



Common issues with Wemo devices

Check the troubleshooting tips below to resolve issues with your Wemo® device.

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Multiple wireless access points

If you have several wireless access points at home, make sure that your mobile device is connected to the **same Wi-Fi as your Wemo devices** to prevent setup/connectivity issues.

Intermittent Wi-Fi connection

Wi-Fi connectivity and network performance can be affected by the following:

- **Distance.** To ensure stable Wi-Fi, make sure that your Wemo device is not too far from your router.
- **Physical obstruction.** Walls, floors, furniture, and appliances can all block Wi-Fi signals. To improve performance, try moving your router in an open space. Preferably not in between walls or

inside a cabinet.

- **Network traffic.** Free up your Wi-Fi. If too many devices are connected to your Wi-Fi, these may interfere with your connection to the Wemo device.

For more troubleshooting tips on how to resolve an intermittent Wi-Fi connection, click [here](http://www.belkin.com/us/support-article?articleNum=8131)(<http://www.belkin.com/us/support-article?articleNum=8131>).

Remote Access failed

To adjust the Remote Access settings, you must be within range of your home Wi-Fi. If you're having trouble connecting to your Wemo devices via Remote Access, try the following:

- Navigate to the Settings section in the Wemo App and make sure that the Remote Access feature is enabled.
 - Verify if your mobile device has a strong internet connection.
 - Restart your mobile device.
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Why can't I enable Remote Access?

Here are some reasons why you can't enable Remote Access for your Wemo device:

1. The Wemo device is not set up properly

If not all of your devices are showing up in the Wemo App, unplug the ones that are not appearing in the App and do a factory restore on them one at a time.

IMPORTANT: Working devices should remain plugged in while restoring your other devices.

2. Access points and range extenders obstruct communication between Wemo devices and the Wemo App

Check each Wemo device on the cloud if they show up under multiple homes (compare MAC addresses of the router instead of Wi-Fi names) when you are using access points or range extenders. The solution is to reset the Wemo devices and connect them to the same router.

3. Port forwarding

Some routers might need to have ports forwarded but this occasion is extremely rare.

4. Wemo devices experiencing connectivity errors with Apple® routers

There is currently no true solution for this. If you are using an Apple router, you may experience random issues. Apple range extenders also have the same issues with other range extenders. Your Wemo devices may work fine internally but not show up remotely.

To know more about Remote Access, click these links:

[What to do if Remote Access is lost on the Wemo® device\(http://www.belkin.com/us/support-article?articleNum=8267\)](http://www.belkin.com/us/support-article?articleNum=8267)

[Manually enabling or disabling Remote Access using the Wemo App\(http://www.belkin.com/us/support-article?articleNum=8227\)](http://www.belkin.com/us/support-article?articleNum=8227)

Wemo device turns ON by itself without Rules set

If your Wemo device is turning ON and/or OFF by itself even without Rules set, it is possible that a rule is stored on the Wemo but is not showing up in your App. You can remove this rule by restoring your Wemo device to factory defaults. To know how, click [here\(http://www.belkin.com/us/support-article?articleNum=8035\)](http://www.belkin.com/us/support-article?articleNum=8035).

NOTE: Restoring your Wemo device will erase any rules stored on the device as well as its custom name and picture. You will have to rename the Wemo device and set a custom picture for it again.

Wemo will not save a Schedule Rule

Wemo Rules are a set of instructions that allow your Wemo devices to function on their own without any intervention from you. A Schedule Rule is the most basic rule that you can make. This rule will allow you to turn your Wemo device ON and OFF at the time you set.

To know more about creating a Schedule Rule, click these links:

[How to create a Schedule rule for your Wemo® with the Wemo App\(http://www.belkin.com/us/support-article?articleNum=208561\)](http://www.belkin.com/us/support-article?articleNum=208561)

[Creating a Schedule Rule on the Wemo App](http://www.belkin.com/us/support-article?articleNum=116176)(<http://www.belkin.com/us/support-article?articleNum=116176>)

Duplicate devices showing

To resolve duplicate devices appearing in the **Devices** list, disable then re-enable the **Remote Access** feature in your Wemo App. To learn how, follow the steps below:

Step 1: On your iOS or Android™ device, tap the



App icon.

Step 2: Tap the **gear** icon for Android or **More** for iOS.

Step 3: Tap **Remote Access**.

Step 4: Tap **Forget and Disable**. This will disable the remote access on your device.

Step 5: Tap **Enable Remote Access** to enable it back.

Other issues

These issues may be resolved by updating your Wemo device's firmware. To learn how to update your Wemo device, click [here](http://www.belkin.com/us/support-article?articleNum=27353)(<http://www.belkin.com/us/support-article?articleNum=27353>).

- Wemo not detected/intermittently detected
 - Rules trigger incorrectly or not as scheduled
 - Slow to detect devices and/or Rules
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Wemo device loses settings

Wemo was set up but can no longer be controlled. It would seem that the device has lost its settings but in reality nothing is lost. Below are the causes of this problem and their solutions:

1. Firmware update

Did you update the firmware? Sometimes after a firmware update, the unit needs to be powercycled. Unplug the Wemo device and wait for 20 seconds and plug it back in. Do **NOT** reset or restore the device. It will connect back to your Wi-Fi and continue its normal operation.

2. Router channel

The Wemo device will either have a blinking orange or blue status light. This means that the device can't connect to the router. Move the device nearer the router for a stronger signal. If there is a strong signal however, check the router and see if it is set to a static channel. Setting it to **Auto** and unplugging the Wemo device for 20 seconds usually allows the Wemo device to connect back.

3. Hidden Wi-Fi name

The Wemo device can manually be connected to a hidden Wi-Fi name but will eventually be disconnected. The device will blink orange. Changing the Wi-Fi name to broadcast usually resolves the issue.

4. The rules are no longer working

Turning the Wemo device **OFF** and **ON** using the App or just pressing the restart or reboot button will start the device back. Restarting it will often do the same thing but if the Wemo device cannot be easily reached, try turning it **OFF** and **ON** with the App. This might be related to brownouts.

Devices do not show up in the Wemo App

Wemo devices will either not show up locally or remotely or will show up grayed out. Here are some issues you may be experiencing and their solutions:

1. Wemo device is unplugged or removed from the Wi-Fi

Your Wemo device should be **plugged in** and **connected to the same Wi-Fi** where you manage your Wemo device/s. 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.

In case the Wemo App unexpectedly freezes or becomes unresponsive, force close it and then open it again. For instructions on force closing the Wemo App, click [here](http://www.belkin.com/us/support-article?articleNum=8058)(<http://www.belkin.com/us/support-article?articleNum=8058>).

2. Using Wemo devices in multiple homes

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 home to control remotely.

For more troubleshooting tips, click [here](http://www.belkin.com/us/support-article?articleNum=8056)(<http://www.belkin.com/us/support-article?articleNum=8056>).

Wemo will not connect to the router's Wi-Fi

Is your Wemo device not connecting to your router's Wi-Fi? Here are some fixes:

1. Check your router

If you are using a business class router with enterprise security, your Wemo will not be able to connect to it. For security reasons, Wemo is NOT supported by the following network types:

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

To know more, click [here](http://www.belkin.com/us/support-article?articleNum=58087)(<http://www.belkin.com/us/support-article?articleNum=58087>).

2. Change the channel

If the channel is clogged, you might see trouble connecting to the Wemo device or in keeping it connected. The recommended Wi-Fi channel setting is Auto. However, you can also change your router's channel to avoid interference with other routers in your area that are possibly using the same channel as yours. If you are using a Belkin router, click [here](http://www.belkin.com/us/support-article?articleNum=10814)(<http://www.belkin.com/us/support-article?articleNum=10814>) to know how to change the Wi-Fi channel.

3. Broadcast the Wi-Fi name

Make sure that your Wi-Fi is broadcasting at 2.4 GHz frequency and that it supports the Wireless-B, -G or -N standards. Also, make sure that the router's Wi-Fi name is set to broadcast. If it is hidden, your Wemo may experience difficulties connecting or staying connected to your Wi-Fi.

4. Check the Wi-Fi password

Check your router's security settings. Wemo only supports WPA™, WPA2™ and WEP security types and passwords of eight to 63 characters comprised of numbers, letters and special characters.

5. Check your Wemo device's lights

The normal behavior for the status light on a Wemo device is **NOT** lit. This means that the Wemo is functioning normally. A **blinking** status light signifies that there is something with your Wemo device that needs attention.

To know more about the light behaviors, click on your Wemo device below.

[Wemo Wi-Fi Smart Dimmer, F7C059 LED Behaviors](http://www.belkin.com/us/support-article?articleNum=208550)(<http://www.belkin.com/us/support-article?articleNum=208550>)

[Light status on the Wemo® Link, F7C031](http://www.belkin.com/us/support-article?articleNum=116180)(<http://www.belkin.com/us/support-article?articleNum=116180>).

[Wemo® Wi-Fi Smart Light Switch, F7C030 light indicators](http://www.belkin.com/us/support-article?articleNum=8314)(<http://www.belkin.com/us/support-article?articleNum=8314>)

[Understanding the Wemo® Mini Smart Plug, F7C063 Status Light](http://www.belkin.com/us/support-article?articleNum=226106)(<http://www.belkin.com/us/support-article?articleNum=226106>).

[Wemo® Bridge, F7C074 light behaviors](http://www.belkin.com/us/support-article?articleNum=275547)(<http://www.belkin.com/us/support-article?articleNum=275547>).

[Wemo® Insight Smart Plug, F7C029 indicator lights](http://www.belkin.com/us/support-article?articleNum=122246)(<http://www.belkin.com/us/support-article?articleNum=122246>)

[Wemo® Switch + Motion, F5Z0340 indicator lights](http://www.belkin.com/us/support-article?articleNum=122247)(<http://www.belkin.com/us/support-article?articleNum=122247>)

Related Articles:

[How to link your Wemo devices to your Amazon Alexa™](http://www.belkin.com/us/support-article?articleNum=157351)(<http://www.belkin.com/us/support-article?articleNum=157351>)

[Wemo device not detected when linking to your Amazon Alexa™](http://www.belkin.com/us/support-article?articleNum=255156)(<http://www.belkin.com/us/support-article?articleNum=255156>)

[Updating the firmware of your Wemo® device](http://www.belkin.com/us/support-article?articleNum=27353)(<http://www.belkin.com/us/support-article?articleNum=27353>).

[Troubleshooting Wemo device issues](http://www.belkin.com/us/support-article?articleNum=7960)(<http://www.belkin.com/us/support-article?articleNum=7960>)

[Restoring the Wemo® Link, F7C031](http://www.belkin.com/us/support-article?articleNum=116170)(<http://www.belkin.com/us/support-article?articleNum=116170>)

