

FAQ

Q1. What should I do if I forget my wireless password?

The default wireless password is printed on the label of the router. If the password has been altered:

1. Connect your computer to the router using an Ethernet cable.
2. Visit <http://tplinkwifi.net>, and log in with your TP-Link ID or the password you set for the router.
3. Go to [Wireless](#) to retrieve or reset your wireless password.

Q2. What should I do if I forget my web management password?

- If you are using a TP-Link ID to log in, click [Forgot password](#) on the login page and then follow the instructions to reset it.
- Alternatively, press and hold the [Reset](#) button of the router until LEDs turn on to reset it, and then visit <http://tplinkwifi.net> to create a new login password.

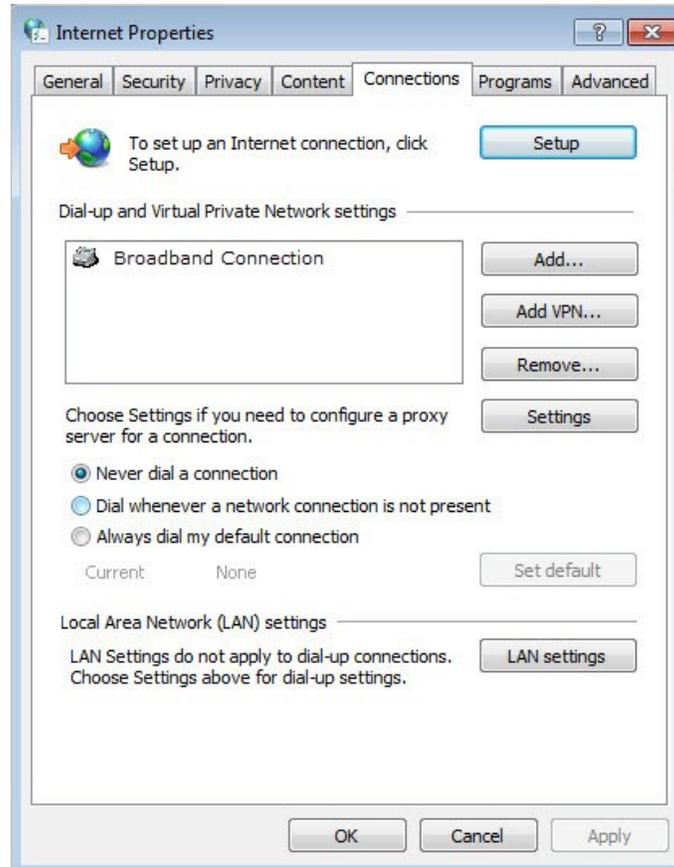
Note:

- You'll need to reconfigure the router to surf the internet once the router is reset, and please mark down your new password for future use.

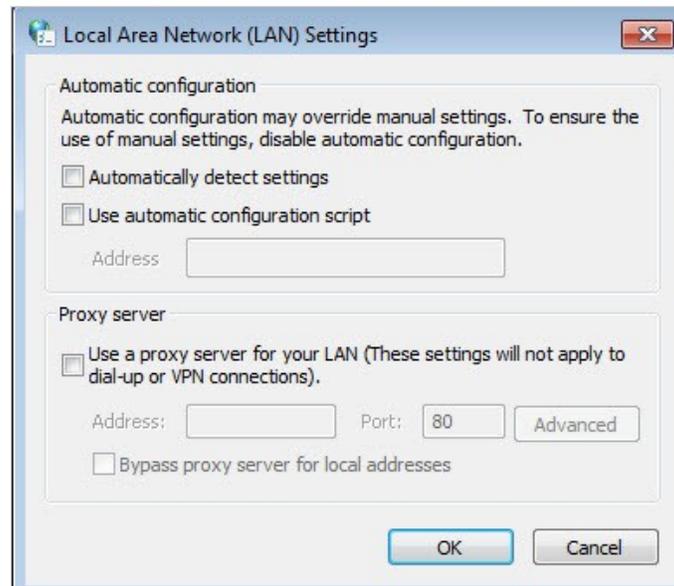
Q3. What should I do if I can't log in to the router's web management page?

This can happen for a variety of reasons. Please try the methods below to log in again.

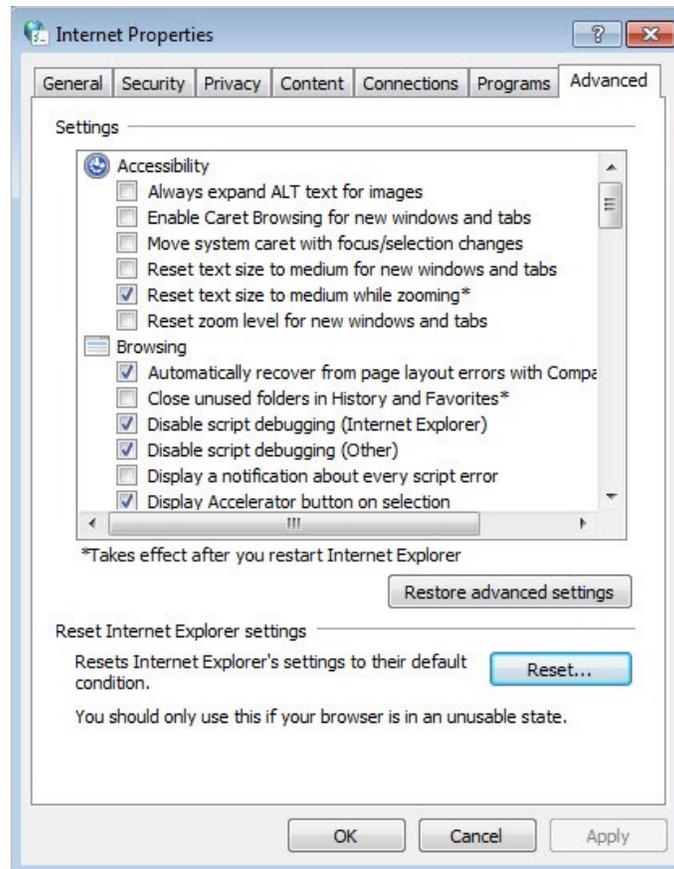
- Make sure your computer is connected to the router correctly and the corresponding LED indicator(s) light up.
- Make sure the IP address of your computer is configured as [Obtain an IP address automatically](#) and [Obtain DNS server address automatically](#).
- Make sure <http://tplinkwifi.net> or <http://192.168.0.1> is correctly entered.
- 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](#) and 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 login still fails, please contact the technical support.

Note: You'll need to reconfigure the router to surf the internet once the router is reset.

Q4. What should I do if I can't access the internet even though the configuration is finished?

1. Visit <http://tplinkwifi.net>, and log in with your TP-Link ID or the password you set for the router.
2. Go to **Advanced > Network > Status** to check internet status:

If IP Address is a valid one, please try the methods below and try again:

- Your computer might not recognize any DNS server addresses. Please manually configure the DNS server.
 - 1) Go to **Advanced > Network > DHCP Server**.
 - 2) Enter 8.8.8.8 as Primary DNS, click **SAVE**.

Tips: 8.8.8.8 is a safe and public DNS server operated by Google.

DHCP Server

Dynamically assign IP addresses to the devices connected to the router.

DHCP Server: Enable

IP Address Pool: -

Address Lease Time: minutes

Default Gateway: (Optional)

Primary DNS: (Optional)

Secondary DNS: (Optional)

- Restart the modem and the router.
 - 1) Power off your modem and router, and leave them off for 1 minute.
 - 2) Power on your modem first, and wait about 2 minutes until it gets a solid cable or Internet light.
 - 3) Power on the router.
 - 4) Wait another 1 or 2 minutes and check the internet access.
- Reset the router to factory default settings and reconfigure the router.
- Upgrade the firmware of the router.
- Check the TCP/IP settings on the particular device if all other devices can get internet from the router.

As the picture below shows, if the IP Address is 0.0.0.0, please try the methods below and try again:

Status

Internet status overview is displayed on this page.

Internet

Status: WAN port is unplugged

Internet Connection Type: Dynamic IP

IP Address: 0.0.0.0

Subnet Mask: 0.0.0.0

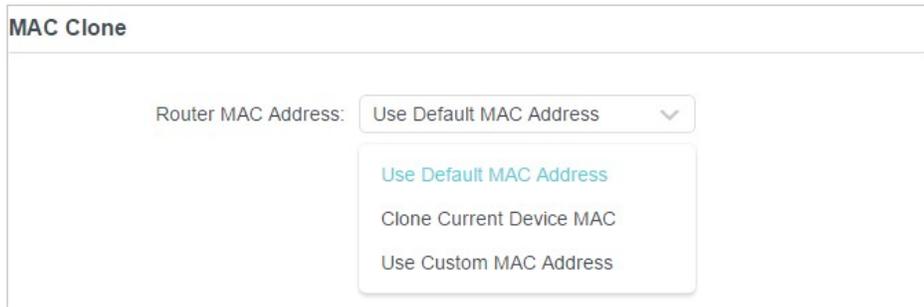
Default Gateway: 0.0.0.0

Primary DNS: 0.0.0.0

Secondary DNS: 0.0.0.0

- Make sure the physical connection between the router and the modem is proper.
- Clone the MAC address of your computer.

- 1) Visit <http://tplinkwifi.net>, and log in with your TP-Link ID or the password you set for the router.
- 2) Go to [Internet](#) or [Advanced > Network > Internet](#) and focus on the [MAC Clone](#) section.
- 3) Choose an option as needed (enter the MAC address if [Use Custom MAC Address](#) is selected), and click [SAVE](#).



 **Tips:**

- Some ISP will register the MAC address of your computer when you access the internet for the first time through their Cable modem, if you add a router into your network to share your internet connection, the ISP will not accept it as the MAC address is changed, so we need to clone your computer's MAC address to the router.
 - The MAC addresses of a computer in wired connection and wireless connection are different.
- **Modify the LAN IP address of the router.**

 **Note:**

Most TP-Link routers use 192.168.0.1/192.168.1.1 as their default LAN IP address, which may conflict with the IP range of your existing ADSL modem/router. If so, the router is not able to communicate with your modem and you can't access the internet. To resolve this problem, we need to change the LAN IP address of the router to avoid such conflict, for example, 192.168.2.1.

- 1) Visit <http://tplinkwifi.net>, and log in with your TP-Link ID or the password you set for the router.
- 2) Go to [Advanced > Network > LAN](#).
- 3) Modify the LAN IP address as the follow picture shows. Here we take 192.168.2.1 as an example.
- 4) Click [Save](#).



- Restart the modem and the router.

- 1) Power off your modem and router, and leave them off for 1 minute.
 - 2) Power on your modem first, and wait about 2 minutes until it get a solid cable or Internet light.
 - 3) Power on the router.
 - 4) Wait another 1 or 2 minutes and check the internet access.
- Double check the internet connection type.
 - 1) Confirm your internet connection type, which can be learned from the ISP.
 - 2) Visit <http://tplinkwifi.net>, and log in with your TP-Link ID or the password you set for the router.
 - 3) Go to [Advanced](#) > [Network](#) > [Internet](#).
 - 4) Select your [Internet Connection Type](#) and fill in other parameters.
 - 5) Click [Save](#).

Internet

Set up an internet connection with the service information provided by your ISP (internet service provider).

Internet Connection Type: Dynamic IP

IP Address: Static IP

Subnet Mask: Dynamic IP

Default Gateway: PPPoE

Primary DNS: L2TP

Secondary DNS: PPTP

Secondary DNS: 0.0.0.0

RENEW
RELEASE

- 6) Restart the modem and the router again.
- Please upgrade the firmware of the router.

If you've tried every method above but still cannot access the internet, please contact the technical support.

Q5. What should I do if I can't find my wireless network or I cannot connect the wireless network?

If you fail to find any wireless network, please follow the steps below:

- Make sure the wireless function of your device is enabled if you're using a laptop with built-in wireless adapter. You can refer to the relevant document or contact the laptop manufacturer.

- Make sure the wireless adapter driver is installed successfully and the wireless adapter is enabled.

- **On Windows 7**

- 1) If you see the message [No connections are available](#), it is usually because the wireless function is disabled or blocked somehow.
- 2) Click [Troubleshoot](#) and windows might be able to fix the problem by itself.

- **On Windows XP**

- 1) If you see the message [Windows cannot configure this wireless connection](#), this is usually because windows configuration utility is disabled or you are running another wireless configuration tool to connect the wireless.
- 2) Exit the wireless configuration tool (the TP-Link Utility, for example).
- 3) Select and right click on [My Computer](#) on desktop, select [Manage](#) to open Computer Management window.
- 4) Expand [Services and Applications](#) > [Services](#), find and locate [Wireless Zero Configuration](#) in the Services list on the right side.
- 5) Right click [Wireless Zero Configuration](#), and then select [Properties](#).
- 6) Change [Startup type](#) to [Automatic](#), click on Start button and make sure the Service status is [Started](#). And then click [OK](#).

If you can find other wireless network except your own, please follow the steps below:

- Check the WLAN LED indicator on your wireless router/modem.
- Make sure your computer/device is still in the range of your router/modem. Move it closer if it is currently too far away.
- Go to [Wireless](#) or [Advanced](#) > [Wireless](#) > [Wireless Settings](#), and check the wireless settings. Double check your wireless Network Name and SSID is not hidid.

Wireless Settings

Personalize settings for each band or enable Smart Connect to configure the same settings for all bands.

Smart Connect: Enable ? Sharing Network

2.4GHz: Enable Sharing Network

Network Name (SSID): Hide SSID

Security: ▾

Password:

5GHz: Enable Sharing Network

Network Name (SSID): Hide SSID

Security: ▾

Password:

If you can find your wireless network but fail to connect, please follow the steps below:

- **Authenticating problem/password mismatch:**

- 1) Sometimes you will be asked 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 label of your router.



- 2) If you cannot find the PIN or PIN failed, you may choose [Connecting using a security key instead](#), and then type in the [Wireless Password/Network Security Key](#).
- 3) If it continues to show note of [Network Security Key Mismatch](#), it is suggested to confirm the wireless password of your wireless router.

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

- **Windows unable to connect to XXXX / Can not join this network / Taking longer than usual to connect to this network:**

- Check the wireless signal strength of your network. If it is weak (1~3 bars), please move the router closer and try again.
- Change the wireless Channel of the router to 1, 6 or 11 to reduce interference from other networks.
- Re-install or update the driver for your wireless adapter of the computer.