



Before you reset

Smart home troubleshooting checklist

For a device that is offline, will not pair, or misses an automation. Work through the checks in order and stop when the original problem is resolved.

1

Identify what stopped working



Note the device, the symptom and anything that changed. Check whether one device is affected or several devices have stopped working.

2

Check power and device status



Check the outlet or battery and read the device light or app status. If it is stuck, restart it using the maker's instructions. Avoid interrupting a firmware update.

3

Try a simple action in the app



Test the device directly in its maker's app. If that works but a routine fails, check the routine is enabled, its trigger, schedule, time zone and selected device.

4

Check the connection it actually uses



For WiFi devices, check the supported WiFi band and any changed network details. For hub or Thread devices, check the required hub or border router is online.

5

Review the app before a factory reset



Check the account, app updates and the manufacturer's service status. Save your settings. Only reset using instructions for the exact model when earlier checks fail.

What changed / what worked

Need the next check?

KeyFix by Key Microsystems guides you through your device and symptom. Free to use. No account needed.
keymicrosystems.com/keyfix

