Sengled Matter Bulb Q&A

Q: What is Matter? Is my Sengled Matter bulb compatible with all major smart home systems?
A: Matter is a new smart home connectivity standard developed to ensure that all smart home devices, systems, and voice assistants speak the same language. Yes, the Sengled Matter bulb can be set up and controlled with Alexa. It also works with other smart home systems like Google Assistant, Apple HomeKit, and Samsung SmartThings. **Note:** This smart bulb is not compatible with the Sengled Home app.

Q. Which Echo devices support Matter today?
A. Matter support has been added to over 100 million Echo devices through software updates. You can set up and control the Sengled Matter bulb seamlessly with any of the Echo devices in this list. Note: Please update your Alexa app and Echo device before installing the bulb by saying, "Alexa, check for updates."

Q: How can I set up my Sengled Matter smart bulb with Alexa and other smart home systems?
- To enable seamless setup with Alexa, during checkout on Amazon, you can check "Link to your Alexa account and to Sengled to simplify setup."
- Please ensure you have a Matter-compatible hub, like an Echo device, and a 2.4Ghz Wi-Fi network at home. Update your Alexa app and Echo device before installing the bulb by saying, "Alexa, check for updates."
- Screw in and power on your Sengled light bulb and get close to your Echo. If the Alexa app or Echo notifies "First light found," the bulb is ready to use. If not, see the next step.
- You can add the smart bulb directly from the Alexa app. Open the app and tap the "Devices" icon, Click (+), and follow the instructions. If prompted, scan the QR code on the quick start guide. Note: If it's been more than 15 minutes since you powered on the bulb, turn it "off" and "on" again before retrying setup to make sure the bulb is ready for setup.
- If you have any setup questions, see our troubleshooting guide on the Amazon product page or in the box. Note: This smart bulb is not compatible with the Sengled Home app.
- If you want the ability to control this Sengled bulb with another assistant, e.g., Google/Apple Home, go to the bulb's settings page on the Alexa app and select "Other Assistants and Apps" and select "Add another." This step will generate a pairing code that can be used to set up with other smart home apps.

Q: What should I do if my light bulb is unresponsive or goes offline on the Alexa app?

1. Please make sure to switch on the relevant light switch. If still an issue, try the 2nd option.
2. Power off the light bulb and power it back on, wait a minute, and check the status. Power off and on the corresponding Matter hub (e.g., Echo device). If still an issue, try the 3rd option.
3. Please ensure your smart bulb, mobile, and Matter hub are connected to the same 2.4GHz Wi-Fi network. If none of this works, please factory reset the bulb (steps detailed in the next FAQ). If still an issue, try the 4th option.
4. It may be possible your account has multiple Wi-Fi network credentials, in such a case, please delete these multiple Wi-Fi passwords from the Amazon App with the following steps:
   - On the Amazon app, go to "Your Account", then click "Content & Devices".
   - Click the "Preferences" tab, under "Saved Network Passwords", and click "Delete".
   - Now add the Sengled smart bulb from the Alexa app and get started.

For more solutions, visit [here](#).

Q: How do I factory reset the Sengled smart bulb?

Use a light switch to turn on and off the bulb 5 times. During the 6th power-on cycle, the light bulb will flash a few times progressing through multiple colours, indicating you have successfully factory reset your light bulb, and it is ready for setup again. For details, check our [user guide](#).

Q: Who do I contact for customer support help?

Please email Sengled customer support at support@sengled.zendesk.com.