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Smart plugs and smart bulbs will not connect

Smart plugs and bulbs from makers like TP-Link, Philips Hue, Wiz and others let you control lights from your phone or voice. The most common problem is that they will not join your Wi-Fi during setup. Steps differ by brand, so also follow the maker's own app.

Know the Wi-Fi rules

- Most cheap smart plugs and bulbs only connect to a 2.4GHz Wi-Fi network. Many routers broadcast both 2.4GHz and 5GHz under one name, which can confuse setup.
- Keep your phone on the Wi-Fi network you want the device to join.
- Make sure the device is close to the router during setup.

Get ready

1. Check the plug or bulb is powered on and in the correct socket or lamp.
2. Make sure the lamp switch on the wall is on. Smart bulbs do not work if the wall switch is off.
3. Install the maker's app on your phone and create an account.
4. Turn on Bluetooth and location on the phone if the app asks.

Put the device into setup mode

Each brand has its own way, but it often means:

- **Bulbs:** switch the bulb on and off a set number of times, or until it flashes.
- **Plugs:** hold down the button on the plug until the light blinks.

Check the instructions in the box for the exact pattern, as it differs by brand.

If it will not connect

1. Check the Wi-Fi password is typed correctly.
2. Try turning off mobile data on your phone during setup.
3. Restart the router and try again.
4. Try the other Wi-Fi band if your router lets you separate them.
5. Move closer to the router and try again.

Devices that go offline later

Check the router is working, then switch the plug off and on at the wall, or turn the bulb off for ten seconds.

Do not use smart plugs with heaters or cookers unless the plug says it is rated for them.

When to get more help

Get in touch if the device will not enter setup mode or will not join after several tries. We can set it up for you.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.