


Why cannot I find or connect to my wireless networks?

Troubleshooting

Updated 08-07-2018 07:02:18 AM  23587

This Article Applies to: 

Note: Before you do these troubleshooting, please kindly check whether the adapter you use is Archer T1U. For this model, it only supports 5GHz network. So if the router you use only provides 2.4GHz network, 'you can't find the 5GHz network any more.

Please enable hotspot via your phone and check whether it can be found by your adapter. If not, please refer to Q1; if yes, please refer to Q2.

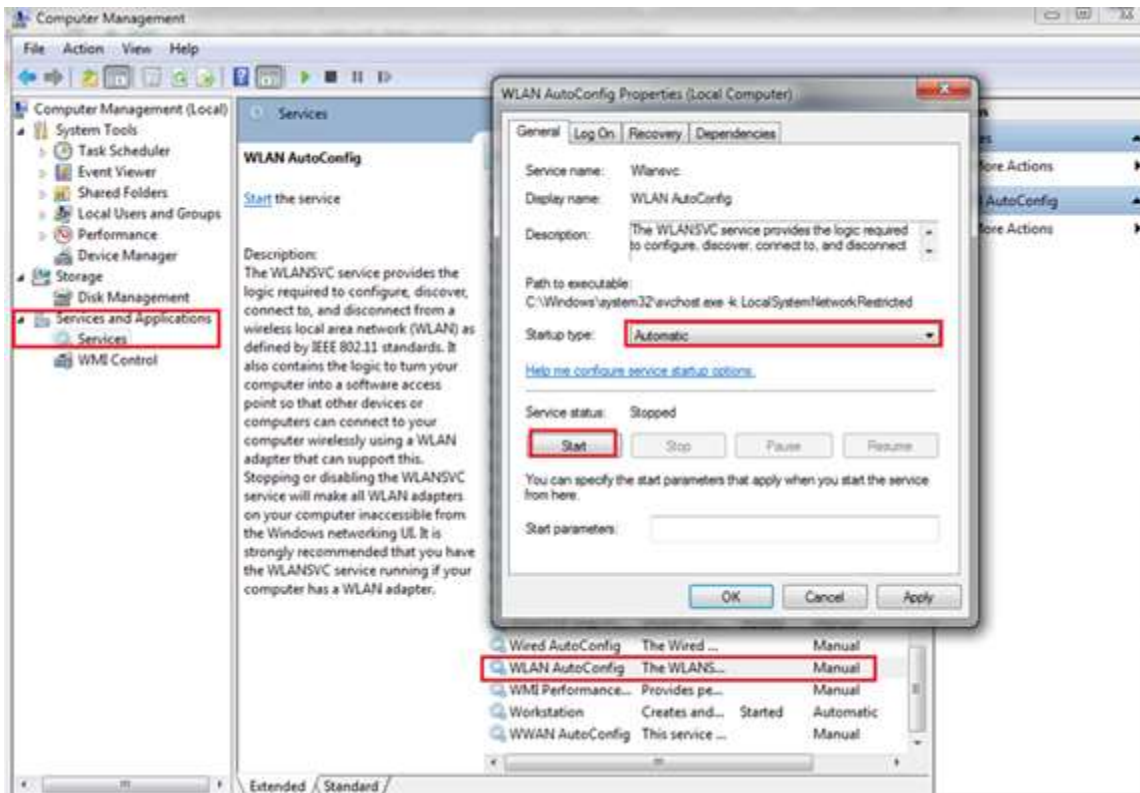
If you can find your wireless network but cannot connect to it, please refer to Q3.

Q1: Can NOT find ANY available wireless networks

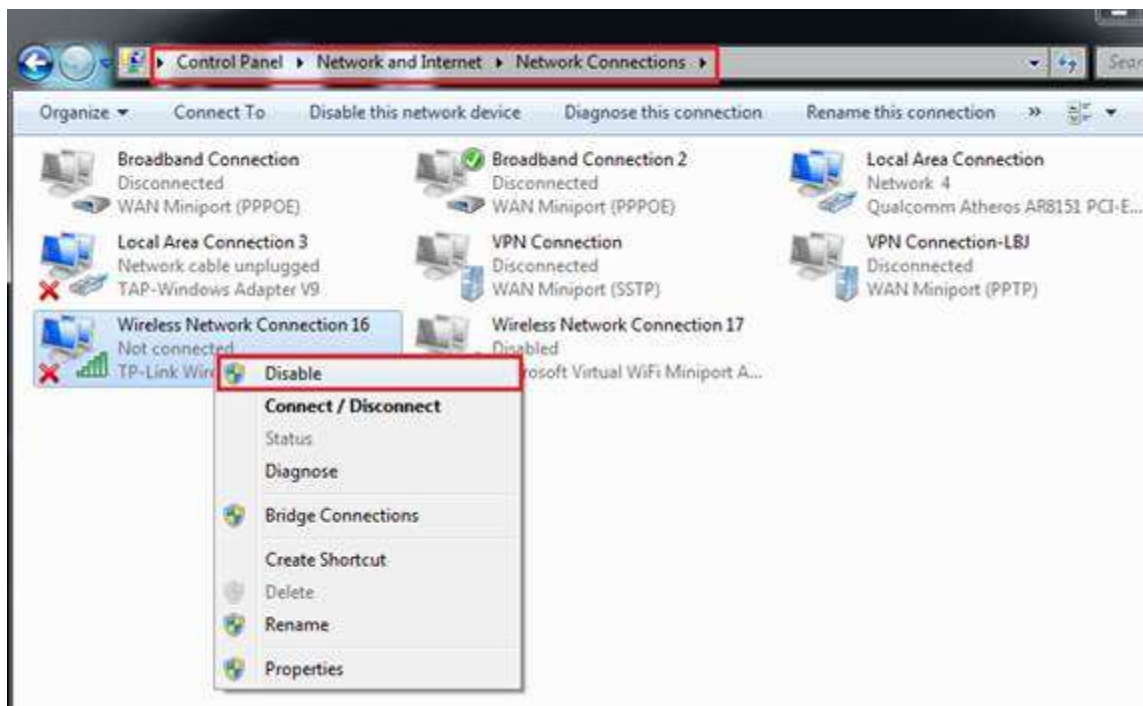
1) If you use other model (not Archer T1U) and your computer/device cannot detect any available wireless networks around, you will need to check the settings on your computer/device to make sure the wireless adapter is installed properly and enabled successfully. You can refer to these FAQs: [Windows](#), [Mac](#) for details.

2) Check whether the wireless switch is enabled.

3) Check the PC's services setting. Go to Start and right click Computer. Select and click Manage. And Computer Management window will appear. Under Services and Applications, click on Services. Scroll down and select WLAN AutoConfig. Make sure it starts and set the Startup type into "Automatic".



4) Go to Control Panel->Network and Sharing Center, try to disable this adapter and then re-enable it.



5) Contact the computer/wireless adapter/device's support for help if necessary.

Q2: Can find other networks, but cannot find my wireless network

1) Check the WLAN LED indicator on your wireless router/modem, and make sure it is on or flashing. Check Wi-Fi On/Off button and make sure Wi-Fi is enabled.



2) Check whether you have disabled the SSID broadcast on your router. If Hide SSID is selected, you can't find your networks any more.



3) Make sure your computer/device is still within the range of your router/modem. Try moving closer if you are currently too far away.

4) Check the wireless router settings: your Wireless Name, whether the Region/Country is selected correctly and wireless network is set to broadcast. Please contact your router's support for help if you are not sure how to check router's settings.

Note: Different countries have different laws about wireless channels. For example, the USA allows 2.4GHz channel from 1 to 11, while UK allows from 1 to 13. If you select the Region as UK or the Channel as 12/13 while you are in USA, your computer might not be able to pick up the signal. For more information, please click [here](#).

Q3: Can find my wireless network, but cannot connect to it

1) Authenticating problem, password mismatch

Sometimes it will ask you to type in a PIN number when you connect to the wireless network for the first time. This PIN number is different from the Wireless Password/Network Security Key. Usually you can only find it on the back panel of your wireless router/modem. If you cannot find the PIN or PIN incorrect, you may choose "Connecting using a security key instead", and then type in the Network Security Key/Wireless Password.



If it continues on saying network security key mismatches, it is suggested to confirm the wireless password on your wireless router/modem. Please contact your router's support for help if you don't know how to confirm the wireless password.

Note: Wireless password/Network Security Key is case sensitive.

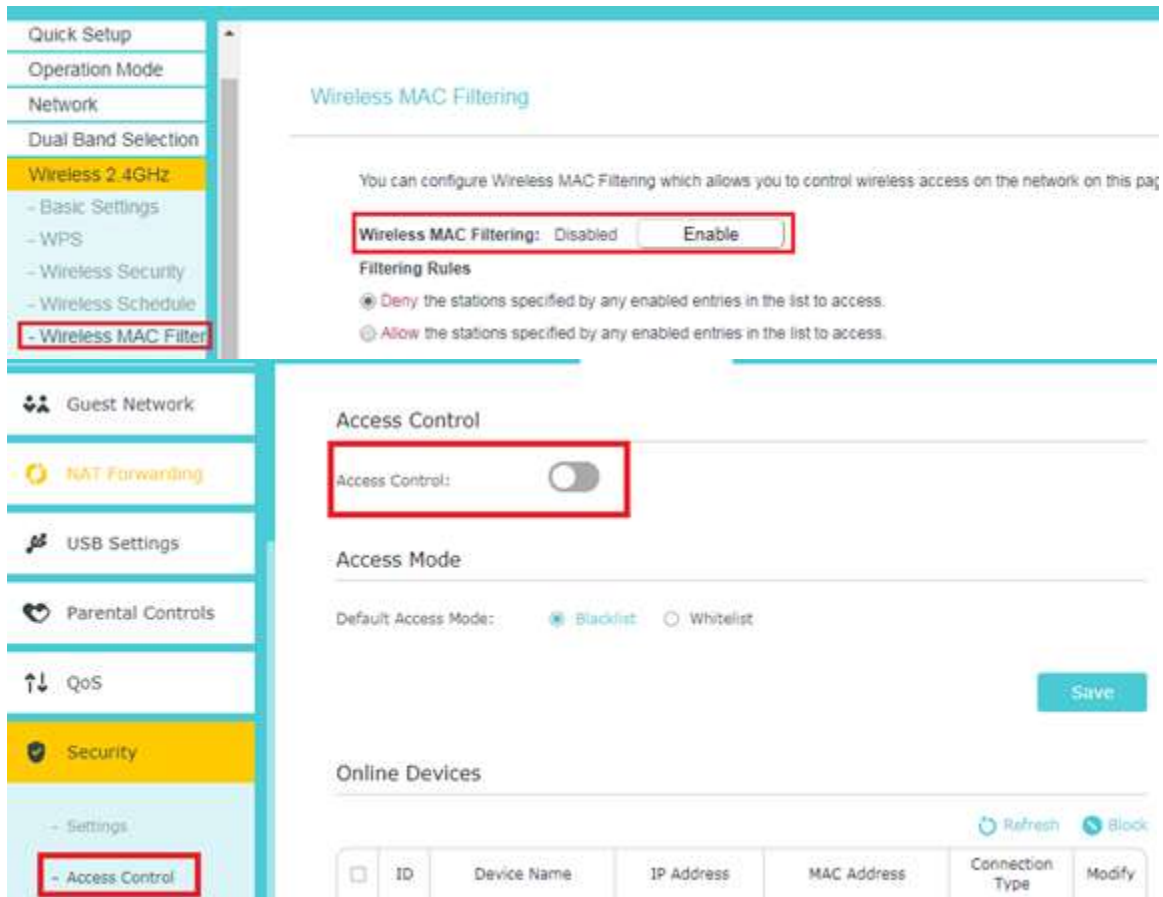


2) Windows was unable to connect to XXX / cannot join this network / taking longer than usual to connect to this network.



There are various causes of this kind of problem: too weak wireless signal, incorrect wireless settings on the router, or too much interference and problems of the wireless adapter. Try the following solutions:

- a. Check the wireless signal strength of your network. If it is weak (1~3 bars), please move closer to the router and try again.
- b. Check the wireless settings on the router. Make sure Wireless MAC Filtering or Access Control is NOT enabled.



- c. Change the wireless Channel of the router to 1, 6, or 11 (for 2.4GHz network) to reduce interference from other networks. Please contact your router's support for help if you don't know how to change router settings.
- d. Change the wireless security encryption and channel width to 20MHz.
- e. Try to connect via WPS. Press the WPS button on the router and then press WPS button on the adapter. For more details, you can refer to [FAQ-302](#).
- f. Re-install or update the driver for your wireless adapter of the computer. Please contact computer/wireless adapter's support for help if you don't know how to update the driver.
- g. Refer to [FAQ 429](#) for more solutions.

Problems you may come across during the driver installation of the TP-Link wireless adapter

Troubleshooting

Updated 08-07-2018 06:22:50 AM 17603

This Article Applies to: ■

For some TP-Link wireless adapters, some Windows operation systems have equipped with the built-in inbox driver, which means that you could plug and play.

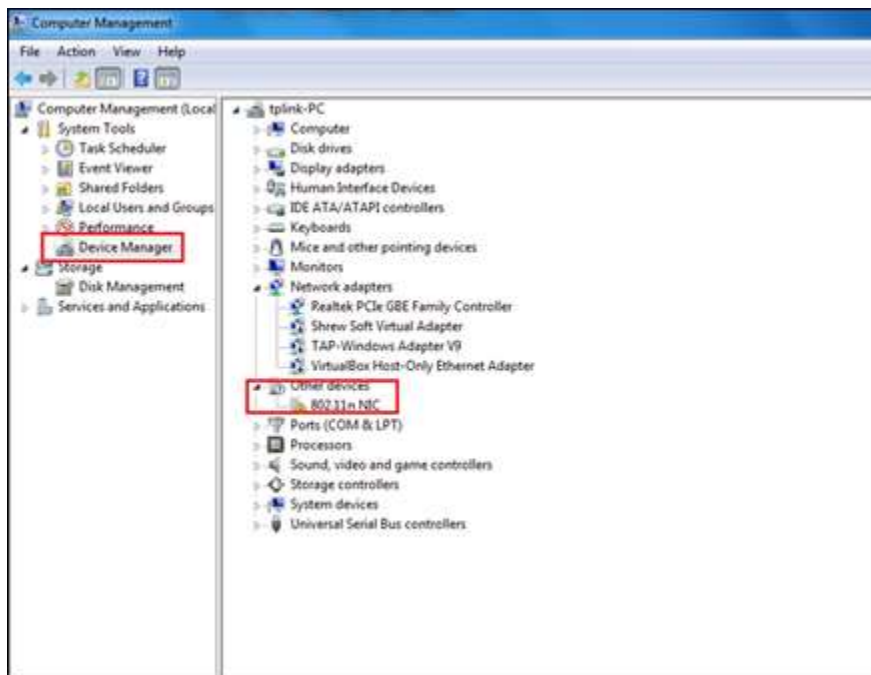
While for others, you need to install the adapter's driver by yourself. And you will go through following procedures:

1. Detect the wireless adapter on your computer
2. Find and download the driver of this adapter
3. Install the driver on your computer manually.

Following are some problems you may come across during these procedures.

How to confirm that the wireless adapter has been detected by your computer?

Make sure you have plug the wireless adapter into the interface of your computer correctly. Then you can go to Device Manager to make further check. It would show as an unknow device if the wireless adapter has been detected, as the following picture.



Where to find the driver of this wireless adapter for your computer?

Firstly, you should check the operation system of your computer to deploy the wireless adapter. Then you can find and download the driver that fit for your operation system on TP-Link official website. Here we take Archer T4U as an example:

1. Go to the adapter catalog of TP-Link official website and find the model of Archer T4U:
<http://www.tp-link.com/download-center>
2. Go to the Support page of Archer T4U, as the following picture.



3. Choose the hardware version and go to the Drive tab, then you can find the suitable driver of this adapter according to the operation system of your computer, as the following picture.

Download for Archer T4U V3

Please choose hardware version:
V3

= How to find the hardware version on a TP-Link device?
IMPORTANT: Model and hardware version availability varies by region. Please refer to your TP-Link regional website to determine product availability.

Product Overview
[Archer T4U\(EU\)_V3_Datasheet](#)

Manual
[Archer T4U\(EU\)_V3_User Guide](#)
[Archer T4U\(EU\)_V3_Quick Installation Guide](#)

Setup Video FAQ **Driver**

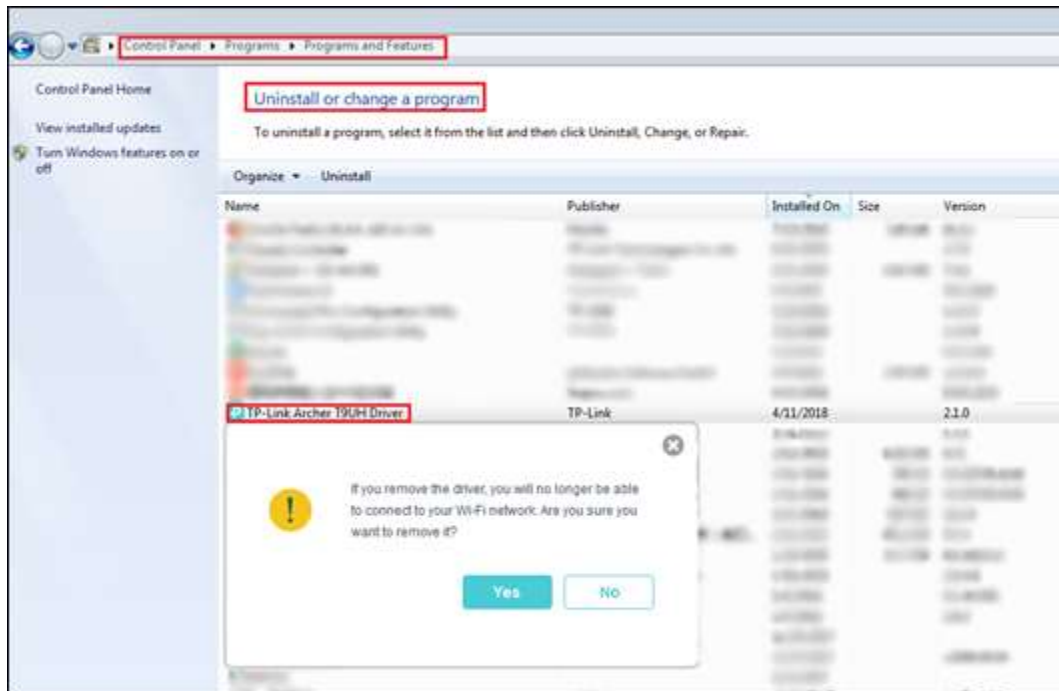
Driver

Archer T4U(EU)_V3_150427_Mac		
Published Date: 2018-06-25	Language: English	File Size: 15.12 MB
Operating System: MAC 10.8-10.12		
Notes 1. For Archer T4U(EU/US) V3 2. MAC 10.8-10.12		

What should you do before you try to install a new adapter?

If you have installed the old driver before and want to update it to the latest, you need to first uninstall the old driver totally from your computer and then reinstall the new driver

1. Go to Control Panel > Uninstall a program, find the TP-Link adapter driver, and then uninstall it, as the following picture.
2. Run the installation file "setup.exe" to install the new driver.
3. If this driver cannot be installed, please try to scan your PC and see whether it has virus.



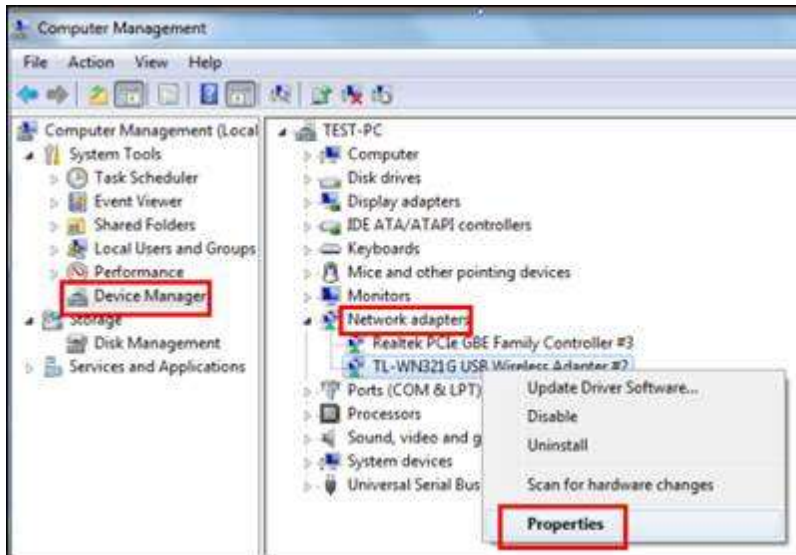
Installation stuck during the drive installation

Normally it will take about 3~5 minutes to finish the installation, but sometimes it may take far more time about 15 minutes, especially when you install the driver on an old computer. Thus, please be patient even if it seems that the installation stuck at a specific percent for some time.

But if the installation stuck more than 20 minutes, please contact TP-Link technical support team for further help: support@tp-link.com

How to confirm if the driver has been installed successfully?

1. Go to Device Manager > Network adapter, then choose the TP-Link wireless adapter and go to Properties, as the following picture.



2. The driver has been installed successfully when the status shows “This device is working properly”.



Error code pops up on the Device Manager catalog

If you come across error code on the Device Manager catalog, please uninstall the old driver on the Control Panel > Uninstall a program. Try download the latest driver from the TP-Link official website and reinstall it again.

For more information about error code, you could refer to this article provided by Microsoft:

<https://support.microsoft.com/en-us/help/310123/error-codes-in-device-manager-in-windows>

How to improve my wireless speed or range?

User Application Requirement

Updated 03-06-2017 07:43:16 AM ©318211

This Article Applies to: -

Overview:

To improve the wireless speed or range, it is highly recommended to work on the following common solutions:

- [Choosing the best location](#)
- [Optimizing configuration of the device](#)
- [Upgrade the equipment](#)

Symptom:

Weak wireless signal showed, low wireless speed or range.

Cause:

The factors most frequently affecting the wireless signal:

1) Intrinsic factors:

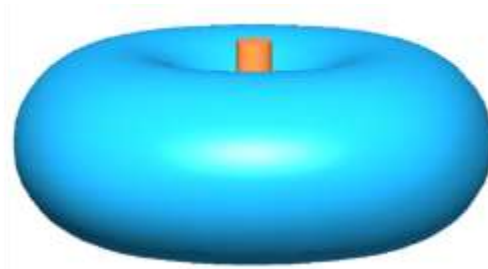
-Transmission Distance.

Regarding on the wireless device particularly working on 5GHz band, it will be more sensitive to the obstacle. Though there will be more clear channels than those of 2.4GHz bands, the wireless signal will be reduced significantly and transmit in shorter range due to higher frequency.

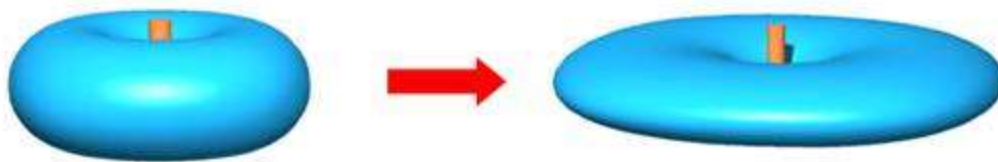
-Antenna.

Omni-directional antennas and directional antennas

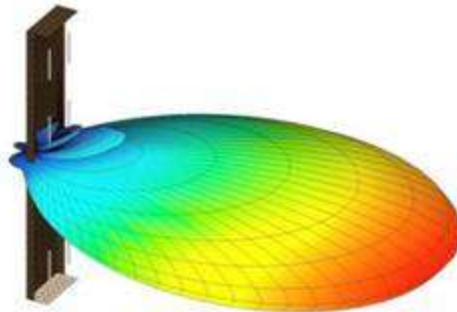
Omni-directional antennas are resembled in our home products like wireless router or wireless ADSL2+ Modem Routers, they radiate horizontally all around, but are weaker upward or downward as the picture shows.



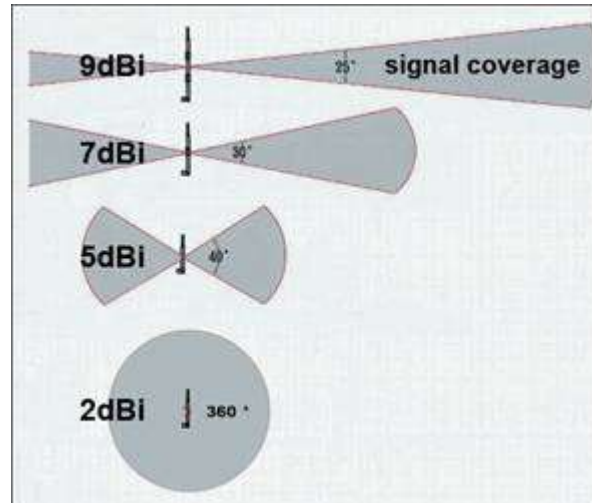
While a directional antennas radiate strongly in a particular direction which are usually used for high power outdoor products. The gain of a directional antenna increases, also with the coverage distance, but the effective coverage angle decreases. Generally, the higher gain value of an antenna, the better directional ability will be.



For directional antennas, the lobes are pushed in a certain direction and little energy is there on the back side of the antenna. Please refer the picture below.



This phenomenon will be more significant once you deploy the High-Gain antenna, so we recommend that to confirm precise on horizon direction otherwise there be unexpected dramatic signal loss.



·Wireless Communication Performance.

Higher transmission rates, better performance

2) Extrinsic factors:

- Physical Barriers, such as wall or clapboard and so on;
- Other similar devices and other sources such as microwave ovens, cordless phones or other technologies that use the same band as Bluetooth
 - There are more than one AP or wireless routers working in the same Channel.
- The location where an AP or wireless router is placed. You'd better to place the device at a higher location to reduce the barrier's countercheck.

Solution:

I Choosing the best location

1) Antennas should be positioned for best location and direction

- Deploy the antenna in good location and correct angle, and also make sure your wireless client devices are in the coverage;
- For multi-story buildings wireless coverage, we recommend to placing antennas at 45 degrees (diagonally) or 0 degrees (straight out parallel to the floor) which will be more effective. Since antennas always transmit weakly at the base, do not place your wireless client device at the bottom of TP-Link wireless router or access point.

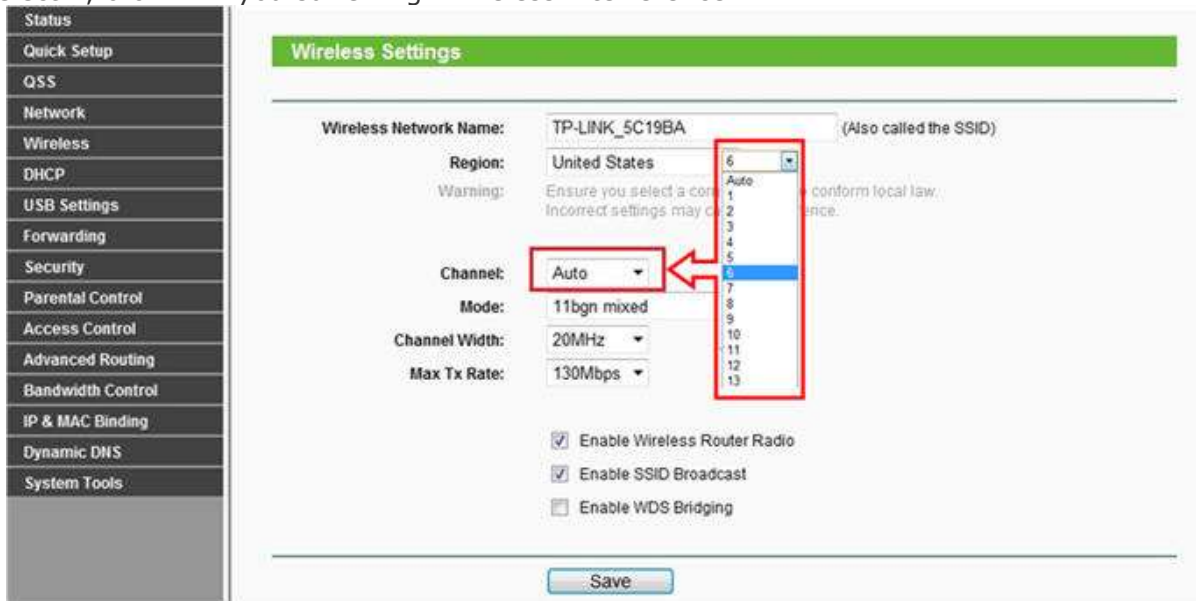
2) Try best to avoid the extrinsic interference

- Avoiding the physical interference in the wireless coverage, each wall or ceiling will have a negative effect on wireless radio particularly the ones built by solid metal material ;
- Keep your device away from various electromagnetic noise sources that generate RF noise, like microwaves, Monitors, electric motors, copying and fax machines, etc.

I Optimize configuration of the device

- For TP-Link wireless products, we recommend to do corresponding settings to avoid the interference from other networking and radio frequency equipment.

First, please log into the product and you can refer to this [link](#) as guidance. Here we take TL-WR1043ND user interface as an example and then please go to Wireless->Wireless settings and change the channel settings, the default value is Auto and here we recommend select 1, 6 or 11 if you suffer high wireless interference.



For 802.11b&g, there are 14 channels designated in the 2.4 GHz range and three non-overlapping channels recommended: 1, 6 and 11 (1, 7 and 13 in part European region, please obey your local regulations or laws).

Sometimes the "well-known" channels will be also crowded and we recommend to select the appropriate one adjusted to your local environment.

I Upgrade the equipment

- If you want to have a big improvement immediately and boost the wireless throughput, you can also choose to upgrade a combination of [antennas](#) or other [wireless equipment](#) to enhance the wireless transmission;
- If you are in a congestion wireless environment, the wired connection can be taken into consideration and the [TP-Link Powerline equipments](#) is a good alternative.

Why cannot I scan any wireless network on Windows 7 nor Vista with Kaspersky installed?

User Application Requirement

Updated 12-08-2014 14:17:15 PM © 13683

This Article Applies to: 

If you are using Windows 7 or Windows Vista and have installed Kaspersky Anti-virus software (KAV or KIS), you may encounter a problem shown in the picture below that computer can't find any wireless network.

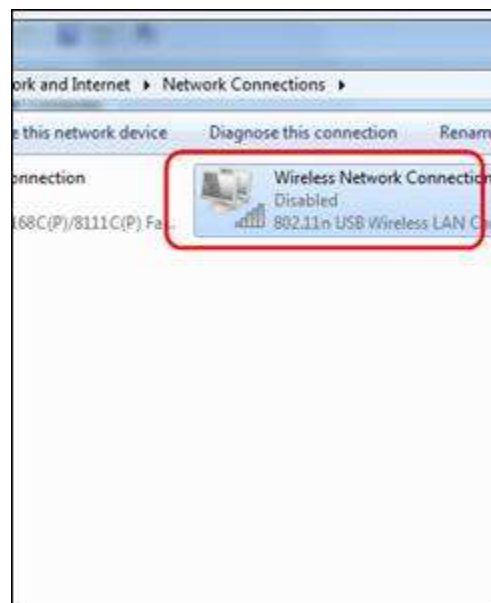
The detailed phenomenon is you can install the wireless adapter successfully, and the adapter is recognized very well by the operating system, but you can't see any wireless signal.



There are two Cases with this problem.

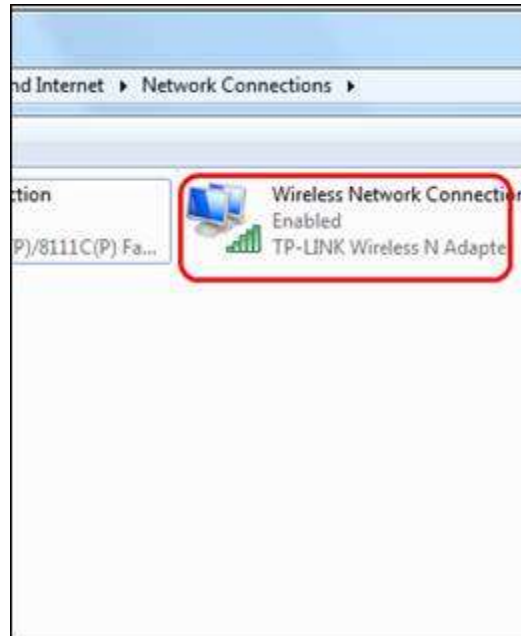
Case 1:

Can't enable Wireless Network connection after installing the driver successfully on Windows 7 or Windows Vista.



Case 2:

Can't scan any wireless network even if it shows the adapter is already working fine after installing the driver successfully on Windows 7 or Windows Vista.



Reason:

This problem is caused by Self-Defense function of Kaspersky which is enabled by default. It forbids you to use the wireless adapter normally and this occurs not only on our TP-Link adapters but also on other brands' adapters.

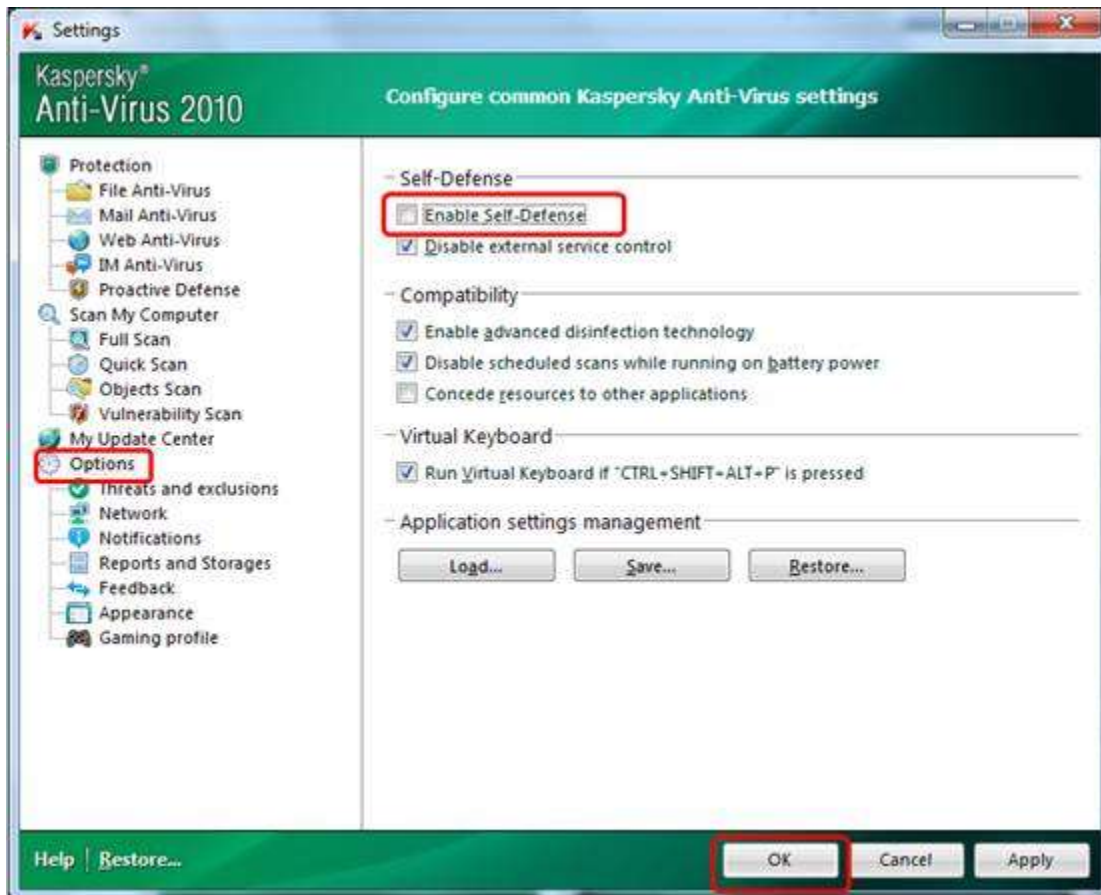
Solution:

Step 1

Double click the Kaspersky icon on the system tray to open its UI (User Interface). Then click Settings on the top right corner.

Step 2

Click Options on the left side, uncheck Enable Self-Defense, and click OK.



Step 3

Reinstall /Update driver of your wireless adapter.

For how to install/update driver manually, please refer to:

Windows 7: [How to Manually Install Adapters on Windows 7](#)

Windows Vista: [How do I install/update driver of TP-Link wireless adapter manually in Vista?](#)

After you installed the adapter successfully, you can try to find your wireless network and enjoy it.

Step 4

Go back to the Kaspersky settings and enable Self-Defense again, it will not block your adapter any more.

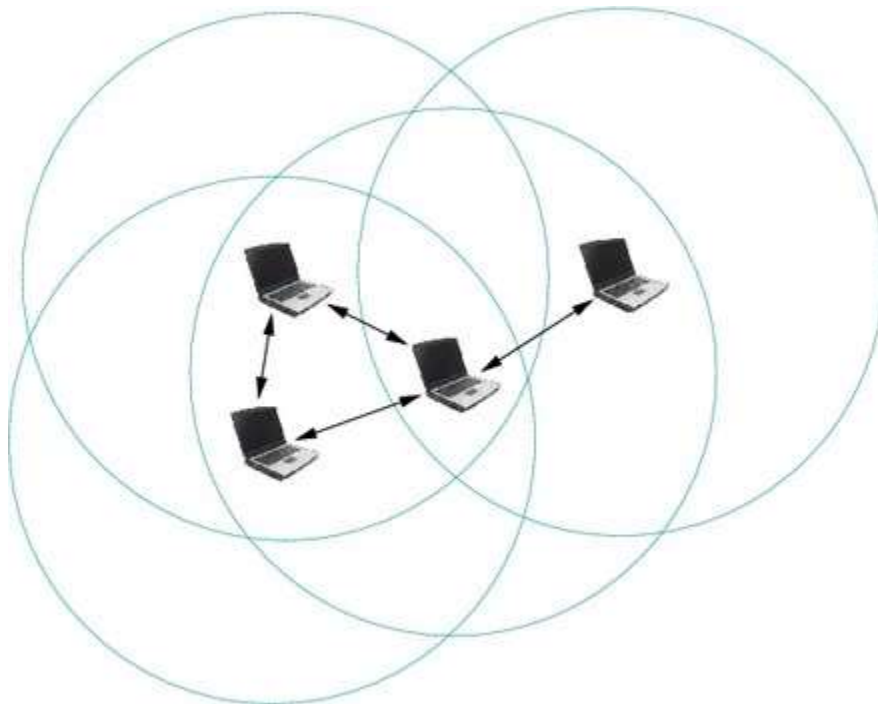
How to Setup an Ad Hoc Wireless Network with Windows Built-in Utility (Windows XP)

User Application Requirement

Updated 12-16-2014 02:31:03 AM ©48252

This Article Applies to: -

The Ad Hoc mode, also called peer to peer mode, allows nodes to communicate directly (point-to-point) without the need for an AP, as in the following Figure. There is no fixed infrastructure. Nodes need to be in range with each other in order to communicate. For more information about an Ad Hoc network, please refer to the interpretation from [Wikipedia](#).



Ad Hoc mode

An Ad Hoc WiFi network should at least consist of 2 clients. In this tutorial, we also take just two computers for instance: computer A and computer B.

NOTE: Before we proceeding, please make sure the *Windows Zero Configuration (WZC)* service is started. If you are not sure about this, please click [here](#) to check the settings.

Part 1: Create an Ad Hoc network profile on computer A

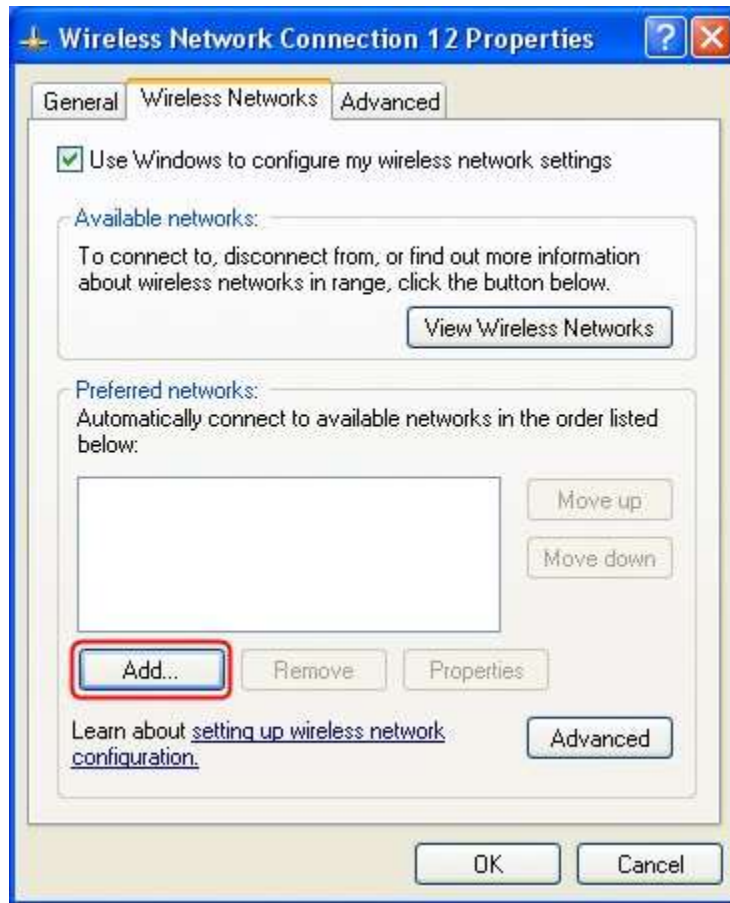
Step 1

Go to Control Panel -> Network Connections and find Wireless Network Connection. Right click Wireless Network Connection and select Properties.



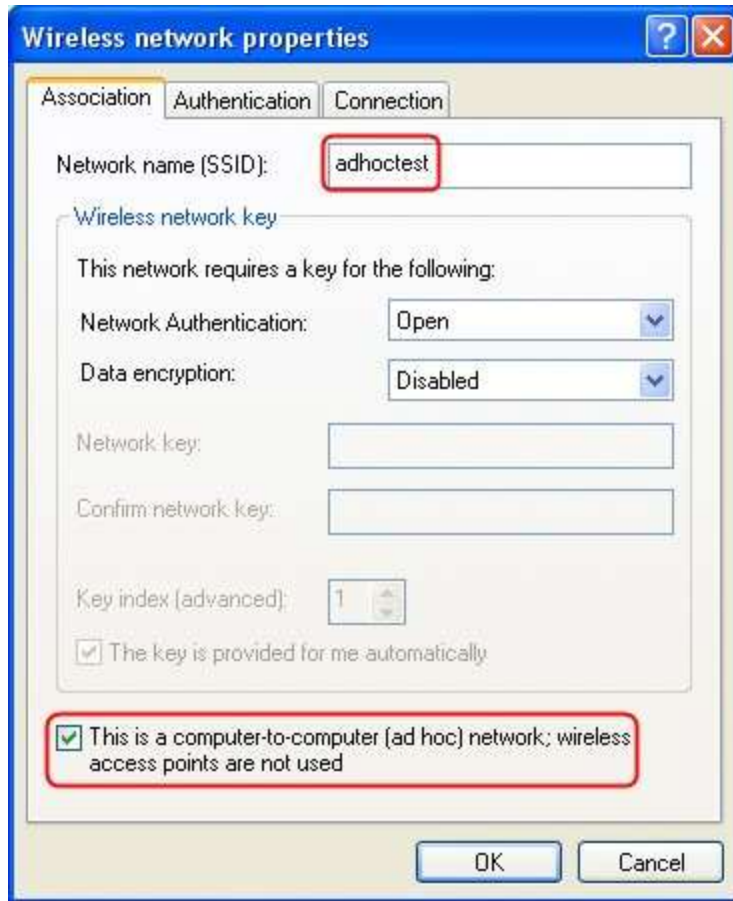
Step 2

On Wireless Networks tab, click Add button.



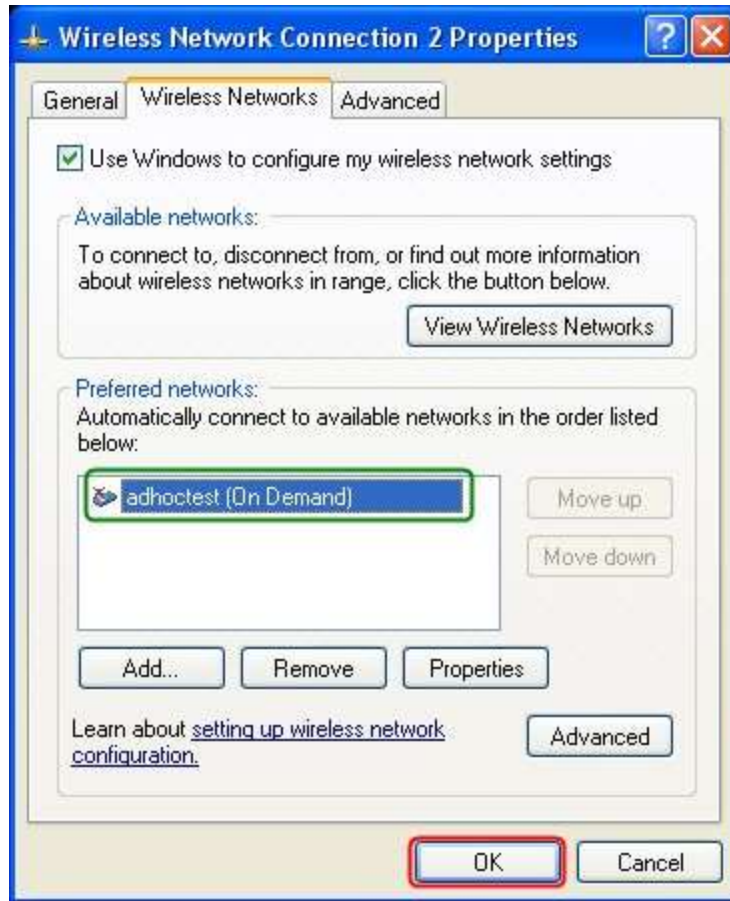
Step 3

On Association tab of Wireless network properties window, please type a phrase for Network Name [SSID]. In our scenario, we take *adhocrest* for example. Then go to the bottom and tick This is a computer-to-computer [ad hoc] network; wireless access points are not used. Then click OK.



Step 4

After Step 3, there should be a profile named adhocetest in Preferred Networks. Click OK to save all the settings.



Part 2: Manually configure an IP address on computer A

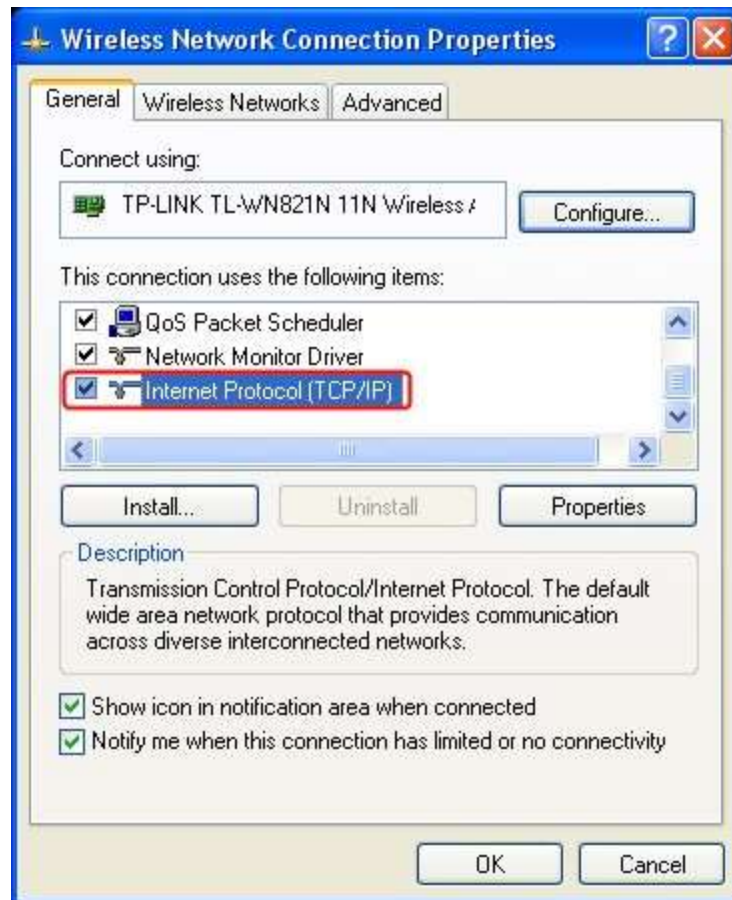
Step 5

Right click Wireless Network Connection and select Properties.



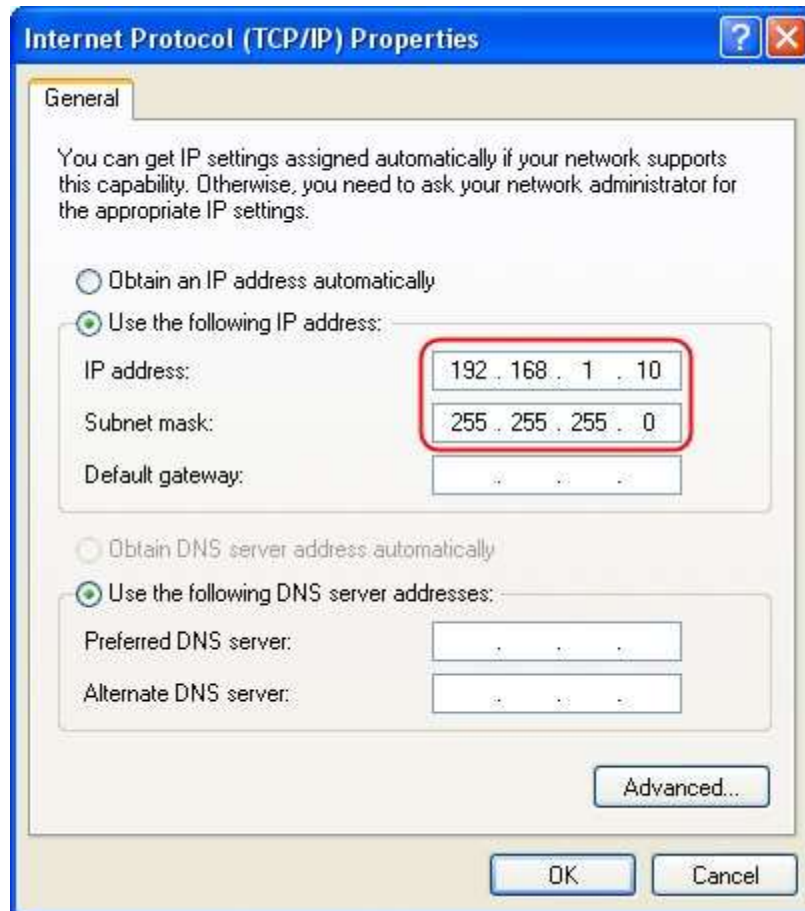
Step 6

On General tab, please double click Internet Protocol (TCP/IP).



Step 7

Tick Use the following IP address, and input the IP address and Subnet mask. Then click OK.



Step 8

Click OK on Wireless Network Connection Properties window.



Part 3: Scan for Ad Hoc network on computer B

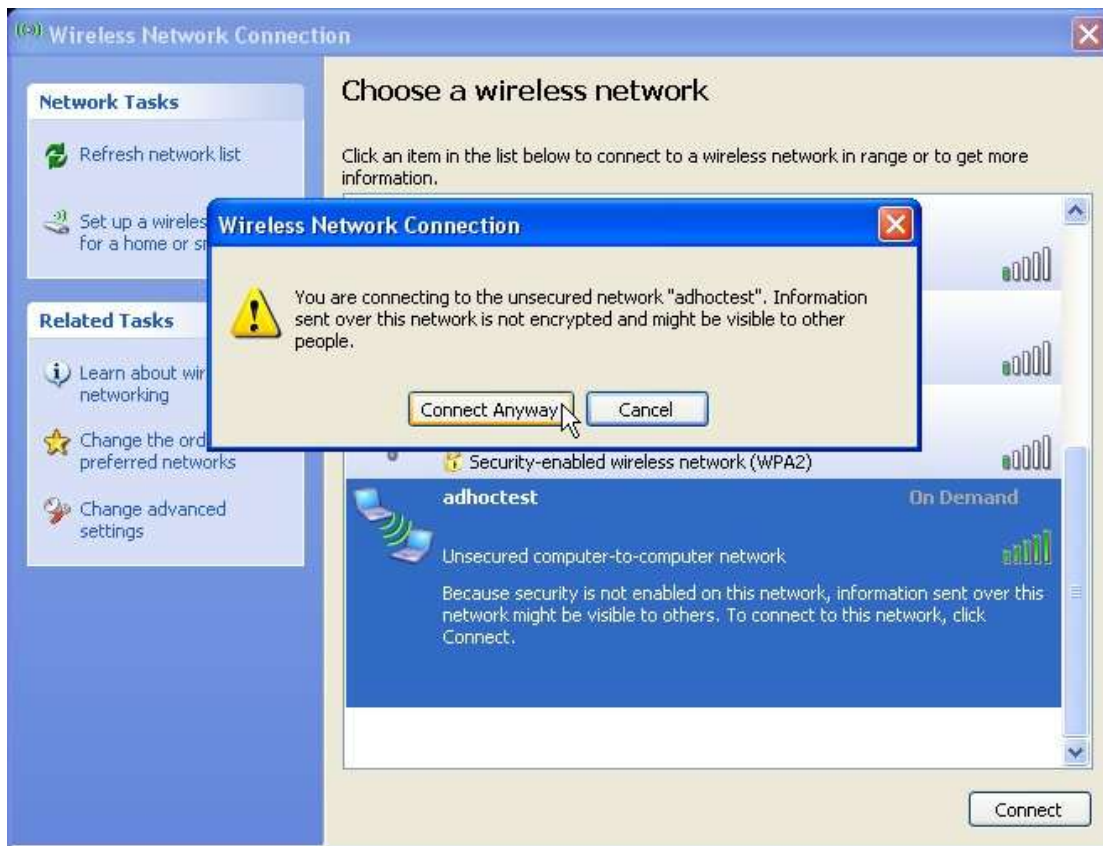
Step 9

Right click Wireless Network Connection, select View available wireless networks



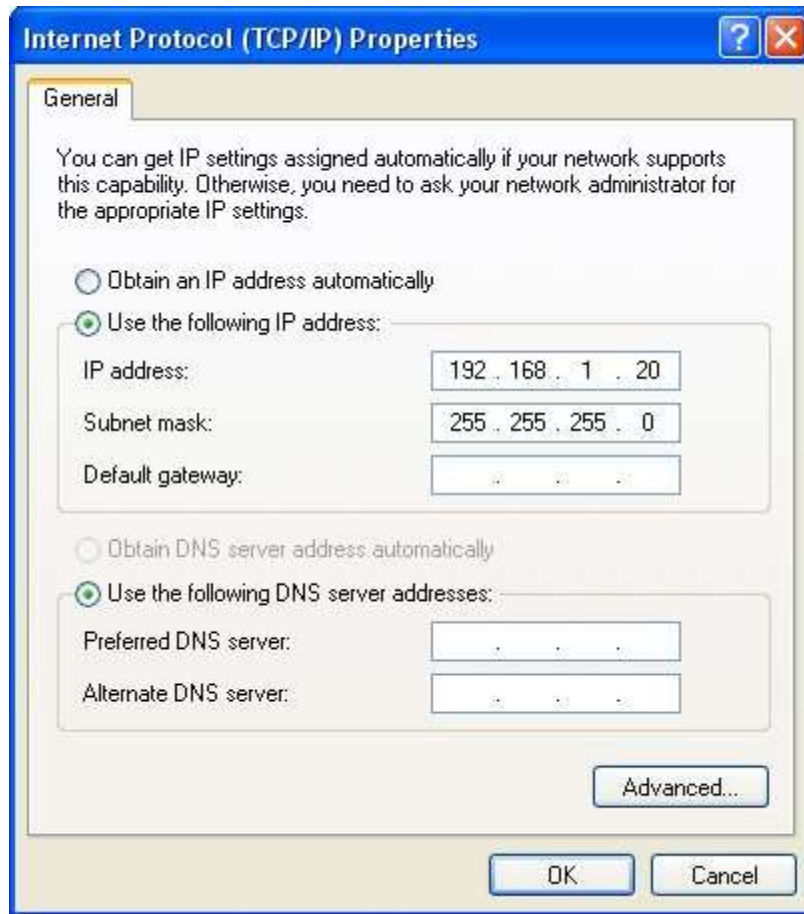
Step 10

Find adhocst(which is set up on computer A) network in the scan window. Then double click it and click connect Anyway?



Part 4: Manually configure an IP address on computer B

The steps are the same as which were done on computer A (Step 5 to Step 8). The point is that we need assign a different IP address for computer B, and it must be in the same subnet with computer A. In our scenario, we can take 192.168.1.20/255.255.255.0.



Here until, all the basic settings for building an Ad Hoc network have been finished. If we open the network scan window again, we can see the adhoc test network says Connected.

Wireless Network Connection

Network Tasks













- Refresh network list
- Set up a wireless network for a home or small office

Related Tasks

- Learn about wireless networking
- Change the order of preferred networks
- Change advanced settings

Choose a wireless network

Click an item in the list below to connect to a wireless network in range or to get more information.

	adhoctest Unsecured computer-to-computer network	Connected 
	TP-LINK_272710 Unsecured wireless network	
	TP-LINK_muyangzhi Security-enabled wireless network (WPA2)	
	UES_111 Security-enabled wireless network (WPA2)	
	ChinaNet-IPTV Unsecured wireless network	
	weizhengqin_wds Security-enabled wireless network (WPA2)	

Connect