ETEKCITY

Voltson Smart WiFi Outlet

Model No.: ESW15-USA

Quick Start Guide

1

Available on the App Store

GET IT ON Google Play

Scan the QR code or download the VeSync App from the App Store or Google Play Store.
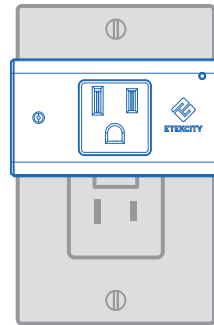
2

VeSync

Log In

Sign Up

Open the VeSync App and tap **Sign Up** to create a new account. Sign in to your account.

3

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

4

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Plug in your Voltson Outlet.

5

Follow the in-app instructions to add your new Voltson Outlet.

Connect with Alexa or Google Assistant

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

- In the VeSync app, tap **More** on the bottom right of the screen.

- Tap **Link to Alexa** to view instructions.

- Tap **Link to Google Assistant** to view instructions.

John.Smith@qq.com

Link to Alexa

Link to Google Assistant

Home   Discover   Inbox   More
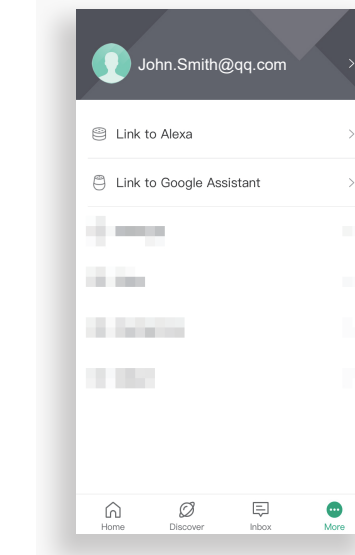
Need More Help?

Scan the QR code to view the full digital manual for this smart outlet.

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

Troubleshooting

Q: Why can't I connect my smart outlet to my WiFi network during setup?

- Make sure your phone is connected to a 2.4GHz WiFi network. Smart outlets currently only support 2.4GHz WiFi networks for configuration, but you can use any available network–even cellular data networks–to control the outlet from your phone once you've finished setting it up.

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

- Make sure you have turned off MAC address filtering.

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

- Close and reopen the VeSync app.

- Clear your app cache.

- Hard reset your outlet–press and hold the power button for 15 seconds. Then set up your outlet again.

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

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

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

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

Q: After adding my smart outlet to VeSync, why won't the outlet icon appear in the app?

- Refresh the main menu screen (by switching between screens or closing and reopening the app), and the outlet icon should appear on the "**My Home**" screen.

Q: Why isn't my smart outlet turning on/off as scheduled?

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

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

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

Q: Alexa/Google Home can't find my app or can't discover my smart outlet.

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

- Check that your Alexa/Google Home is working properly.

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

- Try reconnecting your Alexa/Google Home.

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

- Check to make sure that your WiFi network is online.

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

- Hard reset your outlet. First, delete the outlet from the VeSync app using the Device Settings Menu. Then, press and hold the outlet power button for 15 seconds. Set up your outlet again to use it.

Warranty

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

Customer Support