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PROPS OF NEO SERIES - USER MANUAL



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## **Important information and general recommendations**

1. Please don't keep the props uncharged for a long time, it reduces accumulators' lifespan. For a quick recharge use network adapter. The average full recharge time is about 1-2 hours.
2. If you purchased the props which include radio synchronization, we recommend to change the radio channel number (GroupID setting) immediately after purchase. All the props which we sell have this setting name **GroupID=1** by default. Due to that at the major events where our props may be present, all the props having the same number for the GroupID setting will be synchronized automatically! To change the number of GroupID setting from 1 to 64 see the **Paragraph 2, Part III.**
3. When you disconnect the props from the computer, don't remove the cable immediately right after, wait for completing of all operations first or use “safe disconnection of the device” function on your computer.
4. When you purchase the props, we provide the base of images, which is already pre uploaded to the devices' memory. We recommend you to make a copy of the images base right after the purchase.
5. If you have a MacBook, check this BEFORE connecting to your computer: [neoflowart.com/neosupport/](http://neoflowart.com/neosupport/) - The support page contains important information for MAC users!

Never format the props on a MacBook, Android, or other systems other than WINDOWS. Since 2022, new generation chipset have been installed on most props, which provide formatting using buttons regardless of the computer's operating system (formatting can be performed simply by connecting the props to the network) For details, see - [neoflowart.com/info/format/](http://neoflowart.com/info/format/)

## I. General Part

### 1. The charge indication level

The **charge indication level** can be identified by two ways:

1. When it's connected to the electricity socket, you can see the light indicator glowing.
2. When the props turned on, you can see increasingly running color light stripe, the color may vary in accordance with the charge level left.

The green color indication – the estimated charge level is more than 80%  
The yellow color indication - the estimated charge level is 50-80%  
The orange color indication - the estimated charge level is less than 20-30%  
The red color indication - the estimated charge level is 10% or less or fully discharged  
If the props won't turn on it means that the charge level is less than 5%.

### 2. Turning on/off and props' navigation

The props have **two buttons to turn them on/off and to navigate them**. Different types of props may have the buttons of different color, form and disposition. But these two buttons are always placed near each other, and you can define the **button N<sup>o</sup>1 (for turning on)** by trying to turn the props on, subsequently the other **button N<sup>o</sup>2** will **turn the props off**.

**To turn the props on**, press the **button N<sup>o</sup>1** for at least 3 seconds, you will see increasingly running light stripe as indicator for turning on.

**To turn the props off**, press **the button N<sup>o</sup>2** for at least 3 seconds, the indication for that will be blue-green winking.

When the props are turned off, they will save the latest selected folder/image and time-line.

#### **Energy saving mode when the props are turned off.**

To activate the energy saving mode, press the button N<sup>o</sup>1 (which turns the props on), hold it for at least 4 seconds and release the button after the purple flash.

To deactivate this mode, turn the props off and than turn it on the usual way.

You may need the energy saving mode if you forgot to charge the props, while you need to use it for a long time. Using the energy saving mode is appropriate for the better color rendition during photo and video shoots or in the dark locations. The brightness will be reduced, but the time of work will be prolonged up to 2 times.

**Navigation** for our props means switching between the folders and images inside the folders pre uploaded to the props' memory, using 2 buttons.

There are **two types of folders\*** for navigation:

**Type 1** – the folders with images. These folders have the word «**group**» in their names. When this type of folders is used, you choose the image manually by pressing the buttons.

**Type 2** – the folders containing so called “time-lines”, which have the word «**prog**» in their names. That type of folders contains several images, which change automatically in the definite time intervals. The time intervals and other settings for “time-lines” may be changed in the separate set up file with “time-line”. For the details see **Paragraph 5, Part II.**

\*There is an additional system folder named “System”, which contains the configuration file. This folder isn’t used for the navigation. To know more about System folder see **Paragraph 2, Part III.**

**If while navigating you see the image immediately – you are using the “group” folder containing separate images.**

**If while navigating you see a blinking LED - you are switched to timeline = “prog” folder.** To know more about “time-lines”, see **Paragraph 3, Part I.**

### **Switching between folders**

To get to the next folder press the button N<sup>o</sup>1 long (for 2 seconds)

To get to the previous folder – press the button N<sup>o</sup>2 long (for 2 seconds)

**Switching between the images** (for «group» type folders):

To get to the next image press the button N<sup>o</sup>1 shortly (for 1 sec)

To get to the previous image press the button N<sup>o</sup>2 shortly (for 1 sec)

**Returning to the 1-st folder 1-st image.** To stop switching between folders and images and return to the 1-st folder press button N<sup>o</sup>1 for approx 5 seconds until the red flash appears.

To make a switching between folders and images inside folders more convenient, the LEDs in the props will light up in accordance with the names of folders or images inside folders. The number of the LED will correspond with the number or the name in alphabetical order of the folder or image.

For example, the 3-d LED from the top of a poi, indicates that you have switched to the 3-d folder, or to the 3-d image inside a folder.

### **3. Navigation for the “prog” type folders (containing timelines)**

To find a folder with time-line, you have to turn the props on and start switching between folders, until you see a blinking LED indicating that you have found (reached) a time-line folder. The information about switching between folders can be found in the **Paragraph 2, Part I.**

**To run a time-line you have to make 2 steps.**

1 step – Press shortly (for 1 sec) the button-1, you will see an indication (running pink stripe), it means that the props and timeline ready to start

2 step – Press shortly (for 1 sec) any of the two buttons and in 1 sec the timeline will **launch**

**When a timeline mode is launched, you can also do the following:**

**To restart the timeline** press the button 2 shortly (for 1 sec)

**To switch** to the next image in a timeline press the button-1 shortly (for 1 sec).

#### 4. Wireless synchronization (for the props featuring a wireless chip)

To make the props synchronized between each other correctly, you need to stick to **2 conditions**.

**Condition 1** – the props that supposed to be synchronized between each other, should have **the same number of folders and the same number of images inside them**.

The types of folders and the names of images may though vary! It's important that the number of folders and images would be the same. If the different props have the different number of folders or images, that the switching wouldn't be correct.

For example you use a pair of poi and the stuff at the same time. The poi have 5 folders containing time-lines, and the stuff has 5 folders containing time-lines, the switching between folders and time-lines will be correct. If the poi have 5 folders and the stuff has 4 folders, then when the poi will switch to the 5<sup>th</sup> folder, the stuff won't do that due to absence of the 5<sup>th</sup> folder. The same is relevant concerning the number of images inside the folders.

**Condition 2** – the props must have **the same radio channel set up – it's the same GroupID setting**.

This setting can be found in the "System" folder, «config.ini» file. By default all the props you can buy in our shop have this setting as GroupID=1. We recommend changing the radio channel setting right after the purchase to any other number, from 1 to 64\*.

\*How to change the GroupID setting is described in **Paragraph 2, Part III**. If you have a lot of various props. e.g. poi, staffs, fans and so on, you can make them all synchronized between each other. Or you can make synchronized only the groups of props you need, by setting its own radio-channel for the every other group of props.

For example, you set GroupID=8 for the poi and the fans, and you set GroupID=9 for the staffs and the double staffs, so accordingly the poi will be synchronized with the fans, and the staffs will be synchronized with double staffs.

## II. Part II. Content making and editing

To make the props display the images, you need to make appropriate folders in the root catalogue of the props and place images into them.

### 1. Folders making and naming

To make the props understand that you have made a folder with images, or folder containing a timeline (which changes images automatically), you need to name a folder correctly.

1. A folder name should start with **2-digit number**.

2. After the folder name you should put an underlining character and then the name of the folder type.

**There are 2 types of folders, 1) «group»** folders containing images, which are switched manually  
**2) “prog”** – timelines, i.e. folders containing automatically changed images

3. Then after underlining character you may put the own folder name (but it's not necessary!).

**IT'S IMPORTANT that the total length of the image or folder name can not be more than 16 symbols. You may use ONLY LATIN letters, as well as figures and underlining symbol.**

**Correct** folder names:

**01\_prog, 02\_group, 10\_prog\_own\_name**

**Incorrect** folder name:

**1\_prog\_name** (it's 1-digit folder number, though it must be 2-digit number)

### 2. Images making and naming

#### 2.1. Images making

To make an image you can use any graphics editor: Paint.Net, Photoshop and so on. To create inscriptions, special effects and logos you may use Paint.Net – it's easy to use and free editing program suitable for beginners. You can download it here - <https://getpaint.net>

Images creation has to comply with **2 conditions**:

1 – When you save the file, **its extension** must be **.bmp, the image must be 24 bit image**.

2 – **The image height** must be less or equal to the number of pixels in the props' model. The number of pixels can be found in the name of the model. (For example, if you use NeoPoi 32, the image height may be less or equal to 32 pixels).

The width of the image can be any you like, but we recommend making it either equal to the image height or a bit wider (up to 100-140 pixels). In that case all the logos, inscriptions or images of the definite items will be better perceived by the spectators, as they will be more readable. The images having the longer width are usually photos or special effects.

You can create an image which has the height less than a number of pixels on the props. In this case this image will duplicate itself to the rest pixels. For example if you create 40-pixels height flower image for the 80-pixels poi, when you spin them, the spectators will see 2 flowers instead of one.

## An example of image creation for NeoPoi 32 using Paint.Net.

You need to make a new image which has 32 pixels height, and for example 100 pixels width. To your convenience you can enlarge the document by 300-500%. Then you start image making. You can make it either yourself or use any image you've found. In any case you must adjust it so that it has 32 pixels height, and the width must be changed proportionally. Then you can edit an image if needed. After you have finished, you should save it. Use "Save as". The file extension should be - .bmp, then choose "Save", choose color depth – 24 bit. Then choose "OK".

### 2.2. Image naming

Image name should comply with 2 requirements.

1. An image name should start with unique **2-digit number**.
2. You should put an underlining symbol after an image name and then you can insert any name, but the total number of characters must **not exceed 13**.

**IMPORTANT NOTE!!! The total length of the image name (including numbers and underlining symbols) should be up to 16 characters. You can use ONLY Latin letters, numbers and underlining symbols.**

Examples of **correct** image names: **02\_star**, **04\_moon77**

Examples of **incorrect** image names: **01\_елка** (it has Russian alphabet letters), **2\_google** (it has 1-digit number before the underlining symbol).

#### **Necessary:**

- follow strict sequential numbering and unique names of images, without repetition
- start the first image with a unique two-digit number

An example of image names and their ordering in a folder: "01\_kite", "02\_cat2", "03\_spir", "04\_03b", "15\_gamez", "25\_zip"...

### 3. Recommendations on images, text and photo making

To make your own images with **text** more readable and perceptible, it's better to set the length of an inscription between 140-150 pixels. Too long inscriptions with the long light trail are less readable due to eyesight characteristics.

For the models that feature less than 64 pixels, it's advisable to divide the inscriptions into 2 images that change each other. For example an inscription "Happy Birthday!" may be divided into two images: "Happy" (seen for 2-3 seconds) and "Birthday!" (seen for 2-3- seconds).

The same inscription for the props featuring 64 and 80 pixels can be done by placing words in the image one upon the other, that is on the different lines. The upper line will read "Happy" and the below line will read "Birthday" in that case. It's better to place an inscription in 2/3 of upper part of the image, for example, use upper 45-50 pixels from 64, leaving empty lower 10-15 pixels, because while spinning the trapezium-shaped section will make the lower part of the inscription much more narrower.

To demonstrate an inscription to the spectators so they can read it from the left to the right, you need to spin the props from the right to the left. We recommend checking the demonstration of the inscription (its direction and quality of reflection) with the help of your assistant beforehand.



**Photos of the faces for the props featuring 64 pixels and more.** Demonstration of people faces' images may be considered as a separate genre and must be treated specially. It's suitable only for the props featuring 64 pixels or more. The photo must be well prepared taking into the account the needed height. It must be clearly visible while the props are in motion. Moreover, all the above mentioned should be taken into account when the inscriptions are used. While the props are spinned, the lower part of the trapezium shaped segment will make the lower part of the face narrower, that's why you need to make the face image wider in the lower part. The example of well prepared photograph may be found at [neoflowart.com/face.jpg](http://neoflowart.com/face.jpg)

**Tips of working with images on a white background.** If the background is white, be sure to make it less bright, closer to gray, lower the brightness by 25-30% or turn on the power saving mode. This is necessary so that from too bright white light: a) the batteries do not run out quickly (old batteries may not "pull" the load of white light) b) it did not hurt the eyes of the artist and the viewer.

\*How to lower the brightness in the graphics editor Paint.net - go to the "Adjustments" tab, then "brightness and contrast", then reduce the brightness by 25-30%. White will turn gray, but in reality visually nothing will change much.

#### **4. The specifics of images for hoops 84/162, double staffs 54 and others.**

As it was mentioned above, you can make an image with the height less than the number of the props pixels. In that case the image will duplicate itself to the rest of the pixels. For example, for the hoop 162, the images of pixel height equal to its divisors, i.e. 6,9,18,27,54,81, will look nice. The duplication of small images for the whole length of the props will also be appropriate to create a lot of effects and to save the memory for the props featuring 50 pixels or more.

#### **5. Timeline creation (using the software and semi-automatic)**

**Timeline – for these props it's a folder type «prog», which has the images inside, as well as a text file program.txt**, where the sequence and time of the images demonstration, and the other kinds of settings are written.

**To make a timeline you can apply two ways of action:**

##### **Way 1. You can use software which is supplied with the props.**

The software come with the props for free. You can download the latest software release and read the video instructions on how to use it on the technical support page - [neoflowart.com/neosupport/](http://neoflowart.com/neosupport/)

The link for software downloading and instructions for it will be also emailed to the customer right after the purchase with tracking number.

##### **Way 2. Semi-automatic timeline making.**

**2.1. You can easily and fast make a timeline in 4 steps**, using the base of images, pre uploaded to the memory of the props. The images will change each other every 6 seconds.

##### **Example:**

1. Connect the device to the computer
2. Make a folder named **25\_prog\_best** in the root catalogue of the device
3. Place (copy and paste) in this folder any images you like from the other folders, pre uploaded to the device (maximum quantity of the images you can place must be 99).
4. Make sure that the names and numbers of the images are unique.
5. Disconnect the device from the computer. If all the steps were correct, you will see the running stripe. At the same moment in the folder **25\_prog\_best** a **program.txt file will be created automatically**. That's it, your timeline is ready!

To check it you should to turn the props on, then using the navigation buttons you can find the folder containing a newly made timeline. Then, when you launch it you will see that all the images you chose and placed into the **25\_prog\_best** folder, will change each other every 6 seconds (by default).

To make the navigation through folders more convenient and fast we recommend to clean the props from the folders «group» and «prog» that you don't use.

\* the images from the initial base are thoroughly checked and ready to use. Your own images must be previously prepared in accordance with the requirements you can find in **Paragraph 2, Part II.**

\*\* if something is done wrong, then instead of a running light stripe you'll see the first LED blinking red and then go out. If you try to turn the props on, you also will see the red blinking. The course of actions in this case is described in **Paragraph 4, Part III.**

## 2.2. The details of the function.

1. How to change the default time interval of the images changing every 6 seconds? You should choose the **System** folder, open the **config.ini** file with NotePad (Windows), then in the **DefaultDisplayTime=6.0** line you should change the value from **6.0** to anyone you need. The value can vary from 0.1 to 99.9 seconds.

**Attention!** To make a new setting come into effect, you should delete the **program.txt** file from the folder with previously made "timeline". After the props are disconnected from the computer, **program.txt** file will rewrite itself again using the new time interval.

2. How to change the time intervals and set your time for the images demonstration? All the following actions for changing timeline settings must be executed in the automatically created «program.txt» file (see more in **Paragraph 6, Part II.**)

## 6. Program.txt file formatting in the timeline folder

After you've made a **program.txt** file using any of 2 ways described above, it can be edited manually. To edit a file you can use any plain text editor program.

For Windows you can use standard NotePad program. It can be used for the following actions:

- 1) To set a new time of timeline start (not 00.00, but later)
- 2) To set unequal time intervals for different images, for example, when you use it for a definite music soundtrack.
- 3) To change/delete a rendering speed setting. The default setting is written in the round brackets (1.2.). To know more about this setting, see **Paragraph 8, Part II.** This setting appears automatically near the name of the first image. The value of 1.2. stretches the image visually during spinning.
- 4) To turn off the repeat of the timeline after its last image has been shown. To do it you need to write "no" near the line **Repeat after finish**. By default it's "yes".
- 5) To set a buttons lockup. To do it you should change the default setting "**Lock buttons** – no" to "yes". In this case after timeline is launched, the props won't respond to accidental short button pressing (for 1 sec). But the props will respond to the long buttons pressing (for 2 seconds).

## Important information!

1. The time in timelines is set relative to the beginning of the start of timeline in the format of minutes:seconds:hundredth of seconds. If you need a time-line to start immediately, then the null time should be written near the name of the first image that is 00:00:00 (it's written in the «program.txt» file by default).

2. The start of the timeline can be postponed, for example, by 3 minutes (03:00:00). In this case after the timeline is launched, the props won't show any indication for 3 minutes. Besides, if in this case you turned on the repeat of the program demonstration (setting «Repeat after finish – yes»), then the last image in the timeline will be demonstrated for 3 minutes before the start of the new round of the “time-line”.

**There are some examples of the «program.txt» file content below, depending on various settings, effects and objectives.**

### **Example 1.**

Your objectives:

- To make a timeline start 10 seconds after its launch
- To make the image «01\_kite» be shown during 30 seconds
- To make the image «02\_2\_title» be visually “stretched”
- To make all the next time intervals for images changing equal to 25 seconds
- To make a ‘time-line’ stop after the demonstration of the last image
- To make the buttons locked

**In the result the content of the «program.txt» file will be as as following**

```
01_kite - 00:10:00
02_2_title - 00:40:00 (5.2)
09_spir - 01:05:00
12_03_b - 01:30:00
15_game - 01:55:00
Finish - 02:20:00
Repeat after finish - no
Lock buttons – yes
```

### **Example 2**

Additional content of the «program.txt» file

```
01_sun - 00:00:00 (1.2)
02_flash - 00:02:00 (9.9)
03_flash - 00:03:00 (0.2)
04_smile - 00:04:00
Finish - 00:05:00
Repeat after finish - yes
Lock buttons - no
```

In this example you can see an additional settings near the names of these images:

- An additional setting for the images «01\_sun», «02\_flash» and «03\_flash» in the round brackets. It's the “time of the pixel row lighting / rendering speed” setting. This setting is used when you need to set an exact speed of image render speed, from 0.2 to 9.9 (see more in the **Paragraph 8, Part II**). In this example the «02\_flash» image will be visually extremely stretched, as well as «03\_flash» image comparing to the previous will be extremely narrowed.

## **7. Special effects for the props in static**

The examples of the special effects you can see and download following the link:  
[neoflowart.com/effects](http://neoflowart.com/effects)

Besides the images for the pixel props you can create special effects, for example, the running wave. To do it you need to create an image (to know more about images creation see **Paragraph 2, Part II**) of a black rectangle and draw a diagonal line from one corner to the other (let's name this image 01\_wave). The width of the rectangle might be, for example, 101 pixels. Then you need to create a timeline type folder and place the image there (for more info see **Paragraph 5, Part II**). Then in the **program.txt** file that will appear in that folder, you should set the time of the pixel row lighting at its maximum – 9,9 meters per second (for more details see **Paragraph 8, Part II**) near the name of this image. This setting then will look like **01\_wave 00:00:00 (9.9)**. So you make a light running from one edge of the device to the other in 1 second, meaning that the play speed is equal to 101 pixel row per second.

## 8. The time of pixel row lighting (the image rendering speed).

While being spinned, the LEDs on the props emit different color lights for a short time, in accordance with the column that they are playing. It is called “the time of pixel row lighting” i.e. “**rendering speed**”.

When the value of this **setting is increased**, the image will be **visually stretched**. It means that it will be played by device slower.

When this setting **is decreased**, the image will be **visually narrowed**; it means that it will be played faster.

**Where you can change this setting?** Any timeline has the **program.txt** file, where there is a list of names of the played images. You can write this setting in the round brackets, after the setting of time of image showing start. You should insert a space character before this setting (see more about it in **Paragraph 6, Part II**). When a timeline is created automatically, this setting is written near the first image by default. For example: o8\_kite - 00:00:00 (1.2)

**What value can this setting take on?** The rendering speed setting can take on the value from 0.2 to 9.9, which correspond with the play speed of 5000 and 101 rows per second respectively.

The necessity to apply this setting depends on whether the **image stabilizer (accelerometer)** was installed to the props or not. You can choose this option when you place your order.

### **If your props have an accelerometer (image stabilizer) installed.**

In this case the spectators always see the “regular” sized image; **the speed of the props spinning is not relevant**. In this case rendering speed is being **corrected automatically** depending on the speed of the props spinning. Besides, if you want to make this time fixed for your timeline, you can do it by writing the value you need in the round brackets near image/images you need, in the **program.txt** file. You may need it, for example, to create special effects (see more in **Paragraph 7, Part II**).

### **If your props don't have an accelerometer (image stabilizer) installed.**

In this case the spectators see “regular”, “stretched” or “narrowed” image **depending on the props spinning speed**.

To make the size of the previously installed images visually “regular” when they are showed, we chose optimal time for each image, taking into account relatively average spinning speed!

If the spinning speed is changing significantly and the rendering speed setting isn't set, than when the props are spinned too fast, the image will be visually “stretched”, and when the props are spinned too slow, the same image will be visually “narrowed”. In this case you can correct (stabilizer) the size of each image so that it becomes “regular”, by setting an appropriate value of the “time of pixel row lighting” in the **program.txt** file, that is:

- if you are spinning very fast and the image is “stretched”, then the value of this setting can be decreased, for example, to 0,5 (0,2 maximum), thus allowing to “narrow” the stretched image to its “regular” size.

- if you are spinning very slow, and the image is “narrowed”, then you can increase the value, for example, to 5,5 (9,9 maximum), to make the narrowed image “stretched” to its “regular” size.

### III. TECHNICAL PART

#### 1. The latest versions of firmware/software and the technical support page:

[neoflowart.com/neosupport](http://neoflowart.com/neosupport)

#### 2. The configuration file content

The configuration file named **config.ini** is in the root directory of the props, in the system folder **System**. **To change the value of any setting, you need to open config.ini file, then edit it, change the setting you need and then save the file.**

To open and edit the config.ini file you will need open it in text editor program, a simple one will suffice. For Windows you can use “NotePad” program. (Right-click on the file and select "open with" - then select "NotePad")

The content and the settings of the **config.ini** file by default:

##### [System] – Basic settings

**PowerSafeTimeout=20** (Time of transition into the “sleeping mode” in the images viewing mode in the “group” folder **(for more info see Paragraph 2, Part I)**. This setting is applicable only for the props with an accelerometer (images stabilizer) installed. The accelerometer turns the LEDs stripe off in 20 seconds, if the props are not spinned and not in the timeline mode. If you don't need this function, than you can write “0” value for this setting.

**DefaultDisplayTime=6.0** (Time interval of images demonstration for the semi-automatic timeline creation **(see Paragraph 5, Part II)** in seconds, where 6.0 means 6 seconds. The value can vary from 0.1 to 99.9 seconds).

**BrightnessAttenuation=0** (Brightness setting. The value can vary from 0 to 5, where 0 is the maximum brightness, 5 – minimal brightness. When this value is increased by 1, the brightness will be decreased by approximately 30%).

**EnableAccelerometer=YES/NO** the presence of this line indicates that a new generation board is installed on the props and therefore formatting can only be performed using the buttons - [neoflowart.com/info/newreset/](http://neoflowart.com/info/newreset/) This is a technical parameter that does not need to be changed. The parameter indicates the presence or absence of an image stabilizer chip. It can take the values yes or no, depending on the model of the props.

[RF] – The setting for the props with radio synchronization

**GroupID=1** (A radio channel setting. To combine different props in one group, all of them must have the same channel number **(see Paragraph 4, Part I)**. The value of this setting may vary from **1 to 64**).

**DeviceID=0** (The number of the device. You'll need this setting for synchronization and data transferring, when a new firmware will be released. The value may be set from 0 to 127).

**Attention! The System folder can be deleted. In this case, after the props have been disconnected from the computer, the System folder always reinstalls itself automatically, featuring the default settings of configuration file config.ini.**

#### 3. Limitations and other technical data

Maximum image length – without limitation.

Maximum quantity of the folders in the root catalogue – 20.

Maximum folder name length – 30 characters.

Maximum images quantity in a folder - 99

Maximum image file name length – 16 characters.

Maximum images quantity in one timeline - 99

## 4. Possible errors and troubleshooting

### If the props are blinking red when you try to turn it on and won't start

**What to do?** You should connect the props to the computer; open the emerged **error.txt** file in the root catalogue and check the error description. Error description is in English.

### If the props won't start and blinking red, it can be due to the following reasons:

1) There is no folder containing images. The decision is to create a folder which will have the content to show (see **Part II**).

2) There are unwanted or invisible files in the root catalogue or in the folders with images. Unwanted files may appear due to activity of the viral programs on your computer or the application, which downloads outside data to all flash cards connected to the computer.

**Decision 1.** To remove viruses you should diagnose, treat and remove all the viruses on your computer first. Then you need to make right device format (depending on the version) - [neoflowart.com/info/format/](http://neoflowart.com/info/format/)

**Decision 2.** If the error is due to the application uploading outside data to all the flash cards connected to the computer, you need to remove all the wrong files and change the application settings so that you can work with the props normally in the future. Or you may use another computer.

The props should contain only the following files and folders:

- Folders named ... **group** or ... **prog**, containing only image files
- Time-line folders may also have automatically created **program.txt** file
- **System** folder containing **config.ini** file only

3) The props are almost completely discharged. In this case you should recharge the props.

4) There is a controller freeze error (for v.1 chipset). In this case you should leave the props without any actions for 3-4 days. In this time due to controller freeze error the batteries will be discharged completely. After 3-4 days period you can recharge the props and they will function again.

5) The props like freeze after switch on and only one green LED lights. (Props with motion sensor/stabilizer). It can happen when you aren't spinning the props, and at the same time the props are in the manual mode for images viewing in the "group" folder type. In that case it can switch to the "sleeping" mode. To turn out the sleeping mode you should begin spinning the props or to switch to the timeline mode (see **Paragraphs 2 and 3, Part I**). To turn off the function of the "sleeping" mode you can set the value for PowerSafeTimeout=0. (For more details see **Paragraph 2, Part III**).

6) Memory structure error.

- If the file error.txt contains an incomprehensible set of characters.
- If there is a file or folder that cannot be deleted.

This error can occur if you unplugged the cable while your computer was busy with some pending processes while connecting the device. Use the Safely Remove Hardware feature to avoid these types of errors.

To fix the problem of memory structure error, learn how to make right formatting and reset of memory chip below :

**Formatting props / Memory reset. Check info here : [neoflowart.com/info/format/](http://neoflowart.com/info/format/)**

**Important! Never do full formatting memory on a MacBook from MAC OS!**

If there are any problems you can't solve by yourself, apply for our technical support service via email **info@neopoi.com** To help you in the most efficient way, we ask you to make sure that your letter contain the detailed video and description of the problem including: the model of the props, the kind of problem have you encountered with, the kind of actions have been done, video file with the props lighting indication, the content of error.txt file. If there is a problem with your own images or "time-lines", please attach the relevant folders to your letter. It will help our specialists to solve the problems fast.



