FAQ:

1. **Should I download an APP to control the smart device? (For more details please scan the QR below)**

Yes. We suggest you download the "Gosund" APP, it supports Android5.0 or iOS 13.0 or above system.

How to download the APP?

Option1:
Search for"Gosund"in the Apple APP Store or Google Play.

Option2:
Scan the QR code to enter the download page.

2. Is the 2.4G Wi-Fi a must for these smart devices?

Yes. Our smart devices require a 2.4G wi-fi network when you need to enable smart features like APP control remotely and voice control.

3. How to create a 2.4g Wi-Fi?

If your new router is dual-band, please make sure your 5G is disabled while using 2.4g for the device to connect successfully. Here is a video link for your reference.
https://www.youtube.com/watch?v=JCvWeegGgT8
Or try to connect the smart plugs via your phone's data hotspot/friends' phone's hotspot first, just open the hotspot as wi-fi, and then follow the instructions to connect.

4. How to connect the smart plugs to Wi-Fi/APP? (For more details please scan the QR below)

First, please reset the device before you connect it to your wi-fi. Second, please make sure the smart plugs are in a stable 2.4G Wi-Fi range. Third, follow the instruction and try both EZ and AP modes for successful connecting.
Please refer to the short videos below
AP mode   https://youtu.be/uMY2f5TA5WA
Easy mode   https://youtu.be/iW1ikoi4Nz0

After download APP and login, make sure the indicator under blinking, then please use our APP "Add device" then scan the QR code and get into Quick Pairing, connect the device and APP. If you meet any issue, contact us via official website or APP.

5. How to reset the smart plugs?

To reset, all you need is to press and hold on to the power button of the smart product (5 seconds) then you'll hear a click sound.

6. How to connect the smart plug with Alexa or Google Assistant? (For more details please scan the QR below)

A. First download the Amazon Alexa APP, and log in to the Alexa account successfully.

B. Power on the Alexa speaker and make sure the Alexa speaker is connected to the network successfully

C. Open the Alexa APP and select Skills & Game, enter the APP name "Gosund" and click the search icon.

D. Find "Gosund" and click "Enable to Use", then sign in Gosund APP to enable the skill. The device can be controlled by Alexa.

How to connect Alexa or Google Assistant ?

7. What's the warranty?

We offer a 12-month warranty for any quality issues.