

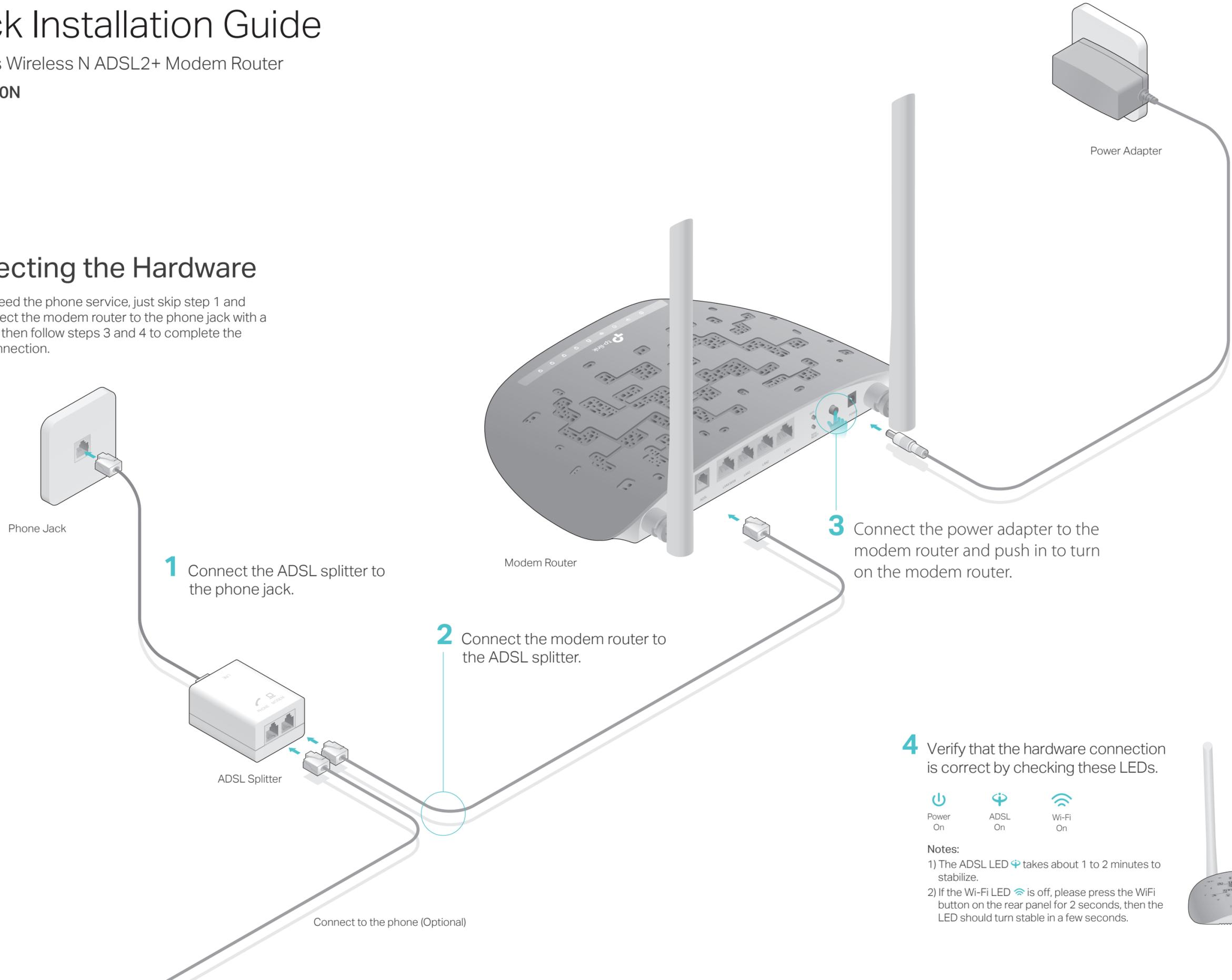
# Quick Installation Guide

300Mbps Wireless N ADSL2+ Modem Router

TD-W8960N

## 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.



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

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

**3** Connect the power adapter to the modem router and push in to turn on the modem router.

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



- Notes:**
- 1) The ADSL LED takes about 1 to 2 minutes to stabilize.
  - 2) If the Wi-Fi LED is off, please press the WiFi button on the rear panel for 2 seconds, then the LED should turn stable in a few seconds.

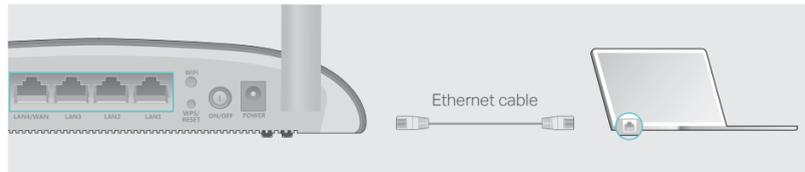


# Configuring the Modem Router

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

### • Wired

Connect a computer to the modem router and the LAN LED lights up.

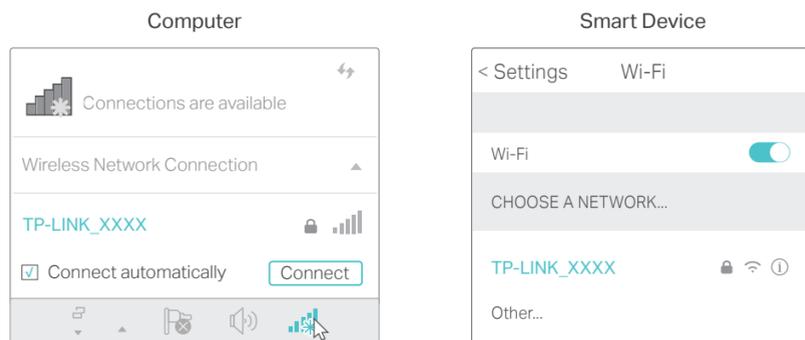


### • Wireless

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.



## 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.

VPI and VCI: \_\_\_\_\_ WAN Link Type: \_\_\_\_\_

Encapsulation Mode (optional): \_\_\_\_\_

If your WAN Link 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 **Log in**.

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

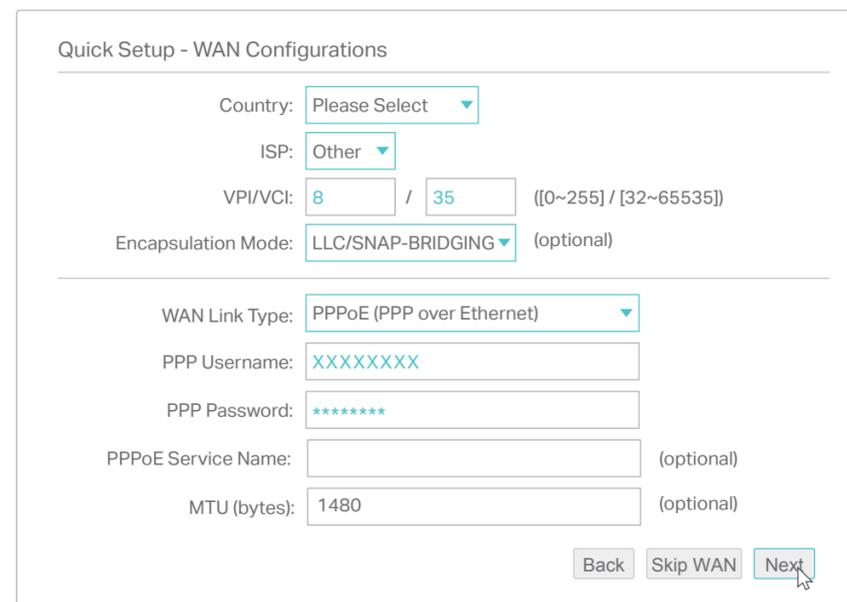


B Click **Next** to start **Quick Setup**, and select the WAN Type. Here we use ADSL WAN for demonstration. Then click **Next**.



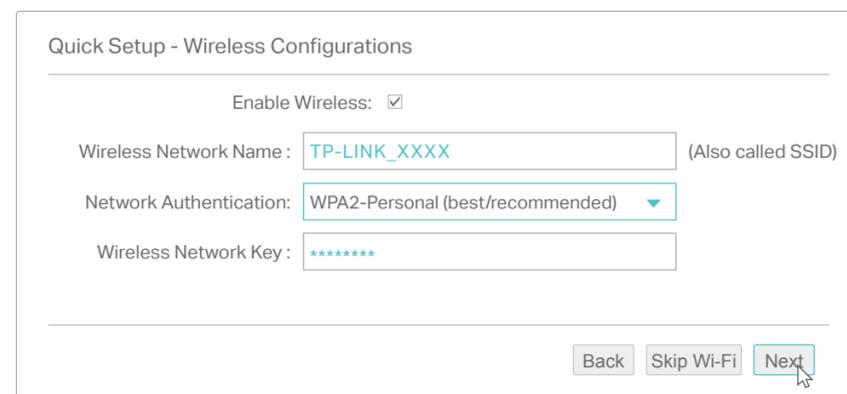
C Select your **Country** and **ISP** from the drop-down list. Complete the **WAN** settings with the information provided by your ISP and click **Next**. Here we use PPPoE for demonstration.

Note: All the internet settings in the figure below are used for demonstration only.



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

Note: You may personalize your wireless network name and key. Once done, you will have to reconnect to your Wi-Fi network using the new wireless network name and key.



E Check all the parameters and click **Confirm** 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 the computer's settings 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 in to 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 the computer's settings to obtain an IP address automatically from the modem router.
- A3. Consult your ISP and make sure all the VPI/VCI, WAN Link 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 persists.

## 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 more than 5 seconds until all LEDs turn on momentarily, then release the button.



A2. Log in to the web management page of the modem router, and go to **Management > Settings > Restore Default**, click **Restore Default Settings** and wait until the reset process is complete.

## 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 in to the modem router's web management page and go to **Wireless > Security** to retrieve or reset your wireless network password (also called WPA/WAPI passphrase).

## 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 > DSL**, untick all the modulation options except **G.Dmt Enabled**, **ADSL2 Enabled** and **AnnexL Enabled** and click **Save/Apply**.
- A3. Restore your modem router to its factory default settings by referring to FAQ > Q3.
- 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. Please contact our Technical Support if the problem persists.

For technical support and other information, please visit <http://www.tp-link.com/support>, or simply scan the QR code.

