
TP-LINK TD-W8901G

Wireless Modem Router

Advanced Troubleshooting Guide

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Version 1.0

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The Reliable Choice

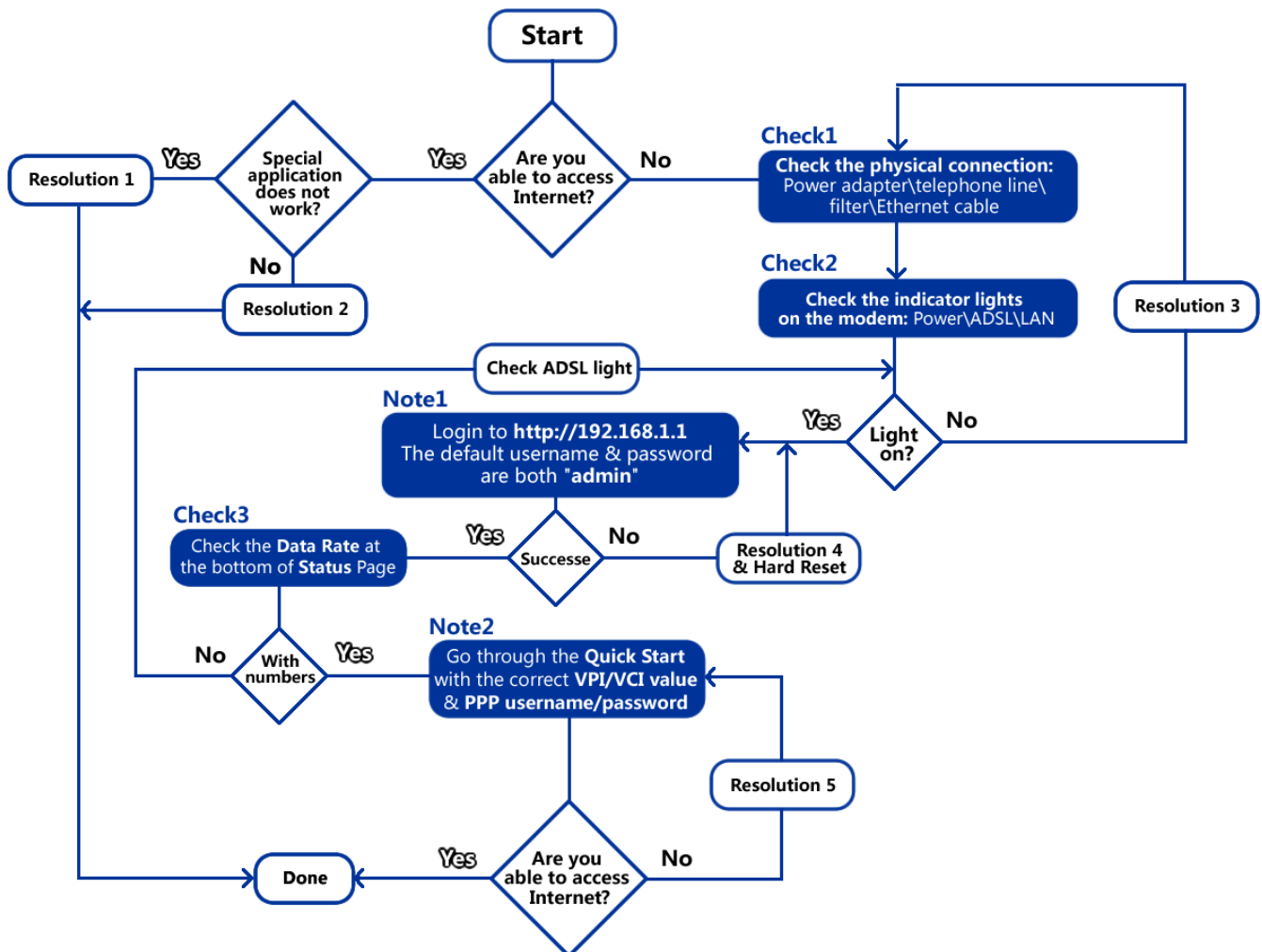
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Summary

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](#)

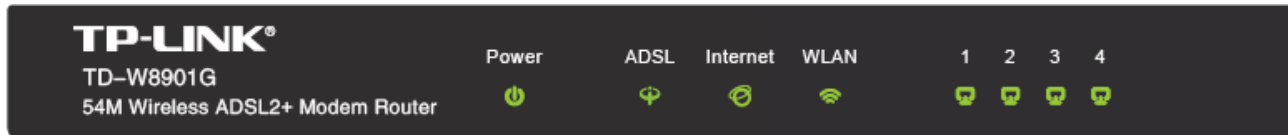
[Resolution1](#) [Resolution2](#) [Resolution3](#) [Resolution4](#) [Resolution5](#)

Check 1

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.

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

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](#).

TP-LINK ADSL Router

Quick Start | Interface Setup | Advanced Setup | Access Management | Maintenance | **Status** | Help

Device Info | System Log | Statistics

Step 2

Device Information

Firmware Version : TMNet_TP_20090827
MAC Address : 00:25:86:d8:10:9e

LAN

IP Address : 192.168.1.1
Subnet Mask : 255.255.255.0
DHCP Server : Enabled

WAN

PVC	VPI/VCI	IP Address	Subnet	GateWay	DNS Server	Encapsulation	Status
PVC0	0/35	N/A	N/A	N/A	N/A	Bridge	Up
PVC1	8/35	N/A	N/A	N/A	N/A	Bridge	Up
PVC2	0/32	N/A	N/A	N/A	N/A	Bridge	Up
PVC3	8/32	N/A	N/A	N/A	N/A	Bridge	Up
PVC4	0/100	N/A	N/A	N/A	N/A	Bridge	Up
PVC5	8/81	N/A	N/A	N/A	N/A	Bridge	Up

ADSL

ADSL Firmware Version : FwVer:3.11.2.172_IC3086 HwVer:T14.F7_5.0
Line State : Showtime
Modulation : ADSL2 PLUS
Annex Mode : ANNEX_A

	Downstream	Upstream	
SNR Margin :	38.5	26.7	db
Line Attenuation :	15.3	4.2	db
Data Rate :	2048	508	kbps
Max Rate :	23954	1156	kbps
POWER :	16.6	11.3	dbm
CRC Down/Up(db) :	0	0	db

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>

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> 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>
For Windows Vista: <http://www.tp-link.com/support/showfaq.asp?id=94>
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

- 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**.

The screenshot shows the TP-LINK ADSL Router web interface. The 'Status' tab is selected, and the 'System Log' sub-tab is active. The log contains several entries, with the following error messages highlighted:

```

1/1/2000 0:7:23> SNMP TRAP 3: link up
1/1/2000 0:7:23> Quick bridge not allow multi-channel
1/1/2000 0:7:23> bridge only stop
1/1/2000 0:7:23> SNMP TRAP 3: link up
1/1/2000 0:7:23> Quick bridge not allow multi-channel
1/1/2000 0:7:23> bridge only stop
1/1/2000 0:7:23> SNMP TRAP 3: link up
1/1/2000 0:7:23> Quick bridge not allow multi-channel
1/1/2000 0:7:23> bridge only stop
1/1/2000 0:7:23> SNMP TRAP 3: link up
1/1/2000 0:7:23> Quick bridge not allow multi-channel
1/1/2000 0:7:23> bridge only stop
1/1/2000 0:7:23> SNMP TRAP 3: link up
1/1/2000 0:7:26> PAP: login to remote failed; please
check user/pswd.
1/1/2000 0:7:32> Last errorlog repeat 1 Times
1/1/2000 0:7:34> PAP: login to remote failed; please
check user/pswd.
1/1/2000 0:7:44> Last errorlog repeat 3 Times
1/1/2000 0:7:46> PAP: login to remote failed; please
check user/pswd.
  
```

- 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.

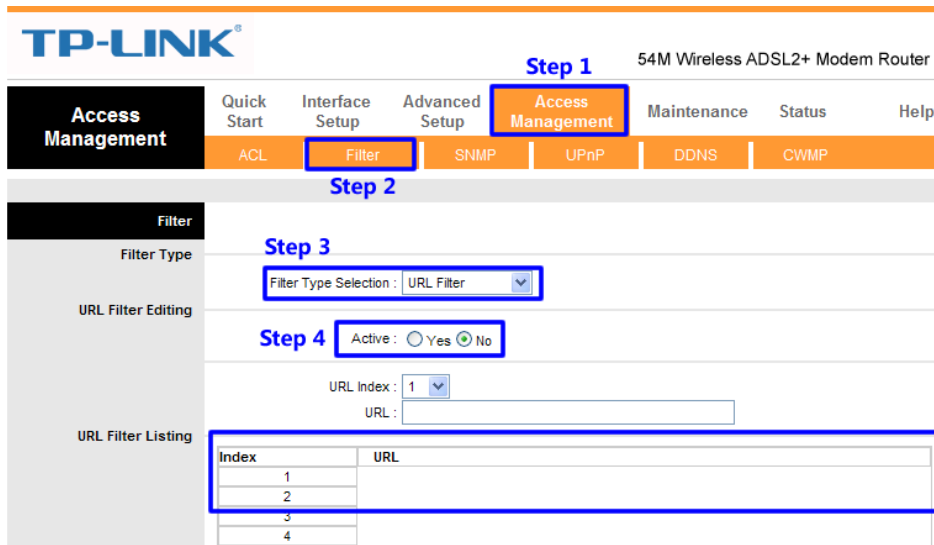
The screenshot shows the TP-LINK 54M Wireless ADSL2+ Modem Router web interface. The 'Access Management' tab is selected, and the 'Filter' sub-tab is active. The 'IP / MAC Filter Rule Editing' section shows the following configuration:

- IP / MAC Filter Rule Index: 1
- Rule Type: IP
- Active: Yes No
- Source IP Address: (0.0.0.0 means Don't care)
- Subnet Mask: (0 means Don't care)
- Port Number: 0 (0 means Don't care)
- Destination IP Address: (0.0.0.0 means Don't care)
- Subnet Mask: (0 means Don't care)
- Port Number: 0 (0 means Don't care)
- Protocol: TCP
- Rule Unmatched: Forward

The 'IP / MAC Filter Listing' section shows the following table:

#	Active	Src Address/Mask	Dest IP/Mask	Src Port	Dest Port	Protocol	Unmatched
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-

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.



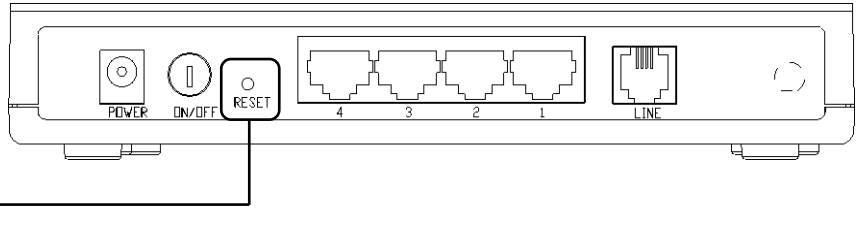
4. Go to the **Interface Setup – Wireless** page, make sure that **Access Point is Activated**, **SSID is broadcasted**, **Authentication is correct or deactivated**, **Wireless MAC Address Filter is Deactivated**



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.



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

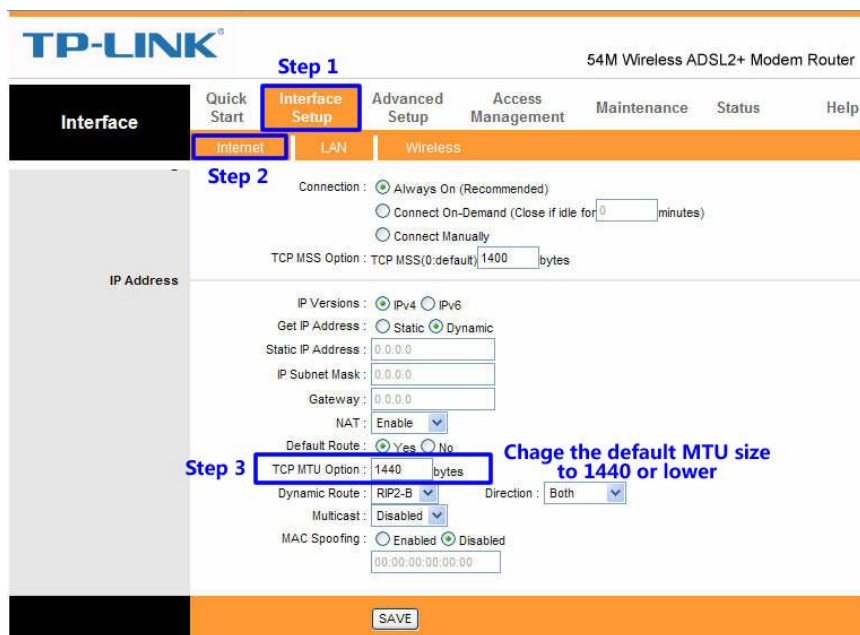
Q2. What can I do if I don't know or forgot my password?

- 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

Pick a category

- Appearance and Themes
- Printers and Other Hardware
- Network and Internet Connections**
- User Accounts
- Add or Remove Programs
- Date, Time, Language, and Regional Options
- Sounds, Speech, and Audio Devices
- Accessibility Options
- Performance and Maintenance
- Security Center

See Also

- Windows Update
- Help and Support
- Other Control Panel Options

Troubleshooters

- Home or Small Office Networking
- Internet Explorer
- Network Diagnostics

Pick a task...

- Set up or change your Internet connection
- 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

Click Network Connections

or pick a Control Panel icon

- Internet Options
- Network Connections**
- Network Setup Wizard
- Windows Firewall
- Wireless Network Setup Wizard

Right-click Local Area Connection

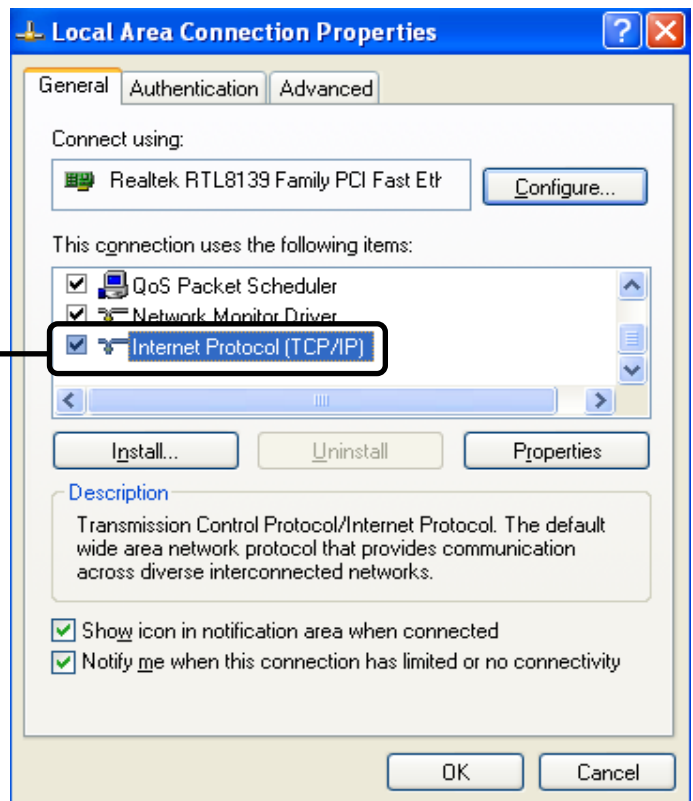
Click Properties

Network Tasks

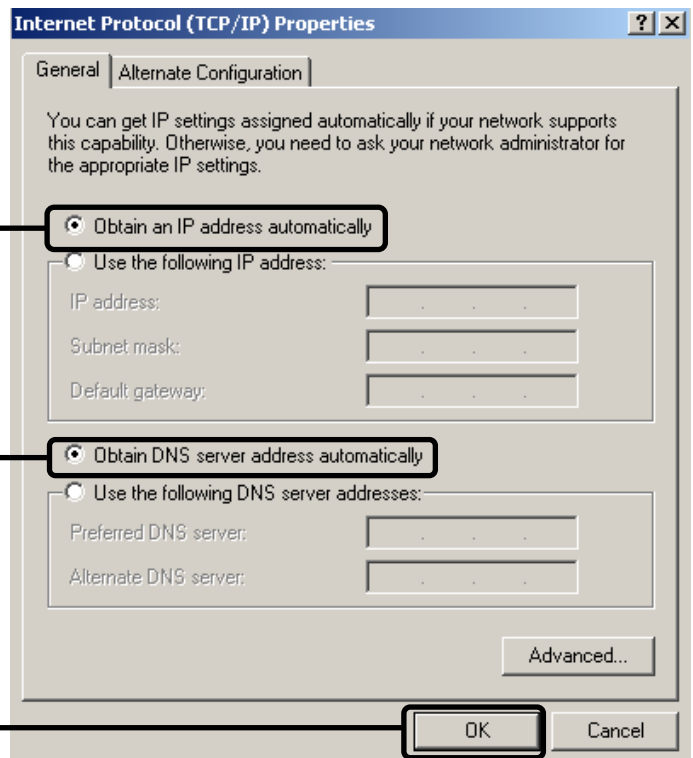
- Create a new connection
- Set up a home or small office network
- Change Windows Firewall settings
- Disable this network device
- Repair this connection
- Rename this connection
- View status of this connection
- Change settings of this connection

LAN or High-Speed Internet

- Local Area Connection Connected, Firewallled Realtek RTL8139 Family PCI E...
- Disable
- Status
- Repair
- Bridge Connections
- Create Shortcut
- Delete
- Rename
- Properties**



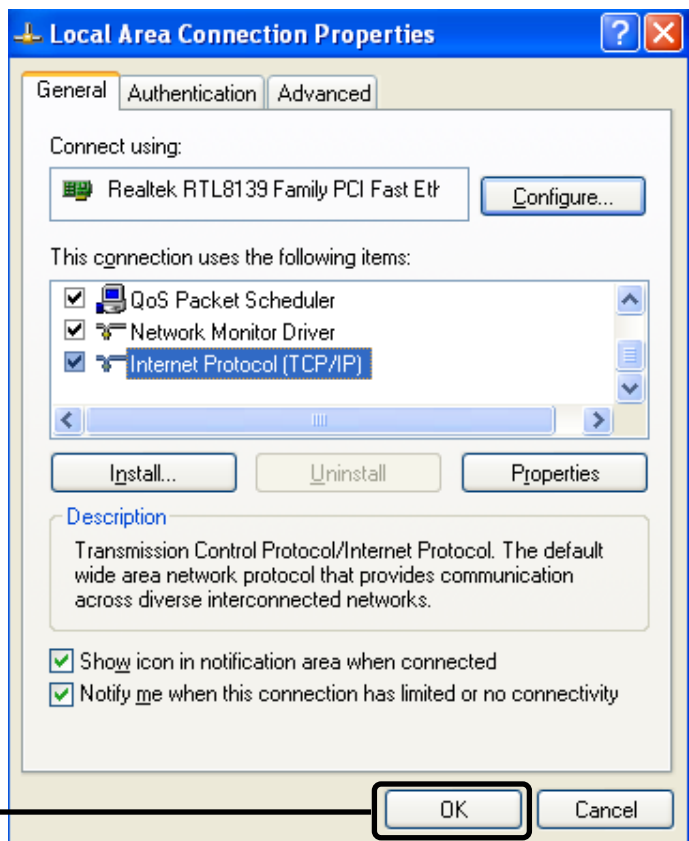
Double-click **Internet Protocol (TCP/IP)**



Select **Obtain an IP address automatically**

Select **Obtain DNS server address automatically**

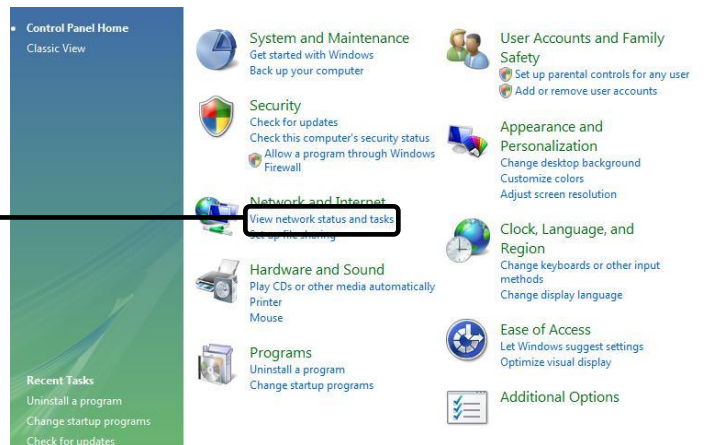
Click **OK**



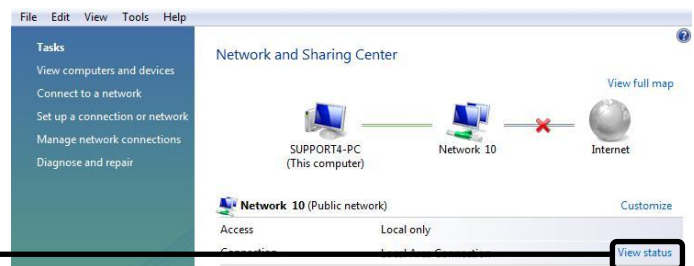
For Windows Vista OS

Go to **Start > Settings > Control Panel**

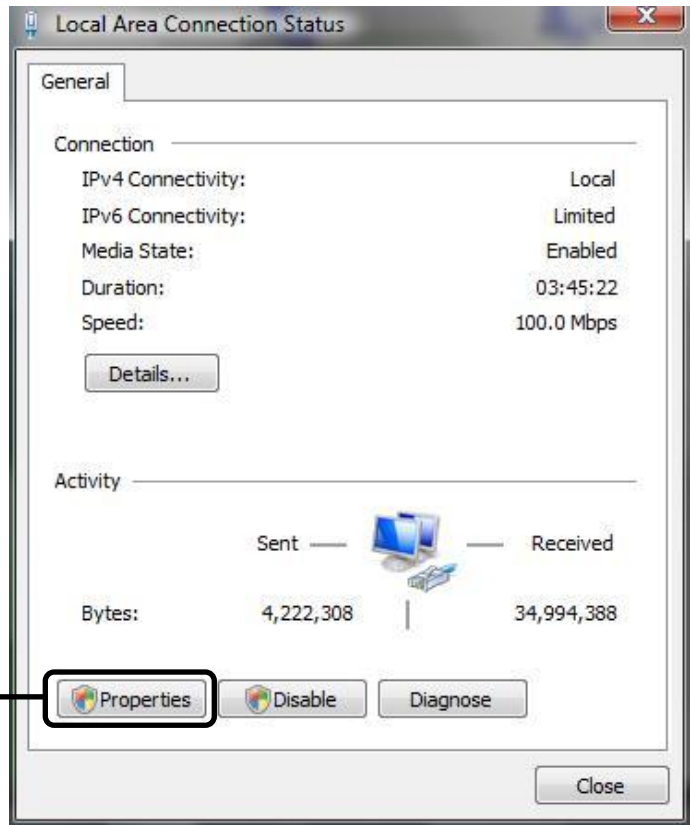
Click **View network status and tasks**



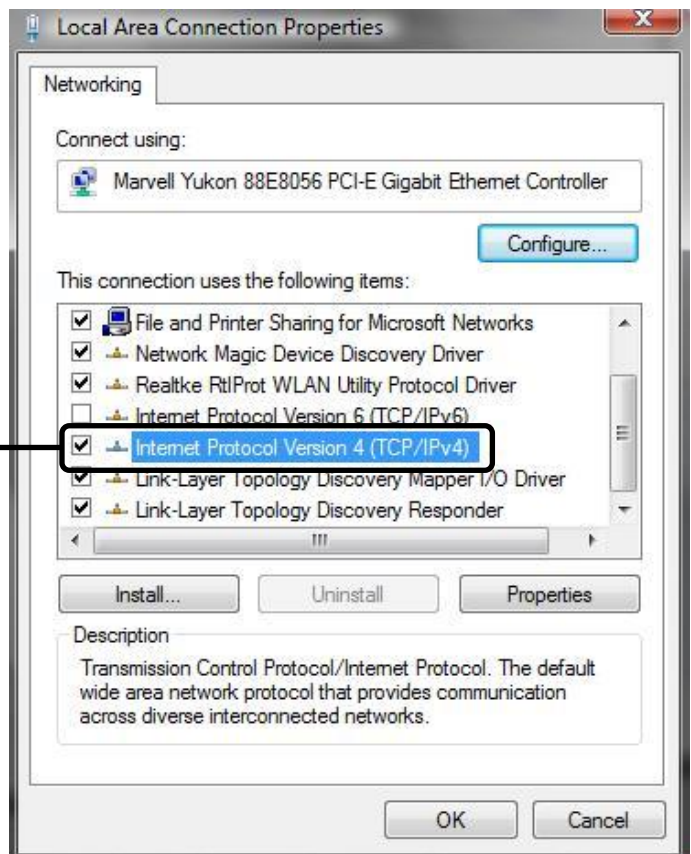
Click **View status**



Click **Properties**



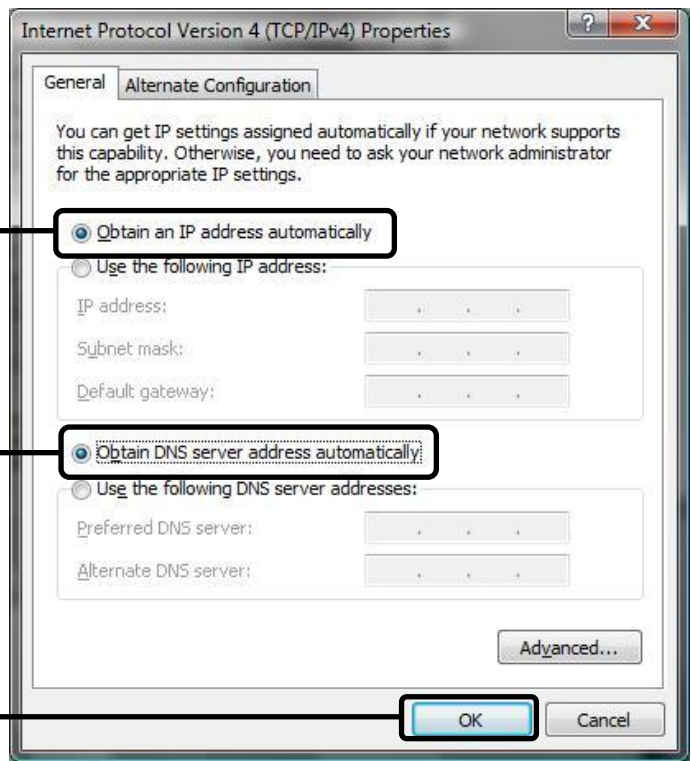
Double-click **Internet Protocol Version 4 (TCP/IPv4)**.



Select **Obtain an IP address automatically**

Select **Obtain DNS server address automatically**

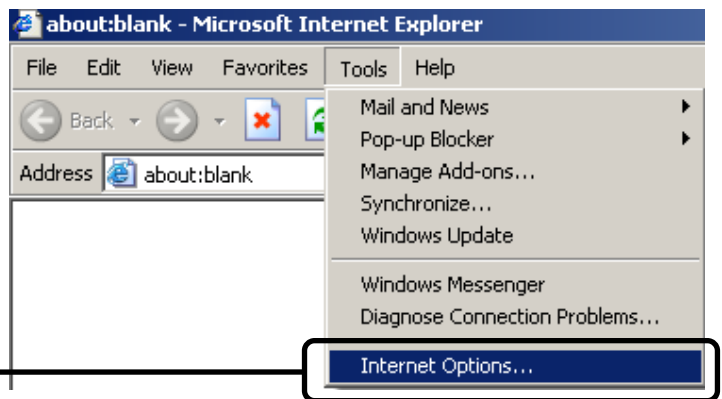
Click **OK**

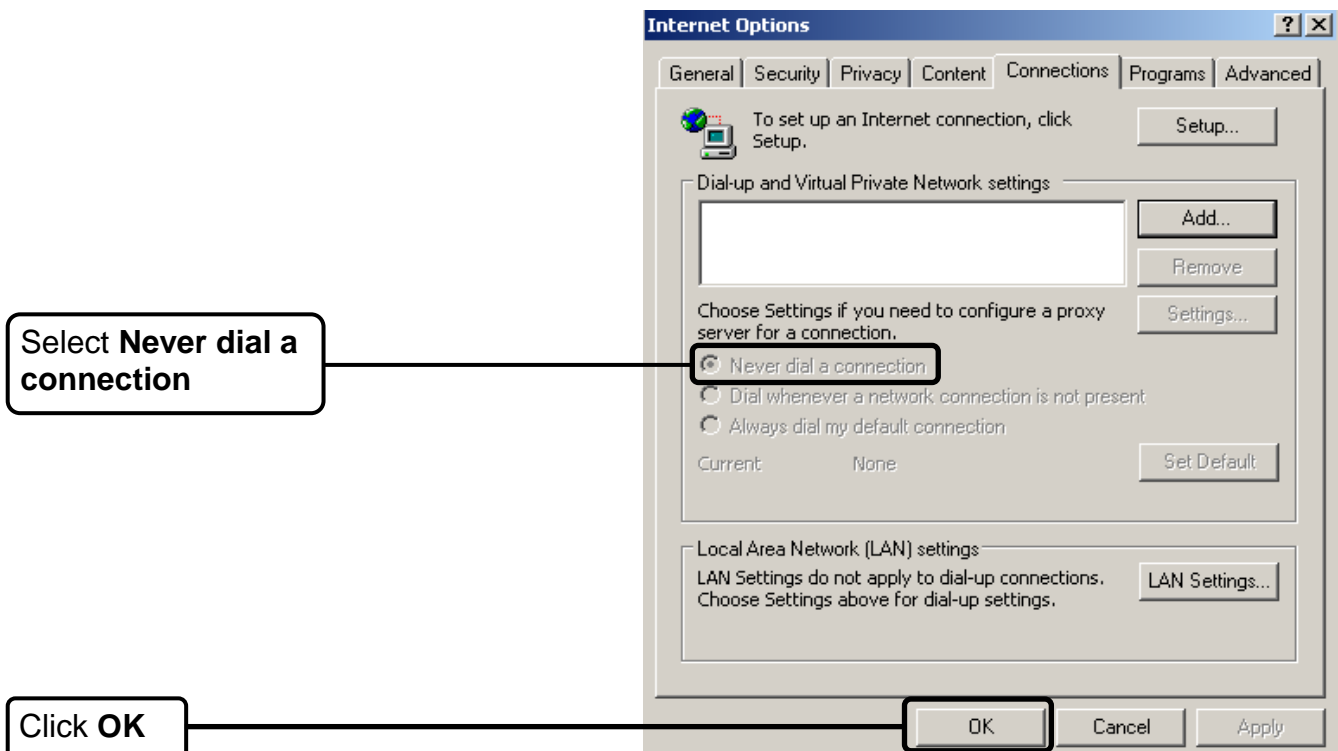


3) Configure your IE browser

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, 7 days a week

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@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
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Except bank holidays in Hesse

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