User Guide

What Should I Do if Hub Mini Does Not Start Up After Power-On?

1. Please ensure that your home's power outlet is functioning properly.

2. Ensure that the cable is securely plugged into the device.

3. If you have an alternate charging adapter and cable available, try switching to them to see if the device turns on. Once powered on, the Hub Mini will flash its indicator for a while.

Device	Charging adapter output	Connection port
Hub Mini	5V1A/5V2A	Micro USB

4. If using a different charging adapter and cable resolves the issue, we will compensate you for the cost of the charging adapter/cable in the case of the Hub Mini. The Hub 2 cable is unique and will be replaced with the original or a new cable within the warranty period.

5. If the device fails to turn on even after switching the charging adapter and cable, please contact us by logging in to the SwitchBot app → Profile → Help and Feedback → Feedback. We would appreciate it if you could provide us with the following information when you contact us. Please kindly provide us with a video of the device failing to start after powering on.

Hub Mini failed to connect to my Wi-Fi network during setup.

Related products: SwitchBot Hub Mini

SwitchBot App Version: 6.20.1 or later

Device Firmware Version: 3.7-2.4 or later

1. Make sure our app is up to date.

2. Make sure your Hub Mini has been added to your SwitchBot account, and its firmware version is up to date.

Note: Follow these steps to check your firmware version: SwitchBot App > Tap Device Name > then press Settings (upper right-hand corner of your screen) > and Firmware Version.

3. Make sure SwitchBot Hub Mini is connected to a stable 2.4GHz (802.11b/g/n, IPv4) Wi-Fi network.

Please note: Hub Mini can not support 5GHz or any other mixed networks. IPv6 networks and Wi-Fi 6 routers are also not supported.

4. You may find simply rebooting your router will fix your issue.

5. Please note that building materials and metal objects located between your Wi-Fi router and Hub Mini or between your Hub Mini and your mobile phone may disrupt connectivity. If possible, we recommend placing Hub Mini with a clear path to your Wi-Fi router.

6. If the above doesn't work, follow the steps below to perform a test by connecting your Hub Mini to a personal hotspot from another mobile phone. Follow the steps below.

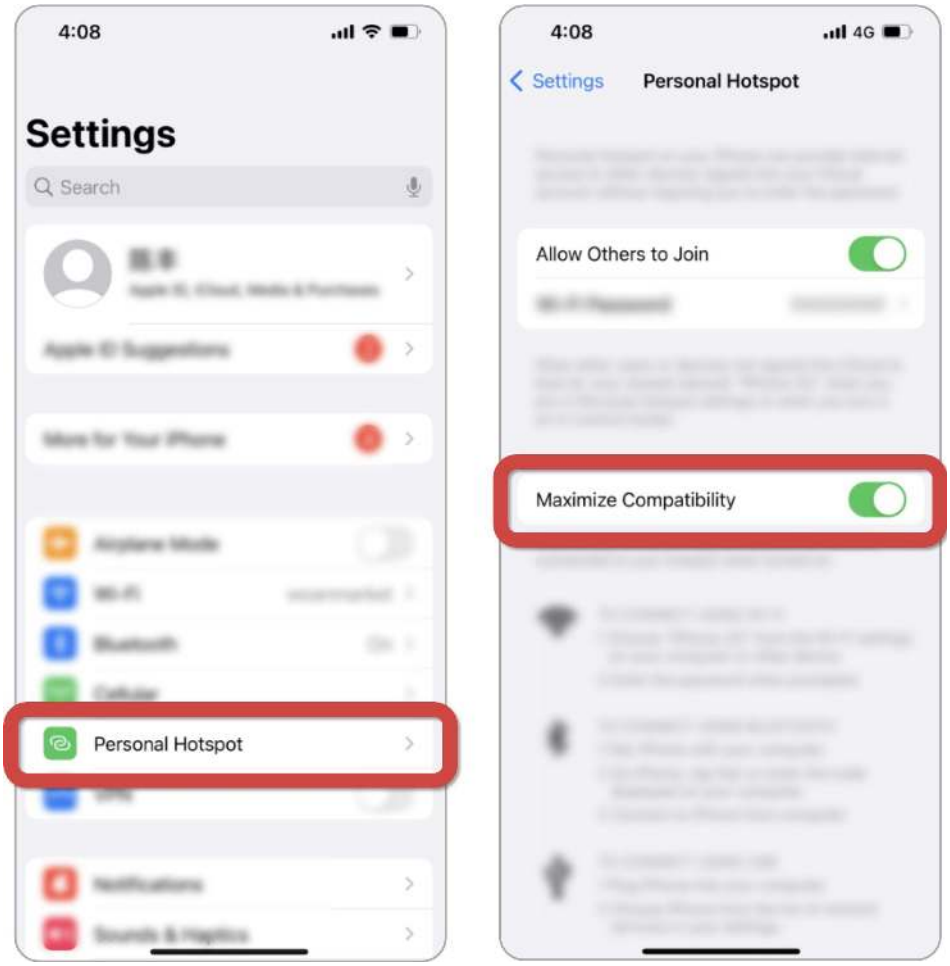
- Turn a Personal Hotspot on from another mobile phone.
- If possible, turn off your Wi-Fi router to remove signal disturbances during testing.
- For iPhone 12 or newer Apple smartphone models, please turn on Maximize Compatibility to ensure your personal hotspot is a 2.4GHz network.

7. After your Personal Hotspot is enabled, follow the steps below via our app to proceed:
8. Find your SwitchBot Hub Mini on our app home page
9. Tap the Settings icon located in the top right-hand corner.
10. Enter Wi-Fi Settings.
11. Press Edit, and enter a new name & password for your Personal Hotspot on your mobile phone.
12. If your Hub Mini connects to your Personal Hotspot without any issues, then the problem may be with the settings of your Wi-Fi router.

If you're still having issues setting up SwitchBot Hub Mini, you can contact us via Profile > Feedback > and select the product you need support for. Then simply describe your issue and please try include the following information:
1. Router brand and model
2. Mobile device model
3. Smartphone operating system
4. SwitchBot app version
5. Any other screenshots showing error messages

Hub Mini connected to Wi-Fi but failed to connect to internet during setup

Applicable products: SwitchBot Hub Mini
SwitchBot app version: 6.14.1 or newer
1. Make sure your SwitchBot app version is up to date.
2. Make sure the Hub Mini is connected to a stable 2.4GHz (802.11b/g/n, iPv4) WiFi network instead of a 5GHz one. Currently, the iPv6 network and Wi-Fi 6 router are not supported.
3. In many cases, it helps to fix the connection issue by unplugging the power cable of the Hub Mini for 10 seconds and then plugging it back in.
4. If it doesn't work, It is recommended to perform a test by connecting the Hub Mini to a Personal Hotspot from another mobile phone. Pay attention to the following points:
Turn on Personal Hotspot from another mobile phone.
If possible, turn off the Wi-Fi router to exclude disturbances during the test.
For iPhone 12 or newer devices, enable Maximize Compatibility to ensure the personal hotspot is a 2.4GHz network.



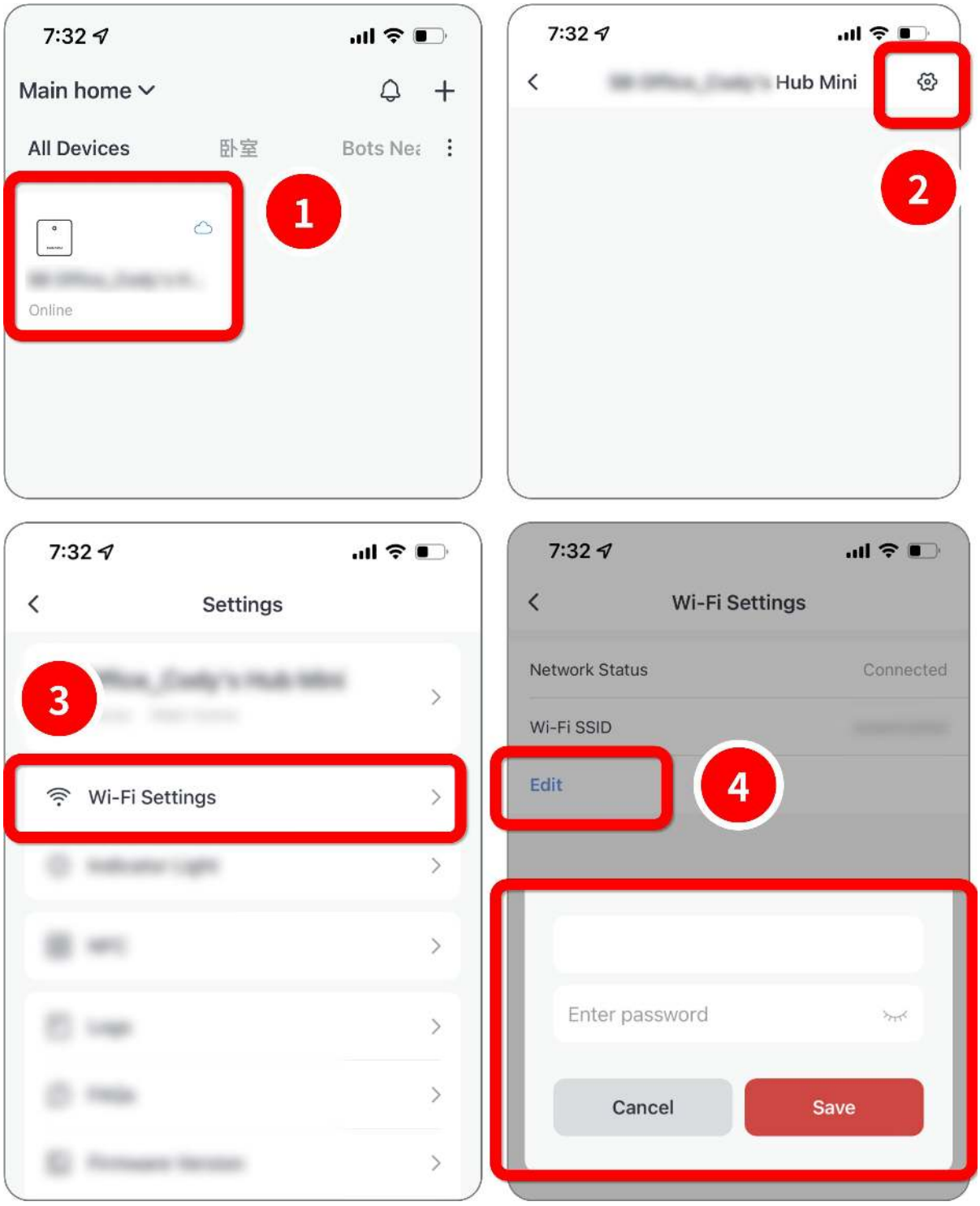
5. After the personal hotspot is enabled, follow the steps to proceed your test.

Tap the Hub Mini on SwitchBot App.

Tap the gear icon on the top right corner.

Tap Wi-Fi Settings.

Tap Edit, enter the new name & password of personal hotspot on your mobile phone.



6. If the Hub Mini is fine connecting to a Personal Hotspot, then the problem may be in the settings of your WiFi router.

If it doesn't work, Please submit a feedback.

Send feedback

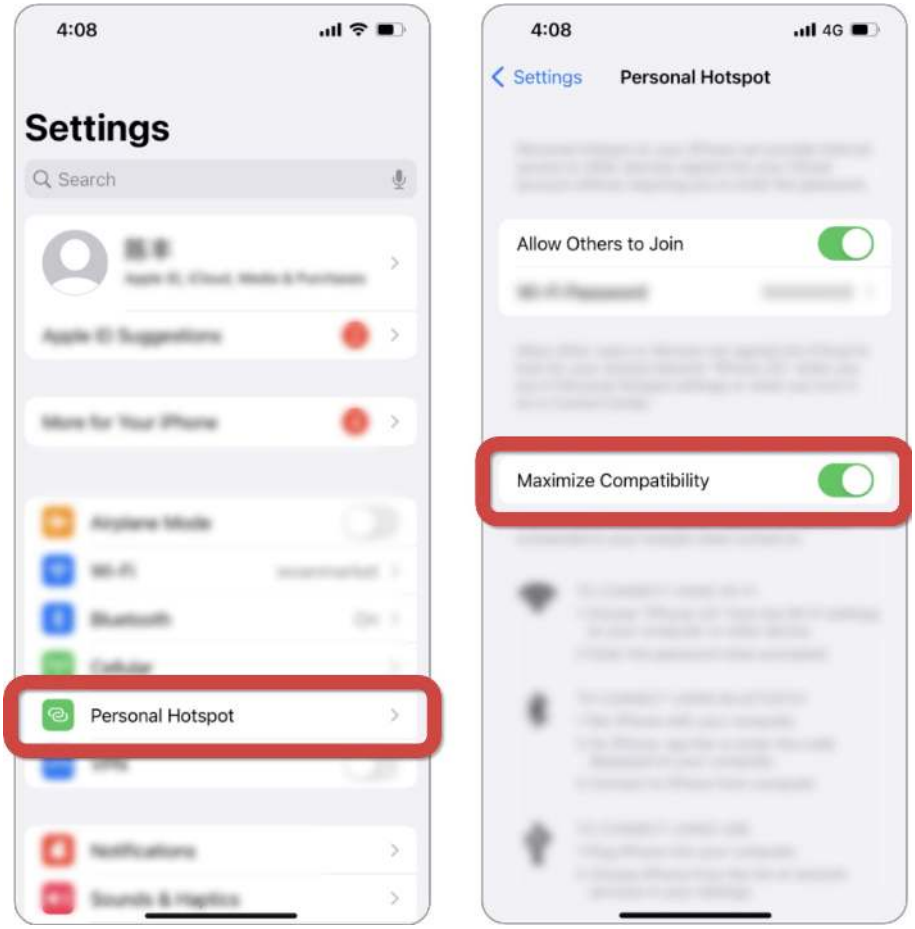
To receive a technical help from SwitchBot support team, follow these steps:

On your same device, Go to SwitchBot app > Tap Profile > Tap Feedback > Select the product (which you need support for) > describe the issue in detail (with media if needed) as follows:

Router brand and model:
Mobile device model:
Mobile device system:
SwitchBot app version:
Any other screenshot about the error message:

Hub Mini disconnected to Wi-Fi, previously worked fine

Applicable products: SwitchBot Hub Mini
SwitchBot app version: 6.20.1 or newer
Device firmware version: 3.7-2.4 or newer
1. Make sure your SwitchBot app version is up to date.
2. Make sure your Hub Mini has been added to SwitchBot app, and its firmware version is up to date.
Note: Follow these steps to check the firmware version: Open SwitchBot App > Tap device name > Setting button (upper right of screen) > Tap Firmware Version.
3. Make sure the Hub Mini is connected to a stable 2.4GHz (802.11b/g/n, iPv4) WiFi network instead of a 5GHz one. Currently, the iPv6 network and Wi-Fi 6 router are not supported.
4. In many cases, it helps to fix the connection issue by unplugging the power cable of the Hub Mini for 10 seconds and then plugging it back in.
5. If it doesn't work, It is recommended to perform a test by connecting the Hub Mini to a Personal Hotspot from another mobile phone. Pay attention to the following points:
Turn on Personal Hotspot from another mobile phone.
If possible, turn off the Wi-Fi router to exclude disturbances during the test.
For iPhone 12 or newer devices, enable Maximize Compatibility to ensure the personal hotspot is a 2.4GHz network.



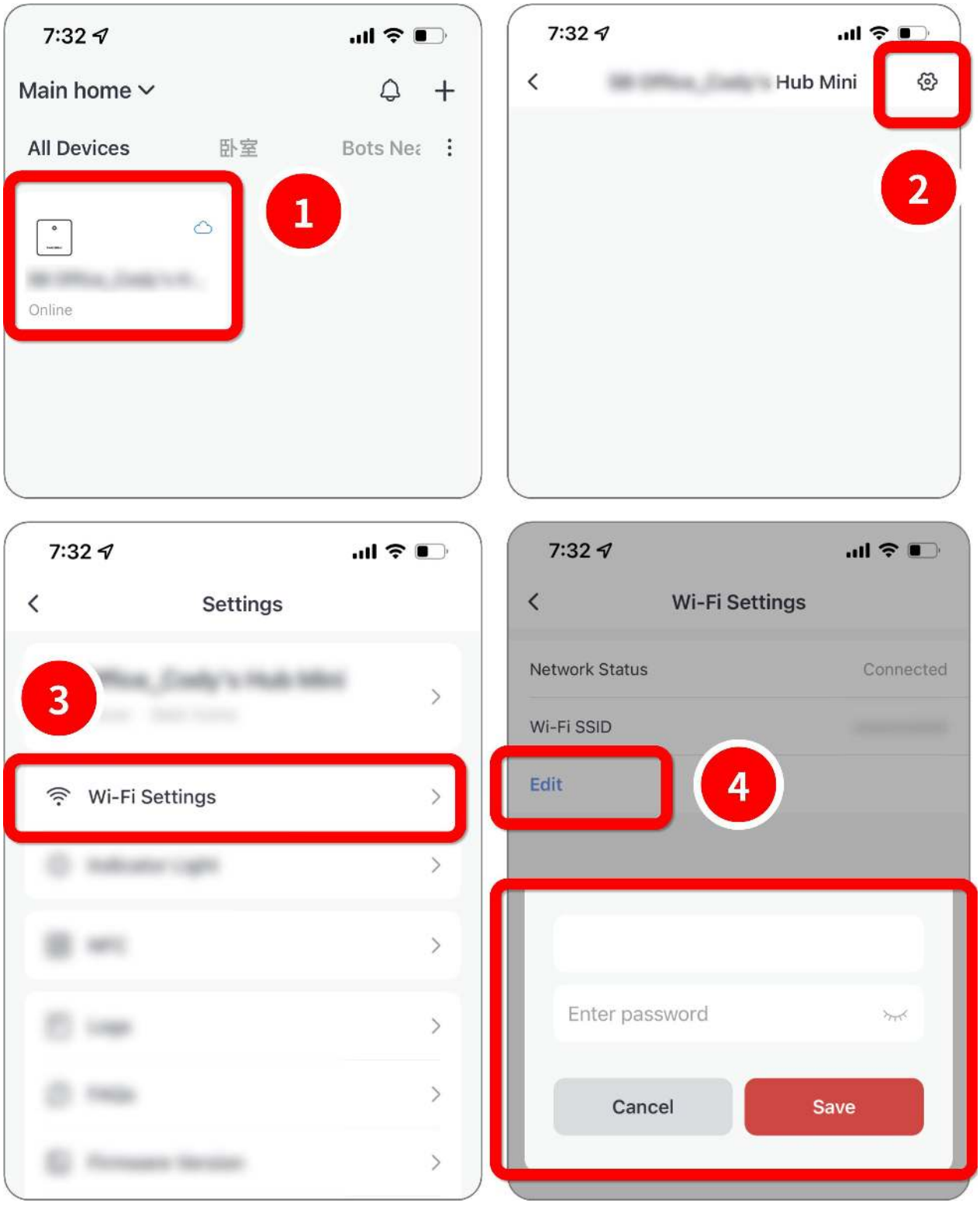
6. After the personal hotspot is enabled, follow the steps to proceed your test.

Tap the Hub Mini on SwitchBot App.

Tap the gear icon on the top right corner.

Tap Wi-Fi Settings.

Tap Edit, enter the new name & password of personal hotspot on your mobile phone.



7. If the Hub Mini is fine connecting to a Personal Hotspot, then the problem may be in the settings of your WiFi router.

Router brand and model:

Mobile device model:

Mobile device system:

SwitchBot app version:

Any other screenshot about the error message:

Hub Mini failed to remote control appliances in app, even after adding it successfully

Applicable products: SwitchBot Hub Mini

SwitchBot app version: 6.20.1 or newer

Device firmware version: 3.7-2.4 or newer

1. Make sure your SwitchBot App version is up to date.

2. Make sure your Hub Mini has been added to SwitchBot App, and that the device firmware version is up to date.

Note: Follow these steps to view the firmware version: Open SwitchBot App > device name > Setting button (upper right of screen) > Tap Firmware Version.

3. Make sure the appliance and remote buttons you are trying to controll are IR (Infrared).

4. In many cases, it helps to fix the remote control connection issue by unplugging the power cable of the Hub Mini for 10 seconds and then plugging it back in.

5. If it still doesn't work, check your router‘s connectivity. In some cases, you can solve the problem by rebooting the router.

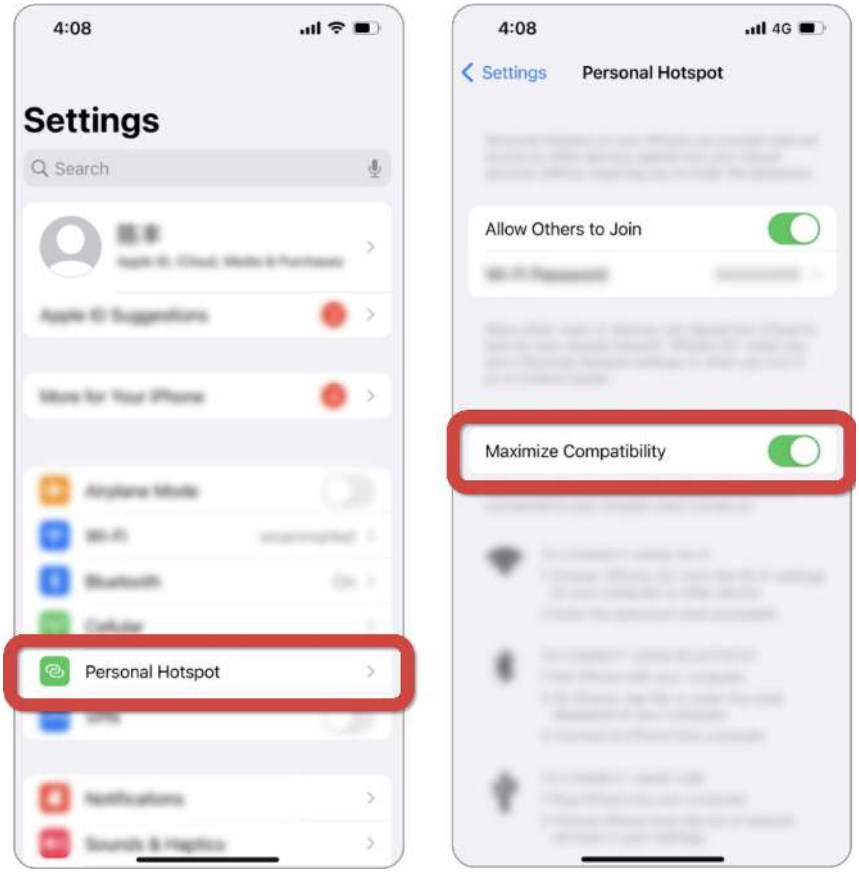
6. Please note that building materials and metal objects located between the WiFi router and Hub Mini or between the Hub Mini and your mobile phones disrupt connectivity. If possible, set up the Hub Mini within a clear line of sight of your WiFi router.

7. If it doesn't work, follow the steps below to perform a test by connecting the Hub Mini to a personal hotspot from another mobile phone. Follow the steps below.

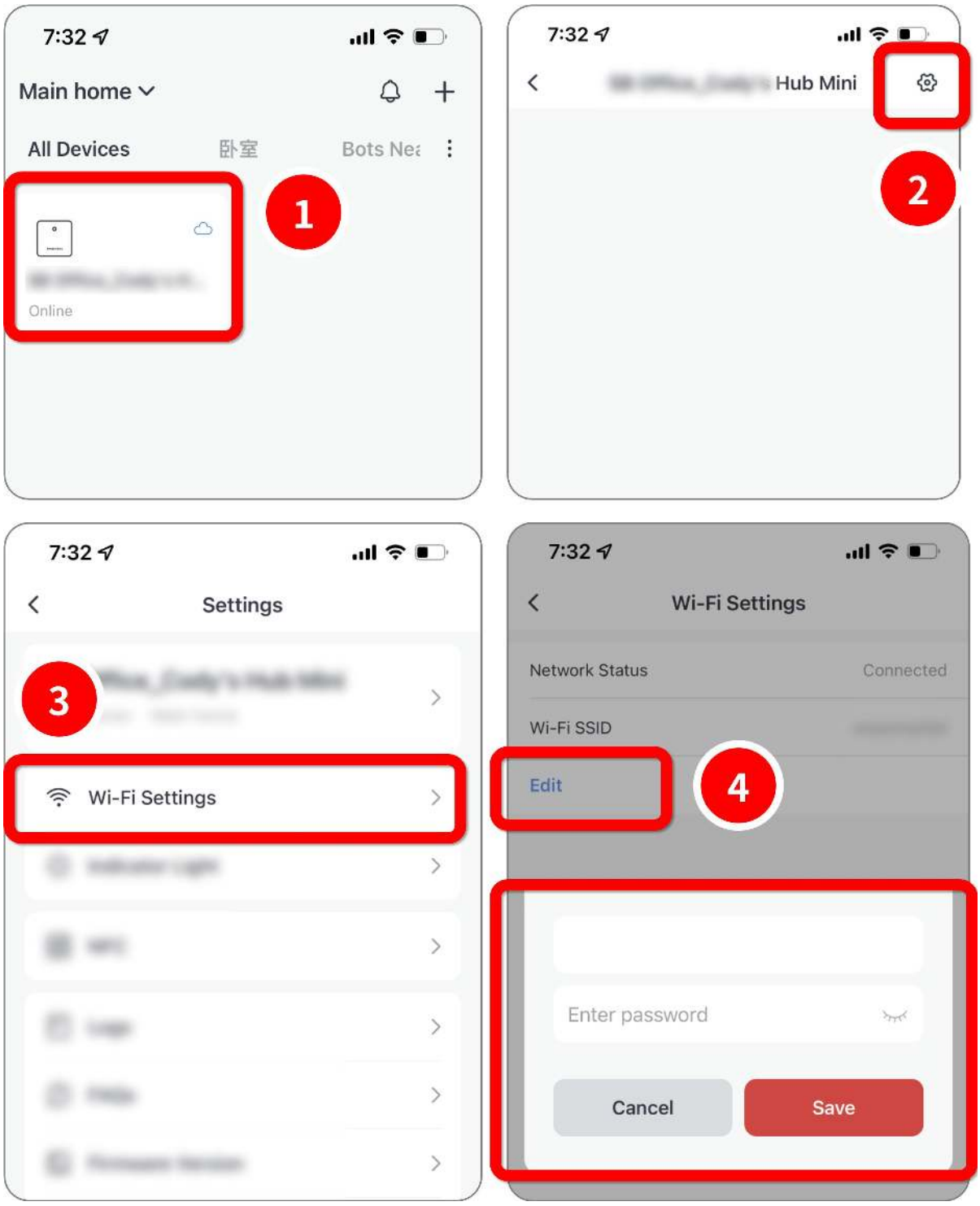
If possible, turn off your Wi-Fi router to reduce disturbances during the test.

Turn on the "Personal Hotspot" from another mobile phone.

Note: For iPhone 12 or later devices, please enable “Maximize Compatibility” to ensure the personal hotspot is a 2.4GHz network.)



8. After the personal hotspot is enabled, follow the steps below in SwitchBot App to proceed:
   ① Tap the Hub Mini on SwitchBot App.
   ② Tap the gear icon on the top right corner.
   ③ Tap Wi-Fi Settings.
   ④ Tap Edit, and enter the name and password of your Personal Hotspot in step 7.



9. If the Hub Mini is able to control your appliances under the personal hotspot, then the problem may be in the settings of your WiFi router. Please contact the support team by opening the SwitchBot app, then tap Profile > Feedback > select "Device Queries" > and provide the following information regarding your WiFi router:

Router brand and model:

Mobile device model:

SwitchBot app version:

Any other screenshot about the error message

After receiving the feedback ticket, We will help you decide if it is a hardware issue. If it is, we will send you a replacement.