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 EnsureTapo 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?