

Troubleshooting Wemo device issues

Check the troubleshooting tips below to resolve issues with setup and Wi-Fi connectivity.

NOTE: Before you begin, **powercycle** both your router and your Wemo® device as turning your device ON and OFF usually solves the issue.

Setup is not working properly

- Close all apps that are running in the background then re-open the  App.
- Uninstall and reinstall the Wemo App then repeat the setup process. For setup instructions, click [here](#).
- Reset or restore your Wemo device to factory default settings. To know how, click [here](#).

IMPORTANT: Resetting your Wemo device to its default factory settings will delete all the data that was saved in it. You will need to set up your Wemo device again. For setup instructions, click [here](#).

- Some Wemo devices have a status light. Depending on the behavior of the status light, you can tell what state your Wemo is in.
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Unable to connect to the Wi-Fi

- **Unsupported Networks**

Check if your Wemo device is connected to any of the network types below. For security reasons, Wemo is NOT supported by the following:

1. Enterprise networks
2. Café networks
3. Cellular hotspots
4. Networks using Chinese characters

To know more, click [here](#).

- **Wi-Fi Security Settings**

Wemo supports WPA™, WPA2™ and WEP security types. If you recently replaced your router and you want to reconnect your Wemo device to Wi-Fi, click [here](#) for instructions. For instructions on how to set up WPA or WPA2 security on your Belkin wireless router, click [here](#). If you are using an Apple® router, set it to the WPA2 security mode.

- **Wi-Fi Broadcast**

Make sure your router's Wi-Fi is set to broadcast or not hidden. Otherwise, your Wemo device may have difficulties connecting and maintaining a connection to it.

- **Wi-Fi Channel**

Change your router's Wi-Fi channel to avoid interference with other routers in your area that possibly use the same Wi-Fi channel as yours. If you are using a Belkin router, click [here](#) to know how.

- **Router's Specifications and Compatibility**

Some routers have a pre-defined number of devices that can connect to the Wi-Fi. As a result, the number of devices that can connect will be limited. Refer to your router's documentation / user manual for details. Also, Wemo broadcasts on the 2.4 GHz frequency and is compatible with the 802.11n, 802.11g, and 802.11b wireless standards. If you are having issues using a dual-band router while using Wemo devices, click [here](#).

NOTE: If you're using a custom router firmware (such as DD_WRT), it is recommended to use the latest version or revert to the latest firmware from the manufacturer.

- **Interference and Distance**

Move your Wemo device closer to your router for setup purposes. Wemo devices have the same range as most Wi-Fi devices. Obstructions like walls, cabinets, and doors may interfere with your Wi-Fi connectivity. You should have at least two bars of Wi-Fi signal on your mobile device for the Wemo to work properly. For more troubleshooting tips on how to resolve an intermittent Wi-Fi connection, click [here](#).

- **Mobile Network Switch**

Some Android™ versions have an option enabled called Smart Network Switch (sometimes called Mobile Network Switch) and Auto-switch to mobile network. This option allows your Android device to switch between saved Wi-Fi and data connections on its own. With this option enabled, your smart device may switch back to your saved Wi-Fi or data connections while you are performing the setup on your Wemo - causing the setup to fail. Before setting up your

Wemo, it is recommended that you disable this feature. For instructions, click [here](#). If you're using an iOS device, you may need to disable Wi-Fi Assist instead. To learn more, click [here](#).

QUICK TIP: For maximum compatibility, it is recommended to set your router's bandwidth settings to Auto. Click [here](#) if you want to change your Belkin router's bandwidth settings.

Wemo device not found

- Check if your Wemo device is unplugged or removed from the Wi-Fi. If you have unplugged a Wemo device, the Wemo App may still have it registered and will look for it. This will be grayed out in the Wemo App. Reinstalling the Wemo App usually fixes this.
- If you have multiple homes with Wemo devices in them, you will only see one set at a time. You will need to have two mobile devices or choose a Wemo device to control remotely.

For more troubleshooting tips, click [here](#).

Remote Access issues

- If you have issues in accessing your Wemo devices outside the home network, disable then enable the Remote Access on your Wemo App. For instructions on how to do it, click [here](#).