

# Quick Installation Guide

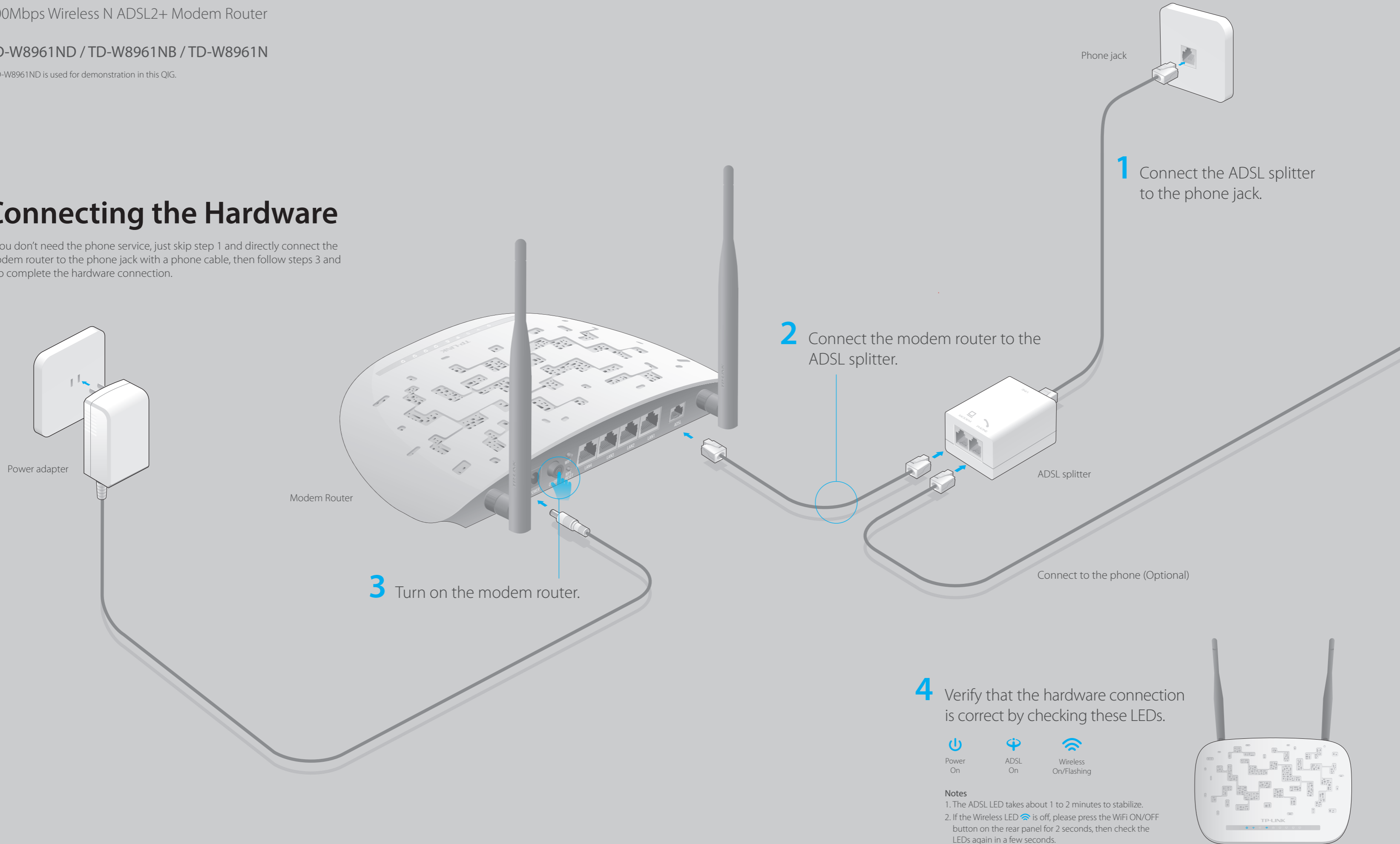
300Mbps Wireless N ADSL2+ Modem Router

TD-W8961ND / TD-W8961NB / TD-W8961N

\*TD-W8961ND is used for demonstration in this QIG.

## Connecting the Hardware

If you don't need the phone service, just skip step 1 and directly connect the modem router to the phone jack with a phone cable, then follow steps 3 and 4 to complete the hardware connection.



Phone jack

**1** Connect the ADSL splitter to the phone jack.

**2** Connect the modem router to the ADSL splitter.

ADSL splitter

Connect to the phone (Optional)

Modem Router

Power adapter

**3** Turn on the modem router.

**4** Verify that the hardware connection is correct by checking these LEDs.



Power On



ADSL On



Wireless On/Flashing

**Notes**

1. The ADSL LED takes about 1 to 2 minutes to stabilize.
2. If the Wireless LED is off, please press the WiFi ON/OFF button on the rear panel for 2 seconds, then check the LEDs again in a few seconds.

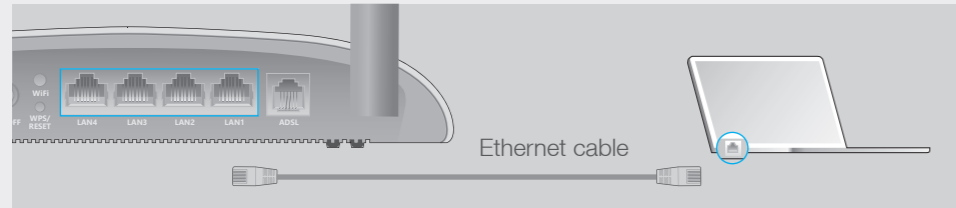


# Configuring the Modem Router

## 1. Connecting your computer to the modem router (Wired or Wireless).

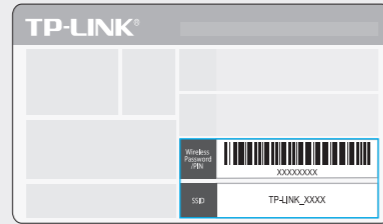
### Wired

Connect the computer to the LAN 1, LAN 2, LAN3 or LAN 4 port on your modem router with an Ethernet cable.

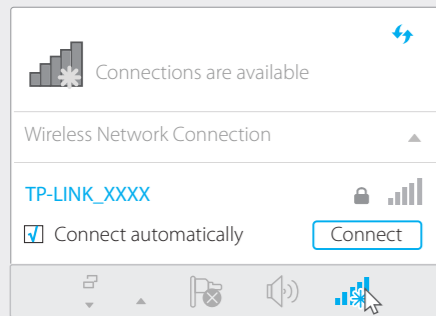


### Wireless

a. Find the SSID (network name) and Wireless Password printed on the product label at the bottom of the modem router.

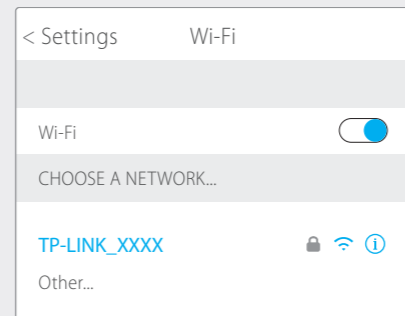


b. Click the network icon of your computer or go to Wi-Fi Setting of your smart device, then select the SSID to join the network.



Computer

OR



Smart Device

## 2. Configuring the modem router via a web browser.

Please consult your ISP (Internet Service Provider) for the following information before configuring the modem router.

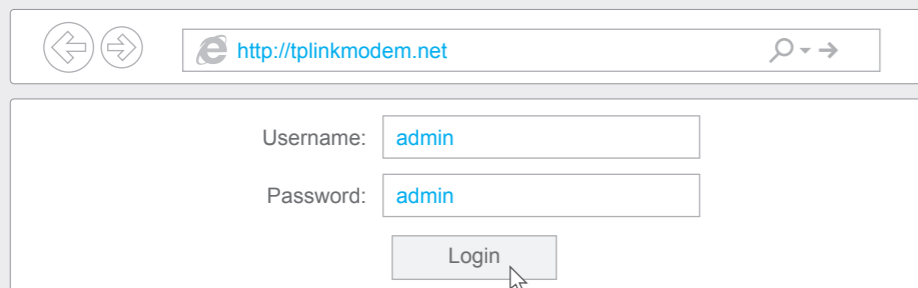
ISP Connection Type: \_\_\_\_\_ VPI: \_\_\_\_\_ VCI: \_\_\_\_\_

Connection Type (Encapsulation Type): \_\_\_\_\_

If your ISP Connection Type is PPPoE/PPPoA, please get further information of your account username and password.

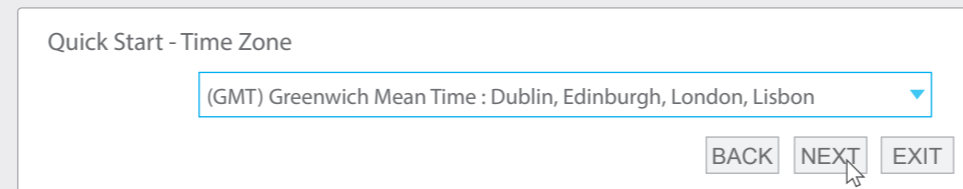
**A** Enter <http://tplinkmodem.net> or **192.168.1.1** in the address bar of a web browser. Use **admin** for both username and password, and then click **Login**.

Note: If the login window does not appear, please refer to FAQ > Q1.



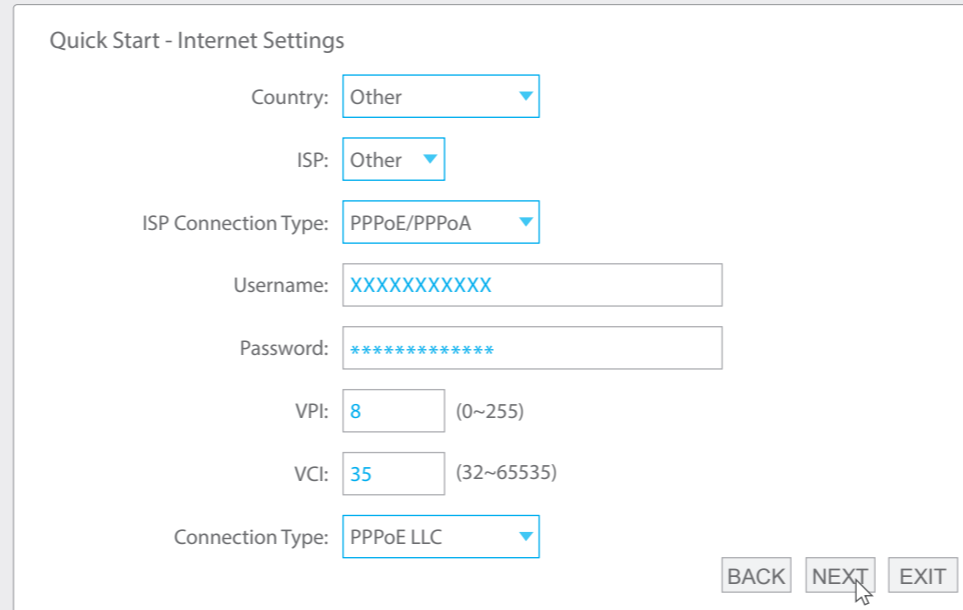
**B** A **Quick Start** window will pop up automatically when logging in for the first time; otherwise, select **Quick Start** from the menu. Click **NEXT** to continue, then select your **Time Zone** and click **NEXT**.

Note: Per FCC regulations, all Wi-Fi products marketed in the U.S. must be fixed to the U.S. region only.



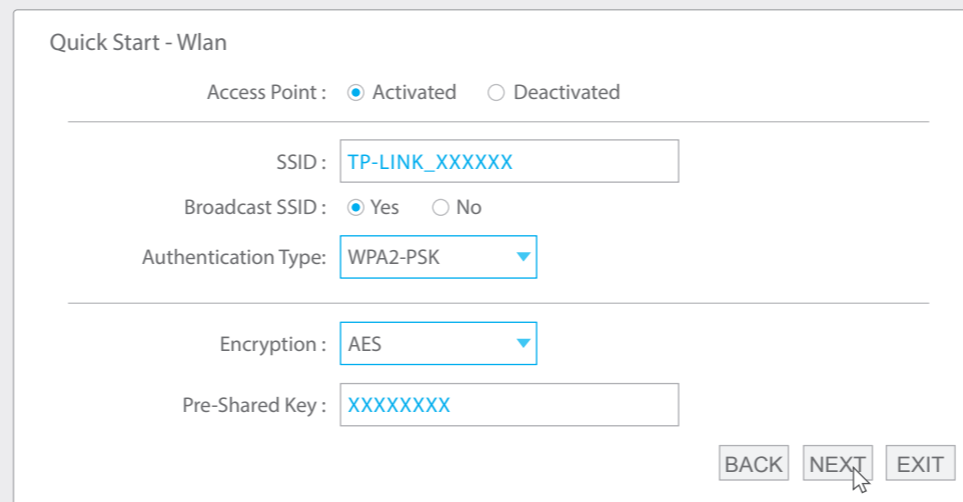
**C** **Complete the Internet Settings** with the information provided by your ISP and click **NEXT**. Here we use PPPoE/PPPoA for demonstration.

Note: All the Internet settings in the figure below are used for demonstration only. If you are unsure of the Internet settings, please contact your ISP.



**D** Verify or change the **Wlan** settings (wireless network settings) and click **NEXT** to continue.

Note: You may personalize your SSID (wireless network name) and key. Once done, you will have to reconnect to your wireless network using the new SSID and key.



**E** Click **SAVE** to complete the configuration.

# FAQ (Frequently Asked Questions)

## Q1. What can I do if the login page does not appear?

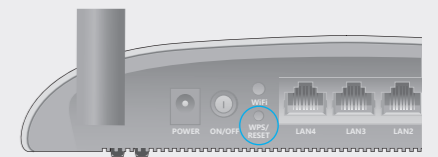
- A1. Make sure the computer is connected to the modem router properly.
- A2. If the computer is set to a static or fixed IP address, change it to obtain an IP address automatically from the modem router.
- A3. Verify <http://tplinkmodem.net> or **192.168.1.1** is correctly entered in the web browser and press **Enter**.
- A4. Use another web browser and try again.
- A5. Reboot your modem router and try again.
- A6. Disable and enable the active network adapter.

## Q2. What can I do if I cannot access the Internet?

- A1. Make sure the telephone and Ethernet cables are plugged in correctly.
- A2. Try to log into the web management page of the modem router using the default address at <http://tplinkmodem.net> or **192.168.1.1**. If you can, try the following answers. If you cannot, change your computer to obtain an IP address automatically from the modem router.
- A3. Consult your ISP and make sure all the VPI/VCI, Connection Type, account username and password are correct. If they are not, please replace them with the correct settings and try again.
- A4. Restore the modem router to its factory default settings and reconfigure the modem router by following the instructions in this Quick Installation Guide.
- A5. Please contact our Technical Support if the problem still exists.

## Q3. How do I restore the modem router to its factory default settings?

- A1. With the modem router powered on, press and hold down the **WPS/RESET** button on the rear panel of the modem router for at least 8 seconds until some LEDs go off, then release the button.
- A2. Log into the web management page of the modem router, and go to **Maintenance > SysRestart**, select **Factory Default Settings** and click **RESTART**, then wait until the reset process is complete.



WPS/RESET Button Press & Hold 8 seconds

## Q4. What can I do if I forget my password?

### • Web Management page password:

Refer to FAQ > Q3 to reset the modem router, and then use **admin** (all lowercase) for both username and password to log in.

### • Wireless Network password:

- A1. The default Wireless Password/PIN is printed on the product label of the modem router.
- A2. If the default wireless password has been changed, log into the modem router's web management page and go to **Interface Setup > Wireless** to retrieve or reset your password.

## Q5. What can I do if the ADSL LED does not turn solid on?

- A1. Check your cables and make sure they are all plugged in correctly, including the telephone lines and power adapter.
- A2. Manually change your DSL settings. Log into the modem router's web management page. Go to **Advanced Setup > ADSL**, change the **ADSL Mode** to **G.DMT**, and click **SAVE**. If this cannot work, try to change the **ADSL Mode** to **ADSL2** and click **SAVE**.
- A3. Restore your modem router to its factory default settings.
- A4. Remove the ADSL splitter, directly connect the modem router to the phone jack and then reconfigure the modem router by following the instructions in this Quick Installation Guide.
- A5. Contact your Internet service provider to verify if the ADSL line is in good status.
- A6. If you have tried all the suggestions above and the problem still exists, contact our Technical Support.