

Before you start

Thank you for purchasing this TCP Smart Plug.

This is a quick start guide for you to get your device connected to our App and your home WiFi router device.

Before you get started you will need the following:

- Smart device such as a mobile phone or tablet
- Access to the Google or Apple App store, log on and passwords
- The name of your WiFi network and password to your WiFi network
- Confirm your home WiFi router is set to 2.4 GHz and not 5 GHz.
- If you are unsure, please consult your broadband provider such as Virgin Media, BT or Sky for details on how to change your settings
- Turn off any WiFi extenders during set up
- Check you do not have any limitations of the number of devices with your broadband provider

PLEASE NOTE: Our products do not work on 5 GHz only 2.4 GHz.

For more detailed instructions on how to connect to Amazon Alexa / Google Home or use the different functionality such as setting schedules and scenes and changing colour (if applicable) please visit: <https://www.tcpsmart.eu/product-group-power/>

The first step is to download the TCP Smart App from the Apple App store or from Google Play store. Search for "TCP Smart". The App is free to download.

If you have a QR scanner on your phone please Scan the QR code below.



Common Trouble Shooting:

No Validation code

If you do not receive a validation code, please check that you have entered the correct details.

No WiFi connection during the connection process

If your Plug will not connect please ensure your router is set to 2.4 GHz, your WiFi connection is working correctly and your details are correct.

Try resetting your router and if you have WiFi booster devices make sure they are turned off.

If the device still will not connect, you can use AP Mode. To start the process press the Otherwise button in the top right hand corner of step 8 and choose AP Mode from the list. Follow the on screen prompts to complete the process. Follow the on screen prompts to complete the process. Further instructions on how to do this can be found at: <https://www.tcpsmart.eu/product-group-power/>

Plug not flashing quickly

If the Plug does not flash quickly when starting the connection process, reset it by turning it off for 10 seconds, then hold down the power button for 5 seconds.

Not sure if I have 2.4 GHz or 5 GHz

Your home WiFi router needs to be set to 2.4 GHz and not 5 GHz.

If you are unsure, please consult your broadband provider such as Virgin Media, BT or Sky for details on how to change your settings.

For more trouble shooting advice please visit our website

<https://www.tcpsmart.eu/faq/>

RED compliance

TCP hereby declares that the device is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU, 2009/125/EC and 2011/65/EU. Full declaration can be viewed at tcp.eu

TCP Smart Jrt

Smart Power Quick start guide

WiFi Plug

①



Once the App has downloaded select Register from the opening screen. You will then be presented with a Privacy Policy.

Please read and agree if you are happy to proceed.

②



On the registration page enter your details and continue by pressing the get verification code button.

Ensure the service agreement has been read and the box is ticked.

③



You have 60 seconds to enter the verification code which would have been sent to your email.

If this time expires go back to the registration page and re-enter your details.

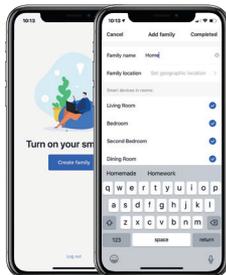
④



Set a Password. This password must contain 6-20 characters, and include a combination of letters and numbers.

Once entered press complete.

⑤



Create a family for your devices, this can be anything you wish. You can select rooms you wish to have in your family.

You can also enable your location which is useful for location Apps. Press completed in the right hand corner.

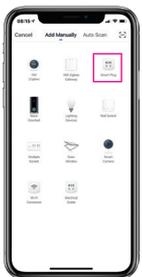
⑥



The Home page within the App is now ready to add your Smart devices.

Do this by either pressing the + button in the top right hand corner or pressing 'Add device'.

⑦



You can choose from a list of different products.

As this product is a plug device select Smart Plug.

⑧



Plug the Smart Plug into the desired socket. The Plug should start to flash rapidly.

If the light on the Plug does not flash quickly, turn it off for 10 seconds, then hold the power button down for 5 seconds.

⑨



Choose your WiFi network & enter your password. If you are unsure of your details please check with your broadband provider.

Press the ok button to connect to your device.

⑩



The connection process will start, once the App finds the device it will stop blinking and the connection wheel will reach 100%. (If this does not happen please see trouble shooting).

⑪



Your device is now connected and can be renamed to suit your needs. We recommend you name the device for the appliance it will be powering i.e. 'bedroom fan'.

This stage is important if in the future you wish to connect to a Smart Home Assistant such as Amazon Alexa or Google Home.

⑫



Your Smart Plug is ready to be used within your App.

For more information on how to use different functionality such as timers and schedules please visit: tcpsmart.eu/product-group-power