# Wemo Insight Smart Plug, F7C029 Frequently Asked Questions

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## PRODUCT INFORMATION

**1. What is the Wemo® Insight Smart Plug, F7C029?**

The **Wemo® Insight Smart Plug, F7C029** is a home automation device that will allow your home appliances to connect to your Wi-Fi. Using your Android™ or iOS device, you can program your home appliances to switch ON or OFF from anywhere. The Wemo Insight also has the unique feature of tracking the electricity usage of devices plugged into your Wemo Insight. Additionally, the Wemo Insight has a modular design which allows you to easily add Wemo Insight smart plugs to your wall sockets.

**NOTE:** The Wemo Insight's plugs and voltage requirements may vary depending on the region or country.

**2. What do the lights on my Wemo Insight mean?**

For the light behavior and their corresponding status, click here(https://www.belkin.com/us/support-article?articleNum=122246).

**3. What is the Wi-Fi range of my Wemo Insight?**

The Wemo Insight's Wi-Fi range is up to **95 m** or **300 ft**. However, this can be affected by interference from appliances, walls, and other devices.

**4. What is the frequency used by the Wemo Insight?**

**5.  How much power does my Wemo Insight consume?**

The Wemo Insight uses very little power; only about a sixth of the power that a clock radio consumes.  Wemo devices use less than **1.5 W**.

**6.  How much bandwidth does the Wemo Insight use?**

The Wemo Insight uses very little bandwidth and will only use your internet bandwidth when you have **Remote Access** enabled.

**7.  How many smartphone devices can control the Wemo Insight?**

Wemo Insight can be controlled by up to **six** mobile devices in the same local network.

**8.  Does the Wemo Insight require an internet connection to work?**

Wemo requires a Wi-Fi router for setup and day-to-day usage but does not require an internet connection **except** when using Remote Access.  As long as your router is ON, your Wemo units will function normally, including any Rules that you create.

**NOTE:**  Connection issues will **NOT** affect Rules configured on the Wemo device.  It will only affect Remote Access.  This means the Rules that you have set up will still function in your local network.

**9.  What are the operating and storage conditions for the Wemo Insight?**

The advised operating condition for the Wemo Insight is:
- Temperature:  0°C to 40°C
- Humidity:  Max 80% RH

Storage condition for all components:
- Temperature:  -30°C to 70°C
- Humidity:  90% RH (none condensing)

**10.  Can my Wemo App control Wemo devices in different homes remotely (on multiple networks)?**

No.  If you want to set up another Wemo device in another location through Remote Access, you need to set it up with a **different** mobile device aside from the one you used to set up the Wemo devices in your local

use another mobile device to set up the Wemo device in another location. This could be another smartphone or a tablet.

### 11.  What are the items captured in Wemo Insight's log?

The Wemo Insight captures up to 45 days of data and export data is backed up every 30 minutes.  This means that you could lose only up to 30 minutes of data at most when you export the Wemo Insight's log via email.  You can choose to export the data manually or automatically (**Daily**, **Weekly**, or **Monthly**).  The items captured in the logs are:

- Last Update entry
- Device Name
- Device MAC address
- Signal Strength (%) (Wi-Fi to connected Wi-Fi network)
- Energy Cost per kWh configured on app
- Currency type
- Threshold (Watts) configured on app
- Daily Usage by date and time
- Power consumed for the past 30 mins (kWh)
- Power Consumption ON (kWh)
- Time STANDBY (Hours)
- Power Consumption STANDBY (kWh)

### 12.  What is the warranty period for the Wemo Insight?

The Wemo Insight has a **1-year warranty** for US and **2-year warranty** for Middle East Asia and Asia Pacific.

### 13.  What is the micro USB port at the top of the Wemo Insight for?

The micro USB port at the top of the Wemo Insight might eventually be used for sensors or accessories to be plugged into it.

### 14.  What are the maximum and minimum operating temperatures for my Wemo?

Based on the ambient air temperature for the location the Wemo is at, it could have a minimum operating temperature of **-10°C / 14°F** and a maximum of **40°C / 104°F**.

### 15.  What is the standby power usage of this device?

### 16.  What does my Wemo Insight do?

- Tracks electricity usage and cost over time
- Controls electronics from anywhere over 3G/4G/Wi-Fi
- Schedules when your electronic devices should turn ON/OFF
- Determines if the electronic device is ON/OFF
- Monitors time, energy and cost
- Receives notifications of status change and usage of the device that is plugged into the Wemo Insight
  - Ex: Kids watching TV too long?  Want to know when your laundry is done?
- Energy Monitor + Wemo Switch in one
- Exports power data to email (*.cvs* format)
  - Use Wemo App to enter your email address and schedule exports of data by **Daily**, **Weekly** or **Monthly**

## COMPATIBILITY

### 1.  Can I use Wemo with a device that has a digital power switch?

If you use a device that has a digital power switch (such as a television), Wemo will be able to switch OFF the device.  But the device has to be **manually** powered ON when the Wemo is switched back ON.  This is because the default state of digital power switch devices is set to OFF.

### 2.  Will Wemo work with jail-broken phones?

No.

### 3.  What networks will not work with Wemo?

- **Enterprise networks -** For security reasons, enterprise router security is set up with a series of firewalls that Wemo does not support.

  **NOTE:**  You can still use these networks to remotely connect to the Wemo devices in your home.
- **Café networks -** Café style networks (i.e., coffee shops, libraries, etc.) usually require a browser to provide additional login credentials to get on the network, which Wemo does not support.

  **NOTE:**  You can still use these networks to remotely connect to the Wemo devices in your home.
- **Cellular hotspots -** Using a cell phone or cellular hotspot device is not supported by Wemo.

characters in the Wi-Fi name or password. If possible, change the Wi-Fi name and password to something
using standard alphanumeric characters.

4. <u>What</u> devices will work with my Wemo Insight?

Wemo works best with devices that have physical power switch like lamps, heaters, and fans. However,
devices with a digital interface such as televisions may not turn ON when the Wemo's power is resumed and
instead would go into standby mode.

5. <u>Does the Wemo Insight support Apple® HomeKit™?</u>

The Wemo Insight does not support Apple HomeKit due to its hardware limitations. If you want to connect the
Wemo Insight to the Apple Home app, you can use the Wemo Bridge, F7C074. The device serves as a
bridge between the Apple Home app and Wemo devices; and enables Wemo devices to be managed by Siri®
Voice Control using an iPhone, iPad® or Apple Watch®. For steps on how to set up the Wemo Bridge with
the Apple Home app, click here(https://www.belkin.com/us/support-article?articleNum=208583).

## SETUP AND CONFIGURATION

1. <u>How</u> do I set up my Wemo Insight?

Setting up your Wemo can be done using your mobile device. For more information, click
here(https://www.belkin.com/us/support-article?articleNum=80142).

2. <u>How</u> do I configure a Rule when a device has sensed power ON/OFF or ON for a specific duration?

One of the special features of the Wemo Insight is its **Usage Alerts** feature. With this option, you can create
a Rule when power is sensed for either ON/OFF or power is ON for a specific duration (hrs/min). For
example, you can monitor how long the TV has been ON or how long a game console has been ON. Also,
you can monitor how long a device has been ON/OFF for a specific time duration.

To set up Usage Alerts, follow these steps:

> **Step 1:** On the Wemo App, select the **Rules** tab.

> **NOTE:** If there's already a Rule created, tap the **+** sign at the upper right corner of the
> window.

> **Step 2:** Under **GET NOTIFIED**, select the **Usage Alerts** option.

device:

- **power on** - Insight detects device has powered ON
- **power off** - Insight detects device has powered OFF
- **power is on for…** - Insight detects how long the device has been on for the time duration you have specified (1 min - 23 hrs)
- Select how often to be notified by sending a notification via email (**notify every time**, **5 min**, **10 min**, **15 min**, **30 min**, **1 hr**, **2 hrs**, **3 hrs**, **12 hrs**, **Day**)

3. <u>How d</u>o I configure a Rule by time, sunrise/sunset?

This Rule is perfect to either schedule a device to turn ON/OFF at a specific time or by Sunset/Sunrise (ex. lamp, slow cooker, fan, portable heater and more).  To configure your device, follow these steps:

**Step 1:**  On the Wemo App, select the Wemo Insight then tap the **Rules** tab.

**NOTE:**  If there's already a Rule created, tap the **+** sign at the upper right corner of the window.

**Step 2:**  Under CONTROL A SWITCH, select the **By time, sunrise/sunset** option.

**Step 3:**  Tap the name of your Wemo Insight and select the setting that you prefer for your device:

- **on until time** – Turns ON and OFF at a specified time
- **on** – Turns ON at a specified time.  The Wemo Insight will stay ON until manually turned OFF or until a new Rule begins to activate.
- **off** – Turns OFF at a specified time.  The Wemo Insight will stay OFF until manually turned ON or until a new Rule begins to activate.

4. <u>How </u>do I put the electric cost per kWh and configure the settings of my Wemo Insight?

Adjust your currency per kWh based on your electric bill for accurate readings.  For more information, click here(https://www.belkin.com/us/support-article?articleNum=229106).

**TROUBLESHOOTING**

1. <u>How </u>do I power cycle my Wemo Insight?

To power cycle, unplug your Wemo Insight from the power socket then replug to the power socket.

There are **two ways** to perform a factory reset on your Wemo Insight, manually and through the Wemo App on your device.  Restoring your Wemo device will erase all the settings and set it back to factory defaults. Before restoring a Wemo device to its original settings, make sure to disable **Remote Access** and any Rules associated with that Wemo device.

To manually perform factory reset on your Wemo Insight, follow these steps:

> **Step 1:**  Unplug your Wemo Insight from the power socket.

> **Step 2:**  Plug it back in, then press and hold the restore button found on top of the Wemo Insight for **5 seconds**.

To reset the Wemo Insight using the Wemo App, follow these steps:

**NOTE:**  Make sure you are on the same Wi-Fi as your Wemo unit(s) before proceeding with the steps below:

> **For iOS devices:**

>> **Step 1:**  On the Wemo App, tap the pencil icon to edit.

>> **Step 2:**  Select the Wemo Insight that you want to reset then select **Reset Options**.

>> **Step 3:**  Select **Reset Name, Rules & Data**, **Reset Wi-Fi settings**, or **Erase All Content and Settings** to clear data and restore settings to default values.

>> **Step 4:**  When asked for a confirmation, tap **Yes**.

> **For Android devices:**

>> **Step 1:**  In the Wemo App, tap the pencil icon to edit.

>> **Step 2:**  Select the arrow next to the Wemo Insight that you want to reset then select **Reset Options**.

>> **Step 3:**  Select **Clear Product Info**, **Reset Wi-Fi**, **or Erase All Content and Settings** to clear data and restore settings to default values.

For more instructions on how to reset your Wemo device to factory defaults, click here(https://www.belkin.com/us/support-article?articleNum=8035).

3.  **How do I delete a Rule?**

To delete a Rule, follow these steps:

> **Step 1:**  On the Wemo App, select the **Rules** tab.

> **Step 2:**  Tap the Rule that you want to delete then tap **DELETE**.

For more instructions, click here(https://www.belkin.com/us/support-article?articleNum=95205).

4.  **What is a Rule Conflict?**

If you try to set multiple Rules for a single Wemo device that have conflicting time schedules and opposed to each other, a **Rule Conflict** prompt will appear.  You'll be guided to adjust the timing of the Rule and resolve the conflict.

5.  **What is a Rule Overlap?**

If you try to set multiple Rules for a single Wemo device that have overlapping time schedules, a **Rule Overlap** prompt will appear.  You'll be guided to adjust the timing of the Rule and resolve the overlapping issues.

6.  **What should I do if my Wemo device starts to feel hot?**

Though it is **normal** for your Wemo to feel warm when in use, it is never supposed to feel hot.  If this happens, unplug the unit and allow it to cool down.  The maximum power capacity of Wemo is **15A/1800W** at 120V in the US.  Exceeding this limit can damage your Wemo.  If your Wemo continues to feel hot, discontinue use and contact Belkin Support(https://www.belkin.com/us/contactus/support/) immediately.

**NOTE:**  The Wemo Insight's plugs and voltage requirements vary per region or country.

7.  **Why is Remote Access not working on my Wemo Insight?**

**Remote Access not enabled**

During Wemo setup, it attempts to enable the Remote Access feature.  In case you were not able to set up this feature, you can enable Remote Access on your Wemo anytime.

**Long response time**

When accessing Wemo remotely, the Wemo App contacts the **Remote Cloud Server** which relays the command back to your Wemo device at home.  The App sets a response time to connect to the Remote Cloud Server and if it doesn't receive a response, it will show the message **Not Detected**.  It may take some time for the Cloud to locate your Wemo depending upon network congestion.

**The Wi-Fi name of the router has special characters**

If the Remote Access feature is not working on your Wemo Insight using the Wemo App, check the router's Wi-Fi name (SSID).  If the router's SSID has special characters such as **'**, **<>**, **&**, **"**, Remote Access will not work.  Belkin is working on a fix to resolve the issue.

To learn how to resolve issues with the Remote Access feature of your Wemo device, click here(https://www.belkin.com/us/support-article?articleNum=8267).  To learn more about common Wemo device issues, click here(https://www.belkin.com/us/support-article?articleNum=44526).

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