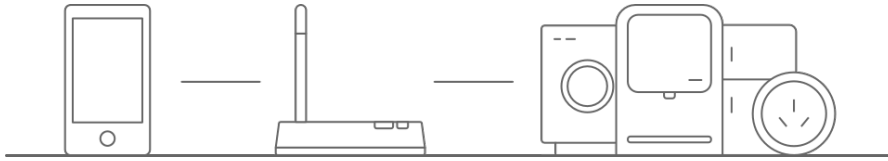
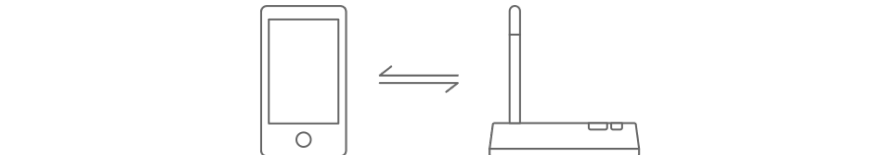


## Troubleshooting for failure in connecting to the network (failed to add device)

1. Make sure the device has been connected to the power source and turned on.
2. Make sure the device has been in net-pairing status.
3. Make sure that the device, the phone and the router are close to each other.



4. Make sure the router password is correct.



5. Make sure the device has been added using **2.4Ghz WiFi band** (disable the 5Ghz band). Please consult the manual of your router for settings. Enable the Wi-Fi broadcast function and do not set it to hidden mode.



6. Make sure that the encryption method of the router's wireless setting is WPA2-PSK and the authentication type is AES, or both are set as automatic. 11n only is not allowed in wireless mode.

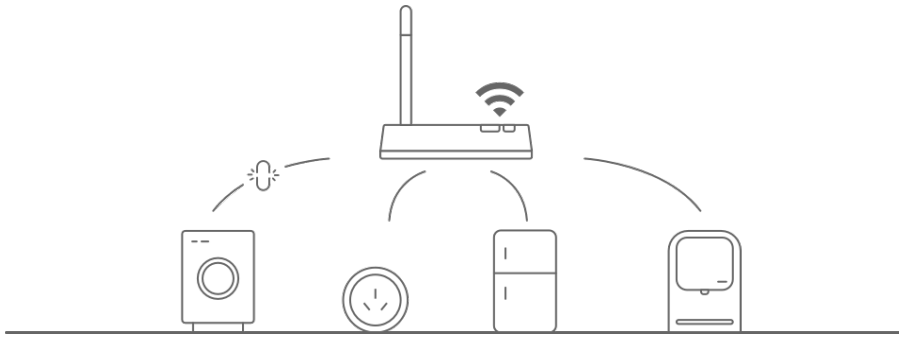


7. Make sure the Wi-Fi name does not contain any Chinese or non-alphanumeric characters.



8. Disable the Wi-Fi Multimedia Quality of Service (WMM QoS) by accessing the QoS setting on the router: ADVANCED > Setup > QoS Setup. Untick the WMM (Wi-Fi multimedia) settings check boxes and click Apply button.

9. If the number of the router's connected devices reaches the limit, try to turn off some device's Wi-Fi functions and configure it again.



10. If the router has enabled the wireless MAC address filter, try to remove the device from the router's MAC filter list to ensure the device is not prohibited by the router to connect to the network



### What if the device is offline

1. Please make sure the device has been powered on;
2. Please check if the network is stable. Checking method: put a mobile phone or an iPad next to the device and make sure they are connected to the same network, then try to open a web page;
3. Please make sure the home Wi-Fi network is working well, or whether the Wi-Fi name, password, etc have been modified. If so, reset the device and add it again. (How to remove the device: Open the App and enter the device control page, click "... " button on the top right hand corner, click on the bottom of the page "Remove device")
4. Please try to reboot the router and wait 3 minutes to observe the status of the device;
5. If the network is in good condition and shows no sign of modifications after troubleshooting, please go to the device's control page and click the "... " button in the upper right hand corner to get into the "More" page. Then, click "Feedback" and enter the issue you encountered and provide your Router model, we will handle it ASAP.

### App-related

#### The app is not able to control the device remotely, the function not effective after control

The app couldn't control the device suddenly. It might be the result of a bad network environment or device is offline.

1. Please make sure the device has been powered on;
2. It is recommended that you keep the App open for about 3 minutes, and see whether the device is still online.

3. If it's still online, please place the phone next to the device and make sure they are connected to the same Wi-Fi. Try to open a web page to check for the network's status.
4. If device is online and network is in good condition, yet it still cannot control any device, please go to the control page of the device, click on the "... " button in the upper right hand corner, and then click on the "Send Feedback" to enter the issue you encountered, and provide your Router model, we will handle it ASAP.

**When the device is connected, it can be controlled at the same location, but cannot be remotely controlled by the phone when moved to another location or other network.**

If the device encounters such a situation, it may be because the device and the mobile phone are connected to the same LAN, but are not connected to the Internet.

- Please place the phone next to the device and connect it to the same Wi-Fi as the device. Try to open a web page to check if the Wi-Fi can connect to the Internet;
- If you cannot access the network, it is recommended to restart the router.
- If the device has been connected to the network and the above issue occurs, please go to the control page of the device, click on the "... " button in the upper right hand corner, and then click on the "Send Feedback" to enter the issue you encountered, and provide your Router model, we will handle it ASAP.

**Device status cannot be synchronized with the status displayed on the App**

1. If the device is controlled by a physical switch, the device may not be synchronized at the same time.
2. It is recommended that you open the App and the device status will be updated after operating.