TROUBLESHOOTING STEPS:

T1. What should I do if I cannot access the web management page?

• Reboot your router and try again.

• If the computer is set to a static IP address, change its settings to obtain an IP address automatically.

• Make sure http://tplinkmodem.net or http://192.168.1.1 is correctly entered in the web browser.

• Use another web browser and try again.

• Disable and enable the active network adapter in use.

T2. What should I do if I cannot access the internet?

• Verify that your SIM card is an LTE or WCDMA card.

• Verify that your SIM card is in your internet service provider's service area.

• Verify that your SIM card has sufficient credit.

• Launch a web browser, log in to the web management page, and check the following:

1) Go to Advanced > Network > PIN Management to verify if PIN is required. If it is, enter the correct PIN provided by your ISP, and click Save.

2) Go to Advanced > Network > Internet to verify the parameters provided by your ISP are correctly entered. If the parameters are incorrect, click Create Profile and enter the correct parameters, then select the new profile from the Profile Name list.

3) Go to Advanced > Network > Data Settings to verify if the Total/Monthly Used exceeds the

Total/Monthly Allowance. If it does, click Correct and set Total/Monthly Used to 0 (zero), or disable Data Limit.

4) Go to Advanced > Network > Internet to verify that Mobile Data is enabled. If it is not, enable it to access the internet.

5) Confirm with your ISP if you are in a roaming service area. If you are, go to Advanced > Network >Internet to enable Data Roaming.

T3. How do I restore the router to its factory default settings?

• With the router powered on, press and hold the WPS/RESET button on the rear panel of the router until the Power LED starts flashing, then release the button. Wait until the router reboots.

• Log in to the web management page of the router, and go to Advanced > System Tools > Backup & Restore, click Factory Restore and wait until the reset process is complete.