tp-link | tapo

User Guide

Outdoor Security Wi-Fi Camera

Tapo C310

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About This Guide

This guide provides a brief introduction to the Outdoor Security Wi-Fi Camera and the Tapo app, as well as regulatory information.

Please note that features available in Tapo may vary by model and software version. Tapo availability may also vary by region or ISP. All images, steps, and descriptions in this guide are only examples and may not reflect your actual Tapo Camera experience.

Conventions

In this guide, the following convention is used:

Convention	Description
Blue	Key information appears in teal, including management page text such as menus, items, buttons and so on.
Underline	Hyperlinks are in teal and underlined. You can click to redirect to a website.
Note:	Ignoring this type of note might result in a malfunction or damage to the device.

More Info

- Specifications can be found on the product page at https://www.tapo.com.
- Our Technical Support and troubleshooting information can be found at https://www.tapo.com/support/.
- The setup video and waterproof cable attachments video can be found at https://www.tp-link.com/support/setup-video/.

Introduction

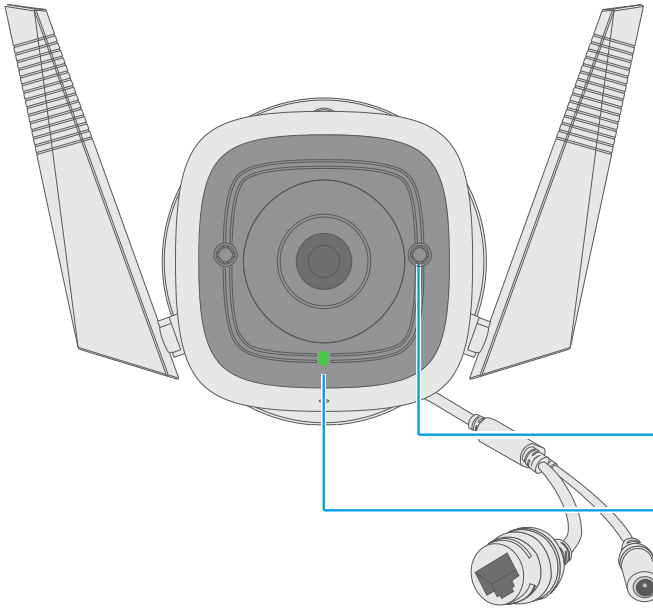
Tapo C310 is a full-featured weatherproof security camera that you can access from anywhere. Receive instant notifications and check feeds when the motion is detected. Moreover, the automatic siren system will trigger light and sound to frighten away unwanted visitors after the camera detects motion. Day or night, rain or shine, the Tapo camera protects what you love most.

- 3MP High Definition – Delivers high resolution video helping you never miss a detail.
- Wired or Wireless Networking – Connect the camera to your network through Ethernet or Wi-Fi for more flexible installation.
- Weatherproof – Helps Tapo C310 perform well even in harsh environments with rain and dust.
- Night Vision – Provides a visual distance of up to 98 ft (30m) even in total darkness to always keep you safe.
- Two-Way Audio – Communicate with others with the built-in microphone and speaker.
- Local Storage (up to 128 GB) – Stores 3MP video directly to a local microSD card, offering convenient access to your video footage.

  *microSD card needs to be purchased separately.

Appearance

Front Panel



IR LED

System LED

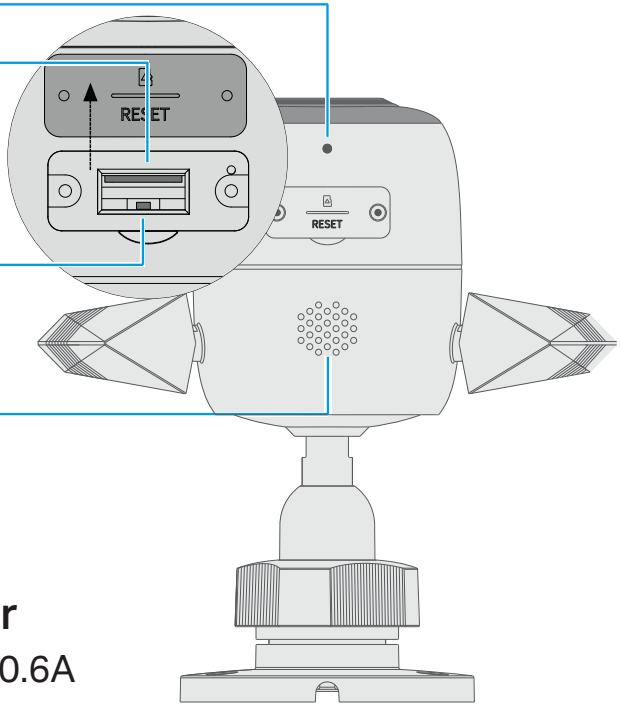
DC Power Connector

Used to connect to a 9V/0.6A power adapter

Ethernet Port

Used to connect to a network device

Bottom Panel



MIC

MicroSD Card Slot

Insert a microSD card for local recording

RESET

Hold for 5 seconds to factory reset the camera

Speaker

System LED Description

Solid red	Starting up
Blinking red and green	Ready for setup
Blinking red slowly	Connecting to Wi-Fi
Solid amber	Connected to Wi-Fi
Solid green	Connected to TP-Link Cloud server
Blinking red quickly	Camera resetting
Blinking green quickly	Camera updating

Set Up Your Camera

Follow the steps below to get started with your new camera, or you can follow the setup video at https://www.tp-link.com/support/setup-video/.

Step 1. Download Tapo App

Get the Tapo app from the Apple App Store or Google Play, or by scanning the QR code below.

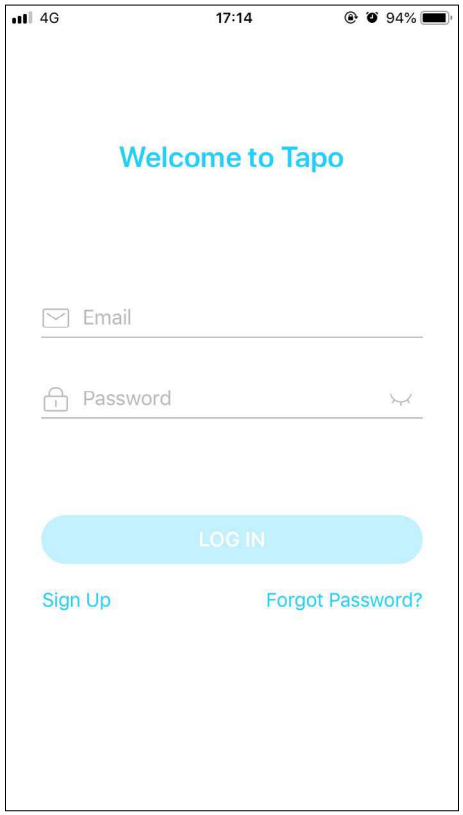
Download on the App Store

GET IT ON Google Play

OR

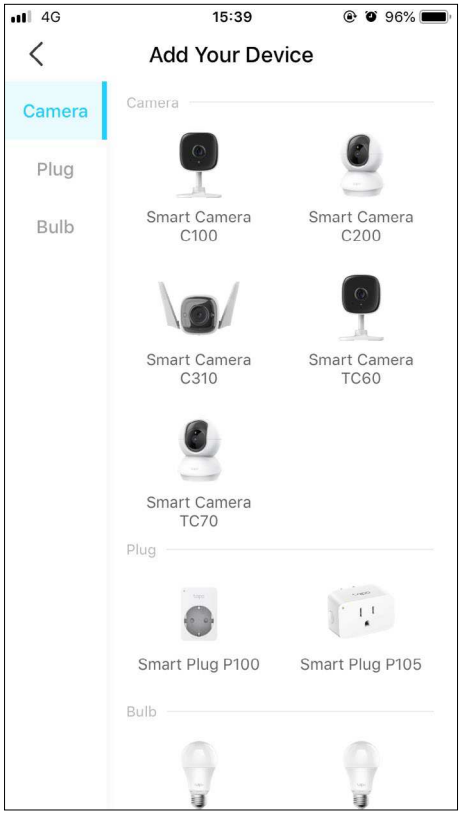
Step 2. Log In

Open the app, and log in with your TP-Link ID. If you don't have an account, create one first.



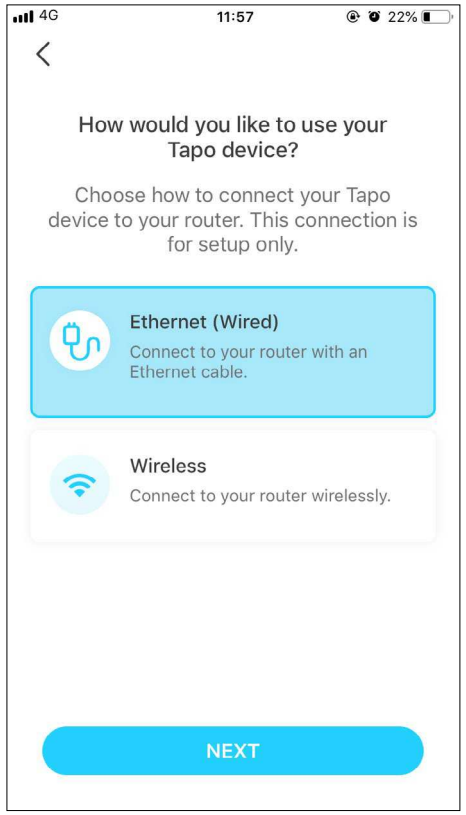
Step 3. Add Your Camera

Tap the ⊕ button in the app and select your model.



Step 4. Configure Camera

Follow app instructions to set up your camera via wired or wireless connection, and add it to your home network.

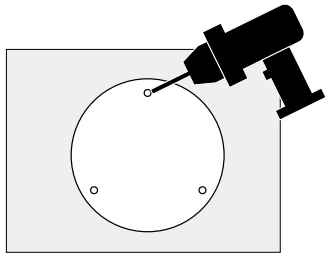


Step 5. Place Camera

Place your camera on a flat surface, or install it on a wall or ceiling with the provided mounting template and screws.

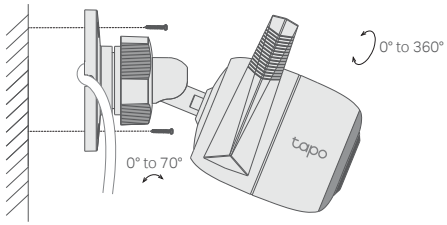
1. Drill Holes

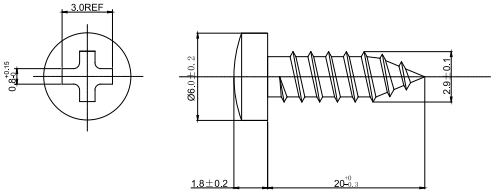
Stick the mounting template to the desired mounting place. Drill 3 screw holes according to the template.



2. Mount Camera

Insert three anchors into the holes and use the screws to affix the camera over the anchors.





Quick Setup: Amazon Frustration-Free Setup

What is Amazon Frustration-Free Setup?

Amazon Frustration-Free Setup can help connect and set up Tapo smart devices in fewer steps, without having to remember and re-enter your Wi-Fi password on each device.

To use this feature, confirm the following:

- The new Tapo device supports Amazon FFS.
- You have an Amazon FFS enabled Alexa device or router.
- You have saved your Wi-Fi information to Amazon by using Alexa echo.
- Your Tapo device and router are on the same network as your Alexa echo.

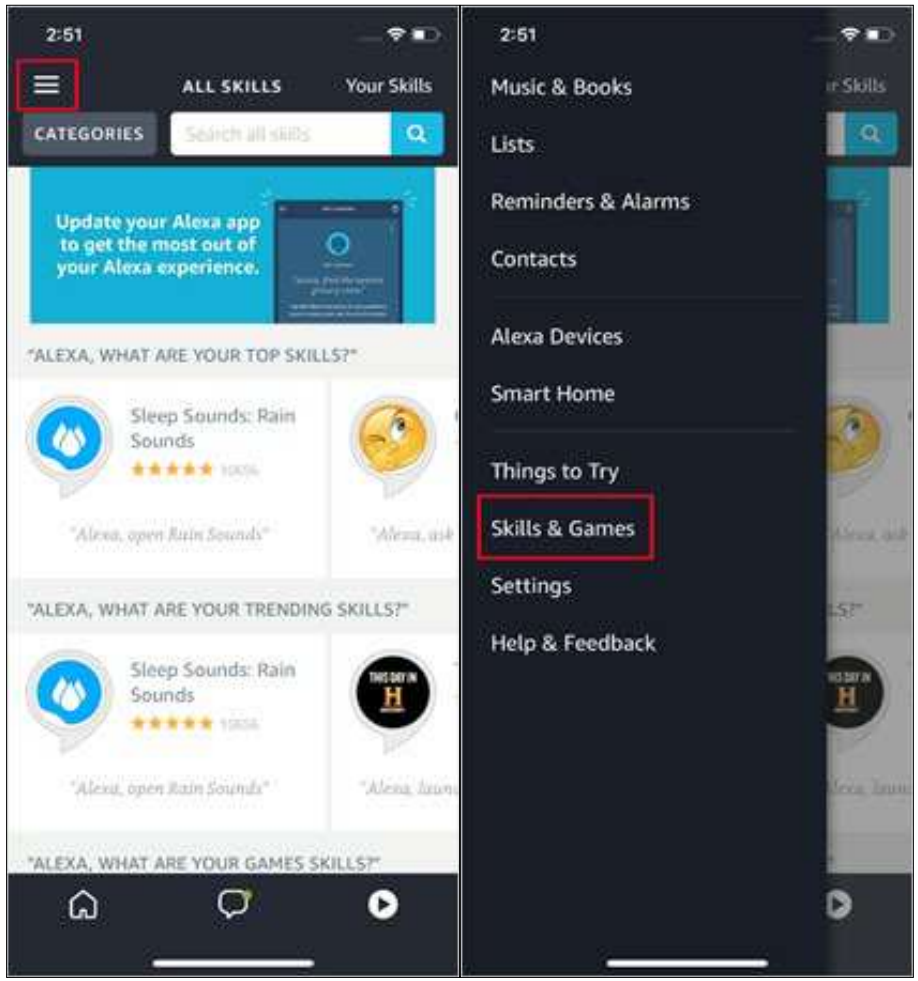
LED Indications during Amazon Frustration-Free Setup

LED	Status
Blinking orange and green	Ready for setup
Blinking orange	FFS setup in progress
Solid green	Working properly

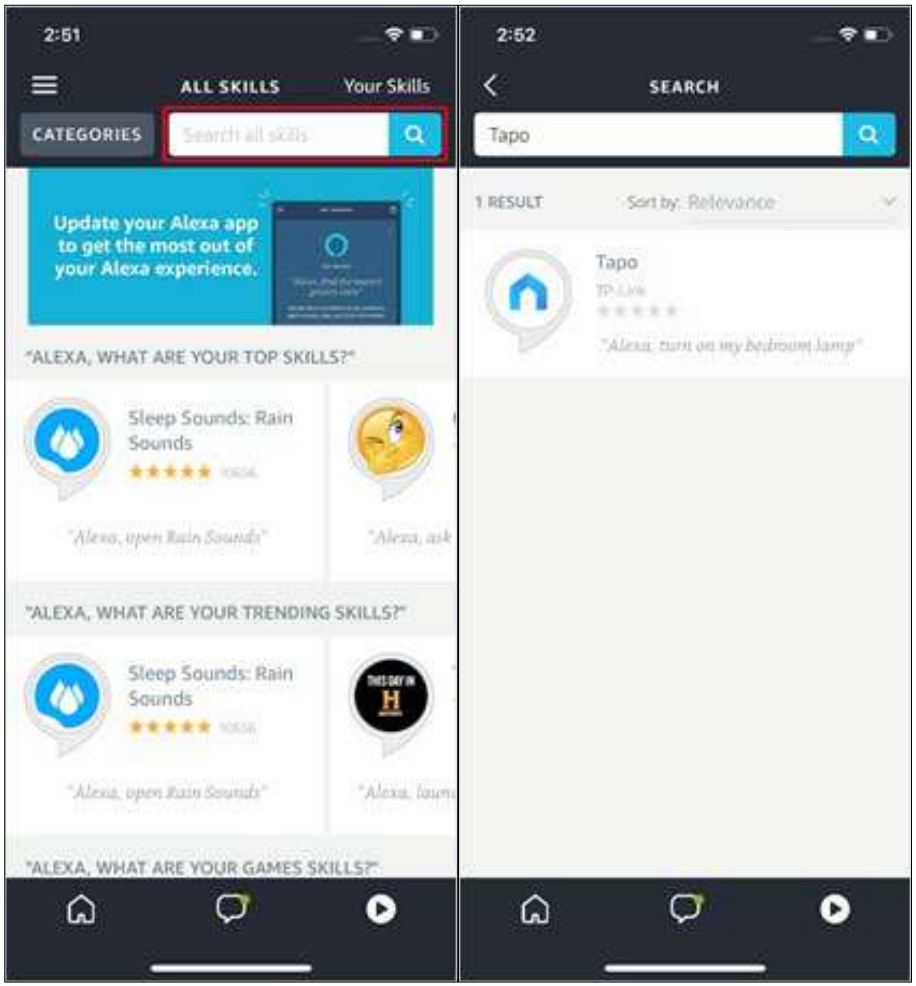
If the LED does not turn solid green after a long time, you can try to add the Tapo device manually. (Press the Reset button on your Tapo device once. Then open the Tapo app, tap the + button on the page, select your device model, and follow the app instructions.)

How to use Amazon Frustration-Free Setup with Tapo devices

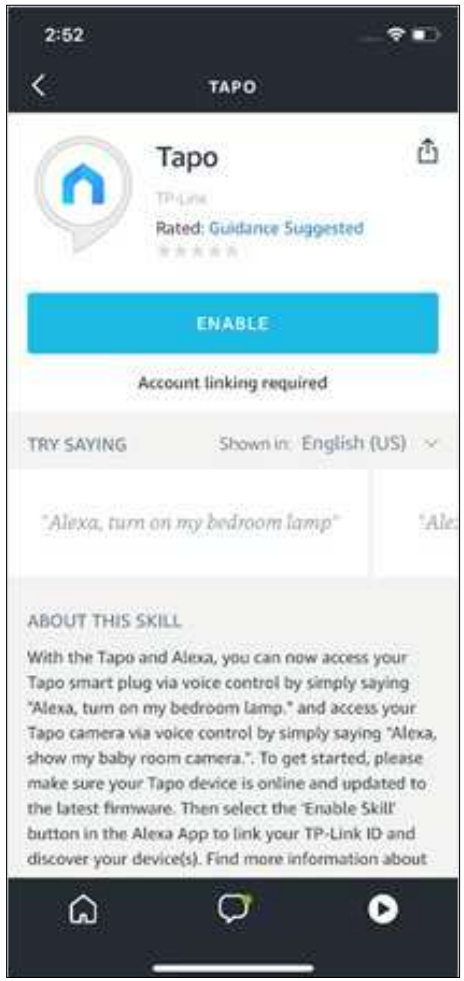
1. Open the Amazon Alexa app. Then tap on the hamburger icon in the upper left corner and select Skills & Games.



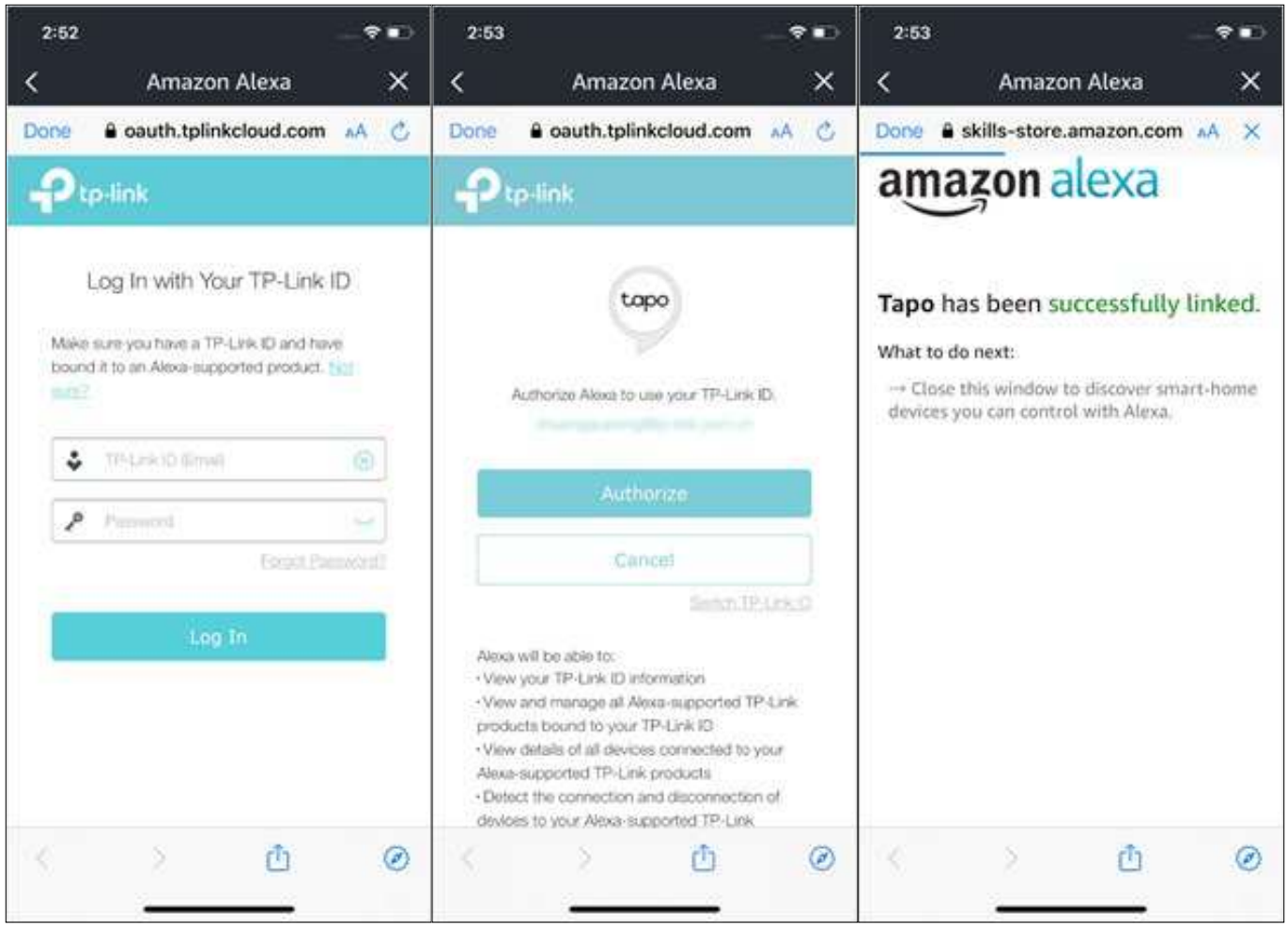
2. Enter Tapo in the search bar and choose Tapo.



3. Tap the ENABLE button.



4. Log in with your TP-Link ID that has bound to your Tapo device, and tap Authorize. After authorized successfully, the message Tapo has been successfully linked will come up.



5. Power on your Tapo device and the setup will complete automatically in two minutes.

For setting up more Tapo devices, just plug in and enjoy!

Done!

If this device displays on the Home page in the Tapo app, it indicates this device has been successfully associated with your Amazon account and joined your Wi-Fi network automatically.

If this device does not display on the Home page in the Tapo app, try setting it up manually. (Tap the + button on the page, select your device model, and then follow the app instructions.)

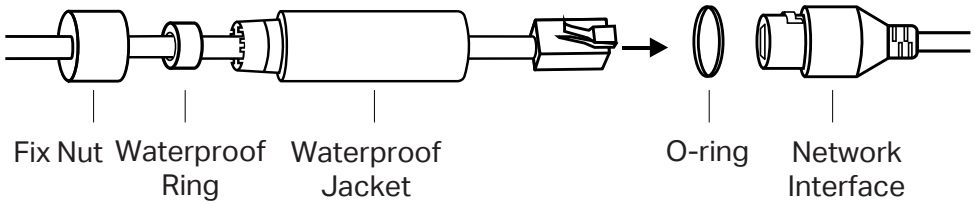
Install Waterproof Items

Follow the steps below to install waterproof items, or you can follow the installation video at https://www.tp-link.com/support/setup-video/.

Note: Make sure each part is securely attached and the water-proofing rings are flush to keep out water.

Install Waterproof Cable Attachments

Install the waterproof cable attachments for the network interface when the camera is installed outdoors.

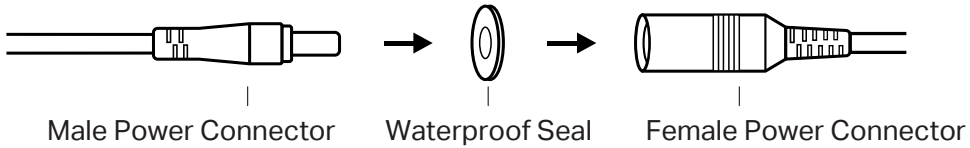


1. Route the network cable through the following components in order: fix nut, waterproof ring, and then the waterproof jacket.
2. Insert the waterproof ring into the waterproof jacket.
3. Fix the O-ring to the network interface of the camera and connect the network cables.
4. Attach the network interface with the waterproof jacket, then twist to lock. Rotate the fix nut to secure it to the waterproof jacket.

Done! The network interface is now waterproof.

Install Waterproof Seal for Power Connectors

Install the waterproof seal for the power connectors when the camera is installed outdoors.

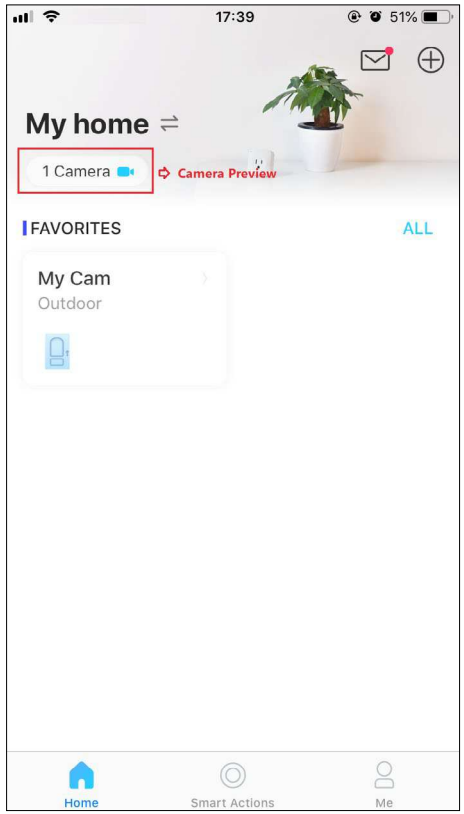


Main Camera Controls

After you successfully set up the camera, you will see your camera listed on the home page. You can view and manage your camera from anywhere at any time with the Tapo app.

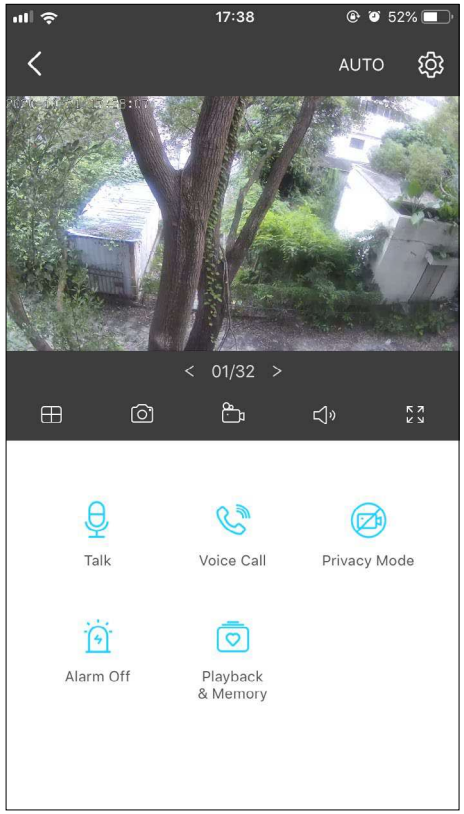
Home Page

This page lists all your cameras you've added and you can view them directly and manage them easily. Tap the camera or go to Camera Preview > Manage to enter the Live View page.



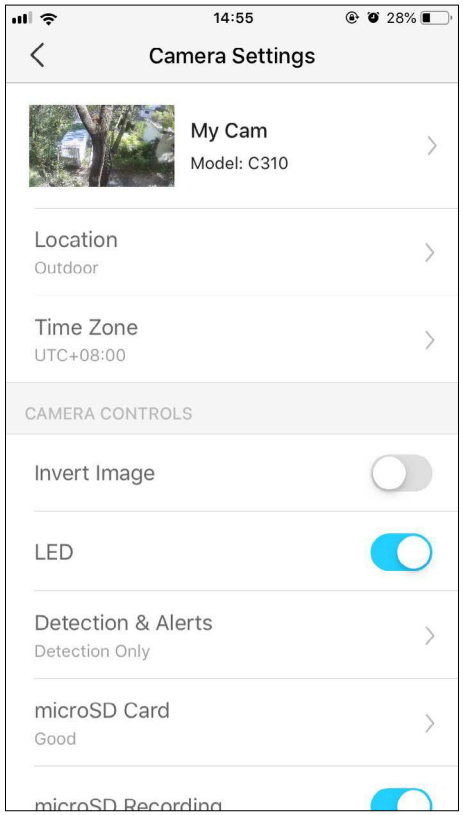
Live View

Talk or Voice Call: Communicate with loved ones
Privacy Mode: Enable to temporarily shut down the surveillance for privacy
Alarm On/Off: Turn on to get noticed when motion detected
Playback & Memory: Check all recordings and saved moments



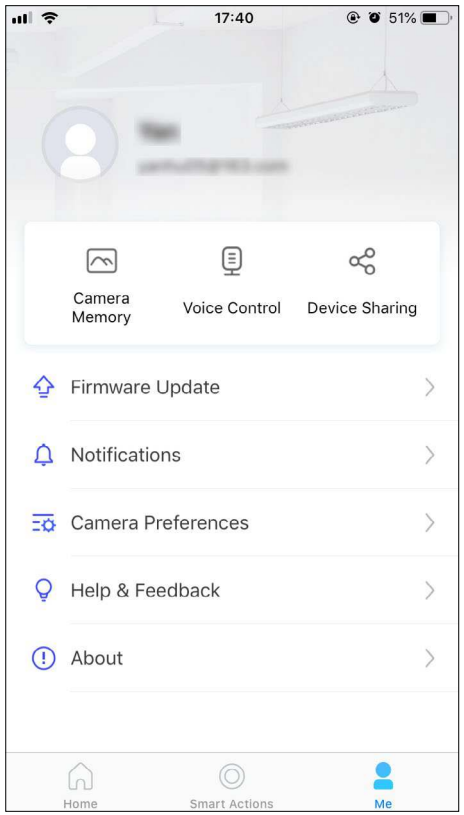
Camera Settings

On Live View page, tap ⚙ to enter the Camera Settings page. You can change the settings of your camera to meet various needs, such as change your camera name, customize detection settings and recording schedules, turn on or off notifications, set activity zones, etc.



Me

On this page, you can edit your account, quickly check the memorable moments you saved, or find the FAQs of using smart camera and basic info related to the Tapo app.

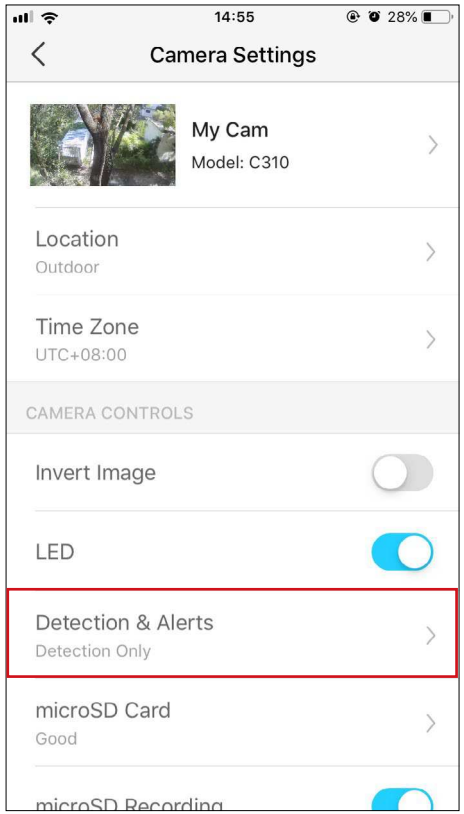


Motion Detection

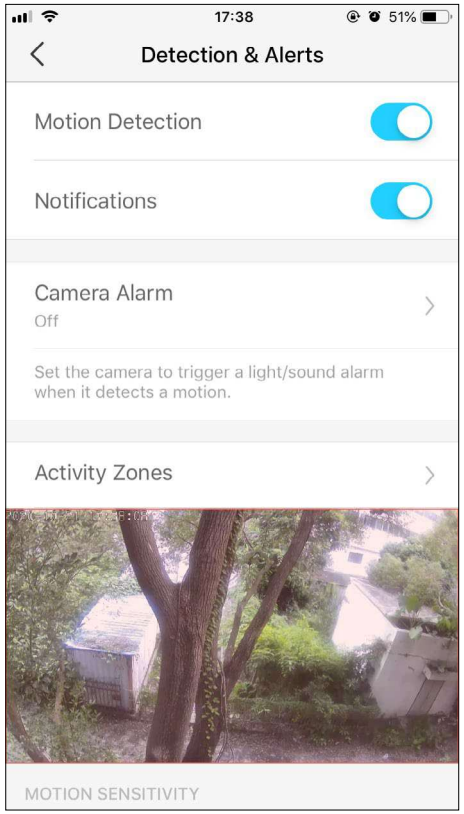
With motion detection, the Tapo app alerts you of activity that matters and sends notifications straight to you when motion detected. Insert a microSD card to record the clips when motion detected. Otherwise, you can only receive the notifications.

Note: Initialize the SD card on the app before using it.

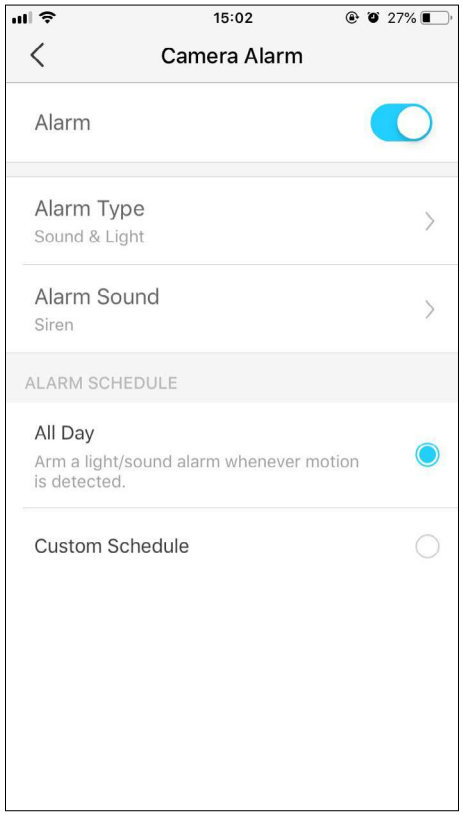
1. Go to Camera Settings page and tap Detection & Alerts to customize its current detection settings.



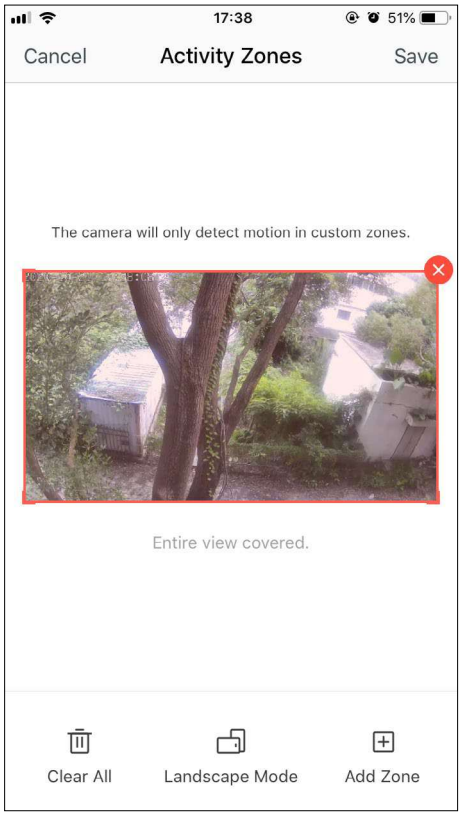
2. On the Detection & Alerts page, enable the Motion Detection function. It's recommended to enable the Notifications function to receive motion detection messages.



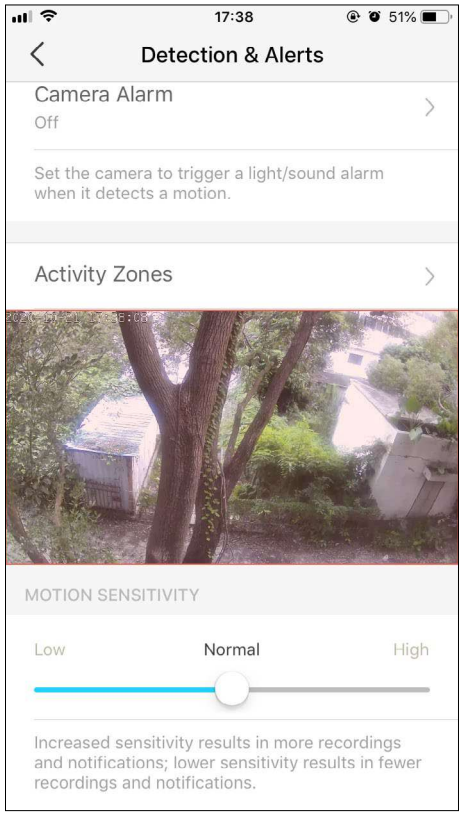
3. Customize Camera Alarm settings. Choose Alarm Type (Sound/Light) and Alarm Sound (Siren/Tone), and set Alarm Schedule as needed.



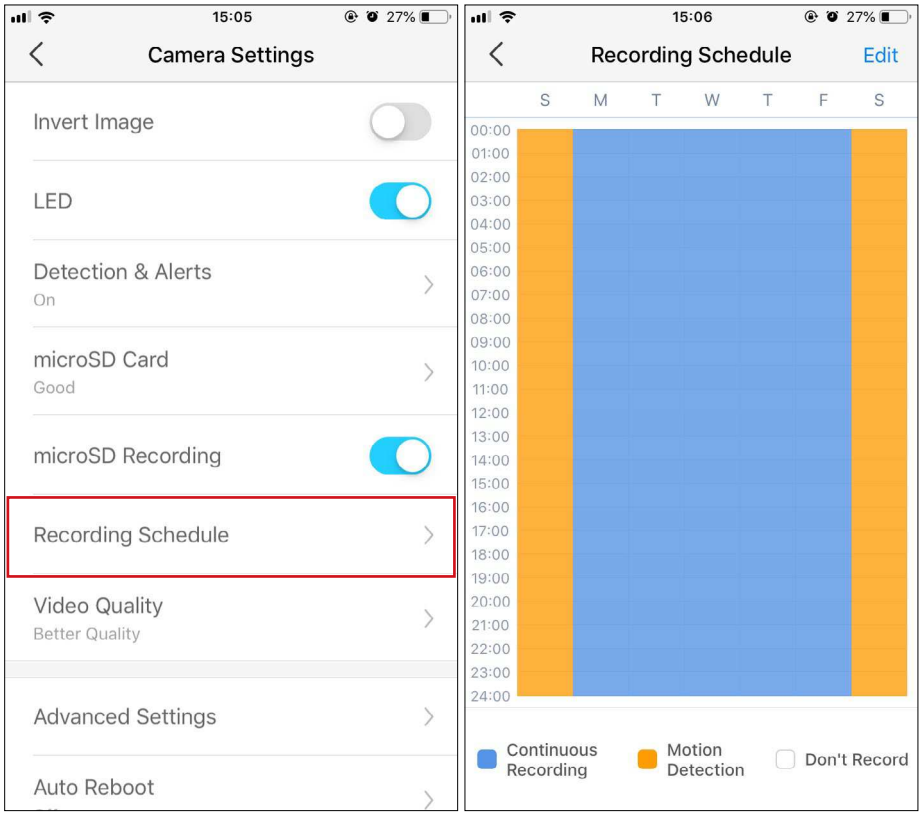
4. Customize Activity Zones and the camera will only detect motion in custom zones. Entire view is covered by default.



5. Adjust Motion Sensitivity (Low/Normal/High) as needed. Increased sensitivity results in more recordings and notifications.

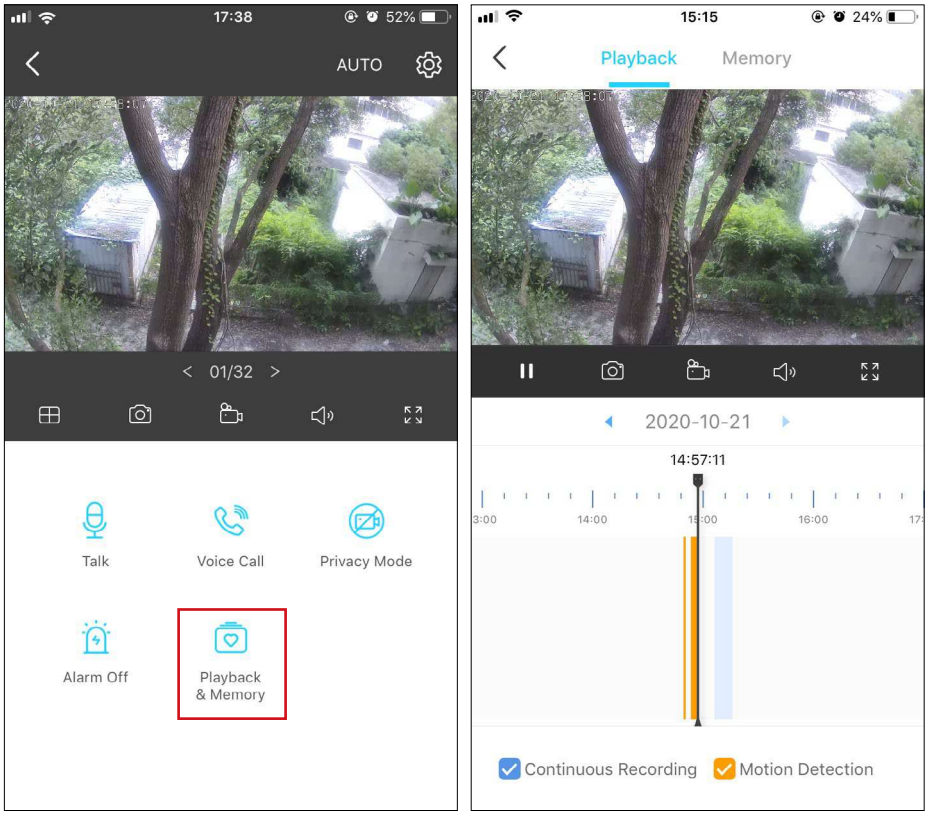


6. After editing the detection settings for the camera, you can set the Recording Schedule for the motion detection.



7. On the Live View page, tap Playback & Memory to find all recordings. The orange sections are recordings for motion detection.

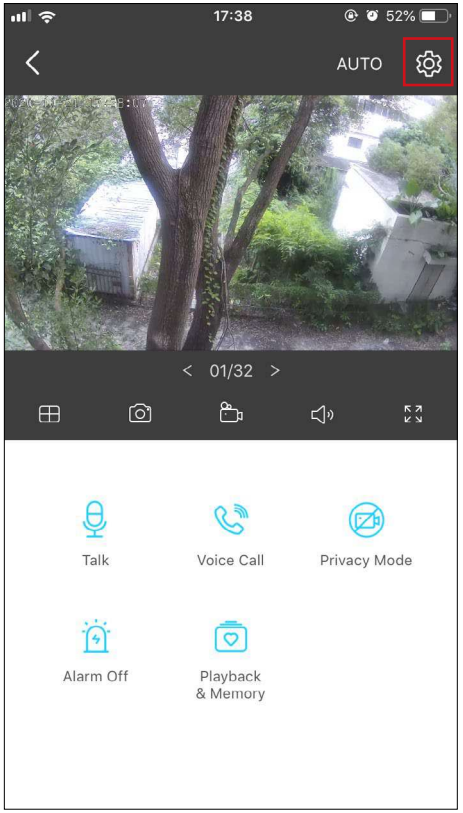
Note: The microSD card is needed for recordings. Initialize the SD card on the app before using it.



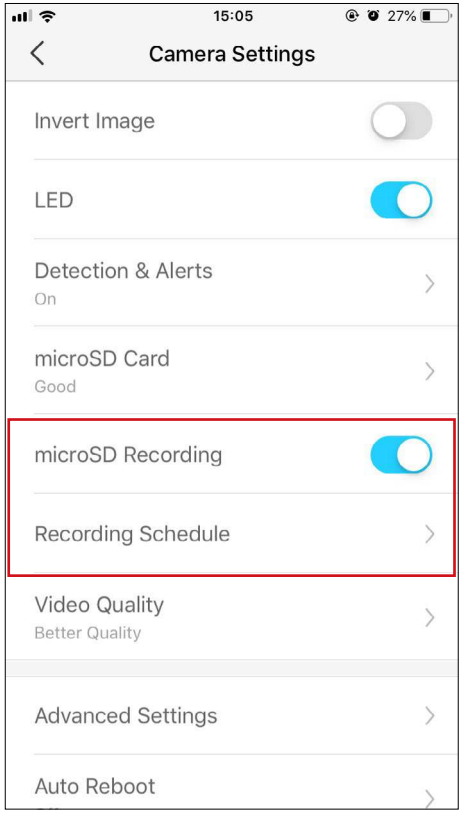
24-hour Recordings

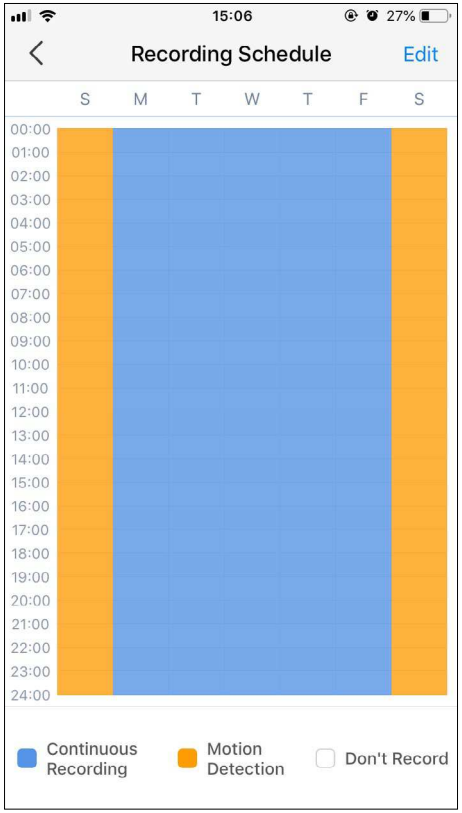
The microSD card is needed for 24-hour recording and it's suggested to initialize the SD card on the app before using it.

1. On the Live View page, tap ⚙ to enter the Camera Settings page.



2. Toggle on to enable the microSD Recording function and set the Recording Schedule for Continuous Recording (24-hour Recording) as needed.

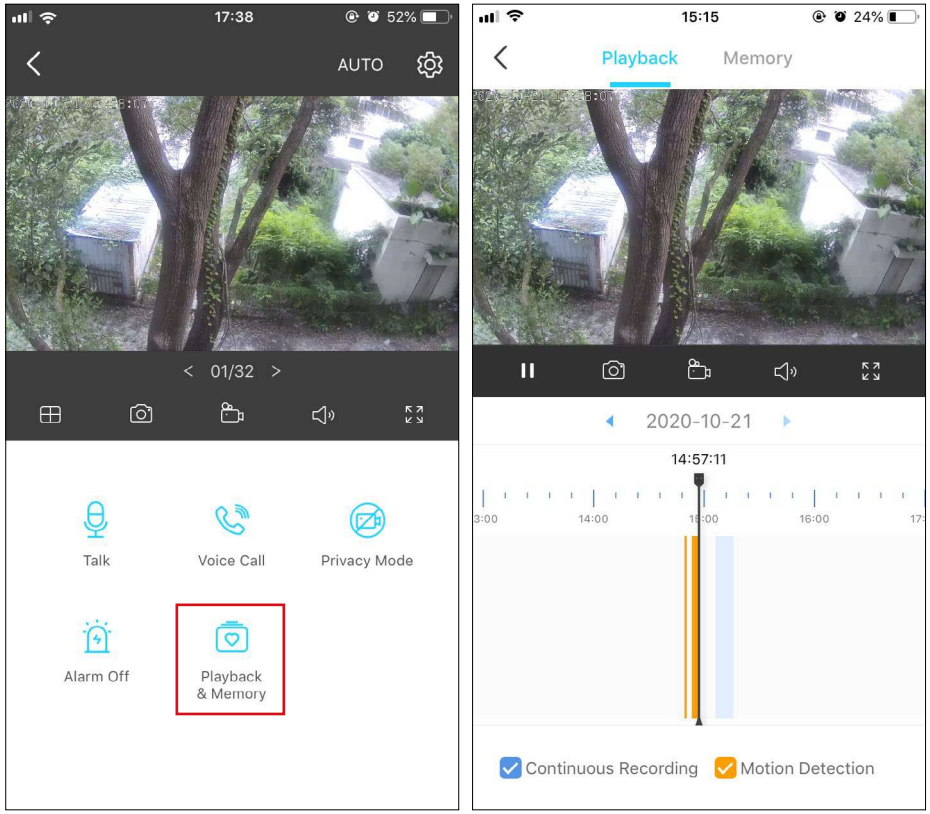




3. On the Live View page, tap

to find all recordings. The blue sections mean continuous recording.

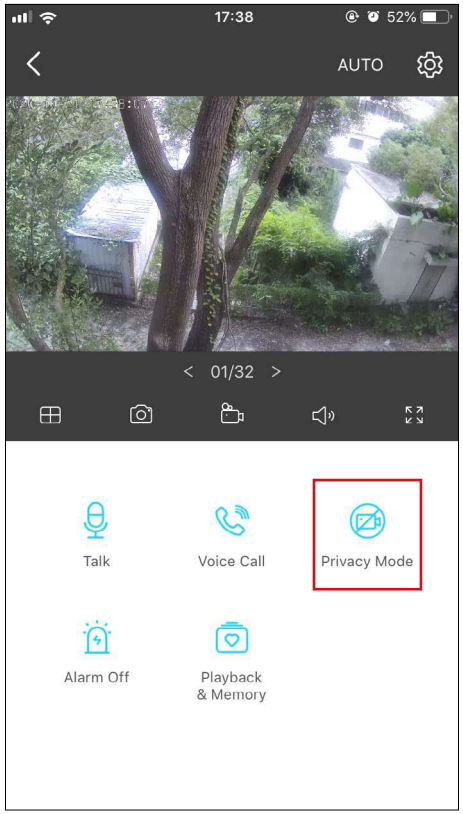
Note: The microSD card is needed for recordings. Initialize the SD card on the app before using it.



Privacy Mode

On the Live View page, tap

to enable the Privacy Mode. When enabled, streaming and recording functions will be temporarily disabled to protect your privacy.



Authentication

FCC compliance information statement

Product Name: Outdoor Security Wi-Fi Camera

Model Number: Tapo C310

Component Name	Model
AC ADAPTER	T090060-2B1

Responsible Party:

TP-Link USA Corporation, d/b/a TP-Link North America, Inc.

Address: 145 South State College Blvd. Suite 400, Brea, CA 92821

Website: http://www.tp-link.com/us/

Tel: +1 626 333 0234

Fax: +1 909 527 6803

E-mail: sales.usa@tp-link.com

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.

2. This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

"To comply with FCC RF exposure compliance requirements, this grant is applicable to only Mobile Configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter."

We, **TP-Link USA Corporation**, has determined that the equipment shown as above has been shown to comply with the applicable technical standards, FCC part 15. There is no unauthorized change is made in the equipment and the equipment is properly maintained and operated.

Issue Date: 2020-10-18

FCC compliance information statement

Product Name: AC ADAPTER
Model Number: T090060-2B1
Responsible Party:
TP-Link USA Corporation, d/b/a TP-Link North America, Inc.
Address: 145 South State College Blvd. Suite 400, Brea, CA 92821
Website: http://www.tp-link.com/us/
Tel: +1 626 333 0234
Fax: +1 909 527 6803
E-mail: sales.usa@tp-link.com

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate

radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.

2. This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

We, **TP-Link USA Corporation**, has determined that the equipment shown as above has been shown to comply with the applicable technical standards, FCC part 15. There is no unauthorized change is made in the equipment and the equipment is properly maintained and operated.

Issue Date: 2020-10-18

CE Mark Warning

CE

This is a class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

OPERATING FREQUENCY (the maximum transmitted power)

2412MHz—2472MHz (20dBm)

EU Declaration of Conformity

TP-Link hereby declares that the device is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU, 2009/125/EC, 2011/65/EU and (EU)2015/863.

The original EU declaration of conformity may be found at https://www.tp-link.com/en/ce

RF Exposure Information

This device meets the EU requirements (2014/53/EU Article 3.1a) on the limitation of exposure of the general public to electromagnetic fields by way of health protection.

The device complies with RF specifications when the device used at 20 cm from your body.

Restricted to indoor use.

Canadian Compliance Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.

2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. l'appareil ne doit pas produire de brouillage;

2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, meme si le brouillage est susceptible d'en compromettre le fonctionnement

Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Industry Canada Statement

CAN ICES-3 (B)/NMB-3(B)

Korea Warning Statements:

당해 무선설비는 운용중 전파혼신 가능성이 있음.

NCC Notice

注意!

依據 低功率電波輻射性電機管理辦法

LP0002低功率射頻器材技術規範_章節3.8.2

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前述合法通信，指依電信管理法規定作業之無線電通信。

低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

安全諮詢及注意事項

- 請使用原裝電源供應器或只能按照本產品注明的電源類型使用本產品。
- 清潔本產品之前請先拔掉電源線。請勿使用液體、噴霧清潔劑或濕布進行清潔。
- 注意防潮，請勿將水或其他液體潑灑到本產品上。
- 插槽與開口供通風使用，以確保本產品的操作可靠並防止過熱，請勿堵塞或覆蓋開口。
- 請勿將本產品置放於靠近熱源的地方。除非有正常的通風，否則不可放在密閉位置中。

• 請不要私自打開機殼，不要嘗試自行維修本產品，請由授權的專業人士進行此項工作。

限用物質含有情況標示聲明書

設備名稱：Outdoor Security Wi-Fi Camera Equipment name					型號（型式）：Tapo C310 Type designation (Type)	
單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr^{+6})	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
PCB	○	○	○	○	○	○
外殼	○	○	○	○	○	○
電源供應器	○	○	○	○	○	○
其他及其配件	—	○	○	○	○	○

備考 1.〝超出 0.1 wt %〞及〝超出 0.01 wt %〞係指限用物質之百分比含量超出百分比含量基準值

Note 1：“Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考 2.〝○〞係指該項限用物質之百分比含量未超出百分比含量基準值。

Note 2：“○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 3.〝—〞係指該項限用物質為排除項目。

Note 3：The “—” indicates that the restricted substance corresponds to the exemption.

Продукт сертифіковано згідно с правилами системи УкрСЕПРО на відповідність вимогам нормативних документів та вимогам,

що передбачені чинними законодавчими актами України.

EAC

Safety Information

- Keep the device away from fire or hot environments. DO NOT immerse in water or any other liquid.
- Do not attempt to disassemble, repair, or modify the device. If you need service, please contact us.
- Do not use damaged charger or USB cable to charge the device.
- Do not use any other chargers than those recommended
- Do not use the device where wireless devices are not allowed.
- Adapter shall be easily accessible.
- Use only power supplies which are provided by manufacturer and in the original packing of this product. If you have any questions, please don't hesitate to contact us.

Please read and follow the above safety information when operating the device. We cannot guarantee that no accidents or damage will occur due to improper use of the device. Please use this product with care and operate at your own risk.

Explanation of the symbols on the product label

Symbol	Explanation
	DC voltage
	Indoor use only
	RECYCLING This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment. User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.