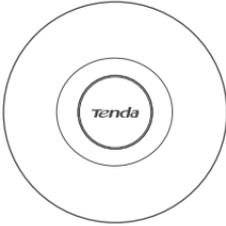# Tenda

Quick Installation Guide
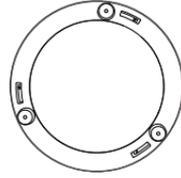
Ceiling AP Series

i29

This Quick Installation Guide is for installation instruction only. For more product or function details, please go to www.tendacn.com.

Package contents

The package contents of all models are listed here. The actual contents may vary by model.
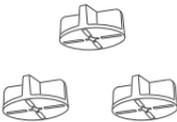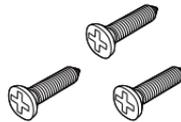
Wireless ceiling AP × 1

Bracket × 1

Power adapter × 1
+
PoE injector × 1

Plastic anchors
(Length: 26.4 mm; Diameter: 2.4 mm)
× 3
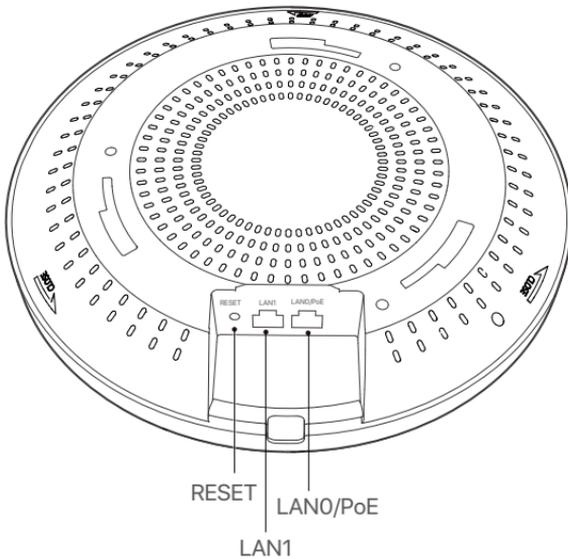
Plastic nuts
(Length: 14.5 mm; Diameter: 2.51 mm)
× 3

Screws
(BA3.0*25 mm)
× 3

User Manual × 1

1.Getting to know your AP

▶ Port and button

RESET | LAN1 | LAN0/PoE

RESET
LAN0/PoE
LAN1

| Port/Button	Description
Reset	Reset button, used to restore the AP to factory settings. When the AP is idle, 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, the AP is reset successfully.
LAN1	Gigabit LAN port. It is generally used to connect to such wired devices as computers.
LAN0/PoE	Gigabit Ethernet port, which supports PoE power input. It is generally used to connect to the upstream switch. You can power the AP by: - the included PoE injector. - other PoE power supply devices, which must comply with IEEE 802.3at standard.

▶ LED indicator
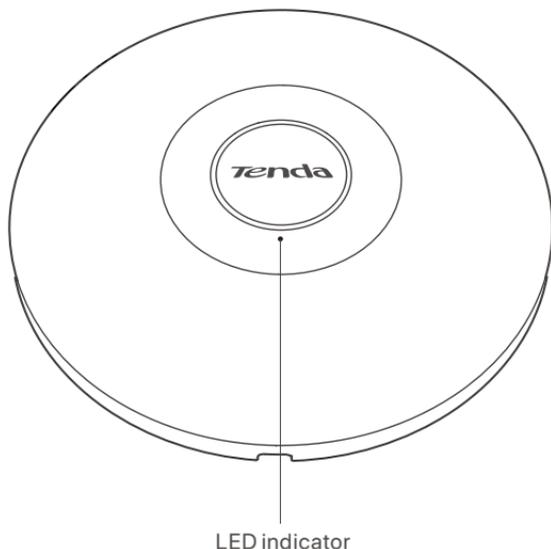
LED indicator

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

2.Installing your AP

❶ Position the bracket on the ceiling and mark screw holes on the ceiling with a marker.
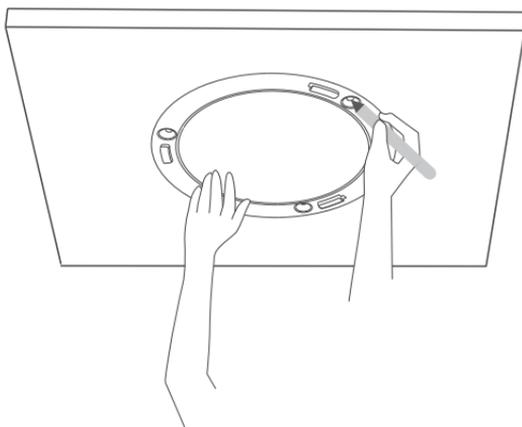
❷ Drill holes in the marked positions using a hammer drill.
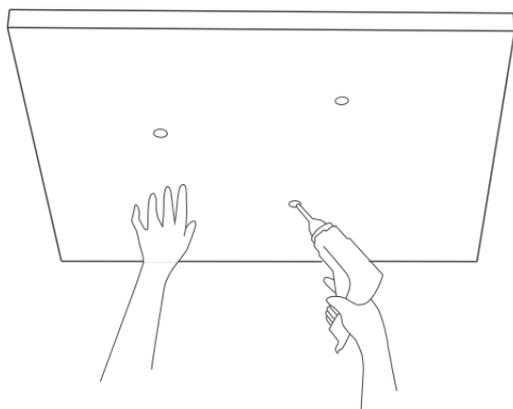
❸ Fix the bracket.

Knock the plastic anchors into the holes using the rubber hammer. Align the screw holes in the bracket with the holes in the ceiling, and use the included screws to fix the bracket.

Plastic Anchor

Mounting Bracket

Screw
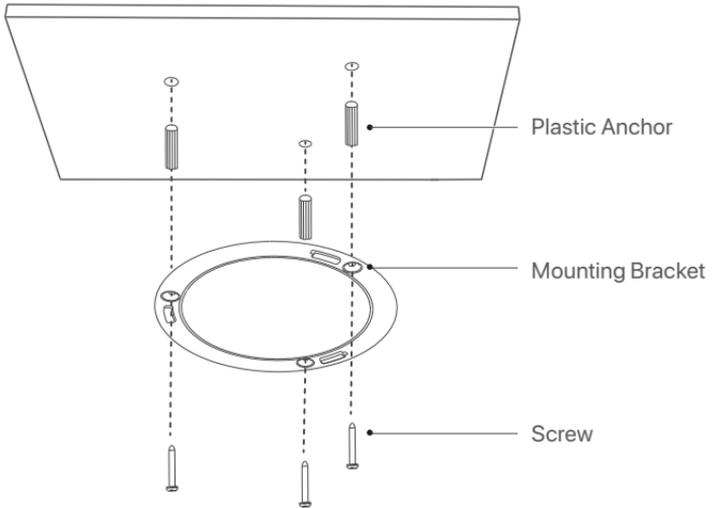
❹ Connect a PoE switch or the included PoE injector to the **LAN0/PoE** port to supply power to the AP. Before powering on, check if the power sourcing equipment you use complies with your AP.

❺ (Optional) If you want to connect such wired devices as computers to the AP, connect it to the **LAN1** port.
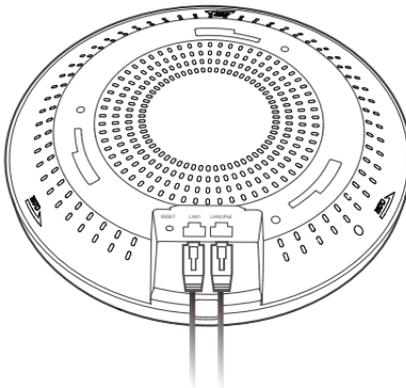
⑥ Align the slots of the AP with the hooks of the bracket.

Hook
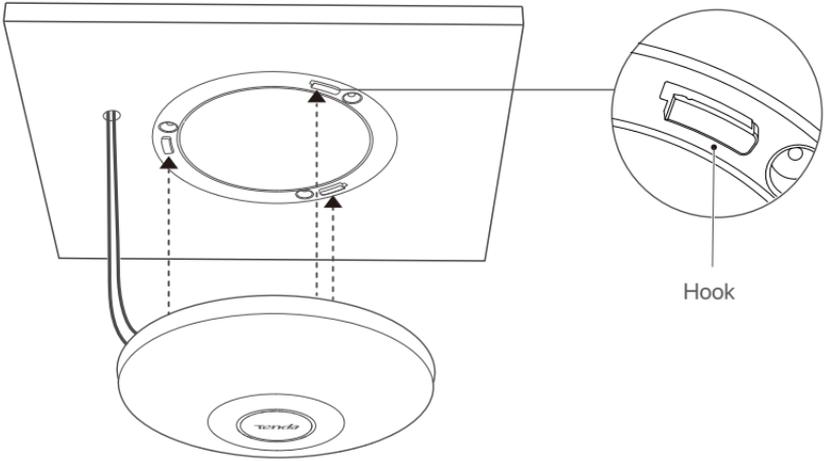
⑦ Ensure that the AP is firmly seated onto the bracket. Turn the AP clockwise until it is fixed securely onto the bracket.
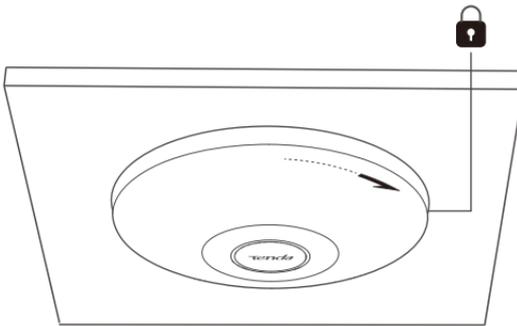
3. Supplying power to your APs

Method 1: Power the AP with a standard PoE power supply device

Use an Ethernet cable to connect the **LAN0/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.

AP

≤100m

PoE switch
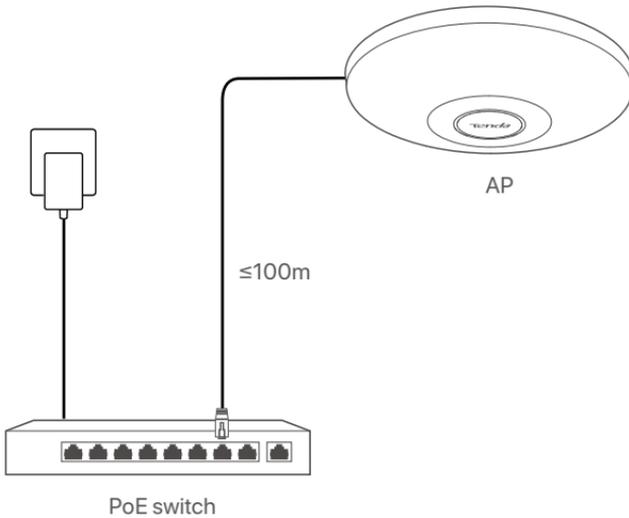
Method 2: Power the AP with the included PoE injector

❶ Use an Ethernet cable to connect the PoE port of the AP to the PoE port of the PoE injector.

❷ Use the included power adapter to connect the PoE injector to a power source.

> 💡 **Tips**
>
> The maximum power supply distance is 50 meters.

PoE port

❷

❶

≤50m

LAN port
used to connect to other network devices
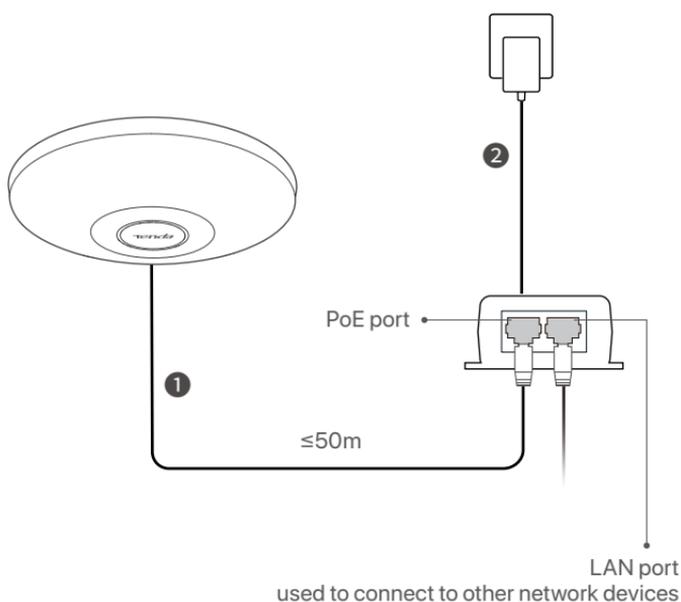
4. Connecting and configuring your APs

Scenario 1: Deploying your network without a management device for Tenda AP

> ☀ **Tips**
>
> Connect and configure your APs one by one. That is, connect one AP to your PoE switch and configure it. After finished, connect the second AP and repeat step ❸ – ❺ on it.

❶ Connect devices

Connect your AP to a PoE port of the PoE switch using an Ethernet cable. Refer to the following figure for detailed connection.

Check that the AP's LED indicator blinks and the lower-right Internet icon on your computer is **not** displayed as 🖥.
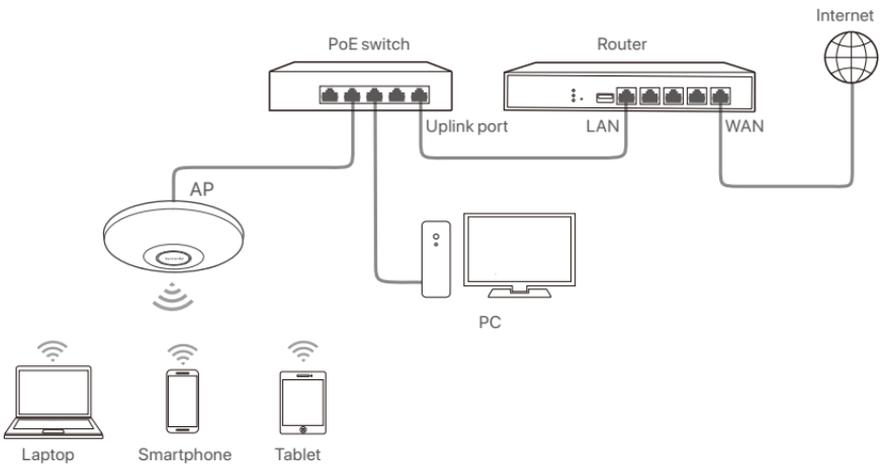
❷ Configure the IP address of your computer (Example: Win10)

On the computer desktop, click **Start** ⊞ , **Settings** ⚙ > **Network and Internet** > **Change adapter options**.

Right-click **Ethernet**, click **Properties**, and double-click **Internet Protocol Version 4 (TCP/IPv4)**. Select **Use the following IP address**, set **IP address** 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**, and save the configurations.

Internet Protocol Version 4 (TCP/IPv4) Properties   ×

General

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

○ Obtain an IP address automatically
◉ Use the following IP address:

IP address:	192.168.0.10
Subnet mask:	255.255.255.0
Default gateway:	. . .

○ Obtain DNS server address automatically
◉ Use the following DNS server addresses:

Preferred DNS server:	. . .
Alternate DNS server:	. . .

☐ Validate settings upon exit   Advanced...

OK   Cancel

❸ Log in to the web UI of the AP

Start a web browser on your computer, and access **192.168.0.254**. Follow the on-screen instructions for login.

---

❹ Set AP WiFi name and password

Choose **Quick Setup**. The **2.4GHz** configuration page appears. Configure **SSID** (WiFi name), **Security Mode** and **Key**, and click **Save**.

Then select **5GHz** from the **Radio Band** drop-down list and repeat this step.
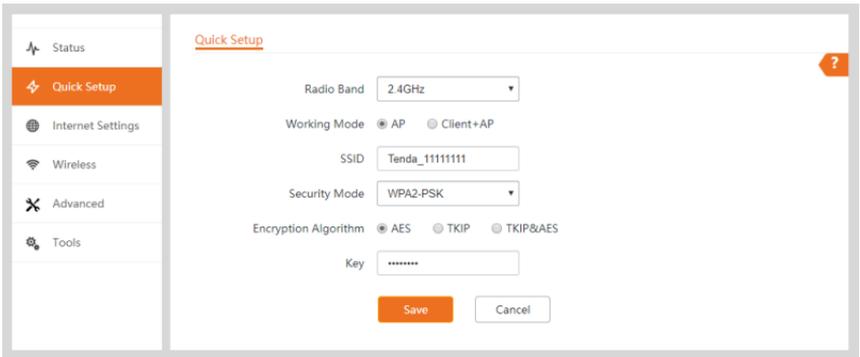
⌁ Status	**Quick Setup**
⚡ **Quick Setup**	Radio Band 2.4GHz ▼
⊕ Internet Settings	Working Mode ◉ AP ○ Client+AP
🛜 Wireless	SSID Tenda_11111111
✖ Advanced	Security Mode WPA2-PSK ▼
⚙ Tools	Encryption Algorithm ◉ AES ○ TKIP ○ TKIP&AES
	Key ••••••••
	Save Cancel

❺ Modify the IP address of the AP

Choose **Internet Settings** > **LAN Setup**. Change the IP address of the AP to 192.168.0.x (x: 2 to 253), and ensure that the new IP address has not been used in this network, then click **Save**.

Example:
You can set the new IP address of the first AP to 192.168.0.201, and the new IP address of the second AP to 192.168.0.202.

Done.

WiFi name: The **SSID** you set in step ❹.
WiFi password: The **Key** you set in step ❹.

Scenario 2: Deploying your network with a Tenda access controller (AC)

❶ Connect devices

Use an Ethernet cable to connect your APs to PoE ports of the switch. Refer to the following figure for detailed connection.
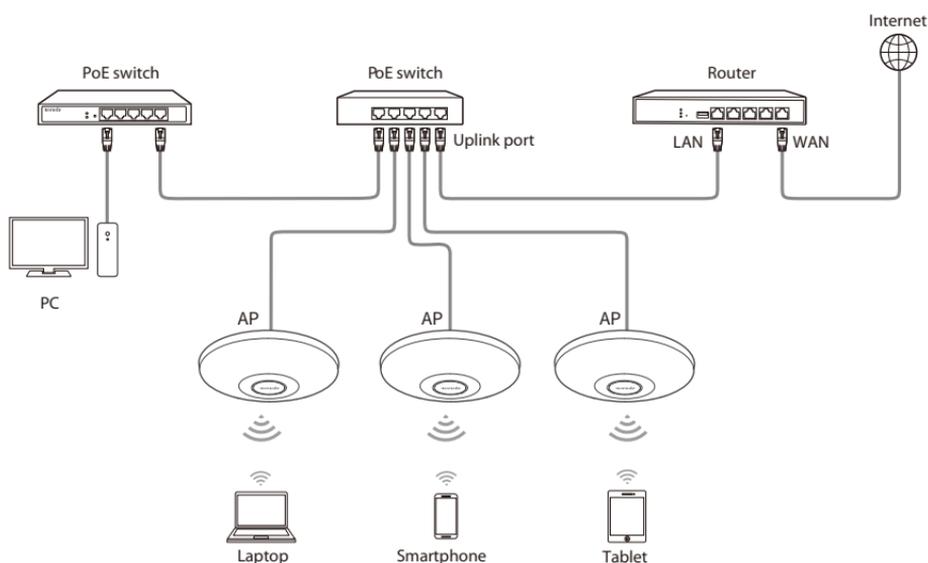
❷ Configure APs

Start a web browser on your computer and log in to the web UI of the AC. Refer to your AC's user guide for detailed instructions.

Scenario 3: Deploying your network with a Tenda router that includes the AC functionality

❶ Connect devices

Use an Ethernet cable to connect your APs to PoE ports of the switch. Refer to the following figure for detailed connection.
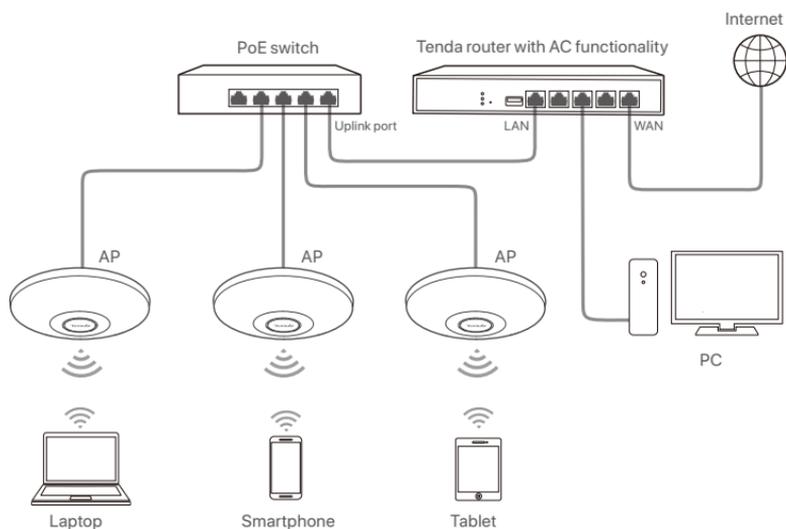
❷ Configure APs

Start a web browser on your computer and log in to the web UI of your **Tenda router**. Refer to the router's user guide for detailed instructions.

FAQ

Q1. I cannot access the web UI of the AP after entering 192.168.0.254. What should I do?

A1. Try the following solutions:

- Check if your Ethernet cables are connected properly. If yes, the LED indicator lights up.

- Ensure that the IP address of your computer has been set to 192.168.0.*x* (*x*: 2 to 253), and the IP address is not used by any other devices in the network.

- Clear the cache of your web browser, or try with another web browser.

- Disable the firewall of your computer, or try with another computer.

- If two or more APs are connected in the network without an AP controller, you should leave only one AP in the network first and configure the AP's IP address. Then repeat this procedure to change the IP addresses of other APs. Meanwhile, ensure that the APs' new IP addresses are in the same network segment with the IP address of your computer. Then try logging in to the APs' web UI using their new IP addresses.

- The AP may be being managed by an AC and therefore its IP address is no longer **192.168.0.254**. In this case, go to the web UI of the AC to view the new IP address of the AP, and then log in to the AP's web UI using the new IP address.

- If the problem persists, reset the AP.

Q2. My wireless AC cannot find the AP. What should I do?

A2. Try the following solutions:

- Check if you use the Tenda AC. The AP can only be managed by Tenda AC.

- Ensure that all the devices in the network are connected properly and the AP has completed startup.

- If VLANs have been defined in your network, verify that the corresponding VLAN has been added to your AC.

- Reboot the AP.

- Ensure that the firmware versions of your AP and AC are the same with the latest firmware versions available on www.tendacn.com.

- Reset your AP (refer to Q4 for details).

Q3. How to upgrade my AP?

A3. Perform as follows:

1. Choose your firmware version and download it from our official website www.tendacn.com.

2. Unzip the file you downloaded.

3. Log in to the web UI of the AP, choose **Tools** > **Maintenance**, and navigate to the **Firmware Upgrade** section. Click **Upgrade**, select and upload the file ending with **.bin** from the file folder you unzipped, and click **Upgrade**.

4. After successful upgrade, reset your AP to apply your settings. (refer to Q4 for details).

Q4. How to reset my AP?

A4. Option 1: Reset using the Reset button
After the AP is started, hold down the **Reset** button for about 8 seconds. The AP is reset successfully when the LED indicator lights solid on.

Option 2: Reset using the web UI
Log in to the web UI of the AP, choose **Tools** > **Maintenance**, and navigate to the **Reset** section, then follow the on-screen instruction to reset it.

Note: Resetting clears all configurations of your AP. Please operate with cation.

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.
– Please use the included power adapter.
– The AP should be powered off during installation.
– The power socket shall be installed near the device and easily accessible.
– Operating environment: Temperature: -10℃ – 40℃; Humidity: (10% – 90%) RH, non-condensing; Storage environment: Temperature: -30℃ – 70℃; Humidity: (5% – 90%) RH, non-condensing
– Keep the AP away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
– Unplug this AP and disconnect all cables during lightning storms or when the ap is unused for long periods.
– Do not block the ventilation opening of the AP.
– Do not use the power adapter if its plug or cord is damaged.
– 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.

$C\epsilon$

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 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 radio equipment type i29 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:
2.4GHz: EU/2400-2483.5MHz (CH1-CH13)
5GHz: EU/5150-5250MHz (CH36-CH48)

EIRP Power :
2.4GHz: 19.67 dBm
5GHz: 22.21 dBm
Software Version: V1.0.0.X

FCC

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. It is recommended to use a shielded RJ45 cable.

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-A38048B, BN017-A38048E
Manufacturer: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.
Input: 100 - 240V AC, 50/60Hz 1.0A
Output: 48V DC, 0.8A
⎓ : DC Voltage

Adapter Model: BN031-A65051
Manufacturer: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.
Input: 100 - 240V AC, 50/60Hz 1.5A
Output: 51V DC, 1.25A
⎓ : DC Voltage

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)

EAC ⬰

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.

LA OPERACIóN DE ESTE DISPOSITIVO ESTA SUJETA A LAS SIGUIENTES CONDICIONES:

a) Es posible que este equipo o dispositivo no cause interferencia perjudicial.

b) Este equipo o dispositivo debe aceptar cualquier tipo de interferencia, incluyendo la que pueda causar su operación no deseada.

Estimado usuario: Antes de utilizar este producto lo invitamos a leer el siguiente manual para que conozca todas sus funciones y caracteristicas.

Producto	NOMBRE DEL PRODUCTO: AX3000 WiFi Punto de Acceso de Largo Alcance MODELO: i29	
Alimentador de Energía: Alimentación: 100V – 240V ca 50Hz/60Hz, 1.0A Salida: 48V cc 0.8A		NOM
PAIS DE ORIGEN: CHINA		

Producto	NOMBRE DEL PRODUCTO: AX3000 WiFi Punto de Acceso de Largo Alcance MODELO: i29	
Alimentador de Energía: Alimentación: 100V – 240V ca 50Hz/60Hz, 1.5A Salida: 51V cc 1.25A		NOM
PAIS DE ORIGEN: CHINA		

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 × 24 hours

Canada hotline: 1-888-998-8966

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

HongKong hotline: 00852-81931998

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

Website: www.tendacn.com

E-mail: support@tenda.com.cn