



amazon basics Smart Light Switch and Dimmer User Manual

amazon basics Smart Light Switch and Dimmer



This guide provides troubleshooting tips for the Amazon Basics Smart Switch and Dimmer. Additional product safety and installation information are included online, located on the Amazon Basics smart switch or dimmer product detail page, including an installation video, user manual, and quick start guide.

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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Getting Started

Q: How do I install the Amazon Basics smart switch?

A: Follow the installation video and user manual to complete the installation. Once the device is installed successfully, the LED indicator light will blink green. If you are unsure about any steps in the installation process, consult a licensed electrician.

Q: Do I need neutral wires?

A: Yes, neutral wires are required. If you own a home built before 1978 or are unsure if you have neutral wires, consult a licensed electrician.

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 set up 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 you to scan the 2D barcode located on the back page of the Quick Start Guide or on the switch, using your mobile camera

Device Settings & Features

Q: What are the differences between the single-pole switch, single-pole dimmer, 3-way switch, and 3-way dimmer?

A: The following are key differences between each switch option:

1. The single-pole switch is designed to turn the light on/off from one location
2. The single-pole dimmer switch is designed to turn the light on/off and adjust the brightness of the light from one location
3. The 3-way switch is designed to turn the light on/off from two different locations (e.g. upstairs and downstairs)
4. The 3-way dimmer switch is designed to turn the light on/off and adjust the brightness of the light from two different locations (e.g. upstairs and downstairs)

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: 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”

Additional information Alexa Routines: <https://www.amazon.com/gp/help/customer/display.html?nodeId=G2PYLKJN3XVZ55EQ>

Troubleshooting

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

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: Where can I find the barcode?

A: You can find the barcode on the top-left side of the smart switch or in the quick start guide included in the box. Please do not scan the barcode on the box.

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. 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 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.

Additional information

Remove Smart Home Devices from Alexa: https://www.amazon.com/gp/help/customer/display.html?nodeId=GH7J6YW8GMWE7BZY&ref=hp_GJJFZVX42Y9RRJH8_c_Remove-Smart-Home-Devices-from

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
4. Once ready, follow the setup instructions (located in section 1. Getting Started)

Learn More

Alexa Routines: <https://www.amazon.com/gp/help/customer/display.html?nodeId=GCCRGDPHL7L9W7TJ>

Alexa Features Help: <https://www.amazon.com/gp/help/customer/display.html?nodeId=G201952240>



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