

Tuya Mobile App for Wireless IoT Devices Install, Setup, Features, & Troubleshooting Guide

INSTALLING THE TUYA MOBILE APP



Scan the QR code using a mobile device to be redirected to the Tuya download page.



Tuya Smart App

-OR-

Use the Links to Download the Free Tuya Mobile App for iOS from the [Apple App Store](#) and for Android OS from the [Google Play Store](#).

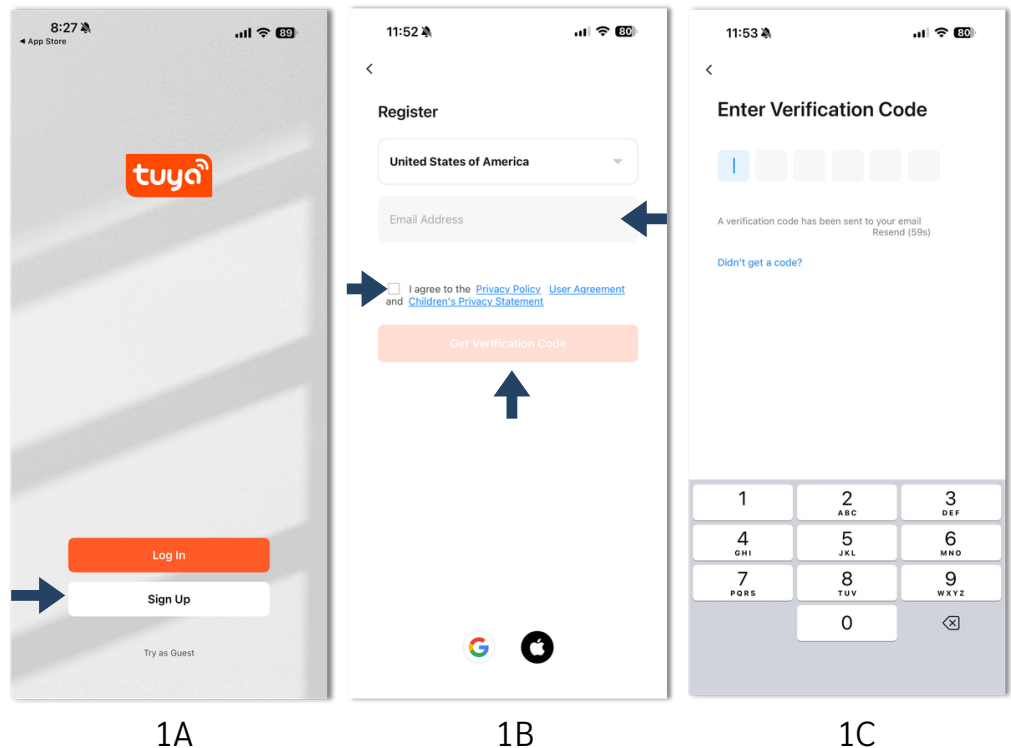
TUYA MOBILE APP SETUP & FEATURES

1. Account Creation

(1A). Tap “Sign Up” on the login screen.

(1B). Enter your email address, check the box to agree to the terms, and tap “Get Verification Code.”

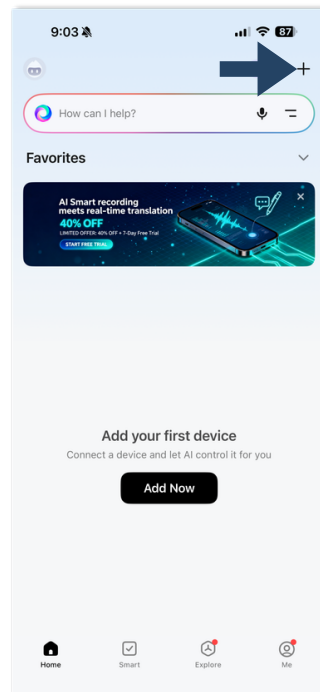
(1C). Enter the verification code sent to your email.



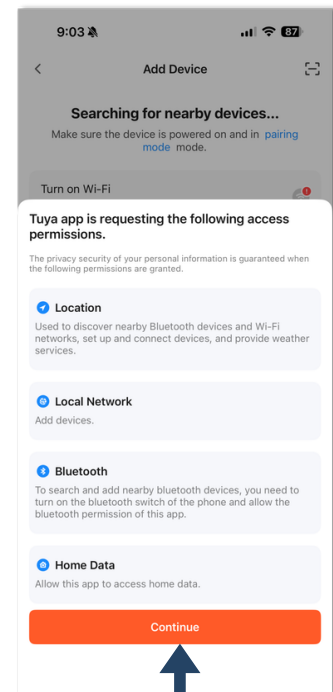
2. Device Pairing

(2A). From the home screen, tap the plus (+) icon in the top-right corner of the screen.

(2B). Tap “Continue” to grant app permissions.



2A

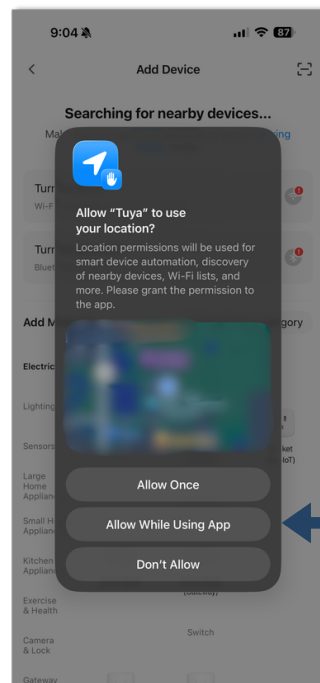


2B

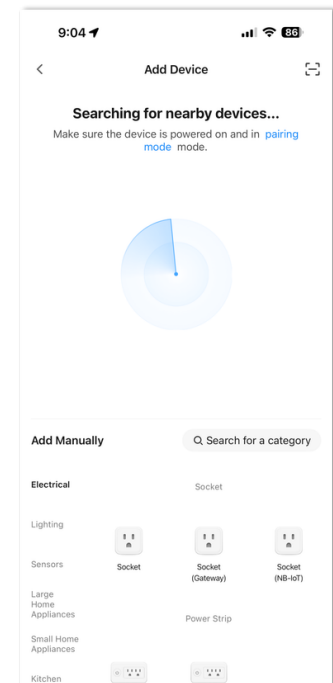
(2C). Allow the required permissions when prompted.

- For iOS, select “Allow While Using App” or “Allow.”
- For Android, select “While using the app” or “Allow.”

(2D). Once completed, your phone should begin searching for nearby devices.



2C



2D

2. Device Pairing (continued)

(2E). If your device has a pairing button press it once.

- If successful, the lights will begin blinking.
- The blinking lights indicate that the device is in pairing mode.
- If pairing is unsuccessful or your device doesn't have a pairing button, continue to Step 2F and complete the bulb pairing procedure.

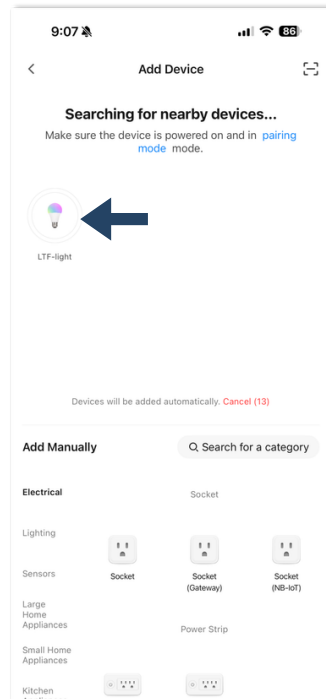


2E

(2F). Alternative Pairing Method / Bulb Pairing. **For wireless bulbs, this is the required pairing method**

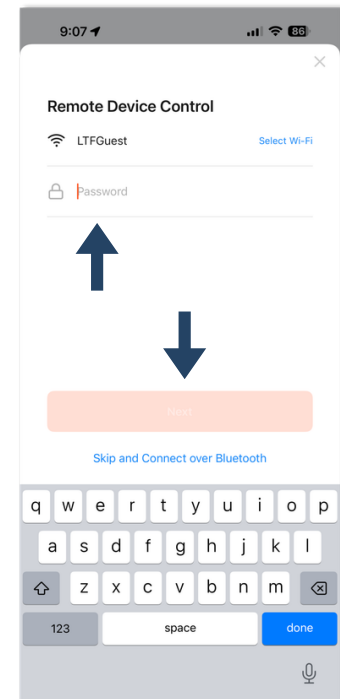
1. Turn the power off for 15 seconds.
2. Turn the device on and off five times.
3. When the light begins blinking, the device is in pairing mode.

(2G). Once the device is in pairing mode, it should appear on the screen. Tap the device name to continue.



2G

(2H). When prompted, enter the password for the selected Wi-Fi network, then tap Next. This allows the device to connect to your network.

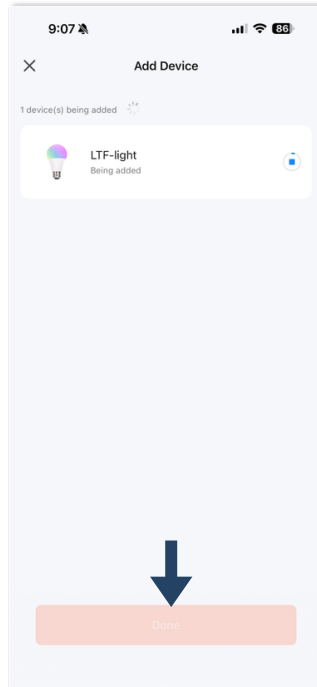


2H

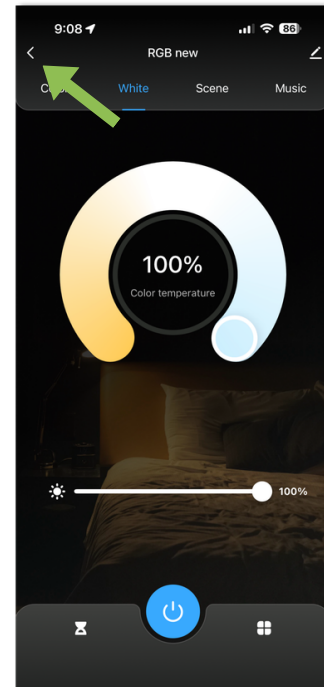
2. Device Pairing (continued)

(2I). Your device will begin connecting to the network. Once the pairing process is complete, tap Done.

(2J). Once connected, tap the back arrow to return to the main menu.

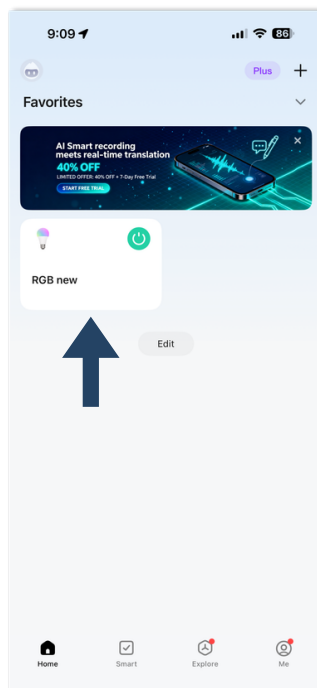


2I



2J

(2K). Your device should now appear on the home screen. This confirms that the device has been successfully paired.

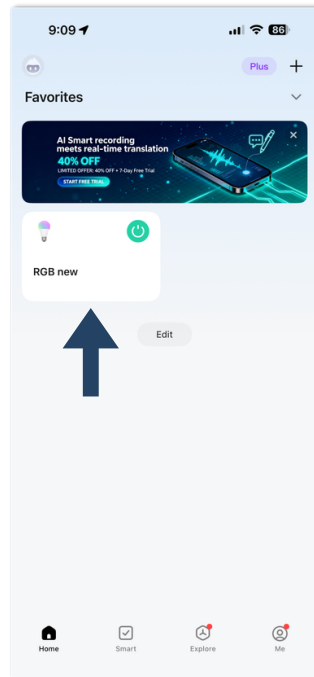


2K

3. Features

(3A). After pairing your device, tap it.

(3B). Use this screen to turn the light on or off and adjust its warmth and brightness using the color wheel and brightness slider.



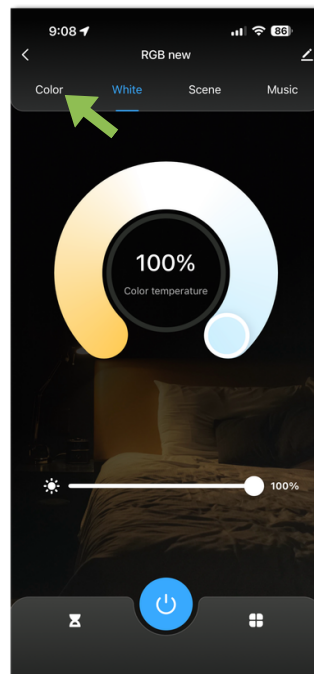
3A



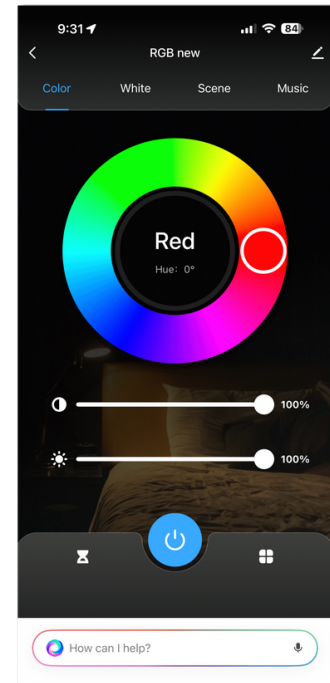
3B

(3C). Tap Color

(3D). Use this screen to change the light's color with the color wheel, adjust saturation with the saturation slider, and adjust brightness with the brightness slider.



3C

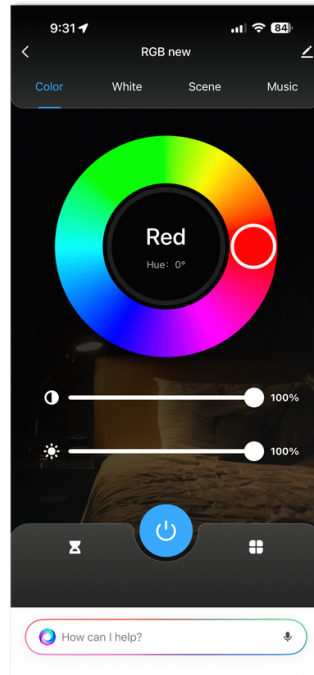


3D

3. Features (continued)

(3E). Tap the timer icon in the lower-left corner.

(3F). Use this screen to set how long you want the light to remain on before it turns off automatically.



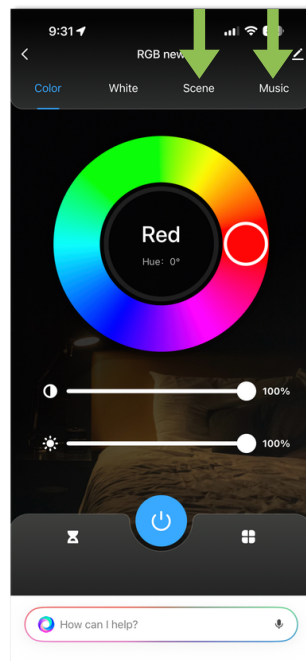
3E



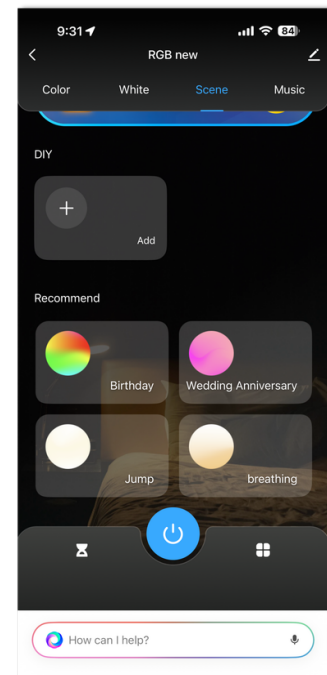
3F

(3G). If supported, your device will display the Scene and Music tabs.

(3H). The Scene and Music tabs provide additional lighting features. Scenes allow multiple smart devices to work together using a single instruction or automated trigger. The Music tab syncs your lights with music to create a reactive lighting effect.



3G



3H

TROUBLESHOOTING

1. Make sure the Wi-Fi router is within 10 feet of the device while pairing
2. If the device has already been paired previously, try to remove the device from the app by finding the device logo, going to the device settings, and selecting Remove and Clear Data.
3. Sometimes uninstalling the Tuya app completely and reinstalling a fresh copy will remove old device data that may interfere with pairing.

Issue	Solution
What do I do if my device doesn't appear during pairing?	Make sure the device is powered on and in pairing mode. The light should be blinking. Move the device closer to your phone and Wi-Fi router. If the device still does not appear, repeat Step 2F.
Why is the light not blinking?	Turn the power off for 15 seconds, then turn the device on and off five times.
Why won't my device connect to Wi-Fi?	Check that the Wi-Fi password is correct and that your phone is connected to the correct network.
What should I do if app permissions were denied?	Open your phone settings and allow the required permissions for the Tuya app.
Why does my device appear offline?	Check that the device has power, confirm the Wi-Fi network is working, then restart the device and try again.

TROUBLESHOOTING (CONTINUED)

Issue	Solution
What should I do if I do not receive a verification code?	Check that the email address was entered correctly. Check your spam or junk folder, then request a new verification code.
Why is the app not finding nearby devices?	Make sure Bluetooth, location, and local network permissions are enabled. Restart the app and try pairing again.
Why are some features missing in the app?	Some features may vary depending on the device type. Not all devices support color, scenes, music sync, or timers.
What should I do if the app freezes or does not respond?	Close and reopen the Tuya app. If the issue continues, restart your phone and try again.
What should I do if my device shows offline in the app?	Check that the device has power, confirm the Wi-Fi network is working, then restart the device and try pairing again.