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Setting up a Tapo camera, plug or bulb and fixing connection problems

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Tapo is a brand of smart plugs, bulbs and cameras made by TP-Link. All Tapo devices are set up with the Tapo app. This is not official Tapo advice, but follows the usual steps. Apps change their wording and menus from time to time, so what you see may differ slightly from the steps below.

Before you start

- Plug in or power the Tapo device and wait for the light to flash. A flashing light often means it is ready for setup.
- Connect your phone to your home Wi-Fi, ideally the 2.4GHz network.
- Have your Wi-Fi password to hand.

Add the device

1. Install the **Tapo** app and sign in or create a TP-Link account.
2. Tap + (Add device) and choose your device from the list.
3. Follow the on-screen steps. The app tells you when to connect, and may ask your phone to briefly join the device's own Wi-Fi.
4. Choose your home Wi-Fi and enter the password.
5. Give the device a name and room.

If it will not connect

- **2.4GHz.** Many smart plugs and bulbs only work on 2.4GHz Wi-Fi. If your router combines 2.4GHz and 5GHz under one name, try setting up while your phone is close to the router, or use the router's settings to give the 2.4GHz band its own name. Ask us if you are unsure.
- Move closer to the router.
- Switch off any VPN on your phone.
- Check location and nearby device permissions for the app.

Try again

1. Switch off the device, wait 10 seconds and switch on.
2. If the light is not flashing, a reset is needed. Check the instructions for your model before doing this, as reset methods differ. A reset removes its settings, so do not do it unless needed.
3. Retry the setup.

When to get more help

Get help if the device still will not join after trying 2.4GHz, or if your router needs settings changed. A factory reset removes all settings on the device, so ask us first if you are not sure how to do it.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.