

Troubleshooting:

i) For Wi-Fi band issues, please try switching off/disabling the 5Ghz band on the router temporarily, and then setup the camera on your 2.4Ghz wireless signal of the router.

ii) If the customer's internet bandwidth is low, the resolution of the camera will be auto adjusted to Low Quality mode hence the low video quality.

iii) Regarding SD card issues, the Write protection will need to be removed either by the SD card company's software or sometimes toggling the switch on the SD card adapter can remove write protection. Formatting cannot resolve SD card write protection issues.

v) For night vision issues, make sure the camera is not placed near the glass window at night or you may switch from Auto to Day mode on the Tapo app to fix this issue.

vi) Make sure there is enough wireless signal from the router for the camera to update properly. If not, please reboot the camera and try again to update it.

- i) If customer fails to connect to the WiFi network, we advise to refer the troubleshooting guide here: <https://www.tp-link.com/uk/support/faq/2747/>
- ii) Please ensure the Tapo camera firmware and the Tapo app on the smartphone is up to date. <https://www.tp-link.com/uk/support/faq/2621/>
- iii) If the Tapo camera goes offline or loses connection to the Wi-Fi network, we suggest following this guide here for further troubleshooting: <https://www.tp-link.com/uk/support/faq/2687/>
- iv) For Alexa issues with Camera, please see FAQ guide here: <https://www.tp-link.com/uk/support/faq/2780/>