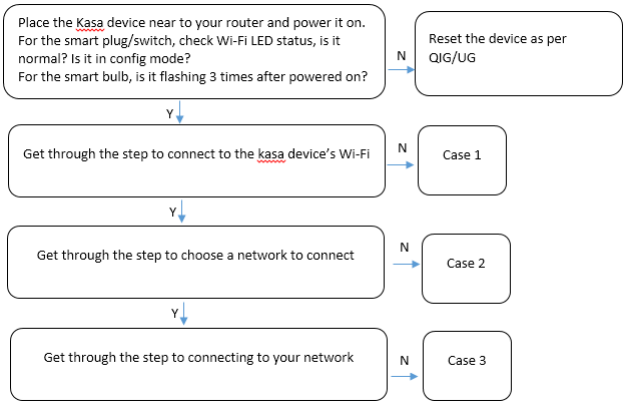
What should I do if I fail to configure the Kasa device?

Troubleshooting Updated 07-20-2021 07:28:27 AM 96553

This Article Applies to:

The Kasa app will guide you step-by-step during the initial configuration, however you may not be able to get through all the steps due to some interference. This FAQ will tell you what to do if you have trouble getting through a certain step.



Case 1

Case 2

Case 3

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What should I do if the smart plug or smart switch cannot turn on/off the appliance properly?

Troubleshooting Updated 12-17-2020 01:56:04 AM 8540

This Article Applies to:

If the smart plug or switch can turn on/off themselves but they cannot turn on/off the devices connected to them, please refer to the corresponding product for troubleshooting.

For smart switch:

Note: If the appliance has the other hardware button, please keep that button the "On" status.

1. Check if you can turn on/off the appliance manually by pressing the hardware button of the switch.
2. Try to plug a different device into the plug, like a lamp or a light.
3. Please make sure the wirings connection is correct and not spoiled.

If you are not sure about the information, please ask for help from a professional electrician.

4. Exchange another switch in the same location with the same wirings or install this switch in the other location to check.

If the above suggestions still cannot fix the problem, please collect the following information:

1. The picture of the wiring (noted the name of each wiring).
2. The Model & Power consumption of the device connected to a smart plug.
3. The light status on the switch itself.

The results of the above suggestions and contact TP-Link support for more help.

For smart plug:

Note: If the appliance has the other hardware button, please keep that button the "On" status.

1. Check if you can turn on/off the appliance manually by pressing the power button on the plug.
2. Try smart plug in another power socket.
3. Try to plug a different device into the plug, like a lamp or a light.
4. Check the link below to reset the smart home devices, then configure it again.

   How to reset TP-Link Kasa smart switch and plug?

If the above suggestions still cannot fix the problem, please collect the following information:

1. The Model & Power consumption of the device connected to the smart plug
2. The light status on the plug itself.

The results of the above suggestions and contact TP-Link support for more help.

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How to reset TP-Link Kasa smart switch and plug?

Q&A of functional explanation or specification parameters

Updated 07-03-2020 02:09:55 AM 174621

This Article Applies to:

There are two types of reset available: a **soft reset** which does not erase the current settings, and a **factory reset** that erases all of your custom settings and restore the device to factory defaults.

To reset the smart switch/plug without losing the configuration settings:

Press and hold the reset button for 5 seconds or until the Wi-Fi LED blinks amber and green to initiate the app-config process.

Note: For HS105 Wi-Fi LED would be blinking amber and blue

To reset the smart switch/plug to factory defaults:

Press and hold the reset button until the Wi-Fi LED blinks amber rapidly (about 10 seconds) to reset the Smart switch to factory defaults.

For the HS300/KP303, the control button works as both the power and reset button.

1. Press the control button to turn on or off the corresponding outlet.
2. Press and hold a control button for 5s to re-enable setup mode for the corresponding outlet.
3. Press and hold a control button for 10s to restore the corresponding outlet to factory default settings.

Note: The main switch on the back panel is to turn on or off your Smart Power Strip.

Note: If you cannot find the Reset button, please go to our official website and search your device's model number and go to the product's Support page to check or download the user guide for more details.

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