

# Frequently Asked Question

## **Q: Why my phone connection failed ?**

A:\* You should try both Easy Mode and AP Mode, read user manual page 2-page 8, make sure to follow the guide and try again.

\* Confirm your home Wi-Fi is 2.4GHz and you entered the correct password during the connection.

\* Remove&Install the smart switch to start again, see what happens.

Contact the after sales service for further help if you still have problems with the connection after following the steps above.

## **Q:Why can't I voice control it with my Alexa/Google ?**

A:\* Make sure you set up smart switch successfully on Gosund app, and they are working fine.

\* Make sure you put correct account when you link Gosund APP as a skill on Alexa/Google App, and you can find it on your skills.

\*Make sure your Alexa/Google device is working fine.

\* Check the device names that you set for this smart switch, it should be non-repetitive and recognizable for voice assistant, Also, please make sure your native language is available for Alexa.

If you still having trouble to voice control our smart switch after followed all instructions, do not hesitate to contact us for help.

## **Q: Do I need to set up the device again if I changed my router?**

A:Yes! you must set up the smart plugs again if there's any change of the current Wi-Fi status, either you changed your router or your moved the device to a new house. Although, you don't need to worry if you're just moving it inside your room with the same Wi-Fi.

## **Q: Why does it turns on/off or comes offline surprisingly ?**

A:Check your Wi-Fi status and make sure the electricity is fine, check if you' ve set timer for it. If everything looks alright, just re install the smart plug with your cellphone again and see what happens.

Email to after-sales services if this problem still exists.

## **Contact Us**

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