

Quick Installation Guide

AX3000 Wi-Fi 6 In-Wall Access Point
W15-PRO

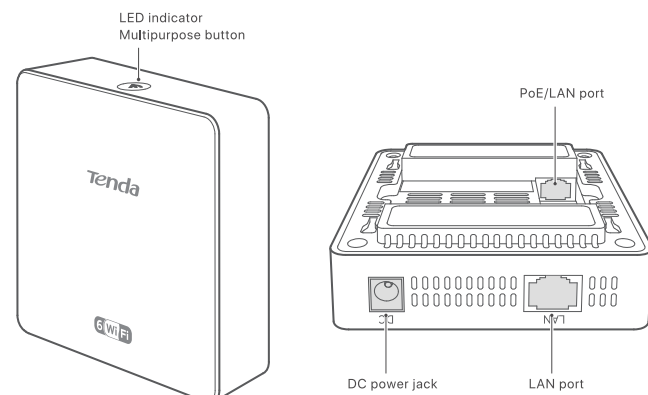
Package contents

- AP × 1
- Bracket × 1
- Ethernet Cable × 1
- Double-sided Adhesive Tapes × 4
- Quick Installation Guide × 1
- Screws (PM4*30 mm, head diameter: 7 mm) × 2

Please read this quick installation guide before you start. It walks you through installation and how to perform the first-time configuration. For function details or other information such as the description of symbols displayed on relevant materials, please go to www.tendacn.com.



I. Get to know your AP

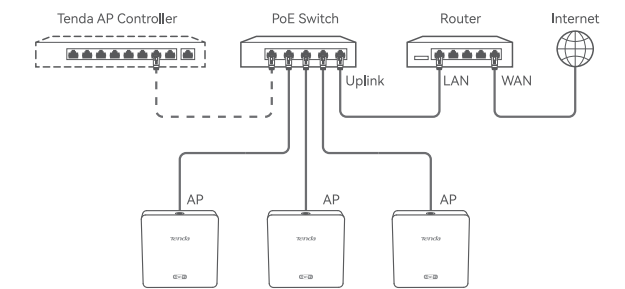


| LED indicator | Description |
|------------------------|--|
| Blinking white | The AP is starting up. |
| Solid white | The AP has completed startup and is waiting to be managed by a controller (such as an AP controller (AC) or a router with AP management function). |
| Solid blue | The AP is managed by a controller (such as an AP controller (AC) or a router with AP management function) and is working properly. |
| Alternating white/blue | The AP is busy, for example, with firmware upgrade. Do not disconnect the power. |

| Button/Port | Description |
|---------------------|--|
| Multipurpose button | Multipurpose button: Wi-Fi, LED Indicator Control and Reset. - Press for less than 3 seconds to turn on/off the Wi-Fi. By default, Wi-Fi is enabled. - Press for 3 to 10 seconds to turn on/off the LED indicator. By default, the LED indicator is turned on. - Press for over 10 seconds to restore the AP to factory settings. When the AP is idle, press this button for over 10 seconds and release it when the LED indicator turns off. When the LED indicator starts to blink white, the AP is reset successfully. |
| LAN port | 10/100/1000 Mbps auto-negotiation. It is used to connect user devices such as computers. |
| DC power jack | DC power jack. It is connected to a power adapter (self-prepared) to supply power for the AP. |
| PoE/LAN port | 10/100/1000 Mbps auto-negotiation port for both PoE power supply and data transmission. It is generally connected to an upstream PoE power supply device (such as a PoE switch). |

II. Network topology

- Tips**
- For PoE power supply, connect the AP's PoE/LAN port to a PoE power supply device with an Ethernet cable (recommended: CAT5e or better, ≤ 100 m).
 - For DC power supply, connect a 12V 1A power adapter (DC 5.5 × 2.1 mm, self-prepared) to the DC power jack of the AP. Do not use a power adapter over 12V.



III. 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.
 - Ensure that an Ethernet cable has been deployed in the in-wall electrical box.
 - The AP is suitable for mounting at heights > 2 m.

Method one: through the bracket

- Tips**
- Before installation, ensure that you have terminated the Ethernet cable in the 86 mm × 86 mm in-wall electrical box to an RJ45 connector; prepare a Phillips screwdriver.

- Remove the cover of an 86 mm × 86 mm in-wall electrical box (in-wall electrical box as an example).
- Thread the Ethernet cable in the in-wall electrical box through the central opening of the AP bracket. Point the screw holes of the AP bracket at those of the in-wall electrical box, then fix the bracket using the included screws.
- Connect the Ethernet cable to the PoE/LAN port of the AP.
- Keep the multipurpose button at the top side, and align the slots of the AP with the hooks of the bracket.
- Adjust the AP downwards to fit it in the bracket.

Method two: through the double-sided adhesive tapes

- Tips**
- Before installation, ensure that the back panel of the AP is clean without dust.

- Stick the double-sided adhesive tapes to the back panel of the AP.
- Use an Ethernet cable to connect the PoE/LAN port of the AP to the port of the network socket panel.
- Stick the AP to the network socket panel.

IV. Configure the AP

Method one: through an AP controller (or a router with AP management function)

If there is a Tenda 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 controller. For details, please refer to the controller's user guide.

Method two: through web UI of the AP

If no devices in the LAN can manage the AP, you can manage the AP through its own 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 subsequent management.

- Use an Ethernet cable to connect a management computer to a switch which is connected to the AP, and set the IP address of the 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**.
- Start a web browser on the computer, and enter the IP address of the AP to manage the AP.

Appendix A FAQ

- Q1: I cannot log in to the web UI of the AP by visiting 192.168.0.254. 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 Q3).
- Q2: I forgot the username and password when accessing the management web UI of the AP. What should I do?**
- A2:** Try to log in with the default user name and password (**admin**). If it fails, restore the AP to factory settings (refer to Q3) and then use the default user name and password to log in again.
- Q3: How to restore the AP to factory settings?**
- A3:** When the AP is idle, press the multipurpose button for over 10 seconds and release it when the LED indicator turns off. When the LED indicator starts to blink white, the AP is reset successfully.

Appendix B 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 AP in a place where wireless devices are not allowed.
 - The AP should be powered off during installation.
 - Keep the AP away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
 - Do not block the ventilation opening of the AP.
 - Use a power adapter with required specifications.
 - Clean with dry cloth only when the AP is powered off.
 - 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.



- 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: EU/2400-2483.5 MHz (CH1-CH13) EIRP Power: 2.4 GHz < 20 dBm
EU/5150-5250 MHz (CH36-CH48) 5150-5250 MHz < 23 dBm
Software Version: V1.0.0.X



- 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: 2412-2462 MHz, 5150-5250 MHz, 5725-5850 MHz
- 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.

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(IN) |



- Operating Temperature: -10°C - 40°C
Operating Humidity: (10% - 90%) RH, non-condensing
- Storage Temperature: -30°C - 70°C
Storage Humidity: (5% - 90%) RH, non-condensing

- Technical Support**
- Shenzhen Tenda Technology Co., Ltd.
Floor 6-8, 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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- V1.0 Keep for future reference.