

Installation and User Guide

About This Guide

This guide provides a brief introduction to the Tapo Video Doorbell 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. All images, steps, and descriptions in this guide are only examples and may not reflect your actual Tapo Doorbell experience.

Conventions

In this guide, the following convention is used:

Convention	Description
Blue	Key information appears in blue, including management page text such as menus, items, buttons and so on.
Underline	Hyperlinks are in blue 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 can be found at <https://www.tp-link.com/support/setup-video/#cloud-cameras>.

Introduction

Full View, Full Security: Your Doorway Defender

Replace your existing doorbell with a smarter one and answer your door from anywhere with your phone. Receive instant notifications whenever someone comes by—even before they knock. Keep an eye out for the visitors, or possible intruders with crystal clear video and audio.



- **6-Month Battery Life:** Enjoy long-lasting front door security for up to 6 months on a single charge.
- **Expansive Head-to-Toe Views:** The 160° field of view better identifies visitors and delivery couriers for enhanced entryway security.
- **2K Live Video:** See everything that occurs on your doorstep in stunning clarity to capture crucial details.

- **Ring Call - Never Miss a Visitor:** Receive a phone call to conveniently answer your door without opening up the Tapo app.
- **Local & Cloud Storage:** Supports free local storage with a microSD card (up to 512GB, sold separately) or Cloud storage with a Tapo Care subscription.
*Subscribe for cloud storage at <https://www.tapo.com/tapocare/>
- **Full-Color Night Vision:** Built-in spotlights provide full color-night vision, letting you see faces, vehicles and clothing even after dark.
- **Two-Way Audio:** Have a real-time conversation with guests and delivery couriers at your door with crystal-clear two-way audio.
- **Quick Responses:** When you're busy, send a preset and prerecorded Quick Response to answer the door without missing a beat.
- **Custom Activity Zones:** Cut out notification clutter by defining custom Activity Zones to receive alerts only when activity happens within them.

[Learn more about microSD card compatibility](#)

Doorbell Appearance

1. Microphone

2. Speaker

3. **LED:** It shows your doorbell status. You can check the doorbell status on the app.

4. Motion Sensor

5. Lens

6. **Ring Button:** For ringing the doorbell.

Turn to the back panel to find **SYNC/RESET** button and **Anti-Theft** button.

7. **SYNC/RESET Button:** Press and hold the button for 3 seconds to power on the doorbell and 5 seconds to reset the doorbell.

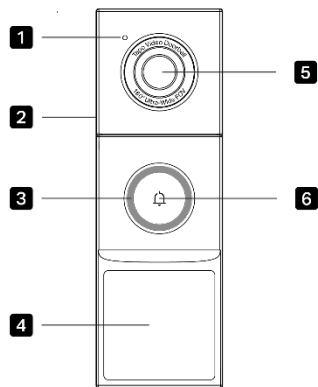
8. **Anti-Theft Button:** When the Anti-Theft Alarm is enabled on the Tapo app, an alarm will trigger once the doorbell is removed. Press and hold the Anti-Theft button for 5 seconds to pause the alarm (Continues to alarm when released). Press and hold the SYNC/RESET button and Anti-Theft button simultaneously for 10 seconds to disable the anti-theft alarm feature.

Turn to the bottom panel to find the microSD card slot and Type-C power port.

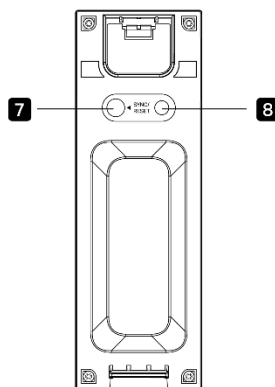
9. **microSD Card Slot:** Loosen the screw and remove the cover manually. The cover is designed so the screw can be loosened, but not fully removed. Insert a microSD card. Initialize it on the Tapo app for local recording.

10. **Type-C Power Port:** Plug in the USB cable to charge your doorbell.

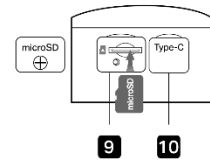
Front



Back



Bottom

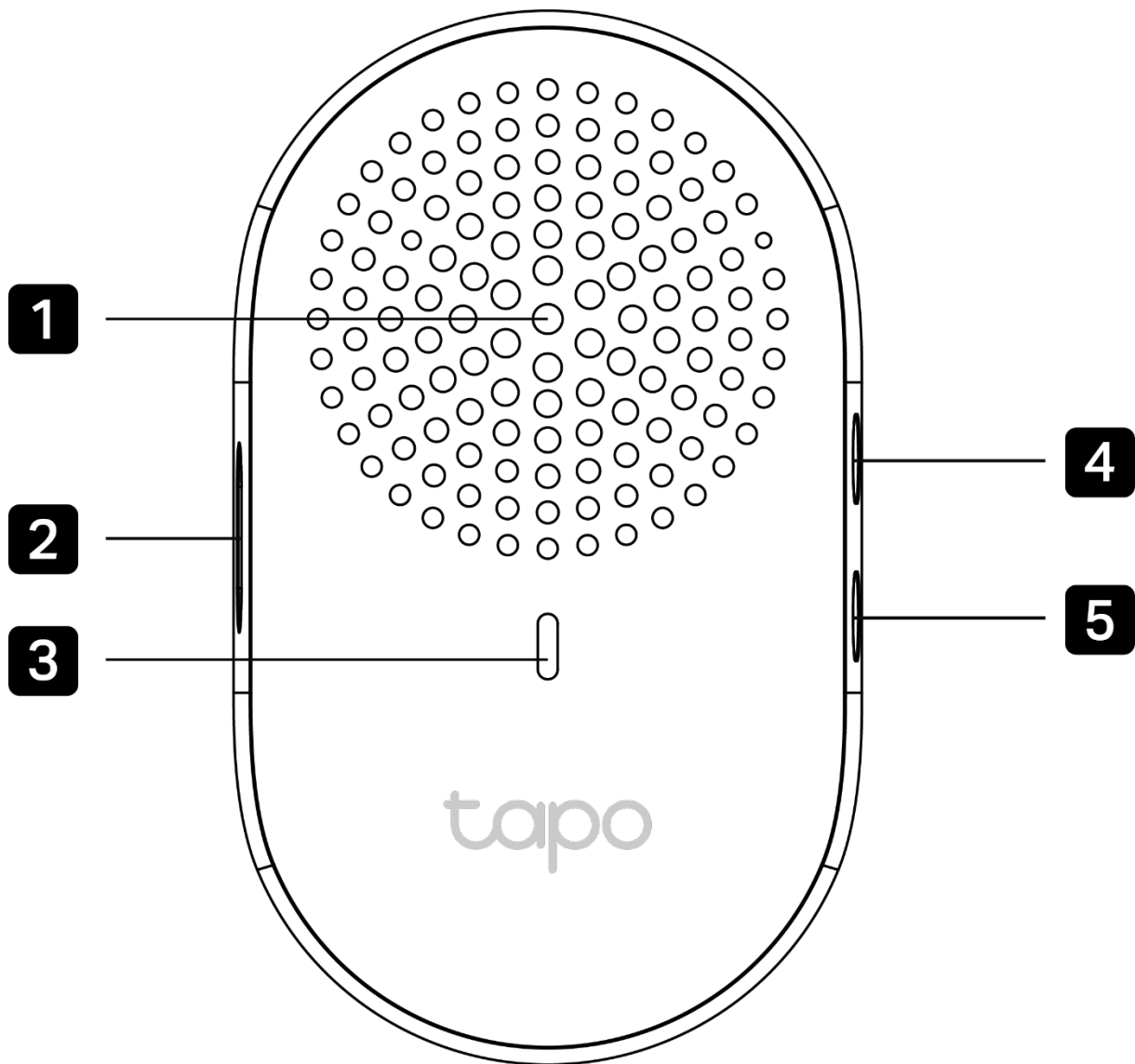


Doorbell LED Indication

LED Status	Indication
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 white	Connected to the cloud
Blinking red quickly	Doorbell resetting
Blinking green quickly	Doorbell updating
Blinking amber quickly for 3 seconds	Charging the doorbell

Chime Appearance

- 1. Speaker**
- 2. RESET Button**
- 3. LED**
- 4. Volume Button**
- 5. Music Button**



Set Up Your Doorbell

Follow the steps below to get started with your new doorbell.

Step 1. Download Tapo App

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



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.

No SIM


10:48

18%



Welcome to Tapo

 TP-Link ID (Email)

 Password



Remember Me

Log In

[Sign Up](#)

[Forgot Password?](#)

Step 3. Add Your Doorbell

Tap the + button in the app and search for your model. Follow app instructions to set up your doorbell.



Add a Device

Search

Tapo

Kasa



Indoor Cameras



Outdoor Cameras



Doorbells



Door Locks



Plugs



Lights



Hubs



Switches/Buttons



Sensors

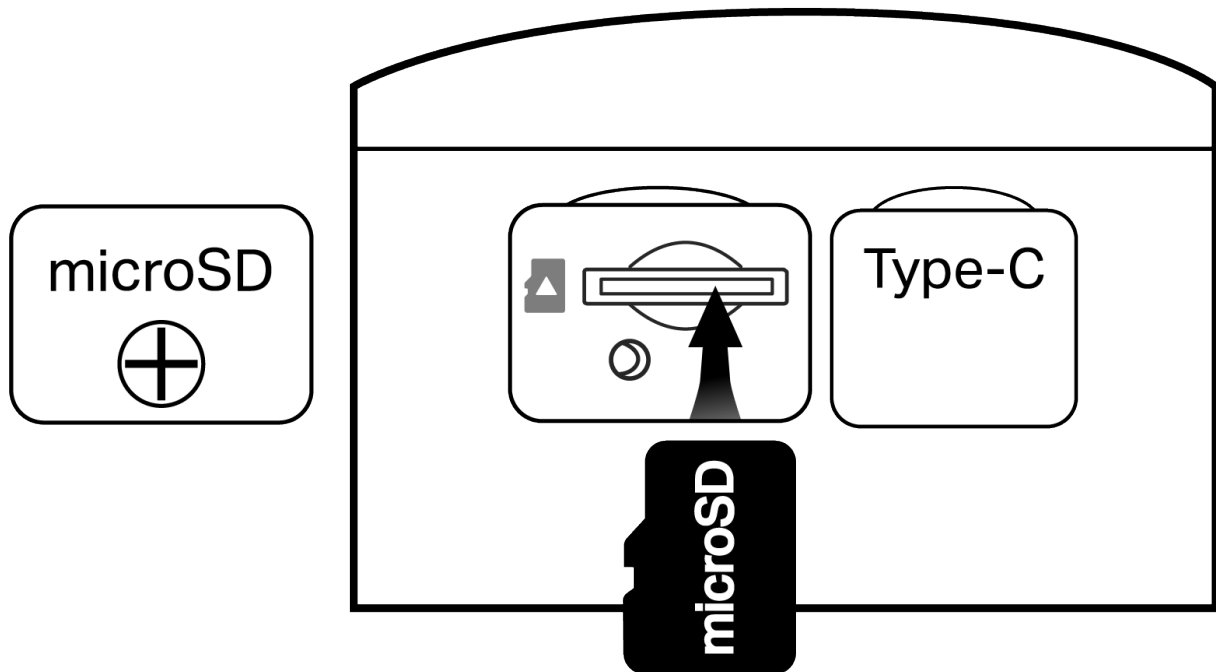


Install a microSD Card

Follow the steps below to install the microSD card for local recording.

You can go to the Settings page in the Tapo app to check the card status or format your card.

1. Loosen the screw on the bottom of the doorbell and remove the cover manually. The cover is designed so the screw can be loosened, but not fully removed.
2. Identify the direction of the microSD card and carefully insert the card into the slot. Push in the card until you hear a clicking sound.



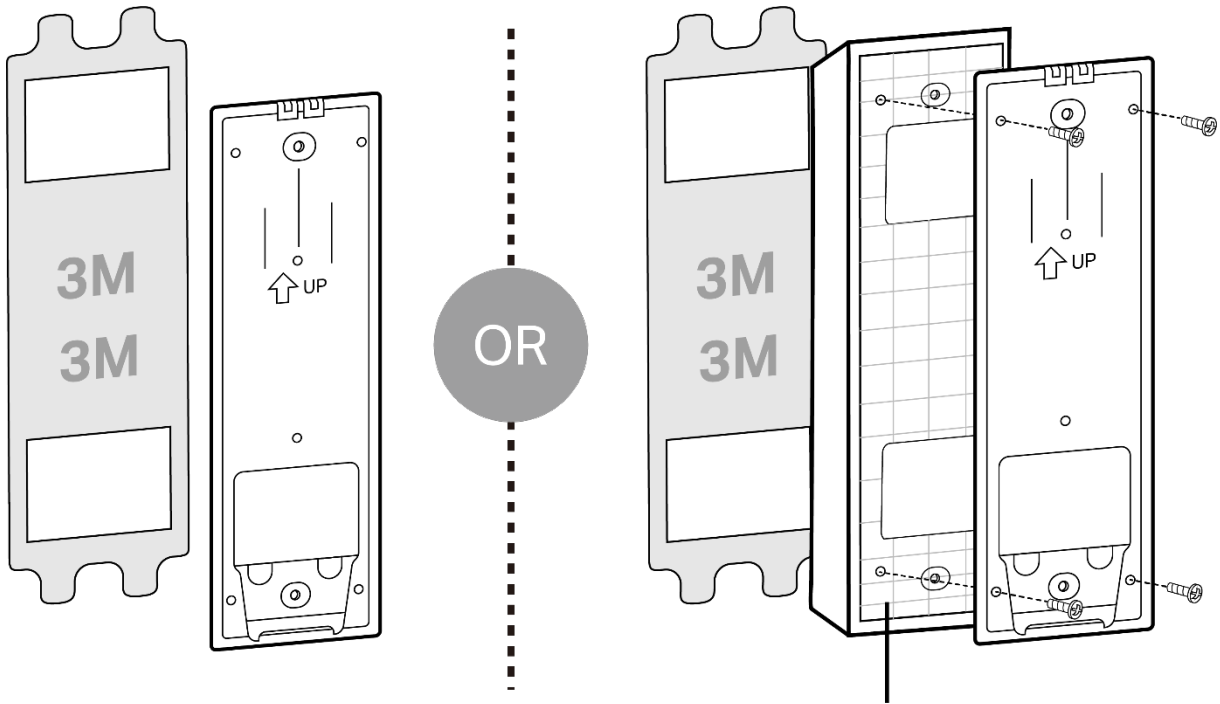
Mount Your Doorbell

When you finish adding your doorbell to the Tapo app, you can mount it on a wall or stick it to a smooth wall.

Option 1: Stick to a smooth wall

1. Attach the included adhesive to the back of the bracket or wedge. If you use the wedge to adjust angle, first affix the bracket and the wedge with the mounting wedge screws.

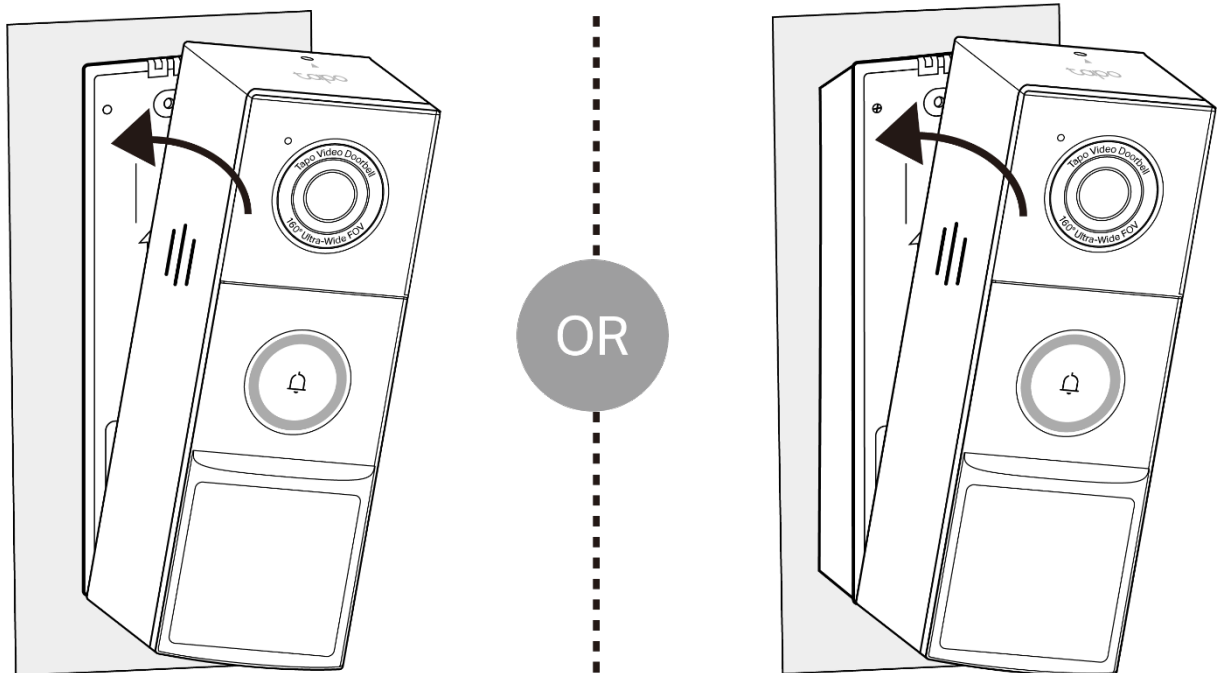
Note: The adhesive is for one-time use. Avoid re-using the adhesive to ensure its adhesion.



Attach the wedge's grid-side to the bracket.

2. Wipe off the dust from the surface, stick the bracket or wedge with adhesive to a clean wall, and press it down for 15 seconds to ensure the bracket is firmly attached. Then starting from the bottom, attach the doorbell to the bracket.

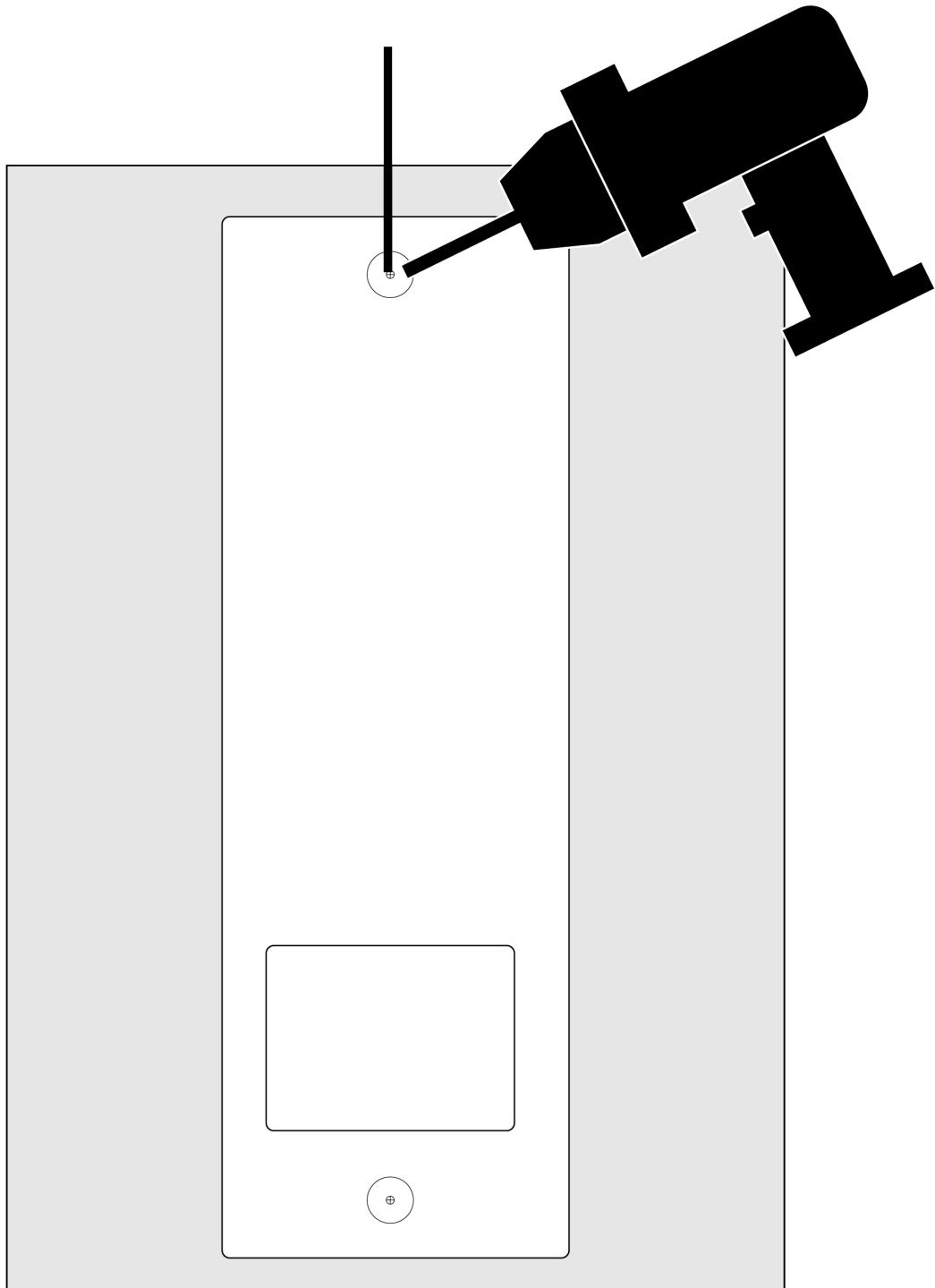
Note: This is applicable with tile, glass, marble, metal, stainless steel, and smooth wall surfaces.



Option 2: Mount to the wall

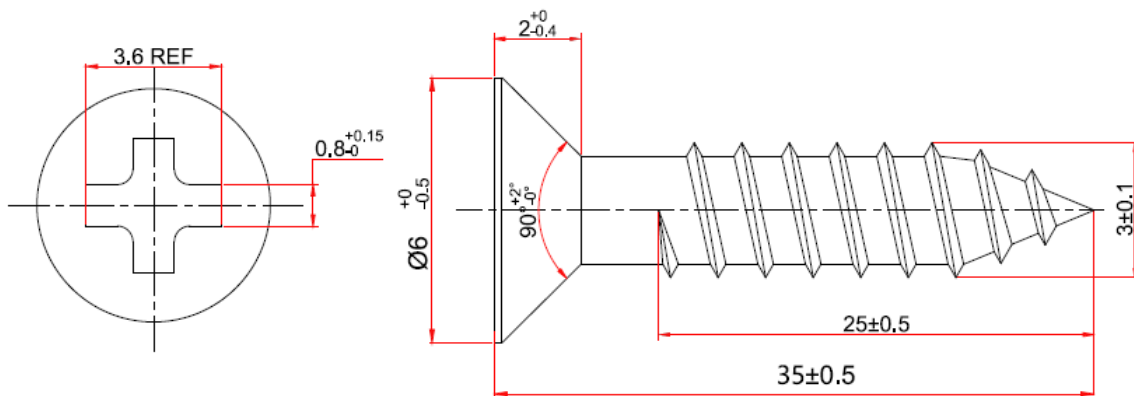
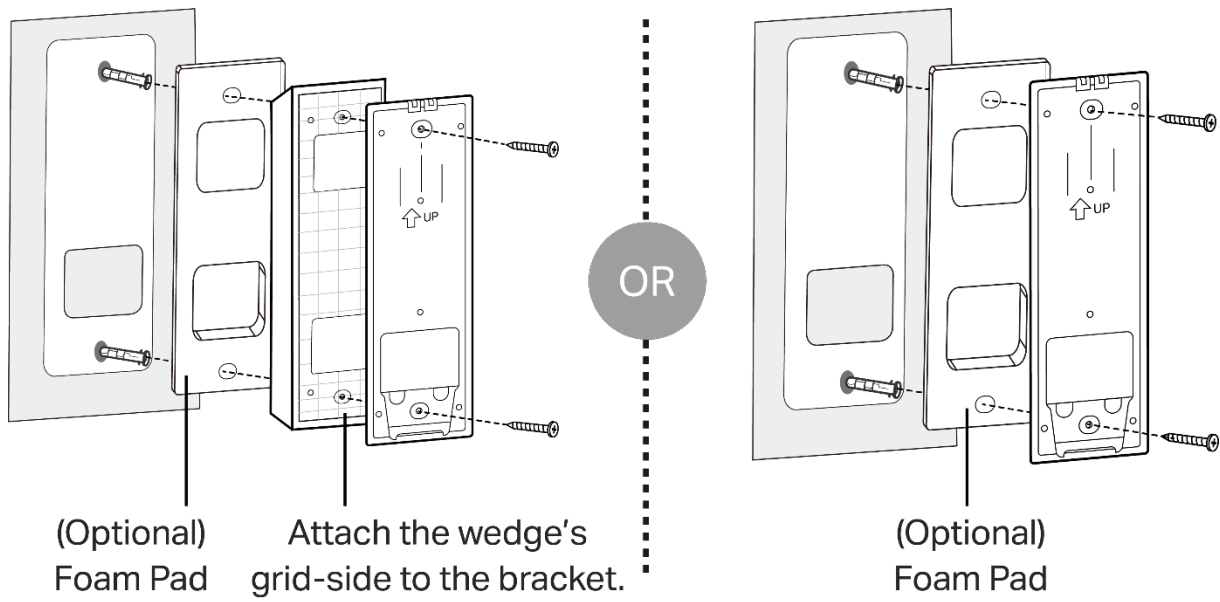
1. Stick the mounting template Sticker to the desired mounting place. Drill two holes according to the template.

$\Phi=6$ mm (15/64 in.)



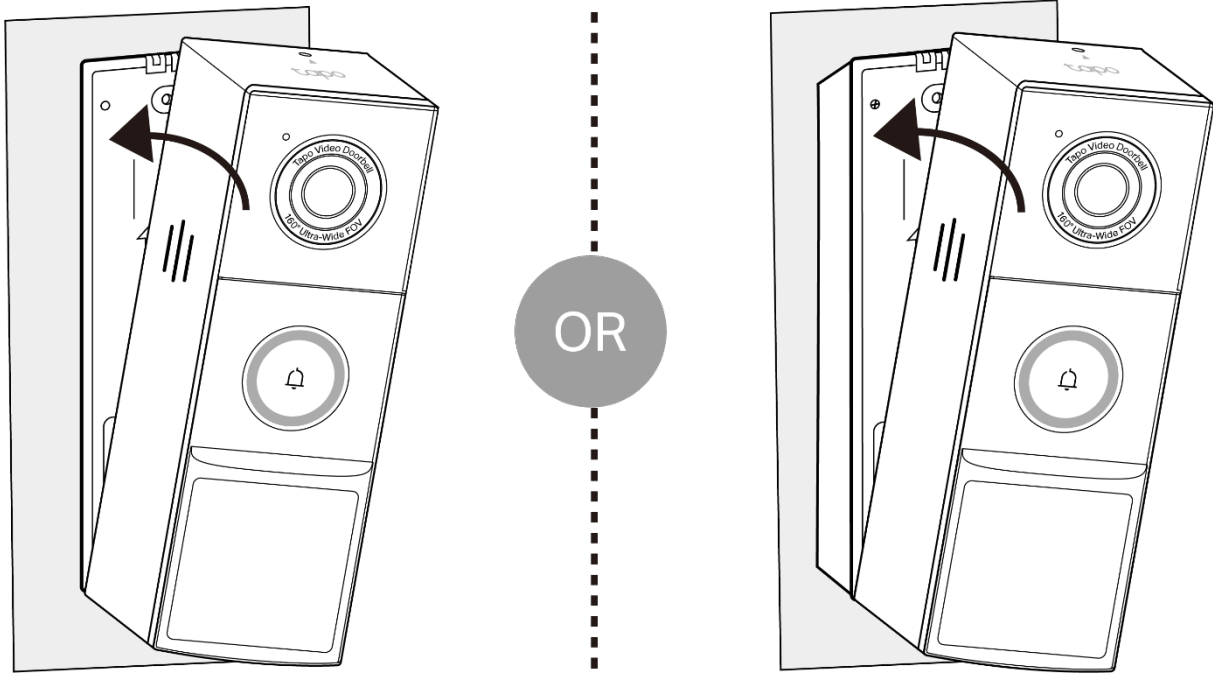
2. Insert two anchors into the holes. Use the mounting screws to affix the bracket (or wedge with bracket if you use the wedge to adjust angle) over the anchors.

Note: When mounting to uneven walls, stick the foam pad on the back of the wedge.



3. Starting from the bottom, attach the doorbell to the bracket.

Note: If you have trouble attaching the doorbell or it causes false anti-theft alarms, check if you overtightened the screws that the bracket bent. Adjust the depth of the screw and reinstall the doorbell.

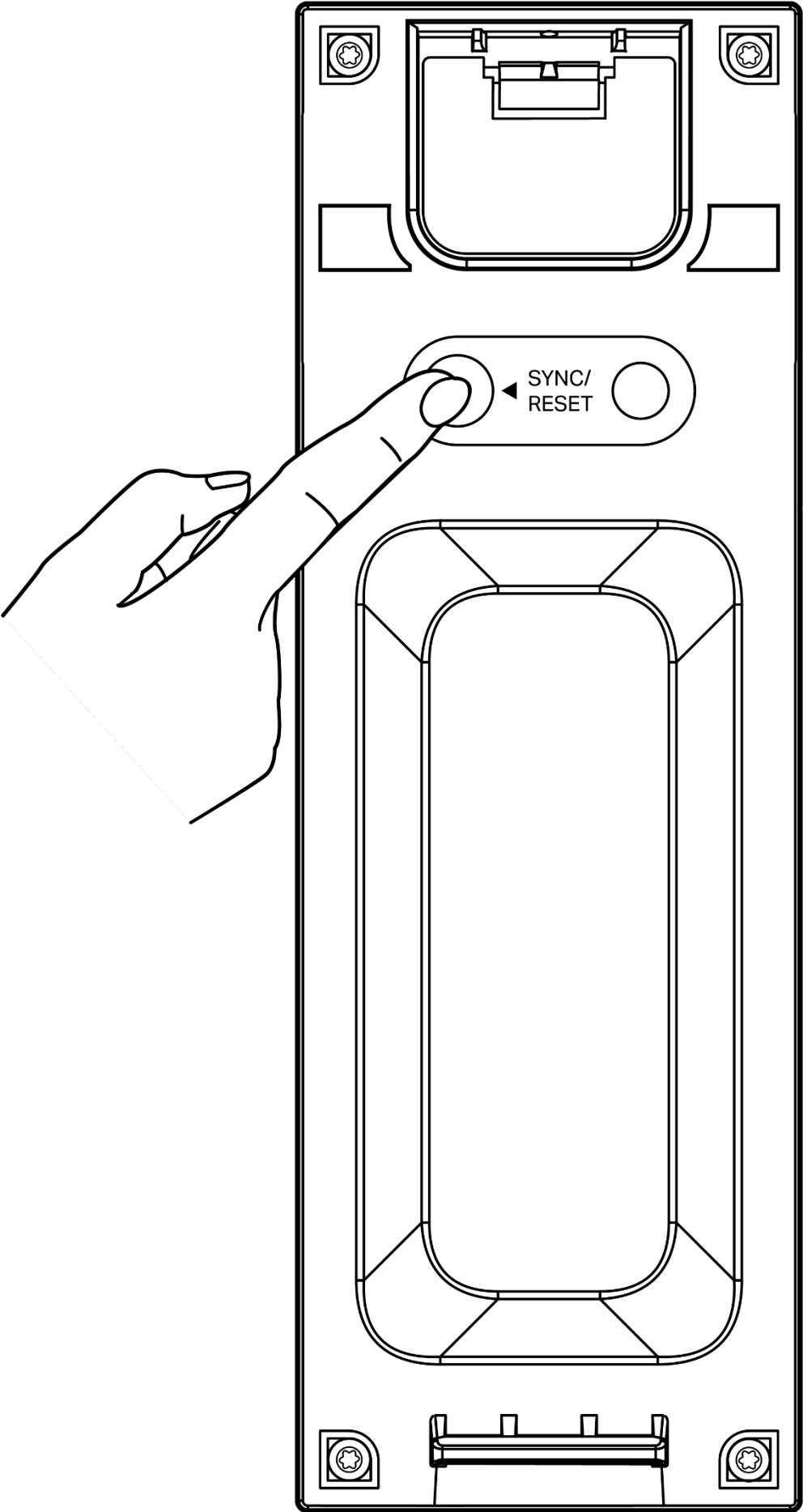


Reset Your Doorbell

Follow the steps below to reset your doorbell via the SYNC/Reset button.

You can also go to the doorbell's Settings page in the Tapo app and tap Remove Device at the bottom to factory reset your doorbell.

Press and hold the SYNC/RESET button for 5 seconds to reset the doorbell.



Support

For technical support, the user guide, FAQs, warranty and more, please visit <https://www.tapo.com/support/>



Authentication

FCC compliance information statement



Product Name: Tapo Video Doorbell Camera

Model Number: TD21

Responsible Party:

TP-Link Systems Inc.

Address: 10 Mauchly, Irvine, CA 92618

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

Tel: +1 626 333 0234

Fax: +1 909 527 6804

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:

- Reorient or relocate the receiving antenna.
- 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 Systems Inc., 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: 2026-04-22

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'appareil doit accepter tout brouillage radioélectrique subi, même 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-003 (B)/NMB-003(B)

CE Mark Warning



OPERATING FREQUENCY (the maximum transmitted power)

2402MHz—2480MHz (10dBm)

2412MHz—2472MHz (20dBm)

EU Declaration of Conformity

TP-Link hereby declares that Tapo Video Doorbell Camera 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.tapo.com/en/support/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.

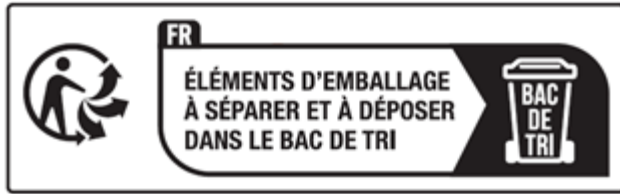
UKCA Mark



UK Declaration of Conformity

TP-Link hereby declares that the Tapo Video Doorbell Camera is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Regulations 2017.

The original UK Declaration of Conformity may be found at <https://www.tapo.com/support/ukca/>.



Korea Warning Statements:

당해 무선설비는 운용중 전파혼신 가능성이 있음.

NCC Notice & BSMI Notice

注意！

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。

為避免本器材影像畫面遭偷窺或擷取，本器材使用者應先修改預設密碼，並定期更新密碼。

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。

不要私自拆開機殼或自行維修，如產品有故障請與原廠或代理商聯繫。

注意:請勿更換規格不正確的電池,以免導致產品內的安全防護機制失效。請勿將電池丟入火中或烤箱中或使用機器擠壓/切割電池,以避免導致爆炸。

門鈴溫度: -20°C ~ 45°C (-4°F ~ 113°F)

產品的最高充電溫度50°C, 最低0°C

限用物質含有情況標示聲明書

設備名稱：視訊門鈴攝影機
Equipment name

型號（型式）：TD21
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	○	○	○	○	○	○
USB 線	○	○	○	○	○	○
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>Продукт сертифіковано згідно с правилами системи УкрСЕПРО на відповідність вимогам нормативних документів та вимогам, що передбачені чинними законодавчими актами України.



Safety Information

- 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.
- When using a USB charger, make sure the charger is 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.
- Keep the device away from fire or hot environments. DO NOT immerse in water or any other liquid.
- Do not disassemble, repair or modify the product.
- Do not place near automatically controlled devices such as fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Observe restrictions on using wireless products in fuel depots, chemical plants or when blasting operations are in progress.
- Do not use liquid to clean the product. Only use a dry cloth.
- Never put metal objects inside the product. If a metal object enters the product turn off the circuit breaker and contact an authorised electrician.
- This product is not intended to be used when providing medical care. Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids to determine if they are adequately shielded from external RF (radio frequency) energy.
- Do not use this product in health care facilities. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.
- Do not place heavy objects on top of the product.
- When you leave the product unused for a long time unplug the product from the power outlet.
- This product may interfere with other electronic products such as TV, radios, personal computers, phones or other wireless devices.
- Always follow the local waste and recycle laws when you get rid of the used battery.
- Do not use the product if the casing has been broken. Danger of electric shock.
- Never touch the product with wet hands.
- This equipment can be powered only by equipment that complies with Power Source Class 2 (PS2) or Limited Power Source(LPS) defined in the standard of IEC 62368-1.
- The mounting height should not be higher than 2 meters.
- Doorbell Operating Temperature: -20 °C ~ 45 °C (-4 °F ~ 113 °F)
- Chime Operating Temperature: 0 °C ~ 40 °C (32 °F ~ 104 °F)
- Power consumption in networked standby: 1.3 W.
- Power consumption in networked standby when all network ports are connected: 1.3W.

- The default period of time after which the power management function switches the equipment automatically into a condition providing networked standby: 20 minutes.

CAUTION!

Avoid replacement of a battery with an incorrect type that can defeat a safeguard.

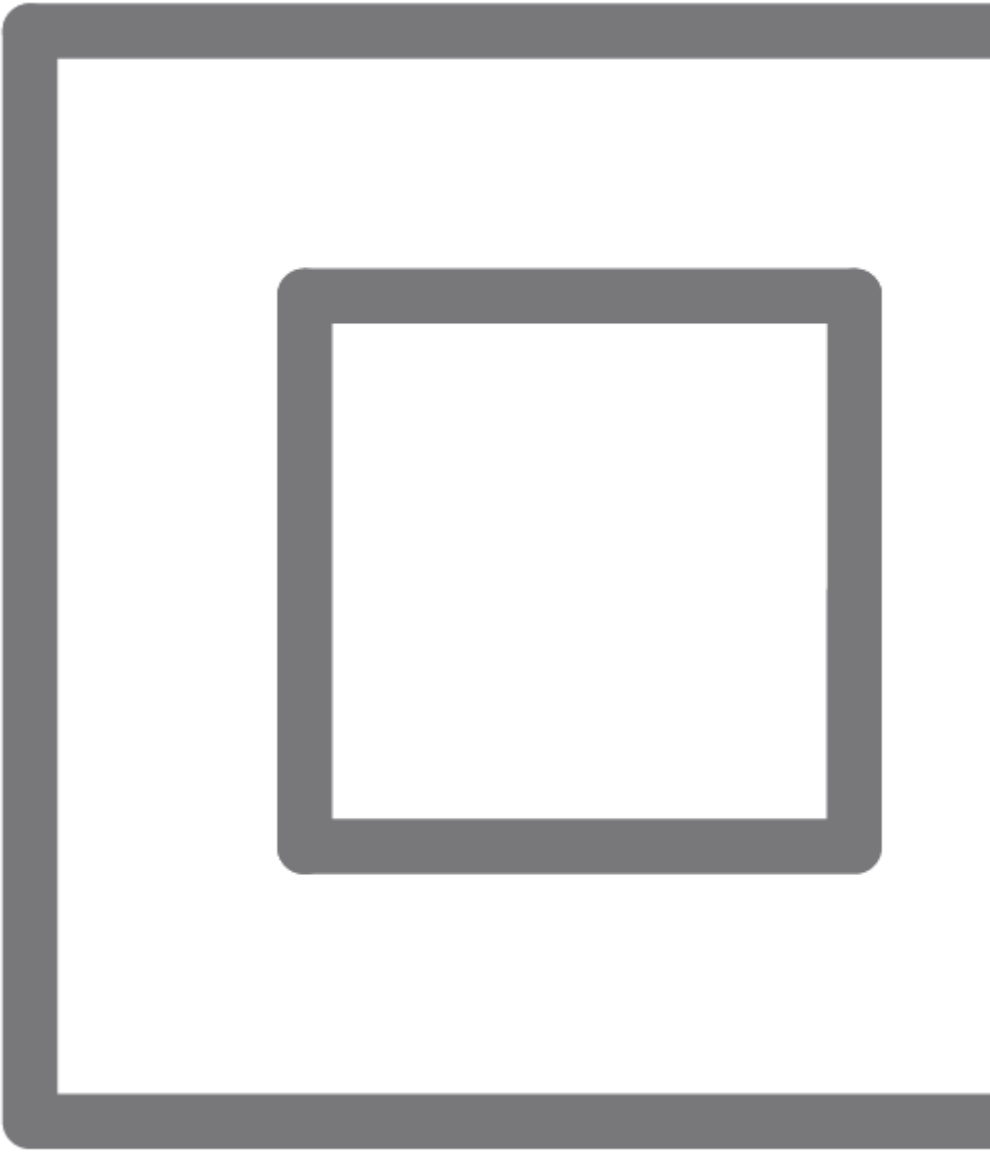
Avoid disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.




Do not leave a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas; Do not leave a battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

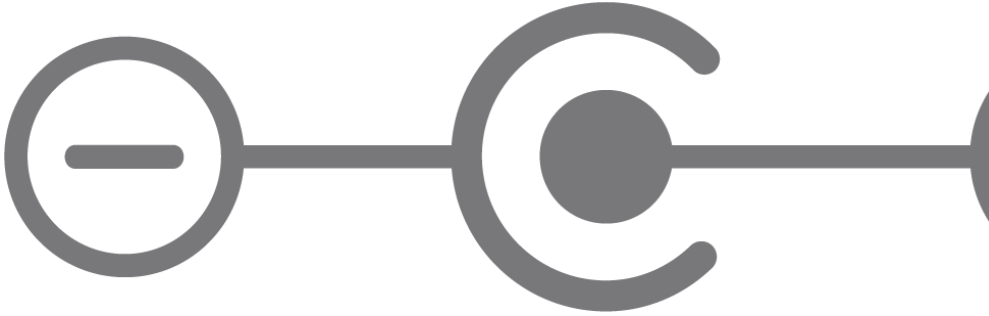


Please read and follow the above safety information when operating the device. We cannot guarantee that no accidents or damage will occur due to improper use of the device. Please use this product with care and operate at your own risk.

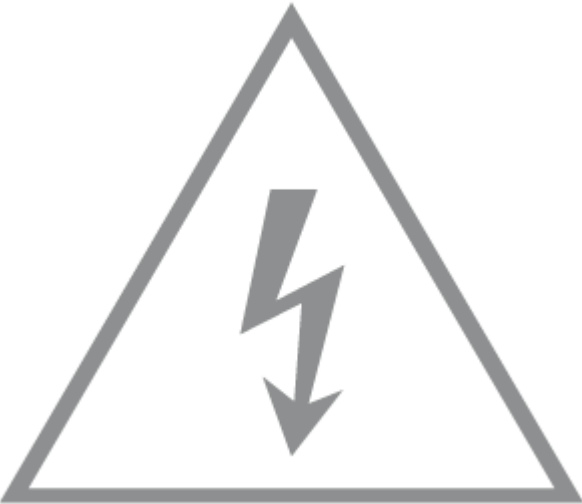

Explanation of the symbols on the product label


Note: The product label is on the bottom of the product and its power supply. Symbols may vary from products.

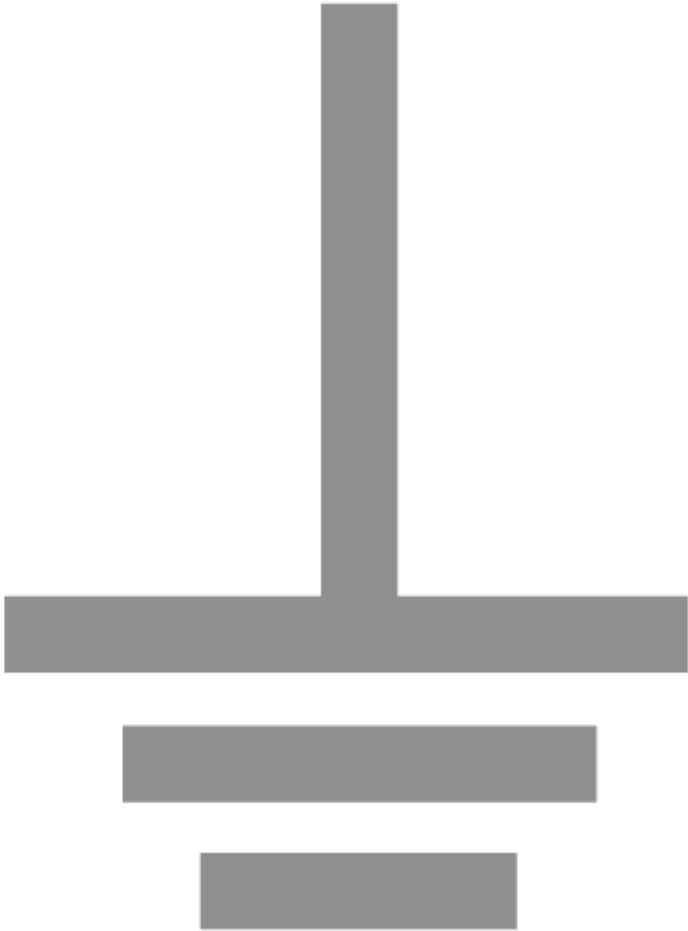

Symbol 符號解釋	Explanation 解釋
	Class II equipment Class II 設備



Symbol 符號解釋	Explanation 解釋
	<p>Class II equipment with functional earthing 具有功能接地的Class II設備</p>
	<p>Alternating current 交流電</p>
	<p>DC voltage 直流電壓</p>

Symbol 符號解釋	Explanation 解釋
 A diagram showing two output terminals connected by a horizontal line. The left terminal is a circle with a horizontal line extending from its center to the left. The right terminal is a circle with a horizontal line extending from its center to the right.	Polarity of output terminals 輸出端子極性
 A simple outline of a house with a chimney on the right side of the roof.	Indoor use only 僅限室內使用
 A stylized lightning bolt pointing downwards.	Dangerous voltage 危險電壓




Symbol 符號解釋	Explanation 解釋
	Caution, risk of electric shock 注意，有觸電危險
	Energy efficiency Marking 能源效率標示

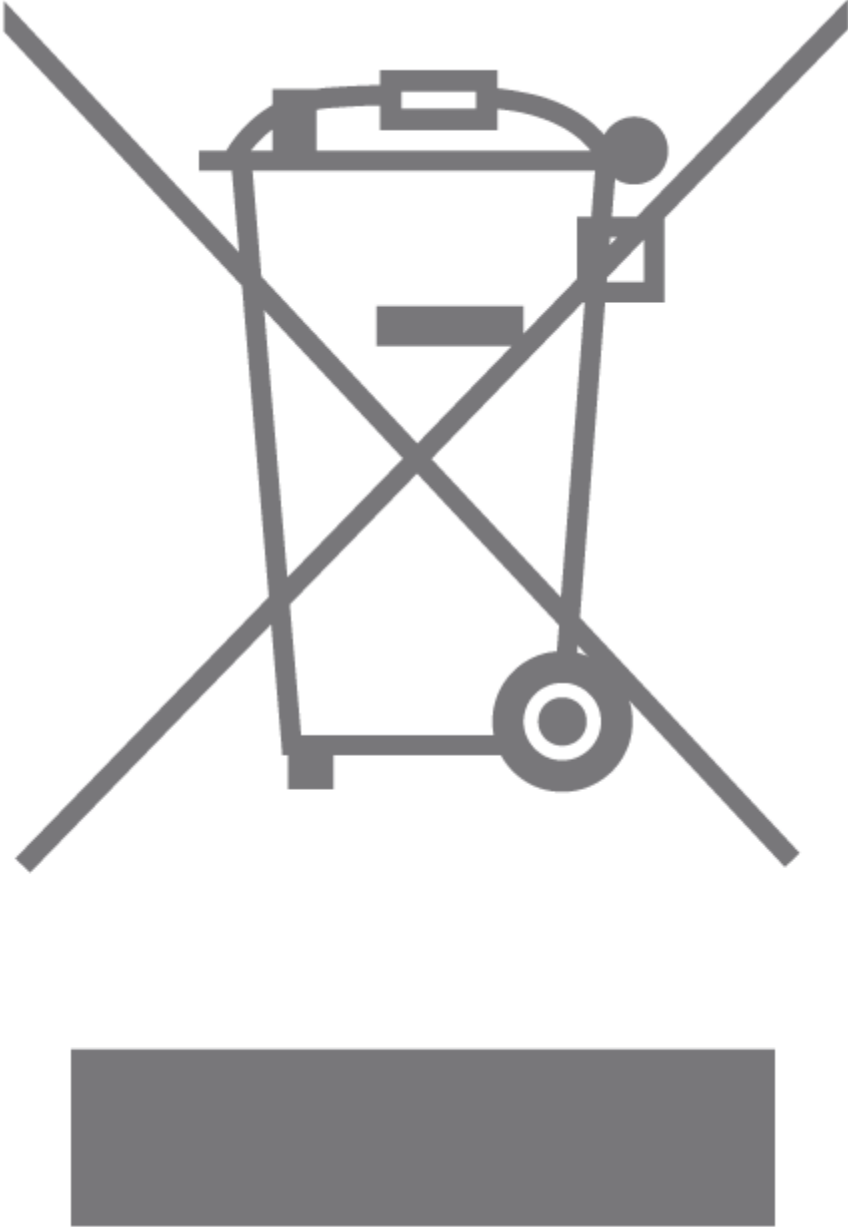
Symbol 符號解釋	Explanation 解釋
	Protective earth 保護地線

Symbol 符號解釋	Explanation 解釋
	Earth 地線
	Frame or chassis 機架接地



Symbol 符號解釋	Explanation 解釋
 The symbol for functional earthing consists of a vertical line extending upwards from a horizontal line. This horizontal line is connected to a semi-circular arc that is open at the bottom. Below the horizontal line are three horizontal bars of decreasing length, stacked vertically, representing a ground connection.	Functional earthing 功能地線
 The symbol for caution, hot surface, features a large equilateral triangle with a horizontal line at its base. Inside the triangle, there are three wavy vertical lines, representing heat or steam rising from a surface.	Caution, hot surface 警告, 表面 高溫

Symbol 符號解釋	Explanation 解釋
	Caution 警告
	Operator's manual 操作手冊
	Stand-by 待機

Symbol 符號解釋	Explanation 解釋
	<p>“ON”/“OFF” (push-push) 「開」/「關」 (按壓式)</p>
	<p>Fuse 保險絲</p>
	<p>Fuse is used in neutral N 保險絲用於 中性線N</p>

Symbol 符號解釋	Explanation 解釋
	<p>RECYCLING</p> <p>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 .</p> <p>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.</p> <p>回收利用 本產品標示</p>

Symbol 符號解釋	Explanation 解釋
	<p>有「廢棄電氣電子設備 (WEEE)」的分類回收標誌。這表示本產品必須依據歐盟指令 2012/19/EU 進行妥善回收或拆解，以減少對環境的影響。使用者可選擇將本產品交給合格的回收機構，或在購買新電器或電子設備時，交回給零售商進行回收處理。</p>

Symbol 符號解釋	Explanation 解釋
	<p>Caution, avoid listening at high volume levels for long periods 注意, 避免 長時間以高 音量收聽</p>
	<p>Disconnecti on, all power plugs 斷開所有電 源插頭</p>
<p>m</p>	<p>Switch of mini-gap</p>

Symbol 符號解釋	Explanation 解釋
	construction 微間隙結構 的開關
μ	Switch of micro-gap construction (for US version) Switch of micro-gap / micro- disconnectio n construction (for other versions except US) 微小間隙結 構開關（適 用於美國版 ） 微小間隙 / 微小斷開結 構開關（適 用於美國以 外的其他版 本）
ε	Switch without contact gap (Semicondu ctor switching device) 無接點間隙 開關（半導 體開關裝置 ）