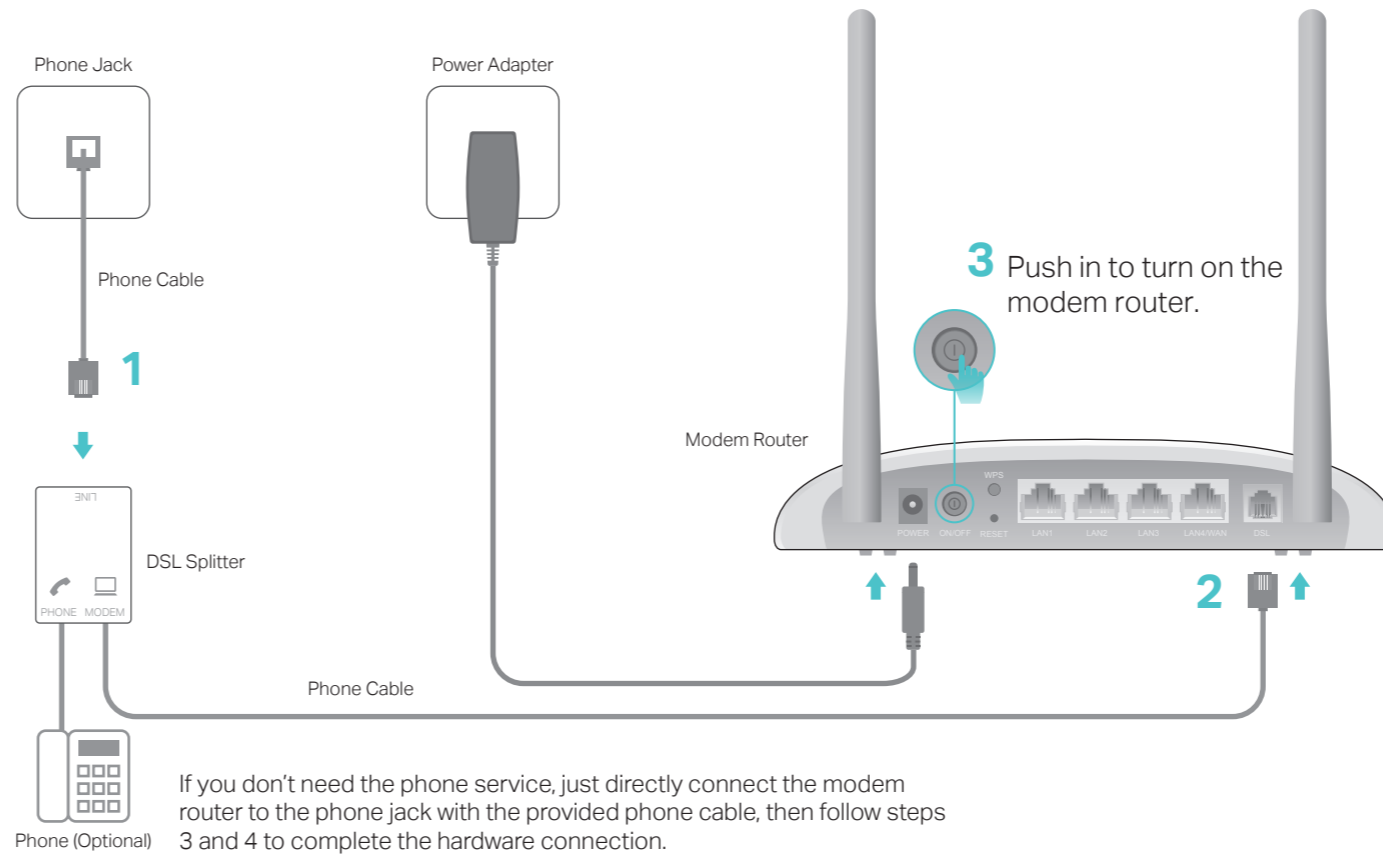


# Quick Installation Guide

300Mbps Wireless N VDSL/ADSL  
Modem Router

TD-W9960

## 1. Connect the Hardware



4 Wait about 1 to 2 minutes, then verify that the LED is slowly flashing red before continuing.



Note: If the LED turns solid red, please refer to FAQ > Q2.

## 2. Configure the Modem Router

### Before You Start

1. You'll usually need an internet service username and password, given to you by your internet service provider (ISP) when you first signed up with them. If you are unsure, please check with your ISP.
2. Find the product label at the bottom of your router. Printed on the label are your router's default SSID (network name) and wireless password.



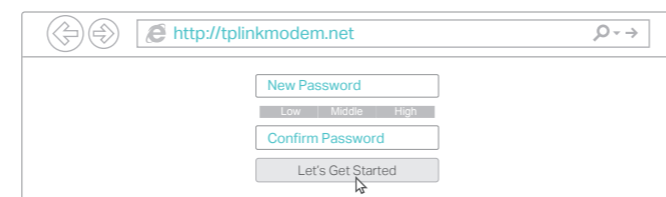
### Method 1: Via Web Browser

1. Connect your device to the router using an Ethernet cable or wirelessly. SSID (network name) and Wireless Password are on the product label.



2. Launch a web browser and type in <http://tplinkmodem.net> or 192.168.1.1. Create a password and get started.

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

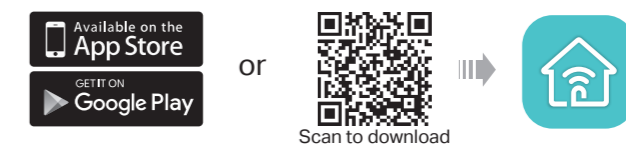


3. Follow the step-by-step instructions to set up an internet connection and register the TP-Link Cloud service.

😊 Now you can enjoy your internet.

### Method 2: Via TP-Link Tether App

1. Download the TP-Link Tether app.



2. Connect your smartphone to the router. SSID (network name) and Wireless Password are on the product label.

3. Launch the Tether app and select TD-W9960.



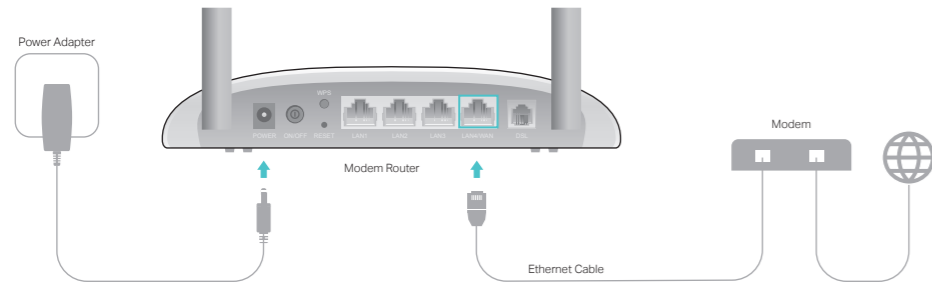
4. Follow the steps to connect to the internet and register the TP-Link Cloud service.

😊 Now you can enjoy your internet.

## Already have a modem?

If you already have a modem or your internet comes directly from an Ethernet wall outlet, you can use TD-W9960 purely as a wireless router.


1. Connect the hardware and wait about 1 minute for the router to start up.



2. Connect your device to the router via an Ethernet cable or wirelessly.  
The SSID (network name) and wireless password are printed on the product label at the bottom of your router.
3. Launch a web browser and type in <http://tplinkmodem.net> or **192.168.1.1**. Create a password for router management and get started.  
Note: If the login page does not appear, please refer to FAQ > Q1.



4. Follow the Quick Setup and select **Wireless Router Mode** to connect to the internet.  
If there is no **Operation Mode** selection page in the Quick Setup, go to the **Advanced > Operation Mode** page and switch to **Wireless Router Mode**, then go to **Basic > Internet** to finish the set up.

 Now you can enjoy the internet.

## TP-Link Cloud Service

TP-Link Cloud service provides a better way to manage your cloud devices. For example:



### Remote Management

Easily manage your home network when you are out and about via the Tether app on your smartphone or tablet.

### Timely Upgrade Notifications

Keep informed of the latest firmware updates, ensuring that your router stays at its best.


### One for All

Manage multiple TP-Link Cloud devices, all from a single TP-Link ID.

You can set up and enjoy cloud functions via the **Tether app** or through the web management page at <http://tplinkmodem.net>.

To learn more about TP-Link Cloud service and other useful features supported by the modem router (including Guest Network, Parental Controls, Access Control and more), please refer to the **User Guide** at this product's Support page at [www.tp-link.com](http://www.tp-link.com).

## Support

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



## LED Indicators

Color	Status	Indication
	Flashing Slowly	The system is initializing. Or DSL synchronization completes but there is no internet connection.
Red	Flashing Quickly	DSL synchronization is in progress.
	On	DSL synchronization failed, or there is no internet connection.
	On	Internet connection is available.
Green	Flashing Slowly	The firmware is being upgraded. Do not disconnect or power off the modem router.
	Flashing Quickly	A wireless device is connecting to the network via WPS, or the system is being reset.

## Button Legend

Button	Description
WPS	Press to start a WPS synchronization.
RESET	Press and hold for approximately 2 seconds to restore the modem router to its factory default settings.
ON/OFF	Press to power on or off the modem router.

## FAQ (Frequently Asked Questions)

### Q1. What should I do if I cannot access the web management page?

- A1. If the computer is set to a static IP address, change its settings to obtain an IP address automatically.
- A2. Make sure <http://tplinkmodem.net> or <http://192.168.1.1> is correctly entered in the web browser.
- A3. Use another web browser and try again.
- A4. Reboot your modem router and try again.
- A5. Disable then enable the network adapter in use.

### Q2. What should I do if the LED turns solid red?

- A1. Check your cables and make sure they are all plugged in correctly, including the telephone lines and power adapter.
- A2. Restore your modem router to its factory default settings.
- A3. Remove the DSL splitter, directly connect the modem router to the phone jack and follow this guide to reconfigure the modem router.
- A4. Contact your ISP (internet service provider) to check the status of your DSL line.
- A5. If the problem persists, contact our Technical Support.

### Q3. What should I do if I cannot access the internet?

- A1. Make sure all telephone and Ethernet cables are correctly and securely connected to the modem router.
- A2. Try to log in to the web management page of the modem router using the default address at <http://tplinkmodem.net> or <http://192.168.1.1>. If you cannot, change your computer settings to obtain an IP address automatically from the modem router. If you can, try the steps below.
- A3. Ask your internet service provider for the VPI/VCI (or VLAN ID), connection type, internet service username and password, and make sure all are correctly entered into your router's management page.
- A4. Restore the modem router to its factory default settings and reconfigure it by following the instructions in this guide.
- A5. Please contact our Technical Support if the problem persists.

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

- A1. If you are using a TP-Link ID to log in, click **Forgot password** on the login page and then follow the instructions to reset it.

- A2. Alternatively, restore the modem router to its factory default settings and then set a new password.

#### • For the Wi-Fi network:

- A1. The default Wireless Password/PIN can be found on the product label at the bottom of the modem router.
- A2. If the default wireless password has been changed, log in to the web management page and go to **Basic > Wireless** to retrieve or reset your password.

### Q5. How do I restore the modem router to its factory default settings?

- A1. With the modem router powered on, press and hold the **RESET** button on the modem router for approximately 2 seconds until the LED quickly flashes, then release the button.



RESET Button: Press & Hold for 2 Seconds

- A2. Log in to the web management page of the modem router. Go to **Advanced > System Tools > Backup & Restore** and click **Factory Restore**. The modem router will restore and reboot automatically.