FAQ

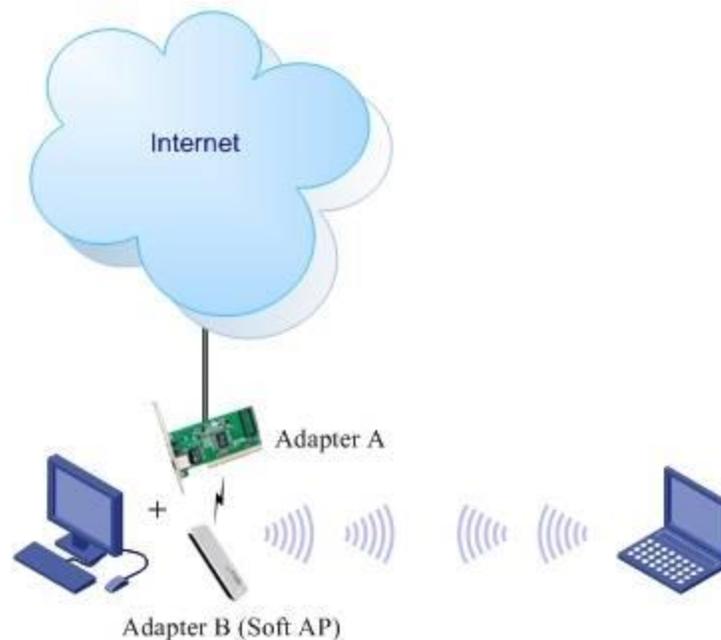**How to configure the TP-Link wireless adapter working as a Soft AP with new utility**

User Application Requirement
Updated 05-09-2018 09:57:47 AM◉*81378*
This Article Applies to:

A software access point is used when you want your computer to act as an access point for the local wireless network. It saves you the trouble of getting a separate wireless router.

In the above illustration, the Desktop is equipped with an Ethernet adapter (Adapter A) and a wireless adapter (Adapter B). Adapter B on the Desktop works as a soft AP, and it is NAT to adapter A. The Laptop can wirelessly connect to the Desktop (AP) as a client, and share the Desktop´s Internet connection.
Condition: You have a computer which can access to the internet through the Ethernet adapter or another wireless adapter, here we take the Ethernet adapter connection as an example.
Configuration steps:
Note: Some adapters support Soft AP on windows 7 and 8, but windows 10 doesn't support it.
Step1: Install the **driver** and **TP-Link Wireless Configuration Utility** for the wireless adapter with adaminstrator rights on the computer.
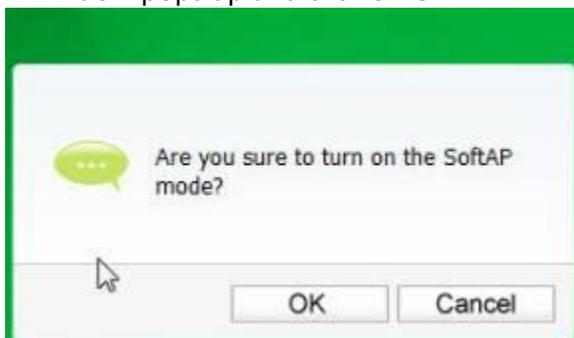
Step 2: Open the **TP-Link Wireless Configuration Utility**.
Step 3: Go to **Advanced**: Select **On** for **SoftAP mode**

A window pops up and click on **OK**

A Soft AP configuration Menu shows on the top of the Utility.

On the computer, an icon like 'Wireless Network Connection 21 '**for the Soft AP** shows (For windows 7 computer, you can see this icon under change adapter settings page):

Step 4: Go to **Soft AP**: Select the **Internet Connection Sharing** to **Local Area Connection.** Create a SSID you like, (Here set as **ABC**), make up your wireless Security

Key. Normally, the **WPA2-PSK** is recommended for Security Type and set the Encryption Type as **AES**. If you have set a Security key, please remember it.

Click on **Apply,** a confirm window like below pops up:
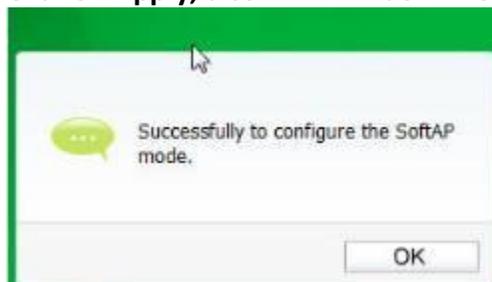
Click on **OK.** In the **IP address**, a valid IP address like **192.168.137.1** shows.

Test the result: Open the wireless function on the wireless devices, search for the wireless network name ABC, select it, type in the wireless security key and connect to it. Then you can access to the internet.

If you faile to use Soft AP withe new utility please refer to How to set up a Mobile Hotspot or Soft AP on Windows 10? for a try.

Get to know more details of each function and configuration please go to Download Center to download the manual of your product.

Why cannot I find or connect to my wireless networks?

Troubleshooting
Updated 08-07-2018 07:02:18 AM👁*7611*
This Article Applies to:

Note: Before you do these troubleshooting, please kindly check whether the adapter you use is Archer T1U. For this model, it only supports 5GHz network. So if the router you use only provides 2.4GHz network, 'you can't find the 5GHz network any more.

Please enable hotspot via your phone and check whether it can be found by your adapter. If not, please refer to **Q1**; if yes, please refer to **Q2**.
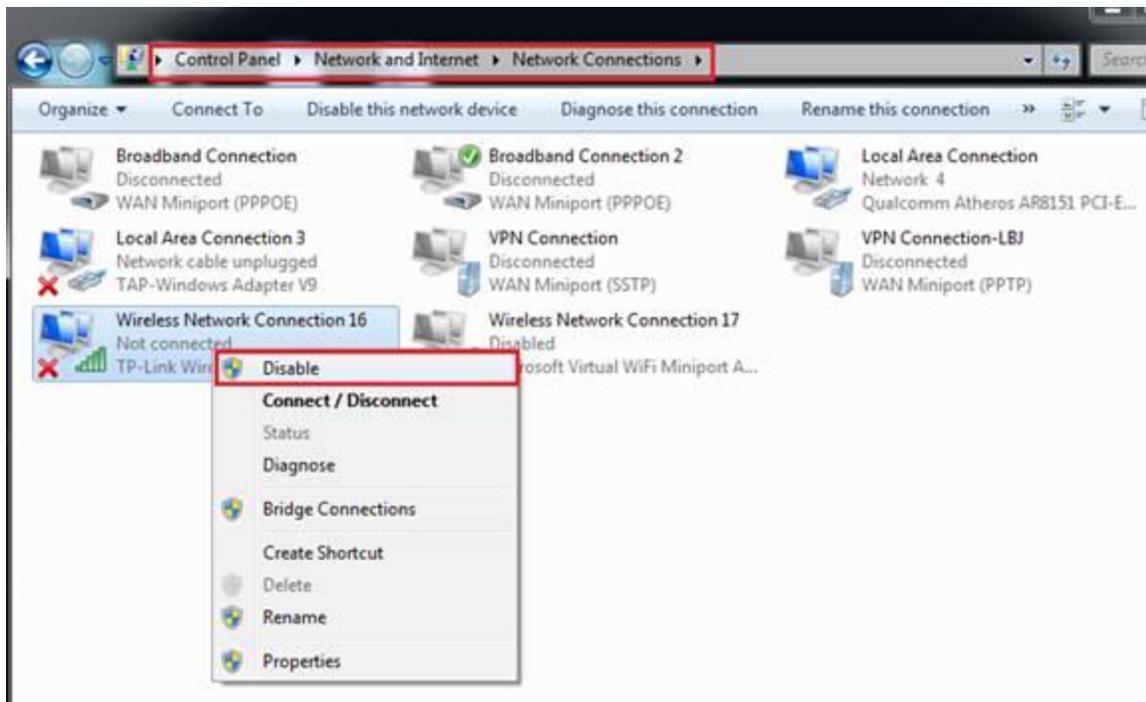
If you can find your wireless network but cannot connect to it, please refer to **Q3**.

Q1: Can NOT find ANY available wireless networks

1)   If you use other model (not Archer T1U) and your computer/device cannot detect any available wireless networks around, you will need to check the settings on your computer/device to make sure the wireless adapter is installed properly and enabled successfully. You can refer to these FAQs: [Windows](#), [Mac](#) for details.

2)   Check whether the wireless switch is enabled.

3)   Check the PC's services setting. Go to **Start** and right click **Computer**. Select and click **Manage**. And Computer Management window will appear. Under **Services and Applications**, click on **Services**. Scroll down and select **WLAN AutoConfig**. Make sure it starts and set the **Startup type** into "**Automatic**".
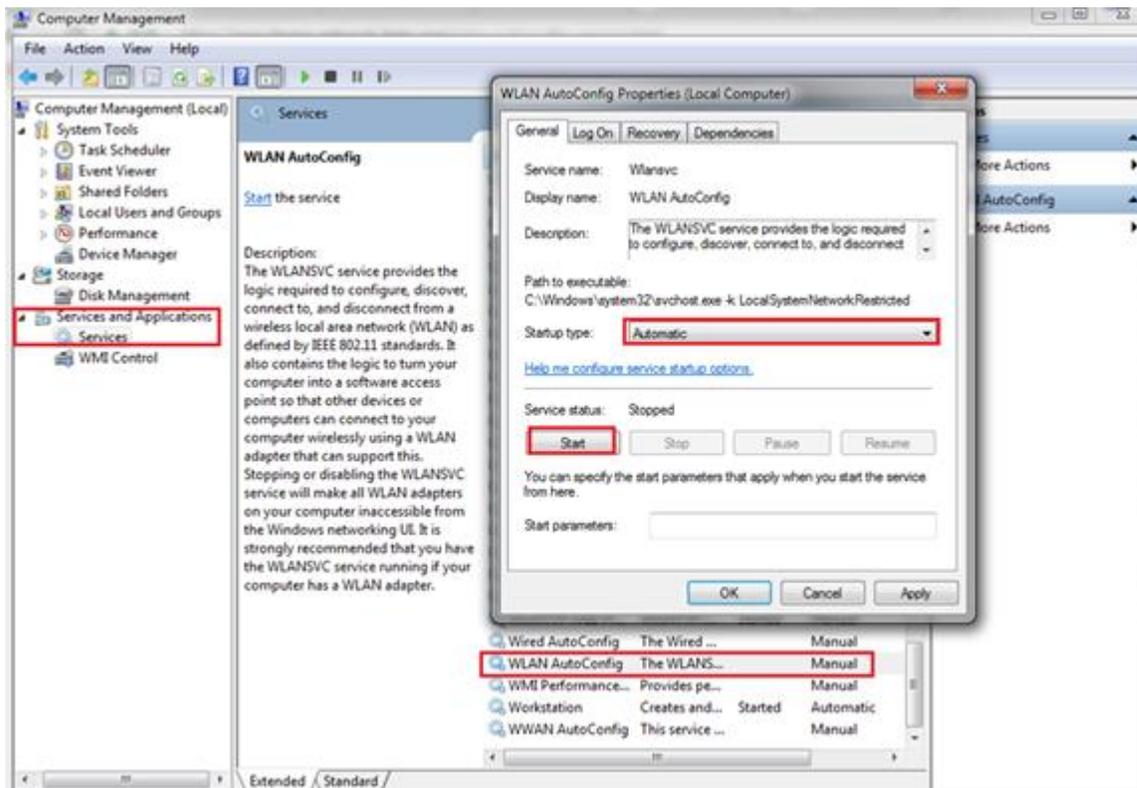

4)   Go to **Control Panel**->**Network and Sharing Center, try to disable this adapter** and then re-enable it.

5) Contact the computer/wireless adapter/device's support for help if necessary.

Q2: Can find other networks, but cannot find my wireless network

1) Check the **WLAN LED** indicator on your wireless router/modem, and make sure it is on or flashing. Check Wi-Fi On/Off button and make sure Wi-Fi is enabled.
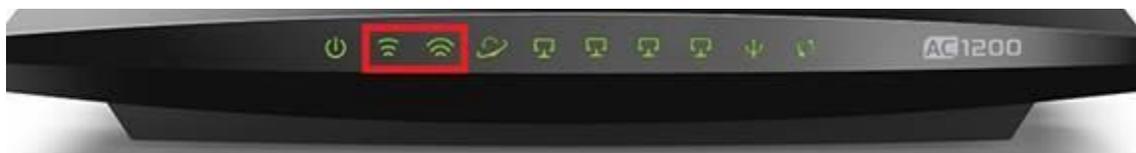
2) Check whether you have disable the **SSID broadcast** on your router. If Hide SSID is selected, you can't find your networks any more.
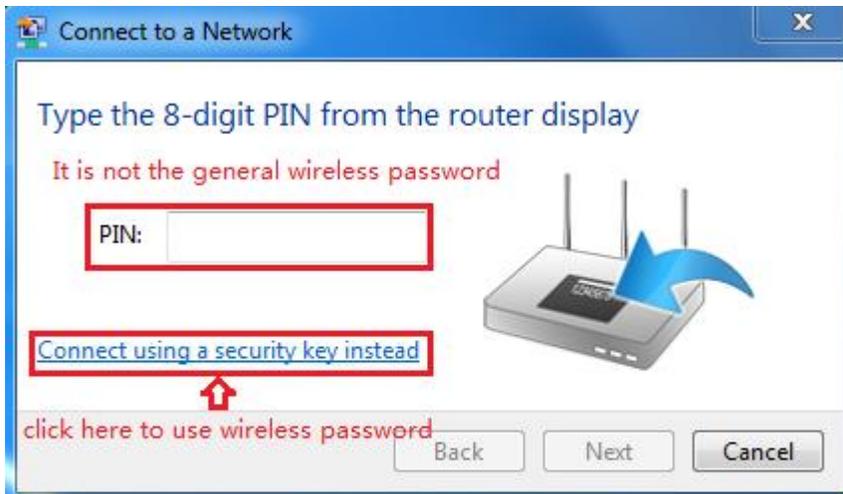
3)   Make sure your computer/device is still within the range of your router/modem. Try moving closer if you are currently too far away.

4)   Check the wireless router settings: your Wireless Name, whether the Region/Country is selected correctly and wireless network is set to broadcast. Please contact your router's support for help if you are not sure how to check router's settings.

Note: Different countries have different laws about wireless channels. For example, the USA allows 2.4GHz channel from 1 to 11, while UK allows from 1 to 13. If you select the Region as UK or the Channel as 12/13 while you are in USA, your computer might not be able to pick up the signal. For more information, please click here.

Q3: Can find my wireless network, but cannot connect to it

1)   Authenticating problem, password mismatch

Sometimes it will ask you to type in a PIN number when you connect to the wireless network for the first time. This PIN number is different from the Wireless Password/Network Security Key. Usually you can only find it on the back panel of your wireless router/modem. If you cannot find the PIN or PIN incorrect, you may choose "**Connecting using a security key instead**", and then type in the Network Security Key/Wireless Password.

Connect to a Network

Type the 8-digit PIN from the router display

It is not the general wireless password

PIN: [   ]

Connect using a security key instead

click here to use wireless password

Back   Next   Cancel

Connect to a Network

Type the network security key

Security key: [   ]

☐ Hide characters

OK   Cancel

If it continues on saying network security key mismatches, it is suggested to confirm the wireless password on your wireless router/modem. Please contact your router's support for help if you don't know how to confirm the wireless password.

*Note: Wireless password/Network Security Key is case sensitive.*

2)   Windows was unable to connect to XXX / cannot join this network / taking longer than usual to connect to this network.
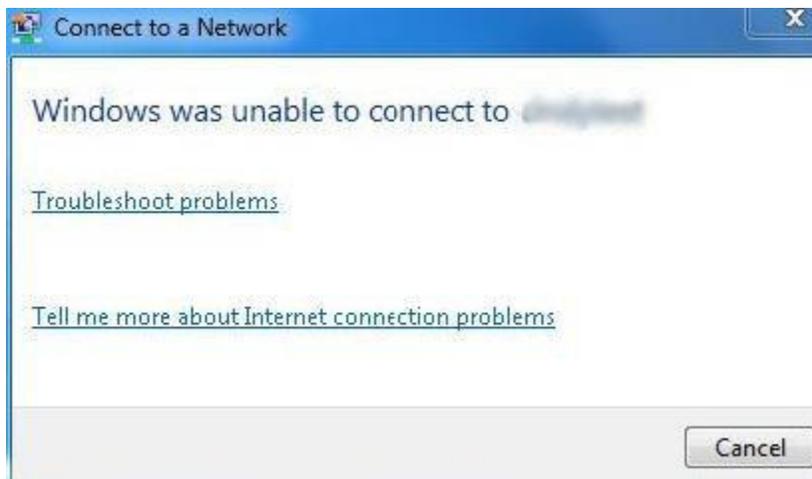
There are various causes of this kind of problem: too weak wireless signal, incorrect wireless settings on the router, or too much interference and problems of the wireless adapter. Try the following solutions:

a.   Check the wireless signal strength of your network. If it is weak (1~3 bars), please **move closer to the router** and try again.

b.   Check the wireless settings on the router. Make sure **Wireless MAC Filtering** or **Access Control** is NOT
enabled.
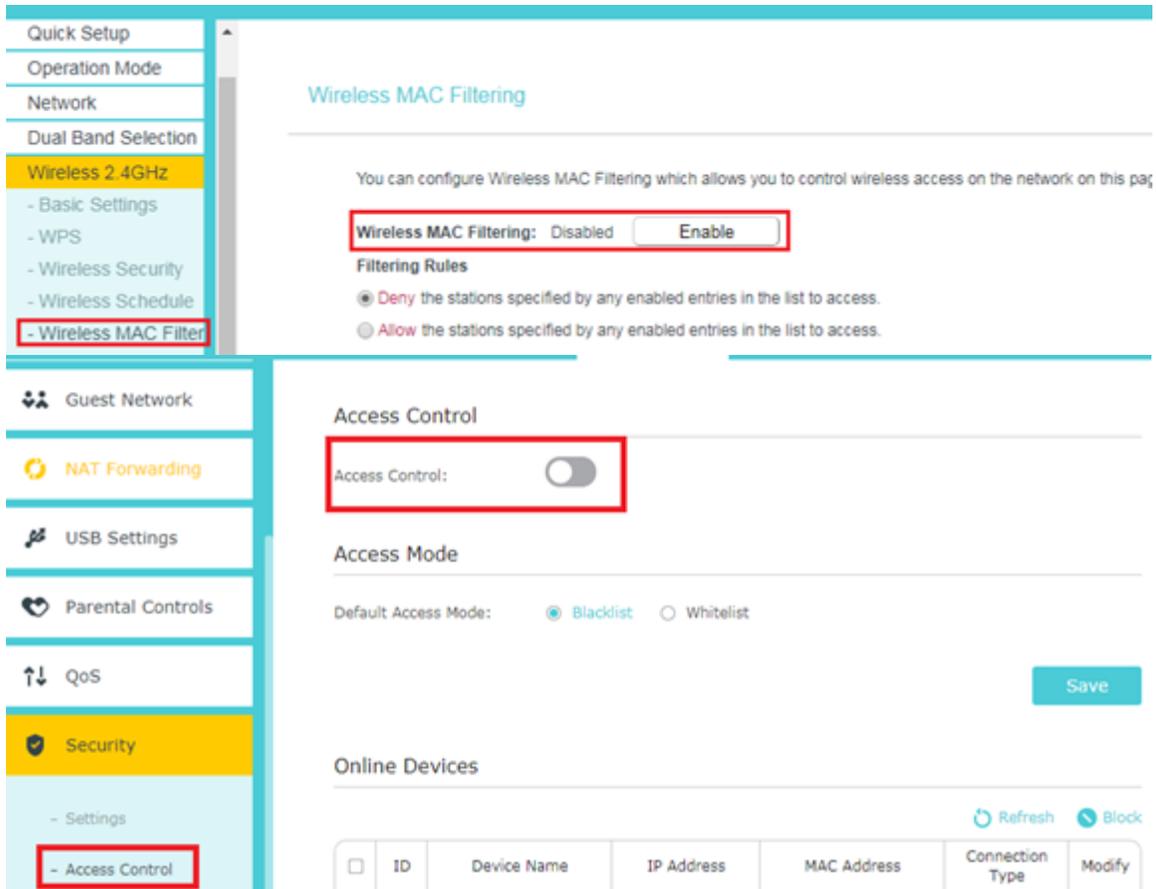
c.   Change the wireless Channel of the router to **1, 6, or 11** (for 2.4GHz network) to reduce interference from other networks. Please contact your router's support for help if you don't know how to change router settings.

d.   Change the wireless security encryption and channel width to 20MHz.

e.   Try to connect via **WPS**. Press the WPS button on the router and then press WPS button on the adapter. For more details, you can refer to FAQ-302.

f.   **Re-install or update the driver** for your wireless adapter of the computer. Please contact computer/wireless adapter's support for help if you don't know how to update the driver.

g.   Refer to FAQ 429 for more solutions.

Problems you may come across during the driver installation of the TP-Link wireless adapter

Troubleshooting

Updated 08-07-2018 06:22:50 AM⊚*5911*

This Article Applies to:

For some TP-Link wireless adapters, some Windows operation systems have equipped with the built-in inbox driver, which means that you could plug and play.

While for others, you need to install the adapter's driver by yourself. And you will go through following procedures:

1. Detect the wireless adapter on your computer

2. Find and download the driver of this adapter

3. Install the driver on your computer manually.

Following are some problems you may come across during these procedures.

How to confirm that the wireless adapter has been detected by your computer?

Make sure you have plug the wireless adapter into the interface of your computer correctly. Then you can go to **Device Manager** to make further check. It would show as an unknow device if the wireless adapter has been detected, as the following picture.
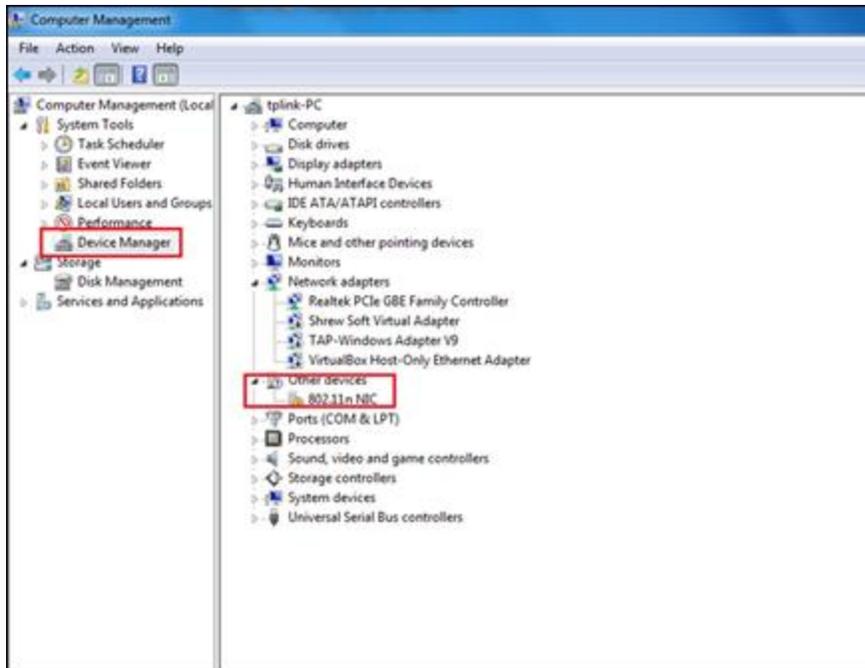
Where to find the driver of this wireless adapter for your computer?

Firstly, you should check the operation system of your computer to deploy the wireless adapter. Then you can find and download the driver that fit for your operation system on TP-Link official website. Here we take Archer T4U as an example:

1. Go to the adapter catalog of TP-Link official website and find the model of Archer T4U: http://www.tp-link.com/download-center
2. 2. Go to the **Support** page of Archer T4U, as the following picture.

3. Choose the **hardware version** and go to the **Drive** tab, then you can find the suitable driver of this adapter according to the operation system of your computer, as the following picture.

If you have installed the old driver before and want to update it to the latest, you need to first uninstall the old driver totally from your computer and then reinstall the new driver

1. Go to **Control Panel** > **Uninstall a program**,find the TP-Link adapter driver, and then uninstall it, as the following picture.

2. Run the installation file "**setup.exe**" to install the new driver.

3. If this driver cannot be installed, please try to scan your PC and see whether it has virus.
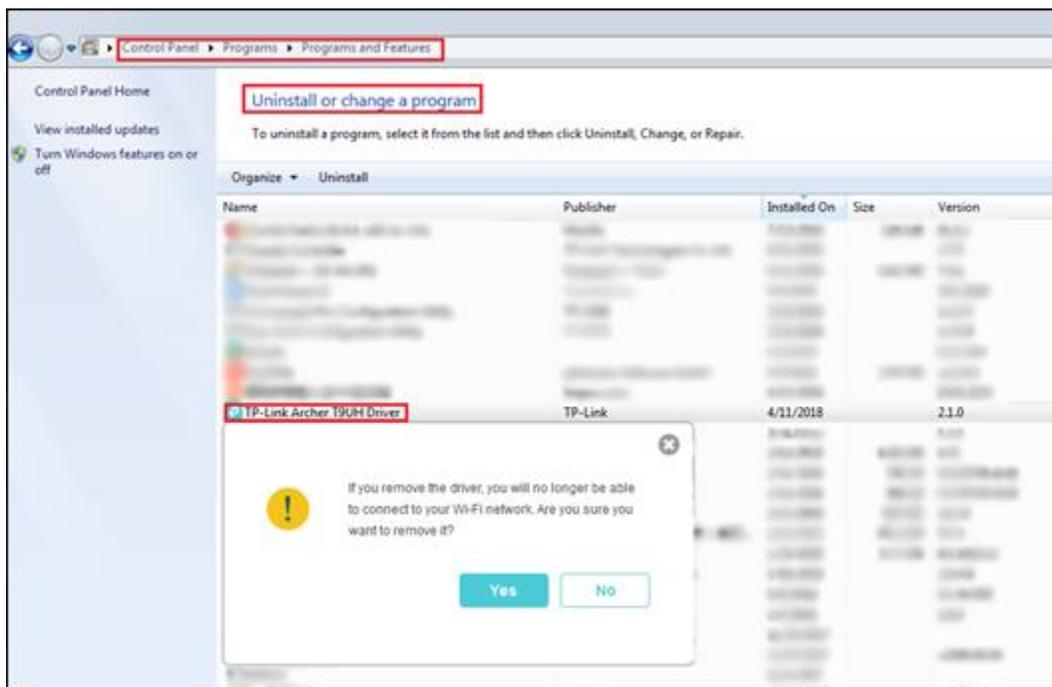
Installation stuck during the drive installation

Normally it will take about 3~5 minutes to finish the installation, but sometimes it may take far more time about 15 minutes, especially when you install the driver on an old computer. Thus, please be patient even if it seems that the installation stuck at a specific percent for some time.

But if the installation stuck more than 20 minutes, please contact TP-Link technical support team for further help: support@tp-link.com

How to confirm if the driver has been installed successfully?

1. Go to **Device Manager** > **Network adapter**, then choose the TP-Link wireless adapter and go to **Properties**, as the following picture.
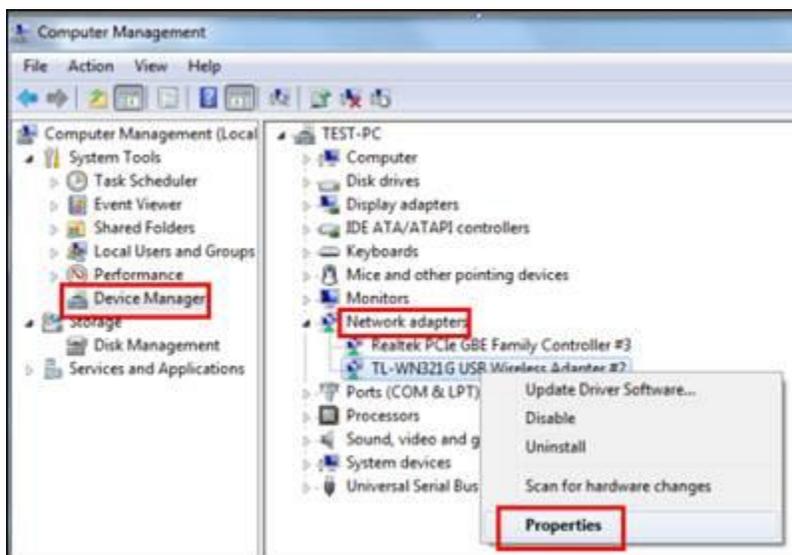
2. The driver has been installed successfully when the status shows "This device is working properly".

Error code pops up on the **Device Manager** catalog

If you come across error code on the **Device Manager** catalog, please uninstall the old driver on the **Control Panel** > **Uninstall a program**. Try download the latest driver from the TP-Link official website and reinstall it again.

For more information about error code, you could refer to this article provided by Microsoft:

https://support.microsoft.com/en-us/help/310123/error-codes-in-device-manager-in-windows