

# WIFI FAQ

## WHERE DO I FIND MY WIFI PASSWORD?

If you have not altered your password, it is likely somewhere on your WiFi router. It is often preceded by one of the following terms: password, WPA key, WPA2, security key, security code, WEP key, passphrase or network key. If you do not know or can't find your Wi-Fi router password, contact your internet provider for further assistance.

## HOW DO I RESET MY WIFI ROUTER?

Contact your internet provider for this information.

## IF I CAN'T FIND THIS APP ON A TABLET/IPAD, WHAT DO I DO?

Change the tablet's settings to search for phone applications instead of tablet/iPad applications.

## WHAT MUST I DO TO CONNECT A DEVICE IF I HAVE TWO ROUTERS?

The router with the least interference from the location where you initially pair the WiFi device will be the router it uses until your WiFi device is reset.

## WHY ISN'T MY DEVICE CONNECTING TO THE APP?

Some common solutions include: moving the WiFi device closer to your router, resetting the device, pairing the device again or verifying you are using a 2.4 GHz network.

## HOW DO I RESET MY DEVICE?

Press the manual ON/OFF button until the device begins to blink rapidly – about 10 seconds.

## HOW DO I ADD A DEVICE? HOW DO I ADD A DEVICE?

Press the blinking blue myTS button on the front of the device for 10 seconds until the light blinks slowly to reset the device. Wait for it to rapidly blink to try searching. You may also be too far from your router. Move the device closer to your router to set it up in the app. Once connected, you can move the device to the desired location.

## HOW DOES THE DEVICE PAGE FUNCTION?

You can remotely control, edit names and pictures, and set multiple timer programs for devices.

## HOW DO I KNOW WHICH PROGRAMS ARE SET?

Groups in gray indicate inactive programs while blue groups indicate active programs.

## HOW DO I GET MY APP TO DISCOVER DEVICES?

Connect to a 2.4GHz network. Make sure the correct WiFi SSID is listed for your router. Enter the Wi-Fi password so you can add the device later. If the above is correct and your device is still not discovered, try searching again.

## HOW DOES THE GROUP PAGE FUNCTION?

You can remotely control, edit names and pictures, and set multiple timer programs for grouped devices.

## HOW DO I KNOW WHICH DEVICES ARE IN GROUPS?

The colored bar on the far left of the device listed in the app indicates it is part of a group. If there is no colored bar, it is not part of a group. Groups are identified by different bar colors.

## WHY WON'T MY GROUPS TURN ON WITH AMAZON ALEXA OR GOOGLE HOME?

Google Home and Amazon Alexa only recognize groups created within their own software.

## MY WIFI SMART PLUG IS CONNECTED TO MY APP, BUT MY LAMP WON'T TURN ON AND OFF WITH THE APP.

Verify your light bulb is working. Unplug your smart plug from the outlet and unplug your lamp from the plug. Connect your lamp directly to the wall outlet. If it does not immediately turn on, make sure your lamp's switch is in the ON position. If the lamp is turned on and still does not illuminate, replace the light bulb. If your lamp turns on, leave the switch in the ON position and unplug the lamp from the outlet. Plug the smart device into the outlet, connect your lamp again, and test your Wi-Fi plug.

## HOW DO I CONNECT MY DEVICES TO AMAZON ALEXA?

Open the Alexa app, go to the menu and select "Skills & Games." Find the "MYTS" skill and click "Enable." Follow the on-screen instructions to complete the linking process. Ask Alexa to discover your device by saying, "Discover my devices," or select "Add Device" in the smart home section of the Alexa app. For more information, visit this [support page](#).

## HOW DO I CONNECT MY DEVICES TO GOOGLE HOME?

Connect your mobile device or tablet to the same WiFi as your Google Home device. Open the Google Home app. Verify the Google account listed is the one linked to Google Home. Tap "Add" followed by "Setup Device." Under "works with Google," search for "MYTS," tap the type of device you want to connect and follow the on-screen prompts. When pairing is complete, tap "Done." For more information, visit this [support page](#).

## WHAT IS THE SYSTEM REQUIREMENT FOR MYTOUCHSMART APP?

The myTouchSmart app requires iOS10.0 or above or Android 6.0 or above. It is not compatible with Windows phones. Your smartphone or tablet must be connected to the internet to use the app.

## HOW DO I CONTACT MYTOUCHSMART?

Call 1-800-654-8483 between 7:00AM-8:00PM Central Time, Monday-Friday or visit [www.mytouchsmart.com](http://www.mytouchsmart.com).

# Z-WAVE FAQ

## WHAT IS Z-WAVE?

Z-Wave is one of the main home automation protocols (think of it as a language) that is used by various devices to allow them to communicate with one another. Ideally, you want to have devices that all speak the same language.

## WHAT CAN I DO WITH Z-WAVE?

You can control and schedule devices and processes in your home via Z-Wave. For example, you can remotely adjust the temperature in your home via a thermostat, make sure you locked the back door via a door lock, or schedule your lights to turn on at sunset and off at sunrise via smart bulbs, switches, or modules.

## DO I NEED A HUB?

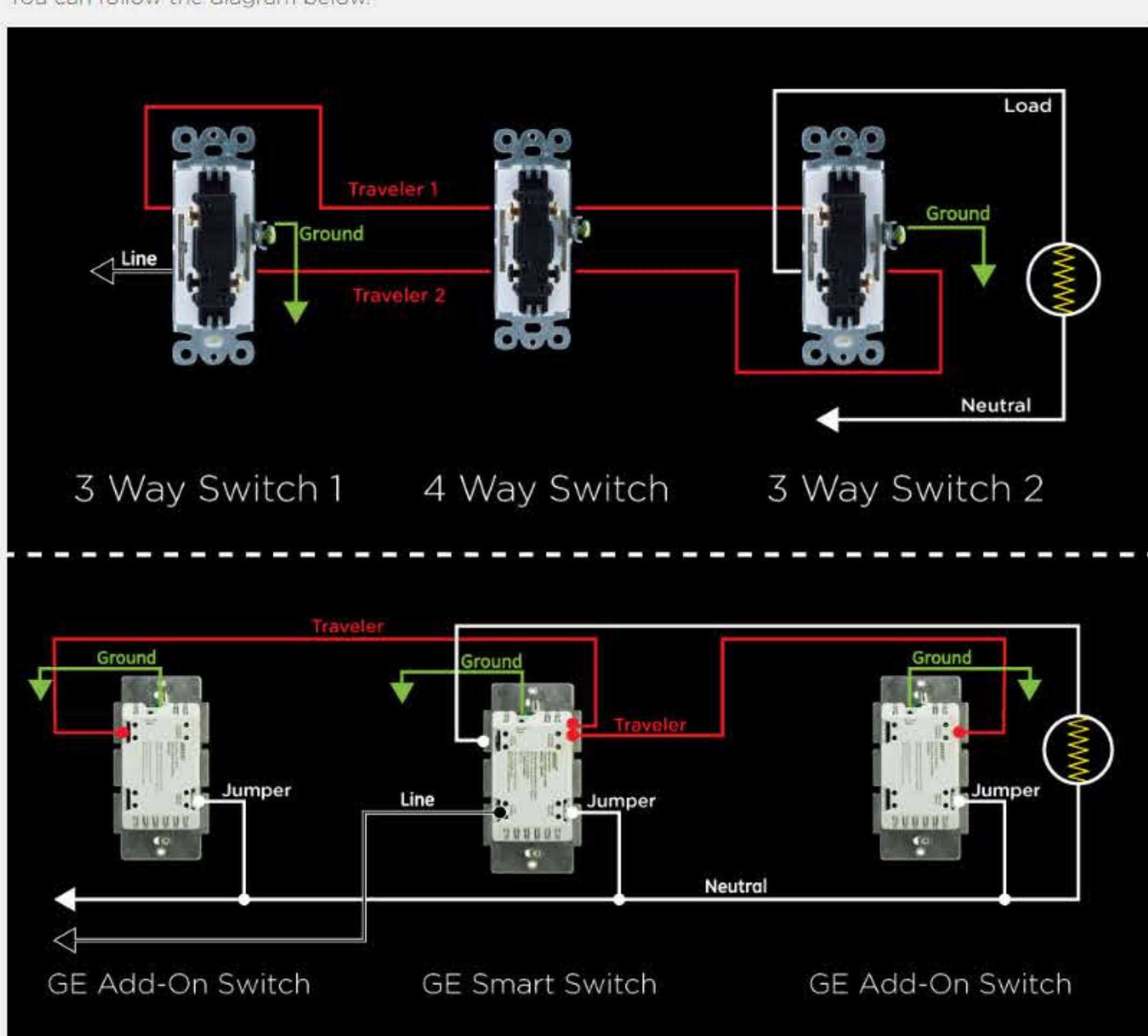
Yes - to get the most out of your Z-Wave device, a Z-Wave Certified hub is required to set schedules and control remotely away from the home, which a handheld Z-Wave controller cannot do. You can visit our [Z-Wave website](#) for more information on compatible hubs.

## WILL THIS SWITCH WORK IN A 3-WAY/4-WAY? DO I NEED AN ADD-ON SWITCH(ES)?

Yes, if you are installing a 3-way you will need to have one Z-Wave primary switch and one add-on switch. In a 4-way you will need one primary and two add-ons.

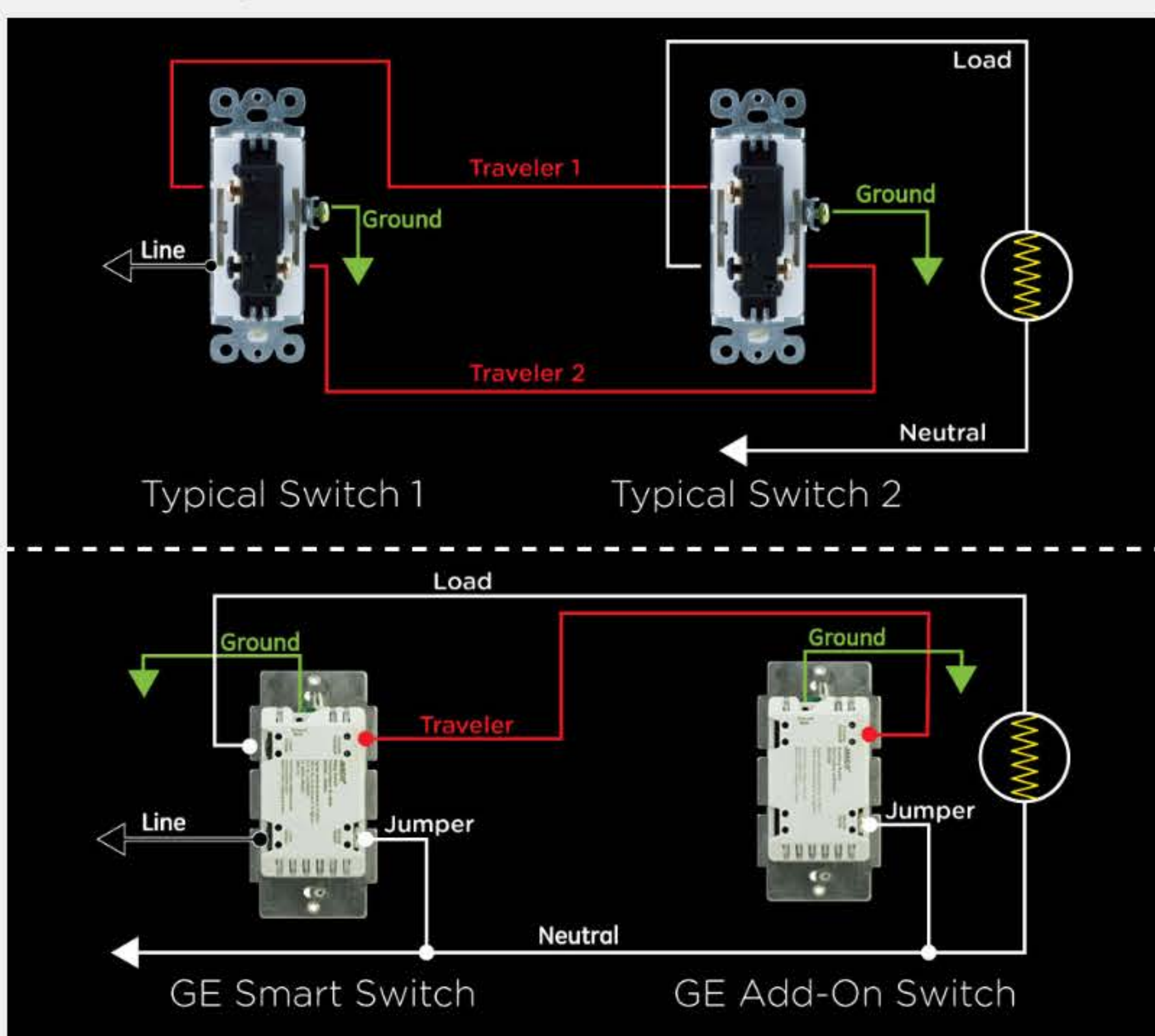
## HOW DO I WIRE THIS IN A 4-WAY?

You can follow the diagram below.



## HOW DO I WIRE THIS IN A 3- WAY?

You can follow the diagram below.



## HOW DO I CONTROL Z-WAVE PRODUCTS?

Z-Wave products can be controlled via a Z-Wave controller. The most common controllers are smartphones and tablets that connect to [Z-Wave hubs](#) like SmartThings, Wink or Iris.

## DO I NEED AN INTERNET CONNECTION TO USE Z-WAVE DEVICES?

Most Z-Wave Hubs require an internet connection so you can control your devices with your smartphone, and to take full advantage of the Z-Wave devices wireless smart functionalities. Several Z-Wave devices can be manually operated via physical buttons/switches on the devices themselves if your internet is down temporarily.

## DO I HAVE TO DO ANY WIRING OR INSTALLATION WITH Z-WAVE PRODUCTS?

It depends on the device. For example, if you want to [control the lighting](#) in your ceiling you will need to install a Z-Wave light switch or dimmer that will require some electrical wiring. However, there are devices that do not require any wiring and can be installed by plugging the product into a wall outlet and then plugging in the appliance you want to control.

## WHAT IS THE DIFFERENCE BETWEEN Z-WAVE AND Z-WAVE PLUS?

Z-Wave items are the first generation of these devices and Z-Wave Plus items are the newest generation of Z-Wave devices. Z-Wave Plus devices have 50% more wireless range, 250% faster processor, 400% more memory, 50% more energy efficiency and they support wireless upgrades.

Both generations of Z-Wave certified devices work together. This means that even if you have a classic Z-Wave controller or hub, it will still work to control the newer Z-Wave Plus products, and vice versa. So, you can continue to use your existing Z-Wave devices unless you choose to upgrade. For more information check out this [blog post](#) on [Z-Wave Plus](#).

## WILL MY Z-WAVE ITEMS EVER NEED TO BE REPLACED BY NEWER VERSIONS?

No, as long as a product is [Z-Wave certified](#) (look for the official Z-Wave logo) your devices will still function through your Z-Wave hub. All Z-Wave devices are backward compatible and will function as intended even if there are newer devices available. You will only need to replace them if you decide you want different or newer features that your current product doesn't have.

## WHAT APP DO I NEED TO DOWNLOAD TO CONTROL MY Z-WAVE DEVICE FROM MY PHONE?

This will depend on the Z-Wave Hub you are using. You will need to have a Z-Wave hub/gateway in addition to your phone to control our Z-Wave devices. If you want to know what app to download for you hub, please reference your hub manual or call your hub manufacture for support.

## WHY WON'T MY ADD-ON SWITCH CONNECT WITH MY HUB/GATEWAYS?

Add-on switches will not connect with hubs/gateways, there is simply no need. Add-on switches only connect and function in conjunction with a primary switch made by Jasco Products.

## WHY CAN'T I CONNECT TO MY Z-WAVE DEVICE TO MY PHONE?

You will need to have a Z-Wave hub/gateway in addition to your phone to control our Z-Wave devices. If you want to know what phone app to download to control your hub, please reference your hub manual or call your hub manufacture for support.

## WHY CAN'T I CONNECT MY Z-WAVE DEVICE TO MY AMAZON ALEXA/GOOGLE HOME?

To connect your Z-Wave device to an Amazon Alexa or Google Home, you will need a Z-Wave compatible hub. Currently, Wink, Iris and SmartThings are hub brands that can connect your Z-Wave device with Alexa. Google Assistants can connect with your Z-Wave devices through a SmartThings hub.

## CAN I CONNECT THIS SWITCH WITH TWO WIRES?

For a single pole installation our switches need a load wire and a line wire, neutral and need to be grounded. All but the 1000-Watt Dimmer (model # 14299) need a neutral wire, models aside from the 14299 will not function correctly without a neutral.

## MY SWITCH/MODULE IS WORKING MANUALLY TO TURN THE LIGHTS ON AND OFF, BUT WILL NOT CONNECT WITH MY HUB/GATEWAY. WHAT SHOULD I DO?

While your hub is searching for a Z-Wave device to add, try flipping the switch on our Z-Wave device up and down rapidly (on a module press it's manually override quickly and repeatedly). If this doesn't work, reset your Z-wave device and try again.

## HOW CAN I RESET MY Z-WAVE DEVICE?

This will depend on the model. The Z-wave plus devices all have a manual reset from the device, but the older must Z-wave devices removed and reset from the Z-Wave hub. (Ask hub manufacture for more information on this.)

For all our Z-wave plus in-wall switches you will click the upper switch 3 times rapidly, and the lower switch 3 times rapidly. On our paddle switches the blue LED will flash 5 times to confirm the reset (there is no LED on the toggle switches to confirm the reset).

## MY LOCAL ELECTRICAL CODE REQUIRES TAMPER RESISTANT OUTLETS. ARE YOUR SMART OUTLETS TAMPER RESISTANT?

All Z-Wave Plus models are tamper resistant. The box and/or back of the switch should indicate if it is Z-Wave Plus.

## I HAVE REMOVED MY OLD SWITCH AND WIRED THIS Z-WAVE DEVICE IN THE SAME WAY. WHY ISN'T IT WORKING?

Your old switch may not be wired the same way as our Z-Wave switch. Please be sure to view our Z-Wave wiring diagram that came in your instruction manual. Please note: All our Z-Wave switches will not function correctly without a neutral wire except for our 1000-Watt Dimmer.

## DO I NEED A NEUTRAL WIRE FOR MY Z-WAVE IN-WALL SWITCH TO WORK?

Yes, unless you have a 1000-Watt Dimmer (which only works with incandescent bulbs).

# ENBRIGHTEN CAFE LIGHTS FAQ

## ARE THE BULBS REPLACEABLE?

No, however the LEDs have a lifetime warranty on them. Be sure to hang onto your receipt.

## ONE OF MY BULBS WENT OUT. WHAT SHOULD I DO?

Contact us and we would love to go through the process of replacing the strand. Make sure to find your receipt if you still have it.

## WATER GOT INTO ONE OF MY LENSES. WHAT SHOULD I DO?

If your lenses unscrew you can unscrew the lenses and dump out any water.

## ARE THESE DIMMABLE WITH AN IN-WALL SWITCH?

While the Classic and Vintage Style Café Lights are not dimmable with an in-wall switch, the Seasons Café Lights are dimmable with the included remote that offers 10 different dimming levels.

## WHAT IS THE DISTANCE BETWEEN EACH BULB?

Each strand has a 24" spacing between each light with a 18" lead-in from the plug to the first bulb and a 6" lead-out from the last bulb to a linkable receptacle.

## WHAT ARE THE DIMENSIONS OF THE STRANDS?

Each individual model has different available lengths. The Seasons Café Lights offer 48' and 24' options. The Vintage Café Lights have 48', 24' and 12' options. The Classic Café Lights have 48', 36', 24', 18' and 12' feet options.

## CAN I CONTROL ALL MY SEASONS CAFÉ LIGHTS FROM ONE REMOTE?

Yes, if they are within range and in your line of sight when you are using the remote.

## WHAT ARE THE LUMENS AND WATTAGE OF EACH INDIVIDUAL BULB?

The older style of lights (non-removeable bulbs) are about 58 lumens and .83W per bulb.

The newer style of lights (removable bulb) are about 60-65 lumens and .95W per bulb.

## ARE CAFÉ LIGHTS SAFE TO USE OUTDOORS? HOW WELL DO OUTDOOR STRING LIGHTS HOLD UP TO RAIN OR HAIL?

Only outdoor rated lights are safe to use outside and will not retain water. Enbrighten Cafe are built with premium commercial-grade construction, are UL-153 rated for permanent installations and have been tested to endure the elements such as rain, hail or severe storms all year long. The lights have durable, acrylic lenses that never need to be replaced.

## DO I HAVE TO TURN THEM ON AND OFF BY MANUALLY UNPLUGGING THE CORD? IS THERE ANOTHER OPTION?

For the color changing Enbrighten Seasons version, you can use the remote to turn the lights on and off. With the other styles, if you want to avoid having to turn your café lights on and off manually, the best application would be to set your cafe lights up with an [outdoor timer](#) that automatically turns your lights on and off exactly when you want every day.

## HOW MANY STRANDS OF OUTDOOR STRING LIGHTS CAN BE LINKED TOGETHER?

You can safely link up to 750 feet of Enbrighten Café lights.

# UNIVERSAL REMOTES FAQ

## HOW MANY DEVICES CAN MY REMOTE CONTROL?

Universal remotes typically control from two to eight devices, but other high-end models can accommodate more. To determine the number of devices your remote can control, simply locate and count the device buttons. They are usually located in one or two rows near the top of the remote and are labeled as: tv, dvd, strm, aux, aud, b-ray, cbl, sat, etc.

## HOW DO I PROGRAM MY UNIVERSAL REMOTE?

There are two ways to program a universal remote: direct code entry and automatic code-search.

### Direct Code Entry (Recommended)

**Step 1:** Locate the code list that was included with your remote. If you no longer have the code list, then open your remote's battery compartment and look for a sticker, which should be located under the batteries or on the underside of the battery cover. The sticker contains the model and version numbers, as well as a URL address for online help with finding your remote's device codes. Versions will be noted as "CL3," "CL4," or "CL5." Make a note of which version you have and then replace the batteries and cover.

**Step 2:** Click on the appropriate link below to find device codes and step-by-step programming information for direct code entry:

[GE Universal Remotes](#)

[Philips Universal Remotes](#)

**Step 3:** Follow either the instruction manual that came with your remote or the online step-by-step instructions found at the links noted in Step 2.

### Automatic Code Search

Some universal remotes are equipped with an automatic code-search function that searches through all the codes stored in the remote and locates the best code for your device. It's best to consult your remote's instruction manual. If you no longer have your GE or Philips manual, visit [Jasco online support](#) to search for a downloadable copy.

## WHAT CAN I DO IF THERE ARE NO CODES FOR MY DEVICE OR THE LISTED CODES DO NOT WORK?

Since each device is different, you'll need to activate an automatic code search by following the instructions in your remote's manual. The auto code-search function will try every code that's built in to your remote.

## I AM TRYING TO PROGRAM MY REMOTE, BUT THE RED LIGHT IS NOT DOING WHAT THE INSTRUCTIONS DESCRIBE. HOW CAN I FIX THIS?

This issue is most commonly caused by bad batteries. Even brand-new batteries can sometimes have issues, so try a different set of batteries and see if the light starts behaving correctly.

## MY REMOTE IS PROGRAMMED, BUT NOT ALL OF THE BUTTONS ARE WORKING FOR A PARTICULAR DEVICE. WHAT SHOULD I DO?

What you are experiencing is called partial code functionality. Simply stated, your remote is using a code that only controls some of your device's functions. Device manufacturers will reuse portions of their codes with alternate models, so there's most likely another code stored in your remote that will provide better functionality. To locate it, try reprogramming the device using each of the other codes from the code list or try using the automatic code-search method.

## HOW DO I RUN A CHANNEL SCAN?

Periodically scanning for channels through your TV or converter box is the best way to make sure you're getting all of the over-the-air channels that are broadcast in your area—especially since your favorite local TV stations may be moving as the FCC implements changes to free up broadcasting bandwidth for new users through March 2020. Check out our [Channel Change is Coming: Plan to Rescan Your TV Antenna!](#) blog post for more details.

The process of scanning for channels varies between manufacturers, but is fairly simple. Generally, you'll want to:

**Step 1:** Select the menu button on your remote to access the settings for either your TV or converter box.

**Step 2:** Select one of the following options: scan, auto scan, auto tune or something similar.

**Step 3:** Sit back and let your TV handle the rest.

\*If your TV is not responding, or if you can't find the channel scan menu option, consult your TV's manual or contact customer service for your TV or converter box manufacturer.

## MY UNIVERSAL REMOTE HAS ABCD BUTTONS. WHAT ARE THEY FOR?

These buttons, as seen on this [Philips Elite 6-Device Backlit Universal Remote](#), perform various commands depending on the device being controlled. For GE and Philips remotes, these buttons can be used to control advanced DVR functions, as well as cable or satellite set-top boxes.

## HOW DO I ACCESS THE APPS ON MY SMART TV?

Increasingly, universal remotes like this [GE UltraPro 8-Device Universal Remote](#) are equipped with one or more programmable app hotkeys to link directly to your favorite smart TV apps, such as Netflix, Hulu, Amazon Prime or SlingTV. If, for some reason, they're not working, simply press the home button on your remote to bring up your TV's "Smart Menu" and navigate to all your apps.

## WILL MY UNIVERSAL REMOTE WORK WITH MY AMAZON AND ROKU STREAMING DEVICES?

Most universal remotes use infrared (IR) sensors to control audio/video devices. However, when it comes to the Roku (streaming stick only) and Amazon devices, they use radio frequency (RF) rather than IR. GE and Philips remotes can only control a Roku that has an infrared (IR) sensor—typically any of the Roku boxes. Unfortunately, these remotes will not work with the Roku Streaming Stick or any of the Amazon streaming devices, as they use RF instead of IR.

## HOW CAN I ADJUST MY VOLUME WITHOUT FIRST HAVING TO SWITCH INPUT TO MY SELECTED AUDIO DEVICE?

GE universal remotes come with a master volume control feature. The Philips' version of that feature is called primary audio control. When programmed, this audio feature allows you to adjust your volume on the selected device no matter which connected device is in use. For example, if you're watching TV, but your audio is through a different device, such as a soundbar or audio receiver, the master volume control feature allows you to simply use the volume buttons to adjust the audio level without first having to switch to your audio device.

## MY REMOTE'S DEVICE BUTTONS ARE TV, CBL/SAT AND DVD/VCR. IF I DON'T HAVE CABLE OR SATELLITE, CAN I PROGRAM THE CBL/SAT BUTTON TO CONTROL ANOTHER PIECE OF EQUIPMENT, SUCH AS A SOUNDBAR OR STREAMING MEDIA PLAYER?

The device buttons can be programmed to control any compatible A/V device. Simply look up the corresponding code in the remote's code list and assign it to whichever device button you choose. You can even program the dvd/vcr button to control your TV, but it's not recommended.

## WILL I NEED TO REPROGRAM MY REMOTE WHEN I CHANGE THE BATTERIES?

No, the built-in code saver retains programmed codes in your remote for up to 10 minutes, giving you plenty of time to change the batteries.

## I CAN CHANGE THE VOLUME, BUT NOT THE CHANNELS. WHAT SHOULD I DO?

If you have a cable, satellite or converter box, your channels are controlled through that device rather than your TV. Therefore, you'll need to program the universal remote to control your cable, satellite or converter box.

## I CAN'T GET MY MENU TO APPEAR. WHAT SHOULD I DO?

Your remote may be using shift mode. Press and release the shift/setup button and then use your menu/information button while the red light is still blinking. If this doesn't work or your remote does not have a shift function, try reprogramming your remote with a different device code. More information about shift mode can be found in your manual.

## I CAN'T MOVE AROUND IN MY TV MENU AND/OR MY DVD MENU. WHAT SHOULD I DO?

Your remote may be using shift mode. Press and release the shift/setup button and then use your arrow buttons while the red light is blinking. If this doesn't work or your remote doesn't have a shift function, try reprogramming your remote with a different device code.

# ZIGBEE FAQ

## DO ZIGBEE LIGHTING CONTROLS WORK WITH AMAZON ECHO/GOOGLE HOME?

The Amazon Echo Plus has a built-in smart home hub that will connect and control Zigbee devices. ZigBee smart lighting controls must be connected to a separate supported hub to interact with the Amazon Alexa / Google Home services. Note: It will be necessary to review supported hubs with each service, as both may have different supported hubs. At the time of this publication, SmartThings, Wink and Iris are currently supported by the Alexa service and SmartThings is currently supported by the Google Home service as compatible hubs.

## DO ZIGBEE LIGHTING CONTROLS HAVE ADVANCED PARAMETERS/PROTOCOLS LIKE Z-WAVE?

ZigBee does not currently support advance protocols like Z-Wave.

## WHAT APP DO I NEED TO DOWNLOAD TO CONTROL MY ZIGBEE DEVICE FROM MY PHONE?

This will depend on the Zigbee Hub you are using. You will need to have a Zigbee hub/gateway in addition to your phone to control our Zigbee devices. If you want to know what app to download for your specific hub, please speak with your hub manufacturer. You can visit our [Zigbee website](#) for more information on Zigbee compatible hubs.

## WHY WON'T MY ADD-ON SWITCH CONNECT WITH MY HUB/GATEWAYS?

Add-on switches will not connect with hubs/gateways. They only need to connect and function in conjunction with a primary switch made by Jasco Products.

## WHY CAN'T I CONNECT TO MY ZIGBEE DEVICE TO MY PHONE?

You will need to have a Zigbee hub/gateway in addition to your phone to control our Z-Wave devices. If you want to know what phone app to download to control your hub/gateway, please reference your hub manual or call your hub manufacture for support.

## WHY CAN'T I CONNECT MY ZIGBEE DEVICE TO MY GOOGLE HOME?

Google Home doesn't have a Zigbee hub built into it, but you may be able to connect your Google Home to your Zigbee hub/gateway.

## WHY WON'T MY PRIMARY SWITCH WORK IN A 3-WAY? DO I NEED AN ADD-ON SWITCH?

Yes, if you are installing a 3-way you will need to have one Zigbee primary switch and one add-on switch. In a 4-way you will need one primary and two add-ons.

## HOW DO I WIRE THIS IN A 3-WAY?

Follow the instructions below:

- Line (Required): The "Hot" Wire. Typically black, carries 120V from the breaker box.
- Load (Required): Non-Hot Wire. Also, typically black, it will not carry a charge when testing voltages. It takes the electricity from the switch to the light fixture.
- Neutral (Required): Typically white and found in a bundle of other white wires at the back of the junction box. It carries about 12V.
- Traveler (Required for a 3 or 4 Way): Typically red, runs between the switches in a three or four way. No voltage.
- Ground (Recommended): Typically either green or bare copper, this is a safety wire with no voltage.

## HOW DO I WIRE THIS IN A 4-WAY?

Follow the instructions below:

- Line (Required): The "Hot" Wire. Typically black, carries 120V from the breaker box.
- Load (Required): Non-Hot Wire. Also, typically black, it will not carry a charge when testing voltages. It takes the electricity from the switch to the light fixture.
- Neutral (Required): Typically white and found in a bundle of other white wires at the back of the junction box. It carries about 12V.
- Traveler (Required for a 3 or 4 Way): Typically red, runs between the switches in a three or four way. No voltage.
- Ground (Recommended): Typically either green or bare copper, this is a safety wire with no voltage.

## I HAVE REMOVED MY OLD SWITCH AND WIRED THIS ZIGBEE DEVICE IN THE SAME WAY. WHY ISN'T IT WORKING?

Your old switch may not be wired the same way as our Zigbee switch please be sure to view our Zigbee wiring diagram that came in your instruction manual. Please note: All our Zigbee switches will not function correctly without a neutral wire.

## DO I NEED A NEUTRAL WIRE FOR MY SWITCH TO WORK?

Yes. For reference on how to check if you have a neutral wire, [watch this video here](#).

## HOW CAN I RESET MY ZIGBEE DEVICE?

On model #45856GE in-wall switch, press the top paddle up ten times rapidly.

On model # 45857GE, lift the air gap (near the bottom of switch), press and hold down the top paddle, push back in the air gap, and release the top paddle after 4 seconds.

On model # 45857GE/45853GE, unplug the device, push down the manual button, and plug in the device while the manual button is held down then release the button.

## DO I NEED A ZIGBEE HUB OR GATEWAY TO USE MY ZIGBEE DEVICES?

If your device has a built-in Zigbee hub such as the Echo Plus, you do not need a separate hub or gateway. Otherwise, you must connect your Zigbee devices with a hub or gateway. Our GE/Jasco Zigbee devices have been tested and confirmed functional with these hub products: SmartThings, XFINITY Home, Iris, Wink, Bright House Networks, Peq, Cox Homelife, Rogers ReadyHome, Harmony and Time Warner Cable.

# BLUETOOTH SMART CONTROLS FAQ

## WHAT SHOULD I DO IF I CAN'T LOG IN TO MY AVI-ON APP?

Try uninstalling your app, reinstall it and restart your phone. Contact Avi-on customer service at [support@avi-on.com](mailto:support@avi-on.com) for additional assistance.

## DO I NEED AN ADD-ON SWITCH FOR A MULTI-SWITCH INSTALLATION?

Yes, compatible add-on switches are required for multi-switch installations. Up to four add-on switches can be connected to a Bluetooth primary device.

## WHAT IS NEEDED TO WIRE A 3- OR 4-WAY SETUP?

The following wires are required for a multi-switch installation. Refer to the instructions with your add-on switch for a common way to configure your wiring.

Line (hot): Black wire - supplies power

Load: Black wire - connects to light

Neutral: White wire - can be a bundle of wires in the back of the switch box

Traveler: Often red but may be other colors - connects device to another switch location; required for three-way installation

Ground: Green or bare copper wire

## CAN THE BLUETOOTH DEVICE BE WIRED THE SAME WAY AS THE ORIGINAL SWITCH?

There may be some differences in the way your original switch and the Bluetooth device must be wired. Follow the wiring instructions included with your Bluetooth device to ensure proper operation. Please note, our Bluetooth in-wall switches and dimmers require a neutral wire.

## DOES MY IN-WALL DEVICE REQUIRE A NEUTRAL WIRE?

Our Bluetooth in-wall switches and dimmers require a neutral wire. The neutral is a white wire or bundle of wires and might be found in the back of the switch box.

## HOW ARE DEVICES RESET?

For in-wall devices, press the bottom of the rocker paddle for 16 seconds. The LED flashes slowly after confirming reset. For other Bluetooth devices, press the manual button for 16 seconds. The LED flashes slowly after confirming reset.

# SURGE PROTECTOR FAQ

## HOW DOES THE WARRANTY ON MY SURGE PROTECTOR WORK?

The surge protector comes with a limited lifetime warranty. If anything, ever goes wrong with the surge protector or connected equipment you can call our Consumer Care and we will take you through the process. Surge protectors cannot stop lightning (Its 5xs hotter than the sun). We also advise unplugging all connected equipment if a thunderstorm is coming.

## DO SURGE PROTECTORS LAST FOREVER?

No, they do not. Each time a surge protector reroutes a power surge away from your connected equipment, the internal structure of the protector takes a little bit of damage. Over time the parts of the surge protector that keep your connected equipment safe simply stop working. How long this takes depends on the frequency and strength of power surges. Surge protectors cannot stop lightning (Its 5xs hotter than the sun). We also advise unplugging all connected equipment if a thunderstorm is coming.

## WHAT IS A POWER SURGE?

A power surge is a spike in the electrical current flowing through the wires of your house. They can damage common appliances, sensitive AV electronics and computer equipment.

## WHAT CAUSES A POWER SURGE?

Most power surges stem from inside your home. Power surges are caused by many different factors, including severe weather, faulty or damaged electric wiring or the sudden turning on and off of a high power electrical device like an air conditioner or large electric motor.

## WHY WORRY ABOUT POWER SURGES?

Strong power surges can wipe out your home equipment in an instant. In addition to surges caused by storms, the average home can experience multiple "hidden" surges a day from other various sources. These smaller surges cause cumulative damage to electronics, shortening their life and eventually causing them to fail.

## WHAT DOES A SURGE PROTECTOR DO?

A surge protector safeguards electronics from the harmful effects of power surges and voltage spikes. Surge protectors can absorb and dissipate the power of a surge so that connected equipment is shielded from the surge.

## WHAT IS A JOULE RATING?

A joule measures energy, and a surge protector's joule rating indicates how much energy it can absorb before it fails. The higher the number, the greater the protection provided. The type and value of the equipment to be protected are key factors in determining the amount of protection needed. The more expensive the item, the higher level (joules) of protection is recommended. For example:

- **Good protection:** 350-1000 Joules

Protects: lamps, mobile devices, chargers, small appliances and clocks

- **Better protection:** 1000-2000 Joules

Protects: printers, smartphones and tablets, laptops, routers

- **Best protection:** 2000 & Above Joules

Protects: HDTV's, home theatres, desktop computers, sound systems, gaming consoles, DVD/Blu-Ray/Cable receivers

## WHAT'S THE DIFFERENCE BETWEEN A SURGE PROTECTOR AND POWER STRIP?

A power strip is simply an expansion of a single electrical outlet that provides numerous outlets. While this piece of equipment may look like a surge protector and provide similar benefits, such as extra outlets, only surge protectors safeguard your electronics from power surges and voltage fluctuations.

## WILL I NEED TO REPLACE MY SURGE PROTECTOR?

Yes, even the highest quality surge protection device will someday have to be replaced. Because surge protectors take on unnoticeable power surges all the time, the equipment wears down. Over time the surge protective components will expire and no longer provide protection. At this time, the surge protectors "protected" indicator light will turn off, or the power will be permanently disconnected to the surge protector outlets. Consider replacing surge protectors if a storm knocks out your power, or every few storm seasons where this happens.

Surge protector lifespans aren't measured in years — they're measured in joules. It's all about how many joules your surge protector has absorbed. But, the older your surge protector is, the more it's likely degraded.

## HOW WILL I KNOW IF MY SURGE PROTECTOR IS WORKING?

Many surge protectors available today have a light indicator that show you when your devices are protected. Once the light comes on, your devices are being protected from power surges and spikes. If your indicator light is not "on" (illuminating), then it's time to replace your surge protector.

Several of our surge protectors have a feature called auto-shutdown mode, this feature will automatically shut down your device when the Surge protector wears out.

# CABLES AND CHARGERS FAQ

## DOES CHARGING YOUR PHONE OVERNIGHT DAMAGE THE BATTERY?

No. Your phone is designed to know when to stop receiving power from the charging cable. Once your phone hits a certain threshold (around 96-97% charged) it will only trickle in the remaining charge to the phone.

## HOW DO I KEEP MY PHONE CHARGING CABLES FROM BREAKING?

Simply bending your charging cable & wrapping it up will cause the inside wires to strain, break or fray. Also - look for the cables "bend cycles", this indicates how many times the cable can be bent before noticing any damage. There are durable cables out there (like our EcoSurvivor lightning cable) that have a bend cycle of over 50,000.

## IS WIRELESS CHARGING FASTER OR SLOWER THAN CABLED CHARGING?

Wireless charging (or Qi charging) will charge your phone slower than traditional charging cables. However, wireless charging eliminates the need for cables.

## CAN I CHARGE MULTIPLE DEVICES AT THE SAME TIME ON ONE QI CHARGING PAD?

Yes. You can charge multiple devices on a Qi charging pad, depending on the size of the pad and number of charging coils.

## CAN YOU CHARGE YOUR PHONE AND THE BATTERY PACK AT THE SAME TIME?

On certain battery packs - yes, and on others no. Make sure to check the packaging on the device to see if it offers "pass-through charging". Pass-through charging allows the charge to pass through to both the battery pack and the phone. Note it is important when trying to use this feature that you use a charger with enough power to support both devices. If not, charging times will be longer since you are now providing power for two devices.

## DOES YOUR PHONE CHARGE SLOWER IF IT'S CHARGING IN YOUR CAR?

No. As long as you have a high-quality charger with a good quality connection and a good cable, your phone should charge at its normal rate no matter where it is.



# ANTENNAS FAQ

## SHOULD I USE A PASSIVE OR AN AMPLIFIED ANTENNA?

Passive antennas transmit available channels to your TV without requiring a power source to assist reception. Amplified antennas use a powered in-line or integrated amplifier to boost signal strength. If you have a long-distance between your TV broadcast tower and antenna, or obstructions like hills, trees and walls, an amplified antenna might be your best option. Passive antennas are ideal if you're close to the broadcast towers and have limited interference.

## IS MY ANTENNA DIRECTIONAL OR OMNIDIRECTIONAL?

No antenna is truly omnidirectional. It always picks up signals stronger in certain directions. For our indoor antennas, the largest surfaces pick up the strongest signals. Outdoor and attic antennas, which are larger and positioned higher to reduce interference, also pick up signals better when pointed in a specific direction, but they often use reflectors to strengthen those signals.

## WHY CAN'T I RECEIVE ALL OVER-THE-AIR CHANNELS?

The over-the-air (OTA) channels you receive depend on those available in your area, your antenna's proximity to the broadcast towers and any potential obstacles between you and the broadcast signals. Mounting your antenna as high as possible or near a window gives you the best performance. Check out [www.antennaweb.org](http://www.antennaweb.org) to discover which OTA channels are available in your area.

## WHY DO MY CHANNELS DISAPPEAR?

There are two possibilities. If you've recently repositioned your antenna, it may no longer capture all of the broadcast signals in your area. Run a channel scan through your TV or digital converter box to recapture lost channels. Also, approximately 1,000 TV stations are required by law to move to new frequencies to provide room for wireless services. This transition began in 2018 and continues through 2020. To recapture relocated channels, simply follow your television's instructions to rescan. If you are using a digital converter box, scan for channels through the converter box rather than the TV. Check out [tvanswers.org](http://tvanswers.org) to discover which OTA channels are moving and when they will be relocating in your area.

## I PLUGGED IN MY ANTENNA AND IT ISN'T WORKING. WHAT SHOULD I DO?

Make sure your antenna is pointed toward the broadcast towers in your area and run a channel scan. If you have an analog TV (tube back TV), you need a digital converter box as well. For more information on the broadcast towers and available channels in your area, visit [www.antennaweb.org](http://www.antennaweb.org) or [www.tvfool.com](http://www.tvfool.com).

## HOW DO I RUN A CHANNEL SCAN ON MY TV?

Generally, you select "scan" or "autotune" in your TV settings, and the TV takes care of the rest. For specific instructions, check the owner's manual for your TV or contact the manufacturer.

## I DID A CHANNEL SCAN AND I'M STILL NOT RECEIVING STATIONS. WHAT SHOULD I DO?

Make sure your antenna is pointed toward the broadcast source and your antenna has the correct reception range for your area. Reception range is found on the antenna packaging. Also, if you are in an area of high interference (e.g., buildings, hills, mountains or trees between you and the broadcast towers), you may need an attic-mount or outdoor antenna. Tools and resources, such as [www.antennaweb.org](http://www.antennaweb.org) and [www.tvfool.com](http://www.tvfool.com), are available to check your area for signal strength and available broadcasts.

## WHY AM I NOT GETTING ALL THE CHANNELS LISTED ON THE ANTENNA PACKAGING?

The stations listed on the antenna's packaging are examples of national TV stations available in certain areas. The channels you receive depend on which stations are broadcast near you, your distance to the tower and the interference between you and those sources.

## I HAVE A METAL ROOF/WALLS. WILL THIS AFFECT MY ANTENNA SIGNAL?

Yes. However, attic-mount or outdoor antennas can often compensate for these obstructions. For information on selecting the right antenna for your home, visit our [antenna buying guide](#).

## CAN I CONNECT MY ANTENNA TO MORE THAN ONE TV?

Many outdoor and attic-mount antennas can support more than one TV. However, you will need a splitter and additional coaxial cables to connect to multiple TVs. An amplifier may also be needed to compensate for signal loss at your splitter and over long cable runs.

## WHY IS A CHANNEL PIXELATING WHEN USING MY INDOOR/OUTDOOR ANTENNA?

Pixelation is caused by a weak signal. Make sure your antenna is pointed toward the broadcast tower. If there are weaker stations you'd like to receive, you can add an amplifier to improve reception.

## WHY IS A CHANNEL PIXELATING WHEN USING MY INDOOR ANTENNA WITH AN AMPLIFIER?

While an amplifier can boost your antenna's performance, you may have things in your home that cause interference. Household electronics, such as a ceiling fan, blender, LED or fluorescent lights, or an electric heater can all cause pixelation. Turn off each item one at a time to determine which one may be causing the interference. Additionally, when your antenna is within range of the tower, an amplifier may not be needed. In fact, it may hamper the signal by boosting it past the towers. Try removing the amplifier and performing a channel scan to see if your reception improves. Mounting your antenna as high as possible or near a window gives you the best performance. Note: Any relocation or change to your antenna requires a channel scan to insure you receive the most channels.

## I HAVE AN OLDER TV. DO I NEED A CONVERTER BOX?

If you have an analog TV, yes. Your TV is analog if it was made in or prior to 2010 or if it's not a flat-panel TV.

## HOW DO I RUN A CHANNEL SCAN IF I HAVE A CONVERTER BOX?

Run the channel scan through the digital converter box rather than the TV. In this case, contact the converter box manufacturer for instructions or refer to the converter box owner's manual.

## HOW DO I INSTALL AN ANTENNA IF I HAVE A CONVERTER BOX?

The antenna connects to the converter box using a coaxial cable, and then the converter box is plugged into the TV. Depending on your converter box, you will use coaxial, component (red, yellow, white) or HDMI cables for this connection. So, in order: Antenna > Digital Converter Box > TV.

# UNDER CABINET LIGHT FIXTURES FAQ

## HOW DO I KNOW IF I HAVE THE RIGHT CONVERSION BOX FOR MY FIXTURE TO DIRECT WIRE IT?

The conversion boxes have the two different types of clips - one on the side and one on the top. It is usually as simple as seeing if the clip placement matches up. This information can also usually be found on the fixture's packaging. If you need further assistance, please call our support and we can identify this for you.

## HOW DO I KNOW IF I HAVE THE RIGHT LINKING WIRE?

The linking wires either have the clip on the side (low profile) or on the top (original/high profile). To determine if you have the right linking wire, check to see if the clip matches up to the plug on the fixture. For further assistance, please call our support and we can help identify this for you.

## WHAT IS THE DIFFERENCE OF AN LED BULB VERSUS AN INCANDESCENT OR FLUORESCENT?

LED (light-emitting-diode) fixtures combine the best traits of their incandescent and fluorescent predecessors: affordable cost, outstanding energy efficiency, high quality warm light that's cool to the touch, and lifetime bulbs that never need to be replaced.

## WHAT IS COLOR TEMPERATURE AND HOW DO I CHOOSE THE RIGHT TEMPERATURE FOR MY SPACE?

Color temperature is a measurement of how warm or cool a light is. Warm light is yellow or amber. Cool light is typically more blue. Correlated Color Temperature (CCT) is measured in degrees Kelvin.

The higher the color temperature, the cooler the light. For example, the blue flame of a blowtorch is a much higher temperature than the warm orange glow of a candle. Most of the lighting fixtures available for household lighting appliances will be in one of these ranges:

- 2700K - 3000K "Warm White": This is the color temperature of light produced by a standard 60-watt incandescent bulb. Most Americans grew up with this light in their homes, and it remains the most popular option among North American consumers today.
- 5000K "Daylight": This color temperature is much cooler and whiter than the warm hue of 2700K. This color temperature of lighting products is gaining in popularity among American consumers.

## WHAT IS CRI AND WHY IS IT IMPORTANT?

CRI, or Color Rendering Index, measures how accurate the color of an object looks under a light source. We offer an in-depth explanation of CRI in our Under Cabinet Lighting guide [here](#).

Earlier generation LEDs had a relatively low CRI score of about 70. The standard today is 80. Most people are satisfied with 80 CRI, but there are premium fixtures available with CRI scores as high as 98 (nearly perfect).

## HOW DIFFICULT IS IT TO INSTALL UNDER CABINET FIXTURES?

That depends on the type of fixture you are installing. Direct wire fixtures may be necessary to contact a licensed electrician to consult you on installing a direct wire fixture. The upside to this type of light fixture is that once installed correctly, your lights will turn on and off using your in-wall light switch. Direct wire fixtures are also a more permanent installation, which makes them a preferred option for many homeowners, while renters may still prefer a plug-in alternative.

Plug-in fixtures come with a standard power cord that plugs into any power outlets.

If you lack the know-how to direct wire, and there are no plugs nearby in your space, you also have the option of a battery-operated light fixture. These are great for pantries or closets that lack a good lighting source.

## WHAT IS THE PURPOSE OF A JUNCTION BOX?

A [junction box](#) or converter box allows you to convert linkable fixtures from plug-in to direct wire. It also eliminates cord clutter with direct wire fixtures by allowing multiple fixtures to be controlled by one light switch. If your fixtures are front phase dimmable, the junction box allows you to dim your lights with a compatible in-wall dimmer for some romantic mood lighting.

## WHAT ARE LUMENS AND ARE THEY IMPORTANT WHEN CHOOSING UNDER CABINET KITCHEN LIGHTING?

Lumens are an important consideration. Lumens are a measurement of brightness and the amount of lumens you need depends on the size of your space. Dimmable fixtures eliminate the guesswork by allowing adjustments to select the right amount of lumens for every situation.

# TIMER FAQ

## ^ CAN I CHANGE THE PRESETS ON MY TOUCHSMART TIMERS?

The presets, such as "morning, evening and all night" cannot be changed. However, if your timer features "my on" and "my off" times, you can create custom schedules. These custom settings can be used to override the preset ON/OFF times. Consult your timer's manual or check [this resource page](#) for a helpful video.

## ^ MY TIMER IS SET UP, WHY AREN'T MY LIGHTS TURNING ON/OFF?

After programming the date, time, region and other features, you need to create a schedule for your timer. Depending on the timer's settings, you can create custom ON/OFF times, use presets, activate a countdown and more. Consult your timer's manual or check [this resource page](#) for a helpful video.

## ^ WHAT SHOULD I DO IF THE TIMER ISN'T WORKING CONSISTENTLY?

Press the reset button for about three seconds with a pencil or toothpick. Once the timer is reset, try the buttons again.

## ^ WHAT DO "AUTO ON" AND "AUTO OFF" MEAN?

If "auto" is displayed, the timer function is running and will follow the programmed times. "ON" and "OFF" indicate the status of the connected device.

## ^ HOW CAN I ENSURE MY MECHANICAL TIMER TURNS ON/OFF AT THE CORRECT TIMES?

Mechanical timers are controlled by pins around the dial. When the pin is in the up position, the connected device is off. It turns on when the pin is down. The timer is shipped with all pins in the down position. Make sure the appropriate pins are in the correct position for your desired schedule. Also, verify the indicator on the face of the dial points at the accurate time of day.

## ^ WHY DOESN'T THE DIAL ON MY IN-WALL MECHANICAL TIMER SPIN?

Verify the timer is wired correctly. The center screw can occasionally be too tight, which can stop the mechanism from spinning. Loosening the screw slightly and try to rotate the dial.

## ^ WHAT IS THE DIFFERENCE BETWEEN POLARIZED AND GROUNDED OUTLETS?

Polarized outlets have two slots of different sizes. This allows the plug to only be inserted in one way. Grounded outlets feature three holes to accommodate plugs with a grounding pin. Pick a timer with the appropriate style of outlets for your needs. Modifying plugs to fit incompatible outlets is a safety hazard.

## ^ WHAT IS THE DIFFERENCE BETWEEN SEVEN-DAY AND 24-HOUR TIMERS?

A 24-hour timer repeats programs every day. It only requires setting the time and your preferred scheduled events - not the date. Seven-day timers allow varied programs on different days. To accomplish that, these timers require setting the date as well as the time and your scheduled events.

## ^ WHY IS A COUNTDOWN USEFUL?

The countdown feature allows you to set a one-time program to turn off your devices after a set time - usually between one minute and 24 hours. This is a quick solution for tasks that do not occur regularly.

## ^ HOW DO I WIRE MY TIMER IN A SINGLE-POLE SET-UP?

Match the wires below with the timer's labeled terminals:

Line (hot): Black wire - supplies power

Load: Black wire - connects to light

Neutral: White wire - can be a bundle of wires in the back of the switch box

Traveler: Often red but may be other colors - not used in single-pole installation

Ground: Green or bare copper wire

## ^ HOW DO I WIRE MY TIMER IN A 3-WAY SET-UP?

Match the wires below with the timer's labeled terminals:

Line (hot): Black wire - supplies power

Load: Black wire - connects to light

Neutral: White wire - can be a bundle of wires in the back of the switch box

Traveler: Often red but may be other colors - connects timer to another switch location; required for three-way installation

Ground: Green or bare copper wire

## ^ WHY IS THE REMOTE FOR MY LIGHTING CONTROL OPERATING MULTIPLE OUTLETS?

GE-branded wireless lighting controls - such as 18278 and 18279 - feature one of four frequencies. The back of the package is labeled A, B, C or D to indicate the frequency of the lighting control. All devices with the same frequency within range of the remote follow the same ON/OFF commands. To operate separately, the wireless controls need different frequencies.

# DOOR CHIMES FAQ

## MY PUSH BUTTON WILL NOT WORK MY CHIME. WHAT SHOULD I DO?

Make sure you have inserted the battery into the push button. Please note: The battery comes in between the two sheets of paper in the package, it is not preinstalled in the push button.

## HOW CAN I MAKE MY CHIME LOUDER?

Press and release the volume button on the chime to change the volume.

## CAN I PAIR MORE THAN 1 PUSH BUTTON WITH MY CHIME?

Yes. You can pair up to four push buttons to one chime.

## CAN I PAIR MORE THAN 1 CHIME WITH MY PUSH BUTTON?

Yes. You can pair as many chimes as you want to a single push button.