TP-LINK TD-W8901G
Wireless Modem Router
Advanced Troubleshooting Guide

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Summary
This document attempts to provide the basic procedures for troubleshooting TD-W8901G modem router problem.

Troubleshooting Flow Chart and Resolutions

Click the quick links for more details:
Check1  Check2  Check3  Note1  Note2  Resolution1  Resolution2  Resolution3  Resolution4  Resolution5

Check1
1. Make sure that the original power adapter is correctly connected from the modem to the wall socket and it is not damaged;
2. Make sure that the telephone line is correctly connected from the modem’s LINE port to the filter’s ADSL Modem port;
3. Make sure that the Ethernet cable is connected from PC to any LAN ports (1/2/3/4) of the ADSL modem router;
Check 2
The indicator lights on the front panel of the modem router are used to verify the unit’s operation and status between your modem, PC and ISP’s network.

The table below describes what the lights mean.

<table>
<thead>
<tr>
<th>Label</th>
<th>State</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power</td>
<td>On (Steady Green)</td>
<td>Power On</td>
<td>Check ADSL light.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>No Power</td>
<td>Resolution 3</td>
</tr>
<tr>
<td>ADSL</td>
<td>On (Solid Green)</td>
<td>Synchronized</td>
<td>Check Internet light</td>
</tr>
<tr>
<td></td>
<td>Flashing Green</td>
<td>Attempting Synchronization</td>
<td>Wait 2 minutes, if the light does not turn a solid green, refer to the Resolution 3.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>Not Synchronized</td>
<td>Resolution 3</td>
</tr>
<tr>
<td>Internet</td>
<td>On (Solid Green)</td>
<td>The PPP (Internet) connection is successfully established</td>
<td>Check LAN lights</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>There is no successful PPP connection or the Router works on bridge mode</td>
<td>Check the PPP username and Password, VPI/VCI values or refer to Resolution 5</td>
</tr>
<tr>
<td></td>
<td>Flashing Green</td>
<td>Traffic being transmitted over the Internet</td>
<td>Check LAN lights</td>
</tr>
<tr>
<td>LAN 1/2/3/4</td>
<td>On (Solid Green)</td>
<td>Link between your computer and your DSL modem is established</td>
<td>The physical connection between the DSL modem and PC is working properly.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>No link between your PC and your DSL modem</td>
<td>The physical connection between the DSL modem and your PC is disconnected or NOT working properly</td>
</tr>
<tr>
<td></td>
<td>Flashing Green</td>
<td>Traffic being transmitted over the LAN</td>
<td>The physical connection between the DSL modem and PC is working properly.</td>
</tr>
</tbody>
</table>

Check 3
Check the Data Rate at the bottom of the Status page.
If the numbers are approximately matched with the ADSL profile provided by your ISP (e.g. downstream 2Mbps and upstream 512kbps), that means the device is synchronized properly with the ISP and the quality of the ADSL line is essentially normal.
If the Data Rate number is N/A, it stands for the modem router is not synchronized with your ISP.
Please go to Resolution 3 – For ADSL Light Off.
Note 1

Open a web browser (either of Windows Internet Explorer, Mozilla Firefox, Apple Safari, Google Chrome, Opera or any other web browser), key in **192.168.1.1** in the address bar and press enter. The default username and password are both “admin” (all in lower case).

Refer to the following link for more details: [http://www.tp-link.com/support/showfaq.asp?id=87](http://www.tp-link.com/support/showfaq.asp?id=87)

Note 2

1. Go to **Quick Start**, select the correct **connection type** (PPPoE/PPPoA or the others), and then enter your local **VPI/VCI value** and **PPP username/password** (provided by your ISP), click Save; Refer to the Quick Installation Guide or [http://www.tp-link.com/support/showfaq.asp?id=204](http://www.tp-link.com/support/showfaq.asp?id=204) for more details;

2. Disable any firewall\wireless MAC filtering\wireless security in the configuration page;
   Please refer to the User Guide or Resolution 5 for more details.
Resolution 1

Some software or games requires the special ports to be opened on the modem router, for example: Web Server (TCP Port 80), FTP Server (TCP Port 21), Xbox Live (UDP Port 88\3074, TCP Port 3074), etc. Refer to the following link for the configuration: http://www.tp-link.com/support/showfaq.asp?id=205

Resolution 2

1. If the customer’s problem is not mentioned by this troubleshooting guide, please send an Email to support@tp-link.com for further assistance.
2. Call local technical support hot line, please refer to Appendix Q5 for details;

Resolution 3

1. **For Power Light Off:** Make sure that the power supply converter is plugged into a properly working electrical outlet. Check your power cable. Are you connected to a live electrical outlet? Are the connections secured? Is the modem turned on?
2. **For ADSL Light Off:** Verify that the ADSL modem router is correctly connected to the wall jack or the filter and that the cable does not have any visible damage. Replace any cable that appears damaged. Check the activity of the ADSL service with your ISP;

Resolution 4

1. **Check the physical connection** (Ethernet cable or wireless connection) between the PC and the modem router, make sure they are correctly connected.
2. **Check the IP address of the PCs,** ensure it is in the same subnet range (192.168.1.x) with the modem router.
   - For Windows XP: http://www.tp-link.com/support/showfaq.asp?id=145
3. **Hard Reset:** if the custom forgot the login account of the modem router or the default username & password were rejected by the device, please try the Hard Reset as follow:
   - **While the modem router is powered on,** press and hold the reset button on its rear panel with a pin for 8s-10s, and then release the reset button.
   - Wait for 2 minutes, try to login to the device (http://192.168.1.1) again by the default username and password (admin/admin); Refer to the Appendix Q1 or the link below for more details: http://www.tp-link.com/support/showfaq.asp?id=140

**Please Note:** The modem router needs to be re-configured after the Hard Reset as the previous configurations were removed.
Resolution 5

1. Go to the Status page, click System Log, and check the log whether reports “PAP: login to remote failed; please check user/pswd” which means the PPP username and password are incorrect. If so, please go through the Quick Start again and enter the correct PPP username/password and VPI/VCI values.

2. Check the Access Management – Filter page, check the active IP/MAC filter rules, you can remove all the rules or change them to “Active – No” for troubleshooting purpose.
3. Check the **Access Management – Filter** page, check the active **URL filter** rules, you can remove all the rules or change them to “**Active – No**” for troubleshooting purpose.

4. Go to the **Interface Setup – Wireless** page, make sure that **Access Point is Activated**, **SSID is broadcasted**, ** Authentication is correct or deactivated**, **Wireless MAC Address Filter is Deactivated**.
Appendix - FAQ

Q1. How do I restore my modem’s configuration to its factory default settings?

With the Router powered on, press and hold the Reset button on the rear panel for 8 to 10 seconds before releasing it.

Press it for 8 to 10 seconds

Note: Once the Router is reset, the current configuration settings will be lost and you will need to re-configure the router.

Q2. What can I do if I don’t know or forgot my password?

1) Restore the Router’s configuration to its factory default settings. If you don’t know how to do that, please refer to section Q1.
2) Use the default user name and password: admin, admin.

Q3. Why can’t I open some websites like www.msn.com or it opens very slowly?

Some website or routers requires lower MTU size, please change the default 1480 bytes to lower and try again.

1) Login to the Web-based configuration page and go to Interface Setup – Internet;
2) Locate the TCP MTU Option and change the default MTU size to 1440 or lower.
Q4. What can I do if I cannot access the web-based configuration page?

1) Configure your computer's IP Address (TCP/IP settings);

For Windows XP OS

Go to Start > Control Panel, you will then see the following page.

Click **Network and Internet Connections**

Click **Network Connections**

Right-click **Local Area Connection**

Click **Properties**

Pick a category

- Network and Internet Connections
- Appearance and Themes
- User Accounts
- Date, Time, Language, and Regional Options
- Sounds, Speech, and Audio Devices
- Accessibility Options
- Security Center

Pick a task...

- Set up or change your Internet connections
- Create a connection to the network at your workplace
- Set up or change your home or small office network
- Set up a wireless network for a home or small office
- Change Windows Firewall settings

or pick a Control Panel icon

- Network Connections
- Network Setup Wizard
- Windows Firewall
- Wireless Network Setup Wizard
Double-click **Internet Protocol (TCP/IP)**

Select **Obtain an IP address automatically**

Select **Obtain DNS server address automatically**

Click **OK**
For Windows Vista OS

Go to Start > Settings > Control Panel

Click View network status and tasks

Click View status
Click Properties

3) Configure your IE browser

Open your Internet Explorer web browser, click **Tools** tab and you will see the following screen.

Click **Internet Options**
Now, try to log on to the Web-based configuration page again after the above settings have been configured. If you still cannot access the configuration page, please restore your modem router’s factory default settings and reconfigure the device again.

Q5. How to get the technical support from TP-LINK?

- To download the latest Firmware, Driver, Utility and User Guide, please go to
  www.tp-link.com/support/download.asp

- For basic configuration, more FAQs, please go to
  www.tp-link.com/support/faq.asp

- 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, 7days a week

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

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

  **Australia & New Zealand**
  Tel: AU 1300 87 5465
  NZ 0800 87 5465
  E-mail: support@tp-link.com.au
  Service time: Monday to Friday
  9:00 AM to 9:00 PM AEST

  **Germany / Austria / Switzerland**
  Tel: +49 1805 875465 (German Service)
  E-mail: support.de@tp-link.com
  Service time: GMT+1 or GMT+2
  (Daylight Saving Time in Germany)
  Except bank holidays in Hesse