# FAQ

Why fail to access tplinkwifi.net?

Sometimes you may fail to access tplinkwifi.net, getting the error info, or even just no response at all. There are many reasons why this issue occurs, and here we provide some methods to help with it.

Step 1

Make sure your device has been connected to your TP-Link Router's network. Otherwise you cannot access the login page with the domain address tplinkwifi.net

Step2

If you received an error message from TP-Link, it is likely you have cached the public IP address of tplinkwifi.net. You can clear your browser cache and history according to the following link to your browser.
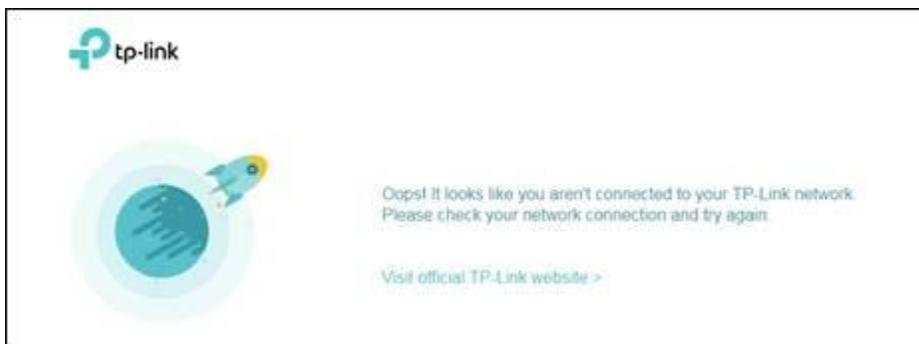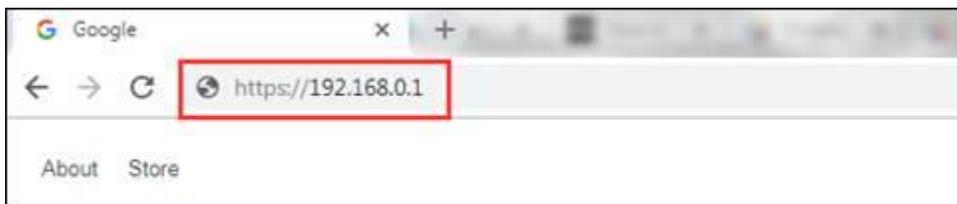

Google Chrome

Internet Explorer

Mozilla Firefox

Apple Safari

Alternatively, you can also use a different browser or device. For example, if you normally use Google Chrome, then try Mozilla Firefox to access tplinkwifi.net

Step 3

Use your Router's IP address *http://192.168.0.1* or *https://192.168.1.1* to login instead of the domain address tplinkwifi.net

Note: maybe 192.168.0.1 or 192.168.1.1 is not your Router's IP address if the network manager has changed it before. You can refer to this FAQ for detailed methods to find your Router's IP address: *How to find your Router's IP address*.

Step 4

If you have multiple network connections at the same time, such as wired, wireless and VPN, it is recommended to disable or disconnect all your internet and VPN connections and only wired connect to your TP-Link Router.
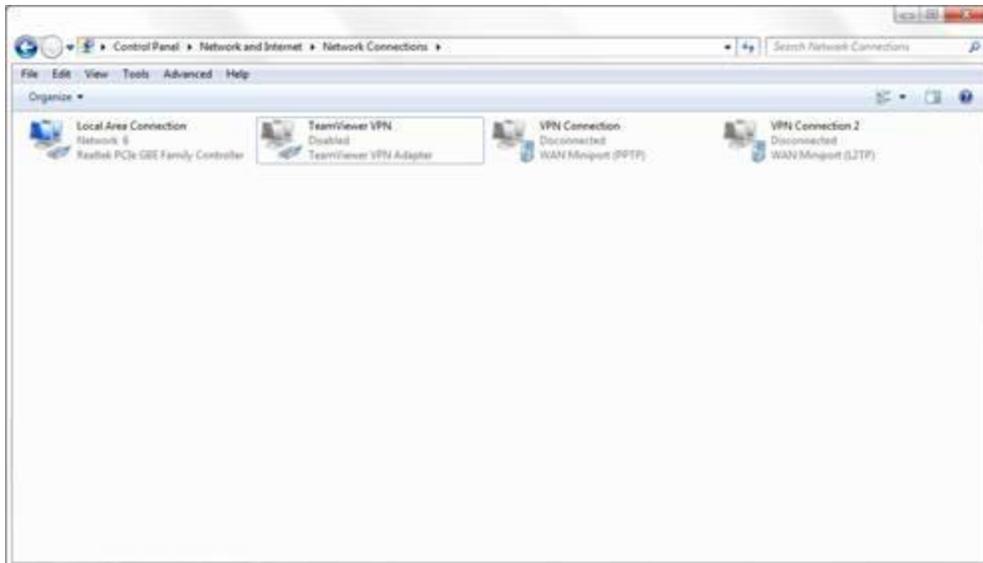
Step 5

Power cycle your Router and Modem, and if convenient, also restart your desktops, laptops or phones used to access tplinkwifi.net.

You can plug out/in the power cable, or press on the power button twice to reboot your TP-Link Router.

Step 6

Temporarily disable your firewall and antivirus software, in case at some time it thinks the login webpage insecure and block them.

You can go to Control Panel of your windows PC to disable the firewall.

Step 7

If these above methods still fail to access your Router's login page, you may perform a factory reset to this Router. You can refer to this FAQ for detailed methods to reset your Router: *How to reset your Router to factory defaults*.

Note: after you perform a factory reset, all your Router settings and configurations will reset to the factory settings, including your personalized SSID and password, login username and password, and other advanced functions.

Step 8

If all these methods are still failed, you will need to contact TP-Link support to further troubleshoot your issue.

What should I do if I cannot access the internet even though the configuration is finished(new logo)?

Log in to the web-based interface of the router. If you don't know how to do that, please refer to
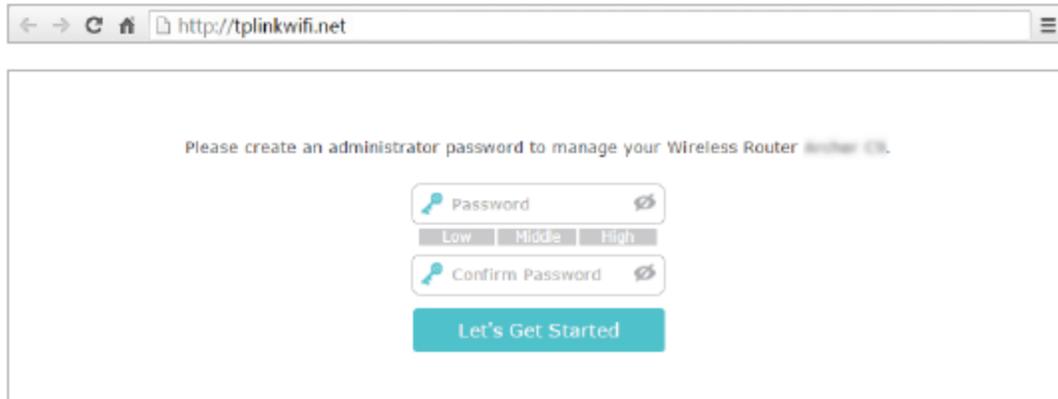
How to log in to the web-based interface of Wi-Fi Routers (new logo)?

With a web-based utility, it is easy to configure and manage the router. The web-based utility can be used on any Windows, Macintosh or UNIX OS with a Web browser, such as Microsoft Internet Explorer, Mozilla Firefox or Apple Safari. It is a built-in internal web server that does not require internet access. It does however require you device to be connected to the router. This connection can be **wired** or **wireless**.

Note: Low version of your web browser may cause compatibility problem with the web-based utility(management page) of your device, such as unable to log into the interface, display incomplete features etc.

Follow the steps below to log in to your router.

1. Set up the TCP/IP Protocol in Obtain an IP address automatically mode on your computer.

2. Visit http://tplinkwifi.net, and create a login password for secure management purposes. Then click Let's Get Started to log in.

Note:

If you have registered a TP-Link ID and bound your cloud router to it, the login password you created here will be ineffective. Please log in to the cloud router using your TP-Link ID.

The default access address differs by model. Please find it on the bottom label of the product.

If you forget the password please reset the router to factory default by pressing the reset button/hole on the router.

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Note: Low version of your web browser may cause compatibility problem with the web-based utility(management page) of your device, such as unable to log into the interface, display incomplete features etc.

Follow the steps below to log in to your router.

1. Set up the TCP/IP Protocol in Obtain an IP address automatically mode on your computer.

2. Visit http://tplinkwifi.net, and log in with the username and password you set for the router. The default one is admin for both username and password.

Note:

The default access address differs by model. Please find it on the bottom label of the product.
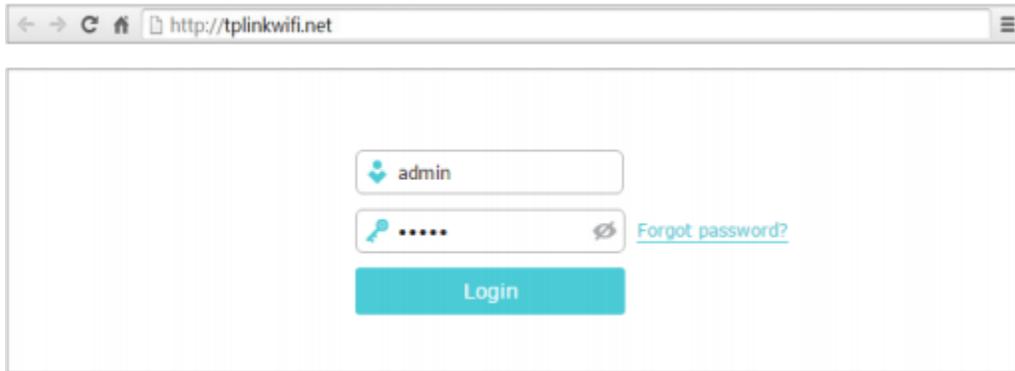
If you forget the password please reset the router to factory default by pressing the reset button/hole on the router.

Double check the internet connection type.

Confirm your internet connection type, which can be learned from the ISP

Check WAN/Internet IPv4 address.

Go to **Advanced** > **Status** to check internet status:

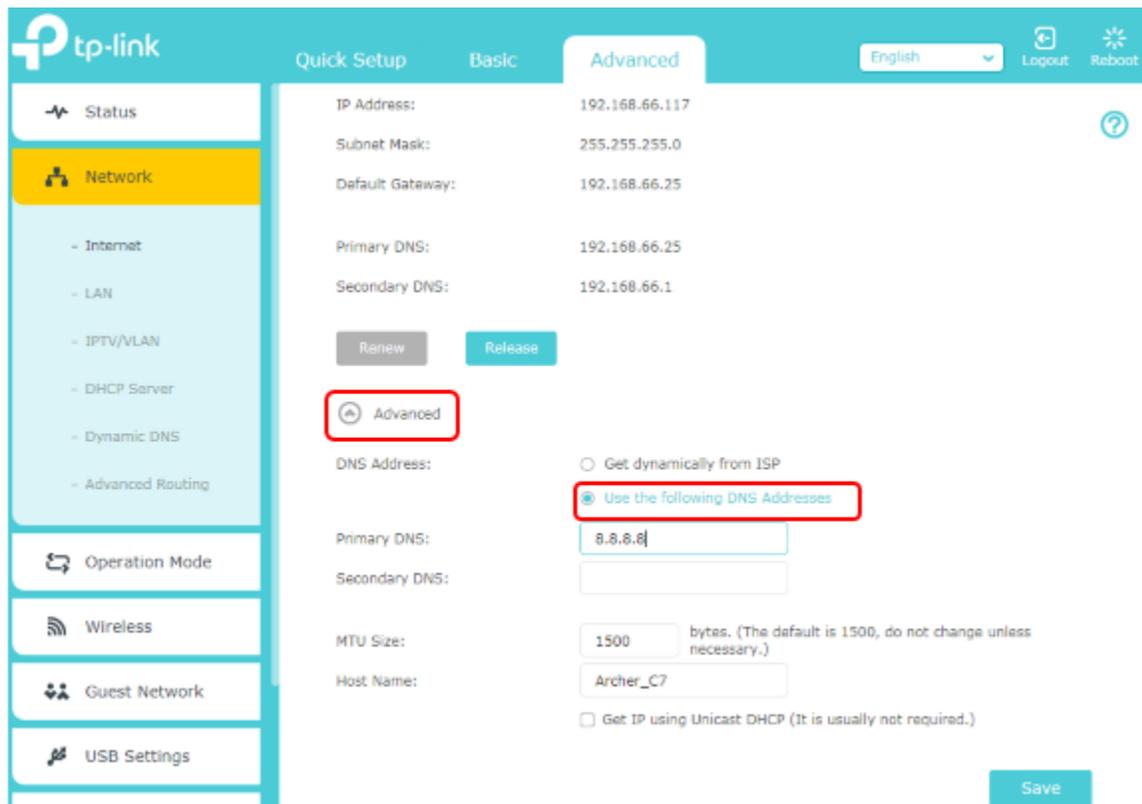**As the follow picture shows, if IP Address is a valid one, please try the methods below and try again:**

• **Restart the modem and the router.**

1) Power off your modem and router, and leave them off for 1 minute.

2) Power on the router first and wait until the LEDs are coming back.

3) Power on your modem, and wait about 2 minutes until it gets a solid cable or Internet light.

4) Wait another 1 or 2 minutes and check the internet access.

• **Your computer might not recognize any DNS server addresses. Please manually configure the DNS server.**

1) Go to **Advanced** > **Network** > **Internet**

2) Click **Advanced** and select **Use the following DNS Addresses.**

3) Enter 8.8.8.8 as Primary DNS, click **Save**.

Tips: 8.8.8.8 is a safe and public DNS server operated by Google.

• **Reset the router to factory default settings and reconfigure the router.**

• Check the TCP/IP settings on the particular device if all other devices can get internet from the router.

As the picture below shows, if the IP Address is 0.0.0.0, please try the methods below and try again:

• Make sure the physical connection between the router and the modem is proper.

• Restart the modem and the router.

1) Power off your modem and router, and leave them off for 1 minute.

2) Power on the router first and wait until the LEDs are coming back.

3) Power on your modem, and wait about 2 minutes until it gets a solid cable or Internet light.

4) Wait another 1 or 2 minutes and check the internet access.

• Clone the MAC address of your computer if you can get internet connection on your computer when it's connected directly to your modem.

1) Connect your computer to one of the LAN ports on the router via Ethernet cable.

2) Go to **Advanced** > **Network** > **Internet** and focus on the **MAC Clone** section.

3) Choose an option as needed (enter the MAC address if **Use Custom MAC Address** is selected), and click **Save**.

MAC Clone

○ Use Default MAC Address

◉ Use Current Computer MAC Address

○ Use Custom MAC Address   14-22-33-44-55-66

Save

Tips:

• 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.

• The MAC addresses of a computer in wired connection and wireless connection are different.

• **Modify the LAN IP address of the router.**

Note:

Most TP-Link routers use 192.168.0.1/192.168.1.1 as their default LAN IP address, which may conflict with the IP range of your existing ADSL modem/router. If so, the router is not able to communicate with your modem and you can't access the internet. To resolve this problem, we need to change the LAN IP address of the router to avoid such conflict, for example, 192.168.2.1.

1) Go to **Advanced** > **Network** > **LAN**.

2) Modify the LAN IP address as the follow picture shows. Here we take 192.168.2.1 as an example.

3) Click **Save**.

If you've tried every method above but still cannot access the internet, please contact the technical support.

What should I do if I cannot find my wireless network or I cannot connect the wireless network (new logo)?

If you fail to find any wireless network, please follow the steps below:

• Make sure the wireless function of your device is enabled if you're using a laptop with built-in wireless adapter. You can refer to the relevant document or contact the laptop manufacturer.

• Make sure the wireless adapter driver is installed successfully and the wireless adapter is enabled.

• *On Mac*

(1)Turn off and on Wi-Fi/Airport.

(2) Reinstall or update driver of the wireless adapter.

• *On Windows 7/8/10*

1) If you see the message **No connections are available**, it is usually because the wireless function is disabled or blocked somehow.

2) Click **Troubleshoot** and windows might be able to fix the problem by itself.

• *On Windows XP*

1) If you see the message **Windows cannot configure this wireless connection**, this is usually because windows configuration utility is disabled or you are running another wireless configuration tool to connect the wireless.

2) Exit the wireless configuration tool (the TP-Link Utility, for example).

3) Select and right click on **My Computer** on desktop, select **Manage** to open Computer Management window.

4) Expand **Services and Applications** > **Services**, find and locate **Wireless Zero Configuration** in the Services list on the right side.

5) Right click **Wireless Zero Configuration**, and then select **Properties**.

6) Change **Startup type** to **Automatic**, click on **Start** button and make sure the Service status is **Started**. And then click **OK**.

If you can find other wireless network except your own, please follow the steps below:

• Check the WLAN LED indicator on your wireless router/modem.

• Make sure your computer/device is still in the range of your router/modem. Move it closer if it is currently too far away.

• Go to **Advanced** > **Wireless** > **Wireless Settings**, and check the wireless settings. Double check your Wireless Network Name and SSID is not hided.

If you can find your wireless network but fail to connect, please follow the steps below:

Authenticating problem/password mismatch:

1) Sometimes you will be asked to type in a PIN number when you connect to the wireless network for the first time. This PIN number is different from the Wireless Password/Network Security Key, usually you can only find it on the label of your router.

2) If you cannot find the PIN or PIN failed, you may choose **Connecting using a security key instead**, and then type in the **Wireless Password/Network Security Key**.

3) If it continues to show note of **Network Security Key Mismatch**, it is suggested to confirm the wireless password of your wireless router.

Note: Wireless Password/Network Security Key is case sensitive.

Windows unable to connect to XXXX/cannot join this network/Taking longer than usual to connect to this network:

• Check the wireless signal strength of your network. If it is weak (1~3 bars), please move the router closer and try again.

• Change the wireless Channel of the router to 1, 6 or 11 to reduce interference from other networks.

• Re-install or update the driver for your wireless adapter of the computer.

Why my link speed looks much lower than it should be for Archer C5400X 5G Wi-Fi

Archer C5400X is our flagship product which applies a lot of intelligent and advanced technologies. Archer C5400X can get up to 2167M link speed on both 5G_1 and 5G_2 Wi-Fi if your client devices also support to get this speed. But sometimes you may fail to get the highest link speed that your devices should be able to get. This is because that Archer C5400X will

adjust its channel width from 80MHz to 40MHz automatically to avoid the interference when there are so many wireless signals around it. When the channel width is reduced, the link speed will be reduced, too.

If you would like to get a better 5G Wi-Fi link speed, you can refer to the following operation:

1. Log in to the web-based interface of the router. If you don't know how to do that, please refer to How to log in to the web-based interface of Wi-Fi Routers (new logo)?

2. Go to **Advanced** > **Wireless** > **Wireless Settings**. Focus on the **Channel** option, and select a fixed channel. For example, select channel 36 and click **Save**.

After fix the channel, the Archer C5400X will not reduce its channel width so that it can get a higher 5G link speed.

How does the TP-Link HomeCare complimentary three-year period work?

TP-Link HomeCare, powered by Trend Micro, is complimentary for three years from date of activation. The HomeCare license period begins on the date that the router is installed and connected to the Internet.

At the end of this complimentary three-year period, TP-Link HomeCare features such as Parental Controls, QoS and Antivirus may still be used. However, the databases for Antivirus and Parental Controls will not update without a paid subscription.

This FAQ will be updated to reflect any changes to the above complimentary offering prior to the end of the three-year free license subscription period.

How to use webpage firmware recovery if the router become brick (new logo)

Introduction: At rare occasions a router may become unresponsive during an upgrade process. The most common reason leading to this is the router losing power during the upgrading process. When becomes brick, the router's Power and WPS LEDs are solid on. We provide an easy to follow method for customers to attempt to restore their router.

Note: For now Archer C5400, Archer C3150_V2, Touch P5, Archer C9_V3, Archer C8_V3, Archer C60, Archer C59, Archer C58, Archer C1200, Archer C2_V3 support this method. For the other models we suggest you to contact us directly if facing the same problem.

Step 1:

Download the latest firmware version for your device from our official website, tp-link.com(please go to Download Center). This file will be compressed so an unzip tools such as WinZIP or WinRAR will be needed to extract the firmware file to a folder.

Step 2:

Connect the PC to one of the router's LAN (yellow) ports. Ensure there is power and link showing on the router.
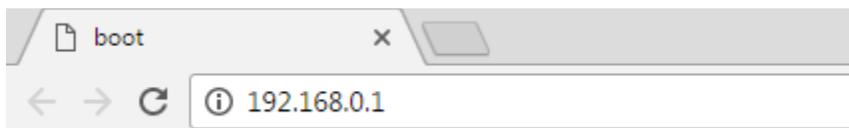
Step 3:

Setup a static IP like the example below.
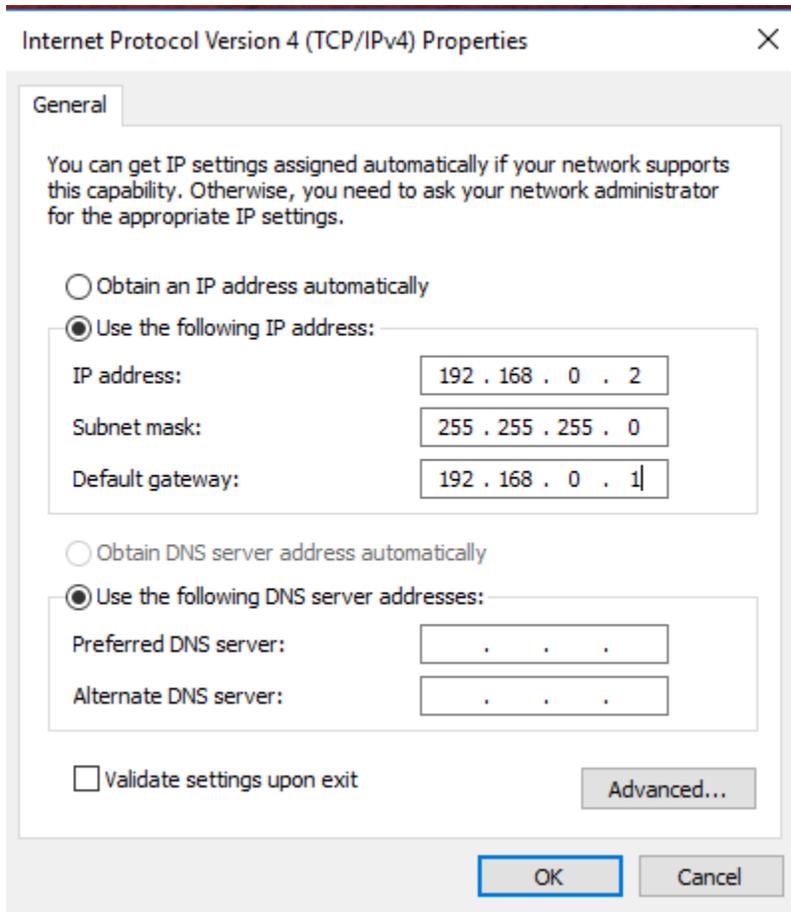
Step 4:

Open your web browser (Chrome, IE etc.), in the address bar browse to: 192.168.0.1.

Power cycle the router with the power button, wait a moment and you will get this page.

System error. The router cannot start up normally.
Please upgrade your router. You can download the firmware file from www.tp-link.com.

New Firmware File: [   ] Browse Upgrade

Step 5:

Click Browse, select the firmware file you stored on the PC before, then click Upgrade.

System error. The router cannot start up normally.
Please upgrade your router. You can download the firmware file from www.tp-link.com.

New Firmware File: [ArcherC9v4-1_3_0-up_b...] Browse Upgrade

Step 6:

After finish upgrading, the router will come to work normally again.

System error. The router cannot start up normally.
Please upgrade your router. You can download the firmware file from www.tp-link.com.
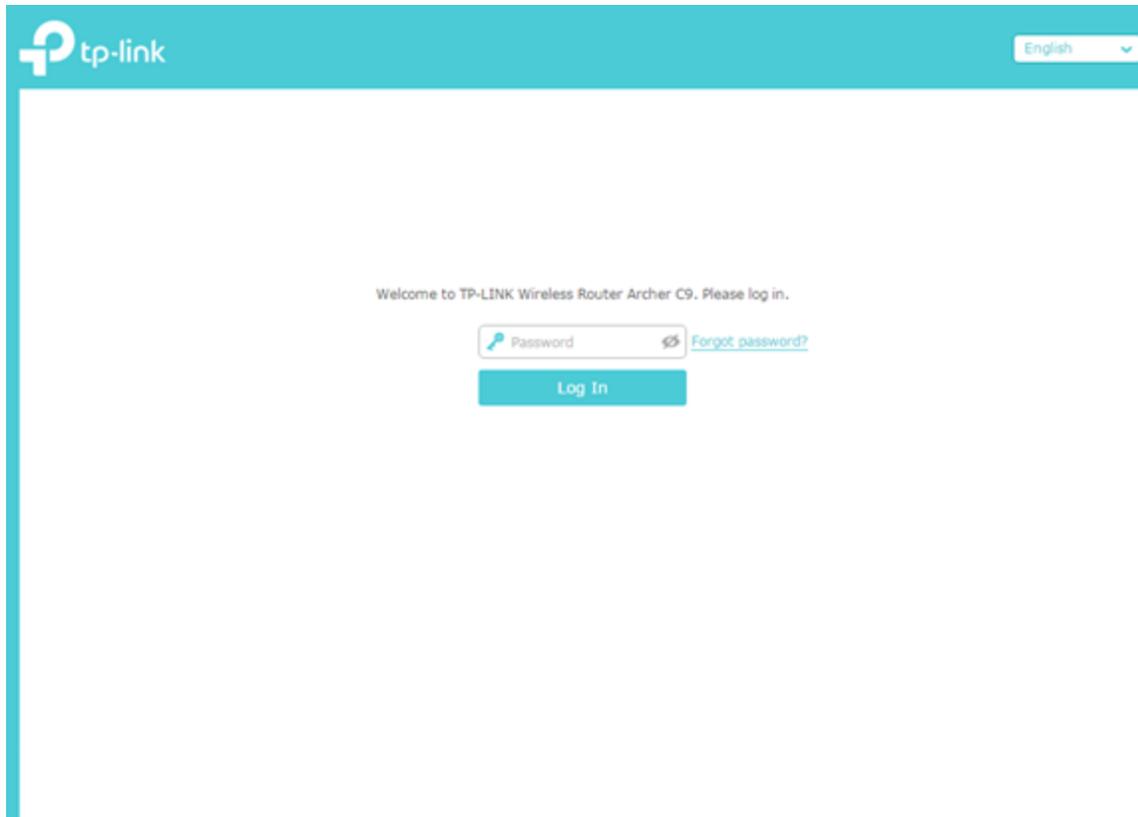
New Firmware File: [ArcherC9v4-1_3_0-up_b...] Browse Upgrade

1.6%

If this does not work please contact TP-Link support for further assistance.

Why IFTTT Applets didn't work on my TP-Link Wi-Fi products?

IFTTT, short for IF This Then That, is a free web service that makes your home smarter by creating useful connections between devices, apps, services and websites.

These connections, called **Applets**, work using a **Trigger** and an **Action**: **If** something happens, **Then** do something else.

If the IFTTT Applets didn't work properly on your TP-Link Wi-Fi product, you should consider whether these following reasons have caused the problem,

- o Your TP-Link router is not compatible with IFTTT service. IFTTT Compatibility List for TP-Link Wi-Fi Products

- o Your TP-Link router has lost the Internet connection.
- o Your TP-Link router works in AP mode. Working in AP mode doesn't support IFTTT service.
- o Your TP-Link ID has been unbound to your device.

- o The trigger you choosed didn't fire correctly and so the Applet was not activated at all. For example, the TP-Link Trigger "New Device Connects" won't fire if a new device connects to the Guest Network.

Besides, you can visit IFTTT official website, click the **setting button** of the faulted Applet to **View its activity log.**
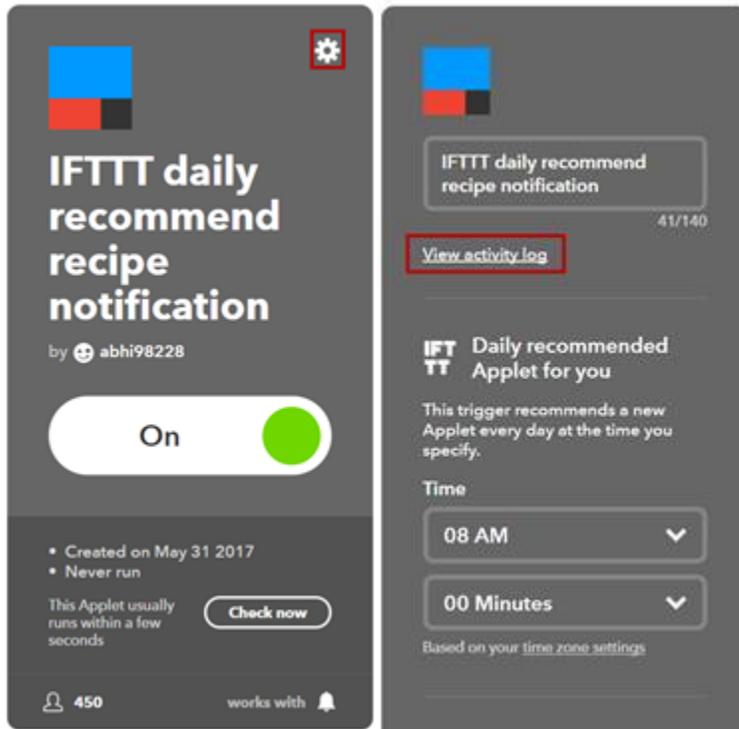
Moreover, please contact TP-Link Technical Support Team for help if necessary.