Smart Light Switch Troubleshooting Guide

This guide provides troubleshooting tips during installation and setup of the Amazon Basics Smart Switch (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 switch:

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: 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 switch 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.

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 switch 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 switches.
  3-way configuration 1: wiring diagram

- Configuration 2: Replace one traditional 3-way switch with one Amazon Basics smart 3-way smart 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 switch?
A: **Yes**! The Amazon Basics 3-way smart switch 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 switch is not.

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 switch 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 switch 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 switch has been installed to the switch box connected to LOAD (fixture).

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

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Q: How do I factory reset my Amazon Basics smart switch?

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?

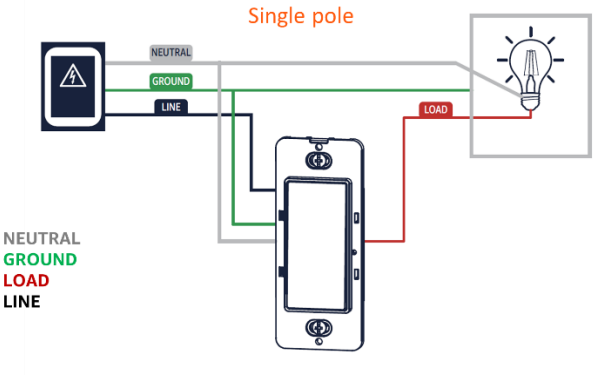
A: Follow these steps to remove the switch from your Alexa app:

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

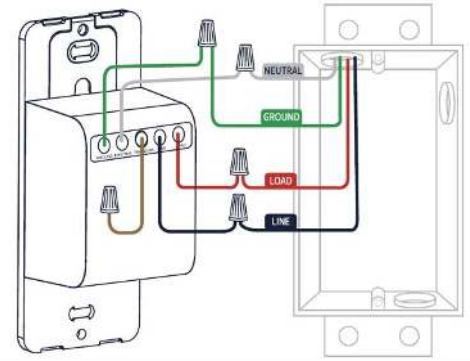
Note: After removing a smart home device, you may need to factory reset the device before it can be connected to a smart home hub.

Appendix

I. Single pole wiring diagram



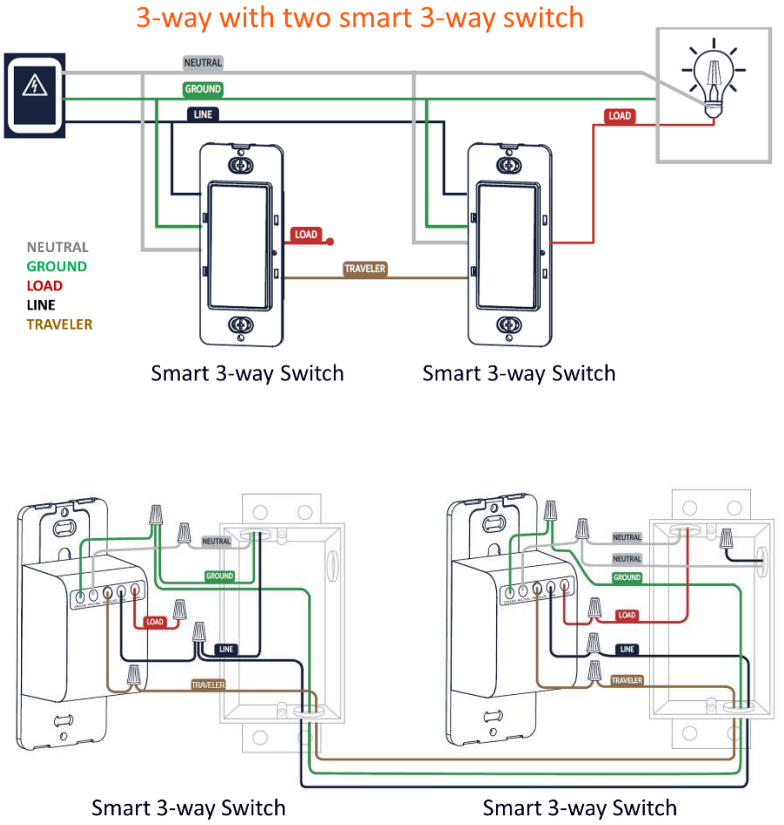
Smart 3-way Switch



Smart 3-way Switch

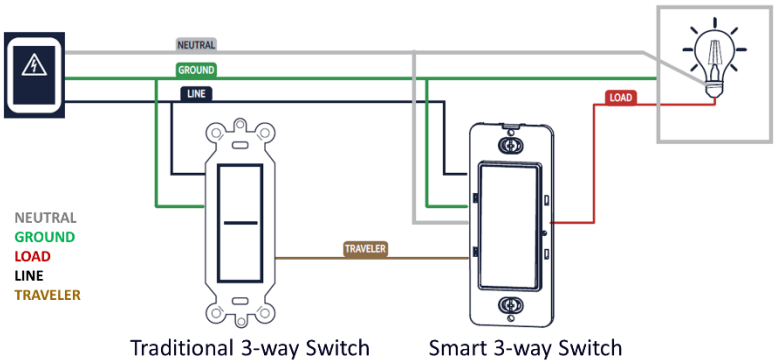
II. 3-way wiring diagram

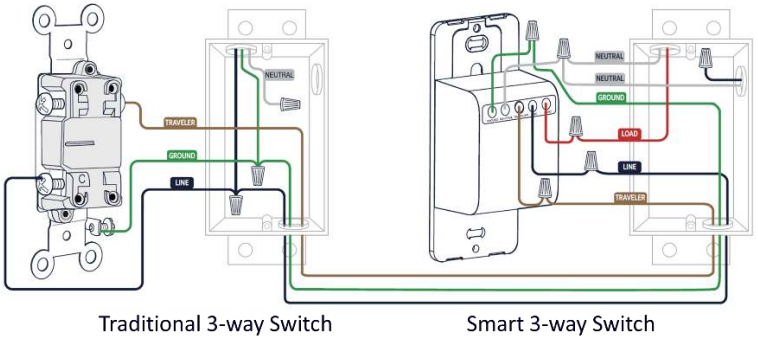
Configuration 1: Replace both traditional switches with two Amazon Basics smart 3-way switches



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

3-way with a traditional 3-way switch





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