

1. Fail to add light?

Please try to add light again. If still not working, please check troubleshoot steps below.

1. Make sure Wi-Fi password is correct (case sensitive).

2. Check the light is Fast blinking or Slow blinking.

Fast blinking: blink every 0.5 seconds at a time. Choose EZ Mode in the upper right corner. (Recommend)

Slow blinking: blink every 2 seconds at a time. Choose AP Mode in the upper right corner.

*If you failed many times by Fast blinking, please try to switch to Slowly blinking.

*Read Question 3 and learn how to enter Fast blinking/Slow blinking mode.

3. Make sure the Wi-Fi network is a 2.4 GHz network. The Smart Wi-Fi Light will not connect to a 5 GHz network.

Please refer to page 40. No.18 How to tell if my network is 2.4GHz or 5GHz?

Please refer to page 46. No.19 How to separate SSIDs to 2.4GHz and 5GHz frequency

4. Keep the light as close as possible to the router.

5. If too many devices connect to router, we suggest to disconnect some of the devices and try to add light again.

6. Please pay attention to the router setting. Please refer to page 2.

7. Contact customer service. (886)381-2688

2. Please pay attention to the router setting.

1. Make sure Wi-Fi broadcasting is enabled.
2. Make sure the Authentication Method is WPA2-PSK and WPA Encryption is AES, or both are set to Auto. Make sure the Wireless Mode is not set to 11n only.
3. If wireless MAC address filtering is enabled for the router, remove your device from the router's MAC address filtering list to ensure that it is allowed to connect to the network. You can also disable MAC address filtering.
4. Make sure the DHCP service is enabled for the router. If not, the IP address will be occupied

3. The light is not blinking, how to enter the connecting mode.

Our equipment support connecting in two ways.

Enter Fast blinking(EZ Mode):

1. Turn the light on for more than 10 seconds.
2. Turn off/on the light 5 times (off - on - off - on - off - on - off - on - off – on), interval is about one second.
3. After few seconds, the light starts to blink by 0.5 seconds per time
*If you failed many times by Fast blinking, please try Slow blinking.

Enter Slow blinking (AP Mode):

1. First enter the Fast blinking (blinking time can't more than 10 seconds)
2. Turn off/on the light 5 times (off - on - off - on - off - on -off - on -off – on), interval is about one second.
3. After few seconds, the light starts to blink at 2 seconds intervals

Attention:

1. If light blinks over 3 minutes, it will be unpaired automatically and the light will stay on. Power off the light and turn back on, Light will be still on. Please follow above steps if you need to pair light to the App.
2. If light blinks over 10 second, Power off and on, light will be on. Please follow above steps if you need to pair light to the App.

4. How to make my device work with Amazon Alexa?

There are two options for link the light to Alexa, you can choose either of the following option.

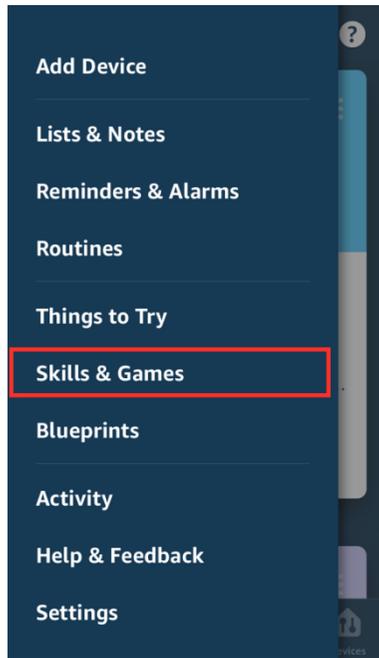
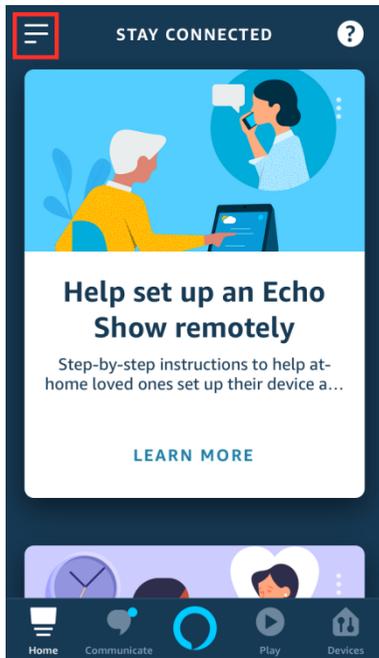
Option 1:

Before we start:

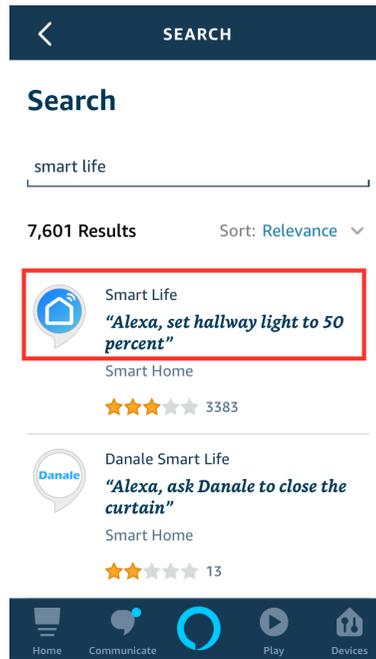
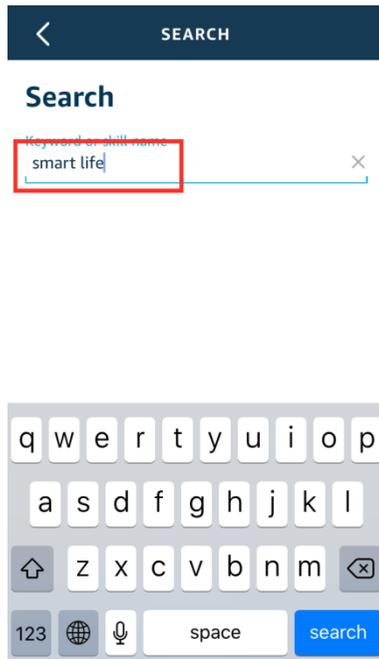
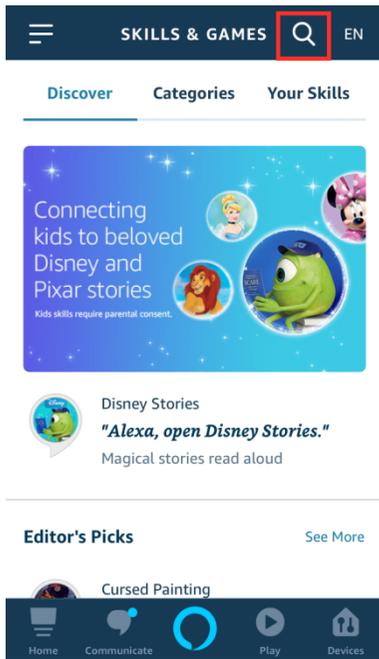
- Please open the Smart Life App and sign into your account.
- Set up your devices via Smart Life App and make sure they can be controlled by Smart Life APP.

Connect your device to Amazon Alexa:

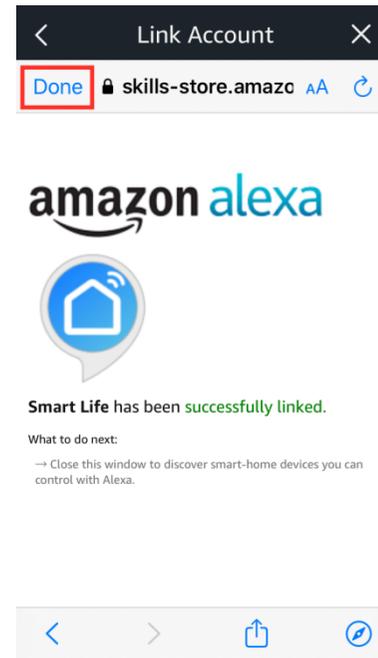
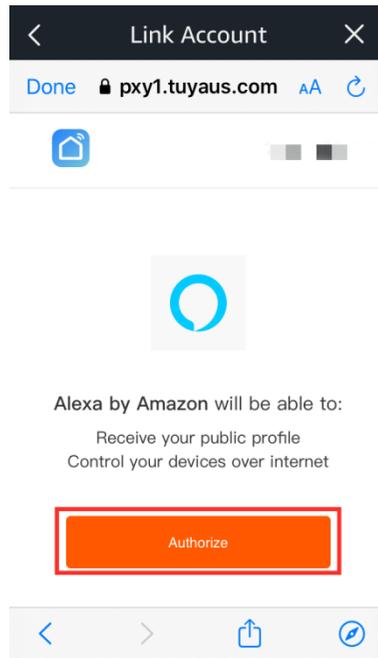
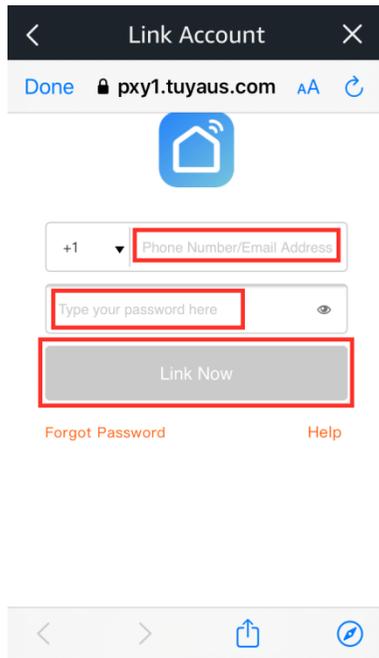
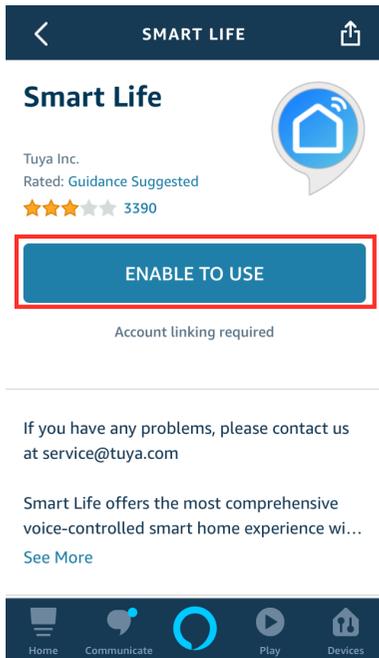
1. Open the Amazon Alexa APP, tap menu button. Then click on “Skills & Games”.



2. Search “Smart Life”, then click on “Smart Life”

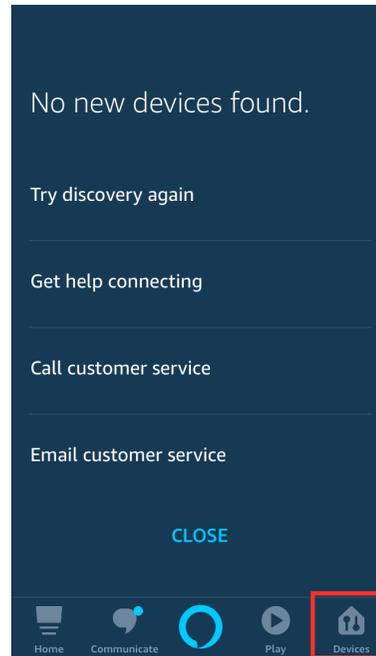
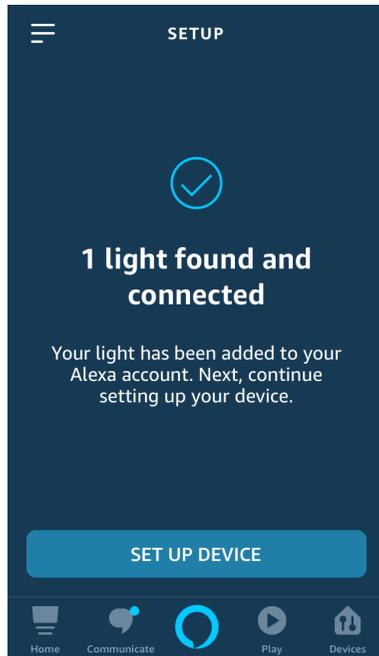
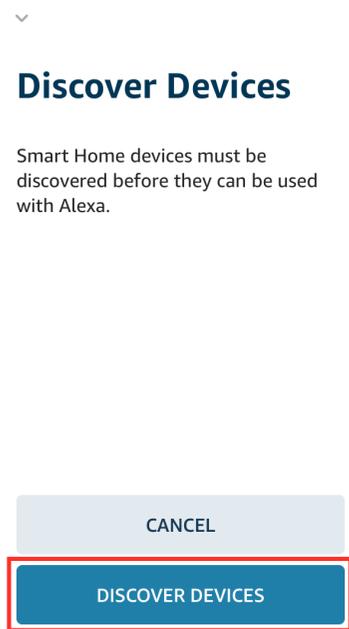


3. Tap on “ENABLE TO USE”, type in your Smart Life account and password, and then click “Authorize”. After authorized successfully, the App will remind that “Smart Life has been successfully linked”. Tap “Done” to go to the next step.



4. Tap on “DISCOVER DEVICES” or use voice command “Alexa, discover devices”. Alexa will scan and show the devices bound to your Smart Life account.

Attention: If the you see “No new devices found.”, it may have been connected successfully, please go to the "Device" TAB of Alexa APP to check.



Option 2:

1. Open Smart Life APP
2. Tap “Me”
3. Select “More Service”
4. Select “Alexa”
5. Select “Sign In With Amazon”
6. Select “LINK”. Please select Smart Life on Android phone.
7. It is successfully connected when it shows “Already linked with Amazon Alexa
8. Your devices can be found under “Device” on Alexa App. If no device is found, please say “Alexa, Discover Device”.

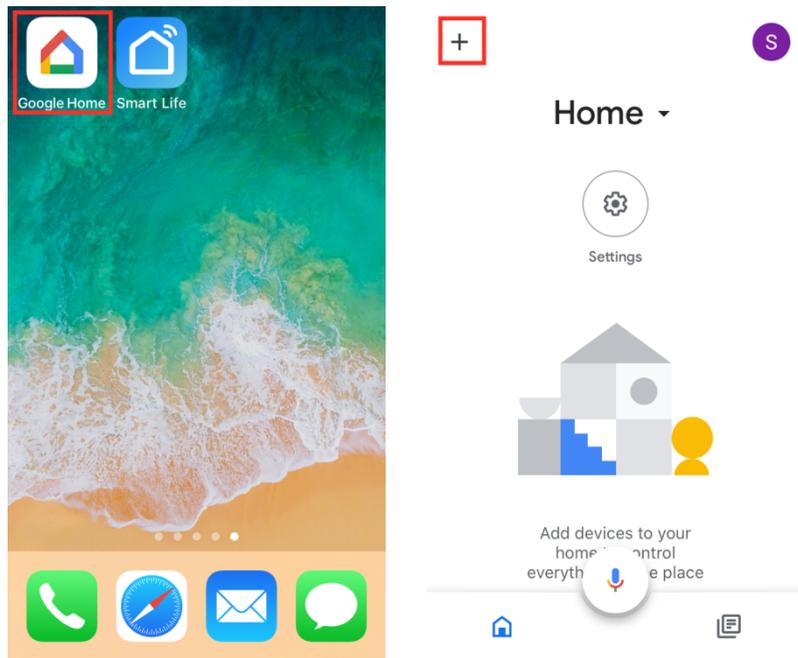
5. How to connect your devices to Google Home

Before we begin:

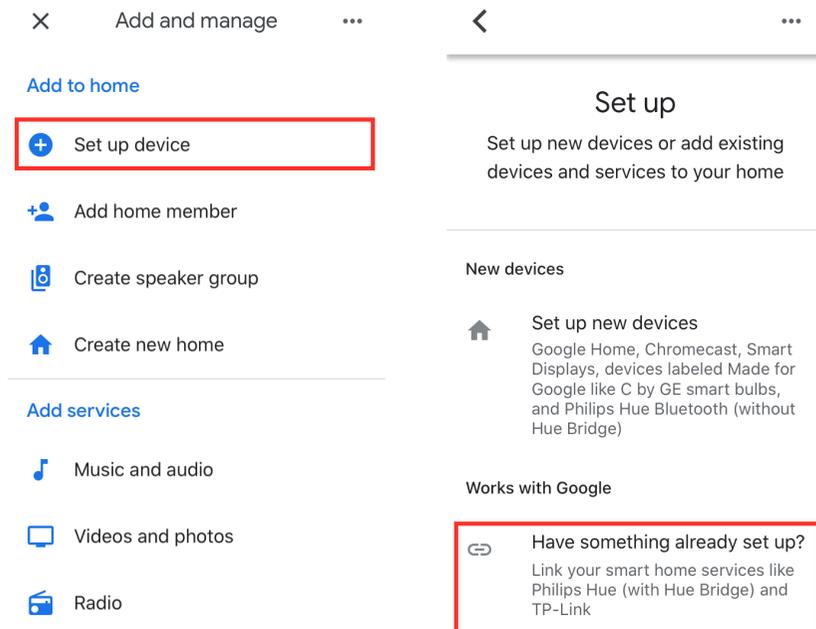
- Please open the Smart Life App and sign into your account.
- Set up your devices via Smart Life App and make sure they can be controlled by Smart Life APP.

Connect your device to Google Home:

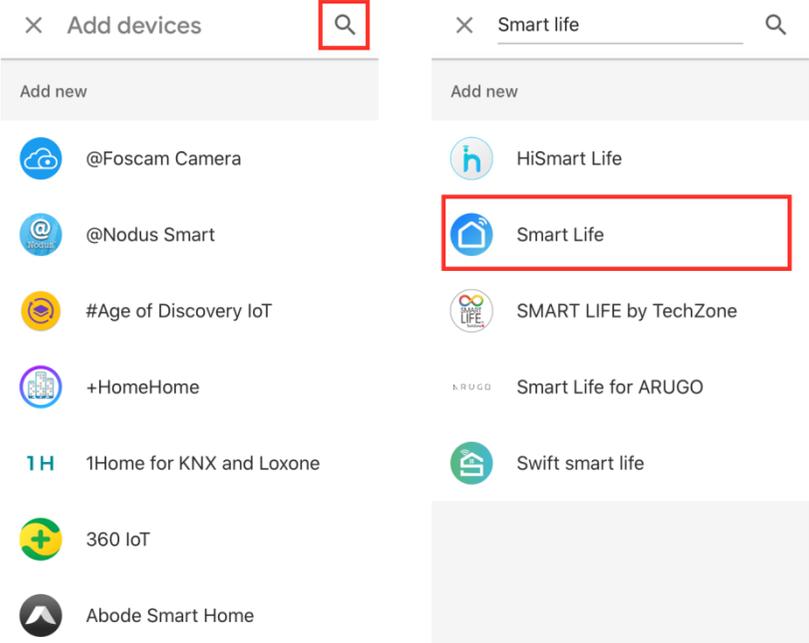
1. Log into Google Home App. Then tap “add” button



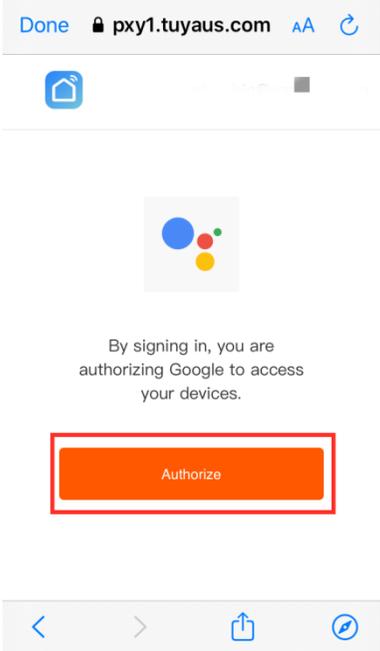
2. Tap “Set up device”. Then tap “Have something already set up?”



3. Click on Search icon, and search for Smart Life. Then tap “Smart Life”.



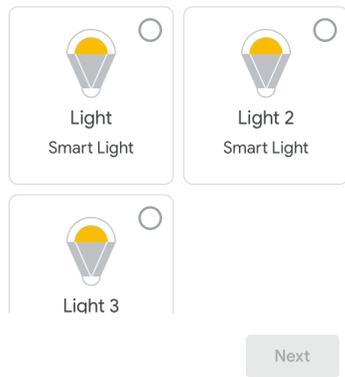
4. Sign into your “Smart Life” account, then click on Link Now.(You may see a white screen for a few second while it links up).Then click on Authorize



5. Tap close and your devices will be shown on App home page.

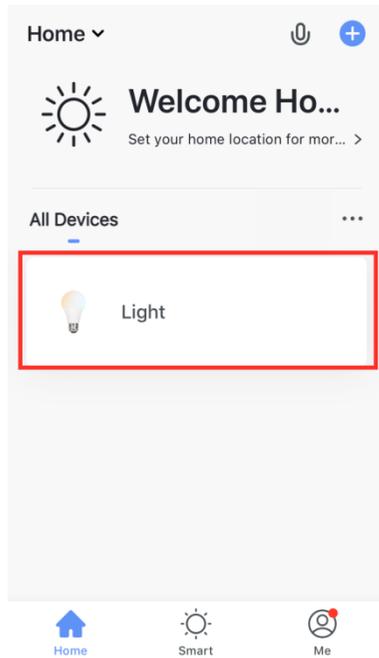


Choose device

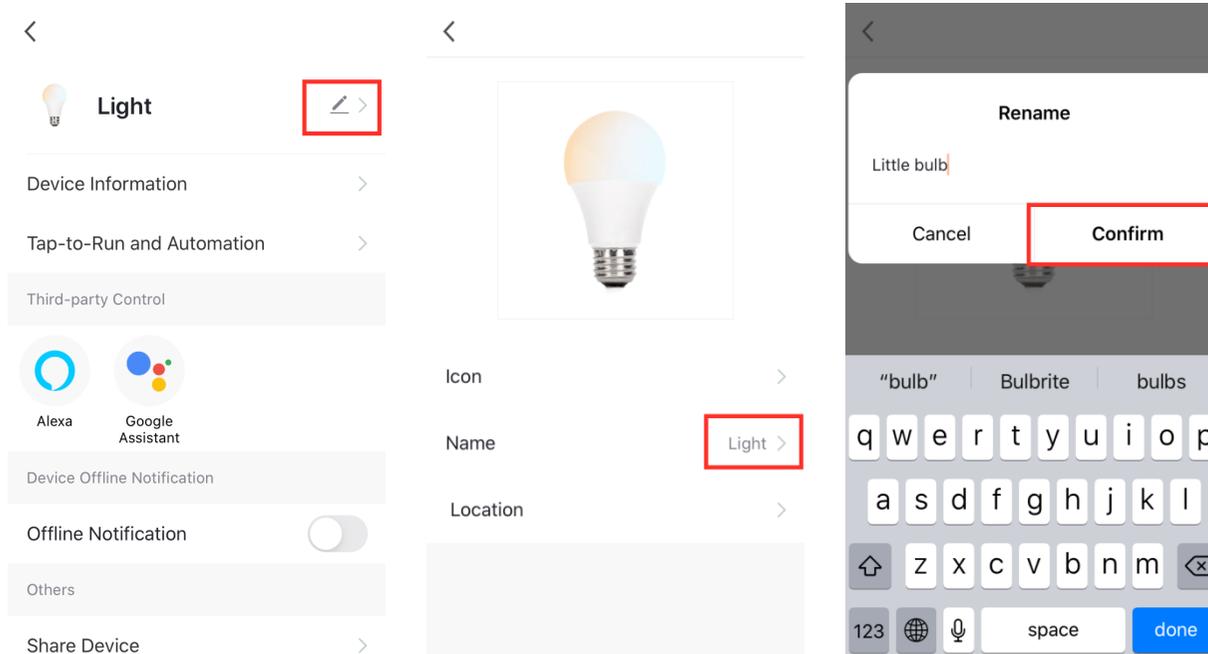


6. How to edit device name.

1. Select the light and tap edit icon on the top right corner.



2. Tap Edit then Tap Name of the device. Then tap confirm after rename is completed.



*If your devices are connected to Alexa or Google Home, recommend to edit name on Smart Life App so the changes will be synchronized to Alexa or Google Home.

*If device name is edited on Amazon Alexa or Google Home App previously, the name will not be synchronized from smart life APP.

7. Voice Commands.

Alexa Voice Commands

For example, if light on Amazon Alexa app is named “*Flushmount*”.

1. On/Off: **Alexa, turn on/off *Flushmount*.**

2. Set brightness of light (Brightness percentage): **Alexa, set/dim *Flushmount* to 50%.**

Dimming range is 0-100%

3. Increase brightness: **Alexa, brighten/increase *Flushmount*.**

4. Decrease brightness: **Alexa, dim/decrease *Flushmount*.**

5. Set Light color: **Alexa, change/set *Flushmount* to red.**

Color Options: red, crimson, salmon, orange, gold, yellow, green, turquoise, cyan, sky blue, blue, purple, magenta, pink, lavender

6. Set Light color temperature: **Alexa, change/set *Flushmount* to warm white.**

Color temperature options: Warm white, Soft white, White, Daylight white, Cool white

7. Change scenario: If there's a good night scenario on your Smart Life App, you can tell Alexa “**Alexa, turn on Good Night**”.

Google Voice Commands

For example, if light on Google Home app is named “*Flushmount*”.

1. On/Off: **Hey Google, turn on/off *Flushmount*.**

2. Set brightness of light (Brightness percentage): **Hey Google, set *Flushmount* to 50%.**

Dimming range is 0-100%

3. Increase brightness: **Hey Google, brighten/increase *Flushmount*.**

4. Decrease brightness: **Hey Google, dim/decrease *Flushmount*.**

5. Set light color: **Hey Google, set/change *Flushmount* to red.**

Color options: snow, ghost white, antique white, alice blue, light goldenrod, lemon chiffon, gold, peru, chocolate, sandy brown, coral, pumpkin, tomato, vermilion, orange red, pink, crimson, dark red, hot pink, smitten, magenta, medium purple, blue violet, indigo,

light sky blue, cornflower blue, ultramarine, deep sky blue, azure, navy blue, light turquoise, aquamarine, turquoise, light green, lime, forest green

6. Set color temperature: **Hey Google, set/change *Flushmount* to warm white.**

Color temperature options: ivory, daylight, cool white, warm white, incandescent, candlelight

7. Change scenario: If there's a good night scenario on your Smart Life App, you can say "**Hey Google, turn on Good Night**".

8. No device is discovered on Amazon Alexa App

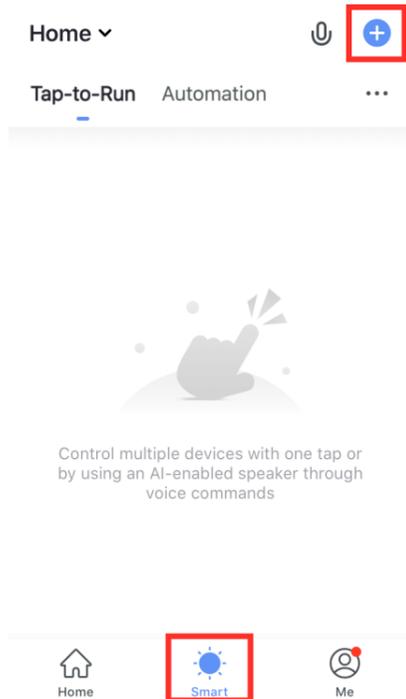
1. Make sure light is online, it cannot be discovered when it is offline.
2. Make sure your Amazon Echo is added to your Amazon Alexa APP which is linked to your Smart Life Account.
3. Make sure Amazon Alexa App is linked to Smart Life account.
4. Check the light in “Devices” tag on Amazon Alexa App.
5. Please try multiple times to discover lights due to possible network issues. If the App still fail to discover lights please link Smart Life Skill to Amazon Alexa App again.

9.If “We are unable to link Smart Life at this time. Please try again later.” appears, please use computer browser to sign in alexa.amazon.com and link Alexa again. Operation is similar to Amazon Alexa APP.

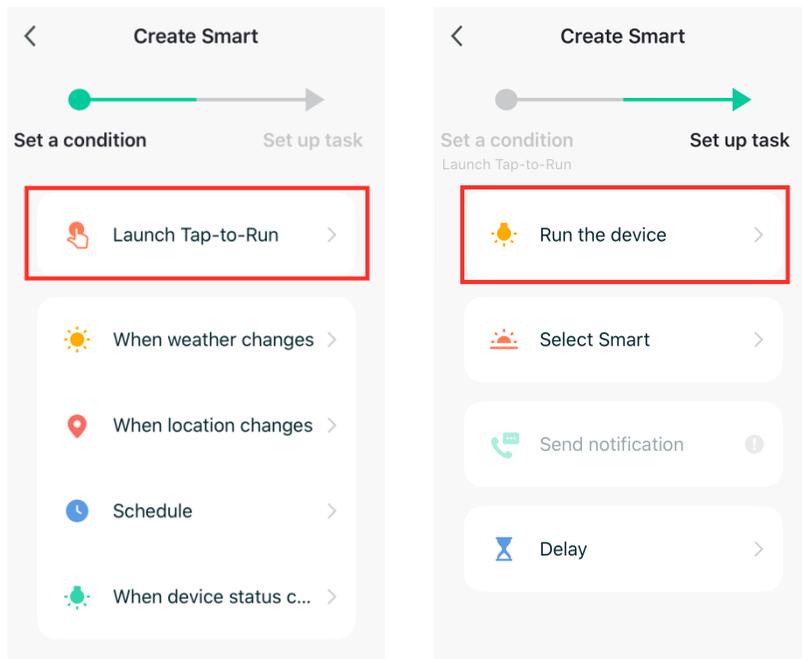
10. How to create a scenario in Smart Life App.

Through the scene, you can execute multiple commands with one click. For example. When we tap the good night scenario, the bedroom lights will automatically turn off

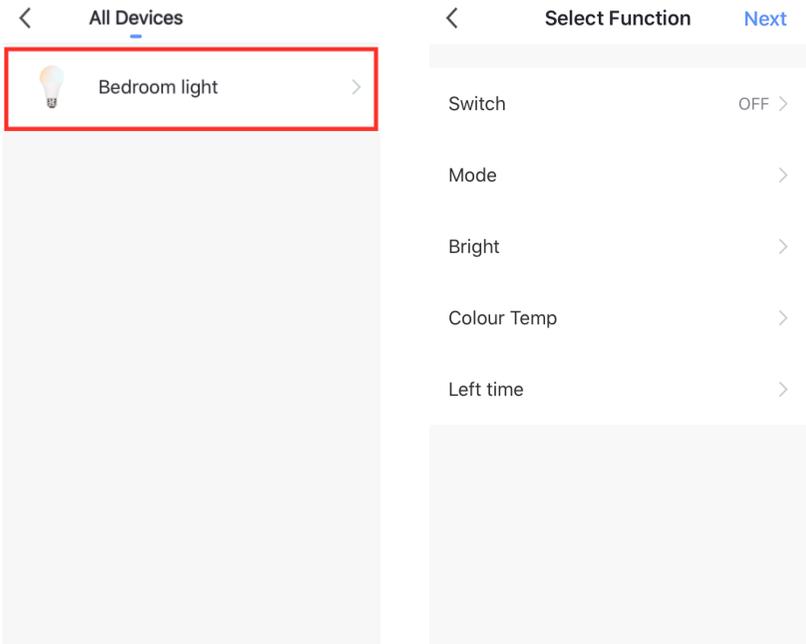
1. Open Smart Life App, select “Smart” and tap + icon on upper right corner.



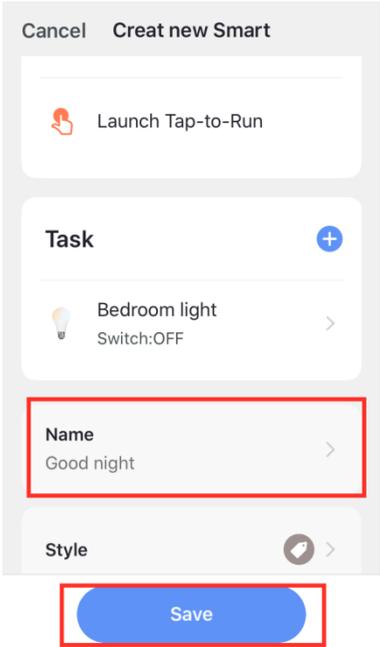
2. Select “Launch Tap-to-Run”, Select “Run the device”



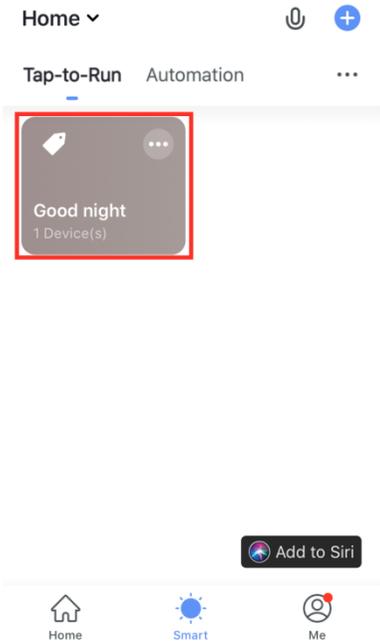
3. Select device, Select Function-Next



4. Edit Scenario name(optional) and tap “Save”



5. You can see the new scenario on “Smart” page, turn on the scenario by tapping the name.



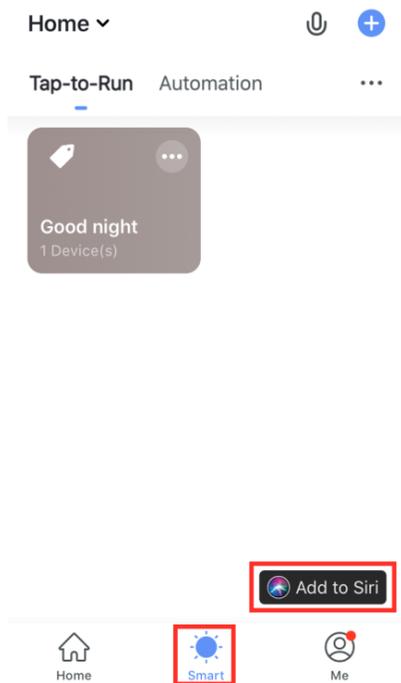
11.How to add scenario to iOS shortcuts

You can control the scenario via Siri voice if you create a shortcut.

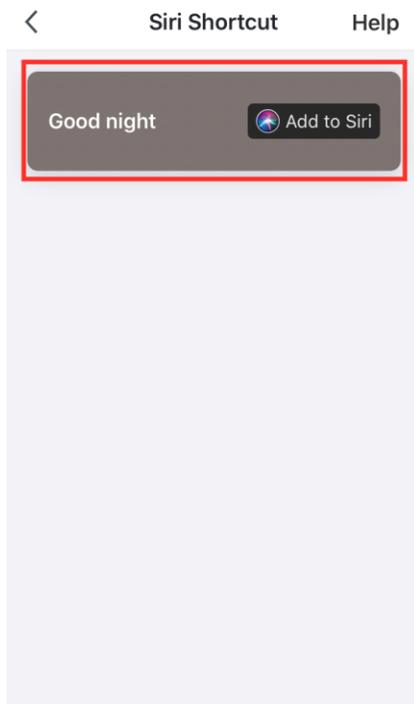
For example, when we say “Hey Siri, Good night”, Bedroom light will be turned off automatically.

You will need to create a scenario before adding it to SHORTCUTS. How to create scenario on Smart Life App. [插入链接](#)

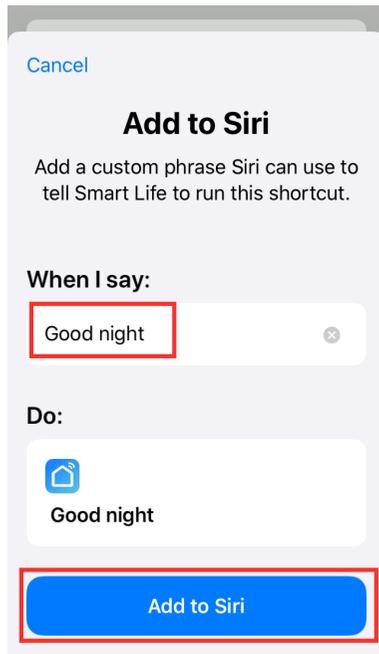
1. Open Smart Life App, select “Smart”, tap bottom right corner “Add to Siri”



2. Select a scenario



3. Type in voice command, then tap “Add to Siri”



4. Now tell Siri “Hey Siri, Good night”, Siri will execute Good night scenario.

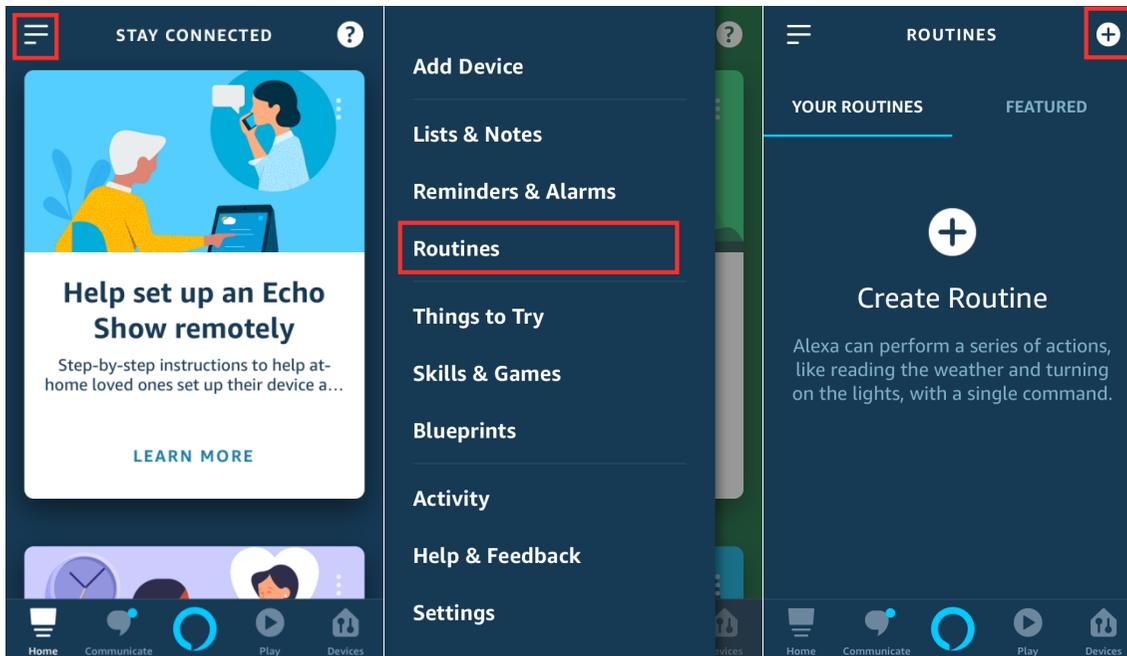
12. How to create a scenario in Amazon Alexa App.

Link Smart Life skill to Amazon Alexa App before you can use the feature.

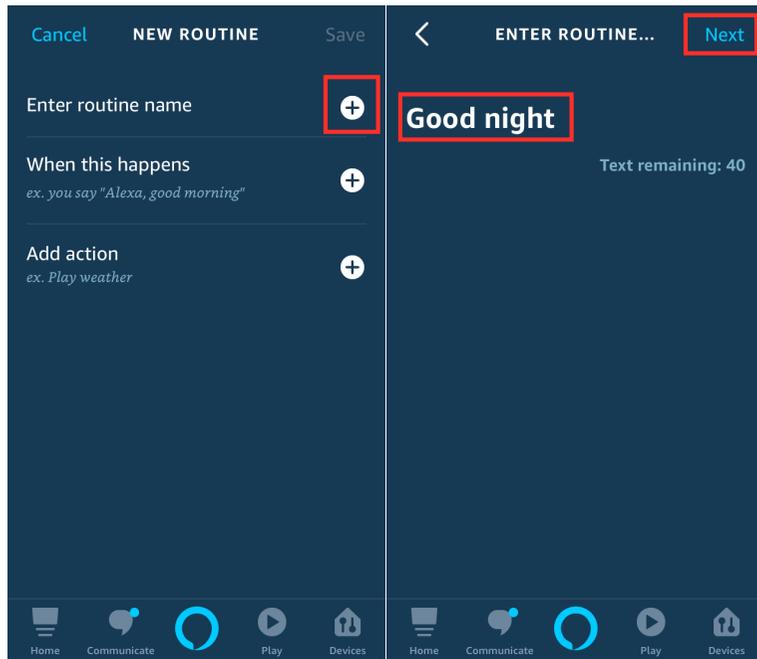
By adding a scenario to Amazon Alexa APP, you can make your Echo execute a preset scenario through voice commands.

For example, When we say Alexa, Good night. Bedroom light will be turned off automatically.

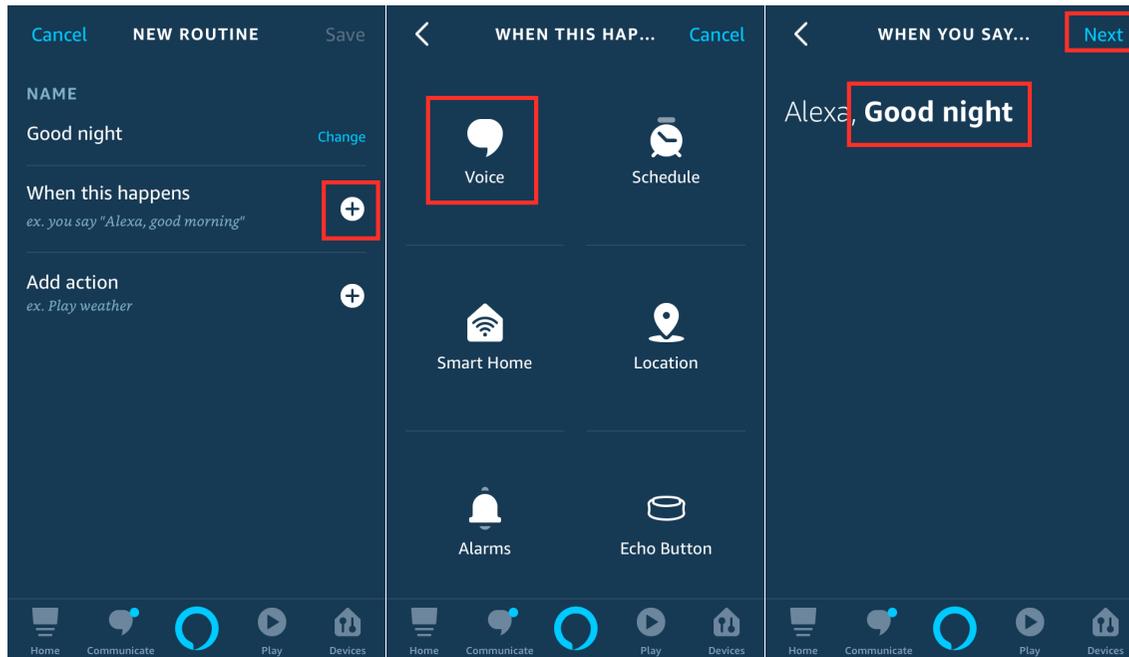
1. Amazon Alexa, tap “Routines”, then tap “+” icon



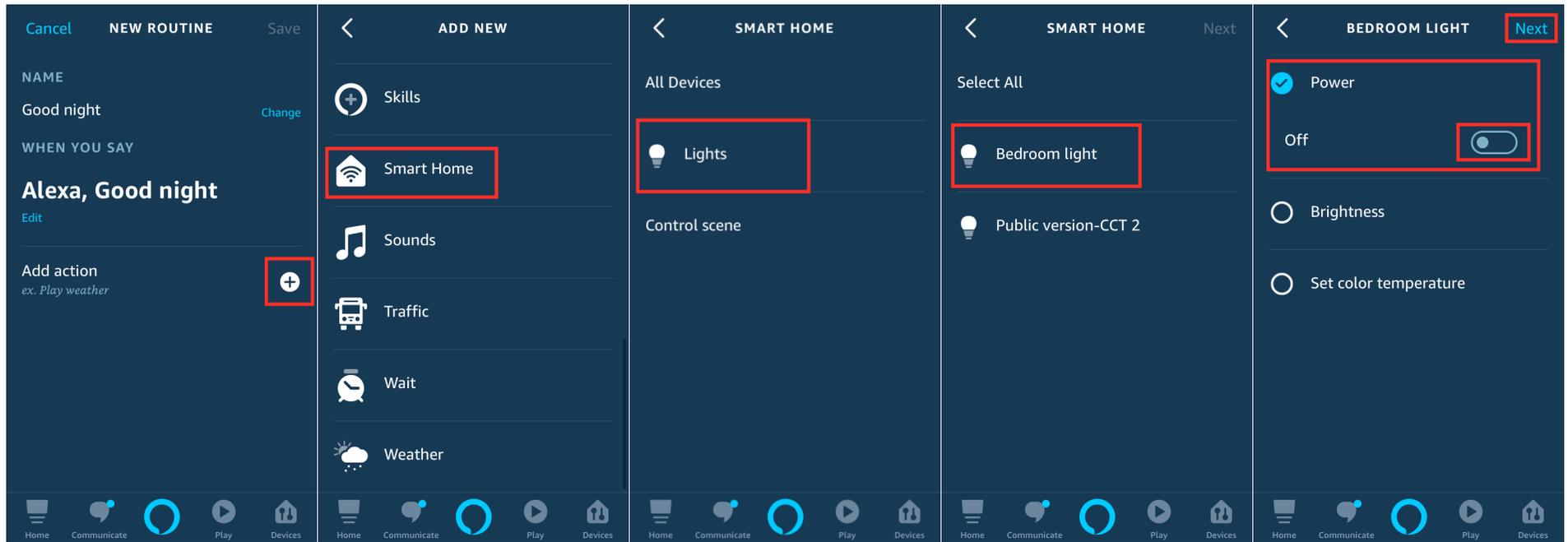
2. Tap + icon of “Enter routine name”, and type in routine name, then tap Next.



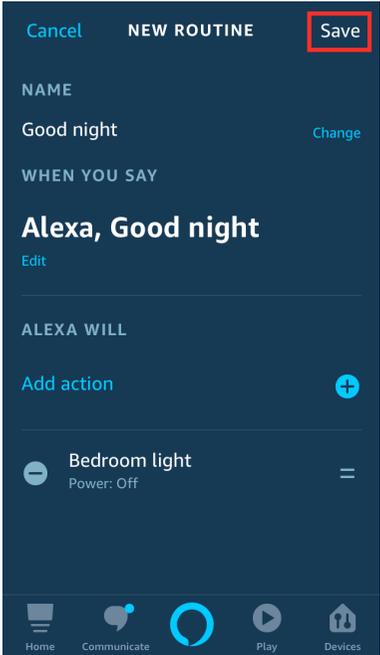
3. Tap + icon of “When this happens”, select “Voice”, then type in voice command, tap Next



4. Tap + icon of “Add action”, select “Smart Home”, Select “Lights”, select “Bedroom Light”. Set power to “off” and tap “Next”



5. Tap “Save” and tell Echo” Alexa, Good night. Bedroom light will be turned off.



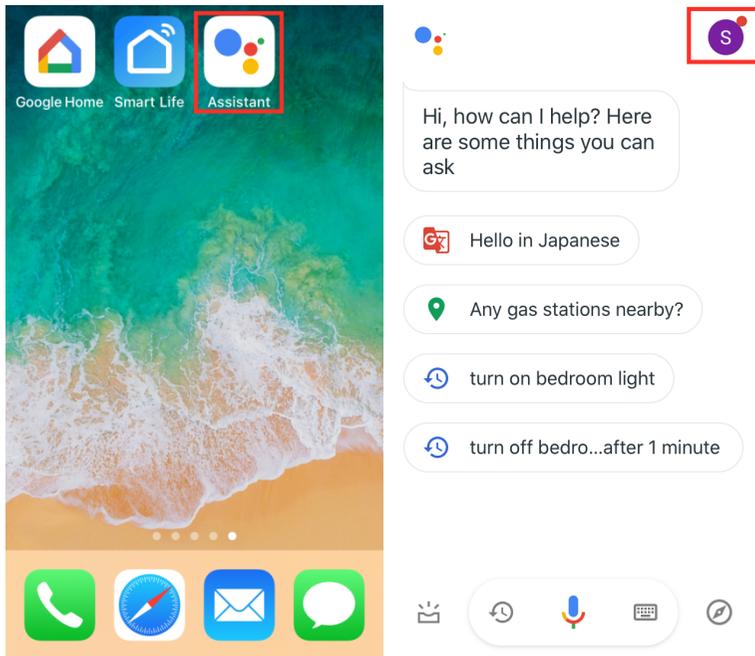
13.How to create a scenario in Google Assistant App.

Please link Smart life to Google Home App before you can add a scenario.

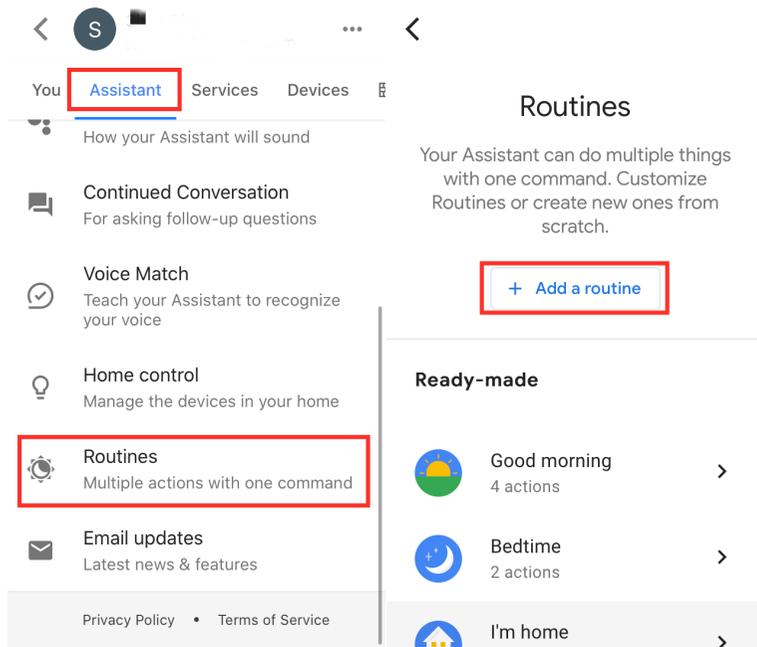
Please download Google Assistant App.

By adding a scenario to Google Assistant APP, you can make your Echo execute a preset scenario through voice commands. For example, when we say” Hey Google, lunch time, Dining Room light will be turned on automatically.

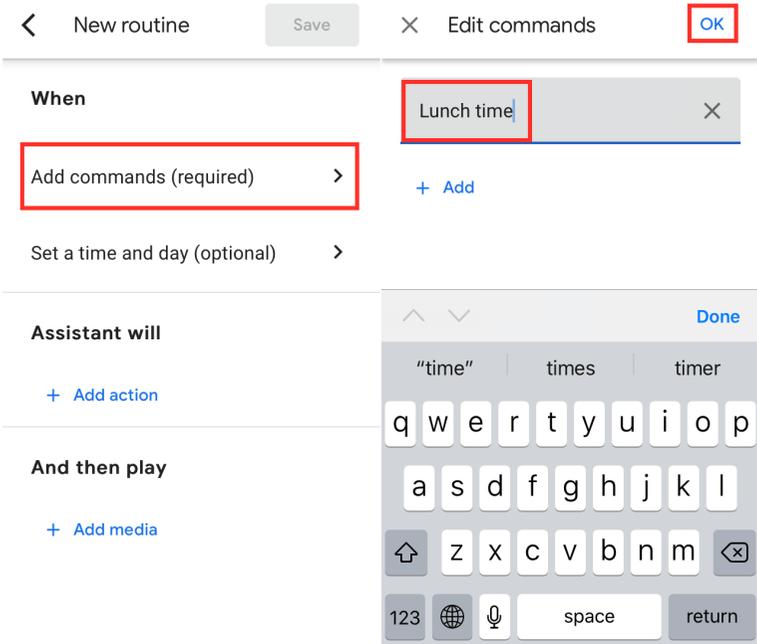
1. Open Assistant, Tap the icon on upper right corner.



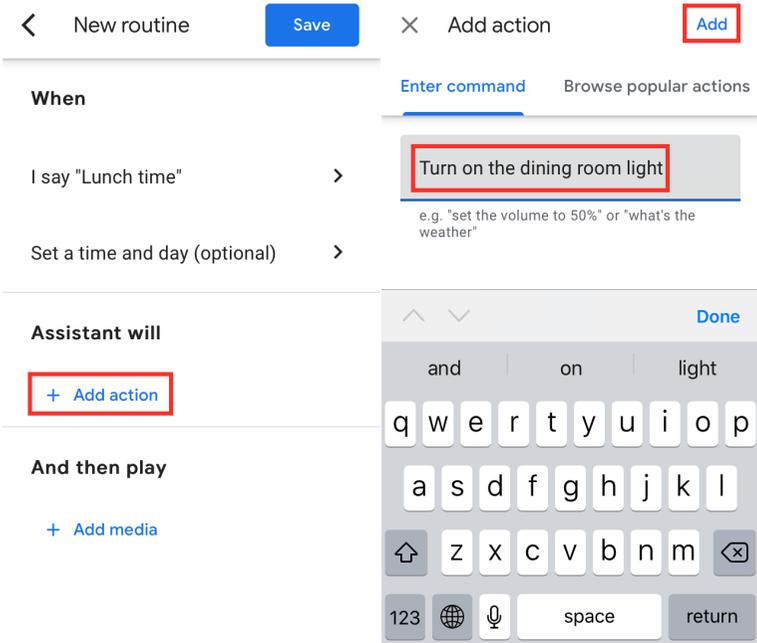
2. Select Assistant, select Routines, select “Add a routine”



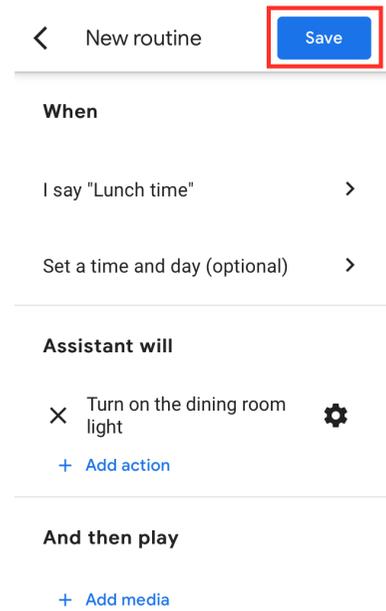
3. Select “Add Commands”, type in “Lunch time” and tap “ OK”



4. Select “Add action”, type in voice command” Turn on the dining room light”



5. Tap “Save” and tell Google “Hey Google, Lunch time” Dining room light will be turned on automatically.



14. Can this product be used in sockets with dimmers?

No, this is designed to be used in on/off sockets only.

15. Can this product be used outdoors?

No, this is designed for indoor use only.

16. Can I still turn off the lights from a physical switch?

Yes, you can also use the physical switch to power on or off. However, the switch needs to be on to use an App or a voice assistant.

17. Can this Wi-Fi light be used with a 5 GHz Wi-Fi network?

No, the Wi-Fi Smart light only work with 2.4GHz Wi-Fi network.

18. How to tell if my network is 2.4GHz or 5GHz?

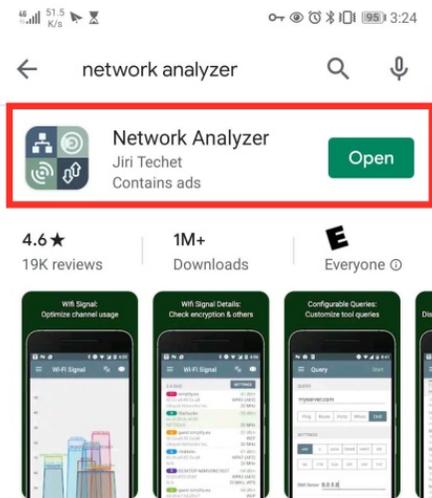
Check wireless frequency on PC:

1. Click network icon on bottom right corner on screen.
2. Click network and internet setting on pop up window.
3. On setting window, double click Properties under WLAN

Check wireless frequency on Mobile Phone

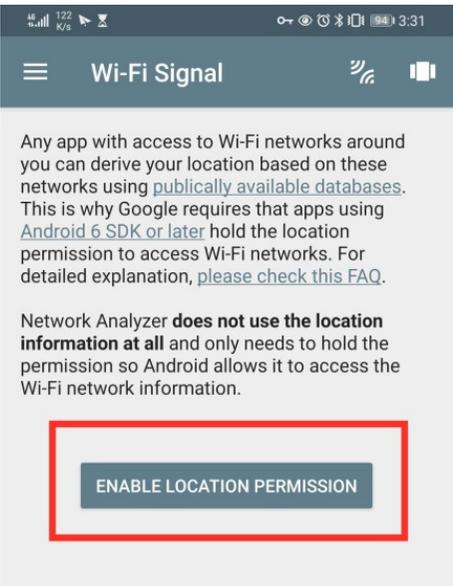
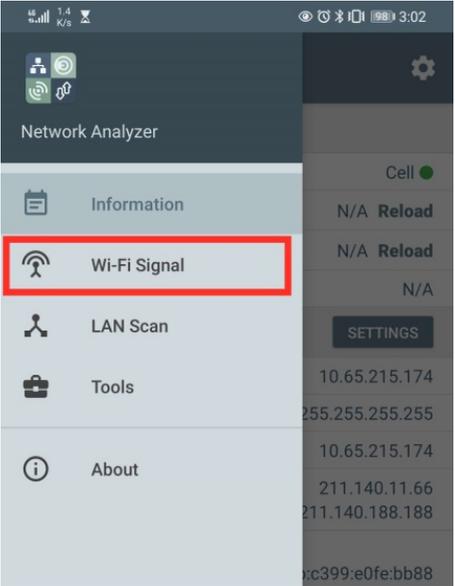
Android system

1. Download "Network Analyzer" in Google Play

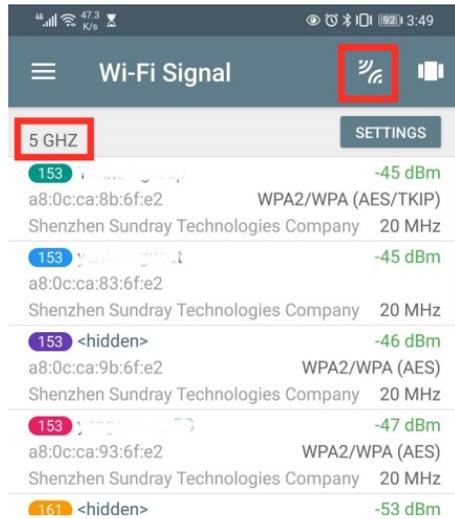
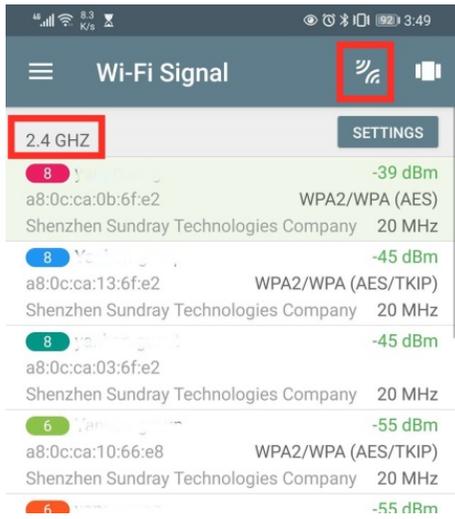


Wifi scanner, signal meter, ping, traceroute, whois, DNS query & other net tools

2. Open the app and click on “Wi-Fi Signal”, then click on “ENABLE LOCATION PERMISSION”, allow the app to access the location permission.

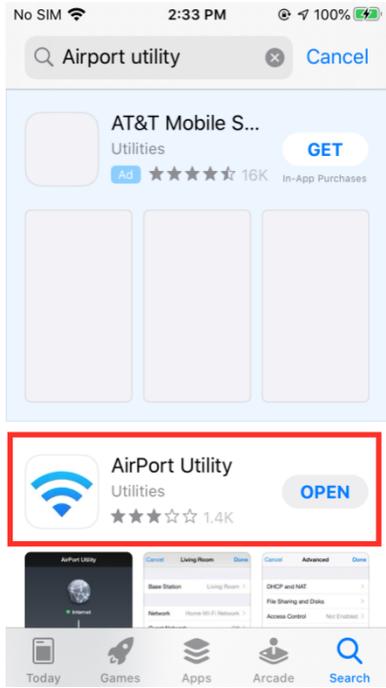


3. Check your Wi-Fi in 2.4GHz and 5GHz list



iOS System

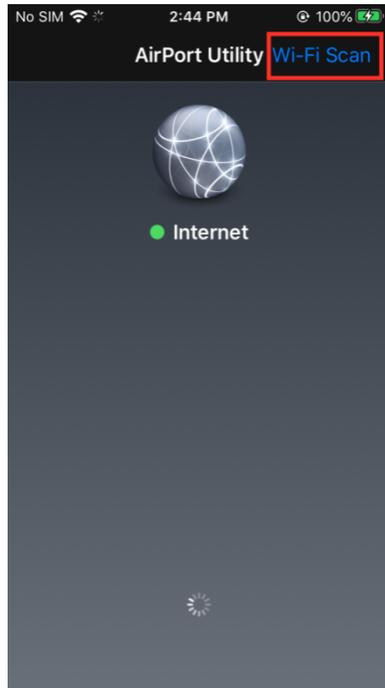
1. Download "AirPort Utility" in App Store



2. Turn on the Wi-Fi Scanner in System Settings “Airport Utility”



3. Open the app and click on “Wi-Fi Scan” in the upper right corner. Channel 1-13 band is 2.4GHz, and larger than 13 is 5GHz.



19.How to separate SSIDs to 2.4GHz and 5GHz frequency

Please follow the instruction below to setup your router, or you can contact your local service provider / router manufacturer to setup the router.

How to configure separate Wi-Fi SSIDs for 2.4 GHz and 5 GHz bands? (For most of Routers)

If your router supports both the 2.4 GHz and 5 GHz bands, but only one Wi-Fi name is displayed on the Wi-Fi search page of your mobile phone, perform these steps:

1. Go to the Wireless page of the router. (The entry address is usually provided on the label attached to the back of the router).
2. Go to the 2.4 GHz setting page, and set the Wi-Fi name (SSID) to (XXX)-2.4G, where xxx indicates the Wi-Fi name. Save setting.
3. Go to the 5 GHz setting page, and set the Wi-Fi name (SSID) to (XXX)-5G, where xxx indicates the Wi-Fi name. Save setting.

When the preceding settings are complete, the new Wi-Fi names will appear on the Wi-Fi settings page of your mobile phone.

Note: After the Wi-Fi names are changed, you need to reconnect the devices that use this wireless router. The password remains the same if it has not been changed.

The following files describe how to configure the routers of some popular brands.

1. Configure a Netgear router
2. Configure an ASUS router
3. Configure a D-Link router

How to configure separate Wi-Fi SSIDs for 2.4 GHz and 5 GHz bands? (NETGEAR Router)

1. On the **BASIC** tab page, click **Wireless** .

The screenshot displays the NETGEAR genie R6850 web interface. At the top, the logo for NETGEAR genie R6850 is visible. Below the logo, there are two tabs: "BASIC" and "ADVANCED". A notification banner indicates that a new firmware upgrade is available. On the left side, there is a navigation menu with options: Home, Internet, Wireless (highlighted with a red box), Attached Devices, Parental Controls, ReadySHARE, and Guest Network. The main content area is divided into six panels:

- Internet**: Status: GOOD
- Wireless**: Name (SSID): NET, Password: 123456
- Attached Devices**: Number of devices: 7
- Parental Controls**: Status: NOT ENABLED
- ReadySHARE**: Status: NO USB DRIVE
- Guest Network**: Status: NOT ENABLED

2. In the **Wireless Network (2.4GHz b/g/n)** area, set **Name (SSID)** to **xxx-2.4G**, where xxx indicates the Wi-Fi name. Saving setting.

Wireless Network

Select Region
Region:

Wireless Network (2.4GHz b/g/n)
Name (SSID):
Channel:
Mode:
 Enable SSID Broadcast
 Enable 20/40 MHz Coexistence

Security Options
 None
 WPA2-PSK [AES]
 WPA-PSK [TKIP] + WPA2-PSK [AES]
 WPA/WPA2 Enterprise

Security Options (WPA2-PSK)
Passphrase: (8-63 characters or 64 hex digits)

3. In the **Wireless Network (5GHz a/n/ac)** area, set **Name (SSID)** to **xxx-5G**, where xxx indicates the Wi-Fi name. Saving setting.

Wireless Network

Security Options (WPA2-PSK)
Passphrase: (8-63 characters or 64 hex digits)

Wireless Network (5GHz a/n/ac)
Name (SSID):
Channel: ▾
Mode: ▾
 Enable SSID Broadcast

Security Options
 None
 WPA2-PSK [AES]
 WPA-PSK [TKIP] + WPA2-PSK [AES]
 WPA/WPA2 Enterprise

Security Options (WPA2-PSK)
Passphrase: (8-63 characters or 64 hex digits)

When the preceding settings are complete, the new Wi-Fi names will appear on the Wi-Fi settings page of your mobile phone.

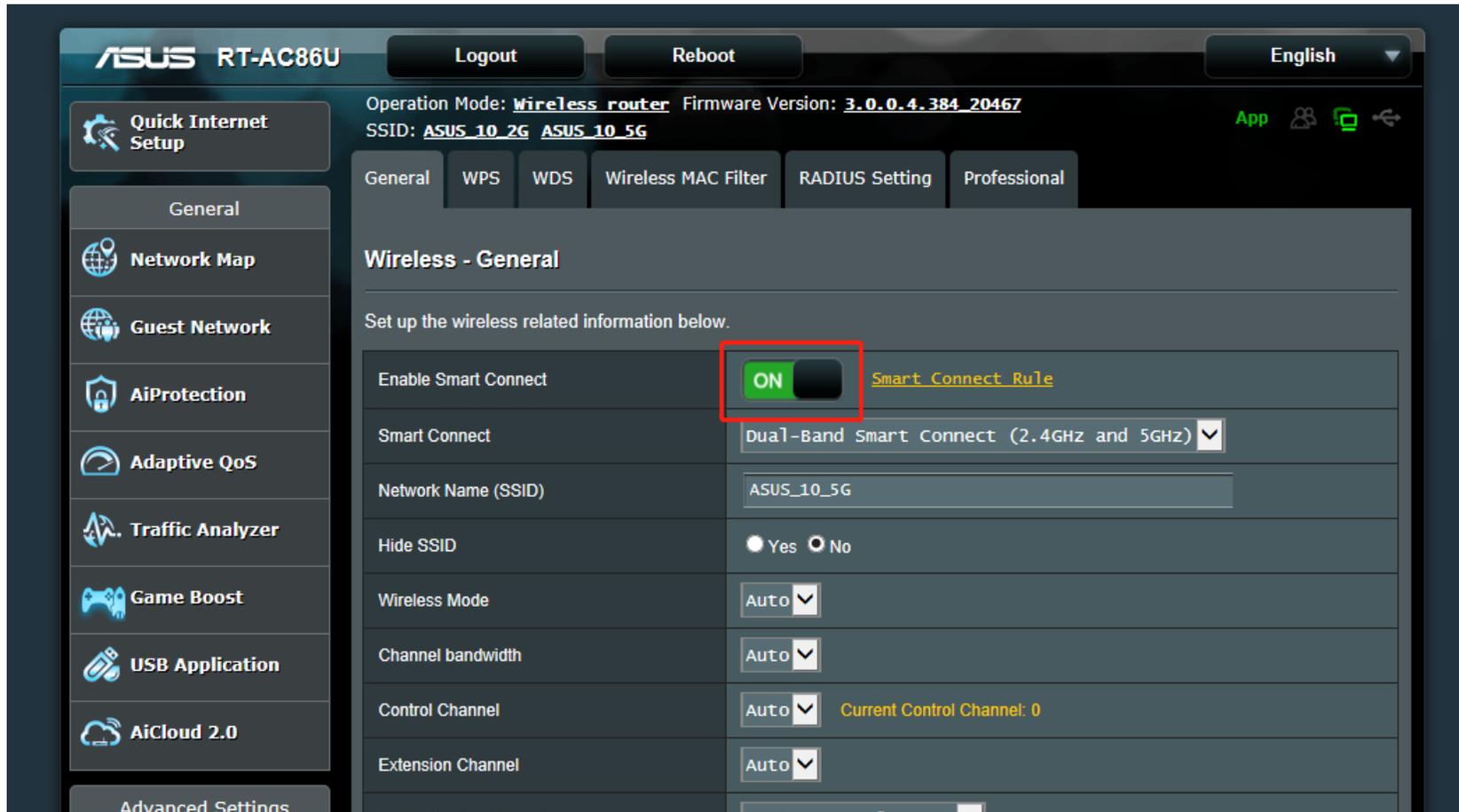
Note: After the Wi-Fi names are changed, you need to reconnect the devices that use this wireless router. The password remains the same if it has not been changed.

How to configure separate Wi-Fi SSIDs for 2.4 GHz and 5 GHz bands? (ASUS Router)

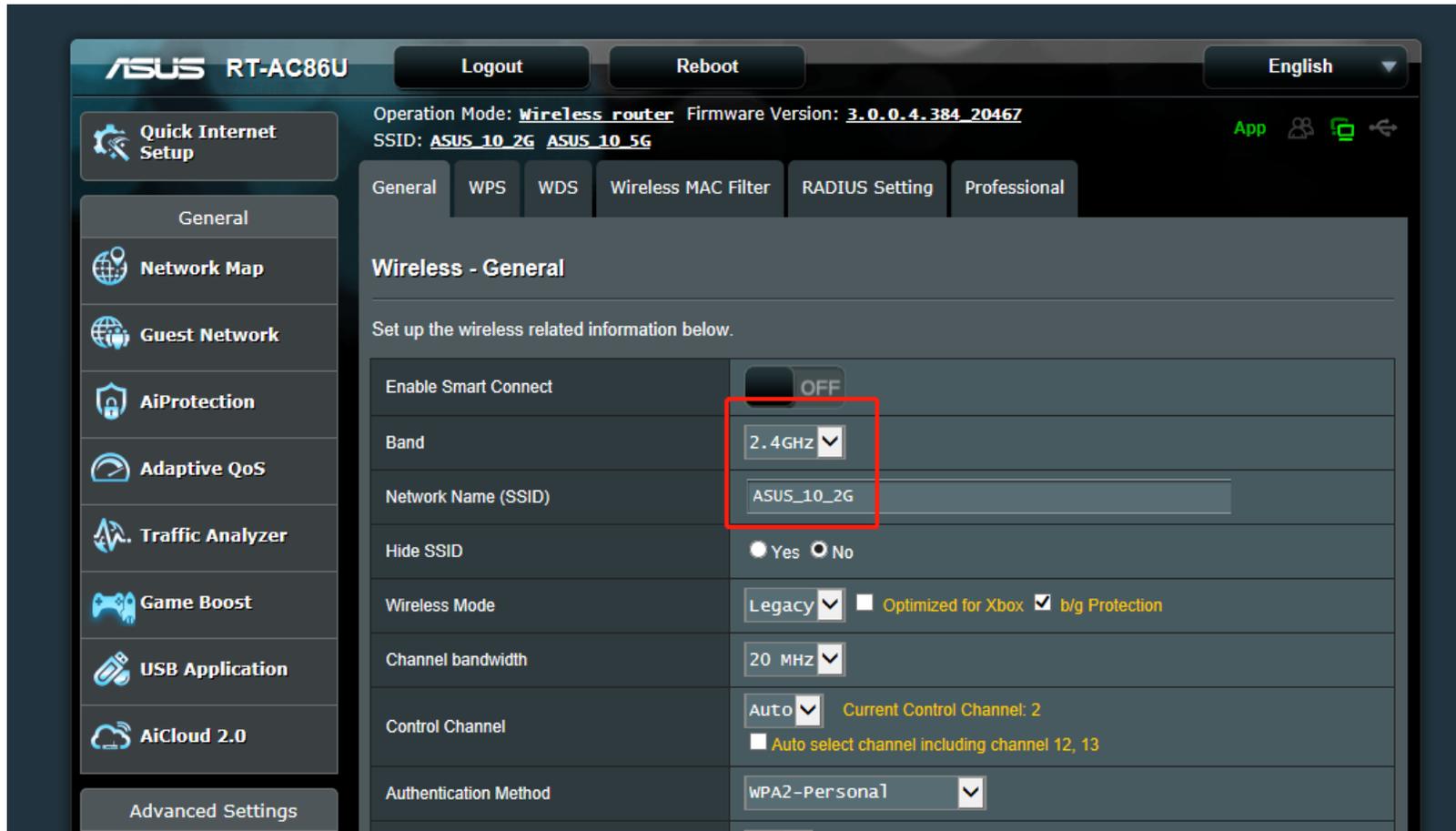
1. In the **Advanced Settings** area, click **Wireless** .

The screenshot displays the ASUS Router's Advanced Settings interface. On the left sidebar, the 'Wireless' option is highlighted with a red box. The main content area shows a network map with a central wireless router icon labeled 'Security level: WPA2-Personal'. Below this, there are two columns for client management: 'Clients: 1' with a 'View List' button, and 'USB 3.0' with 'No Device' listed. On the right, the 'Wireless' configuration panel is visible, containing fields for 'Network Name (SSID)' (ASUS_10_5G), 'Authentication Method' (WPA2-Personal), 'WPA Encryption' (AES), and 'WPA-PSK key'. Below these are fields for 'LAN IP' (192.168.50.1), 'PIN code' (20243562), 'LAN MAC address' (18:31:BF:35:75:10), and 'Wireless 5GHz MAC address' (18:31:BF:35:75:14). An 'Apply' button is located at the bottom of the configuration panel.

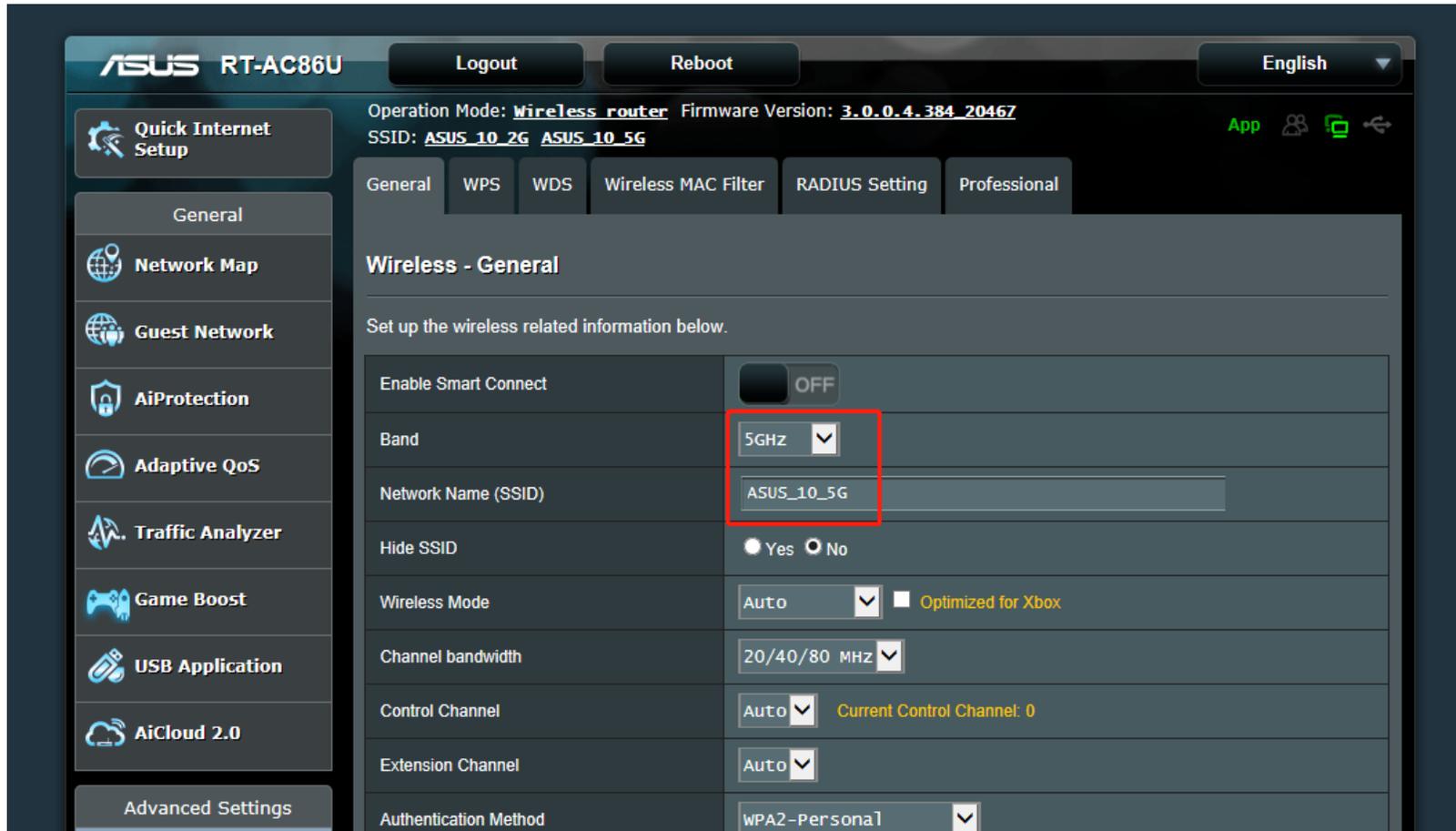
2. On the **General** tab page, check whether **Enable Smart Connect** is **On** . If Smart Connect is enabled, disable it to separate the SSIDs for the 2.4 GHz and 5 GHz bands.



3. In the **Band** drop-down list, select **2.4GHz** and then set **Network Name (SSID)** to **xxx-2.4G** , where xxx indicates the Wi-Fi name. Save the setting.



4. In the **Band** drop-down list, select **5GHz** and then set **Network Name (SSID)** to **xxx-5G** . Save the setting.

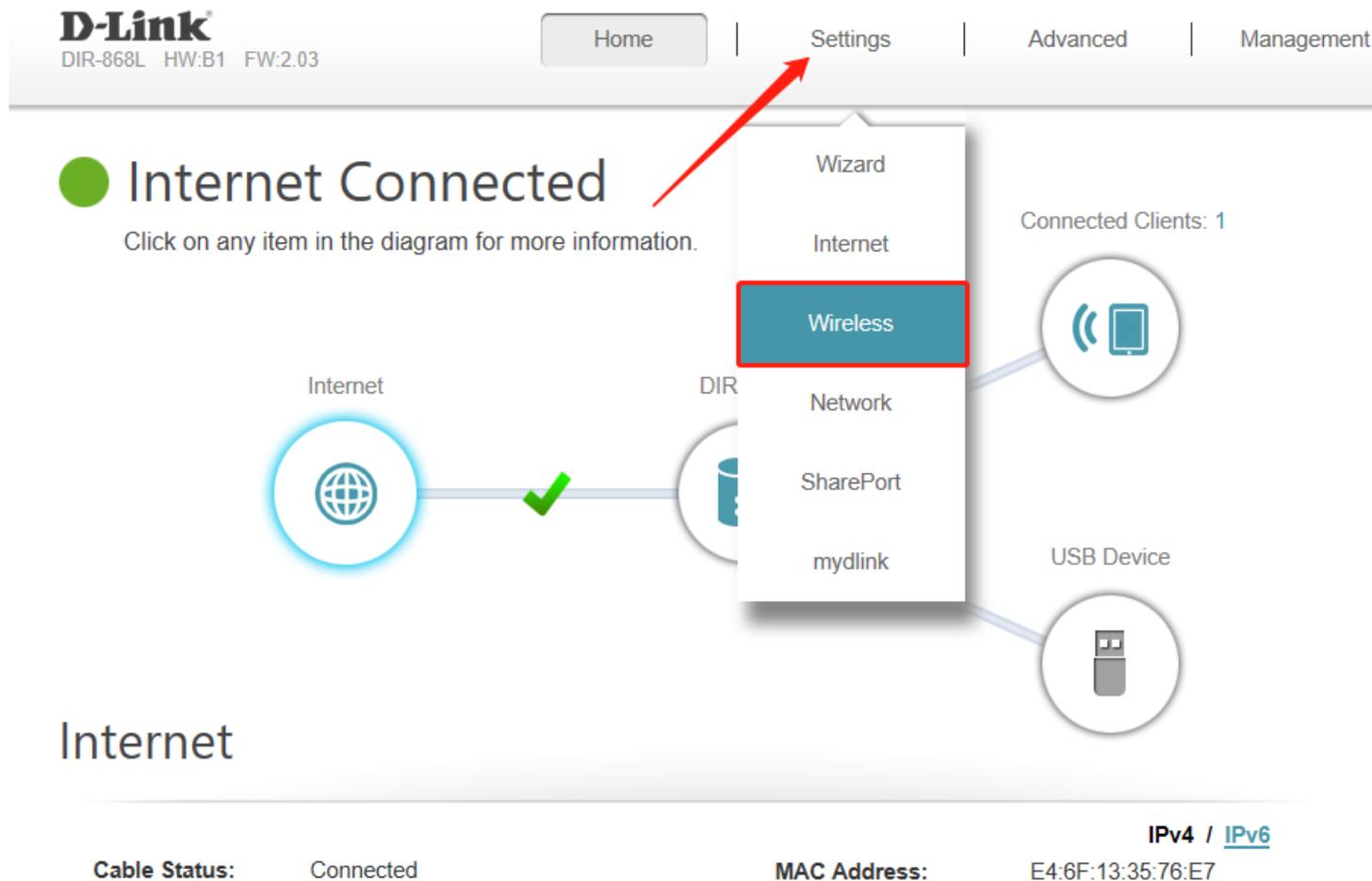


When the preceding settings are complete, the new Wi-Fi names will appear on the Wi-Fi settings page of your mobile phone.

Note: After the Wi-Fi names are changed, you need to reconnect the devices that use this wireless router. The password remains the same if it has not been changed.

How to configure separate Wi-Fi SSIDs for 2.4 GHz and 5 GHz bands? (D-LINK Router)

1. On the D-Link home page, click the Settings tab and select Wireless.



The screenshot displays the D-Link router's web interface. At the top left, the D-Link logo is shown with the model number DIR-868L, hardware version HW:B1, and firmware version FW:2.03. The navigation menu includes 'Home', 'Settings', 'Advanced', and 'Management'. A red arrow points to the 'Settings' tab. A dropdown menu is open from 'Settings', with 'Wireless' highlighted in a red box. The main content area shows 'Internet Connected' with a green status indicator and a diagram of the network connections. Below the diagram, the 'Internet' section is visible, showing 'Cable Status: Connected' and 'MAC Address: E4:6F:13:35:76:E7' with 'IPv4 / IPv6' status.

D-Link
DIR-868L HW:B1 FW:2.03

Home | Settings | Advanced | Management

Internet Connected
Click on any item in the diagram for more information.

Wizard
Internet
Wireless
Network
SharePort
mydlink

Connected Clients: 1

Internet

Internet

Cable Status: Connected

MAC Address: E4:6F:13:35:76:E7

IPv4 / IPv6

2. In the 2.4GHz area, set Wi-Fi Name (SSID) to xxx-2.4G; and in the 5GHz area, set Wi-Fi Name (SSID) to xxx-5G, where xxx indicates the Wi-Fi name.

changes made in this section will need to be updated on your wireless device.

Settings >> Wireless [Guest Zone](#) **Save**

2.4GHz

Status: **Enabled**

Wi-Fi Name (SSID): **D-LINK868-2.4G**

Password: 12345678

[Advanced Settings...](#)

5GHz

Status: **Enabled**

Wi-Fi Name (SSID): **D-Link_DIR-868L-5G** ✕

Password: 12345678

[Advanced Settings...](#)

3.The last step is to Save the settings. When the preceding settings are complete, the new Wi-Fi names will appear on the Wi-Fi settings page of your mobile phone.

Note: After the Wi-Fi names are changed, you need to reconnect the devices that use this wireless router. The password remains the same if it has not been changed.