

## Troubleshooting Steps

### Q1. How do I restore my router to its factory default settings?

- Reset the router manually: With the router powered on, press and hold the RESET button on the rear panel until the Power LED starts flashing.
- Reset the router via web management page:
  1. Visit <http://tplinkmodem.net>, and log in with the password or your TP-Link ID.
  2. Click Advanced > System Tools > Backup & Restore page.
  3. Click Factory Restore to reset the router.
  4. Wait for the resetting and then the router will automatically reboot.

#### Note:

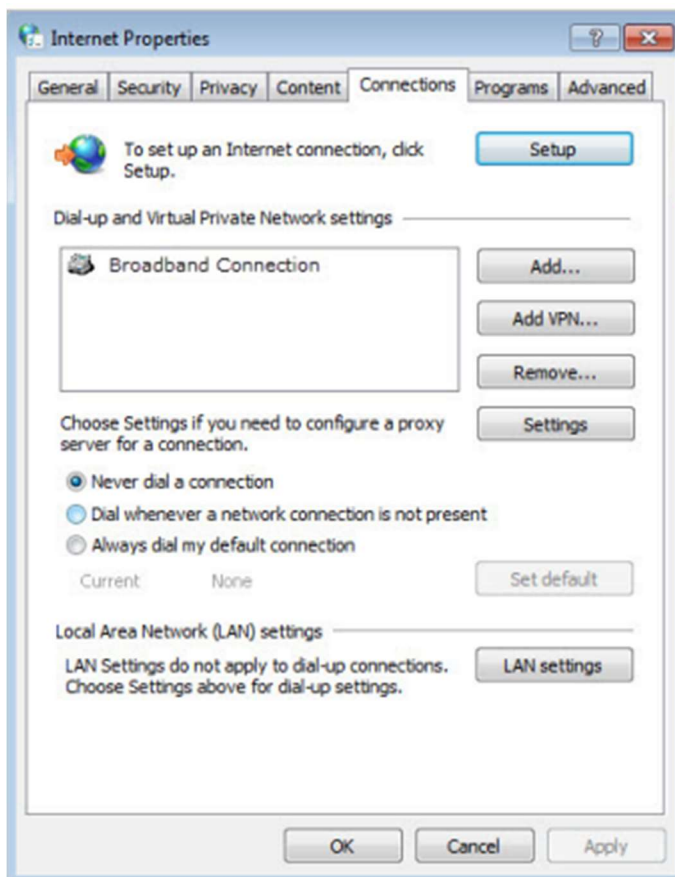
Once the router is reset, the current configuration settings will be lost and you will need to re-configure the router.

### Q2. What should I do if I forget my password?

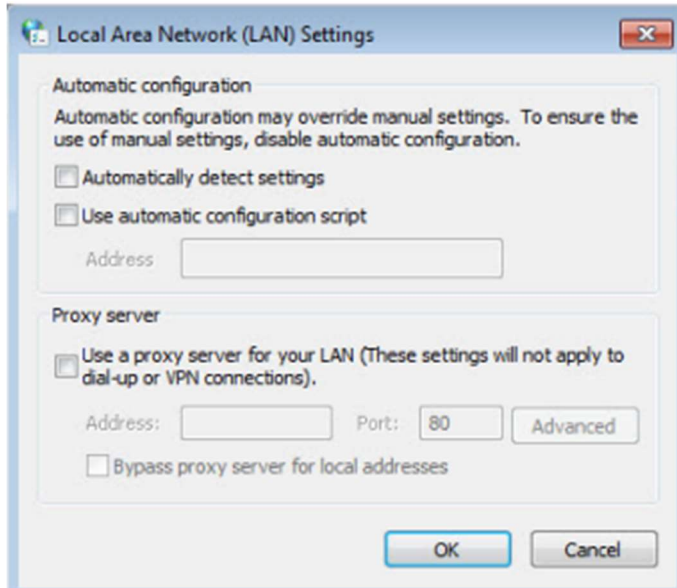
- Web management page password: Restore the router to its factory default settings and then create a new password using 1-32 characters.
- Wireless network password:
  1. The default Wireless Password/PIN is printed on the product label of the router.
  2. If the default wireless password has been changed, log in to the router's web management page and go to Basic > Wireless to retrieve or reset your password.
- TP-Link ID password: Click Forgot password on the TP-Link ID login page and then follow the instructions to reset it

Q3. What should I do if I cannot access the web management page? This can happen for a variety of reasons. Please try the methods below to log in again.

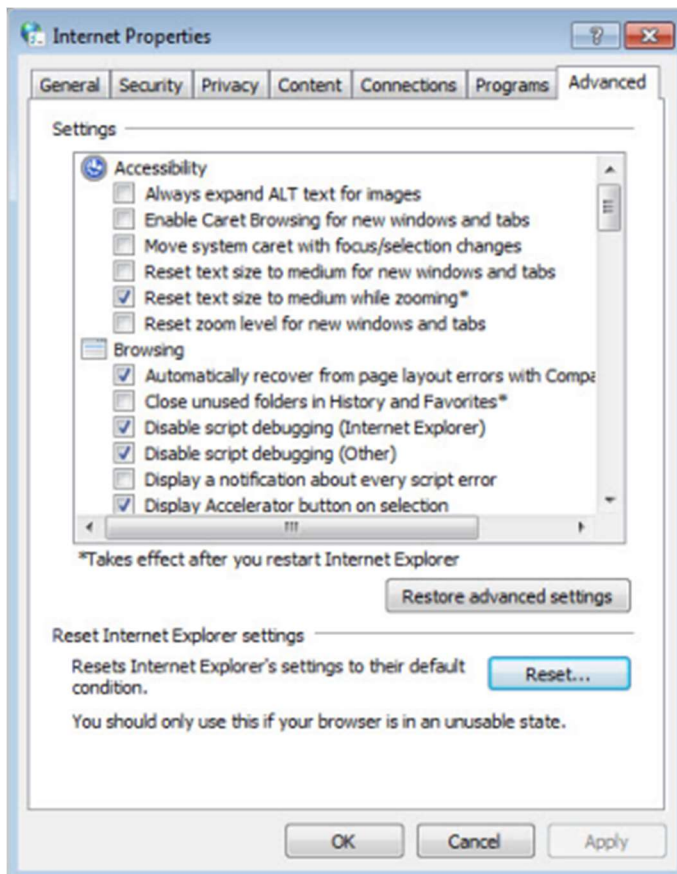
- Make sure your computer has connected to the router correctly and the corresponding LED lights up.
- Make sure the IP address of your computer is configured as Obtain an IP address automatically and Obtain DNS server address automatically.
- Make sure you enter the correct IP address to log in: <http://tplinkmodem.net>.
- Check your computer's settings:
  - 1) Go to Start > Control Panel > Network and Internet, and click View network status and tasks.
  - 2) Click Internet Options on the bottom left.
  - 3) Click Connections and select Never dial a connection.



4) Click LAN settings, deselect the following three options and click OK;



5) Go to Advanced > Restore advanced settings, click OK to save the settings.



Use another web browser or computer to log in again. • Reset the router to factory default settings and try again. If the login still fails, please contact the technical support.

#### Q4. What can I do if I cannot access the internet?

1. Verify that your SIM card is an LTE or WCDMA card.
2. Verify that your SIM card is in your ISP's service area.
3. Verify that your SIM card has sufficient credit.
4. Check the LAN connection: Open a web browser and enter <http://tplinkmodem.net> or <http://192.168.1.1> in the address bar. If the login page does not appear, refer to Q3 and then try again.
5. Check your ISP parameters:
  - 1 ) Open a web browser and log in to the web management page.
  - 2 ) Go to Advanced > Network > Internet to verify the parameters (including the APN, Username and Password) provided by your ISP are correctly entered. If the parameters are incorrect, click Create Profile and enter the correct parameters, then select the new profile from the Profile Name list.
6. Check the PIN settings:
  - 1 ) Open a web browser and log in to the web management page.
  - 2 ) Go to Advanced > Network > PIN Management to verify if PIN is required. If it is, enter the correct PIN provided by your ISP or disable PIN Lock, and click Save.
7. Check the Data Limit:
  - 1 ) Open a web browser and log in to the web management page.
  - 2 ) Go to Advanced > Network > Data Settings to verify if the Total Used exceeds the Total Allowance or if the Monthly Used exceeds the Monthly Allowance. If it does, click Correct and set Total/Monthly Used to 0 (zero), or disable Data Limit.

## 8. Check the Mobile Data:

1 ) Open a web browser and log in to the web management page.

2 ) Go to Advanced > Network > Internet to verify that Mobile Data is enabled. If not, toggle it On to access the internet.

## 9. Check the Data Roaming:

1 ) Confirm with your ISP if you are in a roaming service area. If you are, open a web browser and log in to the web management page.

2 ) Go to Advanced > Network > Internet to verify that Data Roaming is enabled. If not, toggle it On to access the internet.