

Troubleshooting Steps

The steps to connect Wifi.

- Download the "AvatarControls" APP, keep the phone connected to 2.4G WiFi (5G is not supported) and register.
- Enable your smartphone's Bluetooth and hold down the smart plug's power button 5 seconds until the LED indicator is blinking.
- Add device on AvatarControls App, and it will automatically find the device and add it according to the steps.

Device connection failure, Please confirm following.

- Confirm the device is under config mode(flash rapidly).
- Device, smartphone and router are as close to each other.
- Make sure the network function of router and smartphone are unblocked.
- Confirm the entered router password is correct.
- Confirm adding device is under 2.4 WIFI channel. Enable the broadcast and not allow to hide Wi-Fi.
- If router's connected devices reach the amount limit. Please try to turn off some device wifi function and configure again.

To Sync with Alexa.

- Open Alexa App and search for Skill "AvatarControls" and "Enable" OR go more information on AvatarControls app to connect.
- Sign in your AvatarControls account in Alexa App, Tap "Done" and "Discover Devices."