

SETUP & TROUBLESHOOTING

Reconfigure my router after a factory reset.

TP-Link router · setup & troubleshooting guide

If your TP-Link router has been factory-reset (someone hit the reset button, or it was unplugged and reset itself), you'll need to set it up again to work with our network. This guide walks through the full setup.

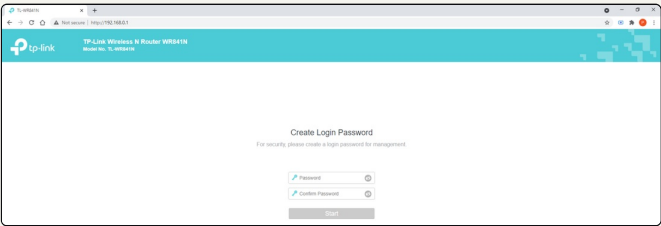
You'll need: a laptop or desktop computer that you can plug into the router with an ethernet cable. WiFi-only setup won't work for this.

Connecting your device

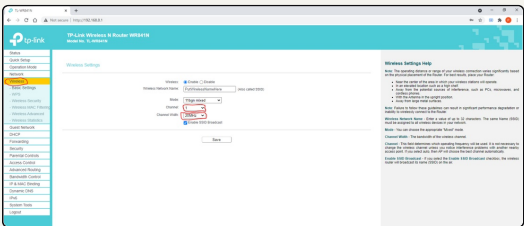
- 1 Unplug all cables from the router *except* the power cable. Plug your laptop or desktop into one of the **orange ports** on the back using an ethernet cable.
- 2 If you can't connect by cable, give us a ring on 0800 4 WIRELESS — we'll talk you through an alternative.

Configuring the router

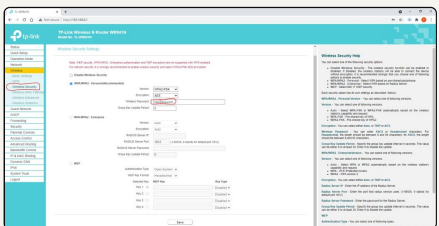
- 1 Open a web browser and type `192.168.0.1` in the address bar.
- 2 You'll be prompted to create a password. We use `admin1` by default. Type it twice, then click **Start**.



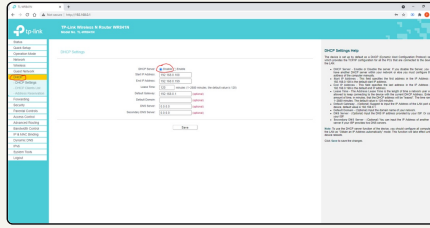
- 3 On the left-hand menu, click **Wireless**. In the centre, change **Wireless Network Name** to whatever you'd like (for example, `Smith Family WiFi`).
- 4 Set **Channel** to `1`, `6`, or `11`.
- 5 Set **Channel Width** to `20MHz`.



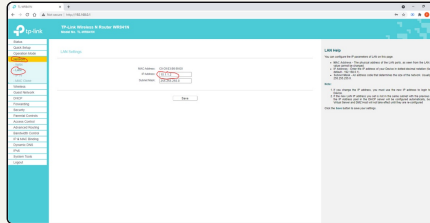
- 6 Click **Save**.
- 7 On the left, click **Wireless Security**. Set **Wireless Password** to whatever you'd like (must be at least 8 characters). Click **Save**.



8 On the left, click **DHCP**, then click **Disable**. Click **Save**.



9 On the left, click **Network** → **LAN**. Change the **IP Address** to **10.1.1.2**. Click **Save**.



10 The router will reboot. Once it's back, plug the cable from the **LAN** port of your POE injector into any of the **orange ports** on the router.

11 Make sure the POE has a light on top, and that the black cable from outside is plugged into the **POE** port (next to the **LAN** port).

12 Connect to your new WiFi network and check you've got internet.

If you get stuck at any step, give us a ring on 0800 4 WIRELESS and we can walk you through it. There are a lot of steps and a couple of them have to be exactly right for the router to work on our network.

NEED A HAND?

0800 4 WIRELESS

Sales Mon–Fri 9am–5pm. Support 7 days, 8am–8pm.