

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

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 Speedtest®, 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, Speedtest®, 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,
Archer A2600	V1	LED, WPS, Night Mode
Whole Home Wi-Fi product		
Deco M9 Plus	V1	QoS, Speedtest®, Guest Network, LED, Night Mode
Deco M5	V1/V2	
Deco P7	V1	LED, Night Mode
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	<p>Alexa, ask TP-Link to turn/switch on the router's lights.</p> <p>Alexa, tell TP-Link I want to/I would like to enable my router's lights.</p> <p>Alexa, ask TP-Link to show me the router's light.</p>
	Off	<p>Alexa, ask TP-Link to turn/switch off the router's lights.</p> <p>Alexa, tell TP-Link I want to/I would like to disable my router's lights.</p> <p>Alexa, tell TP-Link I don't want to see the router's lights.</p>
Night Mode	On	<p>Alexa, ask TP-Link to turn/switch on the night mode.</p> <p>Alexa, tell TP-Link I want to/I would like to enable/activate the sleep mode.</p> <p>Alexa, tell TP-Link I am going to sleep.</p>
	Off	<p>Alexa, ask TP-Link to turn/switch off the night mode.</p> <p>Alexa, tell TP-Link I want to/I would like to disable/deactivate the sleep mode.</p>
	Set time	<p>Alexa, ask TP-Link to change the time/times/timing of night mode.</p> <p>Alexa, tell TP-Link I want to/I would like to change the night mode time/times/timing.</p>
WPS	On	<p>Alexa, tell TP-Link I want to connect/add a new device to the network.</p> <p>Alexa, ask TP-Link to help me connect/add my device to Wi-Fi.</p> <p>Alexa, ask TP-Link to turn/switch on the WPS.</p> <p>Alexa, tell TP-Link I want to/I would like to enable/activate the WPS.</p>
Guest Network	On	<p>Alexa, tell TP-Link I have friends coming.</p> <p>Alexa, ask TP-Link to turn/switch on the guest Wi-Fi.</p> <p>Alexa, tell TP-Link I want to/I would like to enable/activate the guest network.</p>

	Off	<p>Alexa, ask TP-Link to turn/switch off the guest Wi-Fi.</p> <p>Alexa, tell TP-Link I want to/I would like to disable/deactivate the guest network.</p>
Speedtest®	Test Speed	<p>Alexa, ask TP-Link to run/start/do/perform a Speedtest®.</p> <p>Alexa, ask TP-Link what's my internet speed.</p> <p>Alexa, ask TP-Link how fast is my network.</p> <p>Alexa, tell TP-Link I want to/I would like to know if my speed is slow.</p> <p>Alexa, ask TP-Link to turn/switch on the Speedtest®.</p> <p>Alexa, tell TP-Link I want to/I would like to enable the Speedtest®.</p>
QoS	On (Application Priority)	<ul style="list-style-type: none"> <li>• Gaming Mode: <p>Alexa, tell TP-Link I want to/I would like to/I am going to/I will be play games.</p> <p>Alexa, ask TP-Link to prioritize gaming.</p> <p>Alexa, ask TP-Link to turn/switch on the gaming mode.</p> <p>Alexa, tell TP-Link I want to/I would like to enable the game mode.</p> </li> <li>• Streaming Mode: <p>Alexa, tell TP-Link I want to/I would like to/I am going to/I will be watch videos.</p> <p>Alexa, ask TP-Link to prioritize streaming.</p> <p>Alexa, ask TP-Link to turn/switch on the streaming mode.</p> <p>Alexa, tell TP-Link I want to/I would like to enable the stream mode.</p> </li> <li>• Surfing Mode: <p>Alexa, tell TP-Link I want to/I would like to/I am going to/I will be surf the internet.</p> <p>Alexa, ask TP-Link to prioritize surfing.</p> <p>Alexa, ask TP-Link to turn/switch on the surfing mode.</p> <p>Alexa, tell TP-Link I want to/I would like to enable the surf mode.</p> </li> <li>• Chatting Mode: <p>Alexa, tell TP-Link I want to/I would like to/I am going to/I will be chat with my friends.</p> <p>Alexa, ask TP-Link to prioritize chatting.</p> <p>Alexa, ask TP-Link to turn/switch on the chatting</p> </li> </ul>

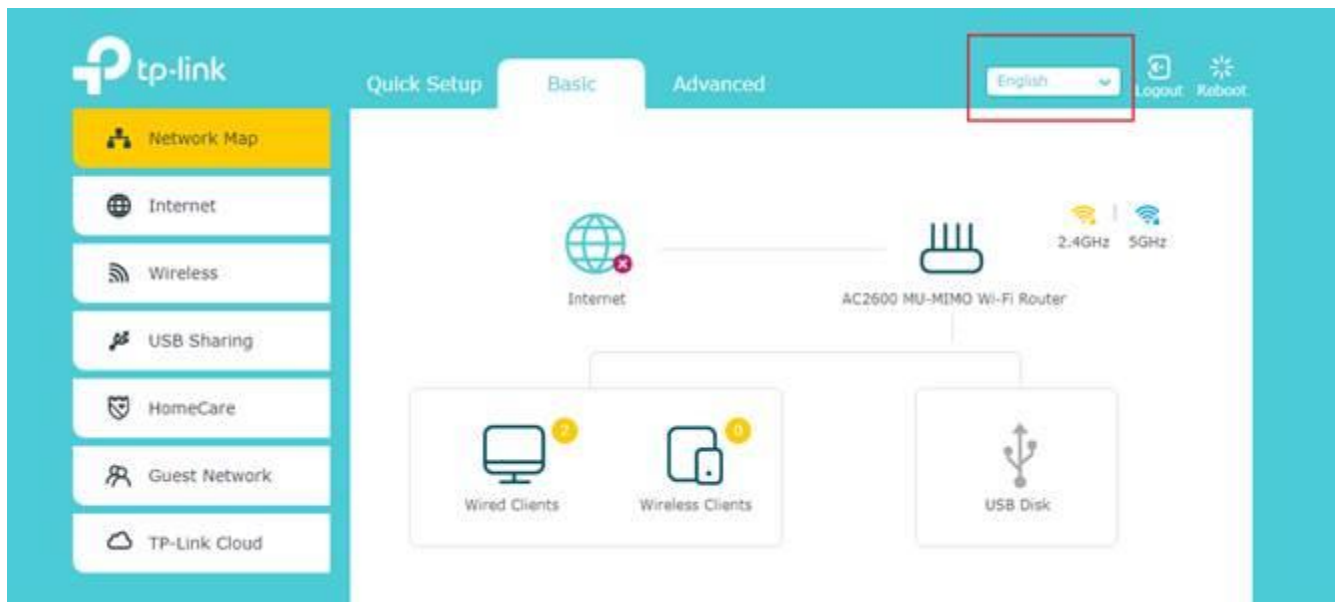
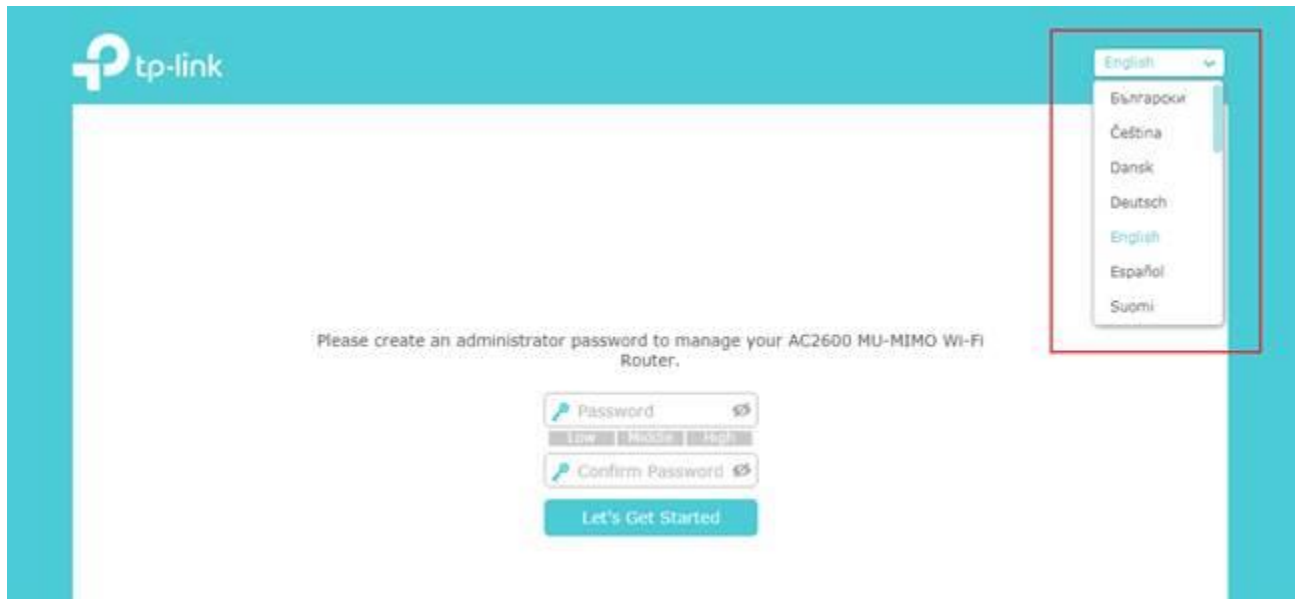
		<p>mode.          Alexa, tell TP-Link I want to/I would like to enable the chat mode.</p> <ul style="list-style-type: none"> <li>• Standard Mode:              Alexa, ask TP-Link to turn/switch off the standard mode.              Alexa, tell TP-Link I want to/I would like to disable the standard mode.              Alexa, tell TP-Link I don't want to prioritize any application/online activity.</li> <li>• 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.</li> </ul>
	<p>Off (Application Priority)</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
	<p>Prioritize (Device Priority)</p>	<p>Alexa, ask TP-Link to prioritize my favorite device for 2 hours.</p>

		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 change language when managing the router via web browser?

Step 1: Login the web interface of TP-Link router by referring to [How to log in to the web-based interface of Wi-Fi Routers \(new logo\)?](#)

Step 2: Find the drop-down list on the upper right corner to choose language. You can find the drop-down list to change the language at any time.



## How to upgrade the firmware of TP-Link Wireless Router online?(New Logo)

Note:

1. This FAQ is suitable for TP-Link wireless router with cloud functions, such as Archer C8 V3, Archer C9 V3/V4 and so on.
2. Currently most of the applicable models only support the online upgrade feature, and other cloud functions will be added in the future firmware.

3. As for Archer C5400 V1, only the EU version supports the cloud services. Please check the [hardware version](#) on the label at the back of the router.

4. Please pay attention to the Notes of the firmware you downloaded. In some cases new firmware cannot support a backup file of the older firmware. If this is the case, you will need to reconfigure the router manually.

The online upgrade is one of the cloud functions available on select TP-Link wireless routers. With this feature, customers do not have to manually download and install the firmware any longer. Now a customer can simply click the Upgrade icon and the router itself will complete the whole process automatically.

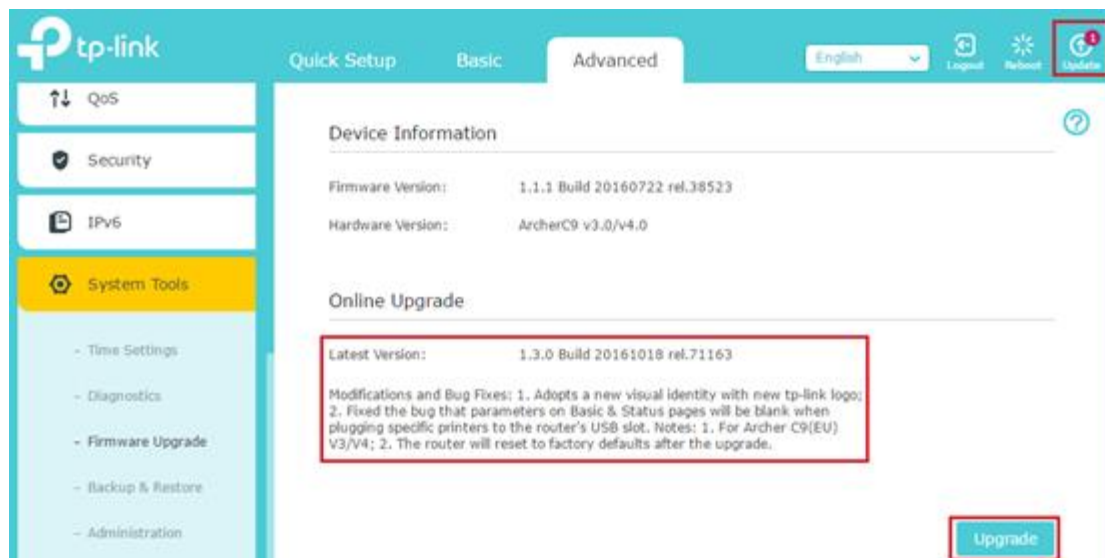
### Online upgrade through web management page:

#### Step 1

Connect your device to the TP-Link wireless router either via Ethernet or wirelessly. Then open a browser and type <http://tplinkwifi.net> in the address bar. Press Enter and login the router.

#### Step 2

If there is an update available, you will be notified by the Update icon in the upper right corner (if there is not update, the icon will not appear). Click Update and you will redirect to the Firmware Upgrade page on which you can check the latest firmware version and release notes.



#### Step 3

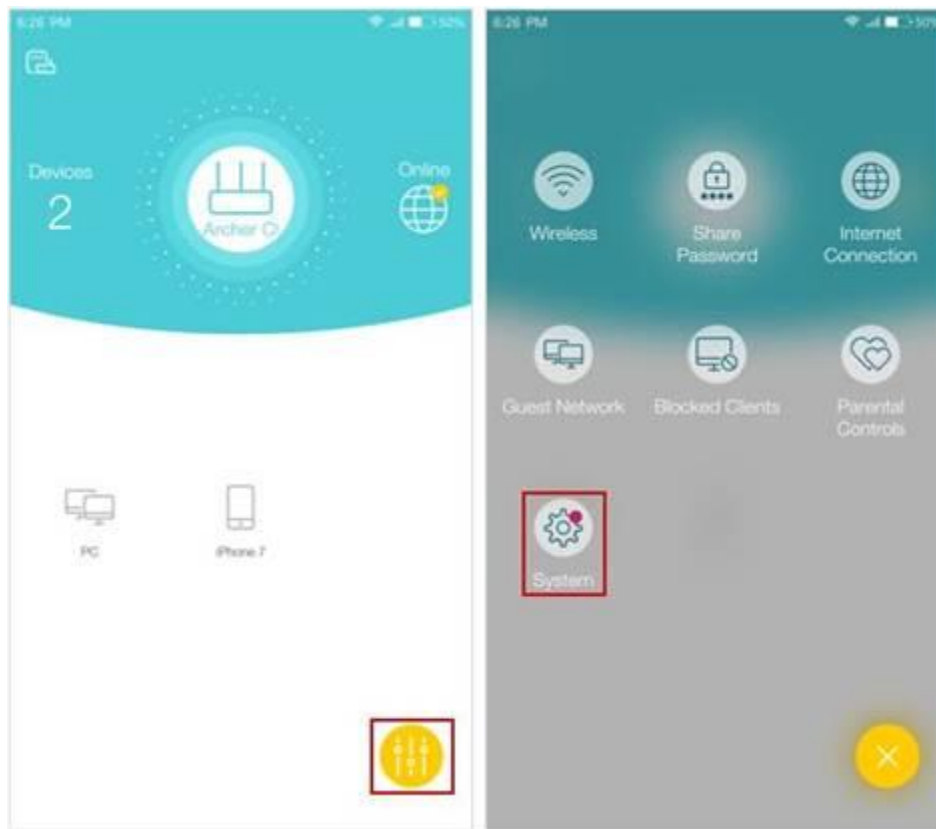
Click on the Upgrade button to begin the upgrade. Then wait until the router finishes the upgrade process, which will include a router reboot at the end.

**\*Note:** Please make sure that you have a stable internet connection during the download process. Loss of connection during the process can damage the router.

## **Online upgrade through the Tether APP:**

### **Step 1**

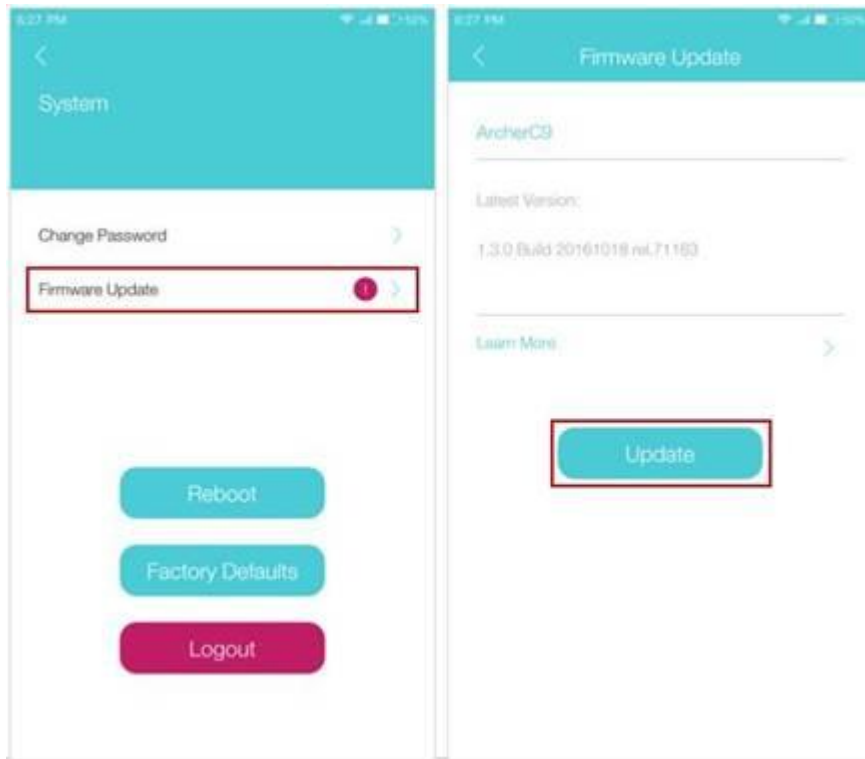
Connect your smartphone to the WiFi of the router. Then open the Tether app and login the router. Please tap the management icon at the bottom right corner, and you will see a red point in the System area which indicates there is new firmware for the router.



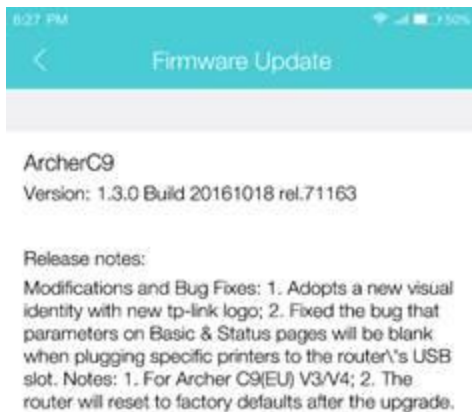
### **Step 2**

Tap System > Firmware Update, and you will find the new version of firmware.



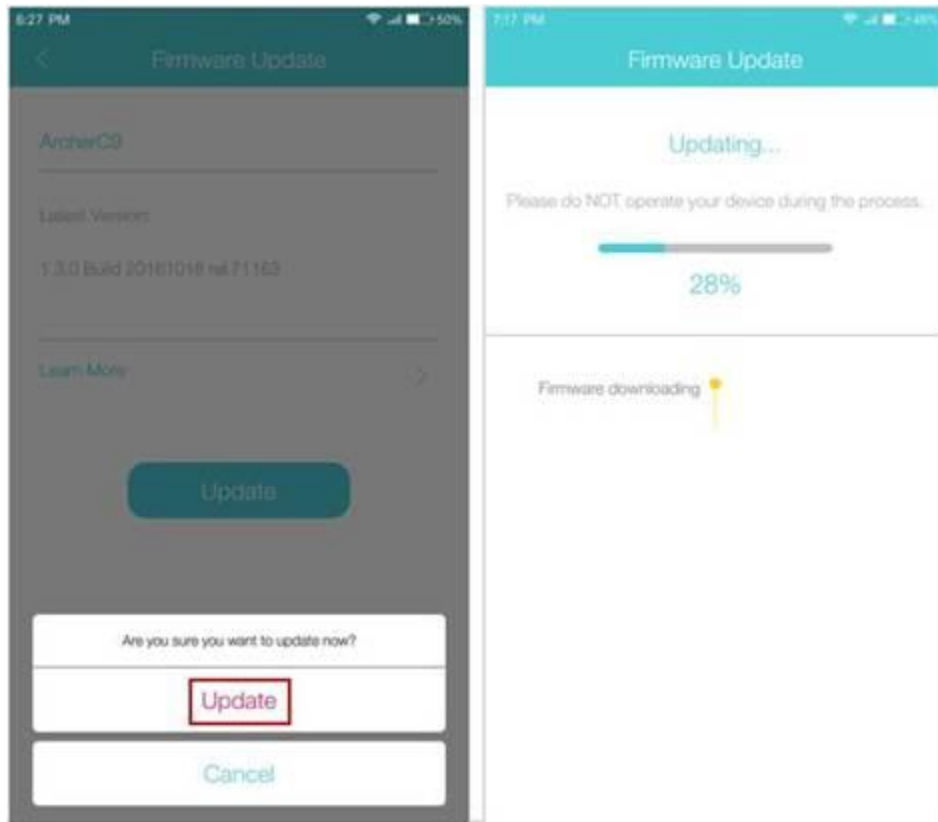


Tap Learn More to learn the release logs of the new firmware (recommended).



### Step 3

Tap Update to begin the upgrade process.



**\*Note:** Please pay attention to the release logs. If it mentions a reset after the upgrade, your previous configuration on the router including wireless settings will be reset to factory defaults, and you will need to connect your smartphone to the router with the default SSID and password printed on the bottom label.

Tips:

1. During the online upgrade, please DON'T power off the router, unplug the Ethernet or disconnect from the wireless.
2. If you fail to download the firmware online, you can download it directly from the TP-Link official website. And follow the link below to manually upgrade the firmware.

## **What is the TP-Link Smart Connect feature and how to enable it?**

TP-Link Smart Connect allows the router to automatically assign connected devices to the Wi-Fi band that provides the fastest speed. By balancing the load and assigning devices to the most appropriate band, Smart Connect can reduce delays and interruptions.

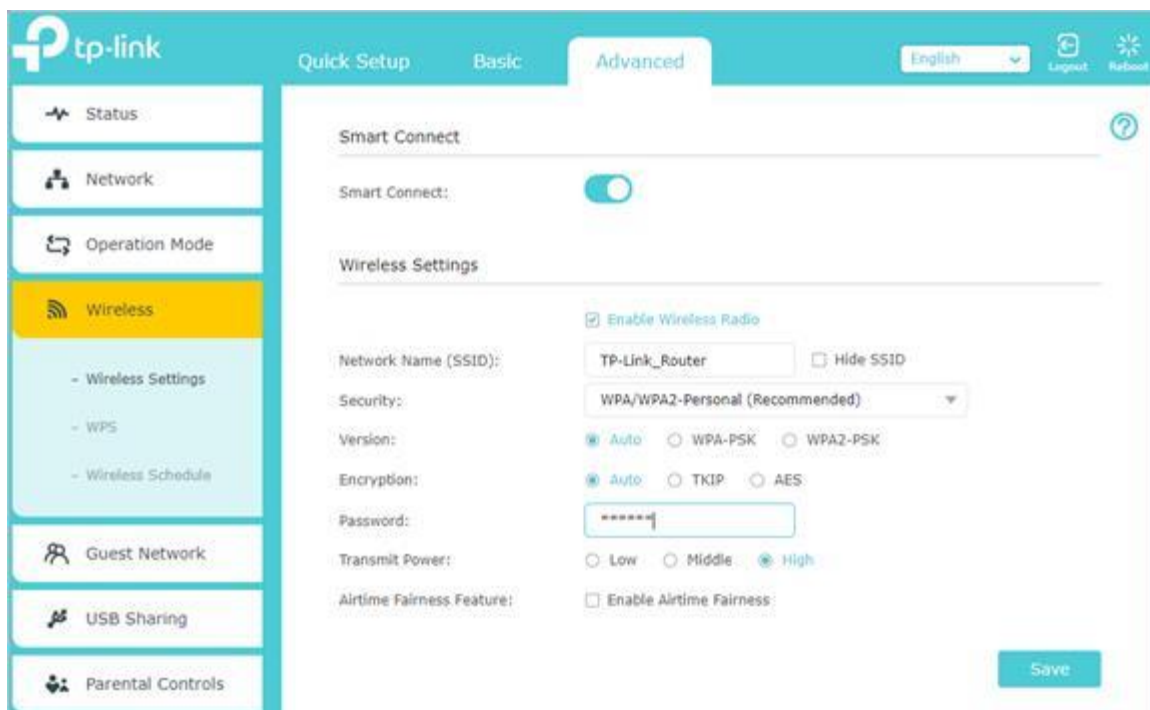
When Smart Connect enabled, the router's 2.4GHz and 5GHz networks share the same SSID (network name) and password. You can enjoy a seamless connection between 2.4GHz and 5GHz networks.

## How to configure Smart Connect on TP-Link Wi-Fi router?

Here takes Archer AX50 as an example. The actual interface may vary slightly from the product model. For more details, please refer to the User Guide of your router.

### Via Web Management:

1. Verify the hardware connection and make sure your router is connected to the Internet.
2. Visit <http://tplinkwifi.net>, and log in with your TP-Link ID or the password you set for the router.



3. Go to **Advanced**> **Wireless**> **Wireless Settings** and enable **Smart Connect**.
4. Customize your network name and password. Click **Save** to apply your settings.

### Via Tether App:

1. Connect to your TP-Link Wi-Fi Router.
2. Launch the Tether App and select your router from the Device list.
3. Go to Wireless settings and toggle on **Smart Connect**.
4. Customize your network name and password. Click **SAVE** to apply your settings.

Wireless

SAVE

Smart Connect

Smart Connect allows your mobile device to automatically switch connection to the Wi-Fi band that provides the fastest speed.

Network Name

TP-Link\_Router

Security

Encrypted

Password

\*\*\*\*\*

## **When to enable Smart Connect?**

### **1) When you are not sure which frequency band or which location provides the best wireless signal**

Wireless signals cannot stay stable all the time. Thus, sometimes it is necessary to change the frequency to get a better signal. If you are not sure which frequency band or which location provides the best, just relax and try the Smart Connect on your TP-Link router.

### **2) When you have devices released at different times**

Devices released at different periods have different compatibility with the 5 GHz wireless network. Some legacy devices can only work well at the 2.4 GHz wireless network. If you have many legacy devices mixed with the newer devices in the wireless network, your 2.4 GHz network might be overloaded for piling too many devices on it. Enable Smart Connect to allow the router to automatically choose the most efficient band so that every device can reach its full potential.

# **Why port forwarding feature is not working on my router?**

Please follow the steps below for troubleshooting port forwarding failures on a TP-Link router.

## **Step 1: Make sure the server is accessible from internal network**

You will want to double check the IP address and the port number of the server. Check if you can access that server in the local network. If you are unable to access the server in your local network, please check settings of your server.

## **Step 2: Check the port forwarding settings in the router.**

Log into the router, then go to the port forwarding section; forwarding>virtual server. If you need assistance setting up port forwarding you can use one the following links for assistance: [Green UI](#), [Blue UI](#).

## **Step 3: Pay attention to the WAN IP address in status page**

If there are still problems, please check the WAN IP of the router. Verify the router is getting a public IP address. If it is a private IP address, which means it's not enough to only open port on the TP-Link, you have to do the same setting on the modem router as well.

Please google if you don't know how to tell public IP Address or private IP Address.

Feel free to contact us if it's not working after above steps.

# What can I do if I forget the password of my cloud account bound to the TP-Link wireless router?(New Logo)

## This Article Applies to:

### Note:

1. This FAQ is suitable for TP-Link wireless router with cloud functions, such as Archer C8 V3, Archer C9 V3/V4 and etc.
2. Currently most of the applicable models only support the online upgrade feature, and other cloud functions will be added in the future firmware.
3. As for Archer C5400 V1, only the EU version supports the cloud services. Please check the [hardware version](#) on the label at the back of the router.

A TP-Link account is bound to the TP-Link wireless router so that the customer can manage their router remotely.

If you forget the password of your TP-Link cloud account, please follow the steps below to reset your password.

## On the web management page:

1. Connect your computer to the router either via Ethernet or wirelessly. Then open a browser and type <http://tplinkwifi.net> in the address bar, press Enter.
2. On the web management page of TP-Link router, please click Forgot password.




3. Enter the email address you used to for your TP-Link cloud account, then click Next.

## Reset Your Password

Enter your registered email address, then click Next.

Back Next

4. A request email will be sent to your mailbox. If you don't receive the email, please tap Resend. Go to the bottom of this FAQ and follow on **Reset password by email**.



A request email has been sent to your registered mailbox: [@tp-link.com](#). Please follow the instruction in the email to reset your password.

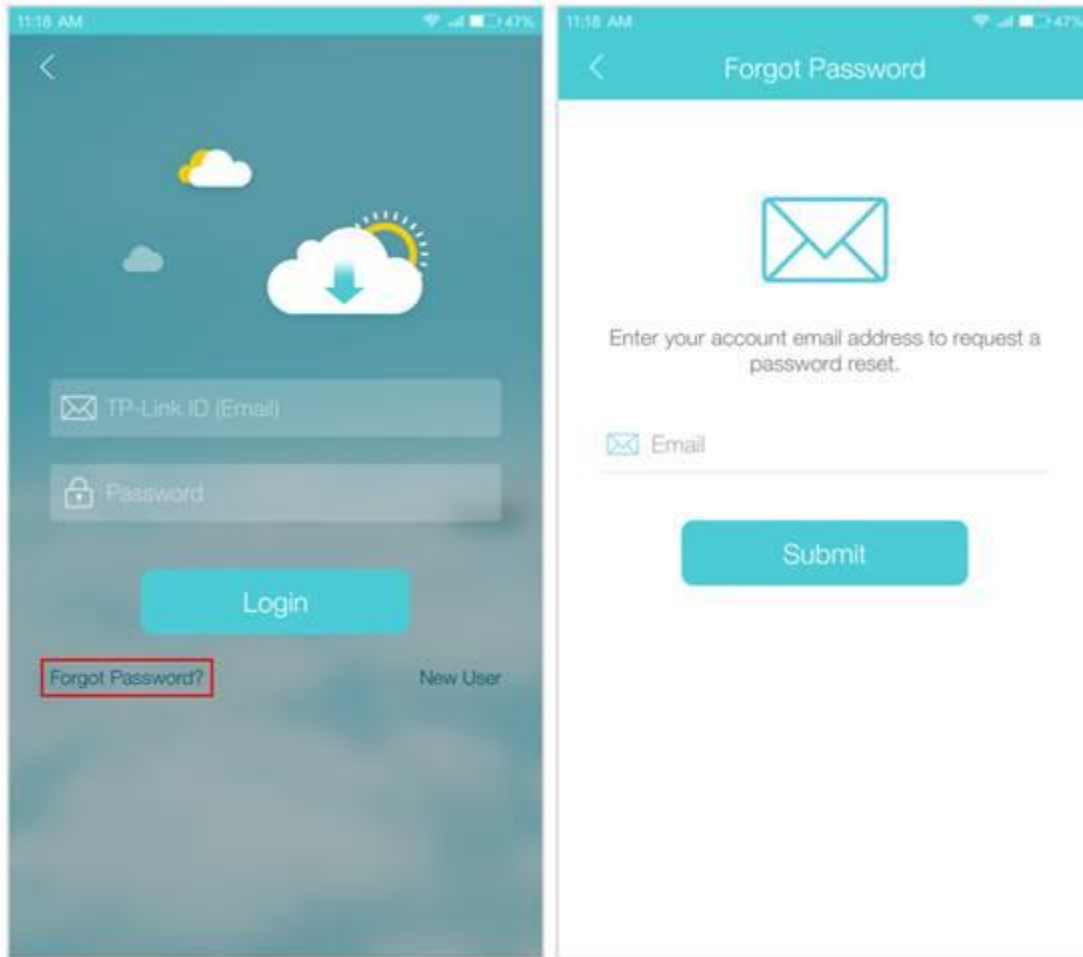
Back to Login

No email from TP-LINK?

- Check your Junk or Spam folders
- Tap Resend to resend an activation email.
- Try another email address

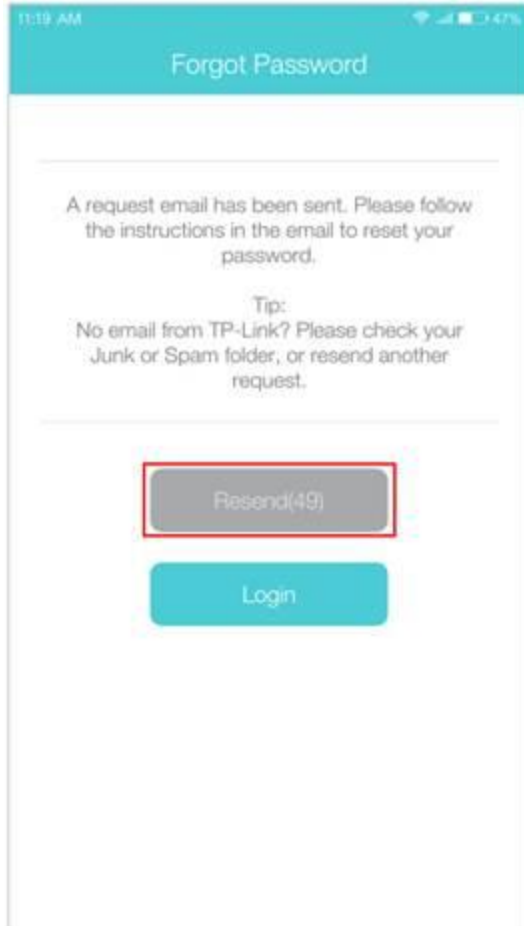
### **On the Tether APP:**

1. Go to the Login page of the Tether APP, click Forgot Password. Then enter the email used for your TP-Link cloud account in the Email box, and tap Submit.



2. A request email will be sent to your mailbox. If you don't receive the email, please tap Resend after one minute. Then go to the bottom of this FAQ and follow on **Reset password by email**.





**On the TP-Link cloud website:**

1. Open a browser, type <https://www.tplinkcloud.com> in the address bar and press Enter. You will see the login page of TP-Link cloud account, just click Forgot password.

E-mail/Username

Password

Remember account

**Login**

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**Forgot password?** Not registered?

2. On the pop-up webpage, please type in your registered email address, and click OK. A request email will be sent to your mailbox. Then go to the bottom of this FAQ and follow on **Reset password by email**.

TP-LINK cloud

Forgot password

Request New Password

E-mail Address:

Enter your e-mail address to request a password reset.

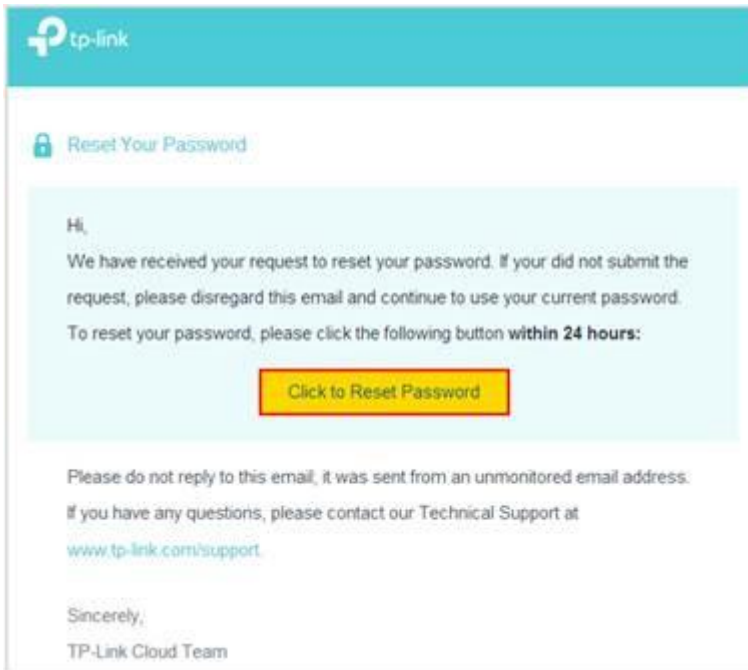
**OK**

E-mail is sent successfully.

**OK**

### **Reset password by email:**

1. Open the request email, and then tap **Click to Reset Password**.



2. On the pop-up webpage, please enter and confirm your new password, then click Save. Now you can login the router with your new password.

