

# Troubleshooting steps

## How to update firmware of Kasa smart devices

### **This Article Applies to:**

The firmware on TP-Link Kasa smart devices can only be updated by using the TP-Link Kasa App. Please make sure you've downloaded this App before continuing.

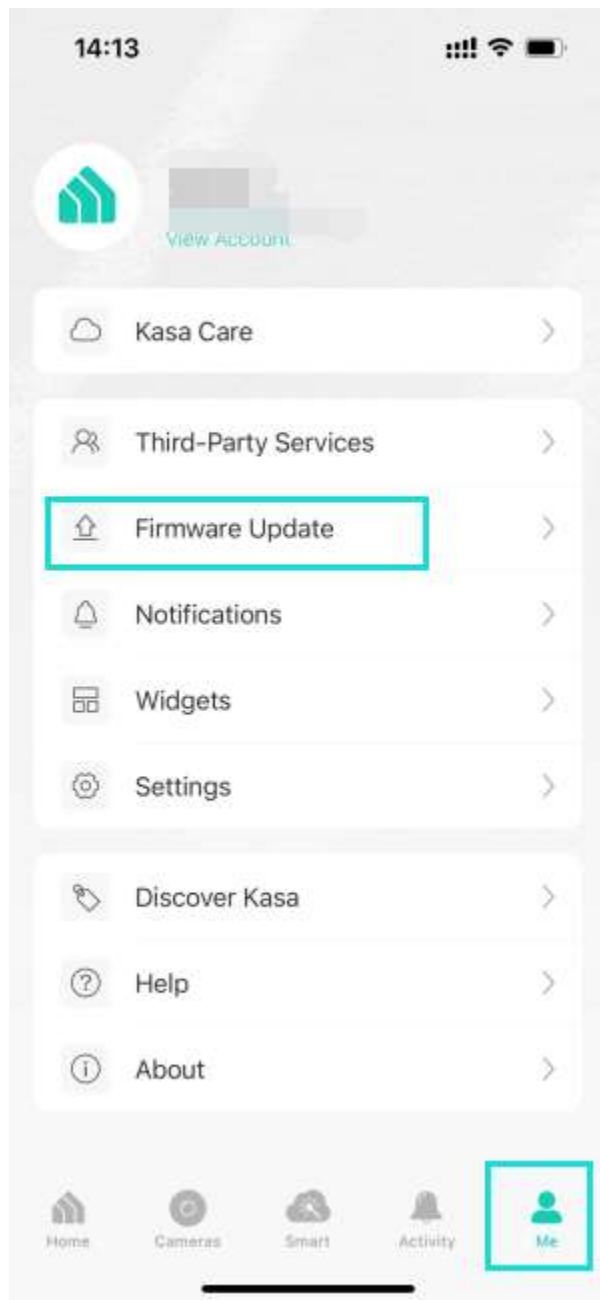
### **Before you begin:**

Please log into your cloud account and make sure you can control your smart devices.

[How to create a TP-Link Cloud Account on Kasa?](#)

### **Let's begin:**

1. Go to **Me** at the bottom right, then click on **Firmware Update**.



2. If any firmware updates are available, they will be displayed on this page.

13:48



## Firmware Update



The firmware of all connected devices is up to date.




Note: If there is a new firmware version, please click the corresponding firmware, and the smart device will download firmware from the cloud and update the firmware automatically, so please don't operate devices until the firmware update is finished.

To get to know more details of each function and configuration please go to [Download Center](#) to download the manual of your product.

# How to make my TP-Link Kasa Device work with Amazon Alexa

User Application Requirement

Updated 02-27-2023 09:22:57 AM  2372677

## **This Article Applies to:**

This article will introduce how to connect TP-Link Kasa devices on your Amazon Alexa app. If you meet any difficulties in the process, please roll down to the bottom for Troubleshooting.

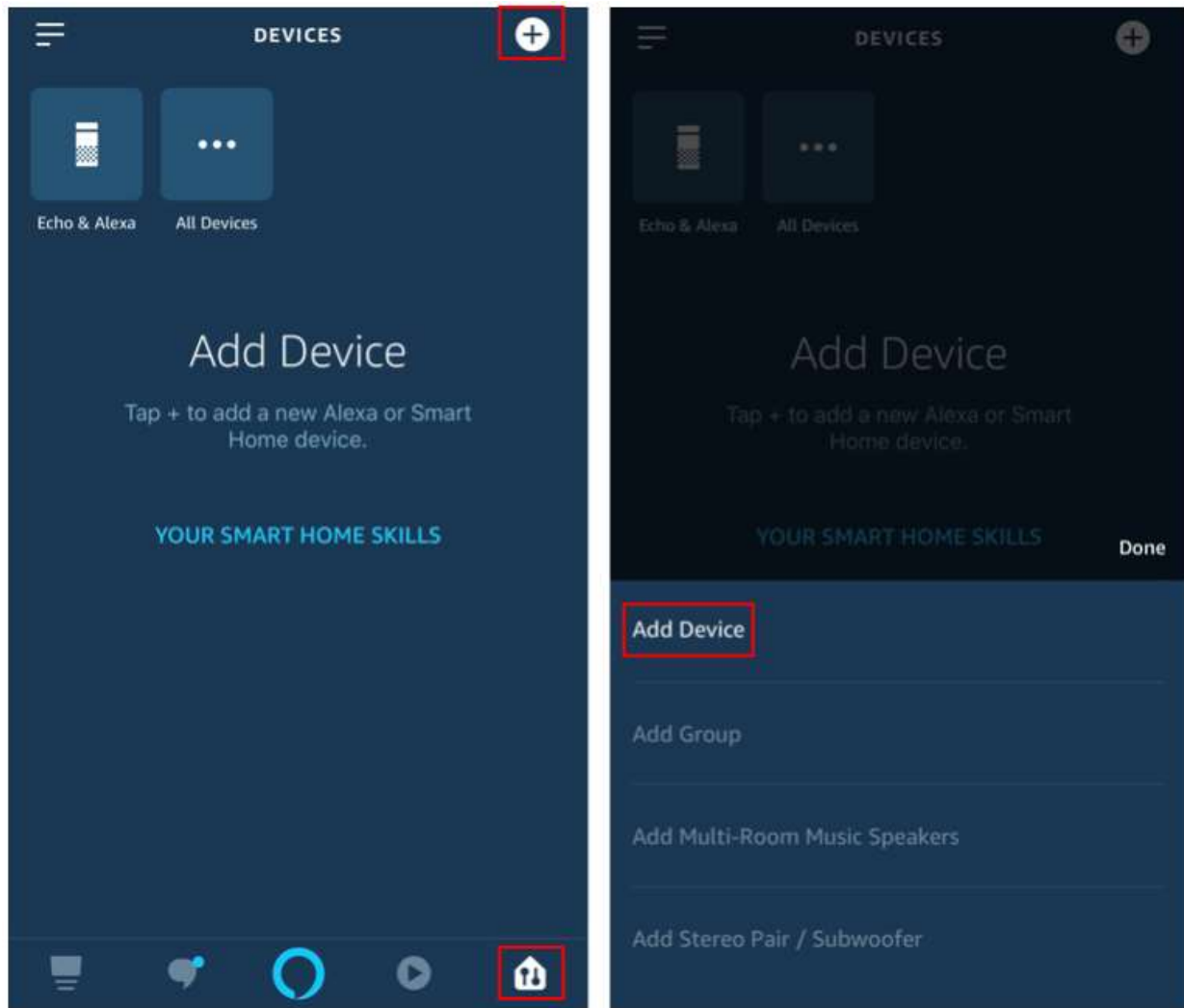
## **Before we begin:**

- Please open the Kasa App and sign in to your TP-Link account. [No TP-LINK Account?](#)
- Set up Kasa devices via Kasa APP at first and make sure they can be controlled by Kasa APP. Please refer to [Smart plug/Switch](#) or [Smart Bulb](#) to set up the Kasa device.

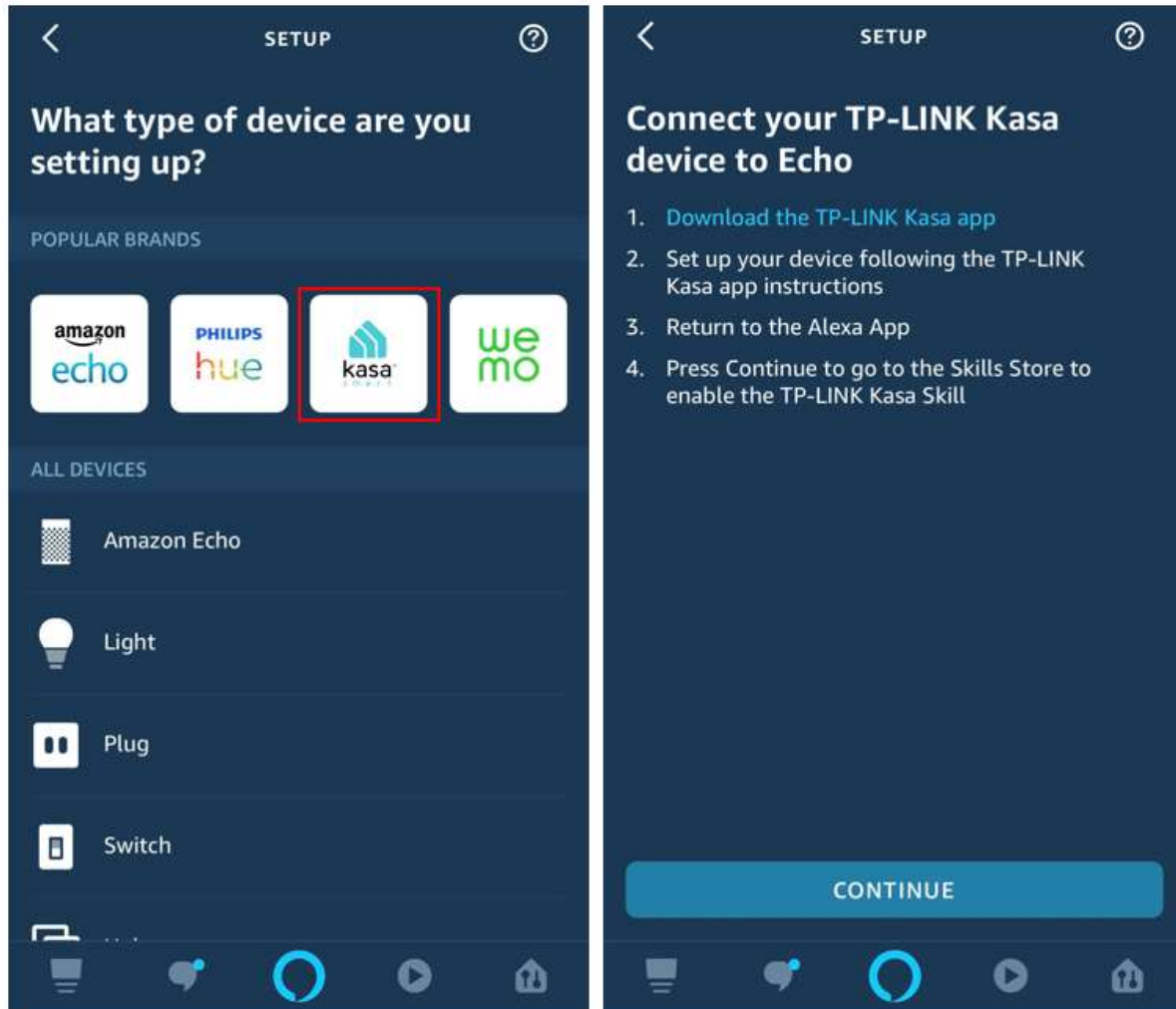
**Note:** For RE270K/RE370K, please make sure Remote Control is enabled on Kasa APP. Refer to [this link](#) to enable Remote Control feature for the RE270K/RE370K.

## **Connect Kasa device to Amazon Alexa:**

1. Open Amazon Alexa App, tap on "Home" icon in bottom right corner. Then click the "+" icon in the upper right corner and select "Add Device".

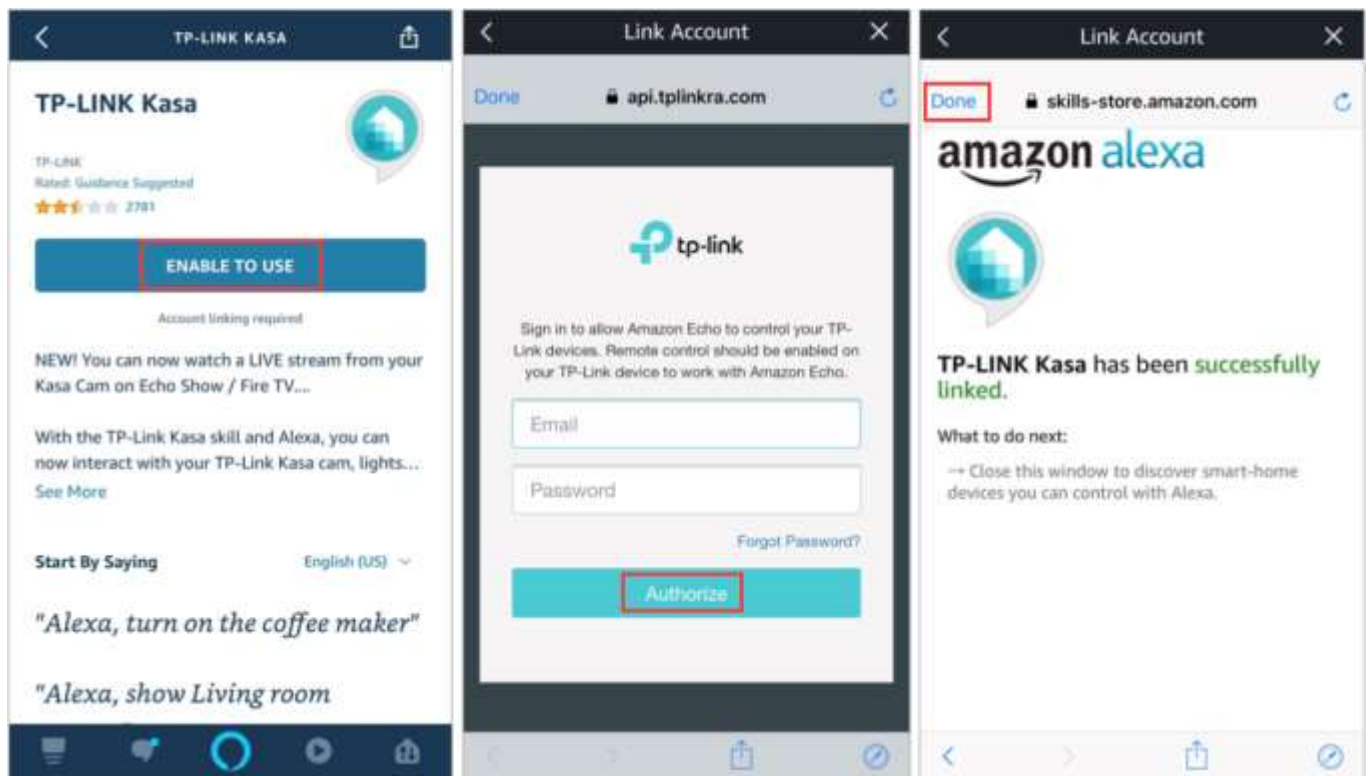


2. Select "Kasa Smart" and tap on "Continue".



3. Tap on "ENABLE TO USE", type in your Kasa account and password, and then click "Authorize".

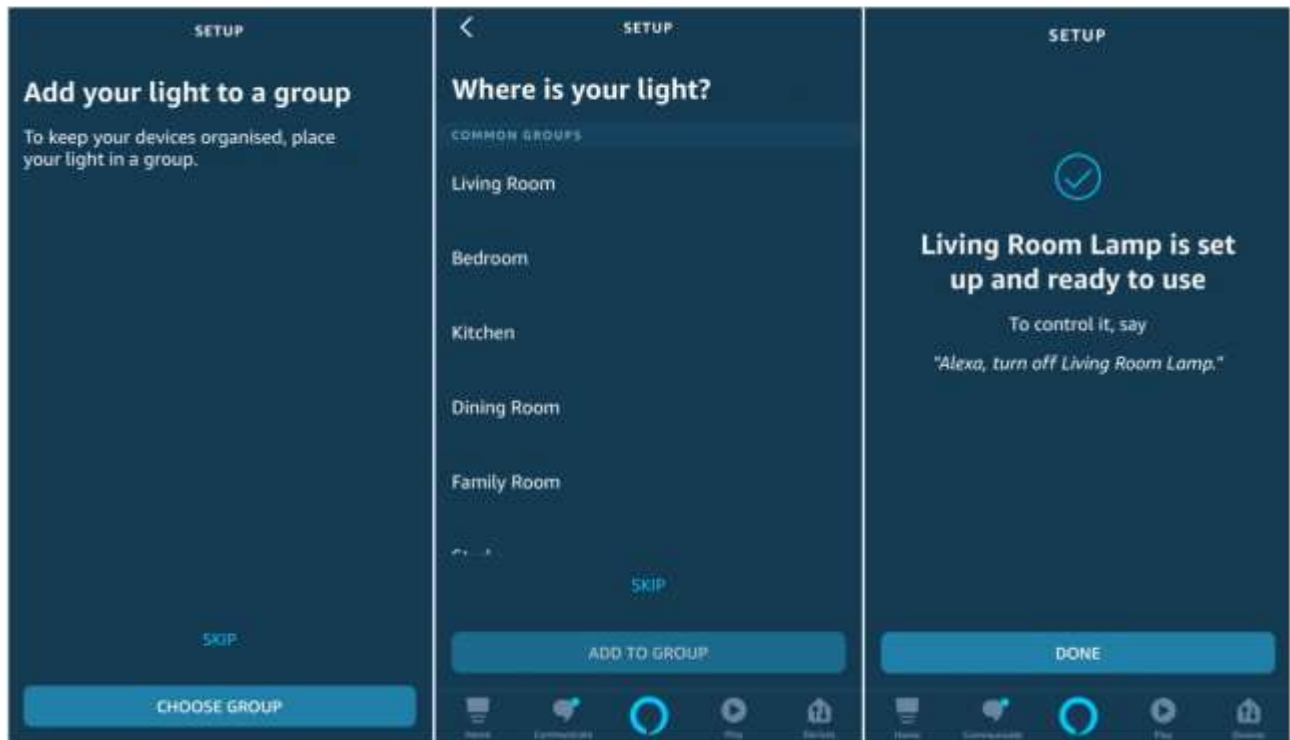
After authorized successfully, the App will remind that "TP-LINK Kasa has been successfully linked". Tap "Done" to go to the next step.



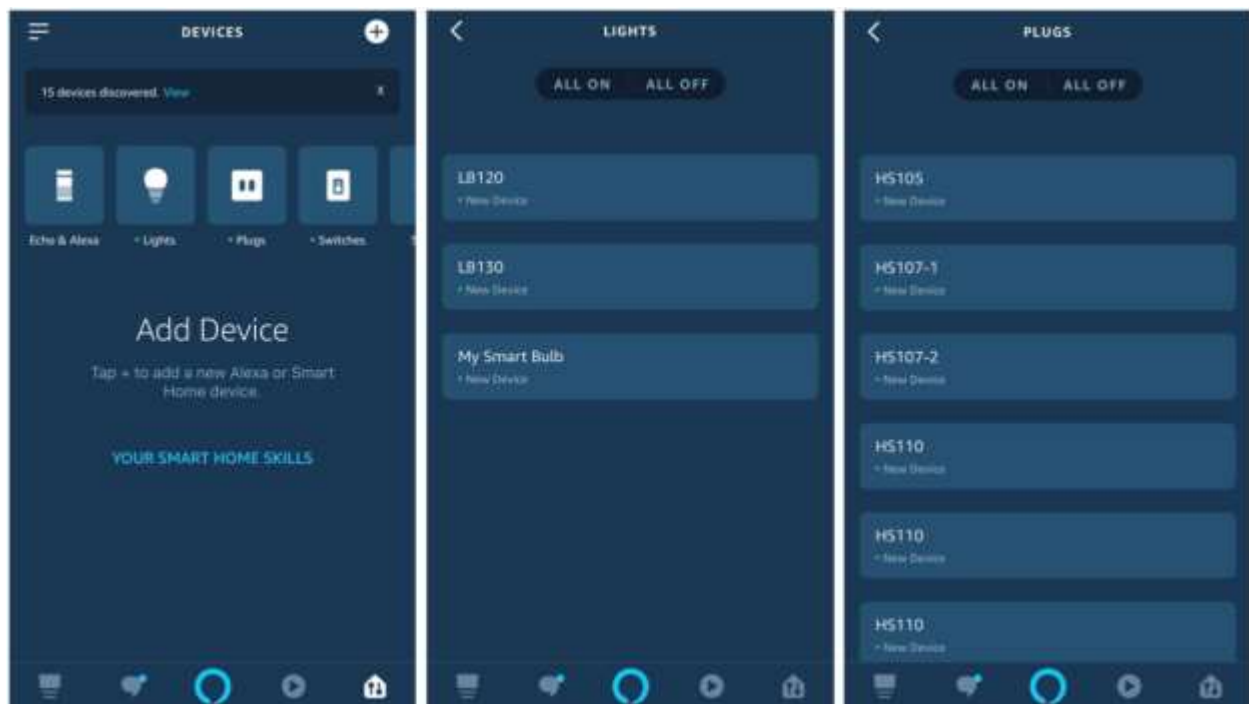
4. Tap on "DISCOVER DEVICES" or use voice command "Alexa, discover devices". Alexa will scan and show the devices bound to your Kasa account.



5. Tap on “SET UP DEVICE”, you can choose a Group for KASA device or you can **SKIP** this step. Tap on “DONE” to finish the set up.



6. You have now completed the setup process. You can select the device types and view what devices are discovered by Alexa.





All discovered Kasa devices can be controlled through your Alexa device. Please test if it works normally with voice commands.

For example, if a bulb on Kasa is named “Little Bulb”, we can say “Alexa, turn on the Little Bulb” and check if Alexa powers on this bulb.

Note: Every time you change the name of smart device, you will need to discover this device again to update the name.


## Troubleshooting

1. Alexa fails to discover devices, how can I do?
  - Try to reboot the smart device and re-discover on Alexa.
  - Double check whether Kasa App can remotely control the device or not. If not, check your internet access and remote control settings.
2. Why does the device’s status Show “Offline” on Alexa?
  - Wireless connection could have been lost. Try reboot the device and re-discover on Alexa.
  - Internet access on your router could be unavailable.
  - The remote control function could have been turned off.
  - There is an issue with the cloud server.
3. Alexa has discovered the devices but cannot manage them, while via Kasa App you can.

For this situation please contact support for [help](#).

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

Q&A of functional explanation or specification parameters

Updated 08-18-2022 09:44:33 AM  517044

### 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.

If you still cannot reset your product successfully, please contact [Technical Support](#).