

Model MJ-V01
Type Smart Plug

Date: 2018/5/7
Check: JH

Q1: It cannot connect with the Wi-Fi router. I have tried many times.

A1: Please confirm following things and try again:

- The Wi-Fi is 2.4G (this plug DOES NOT support 5G Wi-Fi), please check the user manual of Wi-Fi router if not sure;
- DHCP is on in the Wi-Fi router, thus no static IP is required for devices.
- No combination of MAC in the Wi-Fi router
- The right App is downloaded (Smart Life, please scan the QR code on the user manual or packing box. Links are provided below for your easy reference)
- The indicator light blinks quickly (if not, press it for 5S and it will reset)

iOS: <https://itunes.apple.com/us/app/smart-life-smart-living/id1115101477>

Android: <https://play.google.com/store/apps/details?id=com.tuya.smartlife&hl=en>

Q2: How many languages does this product support?

A2: The App has multiple languages such as English, Chinese, French, German, Spanish, Portuguese, Japanese, and etc. Amazon Alexa supports English, German, French, Japanese (please refer to the official description on Amazon). Google Home supports English, French, German, Japanese and etc. (please refer to the official description on Google)

Q3: Can I use it outside of US (when travelling to Europe)?

A3: This product support 100V to 240V, thus it can work in different countries. US(110V), Japan(110V), China(220V), Britain(230), Australia(240V). Please note that this plug is designed according to the US standard, and you may need an adaptor when travelling.

Q4: Does this plug return to the previous status after power outage?

A4: This plug has memory, and it can return to the last condition (ON or OFF) after power outage. For the schedule function, it will work again after connect to the internet as the schedule information is stored on the cloud.

Q5: Does the schedule function work well in different time zone?

A5: Yes. It works according to the time zone setting of your App on your phone or tablet. But if you take it to travel different countries, it may have mistakes. The daylight saving time will have a short effect each year in the US, and we will recover it very quickly (within a few hours).

Q6: Does this plug support dimmer for bulbs?

A6: No, this is not a dimmable plug. You can contact our service team to order the dimmer switch.

Q7: I connect to the high-power devices, and what will happen?

A7: Please use the plug according to the user manual and DO NOT connect it to the high-power device which is over the capacity. An advanced fuse is used to for protection and the enclosure is also used the anti-fire materials. All of the products are strictly test for more than 10 hours before packing.

Q8: What about the quality guarantee and warranty?

A8: We offer 1-Year free exchange for quality problems. Please contact our 7x24 hours service team and submit your feedback via www.martinjerry.com

