Troubleshooting: Unstable wireless connection on TP-Lir

User Application Requirement Update

This Article Applies to:

Precondition:

1. Please be sure that when the computer is connected to your internet modem, the internet works fine without dropping. If the internet is not stab provider to do some troubleshooting. If it's a modem/router, please contact your ISP to ensure the internet line is good.

2. Please check whether the internet is stable or not when the computer is connected to the router with the Ethernet cable. If not, please refer to Tr TP-Link router

Symptoms:

Wireless devices intermittently disconnect from the wireless network, while wired devices are still connected and working fine.

For possible solutions, please see the following:

- Keep the router away from microwave ovens and other interference sources (refrigerators, ovens, Bluetooth devices, etc.)
- Reduce the number of wireless clients and optimize the router's position.

  Try to adjust the orientation of the antennas for maximum performance. We recommend placing it up high and also placing its antennas at 45 d parallel to the floor), which will be more effective. Since antennas always transmit weakly at the base, do not place your wireless client device at

- If your Wi-Fi's signal strength is weak, try moving the router to another location. Minimize obstructions between your router and your compute walls between your router and device can affect Wi-Fi signal quality.
- If your Wi-Fi signal is strong but the connection is still unstable, try connecting to the router's 5G Wi-Fi. There are fewer interference sources c support 5G Wi-Fi, please skip this step.)
- Disable the smart connect on your router. (If your router does not support it, please skip this step.)
- If there are multiple Wi-Fi networks in the area, please change the router's Wi-Fi channel and channel width. This avoids multiple Wi-Fi signals interference sources.

  You may refer to Changing Channel and Channel Width on a TP-Link Router (new logo). (You may change 2.4G channel width to 20MHZ, 5G char

- Upgrade your router to the latest version.

  You may refer to How to Upgrade the Firmware on the TP-Link Wi-Fi Routers?

Tips: How to disable the smart connect on the router?

Login to the webpage following the FAQ: How to log in to the web-based interface of Wi-Fi Routers (new logo)?

Go to **Advanced**> **Wireless**> **Wireless Settings** and disable **Smart Connect**.



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