LASER SmartHome

Quick Start Guide

Works with Google Home & Alexa

Download and install the Laser SmartHome or Connect SmartHome App for either iOS or Android devices.

Available on the App Store

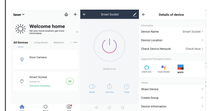
GET IT ON Google Play

Once downloaded, the app will ask you to register your device. Enter your phone number or email which makes you feel comfortable and select the country you live in. You will receive a text with a registration code. Enter verification code then create password for your account.

Adding a New Device

1. Install/plug in the device.
2. Turn on the power of device and make sure the light or indicate light is flashing quickly. (If the device is not flashing, please turn power on & off 4 times.)
3. Open App and Click "Add Device" or "+" to add appropriate device.
4. Select WiFi network and input password of WiFi then.
5. Once connected the App will prompt the connection, then you can rename the device assign the device to different room or just click "done".

6. Once new device has been added, you will be able to control the device with the App via click the device icon.
7. Click ✓ on the top right corner, you can go into "Details of devices" page for the device. You can rename or reassign your device here.
8. You also can share your device with your family member so that they can control the device as well. You also can create group for multiple devices, so that you can control all device at once. For example set all downlights in a group.



9. Instruction of how to connect to amazon alexa or Google Assistant also can be found on "Details of devices" page.

Q & A

Why failed to add device?

1. Please check whether device is powered on;
2. Whether phone is connected via Wi-Fi;
3. Whether device is ready for configuration. To get the device ready before configuration, normally you can manually press on the device to get it ready. Please refer to "Product Instructions" or Device Reset Instruction for details.
   Notice Each time to add device, reset Wi-Fi to get device ready for configuration and make sure router is working properly.
4. Check routers or related: If router is dual-band router, select 2.4G network and add device. You also need to enable router's broadcasting function.
   Set up wireless router: Set encryption method as WPA2-PSK and authorization type as AES, or set both as auto. Wireless mode cannot be 11n only.

Don't use Chinese to name router Wi-Fi. To stay strong Wi-Fi signal, please keep device and router within certain distance.
Whether connected devices have reached the maximum number of router's connections. If so, please try by turning off the Wi-Fi connection of some device.
Router's wireless MAC filtering function is enabled. Remove the device from the filter list and make sure that router is not prohibiting device from connection.

5. Make sure the password entered in App is correct when adding new device

How to reset devices?

1. Reset plug

Press and HOLD the RESET button for 6 seconds.

A flashing light will appear to show device is in pairing mode.

A fast blinking light (4 times per second) indicates normal WIFI pairing mode.

A slow blinking light (2 times per 3 seconds) indicates AP pairing mode.

How to add device under EZ mode?

1. Make sure that indicator light or light quickly flash;
2. Phone has connected to Wi-Fi router and been able to connect to Internet;
3. Tap "Add device" in app and enter correct Wi-Fi password. Touch to search device around;
4. In the device list, select and add the device.

How to add device under AP mode?

1. Make sure that indicator light quickly flashes or light slowly flashes;
2. Tap "Add device" in App and then "AP mode" in the top right corner. Connect to device hotspot first and then Wi-Fi;
3. Tap "Next" to add device.

Can I control device with 2G/3G/4G network?
When adding device for the first time, it requires that device and phone need to be under the same Wi-Fi environment. After successfully adding device, you can remote control device with 2G/3G/4G network

How can I share my device with family?
Open App, go to "Profile" > "Device Sharing" > "Sharings Sent", tap "Add Sharing", then you can share the device with the added family members.

How can I manage the devices shared by others?
Open App, go to "Profile" > "Device Sharing" > "Sharings Received", then you can find the devices shared by other users. It also allows to add remarks to users or delete certain sharings by long pressing or swiping left.

Warranty Against Defects

Laser Corporation Pty Ltd ("Laser") warrants your new product to be free from defects in materials and workmanship for 12 months, from the date of purchase, provided that the product is used in accordance with 2 accompanying recommendations or instructions where provided. The benefit of this warranty is in addition to your rights under the Australian Consumer Law and to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Through a network of retailers and resellers, Laser will provide you with your choice of a repair, exchange (where possible) or refund (within Dead on Arrival period) for this product if it becomes defective within the warranty period.

This warranty will no longer apply where the defect is a result of alteration, accident, misuse, abuse, normal wear and tear, neglect or improper storage. Please retain your receipt as proof of purchase

How to make a product warranty claim:

Step 1: Find your receipt which proves the date of purchase.
Where the date of purchase cannot be verified, your place of purchase or Laser will make an assessment based on the date of manufacture, the condition of the Laser Product and the type of defect.

Step 2a): Contact your place of purchase. They will assess the nature of the fault and repair, replace or fund the product as per their store refund or warranty policy.

Step 2b): If your place of purchase cannot be contacted, then
you can contact Laser, Customer Service with details of your defective Laser Product:
Phone: (02) 9870 3340 or Email: support@laserco.com.au or online
www.laserco.com.au/warranty (click on "Consumers (End Users)").
Our business address is at 1-8 Byfield Street, North Ryde, NSW 2113

Step 3: Laser will issue you with a Return Authorisation (RA) number within 48 hours.
When requested, send us the defective Product and a copy of your receipt. Laser will cover the cost of the return delivery.

Step 4: Wait for us to contact you. Once we have received your defective Laser Product for inspection, we will inform you of our assessment of your claim within 7 days. When we contact you, we will firstly let you know whether you have a valid claim under this Warranty, and if so, we will inform you whether your defective Laser Product will be replaced or repaired, together with the number of days you can expect to wait to receive your replaced or repaired Laser Product.

Step 5: For further details on warranty cover and returns, please check Terms and Conditions for Warranty Returns section on www.laserco.com.au/warranty

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.