Neutral + Traveler Wire Smart Switch
Installation Guide

Easy Setup

Install your Smart Switch

Download the Cync app

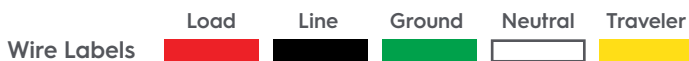**Add your Smart Switch to the Cync app**

What's Included

Switch	Wall Plate	5 Wire Nuts	4 Phillips Mounting Screws	Jumper Wire Cable

Wire Labels

Load	Line	Ground	Neutral	Traveler

What You'll Need

Phillips Screwdriver

Needle nose Pliers (Recommended)

Voltage Tester (Recommended)

You Got This!

And we're here to help.
For in-depth instructional videos and a guided tour through the installation, go to:

**cyncsupport.gelighting.com
or call 1-844-302-2943**

Step 1

Turn Off The Power!

1. Turn off the power for the switch location at the circuit.

2. Test existing switch by toggling switch on/off, ensuring lights do not turn on.

Step 2

Identify Circuit Type and Remove Your Old Switch

There are generally 2 circuit types when installing light switches. Single location (Single Pole) where one switch controls your lights. Or, two location (3-way), where two switches control your lights.
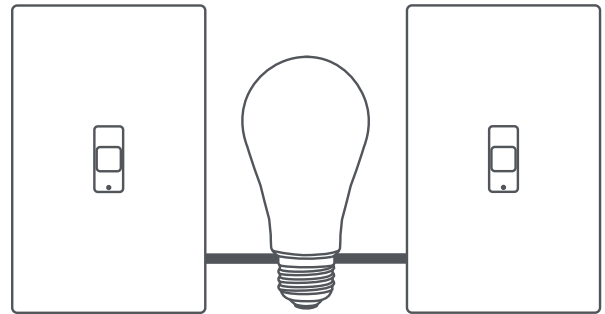
1. Use the diagrams below to determine the circuit type.

Single Location
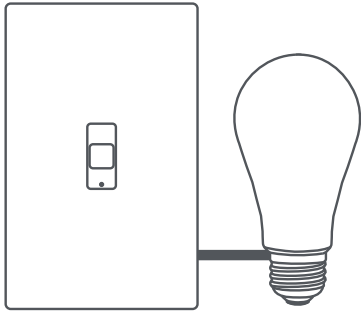
Two Location

Proceed to page 3 to continue through with a Single Location switch installation.

If you've determined you have a Two Location circuit type, proceed to step 2.

2. Identify Wiring Set Up

Generally, with a two location circuit, there are 2 ways the wiring can be set up. With the box open, review the diagrams below and determine which wire set up you have.
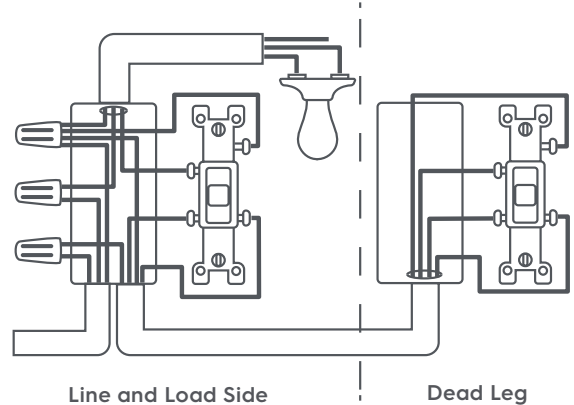
Line and Load are in Different Outlet Boxes

Line and Load are in the Same Outlet Box

Line Side   Load Side

Line and Load Side   Dead Leg
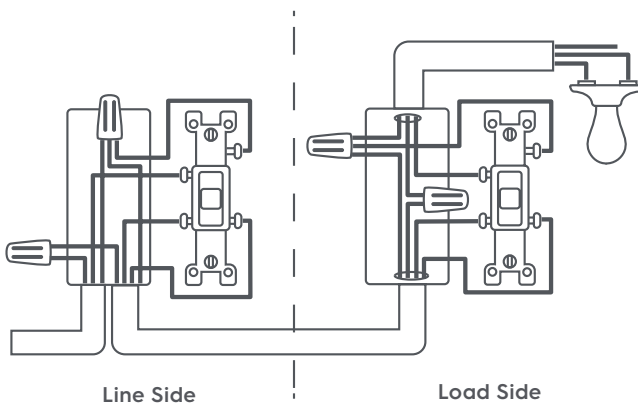
There are 2 sets of wire in each box. The power wire comes into one side of the box, wires run out of the other side of the box to fixture load.

If this is your wire set-up, proceed to page X to complete installation.

There are 3 sets of wire in one box, and 1 wire in the other box. Power wire comes into one side of the box, wire run out the same side of the box to fixture load. The second switch is called the "Dead Leg" and will not need rewiring in this installation.

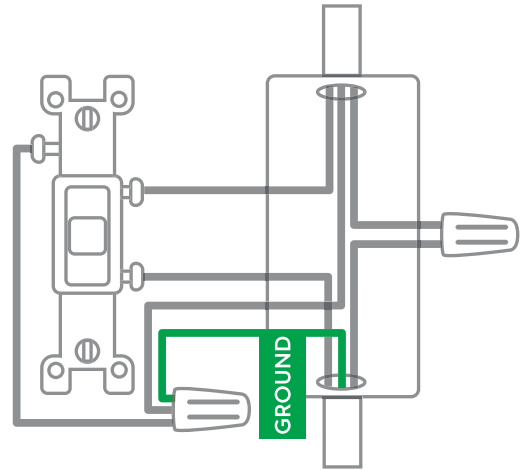If this is your wire set-up, proceed to page X to complete installation.

For setup help, visit **cyncsupport.gelighting.com** or call **1-844-302-2943.**

Single Location Installation
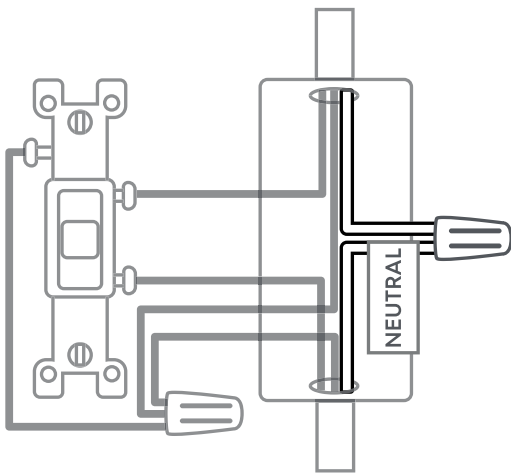
Step 1: Label Existing Wires

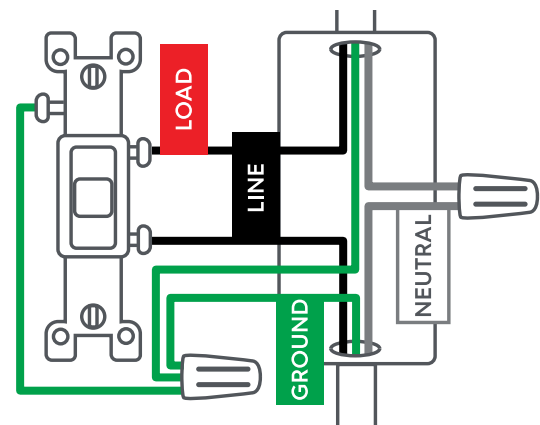1. Label the existing line wire (black) with the black label sticker **LINE**.
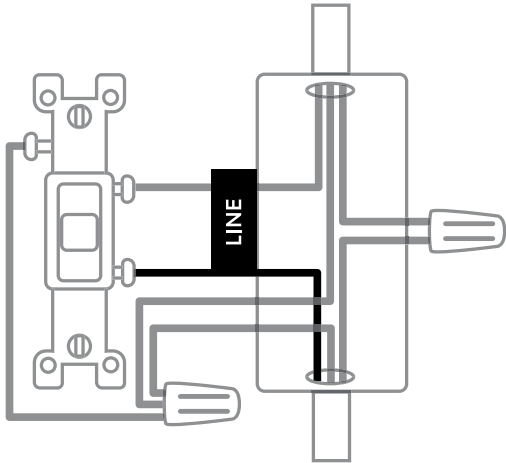
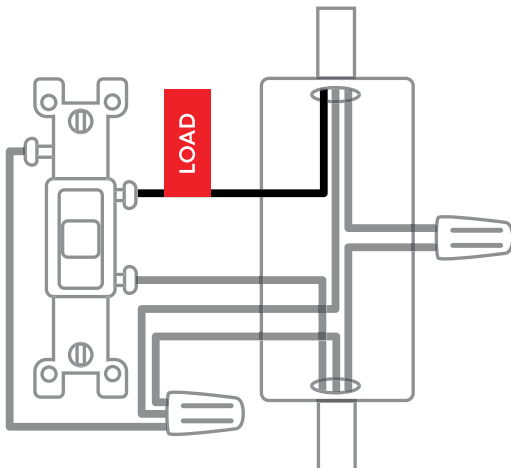4. Label the copper/green wire with green label **GROUND**.

2. Label the existing neutral wire (white) with the white label sticker **NEUTRAL**.

5. When finished, the labeled wires should look similar to the diagram below.

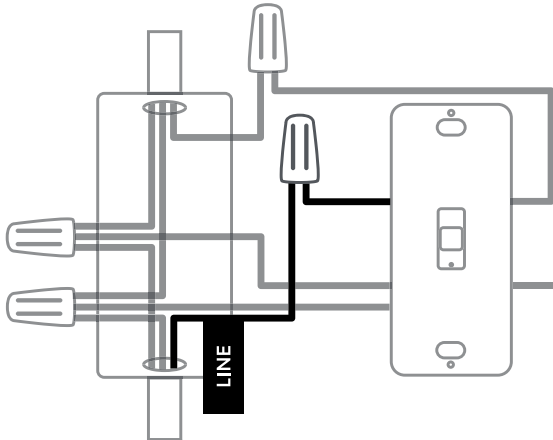3. Label the remaining black wire with red label **LOAD**.

Single Location Installation

Step 2: Wire Your Cync Switch

NOTE: Jumper cable is not required for this installation.

1. Disconnect wires and remove the existing switch.

2. Connect the black wire on the switch to the **LINE** (black label) wire from the wall.

3. Connect the white wire on the switch to the **NEUTRAL** (white label) wire from the wall.
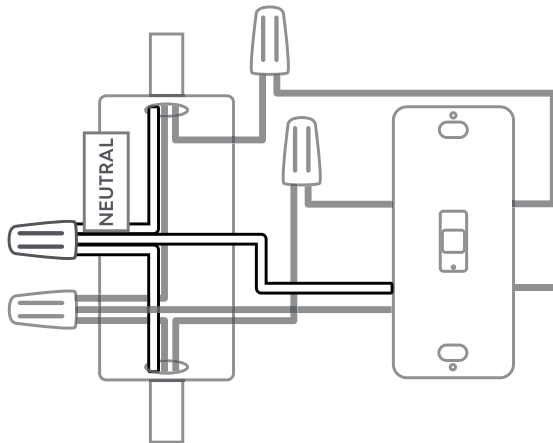
4. Connect the red wire on the switch to the **LOAD** (red label) wire from the wall.
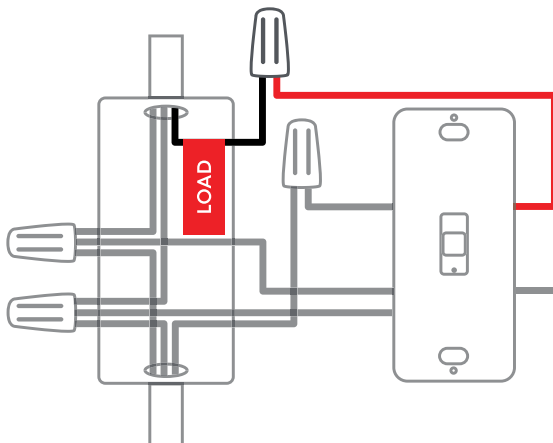
5. Connect the green wire on the switch to the **GROUND** (green label) wire from the wall.

6. Cap the yellow wire on the switch.

7. When finished, the wires should look similar to the diagram below.

Single Location Installation

Step 3: Finish Installation

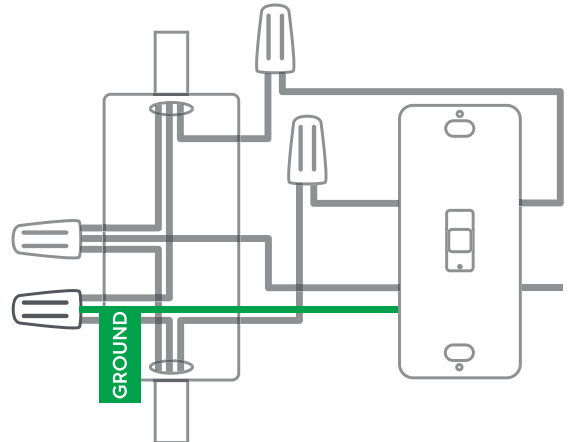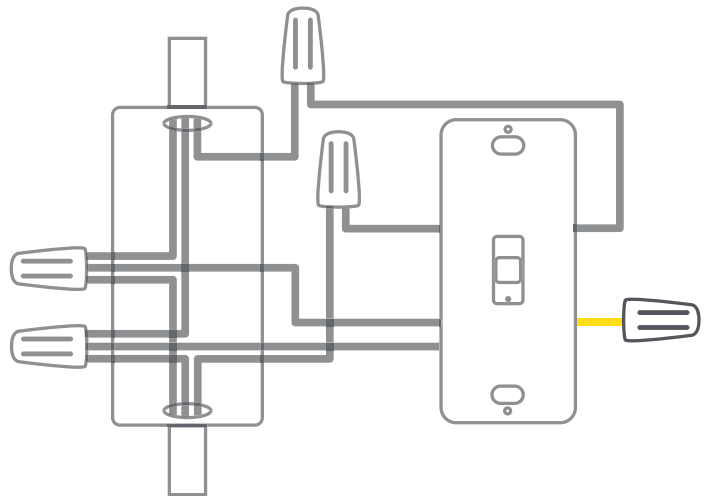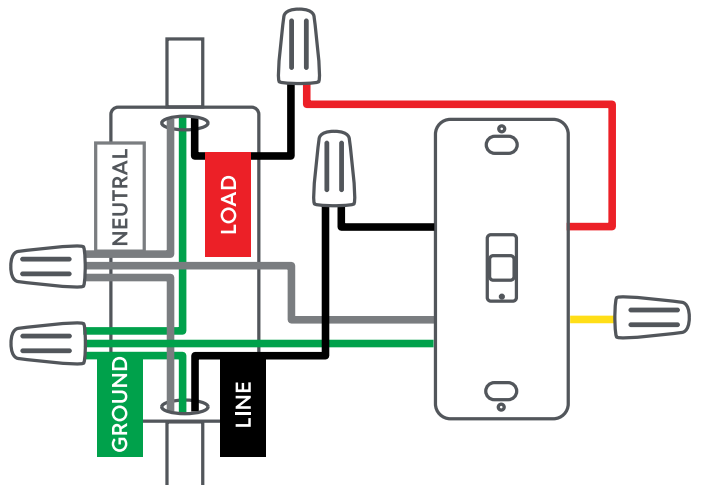1. Neatly push the wires back into the box, rotating the switch so it is oriented according to the image.

2. Using the screws provided, secure the switch to the wall unit level and flush.

3. Screw on the wall plate bracket, than snap the wall plate cover to the bracket.

4. After the switch is secured and wall plate mounted, turn the power back on at the circuit breaker box. At the switch, the light will flash blue indicating the device is wired correctly and the device is in setup mode.

5. Light will continuously flash blue until the switch is added in the Cync app.
   NOTE: Light will not illuminate correctly if wired incorrectly.


Congratulations!

You've completed the Neutral + Traveler Wire Smart Switch installation.

Next, refer to the Quick Start Guide included in the package for app setup.

# Line & Load in Different Outlet Box Installation

Step 1: Label Existing Wires

1. Determine the line side and the load side. The line side has wires connected to the power source.. The load side wires to the fixture load. See online method for additional assistance determining line and load.

Line Side   Load Side
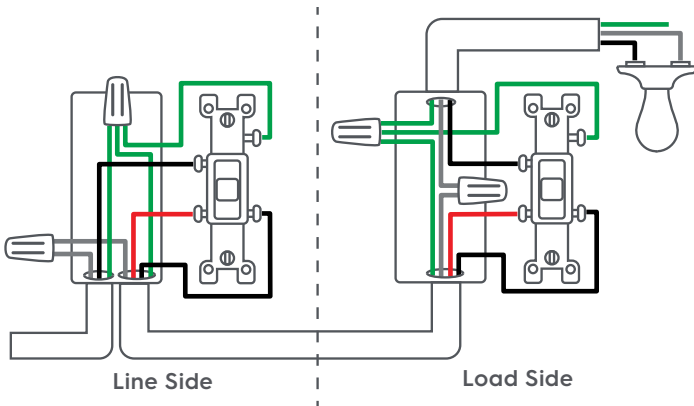
2. Label wires on the line side. See the diagram below for reference.

- Label the Line wire (black) with the black label **LINE**.
- Label the Neutral wire (white) with the white label **NEUTRAL**.
- Label the black traveler wire with the black label **TRAVELER1**.
- Label the second traveler wire with the red label **TRAVELER2**.
- Label the copper/green wire with the green label **GROUND**.
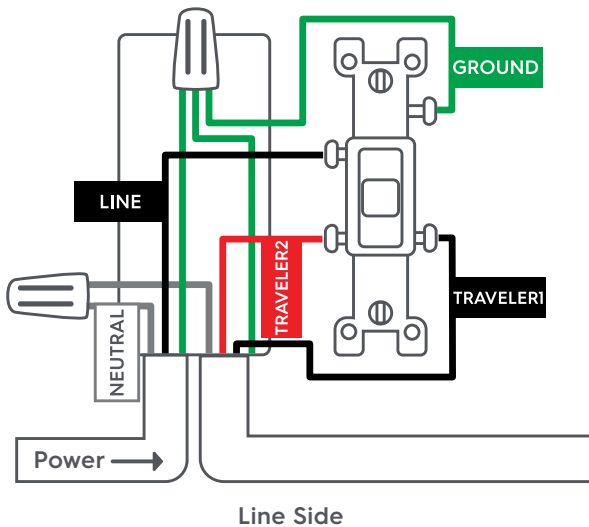
3. Label wires on the load side. See the diagram below for reference.

- Label the wire running to the fixture load (black) with the red label **LOAD**.
- Label the Neutral wire (white) with the white label **NEUTRAL**.
- Label the black traveler wire with the black label **TRAVELER1**.
- Label the second traveler wire with the red label **TRAVELER2**.
- Label the copper/green wire with the green label **GROUND**.

Load Side
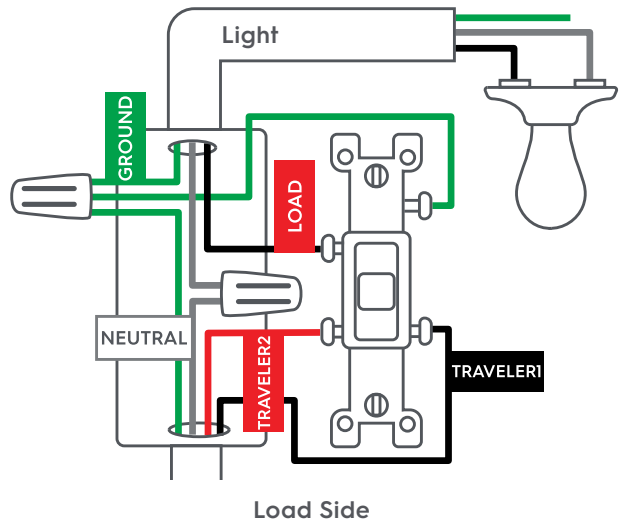
NOTE: Neutral and ground wires are required. If you don't have either wire, the Cync switch is not compatible.

Line Side

Line & Load in Different Outlet Box Installation

Step 2: Configure Cync Switch & Mechanical Switch in a 3-Way

1. Rewire existing 3-way mechanical switch at line side.

   - Disconnect the **TRAVELER1** (black label) wire and the **LINE** (black label) wire from the mechanical switch.

   - Combine the **TRAVELER1** (black label) wire, the **LINE** (black label) wire and the jumper wire (included).

   - Connect the other end of the jumper wire to the common screw of the mechanical switch.

Line Side
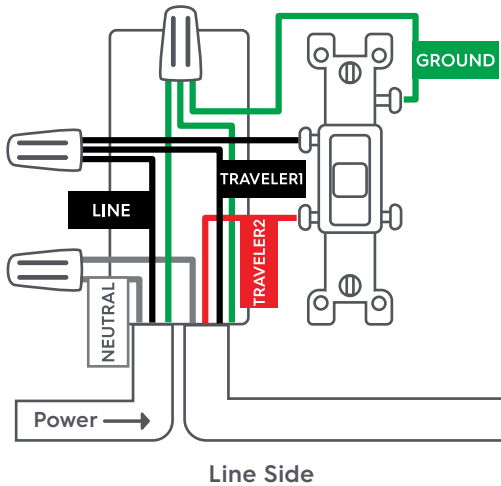
2. Wire your Cync Switch in load side.

   - Disconnect wires and remove existing switch.

   - Connect the black wire on the switch to the **TRAVELER1** (black label) wire from the wall.

   - Connect the white wire on the switch to the **NEUTRAL** (white label) wire from the wall.

   - Connect the red wire on the switch to the **LOAD** (red label) wire from the wall.

   - Connect the green wire on the switch to the **GROUND** (green label) wire from the wall.

   - Connect the yellow wire on the switch to the **TRAVELER2** (red label) wire from the wall.
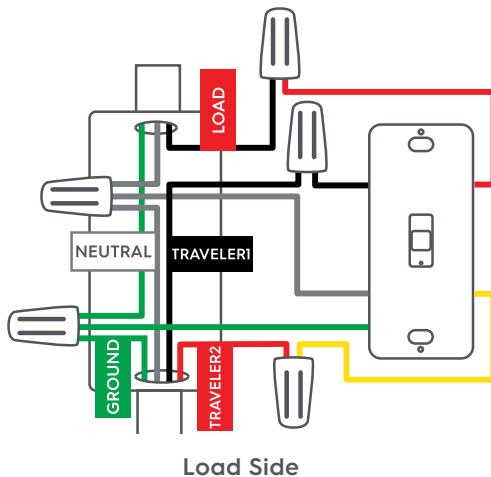
NOTE: You cannot control light from the regular switch if the Cync Switch is installed line side.

Load Side

Step 3: Finish Installation

1. Neatly push the wires back into the box, rotating the switch so it is oriented according to the image.

2. Using the screws provided, secure the switch to the wall unit level and flush.

3. Screw on the wall plate bracket, than snap the wall plate cover to the bracket.

4. After the switch is secured and wall plate mounted, turn the power back on at the circuit breaker box. At the switch, the light will flash blue indicating the device is wired correctly and the device is in setup mode.

5. Light will continuously flash blue until the switch is added in the Cync app.
   NOTE: Light will not illuminate correctly if wired incorrectly.

Congratulations!

You've completed the Neutral + Traveler Wire Smart Switch installation.

Next, refer to the Quick Start Guide included in the package for app setup.

Line & Load in Same Outlet Box Installation

Step 1: Label the Wires

1. Determine the line and load side, and the dead leg. The line and load side has wires connected to the power source and fixture load.
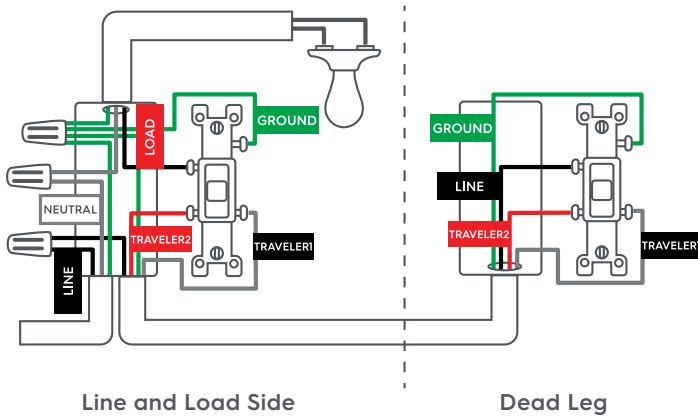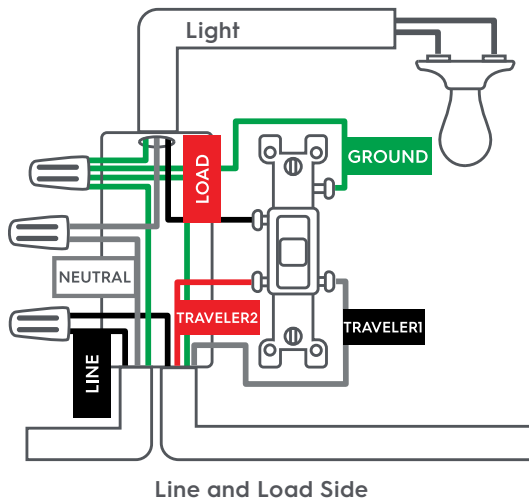

Line and Load Side   **Dead Leg**

2. Label wires on the line and load side.

   • Label the line wire (black) with the black label **LINE**.

   • Label the neutral wire (white) with the white label **NEUTRAL**.

   • Label the wire running to the fixture load (black) with the red label **LOAD**.

   • Label the white traveler wire with the black label **TRAVELER1**.

   • Label the second traveler wire with the red label **TRAVELER2**.

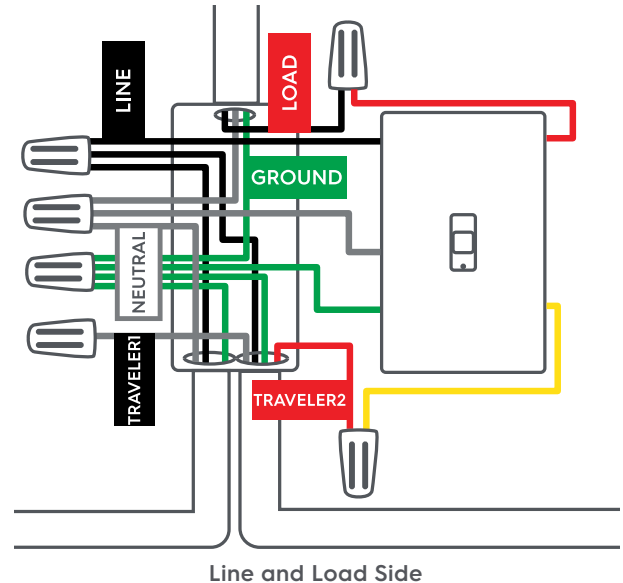   • Label the copper/green wire with the green label **GROUND**.

Line and Load Side

Step 2: Configure Your Cync & Mechanical Switch in a 3-Way

1. Wire the Cync Switch in the line and load side.

   • Disconnect wires and remove existing switch.

   • Connect the black wire on the switch to the **LINE** (black label) wire from the wall.

   • Connect the white wire on the switch to the **NEUTRAL** (white label) wire from the wall.

   • Connect the red wire on the switch to the **LOAD** (red label) wire from the wall.

   • Connect the yellow wire on the switch to the **TRAVELER2** (red label) wire from the wall.

   • Cap the **TRAVELER1** (black label) wire from the wall.

   NOTE: No rewiring is required on the dead leg.

Line and Load Side

Step 3: Finish Installation

1. Neatly push the wires back into the box, rotating the switch so it is oriented according to the image.

2. Using the screws provided, secure the switch to the wall unit level and flush.

3. Screw on the wall plate bracket, than snap the wall plate cover to the bracket.

4. After the switch is secured and wall plate mounted, turn the power back on at the circuit breaker box. At the switch, the light will flash blue indicating the device is wired correctly and the device is in setup mode.

5. Light will continuously flash blue until the switch is added in the Cync app.

   NOTE: Light will not illuminate correctly if wired incorrectly.

Congratulations!

You've completed the Neutral + Traveler Wire Smart Switch installation.

Next, refer to the Quick Start Guide included in the package for app setup.

Additional Information and Warnings

FCC Compliance Statement:
⚠ **Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.**

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- **Reorient or relocate the receiving antenna.**
- **Increase the separation between the equipment and receiver.**
- **Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.**
- **Consult the dealer or an experienced radio/TV technician for help.**

The device must not be co-located or operating in conjunction with any other antenna or transmitter. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC RF Radiation Exposure Statement:
To maintain compliance with the FCC's RF exposure guidelines, place the product at least 20cm from nearby persons.

IC Statement:
This device complies with RSS247 of Industry Canada. Cet appareil se conforme à RSS247 de Canada d'Industrie.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage prejudiciable, et (2) ce dispositif doit accepter tout brouillage recu, y compris un brouillage susceptible de provoquer un fonctionnement indesirable.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC RSS-102 définies pour un environnement non contrôlé. Cet émetteur doit être installé pour fournir une distance de séparation d'au moins 20 cm de toutes les personnes et ne doit pas être colocalisé ou fonctionner en conjonction avec une autre antenne ou émetteur.

Like your new Neutral + Traveler Wire Smart Switch?
Upload a photo or video of your space with your entertainment lights to inspire others at **gelighting.com/cync.**