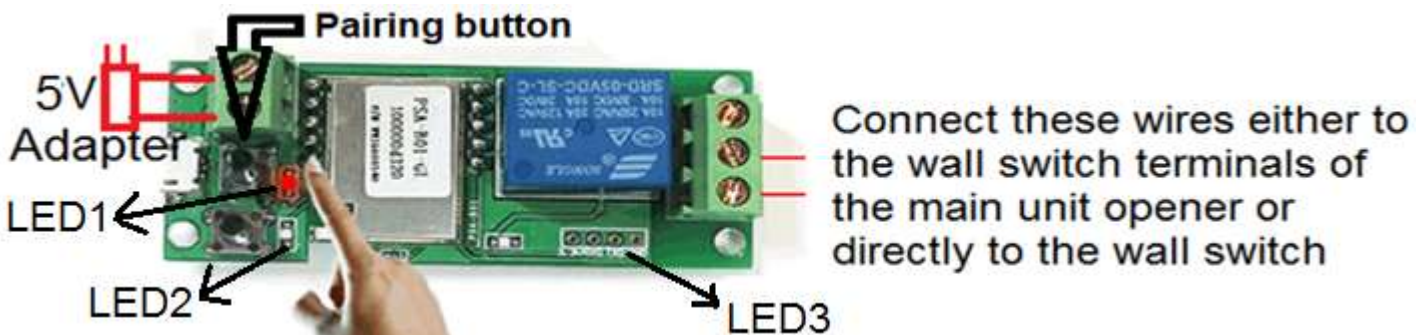


Users should download and install the eWeLink App (available on both Android play store "ewelink" and iOS app store "ewelink-smart home control"). 

After installation, register an account with your email address (not phone#) and a password (at least 8 characters). Enter email verification code to register and then login with your account.

Installation

Please be sure you are close enough to WiFi router and note that this App only installs with 2.4G WiFi communication now but you can change your WiFi to 5G-WiFi after installation (If you couldn't change it please check the problem & solutions section, item 7). After downloading the eWeLink App, open the box and press and hold ONLY the pairing button that is shown in the following picture, beside the red light, for 7Sec until the LED1 light blinks fast (blinks 3 times and pause, repeatedly. It shows that the device is ready for pairing). Please note that pressing other buttons will change the device setting!



Open the App and click on the "+" icon on your App to search for the device. Select the 1st pairing method TOUCH icon (corresponding icon already selected) and click next. Type your home WiFi ID & password (If no password, keep it blank) and click next. The pairing will be completed. It takes 1-3 minutes for the device to be registered by the App and to be added to your account. You can name the device to complete the process. Please note that the device needs 1 minute to connect to your router and server. When the red LED1 is constantly on, the device is "Online" which means it is installed successfully.

After installing the app and making sure that it works correctly (a clicking sound can be heard when you turns the switch On/Off by app or manually by pairing button) connect the two wires of this device either to the wall switch terminals of the main unit opener or directly to the wall switch wires.

Supported functions:

Remote ON/OFF – Turn ON/OFF or Open/Close your connected device from anywhere in the world or at home by your iOS or Android mobile App.

It has a professional timer for 8 times Set scheduled/countdown/loop timers to turn your connected device On/Off or Open/Close, at specified times. Pre-set timers can work even if the internet is not connected to the device anymore.

Shared Control – You don't need to buy another remote. By downloading the app on another cellphone or computer you can easily add another remote to your household. You can also remotely add, modify, delete or enable each additional remote and their authorizations. When you want to add a remote (share the device), both Apps should be online, because if the account you want to share is not online, they will not receive the invitation message.

Security mechanism - Each device has a main user, who can share the device with other people. Other users cannot add devices that have already been registered by a main user. If you wish to transfer a registered device to another account it should be first deleted from the main user's App.

Update -Please update your firmware as soon as receiving the notification for using the latest features.

Voice Control – Even better, this unit works perfectly with Amazon Alexa, Google Assistant, Google Nest, IFTTT, Amazon Echo, Echo Dot, and Amazon Tap. You can ask Alexa to control the device with the following voice commands. Please note that only English and German voice commands are supported. Try out these phrases ({device Name} should be the name of your device):
Alexa, turn on {device Name} or Alexa, turn {device Name} off

History record – You can check who and at what time has turn the connected device On/Off or Open/Close.

Problems and solutions

Please consider that, there are 3 LEDs, the LED1 is for pairing and showing wifi status. The LED2 is button indicates the working mode(on: self-locking mode, off: inching mode that for this application has to be off). And the LED3 indicates relay on or off status(on: turn on connected device, off: turn off connected device).

1. My device has been added successfully but stays “Offline”.

Answers: The newly added device needs 1-2 min to connect to your router and the Internet, after connection the red LED1 will be constantly on. However, if it stays offline for a long time, please check the problem by the Red LED1 status:

1.1. Red LED1 quickly blinks one time and repeats: It means the device failed to connect to the router. The reason may be you have entered a wrong WiFi password or your device is too far away from the router, which causes a weak WiFi signal. Also the device cannot be added with 5G-wifi now and the wireless has to change to 2.4G-wifi when you want to add this device but after installation you can change it to 5G. Lastly, make sure that your router is MAC-open.

1.2. Red LED1 slowly blinks one time and repeats, which means the device has connected to router and server but failed to be added to the device list. In this case power on the device again and if it is still not working, just add the device one more time.

1.3. Red LED1 quickly blinks twice and repeats, this means the device has connected to the router but failed to connect to the server. Check if your WiFi router works correctly.

2. Why the APP can't find the device in pairing status?

Answers: That's because of your phone's cache. Please close the WLAN of your phone (WiFi off) and re-open it after a minute. At the same time, power off the device if you can, and power on to try once more.

3. My WiFi doesn't work! Can I connect the devices to LAN?

Answers: Currently this product does not support LAN or cannot connect to the hotspot. It must connect to the WiFi router.

4. It seems to need to be pushed twice to open or close. Is it normal?

Answers: No, you have wrongly pushed the other button when you wanted to pair your device and so the unit has gone out from the inching mode. Please push the 2nd button once more and then you will see that you just need to push once to open or close the door.

5. The red LED1 remains off when the device is powered on. Pressed the button but it doesn't work.

Answers: The circuit may be broken, inside wires are disconnected or the adapter is broken .

6. I try the above solutions but cannot install the device?

Answers: If the firmware of above models is lower than 1.6.0, then IOS users should select AP icon in adding process and they'll be directed to Phone Setting>WiFi>connect the WiFi begins with ITE**_*****, enter default password 12345678. Go back to eWeLink, click next and click + icon and continue like installation section in this manual.

7. I cannot change the WiFi from 5G to 2.4G, what is the solution?

Answers: Usually when your internet provider installs your router, they consider that you can connect to both 5G or 2.4G. If not, you need to change SSID on your router admin (router configuration page) and create an SSID for 2.4GHz and one for 5GHz (You can also ask your Internet provider to add 2.4G).

8. When I plug the adapter, the LED3 blinks and I cannot add device?

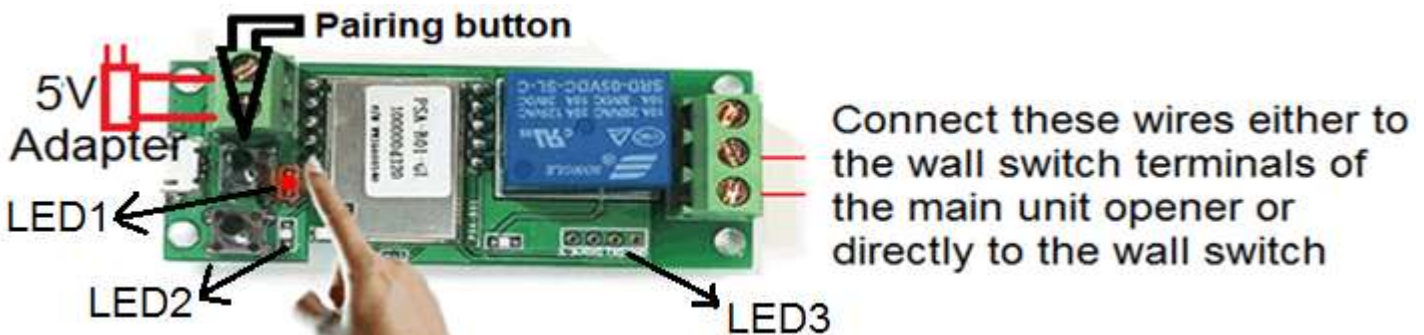
Answers: It needs to be reset. Please unplug the adapter and plug it again. If it happened again Change the adapter 5V with new one.

Users should download and install the eWeLink App (available on both Android play store "ewelink" and iOS app store "ewelink-smart home control"). 

After installation, register an account with your email address (not phone#) and a password (at least 8 characters). Enter email verification code to register and then login with your account.

Installation

Please be sure you are close enough to WiFi router and note that this App only installs with 2.4G WiFi communication now but you can change your WiFi to 5G-WiFi after installation (If you couldn't change it please check the problem & solutions section, item 7). After downloading the eWeLink App, open the box and press and hold ONLY the pairing button that is shown in the following picture, beside the red light, for 7Sec until the LED1 light blinks fast (blinks 3 times and pause, repeatedly. It shows that the device is ready for pairing). Please note that pressing other buttons will change the device setting!



Open the App and click on the "+" icon on your App to search for the device. Select the 1st pairing method TOUCH icon (corresponding icon already selected) and click next. Type your home WiFi ID & password (If no password, keep it blank) and click next. The pairing will be completed. It takes 1-3 minutes for the device to be registered by the App and to be added to your account. You can name the device to complete the process. Please note that the device needs 1 minute to connect to your router and server. When the red LED1 is constantly on, the device is "Online" which means it is installed successfully.

After installing the app and making sure that it works correctly (a clicking sound can be heard when you turns the switch On/Off by app or manually by pairing button) connect the two wires of this device either to the wall switch terminals of the main unit opener or directly to the wall switch wires.

Supported functions:

Remote ON/OFF – Turn ON/OFF or Open/Close your connected device from anywhere in the world or at home by your iOS or Android mobile App.

It has a professional timer for 8 times Set scheduled/countdown/loop timers to turn your connected device On/Off or Open/Close, at specified times. Pre-set timers can work even if the internet is not connected to the device anymore.

Shared Control – You don't need to buy another remote. By downloading the app on another cellphone or computer you can easily add another remote to your household. You can also remotely add, modify, delete or enable each additional remote and their authorizations. When you want to add a remote (share the device), both Apps should be online, because if the account you want to share is not online, they will not receive the invitation message.

Security mechanism - Each device has a main user, who can share the device with other people. Other users cannot add devices that have already been registered by a main user. If you wish to transfer a registered device to another account it should be first deleted from the main user's App.

Update -Please update your firmware as soon as receiving the notification for using the latest features.

Voice Control – Even better, this unit works perfectly with Amazon Alexa, Google Assistant, Google Nest, IFTTT, Amazon Echo, Echo Dot, and Amazon Tap. You can ask Alexa to control the device with the following voice commands. Please note that only English and German voice commands are supported. Try out these phrases ({device Name} should be the name of your device):
Alexa, turn on {device Name} or Alexa, turn {device Name} off

History record – You can check who and at what time has turn the connected device On/Off or Open/Close.

Problems and solutions

Please consider that, there are 3 LEDs, the LED1 is for pairing and showing wifi status. The LED2 is button indicates the working mode(on: self-locking mode, off: inching mode that for this application has to be off). And the LED3 indicates relay on or off status(on: turn on connected device, off: turn off connected device).

1. My device has been added successfully but stays “Offline”.

Answers: The newly added device needs 1-2 min to connect to your router and the Internet, after connection the red LED1 will be constantly on. However, if it stays offline for a long time, please check the problem by the Red LED1 status:

1.1. Red LED1 quickly blinks one time and repeats: It means the device failed to connect to the router. The reason may be you have entered a wrong WiFi password or your device is too far away from the router, which causes a weak WiFi signal. Also the device cannot be added with 5G-wifi now and the wireless has to change to 2.4G-wifi when you want to add this device but after installation you can change it to 5G. Lastly, make sure that your router is MAC-open.

1.2. Red LED1 slowly blinks one time and repeats, which means the device has connected to router and server but failed to be added to the device list. In this case power on the device again and if it is still not working, just add the device one more time.

1.3. Red LED1 quickly blinks twice and repeats, this means the device has connected to the router but failed to connect to the server. Check if your WiFi router works correctly.

2. Why the APP can't find the device in pairing status?

Answers: That's because of your phone's cache. Please close the WLAN of your phone (WiFi off) and re-open it after a minute. At the same time, power off the device if you can, and power on to try once more.

3. My WiFi doesn't work! Can I connect the devices to LAN?

Answers: Currently this product does not support LAN or cannot connect to the hotspot. It must connect to the WiFi router.

4. It seems to need to be pushed twice to open or close. Is it normal?

Answers: No, you have wrongly pushed the other button when you wanted to pair your device and so the unit has gone out from the inching mode. Please push the 2nd button once more and then you will see that you just need to push once to open or close the door.

5. The red LED1 remains off when the device is powered on. Pressed the button but it doesn't work.

Answers: The circuit may be broken, inside wires are disconnected or the adapter is broken .

6. I try the above solutions but cannot install the device?

Answers: If the firmware of above models is lower than 1.6.0, then IOS users should select AP icon in adding process and they'll be directed to Phone Setting>WiFi>connect the WiFi begins with ITE**_*****, enter default password 12345678. Go back to eWeLink, click next and click + icon and continue like installation section in this manual.

7. I cannot change the WiFi from 5G to 2.4G, what is the solution?

Answers: Usually when your internet provider installs your router, they consider that you can connect to both 5G or 2.4G. If not, you need to change SSID on your router admin (router configuration page) and create an SSID for 2.4GHz and one for 5GHz (You can also ask your Internet provider to add 2.4G).

8. When I plug the adapter, the LED3 blinks and I cannot add device?

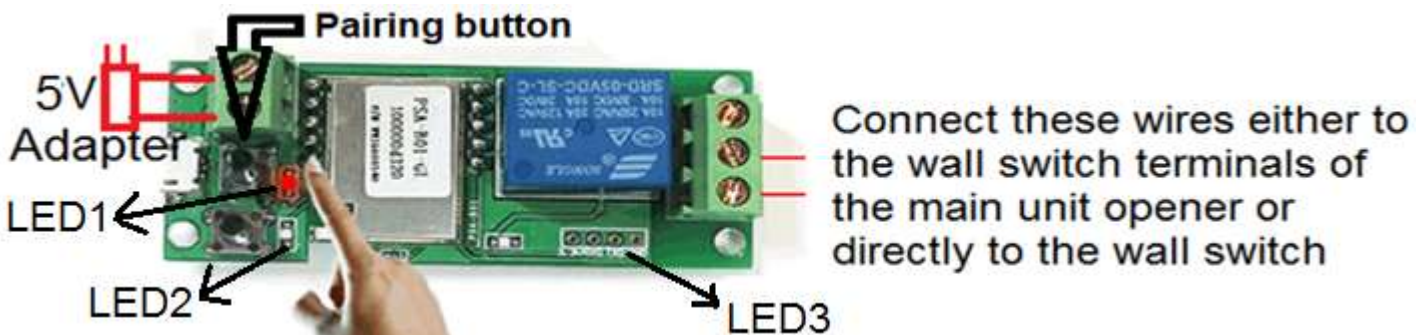
Answers: It needs to be reset. Please unplug the adapter and plug it again. If it happened again Change the adapter 5V with new one.

Users should download and install the eWeLink App (available on both Android play store "ewelink" and iOS app store "ewelink-smart home control"). 

After installation, register an account with your email address (not phone#) and a password (at least 8 characters). Enter email verification code to register and then login with your account.

Installation

Please be sure you are close enough to WiFi router and note that this App only installs with 2.4G WiFi communication now but you can change your WiFi to 5G-WiFi after installation (If you couldn't change it please check the problem & solutions section, item 7). After downloading the eWeLink App, open the box and press and hold ONLY the pairing button that is shown in the following picture, beside the red light, for 7Sec until the LED1 light blinks fast (blinks 3 times and pause, repeatedly. It shows that the device is ready for pairing). Please note that pressing other buttons will change the device setting!



Open the App and click on the "+" icon on your App to search for the device. Select the 1st pairing method TOUCH icon (corresponding icon already selected) and click next. Type your home WiFi ID & password (If no password, keep it blank) and click next. The pairing will be completed. It takes 1-3 minutes for the device to be registered by the App and to be added to your account. You can name the device to complete the process. Please note that the device needs 1 minute to connect to your router and server. When the red LED1 is constantly on, the device is "Online" which means it is installed successfully.

After installing the app and making sure that it works correctly (a clicking sound can be heard when you turns the switch On/Off by app or manually by pairing button) connect the two wires of this device either to the wall switch terminals of the main unit opener or directly to the wall switch wires.

Supported functions:

Remote ON/OFF – Turn ON/OFF or Open/Close your connected device from anywhere in the world or at home by your iOS or Android mobile App.

It has a professional timer for 8 times Set scheduled/countdown/loop timers to turn your connected device On/Off or Open/Close, at specified times. Pre-set timers can work even if the internet is not connected to the device anymore.

Shared Control – You don't need to buy another remote. By downloading the app on another cellphone or computer you can easily add another remote to your household. You can also remotely add, modify, delete or enable each additional remote and their authorizations. When you want to add a remote (share the device), both Apps should be online, because if the account you want to share is not online, they will not receive the invitation message.

Security mechanism - Each device has a main user, who can share the device with other people. Other users cannot add devices that have already been registered by a main user. If you wish to transfer a registered device to another account it should be first deleted from the main user's App.

Update -Please update your firmware as soon as receiving the notification for using the latest features.

Voice Control – Even better, this unit works perfectly with Amazon Alexa, Google Assistant, Google Nest, IFTTT, Amazon Echo, Echo Dot, and Amazon Tap. You can ask Alexa to control the device with the following voice commands. Please note that only English and German voice commands are supported. Try out these phrases ({device Name} should be the name of your device):
Alexa, turn on {device Name} or Alexa, turn {device Name} off

History record – You can check who and at what time has turn the connected device On/Off or Open/Close.

Problems and solutions

Please consider that, there are 3 LEDs, the LED1 is for pairing and showing wifi status. The LED2 is button indicates the working mode(on: self-locking mode, off: inching mode that for this application has to be off). And the LED3 indicates relay on or off status(on: turn on connected device, off: turn off connected device).

1. My device has been added successfully but stays “Offline”.

Answers: The newly added device needs 1-2 min to connect to your router and the Internet, after connection the red LED1 will be constantly on. However, if it stays offline for a long time, please check the problem by the Red LED1 status:

1.1. Red LED1 quickly blinks one time and repeats: It means the device failed to connect to the router.

The reason may be you have entered a wrong WiFi password or your device is too far away from the router, which causes a weak WiFi signal. Also the device cannot be added with 5G-wifi now and the wireless has to change to 2.4G-wifi when you want to add this device but after installation you can change it to 5G. Lastly, make sure that your router is MAC-open.

1.2. Red LED1 slowly blinks one time and repeats, which means the device has connected to router and server but failed to be added to the device list. In this case power on the device again and if it is still not working, just add the device one more time.

1.3. Red LED1 quickly blinks twice and repeats, this means the device has connected to the router but failed to connect to the server. Check if your WiFi router works correctly.

2. Why the APP can't find the device in pairing status?

Answers: That's because of your phone's cache. Please close the WLAN of your phone (WiFi off) and re-open it after a minute. At the same time, power off the device if you can, and power on to try once more.

3. My WiFi doesn't work! Can I connect the devices to LAN?

Answers: Currently this product does not support LAN or cannot connect to the hotspot. It must connect to the WiFi router.

4. It seems to need to be pushed twice to open or close. Is it normal?

Answers: No, you have wrongly pushed the other button when you wanted to pair your device and so the unit has gone out from the inching mode. Please push the 2nd button once more and then you will see that you just need to push once to open or close the door.

5. The red LED1 remains off when the device is powered on. Pressed the button but it doesn't work.

Answers: The circuit may be broken, inside wires are disconnected or the adapter is broken .

6. I try the above solutions but cannot install the device?

Answers: If the firmware of above models is lower than 1.6.0, then IOS users should select AP icon in adding process and they'll be directed to Phone Setting>WiFi>connect the WiFi begins with ITE**_*****, enter default password 12345678. Go back to eWeLink, click next and click + icon and continue like installation section in this manual.

7. I cannot change the WiFi from 5G to 2.4G, what is the solution?

Answers: Usually when your internet provider installs your router, they consider that you can connect to both 5G or 2.4G. If not, you need to change SSID on your router admin (router configuration page) and create an SSID for 2.4GHz and one for 5GHz (You can also ask your Internet provider to add 2.4G).

8. When I plug the adapter, the LED3 blinks and I cannot add device?

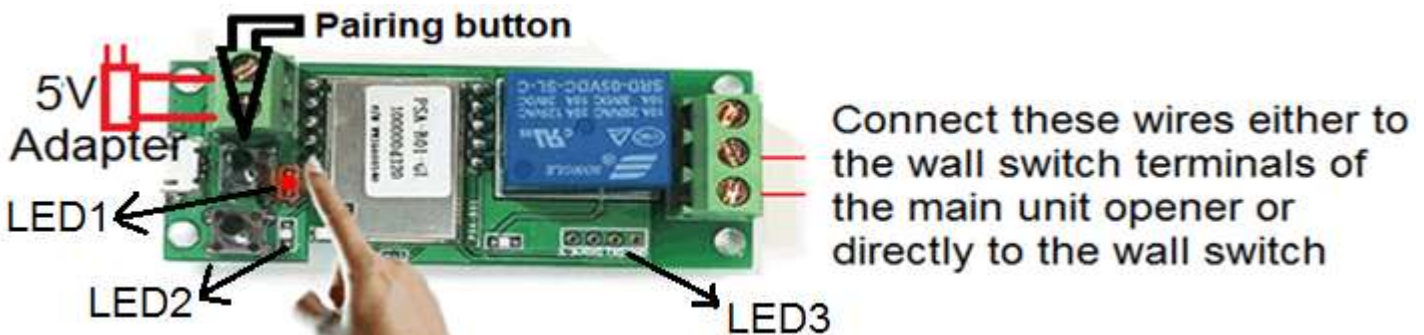
Answers: It needs to be reset. Please unplug the adapter and plug it again. If it happened again Change the adapter 5V with new one.

Users should download and install the eWeLink App (available on both Android play store "ewelink" and iOS app store "ewelink-smart home control"). 

After installation, register an account with your email address (not phone#) and a password (at least 8 characters). Enter email verification code to register and then login with your account.

Installation

Please be sure you are close enough to WiFi router and note that this App only installs with 2.4G WiFi communication now but you can change your WiFi to 5G-WiFi after installation (If you couldn't change it please check the problem & solutions section, item 7). After downloading the eWeLink App, open the box and press and hold ONLY the pairing button that is shown in the following picture, beside the red light, for 7Sec until the LED1 light blinks fast (blinks 3 times and pause, repeatedly. It shows that the device is ready for pairing). Please note that pressing other buttons will change the device setting!



Open the App and click on the "+" icon on your App to search for the device. Select the 1st pairing method TOUCH icon (corresponding icon already selected) and click next. Type your home WiFi ID & password (If no password, keep it blank) and click next. The pairing will be completed. It takes 1-3 minutes for the device to be registered by the App and to be added to your account. You can name the device to complete the process. Please note that the device needs 1 minute to connect to your router and server. When the red LED1 is constantly on, the device is "Online" which means it is installed successfully.

After installing the app and making sure that it works correctly (a clicking sound can be heard when you turns the switch On/Off by app or manually by pairing button) connect the two wires of this device either to the wall switch terminals of the main unit opener or directly to the wall switch wires.

Supported functions:

Remote ON/OFF – Turn ON/OFF or Open/Close your connected device from anywhere in the world or at home by your iOS or Android mobile App.

It has a professional timer for 8 times Set scheduled/countdown/loop timers to turn your connected device On/Off or Open/Close, at specified times. Pre-set timers can work even if the internet is not connected to the device anymore.

Shared Control – You don't need to buy another remote. By downloading the app on another cellphone or computer you can easily add another remote to your household. You can also remotely add, modify, delete or enable each additional remote and their authorizations. When you want to add a remote (share the device), both Apps should be online, because if the account you want to share is not online, they will not receive the invitation message.

Security mechanism - Each device has a main user, who can share the device with other people. Other users cannot add devices that have already been registered by a main user. If you wish to transfer a registered device to another account it should be first deleted from the main user's App.

Update -Please update your firmware as soon as receiving the notification for using the latest features.

Voice Control – Even better, this unit works perfectly with Amazon Alexa, Google Assistant, Google Nest, IFTTT, Amazon Echo, Echo Dot, and Amazon Tap. You can ask Alexa to control the device with the following voice commands. Please note that only English and German voice commands are supported. Try out these phrases ({device Name} should be the name of your device):
Alexa, turn on {device Name} or Alexa, turn {device Name} off

History record – You can check who and at what time has turn the connected device On/Off or Open/Close.

Problems and solutions

Please consider that, there are 3 LEDs, the LED1 is for pairing and showing wifi status. The LED2 is button indicates the working mode(on: self-locking mode, off: inching mode that for this application has to be off). And the LED3 indicates relay on or off status(on: turn on connected device, off: turn off connected device).

1. My device has been added successfully but stays “Offline”.

Answers: The newly added device needs 1-2 min to connect to your router and the Internet, after connection the red LED1 will be constantly on. However, if it stays offline for a long time, please check the problem by the Red LED1 status:

1.1. Red LED1 quickly blinks one time and repeats: It means the device failed to connect to the router.

The reason may be you have entered a wrong WiFi password or your device is too far away from the router, which causes a weak WiFi signal. Also the device cannot be added with 5G-wifi now and the wireless has to change to 2.4G-wifi when you want to add this device but after installation you can change it to 5G. Lastly, make sure that your router is MAC-open.

1.2. Red LED1 slowly blinks one time and repeats, which means the device has connected to router and server but failed to be added to the device list. In this case power on the device again and if it is still not working, just add the device one more time.

1.3. Red LED1 quickly blinks twice and repeats, this means the device has connected to the router but failed to connect to the server. Check if your WiFi router works correctly.

2. Why the APP can't find the device in pairing status?

Answers: That's because of your phone's cache. Please close the WLAN of your phone (WiFi off) and re-open it after a minute. At the same time, power off the device if you can, and power on to try once more.

3. My WiFi doesn't work! Can I connect the devices to LAN?

Answers: Currently this product does not support LAN or cannot connect to the hotspot. It must connect to the WiFi router.

4. It seems to need to be pushed twice to open or close. Is it normal?

Answers: No, you have wrongly pushed the other button when you wanted to pair your device and so the unit has gone out from the inching mode. Please push the 2nd button once more and then you will see that you just need to push once to open or close the door.

5. The red LED1 remains off when the device is powered on. Pressed the button but it doesn't work.

Answers: The circuit may be broken, inside wires are disconnected or the adapter is broken .

6. I try the above solutions but cannot install the device?

Answers: If the firmware of above models is lower than 1.6.0, then IOS users should select AP icon in adding process and they'll be directed to Phone Setting>WiFi>connect the WiFi begins with ITE**_*****, enter default password 12345678. Go back to eWeLink, click next and click + icon and continue like installation section in this manual.

7. I cannot change the WiFi from 5G to 2.4G, what is the solution?

Answers: Usually when your internet provider installs your router, they consider that you can connect to both 5G or 2.4G. If not, you need to change SSID on your router admin (router configuration page) and create an SSID for 2.4GHz and one for 5GHz (You can also ask your Internet provider to add 2.4G).

8. When I plug the adapter, the LED3 blinks and I cannot add device?

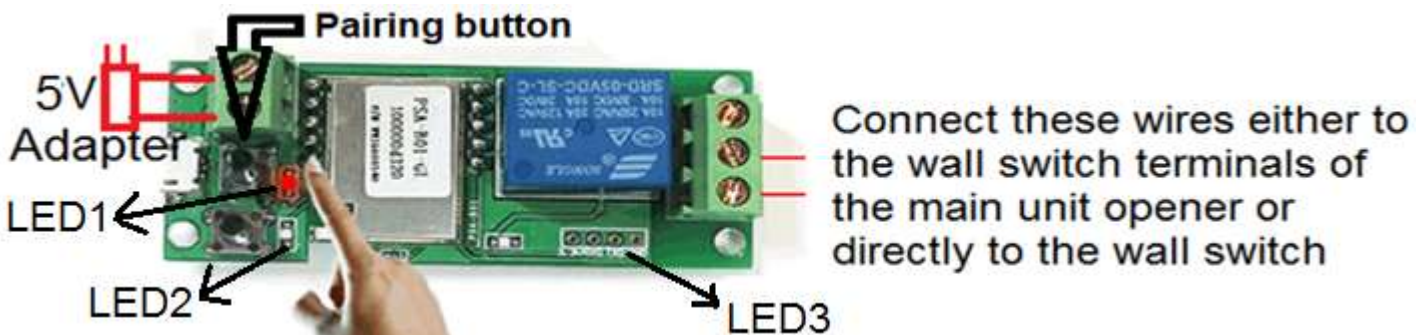
Answers: It needs to be reset. Please unplug the adapter and plug it again. If it happened again Change the adapter 5V with new one.

Users should download and install the eWeLink App (available on both Android play store "ewelink" and iOS app store "ewelink-smart home control"). 

After installation, register an account with your email address (not phone#) and a password (at least 8 characters). Enter email verification code to register and then login with your account.

Installation

Please be sure you are close enough to WiFi router and note that this App only installs with 2.4G WiFi communication now but you can change your WiFi to 5G-WiFi after installation (If you couldn't change it please check the problem & solutions section, item 7). After downloading the eWeLink App, open the box and press and hold ONLY the pairing button that is shown in the following picture, beside the red light, for 7Sec until the LED1 light blinks fast (blinks 3 times and pause, repeatedly. It shows that the device is ready for pairing). Please note that pressing other buttons will change the device setting!



Open the App and click on the "+" icon on your App to search for the device. Select the 1st pairing method TOUCH icon (corresponding icon already selected) and click next. Type your home WiFi ID & password (If no password, keep it blank) and click next. The pairing will be completed. It takes 1-3 minutes for the device to be registered by the App and to be added to your account. You can name the device to complete the process. Please note that the device needs 1 minute to connect to your router and server. When the red LED1 is constantly on, the device is "Online" which means it is installed successfully.

After installing the app and making sure that it works correctly (a clicking sound can be heard when you turns the switch On/Off by app or manually by pairing button) connect the two wires of this device either to the wall switch terminals of the main unit opener or directly to the wall switch wires.

Supported functions:

Remote ON/OFF – Turn ON/OFF or Open/Close your connected device from anywhere in the world or at home by your iOS or Android mobile App.

It has a professional timer for 8 times Set scheduled/countdown/loop timers to turn your connected device On/Off or Open/Close, at specified times. Pre-set timers can work even if the internet is not connected to the device anymore.

Shared Control – You don't need to buy another remote. By downloading the app on another cellphone or computer you can easily add another remote to your household. You can also remotely add, modify, delete or enable each additional remote and their authorizations. When you want to add a remote (share the device), both Apps should be online, because if the account you want to share is not online, they will not receive the invitation message.

Security mechanism - Each device has a main user, who can share the device with other people. Other users cannot add devices that have already been registered by a main user. If you wish to transfer a registered device to another account it should be first deleted from the main user's App.

Update -Please update your firmware as soon as receiving the notification for using the latest features.

Voice Control – Even better, this unit works perfectly with Amazon Alexa, Google Assistant, Google Nest, IFTTT, Amazon Echo, Echo Dot, and Amazon Tap. You can ask Alexa to control the device with the following voice commands. Please note that only English and German voice commands are supported. Try out these phrases ({device Name} should be the name of your device):
Alexa, turn on {device Name} or Alexa, turn {device Name} off

History record – You can check who and at what time has turn the connected device On/Off or Open/Close.

Problems and solutions

Please consider that, there are 3 LEDs, the LED1 is for pairing and showing wifi status. The LED2 is button indicates the working mode(on: self-locking mode, off: inching mode that for this application has to be off). And the LED3 indicates relay on or off status(on: turn on connected device, off: turn off connected device).

1. My device has been added successfully but stays “Offline”.

Answers: The newly added device needs 1-2 min to connect to your router and the Internet, after connection the red LED1 will be constantly on. However, if it stays offline for a long time, please check the problem by the Red LED1 status:

1.1. Red LED1 quickly blinks one time and repeats: It means the device failed to connect to the router.

The reason may be you have entered a wrong WiFi password or your device is too far away from the router, which causes a weak WiFi signal. Also the device cannot be added with 5G-wifi now and the wireless has to change to 2.4G-wifi when you want to add this device but after installation you can change it to 5G. Lastly, make sure that your router is MAC-open.

1.2. Red LED1 slowly blinks one time and repeats, which means the device has connected to router and server but failed to be added to the device list. In this case power on the device again and if it is still not working, just add the device one more time.

1.3. Red LED1 quickly blinks twice and repeats, this means the device has connected to the router but failed to connect to the server. Check if your WiFi router works correctly.

2. Why the APP can't find the device in pairing status?

Answers: That's because of your phone's cache. Please close the WLAN of your phone (WiFi off) and re-open it after a minute. At the same time, power off the device if you can, and power on to try once more.

3. My WiFi doesn't work! Can I connect the devices to LAN?

Answers: Currently this product does not support LAN or cannot connect to the hotspot. It must connect to the WiFi router.

4. It seems to need to be pushed twice to open or close. Is it normal?

Answers: No, you have wrongly pushed the other button when you wanted to pair your device and so the unit has gone out from the inching mode. Please push the 2nd button once more and then you will see that you just need to push once to open or close the door.

5. The red LED1 remains off when the device is powered on. Pressed the button but it doesn't work.

Answers: The circuit may be broken, inside wires are disconnected or the adapter is broken .

6. I try the above solutions but cannot install the device?

Answers: If the firmware of above models is lower than 1.6.0, then IOS users should select AP icon in adding process and they'll be directed to Phone Setting>WiFi>connect the WiFi begins with ITE**_*****, enter default password 12345678. Go back to eWeLink, click next and click + icon and continue like installation section in this manual.

7. I cannot change the WiFi from 5G to 2.4G, what is the solution?

Answers: Usually when your internet provider installs your router, they consider that you can connect to both 5G or 2.4G. If not, you need to change SSID on your router admin (router configuration page) and create an SSID for 2.4GHz and one for 5GHz (You can also ask your Internet provider to add 2.4G).

8. When I plug the adapter, the LED3 blinks and I cannot add device?

Answers: It needs to be reset. Please unplug the adapter and plug it again. If it happened again Change the adapter 5V with new one.