

## 17.1. Set System Time

System time is the time displayed while the router is running. The system time you configure here will be used for other time-based functions like Parental Controls and Wireless Schedule. You can manually set how to get the system time.

Follow the steps below to set your system time.

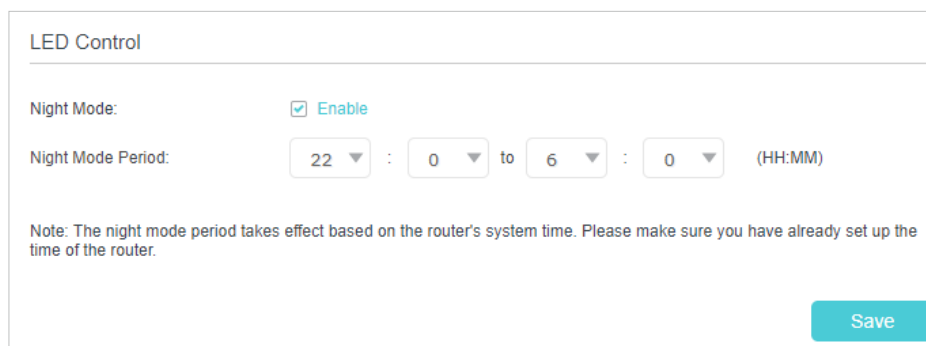
1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to [Advanced](#) > [System Tools](#) > [Time Settings](#) page.

3. Configure the system time using the following methods:
  - Get from PC:** Click this button if you want to use the current time of your PC.
  - Get from the Internet:** Click this button if you want to get time from the internet. Make sure your router can access the internet before you select this way to get system time.
4. Click [Save](#).
5. After setting the system time, you can set [Daylight Saving Time](#) according to your needs. Enable [Daylight Saving Time](#), and set the start and end time and then click [Save](#) to make the settings effective.

## 17.2. Control the LED

The LED of the router indicates its activities and status. You can enable the Night Mode feature to specify a time period during which the LED is off.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with your TP-Link ID or the password you set for the router.
2. Go to [Advanced](#) > [System](#) > [LED Control](#).
3. Enable [Night Mode](#).
4. Specify the LED off time, and the LED will be off during this period every day.
5. Click [SAVE](#).



The screenshot shows the 'LED Control' configuration page. At the top, the title 'LED Control' is displayed. Below it, there is a section for 'Night Mode' with a checked checkbox labeled 'Enable'. Underneath, the 'Night Mode Period' is set to '22 : 0' to '6 : 0' (HH:MM). A note below the period selection states: 'Note: The night mode period takes effect based on the router's system time. Please make sure you have already set up the time of the router.' A 'Save' button is located at the bottom right of the form.

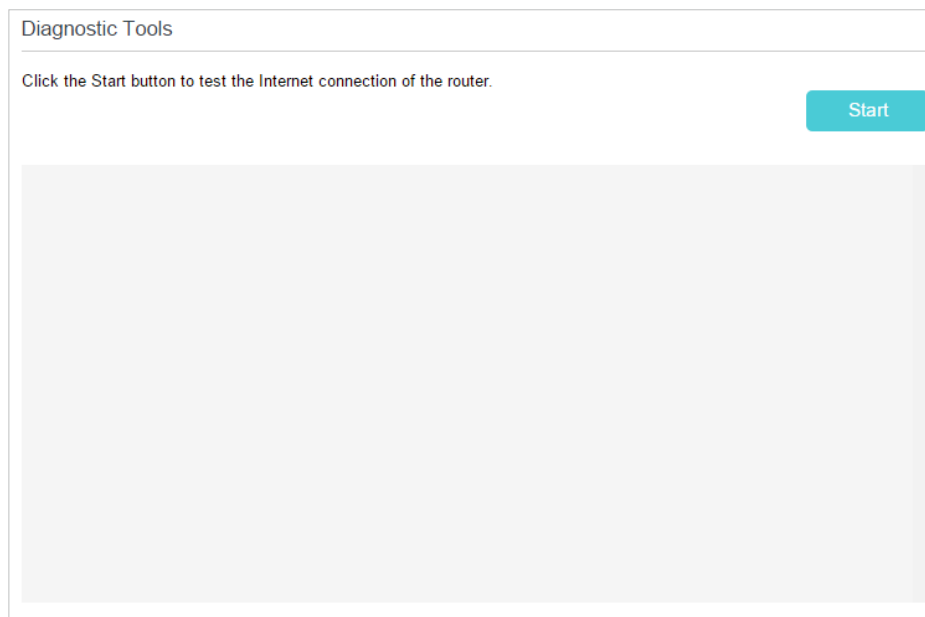
## 17.3. Test Internet Connectivity

Diagnostics function is used to test the connectivity between the router and the host or other network devices.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to [Advanced](#) > [System Tools](#) > [Diagnostics](#) page.

➤ **To test the internet connection of the router:**

Locate the [Diagnostic Tools](#) section, and click the [Start](#) to test the internet connectivity and you will find the test results in the gray box.



➤ **To run ping and traceroute tools:**

- 1) Locate the [Diagnostic Tools](#) section.

- 2) Select [Ping](#) or [Traceroute](#) or [Nslookup](#) as the diagnostic tool to test the connectivity.
  - [Ping](#) is used to test the connectivity between the router and the tested host, and measure the round-trip time.
  - [Traceroute](#) is used to display the route (path) your router has passed to reach the tested host, and measure transit delays of packets across an internet Protocol network.
  - [Nslookup](#) is used to queries the Domain Name System (DNS) to obtain the mapping between a domain name and IP address, or other DNS records.
- 3) Enter the [Target IP Address/Domain Name](#) of the tested host. You can change the default test options if necessary.

- 4) Click [Start](#) to begin the diagnostics, and you will find the test results in the gray box.

## 17.4. Update the Firmware

TP-Link is dedicated to improving product features, giving you a better network experience.

We will inform you through the web management page if there's any update firmware available for your router. The latest firmware can also be downloaded from the [Support](#) page of our website [www.tp-link.com](http://www.tp-link.com) for free.

### Note:

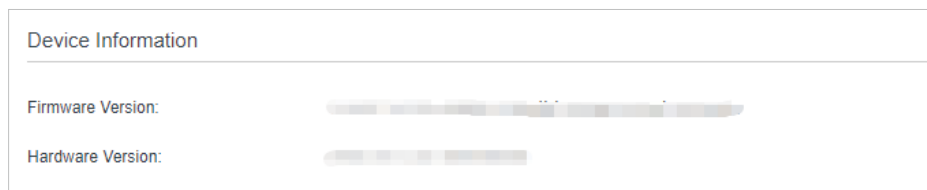
1. Make sure that you have a stable connection between the router and your computer. It is NOT recommended to upgrade the firmware wirelessly.
2. Back up your router configuration before upgrading the firmware.
3. DO NOT turn off the router during the firmware upgrade.

### ➤ Follow the steps below to upgrade the firmware online:

1. Click Check for Upgrades.
2. If a new firmware is displayed, click Upgrade and click Yes when prompted, then the router will automatically download the latest firmware file and upgrade.

### ➤ Follow the steps below to manually update the firmware:

1. Download the latest firmware file for the router from our website [www.tp-link.com](http://www.tp-link.com).
2. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
3. Go to [Advanced](#) > [System Tools](#) > [Firmware Upgrade](#).
4. Focus on the [Device Information](#) section. Make sure the downloaded firmware file matches with the [Hardware Version](#).



5. Focus on the [Local Upgrade](#) section. Click [Browse](#) to locate the downloaded new firmware file, and click [Upgrade](#).

Local Upgrade

| -                                   | ID | Device Name | Model Name | MAC Address | Firmware Version |
|-------------------------------------|----|-------------|------------|-------------|------------------|
| <input checked="" type="checkbox"/> | 1  | living_room | HX220      |             |                  |

New firmware file:  [Browse](#) [Upgrade](#)

6. Wait a few minutes for the upgrading and rebooting.

## 17.5. Back Up and Restore Configuration Settings

The configuration settings are stored as a configuration file in the router. You can back up the configuration file to your computer for future use and restore the router to a previous settings from the backup file when needed. Moreover, if needed you can erase the current settings and reset the router to its default factory settings.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to [Advanced](#) > [System Tools](#) > [Backup & Restore](#).

➤ **To back up configuration settings:**

Click [Backup](#) to save a copy of the current settings to your local computer. A conf.bin file will be stored to your computer.

Backup

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Save a copy of your current settings.

[Backup](#)

➤ **To restore configuration settings:**

- 1) Click [Browse](#) to locate the previous backup configuration file, and click [Restore](#).

Restore

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Restore previous settings from a saved file.

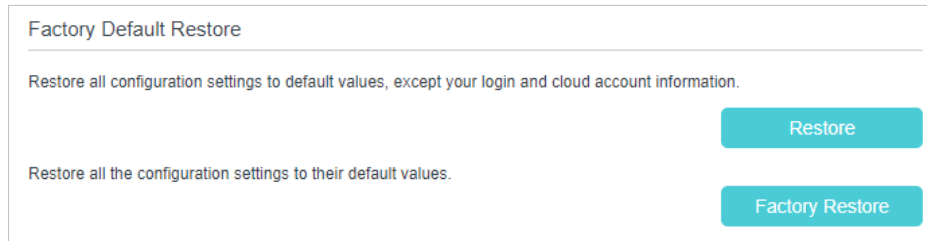
File:  [Browse](#)

[Restore](#)

- 2) Wait a few seconds for the restoring and rebooting.

➤ **To reset the router to factory default settings:**

- 1) Locate the [Factory Default Restore](#) section, and click [Factory Restore](#) to reset the router.



- 2) Wait a few minutes for the resetting and rebooting.

**Note:**

1. During the resetting process, do not turn off the router.
2. We strongly recommend you back up the current configuration settings before resetting the router.

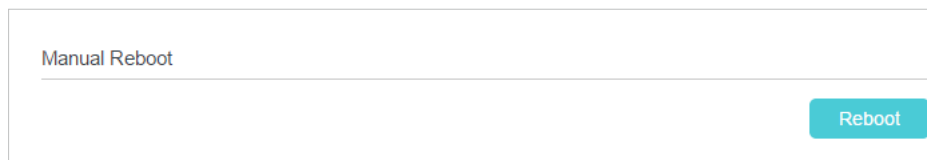
## 17.6. Reboot the Router

The Reboot feature cleans the cache to enhance the running performance of the router. You can reboot the router manually or set it to reboot regularly.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to [Advanced](#) > [System Tools](#) > [Reboot Schedule](#), and you can restart your router.

➤ **To reboot the router manually:**

Click [Reboot](#), and wait a few minutes for the router to rebooting.



➤ **To schedule the router to reboot at a specific time:**

- 1) Enable [Auto Reboot](#).
- 2) Specify the [Time](#) when the router reboots.

### Reboot Schedule

Note: Before enabling Reboot Schedule, please make sure your router is connected to the internet. Then go to [Time Settings](#) and choose **Get from the Internet** to get the correct network time.

Current Time: 01/08/2016 00:10:57

Reboot Schedule:  Enable

Repeat:

Reboot Time:  :

3) Click [Save](#) to make the settings effective.

Some settings of the router may take effect only after rebooting, including:

- Change the LAN IP Address (system will reboot automatically).
- Change the Operation Mode (system will reboot automatically).
- Upgrade the firmware of the router (system will reboot automatically).
- Restore the router to its factory defaults (system will reboot automatically).
- Update the configuration with the file (system will reboot automatically).

**Note:**

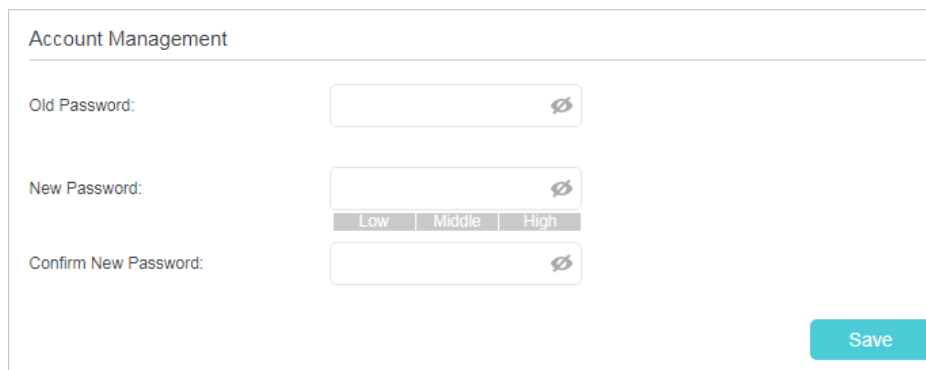
The Auto Reboot feature takes effect based on the router's system time. Please make sure you have already set up the time of the router.

## 17.7. Administration Management

### 17.7.1. Change the Login Password

A login password is required to log in to the router's web management page. You are asked to set a login password at first login. You can change it with the account management feature.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to [Advanced](#) > [System Tools](#) > [Administration](#), and locate the [Account Management](#) section.



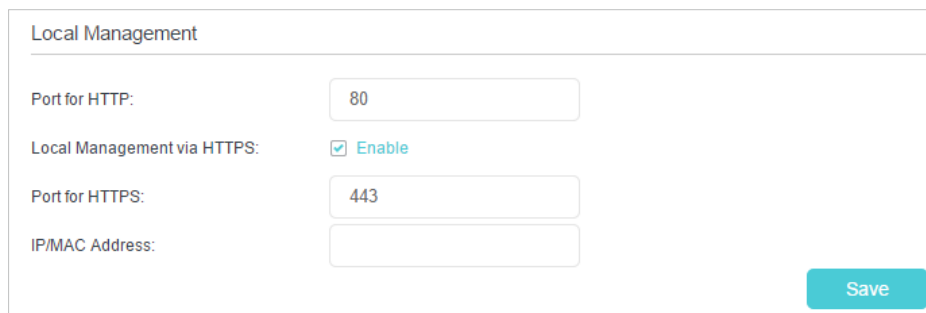
3. Enter the old password and a new password twice (both case-sensitive).
4. Click [Save](#) to make the settings effective.

### 17.7.2. Local Management

You can control the local devices' authority to manage the router via Local Management feature. By default all local connected devices are allowed to manage the router. You can also specify one device to manage the router and enable local management over a more secure way, HTTPS.

Follow the steps below to allow only the specific device to manage the router via the local management over HTTPS.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to [Advanced](#) > [System Tools](#) > [Administration](#), and locate the [Local Management](#) section.
3. Enable [Local Management over HTTPS](#) and keep the [Port for HTTP](#) and [Port for HTTPS](#) as the default settings. Enter the [IP address](#) or [MAC address](#) of the local device to manage the router.



4. Click [Save](#).

Now, you can manage the router over both HTTP (<http://tplinkwifi.net>) and HTTPS (<https://tplinkwifi.net>).



**Note:**

If you want all local devices can manage the router, just leave the [IP/MAC Address](#) field blank.

### 17.7.3. Remote Management

By default, the remote devices are not allowed to manage the router from the internet. You can enable remote management over HTTP and/or HTTPS if needed. HTTPS is a more secure way to access the router.

**Note:**

If your ISP assigns a private WAN IP address (such as 192.168.x.x or 10.x.x.x), you cannot use the remote management feature because private addresses are not routed on the internet.

Follow the steps below to allow remote devices to manage the router over HTTPS.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to [Advanced](#) > [System Tools](#) > [Administration](#), and locate the [Remote Management](#) section.

The screenshot shows the 'Remote Management' configuration page. It includes the following settings:

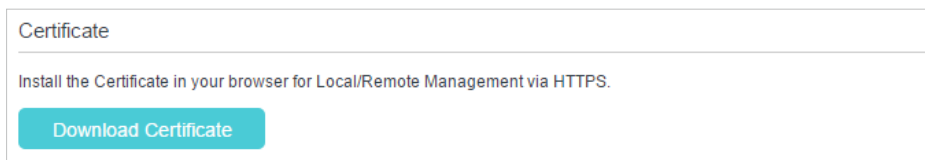
- Remote Management:**  Enable
- Port for HTTP:** 80
- Remote Management via HTTPS:**  Enable
- Port for HTTPS:** 443
- Manage This Router via the Address:** Your router is not connected to the Internet.
- Client Device Allowed for Remote Management:**
  - Only the Following IP Addresses
  - [+ Add a new IP](#)
  - Input field: / 32 [minus icon]
  - All
- Save** button

3. Enable [Remote Management](#) and [Remote Management via HTTPS](#) to allow for HTTPS connection. Keep the [Port](#) as the default setting.
4. Set the client device allowed for remote management. Select [All](#) to allow all remote devices to manage the router. If you just want to allow a specific device to manage the router, select [Only the Following IP/MAC Address](#) and enter the IP/MAC address of the remote device.
5. Click [Save](#).

All devices or the specific device on the internet can log in to your router using the address displayed on the [Manage This Router via the Address](#) field to manage the router.

 Tips:

1. If you were warned about the certificate when visiting the web management page remotely, click [Trust](#) (or a similar option) to continue. To avoid this warning, you can download and install the certificate on the router's web management page at [Advanced > System Tools > Administration](#).

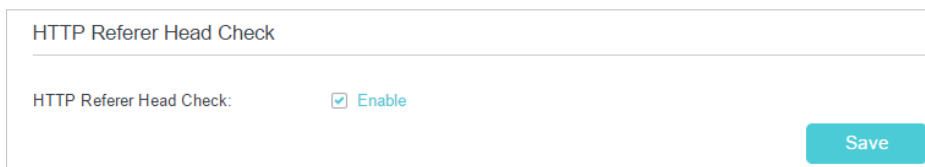


2. The router's WAN IP is usually a dynamic IP. Please refer to [Set Up a Dynamic DNS Service Account](#) if you want to log in to the router through a domain name.

### 17.7.4. HTTP Referer Head Check

HTTP referer header check function can protect your networks against CSRF attacks. This function is enabled by default. You can disable this function if needed.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to [Advanced > System Tools > Administration](#), and locate the [HTTP Referer Head Check](#) section.
3. Clear the [Enable](#) check box and click [Save](#) if you want to disable this function.

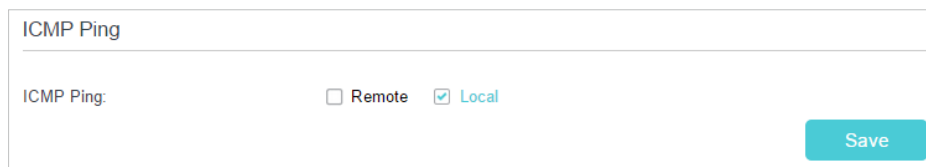


### 17.7.5. ICMP Ping

ICMP (Internet Control Message Protocol) Ping is used to diagnose the network by sending ICMP echo request packets to the target remote or local host and waiting for an ICMP response.

You can control the router's replies to ICMP Ping requests.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to [Advanced > System Tools > Administration](#), and locate the [ICMP Ping](#) section.

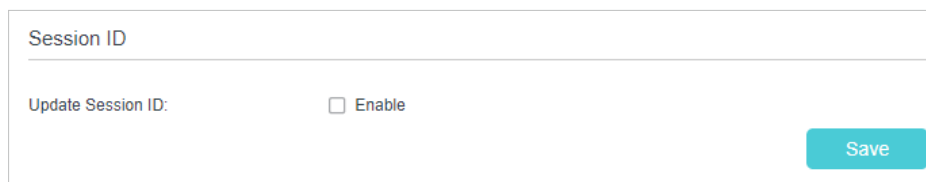


3. Specify the ICMP Ping reply options.
  - **Remote:** Select it if you want the computers on a public network to ping the router's WAN IP address.
  - **Local:** Enabled by default, if enabled, the computers on a private network can ping the router's LAN IP address.
4. Click **Save** to make the settings effective.

### 17.7.6. Session ID

When Session ID function is enabled, it will be saved into Flash every time the PPP connection is updated. This can prevent some problems of PPPoE/L2TP/PPTP connection being rejected to reconnect to servers when the device is powered off or the network disconnect accidentally.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to **Advanced > System Tools > Administration**, and locate the **Session ID** section.



3. Enable the **Update Session ID** and Click **Save** to make the settings effective.

## 17.8. System Log

System Log can help you know what happened to your router, facilitating you to locate the malfunctions. For example when your router does not work properly, you may need to save the system log and send it to the technical support for troubleshooting.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to **Advanced > System Tools > System Log** page.

### System Log

Type:

Level:

[Refresh](#) [Delete All](#)

| ID | Time                | Type  | Level  | Log Content |
|----|---------------------|-------|--------|-------------|
| 1  | 2016-01-01 02:43:34 | HTTPD | Notice | Clear log.  |

➤ **To view the system logs:**

You can view specific system logs by selecting the log type and level.

Click [Refresh](#) to refresh the log list.

➤ **To save the system logs:**

You can save the system logs to your local computer or a remote server.

Click [Save Log](#) to save the logs in a txt file to your computer.

Click [Log Settings](#) to set the storage path of logs.

### Log Settings

[Save Locally](#)

Minimum Level:

[Save Remotely](#)

Minimum Level:

Server IP:

Server Port:

Local Facility Name:

- **Save Locally:** Select this option to cache the system log to the router's local memory, select the minimum level of system log to be saved from the drop-down list. The logs will be shown in the table in descending order on the System Log page.
- **Save Remotely:** Select this option to send the system log to a remote server, select the minimum level of system log to be saved from the drop-down list and enter the information of the remote server. If the remote server has a log viewer client or a sniffer tool implemented, you can view and analyze the system log remotely in real-time.

## 17.9. CWMP Settings

The router supports CWMP (CPE WAN Management Protocol), also called TR-069. This collects information, performs diagnostics and configures the devices automatically via ACS (Auto-Configuration Server).

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to [Advanced](#) > [System Tools](#) > [CWMP Settings](#) page.

**CWMP Settings**

CPE WAN Management Protocol (also called TR-069) allows Auto-Configuration Server (ACS) to perform auto-configuration, provision, connection, and diagnostics to this device. You may configure this function under your ISP's instructions.

CWMP:

Inform:

Inform DataModel with TR098:

Inform Interval:

ACS URL:

ACS Username:

ACS Password:

Interface used by TR-069 client:

CPE ID:  SN  LAN MAC  WAN MAC

Connection Request Authentication

Username:

Password:

Path:  Manual  Random

Port:

URL:

Simple Traversal of UDP over NATs:

[Save](#)

- **CWMP:** Enable or disable the CWMP (CPE WAN Management Protocol) function.
- **Inform:** Enable or disable the function of sending an inform message to the ACS (Auto Configuration Server) periodically.
- **Inform Interval:** Set the time interval in seconds when the Inform message will be sent to the ACS.
- **ACS URL:** Enter the web address of the ACS which is provided by your ISP.

- **ACS Username/Password:** Enter the username/password to log in to the ACS server.
- **Interface used by TR-069 client:** Select which interface to be used by the TR-069 client.
- **Display SOAP messages on serial console:** Enable or disable this function.
- **Connection Request Authentication:** Select this check box to enable authentication for the connection request.
- **Username/Password:** Enter the username/password for the ACS server to log in to the router.
- **Path:** Enter the path for the ACS server to log in to the router.
- **Port:** Enter the port that connects to the ACS server.
- **URL:** Enter the URL that connects to the ACS server.
- **Simple Traversal of UDP over NATs:** Select this check box to enable STUN for the connection request and set the STUN maximum and minimum keep alive period, server address and port.

Click **Save** to make the settings effective.

## 17. 10. SNMP Settings

SNMP (Simple Network Management Protocol) is widely used in network management for network monitoring. It allows management applications to retrieve status updates and statistics from the SNMP agent within this device. In this way, network administrators can easily search and modify the information on any node on the network. Meanwhile, they can locate faults promptly and implement the fault diagnosis, capacity planning and report generating.

The **SNMP Agent** is an application running on the router that performs the operational role of receiving and processing SNMP messages, sending responses to the SNMP manager, and sending traps when an event occurs. So a router contains SNMP "agent" software can be monitored and/or controlled by SNMP Manager using SNMP messages.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to **Advanced > System Tools > SNMP Settings** page.

### SNMP Settings

Simple Network Management Protocol (SNMP) allows management applications to retrieve status updates and statistics from the SNMP agent within this device.

Enable SNMP Agent:

SNMP Agent for WAN:

Read-only Community:

Write Community:

System Name:

System Description:

System Location:

System Contact:

Trap Manager IP:

[Save](#)

- **SNMP Agent/SNMP Agent for WAN:** Turn on to enable the built-in SNMP agent that allows the router to operate as the operational role in receiving and processing of SNMP messages, sending responses to the SNMP manager, and triggering SNMP traps when an event occurs.
- **Read-only Community:** Displays the default public community string that protects the router from unauthorized access.
- **Write Community:** Displays the default write community string that protects the router from unauthorized changes.
- **System Name:** Displays the administratively-assigned name for this managed device.
- **System Description:** Displays the textual description of the managed device. This value should include the full name and version identification of the system's hardware type, software operating-system, and networking software.
- **System Location:** Displays the physical location of this device (for example, the telephone closet, 3rd floor).
- **System Contact:** Displays the textual identification of the contact person for this managed device, together with information on how to contact this person.
- **Trap Manager IP:** Displays the IP address of the host to receive the traps.

You are suggested to keep the default settings. Click [Save](#) to make the settings effective.

## 17. 11. Monitor the Internet Traffic Statistics

The traffic statistics function allows you to monitor the volume of internet traffic statistics. You can view the network traffic of the LAN, WAN and WLAN sent and received packets.

1. Visit <http://tplinkwifi.net> or <http://192.168.0.1>, and log in with the password you set for the router.
2. Go to [Advanced](#) > [System Tools](#) > [Traffic Statistics](#).
3. Turn on [Enable Traffic Statistics](#) to enable traffic statistics function, you can view the total number of packets and bytes received and transmitted by the router within the selected [Statistics Interval](#). This function is disabled by default.

Traffic Statistics

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Enable Traffic Statistics:

Traffic Statistics and NAT Boost cannot be enabled at the same time.

Statistics Interval:  seconds

[Save](#)

4. You can refer to [Traffic Statistics List](#) for the detailed information about the traffic usage of all devices.

Traffic Statistics List

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[Refresh](#)
[Reset All](#)
[Delete All](#)

| IP Address/ MAC Address | Total Packets | Total Bytes | Current Packets | Current Bytes | Current ICMP Tx | Current UDP Tx | Current SYN Tx | Modify |
|-------------------------|---------------|-------------|-----------------|---------------|-----------------|----------------|----------------|--------|
| --                      | --            | --          | --              | --            | --              | --             | --             | --     |



# FAQ

## Q1. What should I do if I forget my wireless password?

The default wireless password is printed on the label of the router. If the password has been altered:

1. Connect your computer to the router using an Ethernet cable.
2. Visit <http://tplinkwifi.net>, and log in with your TP-Link ID or the password you set for the router.
3. Go to [Wireless](#) to retrieve or reset your wireless password.

## Q2. What should I do if I forget my web management password?

- If you are using a TP-Link ID to log in, or you have enabled the Password Recovery feature of the router, click [Forgot password](#) on the login page and then follow the instructions to reset it.
- Alternatively, press and hold the [Reset](#) button of the router until the Power LED blinks to restore factory default settings, and then visit <http://tplinkwifi.net> to create a new login password.

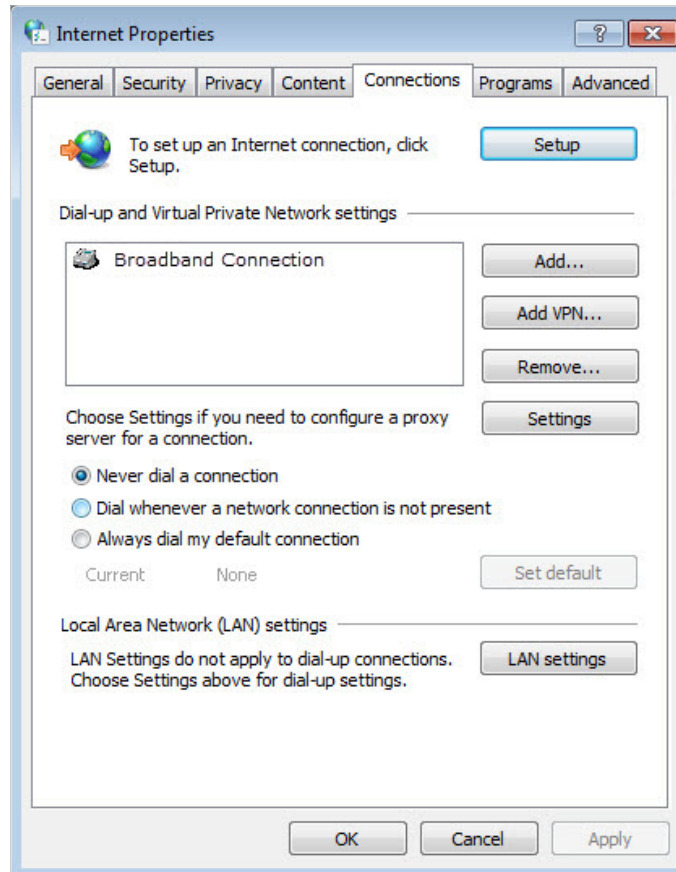
### Note:

- You'll need to reconfigure the router to surf the internet once the router is reset, and please mark down your new password for future use.

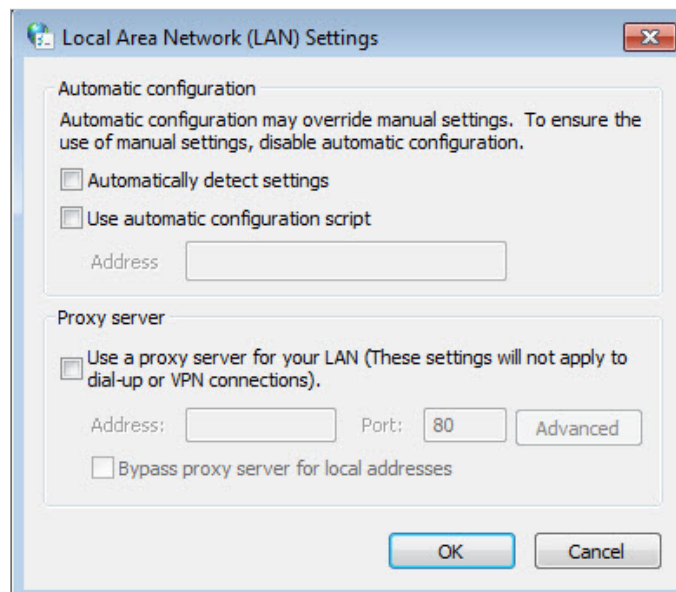
## Q3. What should I do if I can't log in to the router's web management page?

This can happen for a variety of reasons. Please try the methods below to log in again.

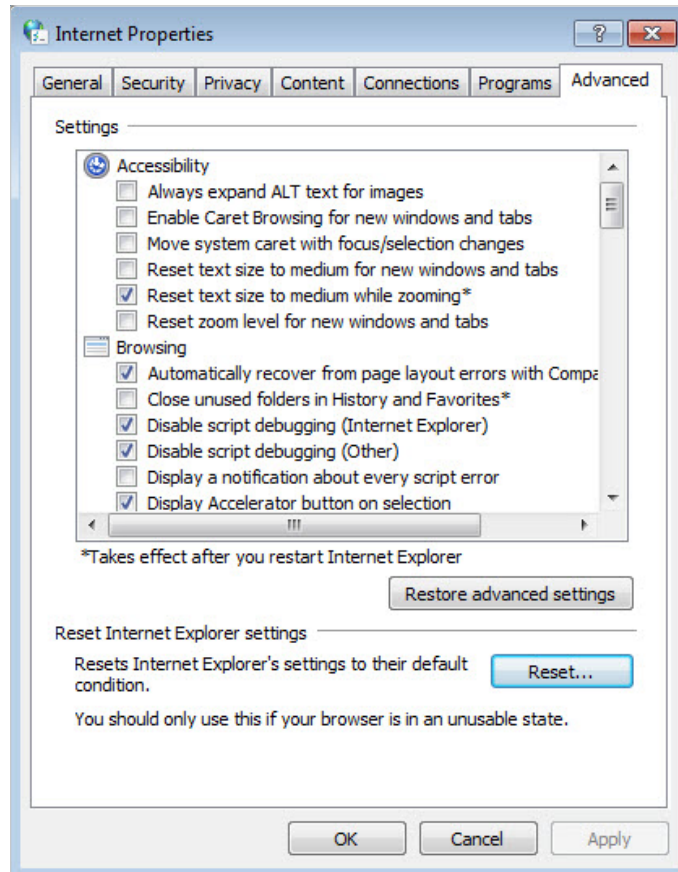
- Make sure your computer is connected to the router correctly and the corresponding LED indicator(s) light up.
- Make sure the IP address of your computer is configured as [Obtain an IP address automatically](#) and [Obtain DNS server address automatically](#).
- Make sure <http://tplinkwifi.net> or <http://192.168.0.1> is correctly entered.
- Check your computer's settings:
  - 1) Go to [Start](#) > [Control Panel](#) > [Network and Internet](#), and click [View network status and tasks](#).
  - 2) Click [Internet Options](#) on the bottom left.
  - 3) Click [Connections](#) and select [Never dial a connection](#).



4) Click [LAN settings](#) and deselect the following three options and click [OK](#).



5) Go to [Advanced](#) > [Restore advanced settings](#), click [OK](#) to save the settings.



- Use another web browser or computer to log in again.
- Reset the router to factory default settings and try again. If login still fails, please contact the technical support.

📌 Note: You'll need to reconfigure the router to surf the internet once the router is reset.

#### Q4. What should I do if I can't access the internet even though the configuration is finished?

1. Visit <http://tplinkwifi.net>, and log in with your TP-Link ID or the password you set for the router.
2. Go to [Advanced](#) > [Network](#) > [Status](#) to check internet status:

**If IP Address is a valid one, please try the methods below and try again:**

- Your computer might not recognize any DNS server addresses. Please manually configure the DNS server.
  - 1) Go to [Advanced](#) > [Network](#) > [DHCP Server](#).
  - 2) 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.

**DHCP Server**

Dynamically assign IP addresses to the devices connected to the router.

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**DHCP Server:**  Enable

IP Address Pool:  -

Address Lease Time:  minutes

Default Gateway:  (Optional)

Primary DNS:  (Optional)

Secondary DNS:  (Optional)

- Restart the modem and the router.
  - 1) Power off your modem and router, and leave them off for 1 minute.
  - 2) Power on your modem first, and wait about 2 minutes until it gets a solid cable or Internet light.
  - 3) Power on the router.
  - 4) Wait another 1 or 2 minutes and check the internet access.
- Reset the router to factory default settings and reconfigure the router.
- Upgrade the firmware of 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:**

**Status**

Internet status overview is displayed on this page.

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**Internet**

Status: WAN port is unplugged

Internet Connection Type: Dynamic IP

IP Address: 0.0.0.0

Subnet Mask: 0.0.0.0

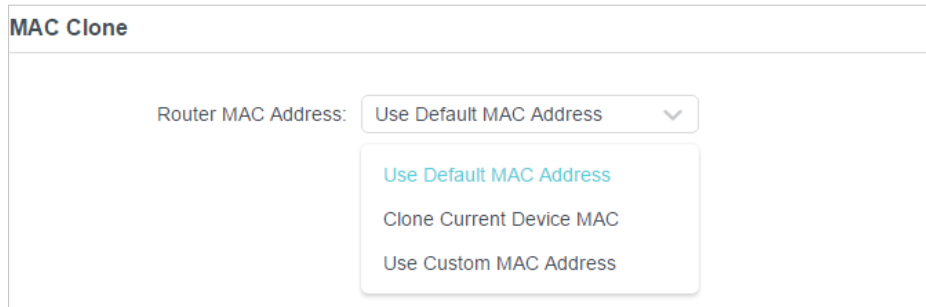
Default Gateway: 0.0.0.0

Primary DNS: 0.0.0.0

Secondary DNS: 0.0.0.0

- Make sure the physical connection between the router and the modem is proper.
- Clone the MAC address of your computer.

- 1) Visit <http://tplinkwifi.net>, and log in with your TP-Link ID or the password you set for the router.
- 2) Go to [Internet](#) or [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](#).



 **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) Visit <http://tplinkwifi.net>, and log in with your TP-Link ID or the password you set for the router.
- 2) Go to [Advanced](#) > [Network](#) > [LAN](#).
- 3) Modify the LAN IP address as the follow picture shows. Here we take 192.168.2.1 as an example.
- 4) Click [Save](#).



- **Restart the modem and the router.**

- 1) Power off your modem and router, and leave them off for 1 minute.
  - 2) Power on your modem first, and wait about 2 minutes until it get a solid cable or Internet light.
  - 3) Power on the router.
  - 4) Wait another 1 or 2 minutes and check the internet access.
- Double check the internet connection type.
    - 1) Confirm your internet connection type, which can be learned from the ISP.
    - 2) Visit <http://tplinkwifi.net>, and log in with your TP-Link ID or the password you set for the router.
    - 3) Go to [Advanced](#) > [Network](#) > [Internet](#).
    - 4) Select your [Internet Connection Type](#) and fill in other parameters.
    - 5) Click [Save](#).

**Internet**

Set up an internet connection with the service information provided by your ISP (internet service provider).

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Internet Connection Type: Dynamic IP ▼

IP Address: Static IP

Subnet Mask: Dynamic IP

Default Gateway: PPPoE

Primary DNS: L2TP

Secondary DNS: PPTP

Secondary DNS: 0.0.0.0

RENEW  
RELEASE

- 6) Restart the modem and the router again.
- Please upgrade the firmware of the router.
- If you've tried every method above but still cannot access the internet, please contact the technical support.

**Q5.What should I do if I can't find my wireless network or I cannot connect the wireless network?**

**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 Windows 7**

- 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 [Wireless](#) or [Advanced](#) > [Wireless](#) > [Wireless Settings](#), and check the wireless settings. Double check your wireless Network Name and SSID is not hidid.

**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 / Can not 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.



## FCC compliance information statement



**Product Name:** BBA Routers

**Model Number:** BBA Routers

| Component Name | Model       |
|----------------|-------------|
| I.T.E. Power   | T120200-2B1 |

**Responsible party:**

TP-Link USA Corporation

Address: 10 Mauchly, Irvine, CA 92618

Website: <http://www.tp-link.com/us/>

Tel: +1 626 333 0234

Fax: +1 909 527 6804

E-mail: [sales.usa@tp-link.com](mailto:sales.usa@tp-link.com)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

### **FCC RF Radiation Exposure Statement**

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

To comply with FCC RF exposure compliance requirements, this grant is applicable to only Mobile Configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 23 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

We, **TP-Link USA Corporation**, has determined that the equipment shown as above has been shown to comply with the applicable technical standards, FCC part 15. There is no unauthorized change is made in the equipment and the equipment is properly maintained and operated.

Issue Date: 2022.09.06

### **FCC compliance information statement**

Product Name: I.T.E. Power Supply

Model Number: T120200-2B1

Responsible party:

TP-Link USA Corporation

Address: 10 Mauchly, Irvine, CA 92618

Website: <http://www.tp-link.com/us/>

Tel: +1 626 333 0234

Fax: +1 909 527 6804

E-mail: [sales.usa@tp-link.com](mailto:sales.usa@tp-link.com)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

We, **TP-Link USA Corporation**, has determined that the equipment shown as above has been shown to comply with the applicable technical standards, FCC part 15. There is no unauthorized change is made in the equipment and the equipment is properly maintained and operated.

Issue Date: 2022.09.06

## **Canadian Compliance Statement**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. l'appareil ne doit pas produire de brouillage;
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement

### **Caution:**

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

DFS (Dynamic Frequency Selection) products that operate in the bands 5250-5350 MHz, 5470-5600MHz, and 5650-5725MHz.

### **Avertissement:**

Le dispositif fonctionnant dans la bande 5150-5250 MHz est réservé uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

Les produits utilisant la technique d'atténuation DFS (sélection dynamique des fréquences) sur les bandes 5250- 5350 MHz, 5470-5600MHz et 5650-5725MHz.

### **Radiation Exposure Statement:**

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

### **Déclaration d'exposition aux radiations:**

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

## Industry Canada Statement

CAN ICES-3 (B)/NMB-3(B)

### NCC Notice & BSMI Notice:

注意!

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前述合法通信，指依電信管理法規定作業之無線電通信。

低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

應避免影響附近雷達系統之操作。

高增益指向性天線只得應用於固定式點對點系統。

### 安全諮詢及注意事項

- 安全諮詢及注意事項
- 請使用原裝電源供應器或只能按照本產品注明的電源類型使用本產品。
- 清潔本產品之前請先拔掉電源線。請勿使用液體、噴霧清潔劑或濕布進行清潔。
- 注意防潮，請勿將水或其他液體潑灑到本產品上。
- 插槽與開口供通風使用，以確保本產品的操作可靠並防止過熱，請勿堵塞或覆蓋開口。
- 請勿將本產品置放於靠近熱源的地方。除非有正常的通風，否則不可放在密閉位置中。
- 不要私自拆開機殼或自行維修，如產品有故障請與原廠或代理商聯繫。

### 限用物質含有情況標示聲明書

| 設備名稱：Wi-Fi Routers<br>Equipment name |  | 型號（型式）：<br>Type designation (Type) |                      |  |  |  |
|--------------------------------------|--|------------------------------------|----------------------|--|--|--|
| 單元<br>Unit                           | 限用物質及其化學符號<br>Restricted substances and its chemical symbols |                                    |                      |  |  |  |
|                                      | 鉛<br>Lead<br>(Pb)  | 汞<br>Mercury<br>(Hg)               | 鎘<br>Cadmium<br>(Cd) | 六價鉻<br>Hexavalent<br>chromium<br>(Cr <sup>+6</sup> ) | 多溴聯苯<br>Polybrominated<br>biphenyls<br>(PBB) | 多溴二苯醚<br>Polybrominated<br>diphenyl ethers<br>(PBDE) |
| PCB                                  | ○  | ○                                  | ○                    | ○  | ○  | ○  |
| 外殼                                   | ○  | ○                                  | ○                    | ○  | ○  | ○  |
| 電源供應器                                | —  | ○                                  | ○                    | ○  | ○  | ○  |




|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| 天線  | ○ | ○ | ○ | ○ | ○ | ○ |
| <p>備考1. “超出0.1 wt %” 及 “超出0.01 wt %” 係指限用物質之百分比含量超出百分比含量基準值<br/> Note 1: “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.</p> <p>備考2. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值。<br/> Note 2: “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.</p> <p>備考3. “—” 係指該項限用物質為排除項目。<br/> Note 3: The “—” indicates that the restricted substance corresponds to the exemption.</p> |   |   |   |   |   |   |







## Safety Information

- Keep the device away from water, fire, humidity or hot environments.
- Do not attempt to disassemble, repair, or modify the device. If you need service, please contact us.
- Do not use damaged charger or USB cable to charge the device.
- Do not use any other chargers than those recommended
- Do not use the device where wireless devices are not allowed.
- Adapter shall be installed near the equipment and shall be easily accessible.
- Use only power supplies which are provided by manufacturer and in the original packing of this product. If you have any questions, please don't hesitate to contact us.
- This product uses radios and other components that emit electromagnetic fields. Electromagnetic fields and magnets may interfere with pacemakers and other implanted medical devices. Always keep the product and its power adapter more than 15 cm (6 inches) away from any pacemakers or other implanted medical devices. If you suspect your product is interfering with your pacemaker or any other implanted medical device, turn off your product and consult your physician for information specific to your medical device.
- Operating Temperature: 0°C~40°C

Please read and follow the above safety information when operating the device. We cannot guarantee that no accidents or damage will occur due to improper use of the device. Please use this product with care and operate at your own risk.

## Explanations of the symbols on the product label

| Symbol  | Explanation        |
|---|--------------------|
|  | DC voltage         |
|  | AC voltage         |
|  | Class II equipment |

| Symbol  | Explanation  |
|---|--|
|  | Polarity of output terminals   |
|  | Energy efficiency Marking  |
|  | Indoor use only  |
|  | Caution  |
|  | Operator's manual  |
|  | <p><b>RECYCLING</b></p> <p>This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment. User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.</p> |