

## FAQ

### How to use Sunrise & Sunset function (for Kasa App 2.7 or above)?

**Sunrise & Sunset function** is applied in Schedule and Away mode. Please choose the desired mode to set this function.

**Note:** Sunrise & Sunset time is decided by the location. We don't provide the access to set up "offset" for Sunrise or Sunset.

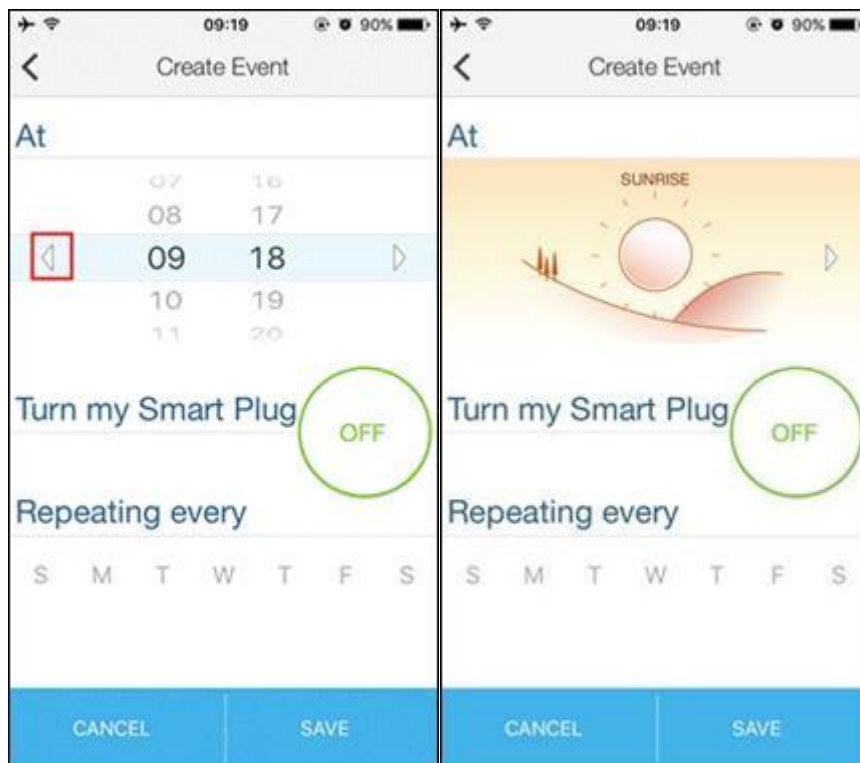


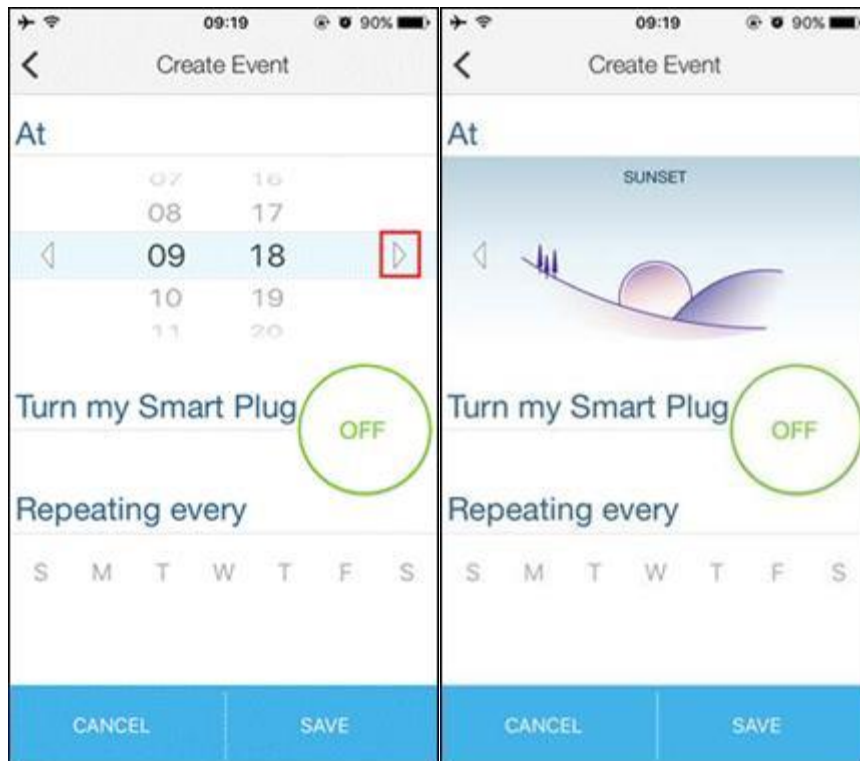
### Steps to use Sunrise & Sunset function in Schedule mode

**Step 1.** Click "+" to add the schedule list.



**Step 2.** Select Sunrise and Sunset by clicking “◀” and “▶”, while “◀” points to Sunrise time, “▶” points to Sunset time.



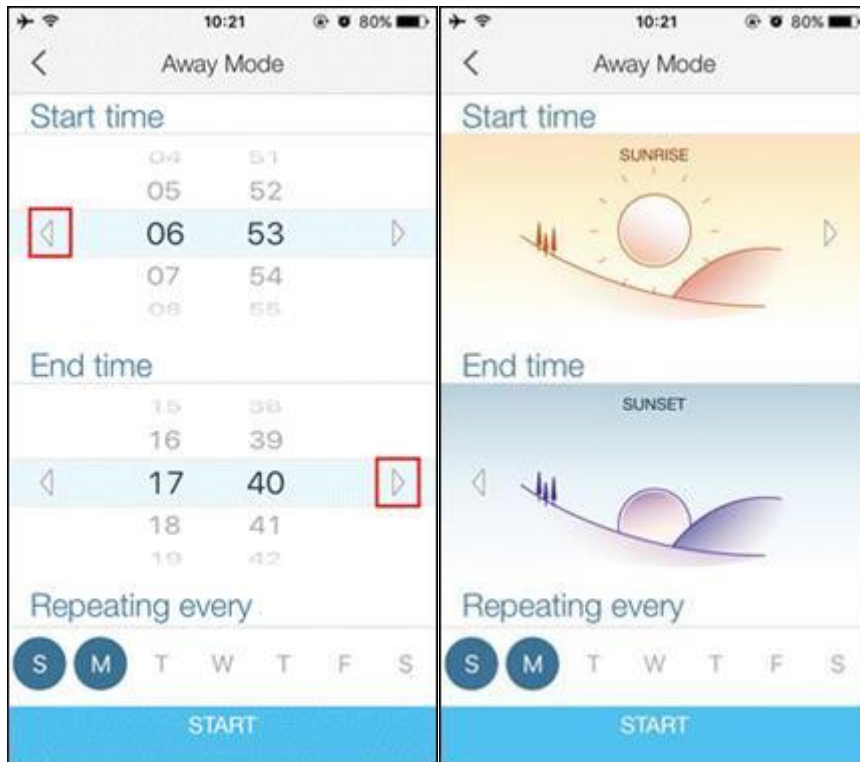


**Step 3.** After choosing the schedule you want, it will be shown in your schedule list, and you can enable and disable this function by turning it on or off.



### Steps to use Sunrise & Sunset function in Away mode:

**Step 1.** The same as the Schedule mode, choose Sunrise or Sunset by clicking “<” and “>”, while “<” points to Sunrise time and “>” points to Sunset time.

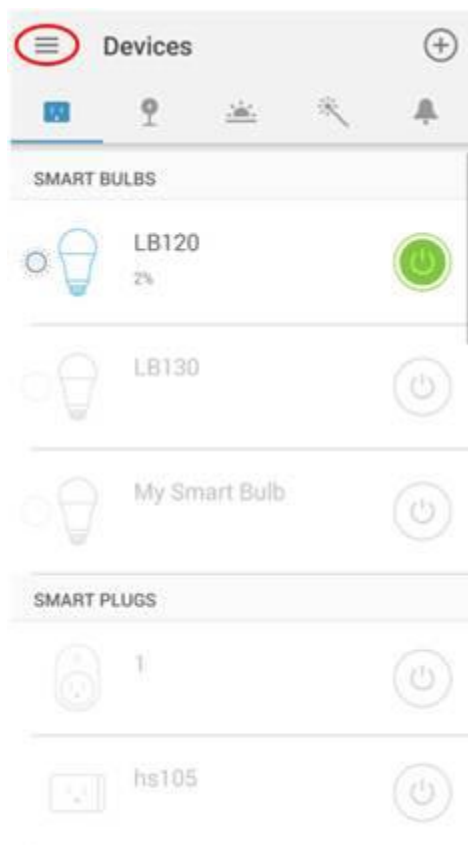


**Step 2.** Select the repeating time you want and click “Start”.

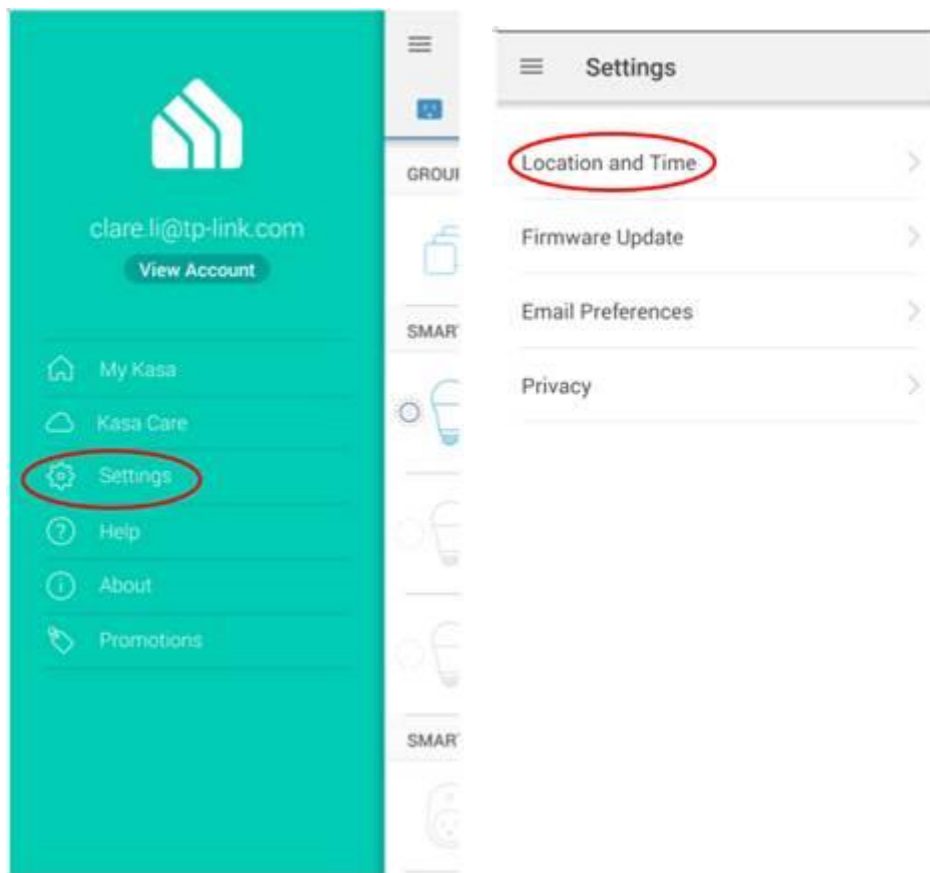
Note: If it's your first time to use this function in Kasa APP, it will get your location and the correct time of sunrise & sunset automatically. And if you want to change your time zone, you need to manually select corresponding location.

### Steps to change the location

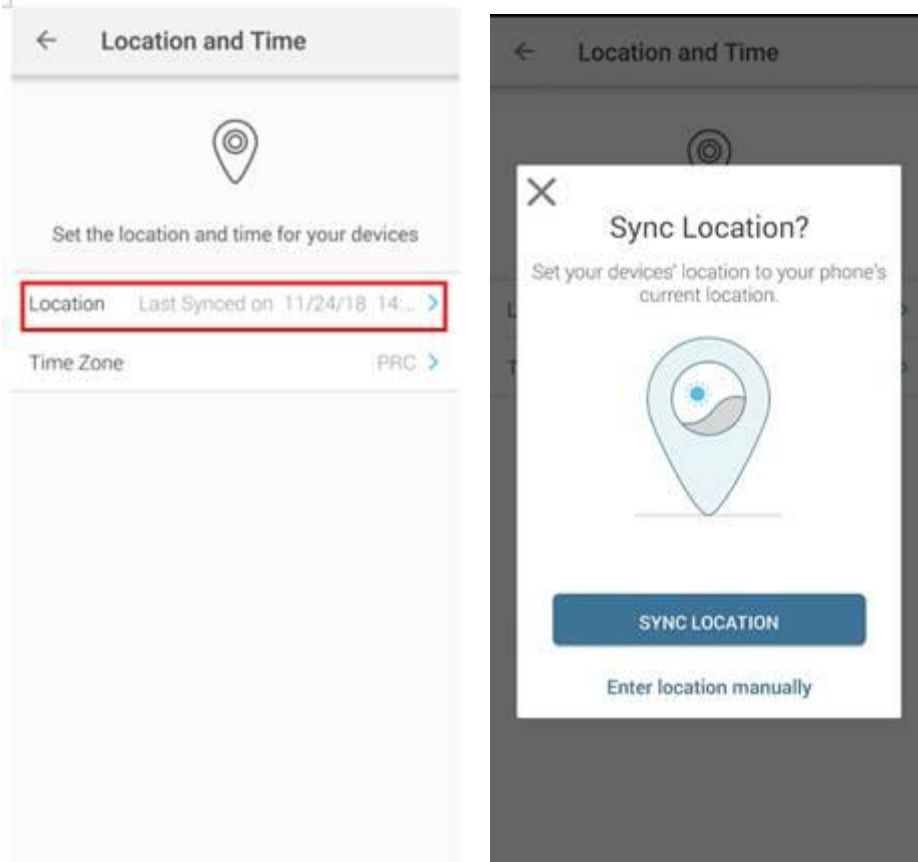
**Step 1.** Go to Devices page, tap three lines at the top left.



**Step 2.** Tap on Settings and select Location and Time.



**Step 3.** Tap Location, then Sync Location or Enter location manually

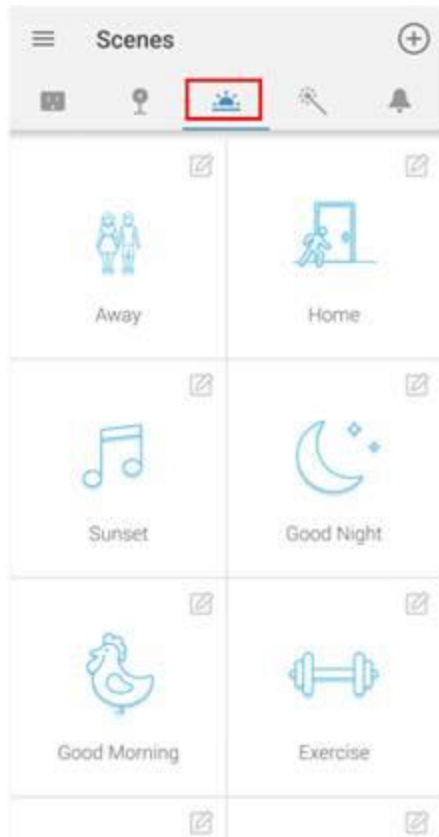


### How to use creating scene function in KASA APP (for Kasa App 2.7 or above)?

As a Smart Home controlling center, Kasa app adds a new function called Creating Scene to make your home smarter than before. The Creating Scene function is used for creating different scenes for all the smart devices. In this way, you are able to change all the smart devices with one tap.

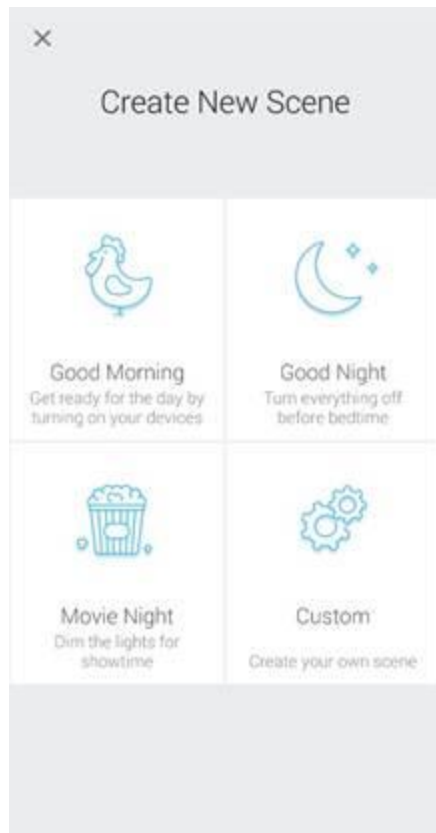
#### Create Scene

1. In the home page tap the icon to go to scenes page. Tap “+” to create a new scene.



2. And then, you need to choose a scene you'd like to add. Here I choose **Custom** as an example.

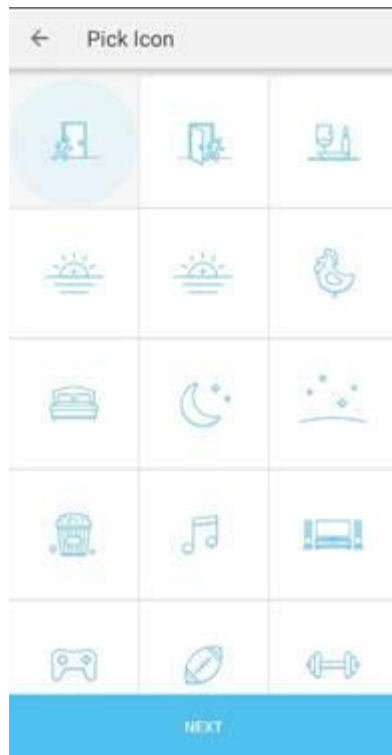




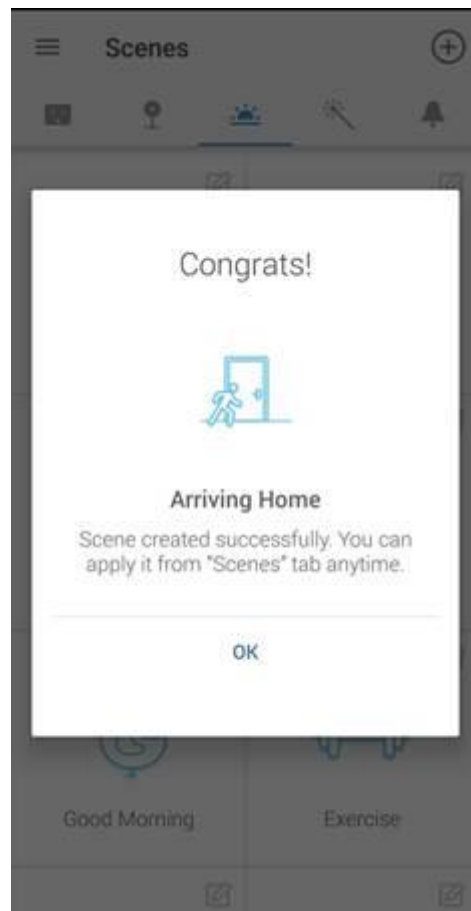
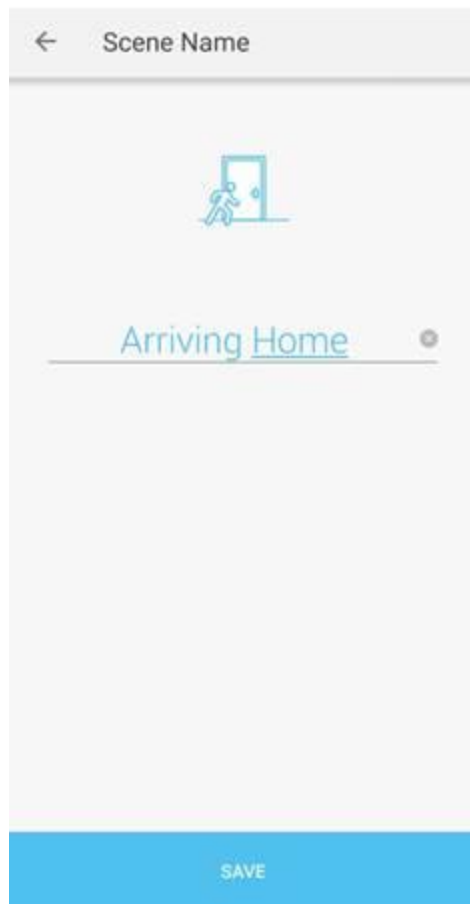
3. In custom page, you have to custom your Smart Device status, for example Smart Bulb light status, Smart Switch status, Smart Plug status.



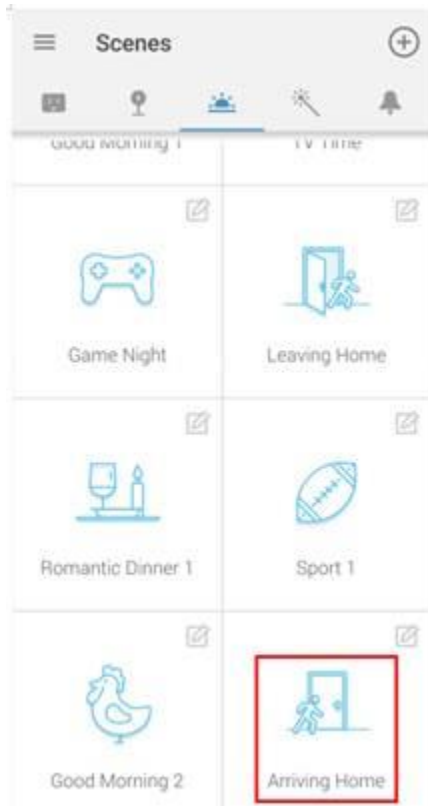
4. Then you need to choose an icon to distinguish your new scene with other existed scene. We provide a lot of designed icon for option.



5. Name your new scene is necessary. We also provide a default name for your selected icon before scene setting successfully.



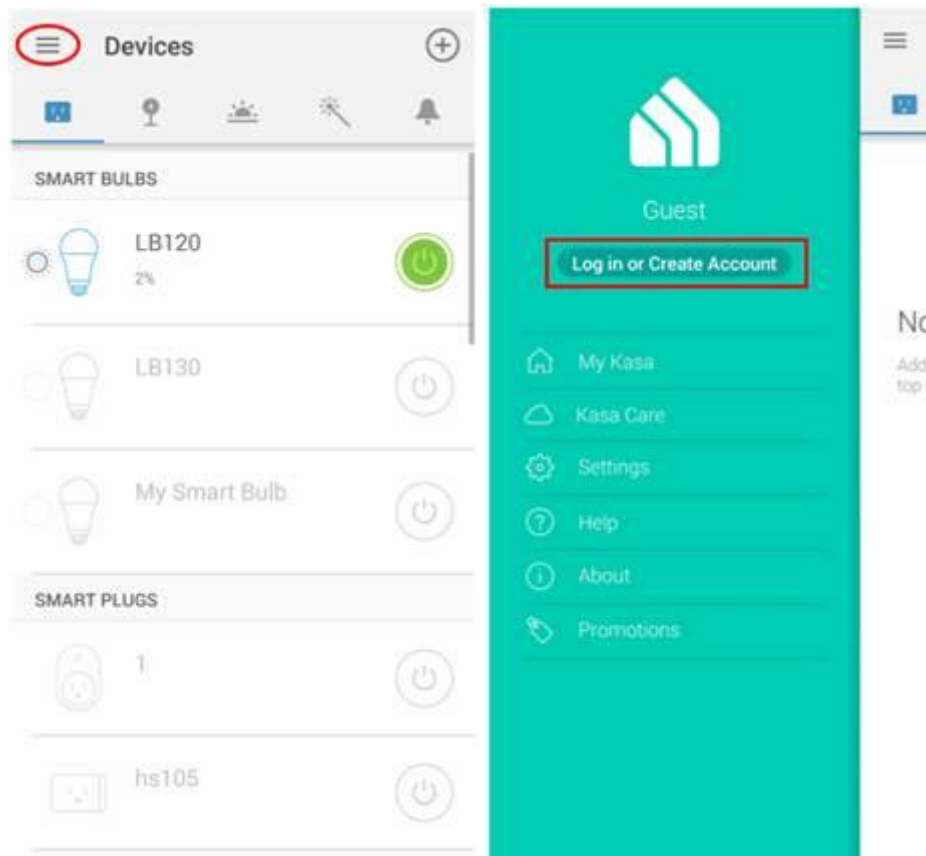
Now you can enjoy your scene setting. One tap will change your home Smart devices into the status you want:



### How to create a TP-Link Cloud Account on Kasa (for Kasa App 2.7 or above)?


TP-Link Cloud account can be used on both Kasa App and tpCamera. If you want to remotely control the smart device at home, you have to register a cloud account.

1. Open Kasa App on your smart phone.
  - If this is your first time to use the Kasa App, please navigate to [step 4](#).
  - If you have configured your Smart Plug via Kasa before but you didn't create the TP-Link cloud account, you need to:
2. Tap the three lines icon.
3. Then you'll see "Log in or Create Account", please tap it to continue.




4. Click “Create Account” to input your E-mail address and password, select your location, then tap “Create Account”.

Note: Password can be a combination of letters, numbers or valid symbols on mobile phone between 6-30 characters.



## Welcome Home to Kasa

Everything you need to get up and running, Kasa helps you enjoy the convenience and peace of mind of a fully connected smart home.



Create Account

Log In

← Create an Account Skip

Email

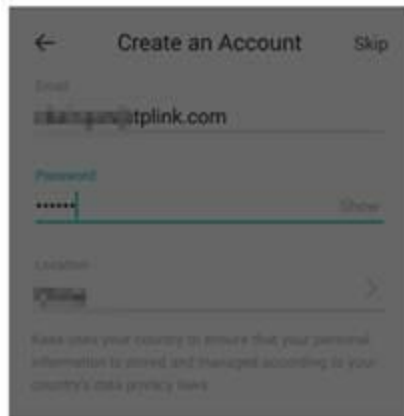
Password Show

Select Your Location >

Kasa uses your country to ensure that your personal information is stored and managed according to your country's data privacy laws.

Create Account

Read Kasa Terms of Use, and tap Create Account.



### Kasa Terms of Use

By creating an account, you are agreeing to the Kasa Terms of Use and Kasa will process your data in accordance with our Privacy Policy.

✓ Create Account

📄 Terms & Privacy Policy

✕ Cancel

5. You'll receive an activation e-mail, now please click "Click to Registration" in yellow background. After it is activated successfully, Kasa APP will be automatically logged in with your account.

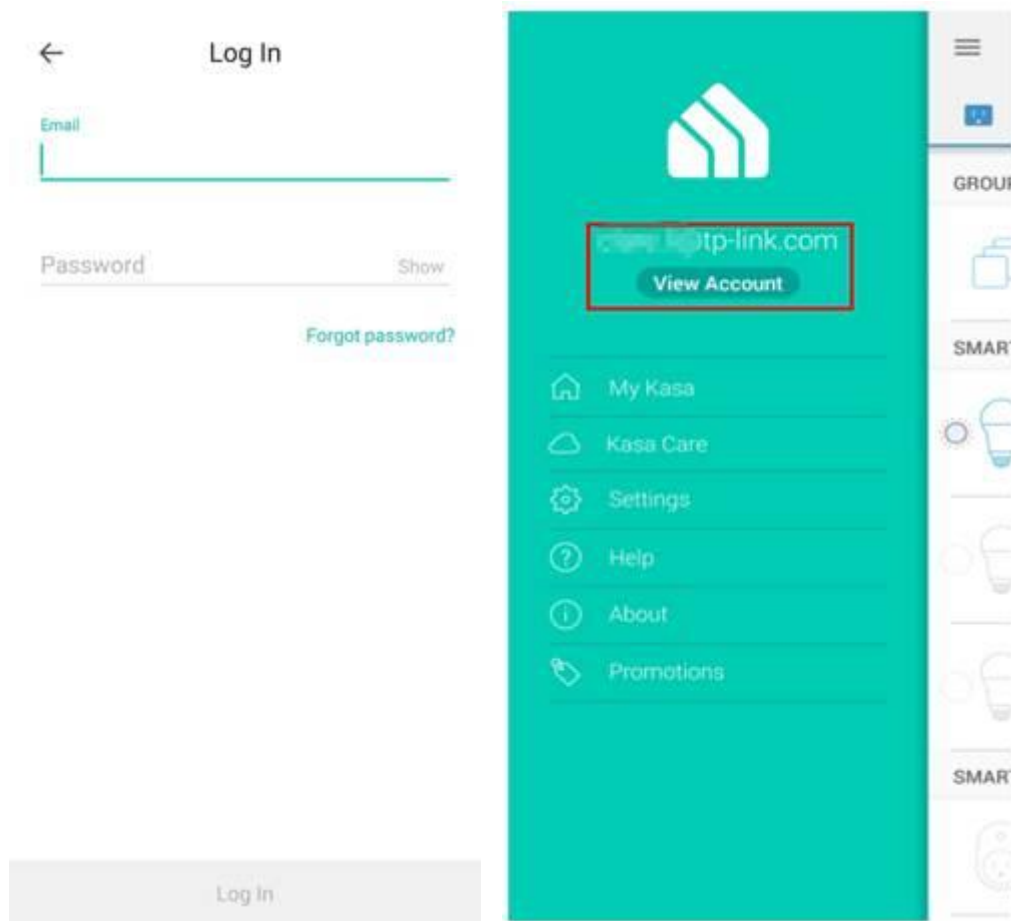
Note: If you fail to activate or receive activation e-mail, please click "RESEND EMAIL".







6. After logging in, you will see that your account is “View Account”.



### **How to update firmware of Smart Devices in Kasa App (for Kasa App 2.7 or above)?**

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

## Apps



### TP-LINK Kasa

TP-LINK Kasa provides the easiest way to manage and control your smart life products.



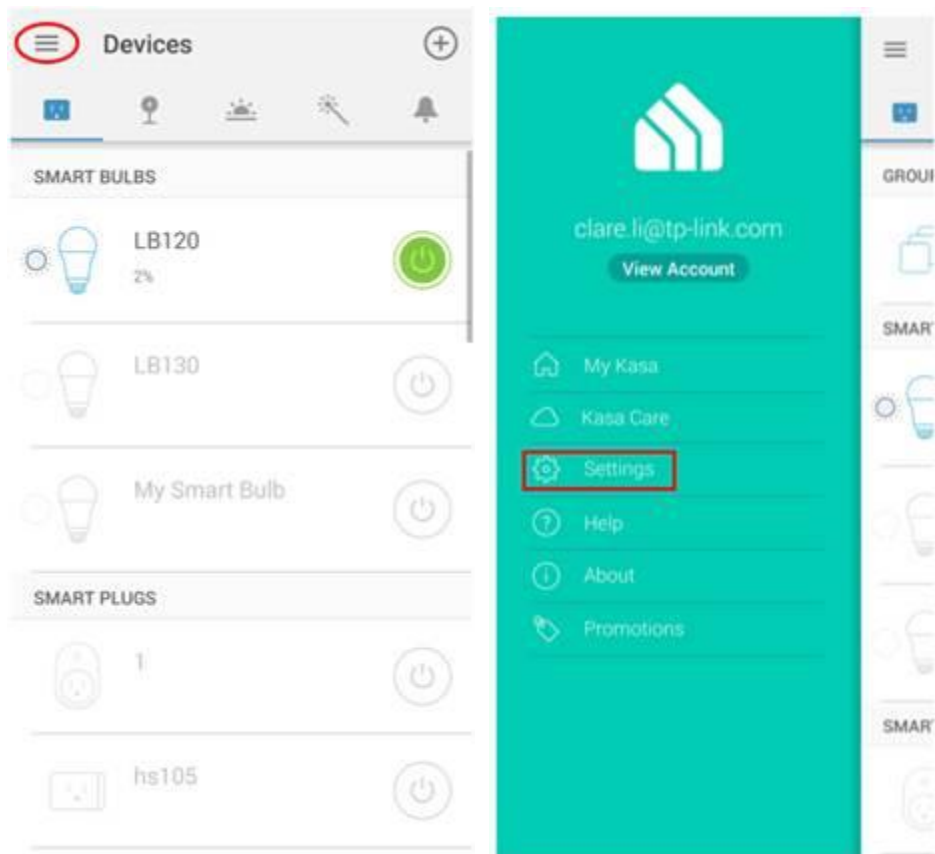
Before you begin:

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 \(for Kasa App 2.7 or above\)?](#)

Let's begin:

1. Click the icon at the top left to open the side menu bar, then click on "Settings"

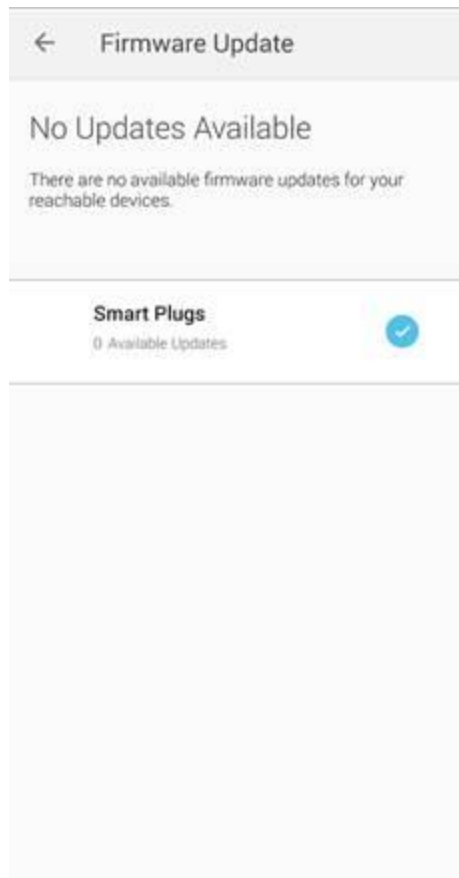


2. You will see the option “Firmware Update”, click on it.



|

3. If any firmware updates are available, they will be displayed on this screen.



Note: Please click the corresponding firmware, and our Smart Device will download firmware from our cloud and it will update the firmware automatically, so please don't operate devices until firmware update is finished.

#### **How to make wireless password visible and continue the configuration of Smart Devices in Kasa App (for Kasa App 2.7 or above)?**

1. Tap "show" button and the password will be visible, then you will see "hide". Tap "hide" to make it invisible.

China Mobile

N HD 4G 10:57



## Enter the Password



Deco M9 Plus

Password

• • • • •

Show

Join

China Mobile

N HD 4G 10:56



## Enter the Password



Deco M9 Plus

Password

1234567890

Hide

Join

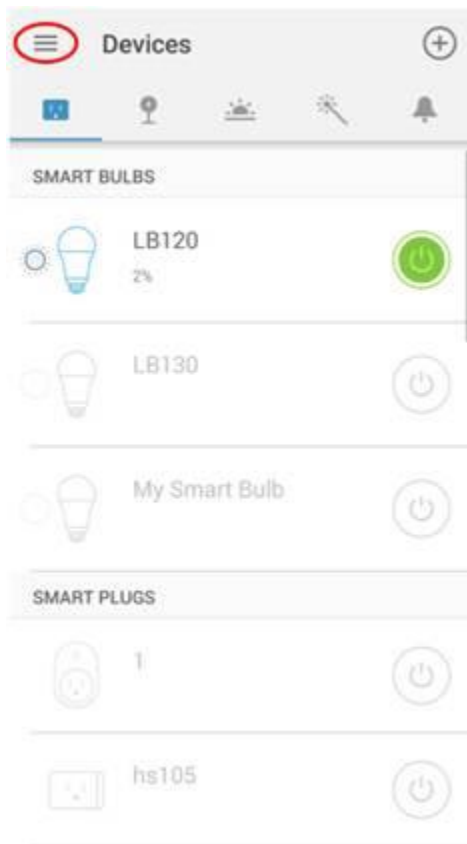


2. Select the “return” in the keyboard and you could tap “Join” to continue the configuration.

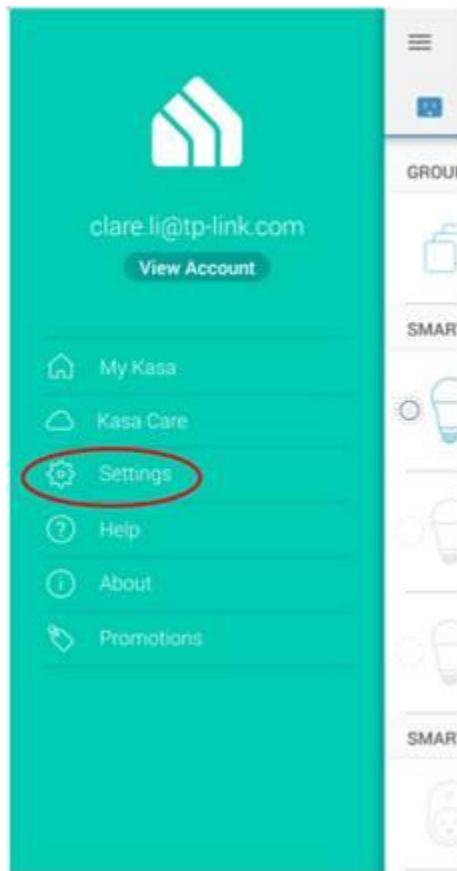
### How to Adjust Time Setting in the KASA app (for Kasa App 2.7 or above)?

When setting schedules your Smart Home devices will rely on the time your App is showing, at times this time may be wrong and need adjusting. This guide will show you how to do this.

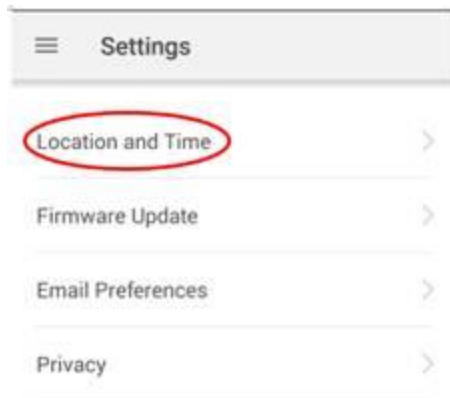
**Step 1:** Log into your KASA App. Once on your main device page tap on the ‘3 lines’



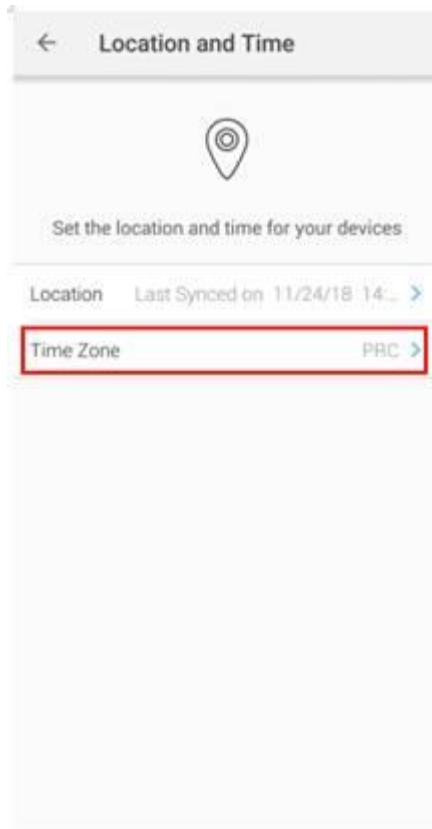
**Step 2:** Tap on ‘Settings’



**Step 3:** Tap on 'Location and Time'



**Step 4:** Tap on 'Time Zone'

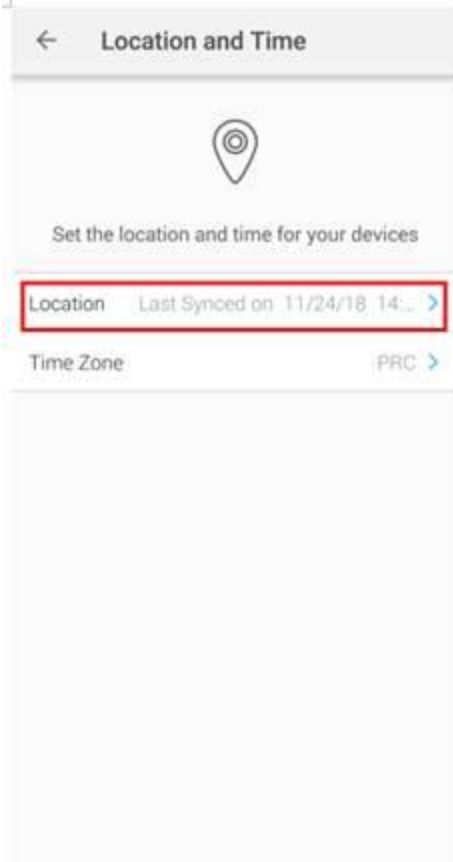


**Step 5:** Tap on your current Time Zone

**\*Note:** Make sure you are selecting the correct time zone.

← Time Zone		
<input type="radio"/>	UTC-08:00	America/Whitehorse
<input type="radio"/>	UTC-08:00	Canada/Pacific
<input type="radio"/>	UTC-08:00	Canada/Yukon
<input type="radio"/>	UTC-08:00	Etc/GMT+8
<input type="radio"/>	UTC-08:00	Mexico/BajaNorte
<input type="radio"/>	UTC-08:00	PST8PDT
<input type="radio"/>	UTC-08:00	Pacific/Pitcairn
<input type="radio"/>	UTC-08:00	US/Pacific
<input type="radio"/>	UTC-07:00	America/Boise
<input type="radio"/>	UTC-07:00	America/Cambridge_Bay
<input type="radio"/>	UTC-07:00	America/Chihuahua
<input type="radio"/>	UTC-07:00	America/Creston
<input type="radio"/>	UTC-07:00	America/Dawson_Creek
<input type="radio"/>	UTC-07:00	America/Denver

**Step 6:** Tap on 'Location'



**Step 7:** Tap on 'Sync Location'



**Step 8:** Verify your Time Zone and Sync Location time match the current time in your area. If, so you can now setup your schedule properly. If not follow the same process but for Step 7 Tap 'Enter Location Manually'

### **How to enable Remote Control on a TP-Link Smart Home Device (for Kasa App 2.7 or above)?**

This FAQ will show you how to enable the Remote-Control feature of your TP-Link Smart Home Device.

**\*Note:** We will be using a TP-Link LB120 as an example.

#### **Step 1: Open the Kasa App**

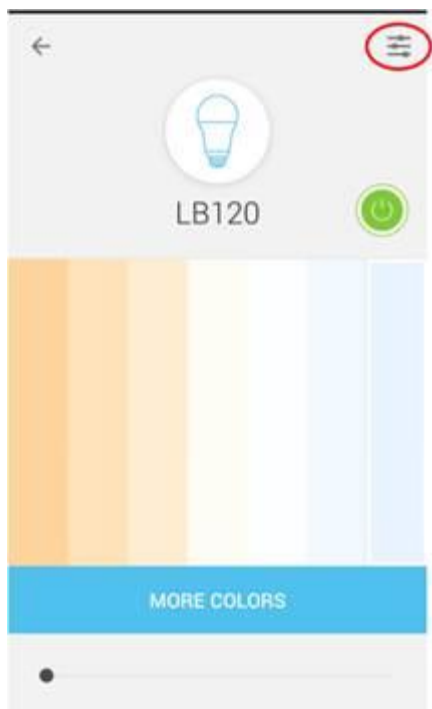


**Step 2: Tap on the desired device**





**Step 3: Tap on the settings button**



**Step 4: Tap on the Remote-Control Slider and make sure you see it turn “Green”.**



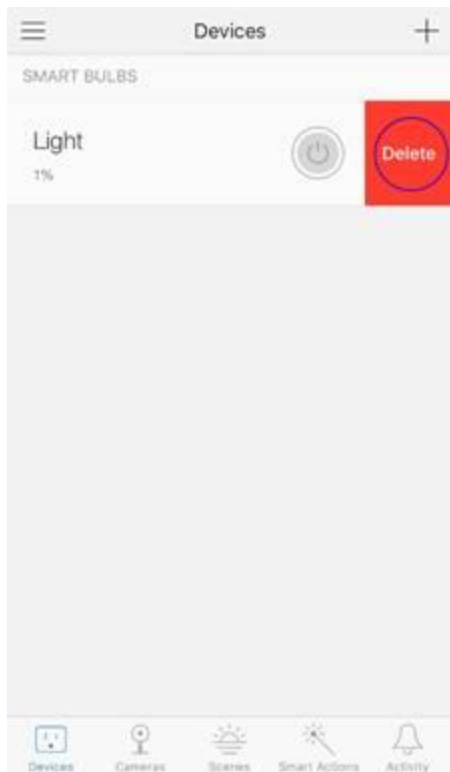
## How to remove a device from the Kasa App (for Kasa App 2.7 or above)?

### Option 1

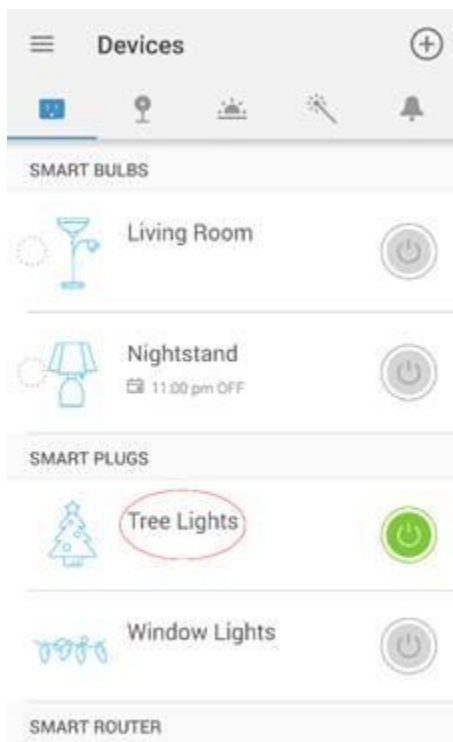
Step 1: Log into the Kasa App



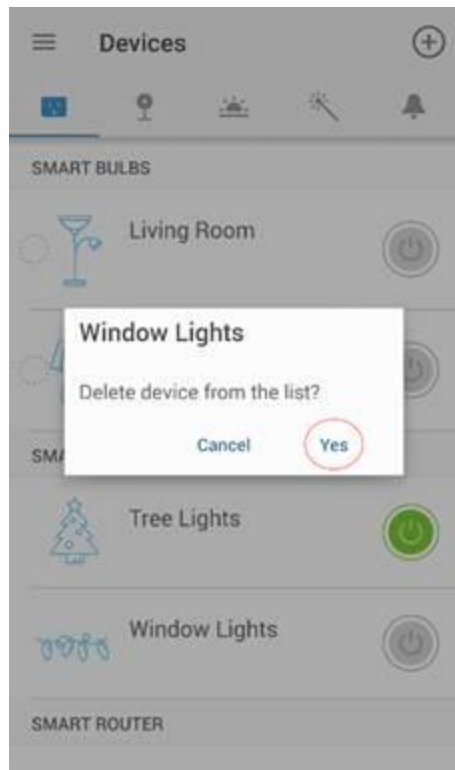
Step 2: (iOS) Swipe Left then tap on “Delete”



Step 3: (Android) Hold down on the device name you want to delete.



Step 4: (Android) Tap "Yes"



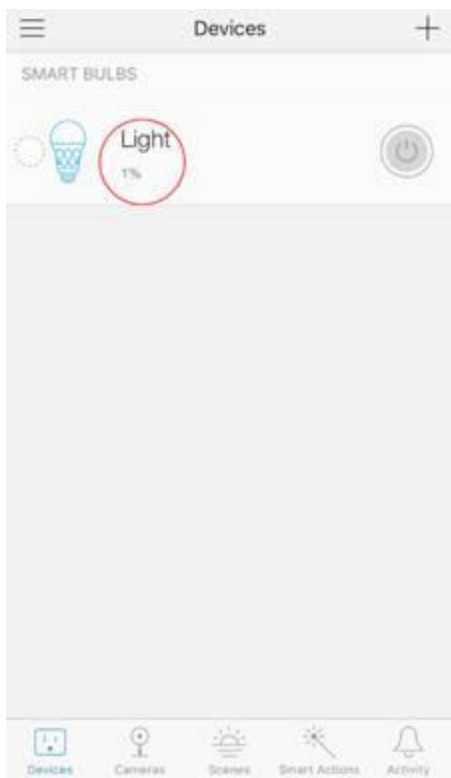
## Option 2:

\*Note all steps are the same for iOS and Android.

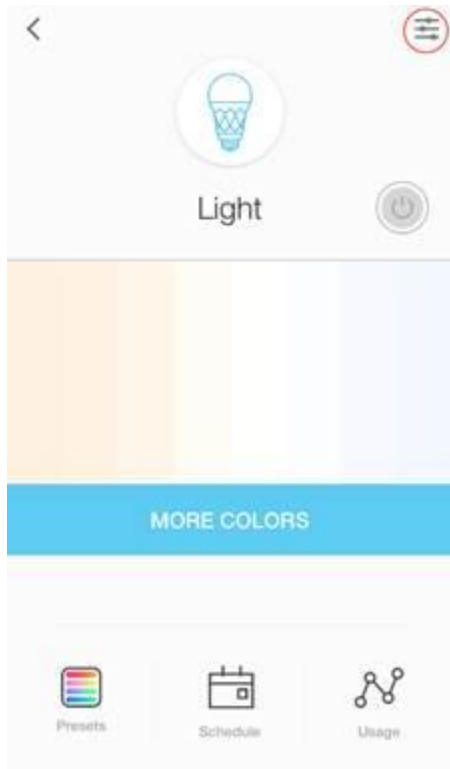
Step 1: Open the Kasa app



Step 2: Log into the device you want to remove



Step 3: Tap on “Settings”



Step 4: Scroll to the bottom and tap “delete”



If you need further assistance contact TP-Link Customer Support [here](#).

### **How to connect my TP-Link Smart Plug/Switch to my home network via Kasa?**

TP-Link smart devices can be controlled by Kasa App locally and remotely. By this means we can easily make the home smart. This article will introduce how to connect the TP-Link Smart Plug to the home network.

#### **Before we begin:**

1. Please download Kasa Smart from App Store or Google Play and install it on your smart phone.
2. Connect your smart phone to your home Wi-Fi network (2.4 GHz only).
3. Plug your Smart Plug into a power socket.

**Note:** If you find that your App UI is not like this one, please go to the FAQ below:

[How to connect my TP-Link Smart Plug/Switch to my home network via Kasa ?](#)

#### **Steps to configure TP-Link Smart Plug via Kasa App as example.**

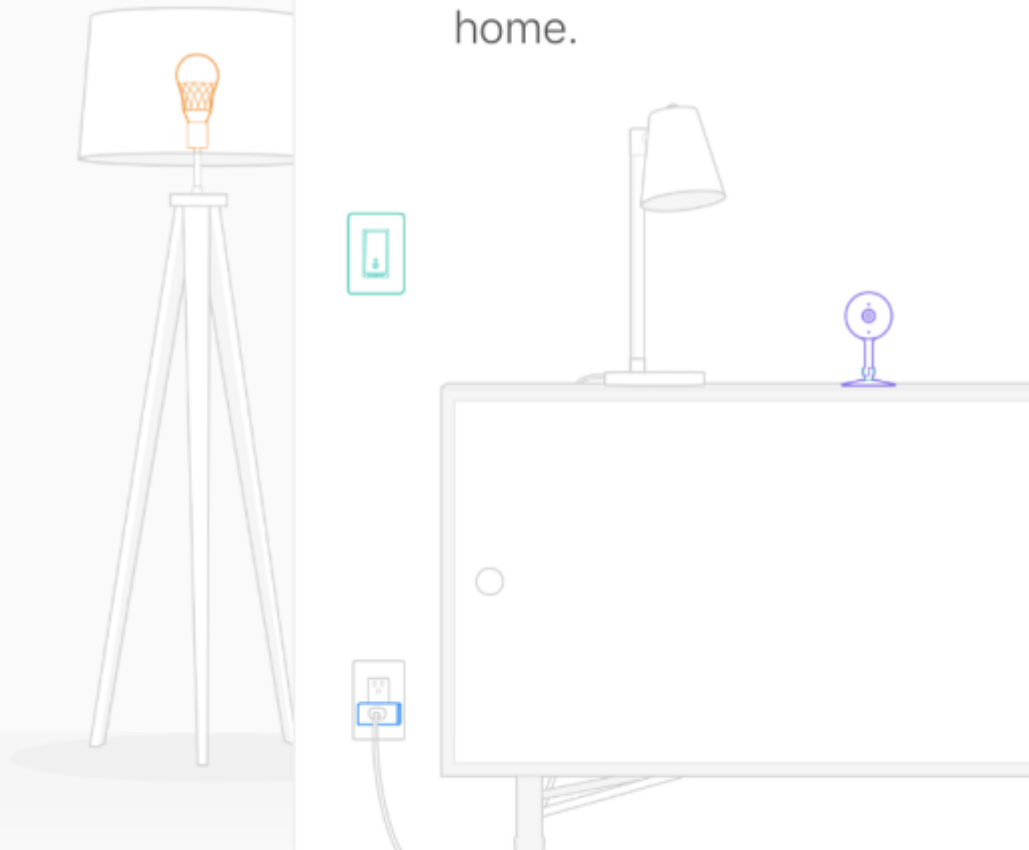
1. Open the Kasa App and login to your cloud account.
  - a. If you don't have an account, please sign up with one refer to [How to create a TP-Link Cloud Account on Kasa?](#)
  - b. If you want to register it later, you can also click **Create Account** and then click **Skip** to skip this step but in this case you can only control the device locally.





## Welcome Home to Kasa

Everything you need to get up and running, Kasa helps you enjoy the convenience and peace of mind of a fully connected smart home.




Create Account

Log In



## Log In

Email

@tp-link.com

---

Password

●●●●●●●●●●

Show

---

[Forgot password?](#)





## Create an Account

Skip

Email

---

Password

---

Show

Location



---

Kasa uses your country to ensure that your personal information is stored and managed according to your country's data privacy laws.

2. Add your Smart Plug into Kasa

a. Tap **+**, then select **Add a Device**.



## Devices



### GROUPS



HS107

ON

OFF

### SMART BULBS



My Smart Bulb

### SMART PLUGS



Bedroom



HS105



HS110



Devices



Cameras



Scenes



Smart Actions



Activity



## Devices



### GROUPS



HS107

ON

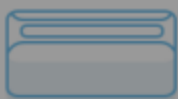
OFF

### SMART BULBS



My Smart Bulb

### SMART PLUGS



Bedroom



What do you want to add?

Add a Device

Add a Group

Cancel

Devices

Cameras

Scenes

Smart Actions

Activity

b. Click the **Smart Plug** icon to begin adding your device. Check the Wi-Fi light. It will become solid orange after you plug it into the power socket. Click **Next** to continue.



## Add Device

TP-LINK

WORKS WITH KASA



Smart Bulb  
LB100/KL100 Series



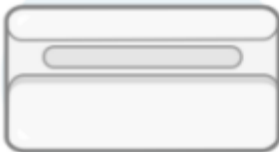
Smart Bulb  
LB200 Series



Smart Plug  
Mini or Lite Series



Smart Plug







## Power Up Your Smart Plug

Plug in your Smart Plug. The Wi-Fi light will turn solid orange.



Next

c. Then wait for about 15s until Wi-Fi light blinks orange and green. Click **Next** to continue the settings.

d. Connect your smart plug to home Wi-Fi. There is a difference between Android and iOS phone in this step.

**For Android:** Kasa will look for your Smart Plug automatically. About 1 minute is needed.

## Connecting Smart Plug to Your Home Network

This might take a few minutes to establish  
a connection.



**For iOS:** You need to connect smart plug's Wi-Fi manually. Kasa will give you a guide for this step after you click **Next** button.



## Check your Wi-Fi light

After about 15 seconds, the Wi-Fi light should start blinking orange and green.



Next

[Help](#)

## ← Connect to your Smart Plug

Go to your iPhone's settings and join your Smart Plug's Wi-Fi network. Return to Kasa to continue setup.



[I'm Already Connected](#)

Then please go into your iOS phone settings page, and connect to Wi-Fi of your smart plug, the SSID would be "TP-Link\_Smart Plug\_XXXX".

## Settings



Airplane Mode



WLAN

Deco M5 >



Bluetooth

On >



Cellular



Personal Hotspot

Off >



Notifications



Sounds & Haptics



Do Not Disturb



Screen Time



General



Control Center



Display & Brightness





< Settings

## WLAN

TP-Link\_B74C



TP-Link\_B74C\_5G



TP-LINK\_F093



TP-LINK\_F093\_5G



TP-LINK\_F9DE2C



TP-LINK\_Guest\_19F2\_5G\_1



TP-LINK\_GUEST\_A13E



TP-LINK\_Smart Plug\_B1A1



TPLINKTESTETST



TPLINKTESTTEST



UES\_2.4G



UES\_5G\_1



usvpn-2.4G



usvpn-5G



After finishing this step, please go to the Kasa guide page. Kasa will connect your smart plug automatically.

## Connecting to Smart Plug

This might take a few minutes to establish a connection.



e. Connect the smart Plug to your home network. Here we choose “Deco M5” as our home wireless network. If you cannot find your home network in the Wi-Fi list, please click **Join Other Network** and then connect to it manually. After this step, your smart plug will be connected to your home network.

## Choose a Network

We found the following Wi-Fi networks for your Smart Plug.

### PREVIOUSLY USED


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	Deco M5		
---	---------	---	---

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	usvpn-2.4G		
---	------------	---	---

---

	Deco M9 Plus		
---	--------------	---	---

---

### OTHER NETWORKS

---

	LouisD9		
---	---------	---	---

## Connecting Smart Plug to Your Home Network

This might take a few minutes to establish a  
connection.



f. After the connection is successfully established, you need to customize an icon for this Smart Plug. We can choose an icon from the list or choose from the **Albums** of your smart phone or take a photo.



## Customize Icon

Choose an icon for your Smart Plug.



Albums



Camera

Save



g. At last, let's give a name for your smart plug!

## Name Your Device

Let's give it a friendlier name, like "Living Room Lamp"

Device Name

Smart Plug

---

h. After all above, all the configuration is done and just enjoy your smart plug.

# Congratulations!

You've configured your Smart Plug and it's ready for use in your Device List.



Sounds Good

I.Click the Smart Plug icon, you can view the Status page of this Smart Plug like Energy Usage, and also configure its advanced settings via **Schedule/Away/Timer**.



## Smart Plug



### TODAY'S SUMMARY

Energy

0.00 kWh



Total Runtime

0.03 hrs



No Events remaining today



Schedule




Away



Timer



j. Tap  to enter the interface of Device Settings, enable **Remote Control** to allow your Smart Plug to be reached when you're away from home.

Some plugs will enable **Remote Control** automatically and you won't see this option on Device Settings page.



## Device Settings

### DEVICE CONTROLS

Remote Control



Device Name

Smart Plug



Device Icon



### DEVICE TIME

[LEARN MORE](#)

Time Zone

PRC

Location

Synced on 2018/11/20, 4:05 PM

Device Time

Dec 3, 2018 at 10:05:08 AM

### DEVICE INFO



Note: If you meet any problem during above steps, you can:



1. Press the settings button until the Wi-Fi LED blinks amber and green alternately (about 5 s) to initiate the app-configuration process.



2. Press and hold the settings button until the Wi-Fi LED blinks amber rapidly (about 10 s) to reset the smart plug to factory defaults.

### More things you may want to do

After finish the connection of Smart Plug to home Wi-Fi, you may want to use the Amazon Echo or Google Home to help manage the device. For this purpose you can refer to FAQs below for configuration instruction:

### How to use the Grouping feature in Kasa app

#### Feature Description:

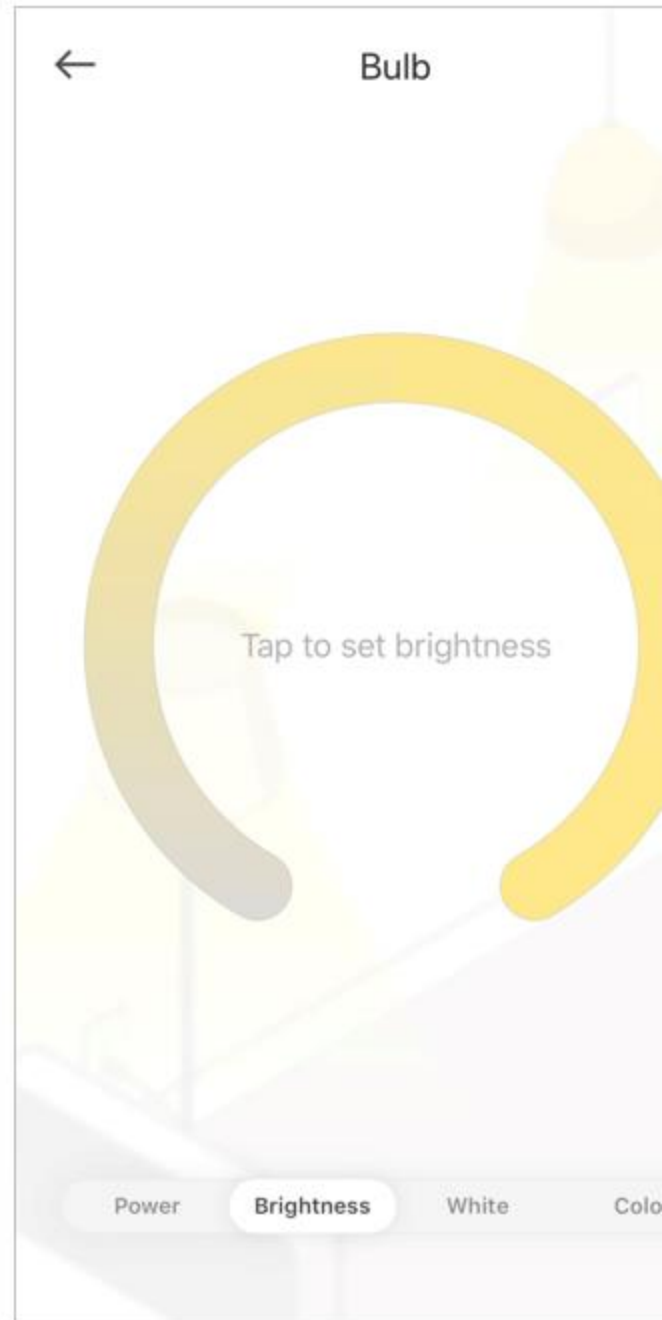
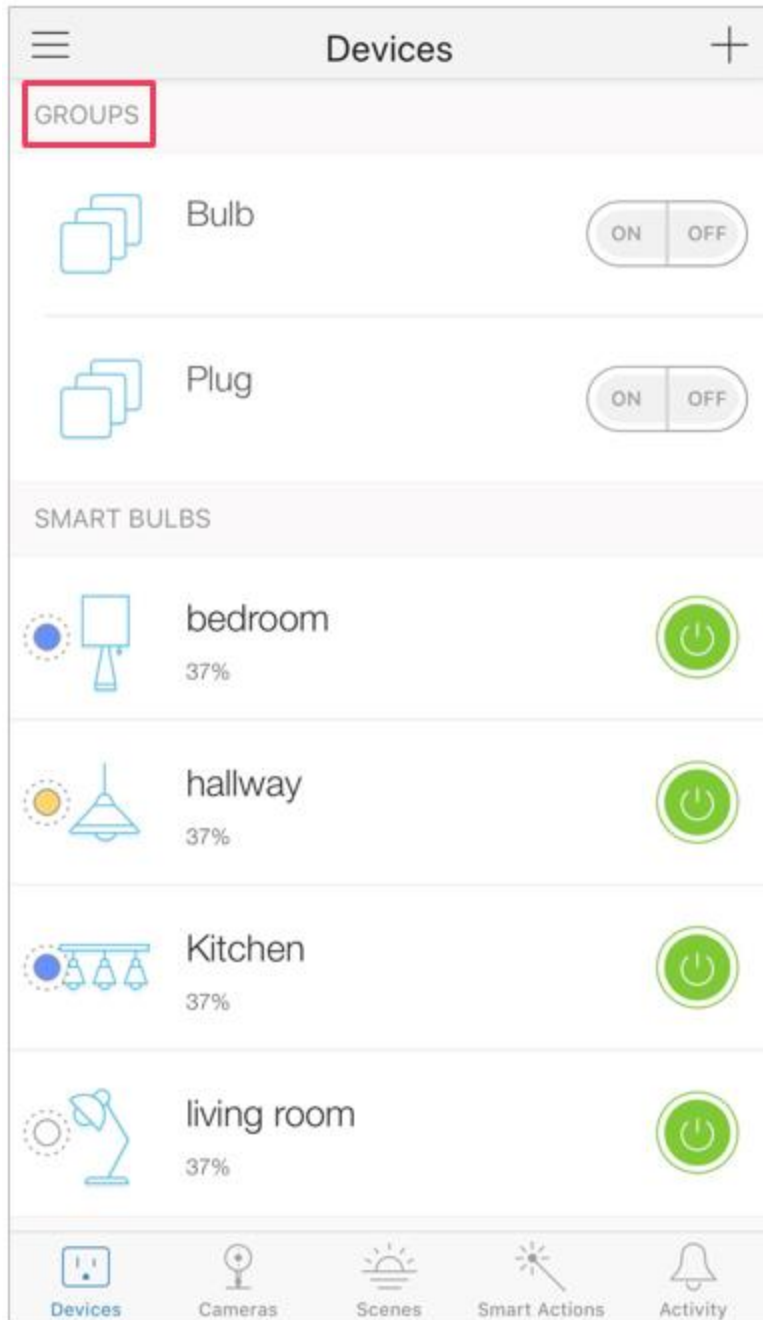
A group is a collection of devices that you can tap a single action to control all devices belonging in that group. It is accessible in the home screen just like any other devices.

You can group together smart plugs, smart switches and smart bulbs.

If you grouped together a bunch of smart bulbs, you will see the color picker, presets, and all of the other bulb-related features you would expect if controlling a single smart bulb. This will help reduce the number of unique screens needed to support the feature.

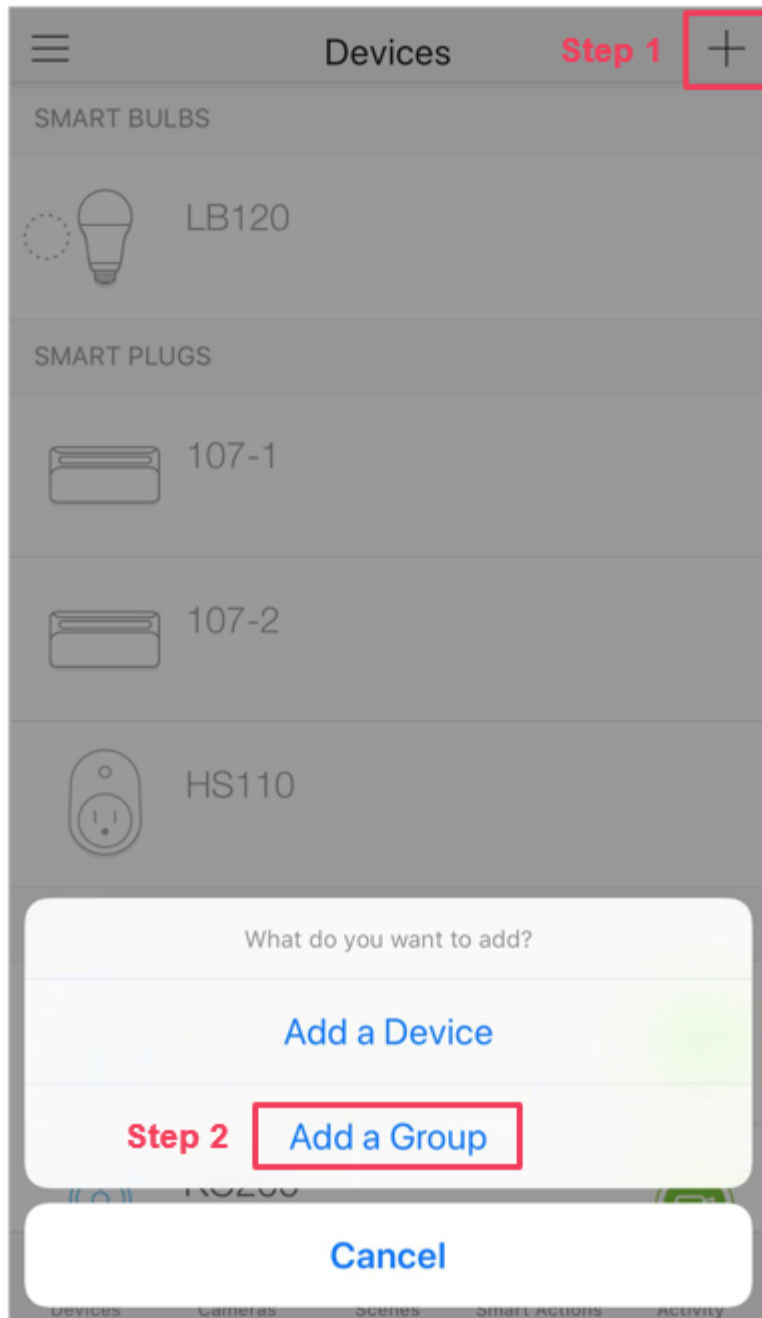
If you has a group of six smart bulbs and drag your finger around the color picker, all of the 'color' bulbs change color simultaneously and smoothly. Other bulbs that are non-color bulbs will remain unchanged.

Groups will exist in a new "**GROUPS**" category in the device list and they will appear like a basic device with a name, icon and on/off switch.



### How Can I Add a Group?

1. From Home screen, tap on the “**Add**” icon in top right corner;
2. Then select “**Add a group**” from the bottom slider menu.



What kinds of Devices can I add to a group?

All Kasa smart bulbs:

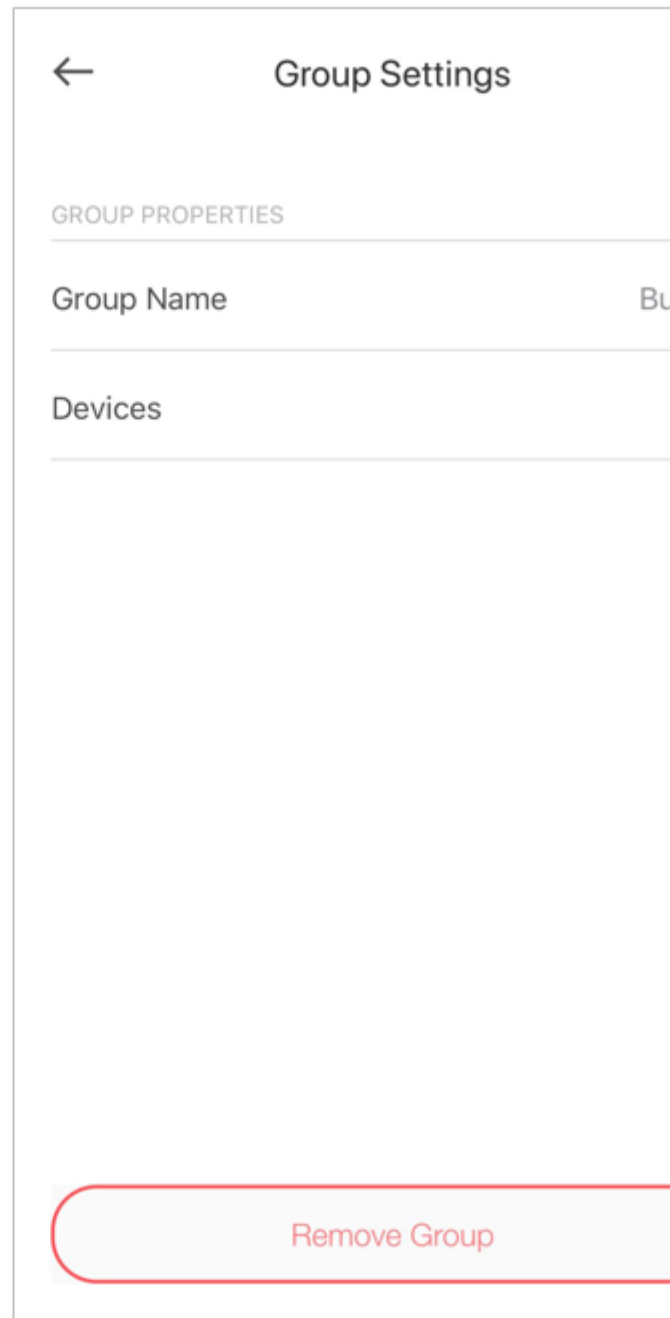
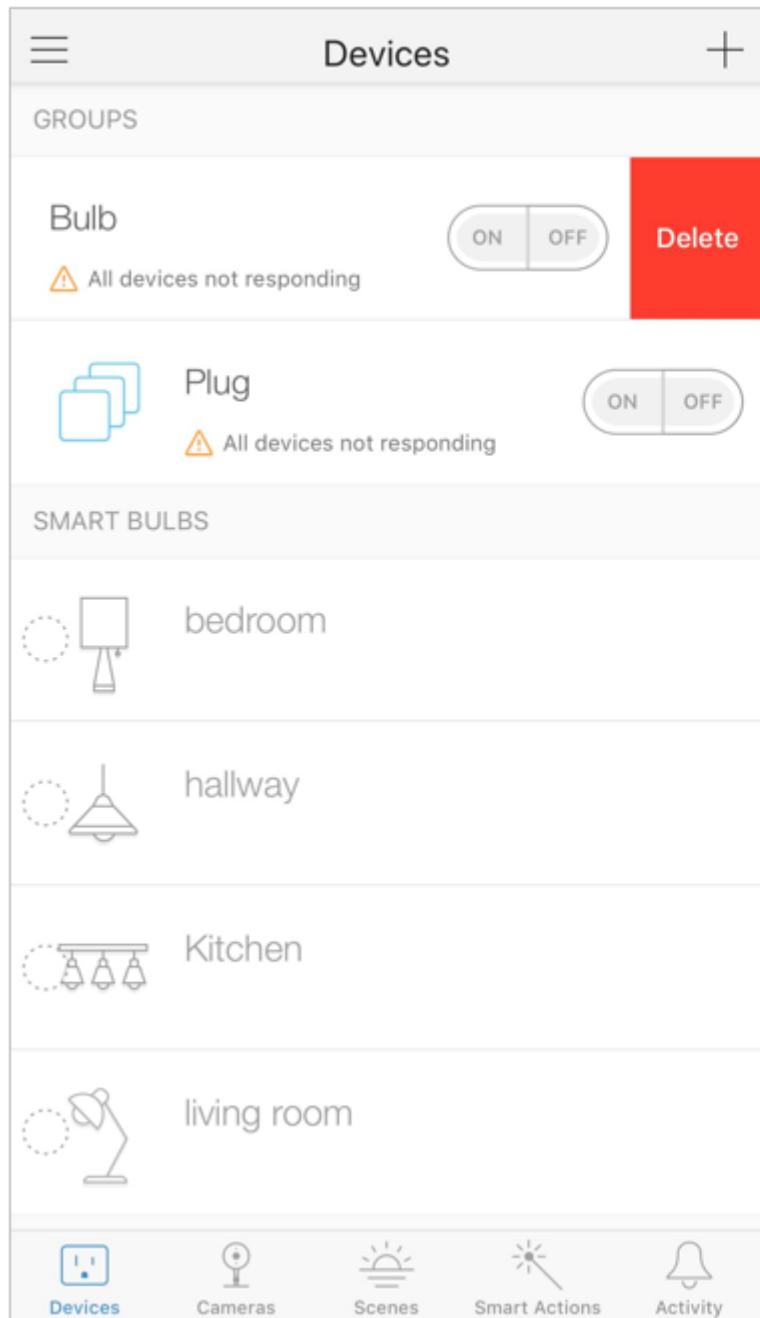
LB100, LB110, LB120, LB130, LB200, LB230, KL100, KL110, KL120, KL130

All Kasa smart plugs&switches: HS100, HS103, HS105, HS107, HS110, HS200, HS210, HS220, HS300

## How Can I Delete a Group?

Two ways you can delete a group.

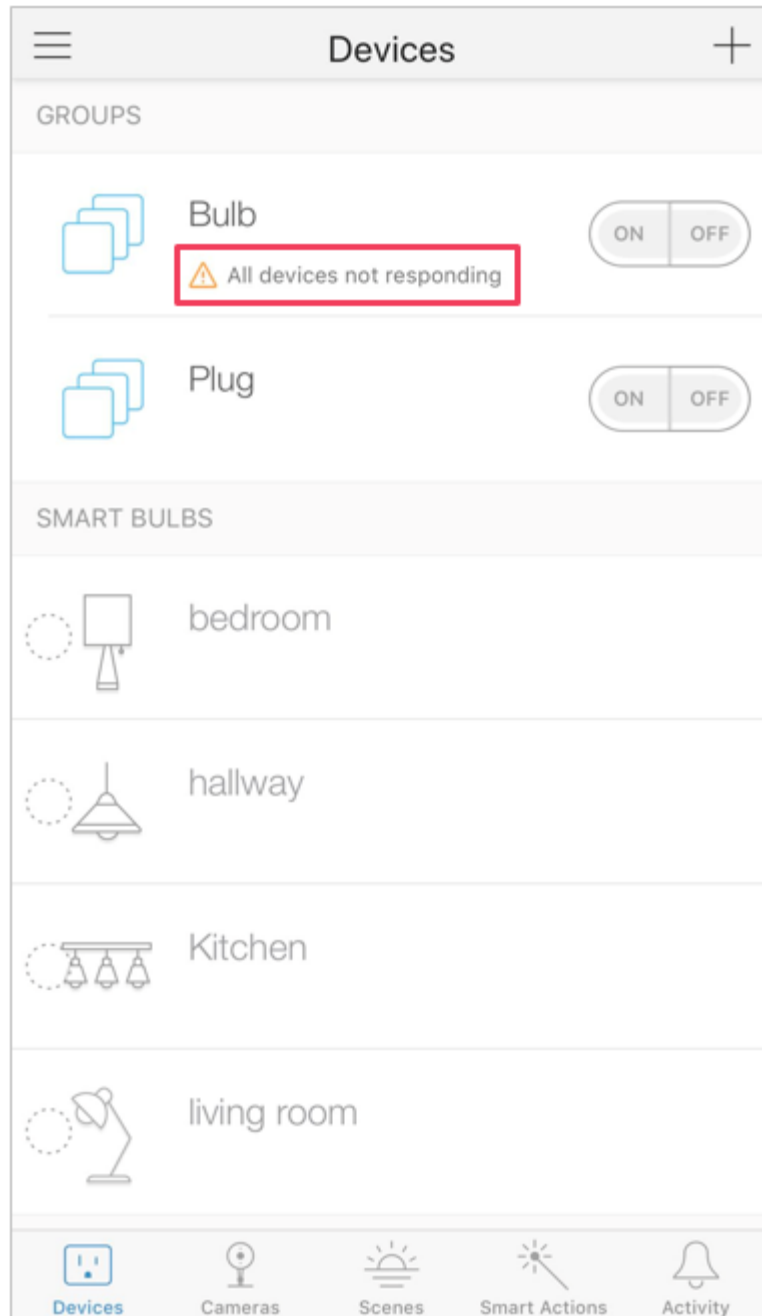
1. From device list, long press (android) or swipe left an option appears from the bottom of the screen to confirm you wish to delete the group or cancel the action.
2. Tap on the individual group, tap on the “**Settings**” icon in top right corner. On this screen you will find a “**Remove Group**” button at the bottom of the screen



What is the "orange triangle" i sometimes see next to the group name?

This is a warning that 1 or more devices belonging to the group is 'offline' or unreachable.

You can still tap on on/off or use any of the lighting control and it will control the devices that are still online or reachable by the the app.



## How to use Widgets to control your Kasa devices and Kasa scenes on Android devices?

\*Note: 1. Please update your Kasa app to newest version first.

2. Your Android devices must support widgets feature.

3. There is slight difference on operation and interface based on different Android devices.

With widgets, you can conveniently control your Kasa devices and Kasa scenes from the Home screen on your Android devices. This guide will help you to set the widget feature of Kasa App.

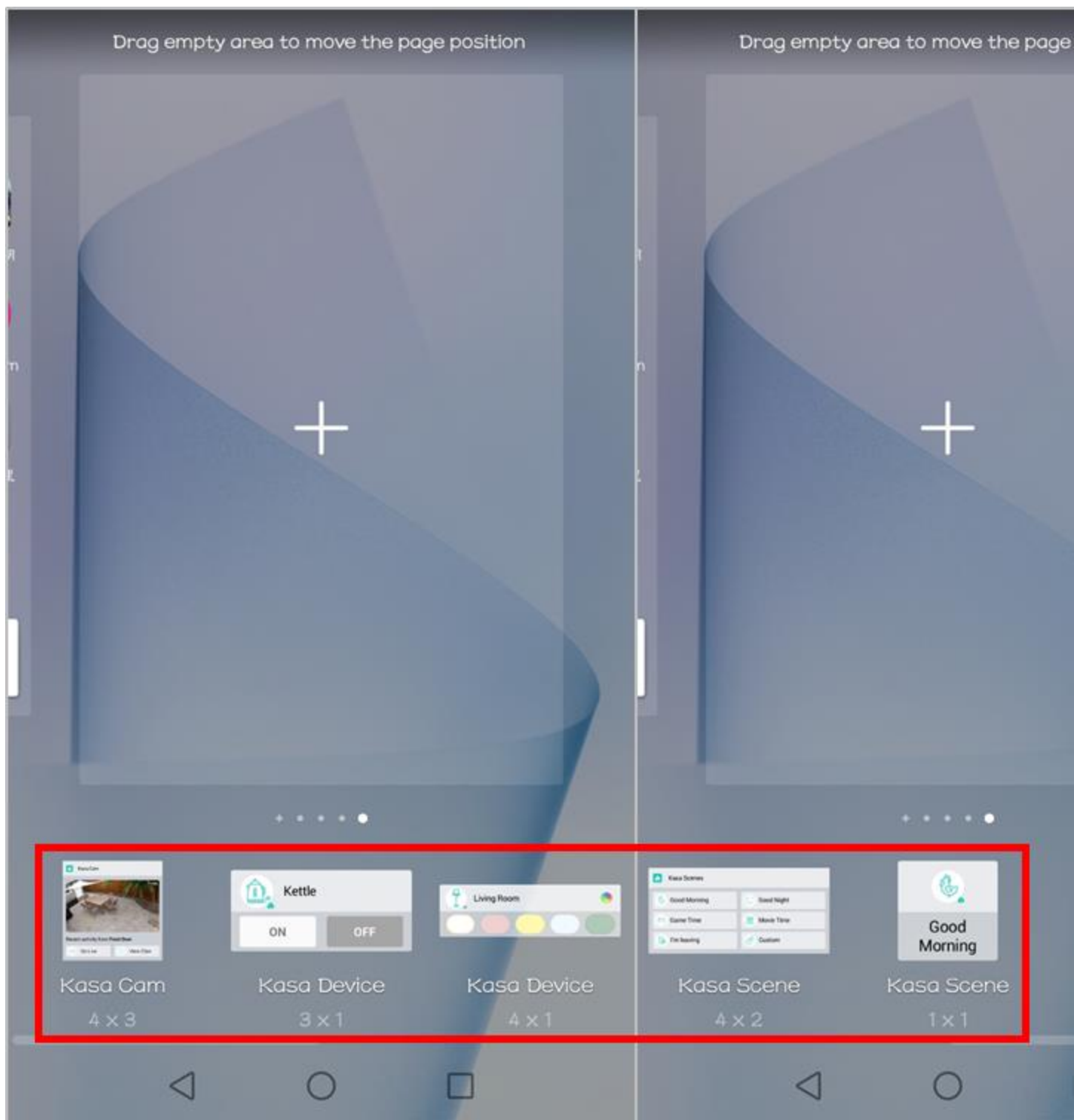
**Step 1:** Touch and hold an empty area on the home screen to enter home screen editing mode. Tap on the '**Widgets**' and you can see all of your widgets. Find '**Kasa**' widget and tap it.





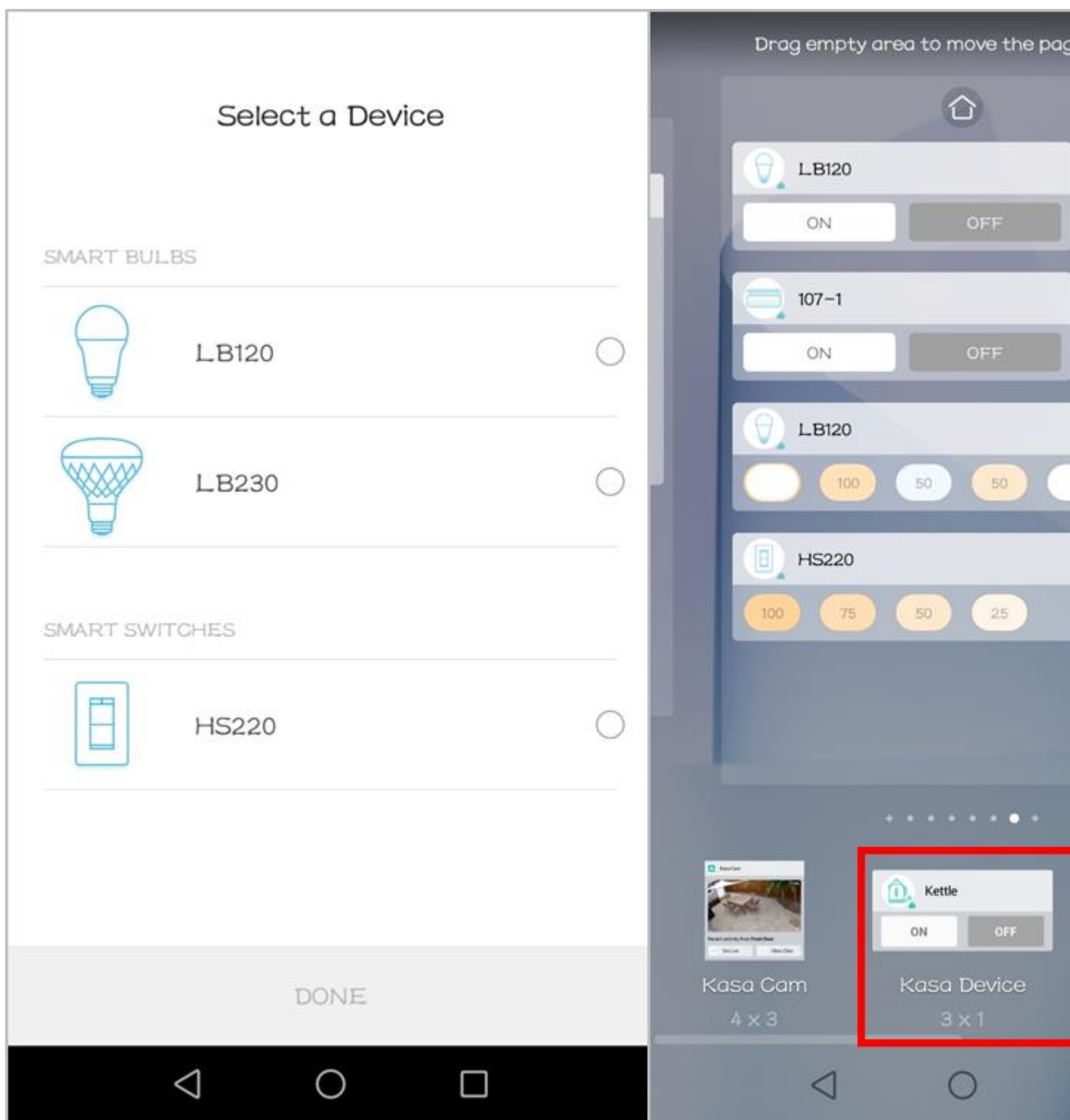
**Step 2:** There are several Kasa widgets including Kasa Cam, Kasa Device and Kasa scene. Touch and hold a widget and drag it to an empty area on the home screen. You can add widgets you want.

Check that there are enough empty spaces on the home screen for the widget. If there is not enough space, add an empty screen page or free up some space on the current home screen page

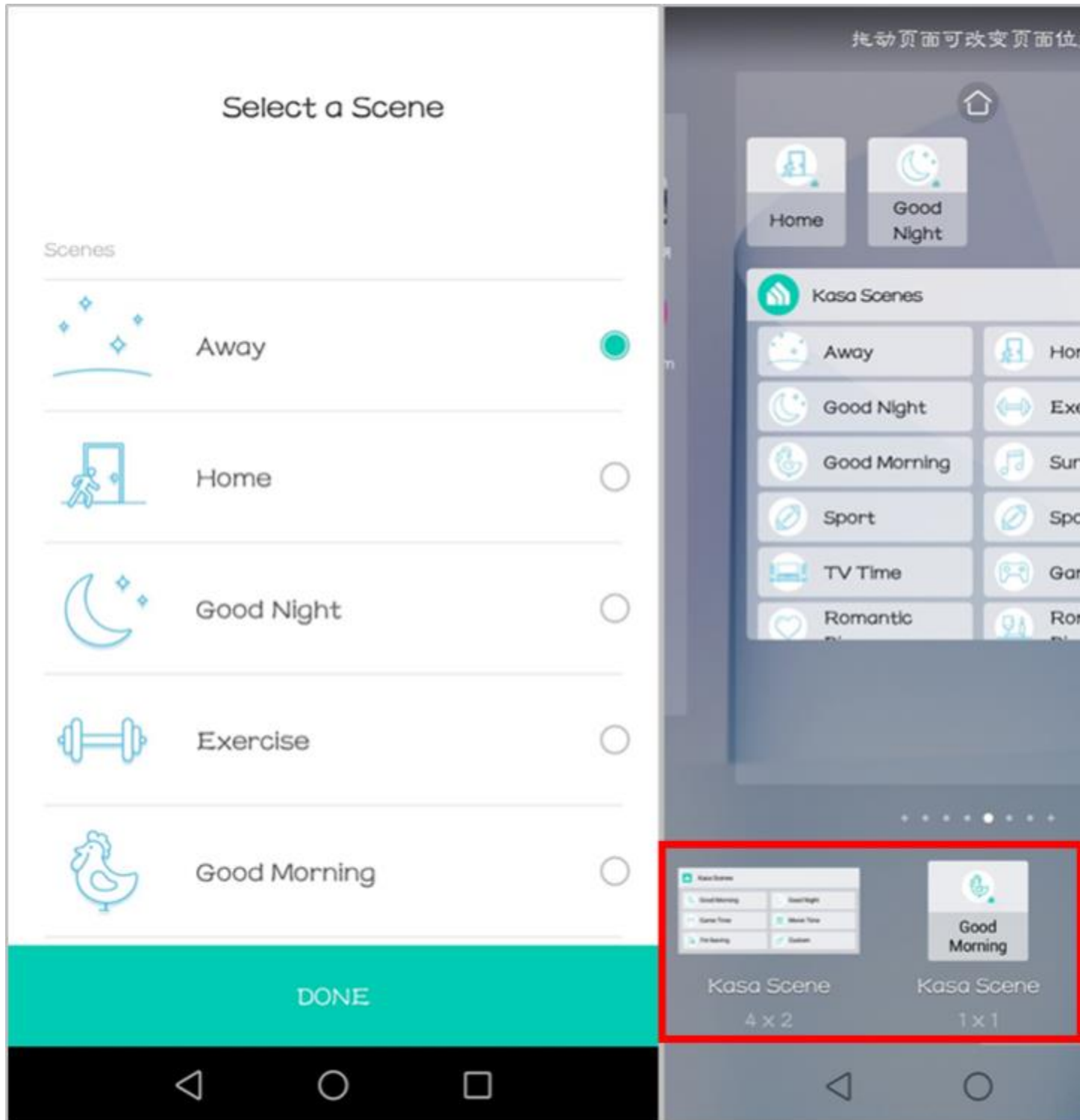


**Kasa Device widgets:** Tap on Kasa Device (3x1) or Kasa Device (4x1) widget, select a device and this widget will show on the home screen. With Kasa Device (3x1) widget, you can switch on/off

Kasa devices. With Kasa Device (4x1) widget, you can adjust color/brightness. For Kasa Device (4x1) widget, only Kasa devices with adjustable color/brightness can be selected.



**Kasa Scene widgets:** Tap on Kasa Scene (1x1) widget, select a scene and this widget will show on the home screen. Kasa Scene (4x2) widget will automatically pull all scenes currently exist on user's profile. The 4x2 can show as many as 50 scenes. A scroll bar will appear if it does not fit the widget window size.



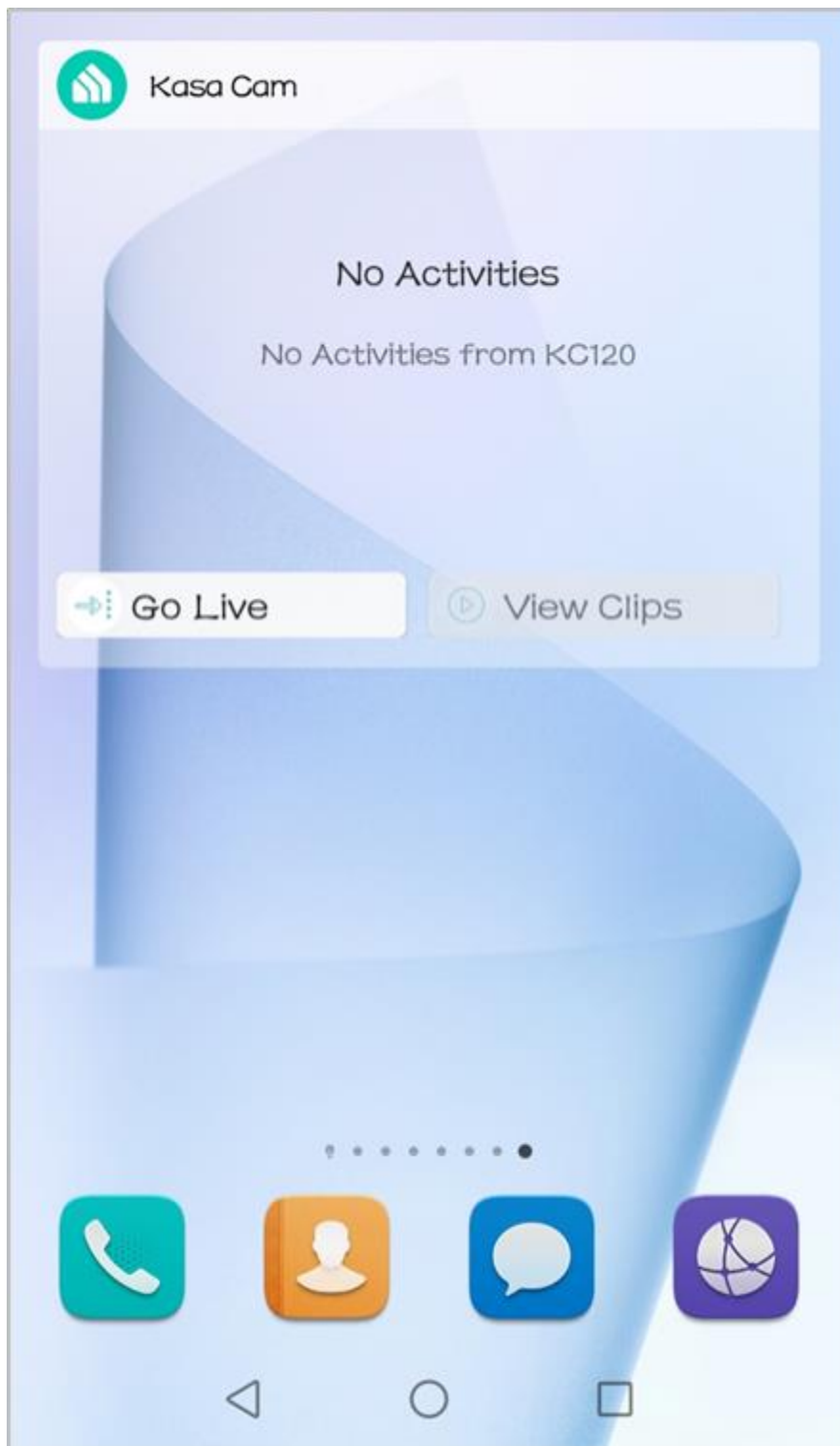
### [How to create a new scene in KASA APP?](#)

**Kasa Cam widgets:** Tap on Kasa Cam (4x3) widget, select a kasa camera and this widget will show on the home screen. With Kasa Cam widget, you can tap on '**Go Live**' and easily go to Live Page. Meanwhile you can view the clip of activity detection.

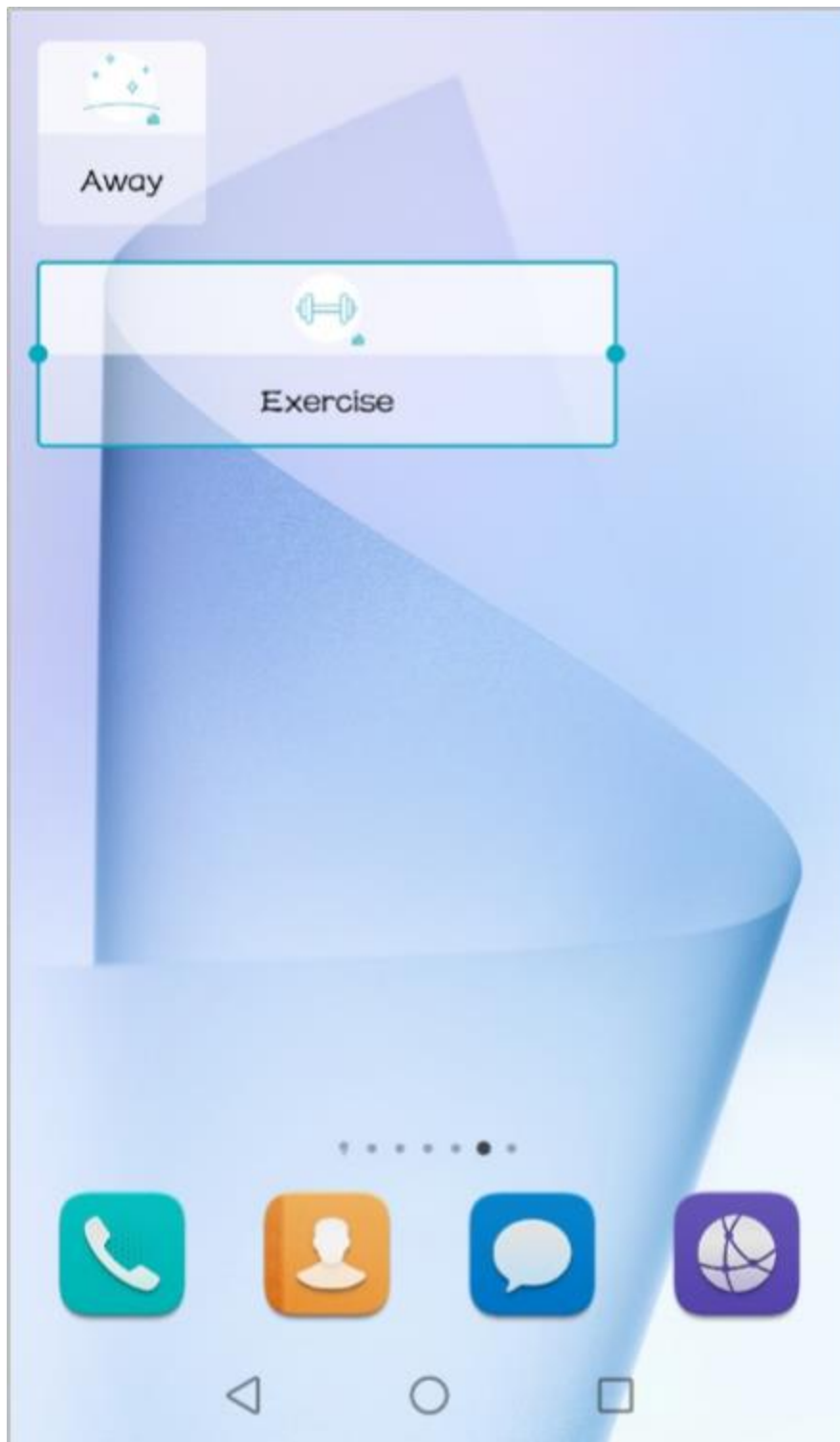
When there are multiple activities in the account, an UP and Down arrow appears to the right of the clip window. User can choose which clip to view by pressing the up and down arrows.

The activity clip refreshes every 30 MINUTES. When user presses the up and down arrow, it also refreshes the activity clip history to grab latest clips from the server.

User can add multiple camera widget but only 1 camera per widget can be shown.



**Adjust the size of widgets:** Touch and hold a widget on the home screen until your Phone vibrates. A blue frame with dots will appear. Drag the dot to adjust the size.



**Delete widgets:** Touch and hold a widget on the home screen until your Phone vibrates. Drag the widget to Remove.

**Move widgets:** Touch and hold a widget on the home screen until your Phone vibrates. Drag the widget to any position on the screen.

**Step 3:** Go back to the home screen and enjoy the widget feature of Kasa App.


### **How to use Widgets to control your Kasa devices and Kasa scenes on iOS devices?**


**Note:** Please update your Kasa app to newest version first.

With widgets, you can conveniently control your Kasa devices and Kasa scenes from the Today View on your iPhone, iPad or iPod touch. This guide will help you to set the widget feature of Kasa App.


**Step 1:** Log into your Kasa App. Tap on the '≡'.







Devices

SMART BULBS





LB120





LB230


SMART PLUGS





107-1





107-2





HS100





HS105

Devices

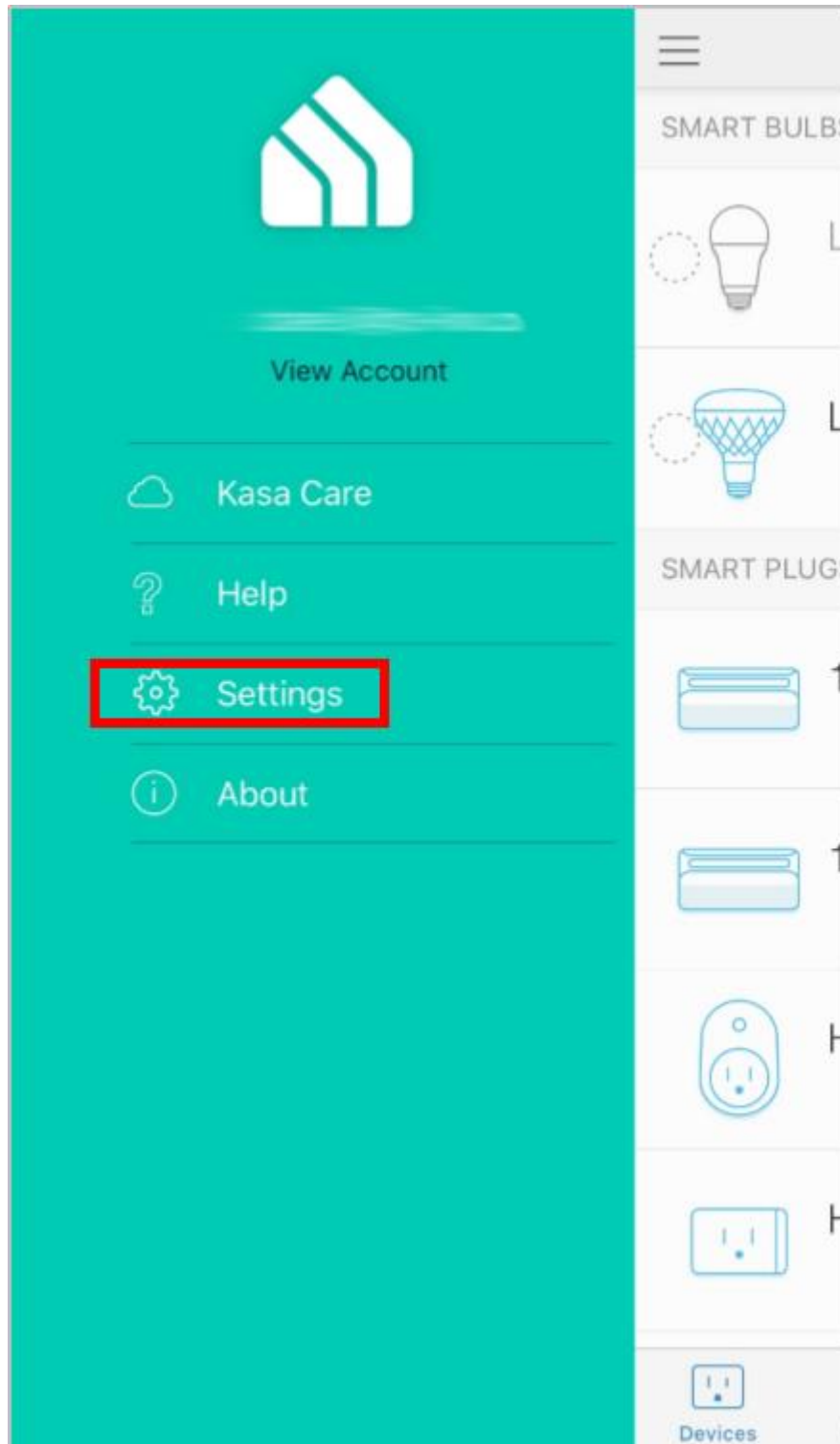
Cameras

Scenes

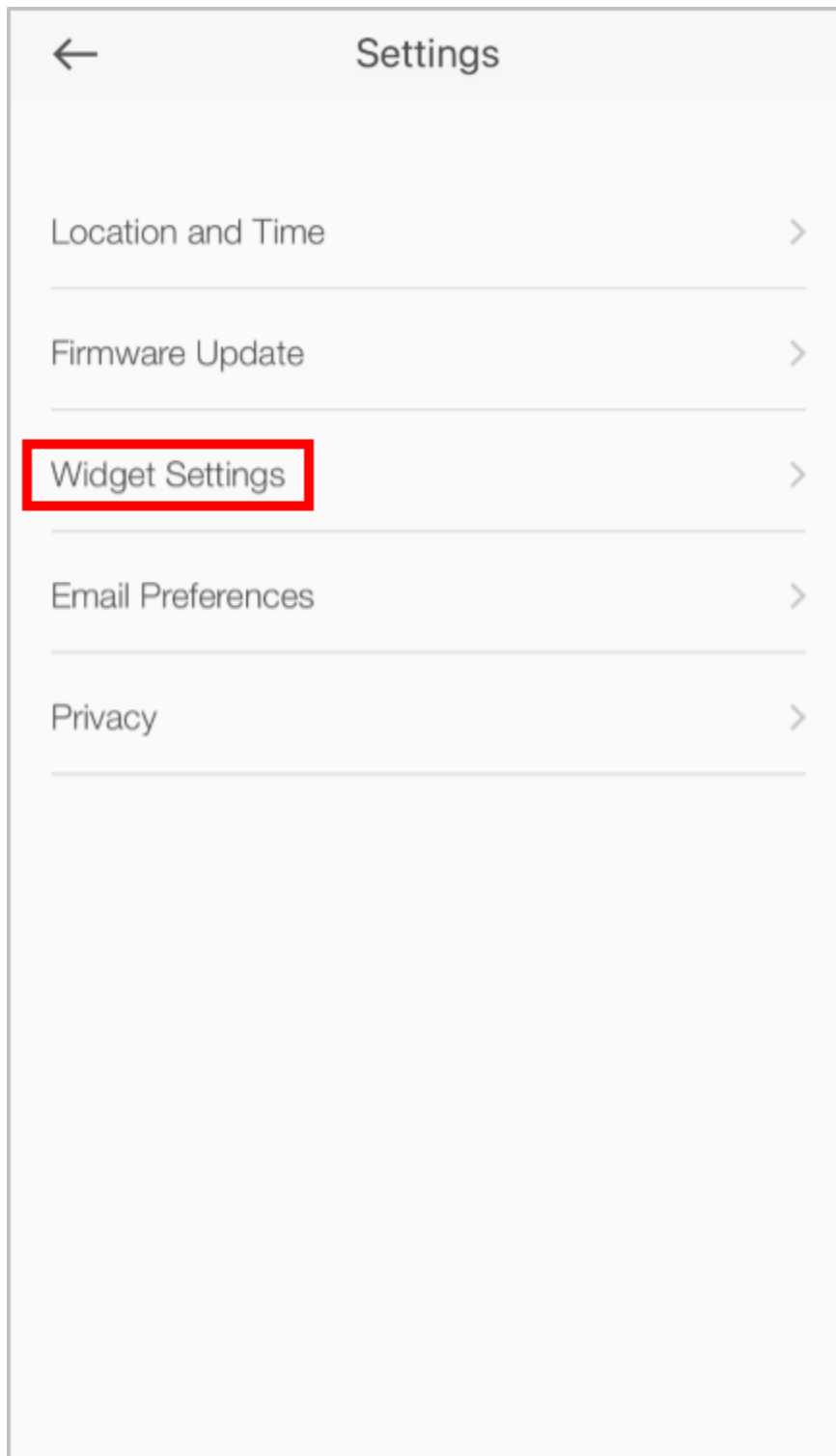
Smart Actions

Activity

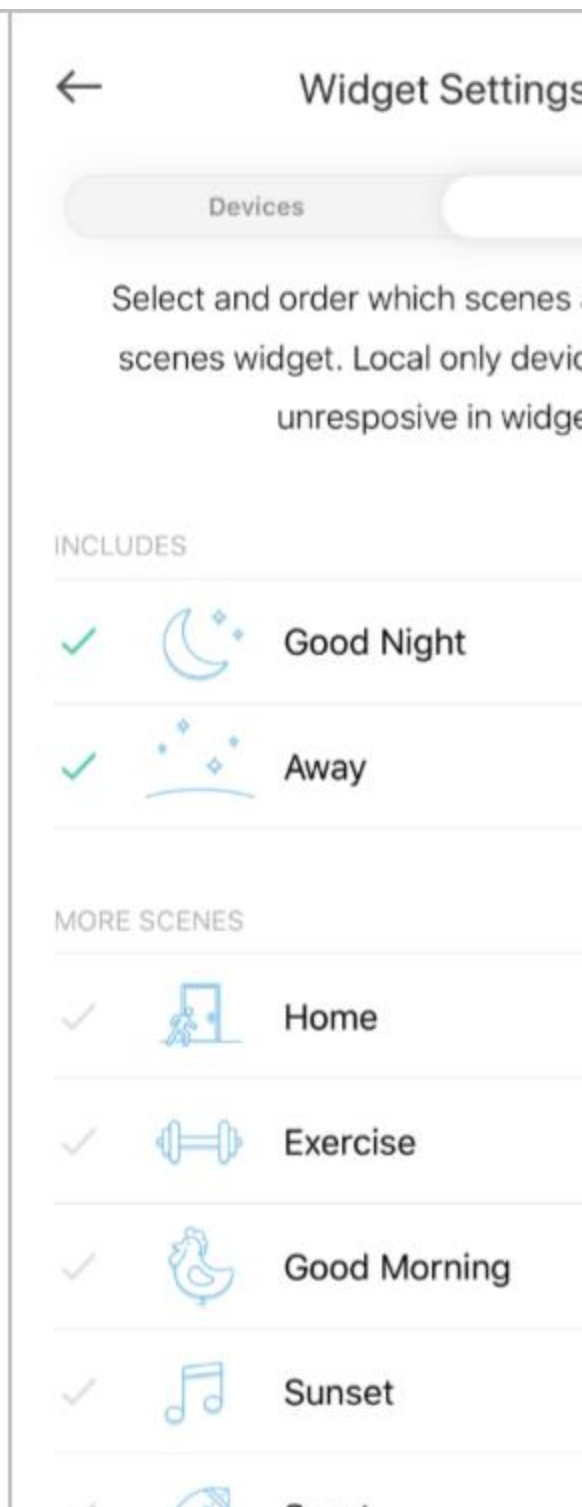
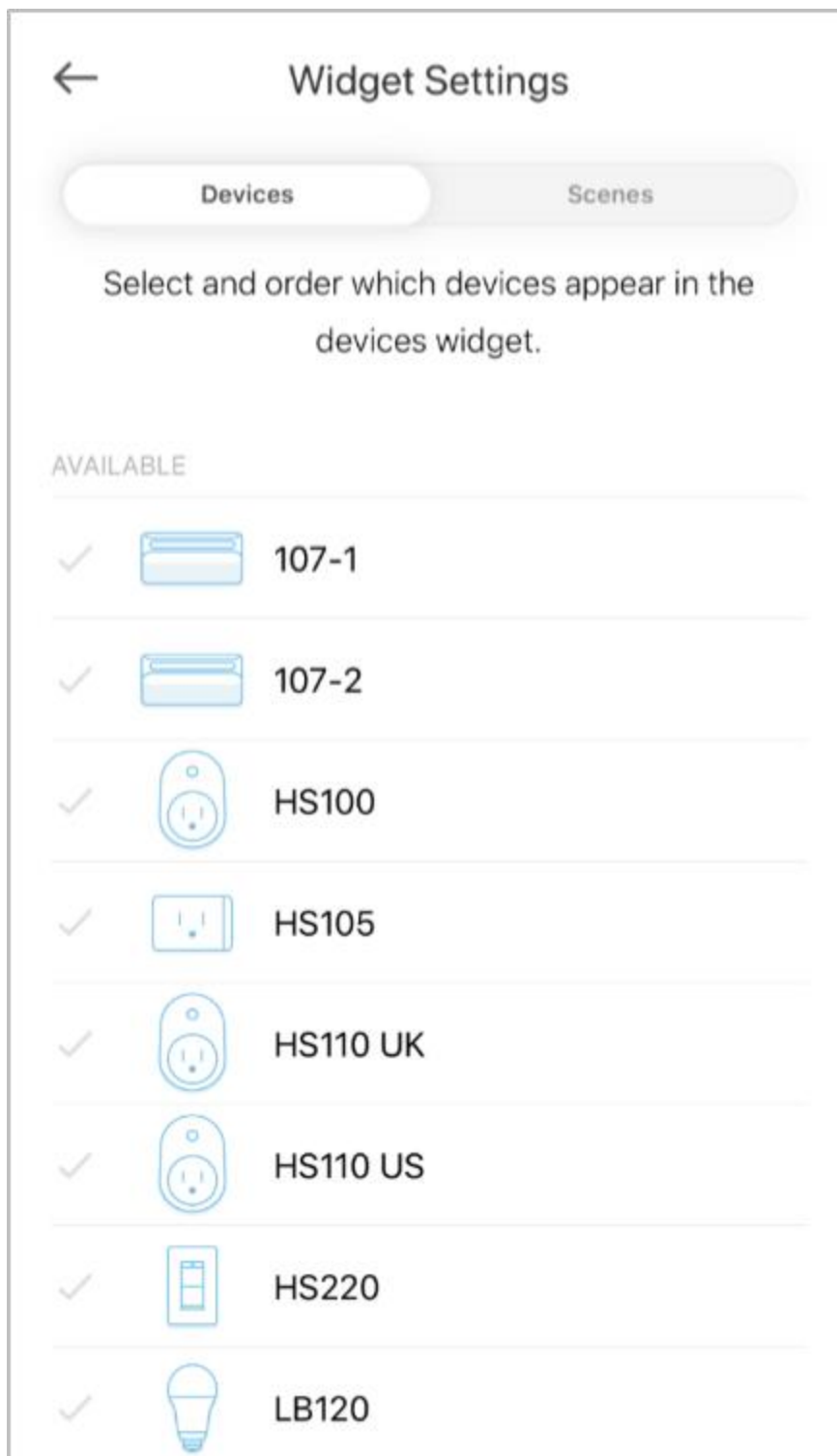
**Step 2:** Tap on 'Setting'.



**Step 3:** Tap on '**Widget Settings**'.



**Step 4:** Select which devices or scenes appear in the Today View by tapping on devices or scenes in the available list.



[How to create a new scene in KASA APP?](#)

**Step 5:** If you want to reorder your devices or scenes, touch and hold the '≡' next to them and drag them in the order that you want.



## Widget Settings

Devices

Scenes

Select and order which devices appear in the devices widget.

### SELECTED

HS100

HS105

### AVAILABLE

107-1

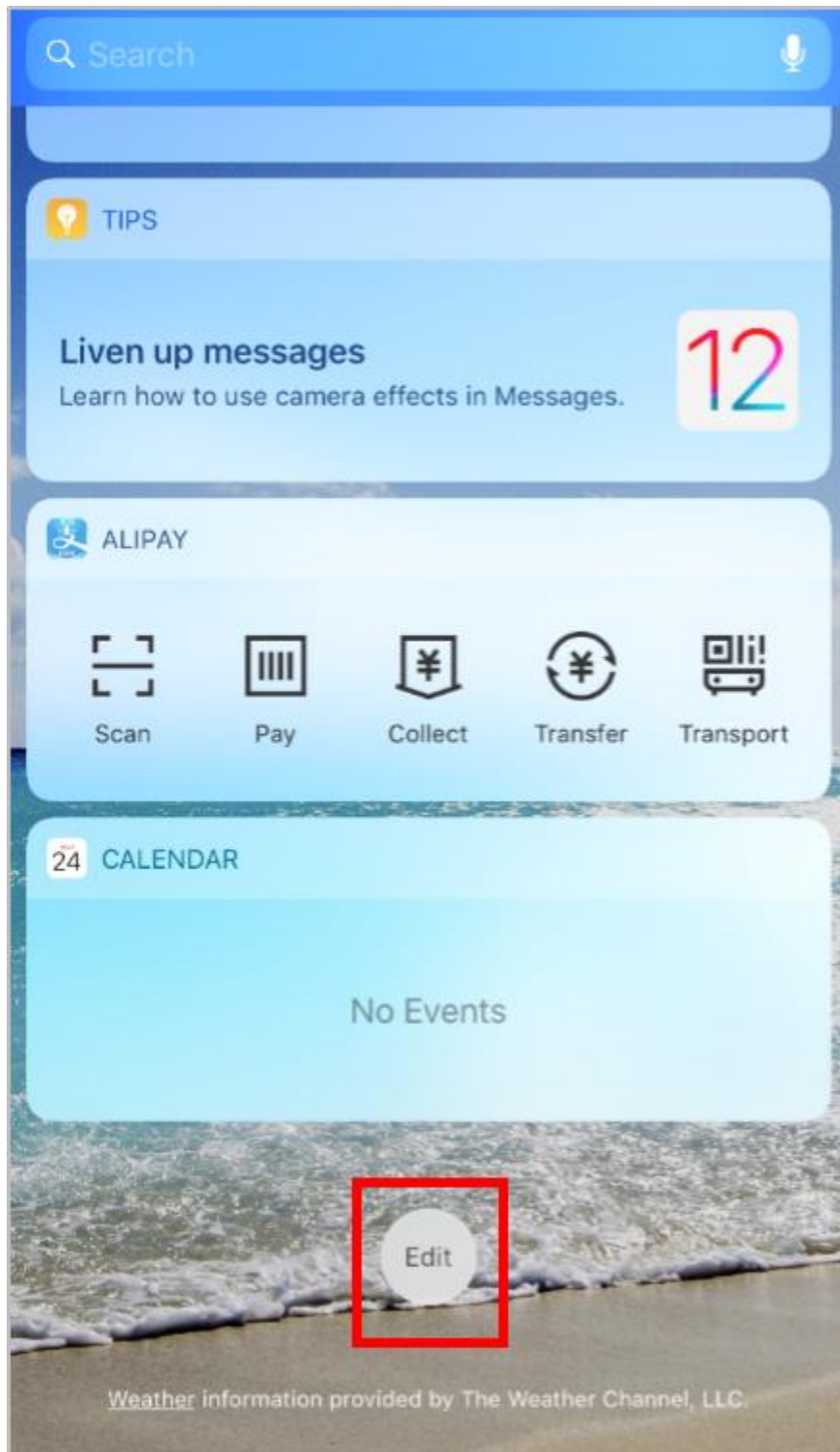
107-2

HS110 UK

HS110 US

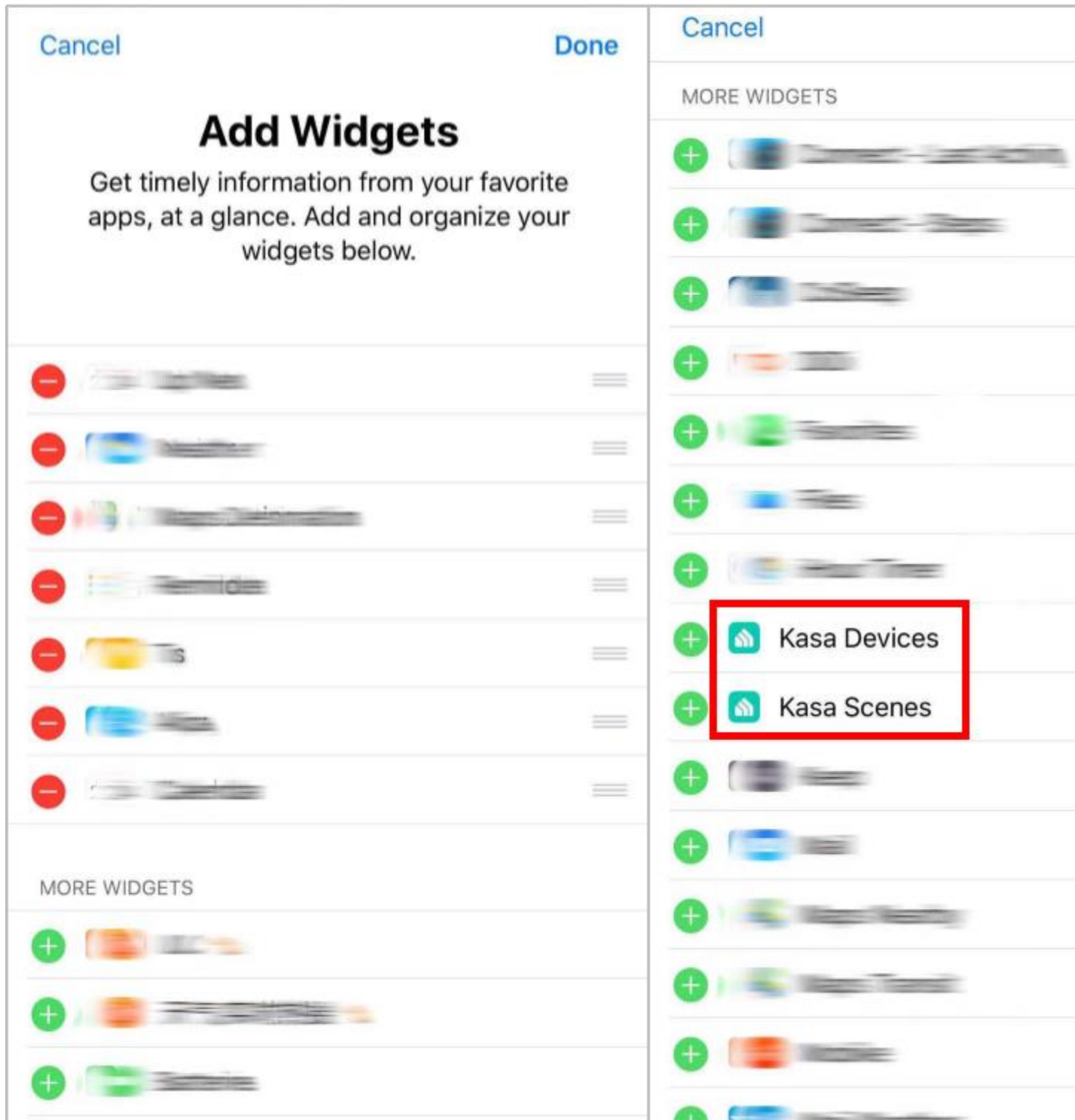
HS220

**Step 6:** Swipe right over the Home screen or Lock screen of your iPhone, iPad or iPod touch. You can see your widgets in the Today View. Scroll to the bottom and tap **'Edit'**.





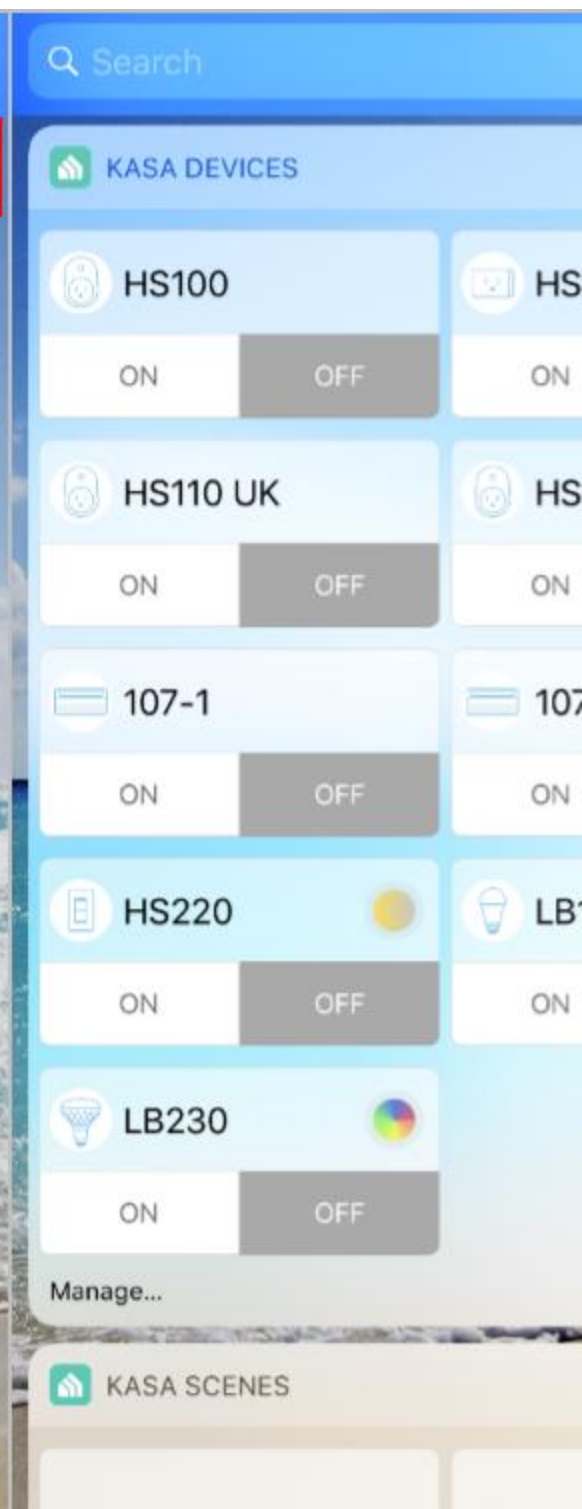
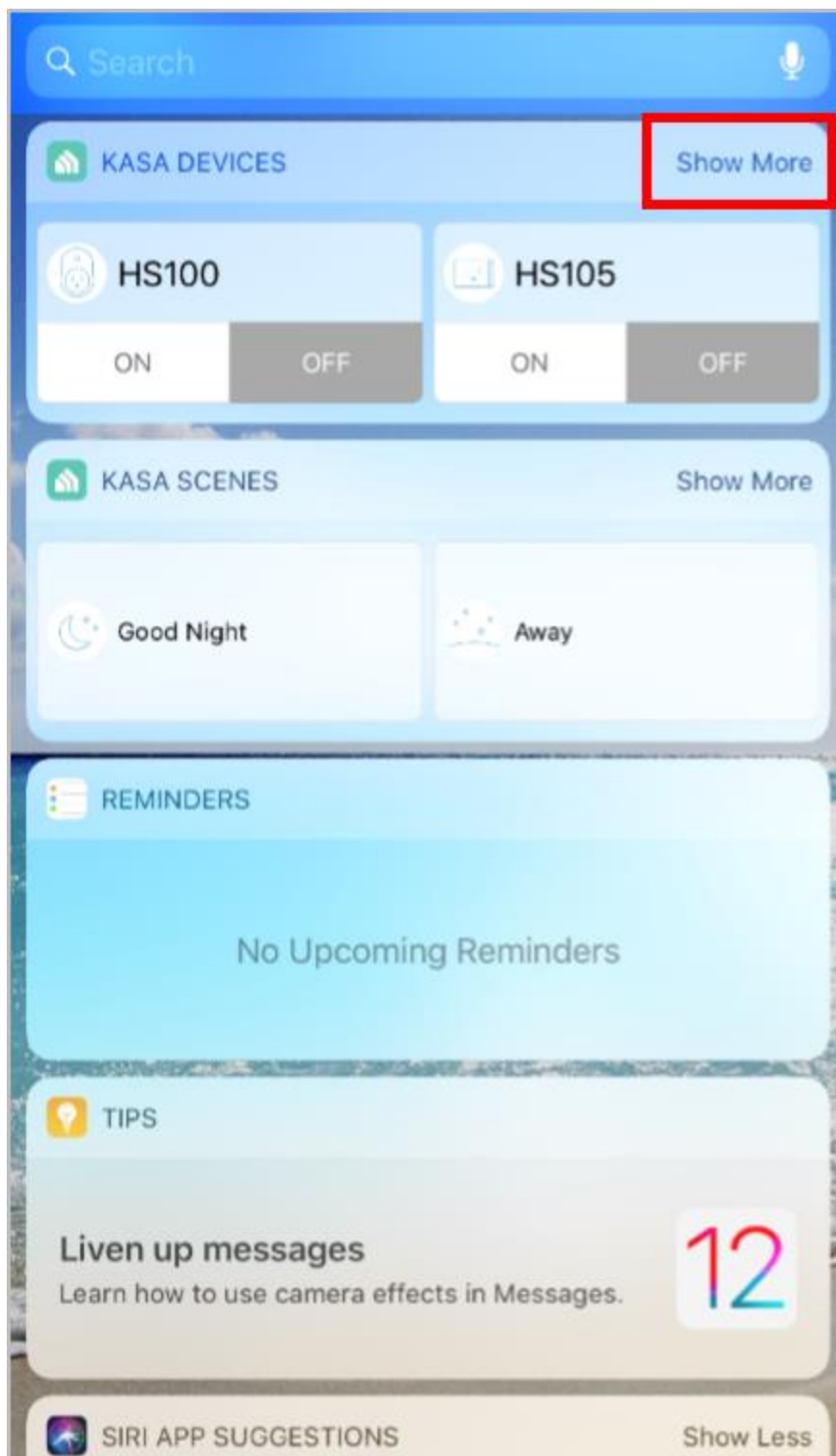
**Step 7:** Tap '+' to add Kasa Devices and Kasa Scenes widget. To reorder your widgets, touch and hold the '≡' next to the apps and drag them in the order that you want. Tap '**Done**' to finish.



**Step 8:** Now you can control your Kasa devices and scenes from the Today View.

Tap '**Show More**' and you can see all of your selected Kasa devices and scenes.

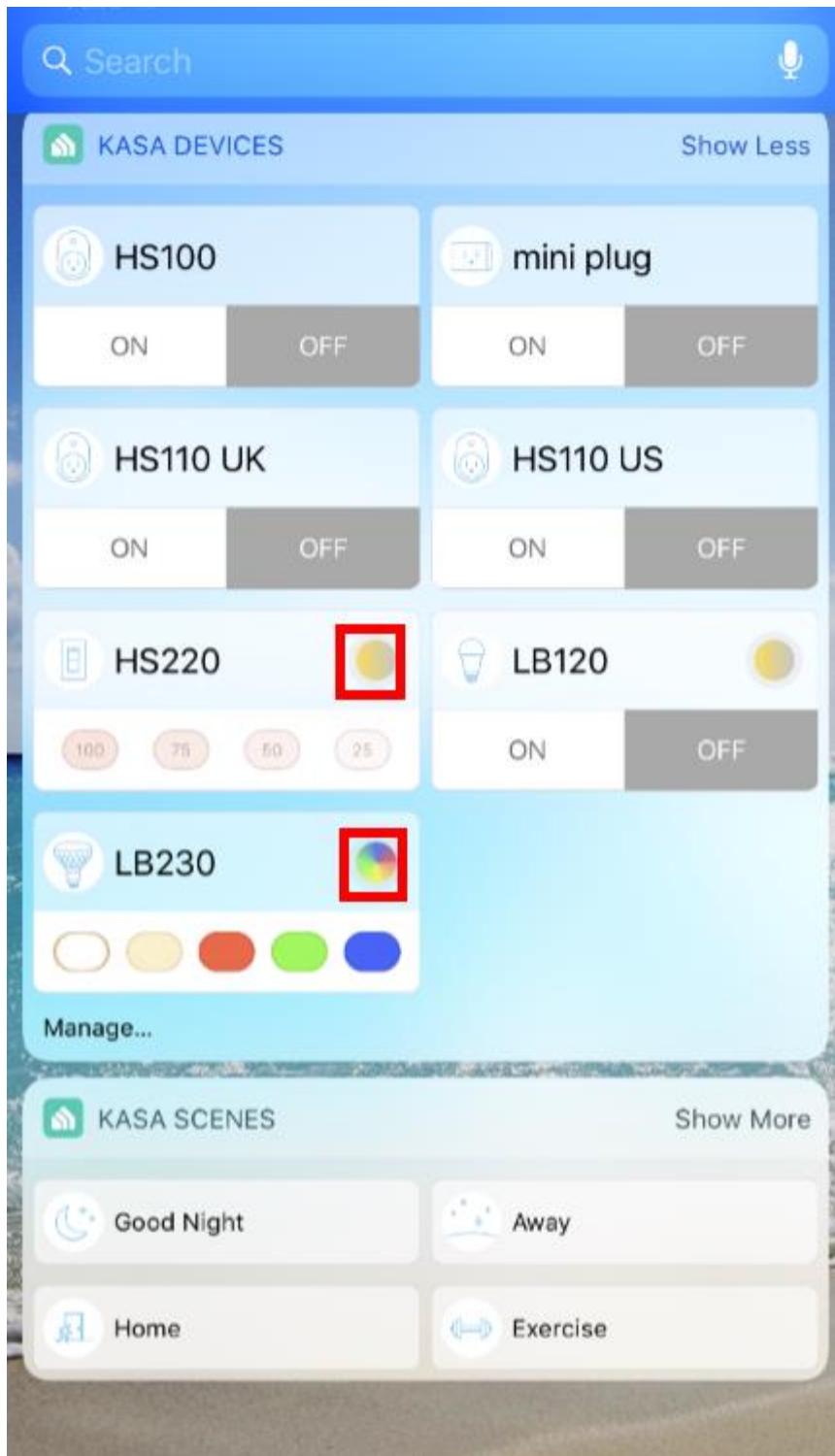
Note: seeing "all" devices is limited to the phone screen size.



**Step 9:** For all Kasa devices, you can switch on/off them.

For Kasa devices with adjustable brightness and color, you can also adjust the brightness and color. Tap on the **round icon** next to the devices and then you can see the corresponding options.

If your devices are offline, any operation will be prompted that something went wrong and go to Kasa for details.



## Customer Data Privacy for Smart Home

### General

### **1. How do I delete my account?**

You will need to contact our customer support team and provide your account email ID. It may take up to 2 weeks to process your request. You can find your local TP-Link customer service info from link below: <https://www.tp-link.com/support-contact.html>

Once completed you will receive a deletion acknowledgement email. Please note that once the account is deleted, the operation of your TP-Link device(s) associated with this account will be impacted.

### **2. How do I find out what personal data you have on me?**

You will need to contact our customer support team and provide your account email ID. We will deliver your personal data electronically and notify you by email. It may take up to 2 weeks to process your request. You can find your local TP-Link customer service info from link below: <https://www.tp-link.com/support-contact.html>

Please note that if you delete your account, all your personal data will be erased and cannot be retrieved by anyone.

### **3. Can you tell me why your date the GDPR is a month later than other manufactures?**

Given that some of our customers are not frequently using their Kasa app or checking their email, we are giving them sufficient time (2 months) to review and consent to our updated terms. Also, per our current terms, we are required to give our existing customers prior notice before changing our Terms of Use.

## **Kasa Products**

### **1. How do I update my app?**

Android users, go to Google Play Store to update to the latest version of Kasa Smart app.

iOS users, go to iOS app store to download the latest version of Kasa Smart app.

Note that you do not need to uninstall your current Kasa app before updating to the new app.

## **2. I have updated my Kasa app, but I do not know how to consent to your new Terms.**

Here are a few tips to help troubleshoot if you are not able to receive consent popup with the latest app from the store:

- **Is your Kasa app up to date?**

Open the hamburger menu on the upper left corner of the app and select About.

- **Is your app version 2.1.2 or above?**

If not, please update Kasa app from the App/Play store.

- **Are you logged in to your account?**

Open the hamburger menu on the upper left corner of the app. It will show you are either guest or logged in with your email account.

- **Is your account email verified?**

Open the hamburger menu on the upper left corner of the app. Under your email will show “Unverified Account”. Please click on it to resend email and follow the email instruction from your email account.

- **Does your phone running Kasa have Internet access?**

Please enable the Internet because the Terms of Use and Privacy Policy are hosted online.

- **Are you located in Russia?**

Our Terms of Use and Privacy Policy service are likely impacted by the Russia Internet ban.

- **Have you tried restarting the app?**

For Android users, continuously clicking back button will help you exit the app. For iOS users, double click the Home button and swipe Kasa app up to exit. Select the Kasa app again to start.

If none of the above steps work, as a last resort, you can email your consent from your Kasa account email to [privacy.tpra@tp-link.com](mailto:privacy.tpra@tp-link.com)

## **NC Camera products using tpCamera app**

### **1. Why is my personal data going to third parties?**

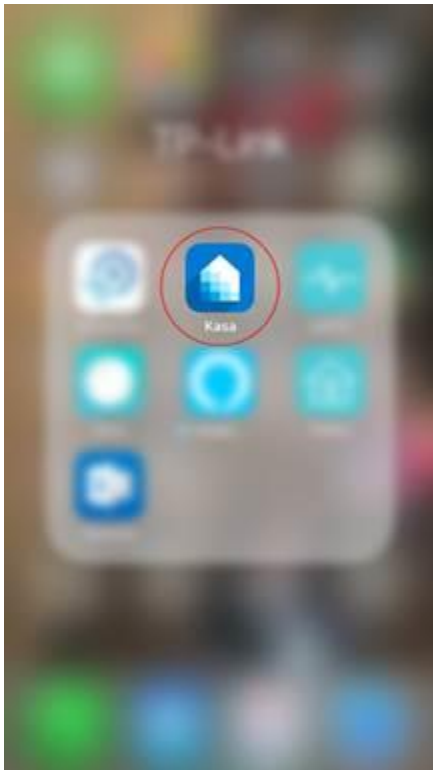
The original version of the Privacy Policy was crafted to cover multiple TP-Link camera product lines, some of which support third-party services such as Amazon Alexa, Google Chromecast streaming. In order to avoid confusion, we have updated our Privacy Policy <<https://www.tplinkcloud.com/PrivacyPolicy.php>> to be more specific for NC model cameras.

Your NC model camera using tpCamera app does not support any third-party services or cloud storage. Your video data can only be stored locally on your camera's SD card and is not accessible by us or any third-party.

### **How to remove a device from the Kasa App?**

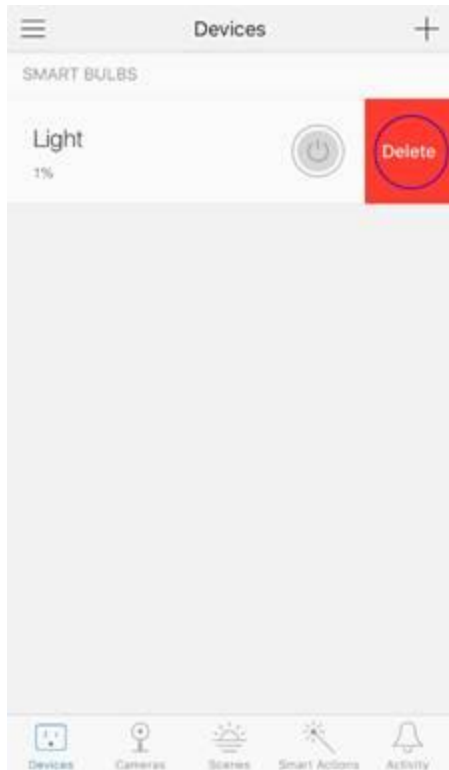
#### **Option 1**

##### **Step 1: Log into the Kasa App**

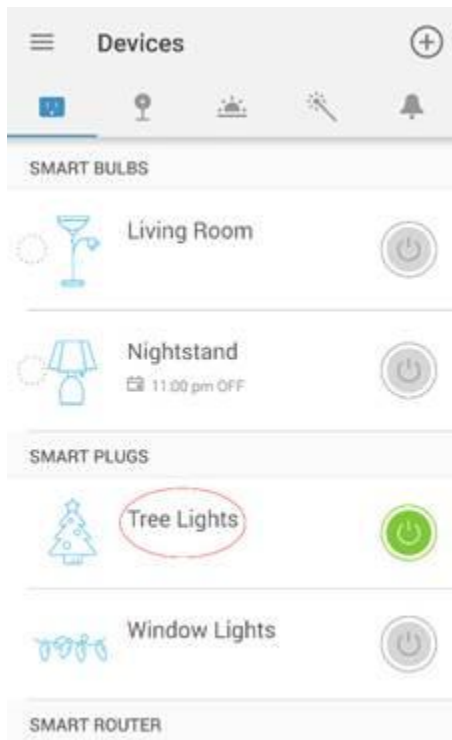


##### **Step 2: (iOS) Swipe Left then tap on "Delete"**

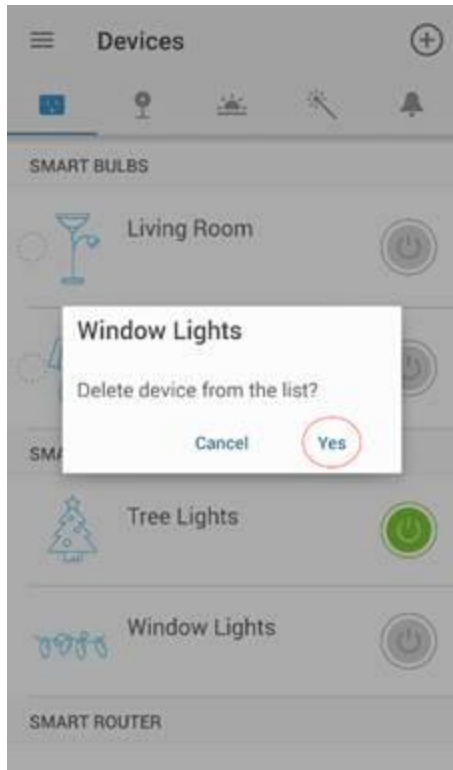




**Step 3: (Android) Hold down on the device name you want to delete.**



**Step 4: (Android) Tap “Yes”**



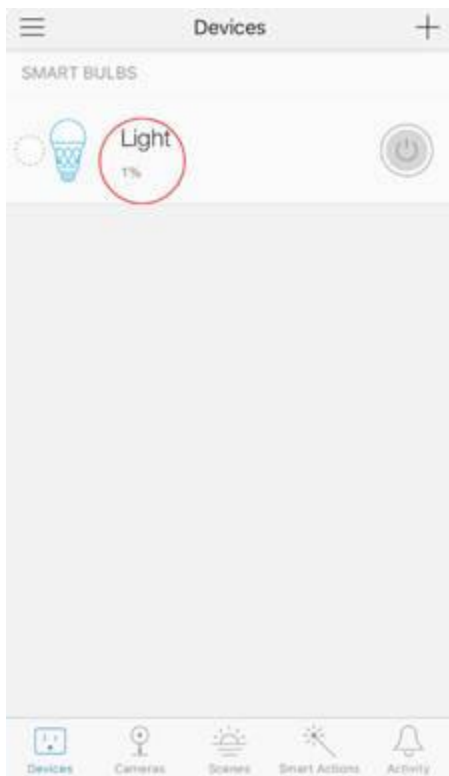
## Option 2:

\*Note all steps are the same for iOS and Android.

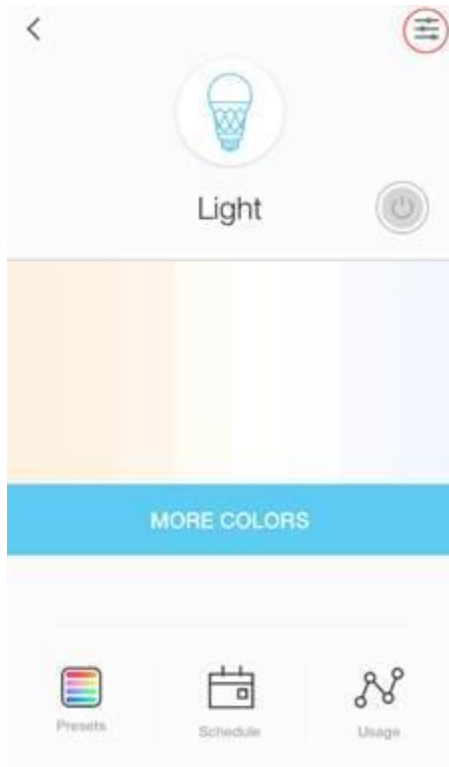
### Step 1: Open the Kasa app



**Step 2: Log into the device you want to remove**



### Step 3: Tap on “Settings”



### Step 4: Scroll to the bottom and tap “delete”



## How to enable Remote Control on a TP-Link Smart Home Device?

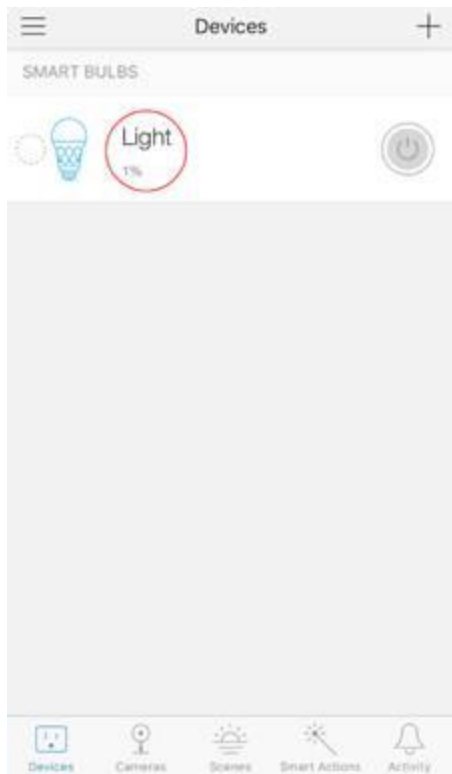
This FAQ will show you how to enable the Remote-Control feature of your TP-Link Smart Home Device.

**\*Note:** We will be using a TP-Link LB130 as an example.

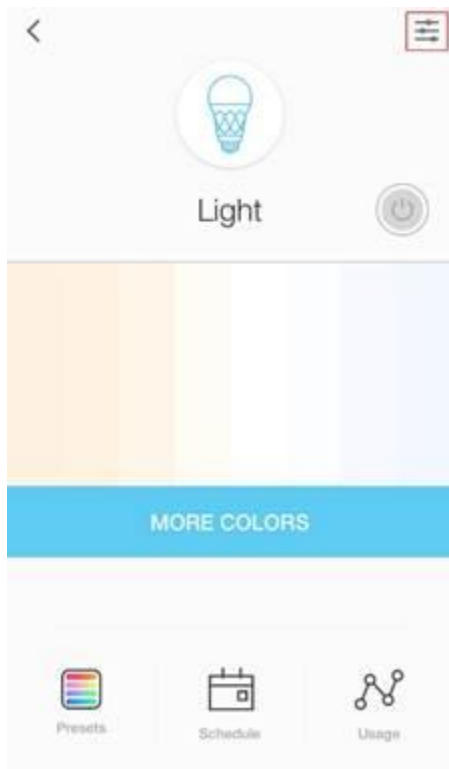
### Step 1: Open the Kasa App



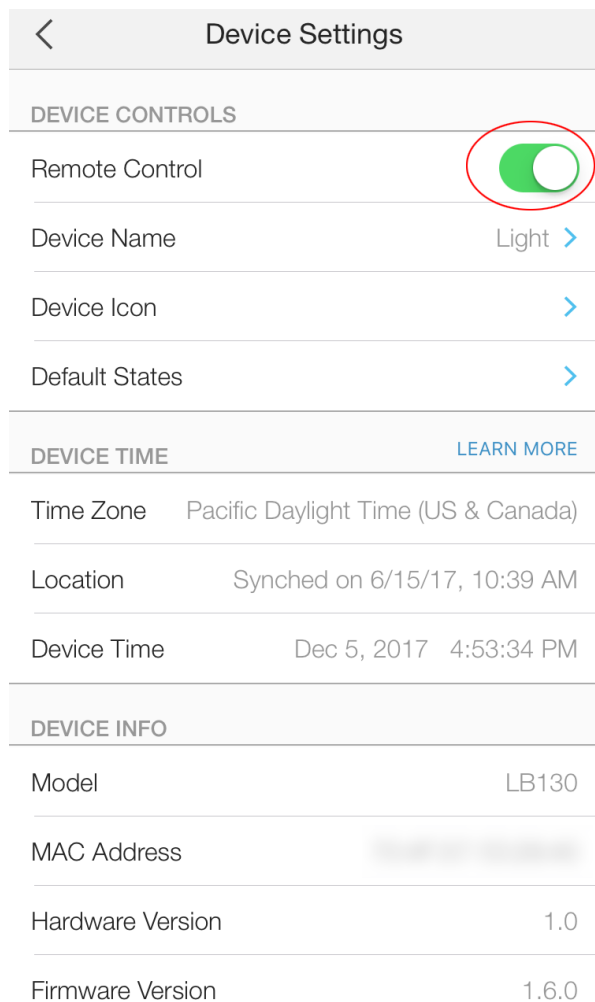
### Step 2: Tap on the desired device



**Step 3: Tap on the settings button**



**Step 4: Tap on the Remote-Control Slider and make sure you see 'Green'**



## HS210 Installation FAQ Content

- 3-Way Switch Wiring Overview
  - Standard/Single-Pole
    - How Can I Identify a Standard Switch?
  - Three-Way
    - How Can I Identify a Three-Way Switch?
  - Four-Way
    - How Can I Identify a Four-Way Switch?
- What do all the different wires do on a 3-way switch?
  - Common/Line Wire
  - Traveler Wires
  - Common/Load Wire
- What do all the different colors of wires mean?

- [How can I identify my common/line/load and traveler wires?](#)
  - [Common Wires \(Line and Load\)](#)
  - [Traveler Wires](#)
- [How can I identify my neutral wires?](#)
- [What if my switch don't provide a neutral wire?](#)
- [What if only one of my switches has a neutral wire?](#)
- [What if my switches don't provide a ground wire?](#)

### 3-Way Switch Wiring Overview

There are several types of light switches that you will encounter when upgrading a switch to a Smart Switch in your home.

#### Standard/Single-Pole

With a standard or single-pole wall switch, only one switch controls a light or series of lights. This is the most common light switch found in a home. This switch can be upgraded to a Smart Switch using the TP-Link HS200 Wi-Fi Smart Switch (so long as there are neutral wires in the junction box).

#### How Can I Identify a Standard Switch?

If your light can only be switched from a single location, it's most likely a standard/single-pole switch. You can identify a single-pole wall switch when you remove it from the junction box. There must be 2 wires (usually black) connected to screw terminals or push connectors on the back of the switch housing. There may also be a ground wire connected.

If there are more than two wires connected to the switch, it is likely a three-way switch, however, there are some instances where more than two wires will be connected to a standard switch. In situations where one switch controls multiple light fixtures (like in a bathroom vanity or multiple pendant lights, etc.), you may find multiple wires connected to the same screw terminal/push-in connectors on the switch. If no other light switches control these lights, you likely have a standard switch that is being used as a junction for multiple load wires. You can still upgrade this configuration with HS200 Smart Switch, but you will need to wire-nut the bundle of load wires together as HS200 only has one load lead.

#### Three-Way



With a three-way switch, two separate light switches control a light or series of lights. In this configuration, you can turn the light on and off from either location. This switch configuration is often found in hallways, stairways or rooms where you have multiple entry points. Some three-way switches may not even be located in the same room, but they may still serve to control a light in a common space (a switch may be located in both a garage and kitchen if it controls a patio light accessible from both locations).

There are multiple wiring configurations for three-way switches and not all are compatible with HS210. While it is difficult to know exactly how your home was wired when it was originally built, there are several things you can look for to see if your switch scenario is compatible with HS210.

### **How Can I Identify a Three-Way Switch?**

Three-way switches typically have three screw terminals on the housing, one of which will be a different color or marked "common." There may also be a separate green ground screw attached to the mounting flange of the switch (the ground wire may or may not be connected). If there are no screw terminals on your switch, there may be three push-in connectors on the back of the switch housing, one of which should be labeled "common." The labeling on the back of a switch may be difficult without cleaning it off and using a flashlight.

### **Four-Way**

With a four-way switch, a total of three or more switches control a light or series of lights. This configuration is uncommon but can be found in larger homes or rooms with configurations that allow entry from more than two locations. In this situation, you can turn the light on and off from any of the switches. A four-way switch configuration is composed of two three way switches, one on each "end" of the switching circuit and a special four-way switch in-between the two three-way switches.

This wiring scenario is complex and HS210 has not been tested to work with this configuration.

### **How Can I Identify a Four-Way Switch?**

Four-way switches often have four screw terminals on the housing, two of which will be labeled "input" and two of which will be labeled "output." There may also be a separate green ground screw attached to the mounting flange of the switch (the ground wire may or may not be connected). If there are no screw terminals on your switch, there may be four push-in connectors on the back of the switch housing, two of which should be labeled "input" and two of which should be labeled "output."

<b>Standard Switch</b>	<b>Three-Way Switch</b>	<b>Four-Way Switch</b> <a href="#">[CM2]</a>
This standard switch has two wires that carry power (line	This three-way switch has one black common wire,	This four-way switch has a combination of red and black

and load) and one copper ground wire.	one black traveler wire, one red traveler wire and one copper ground wire.	wires for the incoming connections and a combination of red and black wires for the outgoing connections in addition to a copper ground wire.
---------------------------------------	--	---

### What do all the different wires do on a 3-way switch?

On a standard switch, the switch simply allows or disallows power to flow from one wire to the other. When the switch is off, the circuit is broken, and power cannot flow to the light fixture. When the switch is on, the circuit is complete and power flows to the light fixture, illuminating your room.

This principle is essentially the same with a three-way switch, but an extra wire is needed to account for the second switch being on or off. With a three-way switch, instead of allowing and disallowing power to flow, the switch always sends power over one of the two traveler wires. Depending on the "on" or "off" state of both switches, the light will either be on or off.

### Common/Line Wire

This wire carries power into the circuit from the main service panel; this is the source of power for your light and will always be energized, regardless of how the switches are configured. This wire will be connected to the common screw on one of your three-way switches.

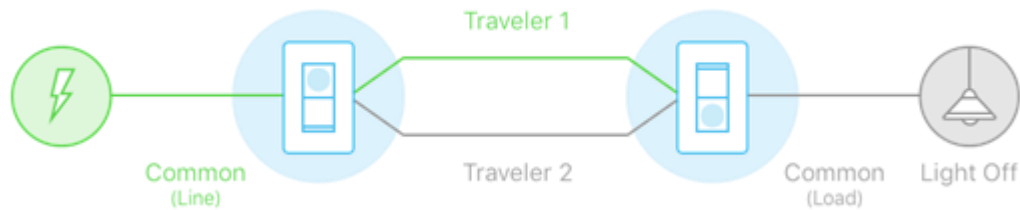
### Traveler Wires

These wires connect the two wall switches together and allow power to pass between them. One of the two traveler wires is always energized when power is on.

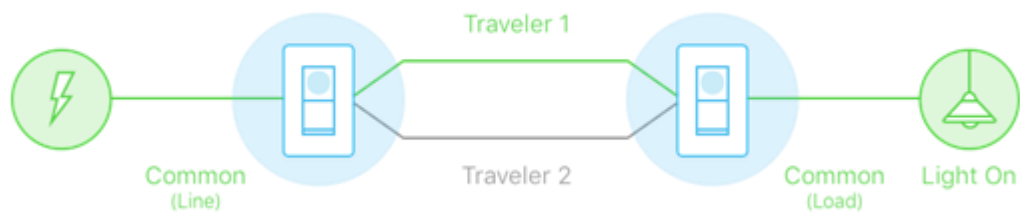
### Common/Load Wire

This wire carries power from the switches to the light fixture; this wire will only be energized when the light fixture is on. This wire will be connected to the common screw on one of your three-way switches.

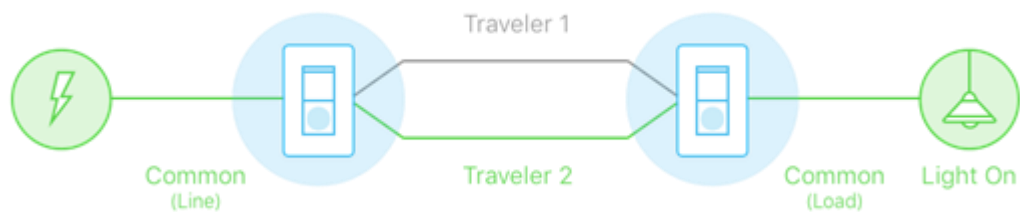
Diagram	Description
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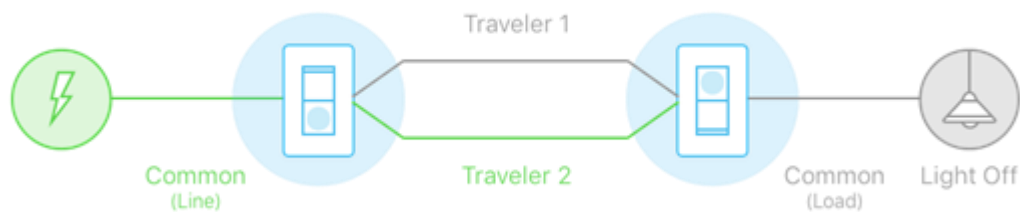
In this scenario, the first switch is "on" and the second switch is "off." Power flows from the first switch to the second switch over traveler 1 but doesn't make it to the light fixture.



In this scenario, both switches are "on." Power flows from the first switch to the second switch over traveler 1 and the light turns on.



In this scenario, both switches are "off." Power flows from the first switch to the second switch over traveler 2 and the light turns on.



In this scenario, the first switch is "off" and the second switch is "on." Power flows from




	the first switch to the second switch over traveler 2 but doesn't make it to the light fixture.
--	---











## What do all the different colors of wires mean?

When you open your junction box to look at the wires connected to your wall switches, you may find a rainbow of possible colors. In most situations, you will only see black, red or white wires connected to your switch. While the color of the wire may imply something about its purpose, there is no guarantee that wire colors mean anything discernible about your three-way switch configuration.

Often, the colors of your wires may even be difficult to discern as they may be sprayed with paint or covered in spray-on wall texture. If this is the case, you will usually still be able to identify the wire color if you look at a more secluded section of the wire.

The color selector in the HS210 setup is primarily used to help gauge if you have a three-way switch configuration and if you may have an unusual wiring scenario. While the colors of the wires may not indicate how they are used in the three-way switch setup, the presence of certain colors of wires may indicate a more advanced wiring scenario through which the Kasa app cannot guide you. If your wiring includes brown, orange, purple, light blue, grey or yellow wires, the Kasa app will prevent you from completing setup. Your home may still be compatible with HS210; however, you should contact a licensed electrician for assistance.

Wire Color	Purpose
 Black	Black is the standard color of wire in most homes. This wire usually carries power to and from light fixtures.
 Red	Red wires often appear in three-way configurations. They may be used as a traveler or either the common/line or common/load wire, depending on how the circuit is wired.
 White	White wires are usually neutral wires, but they may appear in a three-way configuration wrapped with black tape. If this is the case, this wire is likely one of your two traveler wires. With this wiring situation, you are also unlikely to have a bundle of neutral wires.

	Brown wires often indicate 277V electrical service. HS210 is incompatible with 277V electrical services.
	Orange wires often indicate 277V electrical service. HS210 is incompatible with 277V electrical services.
	Purple wires are not normally used in North America and may indicate an unusual wiring scenario. Purple wires are more common in certain European countries.
	Dark blue wires are less common but may appear in your home, carrying power to your outlets and lights.
	Light blue wires are not normally used in North America and may indicate an unusual wiring scenario. Light blue wires are more common in Australia and are often used as a neutral wire.
	Grey wires are often the neutral wire when used with 277V electrical service. HS210 is incompatible with 277V electrical services.
	Yellow wires often indicate 277V electrical service. HS210 is incompatible with 277V electrical services.
	Green and yellow striped wires are ground wires.
	Green striped wires are ground wires.
	Bare copper wires are ground wires.

### How can I identify my common/line/load and traveler wires?

The Kasa app will guide you through the identification of your traveler and common/line/load wires.

### Common Wires (Line and Load)

To identify the common wires attached to each wall switch, you'll need to look at the old three-way switch itself. Not all three-way switches are the same, so you may need to look for a combination of the following to identify the common wire. While you will be looking for the common label, the screw terminals and wire labels supplied with HS210 use the terminology "Line/Load." For the purposes of installing your HS210 pair, you can consider Line/Load synonymous with "common."

For a normal HS210 installation, there is no need to identify which of the common wires corresponds to line and which corresponds to load.

<b>Black Screw</b>	<b>Push-in Only</b>	<b>Push-in and Screws</b>
If your switch has screw terminals, you should find three screws on the switch housing (there may be an additional green ground screw). Two of the screws should be brass, one should be a different color. Most often, this other screw is black. This is your common wire.	If your switch does not have screw terminals, you will have to look for a marking indicating which is the common wire. Often, there will be embossed lettering next to one of the three push-in connectors denoting the common wire.	Some three-way switches will have both screw terminals and push-in connectors and the switch may be wired with a combination of both in-use. If this is the case, look for either the differently colored screw or embossed lettering to denote the common wire.

## Traveler Wires

Identifying the traveler wires is usually dependent on identifying the common wire. If your wall switch is connected with screw terminals, the two same-color screws, usually brass, will be your common wires. If your wall switch uses push-in connectors, you may find two unlabeled push-in connectors or two push-in connectors labeled traveler. These are your traveler wires.

<b>Brass Screws</b>	<b>Push-in Only</b>
If your switch has screw terminals, you should find two brass screws. The two wires connected to these screws are your traveler wires.	If your switch does not have screw terminals, your traveler wires may not be marked. Look for an embossed or printed marking for the common wire, the other two push-in connections will be your traveler wires.

## How can I identify my neutral wires?

While you can't rely on wire color to indicate line, load, common or traveler, you can use several clues including wire color to help you identify the neutral wires in your junction box.

When looking for neutral wires in your junction box, look for two or more white wires connected together with a wire nut. You may need to move wires around in the junction box to find the bundle as it is often in the very back behind any other wire bundles.

With rare exceptions, you shouldn't see neutral wires connected to the old wall switch you are replacing. If you find a white wire connected to your wall switch, look to see if it is wrapped with black electrical tape. If so, this is not a neutral wire but rather a repurposed white wire. If a white wire is connected to your wall switch, not wrapped with black electrical tape and can be traced to join the bundle of white wires, your old wall switch is connected to neutral and likely has more sophisticated features like a timer or remote control.

If all the wires in your junction box appear white, they may have been sprayed with paint or wall texture when your home was constructed. Look carefully as the actual wire color is usually still visible but less obvious.

Normal Bundle	Crowded Box	Painted or Textured	Repurposed Neutral
This is a normal, pristine junction box with a bundle of white neutral wires.	This junction box is crowded with wires and there are several large bundles, but the neutral wire bundle can still be found in the back.	This junction box was sprayed with paint or wall texture and all the wires look white. Upon careful examination, the true wire color can be seen.	This junction box does not have a neutral wire even though there is a white wire present. The use of black electrical tape indicates that this white wire has been repurposed to carry power.

### What if my switch doesn't provide a neutral wire?

Because standard wall switches don't need a neutral wire to function and there are multiple ways to properly wire a three-way switch during construction, you may not find a neutral wire in one or both locations.

- If only one of the two junction boxes have a neutral wire bundle, you may still be able to use HS210 by following the instructions below.
- If neither of your switches have a neutral wire bundle, you will be unable to use HS210. An electrician may be able to assist, but running new wiring can be expensive.

### What if only one of my switches has a neutral wire?

After examination, if you find that one wall switch has a neutral wire bundle but the other one does not, you may still be able to use HS210. While HS210 is designed to work in a pair, you can replace the wall switch with the neutral wires while leaving the old wall switch in place. If the neutral-less wall switch is very old, pops when actuated or has any other signs of age, you

should replace this switch with a new, standard three-way switch to ensure reliable performance. It should be noted that this is a non-standard configuration for HS210 and results may vary.

### **What if my switches don't provide a ground wire?**

Not all wall switches are connected to ground wires and not all junction boxes have a ground wire accessible.

- If your junction box is plastic and no ground wire was connected to your old switch, there may be a bundle of bare copper or green wires in the back of the junction box. You will need to unfold this bundle and connect the green ground wire from HS210 using a wire nut.
- If your junction box is plastic and no ground wire is present, you can simply cap the ground wire on HS210 with a wire nut.
- If your junction box is metal, there may not be a ground wire present; in this case, you should be able to connect your ground wire to the box itself.

<b>Switch with Ground</b>	<b>Switch Without Ground</b>	<b>Box with Ground</b>	<b>Box Without Ground</b>
The copper wire attached to this three-way switch is the ground wire.	This three-way switch has a ground screw, but it is not connected to a ground wire.	This junction box has an available bundle of ground wires.	This junction box does not have any accessible ground wires.

### **How to setup schedule and away mode of TP-Link Smart Plug/Switch in Kasa APP**

Kasa APP is designed to control TP-LINK Smart Plug/Switch locally and also remotely. With Kasa, we can easily control and monitor TP-LINK Smart Plug/Switch wherever we are and make our home smart.

In previous FAQ, we have introduced “How to connect my TP-LINK Smart Plug/Switch to my home network via Kasa”

#### [How to connect my TP-LINK Smart Plug/Switch to my home network via Kasa?](#)

Now in this FAQ let's introduce some advanced settings/features of Kasa.

**Schedule: LB1XX, LB2XX, HS105, HS100, HS110, HS200, HS210, HS220, RE270K, RE370K, KC120, KC200**

**Away mode: HS105, HS100, HS110, HS200, HS210**

**Timer: HS105, HS100, HS110, HS200, HS210, HS220, RE270K, RE370K**



**Before we start, please make sure the device time is correct.**

[What should I do if my Smart Home \*device time\* isn't same with real time?](#)



## Device Settings

### DEVICE CONTROLS

Remote Control



Device Name

Hs100eu >

Device Icon



### DEVICE TIME

[LEARN MORE](#)

Time Zone

Beijing, Chongqing, Hong Kong, Urumqi

Location

Synced on 2018/6/21, 15:00

Device Time

Jun 21, 2018 at 15:07:01

### DEVICE INFO

Model

HS100(EU)

MAC Address

50:C7:BF:00:C9:CC

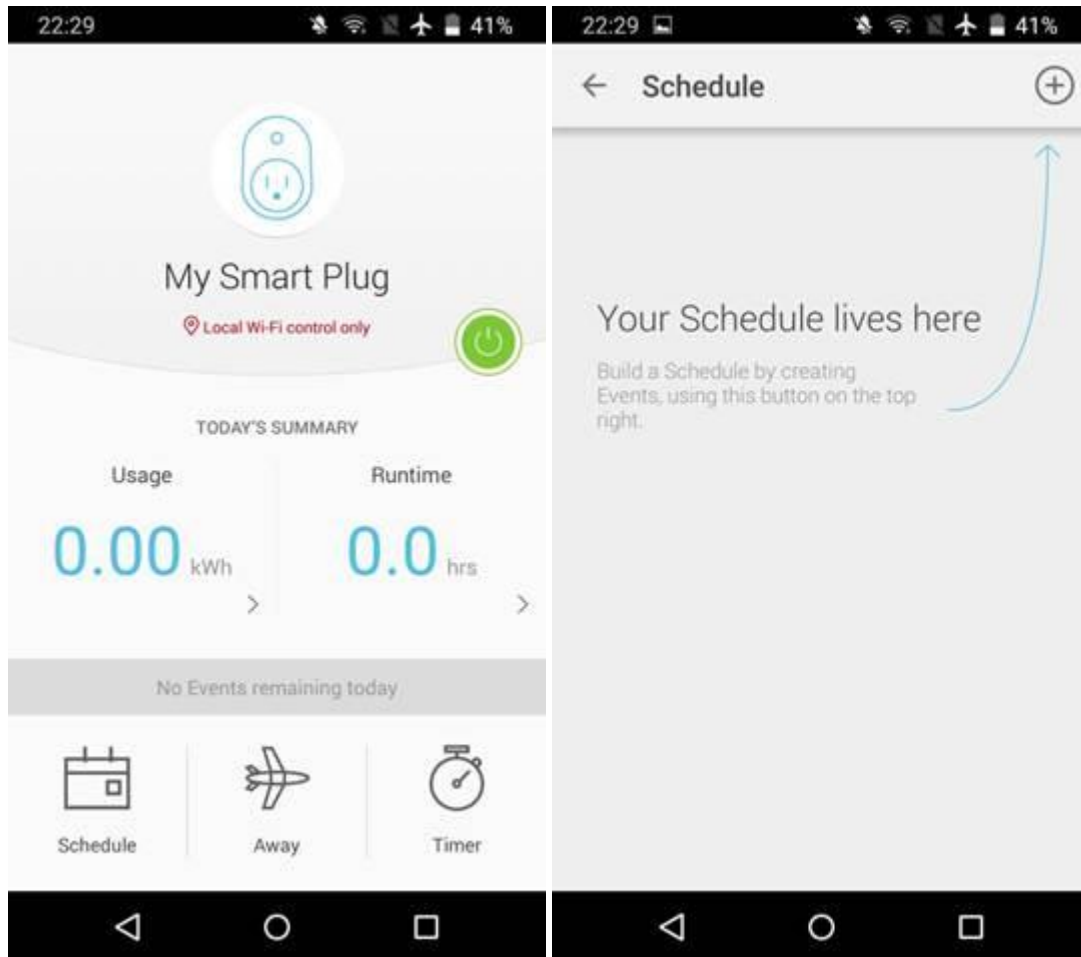
Hardware Version

1.0

## Schedule

Here we can create an event to determine when to turn on/off the smart plug automatically, take plug as an example.

1. Click the Schedule icon to enter its configuration page: If you cannot find the screen, please go to the home page. Click My Kasa, then Devices. Tap on the device that you want to set up schedule for.



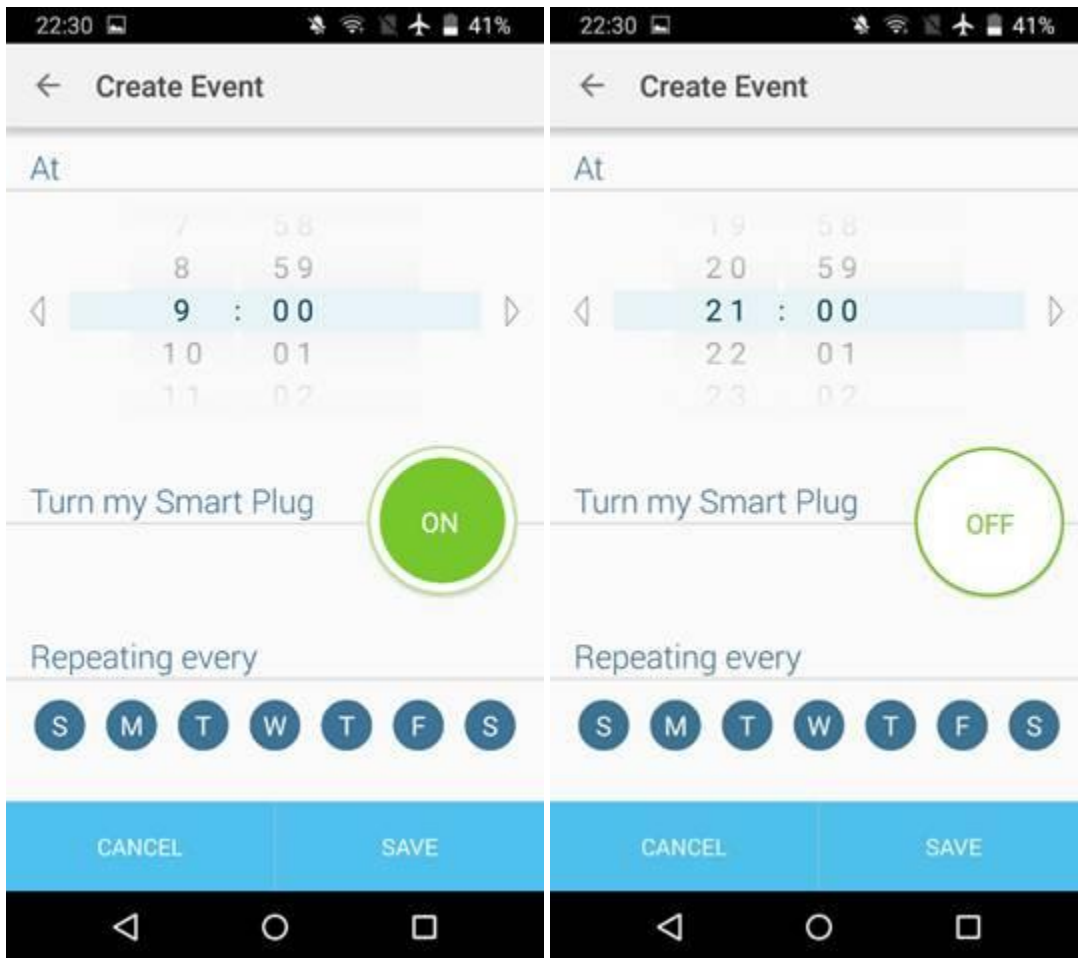
2. Click “+” icon to build a schedule, for example:

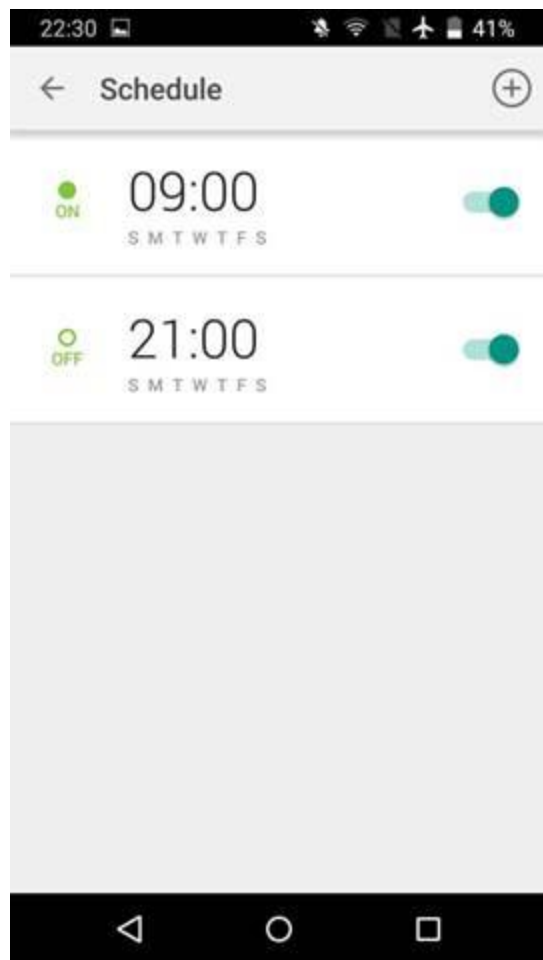
With the settings in the left picture, Kasa will turn on this Smart Plug at 9:00 am every day.

With the settings in the right picture, Kasa will turn off this Smart Plug at 9:00 pm every day.

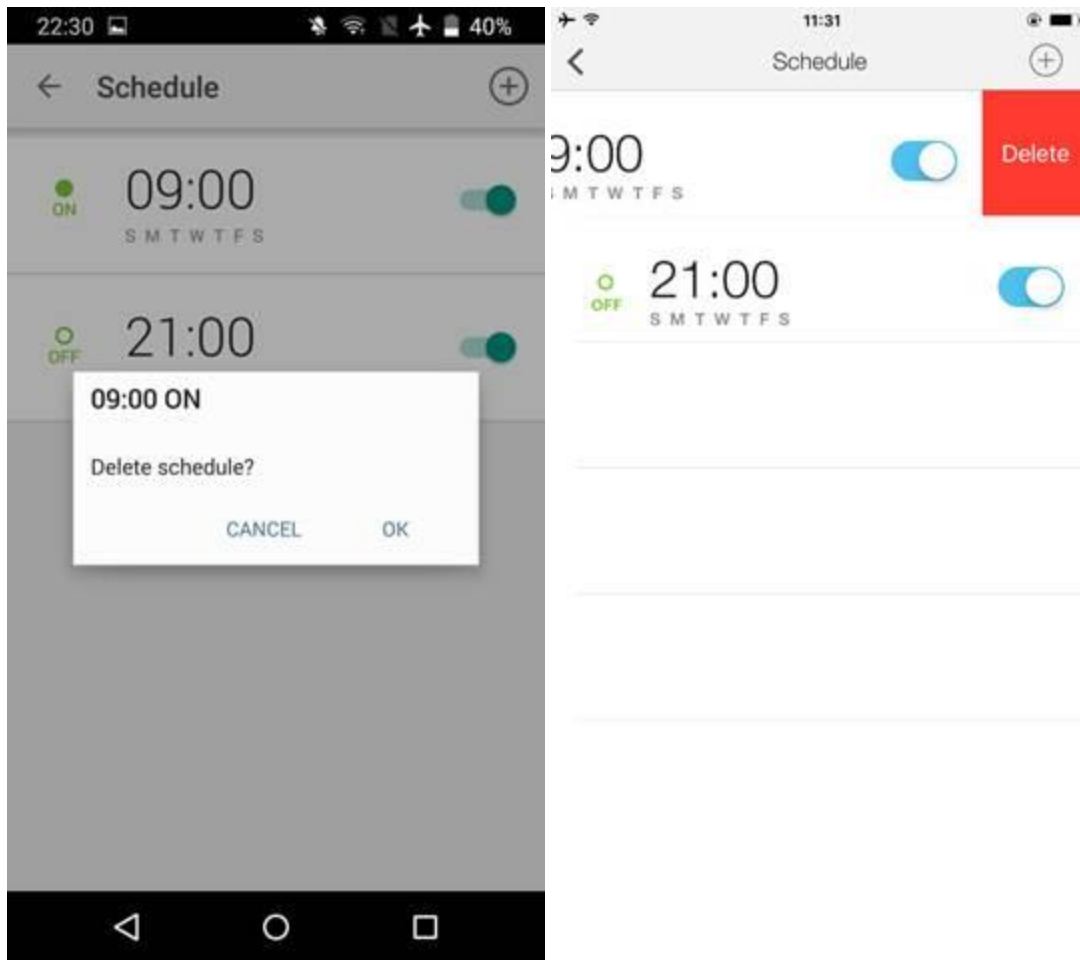
Combined with the above two settings, Kasa will turn on the Smart Plug at 9:00 am and turn it off at 9:00 pm every day.

Note: Remember to tap **Save** on the bottom once you finish the start or end time rule.





As for how to delete the existing schedule, it's different according to phone's operating system. In the Android system, you could touch and hold the schedule and one message about confirm delete schedule will pop up. In the IOS system, you could touch and slide the schedule to the left, the "Delete" option will show.

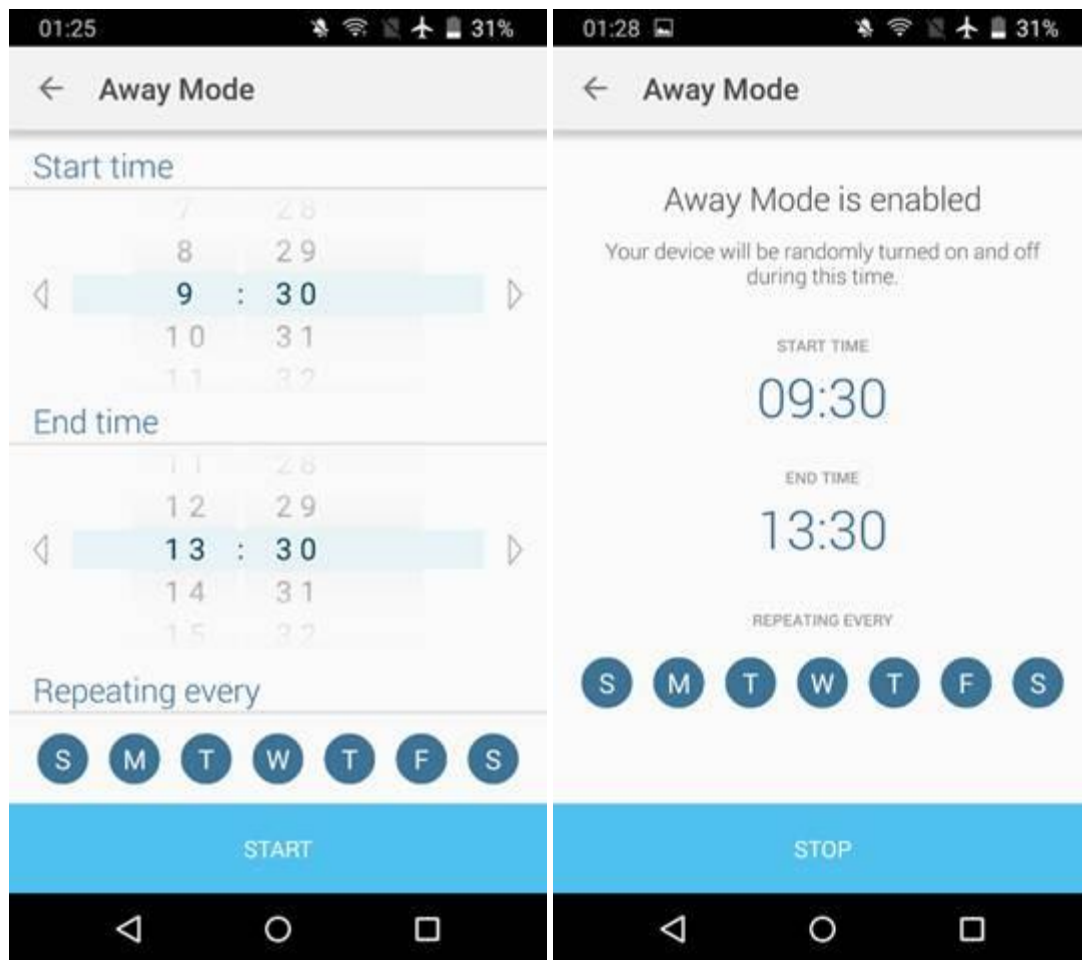


## Away Mode

When in Away Mode, during the period of time, your device will be randomly turned on or off. It deters bad guys by setting your lights to turn on and off on a schedule so it seems like you're home when you are actually away.

1. Click **"Away"** icon to enter its configuration page.
2. And here we set Away Mode from 9:30 to 13:30 every day. Click **"Start"** to save the settings.

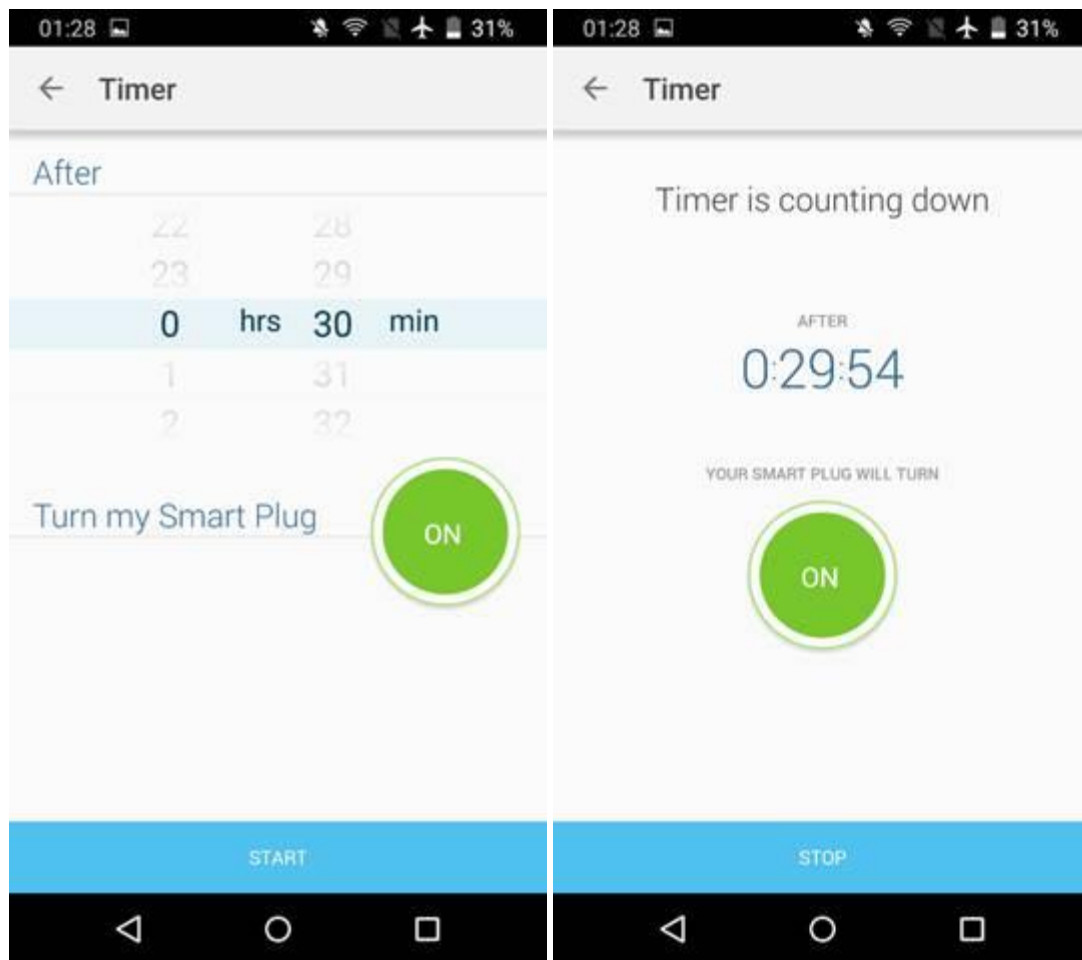
With this setting, your device will be randomly turned on and off from 9:30 to 13:30 every day.



## Timer

With Timer settings, Kasa will turn on/off the smart plug after a period of time automatically.

With the settings in the pictures below, Kasa will turn on the Smart Plug after 30 minutes from now on.



**Note :** If internet fails, Schedule, Away and Timer mode will continue to run as programmed.

**What can I do if I forget my password of TP-Link Cloud account (for Kasa App 2.7 or above)?**

**Note :** This FAQ is suitable for all TP-Link cloud cameras, smart plugs, smart switches and smart bulbs.


Our tpCamera APP and KASA APP are all based on TP-Link cloud, so they are using a same account which is TP-Link Cloud account. **Note: NC Class Cameras work with tpCamera app only.**

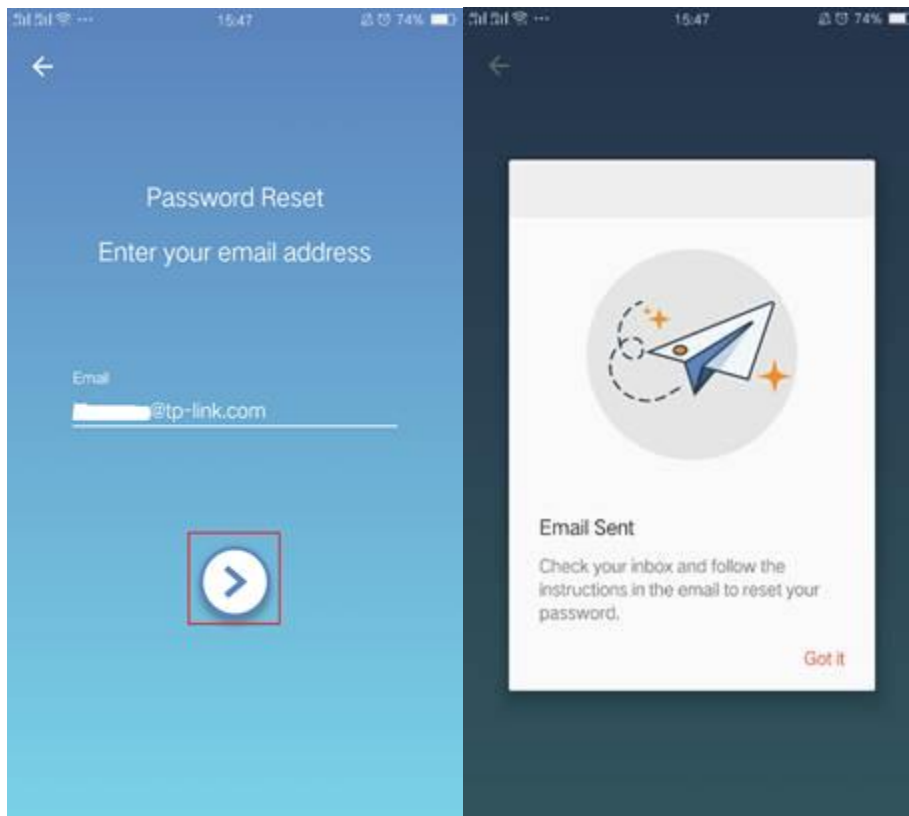
If you forget your TP-Link Cloud account, please follow the step as below.



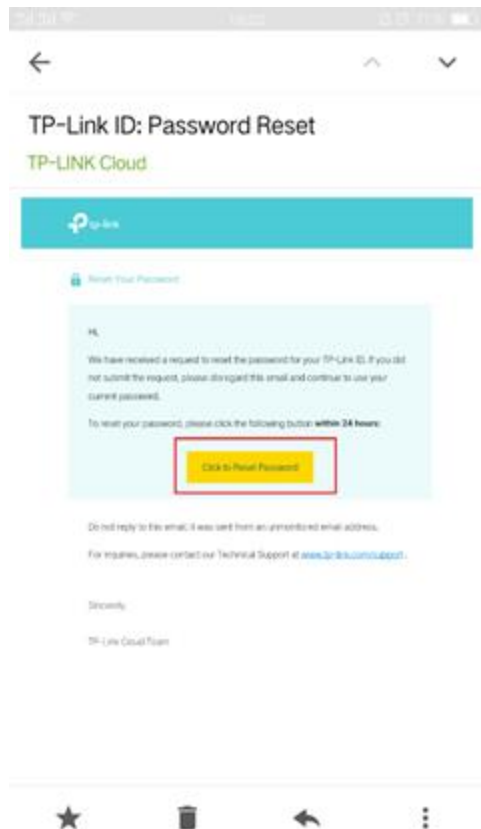
For tpCamera APP:

1. Tap “Forgot Password” in the home page of APP.

2. Please input the registered email address (very important) of your cloud account. And tap “”, then you will receive a password reset email.



3. You will see a reset guide email for your TP-Link cloud account. Please click the link, it will lead you to a reset page in our TP-Link cloud website.



4. Input your new password for your account, then click “Save”, you have finished password reset step. NOW you can login your tpCamera APP with your new password.



For KASA APP:

1. Tap “Forgot Password” in the home page of APP.

←

Log In

Email

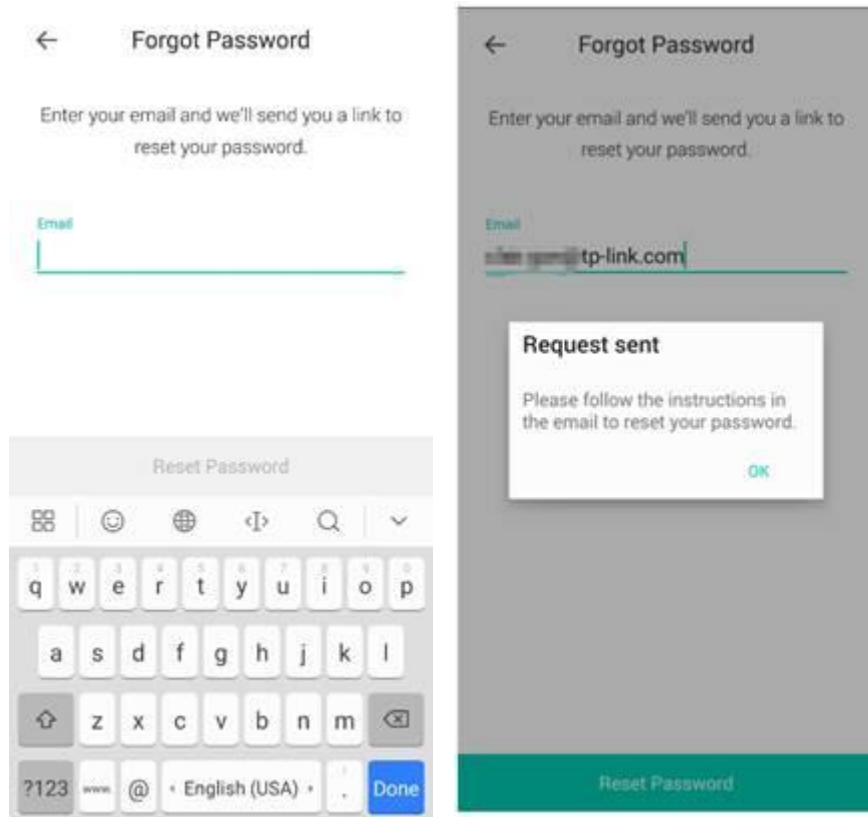
Password

Show

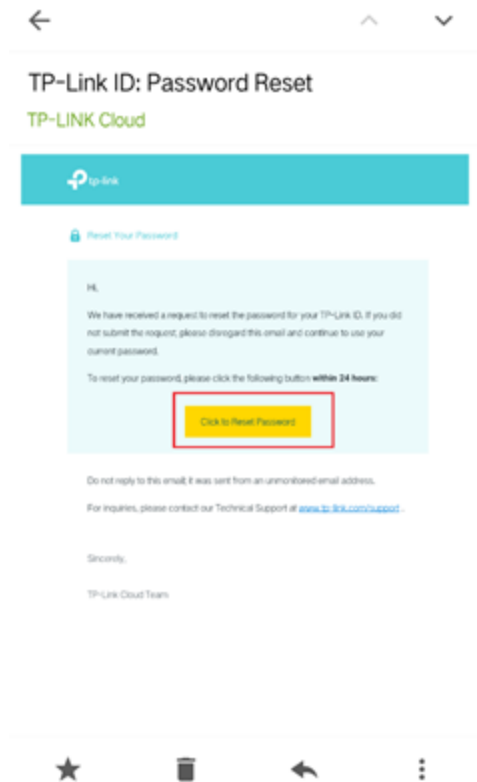
[Forgot password?](#)

Log In

2. Please input the registered email address (very important) of your cloud account. And tap “Submit”, then you will receive a password reset email.



3. Open you email box, and you will see a reset guide email for your TP-Link cloud account. Please click the link, it will lead you to a reset page in our TP-Link cloud website.



4. Input your new password for your account, then click “Save”, you have finished password reset step. NOW you can login your Kasa APP with your new password.



In our cloud website:

1. Go to [www.tplinkcloud.com](http://www.tplinkcloud.com), on the login page, click Forget your password.



2. As the following page, type in the E-mail address you used to register the account and click OK.





## Forgot password



### Request New Password

E-mail Address:



Enter your e-mail address to request a password reset.

OK



TP-LINK | [Terms of Use](#) | [Privacy Policy](#) | [Contact Us](#)

3. Then website will send an E-mail to you, click the link provided in that mail, set a new password for your account, and click "Save". Then your password will be modified.

