

What should I do if the range extender cannot find my host network?

Troubleshooting

During the configuration of range extender, if you cannot find your host Wi-Fi network, please check the following tips on both Access Point and RE:

On your Access Point:

If your host network is a 2.4GHz Wi-Fi network, please check:

1. Make sure the host network is unhide and broadcasted.
2. Verify the network's name and password, make sure the host network is usable by your smartphone or laptop.

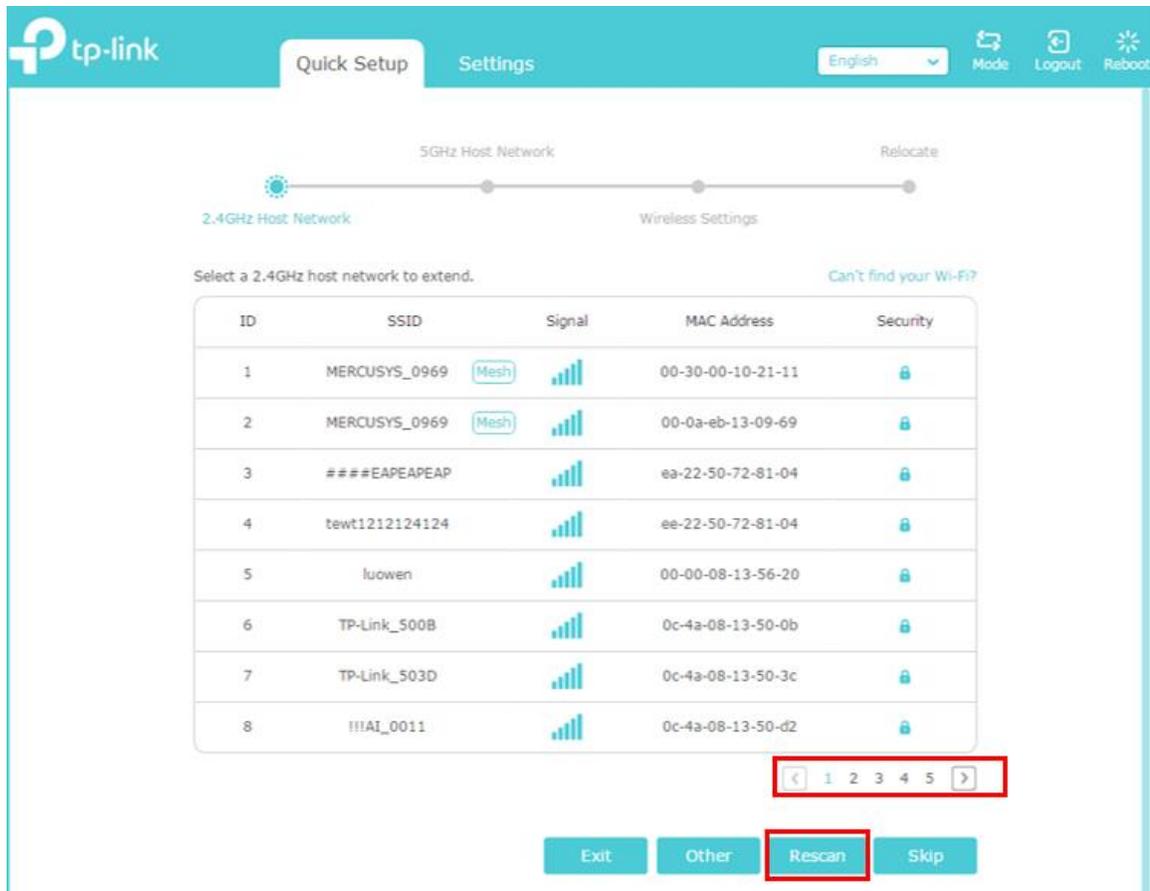
If your host network is a 5GHz Wi-Fi network, please check:

1. Make sure the host network is unhide and broadcasted.
2. Verify the network's name and password, make sure the host network is usable by your smartphone or laptop.
3. Make sure the range extender supports 5GHz Wi-Fi network.
4. Check the channel on your host 5GHz Wi-Fi network and try with different channels, maybe Channel 36/40/44/48. Here is a [brief introduction](#) of the reason for setting different channels.

On your RE:

Please do the following to scan the Wi-Fi networks again:

1. Move the extender closer to your host router/modem. It would be better for you to move it about 3 meters away from the host router/modem.
2. Click **Rescan** in **Quick Setup** to scan the Wi-Fi, you may try to rescan for about 3 times.
3. Check on the **Next page** of available networks in case there are too many Wi-Fi networks showing.
4. Reboot the router and range extender, then try to rescan again.



If the above tips make no difference to your situation, please contact TP-Link support with the following info:

- (1) RE's model number, and its [Hardware and Firmware](#) version.
- (2) Host router/modem's model number. A screenshot of the system information which include the device's hardware/firmware version will be helpful.

How to confirm whether my range extender is successfully configured and in the best location?

Configuration Guide

If your range extender is configured correctly according to Quick Start Guide or User Guide, you should have internet access when you connect to it. To confirm whether your range extender is successfully configured with the best signal, try the following methods.

How to confirm whether my range extender is configured successfully?

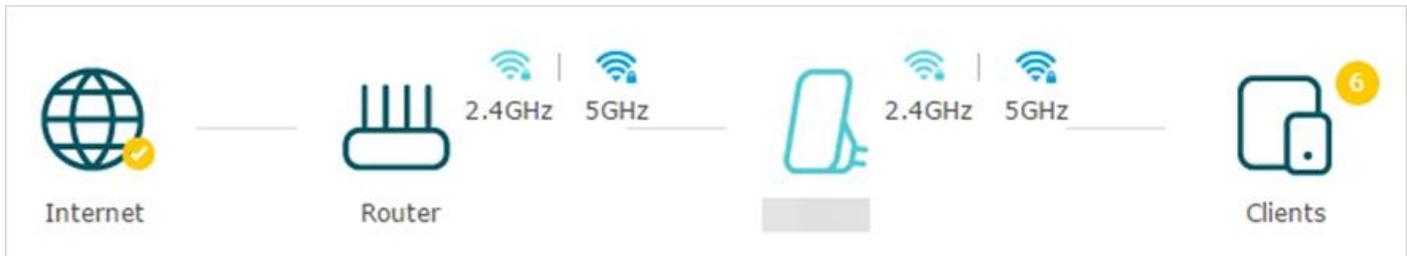
Method 1: The Signal LED Lights Should be Solid On

All range extenders have **Signal LED lights** (light styles may be differ from different extenders) to indicate the successful connection to the router. Once your range extender has successfully connected to your wireless router, the Signal LED light will be **solid on** (no matter what color it is or how many signal bars there are). Here are some examples for different range extenders:



Method 2: The Internet Status Should be Normal

1. Launch a web browser, visit <http://tplinkrepeater.net> or <http://192.168.0.254> and log in with the password you set for the extender.
2. Go to **Settings > Status** to check the internet status of your extender. If everything is OK as shown below, your extender is successfully connected to your router.

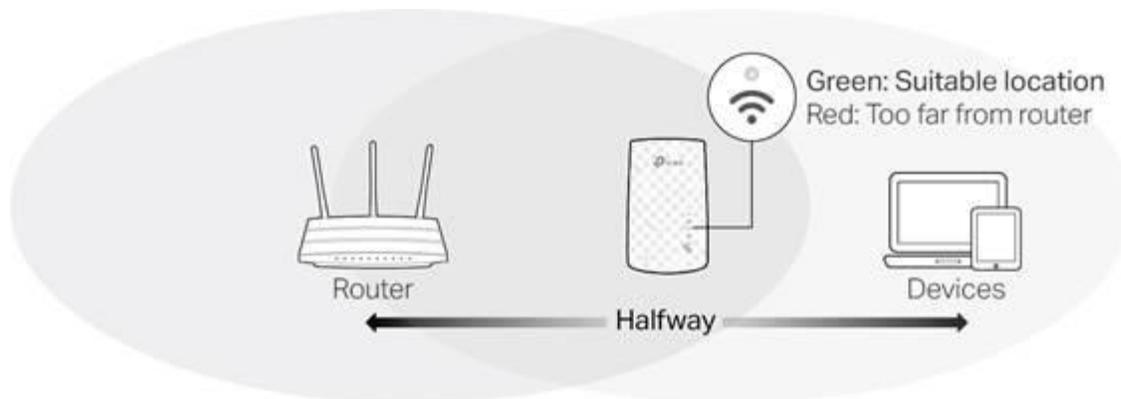


Method 3: Your Devices Can Access the Internet

Connect your devices to the extender wirelessly or via an Ethernet cable. If your devices can access the internet, your extender is successfully connected to your router.

Is my range extender in the proper location?

For better Wi-Fi coverage and signal strength, plug in the extender about **halfway** between your router and the Wi-Fi dead zone after configuration. The location you choose must be **within the range of your router**.



*Images may differ from different range extenders. Here takes RE200 as an example.

To make sure your range extender is in the best location, use the Signal LED lights (light styles may be differ from different extenders). The **color or number of Signal LED lights** indicates the signal strength that range extender gets from the main router. For example, if RE200 is connected to your router and the signal is good, the 2.4G or 5G light (Signal LED light) will be solid green. If the signal is bad with red LED light, you need to relocate it closer to the router to achieve better signal quality. For more details about your range extender, please refer to the Quick Installation Guide or User Guide.