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.

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 please go to [Download Center](#) to download the manual of your product.

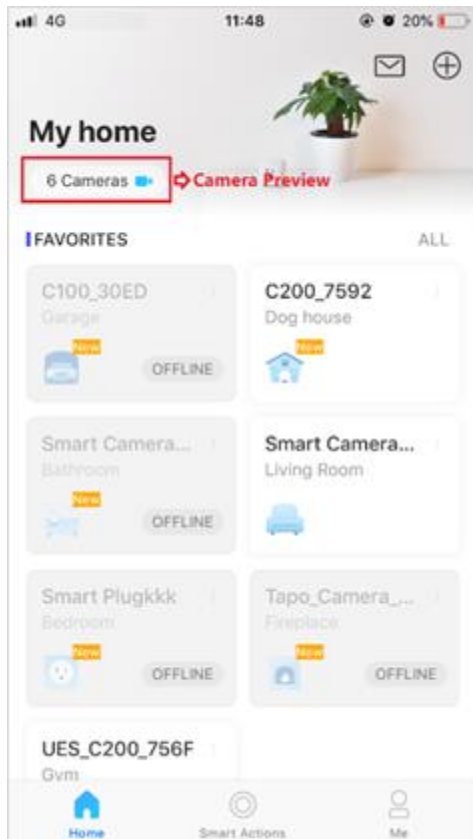# How to update firmware of Tapo cameras in Tapo app

Configuration Guide
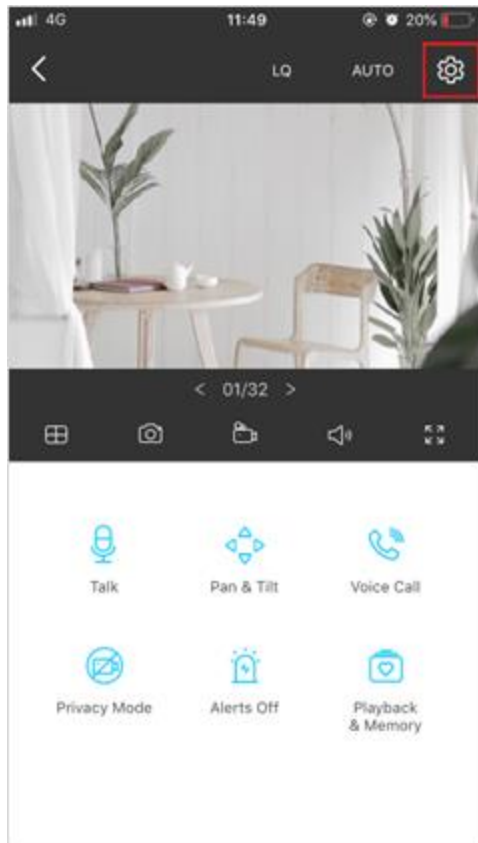Updated 01-14-2020 09:26:08 AM 👁*37434*
This Article Applies to:
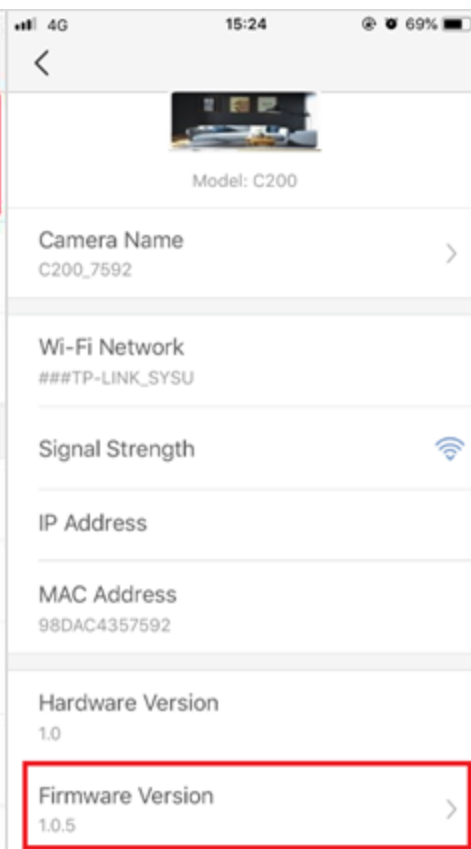
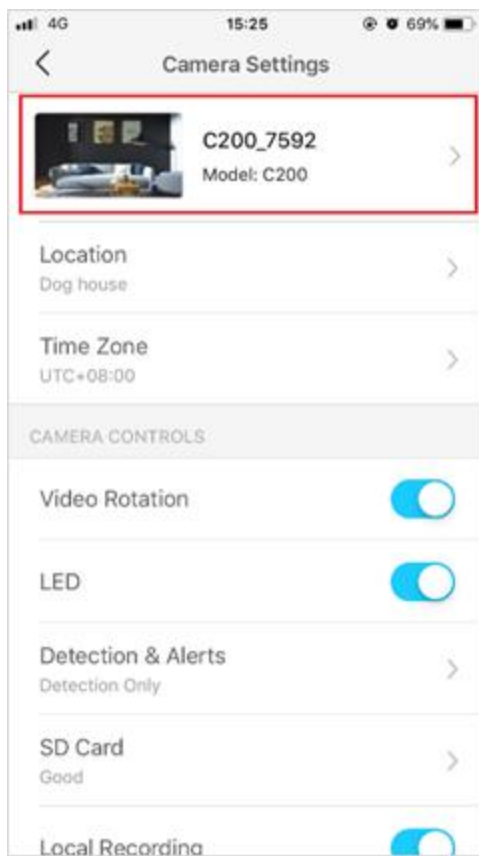Here we take Tapo C200 as an example.

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.

Camera Settings

C200_7592
Model: C200

Location
Dog house

Time Zone
UTC+08:00

CAMERA CONTROLS

Video Rotation

LED

Detection & Alerts
Detection Only

SD Card
Good

Local Recording

Model: C200

Camera Name
C200_7592

Wi-Fi Network
###TP-LINK_SYSU

Signal Strength

IP Address

MAC Address
98DAC4357592

Hardware Version
1.0

Firmware Version
1.0.5

Firmware Up to Date

Version: 1.0.5 Build 191125 Rel.55495n(4555)

Check for Update

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 EnsureTapo smart device is receiving a Good Wi-Fi signal by checking RSSI (Received Signal Strength Indicator)
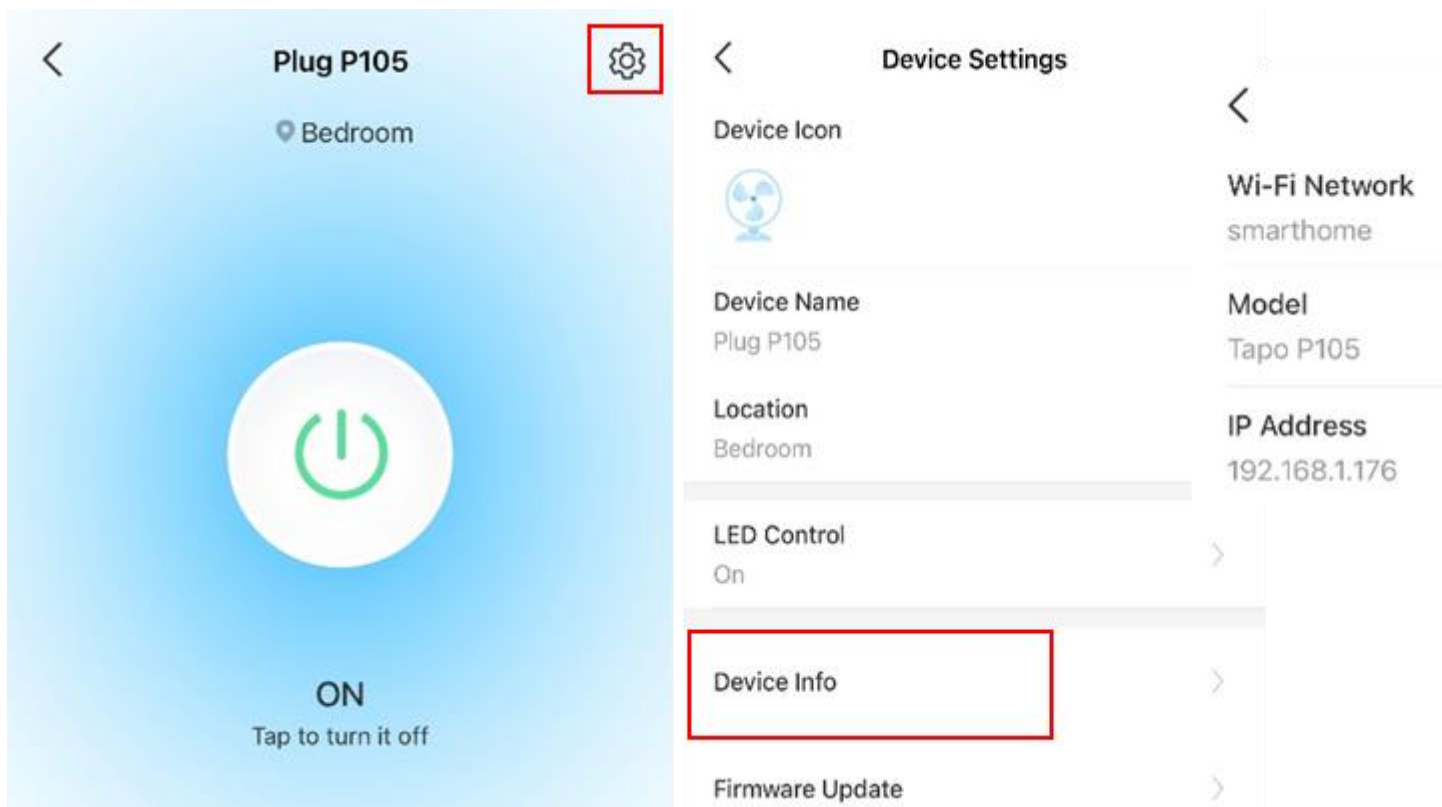
Tapo APP->tap ⚙in the left top> **Device Settings**->**Device info** ->tap **Wi-Fi** icon to see signal strength (the value of RSSI)

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?

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*
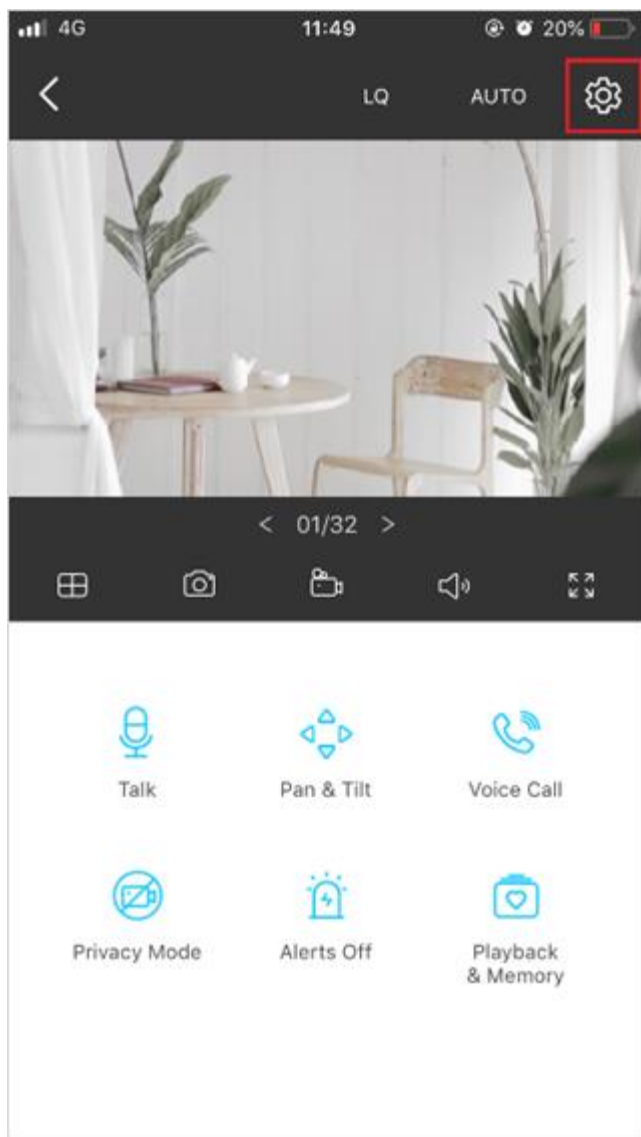
This Article Applies to:

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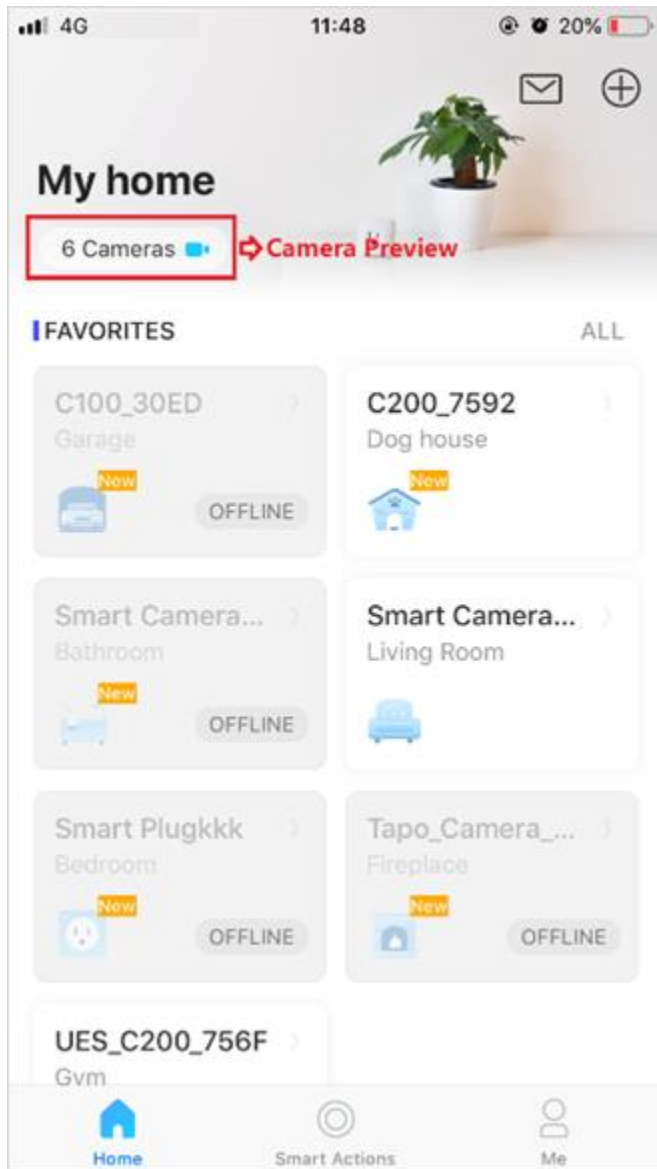
2. On the **Live View** page, tap the gear icon to enter the **Camera Settings** page.

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

← **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.

← **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.

← **Camera Alarm**

Alarm ⬤

Send alerts when the camera detects motion

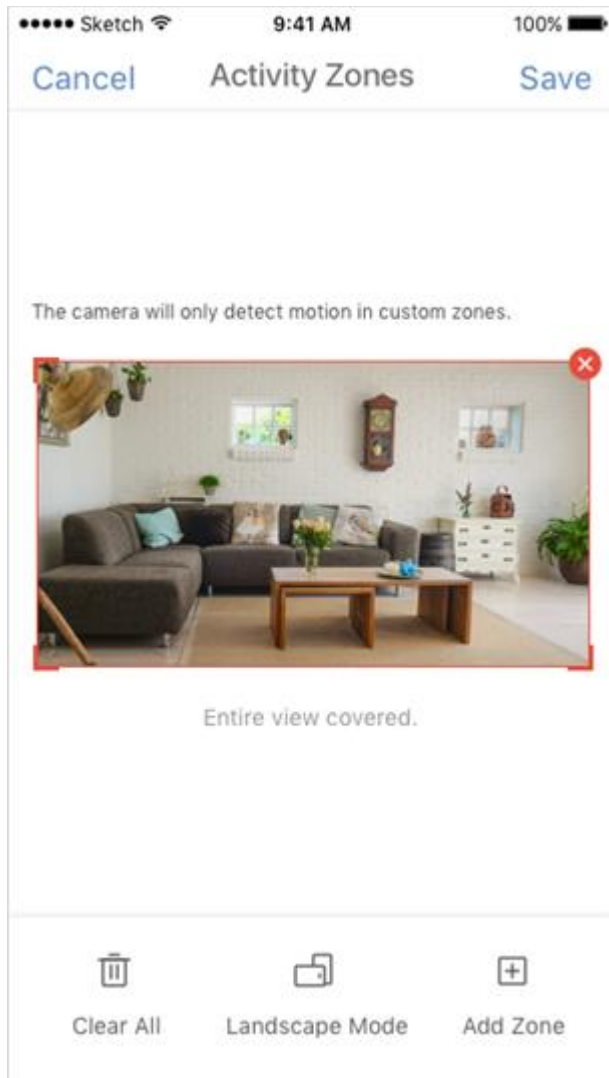Alarm Type

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.

← **Detection & Alerts**

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

Activity Zones ⟩

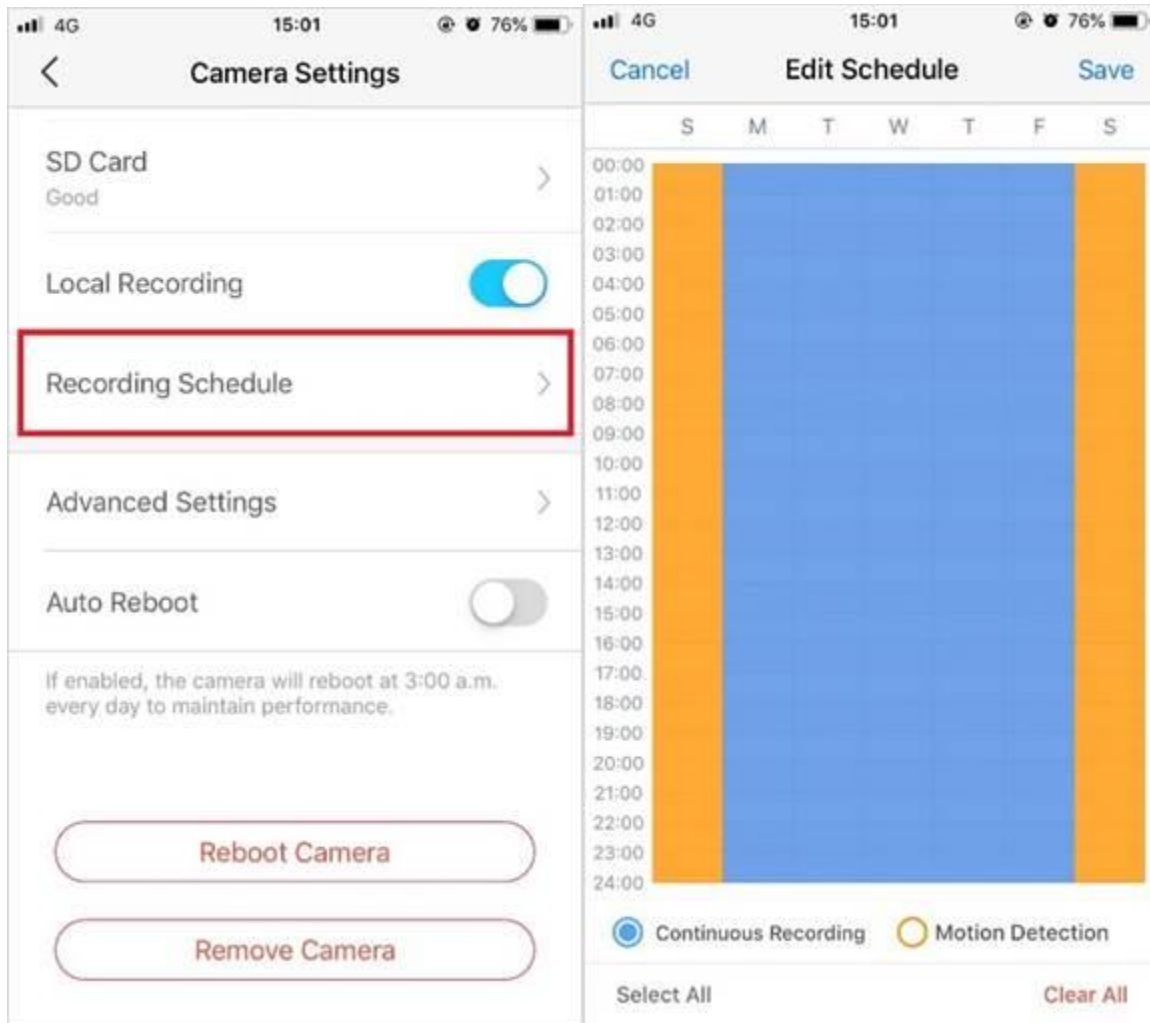

2020-08-07 09: 55: 39
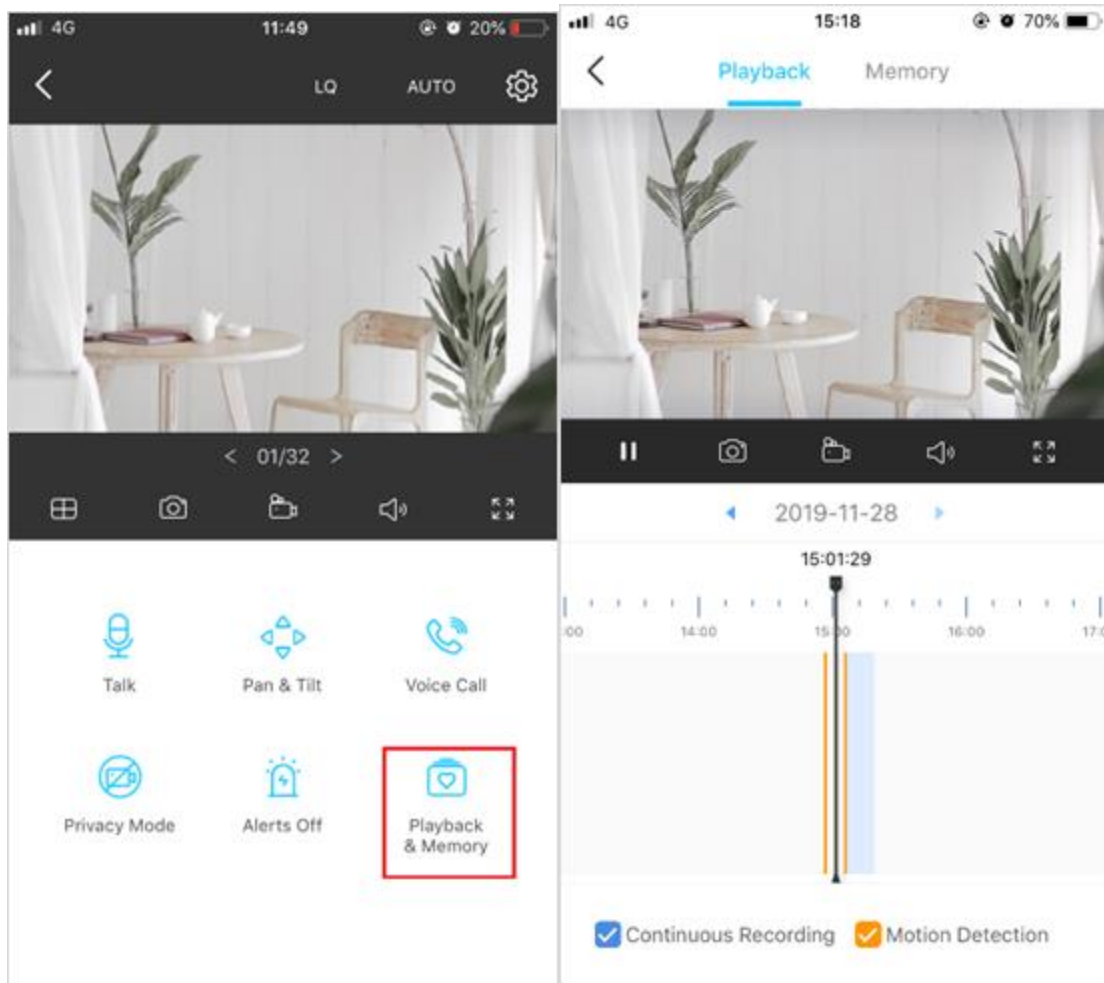
MOTION SENSITIVITY

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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