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The development of Matter is ongoing, with progress varying across platforms. Device performance and bugs can occur unrelated to the device itself. TP-Link, along with other CSA members, is committed to enhancing user experiences and service quality.

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Our expert Technical Support team is ready to assist you. Please don't hesitate to reach out with any questions. Your feedback is vital to us!

Contact us at
www.tp-link.com/support
for Technical Support, FAQs & more

Matter FAQ

Visit

https://www.tp-link.com/support/faq/3520/

Scan QR Code

▼

▶ Setup Videos
Matter setup for Amazon Alexa, Apple Home, Google Home, and SmartThings

? Troubleshooting & Help

tp-link

You can set up your TP-Link Matter-enabled device with any Matter-enabled app, not just TP-Link Tapo. Follow the instructions below to configure your Matter products.

Before You Start

- **Get a Matter Controller:** This is needed to connect and manage Matter devices on your home network. For instance, Apple TV and HomePod are examples of Matter controllers.

  Note: For iOS 18 and above, using a controller is optional. However, with a controller, you can fully enjoy remote control, automation, and other advanced features.

- **Reset Your Device:** It's important to start with a fresh device. Here's how: Turn the light switch off and on five times, with a 1-second pause between each action.

- **Access Matter Setup Mode:** This mode turns off 15 minutes after the device is powered up. To return to setup, simply turn your device off and then back on.

- **Locate Your Matter Code:** Look for a QR code or a numeric code on your device or in its packaging. Snap a picture of it for future reference.

  ⚡ matter

  1234-567-8901

  (for demonstration only)

How to Set Up

*Setup processes may vary between different apps.

1. Turn on Bluetooth on your phone.
2. Open the smart home app, and either scan the Matter QR code or input the given numeric code.
3. Connect your device to the same network as your controller.
4. Follow the instructions in the app to complete setup.

Failed to Set Up?

- **Restart:** Try turning off and then turning back on your device, controller, or phone.

- **Check IPv6:** Ensure that IPv6 is activated on your router. Visit our FAQ for step-by-step guidance: https://www.tp-link.com/support/faq/1525/

- **Regarding the Matter Code:** The original Matter code can only be used for setup in one app (you can reuse it after a device reset). If you wish to set it up in multiple apps, generate a new code using the first app for all subsequent ones.