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 *42130*
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)

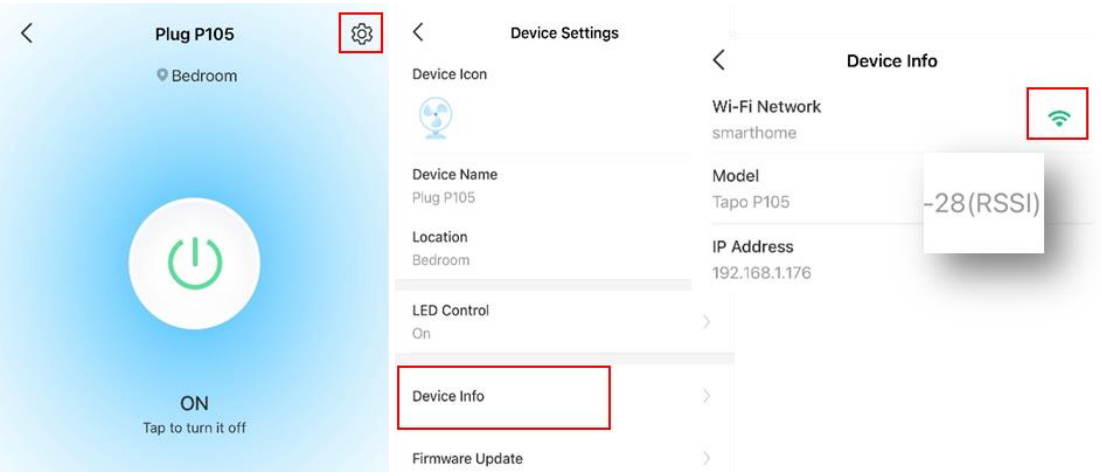
Tapo APP->tap in the left top> **Device Settings**->**Device info** ->tap **Wi-Fi** icon to see signal strength (the value of RSSI)

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.

How to factory reset the Tapo smart plug

Configuration Guide
Updated 05-14-2020 03:27:14 AM *45069*
This Article Applies to:

To factory reset the smart plug, press and hold the power button for at least 5 seconds until the LED blinks orange and green.