

winkRELAY

USER GUIDE
GUIDE DE L'UTILISATEUR



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IMPORTANT SAFETY INFORMATION

Carefully read all safety information before installing.

WARNING: RISK OF ELECTRIC SHOCK

- Before installing, servicing, or removing Relay, **TURN OFF POWER AT CIRCUIT BREAKER.**
- After power has been turned off, make sure the light switch you are going to replace with Relay is powered down before continuing installation.
NOTE: It is recommended to use a circuit tester to make sure the circuit is off.
- Installation involves handling high-voltage wires; follow warnings and safety instructions carefully.
- **IF YOU ARE UNSURE ABOUT ANY OF THE INSTRUCTIONS, CONSULT A QUALIFIED ELECTRICIAN.**

CAUTIONS & REQUIREMENTS

- Relay can **ONLY** connect to a 2.4GHz router broadcasting with a 20 MHz bandwidth.
- Relay must be installed in accordance with the installation

instructions, and installed/or used in accordance with appropriate electrical codes and regulations.

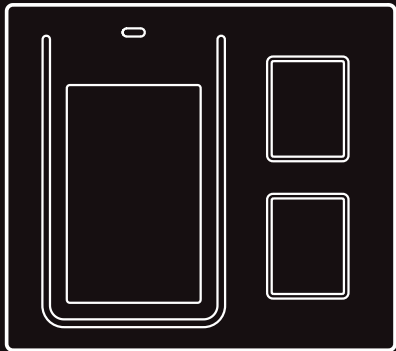
- Only use this device with copper or copper-clad wires.
- Relay can **ONLY** be installed in a light load gang box (a gang box that controls lights only.)
- Relay can only be used in a single or double gang box where a neutral wire is present. Do not install in a multi-gang box unit.
- Relay is not compatible with a 3-way light switch.
- Relay replaces single or double light switches not wired to an AC outlet.
- The included wire stripper has an exposed blade which could potentially cause injury. Use with caution.
- Use this device only for its intended purpose as described in this user guide.

OVERVIEW

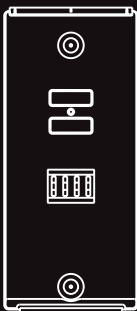
GET INSTANT ACCESS TO YOUR CONNECTED HOME ON A TOUCHSCREEN THAT'S TAILORED TO YOU. CONTROL SMART LIGHTS, LOCKS, WINDOWS, A/Cs, AND MORE, ALL FROM WINK RELAY.



PARTS INCLUDED



MAIN UNIT



POWER BOX



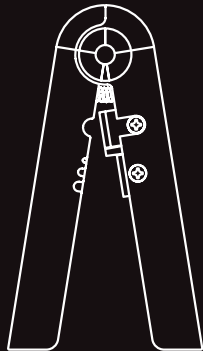
USER GUIDE



SCREWDRIVER



SCREWS (2)



WIRE STRIPPER*



WIRE CONNECTOR**



SNAP PLATES (2)

* Wire stripper is provided in case your wires need to be trimmed or stripped for proper installation.

** A push-in wire connector works as a 'finger trap' for wires; simply push wires into an available pole to lock.

INSTALLATION

1 **WARNING: RISK OF ELECTRIC SHOCK**

Disconnect power to switch at the circuit breaker.

Test the existing light switch to make sure the circuit breaker is off.

IF YOU ARE UNSURE ABOUT ANY OF THE INSTRUCTIONS, CONSULT A QUALIFIED ELECTRICIAN.

- 2 Separate power box from main unit by gently pulling the base of the power box up and away from the back of Relay.
- 3 Remove existing wall plate and light switch.



- 4 Identify the line, ① load, ② and neutral wires, ③ then disconnect from existing switch.

IF THERE ARE NO NEUTRAL WIRES, STOP AND CALL US AT 1-844-WINKAPP.

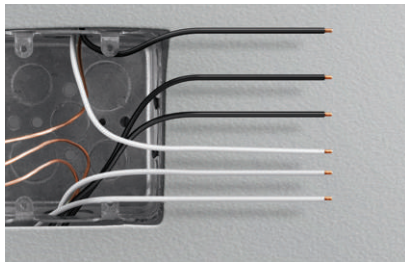
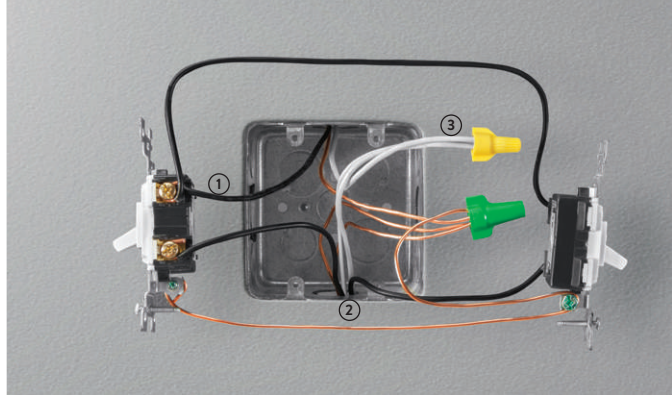
- 5 Disconnect wires from existing switches.
6 Cut and strip wires, if necessary.

TO TRIM WIRES:

- Place wire in the trimming notch closest to the spring at the spot it should be cut and press handle.

TO STRIP WIRES:

- Place insulated wire in the stripping notch that fits the wire gauge. Press and hold handle closed. Rotate wire until a cut is made around the insulation and pull insulation off the wire.



DOUBLE GANG BOX INSTALLATION (RECOMMENDED)

A double gang box is a double light switch that controls two loads.

- 7 Connect wires from gang box to wires on the power box.
NOTE: Colors of wires may vary depending on your gang box. Consult a qualified electrician if you are unsure about a wire.

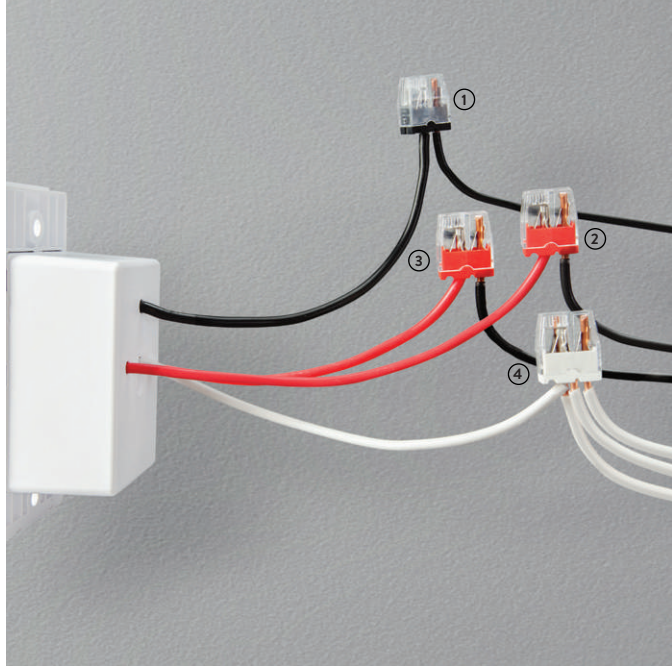
Connect the line wire from the gang box (usually black) to the black 2-pole connector on the power box. ①

Connect one of the load wires from the gang box (usually black) to one of the red 2-pole connectors on the power box. ②

Connect the other load wire from the gang box (usually black) to the other red 2-pole connector on the power box. ③

Connect the neutral wire(s) from the gang box (usually white) to the white 4-pole connector on the power box. ④

- 8 There are no bare copper (ground) wires on the power box, however there will be ground wires in your wall; connect them all using the green 4-pole wire connector (included.)
NOTE: Your ground wires may already be attached together with a connector. If this is the case, you will not need to complete this step. **WARNING:** Cap any loose wires.



- 9 Push all wires back into wall as far as possible.
- 10 Screw power box in place with the two (2) screws provided. Depending on the size of your wall opening, the powerbox may or may not fit completely inside the wall. Do not screw the powerbox flush with the wall.
- 11 Turn power back on at circuit breaker.
- 12 On the front of the power box, you will see two buttons and an LED light. If wired correctly, the LED light will be solid green.

Press and hold the top button: the light attached to load 1 should turn on. Press and hold the bottom button: the light attached to load 2 should turn on. If the LED light does not light up green, see Troubleshooting section.



SINGLE GANG BOX INSTALLATION

A single gang box is a single light switch that controls one load. Since Relay has the ability to control two light loads, installation in a gang box that has two loads running to it is preferred.

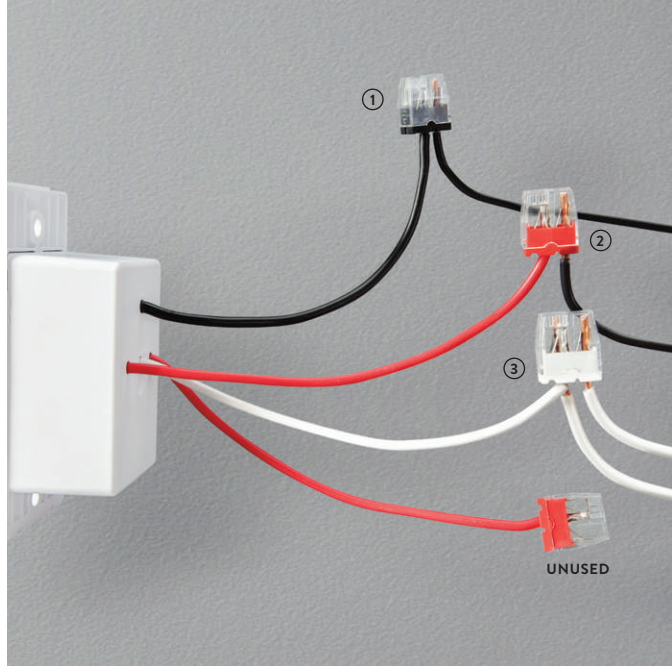
- 7 Connect wires from gang box to wires on power box.
NOTE: Colors of wires may vary depending on your gang box. Consult a qualified electrician if you are unsure about a wire.

Connect the line wire from the gang box (usually black) to the black 2-pole connector on the power box. ①

Connect one of the load wires from the gang box (usually black) to one of the red 2-pole connectors on the power box. ②

Connect the neutral wire(s) from the gang box (usually white) to the white 4-pole connector on the power box. ③

- 8 There are no bare copper (ground) wires on the power box, however there will be ground wires in your wall; connect them all using the green 4-pole wire connector (included).
NOTE: Your ground wires may already be attached together with a connector. If this is the case, you will not need to complete this step. **WARNING:** Cap any loose wires.



- 9 Push all wires back into wall as far as possible.
- 10 Screw power box in place with the two (2) screws provided. Depending on the size of your wall opening, the powerbox may or may not fit completely inside the wall. Do not screw the powerbox flush with the wall.
- 11 Turn power back on at circuit breaker.
- 12 On the front of the power box, you will see two buttons and an LED light. If wired correctly, the LED light will be solid green.

Press and hold the button the light was wired to: the light should turn on. If the LED light does not light up green, see Troubleshooting section.

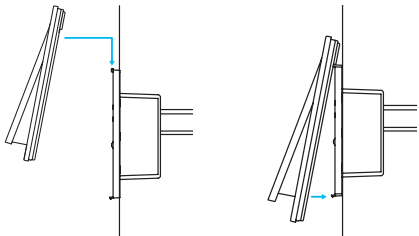


INSTALLING THE MAIN UNIT

The main unit attaches to the power box in one of three positions (left, center, right) using one of the three ports on the back of the unit.

- 13 Once you have decided which position you want, place the snap plates (included) over the unused ports and snap them into place.
- 14 Gently hook and press the main unit's uncovered ports onto the power box and snap it into place.

You are now ready to start configuring Relay!



CONFIGURING RELAY

Connecting Relay to Wink is easy. Follow the step-by-step instructions that appear on the Relay screen.

LOGGING INTO WINK

- 1 Relay will automatically turn on once it's connected to the power box and power has been restored to the circuit breaker.
- 2 Instructions on Relay's screen will walk you through the Wi-Fi pairing process.

NOTE: Relay must be connected to Wi-Fi to operate. If Relay does not connect to your Wi-Fi network, see Troubleshooting section.
- 3 Log in or create a Wink account.

CUSTOMIZING RELAY

After setting up your Wink Relay, you can customize Wink Relay through the Wink app on your smartphone.

- 1 Connect your smartphone to your Wi-Fi network (enter network name and password).
- 2 Download or launch the Wink app from the Apple App Store or Google Play.



- 3 Create or sign into your Wink account.
- 4 Go to Relay in your Wink app where you can customize your Relay.

For more information and further set up assistance, please visit wink.com/relay

FEATURES

- ① 4.3" multi-touch LCD display.
- ② 2x smart switches trigger lights or user preset actions. Designed to control up to two (2) light loads.
- ③ Microphone and speaker for intercom functionality.
- ④ Temperature and humidity sensor.
- ⑤ Proximity sensor: Bluetooth® Low Energy (BLE) allows Relay to recognize which user is present via their smartphone and activates their stored user profile.

NOTE: Runs the Wink app (Wi-Fi®, Bluetooth®, and ZigBee® compatible.)



WARRANTY

LIMITED ONE-YEAR WARRANTY

Wink, Inc. ("Wink") Original Purchase Product Warranty

Wink warrants to the original purchaser ("Purchaser") of this Wink product, for the period of one (1) year following the date on which Purchaser purchases the product, that the product shall be free of defects in design, assembly, material, or workmanship. Wink will refund or replace, at its option, any defective product free of charge.

In order to qualify for this warranty, the Purchaser must provide the defective product and a copy of the original receipt of purchase to Wink for inspection. The receipt of purchase must indicate the product purchased, price paid, date of purchase, and name of merchant.

To request service under this warranty, contact Wink at 1-844-WINK-APP or support@wink.com and a Wink representative will provide instruction on how to proceed.

This warranty shall be null and void if Wink determines that the product has been improperly installed, altered or tampered with in any way. This warranty does not protect against normal use, wear and tear, or damage due to abuse.

THIS WARRANTY CONTAINS THE SOLE WARRANTY OF WINK. THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OR CONDITION OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SUCH IMPLIED WARRANTIES, IF ANY, ARE LIMITED IN DURATION TO THE TERM OF THIS WARRANTY. IN NO EVENT SHALL WINK BE LIABLE FOR INCIDENTAL, SPECIAL, DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES SUCH AS, BUT NOT LIMITED TO, LOST BUSINESS OR PROFITS ARISING OUT OF THE SALE OR USE OF ANY WINK PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some jurisdictions do not allow exclusions or limitations on implied warranties or incidental, consequential or other damages, so the above exclusions and limitations may not apply to you.

COMPLIANCE

FCC STATEMENTS

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 desired operation.

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 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.

CAUTION: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC RADIATION EXPOSURE STATEMENTS:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

NOTE: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all Wi-Fi product marketed in US must fixed to US operation channels only.

INDUSTRY CANADA STATEMENTS

This device complies with Industry Canada licence-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.

RADIATION EXPOSURE STATEMENTS

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

PRODUCT RATING

120VAC, 60Hz, 3A, 360W, Tungsten per each output

120VAC, 60Hz, 8A, 960W, General Purpose per each output

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Bluetooth is a registered trademark of SIG, Inc.

ZigBee is a registered trademark of ZigBee Alliance.

TROUBLESHOOTING

ISSUE	SOLUTION
Won't power up	Check the wiring.
Not connecting to Wi-Fi	<p>Check your router settings:</p> <ol style="list-style-type: none">1 Relay can ONLY connect to a 2.4GHz router broadcasting with a 20 MHz bandwidth. When using a dual band router: Dual band routers operate in 2.4GHz and 5GHz modes simultaneously. Relay CANNOT connect to the 5GHz network, it can ONLY connect to the 2.4GHz network. Relay can ONLY connect to the 2.4GHz router broadcasting with a 20 MHz bandwidth, NOT when the 2.4GHz router is broadcasting with a 40MHz bandwidth.2 Check that security is set to WPA-PSK not WEP.
I have extra wires	Check the wiring instructions.

CUSTOMER SERVICE

If you need any help, we have your back with a customer support team that is available 7 days a week.

Email us at support@wink.com

or call **1-844-WINK-APP** to speak to a real person.