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Smart Power Strip WiFi Plug Refoss Smart Outlets Smart 13A 250V and Smart Plug User Guide

Contents

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Product Information

The product is a smart socket that allows you to control your devices remotely using your smartphone or voice assistant. It operates on a 2.4GHz WiFi network and is compatible with Alexa voice assistant.

Specifications

- WiFi Frequency: 2.4GHz
- Compatibility: Alexa

Product Usage Instructions

Setting up WiFi

1. Ensure that your 2.4GHz WiFi network is set to hidden.
2. Bring your smart device close to your home router.
3. Perform a factory reset on the smart socket.
4. Reconfigure the smart socket by following the setup process.

Reinstalling the homelife App

If you encounter any issues during the setup process, try reinstalling the homelife app or using another smartphone for the setup.

VPN Usage

When setting up your device, make sure not to use VPN on your phone as it may interfere with the connection process.

Adding Device to Guest WiFi

If you are trying to add a device to your guest WiFi, ensure that there are no access control settings in place that restrict the device's access.

Frequently Asked Questions (FAQ)

- Q: Do I need to set up the plug in the Home app before adding it to the homelife app?

  A: Yes, for all HomeKit compatible devices, you need to set up the plug in the Home app first. Once it is set up in the Home app, you can then add it to the eHomelife app.
- Q: Is this product compatible with Smartlife?

  A: No, this product is not compatible with Smartlife. It is only compatible with the eHomelife app.
- Q: What should I do if the plug cannot be connected?

  A: If you are unable to connect the plug, we recommend deleting the socket pairing, resetting the socket, and then following the connection process again to establish a new connection.

Troubleshooting Steps

WiFi connection problem

Since our device only supports 2.4Ghz WiFi, if your home is dual-band WiFi, please make sure to connect the smart socket to the 2.4Ghz 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, 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 eHomelife 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 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, setup wizard of the plug in iOS must be done first in Home app, then it will be allowed to add in eHomelife app. We are sure the plugs do have certification and valid Setup code for adding in Home app.

Alexa problem

- This product is compatible with alexa. Alexa connection process: first, you need to download the eHomelifeapp

to create an account and connect to the smart socket. Then link to the smart socket in alexa voice assistant.

- compatibility. Our socket is not compatible with Smartlife
- Using problem. When the plug cannot be connected, it is recommended to delete the socket pairing, reset the socket, and reconnect according to the connection process.

Documents / Resources

 Troubleshooting Steps WiFi connection problem Can you device only support 2.4GHz WiFi, if your home is dual-band WiFi, please make sure to connect the socket and the up 2.4GHz WiFi. The home environment is complex, the network signals strength is different, and the socket signal range is limited, when you cannot to connect to WiFi stably, according to the following situations: 1 Log in to and reset socket and double check the 2.4GHz WiFi password. 2 Temporarily disable your WiFi without filtering, proceed restart, firewall and switch the socket, Do not too close, and leave 50cm / 1m distance. 3 Bring two smart home close to your home router, the new connected configure. 4 Exceed the allowable space to another connection. 5 Do not use WiFi access please when setting to your device. 6 If you are tying to other devices for your sport WiFi, make sure do not have too many control settings. such as only allowing allowed access and smartlfing etc. App connection problem For all Smartlfe-compatible devices, a long restart of the plug will control items that at home app, that it will be adjusted in add-in a Smartlfe app. We use our the plug device confirmation with linking sockets by adding together. About problem This product is compatible in situation, device connection power, first, you need to download the allowable app to creative account and connect to the smart socket. Then link to the smart socket in alexa voice assistant. compatibility. Our socket is not compatible with Smartlfe Using problem. When the plug cannot be connected, it is recommended to delete the socket pairing, reset the socket, and reconnect according to the connection process.	**[Refoss Smart Power Strip WiFi Plug Refoss Smart Outlets Smart 13A 250V and Smart Plug](#)** [pdf] User Guide Smart Power Strip WiFi Plug Refoss Smart Outlets Smart 13A 250V and Smart Plug, Smart Outlets Smart 13A 250V and Smart Plug, Outlets Smart 13A 250V and Smart Plug, 13A 250V and Smart Plug, Smart Plug, Plug

References

- **[User Manual](#)**