

FAQ

Q1. How to reset the extender to its factory default settings?

- With the extender powered on, use a pin to press the [RESET](#) button for 1 second. The extender will reboot.
- Log in to the extender's web management page. Go to [Settings](#) > [System Tools](#) > [Backup & Restore](#) and click [Factory Restore](#).

Q2. What should I do if I forget my login password?

- If you are using a TP-Link ID to log in, or you have enabled the Password Recovery feature of the extender, click [Forgot Password?](#) on the login page and then follow the instructions to reset it.
- Refer to [FAQ > Q1](#) to reset the extender, and then visit <http://tplinkrepeater.net> to create a new login password.

 **Note:** The extender must be reconfigured after a reset to access the internet. Please note down your login password for future logins.

Q3. What should I do if I forget my wireless password?

Your extender shares the same wireless passwords as those of your host networks. You can go to [Settings](#) > [Wireless](#) > [Connect to Network](#) to check the password of your host networks.

Q4. What should I do if I can't access the web management page?

This can happen for a variety of reasons. Please try the methods below to log in again.

- If your computer is wirelessly connected, make sure that you have connected to the extender's SSID.
- If your computer is connected via an Ethernet cable, please make sure that the connection is stable.
- Make sure your computer is set to obtain an IP address and DNS server address automatically.
- Verify that <http://tplinkrepeater.net> is correctly entered in the web browser and press [Enter](#).
- Use the IP address to access the extender. The default IP is [192.168.0.254](#). If the extender is connected to the router, you should go to your router's DHCP client list to obtain the extender's current IP address.
- Reset the extender and try again.



Q5. I have enabled wireless MAC filter, wireless access control, or access control list (ACL) on my router. What should I do before configuring the extender?

When a device connects through the extender to your router, the MAC address of the device shown on the router is translated to another MAC address. If your router's MAC filter, wireless access control, or ACL is enabled, the devices connected to the extender cannot get an IP address from the extender and cannot access the Internet.

To solve this problem, please follow the steps below:

1. Log in to your router and disable the MAC filter, wireless access control or ACL.

■ **Note:** For more information about how to disable your router's MAC filter, wireless access control or ACL, please refer to your router's user guide.

2. Power on your extender, and run the [Quick Setup](#) to configure your extender.
3. Connect all of your devices to the extended network.
4. On your router, add all the Online Devices' MAC addresses to your router's MAC filter table.
5. Enable the router's MAC filter, wireless access control, or ACL to complete the configuration.

