

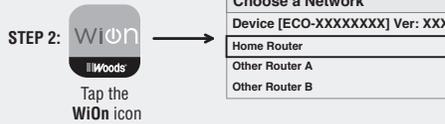


## CONTACT US

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## Section 1: How to Setup and Connect WiOn



Select the Wi-Fi router that you want to link to the WiOn Outlet. Follow on screen instructions. (Note: It may take a few seconds for network communication)

## FAQs:

### Q: Why can I see my neighbor's router and not my own?

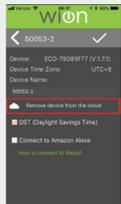
A: It is best to setup WiOn as close to your router as possible during initial setup, and then relocate the switch afterwards. In addition, WiOn is only compatible with 2.4Ghz networks. If your router is dual-band, please ensure you're connecting WiOn to the 2.4Ghz network. If this does not work, we recommend powering your router off then on and trying to connect again. Note that WiOn is not compatible with mesh networks.

### Q: During set up, why does it take so long to search for the router?

A: Connection speeds can vary based on other external interferences. It is best to setup WiOn as close to the router as possible during the initial setup and then relocate the switch to your desired location after setup is complete. If this does not work, we recommend powering your router off then on and trying to connect again. WiOn is only compatible with 2.4Ghz networks. Note that WiOn is not compatible with mesh networks.

### Q: Why can't I see my devices once I leave home?

A: Ensure that the WiOn switch has the cloud enabled within the settings. If the device is connected to the cloud, the setting should say "Remove device from the cloud". If you are operating WiOn on an iOS device, please also ensure that the data is enabled for the WiOn App.



### Q: The ECO network ID does not appear for me to select.

A: Start by resetting your WiOn switch. First unplug the WiOn device, then hold the power button down as your re-insert WiOn back into the outlet. Continue holding the button for 3-5 seconds. Once the blue Wi-Fi status indicator light turns off, release the power button. The blue Wi-Fi status indicator light will begin to blink again indicating that it's rebooted and ready to pair.

### If your device is hardwired: (50054)

1. Press and HOLD the power button at the same time that someone turns the breaker off to the switch.
2. Leave the switch off for about 2 minutes holding the power button down the whole time during this process.
3. Make sure to still HOLD the power button down before you turn the breaker back on.
4. Once power is restored and the blue light stops flashing entirely you can release the power button.

### Q: Some phones or IOS are not compatible to the app/software.

A: Correct, WiOn is only compatible with Apple IOS or Android operating systems. The free App can only be downloaded through the App Store or Google Play store. Please note that the App may not be optimized for larger screens such as tablets.

### Q: I changed my router and now I can't connect, what do I do?

A: Please start by resetting your WiOn switch. From here please follow initial set up instructions. Please also ensure your new router is compatible with 2.4Ghz networks. Note that WiOn is not compatible with mesh networks.

### Q: My WiOn Switch has multiple outlets/loads, can I control them individually?

A: Unfortunately no, WiOn products with multiple outlets or loads will share the same ON/OFF schedules and cannot be controlled individually.

## There is a WiOn™ switch for your indoor or outdoor application!



**50049**  
**Outdoor Wi-Fi Switch**

- Control landscape security lights, patio decor or fountains for convenience year round
- 2-grounded outlets
- Weather-resistant housing



**50053**  
**Outdoor Wi-Fi Yard Stake, 3-Outlet**  
\*Available in the US Market Only\*

- Program outdoor lights and holiday decorations with your smartphone
- 3-grounded outlets
- Weather-resistant housing



**50056**  
**Outdoor Wi-Fi Yard Stake, 6-Outlet**

- (3) Wi-Fi™ controlled outlets
- (3) Switch controlled outlets
- Weatherproof of housing
- 6-foot cord



**50054**  
**Outdoor Wi-Fi Smart Box**

- Save money using a timer on your water heater or pool/spa controls
- Multi-voltage 120-277VAC
- Hardwire connection



**50050**  
**Indoor Wi-Fi Switch**

- Ideal for lamps, appliances and holiday decorations
- 1 grounded outlet



**50051**  
**Indoor Wi-Fi Surge Protector**

- Save energy in the family room or at the office on computers and entertainment systems
- Monitors energy use
- 4 WiFi™ controlled outlets
- 2 constantly "on" outlets



**50055**  
**Indoor Wi-Fi Wall Tap**

- Great addition to the kitchen or home to monitor appliances and control lights
- Monitors energy use
- 1 grounded outlet
- 2 USB charging ports