

Contact's guide to setting up your new modem

Deco X55 Wi-Fi 6 Unit

Step 1: Download the TP-Link Deco app and create a 'TP-Link account'

This is where you set up and control the Deco modem from your phone/tablet.

1. Download the 'TP-Link Deco' app onto your phone/tablet by [either](#):

- a. Getting it from your app store **OR**
- b. Scanning the QR code below.

Don't forget, you'll need an internet connection or have enough data available to do this.

2. Open the app. Create an account by clicking on the small 'Sign Up' link at the bottom of the screen.

3. Finish setting up your account by clicking the link you receive in your activation email, then log into the app and verify to continue the set up.



Step 2: Connect the TP-Link Deco modem to your broadband

Open the app and follow these steps:

1. Plug the power cord provided in the box into your modem and the other end into a power socket near your ONT. This is the little white box on your wall that brings internet into your house. It should power on automatically.
2. Using the other cord from the box (the ethernet cord), connect your modem to your ONT also. Plug one end of the ethernet cable into any port on the modem and the other end into the activated port of the ONT (i.e. PORT1/LAN1 or GE1).
3. Open the app, click 'Let's begin' then select your Deco model. You're looking for the 'X55'.
4. Click 'Next'.
5. Select 'I don't have a modem' from the small print. (Seems odd as you [do](#) have a modem but please keep going.)

Please turn over

6. Follow the instructions in the app until you get to the 'Connection Type' screen.
7. When you see this screen, click the IPTV/VLAN option then toggle from OFF to ON. This is an important step!
8. Select mode to show 'New Zealand UFB'.
9. Make sure the following settings show these. If they don't, overtype so they do:
 - a. Internet VLAN ID: 10
 - b. Internet VLAN priority: 0

Then select 'Done' or use the back arrow to take you to the 'Internet Connection' screen, then click 'Next'.

Step 3: Connect your devices to your new Wi-Fi network

1. Make sure that Wi-Fi is enabled on the device you are connecting and all the other things in your home that need Wi-Fi to work.
2. Go to Wi-Fi settings on each device and choose the network name you have set up. Enter the password you created.

And that's it! You should be up and running with your internet now.

If you have any questions:

- **Call us on 0800 266 825 Mon – Fri 8am – 6pm and Sat 8am – 4pm**
- **Visit our FAQs at [contact.co.nz/modems](https://www.contact.co.nz/modems)**

If you want to extend the Wi-Fi coverage in your home, you can order additional TP-Link Deco units. Details about how to do this are in the website link above.