

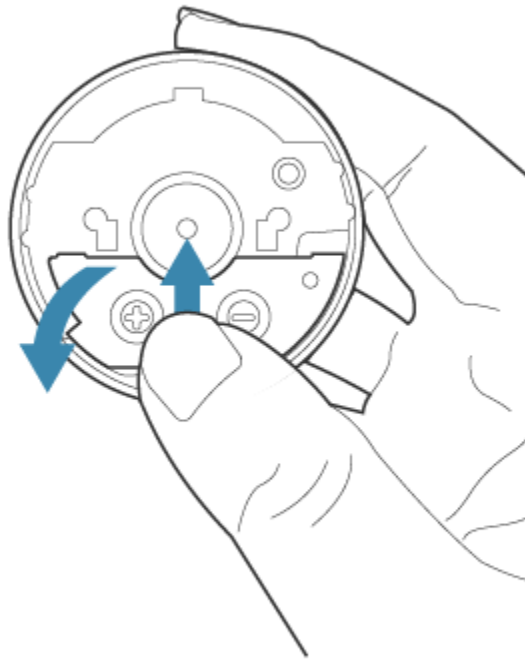
Troubleshooting

How can I restart the Smart Radiator Thermostat?

For restarting the Smart Radiator Thermostat, please follow the following instructions:

1. Open the battery compartment and remove the batteries.
2. Wait for at least 10 s before inserting the batteries again.

When the restart is successful “Hi” lights up on the display.



How can I restart the Extension Kit?

For restarting the Extension Kit, please press the button on the top of the device for more than 8 seconds until the LED on the front turns off. Then release the button and the Extension Kit will restart by itself.

How can I restart the Smart Thermostat?

For restarting the Smart Thermostat, please press the button on the bottom right for more than 8 seconds until the display turns off. Then release the button and the Smart Thermostat will restart by itself.

Why is there a time delay between a command given to tado°, and the heating reacting?

The **reaction time** between a tado° command and the boiler responding is **up to five minutes**, that is perfectly normal, if room valves are involved it can be a little longer (up to 10 minutes). The time delay is a safety mechanism for heating systems to prevent boilers being turned on and off too often within a short period of time.

My Smart Thermostat or Smart Radiator Thermostat shows E0. What does this mean and what can I do?

If during the installation you encounter an E0 error message, it means that pairing has failed.

If you want to replace your Bridge by the HomeKit-enabled Internet Bridge, please select “add device” in your app first to register the new Internet Bridge. [Learn more](#)

If you are pairing new tado° devices to an already installed Bridge and you receive the error E0, please try to pair the devices again and ensure the following:

- Position the devices at least 3 metres away from each other
- Double check the Internet Bridge is in pairing mode:
 - For the **earlier version of the Bridge** (without the pairing button), a flashing ‘Link’ LED indicates that pairing is enabled. If the Link LED is permanently on, please call our Technical Support.
 - If you have the **Internet Bridge** with a pairing button, active pairing is indicated by a flashing ‘pairing’ LED. You can activate or deactivate pairing by holding the pairing button until the LED starts blinking or turns off. Pairing will automatically stop 12 hours after it has been started if it has not been manually turned off.

If pairing does not succeed after multiple attempts please contact our Technical Support Team who will be happy to assist.

My Smart Thermostat or Smart Radiator Thermostat shows that there are unsynchronized changes. What does it mean and what should I do?

If there are multiple tado° devices installed in one room, they synchronize their settings. If you change the temperature on a Smart Thermostat or Smart Radiator Thermostat, all devices in the same room will receive the change. The same applies for an Extension Kit installed alongside one or multiple Smart Thermostats or Smart Radiator Thermostats.

However, sometimes changes cannot be transmitted immediately, for instance, due to a temporary loss of radio link. The lack of synchronization between devices is indicated by the **sync error**. On the Smart Thermostat the error is displayed by two arrows and on the Smart Radiator Thermostats by a rotating circle.



While the symbol is shown, the device keeps sending the changes to other devices in the same room until they are received. Any further change on the same or a different device during that time overrides the previous one.

The most common reason for non-transmitted changes is a temporary loss of radio link of any of the devices to the Internet Bridge, which is usually resolved by itself within a few minutes. However, if the interruption persists for **more than 30 minutes**, it is recommended to reset the devices.

The 'Power' LED on the Bridge is solid, but the other lights do not light up. What does this mean?

A solid **Power LED** on the Bridge indicates that the Bridge is powered up but that it has not detected a LAN port yet. If the 'Router' LED does not start blinking a short while after the Bridge has been connected to a router, please check the following:

1. Check the Ethernet cable connecting the Bridge to the router. Make sure the cable is properly plugged in on both ends. Try a different Ethernet cable and/or a different LAN port for connecting the Bridge to your router.
2. Check if the LAN port is disabled. If the lights on the port do not light up when connecting a cable to it, the port is probably disabled and needs to be enabled in the router settings.

The 'Cloud' LED on the Bridge is blinking, what does it mean?

A blinking **Cloud LED** on the Bridge shows that the Bridge is establishing a connection to the tado° Servers. Once the connection has been established, the Cloud LED will turn solid.

If the **Cloud LED** remains blinking for more than 10 minutes then, **restart the Internet Bridge by disconnecting it from the power supply for 10 seconds.**

If this does not help, then please check the following:

1. Check that the internet is working by accessing a website through the same network.
2. Check whether my.tado.com can be accessed from the specific port you are using for connecting the Bridge. If other websites are accessible but my.tado.com is not, please [contact our customer support](#).
3. Check the parental control settings of your router and enable access to my.tado.com.
4. Set Google DNS as your primary DNS in the DNS settings of your router.
5. Reserve an IP address for the Internet Bridge in the DHCP settings of your router.

If none of the above resolves the problem, please contact us with the exact make and model of your router.

What can I do if not all devices have reconnected after replacing my Bridge with the HomeKit-enabled Internet Bridge?

After replacing the earlier version of the Bridge with the HomeKit-enabled Internet Bridge all devices reconnect automatically to the new Bridge. This can take **up to 45 minutes**. If a device has not reconnected within this time frame, please restart the device.

If you are unsure which device has not reconnected, please check for rooms showing “no remote access”.

After the restart, please wait for 2 minutes. If the device does not reconnect by itself, please also restart the Internet Bridge.

My tado° Internet Bridge has issues connecting to the Internet through my BT Hub router. What can I do?

If you are a BT broadband user and you are experiencing issues with the connection of your tado° Internet Bridge to a BT Hub router, these might be caused by the Smart Setup settings of your BT Hub 4, 5, or Smart Hub.

I'm not able to connect the tado° Internet Bridge to the Internet through my Sky Q Hub router. What can I do?

The Sky Q Hub usually comes with two devices: the **Sky Q router** and the **Sky Q Mini Box**, which is mostly connected to your television.

If the Internet Bridge is not connecting to the Internet via the Sky Q router, indicated by a flashing Cloud LED, connect the Bridge to the Ethernet port of the **Sky Q Mini Box**. In a few minutes, [the Cloud LED on the Internet Bridge should become solid](#). Please leave the Internet Bridge connected to the Sky Q Mini Box to ensure continued connection.

If the Cloud LED continues to blink even after this, **try restarting both the Sky Q Mini Box and [the Internet Bridge](#)**.

The lights on the Bridge do not light up. What can I do?

After powering up the Bridge with the USB power cable supplied, all LEDs shortly light up. After a couple of seconds, all LEDs turn off except for the **link** or **power LED** which will be solid to indicate that the Bridge is powered.

In case the LEDs do not light up right after powering up the Bridge, please check the following:

1. If you connected the USB cable to a router, please use the external power adapter instead to power the Bridge from a wall socket.
2. Try a different power supply cable and/or power adaptor to power the Bridge

The 'Link' LED on the Bridge is solid, but the other two lights do not light up. What does this mean?

A solid 'Link' LED on the Bridge indicates that the Bridge is powered up but that it has not detected a LAN port yet. If the 'Router' LED does not start blinking a short while after the Bridge has been connected to a router, please check the following:

1. Check the Ethernet cable connecting the Bridge to the router. Make sure the cable is properly plugged in on both ends. Try a different Ethernet cable and/or a different LAN port for connecting the Bridge to your router.
2. Check if the LAN port is disabled. If the lights on the port do not light up when connecting a cable to it, the port is probably disabled and needs to be enabled in the router settings.

The 'Router' LED on the Bridge is blinking, what does it mean?

A blinking 'Router' LED on the Bridge means that the ethernet link has been detected and that the Bridge is awaiting DHCP IP address assignment from the router. Once the IP address has been assigned successfully, the 'Router' LED will turn solid.

If the 'Router' LED keeps blinking, please check the following points:

1. Check the Ethernet cable connecting the Bridge to the router. Make sure the cable is properly plugged in on both ends. Try a different Ethernet cable for connecting the Bridge to your router.
2. Reset the Bridge by unplugging the power cable and powering the Bridge back up after a few seconds.
3. Check if the LAN port is disabled. If the lights on the port do not light up when connecting a cable to it, the port is probably disabled and needs to be enabled in the router settings.
4. Make sure the LAN port you are using is not labeled "IP-TV". Select a different LAN port in this case.
5. Check whether DHCP is enabled. You will have to enter your router settings to do so. These settings can usually be accessed via your browser by entering 192.168.0.1 or 192.168.1.1 in the address bar.

The 'Internet' LED on the Bridge is blinking, what does it mean?

A blinking 'Internet' LED on the Bridge shows that the Bridge is establishing a connection to the tado° Servers. Once the connection has been established, the 'Internet' LED will turn solid.

In case the 'Internet' LED remains blinking, please check the following:

1. Check that the internet is working by accessing a website through the same network.

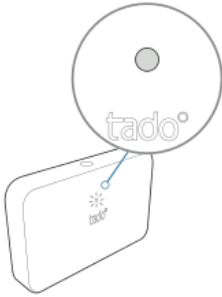
2. Check whether my.tado.com can be accessed from the specific port you are using for connecting the Bridge. If other websites are accessible but my.tado.com is not, please [contact our customer support](#).
3. Check the parental control settings of your router and enable access to my.tado.com.
4. If none of the above resolves the problem, set Google DNS as your primary DNS in the DNS settings of your router.

The Link LED on the Bridge is flashing, what does this mean?

A flashing Link LED means that the Bridge is in pairing mode. This is the case during the installation to allow other tado° devices to get paired with the Bridge. The flashing will stop once the installation has been completed.

What do the blinking states on the Extension Kit indicate?

The Extension Kit has a single LED which indicates its current state.

LED ACTION		MEANING
	Off	No power
	Blinking (Fast)	Pairing
	Pulsing / Breathing	Normal operation
	Heartbeat	Powered but not paired

My boiler shows an error code while installing tado°. What can I do?

Some boilers may show an error code once you've wired tado° devices to it. This is usually because these devices are not configured correctly yet.

- Please make sure that you've completed every step in the online installation assistant. And wait until you've seen a message confirming that you've finished your installation.
- If the installation is completed and the error code does not disappear after a while, please switch the boiler off and on to reset it.

I have a Smart Thermostat installed and the app shows that there is no remote access. What does it mean and what can be done?

The Internet connection at your Home is temporarily interrupted

The most common cause for “no remote access” is a temporary issue with the Internet connection in your Home which usually resolves itself. You can learn more about this in our article: [What happens when the Internet connection is temporarily lost?](#)

If the Internet disconnection persists, please check that your router is powered and if so then reset the router.

The Bridge cannot establish a connection to the tado° server

Please [check the LEDs on your Bridge](#) for troubleshooting.

The radio link between the Smart Thermostat and the Bridge is interrupted

In rare cases, the radio link between the Smart Thermostat and the Bridge can be interrupted. If only the Smart Thermostat is installed, this is equivalent to the situation when the Internet connection is lost. You can learn more about this in our article: [What happens when the Internet connection is temporarily lost?](#)

The batteries in the Smart Thermostat are empty

If the batteries in the Smart Thermostat are completely empty, the display will not light up anymore when you push the button on the bottom right.

I have Smart Radiator Thermostats installed and the app shows that there is no remote access. What does it mean and what can be done?

The Internet connection at your Home is temporarily interrupted

The most common cause for “no remote access” is a temporary issue with the Internet connection in your Home which usually resolves itself. You can learn more about this in our article: [What happens when the Internet connection is temporarily lost?](#)

If the Internet disconnection persists, please check that your router is powered and if so then reset the router.

The Bridge cannot establish a connection to the tado° server

Please [check the LEDs on your Bridge](#) for troubleshooting.

The radio link between the Smart Radiator Thermostat and the Bridge is interrupted

In rare cases, the radio link between a Smart Radiator Thermostat and the Bridge can be interrupted. This also means that the devices cannot exchange information any longer. If you change a setting on one Smart Radiator Thermostat, [it will display that there are changes that have not been synchronized with other Smart Radiator Thermostats yet.](#)

The batteries in the Smart Radiator Thermostat are empty

If the batteries in the Smart Radiator Thermostat are completely empty, the display will not light up anymore when you turn the knob. Please [replace the batteries.](#)

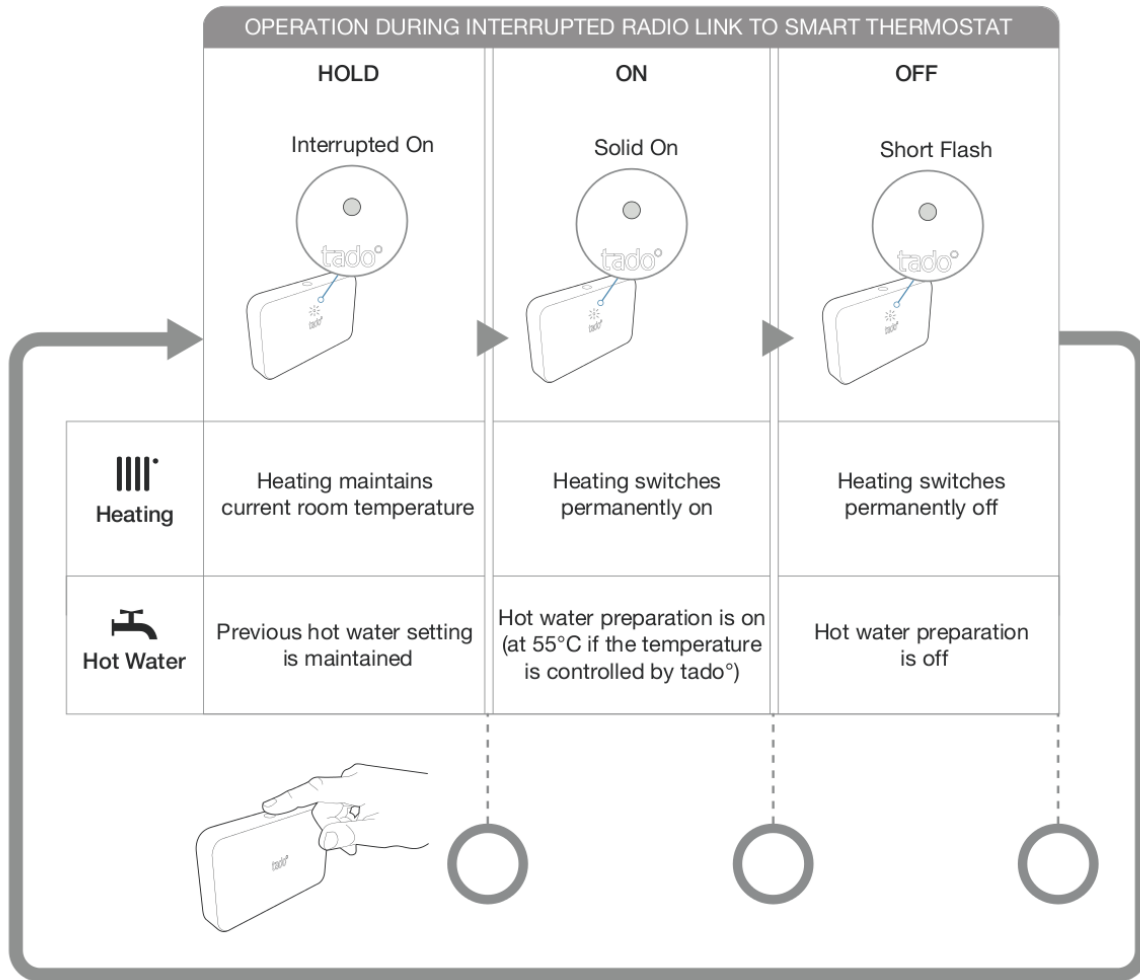
How can I control my heating system when the radio link between the Smart Thermostat and the Extension Kit is lost?

When the radio link between the Smart Thermostat and the Extension Kit is lost, the Smart Thermostat is not able to send room temperature measurements to the Extension Kit anymore. At the same time, any changes to the settings on the Smart Thermostat also do not take effect until the radio link is reestablished.

In the unlikely event of a loss of radio communication, we have provided a way to manually switch heating and hot water on or off on the **Extension Kit**.

Extension Kit Operation during Interrupted Radio Link to Smart Thermostat

When the **Extension Kit** does not receive a current room temperature value from the Smart Thermostat anymore, it continues to operate with the last settings received from the Smart Thermostat - it **holds** the current state. If you would like to change this setting, there are two options available: you can decide to turn the heating **on** or **off**. You can switch through the modes by pressing the button on the top of the Extension Kit.



Note: These control options on the Extension Kit are only available when the Extension Kit has not received a temperature reading for more than 30 minutes or just after a restart of the device until the connection to the Smart Thermostat is established.\

The Bridge does not connect to the internet. What is the reason and how can it be solved?

There can be multiple causes which block the Bridge from accessing the internet. In most cases, it is related to the router model and settings.

The Bridge first connects to the router and subsequently to the internet. The status lights on the Bridge indicate the current connection state.

Please check the current status lights on the Bridge to identify the respective troubleshooting actions:

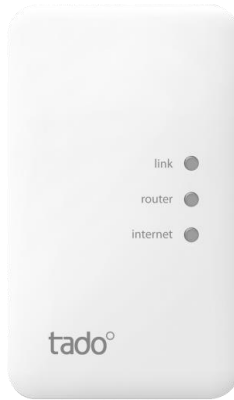
For the **Internet Bridge** (with a pairing button) with status lights labelled 'Power', 'Router' and 'Cloud':



LED				Troubleshooting
Power	Router	Cloud		
Off	Off	Off		The Bridge is not sufficiently supplied with power
Solid	Off	Off		The Bridge is powered but has not detected a local network link yet
Solid	Blinking	Off		The Bridge is awaiting DHCP IP address assignment
Solid	Solid	Blinking		The Bridge is trying to connect to the Internet
Solid	Solid	Solid		The Bridge is connected to the tado° Server

A **blinking** 'pairing LED' signals that the Internet Bridge is in Pairing mode and is independent of the Internet connection state of the device.

For the **earlier version of the Bridge** with the status lights labeled 'Link', 'Router' and 'Internet':



LED			Troubleshooting
Link	Router	Internet	
Off	Off	Off	The Bridge is not sufficiently supplied with power
Solid	Off	Off	The Bridge is powered but has not detected a local network link yet
Solid	Blinking	Off	The Bridge is awaiting DHCP IP address assignment
Solid	Solid	Blinking	The Bridge is trying to connect to the Internet
Solid	Solid	Solid	The Bridge is connected to the tado° Server

A **blinking** 'link LED' signals that the [Bridge is in Pairing mode](#) and is independent of the Internet connection state of the device.

I have a Smart Thermostat and an Extension Kit and/or Smart Radiator Thermostats installed and the app shows that there is no remote access. What does it mean and how can it be resolved?

The Internet connection at your Home is temporarily interrupted

The most common cause for “no remote access” is a temporary issue with the Internet connection in your Home which usually resolves itself.

If the Internet disconnection persists, please check that your router is powered and if so then reset the router.

The Bridge cannot establish a connection to the tado° server

The radio link between the Smart Thermostat, the Extension Kit or the Smart Radiator Thermostats to the Bridge is interrupted

In rare cases, the radio link between the Smart Thermostat, the Extension Kit or the Smart Radiator Thermostats to the Bridge can be interrupted. This also means that the devices cannot exchange information any longer. If you change a setting on the Smart Thermostat or Smart Radiator Thermostat, [they will display that there are changes that have not been synchronized with other devices yet.](#)

The batteries of the Smart Thermostat or Smart Radiator Thermostat are empty

If the batteries of the Smart Thermostat or Smart Radiator Thermostat are completely empty, the display will not light up anymore when you push the button on the bottom right or turn the knob. Please [replace the batteries.](#)