ego

efergy

Frequently Asked Questions and **Answers**

This guide contains the enquiries we are most asked,
to make sure you get the most out of your ego

Contents

# How do I report an issue with my ego app or smart socket?

Go to **Settings > Support > Report issue**.
Please try to add the information below info:

1. Description of the issue.

2. App version (**Setting > Support**) & ego socket firmware version (**Appliances > Options > Edit > Edit**).

3. iOS or Android version of mobile phone.

4. Smartphone model.

5. Router model.

How do I install the ego smart socket?

Wi-Fi LED

Button

Wi-Fi
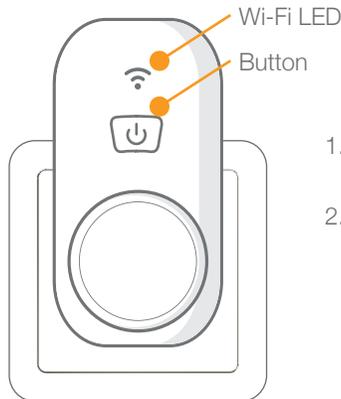
YOUR Wi-Fi NETWORK

1. Connect to the Wi-Fi network of the area you install the ego smart socket.

2. The **Wi-Fi LED** on the ego smart socket should flash quickly. If it doesn't, press the **On/Off** button on the ego smart socket until the LED starts to flash quickly.

Add Appliance   AP button
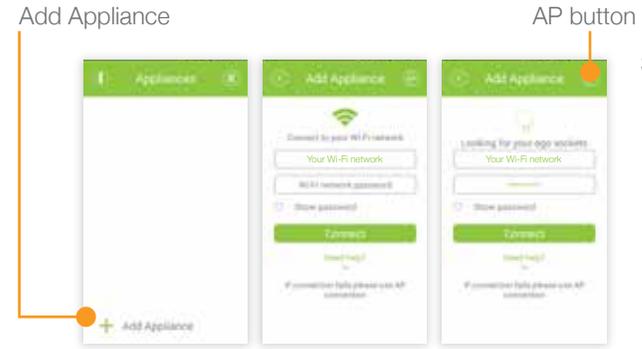
Add Appliance

3. Next Choose **+ Add Appliance** on the app. The Wi-Fi network is automatically identified. Input the Wi-Fi network password and press **Connect**. If the Auto Connect method doesn't work, try **AP connect** by pressing the **AP button**. Then choose **'EfergyProv'** in the Wi-Fi network list on your smart phone (if using iOS please go to the phone Wi-Fi settings manually).

    When you have connected to **'EfergyProv'**, go back to the ego app and connect to the home Wi-Fi network.

Wi-Fi LED off   New socket
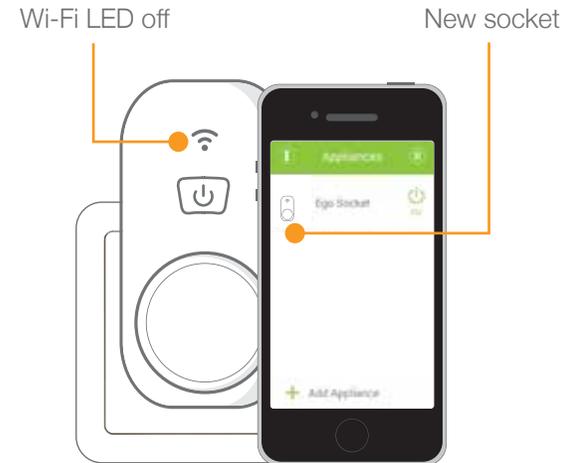
4. After you've connected, you'll find the **Wi-Fi LED** on the ego smart socket is off and there is a new socket in the device list of the app.

# What does the Wi-Fi LED light indicate on the ego smart socket?

Wi-Fi LED

1. **Quick flashes:** Initial status. You can connect and pair in the app now.

2. **3 Slow flashes, then a 1 second pause:** Ready for AP connection.

3. **Flashes every second:** Your ego smart socket is able to communicate with your network but there appears to be an issue with communicating with the outside world. Please check your Wi-Fi network and router.

4. **Flashes every second:** Connection failure. Please reset the ego smart socket with a long press of the **On/Off** button, and then try again.

5. **No LED Light flashing:** The ego smart socket is connected.

How do I reset the ego smart socket?

Press the **On/Off** button on the ego smart socket until the **Wi-Fi LED** is quick flashing. After resetting, all the data in the socket will be removed and it'll go back to initial status with the **Wi-Fi LED** flashing quickly. After resetting the ego smart socket, you'll need to remove the item in the app. If you only remove the item in the app without a reset of the socket, it'll still appear in your appliances list but name and location will be reset.

I don't want others to control my appliances. How secure is the ego?

AES ENCRYPTION FOR EXTRA SECURITY
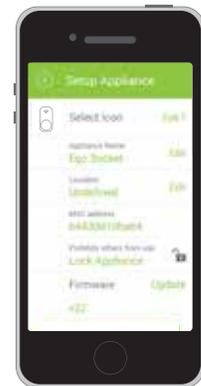
The ego is very secure, only people who know the password of your Wi-Fi network and are in range are able to control your sockets. There is also a lock function in the setup appliance page. If the ego is locked, others cannot find the socket even if they know your network password and are in range. We suggest that after all members search out the socket in their phones and then lock it if you want to lock your socket.

Initial connection issues

1. The product only supports 2.4 GHz Wi-Fi Networks. Please connect the socket to a 2.4 GHz Wi-Fi Network. If your router has a frequency switcher please choose 2.4GHz, if not you will need to replace the router.

2. The correct connection process is to add the ego smart socket to the Wi-Fi network via the app. After it's connected the **Wi-Fi LED** on the socket will switch off. Once the socket has been added to the Wi-Fi network, any user will be able to use this socket with the ego app (other users should go to **Appliance** mode and pull down the page to refresh, to find the new sockets) so there is no need to perform the connection process again.

3. After the connection process, the **Wi-Fi LED** keeps flashing quickly which means the socket hasn't found a Wi-Fi network.

- Make sure the socket and phone are in range of the Wi-Fi router. Different routers have different coverage. We suggest you move your smartphone closer to the socket during the initial connection stage

- The length of the Wi-Fi network SSID/password should be no more than 32 characters without spaces and special symbols

- Suggested router setting (below setting is not a must, but in case you can't connect with the socket, you can try to do the setting):

Wi-Fi name/password	DHCP	VPN	MAC filter	VLAN
< 32 bytes (No space & special characters)	Yes	No	No	No
Router 2.4G & 5G	To make sure the socket is connected to the 2.4G network don't use the same name for both the 2.4G net and 5G networks.			
More for Apple router				
DHCP	**WAN Connection type**		**802.11 b/g/n**	
DHCP+NAT	**PPPoE Static IP**		**a(n)-802.11b/g**	

4. Slow flashes of the smart socket **Wi-Fi LED** means the socket has found the Wi-Fi network but failed to connect.

  - Check whether there are too many devices on the router. Usually home routers are able to support around 10 wireless devices and less than 20 devices in total. If there are too many devices on the router, disconnect them and try to connect again

  - Check the Wi-Fi encryption on your router, WEP is not recommended when using the ego app

  - Reset the socket and try again

  - Try the AP connection

  - Try phone hot spot method: Prepare the two smartphones A and B

  - Enable the WLAN share hot spot on phone A. Phone A will release a Wi-Fi signal, then, go phone B's Wi-Fi setting part and connect with Wi-Fi Network name from phone A. Run the ego app on phone B and try to connect the socket. If this works, it means some network settings need adjusting on phone B, if not it may be a faulty socket

I received the Connection Successful message and the Wi-Fi LED is off on the socket, but the ego smart socket is not in the appliance list of the app

1. Check whether the router AP isolation or Privacy isolation is enabled. If it is, disable this feature on the router.

2. Restart the ego app under the same Wi-Fi network.

3. Reset the ego smart socket.

I can't login to the ego smart socket when I press it in the appliance list in the app

1. Check the phone and socket are connected to the same Wi-Fi network.

   If the ego app says the socket is offline, please check there is power to the ego smart socket by turning the on/off the button. If the ego app says it's timed out then please remove the socket in the app, refresh the appliance page by pulling down the page and try again.

2. The smartphone and the ego smart socket are not in the same Wi-Fi network. Please check whether the router is able to communicate with outside network and try to ping our server (54.183.18.195).

After it's used for a while, the Wi-Fi LED on the ego smart socket flashes slowly, and then switches off

1. If this happens at regular intervals, it may be because the DHCP lease time issue in the router (please consult the router manual).

2. If this happens randomly, it may be because there are too many devices on the router.

I'm unable to remotely control my ego smart socket

1. Power down the router for a while and then try again. (Excessive heat will influence the performance of router).

2. Maybe someone reset the ego smart socket or pulled it out of the wall socket/outlet.

3. DNS analysis failure. Power down the router for a while and then try again and reset the socket and then try again.

4. If you can use the remote control function with Wi-Fi, but can't through your 2G/3G/4G smartphone network, please check the 2G/3G/4G signal, maybe the coverage is bad in the area.

5. Try another smartphone.

6. Check the socket is in the DHCP client list and ping it.

After I upgrade, some of my data is lost or I'm unable to control the ego smart socket

Please check whether the SD card in the smartphone has been changed or modified. Faulty or new SD cards will cause loss of data.

Timer issue

1. If the timer is set without repeat days, it will only perform one time on that day. Select the Schedule timer or Random timer on the screen and check the days that you would like to timers to be set on.

2. The timer is synchronized to the ego cloud server time setting.

3. The timer circuit will over-ride all other functions including manual switching or standby eliminator. If another function is activated during a timer schedule the ego may switch rapidly for a minute or so. Try not to use or program any other function within a minute of the timer's activation. Leave 1 minute between start and stop times and stop and start times.

How the ego remotely controls?

Cellular conrol

Appliance monitoring and control

How accurate is the ego?

In tests the overall performance is **±5% accurate**.
Instant power updates every 5 seconds, the accumulated power updates every 5 minutes, the energy consumption graph updates every 30 minutes.

What's the capacity of the ego app?

One app is able to control up to 100 ego smart sockets. Please note, as the number of sockets increase, the app performance will slow down. The processing speed of the smartphone will also affect the app response speed.

Standby feature

Once the ego learns the standby power of an appliance it will then recognise the appliance is power-on only when it's power reading is above 1.5 times that of it's learned standby reading.

After standby power is learned, the appliance will only be recognized as 'used' when it's power value is 1.5 times above that of the standby power value.

Before you enable the standby eliminator, it will show you the accumulated waste in standby mode from the beginning of the devices history. After you enable the standby eliminator, it will show you the power saved only from the last time the appliance was on standby.

Memory in the socket

The socket is able to store the last 24 hours average power (in periods of 30 minutes) and the last 12 month's daily kWh history.

OEM

The SDK-API belongs to efergy. We're planning to open the SDK-API in the future, if you are interested please contact us **info@efergy.com**.

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monitor and control on the go!