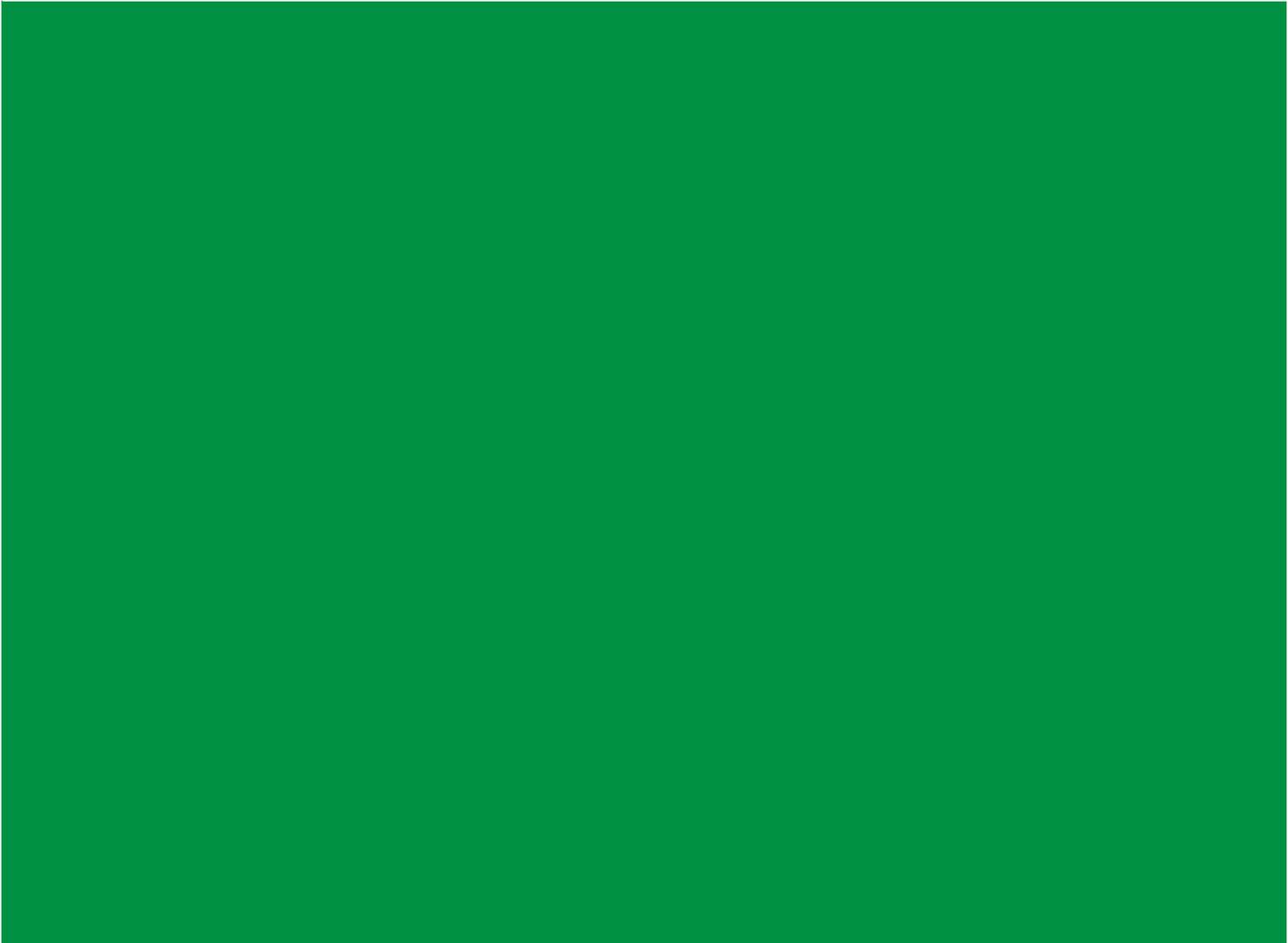




# WISER TROUBLESHOOTING GUIDE



# Troubleshooting and FAQs

## i) Factory Reset

### a) Resetting the bulb

In case there is a problem with operation of the bulb or if it gets stuck, the steps mentioned below enables the user to reset the bulb and restart the pairing procedure

**Step 1:** Make sure the light bulb is OFF. This marks the start of resetting the device.

**Step 2:** Turn ON for 1 second, then turn OFF 1 second. This exercise is repeated three times.

**Step3:** Turn on 5 seconds, then turn off 1 second. This exercise is repeated TWO times

**Step4:** Turn it on, it will reboot, in the end it must be lit in red (for a color bulb)

**NOTE:** This method is performed using the electric switch and NOT the smart switch.

### b) Resetting the Smart Switch

In situations where the Smart Switch faces glitches, there is a method to restart it. The steps mentioned below describe in detail the procedure to do so

**Step1:** Dismantle the body of the smart switch by removing the cover plate exposing the internal parts of the switch. This can be carried out by applying slight pressure on the central circle section of the smart switch and pushing away the cover plate.

**Step2:** Lift the right half of the switch exposing the internal parts of the RIGHT TOP and RIGHT BOTTOM buttons.

**Step3:** LONG PRESS button "A" till the GREEN LED starts blinking indicating reset (carry this exercise for 3-5 secs till the LED blinks). The Smart Switch is RESET and ready for Pairing.

## ii) FAQs

### ● How to pair additional bulbs to a single remote?

- LONG PRESS the diagonally opposite buttons of smart switch, i.e the TOP RIGHT and the BOTTOM LEFT for approximately 5 seconds or till the bulb blinks.
- The blinking indicates the pairing process is complete and the bulb is added to the remote.

### ● What operations can be carried out after grouping multiple bulbs?

- This Option allows the user to group up to 50 numbers of bulb into a single group and name it as per his choice and allows the user to select the group to give same input operations (Fav, palette, disco) to all the bulbs present in that group .

### ● Which devices is the Wiser Lights compatible with?

- Iphone 4s et+, Ipad (3<sup>rd</sup> Gen), Ipad Touch(5<sup>th</sup> gen), Ipad mini or higher and all Android devices

### ● How do I make the switch discoverable on Mobile App ?

- Go to my controllers in the app → LONG PRESS the TOP LEFT power button in smart switch for 5 secs → Smart Switch will appear on the screen automatically.

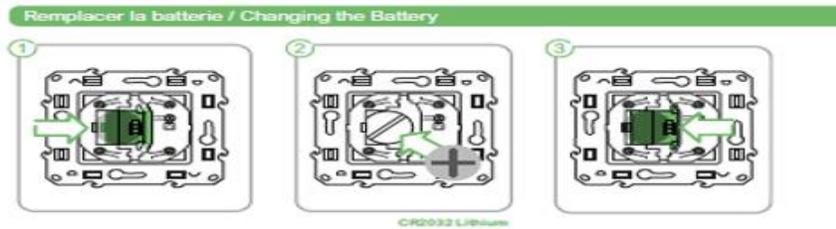
### ● Can I operate Smartphone Mode & Switch at the same time?

- Yes, you can operate both at the same time.

### ● What is the life and warranty of switch / bulb?

### ● How do I replace battery of smart switch?

- Push open the top cover plate (square plate), you can see battery inside then follow the below steps as shown in the sequence diagram.



- - **Will bulb fit in typical Indian bulb socket?**
    - If the socket is E27 base(screw type) it will fit or if it is B22 socket there is a converter from B22 to E27 you can use that.
  - **How many bulbs can be controlled using app??**
    - Upto 50 bulbs.
  - **Does it works with Amazon echo and Google home?/**
    - No, it has only Bluetooth interface as of now. For echo and google home it requires wifi connectivity
  - **If nobody is there at home, or if present in a car. Can the person operate device from moving car??**
    - No it doesn't work that way. The app works for a certain range which is specified in the specifications. The range is approximately 20-30 meter.
  - **Can I control same bulb with multiple phone?**
    - Yes, you can control, in that case you should use same user id and password to login in all the phone's you are using.
  - **How to connect bulb to other phone with different user ID??**
    - For this you should first unpair that bulb from the phone in which you where controlling. To UNPAIR the bulb, LONG PRESS on the bulb to be unpaired in the home page, Go to  option present in the TOP RIGHT corner of the mobile application page. Bulb starts blinking and turns red in colour. This completes Unpairing of the bulb

- **How many hours we can feel the pleasant smell coming out from Aroma bulb??**
  - Say if you have added 2ml of essence oil, and you set diffuser fan at full speed you will get pleasant smell for around 1 to 1.30 hour.
  
- **Does smart switch have option for screwing it to the wall??**
  - Yes, just push open the top cover (square plate) of the smart switch, you can find the provision for screwing it to the wall.



Switch more than just lights. #SwitchTheMood

