

## **Ouick Installation Guide**

ADSL2+ Modem Router

Please select your preferred setup wizard.

### **CD Setup Wizard**

For Windows users only

### **Web-based Quick Setup Wizard**

For Mac OS/Linux/Windows users who are unable to run the Resource CD

MODEL NO. TD-8816/TD-8817

EAC

# **Package Contents**

The product model shown in this QIG is TD-8817, as an example.







TD-8817

**Power Adapter** 

Resource CD







**Ethernet Cable** 

**ADSL Splitter** 

Phone Cable x 2





QIG

USB Cable (For TD-8817 only)

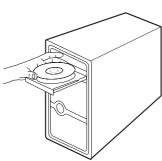
# **Necessary Information**

For a smoother setup, we suggest that you consult your ISP first and ask for the following information. This information will be required during the configuration stage.

Connection Type: \_\_ Encapsulation Type (Optional):

**CD Setup Wizard** (For Windows users only)

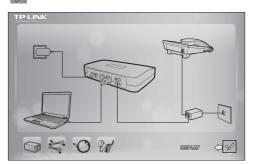
Insert the TP-LINK Resource CD into the CD-ROM drive.



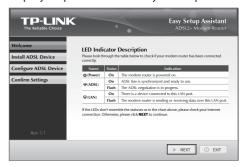
Select TD-8817 and click Start Setup.



Then a flash video will pop up and show you how to connect your devices. When you finish the hardware connection, click to continue.



The Easy Setup Assistant will start. Please check to see if the LEDs (especially the ADSL LED) of your modem router display normally as the chart describes. Then click **NEXT**, and follow the step-by-step instruction until you complete the configuration.

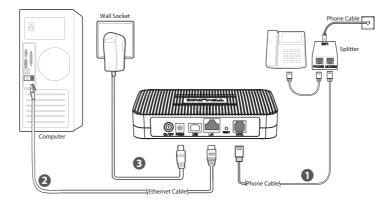


For the advanced configurations, please refer to the User Guide on the Resource CD provided. You can also log on to www.tp-link.com -> select your region -> search for the product -> User Guide can be found under the "Download" tab on the product page.

## Web-based Quick Setup Wizard

(For Mac OS/Linux/Windows users who are unable to run the

Hardware connection.



**Step 1:** Connect your devices step by step following the figure.

**Step 2:** Power on all your devices and then check the LEDs (especially the ADSL LED).

Name	Status	Indication
(Power)	On	The modem router is powered on.
౪ీ (ADSL)	On	ADSL line is synchronized and ready to use.
	Flash	ADSL negotiation is in progress.
阮 (LAN)	On	There is a device conneted to this LAN port.
	Flash	The modem router is sending or receiving data over this LAN port.

Open your browser and type http://192.168.1.1 in the address field. Then use the default user name admin and password admin to log in.



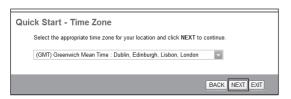
If you are unable to access 192.168.1.1, please refer to **T3** in Troubleshooting.

Click Quick Start in the main menu and click RUN WIZARD, the next screen will appear, and then click NEXT.

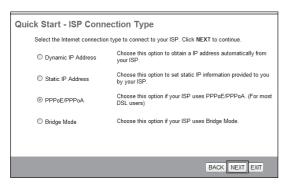


## Web-based Quick Setup Wizard (For Mac OS/Linux/Windows users who are unable to run the Resource CD)

Select the appropriate **Time Zone** for your location from the drop-down list, and then click **NEXT**.



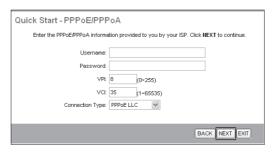
Select the **Connection Type** given by your ISP and then click **NEXT**. Here we use **PPPoE/PPPoA** as an example.



If you don't have the ISP Connection Type information, please contact your ISP for this information.



Enter the **Username** and **Password** provided by your ISP and then click **NEXT**.



Record this information here:		
Username:		
Password:		



Click **NEXT** to save the current settings.



Quick Start has completed. Click CLOSE to make your settings take effect.



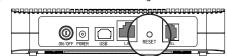
For the advanced configurations, please log on to www.tp-link.com -> select your region -> search for the product -> User Guide can be found under the "Download" tab on the product page.

## **Troubleshooting**

#### T1. How can I restore my modem router's configuration to its factory default settings?

Once the modem router is reset, the current settings will be lost and you will need to reconfigure the modem router. We strongly suggest you back up the current settings before resetting the modem router.

With the modem router powered on, use a pin to press and hold the  ${\it RESET}$  button on the rear panel for 5 seconds before releasing it.



#### T2. What can I do if I forget my password?

Reset the modem router first and then use the default user name and password: admin/admin

### T3. What can I do if I cannot access 192.168.1.1? For Mac OS X

- Click the **Apple** icon on the upper left corner of the screen.
- Go to "System Preferences -> Network".
- 3) Select Ethernet on the left menu bar. In the Configure IPv4 box under TCP/IP, select Using DHCP
- Click **Apply** to save the settings.

#### For Windows 7

- Click "Start -> Control Panel -> Network and Internet -> View network status -> Change adapter settings".
- 2) Right-click Local Area Connection, and then click Properties.
- Select Internet Protocol Version 4 (TCP/IPv4), and then click Properties.
- Select Obtain an IP address automatically and Obtain DNS server address automatically. Then click OK.

#### For Windows XP

1) Click "Start -> Control Panel -> Network and Internet Connections -> Network Connections'

- 2) Right-click Local Area Connection, and then click Properties.
- Select Internet Protocol (TCP/IP), and then click Properties. 3)
- Select Obtain an IP address automatically and Obtain DNS server address automatically. Then click OK.

### For Windows 8

- 1) Move your mouse to the lower right corner, click the **Search** icon in the Popups.
- Go to Apps, type Control Panel in the search box and press Enter.
- Go to "Control Panel -> View network status and tasks > Change adapter 3) settings"
- 4) Right-click Ethernet, select Properties. Then double-click Internet Protocol Version 4 (TCP/IPv4)
- Select Obtain an IP address automatically and Obtain DNS server address automatically. Then click OK.

#### T4. What can I do if I cannot access the Internet?

- Check your cables and make sure they are all plugged in securely, including the telephone line, Ethernet cables and power adapter.
- Check to see if you can log on to the web management page of the modem router. The default IP address of the web management page is 192.168.1.1. If you can, try the following steps. (If you are unable to access the web management page, please refer to T3 and then try to access the Internet again after following those steps.)
- Consult your ISP and make sure all the VPI/VCI, Connection Type, account username and password are correct. If they are not, please repleace them with the correct settings and try again.
- If you still cannot access the Internet, please restore your modem router to its factory default settings and reconfigure your modem router following the instructions in this OIG.
- Please feel free to contact our Technical Support if the problem still exists.



For more details about Troubleshooting and Technical Support contact information, please log on to our **Technical Support website:** http://www.tp-link.com/en/support



## **Technical Support**

Australia / New Zealand

Tel: +65 6284 0493

USA / Canada Toll Free: +1 866 225 8139

Tel: +48 (0) 801 080 618

Poland

Service time: 24hrs, 7 days a week

Tel: NZ 0800 87 5465(Toll Free)
AU 1300 87 5465(Depending on 1300 policy.)
E-mail: support.au@tp-link.com (Australia)
support.nz@tp-link.com (New Zealand)

Fee: Depending on rate of different carriers. E-mail: support.sg@tp-link.com Service time: 24hrs, 7 days a week

Fee: Free for Landline: Mobile: Depending on rate

E-mail: support.ua@tp-link.com Service time: Monday to Friday, 10:00 to 22:00

E-mail: support.usa@tp-link.com(USA)

support.ca@tp-link.com(Canada) Service time: 24hrs, 7days a week

Tel: +41 (0)848 800 998 (German Service)

+48 223 606 363 (if calls from mobile phone)

Fee: 4-8 Rp/min, depending on rate of different time. E-mail: support.ch@tp-link.com Service time: Monday to Friday, 09:00 to 12:30 and 13:30 to 18:00. GMT+ 1 or GMT+ 2 (DST)

Fee: Depending on rate of different carriers.

E-mail: support.pl@tp-link.com
Service time: Monday to Friday, 09:00 to 17:00. GMT+1 or
GMT+2 (DST)

- For more troubleshooting help, go to http://www.tp-link.com/en/support/faq
- To download the latest Firmware, Driver, Utility and User Guide, go to http://www.tp-link.com/en/support/download
- For all other technical support, please contact us by using the following details:

Fee: Depending on rate of different carriers, IDD. E-mail: support@tp-link.com Service time: 24hrs, 7 days a week

## Malaysia Toll Free: 1300 88 875 465

E-mail: support.my@tp-link.com Service time: 24hrs, 7days a week

Tel: +44 (0) 845 147 0017

the time of day. Mobile: 15p-40p/min, depending on your mobile network. E-mail: support.uk@tp-link.com Service time: 24hrs, 7days a week

Turkey
Tel: 0850 72 444 88 (Turkish Service) E-mail: support.tr@tp-link.com Service time: 09:00 to 21:00, 7days a week

## Toll Free: 0800 608 9799(Portuguese Service)

F-mail: suporte.br@tp-link.com Service time: Monday to Friday,09:00 to 20:00; Saturday, 09:00 to 15:00

Tel: +39 023 051 9020 Fee: Depending on rate of different carriers. E-mail: support.it@tp-link.com Service time: Monday to Friday, 09:00 to 13:00; 14:00 to 18:00

Indonesia Tel: (+62 ) 021 6386 1936 Fee: Depending on rate of different carriers.
E-mail: support.id@tp-link.com
Service time: Sunday to Friday, 09:00 to12:00; 13:00 to 18:00 \*Except public holidays

### Fee: Landline from Germany: 0.14EUR/min.

Landline from Austria: 0.20EUR/min.

E-mail: support.de@tp-link.com Service Time: Monday to Friday, 09:00 to 12:30 and 13:30 to 18:00. GMT+1 or GMT+2 ( DST in Germany) Fee: 0.118 EUR/min from France Email: support.fr@tp-link.com Service time: Monday to Friday, 09:00 to 18:00 \*Except French Bank holidays

Tel: 0820 800 860 (French service)

Russian Federation Tel: 8 (499) 754 5560(Moscow NO.) 8 (800) 250 5560 (Toll-free within RF) E-mail: support.ru@tp-link.com Service time: From 9:00 to 21:00 (Moscow time)

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