

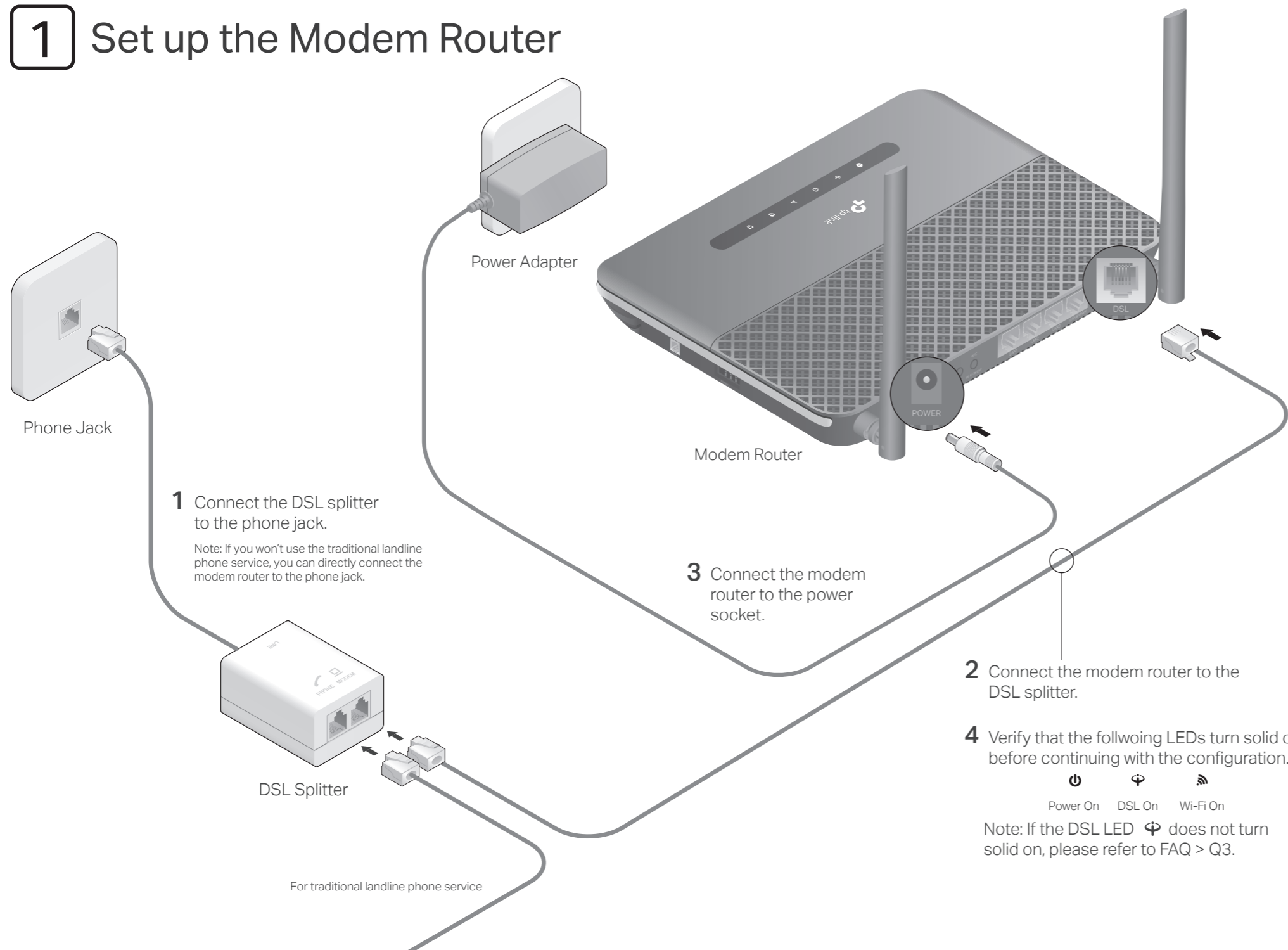
Quick Installation Guide

DSL Modem Router

TD-W9960v

*Images may differ from actual product.

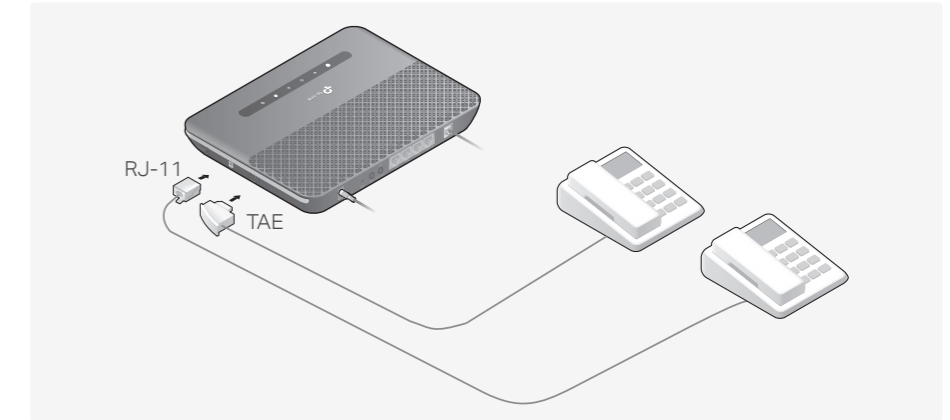
1 Set up the Modem Router




2 Connect the Phone

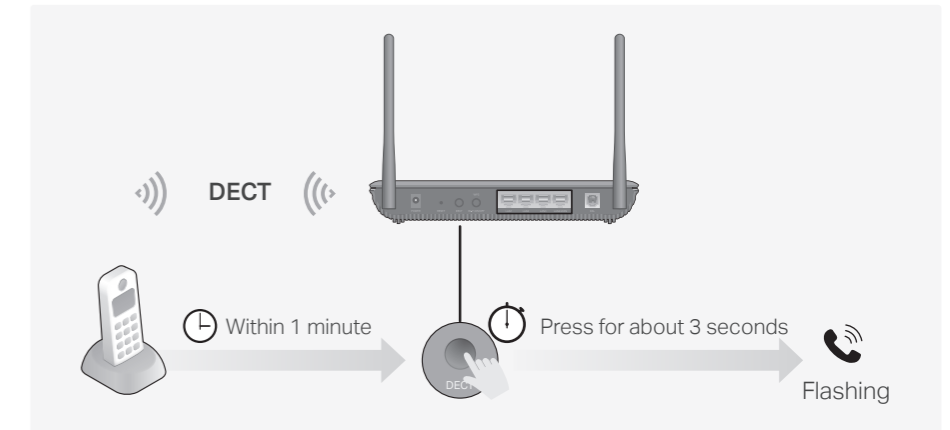
Analog Phone

Connect your analog phones to the RJ11 port on the side panel of the modem router.



DECT Cordless Phone

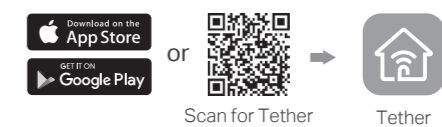
A Open the registration page on your cordless phone. Press and hold the DECT button on the modem router for about 3 seconds until the Phone LED  flashes.



B Enter the PIN (Default: 0000) on the cordless phone if required.

Tether App

You can easily manage your network through the TP-Link Tether app. Search for Tether on the Apple App Store or Google Play, or simply scan the QR code.



3 Configure the Modem Router

Before You Start

- Most internet service providers (ISPs) will provide a username and password for their service when you first sign up with them. If you are unsure, please check with your ISP.
- If you are using telephony function, you'll need to register your phone number on the modem router. Please find your phone information before continuing.

1 Connect your device to the modem router via a wired or wireless connection.

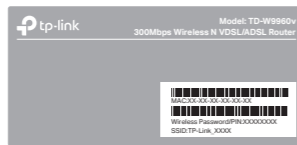


Wired

Connect the computer to the LAN port of your modem router via an Ethernet cable.

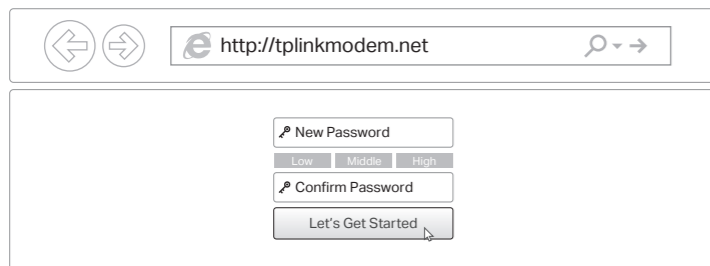
Wireless

- Find the SSID (network name) and password printed on the label at the bottom of the modem router.
- Click the network icon on your computer or go to the Wi-Fi settings of your smart device, then select the SSID to join the network.



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

Note: If the login window does not appear, please refer to [FAQ > Q1](#) in this guide.



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

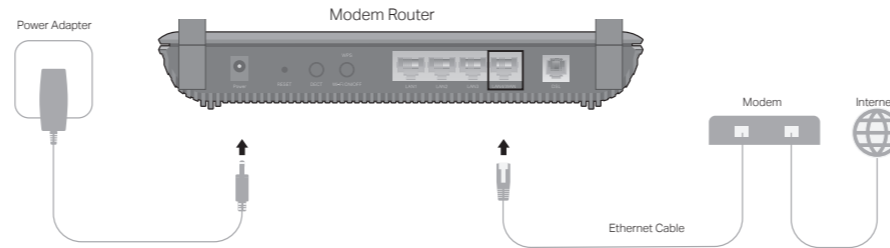
😊 Enjoy the internet and your telephone service.

- Keep the device away from water, fire, humidity or hot environments.
- Do not attempt to disassemble, repair, or modify the device. If you need service, please contact us.
- Do not use any other chargers than those recommended.
- Do not use damaged charger or USB cable to charge the device.
- Do not use the device where wireless devices are not allowed.
- Adapter shall be installed near the equipment and shall be easily accessible.

Already have a modem?

If you already have a modem or your internet comes directly from an Ethernet wall outlet, you can switch to Wireless Router mode. Follow the steps below to set up.

1 Connect the hardware and wait until the Power LED becomes stable.



2 Connect your device to the modem router via an Ethernet cable or wirelessly.

SSID (network name) and password are printed on the label at the bottom of the modem router.

3 Connect your modem router to the internet.

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

Note: If the login page does not appear, please refer to [FAQ > Q1](#).



B. Follow the Quick Setup and select **Wireless Router Mode** to complete the configuration. 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 click **Quick Setup** on the top page and follow the instructions to complete the configuration.

😊 Enjoy!

LEDs

Name	Status	Indication
Power	On	The system has started up.
	Blinking	The system is starting up or the firmware upgrade is in progress. Do not disconnect or power off the Modem Router.
	Off	Power is off.
DSL	On	DSL synchronization is complete.
	Blinking	DSL synchronization is in progress.
	Off	DSL synchronization failed.
Internet	On	Internet service is available.
	Off	No internet connection.
Wi-Fi	On	Wireless function is working properly.
	Blinking Off	WPS connection is in progress (about 2 minutes). Wireless function is disabled.
Phone	On	The phone is off-hook or DECT cordless phone is busy.
	Blinking	The phone is ringing or DECT cordless phone is ringing or registering.
LAN	Off	The phone is on-hook.
	On Off	At least one LAN port is connected. No LAN port is connected.

FAQ (Frequently Asked Questions)

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

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

Q2. What should I do if I cannot access the internet?

- Make sure all telephone and Ethernet cables are correctly and securely connected to the modem router.
- 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.
- 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 the management page of your modem router.
- Restore the modem router to its factory default settings and reconfigure it by following the instructions in this guide.
- If the problem persists, contact our Technical Support.

Q3. What should I do if the DSL LED does not turn solid on?

- Check your cables and make sure they are all plugged in correctly, including the telephone lines and power adapter.
- Restore your modem router to its factory default settings.
- Contact your ISP (internet service provider) to check the status of your DSL line.
- If the problem persists, contact our Technical Support.

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

- For the web management page:
 - 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.
 - Alternatively, restore the modem router to its factory default settings and then set a new password.
- For the Wi-Fi network:
 - The default Wi-Fi Password/PIN can be found on the product label at the bottom of the modem router.
 - 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?

- With the modem router powered on, use a pin to press and hold the **RESET** button until all LEDs turn on momentarily, then release the button. The modem router will reboot.
- 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.

To communicate with TP-Link users or engineers, visit <https://community.tp-link.com> to join TP-Link Community.

For technical support, replacement services, user guides, and other information, please visit <https://www.tp-link.com/support>.

If you have any suggestions or needs for our product guides, you are welcome to email techwriter@tp-link.com.cn.

