

If **phone app can't open door** with WiFi Or **can't open door remotely**(with cell internet data service without WiFi)

For the **first time using**, please make sure phone WiFi turned on (the WiFi of the same router , so that **phone app can couple together** with the control board)
Can check below **video**:

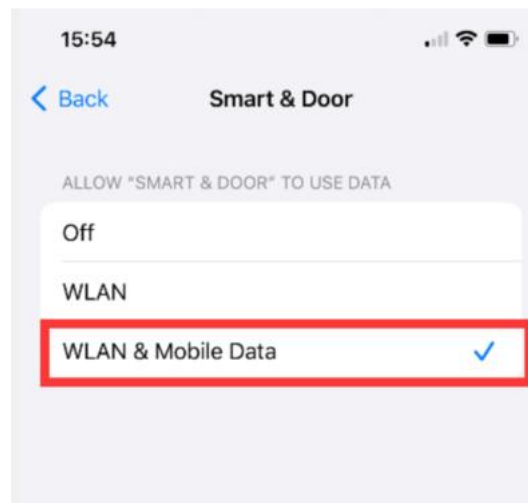
<https://vimeo.com/998605137/17714b4326>

1. For the phone app, please make sure the app **was giving network access**. Please Kindly check below picture(specially for iPhone)





Check Both WLAN and Cellular Data as below



2. If still have problem,

Disable firewall firstly on **your router**, then re-start the router (power off and power on), then test app remote open lock(without wifi, just the telcom data service, make sure your phone has internet access)