Troubleshooting Guide

Glossary

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What to do if a single device is not connecting to the range extender?

If Wi-Fi is not working on one device — such as a TV or printer — but other devices on your TP-Link wireless network are connecting fine, the issue is likely specific to that device or its settings. This page walks through five troubleshooting steps to help you identify and fix the problem.

- If the device cannot connect to any network at all (not just your TP-Link network), the issue is likely with the device itself rather than the router.
- Ensuring the device is set to obtain an IP address automatically via Dynamic Host Configuration Protocol
  (DHCP) is one of the first things to check when a single device cannot connect.

- Access Control or MAC filtering settings on the router may be blocking a specific device from connecting to the network.
- Changing the wireless channel or channel width on the TP-Link router can resolve connectivity issues affecting a single device.
- Power cycling the device, modem, and router with everything fully unplugged for at least 60 seconds is a recommended final troubleshooting step.

Troubleshooting Steps

Step 1: Test the Device on Another Network

If it cannot work with any networks at all, this issue is more related to the device itself; contact the manufacturer's support for that device.

Step 2: Check IP Settings on the Device

If the device is configured with a static IP address, you will need to manually enter the IP address, subnet mask, default gateway, and DNS server.

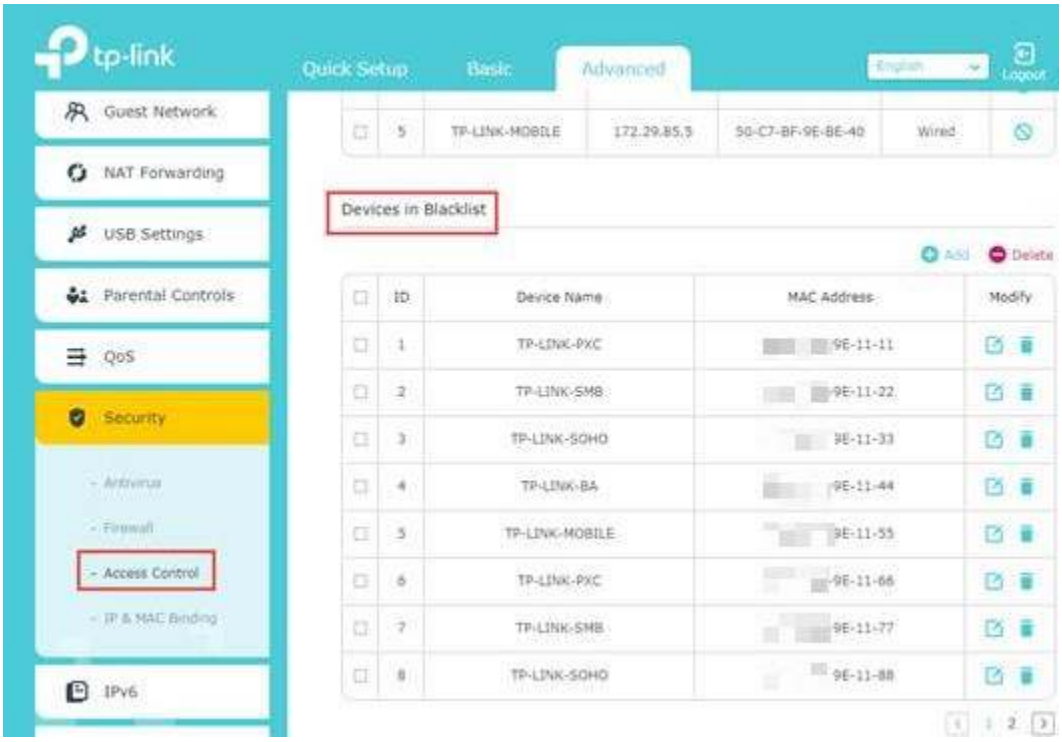
DHCP (Dynamic Host Configuration Protocol) is a setting that ensure s the clients can get the information they need from your wireless router to connect to the internet.

For example, on an Epson Printer, customers can log in to the printer set-up screen, then change the “Get IP Address” setting to “Auto”, then submit.



Step 3: Resolve Connection Errors

A. Unable to connect/ unable to join, please try to re-enable the wireless adapter on your device and retry. You can also try to remove the existing wireless network profile. If the same thing, please check whether there are any special settings on the wireless routers, such as **Access Control or MAC filtering**. If yes, please make sure the device that cannot connect wirelessly is not on the blacklist.



B. Incorrect password, please double-check your wireless password on the router.

Step 4: Adjust Wireless Settings on the Router

Some devices struggle to connect when the router is set to a specific wireless channel or channel width. Adjusting these settings on your TP-Link router may resolve the issue

Changing Channel and Channel Width on a TP-Link Router

Step 5: Power Cycle All Devices

This is pretty simple. All you need to do is unplug your client, modem, and wireless router from power. It's not enough to just turn them off. **Disconnect everything from the power outlet and leave it unplugged for at least 60 seconds.** Then reconnect your modem and router to power. Give these a few moments to power up. When all the lights on the modem and router are normal, plug in the client and power it on.

What to do if configurating the range extender fails?

- For Dual-Band Range Extender, if there's only a 2.4G LED light on, then 5G light off, please help fix the main router's 5G to band1 (channel 36-48), then the RE should be able to connect to the Router in 5 GHz.
- Check those main router functions that may have a bad influence on RE to connect and work stably.

Scenario 1: Working in Repeater Mode

Case 1: Only the Power Light Is On After the Configuration

Step 1. Put the range extender 2-3 meters away from the router. Turn the range extender off and back on, then wait 2 minutes. Check whether the signal light is on.

Step 2. If possible, set the 2.4G and 5G Wi-Fi networks to different names on the main router. It will help us identify which band is experiencing a connection issue with the router.

Step 3. Upgrade the range extender to the latest firmware and reconfigure it.

Step 4. Make sure the main router doesn't enable any security settings, like MAC Filtering or Access control. The Authentication Type and Encryption Type are set to Auto on the router.

Step 5. Try resetting the extender completely. Use a pin to press the button for 1 second to reset the extender. Also, after resetting, please reconfigure the extender.

Case 2: The Extender Cannot Find the Host Network

Step 1. Move the extender closer to your host router/modem. It would be better for you to move it about 3 meters away from the host router/modem.

Step 2. Make sure the host network is unhidden and broadcast.

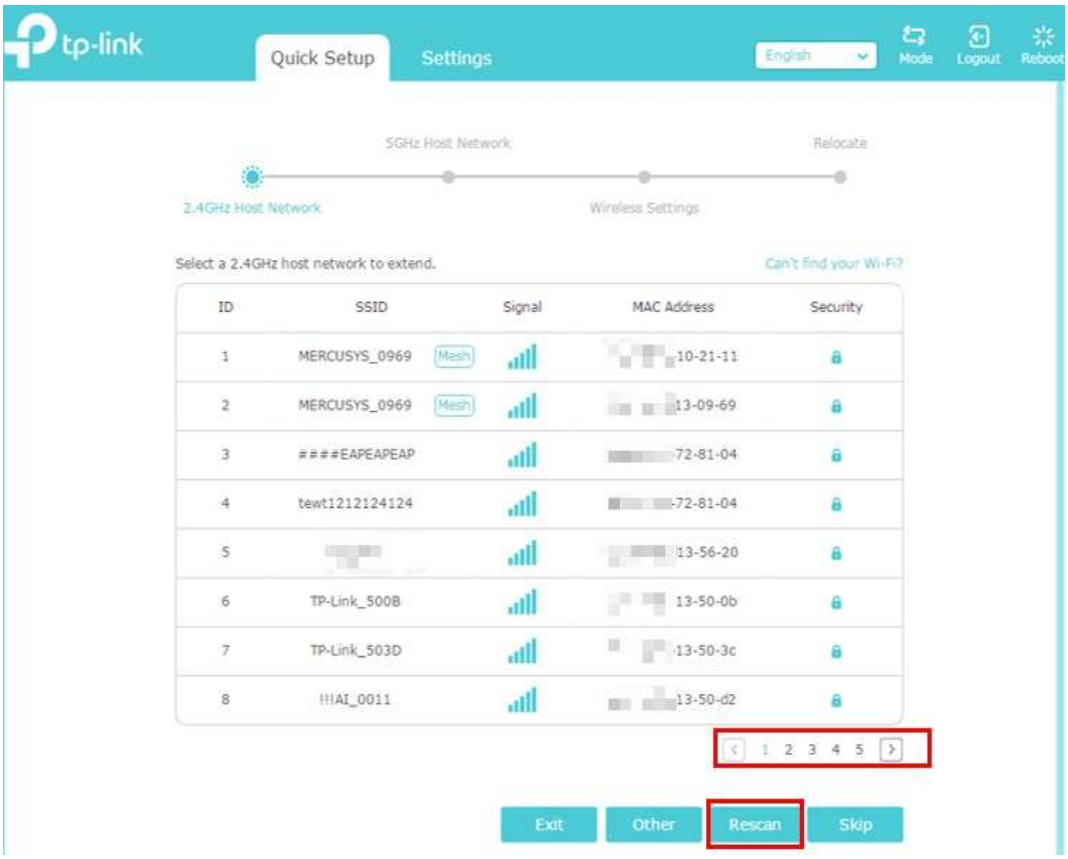
Step 3. Verify the network name and password, and make sure the host network is accessible to your smartphone or laptop.

Step 4. Click **Rescan** in **Quick Setup** to scan the Wi-Fi. You may try to rescan about 3 times.

Step 5. Check on the **Next page** of available networks in case there are too many Wi-Fi networks showing.

Step 6. Reboot the router and range extender, then try to rescan again.

Step 7. Check the channel on your Host network, and try changing the 2.4GHz Channel to 1/6/11 and the 5GHz Channel to 36/40/44/48.



Case 3: The End Devices Cannot Connect to the Wi-Fi of the Range Extender

Step 1. Check the wireless signal strength of the end devices. If onlyone end device cannot join the Wi-Fi range extender, remove the wireless network profile and reconnect. Connect it directly to your router to verify connectivity.

Step 2. If multiple devices cannot connect to the extender SSID:

- Double-check your SSID (and password). Make sure there are no extra spaces in the SSID (or password).
- Change the extender Wi-Fi security. Do not use TKIP that is not supported by Apple devices.

Case 4: The End Devices Can Connect to the Wi-Fi of the Range Extender, but Have No Network

Access Step 1. Set a different SSID for the range extender and router.

Step 2. Upgrade the range extender to the latest firmware and reconfigure it.

Step 3. Try multiple end devices. If only one end device doesn't have internet access, check whether it is obtaining an IP Address automatically. Try connecting it directly to the main router to test network access.

Step 4. Connect the same end device directly to the main router to verify its internet connectivity. Check its IP address and Default Gateway when connected to the router and range extender.

Step 5. Make sure the main router doesn't enable any security settings, like MAC Filtering or Access control.

Step 6. Refer to What's the solution if my TP-Link range extender can't connect to my router properly ?

Note: If the error message "No Host Network Connection" appears after "the apply settings", it's probably because the router's 5G is using a DFS channel. Try disabling Band Steering on the router and setting the 5G channel to Band 1 (36, 40, 44, 48).

If all the troubleshooting can't fix the issue, you can try the suggestions on the forum:

Recommended settings on the host router to work well with TP-Link Range Extenders

Please contact TP-Link support if the steps above do not solve the problem. Please provide the model number of your Router and the band you use: 2.4 GHz or 5 GHz.

Scenario 2: Working in Access Point Mode

Case 1: The End Devices Cannot Connect to the Wi-Fi of the Range Extender

Step 1. Check the wireless signal strength of the end devices. If only one end device cannot join the Wi-Fi range extender, remove the wireless network profile and reconnect. Connect it directly to your router to verify connectivity.

Step 2. Verify that the Wi-Fi name and password for the extender are correct.

Step 3. Modify the extender's wireless channel, channel width, and encryption method.

Step 4. Turn the range extender off and back on, then wait 2 minutes. Check whether the signal light is on.

Case 2: The End Devices Can Connect to the Access Point's Wi-Fi but Have No Network Access

Step 1. Please unplug and re-plug the Ethernet cable between the router and the range extender

Step 2. Please replace the network cable and change the LAN port on the router.

Step 3. Set a different SSID for the range extender and router.

Step 4. Upgrade the range extender to the latest firmware and reconfigure it.

Step 5. Try multiple end devices. If only one end device doesn't have internet access, check whether it is obtaining an IP Address automatically. Try connecting it directly to the main router to test network access.

Step 6. Connect the same end device directly to the main router to verify its internet connectivity. Check its IP address and Default Gateway when connected to the router and range extender.

Step 7. Make sure the main router doesn't enable any security settings, like MAC Filtering or Access control.

Step 8. In this case, we may also follow the link to see if we can configure it well:
What's the solution if my TP-Link range extender can't connect to my router properly?

What to do if the range extender stops working with nothing changed on the host router?

If your TP-Link extender is not working but nothing has changed on the host router, try the following steps:

1. Try rebooting your router and the extender.
2. Ensure that your extender is within range of the router.
3. Ensure that the range extender is not affected by interfering devices such as metal objects, fish tanks, microwaves, Bluetooth devices, and so on.
4. If the above steps didn't resolve the issue, try resetting the extender completely. Use a pin to press the button for 1 second to reset the extender. After resetting, you will need to reconfigure the extender following the How to configure Range Extender via Tether APP.

What to do if the range extender stops working after changing the host router?

If the host router was changed, you need to reset the extender and reconfigure it again.

Use a pin to press the button for 1 second to reset the extender. Once you reset, you will need to reconfigure the extender following the Set Up a Range Extender via the Tether App.

What to do if the range extender stops working after changing some settings on the host router?

If you recently changed the settings on your host router, such as Access Control settings, channel, and so on, you may try checking and modifying them by following the instructions in Recommended Settings on the Host Router to Work Well With TP-Link Range Extenders.
If the troubleshooting steps are still not working, try upgrading the firmware to the latest version. You can refer to the How to Upgrade the Firmware of a TP-Link Range Extender for instructions on how to do this.

If the firmware update still does not resolve the issue, please contact support.

Before Contacting Support

Have the following information ready when you reach out:

- The LED status of the extender (you can take a photo)
- The IP address when the device (phone or laptop) is connected to the extender
- The IP address when the device (phone or laptop) is connected to the router
- The model number of your main router
- The firmware version of the extender