

## FAQ

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

The Tapo camera or cloud camera supports micro-SD cards with up to 128GB capacity, which should be formatted to the FAT32 file system. 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 [MyDiskTest](#) or [DiskGenius](#) 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.

If the SD card could be recognized by the computer, please try to format it to FAT32 on the computer. After that, insert the SD card into the camera again for a check.

- 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.

# What should I do if my Tapo smart devices (smart plug, smart camera, smart bulb) loses connection to network?

For some reason, the Tapo device may lose connection to the network and you will fail to control it with the app. Here are some tips aims to solve the issue.

**Step 1** Ensure the router is working properly. You can connect your phone or laptop to the Wi-Fi network of your router, then confirm if the router has a stable connection or not.

**Step 2** Move the Tapo device closer to the router, in case the problem is caused by the bad signal.

**Step 3** Change the wireless settings on the router for a try, such as channel, channel width or wireless encryption settings.

**Step 4** Update the firmware of the Tapo device.

**Step 5** Reset the Tapo device and re-configure it if you have not tried that before.

**Step 6** Check if you have set Blacklist for the Tapo device on your router.

# What can I do if I can't find my Tapo camera on Tapo app?

1. Check the **System light** of your camera and make sure that it is solid green. Have a check on the DHCP client list of your router that whether you can see the camera. If you cannot see it, please directly go to step 3.

2. Connect your smart phone to the same Wi-Fi network as your camera does and check whether you can see it on Tapo app. If you can see it, that means the camera fails to connect to the cloud for unknown reasons and you cannot access it remotely.

In this case, we recommend to turn off the firewall of your router and then reset & re-configure the camera. If you still cannot see it, make sure that you have logged in with the correct account which you used to configure the camera. And then please go to step 3.

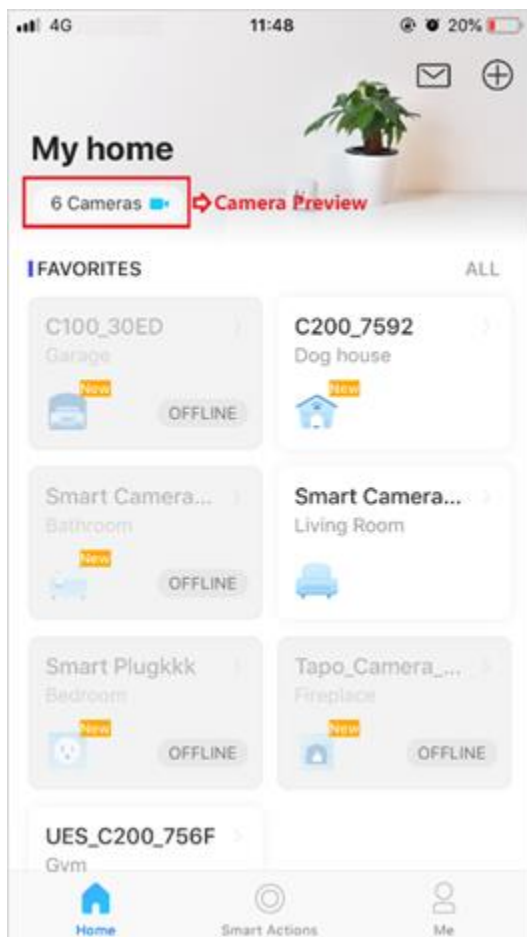
3. Please flip the monitor of the camera and find the Reset button. Then press and hold the **Reset** button for seconds till the camera says “reset successful”.

4. Check the **DHCP Server** of your router and make sure that it is enabled. And then re-configure your camera.

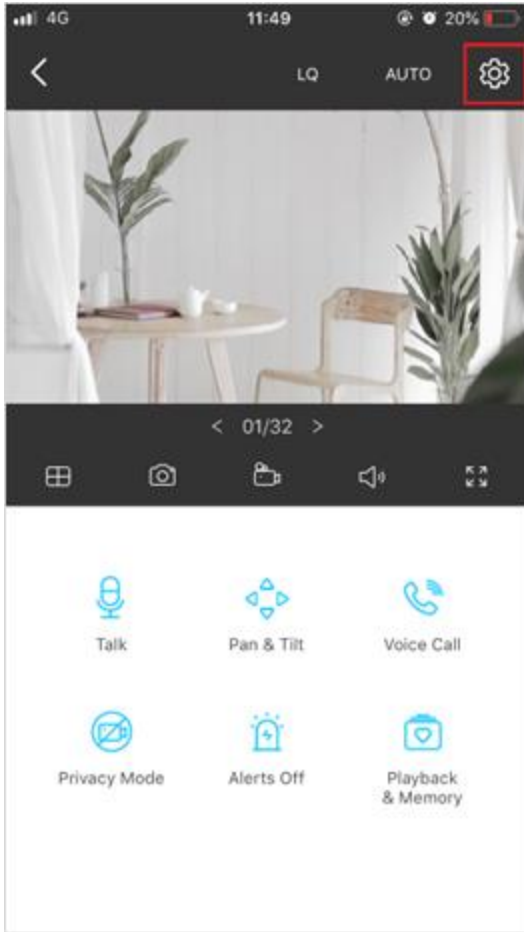
## What can I do if the video image is upside down of my Tapo camera?

Tapo cameras support the function of Video Rotation. Here we take Tapo C200 as an example.

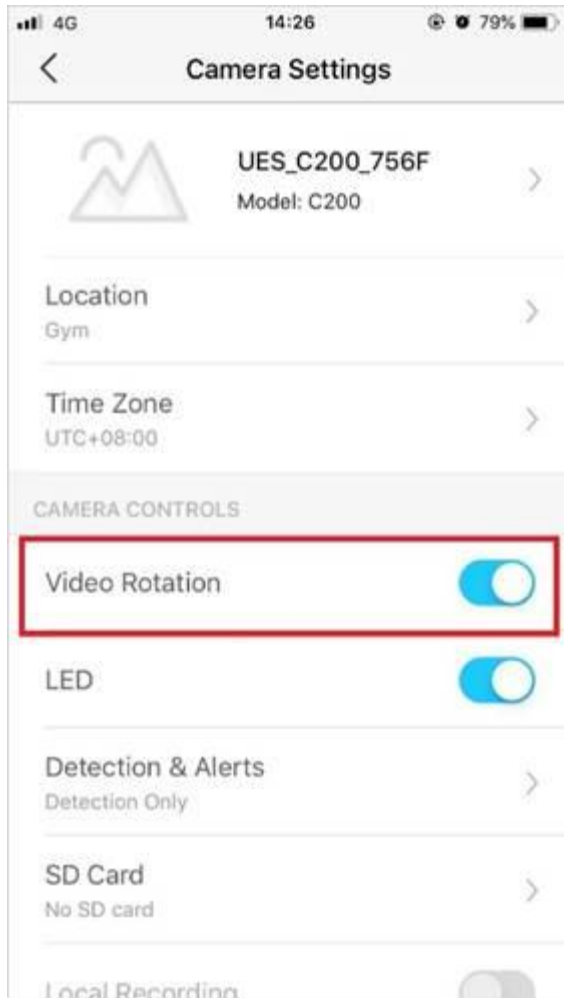
1. On the home page, tap on your camera model card or tap **Camera Preview** > **Manage** to go to **Live View** page.



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



3. Toggle on or off the function of **Video Rotation** to rotate the image 180°.



## What should I do if I can't view the Tapo camera?

If you have finished the configuration process on the Tapo app, but you are not able to view the Tapo camera, please refer to the following steps to troubleshoot.

Case 1 Cannot view or control the Tapo Cam in the local network.

### Step 1

Check the system LED status of the Tapo Cam and make sure it's solid green. Otherwise, reset it by pressing and holding the RESET button for over 5s until the LED blinks red.

### Step 2

Make certain the phone and camera are on the same Wi-Fi network, close the Tapo app and launch it again.

### **Step 3**

Disable the VPN connection (if there is) and Cellular Data on the phone for a try.

### **Step 4**

Try with another phone and ensure it is connected to the same Wi-Fi network as the camera.

### **Step 5**

Try to disable client isolation/firewall/access control on the router, restart both router and camera for a try.

Case 2 Cannot view the camera remotely (offline)

### **Step 1**

Make certain you can view the camera in the internal/local network. Otherwise, go through the process as per Case 1.

### **Step 2**

Make certain there is internet access on the phone, or simply try with another phone.

### **Step 3**

Confirm the Tapo app has cellular permission (**Settings** -> **Tapo app**, ensure it is *Allow WLAN & Cellular Data*).

### **Step 4**

Confirm if there is any firewall or ACL setting on the host router, and disable it.

### **Step 5**

Try to connect to router's guest network for a try.