TP-Link

TP-Link EAP620 HD Omada WiFi 6 AX1800 Wireless Gigabit Access Point User Manual

Model: EAP620 HD
Brand: TP-Link

Product Overview

The TP-Link EAP620 HD is an Omada WiFi 6 AX1800 Wireless Gigabit Access Point designed for high-density deployment environments. It integrates seamlessly into the Omada Software Defined Networking (SDN) platform, offering centralized cloud management. This device supports advanced Wi-Fi 6 technologies such as OFDMA, MU-MIMO, Mesh, and Seamless Roaming to deliver ultra-fast speeds and enhanced network capacity.

It is compatible with multiple voltage ranges (100-240V) and supports Power over Ethernet Plus (PoE+) for flexible and convenient installation.

Image: Front view of the TP-Link EAP620 HD Access Point, showcasing its clean, circular design with the TP-Link logo in the center and a status LED at the bottom.

Package Contents

Verify that all items are present in your package:

- EAP620 HD Access Point
- Power Adapter
- Ceiling/Wall Mounting Kits
- Installation Guide (PDF available online)

Specifications

Feature	Detail
Wireless Type	802.11n, 802.11ax (Wi-Fi 6), 802.11b, 802.11g, 802.11ac
Model Name	EAP620 HD
Frequency Band Class	Dual-Band (2.4 GHz & 5 GHz)
Max Wireless Speed	Up to 1800 Mbps (1201 Mbps on 5 GHz, 574 Mbps on 2.4 GHz)
Connectivity Technology	Wi-Fi, Ethernet (Gigabit PoE+ Port)
Power Supply	802.3at PoE+ or 12V/1A DC power adapter (included)
Dimensions (LxWxH)	9.59 x 9.59 x 2.59 inches
Item Weight	1.59 pounds

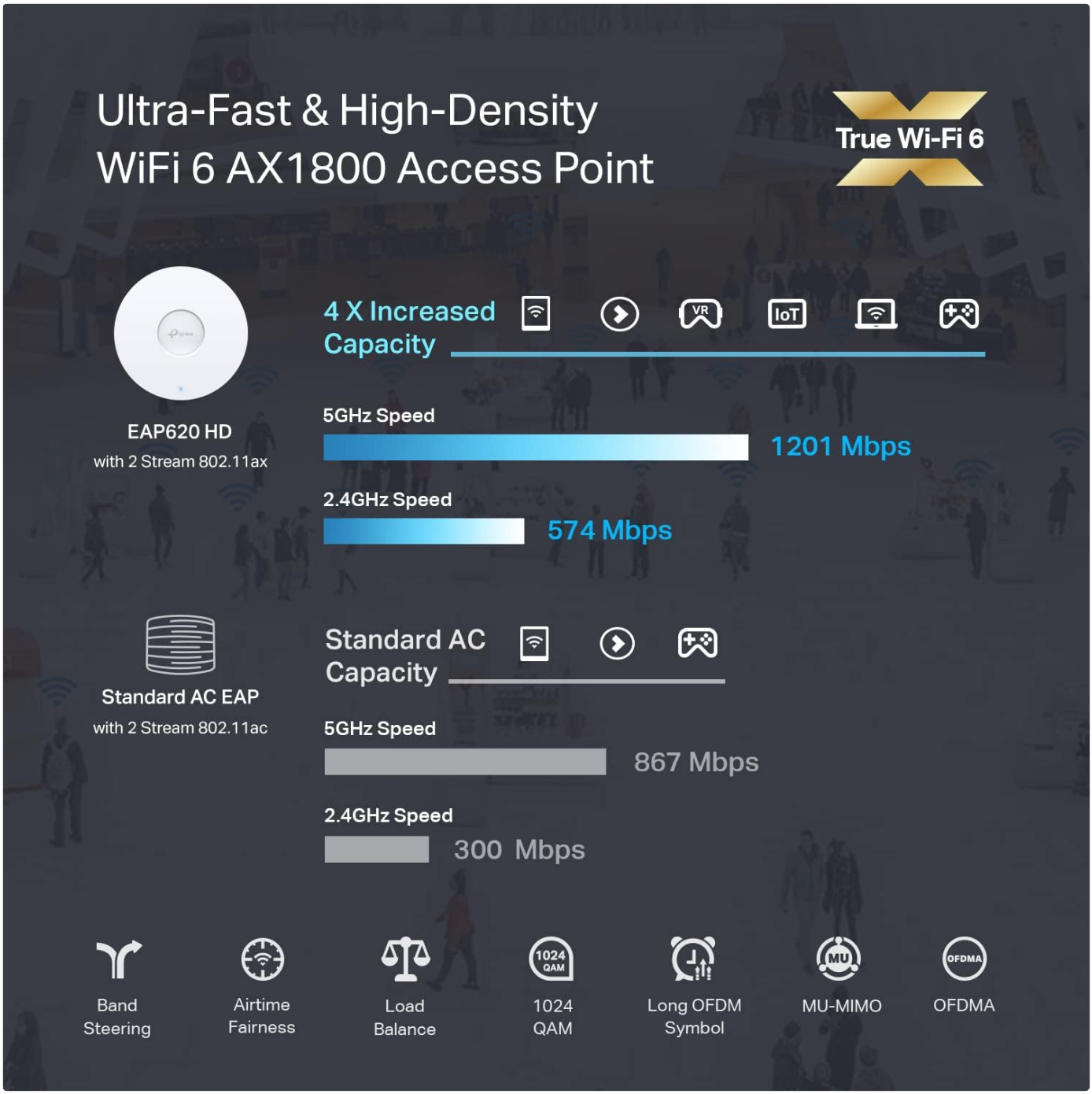

Image: Diagram illustrating the EAP620 HD's ultra-fast and high-density Wi-Fi 6 capabilities, showing increased capacity and speed

comparisons between Wi-Fi 6 and Wi-Fi 5.

Setup and Installation

The EAP620 HD supports flexible deployment options, including Power over Ethernet Plus (PoE+) for simplified wiring. For detailed installation instructions, including ceiling and wall mounting, please refer to the official Installation Manual PDF available on the TP-Link support website.

Physical Connection

1. **Power Supply:** Connect the included power adapter to the EAP620 HD and a power outlet, or use a PoE+ switch/injector to provide power and data simultaneously via an Ethernet cable.
2. **Ethernet Connection:** Connect an Ethernet cable from your router or network switch to the Gigabit PoE+ Port on the EAP620 HD.

Image: Underside view of the EAP620 HD, highlighting the Gigabit PoE+ Port and the power supply input, demonstrating its refined industrial design for easy mounting.

Initial Configuration

The EAP620 HD can be managed in standalone mode or integrated into the Omada SDN platform for centralized control. For initial setup and network configuration, it is recommended to use the Omada App or the Omada Software Controller.

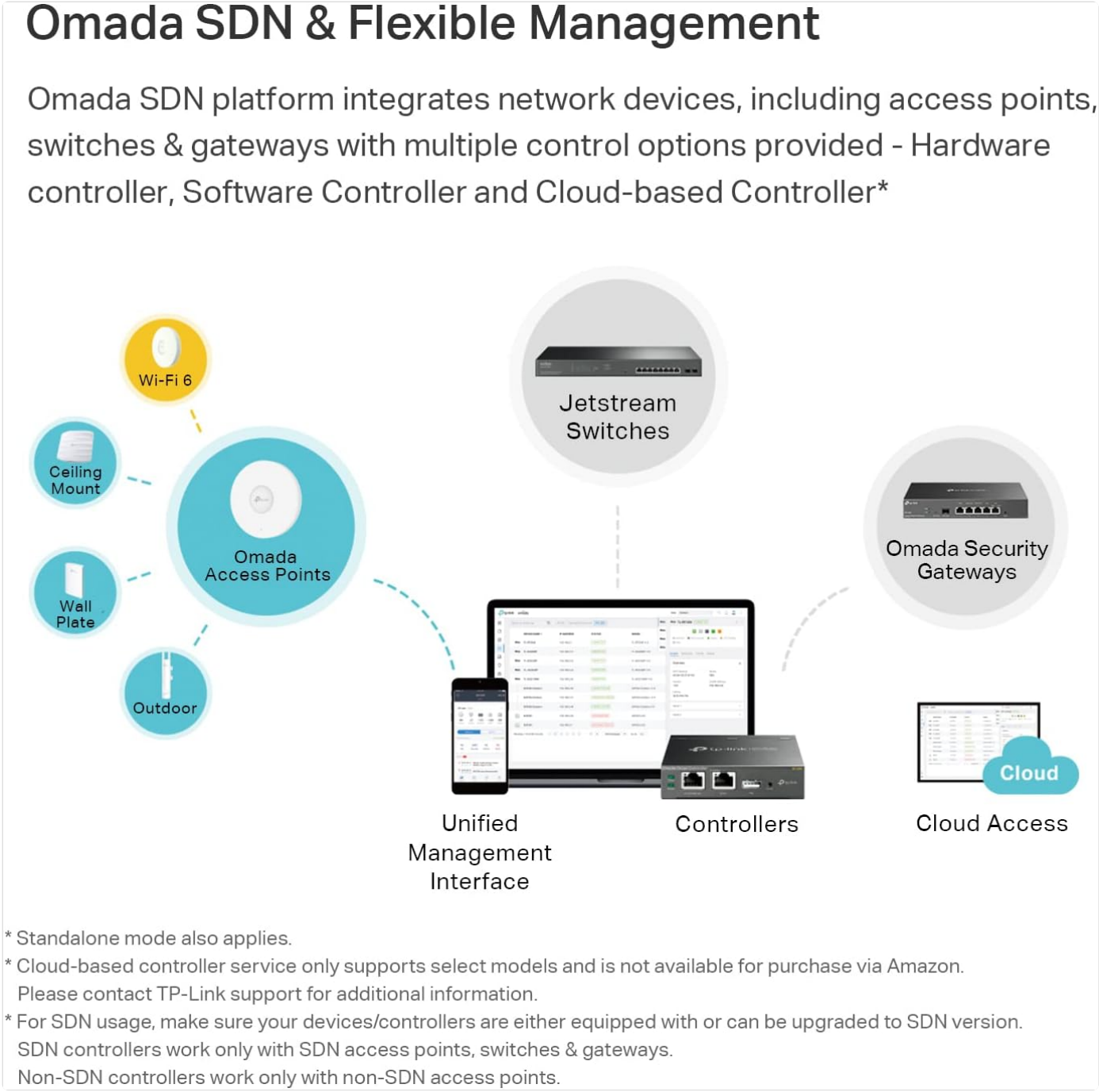

Image: Diagram illustrating the Omada SDN platform, showing how access points, switches, and gateways integrate for unified management via hardware controller, software controller, or cloud access.

Operation and Features

The EAP620 HD leverages advanced Wi-Fi 6 technologies to optimize wireless performance in demanding environments.

High-Density Connectivity

- **OFDMA (Orthogonal Frequency Division Multiple Access):** Increases network capacity by allowing multiple devices to share a single channel, improving efficiency in crowded environments.
- **MU-MIMO (Multi-User, Multiple-Input, Multiple-Output):** Enables the access point to communicate with multiple devices simultaneously, reducing wait times and boosting throughput.

Image: Illustration showing effortless deployment options, including power via Ethernet cable (PoE+) and mesh connection between multiple access points in a high-density environment.

Mesh Technology and Seamless Roaming

When integrated with Omada SDN controllers, the EAP620 HD supports Mesh technology, allowing for flexible wireless network expansion without additional cabling. Seamless Roaming ensures that devices automatically switch to the strongest signal as users move, maintaining an uninterrupted connection.

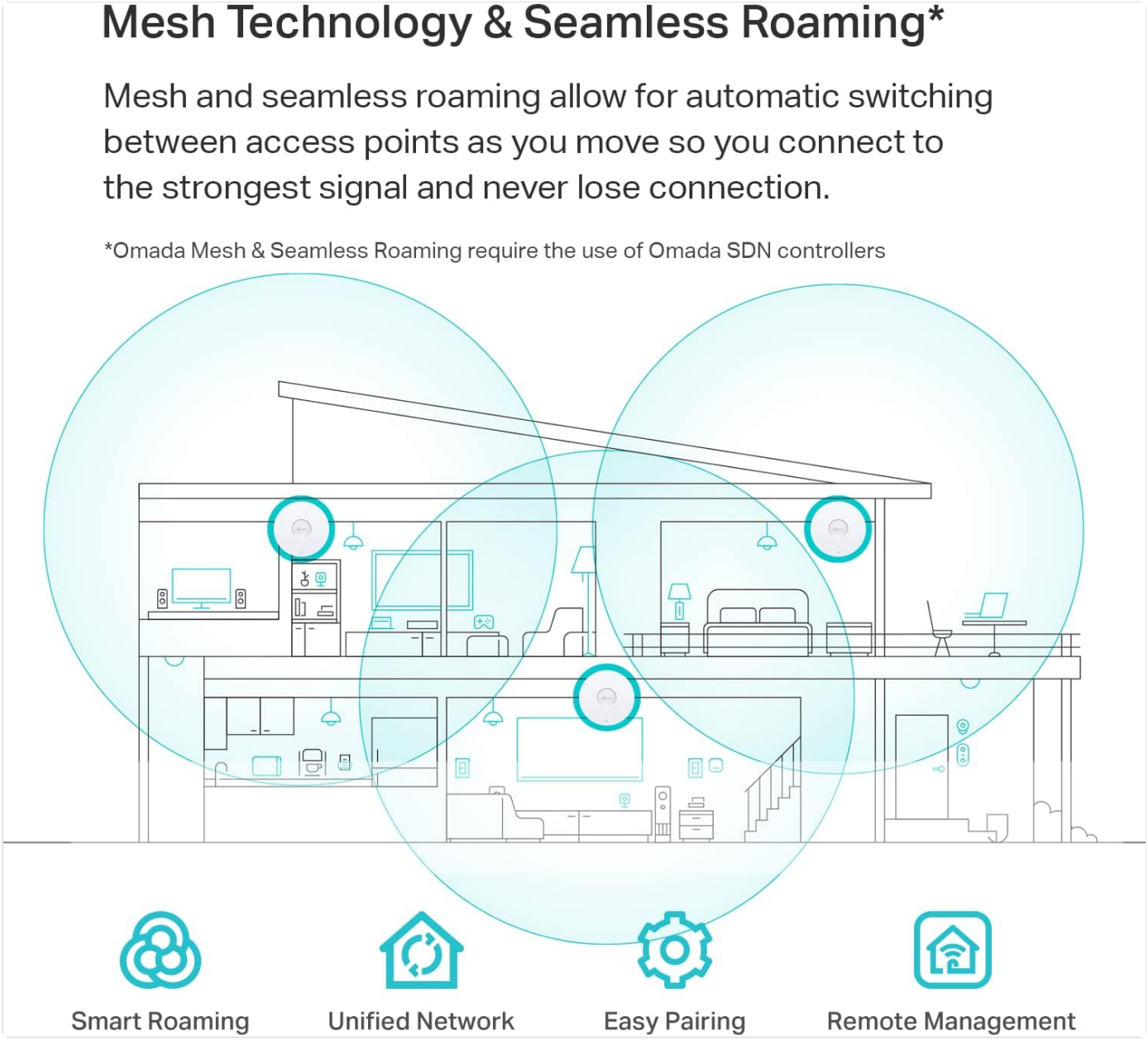

Image: Diagram depicting a multi-story building with multiple access points, illustrating how Mesh Technology and Seamless Roaming provide continuous Wi-Fi coverage throughout the area.

Centralized Cloud Management

The Omada SDN platform provides 100% centralized cloud management for your network devices. This allows for remote access and management of the entire network from different sites via the Omada app or web interface, anytime and anywhere.

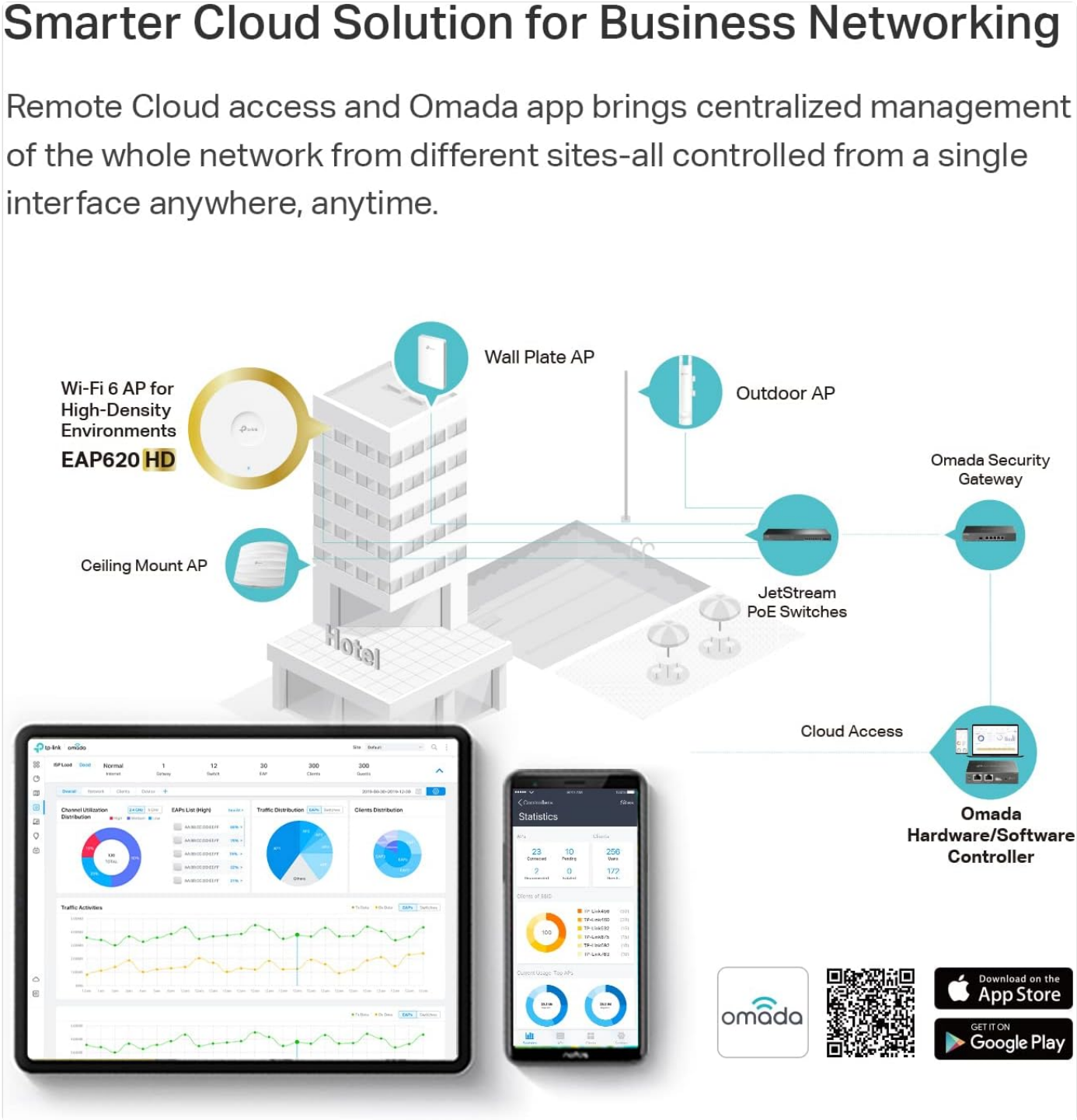

Image: Visual representation of the Omada cloud solution for business networking, showing various Omada devices (APs, switches, gateways) managed centrally via a tablet and smartphone app.

Maintenance

- **Firmware Updates:** Regularly check the TP-Link website or your Omada controller for the latest firmware updates to ensure optimal performance, security, and access to new features.
- **Cleaning:** Keep the access point clean and free from dust. Use a soft, dry cloth for cleaning. Do not use liquid cleaners or aerosols.
- **Environmental Conditions:** Ensure the device is operated within its specified temperature and humidity ranges to prevent damage and ensure longevity.

Troubleshooting

This section provides solutions to common issues you might encounter with your EAP620 HD.

No Power/LED Off

- Ensure the power adapter is securely connected to the device and a working power outlet.
- If using PoE+, verify that the Ethernet cable is connected to a PoE+ compatible port on your switch/injector and that the switch/injector is powered on.

No Internet Access

- Check the Ethernet cable connection between the EAP620 HD and your router/switch.
- Verify that your main router has internet connectivity.
- Ensure the EAP620 HD is properly configured (e.g., correct IP settings, SSID broadcast).

Poor Wi-Fi Signal or Speed

- Relocate the access point to a more central location, away from obstructions like thick walls or metal objects.
- Check for sources of interference (e.g., microwaves, cordless phones) and move them away from the access point.
- Ensure your client devices support Wi-Fi 6 (802.11ax) to benefit from the full speed capabilities.
- Adjust channel settings on the Omada controller to avoid congestion.

Resetting the Device

To restore the EAP620 HD to its factory default settings, locate the Reset button on the device. With the device powered on, press and hold the Reset button for approximately 5-8 seconds until the LED behavior changes, then release. The device will reboot with factory defaults.

Warranty and Support

The TP-Link EAP620 HD is backed by a **Limited Lifetime Warranty**, providing assurance for the product's quality and durability. TP-Link also offers free 24/7 technical support to assist with any setup, configuration, or troubleshooting needs.

For further assistance, detailed FAQs, and the latest drivers and firmware, please visit the official TP-Link support website: www.tp-link.com/support

You can also refer to the comprehensive Installation Manual (PDF) for in-depth setup procedures:Installation Manual PDF

Important Information

Legal Disclaimer

1. Maximum wireless transmission rates are the physical rates derived from IEEE Standard 802.11 specifications. Range and coverage specifications are based upon test results under normal usage conditions. Actual wireless transmission rate and wireless coverage are not guaranteed and will vary as a result of 1) environmental factors, including building materials, physical objects and obstacles, 2) network conditions, including local interference, volume and density of traffic, product location, network complexity, and network overhead and 3) client limitations, including rated performance, location, connection quality, and client condition.

2. Actual network speed may be limited by the rate of the product's Ethernet WAN or LAN port, the rate supported by the network cable, Internet service provider factors and other environmental conditions.