Glossary

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1. Cannot Find the Host Network When Setting up TP-Link Range Extender

During the configuration of the range extender, if you cannot find your host Wi-Fi network, please check the following tips on both Access Point and Range Extender:

On your Access Point:

If your host network is a 2.4GHz Wi-Fi network, please check:

1. Make sure the host network is unhide and broadcasted.
2. Verify the network's name and password, make sure the host network is usable by your smartphone or laptop.
3. Check the channel on your host 2.4GHz Wi-Fi network and try with different channels, maybe Channel 1/6/11.

If your host network is a 5GHz Wi-Fi network, please check:

1. Make sure the host network is unhide and broadcasted.
2. Verify the network's name and password, make sure the host network is usable by your smartphone or laptop.
3. Make sure the range extender supports a 5GHz Wi-Fi network.
4. Check the channel on your host 5GHz Wi-Fi network and try with different channels, maybe Channel 36/40/44/48. Here is a brief introduction of the reason for setting different channels.

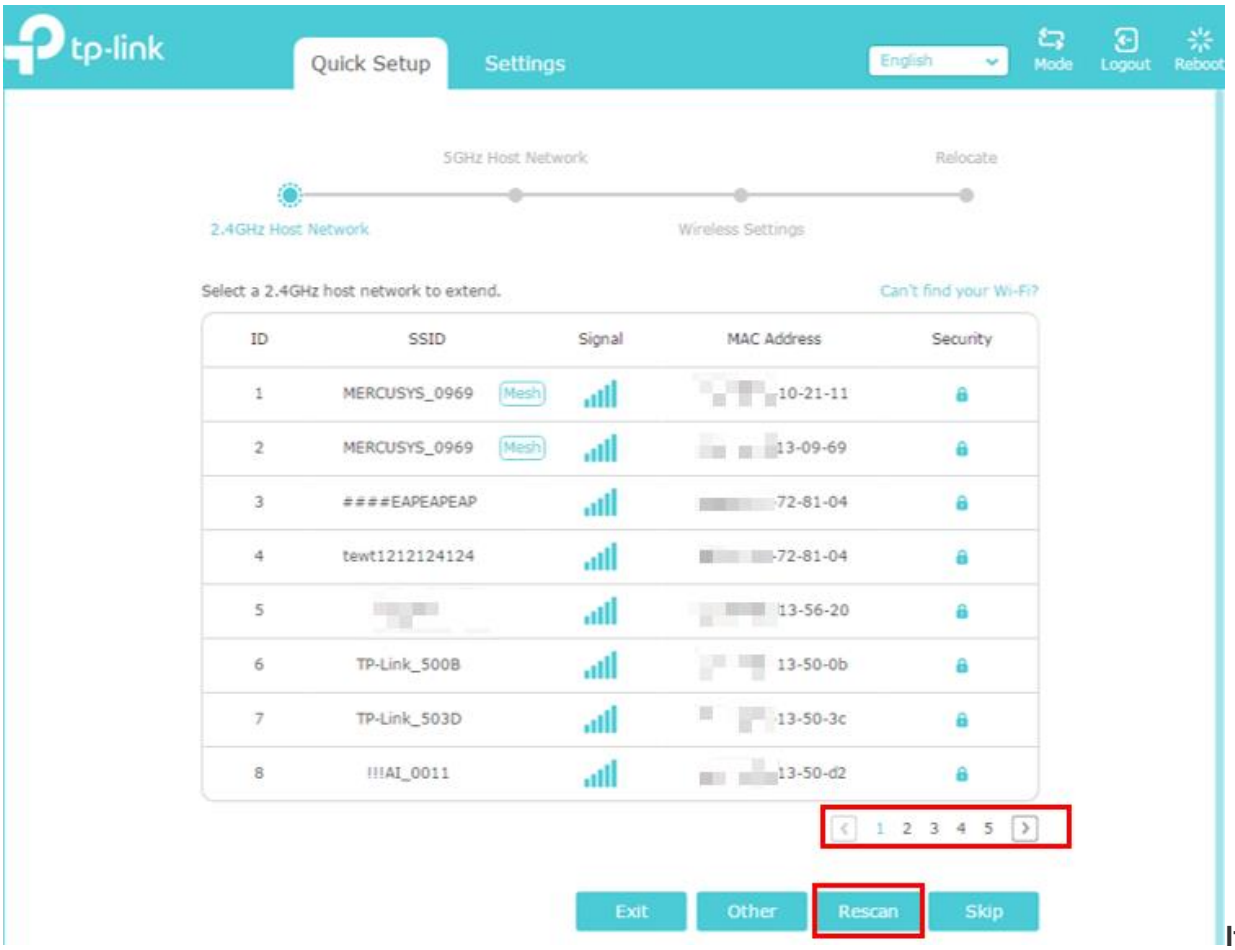
On your Range Extender:

Please do the following to scan the Wi-Fi networks again:

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.
2. Click **Rescan** in **Quick Setup** to scan the Wi-Fi, you may try to rescan for about 3 times.

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

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



If the above tips make no difference to your situation, please contact TP-Link support with the following info:

(1) RE's model number, and its Hardware and Firmware version.

(2) Host router/modem's model number. A screenshot of the system information which include the device's hardware/firmware version will be helpful.

2. TP-Link Range Extender Stops Working

If your TP-Link range extender was working fine before, but it failed to connect to the host router suddenly, the following troubleshooting may help you figure it out.

Case1. The extender stops working with nothing changed on the host router

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 FAQ:

How to configure Range Extender via Tether APP

Case 2. The 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. Also, once you reset, you need to reconfigure the extender following the FAQ:

How to configure Range Extender via Tether APP

Case 3. The 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, etc. You may try to check and modify the settings on the host router by following the instruction:

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 FAQ for instructions on how to do this:

How to upgrade the firmware of my range extender (new logo)

If the firmware update still cannot fix the issue, please contact support and provide us with the following info for further troubleshooting:

1. The LED status of the extender, you can take a photo.

2. The IP address when the device (phone or laptop) is connected to the extender.

3. The IP address when the device (phone or laptop) is connected to the router.

4. The model number of your main router.

5. Firmware of the extender.

3. Fix Unstable Connection on the Range Extender by Changing Router Advanced Features

This article provides instructions on how to modify the main router's settings if you are experiencing intermittent wireless connection on the range extender, especially when you have placed the extender in the best location (click here for How to place your wireless Range Extender for optimal reception and performance). Let's check the most common advanced features that you should look into on the router for a more stable range extender:

1. Parental Control or Access Control

Like other network expansion products, the Wi-Fi range extender works as a proxy for the devices behind it, in this case, the devices connected to the extender will be transformed in a complex way.

Parental Control or Access Control (**Blacklist**/ **Whitelist**) could be one of the reasons that RE or end device fails to obtain IP successfully, try to disable this feature if RE or a certain device could not get Internet.

2. **Band Steering**

Band Steering (also called 'Smart Connect' or 'Whole-Home Wi-Fi ') on dual-band routers automatically shifts your devices between the 2.4GHz and 5GHz bands for good performance, while that might could cause some trouble on range extenders.

When the router recommends Wi-Fi devices switch from 5GHz Band to 2.4Ghz Band or reversely, it always does it by forbidding the device to connect 5GHz and leaving 2.4GHz as the only option, however, RE communicates with the router through both Wi-Fi bands so the Range extender could lose connection when router force the range extender on a different band.

Solution: try to turn off Band Steering and set up different Wireless names for router's 2.4Ghz and 5Ghz to avoid possible issues caused by this function

Example:

a. **Homehub3000**

The feature is called 'Whole Home WiFi' on HomeHub300 (a common model provided by CA ISP Bell). Switch 'Whole Home Wi-Fi' off and create different SSIDs for 5Ghz and 2.4Ghz to improve the stability of range extenders.

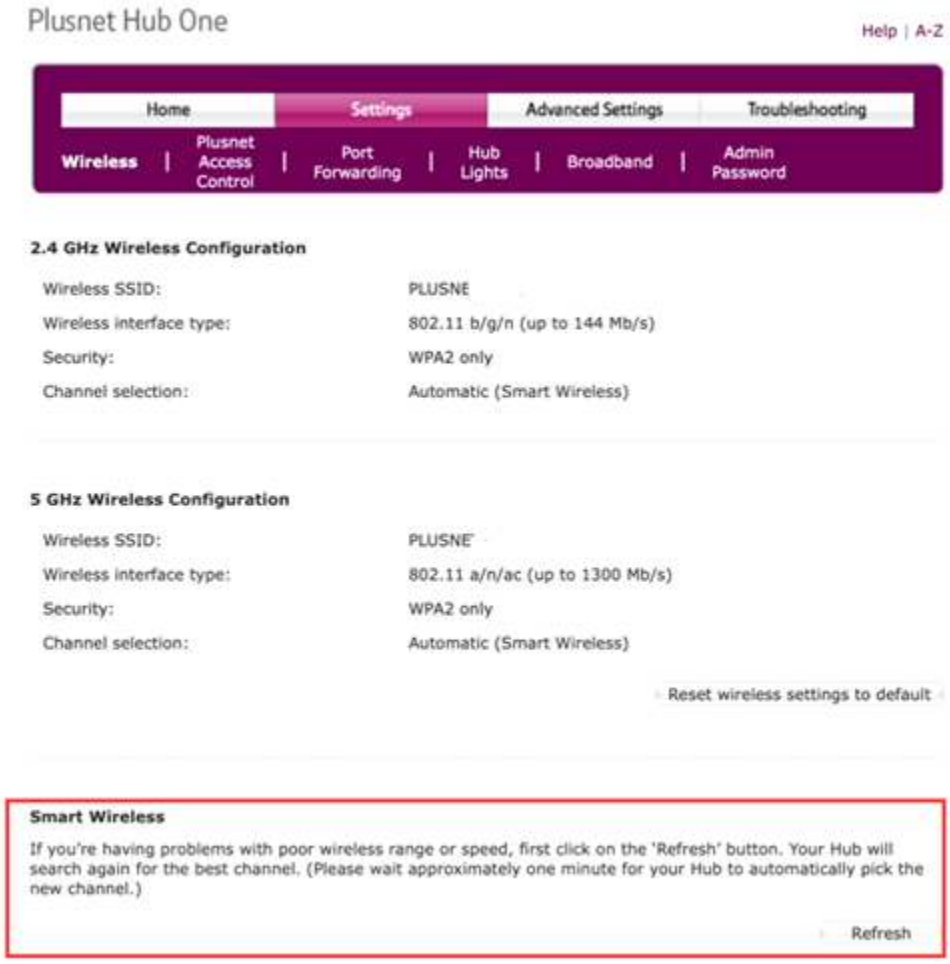
b. **Hitron CODA-4582 (or similar models)**

Users who own a Hitron router (a common model provided by CA ISP Rogers) could refer to the guide below to turn off band-steering.

https://www.rogers.com/customer/support/article/troubleshoot-band-steering-wifi-problems#

c. **Plusnet Hub One (or similar models)**

The feature is called ‘Smart Connect’ on Plusnet Hub (a common model provided by UK ISP Plusnet).Try to turn off Smart Connect on the router and create different SSIDs for 5Ghz and 2.4Ghz to avoid possible trouble.



d. Cisco Meraki AP



3. Wi-Fi Optimizing

The Wi-Fi Optimizing feature is designed to look for a clearer Wi-Fi channel for wireless devices but every time router’s channel is changed, the extender will lose connection. When the Range extender

tries to re-establish the connection with the router, devices connected to the ranger extender could experience intermittent issues.

Example:

FiOS G1100/3100

The FiOS router is US ISP Verizon's default modem, and it has a function that will auto-scanning and select new channels periodically. We can also solve it by fixing the 2.4G and 5G channels manually like below:

