



Quick Installation Guide

AC1200 Dualband Wi-Fi xPON ONT

HG7c

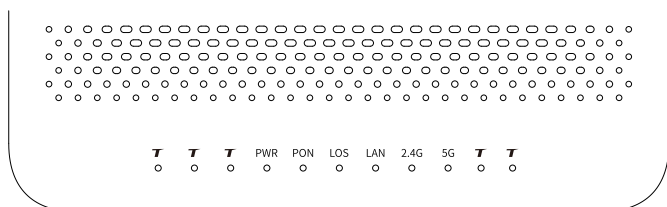
Package Contents

- xPON ONT x 1
- Power adapter x 1
- Ethernet cable x 1
- User manual x 1

For product or function details, please go to www.tendacn.com to download the user guide.

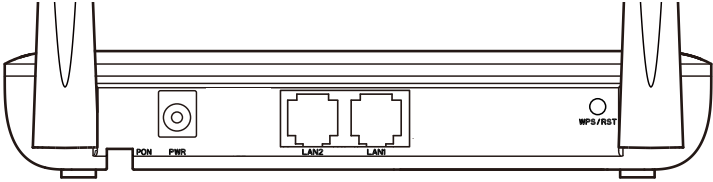
Get to know the ONT

LED indicators



LED indicator	Color	Status	Description
PWR	Green	Solid on	The ONT is powered on properly.
		Off	The ONT is powered off or not powered on properly.
PON	Green	Solid on	The ONT is registered successfully.
		Blinking	The registration is not completed (unregistered or registering).
		Off	The received optical power is lower than the optical receiver sensitivity, or no fiber cord is connected.
LOS	Red	Blinking	The received optical power is lower than the optical receiver sensitivity, or no fiber cord is connected.
		Off	The received optical power is within the optical receiver sensitivity.
LAN	Green	Solid on	There is at least one LAN port connected properly, but no data is being transmitted over the corresponding port.
		Blinking	There is at least one LAN port connected properly, and data is being transmitted over the corresponding port.
		Off	No Ethernet device is connected or the Ethernet device is not connected to any LAN port properly.
2.4G/5G	Green	Solid on	The 2.4 GHz/5 GHz Wi-Fi network is enabled, but no data is being transmitted wirelessly.
		Blinking slowly (0.5s)	The 2.4 GHz/5 GHz Wi-Fi network is enabled, and data is being transmitted wirelessly.
		Blinking slowly (0.25s)	The ONT is performing or pending for WPS negotiation.
		Off	The 2.4 GHz/5 GHz Wi-Fi network is disabled.

Ports & Buttons



Port/Button	Description
PON	Optical fiber port. You can find it on the bottom of the ONT, which is used to connect to a fiber cord.
PWR	Power jack. Please use the included power adapter to connect the ONT to a power source.
LAN1/LAN2	Gigabit LAN ports. Used to connect to a router, switch, computer or IPTV set-top box.
WPS/RST	WPS/Reset button. <ul style="list-style-type: none">• WPS: Wi-Fi-enabled devices can connect to the Wi-Fi networks of the ONT without entering the password through WPS negotiation. Press the button for 1 to 3 seconds to start the WPS negotiation process of the ONT. The 2.4G and 5G LED indicators blink quickly. Within 2 minutes, enable the WPS function on a WPS-supported device to establish a WPS connection.• Reset: Restore the ONT to the configurations preset by the ISP. After the ONT completes startup, press the button for more than 10 seconds and release it. All LED indicators will light off in a few seconds. When the PWR LED indicator lights solid on again, the ONT is restored to the configurations preset by the ISP.

Tips:

This ONT supports wall mounting (two mounting holes on the bottom). The recommended parts are as follows:

Expansion bolt: PA6*26.4 mm; inner diameter: $\phi 2.4$

Quantity: 2; diameter: 2.5–4.0 mm; head diameter: 5.0–6.5 mm; head thickness: ≤ 2.3 mm.

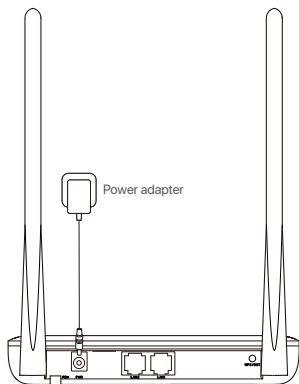
1. Connect and register the ONT



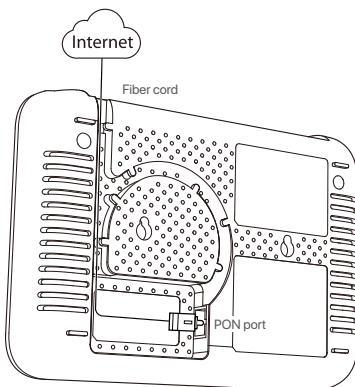
Caution, laser

DO NOT look directly at the **PON** port when the device is powered on, as well as the terminal of the indoor fiber cord, to prevent any harm to your eyes.

Connect the ONT as shown in the figure. The ONT automatically adapts to the fiber access type. Wait until the **PON** LED indicator lights solid on, then the ONT is registered successfully.



Rear panel



Bottom panel



Tips:

If your ISP provides any parameters for registration, you can use them to manually register the ONT. Method:

- 1 Use an Ethernet cable to connect a LAN port of the ONT to a computer, or connect your smartphone to the Wi-Fi network of the ONT using the **SSID** (Wi-Fi name) and **Key** (Wi-Fi password) on the bottom label.
- 2 Enter **192.168.1.1** in a web browser and log in to the web UI of the ONT (default login user name and password are both **admin**).
- 3 Navigate to **Admin > GPON Settings** (or **EPON Settings**) and enter the parameters provided by ISP.

2. Configure the internet access



Tips:

Choose a desired mode to configure your internet access:

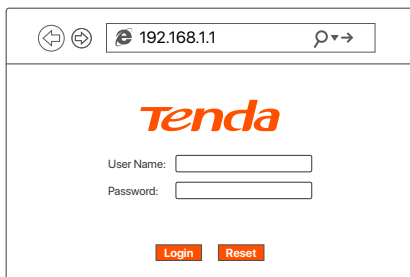
- Router mode: Choose this mode if your internet access type is PPPoE or DHCP.
- Bridge mode (default): Choose this mode if your internet access type is PPPoE.

Router mode

Option 1 Access internet over PPPoE

Step 1: Log in to the web UI

- 1 Connect a LAN port of the ONT to a computer using an Ethernet cable, or connect your smartphone to the Wi-Fi network of the ONT using the **SSID** (Wi-Fi name) and **Key** (Wi-Fi password) on the bottom label.
- 2 Start a web browser and visit **192.168.1.1**.
- 3 Enter the **User Name** and **Password** (**admin** for both by default).
- 4 Click **Login**.



The screenshot shows a web browser window with the address bar containing "192.168.1.1". The main content area displays the "Tenda" logo in orange. Below the logo, there are two input fields: "User Name:" and "Password:". At the bottom of the form, there are two buttons: "Login" and "Reset", both in orange.

Tips:

If the above page does not appear, refer to **Q1** in **FAQ**.

Step 2: Set up a WAN connection

- 1 Choose **WAN > PON WAN**.
- 2 Tick **Enable VLAN**, and enter the **VLAN ID** provided by your ISP.
- 3 Set **Channel Mode** to **PPPoE**.
- 4 Set **Connection Type** to **INTERNET**.
- 5 Enter the PPPoE **UserName** and **Password** provided by your ISP.
- 6 Set other parameters according to your ISP and your own need.
- 7 Click **Apply Changes**.
- 8 Click **OK** when **Change setting successfully** is shown on the page.

PON WAN

This page is used to configure the parameters for PONWAN

	nas0_0 ▾
Enable VLAN:	<input checked="" type="checkbox"/>
VLAN ID:	<input type="text"/>
802.1p_Mark	0 ▾
Channel Mode:	PPPoE ▾
Admin Status:	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Connection Type:	INTERNET ▾
MTU:	1492 <input type="text"/>
Enable IGMP-Proxy:	<input type="checkbox"/>
Enable MLD-Proxy:	<input type="checkbox"/>
IP Protocol:	IPv4 ▾

PPP Settings:	
UserName:	<input type="text"/>
Password:	<input type="text"/>
Type:	Continuous ▾

Port Mapping:	
<input type="checkbox"/> LAN_1	<input type="checkbox"/> LAN_2
<input type="checkbox"/> WLAN0	
<input type="checkbox"/> WLAN0-AP1	<input type="checkbox"/> WLAN0-AP2
<input type="checkbox"/> WLAN0-AP3	<input type="checkbox"/> WLAN0-AP4
<input type="checkbox"/> WLAN1	
<input type="checkbox"/> WLAN1-AP1	<input type="checkbox"/> WLAN1-AP2
<input type="checkbox"/> WLAN1-AP3	<input type="checkbox"/> WLAN1-AP4

Apply Changes

Delete

Done.

To access the internet:

- Connect your wired device, such as a computer, to a LAN port of the ONT.
- Connect your wireless device, such as a smartphone, to the Wi-Fi network of the ONT using the **SSID** (Wi-Fi name) and **Key** (Wi-Fi password) on the bottom label.

Tips:

- If you cannot access the internet after the configuration, refer to **Q2** in **FAQ**.
- If you want to change the Wi-Fi name and password, refer to **Q6** in **FAQ**.

Option 2 Access internet over DHCP

Step 1: Log in to the web UI

Refer to **Step 1: Log in to the web UI** in **Option 1 Access internet over PPPoE** under **Router mode** to log in to the web UI of the ONT.

Step 2: Set up a WAN connection

- 1 Choose **WAN > PON WAN**.
- 2 Tick **Enable VLAN**.
- 3 Enter the **VLAN ID** provided by your ISP.
- 4 Set **Channel Mode** to **IPoE**.
- 5 Set **Connection Type** to **INTERNET**.
- 6 Click **Apply Changes**.
- 7 Click **OK** when **Change setting successfully** is shown on the page.

PON WAN

This page is used to configure the parameters for PONWAN

nas0_0	▼
Enable VLAN:	<input checked="" type="checkbox"/>
VLAN ID:	<input type="text"/>
802.1p_Mark	0 ▼
Channel Mode:	IPoE ▼
Admin Status:	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Connection Type:	INTERNET ▼
MTU:	1500
Enable IGMP-Proxy:	<input type="checkbox"/>
Enable MLD-Proxy:	<input type="checkbox"/>
IP Protocol:	IPv4 ▼

WAN IP Settings:	
Type:	<input type="radio"/> Fixed IP <input checked="" type="radio"/> DHCP
Local IP Address:	<input type="text"/>
Remote IP Address:	<input type="text"/>
Subnet Mask:	<input type="text"/>
IP Unnumbered	<input type="checkbox"/>
Request DNS	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Primary DNS Server	<input type="text"/>
Secondary DNS Server	<input type="text"/>

Done.

To access the internet:

- Connect your wired device, such as a computer, to a LAN port of the ONT.
- Connect your wireless device, such as a smartphone, to the Wi-Fi networks of the ONT, using the **SSID** (Wi-Fi name) and **Key** (Wi-Fi password) on the bottom label.

Tips:

- If you cannot access the internet after the configuration, refer to **Q2** in **FAQ**.
- If you want to change the Wi-Fi name and Wi-Fi password, refer to **Q6** in **FAQ**.

Bridge mode

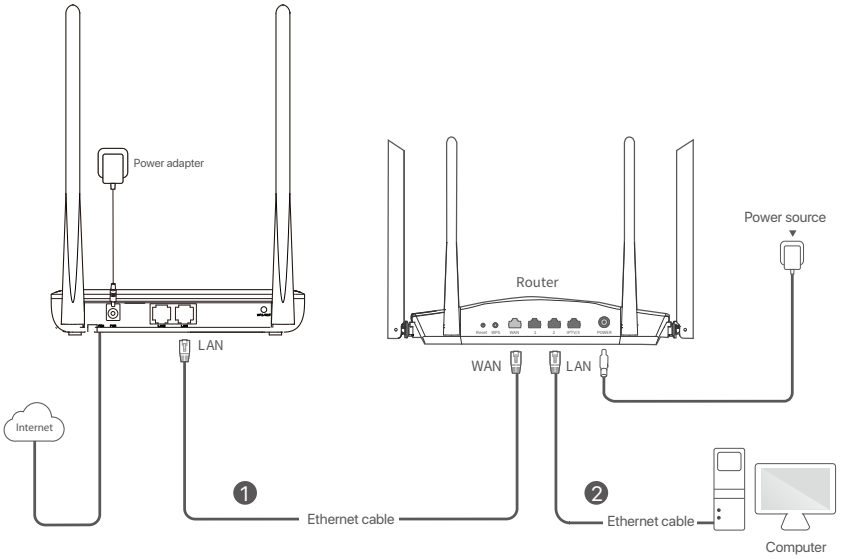
Tips:

When the ONT is set to Bridge mode, please configure internet settings based on ISP requirements.

Access internet over PPPoE

- 1 Connect a LAN port of the ONT to the WAN port of a router using an Ethernet cable.
- 2 Connect your computer to a LAN port of the router using an Ethernet cable.
- 3 Set up a PPPoE connection on the router as required.

After the settings, you can access the internet through the router.



FAQ

Q1: I cannot log in to the web UI by visiting 192.168.1.1. What should I do?

A1: Try the following solutions:

- Ensure that the ONT is powered on properly (the **PWR** LED indicator is solid green).
- If you use a wireless device, such as a smartphone, to configure the ONT:
 - Ensure that your smartphone has disabled mobile data and is connected to the Wi-Fi network of the ONT.
 - Clear the cache of the web browser or change a web browser and try again.
 - Use another smartphone and try again.
- If you use a wired device, such as a computer, to configure the ONT:
 - Ensure that your computer is connected to the ONT properly (the **LAN** LED indicator of the connected port lights up).
 - Ensure that your computer is set to obtain an IP address automatically.
 - Ensure that the IP address of your computer is at the same network segment as the ONT.
 - Use another computer and try again.
- Reset the ONT (after the ONT completes startup, press the **WPS/RST** button down for more than 10 seconds and release it. All LED indicators light off in a few seconds. When the **PWR** LED indicator lights solid on again, the ONT is reset) and try again.

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

A2: Try the following solutions:

- Check the LED indicator status of ONT:
 - If the **PWR** LED indicator is off, ensure that the ONT is powered on properly.
 - If the **LOS** LED indicator blinks, ensure that the PON port is clean and connected properly, the fiber cord is not bent excessively and the input optical power is within the normal range (Rx Power between -28 dBm to -8 dBm on the **Status > PON** page).
 - If the **PON** LED indicator blinks, the ONT is not registered. Contact your ISP or verify the parameters for registration are correct.
- Ensure that your ISP supports self-purchased PON devices for internet access.
- If you set the ONT to the router mode:
 - Ensure that the ONT obtains a valid IP address and gateway on the **Status > Device > WAN Configuration** page. If not, the WAN connection is not set up successfully. Verify the parameters are correct.
 - Ensure that the wired device is connected to a LAN port of the ONT or downstream router (if any) properly and set to obtain an IP address automatically.
 - Ensure that the wireless device is connected to the Wi-Fi network of the ONT or downstream router (if any).
- If you set the ONT to the bridge mode, ensure that the router or computer used for dial up is connected and configured properly.

If the problem persists, consult your ISP.

Q3: I cannot find the Wi-Fi signal of the ONT on my wireless device. What should I do?

A3: Ensure that the **2.4G** and **5G** LED indicators light up. If not, the Wi-Fi networks of the ONT are disabled. Enable the Wi-Fi networks of the ONT by performing the operations below and try again. Enable Wi-Fi networks: Connect a wired device, such as a computer, to the ONT and log in to the web UI of the ONT. Choose **WLAN**, and locate **Basic Settings** in both **wlan1 (5GHz)** and **wlan1 (2.4GHz)**. Deselect **Disable WLAN Interface** and save the configurations.

Q4: I cannot find the 5 GHz Wi-Fi signal of the ONT on my wireless device. What should I do?

A4: Try the following solutions:

- Check whether your wireless device supports 5 GHz Wi-Fi network. Only devices supporting 5 GHz network can find and connect to the 5 GHz Wi-Fi network.
- If you can find other 5 GHz Wi-Fi networks, refer to **Q3**.

Q5: How to reset the ONT?

A5: Method1: After the ONT completes startup, press the **WPS/RST** button for more than 10 seconds and release it. All LED indicators will light off in a few seconds. When the **PWR** LED indicator lights solid on again, the ONT is reset.

Method2: Log in to the web UI of the ONT, choose **Admin > Backup/Restore** and click **Reset** on the page.

Q6: How to change the Wi-Fi name and password?

A6: Log in to the web UI of the ONT, choose **WLAN** and repeat the following steps in **wlan0 (5GHz)** and **wlan1 (2.4GHz)**:

- Wi-Fi name: Choose **Basic Settings** and change the **SSID** (Wi-Fi name). Click **Apply Changes**, and click **OK** when **Change setting successfully** is shown.
- Wi-Fi password: Choose **Security**, set **Encryption** to **WPA/WPA2-PSK** (recommended) and change the **Pre-Shared Key** (Wi-Fi password). Click **Apply Changes**, and click **OK** when **Change setting successfully** is shown.