


What to do if the Tapo Camera image color is abnormal?

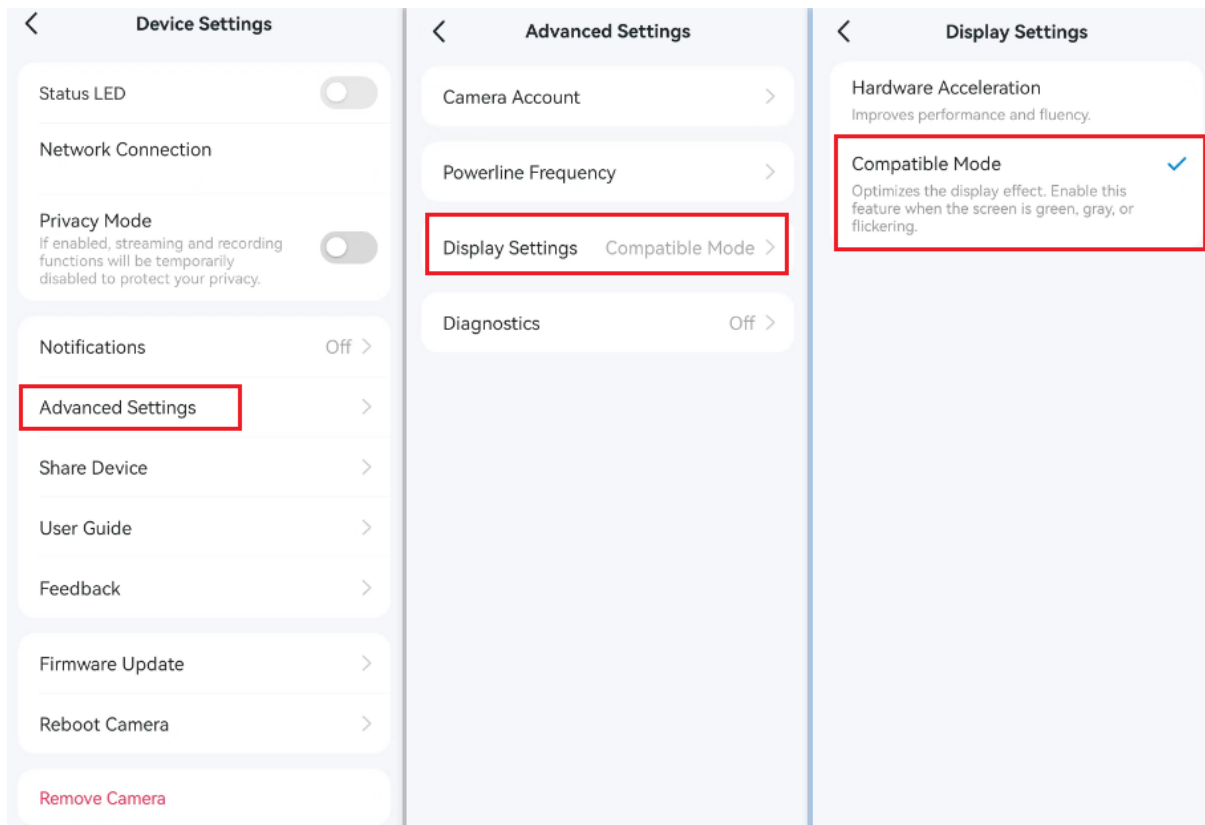
Troubleshooting

Updated 01-16-2024 03:43:59 AM  2569

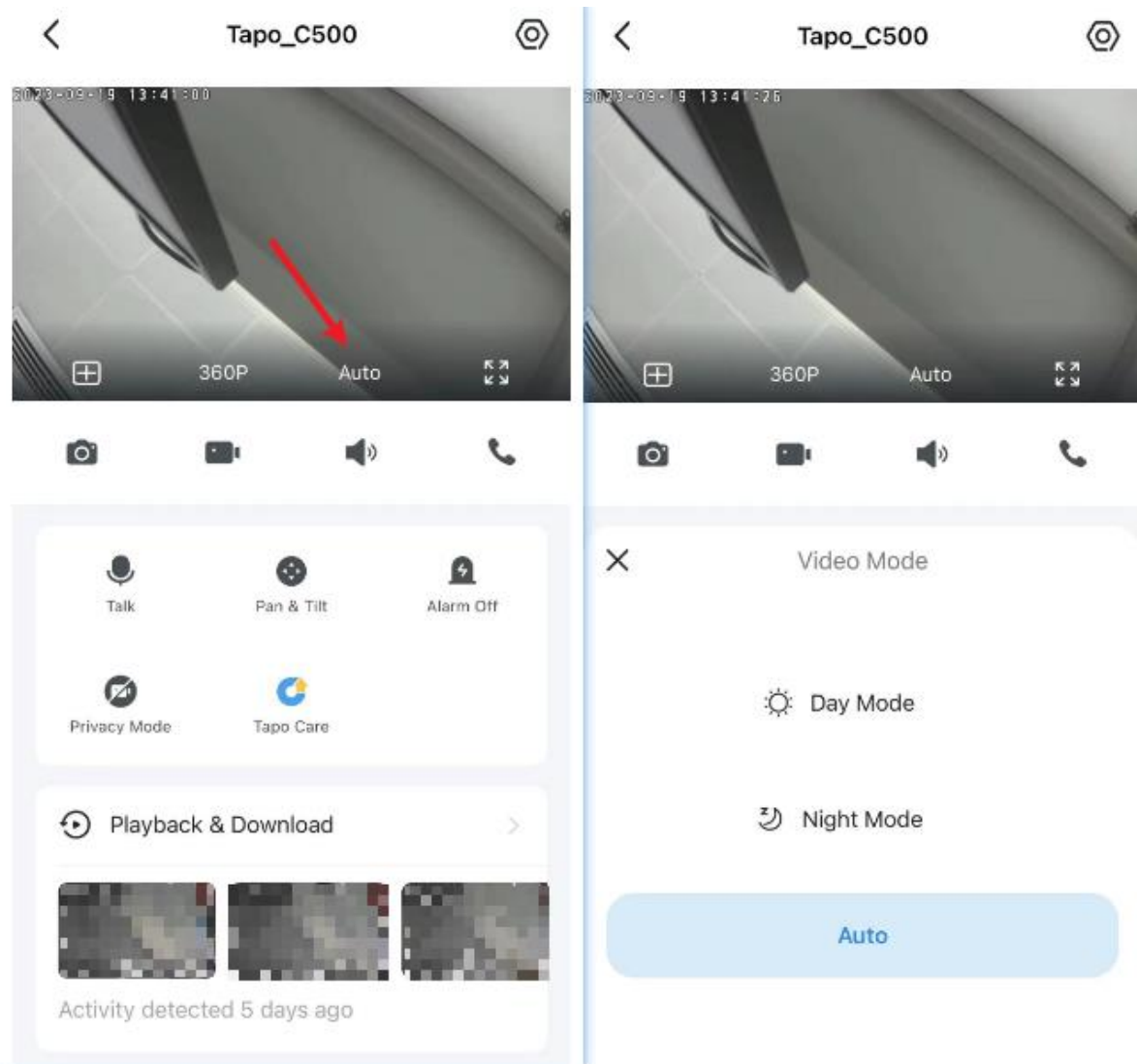
This Article Applies to: 

If your Tapo Camera shows any abnormal color image, like purple, green, or pink, here are some tips for you.

1. For Android devices, launch the Tapo App, and turn on the **Compatible Mode** under **Device Settings - Advanced Settings - Display Settings - Compatible Mode**.



2. Switch the **Day/Night** mode manually and hear if there is a click sound. This helps to check if the IR-Cut works properly.



3. Try to adjust the camera angle or position to avoid direct **sunlight** or other light sources. This can help determine if the color abnormalities are specific to certain lighting conditions or environments.

4. If the image appears too bright or white at night, it may be caused by overexposure. For example, if there are large reflective objects such as tiles and glass in the scene, they will reflect the camera's IR light causing overexposure. You can try adjusting the camera angle or position to avoid these reflective objects or surfaces.

Avoid Placing Behind Glasses



- Glasses will block the motion sensor of your camera, making it unable to detect motion.

5. Try to reboot and reset the camera.

If the issue is still the same, please contact TP-Link technical support for further assistance.

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

Troubleshooting

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This Article Applies to: 

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

After completing the configuration process, the Camera will appear on the Tapo APP. If the device does not appear on your APP, please refer to the article for troubleshooting first: [What can I do if I can't find my Tapo camera on Tapo APP?](#)

If you're having trouble viewing or controlling your camera, which may often appear as offline on the app. Here are some suggestions to help you troubleshoot the issue:

Case 1 Can't view or control the camera in the local network

Case 2 Cannot view the camera remotely

Case 3 Live view is slow or fails to load/ Playback not working

Case 4 Live view not syncing /Sound stutters or lag

Tips: Understand the current working status of the camera by checking the LED light and respond accordingly.

When the camera is offline or inaccessible, it is often in one of the following two states:

Connecting to Wi-Fi (Camera is attempting to connect to the Wi-Fi network of the router)

1. If you are configuring the product for the first time, it is recommended that you first check if the password input during the configuration process is correct.
2. If the issue occurs during use, please check if the Wi-Fi network of the router is normal. For example, whether other devices can connect to the same 2.4Ghz Wi-Fi network normally. You can try to power off and restart the camera to see if it can be restored. If you have adjusted the position of the router or camera, it is recommended that you move the camera closer to the router to ensure that it has a good wireless signal.
3. We recommend fixing your router's 2.4 GHz Wi-Fi channel to a specific one, like 1, 6, or 11. This can enhance the stability of connected devices in certain scenarios.

Connected to Wi-Fi (Camera has connected to the Wi-Fi network of the router but cannot connect to the cloud server via the internet)

1. Please check your internet network connection and ensure that your other devices can connect to the internet properly.
2. Verify if any firewall or security settings are blocking the connection to the Cloud Server. Temporarily disable any antivirus, firewall, or security software to see if it resolves the issue.

- Using a public DNS server may improve the connection, try changing your router's DNS server settings to 8.8.8.8. If you don't know how to do this, please contact your router's customer support.

System LED Indication			
Most Tapo Cameras		HomeKit version Tapo Cameras	
LED	Status	LED	Status
Solid red	Starting up	Solid red	Starting up, video recording or live streaming
Blinking red and green (for Wi-Fi setup)	Ready for setup	Blinking red and blue (for Wi-Fi setup)	Ready for setup
Blinking red slowly (for Wi-Fi setup)	Connecting to Wi-Fi	Blinking blue slowly (for Wi-Fi setup)	Connecting to Wi-Fi
Solid amber	Connected to Wi-Fi or wired network	Blinking red slowly	Connected to Wi-Fi
Solid green	Connected to the cloud	Solid blue	Connected to the cloud
Blinking red quickly	Camera resetting	Blinking red quickly	Camera resetting
Blinking green quickly	Camera updating	Blinking red quickly	Camera updating


Please contact [TP-Link technical support](#) with the following information if you still can't view the TP-Link camera successfully after the above suggestions.

- Your TP-Link ID or cloud account.
- The model number of your TP-Link Cam and its MAC address.
- The model number of the host router.
- How frequently the issue happens and how to recover it.
- Whether you have tried all suggestions listed above or not. If yes, what are the results?

Get to know more details of each function and configuration please go to [Download Center](#) to download the manual of your product.

What can I do if the video image is upside down on my Tapo&Kasa camera

Troubleshooting

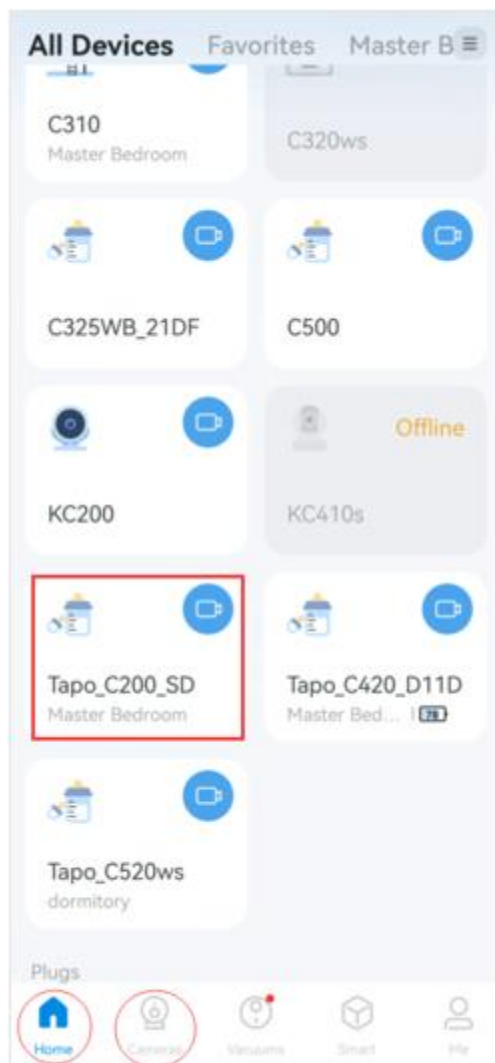
Updated 09-13-2023 06:19:38 AM  107251

This Article Applies to: 

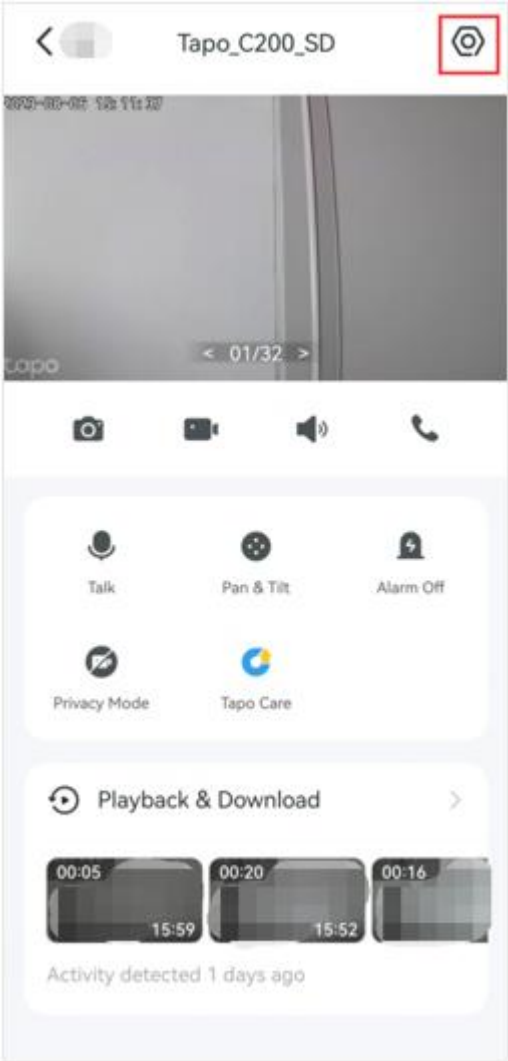
Tapo&Kasa cameras support the function of Video Rotation, and if the camera video image is upside down on the Tapo app, please refer to the following steps to correct it.

Here we take Tapo C200 as an example.

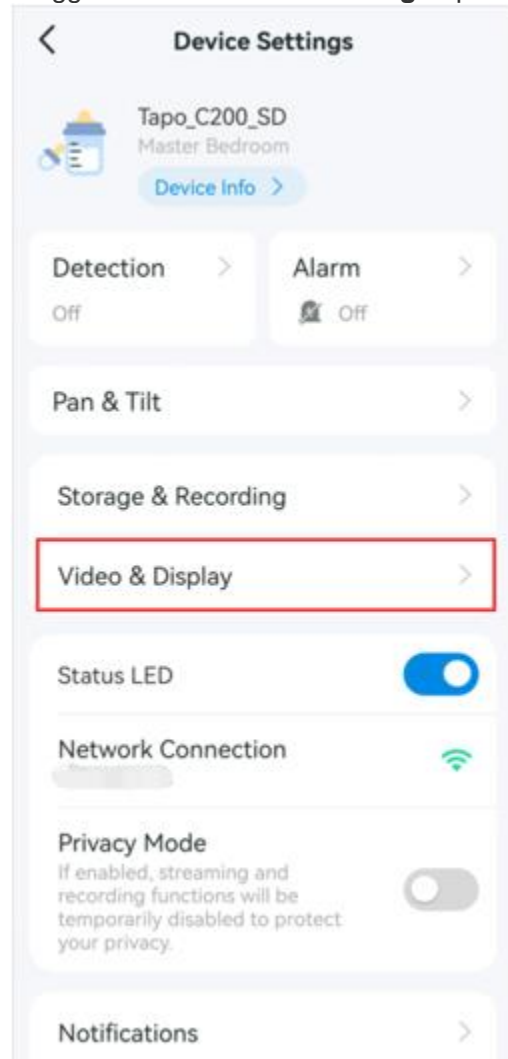
1. On the **Home** page of the Tapo app, tap your camera model card or tap the **Cameras tab**>click on **Manage** on your camera model to go to the **Live View** page.



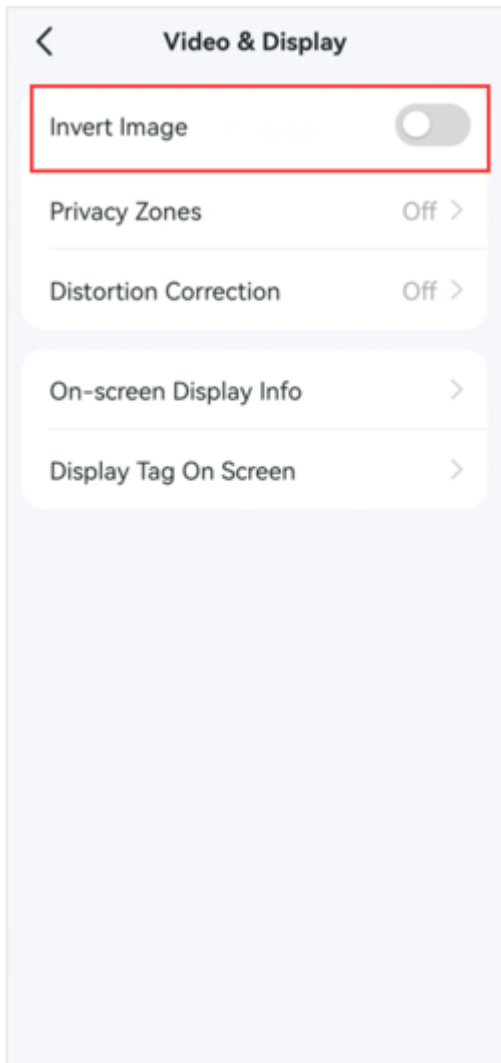
2. On the **Live View** page, tap the icon on the top right corner to enter the **Device Settings** page.



3. Tap **Video & Display** on the Device Settings page and toggle on or off the **Invert Image** option



to rotate the image 180°.



Get to know more details of each function and configuration please go to [Download Center](#) to download the manual of your product.