Amazon Basics Smart Outdoor Plug Troubleshooting Guide

This guide provides troubleshooting tips during installation and setup of the Amazon Basics Smart Outdoor Plug. Additional product information is included on the product detail page.

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Getting Started

Q: How do I Download the Alexa App?
A: Download and install the Alexa app from your mobile device app store.

1. Open the app store on your mobile device.
2. Search for Amazon Alexa app.
3. Select Install.
4. Select Open and sign in with your Amazon Account.
5. Install Alexa widgets (optional).

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

Q: I have a dual Wi-Fi router. How could I use it?
A: The smart outdoor plug only works with 2.4GHz Wi-Fi. It is not compatible with 5G.

1. If it is broadcasting only 1 signal, you will need to go to the Wi-Fi management and create a 2.4GHz Wi-Fi 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 Wi-Fi and enter the password of it.

Installation

Q: Is there any requirement on mounting for outdoor use?
A: Yes. When using outdoors, the outdoor plug must be mounted on a vertical position with the outlets facing downward.

Setup & Use with Alexa app

Q: Where can I find the barcode for Alexa setup?
A: You can find the barcode on the back plate of the outdoor plug, and on the back page of quick start guide.
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 Outdoor Plug with my Alexa app?
A: Once the device is plugged into receptacle and the LED indicator of **outlet 2** 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 of the outdoor plug. Do NOT scan the barcode on the box that is for fulfillment purpose.

Q: How to rename your Amazon Basics Smart Outdoor Plug?
A: The Amazon Basics Smart Outdoor Plug contains 2 individually controllable outlets. Once you finish adding your outdoor plug into Alexa app, the 2 outlets of the outdoor plug will show as “first plug” and “second plug”. Recommend to rename each of the 2 outlets 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 each outlet

Q: How to use your Amazon Basics Smart Outdoor Plug with Alexa?
A: You can control each of the 2 outlets of the outdoor plug 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 Outdoor Plug 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 outdoor plug from your Alexa app

Note: **When deleting either of the 2 outlets of your Amazon Basics Smart Outdoor Plug the other outlet of the same outdoor plug 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 Alexa can’t discover my Amazon Basics Smart Outdoor Plug, 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 outdoor plug are connected to the same 2.4GHz Wi-Fi network
3. Check that your paired device is within 30 ft (9 m) of your outdoor plug
4. Reset your smart outdoor plug: Press and hold the power button with "**outlet 2**" marking for 10 seconds. Release the button once you see the **outlet 2** indicator blinks green and red alternatively. Once the **outlet 2** indicator blinks green, reset is complete. Then set up the device again.

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, try the user guide setup:

1. When asked to scan barcode, select "Don't have a barcode?"
2. Press and hold the power button with "**outlet 2**" marking on your outdoor plug until the **outlet 2** LED blinks green and red alternatively
3. Press "Next" to continue your setup

Q: How do I factory reset my Amazon Basics Smart Outdoor Plug?
A: To reset your outdoor plug, follow these steps:

1. Press and hold the power button with "**outlet 2**" marking for 10 seconds
2. Release the button once you see the **outlet 2** indicator blinks green and red alternatively. Once the **outlet 2** indicator blinks green, reset is complete

Q: What should I do if I see error code (-1:-1:-1:-1) during my Alexa setup?
A: Make sure your phone/tablet has Bluetooth turned on throughout the entire setup process, and the device you are trying to set up is in pairing mode. Then set up again.

Q: What if my outdoor plug loses connection or the Wi-Fi connection is not stable?
A: Make sure the device is placed with Wi-Fi range (150 ft). Move the device closer to the Wi-Fi router or use a Wi-Fi range extender.

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