

tp-link Deco BE5000 Multi Gigabit Mesh WiFi 7 System



tp-link Deco BE5000 Multi Gigabit Mesh WiFi 7 System User Guide

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tp-link Deco BE5000 Multi Gigabit Mesh WiFi 7 System



Specifications

- Product: Deco BE25
- Type: Whole-Home Multi-Gigabit Mesh Wi-Fi System
- Model: BE5000 Whole Home Mesh Wi-Fi 7 System
- Features: LED status indicator, WPS button, 2.5 Gbps WAN/LAN ports, power slot, reset button

Product Usage Instructions

1. Appearance and LED Status

Each Deco unit has an LED that changes color indicating its status:

- Pulse Yellow: Resetting
- Solid Yellow: Starting up
- Pulse Blue: Ready for setup
- Solid Blue: Setting up
- Pulse Green: Upgrading firmware
- Solid Green: Connected and all set up
- Pulse Red: Satellite Deco disconnected
- Solid Red: Issue detected

2. Setting Up Your Deco

1. Download the TP-Link Deco app from Google Play or App Store.
2. Log in or sign up with your TP-Link ID.
3. Select your Deco model.
4. Plug in your Deco to the modem or Ethernet outlet.
5. Wait for the LED to pulse blue to connect your device to Deco's Wi-Fi.

For detailed setup instructions, refer to the user manual or the Deco app.

FAQ

- **Q: What should I do if the Deco LED is solid red?**

A: A solid red LED indicates an issue with the Deco. Try resetting the Deco by pressing and holding the Reset button for a few seconds. If the issue persists, contact customer support.

- **Q: How can I check if my Deco is connected to the main Deco?**

A: If the LED on the satellite Deco is solid red, it means it is disconnected from the main Deco. Make sure both Deco units are within range of each other and try reconnecting them following the setup process.

Deco BE25

A True Whole-Home Multi-Gigabit Mesh Wi-Fi

User Guide

BE5000 Whole Home Mesh Wi-Fi 7 System

About This Guide

This guide provides a brief introduction to BE5000 Whole Home Mesh Wi-Fi 7 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.
<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.

Appearance

- Each Deco has an LED that changes color according to its status, a WPS button, two 2.5 Gbps WAN/LAN 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.



**WPS Button**

Press this WPS button, and immediately press the WPS button on your client device to start the WPS process.

Reset Button

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

2× 2.5 Gbps WAN/LAN Ports

For connecting Deco to your modem, the Ethernet outlet, or for other internet services.

Power Slot

For connecting Deco to the power socket via the provided power adapter.

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.



or



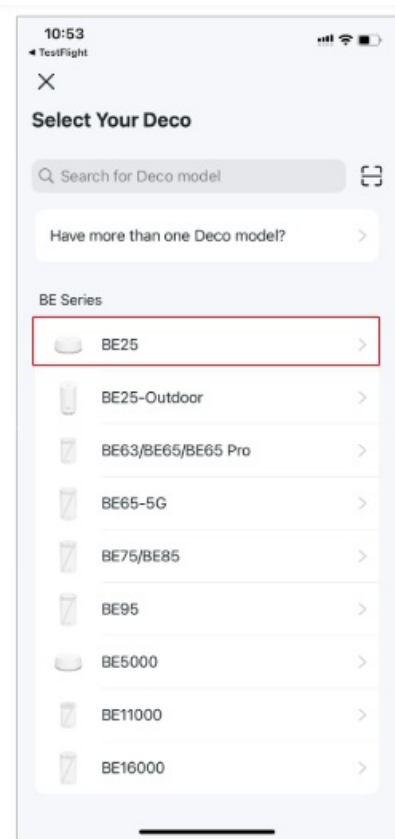
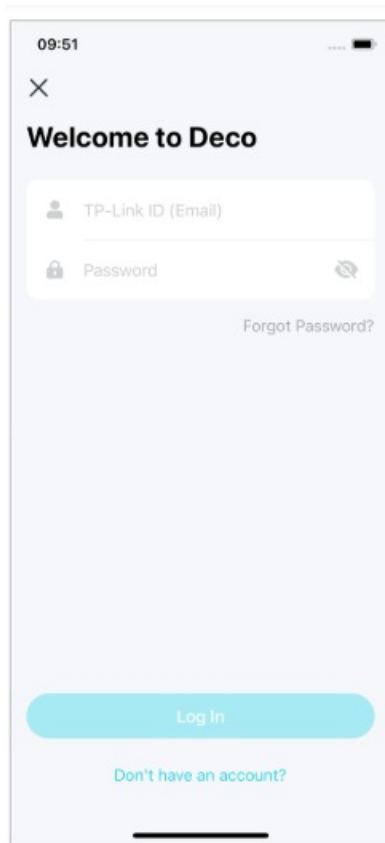
2. Log in or sign up with TP-Link ID

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.



4. Plug in your Deco

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

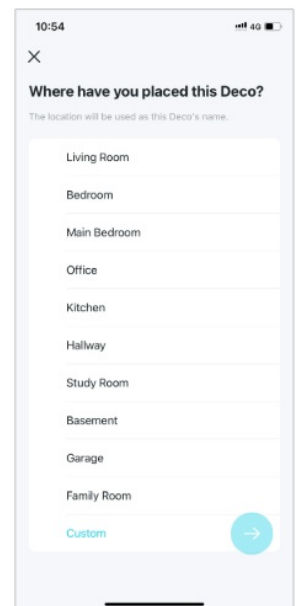
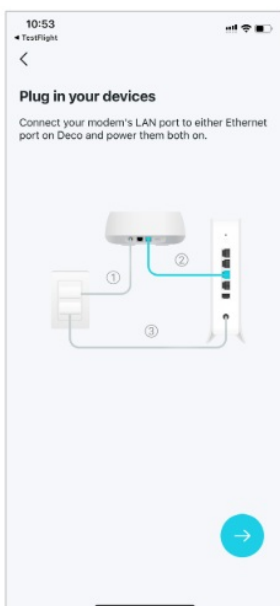
If you don't have a modem, connect your Deco directly to the Ethernet outlet.

5. Wait until Deco's LED pulses blue

Wait until your Deco's LED pulses blue, then your phone/tablet will connect to the Deco's default Wi-Fi automatically.

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.



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.

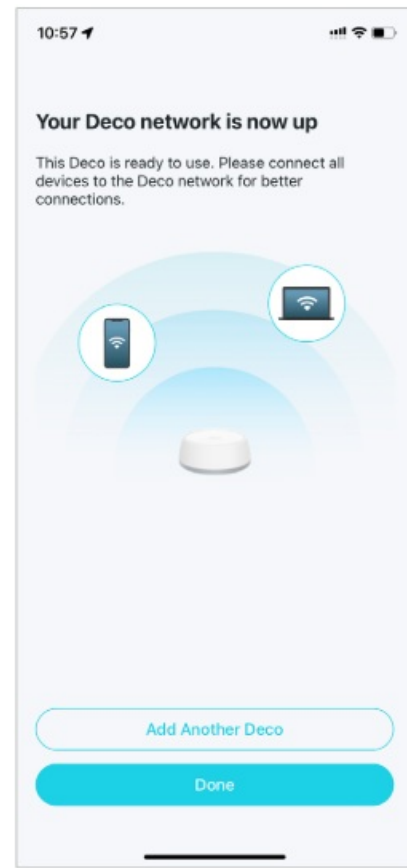
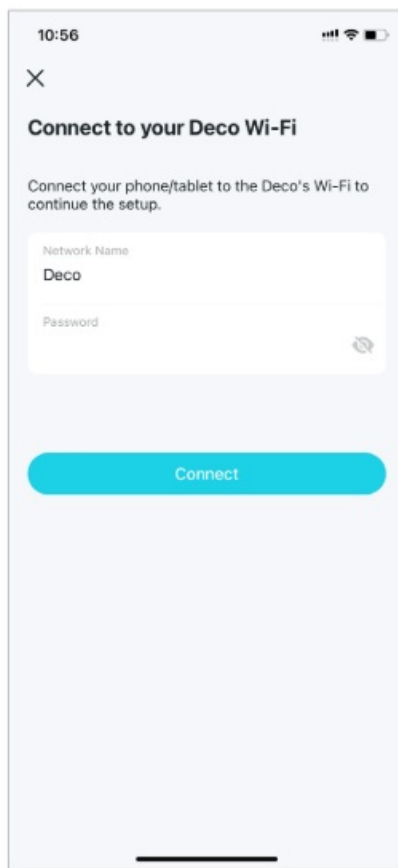
8. Create your Wi-Fi network

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

Wi-Fi.

9. Keep your Deco up-to-date

Set auto update time. This allows your Deco to automatically update to the latest firmware which provides better network experience.



10. Connect to your Wi-Fi network

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

11. Setup complete

Your Deco network is now up. You can connect your devices to the Deco network. You can also add more Decos if any.

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>

1. 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>

2. 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>

3. 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>

4. 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/>

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

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

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

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

7. 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

FCC Compliance Information Statement



- **Product Name:** BE5000 Whole Home Mesh Wi-Fi 7
- **System Model Number:** Deco BE25

Component Name	Model
I.T.E Power Supply	T120150-2B4

Responsible party:

- TP-Link USA Corporation
- Address: 10 Mauchly, Irvine, CA 92618
- Website: <http://www.tp-link.com/us/>
- Tel: +1 626 333 0234
- Fax: +1 909 527 6804
- E-mail: sales.usa@tp-link.com

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

- If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
 - Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/ TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

- This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.
- To comply with FCC RF exposure compliance requirements, this grant is applicable to only Mobile Configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.
- We, TP-Link USA Corporation, has determined that the equipment shown as above has been shown to comply with the applicable technical standards, FCC part 15. There is no unauthorized change is made in the equipment and the equipment is properly maintained and operated.

FCC Compliance Information Statement



- Product Name: I.T.E POWER SUPPLY
- Model Number: T120150-2B4
- Responsible party:
- TP-Link USA Corporation
- Address: 10 Mauchly, Irvine, CA 92618
- Website: <http://www.tp-link.com/us/>
- Tel: +1 626 333 0234
- Fax: +1 909 527 6804
- E-mail: sales.usa@tp-link.com

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

- If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. We, TP-Link USA Corporation, has determined that the equipment shown as above has been shown to comply with the applicable technical standards, FCC part 15. There is no unauthorized change is made in the equipment and the equipment is properly maintained and operated.

Canadian Compliance Statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Caution:

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

DFS (Dynamic Frequency Selection) products that operate in the bands 5250- 5350 MHz, 5470-5600MHz, and 5650-5725MHz.

Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 23cm between the radiator & your body.

Industry Canada Statement

CAN ICES-3 (B)/NMB-3(B)

<ul style="list-style-type: none"> Equipment name: BE5000 Whole Home Mesh Wi-Fi 7 System 				<ul style="list-style-type: none"> Type designation (Type) Deco BE25 	
Unit			Restricted substances and its chemical symbols		
	Lead	Mercury	Cadmium	Hexavalent	Polybrominated
	(Pb)	(Hg)	(Cd)	chromium	biphenyls
PCB				(Cr+6)	(PBB)
	○	○	○	○	○
		○	○	○	○
	–	○	○	○	○
		○	○	○	○
<ul style="list-style-type: none"> 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 Note 2 “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. Note 3 The “ – ” indicates that the restricted substance corresponds to the exemption. 					

















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°C~40°C (32°F~104°F)

- 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
Symbol	Explanation
	Class II equipment with functional earthing
	Alternating current
	DC voltage
	Polarity of output terminals
	Indoor use only
	Dangerous voltage
	Caution, risk of electric shock
	Energy efficiency Marking
	Protective earth
	Earth
	Frame or chassis
	Functional earthing
	Caution, hot surface

Symbol	Explanation
	Caution
	Operator's manual
	Stand-by
	"ON"/"OFF" (push-push)
	Fuse
	Fuse is used in neutral N
	<p>RECYCLING</p> <p>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.</p> <p>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.</p>
	Caution, avoid listening at high volume levels for long periods
	Disconnection, all power plugs
m	Switch of mini-gap construction
μ	<p>Switch of micro-gap construction (for US version)</p> <p>Switch of micro-gap / micro-disconnection construction (for other versions except US)</p>
Symbol	Explanation
ε	Switch without contact gap (Semiconductor switching device)

Documents / Resources

	<p>tp-link Deco BE5000 Multi Gigabit Mesh WiFi 7 System [pdf] User Guide</p> <p>BE5000, BE3600, 2BCGWBE25, Deco BE5000 Multi Gigabit Mesh WiFi 7 System, Deco BE5000, BE5000, BE5000 Multi Gigabit Mesh WiFi 7 System, Multi Gigabit Mesh WiFi 7 System, Multi Gigabit Mesh WiFi, Gigabit Mesh WiFi 7 System, Gigabit Mesh WiFi, Gigabit WiFi, Mesh WiFi, WiFi</p>
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References

- [🔗 Link: Simple, secure one-click payments](#)
- [🔗 WiFi Networking Equipment for Home & Business | TP-Link](#)
- [🔗 TP-Link Community](#)
- [🔗 WiFi Networking Equipment for Home & Business | TP-Link](#)
- [🔗 What can I do if the Deco app isn't working properly | TP-Link](#)
- [🔗 Main Deco Failed to Complete Setup | TP-Link](#)
- [🔗 The internet connection is unstable or suddenly stops working when connected to the Deco network? | TP-Link](#)
- [🔗 Cannot connect to Deco Wi-Fi | TP-Link](#)
- [User Manual](#)

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