

### **TP-Link Deco X20 Step-by-Step Configuration Guide**

(for TP-Link Deco X20 WiFi6 Router connected to SWE Internet)



# **Downloading App**

- 1. Look for the mobile application **TP-Link Deco** in either Google Play Store or Apple App Store depending on the phone model you are using.
- 2. Download the application to your phone.
- 3. Open the application.

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Uninstall	Open	
What's new • Last updated 19 May 2023		
Fixed some bugs and imp	proved the stability.	
Rate this app Tell others what you think	☆ ☆	7
Write a review		
Developer contact		
About this app		
Welcome to the Deco Ap up your mesh WiFi in min	p — the perfect wa	iy to s
Welcome to the Deco Ap up your mesh WiFi in min	p — the perfect wa lutes <b>afe</b>	iy to s

# Step 2 Accepting Terms

- 1. Review the terms of use and Privacy Policy.
- 2. Click on the two tick-boxes to accept the terms.
- 3. Click on **Continue** button.
- 4. Click on Create a TP-Link ID button.

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Superior Mesh Wi-Fi, Everywhere

I accept the Terms of Use and confirm that I have fully read and understood the Privacy Policy.

I confirm to join the User Experience Improvement Program. I understand that I can opt out of the program any time.

> Continue Disagree and Quit

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Create a TP-Link ID

Already have an account?

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# Step 3 Creating ID

- 1. Click on **Don't have an account link** to create the account.
- Otherwise, you may key in your existing registered email address and password to log in.
- Once you have logged in, click on the Let's Begin button.



# Step 4 Selecting the Model

Scroll to the X Series section and click on X20/X21.

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# Step 5 Powering up X20

1. Follow the instructions given on the screen to power up the X20 and click on the Next button.

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#### What you'll need

Find these in your Deco packaging. You'll only need one Deco for now. More can be set up later.



Power off your modem

Power off your modem and remove the backup battery if it has one. Disconnect your old router from the modem before moving on.

I don't have a modem

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# Step 6 Connecting X20

1. Connect the X20 to your SWE router LAN port with network cable.

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#### Plug in your devices

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



# Step 7 Waiting for Start Up

Wait two minutes for the X20 LED light to 1. become stable.

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Check your modem

up and become stable.

Not sure how?

. . . .

Wait for about 2 minutes for your modem to start up. When the modem is ready, the

internet LED on your modem will usually light

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#### Wait until Deco's LED pulses blue

- Solid Yellow: Deco is starting up, please wait.
- Pulsing Blue: Deco is ready for setup.

#### Why is my LED not pulsing blue?



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# Step 8 Waiting for Start Up

1. Wait two minutes for the X20 LED light to become stable.

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### Check your modem

Wait for about 2 minutes for your modem to start up. When the modem is ready, the internet LED on your modem will usually light up and become stable.

#### Not sure how?

Modem (?)

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### Wait until Deco's LED pulses blue

- Solid Yellow: Deco is starting up, please wait.
- Pulsing Blue: Deco is ready for setup.

#### Why is my LED not pulsing blue?

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# Step 9 Connecting WiFi

- 1. Turn On the WiFi of your mobile device.
- 2. Click **Allow** button to allow the wireless system to access your location.



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# Step 10 **Choosing Location**

- 1. Scroll down and choose Office as the option.
- 2. Click on the **Connect** button.

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Where have you placed this

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

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#### Where have you placed this Deco?

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

Bedroom			0	Bedroor	n		
Hallway		ſ	0	Hallway			
Kitchen			0	Kitchen			
Living Room		L	0	Living R	oom		
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Study			0	Study			
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# Step 11 Choosing Location

- 1. Scroll down and choose **Office** as the option.
- 2. Click on the **Connect** button.

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Where have you placed this

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

Bedroom

Hallway

Kitchen

Office

Study

Custom

Connect

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Living Room

Main Bedroom

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### Where have you placed this Deco?

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

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# Connecting to Internet

- 1. Choose Internet Connection Type and click Next.
- 2. Choose Static IP.

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# Configuring IP Address

- 1. Fill in the Subnet Mask, Default Gateway, Primary DNS and Secondary DNS based on the form left by StarHub field engineer.
- Key in an IP Address that is not assigned 2. previously to any other equipment/machine connected to the SWE router.

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Connect your Dec	co to the	Static IP
Enter the information provid service provider). If you are	ded by your ISP (internet unsure, contact your	IP Address Required
Internet Connection Ty	ype >	Subnet Mask 255.255.255.240
IP Address Required		Default Gateway 111.223.127.81
Subnet Mask		Primary DNS 203.116.0.36
Default Gateway Required		Secondary DNS 8.8.8.8

Primary DNS Required

Secondary DNS Optional

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# Create Network (SSID)

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### 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.



# Creating WiFi Network

1. Enter Network Name and Password and click Connect.

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### 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.

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

### Connect to your Deco Wi-Fi

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

	Network Name Office WiFi	
ſ	Password	Ø
	Copy Password	
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# Step 16 Creating WiFi Network

1. Complete network set-up

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### Connect to the Deco's Wi-Fi

#### Please do the following:

1. Go to Wi-Fi settings and join Office WiFi. If you are already connected to it, please tap Try Again.

2. If you can't find this network in the network list, move your phone/tablet closer to Deco.

3. Turn off mobile data on your phone/tablet, then try again.

4. Make sure your Deco has been upgraded to the latest version, then set up again.

#### Your Deco network is now up

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Your Deco is ready to use. Please connect all devices to the Deco network for better connections.





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### If Prompted to key in PPPOE log-in during the App set-up

# Connecting to Internet

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- 1. Click Internet Connection Type "PPPoE".
- 2. Select **Static IP** and enter the required details (see slide 14 for details).

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Username Optional			Select this type if your parameters.	ISP provides specif	fic IP				
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IPTV/VLAN Off	>		Service provider).						
Need to change MAC add	lress?								
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### Status Denoted by Colour

### Installation In Progress (blue)



### Installation Completed (green)



# Possible set-up involving HP MSR3012 router (with only 2 ports)



# **Technical Support & Warranty**



For Product supply by Singapore Telco / ISP bundled with Internet Plan

 Customers is required to produce the proof of their internet plan's contract with starting date or date of router installation for the warranty claim. If the problems are unable to solve remotely, customer may send in the product to the service centre located at

Convergent Systems (S) Pte Ltd

No.9 Ubi Crescent , Singapore 408572

Telephone: (65) 6337 0177

Email: <a href="mailto:support@convergent.com.sg">support@convergent.com.sg</a>

Business Operating Hours: Monday – Friday, 9.30 am – 6.00 pm

(Except Public Holidays)

 All TP-Link Deco X20 WiFi 6 Router comes with 3-year warranty. Kindly refer to the link below for more details. <u>https://www.tp-link.com/sg/support/replacement-warranty/</u>

### STARHUB ENTERPRISE

