

Product Specific FAQ's – Telkom/ Tapo Smart home devices

1. What are Tapo Smart Home Devices?

Tapo Smart Home Devices by TP-Link are designed to make your home more convenient, energy-efficient, and secure. They include smart cameras, plugs, bulbs, sensors, switches, and vacuum cleaners that can be controlled via the Tapo app or voice assistants like Alexa and Google Assistant.

2. How do Tapo devices work?

Tapo devices connect to your home Wi-Fi network and can be controlled remotely using the Tapo app on your smartphone. You can also set schedules, automation rules, and use voice commands for seamless control.

3. What do I need to set up a Tapo Smart Home device?

You will need:

- A stable Wi-Fi connection
- The Tapo app (available on the App Store or Google Play)
- A compatible smartphone or tablet
- (Optional) A voice assistant like Alexa or Google Assistant for hands-free control

4. What types of smart devices does Tapo offer?

Tapo offers a variety of smart home products, including:

- Tapo Smart Cameras: HD video surveillance with motion detection and alerts.
- Tapo Smart Plugs: Turn any device into a smart device by controlling it remotely.
- Tapo Smart Bulbs: Customisable lighting with adjustable brightness and colours.
- Tapo Smart Sensors: Motion and door/window sensors for enhanced security.
- Tapo Smart Switches: Remote control for your lights and appliances.
- Tapo Vacuum Cleaners: Automated home cleaning with app control.

<p>5. Can I control Tapo devices when I am not at home?</p> <p>Yes! As long as your devices are connected to Wi-Fi, you can control them from anywhere using the Tapo app.</p>
<p>6. Do Tapo smart devices work with Alexa or Google Assistant?</p> <p>Yes, Tapo devices are compatible with both Alexa and Google Assistant. You can use voice commands to control lights, plugs, and cameras effortlessly.</p>
<p>7. How do I set up my Tapo device?</p> <ul style="list-style-type: none"> • Download the Tapo app on your smartphone. • Connect your device to a power source. • Open the app and follow the on-screen instructions to connect your device to Wi-Fi. • Customise settings and start using your device!
<p>8. My Tapo device is not connecting to Wi-Fi. What should I do?</p> <ul style="list-style-type: none"> • Ensure your Wi-Fi network is 2.4GHz (Tapo devices do not support 5GHz-only networks). • Check if your Wi-Fi password is entered correctly. • Move the device closer to the router. • Restart your router and the Tapo device. • Reset the device and set it up again.
<p>9. How do I reset my Tapo device?</p> <p>Each device has a reset button:</p> <ul style="list-style-type: none"> • Press and hold the reset button (usually 5-10 seconds) until the LED indicator blinks rapidly. • Follow the setup steps in the Tapo app.
<p>10. Do Tapo devices come with a warranty?</p>

Yes, all Tapo Smart Home devices come with a 12-month limited warranty covering manufacturing defects and faults.

11. How do I claim a warranty for a faulty device?

If your Tapo device is faulty, contact one of the following support channels:

- Telkom: [TelkomSmart.co.za](https://www.telkom.co.za)
- TP-Link Support: Phone: 010 590 6147 | Email: support.sa@tp-link.com
- SMD Technologies: Email: [Returns@SMDTechnologies.com](mailto>Returns@SMDTechnologies.com)

You will need to provide proof of purchase and details of the issue. A replacement will be sent after evaluation.

12. Can I return a faulty device to a Telkom store?

No, faulty or OBF devices must not be returned to Telkom stores. Instead, contact the support channels mentioned above for assistance.