Deco X55
Superior Mesh Wi-Fi, Everywhere

Wi-Fi 6

Compatible with
amazon alexa

HomeShield

User Guide
AX3000 Whole Home Mesh
Wi-Fi 6 System

tp-link

Contents

About This Guide

This guide provides a brief introduction to AX3000 Whole Home Mesh Wi-Fi 6 System and regulatory information.

Features available in Deco may vary by model and software version. Deco availability may also vary by region or ISP. All images, steps, and descriptions in this guide are only examples and may not reflect your actual Deco experience.

Conventions

In this guide, the following conventions are used:

Convention	Description
Deco	Stands for Deco Whole Home Mesh Wi-Fi System/Unit.
Underline	Hyperlinks are in teal and underlined. You can click to redirect to a website or a specific section.
Teal	Key information appears in teal, including management page text such as menus, items, buttons and so on.
▌Note:	Ignoring this type of note might result in a malfunction or damage to the device.
⌧ Tips:	Indicates important information that helps you make better use of your device.

More Info

- Specific product information can be found on the product page at https://www.tp-link.com.

- A Technical Community is provided for you to discuss our products at https://community.tp-link.com.

- Our Technical Support contact information can be found at the Help center of the Deco app and the Contact Technical Support page at https://www.tp-link.com/support.

Speed/Coverage/Device Quantity Disclaimer

Maximum wireless signal rates are the physical rates derived from IEEE Standard 802.11 specifications. Actual wireless data throughput and wireless coverage, and quantity of connected devices are not guaranteed and will vary as a result of network conditions, client limitations, and environmental factors, including building materials, obstacles, volume and density of traffic, and client location.

MU-MIMO Disclaimer

Use of MU-MIMO requires clients to also support MU-MIMO.

IoT Compatibility Disclaimer

IoT compatibility refers only to smart devices that can be controlled via the Deco app. Other wireless devices can still connect to Deco for normal Wi-Fi use.

Seamless Roaming Disclaimer

Clients need to support 802.11k/v/r and may require additional set up. Performance may vary depending on the client device.

Appearance

Each Deco has an LED that changes color according to its status, three RJ-45 Ethernet ports, a power slot, and a Reset button.

See the explanation below:

Tip: The product label can be found at the bottom of the product.

Pulse Yellow:
Deco is resetting.

Solid Yellow:
Deco is starting up.

Pulse Blue:
Deco is ready for setup.

Solid Blue:
Deco is setting up.

Pulse Green:
Deco is upgrading firmware.

Solid Green:
Deco is all set up and connected.

Pulse Red:
The satellite Deco is disconnected from the main Deco.

Solid Red:
Deco has an issue.

Ethernet Ports:
For connecting Deco to your modem, the Ethernet outlet, or for other internet services in Wireless Router mode.

Power Slot:
For connecting Deco to the power socket via the provided power adapter.

Reset Button:
Press for 1 second and release to reset Deco to factory default settings. The light changing from pulsing yellow to solid yellow indicates a successful reset.

Set Up Your Deco

First let's start by setting up the Deco network. Get the TP-Link Deco app for iOS or Android, then follow the app to walk through the setup.

1. Get the Deco app

Scan the QR code below or go to Google Play or the App Store to download the Deco app. Install the app on your Android or iOS smartphone or tablet.
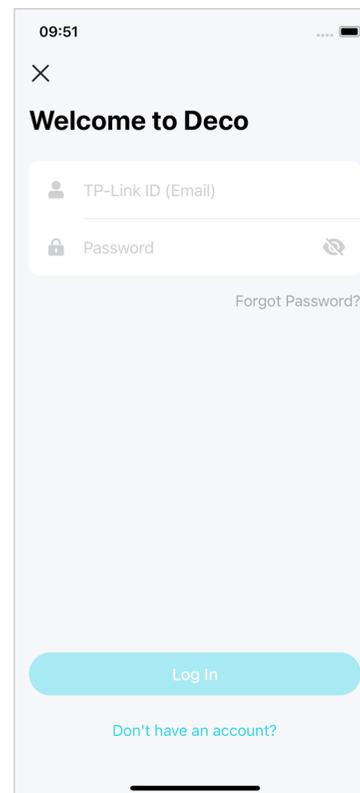

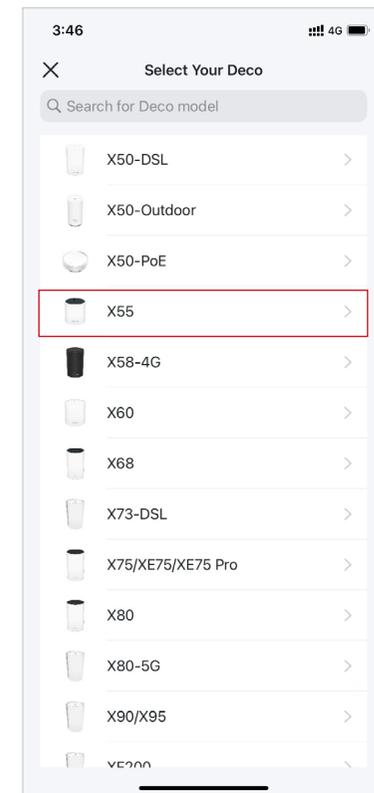### 2. Log in or sign up with TP-Link ID

Open the app and log in with your TP-Link ID. If you don't have a TP-Link ID, create one first.

🔖 Note: If you forgot your login password, tap Forgot Password?. The app will help you reset your password.
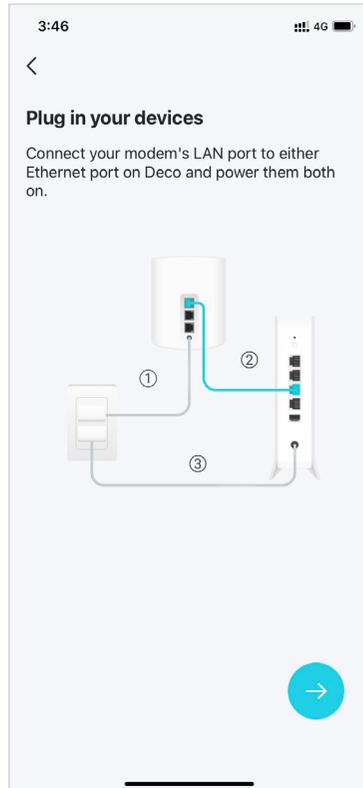

3. Select your Deco model

Search for and select your Deco model. If you have more than one Deco model, tap the question below the search box to check how to maximize the overall network.
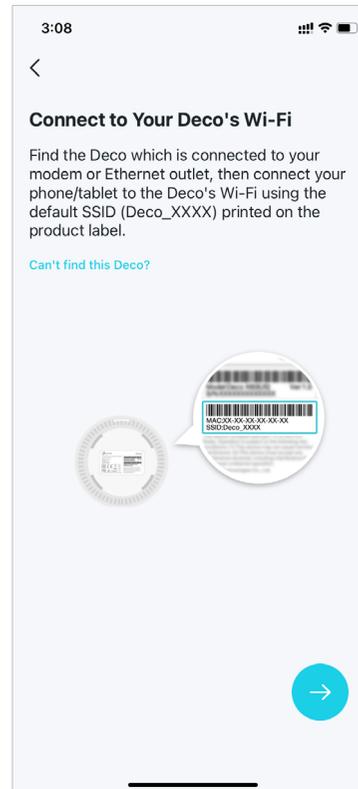

3

4. Plug in your Deco

Power off your modem. Connect your Deco to the modem and power them both on.

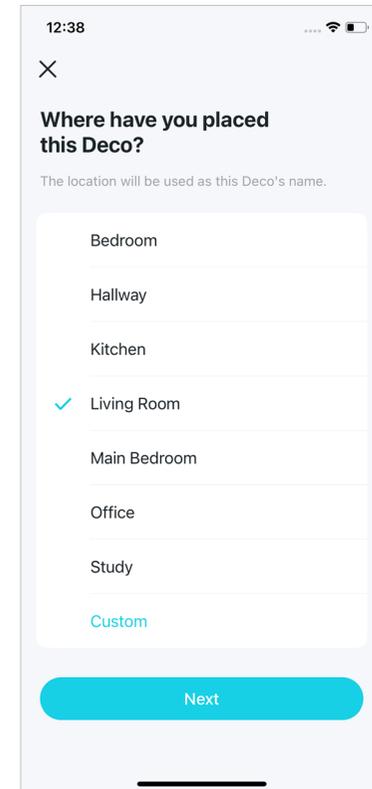If you don't have a modem, connect your Deco directly to the Ethernet outlet.

5. Connect to your Deco's Wi-Fi

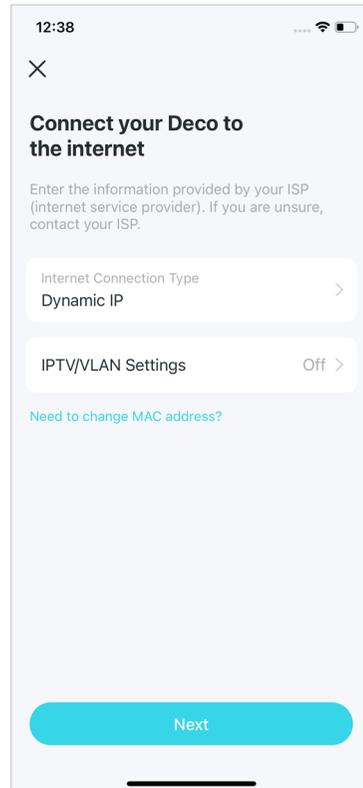Connect your phone/tablet to the Deco's Wi-Fi using the default SSID printed on the product label.

6. Specify your Deco's location

Select or custom a location for your Deco. The location will be used as the name of your Deco.

3:46   ..!! 4G ▬

Plug in your devices

Connect your modem's LAN port to either Ethernet port on Deco and power them both on.

① ② ③

→

3:08   ..!! 🛜 ▬

Connect to Your Deco's Wi-Fi

Find the Deco which is connected to your modem or Ethernet outlet, then connect your phone/tablet to the Deco's Wi-Fi using the default SSID (Deco_XXXX) printed on the product label.

Can't find this Deco?

MAC:XX-XX-XX-XX-XX-XX
SSID:Deco_XXXX

→

12:38   .... 🛜 ▬

✕

Where have you placed this Deco?

The location will be used as this Deco's name.

Bedroom

Hallway

Kitchen

✓ Living Room

Main Bedroom

Office

Study

Custom

Next

---

7. Connect your Deco to the internet

Select the internet connection type and enter the information. If you are not sure, contact your internet service provider.

12:38

Connect your Deco to the internet

Enter the information provided by your ISP (internet service provider). If you are unsure, contact your ISP.
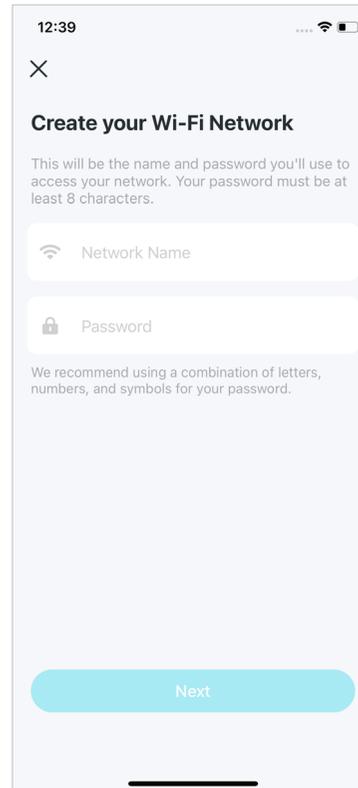
Internet Connection Type
Dynamic IP

IPTV/VLAN Settings   Off

Need to change MAC address?

Next

8. Create your Wi-Fi network

Set a network name and a password. These will be the name and password you use to connect your devices to Wi-Fi.

12:39

Create your Wi-Fi Network

This will be the name and password you'll use to access your network. Your password must be at least 8 characters.
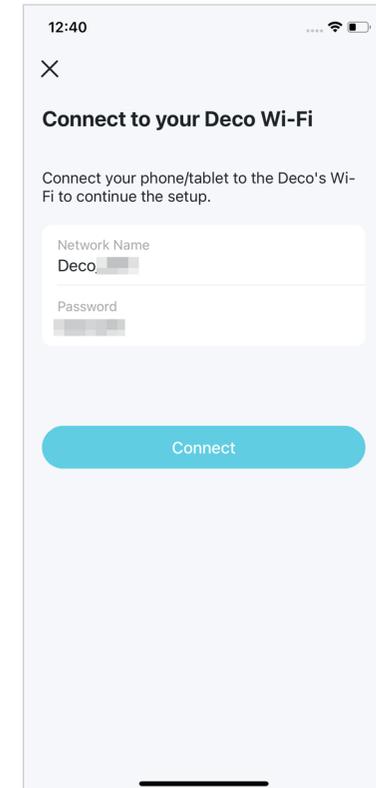
Network Name

Password

We recommend using a combination of letters, numbers, and symbols for your password.

Next

9. Connect to your Wi-Fi network

Connect your phone/tablet to the Deco's Wi-Fi.

12:40

Connect to your Deco Wi-Fi

Connect your phone/tablet to the Deco's Wi-Fi to continue the setup.

Network Name
Deco____

Password
_____

Connect

10. Setup complete

Your Deco network is now up. You can connect your devices to the Deco network. Plug in the other included Decos, and they will automatically join the network within 2 minutes.

Troubleshooting

Solutions to common problems during setup or use are provided here for reference. Follow the steps and the provided link below to diagnose and solve problems you might experience with your Deco.

If problems still exist, contact us: https://www.tp-link.com/support

Q1. What should I do if I fail to configure the main Deco and get stuck on "We couldn't find Deco"?

Refer to the guide https://www.tp-link.com/support/faq/2239/ or follow the video https://youtu.be/2HYuEYS9XJM

Q2. What should I do if I fail to configure the satellite Deco and get stuck on "We couldn't find another Deco"?

Refer to the guide https://www.tp-link.com/support/faq/1447/ or follow the video https://youtu.be/iVgDzoo16T4

Q3. What should I do if I fail to configure the main Deco and get stuck on "Testing Internet Connection"?

Refer to the guide https://www.tp-link.com/support/faq/2239/

Refer to the video https://youtu.be/OSUrGdWH-i0

Q4. What should I do if my wireless devices cannot connect to Deco?

Refer to the guide https://www.tp-link.com/support/faq/2718/

Q5. What should I do if Deco suddenly lost internet access?

Refer to the guide https://www.tp-link.com/support/faq/2428/

Q6. How can I find a suitable spot for my Deco?

Refer to the guide https://www.tp-link.com//support/faq/1446/

Q7. What can I do if the Deco app isn't working properly?

Refer to the guide https://www.tp-link.com/support/faq/1456/

Authentication

CE Mark Warning

CE

This is a class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

OPERATING FREQUENCY(the maximum transmitted power)

2412MHz—2472MHz (20dBm)

5150MHz—5350MHz (23dBm)

Frequency band 5150 - 5250 MHz:

Indoor use: Inside buildings only. Installations and use inside road vehicles and train carriages are not permitted. Limited outdoor use: If used outdoors, equipment shall not be attached to a fixed installation or to the external body of road vehicles, a fixed infrastructure or a fixed outdoor antenna. Use by unmanned aircraft systems (UAS) is limited to within the 5170 - 5250 MHz band.

Frequency band: 5250 - 5350 MHz:

Indoor use: Inside buildings only. Installations and use in road vehicles, trains and aircraft are not permitted. Outdoor use is not permitted.

EU Declaration of Conformity

TP-Link hereby declares that the device is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU, 2009/125/EC, 2011 /65/EU and (EU) 2015/863.

The original EU Declaration of Conformity may be found at https://www.tp-link.com/en/support/ce/
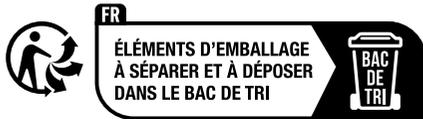
RF Exposure Information

This device meets the EU requirements (2014/53/EU Article 3.1a) on the limitation of exposure of the general public to electromagnetic fields by way of health protection.

The device complies with RF specifications when the device used at 20 cm from your body.

National restrictions

Attention: This device may only be used indoors in all EU member states and EFTA countries, and Northern Ireland.

AT	BE	BG	CH	CY	CZ	DE	DK
EE	EL	ES	FI	FR	HR	HU	IE
IS	IT	LI	LT	LU	LV	MT	NL
NO	PL	PT	RO	SE	SI	SK	UK(NI)

FR
ÉLÉMENTS D'EMBALLAGE
À SÉPARER ET À DÉPOSER
DANS LE BAC DE TRI
BAC DE TRI

UKCA Mark

UK Declaration of Conformity

TP-Link hereby declares that the device is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Regulations 2017.

The original UK Declaration of Conformity may be found at https://www.tp-link.com/support/ukca/

National restrictions

Attention: This device may only be used indoors in Great Britain.

UK

Korea Warning Statements:

당해 무선설비는 운용중 전파혼신 가능성이 있음.

NCC Notice & BSMI Notice:

注意！

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前述合法通信，指依電信管理法規定作業之無線電通信。

低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

應避免影響附近雷達系統之操作。

安全諮詢及注意事項

- 請按照本產品注明的電源類型使用本產品。
- 清潔本產品之前請先切斷電源。請勿使用液體、噴霧清潔劑或濕布進行清潔。
- 注意防潮，請勿將水或其他液體潑灑到本產品上。
- 插槽與開口供通風使用，以確保本產品的操作可靠並防止過熱，請勿堵塞或覆蓋開口。
- 請勿將本產品置放於靠近熱源的地方。除非有正常的通風，否則不可放在密閉位置中。
- 不要私自拆開機殼或自行維修，如產品有故障請與原廠或代理商聯繫。

限用物質含有情況標示聲明書

設備名稱： Equipment name: AX3000 Whole Home Mesh Wi-Fi 6 System	型號（型式）： Type designation (Type) Deco X55					
單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr^{+6})	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)

PCB	○	○	○	○	○	○
外殼	○	○	○	○	○	○
電源供應器	—	○	○	○	○	○
其他及其配件	—	○	○	○	○	○

備考1. 超出0.1 wt %" 及 "超出0.01 wt %" 系指限用物質之百分比含量超出百分比含量基準值。

Note 1: "Exceeding 0.1 wt %" and "exceeding 0.01 wt %" indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考2. "○" 系指該項限用物質之百分比含量未超出百分比含量基準值。

Note 2: "○" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考3. " — " 系指該項限用物質為排除項目。

Note 3: The " — " indicates that the restricted substance corresponds to the exemption.

Продукт сертифіковано згідно с правилами системи УкрСЕПРО на відповідність вимогам нормативних документів та вимогам, що передбачені чинними законодавчими актами України.

Safety Information

• Keep the device away from water, fire, humidity or hot environments.

• Do not attempt to disassemble, repair, or modify the device. If you need service, please contact us.

• Do not use damaged charger or USB cable to charge the device.

• Do not use any other chargers than those recommended.

• Do not use the device where wireless devices are not allowed.

• Adapter shall be installed near the equipment and shall be easily accessible.

- Use only power supplies which are provided by manufacturer and in the original packing of this product. If you have any questions, please don't hesitate to contact us.

- Operating Temperature: 0℃~40℃ (32℉~104℉)

- This product uses radios and other components that emit electromagnetic fields. Electromagnetic fields and magnets may interfere with pacemakers and other implanted medical devices. Always keep the product and its power adapter more than 15 cm (6 inches) away from any pacemakers or other implanted medical devices. If you suspect your product is interfering with your pacemaker or any other implanted medical device, turn off your product and consult your physician for information specific to your medical device.

Please read and follow the above safety information when operating the device. We cannot guarantee that no accidents or damage will occur due to improper use of the device. Please use this product with care and operate at your own risk.

Explanation of the symbols on the product label

Symbols may vary from products.

Note: The product label can be found at the bottom of the product and its I.T.E. power supply.

Symbol	Explanation
▣	Class II equipment
⏚	Class II equipment with functional earthing
∼	Alternating current
⎓	DC voltage
◇–ᴄ–◆	Polarity of output terminals
⌂	Indoor use only
⚡	Dangerous voltage

Symbol	Explanation
	Caution, risk of electric shock
(VI)	Energy efficiency Marking
	Protective earth
	Earth
	Frame or chassis
	Functional earthing
	Caution, hot surface
	Caution
	Operator's manual
	Stand-by
	"ON"/"OFF" (push-push)
	Fuse
N	Fuse is used in neutral N

Symbol	Explanation
	RECYCLING This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment. User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.
	Caution, avoid listening at high volume levels for long periods
	Disconnection, all power plugs
m	Switch of mini-gap construction
μ	Switch of micro-gap construction (for US version) Switch of micro-gap / micro-disconnection construction (for other versions except US)
ε	Switch without contact gap (Semiconductor switching device)