What should I do if the TP-Link network adapter is not working properly in my computer?

Troubleshooting

Updated 12-02-2022 06:50:51 AM

This Article Applies to: -

Please note: If your laptop has built-in WiFi but you add a new adapter that connects through the PC Card adapter or a USB port, you will need to remove or disable Windows drivers for the original unit. Please refer here to disable the original adapter

Case 1 Slow speed

tep 1. Check Wi-Fi signal strength. If signal is weak, move the computer closer to your router if possible.(About 10-15 feet)

Step 2. Check if the problem happens on 2.4GHz or 5GHz if it's a dual-band adapter.

Step 3. Contact the router support to change channel and channel width on your router to avoid possible interference.

Step 4. Update driver of the adapter (skip if you don't know how to do that).

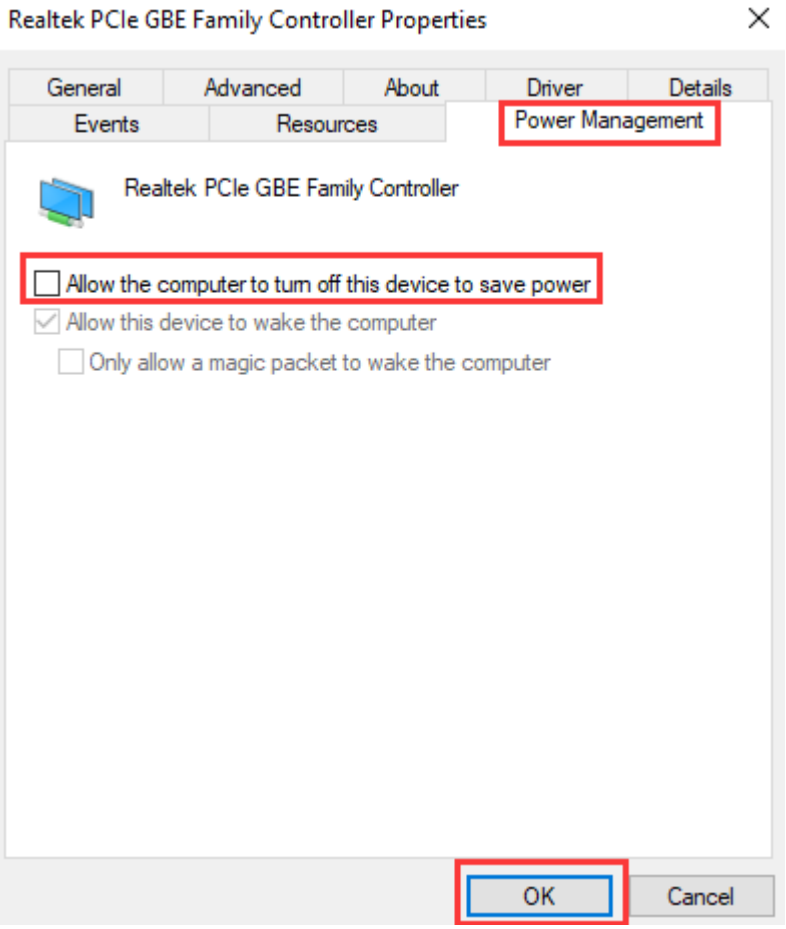
Step 5. Please check the link speed (FAQ2899)of the wireless adapter is normal or not. If you can get the normal link speed. Normally, we can get 30-50% of the link speed.

Step 6. Please use your computer test speed again. Then use your phone/iPad to connect to your host Wi-Fi and test speed in the same location. If the result is higher than your computer's speed, please contact TP-Link support with the results above and tell us the operating system of your computer.

Case 2 Unstable connection

Step 1. Check Wi-Fi signal strength. If the signal is weak, move the computer closer to your router if possible.

Step2. Navigate to **Device Manager** in Control Panel >> Locate the wireless adapter in the list.>>Highlight the device in the listing >> Right-click and Select **Properties** >> Power Management >>Uncheck **Allow computer to turn off this device..**>> Click **OK** to close the window >> Reboot the computer.



Step 3. Check if the problem happens on 2.4GHz or 5GHz if it's a dual-band adapter.

Step 4. Contact router support to change the channel and channel width on your router to avoid possible interference.

Step 5. Update the driver of the adapter (skip if you don't know how to do that).

Step 6. Please try to ping the router's IP address "192.168.0.1"(we take the TP-Link's router IP address as an example), then please share the ping result. How to Use the Ping Command: FAQ425

Step 7. Contact TP-Link support with the results above and tell us the operating system of your computer and what it looks like when the connection drops as the Wi-Fi signal disappears or other behaviors.

Case 3 Cannot find wireless network

A. cannot find certain Wi-Fi signal

Change SSID/wireless network name and channel of your router (contact the router support if you don't know how to do it).

Please try to change the setting of your router, please change the channel of the 2.4G to channel 1 and change the channel of the 5G to channel 36.

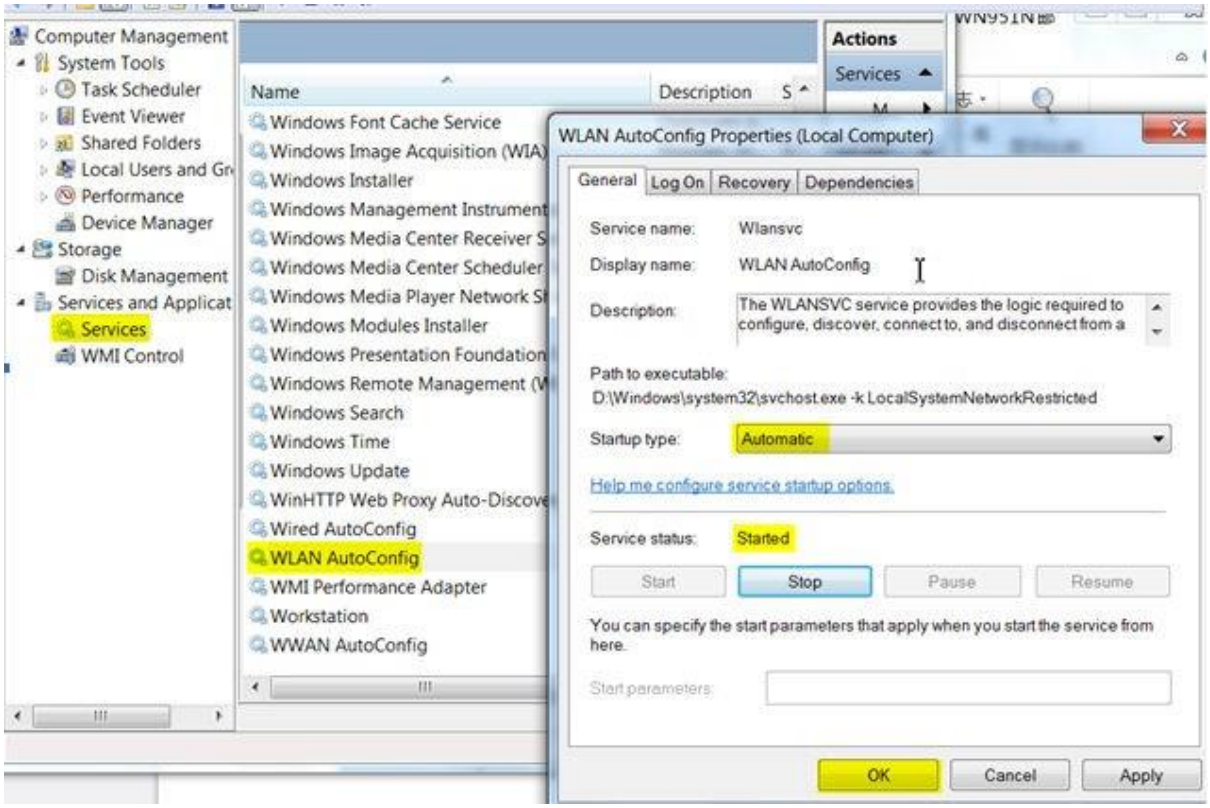
If you use the TP-Link router, can check the FAQ2292.

B. cannot find any Wi-Fi signal

Step 1.Enable wireless service. There might be a Wi-Fi on/off button on some computers. Make sure it's switched on.

Step 2.**For Windows**

Enable WAC (skip if you don't know where to find it). Right click on **My Computer**>>**Manage**>>**Computer Management**>>**Services**>>**WLAN AutoConfig**>>**General**>>Ensure the Startup type as **Automatic** >>**Start**>>**OK**



For MAC

If you already installed the driver and it was successful. however, don't see any other wifi bar or it shows "**no wireless NIC plugin**".

Run as Administrator when installing the driver.

1. Open the **Apple menu**.
2. Select **System Preferences**.
3. In the System Preferences window, click on the **Users & Groups** icon.
4. On the left side of the window that opens, locate your account name in the list.
    - If the word **Admin** is immediately below your account name, then you are an administrator on this machine.
    - If the word **Standard** is there, then you are not an administrator and your account cannot be used to install software or make administrative changes.

Step 3.Uninstall anti-virus software and disable the firewall if any.

Step 4.Update the driver of the adapter (skip if you don’t know how to do that).

Step 5.Contact TP-Link support with the results above and tell us the operating system of your computer.

Case 4 Cannot connect to Wi-Fi

Step 1. Make sure your router is working. Use another device like laptops or mobile phones to connect to Wi-Fi and check the internet connection.

The first time you try to connect to Mobile WiFi’s wireless network, your PC may require you to enter a PIN code. Please follow the guidelines below to connect to the wireless network:

https://www.tp-link.com/support/faq/2054/

Step 2. Check Wi-Fi signal strength. Move the computer closer to your router or adjust wireless settings like channel and channel width on your router to avoid wireless interference. Please contact your router support to help you.

Step 3.Update the driver of the adapter (skip if you don’t know how to do that).

Step 4. Please try to change the Wi-Fi setting of the router and connect It again.

Step 5.Contact TP-Link support and tell us the wireless security type and model number of your router/access point.

Case 5 No internet access after connecting to Wi-Fi

) Connect other wireless devices to the router and make sure the internet is working with other devices.

2) Check IP address, Default Gateway, and DNS of Wireless (Wi-Fi) Network Connection.

How to check IP address: https://www.tp-link.com/support/faq/838/

If the IP address is not obtained automatically, change it to Obtain IP Address Automatically.

- If there is no IP address or invalid IP address 169.254.x.x:

A. Check the settings on router and make sure the network adapter is in the router's white list. Normally a router would have mac filtering, access control, or other kinds of firewall which can block devices. If you don't know that, please check it with router support and you may choose to disable that function or add the adapter to the white list.
B. Change router's wireless channel.
C. Uninstall the previous driver, try the latest one on our website or the one from chipset manufacturer.

- If an IP address is delivered by the main router, please try to ping the IP address of the main router.

How to use the ping command :

https://www.tp-link.com/support/faq/425/

3) Please help us check the driver version of the adapter and computer motherboard info and send us the photos: https://www.tp-link.com/support/faq/2722/

How to Install TP-Link Wireless Adapters by Running the CD

User Application Requirement

Updated 06-29-2022 02:27:03 AM *132913*

This Article Applies to: -

This article gives you instructions on how to install TP-Link wireless adapters by using the enclosed resource CD. Please prepare the CD in advance of the installation.

NOTE: This article just takes TL-WN727N as an example. The installation procedures of other TP-Link wireless adapters are almost the same as of TL-WN727N.

Step 1

Insert the enclosed CD in to your CD drive.

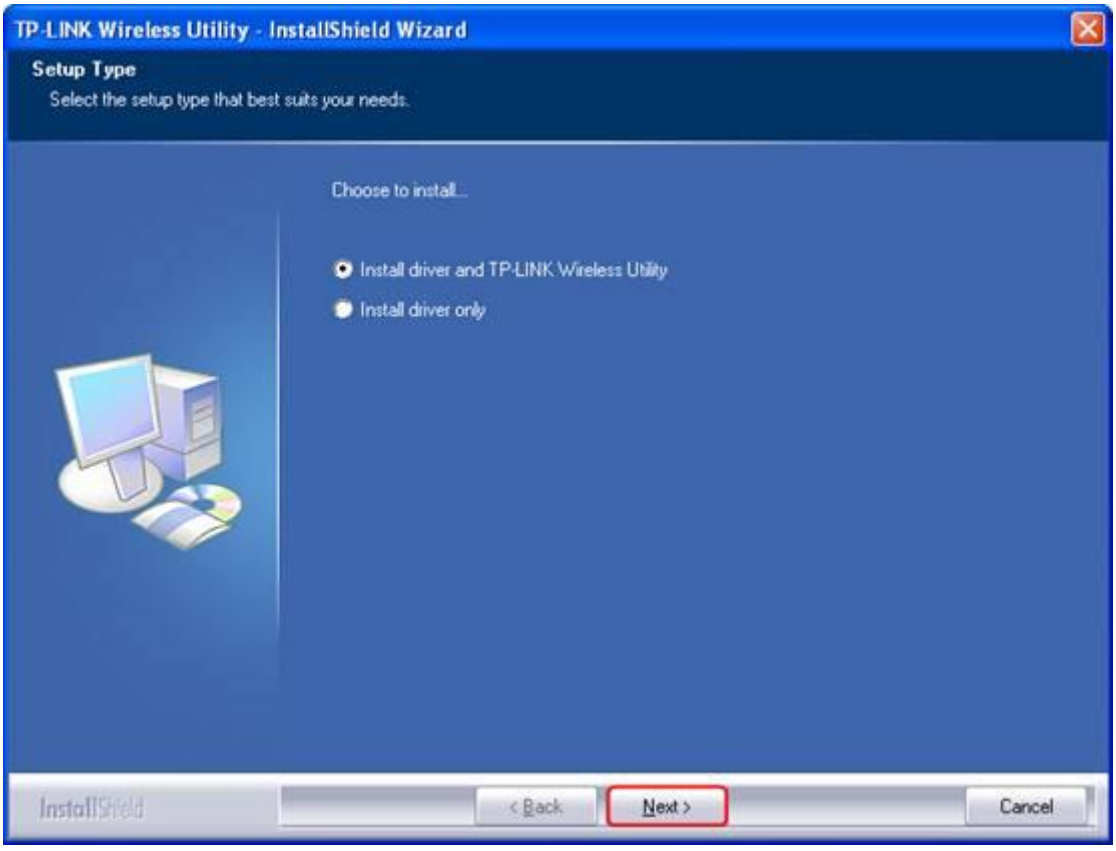
Step 2

The **Setup Wizard** will be automatically displayed on your screen. Find the model of your adapter and click **Install Driver & Utility** on the dropdown menu.

NOTE: If the **Setup Wizard** does not come out, please browse the CD and run "**Autorun.exe**".

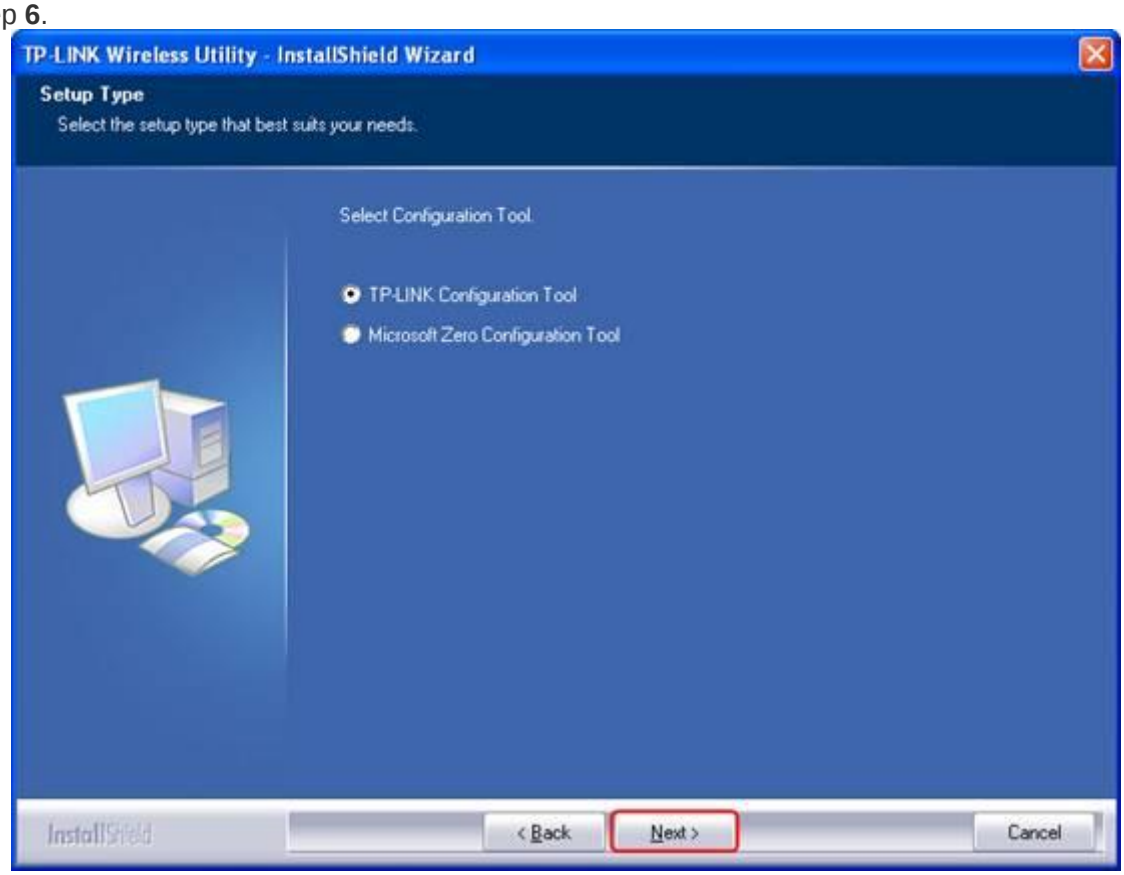
Step 3

If you want to install the driver and TP-Link wireless utility, please select **Install driver and TP-Link Wireless Utility**; if you just want to install the driver, please select **Install driver only**. Then click **Next**.



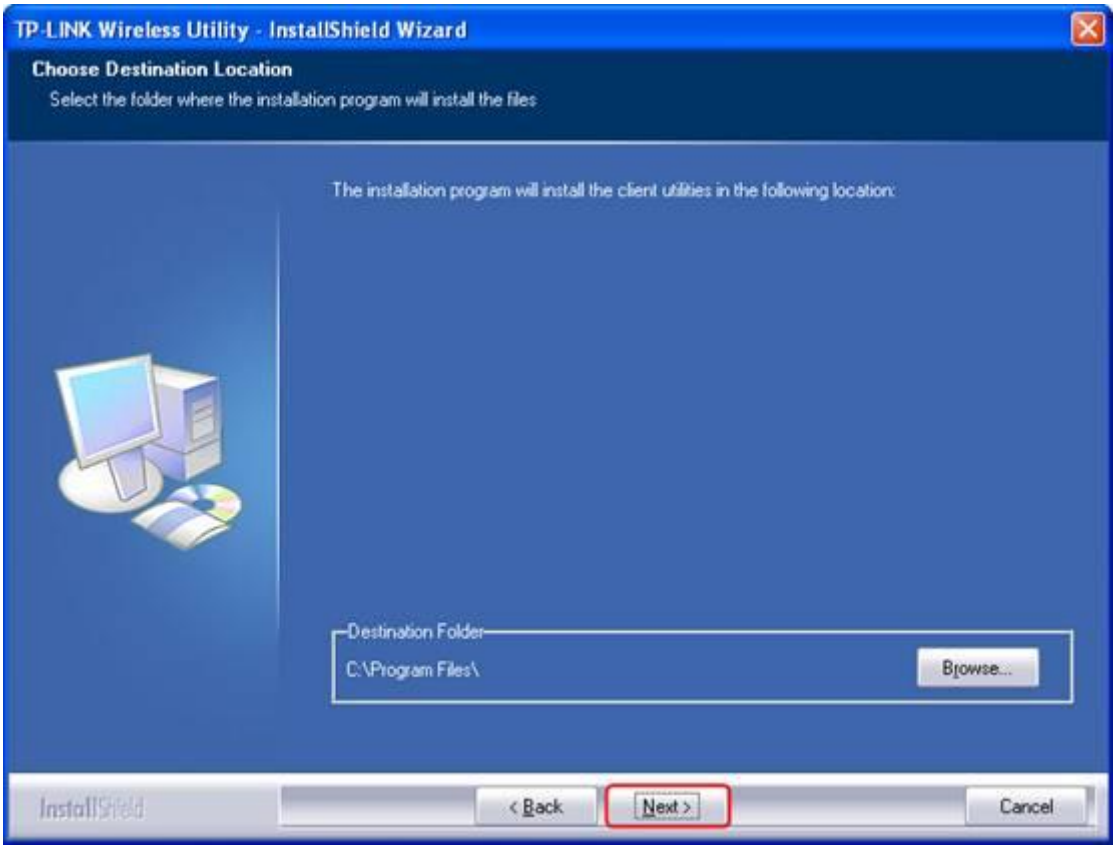
Step 4

If you select **Install driver and TP-Link Wireless Utility** in step **3**, you will need to select the default wireless configuration tool. If you select **Install driver only** in step **3**, please just skip to step **6**.



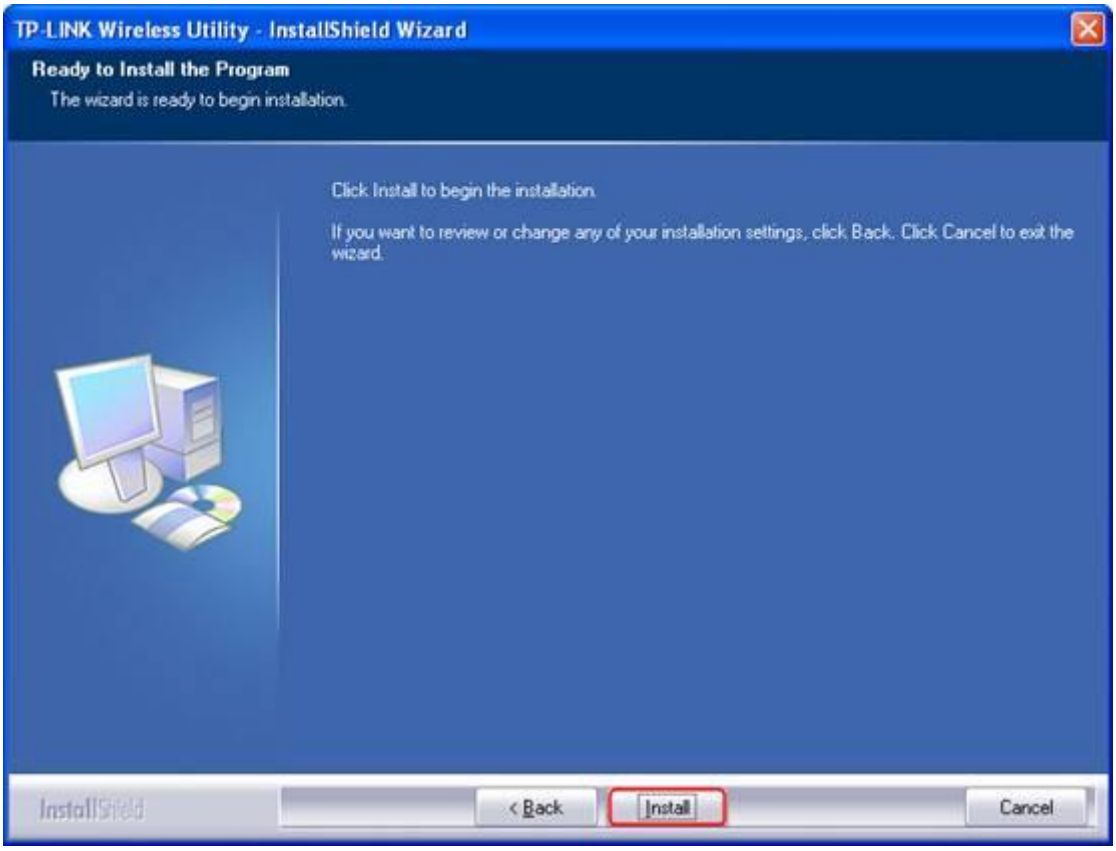
Step 5

Choose the destination folder where you want to install the TP-Link wireless utility. Then click **Next**.



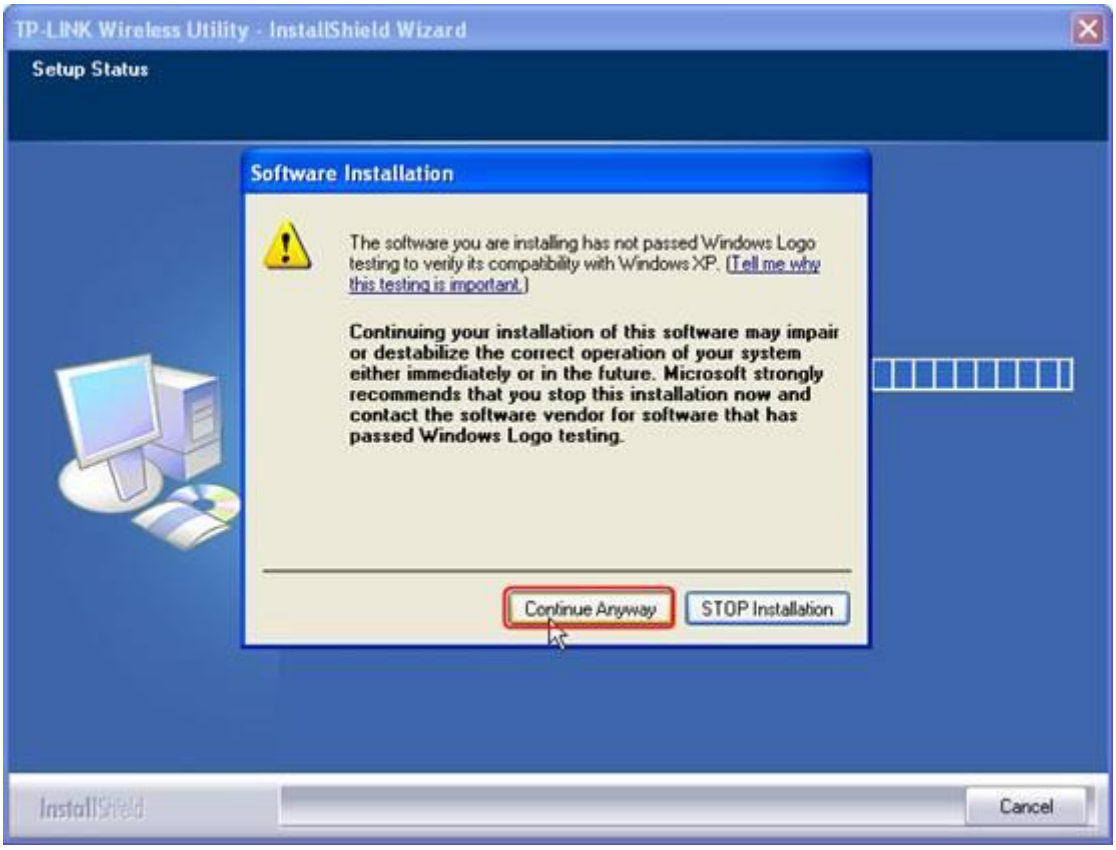
Step 6

Click **Install** to start the installation.



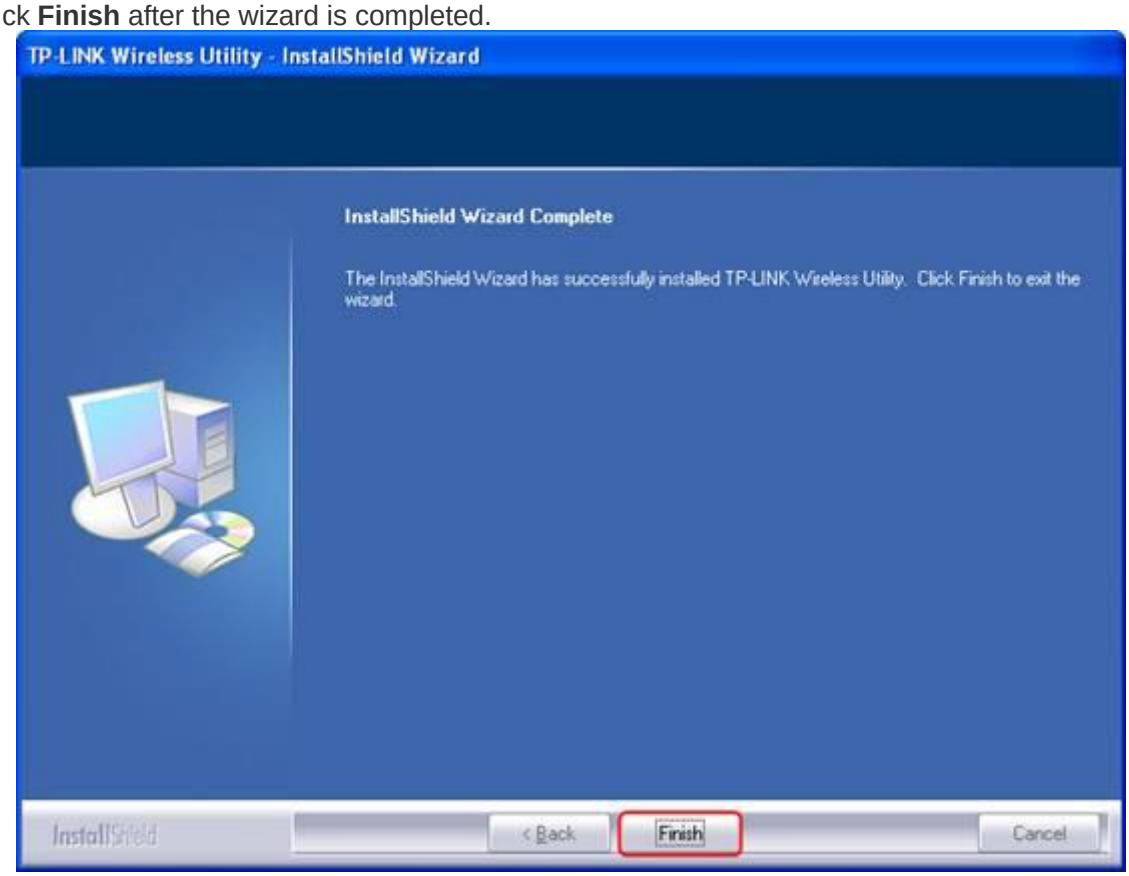
Step 7

During the setup process, there will be a warning. Please click Continue **Anyway**.



Step 8

Click **Finish** after the wizard is completed.



How to improve the speed of TP-Link wireless adapters

User Application Requirement

Updated 06-28-2022 09:34:36 AM *677224*

This Article Applies to: -

Some customers may wonder why their TP-Link wireless adapters get much slower speed than other wireless devices connecting to the same wireless network. This article will guide you how to improve the speed of TP-Link wireless adapters from different aspects.

Before we start, let us make it clear that there are many factors affecting the speed of a wireless adapter, including the location of the adapter, the interference from other devices, the association speed between the adapter and the router, the driver of the adapter, the firmware of the router, and the computer itself. We will introduce some solutions to improve the speed of TP-Link wireless adapters based on these six factors.

I. The Location of the Adapter

1).The distance and obstacles between adapter and router. As we know, each wall or ceiling will have a negative effect on wireless radio particularly the ones built by solid metal material. So, please keep the path between wireless router and TP-Link adapter as clear as possible.

2).The direction and angle of antenna on TP-Link wireless adapter and main router. Antenna on wireless devices are used to receive and send wireless signal. To have a stronger wireless signal, we recommend to place antennas at 45 degrees (diagonally) or 0 degrees (straight out parallel to the floor) which will be more effective, as the picture below.

Note: for PCIE adapters, please take the location of the computer main board into your consideration, and make sure the computer main board not interfere the transmission of antenna on TP-Link wireless adapters.

II. The Interference from Other Devices on 2.4G

Nowadays, more and more network devices take 2.4G frequency to transmit signals, and various electromagnetic uses 2.4G frequency to work, which makes 2.4G frequency becomes too crowed to convey signals. Thus, we do suggest our customers to use 5G frequency for network activities to have the best network experience.

III. The Association Speed between the Adapter and the Router

Slow association speed will affect the internet speed as well. According to the working features on Wi-Fi, normally download speed of 5G would be around 50% of wireless association speed and download speed of 2.4G would be around 30% - 50% of wireless link speed.

To guarantee that your TP-Link wireless adapter gets better speed, we need to let the wireless association speed archive to the highest value. Please change the wireless channel and channel bandwidth of your router. Different channels will have different performance. The more crowded the channel is, the poorer performance it will get. Channel Bandwidth is also important to the wireless connection, make sure it is set to the best or biggest value for your router.

IV. The Driver of the Adapter

Our TP-Link always releases new drivers for our wireless adapters to improve their working performance when any issues found and needed to be solved. To ensure a better performance and reliability, please update the wireless adapter's driver to the latest one released by TP-Link. You can download the latest driver from our official web site.

V. The Computer Itself

As our experience, some anti-virus software installed on the computer would have a great impact on the download speed of the adapter, such as SmartByte, Avast and so on. Please uninstall these kinds of software temporarily to test the download speed.

VI. The Firmware of the Router

Please do the comparison test using your other wireless devices in the same location as TP-Link wireless adapter. If they all have the same speed as TP-Link adapter, please make sure your router is running the latest firmware. Also you may contact the support of your router to figure it out since they are more professional and familiar with your router.

Please contact TP-Link support with the following information after trying above solutions but all to no avail.

1). the download speed on your other wireless devices in the same location as TP-Link adapter.

2). the wireless association speed of TP-Link adapter. Please refer to the following instruction to check the wireless association speed: How to check the associated/link speed on a wireless client.

3). the driver version and computer system information by referring to How to check driver version of TP-Link adapters and system information of your computer?

4). the model number of your router.

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

How to check if I have installed the driver for my adapter successfully or not on windows

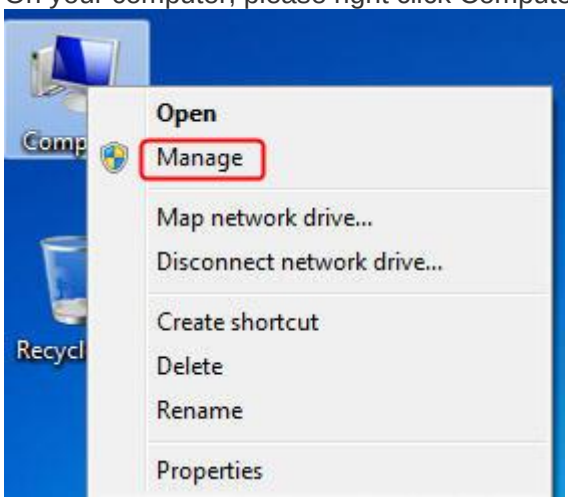
User Application Requirement

Updated 12-10-2020 08:16:20 AM *235329*

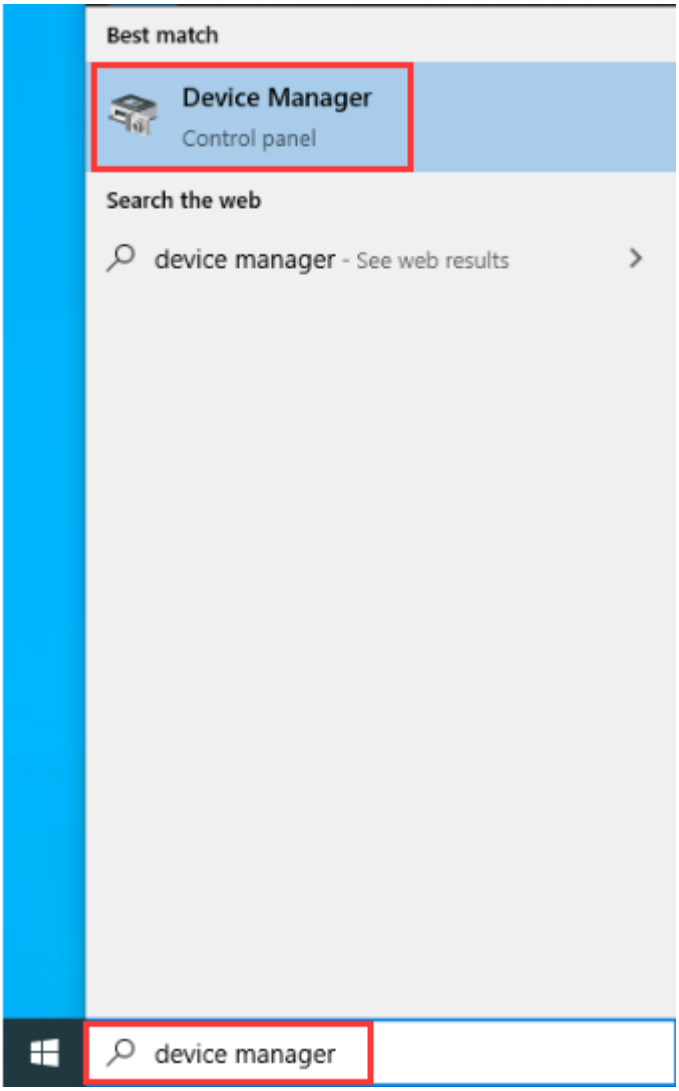
This Article Applies to: -

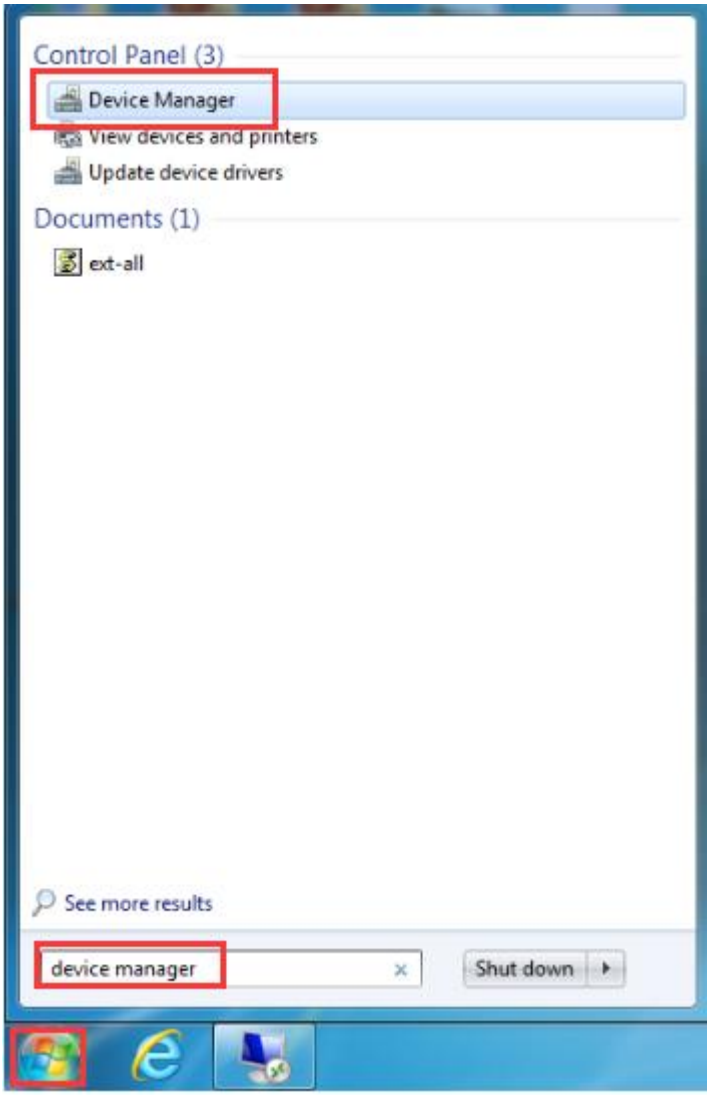
Please follow these steps to check if you installed the driver for your TP-Link adapter successfully.

Step 1
On your computer, please right click Computer icon and go to **Manage**.

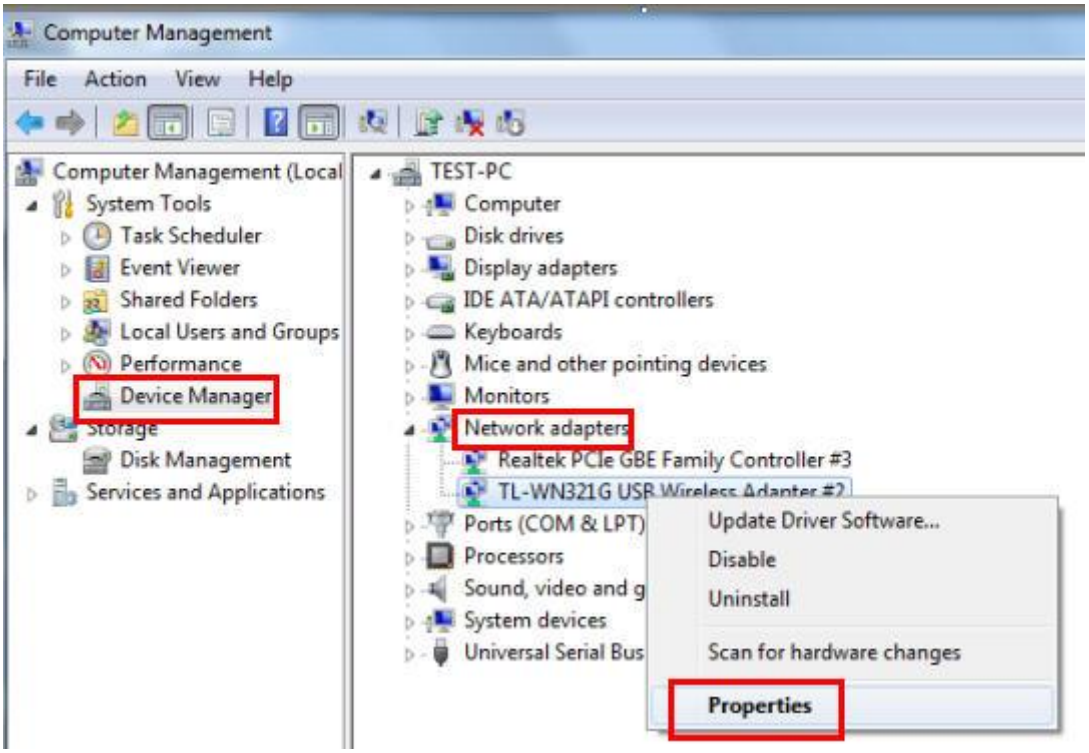


Or click on the **Windows** Button and type in the "**Device Manager**" on search bar, the bottom-left corner of the screen and click on the "**Device Manager**" option.


Best match
Device Manager
Control panel
Search the web
device manager - See web results
device manager



Step 2
Open the **Device Manager** and go to **Network adapters**, and then find the corresponding TP-Link adapter, right click it and then go to **Properties**.



Step 3
If you can see "This device is working properly." in the red box, you have already installed the driver successfully.

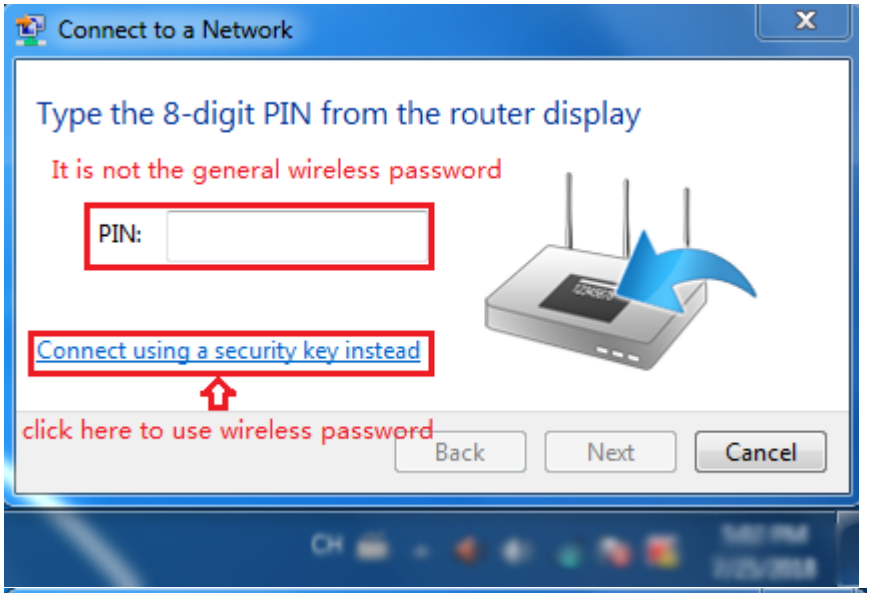
Why cannot I connect to my wireless network

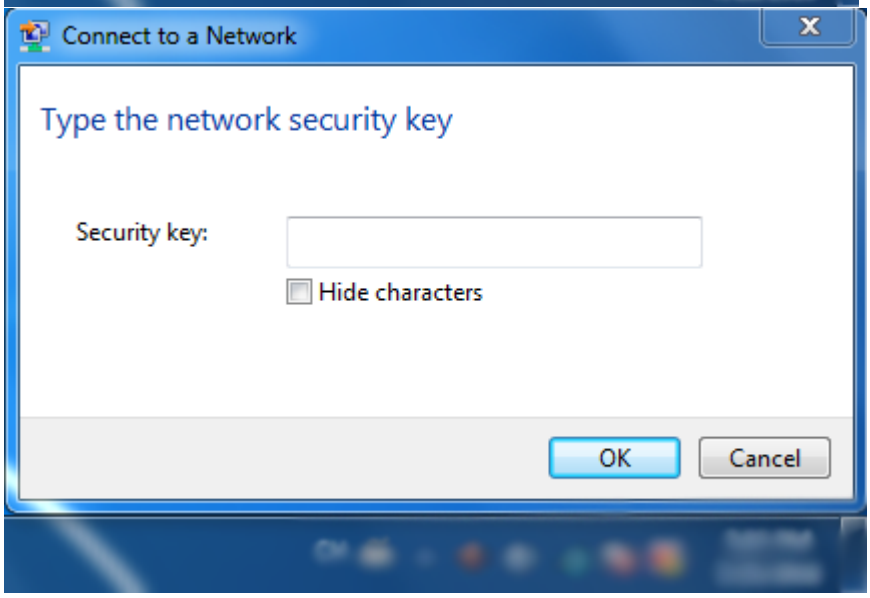
Troubleshooting
Updated 09-13-2022 07:24:51 AM *1146670*
This Article Applies to: -

Case1. the authenticating problem, password mismatch

1. Make sure your password typed is correct. You can refer to this FAQ to find the wireless password: How to find or change the wireless password on the TP-Link products

2. 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.





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.

Case 2. Windows was unable to connect to XXX / Cannot join this network / Taking longer than usual to connect to this network.

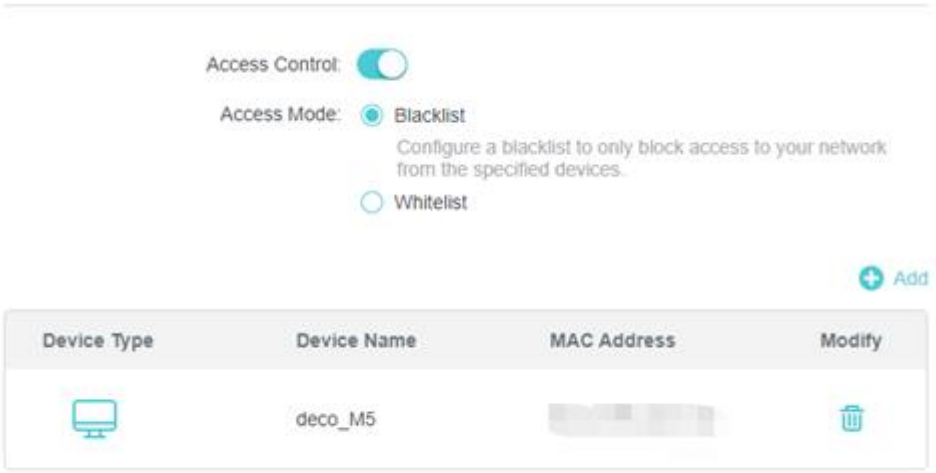
There are various causes of this kind of problem:

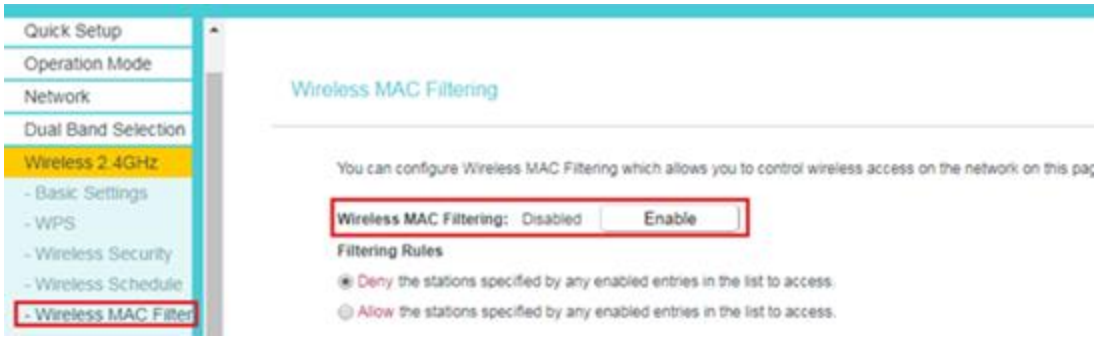
1. Weak wireless signal.

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

2. Wireless mac filtering or access control function block the specified wireless clients to connect.

Check the wireless settings on the router. Make sure **Wireless MAC Filtering** or **Access Control** is NOT enabled.





3. Too much interference

1) Try to change the wireless Channel of the router to reduce interference from other networks.

For example:

For the 2.4GHz channel, you can change the channel to 1, 6, or 11 to test.

For the 5GHz channel, you can change channels 36, 52, or 149 to test

You can refer to this FAQ to change the wireless channel: https://www.tp-link.com/en/support/faq/3085/

2) Try to turn off other wireless routers or devices like microwave/soundbar/bluetooth

4. Your wireless clients have some problems.

1) Try to turn off and turn on/reboot your wireless clients to connect to the Wi-Fi.

2) Contact the support of your wireless clients.

5. Some devices don't support specified wireless settings like encryption or wireless mode.

You can refer to this FAQ to change the wireless settings: How to Change your Security Settings on your TP-Link Router (new UI)

Suggestion:

1. Change the wireless name and wireless password

2. Change the wireless security encryption
3. Change the channel width
4. Change the wireless mode

6. Other suggestions.

1) Try to connect via **WPS**. Press the WPS button on the router and then press the WPS button on the adapter. For more details, you can refer to How to connect to a wireless network while a PIN code is required in Windows 7 (WPS/QSS).

2) **Re-install or update the driver** for your wireless adapter of the computer. Please contact computer/wireless adapter support for help if you don't know how to update the driver.
3) Refer to Why cannot I connect to the secured wireless network of the router? for more solutions.