

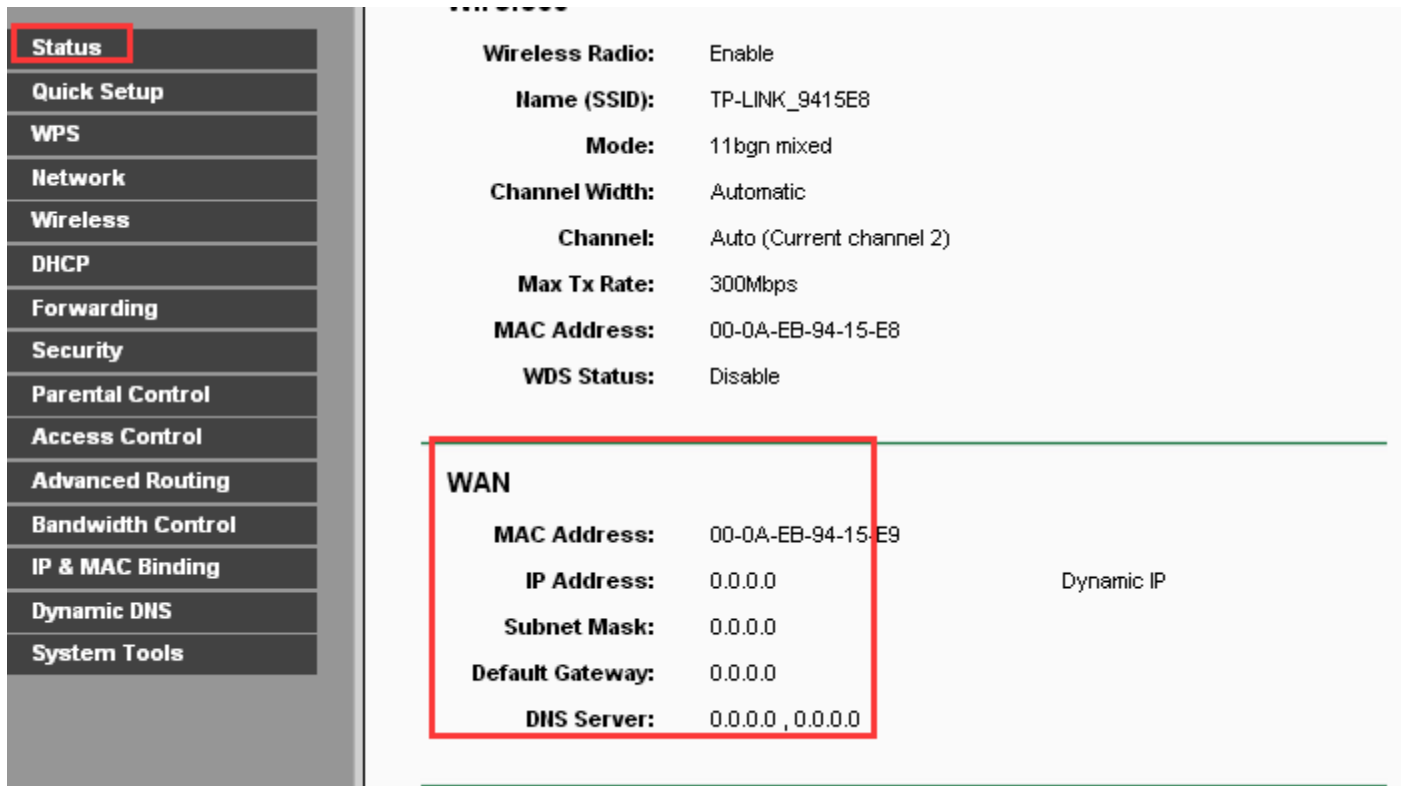
## Why my TP-Link router can not get WAN parameters from my modem?

**This Article Applies to:**

**Precondition:** Make sure Internet works fine if you connect the computer directly to the modem, by pass the TP-Link router.

### Problem Description:

There is no internet access after installing the TP-Link Router and there is no WAN IP Address on the router's status page.



The screenshot shows the router's web interface. On the left is a navigation menu with 'Status' highlighted in a red box. The main content area is divided into two sections. The top section, titled 'Wireless', lists the following settings: Wireless Radio: Enable; Name (SSID): TP-LINK\_9415E8; Mode: 11bgn mixed; Channel Width: Automatic; Channel: Auto (Current channel 2); Max Tx Rate: 300Mbps; MAC Address: 00-0A-EB-94-15-E8; WDS Status: Disable. The bottom section, titled 'WAN', is enclosed in a red box and shows: MAC Address: 00-0A-EB-94-15-E9; IP Address: 0.0.0.0; Subnet Mask: 0.0.0.0; Default Gateway: 0.0.0.0; DNS Server: 0.0.0.0, 0.0.0.0. To the right of the WAN section, the text 'Dynamic IP' is visible.

Note: If you are not sure how to log into the router's web interface to check the WAN IP Address, please click [here](#).

### Solution 1 : Check the Physical connection between the modem and the router.

If you see a red message "WAN Port is unplugged" on the status page of the router, that means the modem is NOT plugged into the WAN Port of the router properly. Please plug it in and make sure the red message will be gone.

**Status**

- Quick Setup
- Network
- Dual Band Selection
- Wireless 2.4GHz
- Wireless 5GHz
- Guest Network
- DHCP
- USB Settings
- NAT
- Forwarding
- Security
- Parental Control
- Access Control
- Advanced Routing
- Bandwidth Control
- IP & MAC Binding
- Dynamic DNS

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### Wireless 5GHz

<b>Wireless Radio:</b>	Enable
<b>Name (SSID):</b>	TP-LINK_5GHz_10FF14
<b>Mode:</b>	11an mixed
<b>Channel:</b>	Auto (Current channel 157)
<b>Channel Width:</b>	Automatic
<b>MAC Address:</b>	D8-5D-4C-10-FF-14
<b>WDS Status:</b>	Disable

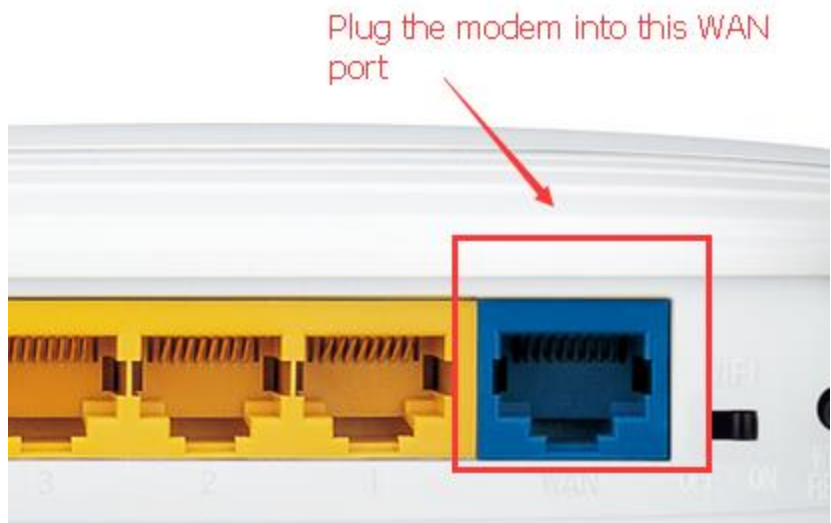
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### WAN

<b>MAC Address:</b>	D8-5D-4C-10-FF-15	
<b>IP Address:</b>	0.0.0.0	Dynamic IP
<b>Subnet Mask:</b>	0.0.0.0	
<b>Default Gateway:</b>	0.0.0.0	
<b>DNS Server:</b>	0.0.0.0 , 0.0.0.0	

**WAN port is unplugged!**

---



**Solution 2 : Clone the MAC address of your PC.**

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.

1) Make sure that you are connected to the TP-Link Router with the computer that was originally connected to your Cable modem, then log on to the management click **Network->MAC Clone** on the left side.

2. Click **Clone MAC Address**, this function will clone your PC's MAC address to WAN MAC Address of the router.

The screenshot shows the 'MAC Clone' configuration page in a TP-Link router's web interface. On the left, a sidebar menu lists various settings, with 'MAC Clone' selected and highlighted in green. The main content area has a green header 'MAC Clone'. Below the header, there are two input fields for MAC addresses, both containing the value '40-61-86-E5-03-25'. The first field is labeled 'WAN MAC Address:' and has a 'Restore Factory MAC' button next to it. The second field is labeled 'Your PC's MAC Address:' and has a 'Clone MAC Address' button next to it. A red arrow points from the 'Clone MAC Address' button to the 'Your PC's MAC Address' field. Below the fields, the text 'become identical' is written in red. At the bottom right, there is a 'Save' button.

### Solution 3: Change the LAN IP address of the router.

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

Click **Network->LAN** in the left side menu, then change the IP Address to another one (for example, 192.168.2.1), then click "Save".

Status
Quick Setup
QSS
Network
- LAN
- WAN
- MAC Clone
Wireless
DHCP
Network Sharing

### LAN

MAC Address: 94-0C-6D-4B-99-2E

IP Address:

Subnet Mask:  ▼

**Note:** after you changed the LAN IP address, next time you need to use the new IP address to access the router's management page and [renew a IP address for your computer](#)

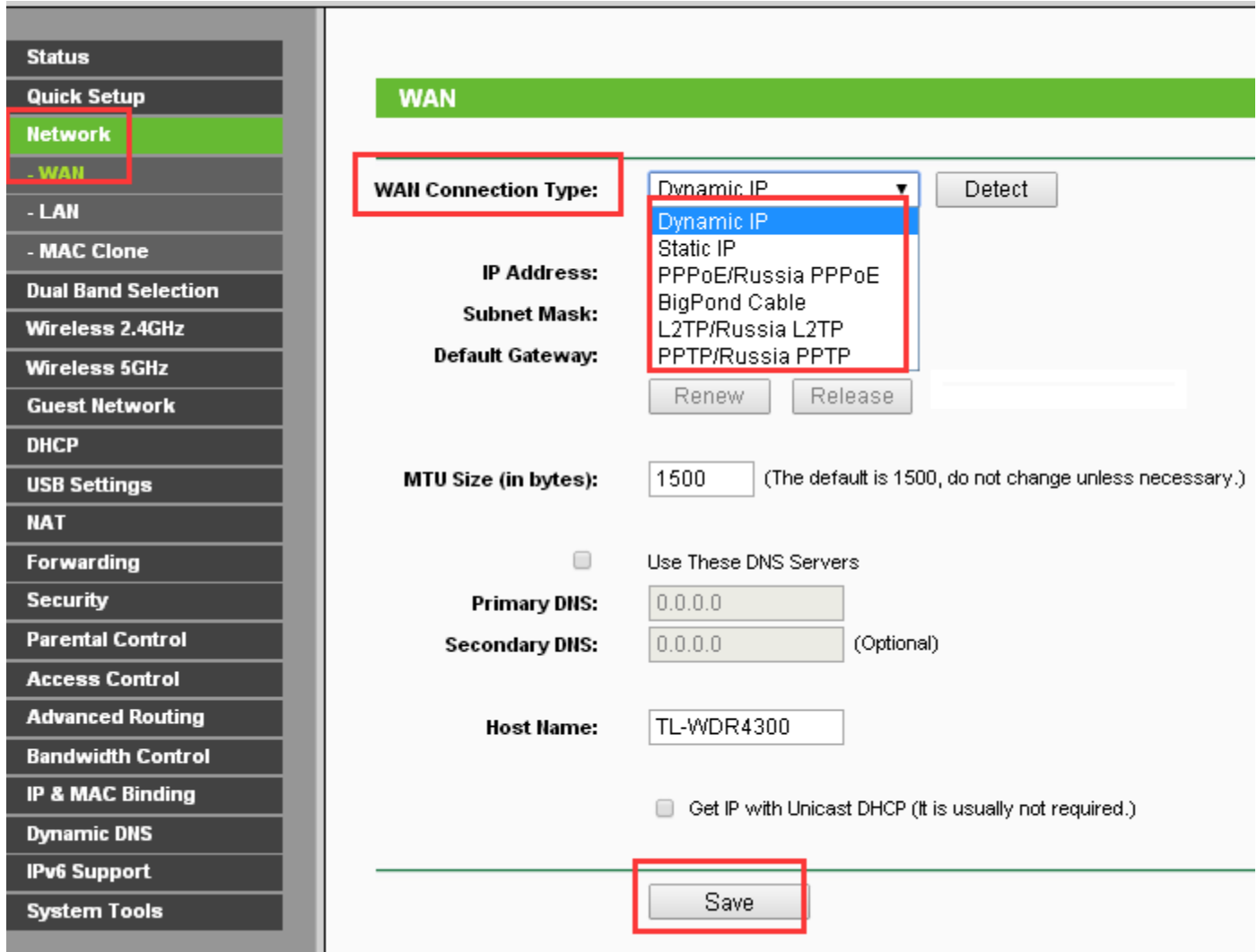
#### **Solution 4: Power Cycle Modem and Router.**

TP-Link routers can Plug&Play with most modems, but sometimes we need to do a "Power Cycle" to re-establish the connection:

- 1) Power off your modem and TP-Link router, leave them off for 1 minute;
- 2) Power on your Router first
- 3) Power back on your modem, wait about 2 minutes until it get a solid cable or Internet light;
- 4) Wait another 1 or 2 minutes and check the Internet access.

#### **Solution 5: Double check the WAN Connection Type.**

- 1) Refer to [this link](#) for guidance of choosing correct WAN Connection Type of the router. Contact your ISP for suggestion if necessary.
- 2) Click **Network->WAN** in the left menu to configure the correct **WAN Connection Type->Save**.



3. Power cycle the modem and the router again.

**Solution 6: Upgrade firmware version of the router.**

Why my TP-Link Router gets a WAN IP from the modem but no internet access ?

**This Article Applies to:**

Make sure Internet is working by connecting the computer directly to the modem and, bypassing the TP-Link router.

Problem Description:

No internet access after setup, even though the router has been given a valid IP address.

The screenshot displays the router's configuration page. On the left is a navigation menu with 'Status' highlighted. The main content area shows 'Wireless Radio' settings (Enabled) and 'WAN' settings. The 'WAN' section is highlighted with a red box and shows the following configuration:

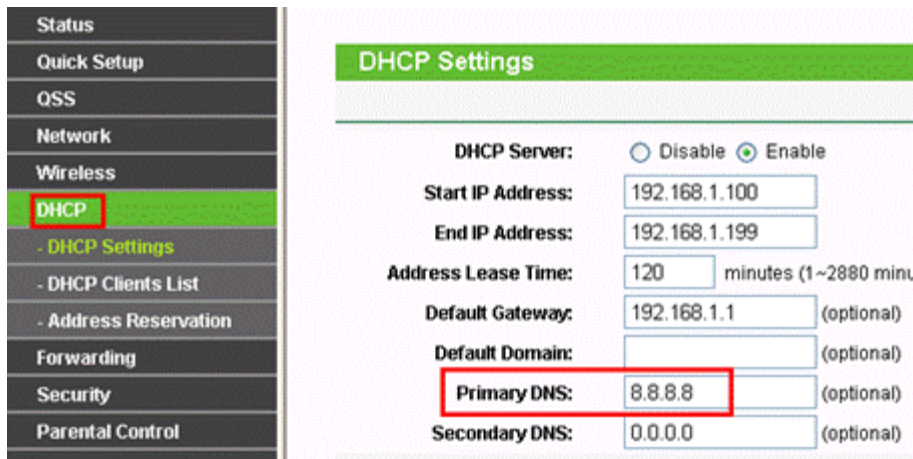
MAC Address:	94-0C-6D-4B-99-2F	
IP Address:	223.19.55.47	Dynamic IP
Subnet Mask:	255.255.255.0	
Default Gateway:	223.19.55.1	
DNS Server:	202.96.134.139	

A 'Renew' button is located to the right of the IP address field.

Note: If you are not sure how to log into the router's web interface to check the WAN IP Address, please click [here](#).

### Solution 1 : Set up manual DNS Servers for the router.

1. Click on DHCP -> DHCP settings, then put 8.8.8.8 into the Primary DNS field, click Save.



8.8.8.8 is a free and safe public DNS server provided by Google.

2. Reboot the router to finish the settings.

Go to System Tools -> Reboot, click on “Reboot” button to finish the settings.

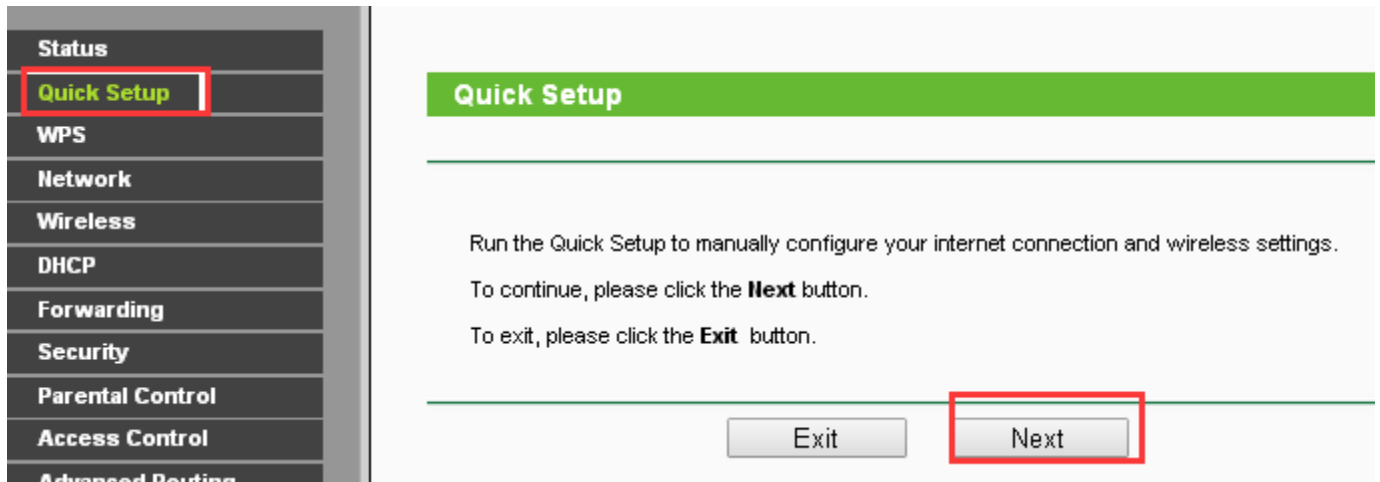


### **Solution 2: Power Cycle the modem and the TP-Link router.**

1. Power off your modem and TP-Link router, leave them off for 1 minute.
2. Unplug the modem's power cord and unscrew the coaxial cable.
3. Connect the modem to the Router's WAN port and make sure the Router is powered on.
4. Plug the power cord for the modem back in, but leave the coaxial cable disconnected.
5. Wait 3-5 minutes and reconnect the coaxial cable.
6. Wait for modem to reconnect and then check for IP and service.

### **Solution 3: Reset the router and reconfigure it manually.**

1. Hold the Reset button for more than 10 seconds to reset the router.
2. Reconfigure the router manually through Quick Setup.



#### **Solution 4: Upgrade firmware version of the router.**

### How to find or change the wireless password on the TP-Link products

#### **This Article Applies to:**

Note: To find the password we need a computer physically connected to your TP-Link's LAN port.

#### **Part 1: Wireless Router & AP**

##### **Wireless N Nano Router**

As for the 11N wireless Nano router like the [TL-WR702N](#) & [TL-WR802N](#), please refer to the following:

##### **Step1:**

Please refer to [FAQ\\_87](#) to login the router.

##### **Step2:**

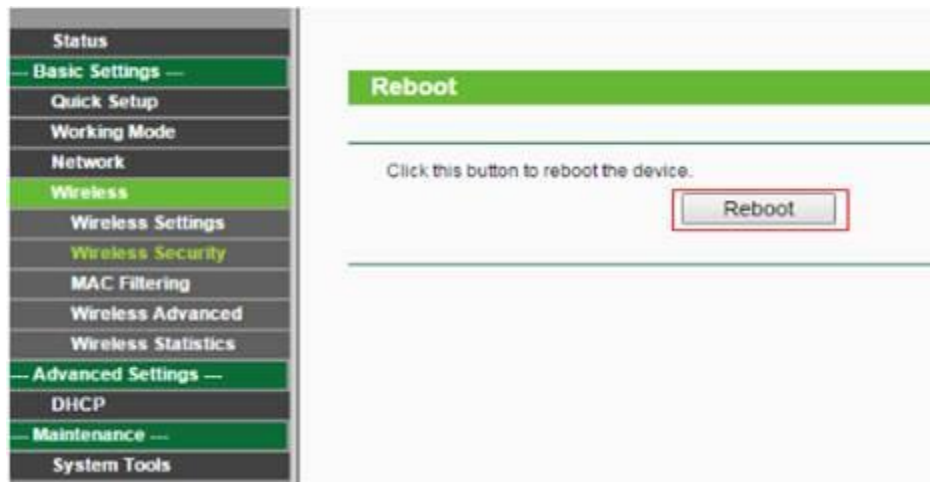
Please go to **Wireless** -> **Wireless Security** page, and check which you have selected.

Select **WPA-PSK/WPA2-PSK**, then input your own WIFI password in the **PSK Password** box.

### Step3:

If you have changed the password, please click the **Save** button. Then you need to reboot the router.

The change of wireless config will not take effect until the Router reboot.



## Wireless AC Router

As for the 11AC wireless router & AP like the Archer C3200, please refer to the following:

### Step1:

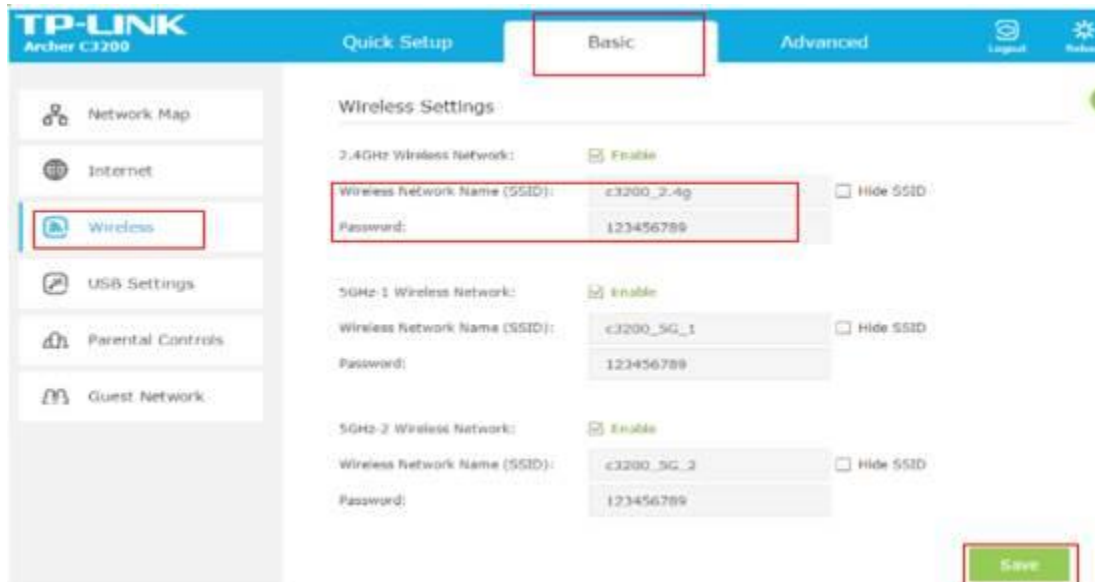
Please refer to [FAQ 87](#) to login the router.

### Step2:

Please go to **Basic** ->**Wireless** page, and check which you have selected.

Input your own **Wireless Network Name** and **Password**, then Click **Save**.

The screenshot is used for demonstration only, it may changes by different models.



## Wireless N Router & AP:

As for the 11N wireless router & AP like the TL-WR740N&TL-WA701ND, please refer to the following:

### Step1:

Please refer to [FAQ 87](#) to login the router & [FAQ 174](#) to log into the AP

### Step2:

Please go to **Wireless** ->**Wireless Security** page, and check which you have selected.

If it is **WEP**, your password usually is **Key 1**.

If it is **WPA-PSK/WPA2-PSK**, you password should be **PSK Password**.

If you have changed the password, please click the **Save** button.

**Disable Security**

**WEP**

Type: Automatic

WEP Key Format: Hexadecimal

Key Selected: **WEP Key**

Key	Key Type
Key 1: <input type="text"/>	Disabled
Key 2: <input type="text"/>	Disabled
Key 3: <input type="text"/>	Disabled
Key 4: <input type="text"/>	Disabled

**WPA/WPA2**

Version: Automatic

Encryption: Automatic

Radius Server IP:

Radius Port: 1812 (1-65535, 0 stands for default port 1812)

Radius Password:

Group Key Update Period: 0 (in second, minimum is 30, 0 means no update)

**WPA-PSK/WPA2-PSK**

Version: Automatic

Encryption: Automatic

PSK Password:

(You can enter ASCII characters between 8 and 63 or Hexadecimal characters)

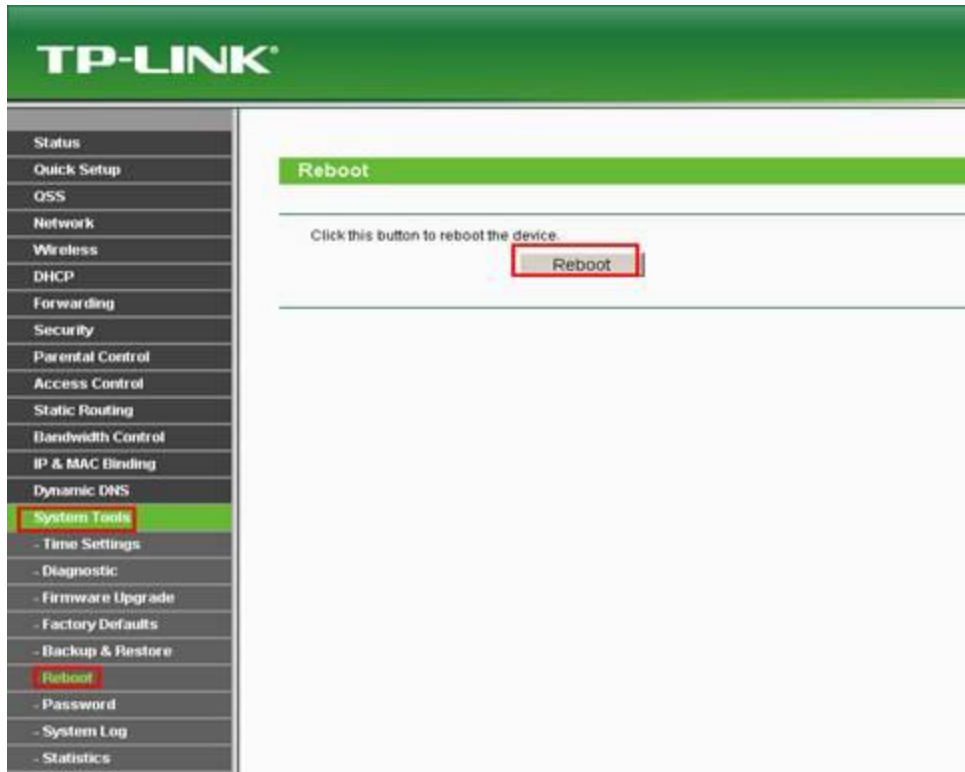
Group Key Update Period: 0 (in second, minimum is 30, 0 means no update)

*The dot means this option is checked. This is the current security type.*

*Here is the wireless password.*

### Step3:

Reboot the Router & AP only if you've changed the password.



## Wireless G Router

As for 11G wireless router like the TL-WR340G, the steps are as follows:

### Step1:

Please refer to [FAQ 87](#) to login the router & [FAQ 174](#) to log into the AP.

### Step2:

Please go to **Wireless** -> **Wireless Settings** page. You can see **Enable Wireless Security** in the middle of the page. If you haven't checked it, please click it to enable wireless security.

**For WPA-PSK/WPA2-PSK:**

- Status
- Basic Settings ---
- Quick Setup
- Network
- Wireless
- Wireless Settings
- MAC Filtering
- Wireless Statistics
- Advanced Settings ---
- DHCP
- Forwarding
- Security
- Static Routing
- IP & MAC Binding
- Dynamic DNS
- Maintenance ---
- System Tools

## Wireless Settings

SSID:

Region:

Warning: Ensure you select a correct country to conform local law. Incorrect settings may cause interference.

Channel:

Mode:

Enable Wireless Router Radio

Enable SSID Broadcast

Enable Bridges

---

Enable Wireless Security

Security Type:

Security Option:

Encryption:

PSK Passphrase:

(The Passphrase is between 8 and 63 characters long)

Group Key Update Period:  (in second, minimum is 30, 0 means no update)

### For WEP:

Enable Wireless Security

Security Type:

Security Option:

WEP Key Format:  *This is your wireless password.*

Key Selected	WEP Key	Key Type
Key 1: <input checked="" type="radio"/>	<input type="text"/>	<input type="text" value="64bit"/>
Key 2: <input type="radio"/>	<input type="text"/>	<input type="text" value="Disabled"/>
Key 3: <input type="radio"/>	<input type="text"/>	<input type="text" value="Disabled"/>
Key 4: <input type="radio"/>	<input type="text"/>	<input type="text" value="Disabled"/>

### Step3:

Reboot the router if you've changed the password.



## Wireless G AP

As for wireless G AP like TL-WA501G, the steps are as follows:

### Step1:

Please refer to [FAQ 174](#) to login the AP.

### Step 2:

Please go to **Wireless ->Security Settings** page to check your security type.

If it is **WEP**, you password usually is **Key 1**.

If it is **WPA-PSK/WPA2-PSK**, you password should be **PSK Password**.

If you have changed the password, please click the **Save** button.

- Status
- Basic Settings
- Network
  - Wireless
  - Basic Settings
  - Wireless Mode
  - Security Settings
  - MAC Filtering
  - Wireless Statistics
- Advanced Settings
  - DHCP
  - Wireless Settings
- Maintenance
  - System Tools

WEP

Type:

WEP Key Format:

Key Selected	WEP Key	Key Type
Key 1: <input checked="" type="radio"/>	<input type="text"/>	<input type="text" value="64bit"/>
Key 2: <input type="radio"/>	<input type="text"/>	<input type="text" value="Disabled"/>
Key 3: <input type="radio"/>	<input type="text"/>	<input type="text" value="Disabled"/>
Key 4: <input type="radio"/>	<input type="text"/>	<input type="text" value="Disabled"/>

WPA/WPA2

Version:

Encryption:

Radius Server IP:

Radius Port:  (1-65535, 0 stands for default port 1812)

Radius Password:

Group Key Update Period:  (in second, minimum is 30, 0 means no update)

WPA-PSK/WPA2-PSK

Version:

Encryption:

PSK Passphrase:

(The Passphrase is between 8 and 63 characters long)

Group Key Update Period:  (in second, minimum is 30, 0 means no update, only be valid in AP mode.)

### Step 3:

Reboot the router only if you've changed the password.

- Status
- Basic Settings
- Quick Setup
- Network
- Wireless
- Advanced Settings
  - DHCP
  - Forwarding
  - Security
  - Static Routing
  - IP & MAC Binding
  - Dynamic DNS
- Maintenance
  - System Tools
    - Time
    - Firmware
    - Factory Defaults
    - Backup & Restore
    - Reboot
    - Password
    - Syslog
    - Statistics

### Reboot

Click this button to reboot the device.

## Part 2: Wireless ADSL Modem Router

If you have Trendchip modem like TD-W8901G/TD-W8951ND/TD-W8961ND, please see below:

### Step1:

Please refer to [FAQ\\_114](#) to login the modem.

### Step2:

Please go to **Interface Setup->Wireless** page, you can find **Pre-Shared Key** or **Key#1**.

#### Pre-Shared Key:

The screenshot shows the 'Wireless Security' settings page. The 'Authentication Type' is set to 'WPA-PSK/WPA2-PSK Mixed Mode'. The 'Pre-Shared Key' field is highlighted with a red box and contains asterisks. A red arrow points from the text 'This is your password' to the Pre-Shared Key field. Other settings include SSID Index: 1, SSID: TP-LINK, Broadcast SSID: Yes, and Encryption: AES.

#### Key#1:

The screenshot shows the 'WEP' security settings page. The 'Authentication Type' is set to 'WEP-64bit'. The 'Key#1' field is highlighted with a red box and contains asterisks. A red arrow points from the text 'This is your password' to the Key#1 field. Other settings include SSID Index: 1, SSID: TP-LINK, and Broadcast SSID: Yes.

### Step3:

Reboot the modem only if you've changed the password. Please go to **Advanced Setup->SysRestart** page, restart with **current settings**.

If you have TD-W8960N (Brodcom), please read below:

**Step1:**

Please refer to [FAQ 114](#) to login the modem.

**Step2:**

Please go to **Wireless->Security** page to find the wireless key:

It could be the **WPA Pre-Shared Key**:

**Manual Setup AP**

In order to protect your network from hackers and unauthorized users, it is highly recommended you choose one of the following wireless network security settings. You can set the network authentication method, selecting data encryption, specify whether a network key is required to authenticate to this wireless network and specify the encryption strength.

Warning: we suggest you not to set WEP encryption to "Enabled" when the device runs in 11n mode. The device's wireless highest speed is 54Mbps in that encryption type.

Tips: 11n only mode are not supported when WEP encryption is "Enabled" or WPA Encryption type is "TKIP".

Tips: "WPA Encryption" are not allowed to set to "TKIP" when the device runs in 11n mode.

Click "Apply/Save" when done.

Network Authentication:	WPA2-PSK (best)
WPA Pre-Shared Key:	*****
	<small>1-63 ASCII characters (You can enter ASCII characters between 8 and 63 characters or 8 to 64 Hexadecimal characters.)</small>
WPA Group Rekey Interval:	0 (optional)
WPA Encryption:	AES
WEP Encryption:	Disabled

**This is your password**

Or the **Network Key 1**:

Network Authentication:

WEP Encryption:

Encryption Strength:

Current Network Key:

**Network Key 1:**

Network Key 2:

Network Key 3:

Network Key 4:

**This is your password**

Enter 13 ASCII characters or 26 hexadecimal digits for 128-bit encryption keys  
Enter 5 ASCII characters or 10 hexadecimal digits for 64-bit encryption keys

### Step3:

Go to **Management** ->**Reboot** page to reboot the modem only if you've changed the password.

**TP-LINK** 300M Wireless N ADSL2+ Modem Router  
Model No. TD-W8960N

Device Info  
Quick Setup  
Advanced Setup  
Wireless  
Diagnostics  
Management  
+ Settings  
+ System Log  
+ SNMP Agent  
+ TR-069 Client  
+ Access Control  
+ Update Software  
**+ Reboot**

### Reboot router

Click the button below to reboot the 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 select the operating mode of TP-Link wireless multiple modes devices?

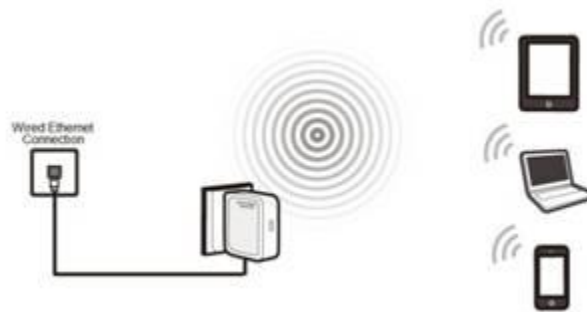
### This Article Applies to:

Some TP-Link devices have multiple operating modes, such as AP/ Wireless Router/ Repeater/ Bridge/ Client/ AP Client Router. You may be confused about which mode I should use. Here is an article explains how each mode works to help you make a decision.

### 1. AP Mode(for hotel Internet extension)

AP mode is more used to transfer wired connection into wireless. It works like a switch. Usually, it is behind a router.

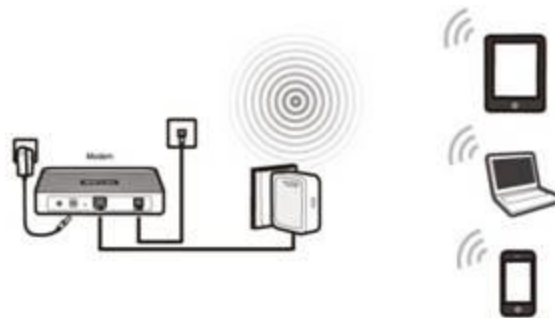
If you are in an office, hotel and places where only wired network is available, or LAN gaming party, small meeting and other situations where a temporary wireless network is needed, please use the AP Mode.



### 2. Wireless Router Mode(for home Internet sharing)

With the router mode, it can share one wired Internet connection to several clients. At that time, there will be one WAN port. It supports multiple connection types, like Dynamic IP/Static IP/PPPoE/L2TP/PPTP.

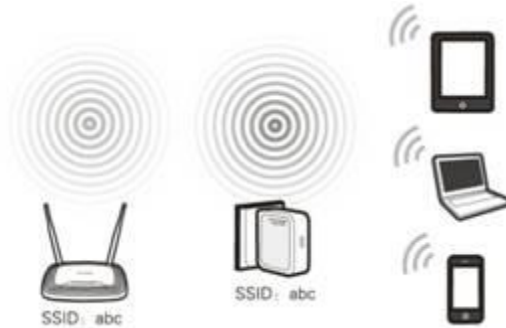
When Internet access from DSL or cable modem is available for one user but more users need to share the Internet, please use the Router Mode.



### 3. Repeater mode(for home Wi-Fi extension)

Repeater mode is used to extend the wireless coverage with same SSID and security.

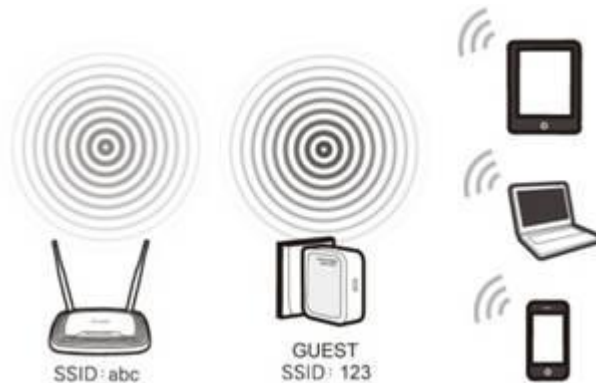
When you have a wireless already, and there is some place can't be covered, you can consider Repeater Mode. With Repeater mode, you will have only one SSID. At that time, your wireless clients can roam in whole place.



### 4. Bridge Mode(for home or business networking)

Bridge mode borrows existing wireless Internet and broadcasts it using a different network name (SSID) and password. This application can create two individual networks for two groups of users sharing one Internet.

For small restaurant, bar, home, office and others where Internet service needs to be provided for guests without revealing the password of the existing network for hosts, Bridge Mode is the best choice.



### 5. Client Mode(for home gaming console)

With client mode, it can connect to a wired device and works as a wireless adapter to receive wireless signal from your wireless network.

For a Smart TV, Media Player, or game console with an Ethernet port. Use the Client Mode to make your devices Wi-Fi enabled, granting them access to your wireless network.



## 6. AP Client Router Mode(for WISP user Internet sharing)

With AP client router mode, it can connect to a wireless network and share the connection to its clients. The wireless is its WAN side. It can also support Dynamic IP/Static IP/PPPoE/L2TP/PPTP.

When the wireless station limits the number of clients or asks username/password to connect, AP Client Router Mode is what you need.



Why cannot I access the Internet after successfully connected to the TP-Link router's wireless network(Windows OS)?

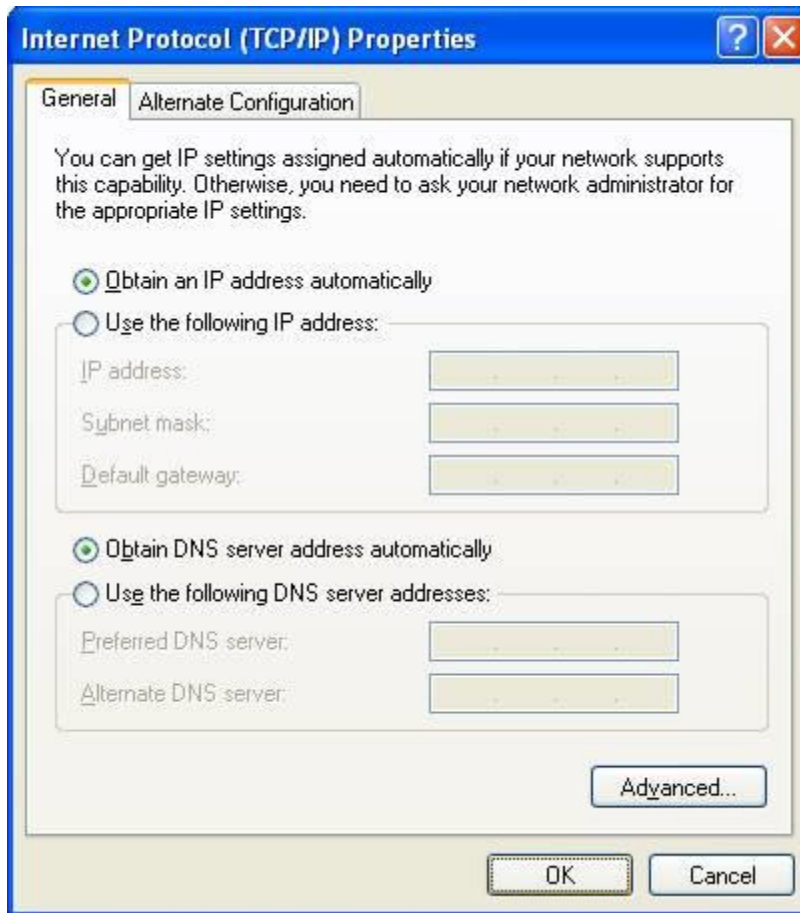
**This Article Applies to:**

**Problem Description:**

You have set up the wireless router and successfully connected to your wireless network, but you cannot access the Internet:

## Step 1:

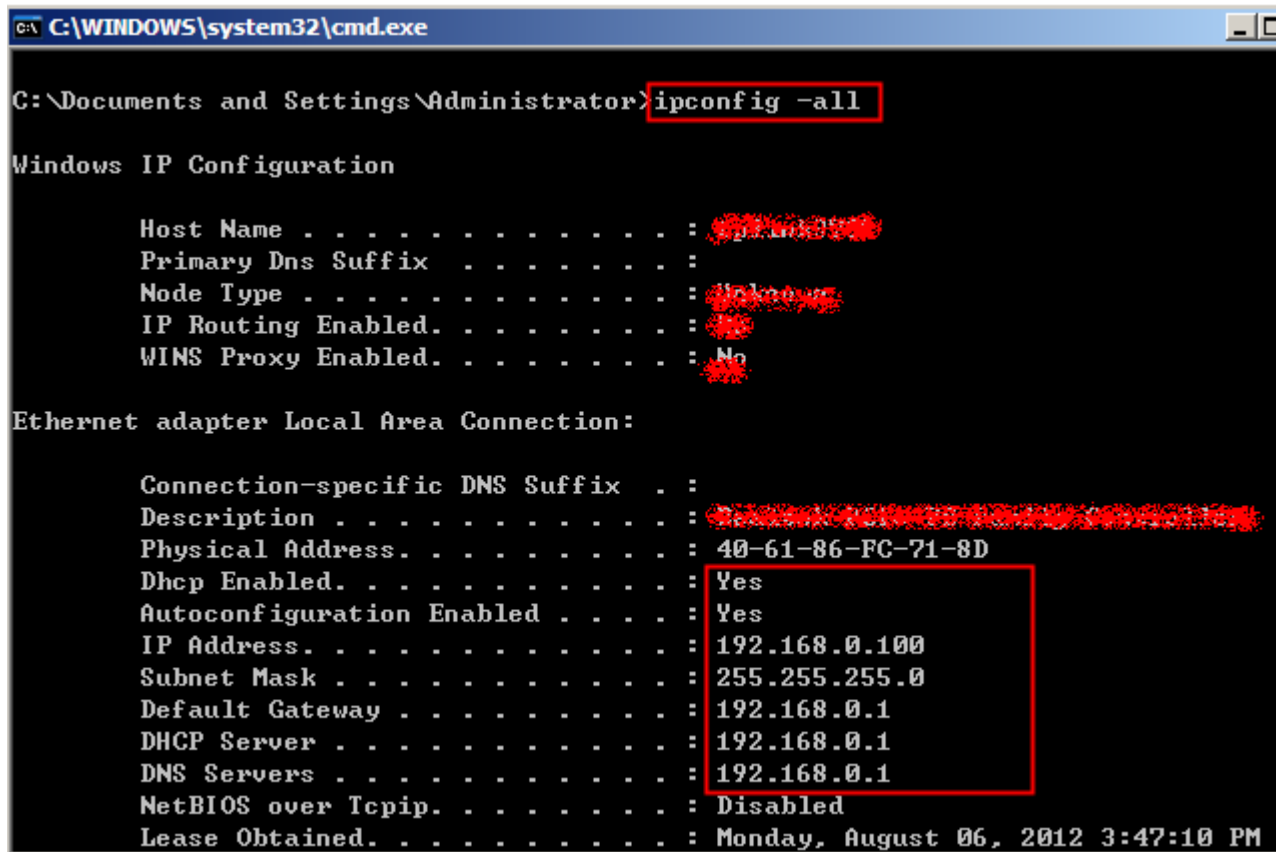
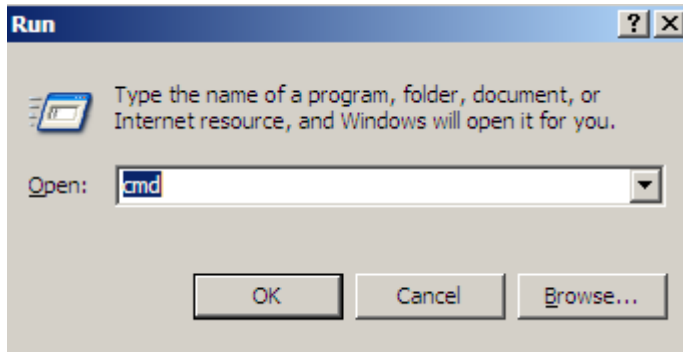
Please check if the wireless network connection of your computer is set to obtain an IP address automatically, and obtain DNS server address automatically. If you don't know how to configure this, please click [here](#).



## Step 2:



Press Windows key and R key on the keyboard at the same time to open the Run application, type 'CMD' and click OK. Type 'ipconfig -all' in the coming window and press Enter.



If your IP is 169.254.xxx.xxx, you will need to attempt to renew your address. Please type in 'ipconfig -renew' to get IP address again. If you still do not get a proper IP address, please make sure you have enabled the DHCP function on your router. You can login <http://tplinklogin.net> (or <http://192.168.0.1>) With a computer or tablet that has successfully connected to the router.

### Step 3:

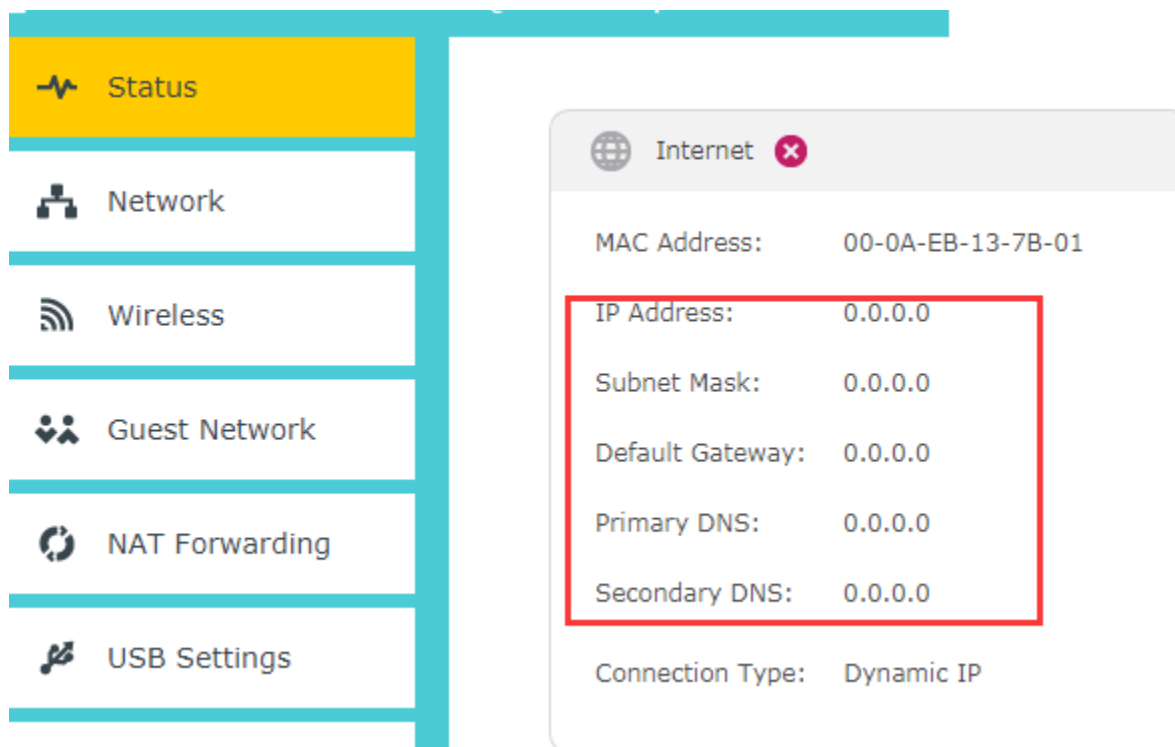
To log in to the web management page of the router, open the web browser and input <http://tplinkwifi.net>:

Type the log in username and password and click ok. The default username and password are both admin.

#### Step 4:

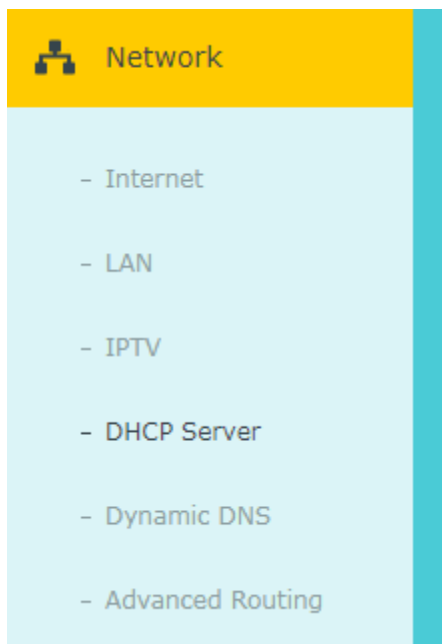
After you log in, check the WAN part on the Status page. See if an IP address is listed. If so, that means the router is successfully configured and connected to the Internet:

If there is no IP address listed, please check the physical connection or call your service provider to check the line.



#### Step 5:

If there is IP address on the WAN part on the Status page, test the connect by pinging a public IP address (like 8.8.8.8). If this fails, please release/renew the WAN IP address. If successful, please check if you can browse to any website. If you can't, you may need to change your DNS servers. Please go to DHCP->DHCP Settings and type in 8.8.8.8 for the primary and 8.8.4.4 for the secondary then, click Save.



DHCP Server:  Enable DHCP Server

IP Address Pool:  -

Address Lease Time:  minutes. (1-2880. The default is 120)

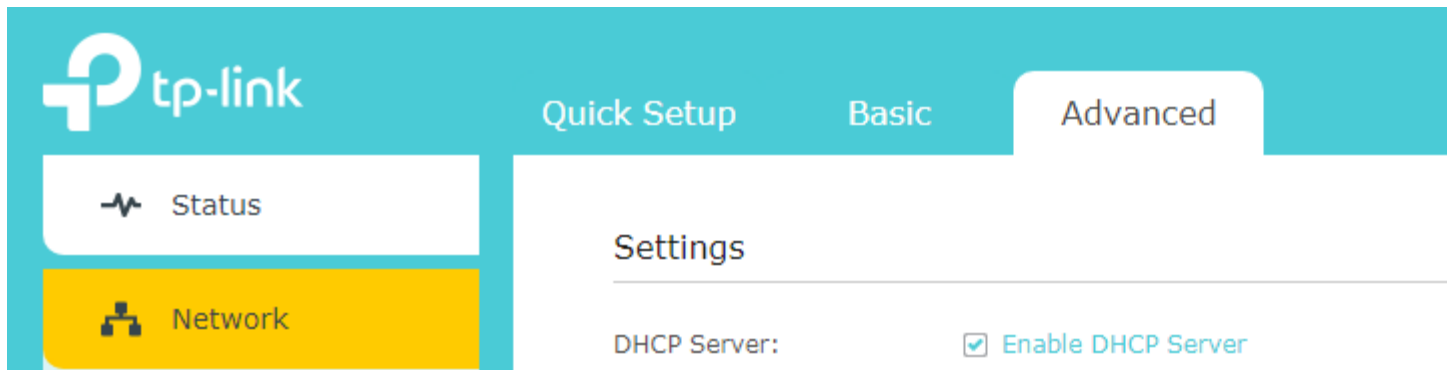
Default Gateway:  (Optional)

Primary DNS:  (Optional)

Secondary DNS:  (Optional)

**Step 6:**

Reboot the router.



After rebooted, please try the Internet again. If still can't, please call TP-Link support for further help.

## Why cannot I access the Internet after successfully connected to the TP-Link router's wireless network(MAC OS)?

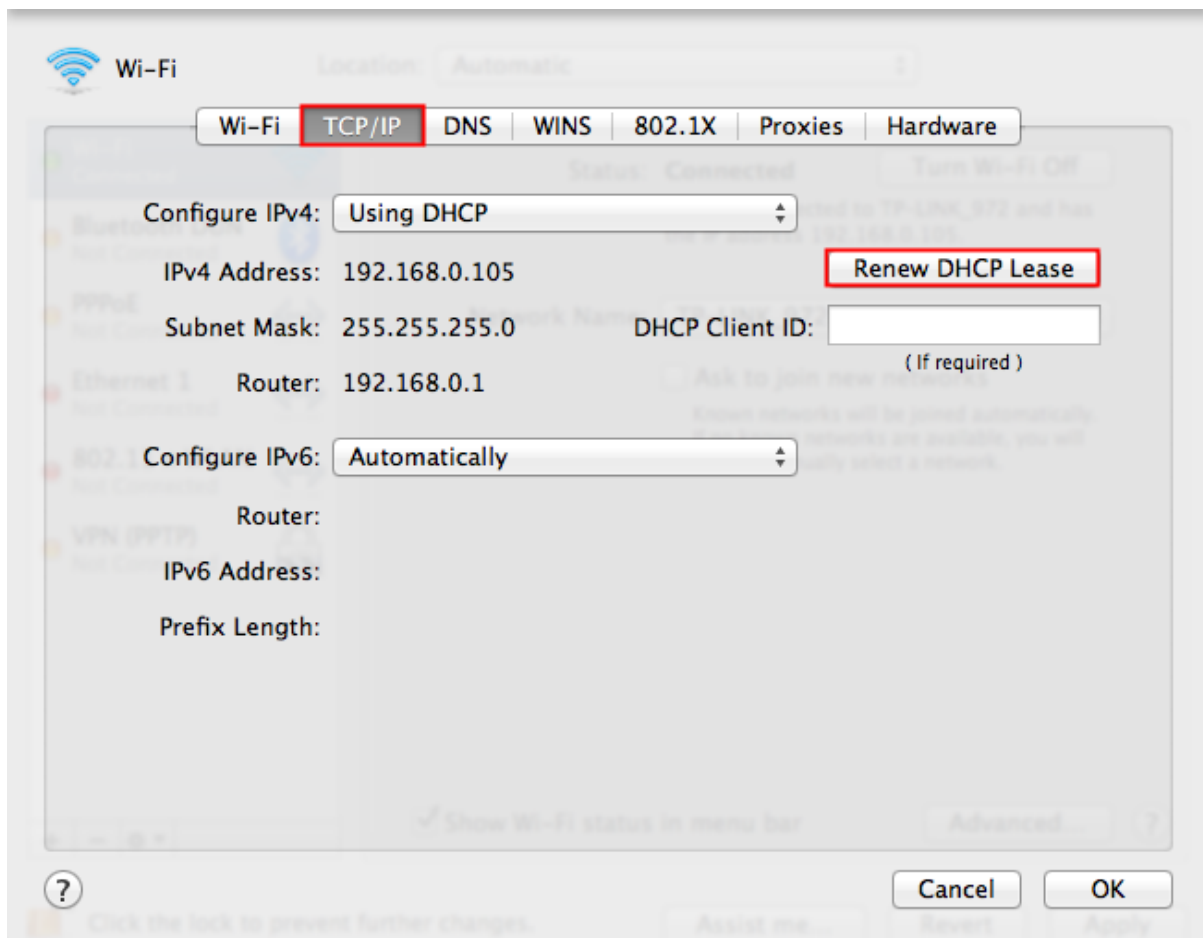
**This Article Applies to:**

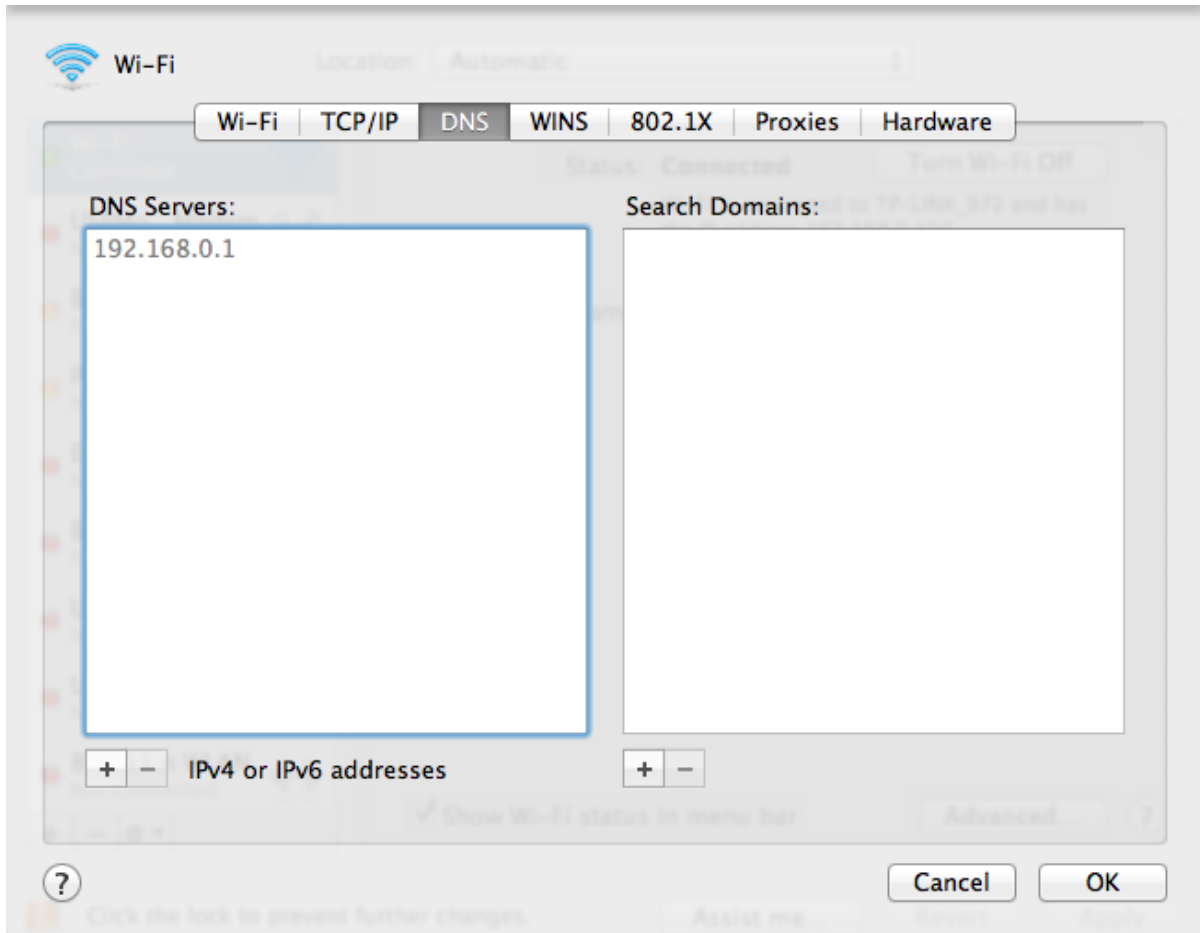
### **Problem Description:**

If you have set up the wireless router and successfully connected to the wireless network, but you cannot access the Internet, please try the solutions below:

#### **Step 1:**

Please check whether the **Wi-Fi** connection of your computer is under **Using DHCP** to obtain IP address and there is no manually configured DNS server.





If the IP is 169.254.xxx.xxx, please click Renew DHCP Lease to get IP address again. If still can't get a proper IP, please make sure you have enabled DHCP function. You can login <http://tplinkwifi.net> through Ethernet cable to make it.

**Note:** Sometimes the wireless connection is fault but seems good caused by unsupported key type. You can change the security type (like WEP) to type again.

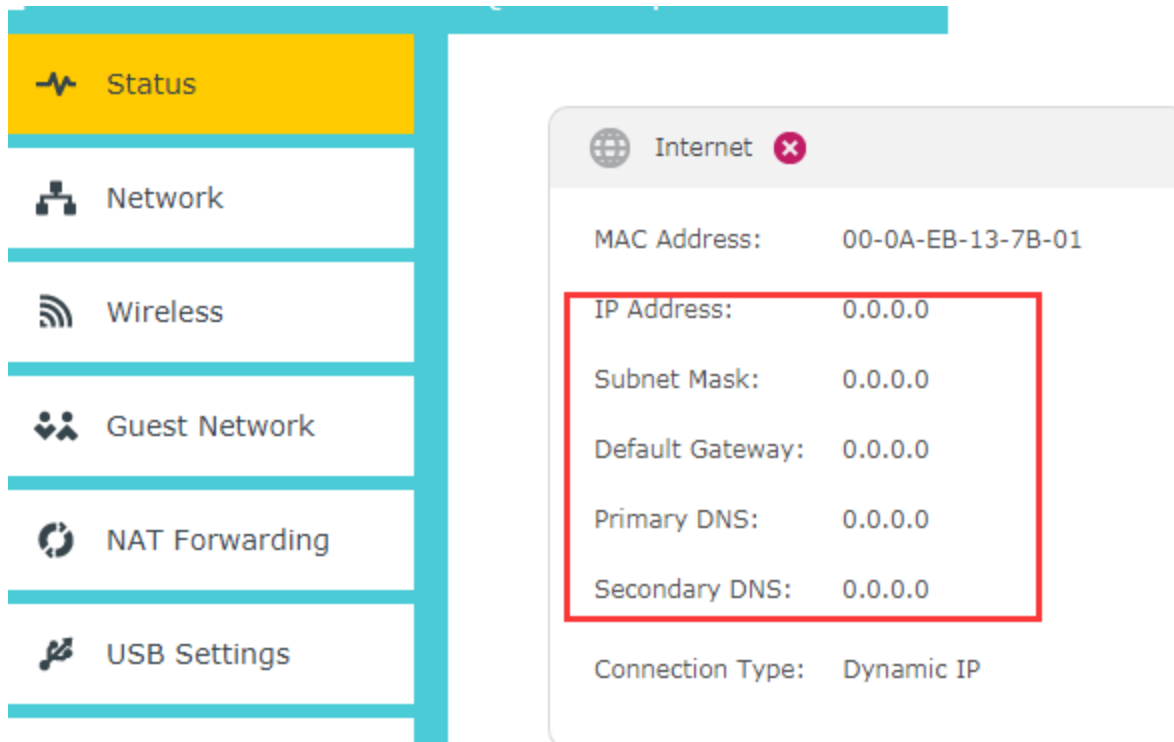
#### Step 2:

Log in the [web management page](#) of the router. Open the web browser and input the default access in the address bar. The default access is on the label of the device. Here we take <http://tplinkwifi.net> as an example:

Type the username and password in the login page, the default username and password are both **admin**.

### Step 3:

After logged in, check the **WAN part on the Status page**, if it shows an IP address (similar as below), that means the router is successfully configured and connected to the Internet:

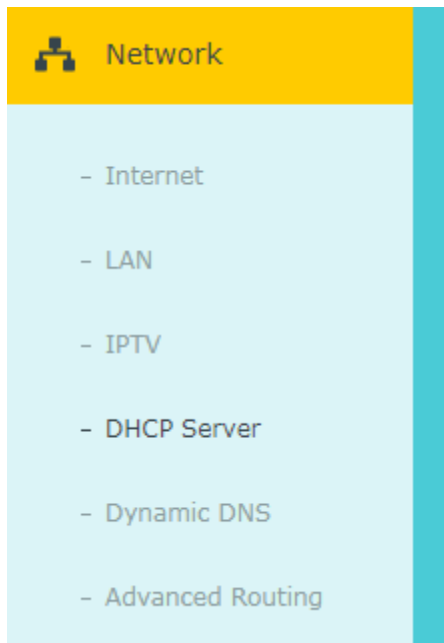


**If there is no IP address, please check the physical connection or call Service Provider to check the line.**

### Step 4:

If there is IP address on the WAN part of the Status page, please open the Terminal on your MAC to check whether you can ping a public IP address (like 8.8.8.8). If can't, please release/renew the WAN IP address.

If can, please check whether you can open any website. If can't, it may caused by DNS server. Please go to **DHCP->DHCP Settings** page and type in **8.8.8.8** for **primary DNS**, **8.8.4.4** for **secondary**. **click Save.**



DHCP Server:  Enable DHCP Server

IP Address Pool:  -

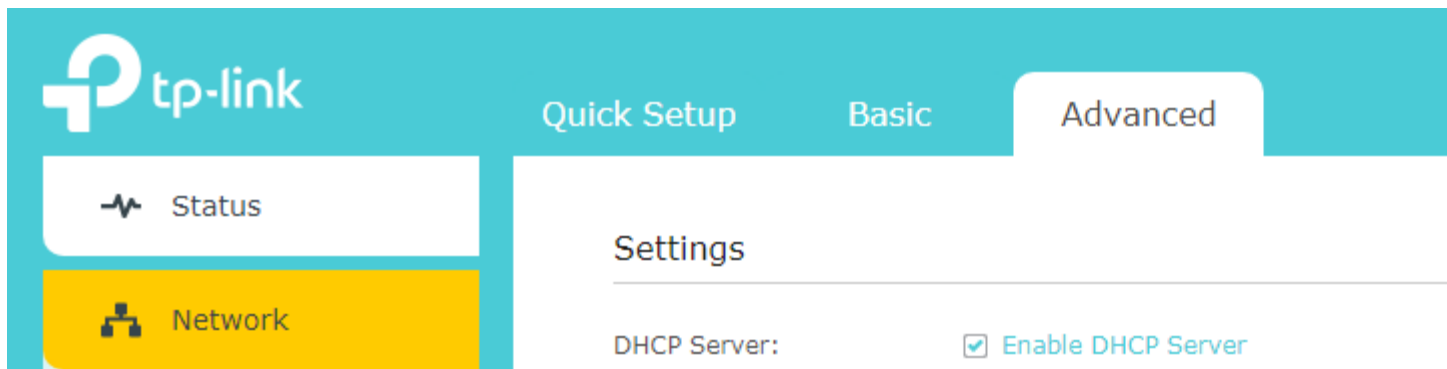
Address Lease Time:  minutes. (1-2880. The default is 120)

Default Gateway:  (Optional)

Primary DNS:  (Optional)

Secondary DNS:  (Optional)

Reboot the router:



Step 5:

**After rebooted, please try the Internet again. If still can't, please call or mail TP-Link for help.**