

Amazon Alexa, Echo & Fire TV | Medium | 2 min read

How to link smart plugs and bulbs to Alexa, and fix "device unresponsive"

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Alexa can switch plugs, bulbs and heating if they are made by a brand that works with Alexa, such as Hive, Ring, Tapo or TP-Link. The idea is the same for most of them.

Linking a device

1. Set up the device first in its own app, such as Tapo, Kasa or Hive, and check it works there.
2. Open the Alexa app and tap **Devices**, then **+**, then **Add Device**. Menu names in the Alexa app change from time to time, so if yours looks slightly different, look for the closest wording rather than worrying.
3. Choose the brand. Alexa may ask you to enable the brand's skill or sign in with that brand's account.
4. Allow the link.
5. Tap to discover devices. They should appear in your list.

Give each device a simple name, such as Lounge Lamp, as this is what you will say.

When Alexa says the device is unresponsive

This means Alexa cannot reach the device. Usually it is not Alexa's fault.

1. Check the device has power and is on the Wi-Fi. Test it in its own app.
2. If it fails there too, restart the device, then your router.
3. Check the Echo is online.
4. In the Alexa app, remove the device, then do a fresh discovery.
5. If the brand's account is linked, disable and re-link the skill.
6. Check the brand's app has not been logged out or asked for a new password.

Some tips

- Most plugs and bulbs work only with 2.4 GHz Wi-Fi when first set up. If setup fails, check your phone is on 2.4 GHz.
- Weak signal causes most random failures.
- Make sure device names are unique and easy to say.

Be careful

Use unique passwords for the brand accounts. Do not turn off security features, such as two-step verification, to make linking easier.

When to get more help

If a device keeps going unresponsive, it may be a Wi-Fi coverage issue. Vision Tech can check your signal and the setup.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.