

Why cannot I find or connect to my wireless networks?

Troubleshooting

Updated 08-07-2018 07:02:18 AM ©39663

This Article Applies to:

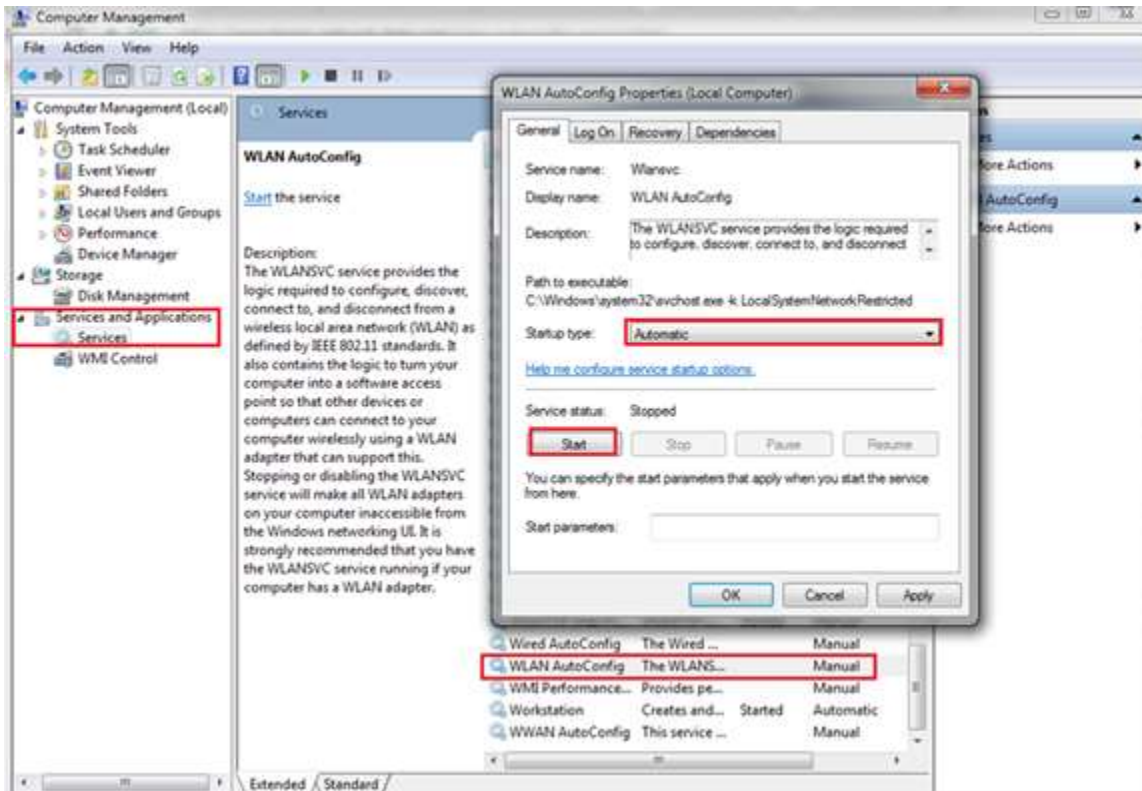
Note: Before you do these troubleshooting, please kindly check whether the adapter you use is Archer T1U. For this model, it only supports 5GHz network. So if the router you use only provides 2.4GHz network, 'you can't find the 5GHz network any more.

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**.

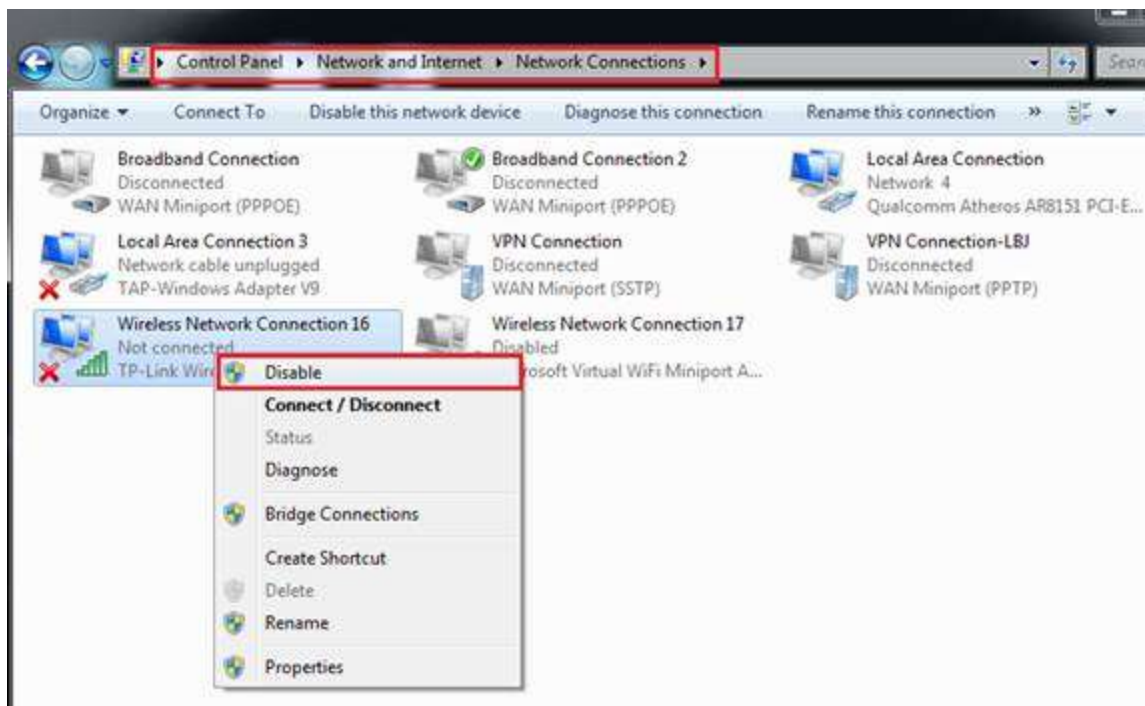
If you can find your wireless network but cannot connect to it, please refer to **Q3**.

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.

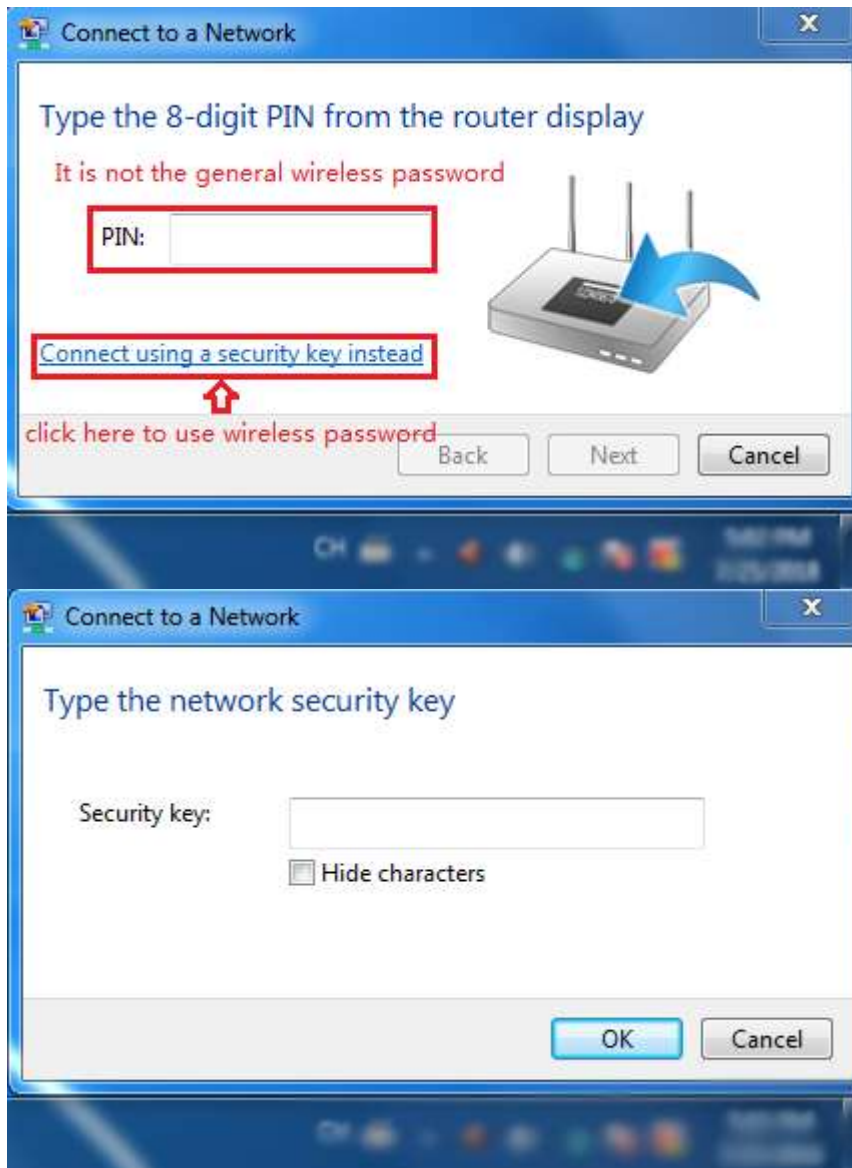
Note: Different countries have different laws about wireless channels. For example, the USA allows 2.4GHz channel from 1 to 11, while UK allows from 1 to 13. If you select the Region as UK or the Channel as 12/13 while you are in USA, your computer might not be able to pick up the signal. For more information,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

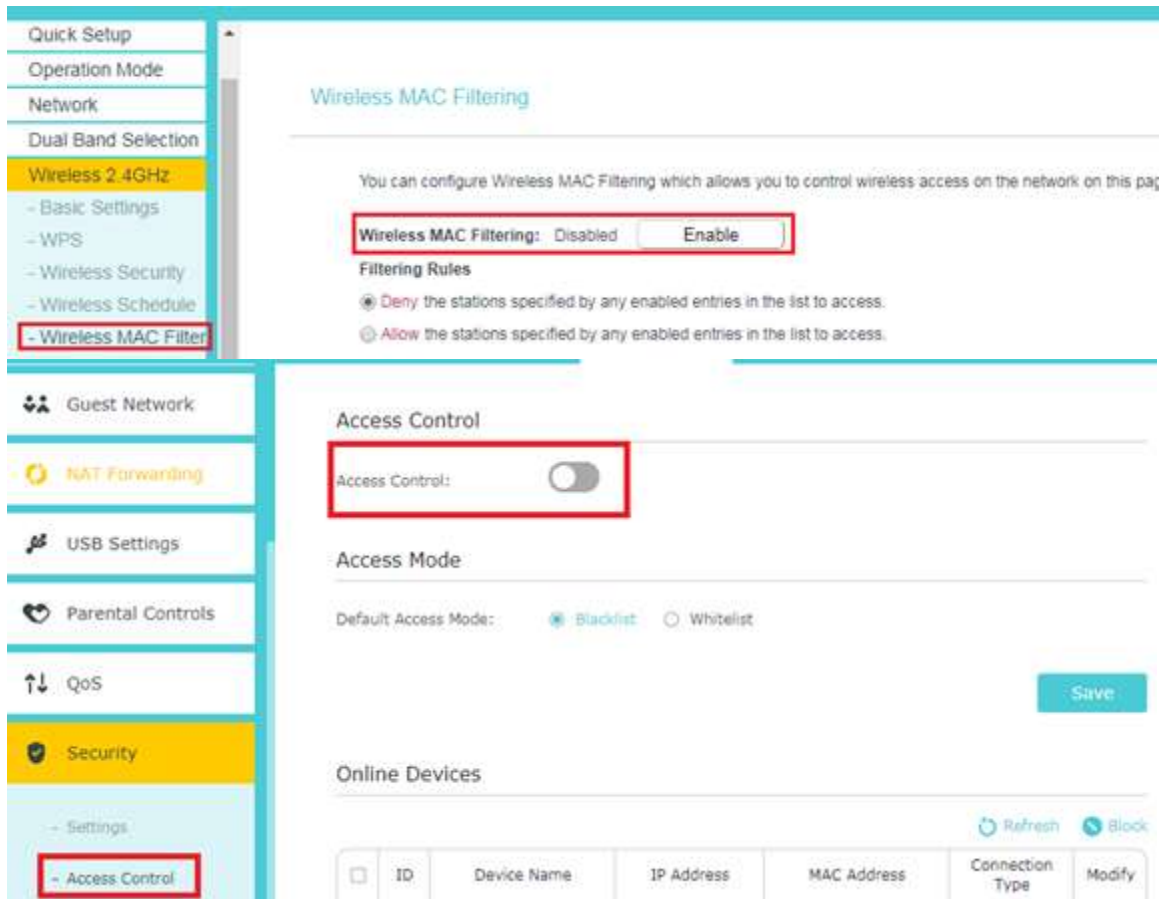


2) **Windows was unable to connect to XXX / cannot join this network / taking longer than usual to connect to this network.**



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.

How do I install TP-Link wireless adapter manually on Windows XP

User Application Requirement

Updated 09-22-2017 09:47:54 AM ©201384

This Article Applies to:

Note: This article applies to the situation that failed to install the adapter through **.EXE** program and the adapter has **.inf** file to download.

(please download the latest driver from [TP-Link official site](#), and extract the zip file to see whether your adapter has **.inf** file.)

Before the installation, please make sure the adapter is connected to the computer and is detected by the system.

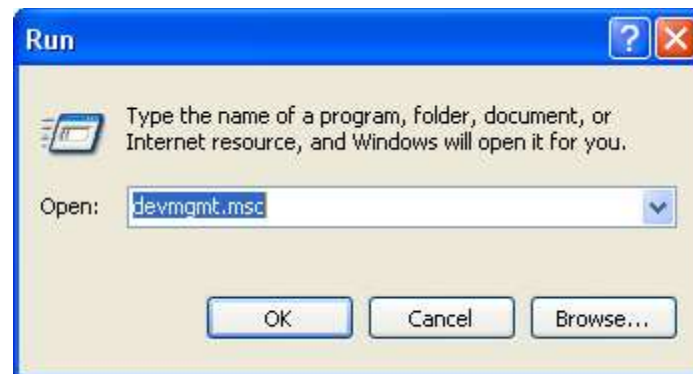
Step 1

Click on **Start**, and go to **Run...**



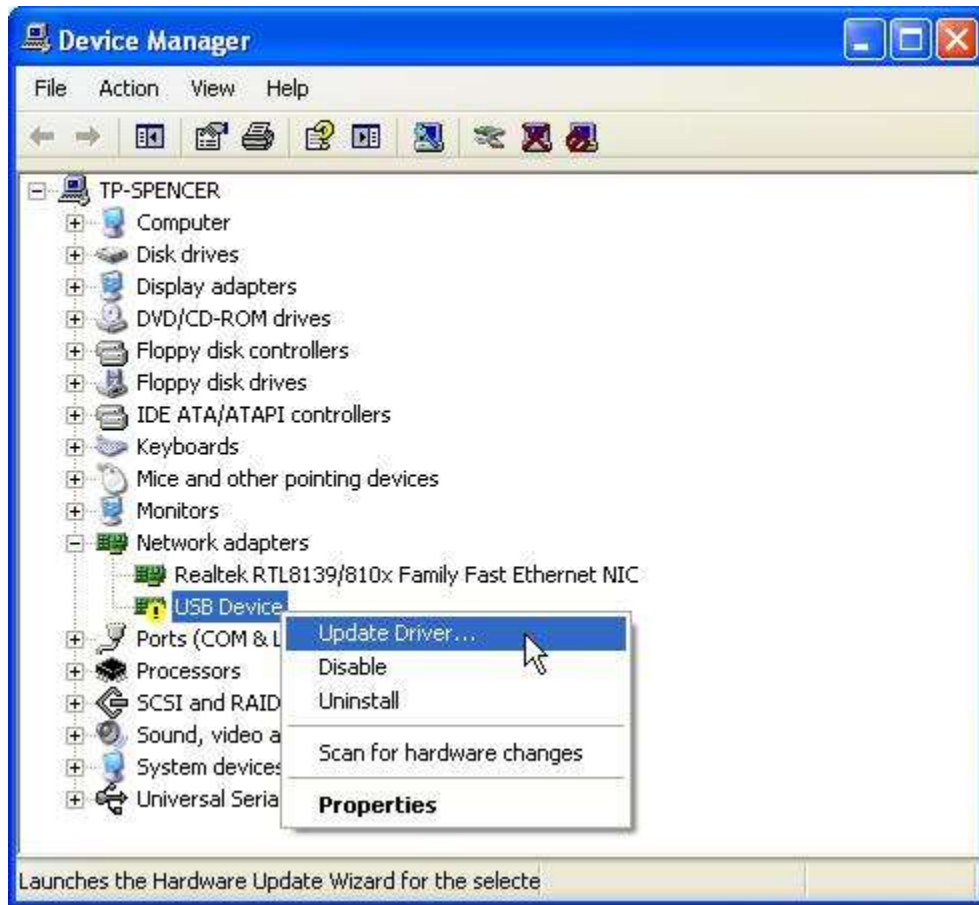
Step 2

Input "devmgmt.msc" and click **OK**.



Step 3

Find the new detected hardware, right click it and then click **Update Driver...**



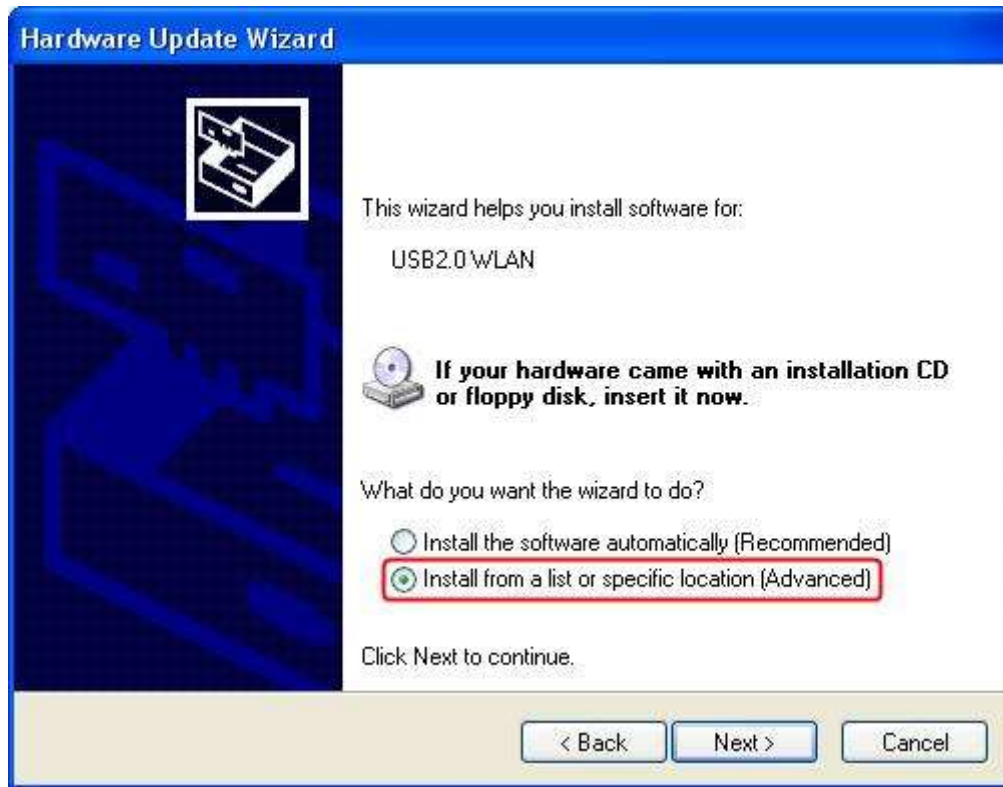
Step 4

Select **No, not this time.**



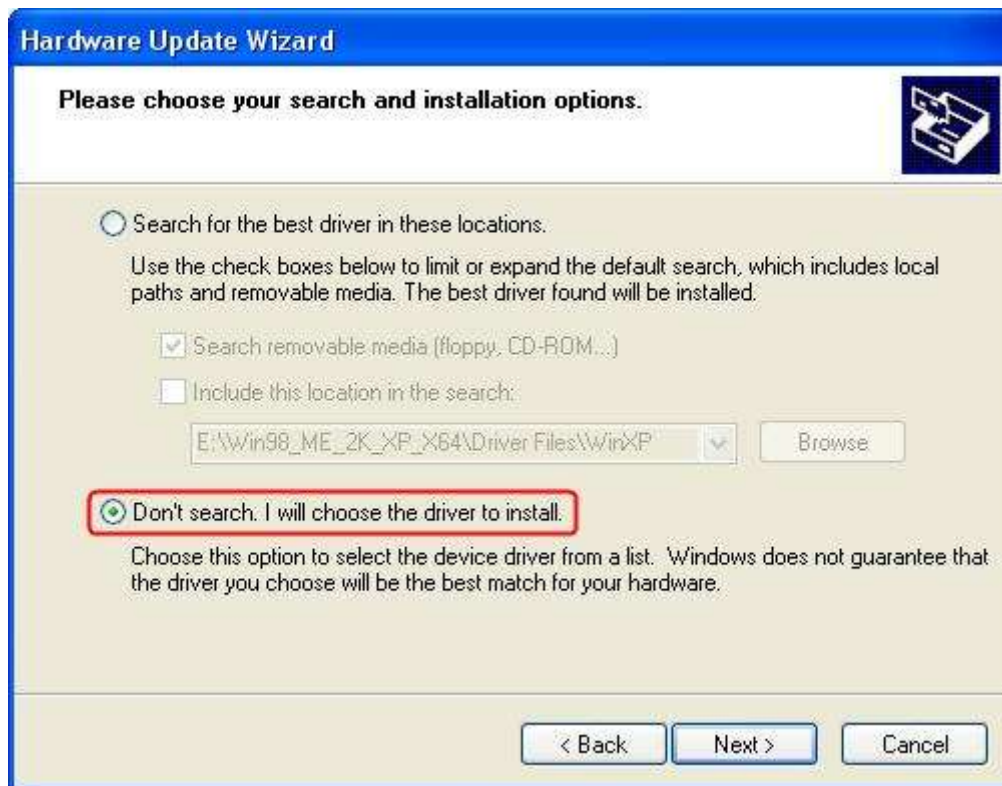
Step 5

Select *Install from a list or specific location (Advanced)*.



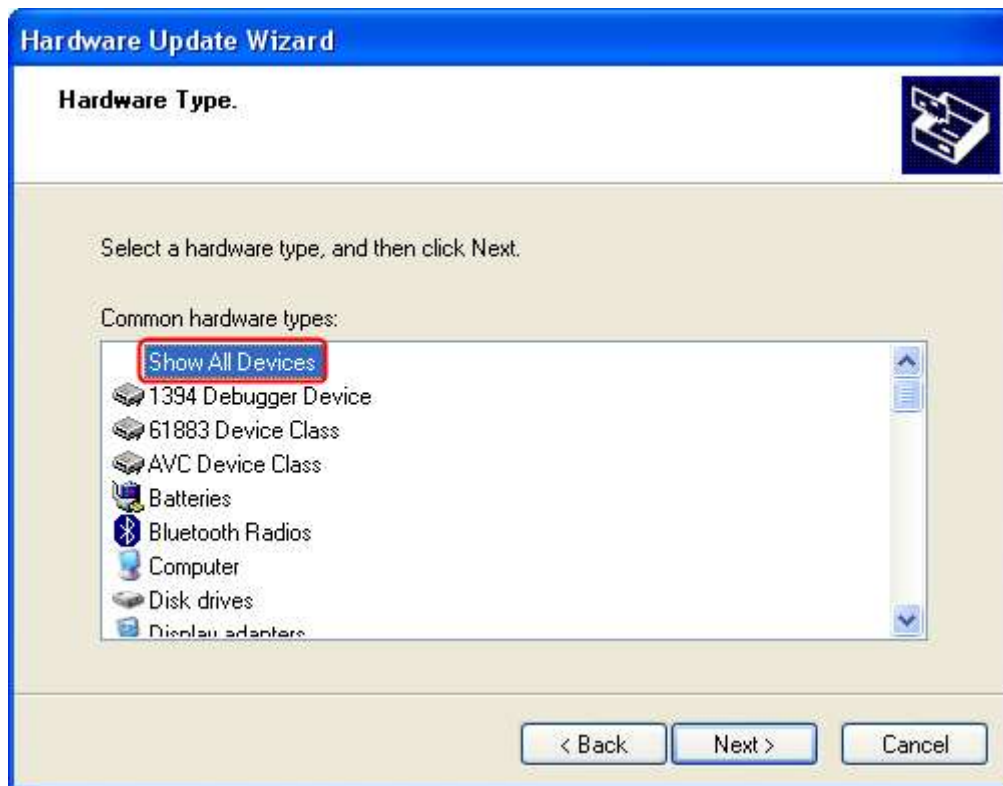
Step 6

Select *Don't search. I will choose the driver to install.*



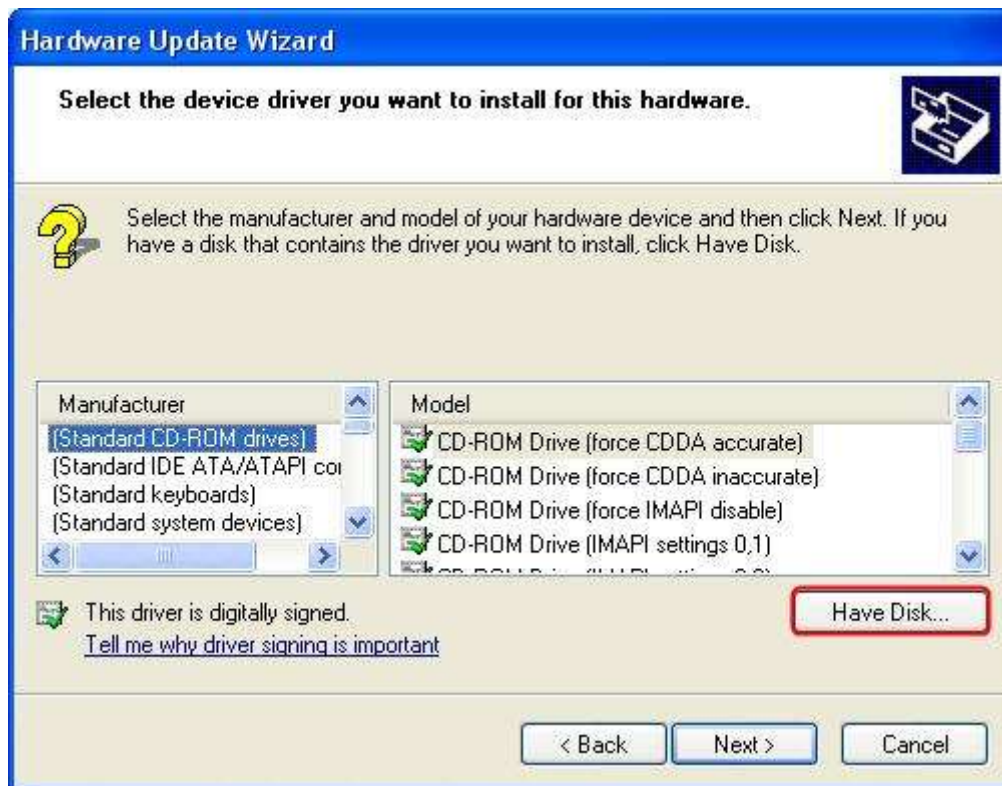
Step 7

Select **Show All Devices**.



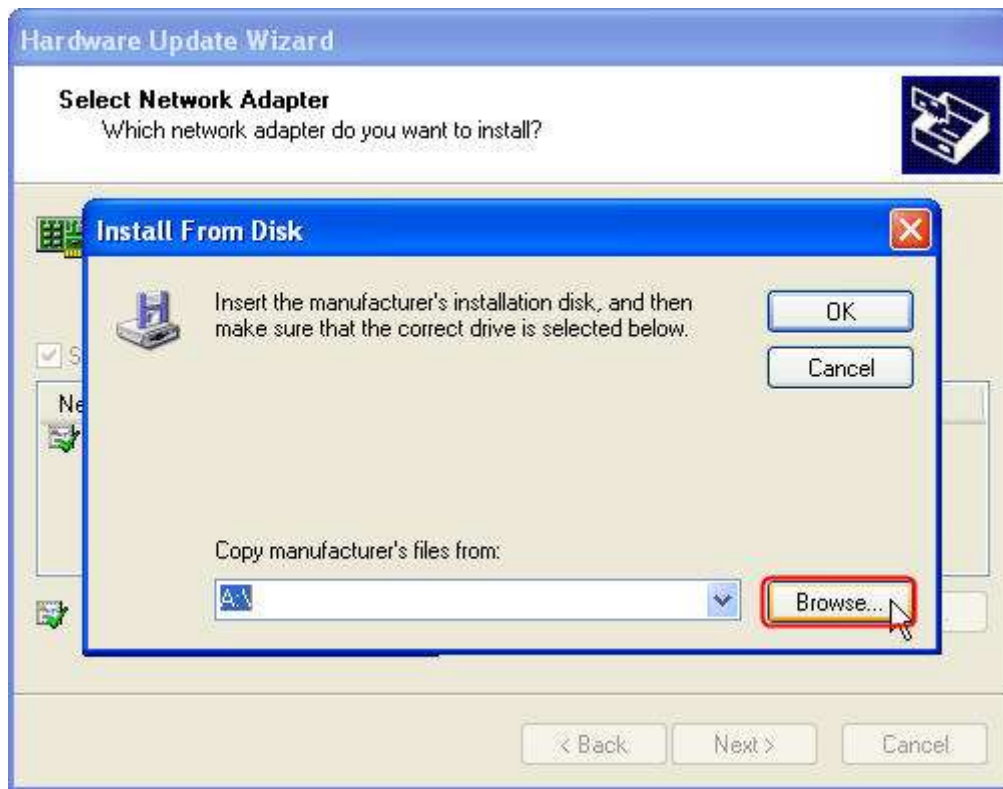
Step 8

Click ***Have Disk***.



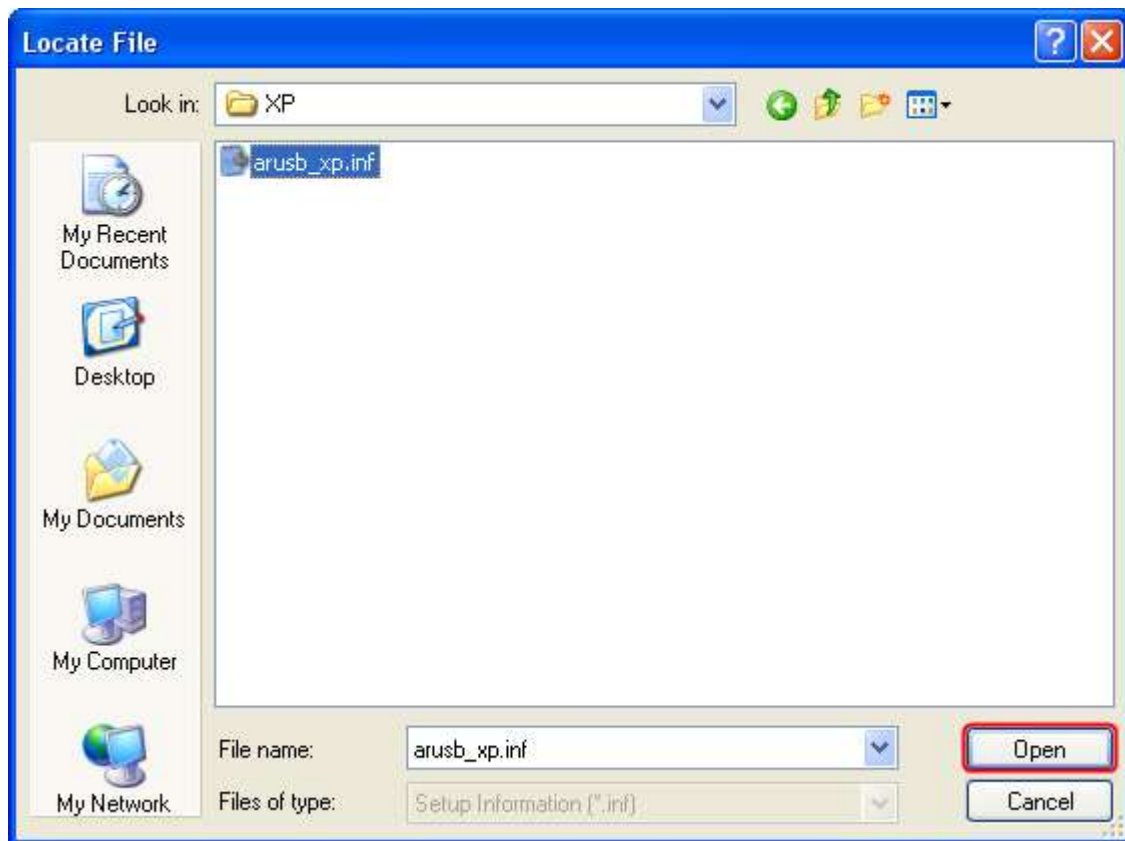
Step 9

Click **Browse...**



Step 10

Point to the **inf.** file in the driver folder, and then click **Open**.



Note: Is your computer running the 32-bit or 64-bit version please click Start, right-click My Computer, and then click Properties.

- If "x64 Edition" is listed under System, you're running the 64-bit version of Windows XP.
- If you don't see "x64 Edition" listed under System, you're running the 32-bit version of Windows XP.

The edition of Windows XP you're running is displayed under System near the top of the window.

Step 11

Click **Next**.



Step 12

Click *Continue Anyway*.

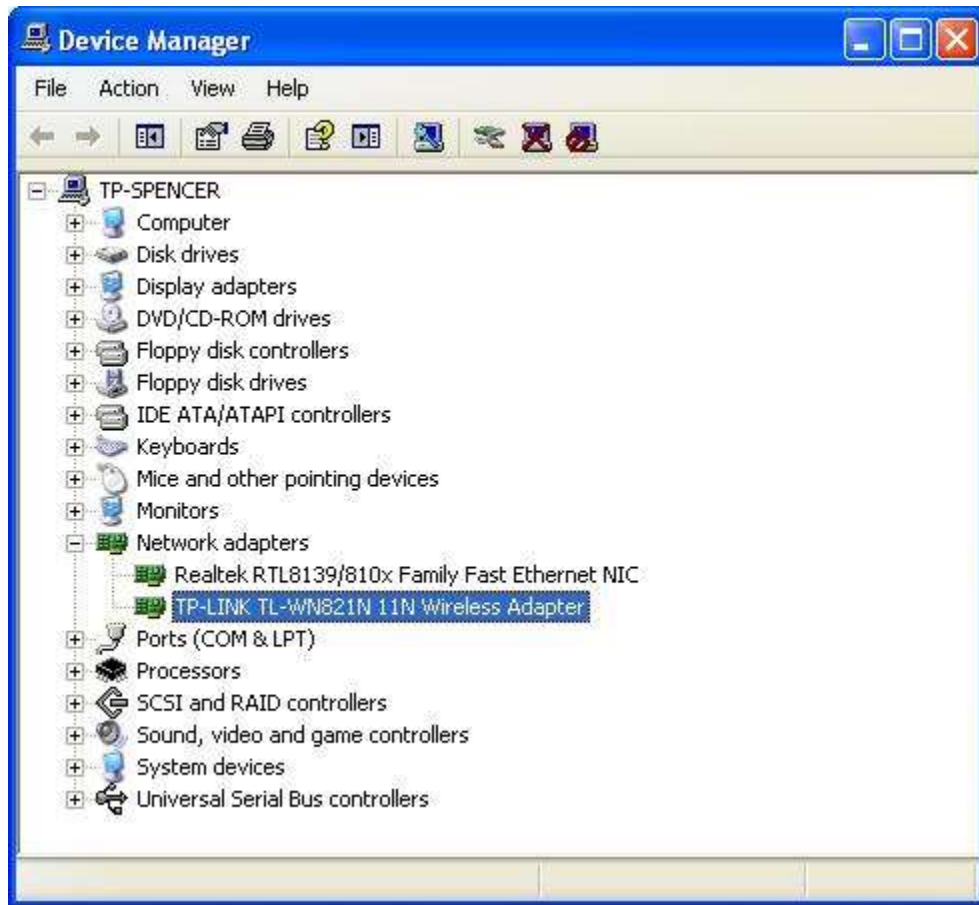


Step 13

Click **Finish**.



As yet, the adapter has been successfully installed. You can go to **Device Manager** and check **Network Adapters**.



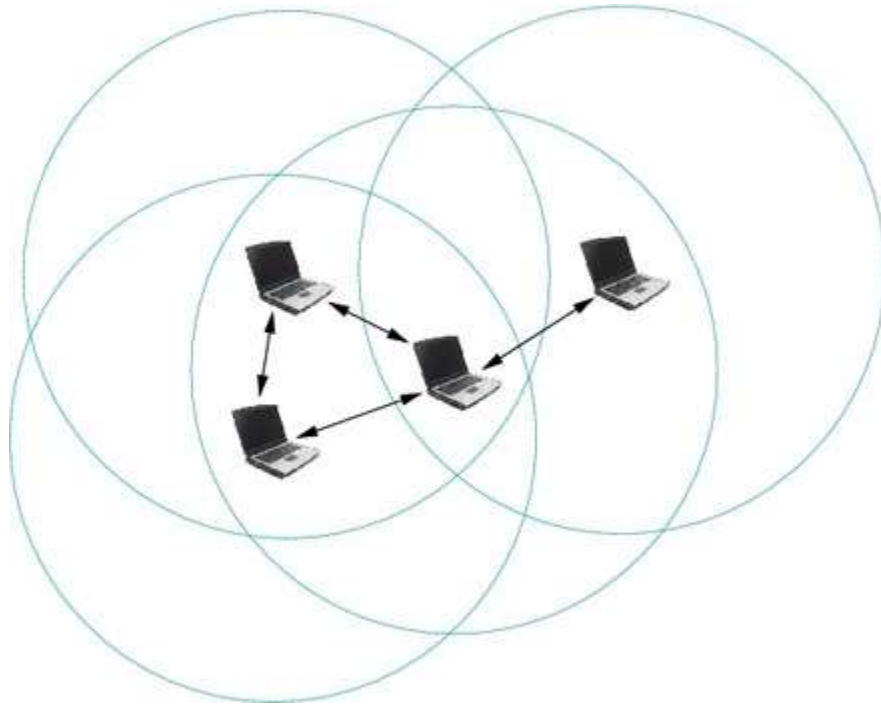
How to Setup an Ad Hoc Wireless Network with Windows Built-in Utility (Windows XP)

User Application Requirement

Updated 12-16-2014 02:31:03 AM ©50601

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

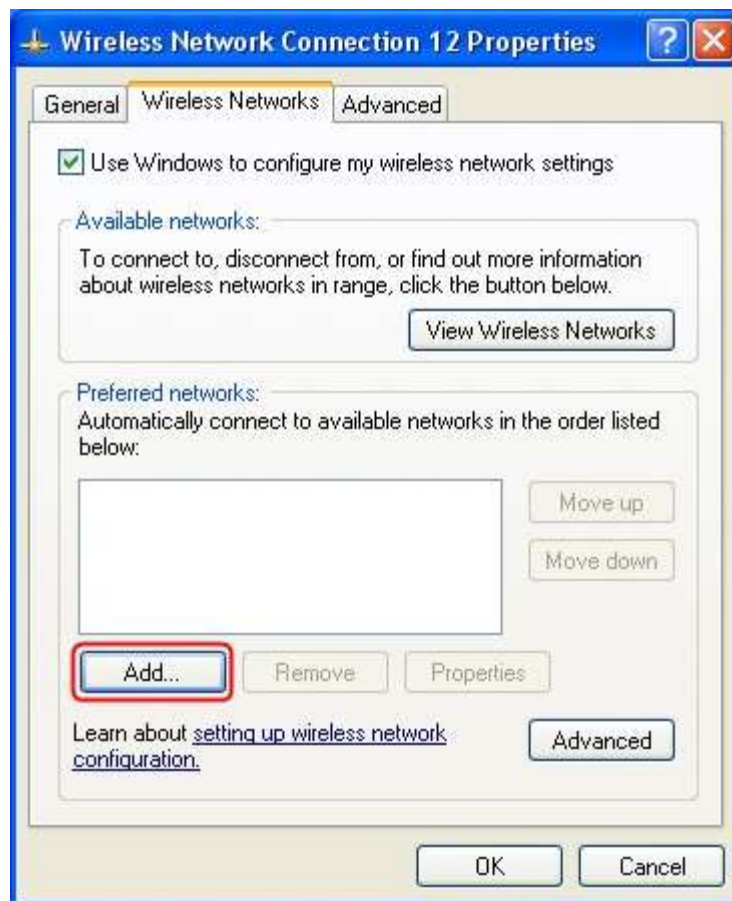
Step 1

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.



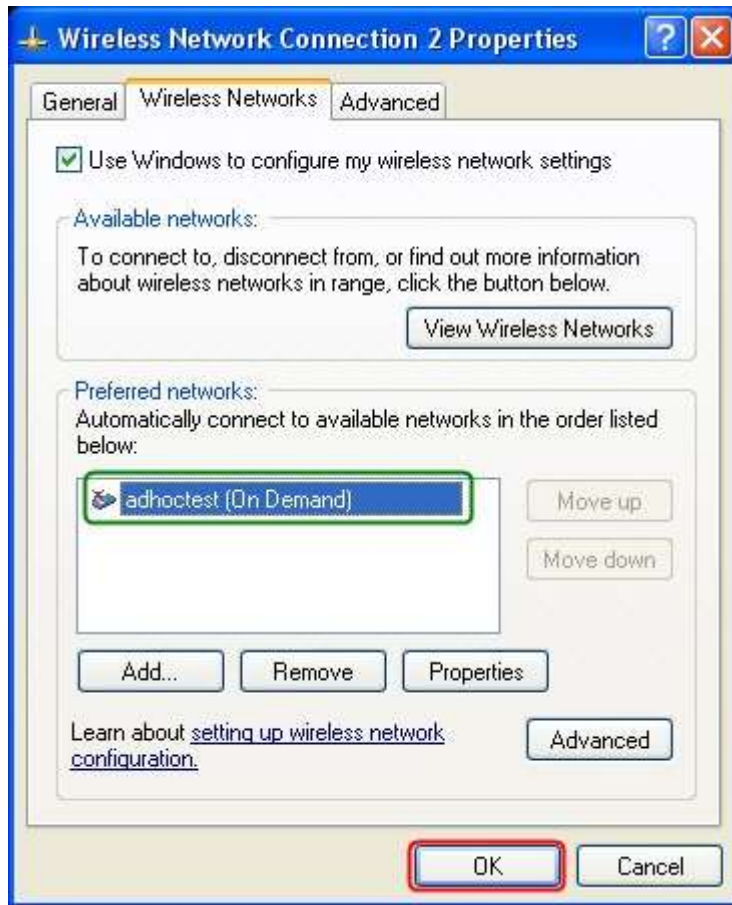
Step 3

On **Association** tab of **Wireless network properties** window, please type a phrase for **Network Name [SSID]**. In our scenario, we take *adhocetest* 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

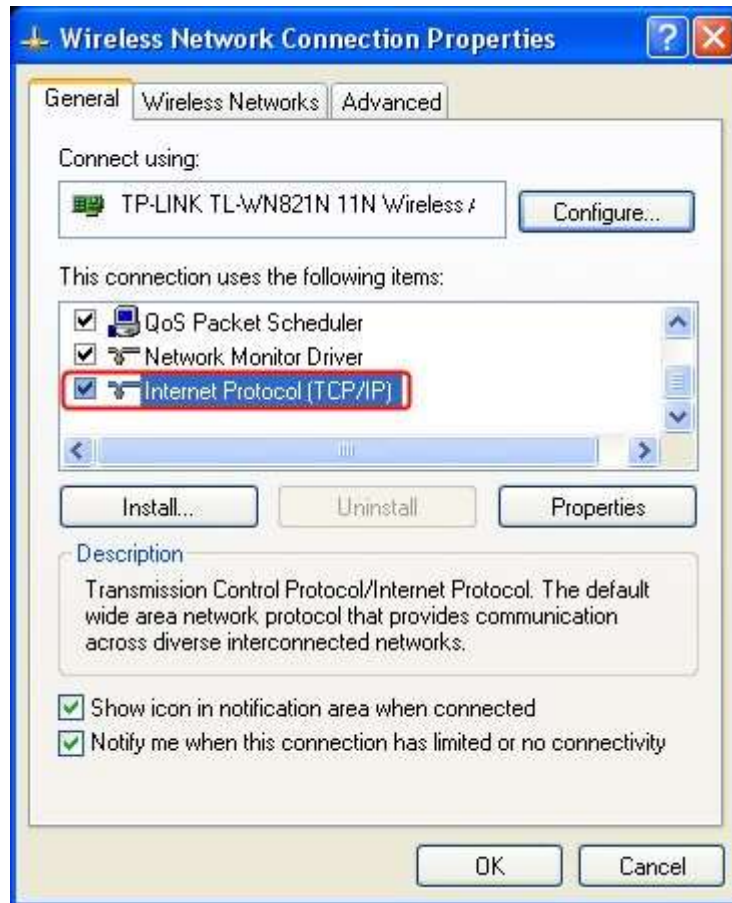
Step 5

Right click **Wireless Network Connection** and select **Properties**.



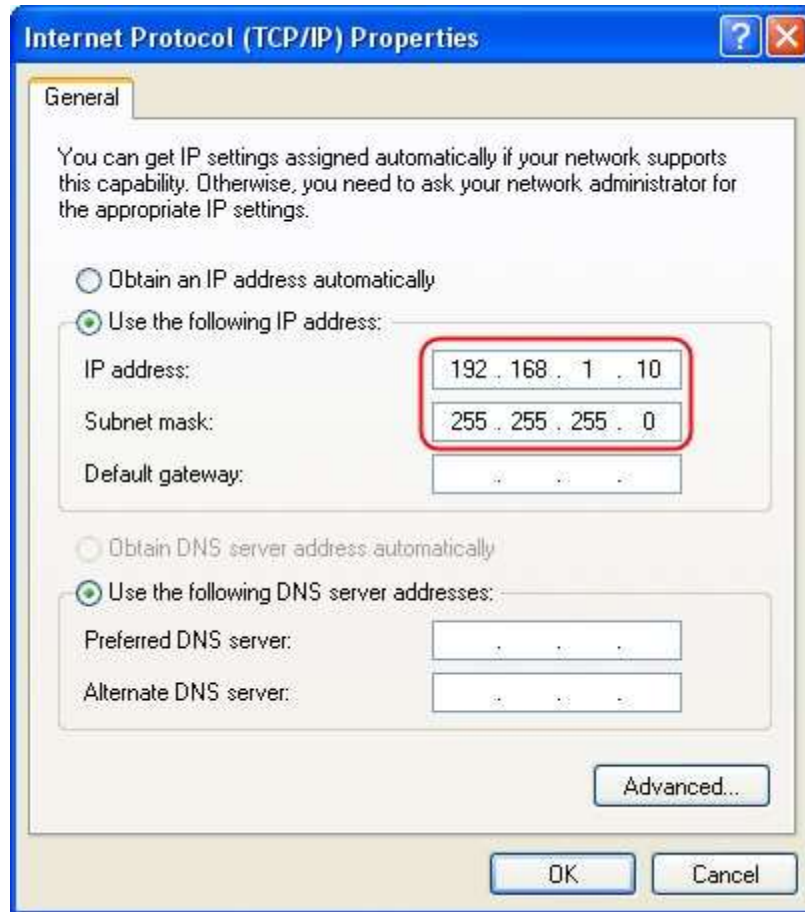
Step 6

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

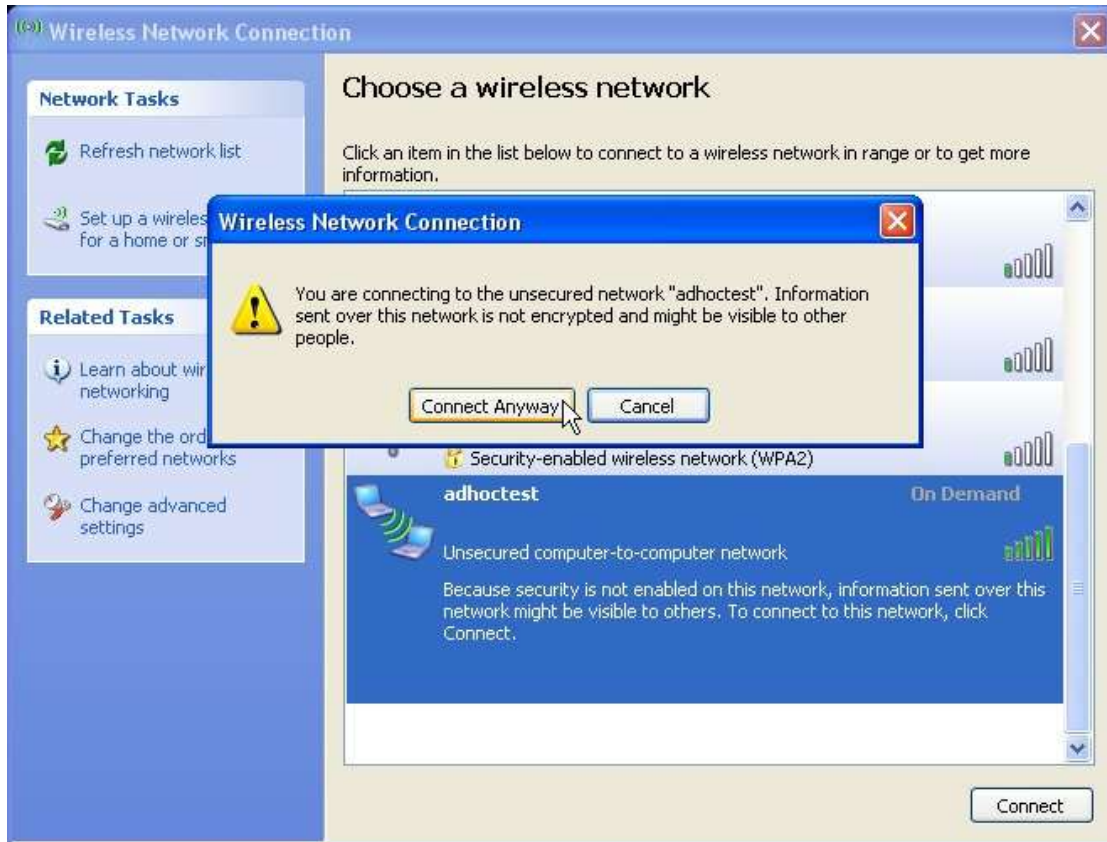
Step 9

Right click **Wireless Network Connection**, select View available wireless networks



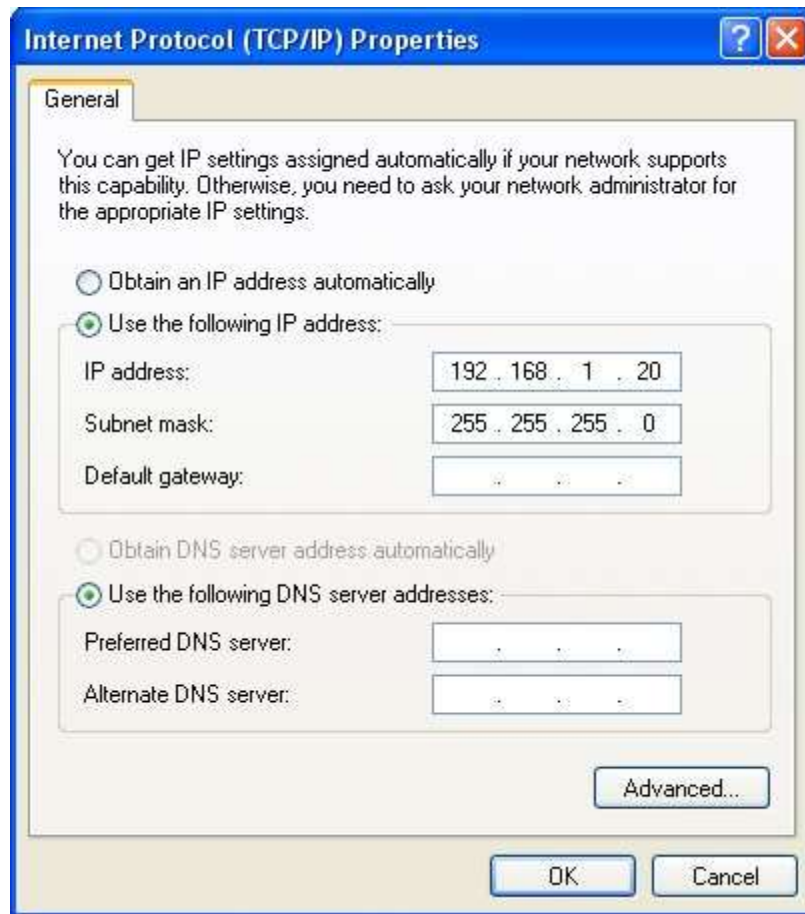
Step 10

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

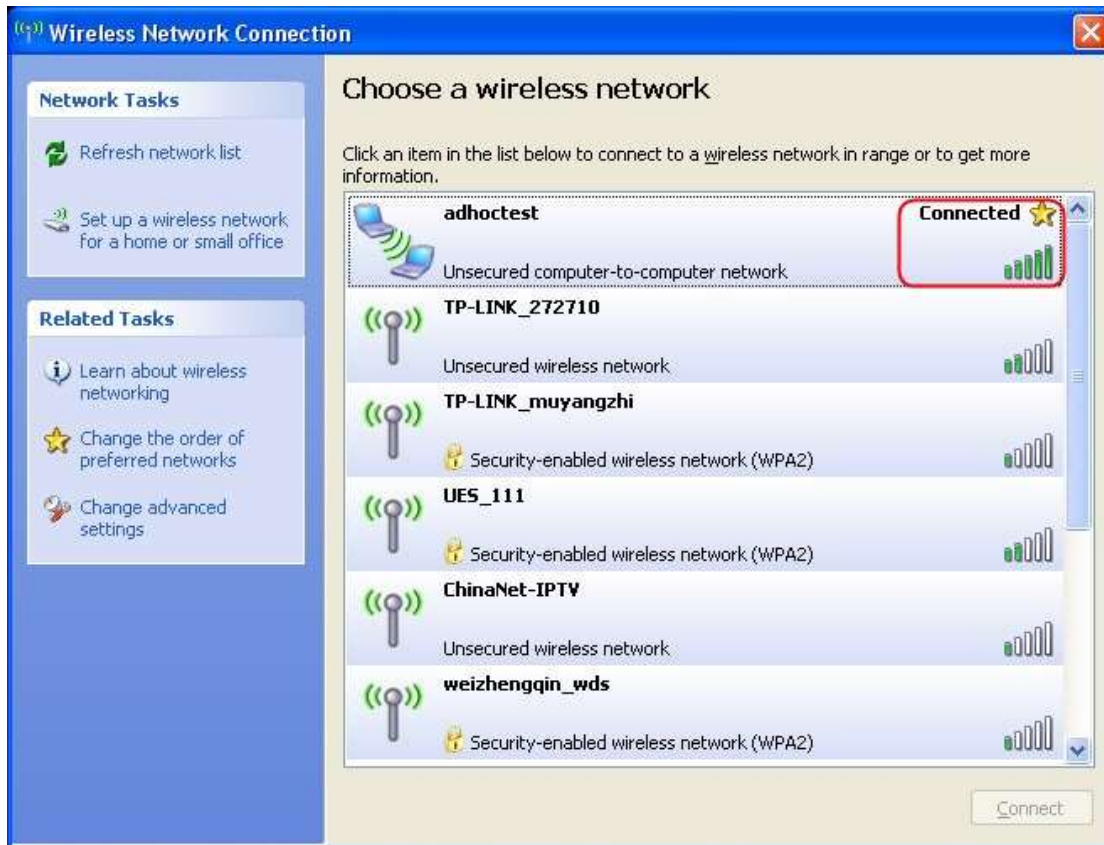


Part 4: Manually configure an IP address on computer B

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**.



How to Manually Install Adapters on Windows 7

User Application Requirement

Updated 09-22-2017 09:46:13 AM  696387

This Article Applies to:

Note: This article applies to the situation that failed to install the adapter through .EXE program and the adapter has .inf file to download.

(please download the latest driver from [TP-Link official site](#), and extract the zip file to see whether your adapter has .inf file.)

Before the installation, please download the latest driver from TP-Link official website, you can click [here](#) to go to the download page.

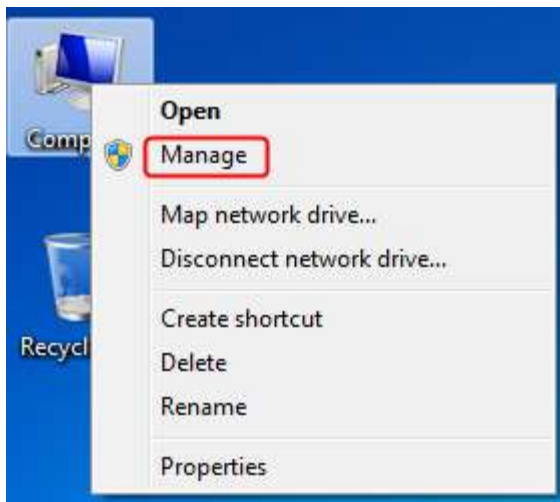
Then please follow the steps below:

Step 1

Insert the adapter onto your computer.

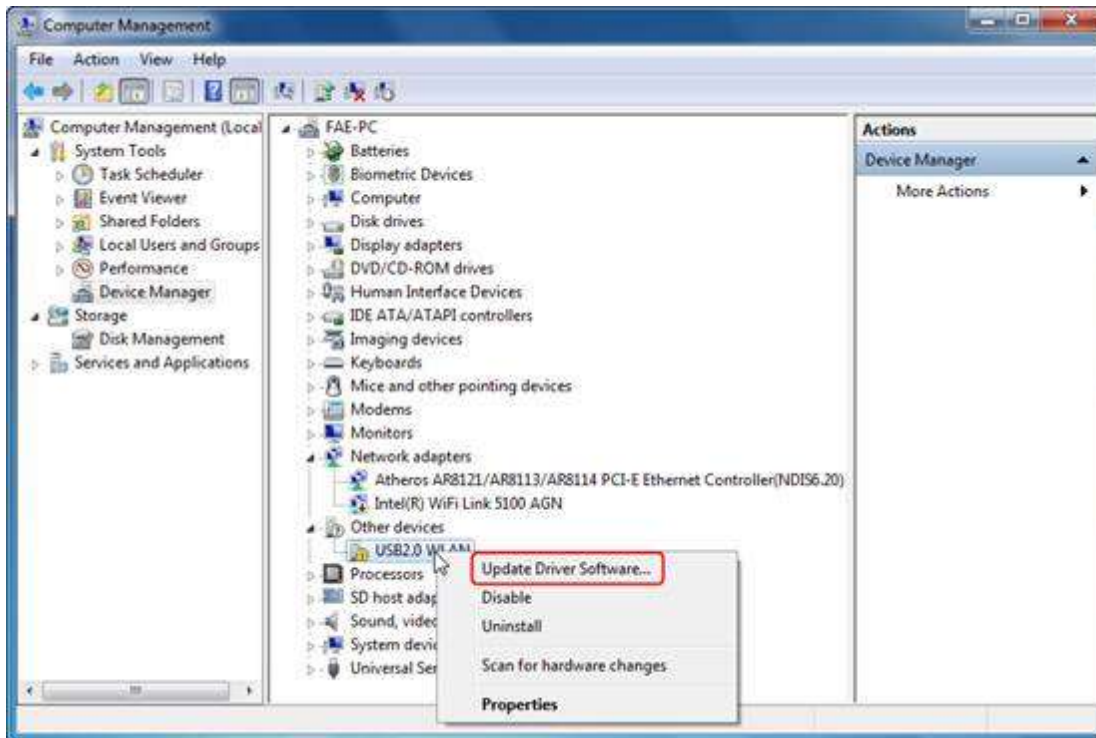
Step 2

Right click *Computer*, and then click *Manage*.



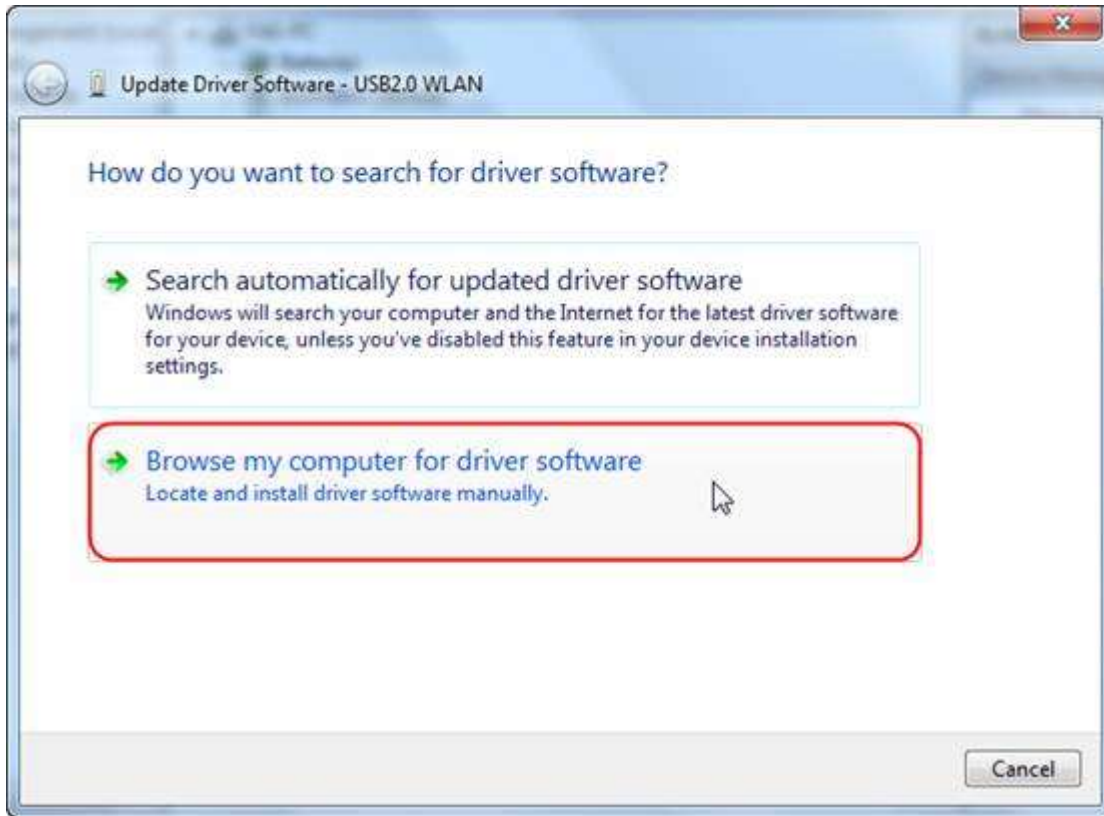
Step 3

Open *Device Manager*. Right click the adapter and then click *Update Driver Software....*



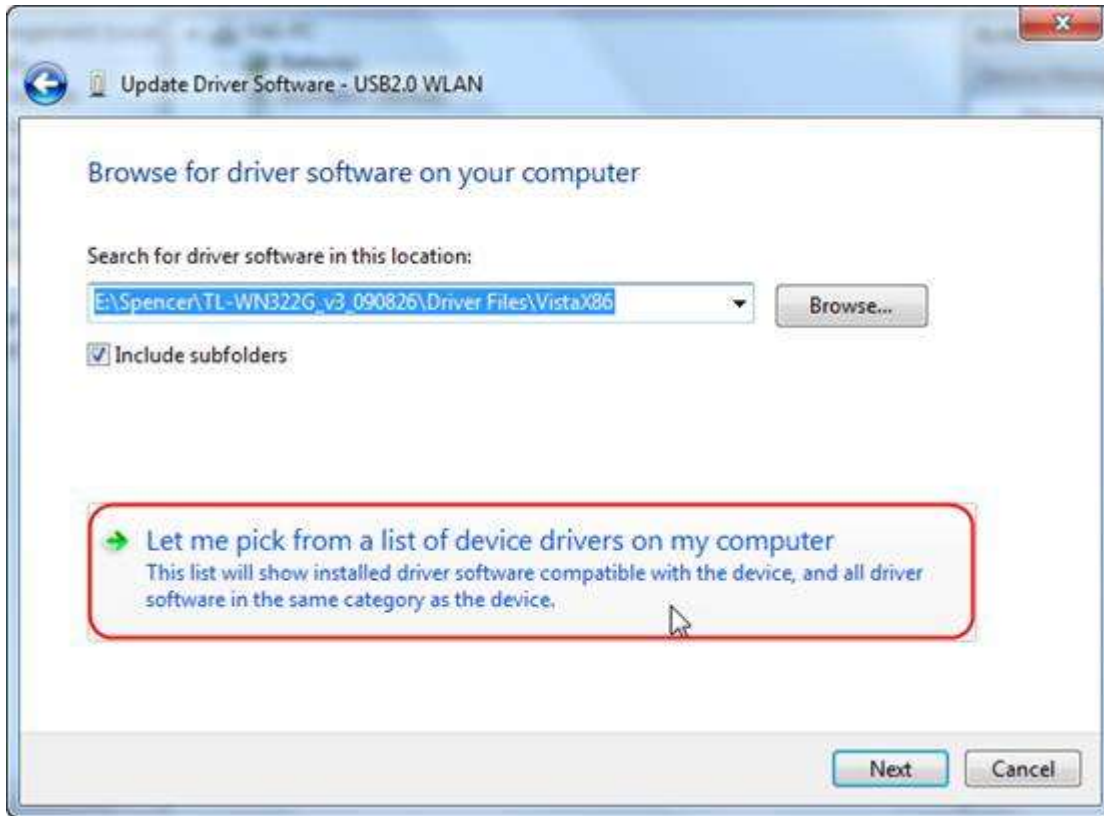
Step 4

Click *Browse my computer for driver software*.



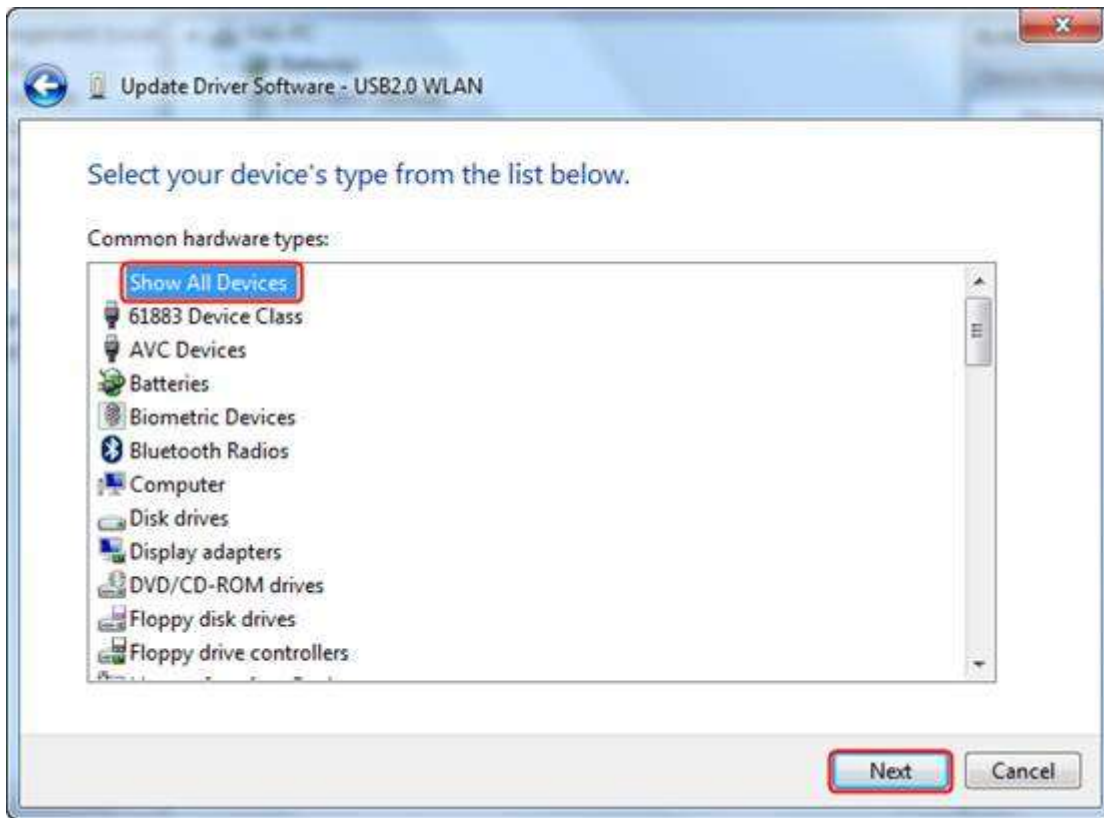
Step 5

Click *Let me pick from a list of device drivers on my computer.*



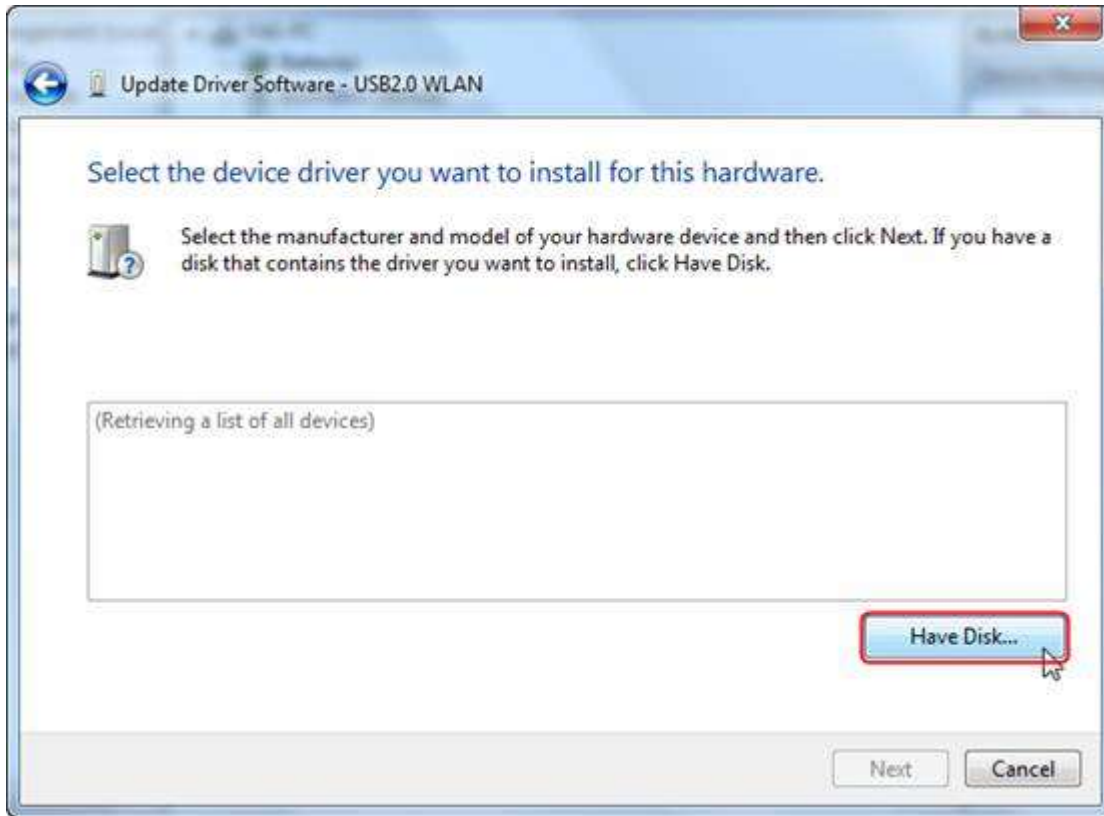
Step 6

Highlight **Show All Devices** and click *Next*.



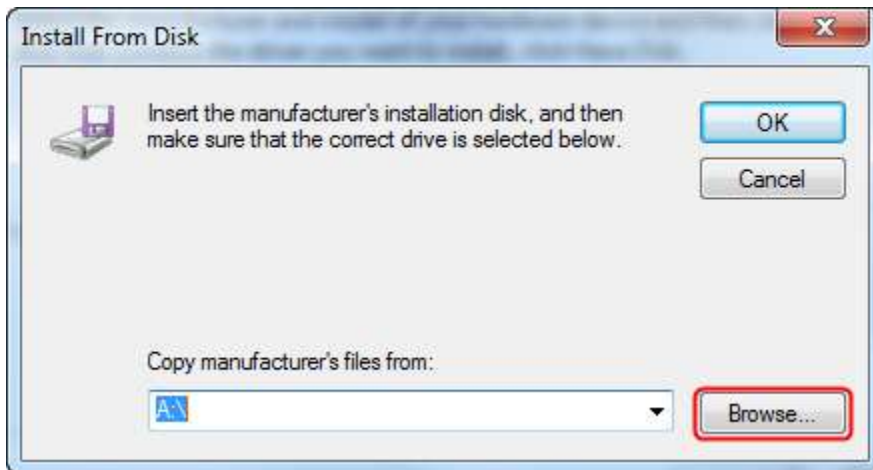
Step 7

Click *Have Disk*.



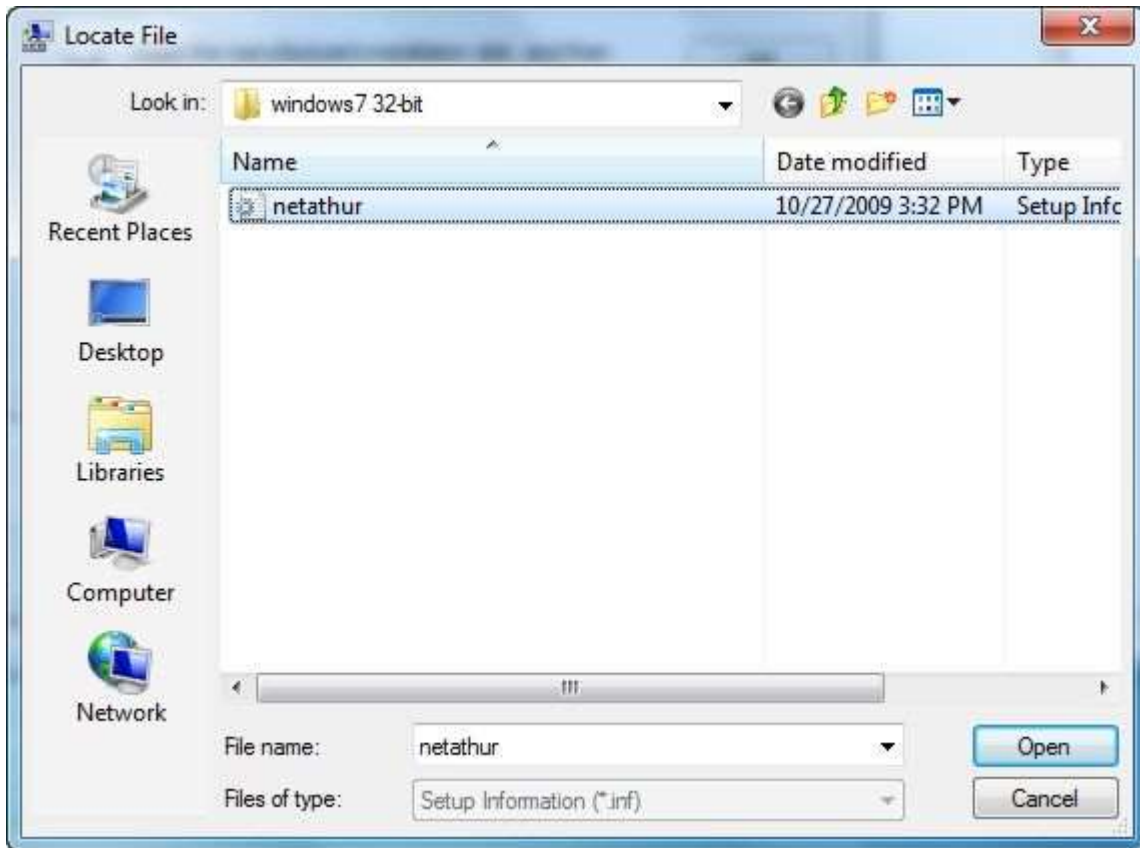
Step 8

Click **Browse**.



Step 9

Point to the inf file in the driver folder, and then click *Open*.



Note: Please click *start* button, right click *Computer* and go to *properties* to confirm operating system and system type of your computer.

View basic information about your computer

Windows edition

Windows 7 Ultimate

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Service Pack 1

System

Rating:

3.1

Your Windows Experience Index needs to be refreshed

Processor:

Pentium(R) Dual-Core CPU E5500 @ 2.80GHz 2.80 GHz

Installed memory (RAM):

2.00 GB

System type:

32-bit Operating System

Pen and Touch:

No Pen or Touch Input is available for this Display

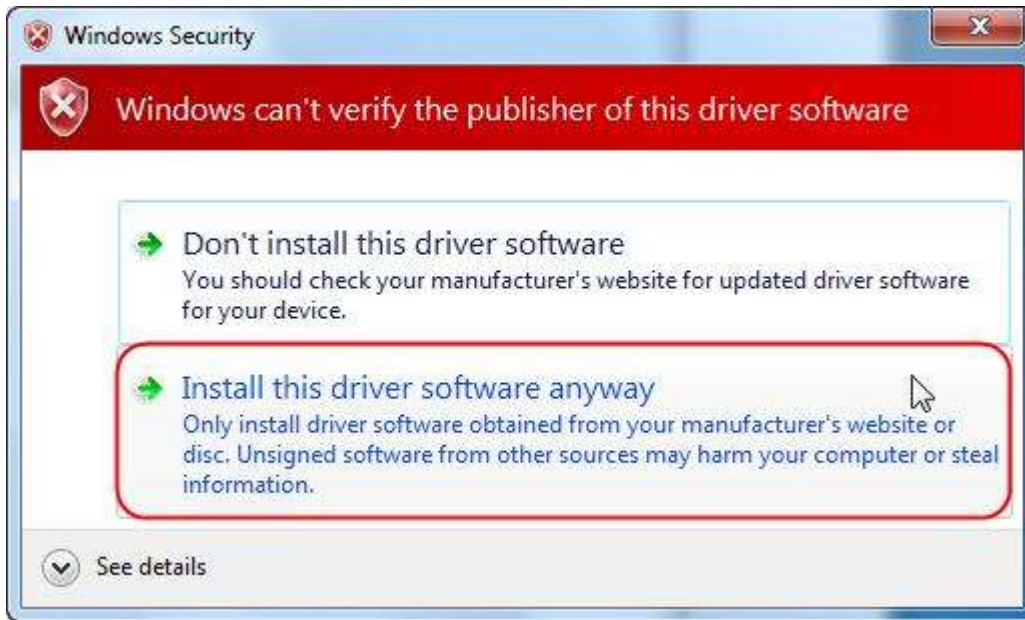
Step 10

Click *Next*.



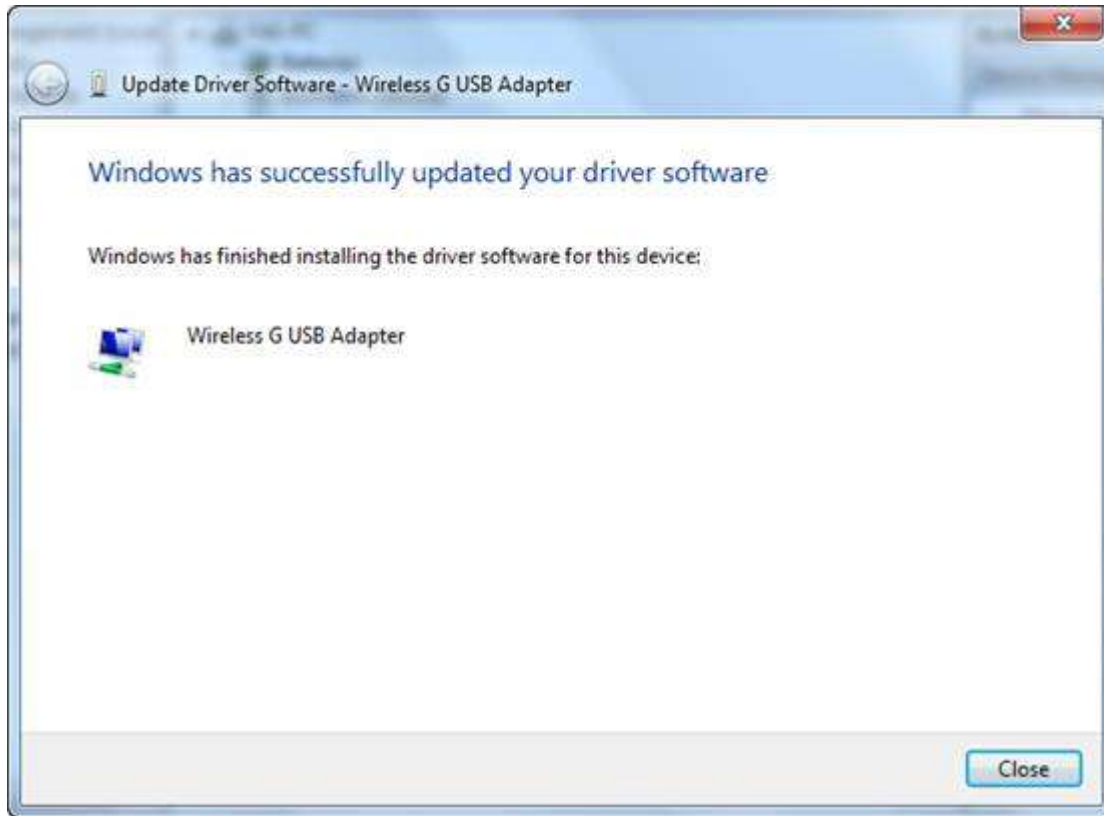
Step 11

Click *Install this driver software anyway*.




Step 12

Click *Close*.



What should I do when the driver for my adapter is not allowed on my windows computer

User Application Requirement

Updated 02-22-2013 15:56:04 PM  25594

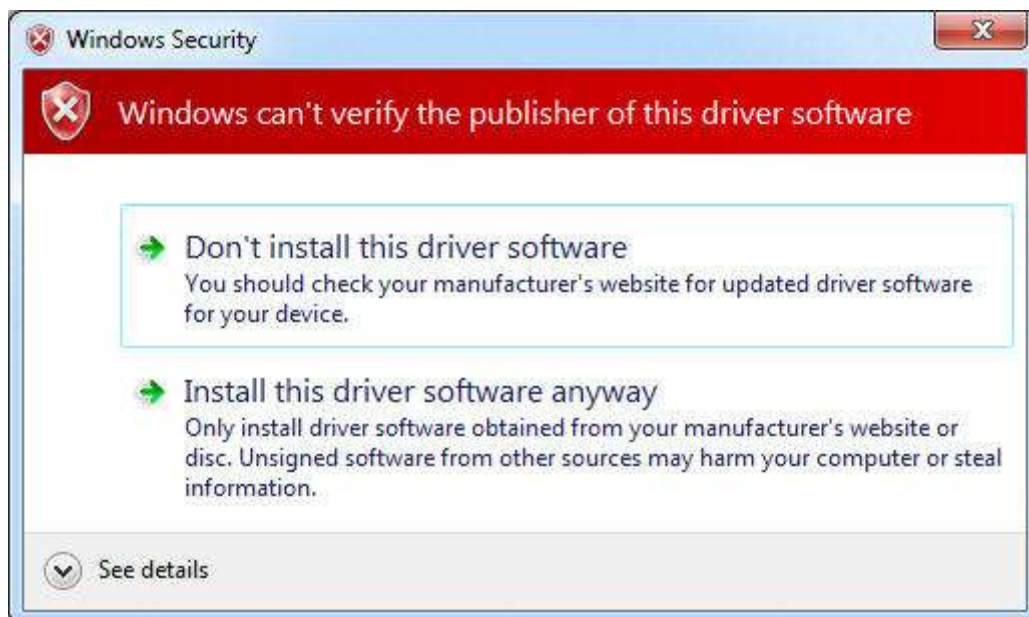
This Article Applies to:

When we are trying to install the network adapter, we may get the following warning:

Case 1



Case 2



Case 3



We get these messages because the TP-Link driver has not been digitally signed by Microsoft Windows. But the driver is harmless to your system or your computer. Just go on with your installation.

Here are solutions for these cases:

Solution for Case 1

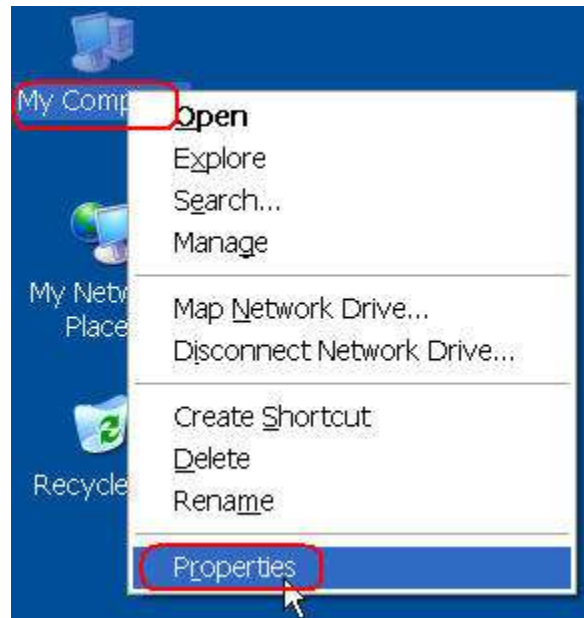
Click on **Continue Anyway**, go on installing.

Solution for case 2

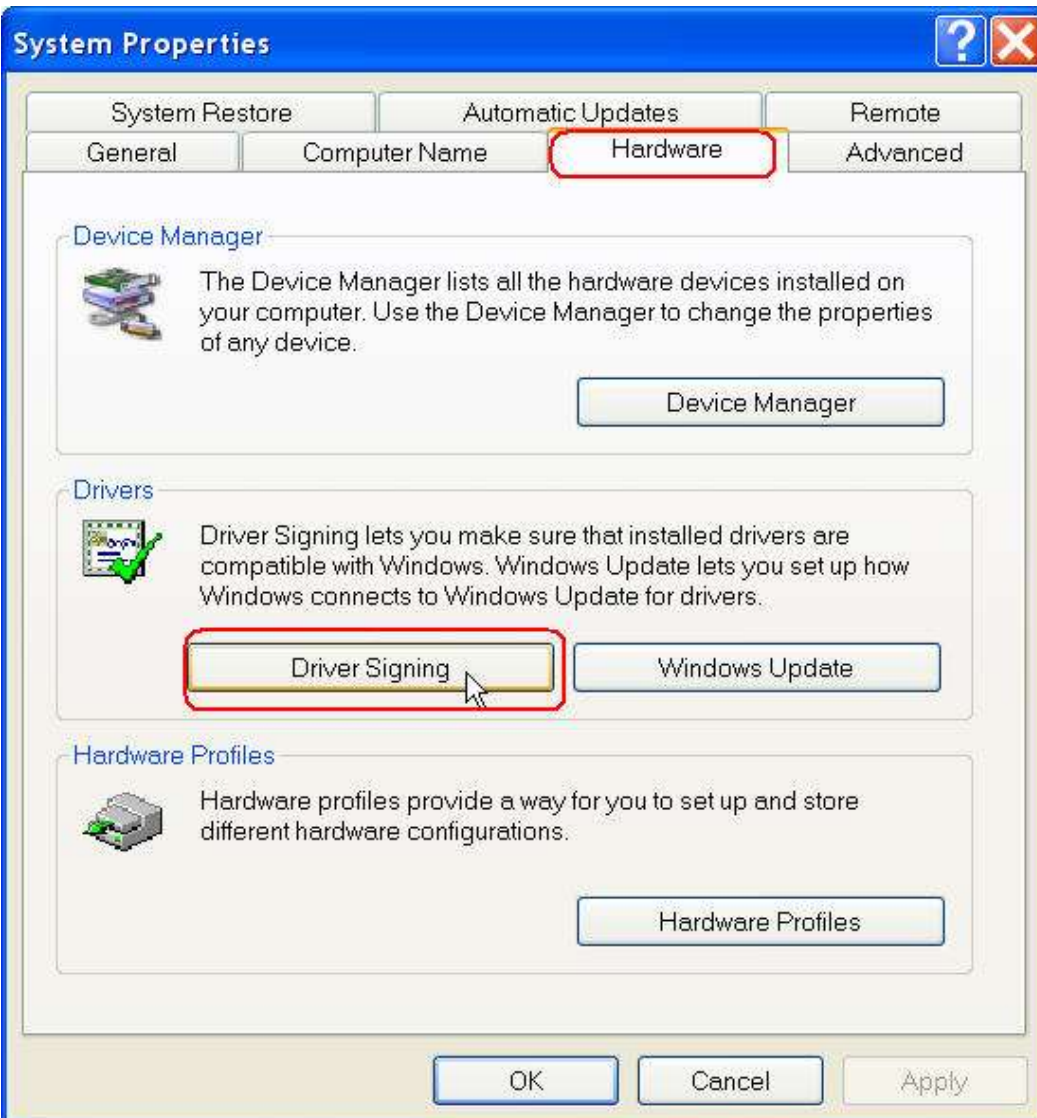
Click on **install this driver software anyway**, go on installing.

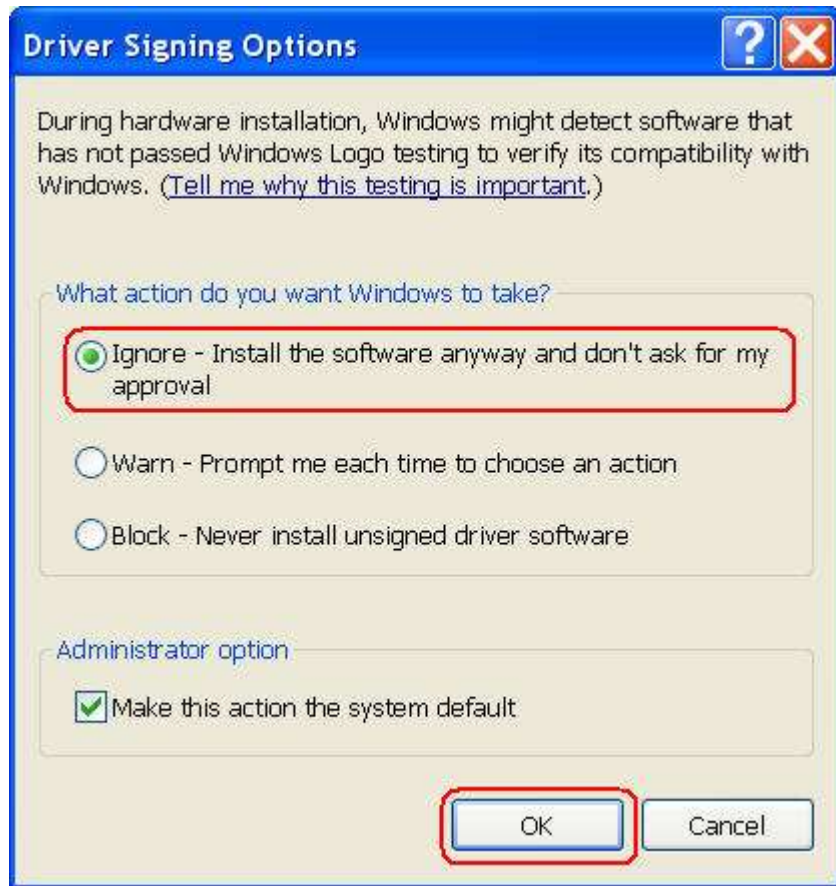
Solution for case 3

1. Click on **OK**.
2. Right click on **My computer** menu, go to **Properties**.



3. Go to **Hardware** -> **Driver Signing** -> check **Ignore**, click on **OK**.





How to Manually Install Adapters on Windows 8?

User Application Requirement

Updated 09-22-2017 09:47:01 AM ©82975

This Article Applies to:

Note: This article applies to the situation that failed to install the adapter through **.EXE** program and the adapter has **.inf** file to download.

(please download the latest driver from [TP-Link official site](#), and extract the zip file to see whether your adapter has **.inf** file.)


Before the installation, please download the latest driver from [TP-Link official site](#), and extract the zip file to a folder .

First, please move your cursor to the right corner of computer screen, and you will see the right-side bar shows up, then click **Start** icon. (You can also directly press the Windows Key on your keyboard, which is normally between **Ctrl** and **Alt** keys. It turns you into Desktop screen also.)


Start



Mail




Photos




Calendar




Internet Explorer




Help + Tips



New game
Despicable Me: Minions
Free ★★★★★ 17



Skype




People

34°
Washington D.C.
Mostly Cloudy

Today
34°/26° Partly Cloudy

Tomorrow
43°/28° Partly Cloudy

Weather



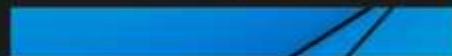
Reading List



SkyDrive

▲ DOW
▼ FTSE 100
▼ NIKKEI 225

Finance



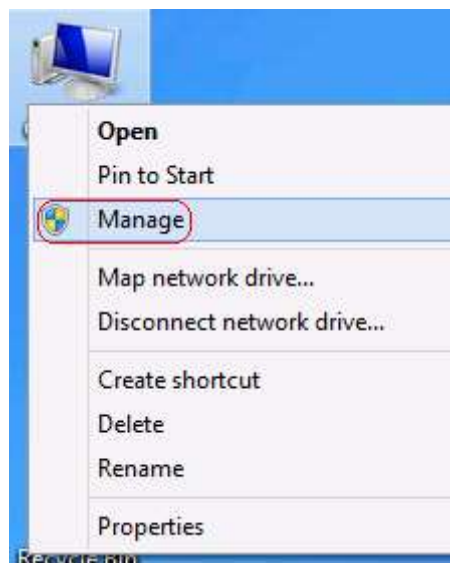
Maps



23:07 Sunday
December 15

Then please follow the steps below:

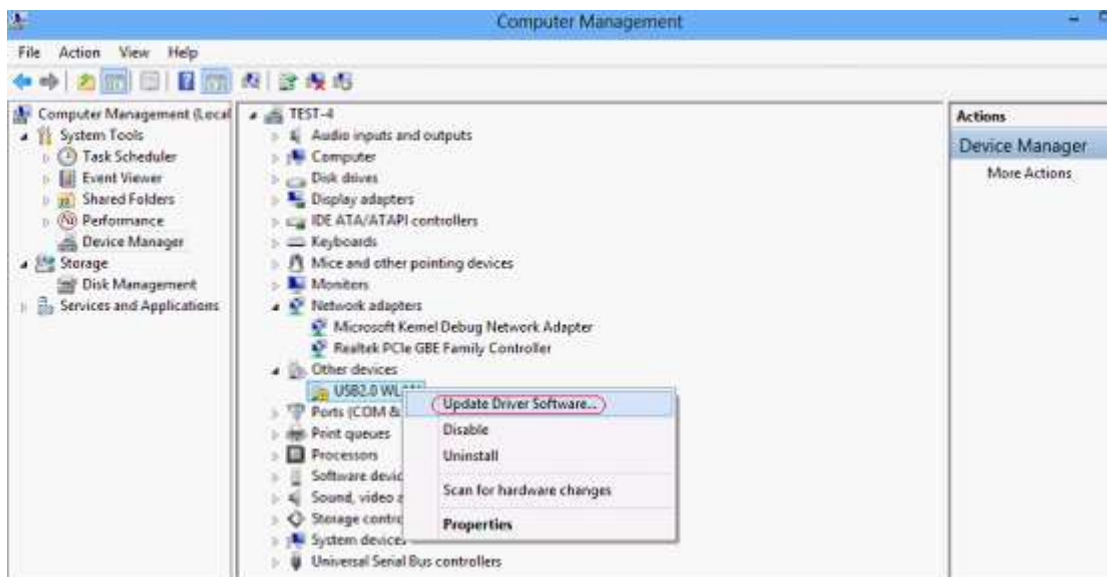
1. Insert the adapter onto your computer.
2. Download the updated software and extract it.
3. Right click on **Computer** Icon, and then click **Manage** .



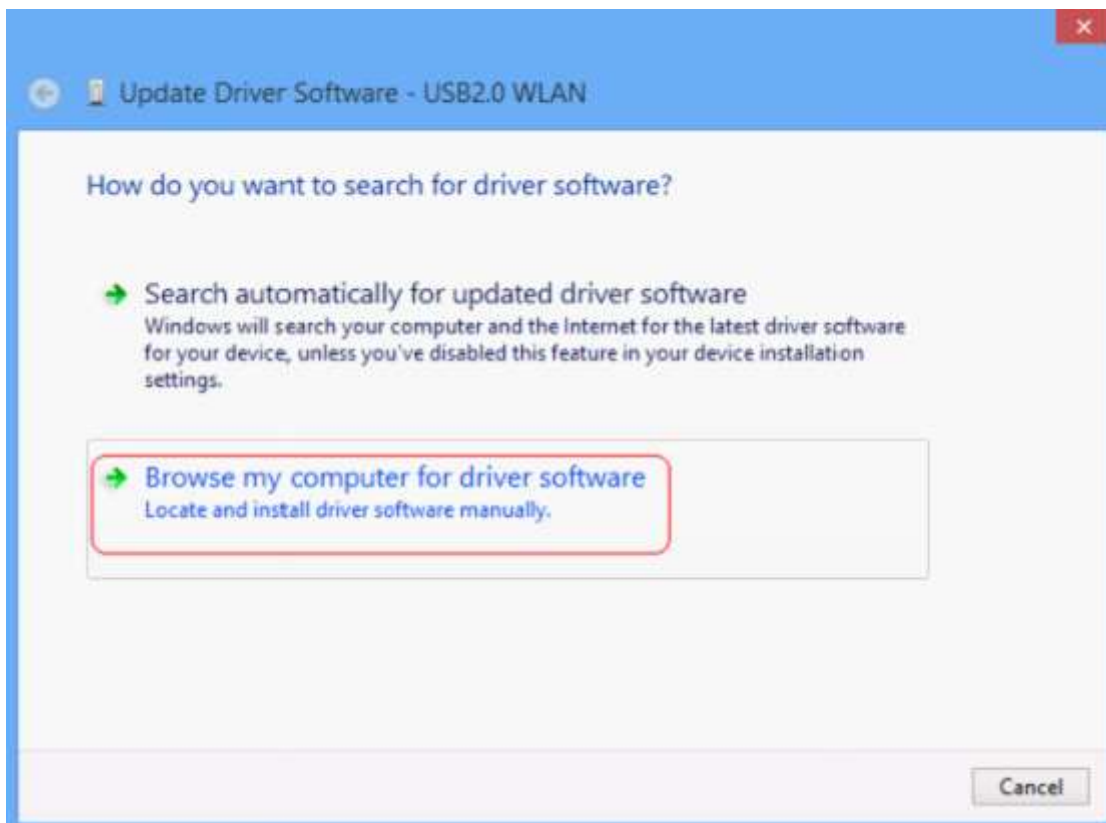
NOTE : If you are not an administrator, you will be prompted to type an administrator password, and then click Yes.



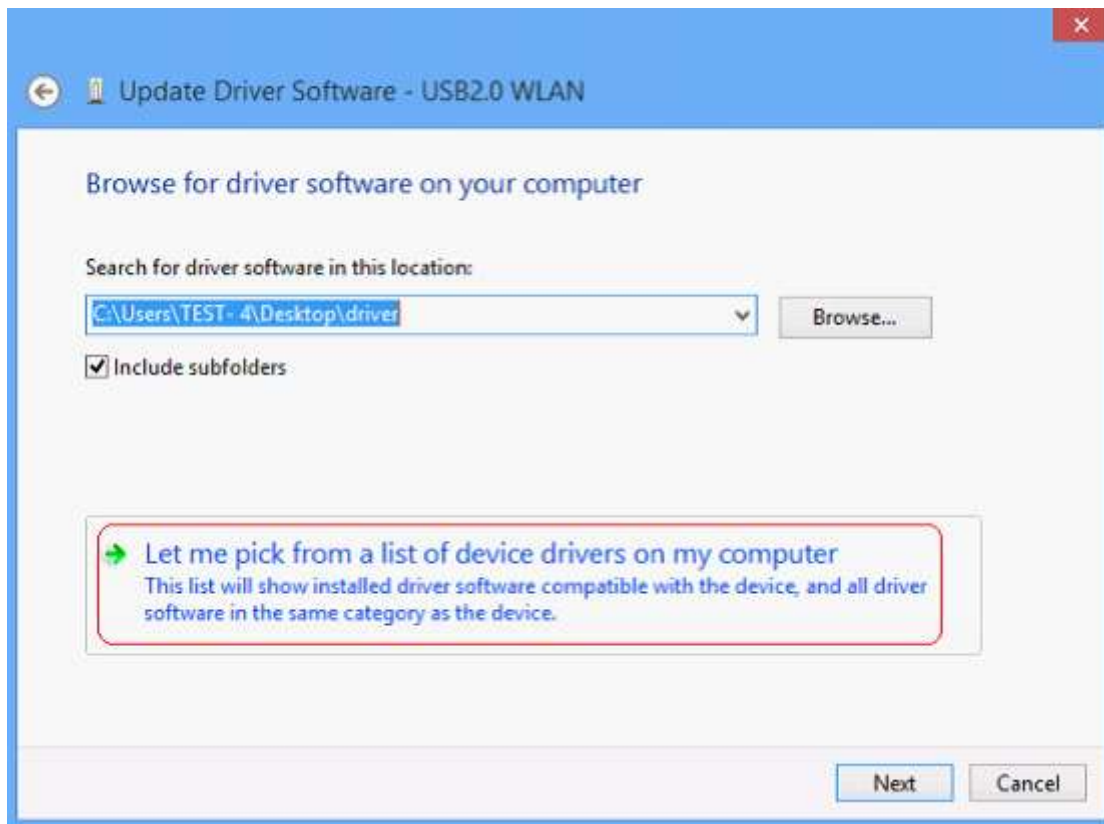
4. Open Device Manager . Right click the adapter and then click Update Driver Software... .



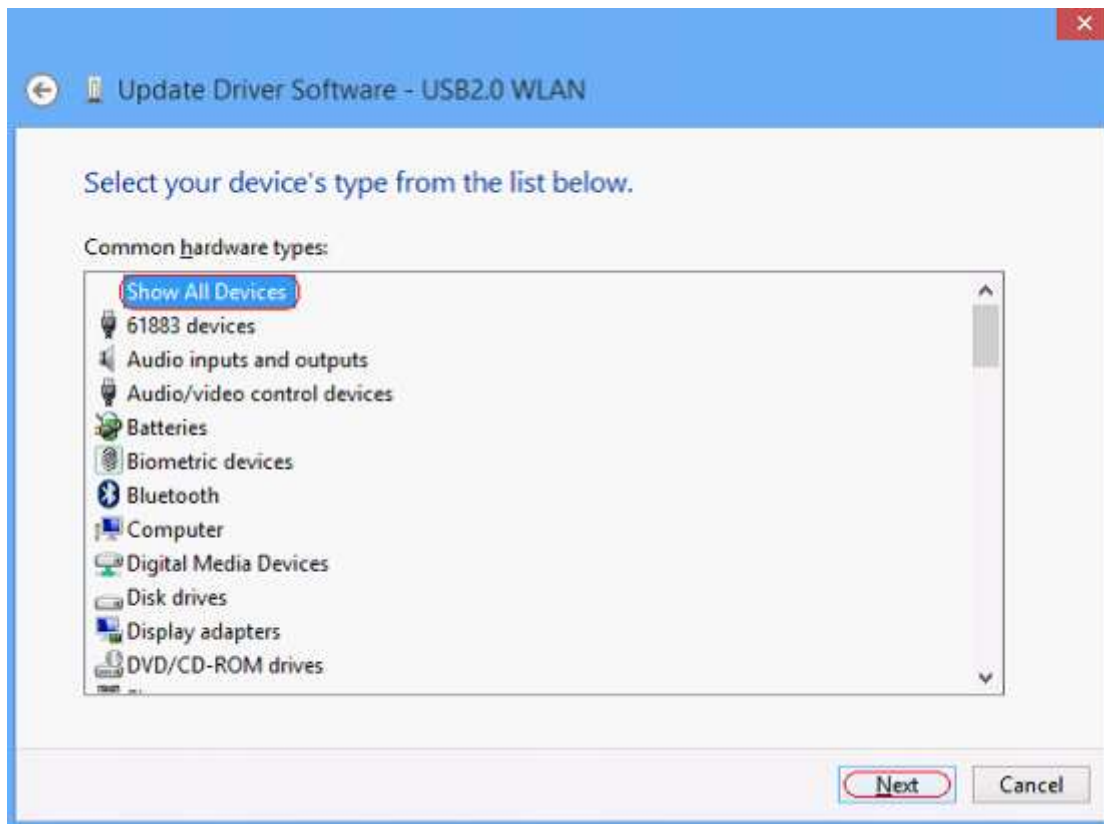
5. Click Browse my computer for driver software .



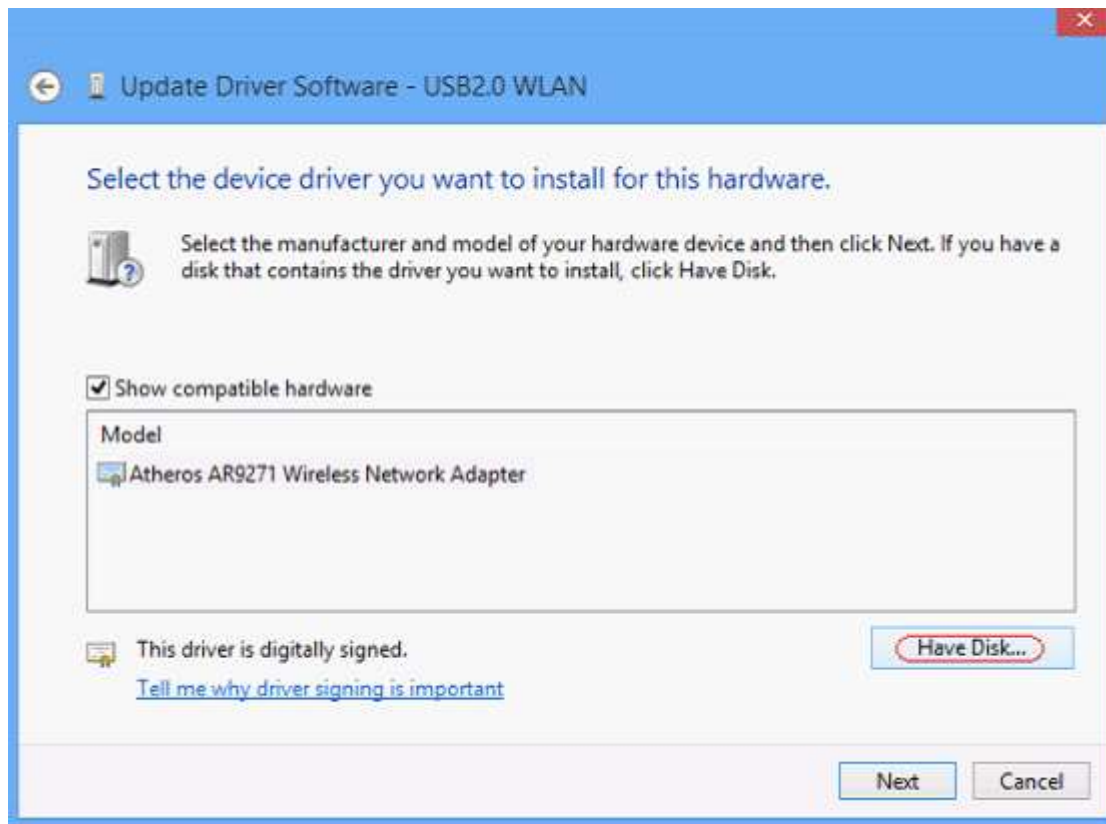
6. Click Let me pick from a list of device drivers on my computer .



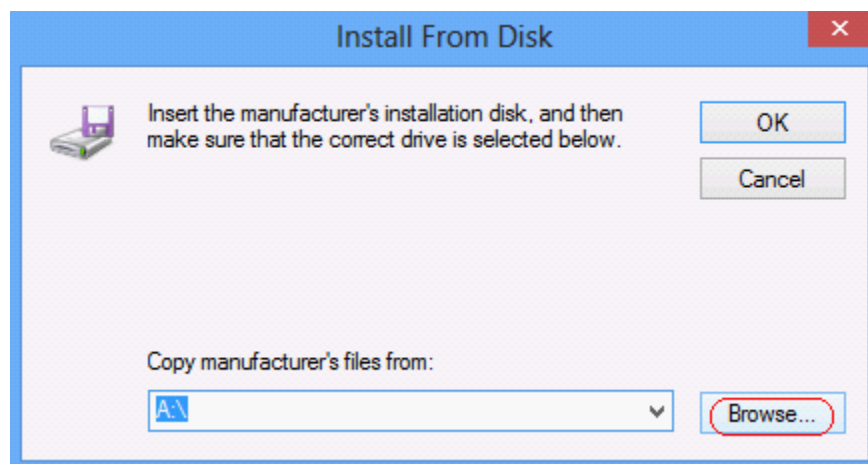
7. Highlight Show All Devices and click Next .



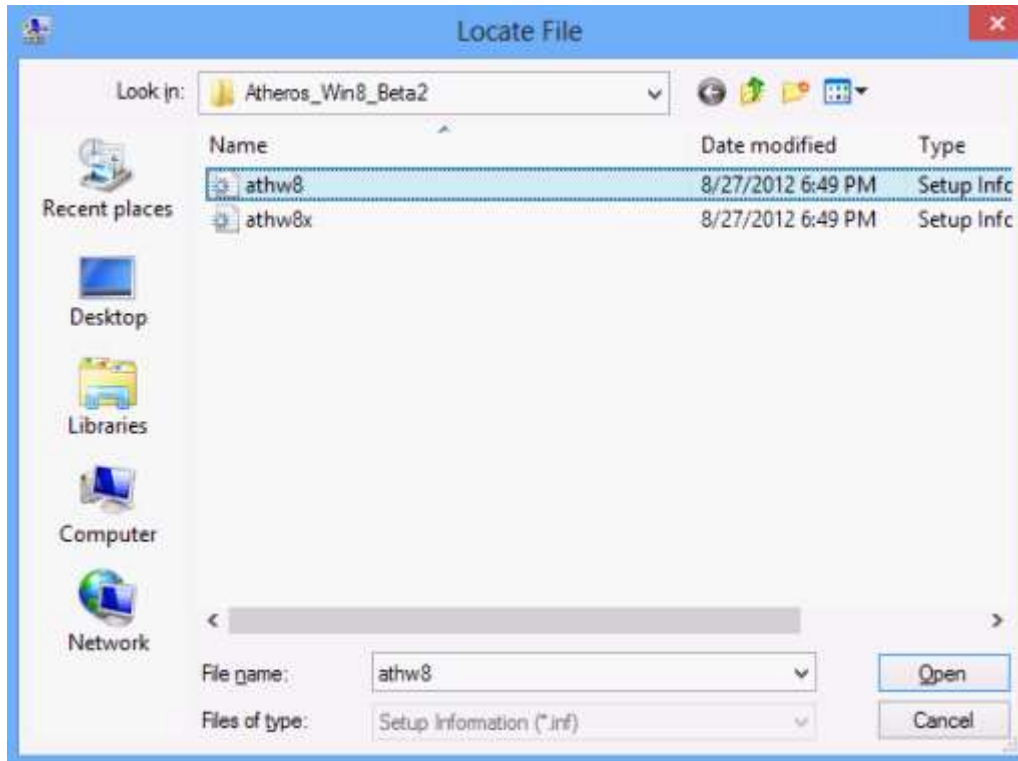
8. Click Have Disk .



9. Click Browse .



10. Select the inf file in the driver folder, and then click Open .



NOTE : athw8 is for 32-bit operating system, athw8x is for 64-bit operating system.

Please click **start** button, right click **Computer** and go to **properties** to confirm operating system and system type of your computer.

View basic information about your computer

Windows edition

Windows 8.1 Pro

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System

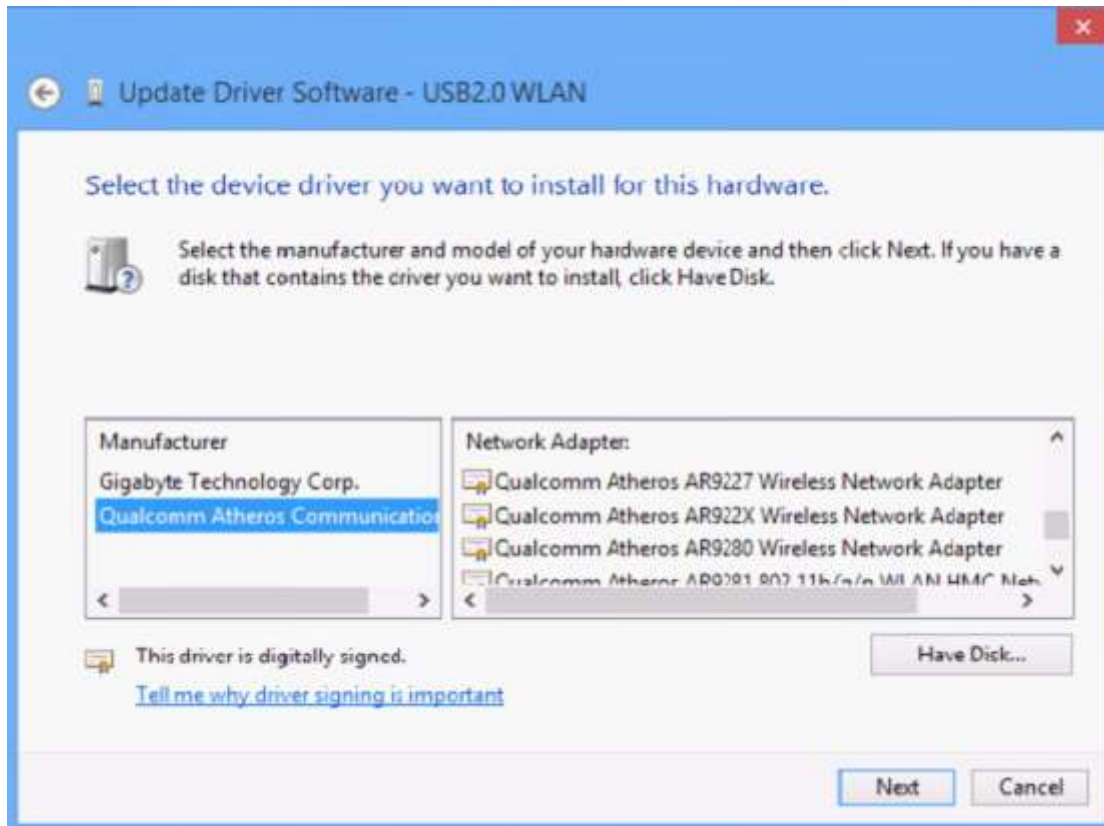
Processor: AMD FX(tm)-4100 Quad-Core Processor 3.60 GHz

Installed memory (RAM): 2.00 GB

System type: 64-bit Operating System, x64-based processor

Pen and Touch: No Pen or Touch Input is available for this Display

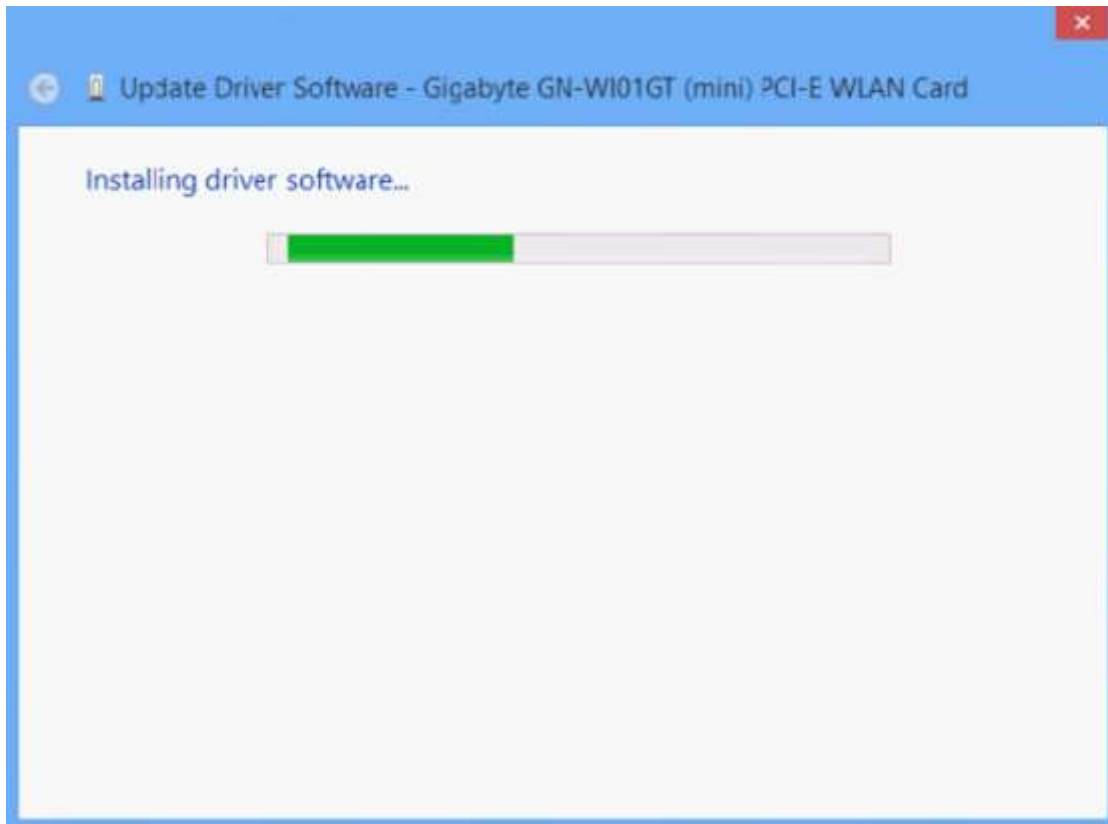
11. Select the devicer you want to install for this hardware and Click Next .



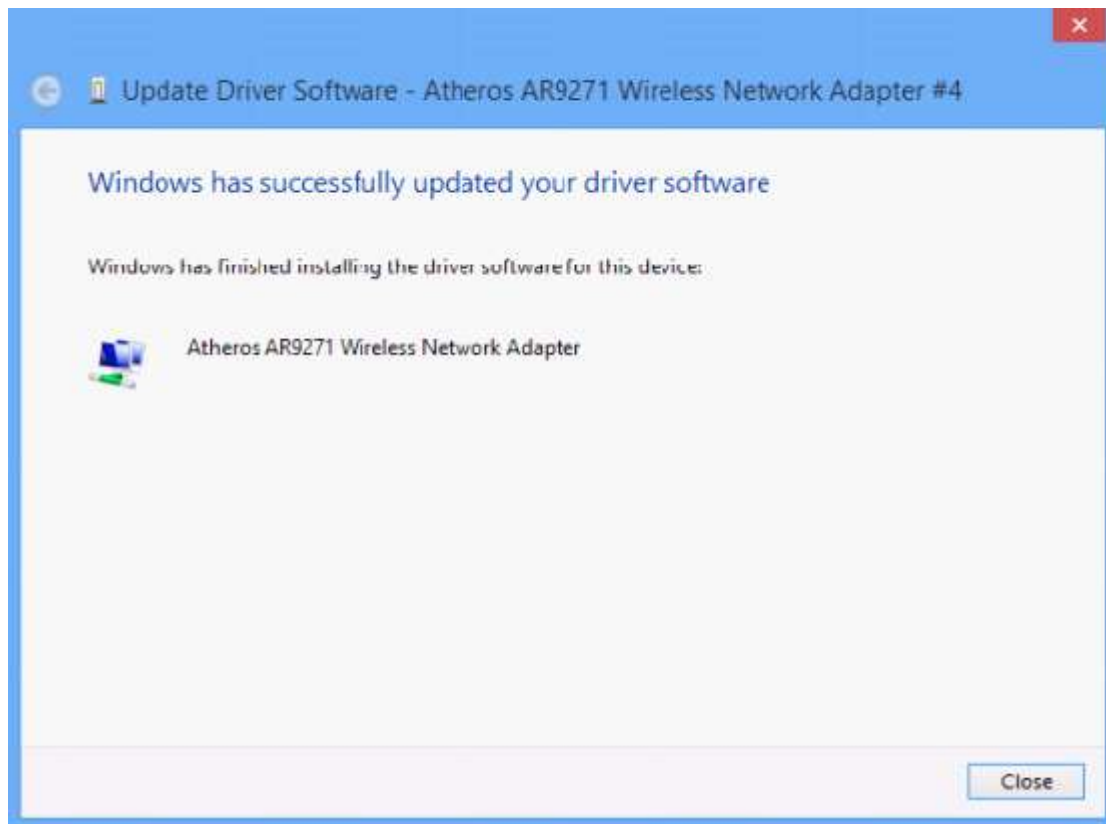
12. Click Yes .



13. Wait a moment .

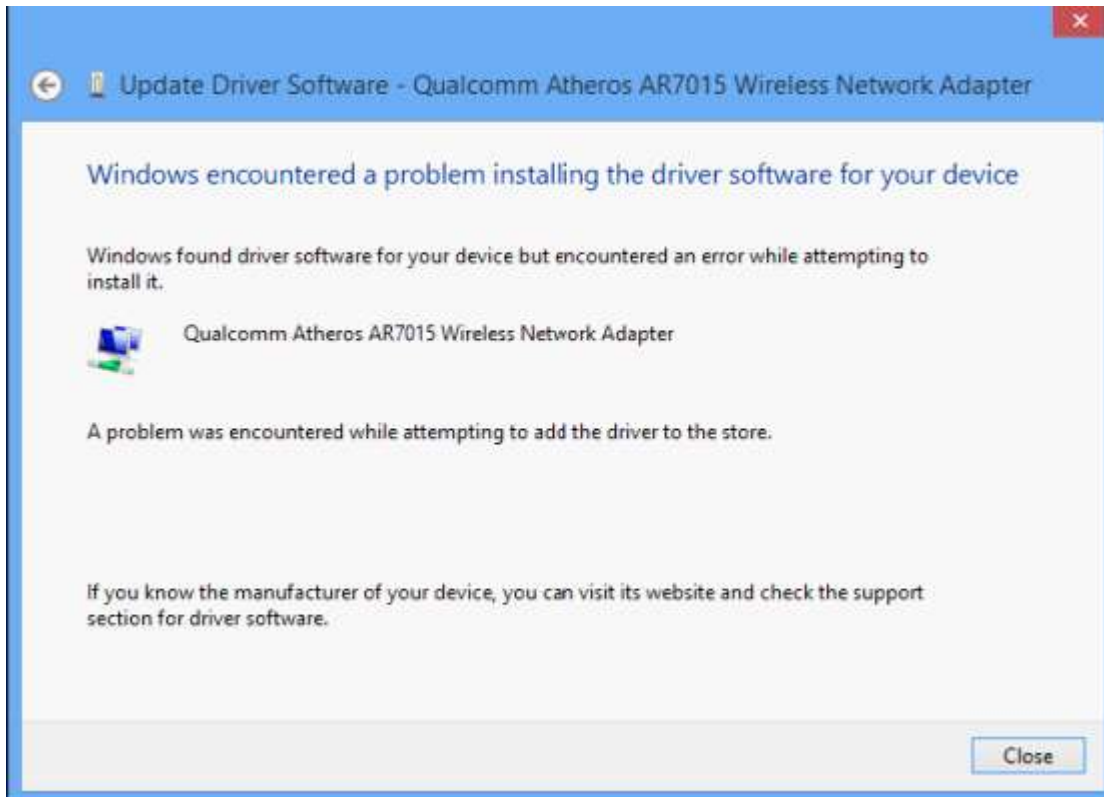


14. Click Close .



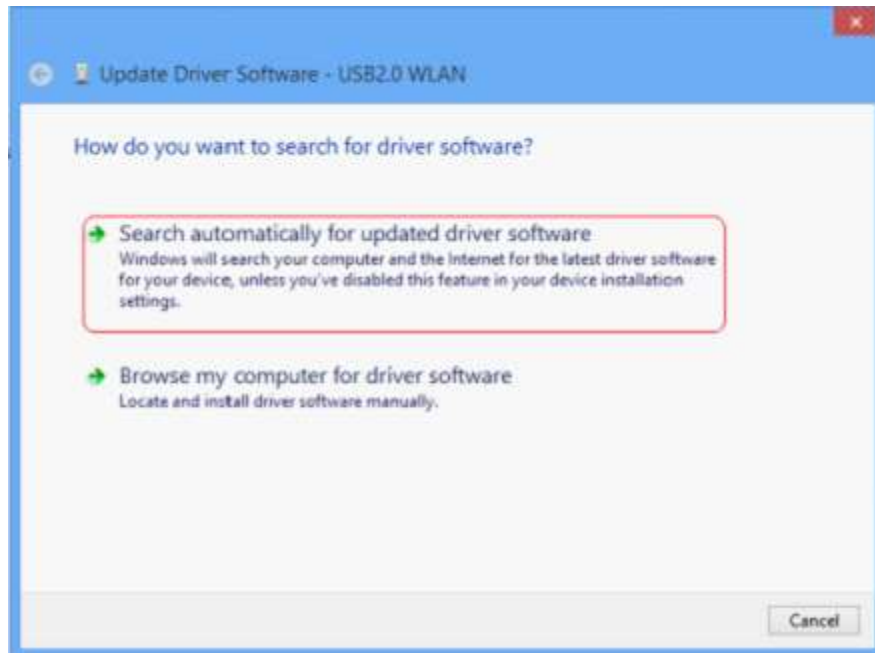
Appendix for Windows 8 64 bit

If the installation was failed under Windows 8 64 bit and you encountered the error message below:

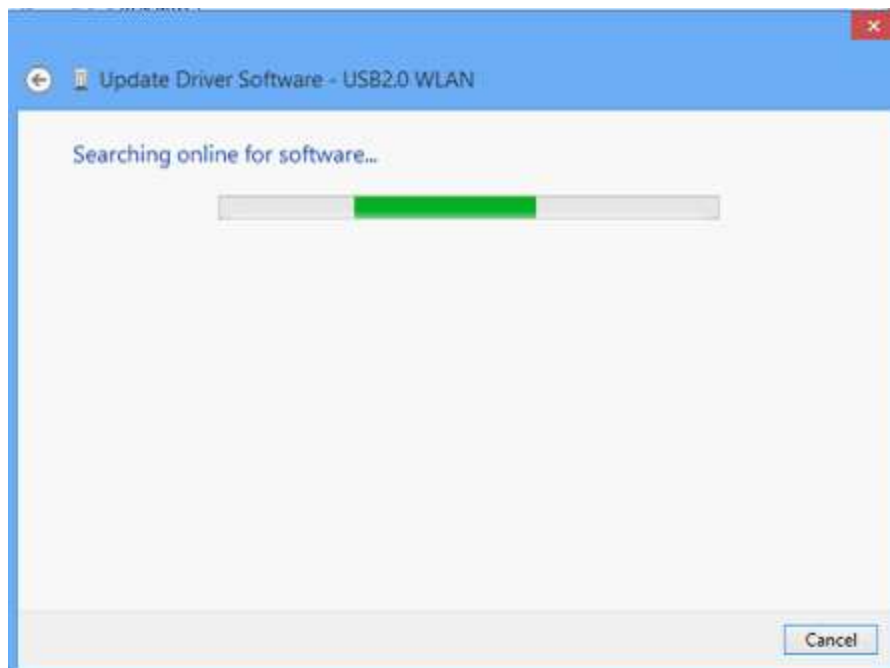


Please connect your computer to Internet with a cable and go back to step 5.

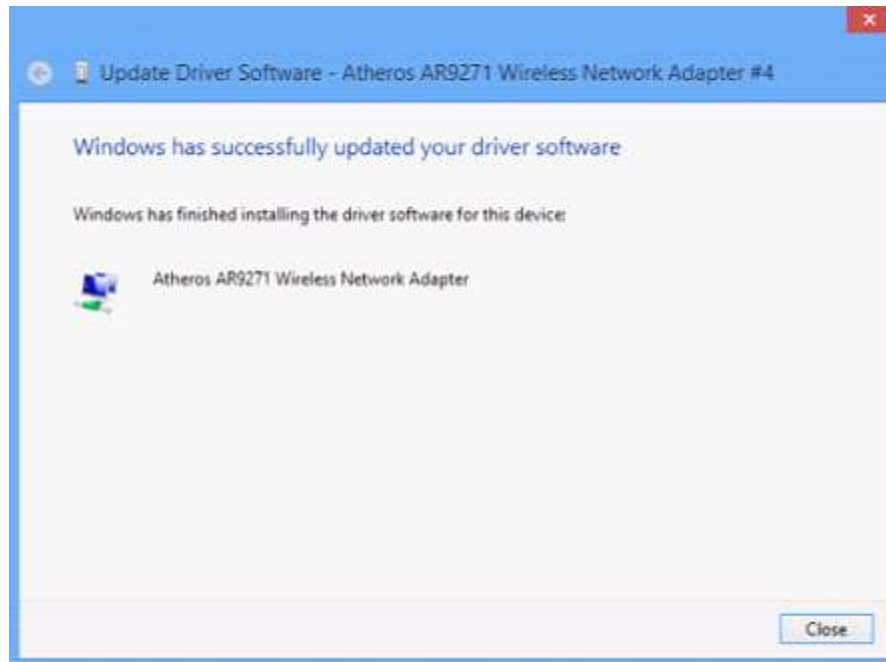
5. Click **Search automatically for updated drive software**



6. Wait a moment




7. Click **Close**



How to install adapters on Windows 8 if plug-and-play fails?

User Application Requirement

Updated 03-24-2015 01:53:31 AM  40002

This Article Applies to:

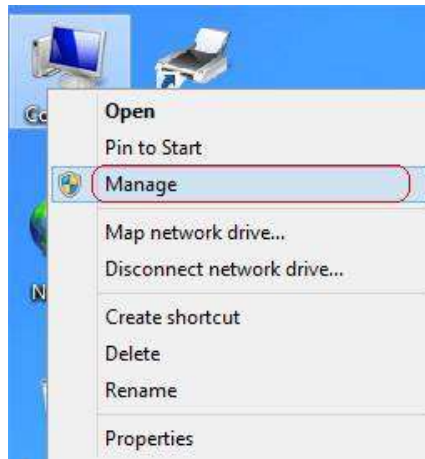
Before the installation, please download the latest Windows 8 driver of your adapters and refer to [FAQ 451](#) to install it manually.

Solution 1:

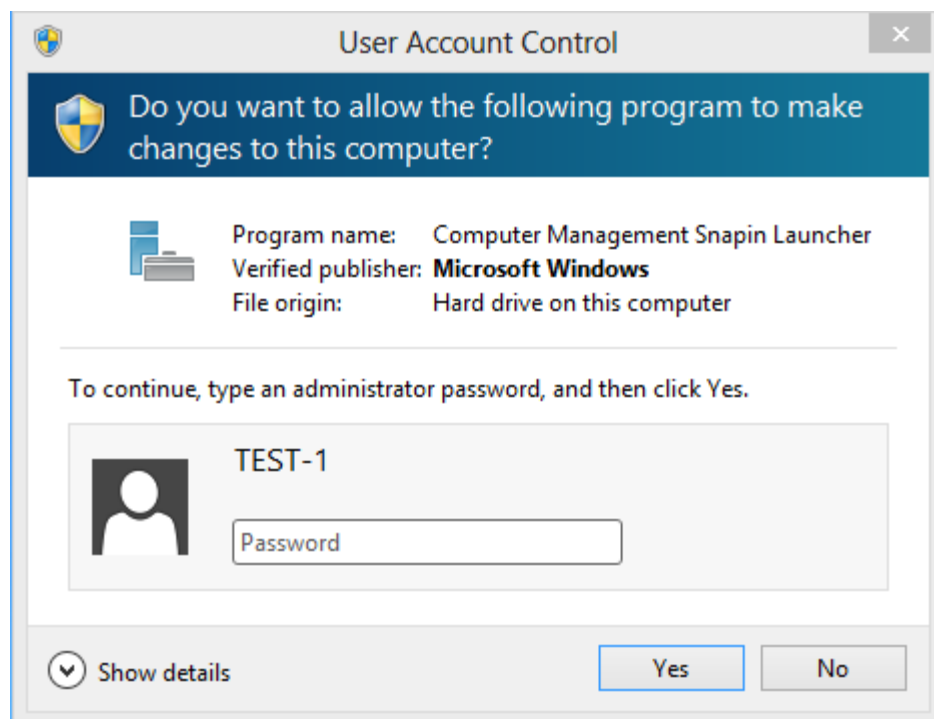
Please scan for driver automatically in the Windows 8 system files.

Step 1

Right click **Computer**, and then click **Manage**.

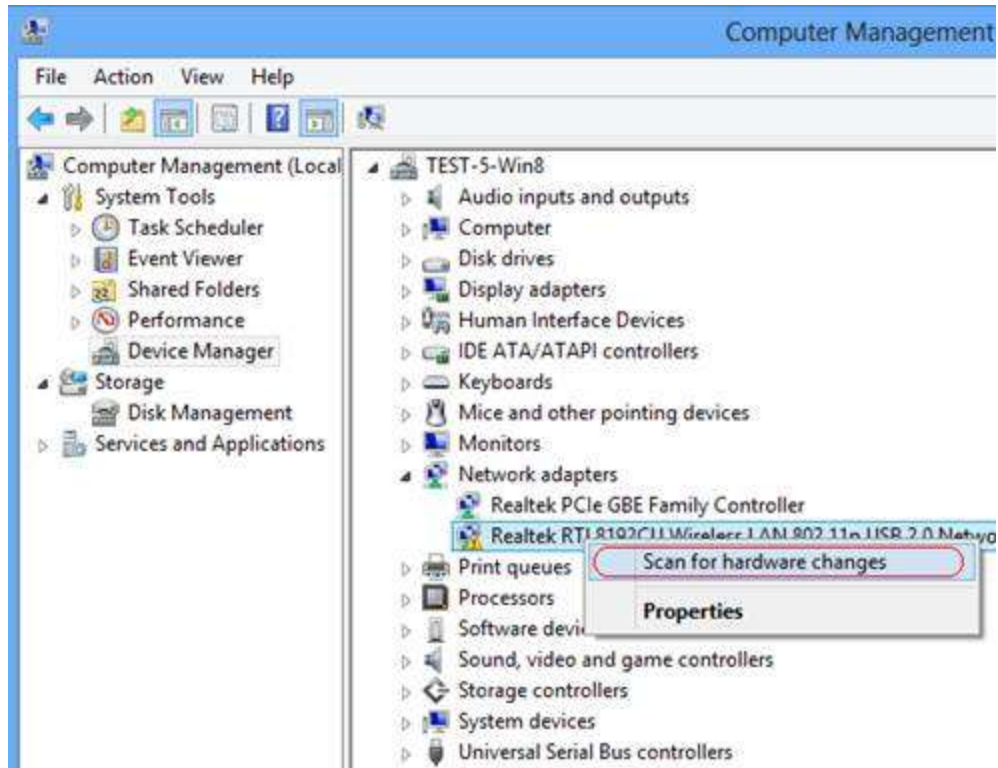


Note: If you are not an administrator, you'll be prompted to type in an administrator password, and then click **Yes**.



Step 2

Open device manager, right click on your adapter, and then click **Scan for hardware changes**.



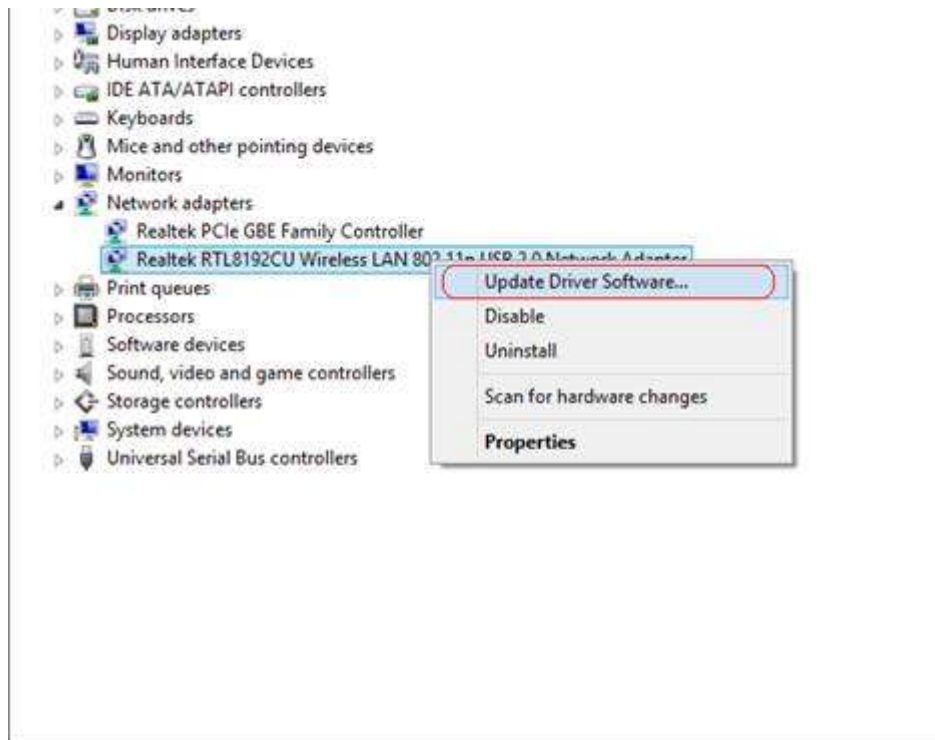
Then in several seconds, the driver will be installed automatically.

Solution 2:

Please try to upgrade the driver in the Windows 8 system files.

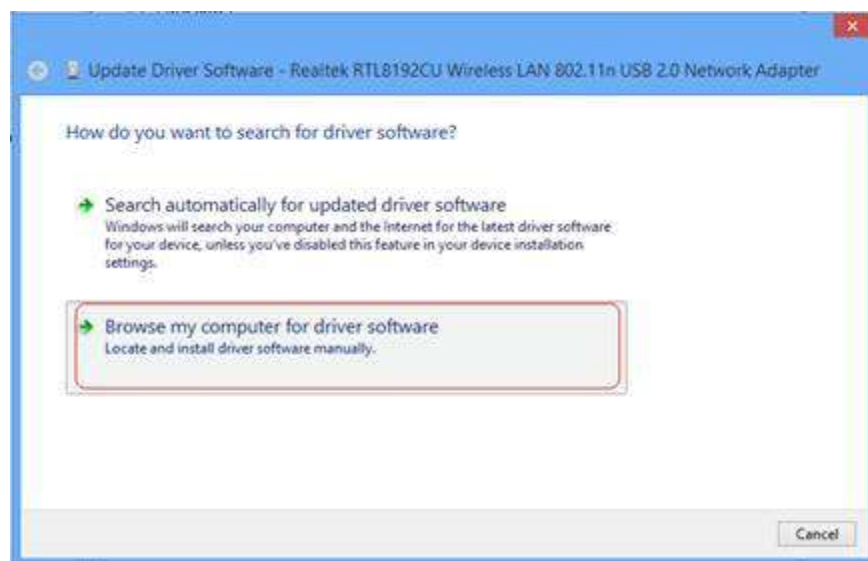
Step 1

Right click on your adapter, and then click **Update Driver Software...**



Step 2

Click **Browse my computer for driver software**.



Step 3

Browse to find the drivers, and then click **Next**. The path is normally:

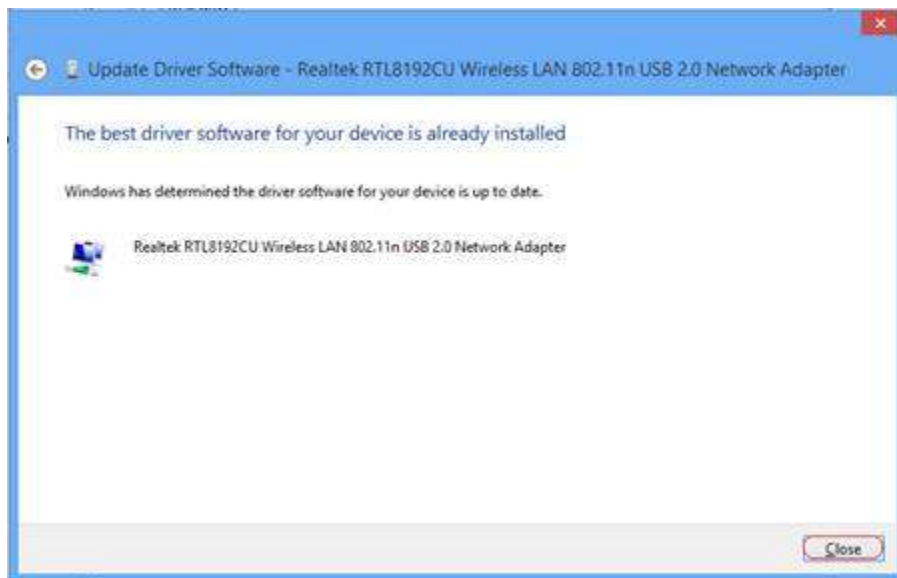
C:\Windows\System32\Drivers

Tip: Please tick **Include subfolders**.



Step 4

The driver will be installed automatically, and then please click **Close**.

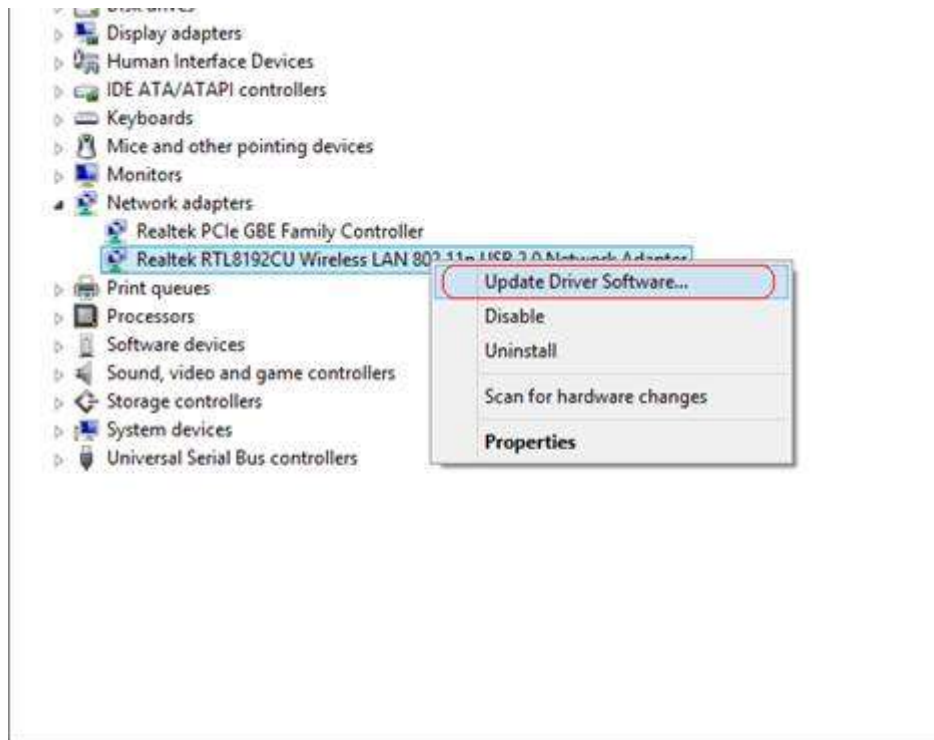


Solution 3:

If your computer has access to the Internet via another adapter, you can also search the available driver automatically from the Internet.

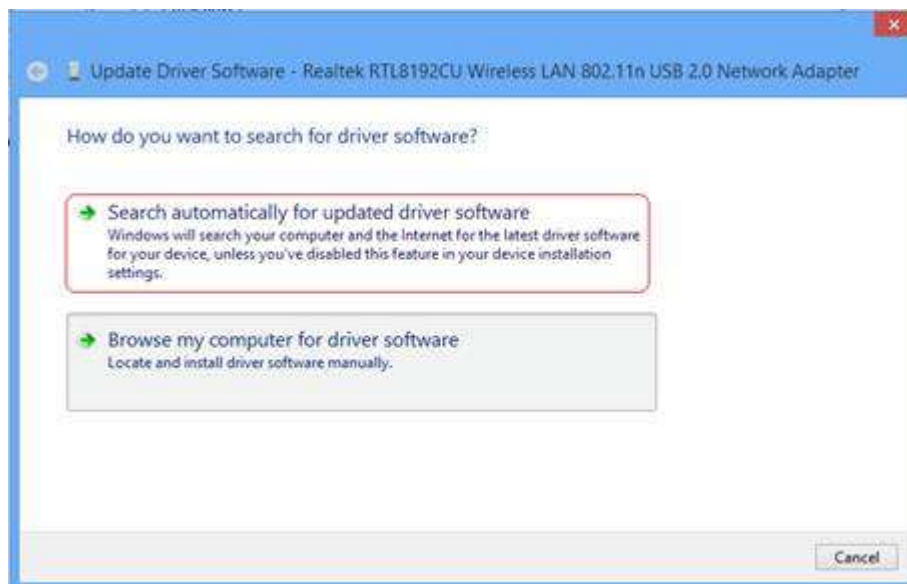
Step 1

Right click on your adapter, and then click **Update Driver Software...**



Step 2

Click **Search automatically for updated driver software.**



Step 3

The driver will be installed automatically, and then please click **Close**.

