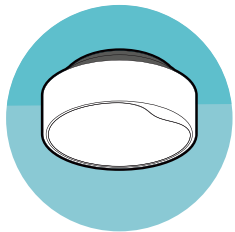
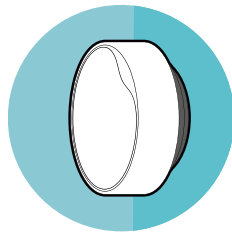


User Guide

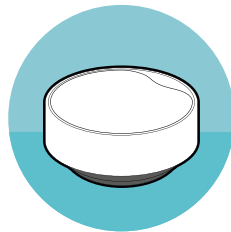
AX3000 Whole Home Mesh Wi-Fi 6 System with PoE



Ceiling Mount



Wall Mount



Tabletop



Contents

About This Guide	1	Shortcut	26
Appearance	2	Automation	28
Set Up Your Deco	3	HomeShield	32
Mount Your Deco	6	Wi-Fi Settings	33
Dashboard	10	Guest Network	34
Add More Decos	11	Test Internet Speed	35
Check Deco Status	12	Reboot Schedule	36
Set Main Deco	14	Deny List	37
Remove/Reboot Deco	15	Upgrade Your Deco	38
Manage Connected Devices	16	Advanced Features	39
Sort Devices By Locations	20	WPS	44
Create a New Network	21	Managers	45
Change Network Owner	23	Control Your Deco with Alexa	47
Delete a Network	24	Troubleshooting	48
Add Smart Devices	25	Authentication	49

About This Guide

This guide provides a brief introduction to Whole Home Deco Mesh Wi-Fi 6 System with PoE and the Deco app, as well as 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.
<u>Underline</u>	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.


HomeShield Disclaimer

HomeShield includes the Free Basic Plan. Fees apply for the Pro Plan. Visit [tp-link.com/homeshield](https://www.tp-link.com/homeshield) for more information.

Appearance

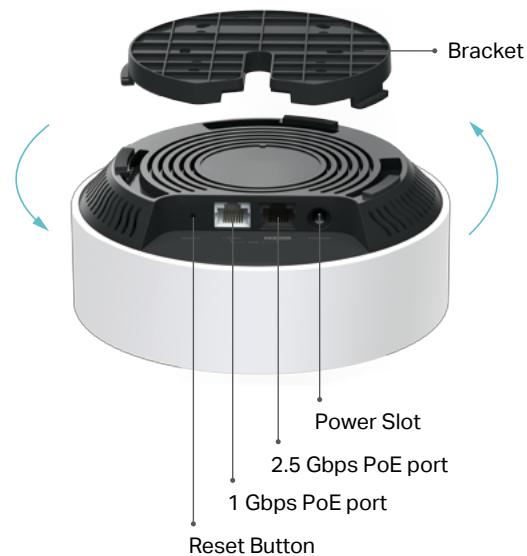
Each Deco has an LED that changes color according to its status, one Gigabit PoE port, an advanced 2.5 Gbps PoE port, a power slot, and a reset button.

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.



Power Supply:

Deco can be powered via a power adapter or a PSE device (such as a PoE switch).

Multi-Gig Internet Connection:

1 × 2.5 Gbps port and 1 × Gigabit port make full use of gigabit speeds from your local ISP. WAN/LAN support meets all your internet demands.

Reset:

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.

Mounting Options



Ceiling Mount



Wall Mount



Tabletop

Set Up Your Deco

The intuitive Deco app guides you through an easy setup process that gets each unit up and all your devices connected.

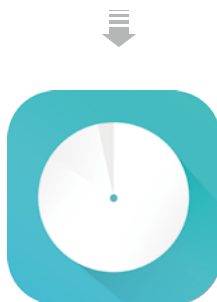
Follow the steps below to set up your Whole Home Deco Mesh Wi-Fi 6 System with PoE .

1. Download and install 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.



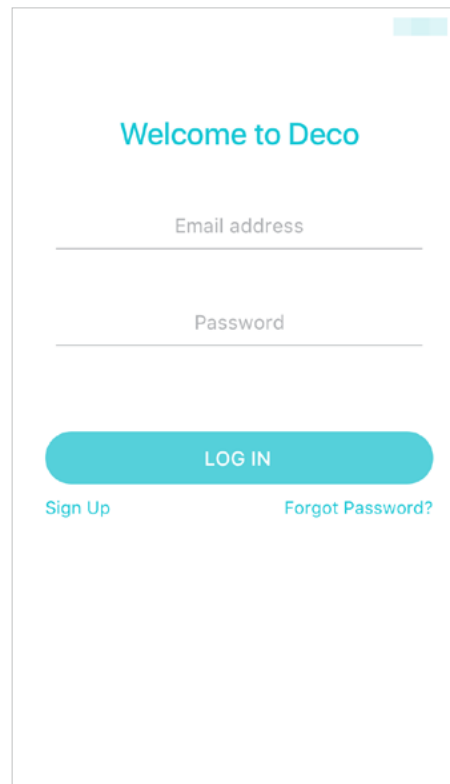
or



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

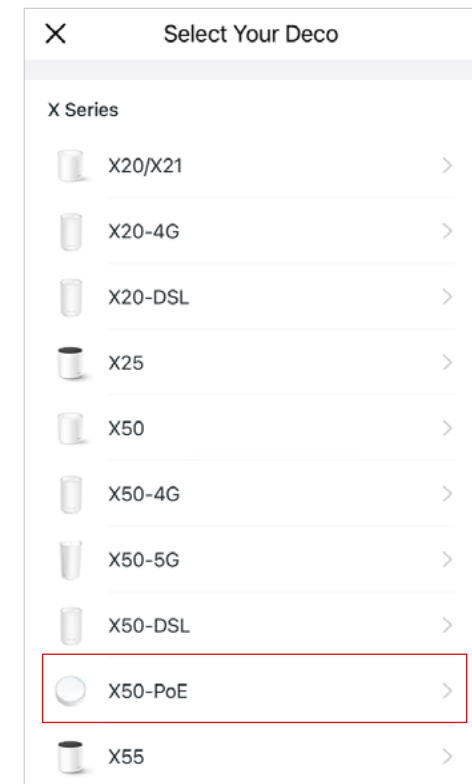
Open the app. Use your TP-Link ID to log in. If you don't have a TP-Link ID, sign up first.

Note: If you forgot your login password, tap [Forgot Password?](#). The Deco app will guide you through the rest.



3. Identify your Deco

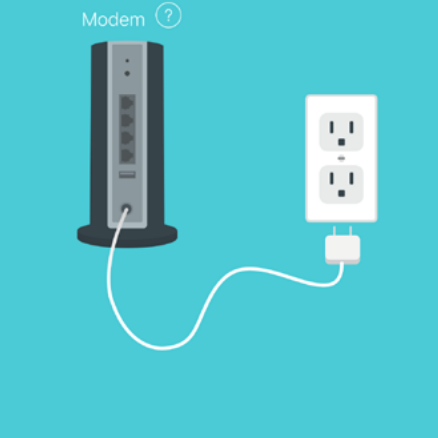
Choose or search for your Deco model.



4. Connect to your modem

Power off your modem. Connect your Deco to the modem.

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



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.

NEXT

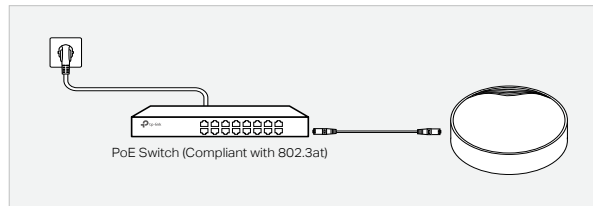
[I don't have a modem](#)

5. Power up your Deco

Deco can be powered via a power adapter or a PSE device (such as a PoE switch).

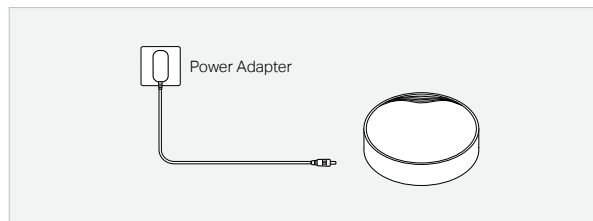
Option1: Via PoE Switch (Compliant with 802.3at)

Connect an Ethernet cable from the PoE switch (compliant with 802.3at) to the Deco's Ethernet port. The power should not be less than 18 W.



Option2: Via Power Adapter

Plug one end of the provided power adapter into the power port of the Deco and the other end to a standard electrical wall outlet.



6. Set up internet connection

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

Internet Connection

Enter the information provided by your ISP (internet service provider). If you are unsure, contact your ISP.

Connection Type **Dynamic IP** >

IPTV/VLAN Settings **Off** >

NEXT

[Need to change MAC Address?](#)

7. 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.

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

It is recommended to set a password using a combination of letters, numbers and symbols.

NEXT

8. Connect to your Wi-Fi network

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

Connect to your Deco Wi-Fi

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

Network Name
Deco PoE

Password
12345678

CONNECT

9. Setup complete

Your Deco network is now up. Connect all devices to the Deco network. You can also [Add More Decos](#) to expand the Wi-Fi coverage.

Your Deco network is now up

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

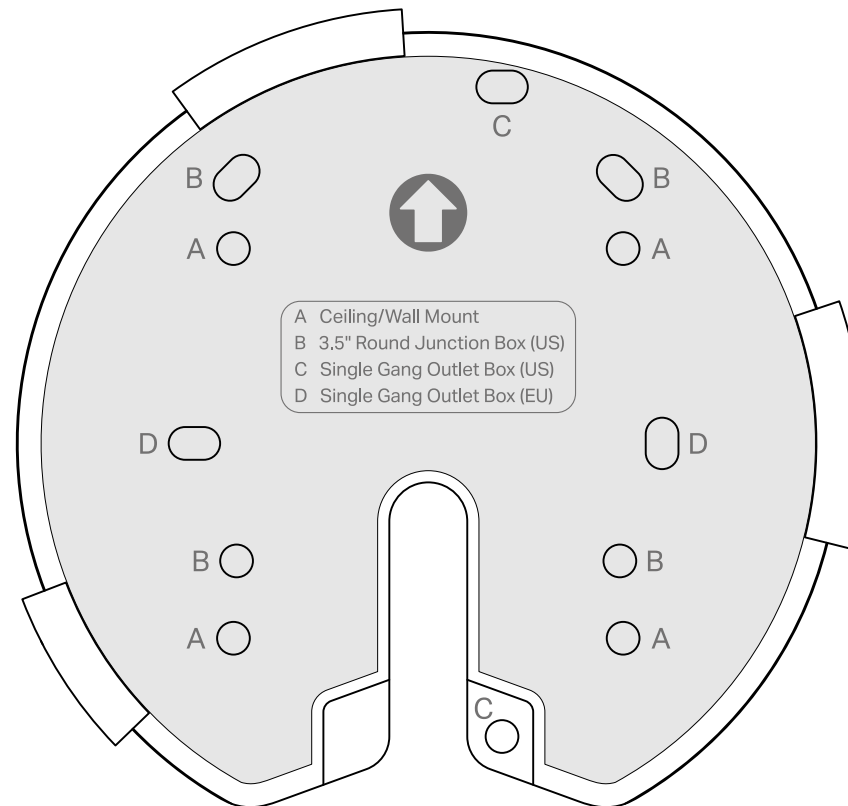
ADD ANOTHER DECO

DONE

Mount Your Deco

Deco can be mounted to the wall, the ceiling, or on a junction box, using the screws in the package. Choose the appropriate mounting methods.

- A: Ceiling/Wall Mount
- B: 3.5" Round Junction Box (US)
- C: Single Gang Outlet Box (US)
- D: Single Gang Outlet Box (EU)



Option 1: On the Wall/Ceiling

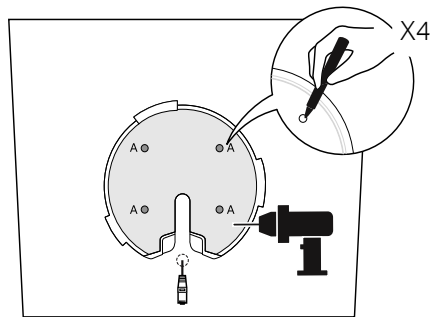
The Deco can be mounted to the wall or the ceiling with the screws in the package.



Plastic Wall Anchors *4

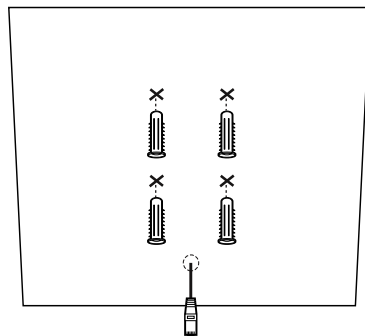


Self-tapping Screws *4

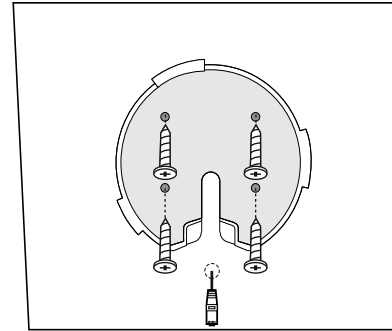


1. If your Ethernet cable feeds through the wall, position the mounting bracket above the cable hole.

Mark four positions for the screw holes and drill four 6 mm (15/64 in) diameter holes at the marked positions.

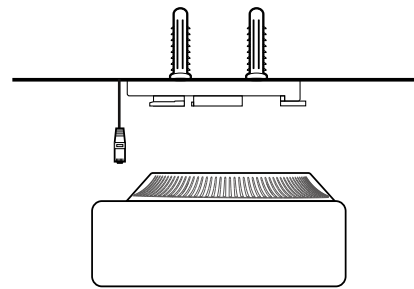


2. Insert the plastic wall anchors into the 6 mm diameter holes.

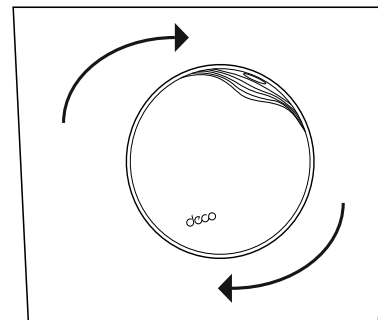


3. Secure the mounting bracket to the wall by driving the self-tapping screws into the anchors.

Make sure the mounting bracket lies flat against the surface.



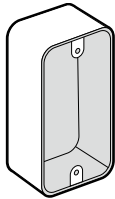
4. Connect the Ethernet cable to the Ethernet port on the Deco.



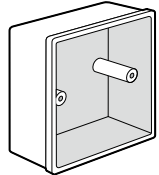
5. Orient the Deco LED according to the image, attach the Deco to the mounting bracket, then rotate it clockwise until it locks into place.

Option 2: On a Wall Junction Box

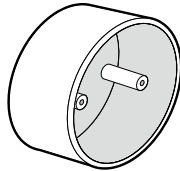
The Deco can be mounted on a junction box. The junction box should be pre-installed with a running-in-wall Ethernet cable. Ensure that the mounting holes align to your junction box.



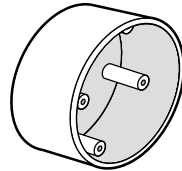
C-hole



D-hole

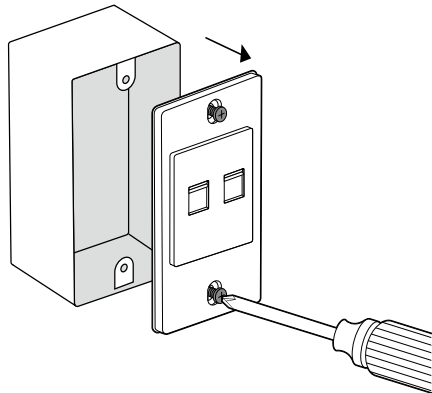


D-hole

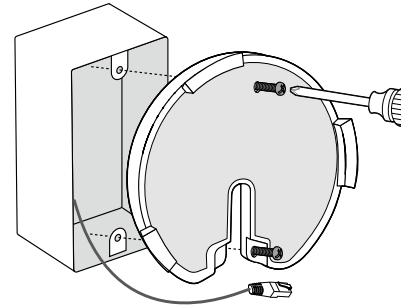


B-hole

*Here the standard US wall junction box is used as an example.



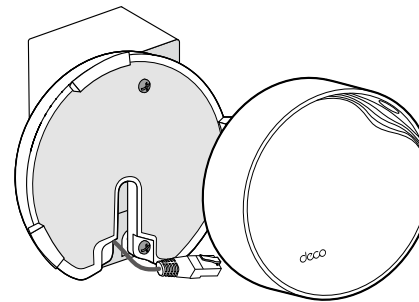
1. Detach the faceplate of the junction box with a Phillips screwdriver.



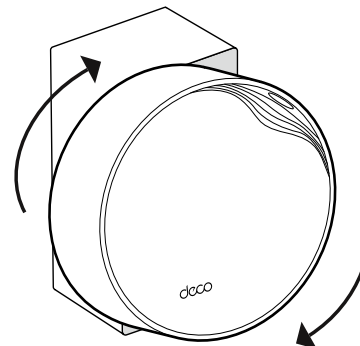
2. Feed the Ethernet cable through the mounting bracket. Insert the enclosed screws and tighten them with a Phillips screwdriver to secure the mounting bracket.

Notes:

1. Do not over tighten the screws.
2. If the enclosed screws do not fit the junction box, use the screws attached to the junction box instead.



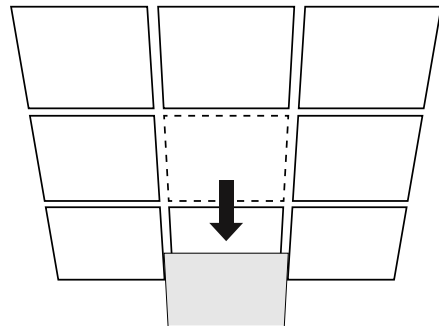
3. Connect the Ethernet cable to the Ethernet port on the Deco.



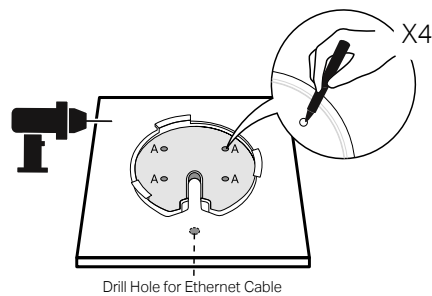
4. Orient the Deco LED according to the image, attach the Deco to the mounting bracket, then rotate it clockwise until it locks into place.

Option 3: In a Ceiling Tile

The Deco can be installed in a ceiling tile with the screws in the package. Make sure the ceiling tile is larger than the Deco.

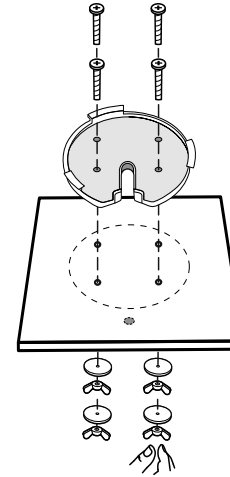


1. Remove the ceiling tile.

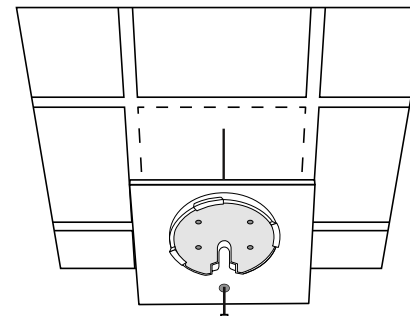


2. Place the mounting bracket in the center of the ceiling tile. Mark four positions for the screw holes and a location for the Ethernet cable hole.

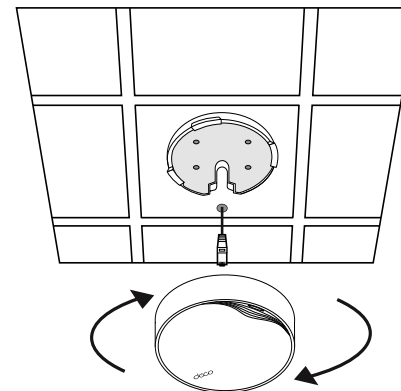
Drill four 4 mm (5/32 in) diameter holes for the screws and a 25 mm (63/64 in) diameter hole for the Ethernet cable at the marked positions.



3. Secure the mounting bracket to the ceiling tile using four pan-head screws, washers, and wing nuts.




4. Feed the Ethernet cable through the hole and set the ceiling tile back into place.

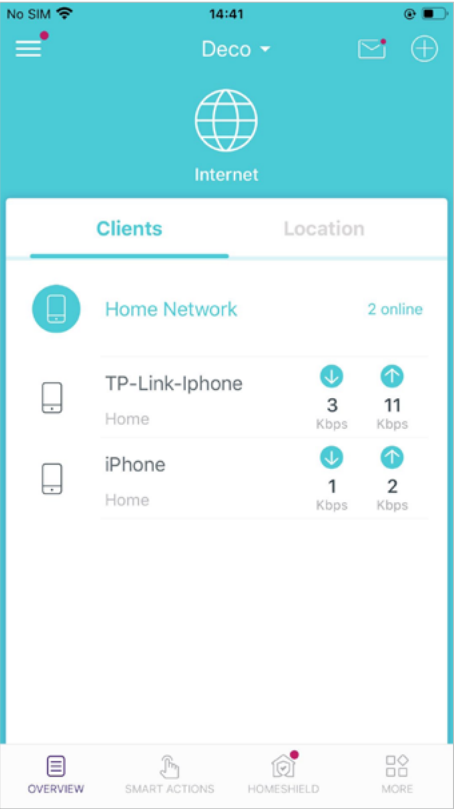



5. Orient the Deco LED according to the image, attach the Deco to the mounting bracket, then rotate it clockwise until it locks into place.

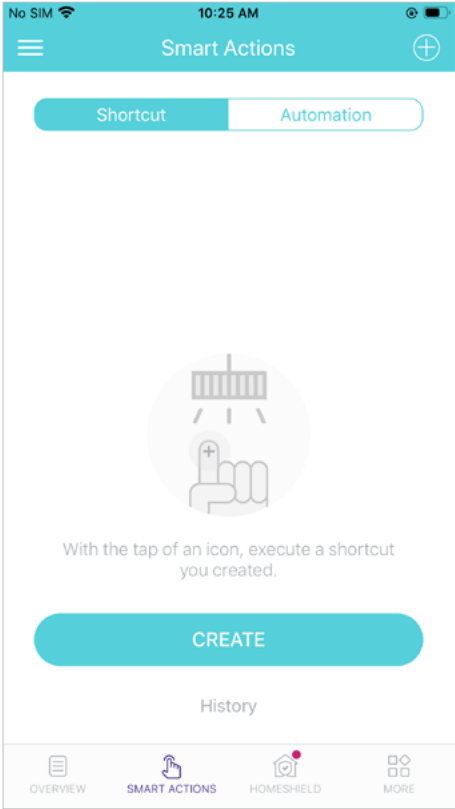
Dashboard


After you successfully set up your Deco network, you will see the dashboard of the Deco app. Here you can get an overview of the network status, create shortcut and automation, customize your home network with enhanced security using a kit of features built to TP-Link HomeShield and set up various advanced features.

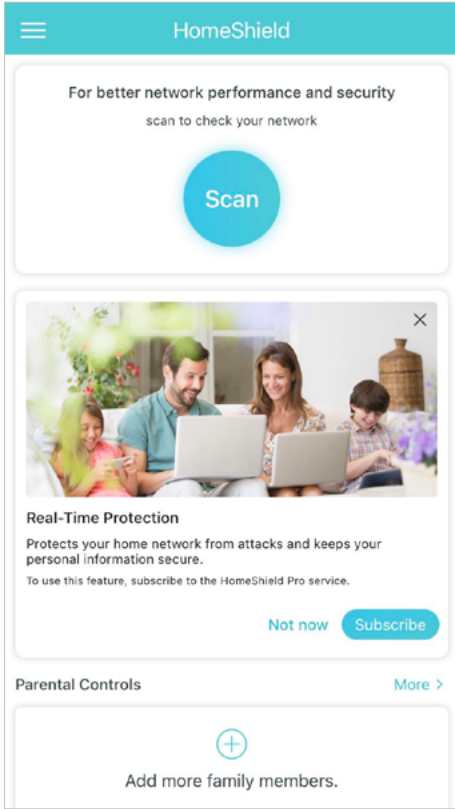
Tap  to get an overview of the network status.




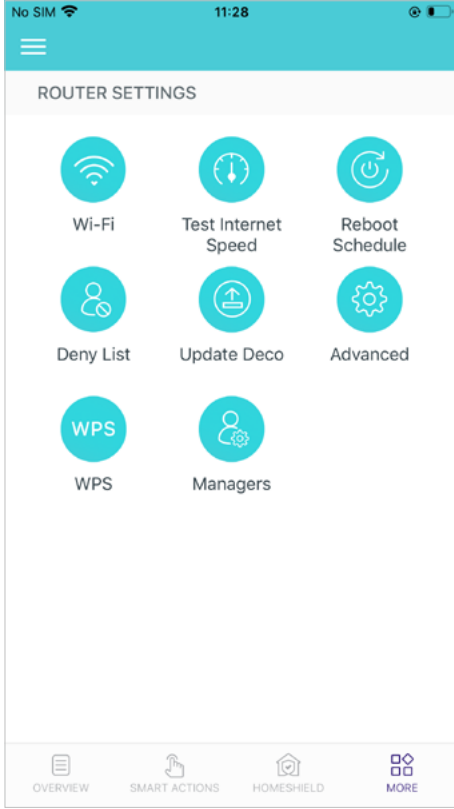
Tap  to create shortcut or automation.



Tap  to enter the HomeShield page for enhanced security.



Tap  for more features.

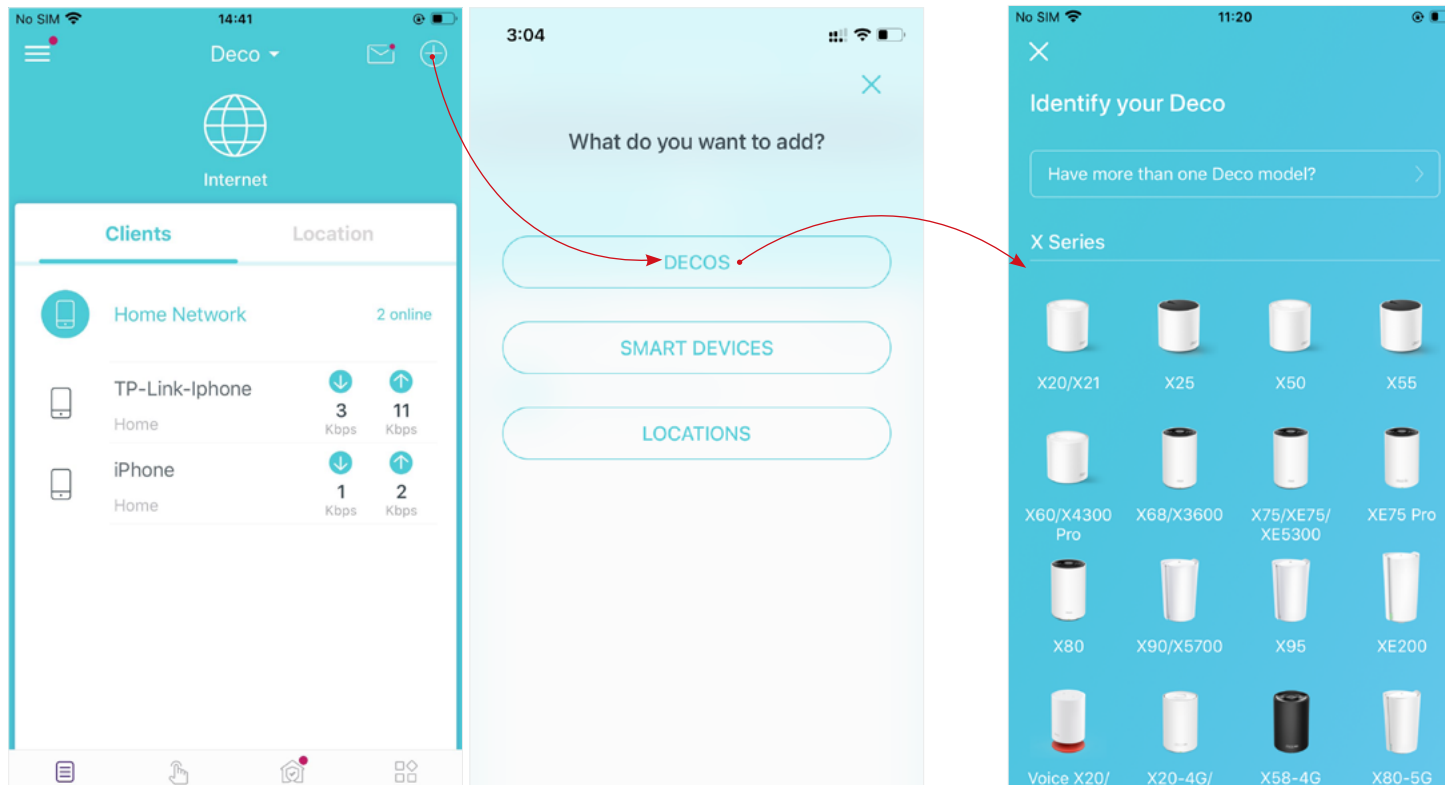


Add More Decos

After creating a Deco network, you can add more Decos to the network to expand the Wi-Fi coverage and manage them easily on your Deco app.


1. In Overview, tap + > DECOS.

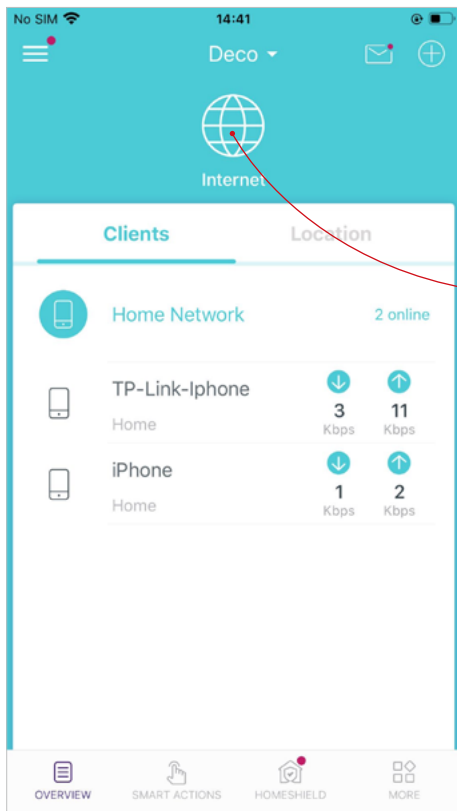
2. Select the Deco model you want to add, and follow app instructions to complete the setup.



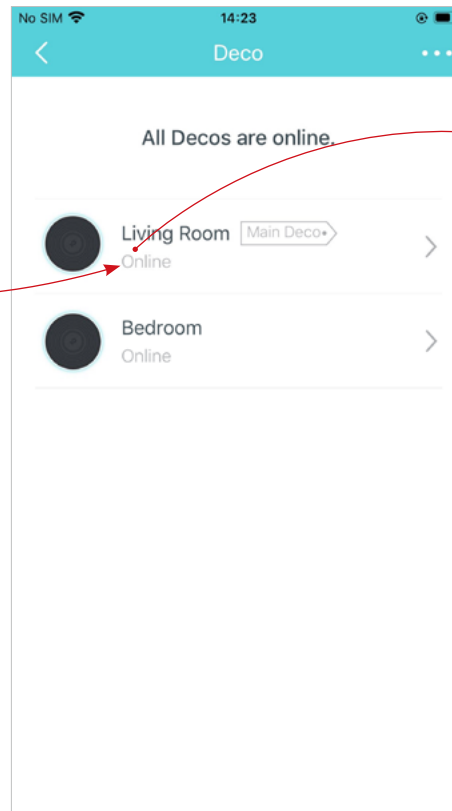
Check Deco Status

In Overview, you can check the working status (online/offline) of all the Decos, check the details (speed/Deco's IP address & MAC address/connected clients) of each Deco, change the Deco's location/name, and more.

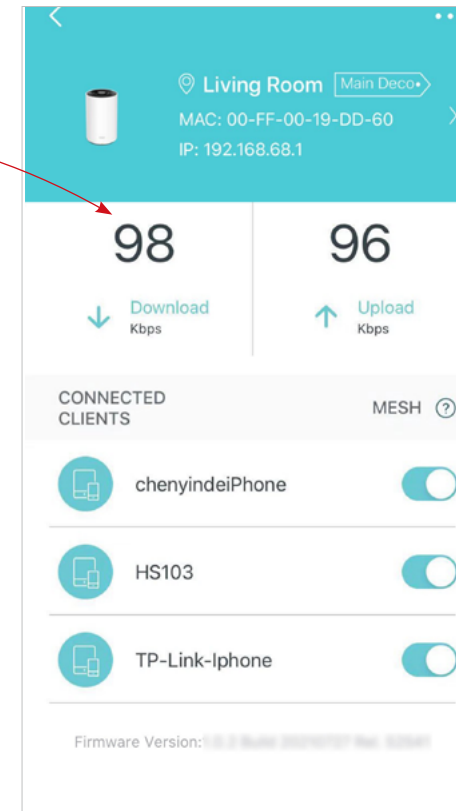
Tap  to check all Decos' status.



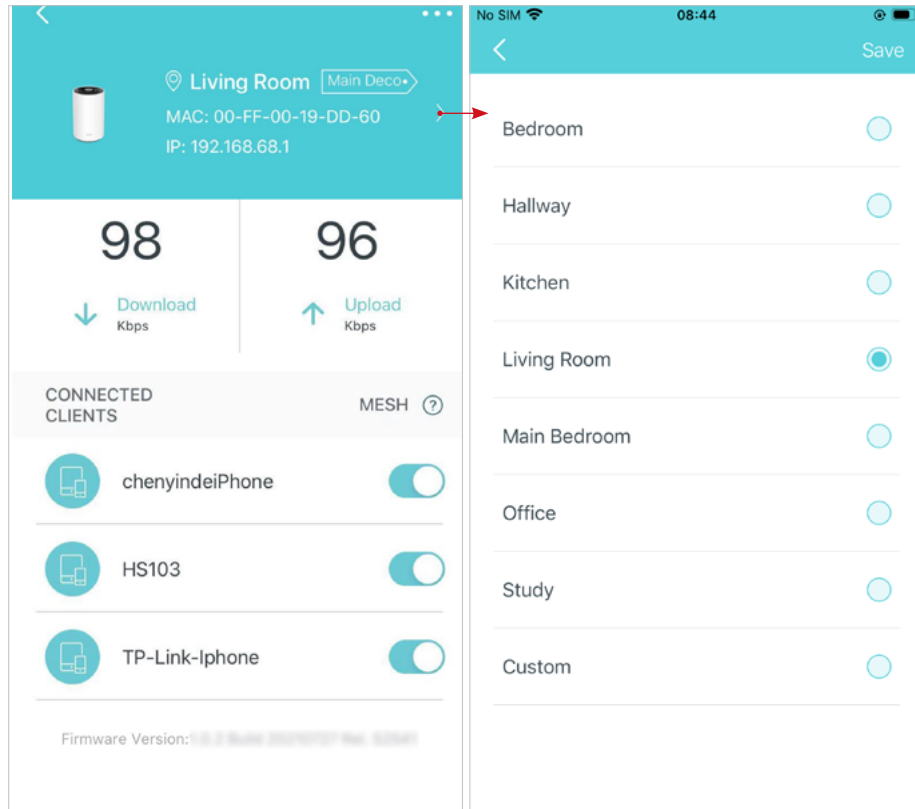
Tap a Deco unit to check more details.



Check download/upload speed of the Deco.

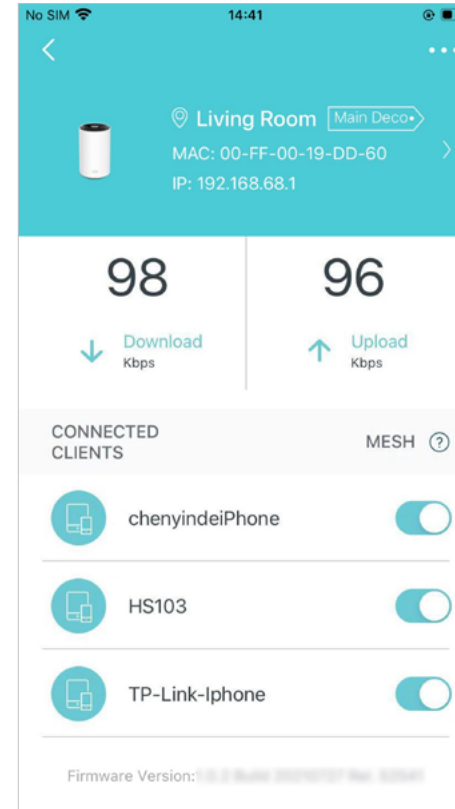


Change or customize the location/name of the Deco.



Check the clients connected to the Deco.

Enable the Mesh feature, then the client can seamlessly switch to the Deco that provides the fastest speed as you move around.



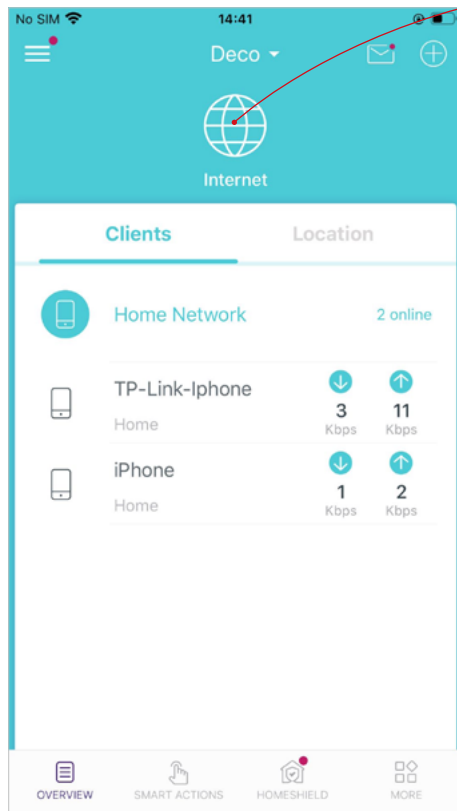
Set Main Deco

After setup, you can replace the main Deco with any satellite Deco without resetting or reconfiguring the whole network.

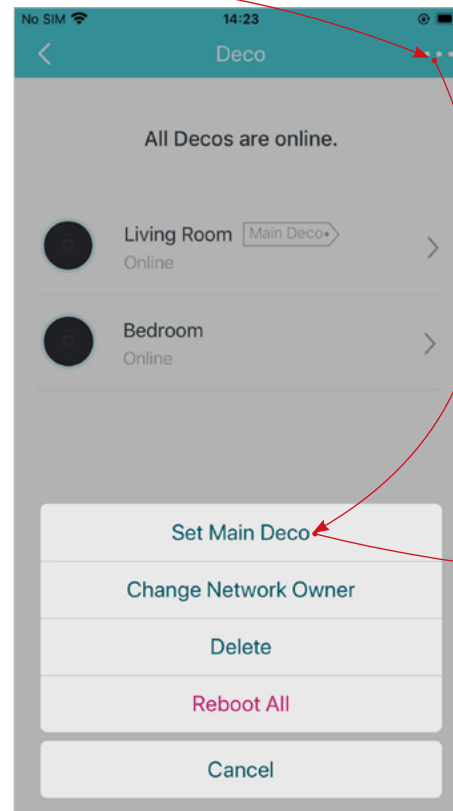
Follow the steps below to complete the setup process.

Note: The main Deco links all the others to the internet. After the main Deco finishes switching, you need to connect the new main Deco to the modem or Ethernet outlet for internet connection. For DSL Deco, connect it to the phone jack or DSL splitter. For 4G/5G Deco, insert a nano SIM card to it.

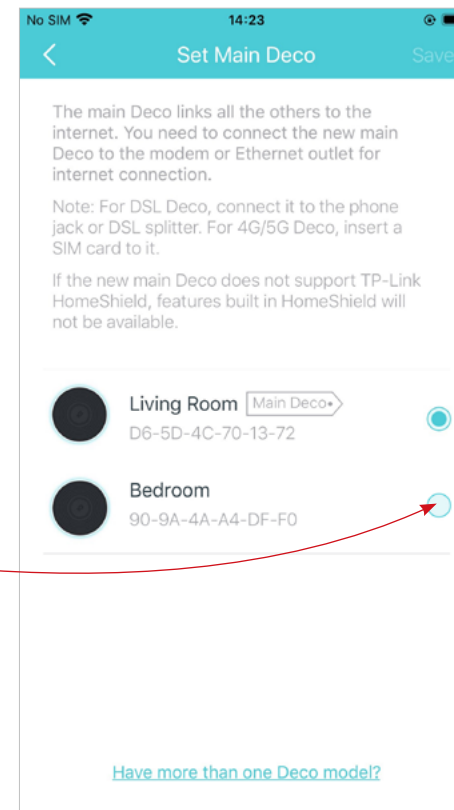
1. In Overview, tap .



2. Tap  > [Set Main Deco](#).



3. Choose a satellite Deco and follow app instructions to complete the settings.



Remove/Reboot Deco

You can reset your Deco to factory default settings or reboot your Deco to clear cache and enhance running performance easily in the Deco app. Follow the steps below.

Note:

Rebooting your Deco will keep the current settings on it.

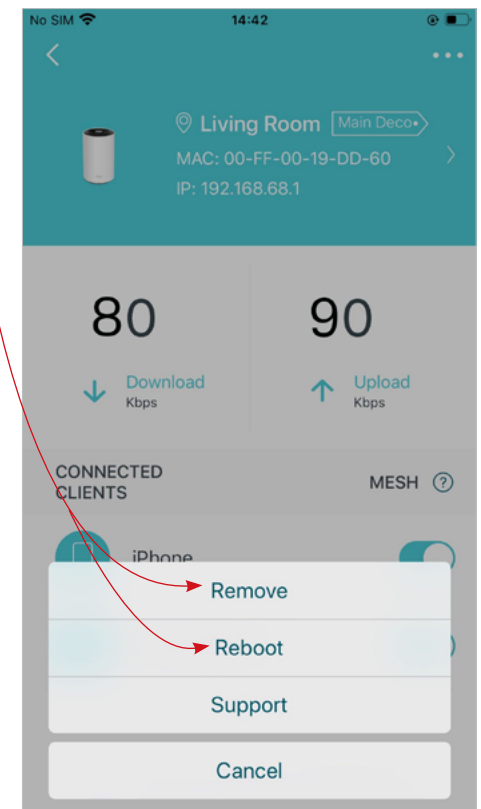
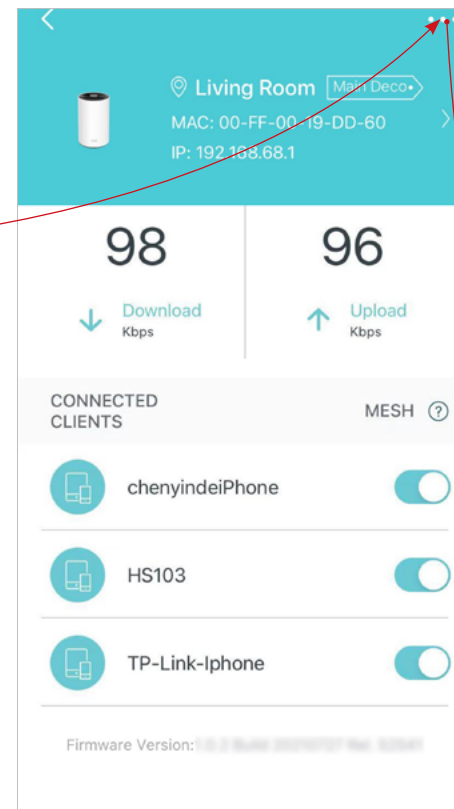
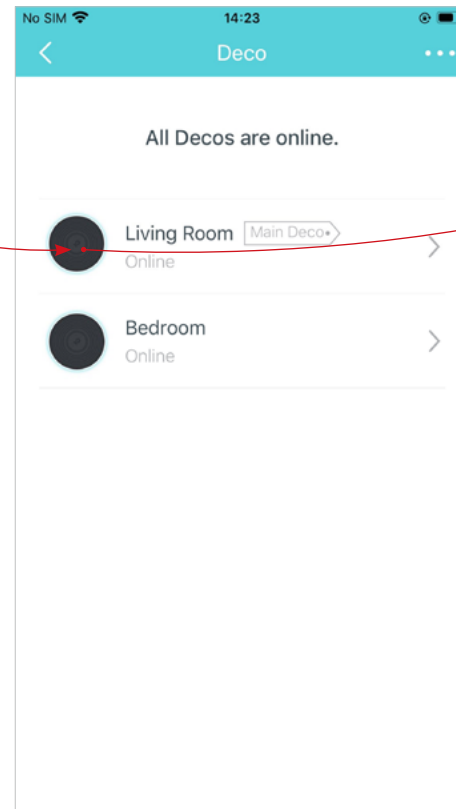
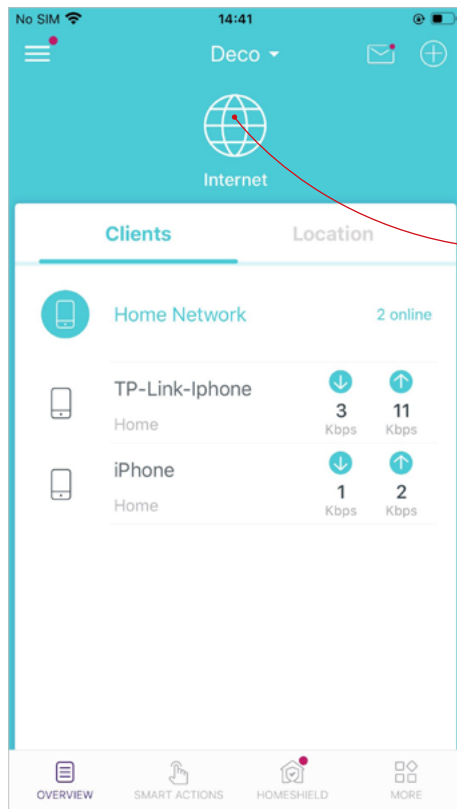
Removing your Deco will reset it to factory default settings and you will need to set up your Deco again. You can also press the Reset button on the Deco for 1 second to quickly reset your Deco to factory default settings.

1. In Overview, tap .

2. Select a Deco unit.

3. Tap  to remove or reboot the Deco.

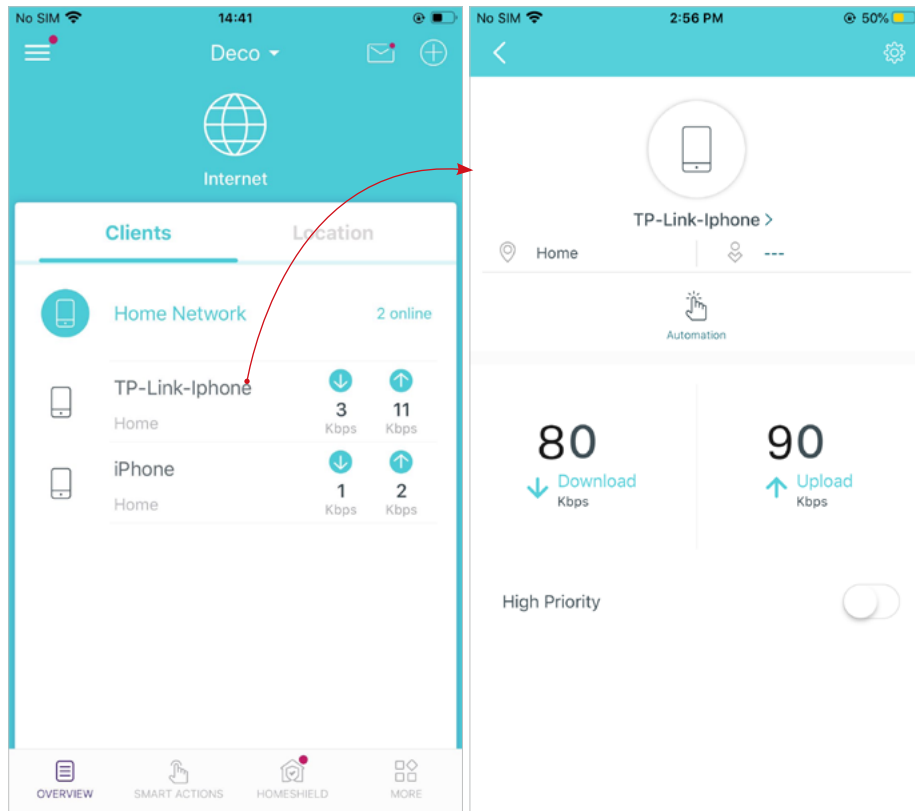
Note: If the LED light of Deco does not turn pulsing blue after tapping [Remove](#), press the Reset button on the Deco for 1 second to reset it.



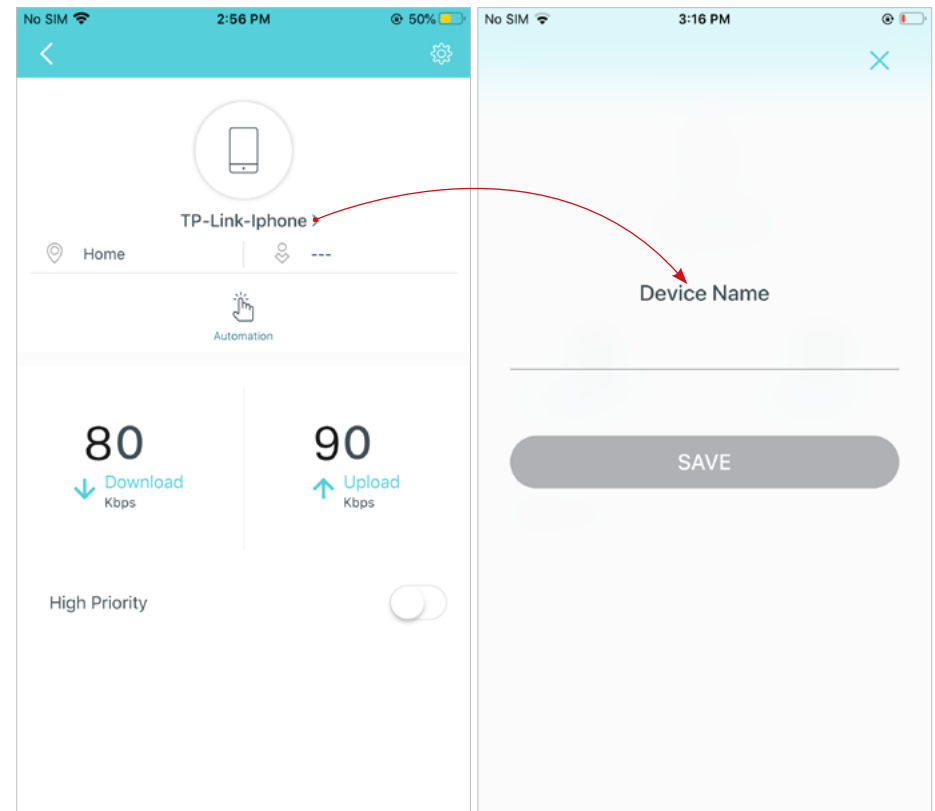
Manage Connected Devices

In Overview, you can manage your connected devices easily, such as changing the device name/type/location, enabling automation, Mesh Technology and high priority for the device, setting a profile to manage its online activities, and more.

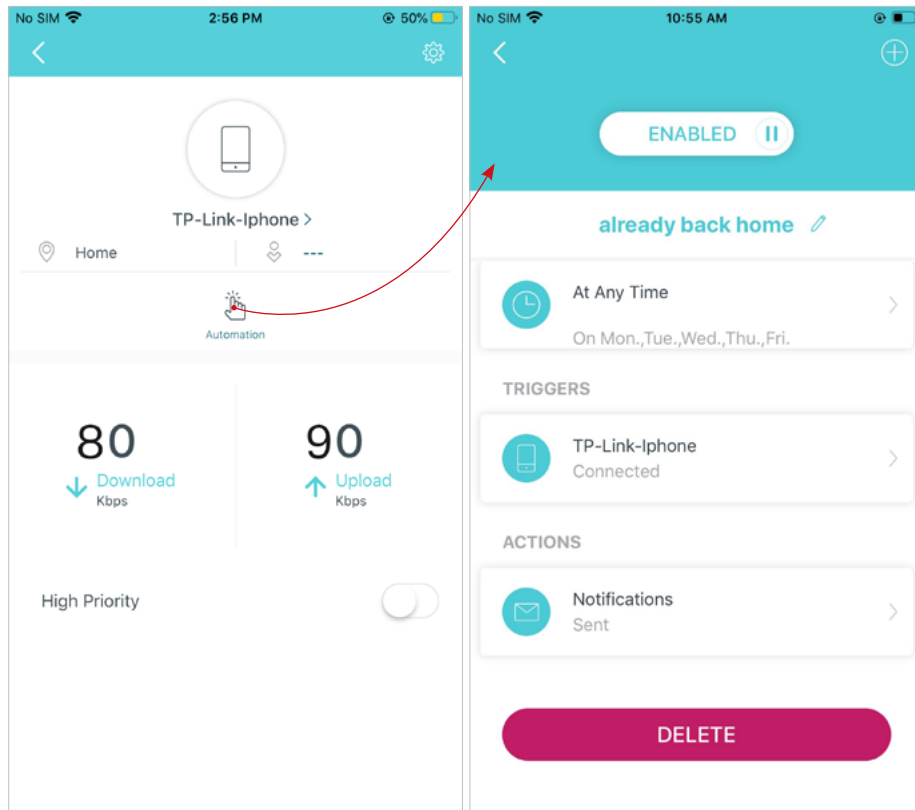
Tap a connected device to check the details (e.g. real-time upload and download speeds, device name/location/profile, etc.).



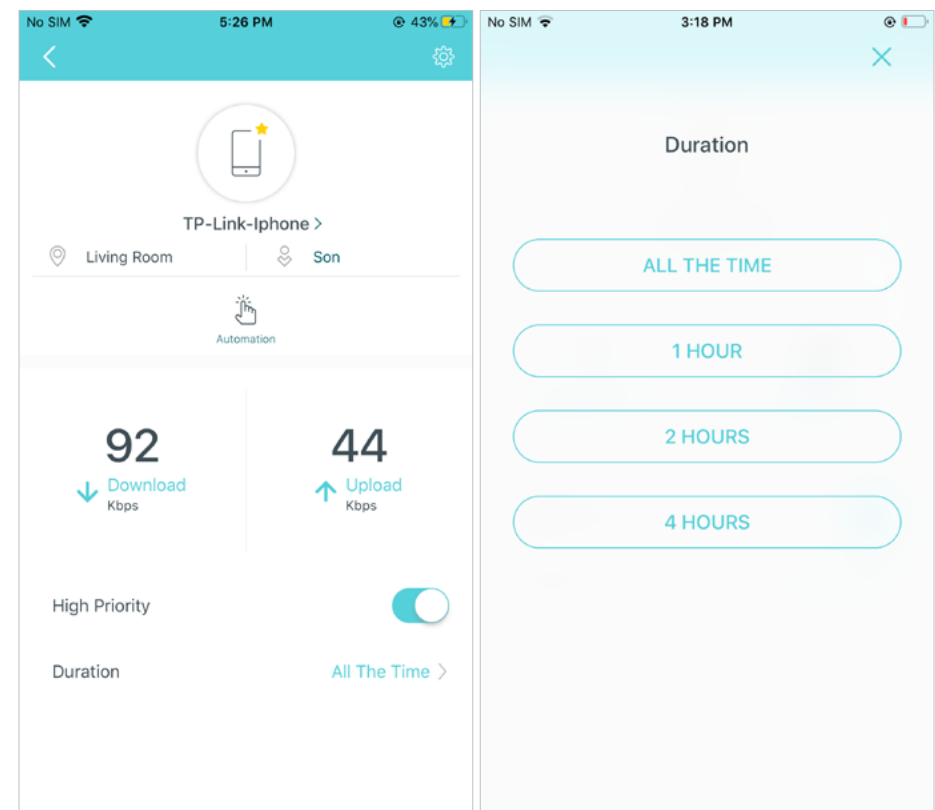
Change the device name as needed.




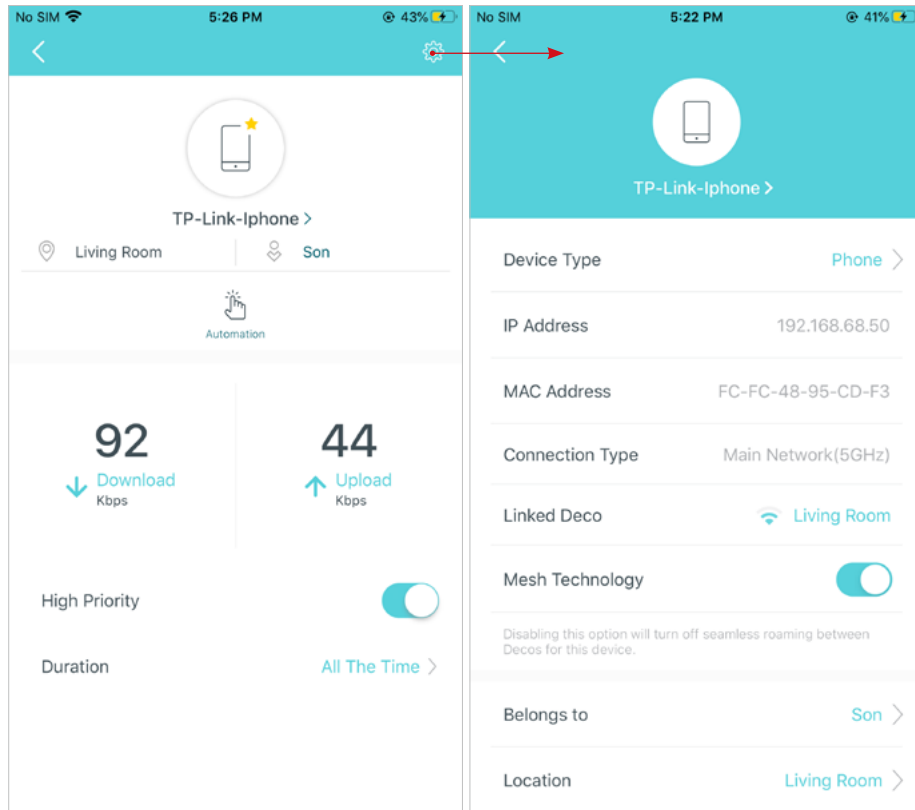
Tap [Automation](#) to enable, disable, or edit it. If you have not set automation yet, follow [Automation](#) to create one.



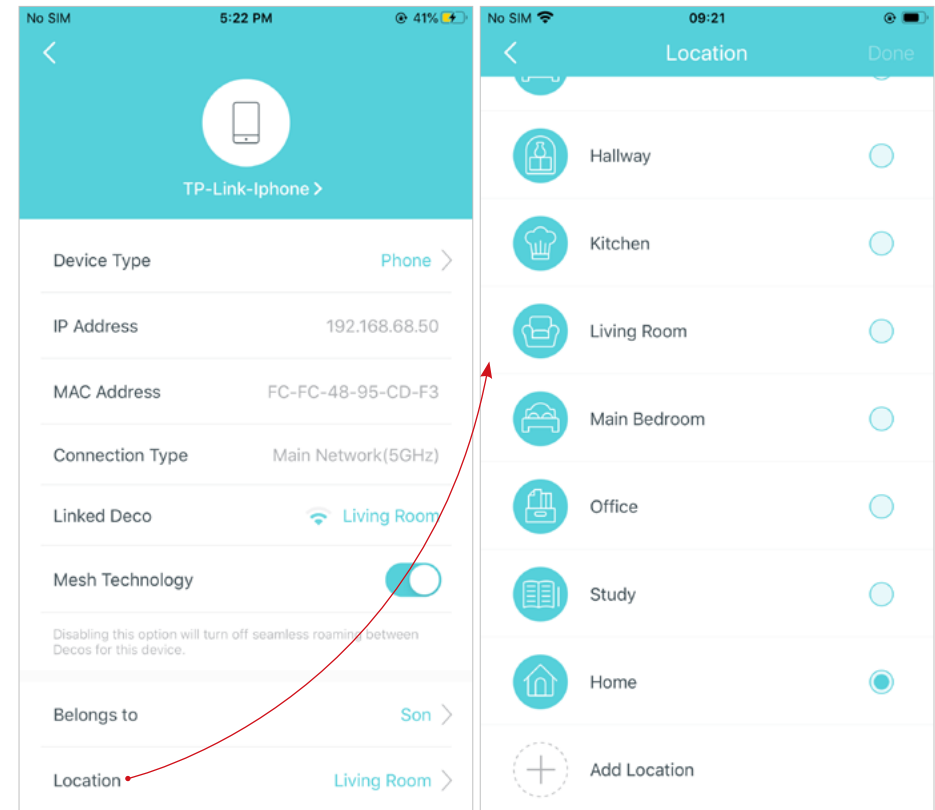
Enable [High Priority](#) and set the [Duration](#) time to prioritize the connection of this device during the time, such as a family member's laptop for one hour during a video call.



Tap  to manage the device settings, including changing the device name/type, viewing device detailed information (IP address, MAC address, connected network, linked Deco, etc.), and more.

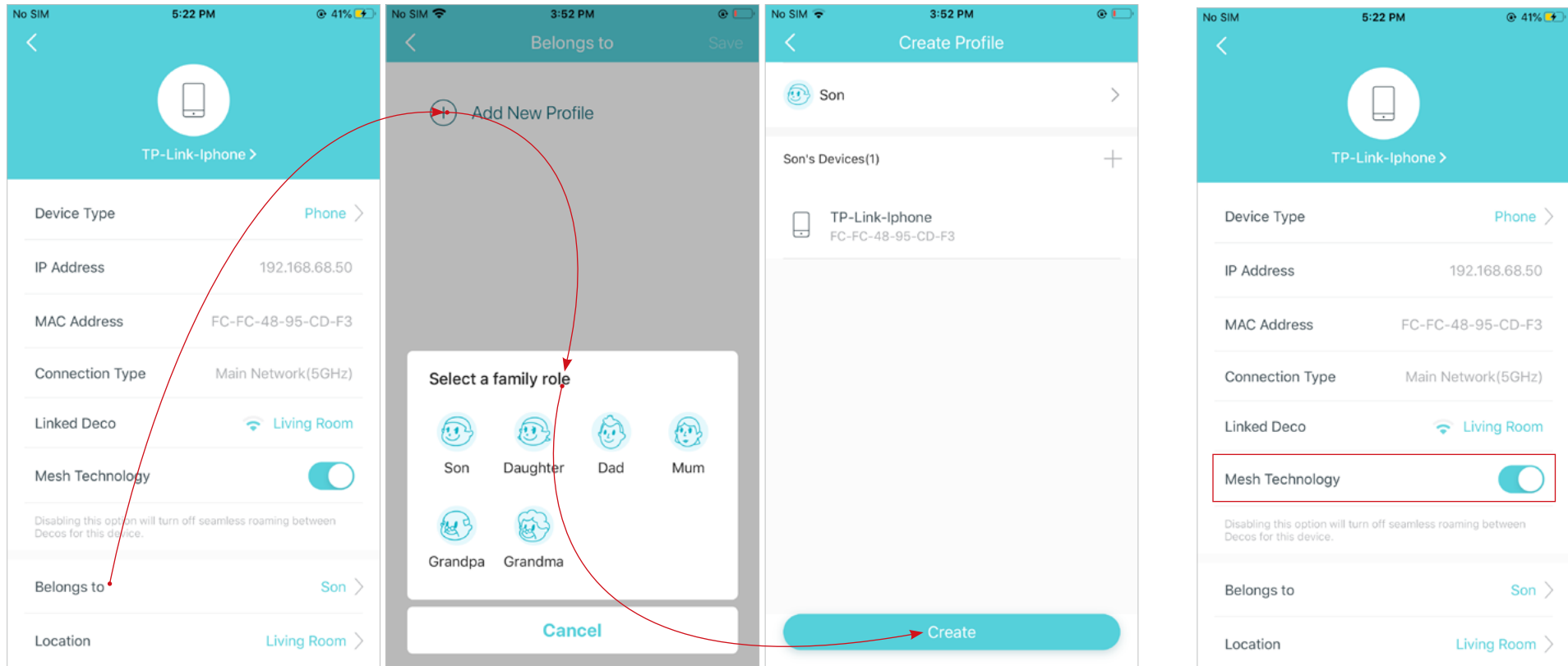


Tap [Location](#) to sort the devices by customized locations so that you can quickly find and manage the devices.



Tap **Belongs to** to add a unique profile for the device and manage its online activities. For example, when and for how long this device can access the internet, block inappropriate content, and pause the internet if necessary. For more information about the feature, refer to [HomeShield](#).

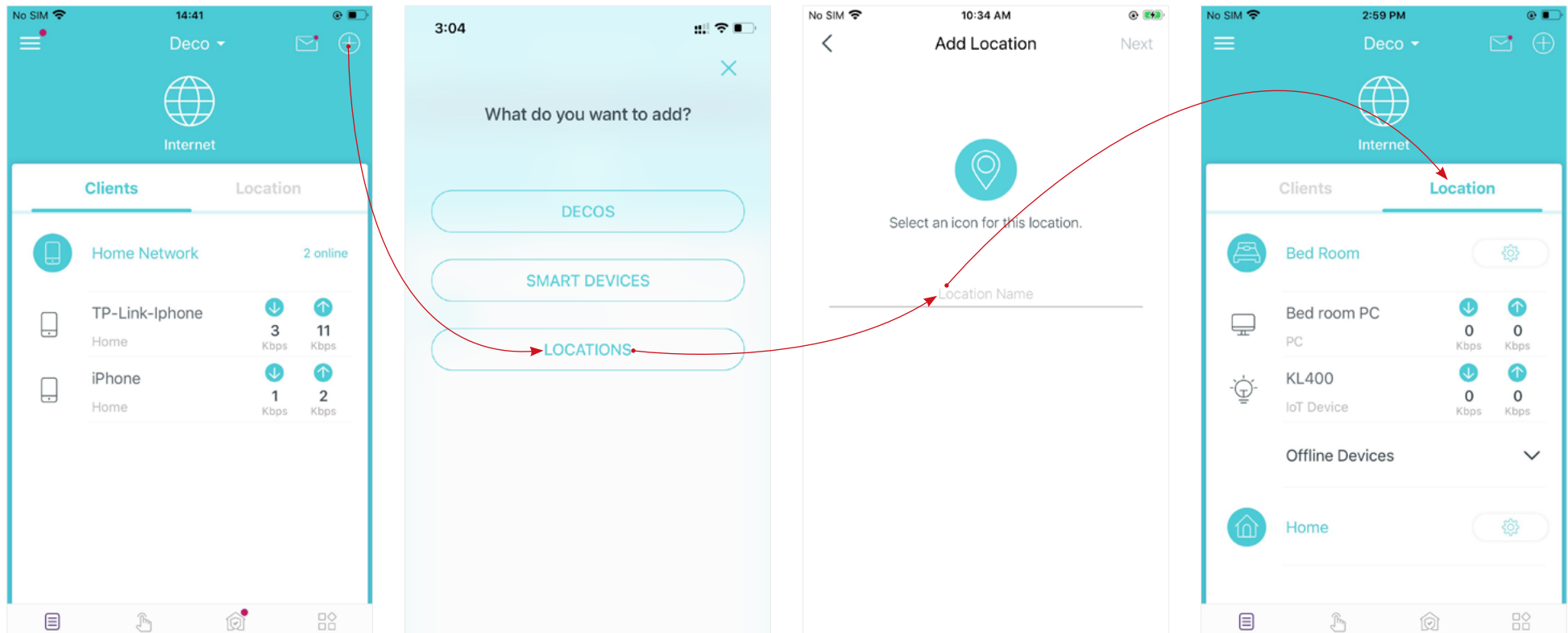
Enable **Mesh Technology** and then the device can seamlessly switch to the Deco that provides the fastest speed as you move around.



Sort Devices By Locations

After adding your devices to the Deco network, you can sort them by customized locations so that it will be more convenient and efficient to manage your devices. For example, you can add the lights and computer in your bed room to a location set as "Bed Room", so you can quickly find and manage these devices.

In Overview, tap + > [LOCATIONS](#). Follow app instructions to sort your devices by location.

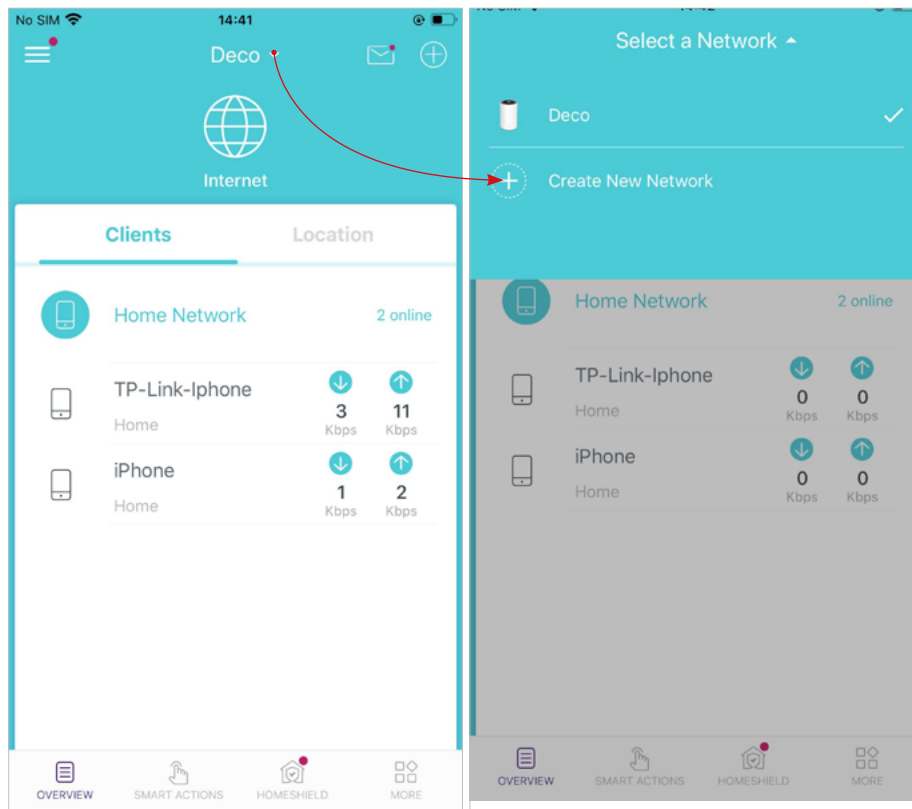


Create a New Network


In the Deco app, you can create different Deco networks with your TP-Link ID and manage them conveniently from the Deco app with one account. You can also help family or friends manage their networks with your Deco app. Two methods are provided as below to create a new network.

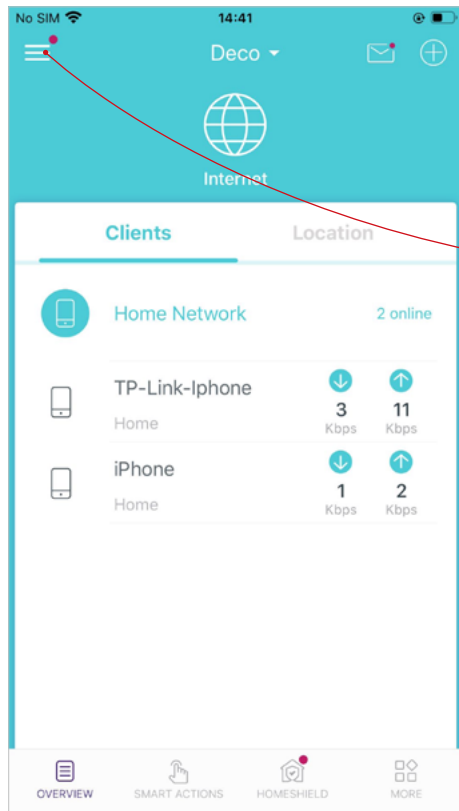
Method 1. Create a new network from the Overview page

Tap  > [Create New Network](#). Then follow app instructions to complete the setup.

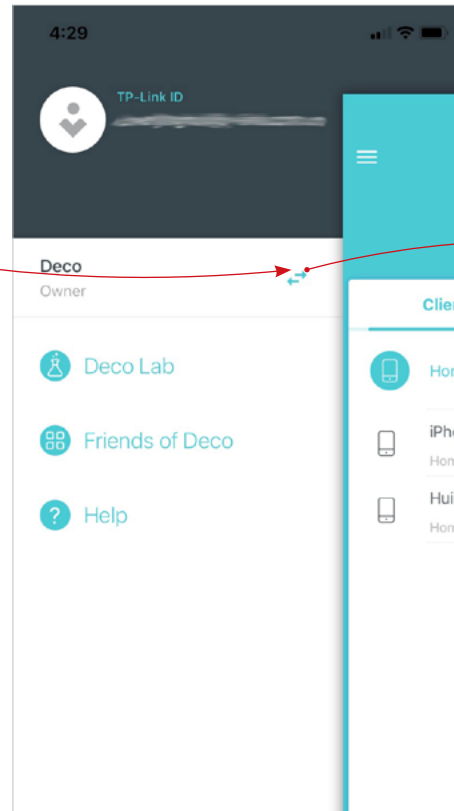


Method 2. Create a new network from the Menu page

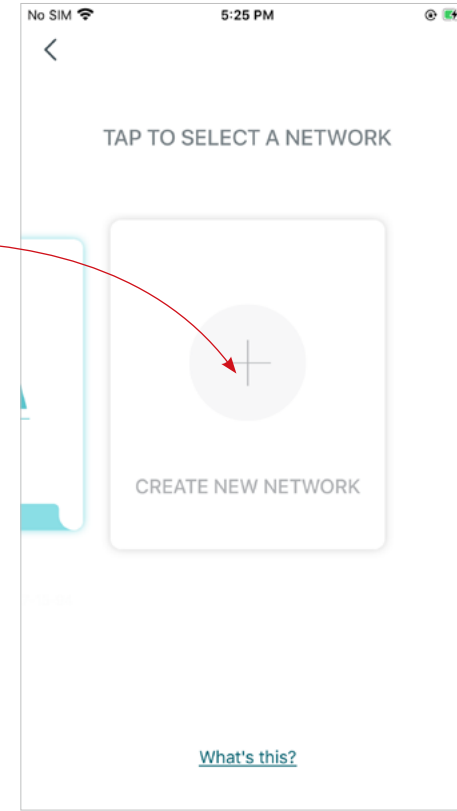
1. Tap  to open the menu.



2. Tap  > CREATE NEW NETWORK.





3. Follow app instructions to complete the setup.

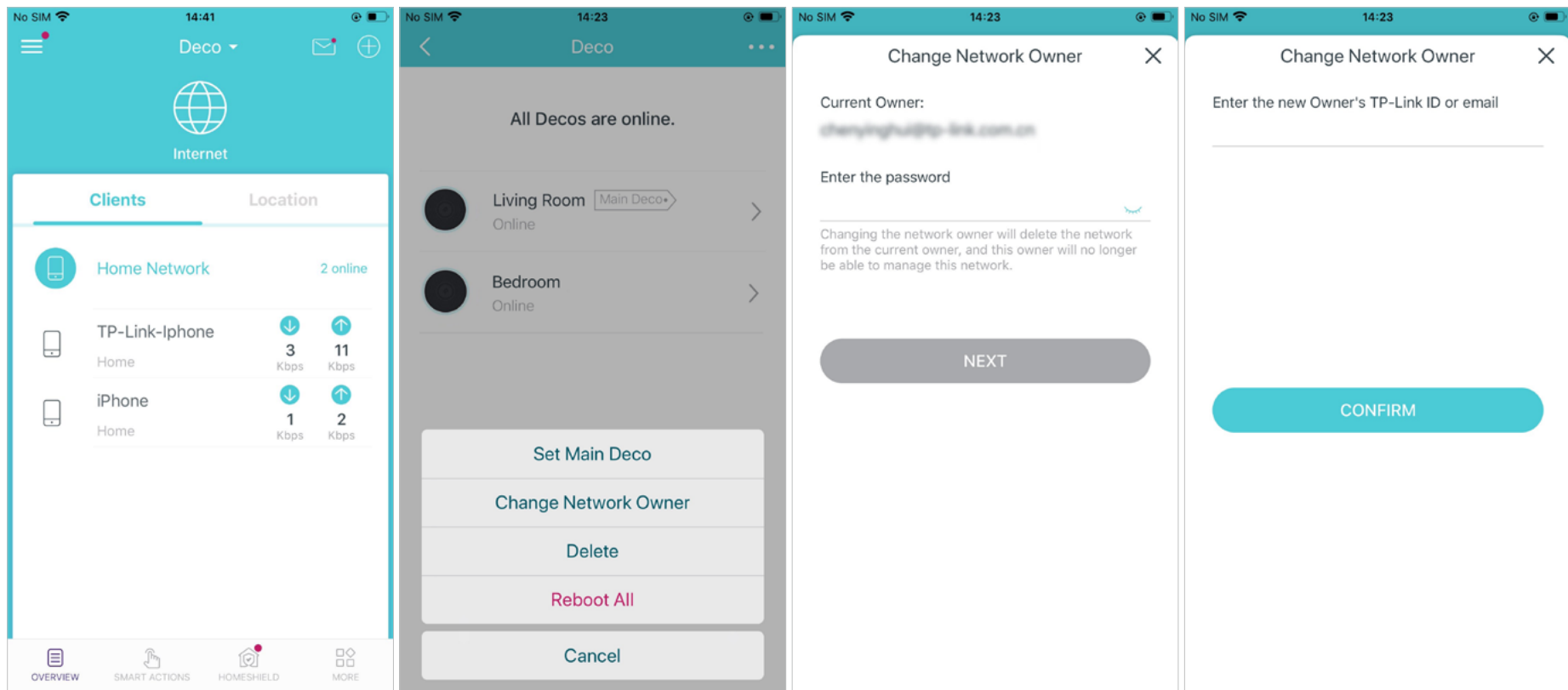


Change Network Owner

You can change the network owner on the Deco app without resetting the whole Deco network. Follow the steps below.

In Overview, tap  >  > [Change Network Owner](#). Follow app instructions to change the network owner. Then you will not be able to manage this network with your account anymore. The new owner needs to follow steps in an email sent from TP-Link to log in and manage the network.

 **Note:** Changing the network owner will delete the network from the current owner, and this owner will no longer be able to manage this network.

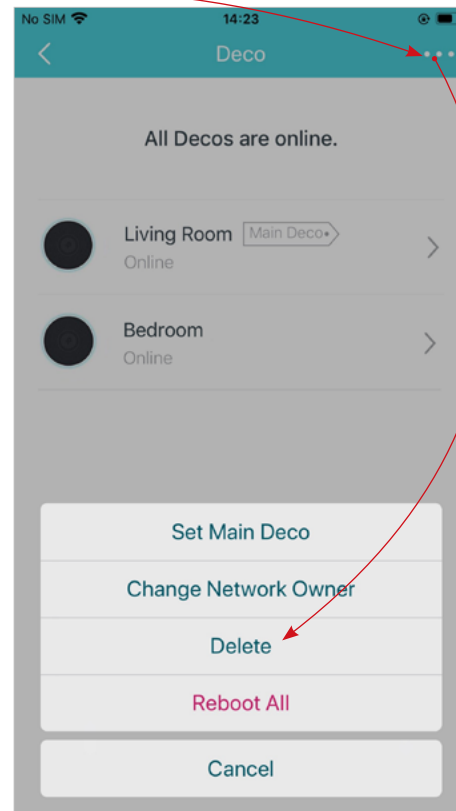
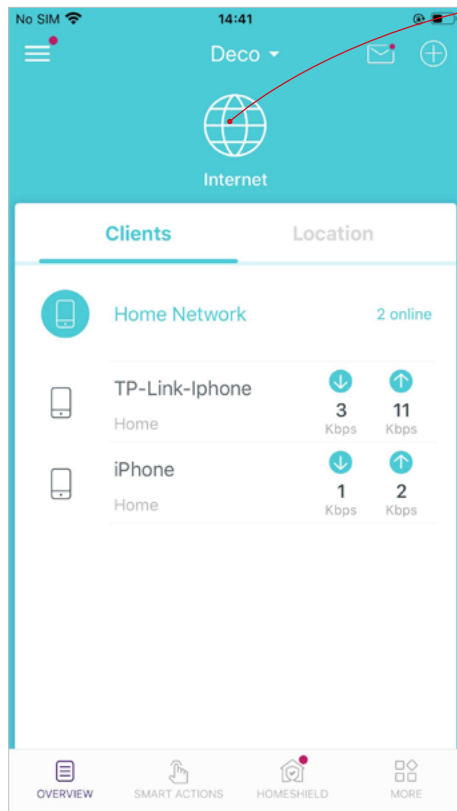


Delete a Network

You can delete a Deco network if you don't need it anymore. Deleting a Deco network will reset all Decos in this network to factory default settings.

1. In Overview, tap .

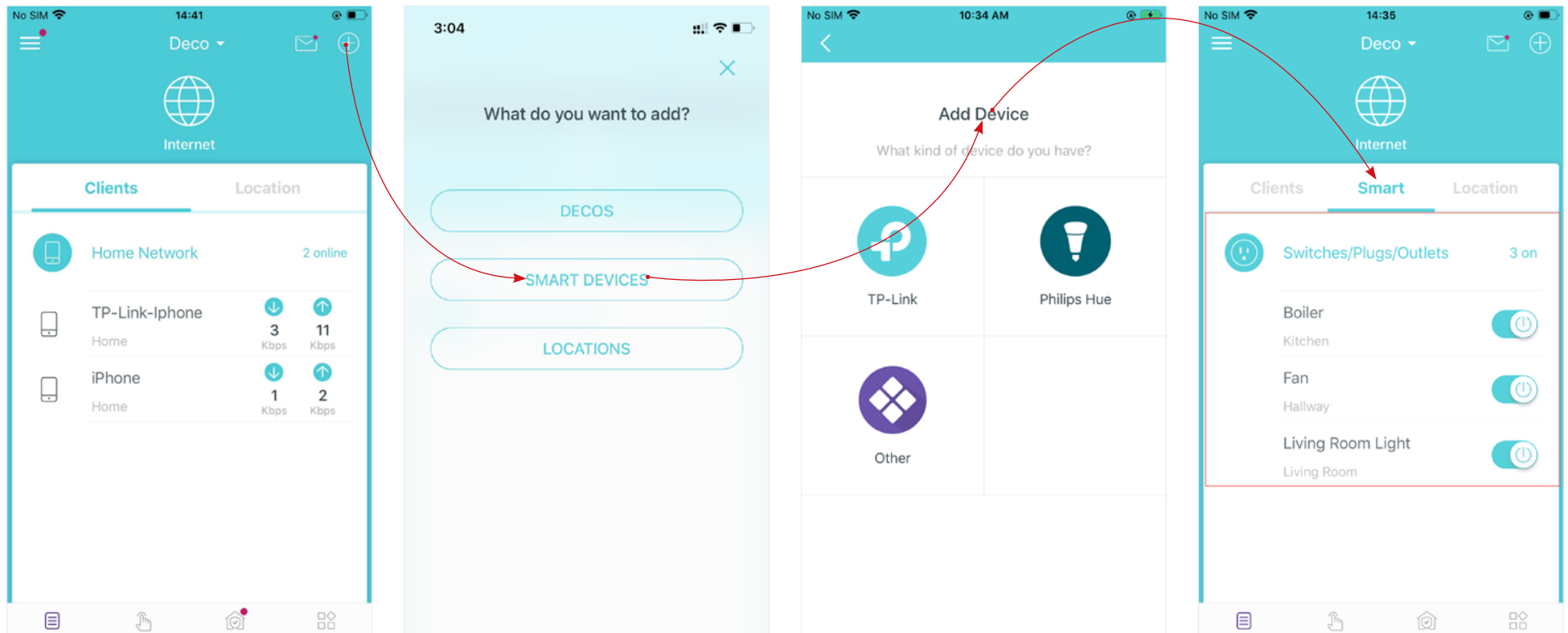
2. Tap  > Delete.



Add Smart Devices

After creating a Deco network, you can add your smart home devices to the network and manage them conveniently on your Deco app.

In Overview, tap + > SMART DEVICES. Follow app instructions to add your smart devices to the network. Then the smart devices will display on the Overview page as shown below.

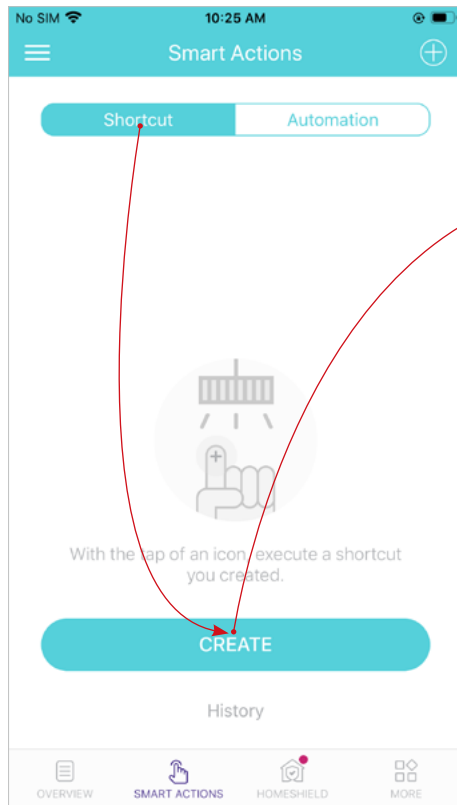


Shortcut

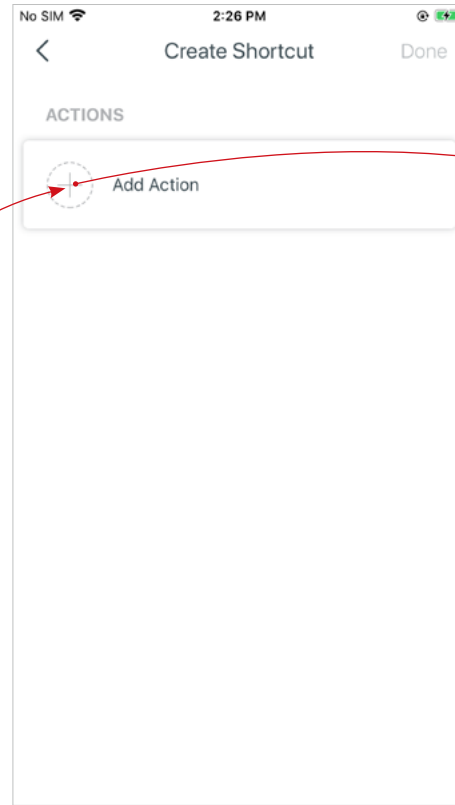
Shortcut lets you achieve an action with a simple tap. For example, if you want to power on your living room light at one tap, follow the steps below.

📌 Note: If you want to create shortcuts for your smart devices, follow [Add Smart Devices](#) to add the smart devices to the Deco network first.

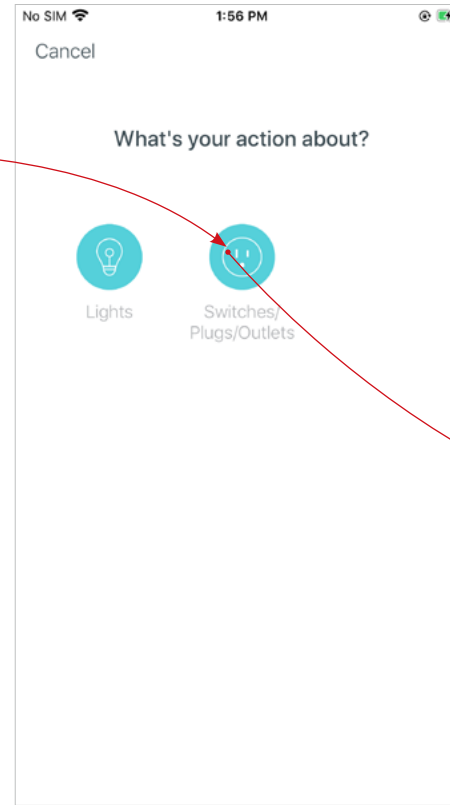
1. Tap  > **Shortcut** > **CREATE**.



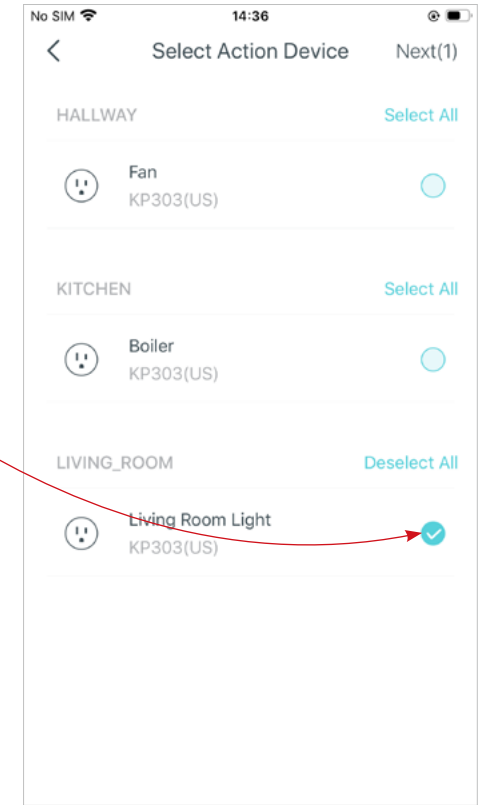
2. Add an action.



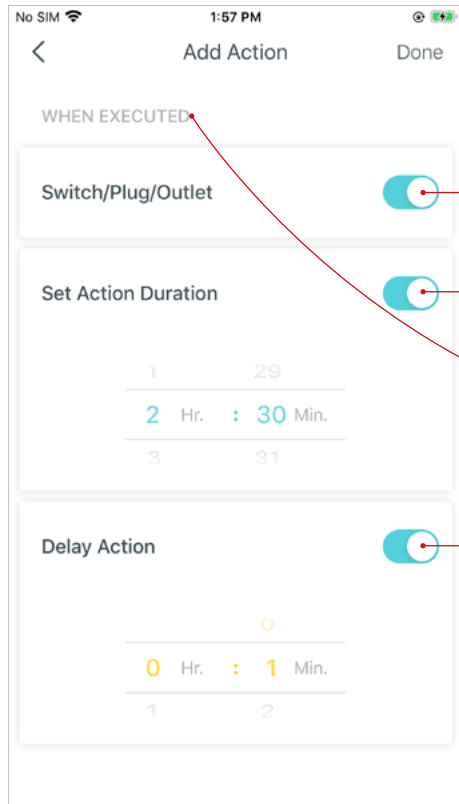
3. Choose an action type.



4. Choose the action device.



5. Set how the action behaves when executed. For example, set as below then the living room light will turn on 1 minute after you tap the shortcut icon and will turn off automatically after 2.5 hours.

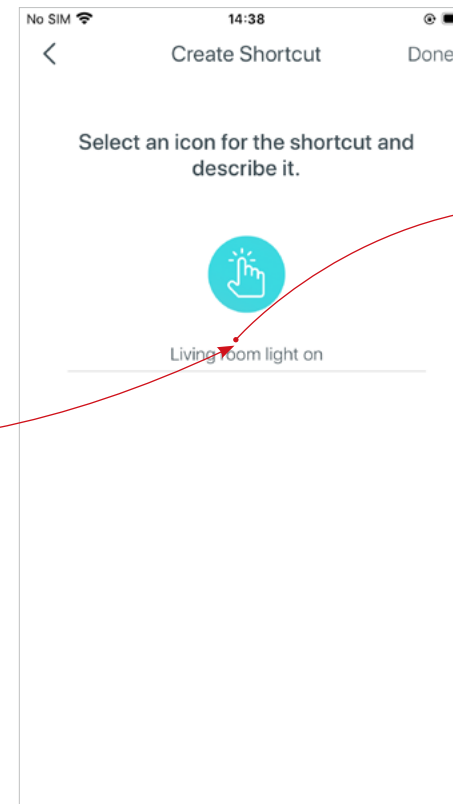


Turn on/off

The effective time of the action

The waiting time before the action starts

6. Select an icon and set a name for the shortcut to finish the settings.



7. Tap the icon to execute the action.

Tip: If you have set Delay Action, you will need to wait for the time you set before the action takes effect.

