Quick Installation Guide

AC1200 Dualband Wi-Fi Gigabit VDSL/ADSL Modem Router

V12

Package contents

Modem router x 1

Power adapter x 1

Ethernet cable (RJ45) x 1

Phone cable (RJ11) x 2

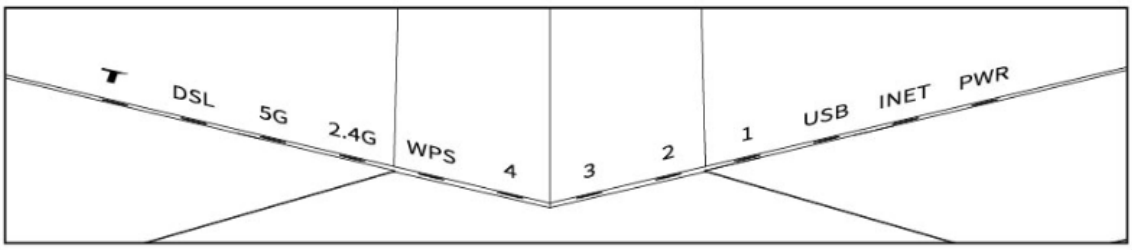
DSL splitter x 1

Quick installation guide x 1

This guide offers a basic introduction of the modem router and walks you through Quick Setup. For product or function details, please go to www.tendacn.com

Get to know your device

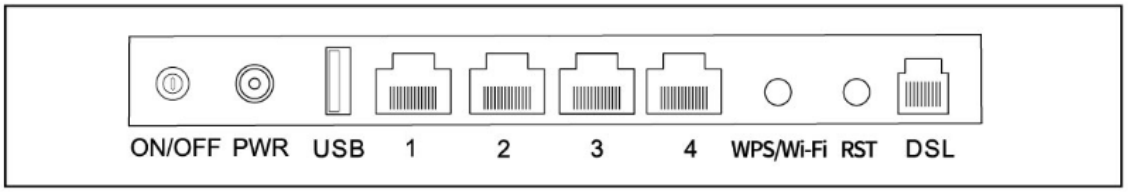
LED indicators



LED Indicator	Color	Status	Description
T			Reserved for future use.
DSL	Green	Solid on	The DSL negotiation is successful.
		Blinking	The modem router is performing DSL negotiation.
	/	Off	The port is disconnected or not connected properly.
5G	Green	Solid on	5 GHz WiFi network is enabled.
		Blinking	Data transmission is under way over 5 GHz WiFi network.
	/	Off	5 GHz WiFi network is disabled.
2.4G	Green	Solid on	2.4 GHz WiFi network is enabled.
		Blinking	Data transmission is under way over 2.4 GHz WiFi network.
	/	Off	2.4 GHz WiFi network is disabled.
WPS	Green	Solid on for 2 mins->Off	A WPS connection is established.
		Blinking	The modem router is performing WPS negotiation.
	/	Off	The WPS feature is disabled, or the WPS feature is enabled but the modem router does not perform WPS negotiation.
1-4	Green	Solid on	This port is connected properly.
		Blinking	Data transmission is under way over the port.

	/	Off	The port is disconnected or not connected properly.
USB	Green	Solid on	A USB device is properly connected to the modem router.
		Blinking	Data transmission is under way.
	/	Off	No USB device is connected or the USB device is ejected safely.
INET	Green	Solid on	The modem router has connected to the internet.
		Blinking	The modem router has connected to the internet and data transmission is under way.
	Red	Blinking	The modem router does not connect to the internet.
PWR	Red	Solid on	The system is starting up.
		Blinking	The system is upgrading.
	Green	Solid on	The system is working properly.

Ports and buttons



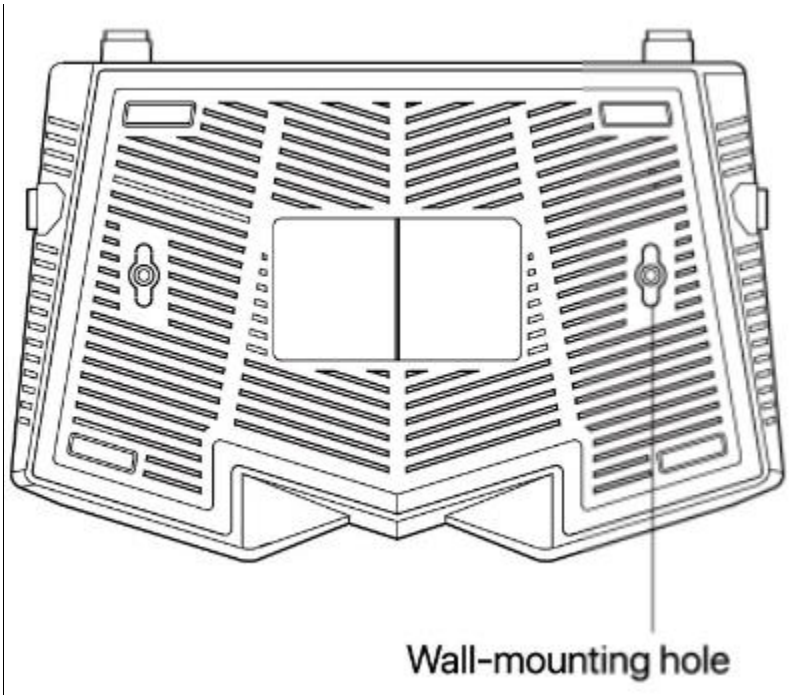
Button/Port	Description
ON/OFF	Power button. Used to turn on/off the modem router.
PWR	Power port. Use the included power adapter to connect this port to a power source for power supply.
USB	USBV2.0 port. Used to connect to a USB storage device for file sharing.
1/2/3	LAN ports. Used to connect to wired devices, such as computers and IPTV set top boxes.
4	WAN/LAN port. If you intend to set up the modem router for cable or fiber service or you use the modem router as a second router, port 4 can be used as a WAN port connected to the Ethernet jack. Otherwise, it serves as a LAN port.
WPS/Wi-Fi	It serves as both WPS and Wi-Fi button. • WPS: Enable the WPS function on the web UI, and then hold down this button for about 3 seconds. When the **WPS** LED indicator blinks, the modem router is performing WPS negotiation. • Wi-Fi: Press this button to enable or disable both 2.4 GHz and 5 GHz WiFi networks.
RST	When the **PWR** LED indicator lights solid green, hold down this button for about 6 seconds and release it when all LED indicators light off and blink once. When the **PWR** LED indicator lights solid green again, the modem router is reset successfully.
DSL	DSL port. If you intend to set up the modem router for DSL service, this port is used to connect to the phone jack for internet access.

I Install the modem router

The modem router can be installed either on wall or desktop. Recommended specifications of screws and plastic anchors you may use in the wall-mounting scenario are:

Screws: PA3*14mm

Plastic anchors: 2.4mm in inner diameter and 26.4mm in length



II Connect the modem router

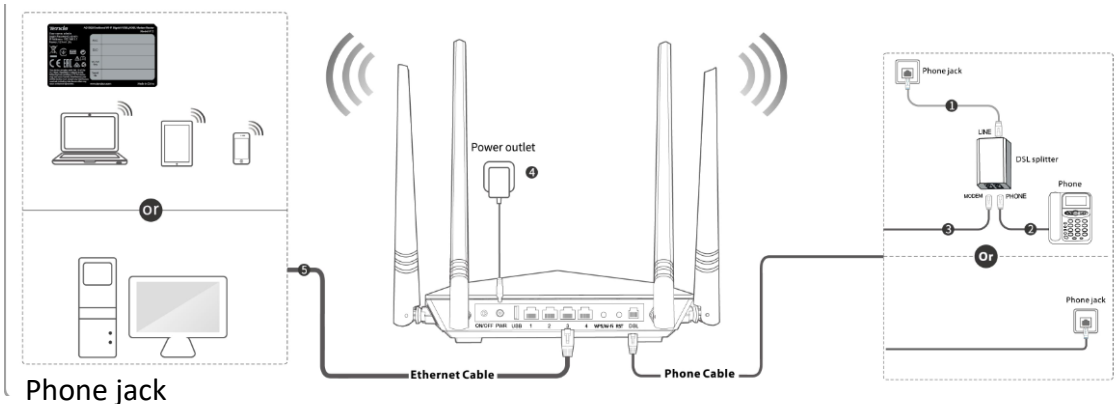
If you don’t need phone service, directly use a phone cable to connect the phone jack to the **DSL** port of the modem router, and then perform **step 4** and **5**. Otherwise, perform the following steps one by one.

1. Use a phone cable to connect the phone jack to the **LINE** port of the included DSL splitter.

2. Use a phone cable to connect your phone to the **PHONE** port of the DSL splitter.

3. Use a phone cable to connect the **MODEM** port of the DSL splitter to the **DSL** port of the modem router.

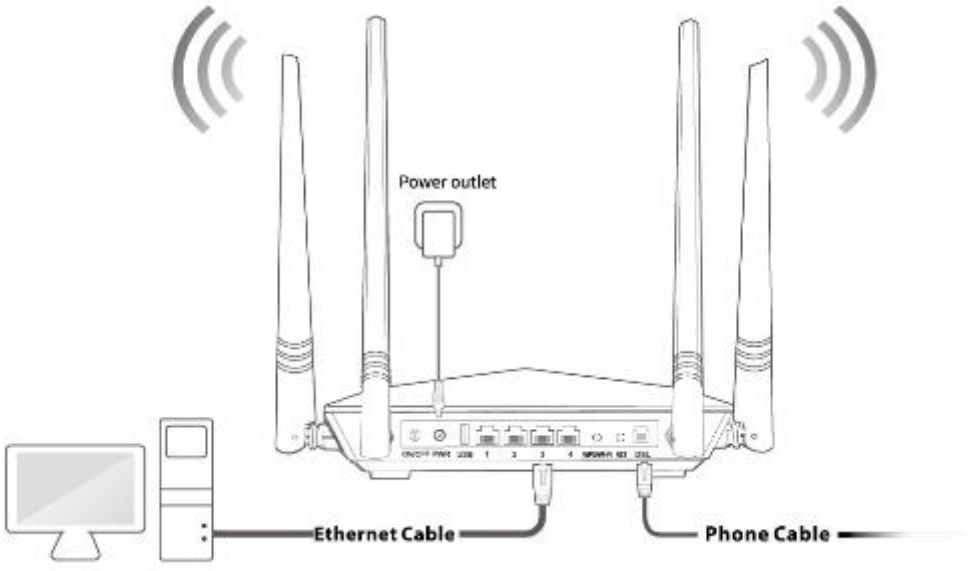
4. Use the included power adapter to connect the modem router to a power source, and press the **ON/OFF** button. When the **PWR** LED indicator lights solid green, the system completes startup.



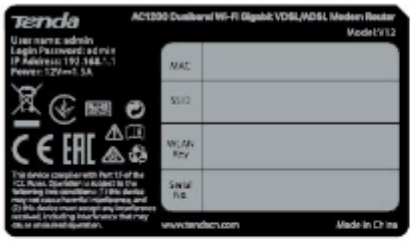
Phone jack

5. Connect user devices such as computers, smartphones or tablets to the modem router.

- **Wired devices**: Connect to port 1, 2, 3 or 4.

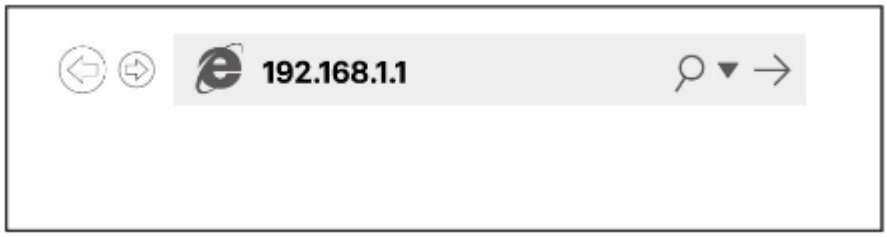


- **Wireless devices**: Connect to the WiFi network of the modem router. The default WiFi name (SSID) and password (WLAN Key) are specified on the bottom label of the modem router.

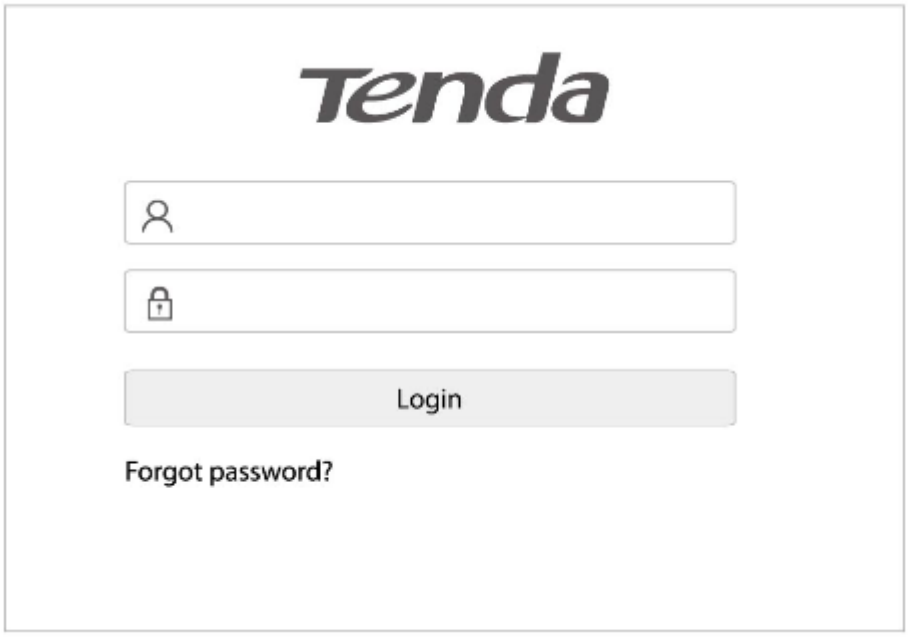

Tenda
AC1200 Dualband Wi-Fi Gigabit VDSL/ADSL Modem Router
Model:V1.2
User name: admin
Login Password: admin
IP Address: 192.168.*.1
Power: 12V=1.5A
MAC
SSID
WLAN Key
Serial No.
www.tendacn.com
Made in China

III Configure the modem router

1. Start a web browser on a device connected to the modem router, enter **192.168.1.1** in the address bar, and visit it. (Computer is taken as an example here)

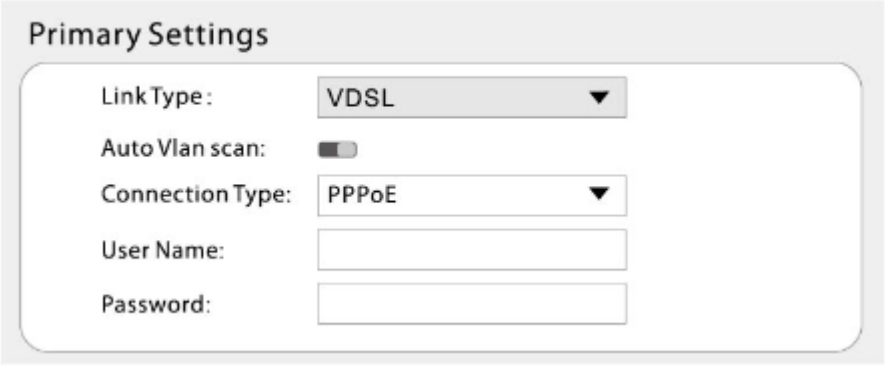


2. Enter the login user name and password, and click **Login**. (The default user name and password are both **admin**)



3. Wait for the modem router to detect your Link Type automatically. When the detection completes, the DSL port icon on the page will turn green.

4. Manually fill in other parameters as provided by your Internet service provider (ISP).

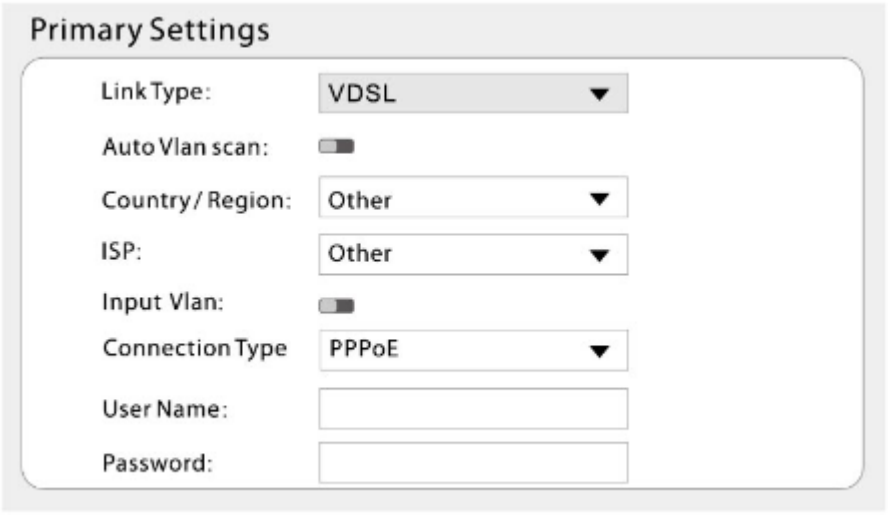


Tips:

- VDSL link type and PPPoE connection type are used here as an example.

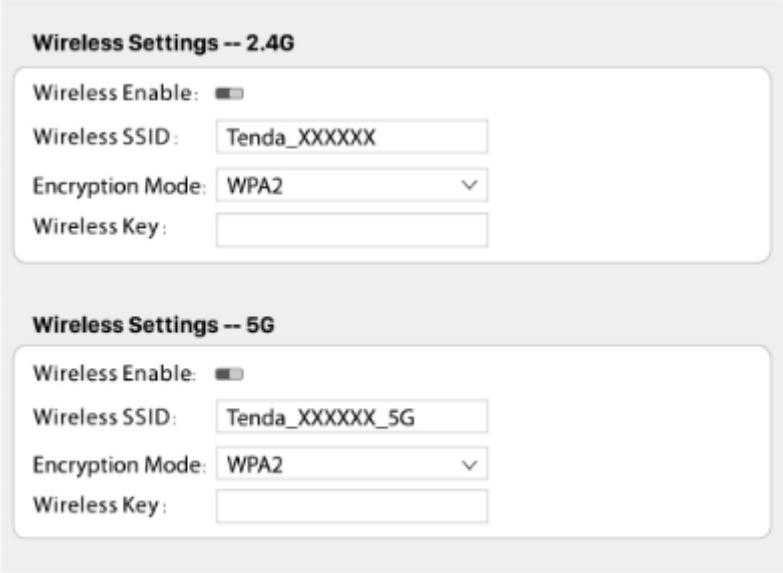
- If you switch to a different link type after finishing the configurations for the previous link type, a prompt message “Configuration conflict” may appear. In this case, perform all the steps again to reconfigure the modem router.

If you want to enter the VLAN parameters manually, deselect **Auto Vlan scan** and fill in the parameters.



5. Configure your wireless networks.

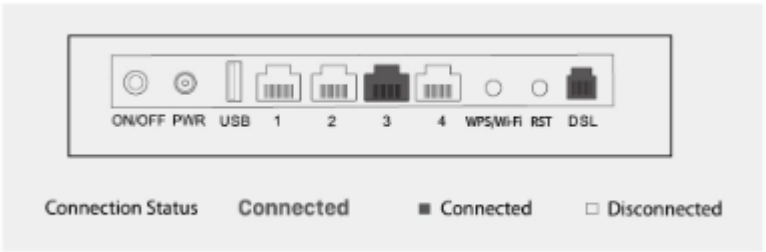
The modem router provides 2.4 GHz and 5 GHz WiFi networks. Customize **Wireless SSID** and **Wireless Key** as required.



6. Click **OK** to apply the settings.

Done.

When the **Connection Status** displays **Connected**, the modem router is connected to the internet successfully.



To access the internet with:

Wired devices: Connect to ports 1, 2, 3 or 4 of the modem router.

Wireless devices: Connect to the WiFi networks of the modem router using **Wireless SSID** and **Wireless Key** you set.

FAQ

Q1: I cannot log in to the web UI of the modem router. What should I do?

A1: Refer to the following solutions:

If you are using a wireless device, such as a smartphone:

- Verify that the device connects to the WiFi network of the modem router.
- Verify that the cellular network (mobile data) of the device is disabled.

If you are using a wired device, such as a computer:

- Verify that the Ethernet cable between your computer and the modem router is connected properly.
- Verify that your computer is set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
- Verify that you entered **192.168.1.1** in the address bar rather than the search bar.
- Clear cache of your browser, or change another browser.
- Use another computer, smartphone or tablet to log in again.

If the problem persists, try resetting the modem router.

Q2: How to reset the modem router?

A2: When the **PWR** LED indicator lights solid green, hold down the **RST** button for about 6 seconds and release it when all LED indicators light off and blink once. When the **PWR** LED indicator lights solid green again, the modem router is reset successfully.

Q3: I cannot access the internet after completing the configuration, what should I do?

A3: Refer to the following solutions:

- Observe the **DSL** LED indicator. If the indicator does not light up, reconnect the phone cable between the DSL port and Phone jack.
- If you access the internet via the WAN port (port 4) of the modem router, check whether the connection between port 4 and the upstream device or Ethernet jack is proper.
- Observe the **INET** LED indicator. If the indicator lights red, check whether the internet connection parameters (**Primary Settings**) you entered are correct and ensure that the connection status on the web UI is **Connected**.
- If you are using a computer, verify that your computer is set to **Obtain an IP address automatically**.
- If you are using wireless devices such as smartphones, verify that you connect to the WiFi network of the modem router.
- Contact your internet service provider for help.

Q4: I forget my WiFi password, what should I do?

A4: Refer to the following solutions:

- Use an Ethernet cable to connect your computer to the modem router, log in to the web UI and navigate to the **Wireless Settings** module to check the password.
- If you forget the login password of the web UI as well, reset the modem router and refer to the bottom label of the modem router for the default SSID and WLAN Key.

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 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 radio equipment type V12 is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: http://www.tendacn.com/en/service/download-cata-101.html

Operating Frequency:

2.4 GHz: EU/2400-2483.5MHz (CH1-CH13)

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

EIRP Power (Max.):

2.4 GHz: < 20dBm

5 GHz: < 23dBm

Software Version: V56.1.1.X

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		

EAC

Caution:

Adapter Model: BN074-A18012E, BN074-A18012B

Manufacture: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.

Input: 100-240V AC, 50/60Hz 0.6A

Output: 12V DC, 1.5A

: DC Voltage

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.

Operating Temperature: 0°C - 40°C

Operating Humidity: (10% - 90%) RH, non-condensing

Technical Support

Shenzhen Tenda Technology Co., Ltd.

6-8 Floor, Tower E3, NO.1001, Zhongshanyuan Road, Nanshan District, Shenzhen, China. 518052

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

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

Website: www.tendacn.com

E-mail: support@tenda.com.cn

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