

Guide to Check If Offline with Our Tuya Products

Form a Network: Doorbell devices----- (Repeater) -----Router-----Tuya Server

Step 1:

1: Check if there is network icon on our monitor(device)

If there is not network icon, please go to Router's backstage to check if the monitor is connected with Router or not(MAC address)

2: If there is Wifi icon, but find the MAC address of our monitor on the Router's backstage, it means the monitor is connected with Router already. Then, please ping www.google.com on your mobile phone and return result (Please make sure this ping is the same router as indoor monitor connected)

Step 2:

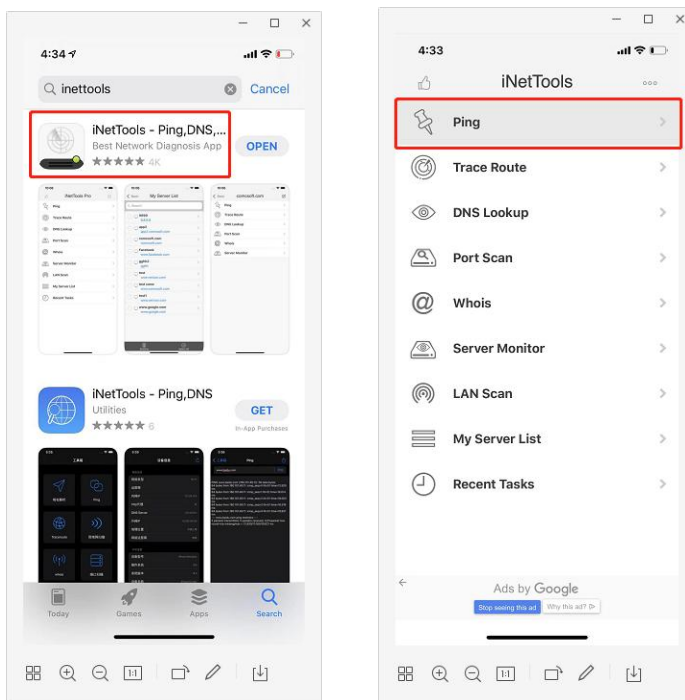
1: If can not see our device on Router or there is not any icon, please power off the Router and restart it (do not power off our monitor). If they can reconnected, the problem resolved and return result.(If they can reconnected, it means the Router rejected the connection of our monitor, or the Router connection capacity is limited, or monitor is too far away from the Router.

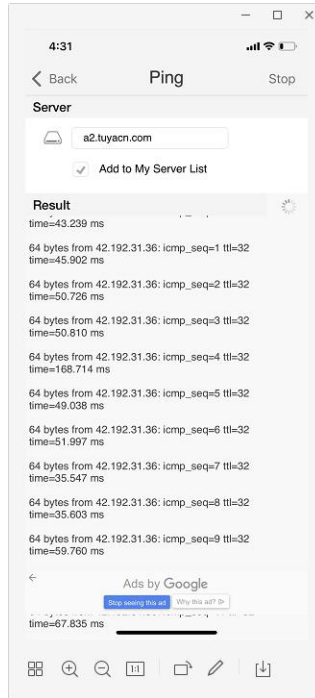
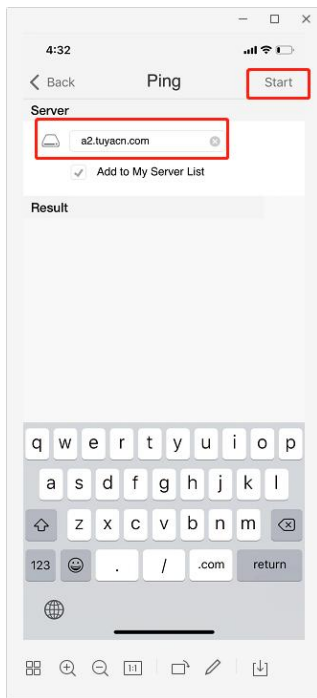
2: If it still can not be connected after restart the Router, then power off and restart our monitor to see if it can be connected and return result

3: Take our monitor to very close to the Router to see if it can be connected or not. If can connect ok, it means the monitor is installed too far from the Router, or there are too many network signal cross the wall

Step 3: If can see our monitor on Router,

1: Connect the mobile phone to the same Router, download and install iNetTools APP on the mobile phone





- 2: On mobile phone to ping: www.google.com if conncted (make sure ping to the same Router as our monitor conncted), and return result;
- 3: On mobile phone to ping: a2. tuyacn. com to see if conncted, and return result