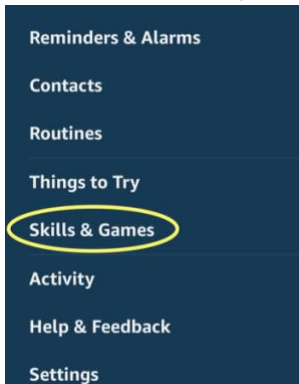


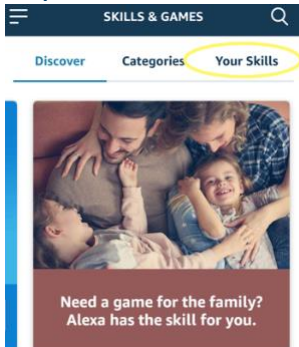
In case of 502 Bad Gateway error please follow the steps below:

Check if “Insignia Connect” skill is Enabled:

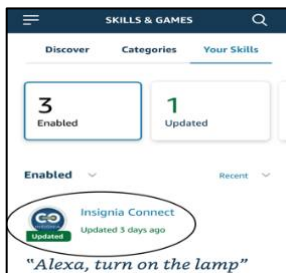
- Open the **Amazon Alexa** app.
- From the menu, select **Skills & Games**.



- Tap **Your Skills** in the top right corner



- Then scroll down to find if “Insignia Connect” is listed in the set of Enabled Skills.

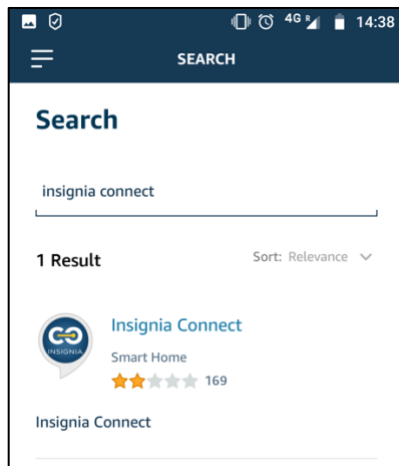


If “Insignia Connect” Skill is not enabled, follow the steps below:

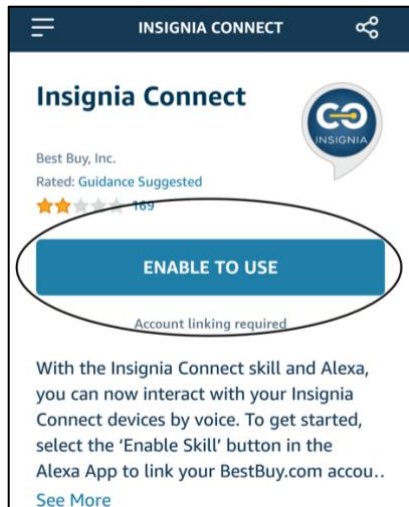
1. Open the Amazon Alexa app
2. Enable the “Insignia Connect” Skill: (In-order to re-enable the skill, follow the steps listed below)
 - From the menu, select **Skills & Games**.



- Search for “Insignia Connect” skill and tap on the listed skill



- Click on **ENABLE TO USE**



- Login with your BestBuy Login ID & Password. Note: This Login should be same as the one you used in Insignia Connect App to setup the device

Sign In to BestBuy.com
<https://www.bestbuy.com>

BEST BUY

Sign In to BestBuy.com

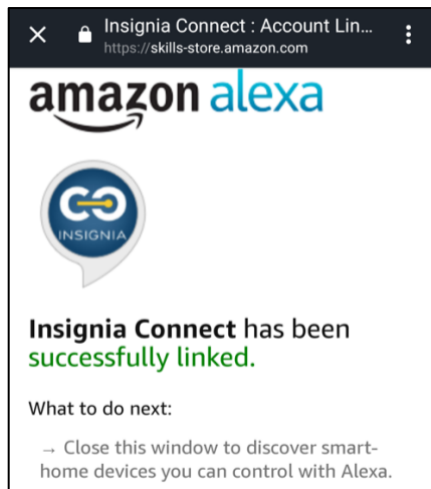
Email Address

Password [Forgot Password?](#)

Sign In

By continuing you agree to our [Terms and Conditions](#), our [Privacy Policy](#), and the [My Best Buy® Program Terms](#). By linking your Best Buy account to Alexa you will enable voice purchases from Best Buy without further action. To disable this function you must delete the Best Buy skill.

- Once the login is complete, your skill will be linked

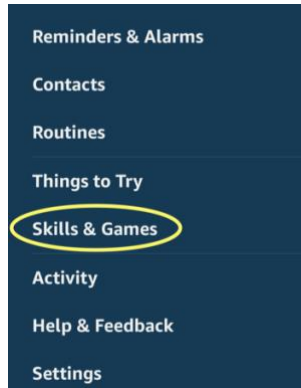


- Now you have successfully enabled “Insignia Connect” skill.
3. Wait for a couple of minutes before trying to control your device

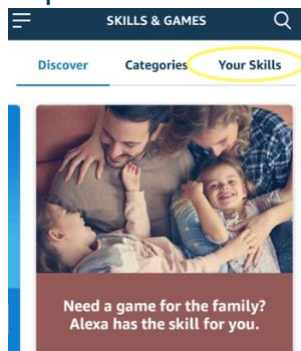
After the sign in, if you are seeing a 502 Bad Gateway Error, try the following



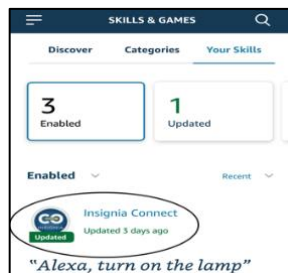
-
1. **Disable the “Insignia Connect” Skill** (In order to disable the skill, follow the steps listed below)
 - Open the **Amazon Alexa** app.
 - From the menu, select **Skills & Games**.



- Tap **Your Skills** in the top right corner



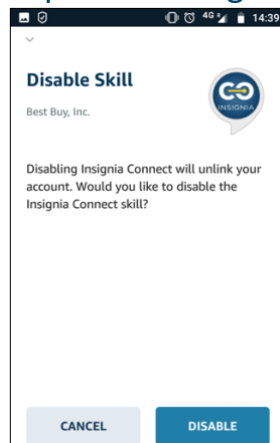
- Then scroll down and select **"Insignia Connect"**



- Tap **DISABLE SKILL**.



- Tap **DISABLE** again on the next screen that appears.

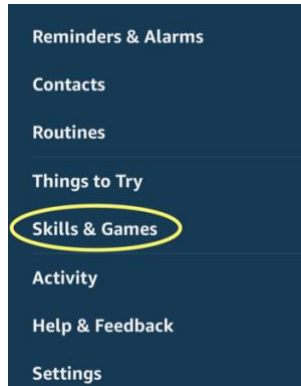


2. Close the Amazon Alexa app

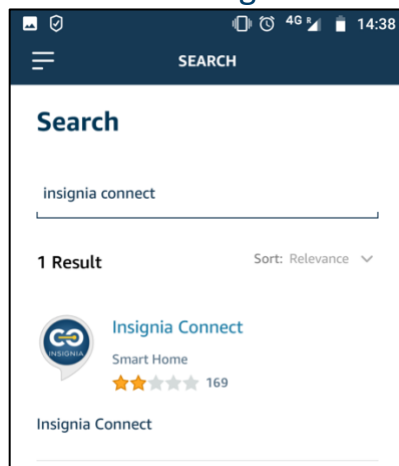
3. Re-Open the Amazon Alexa app

4. Re-enable the "Insignia Connect" Skill: (In-order to re-enable the skill, follow the steps listed below)

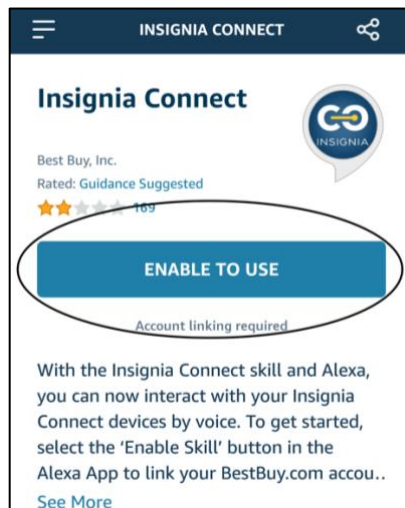
- Open the **Amazon Alexa** app.
- From the menu, select **Skills & Games**.



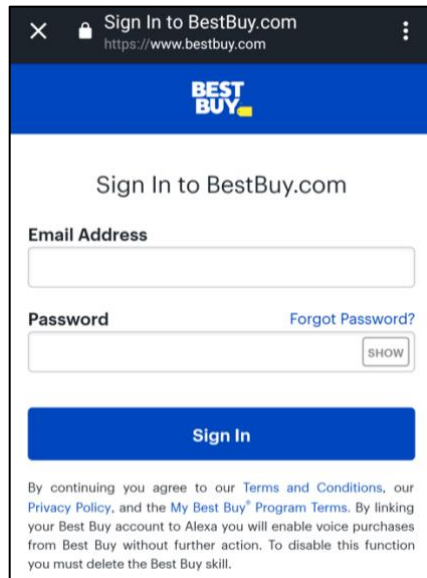
- Search for “Insignia Connect” skill and tap on the listed skill



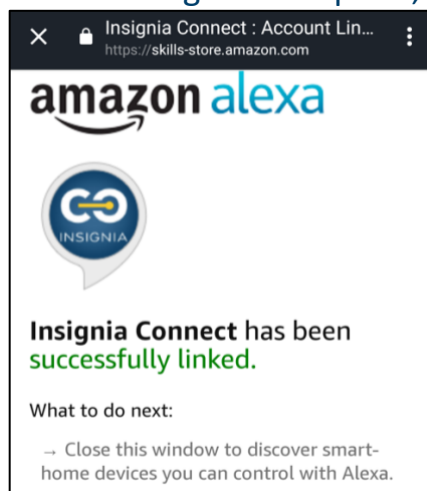
- Click on **ENABLE TO USE**



- Login with your BestBuy Login ID & Password.
Note: This Login should be same as the one you used in Insignia Connect App to setup the device



- Once the login is complete, your skill will be linked



- Now you have successfully enabled “Insignia Connect” skill.
5. If the issue persists, please use
- Retry after waiting for couple of minutes. Possibly there is a system maintenance
(or)
 - **Try using Google Home / Google Assistant**, if you have one, to control your device

Please Note: Insignia Connect app that is used to onboard the device can still be used to control your device.