



### The 'Link' LED on the tado° Gateway (Connector Kit) is flashing, what should I do?

This means that there is no connection between the tado° Gateway plugged into the router and other tado° devices.

Please reset your devices. If that does not connect them, please check the following points:

- Press the home button on the side of the tado° box to see if you have a power supply to the box. The orange light should come on if you have power.
- Please make sure that the gateway is supplied with mains electricity using the 3 pin USB power plug adapter and a wall socket.
- Please ensure that the distance between the box, temperature sensor and the Gateway is at least 3m. The distance between the box and the metal boiler casing should be at least 40cm.
- If you are using an LTE router then please use a longer ethernet cable to move the tado° Gateway further away from the router. (The frequencies used by the LTE router can interfere with the frequency used by tado°)
- If you are using an UMTS data stick Internet tado° may not work.

If the issue is not resolved using the above points then please contact us for assistance.

### The 'Internet' LED on the tado° Gateway is flashing after it has been connected to my router?

This means that the tado° Gateway cannot connect to the tado° server.

- Please reset the tado° Gateway
- Check the electricity and ethernet cable and check for a loose connection.
- Check if a MAC filter is active which is blocking the access of the Gateway to the internet.
- Please check to see if parental control from your internet provider is active, please see if deactivating it resolves the issue.

If the above points do not solve the problem then please contact our Technical Support Team.

### All of the 3 LEDS on the tado° Gateway (Connector Kit) are off. What can I do?

The Gateway is not receiving any power supply.

- Plug the Gateway into the mains electricity socket using the 3 pin USB power adapter plug.
- Try using a different 3 pin USB power adapter plug.
- Do NOT use the router to directly power the tado° Gateway

If the above points do not solve the problem then please contact our Technical Support Team.

### I have a Connector Kit installed and the app shows that there is no remote access. What does it mean and what can be done?

#### The Internet connection at your Home is temporarily interrupted

The most common cause for "no remote access" is a temporary issue with the Internet connection in your Home which usually resolves itself. You can learn more about this in our article: [What happens when the Internet connection is temporarily lost?](#)

If the Internet disconnection persists, please check that your router is powered and if so then reset the router.

#### The Gateway cannot establish a connection to the tado° server

Please check the 'Internet' LED and 'router' LED on the Gateway for troubleshooting.

#### The Box cannot establish a connection to the Gateway

Please check the 'Link' LED on the Gateway and the green LED on the side of the tado° Box for troubleshooting.

## The temperature sensor cannot establish a connection to the tado° Box

When both the tado° Box and the tado° Gateway are operating normally but the app is still reporting that it has no remote access it could mean that the connection to the temperature sensor is lost.

To reconnect the sensor, please follow the instructions below:

- Charge the temperature sensor for at least 30 minutes by connecting a power adapter with a micro USB cable to the port on the bottom of the device. You can use any micro USB cable and USB power adapter (charger). You can also use a USB port of your computer but keep in mind that charging will take longer.
- After 30 minutes unplug the cable and use a paperclip or needle to push one end into the reset pinhole on the right side of the temperature sensor. The reset pinhole is the hole without the circle around it.
- After resetting the temperature sensor, a green LED should start flashing on the right side of the temperature sensor.
- After the temperature sensor has reconnected, please reconnect the power adapter and micro USB cable and charge the temperature sensor for an additional 12 hours.

To reduce the likelihood of further disconnections in the future please check the following:

- Make sure there are at least 3 metres between the tado° Box and the temperature sensor.
- Try to locate the temperature sensor in a place where it has the best possible chance to communicate with the tado° Box, with a few metal obstructions as possible in between the devices.
- If you are planning to be away from home for a longer period of time it is advisable to charge the temperature sensor beforehand to make sure there is enough charge.

If you are still unable to get remote access, please contact our [Technical Support Team](#).

## The LED on the side of the tado° box of the Connector Kit is flashing green, what should I do?

This means that there is no connection between the tado° Gateway plugged into the router and the tado° Box on the wall. You will also see the LINK light flashing on the gateway if this is the case. Firstly, use a paperclip to reset the tado° Gateway and then the tado° Box (the hole without a circle around it).

If that does not connect them, please check the following points:

- Ensure that you have finished the online installation flow. The flow is not complete until you have entered your home address and contact details and you see the message 'Installation Complete'.
- Press the home button on the side of the tado° box to see if you have a power supply to the tado° box. The orange light should come on if you have power.
- Please make sure that the gateway is supplied with mains electricity using the 3 pin USB power plug adapter and a wall socket.
- Please ensure that the distance between the Box, Temperature Sensor and the Gateway is at least 3m. The distance between the tado° Box and the metal boiler casing should be at least 40cm.
- If you are using an LTE router then please use a longer ethernet cable to move the tado° Gateway further away from the router. (The frequencies used by the LTE router can interfere with the frequency used by tado°)
- If you are using a UMTS data stick Internet tado° may not work.

If the issue is not resolved using the above points then please contact our Technical Support Team for assistance.

## What happens when the Internet connection is temporarily lost? Can I still control my heating using the tado° Connector Kit?

If the Internet connection is temporarily lost a green LED will be blinking on the side of the tado° Box. Please check the green LED on the side of the tado° Box for troubleshooting.

### Local control on the tado° Box

Control of your heating room is still possible via the 'Home' button on the side of your tado° Box. No Internet connection just means that controlling your heating room remotely via the mobile or web app is not possible during this time.

To control your heating locally please press the 'Home' button on the side of your tado° Box. An orange LED confirms that tado° is heating to the highest home temperature that is set in the schedule and hot water is prepared permanently.

Pressing the 'Home' button again will return the tado° Box to the automatic mode.

## tado° Box Status LED

LED status	Operation mode
LED off	Normal operation
LED flashing green	tado° Box has lost connection to the internet.
LED continuous orange	tado° Box is connected to the internet and it is heating to the highest home temperature that is set in the schedule and hot water is prepared permanently.
LED flashing orange and green	tado° Box is not connected to the internet and it is heating to the highest home temperature that is set in the schedule and hot water is prepared permanently.

During the installation, the tado° Box cannot establish a connection with the tado° Gateway. What can I do?

- The 'Link' light will be flashing on the tado° Gateway and also the LED on the side of the tado° Box.
- Please press the Home-Button on the side of the tado° box to check if it has electricity. The LED should start flashing orange. If no LED is flashing at all then the tado° box on the wall may be wired incorrectly inside. Please turn the power off again and then double check to ensure that no mistake was made when labeling the wires by looking at the photo that you took off the original wiring. Please then also double check that the wires are in the correct terminals according to the labels.
- Reset both the tado° Box and then the tado° Gateway with a paperclip. (the hole without the circle around it)
- Please check that you are using the USB plug adapter provided and mains wall socket power supply to provide the tado° Gateway with electricity and that it is NOT powered directly from the router.
- Please ensure that the distance between Box and Gateway is at least 3 meters.
- If you are using an LTE router please use a longer ethernet cable to move the tado° Gateway further away from the LTE router. The frequencies used by the LTE router can interfere with the frequency used by tado°.

The RF link can be impaired when the tado° box is installed between a metal surface and the outer wall of a house:

- Is the box mounted on the boiler casing or in a corner between the boiler and the outer wall of the house? If so then where possible move the tado° box to a location where it has the best 'line of sight' to the tado° Gateway.

Wifi reception is not very good in your home:

- The RF of the tado° system propagates far better than Wifi, but sometimes it has difficulty passing the signal through walls that have a metal-net filling or are significantly thicker than normal.
- Try putting the Gateway closer to the wall between the box to see if it solves the problem?
- Change the location of the tado° Gateway to a room closer to (or containing) the tado° Box. This can be achieved by using either a longer Ethernet cable or more conveniently by using PLC (Power Line Communication).