FAQ Sheet

What should I do if I cannot access the internet even though the configuration is finished(new logo)?

Log in to the web-based interface of the router

Double check the internet connection type.

Confirm your internet connection type, which can be learned from the ISP.

Check WAN/Internet IPv4 address.

Go to **Advanced** > **Status** to check internet status:

As the follow picture shows, if IP Address is a valid one, please try the methods below and try again:

• Restart the modem and the router.

1) Power off your modem and router, and leave them off for 1 minute.

2) Power on the router first and wait until the LEDs are coming back.

3) Power on your modem, and wait about 2 minutes until it gets a solid cable or Internet light.

4) Wait another 1 or 2 minutes and check the internet access.

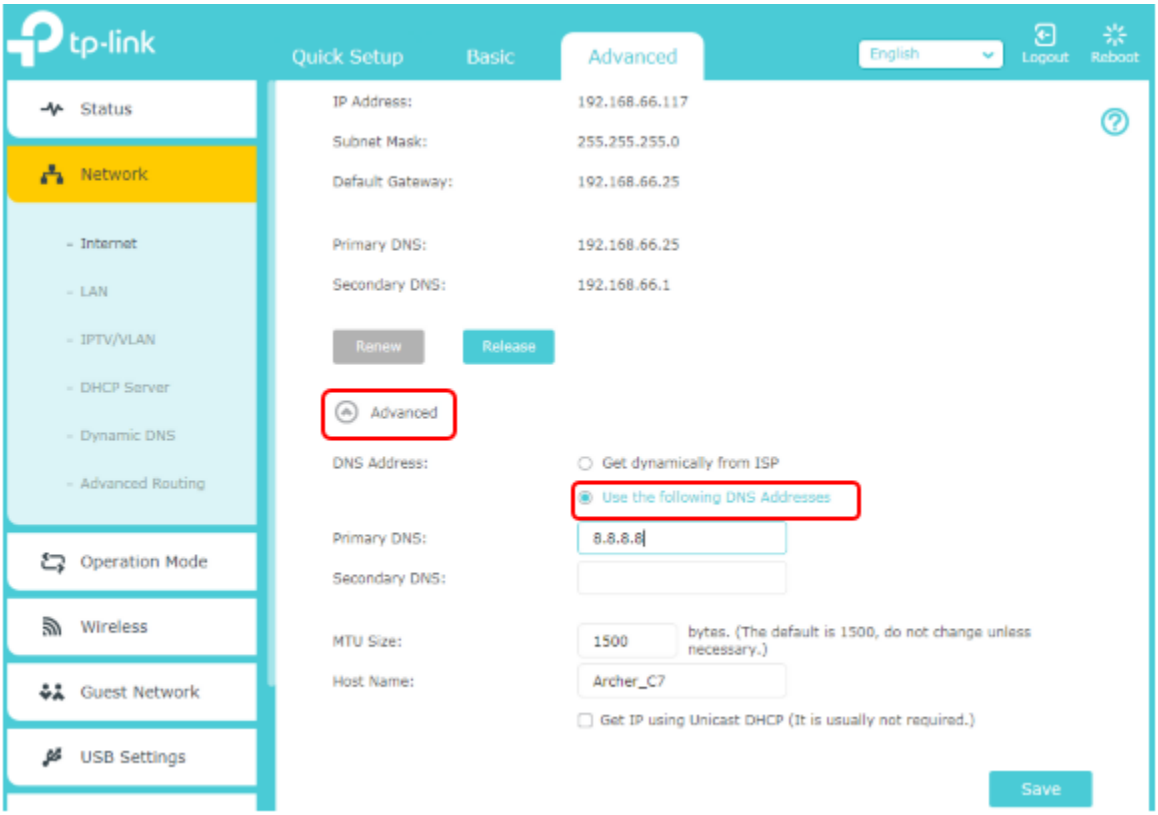
• Your computer might not recognize any DNS server addresses. Please manually configure the DNS server.

1) Go to **Advanced** > **Network** > **Internet**

2) Click **Advanced** and select **Use the following DNS Addresses.**

3) Enter 8.8.8.8 as Primary DNS, click **Save**.

Tips: 8.8.8.8 is a safe and public DNS server operated by Google.



• Reset the router to factory default settings and reconfigure the router.

• Check the TCP/IP settings on the particular device if all other devices can get internet from the router.

As the picture below shows, if the IP Address is 0.0.0.0, please try the methods below and try again:

• Make sure the physical connection between the router and the modem is proper.

• Restart the modem and the router.

1) Power off your modem and router, and leave them off for 1 minute.

2) Power on the router first and wait until the LEDs are coming back.

3) Power on your modem, and wait about 2 minutes until it gets a solid cable or Internet light.

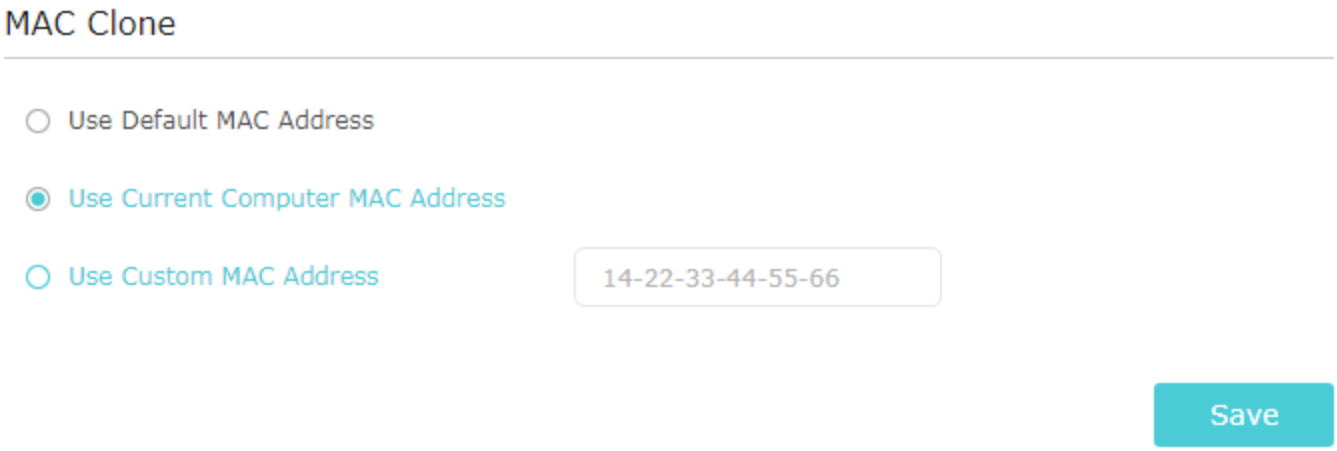
4) Wait another 1 or 2 minutes and check the internet access.

• Clone the MAC address of your computer if you can get internet connection on your computer when it's connected directly to your modem.

1) Connect your computer to one of the LAN ports on the router via Ethernet cable.

2) Go to **Advanced** > **Network** > **Internet** and focus on the **MAC Clone** section.

3) Choose an option as needed (enter the MAC address if **Use Custom MAC Address** is selected), and click **Save**.



Tips:

• Some ISP will register the MAC address of your computer when you access the internet for the first time through their Cable modem, if you add a router into your network to share your internet connection, the ISP will not accept it as the MAC address is changed, so we need to clone your computer's MAC address to the router.

• The MAC addresses of a computer in wired connection and wireless connection are different.

• Modify the LAN IP address of the router.

Note:

Most TP-Link routers use 192.168.0.1/192.168.1.1 as their default LAN IP address, which may conflict with the IP range of your existing ADSL modem/router. If so, the router is not able to communicate with your modem and you can't access the internet. To resolve this problem, we need to change the LAN IP address of the router to avoid such conflict, for example, 192.168.2.1.

1) Go to **Advanced** > **Network** > **LAN**.

2) Modify the LAN IP address as the follow picture shows. Here we take 192.168.2.1 as an example.

3) Click **Save**.

If you've tried every method above but still cannot access the internet, please contact the technical support.

What is the TP-Link Router Alexa Skill and how do I use it?

What is TP-Link Router Skill for Alexa?

TP-Link Router Skill is a Custom Skill for Amazon Alexa, developed for TP-Link Wi-Fi products. With it, you can control and customize your home network by giving simple voice commands to Alexa.

The following settings can be adjusted using our Router Skill: QoS, Guest Network, LED control, running a speed test, WPS and Night Mode.

***Some commands may not work with all TP-Link products.**

Please check the List below to see if your TP-Link product is compatible:

Wi-Fi Routers product		
Model	Hardware version	Use Case
Archer C5400X	V1	QoS, Speed Test, Guest Network, LED, WPS, Night Mode
Archer C5400	V2	
Archer C4000	V2	
Archer C3150	V2	
Archer C2300	V1	
Archer A2300	V1	
Archer C7	V4/V5	Guest Network, LED, WPS, Night Mode
Archer C9	V5	
Archer A7	V5	
Archer A9	V5/V6	
Archer A10	V1	QoS (Device Priority), Guest Network, LED, WPS, Night Mode
Archer A2600	V1	

Whole Home Wi-Fi product		
Deco M9 Plus	V1	QoS, Speed Test, Guest Network, LED, Night Mode
Deco M5	V1/V2	
Deco P7	V1	
Deco M4	V1	QoS, Guest Network, LED, Night Mode

How do I use TP-Link Router Skill?

These are the commands for the supported functions. Use these commands to tell Alexa what to do.

Note: “TP-Link” must be part of your voice commands for Alexa to understand.

Use Case	Action	Command
LED	On	Alexa, ask TP-Link to turn/switch on the router's lights. Alexa, tell TP-Link I want to/I would like to enable my router's lights. Alexa, ask TP-Link to show me the router's light.
	Off	Alexa, ask TP-Link to turn/switch off the router's lights. Alexa, tell TP-Link I want to/I would like to disable my router's lights. Alexa, tell TP-Link I don't want to see the router's lights.
Night Mode	On	Alexa, ask TP-Link to turn/switch on the night mode. Alexa, tell TP-Link I want to/I would like to enable/activate the sleep mode. Alexa, tell TP-Link I am going to sleep.
	Off	Alexa, ask TP-Link to turn/switch off the night mode. Alexa, tell TP-Link I want to/I would like to disable/deactivate the sleep mode.
	Set time	Alexa, ask TP-Link to change the time/times/timing of night mode. Alexa, tell TP-Link I want to/I would like to change the night mode time/times/timing.
WPS	On	Alexa, tell TP-Link I want to connect/add a new device to the network.

		Alexa, ask TP-Link to help me connect/add my device to Wi-Fi. Alexa, ask TP-Link to turn/switch on the WPS. Alexa, tell TP-Link I want to/I would like to enable/activate the WPS.
Guest Network	On	Alexa, tell TP-Link I have friends coming. Alexa, ask TP-Link to turn/switch on the guest Wi-Fi. Alexa, tell TP-Link I want to/I would like to enable/activate the guest network.
	Off	Alexa, ask TP-Link to turn/switch off the guest Wi-Fi. Alexa, tell TP-Link I want to/I would like to disable/deactivate the guest network.
Speed Test	Test Speed	Alexa, ask TP-Link to run/start/do/perform a speed test. Alexa, ask TP-Link what's my internet speed. Alexa, ask TP-Link how fast is my network. Alexa, tell TP-Link I want to/I would like to know if my speed is slow. Alexa, ask TP-Link to turn/switch on the speed test. Alexa, tell TP-Link I want to/I would like to enable the speed test.
QoS	On (Application Priority)	• Gaming Mode: Alexa, tell TP-Link I want to/I would like to/I am going to/I will be play games. Alexa, ask TP-Link to prioritize gaming. Alexa, ask TP-Link to turn/switch on the gaming mode. Alexa, tell TP-Link I want to/I would like to enable the game mode. • Streaming Mode: Alexa, tell TP-Link I want to/I would like to/I am going to/I will be watch videos. Alexa, ask TP-Link to prioritize streaming. Alexa, ask TP-Link to turn/switch on the streaming mode. Alexa, tell TP-Link I want to/I would like to enable the stream mode.

		• Surfing Mode: Alexa, tell TP-Link I want to/I would like to/I am going to/I will be surf the internet. Alexa, ask TP-Link to prioritize surfing. Alexa, ask TP-Link to turn/switch on the surfing mode. Alexa, tell TP-Link I want to/I would like to enable the surf mode. • Chatting Mode: Alexa, tell TP-Link I want to/I would like to/I am going to/I will be chat with my friends. Alexa, ask TP-Link to prioritize chatting. Alexa, ask TP-Link to turn/switch on the chatting mode. Alexa, tell TP-Link I want to/I would like to enable the chat mode. • Standard Mode: Alexa, ask TP-Link to turn/switch off the standard mode. Alexa, tell TP-Link I want to/I would like to disable the standard mode. Alexa, tell TP-Link I don't want to prioritize any application/online activity. • Custom Mode: Alexa, ask TP-Link to turn/switch on the custom mode. Alexa, tell TP-Link I want to/I would like to enable the custom priority.
	Off (Application Priority)	• Gaming Mode: Alexa, ask TP-Link to turn/switch off the gaming mode. Alexa, tell TP-Link I want to/I would like to disable the game mode. • Streaming Mode: Alexa, ask TP-Link to turn/switch off the streaming mode. Alexa, tell TP-Link I want to/I would like to disable the stream mode. • Surfing Mode: Alexa, ask TP-Link to turn/switch off the surfing mode. Alexa, tell TP-Link I want to/I would like to disable the surf mode. • Chatting Mode: Alexa, ask TP-Link to turn/switch off the chatting

		mode. Alexa, tell TP-Link I want to/I would like to disable the chat mode. • Custom Mode: Alexa, ask TP-Link to turn/switch off the custom mode. Alexa, tell TP-Link I want to/I would like to disable the custom priority.
	Prioritize (Device Priority)	Alexa, ask TP-Link to prioritize my favorite device for 2 hours. Alexa, tell TP-Link I want to/I would like to prioritize my favorite device. Alexa, ask TP-Link to set/assign/give QoS to my devices all the time.
	Stop prioritizing (Device Priority)	Alexa, ask TP-Link to stop prioritizing my devices. Alexa, tell TP-Link I want to/I would like to remove the priority of my favorite device. Alexa, tell TP-Link I don't want to prioritize my devices anymore.

How to enable the TP-Link Router Skill in the Alexa app?

With the TP-Link Router Skill for Alexa, you can now control and customize your home network through simple voice commands.

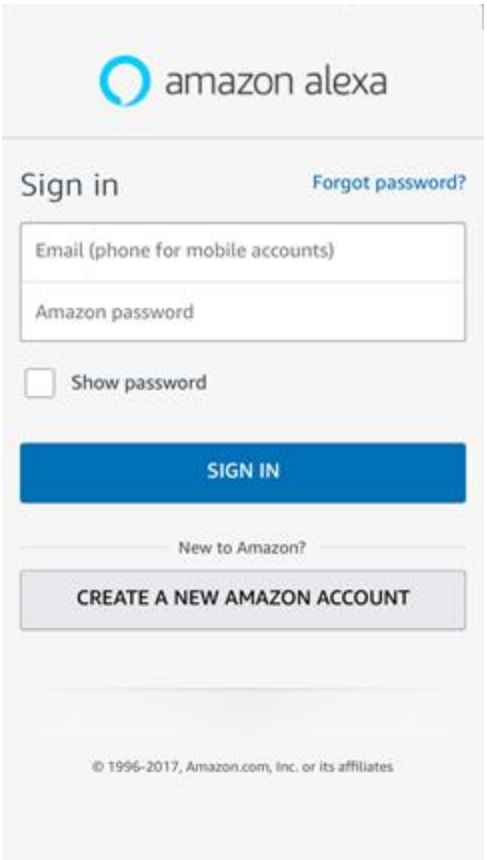
To use TP-Link Router Skill, you must have:

- An Alexa-supported TP-Link product. Find out if your device supports Alexa by checking the Alexa Compatibility List for TP-Link Wi-Fi Products.
- A TP-Link ID bound to the Alexa-supported TP-Link product. No TP-Link ID?
- A mobile device with the Alexa app installed.

Note: This feature is currently only supported in English(US), English(GB), Japanese and German.

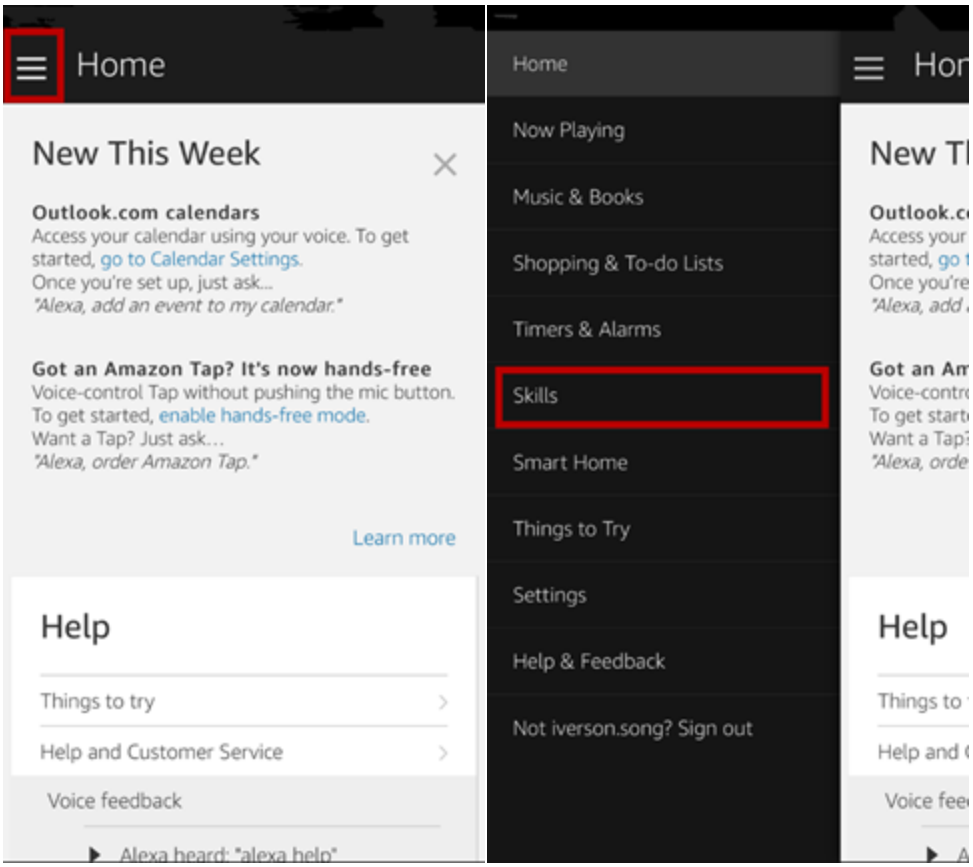
Step 1.

Open the **Alexa app** on your mobile device and sign in with your Amazon.com account.



Step 2.

Tap the "≡" button, and then select "**Skills**".



Step 3.

Search for "**tplink**", and then tap "**TP-Link Router**".

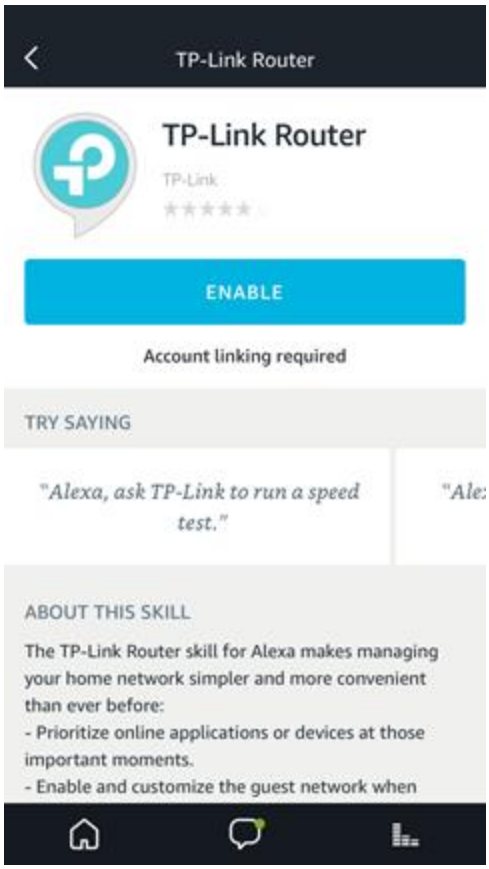
Note:

1. "**TP-Link Router**" Skill is different from "**TP-Link Kasa**" Skill. Please CHOOSE "**TP-Link Router**" Skill in order to control TP-Link Wi-Fi Products. For more details about these two skills and the differences between them, click here.

2. This feature is currently only supported in English(US), English(GB) ,Japanese and German.

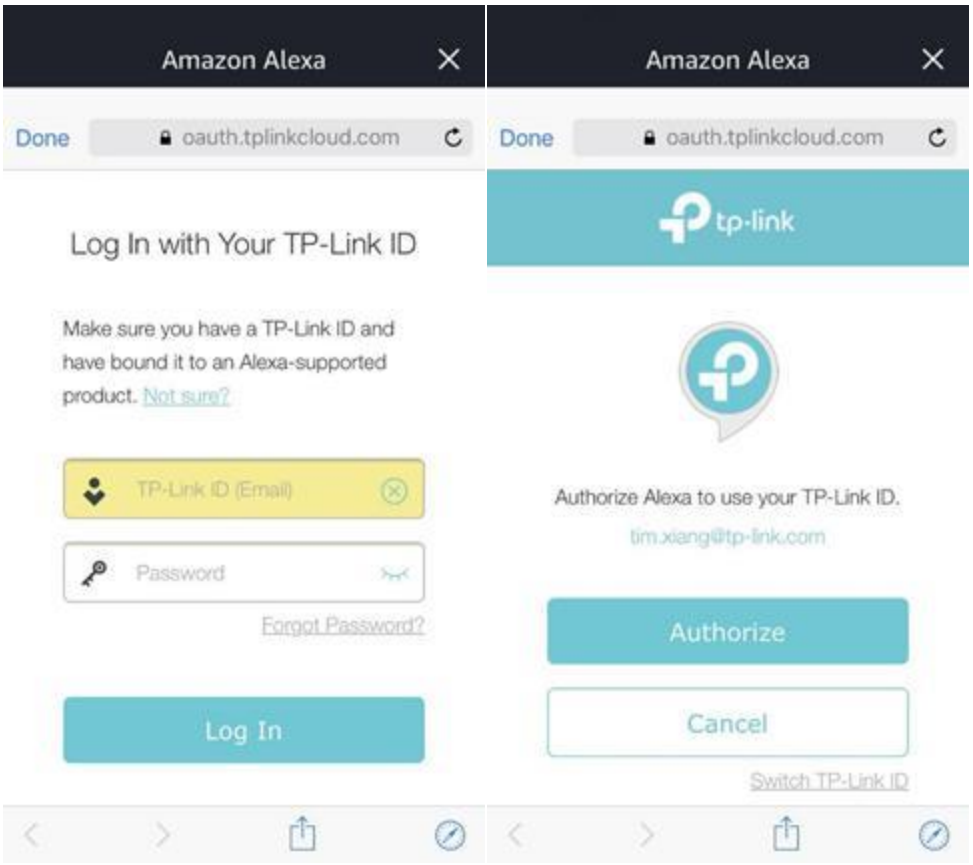
Step 4.

Tap "**Enable**".



Step 5.

Log in with your TP-Link ID, and then tap “Authorize”.



Your ID is now linked to Alexa. Enjoy using Alexa voice commands to control your TP-Link device.

[How do I use Amazon Alexa with my TP-Link Alexa-supported products?]

What should I do if I cannot find my wireless network or I cannot connect the wireless network (new logo)?

If you fail to find any wireless network, please follow the steps below:

• Make sure the wireless function of your device is enabled if you're using a laptop with built-in wireless adapter. You can refer to the relevant document or contact the laptop manufacturer.

• Make sure the wireless adapter driver is installed successfully and the wireless adapter is enabled.

• ***On Mac***

(1)Turn off and on Wi-Fi/Airport.

(2) Reinstall or update driver of the wireless adapter.

• ***On Windows 7/8/10***

1) If you see the message **No connections are available**, it is usually because the wireless function is disabled or blocked somehow.

2) Click **Troubleshoot** and windows might be able to fix the problem by itself.

• On Windows XP

1) If you see the message **Windows cannot configure this wireless connection**, this is usually because windows configuration utility is disabled or you are running another wireless configuration tool to connect the wireless.

2) Exit the wireless configuration tool (the TP-Link Utility, for example).

3) Select and right click on **My Computer** on desktop, select **Manage** to open Computer Management window.

4) Expand **Services and Applications** > **Services**, find and locate **Wireless Zero Configuration** in the Services list on the right side.

5) Right click **Wireless Zero Configuration**, and then select **Properties**.

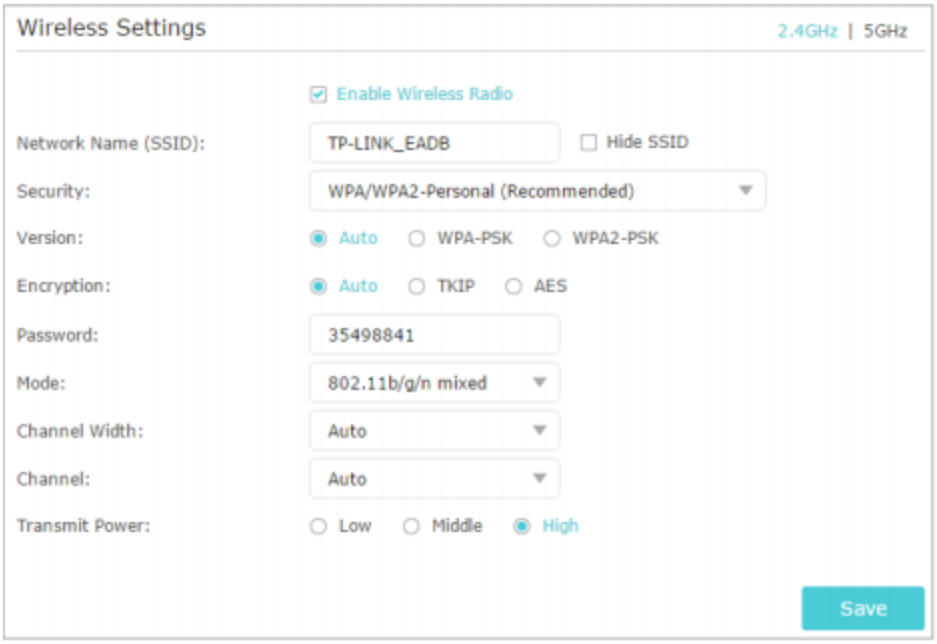
6) Change **Startup type** to **Automatic**, click on **Start** button and make sure the Service status is **Started**. And then click **OK**.

If you can find other wireless network except your own, please follow the steps below:

• Check the WLAN LED indicator on your wireless router/modem.

• Make sure your computer/device is still in the range of your router/modem. Move it closer if it is currently too far away.

• Go to **Advanced** > **Wireless** > **Wireless Settings**, and check the wireless settings. Double check your Wireless Network Name and SSID is not hided.



If you can find your wireless network but fail to connect, please follow the steps below:

Authenticating problem/password mismatch:

1) Sometimes you will be asked to type in a PIN number when you connect to the wireless network for the first time. This PIN number is different from the Wireless Password/Network Security Key, usually you can only find it on the label of your router.

2) If you cannot find the PIN or PIN failed, you may choose **Connecting using a security key instead**, and then type in the **Wireless Password/Network Security Key**.

3) If it continues to show note of **Network Security Key Mismatch**, it is suggested to confirm the wireless password of your wireless router.

Note: Wireless Password/Network Security Key is case sensitive.

Windows unable to connect to XXXX/cannot join this network/Taking longer than usual to connect to this network:

• Check the wireless signal strength of your network. If it is weak (1~3 bars), please move the router closer and try again.

• Change the wireless Channel of the router to 1, 6 or 11 to reduce interference from other networks.

• Re-install or update the driver for your wireless adapter of the computer.

Get to know more details of each function and configuration please go to Download Center to download the manual of your product.

How to use webpage firmware recovery if the router become brick (new logo)

Introduction: At rare occasions a router may become unresponsive during an upgrade process. The most common reason leading to this is the router losing power during the upgrading process. When becomes brick, the router's Power and WPS LEDs are solid on. We provide an easy to follow method for customers to attempt to restore their router.

Note: For now Archer C5400, Archer C3150_V2, Touch P5, Archer C9_V3, Archer C8_V3, Archer C60, Archer C59, Archer C58, Archer C1200, Archer C2_V3 support this method. For the other models we suggest you to contact us directly if facing the same problem.

Step 1:

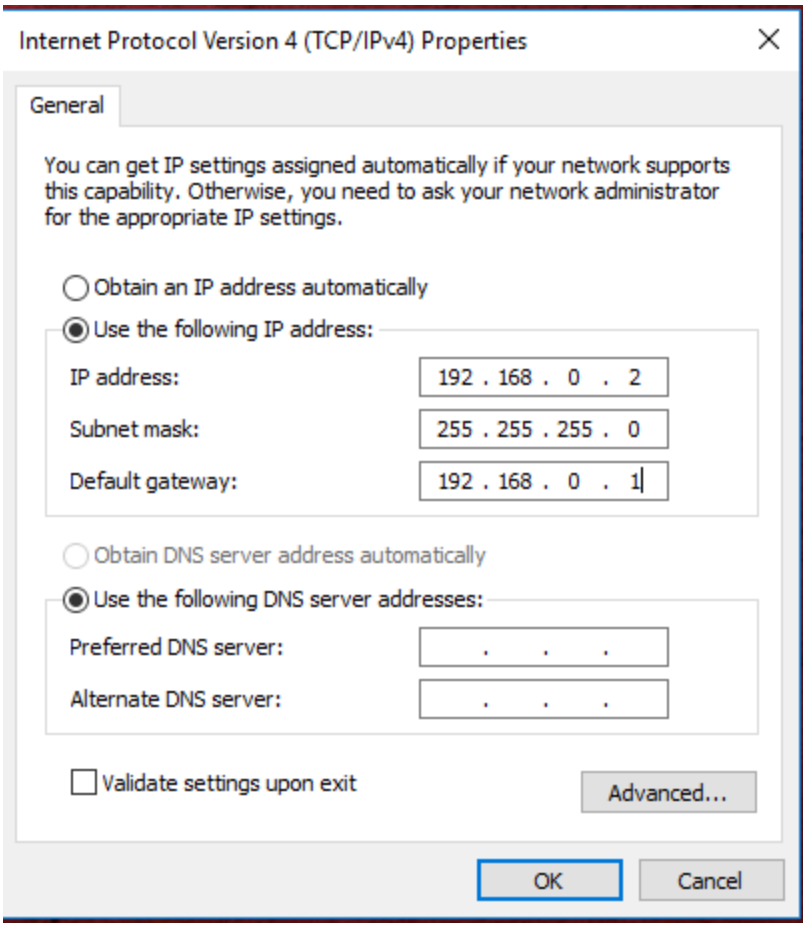
Download the latest firmware version for your device from our official website, tp-link.com(please go to Download Center). This file will be compressed so an unzip tools such as WinZIP or WinRAR will be needed to extract the firmware file to a folder.

Step 2:

Connect the PC to one of the router's LAN (yellow) ports. Ensure there is power and link showing on the router.

Step 3:

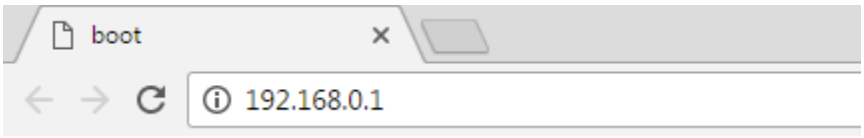
Setup a static IP like the example below.



Step 4:

Open your web browser (Chrome, IE etc.), in the address bar browse to: 192.168.0.1.

Power cycle the router with the power button, wait a moment and you will get this page.

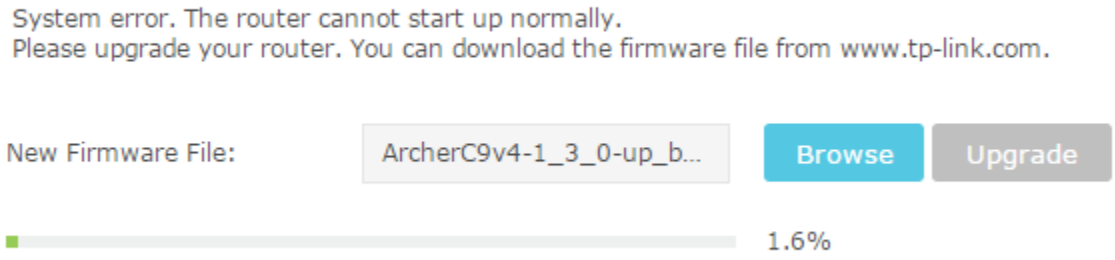


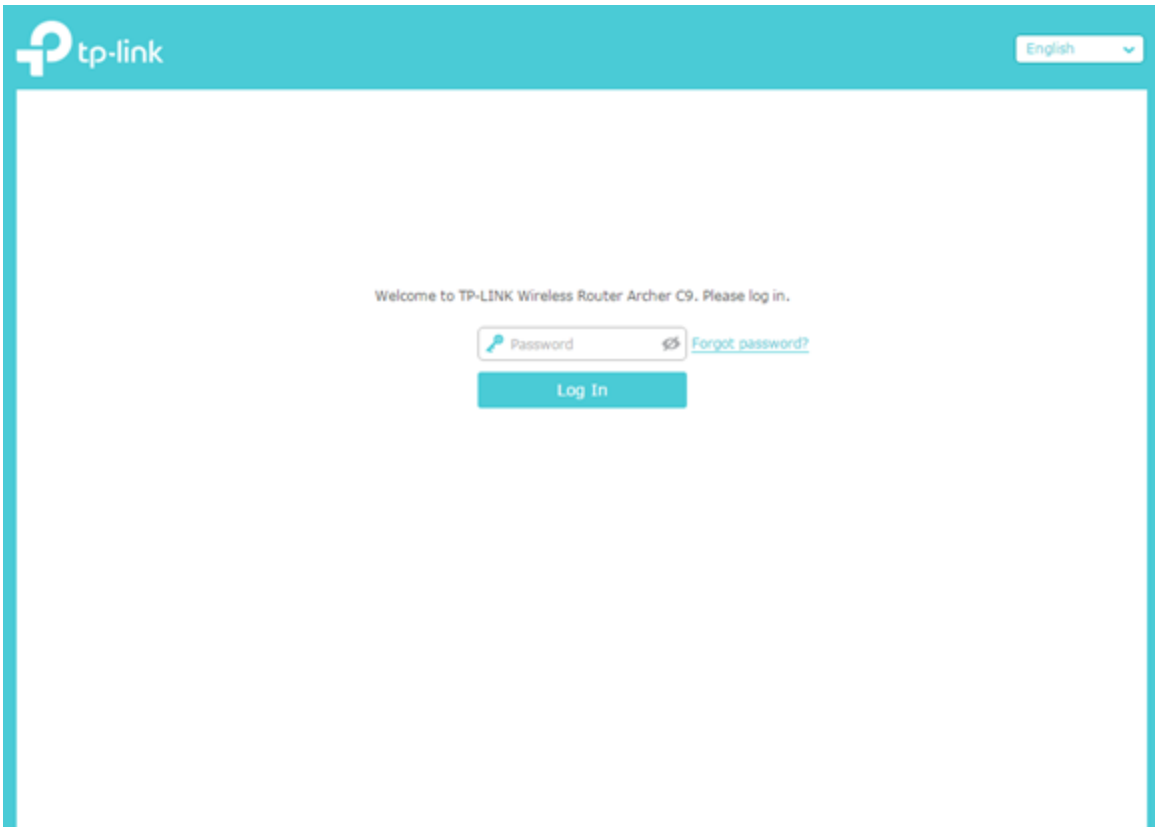
Step 5:

Click Browse, select the firmware file you stored on the PC before, then click Upgrade.

Step 6:

After finish upgrading, the router will come to work normally again.





If this does not work please contact TP-Link support for further assistance.

Note: This FAQ is only applicable for wireless routers with USB 3.0 ports.

In rare occurrences, customer will see that the stability of the 2.4GHz wireless band is affected while a USB 3.0 device is connected to the USB 3.0 port of the router. The 5GHz wireless band works as expected.

If unplug the USB device, the 2.4GHz wireless band will start to work normally.

This is caused by the USB 3.0 creating RF interference affecting the 2.4GHz band.

Problem phenomena:

Devices that connected to the 2.4GHz wireless band will:

- Get a very low or unstable internet speed
- Show connected but have high ping times
- Intermittent connection drops
- 2.4GHz wireless band will not show available. The signal will restore momentarily after a reboot, then disappear again.

Explanation:

According to the USB 3.0 specification, USB 3.0 data transmission requires a broadband spectrum in the 2.4-2.5GHz range. As a result, a lot of noise or interference will generated on the 2.4GHz band, which affects the router's wireless network.

If this USB 3.0 device is placed close to the router's antennas the router a customer may see a serious impact on the 2.4GHz band.

If you would like to learn more, please follow the link below for more details about USB 3.0 radio frequency interference impact on 2.4GHz devices.

http://www.usb.org/developers/docs/whitepapers/327216.pdf

Available Solution:

- Shield the USB 3.0 device if possible

Placing the USB 3.0 device into a shielded box can effectively reduce the impact.

- Use a USB 3.0 shielded extension cable

If the USB 3.0 device is plugged directly into the router you may want to use a shielded extension cable. This will help eliminate the interference caused by the USB 3.0 device

- Use the USB 2.0 port if acceptable

If you don't require the high performance capabilities of USB 3.0, you can try and plug the USB 3.0 device into the USB 2.0 port of the router. In this case, you will achieve lower data rates but eliminate the interference being caused.

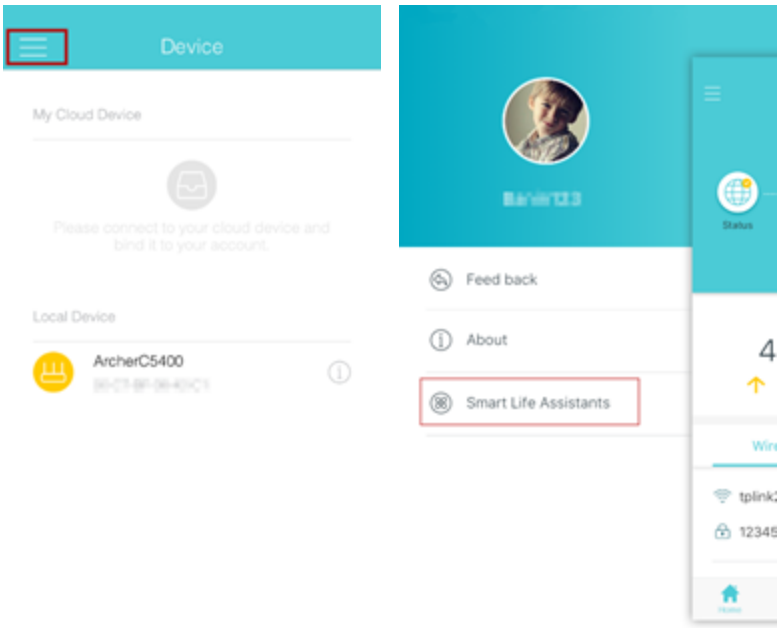
What is Alexa Integration?

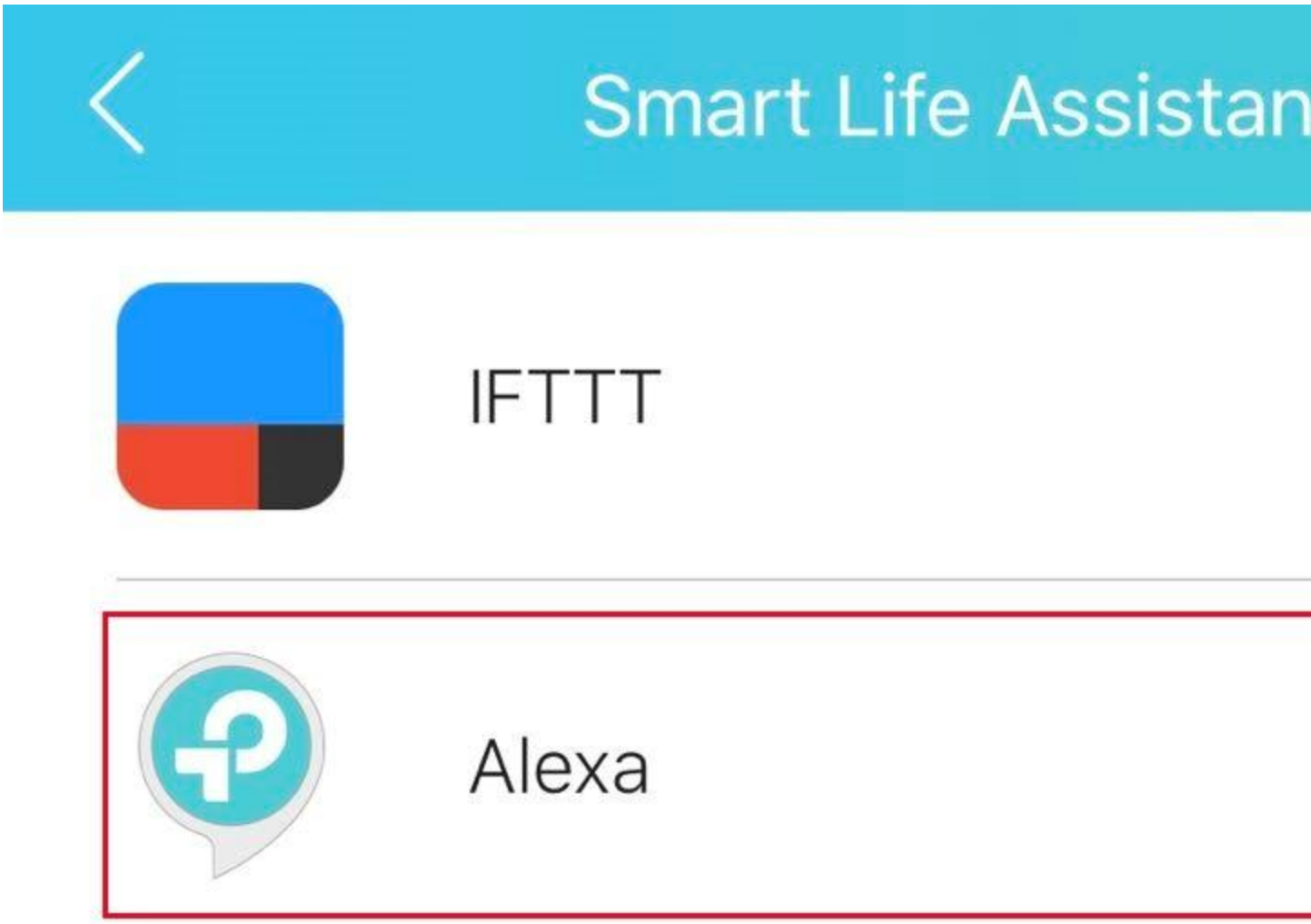
Alexa Integration allows you to manage TP-Link device using Amazon's Alexa voice service. Use simple commands to prioritize devices, turn off your router LEDs and more.

Note: Screenshots are from TP-Link Tether app for demonstration. For Deco, follow the same steps.

Where can I find Alexa Integration?

Open the TP-Link Tether app in your mobile device, and then tap the "≡" button. Tap Smart Home Assistants and you will see Alexa Integration listed.


Device
My Cloud Device
Please connect to your cloud device and bind it to your account.
Local Device
ArcherC5400
Feed back
About
Smart Life Assistants
Status


Smart Life Assistan
IFTTT
Alexa

How do I set up Alexa Integration?

Follow these steps to set up Alexa Integration:

Step 1.

Enable TP-Link Router Skill on the Alexa app. Tap “Learn How” in the Alexa Integration page for more details.

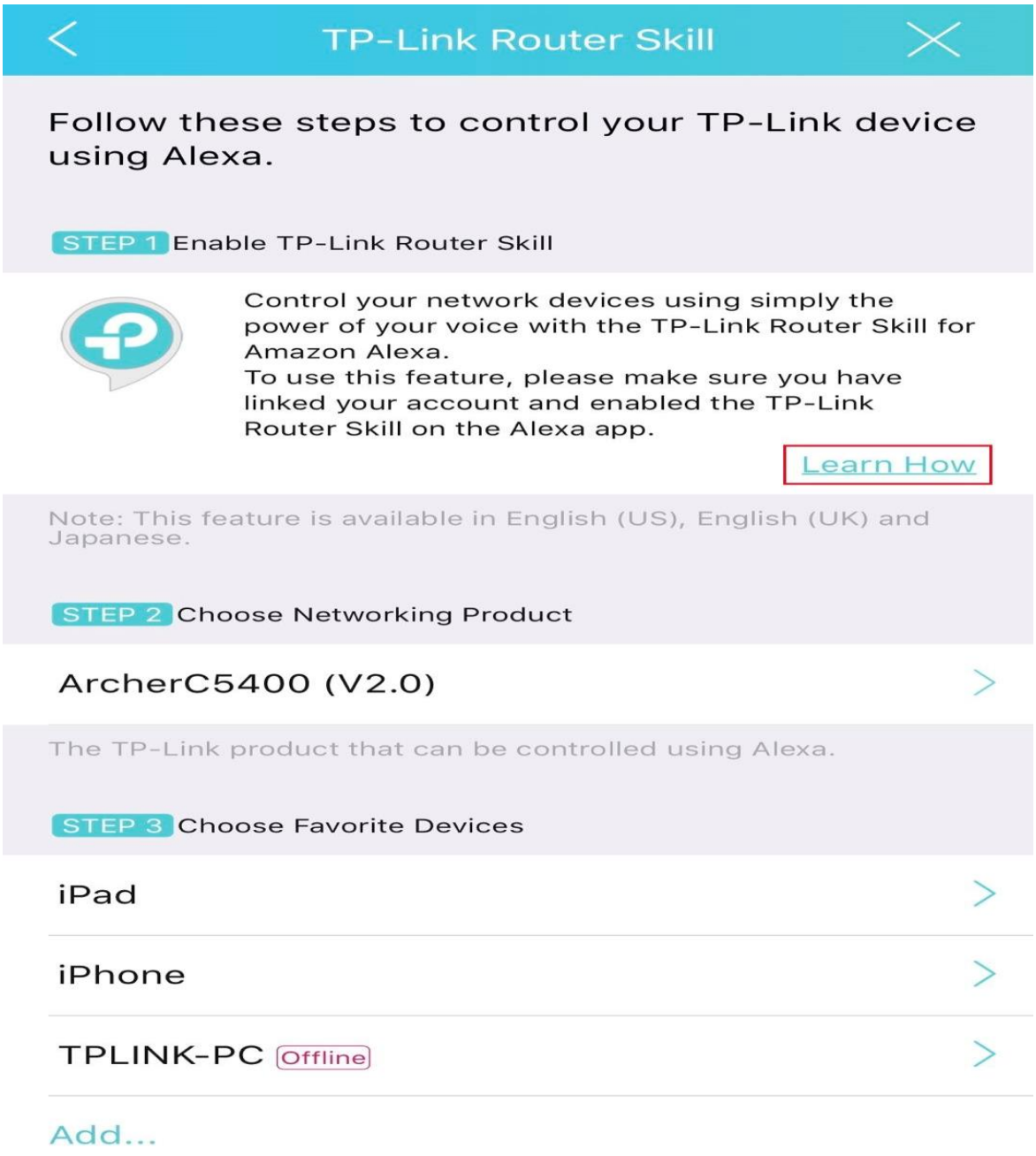
Step 2.

If you have two or more Alexa-supported TP-Link products bound to one TP-Link ID, you need to choose one product from the product list to control since only one product at a time can be controlled using Alexa.

Step 3.

With TP-Link Router Skill, you can prioritize your favorite personal devices for a certain time period. For example, you can say “Alexa, ask TP Link to prioritize my favorite devices for 2 hours.”

To choose your favorite devices, tap “Add…” then select personal devices connected to your network from the device list.



How do I disconnect TP-Link Router's or Deco's permissions of IFTTT?

f you want to disconnect TP-Link Router's or Deco's permission of IFTTT, you can refer to these methods.

Method 1: Disconnect TP-Link Router's or Deco's permission via IFTTT website.

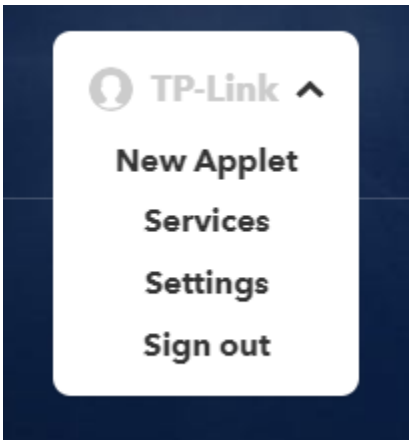
Note: You can also open IFTTT App and follow similar steps to disconnect a service's permission.

Step 1.

Visit [IFTTT official website] and sign in with your IFTTT account.

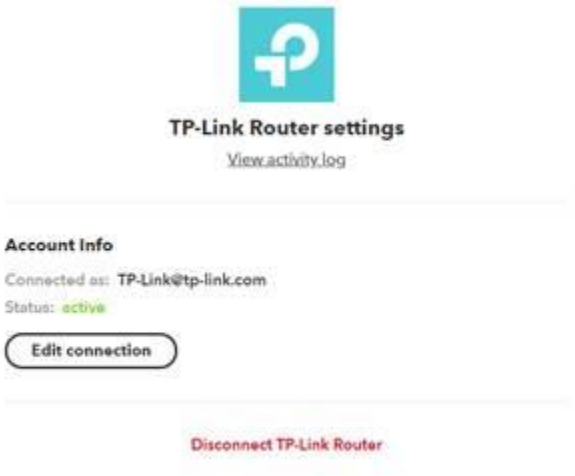
Step 2.

Click **your account** at the right top corner and then click "**Services**"



Step 3.

Click "**TP-Link Router** "and then click "**Settings**" at the upper right corner of the service page. On the settings page, click "**Disconnect TP-Link Router**".



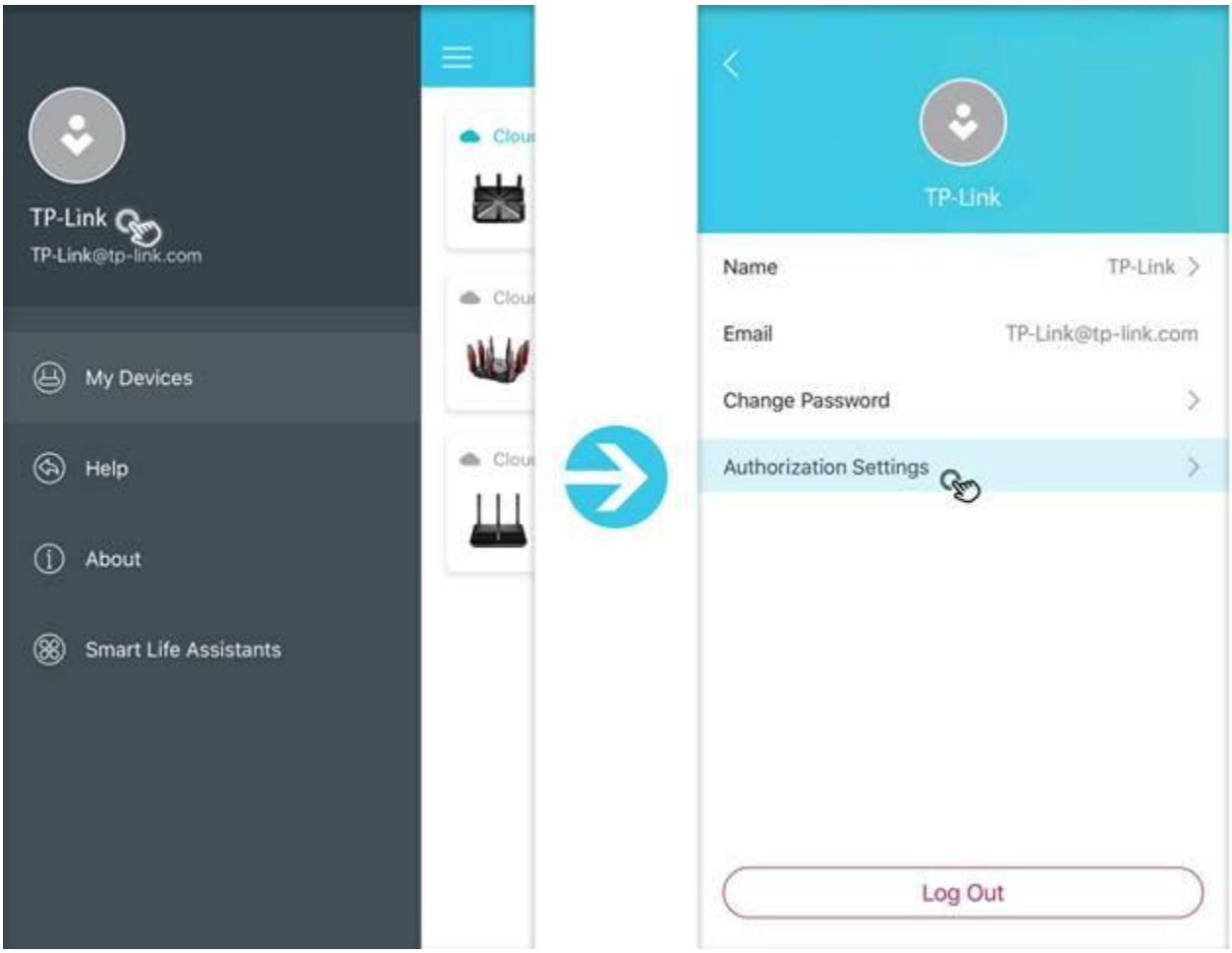
Method 2: Disconnect TP-Link Router's or Deco's permission via Tether App.

Step 1.

Open the Tether App on your mobile device and login your TP-Link ID.

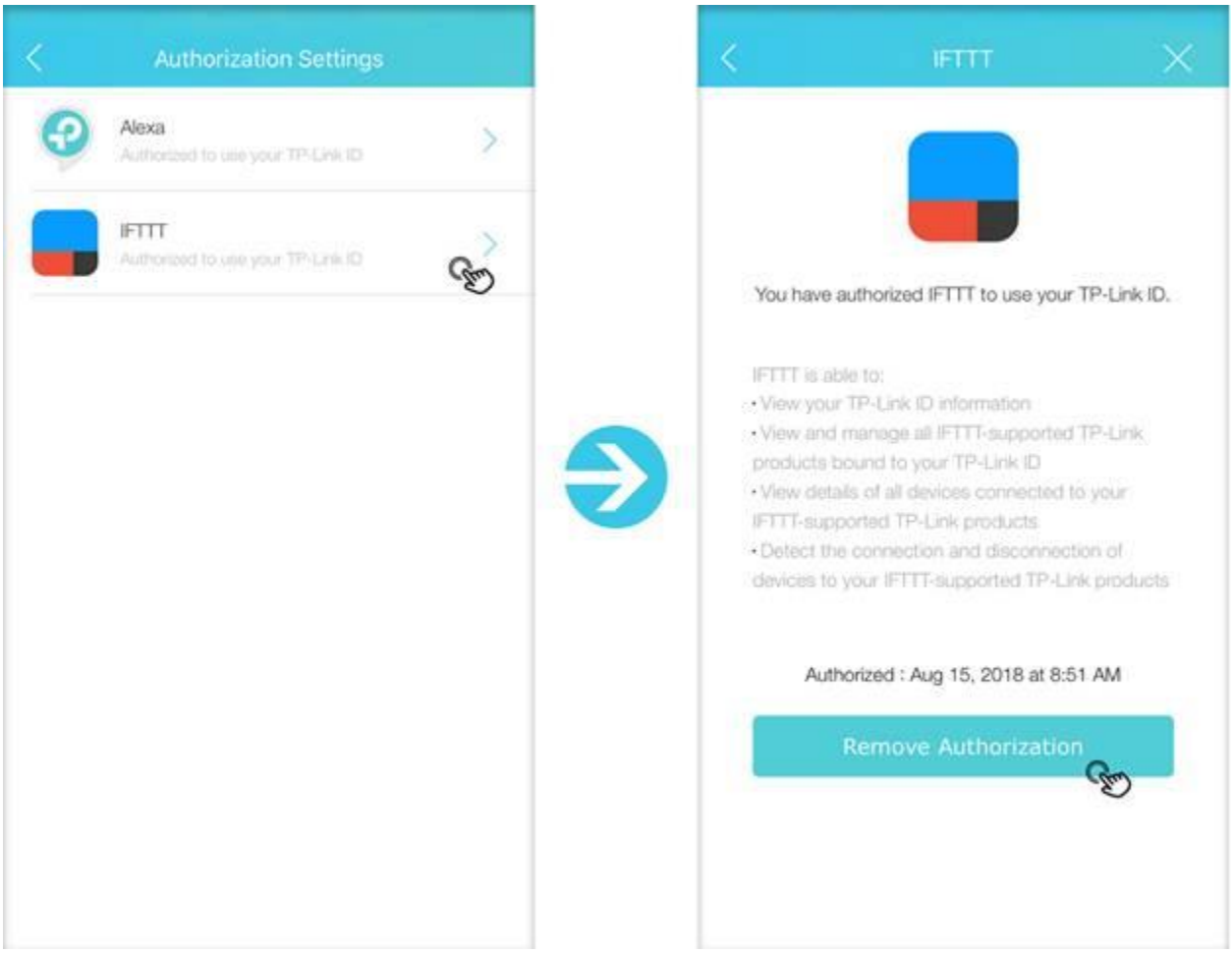
Step 2.

Tap your TP-Link ID and then select "**Authorization Settings**"



Step 3.

Tap IFTTT and then you can remove authorization from your TP-Link ID.



Now the IFTTT service has been removed from your TP-Link ID. If you want to reconnect to it, click here for details.