MOGA PRO FAQ & Troubleshooting Guide

TECHNICAL QUESTIONS

Before any troubleshooting is tried please make sure that the MOGA Pro controller is fully charged or plugged into power.

- *If the MOGA Pro has a low battery you may run into the following difficulties:*
  - *Pairing the controller to your Android device.*
  - *Reconnecting the controller to your device.*
  - *Experience unexpected connection drops while using the device.*
  - *Experience gameplay issues while using the controller in a game.*
- *To charge the controller please use the provided USB charging cable, attach one end to the MOGA Pro controller and the other end into an available USB port on your computer or into a USB power adapter. When the MOGA Pro is charging you will see a flashing yellow light on the right of the controller. Once the controller is fully charged this light will stop flashing.*

What Android devices will MOGA Pro work on?

The MOGA Pro Mobile Gaming System is compatible with Bluetooth enabled Android smartphones and tablets. The MOGA Pro has 2 different modes: A mode will work on Android devices running Android OS 2.3 (Gingerbread) or higher. B mode will work on Android devices running Android OS 3.1 (Honeycomb) or higher.

What is the difference between A mode and B Mode on the MOGA Pro?

The MOGA Pro has 2 game modes available on it unlike the MOGA Pocket which just has on and off. In A mode the MOGA Pro works just like the MOGA Pocket controller and will play any of the MOGA Enhanced games that are out now and come out in the future (a list of these games can be found at MOGAanywhere.com/Games). In B mode the MOGA Pro can take advantage of any game that uses HID controls. HID games typically require the user to map the controller to the game (which is done in the games menu) unlike games that use the A mode where the developer has already included the MOGA controls into the game and need no setup of any kind.

How do I find my Android OS version?

1. On the Android device select "Apps"
2. Locate "Settings" in the apps menu, often looks like a gear icon.
3. Scroll down and locate "About Phone" or "About Tablet" or "About Device" (name is different for all devices)
4. Look for "Android Version" or "Android OS"
   a. Examples of OS's are 4.0.4, 4.1.1, 3.2, 2.3.6, 2.3.4, etc.
      NOTE: MOGA Pro in A mode works on devices running Android 2.3 and above while MOGA Pro in B mode works on devices running Android 3.1 and above.

My MOGA Pro Controller will not power on / the blue light is not blinking

1. Verify the power switch is switched either to A mode or B mode. You should see a blue flashing light on the left (the PowerA button) and a green light on the right of the controller if in A mode or an orange light if in B mode.
2. If there is still no power, press and hold the PowerA button for 3 seconds and release or switch the power toggle off and back on to either A or B mode (both methods have the same effect).
   NOTE: The blue light only blinks when the MOGA Pro controller is attempting to sync to your Android smartphone or tablet.
3. If there is still no power this could mean that the MOGA Pro has a dead battery. Please use the included USB charging cable to charge the controller. When plugged into power the Power Indicator on the right side of the controller will flash. When the flashing has stopped the controller is fully charged. Once fully charged try powering on the MOGA Pro to either A or B mode again.

If after all of the above has been tried and the MOGA Pro still has no power, please contact MOGA customer support by phone at 1-888-664-4327 (Mon.-Fri. 5:00am to 5:00pm PST) or by email at CustomerService@MOGAanywhere.com for further assistance.

When trying to pair my MOGA Pro Controller to my device, the device is unable to locate the MOGA Pro in A and/or B Mode

NOTE: In order for MOGA Pro to connect to the device, Bluetooth must be turned on. If not already done, please go into your device's settings and turn on Bluetooth or turn on Bluetooth when the MOGA Pivot App prompts you to do so. Also please remember B mode is only compatible with Android devices running Android OS 3.1 and higher and will not pair to devices with an OS version lower than 3.1.

1. Please make sure the MOGA Pro Controller is powered on. If not, please refer to the "My MOGA Pro will not power on / the blue light is not blinking" section of this FAQ.
2. Move away from - or temporarily power off - all other Bluetooth devices. Other Bluetooth devices may be interfering with the device locating the MOGA.
3. If the device is having issues finding the MOGA Pro in A mode please follow the below steps:
   a. If the device is not showing "MOGA Pro" when pairing, you will need to try to manually locate MOGA Pro's A Mode on the device.
      i. Exit the Pivot App and go to the device's settings menu.
      ii. Locate and select "Bluetooth Settings" (commonly found under "Wireless and Networks" menu).
      iii. Select "Scan for devices" (This is not obvious on some devices. Some devices have a menu in Bluetooth settings that looks like 3 dots. Tap on the 3 dots to see if this option is there.)
      iv. When your device finishes scanning, select either "MOGA Pro" from the list of found devices (you may have to scan multiple times for it to appear).
      v. Once paired, return to the MOGA Pivot App and follow the on screen instructions.
4. If the device is having issues finding the MOGA Pro in B mode please follow the below steps:
   a. Verify that the device is running Android OS 3.1 or higher. If you do not know how to locate this information please refer to the "How do I find my Android OS version?" section of this FAQ.
   b. If you do have Android 3.1 or higher and the device still cannot locate the MOGA Pro in B Mode you will need to try to manually locate the MOGA Pro's B Mode on the device.

> i. Exit the Pivot App and go to the device's settings menu.
> ii. Locate and select "Bluetooth Settings" (commonly found under "Wireless and Networks" menu).
> iii. Select "Scan for devices" (This is not obvious on some devices. Some devices have a menu in Bluetooth settings that looks like 3 dots. Tap on the 3 dots to see if this option is there.)
> iv. When your device finishes scanning, select "MOGA Pro HID" from the list. Once paired the controller will connect and be ready to use.
> v. Return to the Pivot app and follow the onscreen instructions.

My MOGA Pro doesn't seem to be working ~OR~ I would like to connect a new MOGA Pro Controller to a device that was previously paired with a different MOGA Pro Controller, how can I do this?

NOTE: You will need to be in the MOGA Pivot App to do this. Launch the Pivot App and go to the main screen. You may need to select "SKIP" from the initial screens and then pick "Continue to Pivot" when prompted.

1. Once at the main Pivot screen, select the gear icon from the top right corner and then select "Add/Manage Controllers" from the MOGA Settings Menu. This will show all currently synced MOGA Pocket and MOGA Pro controllers and the option to add another controller.
2. Locate "MOGA Pro 1". Under MOGA Pro 1 you will see 2 options: A and B. To fully unpair the existing MOGA Pro controller choose unsync next to A and then choose Unsync when you are asked if you are sure you want to unsync. Once done select Unsync next to B and then select Unsync when you are asked if you are sure. Once both A and B are unsynced MOGA Pro 1 will no longer be visible.
3. After the MOGA Pro Controller has been unsynced, tap the "ADD A NEW CONTROLLER" button.
4. You will then be brought to a screen that has a MOGA and MOGA Pro pictured. Select the image of the controller you have that you want to pair to the device and follow the onscreen setup guide.

How can I pair both a MOGA Pocket and MOGA Pro controller?

1. When you launch Pivot for the first time you will be given an option for you to select what type of MOGA controller you have. If you have both a MOGA and MOGA Pro you can select either one to start. This section will start with the MOGA Pro.
   a. Tap on the image of the MOGA Pro controller to start the pairing process for the MOGA Pro controller.
2. The first screen will give you the option to pair only A mode or pair both A and B mode (for a more detailed description of what A and B modes are please see the "What is the difference between A mode and B Mode on the MOGA Pro?" section of this FAQ). Please note that B mode will only be available and compatible with devices running Android OS 3.1 or higher.
   a. If you have a device that can run both A and B mode select "Setup [A & B]" and move to step 3.
   b. If your device doesn't meet the qualifications for B mode select "Setup Mode [A]" and move to step 7.
3. Power on the MOGA Pro to B mode by sliding the switch to the right (in B mode the power light will be orange). Select Continue on the device.

4. Once the Android device has searched for and found the MOGA Pro controller it will require you to connect the MOGA Pro to the device before it will fully work in B mode. Press continue and you will be taken to the Bluetooth settings of your device.
    a. Locate the paired MOGA Pro HID and tap on it. At this time it will say that is connecting, once connected you will be taken back to Pivot.
        i. If you are not taken back to the Pivot app please tap on the back arrow on the device to go back to Pivot.
5. When back in Pivot you will see the message "Successfully configured MOGA Pro [B]: Let's configure MOGA Pro [A]"
6. Select continue and follow the onscreen instructions for moving from B mode to A mode.
7. Once the MOGA Pro is turned to A mode (power light will be green) select MOGA is Ready in pivot and follow the onscreen setup instructions.
8. Once A mode has been paired you will be taken into Pivot. Once in Pivot, if you want to pair a MOGA to the same device, locate and select the GEAR icon in the top right hand corner of the Pivot app.
9. Select the "Add/Manage Controllers" button
    a. Here you should see "MOGA Pro 1" and next to it 2 options: A and B. Next to both A and B you should see an option to unsync. This indicates you already have a MOGA Pro fully paired to the device.
10. To now pair a MOGA Pocket controller select the "ADD A NEW CONTROLLER" option listed below the already paired controller.
    a. If the MOGA Pro controller is still powered on to either A or B mode, you will not be able to add another controller until it is powered off and Pivot no longer sees it. You will receive a message saying: "MOGA Already Connected: Turn off connected MOGA and allow to disconnect before starting a new sync". Tap OK on this message screen.
    b. Power off the controller and wait for the controller to disconnect from Pivot.
    c. Once the controller is off and no longer showing as connected select "ADD A NEW CONTROLLER" again.
11. You will now be presented with the same "Select Your MOGA" screen as when you first started. This time select the "MOGA" image and follow the onscreen setup guide. If you experience any issues while pairing the MOGA Pocket please refer to our MOGA troubleshooting FAQ.

I accidentally skipped the setup process; how do I connect MOGA Pro to my device?
- If you are already in the MOGA Pivot App:
    1. Locate and select the gear icon in the top right corner to enter the MOGA Settings Menu.
    2. Choose the "Add/Manage Controllers" option in the MOGA settings menu.
    3. Choose "ADD A NEW CONTROLLER"
    4. You will then be brought back to the MOGA controller selection screen. Select the appropriate MOGA controller and follow the on screen setup guide.
- If you're not in the MOGA Pivot App (on the devices menu or in another app):
    1. Launch the Pivot app from the device.
    2. This will start the normal syncing steps. Follow the on-screen instructions provided by Pivot to connect the MOGA Controller to your device.

I accidentally selected the MOGA Pocket instead of the MOGA Pro during setup. How can I now pair the MOGA Pro?

If you chose the wrong MOGA controller during the initial setup of the controller (you picked the MOGA Pocket instead of the MOGA Pro) you will need to skip through the MOGA Pocket setup to get back to the MOGA Pro setup. Please follow the steps below to do this:

1. After selecting the MOGA Pocket you will be at a screen that says Turn on MOGA Pocket and there will be 2 options at the bottom of the screen: "MOGA is Ready" and "Skip". Select "Skip".
2. A pop up box may appear at this time, select the option "Continue to Pivot"
3. Once in Pivot select the gear icon located in the top right hand corner
4. Select Add/Manage Controllers
5. Select "ADD A NEW CONTROLLER"
6. You will now be back and the MOGA controller selection screen where you can now pick the correct MOGA controller (in this scenario you would choose the MOGA Pro)

How do I update the MOGA Pivot App?

1. When your Android device is on a Wi-Fi or Carrier (data) connection, you will automatically be prompted by Google Play that an update is available.
   NOTE: This assumes that you have notifications enabled on your device
   a. If you have "auto-updates" enabled on your device the MOGA Pivot App will automatically update when a data connection is detected.
2. If an update is available, please follow the instructions provided by Google Play to download and install.

I cannot get my MOGA controller to pair after updating the Pivot app. How can I resolve this?

If you are experiencing an issue connecting your MOGA Pocket or MOGA Pro controller to your Android phone or tablet after downloading and installing a recent Pivot update we have found that the below steps can resolve the issue.

- The first solution is to restart the phone or tablet that you have the Pivot app installed on. Once the device has been restarted please run Pivot again to see if the issue has been resolved.

If restarting the device doesn't resolve the issue please try the below steps:

1. From the main menu of your device select the Apps Folder
2. Locate and select the Settings option (this usually looks like a gear)
3. On the settings scroll down to either Application Manager or Apps and select this option
4. Locate and select the MOGA Pivot app
5. Select "Force Stop" and then "Clear Data"
6. Relaunch the Pivot app to see if the issue has been resolved

If none of the above resolves the issue at hand please try to fully uninstall and then re-install the Pivot app.

When I try to exit the MOGA Pivot App the app hangs.

- Anytime you power off your MOGA controller, Pivot will automatically start to search for it which can cause a hang up in the app
- The best way to end a gameplay session is to close the game, exit MOGA Pivot App, then turn off your MOGA controller.
  NOTE: If you forget to turn your MOGA controller off it will shut down automatically after 10 minutes of non-use.

When trying to re-sync in A and/or B mode my MOGA Pro flashes blue for a long time

- Bluetooth can take up to 30 seconds to re-sync depending on environmental factors such as radio interference or the presence and proximity to other Bluetooth enabled devices.

Why does my MOGA Pro flash green after blue flashing stops?

- The green flash that follows the blue flashing indicates that your MOGA Pro controller is now paired (initial) or re-synced to your Android smartphone or tablet.

My MOGA Pro controller is flashing red, why?

- A red flashing light indicates that the battery in the controller is low.
- You will need to recharge the battery using the provided USB charging cable that was provided with the MOGA Pro controller. Simply plug the cable into the top of the MOGA Pro and plug the other end into either a USB port on a computer or into an outlet using a USB power adapter. When plugged in (and the MOGA Pro is in the off position) a flashing yellow LED will indicate that the controller is charging. When the MOGA Pro is fully charged the LED will turn off.

Does MOGA Pro work with emulators?

- We believe the best game play experience comes from developers integrating controls directly into their games. We offer all our developer partners a simple SDK (Software Development Kit), which allows them to do this. While we understand that emulators are appealing to some gamers and hobbyists, we do not provide or support them at this time.

How do I find my Android device's model number?

1. On Android device select "Apps".
2. Locate "Settings" in the apps menu. This often looks like a gear icon.
3. Locate and select "About Phone" or "About Tablet" or "About Device" (name is different for all devices).
4. Look for "Model Number" or "Model"
   a. Examples of Model Numbers are SCH-i535, etc. (can be anything with letter and number format).
      NOTE: The same device (e.g. Samsung Galaxy SIII) can have several different model numbers.

I have noticed some lag/slow response times when playing games with my MOGA Pro on a Nexus 7 tablet.

- We have identified some issues with slow response/lag times when playing some games with MOGA Pro on Nexus 7 tablets. We are currently working with Google to resolve this issue. While we work to correct this, there is a fix that will help with your gameplay experience... Turning off your WiFi on your device

while you play the game will significantly improve gameplay. You can turn off your WiFi in the settings menu on your Nexus 7 under "WiFi"

GAME RELATED QUESTIONS

I just purchased my MOGA Pro, how do I play games?

1. **Download the MOGA Pivot App**
   a. The MOGA Pivot App must be downloaded prior to gameplay. Download the MOGA Pivot App from Google Play HERE, or by scanning the QR Code provided in the user manual of on the adjustable MOGA Arm of your MOGA Pro Controller.
      NOTE: You may need to have a QR Code scanner app installed on your mobile device.

2. **Sync your Android device with the MOGA Pro Controller**
   a. If you are already in the MOGA Pivot App:
      i. Locate and select the gear icon in the top right corner to enter the MOGA Settings Menu.
      ii. Choose the "Add/Manage Controllers" option from the Menu.
      iii. Choose "ADD A NEW CONTROLLER" from the next menu.
      iv. Select the type of controller you want to pair.
      v. You will then be walked through all necessary steps to sync the MOGA Pro Controller with your device.
   b. If you're not in the MOGA Pivot App (on the devices menu or in another app):
      i. Launch the Pivot app from the device.
      ii. This will start the normal syncing steps. Follow the on-screen instructions provided by Pivot to connect the MOGA Pro Controller to your device.

3. **Select a game to play**
   a. Open the MOGA Pivot App, select the controller icon located in the top left corner of the Pivot App to view your library of games, and then select the game you want to play.
      NOTE: Previously purchased games that have become enhanced for MOGA will appear here.
   b. If you do not have any MOGA Enhanced Games, enter the "Shop" section (shopping bag icon) to view all MOGA Enhanced Games available for purchase. Select the game you wish to purchase and follow the instructions to download the game to your device. Once download is complete, find the game in your library of games (controller icon) and select the game to begin play.
   c. If using the MOGA Pro in A mode any game in your library that has a green double arrow next to it are compatible (games with orange arrows will not work in A mode. These only work in B mode).
   d. If using the MOGA Pro in B mode any game in your library that has an orange double arrow next to it is compatible (games with green arrows will not work in B mode. These only work in A mode).

What is the MOGA Pivot App?

- The MOGA Pivot…
  - Helps sync your *Bluetooth*® enabled Android device to your MOGA and MOGA Pro controllers.
  - Conveniently displays all MOGA Enhanced Games that are downloaded and installed on your Android device.
  - Displays all MOGA Enhanced Games available for purchase and links you directly to correct store where you can purchase and download the game.

NOTE: All game transactions are handled by Google Play. The MOGA Pivot App only helps find MOGA Enhanced Games. PowerA does not receive compensation for any games purchased through the MOGA Pivot App
- Offers troubleshooting instructions for known issues

I can't find my previously purchased and downloaded games in the MOGA Pivot App. How do I get these games to work with my MOGA Pro?
1. Confirm that your previously purchased and downloaded games are MOGA Enhanced (compatible with MOGA). You can do this by visiting MOGAanywhere.com/games and reviewing the current list of all MOGA Enhanced Games.
2. If your game does <u>not</u> appear in the list of MOGA Enhanced Games, your game is not currently compatible with MOGA.
3. If your game <u>does</u> appear in the list of MOGA Enhanced Games, but does not appear in the MOGA Pivot App, the game may require an update. You <u>do not</u> need to repurchase the app.
   a. To update your game, please visit the Google Play Store or the developer's online storefront (such as GameLoft.com), download and install any available updates.
   b. If there are no updates available, or if the update did not resolve the issue, please contact MOGA Customer Service at CustomerService@MOGAanywhere.com and reference the game title that is causing the inconvenience.

What is a "MOGA Enhanced Game"?
- All MOGA Enhanced Games are compatible with the MOGA Mobile Gaming System.
  - Visit MOGAanywhere.com/games to view a complete list of MOGA Enhanced Games.
- "MOGA Enhanced Game" refers to any game that a developer has modified to function with the MOGA Mobile Controller. All MOGA Enhanced Games are compatible with the MOGA Mobile Gaming System.
- Purchased and downloaded MOGA Enhanced Games should appear in your library of playable games section (controller icon) of the MOGA Pivot App.
- MOGA Enhanced Games that are available for purchase should appear in the "Shop" section (shopping bag icon) of the MOGA Pivot App.

What games are MOGA Enhanced (MOGA compatible)?
- For a full list of MOGA Enhanced Games please visit MOGAanywhere.com/games. Games are constantly being added to this list, so check back often for updates.
- All MOGA Enhanced Games are available for purchase through the MOGA Pivot App Shop menu. There, you can browse the full library of MOGA Enhanced Games before making your selection in Google Play or in the developer's storefront. However, the MOGA Pivot App is not required to purchase these games, only to play them with MOGA Enhanced features enabled.

Why don't you release this game as a MOGA Enhanced title?
- We would love for every game to be MOGA Enhanced! This is, unfortunately, not always up to us. While we seek out and work with many developers to make their games MOGA Enhanced, it is ultimately up to the individual game developer on whether or not they wish to do so. If you have a game in mind that you would like to be MOGA Enhanced, we recommend contacting the developer and voicing your interest.

What are the bundled or pack-in games that come with MOGA Pro?

- *PAC-MAN® by NAMCO* comes with all MOGA purchases

How do I redeem my free *PAC-MAN® by Namco* game?

1. Launch the Pivot app and connect the MOGA Controller to your device by following the on-screen instructions.
2. Once the MOGA has been successfully connected to the device the Pivot app will confirm with "Congratulations! Your MOGA controller is ready to use" and there will be 2 options that can be selected: "Download your FREE copy of *PAC-MAN® by Namco*" and "Not Now". To get your copy of *PAC-MAN® by NAMCO* please select the option to download your free copy.
   NOTE: If "Not Now" is selected, you may download later when you re-start the app.
3. When the download option has been selected, Pivot will say "Your download has started. Your new FREE game will be available to install in the Play section". At this point select "Continue to MOGA Pivot App".
4. Once in Pivot, select "Play" (controller icon) to bring up a list of all MOGA Enhanced Games that are currently installed on your device.
5. Locate *PAC-MAN® by NAMCO* from on the list of games and select it to start the installation of the game.
6. Follow the on-screen instructions to install the game to your device.
7. Once the game is installed, you will be able to play *PAC-MAN® by NAMCO* using the MOGA controller.

When installing *PAC-MAN® by NAMCO* (or other game) the following message appeared: "'Install Blocked' may appear from Android OS. Allow installation of non-market apps in your device's Settings menu to proceed". What does this mean and what do I need to do?

NOTE: This message indicates that you are attempting to install an app that was not originally purchased from the Google Play Store.

1. When the message appears, select "OK" from the message box. This will take you to the menu in your device where you can choose to allow unknown source downloads.
2. Locate the "Unknown Sources" box and tap the box so that it is checked.
3. Once selected, the device will provide an additional confirmation message. Select "OK" from the options provided to proceed with the game install.
4. Once you select "OK", tap the back button on the device which will return you to the MOGA Pivot App.
5. The MOGA Pivot App will now reconnect to the MOGA Controller. Once download is complete, the game can now be installed.

Games are either not showing up, or are greyed out in the Shop. Why?

- If a game does not appear in the Shop section of the MOGA Pivot App (shopping bag icon), the game is not currently MOGA Enhanced.
- If a game is greyed out in the shop that means this game is not compatible with the device and/or Android OS (operating system) on your device.

I purchased a game to use with MOGA Pro, but learned that it is not MOGA Enhanced. What do I do now?

- Unfortunately, we are unable to provide refunds for non-compatible games that are purchased. Please refer to Google Play directly if you are seeking a refund. Otherwise, please feel free to enjoy the built-in controls for the game.

Do I have to launch MOGA Pivot before playing games?

- Launching the MOGA Pivot App is the best way to pair the MOGA Pro controller during initial setup and the easiest way to re-sync the MOGA Pro controller for all subsequent gameplay sessions, but many games will recognize the MOGA controller if you launch them directly from your "My Apps" without going through MOGA Pivot.

- If you choose to launch games outside of MOGA Pivot look for the blue blinking light on the MOGA Pro controller to flash green. That green flash indicates that the game you are playing has recognized the MOGA Pro controller.
  a. If your MOGA Pro controller continues to flash blue you will need to launch the MOGA Pivot App prior to launching your game.

My device keeps telling me that my MOGA Pro controller is not connected even though I have exited the Pivot app. How can I stop this message from appearing?

- This feature has now been removed from the Pivot app. If you are still experiencing this issue this means you have an old version of Pivot installed on your device. Please go to the Google Play Store and update Pivot. Once updated your device will no longer prompt you with this message even after exiting.

Is it possible to play MOGA-enhanced games on my TV?

- Yes! Start by pairing your phone to a MOGA Pocket or MOGA Pro Controller via Bluetooth. Then connect an MHL (Mobile High-Definition Link) cord between your TV and your phone to begin your untethered gaming experience! Learn more about HML technology here: http://meetmhl.com/index.aspx

OTHER QUESTIONS / INFORMATION

Contacting Customer Service

▪ If you were unable to resolve your issue using the troubleshooting provided or need help with an issue not listed, please contact MOGA Customer Service at 1-888-664-4327 (5 a.m. – 5 p.m. Pacific Standard Time, Monday through Friday)using a device other than the one that the MOGA controller is being connected to. Full troubleshooting may not be able to be done or done correctly if calling from the device that needs help. If you are unable to call from a different device, please feel free to email Customer Service as well at CustomerService@MOGAanywhere.com.