

Troubleshooting Steps

- i) For Wi-Fi band issues, please try switching off/disabling the 5Ghz band on the router temporarily, and then setup the camera on your 2.4Ghz wireless signal of the router.
- ii) If the customer's internet bandwidth is low, the resolution of the camera will be auto adjusted to Low Quality mode hence the low video quality.
- iii) Regarding SD card issues, the Write protection will need to be removed either by the SD card company's software or sometimes toggling the switch on the SD card adapter can remove write protection. Formatting cannot resolve SD card write protection issues.
- v) For night vision issues, make sure the camera is not placed near the glass window at night or you may switch from Auto to Day mode on the Tapo app to fix this issue.
- vi) Make sure there is enough wireless signal from the router for the camera to update properly. If not, please reboot the camera and try again to update it.

If customer fails to connect to the WiFi network, we advise to refer the troubleshooting guide here:

The Tapo app will guide you step-by-step during the initial configuration, however, you may not be able to get through all the steps due to some interference. This FAQ will tell you what to do if you have trouble getting through a certain step.

Please ensure the System LED is blinking red and green, if not, reset the camera by pressing and holding on the RESET button for over 5s until the LED blinks red.

Note:

1. Ensure download the correct App, Get the Tapo app from the App Store or Google Play.
2. Make sure that the model number of the product being chosen during the configuration is correct

Case 1 Can't see or connect to the Wi-Fi name of the Tapo camera.

Case 2 Can't find the Wi-Fi name of the router.

Case 3 Can't get through the connecting process.

Case 4 Error Code "Pairing failed" or "Failed to receive an IP address".

Please contact TP-Link technical support with the following information if you still failed to configure the Tapo camera after the above suggestions.

- 1) Your TP-Link ID or cloud account;
- 2) The model number of your Tapo Cam and its MAC address;
- 3) Whether you have tried all suggestions listed as above or not. If yes, what are the results?

Get to know more details of each function and configuration check website for user manual.

What should I do if my Tapo smart devices (smart plug, smart lighting) keeps losing connection or going Offline?

There are some circumstances that Tapo smart devices do not work stably or lost connection from time to time, this could be due to the network environment or some other reasons, this article provides some helpful tips to fix the situation.

Step 1 Ensure Router is working properly. Reboot the router and tapo device and see if the smart device reconnects.

Step2 Ensure Tapo smart device is receiving a Good Wi-Fi signal by checking RSSI (Received Signal Strength Indicator)

Tapo APP->tap in the left top> Device Settings->Device info ->tap Wi-Fi icon to see signal strength (the value of RSSI)

Strong: more than -50 dBm

Good to Average: among -70 dBm to-50 dBm

Poor: less than -70 dBm

Note: If RSSI is less than -70dBm, the signal is too weak, device disconnections are likely, relocate the smart device or router to get a stronger Wi-Fi signal.

Step 3. Update the firmware of the Tapo device

Step 4. Ensure Tapo APP is up to date in the APP store or Google Play

Step 5. Turn off Advanced Wi-Fi settings on the router like Band Steering (also called 'Smart Connect' or 'Whole-Home Wi-Fi '), Wi-Fi Optimizing or 'Channel optimization' etc.

Step 6. Try changing Router's DNS Settings

Primary DNS 8.8.8.8

Secondary DNS: 8.8.4.4

Step7. [Optional] Try to configure the smart device to another router's 2.4G Wi-Fi or a mobile Hotspot Wi-Fi to verify whether this issue is related to the specific router.

If the issue is still the same, contact TP-Link technical support and provide the information below for our support to look into further:

1. Led status on a smart device when it is offline: Red/ Flashing Green/ Solid Green etc.(For tapo plug)
2. MAC address of the device
3. TP-Link ID email address
4. When an issue occurs, does smart device work in the local network?

For a test, connect your mobile device to the home Wi-Fi network at that time and see if Tapo device is still accessible in the local network?

5. How often does the issue happen, and how does recover the connection, like rebooting the smart plug or rebooting the router?

Quick Start Guide

Pan/Tilt Home Security
Wi-Fi Camera



Setup Video

Scan QR code or visit
<https://www.tp-link.com/support/setup-video/#cloud-cameras>



STEP 1

DOWNLOAD APP

Get the **Tapo** app from the Apple App Store or Google Play.

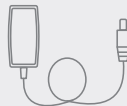


Scan to download

STEP 2

POWER UP

Plug in your camera and wait until the LED blinks red and green.



STEP 3

SET UP

Tap the **+** button in the app and select your model. Follow app instructions to complete setup.



LED Indication

Solid red	Starting up
Blinking red and green	Ready for setup
Blinking red slowly	Connecting to Wi-Fi
Solid amber	Connected to Wi-Fi
Solid green	Connected to TP-Link Cloud server
Blinking red quickly	Camera resetting
Blinking green quickly	Camera updating

Mounting Kit



Camera Base



Camera



Mounting Template



Screws

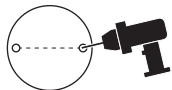


Anchors (for wall mounting)

Mounting Instructions

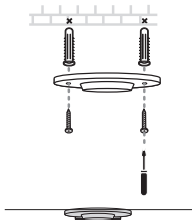
1. Mark Position

Place the mounting template where you want the camera. For wall mounting, drill two holes through two circles.



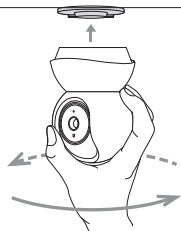
2. Mount Base

Affix the camera base using the screws. For wall mounting, insert two anchors into the holes and use the screws to affix the camera base over the anchors.



3. Secure Camera

Attach the camera on the base and rotate to secure the camera.



Appearance

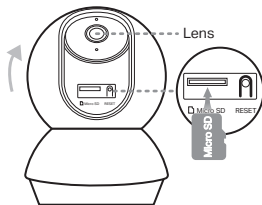
Tilt the camera lens up to find the RESET button and the microSD card slot.

RESET Button

While the camera is powered on, press and hold the RESET button for at least 5 seconds until the LED blinks red. The camera will reset and reboot.

microSD Card Slot

Insert a microSD card and initialize it on the Tapo app for local recording.



For technical support, the user guide and more information, please visit www.tapo.com/support/



- Keep the device away from water, fire, humidity or hot environments.
- Do not use damaged charger or USB cable to charge the device.
- Do not use any other chargers than those recommended.
- Do not use the device where wireless devices are not allowed.
- Adapter shall be installed near the equipment and 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.
- For indoor use only.
- Do not disassemble, repair or modify the product.
- Do not use the product if the casing has been broken. Danger of electric shock.
- Never touch the product with wet hands.
- Do not expose to heavy rain or any type of moisture.
- 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.
- Do not use liquid to clean the product. Only use a dry cloth.
- 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 if any personal medical devices, such as pacemakers or hearing aids to determine if they are adequately 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.
- Do not use this product near water for example near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- The product should be kept free from excessive smoke, dust or high temperature and vibration.
- This product should not be exposed to direct sunlight
- Do not place heavy objects on top of the product.
- When you leave the product unused for a long time unplug the product from the power outlet.
- Product should be kept away from heat sources such as radiators, cookers etc. - it should not be placed in rooms where the temperature is less than 0 degrees or greater than 40 degrees. Damp basements should also be avoided.
- 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)
Operating Humidity: 10%-90%RH, Non-condensing
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.


TP-Link hereby declares that the device is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU, 2009/125/EC, 2011/65/EU and (EU) 2015/863. The original EU declaration of conformity may be found at <https://www.tapo.com/en/support/ce/>

TP-Link hereby declares that the device is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Regulations 2017. The original UK declaration of conformity may be found at <https://www.tapo.com/support/ukca/>



What should I do if I fail to configure Tapo Camera?

Troubleshooting

Updated 05-26-2022 01:43:16 AM 56351

This Article Applies to:

The Tapo app will guide you step-by-step during the initial configuration, however, you may not be able to get through all the steps due to some interference. This FAQ will tell you what to do if you have trouble getting through a certain step.

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- 1) Your TP-Link ID or cloud account;
- 2) The model number of your Tapo Cam and its MAC address;
- 3) Whether you have tried all suggestions listed as above or not. If yes, what are the results?

Get to know more details of each function and configuration please go to [Download Center](#) to download the manual of your product.

How to update firmware of Tapo cameras in Tapo app

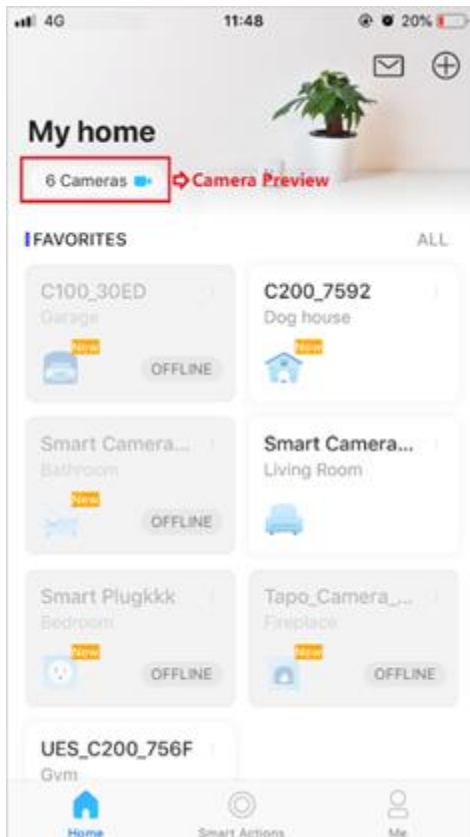
Configuration Guide

Updated 01-14-2020 09:26:08 AM 👁️37434

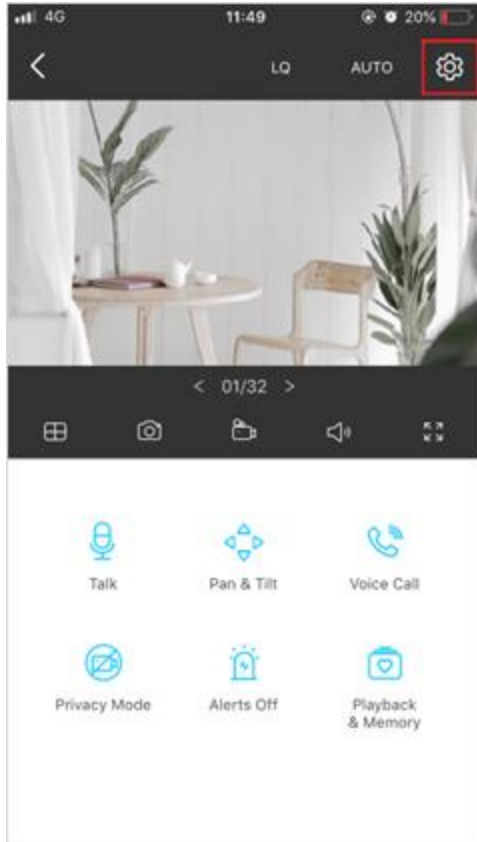
This Article Applies to:

Here we take Tapo C200 as an example.

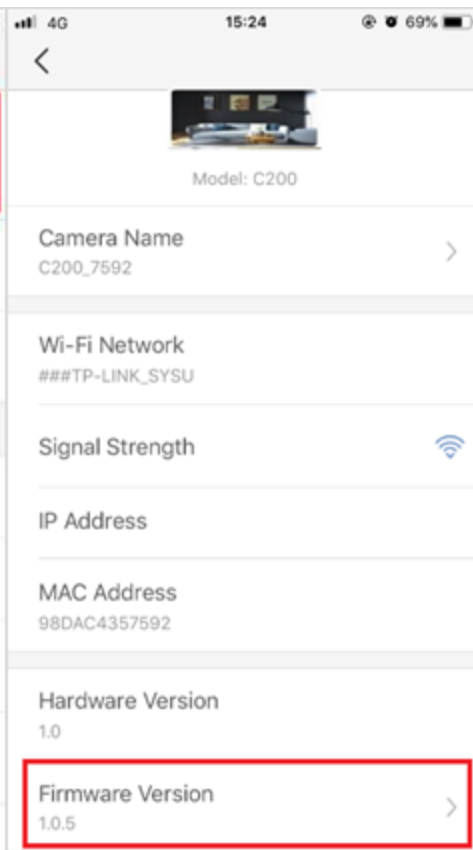
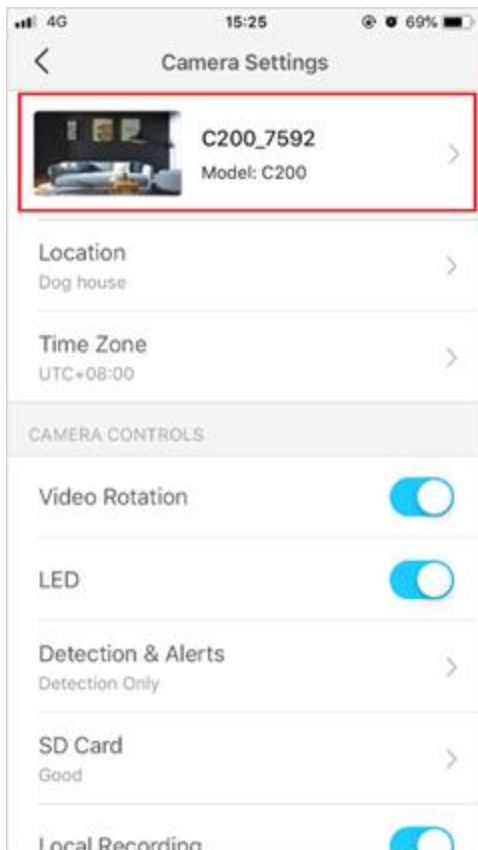
1. On the home page, tap on your camera model card or tap **Camera Preview** > **Manage** to go to **Live View** page.



2. On the **Live View** page, tap the gear icon to enter the **Camera Settings** page.




3. Tap your camera model and you can find the **Firmware Version**. And you can tap to check for update or update the firmware.



Get to know more details of each function and configuration please go to [Download Center](#) to download the manual of your product.

What should I do if my Tapo smart devices (smart plug, smart lighting) keeps losing connection or going Offline?

Troubleshooting

Updated 05-31-2022 10:17:06 AM 39966

This Article Applies to:

There are some circumstances that Tapo smart devices do not work stably or lost connection from time to time, this could be due to the network environment or some other reasons, this article provides some helpful tips to fix the situation.

Step 1 Ensure Router is working properly. Reboot the router and tapo device and see if the smart device reconnects.

Step2 Ensure Tapo smart device is receiving a Good Wi-Fi signal by checking RSSI (Received Signal Strength Indicator)

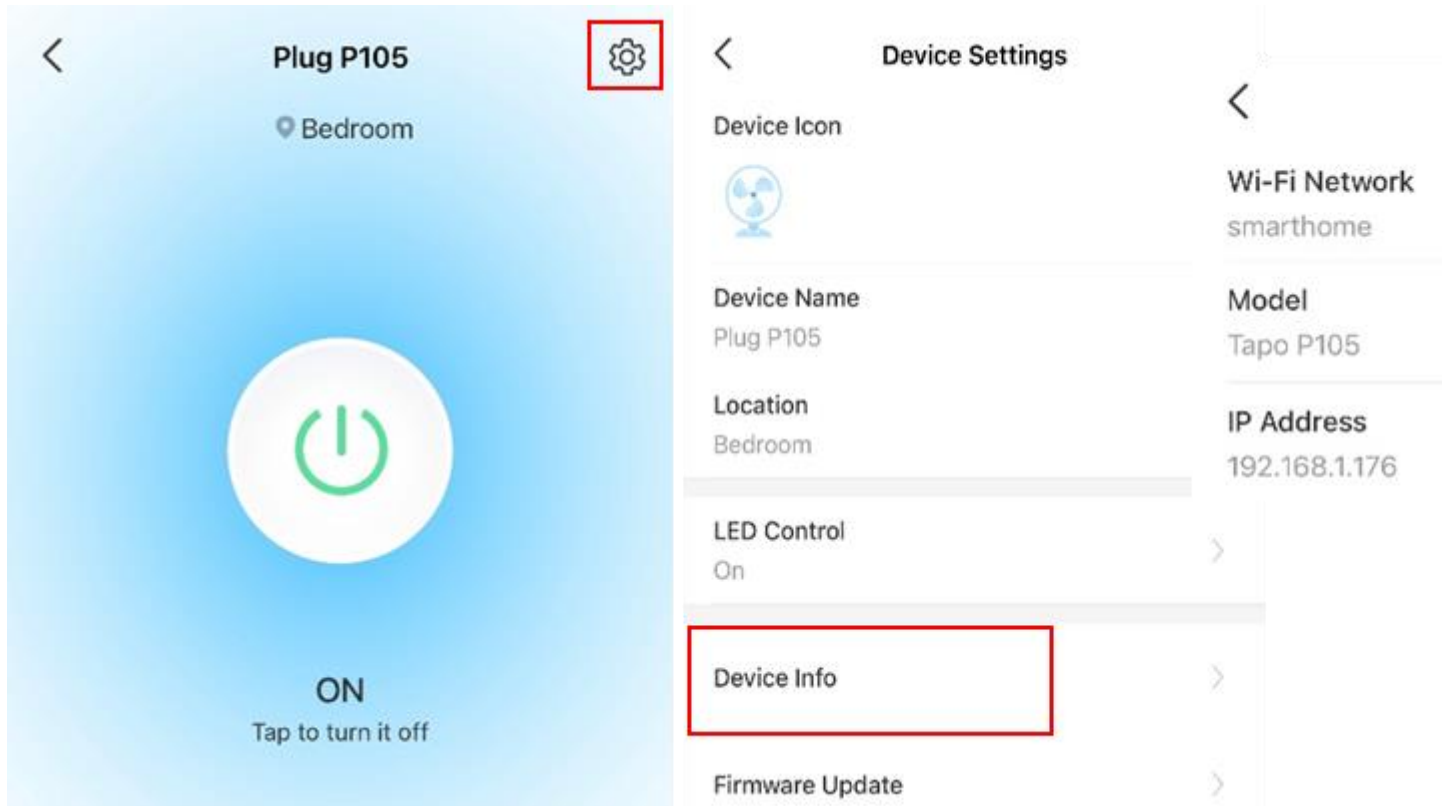
Tapo APP->tap  in the left top> **Device Settings->Device info** ->tap **Wi-Fi** icon to see signal strength (the value of RSSI)

Strong: more than **-50 dBm**

Good to Average: among **-70 dBm to-50 dBm**

Poor: less than **-70 dBm**

Note: If RSSI is less than -70dBm, the signal is too weak, device disconnections are likely, relocate the smart device or router to get a stronger Wi-Fi signal.



Step 3. Update the firmware of the Tapo device

Step 4. Ensure Tapo APP is up to date in the APP store or Google Play

Step 5. Turn off Advanced Wi-Fi settings on the router like **Band Steering** (also called 'Smart Connect' or 'Whole-Home Wi-Fi '), Wi-Fi Optimizing or 'Channel optimization' etc.

Step 6. Try changing Router's DNS Settings

Primary DNS 8.8.8.8

Secondary DNS: 8.8.4.4

Step7. [Optional] Try to configure the smart device to another router's 2.4G Wi-Fi or a mobile Hotspot Wi-Fi to verify whether this issue is related to the specific router.

If the issue is still the same, contact [TP-Link technical support](#) and provide the information below for our support to look into further:

1. Led status on a smart device when it is offline: Red/ Flashing Green/ Solid Green etc.(For tapo plug)
2. MAC address of the device

3. TP-Link ID email address

4. When an issue occurs, does smart device work in **the local network**?

For a test, connect your mobile device to the home Wi-Fi network at that time and see if Tapo device is still accessible in the local network?


3. The model number Wi-Fi router and your network topology:

e.g. ISP Spectrum-Archer C7 router<Wireless> tapo device

5. How often does the issue happen, and how does recover the connection, like rebooting the smart plug or rebooting the router?

What should I do if the SD card doesn't work properly on my camera?

Troubleshooting

Updated 06-01-2021 07:16:12 AM 110724

This Article Applies to:

Note: The micro SD card is not included with the purchase of the camera. You need to purchase one yourself.

The Tapo C100/C200/C310/TC60/TC70 supports micro-SD cards with up to 128GB capacity.

The Tapo C110/C210 supports micro-SD cards with up to 256 GB.

Please format the SD card on the Tapo app before starting using it.

Users may not always be able to get the SD card work properly on the camera due to some interference. This FAQ will tell you what to do if you encounter issues.

You may encounter the following problems:

1. The SD card cannot be identified/recognized or it may show 'problem with SD card'.
2. Cannot format/initialize the SD card successfully on the Tapo app.

Here come some suggestions.

Note: Ensure your camera firmware and app version are up-to-date before you try the suggestions.

- Insert the SD card into a computer with an SD card reader. Check if the SD card can be recognized by the computer and test the card with third-party software such as H2testW to ensure the SD card is good. [Here](#) is more suggestion to verify an SD card.

If the SD card cannot be recognized by the computer at all or it is tested to be fake or bad (with errors), it may be damaged and it's suggested to use a new one.

- Turn off the camera, remove and re-insert the SD card several times. Then turn on the camera and check if the SD card could be recognized.
- Move the camera closer to the host router and ensure it has a good and stable connection.
- Try other SD cards in the camera.


Please contact [TP-Link technical support](#) with the following information if you still encounter issues with the SD card after the above suggestions.

- 1) The brand & model of the SD card, as well as its storage capacity and format type;
- 2) Your TP-Link ID or cloud account;
- 3) The model number of the camera and its MAC address;
- 4) Whether you have tried all the suggestions listed above or not. If yes, what are the results?

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How to use motion detection function of my Tapo camera in Tapo app

Configuration Guide

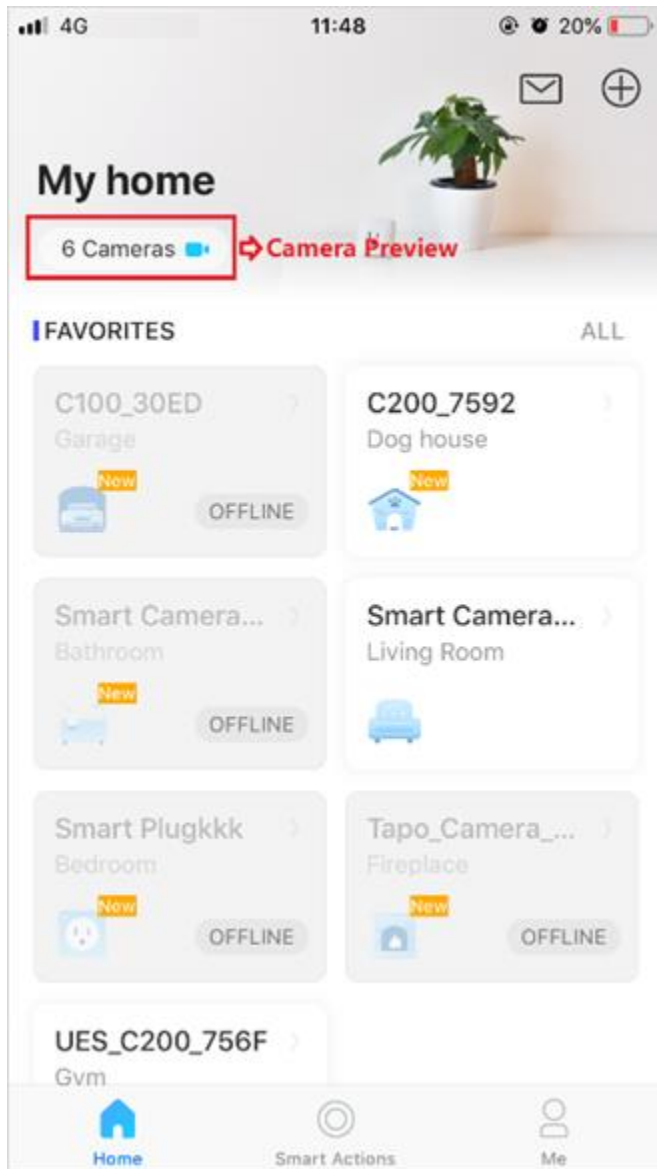
Updated 08-10-2020 08:19:33 AM  80916

This Article Applies to:

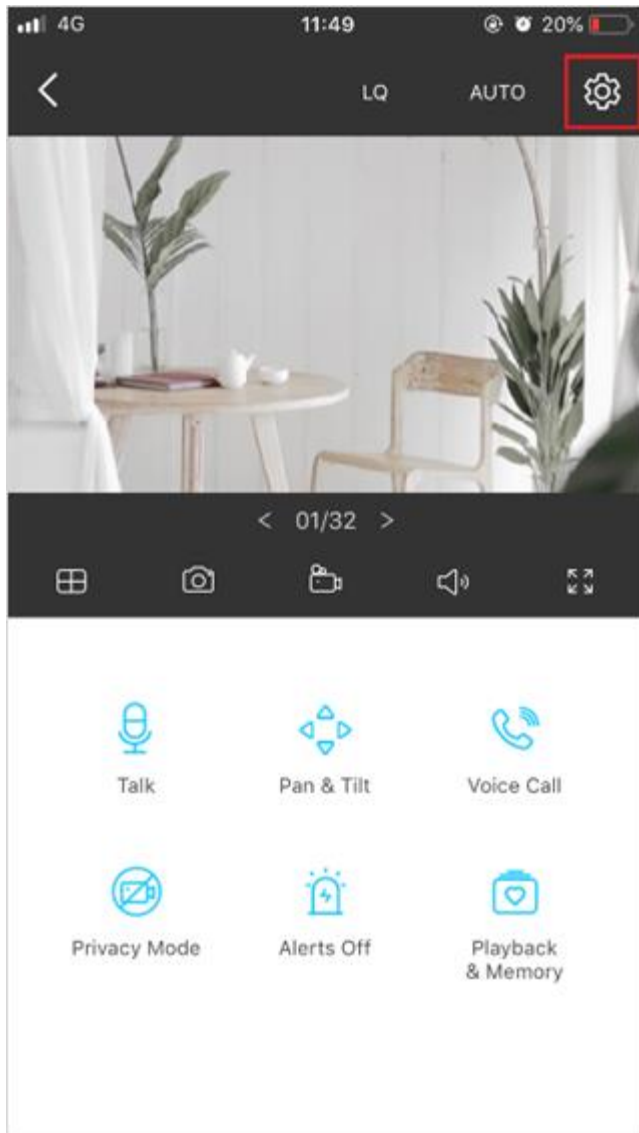
Note: A microSD card is needed for motion detection. Insert the microSD card and initiate it using the Tapo app.

Here we take Tapo C200 as an example.

1. On the home page, tap on your camera model card or tap **Camera Preview > Manage** to go to **Live View** page.



2. On the **Live View** page, tap the gear icon to enter the **Camera Settings** page.



3. Tap **Detection & Alerts** to customize its current detection settings.

9:19

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Camera Settings



Tapo_C200

ModelC200



Location

Baby room



Time Zone

UTC+08:00



CAMERA CONTROLS

Invert Image



LED



4. Enable **Motion Detection** function. You can toggle on to turn on the **Notifications** function if needed.

9:19

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Detection & Alerts

Motion Detection



Notifications



Camera Alarm

On



Set the camera to trigger a light/sound alarm when it detects a motion.

Activity Zones



2020-08-07 09:55:39

5. Customize **Camera Alarm** settings. Choose **Alarm Type** (Sound/Light), and set **Alarm Schedule** as needed.

9:15

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Camera Alarm

Alarm



Send alerts when the camera detects motion

Alarm Type

Light



ALARM SCHEDULE

All Day

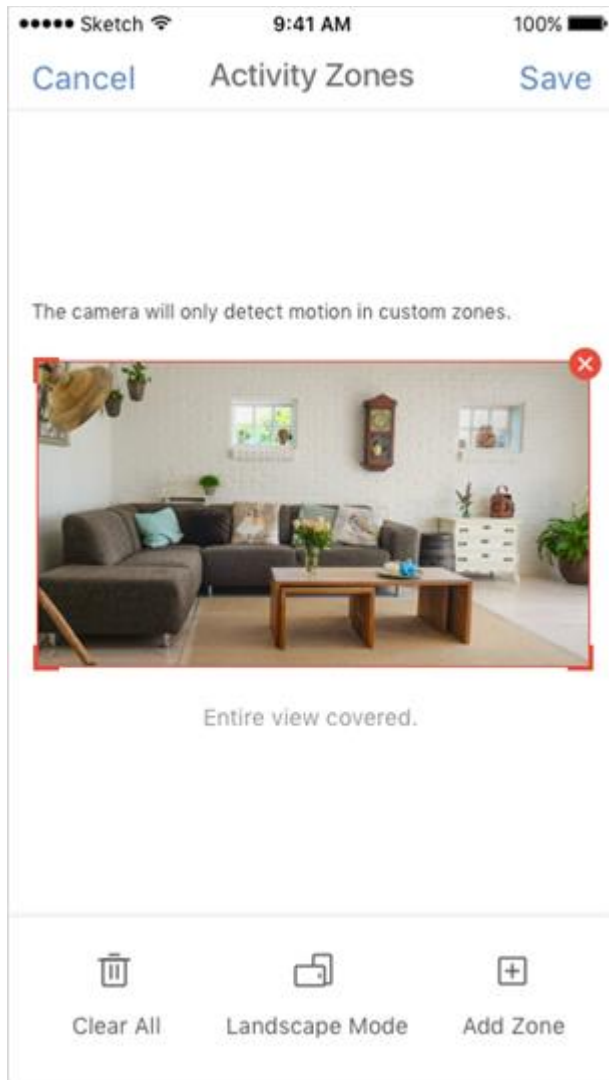


Arm a light/sound alarm whenever motion is detected.

Custom Schedule



6. Customize **Activity Zones** and the camera will only detect motion in custom zones. Entire view is covered by default.



7. Adjust **Motion Sensitivity** (Low/Normal/High) as needed. Increased sensitivity results in more recordings and notifications.

9:20

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Detection & Alerts

Set the camera to trigger a light/sound alarm when it detects a motion.

Activity Zones 

2020-08-07 09:55:39



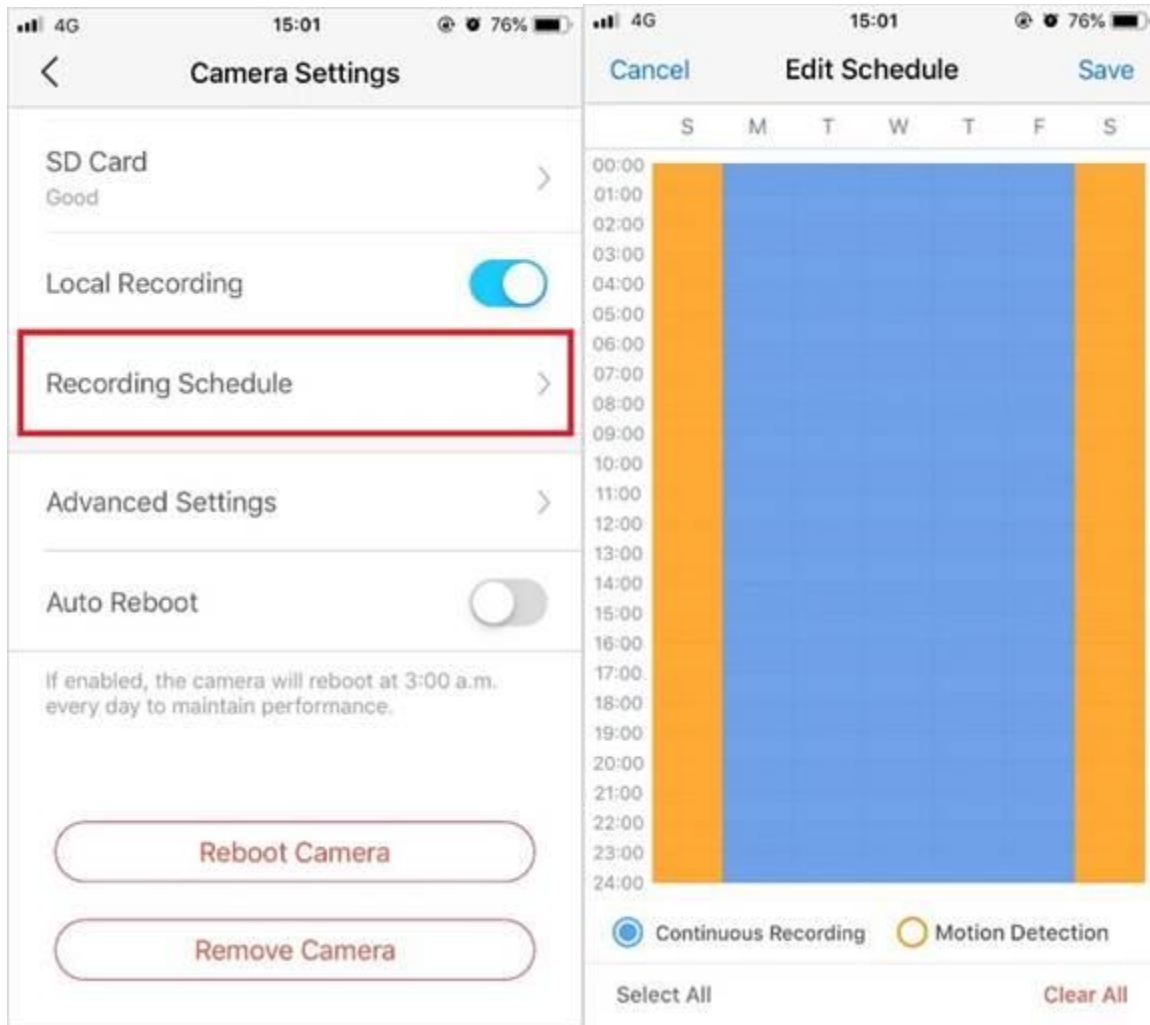
MOTION SENSITIVITY

Low

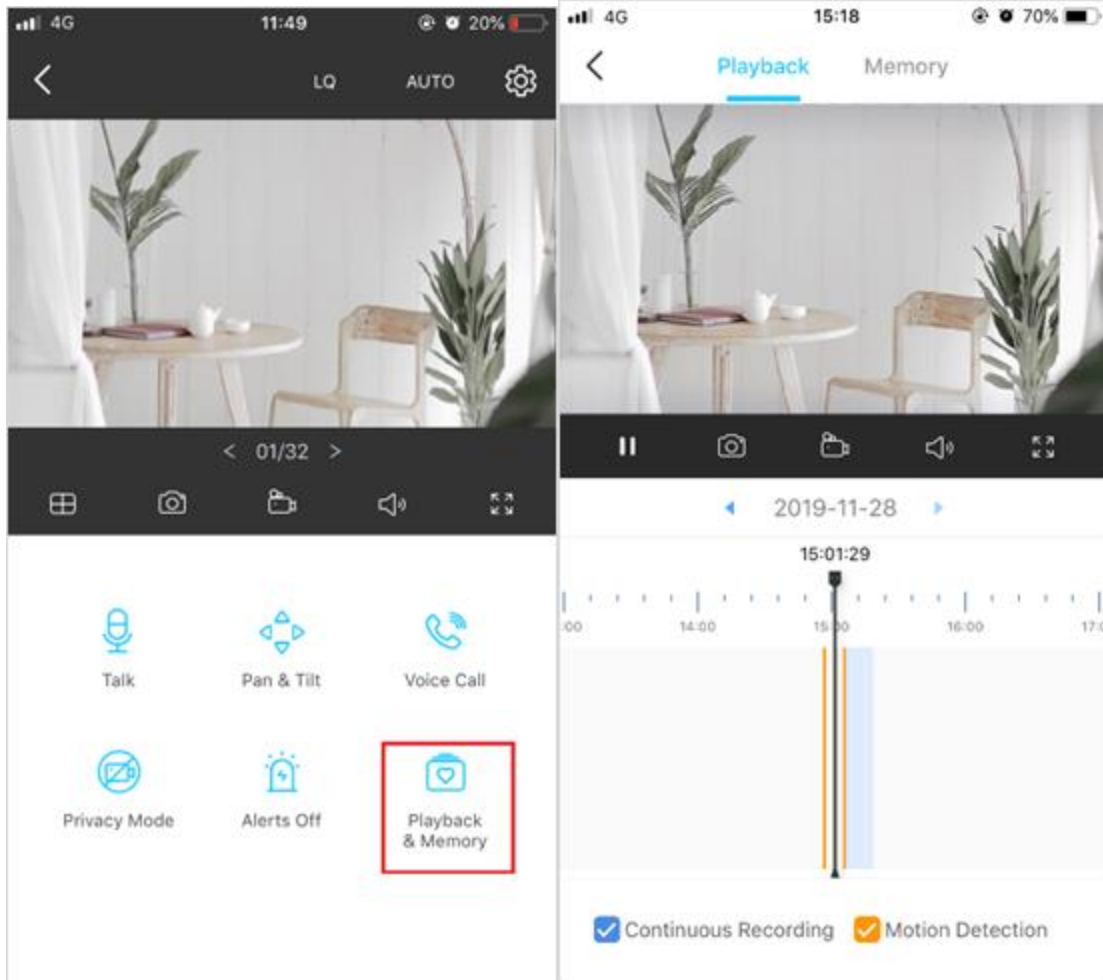
Normal

High

8. After editing the detection settings for the camera, you can set the **Recording Schedule** on the **Camera Settings** page for **Motion Detection** as needed.



9. On the **Live View** page, tap **Playback** to view detection recordings if detected. Drag the time line and locate the orange sections.



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