

Third Reality Smart Button FAQ

1 When powered up, my smart button turns blue/red blinking.

Your smart button is currently in pairing mode for Amazon Echo devices with built-in Zigbee hub.

If you want to use it with Third Reality smart hub/bridge, SmartThings, Hubitat, Home Assistant, or other hubs, follow these steps:

- Quickly press the reset button on your smart button five times.
- The LED light should start blinking blue. This means it's now in standard pairing mode and ready to connect with your preferred hub.

2 How to set up the smart button in Alexa?

While Alexa doesn't directly support smart buttons, you can still set it up as a contact sensor.

Remove the battery cover and install the battery, the LED light should turn fast blinking in blue, quickly press the reset button for 5 times, the LED light should blink blue and red, indicating Echo pairing mode.

Add the device in the Alexa app:

- Open the Alexa app and tap the "+" button.
- Scroll down and select "Other."
- Alternatively, you can say "Alexa, discover devices."
- Alexa will search for the button and add it as a contact sensor.

Using the Smart Button with Alexa:

- A single press will register as "Open" in the Alexa app.
- A double press will register as "Closed."
- Holding the button will toggle between "Open" and "Closed."

3 Why does my smart button sometimes become unresponsive or even go offline?

Place the smart button next to the smart hub/bridge/smart speaker during pairing or software OTA update. Place the smart button within 12 meters from the Zigbee hub. Avoid mounting on metal surface which may lead to poor Zigbee connection.

There are some common factors that can affect Zigbee connections, please try a few things for general Zigbee troubleshooting:

- Make sure no battery level issue for the Zigbee device.
- Place the Zigbee device near the Zigbee hub/smart bridge or the Zigbee repeater(Zigbee smart plug etc.), we suggest no more than 12 meters in open space.
- Avoid metal surfaces when mounting the Zigbee devices.
- Clear the area around your Zigbee hub: Move any wireless devices like Wi-Fi routers, or

other hubs at least a meter away from the hub. These devices can sometimes mess with Zigbee signals.

- Check your Wi-Fi router settings: Some Wi-Fi routers can interfere with Zigbee signals if they're on the same channel. See if you can change your Wi-Fi router channel to a different one (maybe channel 1 or 6) and see if that helps.
- Check your Zigbee hub manual for troubleshooting Zigbee connection issues.

4 How to add the smart button to Apple Home?

- Set up the Bridge:

Add the Third Reality Smart Bridge MZ1 to your Apple Home according to the bridge's instructions. Your iPhone and Apple speaker should be on the same 2.4GHz Wi-Fi network.

- Put the smart button in Pairing Mode:

Long press the reset button on your smart button to factory reset it. The button's LED light will start blinking blue to indicate pairing mode.

- Start Bridge Pairing:

Short press the pinhole button on your Third Reality Smart Bridge MZ1 to initiate Zigbee pairing mode. The smart button and bridge should automatically pair.

5 How to add the edge driver in SmartThings?

Open this link in your web browser and log in your SmartThings account.

<https://bestow-regional.api.smartthings.com/invite/adMKr50EXzj9>

Click "Enroll" -- "Available Drivers" -- "Install" to install the device driver.