MS6126 (NEO) TROUBLESHOOTING GUIDE

1. What is the system requirement for MS6126 Wi-Fi Switch?

If you use Android smart devices, make sure the Android system is above 4.0. If you use Apple smart devices, make sure the iOS system is above 6.0.

2. How do I find the app for my Android and IOS devices?

For Android devices, search "ANKUOO" in Google Play and install the app named "NEO".
For iOS devices, search "ANKUOO" in App Store and install the app named "NEO".

3. What is router's setting?

a) Make sure the "AP isolation" function is deactivated on your router.

b) The router is 2.4G802.11 b/g/n supported.

c) Make sure no extra log in page is required on browser after your device is connected to Wi-Fi.

4. Why is the Internet configuration failed?

a) Make sure the Wi-Fi indicator is rapid flashing after the on/off button on the device is long pressed, and then start the configuration process.

b) Make sure your phone is connected to your router's 2.4G network.

c) Check whether the Wi-Fi indicator starts flashing slowly after you press "connect" on smart devices: if it does, the configuration process has been activated and the device is trying to connect to the router; if the Wi-Fi indicator keeps rapid flashing and does not enter the state of slow flashing, then the configuration is not activated.

d) If the Wi-Fi indicator keeps slow flashing, until the app shows "connection to Internet failed" :

  a. Press the on/off button for more than 5 seconds until the Wi-Fi indicator starts to flash quickly. This restores factory settings.

  b. If the issue still exists, check whether your phone is connected to the router properly. You may try to open a web page or other app on your smart device to make sure your phone is online normally.

  c. Check the box of "show the password" on the configuration page and make sure the password is correct for your Wi-Fi network (wrong password is a very common issue).

  d. Make sure there are not too many devices connected to your router at the same time. You may temporarily turn off some other devices connected to the router and turn them back on again after the configuration is complete.

5. My phone is connected to 5G network on my router. Will NEO configure?

No. You should connect your phone to your 2.4G network on your router. NEO products will only work on 2.4G. This also applies to all other home automation products from other companies.

6. Should I use 2.4G or 5G wireless band?

You should use 2.4G.

2.4G and 5G are the wireless radio frequencies of routers. A router that has both 2.4G and 5G is called dual-band router. If you have a dual-band router, you should check and make sure your phone is connected to 2.4G network for configuration.

7. Where do I find out if my network is 2.4G or 5G?

It varies by routers. Usually you will find the settings in wireless -> radio -> band. For Apple routers, 2.4G is at the default Wireless page, and 5G is at Wireless -> Wireless Network Options.

8. Should I have a hard reboot? How to perform a hard reboot?

If NEO failed to configure after trying all above steps in question 4, you may need a hard reboot:

a) Unplug MS6126 from the power socket and plug it back in again; then long press the on/off button until the Wi-Fi indicator starts to flash quickly.

b) Switch off router and turn it back on.

If the connection still fails, use other routers or use your mobile phone as Wi-Fi hotspot to try again.

9. Can other people control my device? How to guarantee the Internet safety?

Other people have to know the password to access your WI-Fi network. Also, NEO has a Visible/Invisible button to make it "invisible" to other people. You may use this function at the setup stage. When the device is connected to your Wi-Fi network, a top level encryption is used to ensure device's safe connection to the Internet.

10. What is the Visible/Invisible button for?

If you click the Visible/Invisible button and set it as "Invisible" during setup stage, no other smart devices will see it later even they are in the same Wi-Fi network. Thus make this MS6126 "invisible".

11. I clicked the Visible/Invisible button, but my other phone still can control this MS6126. Why?

The button has to be clicked and set to "Invisible" before your other device sees it. Once your other device sees it (from NEO app), it will have the MS6126's profile and be able to control it.

12. Can I control many MS6126 Wi-Fi Switches in the same app?

Yes. You can add multiple MS6126 Wi-Fi Switches on your Android or iOS devices in the same app and define their names and images in the device information page. One smart device can control up to 30 devices.

13. Is it possible to control a MS6126 Wi-Fi Switch with multiple Android or iOS devices?

Yes, MS6126 switch can be added and controlled by multiple smart devices. But only one smart device can control Wi-Fi Switch at a given time.

14. Do I have to set the MS6126 again when I want it to be controlled by my other smartphone?

No. You only need to set up the MS6126 once. All other smart devices in the same Wi-Fi network will automatically have NEO shown in their NEO apps.

15. How many sets of timer can I set up?

Up to 16 sets.

16. I have noticed that sometimes there are 1-2 minutes timer delays.

The clock of MS6126 Wi-Fi Switch is based on standard timing on cloud server and not your local iOS/Android device.1-2 minutes timer delay is perfectly normal.

17. Does the MS6126 Wi-Fi Switch work if I don't have a Wi-Fi router or my router is disconnected from the Internet?

No. The configuration of the MS6126 and all settings made on NEO app are only possible via Wi-Fi network connected to the Internet. Furthermore, if there a change of SSID or password on your Wi-Fi router, NEO has to be reconfigured.

18. I have changed my router's SSID or password. Should I configure NEO again?

Yes.

19. I want to turn off my router when I'm not at home, will NEO still work?

No. The router needs to be turned on for the MS6126 to function properly.

20. How do I update the firmware of MS6126 Wi-Fi Switch?

If there is a new firmware version, the MS6126 Wi-Fi Switch will update itself automatically at midnight to ensure better user experience. You can also update it manually in the app.

21. Is there a limitation on my router's password length?

Up to 32 characters.

22. I'm using Airport Extreme router with WAP2 Personal for wireless security. I can't get MS6126 connected.

You should change the wireless security from WPA2 Personal to WPA/WPA2 Personal (which is the router's default setting).

23. Is there an app for windows phone?

No.

24. After pressing the on/off button, my MS6126 flashes 4 times, and then pause. What is happening?

You are entering AP mode, which is not the right mode for connecting. You would need to press and hold the on/off button longer to get it flash quickly.

25. Does MS6126 consume any energy when not in use?

MS6126 works the same way as other home network equipment, such as routers. They are usually turned on most of the time, even when they're not in use. MS6126 consumes about 1.5 watts.

26. Can I run devices in several different homes on different networks from the same iPhone/iPad?

Yes, you can.

All NEO-type devices are shown and can be controlled on the same NEO app, even when they are from different homes and/or on different networks. The ones in local network are marked with "local". Typical scenario is that you have three NEO devices in different places: one in your home; one in your office; and one in your vacation home. All three NEO devices will be shown on your NEO app from your iPhone/iPad, and you can monitor and control them from anywhere at any time with an Internet connection.

27. Where I live the power goes off every day, will MS6126 keep the schedule program and Wi-Fi access even if the power goes off?

Yes. All schedules are stored in cloud servers, not your local smart devices or router. Therefore the program will function normally even the power goes off during the day. As far as you have the same router with the same SSID/password, MS6126 will reconnect to the router every time when the power comes back.

28. Does it work for Split/Ductless Air Conditioner or Portable A/C?

If the A/C has a simple mechanical switch control to turn it on/off, MS6126 Switch should work perfectly. If the A/C gets reset when unplugged, and doesn't start running until you press one of the control buttons or use infrared remote, then then the MS6126 Switch isn't suitable. (It will simply switch the A/C to standby).

29. My MS6126 doesn't blink no matter how long I hold the button.

You should try manual mode to see if there is power on the outlet. That is: click the on/off button to see it switches on or off. You should see the LED light/indicator goes on and off, and you should hear a clicking sound from the relay.

30. Can I use MS6126 at a Starbucks or an airport?

Usually Starbucks or airport has a login webpage. Therefore, NEO cannot be used there.

31. My company has a login webpage for Wi-Fi network. Will NEO work?

No.

32. My MS6126 already flashes quickly when I first plug it in. Should I press and reset it in order to configure it?

No. If MS6126 flashes quickly, you can go ahead and configure it without pressing the button. If it does not, or you want to reconfigure it, you need to press and hold the button for about 5 seconds to make it flash quickly, and then configure it.

33. I have a
** PRO, and I downloaded the app before I received it. Should I download the app again?**

We update the NEO app periodically with bug fixes and performance improvements. You should always check the App Store or Play Store and make sure you have the latest version installed.

34. What is anti-theft timer?

Anti-theft timer is a special timer to create a "lived-in" look for your security when you are away from home or on vacation. The anti-theft timer turns on/off the switch certain times randomly during a given time period.

Anti-theft timer has three settings: from/to time; on/off times and repeat day. "From/to" sets the time period that you want the anti-theft timer to work; "on/off times" sets how many times the switch will turn on/off; "repeat day" sets the days you want the timer to work in a week.

For example, if you set: from 18:00 to 22:00, 5 times on Monday and Tuesday. The anti-theft timer will switch on/off 5 times randomly during 18:00 to 22:00 on every Monday and Tuesday.

The anti-theft timer has the highest priority. Therefore, when anti-theft is set and working, the other two timers, schedule and countdown, will not work.

Connecting the MS6126 to WiFi

Our current stock of MS6126 contains old firmware (Version 1.29) with a known issue with connecting to secure Wi-Fi networks.

Diagnosis:

MS6126 will not connect to a secure Wi-Fi network with WPA2 without an upgrade.

Solution:

Follow the below steps to connect the MS6126 to Wi-Fi and cause a firmware update. After this, you will be able to use the MS6126 like normal on your regular Wi-Fi network.

1. Create an open Wi-Fi network, you can do this in two separate ways:
   a. Use a different mobile phone as a hotspot, changing the SSID name to "testnetwork" with no password. This is usually in device settings under "Connectivity."
   b. Log into your router admin panel, this is usually found by opening up your web-browser and going to http://192.168.1.1 or similar. (Consult an IT helper if the address does not work)

      Navigate to your Wi-Fi settings (which are different for every router) and write down your current Wi-Fi settings. You are looking for two settings:
      i. "SSID" or "Network Name" or similar
      ii. "Passphrase" or "Network Key" or similar

      Change your SSID to "testnetwork" with no password. You will change it back after the unit(s) have been updated.

2. Connect your phone to the "testnetwork" Wi-Fi, with no password or security.
3. Wire up and Connect your MS6126 to the mains power as per regular instructions. Install and open the "REC Smart" app.

   Note you will have to make an account on REC Smart app if you have not already

4. Turn on the unit and you should hear it beeping rapidly. If there are no beeps, wait until it beeps before trying to add it into the app.
5. When the unit is beeping, scan for and try to connect to the device.
6. You should find that the device will connect. If not, reset the device and try again, making sure that:
   a. the "Name" in the app is set to "testnetwork"
   b. the password is blank.
   c. "testnetwork" is open security and does not need a password
   d. your phone is connected to the "testnetwork"
   e. the unit is beeping.
7. Once connected, click on the module, then click on the small gear icon up the top right corner of the app. Click "firmware update" and it will prompt that a new firmware version is found.
8. Begin upgrade of the firmware. When it has started and you see a progress bar, force close the app. You can leave the MS6126 for around 10 minutes while it upgrades, which should then be followed by two long beeps.
9. Once firmware has been changed, you will be able to set your WiFi back to your regular network settings, and re-add the device as normal.