

## PRODUCT INFORMATION

### 1. What is the Wemo® Bridge, F7C074?

The Wemo® Bridge, F7C074 is designed to enable Apple® HomeKit™ compatibility with Wemo devices. It serves as a bridge between the Apple Home app and Wemo devices, and enables Wemo devices to be managed by Siri® Voice Control using an iPhone®, iPad® or Apple Watch®.

### 2. What does the light on my Wemo Bridge mean?

The Wemo Bridge has various light behaviors. [Learn More.](#)

### 3. Where can I find the MAC address of my Wemo device?

You can find the Wemo's MAC address at the back panel.

### 4. Is the Wemo Bridge wireless?

No, the Wemo Bridge is not wireless.

## COMPATIBILITY

### 1. Will Wemo work with jail-broken phones?

No. Wemo will not work with jail-broken phones.

### 2. What networks will not work with Wemo?

For security reasons, Wemo isn't supported by the following:

- Enterprise Networks - For security reasons, enterprise router security is set up with a series of firewalls that Wemo does not support.

**NOTE:** You can still use these networks to remotely connect to the Wemo devices in your home.

- Café Networks - Café-style networks (i.e., coffee shops, libraries, etc.) usually require a browser to provide additional login credentials to get on the network, which Wemo does not support.

**NOTE:** You can still use these networks to remotely connect to the Wemo devices in your home.

- Cellular Hotspots - Using a cell phone or cellular hotspot device is not supported by Wemo.
- Networks using double-byte characters - If possible, change the Wi-Fi name and password using standard alphanumeric characters.

### 3. What devices are compatible with the Wemo Bridge?

The Wemo Bridge works exclusively for Apple devices such as the iPhone®, iPad®, iPod touch®, and Apple Watch® with iOS 10 or above.

### 4. What Wemo devices will work with my Wemo Bridge?

The Wemo Bridge is compatible with the Wemo Switch, Wemo Insight, Wemo Light Switch, Wemo Mini, Wemo Dimmer, and Wemo Motion.

### 5. Can I use two Wemo Bridge in the same location?

No, only one Wemo Bridge per Home network can be used.

## SETUP AND CONFIGURATION

### 1. How can I power ON the Wemo Bridge?

You can either use the supplied micro USB cable with power adapter to connect to a power outlet or if your router has an available USB 3.0 port, you can connect the USB cable from the Wemo Bridge directly to the USB 3.0 port of your router.

### 2. How do I set up my Wemo Bridge?

Setting up your Wemo Bridge is done using your Apple device through the Apple Home app. [Learn more.](#)

### 3. What if I don't have the latest Operating System (OS) version needed for my Apple device to install the Wemo Bridge?

The Wemo Bridge will not work on devices that have an iOS version lower than 10.0.

### 4. Why can't I access the internet on my iOS device during the Wemo Bridge setup?

During the Wemo Bridge setup, your Apple device temporarily disconnects from your Wi-Fi and connects to your Wemo Bridge. When setup is complete, your Apple device should connect back to your Wi-Fi automatically. If you need to access the internet on your phone during setup, exit the Apple Home app and connect back to your Wi-Fi. You will need to restart the setup again later if you do this.

### 5. How can I delete a scene in the Apple Home app?

You can group your Wemo devices in the Apple Home app, which will be called scenes. These scenes can be added or deleted when no longer needed. [Learn more.](#)

### 6. Can I use the Wemo app to set up the Wemo Bridge?

No. If you attempt to set up the Wemo Bridge through the Wemo app, it will lead to the Apple Home app.

### 7. What is Name Syncing?

If you have changed the name of one of your Wemo devices in the Apple Home app, you will need to sync the new names to your Wemo app. This is called **Name Syncing**. To do this, open the Wemo app. When a message pops up automatically, tap **Accept New Names**.

## TROUBLESHOOTING

### 1. How do I restore my Wemo Bridge to its original settings?

The Wemo Bridge has a Restore button located at its side. [Learn more.](#)

## 2. What happens if you reset a Wemo Bridge and pair it with the same Apple Home app?

It retains past entries for the Wemo Bridge and Wemo devices instead of replacing older icons with newly added devices. Use the **Remove Bridge** option from the Apple Home app and run the setup again on the Wemo Bridge.