

Troubleshooting

Q: Why can't I connect my light switch to my WiFi network during setup?

- Make sure your phone is connected to a 2.4GHz WiFi network. Smart light switches currently only support 2.4GHz WiFi networks during configuration, but you can use any available network, including cellular data networks, to control the switch from your phone once you've finished setting up.

- Try moving your router closer to your light switch (164 ft / 50 m visible range is best).

- Make sure you have turned off MAC address filtering.

- Make sure you don't have more than 10 devices connected to your router.

- Close and reopen the VeSync app.

- Clear your app cache.

- Hard reset your switch—press and hold the power button for 15 seconds.

Q: How do I change my WiFi network to a 2.4GHz WiFi network?

1. Make sure your router is a dual band router (most dual band routers support both 5GHz and 2.4GHz networks).

2. Under your phone settings, set your WiFi network to 2.4GHz. Most 5GHz WiFi are suffixed by “_5G”, so select the network that **does not** have “5G” in its name.

3. Some routers hide the 2.4GHz WiFi network. If you have trouble finding or setting up your 2.4GHz network, please contact your router manufacturer for support.

Q: After adding my light switch to VeSync, the switch icon doesn't appear in my app.

- Refresh your “My Home” screen (by switching between screens or closing and reopening the app), and the switch icon should appear.

Q: Why isn't my light switch turning on/off as scheduled?

- Make sure the schedule is still turned on (the toggle button should be green, not gray).

- Make sure your phone's Location Services are turned on.

- Make sure the switch is connected to a working network and is not offline.

Q: I'm unable to control my light switch, and the indicator light is blinking continuously.

- Check to make sure your WiFi network is online.

- Try moving your router closer to your switch (164 ft / 50 m visible range is best).

- Hard reset your switch—press and hold the power button for 15 seconds.

Q: Alexa/Google Home can't find my app or can't discover my light switch.

- Try moving your router closer to your light switch (164 ft / 50 m visible range is best).

- Check that Alexa/Google Home is working properly.

- Make sure your switch name is easy to say aloud. Avoid using numbers or special characters. Different accents or unusual pronunciations can make it difficult for Alexa and Google Home to recognize device names.

- Try reconnecting to Alexa/Google Home.

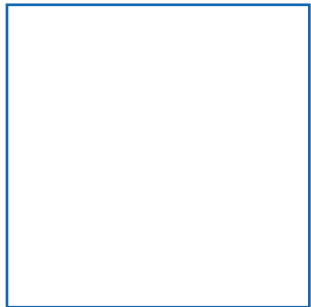
Need More Help?



Scan here to view the the full digital manual for this smart light switch.

Due to app updates and improvements, the contents of the manual are subject to change without prior notice.

Warranty



Etekcity warrants all products to be of the highest quality in material, craftsmanship, and service for a minimum of 1 year, effective from the date of purchase. Warranty lengths may vary between product categories.

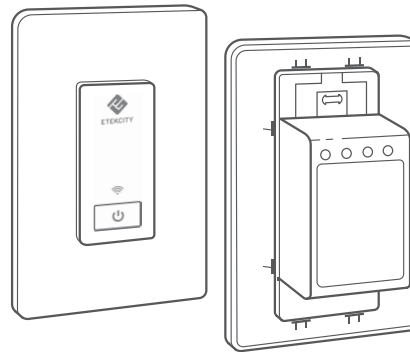
Customer Support

Etekcity Corporation
1202 N. Miller St., Suite A
Anaheim, CA 92806

Toll-Free: 855-686-3835
Email: support@etekcity.com

Support Hours
Monday - Friday 9:00 am - 5:00 pm PT

*Please have your invoice and order number ready before contacting Customer Support.



Smart WiFi Light Switch

Model No.: ESWL01

Quick Start Guide

Questions or Concerns?
(855) 686-3835 • support@etekcity.com



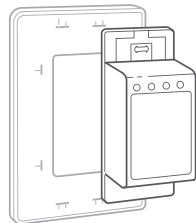
CAUTION: RISK OF ELECTRIC SHOCK / FIRE

- Before installing and wiring, **TURN OFF POWER** by locking the appropriate circuit breaker in the OFF position or removing the appropriate fuse. Use a non-contact voltage tester to ensure all electrical power is off. Active electrical power may cause serious injury or death.

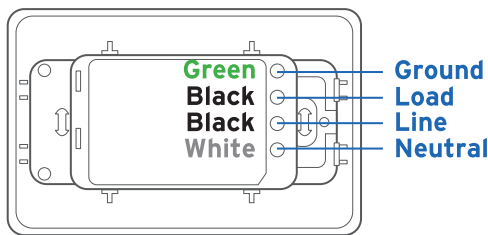
- Install and use in accordance with the National Electric Code (NEC) or local electrical code.

- **Do not** install with wet hands or when standing on wet / damp surfaces.

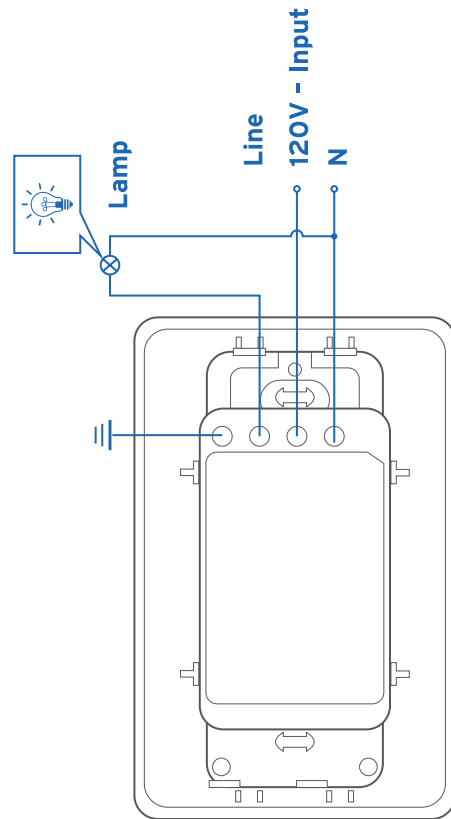
- **Only** install if you are comfortable with electrical work. If not, contact a qualified electrician.



Remove faceplate.



- With power off, install light switch into a switch box in the wall.
- A neutral wire is required to install.



1



Scan the QR code on the rating label on the light switch. Download the VeSync app and create an account.

2



Make sure you're connected to a **2.4GHz WiFi network**.

3



Follow the in-app instructions to add the light switch.

Connect with Alexa or Google Assistant

Note: You must create your own VeSync account to connect with Alexa or Google Assistant.

- In the VeSync app, tap More at the bottom right of the screen.
- Tap **Link to Alexa** to view instructions.
- Tap **Link to Google Assistant** to view instructions.

