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Quick Start Guide

Smart HomeBase

Tapo H500

©2024 TP-Link 7106511055 REV1.0.0

*Images may differ from your actual product.

For technical support, the user guide, warranty, and more, please scan the QR code or visit https://www.tapo.com/support/.

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Install Your Hard Drive to Expand Local Storage

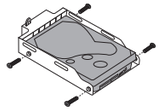
Install an extra HDD/SSD drive (2.5") to expand local storage.

The HomeBase must be powered off when you install or remove a hard drive.

1. Push down the cover to remove it. The sign shows the place where you should press.

2. Loosen the screw and pull out the hard drive bracket.

3. Put in your hard drive and secure it with the provided screws.



4. Insert the bracket back into the HomeBase. Secure it with the screw.

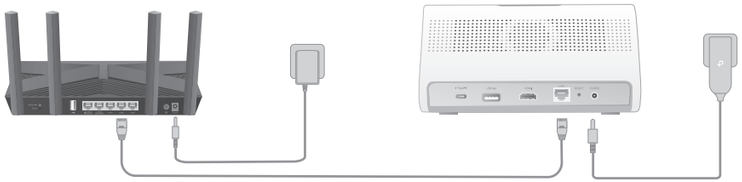
5. Replace the cover.

Note: Initialize the hard drive in the Tapo app.

Connect the HomeBase to Home Network

Option 1: Wired Connection (Ethernet)

Connect the HomeBase to your router or switch using the Ethernet cable provided, and then connect the HomeBase to a power outlet using the provided power adapter.



Option 2: Wireless Connection

You can connect your HomeBase to a 5 GHz Wi-Fi network. After connecting the HomeBase to a power outlet, refer to the Set Up the HomeBase section to connect your HomeBase to Wi-Fi.

Set Up the HomeBase

1. Get the Tapo app from the App Store or Google Play.

Download on the App Store

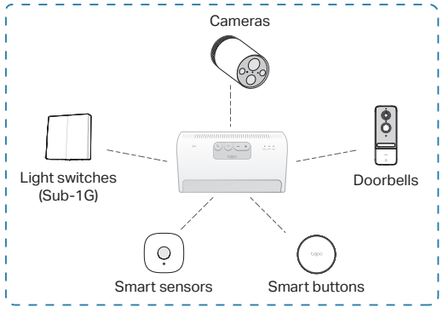
GET IT ON Google Play

OR

2. Tap the ⊕ button in the app and select Hubs. Follow app instructions to complete setup. You can also connect it to a 5 GHz Wi-Fi network.

Build Your Smart Home

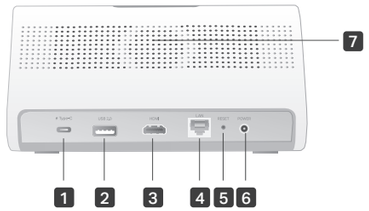
Build your smart home ecosystem by adding smart sensors, buttons, switches, cameras or doorbells to the Homebase.



Compatibility:
Check compatible accessories at https://www.tp-link.com/tapo-h500/product-list/

Overview

Front



1 Type-C Port

5V/1.5A type-C port for charging your connected devices (e.g., cameras) or providing continuous power supply to your Pad. This port can not transfer any data.

2 USB 2.0 Port

Export data to another device.

3 HDMI Port

Output port for high-definition audio and video signals. You can connect it to a TV or monitor to project camera videos.

4 LAN Port

Connect to a router or a switch using an Ethernet cable.

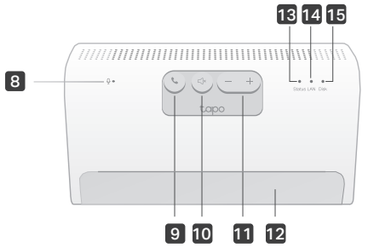
5 RESET

Use a pin to press and hold for at least 5 seconds until the LED quickly blinks red to reset the hub.

6 Power Port

7 Speaker

Back



8 Microphone

9 Answer/SYNC Button

Press once: Answer the video call.
Long press: Enter pairing mode.

10 Decline/Mute Button

Decline the video call, or silence the doorbell alarm.

11 Volume Button

Volume up or down.

9 + 11

Switch to the **previous** or **next** channel when using HDMI output.

12 Pad Holder

Easily place your pad here.

13 Status LED

14 LAN LED

15 Disk LED

Status LED Indications

Solid red	Starting up
Blinking red slowly	Ready for setup
Blinking red and green	Connecting to Wi-Fi
Blinking green slowly	Connected to Wi-Fi (Wireless) Connected to router (Ethernet)
Solid green	Connected to the cloud
Blinking red quickly	Hub resetting
Blinking green quickly	Hub updating; Pairing with Tapo accessory
Off	Hub powered off

LAN LED Indications

On	Ethernet network is working properly.
Off	Ethernet cable not connected.

Disk LED Indications

Solid green	The hard drive is normal.
Solid red	Hard drive malfunction.
Off	No hard drive connected.

Safety Information

- Do not use damaged charger or USB cable to charge the device.
- Do not attempt to disassemble, repair, or modify the device. If you need service, please contact us.
- Do not use any other chargers than those recommended.
- Do not use the device where wireless devices are not allowed.
- Adapter shall be easily accessible.
- Use only power supplies which are provided by manufacturer and in the original packing of this product. If you have any questions, please don't hesitate to contact us.
- Keep the device away from water, fire, humidity or hot environments.
- Do not place near automatically controlled devices such as fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Observe restrictions on using wireless products in fuel depots, chemical plants or when blasting operations are in progress.
- Never put metal objects inside the product. If a metal object enters the product turn off the circuit breaker and contact an authorised electrician.
- This product is not intended to be used when providing medical care. Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids to determine if they are adequality shielded from external RF (radio frequency) energy.
- Do not use this product in health care facilities. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.
- When you leave the product unused for a long time unplug the product from the power outlet.
- This product may interfere with other electronic products such as TV, radios, personal computers, phones or other wireless devices.

Operating Temperature: 0 °C ~ 40°C (32°F ~ 104°F)

Please read and follow the above safety information when operating the device. We cannot guarantee that no accidents or damage will occur due to improper use of the device. Please use this product with care and operate at your own risk.

CAUTION!

Avoid replacement of a battery with an incorrect type that can defeat a safeguard. Avoid disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion. Do not leave a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas. Do not leave a battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

⚠ WARNING

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as **2 hours**.
- **KEEP** new and used batteries **OUT OF REACH of CHILDREN**
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.

Warning!
This product contains a button cell or coin battery. Avoid ingestion hazard. Death or serious injury can occur if ingested.

a) Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
b) Even used batteries may cause severe injury or death.
c) Call a local poison control center for treatment information.
d) This product includes button/coin cell batteries of type CR1220.
e) The nominal voltage of the button/coin cell batteries is 3.0 V.
f) Non-rechargeable batteries are not to be recharged.
g) Do not force discharge, recharge, disassemble, heat above 70°C/158°F or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.

This product contains non-replaceable button/coin cell batteries. In order to avoid unnecessary danger, please do not attempt to remove and replace the button/coin cell batteries.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
•Reorient or relocate the receiving antenna.
•Increase the separation between the equipment and receiver.
•Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
•Consult the dealer or an experienced radio/ TV technician for help.
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
1）This device may not cause harmful interference.
2）This device must accept any interference received, including interference that may cause undesired operation.
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Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.
FCC RF Radiation Exposure Statement:
This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.
"To comply with FCC RF exposure compliance requirements, this grant is applicable to only Mobile Configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter."
Canadian Compliance Statement
This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
1) L'appareil ne doit pas produire de brouillage;
2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Caution:The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;DFS (Dynamic Frequency Selection) products that operate in the bands 5250- 5350 MHz, 5470-5600MHz, and 5650-5725MHz.

Avertissement:Le dispositif fonctionnant dans la bande 5150-5250 MHz est réservé uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux; Les produits utilisant la technique d'atténuation DFS (sélection dynamique des fréquences) sur les bandes 5250- 5350 MHz, 5470-5600MHz et 5650-5725MHz.

Radiation Exposure Statement:
This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Déclaration d'exposition aux radiations:
Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Industry Canada Statement
CAN ICES-3 (B)/NMB-3(B)