

MATCH Installation Troubleshooting Guide

If MATCH does not respond, please try any of the following below:

1. Try logging out and logging back in again on the APP.
2. Reconnect the MATCH device with your WiFi network using the APP.
3. Check if MATCH is properly connected to the power source, if it is connected, reset MATCH.
4. Check if the light switch is working by clicking it on and off, if not it is hardware failure.

If the solutions listed above still does not solve the problem, please follow the installation guide carefully and repeat the installation:

1. Check if your WiFi router is working.
2. On the APP, please remove the MATCH device prior to the re-installation.
3. Reset the device, this can be done by holding the switch down for 5 seconds, then an orange light will flash five times.
4. Install MATCH again using UPnP or Port Forwarding, and make sure your WiFi router and network are in good working condition with strong signal.