



Troubleshooting

Smart Plug

Cannot connect to my Wi-Fi network.

Make sure that you have entered the correct Wi-Fi password during the Wi-Fi setup. Check if there are problems with your internet connection. If the Wi-Fi signal is too weak, reset your Wi-Fi router and try again.

I can't find the atomi.smart.XXXX network in my Wi-Fi list.

Make sure your atomi smart device is plugged in and the Wi-Fi light is blinking quickly. If not, unplug your atomi smart device and plug it back in to reboot.

My Wi-Fi network doesn't appear in the atomi smart app.

Use your smartphone to confirm that you have at least two Wi-Fi bars in the vicinity of your atomi smart device. If not, move your atomi smart device closer to your router. (The list will refresh every 10 seconds).

My atomi smart device appears as "Unavailable" in the app.

Refresh the device list.

My atomi smart app is frozen.

Force quit and re-launch the atomi smart app.

I just replaced my router.

To reset the Wi-Fi without losing your atomi smart devices settings, hold down the power button and wait for the LED to change from amber to blinking white, then release.

When the LED begins to alternate white and amber, follow steps 3-5 to associate your atomi smart device with your new network.

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I'm still having trouble!

Wi-Fi networks come in a lot of shapes and sizes with many quirks of their own. It doesn't mean your atomi smart device is malfunctioning. If problems persist, please try these steps, in this order:

1. Force quit and re-launch the atomi smart app. Check to see if this fixes the issue.
2. Unplug your atomi smart device and plug it back in. Check to see if this fixes the issue.
3. Unplug your router and plug it back in. Check to see if this fixes the issue.
4. Delete and reinstall the atomi smart app. Check to see if this fixes the issue.

5. If all else fails, restore your atomi smart device to factory defaults: First, unplug your atomi smart device. Press and hold the power button while you plug it back in.

Keep holding until the Wi-Fi light starts blinking, then release. Wait for your atomi smart device to reboot (about 20 seconds). When the Wi-Fi light starts blinking, repeat steps 3-6 of the setup process.

Note:
This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

Warning:
This product exposes you to chemicals including Lead, which is known to the State of California to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.gov.

For more troubleshooting tips go to
www.atomismart.com/helpPlugs

FC Warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one or more of the following measures:

• Orient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

Radio Exposure Statement
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Still can't connect?

Need assistance?



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Mon-Fri 9:00-5:00 EST (US)



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2 years warranty

Two-year limited warranty from the date of purchase against defects in material and workmanship.

Terminal conditions apply.