

Diagnosis Questions End-to-End

This document lists all the diagnosis questions and corresponding voice instructions used in the TP-Link Router Diagnostic Path, defined in `lib/nodes.ts`.

Phase 0: Entry & Context Setup

Node ID	Question	Voice Instruction
entry_start	Ready to begin router diagnosis?	Hi! I'm Akili. I'll help fix your internet. Ready to start?
entry_router_identify	What brand is your router?	What brand is your router? Look at the front for the name - is it TP-Link, Netgear, D-Link, or something else?
entry_postpone	Would you like to continue later?	No problem! When you're ready, just say 'start diagnosis' and we can begin. Is there anything else I can help clarify before we end?

Phase 1: Physical Layer Verification

Node ID	Question	Voice Instruction
physical_power_led	What color is the power LED?	Look at the front of your router. The Power light is on the left side. On TP-Link MR600, the lights are WHITE when on. Is the power light on, blinking, or off?
physical_power_off	Is the router plugged in?	The power light is off. Let's check the basics. First, confirm the power cable is firmly plugged into the back of the router. Then check that the other end is plugged into a working power outlet. Once you've checked both connections, tell me - is everything plugged in?
physical_power_reconnect	Please plug in the power cable	Please plug the power cable into the router and into a working outlet. Let me know when it's plugged in and any lights come on.
physical_power_led_recheck	What color is the power LED now?	Now look at the power light again. What color is it showing now - green, orange, blinking, or still off?
physical_power_issue	Router may have hardware issue	An orange power light usually indicates a hardware problem or the router is in recovery mode. Let's try a power cycle. Unplug the power cable, wait 10 seconds, then plug it back in. Tell me when you've done that.
physical_power_booting	Router is booting, please wait	The router is starting up - that's normal for a blinking light. Let's wait about 60 seconds for it to fully boot. Watch the power light and tell me when it becomes steady green.
physical_internet_led	What is the Internet LED doing?	Now look at the Internet light - it's the second light from the left. On TP-Link MR600 it will be WHITE when connected. Is it on, blinking, or off?
physical_wan_cable_check	Check WAN cable connection	The internet light suggests a connection problem. Look at the back of your router for a port labeled 'WAN' or 'Internet' - it's usually a different color, often blue or yellow. Check if there's a cable plugged in there. Is a cable connected to that port?
physical_wan_connect	Connect the WAN cable	You'll need to connect the cable from your modem or ONT box to the WAN port on your router. The cable should click in securely. Let me know when it's connected.
physical_wan_reseat	Reseat the WAN cable	Let's reseat that cable. Unplug the cable from the WAN port, wait 5 seconds, then firmly plug it back in until you hear a click. Also check the other end where it connects to your modem. Tell me when done.
physical_wan_connecting	WAN is attempting to connect	A blinking internet light means the router is trying to establish a connection. Let's wait 30 seconds. Watch the light - does it become solid green, or does it stay blinking or go orange?
physical_internet_led_recheck	What color is the Internet LED now?	Look at the Internet light again. What color is it showing now?

Phase 2: Local Network Sanity Check

Node ID	Question	Voice Instruction
local_network_check	How are you connected to the router?	The router looks healthy. Now let's check your device's connection. Are you connected to the router via WiFi or with an ethernet cable plugged directly in?
local_wifi_connected	Is WiFi showing connected?	On your phone or computer, look at the WiFi icon in the corner of your screen. Does it show you're connected to your WiFi network? You should see the network name.
local_wifi_reconnect	Connect to WiFi network	Let's connect to your WiFi. Go to your WiFi settings, find your network name, and connect. You'll need your WiFi password. Let me know when you're connected.
local_ethernet_check	Is ethernet cable securely connected?	Check the ethernet cable is firmly connected at both ends - one end in your computer, the other in one of the numbered LAN ports on the router (not the WAN port). Are both ends secure?
local_ethernet_reseat	Reseat ethernet cable	Please firmly connect the ethernet cable at both ends. You should hear a click when it's properly seated. Let me know when done.
local_browser_test	Can you access the router admin page?	Open a web browser and type tplinkmodem.net in the address bar. Press Enter. Do you see a login page?
local_gateway_alt	Try alternate gateway address	Let's try a different address. Type 192.168.0.1 in the address bar instead. Some TP-Link models use this address. Do you see the router page now?

Phase 3: Router Login & Navigation

Node ID	Question	Voice Instruction
router_login_prompt	Login to the router	Enter the password. Check the sticker on the bottom of your router for the default password. Did you get in?
router_login_failed	Check for password on router	The default password may have been changed. Look at the bottom or back of your router for a sticker with login details. Do you see any credentials printed there?

router_login_retry	Try credentials from sticker	Try logging in with the username and password from the sticker. Let me know if you get in.
router_factory_reset_offer	Would you like to factory reset the router?	We can't log in with the available credentials. I can guide you through a factory reset using the small reset button on your router. This will erase custom settings like your WiFi name and password, but it will restore the default login. Would you like to proceed with a factory reset?
router_factory_reset_locate	Find the reset button	Look at the back of your router for a tiny pinhole labeled Reset. You'll need a paperclip to press it. Have you found it?
router_factory_reset_help	Check all sides of router	The reset button is often hidden. Check the back panel near the ports, or sometimes it's on the bottom. It's a tiny pinhole, not a regular button. Look carefully at all sides. Have you found it now?
router_factory_reset_execute	Perform the factory reset	Insert your paperclip or pin into the reset hole. Press and hold the button firmly for about 10 to 15 seconds. You should see the lights on the router blink or all turn off, then come back on. Keep holding until the lights flash. Let me know when the lights start blinking.
router_factory_reset_wait	Wait for router to restart	The router is now resetting. This takes about 2 to 3 minutes. Wait until all the lights become steady again - especially the power light should be solid green. Let me know when the router seems fully restarted.
router_factory_reset_reconnect	Reconnect to the router	The router has been reset. Your WiFi network name is now back to the default - check the sticker on the router for the default WiFi name and password. Connect to that network, then try accessing the router page at 192.168.0.1 again. Let me know when you see the login page.
router_factory_reset_login	Login with default credentials	Now try logging in with the default credentials. The username is usually 'admin' and the password is either 'admin', 'password', or printed on the router sticker. Did you get in?
router_dashboard_confirm	Can you see the router dashboard?	Do you see the main dashboard with the network map and internet status?
router_navigate_status	Navigate to status page	Look for a menu item called 'Status', 'Network Status', or 'Internet' in the navigation. It might be in a sidebar on the left or tabs at the top. Click on it to see your connection status.

Phase 4: WAN / Internet Status Inspection

Node ID	Question	Voice Instruction
wan_status_check	What is the WAN/Internet connection status?	On the status page, look for 'WAN' or 'Internet' connection status. It should show if you're connected or disconnected, and might display an IP address. What does it say - Connected, Disconnected, or something else?
wan_status_wait	Wait for connection to establish	The router is trying to connect. Let's wait 30 seconds. Watch the status - does it change to Connected, or does it show an error?
wan_ip_check	Do you see a WAN IP address?	Look for 'IP Address' or 'WAN IP' on this page. It should show numbers like 123.45.67.89. Do you see an IP address, or does it show 0.0.0.0 or blank?

Phase 5: Guided Corrective Actions

Node ID	Question	Voice Instruction
action_reconnect_wan	Reconnect WAN connection	Let's try reconnecting. Look for a 'Connect' or 'Reconnect' button near the WAN status. If you see one, click it. Otherwise, look for 'Save' or 'Apply' button. Let me know when you've clicked it.
action_wait_reconnect	Wait for reconnection	Wait about 30 seconds for the router to reconnect. Watch the WAN status - does it change to Connected with an IP address?
action_reboot_router	Reboot the router	Let's try a soft reboot. In the router interface, look for 'System Tools', 'Administration', or 'Management' in the menu. Then find 'Reboot' or 'Restart'. Click it and confirm. The router will restart - this takes about 2 minutes.
action_power_cycle	Power cycle the router	Let's do a manual power cycle. Unplug the router's power cable, wait 30 seconds, then plug it back in. Wait for all the lights to come back on. Let me know when the router is fully restarted.
action_reboot_wait	Wait for router to restart	The router is restarting. Wait until you see all lights steady, then try accessing the router page again at 192.168.0.1. Let me know when you can access it.

Phase 6: Verification

Node ID	Question	Voice Instruction
verification_wan_recheck	Check WAN status after reboot	After logging back in, check the WAN status again. Is it showing Connected with an IP address?
verification_internet_test	Test internet connection	Let's test if the internet is actually working. Open a new browser tab and try going to google.com. Does the Google page load?
verification_dns_test	Test with IP address	Let's try accessing a site directly by IP. Try going to 8.8.8.8 in your browser. This tests if the connection works without DNS. Does anything load?
verification_complete	Issue resolved!	Excellent! Your internet connection is working now. The issue has been resolved. Is there anything else you'd like help with?
session_end	Session complete	Thank you for contacting support. Your session is now complete. Have a great day!

Phase 7: Escalation Nodes

Node ID	Question	Voice Instruction
escalation_hardware	Hardware issue detected	It appears there may be a hardware issue with your router. The power light not coming on after checking connections suggests the router may need replacement. I recommend contacting your internet service provider or the router manufacturer for a hardware check.
escalation_wan_issue	WAN connection issue	We've tried the main troubleshooting steps but the WAN connection isn't establishing. This could indicate an issue with your modem, the line from your ISP, or your ISP's network. I recommend contacting your internet service provider to check for outages or line issues.
escalation_wifi_issue	WiFi connection issue	There seems to be an issue connecting to the WiFi network. This might be a password problem or interference issue. Try connecting from a different device, or use an ethernet cable temporarily. If the problem persists, you may need to reset the WiFi settings on the router.
escalation_access_issue	Cannot access router	We're unable to access the router's admin page. This could mean the device isn't properly connected, or the router might need a factory reset. Alternatively, your device might have a different gateway address. I recommend checking your device's network settings or contacting support.
escalation_login_issue	Cannot login to	Unfortunately, we weren't able to access the router's admin panel. You may need to contact your internet service provider for help, or if this is your own router, reach out to the manufacturer's support. They can help you regain

	router	access or replace the router if needed.
escalation_ui_mismatch	Router UI does not match	The router interface looks different from what I expected. Your router may have a different firmware version or be a different model. Without being able to match the interface, I cannot guide you safely. I recommend checking your router's documentation or contacting technical support.
escalation_reboot_failed	Router not responding after reboot	The router isn't responding after the restart. Try waiting a few more minutes - sometimes routers take longer to fully boot. If it still doesn't respond, there may be a hardware issue. Contact your ISP or router manufacturer for further assistance.
escalation_persistent_issue	Issue persists after troubleshooting	We've tried the main troubleshooting steps but the connection issue persists. This suggests a problem outside the router - likely with your modem, ISP service, or the line connection. Please contact your internet service provider to report the issue and request a line check.
escalation_dns_issue	DNS resolution issue	Your internet connection is working, but there's a DNS problem - the service that translates website names to addresses. Try changing your DNS servers to Google DNS (8.8.8.8) or Cloudflare (1.1.1.1) in your router or device settings. This usually resolves the issue.
escalation_connectivity_issue	No internet connectivity	Even direct IP access isn't working, which confirms there's no internet connectivity through your router. The issue is likely with your modem, ISP service, or the physical line. Please contact your internet service provider to check for outages or line problems.