amazon basics

ユーザーマニュアル

スマートA19マルチカラーLED電球、2.4GHz WiFi、
8.5W（60W相当）、Alexa対応、1pk

User Manual

Smart A19 Multicolor LED Light Bulb, 2.4GHz WiFi, 8.5W (60W Equivalent), Works with Alexa, 1pk

B0D34WMWXG



works with alexa

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バルブステータスガイド

ライトバルブ	ステータス
2回軽く点滅する	電球をセットアップする準備ができた。
1回軽く点滅し、最大輝度でソフトホワイトを保つ	電球が接続されている。
5回速く点滅し、その後ソフトホワイトで2回軽く点滅する	工場出荷時設定へのリセットが完了した。電球を再びセットアップする準備ができた。

AlexaでスマートLED電球をセットアップ

⚠ 危険 火災、感電、または死亡の危険があります！交換する前に、ライトの電源がオフになっていることを確認してください。

1. アプリストアからAlexaの最新バージョンをダウンロードしてログインします。
2. スマートLED電球をねじ込み、ライトをオンにします。2回軽く点滅する場合は、電球をセットアップする準備ができたことを示します。デバイスがフラストレーションフリーテクノロジーを使用して自動的にAlexaに接続する場合は、手順3をスキップしてください。

3. Alexaアプリを開き、画面の右下にある「**その他**」アイコンをタップします。「**デバイスを追加する**」をタップし、「**ライト**」、「**Amazon Basics**」の順に選択して、対応するデバイスを選択します。画面の指示に従います。アプリからプロンプトが表示された場合、クイックスタートガイドの裏ページにあるQRコードをスキャンしてください。(パッケージのバーコードをスキャンしないでください)

代替設定方法

オプション1

電球にQRコードが付いたデバイスを追加するには、次の手順に従ってください。

1. 電球の電源を切ったまま、ソケットからネジを外します。
2. Alexaを開き、「**その他**」アイコンをタップしてデバイスを追加します。アプリからのプロンプトが表示されると、電球のQRコードをスキャンします。
3. 電球をソケットにねじ込み、再びライトをオンにします。
4. Alexaの画面上の指示に従ってセットアップを完了します。

オプション2

QRコードスキャンの設定が失敗した場合は、「**バーコードがありません?**」を選択してください。次に、画面上の指示に従ってセットアップを完了します。

1. デバイスの電源が5秒以上オンになっていることを確認し、電源を切ります。
2. ライトスイッチを使用して、ライトを5回すばやくオン/オフします。6回目に点灯すると、5回速く点滅し、その後2回軽く点滅します。
3. 画面の「次へ」をタップし、画面の指示に従って設定を完了します。

Alexa音声コマンドで使用

Alexaで電球を使用するには、

- 「Alexa、ファーストライトを消して」と言うとよいです。

トラブルシューティング

注: トラブルシューティングや詳細については、製品詳細ページをご覧ください。

問題1

電球をリセットするにはどうすればいいですか?

解決策1

アプリから電球を削除すると、デバイスを工場出荷時の状態にリセットできます。

Alexaからデバイスを削除できない場合は、ライトスイッチを使ってライトをすばやく5回オン/オフします。6回目に点灯すると、5回速く点滅し、次に2回軽く点滅します。これは、電球を工場出荷時の状態に正常にリセットし、再びセットアップできる状態になったことを示します。

問題2

Amazon Alexaは電球を見つけられないか、スマートLED電球に接続できません。

解決策2

1. スマートフォン/タブレットとAlexaの最新のソフトウェアバージョンがインストールされていることを確認します。
2. スマートフォン/タブレットとスマートLED電球が同じ2.4GHzのWi-Fiネットワークに接続されていることを確認します。電球は5GHzのWi-Fiネットワークには対応していません。
3. スマートフォン/タブレットがスマートLED電球から50m (150ft) 以内にあることを確認します。
4. スマートLED電球を再起動します。再起動するには、スマートLED電球の電源を切り、電源を入れ直します。
5. スマートLED電球を再起動してもまだ機能しない場合は、解決策1の手順に従って電球をリセットします。

問題3

*クイックスタートガイド*を紛失した場合、スマート電球をセットアップするにはどうすればいいですか？

解決策3

デバイスをセットアップするには、2つの方法があります。手順はセクション2.1*代替設定方法*に記載されています。

問題4

エラーコード (-1: -1: -1: -1) が画面に表示されます。

解決策4

セットアッププロセス中、スマートフォンのBluetoothがオンになっていて、セットアップしようとしているデバイスがペアリングモードになっていることを確認してください。デバイスの電源をいったん切ってから入れ直して再起動し、再度セットアップしてください。

重要な安全対策



本説明書をよくお読みになり、以降も参照できるよう、大切に保管してください。当該電球を第三者に渡す場合は、この注意事項も併せて渡してください。

電球を使用する際は、火災、感電、人身事故の危険を

減らすため、以下の基本的な安全注意事項を必ず守ってください。

⚠ 危険 **火災、感電、または死亡の危険があります！**電球を交換する前、および清掃する前に、ライトスイッチからライトの電源がオフになっていることを確認してください。

⚠ 警告

高所での作業（はしごを使用するときなど）には特に注意してください。はしごは、適切なタイプのものを使用し、構造上の問題がないことを確認してください。はしごを使用するときは、はしごのメーカーが提供する説明書に従ってください。

⚠ 注意 湿気の多い場所に適しています。屋外では使用しないでください。

⚠ 注意 完全に密閉された照明器具には使用できません。

⚠ 注意 この電球は非常口での使用に適していません。

⚠ 注意 標準の調光器には使用しないでください。この電球を制御するには、付属しているコントロールまたはこれらの指示に指定されているコントロールのみを使用してください。この電球は、標準（白熱灯）調光器または調光制御装置に接続すると正しく動作しません。

⚠ 注意

- この電球の動作電圧は100V～です。ユニバーサル電圧に対応するようには設計されていないため、220V～の環境では使用できません。
- ディフューザーが壊れている場合は、電球を使用しないでください。

- この電球は、コンセントボックス用のE26ランプホルダーまたは照明器具に付属するE26ランプホルダーに接続するためのものです。
- この電球の定格はAC100Vで、適切な電源に接続する必要があります。
- この電球は、家庭用で、屋内の乾燥した場所や湿気の多い場所で使用するものです。
- 電球を分解、修理、または改造しようとしないでください。

⚠ 注意 標準の調光器には使用しないでください。説明書を参照してください。湿気の多い場所に適しています。完全に密閉された照明器具には使用できません。

初めて使用する前に

⚠ 危険 **窒息の危険があります!**

梱包材は子どもやペットの手の届かないところに保管してください。梱包材は窒息などの危険の原因となる可能性があります。

- 梱包材はすべて取り除いてください。
- 電球に輸送中に生じた損傷がないか確認してください。

清掃とメンテナンス

⚠ 警告 **感電の危険があります!**

感電を防ぐため、清掃前に回路ブレーカまたはヒューズの電源を切ってください。

清掃

- スマートLED電球を清掃するには、少し湿らせた柔らかい布で拭き取ってください。

- 電球の清掃には、腐食性洗剤、ワイヤーブラシ、研磨剤、金属や鋭利な器具は絶対使用しないでください。

仕様

モデル	13aSB-A806ST-Q1T_JP
定格電圧	100 V AC、50/60 Hz
定格電流	142mA
定格電力	8.5W
ルーメン出力	806ルーメン
ライフタイム	15,000時間
相関色温度（CCT）	2,200K～6,500K
動作時湿度	0%～85%RH、結露なきこと
Wi-Fiの周波数	2.4GHz
Wi-Fiのプロトコル	802.11b/g/n
Wi-Fiの届く範囲	約50m (150ft) -環境に障害物のない場合

フィードバックとサポート

ご意見お待ちしております。注文履歴から評価とレビューにご協力をお願いします。商品についてサポートが必要な場合は、お使いのアカウントにログインし、カスタマーサービス/お問い合わせページからお問い合わせください。

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Bulb Status Guide

Light bulb	Status
Flashes twice softly	Bulb is ready for setup.
Flashes once softly, then remains soft white at full brightness	Bulb is connected.
Flashes five times quickly, then flashes twice softly in soft white	Factory reset is complete. Bulb is ready for setup again.

Set Up your Smart LED Light Bulb with Alexa

⚠ DANGER **Risk of fire, electric shock, or death!** Before replacing, make sure the light is powered off.

1. Download the latest version of the Alexa app from the app store and log in.
2. Screw in the smart LED light bulb and turn on the light. It will flash twice softly, indicating the bulb is ready for setup. If your device automatically connects to Alexa with Frustration-Free technology, skip step 3.

3. Open the Alexa app and tap the **More** icon on the bottom-right of the screen. Tap **Add a Device**, select **Light, Amazon Basics**, then select your corresponding device. Follow the on-screen instructions. If prompted by the app, scan the 2D barcode on the back page of the quick start guide. (DON'T scan the barcode on the packaging)

Alternative setup methods

Option 1

To add the device with the 2D barcode on the light bulb, follow these steps:

1. Keep the light bulb switched off and unscrew it from socket.
2. Open the Alexa app and tap the **More** icon to add a device. Scan the 2D barcode on the light bulb when prompted by app.
3. Screw the bulb back into the socket and switch on the light again.
4. Follow the on-screen instructions in the Alexa app to complete the setup.

Option 2

If the 2D barcode scan setup fails, select **DON'T HAVE A BARCODE?**, then follow the on-screen instructions to complete setup:

1. Make sure your device is powered on for at least 5 seconds, then switch it off.
2. Use a light switch to quickly turn on and off the light 5 times. At the 6th turn on, it flashes 5 times quickly, then flashes twice softly.
3. Press NEXT on the screen then follow the on-screen instructions to complete setup.

Use with Alexa Voice Commands

To use your bulb with Alexa, just say,

- "Alexa, turn off first light."

Troubleshooting

Note: For more troubleshooting and more information, go to the product detail page.

Problem 1

How do I reset the light bulb?

Solution 1

You can do a factory reset by deleting your device from the app.

If you are not able to delete your device from the Alexa app: use a light switch to quickly turn on and off the light 5 times. At the 6th turn on, it flashes 5 times quickly, then flashes twice softly, indicating you have successfully factory-reset your light bulb, and it is ready for setup again.

Problem 2

Amazon Alexa app cannot find or connect to the smart LED light bulb.

Solution 2

1. Check that your phone/tablet and the Alexa app have the latest software version.
2. Make sure that your phone/tablet and your smart LED light bulb are connected to the same 2.4 GHz Wi-Fi network. The bulb is not compatible with a 5 GHz Wi-Fi network.
3. Check that your phone/tablet is within 150 ft (50 m) of your smart LED light bulb.
4. Restart your smart LED light bulb. To restart, power off the smart LED light bulb and power it back on.
5. If you have restarted your smart LED light bulb and it is still not working, reset your light bulb following the steps in Solution 1.

Problem 3

What if I lose the *Quick Start Guide*, how can I set up my smart light bulb?

Solution 3

You can set up your device via two alternative setup methods. The instructions can be found in Section 2.1 *Alternate setup methods*.

Problem 4

Error code (-1:-1:-1:-1) displays on the screen.

Solution 4

Make sure your phone has Bluetooth turned on throughout the entire setup process and the device you are trying to setup is in pairing mode. Restart your device by powering it off and on, and then set up again.

Important Safeguards



Read these instructions carefully and retain them for future use. If this bulb is passed to a third party, then these instructions must be included.

When using electrical bulbs, basic safety precautions should always be followed to reduce the risk of fire,

electric shock, and/or injury to persons including the following:

⚠ DANGER **Risk of fire, electric shock, or death!** Ensure the light is powered off from the light switch before changing the bulb and before cleaning.

⚠ WARNING

Take special precautions when working on heights, for example, while using a ladder. Use the right type of ladder and ensure it is structurally sound. Use the ladder in accordance with the manufacturer's instructions.

⚠ CAUTION SUITABLE FOR DAMP LOCATIONS. DO NOT USE OUTDOORS.

⚠ CAUTION NOT FOR USE IN TOTALLY ENCLOSED LUMINAIRES.

⚠ CAUTION THIS BULB IS NOT INTENDED FOR USE WITH EMERGENCY EXITS.

⚠ CAUTION DO NOT USE WITH STANDARD DIMMERS. Only use the control provided with or specified by these instructions to control this bulb. This bulb will not operate properly when connected to a standard (incandescent) dimmer or dimming control.

⚠ CAUTION

- The operation voltage of this bulb is 100 V~. It is not designed for universal voltage and cannot be used in 220 V~ environments.
- The bulb should not be used if the diffuser is broken.

- This bulb is intended for connection to E26 lampholders for outlet boxes or E26 lampholders provided in open luminaires.
- This bulb is rated 100 V AC and must be connected to a suitable power source.
- This bulb is intended for indoor dry or damp household use only.
- Do not attempt to disassemble, repair, or modify the bulb.

⚠ CAUTION DO NOT USE WITH STANDARD DIMMERS, SEE INSTRUCTIONS. SUITABLE FOR DAMP LOCATIONS. NOT FOR USE IN TOTALLY ENCLOSED LUMINAIRES.

Before First Use

⚠ DANGER **Risk of suffocation!**

Keep any packaging materials away from children and pets – these materials are a potential source of danger, such as suffocation.

- Remove all the packing materials.
- Check the bulb for transport damages.

Cleaning and Maintenance

⚠ WARNING **Risk of electric shock!**

To prevent electric shock, turn off the power at the circuit breaker or fuse before cleaning.

Cleaning

- To clean the smart LED light bulb, wipe with a soft, slightly damp cloth.
- Never use corrosive detergents, wire brushes,

abrasive scourers, metal, or sharp utensils to clean the bulb.

Specifications

Model	13aSB-A806ST-Q1T_JP
Rated voltage	100 V AC, 50/60 Hz
Rated current	142mA
Rated power	8.5W
Lumen output	806 lumens
Lifetime	15,000 hours
Correlated color temperature (CCT)	2,200 K - 6,500 K
Operating humidity	0 % - 85 % RH, non-condensing
Wi-Fi frequency	2.4GHz
Wi-Fi protocol	802.11 b/g/n
Wi-Fi range	approx. 150 ft (50 m) - for areas without obstructions

Feedback and Help

We would love to hear your feedback. Please consider leaving a rating and review through your purchase

orders. If you need help with your product, log in to your account and navigate to the customer service / contact us.

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amazon.com/pbhelp

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V01 - 09/24

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Troubleshooting Guide
Smart A19 LED Light Bulb

Guide de dépannage
Ampoule à DEL A19 intelligente

Guía de solución de problemas
Bombilla LED inteligente A19

Leitfaden zur Problemlösung
Intelligente A19 LED-Leuchte

Guida alla risoluzione dei problemi
Lampadina LED Smart A19

Handleiding voor probleemoplossing
Smart A19 LED-lamp

Przewodnik po rozwiązywaniu problemów
Inteligentna żarówka LED A19

Felsökningsguide
Smart A19-LED-glödlampa

Sorun Giderme Kılavuzu
Akıllı A19 LED Ampul

トラブルシューティングのガイド
スマートA19 LEDライトバルブ

B0D34XJZ4L, B0D34K8HQK, B0D34K8HQH, B0D34WMN4K, B0D34XCPB3, B0D34W3V7K, B0D34VK962, B0D34VTD99, B0D34WMWXG, B0D34WN3JG

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Introduction

This guide provides troubleshooting tips during installation and setup of your Amazon Basics Smart A19 LED Light Bulb.

Getting Started

Problem

How do I download the Alexa app?

Solutions

Download and install the latest Alexa app from your app store:

1. Open the app store on your mobile device.
2. Search for the Amazon Alexa app.
3. Select **Install**.
4. Select **Open** and sign in with your Amazon Account.

Problem

Is 2.4GHz Wi-Fi required?

Solutions

Yes. A 2.4GHz network is required for setup.

Problem

I have a dual Wi-Fi router. How can I use the Amazon Basics Smart Light Bulb?

Solutions

The Amazon Basics Smart Light Bulb only works with 2.4GHz Wi-Fi. It is not compatible with 5G.

- If your router is broadcasting only one 5G signal, you will need to create a 2.4GHz Wi-Fi signal before setting up your bulb.
- If your router is broadcasting both signals, the bulb will ignore the 5G signal. Connect your bulb to the 2.4GHz Wi-Fi signal.

Setting Up & Using Your Bulb with the Alexa App

Problem

Where can I find the QR code for Alexa setup?

Solutions

You can find the QR code laser printed on the light bulb socket and printed on the back page of the *Quick Start Guide.*

Note: The barcode on the packaging box is used for fulfillment purposes, NOT for Alexa setup.

Problem

How do I set up my Amazon Basics Smart Light Bulb with Alexa app?

Solutions

Before setup, please make sure you have the latest Alexa app downloaded and are using 2.4 GHz Wi-Fi.

1. Screw in your light bulb and turn on the light. It will flash twice softly, indicating the bulb is ready for setup.
2. Open the Alexa app and tap **More** on the bottom-right side of the screen.
3. Tap the plus sign in the top right corner, then tap **Device**.
4. Select **Light**, then **Amazon Basics.**
5. Choose your corresponding device.
6. Follow the on screen instructions. If prompted by the app, scan the QR code on the back page of the *Quick Start Guide*. Do NOT scan the barcode on the box that is for fulfillment purposes.

   Note: To set up the light bulbs in the 4-pack, please set up one bulb at a time.

Problem

How do I rename my Amazon Basics Smart Light Bulb?

Solutions

A new light bulb added into the Alexa app will be called “first light.” Rename your bulb by function, purpose, or location so it is easier for you to find and control. To rename your bulb:

1. Open the Alexa app.
2. From the **Devices** tab, select the light bulb you want to rename.
3. Tap on the gear icon for **Settings**.
4. Tap on **Edit Name** to rename each bulb.

Problem

How do I use my Amazon Basics Smart Light Bulb with Alexa?

Solutions

Follow these steps to control your bulb using the Alexa app:

1. Select **Devices**.
2. Select the name of your bulb.
3. To control your bulb using Alexa Voice Commands, say “Alexa, turn on the first light” or the name you selected for your bulb.

Problem

How do I create Alexa routines?

Solutions

Follow these steps to create individual routines:

1. Open the Alexa app.
2. Open **More**, then select **Routines**.
3. Select **Plus**.
4. Tap **Add an action** under WHEN, then follow the steps to choose what starts your routine.
5. Tap **Add an action** under ALEXA WILL, then follow the steps to choose the action of your routine. You can select multiple actions for the same routine.
6. Select **Save**.

Problem

How do I remove the light bulb from the Alexa app?

Solutions

Follow these steps to remove the bulb from your Alexa app:

1. Open the Alexa app.
2. Select **Devices**.
3. Select the light bulb you wish to remove, then tap gear icon for **Settings**.
4. Tap **Deregister** in the “Registered to” section.

Problem

How do I create Smart Home groups for Alexa?

Solutions

Follow these steps to create groups in your Alexa app:

1. Open the Alexa app.
2. Select **Devices**.
3. Select + then **Add Group**.
4. Select either **Create a room or device group** or **Combine rooms or groups**.
5. Use the preset group names or create your own, then select **Next**.
6. Select the devices or groups you want to include, then select **Save**.

Learn more about the Alexa App:

Amazon.com Help: Download the Alexa App
Amazon.com Help: Alexa Routines
Amazon.com Help: Alexa App Settings
Create Smart Home Groups for Alexa

Troubleshooting

Problem

How do I factory reset my Amazon Basics Smart Light Bulb?

Solutions

There are two ways to factory reset your bulb:

- You can do a factory reset by deleting your bulb from the app.

  OR

- If you are not able to delete your bulb from the Alexa app, use a light switch to quickly turn on and off the light five times. When the light is turned on the sixth time, it will flash five times quickly, then flash twice softly, indicating you have successfully factory-reset your light bulb. It is ready for setup again.

Problem

The Amazon Alexa app cannot find or connect to the light bulb.

Solutions

Follow these steps to resolve most discovery issues:

1. Check that your Alexa-enabled device and the Alexa app have the latest software version.
2. Make sure that your device and your light bulb are connected to the same 2.4 GHz Wi-Fi network. The bulb is not compatible with 5 GHz Wi-Fi network.
3. Check that your device is within 30 feet (9.1 m) of your light bulb.
4. Restart your light bulb by turning the power on and off.
5. If you have restarted your light bulb and it is still not working, factory reset your bulb.

Problem

What if I lose the *Quick Start Guide*? How can I set up my light bulb?

Solutions

You can set up your bulb via two alternative setup methods:

- Add the bulb to your Alexa app with the QR code on the light bulb.

  OR

- Add your bulb in the Alexa app. See “How do I set up my Amazon Basics Smart Light Bulb with Alexa app?” on page 31. You can also follow the video shown on the product page for your light bulb on Amazon’s website.

Problem

What should I do if I see error code (-1:-1:-1:-1) during my Alexa setup?

Solutions

Make sure your phone has Bluetooth turned on throughout the entire setup process and the device you are trying to set up is in pairing mode. Restart your device by powering it off and on, then set up again.

Feedback and Help

We would love to hear your feedback. Please consider leaving a rating and review through your purchase orders. If you need help with your product, log in to your account and navigate to the customer service / contact us.

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Introduction

Ce guide fournit des conseils de dépannage pour l'installation et la configuration de votre ampoule à DEL A19 intelligente Amazon Basics.

Pour commencer

Problème

Comment télécharger l'application Alexa?

Solutions

Téléchargez et installez la dernière version de l'application Alexa depuis votre boutique d'applications :

1. Ouvrez la boutique d'applications sur votre appareil mobile.
2. Recherchez l'application Amazon Alexa.
3. Sélectionnez **Installer**.
4. Sélectionnez **Ouvrir** et connectez-vous avec votre compte Amazon.

Problème

Le Wi-Fi 2,4 GHz est-il requis?

Solutions

Oui. Un réseau 2,4 GHz est requis pour l'installation.

Problème

J'ai un routeur Wi-Fi double bande. Comment puis-je utiliser l'ampoule intelligente Amazon Basics?

Solutions

L'ampoule intelligente Amazon Basics fonctionne uniquement avec le Wi-Fi 2,4 GHz. Elle n'est pas compatible avec la 5G.

- Si votre routeur ne diffuse qu'un seul signal 5G, vous devrez créer un signal Wi-Fi 2,4 GHz avant de configurer votre ampoule.
- Si votre routeur diffuse les deux signaux, l'ampoule ignorera le signal 5G. Connectez votre ampoule au signal Wi-Fi 2,4 GHz.

Configuration et utilisation de votre ampoule avec l'application Alexa

Problème

Où puis-je trouver le code QR pour la configuration d'Alexa?

Solutions

Vous pouvez trouver le code QR imprimé au laser sur la douille de l'ampoule et sur la dernière page du *Guide de démarrage rapide.*

Remarque : Le code-barres sur la boîte d'emballage est utilisé à des fins d'expédition, PAS pour la configuration Alexa.

Problème

Comment configurer mon ampoule intelligente Amazon Basics avec l'application Alexa?

Solutions

Avant de procéder à la configuration, assurez-vous que vous avez téléchargé la dernière version de l'application Alexa et que vous utilisez le Wi-Fi 2,4 GHz.

1. Vissez votre ampoule et allumez-la. L'ampoule clignotera deux fois doucement, ce qui indique qu'elle est prête à être configurée.
2. Ouvrez l'application Alexa et appuyez sur **Plus** en bas à droite de l'écran.
3. Appuyez sur le signe plus dans le coin supérieur droit, puis touchez **Appareil**.
4. Sélectionnez **Lumière**, puis **Amazon Basics.**
5. Choisissez votre appareil correspondant.
6. Suivez les instructions à l'écran. Si l'application vous y invite, numérisez le code QR sur la dernière page du *Guide de démarrage rapide*. Ne numérisez PAS le code-barres d'expédition qui se trouve sur la boîte.

   Remarque : Les ampoules qui sont en paquet de quatre doivent être configurées une à la fois.

Problème

Comment renommer mon ampoule intelligente Amazon Basics?

Solutions

Une nouvelle ampoule ajoutée à l'application Alexa sera appelée « première lumière ». Renommez votre ampoule en fonction de sa fonction, de son objectif ou de son emplacement afin qu'elle soit plus facile à trouver et à contrôler. Pour renommer votre ampoule :

1. Ouvrez l'application Alexa.
2. Dans l'onglet **Appareils**, sélectionnez l'ampoule que vous souhaitez renommer.
3. Appuyez sur l'icône représentant un engrenage pour accéder à **Paramètres**.
4. Appuyez sur **Modifier le nom** pour renommer chaque ampoule.

Problème

Comment utiliser mon ampoule intelligente Amazon Basics avec Alexa?

Solutions

Suivez ces étapes pour contrôler votre ampoule à l'aide de l'application Alexa :

1. Sélectionnez **Appareils**.
2. Sélectionnez le nom de votre ampoule.
3. Pour contrôler votre ampoule à l'aide des commandes vocales Alexa, dites « Alexa, allume la première lumière » ou le nom que vous avez sélectionné pour votre ampoule.

Problème

Comment créer des routines Alexa?

Solutions

Suivez ces étapes pour créer des routines individuelles :

1. Ouvrez l'application Alexa.
2. Ouvrez **Plus**, puis sélectionnez **Routines**.
3. Sélectionnez **Plus**.
4. Appuyez sur **Ajouter une action** sous QUAND, puis suivez les étapes pour choisir le point de départ de votre routine.
5. Appuyez sur **Ajouter une action** sous ALEXA FERA, puis suivez les étapes pour choisir l'action de votre routine. Vous pouvez sélectionner plusieurs actions pour la même routine.
6. Sélectionnez **Enregistrer**.

Problème

Comment puis-je supprimer l'ampoule de l'application Alexa?

Solutions

Suivez ces étapes pour supprimer l'ampoule de votre application Alexa :

1. Ouvrez l'application Alexa.
2. Sélectionnez **Appareils**.
3. Sélectionnez l'ampoule que vous souhaitez supprimer, puis appuyez sur l'icône représentant un engrenage pour aller à **Paramètres**.
4. Appuyez sur **Désenregistrer** dans la section « Enregistré sur ».

Problème

Comment créer des groupes Maison intelligente pour Alexa?

Solutions

Suivez ces étapes pour créer des groupes dans votre application Alexa :

1. Ouvrez l'application Alexa.
2. Sélectionnez **Appareils**.
3. Sélectionnez +, puis **Ajouter un groupe**.
4. Sélectionnez **Créer un groupe de pièces ou d'appareils** ou **Combiner des pièces ou des groupes**.
5. Utilisez les noms de groupe prédéfinis ou créez les vôtres, puis sélectionnez **Suivant**.
6. Sélectionnez les appareils ou les groupes que vous souhaitez inclure, puis **Enregistrer**.

Pour en savoir plus sur l'application Alexa :

Aide Amazon.com : Téléchargez l'application Alexa
Aide Amazon.com : Routines Alexa
Aide Amazon.com : Paramètres de l'application Alexa
Créer des groupes Maison intelligente pour Alexa

Dépannage

Problème

Comment réinitialiser mon ampoule intelligente Amazon Basics aux paramètres d'usine?

Solutions

Il y a deux façons de réinitialiser votre ampoule aux paramètres d'usine :

- Vous pouvez effectuer une réinitialisation aux paramètres d'usine en supprimant votre ampoule de l'application.

  OU

- Si vous ne parvenez pas à supprimer votre ampoule de l'application Alexa, utilisez un interrupteur pour allumer et éteindre rapidement la lumière cinq fois. Lorsque le voyant est allumé la sixième fois, il clignote cinq fois rapidement, puis deux fois doucement, ce qui indique que vous avez réussi à réinitialiser votre ampoule aux paramètres d'usine. L'ampoule est prête à être reconfigurée.

Problème

L'application Amazon Alexa ne peut pas trouver l'ampoule ni s'y connecter.

Solutions

Suivez ces étapes pour résoudre la plupart des problèmes de connexion :

1. Vérifiez que votre appareil avec Alexa intégrée et l'application Alexa disposent de la dernière version du logiciel.
2. Assurez-vous que votre appareil et votre ampoule sont connectés au même réseau Wi-Fi 2,4 GHz. L'ampoule n'est pas compatible avec le réseau Wi-Fi 5 GHz.
3. Vérifiez que votre appareil se trouve à moins de 9,1 mètres (30 pieds) de votre ampoule.
4. Redémarrez votre ampoule en l'allumant et l'éteignant.
5. Si vous avez redémarré votre ampoule et qu'elle ne fonctionne toujours pas, réinitialisez-la aux paramètres d'usine.

Problème

Que se passe-t-il si je perds le *Guide de démarrage rapide*? Comment puis-je installer mon ampoule?

Solutions

Vous pouvez configurer votre ampoule à l'aide de deux méthodes de configuration alternatives :

- Ajoutez l'ampoule à votre application Alexa avec le code QR sur l'ampoule.

  OU

- Ajoutez votre ampoule dans l'application Alexa. Consultez « Comment configurer mon ampoule intelligente Amazon Basics avec l'application Alexa? » à la page 37. Vous pouvez également suivre la vidéo affichée sur la page du produit de votre ampoule sur le site Web d'Amazon.

Problème

Que dois-je faire si le code d'erreur (-1 : -1 : -1 : -1) s'affiche pendant que je configure Alexa?

Solutions

Assurez-vous que le Bluetooth est activé sur votre téléphone tout au long du processus de configuration et que l'appareil que vous essayez de configurer est en mode de jumelage. Redémarrez votre appareil en l'éteignant et en le rallumant, puis reprenez la configuration.

Commentaires et aide

Nous aimerions recevoir vos commentaires. N'hésitez pas à laisser une note et un commentaire par le biais de vos bons de commande. Si vous avez besoin d'aide en ce qui concerne votre produit, connectezvous à votre compte et accédez à la page Service à la clientèle/Contactez-nous.

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Introducción

Esta guía proporciona consejos para solucionar problemas durante la instalación y configuración de la bombilla LED inteligente A19 de Amazon Basics.

Primeros pasos

Problema

¿Cómo descargo la aplicación de Alexa?

Soluciones

Descarga e instala la última versión de la aplicación de Alexa desde la tienda de aplicaciones:

1. Abre la tienda de aplicaciones en tu dispositivo móvil.
2. Busca la aplicación Amazon Alexa.
3. Selecciona **Instalar**.
4. Selecciona **Abrir** e inicia sesión con tu cuenta de Amazon.

Problema

¿Se requiere wifi de 2,4 GHz?

Soluciones

Sí. Se requiere una red de 2,4 GHz para la configuración.

Problema

Tengo un rúter de wifi dual. ¿Cómo puedo usar la bombilla inteligente de Amazon Basics?

Soluciones

La bombilla inteligente de Amazon Basics solo funciona con wifi de 2,4 GHz. No es compatible con 5G.

- Si tu rúter solo emite señal 5G, tendrás que crear una señal wifi de 2,4 GHz antes de configurar la bombilla.
- Si tu rúter transmite ambas señales, la bombilla ignorará la señal 5G. Conecta la bombilla a la señal wifi de 2,4 GHz.

Configuración y uso de la bombilla con la aplicación de Alexa

Problema

¿Dónde puedo encontrar el código QR para configurar Alexa?

Soluciones

Puedes encontrar el código QR impreso con láser en el casquillo de la bombilla e impreso en la última página de la *Guía de inicio rápido.*

Nota: El código de barras de la caja del embalaje se utiliza para la logística, NO para configurar Alexa.

Problema

¿Cómo configuro mi bombilla inteligente de Amazon Basics con la aplicación de Alexa?

Soluciones

Antes de la configuración, asegúrate de tener descargada la última versión de Alexa y utilizar una wifi de 2,4 GHz.

1. Enrosca la bombilla y enciende la luz. Parpadeará suavemente dos veces, lo que indica que la bombilla está lista para configurarla.
2. Abre la aplicación Alexa y toca **Más** en la parte inferior derecha de la pantalla.
3. Pulsa el signo Más de la esquina superior derecha y pulsa **Dispositivo**.
4. Selecciona **Luz** y **Amazon Basics.**
5. Elige el dispositivo correspondiente.
6. Sigue las instrucciones que aparecen en pantalla. Si la aplicación te lo pide, escanea el código QR de la última página de la *Guía de inicio rápido*. NO escanees el código de barras de la caja que se usa para la gestión logística.

   Nota: Las bombillas del paquete de 4 hay que configurarlas de una en una.

Problema

¿Cómo cambio el nombre de mi bombilla inteligente de Amazon Basics?

Soluciones

La nueva bombilla que se añada a la aplicación Alexa se llamará "primera luz". Cambia el nombre de la bombilla por función, propósito o ubicación para encontrarla y controlarla fácilmente. Para cambiar el nombre de la bombilla:

1. Abre la aplicación de Alexa.
2. En la pestaña **Dispositivos**, selecciona la bombilla a la que quieres cambiar el nombre.
3. Toca el icono de engranaje para ir a **Configuración**.
4. Pulsa **Editar nombre** para cambiar el nombre de las bombillas.

Problema

¿Cómo uso mi bombilla inteligente de Amazon Basics con Alexa?

Soluciones

Sigue estos pasos para controlar la bombilla con la aplicación de Alexa:

1. Selecciona **Dispositivos**.
2. Selecciona el nombre de la bombilla.
3. Para controlar la bombilla mediante los comandos de voz de Alexa, di "Alexa, enciende la primera luz" o el nombre que pusiste a la bombilla.

Problema

¿Cómo creo rutinas de Alexa?

Soluciones

Sigue estos pasos para crear rutinas individuales:

1. Abre la aplicación de Alexa.
2. Abre **Más** y selecciona **Rutinas**.
3. Selecciona **Más**.
4. Pulsa **Añadir una acción** en CUANDO y sigue los pasos para elegir qué inicia tu rutina.
5. Pulsa **Añadir una acción** en AÑADIR ACCIÓN y sigue los pasos para elegir la acción de tu rutina. Puedes seleccionar varias acciones para la misma rutina.
6. Selecciona **Guardar**.

Problema

¿Cómo elimino la bombilla de la aplicación de Alexa?

Soluciones

Sigue estos pasos para eliminar la bombilla de la aplicación de Alexa:

1. Abre la aplicación de Alexa.
2. Selecciona **Dispositivos**.
3. Selecciona la bombilla que quieres eliminar y pulsa el icono de engranaje para ver **Configuración**.
4. Pulsa **Anular registro** en "Registrado en".

Problema

¿Cómo creo grupos de Hogar digital para Alexa?

Soluciones

Sigue estos pasos para crear grupos en tu aplicación de Alexa:

1. Abre la aplicación de Alexa.
2. Selecciona **Dispositivos**.
3. Selecciona + y **Agregar grupo**.
4. Selecciona **Crear una sala o un grupo de dispositivos** o **Combinar salas o grupos**.
5. Usa los nombres de grupo preestablecidos o crea los tuyos y selecciona **Siguiente**.
6. Selecciona los dispositivos o grupos que quieras incluir y selecciona **Guardar**.

Más información sobre la aplicación de Alexa:

Ayuda de Amazon.com: Descargar la aplicación de Alexa
Ayuda de Amazon.com: Rutinas de Alexa
Ayuda de Amazon.com: Configuración de la aplicación de Alexa
Crear grupos de Hogar digital para Alexa

Solución de problemas

Problema

¿Cómo restablezco los valores de fábrica de mi bombilla inteligente de Amazon Basics?

Soluciones

Hay dos maneras de restablecer los valores de fábrica de la bombilla:

- Para restablecer los valores de fábrica, borra la bombilla de la aplicación.

  O

- Si no puedes borrar la bombilla de la aplicación de Alexa, usa un interruptor para encender y apagar rápidamente la luz cinco veces. Cuando la luz se encienda por sexta vez, parpadeará cinco veces con rapidez y, luego, dos veces con suavidad, lo que indica que has restablecido correctamente los valores de fábrica de la bombilla. Está lista para volver a configurarse.

Problema

La aplicación Amazon Alexa no puede encontrar la bombilla ni conectarse a ella.

Soluciones

Sigue estos pasos para resolver la mayoría de los problemas de detección:

1. Comprueba que tu dispositivo compatible con Alexa y la aplicación de Alexa tengan la versión de software más reciente.
2. Asegúrate de que el dispositivo y la bombilla estén conectados a la misma red wifi de 2,4 GHz. La bombilla no es compatible con la red wifi de 5 GHz.
3. Comprueba que el dispositivo esté a menos de 30 pies (9,1 m) de la bombilla.
4. Enciende y apaga la bombilla para reiniciarla.
5. Si has reiniciado la bombilla y sigue sin funcionar, restablece sus valores de fábrica.

Problema

¿Qué pasa si pierdo la *Guía de inicio rápido*? ¿Cómo puedo configurar mi bombilla?

Soluciones

Puedes configurar la bombilla con dos métodos alternativos:

- Añade la bombilla a tu aplicación de Alexa con el código QR de la bombilla.

  O

- Añade la bombilla en la aplicación de Alexa. Consulta “¿Cómo configuro mi bombilla inteligente de Amazon Basics con la aplicación de Alexa?” en la página 43. También puedes ver el vídeo de la página del producto de tu bombilla en el sitio web de Amazon.

Problema

¿Qué hago si aparece un código de error (-1:-1:-1:-1) durante la configuración de Alexa?

Soluciones

Asegúrate de que el teléfono tenga el Bluetooth encendido durante todo el proceso de configuración y de que el dispositivo que intentas configurar esté en modo de emparejamiento. Apaga y enciende el dispositivo para reiniciarlo y vuelve a configurarlo.

Comentarios y ayuda

Nos encantaría recibir tus comentarios. Considera la posibilidad de dejar una valoración y una reseña en tus pedidos. Si necesitas ayuda con tu producto, inicia sesión en tu cuenta y dirígete a la página de servicio al cliente o contacto.

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Einführung

In diesem Handbuch finden Sie Tipps zur Problemlösung bei der Installation und Einrichtung Ihrer intelligenten A19 LED-Leuchte von Amazon Basics.

Erste Schritte

Problem

Wie lade ich die Alexa App herunter?

Lösungen

Laden Sie die aktuelle Version der Alexa App aus Ihrem App Store herunter und installieren Sie sie:

1. Öffnen Sie den App Store auf Ihrem Mobilgerät.
2. Suchen Sie die Amazon Alexa App.
3. Wählen Sie **Installieren** aus.
4. Wählen Sie **Öffnen** und melden Sie sich über Ihr Amazon Konto an.

Problem

Ist ein WLAN mit 2,4 GHz erforderlich?

Lösungen

Ja. Für die Einrichtung ist ein Netzwerk mit 2,4 GHz erforderlich.

Problem

Ich besitze einen Dualband-WLAN-Router. Wie kann ich die intelligente Amazon-Basics-Leuchte verwenden?

Lösungen

Die intelligente Amazon-Basics-Leuchte funktioniert nur in einem WLAN mit 2,4 GHz. Sie ist nicht 5G-kompatibel.

- Wenn Ihr Router nur ein 5G-Signal sendet, müssen Sie ein WLAN im 2,4-GHz Band einrichten, bevor Sie die Leuchte einrichten.
- Wenn Ihr Router beide Bänder sendet, ignoriert die Leuchte das 5G-Signal. Verbinden Sie die Leuchte mit dem WLAN im 2,4-GHz-Band.

Einrichtung und Verwendung Ihrer Leuchte mit der Alexa App

Problem

Wo finde ich den QR-Code für das Alexa-Setup?

Lösungen

Der QR-Code ist an der Glühbirnenfassung eingelasert und auf der Rückseite der *Schnellstartanleitung* aufgedruckt.

Bitte beachten Sie: Der Strichcode auf der Verpackung dient zu Versandzwecken, NICHT zur Einrichtung von Alexa.

Problem

Wie richte ich meine intelligente Amazon Basics-Leuchte mit der Alexa App ein?

Lösungen

Achten Sie vor der Einrichtung darauf, dass Sie die aktuelle Version der Alexa App heruntergeladen haben und ein WLAN im 2,4-GHz-Band verwenden.

1. Schrauben Sie die Leuchte ein und schalten Sie das Licht ein. Die Leuchte blinkt zweimal auf. Dies zeigt an, dass sie zur Einrichtung bereit ist.
2. Öffnen Sie die Alexa App und tippen Sie auf dem Bildschirm unten rechts auf **Mehr**.
3. Tippen Sie oben rechts auf das Pluszeichen und dann auf **Gerät**.
4. Wählen Sie **Leuchte** und dann **Amazon Basics.**
5. Wählen Sie das entsprechende Gerät aus.
6. Folgen Sie den Anweisungen auf dem Bildschirm. Scannen Sie den QR-Code auf der Rückseite der *Schnellstartanleitung*, wenn Sie in der App dazu aufgefordert werden. Scannen Sie NICHT den Barcode auf dem Karton. Er dient zu Versandzwecken.

   Bitte beachten Sie: Richten Sie die Leuchten im 4er-Pack nacheinander ein.

Problem

Wie benenne ich meine intelligente Amazon Basics Leuchte um?

Lösungen

Wenn Sie der Alexa App eine neue Leuchte hinzufügen, wird sie als „erste Leuchte“ bezeichnet. Benennen Sie die Leuchte nach Funktion, Zweck oder Standort um, damit Sie sie leichter finden und steuern können. So benennen Sie die Leuchte um:

1. Öffnen Sie die Alexa App.
2. Wählen Sie auf der Registerkarte **Geräte** die Leuchte aus, die Sie umbenennen möchten.
3. Tippen Sie für die **Einstellungen** auf das Zahnradsymbol.
4. Tippen Sie auf **Name bearbeiten**, um die einzelnen Leuchten umzubenennen.

Problem

Wie verwende ich meine intelligente Amazon Basics-Leuchte mit Alexa?

Lösungen

So steuern Sie die Leuchte mit der Alexa App:

1. Wählen Sie **Geräte** aus.
2. Wählen Sie den Namen der Leuchte aus.
3. Wenn Sie die Leuchte mit Alexa Sprachbefehlen steuern möchten, sagen Sie: „Alexa, schalte die erste Leuchte ein“, beziehungsweise nennen Sie den Namen der Leuchte.

Problem

Wie erstelle ich Alexa-Routinen?

Lösungen

So erstellen Sie individuelle Routinen:

1. Öffnen Sie die Alexa App.
2. Öffnen Sie **Mehr** und wählen Sie dann **Routinen** aus.
3. Wählen Sie **Plus** aus.
4. Tippen Sie unter WANN auf **Aktion hinzufügen**. Folgen Sie dann den Schritten, um den Auslöser der Routine auszuwählen.
5. Tippen Sie unter ALEXA WIRD auf **Aktion hinzufügen**. Folgen Sie dann den Schritten, um die Aktion in der Routine auszuwählen. Sie können im Rahmen einer Routine mehrere Aktionen auswählen.
6. Wählen Sie **Speichern** aus.

Problem

Wie entferne ich die Leuchte aus der Alexa App?

Lösungen

So entfernen Sie die Leuchte aus der Alexa App:

1. Öffnen Sie die Alexa App.
2. Wählen Sie **Geräte** aus.
3. Wählen Sie die Leuchte aus, die Sie entfernen möchten. Tippen Sie dann für die **Einstellungen** auf das Zahnradsymbol.
4. Tippen Sie im Bereich „Angemeldet an“ auf **Abmelden**.

Problem

Wie erstelle ich Smart Home-Gruppen für Alexa?

Lösungen

So erstellen Sie Gruppen in der Alexa App:

1. Öffnen Sie die Alexa App.
2. Wählen Sie **Geräte** aus.
3. Wählen Sie „+“ und dann **Gruppe hinzufügen**.
4. Wählen Sie entweder **Raum oder Gerätegruppe erstellen** oder **Räume oder Gruppen kombinieren**.
5. Verwenden Sie die voreingestellten Gruppennamen oder legen Sie eigene Namen fest. Wählen Sie dann **Weiter** aus.
6. Wählen Sie die Geräte oder Gruppen aus, die Sie einbinden möchten, und wählen Sie dann **Speichern** aus.

Erfahren Sie mehr über die Alexa App:

Amazon.com Hilfe: Laden Sie die Alexa App herunter

Amazon.com Hilfe: Alexa-Routinen

Amazon.com Hilfe: Alexa App-Einstellungen

Smart Home-Gruppen für Alexa erstellen

Problemlösung

Problem

Wie setze ich meine intelligente Amazon Basics Leuchte auf Werkseinstellungen zurück?

Lösungen

Sie können die Leuchte auf zwei Arten auf die Werkseinstellungen zurücksetzen:

- Sie können die Leuchte zurücksetzen, indem Sie sie aus der App löschen.

  ODER

- Wenn Sie die Leuchte nicht aus der Alexa App löschen können, schalten Sie sie über den Lichtschalter fünfmal schnell ein und aus. Wenn Sie die Leuchte zum sechsten Mal einschalten, blinkt sie fünfmal schnell und dann zweimal langsam. Dies bedeutet, dass Sie die Leuchte erfolgreich auf Werkseinstellungen zurückgesetzt haben. Sie kann nun wieder eingerichtet werden.

Problem

Die Amazon Alexa App kann die Leuchte nicht finden oder keine Verbindung zu ihr herstellen.

Lösungen

So lösen Sie die meisten Erkennungsprobleme:

1. Achten Sie darauf, dass die Software Ihres Alexa-fähigen Geräts und die Alexa App aktuell sind.
2. Achten Sie darauf, dass Ihr Gerät und die Leuchte mit demselben WLAN im 2,4-GHz-Band verbunden sind. Die Lampe ist nicht mit Netzwerken im 5-GHz-Band kompatibel.
3. Vergewissern Sie sich, dass das Gerät maximal 9,1 m von der Leuchte entfernt ist.
4. Starten Sie die Leuchte neu. Schalten Sie sie dazu ein und aus.
5. Wenn die Leuchte auch nach einem Neustart noch nicht funktioniert, setzen Sie sie auf Werkseinstellungen zurück.

Problem

Was passiert, wenn ich die *Schnellstartanleitung* verliere? Wie kann ich die Leuchte einrichten?

Lösungen

Sie können die Leuchte mit zwei alternativen Methoden einrichten:

- Fügen Sie die Leuchte über den QR-Code am Sockel zur Alexa App hinzu.

  ODER

- Fügen Sie die Leuchte in der Alexa App hinzu. Siehe „Wie richte ich meine intelligente Amazon Basics-Leuchte mit der Alexa App ein?“ auf Seite 49. Sie können auch auf der Amazon Website das Video auf der Detailseite zur Leuchte anschauen.

Problem

Was kann ich tun, wenn mir während der Einrichtung von Alexa der Fehlercode (-1:-1:-1:-1) angezeigt wird?

Lösungen

Achten Sie darauf, dass auf Ihrem Telefon während des gesamten Einrichtungsvorgangs Bluetooth aktiviert ist und dass sich das einzurichtende Gerät im Kopplungsmodus befindet. Starten Sie Ihr Gerät neu, indem Sie es aus- und wieder einschalten. Richten Sie es anschließend erneut ein.

Feedback und Hilfe

Wir würden uns sehr über Ihr Feedback freuen. Bitte denken Sie daran, eine Bewertung und Rezension zu Ihren Bestellungen zu hinterlassen. Loggen Sie sich in Ihr Konto ein und navigieren Sie zur Seite „Kundenservice / Kontakt“, falls Sie Hilfe zu Ihrem Produkt benötigen.

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Introduzione

Questa guida fornisce suggerimenti per la risoluzione dei problemi durante l'installazione e la configurazione della lampadina a LED Amazon Basics Smart A19.

Guida introduttiva

Problema

Come faccio a scaricare l'app Alexa?

Soluzioni

Scarica e installa l'app Alexa più recente dal tuo app store:

1. Apri l'app store sul tuo dispositivo mobile.
2. Cerca l'app Amazon Alexa.
3. Seleziona **Installa**.
4. Seleziona **Apri** e accedi con il tuo account Amazon.

Problema

È necessario il Wi-Fi a 2,4 GHz?

Soluzioni

Sì. Per la configurazione è necessaria una rete a 2,4 GHz.

Problema

Ho un doppio router Wi-Fi. Come faccio a usare la lampadina Amazon Basics Smart?

Soluzioni

La lampadina Amazon Basics Smart funziona solo con Wi-Fi a 2,4 GHz. Non è compatibile con il 5G.

- Se il router trasmette solo un segnale 5G, dovrai creare un segnale Wi-Fi a 2,4 GHz prima di configurare la lampadina.
- Se il router trasmette entrambi i segnali, la lampadina ignorerà il segnale 5G. Collega la tua lampadina al segnale Wi-Fi a 2,4 GHz.

Configurare e utilizzare la lampadina con l'app Alexa

Problema

Dove posso trovare il QR code per la configurazione con Alexa?

Soluzioni

Puoi trovare il QR code stampato al laser sul portalampada e stampato sul retro della *Guida rapida.*

Nota: Il codice a barre sulla confezione viene utilizzato solo per la gestione logistica, NON per la configurazione con Alexa.

Problema

Come faccio a configurare la mia lampadina Amazon Basics Smart con l'app Alexa?

Soluzioni

Prima della configurazione, assicurati di aver scaricato l'app Alexa più recente e di utilizzare il Wi-Fi a 2,4 GHz.

1. Avvita la lampadina e accendi la luce. Lampeggerà piano per due volte, indicando che la lampadina è pronta per la configurazione.
2. Apri l'app Alexa e tocca **Altro** in basso a destra dello schermo.
3. Tocca il segno più nell'angolo in alto a destra, quindi tocca **Dispositivo**.
4. Seleziona **Luce**, quindi **Amazon Basics**.
5. Scegli il dispositivo corrispondente.
6. Segui le istruzioni sullo schermo. Se richiesto dall'app, scansiona il QR code nell'ultima pagina della *Guida rapida*. NON scansionare il codice a barre sulla scatola, in quanto serve solo per la gestione logistica.

   Nota: Per le confezioni da 4, configura una lampadina alla volta.

Problema

Come faccio a rinominare la mia lampadina Amazon Basics Smart?

Soluzioni

Una nuova lampadina aggiunta all'app Alexa si chiamerà "prima lampadina". Rinomina la lampadina in base alla funzione, allo scopo o alla posizione in modo che sia più facile trovarla e controllarla. Per rinominare la lampadina:

1. Apri l'app Alexa.
2. Dalla scheda **Dispositivi**, seleziona la lampadina che desideri rinominare.
3. Tocca l'icona a forma di ingranaggio per le **Impostazioni**.
4. Tocca **Modifica nome** per rinominare ogni lampadina.

Problema

Come faccio a usare la mia lampadina Amazon Basics Smart con Alexa?

Soluzioni

Segui questi passaggi per controllare la lampadina utilizzando l'app Alexa:

1. Seleziona **Dispositivi**.
2. Seleziona il nome della lampadina.
3. Per controllare la lampadina usando i comandi vocali di Alexa, pronuncia "Alexa, accendi la prima lampadina" o il nome che hai scelto.

Problema

Come faccio a creare routine di Alexa?

Soluzioni

Segui questi passaggi per creare routine individuali:

1. Apri l'app Alexa.
2. Apri **Altro**, quindi seleziona **Routine**.
3. Seleziona **Più**.
4. Tocca **Aggiungi un'azione** in QUANDO, quindi segui i passaggi per scegliere da cosa iniziare la tua routine.
5. Tocca **Aggiungi un'azione** in ALEXA WILL, quindi segui i passaggi per scegliere l'azione della tua routine. È possibile selezionare più azioni per la stessa routine.
6. Seleziona **Salva**.

Problema

Come faccio a rimuovere la lampadina dall'app Alexa?

Soluzioni

Segui questi passaggi per rimuovere la lampadina dalla tua app Alexa:

1. Apri l'app Alexa.
2. Seleziona **Dispositivi**.
3. Seleziona la lampadina che desideri rimuovere, quindi tocca l'icona a forma di ingranaggio per le **Impostazioni**.
4. Tocca **Annulla registrazione** nella sezione "Registrato a".

Problema

Come faccio a creare gruppi Smart Home per Alexa?

Soluzioni

Segui questi passaggi per creare gruppi nella tua app Alexa:

1. Apri l'app Alexa.
2. Seleziona **Dispositivi**.
3. Seleziona +, quindi **Aggiungi gruppo**.
4. Seleziona **Crea una stanza o un gruppo di dispositivi** o **Combina stanze o gruppi**.
5. Usa i nomi dei gruppi preimpostati o creane uno personalizzato, quindi seleziona **Avanti**.
6. Seleziona i dispositivi o i gruppi che desideri includere, quindi seleziona **Salva**.

Scopri di più sull'app Alexa:

Assistenza Amazon.com: scaricare l'app Alexa
Assistenza Amazon.com: routine Alexa
Assistenza Amazon.com: impostazioni dell'app Alexa
Creare gruppi Smart Home per Alexa

Risoluzione dei problemi

Problema

Come faccio a ripristinare le impostazioni predefinite della mia lampadina Amazon Basics Smart?

Soluzioni

Esistono due modi per ripristinare le impostazioni predefinite della lampadina:

- Puoi ripristinare le impostazioni predefinite eliminando la lampadina dall'app.

  OPPURE

- Se non riesci a eliminare la lampadina dall'app Alexa, usa un interruttore della luce e accendi e spegni rapidamente la luce cinque volte. Quando la luce viene accesa per la sesta volta, lampeggerà cinque volte velocemente e due volte piano, indicando che hai ripristinato correttamente le impostazioni predefinite della lampadina. È di nuovo pronta per la configurazione.

Problema

L'app Amazon Alexa non riesce a trovare o connettersi alla lampadina.

Soluzioni

Segui questi passaggi per risolvere la maggior parte dei problemi di rilevamento:

1. Verifica che il tuo dispositivo compatibile con Alexa e l'app Alexa dispongano della versione software più recente.
2. Assicurati che il dispositivo e la lampadina siano connessi alla stessa rete Wi-Fi a 2,4 GHz. La lampadina non è compatibile con la rete Wi-Fi a 5 GHz.
3. Verifica che il dispositivo si trovi a meno di 30 piedi (9,1 m) dalla lampadina.
4. Riavvia la lampadina accendendola e spegnendola.
5. Se hai riavviato la lampadina e ancora non funziona, ripristina le impostazioni predefinite della lampadina.

Problema

Cosa succede se perdo la *Guida rapida*? Come faccio a installare la lampadina?

Soluzioni

È possibile configurare la lampadina tramite due metodi alternativi:

- Aggiungi la lampadina alla tua app Alexa con il QR code sulla lampadina.

  OPPURE

- Aggiungi la lampadina nell'app Alexa. Consulta “Come faccio a configurare la mia lampadina Amazon Basics Smart con l’app Alexa?” a pagina 55. Puoi anche guardare il video mostrato nella pagina del prodotto della lampadina sul sito web di Amazon.

Problema

Cosa devo fare se vedo un codice di errore (-1:-1:-1:-1) durante la configurazione con Alexa?

Soluzioni

Assicurati che il Bluetooth sul telefono sia attivo durante l'intero processo di configurazione e che il dispositivo che stai tentando di configurare sia in modalità di associazione. Riavvia il dispositivo spegnendolo e riaccendendolo, quindi configuralo nuovamente.

Feedback e aiuto

Ci piacerebbe ricevere il tuo feedback. Ti invitiamo a lasciare una valutazione e una recensione sui tuoi ordini di acquisto. Se hai bisogno di aiuto in merito al tuo prodotto, accedi al tuo account e vai al servizio clienti o alla pagina Contattaci.

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Introductie

Deze handleiding bevat tips voor het oplossen van problemen tijdens de installatie en configuratie van je Amazon Basics Smart A19 LED-lamp.

Aan de slag

Probleem

Hoe download ik de Alexa-app?

Oplossingen

Download en installeer de nieuwste Alexa-app vanuit je app store:

1. Open de app store op je mobiele apparaat.
2. Zoek naar de Amazon Alexa-app.
3. Selecteer **Installeren**.
4. Selecteer **Openen** en meld je aan met je Amazon-account.

Probleem

Is 2,4 GHz wifi vereist?

Oplossingen

Ja. Voor de installatie is een 2,4 GHz-netwerk vereist.

Probleem

Ik heb een dual band router. Hoe kan ik de slimme lamp van Amazon Basics gebruiken?

Oplossingen

De slimme lamp van Amazon Basics werkt alleen met 2,4 GHz wifi. Het is niet compatibel met 5G.

- Als je router slechts één 5G-signaal uitzendt, moet je een 2,4 GHz wifi-signaal maken voordat je je lamp installeert.
- Als je router beide signalen uitzendt, negeert de lamp het 5G-signaal. Verbind je lamp met het 2,4 GHz wifi-signaal.

Je lamp instellen en gebruiken met de Alexa-app

Probleem

Waar vind ik de QR-code voor de Alexa-installatie?

Oplossingen

Je vindt de QR-code met laser gedrukt op de lampfitting en afgedrukt op de achterkant van de *Snelstartgids.*

Opmerking: de streepjescode op de verpakkingsdoos wordt gebruikt voor fulfillment doelen, NIET voor Alexa-instellingen.

Probleem

Hoe stel ik mijn slimme lamp van Amazon Basics in met de Alexa-app?

Oplossingen

Controleer voor de installatie of je de nieuwste Alexa-app hebt gedownload en dat je 2,4 GHz wifi gebruikt.

1. Draai je lamp erin en doe het licht aan. De lamp knippert twee keer zachtjes om aan te geven dat de lamp klaar is voor installatie.
2. Open de Alexa-app en tik rechtsonder op het scherm op **Meer**.
3. Tik op het plusteken in de rechterbovenhoek en tik vervolgens op **Apparaat**.
4. Selecteer **Licht** en vervolgens **Amazon Basics.**
5. Kies het bijbehorende apparaat.
6. Volg de instructies op het scherm. Scan de QR-code op de achterkant van de *Snelstartgids* als de app daarom vraagt. Scan de streepjescode op de doos NIET, deze is bestemd voor fulfillment.

   Opmerking: Om de lampen in het pakket van 4 te installeren, moet je één lamp tegelijk instellen.

Probleem

Hoe wijzig ik de naam van mijn slimme lamp van Amazon Basics?

Oplossingen

Een nieuwe lamp die aan de Alexa-app wordt toegevoegd, wordt 'eerste licht' genoemd. Wijzig de naam van je lamp op functie, doel of locatie, zodat je deze gemakkelijker kunt vinden en bedienen. Om je lamp een andere naam te geven:

1. Open de Alexa-app.
2. Selecteer op het tabblad **Apparaten** de lamp waarvan je de naam wilt wijzigen.
3. Tik op het tandwielpictogram voor **Instellingen**.
4. Tik op **Naam bewerken** om elke lamp een andere naam te geven.

Probleem

Hoe gebruik ik mijn slimme lamp van Amazon Basics met Alexa?

Oplossingen

Volg deze stappen om je lamp te bedienen met de Alexa-app:

1. Selecteer **Apparaten**.
2. Selecteer de naam van je lamp.
3. Om je lamp te bedienen met spraakopdrachten van Alexa, zeg je ‘Alexa, doe het eerste licht aan’ of de naam die je voor je lamp hebt gekozen.

Probleem

Hoe maak ik Alexa-routines?

Oplossingen

Volg deze stappen om individuele routines te creëren:

1. Open de Alexa-app.
2. Open **Meer** en selecteer vervolgens **Routines**.
3. Selecteer **Plus**.
4. Tik onder WANNEER op **Een actie toevoegen** en volg de stappen om te kiezen waarmee je routine begint.
5. Tik op **Een actie toevoegen** onder ALEXA DOET en volg de stappen om de actie van je routine te kiezen. Je kunt meerdere acties selecteren voor dezelfde routine.
6. Selecteer **Opslaan**.

Probleem

Hoe verwijder ik de lamp uit de Alexa-app?

Oplossingen

Volg deze stappen om de lamp uit je Alexa-app te verwijderen:

1. Open de Alexa-app.
2. Selecteer **Apparaten**.
3. Selecteer de lamp die je wilt verwijderen en tik vervolgens op het tandwielpictogram voor **Instellingen**.
4. Tik op **Uitschrijven** in het gedeelte ‘Geregistreerd op’.

Probleem

Hoe maak ik Smart Home-groepen voor Alexa?

Oplossingen

Volg deze stappen om groepen te maken in je Alexa-app:

1. Open de Alexa-app.
2. Selecteer **Apparaten**.
3. Selecteer + en vervolgens **Groep toevoegen**.
4. Selecteer **Een kamer of apparaatgroep maken** of **Kamers of groepen combineren**.
5. Gebruik de vooraf ingestelde groepsnamen of maak je eigen groepsnamen en selecteer vervolgens **Volgende**.
6. Selecteer de apparaten of groepen die je wilt opnemen en selecteer vervolgens **Opslaan**.

Meer informatie over de Alexa-app:

Hulp bij Amazon.com: de Alexa-app downloaden
Hulp bij Amazon.com: Alexa-routines
Hulp bij Amazon.com: instellingen van de Alexa-app
Smart Home-groepen voor Alexa maken

Probleemoplossing

Probleem

Hoe zet ik mijn slimme lamp van Amazon Basics terug naar de fabrieksinstellingen?

Oplossingen

Er zijn twee manieren om de je lamp terug te zetten naar de fabrieksinstellingen:

- Je kunt de je lamp terugzetten naar de fabrieksinstellingen door je lamp uit de app te verwijderen.

  OF

- Als je je lamp niet kunt verwijderen uit de Alexa-app, gebruik dan een lichtschakelaar om het licht vijf keer snel aan en uit te doen. Wanneer de lamp voor de zesde keer wordt ingeschakeld, knippert de lamp vijf keer snel en vervolgens twee keer zachtjes, wat aangeeft dat de lamp is teruggezet naar de fabrieksinstellingen. De lamp is weer klaar voor installatie.

Probleem

De Amazon Alexa-app kan de lamp niet vinden of er geen verbinding mee maken.

Oplossingen

Volg deze stappen om de meeste detectieproblemen op te lossen:

1. Controleer of je Alexa-apparaat en de Alexa-app de nieuwste softwareversie hebben.
2. Zorg ervoor dat je apparaat en je lamp op hetzelfde 2,4 GHz-wifi-netwerk zijn aangesloten. De lamp is niet compatibel met een 5 GHz wifi-netwerk.
3. Controleer of je apparaat zich binnen een straal van 30 feet (9,1 m) van je lamp bevindt.
4. Start je lamp opnieuw op door de stroom in en uit te schakelen.
5. Als je je lamp opnieuw hebt opgestart en deze nog steeds niet werkt, reset dan je lamp naar de fabrieksinstellingen.

Probleem

Wat moet ik doen als ik de *Snelstartgids* kwijtraak? Hoe kan ik mijn lamp instellen?

Oplossingen

Je kunt je lamp op twee manieren instellen:

- Voeg de lamp toe aan je Alexa-app met de QR-code op de lamp.

  OF

- Voeg je lamp toe in de Alexa-app. Zie ‘Hoe stel ik mijn slimme lamp van Amazon Basics in met de Alexa-app?’ op pagina 61. Je kunt ook de instructies in de video volgen die wordt getoond op de productpagina voor je lamp op de website van Amazon.

Probleem

Wat moet ik doen als ik een foutcode (-1:-1:-1:-1) zie tijdens het instellen van mijn Alexa?

Oplossingen

Zorg ervoor dat Bluetooth op je telefoon is ingeschakeld tijdens het hele installatieproces en dat het apparaat dat je probeert in te stellen in de koppelingsmodus staat. Start je apparaat opnieuw op door het uit en in te schakelen en stel het vervolgens opnieuw in.

Feedback en hulp

Graag ontvangen wij jouw feedback. Overweeg om een beoordeling en recensie achter te laten via je aankooporders. Als je hulp nodig hebt met je product, meld je dan aan bij je account en navigeer naar de klantenservice-/contactpagina.

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Wprowadzenie

Ten przewodnik zawiera wskazówki dotyczące rozwiązywania problemów podczas instalacji i konfiguracji inteligentnej żarówki LED Amazon Basics A19.

Podstawy

Problem

Jak pobrać aplikację Alexa?

Rozwiązania

Pobierz i zainstaluj najnowszą aplikację Alexa ze sklepu z aplikacjami:

1. Otwórz sklep z aplikacjami na urządzeniu mobilnym.
2. Wyszukaj aplikację Amazon Alexa.
3. Wybierz **Zainstaluj**.
4. Wybierz **Otwórz** i zaloguj się za pomocą swojego konta Amazon.

Problem

Czy wymagane jest Wi-Fi 2,4 GHz?

Rozwiązania

Tak. Do konfiguracji wymagana jest sieć 2,4 GHz.

Problem

Mam dwuzakresowy router Wi-Fi. Jak korzystać z inteligentnej żarówki Amazon Basics?

Rozwiązania

Inteligentna żarówka Amazon Basics działa tylko z Wi-Fi 2,4 GHz. Nie jest kompatybilna z siecią 5 GHz.

- Jeśli router nadaje tylko sygnał 5 GHz, musisz utworzyć sieć Wi-Fi 2,4 GHz przed skonfigurowaniem żarówki.
- Jeśli router nadaje oba sygnały, żarówka zignoruje sygnał 5 GHz. Podłącz żarówkę do sieci Wi-Fi 2,4 GHz.

Konfiguracja i korzystanie z żarówki za pomocą aplikacji Alexa

Problem

Gdzie znaleźć kod QR do konfiguracji Alexy?

Rozwiązania

Kod QR jest wygrawerowany laserowo na gwincie żarówki, a dodatkowo umieszczony z tyłu *Skróconego przewodnika*.

Uwaga: Kod kreskowy na opakowaniu służy do celów realizacji zamówienia, a NIE do konfiguracji Alexy.

Problem

Jak skonfigurować inteligentną żarówkę Amazon Basics z aplikacją Alexa?

Rozwiązania

Przed konfiguracją upewnij się, że masz pobraną najnowszą aplikację Alexa i korzystasz z sieci Wi-Fi 2,4 GHz.

1. Wkręć żarówkę i włącz światło. Żarówka mignie dwa razy, wskazując, że jest ona gotowa do konfiguracji.
2. Otwórz aplikację Alexa i naciśnij **More (Więcej)** w prawym dolnym rogu ekranu.
3. Naciśnij znak plusa w prawym górnym rogu, a następnie naciśnij **Device (Urządzenie)**.
4. Wybierz **Light (Światło)**, a następnie **Amazon Basics**.
5. Wybierz odpowiednie urządzenie.
6. Postępuj zgodnie z instrukcjami wyświetlanymi na ekranie. Jeśli aplikacja wyświetli monit, zeskanuj kod QR znajdujący się na tylnej okładce *Skróconego przewodnika*. NIE skanuj kodu kreskowego na pudełku, służącego do realizacji zamówienia.

   Uwaga: Aby skonfigurować żarówki w 4-paku, konfiguruj je pojedynczo.

Problem

Jak zmienić nazwę inteligentnej żarówki Amazon Basics?

Rozwiązania

Nowa żarówka dodana do aplikacji Alexa zostanie nazwana „first light”. Zmień nazwę żarówki według funkcji, przeznaczenia lub lokalizacji, aby ułatwić jej znalezienie i sterowanie nią. Aby zmienić nazwę żarówki:

1. Otwórz aplikację Alexa.
2. Na karcie **Devices (Urządzenia)** wybierz żarówkę, której nazwę chcesz zmienić.
3. Naciśnij ikonę koła zębatego **Settings (Ustawienia)**.
4. Naciśnij **Edit Name (Edytuj nazwę)**, aby zmienić nazwy poszczególnych żarówek.

Problem

Jak używać inteligentnej żarówki Amazon Basics z Alexą?

Rozwiązania

Aby sterować żarówką za pomocą aplikacji Alexa:

1. Wybierz **Devices (Urządzenia)**.
2. Wybierz nazwę żarówki.
3. Aby sterować żarówką za pomocą poleceń głosowych Alexa, powiedz „Alexa, turn on the first light" lub użyj zamiast „first light" nazwy wybranej dla żarówki.

Problem

Jak utworzyć procedury Alexa?

Rozwiązania

Aby utworzyć indywidualne procedury:

1. Otwórz aplikację Alexa.
2. Naciśnij **More (Więcej)**, a następnie wybierz **Routines (Procedury)**.
3. Wybierz **Plus**.
4. Naciśnij **Add an action (Dodaj działanie)** w sekcji WHEN (KIEDY), a następnie wybierz zdarzenie uruchamiające procedurę zgodnie z instrukcjami.
5. Naciśnij **Add an action (Dodaj działanie)** pod ALEXA WILL, a następnie wybierz działanie dla procedury zgodnie z instrukcjami. Możesz wybrać wiele działań dla tej samej procedury.
6. Wybierz **Save (Zapisz)**.

Problem

Jak usunąć żarówkę z aplikacji Alexa?

Rozwiązania

Aby usunąć żarówkę z aplikacji Alexa:

1. Otwórz aplikację Alexa.
2. Wybierz **Devices (Urządzenia)**.
3. Wybierz żarówkę, którą chcesz usunąć, a następnie naciśnij ikonę koła zębatego, aby otworzyć **Settings (Ustawienia)**.
4. Naciśnij **Deregister (Wyrejestruj)** w sekcji „Registered to".

Problem

Jak utworzyć grupy inteligentnego domu dla Alexy?

Rozwiązania

Aby utworzyć grupy w aplikacji Alexa:

1. Otwórz aplikację Alexa.
2. Wybierz **Devices (Urządzenia)**.
3. Wybierz +, a następnie **Add Group (Dodaj grupę)**.
4. Wybierz **Create a room or device group (Utwórz pomieszczenie lub grupę urządzeń)** lub **Combine rooms or groups (Połącz pomieszczenia lub grupy)**.
5. Użyj wstępnie ustawionych nazw grup lub utwórz własne, a następnie wybierz **Next (Dalej)**.
6. Wybierz urządzenia lub grupy, które chcesz uwzględnić, a następnie wybierz **Save (Zapisz)**.

Więcej informacji o aplikacji Alexa:

Pomoc na Amazon.com: Pobierz aplikację Alexa
Pomoc na Amazon.com: Procedury Alexa
Pomoc na Amazon.com: Ustawienia aplikacji Alexa
Tworzenie grup inteligentnego domu dla Alexy

Rozwiązywanie problemów

Problem

Jak przywrócić ustawienia fabryczne inteligentnej żarówki Amazon Basics?

Rozwiązania

Ustawienia fabryczne żarówki można przywrócić na dwa sposoby:

- Możesz przywrócić ustawienia fabryczne, usuwając żarówkę z aplikacji.

  LUB

- Jeśli nie możesz usunąć żarówki z aplikacji Alexa, szybko włącz i wyłącz światło pięć razy za pomocą włącznika światła. Gdy światło zostanie włączone po raz szósty, żarówka mignie szybko pięć razy, a następnie dwa razy delikatnie, wskazując, że udało Ci się przywrócić ustawienia fabryczne. Żarówka będzie gotowa do ponownej konfiguracji.

Problem

Aplikacja Amazon Alexa nie może znaleźć żarówki lub nie może się z nią połączyć.

Rozwiązania

Aby rozwiązać większość problemów z wykrywaniem żarówki:

1. Sprawdź, czy urządzenie obsługujące Alexę i aplikacja Alexa mają najnowszą wersję oprogramowania.
2. Upewnij się, że urządzenie i żarówka są podłączone do tej samej sieci Wi-Fi 2,4 GHz. Żarówka nie jest kompatybilna z siecią Wi-Fi 5 GHz.
3. Sprawdź, czy urządzenie znajduje się w odległości do 30 stóp (9,1 m) od żarówki.
4. Zrestartuj żarówkę, włączając i wyłączając zasilanie.
5. Jeśli po ponownym uruchomieniu żarówka nadal nie działa, przywróć jej ustawienia fabryczne.

Problem

Co, jeśli zgubię *Skrócony przewodnik*? Jak skonfigurować żarówkę?

Rozwiązania

Możesz skonfigurować żarówkę za pomocą dwóch metod:

- Dodaj żarówkę do aplikacji Alexa za pomocą kodu QR na żarówce.

  LUB

- Dodaj żarówkę w aplikacji Alexa. Zobacz „Jak skonfigurować inteligentną żarówkę Amazon Basics z aplikacją Alexa?” na stronie 67. Możesz także obejrzeć film dostępny na stronie żarówki w witrynie Amazon.

Problem

Co zrobić, jeśli podczas konfiguracji Alexy pojawi się kod błędu (-1:-1:-1:-1)?

Rozwiązania

Upewnij się, że Twój telefon ma włączony Bluetooth podczas całego procesu konfiguracji, a urządzenie, które próbujesz skonfigurować, jest w trybie parowania. Zrestartuj urządzenie, wyłączając je i włączając, a następnie skonfiguruj ponownie.

Opinie i pomoc

Chcielibyśmy poznać Twoją opinię. Zachęcamy do pozostawienia oceny i recenzji. Można to zrobić w sekcji zamówień. Jeśli potrzebujesz pomocy dotyczącej produktu, zaloguj się na konto, a następnie przejdź na stronę „Dział Obsługi Klienta” lub „Skontaktuj się z nami”.

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Introduktion

Den här guiden ger felsökningstips under installationen och inställningen av din smarta Amazon Basics-A19-LED-glödlampa.

Komma igång

Problem

Hur laddar jag ned Alexa-appen?

Lösningar

Ladda ned och installera den senaste Alexa-appen från din appbutik:

1. Öppna appbutiken på din mobila enhet.
2. Sök efter Amazon Alexa-appen.
3. Välj **Installera**.
4. Välj **Öppna** och logga in med ditt Amazon-konto.

Problem

Är 2,4 GHz Wi-Fi nödvändigt?

Lösningar

Ja. Det krävs ett 2,4 GHz-nätverk för installation.

Problem

Jag har en dubbel Wi-Fi-router. Hur kan jag använda Amazon Basics smarta glödlampa?

Lösningar

Amazon Basics smarta glödlampa fungerar endast med 2,4 GHz Wi-Fi. Den är inte kompatibel med 5G.

- Om din router endast sänder ut en 5G-signal måste du skapa en 2,4 GHz Wi-Fi-signal innan du ställer in glödlampan.
- Om din router sänder båda signalerna ignorerar glödlampan 5G-signalen. Anslut glödlampan till 2,4 GHz Wi-Fi-signalen.

Ställa in och använda glödlampan med Alexa-appen

Problem

Var hittar jag QR-koden för Alexa-installationen?

Lösningar

Du hittar QR-koden lasergraverad på glödlampsuttaget och tryckt på baksidan av *snabbstartsguiden.*

Obs! Streckkoden på förpackningsboxen används för uppfyllandeändamål, INTE för Alexa-installation.

Problem

Hur ställer jag in min smarta Amazon Basics-glödlampa med Alexa-appen?

Lösningar

Innan installationen, se till att du har laddat ner den senaste Alexa-appen och att du använder 2,4 GHz Wi-Fi.

1. Skruva in glödlampan och sätt på lampan. Den kommer att blinka mjukt två gånger, vilket indikerar att glödlampan är redo för installation.
2. Öppna Alexa-appen och tryck på **Mer** längst ned till höger på skärmen.
3. Tryck på plustecknet i det övre högra hörnet och tryck sedan på **Enhet**.
4. Välj **Lampa** och sedan **Amazon Basics.**
5. Välj motsvarande enhet.
6. Följ anvisningarna på skärmen. Om du uppmanas av appen skannar du QR-koden på baksidan av *snabbstartsguiden*. Skanna INTE streckkoden på förpackningen som är avsedd för uppfyllandeändamål.

   Obs! Installera en glödlampa i taget för att installera glödlamporna i fyrpacken.

Problem

Hur byter jag namn på min smarta Amazon Basics-glödlampa?

Lösningar

En ny glödlampa som läggs till i Alexa-appen kommer att kallas ”första lampan.” Byt namn på glödlampan efter funktion, syfte eller plats så att det är lättare för dig att hitta och kontrollera den. Så här byter du namn på glödlampan:

1. Öppna Alexa-appen.
2. Från fliken **Enheter** väljer du den glödlampa du vill byta namn på.
3. Tryck på kugghjulsikonen för **Inställningar**.
4. Tryck på **Redigera namn** för att byta namn på varje glödlampa.

Problem

Hur använder jag min smarta Amazon Basics-glödlampa med Alexa?

Lösningar

Följ dessa steg för att styra din glödlampa med Alexa-appen:

1. Välj **Enheter**.
2. Välj namnet på din glödlampa.
3. För att styra din glödlampa med Alexa-röstkommandon säger du ”Alexa, tänd den första lampan” eller namnet du valde för din glödlampa.

Problem

Hur skapar jag Alexa-rutiner?

Lösningar

Följ dessa steg för att skapa individuella rutiner:

1. Öppna Alexa-appen.
2. Öppna **Mer** och välj sedan **Rutiner**.
3. Välj **Plus**.
4. Tryck på **Lägg till en åtgärd** under NÄR och följ sedan stegen för att välja vad som startar din rutin.
5. Tryck på **Lägg till en åtgärd** under ALEXA SKA och följ sedan stegen för att välja åtgärden för din rutin. Du kan välja flera åtgärder för samma rutin.
6. Välj **Spara**.

Problem

Hur tar jag bort glödlampan från Alexa-appen?

Lösningar

Följ dessa steg för att ta bort glödlampan från din Alexa-app:

1. Öppna Alexa-appen.
2. Välj **Enheter**.
3. Välj den glödlampa du vill ta bort och tryck sedan på kugghjulsikonen för **Inställningar**.
4. Tryck på **Avregistrera** i avsnittet ”Registrerad på”.

Problem

Hur skapar jag smarta hem-grupper för Alexa?

Lösningar

Följ dessa steg för att skapa grupper i din Alexa-app:

1. Öppna Alexa-appen.
2. Välj **Enheter**.
3. Välj + och sedan **Lägg till grupp**.
4. Välj antingen **Skapa ett rum eller enhetsgrupp** eller **Kombinera rum eller grupper**.
5. Använd de förinställda gruppnamnen eller skapa dina egna och välj sedan **Nästa**.
6. Markera de enheter eller grupper du vill inkludera och välj sedan **Spara**.

Läs mer om Alexa-appen:

Hjälp på Amazon.com: Ladda ned Alexa-appen
Hjälp på Amazon.com: Alexa-rutiner
Hjälp på Amazon.com: Alexa-appinställningar
Skapa smarta hem-grupper för Alexa

Felsökning

Problem

Hur fabriksåterställer jag min smarta Amazon Basics-glödlampa?

Lösningar

Det finns två sätt att fabriksåterställa glödlampan:

- Du kan göra en fabriksåterställning genom att ta bort glödlampan från appen.

  ELLER

- Om du inte kan ta bort din glödlampa från Alexa-appen använder du en ljusströmbrytare för att snabbt tända och släcka lampan fem gånger. När lampan tänds för sjätte gången blinkar den fem gånger snabbt och sedan blinkar den två gånger mjukt, vilket indikerar att du har lyckats med att återställa din glödlampa. Den är klar för installation igen.

Problem

Amazon Alexa-appen kan inte hitta eller ansluta till glödlampan.

Lösningar

Följ dessa steg för att lösa de flesta identifieringsproblem:

1. Kontrollera att din Alexa-aktiverade enhet och Alexa-appen har den senaste programvaruversionen.
2. Se till att enheten och glödlampan är anslutna till samma 2,4 GHz Wi-Fi-nätverk. Glödlampan är inte kompatibel med 5 GHz Wi-Fi-nätverk.
3. Kontrollera att enheten befinner sig inom 9,1 meter (30 fot) från glödlampan.
4. Starta om glödlampan genom att slå på och stänga av strömmen.
5. Gör en fabriksåterställning av glödlampan om du har startat om glödlampan och den fortfarande inte fungerar.

Problem

Vad händer om jag förlorar *snabbstartsguiden*? Hur kan jag ställa in min glödlampa?

Lösningar

Du kan ställa in glödlampan med två olika installationsmetoder:

- Lägg till glödlampan i din Alexa-app med QR-koden som finns på glödlampan.

  ELLER

- Lägg till din glödlampa i Alexa-appen. Se ”Hur ställer jag in min smarta Amazon Basics-glödlampa med Alexa-appen?” på sida 73. Du kan även titta på videon som visas på glödlampans produktsida på Amazons webbplats.

Problem

Vad ska jag göra om jag ser felkoden (-1: -1: -1: -1) under min Alexa-installation?

Lösningar

Se till att Bluetooth är aktiverat i din telefon under hela installationsprocessen och att enheten du försöker ställa in är i parkopplingsläge. Starta om enheten genom att stänga av och slå på den och ställ sedan in den igen.

Återkoppling och hjälp

Vi vill gärna höra dina åsikter. Lämna gärna betyg och omdömen när du handlar från oss. Om du behöver hjälp med en produkt du har köpt loggar du in på ditt konto och går till sidan Kundtjänst.

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Giriş

Bu kılavuz Amazon Basics Akıllı A19 LED Ampul kurulumu ve ayarı sırasında rastlanabilecek sorunların nasıl giderilebileceğine dair ipuçları sunar.

Başlarken

Sorun

Alexa uygulamasını nasıl indiririm?

Çözümler

En son Alexa sürümünü uygulama mağazanızdan indirip yükleyin:

1. Mobil cihazınızdaki uygulama mağazasına gidin.
2. Amazon Alexa uygulamasını arayın.
3. **Yükle** seçeneğine basın.
4. **Aç** seçeneğine basın ve Amazon hesabınızla oturum açın.

Sorun

2.4 GHz Wi-Fi gerekli mi?

Çözümler

Evet. Kurulum için 2.4 GHz ağ gereklidir.

Sorun

Elimdeki Wi-Fi router çift bantlı. Amazon Basics Akıllı Ampulü nasıl kullanabilirim?

Çözümler

Amazon Basics Akıllı Ampul yalnızca 2.4 GHz Wi-Fi ile çalışır. 5G ile uyumlu değildir.

- Elinizdeki router yalnızca 5G sinyale sahipse ampulünüzü kurmadan önce 2.4 GHz Wi-Fi sinyali ayarlamanız gerekecektir.
- Elinizdeki router her iki sinyalde de yayın yapıyorsa ampul 5G sinyalini görmezden gelecektir. Ampulünüzü 2.4 GHz Wi-Fi sinyaline bağlayın.

Alexa Uygulamasıyla Ampulünüzü Kurma ve Kullanma

Sorun

Alexa kurulumunu sağlayan QR kodunu nerede bulabilirim?

Çözümler

QR kod ampul yuvasına lazer baskıyla işlenmiş ve *Hızlı Başlangıç Kılavuzunun* arka sayfasına basılmıştır.

Not: Ambalaj kutusundaki barkod Alexa kurulumu için DEĞİLDİR, gönderim işlemlerinde kullanılır.

Sorun

Alexa uygulamasıyla Amazon Basics Akıllı Ampulümü nasıl kurarım?

Çözümler

Kurulumdan önce lütfen en son Alexa uygulamasını indirdiğinizden ve 2.4 GHz Wi-Fi kullandığınızdan emin olun.

1. Ampulünüzü takın ve ışığı açın. İki kez hafifçe yanıp sönerek ampulün kuruluma hazır olduğunu gösterir.
2. Alexa uygulamasını açın ve ekranın sağ alt tarafındaki **More** seçeneğine basın.
3. Sağ üst köşedeki artı işaretine dokunun, sonra **Device** seçeneğine basın.
4. Önce **Light** sonra **Amazon Basics** seçeneğine basın.
5. Cihazınızı seçin.
6. Ekrandaki talimatları takip edin. Uygulama yönlendirirse *Hızlı Başlangıç Kılavuzunun* arka sayfasındaki QR kodunu tarayın. Kutunun üzerindeki gönderim işlemleri için kullanılan barkodu TARAMAYIN.

   Not: 4'lü paketteki ampulleri kurarken lütfen her seferinde bir ampul kurun.

Sorun

Amazon Basics Akıllı Ampulümü nasıl değiştiririm?

Çözümler

Alexa uygulamasına yeni bir ampul eklendiğinde “first light” ismini alacaktır. Ampulünüzü; işlevine, amacına veya konumuna göre yeniden adlandırın. Böylece ampulü bulmanız ve kontrol etmeniz kolaylaşacaktır. Ampulünüzün ismini değiştirmek için:

1. Alexa uygulamasını açın.
2. **Devices** sekmesinden ismini değiştirmek istediğiniz ampulü seçin.
3. **Ayarlar** için dişli simgeye basın.
4. Her bir ampulün ismini değiştirmek için **Edit Name** seçeneğine basın.

Sorun

Alexa ile Amazon Basics Akıllı Ampulümü nasıl kullanırım?

Çözümler

Alexa uygulamasıyla ampulünüzü kontrol etmek için şu adımları izleyin:

1. **Devices** seçeneğine basın.
2. Ampulünüzün ismini seçin.
3. Alexa Ses Komutlarını kullanarak ampulünüzü kontrol etmek için “Alexa, turn on the first light” deyin veya ampulünüze verdiğiniz ismi söyleyin.

Sorun

Nasıl Alexa rutinleri oluşturabilirim?

Çözümler

Bireysel rutinler oluşturmak için şu adımları izleyin:

1. Alexa uygulamasını açın.
2. Önce **More** sonra **Routines** seçeneğine basın.
3. **Plus** seçeneğine basın.
4. WHEN yazan kısmın altındaki **Add an action** seçeneğine basın, sonra neyin rutininizi başlatacağını seçmek için adımları izleyin.
5. ALEXA WILL yazan kısmın altındaki **Add an action** seçeneğine basın, sonra rutininizin eyleminin ne olacağını seçmek için adımları izleyin. Aynı rutin için birden fazla eylem seçebilirsiniz.
6. **Save** seçeneğine basın.

Sorun

Alexa uygulamasından ampulü nasıl kaldırırım?

Çözümler

Alexa uygulamanızdan ampulü kaldırmak için şu adımları izleyin:

1. Alexa uygulamasını açın.
2. **Devices** seçeneğine basın.
3. Kaldırmak istediğiniz ampulü seçin, sonra **Ayarlar için dişli simgesine dokunun**.
4. “Registered to” kısmındaki **Deregister** seçeneğine basın.

Sorun

Alexa uygulamasında nasıl Akıllı Ev grupları oluştururum?

Çözümler

Alexa uygulamanızda grup oluşturmak için şu adımları izleyin:

1. Alexa uygulamasını açın.
2. **Devices** seçeneğine basın.
3. Önce + sonra **Add Group** seçeneğine basın.
4. Ya **Create a room or device group** ya da **Combine rooms or groups** seçeneklerinden birine basın.
5. Önceden belirlenmiş grup adlarından birini kullanın veya kendiniz isim belirleyin, sonra **Next** seçeneğine basın.
6. Eklemek istediğiniz cihazları veya grupları seçip **Save** seçeneğine basın.

Alexa Uygulaması hakkında daha fazla bilgi için:

Amazon.com Help: Download the Alexa App
Amazon.com Help: Alexa Routines
Amazon.com Help: Alexa App Settings
Create Smart Home Groups for Alexa

Sorun Giderme

Sorun

Amazon Basics Akıllı Ampulümü nasıl fabrika ayarlarına döndürürüm?

Çözümler

Ampulünüzü fabrika ayarlarına döndürmenin iki yolu vardır:

- Ampulünüzü uygulamadan kaldırarak fabrika ayarlarına döndürebilirsiniz.

  YA DA

- Eğer Alexa uygulamasında ampulünüzü kaldıramıyorsanız odadaki ışık düğmesini kullanarak beş kez hızlı bir şekilde ışığı açıp kapatın. Işık altıncı kez açıldığında beş kez hızlı bir şekilde yanıp sönerek, ardından iki kez hafif bir şekilde yanıp sönerek ampulünüzü başarıyla fabrika ayarına döndürdüğünüzü gösterir. Yeniden kuruluma hazırdır.

Sorun

Amazon Alexa uygulaması ampulü bulamıyor veya ampule bağlanamıyor.

Çözümler

Çoğu ampul bulunamama sorununu çözmek için şu adımları izleyin:

1. Alexa özellikli cihazınızdaki ve Alexa uygulamasındaki yazılımın son sürüm olup olmadığını kontrol edin.
2. Cihazınızın ve ampulünüzün aynı 2.4 GHz Wi-Fi ağına bağlandığından emin olun. Ampul 5 GHz Wi-Fi ağı ile uyumlu değildir.
3. Cihazınızın ampulünüze 9,1 m (30 fit) mesafede bulunup bulunmadığını kontrol edin.
4. Işığı açıp kapatarak ampulünüzü yeniden başlatın.
5. Ampulünüzü yeniden başlattıysanız ve hala çalışmıyorsa ampulünüzü fabrika ayarlarına döndürün.

Sorun

***Hızlı Başlangıç Kılavuzunu* kaybedersem ne olur? Ampulümü nasıl kurabilirim?**

Çözümler

Ampulünüzü iki alternatif kurulum yöntemiyle kurabilirsiniz:

- Ampulü üzerindeki QR kod ile Alexa uygulamanıza ekleyin.

  YA DA

- Alexa uygulamasıyla ampulünüzü ekleyin. Bakınız”Alexa uygulamasıyla Amazon Basics Akıllı Ampulümü nasıl kurarım?”, sayfa 79. Ayrıca ampulünüzün Amazon web sitesindeki ürün sayfasında gösterilen videoyu da takip edebilirsiniz.

Sorun

Alexa kurulumu sırasında (-1: -1: -1: -1) hata kodu görürsem ne yapmalıyım?

Çözümler

Tüm kurulum işlemi boyunca telefonunuzda Bluetooth'un açık olduğundan ve kurmaya çalıştığınız cihazın eşleştirme modunda olduğundan emin olun. Cihazınızı kapatıp açarak yeniden başlatın, sonra yeniden kurun.

Geri Bildirim ve Yardım

Görüşlerinizi almak isteriz. Lütfen satın alma siparişlerinizle ilgili bir değerlendirme ve yorum bırakın. Ürününüzle ilgili yardıma ihtiyacınız varsa hesabınızda oturum açın ve müşteri hizmetleri veya bize ulaşın sayfasına gidin.

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紹介

このガイドでは、Amazon BasicsスマートA19 LED白熱電球の設置とセットアップの際のトラブルシューティングのヒントを紹介します。

はじめに

問題

Alexaアプリをダウンロードするにはどうすればいいですか?

解決策

アプリストアから最新のAlexaをダウンロードしてインストールします。

1. モバイルデバイスでアプリストアを開きます。
2. Amazon Alexaを検索します。
3. 「**インストール**」を選択します。
4. 「**開く**」を選択し、Amazonアカウントでサインインします。

問題

2.4 GHzの無線LANは必要ですか?

解決策

はい。セットアップには2.4 GHzのネットワークが必要です。

問題

デュアルバンドWi-Fiルーターを使っています。Amazon Basicsスマート白熱電球を使用するにはどうすればいいですか?

解決策

Amazon Basicsスマート白熱電球は2.4 GHzのWi-Fiでのみ動作します。5Gには対応していません。

- お使いのルーターが5G信号を1つだけブロードキャストしている場合は、電球をセットアップする前に2.4 GHzのWi-Fi信号を作成する必要があります。
- お使いのルーターが両方の信号をブロードキャストしている場合、電球は5G信号を無視します。電球を2.4 GHzのWi-Fi信号に接続します。

Alexaでの電球のセットアップと使用

問題

Alexaセットアップ用のQRコードはどこで確認できますか？

解決策

QRコードは電球ソケットにレーザー印刷されており、*クイックスタートガイド*の裏ページにも印刷されています。

注：梱包箱のバーコードは出荷目的で使用され、Alexaの設定には使用されません。

問題

AlexaでAmazon Basicsスマート白熱電球を設定するにはどうすればいいですか？

解決策

セットアップする前に、最新のAlexaアプリをダウンロードして、2.4 GHzのWi-Fiを使用していることを確認してください。

1. 電球をねじ込み、ライトをオンにします。2回軽く点滅する場合は、電球をセットアップする準備ができたことを示します。
2. Alexaアプリを開き、画面の右下にある「**その他**」をタップします。
3. 右上隅のプラス記号をタップし、「**デバイス**」をタップします。
4. 「**ライト**」を選択し、次に「**Amazon Basics**」を選択します。
5. 対応するデバイスを選択します。
6. 画面の指示に従います。アプリからプロンプトが表示された場合、*クイックスタートガイド*の裏ページにあるQRコードをスキャンしてください。発送用の箱のバーコードをスキャンしないでください。

   注: 4個入りの電球の場合は、電球を1つずつセットアップしてください。

問題

Amazon Basicsスマート白熱電球の名前を変更するにはどうすればいいですか？

解決策

Alexaに追加された新しい電球は、「ファーストライト」と呼ばれます。電球を見つけやすく、制御しやすくするために、その名前を機能、目的、または場所によって変更してください。電球の名前を変更するには、次の手順に従います。

1. Alexaを開きます。
2. 「**デバイス**」タブから、名前を変更する電球を選択します。
3. 「**設定**」の歯車アイコンをタップします。
4. 「**名前の編集**」をタップして各電球の名前を変更します。

問題

AlexaをAmazon Basicsスマート白熱電球を使用するにはどうすればいいですか？

解決策

Alexaを使用して電球を制御するには、次の手順に従います。

1. 「**デバイス**」を選択します。
2. 電球の名前を選択します。
3. Alexa音声コマンドを使って電球を操作するには、「Alexa、ファーストライトをつけて」と言うか、選んだ電球の名前を呼びます。

問題

Alexaルーチンを作成するにはどうすればいいですか？

解決策

次の手順に従って、特別なルーチンを作成します。

1. Alexaを開きます。
2. 「**その他**」を開き、「**ルーチン**」を選択します。
3. 「**プラス**」を選択します。
4. WHENで「**アクションを追加**」をタップし、手順に従ってルーチンを開始するアクションを選択します。
5. ALEXA WILLで「**アクションを追加**」をタップし、手順に従ってルーチンを開始するアクションを選択します。同じルーチンに対して複数のアクションを選択できます。
6. 「**保存**」を選択します。

問題

Alexaから電球を削除するにはどうすればいいですか？

解決策

次の手順に従って、Alexaから電球を削除します。

1. Alexaを開きます。
2. 「**デバイス**」を選択します。
3. 削除する電球を選択し、「**設定**」の歯車アイコンをタップします。
4. 「登録先」の「**登録解除**」をタップします。

問題

Alexa用のスマートホームグループを作成するにはどうすればいいですか？

解決策

以下の手順に従って、Alexaでグループを作成します。

1. Alexaを開きます。
2. 「**デバイス**」を選択します。
3. 「+」を選択し、「**グループを追加**」を選択します。
4. 「**部屋またはデバイスグループを作成**」または「**部屋またはグループを結合**」を選択します。
5. プリセットのグループ名を使用するか、自分のグループ名を作成し、「**次へ**」を選択します。
6. 追加するデバイスまたはグループを選択し、「**保存**」を選択します。

Alexaについて詳しくは、こちらをご覧ください。

Amazon.comサポート：Alexaをダウンロードする
Amazon.comサポート：Alexaルーチン
Amazon.comサポート：Alexaのアプリ設定
Alexa用のスマートホームグループを作成する

トラブルシューティング

問題

Amazon Basicsスマート白熱電球を工場出荷時の状態にリセットするにはどうすればいいですか？

解決策

電球を工場出荷時の状態にリセットするには、次の2つの方法があります。

- アプリから電球を削除すると、工場出荷時の状態にリセットできます。

  または

- Alexaから電球を削除できない場合は、ライトスイッチを使ってライトをすばやく5回オン/オフします。ライトが6回目に点灯すると、5回速く点滅し、その後2回軽く点滅します。これは、電球を工場出荷時の状態に正常にリセットしたことを示します。これで、再びセットアップすることができます。

問題

Amazon Alexaは電球を見つけられないか、電球に接続できません。

解決策

検出に関するほとんどの問題を解決するには、次の手順に従ってください。

1. Alexaの対応デバイスとAlexaの最新のソフトウェアバージョンがインストールされていることを確認します。
2. デバイスと電球が同じ2.4 GHzのWi-Fiネットワークに接続されていることを確認します。電球は5 GHzのWi-Fiネットワークには対応していません。
3. デバイスが電球から30フィート（9.1 m）以内にあることを確認します。
4. 電源のオン/オフにより、電球を再起動します。
5. 電球を再起動してもまだ機能しない場合は、電球を工場出荷時の状態にリセットします。

問題

クイックスタートガイド**を紛失した場合は、どうすればいいですか？電球を設定するにはどうすればいいですか？**

解決策

電球のセットアップには、次の2つの方法があります。

- 電球をそのQRコードを通じてAlexaに追加します。

  または

- Alexaに電球を追加します。「85ページの「AlexaでAmazon Basicsスマート白熱電球を設定するにはどうすればいいですか？」」を参照してください。Amazonのウェブサイトで電球の製品ページに表示されているビデオに従うこともできます。

問題

Alexa設定中にエラーコード（-1: -1: -1: -1）が表示された場合はどうすればいいですか？

解決策

セットアッププロセス中、スマートフォンのBluetoothがオンになっていて、セットアップしようとしているデバイスがペアリングモードになっていることを確認してください。デバイスの電源をいったん切ってから入れ直して再起動し、再度セットアップしてください。

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amazon basics

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iconv (Charset Conversion Library) v2.0

(28) Artem Bityuckiy (--enable-newlib-iconv)

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