

Installation

IMPORTANT INFORMATION



- For Windows users, please refer to **1. CD Setup Wizard** on page 1 for step-by-step guidance.
- For Mac OS/Linux users or Windows users who cannot run the mini CD, please refer to **2. Web-based Quick Setup Wizard** on page 2 for step-by-step guidance.

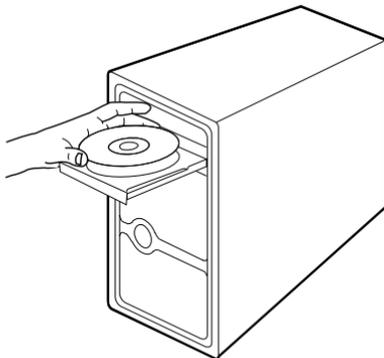
Note The product model shown in this QIG is TD-W8968, as an example.

1

CD Setup Wizard

1

Insert the provided Resource CD into your CD-ROM drive.

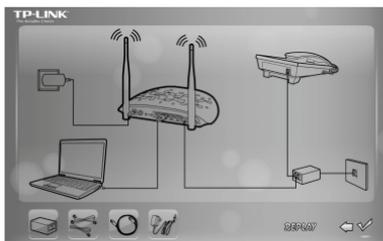


2

Please select your product model and click **Start Setup**.



3 Then a flash video will pop up and show you how to connect your devices. Please connect the devices step by step following the flash. When you finish the hardware connection, click the  to continue.



4 The **Easy Setup Assistant** will start. Please check to see if the LEDs of your modem router display normally as the chart describes. Then click **NEXT**, and follow the step-by-step instruction until you complete the configuration.



Note The basic settings for your modem router are completed. Please open the web browser and try to log on to some popular websites to test your Internet connection. If you cannot access the Internet, please refer to **T4** in **Troubleshooting**.

Note For the advance configurations, please refer to the User Guide on the Resource CD provided. You can also log on to www.tp-link.com → select your region → search for the product → User Guide can be found under the "Download" tab on the product page.

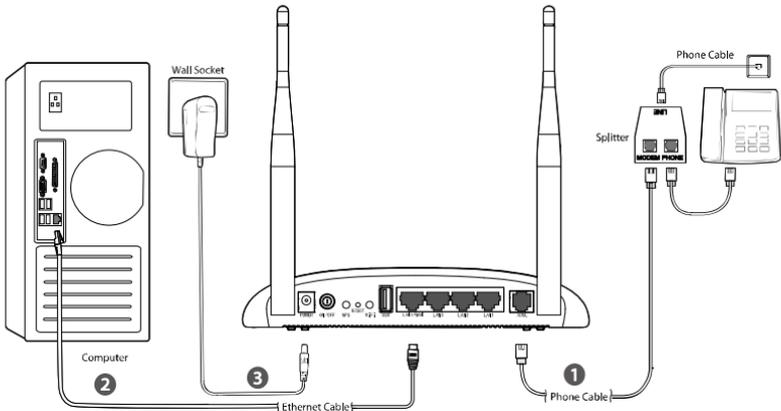
2

Web-based Quick Setup Wizard

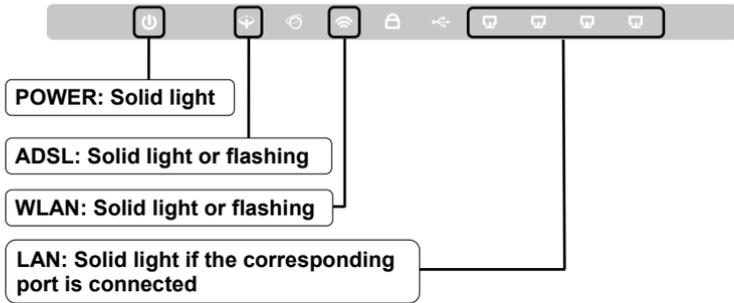
1

Hardware connection.

Step 1: Connect your devices step by step following the figure below.



Step 2: Power on all your network devices and then check the LEDs.



2 Open your web browser and type **192.168.1.1** in the address bar and press **Enter**.



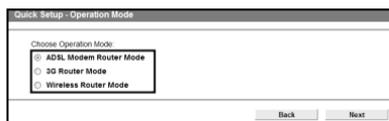
Note If you cannot access 192.168.1.1, please refer to **T3** in **Troubleshooting**.

- 3 Enter the modem router's default username and password: **admin/admin**, then click **OK**.



Note If you forget the password, please refer to **T2 in Troubleshooting**.

- 4 Click **Quick Setup** and then click **Next** to enter **Operation Mode** page. Select **Operation Mode** and then click **Next** to continue. Here we use **ADSL Modem Router Mode** as an example.

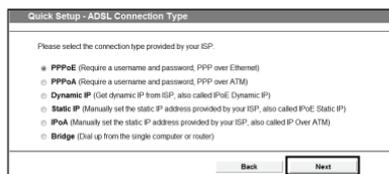


Note For **3G Router Mode** or **Wireless Router Mode** configuration, please refer to 3.2 Quick Installation Guide on User Guide. You can get the User Guide on Resource CD or download from our website www.tp-link.com.

- 5 Enter **VPI/VCI** values provided by your ISP. Click **Next** to continue.



- 6 Select **Connection Type** and then click **Next** to continue. Here we use **PPPoE** as an example.



Note If you don't have the **VPI**, **VCI** and **Connection Type** information, please contact your ISP for this information.

Note Bridge mode is not recommended because it doesn't allow Internet access sharing for multiple computers.

7 Enter the PPPoE **Username** and **Password** provided by your ISP. After confirming the password, click **Next** to continue.



The screenshot shows the 'Quick Setup - PPPoE' window. It contains a message: 'Please enter ADSL Username and Password. If you forget them, please consult your ISP.' Below this are three input fields: 'Username:', 'Password:', and 'Confirm Password:'. At the bottom right, there are two buttons: 'Previous' and 'Next'.

Record your PPPoE information here:

Username: _____

Password: _____

8 3G backup function is disabled by default. Click **Next** to skip to the next step.



The screenshot shows the 'Quick Setup - 3G' window. It contains a message: 'Clicking 3G as backup option for internet access. It can be set as backup internet access method. If you don't want to configure 3G settings now, just click the Next button and go ahead. Otherwise, you can make 3G settings for configuration.' At the bottom, there are two buttons: 'Back' and 'Next'.

Note 3G can be set as a backup connection method if your current connection is unavailable. You can enable 3G backup function if needed and plug the 3G modem into the USB port of your modem router.

8 The Wireless function is enabled by default. Create an easy-to-remember Wireless Network Name (SSID). It is also strongly recommended to set a password for the wireless network to prevent outside intrusion. Click **Next** to continue.



The screenshot shows the 'Quick Setup - Wireless' window. It has several sections: 'Wireless' with 'Enable' checked and 'Disable' unselected; 'Wireless Network Name' with a text box containing '12345678901234567890' and a note '(Also called SSID)'; 'Region' with 'United States' selected; 'Channel' with 'Auto' selected; 'Mode' with '11g/n mixed' selected; 'Security' with 'WPA-PSK/WPA2-PSK (Recommended)' selected and a password box containing '12345678901234567890', and 'Disable Wireless Security' unselected. At the bottom, there are 'Back' and 'Next' buttons.

Note **Disable Wireless Security** is not recommended.

Record your wireless information here:

Wireless Network Name (SSID): _____

Password: _____



Please confirm all parameters. Click **Back** to modify them or click **Save** to save your settings. Then the following page will display, click **Finish** to make your settings take effect.



Note

The basic settings for your modem router are completed. Please open the web browser and try to log on to some popular websites to test your Internet connection. If you cannot access the Internet, please refer to **T4** in **Troubleshooting**.

Note

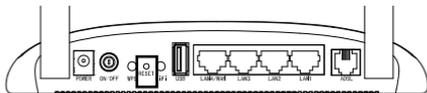
For the advanced configurations, please refer to the User Guide on the Resource CD provided. You can also log on to www.tp-link.com → select your region → search for the product → User Guide can be found under the "Download" tab on the product page.



Troubleshooting

T1. How can I restore my modem router's configuration to its factory default settings?

With the modem router powered on, use a pin to press and hold the **RESET** button on the rear panel for 8 to 10 seconds before releasing it.



Note Once the modem router is reset, the current settings will be lost and you will need to reconfigure the modem router. We strongly suggest you back up current settings before resetting the modem router.

T2. What can I do if I forget the modem router's password?

- 1) Restore the modem router's configuration to its factory default settings. If you don't know how to do that, please refer to **T1**.
- 2) Try the default user name and password: **admin, admin**.
- 3) Try to configure your modem router once again following the instructions in the previous steps of the QIG.

T3. What can I do if I cannot access 192.168.1.1?

For Windows 7/Vista

Go to 'Start > Settings > Control Panel'. Click 'View network status and tasks > View status > Properties' and double-click 'Internet Protocol Version 4 (TCP/IPv4)'. Select 'Obtain an IP address automatically', choose 'Obtain DNS server address automatically' and then click 'OK'.

For Windows XP/2000

Go to 'Start > Control Panel'. Click 'Network and Internet Connections > Network Connections'. Right-click 'Local Area Connection', select 'Properties' and then double-click 'Internet Protocol (TCP/IP)'. Select 'Obtain an IP address automatically', choose 'Obtain DNS server address automatically' and then click 'OK'.

For Mac OS

Click the icon  at the right top of your desktop. Then click 'Open Network Preferences...'. Choose 'AirPort' and click 'Advanced...'. Choose 'TCP/IP'. Set the 'Configure IPv4' as 'Using DHCP' and then click 'OK'.

T4. What can I do if I cannot access the Internet?

- 1) Check to see if all the connectors are connected well, including the telephone line, Ethernet cables and power adapter.
- 2) Check to see if you can log on to the web management page of the modem router. The default IP address of the web management page is **192.168.1.1**. If you can, try the following steps. If you cannot, please set your computer referring to **T3** then try to see if you can access the Internet. If the problem still exists, please go to the next step.
- 3) Consult your ISP and make sure all the VPI/VCI, Connection Type, account username and password are correct. If there are any mistakes, please correct the settings and try again.
- 4) If you still cannot access the Internet, please restore your modem router to its factory default settings and reconfigure your modem router following the instructions of this QIG.
- 5) Please feel free to contact our Technical Support if the problem still exists.

T5. How can I configure the USB features?

Please refer to our Application Guides. There are two ways to get them:

- 1) Open the Resource CD, and then find the folder named "Application Guide". The Application Guides will be found there.
- 2) Log on to the website: <http://www.tp-link.com/app/usb/?siteid=1>

Note For more details about Troubleshooting and Technical Support contact information, please log on to our Technical Support Website: <http://www.tp-link.com/en/support>

Technical Support

- For more troubleshooting help, go to:
<http://www.tp-link.com/en/support/faq>
- To download the latest Firmware, Driver, Utility and User Guide, go to:
<http://www.tp-link.com/en/support/download>
- For all other technical support, please contact us by using the following details:

Global

Tel: +86 755 26504400
E-mail: support@tp-link.com
Service time: 24hrs, 7 days a week

UK

Tel: +44 (0) 845 147 0017
E-mail: support.uk@tp-link.com
Service time: 24hrs, 7 days a week

Turkey

Tel: 444 19 25 (Turkish Service)
E-mail: support.tr@tp-link.com
Service time: 9:00 AM to 9:00 PM, 7 days a week

Ukraine

Tel: 0-800-505-508
E-mail: support.ua@tp-link.com
Service time: Monday to Friday
14:00 PM to 22:00 PM

Brazil

Toll Free: 0800-770-4337 (Portuguese Service)
E-mail: suporte.br@tp-link.com
Service time: Monday to Saturday
08:00 AM to 08:00 PM

France

Tel: +33 (0) 820 800 860 (French service)
Email: support.fr@tp-link.com
Fee: 0.118 EUR/min from France
Service time: Monday to Friday 9:00 AM to 6:00 PM (Except French Bank holidays)

Russian Federation

Tel: 8 (499) 754-55-60
8 (800) 250-55-60 (toll-free call from any RF region)
E-mail: support.ru@tp-link.com
Service time: From 10:00 to 18:00 (Moscow time)
*Except weekends and holidays in Russian Federation

Switzerland

Tel: +41 (0) 848 800998 (German Service)
E-mail: support.ch@tp-link.com
Fee: 4-8 Rp/min, depending on rate of different time
Service time: Monday to Friday 9:00 AM to 6:00 PM. GMT+ 1 or GMT+ 2 (Daylight Saving Time)

Singapore

Tel: +65 62840493
E-mail: support.sg@tp-link.com
Service time: 24hrs, 7 days a week

USA/Canada

Toll Free: +1 866 225 8139
E-mail: support.usa@tp-link.com
Service time: 24hrs, 7 days a week

Australia/New Zealand

Tel: AU 1300 87 5465
NZ 0800 87 5465
E-mail: support.au@tp-link.com (Australia)
support.nz@tp-link.com (New Zealand)
Service time: 24hrs, 7 days a week

Italy

Tel: +39 0230519020
E-mail: support.it@tp-link.com
Service time: Monday to Friday
9:00 AM to 1:00 PM, 2:00 PM to 6:00 PM

Indonesia

Tel: (+62) 021 6259 135
E-mail: support.id@tp-link.com
Service time: Monday to Friday
9:00 -12:00; 13:00 -18:00
*Except public holidays

Malaysia

Tel: 1300 88 875465 (1300 88TPLINK)
Email: support.my@tp-link.com
Service time: 24hrs, 7 days a week

Poland

Tel: +48 (0) 801 080 618 / +48 22 7217563 (if calls from mobile phone)
E-mail: support.pl@tp-link.com
Service time: Monday to Friday
9:00 AM to 5:00 PM. GMT+1 or GMT+2 (Daylight Saving Time)

Germany/Austria

Tel: +49 1805 875465 (German Service)
+49 1805 TPLINK
E-mail: support.de@tp-link.com
Fee: 0.14 EUR/min from the German fixed phone network and up to 0.42 EUR/min from mobile phone
Service time: Monday to Friday 9:00 AM to 6:00 PM. GMT+ 1 or GMT+ 2 (Daylight Saving Time in Germany)
*Except bank holidays in Hesse