





FAQ

Set a nickname for your light

1. Open the Google Home app .
2. Select your device > Settings  > **Name**.
3. Enter a name > tap **Save**.

Tip: Your speaker or display already knows the room it's in, so your voice commands will be more clear if you use a contextual name like "overhead light" or "hallway light."

Unlink your Energetic Lighting device(s) from Google Home app

1. Make sure your bulbs or plugs are powered on.
2. Open the Google Home app .
3. Select an Energetic Lighting device.
4. Tap Settings  > **Remove device** > **Remove**.

If the Google Home app is not finding your device during setup

1. Turn the device off for 10 seconds, then turn it back on.
2. Make sure you have the latest version of the Google Home app.
3. Reboot your speaker or display.
4. Force close the Google Home app.
5. Factory reset your Energetic Lighting smart devices.
6. Factory reset your speaker or display.

If your devices is not responding

1. Make sure the outlet is receiving power. Check that your wall switch is on.
2. Turn the device off and on. The device takes up to one minute after receiving power to reconnect to the Google Assistant-enabled device. Try your device and see if it works. If so, you're done.
3. Try the device in a different outlet. If you have a light, also try it in a different lamp or socket.
4. If the above steps don't work, you may need to factory reset your Energetic Lighting smart devices and set up the device again.

If you get the error message “Something went wrong”

- The signal between your device and your speaker or display might not be strong enough. To increase the signal strength, move the device and speaker or display closer to each other. They should be no more than 15 feet apart.
- You might not be a member of the home that the device was set up in. Ask the person who created the home to add you as a member.
- Other devices near your speaker or smart display or Energetic Lighting smart devices might cause interference. If you have a nearby Wi-Fi router, cordless phone, microwave, or Bluetooth speaker, move it further away if you can.
- You might have too many Energetic Lighting smart devices. You can add up to 6 devices.

If you are still unable to resolve the issue, [share feedback about speakers or displays](#).

Factory reset your Energetic Lighting Devices

Turn on/off the light 5 times(on-off-on-off-on-off-on-off-on-off–on), interval is about one second. If the light is successfully reset, it will start to blink in a second.

A19 Smart Bulb is a LED Bulb by Zhejiang Yankon Group Co., Ltd that pairs to a Google Account and uses Google services to connect to the internet. For setup and full feature access including remote control, mobile alerts, and software updates, Smart LED Bulb requires a compatible assistive device (full list available at g.co/nest/assistivedevice) and a working internet connection over Wi-Fi, the free Google Home app, and an active Google Account. Minimum requirements are available at g.co/nest/devicereq. Availability and performance of certain features are service-, device-, and network-dependent and may not be available in all areas. All features, functionality, and product specifications are subject to change without notice or obligation. Voice control with the Google Assistant requires a compatible smart device. Google and related marks and logos are trademarks of Google LLC.

Free Google Home app and an active Google Account. Working internet connection over Wi-Fi. One of the following compatible assistive device: Google Home, Google Home Mini, Nest Mini, Nest Hub Max, Nest Hub, Google Home Max, Nest WiFi, Nest Point. Full list available at g.co/nest/assistivedevice.