FAQ

Instruction Manual

Powered By tuya

Reset the device first.
Please turn on the device and confirm that indicator is blinking fast.
Attention: please complete pairing process within 3 minutes after device reset.

Cancel | EZ Mode

Resetting Devices >

● Confirm indicator rapidly blink

Next

Adding device...
Ensure that the device is powered on.

01:52

Scan devices. — Register on Cloud. — Initialize the device.

SPECIFICATIONS

Type:	Wi-Fi Smart Switch
Rated Current:	10A (Max)
Rated Voltage:	100-240V
Maximum load:	1000W
Wireless Frequency:	2.4GHz
Wireless standard:	IEE802.11b/g/n

Problem 1: Wi-Fi switch is often disconnected in APP
Answer 1: (Method 1): The signal is not good or there are too many devices. It is recommended to reset the switch and connect to the network again, and check whether the connected device exceeds the limit or check whether the the network signal is weak

(Method 2): Can you see the device in the App after disconnection, if you can see it, check the switch signal strength (click Switch -> Edit -> Device Information), if you can't see the device in the App, power off to check Whether the screw that fix the switch is too tight, loosen it properly, cover the glass panel first, and then power on (cover the glass before powering on).

Question 2: WIFI switch automatically turns on and off the lights
Answer 2: (Method 1): It is possible to set the cycle timing function. If this function is not needed, it is recommended to turn off this function in APP

(Method 2): Turn off the power and check whether the screws that fix the switch are too tight. If they are too tight, loosen them properly. First cover the glass panel and then power on (the glass should be covered before power on).

Question 3: The WIFI switch cannot be turned off and on
Answer 3: It caused by wrong wire or the external capacitor is not connected well.
Wrongly wired switch may burn out.It is recommended that the input and output wiring are correct. The capacitor is installed correctly

Question 4: How to install the capacitor
Answer 4: The capacitor connect L1 and N on the light not behind the switch.

Question 5: The WIFI switch cannot be connected to the Internet, and the signal cannot be found
Answer 5: Long press the button for 13seconds until the indicator light flashes. If the non-flashing switch is broken,indicator light flashed is the problem of the connection method

Question 6: The switch can be turned on and off, but the light cannot be controlled
Answer 6: (Method 1)It caused by wrong wire or the external capacitor is not connected well. Wrongly wired switch may burn out.It is recommended that the input and output wiring are correct. The capacitor is installed correctly

(Method 2) If it is a thyristor version, the thyristor will generally break down (overload), if it is a relay, whether there is a sound of the relay picking up

Question 7: It can be used normally at the beginning, but it cannot be used normally after one month. Is it because of what caused the burn? Is it because of overloading?
Answer 7: (Method 1) The voltage and current are unstable,and the load may be too large. It is recommended to check whether the power of the electrical appliance exceeds

(Method 2) Turn off the power, check whether the screws that fix the switch are too tight, and if they are too tight, loosen them properly, first cover the glass panel, and then power on (cover the glass first and then power on).

Question 8: For example, once it is turned on, can I link 2 bulbs and control bulbs at the same time?
Answer 8: Yes, two bulbs are connected in parallel.

Basic knowledge

1. Do not connect the input and output reversely, install correctly
2. If there is a neutral line, the neutral line must be installed. There is no neutral line,a capacitor must be installed
3. The power is too small, generally do not use it below 5W. The power is too large can not used. Specific view product parameters
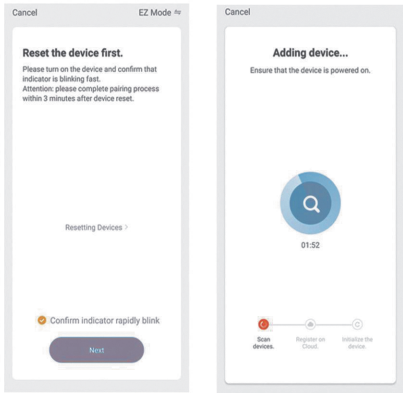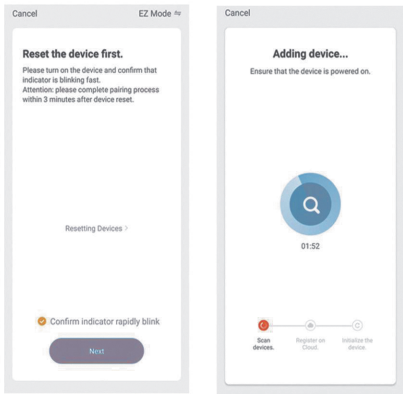4. Make sure that the switch is suitable for the local voltage.

Warm reminder

1.Do not cover glass pannel when power on.The switch will not work when cover glass pannel whith power on.Please restart the main power switch at home.It will work.

2. Solve the problem of insensitive touch

Problem: The switch base is screwed too tightly, a gap between the backlight board and the panel.

Solution: Don't screw the locking screw too deep, if you can't reach it, you can use a longer screw instead; or fill something between the switch and the bottom box.You pay a little attention during the installation process, the situation that the touch is too sensitive usually rarely happens

Smart Switch

Wi Fi

WORKS WITH Google Assistant
WORKS WITH Amazon Alexa

Remove the panel with screwdriver

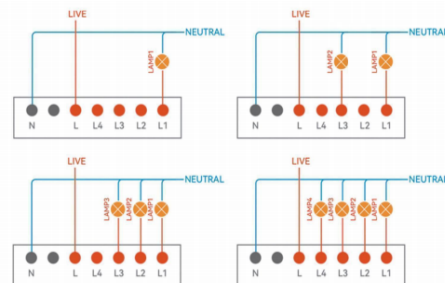⚠ Make sure the power is off during installation
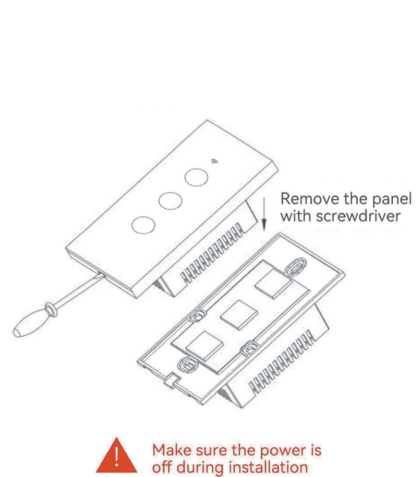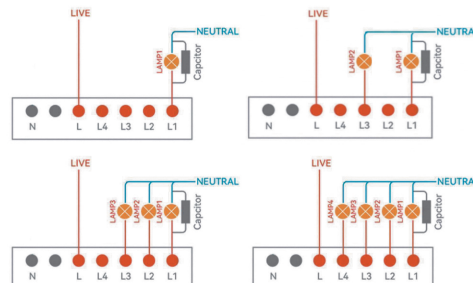
The switch with "N" terminal supports the following wiring mode
A.Fire wire connects "L" terminal
B.Lamp wire connects "L1,L2,L3,L4" terminal
C.Neutral wire connects "N" terminal

Switch supports single live wire working can be wired in the following way
A.Live wire connects "L" terminal
B.Lamp wire connects "L1,L2,L3,L4" terminal
1 gang connects "L1" terminal
2 gang connects "L1, L3" terminal
3 gang connects "L1,L2,L3" terminal
4 gang connects "L1,L2,L3,L4" terminal
C.Capatitance connects first lamp wire and neutral wire.
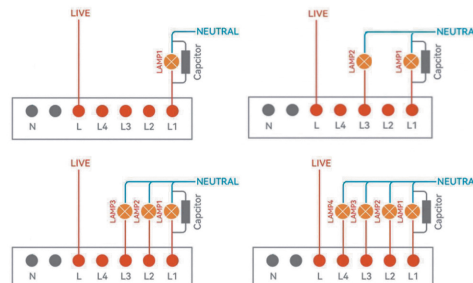
1.Scan the QR code below or search Smart Life in IOS APP store or Google play.

🔍 Smart Life
Google Play   App Store
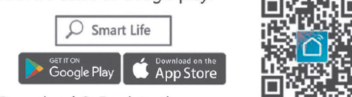
2.Download & Registration
A.Scan the QR code to download "Smart Life" Application
B.Enter the register/login interface,input the phone number for getting verification code to register or through ohter methods at the bottom of page jump to related authorization interface to log in.

EZ Mode
A. Long press any button of the switch until the blue LED flash quickly.
B. Launch "Smart Life" or "Tuya Smart" app tap "+" icon on the top right corner and choose SWITCH(WiFi). Entering WiFi passwords to start paring and finish pairing according to the prompt.

AP Mode
A. Long press any button of the switch until the blue LED flash slowly.
B. Launch Smart Life or TuyaSmart app tap "+" icon on the top right corner and choose SWITCH(WiFi) and tap top right corner change EZ mode to AP mode. Then finish pairing according to the prompt.
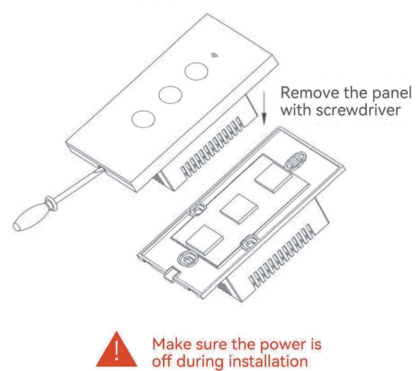
RF Pairing Method(Swtich should support RF)
Long press the button that needs RF control until the button blue LED flash once(also the buld status been changed),then click any button of the RF remote to finish paring.
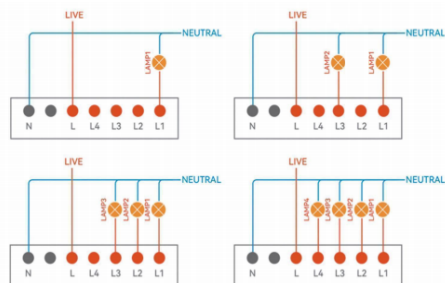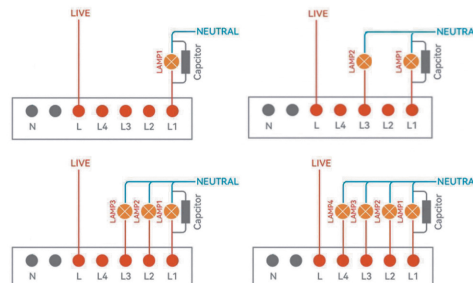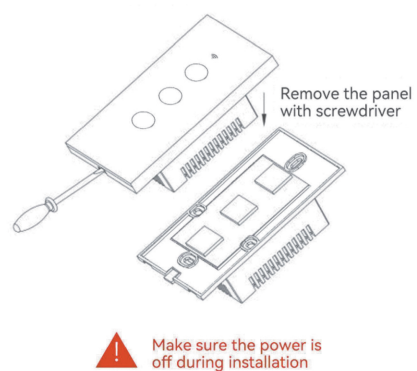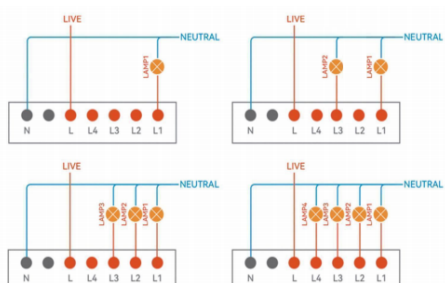
Reset Methods
A. Remove the switch by the app directly.
B. Long press any button of the switch about 10-15 seconds until the Blue LED Flash quickly.