For Connectivity issues (Meross Smart Thermostat for Electric Underfloor Heating, Programmable and Multi-room Control, Hubless, Voice/Remote Control, Compatible with Apple HomeKit, Amazon Alexa, Google Assistant)

These issues can be collectively referred to as connection issues, which are usually not product quality issues.

Here are the professional troubleshooting steps given by Meross technicians

① Please ensure that your mobile device is in iOS 13.0 or above.

② Log in to your home router and double-check the 2.4GHz WiFi password.

③ Temporarily disable the router MAC address filtering, Parental control, and firewall and reboot your router. Do not set your 2.4GHz WiFi as "Hidden".

④ Move your smart device close to your home router, factory reset it, and reconfigure it once again.

⑤ Reinstall the Meross app or try another smartphone.

⑥ Do not use VPN on your phone when you set up the device.

⑦ If you are trying to add the device to your guest's WiFi, make sure there are NO access control settings, such as only allowing surfing and emailing, etc.

⑧ Change a different 2.4GHz WiFi channel on your router settings.