LuminSphere Customer Support Knowledge Base

1. What is the LuminSphere?
The LuminSphere is a smart lighting orb that adjusts light, sound, and scent to enhance your mood, focus, or relaxation.

2. How do I charge the LuminSphere?
Plug the included USB-C cable into the port at the base and connect it to a 5V/2A adapter. A full charge takes 3 hours.

3. How long does the battery last?
On a full charge, the battery lasts up to 12 hours with light only, or 8 hours with light, sound, and aromatherapy active.

4. Can I use the LuminSphere without the app?
Yes, it has basic touch controls on the top to toggle power, light modes, and volume, but the app unlocks full customization.

5. How do I connect it to Wi-Fi?
Download the LuminSphere app, create an account, and follow the in-app prompts to connect to a 2.4 GHz Wi-Fi network.

6. What types of aromatherapy oils are compatible?
Use water-based essential oils designed for ultrasonic diffusers. Avoid thick or resinous oils to prevent clogging.

7. How do I clean the aromatherapy diffuser?
Remove the diffuser cap, empty any remaining water, and wipe with a soft cloth dipped in vinegar. Rinse and air dry.

8. Can it integrate with Alexa or Google Home?
Yes, it's compatible with Alexa, Google Home, and IFTTT for voice control and automation.

9. Why is the light flickering unexpectedly?
Flickering may indicate a low battery or a firmware issue. Charge it fully or update the firmware via the app.

10. How do I reset the LuminSphere?
Press and hold the touch panel for 10 seconds until the light flashes white, indicating a factory reset.

11. What does the "MoodSync" feature do?
MoodSync uses your phone's camera or manual input to detect your mood and adjust light and sound accordingly.

12. Is the LuminSphere waterproof?
No, it's not waterproof. Keep it away from water to avoid damaging the electronics or diffuser.

13. How loud is the built-in speaker?
The speaker reaches up to 70 dB, suitable for ambient sounds but not as a primary music device.

14. Can I use it while charging?
Yes, the LuminSphere functions normally while plugged in, though the diffuser may warm slightly.

15. What's the warranty period?
It comes with a 1-year limited warranty covering defects in materials or workmanship.