

SONOFF DUAL USER GUIDE

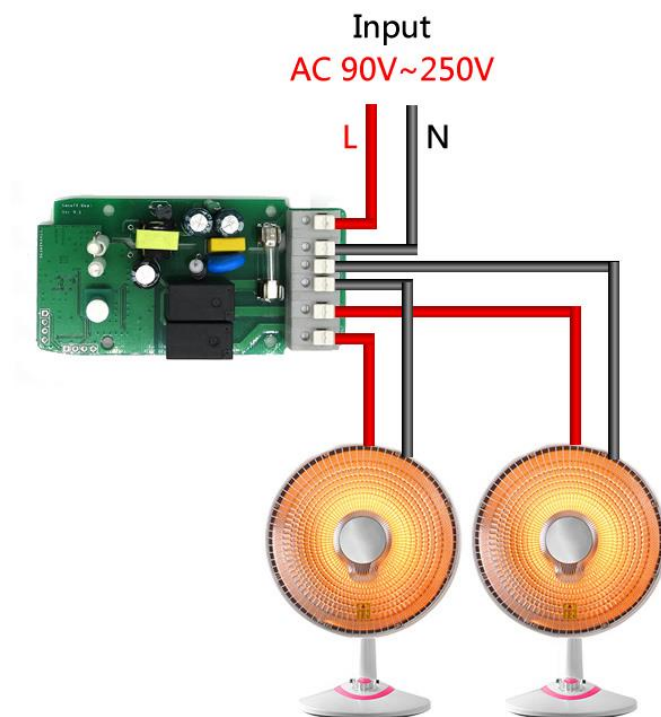
Hi, welcome to use Sonoff Dual! Sonoff Dual supports to connect two home appliances and electronic devices, allowing you to independently control them on eWeLink.

1. Download “eWeLink” app.



Search “eWeLink” in APP Store for iOS version or Google play for Android version.


2. Follow below wiring instruction to connect the device.

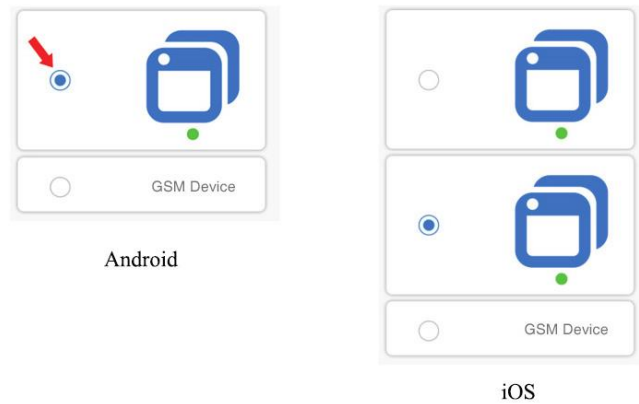


3. Add device

1. Power up the device after you complete the installation.



2. Press the pairing button for 7 seconds until the green LED blinks like below: the LED blinks 3 times and on repeatedly  .



For Android, please select the first icon.

iOS:

V2.4.0 or higher: LED indicator fast blinks 1 time and repeats, please select the 2nd icon.

Other blinking ways, please select the 1st icon.

Lower than 2.4.0: LED indicator fast blinks 1 time and repeats, please select the 1st icon.

Other blinking ways, please select the 2nd icon.

For Android, please select the 1st icon, click next.

For iOS, you will see two pairing method icons to select. Please select the corresponding icon, then click next.



3. It will auto-search and connect smart home device around you.



4. Input your home SSID & password:

4.1 If no password, keep it blank.

4.2 Note that eWeLink only support 2.4G WiFi, 5G-WiFi is not supported.



5. Name the device to complete.

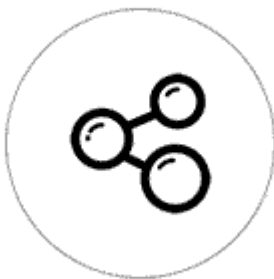
Maybe the device is “Offline” on eWeLink, for the device needs 1 minute to connect to your router and server. When the green LED on, the device is “Online”, if eWeLink shows still “Offline”, please close eWeLink and re-open.

3. APP features

1. WiFi remote control and device state

Turn on/off by tapping on device icons. If you have connected two devices, then you can tap on the corresponding device icon to turn on/off. Device state always simultaneously display on APP.

2. Share Control



The owner can share the devices with other eWeLink accounts. While sharing devices, both should stay online on eWeLink. Because if the account you want to share is not online, he/she will not receive the invitation message.

How to make it possible? Firstly click Share, input the eWeLink account (phone number or email address) you want to share, tick the timer permissions (edit/delete/change/enable) you want to give, then click Next. The other account will receive an invitation message. Click Accept, the device has shared successfully. The other user will have access to control the device.

3. Timing



Support max 8 enabled single/repeat/countdown timing schedules each device. Note that this device doesn't support loop (cycle) timer, only the 1 gang devices support. Preset timers can work even network is unavailable, but the device must keep power on.

4. Scene/Smart Scene

Scene allows triggering on/off your devices automatically. Scene Settings is in the upper right corner of Device List. You can set up scenes or smart scenes to trigger on/off the device.

Users should select "Click to execute" in the condition, add different existing devices, name the scene and save it.

5. Set default device state



Go to the **Device Setting**, you can set default device state to be on, off or keep when the device is powered on.

6. Security mechanism

One device one owner. Other people can not add the devices that have already been added. If you want to add your device to another account, don't forget to delete it first.

7. Update

It will auto-remind you of new firmware or version. Please update as soon as you can.

Note: this model doesn't support desktop widget on Android phone.

4. Problems and solutions

Read the detailed [FAQ](#) on Itead Smart Home Forum. If below answers can't solve your problem, please submit a feedback on eWeLink.

1. My device has added successfully but stays "Offline".

Answers: The newly added device need 1-2 min to connect to your router and the Internet. If it stays offline for a long time, please judge the problem by the green led status:

1.1. Green led quickly blinks one time and repeats, which means device failed to connect to the router. The reason may be you have entered wrong WiFi password or your device is too far away from the router, which causes a weak WiFi signal. The device can not be added to the 5G-wifi-router, only the 2.4G-wifi is OK. At last, make sure that your router is MAC-open.

1.2. Green led slowly blinks one time and repeats, which mean the device has connected to router and server but failed to be added to the device list. Then power on the device again, if it still not working, just add the device again.

1.3. Green led quickly blinks twice and repeats, this means the device has connected to the router but failed to connect to the server. Then please confirm your WiFi router works normally.

2. Why the APP can't find the device in pairing status?

Answers: That's because of your phone's cache. Please close the WLAN of your phone then open it after a minute. At the same time, please power off the device if you can, then power up to try again.

3. My WiFi is expired, can I connect the devices to LAN?

Answers: Currently this product does not support LAN or directly connect to a hotspot. It must connect to the WiFi router.

4. The green led keeps off, even if the device is powered on. Press the button but the device does not work.

Answers: The circuit may be broken, please send it back for testing. Return shipping postage and packaging will be at buyer's expense, if the device is damaged by the buyer, and the buyer should bear extra repair cost.

5. Why did I fail to create a desktop widget for this device on the Android phone?

Answer: Sorry. Our app doesn't support widget for Sonoff Dual now.

6. Why do I fail to share my devices to the other accounts?

If it shows "User non-exist", your account and the other accounts you want to share should have connected to servers of different continents. Only the accounts connected to the same server can be shared successfully. Please submit a feedback on eWeLink, don't forget to write down your account and the account you want to share with.