

# Smart Power strip Troubleshooting Guide



## Smart power strip Troubleshooting Guide

This guide provides troubleshooting tips during installation and setup of the Amazon Basics Smart power strip. 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: 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 wifi router. How could I use it?

A: The smart power strip 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.

## 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 power strip. 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 power strip 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

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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 power strip. Please do not scan the barcode on the box that is for fulfillment purpose.

Q: How to rename your Amazon Basics smart power strip?

A: The Amazon Basics smart power strip contains 3 individually controllable plugs and 2 always-on USB ports. Once you finish adding the smart power strip into Alexa app, the 3 plugs of the power strip will show as "first plug", "second plug" and "third plug". Recommend to rename each of the 3 plugs 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 the plug

Q: How to use your Amazon Basics smart power strip with Alexa?

A: You can control each of the 3 plugs of the power strip 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

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## 6. Select "Save"

Q: How do I remove the Amazon Basics smart power strip 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 power strip from your Alexa app

**Note: When deleting either of the 3 plugs of your Amazon Basics smart power strip, the other 2 plugs of the same power strip 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 I cannot turn on the Amazon Basics smart power strip manually?

A: If the power strip doesn't respond when pressing the physical button: Make sure that you restore power to the power strip at the circuit breaker

Q: What should I do if Alexa can't discover my Amazon Basics smart power strip, 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 power strip are connected to the same 2.4GHz Wi-Fi network
3. Check that your paired device is within 30 ft (9 m) of your power strip
4. Reset your smart power strip: Press and hold the reset button for



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10 seconds, release the button once you see the reset indicator blinks green and red alternatively. Once the reset indicator blinks green, reset is complete and the device 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 reset button of your smart power strip until the reset LED on the front blinks green and red alternatively
3. Press "Next" to continue your setup

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

A: To reset your power strip, follow these steps:

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

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>