FAQ

What should I do if I fail to login Archer MR400(EU)/Archer MR200(EU)v2's web UI?

This Article Applies to:

If browser's language is Russian, Italian, German, Turkish, or Polish, web server won't respond when click 'login'.
We have released new firmwares to fix the bug (Archer MR200(EU)_V2_170927, Archer MR400(EU)_V1_170907), please refer to the one of following two methods to upgrade:

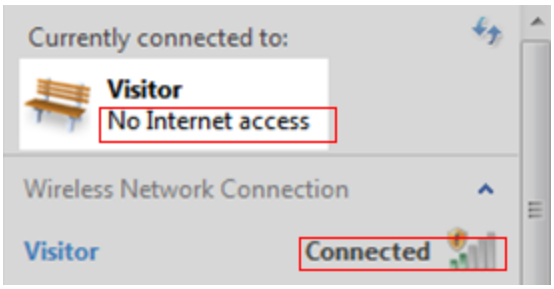
Method 1: Via Web UI
1. Please change the browser's language to another one (Chrome is recommended), https://support.google.com/chromebook/answer/1059490?hl=en
2. Refer to the link below to upgrade the firmware:
http://www.tp-link.com/en/faq-1667.html

Method 2: Via Tether
Please connect smartphone to TP-Link's wifi, then open Tether and enter the username and password to login the TP-Link device (They are the same as the login credentials for the web management page. The default Login username and password are both "admin".)
Go to ' Tools – System –Firmware Update' to upgrade the firmware.

No internet connection when using TP-Link Wireless 4G LTE Router working as 3G/4G Router Mode(Case 1)

This Article Applies to:

Note: This article is applied in the following situation: you can connect to the wireless of Archer MR200, but none of your devices can get internet access and you might see the following icon on your computer.



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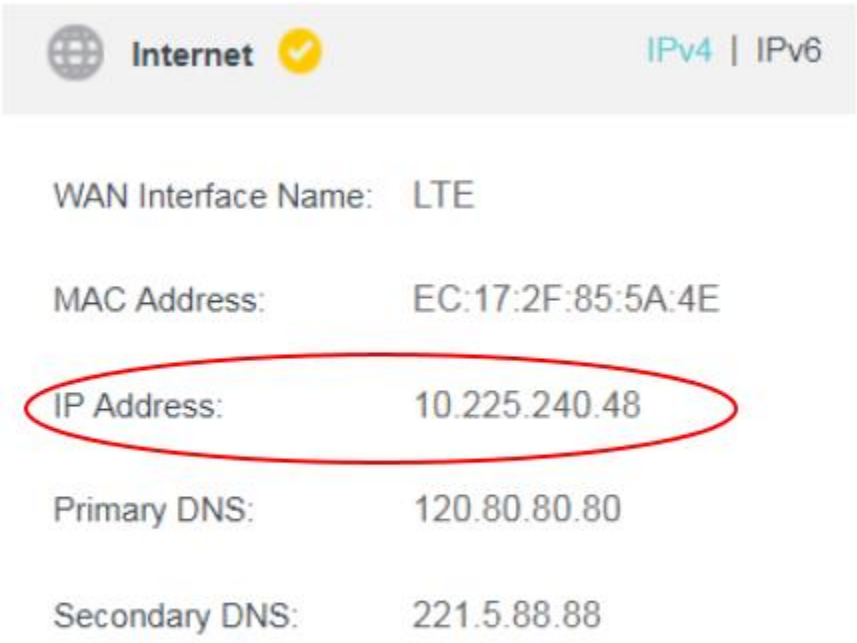


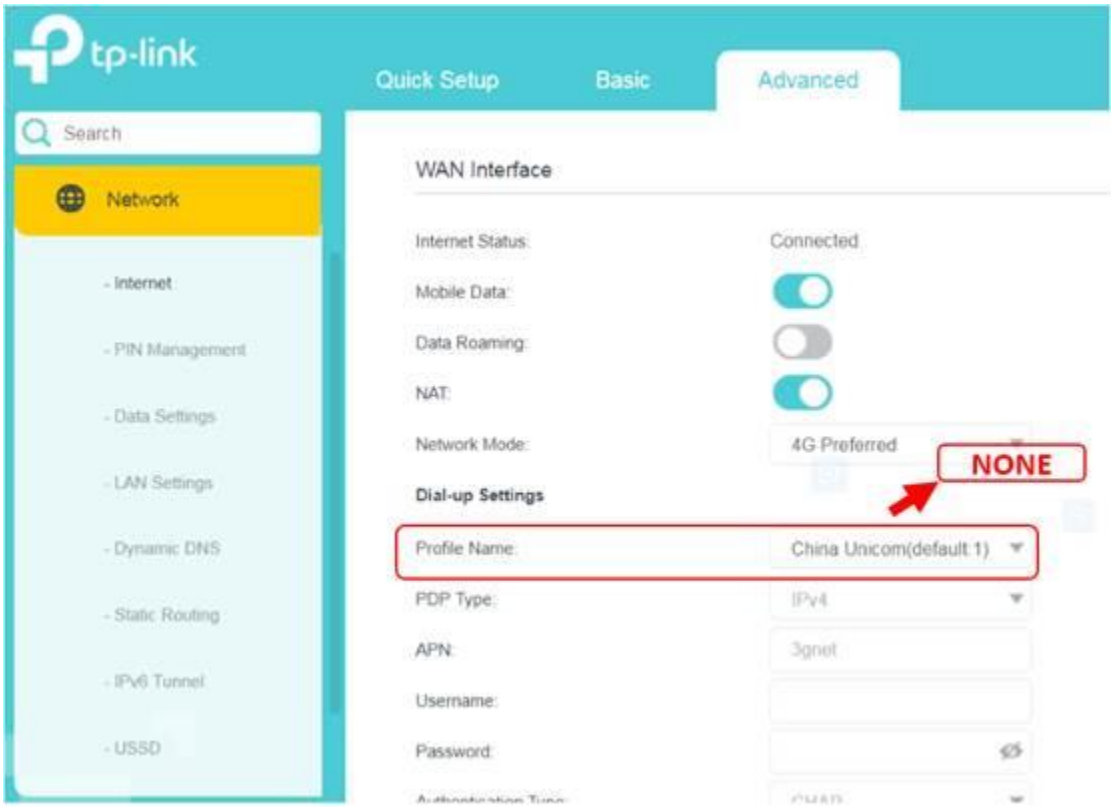
If the Ip address is **not 0.0.0.0**, then refer to this FAQ.

If the Ip address is **0.0.0.0**, it means the router is not connected to the internet yet. The reason can be that SIM card's supporting BAND is not the same with this router's or the router's self-inserted APN is different from ISP's etc.(ISP stands for the Internet Service Provider)

Solution

1: Sim card's supporting band is not the same with the router's

The **phenomenon** can be that the SIM card is not recognized by the router at all (you will see that the '**profile Name**' is '**none**')



Solution: Check with your 3G service provider to make sure that your SIM card supports the **Network Type** which Archer MR200 supports. You may check the details of Network Type on our **Official Web Site**. Also, it's working properly when it's inserted to your phone.

2. The SIM Card is disabled by PIN code.

Solution: contact your **Internet Service Provider** to get **PIN Code** of your Sim card and fill in that Code into TP-Link router.

3: The router's self-inserted APN is different from ISP's

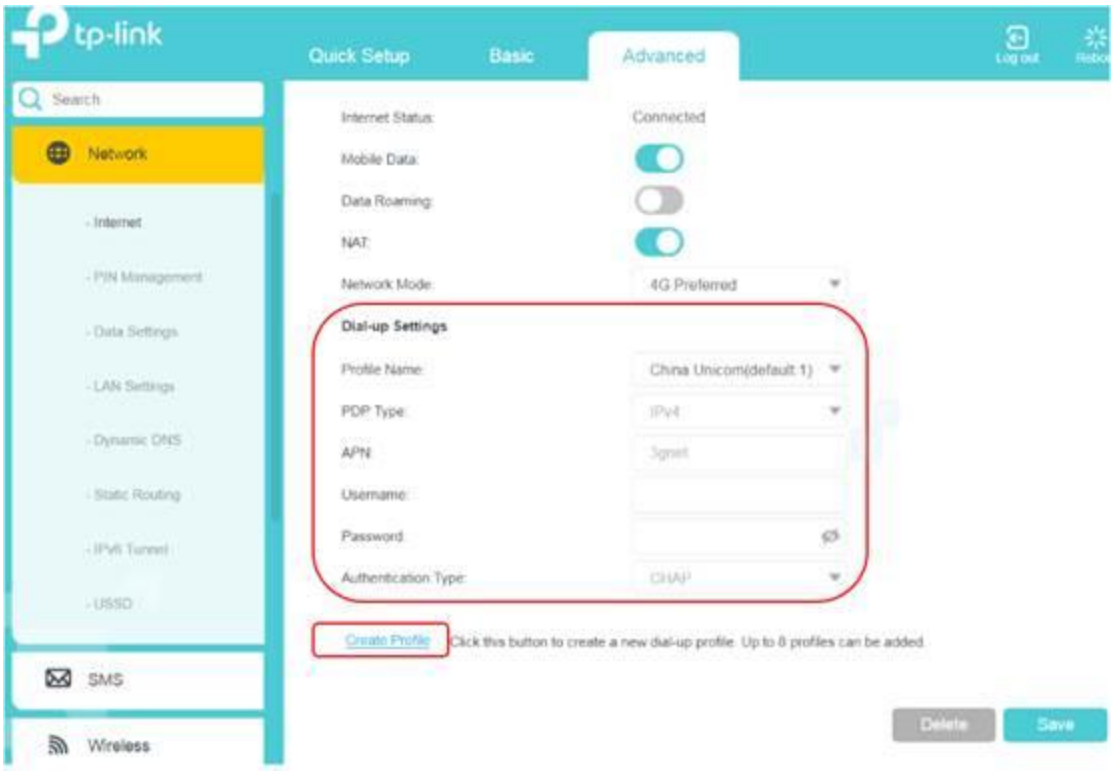
APN info is inserted in the router before you input your SIM card. Sometimes, your ISP may change their APN without our notice.

Solution: create a connection **profile** by yourself.

The following info will be needed to create a profile: '**APN type'** and **'APN' (**from ISP), **'profile list' 'profile name'** (this can be something you like); '**PDP type**' (ipv4 or ipv6) (decided by the ISP); '**username'** and **'password' 'Authentication type' (**optional and decided by ISP)

To create a profile:

Go to '**advanced'--'Network'---'Internet'---'profile management'---'create'**.



No internet connection when using TP-Link Wireless 4G LTE Router working as 3G/4G Router Mode(Case 2)

Troubleshooting

Updated 05-30-2019 09:29:53 AM *194*

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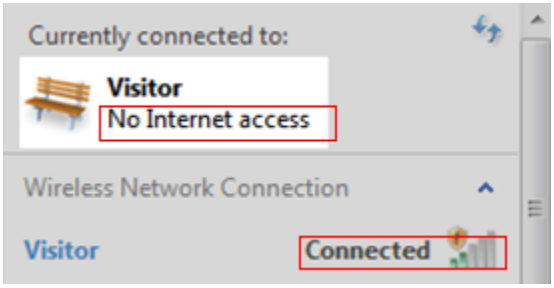

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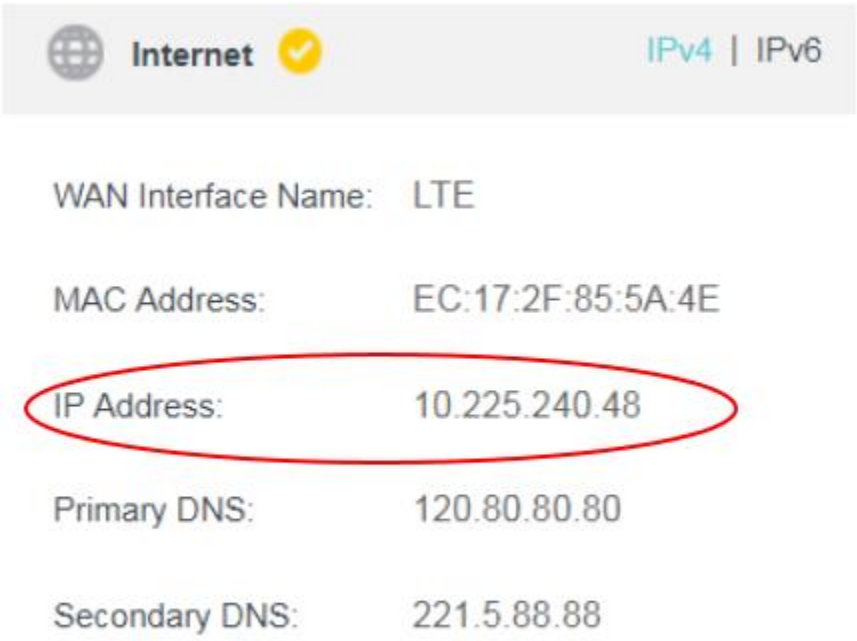


If the ip address is **0.0.0.0**, please refer to this FAQ.

If the ip address is **not 0.0.0.0**, then the reason you don't have internet access may be **DNS, unstable 3G network** etc. Please refer to the following to do troubleshooting.

Solution

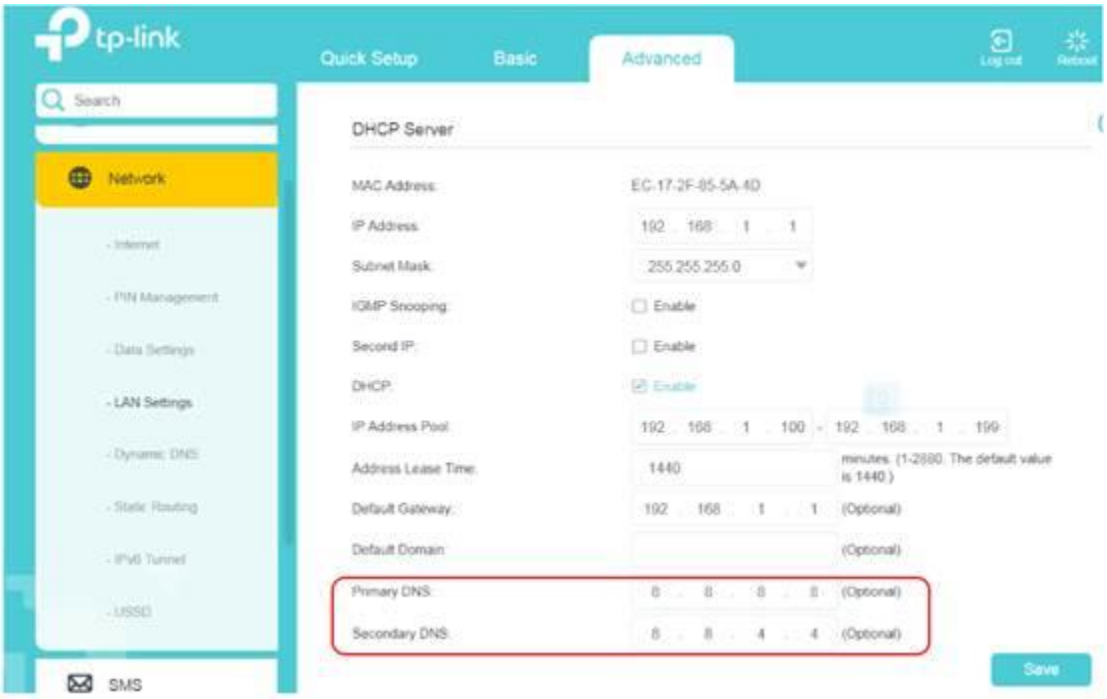
1: unstable 3G network.

Solution: make sure that the Sim card is working stably when it's inserted in your phone at the same place or confirm with your ISP that the Sim is working properly.

2: **DNS problem.**

Sometimes, the default DNS server inserted will not work due to some unclear reasons.

Solution: to change DNS: go to **'advanced'---'Network'---LAN Settings'---'DHCP Server**, change **'primary DNS'** to **'8.8.8.8'**, change the '**secondary DNS'** to **'192.168.0.1'or '8.8.4.4'**.-click on '**save**'.



How to configure Bandwidth Control of TP-Link Wireless Dual Band 4G LTE Router (new logo)?

The Bandwidth Control feature is used to fully utilize your limited bandwidth and optimize the load respectively. With this feature enabled, you can assign a specific minimum or maximum

bandwidth for each computer, thus minimizing the impact caused when the connection is under heavy load.

I want to:

Use an independent bandwidth and enjoy a good internet experience without being affected by other users who are sharing the same router. For example, my roommate and I share 512Kbps Upstream Bandwidth and 4Mbps Downstream Bandwidth via this router, she likes to watch live show and play online games, which may take up much bandwidth. I don't want to be affected, so we agree to equally distribute the bandwidth. The IP addresses of her computer and my computer are 192.168.1.101 and 192.168.1.100.

Tips:

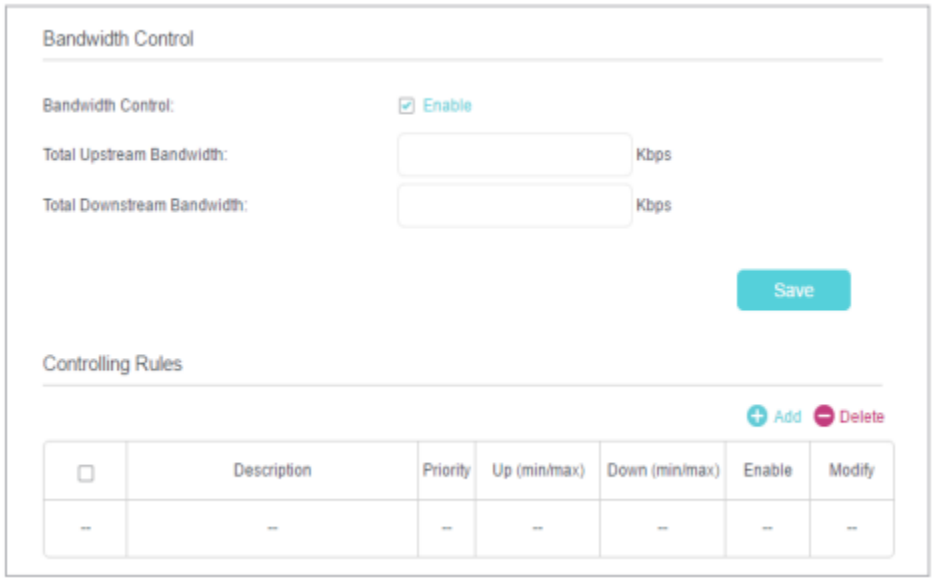
To use the bandwidth control feature, you'd better set each computer to a static IP Address or configure Address Reservation on the router in order to manage it easily. About how to configure address reservation, please refer to How to configure Address Reservation of TP-Link Wireless Dual Band 4G LTE Router (new logo)?

How can I do that?

Here takes Archer MR200 as demonstration.

1. Please refer to How to log into the web-based management interface of TP-Link Wireless Dual Band 4G LTE Router? (new logo)

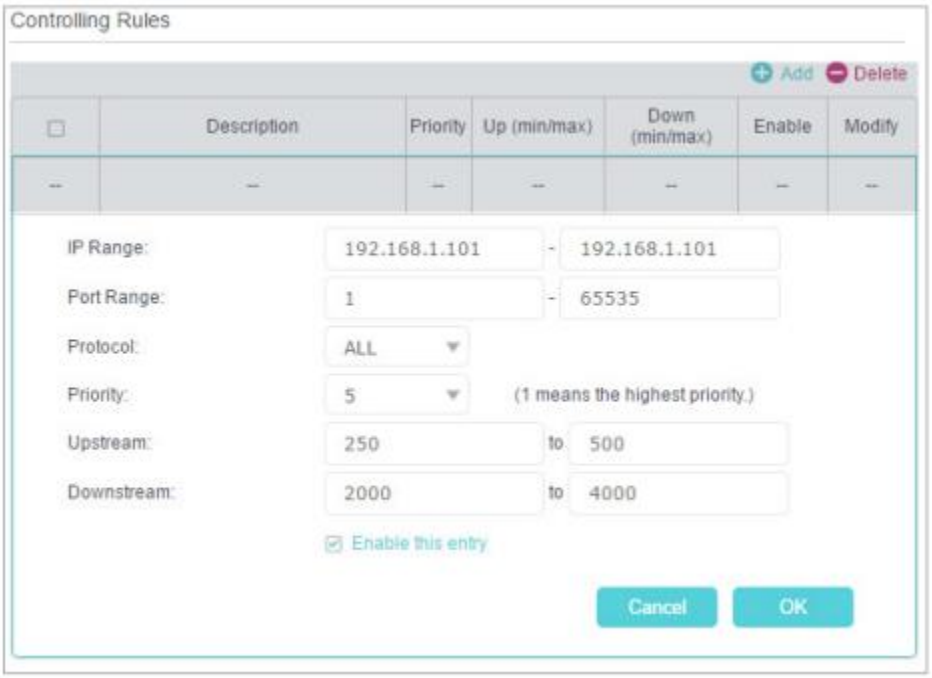
2. Go to Advanced > Bandwidth Control page.



3. Enable **Bandwidth Control**.

4. Enter the **Total Upstream Bandwidth** and the **Total Downstream Bandwidth** given by your ISP. (1Mbps=1024kbps). Click **Save** to save the settings.

5. Click **Add** to add controlling rules for each computer respectively.



1**) IP Range** - Enter the IP address. The field can be single IP address or IP address range according to your demands. When you enter a single IP address, the computer with this IP address will get independent given bandwidth. When you enter an IP address range, all computers in the range will share the given bandwidth.

2) **Port Range** - Keep the default settings. The default port range of TCP protocol or UDP protocol is from 1 to 65535.

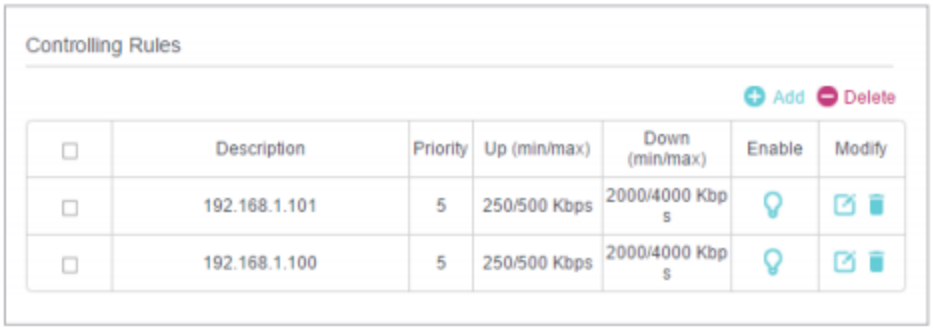
3) **Protocol** - Keep the default setting. Or you can choose the TCP protocol or UDP protocol or both of them.

4) **Priority** - Keep the default setting. You can change the value if you want to first guarantee the bandwidth for one computer. The smaller value has the higher priority.

5) **Upstream/Downstream** - Enter the bandwidth according to your division.

6) Check to enable this entry and click **OK** to save the settings.

6. Follow the steps above to add a rule for the other client device. And then you will get the following table.



Now you and your roommate have an independent bandwidth.

How to set up a VPN connection with TP-Link Wireless Dual Band 4G LTE Router (new logo)?

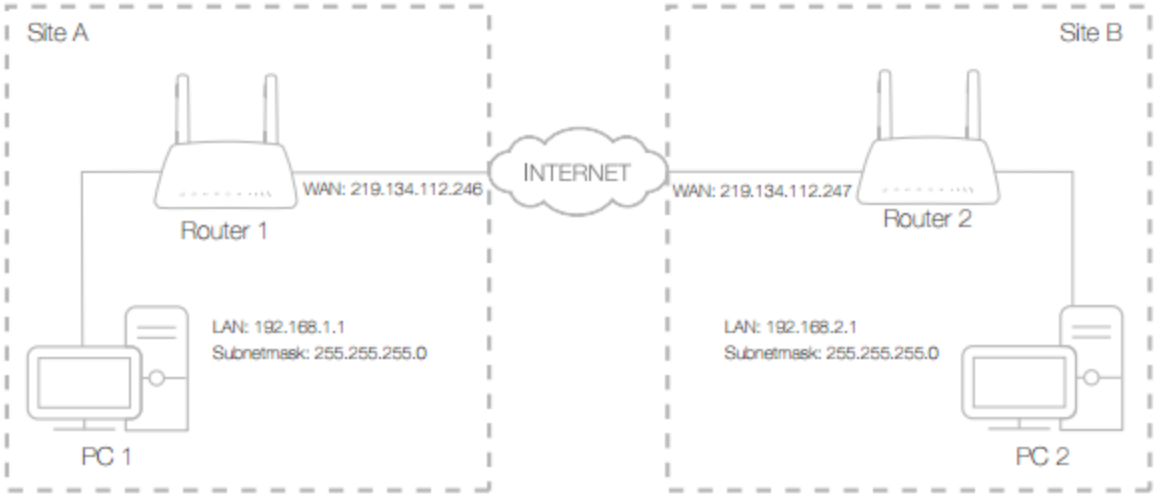
The VPN (Virtual Private Network) technology is developed and used to establish the private network through the public network, which can provide a secure communication to a remote computer or remote network, and guarantee a secure data exchange. IPSec is one of the major implementations of VPNs.

I want to:

Establish an IPSec VPN tunnel to connect two LANs via internet so that the hosts in different remote LANs are able to communicate with each other as if they are in the same LAN.

For example, I am the network administrator of a regional office, I need to let my office staff to visit the headquarters' servers and resources, and vice versa. I know that the router in my office and the device in headquarters both support IPSec VPN feature, so I decide to set up a VPN connection with the headquarter office.

The following diagram is a typical VPN topology. Here Site A refers to regional office's network (local network). And Site B refers to the headquarters' network (remote network) which I want to connect to.



How can I do that?

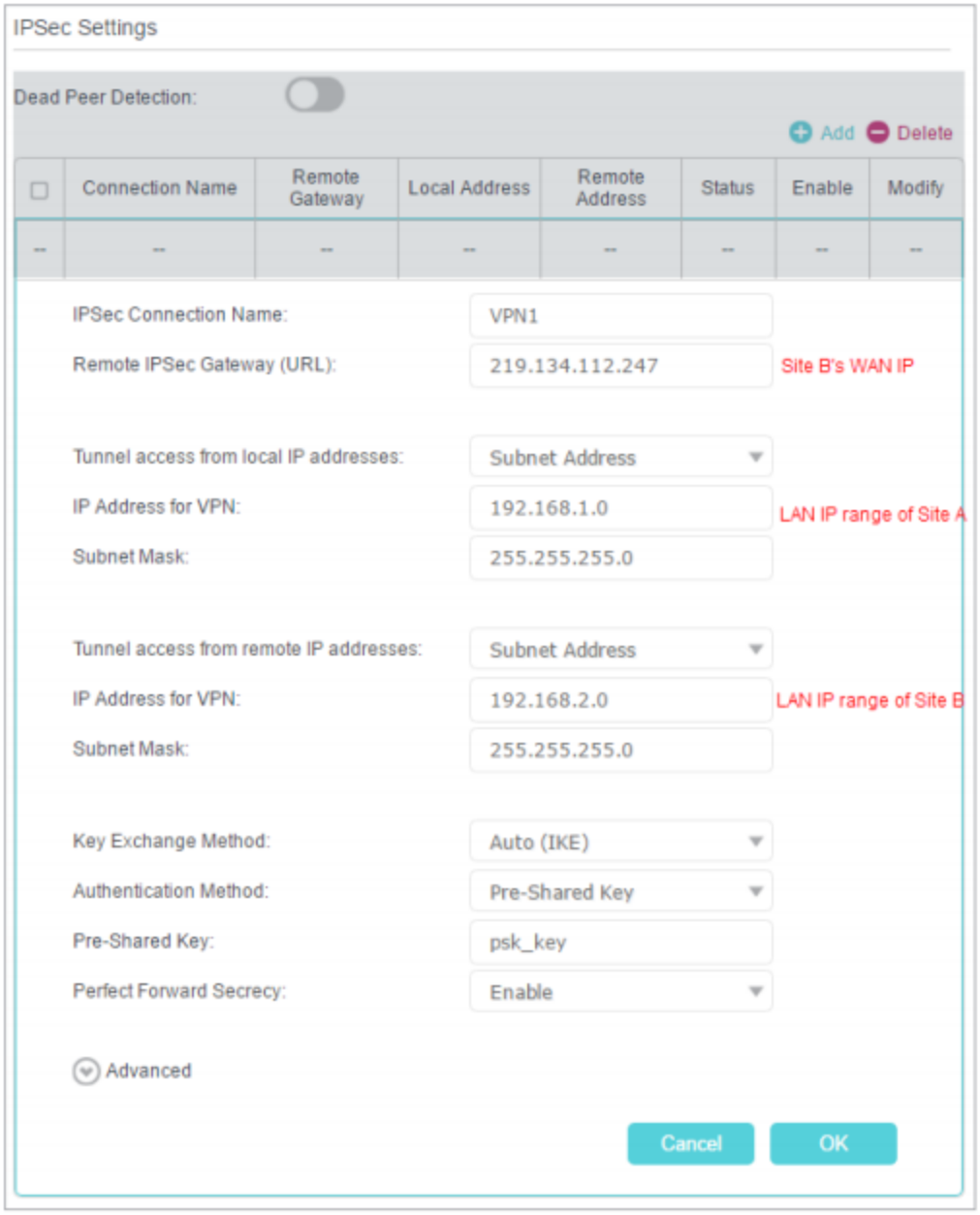
Here takes Archer MR200 as demonstration.

1. Make sure of the topology you want to build and record site A (local network) and site B (remote network)'s LAN IP and WAN IP.

2. Configuration on site A (local network).

1) Please refer to How to log into the web-based management interface of TP-Link Wireless Dual Band 4G LTE Router? (new logo)

2) Go to **Advanced** > **VPN** > **IPSec VPN** to open the configuration page. Click **Add** to set up a VPN tunnel.



3) In the **IPSec Connection Name** column, specify a name.

4) In the **Remote IPSec Gateway (URL)** column, Enter Site B's WAN IP address.

5) To configure **Site A's LAN**:

In the **Tunnel access from local IP addresses** column, here we take **Subnet Address** as an example. Then input the LAN IP range of Site A in the **IP Address for VPN** column, and input **Subnet Mask** of Site A.

6) To configure Site **B's LAN**:

In the **Tunnel access from remote IP addresses** column, here we take **Subnet Address** as an example. Then input the LAN IP range of Site B in the **IP Address for VPN** column, and input **Subnet Mask** of Site B.

7) Select the **Key Exchange Method** for the policy. We select **Auto (IKE)** here.

8) Enter the **Pre-Shared Key** for IKE authentication. Then keep **Perfect Forward Secrecy** enabled.

Note: Make sure Site A and Site B use the same key.

9) Leave the **Advanced** Settings as default value. Then click **OK** to save.

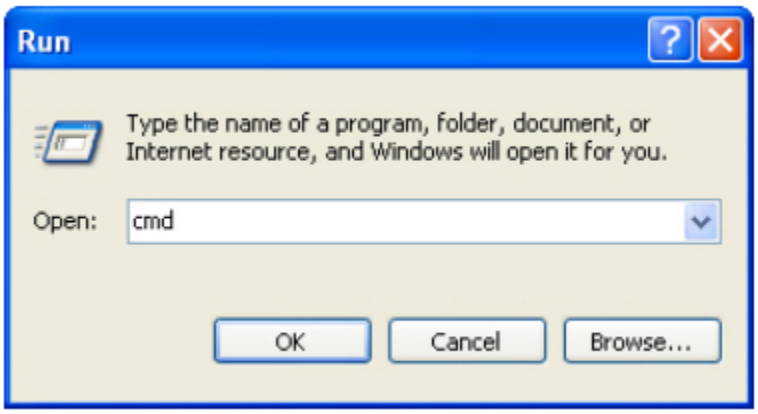
3. Configuration on Site B (remote network). Refer to step 2 configuration on Site A and make sure that Site A and Site B use the same **pre-shared keys** and **Perfect Forward Secrecy** settings.

4. The **Status** column will change to **Up** if the VPN connection has been set up successfully.

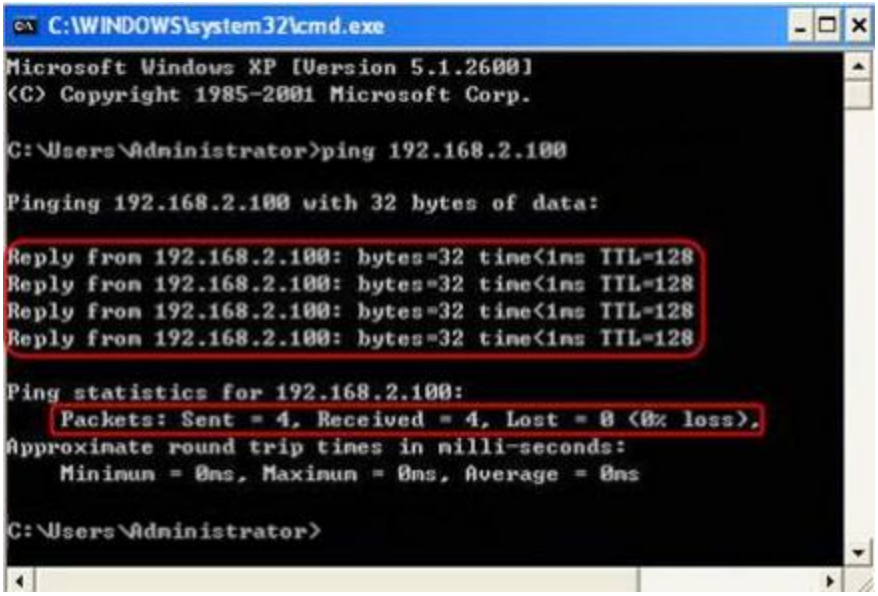
5. Check the VPN connection. You can ping site B' LAN IP from your computer to verify that the IPSec VPN connection is set up correctly.

Tips: To check the VPN connection, you can do the following.

a. On the host in Site A, press [**Windows Logo**] + [**R**] to open Run dialog. Input "**cmd**" and hit **OK**.



b. In the CLI window, type in "ping 192.168.2.x" ("192.168.2.x" can be IP address of any host in Site B). Then press [Enter].



c. If Ping proceeds successfully (gets replies from host in Site B), the IPSec connection is working properly now.

Now IPSec VPN is implemented to establish a connection.

Note:

1. The product supports a maximum of ten simultaneous connections.

2. If one of the site has been off line for a while, for example, if Site A has been disconnected, on Site B you need to click Disable and then click Enable after Site A back on line in order to re-establish the IPSec tunnel.

How to monitor data usage of TP-Link Wireless Dual Band 4G LTE Router (new logo)?

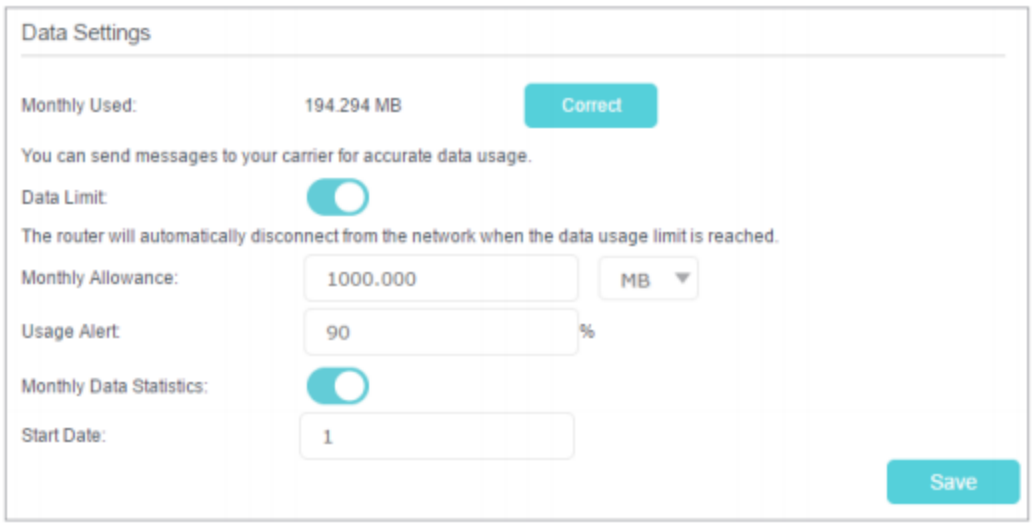
You can limit your data usage according to your monthly allowance or total allowance and you will receive a warning if your data usage reaches the specified level.

Follow the steps below to monitor your data usage.

Here takes Archer MR200 as demonstration.

1. Please refer to How to log into the web-based management interface of TP-Link Wireless Dual Band 4G LTE Router? (new logo)

2. Go to **Advanced** > **Network** > **Data Settings** page.



3. Enable **Data Limit** to set total/monthly data allowance and usage alert to prevent data overuse.

4. Enter the allowed amount of total/monthly data in the **Total/Monthly Allowance** field. When data usage exceeds the allowed level, the router will disconnect from the internet and notify you on the **Basic** > **Network Map** Page.

5. Enter a percentage in the **Usage Alert** field to prevent data overuse. When data usage reaches the alert level, a warning will be shown on the **Basic** > **Network Map** Page.

6. Enable **Data Statistics** to reset data statistics when the next billing cycle starts.

7. Enter the start date of the billing cycle in the **Start Date** field.

8. Click **Save** to save the settings.

Get to know more details of each function and configuration please go to Download Center to download the manual of your product.

How to share local resources on the Internet by Virtual Servers with TP-Link Wireless Dual Band 4G LTE Router (new logo)?

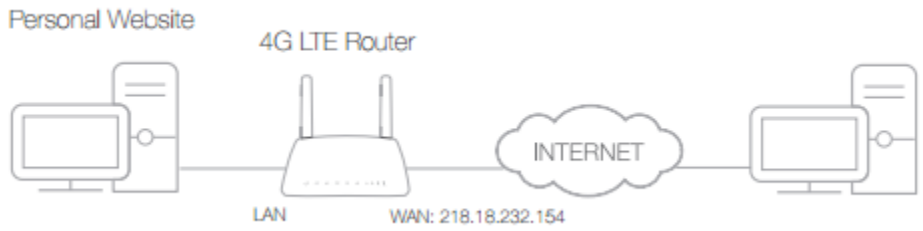
When you build up a server on the local network and want to share it on the internet, Virtual Servers can realize the service and provide it to internet users. At the same time Virtual Servers can keep the local network safe as other services are still invisible from the internet. Virtual Servers can be used for setting up public services on your local network, such as HTTP, FTP, DNS, POP3/SMTP and Telnet. Different services use different service ports. Port 80 is used in HTTP service, port 21 in FTP service, port 25 in SMTP service and port 110 in POP3 service. Please verify the service port number before the configuration.

I want to:

Share my personal website I've built in local network with my friends through the internet.

For example, the personal website has been built on my home PC (192.168.1.100). I hope that my friends on the internet can visit my website in some way. The PC is connected to the router with the WAN IP address 218.18.232.154.

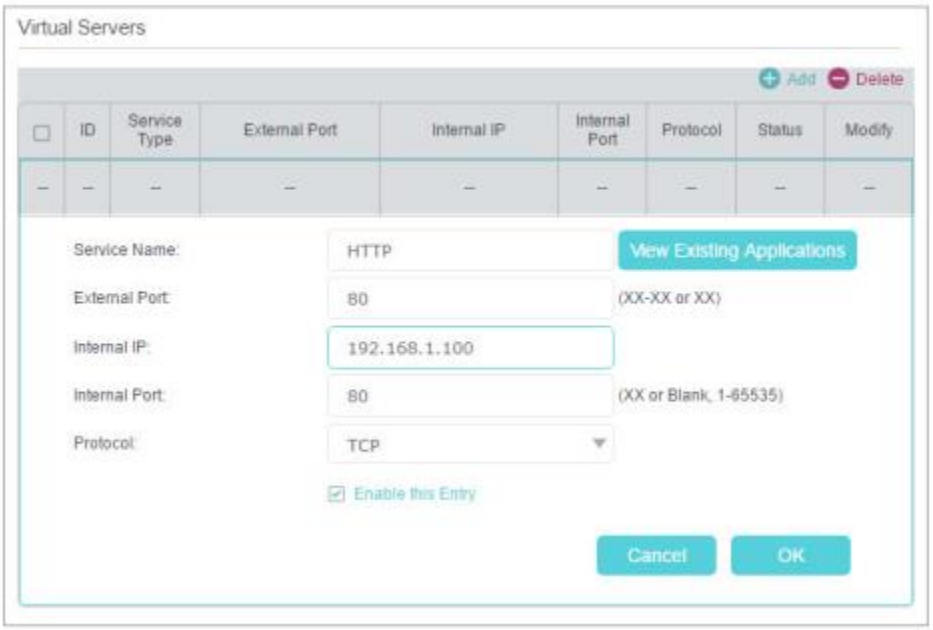
Here takes Archer MR200 as demonstration.



1. Assign a static IP address to your PC, for example 192.168.1.100.

2. Log in to the web-based interface of the router. If you don't know how to do that, please refer to How to log into the web-based management interface of TP-Link Wireless Dual Band 4G LTE Router? (new logo)

3. Go to **Advanced** > **NAT Forwarding** > **Virtual Servers**, click **Add**.



4. Click **View Existing Services**, and choose **HTTP**. The external port, internal port and protocol will be auto-populated. Enter the PC's IP address 192.168.1.100 in the **Internal** IP field.

5. Click **OK** to save the settings.

Note:

1. It is recommended to keep the default settings of **Internal Port** and **Protocol** if you are not clear about which port and protocol to use.

2. If the service you want to use is not in the **Service Type**, you can enter the corresponding parameters manually. You should verify the port number that the service needs.

3. You can add multiple virtual server rules if you want to provide several services in a router. Please note that the **External Port** cannot be overlapped.

Done!

Users in the internet can enter **http:// WAN IP** (in this example: http:// 218.18.232.154) to visit your personal website.

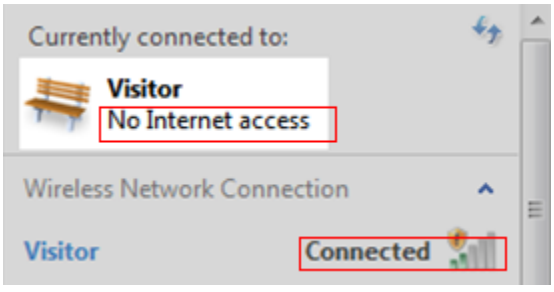
Note:

• The WAN IP should be a public IP address. For the WAN IP is assigned dynamically by the ISP, it is recommended to apply and register a domain name for the WAN. Then users on the internet can use http:// domain name to visit the website.

• If you have changed the default **External Port**, you should use **http:// WAN IP: External Port** or **http:// domain name: External Port** to visit the website.

No internet connection when using TP-Link Wireless 4G LTE Router working as 3G/4G Router Mode(Case 1)

Note: This article is applied in the following situation: you can connect to the wireless of Archer MR200, but none of your devices can get internet access and you might see the following icon on your computer.



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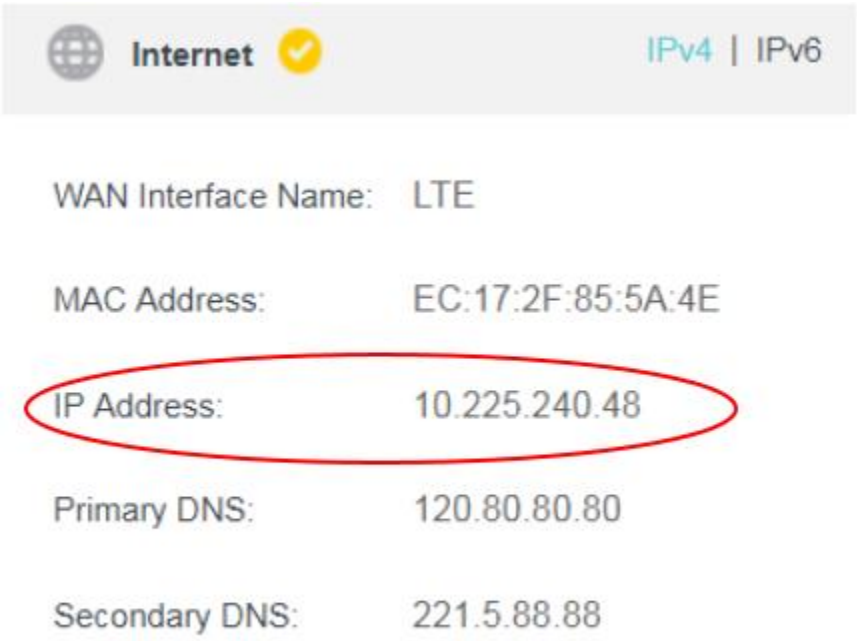

If the Ip address is **not 0.0.0.0**, then refer to this FAQ.

If the Ip address is **0.0.0.0**, it means the router is not connected to the internet yet. The reason can be that SIM card's supporting BAND is not the same with this router's or the router's self-inserted APN is different from ISP's etc.(ISP stands for the Internet Service Provider)

Solution

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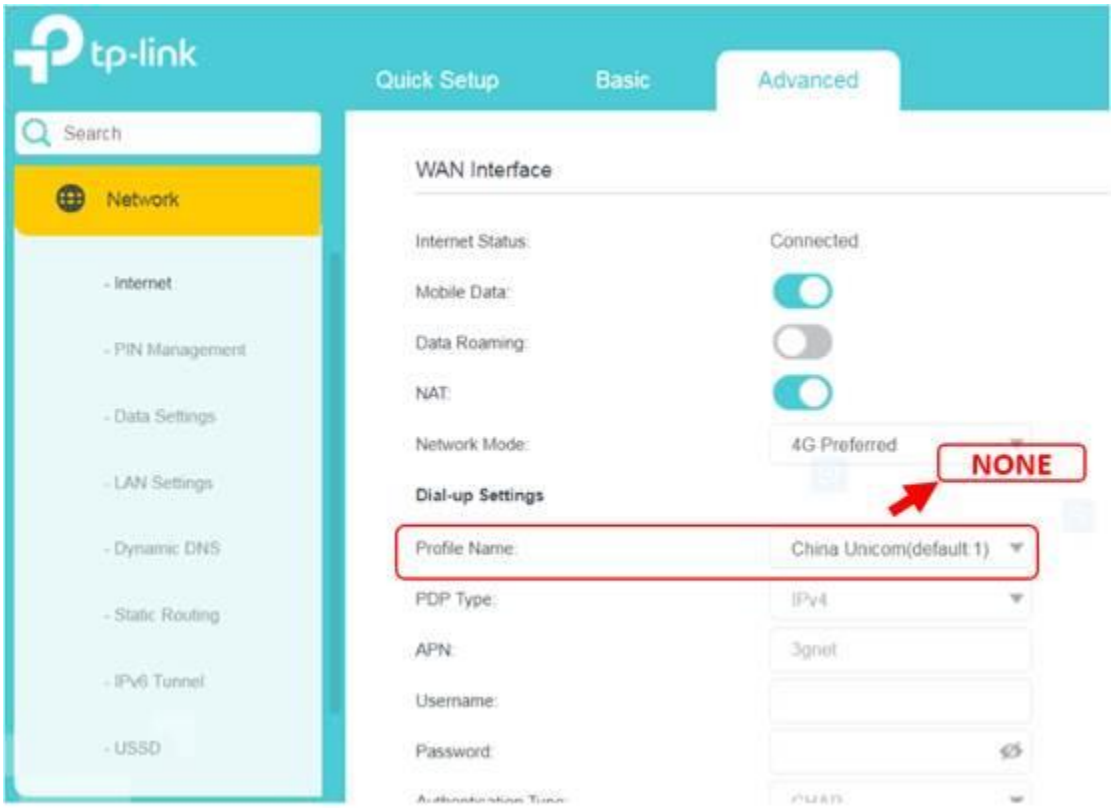


Solution: Check with your 3G service provider to make sure that your SIM card supports the **Network Type** which Archer MR200 supports. You may check the details of Network Type on our **Official Web Site**. Also, it's working properly when it's inserted to your phone.

2. The SIM Card is disabled by PIN code.

Solution: contact your **Internet Service Provider** to get **PIN Code** of your Sim card and fill in that Code into TP-Link router.

3: The router's self-inserted APN is different from ISP's

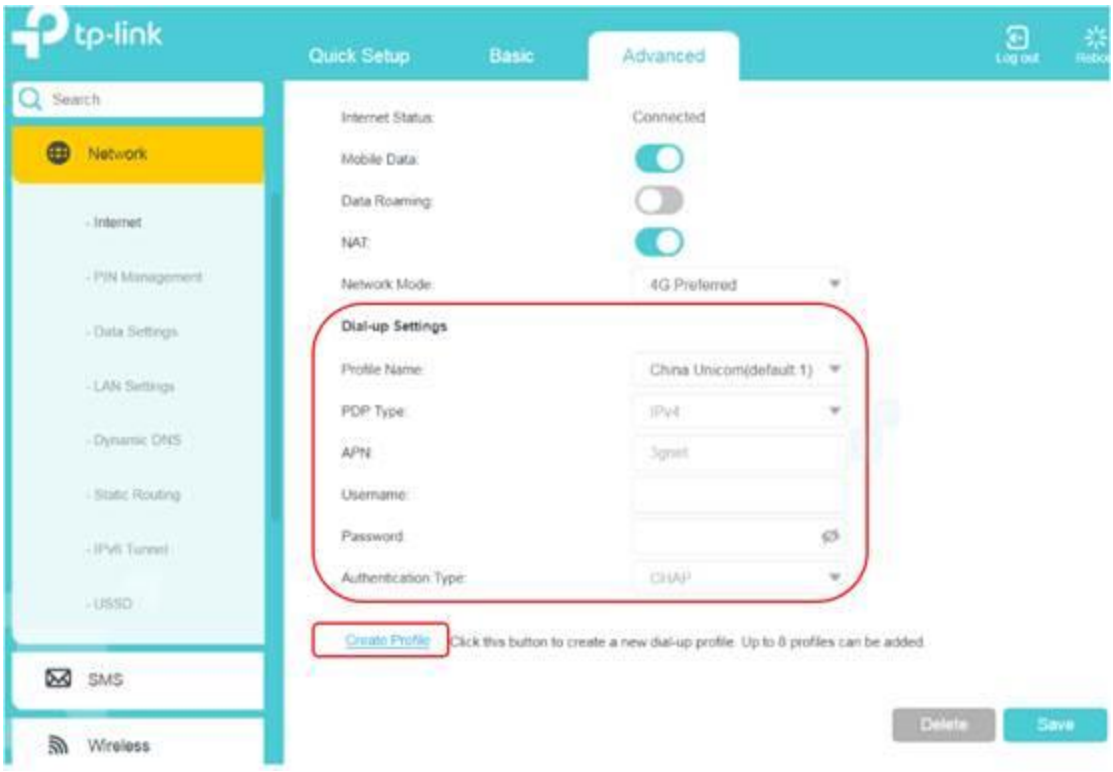
APN info is inserted in the router before you input your SIM card. Sometimes, your ISP may change their APN without our notice.

Solution: create a connection **profile** by yourself.

The following info will be needed to create a profile: '**APN type'** and **'APN' (**from ISP), **'profile list' 'profile name'** (this can be something you like); '**PDP type**' (ipv4 or ipv6) (decided by the ISP); '**username'** and **'password' 'Authentication type' (**optional and decided by ISP)

To create a profile:

Go to '**advanced'--'Network'---'Internet'---'profile management'---'create'**.



No internet connection when using TP-Link Wireless 4G LTE Router working as 3G/4G Router Mode(Case 2)

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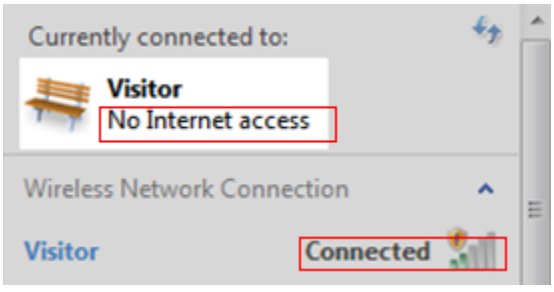

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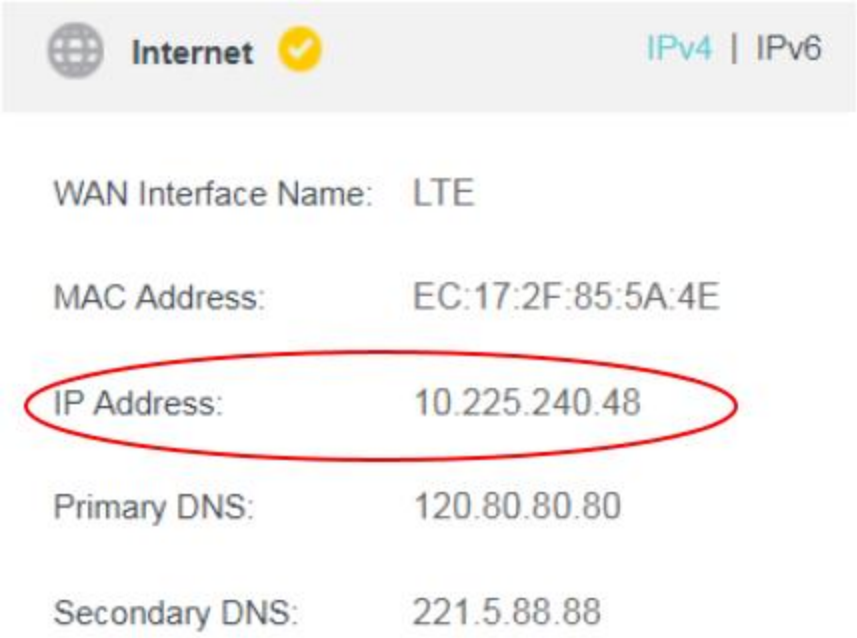

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If the ip address is **not 0.0.0.0**, then the reason you don't have internet access may be **DNS, unstable 3G network** etc. Please refer to the following to do troubleshooting.

Solution

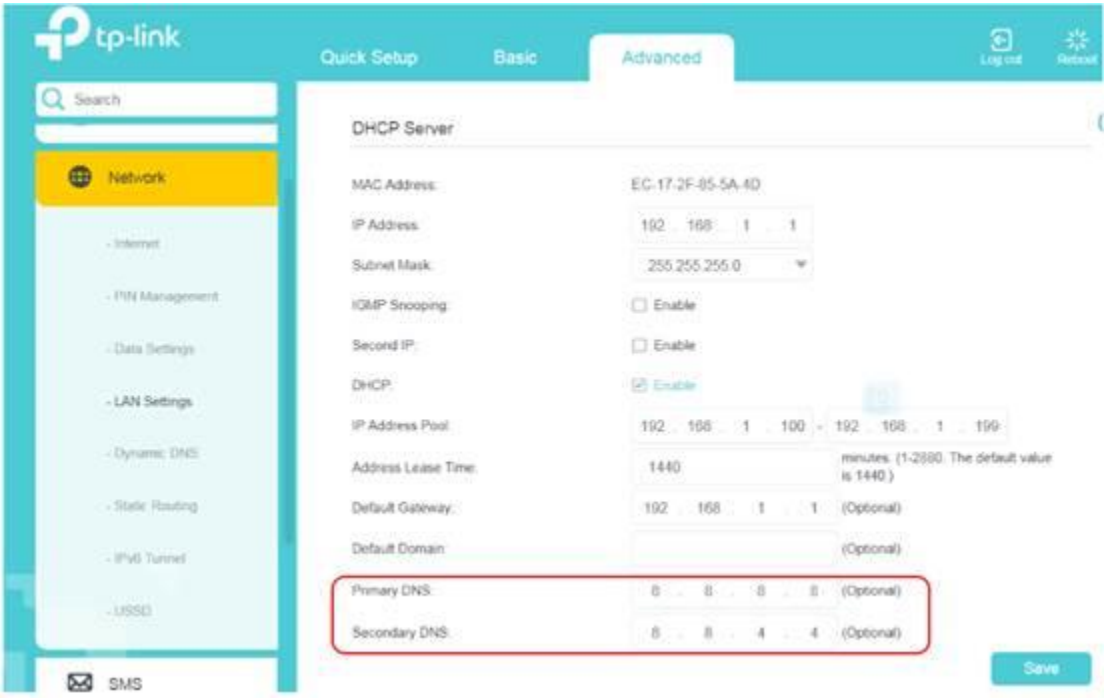
1: unstable 3G network.

Solution: make sure that the Sim card is working stably when it's inserted in your phone at the same place or confirm with your ISP that the Sim is working properly.

2: **DNS problem.**

Sometimes, the default DNS server inserted will not work due to some unclear reasons.

Solution: to change DNS: go to **'advanced'---'Network'---LAN Settings'---'DHCP Server**, change **'primary DNS'** to **'8.8.8.8'**, change the '**secondary DNS'** to **'192.168.0.1'or '8.8.4.4'**.-click on '**save**'.



How to use QoS on TP-Link Wireless Dual Band 4G LTE Router (new logo)?

This article introduces how to create a QoS (Quality of Service) rule to specify prioritization of traffic and minimize the impact caused when the connection is under heavy load.

I want to:

Specify priority levels for some devices or applications.

For example, I have several devices that are connected to my wireless network. I would like to set an intermediate speed on the internet for my phone.

How can I do that?

1. Enable QoS and set bandwidth allocation.

1) Please refer to How to log into the web-based management interface of TP-Link Wireless Dual Band 4G LTE Router? (new logo)

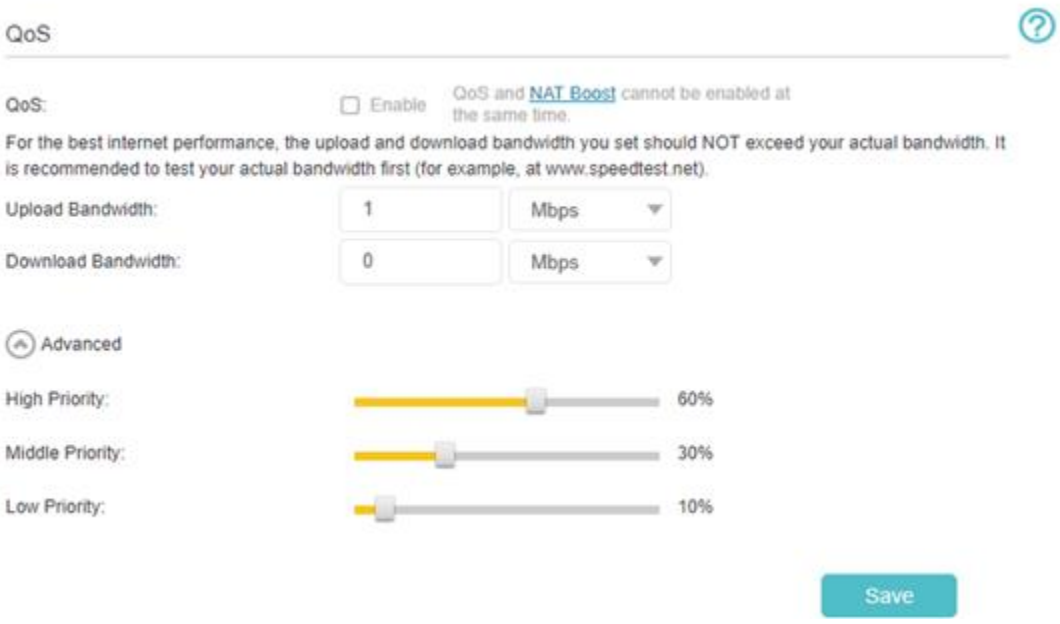
2) Go to **Advanced** > **QoS** > **Settings**.

3) Select **Enable QoS**.

4) Input the maximum upload and download bandwidth provided by your Internet service provider. 1Mbps equal s to 1000 Kbps.

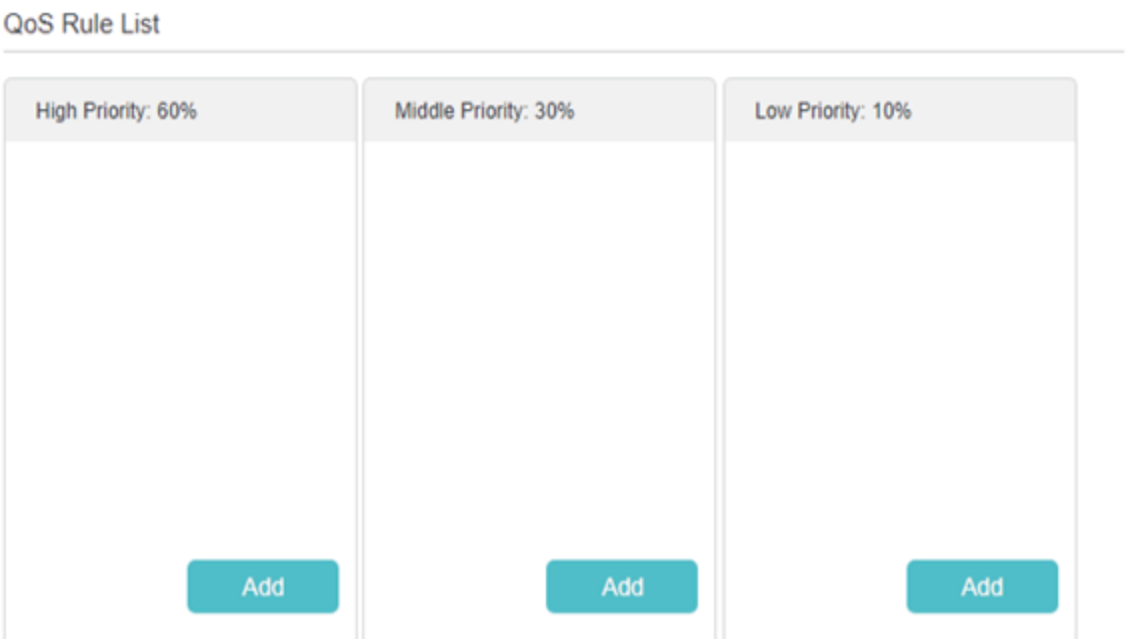
5) Click **Advanced** and drag the scroll bar to set the bandwidth priority percentage.

6) Click **Save**.

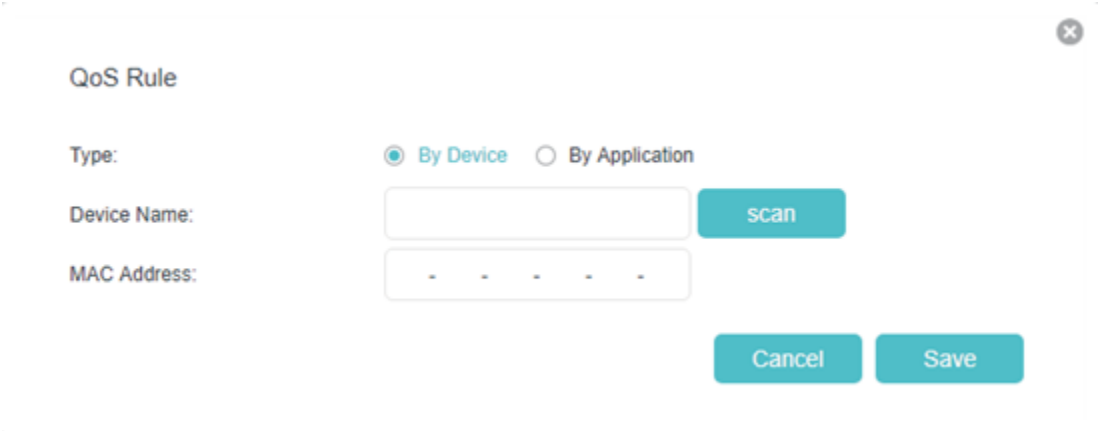


2.Add a middle priority QoS rule for the phone.

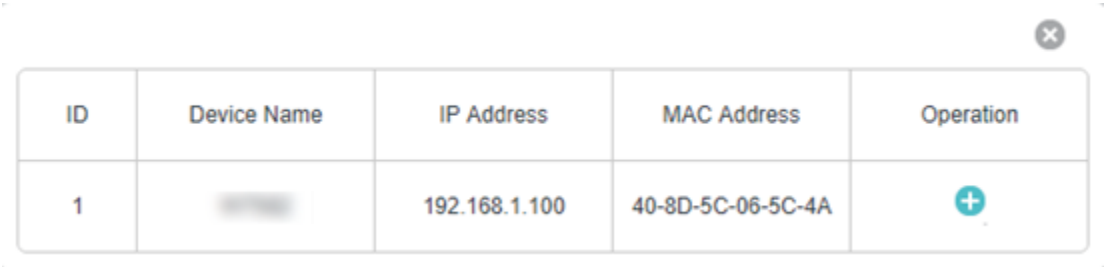
1) Click **Add** in the **Middle Priority: 30%** column.



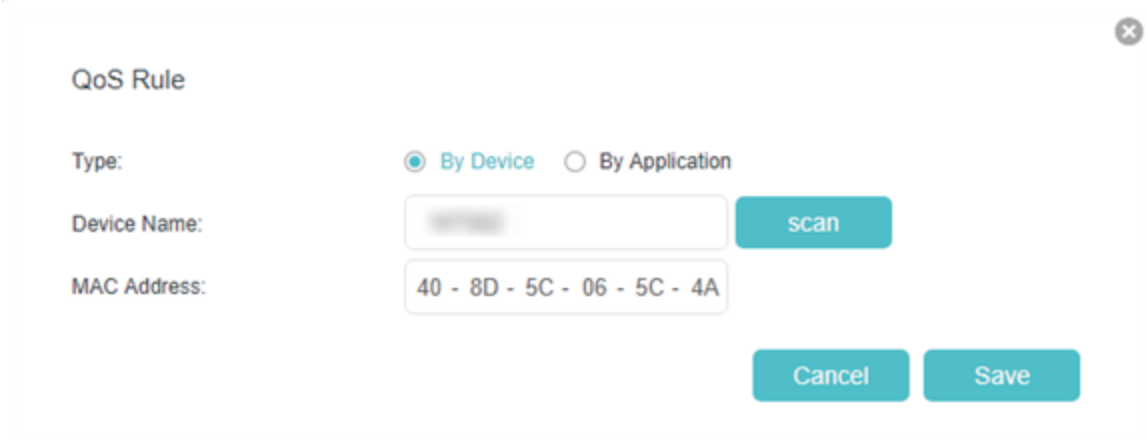
2) Select **By Device** and then click **Scan**.



3) Choose the respective device from the list.



4) Click **Save**.



Note: If you want to delete a QoS rule, click to remove the responding rule from the list.

Done! Now QoS is implemented to prioritize internet traffic.