Quick Installation Guide

AC1200 Dual Band Wi-Fi Extender
A19

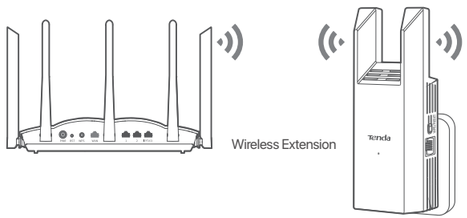
Video and More Info

Scan the QR code or visit **www.tendacn.com/in** for installation videos, technical specifications, user guides, Symbols on Products and Materials and more information.

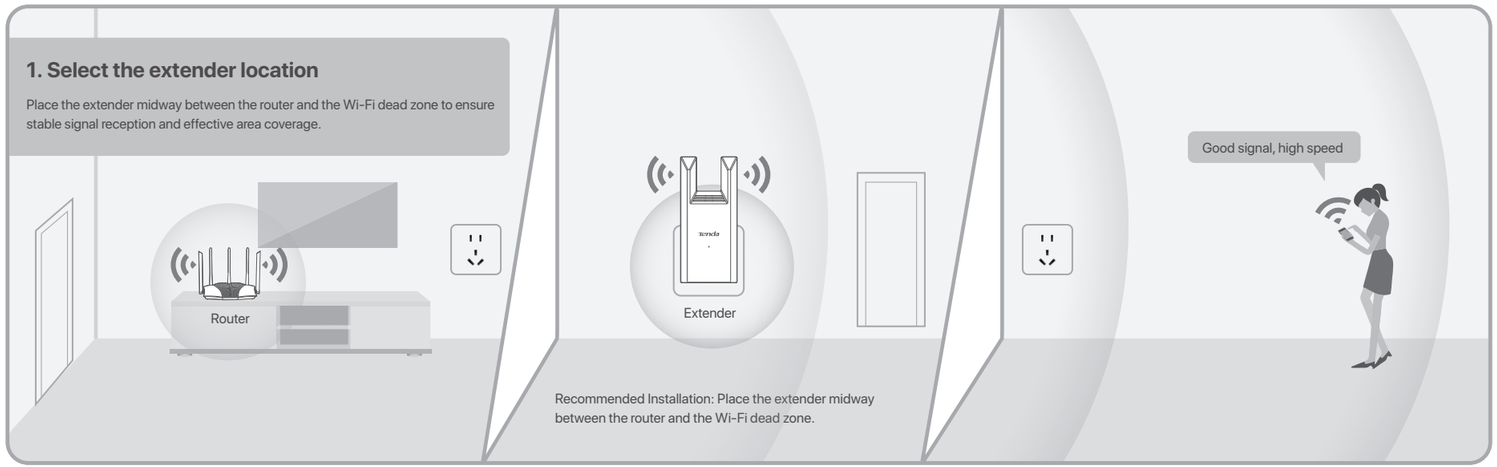
You can see the product name and model on the product label.
The label can be found on the back of the device.

I Product Introduction

The extender supports wireless extension, connecting to the upstream router via Wi-Fi to extend the router's Wi-Fi coverage.
- Scenario: Rooms requiring Wi-Fi coverage without Ethernet cables deployed.
- Features: After successful wireless extension, the dead zone will be covered by Wi-Fi, and the Ethernet port can be used to provide wired network access for other devices such as set-top boxes, computers, and TVs. It is recommended to select 5G Wi-Fi for extension, achieving better experience.



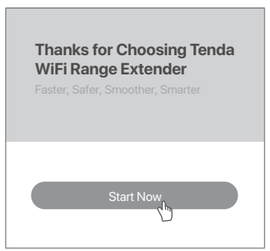
II Wireless Extension



2. Set Up the Extender

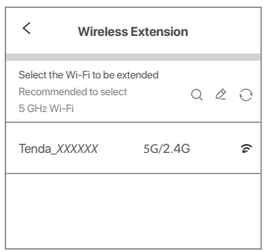
Method 1: Via Smartphone Web Browser (Recommended)

❶ Connect the smartphone to the Wi-Fi of the extender: **Tenda_EXT**. When the web UI of the extender is displayed automatically, tap **Start Now**.



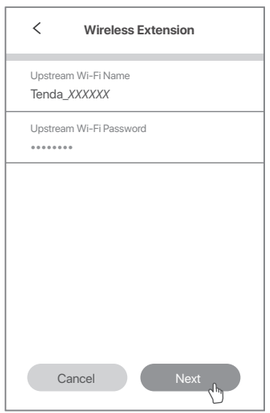
Tips
- If not automatically redirected to the extender's web UI, start a browser and enter **re.tenda.cn** in the address bar. If configuring through a smartphone, disable mobile data and try to log in.
- If your smartphone displays the prompt **The WLAN "Tenda_EXT" is not connected to the Internet**. Select **Use Without Internet**, and continue using this Wi-Fi.
- If **Unsecured Network** prompts on the page, ignore it.

❷ Select the Wi-Fi to be extended, which is the router's Wi-Fi.

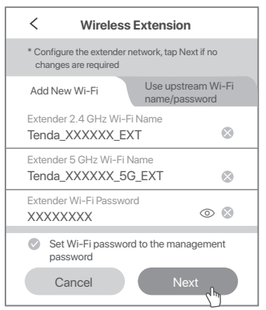


Tips
The extender supports dual-band extension. If the upstream router offers dual-band Wi-Fi, you can select either band to extend (5G Wi-Fi recommended), and the extender will automatically extend the other band with the same Wi-Fi password.

❸ Enter the Wi-Fi password of the router, and tap **Next**.

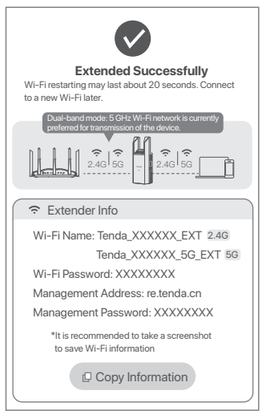


❹ Set the Wi-Fi name, Wi-Fi password and management password of the extender as required. If nothing changes, tap **Next**.



Note
For initial setup or after a reset, set management and Wi-Fi passwords for privacy and security (The longer the password, the stronger the protection). The character limit and composition rules for passwords are subject to software user interface prompts.

The extension is completed. Follow the onscreen instructions.



Method 2: Via Tenda WiFi App

❶ Download the **Tenda WiFi** App onto your mobile device by scanning the **QR** code or searching for **Tenda WiFi** in the **Google Play** or **App Store**.

Tips
If already installed the **Tenda WiFi** App, ensure that the App is the latest version.

QR code

Or

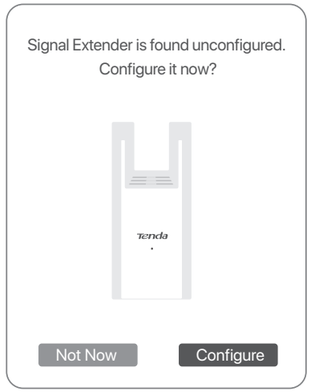
GET IT ON Google Play

Download on the App Store

❷ Connect the smartphone to the Wi-Fi network of the extender: **Tenda_EXT**.

Tips
- If your smartphone displays the prompt **The WLAN "Tenda_EXT" is not connected to the Internet**. Select **Use Without Internet**, and continue using this Wi-Fi.
- If Unsecured Network prompts on the page, ignore it.

❸ The App will automatically discover the extender, follow the onscreen instructions to set the extender. When the indicator of the extender turns solid on, the extension is successful.

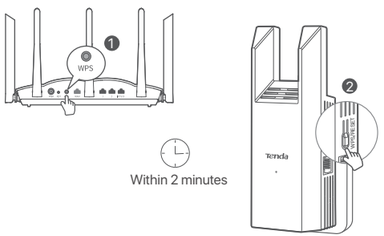


Method 3: Via WPS Button

Tips
- Ensure that the router has a WPS button and is using WPA-PSK or WPA2-PSK encryption.
- The WPS design may differ with different manufacturers. If this method fails, use another method to configure.

❶ Press the WPS button of the router for about 1 to 3 seconds to enable its WPS function.
❷ Within 2 minutes, press the **WPS** button on the extender for about 1 to 3 seconds, and its indicator blinks green fast.

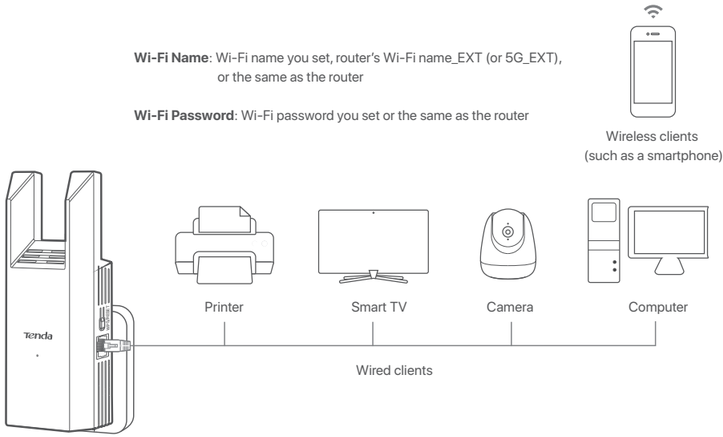
When the indicator lights solid on, the setup is successful. The extender's Wi-Fi name is "Upstream router Wi-Fi name _EXT (or 5G_EXT)," and the Wi-Fi password is the same as the upstream router.



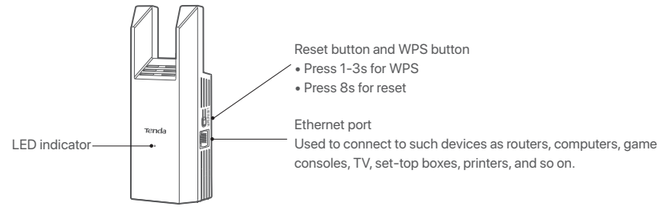
III Connect Clients to the Internet

Wi-Fi Name: Wi-Fi name you set, router's Wi-Fi name_EXT (or 5G_EXT), or the same as the router

Wi-Fi Password: Wi-Fi password you set or the same as the router



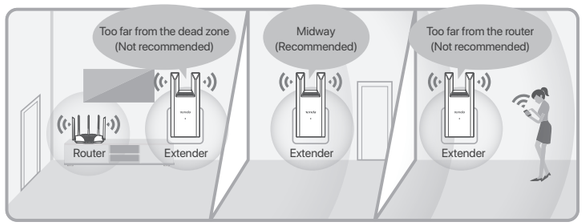
Appearance



Scenario	Status	Description
Network extension	Solid on	Extension success – Green: Proper position. – Yellow: Fair position. Move the extender closer to the router. – Red: Too far from the router.
	Blinking green fast	WPS extension
	Blinking red slowly	Failed to extend (Check whether the Wi-Fi name/password of the upstream router is correct or place the extender close to the router)
Start up	Solid green for 15 seconds	Power on and starting up
	Blinking green slowly	Startup complete
Internet connection	Blinking yellow slowly	Failed to connect to the internet (Check whether the upstream router can access the internet normally)
Reset	Blinking yellow fast	Restoring the extender to factory settings

FAQ

Q1. The internet speed poor when connected to the extender's Wi-Fi. What should I do?
A1.
– The extender may be improperly positioned.
• If placed too far from the dead zone, the extender's Wi-Fi cannot cover the area, leaving no signal in the dead zone.
• If placed too far from the router, the extender cannot receive a stable Wi-Fi signal to extend.
– Reposition the extender midway between the router and the dead zone for optimal performance.



Q2. I cannot log in to the web UI of the extender. What should I do?
A2. First, try the following solutions:
– Visit **http://re.tenda.cn** in your browser.
– If you are using a smartphone/tablet, ensure that the **Mobile Data** (if any) function is disabled.
If the problem persists, try the following solutions:
Before extension:
– If you are using a wireless device, such as a smartphone, ensure that your smartphone has connected to the Wi-Fi of the extender: **Tenda_EXT**.
– If you are using a wired device, such as a computer, ensure that your computer is set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
– Reset the extender by referring to **Q6** in the **FAQ**, and log in again.
After extension:
– If you are using a wireless device, ensure that your device has connected to the Wi-Fi of the extender. If the Wi-Fi name of the extender is the same as the upstream router, stand nearby the extender and connect to its Wi-Fi (the extender should not be too close to the router, or temporarily power off the router).
– If you are using a wired device, such as a computer, ensure that your computer is set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.

Q3. My extender cannot find the Wi-Fi network of my router. What should I do?
A3. Try the following solutions:
– Ensure that your smartphone is near the extender and can search and connect to the Wi-Fi network of the router.
– Change the channel of your router, and try again.
– Change the encryption type of the router to **WPA-PSK** or **WPA2-PSK**, and try again.

Q4. I cannot find the Wi-Fi name of the extender after extending network successfully (the indicator is solid on). What should I do?
A4. The possible reason is that you did not customize the extender Wi-Fi name when extending the network. In this case, the Wi-Fi name of the extender is the same as the upstream router or **_EXT** (or **5G_EXT**) of the upstream router Wi-Fi name after the extension is successful.

Q5. After the wireless extension is successful (the indicator is solid on), the network speed through the extender is slower than when directly connected to the router. What should I do?
A5. The network speed may decrease during wireless extension due to upstream signal attenuation, but this is a normal phenomenon that does not affect normal use. To maximize the extension effect, ensure that the extender indicator is solid green, and reduce the obstacles between the extender and the router. If an Ethernet cable has been deployed at home, a wired extension is recommended.

Q6. How to reset the extender?
A6. When the extender completes startup, press the **RESET** button for about 8 seconds. When the indicator blinks yellow fast, the extender is restored to factory settings.

Safety Precautions

Before operating, read and follow these precautions to prevent accidents.
– Do not use the device in a place where wireless devices are not allowed.
– Clean only with dry cloth.
– Do not block any ventilation openings, such as newspapers, table-cloth, curtains.
– To avoid electrical shocks, do not insert any object into the ventilation openings.
– Unplug this device during lightning storms or when unused for long periods of time.
– The mains plug is used as the disconnect device, which shall remain readily operable.
– The power socket shall be installed near the device and easily accessible.
– Operating environment: Temperature: 0°C - 40°C (32°F - 104°F); Humidity: (10% - 90%) RH, non-condensing; Storage environment: Temperature: -40°C - 70°C (-40°F - 158°F); Humidity: (5% - 90%) RH, non-condensing.
– If such phenomena as smoke, abnormal sound or smell appear when you use the device, immediately stop using it and disconnect its power supply, and contact the after-sales service personnel.
– Warning: To reduce the risk of electric shock, do not remove cover as there are no user-serviceable parts inside. Refer servicing to qualified personnel.
– Refer all servicing to qualified service personnel.
– Disconnect the power source during servicing.
– Keep this device out of reach of children to prevent children from using it as a toy and causing personal injury.
– Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
For the latest safety precautions, see **Safety and Regulatory Information** on **www.tendacn.com/in**.

CE Mark Warning

This is a Class B product.
In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.
This equipment should be installed and operated with a minimum distance 20cm between the device and your body.
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.
Declaration of Conformity
Hereby, SHENZHEN TENDA TECHNOLOGY CO., LTD. declares that the device (Extender) is in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet address: https://www.tendacn.com/download/list-9.html
Operating Frequency/Max Output Power
2412MHz-2472MHz/20dBm
5150MHz-5250MHz(indoor use only)/23dBm
Restrictions in the 5 GHz Band

	AT	BE	BG	CH	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HR	HU	IE	
	IS	IT	LI	LT	LU	LV	MT	NL	NO	PL	PT	RO	SE	SI	SK	UK(NI)	

	UK

Attention: In EU member states, EFTA countries, Northern Ireland and Great Britain, the operation in the frequency range 5150 MHz - 5250 MHz is only permitted indoors.

FCC Statement

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.
Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Radiation Exposure Statement
This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
This equipment should be installed and operated with minimum distance 20cm between the device and your body.
Caution:
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.
Operating frequency: 2412-2462MHz, 5150-5250MHz, 5725-5850MHz
The device is for indoor usage only.
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

RECYCLING

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.
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.

Technical Support
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V1.0 Keep for future reference