

TP-LINK SR20 Smart Home Router

The TP-LINK SR20 Smart Home Router provides two user interfaces to guide the user through setup of the router as well as any connected WiFi, Z-Wave, or ZigBee devices.

- **Kasa App** – The Kasa app by TP-LINK is available for download via the Apple Store for iOS devices or the Google Play Store for Android devices. The app provides step-by-step instructions for setting up and managing devices. It also provides links to further instructions and help content on the tp-link.com website.
- **Built-in touchscreen display** – The SR20 includes a built-in touch-screen display also that provides step by step instructions for setting up and managing all smart home devices. This built-in user interface will also provide the website address for online help content.

Note that because the Kasa App and SR20 provide built-in instructions for common device setup and management functions, we will not be shipping a traditional user manual with the SR20 Smart Home Router. However, the following relevant Z-Wave support information will be available to the user through the online support section of the tp-link.com website. The appropriate support link will be available to the user from the Kasa app and referenced in the SR20's built-in LCD display.

<http://www.tp-link.us/download/KasaSR20.html#FAQs>

(note: this FAQ link will not be live until the product launches, but will use the existing tp-link.com support section format as shown in the Touch P5 example link)

How do I add a new Z-Wave device to my smart home network?

You can add a new Z-Wave device to your Kasa smart home network using either the built in touch screen display of the SR20, or from the Kasa App (iOS or Android).

To add a new device, simply press the + sign on the device page. This will start the Z-Wave Inclusion process and begin searching for any new devices. Follow the specific inclusion instructions for the device(s) you wish to add to your network. The SR20 will then automatically identify and add these devices into your smart home network.

Once complete, these new devices will be available from within your Kasa control screens.

How do I remove a Z-Wave device from my smart home network?

You can remove an existing Z-Wave device from your smart home network using either the built-in touch screen display of the SR20, or from the Kasa App (iOS or Android).

To remove a Z-Wave device that was previously added to your smart home network, go to the devices control page and select the Remove button. This will provide an option to Remove this device. Once the Remove option is confirmed, the Z-Wave exclusion process will start. Follow the device's instructions to complete the removal.

Once completed, the display will indicate that the device is no longer installed.

What Z-Wave Association command classes does the SR20 support?

The SR20 supports both the Association command class and the Association Group Information command class. However, only one group (the LifeLine group) is supported, which has a grouping identifier of 1. Only one association on that group is supported.

What happens to my Z-Wave devices if I Factory Reset my SR20?

The SR20 can be reset to factory defaults through a menu option in the built-in touch screen display. Once confirmed, the SR20 will transmit a Device Reset Locally Notification to all connected Z-Wave devices. The SR20 will then clear all network and user settings and reboot.

If this controller is the primary controller for your network, resetting it will result in the nodes in your network being orphaned and it will be necessary after the reset to exclude and re-include all of the nodes in the network. If this controller is being used as a secondary controller in the network, use this procedure to reset this controller only in the event that the network primary controller is missing or otherwise inoperable.

Can I add my SR20 to an existing Z-Wave network?

Smart Home Router has the build-in dedicated Z-Wave controller.

To SR20 Z-Wave controller can be added to another network, but it is not the recommended use and is only for advanced users. Note that this will cause all Z-Wave devices connected to the SR20 controller to be disconnected.

To add the SR20 to another Z-Wave network, you must first select to enable Inclusion mode on the target Z-Wave controller. Then, from the display of the SR20, select the "Learn Mode Set" button.