

## Setting up the Wemo Switch:

### Setting up the Wemo® Insight, Wemo® Switch and Wemo® Switch + Motion

This article will help you set up the following Wemo® devices:

- Wemo® Insight Smart Plug, F7C029
- Wemo® Switch Smart Plug, F7C027
- Wemo® Switch + Motion, F5Z0340

Setting up Wemo is incredibly simple. All you need is:

- Your Wemo device
- An appliance you'd like to control
- Android™ 4.4 device or higher
- iOS 9.0 device or higher
- Wi-Fi settings



**QUICK TIP:** If you don't know your Wi-Fi settings, you can find the Wi-Fi name and password by checking the router settings on the web-based setup page. To learn how, click [here](#).

**WARNING:** The Wemo Insight's plugs and voltage requirements vary per region or country. Make sure to check your Wemo Insight's voltage specification before plugging it in to a power outlet. Depending on its model number, the voltage specification can be found on a sticker at the back or bottom of the device. Also, make sure that your router's Wi-Fi has a frequency of 2.4 GHz.



**Step 1:** On your mobile device, download and install the latest  App from the [App Store®](#) or [Google Play™ store](#).

**Step 2:** Once installed, open **Settings** and enable **Wi-Fi**.

**Step 3:** Locate and connect to the Wemo with the same Wemo ID found at the back of the Wemo unit you are trying to install. The Wemo ID is the word **WeMo** followed by the Wemo model, then **three** alphanumeric characters. For example, **WeMo.Insight.xxx**. Also, the Wemo device is not secured thus, it will not ask for a password when you try to connect to it upon installation.

**QUICK TIP:** If your Wemo device does not show up in the Wi-Fi search, try the following:

- Make sure that your iOS or Android device and the Wemo device is within the range of the router.
- Make sure that the Wemo device is plugged in to a power outlet. If it is already properly plugged in, try rebooting the Wemo device.
- Press the **Reset** button and start all over.
- Some Android versions have an option enabled called **Smart Network Switch** or sometimes called **Mobile Network Switch** and **Auto-switch to mobile network**. This option allows your Android device to switch between saved Wi-Fi and data connections on its own. With this option enabled, your smart device may switch back to your saved Wi-Fi or data connections while you are performing the setup on your Wemo, causing the setup to fail. Before setting up your Wemo, it is recommended that you disable this feature. For more information, click [here](#).



**Step 4:** Launch the Wemo App on your mobile device. Make sure that the **Remember Wi-Fi Settings** option is checked so the Wemo App can save your Wi-Fi settings.

**NOTE:** The **Wemo Motion** has two parts. Make sure to securely connect the sensor to the plug in. For simplicity, plug in and set up your Wemo devices one at a time.



It will then notify you that it's connected to your Wemo device and will try to connect to your router's main Wi-Fi.

**Step 5:** When prompted, select your router's main Wi-Fi.



Step 6: Enter your router's Wi-Fi password in the given field. Then, tap **Save**.

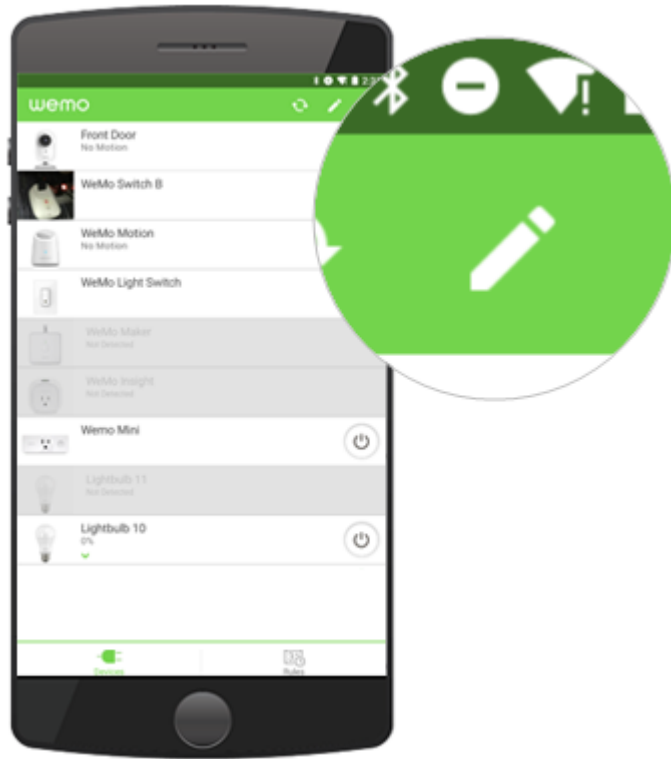


It will then say that it's attempting to set up remote access. Once the setup is complete, it will prompt you that Remote Access has been enabled. Tap **OK**.

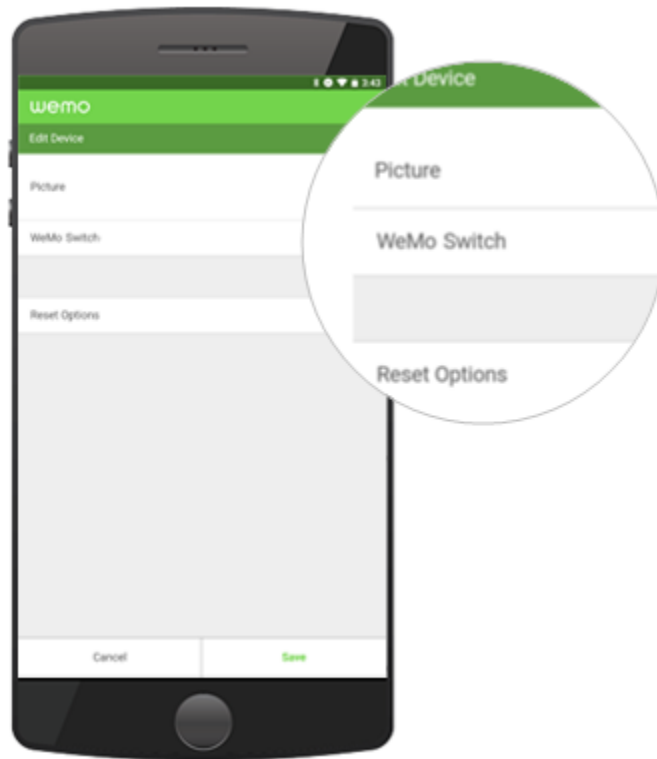


**Step 7:** You will then be directed to a window where you will be shown the settings of your Wemo device. You may edit the **Name**, **Picture**, and **Email** of your Wemo device in this window. Once finished, tap **Save**.

You will then be directed to the Wemo App Home with your Wemo device in the list. For easy identification, you may customize the settings of your Wemo device. Just tap the **pencil** icon to modify.



Here, you can customize the **Name** and **Picture** of your Wemo device.



You have now successfully set up your Wemo device.

**NOTE:** If you're having problems with setting up your Wemo device, try uninstalling and reinstalling the Wemo App then set up the Wemo device again.

You can also watch the [Wemo Setup Video](#) for more troubleshooting tips.

### **Configuring the power monitoring and sensor input settings on the Wemo Insight**

You can track the average electricity spent by a device and the duration of its usage using one of Wemo Insight's features, **Usage Alerts**. It can also calculate the cost of operating the device based on your currency input. When you have successfully set up your Wemo Insight, you can now proceed to configuring its power monitoring and sensor input settings.

#### **Related Articles:**

[Wemo® Insight Smart Plug, F7C029 indicator lights](#)

[Wemo® Insight Smart Plug, F7C029 Frequently Asked Questions](#)

[Wemo® Switch + Motion, F5Z0340 Frequently Asked Questions](#)

[How to reset or restore my Wemo® device to factory defaults](#)

[Manually enabling or disabling Remote Access on your smartphone or tablet through the Wemo App](#)

[What to do if Remote Access is lost on the Wemo® device](#)

#### **Controlling the device using your voice:**

#### **Controlling your Wemo® devices with your voice using Amazon Echo™**

A benefit of Smart Home technologies like Wemo® is the ability to control your devices using your smartphone or tablet. Using the voice control functionality of the Amazon Echo™, you can tell Alexa what to do with your Wemo devices. Depending on what Wemo device you have, you can have them do a few different things:

- Turn a Wemo ON or OFF
- Control multiple Wemo devices at once using groups

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## **Where to start**

You need to link your Wemo devices to your Amazon Echo account. If you haven't done this yet, check out [this](#) article and then come back here when you are finished.

Before doing any voice control of your Wemo devices, you will want to check their names. Alexa has a few recommendations and tips to use when naming your devices:

### **1. Don't use numbers, spell it out instead**

If you have a Wemo device called Light Switch 1, change its name to Light Switch One instead. This will be easier for Alexa to recognize.

## 2. Be careful when naming groups

If you will be using groups, check the names you use. If you give a similar name to a group that you have given a Wemo device, your Amazon Echo might have trouble with the command. If it does, it will ask you to confirm which device or group you wish to control. It is recommended to give your group a different name than your Wemo devices.

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## Voice commands that can be used

There are commands that can be used by all supported Wemo devices, while some can only be used by specific products. Below is a list of some of the base functions you can use.

**QUICK TIP:** Your Wemo devices can be controlled individually or as a group set up through the Alexa App.

**1. Alexa, Turn (Wemo/group name) On** - This will turn a Wemo or group of Wemo devices ON. Any Wemo devices that are already ON will stay ON.

Available on Wemo® Switch Smart Plug (F7C027fc), Wemo® Insight Smart Plug (F7C029fc) and Wemo® Wi-Fi Smart Light Switch (F7C030fc).

**2. Alexa, Turn (Wemo/group name) Off** - This will turn a Wemo or group of Wemo devices OFF. Any Wemo devices that are already OFF will stay OFF.

Available on Wemo® Switch Smart Plug (F7C027fc), Wemo® Insight Smart Plug (F7C029fc) and Wemo® Wi-Fi Smart Light Switch (F7C030fc).

### Updating the firmware of a Wemo Device:

#### Updating the firmware of your Wemo® device

All computer programs, excluding **firmware**, require an operating system to function. Updating your Wemo® device's firmware to the latest version keeps it running smooth and gives you one less thing to worry about.

New firmware releases are posted on the Wemo Firmware Server. Your Wemo reaches out to this server daily and compares your current firmware version to what is the newest on the server. If an update is available, a pop-up message will appear on your Wemo App to prompt you to install it.

Before you update the firmware of your Wemo device, check the following:

- Your Wemo device or devices should be properly set up.
- Your Wemo device should be powered ON.
- Your Wemo device and the mobile device where your Wemo App is installed should be connected to the internet.

**NOTE:** Wemo App images may vary depending on the device (iOS or Android) being used.



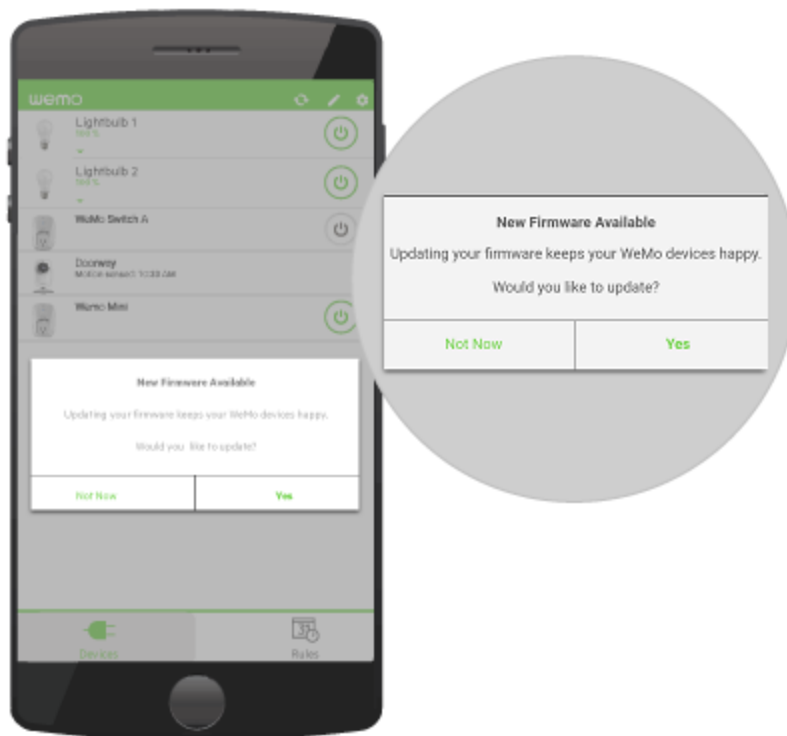
**Step 1:** Open your Wemo App. For iOS devices, you'll find this on the Home screen. For Android devices, access it through the App drawer / tray.

**QUICK TIP:** Check if your Wemo App is up to date for the latest improvements and fixes. Click [here](#) to go to the Wemo App page in App Store®. For Android™ users, click [here](#).

**NOTE:** For Android-based smartphones that do not use the App drawer / tray, the Wemo App will be on the Home screen.

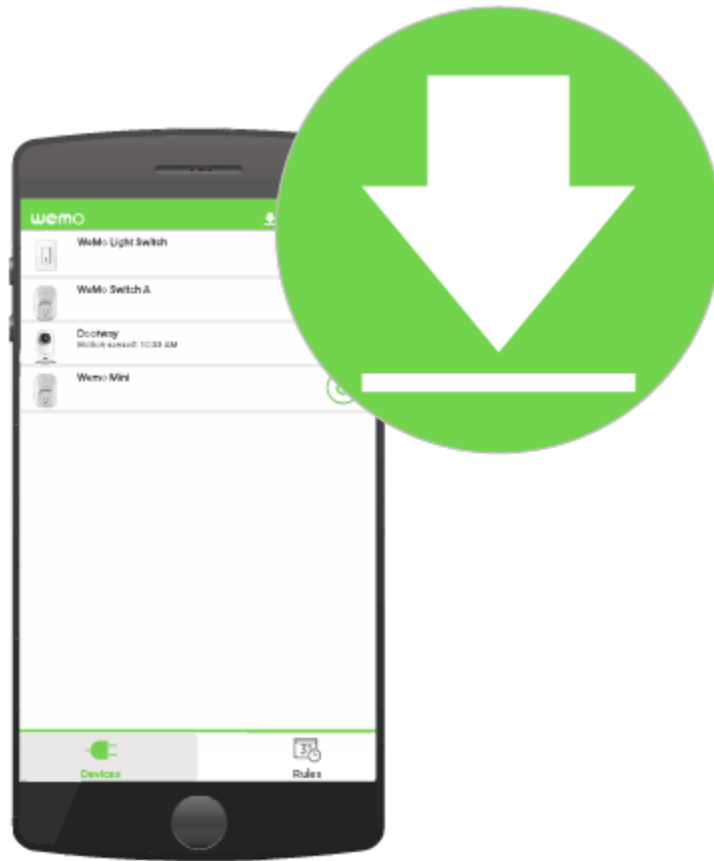
**Step 2:** Update your firmware through one of the following methods:

- If a firmware update is available, you'll be prompted by a pop-up window. Tap **Yes** to proceed.

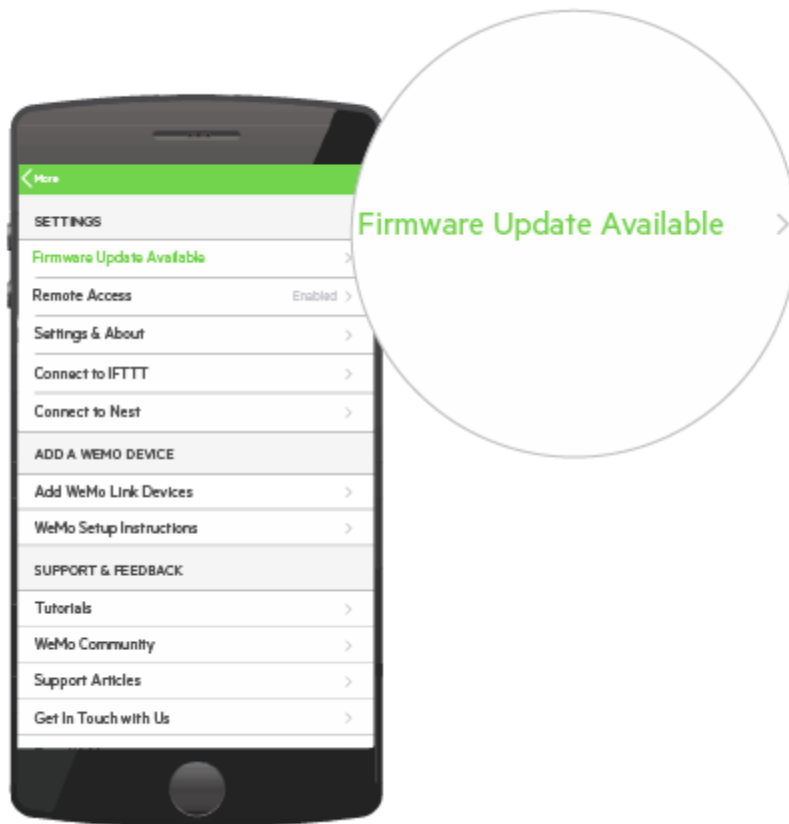


- On the **Devices** section, tap on the Download icon at the upper right portion of the screen. Once prompted, tap **Yes**.

**NOTE:** Skip this method if you have an iOS device.



- On the upper-right corner of **Devices** section, tap the **gear icon** for Android devices or **More** for iOS devices. Then, select **Firmware Update Available** and accept the update after reading the release notes.

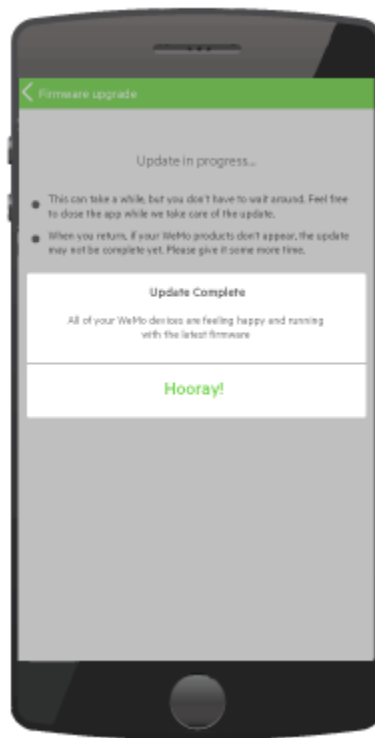


**Step 3:** The update will begin. Wait for a few minutes.

**NOTE:** Once you start the firmware update process, the lights on your Wemo devices that are updating will begin to blink.



When the update is complete, you will see a pop-up message similar below. The Wemo device will then reboot.



You should have now successfully updated the firmware of your Wemo device.

### Common Issues with Wemo Devices:

#### Common issues with Wemo® devices

Wemo® devices such as the Wemo® Mini Smart Plug, F7C063, Wemo® Insight Smart Plug, F7C029, and Wemo® Wi-Fi Smart Dimmer, F7C059, may encounter issues with regard to their functionality. To troubleshoot these issues, follow the instructions below:

[Multiple WAP environment](#)

[Intermittent Wi-Fi connection](#)

[Remote Access failed](#)

[Why can't I enable Remote Access?](#)

[Wemo device turns ON by itself without Rules set](#)

[Wemo will not save a Schedule Rule](#)

[Duplicate devices showing](#)

[Other issues](#)

[Wemo device "Loses" settings](#)

[Devices do not show up in App](#)

[Wemo will not connect to the router's Wi-Fi](#)

#### Multiple WAP environment

If you have several wireless access points at home, make sure that your mobile device is connected to the same Wi-Fi as your Wemo devices, otherwise you won't be able to connect to your device. You may also update your Wemo devices' firmware to fix this issue. To learn how, click [here](#).

#### Intermittent Wi-Fi connection

Test the Wi-Fi connection by setting up the Wemo device near your router. Make sure that no device or furniture is interfering with your Wemo device and router's connection. For more troubleshooting tips on how to resolve an intermittent Wi-Fi connection, click [here](#).

**QUICK TIP:** Most routers limit the number of devices that can connect to it. This can cause other devices to drop off the network once the number of connected devices reaches the router's limit. Check your router's specifications for more information.

#### Remote Access failed

To adjust the Remote Access settings, you must be within the range of your home Wi-Fi. If you're having trouble connecting to your Wemo devices via Remote Access, there are ways to resolve this:

- Navigate to the Settings section in the Wemo App and make sure that the Remote Access feature is enabled.
- Verify if your mobile device has a strong internet connection.

- Restart your mobile device.

## Why can't I enable Remote Access?

Here are some reasons why you can't enable Remote Access for your Wemo device:

### 1. The Wemo device is not set up properly

If not all of your devices are showing up in the Wemo App, unplug the ones that are not appearing and do a factory restore of your devices one at a time.

**IMPORTANT:** Working devices should remain plugged in while restoring the other devices.

### 2. Access points and range extenders obstruct communication between Wemo devices and the Wemo App

Check each Wemo device on the cloud if they show up under multiple homes (compare MAC addresses of router instead of Wi-Fi names) when you are using access points or range extenders. Each access point or range extender has its own MAC address and creates its own home. The solution is to reset the Wemo devices and connect them to the same router.

### 3. Port forwarding

Some routers might need to have ports forwarded but this occasion is extremely rare.

### 4. Apple® routers cause connectivity errors for Wemo

If you are using an Apple router, you may experience random issues. Apple range extenders also have the same issues with other range extenders. Your Wemo devices may work fine internally but not show up remotely. There is currently no true solution for this.

To know more about Remote Access, click these links:

[What to do if Remote Access is lost on the Wemo® device](#)  
[Manually enabling or disabling Remote Access on your smartphone or tablet through the Wemo App](#)

## Wemo device turns ON by itself without Rules set

If your Wemo device is turning ON and/or OFF by itself even without Rules set, it is possible that a rule is stored on the Wemo but is not showing up in your App. You can remove this rule by restoring your Wemo device to factory defaults. To know how, click [here](#).

This will erase any rules stored on the device as well as its custom name and picture. You will have to rename the Wemo device and set a custom picture for it again.

## Wemo will not save a Schedule Rule

Wemo Rules are a set of instructions that you can easily give to your Wemo devices to function on their own without any intervention from you. A Schedule Rule is the most basic rule that you can make. This rule will control your Wemo device to turn ON and OFF at a time you set.

To know more about creating a Schedule Rule, click these links:

[How to create a Schedule rule for your Wemo®](#)  
[Creating a Schedule Rule on the Wemo App](#)

## Duplicate devices showing

To resolve duplicate devices appearing in the **Devices** list, disable then enable again the **Remote Access** feature in your Wemo App. To learn how, follow the steps below:



**Step 1:** On your iOS or Android™ device, tap the App icon.

**Step 2:** Tap the **gear** icon for Android or **More** for iOS.

**Step 3:** Tap **Remote Access**.

**Step 4:** Tap **Forget and Disable**. This will disable the remote access on your device.

**Step 5:** Tap **Enable Remote Access** to enable it back.

## Other issues

These issues may be resolved by updating your Wemo device's firmware. To learn how to update your Wemo device, click [here](#).

- Wemo not detected / intermittently detected
- Rules trigger incorrectly or not as scheduled
- Slow to detect devices and/or Rules

## Wemo device “Loses” settings

Wemo was set up but can no longer be controlled. It would seem that the device has lost its settings but in reality nothing is lost. Below are the causes of this problem and their solutions:

### 1. Firmware update

Did you update the firmware? Sometimes after a firmware update, the unit needs to be powercycled. Unplug the Wemo device and wait for 20 seconds and plug it back in. Do **NOT** reset or restore the device. It will connect back to your Wi-Fi and continue its normal operation.

### 2. Router channel

The Wemo device will either have a blinking orange or blue status light. This means that the device can't connect to the router. Move the device nearer the router for a stronger signal. If there is a strong signal however, check the router and see if it is set to a static channel. Setting it to **Auto** and unplugging the Wemo device for 20 seconds usually allows the Wemo device to connect back.

### 3. Hidden Wi-Fi name

The Wemo device can manually be connected to a hidden Wi-Fi name but will eventually become disconnected. The device will blink orange. Changing the Wi-Fi name to broadcast usually resolves the issue.

### 4. The rules are no longer working

Turning the Wemo device **OFF** and **ON** using the App or just pressing the restart or reboot button will start the device back. Restarting it will often do the same thing but if the Wemo device cannot be easily reached, try turning it **OFF** and **ON** with the App. This might be related to brownouts.

### **Devices do not show up in App**

Wemo devices will either not show up locally or remotely or will show up grayed out. Here are some issues you may be experiencing and their solutions:

#### **1. Wemo device is unplugged or removed from the Wi-Fi**

If you have unplugged a Wemo device, the App may still have it registered and will look for it. This will be grayed out in the App. Reinstalling the App usually fixes this.

#### **2. Using Wemo devices in multiple homes**

If you have multiple homes with Wemo devices in them, you will only see one set at a time. You will need to have two mobile devices or choose a home to control remotely.

For more troubleshooting tips, click [here](#).

### **Wemo will not connect to the router's Wi-Fi**

Is your Wemo device not connecting to your router's Wi-Fi? Here are some fixes:

#### **1. Check your router**

Check the type of router you're using. Wemo is designed for home routers that support **WPA™**, **WPA2™** and **WEP** security types. If you are using a business class router with enterprise security your Wemo will not be able to connect to it.

#### **2. Change the channel**

If the channel is clogged, you might see trouble connecting to the Wemo device or in keeping it connected. The recommended Wi-Fi channel setting is Auto. However, you can also change your router's channel to avoid interference with other routers in your area that are possibly using the same channel as yours. If you are using a Belkin router, click [here](#) to know how to change the Wi-Fi channel.

#### **3. Broadcast the Wi-Fi name**

Make sure that your Wi-Fi is broadcasting at 2.4 GHz frequency and that it supports the Wireless-B, -G or -N standards. Also, make sure that the router's Wi-Fi name is set to broadcast. If it is hidden, your Wemo may experience difficulties connecting or staying connected to your Wi-Fi.

#### **4. Check the Wi-Fi password**

Check your router's security settings. Wemo only supports **WPA™**, **WPA2™** and **WEP** security types and passwords of eight to 63 characters comprised of numbers, letters and special characters.