



Information Guide

To restore remote access for thermostats showing "Offline" on mobile data, administrators must permit outbound traffic on TCP ports 1883, 8883, and 443, and ensure AP/Client Isolation is disabled on the 2.4GHz network.

Important Security & Compliance Notice

Whisper Controls recommends that all network and firewall modifications be reviewed and implemented by a qualified Network Manager or IT Administrator. Before adjusting port settings or whitelisting domains, ensure a comprehensive cybersecurity risk assessment is conducted to align with your building's specific security policies. Whisper Controls is not responsible for network vulnerabilities arising from improper configuration.

The Challenge: Remote Connectivity Failures

Problem: Your Smart Life thermostats appear "Offline" when accessed via 4G/5G mobile data, despite working perfectly on the local building Wi-Fi.

Agitation: This "Local Mode" limitation prevents remote temperature adjustments, impacting energy efficiency and user comfort. It indicates that the building's network security is blocking the device's "heartbeat" signal to the Tuya/Smart Life Cloud Servers.

Solution: implementing specific firewall rules and wireless optimisations restores the secure handshake between your hardware and the global smart ecosystem.

Essential Network Configuration (Port Access)

To satisfy the technical requirements of the Smart Life ecosystem, the following outbound ports must be open and unrestricted:

Protocol	Port Number	Purpose
TCP	1883 & 8883	MQTT Messaging (Critical for remote status)
TCP	443	Secure HTTPS/TLS encrypted data
UDP	53	DNS Resolution
UDP	6667	Device Discovery and Setup

Strategic Note: If using a web filter, you must also whitelist *.tuya.com, *.tuyacloud.com, and *.ismartlife.me.

Wireless Environment Optimisation

For long-term stability and compliance with UK smart home standards, verify the following internal settings:

- **AP/Client Isolation:** This must be DISABLED. If active, it prevents the thermostat from communicating with the internet gateway.
- **Frequency:** Ensure the devices are on a dedicated 2.4GHz band. Smart thermostats do not support 5GHz frequencies.
- **Static IP / DHCP Reservation:** We recommend assigning a fixed IP address via the device's MAC address to prevent connection drops during DHCP lease renewals.

How to Locate Your Device MAC Address

Network administrators require the unique MAC address to apply static IP rules.

1. Open the Smart Life app and select your thermostat.
2. Tap the Pencil/Edit icon in the top right corner.
3. Select Device Information.
4. The MAC Address is located at the bottom of the screen.

FAQ: Why is my thermostat offline?

Q: Why does it work on Wi-Fi but not on mobile data?

A: This confirms the device is powered and connected locally, but a firewall is blocking the outbound connection to the Tuya/Smart Life servers. Follow the port rules in Section 2 to resolve this.

Q: Do I need to restart my router after making these changes?

A: Yes, a restart ensures all new port rules and whitelisting entries are active across the network.

Q: Will these settings affect my thermostat's energy-saving schedules?

A: No. Schedules are stored locally on the device; however, cloud connectivity is required to sync time-of-use (TOU) pricing data and weather-based automation.

Q: What should I do if the thermostat still shows 'Offline' after opening the ports?

A: Verify the 2.4GHz signal strength at the device location; a signal weaker than -65dBm often causes intermittent cloud disconnections despite correct port settings.

Q: Is it safe to leave these ports open on a commercial network?

A: These ports are standard for IoT (Internet of Things) communication. We recommend consulting your Network Manager to implement a secure VLAN (Virtual Local Area Network) specifically for building controls to isolate them from your primary data network.

Q: Why can't I use my 5GHz Wi-Fi band for the connection?

A: Smart Life thermostats utilize 2.4GHz hardware for its superior range and ability to penetrate walls/floors, which is essential for stable underfloor heating control in complex building layouts.

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Related Resource: Full Tuya Integration Guide