Home Wireless Router FAQ

4.1 Enter 192.168.0.1 and cannot enter the router management interface

Computer wired connection setup:

①Check the line connection: The computer needs to be connected to any interface of the router's LAN (123).

②Check whether the local connection of the computer is to obtain the IP automatically. If the IP is manually configured, it needs to be changed to obtain the IP automatically.

③View the gateway address automatically obtained by the local connection, enter

the interface from the gateway address or tendawifi.com.

④Confirm that it is tendawifi.com entered in the URL bar of the browser (can not be entered in the google search), it is normal if the computer does not have a network at this time.

hold the reset button of the router for 8-10 seconds to reset the route, and then check the IP address obtained by the local connection.

⑥If the network cable between the computer and the router is too long or the quality is poor, you can replace the network cable connected between the computer and the LAN port, and try with a short network cable.

Mobile phone or laptop wireless connection setup:

①Connect the mobile phone or laptop to the router's factory default wireless signal Tenda_XXXXXX (you can view it on the sticker on the back of the router, the last six digits of Tenda+MAC address). If you have modified the wireless name of the router, please connect the modified wireless signal.

2. Confirm that it is 192.168.0.1 or tendawifi.com entered in the URL bar of the browser (can not be entered in the Baidu search bar, the actual factory default login address can be viewed on the sticker on the back of the router), at this time the mobile phone does not need to open data traffic, no network is normal.

③Clear the browser cache, if invalid, you can replace other browsers.

④If the above methods cannot solve the problem, you can power off and restart the router or press and hold the reset button of the router for 8~10 seconds to reset the router.

⑤Use other mobile phone to connect wireless login

4.2 The interface prompts to enter the login password

①. First confirm whether the login page where you need to enter the login password has the logo of Tenda. If it does not, it means you have entered the management interface of other devices. At this time, you need to check whether the connection is the network of your own router or whether the login address is entered incorrectly.

②. If you set the login password to be the same as the wireless password during the Internet setting process, please enter the wireless password to log in.

3. If you have set the login password but forgot it, you can only reset the router by pressing R ST for 8 to 10 seconds and reset the Internet access (hint: at this time, the router can access the Internet normally. Proceed with caution).

4.3 Router line connection

①. Telephone line entry: The network cable coming out of the telephone cat is connected to the WAN port of the router ----- any port of the router's LAN (123) is connected to the computer.

②. The network cable is directly connected to the home: the broadband network cable of the home is connected to the WAN port of the router ----- any interface of the router's LAN (123) is connected to the computer.

3. Optical fiber to the home: The network cable interface of the optical fiber cat is

connected to the WAN port of the router ---- any interface of the LAN (123) of the router is connected to the computer.

Note: If there is a cat and it is a multi-port optical cat, please connect the cat directly to the network cable port where the computer can access the Internet. The network cable is connected to the WAN port of the router. After connecting to the router, the computer needs to connect to the router, and do not connect to the light cat.

4.4 Choice of Internet Access Mode

Broadband dial-up/adsl dial-up/pppoe : If you do not connect to the router, the broadband cable (the network cable from the cat is the cat) is directly connected to the computer, and the computer needs to click on the broadband connection to enter the broadband account password to access the Internet, then select this in the router. To access the Internet, please fill in your broadband account and password correctly.

Dynamic IP/automatic acquisition : If you do not connect to the router, the broadband cable (the network cable from the cat is the cat) is directly connected to the computer, and the computer can directly open the web page to access the Internet without other operations, then select this Internet access method in the router.

Static IP: If you do not connect to the router, the broadband cable is directly

connected to the computer, and the computer needs to fill in the IP address, subnet mask, gateway, and DNS data in the local connection to access the Internet, then select this Internet access method on the router after connecting to the router. Fill in your information correctly.

4.5 Can't access the Internet after setting up the router

Question 1: What should I do if the status of the WAN port shows " The remote server is not responding " or "Networking" ?

Reason 1: The broadband network may be faulty.

Solution: remove the newly installed router, connect the broadband network cable directly to the computer to test the Internet (or connect to the old route) , if you cannot access the Internet, please contact your broadband operator .

Reason 2: The computer or old router has successfully dialed up before, but has not been logged on or off the operator's server, so the dialing cannot be repeated .

Solution: Do not connect the broadband cable to any router or computer, wait for 10 minutes to wait for the account to be offline from the server, and then change the router to set up; or use the old router or computer that can be connected to the Internet, after the dialing is successful, manually disconnect the network After switching to a new route, do not unplug the network cable directly .

Reason 3: The Internet access mode of the router's WAN port is incorrectly selected.

Solution: Go to the router settings page, click "Internet Settings" to select the

correct Internet access method.

Reason 4: The broadband account number and password are entered incorrectly or are not case sensitive (many users cannot access the Internet because the broadband account number and password are incorrectly filled in).

Solution: Enter the correct broadband account and password, and pay attention to case-sensitive account passwords.

Reason 5: The network broadband operator binds the broadband account with the computer MAC address

Solution: Use a computer that can access the Internet normally without the router to set up the router, and "clone the MAC address" in the "System Management" menu.

Question 2: What should I do if it shows "not connected to the Internet"?

Reason 1: The line connection is wrong (the WAN port is not wired or the broadband network cable that should be connected to the WAN port is connected to the LAN port by mistake)

Solution: Check whether the two ends of the network cable are connected to the correct port and plugged in tightly (after the line is connected correctly, the WAN port indicator on the router should be on or flashing).

Reason 2: The quality of the network cable is too poor or damaged

Solution: replace with a new network cable (make sure it is good).

Reason 3: Insufficient driving ability

: Click "System Management" - "WAN Port Parameters" - "WAN Port Rate" in the router management interface to modify it to 100 M full-duplex.

4.6 Wired connection is slow after connecting to the router:

First: the bandwidth of its own access is too small, and it is necessary to test the broadband network speed measured without the router.

If the Internet is still very slow when the single machine is connected to the Internet (without connecting to the router, the computer is directly connected to the broadband), there may be a problem with the broadband line. In this case, you can try another network cable or contact the broadband operator.

If the single machine is normal, it is necessary to check whether the network cables of the router's WAN and LAN ports are all 8-core Gigabit network cables after connecting back to the router . computer connection interface.

Second: Have you set the network speed control on the router?

After the router's Internet speed control settings are removed, whether the Internet speed returns to normal.

Third: the router system has been used for too long

Power off the router and let it sit for a few minutes, then power it on and use it.

Fourth: Whether the computer in the LAN is poisoned

Fifth: If the network speed of a single computer is slow, consider whether the computer system resources are insufficient (such as high CPU usage)

You may have loaded too many application programs running in the background. Please load software reasonably or delete useless programs and files to free up resources to achieve the purpose of improving network speed. For example, the very busy work of the CPU will directly affect the network and computer speed.

Sixth: the problem of the network itself

The server where the target website you want to connect to is located has insufficient bandwidth or is overloaded. Please try another time period or another target website.

4.7 The wireless connection speed is slow after connecting to the router:

First: wireless signal interference

When there are multiple wireless devices using the same channel, it is very likely that the network speed will be slow or even dropped. You can use the software "inSSIDer" to scan the surrounding wireless channels, select the channel with less occupancy in the router, it is recommended to use 1, 6, 11, and then change the wireless bandwidth to 40MHZ, and save the usage observation.

In addition, keep the router away from cordless phones, wireless mice and other devices as much as possible; avoid electromagnetic interference or dropped calls.

Second: wireless signal strength

The strength of the wireless signal affects the speed of the network. Please try to

get close to the router and test the network speed when the wireless signal strength is full. If the network speed is fast when the signal is strong, it means that the signal coverage is not good and the Internet speed is slow, or you can add a wireless extender to expand the use of the wireless network.

Third: The speed of the wireless network card is too low

If you cannot reach the broadband speed when measuring the speed, please confirm the maximum wireless speed supported by the wireless router and wireless terminal. If the wireless speed is lower than the broadband speed, the speed measurement cannot reach the actual broadband speed. The maximum wireless speed supported by the wireless router or wireless terminal , please contact the corresponding manufacturer.

4.8 The wireless router is disconnected from the Internet

Wireless disconnection, wired Internet access is normal:

①check whether the wireless belt is out of range

②Check whether the distance from the router is too far, and whether there is a partition wall in the middle. Check the placement of the router, and try to place it in an open place.

③Whether there is too much interference from other wireless signals around, it is recommended to fix the wireless channel on a relatively clean channel, it is recommended to use 1, 6, 11, modify the bandwidth to 20MHZ, and save the use

for observation.

④For some wireless connection device problems, check whether it is a wireless network card driver problem. You can replace other devices to view or update the wireless network card driver.

⑤Rset. Check whether the current version is the latest version, if not, reset the Internet access after upgrading to the latest version.

Wired disconnected, wireless normal:

①Check whether the indicator light of the wired connection device corresponding to the connected router interface is normally on.

②The long or poor quality network cable connecting the computer and the router will cause the disconnection. Replace the short network cable for observation.

③Replace the LAN port connection observation

④Connect to other computers to observe

Wired and wireless are dropped:

①Try reducing the number of terminal devices connected to the router and see if it improves

②To prevent some devices from using large data traffic to seize bandwidth at the same time, network speed control can be set.

③ Adjust the placement of the router, as far as possible away from household appliances to avoid electromagnetic interference.

④ Try to modify the MTU parameter to 1400/1430/1480.

⑤Do not connect to the router, connect the broadband cable directly to the computer to check whether the connection is dropped. If the connection is dropped, please contact the broadband operator to solve the problem.

⑥Check whether the connection of the WAN port is loose, whether the connection of the WAN port is too long, and replace the network cable connected to the WAN port with a short network cable. Modify the WAN port rate to 100M full-duplex for observation.

⑦Check the usage of equipment in the network environment to avoid loop problems in the network.

⑧Reset the router. Check whether the version is the latest version, and reset the usage observation after upgrading to the latest version.