

Cyneva Device Instruction Guide

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Before You Begin

To set up your Cyneva device, you will need:

- A stable internet connection
- A 2.4 GHz Wi-Fi network (the Cyneva device is not compatible with 5 GHz networks)
- A smartphone or computer with internet access

Getting Started

Follow these simple steps to set up your Cyneva device and start using it right away:

Step 1: Visit the Portal

Go to <https://portal.cyneva.com> using your web browser.

Step 2: Create an Account

Sign up for a new account by following the instructions on the website. If you already have an account, simply log in.

Step 3: Connect Your Cyneva Device

Follow the on-screen prompts to connect your Cyneva device to your account. Ensure your device is connected to a 2.4 GHz Wi-Fi network.

1. **Powering On the Device:** Plug your Cyneva smart plug into a power outlet. Wait for the device to power up. Hold the power button for 6 seconds for the light to turn blue.
2. **Connecting to Wi-Fi:** Use a smartphone or computer and go to <http://192.168.4.1>

3. Record or write down the numbers in the wifi name start with Cyneva_xxxxxxx
4. Go to <https://portal.cyneva.com>, log in to your account and enter the code you recorded from the last step.

Step 4: Start Using Your Device

Once your Cyneva device is connected, you can begin using it immediately. Explore the features and enjoy the convenience of your new smart device!

Device Overview

The Cyneva device is designed to seamlessly integrate with your smart home system, providing easy control and automation of various connected devices. With simple setup and robust functionality, it enhances your home's connectivity and efficiency.

Troubleshooting

Common Issues and Fixes

- **Device Not Connecting to Wi-Fi:** Ensure your Wi-Fi is 2.4 GHz and that your password is entered correctly. Restart your router and try again.
- **Device Not Responding:** Unplug the power adapter, wait for 10 seconds, and then plug it back in. If the issue persists, perform a factory reset.

Reset Instructions

To reset the device to factory settings, press and hold the reset button on the device for 10 seconds until the blue LED indicator lights up.

Safety Information

- **Usage Environment:** The Cyneva device is intended for indoor use only. Keep it away from moisture, extreme temperatures, and direct sunlight.
- **Power Supply:** Only use the power adapter supplied with your Cyneva device. Using an incorrect power supply can damage the device and void your warranty.
- **Medical Devices:** The device may emit electromagnetic fields that could interfere with pacemakers or other medical devices. If you have any concerns, consult your physician before use.

- **Disposal and Recycling:** Dispose of this product according to local environmental regulations for waste electronic equipment. Do not dispose of household waste.

Maintenance and Care

- **Cleaning Instructions:** Clean the device with a soft, dry cloth. Do not use any chemicals or abrasive materials.
- **Firmware Updates:** Keep your device's firmware updated through the Cyneva app to ensure optimal performance and security.

Policy and Regulatory Information

Terms of Use

By using the Cyneva device, you agree to abide by the terms and conditions outlined in the [Cyneva Terms of Use](#). Please read them carefully to understand your rights and responsibilities.

Privacy Policy

Cyneva is committed to protecting your privacy. We collect and use personal information in accordance with our [Privacy Policy](#). This policy explains how we handle your data and the measures we take to protect your privacy.

Warranty Information

The Cyneva device comes with a one-year limited warranty covering defects in materials and workmanship under normal use. For more details on what is covered and how to make a claim, please refer to the [Warranty Policy](#) or contact customer support.

CE Compliance Statement (for Europe)

This product complies with the essential requirements of the European Union's Directive 2014/53/EU (Radio Equipment Directive). The device can be used in the following countries: [List of countries].

Declaration of Conformity: Hereby, Cyneva declares that the radio equipment type Cyneva AI-Link is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at www.portal.cyneva.com/compliance.

Contact Information

For more information about compliance and safety or if you have any questions, please contact Cyneva support:

- **Email:** support@cyneva.com
- **Website:** www.portal.cyneva.com/support

FCC Warning:

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 try to correct the interference by one or more of the following measures:

- Reorient 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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two 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.

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.