

## Struggling with Your Smart Dimmer Switch? Here's What to Do.

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### Having trouble connecting your dimmer switch to the app?

Follow these steps to troubleshoot the connection issue:

1. Ensure that your switch is connected to a 2.4GHz Wi-Fi network. Choose the 2.4GHz network, even if it has a different name from the 5GHz network. Refer to your router's manual or contact the manufacturer if you're uncertain. Avoid connecting to public Wi-Fi networks.
  2. Use Wi-Fi details without special symbols ('&<>'").
  3. Double-check the accuracy and remove any trailing spaces.
  4. Keep the switch near your router the setup process.
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### Inability to Adjust Brightness via Alexa/Google Home - Limited to On/Off Functionality?

If you're having difficulty adjusting the brightness through Alexa or Google Home, it might be related to a voice command issue. To address this, please consider the following steps:

1. Clarify Device Naming: Attempt to modify the name or type of the device. For example, change from "plug" or "switch" to "light."
2. Refine Voice Commands: Experiment with using the voice commands commonly recommended by the voice system.

If the aforementioned steps fail to resolve the issue:

1. Check Manual Brightness Adjustment: Verify if manual brightness adjustment is working. If it isn't, there might be an underlying problem with the connected light. Consider replacing the existing light with a dimmable alternative.
  2. Troubleshoot TREATLIFE App: If manual adjustment functions as intended but encounters issues within the TREATLIFE App, consider removing the device and then re-establishing its connection.
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### Dealing with Light Flickering and Switch Interference in Other Rooms.

Handle flickering and interference like a pro:

1. Bulb Compatibility Issue: Try using 1-2 dimmable light bulbs from different brands to resolve the problem.
  2. Alternate Dimming Mode: Experiment with the alternative dimming mode provided in the App.
  3. Identify Interference: Detect potential sources of interference, such as dimmers or conflicting devices. Try adjusting the placement of bulbs and switches.
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### Struggling to Reconnect After Disconnection?

Overcome re-connection issues by following these steps:

1. Reboot Your Router
  2. Attempt Mobile Hotspot Reconnection: If problems persist, reconnect using a mobile hotspot. This step aids in diagnosing and achieving successful restoration.
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### **Problems with Sunrise/Sunset, Automation, and Timer Functions.**

Troubleshoot these issues with the following steps:

1. Incorrect Execution Times:
    - Verify phone's time zone settings for accuracy.
    - Delete the device and reconnect if past schedules remain active.
    - Share the virtual ID with the support team if issues persist.
  2. Unwanted Execution despite Deactivation:
    - Uninstall the device, erase its data, and reconnect for resolution.
    - Visual aids are available upon request.
  3. Non-execution of Scheduled Functions:
    - Confirm network stability.
    - Check Effective Period Setting, ensure it's set to "All Day" for broader scope.
    - Attempt device deletion and reconnection.
    - Share the virtual ID with the support team if the problem persists.
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Don't allow dimmer switch issues to dampen your enthusiasm. Follow these steps to ensure a smooth smart home experience. If the problem continues, feel free to contact our support team at [Support@treatlife.tech](mailto:Support@treatlife.tech). We're dedicated to providing you with thorough assistance.