a Wi-Fi connection?

Sure, after connecting the bulb via Bluetooth, click "skip" to skip the Wi-Fi connection, and then you can control the bulb through the Lepro APP. But please enable mobile data or connect to wifi on your phone when using the AI functions. If you want to connect the light to Alexa or Google Home, connecting the light to WiFi via Lepro APP is necessary.

How to set and select lighting effect scenes in Lepro APP?

Please click on your light device on the Lepro APP, and use the AI function to generate lighting effects by voice/text and photo prompt. The LightGPM AI will recommend lighting effects according to your instruction, emotion, and scenes, you could add to favorites as you prefer.

Why can't I use the AI functions of the smart light bulb through the Lepro APP?

To use AI functions, internet connectivity is required. Please enable mobile data or connect to wifi on your phone when using the AI functions.

How do I share control of the smart bulb with other members?

Go to the "Me" page in the Lepro APP, choose "Share," and enter the other member's Lepro APP account information to grant access.

How to use the smart wake-up function?

First, access your light device on the Lepro App. Then, tap on the settings icon in the upper right corner of the screen. From there, you can enable the wake-up or wind-down mode settings.

Could I use these AI smart bulbs with dimmer switches?

No, the Lepro AI smart bulbs cannot work with dimmer switches or will flicker badly.

4. Others

In music sync mode, why does the light continue to flash even when there is no music playing?

Please note that this is not a malfunction. If no music is streaming from the device, the light bulb is designed to respond to low-pitched environmental sounds around it due to its high sensitivity to sound.

The APP needs to obtain permissions for the camera, microphone, and GPS. Is there a risk of personal information leakage?

The relevant permissions are only required when using specific functions, such as the voice prompt function requiring a microphone, the photo prompt function requiring a camera, and the GPS for looking for available WiFi to connect the light. Any information you input is only used to generate matching lighting effects and will not be stored or used for other purposes, so there is no need to worry about personal information leakage.

Why should I download the new App "Lepro" instead of the Lepro LampUX app or the Smart Life app?

To improve user experience, we have launched a series of new products with AI-generated lighting products, which require the new "Lepro" app for control. Previous Lepro lighting products used the Tuya module & app. Please search for "Lepro" in the app store.

About LightGPM Lighting Technology

The LightGPM AI algorithm is a large language model trained by color psychology and lighting design knowledge. Lepro's LLM recognizes your voice commands and facial expressions, recommending the perfect lighting effects tailored to you. Users can enjoy smarter and better lighting effect design without learning color psychology and lighting design knowledge themselves.

How to Set up AI Smart Bulb

1. Download the **Lepro** app and register your account. (Note: **Not Compatible with Lepro LampUX or Smart Life**)
2. Enable **WiFi (2.4GHz Only)** and **Bluetooth** on your phone.
3. Turn on the bulb and add it to your device.
4. Pair with your bulb and name it for easy use.



Turn on the phone's Bluetooth and connect to the WiFi network.



Install the light.



Follow the on-screen steps to finish set up.

How to Connect to Alexa

Note: Before connecting the light with Alexa or Google Home, please make sure the light is connected to the **Wi-Fi** network **via the Lepro APP**.

1. Select "Me" in the Lepro APP, then choose Alexa or Google Home.
2. Enter your Alexa or Google Home username and password.
3. Click "Link" and "Connect" to connect 2 accounts.
4. Then The light can now be controlled using Alexa or Google Home

Or

1. Open your Alexa or Google Home app and tap "Add a device"
2. Search "Lepro" in the Skill and enter your Lepro account
3. Select the device you want to set up
4. You can now control the lights using Alexa or Google Home



How to reset the light

Switch the light off and on four times (with a 2-second interval between each).



How to reset the light.

