Smart Products FAQ

1) Not able to connect the smart product:
   1. Please kindly check if the product connects the power, turns on and enter the configuration status (When the product turns on, long press the on/off switch for 5 seconds, it will enter configuration status.)
   2. Please check if your mobile phone can connect the Wi-Fi and have strong Wi-Fi signal.
   3. Please make sure the Wi-Fi frequency is 2.4GHz. If Wi-Fi network frequency is 5GHz, it's not able to connect the smart product.
   4. Please kindly check if the Wi-Fi password is correct when you add the smart products to your device. (Note that case sensitive, punctuation and spaces.)

Please kindly check the above and make sure there is no problem and reconnect. If the connection still fails, please check the settings of your Wi-Fi:
   1. Please enter the router’s setting page: First, turn off ‘Smart Set Up’ and ‘Parental Controls’ these two functions.
   2. Wi-Fi setting of your router: The encryption method should be set to WPA2-PSK type, the authentication type is AES. Or both the encryption method and the authentication type are automatic. Wireless mode cannot be ‘11n only’.
   3. Wi-fi name and password are recommended to be set to English letters + Numbers, no spaces and special characters. Please kindly check the above and make sure there is no problem and reconnect. If the connection still fails, please check the settings of your Wi-Fi;
   4. Please check if the number of access device has reached the upper limit of the router. Try to turn off some Wi-Fi devices, restart the router and reconnect the network.
   5. If the router enables wireless MAC address filtering, the device MAC should be added to the allowed device list to ensure that the router does not prohibit the device from networking.

2) Product is automatically disconnected/ reconnected during using, no response during operation, and response lag:
   1. Please make sure the product is under the Wi-Fi coverage with strong signal.
   2. Make sure the power supply is stable and the Wi-Fi can be connected to the external network.

3) Can the device be controlled under Mobile 2G/3G/4G network?
When adding the smart device at the first time, the smart device and the mobile phone must be in the same 2.4GHz wi-fi environment. After being added successfully, the mobile phone is able to remote control the smart device under 2G/3G/4G network (kindly note that the smart device should be under wifi coverage with strong wifi signal).