# Smart In-Wall Outlet Troubleshooting Guide

amazon basics

This guide provides troubleshooting tips during installation and setup of the Amazon Basics Smart In-Wall Outlet. Additional product information is included on the product detail page, including installation and feature videos and user manual.


1. Getting Started
    - I. Neutral wire requirement
    - II. How to check if you have neutral wires
    - III. Network requirement
    - IV. Installation recommendation
2. Installation
    - I. How to identify LINE wires
3. Setup & Use with Alexa app
    - I. Barcode scan for setup with Alexa
    - II. Add device in Alexa app
    - III. Rename you device
    - IV. Use your device with Alexa
    - V. Create Alexa routines
    - VI. Delete your device
    - VII. Learn more about Alexa App
4. Troubleshooting
    - I. Have issue with connectivity
    - II. Have issue with Barcode scan
    - III. Factory reset

## Getting Started

Q: Are neutral wires required?
A: Yes. One neutral wire is required for installation.

Q: How to check if I have neutral wires?
A: The best way is to check the actual wires in the socket box where you want to install Amazon Basics smart in-wall outlet:

1. Locate your breaker box and turn off the power at circuit breaker.
2. Remove the face plate by unscrewing the small screws on it
3. Unscrew the mounting screws at the top and bottom of the existing outlet and gently pull it out from the wall to reveal the wires.
4. If you see a bundle of white wires, it is likely that you have neutral wires.

Q: Is 2.4GHz Wi-fi required?
A: Yes. 2.4GHz network is required for setup

Q: I have a dual wifi router. How could I use it?
A: The smart in-wall outlet only works with 2.4GHz wifi. It is not compatible with 5G.

1. If it is broadcasting only 1 signal, you will need to go to the wifi management and create a 2.4GHz wifi signal first, choose it and enter the password.
2. If it is broadcasting both signals, the 5G signal will be ignored. You'll just choose the 2.4GHz WIFI and enter the password of it.

Q: Should I install the smart in-wall outlet by myself or have a licensed electrician to install?
A: Installation takes 30 minutes and requires basic electrical knowledge for wiring. Before installation, please check the wiring instruction. For first time users, we recommend to hire a licensed electrician for installation. If you have any concern about installing the outlet by yourself, please consult a

licensed electrician.

## Installation

Please follow Section 6 Electrical Wiring in User Manual for smart in-wall outlet installation.

**A licensed electrician is strongly recommended for first time user. If you're unsure about any part of the instructions or if you're not comfortable or familiar with working with electrical wiring, contact a licensed electrician.**

Q: How to identify LINE and GROUND wires?
A: LINE wire is usually in black or red, and the GROUND wire is usually in green, yellow and green, or stripped bare copper.

## Setup & Use with Alexa app

Q: Where can I find the barcode for Alexa setup?
A: You can find the barcode on the top-left side of the back plate of the smart in-wall outlet or on the back of quick start guide next to the key icon included in the packaging box. The barcode on the packaging box is used for fulfillment purposes, not for Alexa setup.

Q: How do I set up the Amazon Basics smart in-wall outlet with my Alexa app?
A: Once the device is installed and the LED indicator light blinks green, you can complete the setup process by following these steps:

1. Download the latest version of the Alexa app
2. Open the Alexa app and tap the "More" icon on the bottom-right side of the screen
3. Tap "Add a Device"
4. Select "Plug" - "Amazon Basics" and select your device
5. Follow the onscreen instructions: the app may prompt to ask you to

use your mobile camera to scan the 2D barcode located on the back page of the Quick Start Guide or on the top-left side of the back plate of the in-wall outlet. Please do not scan the barcode on the box that is for fulfillment purpose.

Q: How to rename your Amazon Basics smart in-wall outlet?
A: The Amazon Basics smart in-wall outlet contains 2 individually controllable plugs. Once you finish adding the smart outlet into Alexa app, the 2 plugs of the outlet will show as “first plug” and “second plug”. Recommend to rename each of your plug by function, purpose or location so that makes it easier for you to find and control specific appliances connected to each plug. You can simply rename each plug by:

1. Open the Alexa app
2. From the “Devices” tab, select the plug that you want to rename
3. Tap on the gear icon for “Settings” to proceed
4. Tap on “Edit Name” to rename the plug

Q: How to use your Amazon Basics smart in-wall outlet with Alexa?
A: You can control each of the 2 plugs of the outlet individually by tapping “Devices” to find your device and control within Alexa app. You can also use Alexa Voice Commands, just say “Alexa, turn on the first plug”.

Q: How do I create Alexa routines?
A: Follow these steps to create individual routines:

1. Open the Alexa app
2. Open “More” and select “Routines”
3. Select “Plus”
4. Select “When this happens” and follow the steps to choose what starts your routine
5. Select “Add action” and follow the steps to choose the action of your routine; you can select multiple actions for the same routine
6. Select “Save”

Q: How do I remove the Amazon Basics smart in-wall outlet from the Alexa app?
A: Follow these steps to remove the device from your Alexa app:

1. Open the Alexa app
2. Select “Devices”
3. Select the plug you wish to remove and tap on the gear icon for “Settings” to proceed
4. Select “Trash” icon on the top right corner. Then you have successfully removed the outlet from your Alexa app

**Note: When deleting either of the 2 plugs of your Amazon Basics smart in-wall outlet, the other plug of the outlet will be automatically deleted from Alexa app.**

Learn more about Alexa App
Amazon.com Help: Download the Alexa App
Amazon.com Help: Alexa Routines
Amazon.com Help: Alexa App Settings

## Troubleshooting

Q: What should I do if I cannot turn on the Amazon Basics smart in-wall outlet manually?
A: If the outlet doesn’t respond when pressing the physical button:

1. Make sure that you restore power to the outlet at the circuit breaker
2. Make sure the outlet is wired correctly; consult a licensed electrician if you have additional questions

Q: What should I do if Alexa can’t discover my Amazon Basics smart in-wall outlet, the LED blinks red, or the device stops working?
A: To resolve most discovery issues, try these steps:

1. Check that your Alexa-enabled device and the Alexa app have the latest software version
2. Make sure that your Alexa-enabled device and your outlet are

connected to the same Wi-Fi network
3. Check that your paired device is within 30 ft (9 m) of your outlet
4. Reset your smart outlet: Press and hold the arrow down button for 10 seconds, release the button once you see the status indicator blinks green and red alternatively. Once the indicator blinks green, reset is complete and the device is ready to set up

Q: What should I do if I don't have a barcode or setup with the barcode failed?
A: If you don't have a barcode or setup with the barcode has failed, trythe user guide setup:

1. When asked to scan barcode, select "Don't have a barcode?"
2. Press and hold the arrow down button of your smart in-wall outlet until the LED on the front blinks green and red alternatively
3. Press "Next" to continue your setup

Q: How do I factory reset my Amazon Basics smart in-wall outlet?
A: To reset your outlet, follow these steps:

1. Press and hold the arrow down button for 10 seconds
2. Release the arrow down button once you see the status indicator blink green and red alternatively.
3. When the arrow down indicator blinks green, reset is complete and the device is ready to set up

If you need additional support, contact us by calling **+1 877-485-0385** or start a chat here:
https://www.amazon.com/gp/help/customer/contact-us