Troubleshooting Guide

Glossary

What to do if the Pan/Tilt function doesn't work or stops working?

Reset the camera's pan/tilt function in the Tapo App: go to **Pan & Tilt → Pan & Tilt Correction**.

What to do if Tapo smart device keeps losing connection or going offline?

Tapo smart devices may occasionally lose connection or become unstable due to network or environmental factors. Follow the steps below to troubleshoot.

Troubleshooting

Step 1. Check the camera power supply.

- Ensure that you are using the original power supply provided with the camera. Third-party power supplies may not provide the required voltage or current for optimal function.
- Try a different power socket to rule out the power instability.
- An additional power extension cord may also cause the camera instability issues. You can temporarily remove the power extension cable and check if the camera becomes more stable. If your scenario requires an extension cord, please choose one that meets the camera's power specifications, with a sufficiently thick gauge and adequate shielding. We are not responsible for troubleshooting issues caused by the extension cord.

Step 2. Ensure both the camera firmware and the Tapo app are up to date.
Step 3. Ensure the router is working properly. Reboot the router and Tapo device, then check if the device reconnects.
Step 4. Ensure the Tapo smart device is receiving a good Wi-Fi signal by checking RSSI. If you have multiple cameras, try swapping the locations of the unstable and working cameras. If the problem is related to the environment rather than a specific camera, it is recommended to optimize the network environment.
Step 5. Optimize device placement. Position the smart device closer to the Wi-Fi router, avoiding obstacles such as walls, furniture, or appliances that can block the Wi-Fi signal.
Step 6. Expand Wi-Fi coverage. Consider a Wi-Fi range extender or mesh network to improve the signal strength throughout your home.
Step 7. Reduce Wi-Fi interference. Keep the smart device away from potential sources of interference, such as microwave ovens, Bluetooth devices, USB 3.0 devices, or baby monitors.
Step 8. Since router settings vary by brand, please contact your router's support to optimize network stability based on your network topology. Here are some examples of optimization direction:

- Change the wireless settings on the router for the 2.4 GHz. Such as setting the channel width to 20 MHz, setting the password authentication method to WPA2/WPA3-Personal, and manually fixing the channel. Channels 1, 6, and 11 are non-overlapping, which may effectively reduce signal interference. Of course, specific wireless interference conditions depend on the environment. You can use tools like the WiFiAnalyzer APP to check the channel graph and select the most suitable channel.
- Turn off Advanced Wi-Fi settings on the router, like Smart Connect, Wi-Fi Optimizing, or 'Channel optimization', etc.

Step 9. (Optional) To verify whether this issue is related to the specific router, try connecting the smart device to another router's 2.4G Wi-Fi or a mobile hotspot Wi-Fi.
Step 10. (Optional) To verify whether this issue is related to an incompatible SD card, remove the SD card to check if stability improves. If so, try replacing the SD card with one from the compatible list.
Step 11. (Optional) To verify whether this issue is related to third-party software such as ONVIF software, NAS, etc., temporarily disconnect the connection and observe whether it becomes more stable.

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

- LED status when the smart device is offline, e.g., red/green blinking/green steady, etc.
- MAC address of the device
- TP-Link ID email address
- When an issue occurs, does the smart device work in the local network? For the test, please connect your mobile device to the home Wi-Fi network at that time and verify that the Tapo device remains accessible on the local network.
- The model number of the Wi-Fi router and your network topology. E.g., ISP Spectrum-Archer C7 router<Wireless> Tapo device

- How often does this problem occur? How do you restore the connection, for example, by restarting the smart plug or rebooting the router?

What to do if your Tapo camera battery drains too quickly?

The actual battery life may vary depending on the camera's configuration settings, usage scenario, and environmental factors. Some customers may feel the camera's battery life does not last as expected, and here we will introduce how to extend the battery life of cameras.

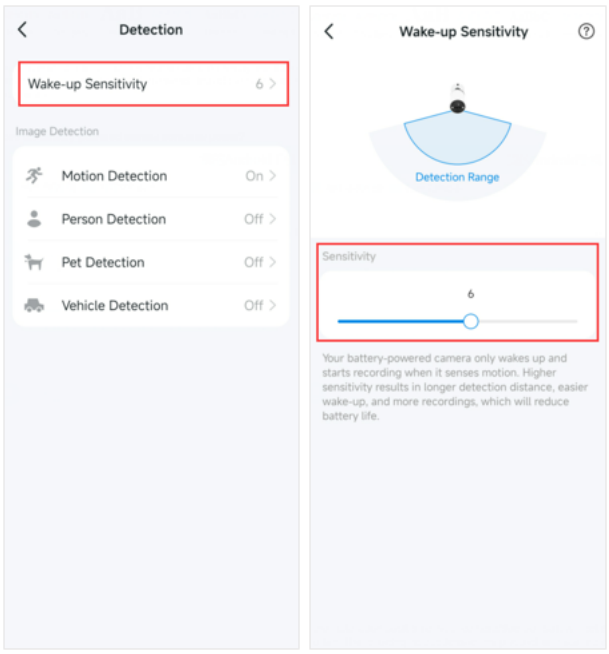
Configuration

Part 1: To save power, the camera stays in sleep mode. Frequent wake-ups or long active periods will increase battery usage.

Click this link to know how the battery-powered camera wakes up.

Part 2. Battery drains faster in environments with frequent motion or heat changes (e.g., busy streets or direct sunlight), which can trigger the camera more often.

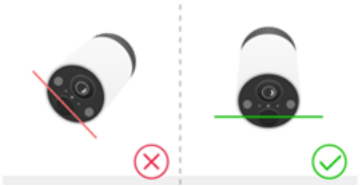
Part 3. How to extend the battery life of the camera
Step1. Open the Tapo app, tap your battery-powered camera model card to go to **Live View > tap the icon at the top right corner > Device Settings > Detection> Wake-up Sensitivity** to adjust the sensitivity according to your needs.
Higher sensitivity results in easier wake-up and more recordings, which will reduce battery life. The default level 6 will give the product a detection range of up to 22.9 feet. Use the **Detection Range Test** feature in the Tapo App Wake-Up Sensitivity settings to determine the ideal sensitivity and coverage for your setup.



Step 2. Adjust the installation position of your camera/doorbell so it will not be woken up too often. The following instructions will help you when installing your camera/doorbell:

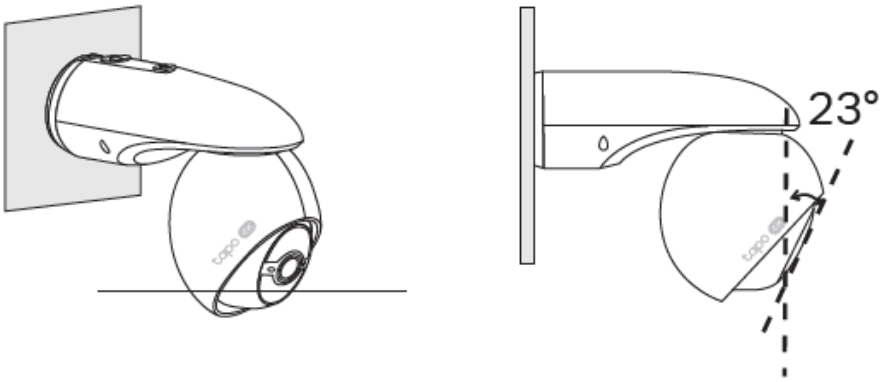
- Avoid pointing the camera directly at swaying trees, busy streets, and street lamps or sunlight.

- Keep the motion sensor lens level for best results.



- It's recommended to install it 7-10 ft above the ground and tilt downwards at a suggested angle in the QIG or App. For example, the C660 KIT:

- Tapo C660 KIT: ~ 23°



Step 3. You can also adjust other settings to save your battery.

- Go to the camera's **Device Settings** > **Video & Display > Video Quality** to set the video quality to a lower resolution.
- Go to the **Night Mode Settings** on the **Video & Display** page to reduce the viewing distance of night vision.
- Go to the **Frame Rate** on the **Video & Display** page to lower the frame rate.
- Go to the camera's **Device Settings** > **Storage & Recording**>**Clips Settings** to increase the retrigger intervals between recorded events, and reduce the record buffer and the maximum clip length.

Step 4. Tapo battery-powered cameras or doorbells can operate properly within the temperature of -20℃~45℃(-4°F ~113 °F). The battery life may get shorter if the temperature is too low.

QA

Q1: Why does my camera consume power quickly even when there are not many detection video clips?

A1: The number of recorded clips does not reflect how often the camera is woken up. You can refer to the link to know how the camera wakes up. There can be many heat sources that wake up the camera, such as sunlight, people, objects, etc., but the camera may not necessarily record clips due to the impact of camera detection settings and other configurations after it wakes up.

Q2: Do events filtered by AI still consume power?

A2: Yes. Even though events judged as invalid are filtered out by AI to avoid unnecessary recordings and alerts, the doorbell still performs the detection process before the AI makes its decision. This detection activity consumes energy, which can increase overall battery usage. If you notice a large number of "Filtered By AI" events, it is recommended to follow the above suggestion to adjust the installation position or use a wedge to change the viewing angle. A common reason for excessive filtered events is

that the camera lens faces areas with frequent dynamic changes, such as vegetation that moves easily in the wind or busy streets with constant activity.