



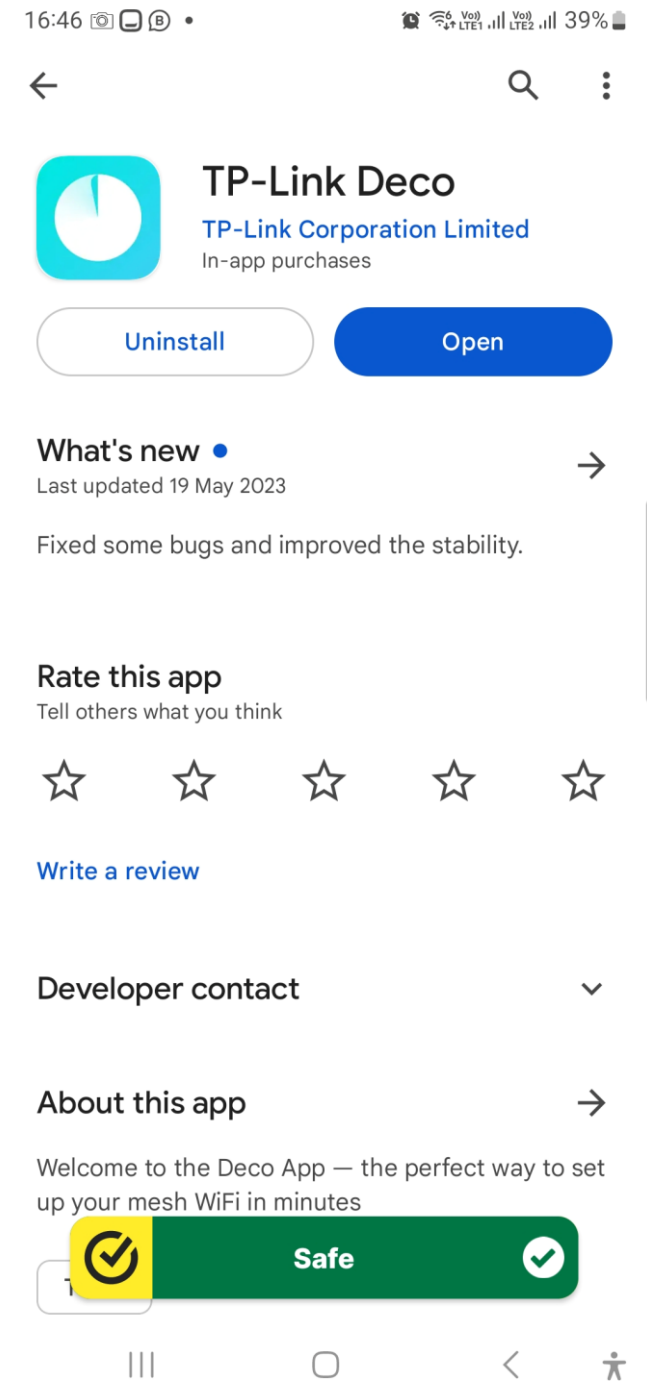
# TP-Link Deco X20 Step-by-Step Configuration Guide

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

# Step 1

## Downloading App

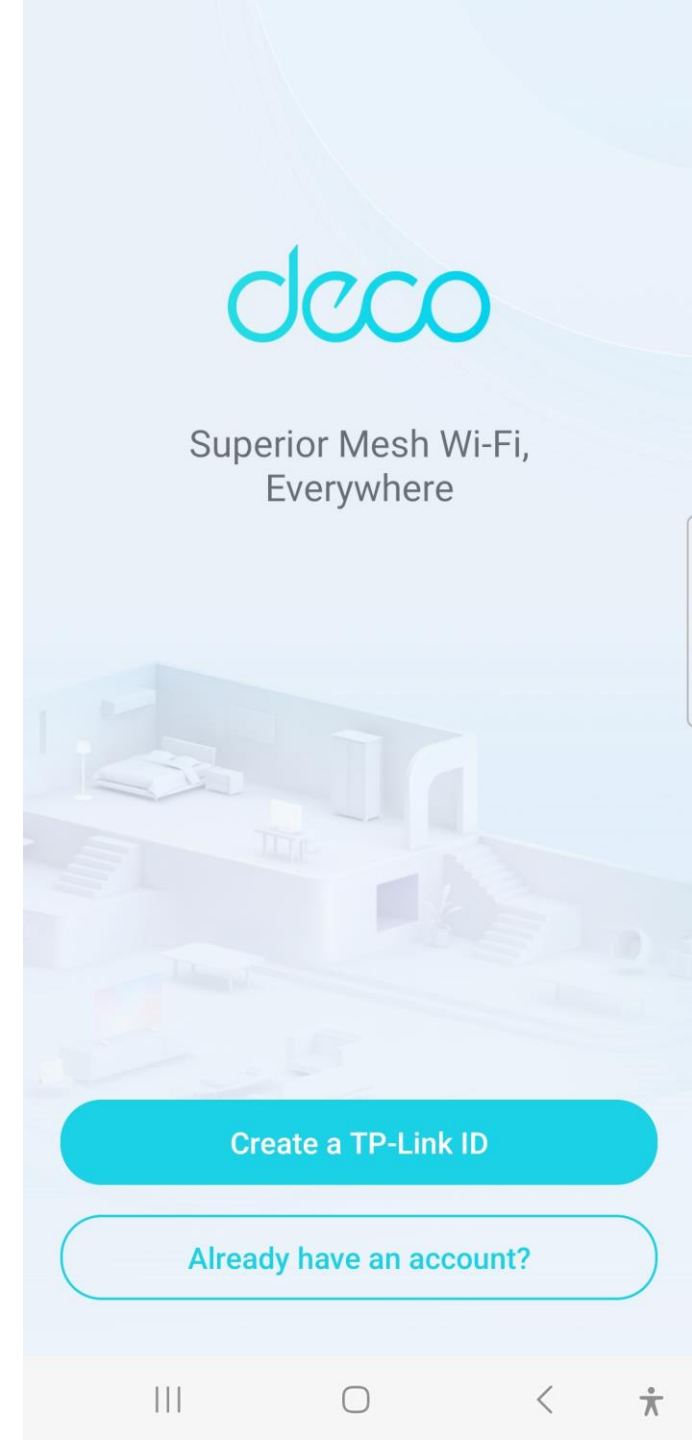
1. Look for the mobile application **TP-Link Deco** in either Google Play Store or Apple App Store depending on the phone model you are using.
2. Download the application to your phone.
3. Open the application.



## Step 2

# Accepting Terms

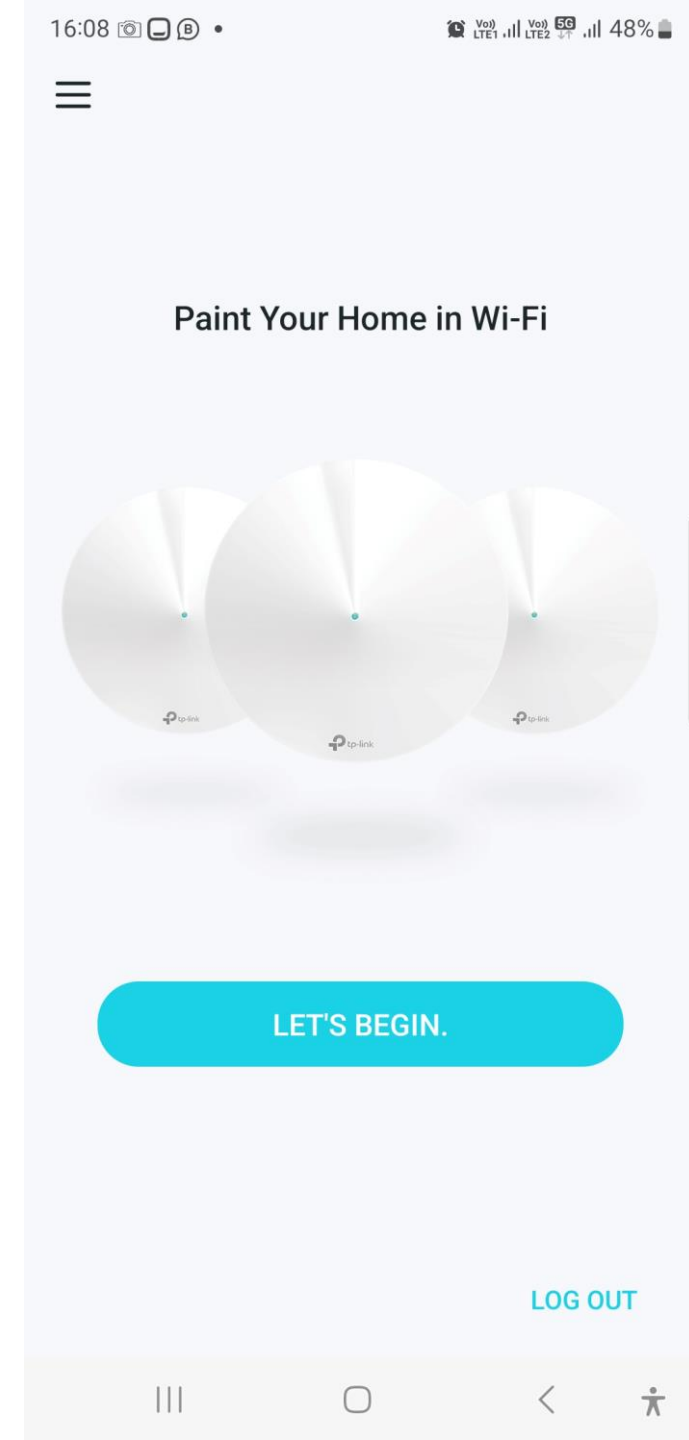
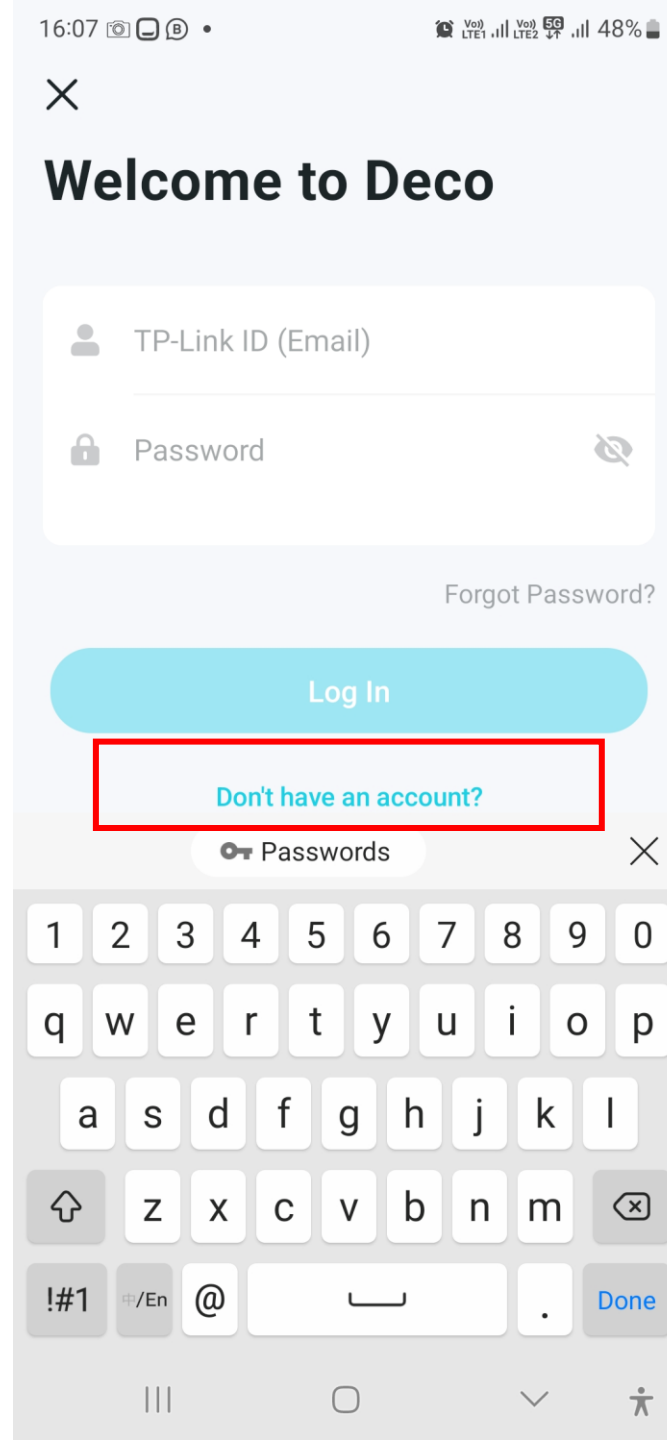
1. Review the terms of use and Privacy Policy.
2. Click on the two tick-boxes to accept the terms.
3. Click on **Continue** button.
4. Click on **Create a TP-Link ID** button.



# Step 3

## Creating ID

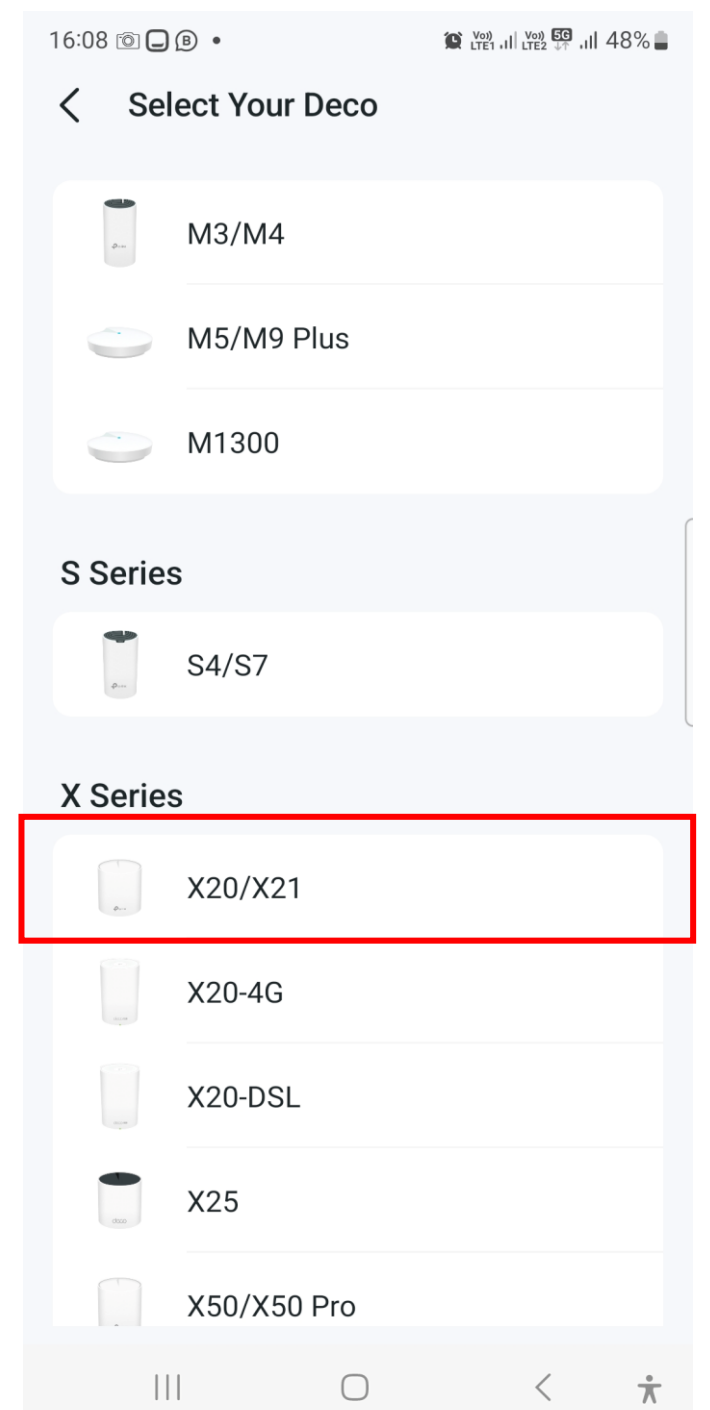
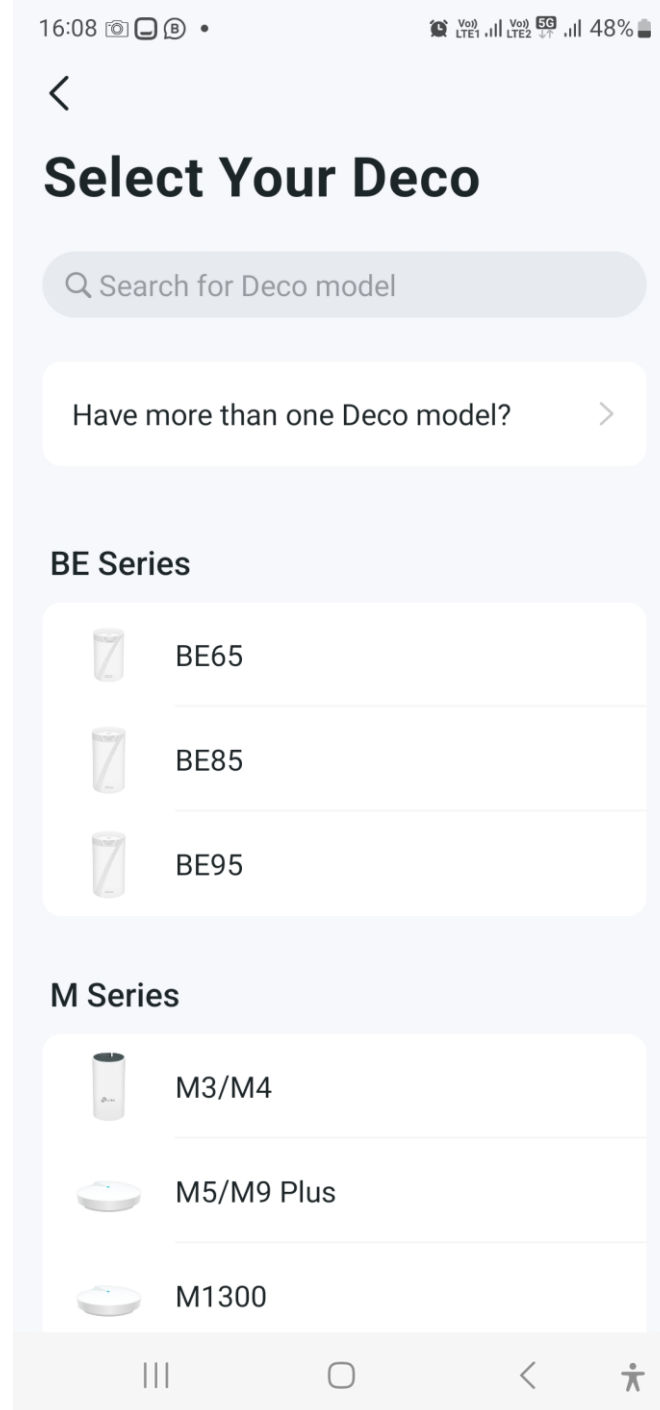
1. Click on **Don't have an account link** to create the account.
2. Otherwise, you may key in your existing registered email address and password to log in.
3. Once you have logged in, click on the **Let's Begin** button.



# Step 4

## Selecting the Model

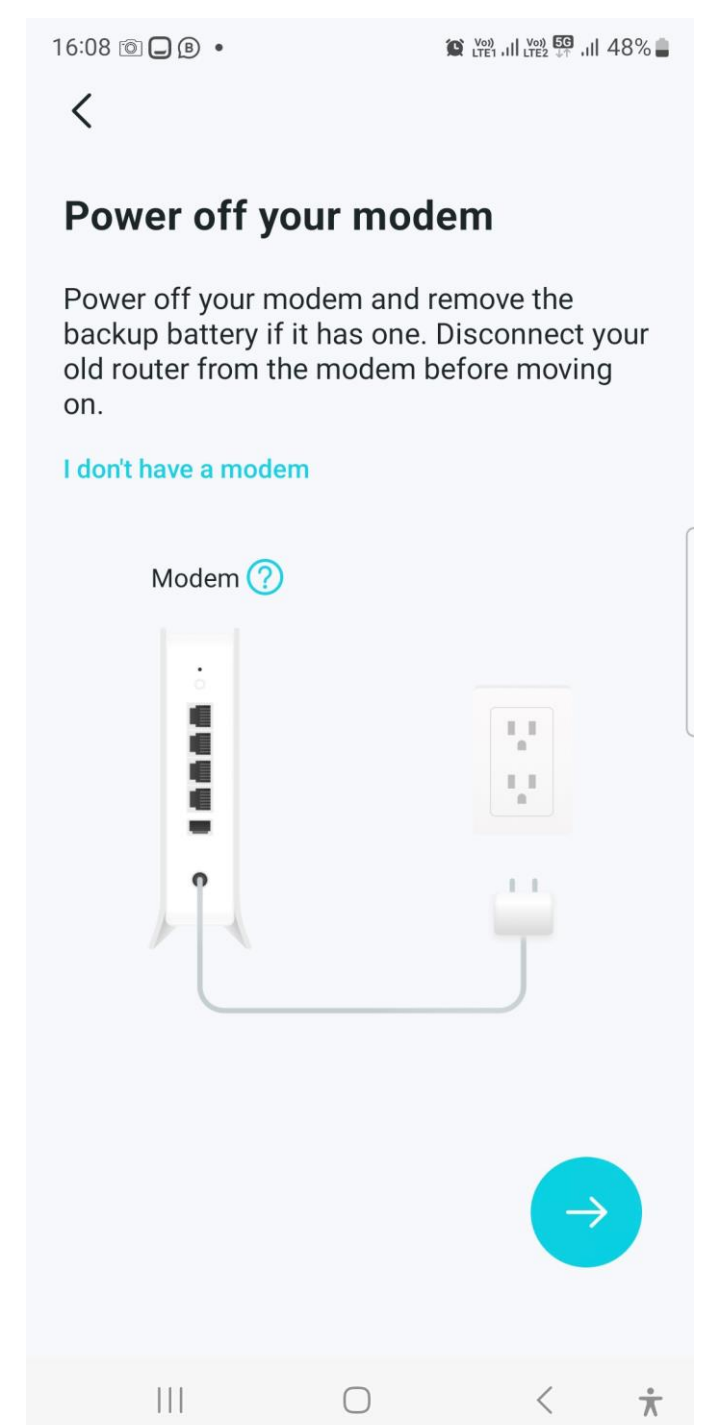
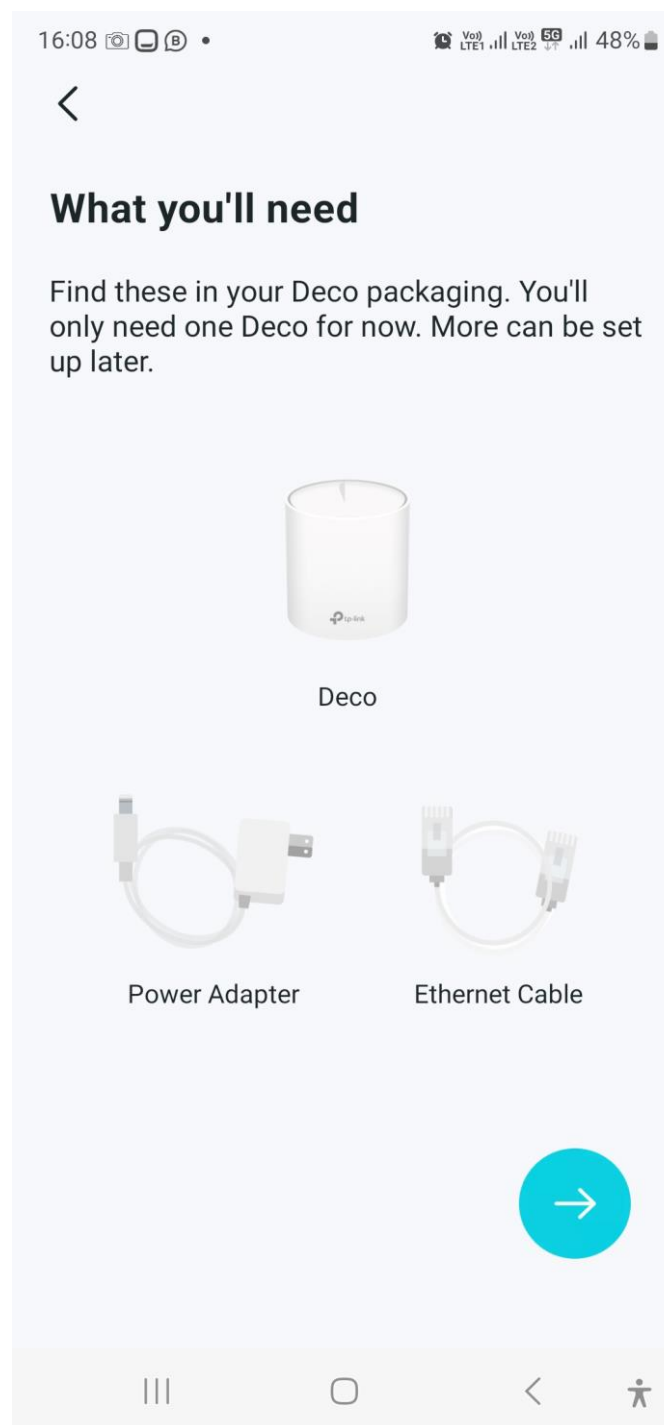
1. Scroll to the X Series section and click on **X20/X21**.



# Step 5

## Powering up X20

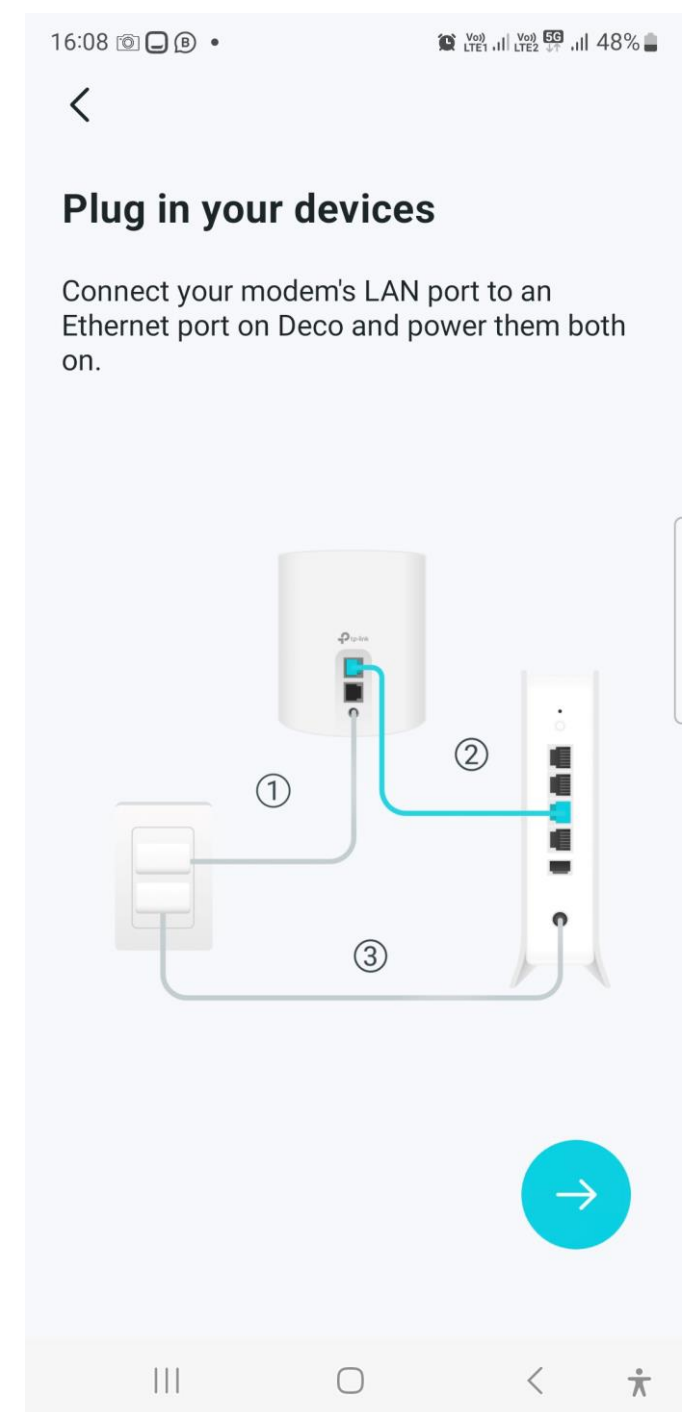
1. Follow the instructions given on the screen to power up the X20 and click on the Next button.



## Step 6

# Connecting X20

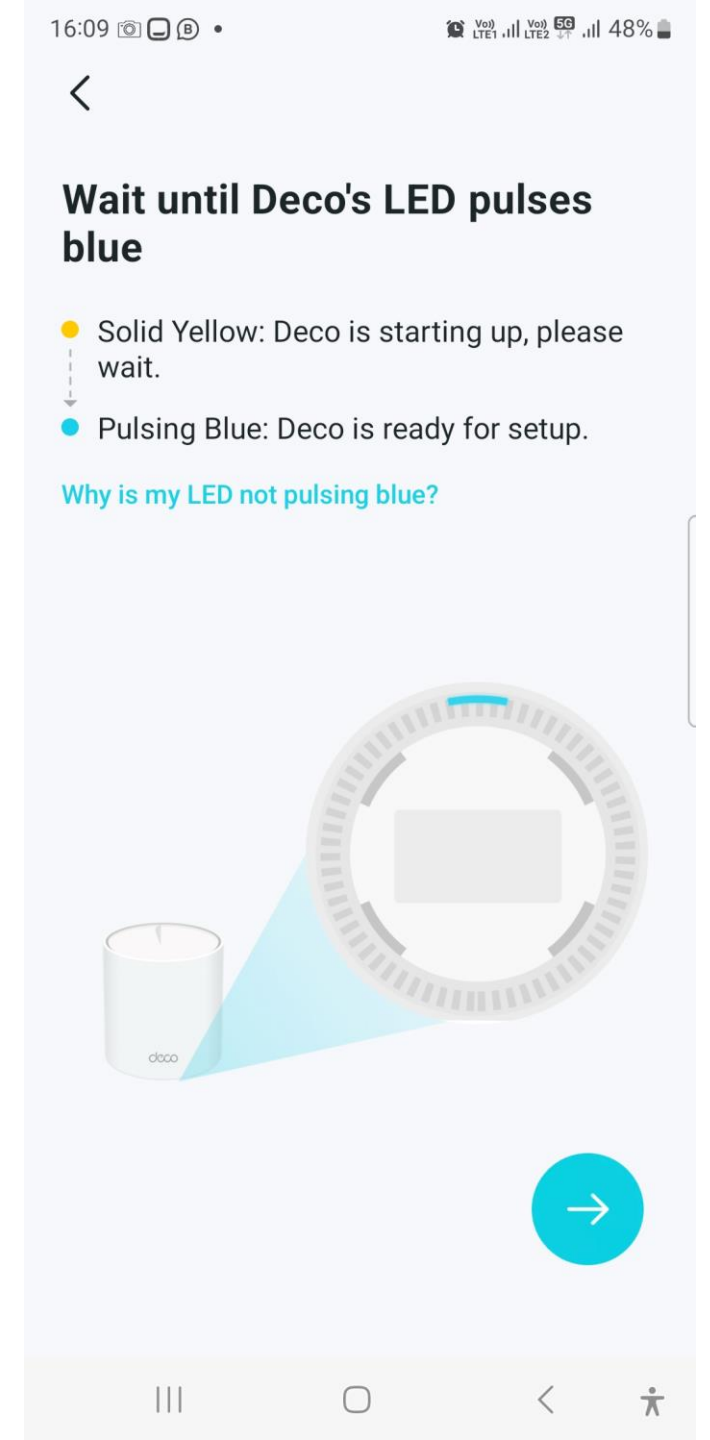
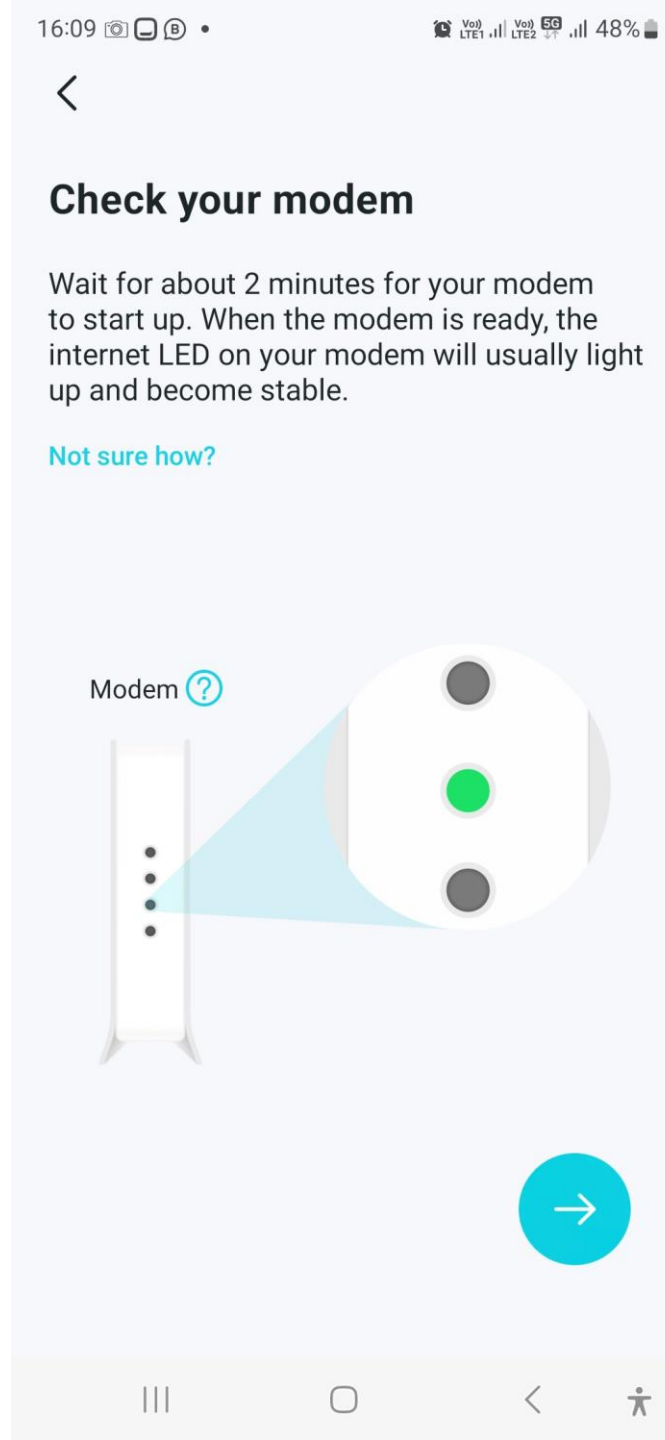
1. Connect the X20 to your SWE router LAN port with network cable.



# Step 7

## Waiting for Start Up

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

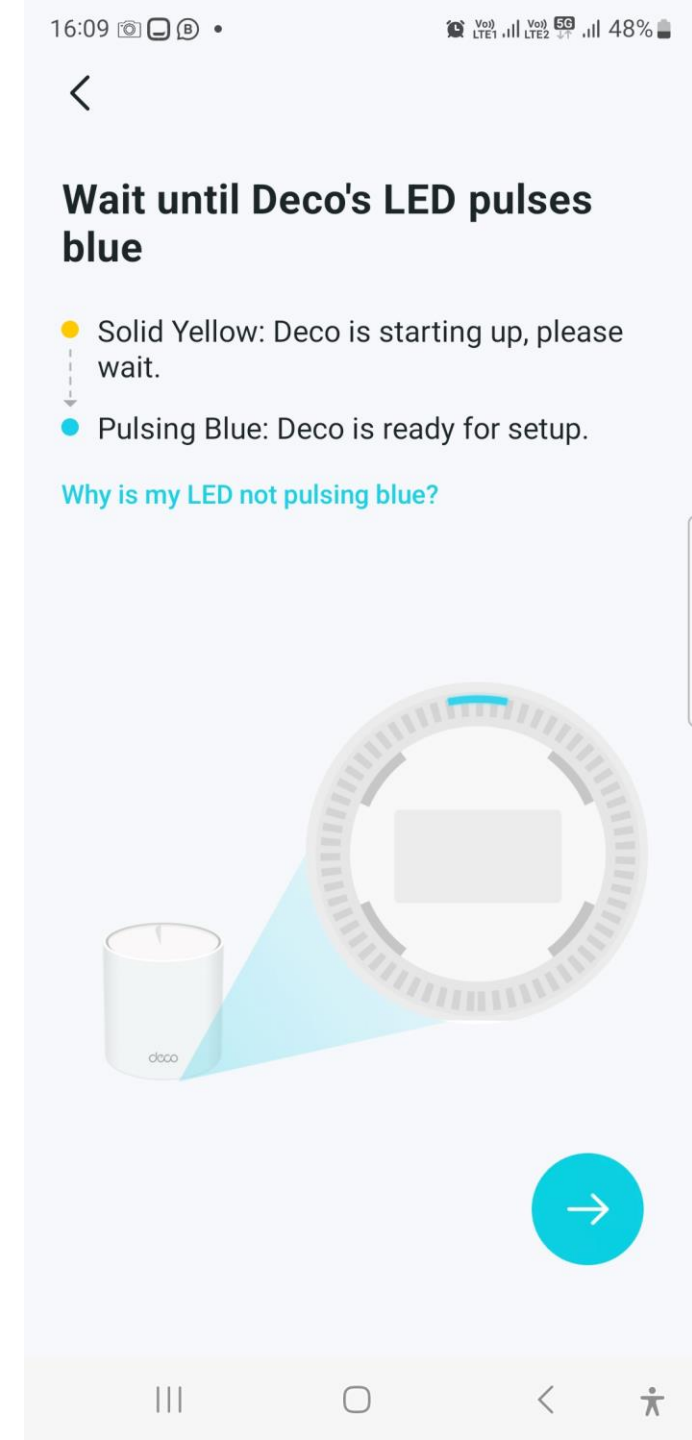
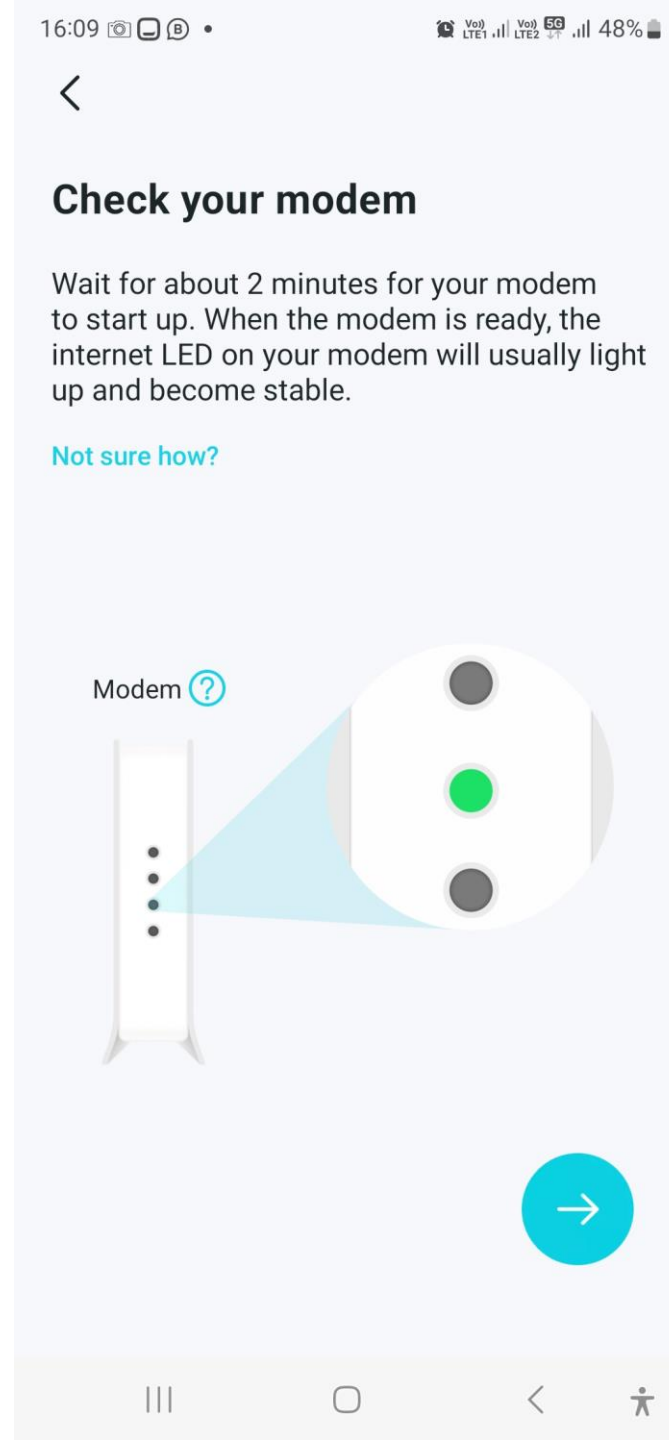




# Step 8

## Waiting for Start Up

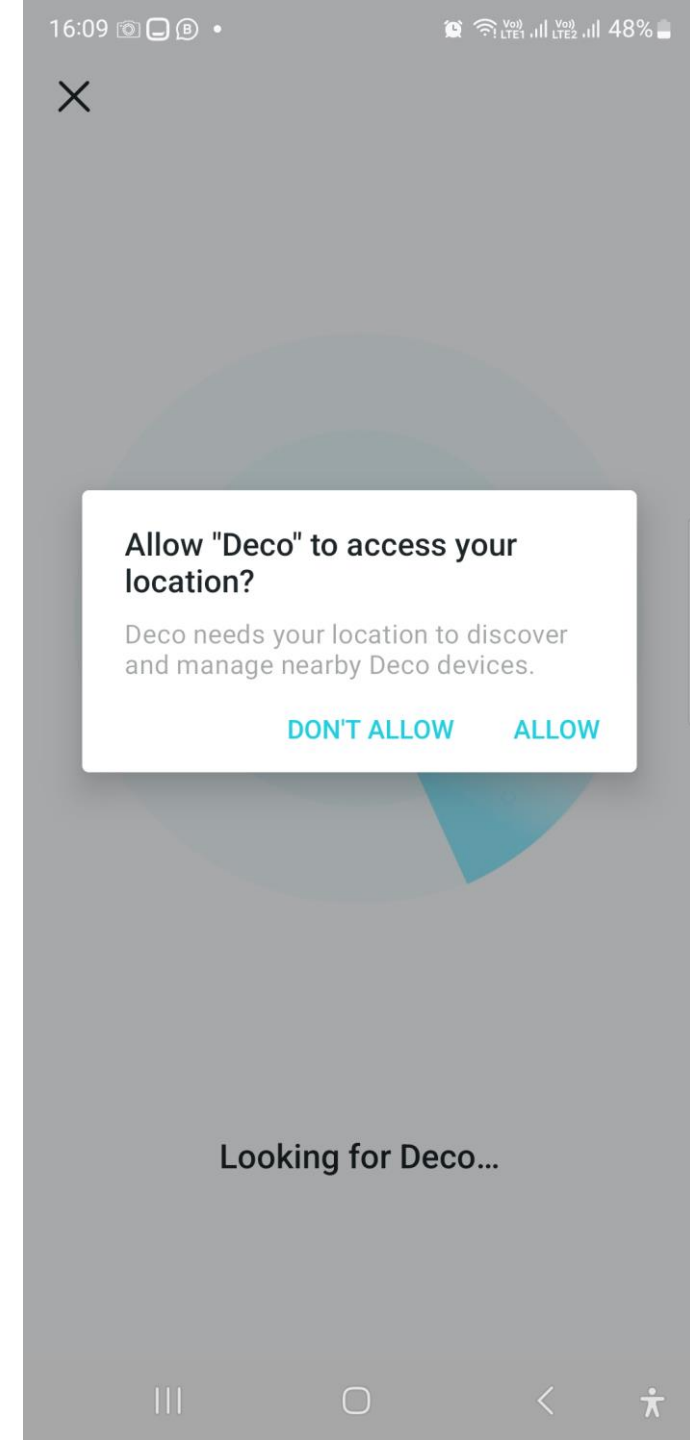
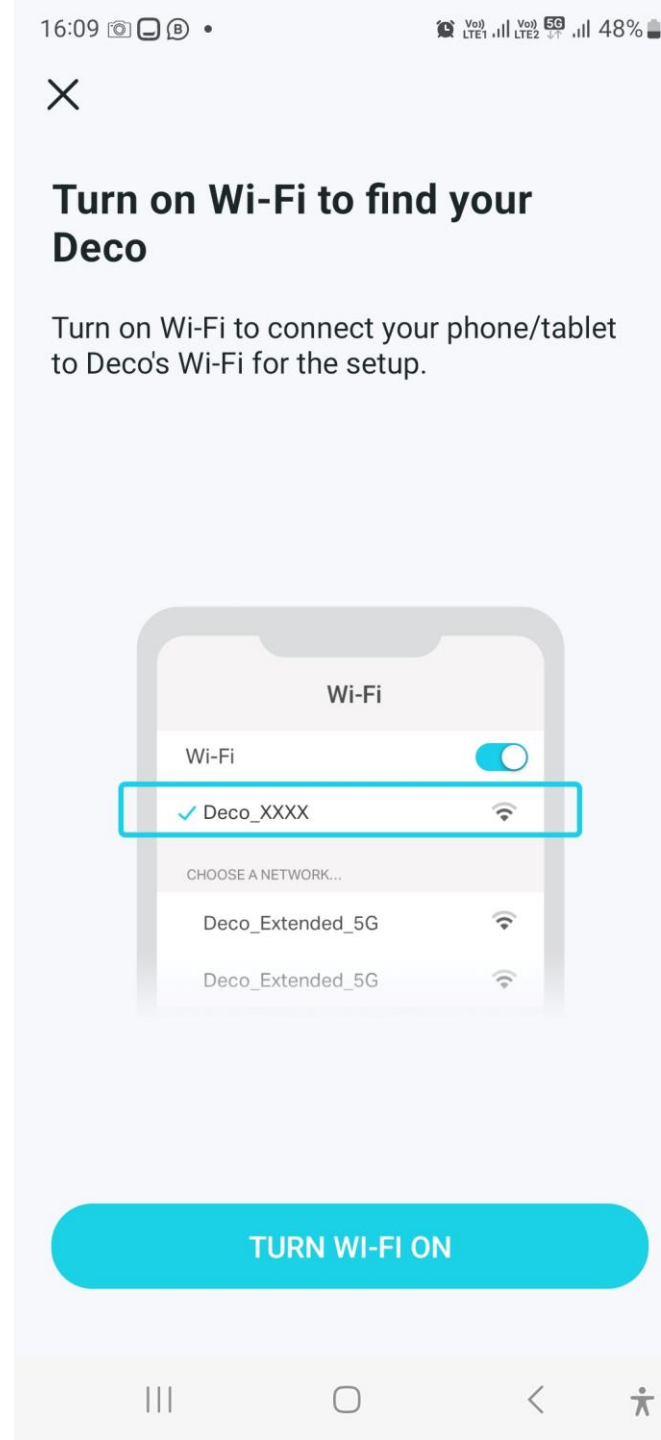
1. Wait two minutes for the X20 LED light to become stable.



# Step 9

## Connecting WiFi

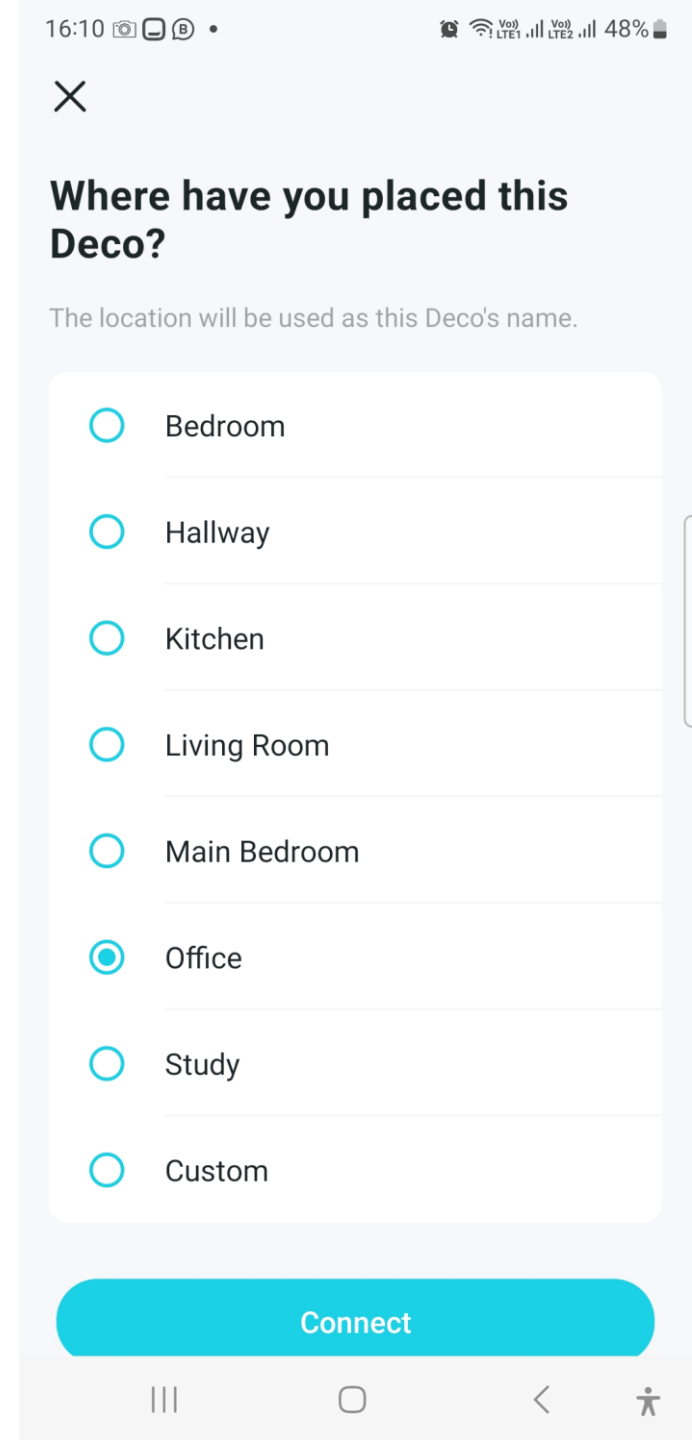
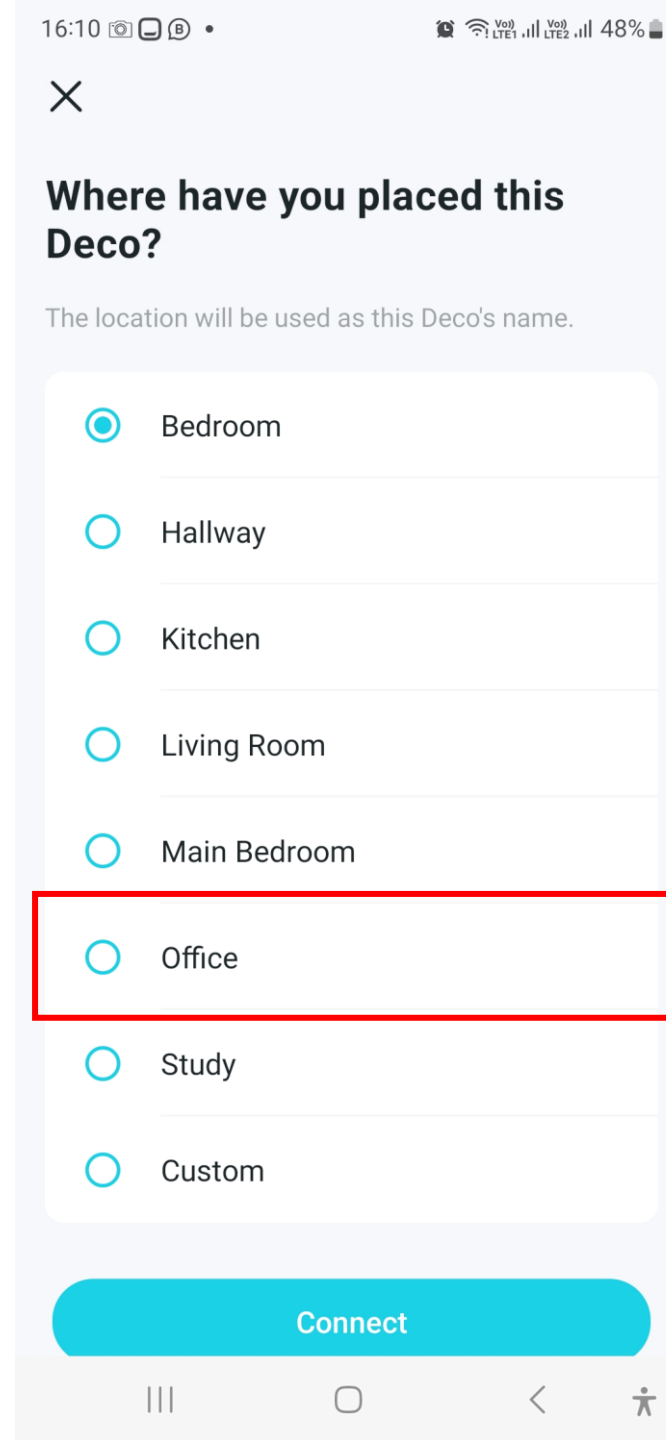
1. Turn On the WiFi of your mobile device.
2. Click **Allow** button to allow the wireless system to access your location.



# Step 10

## Choosing Location

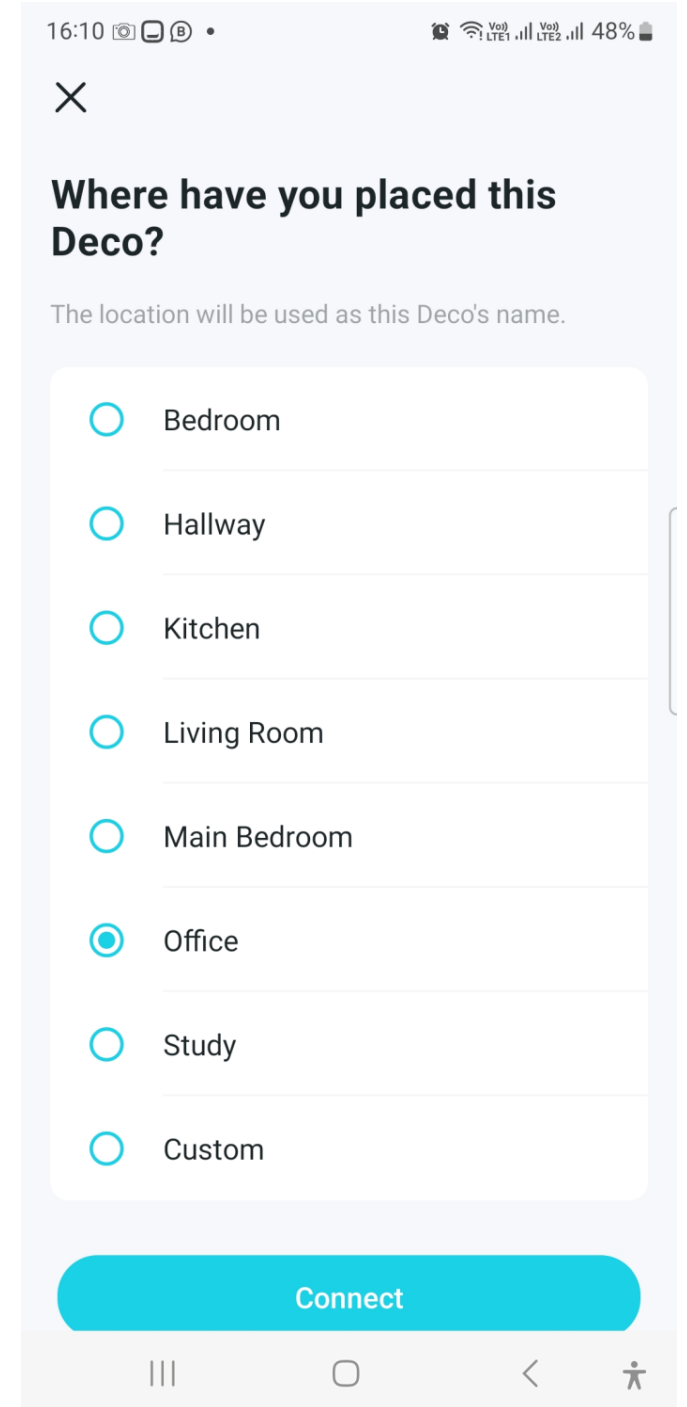
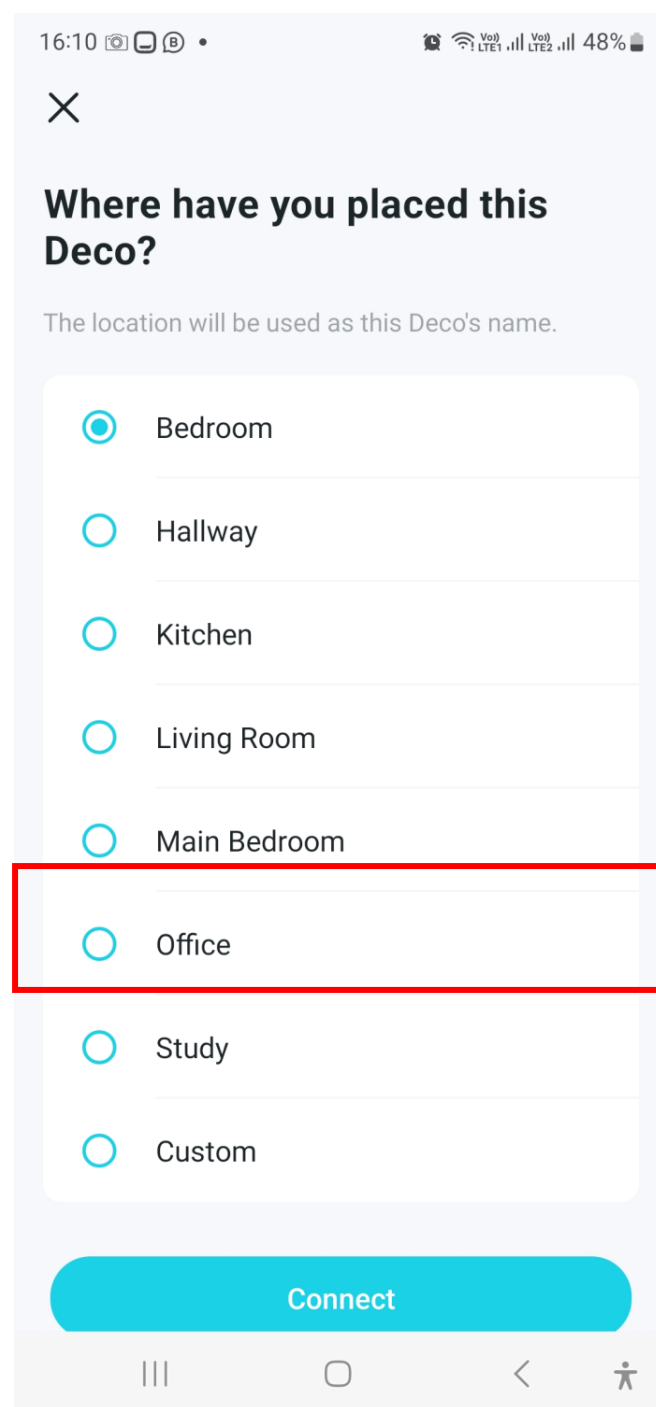
1. Scroll down and choose Office as the option.
2. Click on the **Connect** button.



# Step 11

## Choosing Location

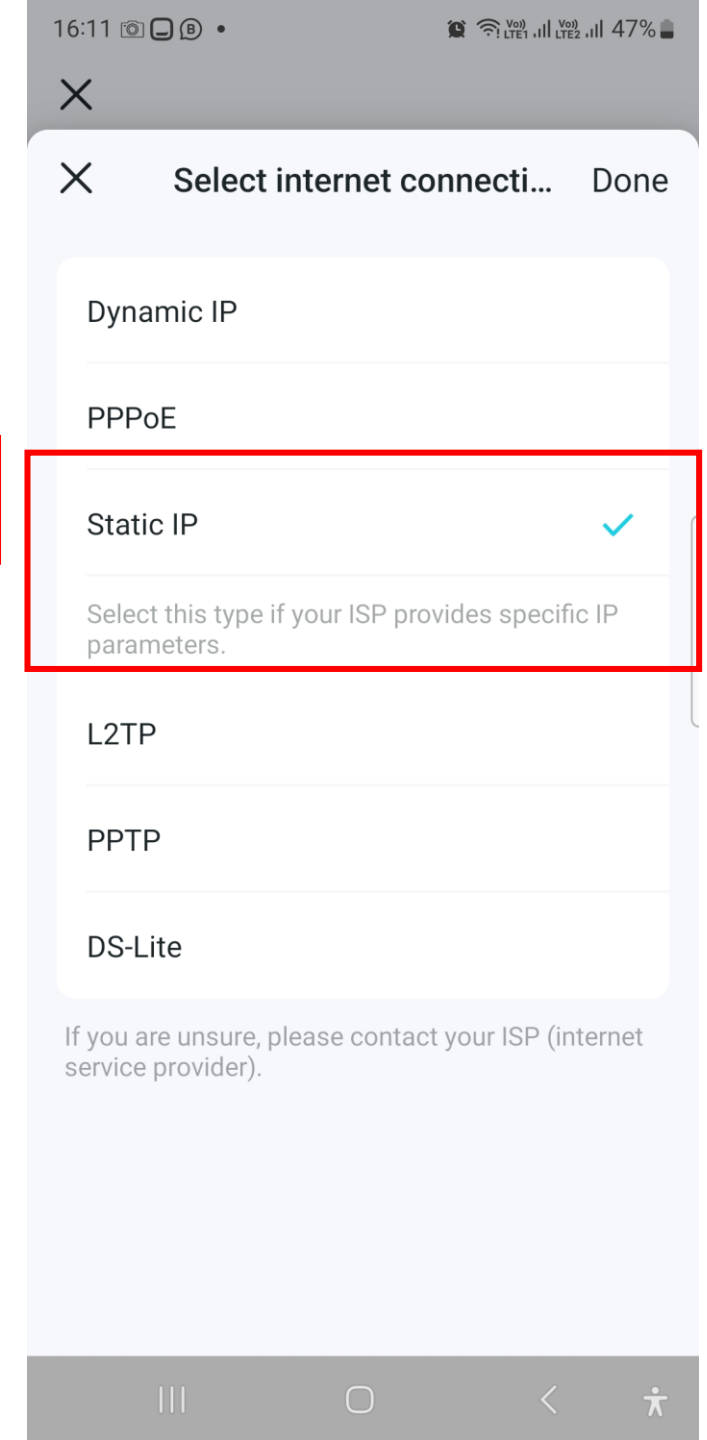
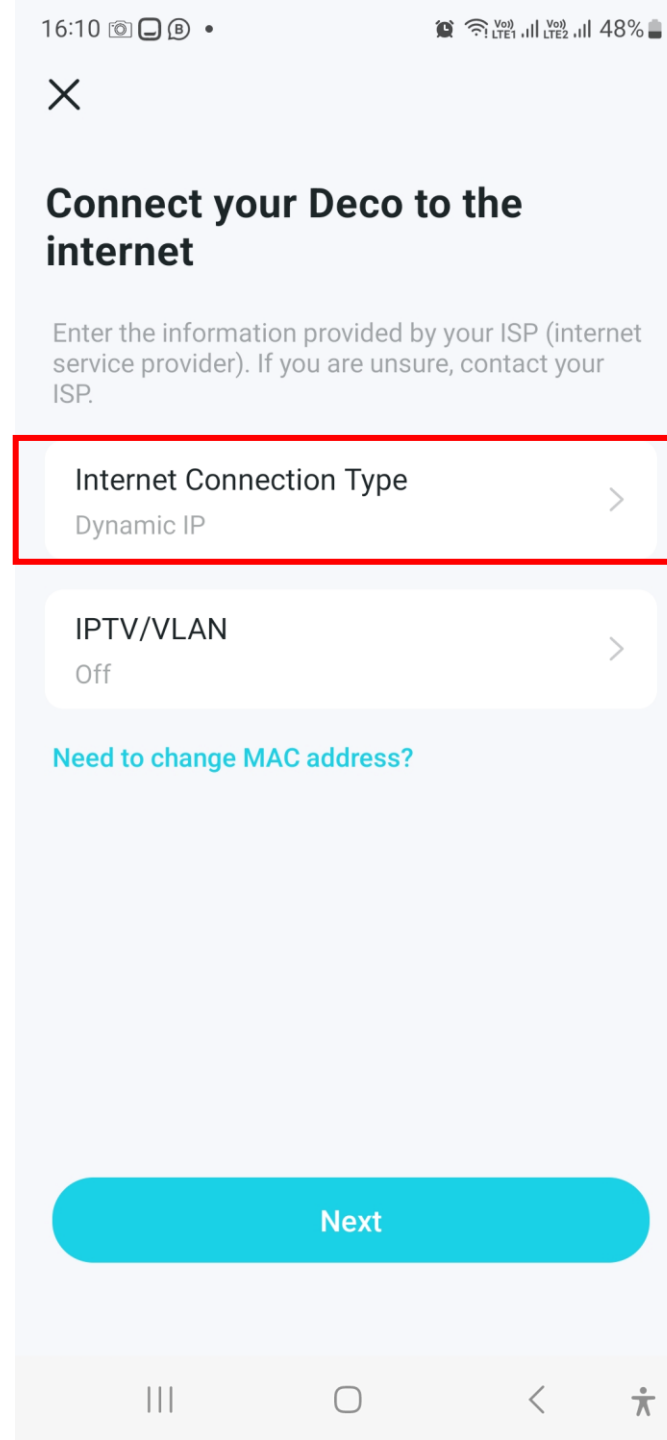
1. Scroll down and choose **Office** as the option.
2. Click on the **Connect** button.



# Step 12

## Connecting to Internet

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



# Step 13

## 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.
2. Key in an IP Address that is not assigned previously to any other equipment/machine connected to the SWE router.

16:11 [Camera] [App] [B] • [Signal] [VoIP] [VoIP] [47%]

✕

### 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  
Static IP >

IP Address  
Required

Subnet Mask  
Required

Default Gateway  
Required

Primary DNS  
Required

Secondary DNS  
Optional

[Home] [Back] [Forward] [App]

16:13 [Camera] [App] [B] • [Signal] [VoIP] [VoIP] [47%]

✕

Internet Connection Type  
Static IP >

IP Address  
Required

Subnet Mask  
255.255.255.240

Default Gateway  
111.223.127.81

Primary DNS  
203.116.0.36

Secondary DNS  
8.8.8.8

IPTV/VLAN  
Off >

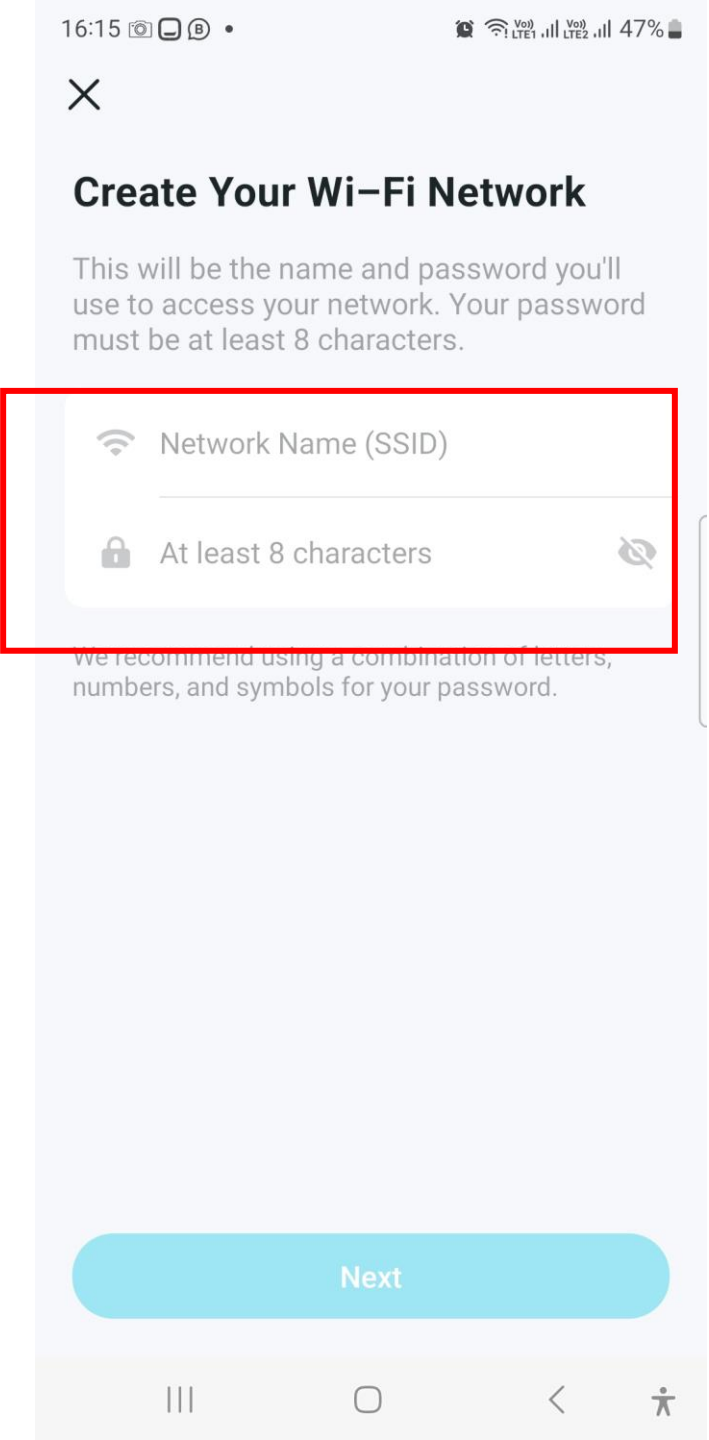
Need to change MAC address?

Next

[Home] [Back] [Forward] [App]

# Step 14

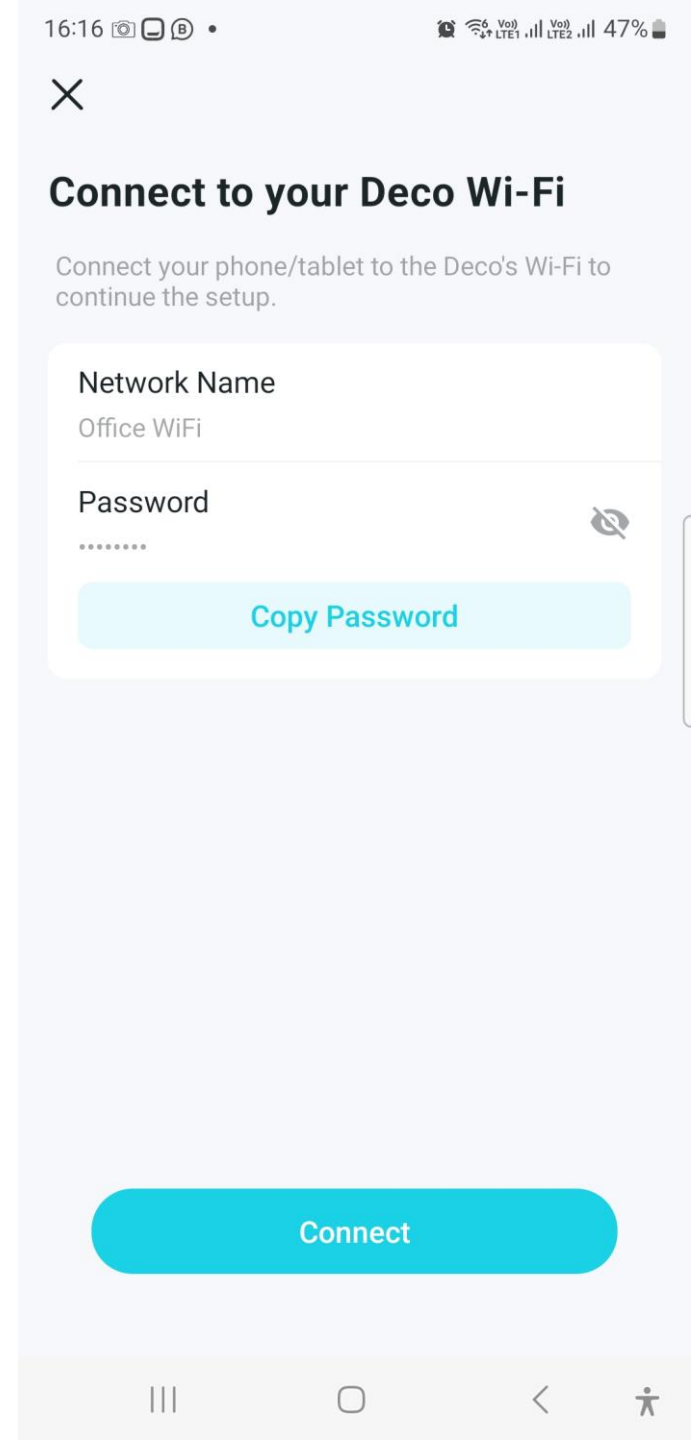
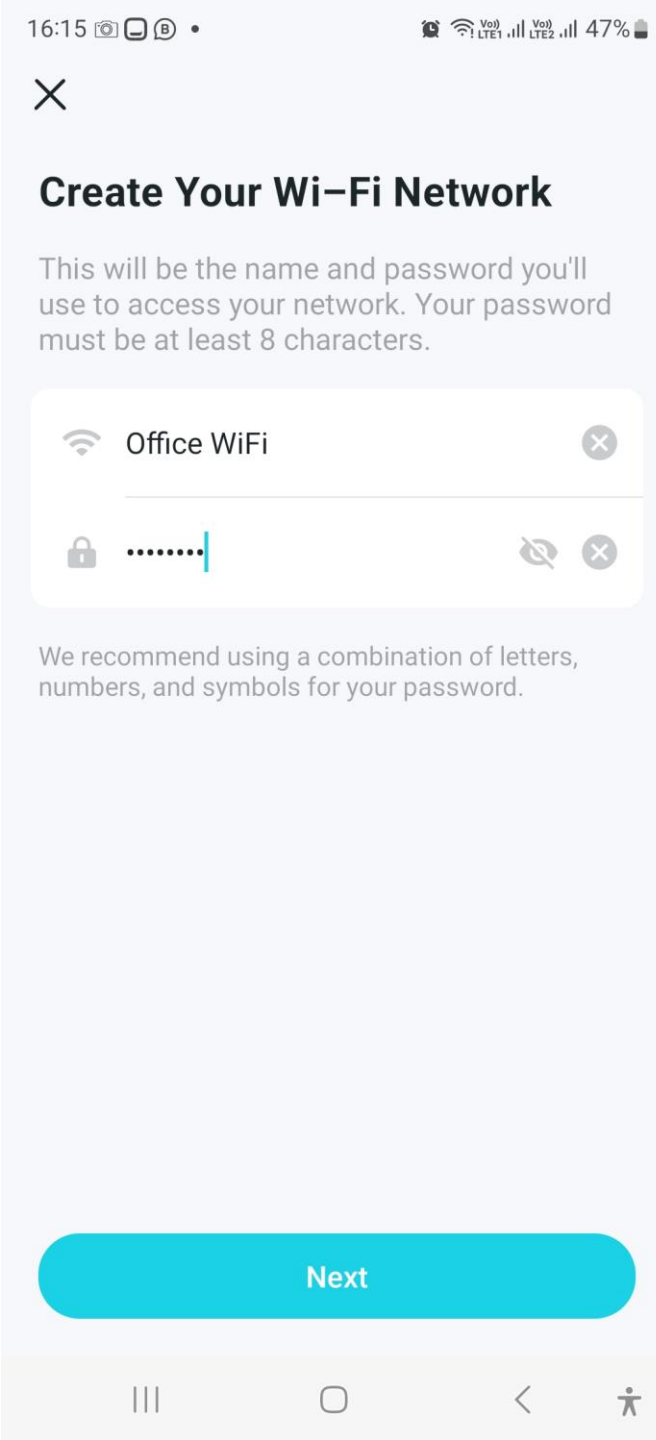
# Create Network (SSID)



# Step 15

## Creating WiFi Network

1. Enter **Network Name and Password** and click **Connect**.

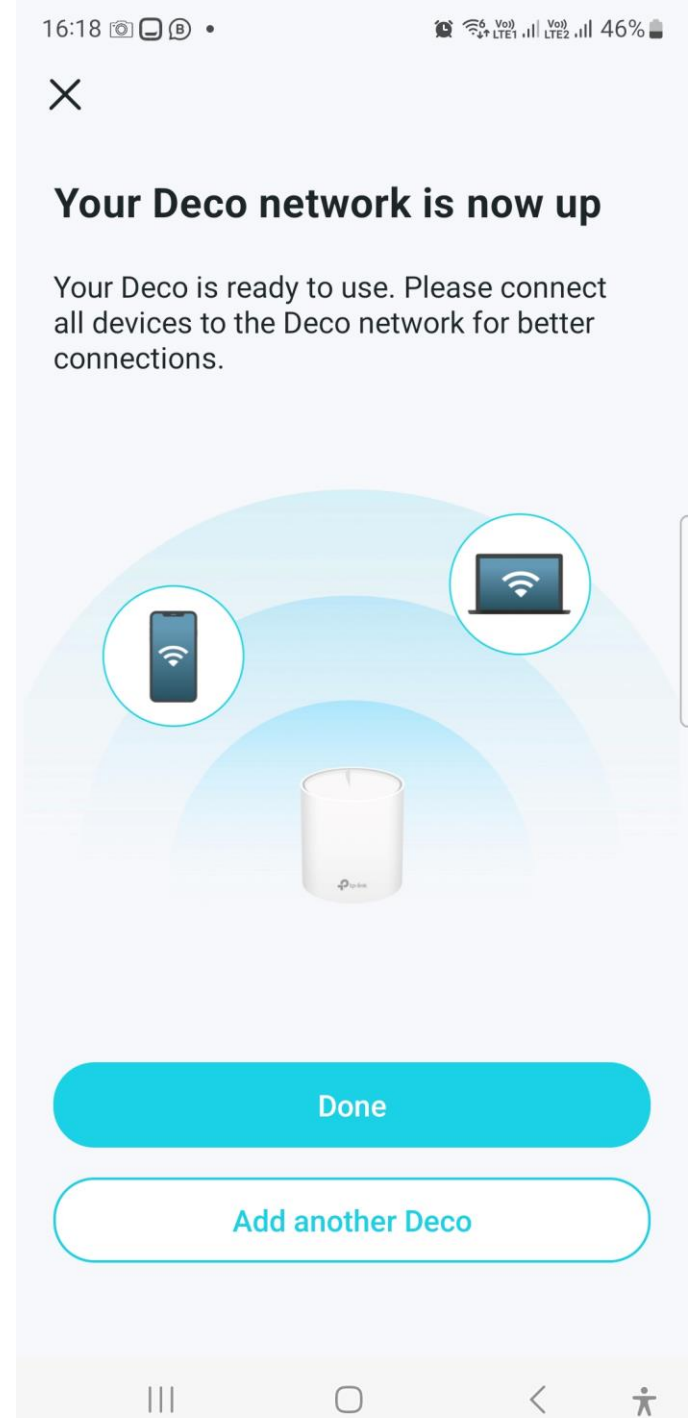
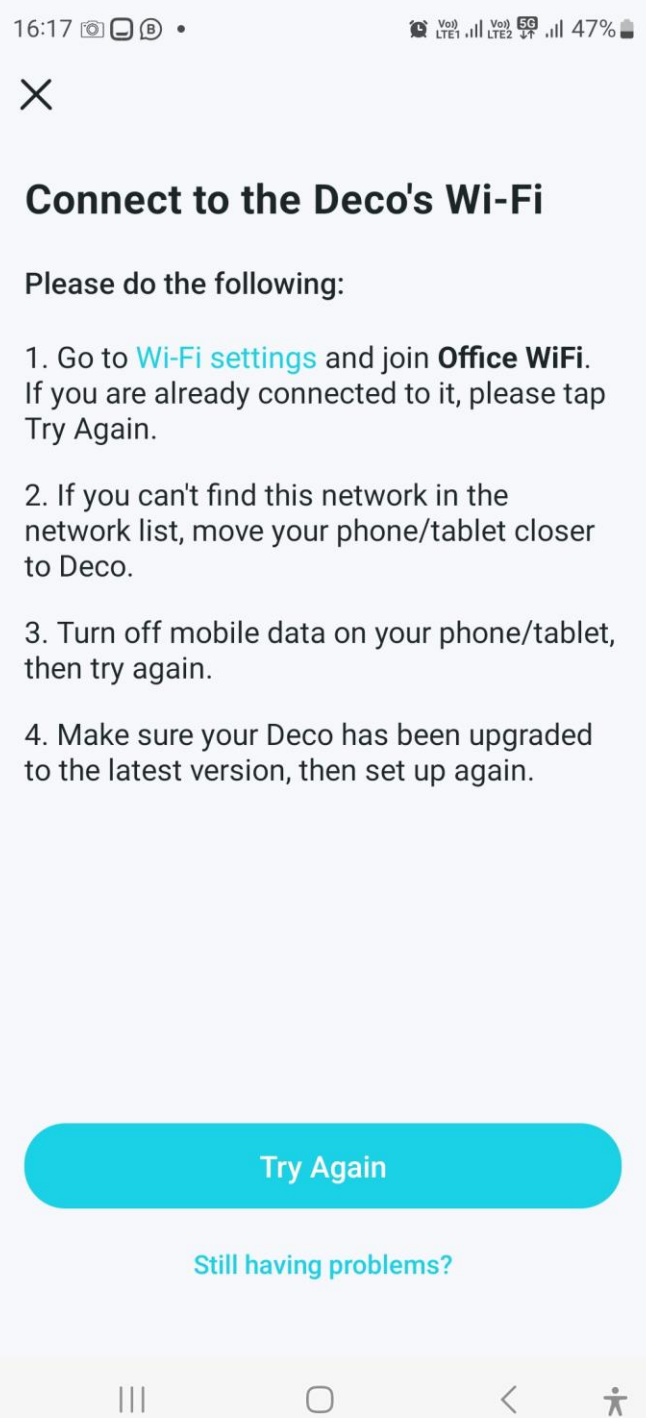




# Step 16

## Creating WiFi Network

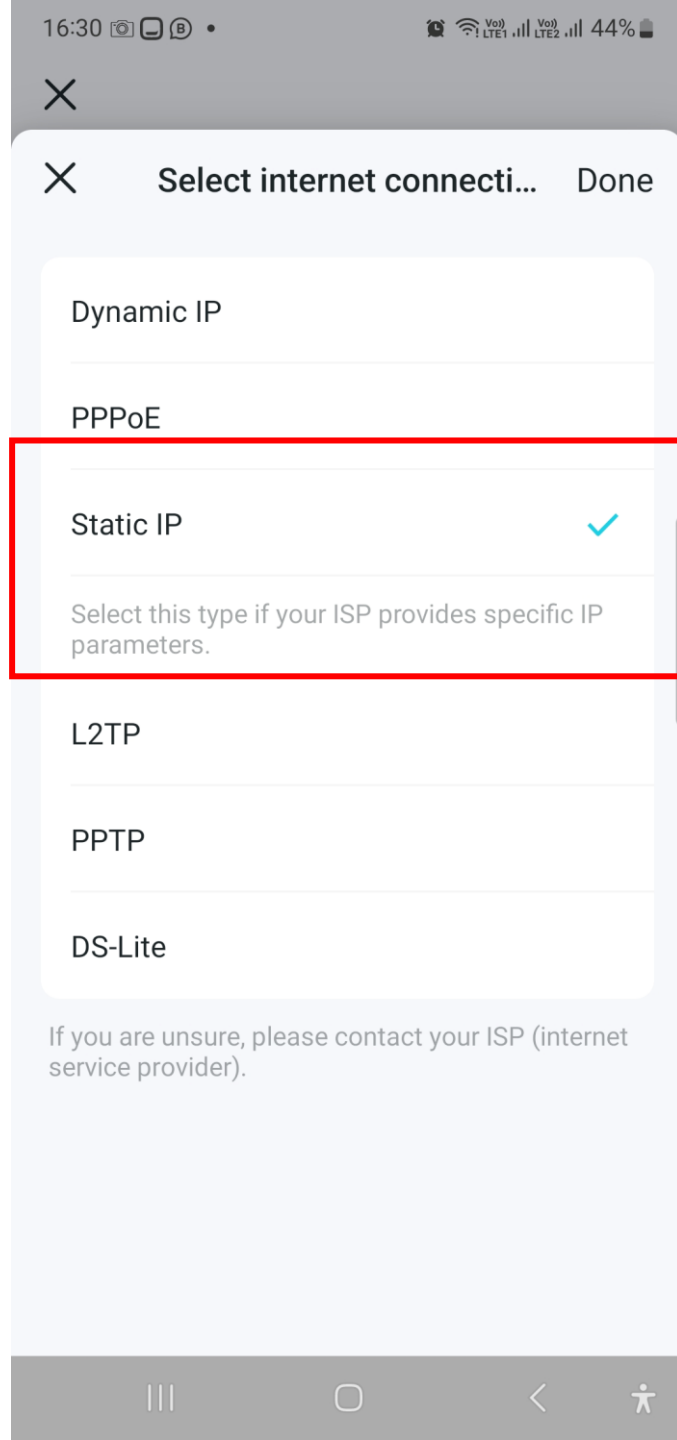
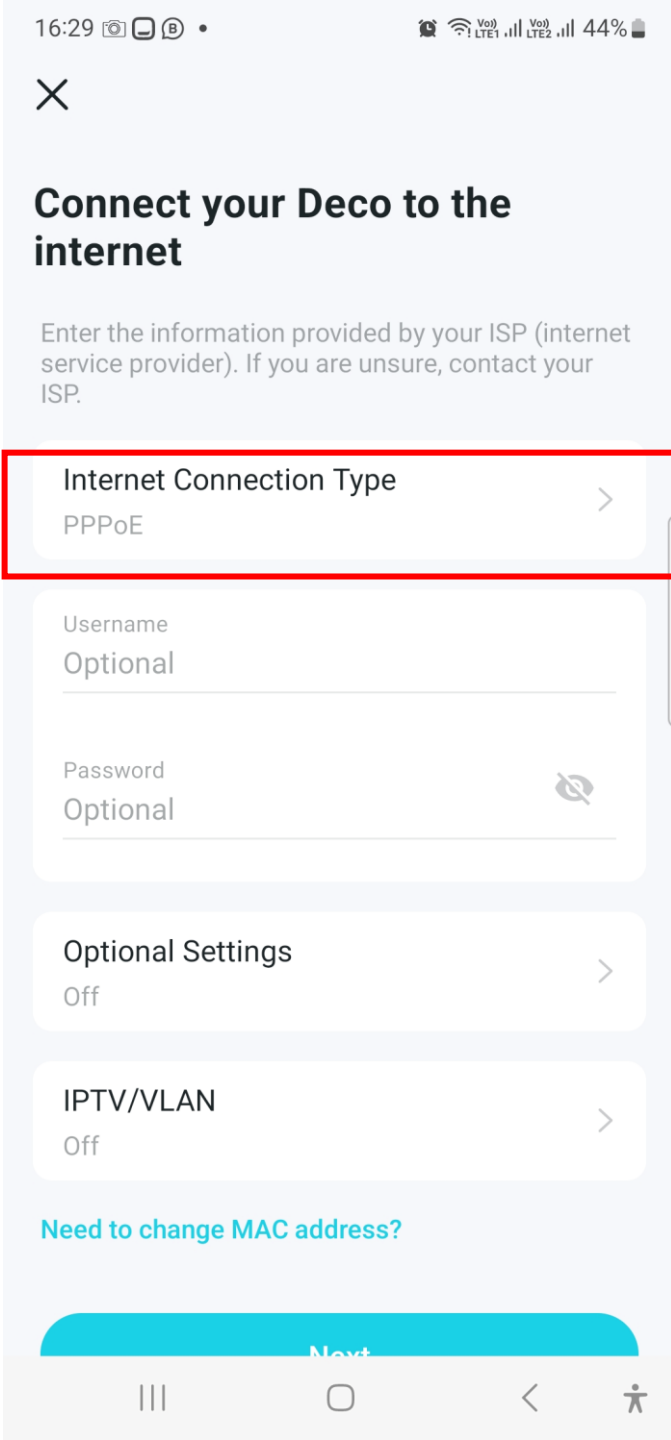
1. Complete network set-up



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

# Connecting to Internet

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



# Status Denoted by Colour

Installation In Progress (blue)

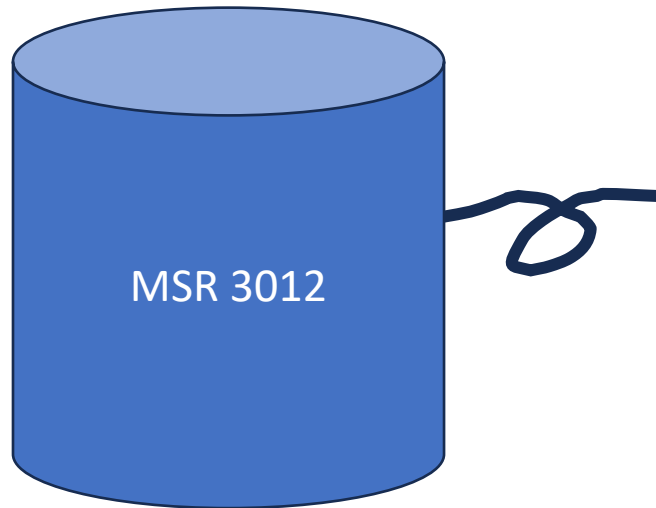


Installation Completed (green)



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

HP MSR3012 router



Switch



WiFi6 Router



# 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: [support@convergent.com.sg](mailto:support@convergent.com.sg)

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. <https://www.tp-link.com/sg/support/replacement-warranty/>

# STARHUB ENTERPRISE

