

How to unbind the device by yourself

Phenomenon

Have you ever been bothered by **Failing to add your device to your account?** Come on! Here is the solution!

✖ The device is bound with
account:236****235@qq.com

Analysis

The reason for this problem is that the device has been bound with another account. **So all you need to do is:**

- 1 Unbound your device with the original account;
- 2 Bound your device with your new account.

Solution

➤ Reyee device

Step one:

Find the **Reset** button behind your device;

Step two:

Press the **Reset** button for **10** seconds;

Step three:

Bind you device with your new account.

Notice

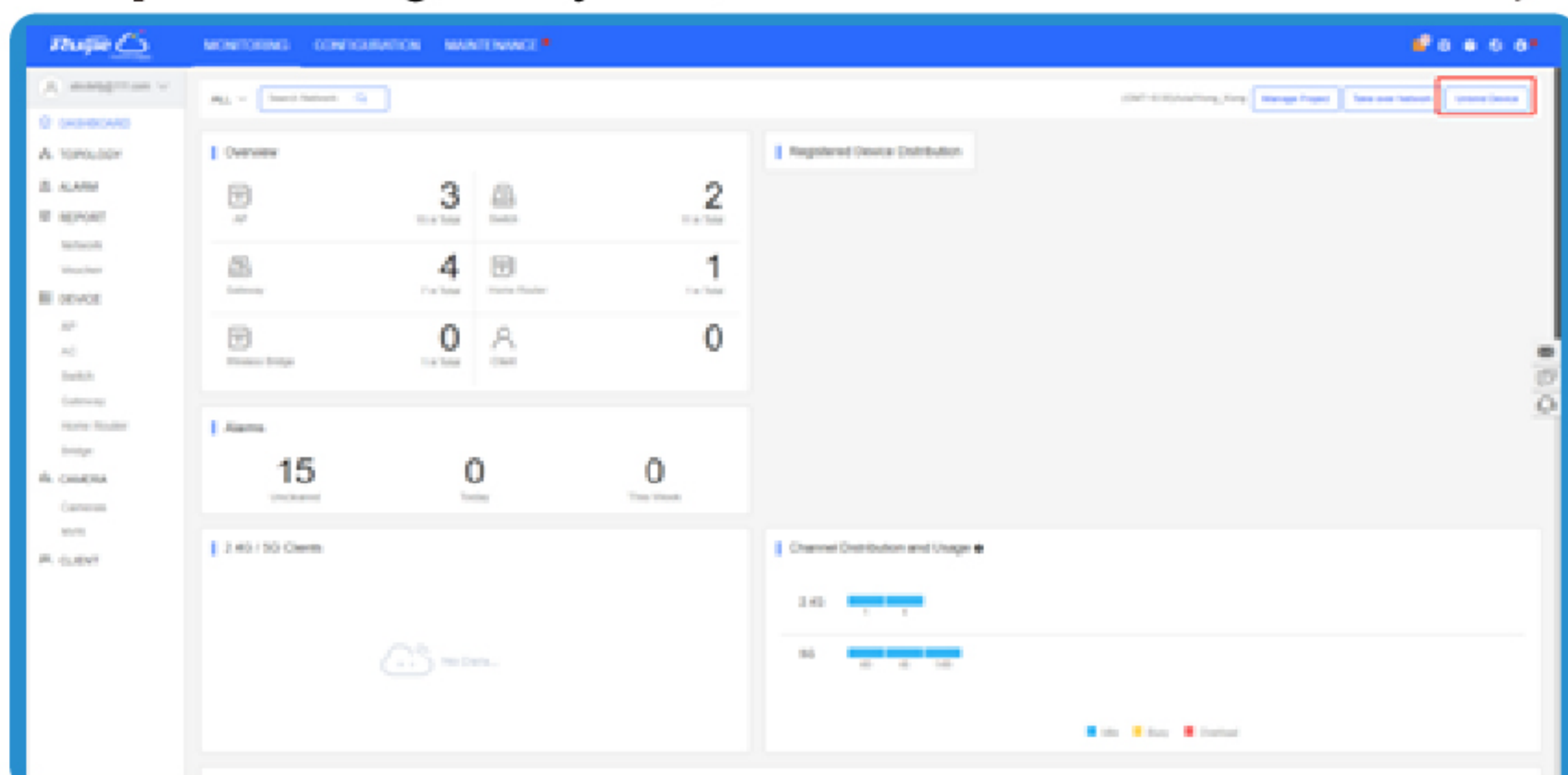
The configuration can be removed by pressing "Reset" button after the device can access to Cloud.



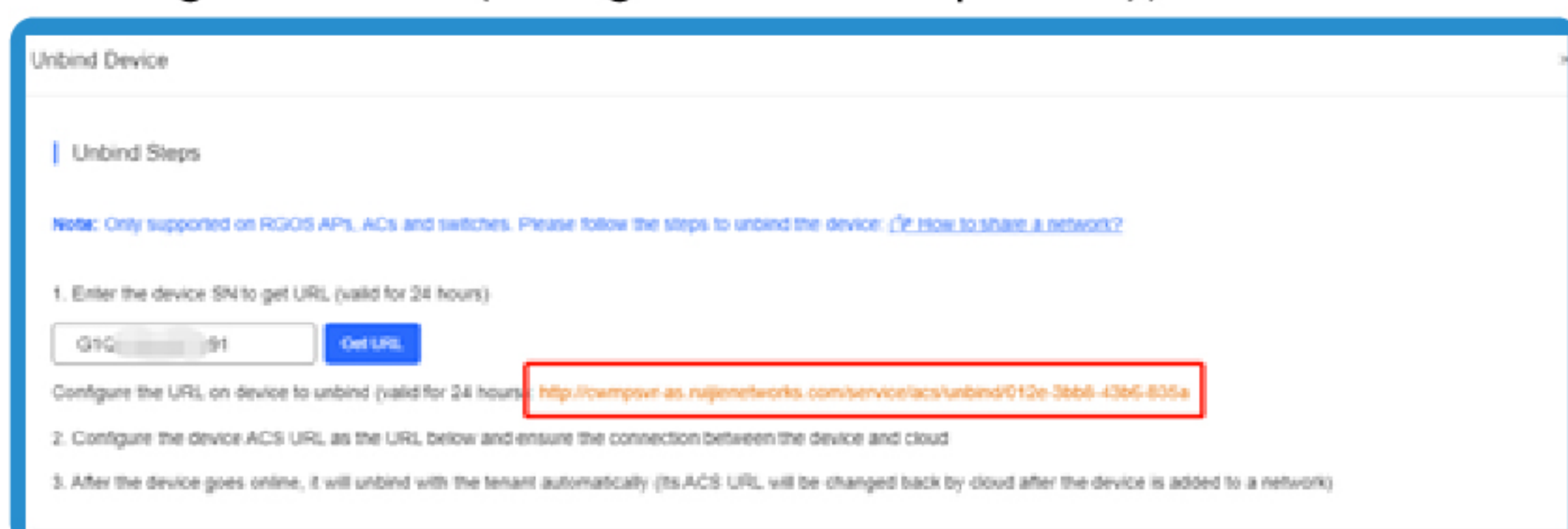
Solution

➤ Ruijie AP

Step one: Log in to your Cloud and click **Unbind device**;



Step two: Enter the **SN** of your device and get the URL by clicking **Get URL** (orange font in the picture);



Step three: Enter the CLI interface of the device through the console, and use the following commands to modify:

```
#config
#cwmp
#acs url (the URL you got before)
```

```
AP-820L#config
Enter configuration commands, one per line. End with CNTL/Z.
AP-820L(config)#cwmp
AP-820L(config-cwmp)#acs url http://cwmpsvr-as.ruijienetworks.com/service/acs/$
```

Step four: When the URL modification is completed, it will display **Unbind succeeded** under the **Description**;



Solution

Step five: Then you can add your device as usual;

The screenshot shows a web-based interface for adding a device. At the top, there's a title bar that says 'Add'. Below it is a table with one row. The first column is labeled 'SN' and contains the value 'G1QH36W007391'. The second column is labeled 'Alias' and is empty. To the right of the table is a trash icon and a plus sign. At the bottom of the dialog, there's a green box with a checkmark and the text 'Add succeeded'. To the left of this box is a button labeled 'Batch Import'. To the right are two buttons: 'OK' and 'Close'.

Notice

This method can only take effect on Ruijie AP. If you need to unbind other Ruijie devices, you can contact the TAC team for help.

Summary

- Reset action should be done for unbinding your Reeye device for the reason that the Reeye device does not have the console port and cannot modify CWMP on the WEB;
- Ruijie AP can be unbound through the CLI.
- You can contact the TAC team to unbind both Ruijie and Reeye devices, and you need to provide a picture of the device SN.

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