



## Leica LUX Grip FAQ

### **Does the Leica LUX Grip work with any smartphone?**

The Leica LUX Grip is designed to work with the Apple iPhone.

### **Does the Leica LUX Grip work with any iPhone?**

The Leica LUX Grip only works in conjunction with the Leica LUX App. The Leica LUX App works with iOS 17.1 or newer. Some older iPhones run on iOS 17.1, but don't offer the MagSafe technology. Those devices can be equipped with a MagSafe case, so that the Leica LUX Grip can be attached. To enjoy the best Leica LUX experience, Leica recommends the usage of the LUX ecosystem from iPhone Generation 14 onwards.

### **Does the Leica LUX Grip work with any photo app?**

The Leica LUX Grip only works in conjunction with the Leica LUX App.

### **How do I connect the Leica LUX Grip with my iPhone?**

The Leica LUX Grip is attached via Magsafe technology. The grip can be used with every iPhone which offers MagSafe technology (iPhone 12 or newer) or is covered with a MagSafe case.

### **Where do I find the serial number of the Leica LUX Grip?**

The serial number of the Leica LUX Grip can be found at the bottom of the grip.

### **How can I use the left-hand mode of the Leica LUX Grip?**

You can easily detach the MagSafe plate of the Leica LUX Grip by opening the two torx screws (M3) on the back of the MagSafe plate. Simply turn it by 180° and reattach it again. Now the grip is ready for left handed use.

### **What is the IP Class of the Leica LUX Grip?**

The IP Class of the Leica LUX Grip is IP54.



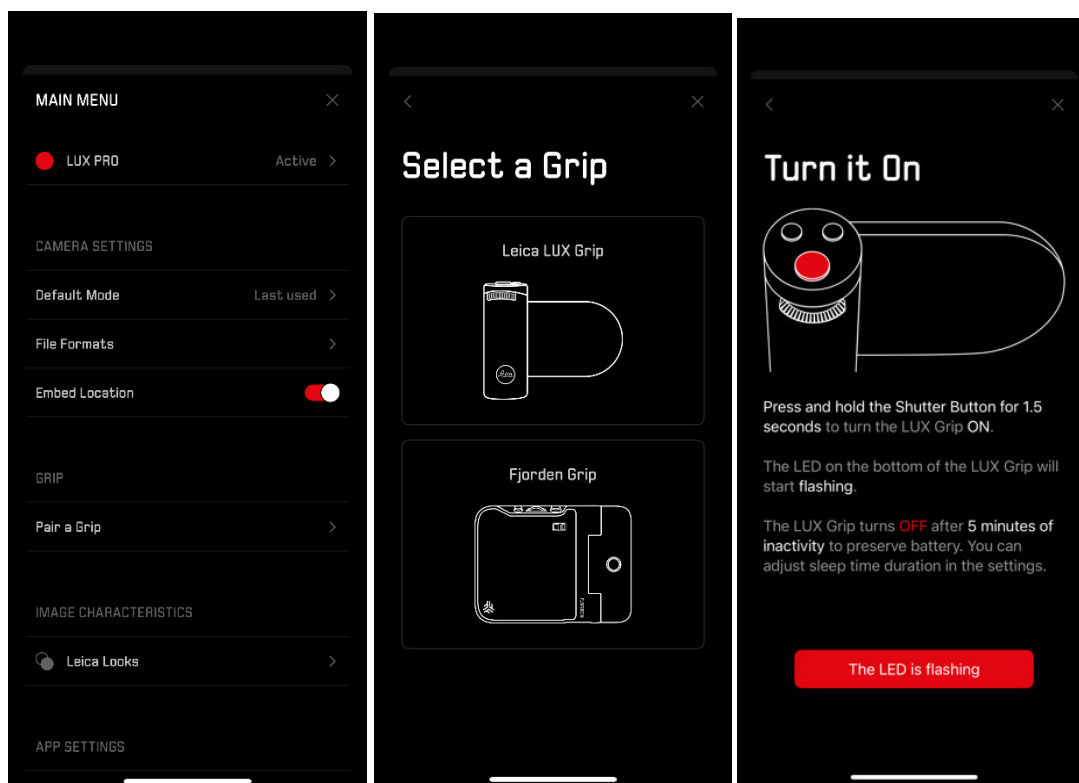
## Do I need to change the MagSafe plate for different iPhone models?

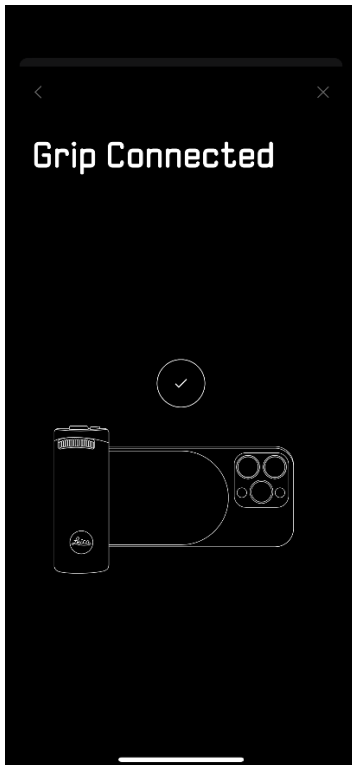
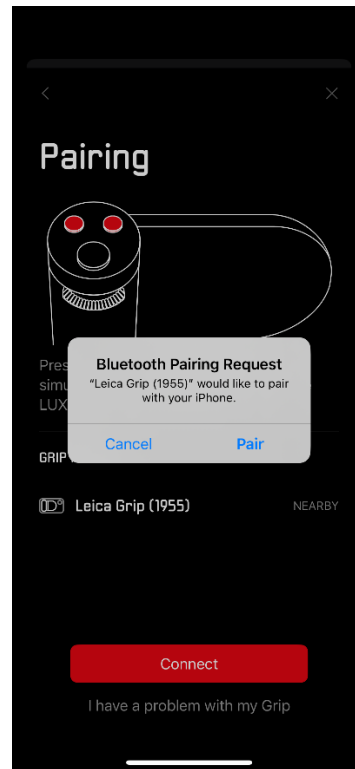
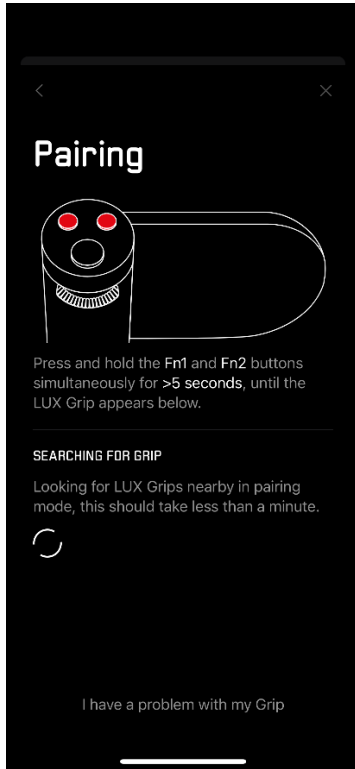
No, all current iPhone Models with MagSafe technology or with a MagSafe case can be used with the Leica LUX Grip. If Apple changes the MagSafe standard in the future, Leica can react sustainably and quickly and offer new MagSafe plates.

## How can I pair the Leica LUX Grip with my iPhone?

Open the Leica LUX App, select the settings menu and choose “Pair a Grip”

Then follow the steps as below:





As soon as you are connected to the grip, a grip symbol appears in the right corner of your app and the battery status of your grip is displayed in the function menu of the app.



## The pairing does not work. What can I do?

For the pairing of the Leica LUX Grip it is recommended to follow the process, that is described in the Leica LUX App. If the Leica LUX Grip is paired with the iPhone directly in advance, the pairing process in the App can result in a failure.

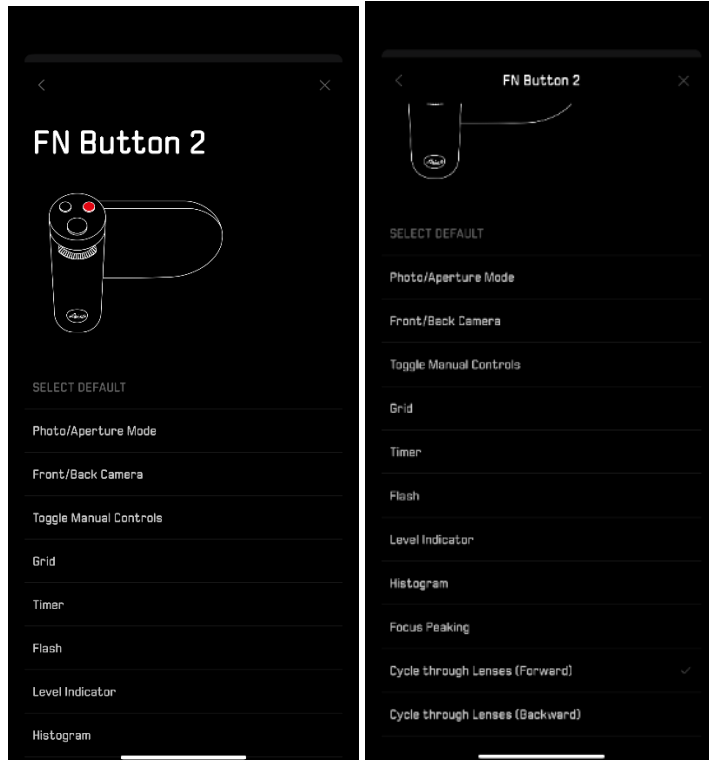
If the pairing of the Leica LUX Grip does not work, the grip should be deleted from the iPhone Bluetooth connection and also from the Leica LUX App. Then the app should be closed and restarted and the pairing process can be started through the Leica LUX App directly.

## What does the small red dot besides the grip symbol mean?

In the case a small red dot appears besides the grip symbol, a firmware update is waiting for you and is ready to be installed.

## How can I define the settings of the function buttons?

The two function buttons are fully customizable by the user. With a long press the selection menu opens for each function button. Currently the user can select between 11 different functions.





### **What is the function of the Shutter button?**

The two-stage shutter button offers a real camera feeling. With the first half press the focus is set, with the full press the photo is taken.

### **What is the function of the Click Wheel?**

With the click wheel, you can navigate very comfortably through the first main layer functions: Choose your Leica Look, set the Shutter Speed, choose ISO - depending on in which mode you are shooting.

By pressing the wheel, you can switch between functions. By turning the wheel, you can adjust the parameters.

### **How do I charge my Leica LUX Grip?**

Connect the USB-C cable to the grip and to a power supply. The LED flashes red & green while charging.

### **Can I use the Grip as a powerbank to charge my iPhone?**

Unfortunately, the LUX Grip cannot charge your iPhone.

### **How long does it take to charge the Leica LUX Grip?**

The Leica LUX Grip is fully charged within approximately 2 hrs.

### **How long does the battery of the Leica LUX Grip last?**

The strong 300 mAh Li-Io battery of the Leica LUX Grip and the low power consumption of Bluetooth low energy gives you easily at least 1000 images.

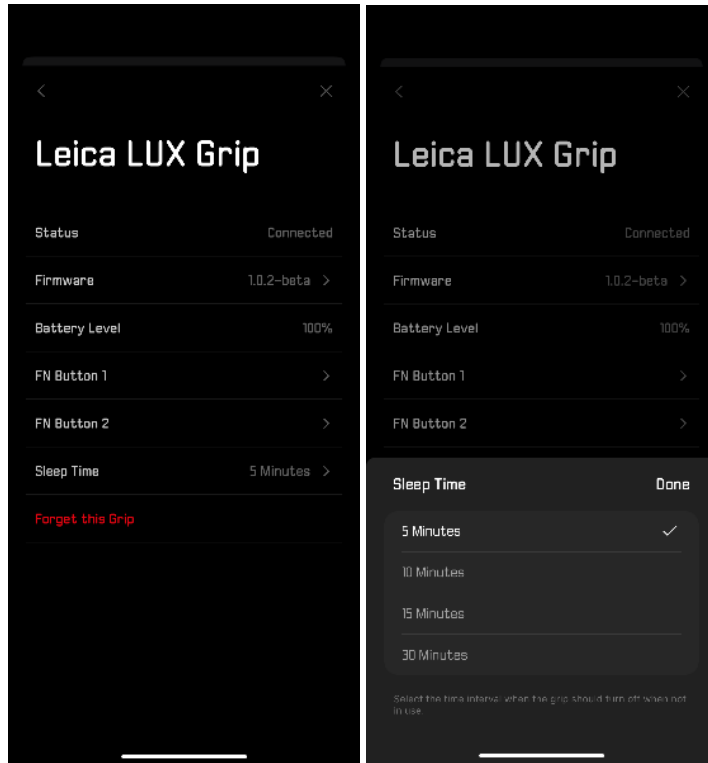
### **Can I exchange the Battery of the Leica LUX Grip?**

The battery can easily be exchanged by Leica Customer Care.



## How can I define the sleep time of the Leica LUX Grip?

If you are not using the Leica LUX Grip for a while, the grip goes into sleep mode. By pressing the shutter button, the grip wakes up and is automatically connected to your phone again. You can define the sleep time of the grip in the settings menu as follows:





## How do I activate my 12 months PRO subscription of the Leica LUX app?

After you have registered your Leica LUX Grip in your Leica Account, you will receive a voucher code to subscribe to the Leica LUX PRO. The Leica LUX app can be downloaded in the Apple App Store and the PRO version can be activated for 12 months for free by using the voucher code.

## Instruction to register the Leica LUX Grip

Step 1:

- Enter Registration page (<https://club.leica-camera.com/registration/de/>) directly via browser or with QR code in the printed quickstart guide or with the QR code on the box.
- Type in the material number (18562) and your serial number (located on the bottom of the Leica LUX Grip and on the packaging)

The screenshot shows a black registration form with white text. At the top left is the Leica logo and the text 'PRODUCT REGISTRATION'. Below this is a greeting: 'Dear Customer, please follow the instructions below to register your product'. There are two input fields: 'MATERIAL NUMBER' with the value '18562' and 'SERIAL NUMBER' with the value '9812345'. A checkmark icon is next to the text 'Leica LUX Grip'. Below the input fields, there is a list of instructions: 'To complete the product registration, please complete the following steps: 1. On the next page, log in to your Leica Account, if you don't have an account, please create one by clicking the "register" button 2. After login confirm the date of purchase and register the product 3. After the product is registered you can activate our offers: Warranty extension and the LFI Abo voucher'. At the bottom is a red button with white text: 'PROCEED WITH PRODUCT REGISTRATION →'.

**PRODUCT REGISTRATION**

Dear Customer, please follow the instructions below to register your product

MATERIAL NUMBER  
18562

✓ Leica LUX Grip

SERIAL NUMBER  
9812345

To complete the product registration, please complete the following steps:

1. On the next page, log in to your Leica Account, if you don't have an account, please create one by clicking the "register" button
2. After login confirm the date of purchase and register the product
3. After the product is registered you can activate our offers: Warranty extension and the LFI Abo voucher

**PROCEED WITH PRODUCT REGISTRATION →**



Step 2:

- Login to your existing Leica Account or register for a new Leica Account.



## Leica Account

\* EMAIL

Complete this field.

\* PASSWORD

 SHOW

[Forgot your password?](#)






### Step 3:

- Your Leica LUX Grip is now added to your account.
- For warranty reasons you just need to add the date of purchase.
- Now you can finally register the grip.



## Register your product

Please enter the details for your product




Leica LUX Grip  
Article number:18562

\* SERIAL NUMBER ⓘ  
9812345  
Please note that the serial number never begins with a "0".

DATE OF PURCHASE

NOTES  
You can add personal notes about your product here

← BACK  
REGISTER NOW



Leica LUX Grip  
Article number:18562

\* SERIAL NUMBER ⓘ  
9812345  
Please note that the serial number never begins with a "0".




DATE OF PURCHASE  
Feb 12, 2025

NOTES  
You can add personal notes about your product here


← BACK  
REGISTER NOW




## Webview on Notebook/PC


 ACCOUNT HOME MY PRODUCTS  TEST TODAY 

Please enter the details for your product






**Leica LUX Grip**  
Article number: 18562

SERIAL NUMBER   
9812345  
Please note that the serial number never begins with a "0".

DATE OF PURCHASE  
Feb 12, 2025 

NOTES  
You can add personal notes about your product here

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## Step 4

- Your Leica LUX Grip is successfully registered in your account.
- Scroll down to activate the benefit.
- Confirm the purchase date of the grip.
- The benefit can be activated within 3 months after date of purchase.



← My Products

### Leica LUX Grip

Serial No.:  
9812345



#### Product Details

[edit](#)

**DATE OF PURCHASE**  
12-Feb-2025

**YOUR COMMENT**

[Remove](#) [Report a lost](#)

[product](#) [product](#)

#### Activate your 12-month free subscription to the Leica LUX PRO app

Enjoy the PRO version of the iPhone app for the iconic Leica Look, so that the fascinating Leica experience is always within reach. After accepting this offer you will receive a one-time redemption code, which will allow you to use the PRO version of the Leica LUX app for a period of 12 months.

This offer will be granted only for products purchased at an authorized dealership. Terms and conditions **(T&Cs)** apply.

#### Confirmation of purchase date

Please confirm the date that you purchased the product:

**\* DATE OF PURCHASE**

Feb 12, 2025




Webview on Notebook/PC:

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### Leica LUX Grip

Serial No.: 9812345



**Product Details** edit

DATE OF PURCHASE  
Feb 12, 2025

YOUR COMMENT

Remove product [Request a test product](#)

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### Leica LUX Grip

Serial No.: 9812345



**Product Details** edit

Remove product [Request a test product](#)

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**Confirmation of purchase date**

Please confirm the date that you purchased the product:

\*DATE OF PURCHASE  
Feb 12, 2025

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## Step 5

- Benefit is successfully activated.
- Scroll down to see the generated voucher code.
- Enter the Apple App store to activate the 1-year free subscription by scanning the QR code or clicking on the red marked "App store" in the text.

The screenshot displays the Leica account interface. At the top, there is a black navigation bar with the Leica logo, 'ACCOUNT', and 'MENU'. Below this is a white header with a back arrow and 'My Products'. The main content area shows 'Leica LUX Grip' with a camera icon, 'Serial No.: 9812345', and a camera image. A green notification banner at the top left reads 'You have successfully activated your benefits.' Below the product information, there is a 'Product Details' section with an 'edit' link. The 'DATE OF PURCHASE' is '12-Feb-2025' and 'YOUR COMMENT' is empty. There are links for 'Remove product' and 'Report a lost product'. A second 'Product Details' section is partially visible at the bottom left. On the right, a confirmation message titled 'Your free 12-month Leica LUX PRO subscription' includes a QR code and a redemption code: '6LTWFL4AK4JNAM8JPM'. The message states that the user will receive a one-time redemption code for the PRO version of the Leica LUX app for 12 months free of charge. It also mentions that terms and conditions apply.

3:22

✔ You have successfully activated your benefits. ✕

← My Products

**Leica LUX Grip**  
Serial No.:  
9812345

**Product Details** [edit](#)

**DATE OF PURCHASE**  
12-Feb-2025

**YOUR COMMENT**

[Remove product](#) [Report a lost product](#)

**Product Details** [edit](#)

**DATE OF PURCHASE**  
12-Feb-2025

**YOUR COMMENT**

**Your free 12-month Leica LUX PRO subscription** ✔

You have registered your Leica LUX grip successfully and you will receive a one-time redemption code which will allow you to use the PRO version of the Leica LUX app for a period of 12 months free of charge. All you need to do now is download the Leica LUX app with your iPhone in the **App Store** and activate the PRO version with your redemption code: 6LTWFL4AK4JNAM8JPM. Terms and conditions **(T&Cs)** apply.




Webview on Notebook / PC:

← My Products

## Leica LUX Grip

Serial No.: 9812345



**ACCOUNT** HOME MY PRODUCTS TEST TODAY

### Product Details


DATE OF PURCHASE  
Feb 12, 2025

YOUR COMMENT

[Remove product](#) [Report a bad product](#)

### Your free 12-month Leica LUX PRO subscription

You have registered your Leica LUX grip successfully and you will receive a one-time redemption code which will allow you to use the PRO version of the Leica LUX app for a period of 12 months free of charge.  
All you need to do now is download the Leica LUX app with your iPhone in the [App Store](#) and activate the PRO version with your redemption code:  
384409KA776RCL944E  
Terms and conditions [\(T&Cs\)](#) apply.



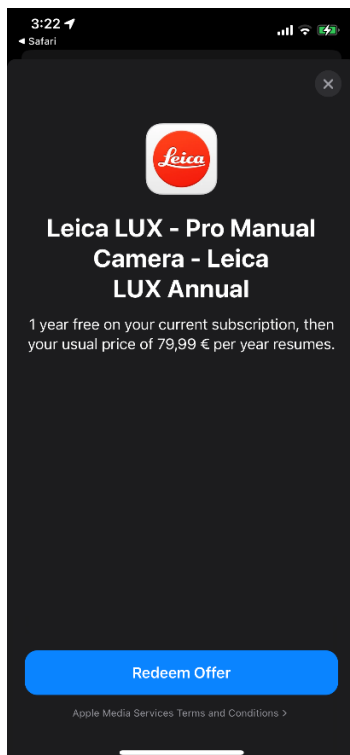
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## Step 6

- Now you can activate the subscription in the Apple App Store.
- The free period starts after the activation.
- If you already have a PRO subscription of the Leica LUX App, the free period starts at the end of your paid subscription.
- The Subscription turns into a paid subscription after the free period, if you don't cancel it.
- You will receive a notification at the end of your subscription period.





### **What happens, if I already have an active subscription of the PRO version of the Leica LUX app?**

If you already have a Leica LUX PRO subscription, the free period of 12 months starts right after the last day of your current subscription.

### **Can I use the Leica LUX app as a subscriber on multiple devices?**

If you have registered with the same Apple ID on different iPhones, you can use the PRO version on each device.

### **What is the Leica LUX app and how to use it?**

Please find more information in the Leica LUX app here:

[Leica LUX - Tutorial and Support \(craft.me\)](#)

### **Who can help if I have further questions on the Leica LUX App?**

For further questions on the Leica LUX App please contact [lux-pro@leica-camera.com](mailto:lux-pro@leica-camera.com).