

Model number, Amazon order number, which type of device

A. Smart devices

1. Most customer had trouble connecting their devices

- a) Wi-Fi, 2.4 GHz?
- b) Do they have manual? If not, do they know how to connect? If also not, go through the pairing process (basically just try AP mode, it's more accurate)
- c) "Device not responding"
 - i. EZ mode: try AP mode
 - ii. AP mode, "**Device not responding check demerit points and retry**"
 1. Wi-Fi password?
 2. Wi-Fi frequency? If not sure, advise to verify with network provider.
 3. Try other devices, if only some of them have the issue, it might be **hardware issue**, send new ones. Also asked if they want to send the old ones back

2. Cannot reset the devices or cannot change to EZ/AP mode

- a) Press and hold the bottom for 5 seconds, sometimes there is a delay
- b) If no light is on at all----**hardware issue**

3. Hardware issue or losing some parts: send new devices

- a) Name, phone number, Amazon Order Number, Email, Mailing Address
- b) Verify the model number. Will send new devices in a few business days
- c) If asked, tell customer the tracking number will be sent to their email
- d) "Device not responding check demerit points and retry" Send him a label by email.

4. Share with other people: Simply give them username and password