

ezOUTLET EZ-21f FAQ.

Q 5923 System Time and Schedules

ezOutlet does not have RTC, when main power is disconnected, ezOutlet will lose time.

When it boot up, ezOutlet must get online to check for time.

It first checks with ezOutlet server. If that fails, it will check with NTP server at pool.ntp.org. It checks hourly.

Q 5921 At what rate does ezOutlet sends out a ping? What is the outlet Off-On delay?

ezOutlet pings ever 5 seconds. If all the default ping sites does not respond after 4 cycles, it will perform an 'Auto Reset', provided the function is enabled. The outlet will turn On 3 seconds after auto turn Off.

Q 5702 ezOutlet worked fine but plugged into another router, it didn't show up as connected on APP

ezOutlet must be able to connect to ezOutlet server in order for APP to work. Check that the Orange LED on ezOutlet device is On. If it blinks, it means it can't connect to ezOutlet server.

To troubleshoot check that;

a) Router does not block UDP port 5050 to 118.163.29.103

b) the router supports supports 10M BASE-TX ethernet.

If router does not support 10M BASE-TX, then ezOutlet needs to be connected to a 10M/100M hub which then connects to router.

Q 5313 Which ports are used by ezOutlet?

When used with ezOutlet APP, ezOutlet needs to be able to communicate with it's server at 118.163.29.103 on UDP port 5050. NTP server port UDP 123.

Q 5120 I press the 'Add' button but all 3 LED blinks simultaneously

The ezOutlet device has reach it's maximum of syncing with four (4) APP. You will need to remove this ezOutlet device from one of the APP before you can add. To reset all known 'Add', press and hold the 'Add' button or user can enter the web user interface, and check "Connected / total (users)".