User Manual

LOOPEREYE-B

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Contents

1 Introduction

Welcome to **LOOPEREYE**, your full-featured highly-customisable smart looper, giving you all the flexibility and power of a software solution in a standalone, compact, lightweight and durable case. Record high-quality, uncompressed stereo audio. Easy to set up and use letting you create, save and share multi-track loop sessions in seconds. An embedded synthesiser, gives you an easy way to add layers to your loops and, the built-in mixing studio, means creating and sharing songs has never been easier. Get ready to take advantage of your new looping powers!

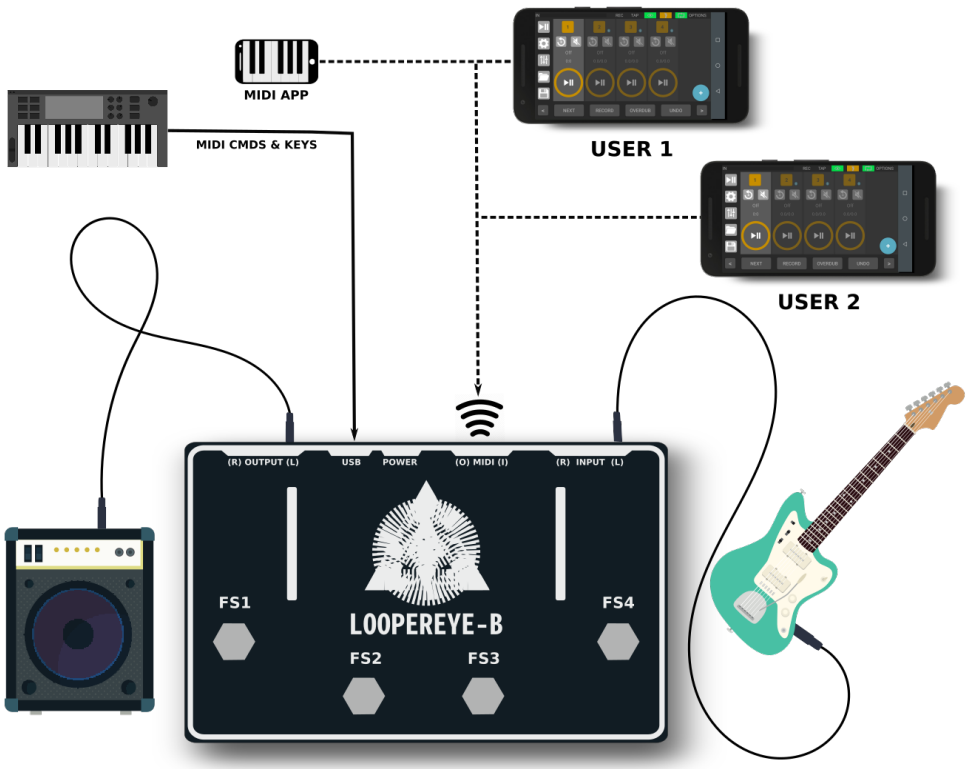


Figure 1: High level overview of **LOOPEREYE** connectivity

IMPORTANT NOTE: **LOOPEREYE** uses 9V DC, centre negative, 2A power. It is recommended to always use the Power Supply that was included with the **LOOPEREYE** to prevent unwanted noise and damage.

2 Getting to know your LOOPEREYE

There are two main pieces to your **LOOPEREYE**, the pedal and the application. The pedal contains the powerful and flexible looper engine with high-quality audio interface. You can use the pedal standalone as is (see Sec. 6), or access the full set of features through the intuitive Android/iOS application, using your smartphone or tablet. The application provides real-time, visual feedback on the state of the looper, giving you more control than ever before.

2.1 LOOPEREYE Pedal

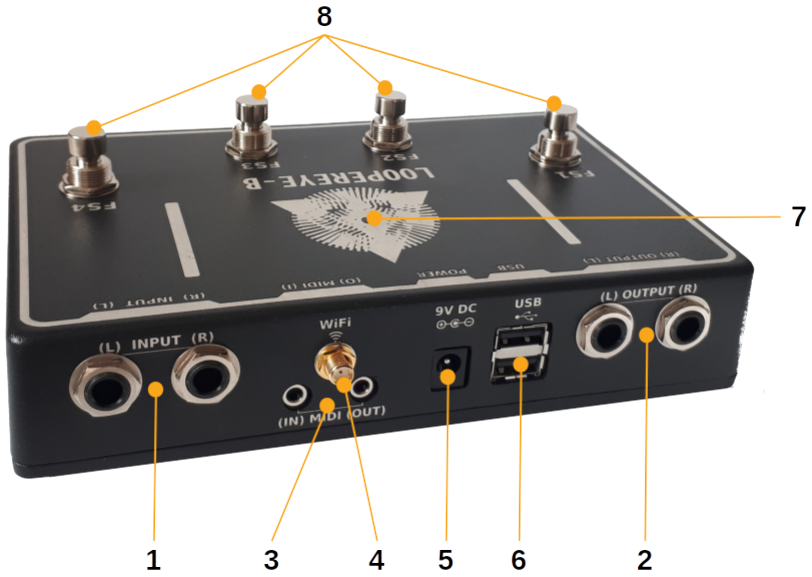


Figure 2: Ports and footswitches of your **LOOPEREYE** pedal

1. INPUT TS jacks (6.35mm, 1/4”), connect one input for mono operation, or use both inputs for stereo. Inputs can be instrument, line or mics, and the gain can be changed from in the app see Sec. 4.1.1.
2. OUTPUT TS jacks (6.35mm, 1/4”), for stereo use both channels. Connect only one channel output to get a mix of both inputs and loops (mono output).
3. MIDI TRS [RP-054] jacks (3.5mm, approx. 1/8”)
   - In (I), provides a connection for MIDI clock sync (slave), MIDI instrument, or a MIDI controller. **LOOPEREYE** will only sync to MIDI when enabled in the app, see Sec. 4.1.1.
   - Out (O), send MIDI commands or MIDI clock from this output port.
4. Antenna connector (SMA): connectivity with the app is through WiFi, connect the provided whip antenna here. To change WiFi options, see Sec. 4.4. **LOOPEREYE** also receives MIDI messages over WiFi, Sec. 5.2 shows more details.

5. POWER: use only the 9V DC, 2A, negative-centre power supply that came with your **LOOPEREYE**. Using the wrong power supply is likely to result in a damaged pedal.
6. USB: Connect your MIDI/USB controller or instrument here.
7. LED: Provides status information about state of looper.
   Pedal
   - GREEN: pedal is powering up
   - PURPLE: **LOOPEREYE** engine is starting
   - BLUE: pedal is ready to use
   - WHITE: indicates an error state

   Session
   - RED: recording/inserting/replacing in progress
   - CYAN: overdubbing in progress
   - YELLOW: waiting for synchronisation signal to start/stop the recording/inserting/replacing process
8. FS1-4: low-force footswitches, their actions are configured in the app, see Sec. 4.3.

2.2 LOOPEREYE Application

Download the app from the App Store or Play Store.

Figure 3: Download links

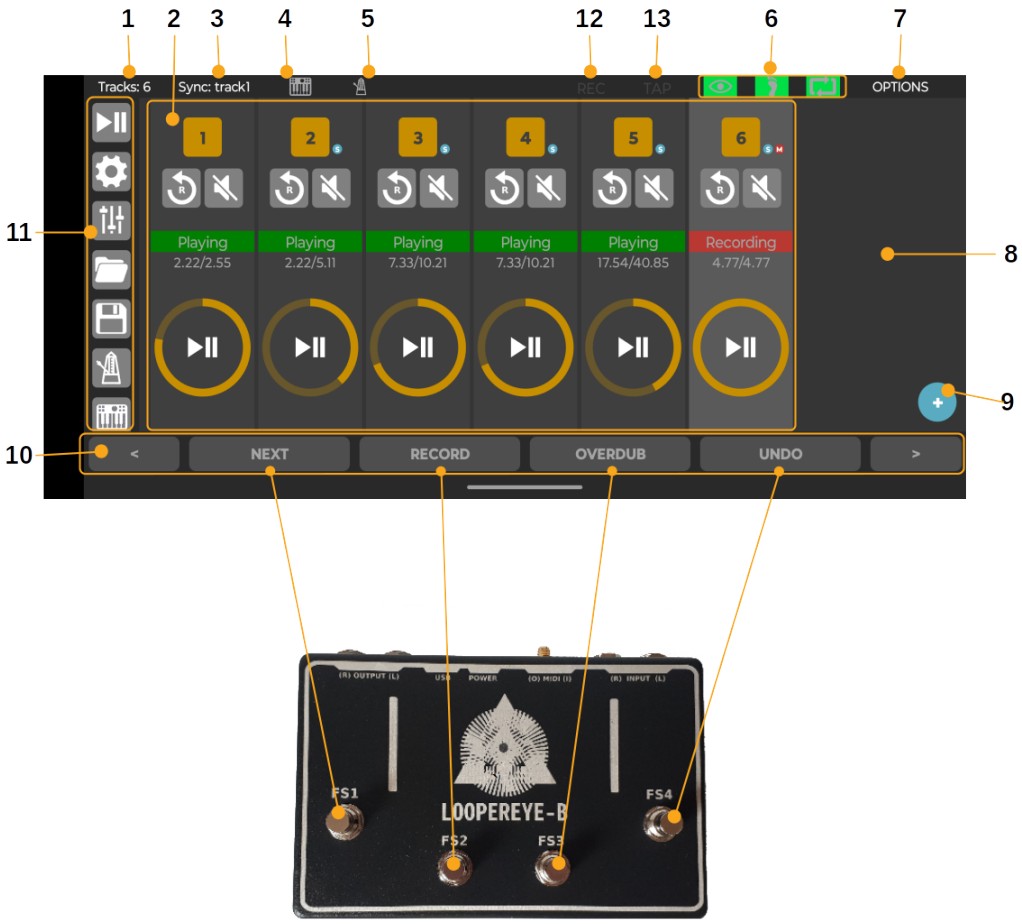


Figure 4: Application at a glance

1. Number of tracks configured in session
2. Track Canvas & Control, see Sec. 4.2 for more info

3. Synchronisation setting for session, see Sec. 4.1.1
4. Synthesiser indicator, see Sec. 4.1.4
5. Metronome indicator, see Sec. 4.1.3
6. Status indicators, red indicates an error condition, see Sec. 7
7. Advanced options, see Sec. 4.4
8. Scrollable track canvas, lets you view and access tracks directly from the app, only one track may be selected at a time, the selected track is highlighted (lighter grey)
9. Add track button, use this to add more tracks
10. View and configure the action of each footswitch using the app, store multiple button banks and scroll between them in the app or using a footswitch
11. Scrollable session controls, see Sec. 4.1
12. Song recording indicator, see Sec. 4
13. Tempo indicator, see Sec. 4

3 Getting Started

This section walks you through setting up a session and recording your first loops.

3.1 Set up the pedal

- Connect the supplied WiFi antenna to the SMA connector on the back.
- Next, plug the power in to your **LOOPEREYE**, you should see the Status LED light up green as the pedal starts up.
- Finally, connect your instrument to the input and your amp to the output, make sure to use the same channel for input/output e.g. (R)ight.
- Once the LED turns blue, your pedal is ready to connect to the app.

3.2 Record your first loops

- Connect your phone to the **LOOPEREYE** WiFi network, then launch the app, the app will start with the default session shown in Fig. 5 (factory default),

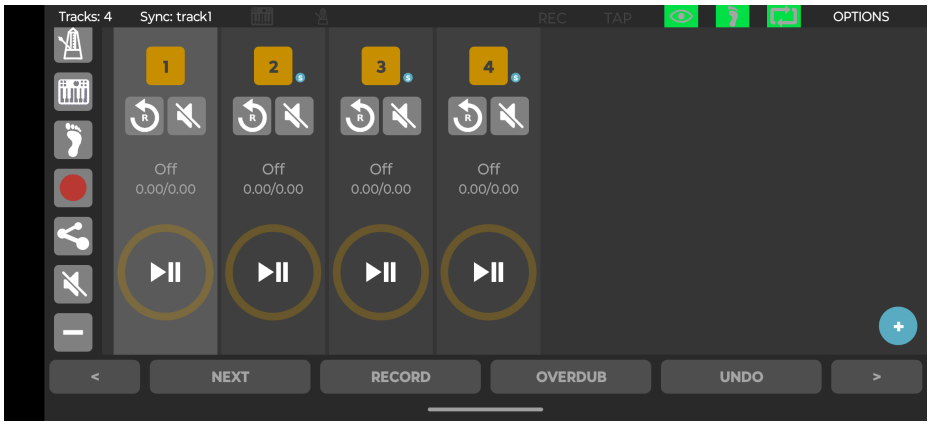


Figure 5: Factory default session, 4-tracks, all synchronised to first track.

- The default session has 4-tracks, each of them with a maximum looping time of 120 seconds (you can add/remove tracks with different length on the fly, see Sec. 4.1.2, and you can also create a new default session all together, see Sec. 4.1). The first track is selected and is shown highlighted, in the default session all tracks are synchronised to the first track. The button bank shows the footswitch actions (which can be changed from the app using the scroll button, see Sec. 4.3), the default button actions are:
  - NEXT (FS1): Select next track
  - RECORD (FS2): Start/stop recording on the selected track
  - OVERDUB (FS3): Overdub selected track
  - UNDO (FS4): Undo last action on selected track
- You're now ready to start looping, to record the first track, use **FS2** to start and stop the recording
- You can use **FS3** to overdub on this track or move to the next track by pressing **FS1** and repeat the process
- When recording the second (or any other) track, keep in mind this session is configured to synchronise all tracks to the first, this means recording starts and stops with respect to the first track, so you will need to trigger the action (press the RECORD button) a bit in advance. This can be modified using "Relative Sync" option - see Sec. 4.2.1

- You can also press and hold/release the foot switches on the pedal to access to more advanced features, see Sec. 4.3.2 for more information

4 Navigating the LOOPEREYE Application

This section provides a more detailed overview of the application, the session interface, button operations, status section and access to more advanced options.

4.1 Session Controls

The session control buttons are grouped together on the left-hand side of the app.

Play and pause at a session level, this applies to all tracks in the canvas.

Configure the synchronisation source and channel input settings.

Adjust the volume of each track individually. This is perfect for creating a signature song ready to share.

Save your current session to work on later. If you select the 'Save as default' check box, the saved session will be loaded when you restart the device, or launch new user session.

Continue from a previously saved session.

Configure the built-in metronome.

Configure the built-in synthesiser.

The record button lets you capture a song for sharing or playback later.

Share your recorded song.

Session level mute, all tracks will be muted.

Edit the buttons map.

Remove a track from the canvas. This will remove the last track added.

Restart all tracks in canvas.

4.1.1 Session Settings

Configure session preferences such as synchronisation source, quantisation and channel type.

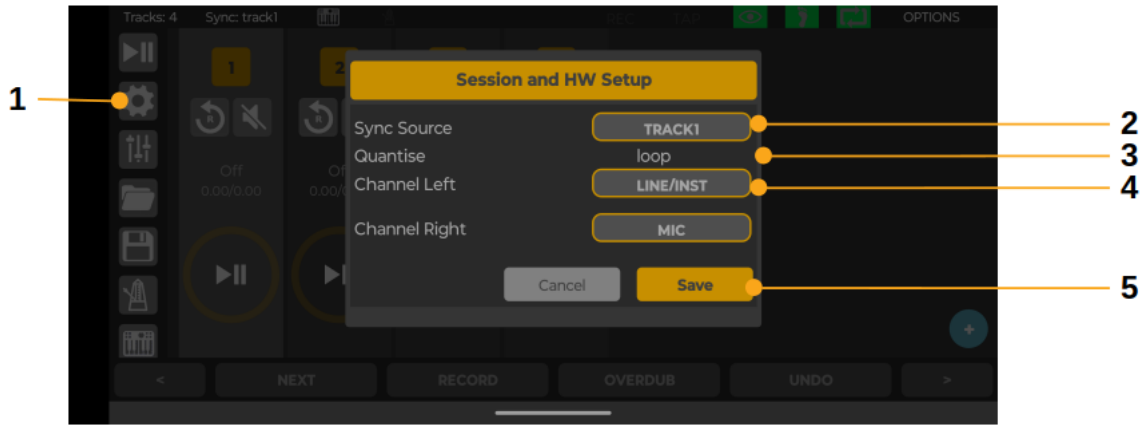


Figure 6: Session configuration menu

1. Press the session control button to bring up session settings menu.
2. Choose the source to use for synchronization:
   - midi - tracks are synchronised to the incoming TRS/MIDI clock sync.
   - metro - all the tracks are synchronised to an internal metronome. You set the tempo, metric and volume through the app, see Sec. 4.1.3 for more info.
   - none - there is no synchronisation or quantisation in this mode, tracks are recorded independently of each other, making this mode great to record and solo different parts of a song.
   - track1 - in this mode, track 1 is configured as master. All the other slave tracks will be synchronised to this master, and they will be quantised to the length of the master. This means that the length of the slave tracks will be 1, 2 or N-times the length of the master track. Overdubbing is not bound on any track.
3. Quantisation defines the granularity with which operations sync to in reference to the selected Sync Source, this setting is set automatically using one of the following options:
   - 8th - set when Sync Source is *midi*, it means a record operation will start/stop on an exact octave boundary of the MIDI clock.
   - bar - set when Sync Source is *metro*, a record operation will start/stop using the signature defined in the metronome.
   - loop - set when Sync Source is *track1*, a record operation will start/stop in sync with track 1.
   - off - set when Sync Source is *none*, no quantisation is applied, a record operation will start/stop when the record button is pressed.
4. Channel L/R, lets you define if the input type is line/instrument or microphone, if microphone is selected the signal is amplified internally.
5. Save, will save current session settings.

4.1.2 Add/Remove Tracks

LOOPEREYE lets you configure how many tracks you want in your session, add up to a maximum of 16. Fig. 7 shows the configuration menu for adding new tracks.

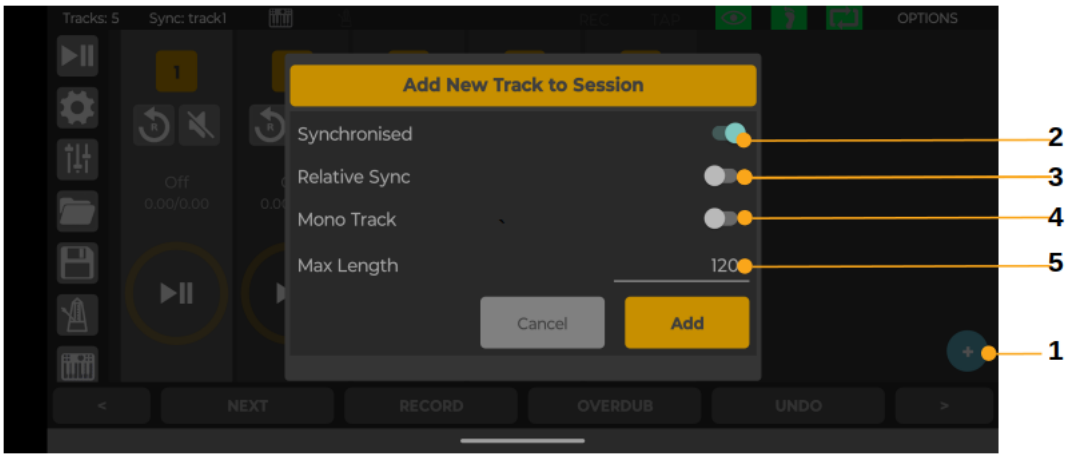


Figure 7: Add track menu

1. Press this button to add new tracks to the canvas
2. Set if the track is synchronised
3. Set if the track is relatively synchronised
4. Set if the track is mono, otherwise it's stereo. Note that, regardless you use mono output where both outputs are mixed, a mono track will only record the Left (L) input channel in a mono loop track.
5. Define the max length of the track in seconds

To remove tracks from the canvas, use the *minus* (-) button found in the session controls shown in Sec. 4.1.

4.1.3 Metronome

LOOPEREYE has a built-in metronome that plays to the tempo and signature set by you. Fig. 8 shows the configuration panel for the metronome.

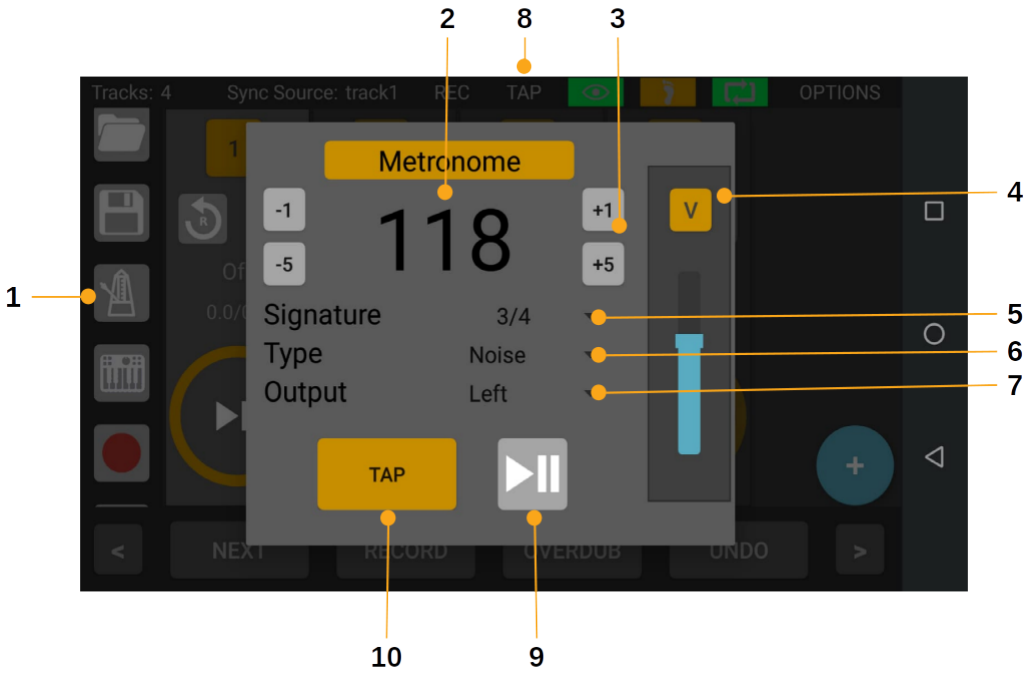


Figure 8: Metronome configuration panel

1. Press the session control button to bring up the metronome configuration panel.
2. Displays current tempo (beats per minute).
3. Fine/Coarse adjustment of the tempo.
4. Adjust the volume of the metronome.
5. Signature defines the number of beats in a measure and the value of the beat.
6. Choose which type of sound the metronome should use.
7. Choose which channel to output to.
8. Pulses at current tempo.
9. Start or stop the metronome.
10. Use the TAP button to tap the tempo.

4.1.4 Synthesiser

Through the embedded synthesiser included on **LOOPEREYE** you can play dozens of instruments, controlling it with plug-play supported USB MIDI devices, MIDI TRS or MIDI over WiFi, through the app, or by mapping MIDI commands or notes to **LOOPEREYE**'s buttons. Fig. 9 shows the configuration panel for the embedded synthesiser.

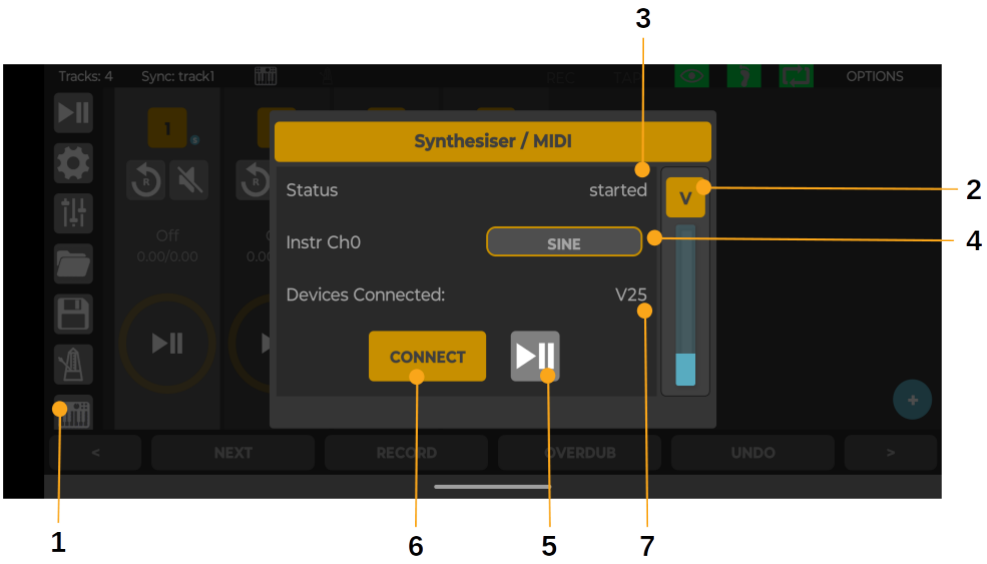


Figure 9: Synthesiser / MIDI configuration panel

1. Press the session control button to bring up the synthesiser configuration panel.
2. Adjust the volume of the synthesiser.
3. Status of the synthesiser, indicates if it has been started.
4. Defines the instrument on MIDI channel 0.
5. Start or stop the synthesiser.
6. Attempts to automatically connect newly plugged in devices to the synthesiser.
7. Lists the devices connected, the example shown here has the Alesis V25 Keyboard Controller.

Others channels configured for the synthesiser are:

- Channel 1 - Cello
- Channel 2 - Organ
- Channel 3 - RhodesEP
- Channel 4 - Percussion
- Channel 9 - Drum set

IMPORTANT NOTE: Here the synthesiser channels are referred from 0 (first channel is channel 0 and so on), and this is what is called 'coded' channel number. Some documents of devices may start numbering the MIDI channels from 1 instead.
IMPORTANT NOTE: The sysnthesiser may take up to 5 seconds to load.

4.1.5 Mixer

The mixer feature provides session level control of the all track volumes, this is great for fine tuning your songs before recording and sharing them.

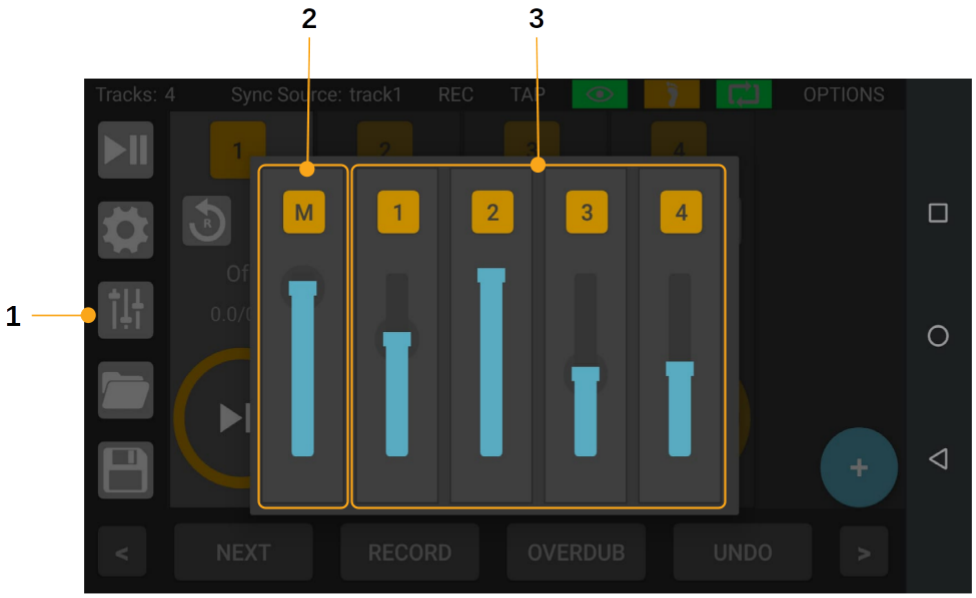


Figure 10: Mixer control panel

1. Session control button to bring up mixer control panel.
2. M: Controls the master volume of the session
3. 1...Total Number of Tracks: Controls the volume of each track

4.1.6 Song Record & Share

With **LOOPEREYE** it's never been easier to capture and share your creativity. The record feature lets you capture the session progression as an audio file. This is stored on your **LOOPEREYE** ready to be uploaded to Soundcloud or shared directly through other messenger apps.

To start the recording feature press the red record button in the session controls, this will bring up the menu shown in Fig: 11. Once you have entered a track name, pressing START will begin the recording process. You will notice the REC indicator flashing when a song is recording. To stop the recording, simply press the red record button again and your track will be saved.
Note: Maximum song length is 15-minutes.

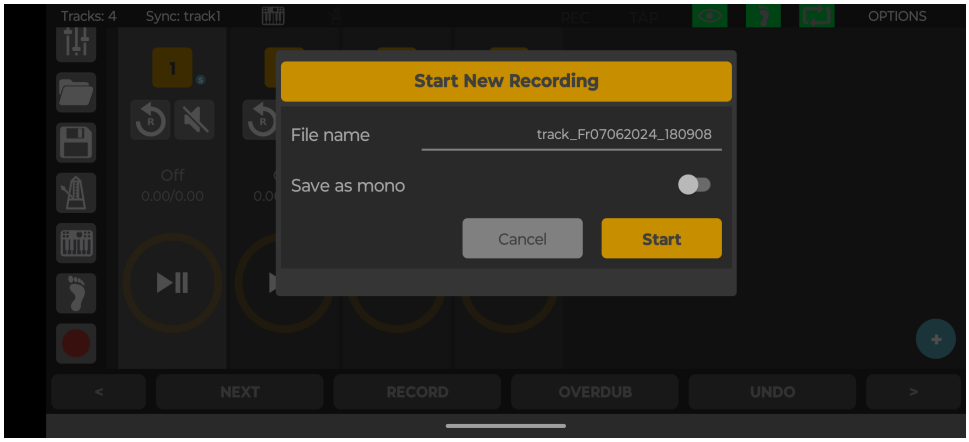


Figure 11: Record session menu

Use the share button from the session controls to access a list of your saved songs, see Fig. 12. Click on the song you want to upload or share via Soundcloud/Whatsapp/Facebook etc.

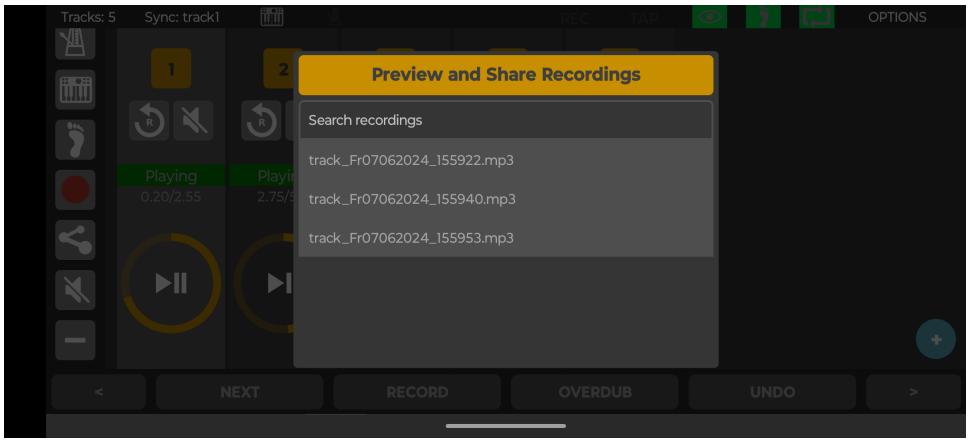


Figure 12: List of recorded songs to share

To listen to or delete any song, swipe left or right to access the Preview or Delete options as shown in Fig. 13 and Fig. 14.

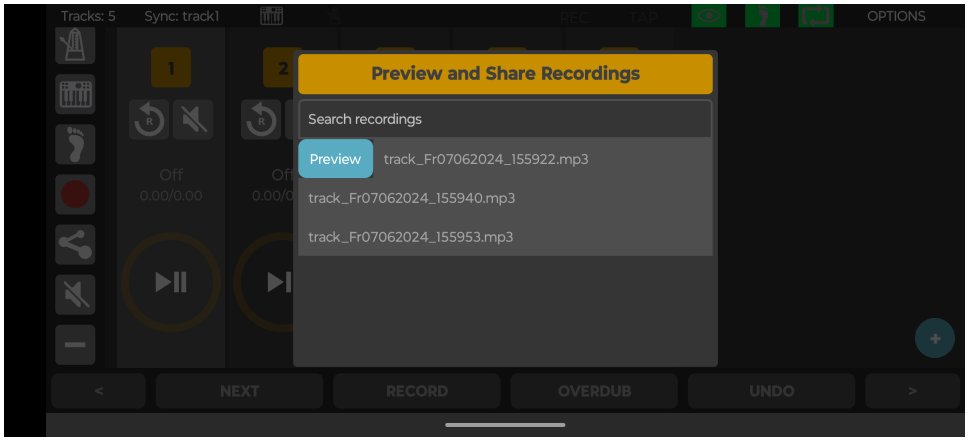


Figure 13: Listed to a recorded song

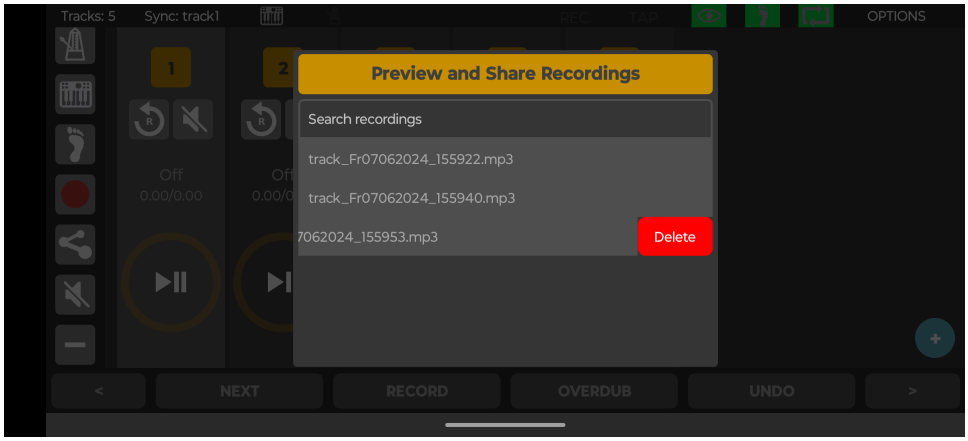


Figure 14: Delete a recorded song

4.2 Track Status and Control

Each track added to the canvas has a set of controls associated with it, these are described in further detail here.

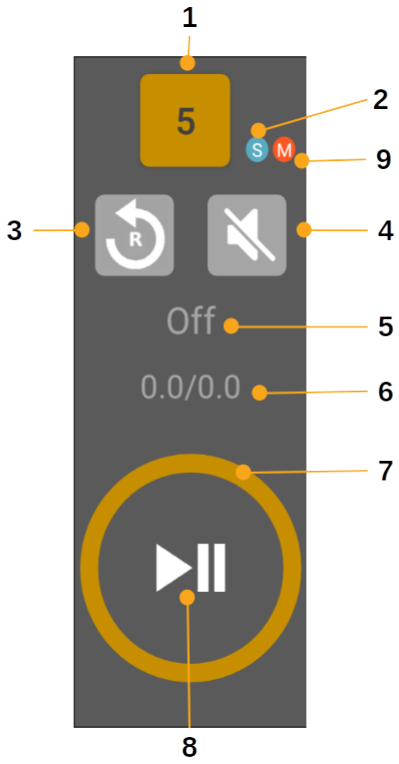


Figure 15: Track controls

1. Track number: An interactive button used to select a track from the canvas. When a track is selected the background color will appear lighter than other tracks on the canvas. Only one track can be selected at a time.
2. Synchronisation status indicator, when visible track is synchronised.
3. Reset track, removes any recorded loops from this specific track,
   NOTE: this action cannot be undone.
4. Mute button: it allows you to mute/unmute a track
5. Status indicator: By text and colour it will show the status of the track, which could be off, waiting, recording, overdubbing, playing, muted, etc.
6. Track position and length: When playing, overdubbing and similar, this shows total length of track and current position and total length of the loop track. The track length is dynamic and can be extended or reduced by several actions (reset track, record, extend, etc.) and that will be shown here.
7. Progress bar: Circular progress bar updated based on position and length
8. Play/Pause button: Surface to play or pause the track
9. Mono indicator, when visible track is mono

4.2.1 Track Configuration Panel

Track specific configurations are configured in the Track Configuration Panel. To open this panel, press and hold anywhere on the desired track apart from actionable buttons (e.g. mute, play/pause, reset), this will open the menu shown in Fig. 16.

Figure 16: More track controls

1. Track ID
2. If the Synchronised option is checked for a particular loop, operations will be quantised to the selected boundary, see Sec. 4.1.1 for details on synchronisation.
3. The Relative Sync parameter enables a special mode of synchronisation, that allows you to start recording a new loop at any time you want (instead of it waiting until the next sync point) and still obeys all other synchronisation and quantisation settings.
4. Undo/redo record/insert/replace/overdub action.
   Note: Once you start overdubbing on a track, the undo functionality only applies to the overdubs. To remove the initial record action you need to reset the track, see Sec. 4.2 or simply record a new one.
5. Solo/unsolo, and mute/unmute track.
6. Load audio file to your **LOOPEREYE** from phone or tablet into the selected track. See Sec. 4.2.3 for more details.
7. Adjust the selected track volume.
8. Panning controls. See Sec. 4.2.2 for more details.
9. Input level required to start record, tapping *TH* will reset to default value of 0.
10. Scales the rate of the track, tapping *RT* will reset to default value of 1.

4.2.2 Panning

From the track configuration panel you will also be able to pan the channel if mono (by a level control labeled P), or the channels when stereo (each channel with independent level controls, labeled L for left channel and R for right channel).

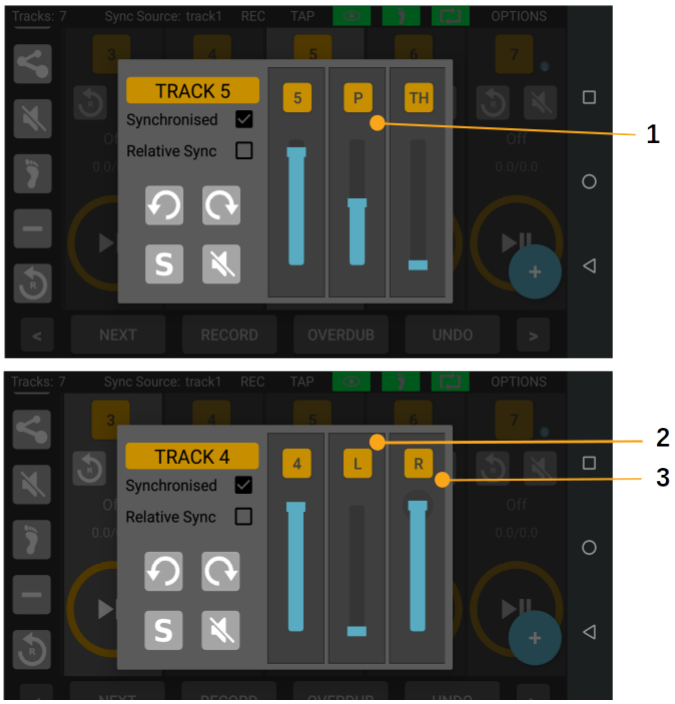


Figure 17: Panning controls

1. Mono Track. In the middle means centered. If the control goes to the top means fully panned to right, and if the control is at the bottom means fully panned to left.
2. Stereo Track, Left channel panning control. Again, bottom means left and top right.
3. Stereo Track, Right channel panning control. Again, bottom means left and top right.

4.2.3 Load audio to the selected track

From this pannel you can load a WAV file to the selected track. For example, you can have a WAV file with 8 bars of a drum base in your phone or tablet, and load it into Track 1 of your **LOOPEREYE** and then use it as base track. If the track is too long, use the option 'Divide length by'. Enable the 'Resample if needed' option if the audio file has a sample rate other than 48ksps.

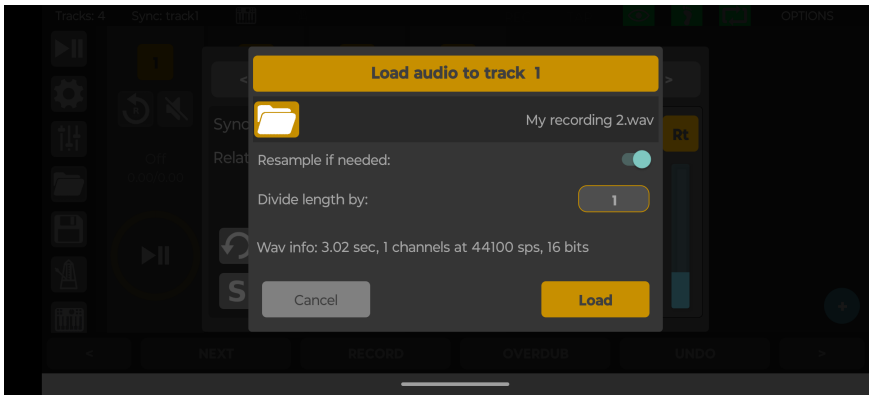


Figure 18: Load audio file

4.3 Buttons Map

4.3.1 Usage

The functions of the buttons are configurable, and they are organised by a user-defined map of several banks. The following sections provides the default mappings and button functionality. Fig. 19 shows the relationship between the app and the footswitches (**FS1-4**) on the pedal.

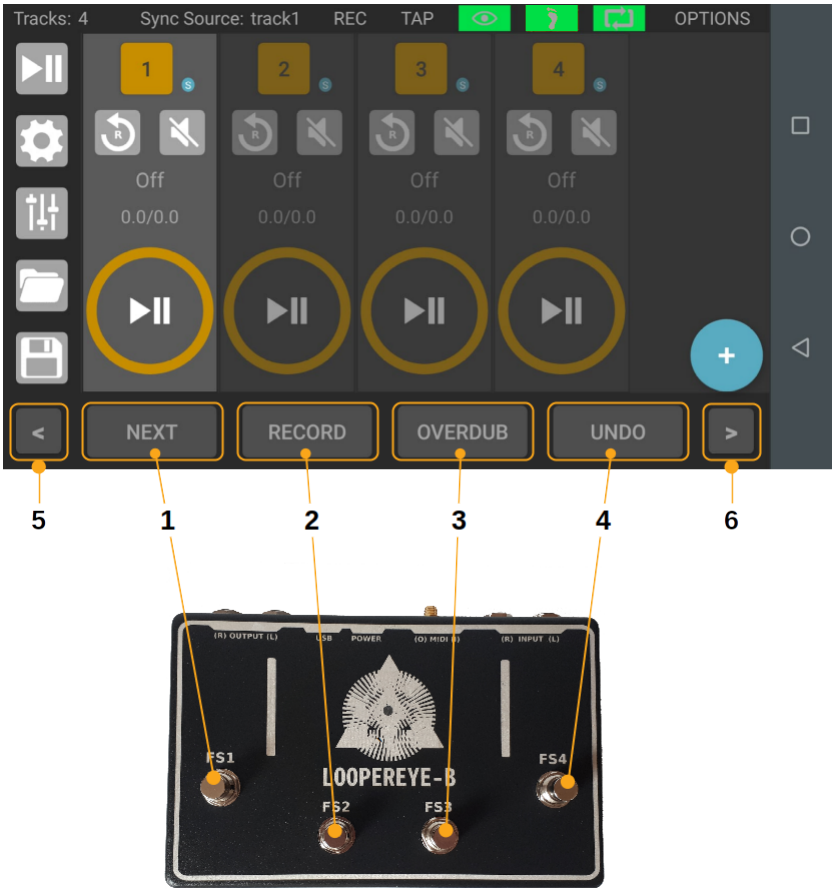


Figure 19: Button bank functions and hardware mapping

1. Action assigned to **FS1**
2. Action assigned to **FS2**
3. Action assigned to **FS3**
4. Action assigned to **FS4**
5. Scroll button bank to the left
6. Scroll button bank to the right

The map configuration is accessed from the button mentioned at Sec. 4.1, and is shown in Fig. 20. From there, you can add banks to your map by pressing the button +, and then press and hold each botton in the new bank to select the desired command, as shown in Fig. 21. Press and hold each option to see more details, or refer to the next table. To delete a bank, swipe left to access the option shown in Fig. 22. You will need to press the **Save** button to save the new map.

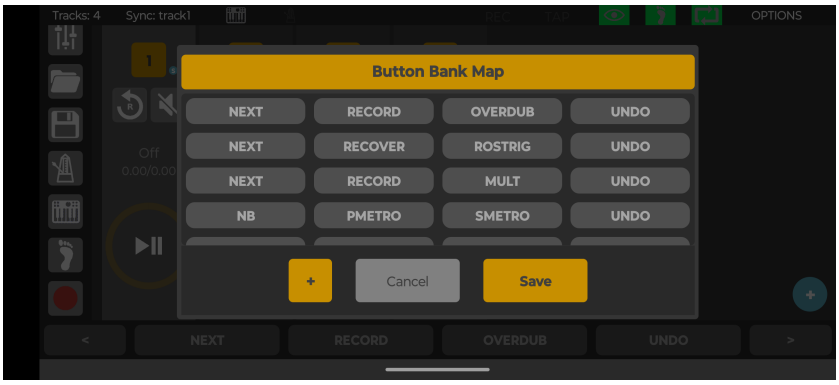


Figure 20: Configure buttons map

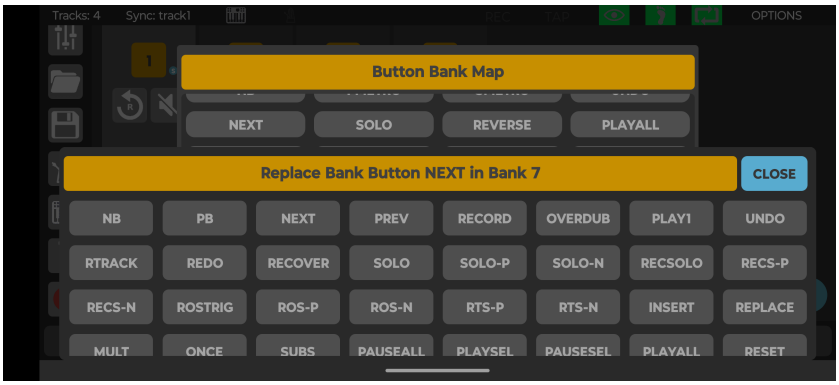


Figure 21: Edit a bank

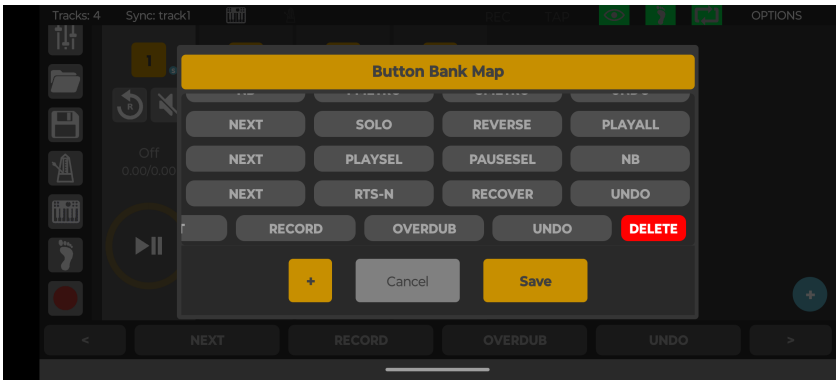


Figure 22: Delete a bank

The available commands are listed below.

Index	Short Name	Description
1	NB	Scroll to next buttons bank
2	PB	Scroll to previous buttons bank
3	NEXT	Select next track
4	PREV	Select previous track
5	RECORD	Record track
6	OVERDUB	This keeps playing the loop and adds whatever you play on top until you stop overdubbing. [1]
7	PLAY1	Play track 1
8	UNDO	Undo
9	RTRACK	Reset track
10	REDO	Redo
11	RECOVER	Record or Overdub - it will record if track is empty, else overdub.
12	SOLO	Solo track
13	SOLO-P	Solo previous track
14	SOLO-N	Solo next track
15	RECSOLO	Record solo track
16	RECS-P	Record solo the previous track
17	RECS-N	Record solo the next track
18	ROSTRIG	Play solo, record or overdub
19	ROS-P	Record or overdub solo the previous track
20	ROS-N	Record or overdub solo the next track
21	RTS-P	Record or trigger solo the previous track
22	RTS-N	Record or trigger solo the next track
23	INSERT	Inserts an additional new loop track in place and quantised to the selected boundary, see Sec. 4.1.1.
24	REPLACE	Replaces the previously recorded loop with a new track, that is quantised to the selected boundary, see Sec. 4.1.1.
25	MULT	Multiply - This is similar to Overdub, but repeating the base track.
26	ONCE	One Shot
27	SUBS	Substitute track content
28	PAUSEALL	Pause all tracks
29	PLAYSEL	Play selected track
30	PAUSESEL	Pause selected track
31	PLAYALL	Play all tracks
32	RESET	Reset all tracks
33	REVERSE	Reverse effect on selected track
34	UNDO1	Undo track 1
35	RO1	Record or overdub track 1
36	RO2	Record or overdub track 2
37	UNDO2	Undo track 2
38	TAP	Tap tempo tracks
39	PMETRO	Play metronome
40	SMETRO	Stop metronome
41	KICK	MIDI Kick (153-36) - Mapped to embedded synthesiser kick drum. [2]
42	HIHAT	MIDI Hihat (153-42) - Mapped to embedded synthesiser hihat. [3]
43	PODFS5	MIDI command to Line6 POD HD500X footswitch 5.
44	PODFS6	MIDI command to Line6 POD HD500X footswitch 6.
45	PODFS7	MIDI command to Line6 POD HD500X footswitch 7.
46	PODFS8	MIDI command to Line6 POD HD500X footswitch 8.

[1] Once you start overdubbing on a track, the undo functionality only applies to the overdubs. To remove the initial record action you need to reset the track, see Sec. 4.3.2, Sec. 4.2 or simply record a new one.

[2] The synthesiser should be started for this to work, see Sec. 4.1.4.

[3] The synthesiser should be started for this to work, see Sec. 4.1.4.

4.3.2 Press and Hold/Release logic

In order to provide even more functionality, **LOOPEREYE** also gives you the chance to use its foot switches in press and hold/release mode. In normal user mode (see Sec. 6 for other uses), this logic will be fixed and as follow, regardless the bank selected, and bear in mind that the main function of the button (on pressed) is still running.

1. **FS1** - Press and Hold. Scroll to the next button bank in the map after 1 second. Keep it pressed to keep scrolling
2. **FS2** - Press and Release. If pressed for more than 1 second, when released, it will pause all the tracks. This is usefull to finish a song, for instance.
3. **FS3** - Press and Release. If pressed for more than 1 second, when released, it will trigger all the tracks.
4. **FS4** - Press and Hold. Reset the selected track after 1 second.

Note: Press and hold/release feature is only available from the pedal's foot switches.
Note: Future releases may allow to configure this functionality too.

4.4 Options

The options menu provides access to more advanced features and session creation options.

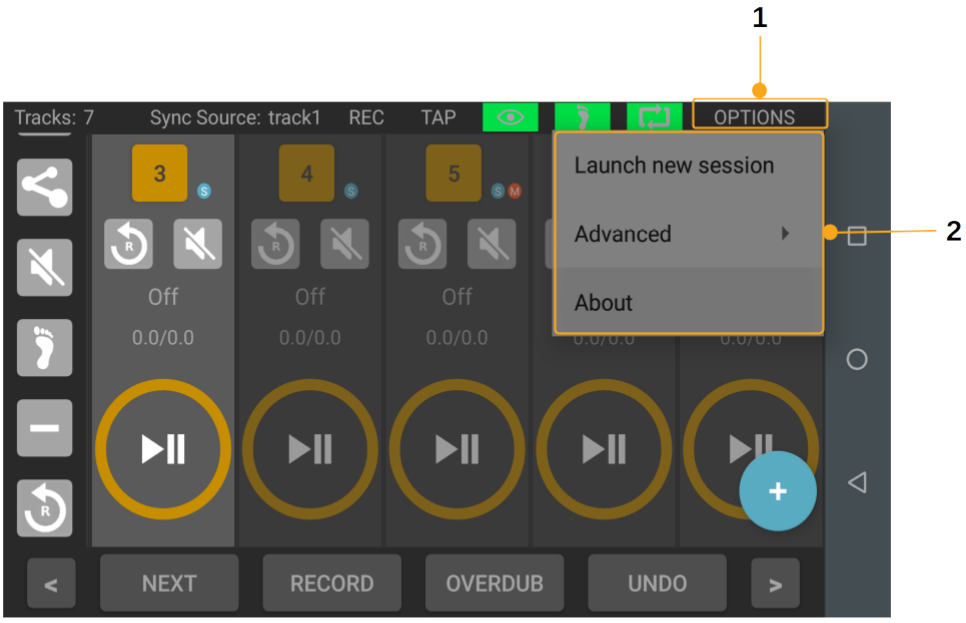
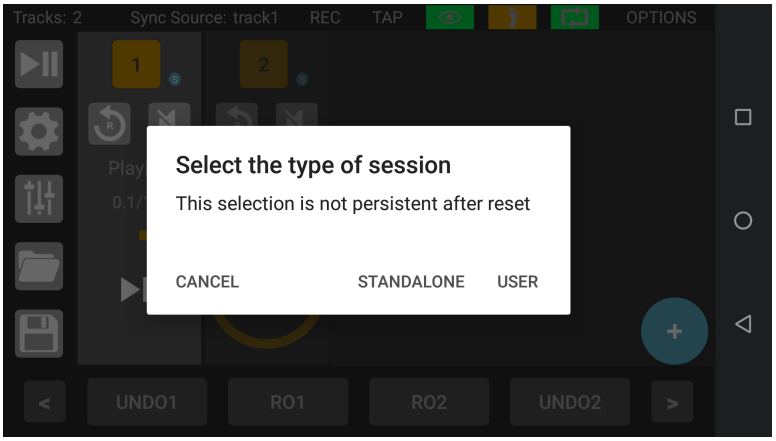


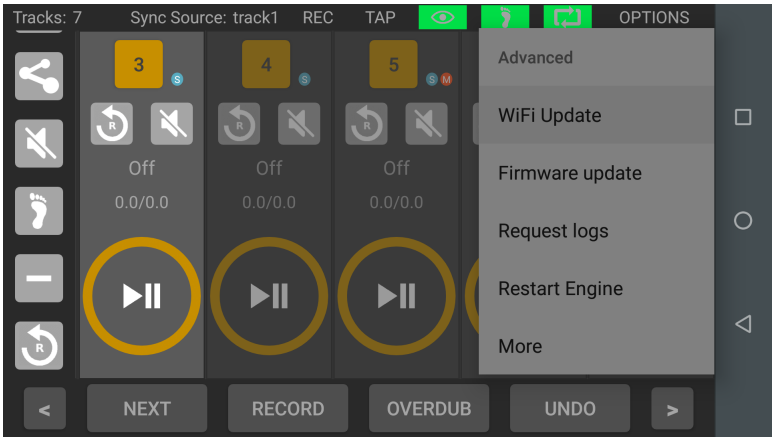
Figure 23: Advanced session and options menu

Press the options button to bring up the menu.

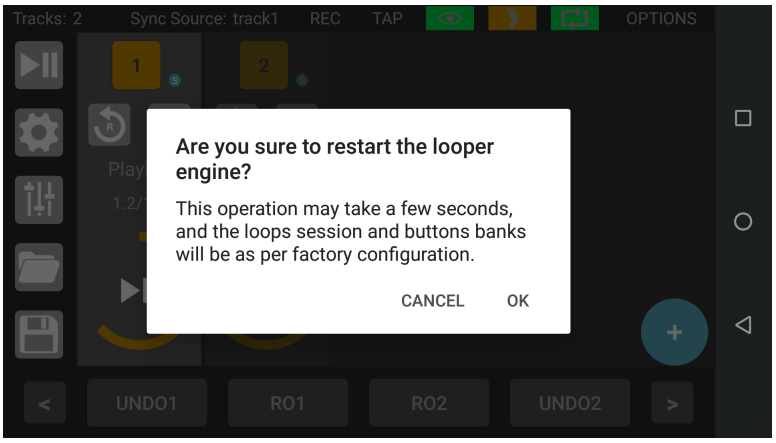
1. Launch new session: Create a new session, select from user or standalone (see Sec. 6 for more details on standalone mode).



2. Advanced options menu:



- WiFi update. Update the WiFi network name (SSID) created by the **LOOPEREYE** and/or the password required to connect to the device. It's highly recommended you change the factory values. Note this will require a device reset. In case you forget the password to connect to **LOOPEREYE**, a factory reset may be required, see Sec. 7.2
- Firmware update. An app update may also bring firmware updates in order to enhance your device or to fix possible issues
- Request logs. This would be useful only in case the support team requires you to share the device logs
- Restart engine: Perform a system restart, this is a graceful shutdown and restart of the system.



- More. Access to more advance information and settings

3. About: Show app info

5 MIDI

5.1 MIDI Commands

This section outlines the MIDI commands configuration for managing a 16-track setup using a MIDI controller via TRS or USB. Each track is mapped to control various parameters such as its levels like *volume* and *input gain*, and commands like *record*, *solo*, and *mute*. The configuration leverages MIDI Control Change (CC) messages (also called *events*) for effective interaction with the **LOOPEREYE** .

To connect your USB controller to the looper engine you should go to the Synthesiser/MIDI configuration panel (see Sec. 4.1.4) and press the *CONNECT* button. If your controller is compatible, it should be listed now as a connected device. The Fig. 24 shows an example of a correct status.

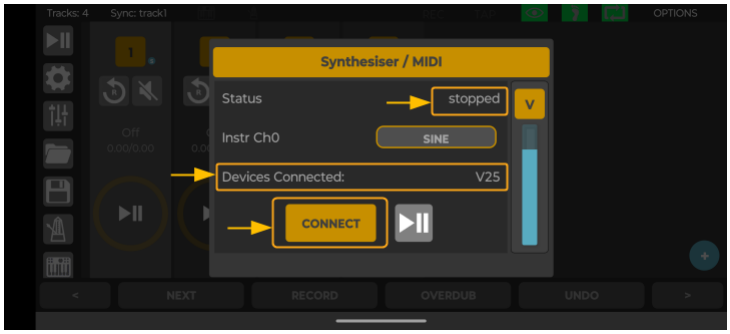


Figure 24: Synthesiser / MIDI configuration panel

IMPORTANT NOTE: For USB controllers, the embedded synthesiser status should be *stopped*, otherwise it takes priority and the USB controller will be disconnected from the looper engine. If you start and stop the synthesiser, the controller should be connected again by using the *CONNECT* button from the Synthesiser/MIDI configuration panel.

Below is a table summarizing the MIDI commands:

Command	Track Number	MIDI Event	MIDI Channel
Volume	1-16	CC#7	<Same as Track Number>
Input Gain	1-16	CC#16	<Same as Track Number>
Record	1-16	CC#64	<Same as Track Number>
Solo	1-16	CC#32	<Same as Track Number>
Mute	1-16	CC#48	<Same as Track Number>
Master Volume	NA	CC#37	1
Play All	NA	CC#38	1
Pause All	NA	CC#39	1
Select Next Track	NA	CC#58	1
Select Previous Track	NA	CC#59	1
Volume	<Selected Track>	CC#40	1
Play	<Selected Track>	CC#41	1
Pause	<Selected Track>	CC#42	1
Record	<Selected Track>	CC#43	1
Overdub	<Selected Track>	CC#44	1
Undo	<Selected Track>	CC#45	1

Table 2: MIDI Commands

5.2 MIDI over WiFi

Besides controlling the embedded synthesiser from the footswitches, or from TRS or USB MIDI controllers, you can also control it via MIDI over WiFi, for instance from a piano app, or DAW controllers, in your smartphone. A good example is the TouchDAW app. To do this, besides having the device connected to the **LOOPEREYE** WiFi, you also need to configure the MIDI output port of your MIDI controller app in *Multicast transport* mode over the port number *21930*.
If you have the embedded synthesiser already started (see Sec. 4.1.4), then you should be able to control it via WiFi.

6 Standalone Mode

6.1 Usage

When you select standalone mode, see Sec. 4.4 for details, you will get a special session with a set number of tracks and a predefined button bank, turning **LOOPEREYE** into a standard two track looper pedal, perfect for light jamming sessions. Through the app you can still interact with this session, adding tracks, recording songs etc. The maximum looping time for each track is 360 seconds, although this could be changed by the user for the currently running session.

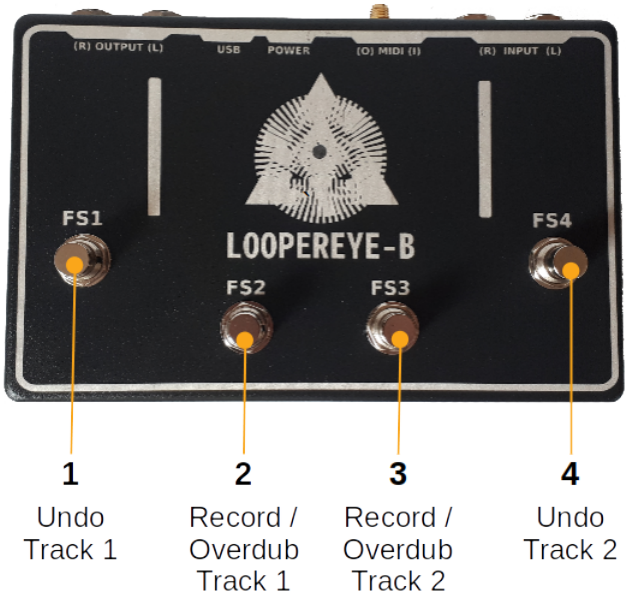


Figure 25: Standalone footswitch actions

The following actions are mapped to the footswitches:

1. **FS1** - Undo, pressing this button will perform an undo of the last action on Track 1.
2. **FS2** - Record/Overdub Track 1, pressing this button will start/stop the record action; once the initial loop has been recorded, subsequent presses will overdub this track; you have unlimited overdubbing.
3. **FS3** - Record/Overdub Track 2, pressing this button will start/stop the record action; once the initial loop has been recorded, subsequent presses will overdub this track; you have unlimited overdubbing.
4. **FS4** - Undo, pressing this button will perform an undo of the last action on Track 2.

Note: Once you start overdubbing on a track, the undo functionality only applies to the overdubs. To remove the initial record action use press and hold (see Sec. 6.2), or reset the track using the app, see Sec. 4.2.

6.2 Press and Hold/Release logic for standalone mode

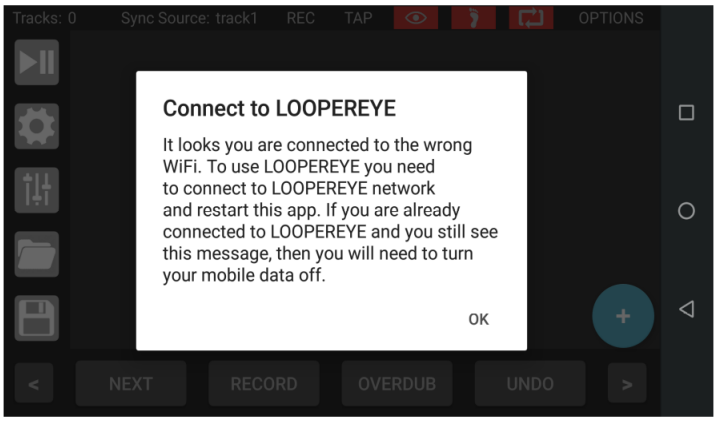
1. **FS1** - Press and Hold. Reset Track 1 after holding it 1 second.
2. **FS2** - Press and Release. If pressed for more than 1 second, when released, it will pause all the tracks.

3. **FS3** - Press and Release. If pressed for more than 1 second, when released, it will trigger all the tracks.
4. **FS4** - Press and Hold. Reset Track 2 after holding it 1 second.

7 Troubleshooting and Support

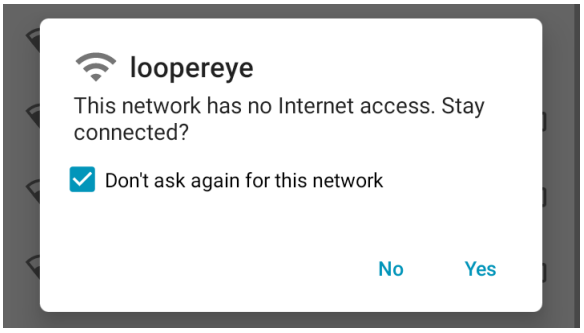
7.1 Troubleshooting

1. Make sure you are connected to the **LOOPEREYE** network.

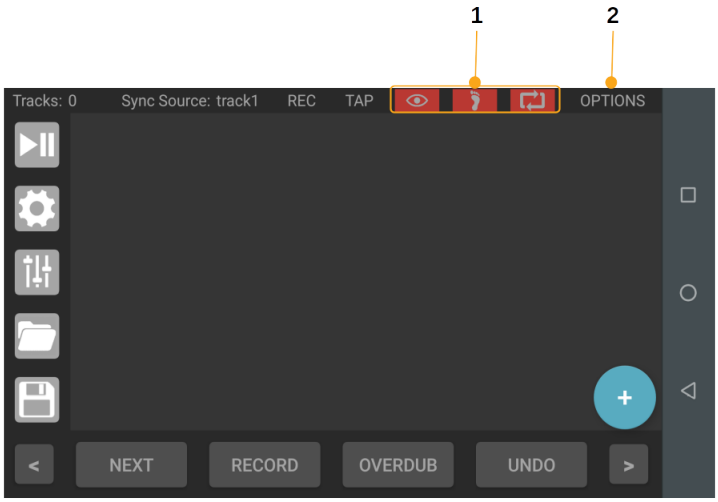


2. In Android phones, since the **LOOPEREYE** network does not provide Internet connection, the phone may show a notification saying "loopereye has no Internet access, tap for options", and eventually it may drop this network and select another one automatically. To prevent this, tap on the mentioned notification, and click the box "Don't ask again for this network", and then select "Yes", as per figure Fig. 26. Note that if you change the network name, you will need to repeat the process.

Figure 26: No Internet access



3. If any of the session status indicators, indicated by *1* are red this indicates an error condition. To recover, go to advance Options, indicated by *2*, and Restart Engine (see Sec. 4.4), if that doesn't work, try restarting the pedal by disconnecting the power jack, close the app and restart it.



4. Your loop recording stopped recording and started playing all of a sudden. This is probably because of the looping time assigned to the loop is shorter that what you needed. Delete the track and add a new one with larger looping time.

5. When you TAP the metronome to change the tempo, the beat may not match with the TAP. This is a known issue.

6. When using the metronome as Sync Source and selecting Relative Sync, a known issues is the recording of a track won't stop. To fix it remove Relative Sync source.

7. **LOOPEREYE** may become unresponsive after loading a session, this is a known issue, you need to restart the engine. To do this, go to the options menu (see Sec. 4.4) select *Restart Engine*.

7.2 Factory reset

Warning: Please use this option only in EXTREME CASES, and bear in mind you could loose user data, updates, and in cases of power outage or similar, your device could enter in permanent failure mode. Use at your own discression after checking with the support team. See Sec. 7.3 for contact details.
To perform a factory reset, please follow the next steps.

- Unplug the device power cable
- Plug the power cable whilst pressing FS1 and FS3 only
- Keep them pressed until the LED goes from GREEN to WHITE
- Once the LED is WHITE, release FS1 and FS3, and press FS2 and FS4, and keep them pressed. You have up to 5 seconds to do this, otherwise the device will start normally
- Wait until the LED starts flashing.
- If the flashing pattern is WHITE and BLUE every 1 second, the factory reset went OK. Unplug and plug the power again, and the device will start as factory
- If the flashing pattern is RED and GREEN every 0.5 seconds, the reset failed, and you will need to get in touch with the support team

7.3 Support

If you experience a problem that cannot be resolved or isn't covered in the troubleshooting topics contact us for assistance:

- Email: support@loopereye.com