



Refoss Smart Plug Works with Alexa Apple HomeKit Instructions

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Refoss Smart Plug Works with Alexa Apple HomeKit



Product Information

The product is a smart socket that allows users to control their devices remotely using a mobile phone application. It supports a 2.4 GHz WiFi connection and is compatible with HomeKit. The device comes with a HomeKit badge and a setup code label for easy installation and setup. It is designed to work with iOS 13, iPadOS 13, or later versions. The device has certification and a valid setup code for adding to the Home app.

Product Usage Instructions

1. Before connecting the smart socket to WiFi, ensure that your home WiFi is set to 2.4 GHz. If you have a dual-band WiFi, connect the smart socket only to the 2.4 GHz network.
2. If you are facing connection issues with the application-paired product, follow these steps:
 1. For HomeKit-compatible devices, first set up the plugin iOS in the Home app before adding it to the Refoss app.
 2. Ensure that your system is running iOS 13, iPadOS 13, or a later version. If not, upgrade to the latest version.
 3. Disable VPN/DSN services and keep Location Services enabled for the Home app on your iPhone or iPad.
 4. To add the accessory, connect your iPhone or iPad to a 2.4 GHz WiFi network. Note that adding the accessory may fail with a 5 GHz network.
 5. If you have a Mesh WiFi system or a unique WiFi name for both 2.4 GHz and 5 GHz bands, the router should allow you to finish the pairing. However, if the Home app fails to pair the accessory, temporarily turn off the 5 GHz WiFi of your router until the accessory is successfully added.
 6. Ensure that the accessory is powered on and placed close to the WiFi router with a strong 2.4 GHz WiFi coverage.
 7. If the QR code doesn't work, select "I Don't Have a Code" or "Cannot Scan" and manually input the 8-digit setup code.
 8. If the setup fails due to an incorrect setup code, make sure to input the exact 8-digit code printed on the setup code label. If it continues to show an incorrect setup code, contact support@refoss.net with a photo of your setup code label and a screenshot of the error message.

Troubleshooting Steps

WiFi connection problem.

Since our device only supports 2.4 GHz WiFi, if your home is dual-band WiFi, please make sure to connect the smart socket to the 2.4 GHz WiFi. The home environment is complex, the network signal strength is different, and the router's signal range is limited, which may result in an inability to connect to Wi-Fi stably, resulting in the inability to connect to the mobile phone.

Regarding the connection problem of the application-paired product, we recommend referring to the following solutions:

1. Log in to your home router and double-check the 2.4GHz WiFi password.
2. Temporarily disable router MAC address filtering, parental controls, and firewall and restart the router. Do not set your 2.4GHz WiFi to "hidden".
3. Bring your smart device close to your home router, factory reset, and reconfigure.
4. Reinstall the Refoss app or try another smartphone.
5. Do not use VPN on your phone when setting up your device.
6. If you are trying to add a device to your guest's WiFi, make sure you don't have any access control settings,

such as only allowing internet access and emailing, etc.

App connection problem

- For all HomeKit-compatible devices, the setup wizard of the plugin iOS must be done first in the Home app, then it will be allowed to add to the Refoss app. We are sure the plugs do have certification and a valid Setup code for adding to the Home app.

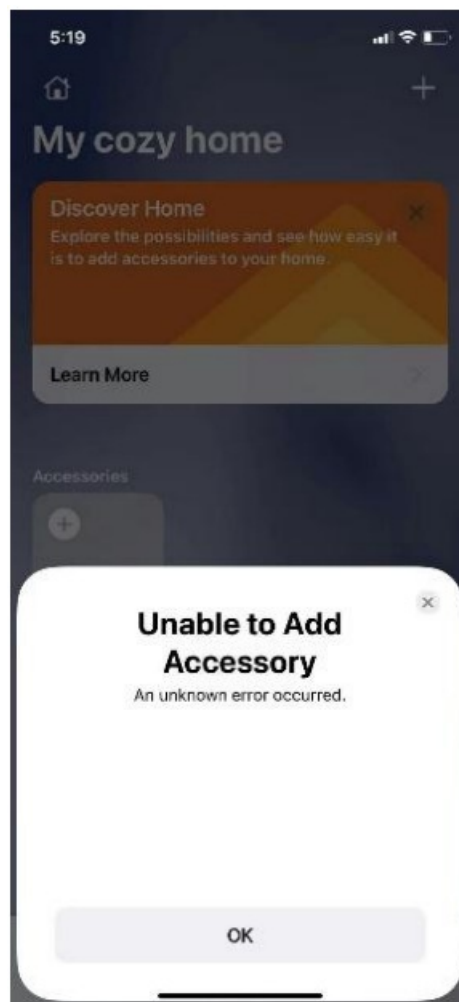
Homekit problem

I Can't set up HomeKit with Apple Home app.

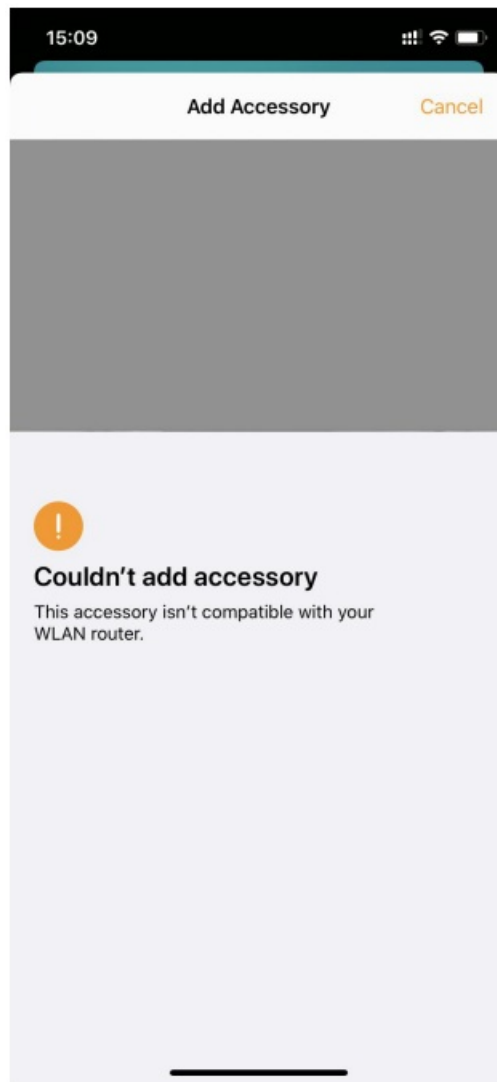
- If you can't pair HomeKit accessory with Apple Home app, here are all the solutions that you can refer to.
- And we suggest you use the Refoss app to set up and manage your HomeKit accessory.
- First of all, please make sure that there is a HomeKit badge on the package as shown in the first picture below. If not, the accessory will not support HomeKit and won't have a HomeKit setup code. For switches, please tap "Don't Have a Code or Can't Scan" and input the setup code manually. The 8-digit code is on the label shown as the second picture below. For non-switch products, you can find the label shown as the third picture below on the product or user manual.



- If your accessory has a HomeKit badge on its package and has a HomeKit setup code labeled, you can troubleshoot as follows.
1. Check the information and set it up as instructed.
 - a. Your system is iOS 13, iPadOS 13, or later. If not, please upgrade it to the latest version.
 - b. Make sure VPN / DSN services are disabled and Location Services remain on for the Home app on your iPhone or iPad. Otherwise, you will see the error as shown below.



- c. Connect your iPhone or iPad to a 2.4GHz Wi-Fi network to add the accessory.
- The installation is going to fail with a 5GHz Wi-Fi network as shown below. If you are having a Mesh Wi-Fi system or having a unique Wi-Fi name for both 2.4GHz and 5GHz bands, in most cases, the router will allow you to finish the pairing. If the Home app fails to pair the accessory, as shown below, then please turn off the 5GHz Wi-Fi of your router temporarily until the accessory is successfully added.



- d. Your accessory is powered on and placed close to the Wi-Fi router with a strong 2.4GHz Wi-Fi coverage.
- e. Reset the accessory in accordance with the user manual to get back to the configuration mode.
- f. If the QR code won't work, please tap "I Don't Have a Code or Cannot Scan" and input the 8-digit setup code manually.
- g. If the setup fails due to an incorrect setup code as shown in picture 4, be sure to input the exact 8- digit code printed on the setup code label. And if it keeps saying incorrect setup code, please contact us at support@refoss.net with the photo of your setup code label and a screenshot of picture 2. We will reply to you with the right setup code as soon as possible.

I can't pair my device with Homekit anyhow.

Please make sure your iOS is connecting to the 2.4GHz of your home Wi-Fi and you are having iOS 13 or later. Restarting your iOS will help due to some system cache issue.

Remote control problem

According to Apple, you need to set up a Home Hub to control your HomeKit accessory remotely. An iPad, Apple TV, or HomePod can be set as a Home Hub. To learn more, please visit <https://support.apple.com/en-us/HT207057>

Alexa problem

This product is compatible with Alexa. Alexa connection process: first, you need to download the Refoss app to create an account and connect to the smart socket. Then link to the smart socket in Alexa's voice assistant.

Our socket is not compatible with Smartlife.

When the plug cannot be connected, it is recommended to delete the socket pairing, reset the socket, and reconnect according to the connection process.

[illegible]

- [🍏 Set up your HomePod, HomePod mini, Apple TV, or iPad as a home hub - Apple Support](#)
- [User Manual](#)

Manuals+,