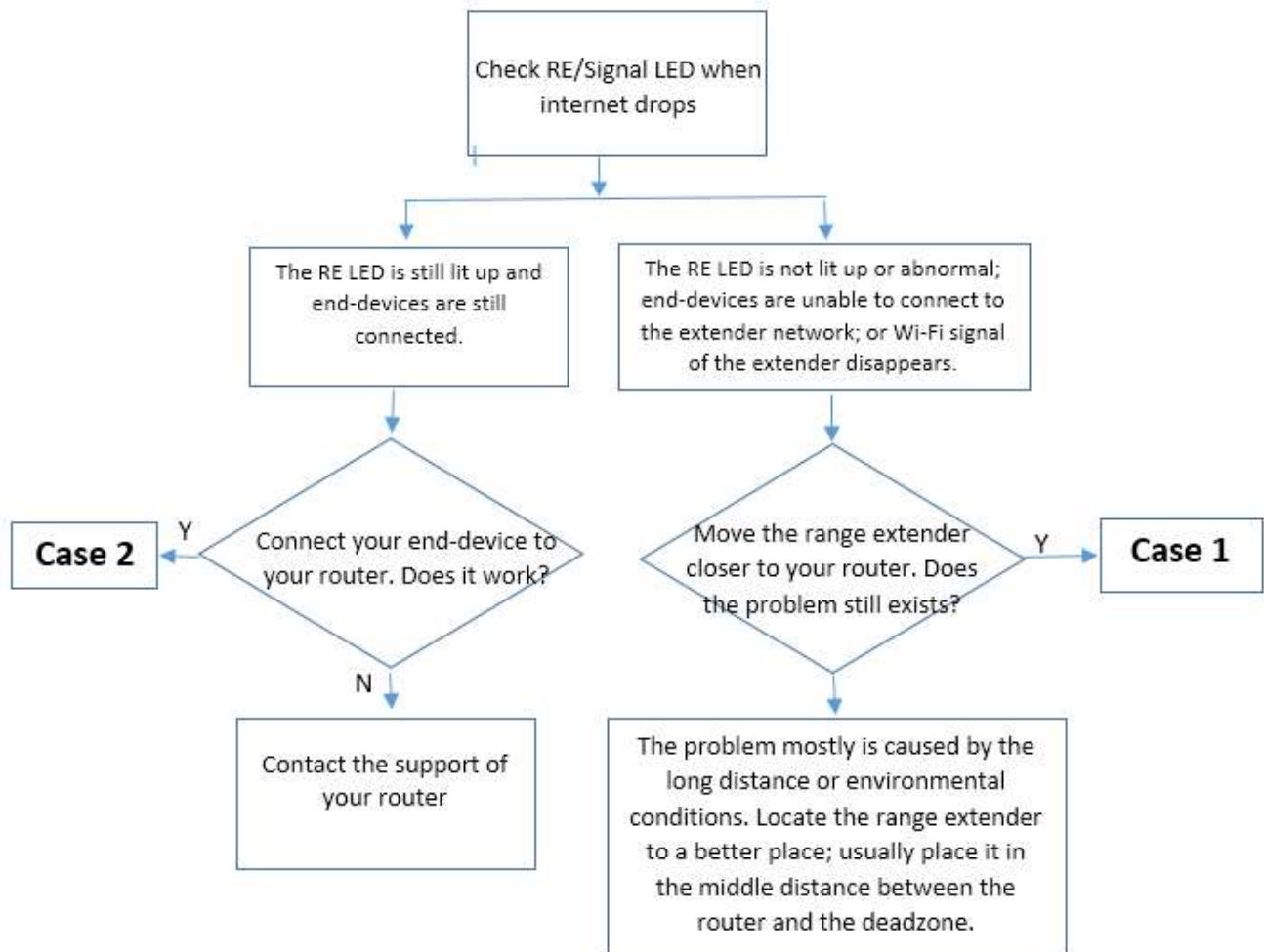


Troubleshooting

What should I do if my device keeps disconnecting from the internet when it's connected to TP-Link Range Extender?

The range extender may extend Wi-Fi signal but it does not maintain the connection. This FAQ will guide you to do some tests to exclude possibility caused by router other elements beside the range extender.

End-device means computer, laptop, mobile phone, etc.



Note: Refer to UG to get detailed info of the LED status.

Case 1

Step 1

Update the range extender to latest firmware. Click [here](#).

Step 2

Contact TP-Link support with model number of your router and let us know the problem occurs on 2.4GHz or 5GHz.

Case 2

Step 1

Disable then enable the wireless network connection of the end-device.

Step 2

To figure out the problem please place the RE near to the router to see whether the problem still exists.

Step 3

Check and **record** IP address, Default Gateway and DNS of the end-device (click [here](#)) when the range extender loses connection.

Step 4

Contact TP-Link support with the results above, model number of your router and let us know the problem occurs on 2.4GHz or 5GHz.