


# Smart Plug

A step-by-step guide to installing and configuring your smart plug for app and voice control.

 Plug & Play

 Wi-Fi / Bluetooth

 Requires Gateway

 Voice Control

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## 1. Prepare the Plug



### Plug it in

Simply plug your HALO Smart Plug into an available wall socket and turn the power on.



### Check the Indicator

The indicator light should blink **rapidly** (twice per second), showing it is ready to pair.



### Need to reset?

If the light is blinking slowly, press and hold the power button on the plug for **6 seconds** to reset it into rapid pairing mode.

## 2. Add the Device

Make sure you have downloaded the VIVÖE app and connected your Gateway before proceeding.

1 Open the **VIVÖE app** on your smartphone.

2 Select your **Hub or Gateway**, then select **"gateway"** from the menu.

3 Select **"Add devices"**, and then **"Add new devices"**.

 Your smart plug will pop up on the screen. Tap **"Done"** to complete the pairing process.

## 3. Name Your Device



### Optimise for Voice Control

Give your device a clear, easy-to-recognise name (for example, **"Living Room Lamp"** or **"Coffee Machine"**). This makes organising multiple devices easier and ensures flawless compatibility with voice assistants like Alexa or Google Assistant.

## 4. Troubleshooting

Issue	Solution
Plug not connecting	Check your Wi-Fi is broadcasting at <b>2.4GHz</b> and ensure Bluetooth is enabled on your smartphone during setup.
Indicator light not blinking	Hold the physical power button on the plug for <b>6 seconds</b> to perform a hard reset.
Alexa not responding	Ensure the device name configured in the VIVÖE app is in English and clearly recognisable without confusing symbols.



### Issues with product?

Visit our Help Hub for further troubleshooting, FAQs, or to contact our customer support team directly at the link below:

[www.ledspace.co.uk/pages/help-hub?product=halo-smart-plug-4](http://www.ledspace.co.uk/pages/help-hub?product=halo-smart-plug-4)