

Generic Sub-Issue	Associated Manifestation or Possible Reason	Minimum Troubleshooting Steps Required by the Wemo agent prior to RMA or Escalation
No Power on the Wemo device	<ul style="list-style-type: none"> • Broken Power Outlet • Defective Unit 	<ul style="list-style-type: none"> • Advise customer to try plugging in the device to other power outlets • If the customer tried it, the Wemo agent can deem the device defective
Appliance plugged in to the Wemo device is not getting any power	<ul style="list-style-type: none"> • Wemo Device short-circuited • Issues with the device plugged in to the Wemo device • Defective Unit 	<ul style="list-style-type: none"> • Check power rating of the appliance, make sure that it will not exceed the threshold amount for WeMo • Advise the customer to try plugging in the device/appliance plugged in to the Wemo device directly to the power outlet • Try plugging in a different device into the Wemo device • If the Wemo agent has tried these isolation, the device can be deemed defective
Wemo device can't be controlled manually	<ul style="list-style-type: none"> • The device may have froze and stopped working manually • Wires may have been loose • Wemo Device short-circuited 	<ul style="list-style-type: none"> • Restart the Wemo device • Restart with the circuit breaker (only for Wemo lightswitch or dimmer) • Reset and then reconfigure the Wemo Device
Device shows up as not detected (Local Access)/Device is not showing up on the device list (Local Access)	<ul style="list-style-type: none"> • Device is not plugged in • Device is no longer connected to the network • handheld device is not connected to the same network as to the Wemo device 	<ul style="list-style-type: none"> • Make sure that the device is plugged in properly • Make sure that the handheld device is connected to the same network as the Wemo device • Check the status of the Wi-Fi light and check if it's online • Restart the Wemo device • Check if under the Remote Access page of the Wemo App, it shows that it is connected to the same network where the Wemo device should be connected • Uninstall and reinstall the Wemo App • Reset and Reconfigure the device • Check if the Wemo device shows up under the DHCP client list and try to ping the device. If it's RTO (Request Timed out), deem the device defective

<p>Device shows up as not detected (Remote Access)/Device is not showing up on the device list (Remote Access)</p>	<ul style="list-style-type: none"> • Remote Access is disabled • Handheld device used for remote access doesn't have internet connection • Router on the local network doesn't have internet connection • Outdated firmware • Wemo devices were unplugged or disconnected from the local network 	<ul style="list-style-type: none"> • Make sure remote access is enabled • Make sure that handheld device has active internet connection (mobile data or Wi-Fi) • Check if local internet connection is active • Make sure firmware is updated • Make sure Wemo devices are working locally • Open ports (8080, 8443, 3478). Advise the customer to contact router manufacturer for assistance • Reset and Reconfigure Wemo device
<p>Remote Access is not enabling</p>	<ul style="list-style-type: none"> • Wemo App is outdated • Router on the local network doesn't have internet connection • Outdated firmware • Handheld device not connected to the same network as the Wemo device • Router firewall is blocking remote access 	<ul style="list-style-type: none"> • Make sure that the Wemo App is updated • Make sure that there's a working internet connection • Make sure firmware of the Wemo devices are updated • Make sure that handheld device is connected to the same network as the Wemo device • Open ports (8080, 8443, 3478). Advise the customer to contact router manufacturer for assistance • Reset and Reconfigure Wemo device
<p>Device is not connecting to the wireless network (error message: "Failure to connect to wireless network/ Error msg "please try to reenter your wifi password")</p>	<ul style="list-style-type: none"> • Network is not compatible with the Wemo device • Wireless Interference • Wemo device may be too far away from the router 	<ul style="list-style-type: none"> • Forget the Wemo SSID and 2.4 GHz network • Switch off cellular data • Turn off and Delete Wemo from iCloud (for iOS devices) • Turn off smart network switch for android devices • Reinstall Wemo App • Make sure phone is connected to the 2.4 GHz SSID ; check if router is setup to have same SSID for both 2.4 and 5 Ghz • Run again the setup • Isolate by setting up the Wemo device and connect it to a hotspot

<p>Device tile is stuck at updating the firmware</p>	<ul style="list-style-type: none"> • Wemo device may not have responded to the Wemo App though it's done updating the firmware • Firmware update takes time due to internet connection 	<ul style="list-style-type: none"> • Check the internet speed • Check if Wemo device is controllable on the App. • Check Wemo LED • If not controllable on the App and the LED is not blinking as an indication that it is updating, do the ff: <ul style="list-style-type: none"> - Close the App so it is no longer running in the background - Switch smart device from Local WI-FI to Remote (3G Cellular) connection Start the WEMO App <ul style="list-style-type: none"> - Check if Wemo is already controllable on the App, then switch to Wi-Fi connection. • If LED is OFF, do the ff: <ul style="list-style-type: none"> - Double check the firmware and make sure it has been successfully updated - Force close/re-launch the Wemo App - Reinstall Wemo App - Try another smart phone - Restart the phone - Network power cycle - Reset and redo Setup (Should be the last resort) - Double check the firmware and make sure it has been successfully updated
<p>Wemo device not updating the firmware (prompted but Wemo device won't update)</p>	<ul style="list-style-type: none"> • Handheld device used is connected to a different wireless network • no internet connection on the network 	<ul style="list-style-type: none"> • Force close and open app • Disable/Enable Remote Access • If there's still no prompt restart the Wemo device • If there's still no prompt for an update, reset and reconfigure the device
<p>Wemo device is not updating firmware (not prompted for a firmware update)</p>	<ul style="list-style-type: none"> • Handheld device used is connected to a different wireless network • no internet connection on the network 	<ul style="list-style-type: none"> • Force close and open the Wemo App • Restart the Wemo device • Try updating again the firmware • If the update still did not push through, reset the device and attempt again to update the firmware • Open the following ports (both UDP and TCP): <ul style="list-style-type: none"> - 8080 - 8443 - 3478

Rules are not working at all	<ul style="list-style-type: none"> • Firmware is outdated • Incorrect type of rule was selected • Rule was disabled 	<ul style="list-style-type: none"> • Update the firmware • Check if the rule created is correct • Make sure rule is enabled • Delete/re-create the rule • Create the rule using a different handheld device • Reset and Reconfigure the device
Rules are working at incorrect times	<ul style="list-style-type: none"> • location settings t on both the Wemo App and phone settings is incorrect • Firmware is outdated • Incorrect type of rule was selected 	<ul style="list-style-type: none"> • Check location settings if it's correct on both the Wemo App and phone settings • Check the timezone set on the router • Check if the rule created is correct • Delete/re-create the rule • Create the rule using a different handheld device • Update the firmware • Reset and Reconfigure the device
Rules are not saving	<ul style="list-style-type: none"> • Wemo App and Wemo device's firmware is outdated • Wemo device is not active • No active internet connection 	<ul style="list-style-type: none"> • Make sure Wemo App and Wemo's firmware is updated • Make sure Wemo device is active • Make sure internet connection is working fine • Uninstall and reinstall the Wemo App • Try other handheld devices • Reset and reconfigure Wemo devices
Deleted Rules are still working	<ul style="list-style-type: none"> • Wemo App is outdated and firmware is outdated • Wemo Rules is still stored on the cloud 	<ul style="list-style-type: none"> • Make sure Wemo App and Wemo's firmware is updated • Rest Names, Rules and Data on the Wemo App • Delete Wemo App from the iCloud (for iOS) • Clear cache and data (for Android) • Uninstall and reinstall the Wemo App • Reset and reconfigure Wemo devices
Motion Detection is Too Sensitive (NetCam)	<ul style="list-style-type: none"> • Sentivity is set to max • Firmware is outdated • location of the camera may be prone to a lot of motion 	<ul style="list-style-type: none"> • Check and adjust the sensitivity level • Check the location of the camera. Isolate by relocating the camera • Update firmware • Restart the NetCam • Reset and reconfigure device

Not Receiving Notification	<ul style="list-style-type: none"> • email notification is disabled • email notifications were routed to spam or junk • Firmware is outdated • location of the camera may not be expose to any motion 	<ul style="list-style-type: none"> • enable email notification • Check Spam or junk. If so, add Belkin-NetCam@belkin.com to the contact list of their email • Update Firmware • Restart the NetCam • Reset and reconfigure device
3rd Party Services Integration Issues	<ul style="list-style-type: none"> • Wemo devices are unplugged and not connected to the network • Remote access is disabled • Firmware is outdated 	<ul style="list-style-type: none"> • Make sure Wemo devices are working on the Wemo App • Make sure Remote Access is enabled • Check and update firmware if necessary • Reset and Reconfigure Wemo devices
Wemo App crashes	<ul style="list-style-type: none"> • Wemo app is outdated • OS version of the handheld device is on beta or no supported • Wemo app is not downloaded from App Store or play Store (customer is using an APK file) 	<ul style="list-style-type: none"> • Make sure Wemo App is updated • Make sure that the handheld device's operating system and the Wemo App is an official release • Uninstall and reinstall App • Restart handheld device • Try other handheld device for isolation
Foregin/Old devices showing up on the Wemo App	<ul style="list-style-type: none"> • Foreign /old device is saved on the Wemo Cloud 	<ul style="list-style-type: none"> • Disable/re-enable remote access • Uninstall and reinstall the Wemo App
Can't log to my NetCam account	<ul style="list-style-type: none"> • Incorrect Username and password • NetCam App is outdated • Cloud outage/maintenance 	<ul style="list-style-type: none"> • Check if username and password is correct • Uninstall and reinstall the NetCam App • Try logging in at netcam.belkin.com • Check if there is an ouatge/maintenance • Retrieve username and password • Create a new account
Receiving notifications from a NetCam that does not belong to the caller	<ul style="list-style-type: none"> • Customer may have a friend/relatives who used his email address • NetCam may have been shared to the email address 	NA

<p>Dimmer does not dim properly/ or doesn't dim at all</p>	<ul style="list-style-type: none"> • bulb used is not supported • bulb used is not dimmable • bulb exceeded the maximum wattage capacity of the device 	<ul style="list-style-type: none"> • Check if bulb is under the supported bulbs • Check if the bulb can be deemed using a regular dimmer • Check the power output of the bulb • Restart the Wemo Dimmer • Reset and Reconfigure the Wemo Dimmer
<p>bulbs, connected to the dimmer, are flickering after a power outage</p>	<ul style="list-style-type: none"> • bulb used is not supported • bulb used is not dimmable • bulb exceeded the maximum wattage capacity of the device 	<ul style="list-style-type: none"> • If there are multiple bulbs, advise the customer to remove and leave only 1 for isolation • Manually calibrate the bulb • Reset and reconfigure the Wemo Dimmer
<p>Wemo app does not show the power usage or shows incorrect information from the Wemo insight</p>	<ul style="list-style-type: none"> • Threshold is higher than the output wattage of the plugged in device • Device exceeded the power capacity of the Wemo Insight Switch • Wemo App and firmware is outdated 	<ul style="list-style-type: none"> • Check and adjust threshold on the Wemo App • Try plugging in other devices • Check if the device plugged in is within the power capacity of the Wemo insight switches • Clear Data Usage via the Wemo App • Restart the Wemo Insight Switch • Update Firmware and uninstall/reinstall the Wemo App • Reset and Reconfigure the device
<p>IFTTT trigger is not working/ IFTTT Wemo Service is not enabling</p>	<ul style="list-style-type: none"> • Remote Access is disabled • Incorrect applet was used • IFTTT account use to setup the applet or service is not the same account associated to the Wemo App • Firmware is outdated 	<ul style="list-style-type: none"> • Check if remote access is enabled • Check if the Wemo devices are working remotely • Check the applet created • Check if correct IFTTT account was used - disable remote access - uninstall and reinstall app - enable again remote access - connect again to IFTTT - make sure that the app prompts you to login against the IFTTT account • Update Firmware • Reset and reconfigure Wemo device

<p>Wemo Bridge is not showing up on the Apple HomeKit App during setup</p>	<ul style="list-style-type: none"> • Handheld device used to connect setup the Wemo Bridge may not be connected to the same network where the Wemo Bridge is connected • Firmware issue 	<ul style="list-style-type: none"> • Check the Wi-Fi connection of the device being used • Check if the Wemo Bridge is properly connected to the ethernet port and there's power • Restart the Wemo Bridge and the router where the bridge is connected • Connect the Wemo Bridge to a different ethernet port • Reset the Wemo Bridge and try to run the setup again • Update the Firmware of the Wemo Bridge
<p>Wemo devices are not showing up or unresponsive on the Apple HomeKit App</p>	<ul style="list-style-type: none"> • Wemo devices are not connected to the same network as the Wemo Bridge • User may be trying to access the Wemo devices on the Apple HomeKit App remotely without a Homehub • Wemo devices are offline 	<ul style="list-style-type: none"> • Make sure that the Wemo devices are connected to the same network as the Wemo Bridge • If customer is trying to access the devices remotely, verify if the customer has a Homehub • Check if the Wemo devices are working on the Wemo App - if the devices are not detected on the Wemo App, follow the guidelines above about the Wemo devices not showing up on the Wemo App - if the devices are showing up on the Wemo App, but not on the Wemo Bridge, check the light indicator of the Wemo Bridge and verify if it's properly connected to the network • Restart the Wemo devices, including the Wemo Bridge and the router • Reset the Wemo Bridge and set it up again • Update the firmware
<p>Wemo Bridge is not turning on at all</p>	<ul style="list-style-type: none"> • Wemo Bridge is not getting enough power • Device is defective 	<ul style="list-style-type: none"> • Make sure that the Wemo Bridge is getting enough power - if the Wemo Bridge is powered through the router, make sure that it's plugged in to USB 3.0 - if the Wemo Bridge is powered with its wall adapter, plug it in on a different adapter for isolation • Deem the device defective

Firmware Update Required	Level 2 Troubleshooting required
No	No
No	No
No	No
Yes, if the device shows up eventually on the Wemo App	Yes, if: <ul style="list-style-type: none">• there are multiple Wemo devices experiencing the same concern• If there is a reply after pinging the Wemo device

Yes	Yes
Yes	Yes
Yes	Yes, if there are multiple Wemo devices are experiencing this concern

NA	Yes
Yes	Yes, if there are multiple Wemo devices experiencing the same concern
Yes	Yes, if there are multiple Wemo devices experiencing the same concern

Yes	Yes, if there are multiple Wemo devices experiencing the same concern
Yes	Yes, if there are multiple Wemo devices experiencing the same concern
Yes	Yes, if there are multiple Wemo devices experiencing the same concern
Yes	Yes, if there are multiple Wemo devices experiencing the same concern
Yes	Yes, if there are multiple Netcams experiencing the same concern

Yes	Yes, if there are multiple Netcams experiencing the same concern
Yes	Yes, after contacting 3rd party manufacturer or customer refuse to contact 3rd party manufacturer
No	Yes
No	Yes (Follow Cloud Removal Request Process for isolation)
NA	Yes
NA	Yes

Yes	Yes
Yes	Yes, if multiple bulbs have the same problem
Yes	Yes
Yes	Yes, after contacting IFTTT or customer refuse to contact them

Yes	Yes
Yes	Yes
No	NO