

SVAKOM 05512360000

# SVAKOM Connexion Series Phoenix Neo User Manual

Model: 05512360000

## INTRODUCTION

The SVAKOM Phoenix Neo is an interactive app-controlled bullet vibrator designed for personal use. This manual provides essential information for the safe and effective operation, maintenance, and care of your device.

Key features include remote control via a dedicated application, a visual light display that synchronizes with vibrations, and convenient magnetic charging.

## PACKAGE CONTENTS

Please ensure all items are present in the package:

- SVAKOM Phoenix Neo device
- Magnetic charging cable
- User Manual (this document)
- Storage pouch (if included)



Image: The SVAKOM Phoenix Neo device, its magnetic charging cable, and a storage pouch. This image illustrates the typical contents of the product package.

## SETUP

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### 1. Initial Charging

Before first use, fully charge the device. The Phoenix Neo features magnetic charging for ease of use.

1. Connect the magnetic charging cable to a USB power source (e.g., computer, USB wall adapter).
2. Align the magnetic end of the cable with the charging port on the device. The magnets will snap it into place.
3. The LED indicator on the device will show charging status. Refer to the device's specific light patterns for full charge indication (usually a solid light or change in color). Charging time is approximately 1 hour.



Image: A close-up view demonstrating the magnetic charging cable connecting to the SVAKOM Phoenix Neo device.

## 2. App Installation and Connection

The Phoenix Neo is controlled via a dedicated mobile application.

1. Download the "SVAKOM" app from your device's app store (available on Apple App Store and Google Play Store).
2. Ensure your mobile device's Bluetooth is enabled.
3. Turn on the Phoenix Neo device by pressing and holding the power button (usually indicated by the SVAKOM logo) until it vibrates or the LED lights up.
4. Open the SVAKOM app and follow the on-screen instructions to pair your device. The app will guide you through the connection process.



Image: The SVAKOM Phoenix Neo device displayed alongside the Apple App Store and Google Play Store logos, indicating app compatibility.

## OPERATING INSTRUCTIONS

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### Basic Operation

- **Power On/Off:** Press and hold the power button (SVAKOM logo) for 2-3 seconds to turn the device on or off.
- **Manual Control:** Short press the power button to cycle through the 11 vibration modes.
- **Visual Light Display:** The illuminating LED indicator at the tip of the tail lights up, synchronizing with the vibration patterns.

### App Control

Once connected to the SVAKOM app, you can access advanced control features:

- **Remote Control:** Control the device's vibrations and patterns from your mobile device.

- **Customization:** Explore various vibration modes and patterns, or create your own.
- **Interactive Play:** The app may offer interactive features for partner play or long-distance control.

## MAINTENANCE

### Cleaning

The Phoenix Neo is waterproof, making cleaning simple and hygienic.

1. After each use, wash the device with warm water and a mild, toy-safe soap.
2. Rinse thoroughly to remove all soap residue.
3. Pat dry with a lint-free cloth or allow to air dry completely before storage.
4. Do not use cleaners containing alcohol, petroleum, or acetone, as these can damage the silicone material.

### Storage

- Store the device in a clean, dry, and cool place, away from direct sunlight and extreme temperatures.
- Keep it separate from other toys made of different materials to prevent material degradation. The included storage pouch is ideal for this purpose.

## TROUBLESHOOTING

Problem	Possible Cause	Solution
Device does not turn on.	Low battery.	Charge the device fully using the magnetic charging cable.
Device does not charge.	Improper cable connection; faulty cable/charger; device malfunction.	Ensure the magnetic cable is correctly aligned and connected. Try a different USB power source. If the issue persists, contact customer support.
Cannot connect to the app.	Bluetooth is off; device is off; app not updated; pairing issue.	Ensure Bluetooth is enabled on your phone and the device is powered on. Restart the app and the device. Try re-pairing through the app's settings.
Weak or no vibration.	Low battery; device malfunction.	Charge the device. If the problem continues after charging, contact customer support.

## SPECIFICATIONS

- **Product Name:** Phoenix Neo
- **Material:** Silicone, ABS+PC, Metals
- **Size:** 118 x 32 x 116.3 mm (4.65 x 1.26 x 4.58 inches)
- **Weight:** 70 g (2.47 ounces)
- **Vibration Modes:** 11
- **Battery Type:** Polymer lithium battery
- **Battery Capacity:** 400 mAh

- **Charging Time:** 1 hour
- **Using Time:** 1 hour
- **Water Repellency:** Waterproof
- **Model Number:** 05512360000

## WARRANTY INFORMATION

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Specific warranty details are not provided in the product description. Please refer to the official SVAKOM website or contact SVAKOM customer support for detailed warranty information regarding the Phoenix Neo device.

## SUPPORT

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For further assistance, product inquiries, or technical support, please visit the official SVAKOM brand store or contact their customer service.

**SVAKOM Brand Store:** [Explore Your Limits with SVAKOM](#)