

## **LED Mirror Troubleshooting**

Thank you for purchasing one of our LED mirrors. To find out whether the issues is a technical fault please action the following steps to avoid unnecessary returns and chargers:

1. Switch the mirror off/on from the mains supply. (via mains wall switch or fuse box)
2. Test the CCT colour changing function by rapidly tapping the on/off button.
3. Test the dimming function by holding down the on/off button.
4. Bluetooth Speaker
  - Ensure no other device is connected to the speaker and blocking the device trying to connect.
  - Soft reset the Bluetooth speaker by switching the mirror off/on at the mains.
  - Soft reset the Bluetooth on the device (quickest way is by going in/out of airplane mode)
  - Have your device 'forget' the Bluetooth pairing with the speaker before trying to reconnect.
5. Connect a shaver or toothbrush charger to check the function of the shaver socket.
6. Check with a qualified electrician that there is power to the mirror.

If none of the steps corrected the issues please contact our team by emailing [sales@sycamoreled.com](mailto:sales@sycamoreled.com) to organise a collection.

Once an RMA has been issues, a refund/collection/replacement will be arranged as per our returns policy.

## LED Mirror Bluetooth Troubleshooting

Thank you for purchasing one of our LED mirrors. Please action the following steps to avoid unnecessary returns and charges.

Rules that should be followed to avoid future issues:

1. It is recommended that only **ONE** device is connected to the Bluetooth speakers to avoid future issues.
2. If that is not possible **ALWAYS** disconnect device before leaving the room where the Bluetooth speaker is present.

Troubleshooting:

1. **Bluetooth paired but will not connect or 'device not in range'.**  
Check **ALL** devices that will have been connected to the Bluetooth speaker (mirror multimedia) within the property. Disconnect device that is connected to the Bluetooth speaker then connect desired device.
2. **Bluetooth speaker not showing up on device when scanning.**  
Turn Bluetooth off on device and leave it off for 10 seconds. Once the time has passed turn the Bluetooth back on and scan for devices. The Bluetooth speaker should now be visible, if it isn't repeat the process again.

What to know:

1. If a device is not disconnected and is moved out of range the Bluetooth speaker will automatically connect to the device once its back in range. An exception to this rule is if another device has connected while the original device is out of range. Therefore the new device will be connected.