



Thank you for your interest in our Smart device. If you are having trouble connecting through EZ mode (fast-blinking) and AP mode (slow-blinking), it may be due to your router being a simultaneous dual-band router.

You will know your router is simultaneously dual banded because the network will not be separated into two networks (Ex. Netgear50\_2.4g and Netgear50\_5.0g)

If it is a simultaneous dual band router, the Smart device is automatically being routed to the 5.0 Ghz network; you will need to separate the two bands.

**Here are the instructions to separate your SSIDs:**

1. Using the Admin Tool
  - a. Connect to your WiFi network.
  - b. Open a web browser, go to your router's default gateway, and sign in. If you have not changed it, the default username is admin and the default password is password.
    - i. To find your router's default gateway, please refer to this link: <https://www.expressvpn.com/support/troubleshooting/find-default-gateway/>
  - c. Go to Gateway > Connection > Wi-Fi.
  - d. To change your Channel Selection, select Edit next to the WiFi channel (2.4 or 5 GHz) that you'd like to change, click the radio button for the channel selection field, then select your desired channel number.
  - e. To change your WiFi Mode, select Edit next to WiFi Mode, then select your desired mode.
  - f. Select Save Settings.
2. Using your internet service provider's/router's app (for Xfinity customers, please visit: <https://www.xfinity.com/myxFi>)
  - a. Open the app and sign in with your ID and password you've set up
  - b. Go to Network.
  - c. Select Edit WiFi when using the website directly or select the Pencil icon when using the app.
  - d. Uncheck the box next to Broadcast WiFi Name.
  - e. Select Apply Changes.

Please follow the instructions and if you have any questions **contact your internet service provider directly regarding your specific router.** After everything is correctly set on your router, you will be able to connect to your Tuya app.

For Xfinity customers: 1-800-Xfinity

Thank you!