

3 Way Smart Switch

1. Does it need a neutral line? How could I know whether there is a neutral line?

Yes, it needs a neutral line. The best way is to check the actual wires in the switch box, the neutral line is often going to be colored white, but it also may be other colors. If there are multi-gang switches, that has a much higher likelihood of having neutrals.

If there is a wall outlet near the switch, most likely that switch box has a neutral. If your house was built in the mid-1980s or later, there is an excellent chance that you have neutral lines in the box.

Learn how to install our switch(es) efficiently, please check the below YouTube video link: <https://www.youtube.com/watch?v=5EvY9K6p9wo&t=936s>

Learn how to distinguish wires, this video is for your reference: <https://youtu.be/qyAPlui38HE>

Suggestion: It's better to make marks with label stickers for wires before removal and replacement.

2. What is the difference between the single-pole switch, dimmer switch, and the 3-way switch?

The single-pole switch is designed to turn on/off the light at only 1 place, but could not control the fan speed or light brightness.

The dimmer switch is designed to turn on/off the light at only 1 place, besides, it also could control the fan speed or light brightness.

The 3-way switch is designed to turn on/off the light at 2 places, but could not control the speed and brightness. The 3-way switch also could be used as the single-pole switch.

3. I accidentally bought a 3-way switch, can I use this to my single pole wall wiring setup?

Yes, you can connect it to a single pole. Please follow these steps.

- 1 Put the 3 screws provided in the 3 small holes in the top.

- 2 Place the line wire in the middle of the three holes and put the load wire in either of the traveler holes.
 - 3 Connect the ground wire to the green wire on the our 3-way switch.
 - 4 Connect the white wire from the our 3-way switch to the outlet 's exposed Neutral wires. Securely screw them together inside the wire nut.
 - 5 Power on the circuit breaker, and check if the light on the front of the switch is blinking.
- Important Note: LED bulbs and ceiling fan can not work with our 3-way smart switch when it is connected as single-pole switch.

4. How do I install the 3-way switches? There are only 2 wires from your switches.

The 2 wires from our smart switch are Neutral and Ground. On your wall wirings, you must have ground, neutral, traveler 1, traveler 2 and live/hot load wire. Please see attached short video for reference.

<https://www.youtube.com/watch?v=5EvY9K6p9wo&t=87s>

5. Can this switch supports 240v? (240V)

Yes, it can. Our smart switch supports 100-240V and can only handle up to 1,650 watts. If more than that, the smart device 's life expectancy will shorten and eventually will fail. Please make sure you only use it within the product 's wattage.

Lastly, please make sure you have a neutral and load wires from your wall wirings.

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<https://youtu.be/Fflvy4I7M6I>

Learn how to distinguish wires, this video is for your reference: <https://youtu.be/qyAPIui38HE>

Suggestion: It's better to mark with label stickers for wires before removal and replacement.

6. Do you have multi-gang wall plate?

Thanks for your email.

Sorry, we do not have multi-gang wall plates.

We can suggest to buy a screw-less wall plates. Some of our customers did like this and it worked.

We hope for your kind understanding.

7. My switch blinks red and green. What does it mean?

The reason for that is you have not connected it to the wifi. After your wiring, the green light indicator flashes. If you press it like a normal switch, then it won't show green light indicator again.

So our suggestion is: Under Wifi condition, you reset it by pressing the button for 5 seconds until

the indicator rapidly flashes green which is the Easy mode. In AP mode, the indicator will blink slowly. Simply press and hold the power button again so the indicator light will change from fast blinking to slow blinking or vice versa. We hope these videos will help.

AP mode: <https://youtu.be/3fBK3T4uqMI>

Easy mode: <https://youtu.be/zPRaoMwuv-k>

8:My smart device will not connect to Alexa. What should I do? (Alexa 连接问题)

Sorry for the inconvenience. Do not worry, we are here to help you

First, please make sure you have successfully connected the smart devices to Gosund app, then make sure the smart devices are online in the Gosund app. Offline devices cannot be discovered in Alexa.

Then please link the Gosund app to Alexa, if Alexa asks for a username and password, please enter the Gosund app's username and password to link to Alexa.

About connecting to Alexa, please do not use the web version of Alexa, please use the Alexa app itself. Please ensure all the smart devices are online on the Gosund app before you enable the skill on Alexa.

Please check the version of the Gosund app that you have.

To check app's version:

Open the app

Click ME (lower right) -Settings- About -Current Version

Also click Check for Update (whether your app is the latest)

Please check short videos below for reference too depending on the version of your app.

Gosund app version 3.22.1

<https://www.youtube.com/watch?v=ctzLK1QSeMs>

Gosund app version 3.22.5

<https://www.youtube.com/watch?v=kKkpP9c05H0>

9:My smart smart devices will not connect to Google home. What should I do?

Sorry for the inconvenience. Do not worry, we are here to help you.

First, please make sure you have successfully connected the smart devices to Gosund app, then make sure the smart devices are online in the Gosund app. Offline devices, cannot be discovered in Alexa.

Then please link the Google home app.

About connecting to Google home, please do not use the web version of Google home, please use the Google home app itself. Please ensure the smart devices are online on the Gosund app before you register or link to Google home app.

Please check short video below for reference

<https://youtu.be/LgCPRFsFUpE>

12:My smart devices cannot be voice controlled on Alexa

Do not worry, we are here to help. Please try these steps.

Kindly follow these steps:

1. Open ""Gosund ""app, change the name of plug. To rename the device ,kindly open the app - click the plug name you'd like to rename and press the edit sign at the upper right hand corner. Click rename and rename as you like. Then hit save

For example WP3 to:

lamp 1

2. Open ""Alexa""app - - click ""Skills&Games""- -choose ""Your Skills"" and >click ""Gosund app"" - - click ""DISABLE SKILL"". Then ENABLE SKILL again. Update data)

> Note: the name of the plug in the Alexa app must be consistent with the name of the Gosund app. Please let me know whether this helps, thank you!

Thank you!

13:How to check app version of my app?

To check app's version:

Open the app

Click ME (lower right) -Settings- About -Current Version

Also click Check for Update (whether your app is the latest)