

# Troubleshooting guide

## What should I do if TP-Link Wireless Dual Band 4G LTE Router Archer MR600 cannot detect my ISP information?

Troubleshooting

Updated 07-09-2019 08:11:06 AM ©3182

**This Article Applies to:**

If your ISP settings are not detected by TP-Link 4G router, you can create a new internet connection profile, or upgrade the ISP information file by yourself.

### **Method 1: Create a new internet connection profile**

1. Visit <http://tplinkmodem.net>, and log in with the password. Please refer to [How to log into the web-based management interface of TP-Link Wireless Dual Band 4G LTE Router?](#)
2. Go to **Advanced > Network > Internet** page.
3. Click **Create Profile**.

WAN Interface ?

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Internet Status: Detecting...

Mobile Data:

Data Roaming:

NAT:

Network Mode: 4G Preferred ▼

**Dial-up Settings**


Network Search: Auto ▼

Profile Name: ▼

PDP Type: IPv4 ▼

APN:

Username:

Password:  

Authentication Type: NONE ▼

[Create Profile](#) Click this button to create a new dial-up profile. Up to 8 profiles can be added.

4. Specify the **Profile Name**, **Username** and **Password**. Select the **PDP Type**, **APN Type** and **Authentication Type** according to your ISP.

Create Profile


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Profile Name: Network1

PDP Type: IPv4 ▼

APN Type: Dynamic ▼

Username:

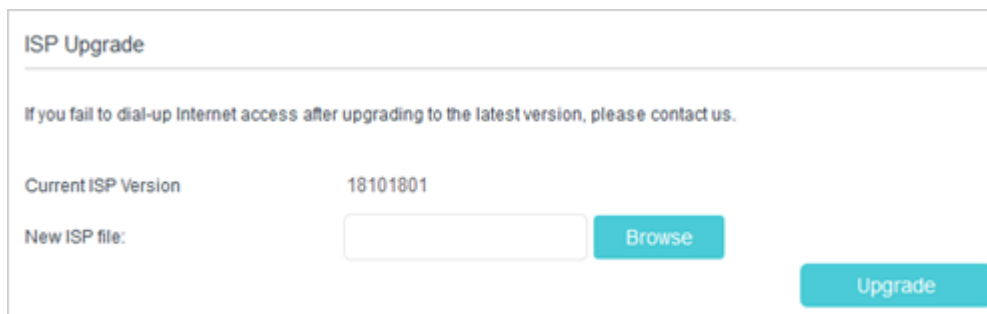
Password:  

Authentication Type: CHAP ▼

5. Click **OK** to make the settings effective and the new profile will be used to set up a new connection.

## Method 2: Upgrade ISP information

1. Download the latest ISP upgrade file from the Support page at <https://www.tp-link.com> to your computer.
2. Visit <http://tplinkmodem.net>, and log in with password you set for the router. Please refer to [How to log into the web-based management interface of TP-Link Wireless Dual Band 4G LTE Router?](#)
3. Go to **Advanced > Network > ISP Upgrade**.



ISP Upgrade

If you fail to dial-up Internet access after upgrading to the latest version, please contact us.

Current ISP Version 18101801

New ISP file:

4. Click **Browse** to locate and select the latest file.
5. Click **Upgrade**.

## What should I do if TP-Link Wireless Dual Band 4G LTE Router Archer MR600 displays wrong ISP settings?

Troubleshooting

Updated 07-09-2019 08:10:53 AM ©2241

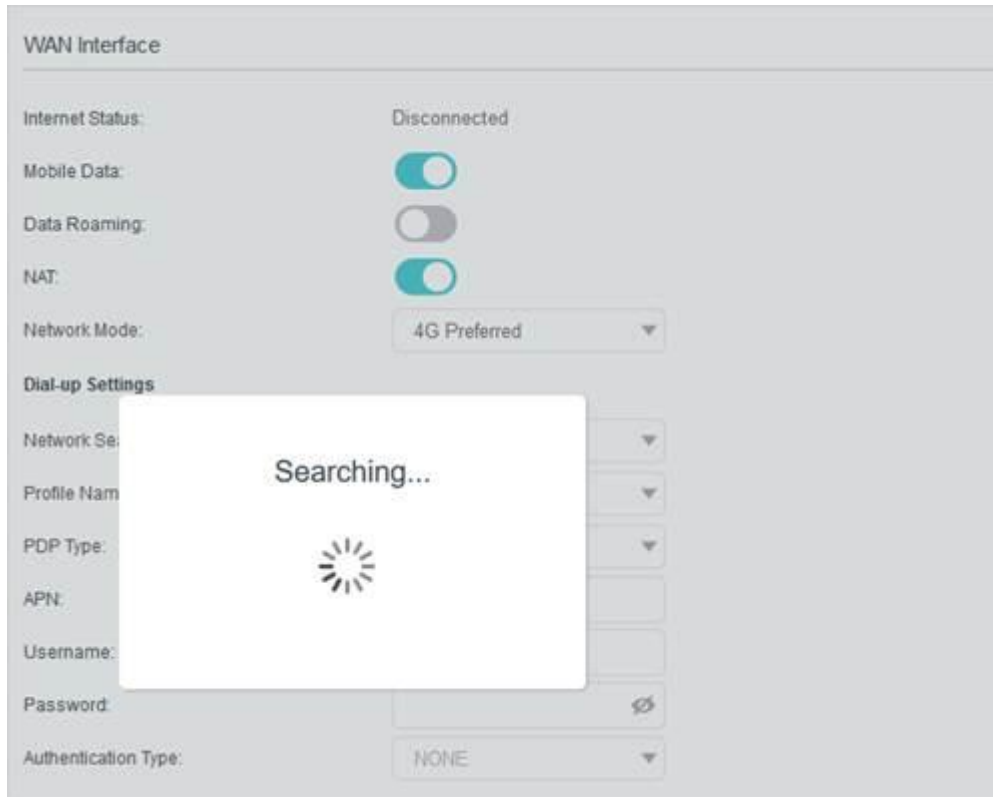
**This Article Applies to:**

If the **Auto** network connection of TP-Link 4G router displays a wrong ISP profile, you can select the correct network manually to have internet access. This article will take Archer MR600 as the example.

1. Login the web interface of TP-Link Archer MR600 via [tplinkmodem.net](http://tplinkmodem.net). Please refer to [How to log into the web-based management interface of TP-Link Wireless Dual Band 4G LTE Router?](#)

2. Go to **Advanced->Network->Internet**.

3. Change the **Network Search** mode to **Manual**.



4. When prompted, select the correct ISP network and click **Save**.

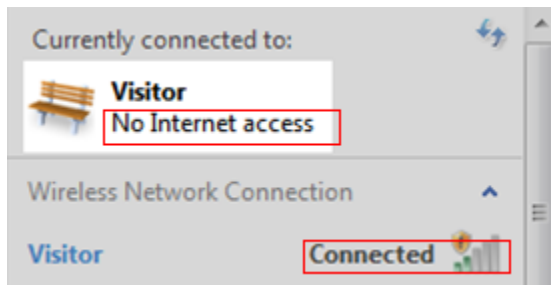
## **No internet connection when using TP-Link Wireless 4G LTE Router working as 3G/4G Router Mode(Case 1)**

Troubleshooting

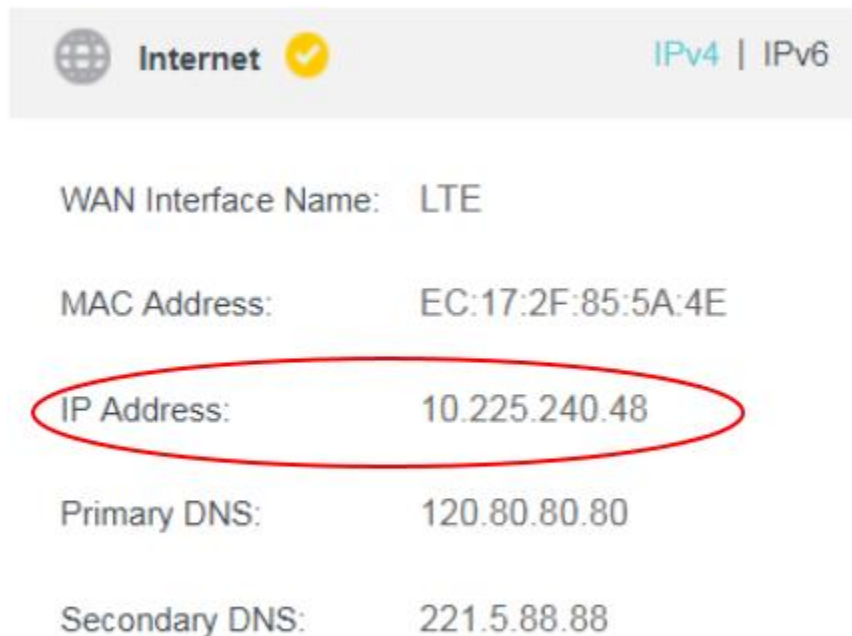
Updated 05-30-2019 09:30:36 AM ©35286

**This Article Applies to:**

**Note:** This article is applied in the following situation: you can connect to the wireless of Archer MR200, but none of your devices can get internet access and you might see the following icon on your computer.



**Preparation:** log in the web interface (click [here](#) to see how to do this) ----check the **Ip address** in the **Internet** window on **Status** page under **Advanced**.



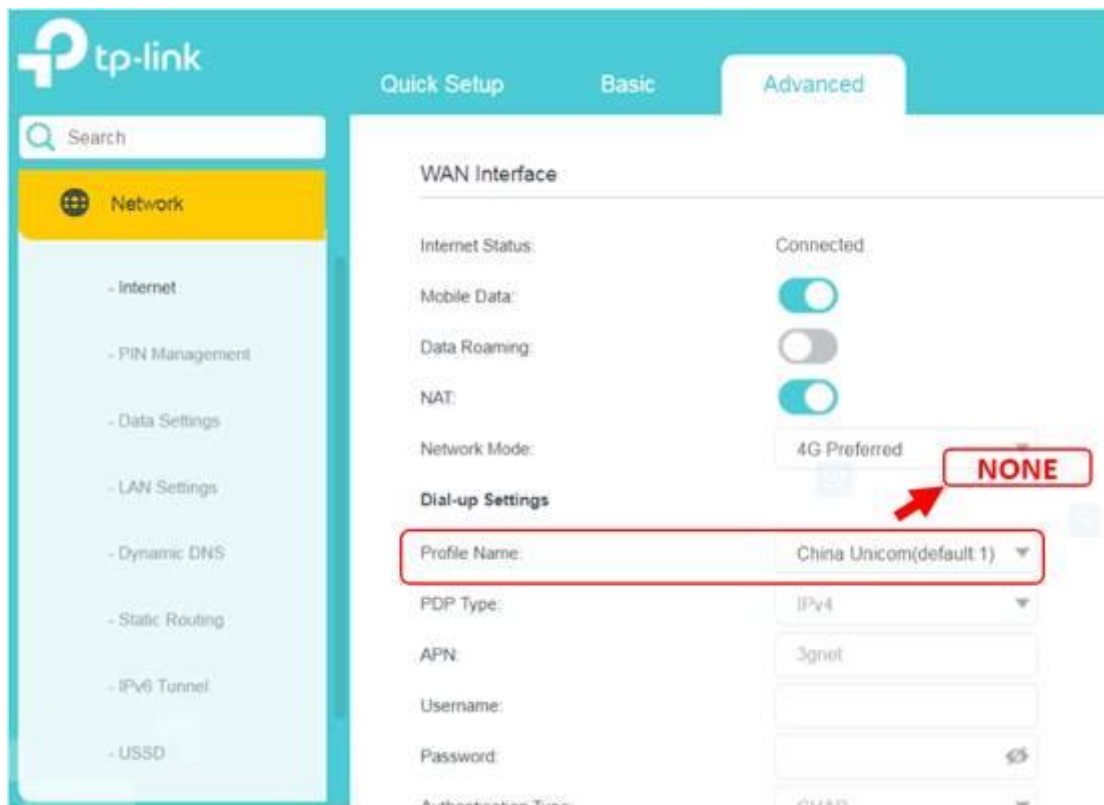
If the Ip address is **not 0.0.0.0**, then refer to this [FAQ](#).

If the Ip address is **0.0.0.0**, it means the router is not connected to the internet yet. The reason can be that SIM card's supporting BAND is not the same with this router's or the router's self-inserted APN is different from ISP's etc.( ISP stands for the Internet Service Provider)

## Solution

### 1: Sim card's supporting band is not the same with the router's

The **phenomenon** can be that the SIM card is not recognized by the router at all (you will see that the 'profile Name' is 'none')



**Solution:** Check with your 3G service provider to make sure that your SIM card supports the **Network Type** which Archer MR200 supports. You may check the details of Network Type on our [Official Web Site](#). Also, it's working properly when it's inserted to your phone.

## 2. The SIM Card is disabled by PIN code.



**Solution:** contact your **Internet Service Provider** to get **PIN Code** of your Sim card and fill in that Code into TP-Link router.

## 3: The router's self-inserted APN is different from ISP's

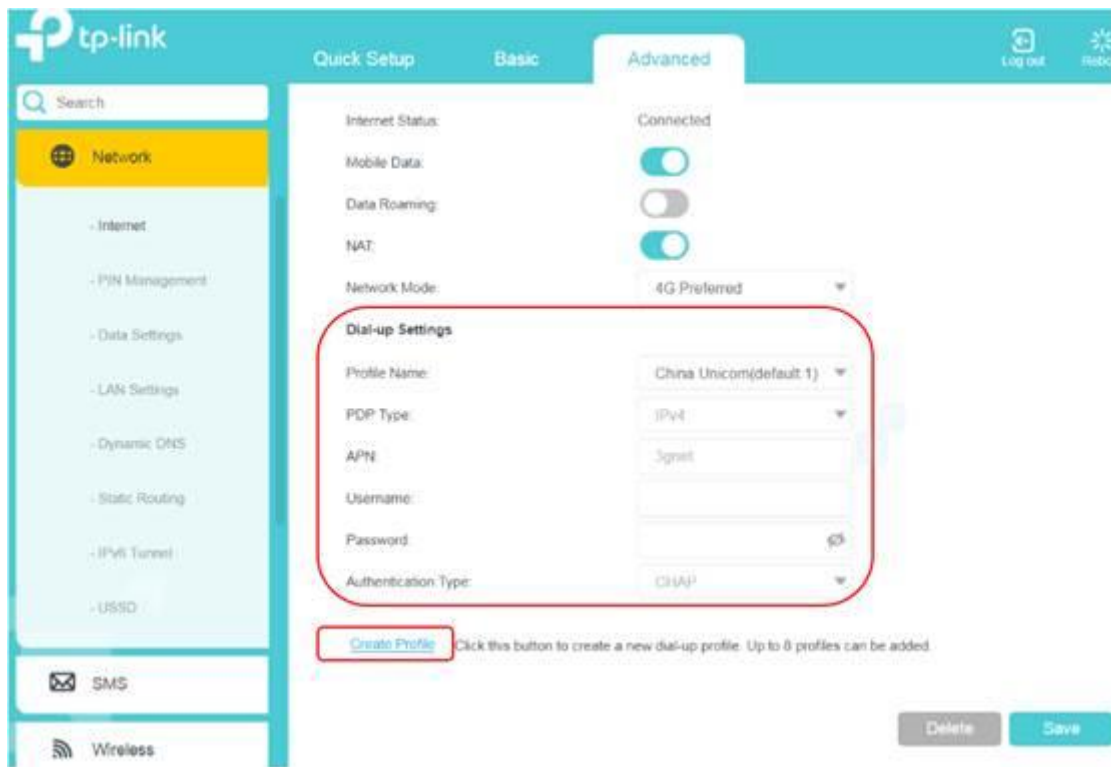
APN info is inserted in the router before you input your SIM card. Sometimes, your ISP may change their APN without our notice.

**Solution:** create a connection **profile** by yourself.

The following info will be needed to create a profile: '**APN type**' and '**APN**' (from ISP), '**profile list**' '**profile name**' (this can be something you like); '**PDP type**' (ipv4 or ipv6) (decided by the ISP); '**username**' and '**password**' '**Authentication type**' (optional and decided by ISP)

To create a profile:

Go to 'advanced'--'Network'---'Internet'---'profile management'---'create'.



After you do the above troubleshooting, if still no internet access, then you may update the firmware to the latest one for a try refers to this [FAQ](#).

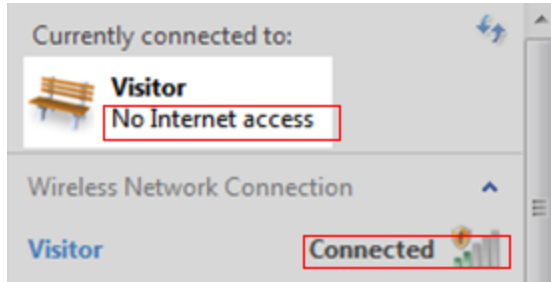
## No internet connection when using TP-Link Wireless 4G LTE Router working as 3G/4G Router Mode(Case 2)

Troubleshooting

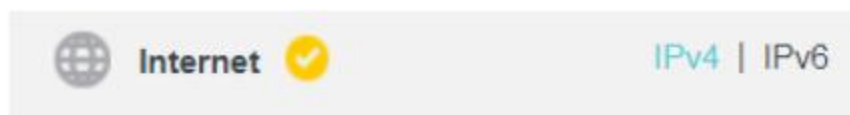
Updated 05-30-2019 09:29:53 AM ©14045

**This Article Applies to:**

**Note:** This article is applied in the following situation: you can connect to the wireless of Archer MR200, but none of your devices can get internet access and you might see the following icon on your computer.



**Preparation:** log in the web interface (click [here](#) to see how to do this) ---- check the **Ip address** in the **Internet** window on **Status** page under **Advanced**.



WAN Interface Name: LTE

MAC Address: EC:17:2F:85:5A:4E

IP Address: 10.225.240.48

Primary DNS: 120.80.80.80

Secondary DNS: 221.5.88.88

If the ip address is **0.0.0.0**, please refer to this [FAQ](#).

If the ip address is **not 0.0.0.0**, then the reason you don't have internet access may be **DNS, unstable 3G network** etc. Please refer to the following to do troubleshooting.

## **Solution**

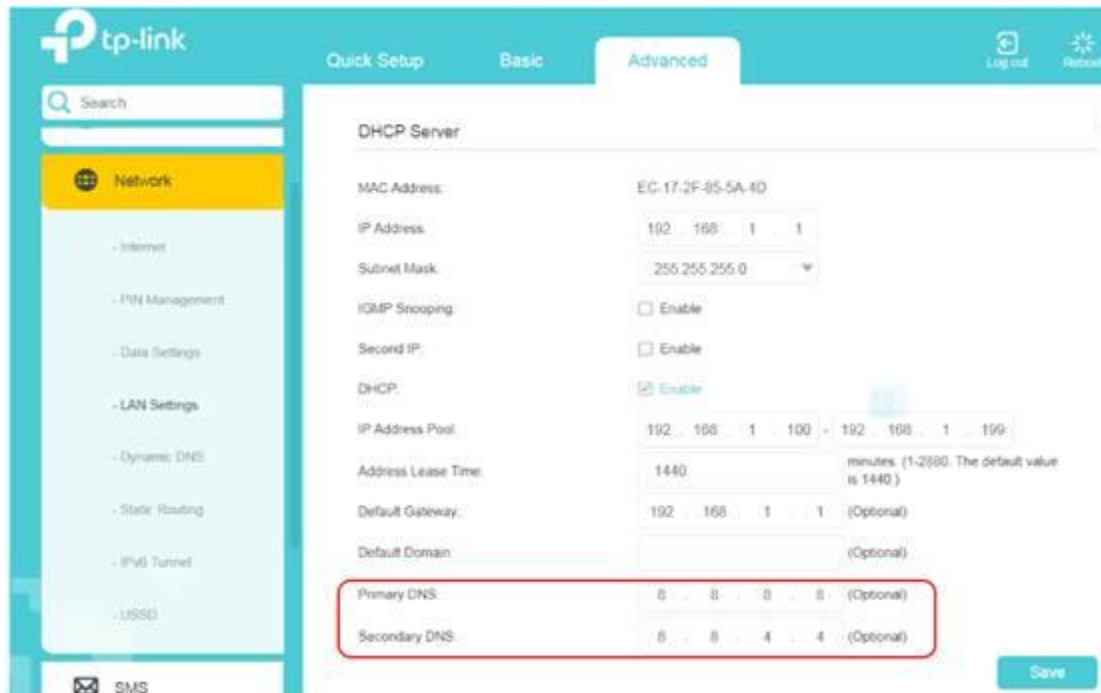
### **1: unstable 3G network.**

**Solution:** make sure that the Sim card is working stably when it's inserted in your phone at the same place or confirm with your ISP that the Sim is working properly.

### **2: DNS problem.**

Sometimes, the default DNS server inserted will not work due to some unclear reasons.

**Solution:** to change DNS: go to 'advanced'---'Network'---'LAN Settings'---'DHCP Server, change 'primary DNS' to '8.8.8.8', change the 'secondary DNS' to '192.168.0.1' or '8.8.4.4'.-click on 'save'.



## Several questions about the OneMesh™ and Mesh

Q&A of functional explanation or specification parameters

Updated 04-15-2020 06:09:09 AM ©17165

**This Article Applies to:**

**Q1. What is the relationship between OneMesh™ of TP-Link SOHO products and Deco Mesh?**

A1. The OneMesh™ is a trademark for all TP-Link SOHO products which can support mesh network, including Wi-Fi Routers, DSL Modem Routers, 3G/4G Router, Range Extenders, and Powerline Adapters .etc. OneMesh™ intelligently connects mobile devices to your router or extenders, whichever provides the best connection. Please check [here](#) for more information.

The Deco Mesh is the technology only used on TP-Link Deco products for the Mesh network. Deco adapts as your Wi-Fi needs change and uses complex algorithms behind the scenes to automatically and efficiently route data along the fastest path. Please check [here](#) for more information.

In Summary, OneMesh™ and Deco Mesh are totally different technologies used on different TP-Link products, so they are not compatible.

**Q2. Which TP-Link SOHO products support OneMesh™?**

A2: Please check the [Compatibility](#) list of OneMesh™.

**Q3. Can the OneMesh™ products build a Mesh network with Deco?**

A3. No, according to Q1, OneMesh™ and Deco Mesh are totally different technologies used on different TP-Link products, so OneMesh™ products cannot build a Mesh network with Deco.

**Q4. Can the OneMesh™ products or Deco build a Mesh network with other brand products?**

A4. No. Currently, the Wi-Fi Alliance does not require the same technology to construct Mesh networks, so the methods and technologies used by each network provider are different. Therefore, there is no way to combine different brand products to build a Mesh network.

**Q5. Can the OneMesh™ products support the Ethernet backhaul?**

A5. No. The OneMesh™ products can't support the ethernet backhaul. But the Deco supports the Ethernet backhaul.

**Q6. How to set up a mesh network when there are more than two repeaters joining into the network?**

A6. Generally we suggest connecting all the repeaters to the router for better performance. Customers can also connect one repeater to another repeater which already gets connected to the router, however we don't recommend you to add more than two repeaters to one single link chain in consideration of the Wi-Fi quality.

**Q7. Which mode should I use on my wireless router or modem router for OneMesh™?**

A7. Wireless Routers support OneMesh™ only on Router mode. Modem Routers support OneMesh™ on any operation mode.

**Q8. Can the OneMesh™ router's AP mode support the function of the mesh?**

A8. No. Only under the router mode, the OneMesh™ router can build a mesh network.

**Q9. How do I set up an OneMesh™ network for different types of devices?**

A9. You can use an OneMesh™ Wireless Router or Modem Router or 3G/4G Router with several sets of Range Extenders or Powerline Adapters to create an OneMesh™ network.

**Q10. Can two OneMesh™ routers build a Mesh network?**

A10. No. The OneMesh™ router can only be combined with OneMesh RE or OneMesh PLC to build Mesh networks.

# How to reset TP-Link Wireless 4G LTE Router to factory defaults?

Configuration Guide

Updated 04-23-2020 02:25:14 AM ©2890

**This Article Applies to:**

## Notice:

1. A hard reset will restore your device to factory default settings. You should reconfigure the device from scratch or you can load the configuration file you have backed up before the reset.
2. For these models, we could see **WPS/RESET** button on the rear panel/the Front Panel. To use WPS function, please push the button for less than 5 seconds, and then the WPS LED will flash; to reset the router, please push the button for at least 10 seconds.

There are **two methods** to reset to the Router's factory defaults:

## Method 1: Hard reset/by pressing the RESET button

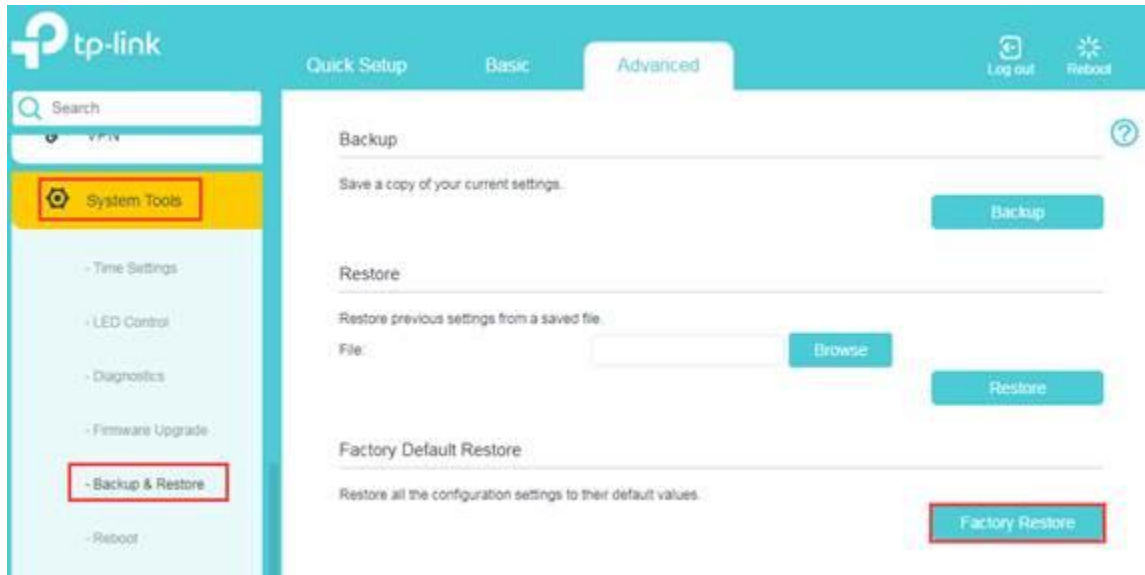
With the Router powered on, press and hold the WPS/RESET button (more than 10 seconds) until the SYS LED becomes quick-flash from slow-flash. Then release the button and wait the Router to reboot to its factory default settings.



WPS/  
RESET

## Method 2: By Router's Web Interface

You may refer to [How to log into the web-based management interface of TP-Link Wireless 4G LTE Router \(new logo\)](#), then go to Advanced-> System Tools -> Backup & Restore -> Factory Default Restore page, then click on the Factory Restore and wait the Router to reboot to its factory default settings.



**Note:**

1. Make certain that the router is powered on before it restarts completely.
2. The default IP address/domain name can be found at the bottom label of the product, and the default login username and password both are **admin** (all lower case).