

Tuya Troubleshooting

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Common Solutions

- Did you allow permissions on the app?
- Did you flip the light upside down to pair?
- Did you flip the light upside down to change setting if you want to do that during daylight hours?
- Is your phone wifi/ bluetooth enabled?
- Are you within range of the light to change the settings

Device Pairing:

Thank you for inquiring about pairing your device to the Tuya App on your Smartphone.
(Please see the instruction manual located in the box for your device for details as well)

1. Pairing a Bluetooth device needs to be added in the Tuya Smart App, not the Bluetooth adding interface of the phone.
2. Make sure the Wi-Fi switch of your phone is on, and the router is working normally.
3. Your iPhone must be connected to the network, when pairing a Bluetooth device, (because the Bluetooth device needs to be registered on the cloud server to be added successfully).
4. If you use an Android phone, [you must open the App's location permission](#).
5. **Place the unit upside down on a flat surface or turn off the lights to begin pairing.**
6. Turn the Classy Caps light on and off 5 times (10 clicks). The light will begin flashing to indicate Pairing Mode
7. On the Home Page of the Tuya smart app - Select **Add Device** or the plus icon (+) in the top right corner. On the add device page, devices can be added automatically or manually. (Device must be in pairing mode to be added (see step 6))
8. Upon entering the Add Device page, the app will automatically begin searching for devices. ((Device must be in pairing mode to be added (see step 6)) Make sure your Classy Cap is also within range and Bluetooth is allowed and enabled.
9. Whether the distance between the Bluetooth gateway and the Bluetooth device is moderate (less than 3 meters/10ft), it is recommended to be as close as possible when pairing devices.

Device Sharing

Bluetooth devices do not support individual sharing, only sharing by adding family members. After sharing with family members, only one person can control the Bluetooth device at the same time. Other people's Apps will show that the Bluetooth device is offline. Only when the user exits the App, another person can control the Bluetooth device.

Device failed to connect (Bluetooth)

We are sorry to hear your device has failed to connect by Bluetooth. Please check in the following ways:

1. Pairing a Bluetooth device needs to be added in the Tuya App, not the Bluetooth adding interface of the phone.
2. Make sure the Wi-Fi switch of your phone is on, and the router is working normally.
3. Your iPhone must be connected to the network, when pairing a Bluetooth device, (because the Bluetooth device needs to be registered on the cloud server to be added successfully).
4. If you use an Android phone, [you must open the App's location permission](#).
5. The device may have been added, it is recommended to reset the Bluetooth device and add it again.
6. Whether the distance between the Bluetooth gateway and the Bluetooth device is moderate (less than 3 meters/10ft), it is recommended to be as close as possible when pairing.
7. Check whether there are other users around using the Bluetooth device (the Bluetooth device can only be controlled and used by one user at the same time due to its characteristics, and it will be offline when other users are using it).
8. The Bluetooth device you added is not our product. Bluetooth devices have certain private protocols, so other brands of Bluetooth devices cannot be added to our App (even if they are added successfully, they cannot be controlled).

Reconnecting Offline Device:

If your device gets offline, please troubleshoot by the following steps first:

1. Please confirm your wifi and bluetooth settings are active
2. If the device does not automatically reconnect, it is recommended to manually turn on Bluetooth and allow the device to enter pairing mode before connecting. Alternatively, you can purchase a BLE mesh gateway to maintain the online status of BLE devices, and the gateway can achieve remote control of BLE devices.

(Please make sure the router has not been replaced or the Wi-Fi name and password have been modified. If so, the device needs to be removed and added again)

3. Check that your device firmware is up to date. Check that the Tuya App is up to date.

If the above situations are successfully eliminated, please try to remove your device from the App, reset and add the device again on your App in a strong and stable network environment.

Reconnecting Offline Devices - Long period of time off

If your device is offline for a long time, [you can only manually reset the device to the pairing mode](#), and then manually add the device again. If your device always offline, please check in the following ways:

1. Check whether the router is powered off or disconnected from the network. If so, the router will take some time to recover. Wait for two minutes and then check whether your device is online.
2. Check whether the router has been replaced, or the Wi-Fi name or password has been changed. If so, remove your device and then add it to the network again.
3. Please confirm whether the device has just updated the firmware. The device will be disconnected from the network when the firmware is updated, and will automatically connect to the network after the update is completed. However, if your network is unstable, it will appear that you cannot connect after the firmware update is complete. The device needs to be removed and added again.
4. The Wi-Fi signal of the device is too poor (for example: there are several walls separated from the router; the device is surrounded by a metal shell or there are metal objects nearby; nearby high-power Appliances such as air conditioners and refrigerators interfere).
5. The location of the device is too far away from the router (the indoor environment is more complicated, it is easy to go offline after more than 5 meters; the outdoor environment is empty, it is easy to go offline after more than 10 meters).
6. Check whether the firmware is the latest version. To check this on the App, choose Home—Tap device icon—Top right button—Device Update.
7. If the device goes offline after a period of use, but after restarting the router or re-networking the device, the device returns to normal. Indicating that the router is overloaded due to long-term high-load use, and you need to replace it with a more powerful one, or reduce the number of devices connected to the router.
8. [You can also use a phone hotspot to check whether it is the problem of network.](#)

If your device or its indicator light keeps flashing for no reason, please troubleshoot as follows:

1. Please confirm whether you have removed the device from the App. Some devices will automatically enter the pairing mode after being removed. If the device or device indicator flashes continuously, it means that the device has entered the pairing mode.

How to reset the Bluetooth device to the state to be configured?

Dear user, we are sorry for your inconvenience. You can follow the steps below to reset your bluetooth device:

Make sure the device is powered off for more than 10 seconds before powering on. Then turn on and off 5 times (on-off-on-off-on) power of the device (2 to 4 seconds between each on and off). Wait a few moments until the lighting starts blinking rapidly. The device enters the pairing mode. You can add it now.

Note: Bluetooth devices do not support individual sharing, only sharing by adding family members. After sharing with family members, only one person can control the Bluetooth device at the same time. Other people's Apps will show that the Bluetooth device is offline. Only when the user exits the App, another person can control the Bluetooth device.

Android Location Permissions:

As the Android mobile phone system considers Bluetooth broadcast to have a positioning function, so it must authorize the positioning permission before scanning for Bluetooth devices. Therefore, only after you turn on the location permission of our App in the phone permission settings, then you can scan the Bluetooth device normally, so that you can correctly add the Bluetooth device to our App.

Controlling Multiple Classy Caps at once (Creating a Group):

1. On the **Home Page** select the Light
2. In the top right corner select the Edit Icon -> Create Group
3. Select devices to be added. If additional devices do not appear make sure they have been added to your app first.
4. Give your Group a name.
5. Now all the devices associated with this group can be controlled simultaneously.
6. You can only group up to 30 devices.

Creating a schedule for your light:

1. On the **Home Page** select the Light
2. Click the **More** button
3. Create a **Schedule**
4. Select Add
5. Set the On Time and the days you would like to set that schedule for and select ON. (You can also set the colour temperature and brightness here as well.)
6. Select Save in the top right corner
7. Repeat steps 1-6 but select OFF options.

STANDARD SOLAR LIGHT TROUBLESHOOTING:

Please try to test the battery by taking a battery from a working unit and placing it within a non-working unit. Or test it with a standard AA alkaline battery just to see if the light is lighting at all but this is not a permanent solution.

Also ensure there are no obstructions that could be blocking the light from receiving sunlight.

Also ensure there is no external outdoor lighting in the evening that would be shining on the solar intake of your light.