

# NIX labs

## Filament Clock User's Guide



## Contents

1.	Introduction .....	2
1.1	Precautions .....	2
2.	Key Features.....	2
3.	Overview .....	3
4.	Model and Version Identification .....	3
5.	Powering Up.....	3
5.1	Other Power Sources .....	4
6.	Reading the Display .....	4
6.1	Time Display.....	4
6.2	Date Display .....	5
6.3	Temperature Display .....	5
7.	Using the Built-In Buttons.....	6
7.1	Setting the Time.....	6
7.2	Using the Counter/Timer .....	6
7.3	Parameters Settings Menu .....	7
8.	Online Configuration Application (Web App) .....	8
8.1	Using the Web App .....	9
8.2	Time, Date and Display Options .....	11
8.1	LEDs and Display Brightness Options .....	12
8.2	Anti-Poisoning and LED Changer Options.....	13
8.3	On-Off Timer.....	14
9	Maximising the Light Sensor Accuracy .....	15
10	Maximising Temperature Accuracy .....	15
11	Settings and Time Backup.....	15
12	Troubleshooting.....	16
13	Firmware Upgrade .....	18
14	Cleaning and Maintenance .....	19
15	Warranty and Repairs .....	19
15.1	Australian Consumer Law .....	19
15.2	Warranty and Liability Disclaimer.....	19
16	Specifications .....	20
16.1	Dimensions .....	21

## 1. Introduction

Thanks for your NIX labs purchase! Our products are highly customisable yet easy to use straight out of the box, so please refer to the Quick Start Guide included in the box or downloaded from [nixlabs.com.au/support](https://nixlabs.com.au/support) for the fastest setup experience. This manual will guide you through our more advanced features, product specifications and device troubleshooting.

NIX labs Filament Clock models are based on linear LED filament arranged as a seven-segment digital display. Available in many colours, these efficient and low-voltage LED filaments make for a unique, easy-to-read timepiece.

### 1.1 Precautions

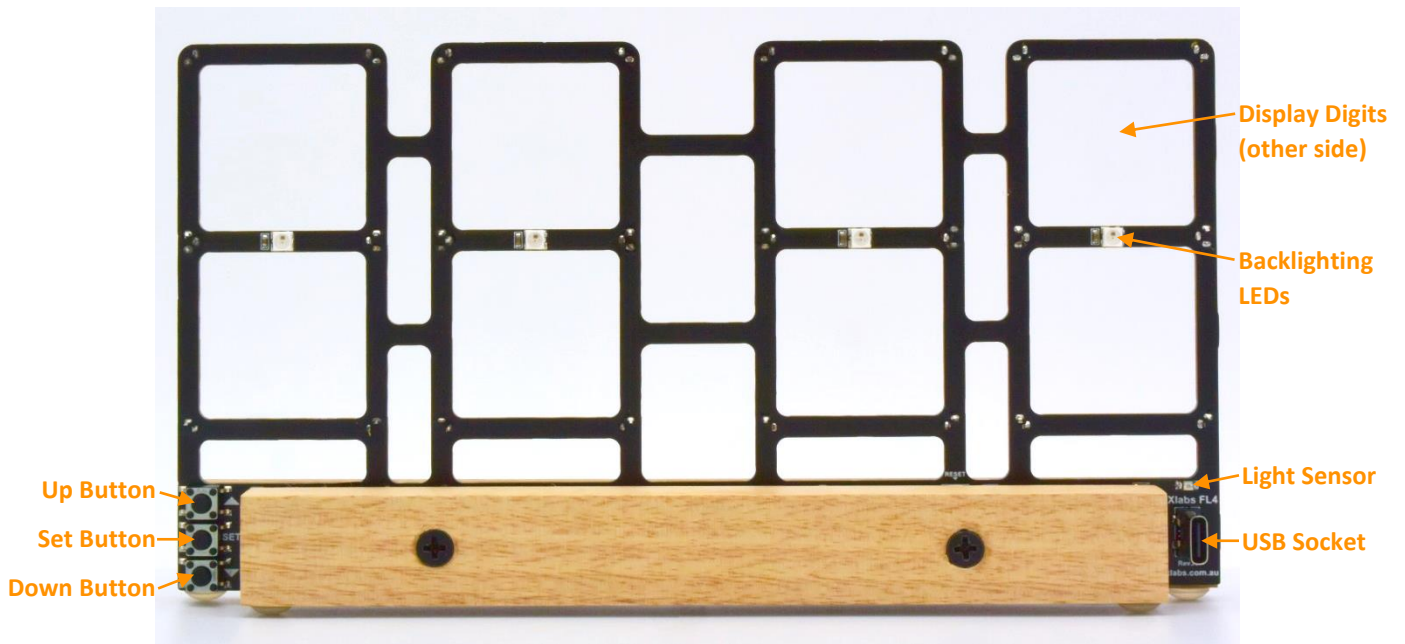


This product is not a toy and should be handled with care. Do not expose to moisture or dew - refer to operating and storage temperature limits in this manual. If bringing into a warm environment from the cold, allow condensation to clear before powering up. Do not insert objects into the gaps in the enclosure as components may be damaged or short-circuited. Do not press on the LED filaments as they are not flexible and may break. Staring at the LEDs in higher brightness modes may be harmful. If a potential hazard arises, unplug from mains power immediately and contact NIX labs for support. Read this manual carefully before use.

## 2. Key Features

- Large and bright, low-flicker seven-segment display with several colour options available
- High-accuracy calibrated clock with temperature compensation
- 5+ Day Supercapacitor time and date backup, settings are saved permanently
- Time, Date and Temperature displays with auto-cycling option
- Count-up and count-down timer
- Customisable RGB backlighting LEDs with seven presets, rainbow and random colour mode
- Night-time display and LED dimming with adjustable level and threshold
- Selectable button beep, 12/24-hour time format, °C/°F temperature display and optional leading zero
- USB Powered with web-based configuration application – no software download needed and compatible with Windows, Mac, Linux, ChromeOS and Android. Many options are configurable using built-in buttons.
- Each day can have up to two configurable on/off times to maximise LED life and reduce power consumption.

### 3. Overview



### 4. Model and Version Identification

The NIX labs filament clock range includes the FL4 model at time of printing. The device's product and version information can be found when using the web app by selecting the gear icon in the upper right and selecting Diagnostics from the menu. The circuit board is marked with the product's model (eg: FL4) and major hardware revision (eg: Rev A) near the USB socket.

### 5. Powering Up

Check the box for the following items and remove them from their packaging:

- FL4 filament clock
- Australian power adaptor (or Multi-Region adaptor for international orders)
- Quick-start guide

For international orders supplied with the multi-region power adaptor, remove the AU plug from the power adaptor, and replace with the correct one for your region (US, EU or UK).

Plug the power adaptor's USB-C end into the socket on the back of your clock either way around. Connect the power adaptor to the wall outlet and turn on - your clock will show 88:88 for a few seconds after which it is ready to use.

## 5.1 Other Power Sources

Your NIX labs device is powered by a standard USB-C connector, just like many mobile phones, cameras and other computer accessories. This means it can be powered from a number of sources such as computers, power banks and common USB chargers. The supplied voltage stability is important in ensuring maximum display brightness and should be as close to 4.9V to 5.1V as possible – using low quality USB cables and chargers may cause flickering or a dim display and is not recommended. The power supply included features a robust construction, high output capability and all the required regulatory safety approvals. For this reason, only operation with the supplied adaptor is recommended and warranted.

If using a power adaptor other than the NIX labs recommended unit, ensure it has a 5.0-5.1V output rated for at least 1A. Ensure any substitute power adaptor carries the compliance markings for your country, for example, the Australian RCM (Ⓜ) and/or safety approvals such as the UL mark (UL). Do not use generic adaptors from eBay or similar, as poor quality units can be a fire and shock hazard, and could damage you or your clock.

When powering from a computer, connect directly to the computer’s USB port – avoid unpowered hubs or extension cables. You can use any good-quality charge & data USB-C to regular USB-A or USB-C to USB-C cable to connect your clock to your computer or phone/tablet.

The display brightness will adjust automatically according to the power output of the adaptor (or PC) used. If the display seems dim, despite being set to full brightness, or in the case of a flickering/flashing display, ensure the supplied adaptor is used. It is also possible to read the voltage using the web app’s diagnostics screen – the acceptable range is 4.7V to 5.3V.

## 6. Reading the Display

The back-side of the display has RGB back-lighting, which can be set to show a different colour based on the current “screen” (Time, Date or Temperature). The FL4 displays hours and minutes in a “digital” seven segment format, with one colon in between. Do not press on the LED filaments as they are not flexible and could be cracked from mishandling. The following section describes how to read the display in each of the Time, Date and Temperature modes.

### 6.1 Time Display

The FL4 shows time in an HH:MM format, which can be in 12 or 24-hour with or without a leading zero for hours less than 10. In this time screen, the colon separator can be set as solid on, solid off, fast flashing (0.5Hz) or slow flashing (1Hz). In the example below, the time is 12:47.



## 6.2 Date Display

The FL4 can show the date in a DD.MM or MM.DD format. In this date screen, the lower colon separator is lit to distinguish between the day and month. In the example below, the format has been set to DD.MM and so it is the 23<sup>rd</sup> of September (23/09).



## 6.3 Temperature Display

The FL4 shows temperature in a XX.X format in either °C or °F, with a displayed range of 0.0°C to 65.5°C (or equivalent in °F). In this temperature screen, the display is left-aligned and the lower colon separator is shown as a decimal point. In the example below, the temperature is 25.6°C.



## 7. Using the Built-In Buttons

Many parameters can be set using the three built-in buttons, so connection to the Web App for configuration is not required. When on the time screen, briefly pressing the ▲ button displays the date, and then temperature for a few seconds. If the date is not set (which can be done using the Web App) then only the temperature will be shown.

Also on the time screen, briefly pressing the ▼ button cycles through the LED backlighting colour options. Using the Web App allows individual setting of the time, date and temperature screen backlighting colours – if they are set individually, then pressing the button only changes the time screen. If the colours are not set individually, or LEDs-Off is selected, then the button setting applies to all screens. The built-in backlighting colours are as follows:

Red	Green	Blue	Cyan	Magenta	Yellow	White	Custom	Cycling	Off
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### 7.1 Setting the Time

Press the SET button briefly and the display will be changed to only show the hour digits. Press the ▲ and ▼ buttons to set the hour and SET to advance to the minutes to do the same. After adjusting the minutes, pressing SET again will save the new time and return to the normal time screen. When the new time is saved, the seconds are set to zero. If the setting menu is entered into but the hour and minute values were not changed, then there will be no change to the time (including seconds). If in the time setting mode and no button has been pressed for 30 seconds, the display will revert back to the normal time screen without saving.

### 7.2 Using the Counter/Timer

When your clock is showing the time, hold ▲ for 3 seconds to start an up-counter. To start a countdown timer, hold the ▼ button on the time screen, and the display will change to showing just the timer hours. Press the ▲ and ▼ buttons to set the hours, then press SET to advance to the minutes, and then SET again to start the timer. The maximum counter/timer value is 99 hours and 59 minutes. If the up-counter reaches 99:59, it will be cancelled automatically.

When a timer is running, the ▲ and ▼ buttons are disabled, briefly pressing SET will pause/resume, and holding SET for 3 seconds will cancel the timer. Every minute the current time will be shown for about 3 seconds. If you set a counter/timer, the display will stay on even if an on-off timer is set (USB sleep is not affected). A timer/counter will continue running through sleep, however unplugging your clock will cancel it.



### 7.3 Parameters Settings Menu

Hold the SET button for 3 seconds and the display will enter the parameters settings menu, which allows adjustment of the brightness, backlighting colour, 12/24hr time and other settings. The leftmost digit shows the setting number, and the rightmost digits show the current value – use the ▲ and ▼ buttons to adjust. Press the SET button briefly to advance to the next setting, and at the end of the settings list it will save all changes and return back to the normal time screen. If no button has been pressed for 30 seconds, the display will revert back to the normal time screen, saving any settings that were changed. The ordering and description of these options are shown below.

Setting Number	Description	Usage
1	Set day-time display brightness	Use ▲ and ▼ to set display brightness from 0 (min) to 7 (max).
2	Set night-time display brightness	
3	Set night-time light threshold	Press ▲ to use the current ambient light level as the night-time detection threshold. Press ▼ to use existing threshold. “1” = New night-time threshold will be set “0” = No change to threshold level
4	Set custom LED backlighting colour	Cycle through backlighting colours by holding ▲ or ▼ and release on the desired colour. To show the custom colour on the normal time screen, exit the menu and use ▼ to cycle through presets until new colour is selected. Note: no value is shown on right side of display.
5	Set LED backlighting brightness	Use ▲ and ▼ to set backlighting brightness, applied to all screens. Low brightness may affect the custom colour appearance. Note: no value is shown on right side of display.
6	Select 12hr or 24hr time format	Use ▲ and ▼ to choose time format. “12” = 12-hour “24” = 24-hour
7	Select °C or °F temperature	Use ▲ and ▼ to choose temperature units. “1” = °F (Degrees Fahrenheit) “0” = °C (Degrees Celsius)



## 8. Online Configuration Application (Web App)

A key feature of your NIX labs clocks is ease of use, and as such, it is not necessary to connect your device to the PC for operation, and many options can be set, if desired, using the three built-in buttons. The web-based configuration application (“web app”) uses the WebUSB feature on Chromium-based browsers, such as Google Chrome or Microsoft Edge, on Windows, Mac, Linux and Android, and does not require any additional software or drivers to be installed.

To access the web app, simply connect the clock to your PC/Mac or Android device, open Chrome or Edge, and visit [app.nixie.com.au](http://app.nixie.com.au), then click “Connect” and select your device from the popup list.

Below is a comparison of all the options that can be set using the buttons or web app.

	Buttons	Web App
Set time	✓	✓
Set date		✓
Start a counter/timer	✓	
12/24hr time format	✓	✓
Display flip (for hanging upside-down)		✓
Leading zero on time display		✓
Show/hide tails on digits 6, 9, 7		✓
Button beep		✓
Colon on/off/flash		✓
Auto-show date and temperature		✓
Date format (DD/MM/YY or MM/DD/YY)		✓
Select °C / °F temperature units	✓	✓
Customise LED backlighting colour	✓	✓
Randomised LED backlighting colour		✓
Rainbow cycling LED backlighting colour	✓	✓
Adjust rainbow colour cycling speed		✓
Different backlighting colour for time, date and temperature		✓
Day and night display brightness	✓	✓
Set LED backlighting brightness	✓	✓
Set LED backlighting dimming level at night		✓
Set ambient-light night dimming threshold	✓	✓
Select ambient-light or time-based night dimming		✓
Enable dynamic display/backlight brightness		✓
Display effects		✓
On-off timer		✓
Options for behaviour after a power loss		✓
Read diagnostic information		✓
Download event logs		✓
Firmware upgrade		✓

## 8.1 Using the Web App

You can use any good-quality charge & data USB cable to connect your clock to your computer or phone/tablet. The interface uses drivers already built into modern operating systems (Windows, Mac, Linux and Android) and the WebUSB feature of Chromium version 61 and newer – no additional software is required.

When your clock is connected, use Google Chrome, Microsoft Edge or Opera Browser to visit [app.nixie.com.au](http://app.nixie.com.au) and click on the Connect button at the top right of the page. A dialog will appear listing all of the compatible NIX labs devices found - choose your device and click connect. Upon connection, all of the device's settings are loaded from the clock to the Web App. The Web App is arranged with tiles to group similar features, and the settings in each tile can be saved to your clock by mousing over the tile and clicking the send button that appears at the top right. If you adjust a setting using the device's buttons whilst you are connected to the Web App, the page must be refreshed in order to update the controls on the settings tiles.

The 'More Options' gear icon at the top right contains a menu with options for saving/restoring your settings to/from a file, firmware update (see Firmware Upgrade), system diagnostics as well as a 'help' and 'about' popup. If there is a firmware update available for your clock, it will be shown in the 'firmware info msg.' text in the welcome tile. The diagnostics option can be useful if you need to contact support for any trouble, and it also gives the option of doing a factory reset.

An overview of the Web App showing major buttons and features is included in the screen capture on the next page.

More Options

Connection Status

Connect Button

Firmware Info Msg.

### Welcome

Plug in your clock and click CONNECT USB, then choose your device from the popup list. By clicking the connect button, you agree to the NIX labs [privacy policy](#) and [terms of service](#).

Your device has the latest firmware, enjoy!

**DISCONNECT USB**

Tile Apply Button

### Time, Date and Display Options

Here you can set the date and time, as well as general options including the display format, night-time dimming mode and whether to show the date and/or temperature automatically.

Use current time and date

12 hour time  24 hour time

DD/MM/YY  MM/DD/YY

Celsius  Fahrenheit

Show leading zero

Beep on button press  Loud  Quiet

Colon mode  
Static on

Display mode  
Show time only

Night-time Delection  
Based on ambient light **MEASURE CURRENT LEVEL**

◀ Darker Night threshold level Brighter ▶

Autoscale display brightness during day

Autoscale LED brightness during day

Settings Controls

Settings Tiles

### LEDs and Display Brightness

Choose from seven LED colour presets, cycling colours, or create a custom colour. The night-time dimming levels for the display and LEDs can also be adjusted.

Set custom colour (5sec preview when clicked)

R

G

B

RGB LED colour cycling  
Medium (2min/cycle)  Enable cycling

Time screen LEDs  
Cyan

Date screen LEDs  
Cyan

Temperature screen LEDs  
Cyan

LED dimming at night  
LEDs 15%

Day-time display brightness

Night-time display brightness

### Anti-Poison and LED Changer

Anti-poisoning helps to reduce uneven wear on Nixie tube elements, and there are four patterns and time intervals to choose from. The LEDs can be set to change to a new colour at the chosen time interval independent of the anti-poisoning setting.

Use tube anti-poisoning

Anti-poisoning and LED change time  
Runs every hour, on the hour

LED colour after anti-poisoning  
LED colour does not change

### On/Off Timer

To prolong display life and reduce power consumption, up to two on/off times can be set per day. For example, you could set the Monday to Friday off time to be 9AM after leaving for work and the on time to be 4PM for when you arrive home.

Turn off when PC sleeps

Turn on when PC starts

Behaviour after power loss  
Always on

SUN MON TUES WED THURS FRI SAT

Timer A enable

On-time A Off-time A

Timer B enable

On-time B Off-time B

**COPY TO ALL**

## 8.2 Time, Date and Display Options

The first tile, called “Time, Date and Display” allows setting of the time and date, as well as display options such as when to automatically show the date/temperature. The table below lists the different settings available:

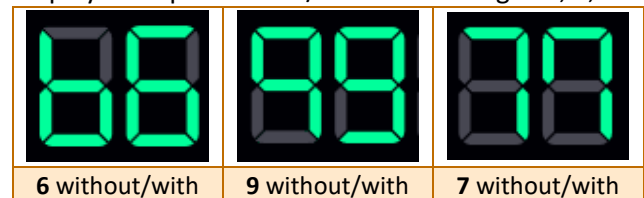
Item	Setting Name	Description
①	Time and date	When the slider is ‘on’ (as shown below) then the current PC time and date will be applied when the tile settings apply button is clicked. If the slider is set to off, a manual time and date entry box will appear.
②	Time format	Select 12hr (default) or 24hr time display format
③	Date format	Select DD.MM (default) or MM.DD date format.
④	Temperature units	Select °C (default) or °F temperature units.
⑤	Show leading zero	Enable or disable (default) time screen leading zero. Eg: <b>8:35</b> becomes <b>08:35</b>
⑥	Tails on 6/9 and 7	Enable tails on digits 6 and 9 (default=on), and on digit 7 (default=off)
⑦	Display flip	Flip display to allow hanging upside-down. Buttons also swap (ie UP still faces up).
⑧	Button beep	Enable or disable (default) beep on button press, with two loudness settings.
⑨	Colon mode	For the colon between the hours, minutes and seconds, choose between colon off, colon solid on (default), fast (0.5Hz) flash or slow (1Hz) flash. This setting only applies to the time display screen.
⑩	Display mode	Choose to show just the time screen, or automatically display the date and/or temperature every 30 seconds, 1 minute, or 5 minutes. The duration is ~3 sec.
⑪	Night detection mode	Choose to have night mode dimming either based on the ambient light level (default) or based on a time window. When “Based on a timer” is selected, a night start and end time box appears and accepts times to the nearest 15 minutes. When “Based on ambient light” is selected (as shown below), then a slider appears which allows you to set the threshold point. The black marker ▼ shows the current ambient light level, and is updated when the “measure current level” button is clicked. Night mode is entered when the ambient light goes below the slider setpoint plus a little margin.
⑫	Autoscale display/LED brightness	The autoscale options vary the display and/or LED brightness between the day and night level setting, according to the ambient light level. The averaging time is about 20-30s before brightness is changed. Note that the day and night display/LED brightness settings have to be different in order to see any effect. Default = disabled.

### Time, Date and Display Options

Here you can set the date and time, as well as general options including the display format, night-time dimming mode and whether to show the date and/or temperature automatically.

- ①  Use current time and date
- ②  12 hour time  24 hour time
- ③  DD/MM/YY  MM/DD/YY
- ④  Celsius  Fahrenheit
- ⑤  Show leading zero
- ⑥  Tail on digits 6 and 9  Tail on digit 7
- ⑦  Flip display upside-down
- ⑧  Beep on button press  Loud  Quiet
- ⑨ **Colon mode**  
Static on ▼
- ⑩ **Display mode**  
Every 5 mins show.. ▼  Date and  Temp
- ⑪ **Night-time Detection**  
Based on ambient light ▼ MEASURE CURRENT LEVEL ▼
- ◀ Darker
Night threshold level
Brighter ▶
- ⑫  Autoscale display brightness during day  
 Autoscale LED brightness during day

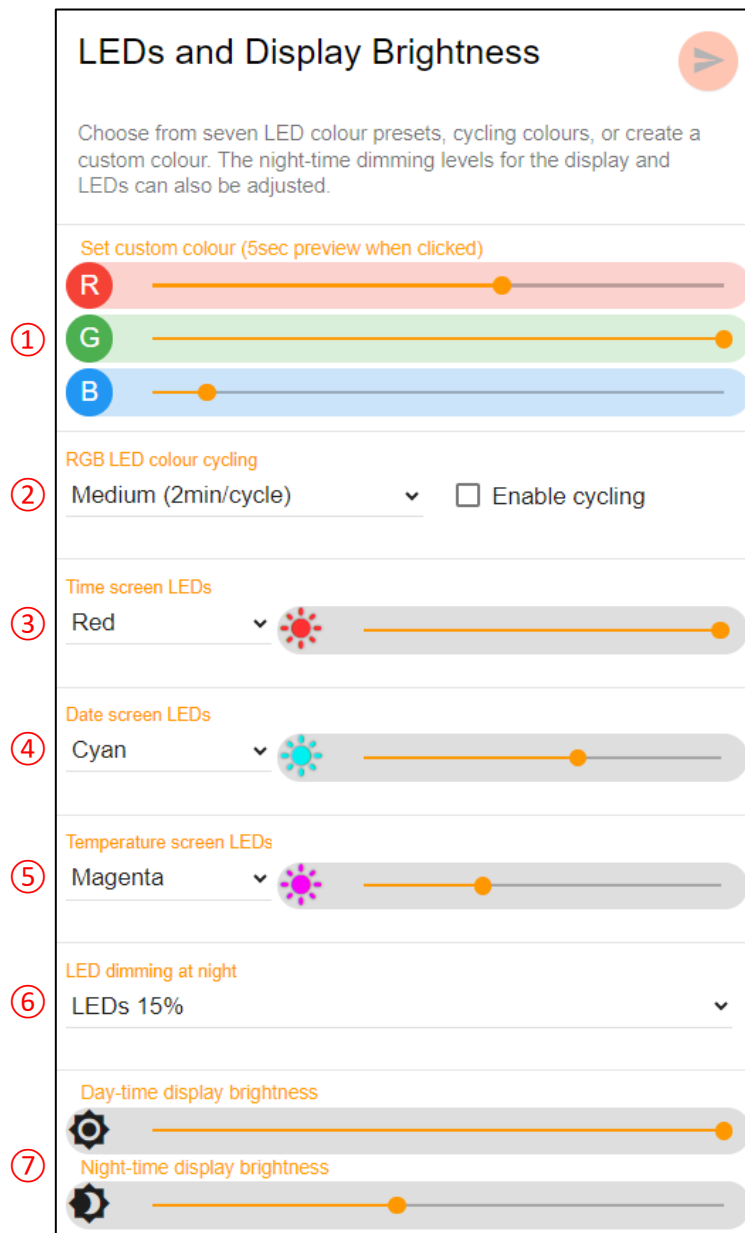
Display example without/with tails for digits 6, 9, 7:



## 8.1 LEDs and Display Brightness Options

The second tile, called “LEDs and Display Brightness” allows setting of the display day and night brightness, and the LED backlighting colours. The table below lists the different settings available:

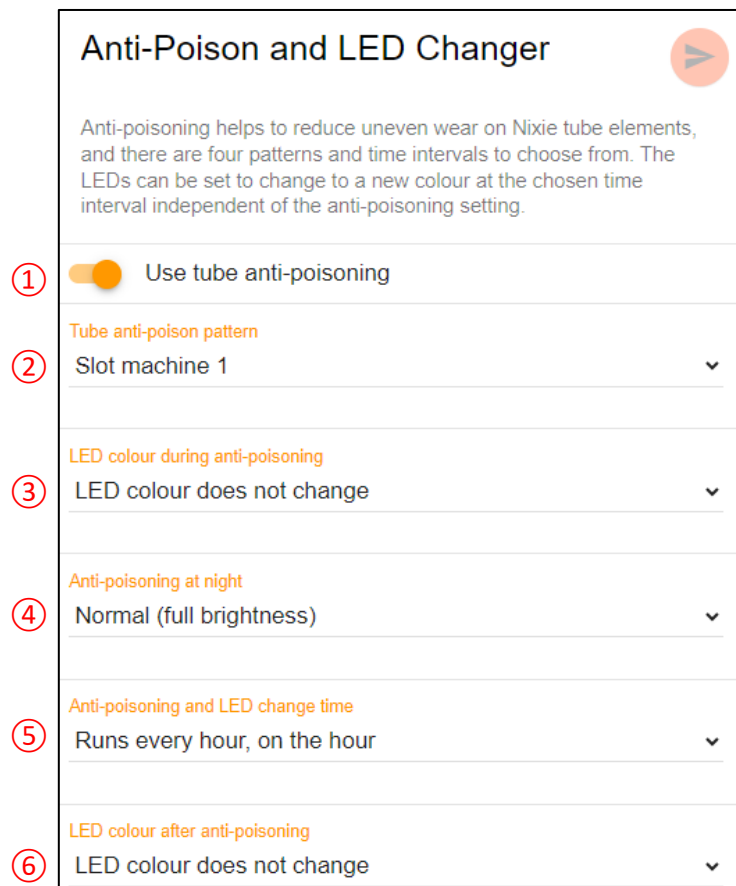
Item	Setting Name	Description
①	Set custom backlight colour	Use red, green and blue sliders to adjust custom colour. When clicked, the custom colour is shown for 5 seconds automatically. If you change the sliders, the new custom colour will be saved when you submit the settings. You can choose to show the custom colour in options ③, ④, ⑤.
②	Backlight colour cycling	Change between a fixed LED colour set in ③, ④, ⑤ or six speeds of RGB colour changing. If colour cycling is enabled, then it over-rides the independent time/date/temperature screen colours and brightness, with the time screen brightness setting being applied to all screens. Default = cycling disabled.
③ ④ ⑤	Time/Date/Temperature screen backlight colour and brightness	Select the LED colour and brightness when showing the Time, Date, and Temperature screens. When showing a counter/timer the time screen colour is used. Default = all cyan at half brightness.
⑥	Backlight dimming in night mode	Select the level of dimming applied for night mode. Options are no dimming, 50%, 15% (default), or LEDs off.
⑦	Set day and night display brightness	Use the sliders to set the day and night display brightness. Default levels are 7 (max) for day and 5 for night.



## 8.2 Anti-Poisoning and LED Changer Options

The third tile, called “Anti-Poison and LED Changer” is only useful for Nixie-clock models since the filament clock’s display does not need wear leveling. However, these settings can still be used as a display and LED effect feature, or to change the LED backlighting colour periodically. If the display is currently disabled due to the On-Off Timer setting, then no display effect or LED change will occur. If the backlighting LEDs are set to colour-cycling, the LED-After option will be ignored. The table below lists the different settings available:

Item	Setting Name	Description
①	Enable display antipoisoning	Choose to enable or disable the display antipoisoning effect. If disabled, options ② and ③ will be hidden. Regardless of this control, the LED changer will still work according to settings ⑤ and ⑥. Default = all disabled.
②	Antipoisoning pattern	Four styles of antipoisoning routine are available. To try each, set the Occurrence Time ⑤ to “Run immediately”.
③	LED cycling during antipoison	Select whether the LEDs should cycle through the colours during the antipoisoning routine.
④	Dimming at night	This option selects the behaviour during night time – antipoisoning disabled, or enabled at normal display brightness.
⑤	Occurrence time	Select the occurrence time for the display antipoisoning and/or LED colour changer. Options are Runs every hour (on the hour), Runs on a random minute each hour, Runs every 10 minutes (on the minute), Runs on a random minute every 10 minutes, or Run immediately until stopped.
⑥	LED after antipoisoning	Select whether the LEDs should change colour after the antipoisoning finishes. Options: No Change, Change to Next Preset, and Change to a Random Colour. If the LED cycler is enabled or the LEDs are off, then this setting has no effect.

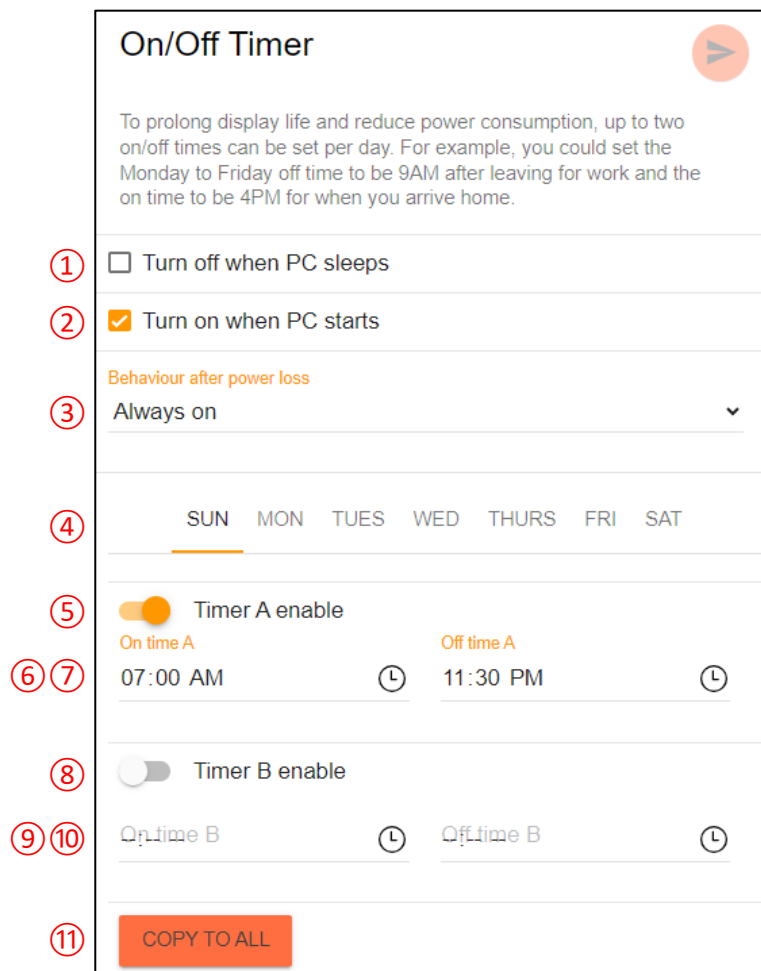


### 8.3 On-Off Timer

The fourth tile, called “On/Off Timer” allows setting of up to two independent on and off times each day, settable in 15-minute increments. When the time reaches the exact minute of the on or off time, the display and backlighting will turn on or off respectively. The times do not have to be set in pairs – it is possible to set just a single off time for example. When the clock is off/sleeping, pressing any button will wake it. Utilising the on-off timers can greatly increase display lifetime and reduce power consumption.

Remember that any time midnight or after is part of the next day’s on/off timer. By default, all timers are disabled.

Item	Setting Name	Description
① ②	USB sleep/wake	Sleeps when the clock detects no activity on the computer’s USB port, such as when the PC goes to sleep or is shut down. This feature depends on the computer’s hardware and may not be compatible for all devices. Default = disabled.
③	Behaviour after power loss	If power is lost whilst the display is off then by default the display will turn on when power is restored. The ‘Resume Last State’ option however will instead continue to stay off upon power restoration, if it was off before power loss.
④	Day selection	Each day can have up to two on and two off times. Default = all disabled.
⑤	Enable/disable first on/off time	Click to enable/disable the first on-off times in ⑥ and ⑦.
⑥ ⑦	First on/off time	Set the on and/or off time in 15-minute increments. As soon as the clock “rolls over” onto the set time, your clock will turn on or off respectively.
⑧	Enable/disable second on/off time	Click to enable/disable the first on-off times in ⑨ and ⑩.
⑨ ⑩	Second on/off time	Set the on and/or off time in 15-minute increments. As soon as the clock “rolls over” onto the set time, your clock will turn on or off respectively.
⑪	Copy to... button	When on the Sunday tab, this button applies the Sunday on/off times to all days. When on the Monday tab, this button applies the Monday on/off times to all weekdays.





## 9 Maximising the Light Sensor Accuracy

Your filament clock has backlighting LEDs that can be set to a colour of your choice and can give a great ambience effect when the colour projects onto a wall behind the clock. If the backlighting LEDs are set to a high intensity, and/or the surface behind your clock is fairly reflective, the LEDs may influence the light sensor which could limit the effectiveness of the auto-brightness feature or may even prevent your clock from dimming during the night.

If this occurs, try moving your clock further away from the rear surface or reducing the LED intensity. You could also change to time-based night dimming or try adjusting the night-time light threshold.

## 10 Maximising Temperature Accuracy

NIX labs products feature sophisticated digital compensation to maximise clock accuracy over a wide operating temperature range. For best compensation performance, the temperature sensor is located inside the case.

Although this gives the best clock accuracy, the temperature readout feature uses a correction algorithm so that the temperature displayed to you is as close as possible to the ambient air temperature, rather than the temperature inside the case (which is usually about 2-3°C warmer). This correction gives best accuracy when your clock is located in free space, with relatively still air and after a 1-hour stabilisation time after turn-on or changing display brightness.

## 11 Settings and Time Backup

All settings are saved permanently to memory, which has a storage time typically greater than 10 years. During a power outage, the time and date continues to run off a supercapacitor, which has a run-time between 5 to 7 days. Keeping your clock plugged into power and avoiding prolonged exposure to high temperatures will maximise the supercapacitor's life.

## 12 Troubleshooting

Before contacting support, please try the following troubleshooting steps. If problems persist, contact [support@nixlabs.com.au](mailto:support@nixlabs.com.au).

Symptom	Steps to try in order	How to fix
<b>Display is off</b>	Press any button to wake the device from a programmed off-time. If the display turns on, then the clock was turned off automatically according to the configured on-off timer	Connect your device to a PC and refer to <a href="#">On-Off Timer</a> to adjust or disable the timer feature.
	Press the ▼ button and observe if backlighting colour changes. If so, the USB voltage is too low to run the display.	Ensure that you are using the supplied USB power adaptor. Replacements can be ordered from NIX labs.
	Unplug clock, wait a few seconds, and re-connect.	If the problem occurs frequently, contact NIX labs. You can force a reset by pressing the red button under the clock with a bent paperclip (this clears time and settings).
	Ensure USB connector is firmly attached, that you are using the supplied power adaptor and the outlet is working. If still inoperable, try a different USB charger such as those supplied with mobile phones.	If operation is normal with an alternate power adaptor, then order a replacement adaptor from NIX labs.
<b>Display is dim</b>	Refer to <a href="#">Parameters Settings Menu</a> or <a href="#">Using the Web App</a> to set the display brightness level and night-detection threshold.	Try changing both day and night display brightness levels. If the clock is using the night brightness value, refer to <a href="#">Parameters Settings Menu</a> (or <a href="#">Using the Web App</a> ) to set the night-detection threshold.
	Ensure you are using the supplied power adaptor and that it is firmly attached, as brightness is automatically reduced if the USB voltage drops too low.	Ensure you are using the supplied USB power adaptor. Replacements can be ordered from NIX labs.
<b>Display is flashing on and off</b>	Ensure you are using the supplied power adaptor and that it is firmly attached. If powered from a computer, do not use unpowered USB hubs or extension cables.	Ensure you are using the supplied USB power adaptor. Replacements can be ordered from NIX labs. If powered from a computer, avoid unpowered USB hubs.
<b>Segment is not fully lit, flickering or has dark spots.</b>	Ensure you are using the supplied power adaptor and that it is firmly attached. Try increasing the display brightness setting. Contact NIX labs if the problem persists.	Refer to <a href="#">Parameters Settings Menu</a> or <a href="#">Using the Web App</a> to increase the display brightness.
<b>Display and LEDs are brighter than set level</b>	Power supply voltage is too high. Ensure you are using an appropriate power adaptor. If powered from a computer, try a different port or USB hub.	Ensure you are using the supplied power adaptor. If powered from a computer, try a different port or USB hub.

<p><b>Cannot connect via USB</b></p>	<p>Unplug clock, wait a few seconds, and re-connect, making sure USB connector is firmly attached. Ensure the USB cable is working by trying in another device such as a mobile phone or camera. Do not use charge-only USB cables.</p>	<p>Replacement cables can be ordered from NIX labs.</p>
<p><b>LEDs Change Colour Randomly</b></p>	<p>Use Web App to check if the hourly or random-minute LED changer is enabled. The Web App also allows setting of the LEDs to different colours depending on whether the Time, Date or Temperature screen is being shown.</p>	<p>Adjust settings as desired <a href="#">Using the Web App</a>.</p>
<p><b>Other unexpected behaviour</b></p>	<p>Unplug clock, wait a few seconds, and re-connect.</p> <hr/> <p>Perform a firmware upgrade by selecting “Firmware Update” from the “More Options” icon in the Web App. Refer to <a href="#">Using the Web App</a>.</p> <hr/> <p>Unplug clock and force a reset by pressing the red button under the clock with a bent paperclip. This will clear the time and settings.</p>	<p>If the problem occurs frequently, take note of what seems to trigger the fault, and contact NIX labs for support.</p>

## 13 Firmware Upgrade

Your NIX labs clock can be upgraded to the latest firmware version in less than one minute using the online Web App. Click the gear icon and select Firmware Update from the menu. From here you can see the changes and new features in the latest version, and start the upgrade if desired. When you click the upgrade button your clock will disconnect then reconnect in bootloader mode – you will have to select it again from the connection list popup. The display will turn off during the upgrade and a single LED will be lit to show the status – this is referred to as Bootloader Mode (refer to below table). The time/date and all of your settings are preserved during the update, which usually takes 30 seconds.

LED Colour	Meaning
Red	Device is in bootloader mode, but no PC is connected
Yellow	Device is in bootloader mode and connected to the PC
Purple	Firmware download in progress
Green	Upgrade completed (see note below)

*Note:* during a successful firmware upgrade, the green LED will flash only very briefly. If the green LED stays lit, but the display does not light, then the firmware upgrade was corrupted. In this case, follow the steps below to manually enter the bootloader and try the firmware upgrade again.

If the firmware has become corrupt or behaviour is erratic, you can manually enter the bootloader and still connect to the Web App to do a firmware upgrade. To do this, unplug the clock then hold down all three buttons whilst plugging back in. A single LED should now be shown according to the table above. To exit the bootloader mode, simply disconnect then reconnect the USB cable.

## 14 Cleaning and Maintenance

If your device become dusty, unplug it and wipe with a clean, lightly dampened cloth. Do not use solvents on the case as they may cause damage. If insects or dust gets into your clock, unplug it and use a can of compressed air / air duster (available at computer stores) to blow out the material via the gaps around the base. Never insert objects into the gap in the enclosure as this could damage components or cause a short-circuit. Take care when handling since the LED filaments are not flexible and may break if bent or pressed on.

There are no single-use fuses on the circuit board, nor any batteries. There are not any hazardous voltages present within the product. Apart from general cleaning, no maintenance or periodic servicing is required.

## 15 Warranty and Repairs

All NIX labs products come standard with a back-to-base three year warranty, in addition to your rights under the Australian Consumer Law or other relevant local regulations. Repair and refurbishment services are also offered for products outside of warranty. If the product becomes damaged and a potential hazard arises, unplug the product from mains power immediately and contact NIX labs for support.

“Back-to-base” warranty means that the customer arranges for shipment back to NIX labs, and provided the warranty claim is valid, NIX labs arranges shipment back to the customer. As a first step, please see the Troubleshooting section. For all servicing and support needs, please contact NIX labs: [support@nixlabs.com.au](mailto:support@nixlabs.com.au). We recommend keeping the product packaging for safe storage or if you need to send it back to NIX labs.

### 15.1 Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### 15.2 Warranty and Liability Disclaimer

This limited warranty covers defects in workmanship and materials for a period of three years from date of purchase. During the warranty period, NIX labs will replace or repair, at its sole option, any defective NIX labs product returned to us. This warranty explicitly excludes products for which NIX labs has not received payment.




This warranty does not cover problems that result from abuse, accident, misuse, or problems with electrical power. It does not cover uses not in accordance with the instruction manual. It does not cover commercial use of the product, nor does it cover situations where the product was used in harsh environments including but not limited to, moving vehicles, in wet or moist areas, outdoor use, or in locations where elevated levels of sulphur, chlorine or other corrosive gasses are present.

To the maximum extent permitted by law, all express and implied warranties, including, but not limited to, any implied warranties and warranties of merchantability or fitness for a particular purpose are disclaimed. NIX labs does not accept liability for incidental or consequential damages, or for any third-party claims for damages caused by use of the product. Through your continued use of the product, you agree to the terms of service made available at [nixlabs.com.au/terms-of-service](http://nixlabs.com.au/terms-of-service).

NIX labs makes every effort to ensure the information provided herein is accurate and complete, however, NIX labs does not guarantee the accuracy, reliability, or completeness of the information, including product specifications and characteristics. This information may change at any time. The availability and performance of NIX labs online services, including the web site ([www.nixlabs.com.au](http://www.nixlabs.com.au)) and the web app ([app.nixie.com.au](http://app.nixie.com.au)) is not guaranteed.

## 16 Specifications

NIX labs products are proudly designed and made in Brisbane, Australia using globally-sourced components.

 <p><b>Pb</b></p>	<p>As these devices are manufactured using a leaded (Pb) process they must not be disposed of in regular garbage. Contact your local council for leaded e-waste disposal, or contact NIX labs to arrange for recycling free-of-charge.</p>
	<p>The material make-up of this device is wood (case), fiberglass (PCB), and metals including lead (components). This product does not contain a lithium battery.</p>
	<p>The power adaptor supplied with this product is a commercial 3<sup>rd</sup> party product which has been subjected to independent safety testing and regulatory approval, including the requirements of the Australian regulatory compliance mark, RCM (pictured). NIX labs products have been assessed against relevant electromagnetic compatibility and safety standards. For compliant, reliable and safe operation, only use the power adaptor supplied.</p>

FL4	
<b>Dimensions LxWxH:</b>	193mm x 25mm x 105mm – see next page
<b>Weight:</b>	80g
<b>Operating Environment:</b>	0°C to +40°C, ≤95%rh non-condensing
<b>Display Type:</b>	HH:MM, each digit made from seven-segments of 38mm 3V LED filaments. Two 5730 LEDs for the colon separator.
<b>LED Backlighting:</b>	7 presets with 32,768-colour custom setting and cycling mode
<b>Time Accuracy:</b>	Calibrated to < 0.0003% (3ppm) with digital temperature compensation. < 8sec/month @ 25°C
<b>Temperature Accuracy:</b>	0.1°C Resolution, ±3°C Accuracy (typ <1.5°C)
<b>Time + Settings Backup:</b>	Supercapacitor backup maintains time and date: 5 days min, 5-7days typical. User settings are saved permanently.
<b>Supplied Power Adaptor:</b>	Input voltage: 100-240VAC 50/60Hz Output: 5.1V at 1A typical, 5.3V max. RCM Compliant
<b>Supply Voltage:</b>	4.8V – 5.3V via standard USB-C reversable socket
<b>Supply Current (5.1V)</b>	
<b>Display Disabled:</b>	35mA (0.18W)
<b>Minimum Brightness:</b>	45mA (0.23W)
<b>Maximum Brightness:</b>	525mA (2.68W)
<b>Add for Max LEDs:</b>	+130mA (+0.66W)
<b>Web App Compatibility:</b>	WebUSB Application on Google Chrome v61, Microsoft Edge v79, Opera v48 or newer, running on Windows, Mac, Linux, ChromeOS and Android.
<b>USB Driver Details:</b>	VID: 0x04D8, PID: 0xEEAD. Driver base: WINUSB.

## 16.1 Dimensions

