ETEKCITY®
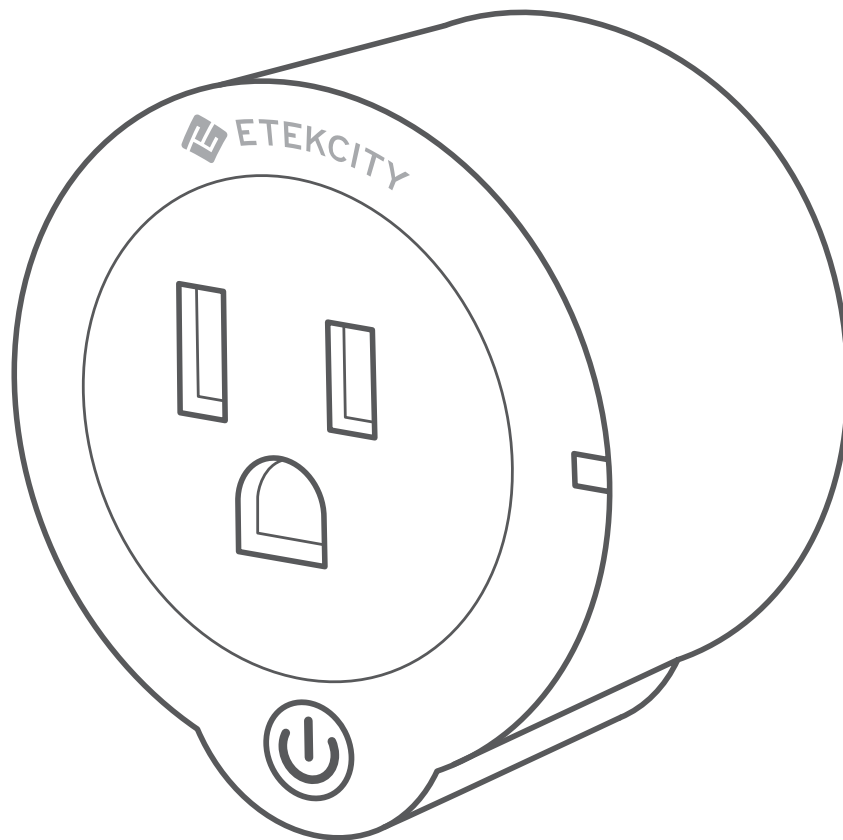
Voltson Smart WiFi Outlet

Model: ESW01-USA-R19 / ESW01-USA-R6P

User Manual

Questions or Concerns?
Mon–Fri, 9:00 am–5:00 pm PST/PDT
support@etekcity.com • (855) 686-3835

Thank you for purchasing the Voltson Smart WiFi Outlet by Etekcity.

Your smart outlet allows you to control electrical appliances, such as lights, fans, and kitchen appliances with your Android™ or iOS® devices. With the free VeSync app, turn your appliances on and off from anywhere, at any time.

If you have any questions or concerns, please reach out to our helpful Customer Support Team at **support@etekcity.com**. We hope you enjoy your new smart outlet!

Become an Etekcitizen

Exclusive deals, giveaways, and product registration.
Better products for better living.
Find us at **etekcity.com**

Table of Contents

Specifications

Maximum Switch Current	10A
Power Supply	AC 120V, 60Hz
Power Consumption	0.7-1.2W
Wireless Distance (Outlet to Router)	98-164 ft / 30-50 m (max visible range)
Communication Mode	IEEE802.11b/g/n (WiFi)
Communication Frequency	2400-2483.5MHz
Compatible Systems	Android™ 4.3 or higher / iOS® 9.0 or higher
Operating Environment	14°-104°F / -10°-40°C
Storage & Transportation Environment	-4°-104°F / -20°-60°C
Dimensions	4 x 2.5 x 1.2 in / 102 x 62 x 30 mm

Note: *The smart outlet's WiFi signal range can be weakened or disrupted if:*

- *Your WiFi bandwidth is not 2.4GHz*
- *Your WiFi network and/or your smart outlet is blocked by objects that are too thick, such as walls, floors, and furniture*
- *Other electrical appliances are interfering with your WiFi signal (such as microwave ovens, wireless speakers, and LCD displays)*

Safety Information

To reduce the risk of injury and/or damage to this smart outlet, please read and follow all instructions and safety guidelines in this manual.

- **Do not** exceed the smart outlet's maximum load current of 10A (approximately 1200W) by plugging in appliances that require a higher load current. **Always** check appliance labels to find out their electrical power rating before using.

Note: *For inductive loads (such as appliances with motors), the maximum current is 5A (600W).*

- Keep out of reach of children.
- **Only** use indoors, in a dry location.
- **Always** keep away from water or other liquids.
- Household use **only**.

SAVE THESE INSTRUCTIONS

Product Requirements

- A smartphone running on iOS 9.0/Android 4.3 or higher.
- A secure 2.4GHz WiFi connection (supports 802.11b/g/n standard).

The smart outlet is compatible with electrical appliances that use up to 10A current. Connecting an appliance that uses more than 10A current may cause the smart outlet fuse to blow.

Product Diagram

Front   **Back**
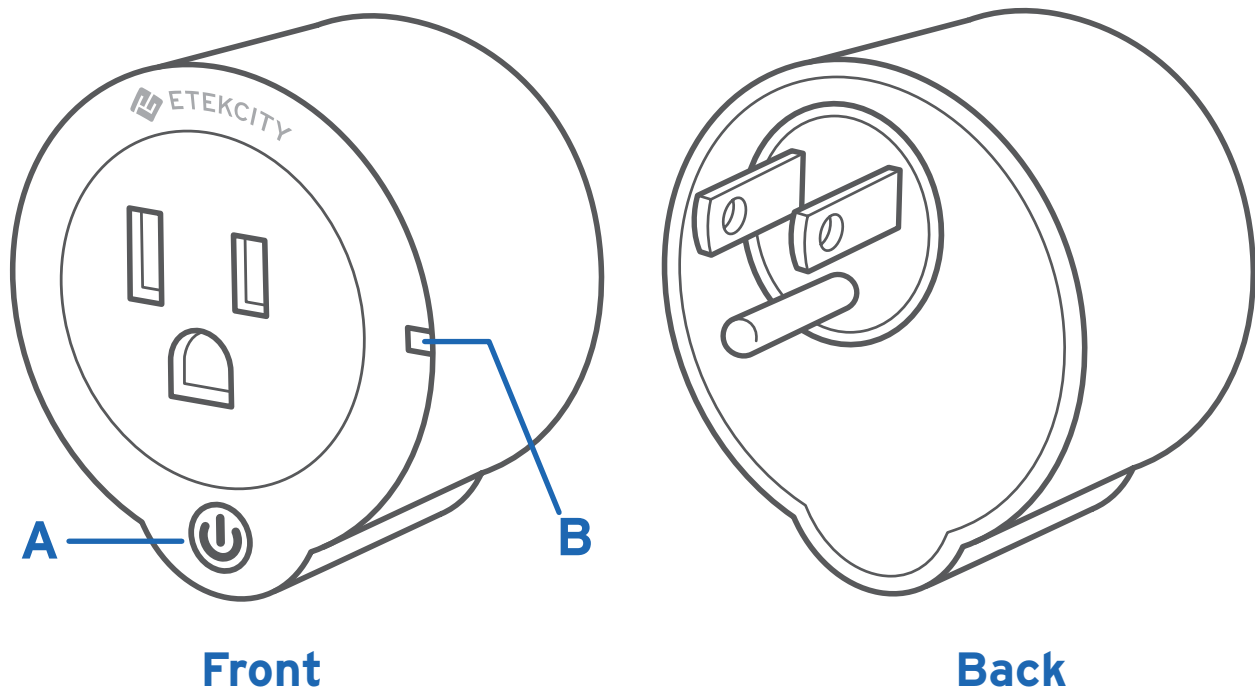
A. Power Button
B. LED Indicator Light

LED Indicator Light Chart

Light Indicator Color	Status	Description
Yellow	Solid	Smart outlet is on
Blue / Purple	Blinks twice every 5 seconds	Smart outlet is trying to connect to WiFi
	Blinks once every 5 seconds	Smart outlet is connected to WiFi, but is trying to connect to server
	2 blinks per second	Smart outlet is in Configuration Mode
	4 blinks per second	Smart outlet is resetting
None	No light	Smart outlet is off

VeSync App Setup

Note: *Due to ongoing updates and improvements, the VeSync app may appear slightly different than shown in the manual. In case of any differences, follow the in-app instructions.*

1. To download the VeSync app, scan the QR code or search "VeSync" in the Apple App Store® or Google Play Store.

    Note: *For Android users, you must select* **Allow** *to use VeSync.*

2. Open the VeSync app. If you already have an account, tap **Log In**. To create a new account, tap **Sign Up**.

Note: *You must create your own VeSync account to use third-party services and products, such as the Amazon Echo and Google Home™. These will not work with the guest account. With a VeSync account, you can also allow your family or friends to control your smart outlet.*
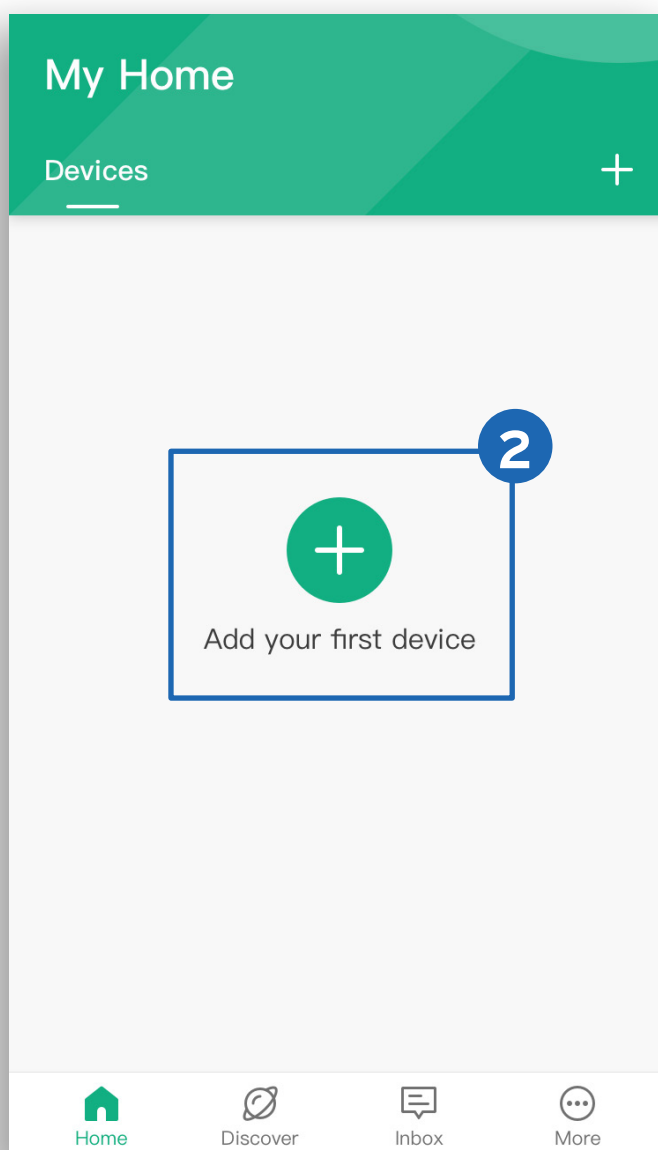
Configuration

Set up your smart outlet with the VeSync app.

1. After plugging in your smart outlet, open the VeSync app.
2. Tap **+** to add your smart outlet.

3. Tap **WiFi Outlets**, then select your smart outlet.

4. Follow the in-app instructions to add your smart outlet.

Note:

- *You can connect to the VeSync app by selecting **ESW01-USA-R19**, **ESW01-USA-R6P**, or **Etekcity 10A WiFi Outlet US/CA**.*

- *After setup is complete, you can change the name and icon at any time by going to the smart outlet screen and tapping ⚙ .*

✕ Add Device ③

WiFi Outlets >

Switches >

Air Products >

Scales >
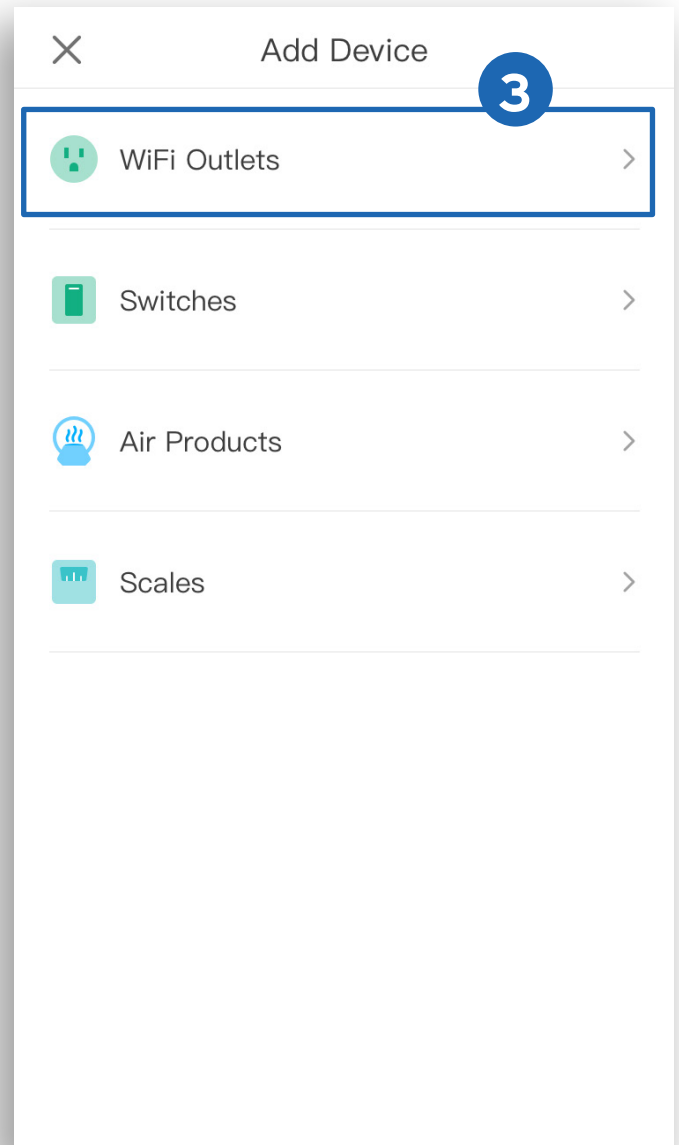
Functions

Turning the Smart Outlet On/Off

To turn the smart outlet on/off:

A. Press the smart outlet's power button.

B. Tap ⏻ on the My Home screen or the smart outlet screen in the VeSync app.

> **Note:** *The smart outlet will remain connected to the internet even when it is turned off.*
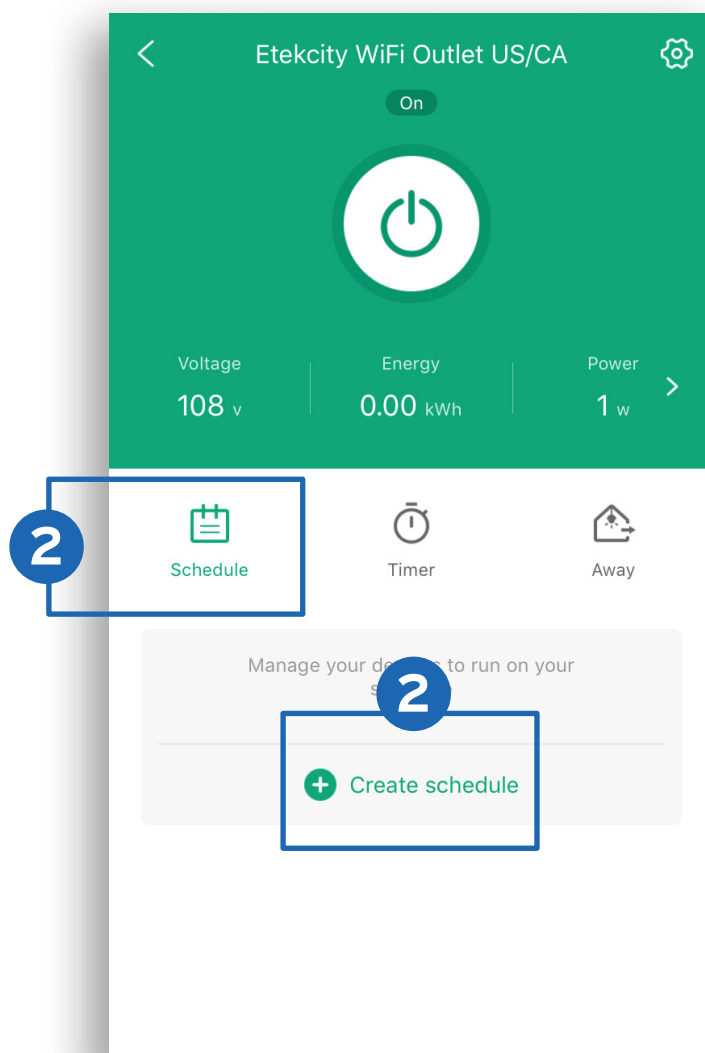
⏻ Smart outlet is **off**

⏻ Smart outlet is **on**

Schedules

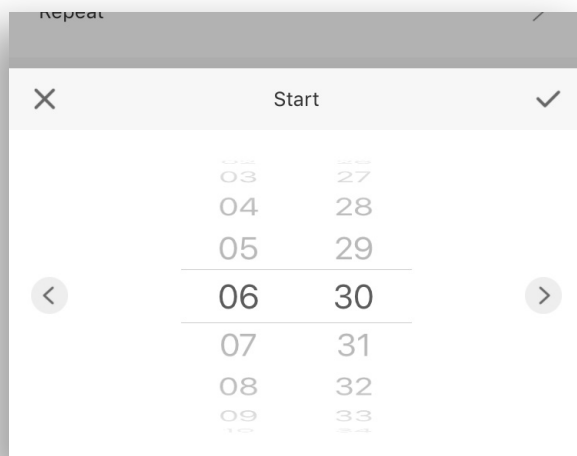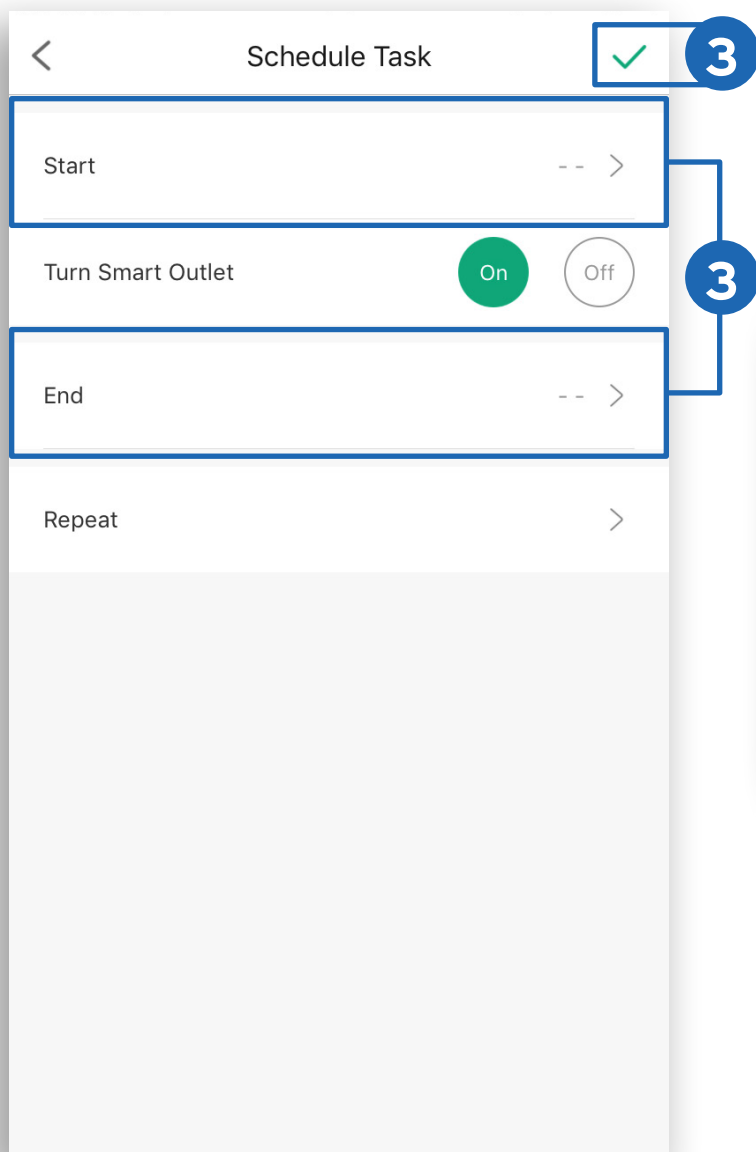Create a schedule to set a scheduled time for the smart outlet to turn on/off.

1. From the My Home screen, tap the name of your smart outlet to open the smart outlet screen.
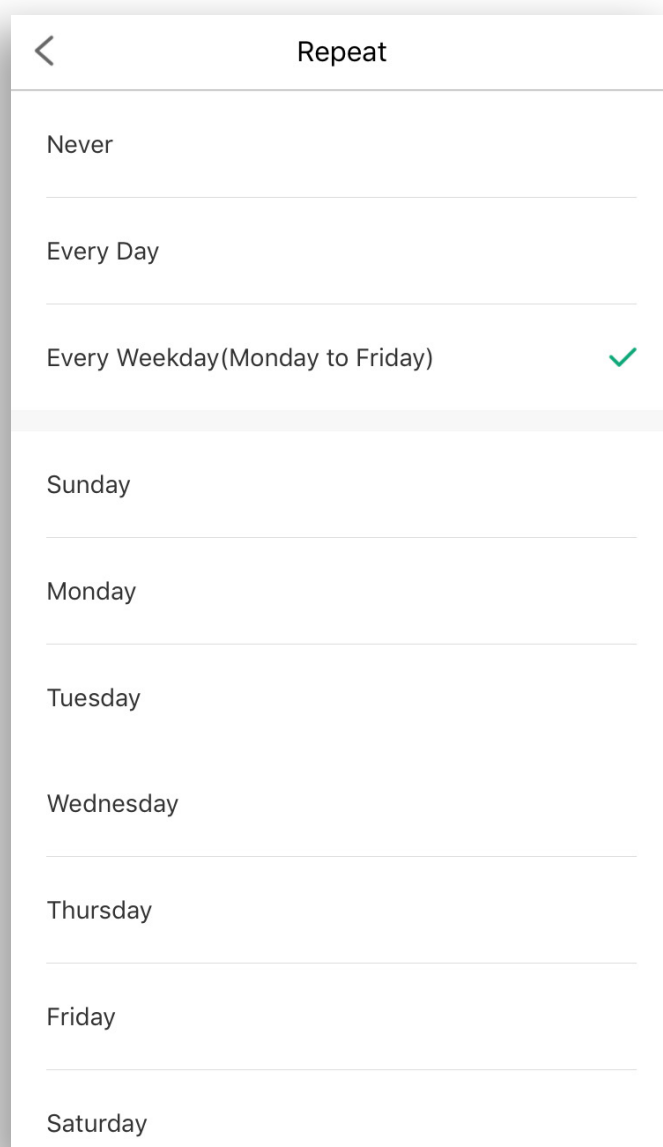2. Tap **Schedule**, then tap **+** .

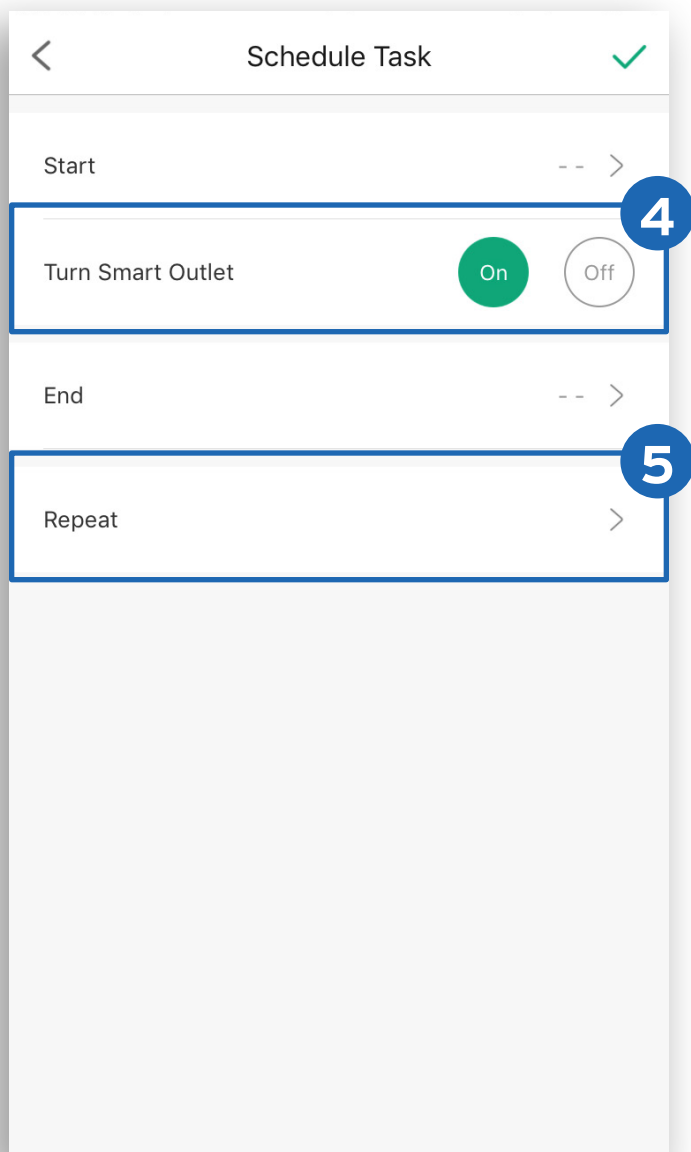**3.** Tap **Start** and **End** to set the start and end times. Tap ✓ to confirm.
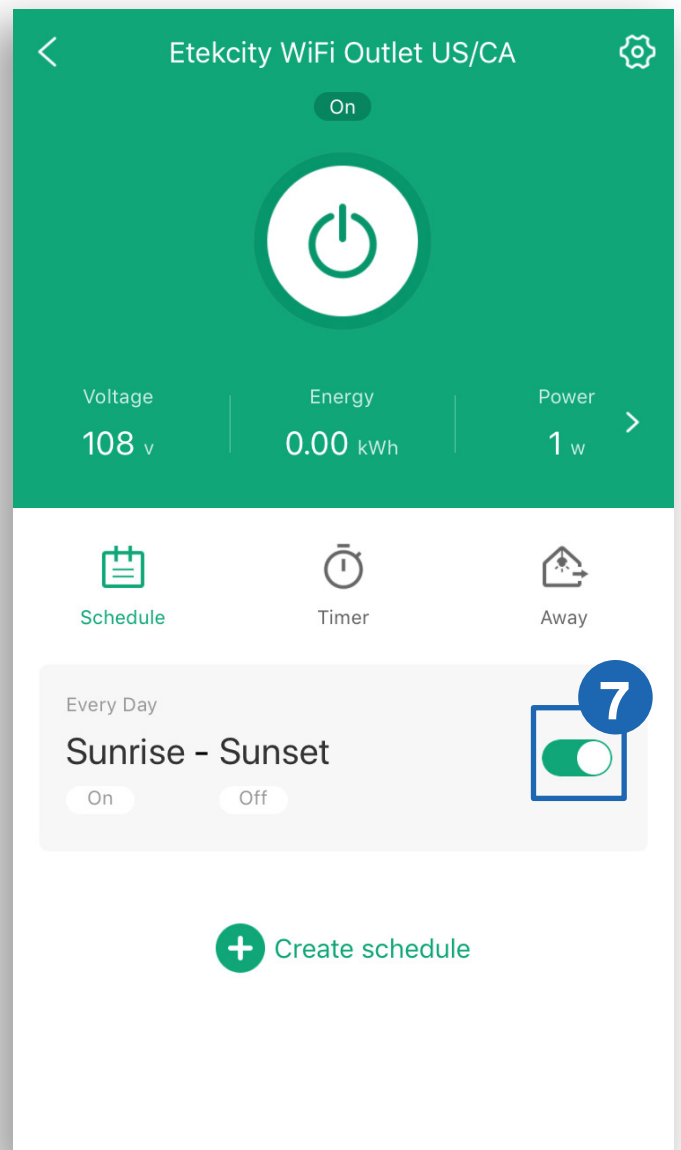
Note:
- *When selecting a time, tap ‹ for "Sunrise" or › for "Sunset". Allow the VeSync app to access your location to determine when sunrise and sunset are for your area.*

4. Choose whether to turn the smart outlet **On** or **Off** at the start time and end time.

5. To repeat the schedule, tap **Repeat**, then tap the desired days.

6. Tap ✓ to save the schedule.
7. Tap the toggle to turn the schedule on or off.

6

Schedule Task	✓

Start   - - >

Turn Smart Outlet   On   Off

End   - - >

Repeat   >

Etekcity WiFi Outlet US/CA ⚙

On

Voltage   Energy   Power
108 v   0.00 kWh   1 w >

Schedule   Timer   Away

Every Day
Sunrise - Sunset
On   Off

7

⊕ Create schedule
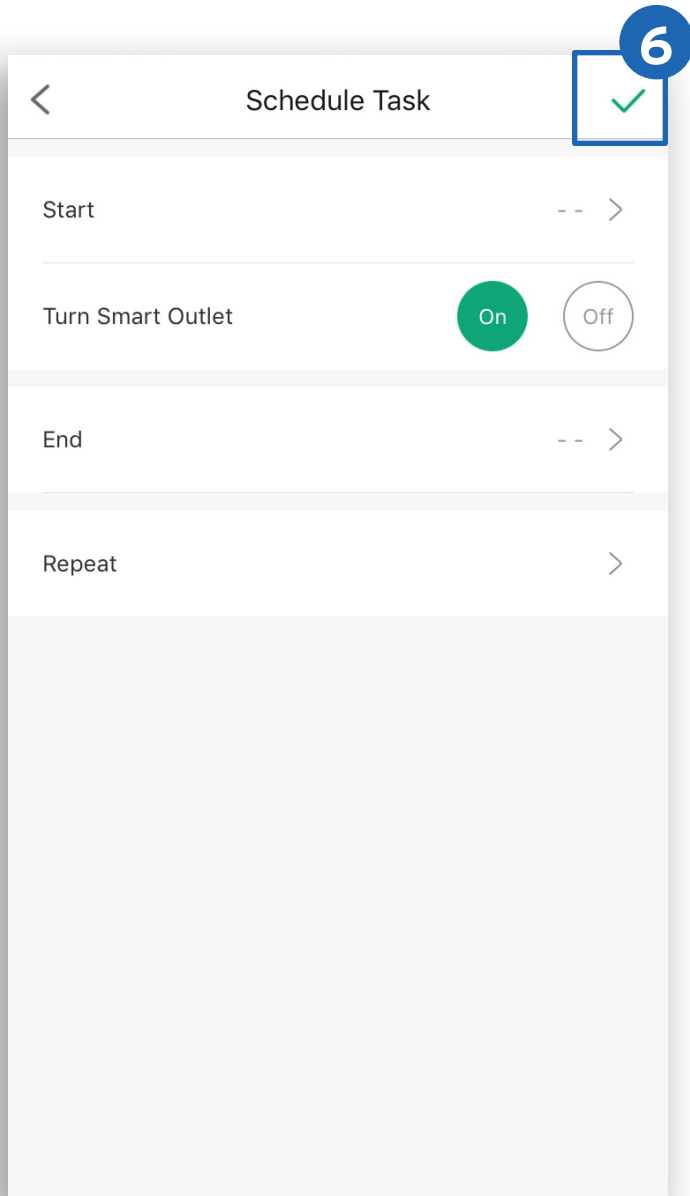
Timer

You can set a timer to turn your smart outlet on/off.

1. From the My Home screen, tap the name of the smart outlet to open the smart outlet screen.
2. Tap **Timer**. Then, **+** .
3. Scroll up and down to set the time and tap **On** or **Off**.
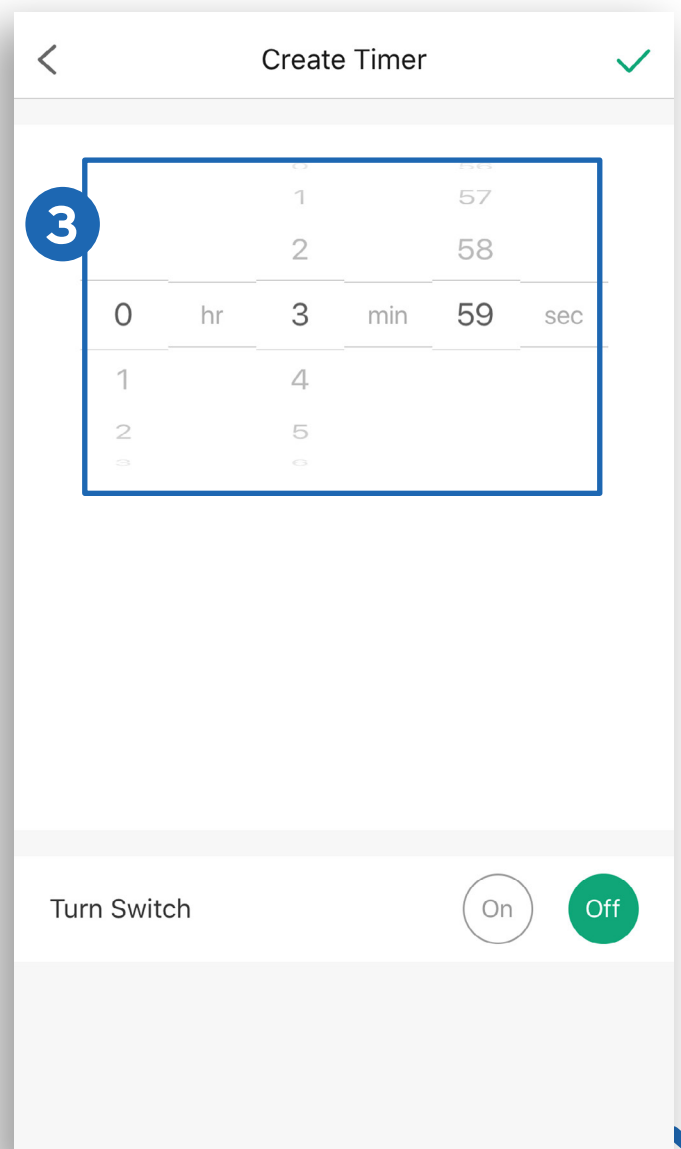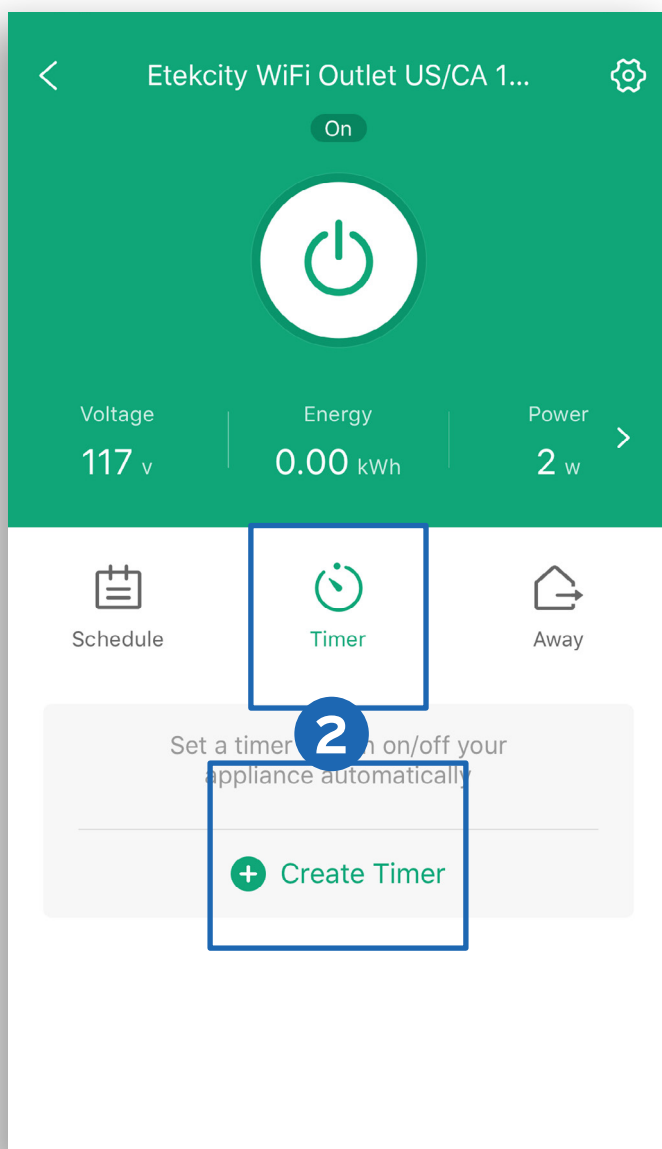
4. Tap ✓ to confirm and start the timer. When the timer finishes, the smart outlet will turn on or off based on your selection.

5. Tap ⏹ to stop the timer. Tap ▶ to restart the timer.

Note: *To remove the timer entry, tap the timer entry, then tap* **Delete***.*
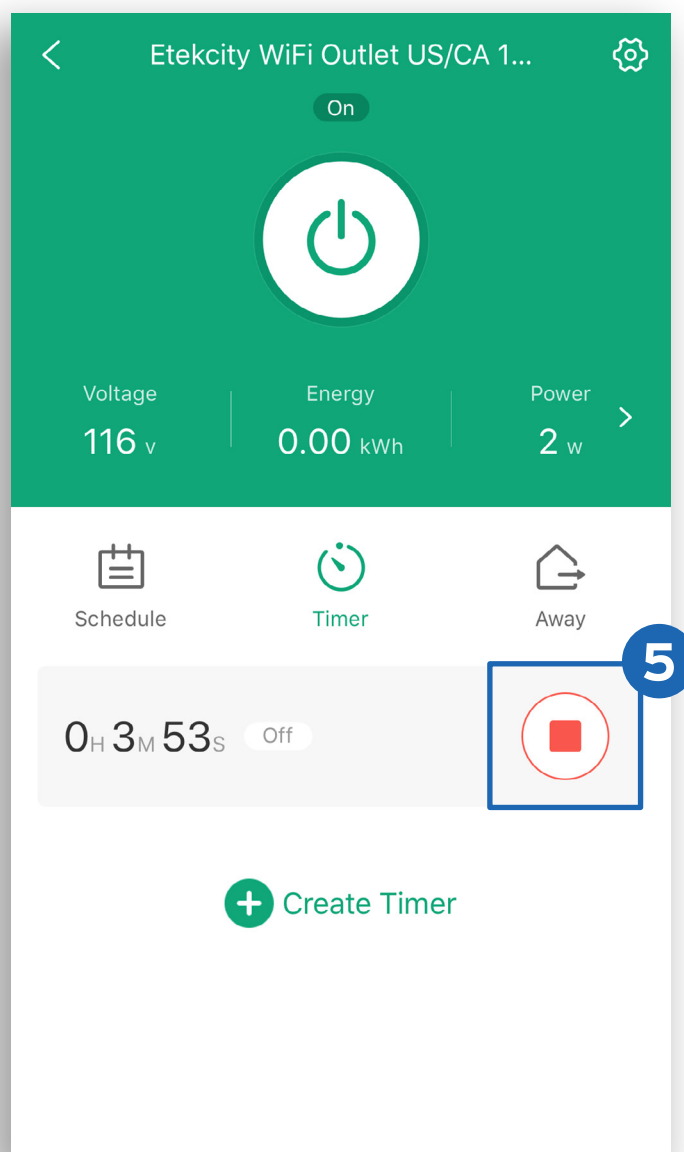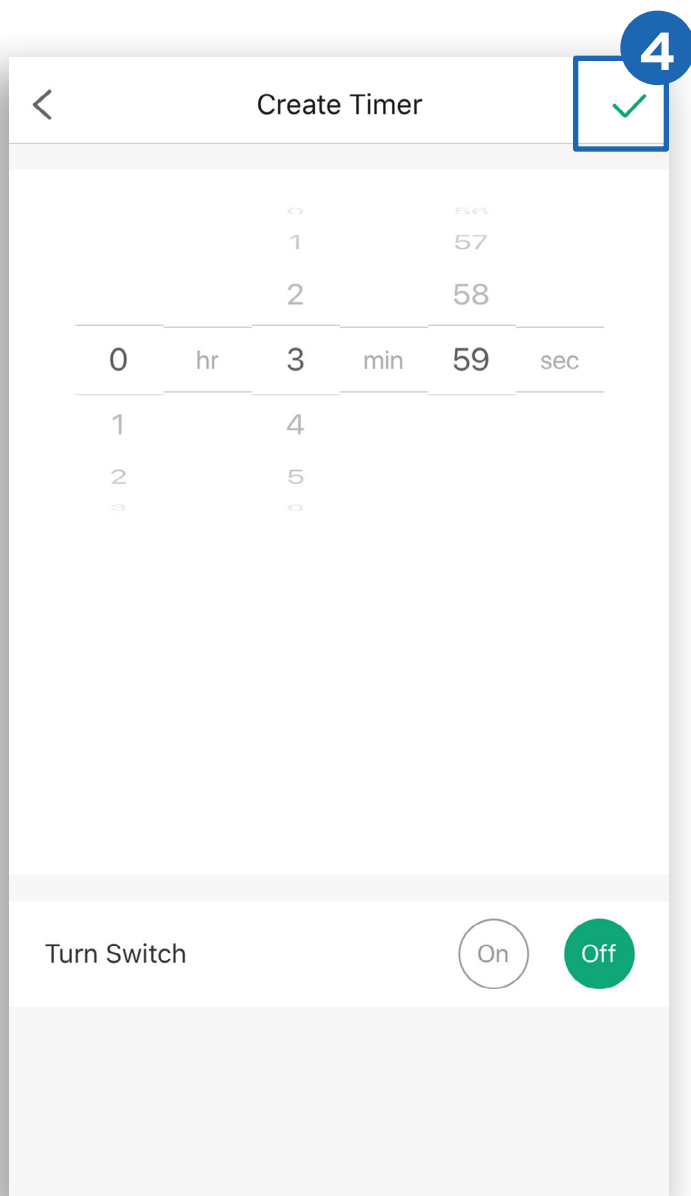
Away Mode

Use Away Mode to have your smart outlet turn on and off periodically to give the appearance that someone is home while you're away.

1. From the My Home screen, tap the name of the smart outlet to open the smart outlet screen.
2. On the smart outlet screen, tap **Away**, then **Set Away Mode**.
3. Tap **Start** and **End** to set the start and end times. Tap ✓ to confirm.
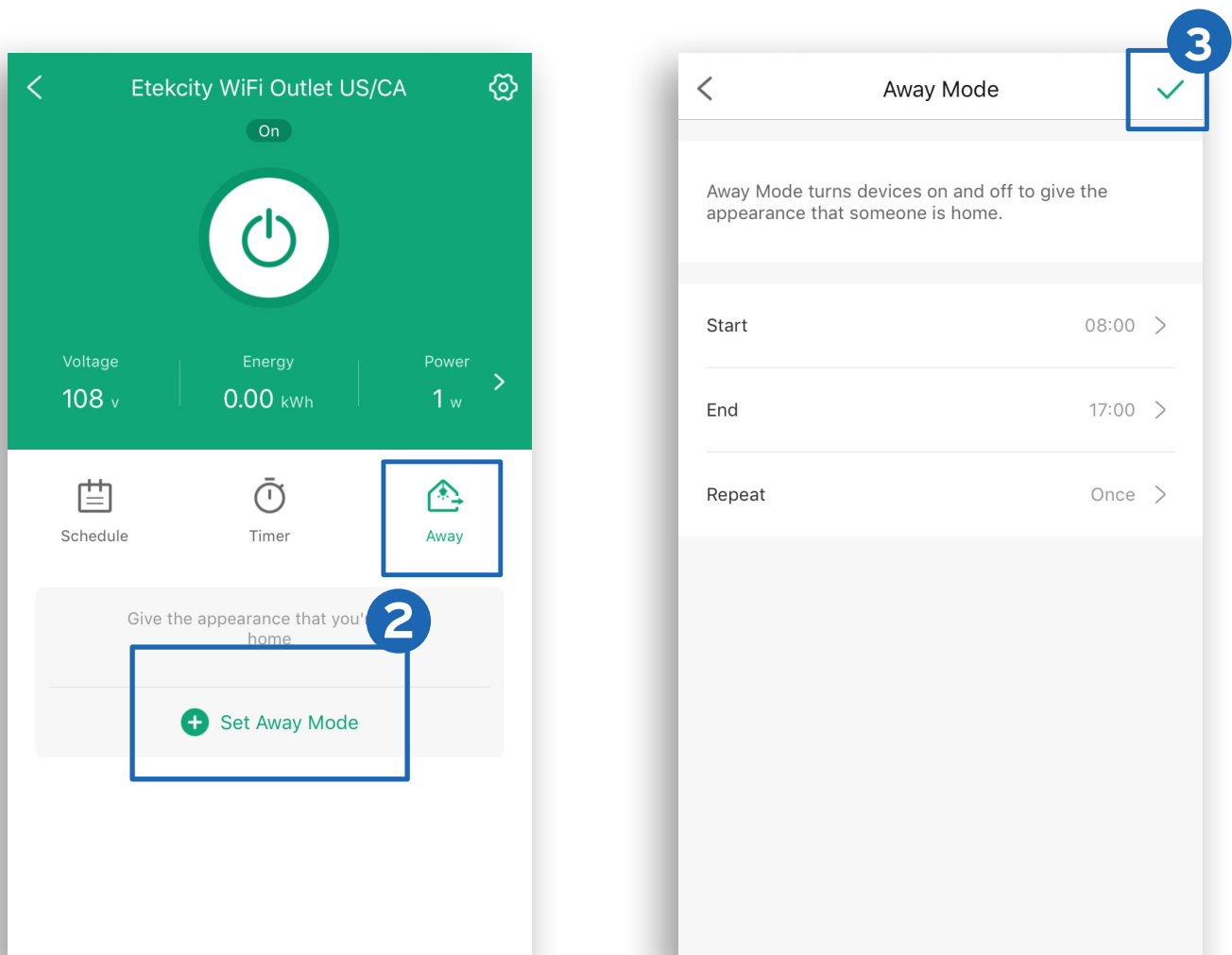
4. To repeat the Away Mode, tap **Repeat** and select the desired days.
5. Tap ✓ to save the Away Mode.
6. Tap the toggle to turn Away Mode on or off.

> **Note:** *To delete Away Mode, tap the Away Mode entry, then tap* **Delete**.
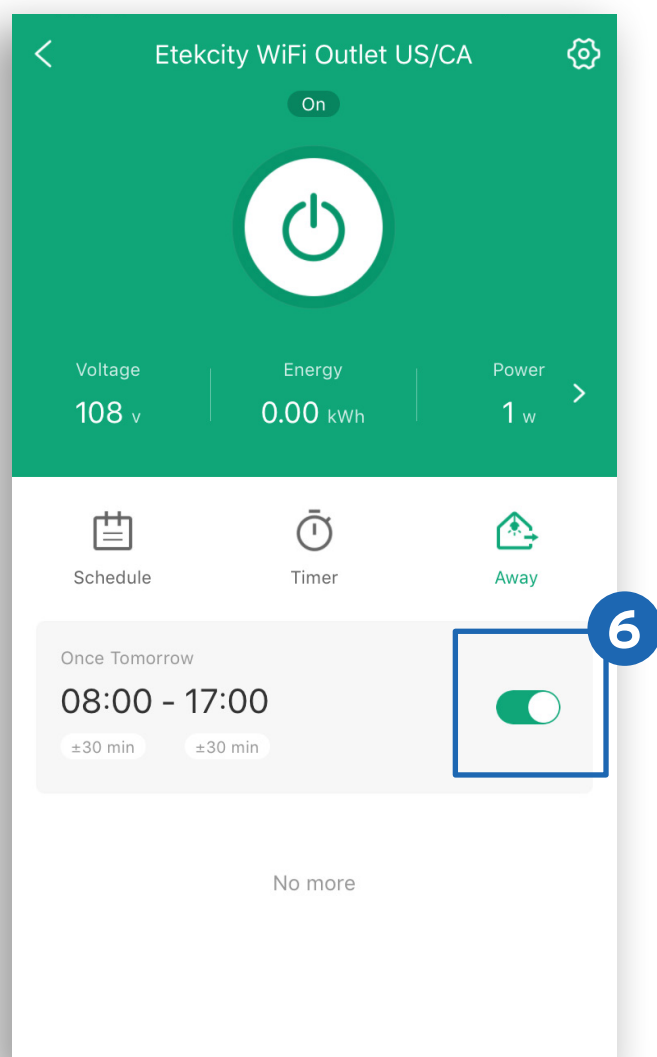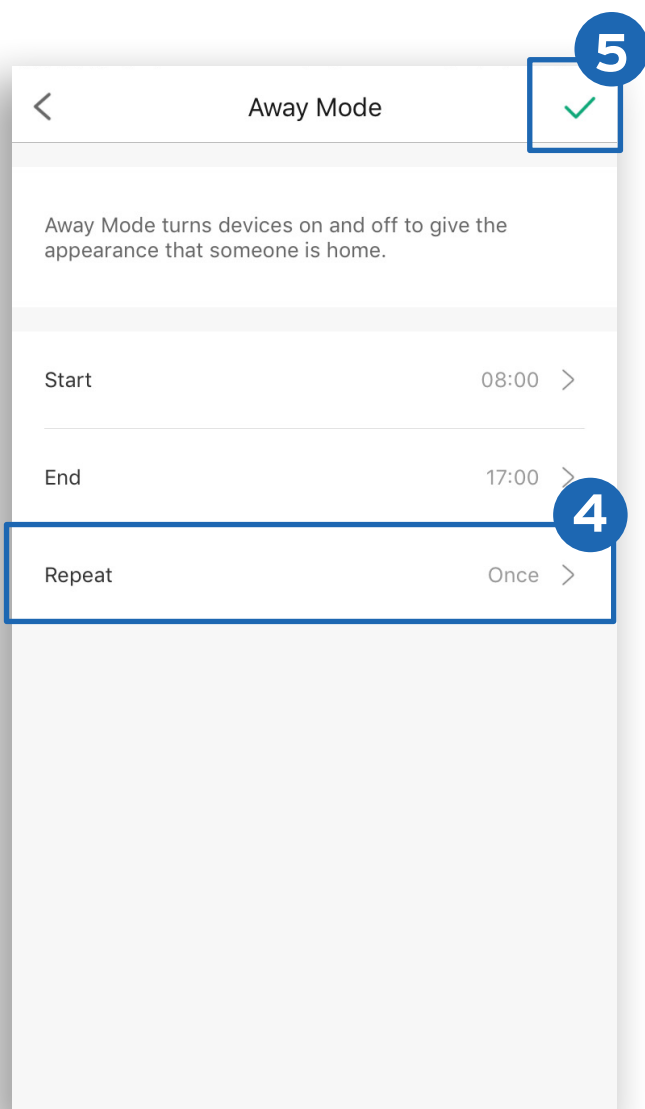
Groups

Create a group in the VeSync app to control multiple VeSync-enabled smart devices at once. For example, you can use a group to turn on several smart outlets by tapping one button.

Follow the in-app instructions to create and use Groups.
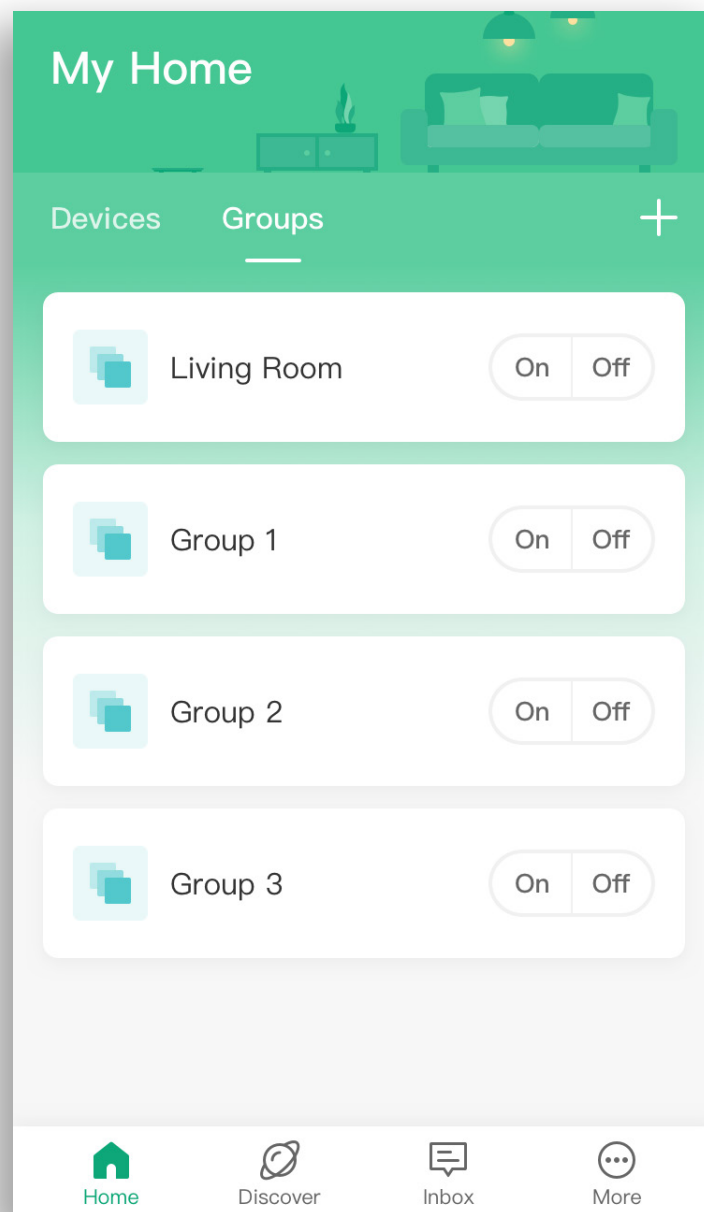
Device Settings

- From the My Home screen, tap the name of the smart outlet to open the smart outlet screen.
- Tap ⚙ to see Device Settings.
- To change a setting, tap the text, icon, or > symbol on the right side of the screen. For example, tap the smart outlet name to change the name.

Etekcity WiFi Outlet US/CA ⚙	**Device Setting**
On	Device Name Etekcity WiFi Outlet US/CA 1 >
⏻	Icon >
	Allow Notifications 🟢
Voltage Energy Power >	Energy Saving Mode Off >
108 v 0.00 kWh 1 w	Abnormal Power Protection Off >
📅 ⏱ 🏠	Share Device >
Schedule Timer Away	Upgrade Firmware v1.89 >
Manage your devices to run on your schedule	Delete Device
⊕ Create schedule	
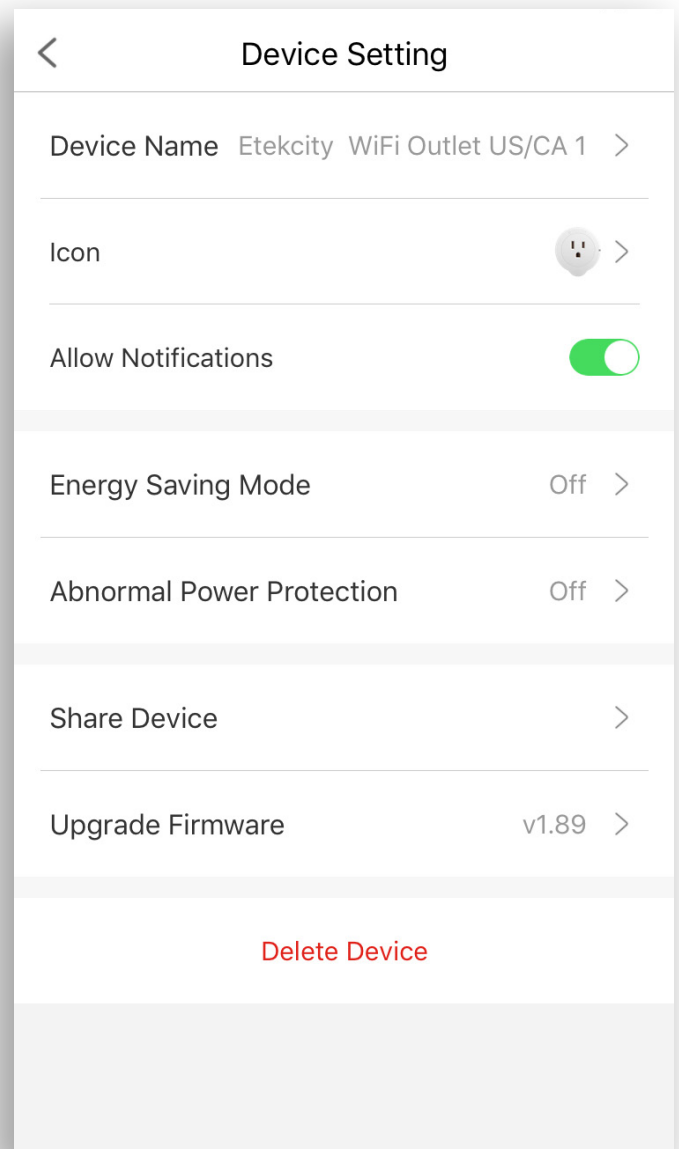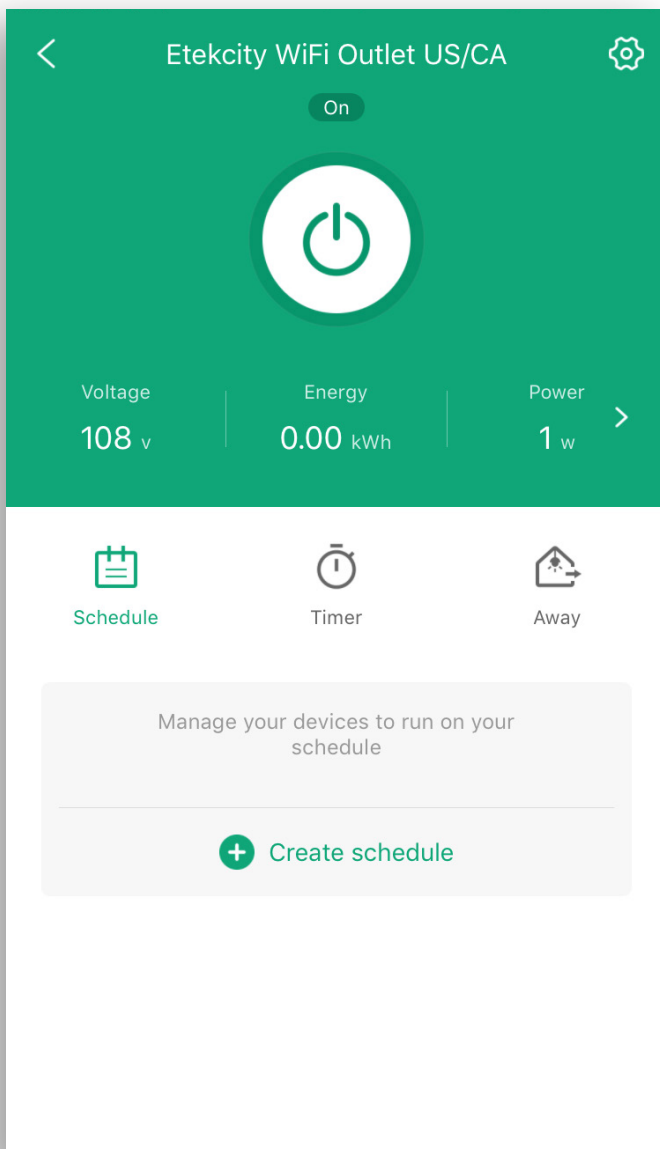
Energy Saving Mode

You can program your smart outlet to save on energy costs by turning off your appliance when the maximum cost setting is reached.

1. From the My Home screen, tap the name of the smart outlet to open the smart outlet screen.
2. Tap ⚙ to see Device Settings, then tap **Energy Saving Mode**.
3. Tap the toggle to turn "Energy Saving Mode" on or off.
4. Enter the Cost per kWh and Max Cost.
5. Tap ⌄ to switch between the monetary units, **EUR** or **USD**.
6. Tap ✓ to confirm.

Abnormal Power Protection

Turn on Power Protection to protect your connected appliances from power spike damage.

1. From the My Home screen, tap the name of the smart outlet to open the smart outlet screen.
2. Tap ⚙ to see Device Settings, then tap **Power Protection**
3. Tap the toggle to turn Power Protection on or off.
4. Enter power usage threshold.
5. Tap ✓ to confirm.
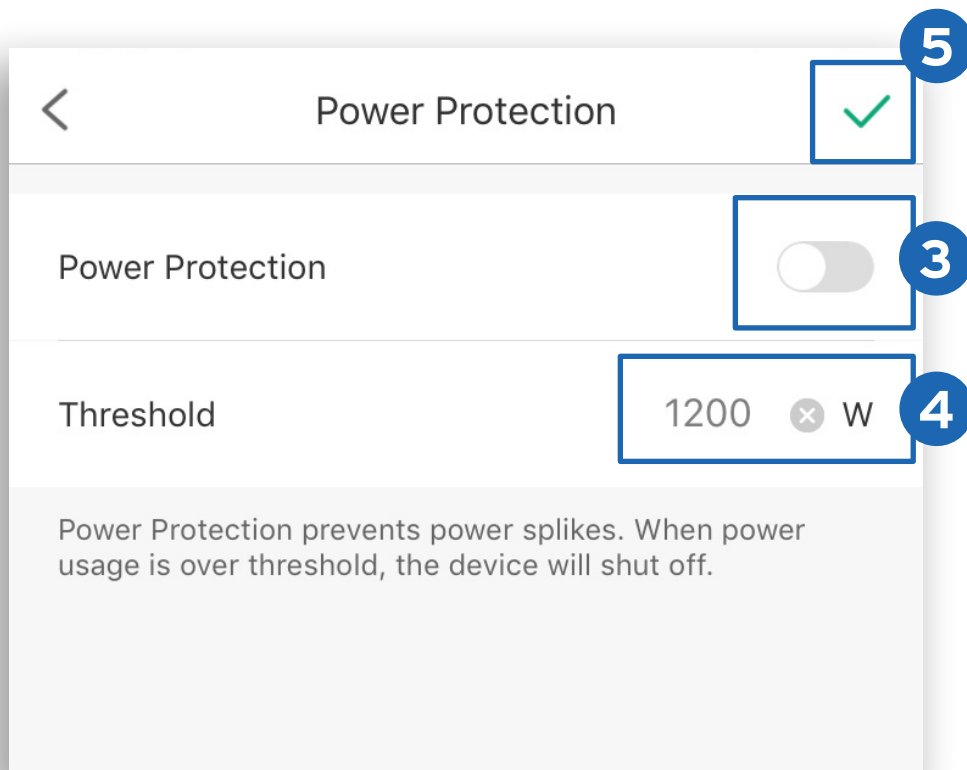
Sharing Your Smart Outlet

Share your device to allow others to also control your smart outlet.

Note:
- *You must have a VeSync account to share your smart outlet.*
- *People you share your smart outlet with must have a VeSync account.*
- *Shared users can edit your device settings. If they delete your device, it will only be deleted from their account. You can unshare at any time.*
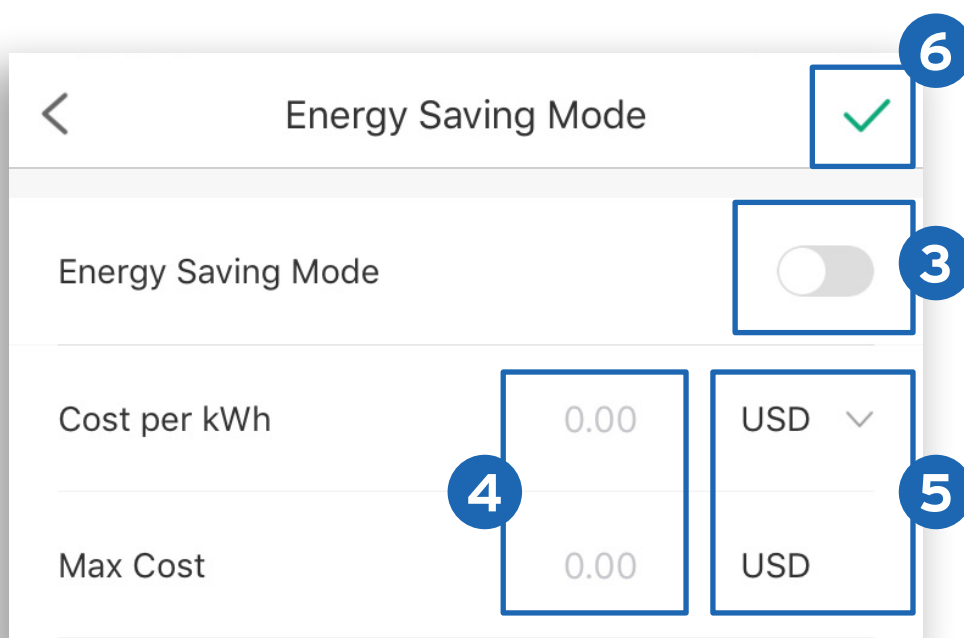
1. From the My Home screen, tap on the name of the smart outlet to open the smart outlet screen.
2. Tap ⚙ to see Device Settings, then tap **Share Device**.
3. Tap **+** on the Share Device screen.
4. Type in the email of the user you want to share control of your smart outlet with. Tap **Invite**.
5. Tap 🗑 to remove users you have shared your device with. They will no longer be able to control your smart outlet.

| | Share Device | **+** ③ |

Share device with your friend and family

Example
example@email.com   🗑 ⑤

| ④ |
| | Share Device | Invite |

Please input share email
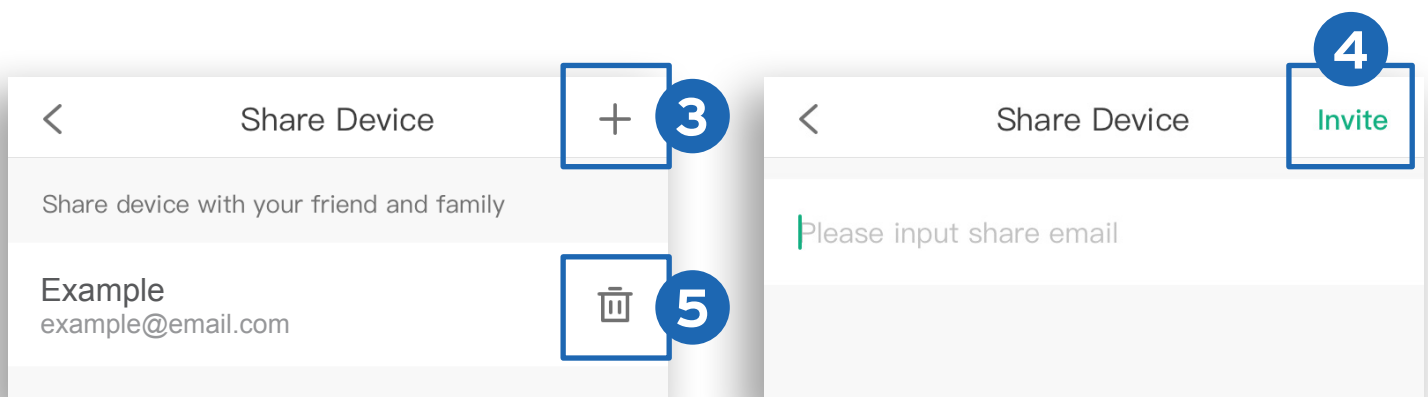
Deleting Your Smart Outlet from VeSync

You can delete your smart outlet from the "My Home" screen in the VeSync app.

- **iOS:** Swipe left on the smart outlet's name to delete.
- **Android:** Press and hold on the smart outlet's name for 2 seconds to delete.

You can also delete your smart outlet in Device Settings (see page 21). Tap **Delete Device** at the bottom of the screen.
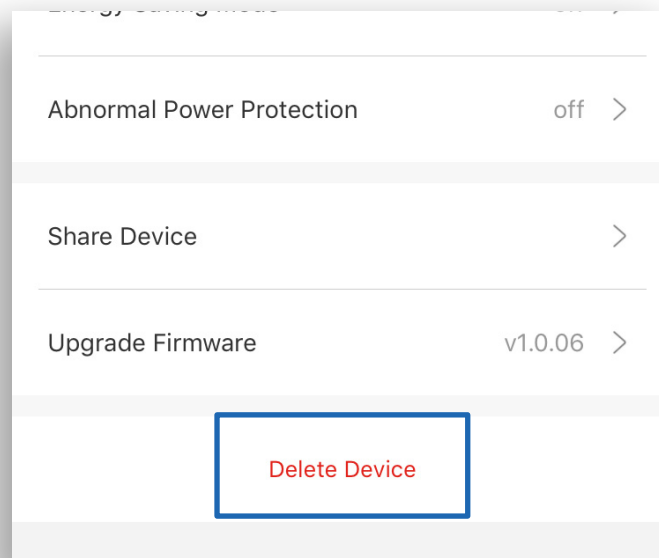
More Features

Connecting with Amazon Alexa

To view instructions in the VeSync app, tap **More** at the bottom of the screen, then tap **Link to Alexa**.

> **Note:** *You must create your own VeSync account to connect with Alexa.*

Connecting with Google Assistant™

To view instructions in the VeSync app, tap **More** at the bottom of the screen, then tap **Link to Google Assistant**.

> **Note:** *You must create your own VeSync account to connect with Google Assistant.*

Contact Customer Support

You can contact our friendly Customer Support Team through the VeSync app, in addition to the help line.

- To chat directly with our US office Customer Support Team, tap **Inbox** at the bottom of the screen. Then, tap **Online support** to send a chat message.

  Note: *Chat hours are Mon-Fri, 9:00 am-5:00 pm PST/PDT. Messages sent outside chat hours will receive an email response.*

Help and Feedback

1. To get in-app help or send feedback on your smart outlet, tap **More** at the bottom of the screen, then tap **Help and Feedback**.
2. Tap the name of your smart outlet.

   Note: *If your smart outlet is not installed, tap **More**, then tap **WiFi Outlet** and choose your smart outlet.*

3. Tap any issue to see more information. If you can't find the solution to your problem, tap **Report an Issue**.
4. Type in your feedback and tap **Submit**. A member of our support team will reach out to you within 24 hours.

   Note: *Entering your router model or including a picture of your label is especially helpful if you're having issues connecting to your smart outlet in the app.*

IFTTT

Pairing Your Smart Outlet with IFTTT

1. Download the IFTTT app from the Apple App Store or Google Play Store.
2. Open the app and tap **sign up** or **sign in**.
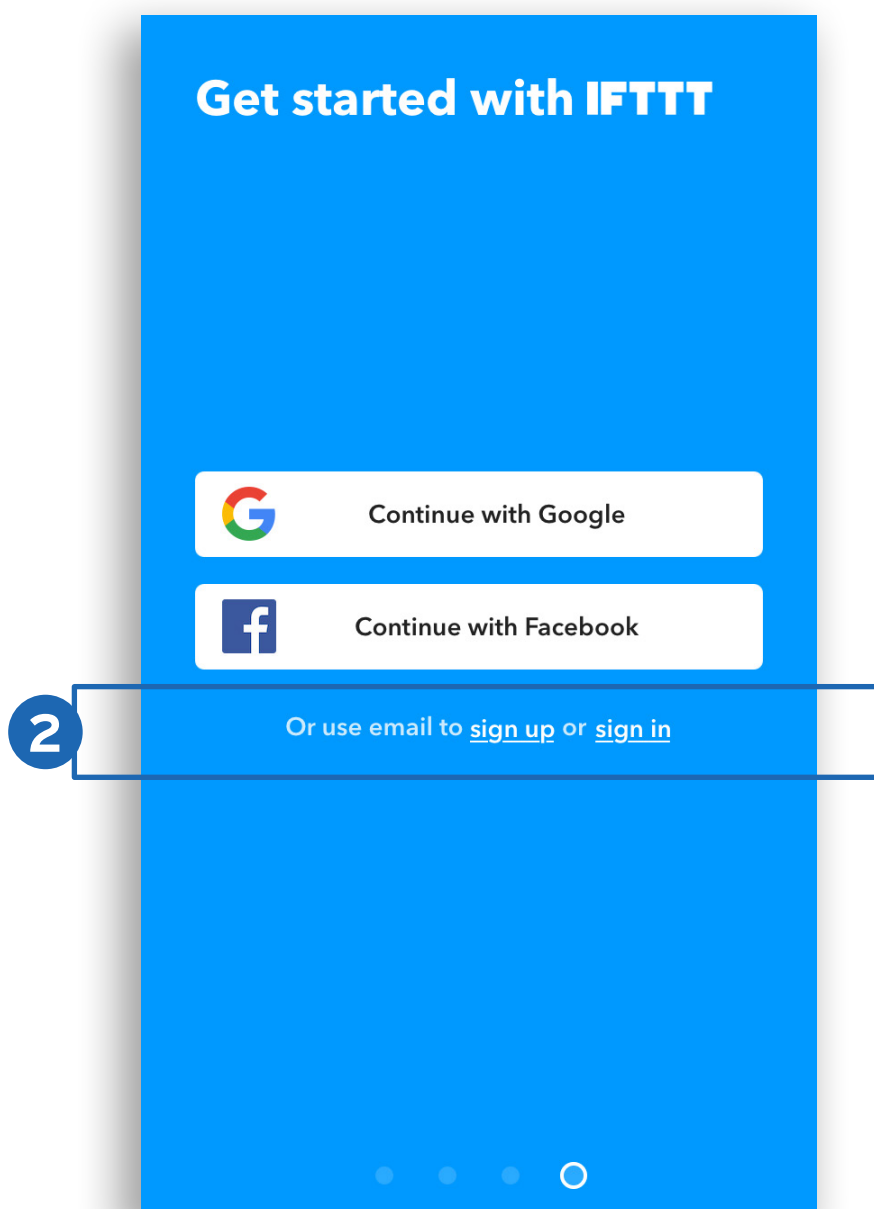
3. Tap 🔍 .

4. Enter "VeSync" and tap **Services**.
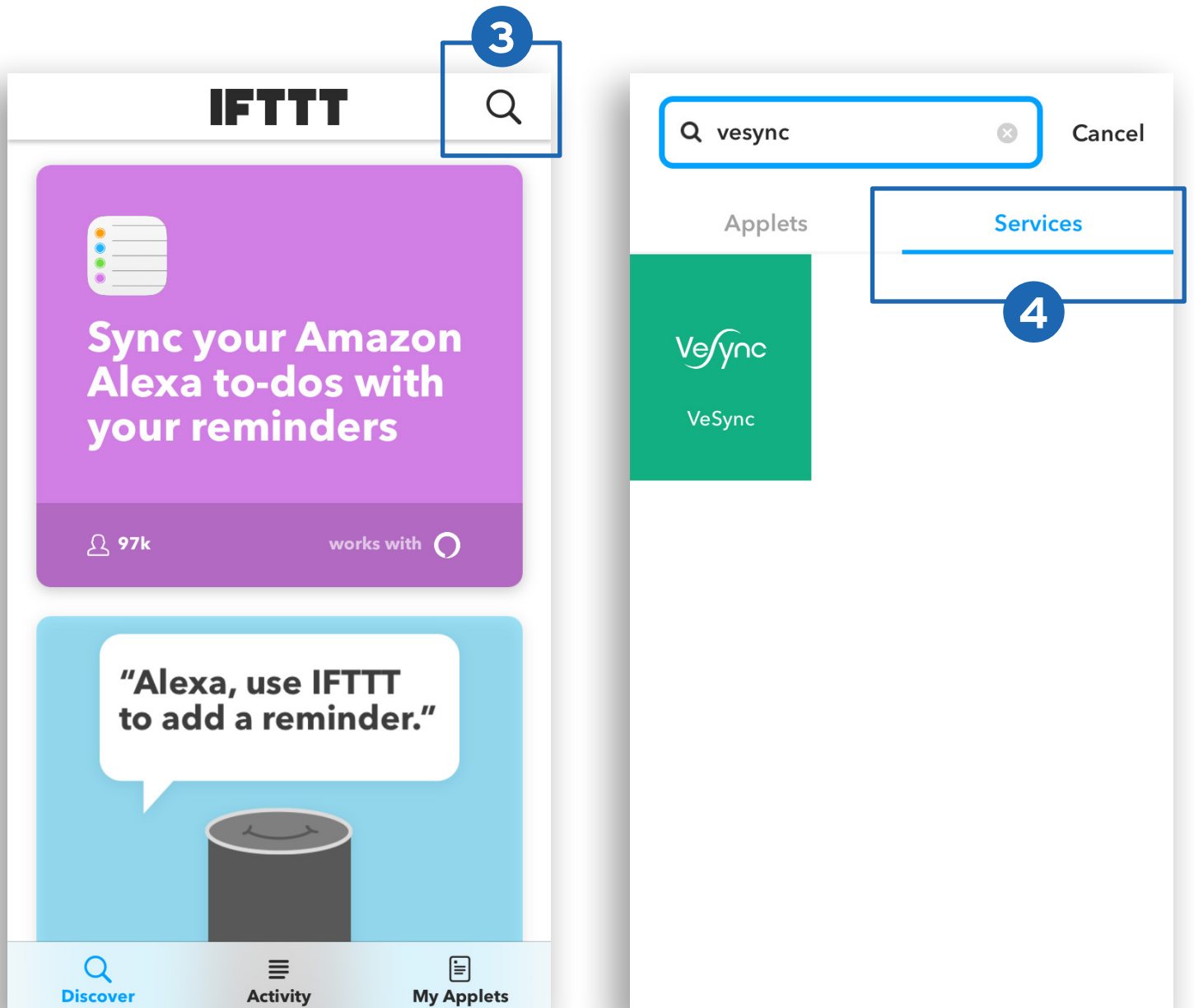
5. Tap **Connect**.

6. Enter your VeSync account details and tap **Authorize**.
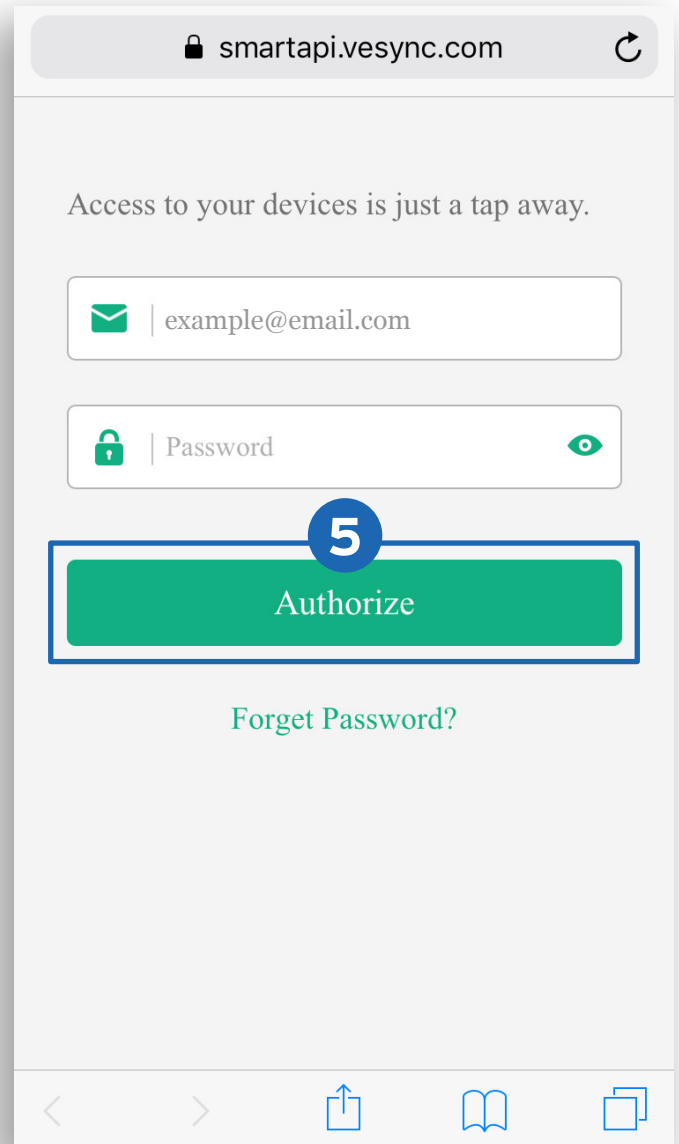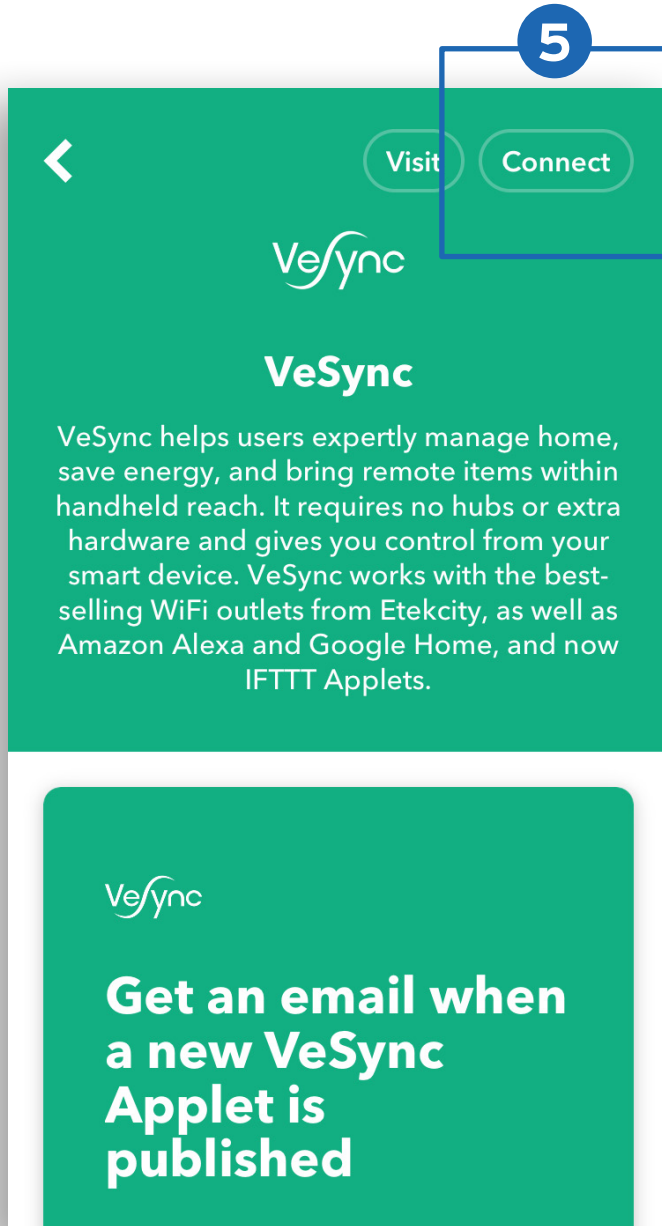
Create an Applet Using Existing VeSync Templates

1. Open the IFTTT app and tap **My Applets**.
2. Tap **Services** and tap **VeSync**.
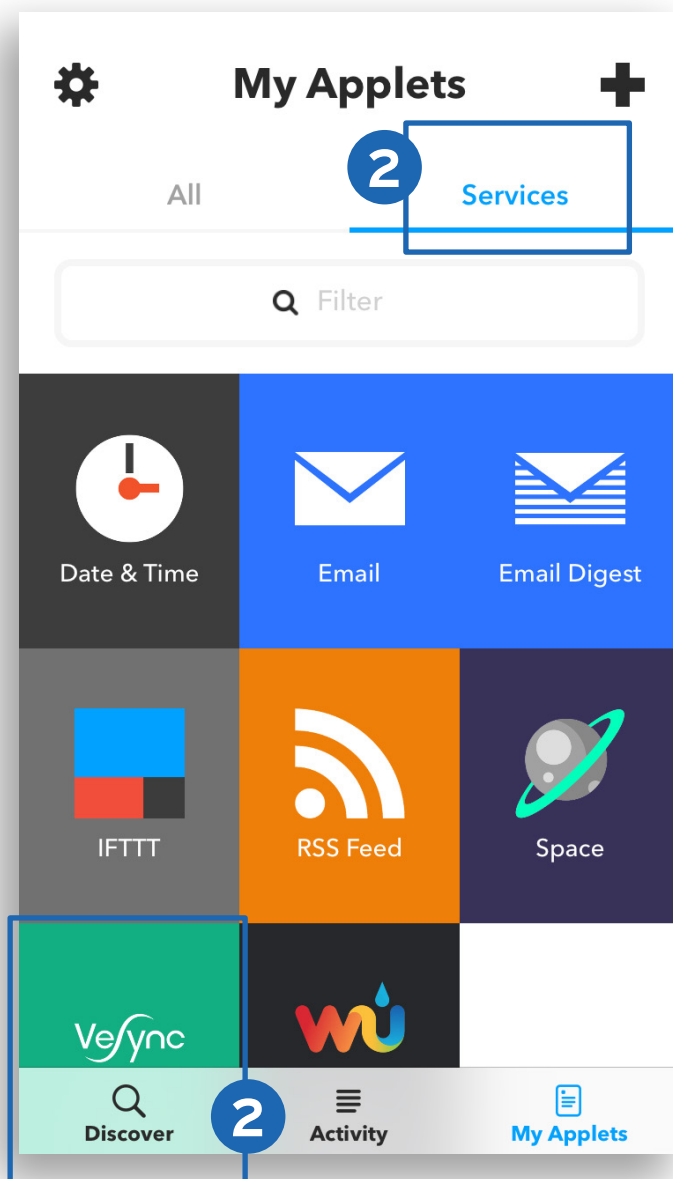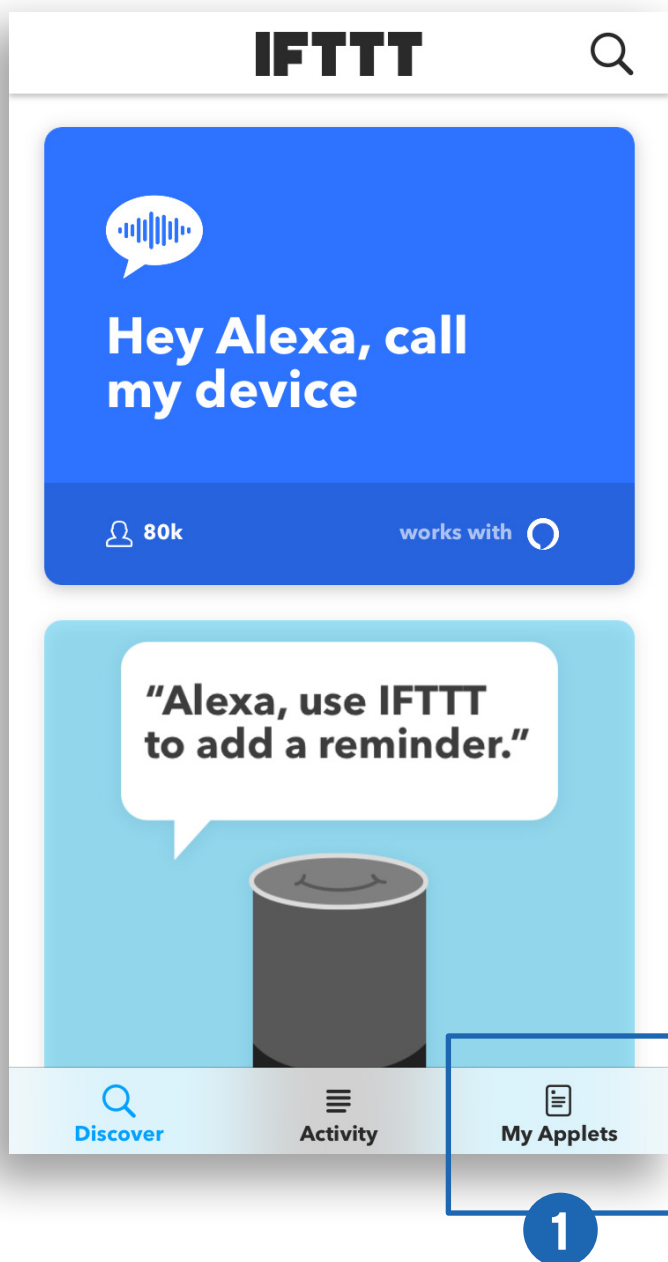
3. Scroll to search for an applet you want to use, such as **Turn on a VeSync smart device at sunrise** or **Activate a device every day at a specific time**.

4. Slide the toggle to turn on the applet.
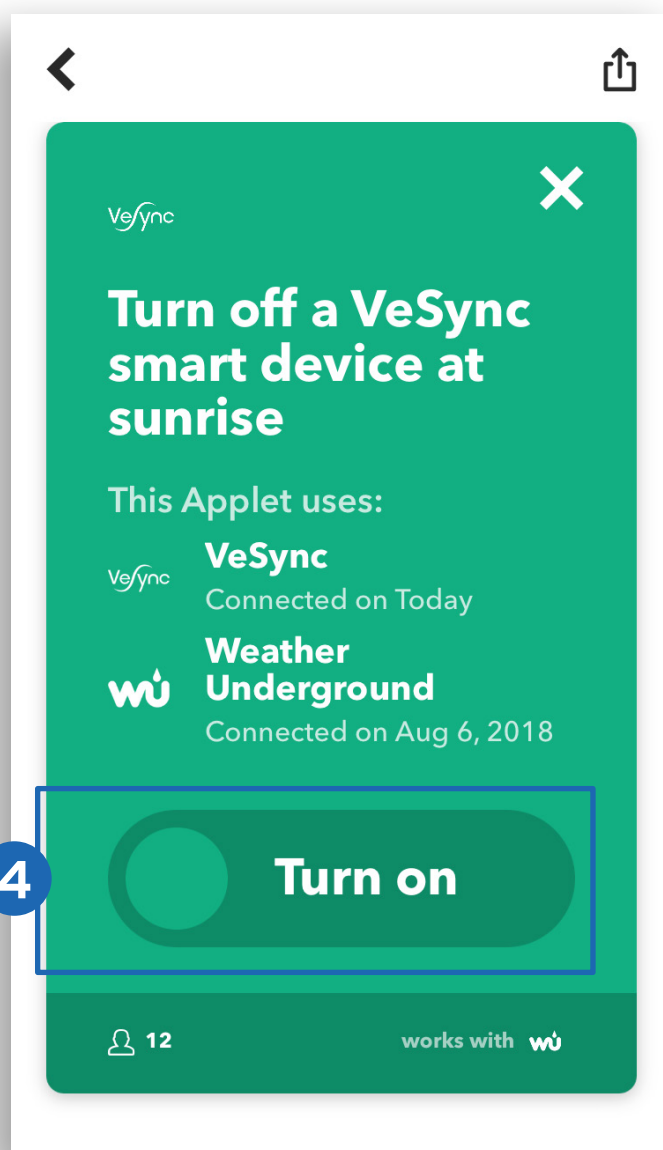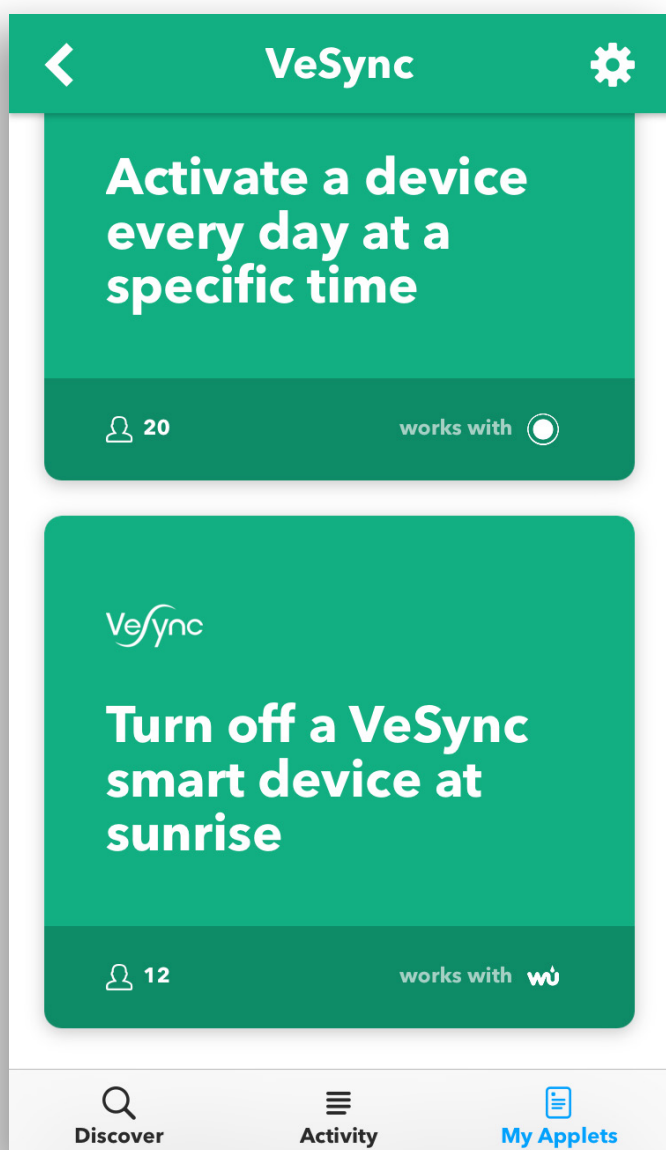
5. Under Device, select the smart outlet that you want the applet to apply to and tap **Save**.

> **Note:** *The interface of the applet settings will differ for different templates.*

6. You've successfully created an applet!
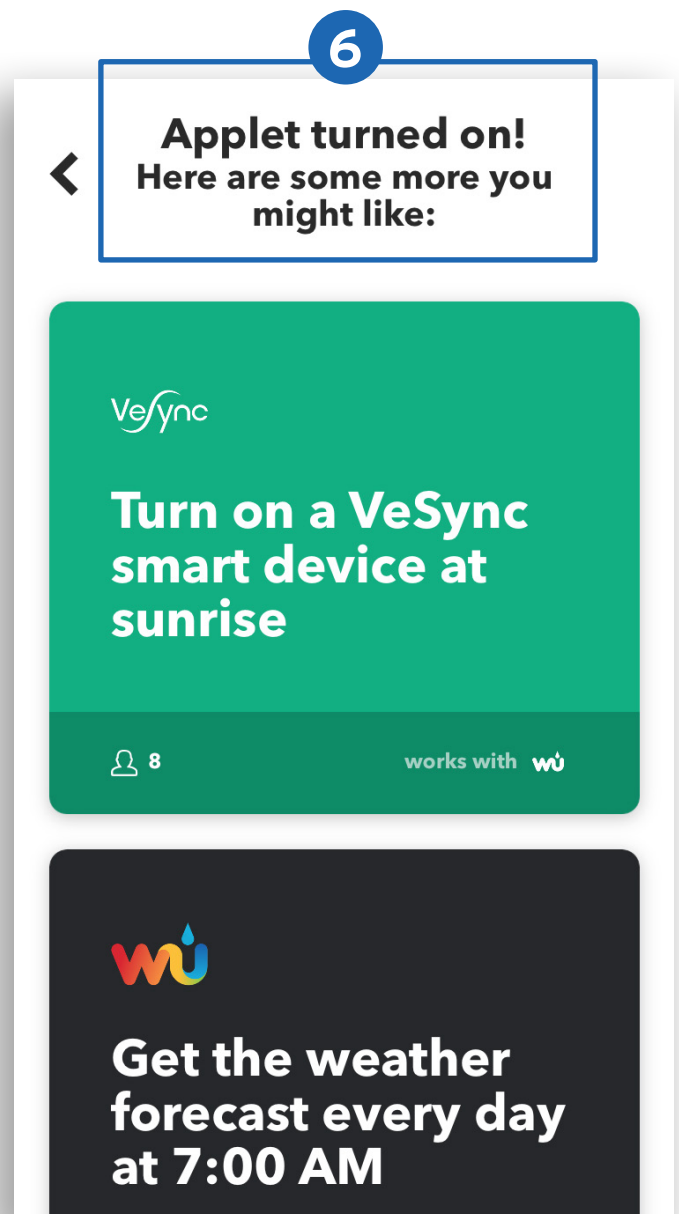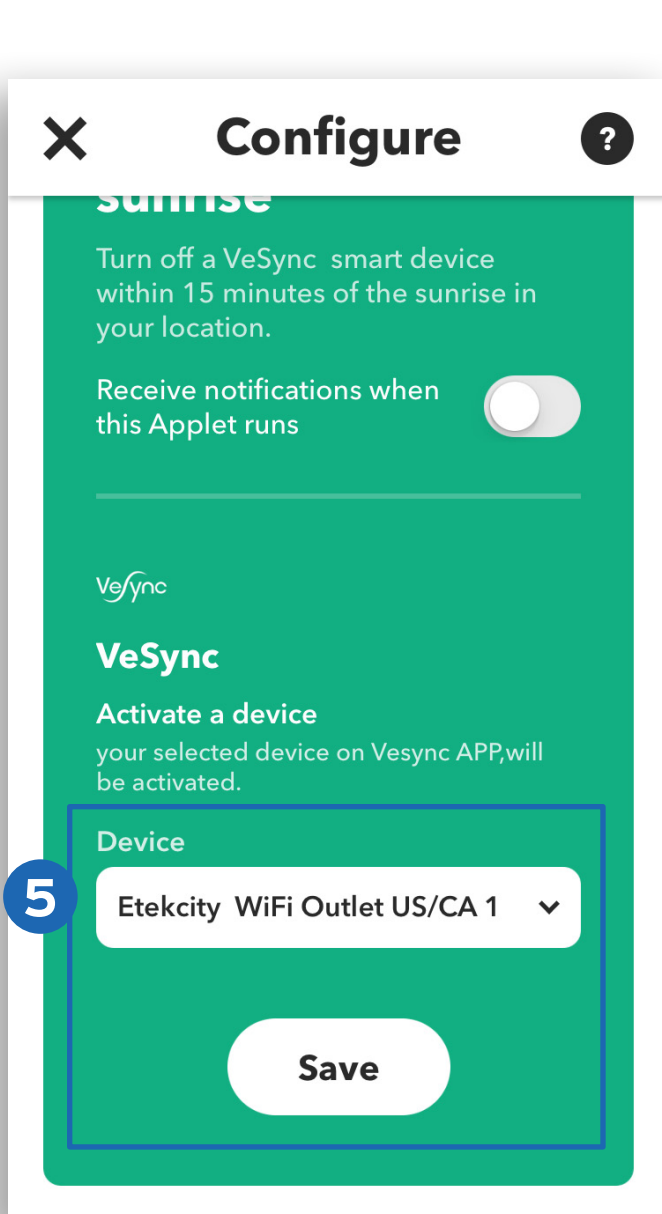
Create a Custom Applet

1. On the "My Applets" screen, tap **+**.
2. Tap **⊞this** to add a Trigger Service.
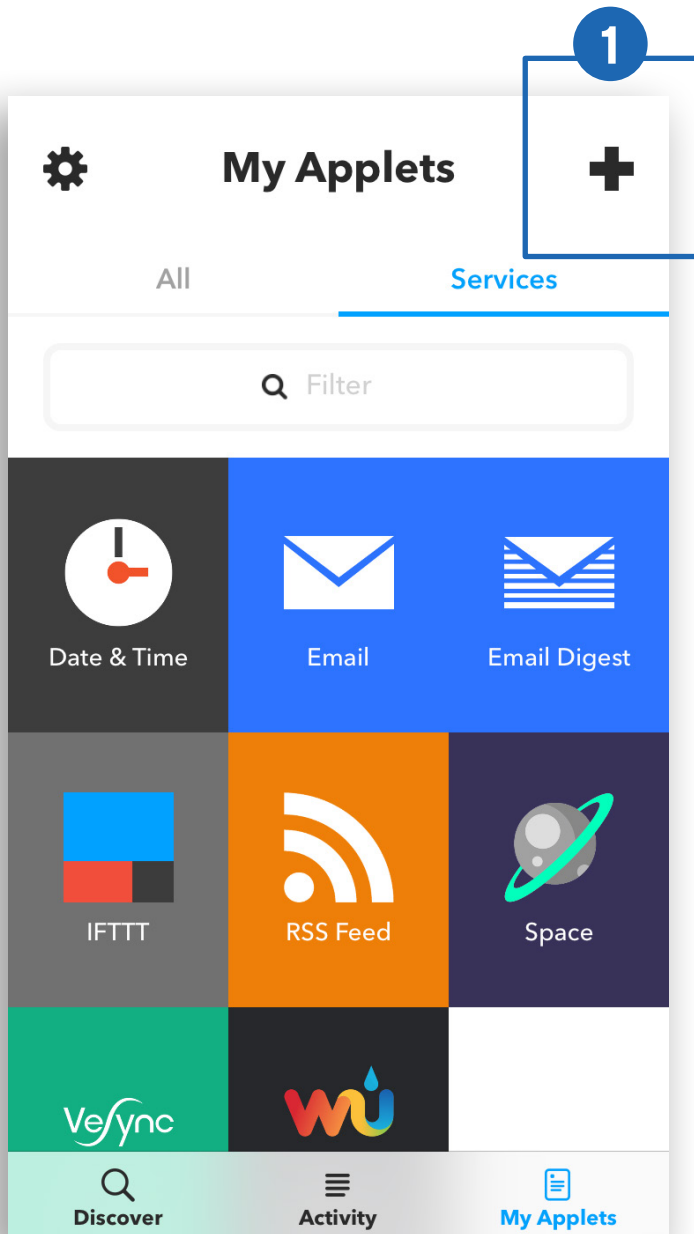
Example:

To trigger a service everyday at 11:45 PM:
- **a.** Enter "Date & Time" in the search bar.
- **b.** Tap the **Date & Time** icon.
- **c.** Tap **Every day at**.
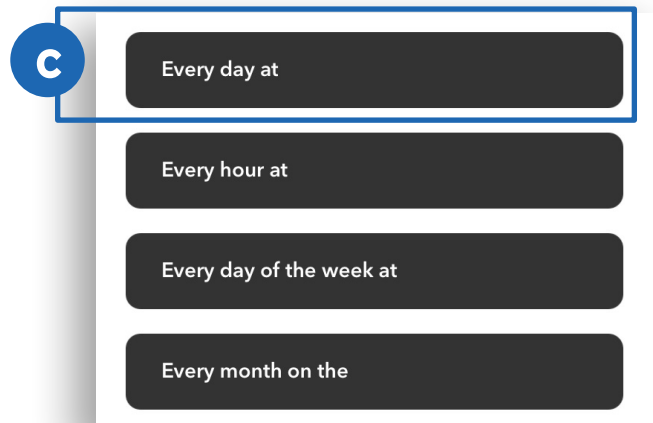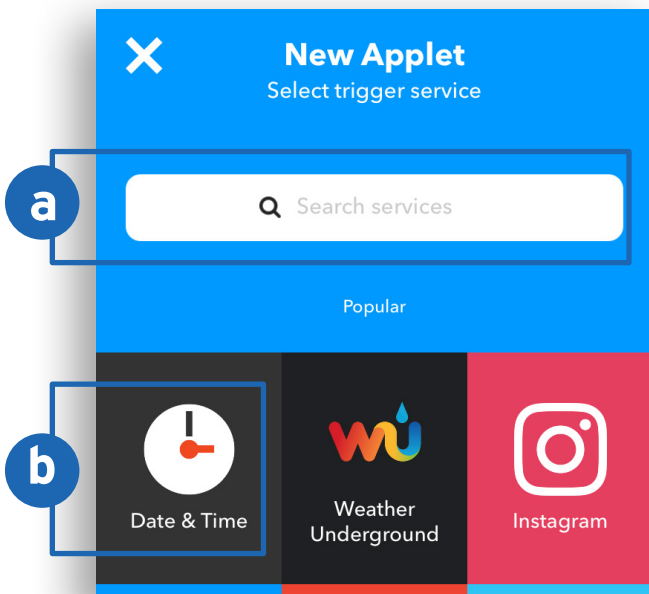
d. Under "Time", select 11:45 pm.

e. Tap **Create trigger**.

Note: *Popular Trigger Services include Date & Time, Location, and an Amazon Alexa or Google Assistant Command. Different Trigger Services have different user interfaces.*
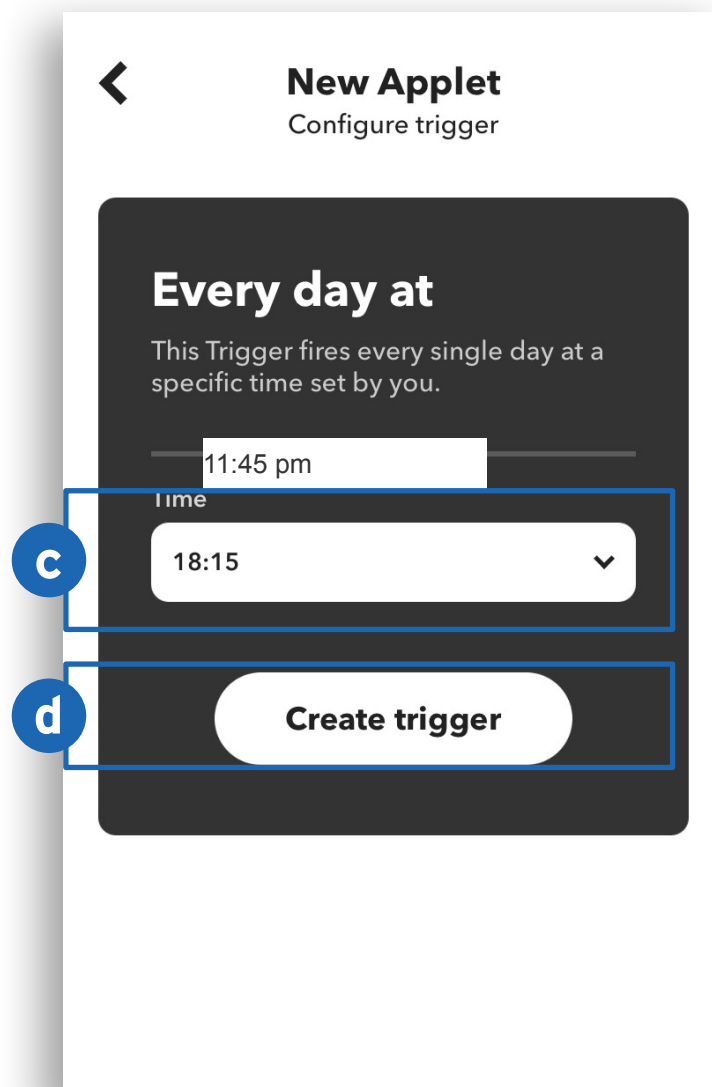
3. After selecting the Trigger Service, tap **➕that** to enter an Action Service.

4. Tap the **VeSync** icon.
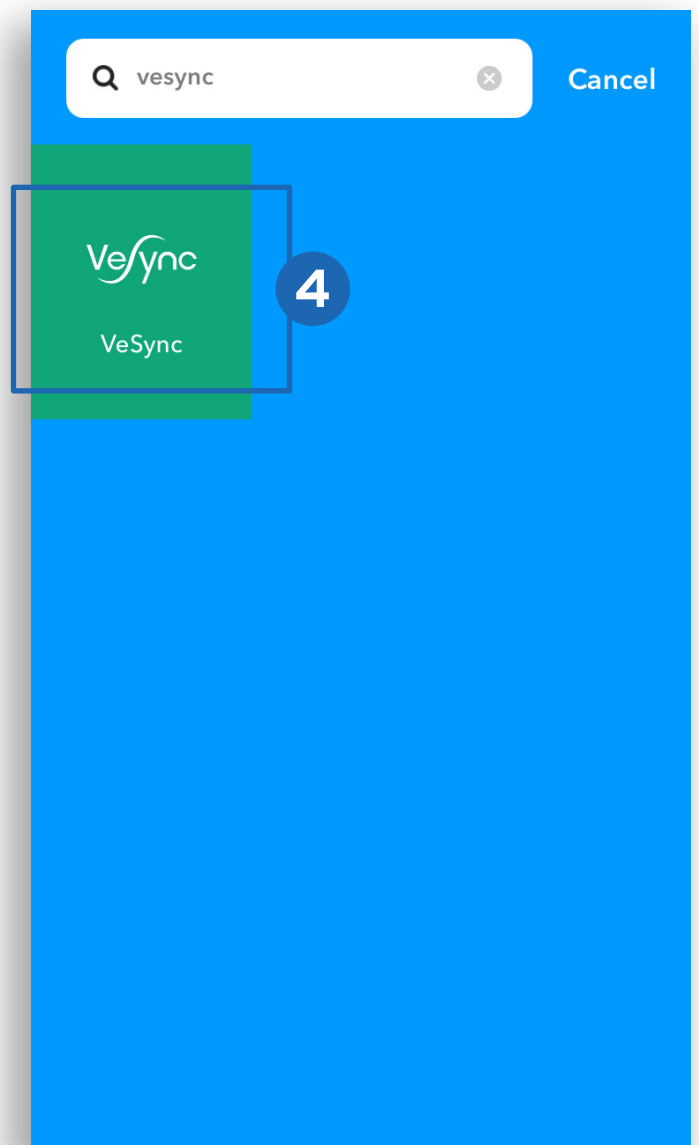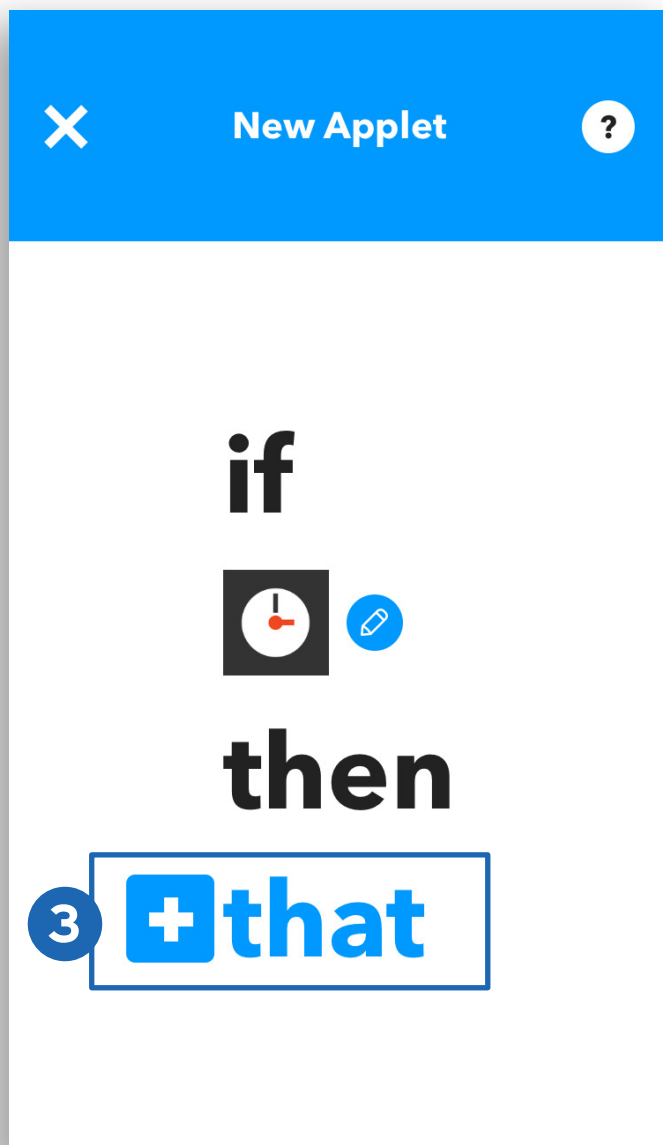
5. Tap **Activate a device**.
6. Select the smart outlet and state you would like to activate (turn on or turn off). Tap **Create action**.
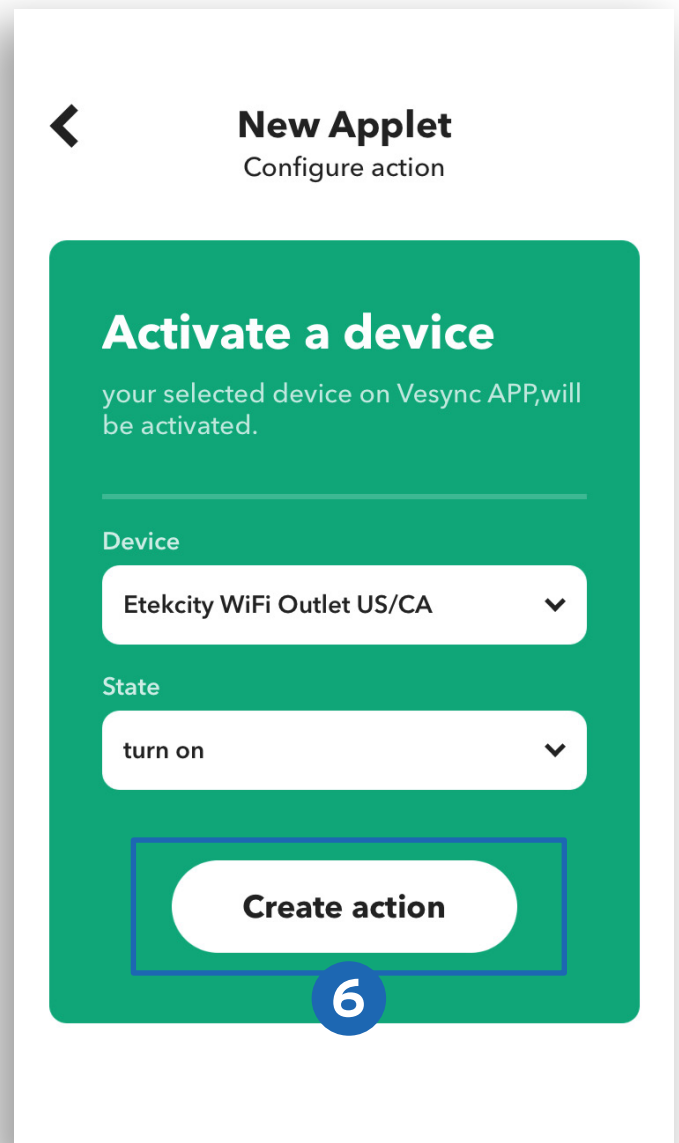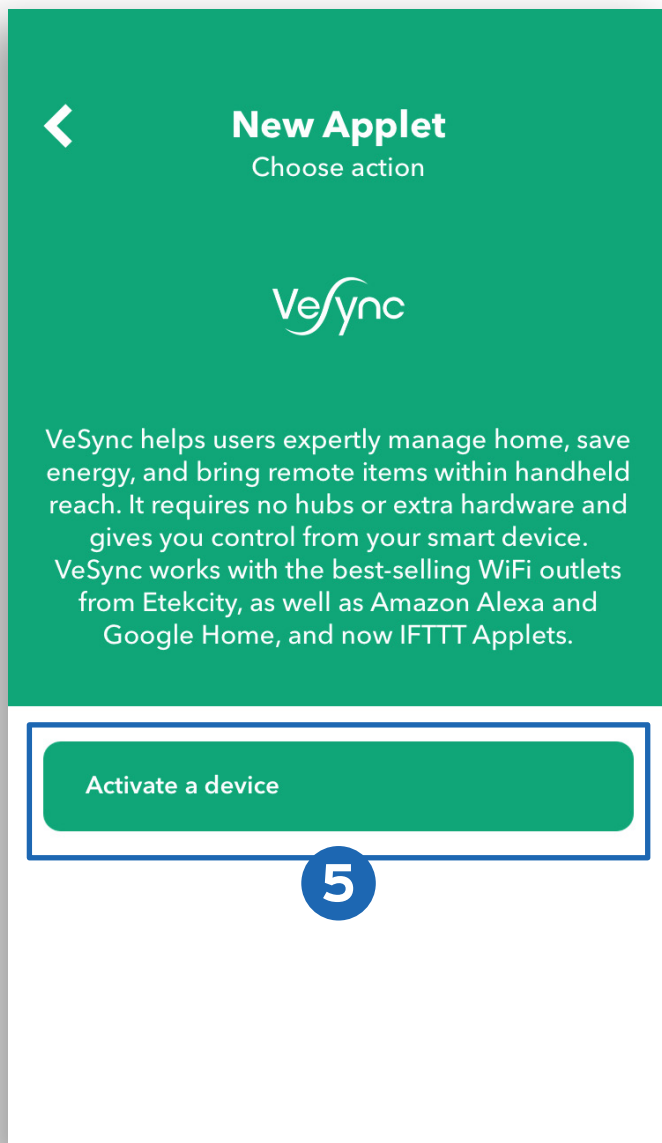
7. Tap **Finish**. You've created your own custom applet!
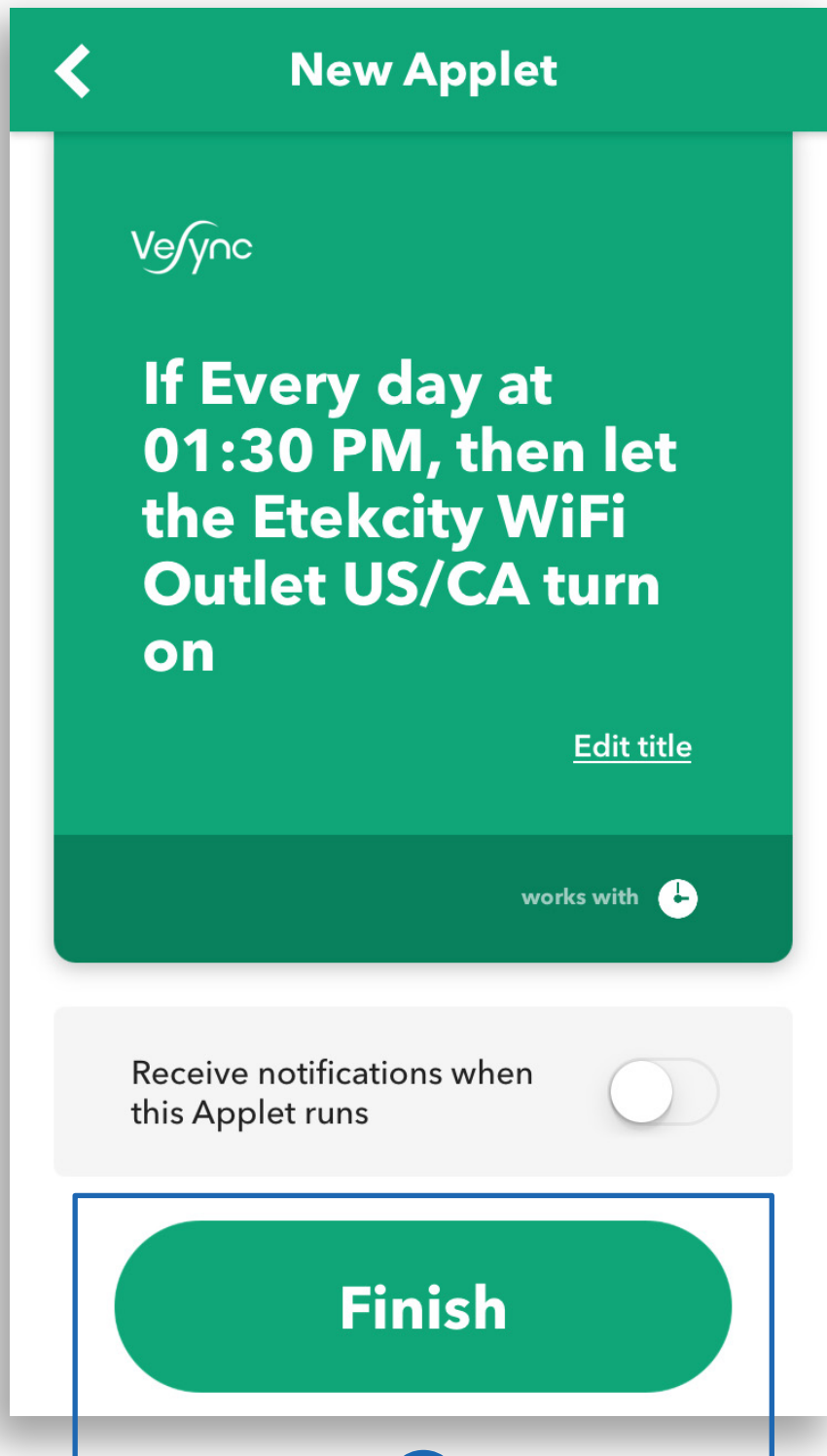
Maintaining Your Smart Outlet

Firmware Updates

To keep the smart outlet up-to-date with the latest improvements and fixes, always update the firmware when updates are available.

From the My Home screen, tap **More**, then **Settings**, then **Firmware Update**.

Resetting Your Smart Outlet

Resetting the smart outlet can help troubleshoot many issues you may have, including if your smart outlet has gone offline.

> **Note:** *Resetting the smart outlet will erase all of your custom settings and restore the default settings.*

1. Delete the smart outlet from the VeSync app. Swipe left (iOS) or tap and hold (Android) the smart outlet name, then tap **Delete**.
2. Press and hold the power button for about 15 seconds until the indicator light blinks blue rapidly (4 times a second). The indicator light will blink rapidly 10 times, and the smart outlet will turn off.
3. Reconfigure your smart outlet with the VeSync app (see **Configuration**, page 9).

> **Note:** *Power outages, internet outages, or changing WiFi routers may cause your smart outlet to go offline.*

Troubleshooting

My outlet isn't connecting to the VeSync app.

- During the setup process, you must be connected to a secure 2.4GHz WiFi network. Confirm that the network is working correctly.
- Make sure the WiFi password you entered is correct.
    - There should be no spaces at the beginning or end of the password.
    - Test the password by connecting a different electronic device to the router.
    - If you're manually typing in the SSID and password, double check that both are entered correctly.
- Make sure your smart outlet is in Configuration Mode (see page 9). The indicator light should be blinking. If not, press and hold the power button for 5 seconds until the indicator light blinks.
- Your router should be within a 164 ft / 50 m visible range of the smart outlet. Your phone should be as close as possible to your smart outlet.
- Your router may need to be at a higher location, away from obstructions.
- Make sure your smart outlet and router are away from appliances (such as microwave ovens, refrigerators, electronic devices, etc.) to avoid signal interference.
- If you're using a VPN, make sure it's turned off while setting up your smart outlet.
- Reset your smart outlet (see **Resetting**, page 42).

Connecting for Advanced Users

Try these suggestions for checking your router configuration.

- Make sure you don't have too many devices connected to your router on the 2.4GHz band. Your router may limit the number of devices you can connect. Turn off this limit in your router settings.
- Disable portal authentication. If portal authentication is enabled, the smart outlet will not be able to access your WiFi network, and setup will fail.

  > **Note:** *Portal authentication requires you to sign in to your WiFi network through a web page before you can use the Internet.*

- Make sure that the router DHCP service is enabled. This service is used to assign an IP address to your smart outlet. If the DHCP service is disabled, the smart outlet will not be able to obtain an IP address and will not be able to connect to your WiFi network.
- Disable URL filtering.
- Open firewall ports. Your smart outlet needs to use ports 443, 4005, 1883, and 17273 to connect to your WiFi network.
- Disable wireless MAC address filtering.
- Confirm that your ISP has not disabled ports 1883 and 17273.

Why do I need to turn on my phone's location or GPS when I'm setting up my smart outlet?

- During configuration, the VeSync app will need to access your WiFi information. Many newer phones require permission to access GPS or location services in order to access WiFi information or search for nearby WiFi networks, which is necessary for connecting a smart product to WiFi.

I can't find the "ESP" access point during configuration.

- Press and hold the power button on the smart outlet for 5 seconds, until the indicator light blinks to trigger Configuration Mode.
  The "ESP" access point will appear in your list of available WiFi connections.
- During Configuration Mode, the indicator light on the smart outlet will blink. You will have 5 minutes to pair the smart outlet with your phone.

Amazon Alexa or Google Assistant can't find my app or can't discover my smart outlet.

- Make sure the smart outlet is within 164 ft / 50 m visible range of your wireless network router.
- Make sure the smart outlet has power.
- Check that your Amazon Alexa or Google Assistant is working properly.
- Make sure your Amazon Alexa or Google Assistant are connected to the same network as the smart outlet.

After adding my smart outlet to VeSync, the smart outlet icon won't appear on the "My Home" screen of the VeSync app.

- Refresh the VeSync menu by swiping down on the screen.
- Close and reopen the app.

My smart outlet is offline.

1. Make sure the smart outlet is on and has power, then refresh the VeSync menu by swiping down on the screen.
2. Make sure your router is connected to the internet, and your phone's network connection is working properly.
3. Delete the offline smart outlet from the VeSync app. Swipe left (iOS) or tap and hold (Android), and tap **Delete**.
4. Reset the smart outlet (see page 42).
5. Once the smart outlet has been deleted and reset, reconfigure the smart outlet with the VeSync app (see page 42).
6. When the smart outlet is online again, update the firmware (see page 41).

   Note: *Power outages, internet outages, or changing WiFi routers may cause your outlets to go offline.*

My smart outlet isn't turning on/off as scheduled.

- Make sure that the schedule is still turned on. The toggle switch should look like 🟢 , not ⚪ .
- Make sure your phone's GPS or Location Services is turned on.
- Make sure the smart outlet is connected to a working network and is not offline.

If your problem is not listed, please contact **Customer Support** (see page 51).

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FCC Notice

This device complies with part 15 of the FCC Rules. Operation is subject to the following 2 conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: *This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:*

- *Reorient or relocate the receiving antenna.*
- *Increase the separation between the equipment and receiver.*
- *Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.*
- *Consult the dealer or an experienced radio/TV technician for help.*

FCC Radiation Exposure Notice

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instructions as documented in this manual. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body. The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

Warranty Information

Product	Voltson Smart WiFi Outlet (10A)
Model	ESW01-USA-R19 / ESW01-USA-R6P
Default Warranty Period	1 year

Terms & Policy

Etekcity Corporation warrants all products to be of the highest quality in material, craftsmanship, and service, effective from the date of purchase to the end of the warranty period.

Etekcity Corporation will replace any product found to be defective due to manufacturer flaws based on eligibility. Refunds are available within the first 30 days of purchase. Refunds are only available to the original purchaser of the product. This warranty extends only to personal use and does not extend to any product that has been used for commercial, rental, or any other use for which the product is not intended. There are no warranties other than the warranties expressly set forth with each product.

This warranty is non-transferrable. Etekcity Corporation is not responsible in any way for any damages, losses, or inconveniences caused by equipment failure or by user negligence, abuse, or use noncompliant with the user manual or any additional safety or use warnings included in the product packaging and manual.

This warranty does not apply to the following:
- Damage due to abuse, accident, alteration, misuse, tampering, or vandalism.
- Improper or inadequate maintenance.
- Damage in return transit.
- Unsupervised use by children under 18 years of age.

Etekcity Corporation and its subsidiaries assume no liability for damage caused by the use of the product other than for its intended use or as instructed in the user manual. Some states do not allow this exclusion or limitation of incidental or consequential losses so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.

Extend Your Warranty by 1 Year
Register your product at **www.etekcity.com/warranty** to extend your 1-year warranty by an additional year.

Please fill out all required fields and include your order ID, place of purchase, and purchase date, if applicable.

Defective Products & Returns

If you discover your product is defective within the specified warranty period, please contact Customer Support via **support@etekcity.com** with a copy of your invoice and order ID. **DO NOT** dispose of your product before contacting us. Once our Customer Support Team has approved your request, please return the product with a copy of the invoice and order ID.

Customer Support

If you have any questions or concerns about your new product, please contact our helpful Customer Support Team.

Etekcity Corporation
1202 N. Miller St., Suite A
Anaheim, CA 92806

Email: support@etekcity.com
Toll-Free: (855) 686-3835

Support Hours

Mon-Fri, 9:00 am-5:00 pm PST/PDT

Please have your invoice and order ID ready before contacting Customer Support.

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