Smart Light Dimmer Troubleshooting Guide

This guide provides troubleshooting tips during installation and setup of the Amazon Basics Smart Dimmer (single pole and 3-way). Additional product information is included on the product detail page, including installation and feature videos and user manual.

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Getting Started

Q: Are neutral wires required?
A: Yes. Neutral wires are required for installation.

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

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 switch 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 switch 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: How to select compatible LED light bulbs for Amazon Basics smart dimmer switch?
A: We recommend customers select the LED bulbs that passed our compatibility testing. Here is a list of bulbs with Amazon Basic smart dimmer switch.

When using multiple bulbs, we recommend using the same model and wattage. Using combinations of different bulbs can result in varied

performance.

Q: Should I install the smart switch 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 switch by yourself, please consult a licensed electrician.

Installation

Please follow the wiring diagram in appendix for single pole and 3-way smart dimmer installation.

Single pole is used to control light from 1 location. 3-way can be used as single pole to control light from 1 location or 3-way to control light from 2 locations.

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 LOAD and LINE wires?
A: The best way is to test with a voltage tester:

1. 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 switch and gently pull it out from the wall to reveal the wires
4. Turn power back on at the circuit breaker
5. Without touching any part of your existing switch or wires, hover the voltage tester over the black wires. The voltage tester will flash and make a sound when hovering over the line wire. When the voltage tester doesn't glow at all, then that is load wire.

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Q: How do I set up a single pole configuration?
A: Please refer to the single pole wiring diagram in Appendix. You can find a step by step installation instruction in the User Manual, a hard print included in the box, or an electronic version on product detail page under ***Product guides and documents*** section.

Q: How do I set up a 3-way configuration?
A: Amazon Basics smart 3-way dimmer can be used as a regular single pole or 3-way. Please refer to single pole configuration if used as single pole. There are two unique 3-way configurations:

- Configuration 1: Replace both traditional switches with two Amazon Basics smart 3-way dimmer switches.
  3-way configuration 1: wiring diagram

- Configuration 2: Replace one traditional 3-way switch with one Amazon Basics smart 3-way dimmer switch, which must be installed to the switch box connected to **LOAD,** not LINE side.
  3-way configuration 2: wiring diagram

Q: I have two traditional 3-way switches. Does it matter which switch be replaced with the smart 3-way smart dimmer?
A: **Yes**! The Amazon Basics 3-way smart dimmer must be installed to the switch box connected to LOAD (fixture). The 3-way configuration won't work if the traditional switch is connected to LOAD while the Amazon Basics 3-way smart dimmer is not.

Q: How to calibrate minimum brightness level for Amazon Basics smart dimmer switch?
A: You can set the lowest dimming brightness by:

1. Press the on/off to switch on the light
2. Press and hold **+** and **–** buttons at the same time for 5 seconds. The status indicator starts blinking
3. Hold either the **+** or **–** button to set the lowest dimming brightness level. Adjust the light until there is no flicking
4. After setting the lowest dimming brightness, press and hold **+** and

– buttons at the same time for 5 seconds. The status indicator stays on.

Setup & Use with Alexa app

Q: Where can I find the barcode for setup?
A: You can find the barcode on the top-left side of the smart switch or in 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 dimmer 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 "Switch" - "Amazon Basics" and select the corresponding switch
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 switch. Please do not scan the barcode on the box that is for fulfillment purpose.

Q: How to use your Amazon Basics smart dimmer with Alexa?
A: You can control the switch 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 switch”

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”

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 does the LED indicator light on the Amazon Basics smart switch mean?
A: There are 5 different light patterns that indicate the following:

1. **Green blinking**: Device is ready for setup, or setup is in progress
2. **Amber**: Device is connected, and the lights are turned off
3. **Red blinking**: No network connection
4. **Solid red**: Setup has timed out
5. **Green and red blinking alternatively**: Factory reset is in progress; the LED blinks green when factory reset is complete

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

1. Make sure that you restore power to the switch at the circuit breaker
2. Make sure the switch is wired correctly; consult a licensed electrician if you have additional questions
3. For 3-way configuration, please make sure Amazon Basics Smart 3-way dimmer has been installed to the switch box connected to LOAD (fixture).

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Q: What should I do if Alexa can't discover my Amazon Basics smart switch, 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 switch are connected to the same Wi-Fi network
3. Check that your paired device is within 30 ft (9 m) of your switch
4. Reset your smart switch: Press and hold the on/off switch for 10 seconds; release the switch once you see the status indicator blinks green and red alternatively; once the indicator blinks green, reset is complete and the switch 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, try the user guide setup:

1. When asked to scan barcode, select "Don't have a barcode?"
2. Press and hold the power button of your switch until the LED on the front blinks green and red
3. Press "Next" to continue your setup

Q: How do I factory reset my Amazon Basics smart dimmer?
A: To reset your switch, follow these steps:

1. Press and hold the on/off switch for 10 seconds
2. Release the switch once you see the status indicator blink green and red alternatively
3. When the indicator blinks green, reset is complete and the switch is ready to set up

Q: How do I remove the Amazon Basics smart switch from the Alexa app?
A: Follow these steps to remove the switch from your Alexa app:

1. Open the Alexa app
2. Select "Devices"
3. Select the switch you wish to remove
4. Once you have selected all devices you wish to remove, select

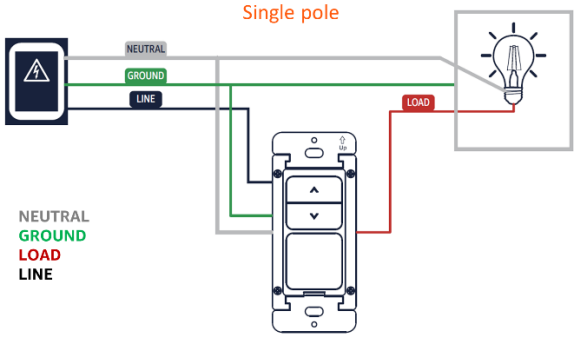
"Settings"

5. Select "Trash"; you have successfully removed the switch from your Alexa app

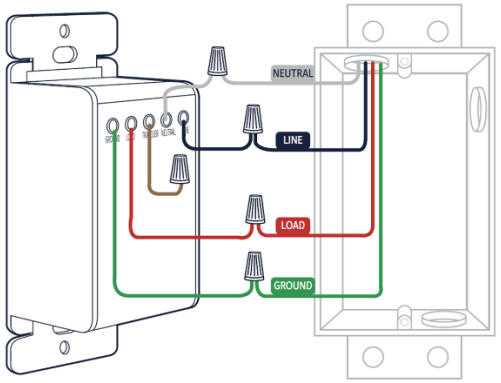
Note: After removing a smart home device, you may need to factory reset the device before it can be connected to a smart home hub.

Appendix

I. Single pole wiring diagram



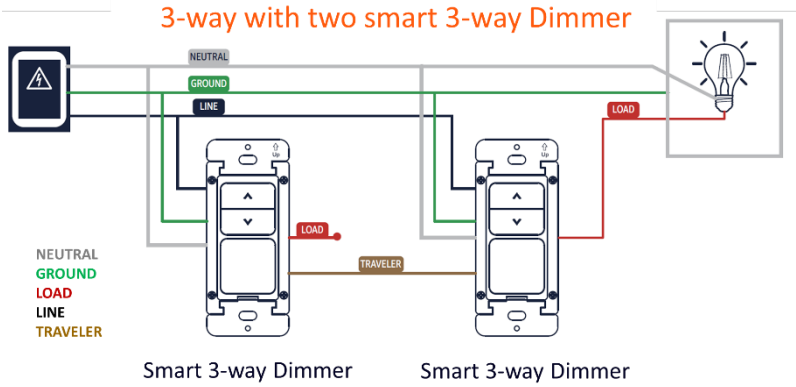
Smart 3-way Dimmer

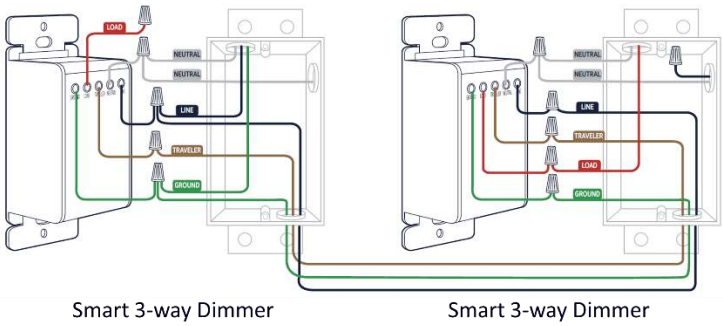


Smart 3-way Dimmer

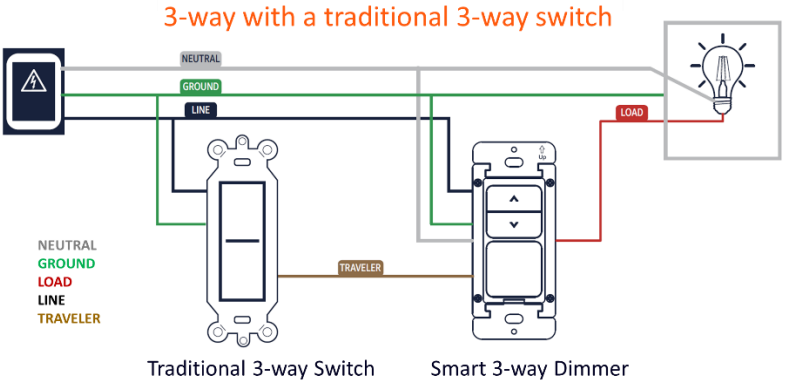
II. 3-way wiring diagram

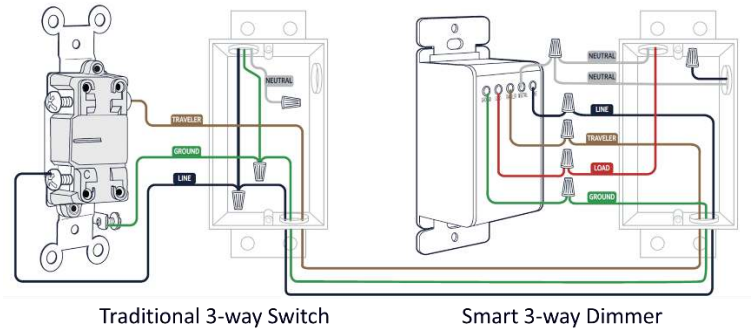
Configuration 1: Replace both traditional switches with two Amazon Basics smart 3-way dimmer switches





Configuration 2: Replace one traditional 3-way switch with one Amazon Basics smart 3-way dimmer switch, which must be installed to the switch box connected to LOAD not LINE side.





III. Smart Light Dimmer Bulb Compatibility

This list is designed to help you select bulbs that passed compatibility testing with Amazon Basics smart dimmer switch (Single pole and 3-way). The compatibility test includes measurement of dimming range (~10%-100%) and testing for any abnormal flicking, buzz or other potential failure.

For a consistent performance, we recommend that when using multiple bulbs, they should be of the same model and wattage.

Depending on the quality of the bulb you select, compatible LED bulbs may still have less dimming range or dim less smoothly than an incandescent or halogen bulb.

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Brand	Type	Model No.	Rated Power	Description	ASIN
Cree	A19	TA19-16027MDFH25-12DE26-1-11	15W	1600 lumens, Soft White 2700K.	B089H34V1D
	BR40	TBR40-18050FLFH25-12DE26-1-E1	23W	1750 lumens, Daylight 5000K.	B07GP3MG74
	A21	TA21-20050MDFH25-12DE26-1-11	18W	2000 lumens, Daylight 5000K.	B089HPRPHQ
GE	A19	63005-4	72W	1270 lumens, Soft White 2850K.	B0844SJT8N
	BR30	952381	10W	700lumens, Daylight.	B07P9HLNVJ
	Candle	42232	4W	300lumens, Soft White 2700K.	B07GYQTYSV
	Candle	42290	5.5W	500 lumens, Soft White.	B07PHKG71B
EcoSmart	BR30	ES95BR3065SWD6	9W	665 Lumen, Soft White.	B01INO74W6
	BR30	1001654247	9.5W	685 lumens, Daylight White 5000K.	B075VL17J8
	BR30	43222-6818	9.5W	655 lumens, Bright White 3000K.	B01MDK8OA5
	A19	1001370398-8pk	8.5W	840 lumens, Daylight 5000K.	B06X16ZCFG
Philips/ Signify	BR30	408662 Soft	65W	620 lumens, White 2700K.	B00F2U2N8U
	A19	426031	43W	790 lumens, 2920K.	B009ZR58TC
	PAR20	419762	39W	500 lumens, Bright White Light 2900K.	B009ZR5AB8
	BR30	474312	11W	650 lumens, Soft White Light 2700K.	B076XRT9Y6
	A19	548396	8.8W	800 lumens, 2200K-2700K.	B07W6JQ2RL
	GU10	465054	6W	400-lumens, 3000K.	B01LMEQIMQ
Westing house	ST20 (Clear Filament LED Light	4518320	6.5W	810 lumens.	B08842K9L2
	R30	3315920	8W	650 lumens, Soft White.	B0778ZRXM6
Amazon basics	BR30	FG-03452	11W	850 lumens, Soft White 2700K.	B07JMBTQ57
	A19	FG-03443	9W	800 lumens, Daylight 5000K.	B07JMX6CP1
	PAR20	FG-03439	7W	500 Lumen, Daylight 5000K.	B07JMBTLP4
	A19	210	6W	450 lumens, Daylight 5000K.	B07FW7WYHY
	A19	FG-03464	15W	1600 lumens, Soft White 2700K.	B07JXKXJ3S
	MR16 (GU10)	FG-03819	7W	500 lumens, Daylight 2700K.	B07SRBSWZB
Feit	A19	CEOM100/950/4	17.5W	1600 lumens, 5000K Daylight.	B07G5JSW9J
	A21	CEOM100/930/4	17.5W	1600 lumens, Bright White 3000K.	B07GP2D88K
	A19	OM60DM/950CA/4	8.8W	800 lumens, Daylight 5000K.	B07P5HBD91
	PAR38	PAR38DM/930CA	11.1W	1000 lumens, Warm White.	B075FQFHGM
	LEDR56	LEDR56SCP/930CA/SP	11.3W	850 lumens, Warm White 3000K.	B07GBH63FZ
	LEDR4	LEDR4/4WYCA	6W	540 lumens, 3000K-4000K-5000K	B01MT12ZSL
	4 Inch Square	74204/CA	6.5W	500 lumens, 3000K-4000K-5000K	
	4 Inch Round	74202/CA	6.5W	500 lumens, 3000K-4000K-5000K	

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

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