Glossary

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1. Wi-Fi Not Connecting on Your TP-Link Router?

There are multiple factors that cause your internet connection to randomly disconnect. Please read possible solutions below which may fix an internet unstable.

Symptoms:

Both the wired connection and wireless connection are unstable

If this issue occurs with a wireless connection, please refer to Troubleshooting: Unstable wireless connection on TP-Link router

For possible solutions, please see the following:

1. Disconnecting the TP-Link router from the modem (the piece of hardware supplied by your Internet company), then only connect your computer to the modem directly. If your computer cannot get a stable connection from your modem, it indicates the issue is on your modem or Internet Service.
2. If there is no problem with the modem, please try the following tips:

- Check that the Ethernet cable is connected securely to the WAN port on your router and that the cable is not loose or attached poorly. To check if there is any problem with the Ethernet cable, replace it with another Ethernet cable and see if the issue persists.
- Try to change DNS servers on your router. (You may refer to How to Change the DNS servers on the wireless router and DSL modem router (New UI)?)
- Upgrade your router to the latest version. (You may refer to How to Upgrade the Firmware on the TP-Link Wi-Fi Routers?)

2. What should I do if I cannot access the internet through Wi-Fi router?

Case 1：Cannot find my wireless network

Refer to the FAQ on Why cannot I find to my wireless networks?

Case 2：Cannot connect to the wireless network

Refer to the FAQ on Why cannot I connect to my wireless network

Case 3：Wireless connection is not stable

Refer to the FAQ on Troubleshooting: Unstable wireless connection on TP-Link router

Case 4: If all of your wireless devices can connect to wireless signals successfully, but there is no internet access. Please refer to the following instructions.

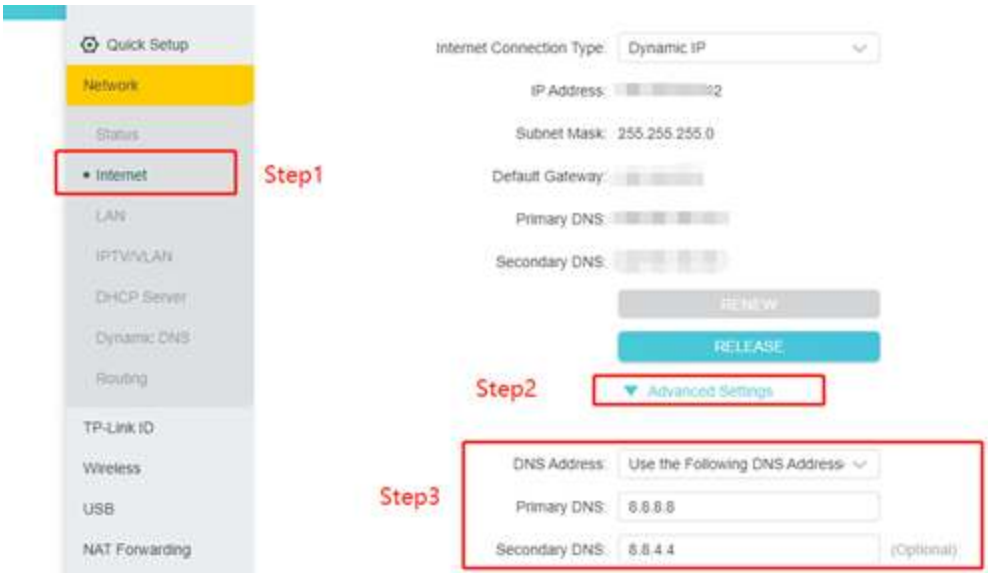
Step 1. Please check the IP address of your clients(computer/smartphone). You may refer to: How to find IP address

If the IP address is assigned by the router, at default it will be 192.168.0.XX. Usually, this proves that your device is successfully connected to Wi-Fi. If your IP address is not assigned by the router as 192.168.0.XX at default settings. There may be other devices (router/range extender) that assign the wrong IP address. **Please try to remove it and reconnect to our TP-Link Wi-Fi.**

Step 2. If your client devices can get an IP address automatically from the router, please change the DNS server on your Wi-Fi router.

1). Log into the TP-Link router by referring to How do I log into the web-based Utility (Management Page) of TP-Link wireless router?

2). Go to **Advanced** -> **Network** -> **Internet** . Then change **Primary DNS** to **8.8.8.8** and **Secondary DNS** to **8.8.4.4**. Then click Save.



Step 3. Please make sure the router stays away from high-powered appliances. High-powered appliances will affect the wireless performance. Please keep away from high-power appliances to ensure the normal operation of the wireless network.

If the above suggestions cannot solve your issue, please collect the following information and contact TP-Link technical support.

A: The brand name, model number, and operating system of your wireless devices

B: The model number of your TP-Link router.

C: Please tell us the hardware and firmware version of your TP-Link router.

D: Any error message displayed if you cannot get internet access, please give us a screenshot about it, No internet available, etc.

Get to know more details about each function and configuration please go to Download Center to download the manual of your product.

3. Troubleshooting: Unstable connection on the TP-Link router

There are multiple factors that cause your internet connection to randomly disconnect. Please read possible solutions below which may fix an internet unstable.

Symptoms:

Both the wired connection and wireless connection are unstable

If this issue occurs with a wireless connection, please refer to Troubleshooting: Unstable wireless connection on TP-Link router

For possible solutions, please see the following:

1. Disconnecting the TP-Link router from the modem (the piece of hardware supplied by your Internet company), then only connect your computer to the modem directly. If your computer cannot get a stable connection from your modem, it indicates the issue is on your modem or Internet Service.
2. If there is no problem with the modem, please try the following tips:

- Check that the Ethernet cable is connected securely to the WAN port on your router and that the cable is not loose or attached poorly. To check if there is any problem with the Ethernet cable, replace it with another Ethernet cable and see if the issue persists.
- Try to change DNS servers on your router. (You may refer to How to Change the DNS servers on the wireless router and DSL modem router (New UI)?)
- Upgrade your router to the latest version. (You may refer to How to Upgrade the Firmware on the TP-Link Wi-Fi Routers?)

4. What should I do if my internet connection is slow?

This article will help you do some troubleshooting steps if you cannot get internet from the TP-Link router.

Before your read the step, you can also refer to the troubleshooting video:

What should I do if I cannot access the internet? - Using a cable modem and a TP-Link router

What should I do if I cannot access the internet? - Using a DSL modem and a TP-Link router

First of all, please log in to the web-based interface of the router by referring to How do I log into the web-based Utility (Management Page) of TP-Link wireless router?, then go to **Advanced** > **Status** to check the internet IP address.

Case 1. If Internet IP address is invalid as 0.0.0.0.

Case 2. If internet IP address is valid and public IP address.

Please contact TP-Link technical support with the following information if you still cannot have internet access after above suggestions.

1). The Internet IP address of your TP-Link router;

2). The model number of your modem, is it cable modem or DSL modem?

3). Whether you have tried all suggestions listed as above or not. If yes, what are they?