



# Reset. Reconnect. Restore.

## Smart Switch Tips After an Outage

### Why aren't my lights turning on with the in-wall smart switch?

The lights and switch may not be communicating after a power or internet outage.

### What should I do if my lights don't turn on after a power or internet outage?

1. Pull the air gap on the switch connected to the lights and push it back in.
2. Reboot your modem and router.
3. Change the switch to standard mode — switch must be online.
  - Select the switch in the JascoPro app.
  - Tap the settings tab.
  - Open manual switch control.
  - Select standard.

### Why is my switch making a clicking noise?

The Emergency Flash function may have been activated.

Turn off Emergency Flash in the JascoPro app or from the in-wall device by:

- Pressing the top button of the JascoPro scene switch for 10 seconds.
- Pushing the bottom of the JascoPro rocker switch for 10 seconds.
- Pressing the center button of the JascoPro Emergency Flash switch for 3 seconds.

If you need additional assistance, our U.S.-based dedicated support is available at 1-833-981-0170, M-F.

# POWER'S BACK... BUT STILL NO CONNECTION?

If your devices aren't connecting after a power outage, try these quick steps:

## 1. CHECK YOUR MODEM AND ROUTER

- Unplug your modem and router. Wait 30 seconds, then plug them in.
- Make sure all the lights come on normally.
- Try connecting a device via Wi-Fi or Ethernet to see if the internet is working.

## 2. CLOSE AND OPEN THE JASCO PRO APP

- Fully close the app to refresh it.
- Open the app and check to see if your devices are showing up.

## 3. CALL CONSUMER CARE

If your modem/router seems fine and the app still won't connect, there may be a device or account issue.

Reach out to our support team anytime!

**1-833-981-0170, M-F.**

