Neutral Wire (4-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

4 Wire Nuts

6 Phillips Mounting Screws

Bulb Adaptor

Wire Labels

Load	Line	Ground	Neutral

What You'll Need

Phillips Screwdriver

Needle nose Pliers (Recommended)

Voltage Tester (Recommended)

Approximately 30 minutes of your day to install and set up the switch

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

# Remove Your Old Switch & Identify Circuit Type

1. Remove the existing wall plate and switch from the wall, but do not disconnect the wires.

2. Use the diagrams below to determine the circuit type.

    a.   Single Location - One switch controls your lights. See Step 3 for wiring instructions.

   b.   Two Location - Two switches control your lights. See Step 4 for wiring instructions.

a.

Single Location

b.
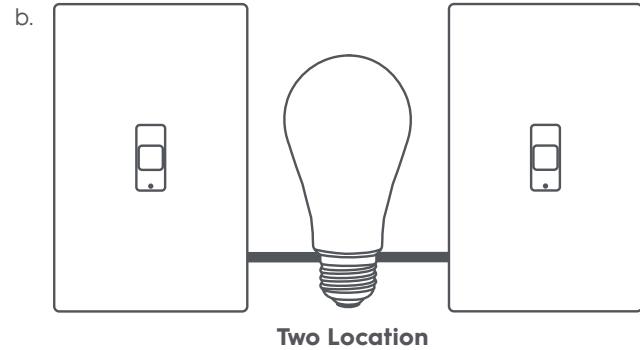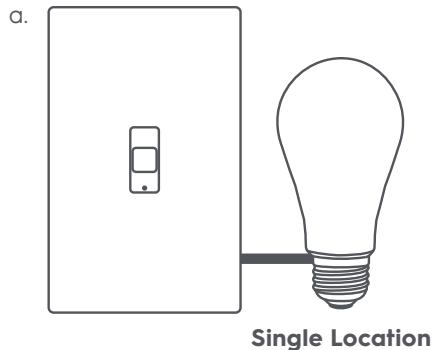
Two Location

Single Location – Label Existing Wires

1. Label the existing line wire (black) with the black label sticker **LINE**.
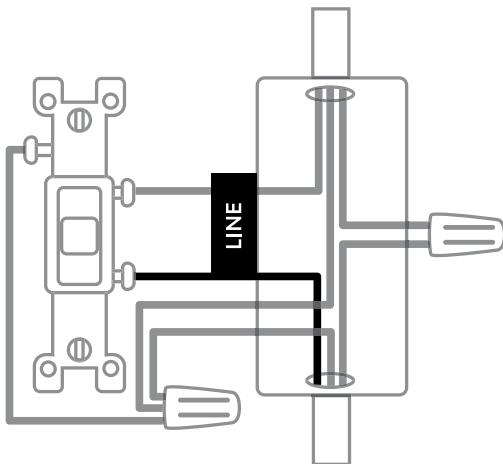
4. Label the copper/green wire with green label **GROUND**.
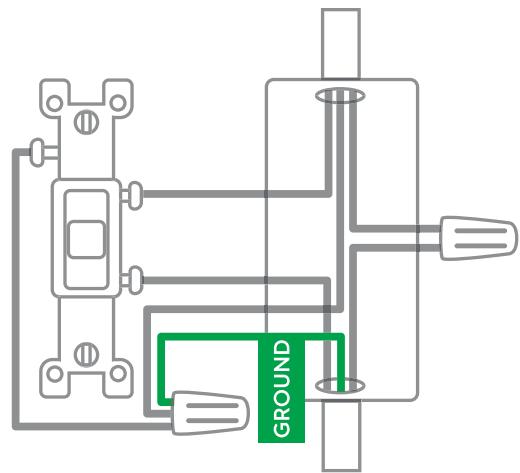
2. Label the existing neutral wire (white) with the white label sticker **NEUTRAL**.
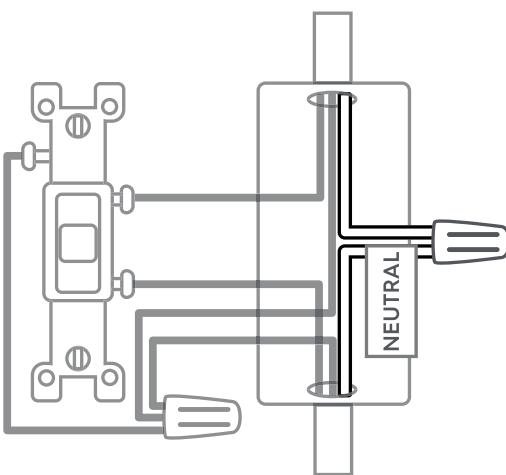
5. When finished, the labeled wires should look similar to the diagram below.
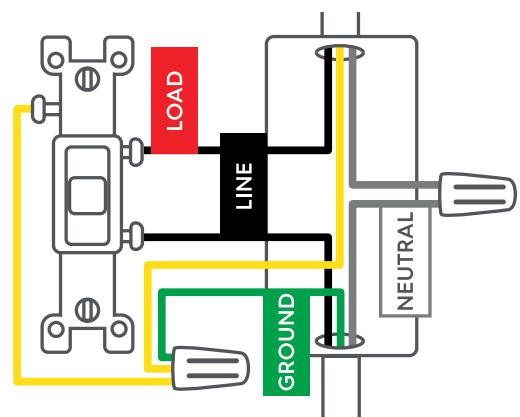


3. Label the remaining black wire with red label **LOAD**.
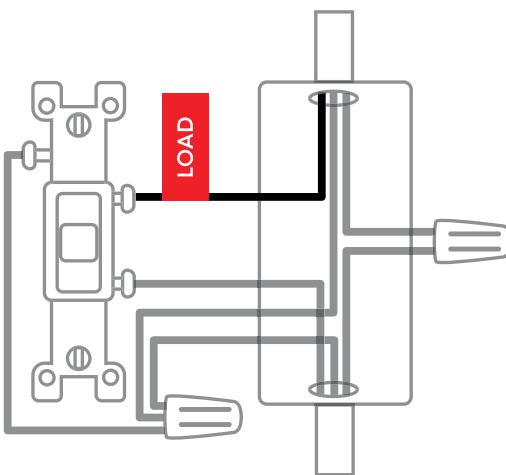
Single Location – Wire Your Cync Switch

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.
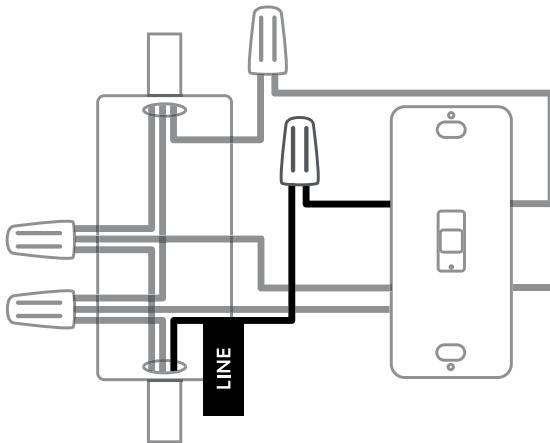

3. Connect the white wire on the switch to the **NEUTRAL** (white label) wire from the wall.
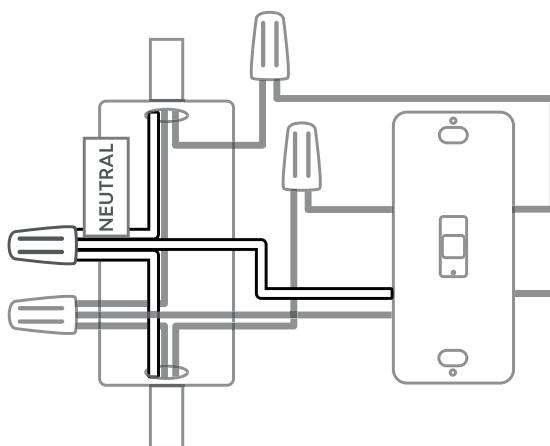
4. Connect the red wire on the switch to the **LOAD** (red label) wire from the wall.
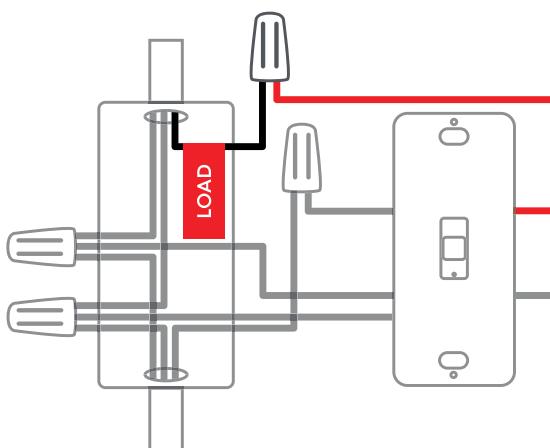
5. Connect the green wire on the switch to the **GROUND** (green label) wire from the wall.
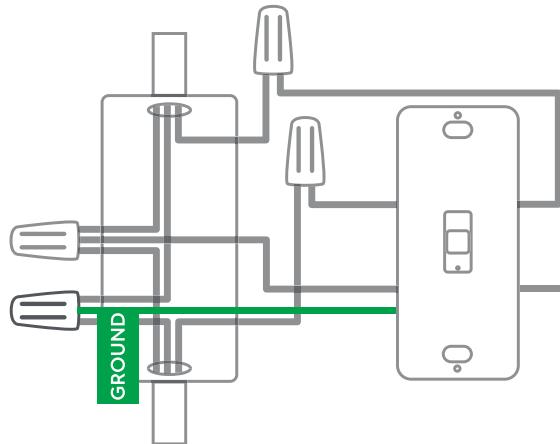
6. Cap the yellow wire on the switch.
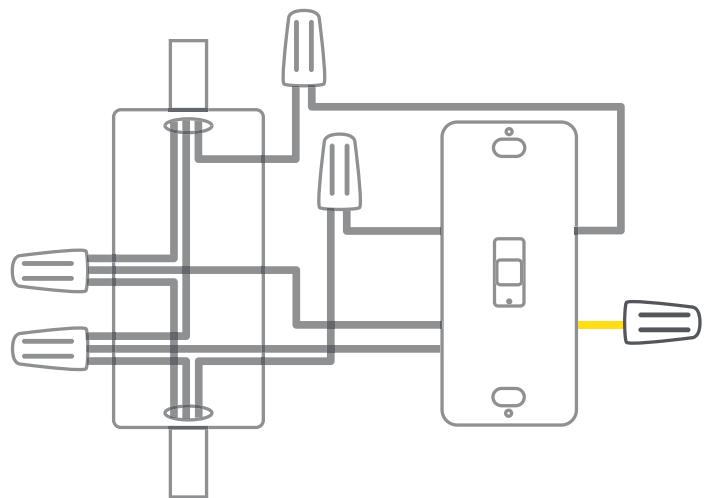
7. When finished, the wires should look similar to the diagram below.
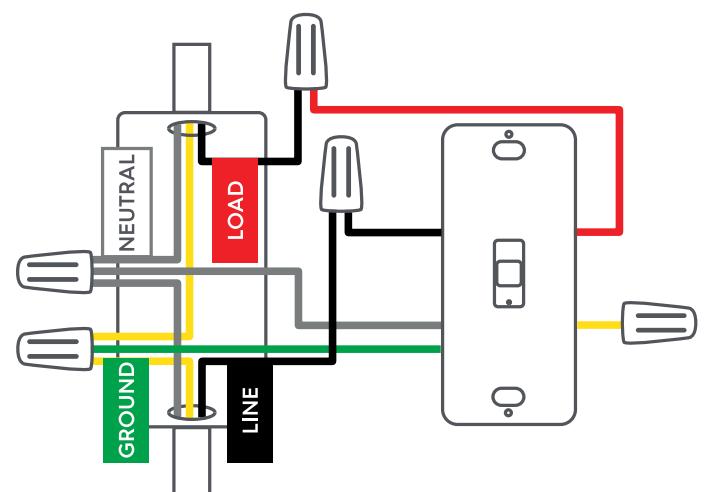
Two Location Installation

5.1 Identify Wiring Setup of Existing 3-way Circuit

a. Line and Load are in different outlet boxes. Power wire comes into one end, run wires out of the other end to fixture load. See Step 5.2 when wiring.

b. Line and Load are in the same outlet box. Power wire comes into one end, run wires out of the same end to fixture load. See Step 5.3 when wiring.

a.

Line Side   **Load Side**

b.

Line&Load Side   **Dead Leg**
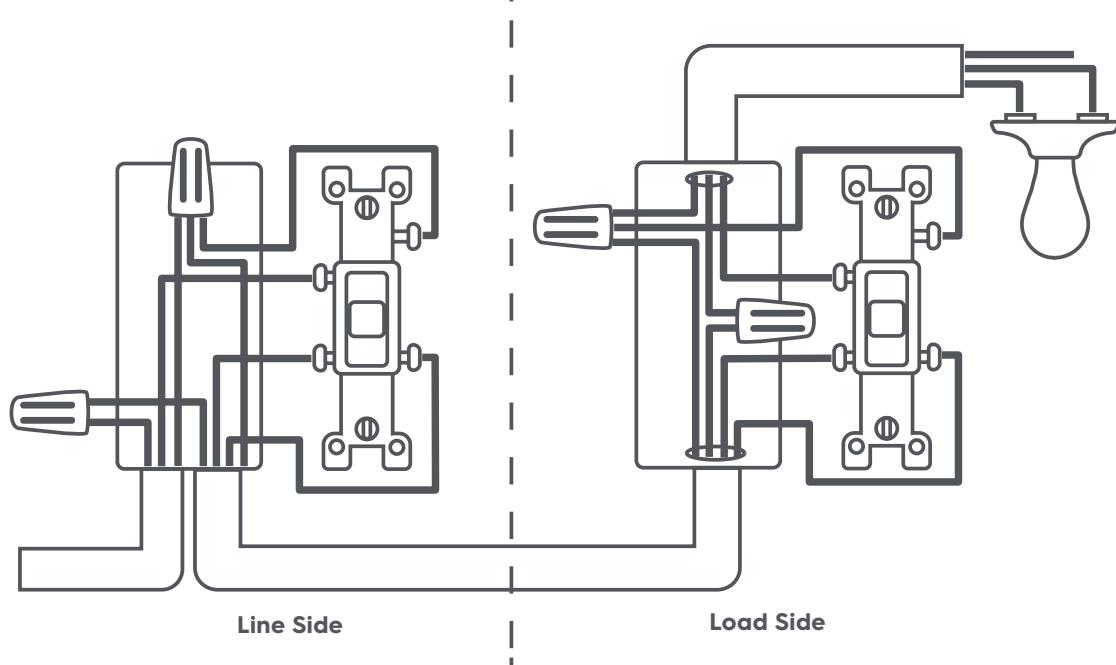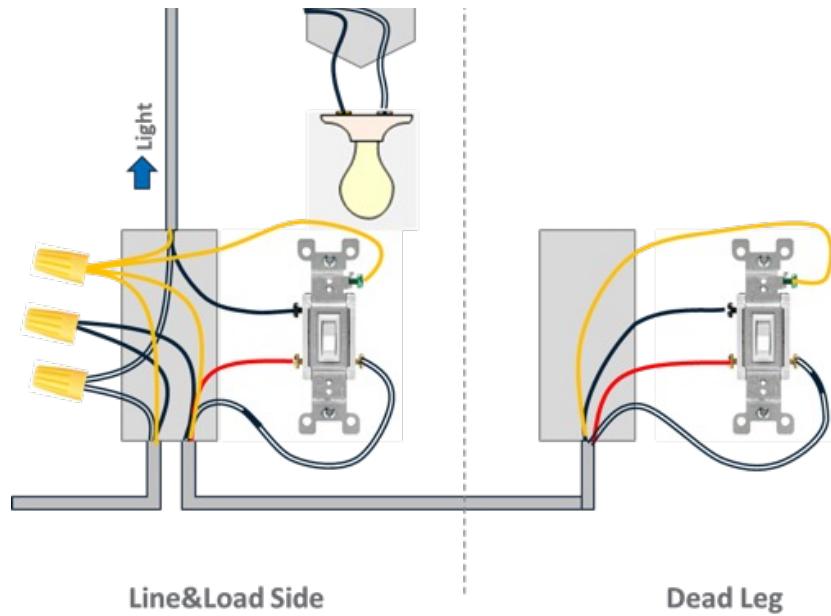
5.2 Line & Load in Different Outlet Box

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.

Line Side

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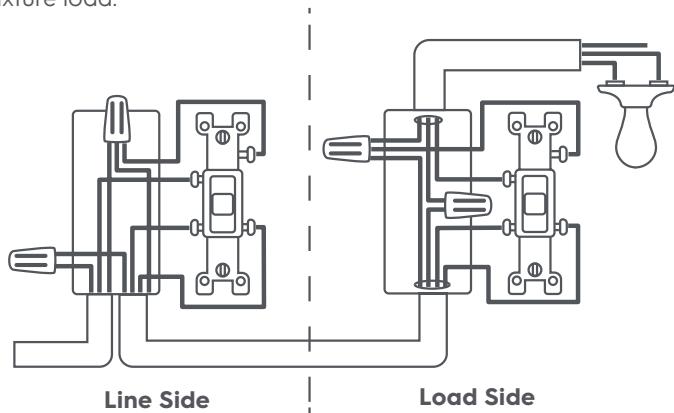
2. Label wires on the line side. See the diagram below for reference.

- 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**.

GROUND

LINE

TRAVELER2

NEUTRAL

TRAVELER1

Power ⟶

Line Side
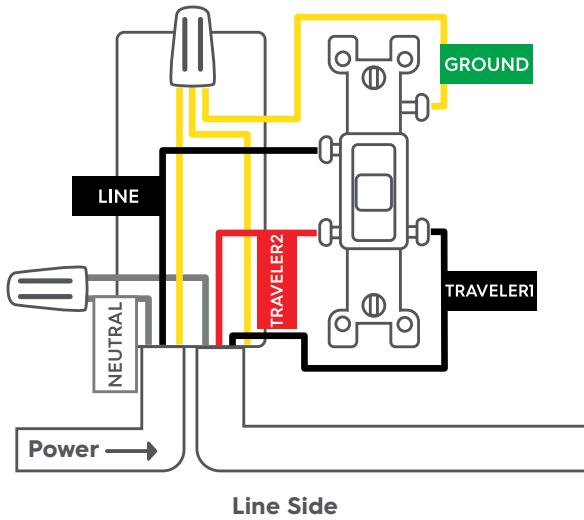
3. Label wires on the load side. See the diagram below for reference.

- 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**.

Light

GROUND

LOAD

NEUTRAL

TRAVELER2

TRAVELER1

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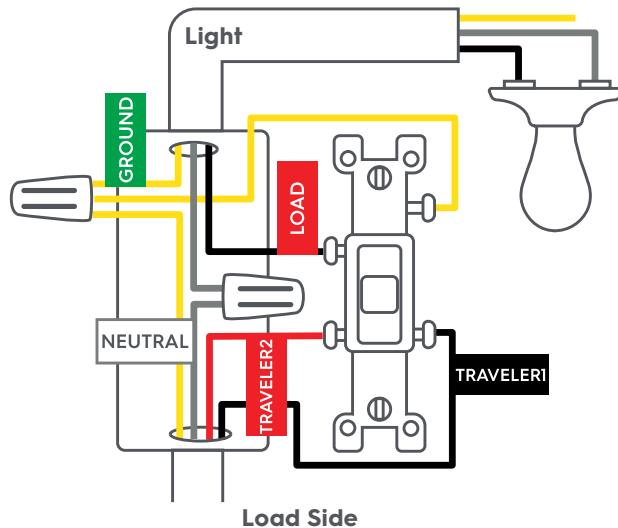
NOTE: Neutral and ground wires are required. If you don't have either wire, the Cync switch is not compatible.

5.2a 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.
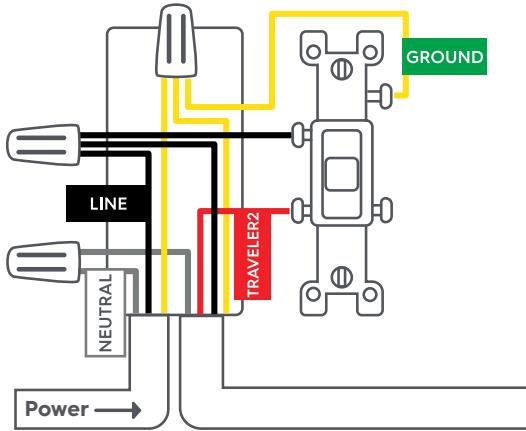
2. Wire your Cync Switch in load side.

   • 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.
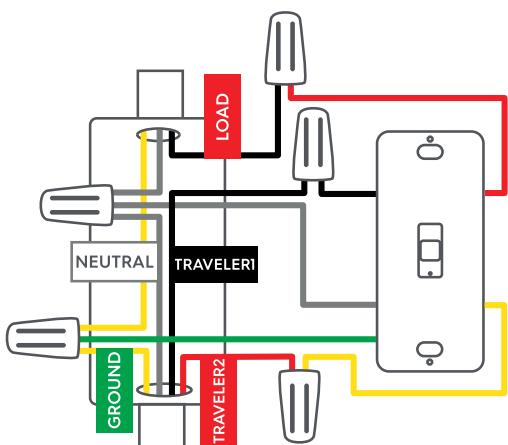
5.3 Line & Load in Same Outlet Box

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&Load Side   Dead Leg
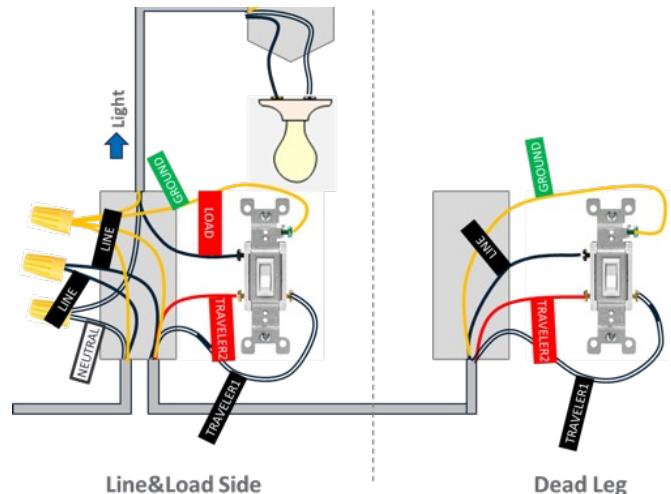
2. Label wires on the line and load side.

   • 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&Load Side
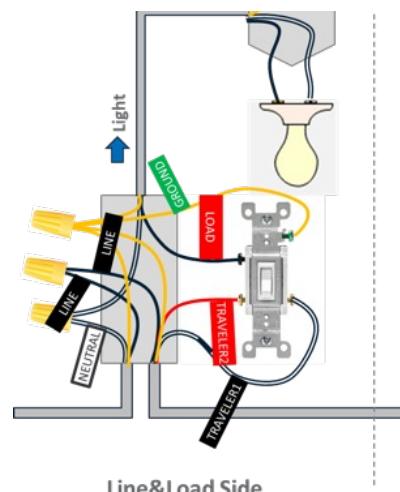
3. Label wires on the dead leg.

• Label the black wire connected to the common screw with the black label **LINE**.

• 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**.

NOTE: Neutral and ground wires are required. If you don't have either wire, the Cync switch is not compatible.
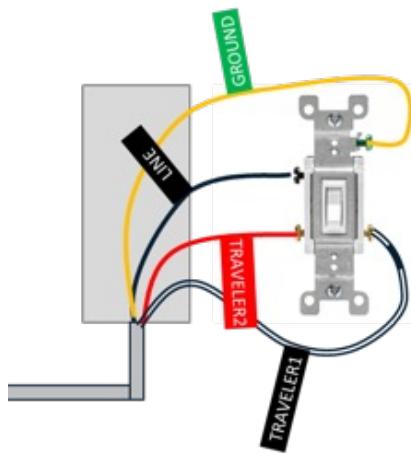
Configure Your Cync Switch & Mechanical Switch in a 3-way

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.
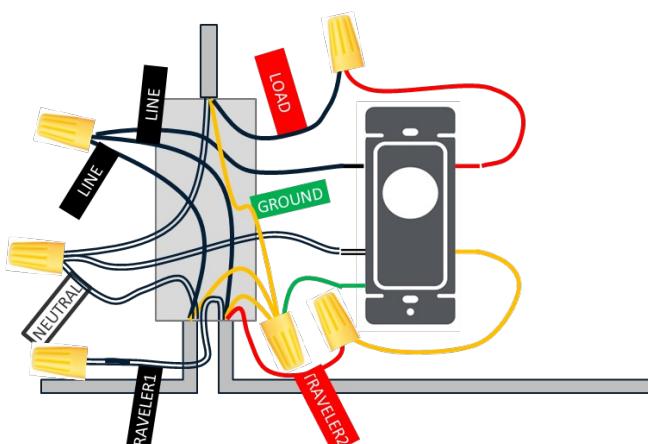
Line&Load Side

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 Wire (4-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 Wire (4-Wire) Smart Switch?
Upload a photo or video of your space with your entertainment lights to inspire others at **gelighting.com/cync.**