FAQ:

1. Which APP should I download to control this smart device?

Please download the GHome App and update it to version 5.7.0 or later, it supports Android 6.0 or iOS 11+ or above system.

2. Does this smart device only support 2.4G Wi-Fi?

Yes. This smart plug only requires 2.4G WiFi network and does not support 5G WiFi connection.

3. How to create a 2.4g Wi-Fi?

If your new router is dual-band and supports both 5G and 2.4G, please switch to 2.4G and reconnect.

Please make sure your 5G is disabled while using 2.4G for the device to connect successfully. Here's a video link for your reference: https://www.youtube.com/watch?v=JCvWeegGgT8

Alternatively, you can first try connecting to the smart plug using your phone's data hotspot or a friend's phone's hotspot. Simply set the hotspot to Wi-Fi mode and follow the instructions to connect.

4. How to connect the smart plugs to Wi-Fi/APP?

a. Make sure your phone is connected to 2.4GHz Wi-Fi.
b. Before connecting to Wi-Fi, press and hold the ON/OFF button for more than 5 seconds until the indicator light flashes, indicating that the device has successfully reset and entered network pairing mode.
c. Ensure the smart plug is within stable 2.4GHz Wi-Fi coverage.
d. Follow the instructions to pair the smart plug using both automatic Bluetooth pairing and manual AP pairing to ensure a successful connection.
e. Please refer to the video here: https://www.youtube.com/watch?v=5oxGOWCTbII

5. How to reset the smart plugs?

To reset, all you need is to press and hold on to the power button of the smart plug for 5 seconds, then you'll hear a click sound.

6. How to connect the smart plug with Alexa or Google Assistant?

Please watch the video here: https://www.youtube.com/watch?v=WfLoeDOFQZw

7. What's the warranty?

- We offer a 12-month warranty for any quality issues.