

# SMART PLUG <sup>13A</sup>



**INSTRUCTION MANUAL  
& USER GUIDE**





Remote  
Control



Wi-Fi  
Connection



Voice  
Control



Energy  
Monitoring

### Useful Information:

- ✓ Simplified steps to install App on your smart phone or tablet on Apple/Google Play Store
- ✓ Works with Amazon Alexa, Google Home & IFTTT
- ✓ For indoor use only.
- ✓ Rated to 13amps
- ✓ Works on 2.4GHz

## GETTING STARTED



### How to connect Smart Plug to Wi-Fi network

Scan the QR code to download the Prowarm Pro Touch App to your device.

Alternatively search for the ProTouch WiFi App on

'ProTouch WiFi' app available from



App Store



Google Play

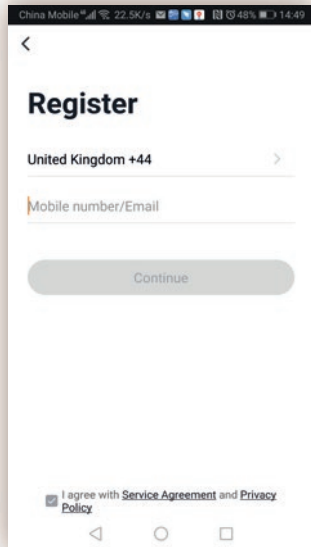
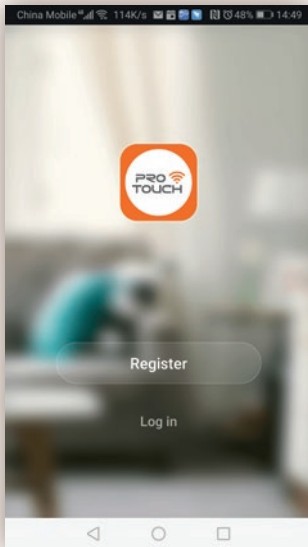
The free ProTouch app is compatible with mobile devices that support iOS 8.0 above & Android 4.4 above

# 1 Register

Once downloaded, the app will ask you to register your device. Enter your phone number or email address. If you have selected phone number, you will receive a text with a registration code. If you choose email, you will then be asked to create a password.

Attention: There's no Registration Code needed if the email method chosen.

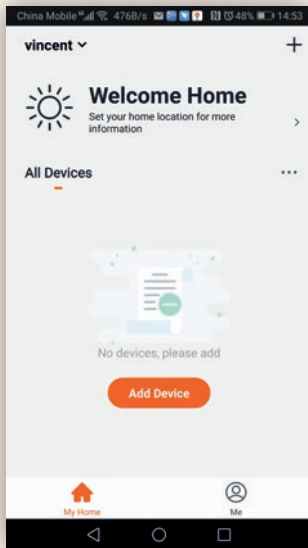
*PLEASE NOTE: There are two mode configurations (Quick Mode / AP Mode) available for you to choose before adding the device to app. Quick Mode is default, however if the device fails to add in this mode, you will need to use AP mode.*



## 2 Quick Mode Configuration (Common)

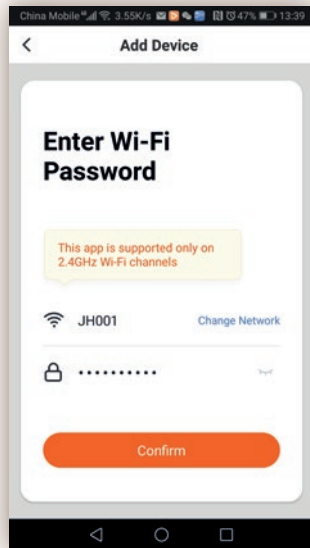
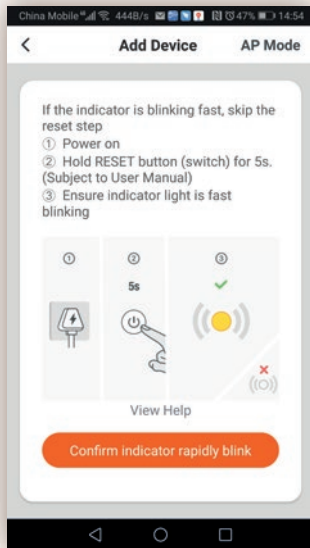
Make sure quick mode configuration is initiated: the indicator light blinks blue rapidly (twice per second). If it blinks blue slowly (once every 2 seconds), press and hold the power button on the Smart Plug for 6 seconds until the indicator light blinks rapidly.

Press the “Add Device” or ‘+’ button to enter the pairing process, choose add Manually, choose your device type (Smart Plug) and continue on to the pairing process.



## Quick Mode Configuration (Cont'd)

Follow the in-app instructions to connect the Smart Plug to your Wi-Fi network. You will need to enter your router password, this must be correct or the pairing process will not work.



## Quick Mode Configuration (Cont'd)

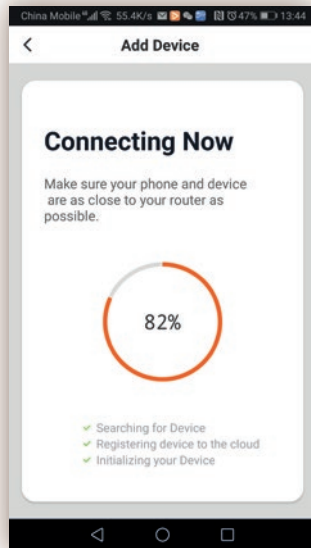
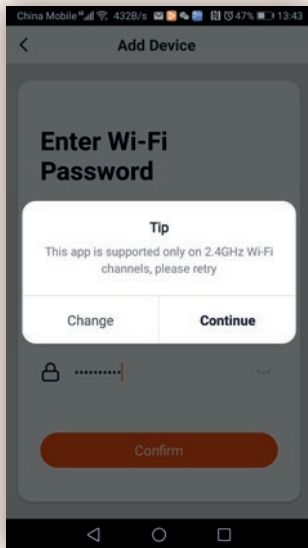
Follow the in-app instructions to connect the Smart Plug to your Wi-Fi network. You will need to enter your router password, this must be correct or the pairing process will not work.

Once connected, the App will confirm the connection, at this point click "Done".

Now you can control the Smart Plug through the Pro Touch App.

Once the configuration has been completed successfully, the indicator light will turn to solid blue and the device will be added to the "Device List".

At this stage you can add other devices, please repeat the above steps.

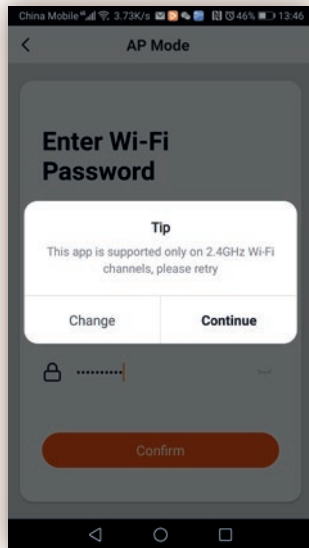
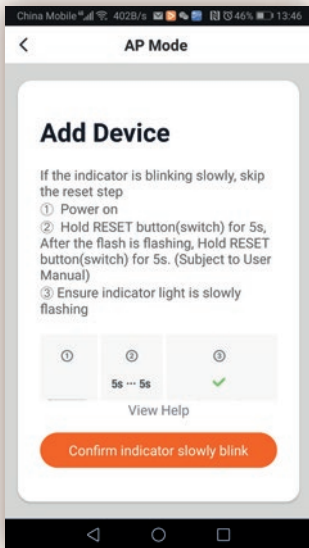


### 3 AP Mode Configuration

Make sure AP mode configuration is initiated on the smart plug: the indicator light blinks blue slowly (once every 2 seconds).

If it blinks blue rapidly (twice per second), press and hold the power button on the Smart Plug for 6 seconds until the indicator light blinks slowly.

On the App, press the "Add Device" or the '+' button to enter the pairing process, press add manually, choose your device type (Smart Plug) and enter into the "Add Device" page, click "Otherwise" or "AP Mode" at the top right corner of "Add Device" tab to add device.





## AP Mode Configuration (Cont'd)

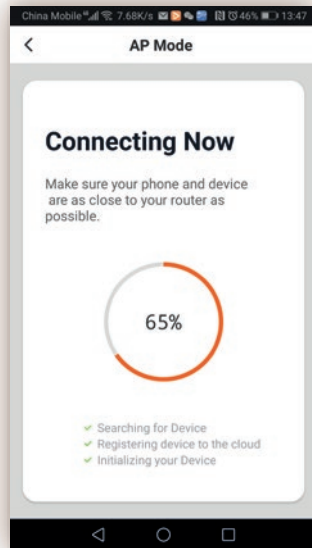
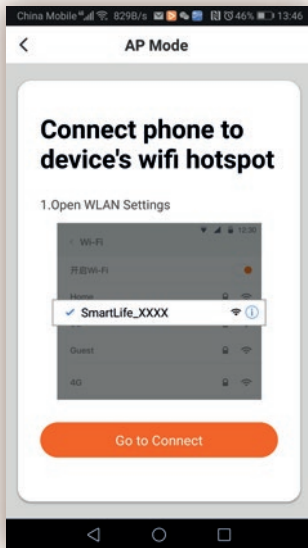
Follow the in-app instructions to connect the Smart Plug to your Wi-Fi network. You will need to enter your router password, this must be correct or the pairing process will not work

Once connected, the App will prompt the connection, and click "Done". Now you can control the Smart Plug through Pro Touch App.

Once the configuration is completed successfully, the indicator light will turn to solid blue and the device will be added to the "Device List".

At this stage you can add other devices, please repeat the above steps.

*PLEASE NOTE: you can add the Smart Plug to Amazon Echo / Google Home by down loading the Smart Life Skill. The pairing process and further details are available in Pro Touch App.*



## 4 Troubleshooting and FAQ

### 1. What devices can I control with the Smart Plug?

You can control lights, fans, portable heaters, and any small appliances in accordance with the Smart Plug's specifications.

### 2. What should I do when I cannot turn the Smart Plug on or off?

Make sure your mobile devices and the Smart Plug are connected to the same Wi-Fi network. Make sure the devices connected to the Smart Plug are turned on.

If you lose connectivity you can press the button on the plug once to turn the device on or off.

### 3. What should I do when device configuration process has failed? You could:

- Check and ensure the Smart Plug is switched on at the socket.
- Ensure your mobile device is connected to 2.4 GHz Wi-Fi network.
- Check your network connectivity. Make sure the router is working properly:

If the router is dual-band router, please select 2.4G network and then add Smart Plug.

Enable the router's broadcasting function. Configure the encryption method as WPA2-PSK and authorization type as AES, or set both as auto. Wireless mode cannot be ln only.

## Troubleshooting and FAQ *(Cont'd)*

- Check for Wi-Fi interference or relocate the Smart Plug to another location within the signal range.
- Check whether the router's connected devices has reached the maximum amount limit. Please try to turn off some device's Wi-Fi functions and configure Smart Plug again.
- Check if router's wireless MAC filtering functions in enabled. Remove the device from filter list and make sure the router is not prohibiting the Smart Plug from connecting.
- Make sure the password of your Wi-Fi network entered into the App is correct when adding Smart Plug.
- Make sure the Smart Plug is in ready for App-Configuration: the indicator light is quick blinking blue [twiceper second] for quick mode configuration, slow blinking blue (once every 2 seconds) for AP mode configuration.

Repeat the App-configuration process.

Factory reset the Smart Plug and try to add it again. (Press and hold the button for 6 seconds)

## Troubleshooting and FAQ *(Cont'd)*

### **4.Can I control devices through 3G/4G cellular networks?**

The Smart Plug and the mobile devices are required to be under same Wi-Fi network when adding the Smart Plug for the first time. After successful device configuration, you can remotely control the device through 3G/4G cellular networks.

### **5.How can I share my device with family?**

Run the App Smart Life, go to "Device Profile" -> "Share Devices" -> tap "Add Sharing", now you can share the device with added family members.

### **6.How to reset this device?**

Factory reset: After Smart Plug is plugged into a power socket, press and hold [for 6 seconds) the power button for factory reset until the indicator light blinks blue rapidly.

Indicator lighting pattern:

- Quick blinking blue (twice per second): Quick mode configuration is initiated.
- Slow blinking blue (once every 2 seconds): AP mode configuration is initiated.
- Solid blue: The Smart Plug is connected to the Wi-Fi network.
- Off: The Smart Plug is switched off and no Wi-Fi network.

- Check if router's wireless MAC filtering functions are enabled. Remove the device from filter list and make sure the router is not prohibiting Smart Plug from connection.
- Make sure the password of your Wi-Fi network entered in App is correct when adding Smart Plug.
- Make sure the Smart Plug is in ready for App-Configuration: the indicator light is quick blinking blue [twice per second] for quick mode configuration, slow blinking blue (once every 3 seconds) for AP mode configuration.

## Warranty

This Prowarm Smart Plug is supplied with a Lifetime Manufactures Guarantee. Please visit [www.prowarm.com](http://www.prowarm.com) for full terms and conditions.

**Electrical Rating:** 230V AC,50Hz 13A load, 2990W General use

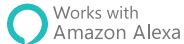
**Working Temp:** -20-50°C

**Wireless Type:** Wi-Fi 2.4GHz

**App Support:** iOS/Android

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13A



Support: ☎ **01268 567019**

[www.prowarm.com](http://www.prowarm.com)