Tenda

Quick Installation Guide

AC1200 Dual Band Gigabit WiFi Router
AC8

Package Contents

- Wireless Router x 1
- Power Adapter x 1
- Ethernet Cable x 1
- Quick Installation Guide x 1

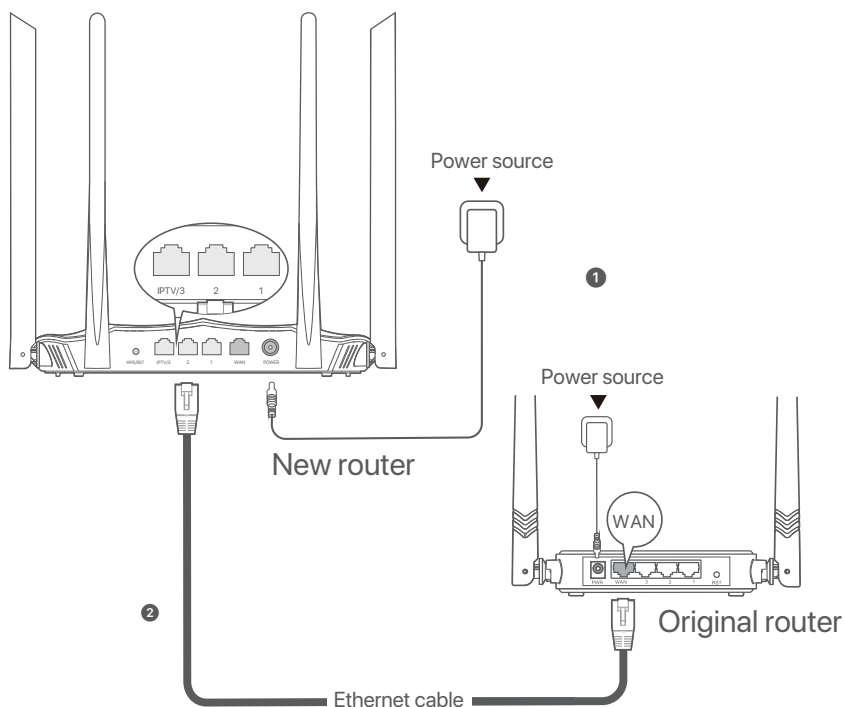Please read this guide before you start with the quick setup upon the first use.

This guide instructs how to install and connect the device. For more information, such as the description of symbols displayed on relevant materials, please visit **www.tendacn.com** or scan the **Product Documents** QR code of this guide.

The product name and model are specified on the label of the device.

Step 1: Import Your PPPoE User Name and Password into the New Router (Optional)

Power source

❶

Power source

WAN

New router

Original router

❷

Ethernet cable
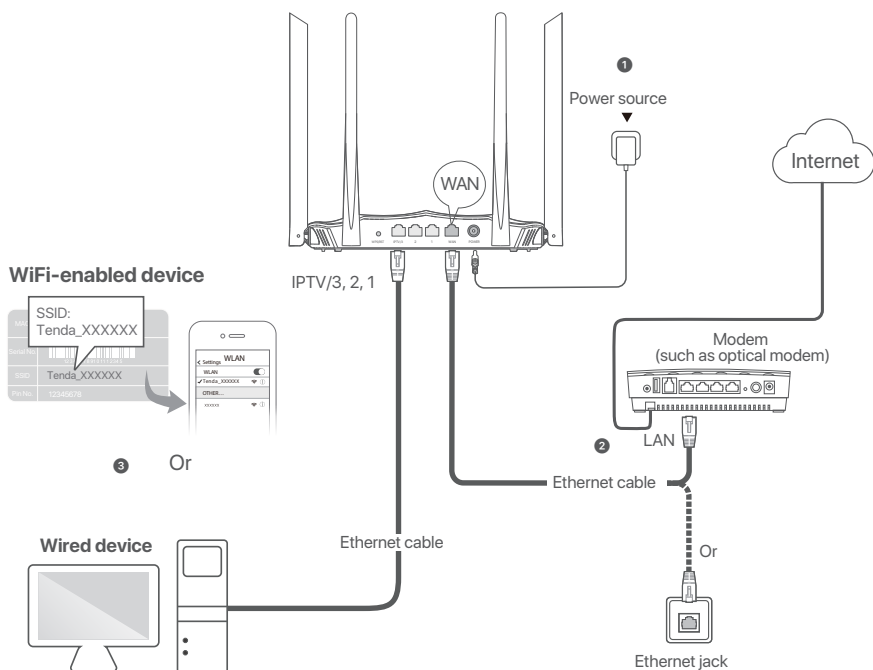
❶ Power on the original router and new router.

❷ Connect the WAN port of the original router to a LAN port of the new router using an Ethernet cable.

When the LED indicator of the new router blinks fast for 8 seconds, the PPPoE user name and password are imported to your new router. Now, you can remove the original router.

Step 2: Connect the Router to the Internet

WiFi-enabled device

SSID:
Tenda_XXXXXX

Tenda_XXXXXX

Or

Wired device

Ethernet cable

Power source

Internet

WAN

IPTV/3, 2, 1

Modem
(such as optical modem)

LAN

Ethernet cable

Or

Ethernet jack

💡 Tips

If you use the modem for internet access, power off the modem first before connecting the WAN port of the router to the LAN port of your modem and power it on after the connection.
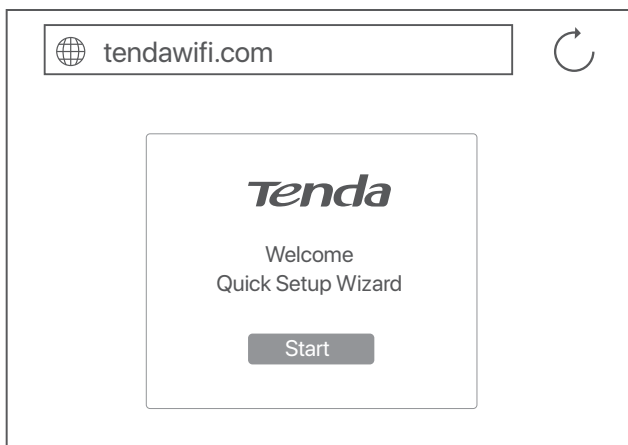
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❶ Power on the router.

❷ Connect the WAN port of the router to the LAN port of your modem or the Ethernet jack using an Ethernet cable.

❸ Connect your wireless client such as a mobile phone to the WiFi network of the router, or use an Ethernet cable to connect the computer to a LAN port (**1, 2** or **IPTV/3**) of the router. The default SSID and WiFi password can be found at the bottom label of the device.

Step 3: Set up the Router

❶ Launch a web browser on a smartphone or computer connected to the router, visit **tendawifi.com** to enter the web UI, and then click **Start** (computer used as an example).

⊕ tendawifi.com	↻

> **Tenda**
>
> Welcome
> Quick Setup Wizard
>
> Start

-ʘ- Tips
　If the web UI does not appear, refer to **Q1** in **FAQ**.

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❷ The router detects your internet connection type automatically (PPPoE is used for illustration here).
- If you have imported the PPPoE user name and password to the router from the original router, you can directly click **Next**.
- If not, enter the **ISP User Name** and **ISP Password** provided by your ISP, and click **Next**.

Please select your connection type.

As detected, your connection type may be: PPPoE

Connection Type:	PPPoE ▼
ISP User Name:	Enter the user name from your ISP.
ISP Password:	Enter the password from your ISP.

Import PPPoE user name and password from the original router. Not Applicable to Malaysia.

Next

Skip

❸ Set WiFi name, WiFi password and login password of the router, and then click **Next.**

WiFi Settings

⌗ Tenda_XXXXXX

⚲ WiFi password of 8-32 characters ☐ Not Required

☐ Set the WiFi password as the login password of the admin account.

🔒 Login password of 5-32 characters ☐ Not Required

Next

🔆 Tips

- WiFi password: Used to connect to the WiFi network.

- Login password: Used to log in to the web UI of the router.

⊘ **Done.**

✓

You're all set! You can now connect to

Tenda_XXXXXX
or Tenda_XXXXXX_5G

To change settings of other features,click the "More" button below.

More

To access the internet:

- WiFi-enabled device: Connect to the WiFi network with the WiFi name and password you set.

- Wired device: Connect your device to a LAN port (**1, 2** or **IPTV/3**) of the router using an Ethernet cable.

🔆 Tips

If you cannot access the internet after the configuration, refer to **Q2** in **FAQ**.

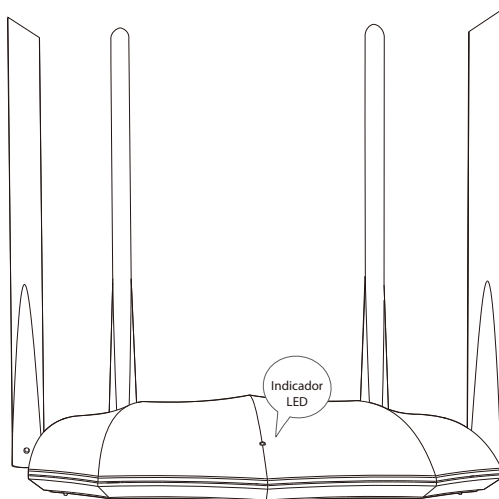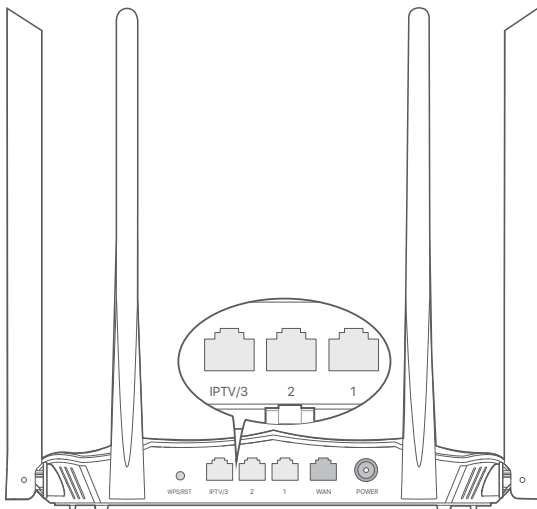# LED Indicators/Buttons/Ports/Jack

💡 Tips

Desktop mounting: The device must be horizontally mounted for safe use.

Wall-mounting:

- Recommended specifications of the plastic screws and anchors: Screw: PA3*14 mm; head
  diameter: 5.2 mm; Anchor: outer diameter: 6.6 mm; inner diameter: 2.4 mm; length: 26.4 mm.
- The router is only suitable for mounting at heights ≤ 2m.

Indicador LED

LED indicator	Scenario	Status	Description
LED indicator	Start up	Solid on	Starting up
	Internet connection	Solid on	Connected to the internet
		Slow blinking	Not connected to the internet
	WPS	Fast blinking	Pending for or performing WPS negotiation (valid within 2 minutes)
	Ethernet cable connection	Fast blinking for 3 seconds	Device connected to or disconnected from an Ethernet port of the router
	PPPoE user name and password importing	Fast blinking for 8 seconds	PPPoE user name and password imported successfully
	Resetting	Fast blinking	Resetting

Button/port/jack	Description
WPS/RST	Used to start the WPS negotiation process, or to reset the router. - **WPS:** Press the button of the router for 1 to 3 seconds. Within 2 minutes, enable the WPS function of the other WPS-supported device to establish a WPS connection. - **Reset:** When the router is working normally, hold the button down for about 8 seconds, and then release it when the LED indicators blinks fast. The router is reset.
IPTV/3	Gigabit LAN/IPTV port. It is a LAN port by default. When the IPTV function is enabled, it can only serve as an IPTV port to be connected to a set-top box.
1、2	Gigabit LAN port. Used to be connected to computers, switches, or game machines.
WAN	Gigabit WAN port. - (Default) Under the Router mode, it is used to connect to a modem or an Ethernet jack. - Under the WISP or universal repeater mode, DO NOT connect any device to this port. - Under the AP mode, it functions as a LAN port.
POWER	Power jack.

FAQ

Q1: I cannot log in to the web UI of the router by visiting tendawifi.com. What should I do?

A1: Try the following solutions:

- If you are using a WiFi-enabled device, such as a smartphone:
  - Ensure that it connects to the WiFi network of the router.
  - Ensure that the cellular network (mobile data) of the smartphone is disabled.
- If you are using a wired device, such as a computer:
  - Ensure that **tendawifi.com** or **192.168.0.1** is entered correctly in the address bar, rather than the search bar of the web browser.
  - Ensure that the computer is connected to a LAN port (**1, 2** or **IPTV/3**) of the router properly using an Ethernet cable.
  - Ensure that the computer is set to **obtain an IP address automatically** and **obtain DNS server address automatically.**

If the problem persists, reset the router, and try again.

Q2: I cannot access the internet after the configuration. What should I do?

A2: Try the following solutions first:

- Check if the WAN port of the router is connected to a modem or Ethernet jack properly.
- Log in to the web UI of the router and navigate to **Internet Settings**. Follow the instructions on the page to solve the problem.

If the problem persists, try the following solutions:

- For WiFi-enabled devices, check whether your WiFi-enabled devices are connected to the WiFi network of the router.
- For wired devices:
  - Check whether your wired devices are connected to a LAN port (**1, 2** or **IPTV/3**) properly.
  - Check whether wired devices are set to obtain an IP address automatically and obtain DNS server address automatically.

Q3: How to reset the router?

A3: When the router is working normally, hold the **WPS/RST** button down for about 8 seconds and release it when the LED indicator blinks fast. The router is reset.

Q4: Why cannot I find the WiFi signal of the router?

A4: Connect your computer to port **1, 2** or **IPTV/3** of the router to log in to the web UI.

Navigate to **WiFi Settings** and try the following methods:

- Ensure that the wireless function is enabled.
- Ensure that the **Hide** function is disabled.
- Ensure that your WiFi name does not contain any Chinese characters.

Q5: I cannot find the 5 GHz WiFi network of the router on my WiFi-enabled device. What should I do?

A5: Try the following solutions:

- Check whether your WiFi-enabled device supports 5 GHz WiFi network. Only devices supporting 5 GHz network can find and connect to the 5 GHz WiFi network.
- Check whether you have enabled **Unify 2.4 GHz & 5 GHz** on the **WiFi Settings** page. If it is enabled, disable it and try again.

CE

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.

Operations in the 5.15-5.25GHz band are restricted to indoor use only.

This equipment should be installed and operated with a minimum distance 20cm between the device and your body.

The mains plug is used as disconnect device, the disconnect device shall remain readily operable.

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 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:

2.4 GHz: EU/2412-2472MHz(CH1-CH13)

5 GHz: EU/5150-5250MHz(CH36-CH48)

EIRP Power (Max.):

2.4 GHz: 19.00 dBm

5 GHz: 22.85 dBm

Software Version: V16.03.33.X

FC

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.

The device is for indoor usage only.

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 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.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operating frequency: 2412-2462MHz, 5150-5250MHz, 5725-5850MHz

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.

⚠️ ⓘ Caution:

Adapter Model: BN073-A12012E, BN073-A12012B, BN073-A12012U
Manufacturer: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.
Input: 100-240V AC 50/60Hz 0.4A
Output: 12V DC, 1A
⎓ : DC Voltage

Safety Precautions

Before performing an operation, read the operation instructions and precautions to be taken, and follow them to prevent accidents. The warning and danger items in other documents do not cover all the safety precautions that must be followed. They are only supplementary information, and the installation and maintenance personnel need to understand the basic safety precautions to be taken.
- Do not use the device in a place where wireless devices are not allowed.
- Please use the included power adapter.
- Mains plug is used as the disconnect device, and shall remain readily operable.
- The power socket shall be installed near the device and easily accessible.
- Operating environment: Temperature: 0℃ - 40℃; Humidity: (10% - 90%) RH, non-con densing; Storage environment: Temperature: -40℃ - 70℃; Humidity: (5% - 90%) RH, non-condensing.
- Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
- Unplug this device and disconnect all cables during lightning storms or when the device is unused for long periods.
- Do not use the power adapter if its plug or cord is damaged.
- If such phenomena as smoke, abnormal sound or smell appear when you use the device, immediately stop using it and disconnect its power supply, unplug all connected cables, and contact the after-sales service personnel.
- Disassembling or modifying the device or its accessories without authorization voids the warranty, and might cause safety hazards.

♲ 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.

For EU/EFTA, this product can be used in the following countries:

	BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR	HR	IT	CY	LV
	LT	LU	HU	MT	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK(NI)

UK CA

Technical Support

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USA hotline: 1-800-570-5892

Toll Free: 7 x 24 hours

Canada hotline: 1-888-998-8966

Toll Free: Mon - Fri 9 am - 6 pm PST

Hong Kong hotline: 00852-81931998

United Kingdom hotline: +44 0800 041 8955

Global hotline: +86 755-2765 7180 (China Time Zone)

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