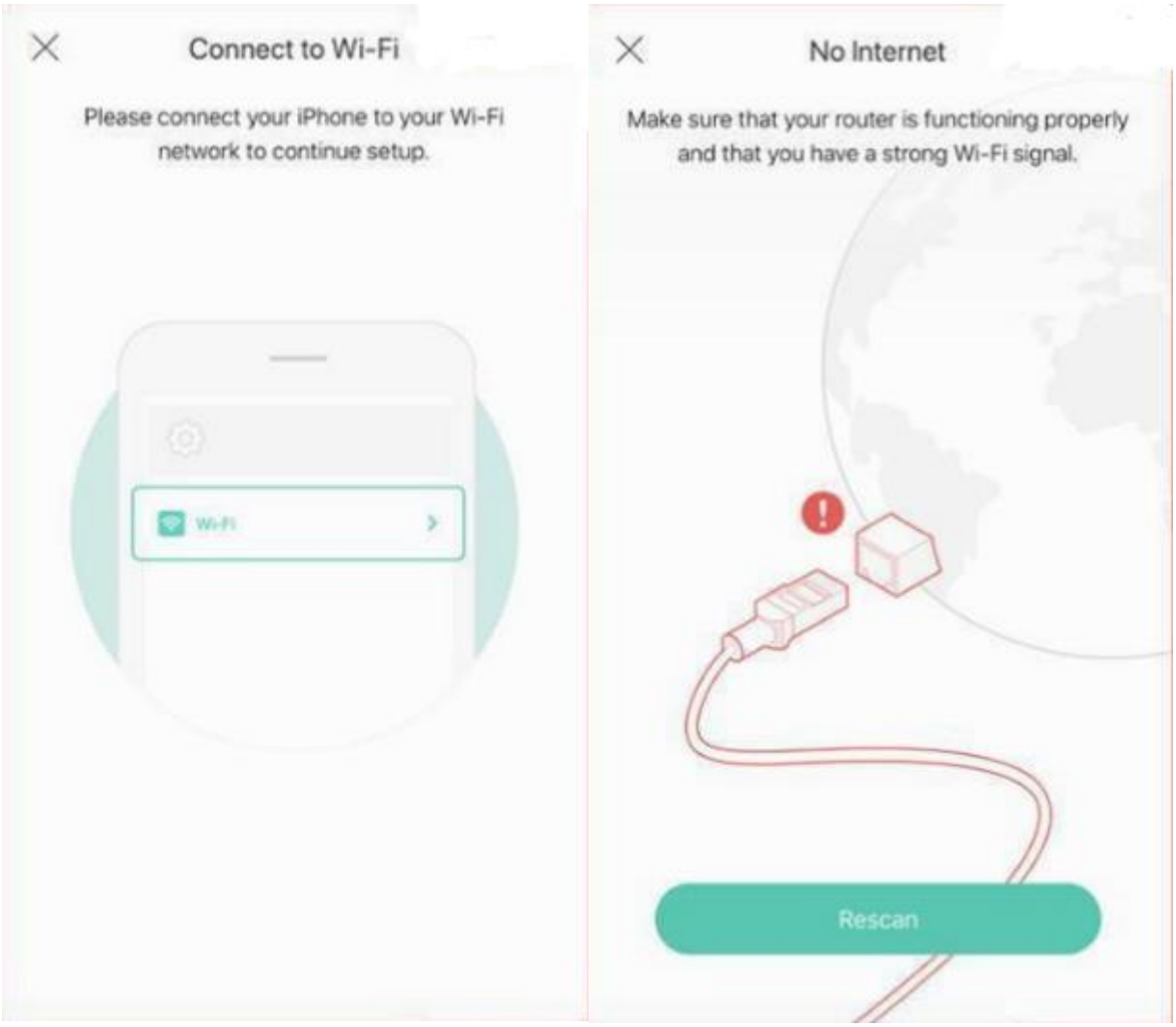
What should I do if I fail to configure the Kasa device?

Note:

1. Ensure you download the correct App, you can get the Kasa Smart app from the App Store or Google Play.

2. Make sure that the model number of the product being chosen during the configuration is correct.

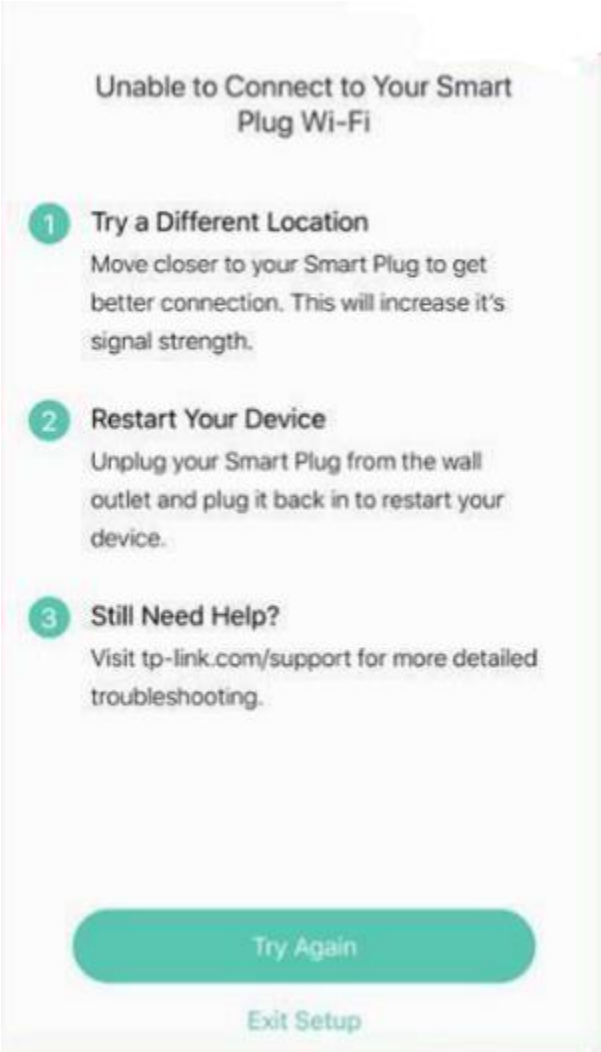
App Shows: “Connect to Wi-Fi” or “No Internet”



Step 1 Please double check your phone has connected to your main router’s Wi-Fi and can access the internet.

Step 2 Force close the Kasa APP and launch it again, wait a few more seconds to see whether you can go to the next step to connect the smart Wi-Fi.

App Shows: Unable to Connect to Your Smart Device's Wi-Fi



Or you experience problems at any of the following steps:

1. **Unable to Connect to Your Smart device Wi-Fi**
2. **Cannot see the Kasa device's Wi-Fi on the Phone**
3. **Ask for a password when connecting to the smart device's Wi-Fi**

Step 1 Check the LED status of the device and make sure it's in config mode. Otherwise, reset the device as per the User Guide.

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

How to reset TP-Link Kasa smart bulb?

Note:

For Smart Plug/Switch, the Wi-Fi light blinks orange and green means it's in Config mode.

For Smart Bulb, it will be flashing 3 times to show it's in Config mode.

For details, you can go to www.tp-link.com and search your smart device's model number, click on **Support**, then you will see the User Guide.

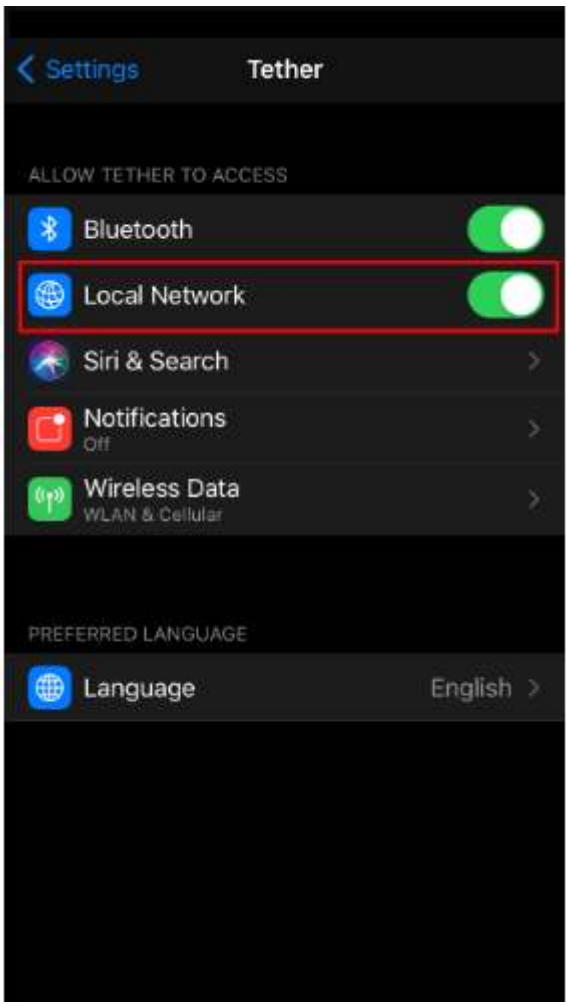


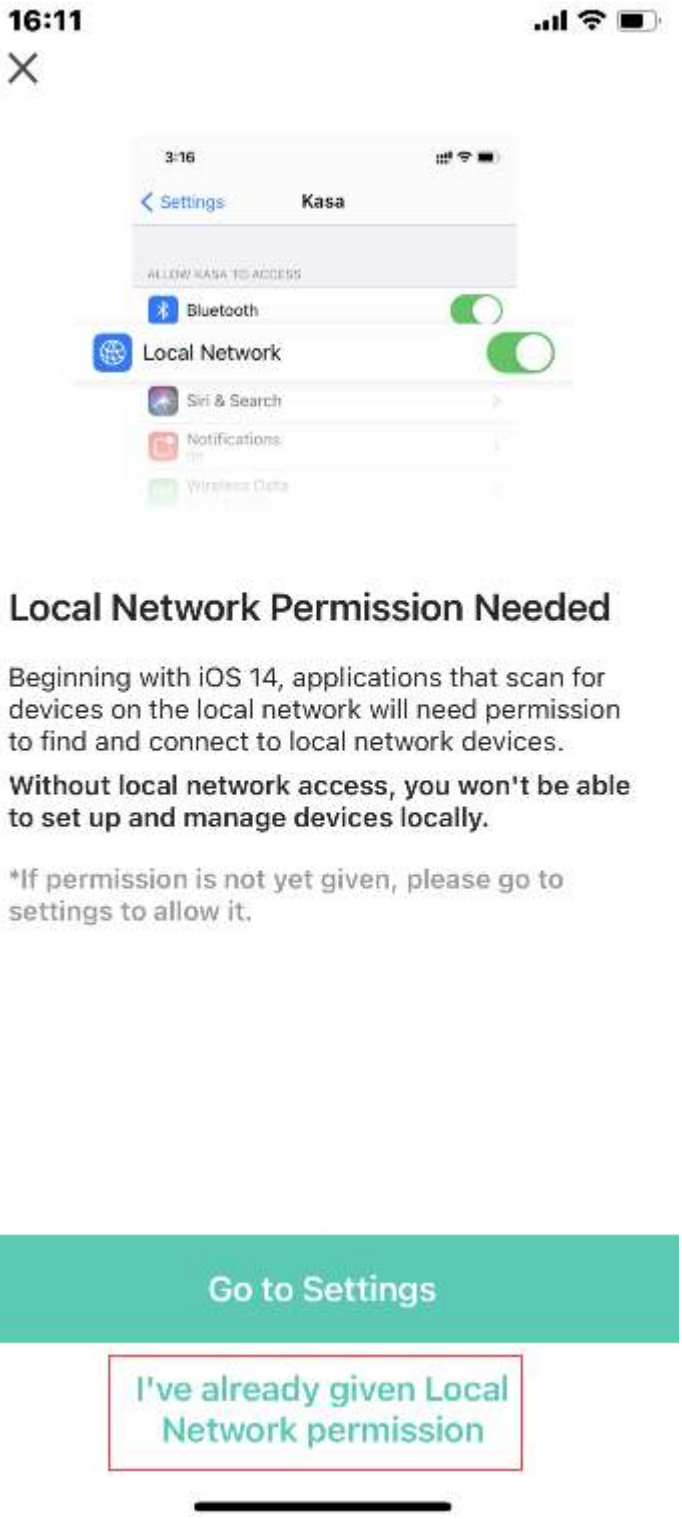
Step 2 iOS: Go to "**Settings**" to connect the Wi-Fi manually;

Android: It can connect to the network automatically, but if it fails to connect, please go to "**Settings**" to connect to it. Once it's connected, please go back to the Kasa app and click on "**Try Again**".

Step 3 Click on "**Settings**" on your phone and find our APP on the list, then enable the "**Local Network**" option. Reopen our APP and try again.

If can't find "**Local Network**" permission, please go back to APP and click "**I've already given Local Network Permission**".


Settings
Tether
ALLOW TETHER TO ACCESS
Bluetooth
Local Network
Siri & Search
Notifications
Off
Wireless Data
WLAN & Cellular
PREFERRED LANGUAGE
Language
English



Step 4 Make certain you choose the **correct model** and **right wireless network** to connect, which SSID should be'TP-Link_Smart Plug_XXXX'or 'TP-Link_Smart Bulb_XXXX'. (check the MAC Address on the label which is in line with some part of the network name).

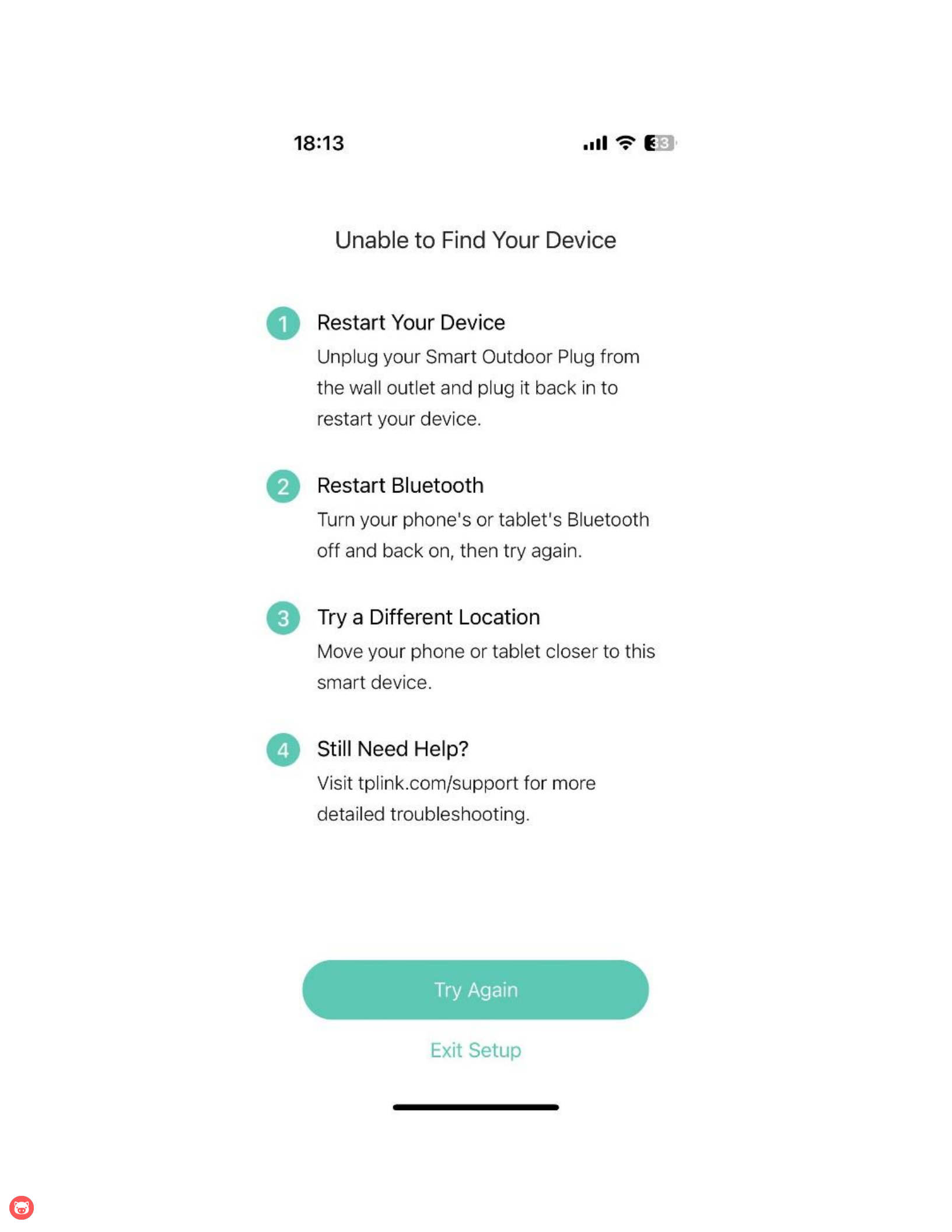
Step 5 Make sure there is no VPN or VPN software like Lookout, AdGuard on the phone. If there is a VPN running, turn off the VPN on the phone.

Step 6 Try using another phone to try again.

Step 7 Some phones prefer to connect to a remembered network instead of an unsecured network, in this case, please forget the profile of the remembered network first.

FAQ: How to Remove An Existing Wireless Network Profile on Android and iPhone

App Shows ‘Unable to Find Your Device’ or ‘We couldn’t find Your Kasa Device’


18:13
Unable to Find Your Device
1
Restart Your Device
Unplug your Smart Outdoor Plug from the wall outlet and plug it back in to restart your device.
2
Restart Bluetooth
Turn your phone's or tablet's Bluetooth off and back on, then try again.
3
Try a Different Location
Move your phone or tablet closer to this smart device.
4
Still Need Help?
Visit tplink.com/support for more detailed troubleshooting.
Try Again
Exit Setup

19:15

We couldn't find this Kasa device



Please do the following:

- Make sure this Kasa device is powered on.
- Turn your phone's or tablet's Bluetooth off and back on, then TRY AGAIN.
- If you've already manually paired the Kasa device with your phone via Bluetooth before setup, unpair it first.
- Move your phone/tablet closer to this Kasa device.
- Unplug this Kasa device and plug it back.
- Since the Kasa device's Bluetooth will disable after 15 minutes of powering up, unplug the Kasa device and plug it back in to restart.
- If you've added the Kasa device to another ecosystem (such as Matter), unplug the Kasa device and plug it back in to restart.
- If the problem persists, try to reset your Kasa device and set it up again.
- How to reset:

  Press and hold the Power button for at least 5

The App can’t find the smart devices with Bluetooth.

Step 1 Make sure you selected the right model number for your smart device and powered on it.

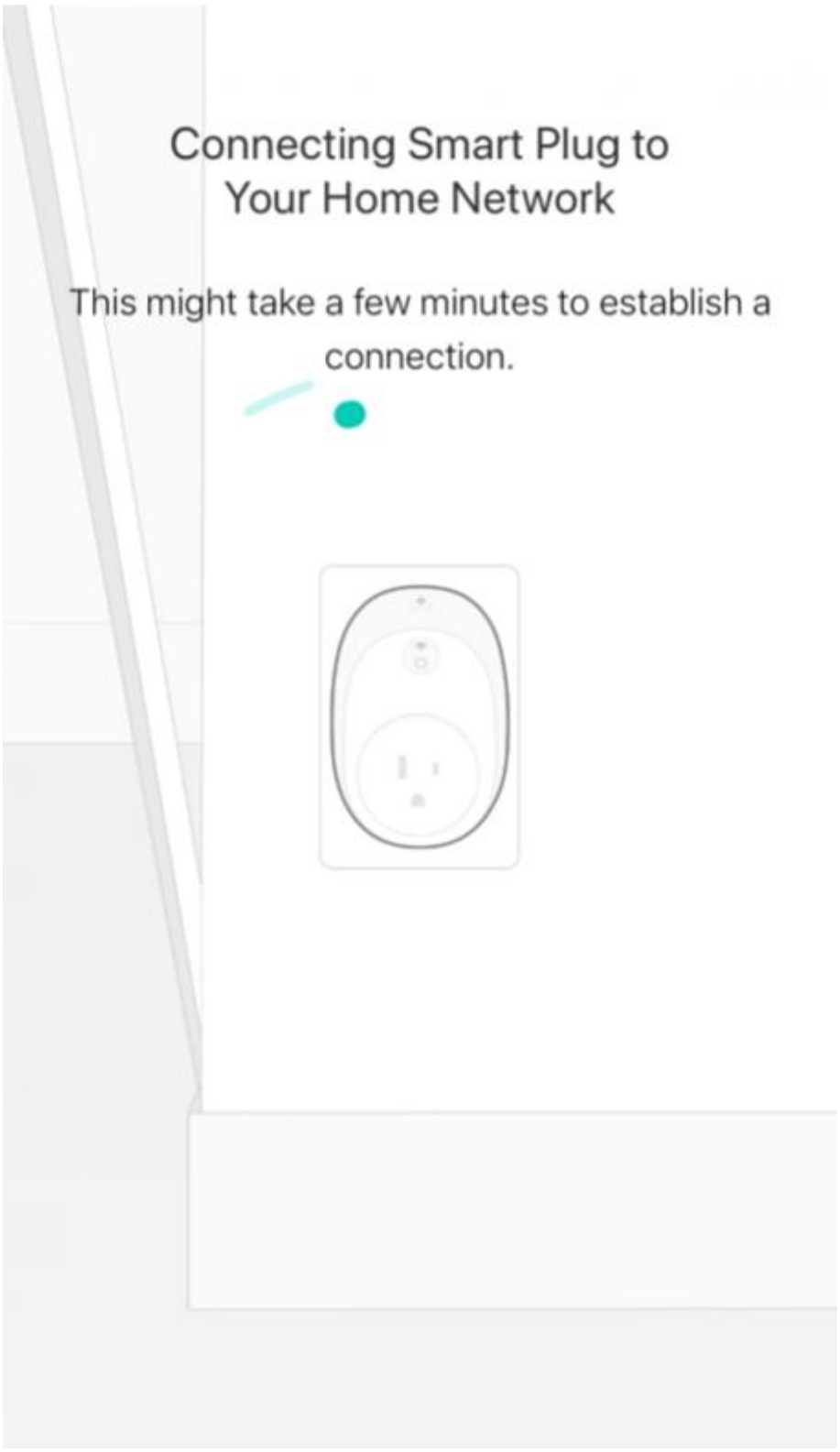
Step 2 Power off, then on (or press the restart button) your smart device to restart it.

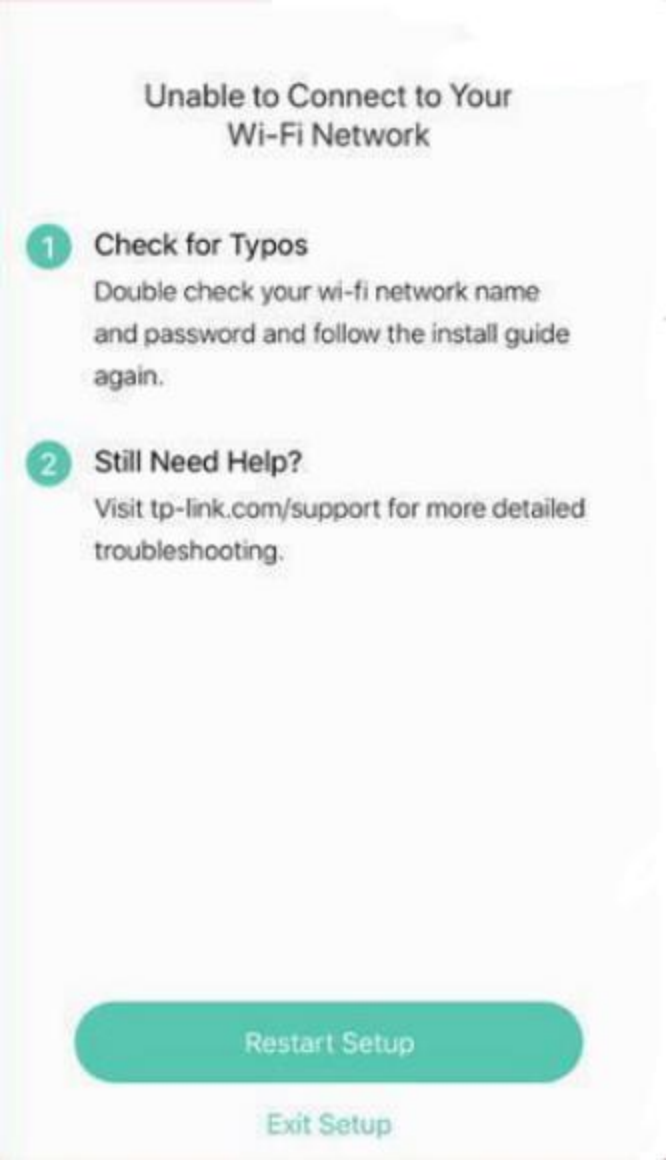
Step 3 Move your phone or tablet closer to the smart device.

Step 4 Turn your phone's or tablet's Bluetooth off and back on, then try again.

Step 5 If the issue persists, please reset your smart device and reboot your phone, then try again.

App Shows: Unable to Connect to Your Wi-Fi Network


Connecting Smart Plug to
Your Home Network
This might take a few minutes to establish a
connection.



1. **Can’t get through the connecting process**

2. **Stuck at the last step after creating the icon**

Step 1 Wait for 15 seconds and then check the LED status. (Only for smart plug/switch)

For the smart bulb, click **"Exit Setup"** to exit setup, go to the Devices page on the Kasa app to see whether you can control the bulb, if yes, go to the Device Settings page to change the device name and icon. If not, please go to **Step 2**.

a. **Wi-Fi LED is solid Green or Blue**

If the Wi-Fi LED is solid Green or Blue, indicating the network connection has been established, please DO NOT click on "**Restart Setup**". Just force to close Kasa APP and launch it again, wait a few more seconds to see whether the device is working.

You can change the device name and icon on the device settings page later if the Kasa device is configured successfully.

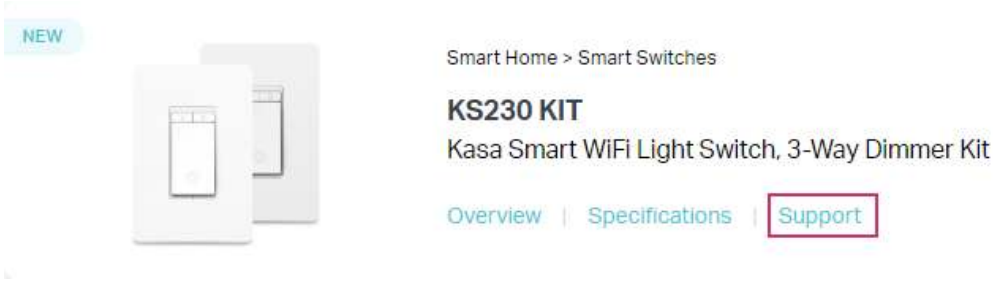
If the Wi-Fi LED is solid Green or Blue, but you can't find the Kasa device on the "**Devices**" page, please contact your router support to check if it has enabled "AP Isolation/Client Isolation" function and change the router's DNS to 8.8.8.8 and 8.8.4.4.

b. **Wi-Fi LED is NOT solid Green or Blue**

Please go to **Step 2**.

For the detailed LED explanations, you can refer to the User Guide.

You can go to www.tp-link.com and search your smart device's model number, click on **Support**, then you will see the User Guide.



Step 2 Ensure the router's Wi-Fi signal strength is strong, and your phone is connected to the same home network as the Kasa device now. If not, please move your device closer to the router.

Step 3 Confirm the Wi-Fi password of your router. Configure the Kasa device again if the Wi-Fi password you typed in is wrong.

You can refer to the instruction below to forget the router's Wi-Fi and connect again to confirm the password.

How to remove existing wireless network profile on Android&iPhone

The password length can't exceed 64 characters and confirm the password does not contain characters such as single and double-quotes.

Step 4 Change another phone to have a try.

Step 5 Contact your router's support and switch the Wi-Fi encryption method to WPA2+AES.

Change the wireless channel to 1, 6, or 11 and channel width to 20MHz of the router and configure the smart device again.

If still can not connect to the wifi network, you may try to turn off the 5G on your wifi router to have a try.

Step 6 For **dual-band** or **Mesh** router, use a different SSID (Wi-Fi name) for the 5Ghz band from 2.4Ghz or temporarily turn off the 5Ghz band.

If 5ghz can not be disabled, try moving the router or smart device far away from each other to make sure the smart device connects to a 2.4Ghz wifi network. This is because 2.4Ghz wifi typically has a better range than 5Ghz.

What To Do If You Failed to Set the Device's Name or Icon

Step 1 Ensure the router's Wi-Fi signal strength is strong, and your phone is connected to the same home network as the Kasa device now.

Step 2 If the Wi-Fi LED is solid Green or Blue, indicating the network connection has been established. Just force to close Kasa APP and launch it again, wait a few more seconds to see whether the device is working.

For the smart bulb, click "**Exit Setup**" to exit setup, go to the Devices page on the Kasa APP to see whether you can control the bulb.

You can change the device name and icon on the device settings page later if the Kasa device is configured successfully.

In other situations, please refer to **Case 4** to do further troubleshooting.

Step 3 Try a Simple name / Try Icon from Kasa APP, not choose from Album

Step 4 Change another phone to have a try.

Step 5 Reset the Kasa device and try again.

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

How to reset TP-Link Kasa smart bulb?

Please contact TP-Link technical support with the following information if you still failed to configure the Kasa device after the above suggestions.

1) The Model of your Kasa device and its MAC address.

2) The Model of your home router and detailed 2.4g wireless settings like encryption method, channel width, and wireless mode.

3) The Model and Operation System of your mobile device.

4) The screenshot of the error message.

Related FAQs

- How to set up my TP-Link Smart Plug Switch via Kasa
- How to connect TP-Link Smart Bulb to my home network via Kasa
- What should I do if the smart plug or smart switch cannot turn on/off the appliance properly?

Looking for More

- [General] Kasa Smart Plug with Seamless Setup in the Google Home App
- [Blog] How to Choose the Right Smart Bulb?
- [Blog] What's Smart Plug and How it Build Your Smart Home