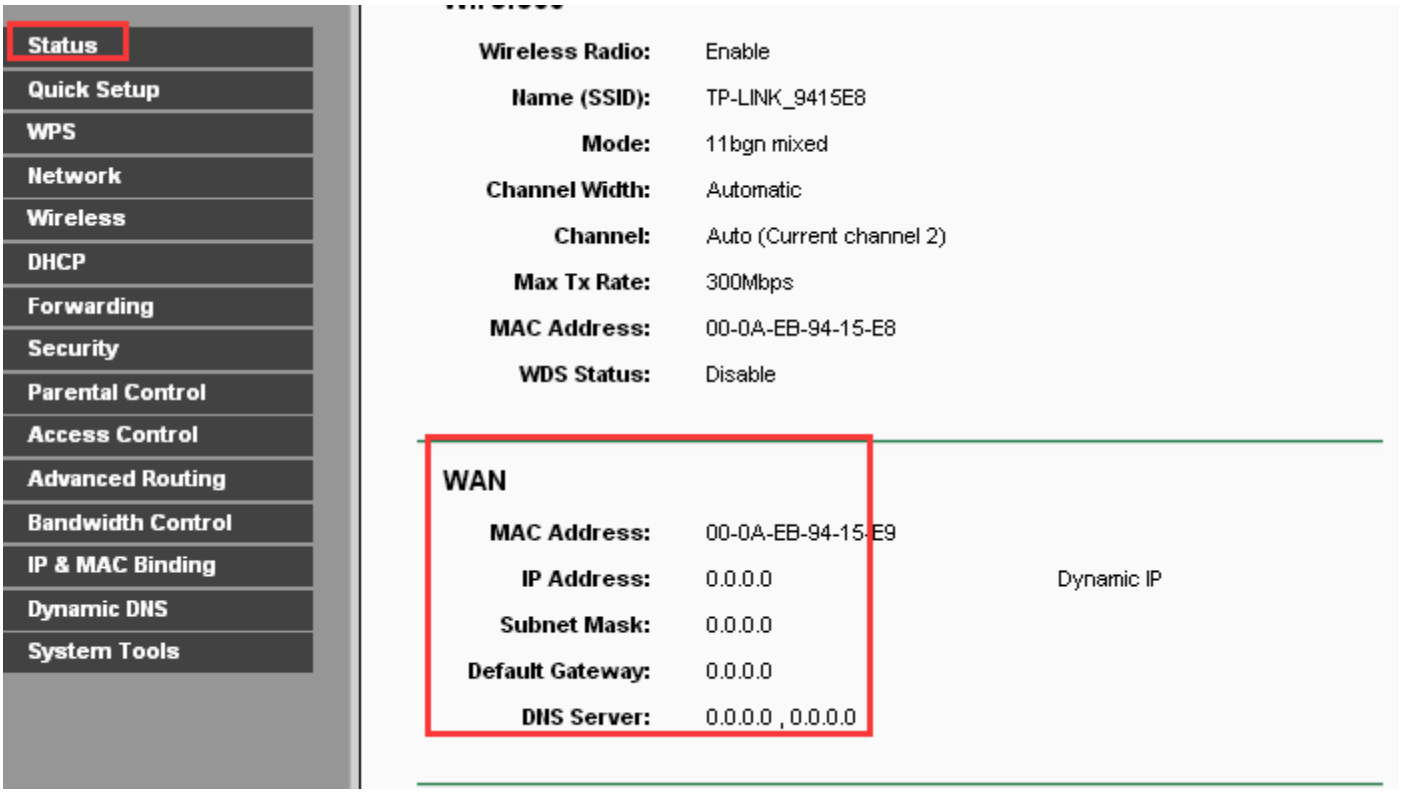
Why my TP-Link router can not get WAN parameters from my modem?

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:

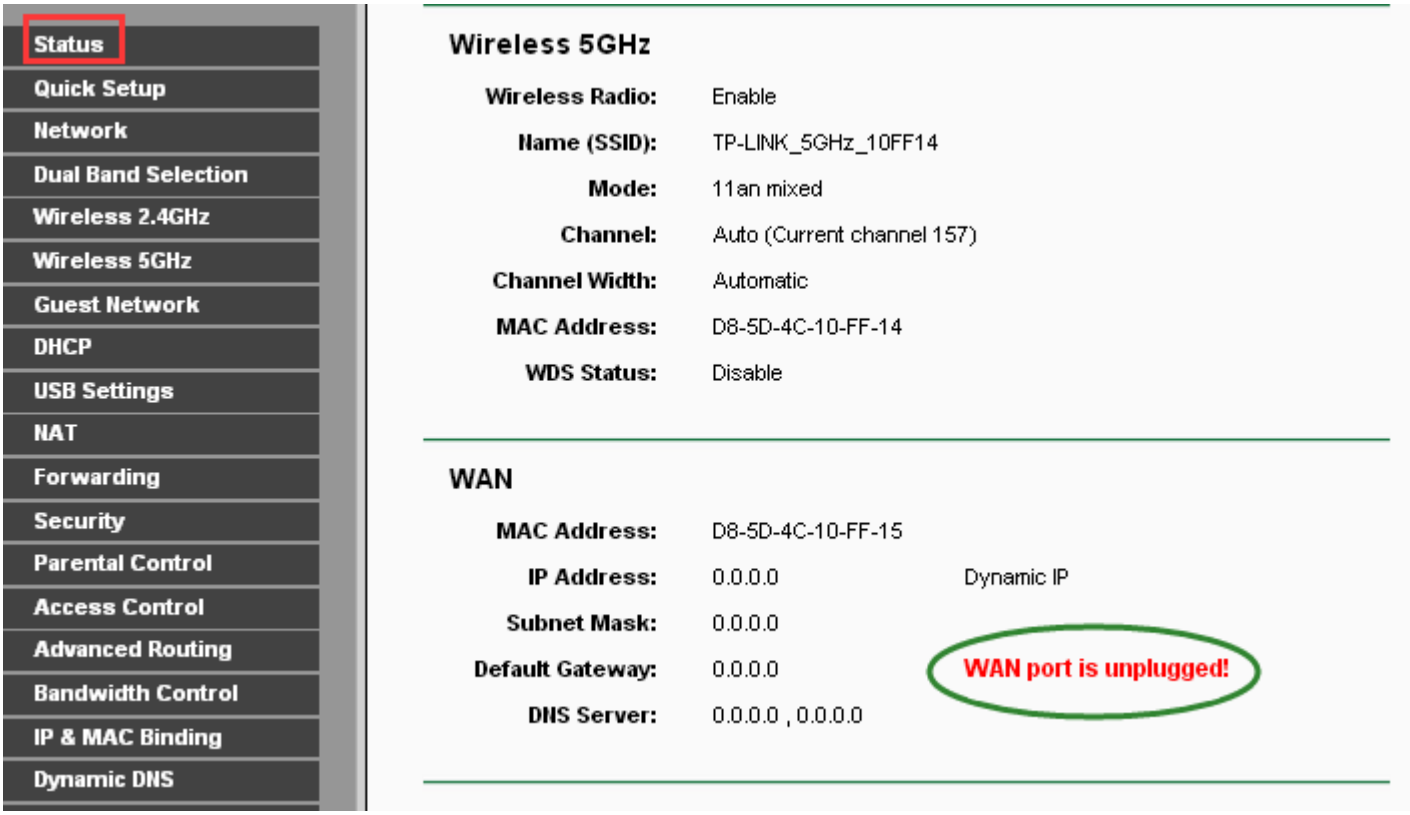
There is no internet access after installing the TP-Link Router and there is no WAN IP Address on the router's status page.

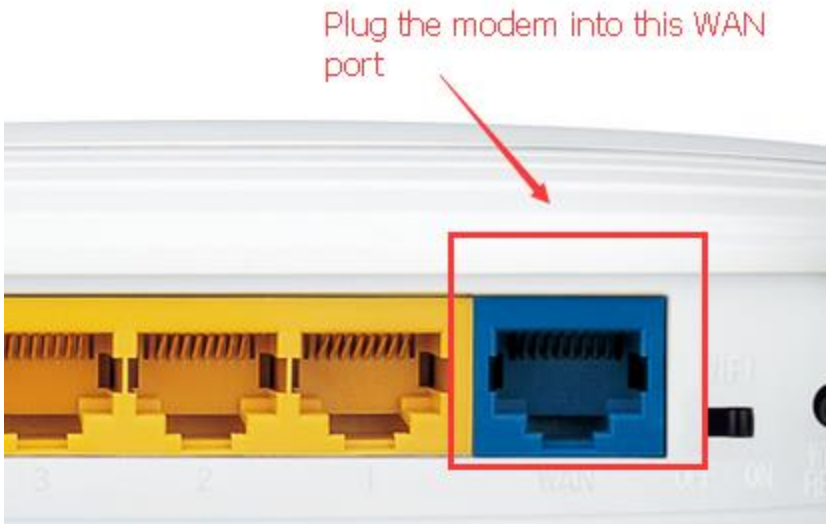


Note:If you are not sure how to log into the router's web interface to check the WAN IP Address ,please click here.

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.



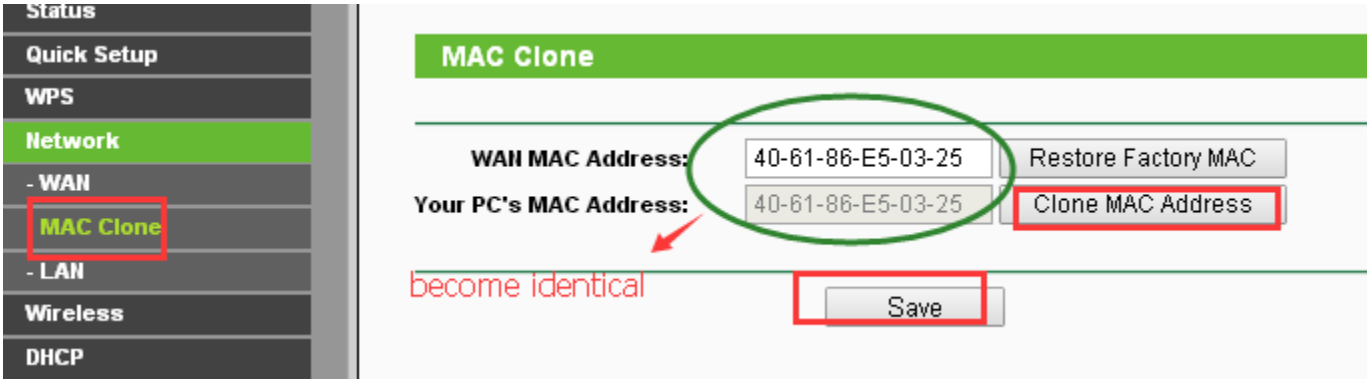


Solution 2 : Clone the MAC address of your PC.

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.

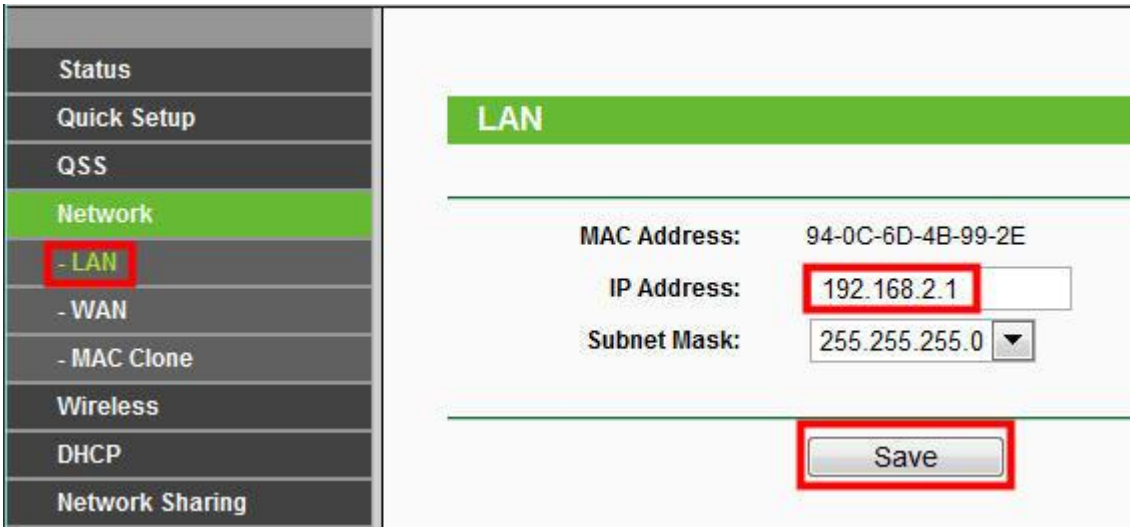
2. Click **Clone MAC Address,**this function will clone your PC's MAC address to WAN MAC Address of the router.



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 aviod 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**".



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.

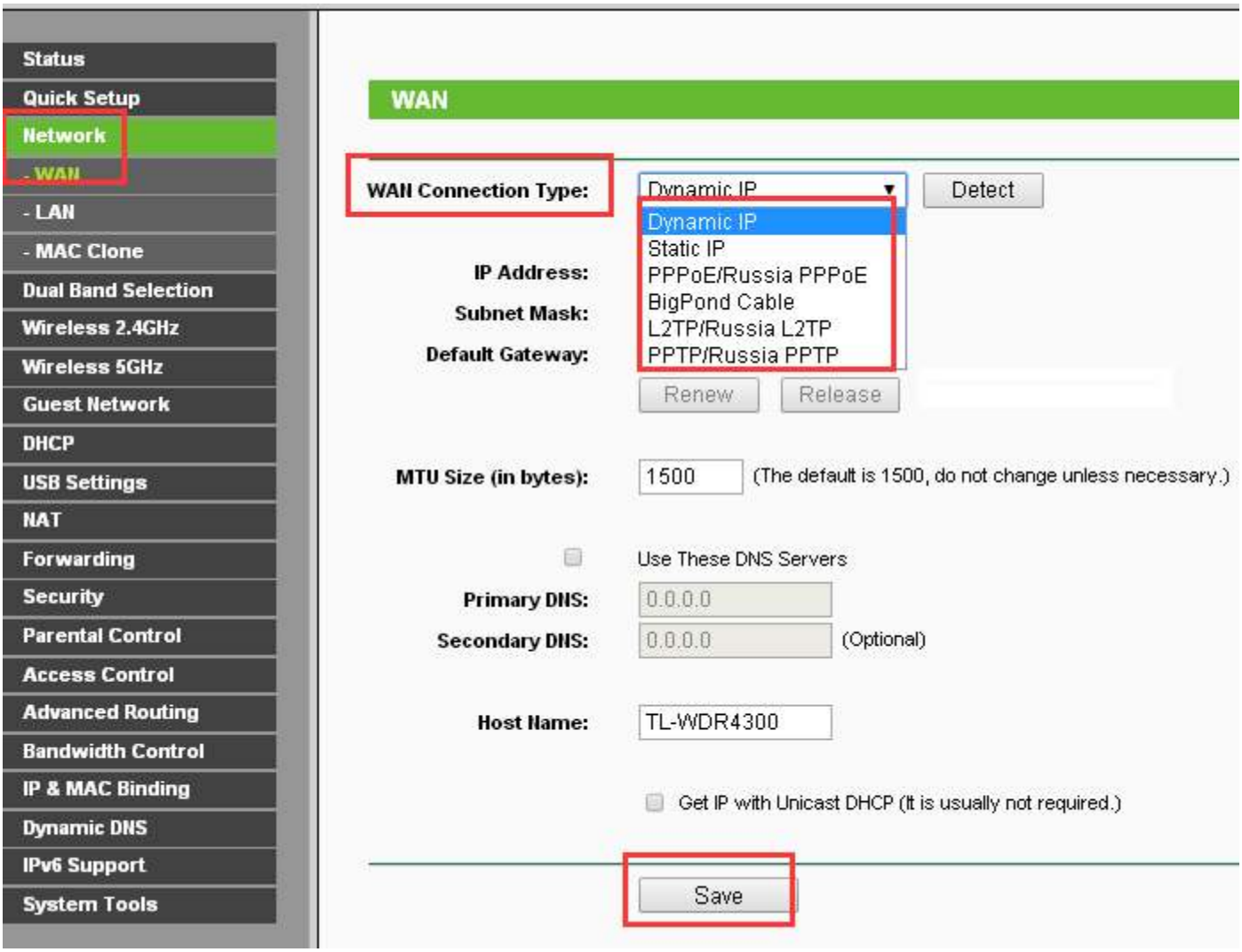
TP-Link routers can Plug&Play with most modems, but sometimes we need to do a "Power Cycle" to re-establish the connection:

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.

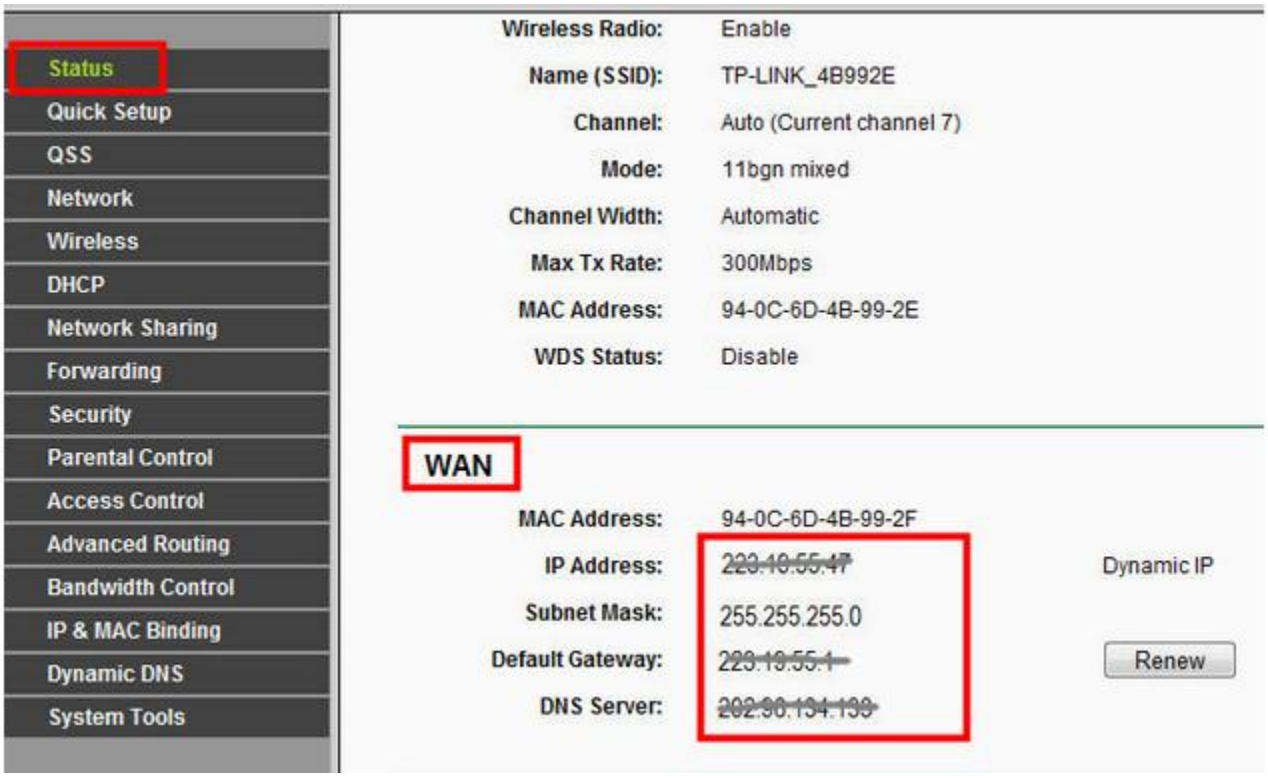
Why my TP-Link Router gets a WAN IP from the modem but no internet access？

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:

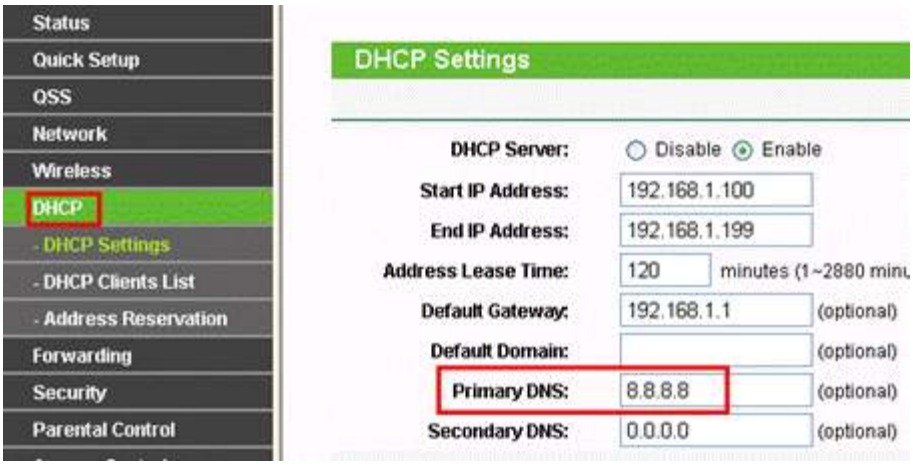
No internet access after setup, even though the router has been given a valid IP address.



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.

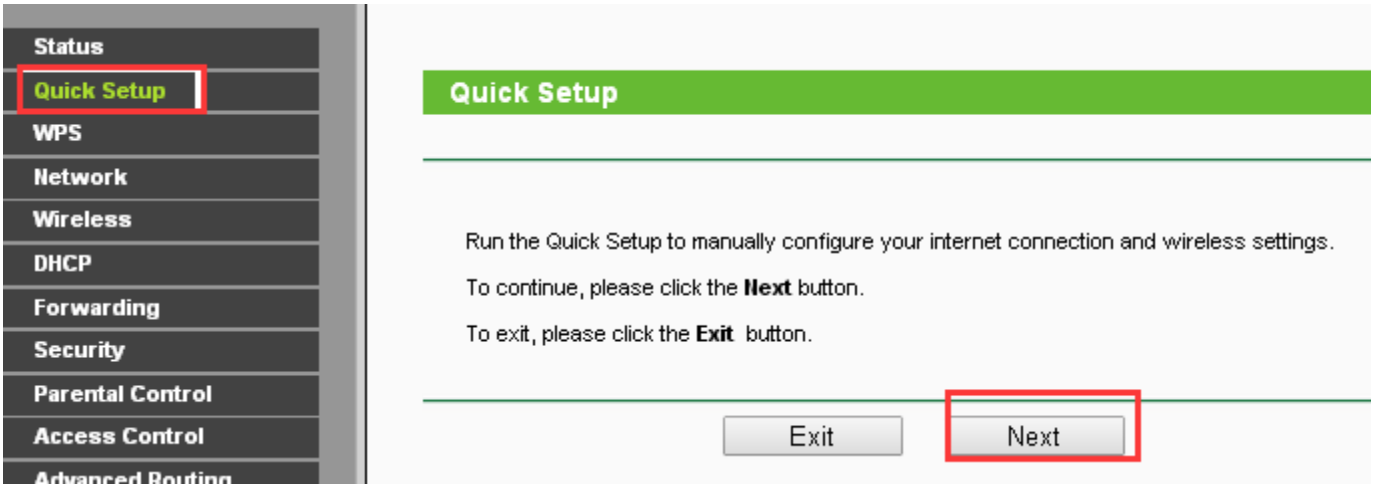


Solution 2: Power Cycle the modem and the TP-Link router.

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:

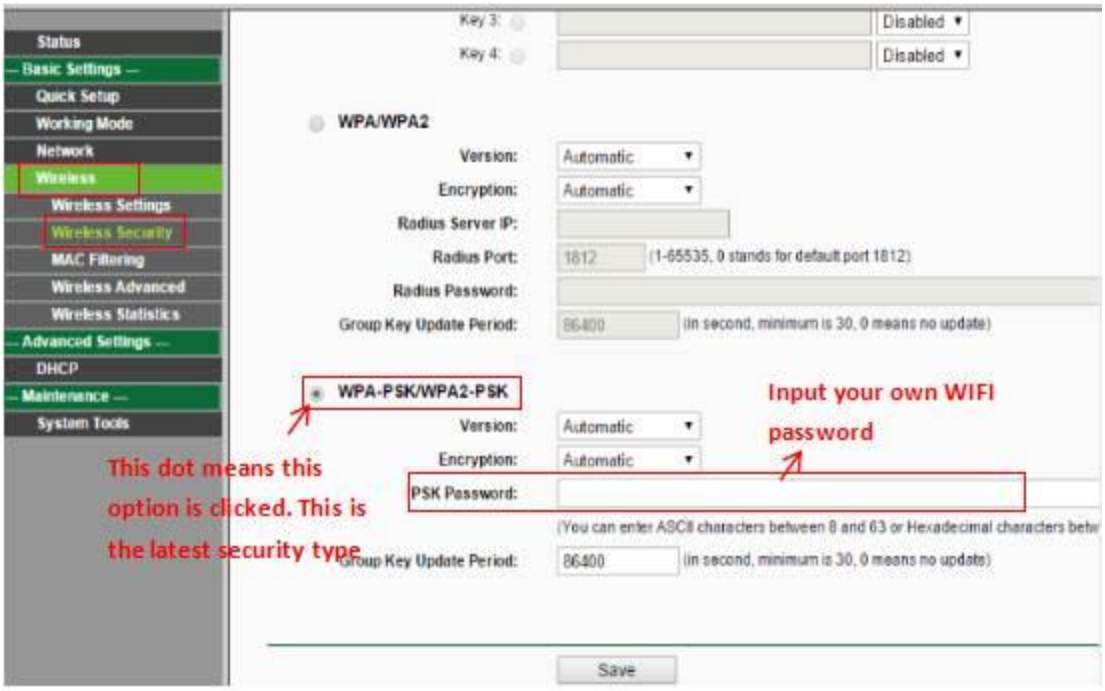
Step1:

Please refer to FAQ_87 to login the router.

Step2:

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

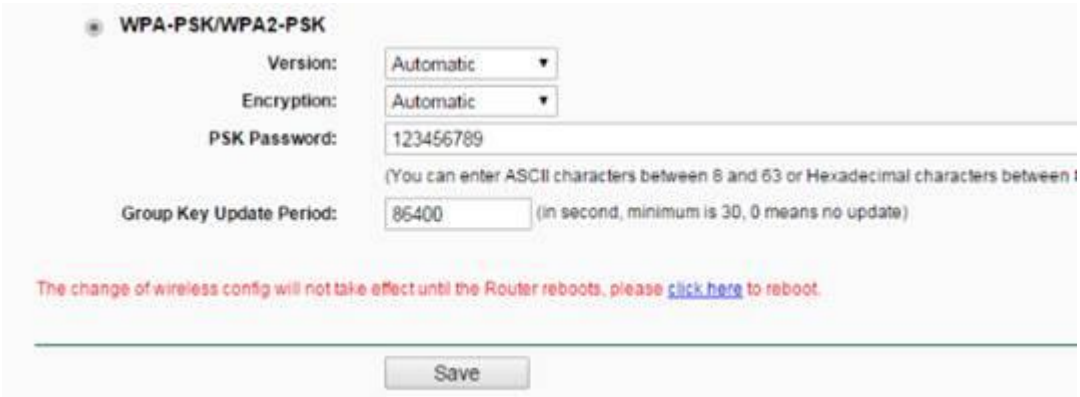
Select **WPA-PSK/WPA2-PSK**, then input your own WIFI password in the **PSK Password** box.

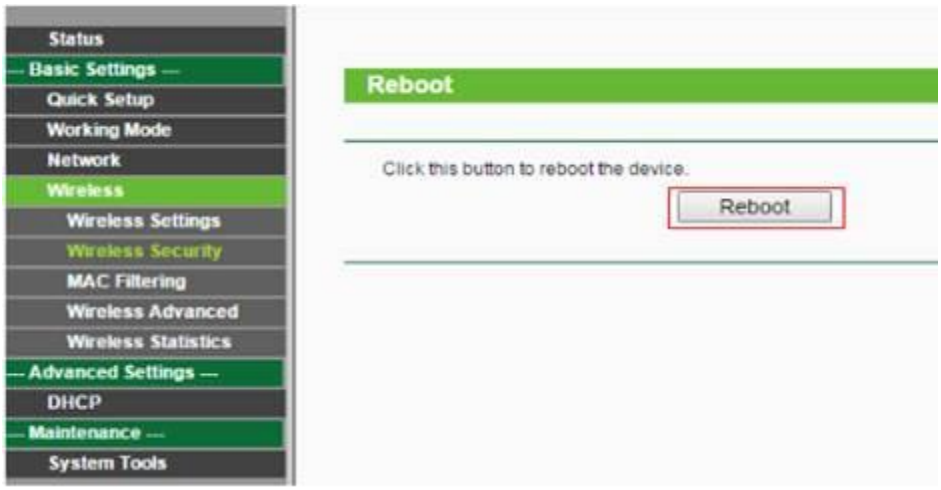


Step3:

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







Wireless AC Router

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

Step1:

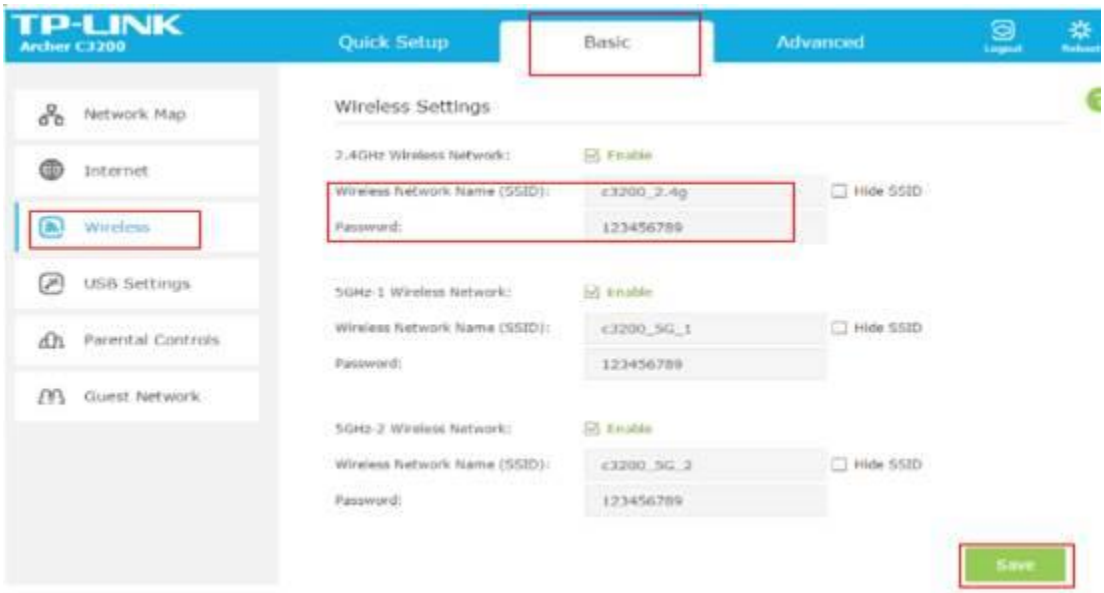
Please refer to FAQ_87 to login the router.

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

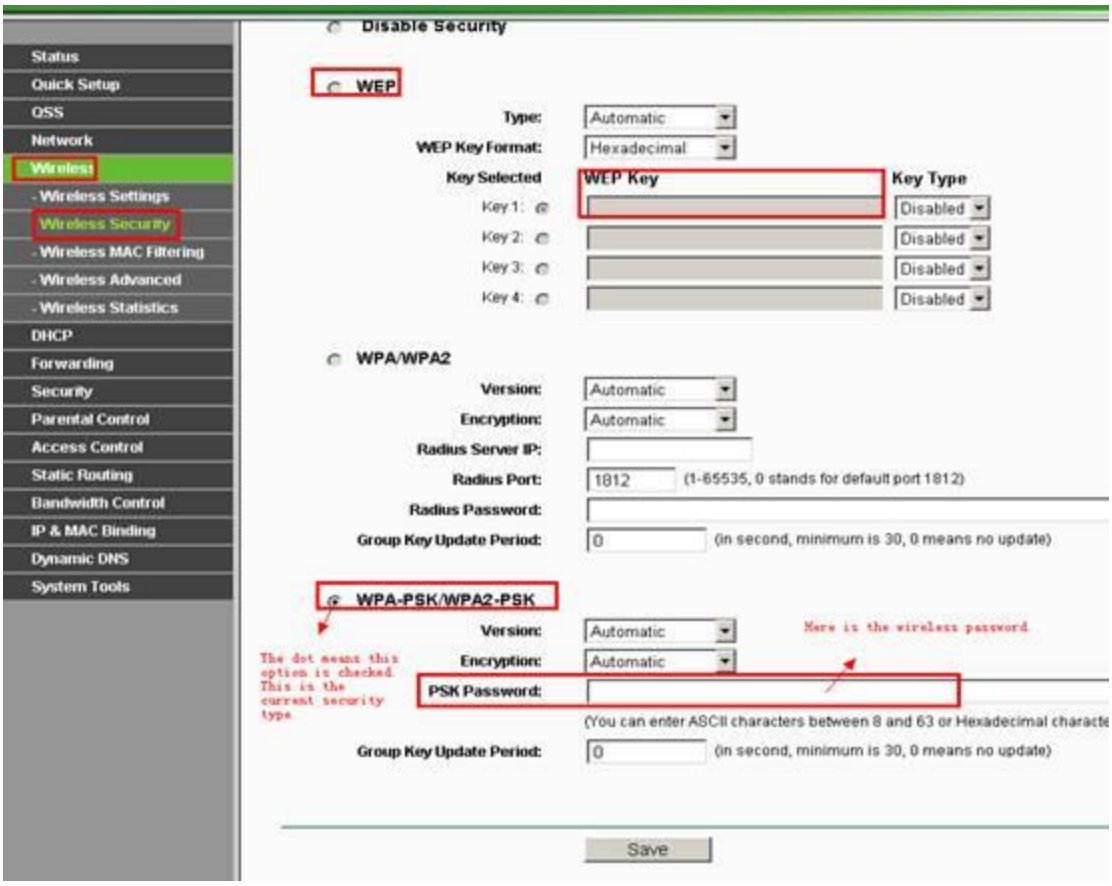
Step2:

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

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

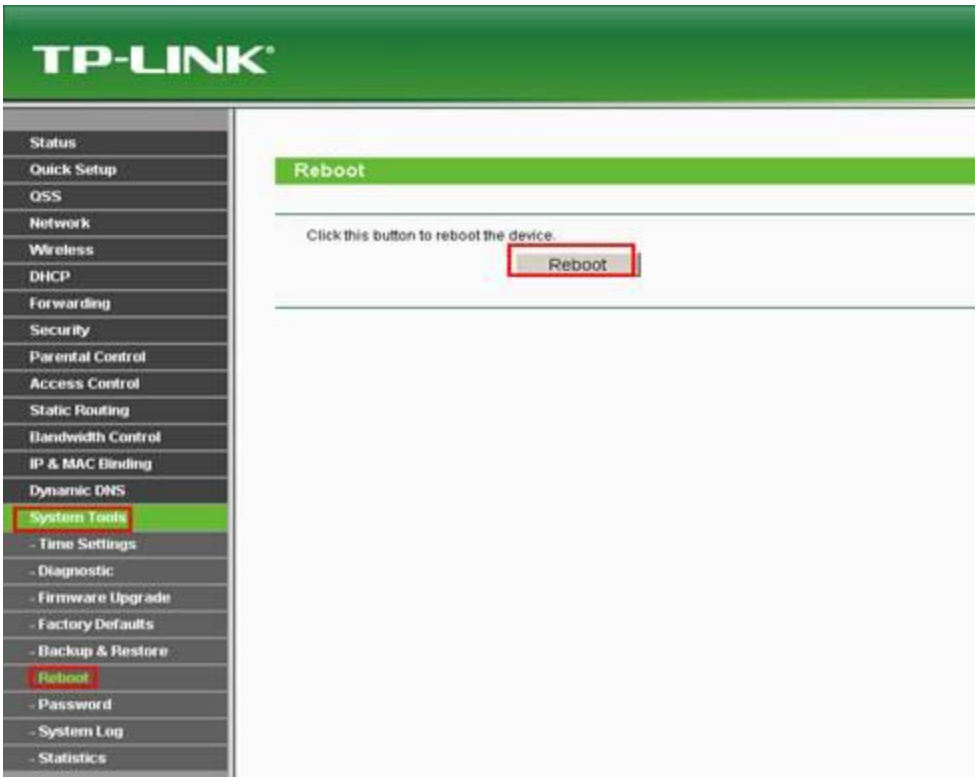
If it is **WPA-PSK/WPA2-PSK**, you password should be **PSK Password**.

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



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:

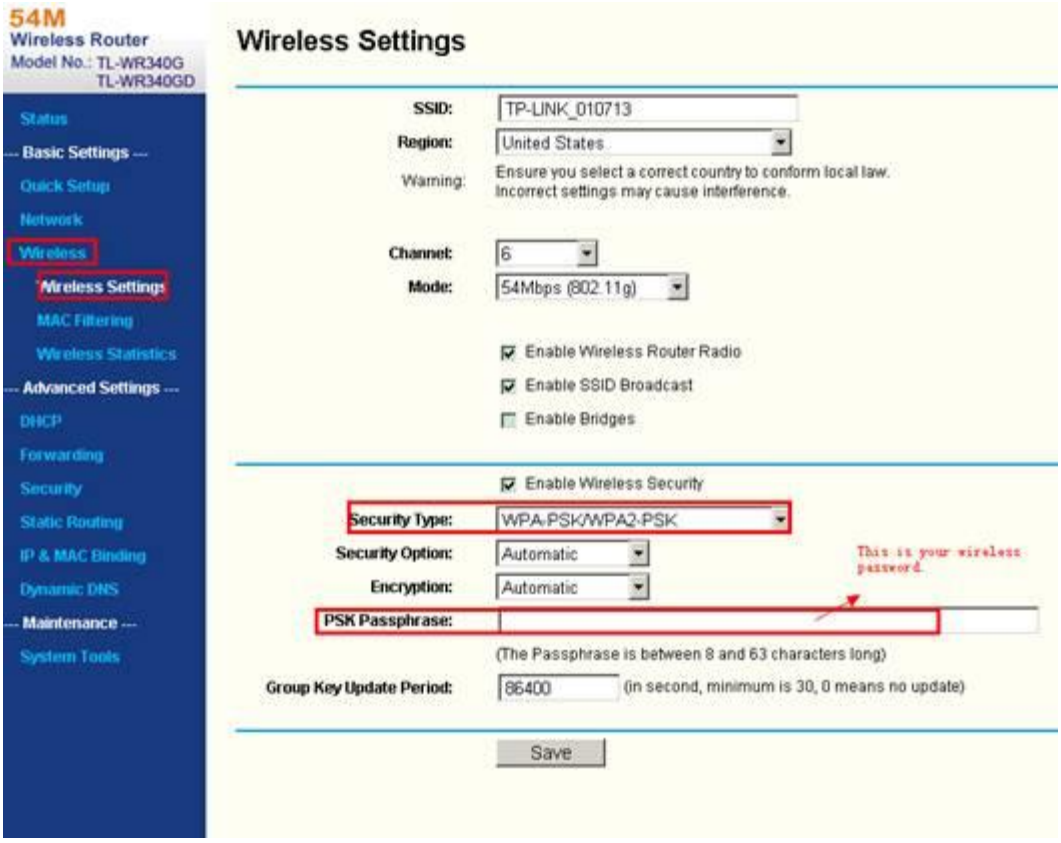
Step1:

Please refer to FAQ_87 to login the router & FAQ 174 to log into the AP.

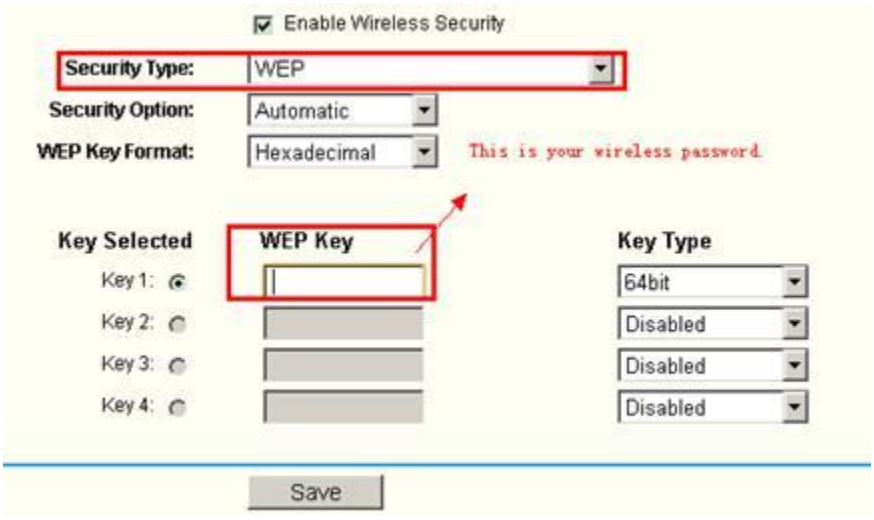
Step2:

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:

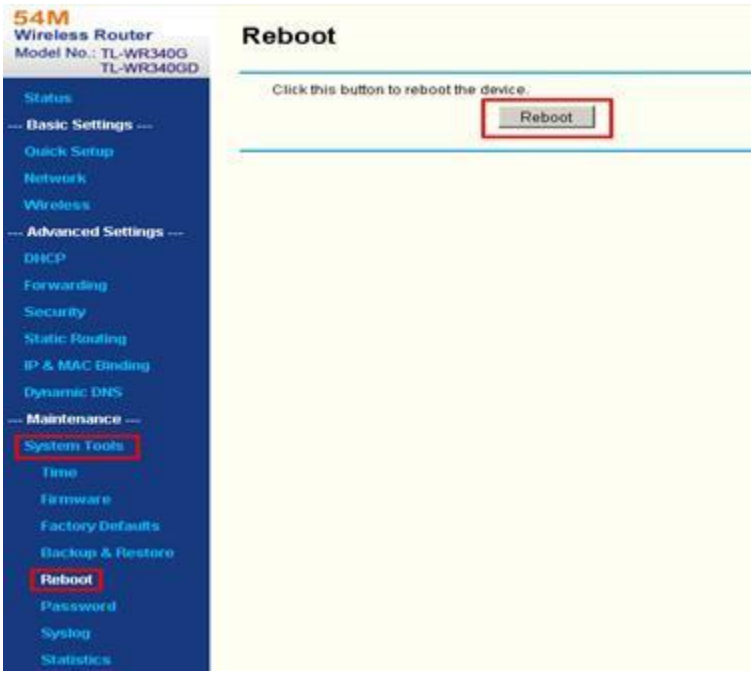


For WEP:



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.

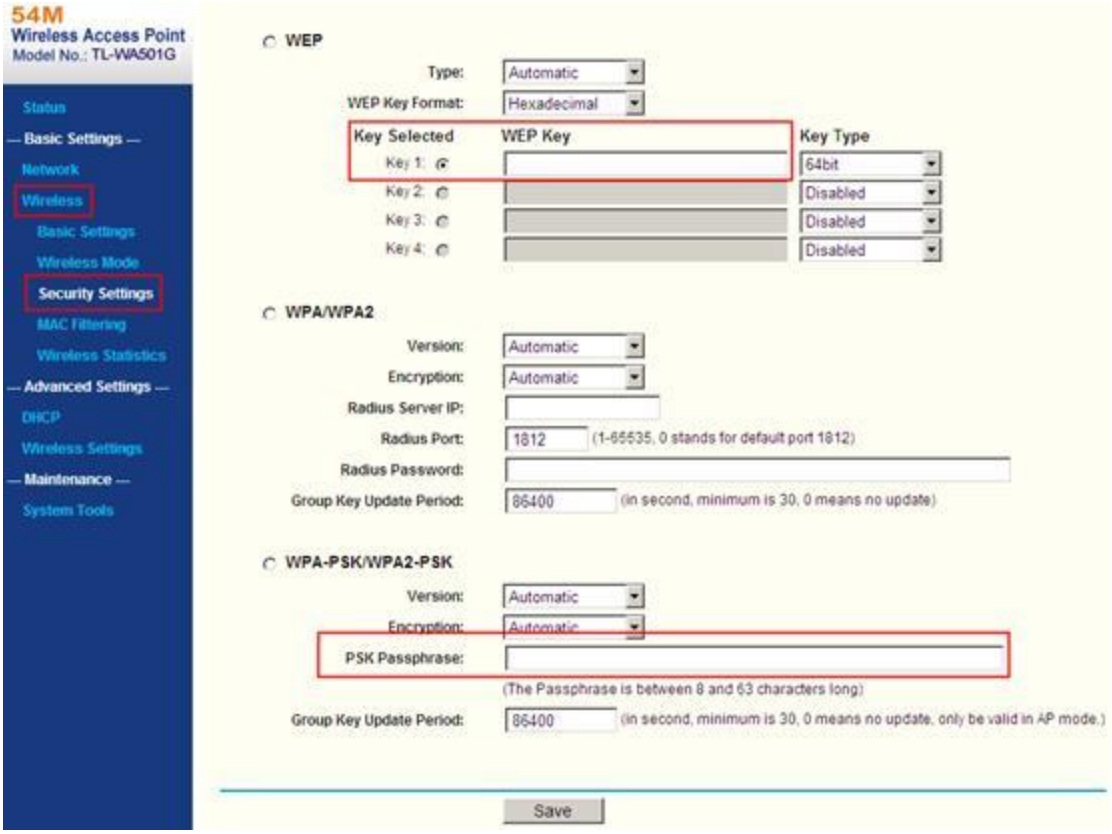
Step 2:

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

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

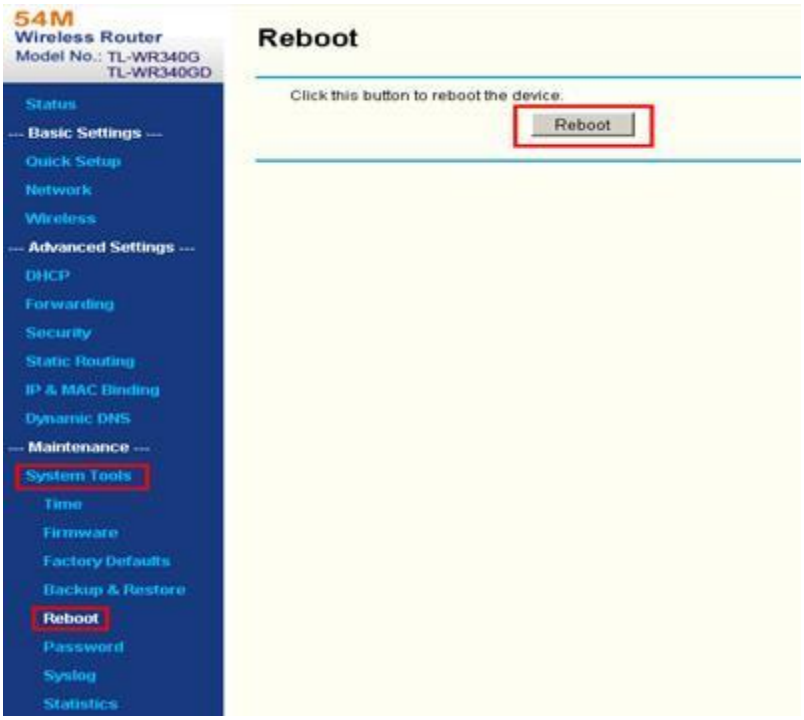
If it is **WPA-PSK/WPA2-PSK**, you password should be **PSK Password**.

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



Step 3:

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



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:



Key#1:



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:

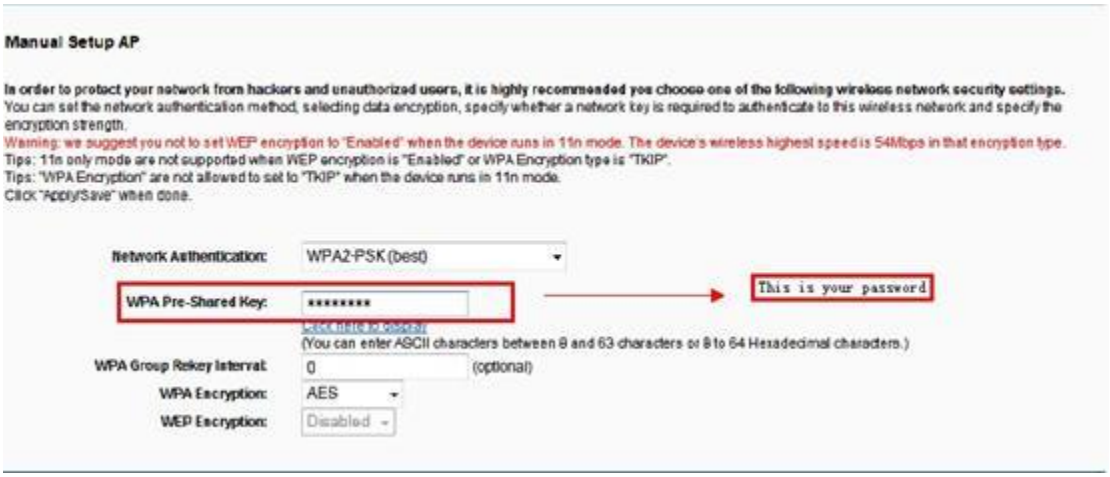
Step1:

Please refer to FAQ_114 to login the modem.

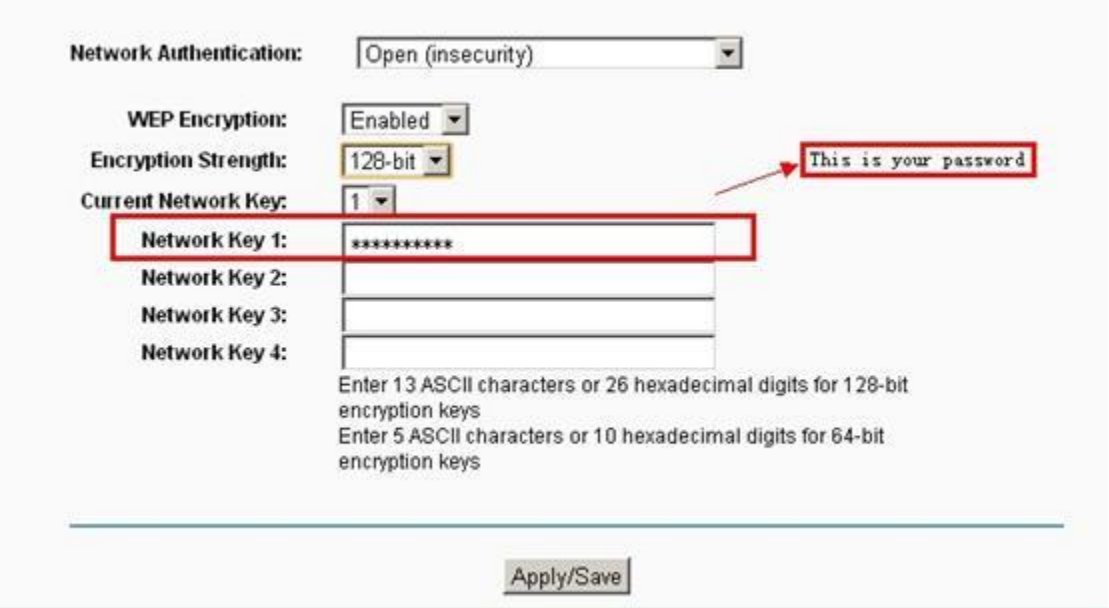
Step2:

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

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



Or the **Network Key 1**:



Step3:

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



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?

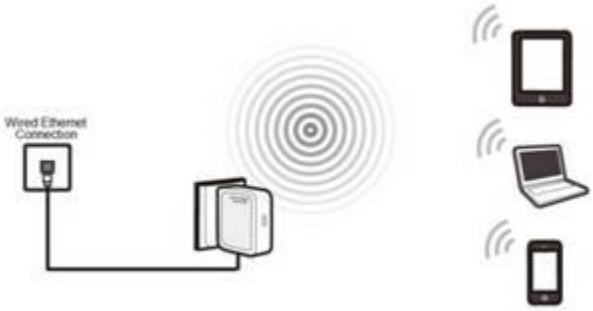
This Article Applies to:

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.

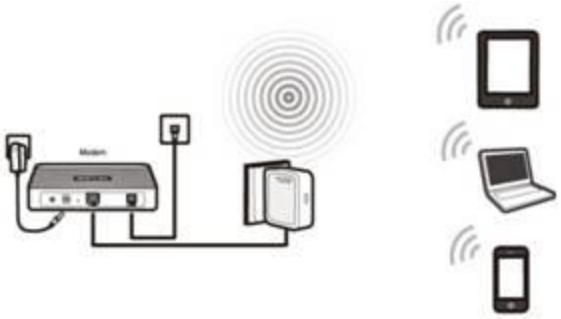
If you are in an office, hotel and places where only wired network is available, or LAN gaming party, small meeting and other situations where a temporary wireless network is needed, please use the AP Mode.



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.

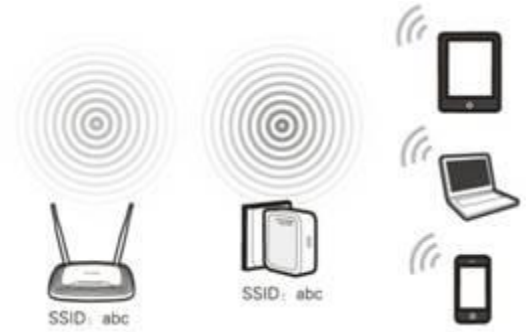
When Internet access from DSL or cable modem is available for one user but more users need to share the Internet, please use the Router Mode.



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

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

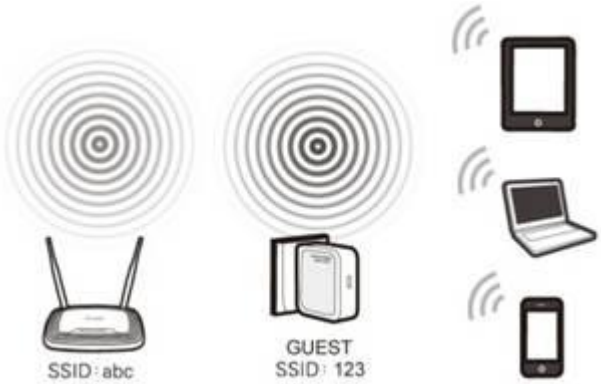
When you have a wireless already, and there is some place can't be covered, you can consider Repeater Mode. With Repeater mode, you will have only one SSID. At that time, your wireless clients can roam in whole place.



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)?

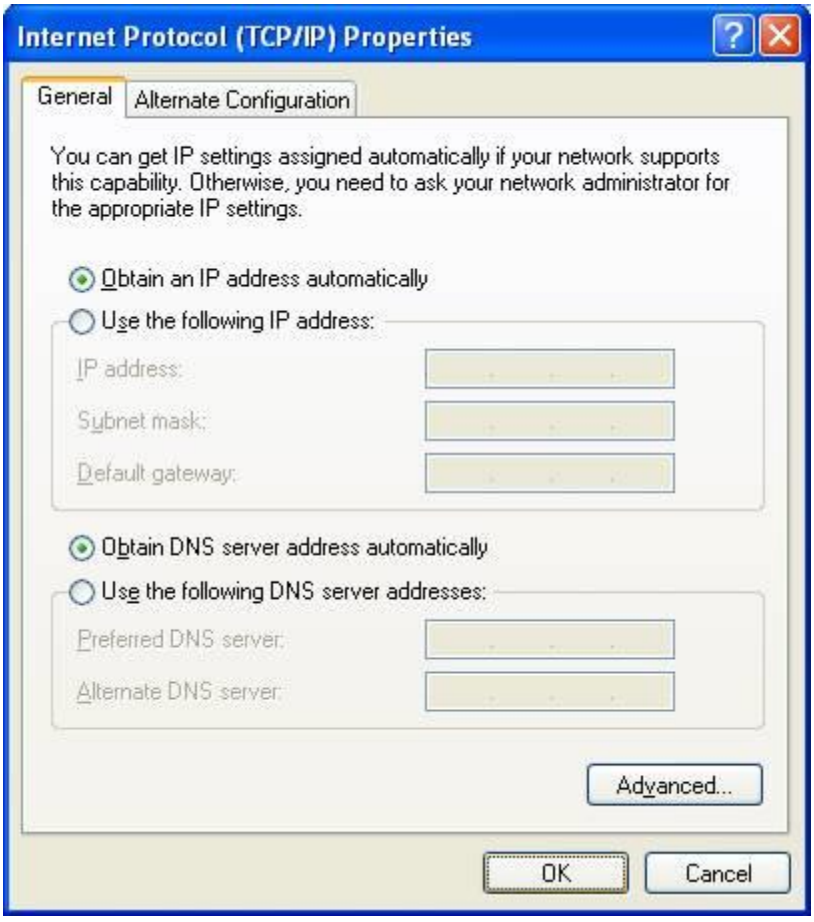
This Article Applies to:

Problem Description:

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

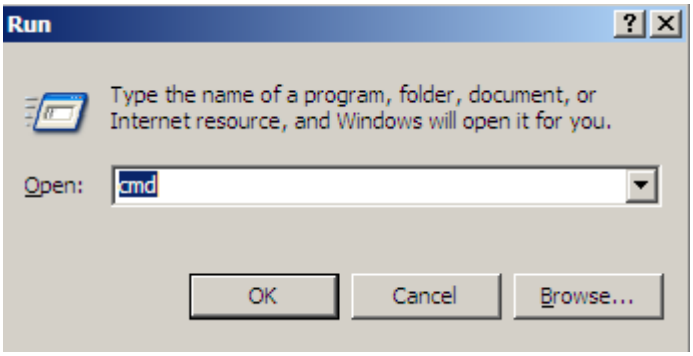
Step 1:

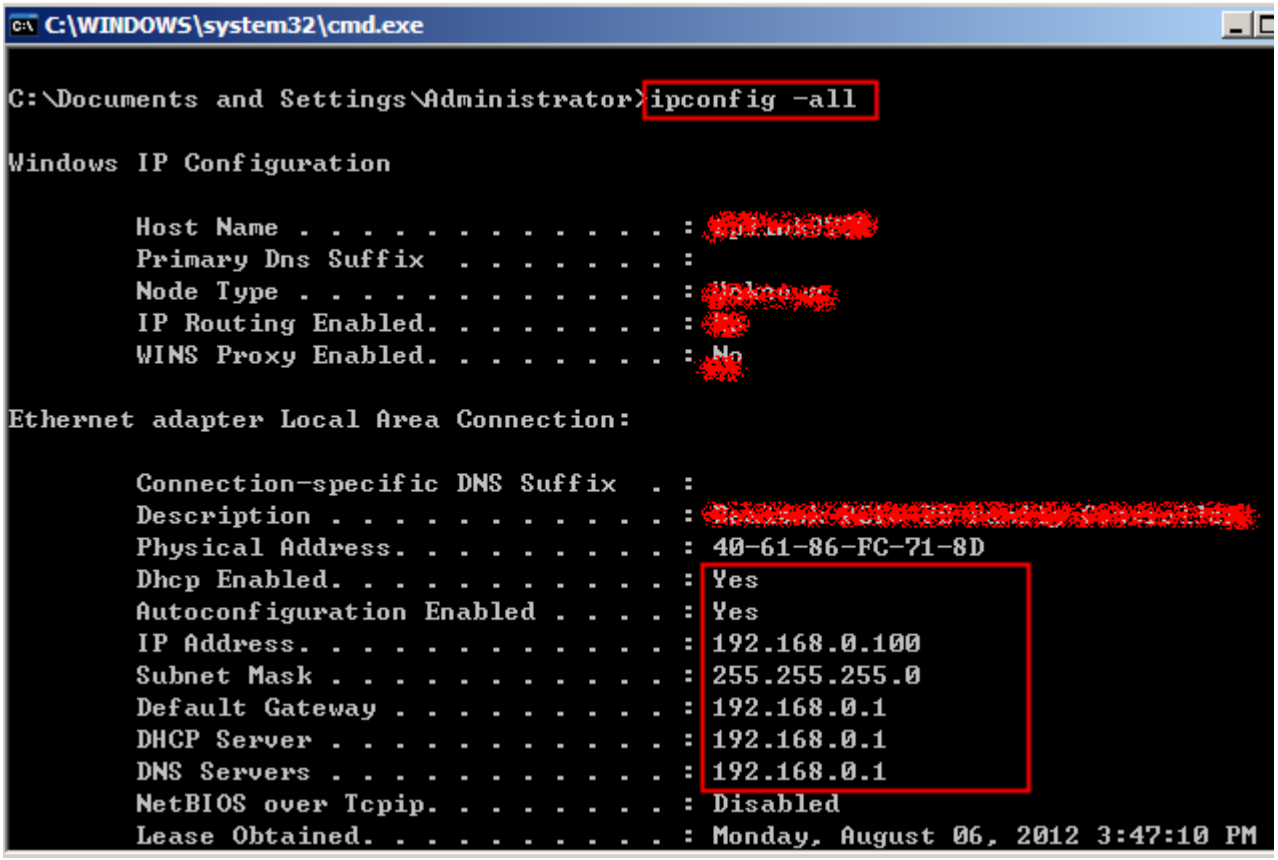
Please check if the wireless network connection of your computer is set to obtain an IP address automatically, and obtain DNS server address automatically. If you don't know how to configure this, please click here.



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:

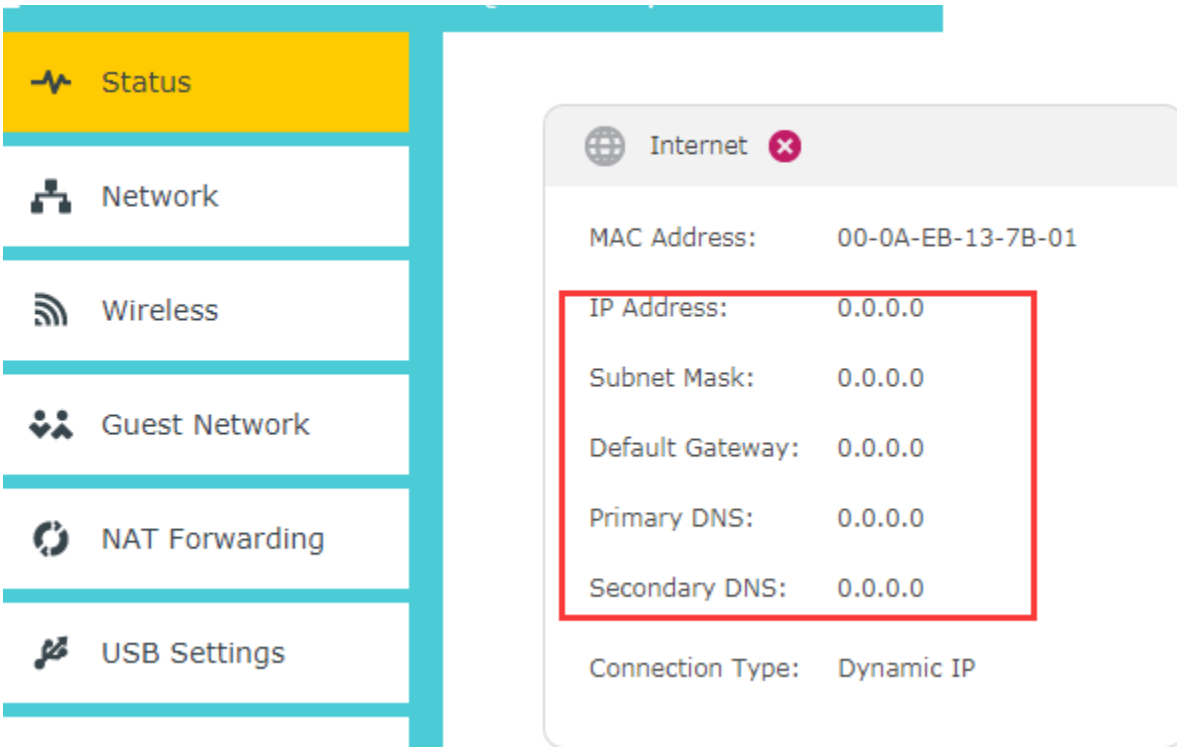
To log in to the web management page of the router, open the web browser and input http://tplinkwifi.net:

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

Step 4:

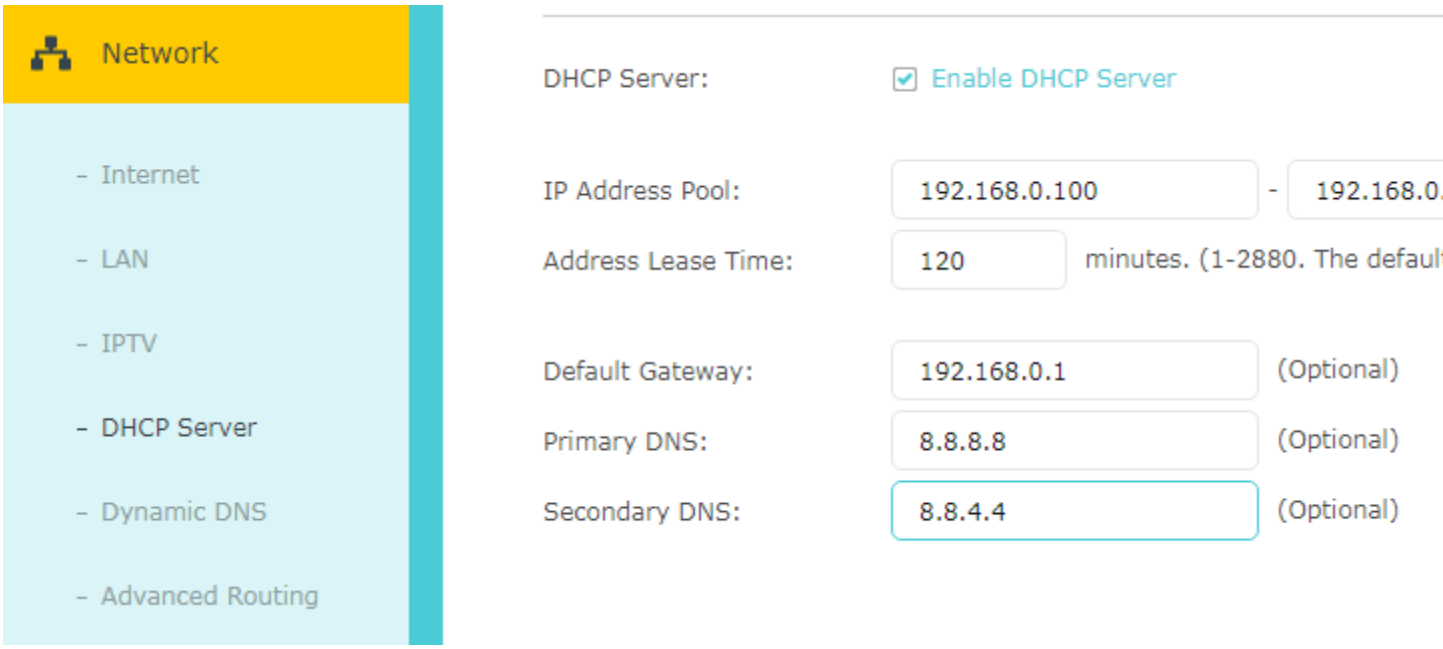
After you log in, check the WAN part on the Status page. See if an IP address is listed. If so, that means the router is successfully configured and connected to the Internet:

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



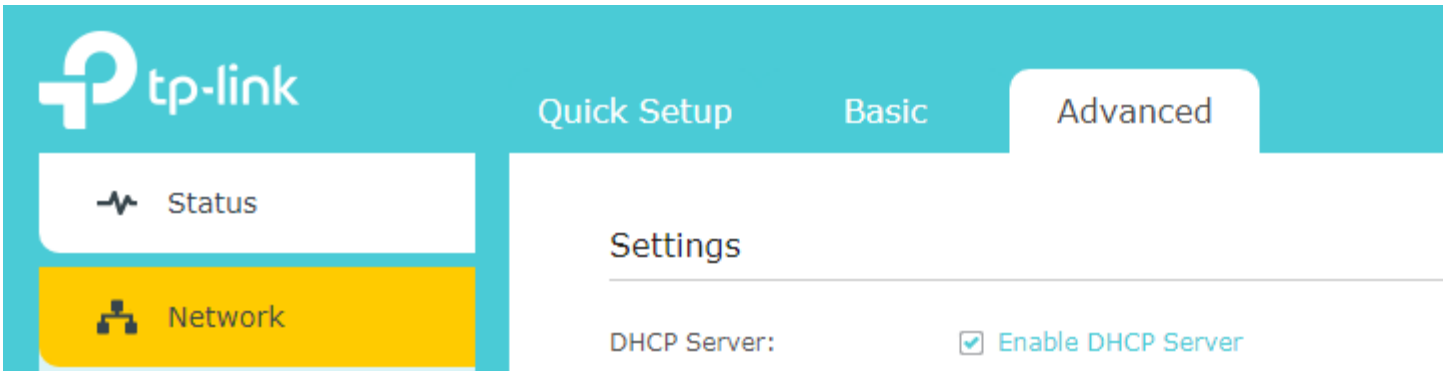
Step 5:

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.



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)?

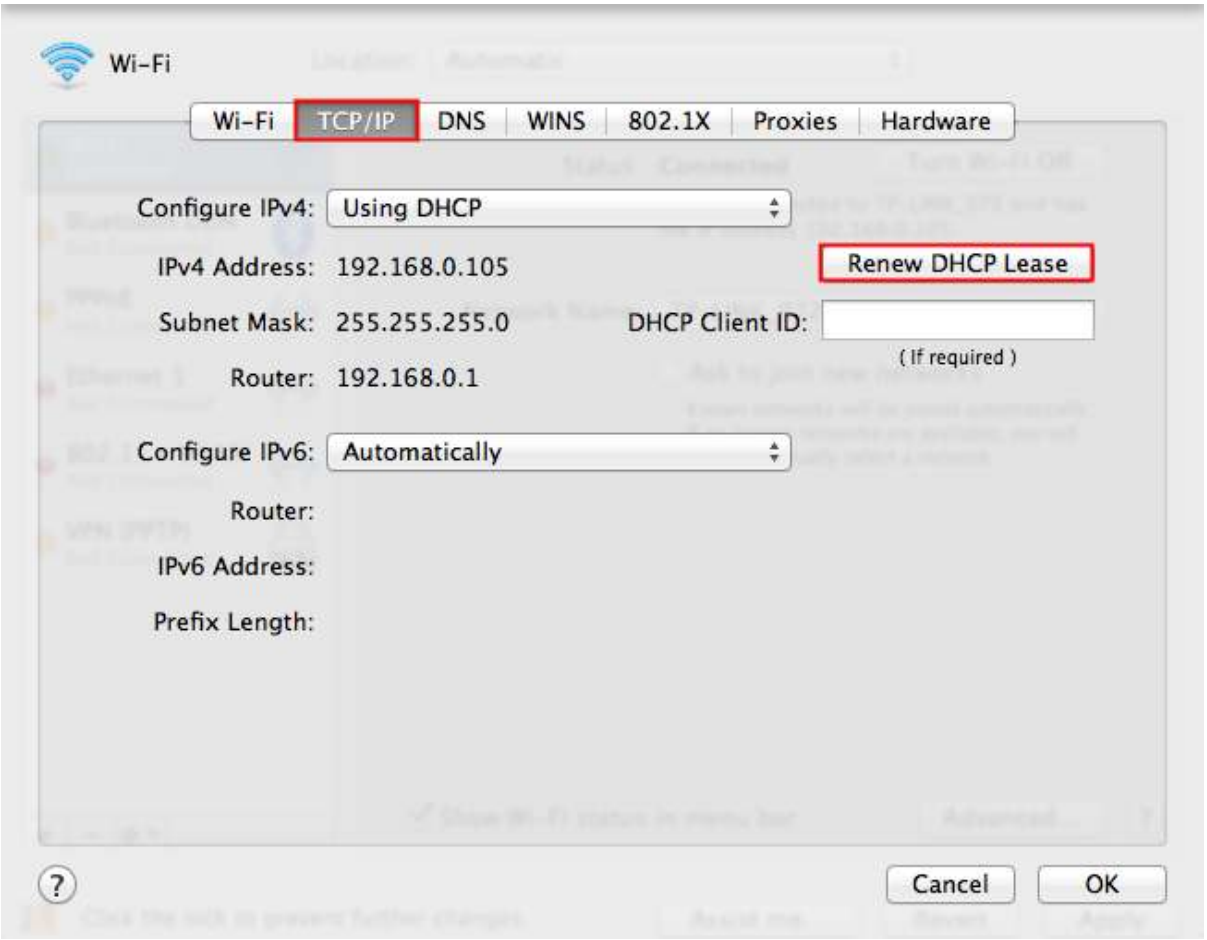
This Article Applies to:

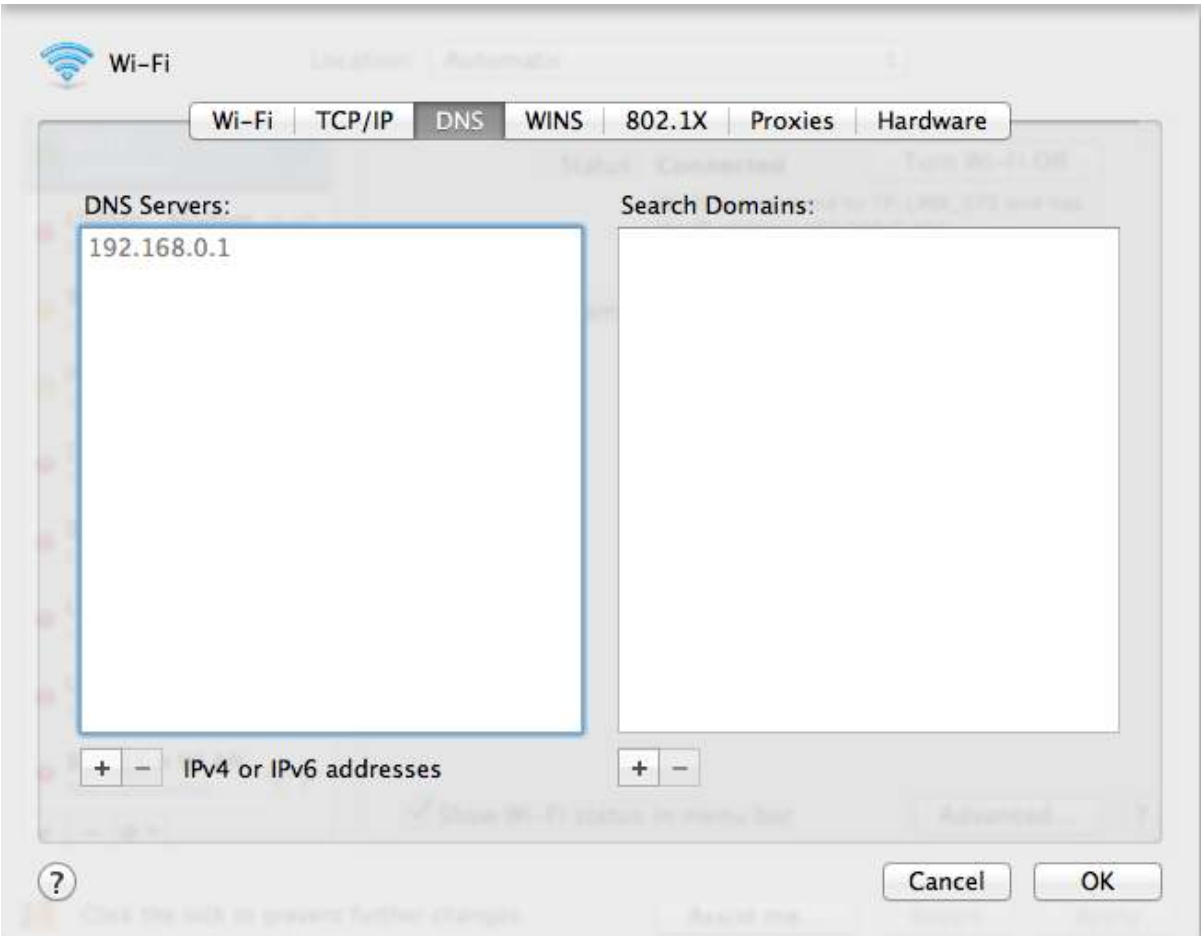
Problem Description:

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.

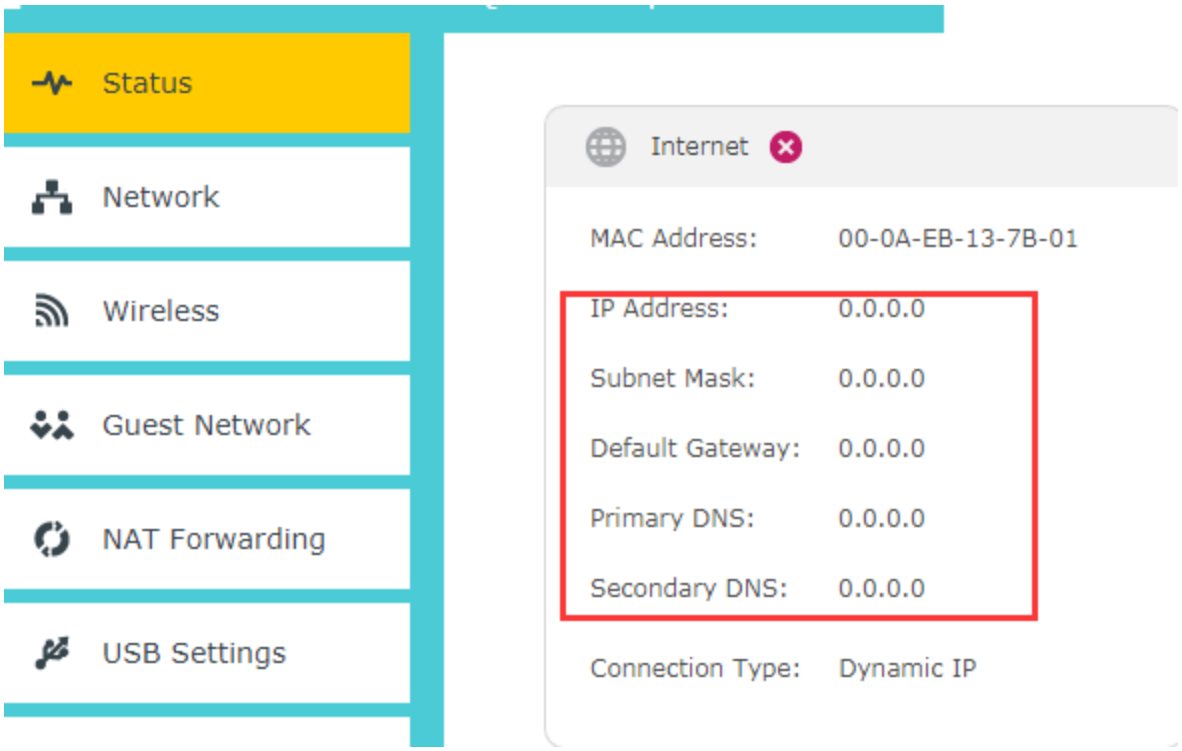
Step 2:

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:

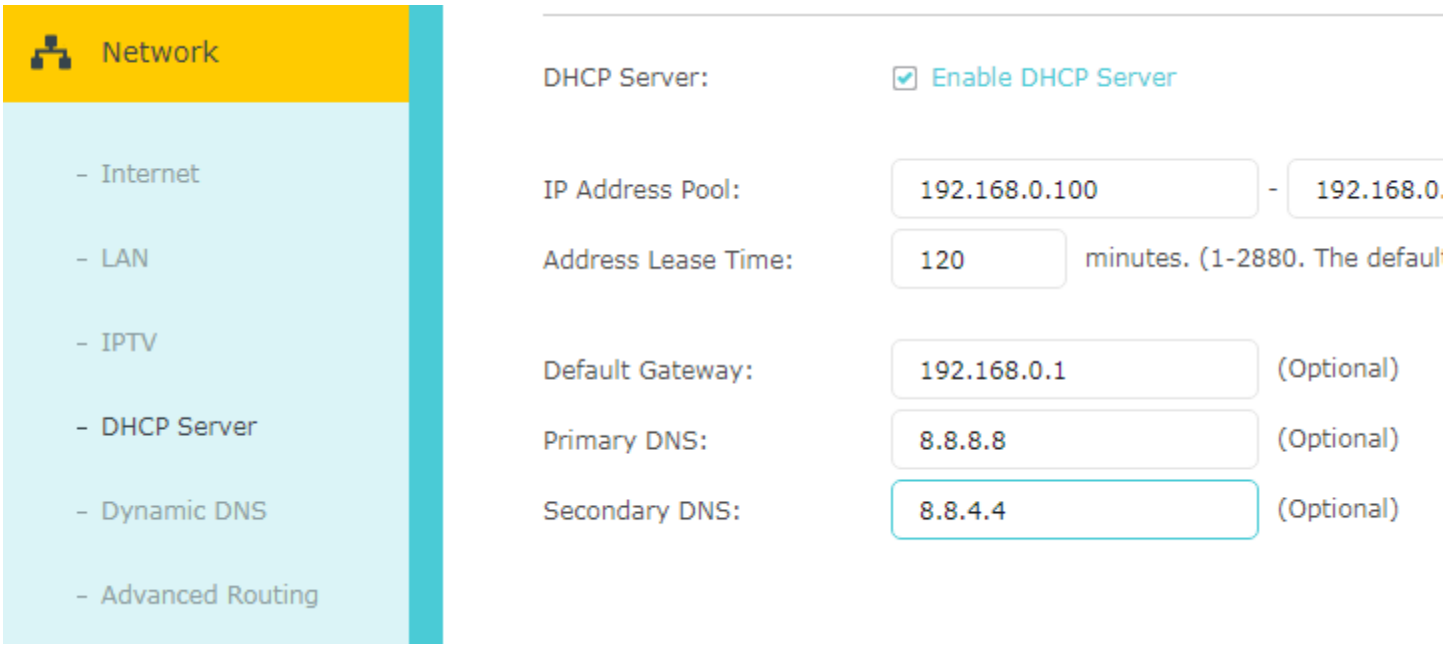


If there is no IP address, please check the physical connection or call Service Provider to check the line.

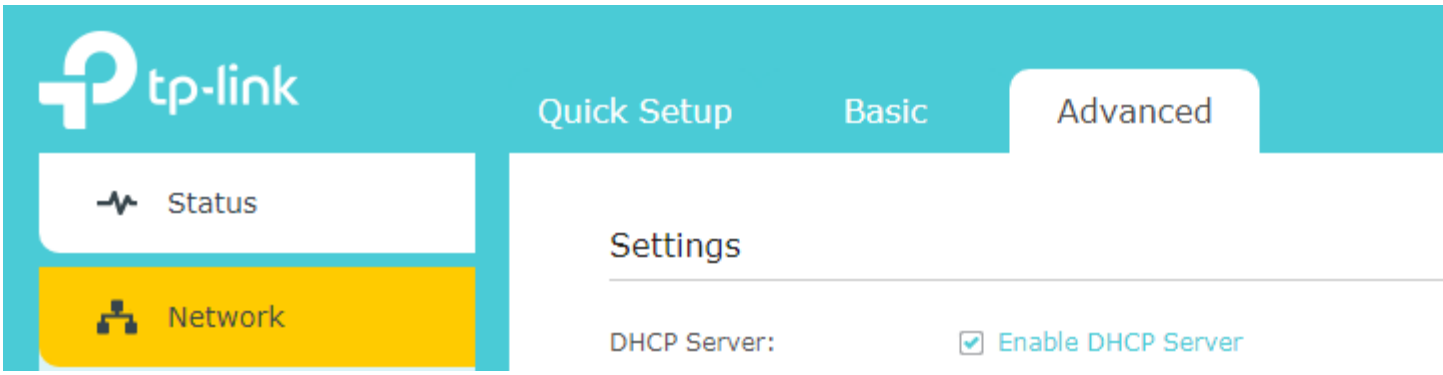
Step 4:

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.**



Reboot the router:



Step 5:

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