

# What should I do if my Kasa device (smart plug, smart lighting) keeps losing connection or going Offline?

Troubleshooting

Updated 08-12-2022 01:50:52 AM  22296

This Article Applies to: 

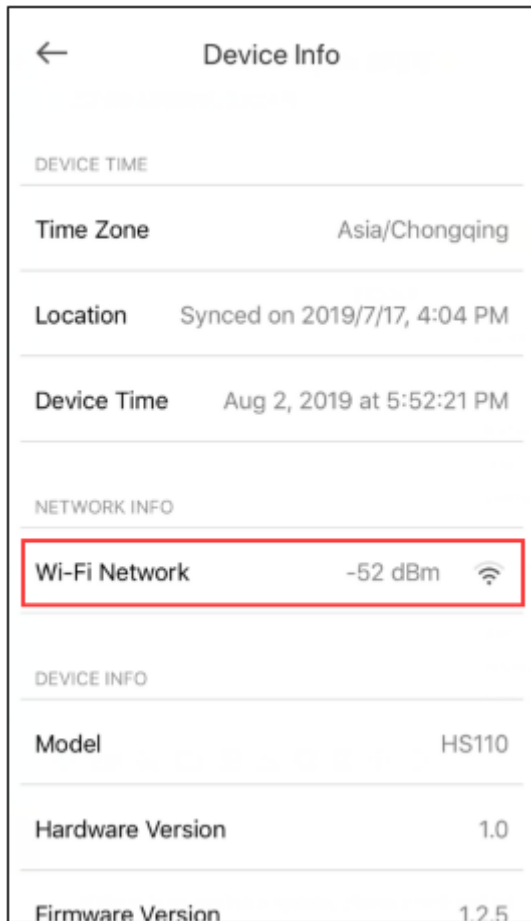
There are some circumstances in that Kasa smart devices do not work stably or lost connection from time to time, this could be due to the network environment or some other reasons, this article provides some helpful tips to fix the situation.

**Step 1** Ensure Router is working properly. Reboot the router and kasa device and see if the smart device reconnects.

**Step2** Ensure Kasa smart device is receiving a Good Wi-Fi signal. Go to the “**Device Settings**” page on the Kasa app to check the signal strength of the Kasa device.

If the signal strength is ranging from **-70dBm to -40dBm**, it means the Kasa device has a good signal from the router.

If the signal strength is less than **-70dBm**, it means the signal strength from the router is too weak. In this case, please move the Kasa device closer to your router for a try.



**Step 3.** Update the firmware of the Kasa device

**Step 4.** Ensure Kasa APP is up to date in the APP store or Google Play

**Step 5.** Turn off Advanced Wi-Fi settings on the router like **Band Steering** (also called '**Smart Connect**' or '**Whole-Home Wi-Fi** '), Wi-Fi Optimizing or 'Channel optimization' etc.

**Step 6.** Try changing Router's DNS Settings

Primary DNS 8.8.8.8

Secondary DNS: 8.8.4.4

**Step7.** [Optional] Try to configure the smart device to another router's 2.4G Wi-Fi or a mobile Hotspot Wi-Fi to verify whether this issue is related to the specific router.

If the issue is still the same, contact [TP-Link technical support](#) and provide the information below for our support to look into further:

1. Led status on a smart device when it is offline: Red/ Flashing Green/ Solid Green etc. (For Kasa plug)
2. MAC address of the device
3. TP-Link ID email address
4. When an issue occurs, does the smart device work in **the local network**?

For a test, connect your mobile device to the home Wi-Fi network at that time and see if the Kasa device is still accessible in the local network.


3. The model number Wi-Fi router and your network topology:

e.g. ISP Spectrum-Archer C7 router<Wireless> Kasa device

5. How often does the issue happen, and how does recover the connection, like rebooting the smart plug or rebooting the router?

# How to control Smart Devices by Amazon Echo with voice commands?

User Application Requirement

Updated 01-18-2023 23:43:03 PM  150590

This Article Applies to: 

First of all, please link your TP-Link Kasa devices to Amazon Echo: [Connect your TP-Link Kasa Device to Amazon Alexa](#)

## Universal control commands:

1. "Alexa."

This command awakes Alexa to receive further orders. Hearing this command the circle light on the top of Echo turns blue.

2. "Alexa, find devices."

This command activates device discovery. If you have linked your Kasa account to Echo, smart devices bound to this Kasa account should be found.

3. "Alexa, turn on/off *device\_name*."

This command has the Echo turn on/off the smart devices called "*device\_name*".

## Kasa Scene control command:

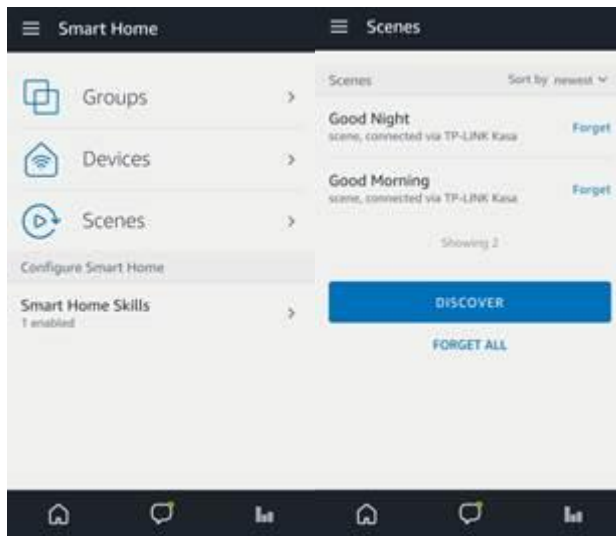
Now Alexa has added support to control the scene you created on Kasa! You can just use the simple command below:

1."Alexa, turn on Kasa\_scene"

2." Alexa, turn Kasa\_scene on"

This command has the Echo turn on the scene called “Kasa\_scene”.

**Note:** Before doing that, you should make sure the scene has been identified by Alexa App first.



For more information about how to create Kasa scene please refer to:

[How to use creating scene function in KASA APP?](#)

#### **Smart Dimmer Switch commands:**

1. “Alexa, dim/brighten the Dimmer\_name.”

This command dims/brightens the brightness of the smart Dimmer called Dimmer\_name in increments of 25%.

2. “Alexa, turn/set the Dimmer\_name to amount percent.”

This command adjusts the brightness of the smart bulb called Dimmer\_name by amount percent as requested.

#### **Smart Bulb control commands:**

1. “Alexa, dim/brighten the *bulb\_name*.”

This command dim/brighten the brightness of the smart bulb called *bulb\_name* in increments of 25%.

2. “Alexa, turn/set the *bulb\_name* to *amount* percent.”

This command adjusts the brightness of the smart bulb called *bulb\_name* by *amount* percent as requested.

3. “Alexa, set the *bulb\_name* to warm/cool white”

This command adjusts the color temperature of the smart bulb called *bulb\_name* to warm/cool white.

#### **Smart Bulb Color control command: (LB130 only)**

“Alexa set *bulb\_name* to *color\_name*.”

This command changes the color of smart bulb called *bulb\_name*'s to *color\_name* as requested.

**\*Note: Not all color names works, but you still have over a hundred color options, including the following:**

Blue	Crimson	Cyan	Fuchsia
Gold	Green	Lavender	Lime
Magenta	Orange	Pink	Purple
Red	Salmon	Sky blue	Tea
Turquoise	Violet	Yellow	

The Alexa has a built-in timer function that will perform the action desired after telling it to wait an "x" amount of time.

Instance: Ask Alexa " turn on the bedroom light after 10 minutes"

To achieve this inquiry, you need to create "Routines" on the Alexa app, for details instructions, please contact Alexa support.

For example

In Alexa app, when setup "Routines", the trigger is

Voice: Alexa, turn on the bedroom light after 10 minutes,

The action is

Wait (Action 1) : set timer to 10 minutes.

Device (Action 2) : Turn on the bedroom light

When you say the voice command "Alexa, turn on the bedroom light after 10 minutes", the bedroom light will be turned on after 10 minutes.

### More Relevant

1. You can create a group to simultaneously control all devices in it with **universal control command**. (The group we mentioned is created on the Alexa app, not on the Kasa app)



For example, if you create a group called "bedroom", which contains two smart devices HS110(Called "Plug") and LB130(Called "Lamp"), then **you can** simultaneously control them via the command "Alexa, turn on/off bedroom."

**But you can't** say "Alexa, dim/brighten the bedroom."

For this purpose you have to control them separately by "Alexa, dim/brighten the Lamp."



2. The supported language of the voice command is decided by Amazon Alexa. Currently only English and German are available.

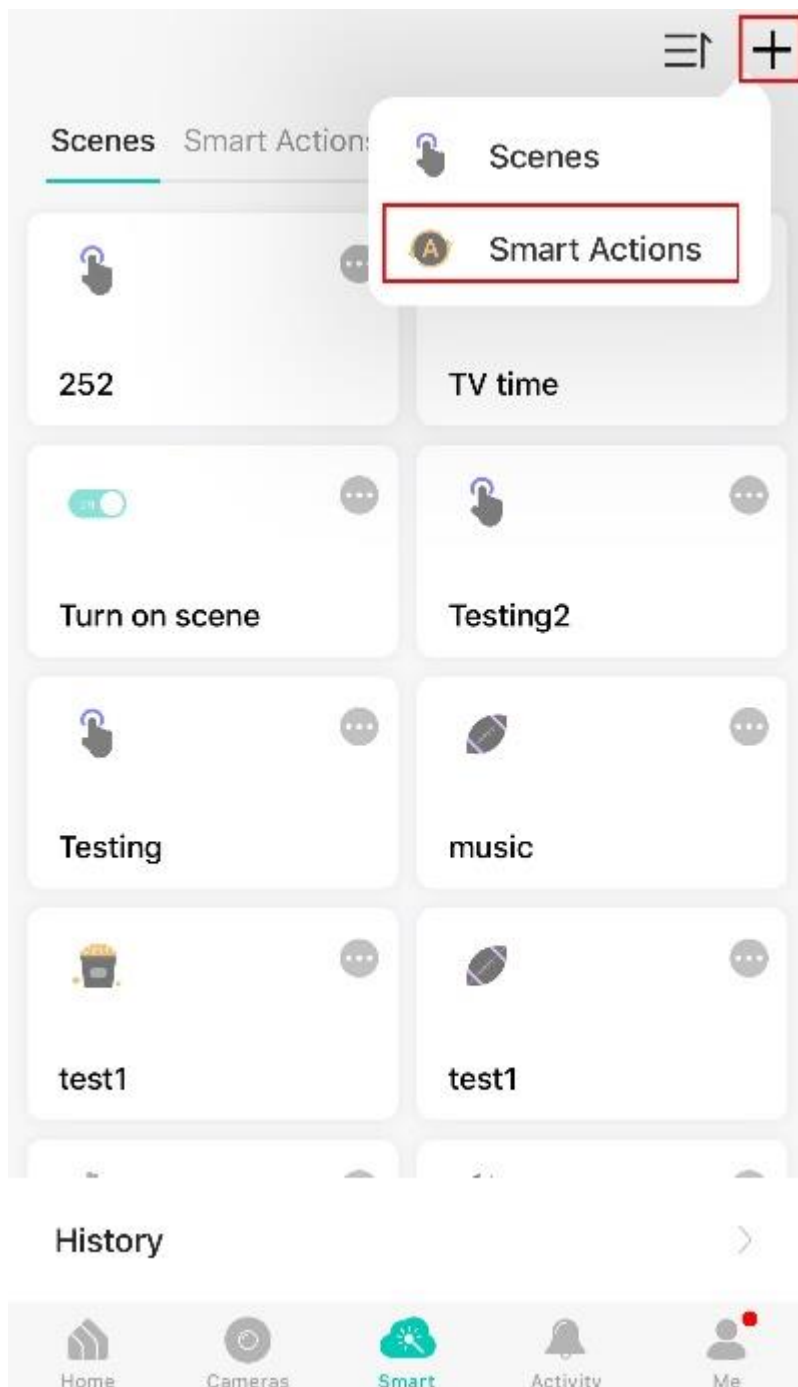
### 3. Some frequently asked questions about TP-Link smart plug and smart switch

4. User Application Requirement
5. Updated 01-16-2023 06:34:41 AM  392250
6. [This Article Applies to:](#) 
7. For basic/advanced settings of Smart Plug/Switch, please refer to following FAQs:
8. [How to connect my TP-LINK Smart Plug to my home network via Kasa?](#)
9. [How to create a Cloud Account for my TP-LINK Smart Plug in Kasa to allow Kasa to control it remotely?](#)
10. [Advanced settings introduction of TP-LINK Smart Plug in Kasa APP.](#)
11. [How to update firmware of Smart Devices in Kasa App?](#)
12. **Q1: Can I plug in a power strip to the smart plug?**
13. A: Yes, you can plug a power strip into a TP-Link Smart Plug and turn it on/off via the Kasa app or voice command with Amazon Echo/Google Assistant. The total draw and wattage of devices plugged into the power strip should be within the rated amperage and wattage of the Smart Plug.
14. **Q2: Can the Smart Plug/Switch control multiple lights?**
15. A: Yes, they can as long as the total current draw and wattage does not exceed the rated amperage and wattage of the **Smart Plug/Switch**.
16. For example, you may use it to control you Christmas tree lights outside.
17. **Q3: Does the Smart Plug block both plugs on the socket panel?**
18. A: Possibly it does. Due to the design of the Smart Plug, it is recommended to place it in the top outlet so that the bottom one is usable. However, we do offer a new mini-plug HS105. This model is designed to keep the 2<sup>nd</sup> outlet on the socket panel free.
19. **Q4: Can I use Smart Plug/Switch on my TV so that Alexa/Google Assistant/Home Kit can turn on/off the TV with voice?**
20. A: No, most TVs go into standby mode when you turn them off. Since the smart plug shuts off all power once the TV is turned off it would need to be manually turned on after power is restored.
21. **Q5: Can TP-Link Smart Plug/Switch work with Apple Home Kit?**
22. A: EP25, KP125 and KS220 support Apple Home Kit.
23. **Q6: Can I ask Alexa " turn on the bedroom light after 10 minutes"?**
24. A: Yes, Alexa has a built-in timer function that will perform the action desired after telling it to wait an "x" amount of time.
25. To achieve this inquiry, you need to create "Routines" on the Alexa app, for details instruction, please contact the Alexa support.
26. For example
27. In Alexa app, when setup "Routines", the trigger is
28. Voice: Alexa, turn on the bedroom light after 10 minutes,
29. The action is
30. Wait (Action 1) : set timer to 10 minutes.
31. Device (Action 2) : Turn on bedroom light
32. When you say the voice command "Alexa, turn on the bedroom light after 10 minutes", the bedroom light will be turned on after 10 minutes.
33. **Q7: Do I need to buy Smart bulbs to be able to control lights with Alexa using your smart plug/switch?**
34. A: No smart bulbs are not needed. The switch will control whatever is on the circuit that it's installed on, and Alexa will provide voice control for that device.

35. **Q8: Is HS200/HS210KIT a dimmer?**
36. A: No, HS200/HS210KIT does not have dimmer feature. HS220 is a dimmer switch but it's only two-way.
37. **Q9: Can I manually turn on/off the lamp/other devices via the switch on the HS200?**
38. A: Yes, when the HS200 is connected to the electrical system properly, you will be able to control the lamp/other devices in the system manually.
39. **Q10: Can HS200 work at two wires circuit?**
40. A: No, you will need at least three wires: Live, Load, and Neutral for the HS200 to work properly.
41. **Q11: Can the HS200 work on two-pole switch as long as the other switch is always on?**
42. A: Possibly, but only after some circuit modification. We don't recommend you to do this, and can't provide technical support for this kind of application. Should you want to proceed, we strongly suggest you hire a professional electrician to install it.
43. **Q12: Can the HS200 switch be used in a three-way switch light combination (two switches controlling one light)?**
44. A: It is possible, but only after some circuit modification. We don't recommend you to do this, and can't provide technical support for this kind of application. Should you want to proceed, we strongly suggest you hire a professional electrician to install it.
45. **Q13: Can I use HS210 KIT with ordinary three-way switch?**
46. A: Yes, but you have to connect only one HS210 to Line wire and the ordinary three-way switch to Load wire.
47. **Q14: What's the dimmer type of HS220?**
48. A: The dimmer type of our HS220 belongs to Incandescent/Halogen (forward phase control), based on TRIAC.
49. **Q15: Can I install the TP-Link smart switch in a 2 or 3 gang switch box?**
50. A: All of our TP-Link smart switches are designed with one gang and all of them have its original plate in the package already. Currently, we do not sell 2-gang/3-gang wall plate. Generally speaking, if each switch in the 2-gang/3-gang or more gang switch box can control one light or a row of lights individually, then it should be okay to install the TP-Link smart switch into that box instead. Before installing it, it's suggested to look for the specification of the smart switch first on our official website and check if the gang box's size is compatible with our switch.
51. **Q16: What is the relay type of Kasa smart plug and switch?**
52. A: For the HS220 dimmer switch, it adopts SRC relay while for other Kasa smart plugs and switches, they use a mechanical relay

## 53. How to Set a Schedule for Multiple Kasa Devices at Once

54. Configuration Guide
55. Updated 01-05-2023 11:42:20 AM  11721
56. [This Article Applies to:](#) 
57. As you know, you can do a lot to automate your home with your Kasa Smart products. You can use your Kasa products to create schedules, timers, and set up away modes, but this can sometimes be tedious, as you must set each one individually. While there is the grouping feature that lets you turn on or off multiple products at once, this does not help in creating a unified schedule. Wouldn't it be great if there was a feature that accomplished this – to set a schedule for multiple products at once? How can we achieve this? Well, you need to use the Smart Action feature and configure
58. 1) **Add Trigger:** Trigger Time (Set A Specific Time)
59. 2) **Add Action:** Control Smart Devices (Choose a Group or multiple Kasa Devices).
60. Now, let's open the Kasa Smart App.
61. 1. Tap “+” and then **Smart Actions**.



- 62.
63. 2. Tap **Add Trigger** and then **Trigger Time** to set the time for your schedule.





## New Smart Action

Next

Automate your smart devices to do what you want, when you want.

When

+ Add Trigger

Then

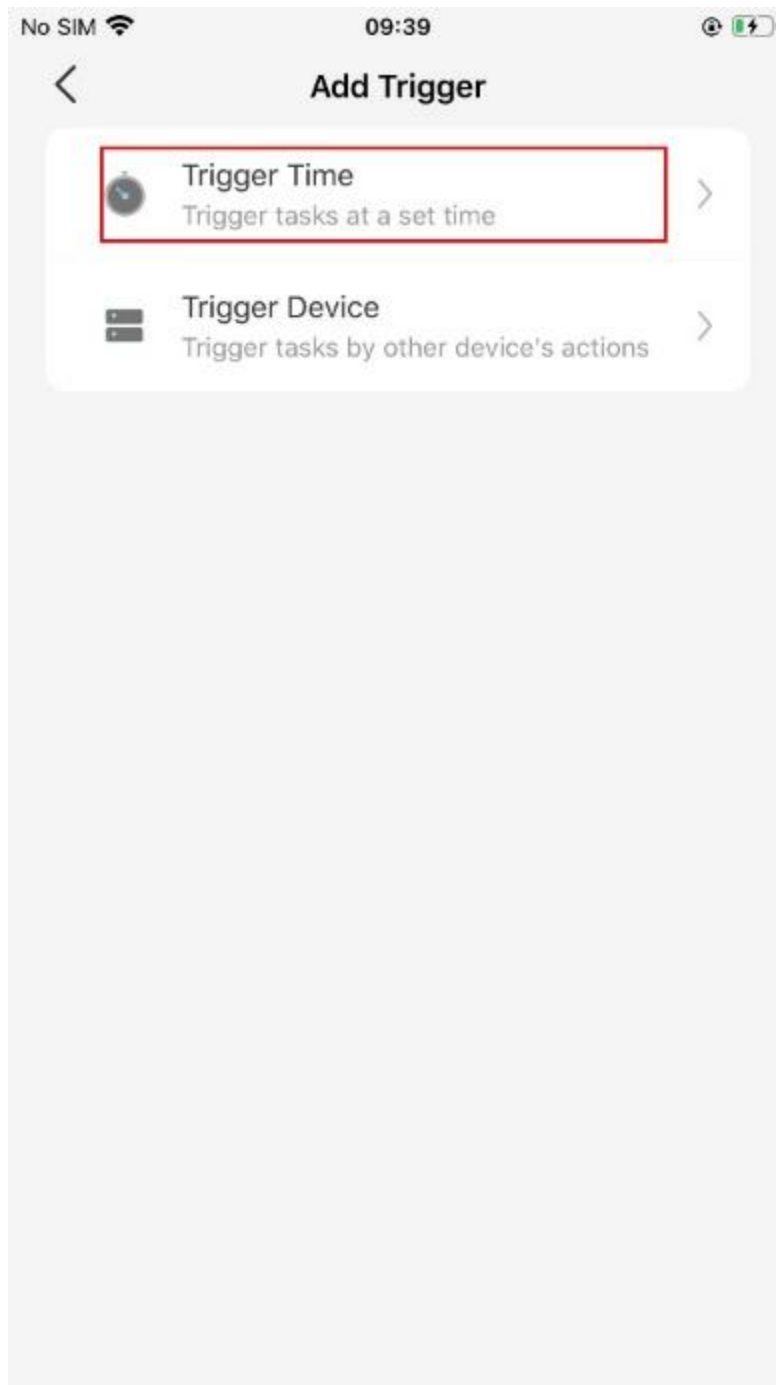
+ Add Action



Delay Action



This action will take place as soon as the trigger occurs.



65. 3. Choose from **Sunrise**, **Sunset** and **Custom Time** to set the time for your desired timing for the schedule and set the repeat times. Then tap **Done**.
66. \*The time of Sunrise and Sunset will be synchronized according to regional realities.

<

Trigger Time

Done

☐

Sunrise

☐

Sunset

☒

Custom Time

05

06

07 : 00

08 01

09 02

REPEAT

S

M

T

W

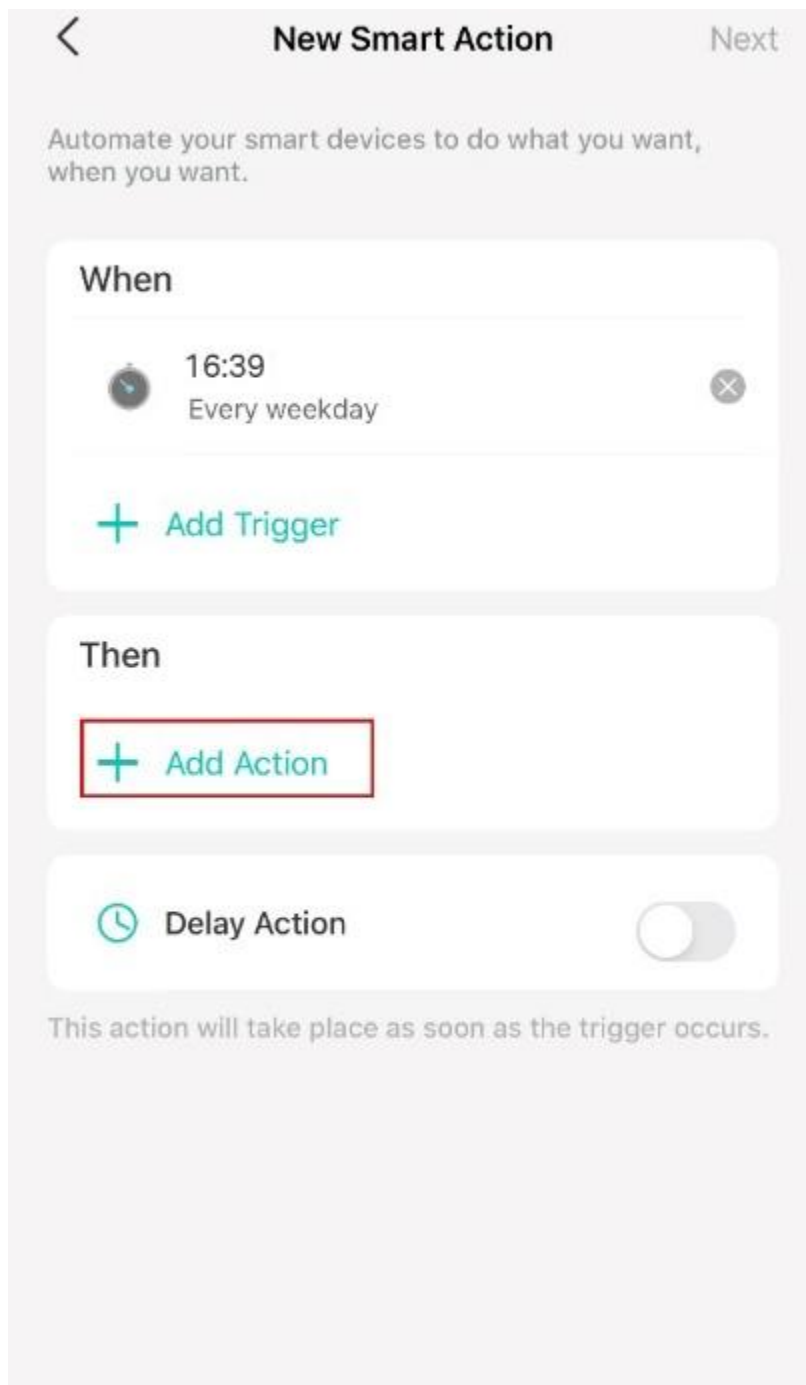
T

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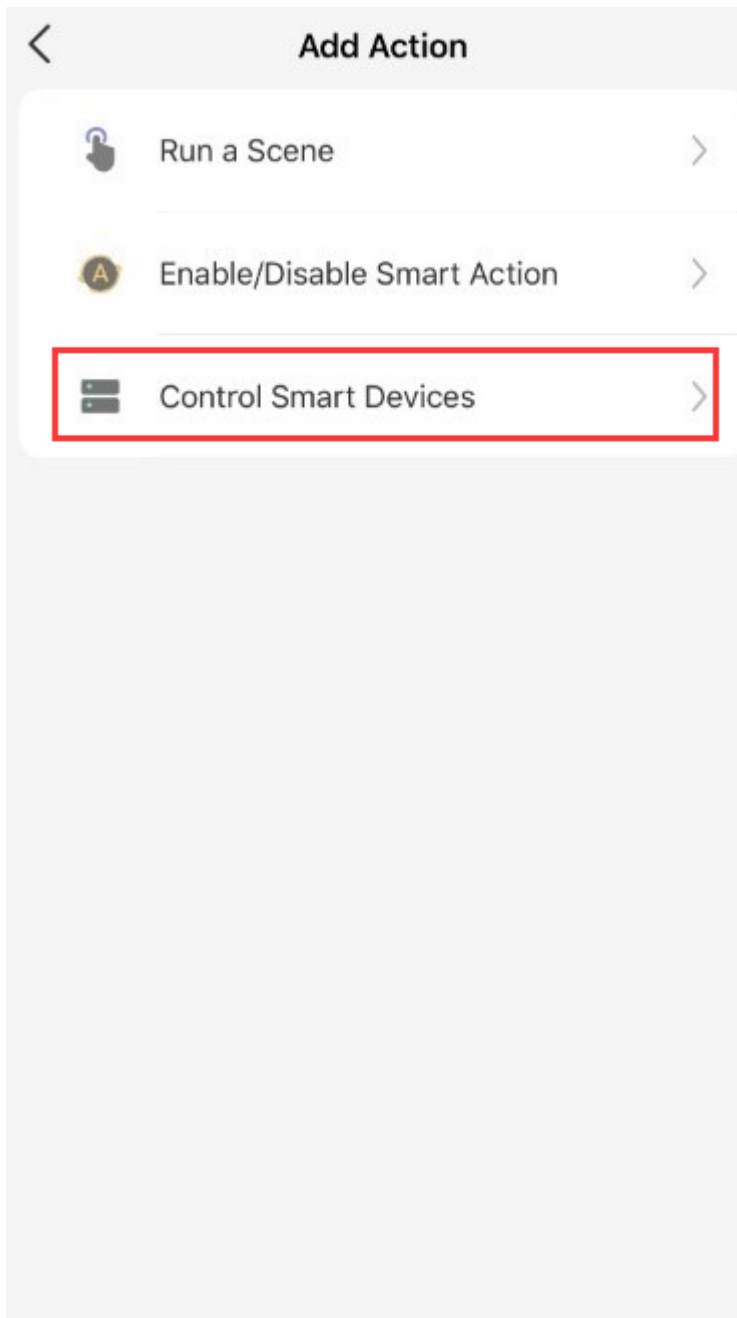
S

Every weekday

- 67.
68. 4. Tap **Add Action**.



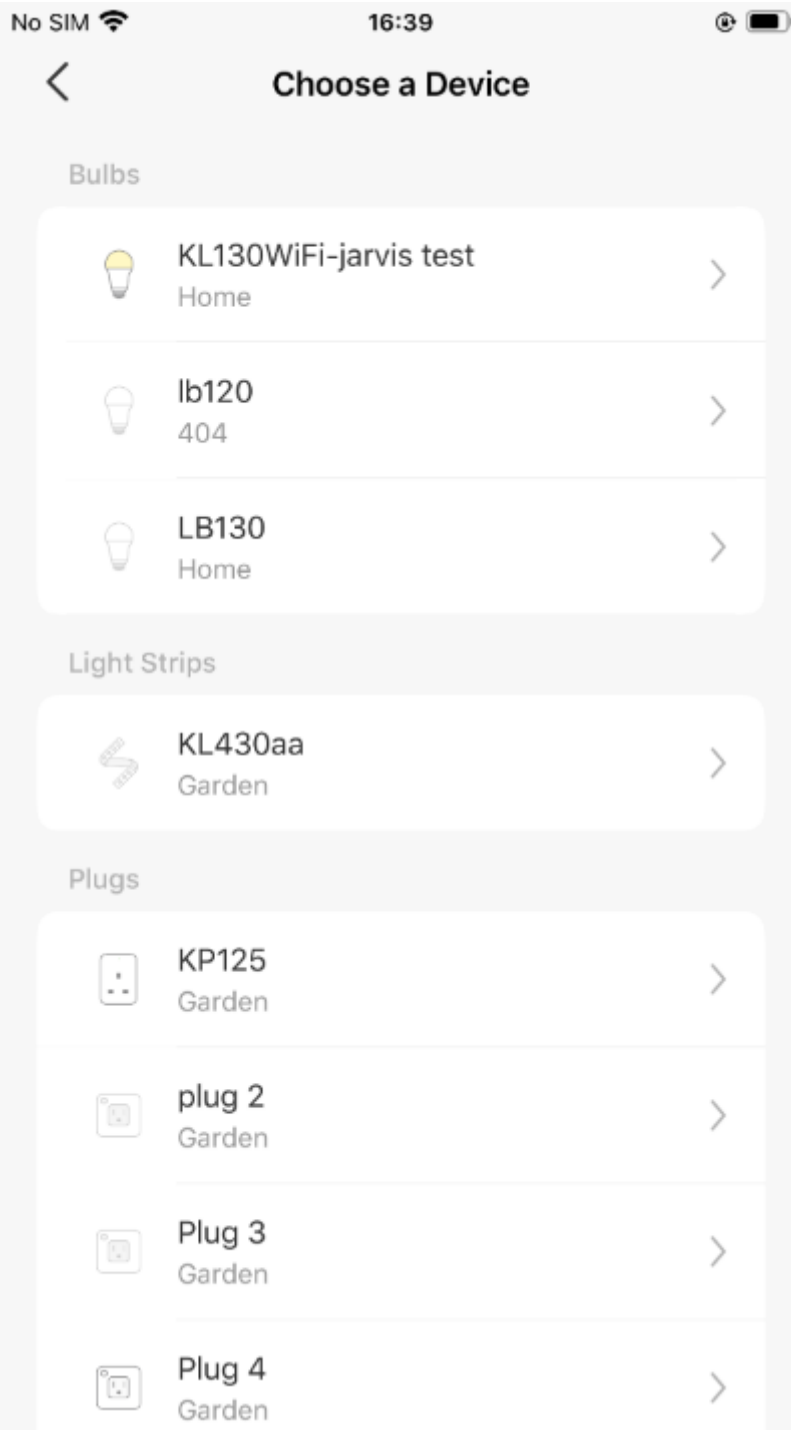
- 69.
70. 5. Tap on **Control Smart Devices**. Next, we have two ways to add multiple Kasa devices.

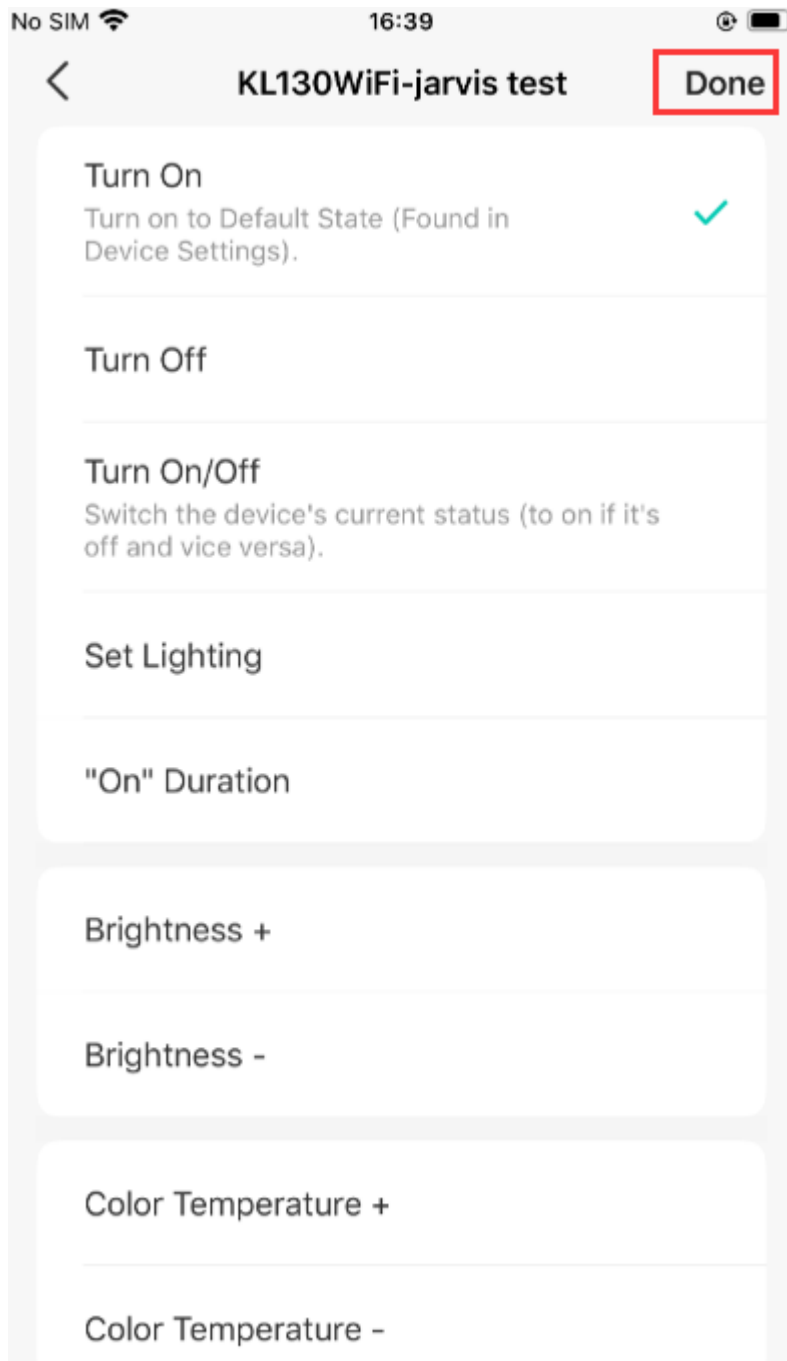


71.

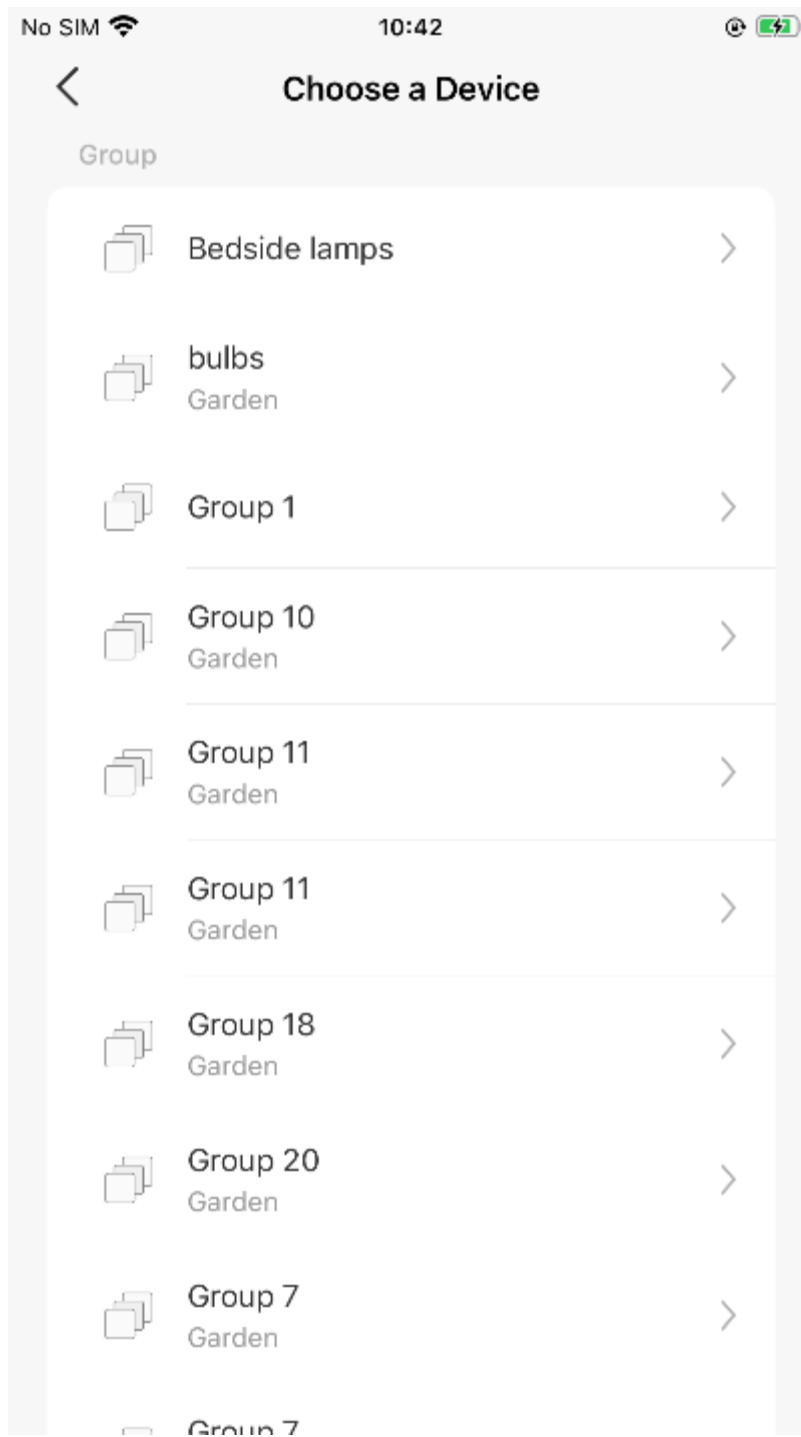
72. **Option 1:** Add each device individually. Here you can separately configure the status of the added device.


73. Choose the device you want to run and then its status in the schedule. Then tap **Done**.





75. You can repeat the process to add more devices you would like to add to the unified schedule.
76. **Option 2:** Add a group. Here you can only turn on/ off the group of devices and you should have created a group for the devices you want to run in the scene.

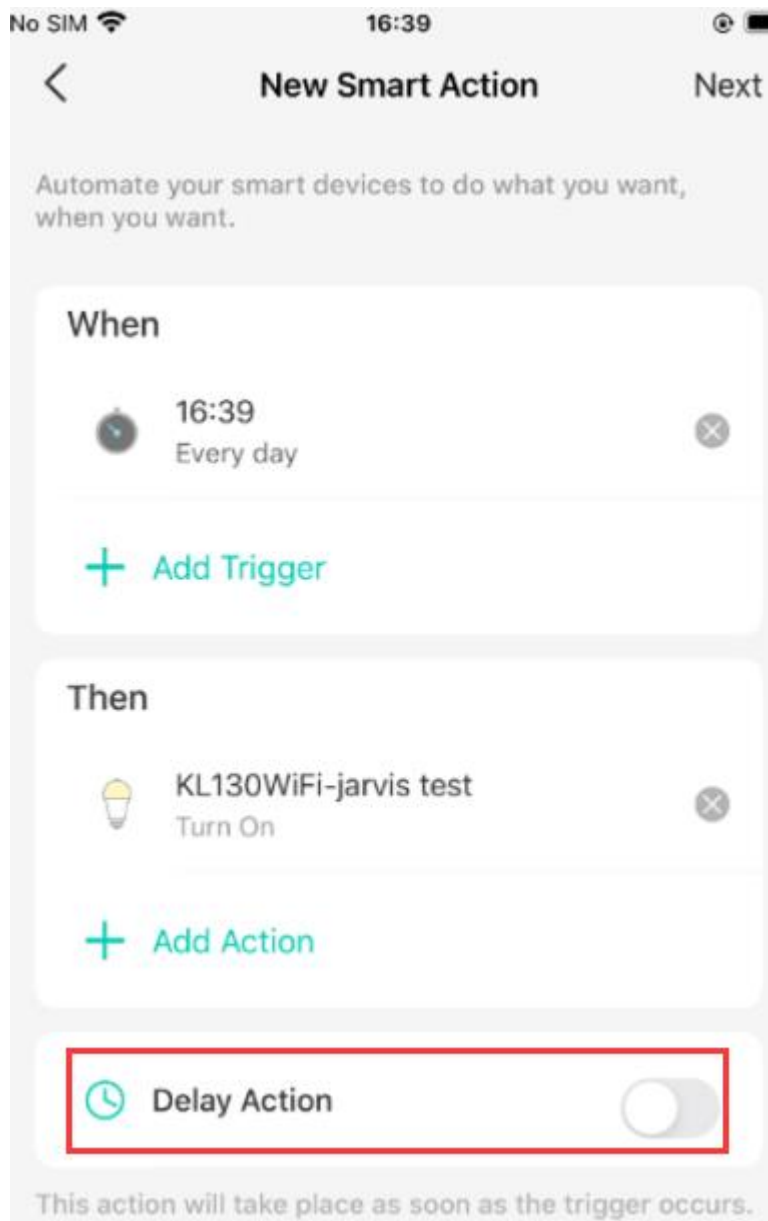


77.  Group 7

78. [How to use the Grouping feature in Kasa app?](#)

79. 6. In this way, the selected action will take place immediately at the designated time. If you want to delay its action, you can set a delay time for **Delay Action**.





- 80.
81. 7. Give the smart action a Name. Set the time you want this Smart Action to take effect, then tap **Save**.

No SIM

16:42



## New Smart Action

Done

Get Home

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Effective Time

Always



Set the time for your smart actions to take effect.

No SIM 

16:42



## Effective Time

Save

Always



Custom Time

<

Effective Time

Save

Always

Custom Time

00:00 → 23:59

REPEAT

S M T W T F S

Every weekday

- 83.
84. 8. You can find the set Smart Action on the **Smart page**. Your devices now will turn on/off as scheduled.



## New Smart Action

Done

Get Home

---

Effective Time

**00:00 ~ 23:59**

Every weekday



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Set the time for your smart actions to take effect.

No SIM



16:42



Scenes **Smart Actions** Featured Actions



Get Home New

KL130WiFi-jarvis test: Turn On



sun

plug 2: Turn Off



History



Home



Cameras



Smart



Activity



Me