



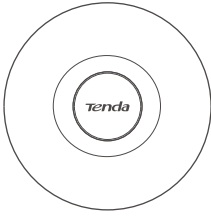
Quick Installation Guide

Ceiling AP Series

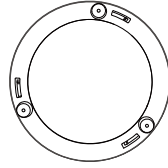
i27

The Quick Installation Guide walks you through installation and how to perform first-time configurations. For more product or function details, please go to www.tendacn.com.

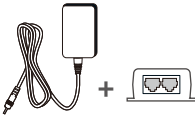
Package contents



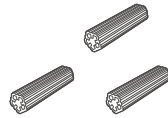
Wireless ceiling AP × 1



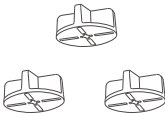
Mounting Bracket × 1



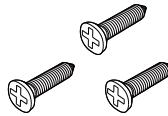
Power adapter × 1
+
PoE injector × 1



Plastic anchors
(Length: 26.4 mm; Diameter: 2.4 mm)
× 3



Plastic nuts
(Length: 14.5 mm; Diameter: 2.51 mm)
× 3



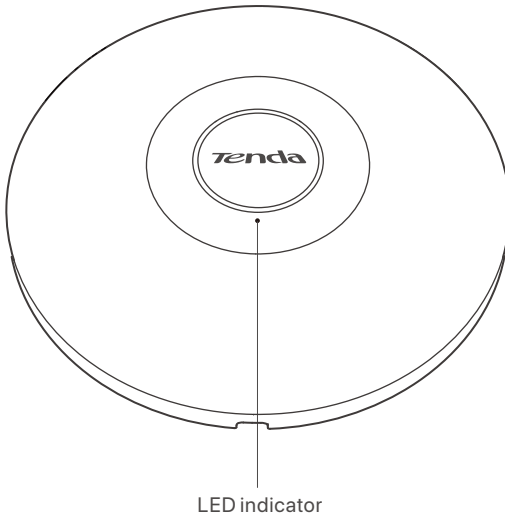
Screws
(BA3.0*25 mm)
× 3



User Manual × 1

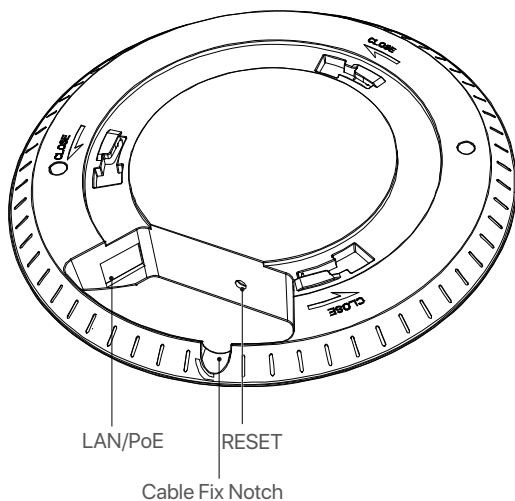
1. Getting to know your AP

► LED indicator



| LED indicator | Description |
|------------------------|--|
| Blinking white | The AP is starting up. |
| Solid white | The AP completes startup and is waiting to be managed by the controller. |
| Alternating white/blue | AP is busy, for example, with firmware upgrade. Do not unplug it. |
| Solid blue | AP is managed by the controller and is working properly. |
| Fast blinking blue | The AP Locate feature was activated in the controller. |
| Slowly blinking blue | AP is isolated (all WLANs are brought down until an uplink is found). |

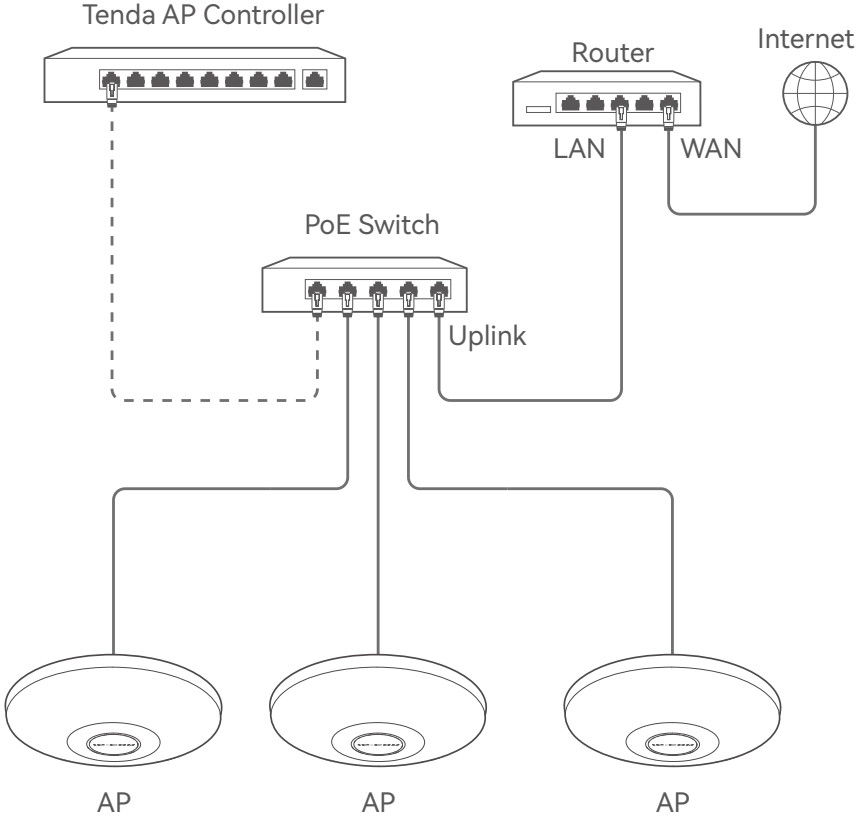
► Port/button



| Port/Button | Description |
|-----------------|---|
| RESET | <p>Reset button, used to restore the AP to factory settings.</p> <p>When AP is not busy, hold down this button with a needle-like object for about 8 seconds and release it when the LED indicator turns off. When the LED indicator is blinking white, AP is reset successfully.</p> |
| LAN/PoE | <p>Gigabit Ethernet port, which supports both PoE power input and data transmission. It is generally used to connect to the upstream switch.</p> <p>You can power the AP by:</p> <ul style="list-style-type: none">- the included PoE injector.- other PoE power supply devices, complying with IEEE 802.3at standard. |
| Cable Fix Notch | <p>It is used to fix Ethernet cables to the AP.</p> |

Network topology

The typical network topology of the APs is shown below.

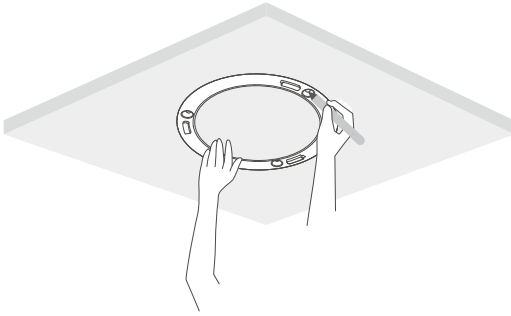


Install the AP

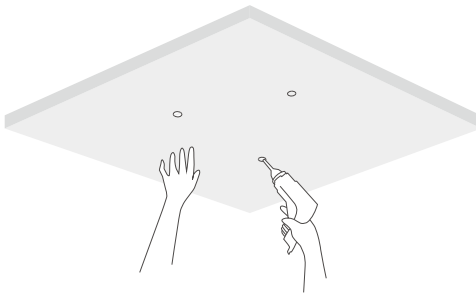
Tips

- Record the MAC address (on the label) and installation position of the AP, so that you can locate the AP through the MAC address.
- You may need a marker, a hammer drill, a drill bit, a rubber hammer, a screwdriver, and a ladder for the installation. Please prepare them yourself.
- The AP is suitable for mounting at heights > 2 m.

- 1 Position the bracket on the ceiling and mark screw holes with the marker.



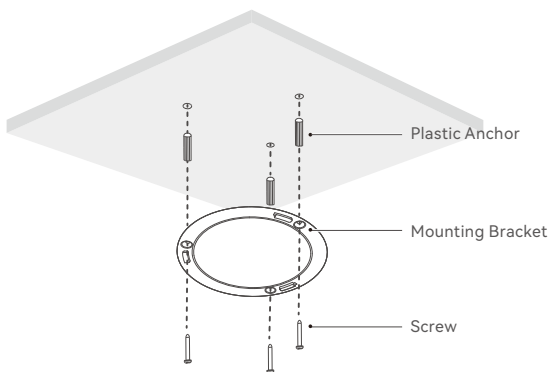
- 2 Drill holes in the marked positions using a hammer drill.



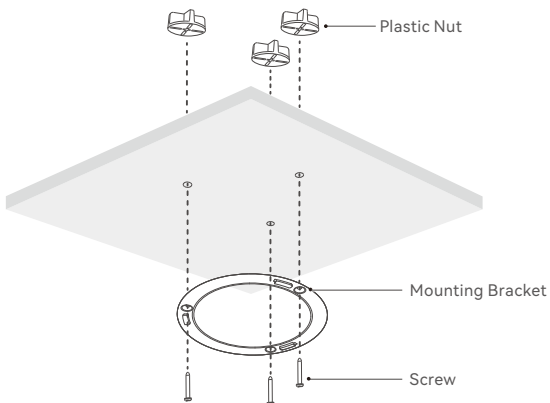
Tips

Option A applies to general cases. For ceilings with weak strength (such as plasterboard), please choose **Option B**.

- 3 **Option A:** Knock the plastic anchors (Length: 26.4 mm; Diameter: 2.4 mm) into the holes using the rubber hammer. Insert the screws (Length: 25 mm; Diameter: 3 mm) into the screw holes on the bracket and fix them into the plastic anchors using a screwdriver to fix the bracket.

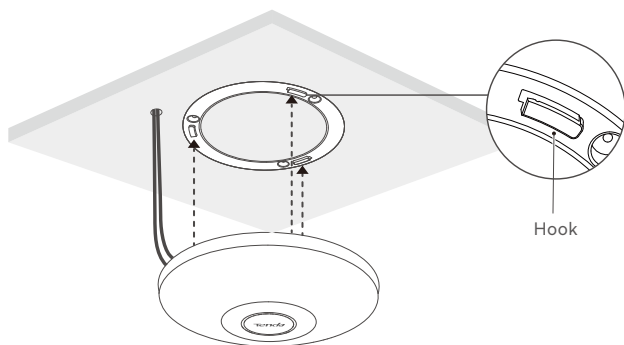


- Option B:** Insert the screws (Length: 25 mm; Diameter: 3 mm) into the screw holes on the bracket and fix them into the plastic nuts (Length: 14.5 mm; Diameter: 2.51 mm) using a screwdriver to fix the bracket.

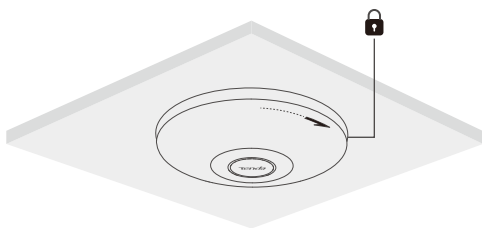


- 4 Use a CAT5e or better Ethernet cable to connect a PoE power supply device to the **LAN/PoE** port of the AP.

- 5 Align the slots of the AP with the hooks of the bracket.



- 6 Ensure that the AP is firmly seated onto the bracket. Turn the AP clockwise until it is fixed securely onto the bracket.



Power the AP

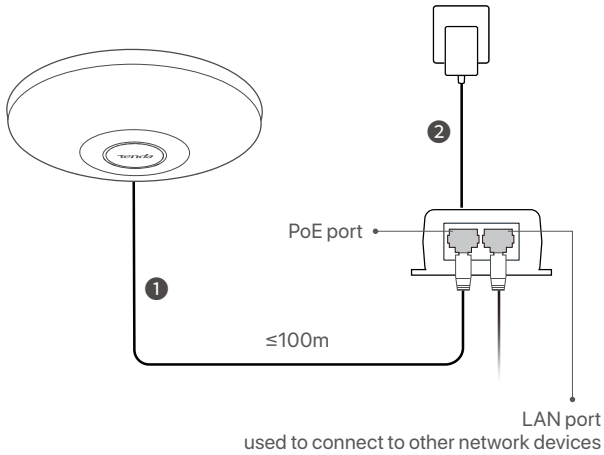
CAT5e or better Ethernet cables are recommended.

Option A Connect to the included PoE injector

1. Use an Ethernet cable to connect the **LAN/PoE** port of the AP to the **PoE** port of the PoE injector.
2. Use the included power adapter to connect the PoE injector to a power source.

 **Tips**

The maximum power supply distance is 100 meters.

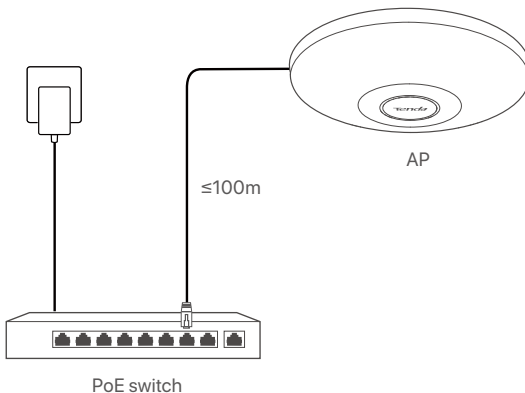


Option B Connect to other PoE power supply devices

Use an Ethernet cable to connect the **LAN/PoE** port of the AP to a PoE power supply device. A PoE switch is used for illustration in the following figure.

 **Tips**

The AP supports power supply through standard PoE devices. The PoE power supply device should be compliant with IEEE 802.3at standard.



Configure the AP

Method one: through a Tenda hardware controller

If there is a Tenda hardware controller (a Tenda AP controller or a Tenda router with AP management function) in the LAN, you can manage the APs in batches through the hardware controller. For details, please refer to the hardware controller's user guide.

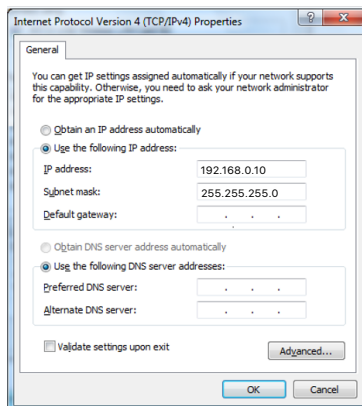
Method two: through the web UI of the AP

If you do not have a controller in your network, you can configure the AP on its web UI.

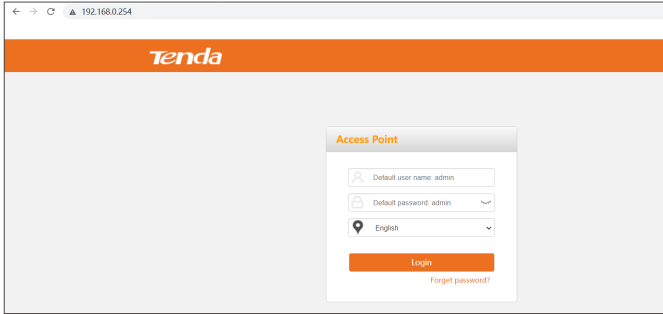
Tips

- When you need to configure multiple APs in the LAN, to avoid IP address conflict, connect and configure one AP (including the change of IP address) first, then repeat the steps to configure other APs.
- Record the changed IP addresses of APs for later management.

- 1 Use an Ethernet cable to connect a management computer to the AP or a switch which is connected to the AP.
- 2 Set the IP address of the management computer to the same network segment as that of the AP (default: **192.168.0.254**). For example, when the AP's IP address is 192.168.0.254, you can set the IP address of your computer to **192.168.0.X** (X ranges from 2 to 253 and is not occupied by other devices) and subnet mask to **255.255.255.0**.



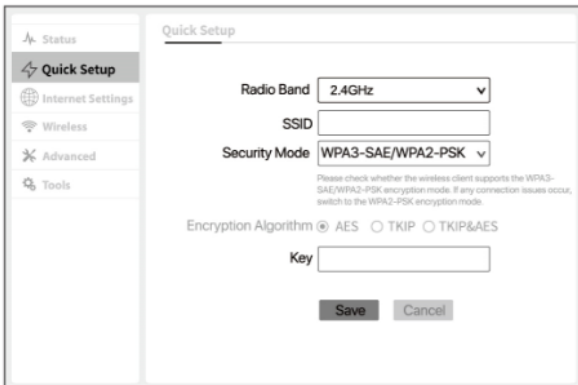
3. Start a web browser on the computer and enter the IP address



Tips

- If you cannot log in to the web UI of the AP, please refer to **Q1** in **FAQ**.
- You are recommended to change the user name and password for safety.

- 4 Set the **SSID** and **Key** of the AP
Choose **Quick Setup**, select one **Radio Band** and set the **SSID, Security Mode (WPA3-SAE/WPA2-PSK** is used as an example here) and related parameters, and click **Save**.
Then select another radio band and repeat the above operations.



- 5 Change the IP address of the AP
Choose **Internet Settings** > **LAN Setup**, then you can change the AP's **IP Address** to the same network segment as that of uplink network for later management, and click **Save**.

The screenshot shows a web interface for configuring an Access Point (AP). On the left is a navigation menu with the following items: Status, Quick Setup, Internet Settings (highlighted in orange), Wireless, Advanced, and Tools. The main content area is titled "LAN Setup" and contains the following fields and options:

- MAC Address: D8:38:0D:1D:A2:78
- IP Address Type: Static IP (dropdown menu)
- IP Address: 192.168.0.254
- Subnet Mask: 255.255.255.0
- Default Gateway: 0.0.0.0
- Primary DNS: 0.0.0.0
- Secondary DNS: 0.0.0.0
- Device Name: Access Point
- Optimize Ethernet for: Faster Speed (Auto Negotiation) and Longer Distance (10 Mbps Full Duplex)

At the bottom of the form are two buttons: "Save" (orange) and "Cancel" (white).

Done.

WiFi network name: The **SSID** you set

WiFi password: The **Key** you set

AP wireless bridge

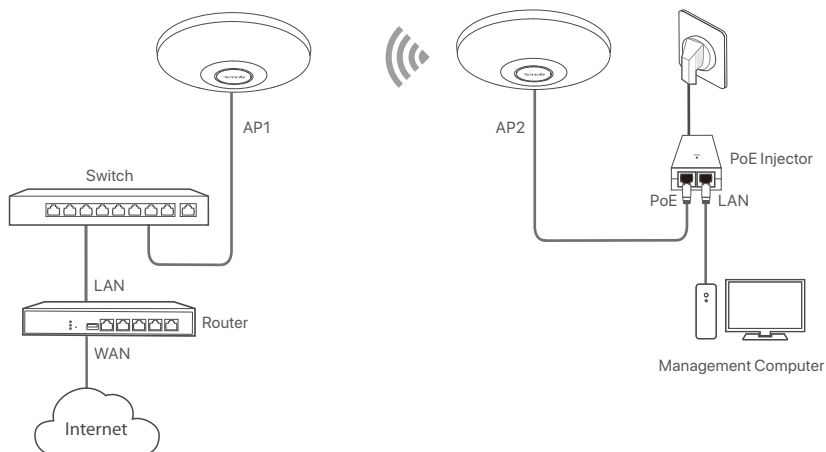
Tips

- If you want to connect an AP to a network in a wireless manner, please refer to this section.
- Wireless bridge can be performed only under one radio band at a time. Please select 2.4 GHz or 5 GHz as required. This part uses 2.4 GHz for illustration.

1 Connect devices

Assume your AP is AP2. Connect the management computer to AP2.

For details about how to connect other devices, see the following figure.



2 Configure APs

Log in to the web UI of AP2, and set the **Working Mode** of AP2 to **Client+AP**, and click **Scan**.

The screenshot shows the 'Quick Setup' page of the AP web UI. The left sidebar contains navigation options: Status, Quick Setup (selected), Internet Settings, Wireless, Advanced, and Tools. The main content area is titled 'Quick Setup' and contains the following settings:

- Radio Band: 2.4GHz (dropdown menu)
- Working Mode: AP Client+AP
- SSID:
- Security Mode: None (dropdown menu)

At the bottom of the page, there are four buttons: Refresh, Scan, Save, and Cancel.

Select the wireless network of AP1, and its **SSID**, **Security Mode**, and **Encryption Algorithm** are filled in automatically, which are **Tenda_123456**, **WPA2-PSK**, and **AES** in this example. Enter the **Key** for the wireless network of AP1, and click **Save**.

Quick Setup

Radio Band: 2.4GHz

Working Mode: AP Client+AP

SSID: IP-COM_123456

Security Mode: WPA2-PSK

Encryption Algorithm: AES TKIP TKIP&AES

Key:

Refresh Disable

Save Cancel

| Select | SSID | MAC Address | Channel Bandwidth | Channel | Security Mode | Signal Strength |
|----------------------------------|---------------|-------------------|-------------------|---------|---------------|-----------------|
| <input checked="" type="radio"/> | IP-COM_123456 | 08:00:00:00:00:00 | 20MHz | 9 | WPA2-PSK/AES | 📶 |

Done. You have bridged AP2 to the network in which AP1 is deployed. Now you can access the internet through AP2.

- If you are using a wired device such as a computer, set its IP address obtaining mode to DHCP.
- If you are using a WiFi enabled device such as a smartphone, connect to the wireless network of AP2. The default wireless network name is **Tenda_XXXXXX** (XXXXXX specifies the last six digits of the MAC address on the bottom label of AP2).

💡 Tips:

If the wireless bridge fails, refer to **Q3** in **FAQ**.

FAQ

Q1. I cannot log in to the web UI of the AP. What should I do?

A1. Try the following solutions:

- Check that the Ethernet cable is connected properly.
- Ensure that the IP address of the computer is set to the same network segment as that of the AP. If the AP's IP address is still 192.168.0.254, you can set the IP address of your computer to **192.168.0.X** (**X** ranges from 2 to 253 and is not occupied by other devices).
- If the AP is managed by a controller, the AP may obtain an IP address from a DHCP server in the LAN. You can check the new IP address from the client list of the DHCP server, and use this IP address to log in.
- If the problem persists, restore the AP to factory settings (refer to Q4).

Q2. The controller fails to detect the AP. What should I do?

A2. Try the following solutions:

- Verify that the physical connections are correct and the AP has started up properly.
- If VLAN exists in the network, verify that the controller is in the same VLAN with the AP.
- **Restart** the AP.
- Verify that the firmware of the controller and the AP are the latest upgradable version on our official website www.tendacn.com.
- Restore the AP to factory settings (refer to Q4).

Q3. What should I do if AP wireless bridge failed?

A3. Try the following solutions:

- Verify that the **Key** for the wireless network of the uplink device (AP1 in this guide) is correct.
- Check whether the signal of the wireless network of the uplink device (AP1 in this guide) is too weak. If so, move the local AP (AP2 in this guide) closer to the uplink device.

Q4. How to restore the AP to factory settings?

A4. Try the following solutions:

- When AP is not busy, hold down the **RESET** button with a needle-like object for about 8 seconds and release it when
- the LED indicator turns off. When the LED indicator is blinking white, AP is reset successfully.

Q5. I forgot the username and password when accessing the management web UI of the AP. What should I do?

A5. Try to log in with the default user name and password (**admin**). If it fails, restore the AP to factory settings (refer to Q4) and then use the default user name and password to log in again.

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.
- If the device adopts power adapter supply, use a power adapter with required specifications. Do not use the power adapter if its plug or cord is damaged. 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.
- Ensure that the input voltage is within the input range indicated on the device.
- Do not block any ventilation openings using things such as newspapers, table-cloth, curtains.
- Clean only with dry cloth.
- Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
- 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.

Sicherheitshinweise

Lesen Sie vor der Durchführung eines Vorgangs die Betriebsanleitung und die zu treffenden Vorsichtsmaßnahmen und befolgen Sie sie, um Unfälle zu vermeiden. Die Warn- und Gefahrenhinweise in anderen Dokumenten decken nicht alle Sicherheitsvorkehrungen ab, die beachtet werden müssen. Sie sind nur ergänzende Informationen, und das Installations- und Wartungspersonal muss die grundlegenden Sicherheitsvorkehrungen verstehen, die zu treffen sind.

- Verwenden Sie das Gerät nicht an einem Ort, an dem drahtlose Geräte nicht erlaubt sind.
- Wenn das Gerät über ein Netzteil mit Strom versorgt wird: Verwenden Sie ein Netzteil mit den erforderlichen Spezifikationen. Verwenden Sie das Netzteil nicht, wenn der Stecker oder das Kabel beschädigt sind. Der Netzstecker wird als Trennvorrichtung verwendet und muss leicht bedienbar bleiben. Die Steckdose muss in der Nähe des Geräts installiert und leicht zugänglich sein.
- Stellen Sie sicher, dass die Eingangsspannung innerhalb des auf dem Gerät angegebenen Bereichs liegt.
- Blockieren Sie keine Lüftungsöffnungen mit Gegenständen wie z.B. Zeitungen, Tischdecken oder Vorhängen
- Nur mit einem trockenen Tuch reinigen.
- Halten Sie das Gerät von Wasser, Feuer, hohen elektrischen Feldern, hohen Magnetfeldern sowie brennbaren und explosiven Gegenständen fern.
- Wenn bei der Verwendung des Geräts Phänomene wie Rauch, abnormale Geräusche oder Geruch auftreten, beenden Sie sofort die Verwendung des Geräts und trennen Sie es von der Stromversorgung, ziehen Sie alle angeschlossenen Kabel ab und wenden Sie sich an das Kundendienstpersonal.
- Das Zerlegen oder Verändern des Geräts oder seines Zubehörs ohne Genehmigung führt zum Erlöschen der Garantie und kann zu Sicherheitsrisiken führen.

Précautions de sécurité

Avant d'effectuer une opération, lisez les instructions d'utilisation et les précautions à prendre, et suivez-les rigoureusement afin d'éviter les accidents. Les rubriques d'avertissement et de danger figurant dans d'autres documents ne couvrent pas toutes les précautions à prendre en matière de sécurité. Elles ne constituent que des informations complémentaires. Le personnel d'installation et de maintenance doit être conscient des précautions de sécurité de base à adopter.

- N'utilisez jamais l'appareil dans un endroit où les appareils sans fil ne sont pas autorisés.
- Si l'appareil est alimenté par un adaptateur d'alimentation: Utilisez un adaptateur d'alimentation possédant les spécifications requises. N'utilisez pas l'adaptateur d'alimentation si la fiche ou le cordon de celui-ci est endommagé. La fiche de secteur est utilisée comme dispositif de déconnexion et doit rester facilement accessible. La prise de courant doit être installée à proximité de l'appareil et être facilement accessible.
- Assurez-vous que le voltage d'entrée est compris dans la plage d'entrée indiquée sur l'appareil.
- N'obstruez pas les ouvertures de ventilation à l'aide de journaux, de nappes, de rideaux, etc.
- Nettoyer uniquement avec un chiffon sec.
- Tenez l'appareil éloigné de l'eau, du feu, de champs électriques et magnétiques de forte intensité, et d'articles inflammables et explosifs.
- Si des phénomènes tels que de la fumée, un son ou une odeur anormaux surviennent lorsque vous utilisez l'appareil, cessez immédiatement de l'utiliser, débranchez la source d'alimentation ainsi que tous les câbles connectés et contactez le service après-vente.
- Le démontage ou la modification de l'appareil ou des accessoires sans autorisation entraînera l'annulation de la garantie et peut compromettre votre sécurité.

Precauzioni di sicurezza

Prima di eseguire un'operazione, leggere le istruzioni operative e le precauzioni da prendere, e seguirle per evitare incidenti. Le voci di avvertimento e di pericolo in altri documenti non coprono tutte le precauzioni di sicurezza che devono essere seguite. Sono solo informazioni supplementari e il personale di installazione e manutenzione deve comprendere le precauzioni di sicurezza di base da adottare.

- Non utilizzare il dispositivo in un luogo in cui i dispositivi wireless non sono ammessi.
- Se il dispositivo adotta l'alimentazione tramite adattatore di corrente: Utilizzare un adattatore di alimentazione con le specifiche richieste. Non utilizzare l'adattatore di alimentazione se la spina o il cavo sono danneggiati. La spina di rete è usata come dispositivo di disconnessione e deve rimanere facilmente utilizzabile. La presa di corrente deve essere installata vicino al dispositivo e facilmente accessibile.
- Assicurarsi che la tensione di ingresso sia compresa nell'intervallo di ingresso indicato sul dispositivo.
- Non ostruire le aperture di ventilazione con oggetti come giornali, tovaglie, tende.
- Pulire solo con un panno asciutto.
- Tenere il dispositivo lontano da acqua, fuoco, alto campo elettrico, alto campo magnetico e oggetti infiammabili ed esplosivi.
- Se durante l'uso del dispositivo compaiono fenomeni come fumo, suoni o odori anomali, smettete immediatamente di usarlo e scollegate l'alimentazione, staccate tutti i cavi collegati e contattate il personale del servizio assistenza.

Smontare o modificare il dispositivo o i suoi accessori senza autorizzazione annulla la garanzia e potrebbe causare rischi per la sicurezza.

Precauciones de Seguridad

Antes de iniciar una operación, lea las instrucciones de operación y las precauciones que han de tomar, y sígalas para prevenir accidentes. Los puntos de advertencia y peligro en otros documentos no cubren todas las precauciones de seguridad que han de seguir. Es información suplementaria, y el personal de instalación y mantenimiento necesita entender las precauciones de seguridad básicas que han de tomar.

- Por favor, no use el dispositivo donde los dispositivos inalámbricos no son permitidos.
- Si el dispositivo tiene un adaptador de corriente: Utilice un adaptador de corriente con las especificaciones necesarias. No utilice el adaptador de corriente si el enchufe o el cable están dañados. El enchufe de alimentación se usa como un dispositivo desconectado, y debe permanecer fácilmente operable. El toma de corriente debe ser instalado cerca del dispositivo y estar fácilmente accesible.
- Compruebe que el voltaje de entrada está dentro del rango de entrada indicado en el dispositivo.
- No bloquee los orificios de ventilación con periódicos, manteles, cortinas, etc.
- Utilice solamente un paño seco para limpiarlo.
- Mantenga el dispositivo lejano del agua, fuego, campo eléctrico de alto voltaje, campo magnético fuerte, y artículos inflamables y explosivos.
- Si tal fenómeno como humo, sonido anormal o olor aparece cuando usa el dispositivo, deje de usarlo y desconecte su suministro de potencia, desenchufe todos los cables conectados, y contacte el personal de atención al cliente.
- Desmontar o modificar el dispositivo o sus accesorios sin autorización inválida la garantía, y puede causar riesgo para la seguridad.



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 5.15–5.25 GHz band are restricted to indoor use only.

This equipment should be installed and operated with a minimum distance of 20 cm 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/2400-2483.5 MHz (CH1-CH13)

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

EIRP Power (Max.):

2.4 GHz: 19.67 dBm

5 GHz: 22.21 dBm

Software Version: V1.0.0.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(NI) |



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 a minimum distance of 20 cm 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

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: BN017-A38048E, BN017-A38048B
Manufacture: SHENZHEN HEWEISHUN NETWORK
TECHNOLOGY CO., LTD.

Input: 100-240V AC, 50/60Hz 1.0A

Output: 48V DC, 0.8A

: 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: -10°C - 40°C

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



Technical Support

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V1.0 Keep for future reference.