



Quick Installation Guide

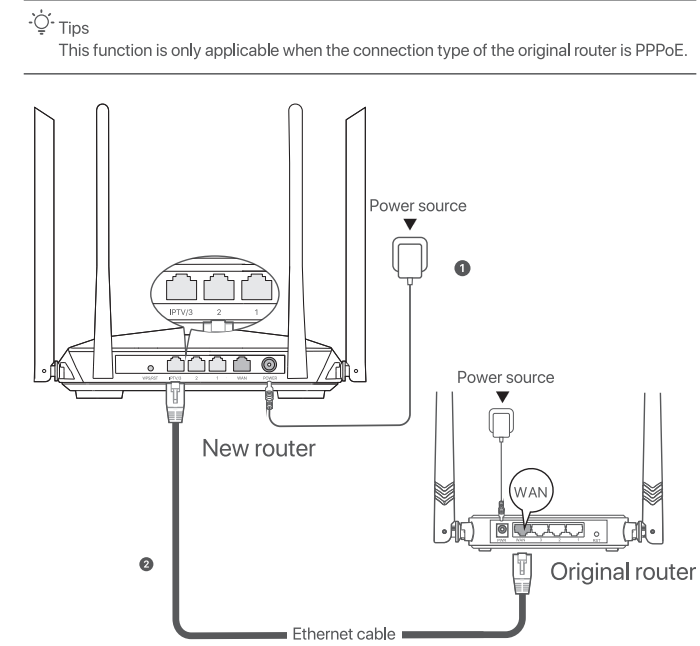
AC1200 MU-MIMO Dual Band Gigabit WiFi Router
AC10

Package Contents

- Wireless router x 1
- Power adapter x 1
- Ethernet cable x 1
- Quick installation guide x 1

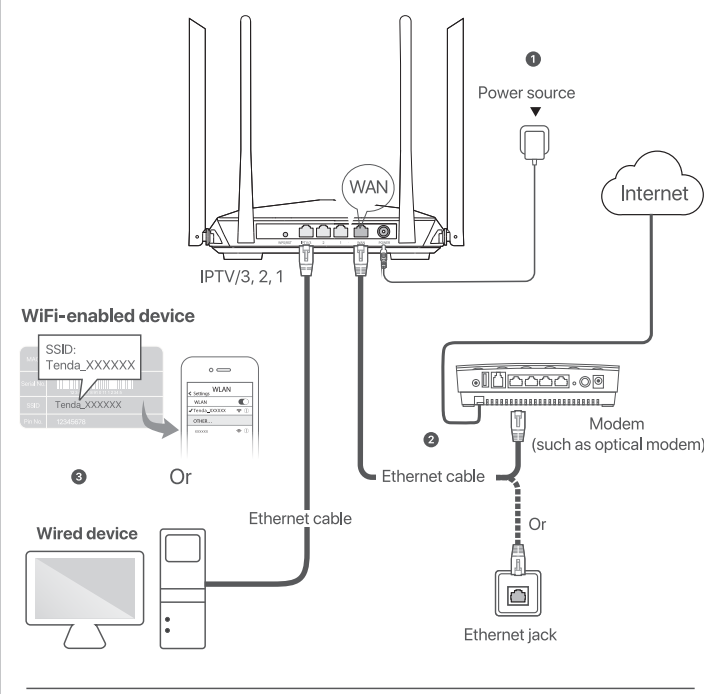
This guide introduces how to set up the device quickly for internet access, the descriptions of package contents, LED indicators, ports, and buttons, FAQ, statement information and so on. For product or function details, please go to www.tendacn.com to download the user guide.

Step 1: Import your PPPoE user name and password into the new router



- 1 Power on the original router and new router.
 - 2 Connect the WAN port of the original router to a LAN port of the new router using an Ethernet cable.
- When the WAN and LAN LED indicators of the new router to turn from blinking fast to solid on (last for 3 seconds), the PPPoE user name and password are imported to your new router. Now, you can remove the original router.

Step 2: Connect the Router to the Internet

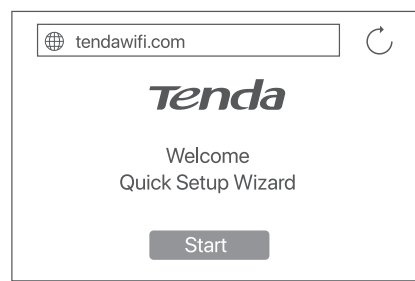


- 1 Power on the router
- 2 Connect the WAN port of the router to the LAN port of your modem or the Ethernet jack using an Ethernet cable.
- 3 Connect your wireless client such as a mobile phone to the WiFi network of the router, or use an Ethernet cable to connect the computer to a LAN port (1, 2 or IPTV/3) of the router. The SSID and password can be found on the bottom label of the device.

Tips
If you use the modem for internet access, please power off the modem first before connecting the WAN port of the router to the LAN port of your modem and power it on after the connection.

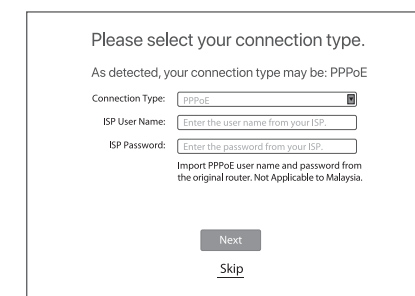
Step 3: Set up the Router

- 1 Launch a web browser on a smartphone or computer connected to the router, visit tendawifi.com to enter the web UI, and then click **Start** (computer used as an example).



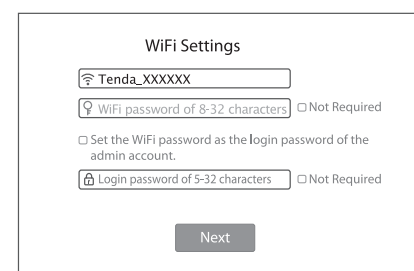
Tips
If the web UI does not appear, refer to **Q1** in **FAQ**.

- 2 The router detects your internet connection type automatically (PPPoE is used for illustration here).
- If you have imported the PPPoE user name and password to the router from the original router, you can directly click **Next**.
- If not, enter the **ISP User Name** and **ISP Password** provided by your ISP, and click **Next**.

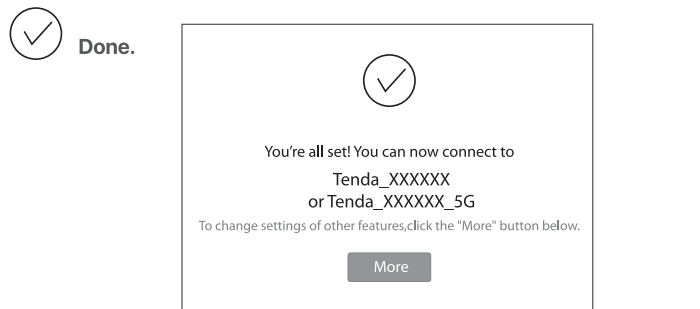


Tips
If you cannot access the internet after the configuration, refer to **Q2** in **FAQ**.

- 3 Set WiFi name, WiFi password and login password of the router, and then click **Next**.



Tips
- WiFi password: used to connect to the WiFi network.
- Login password: used to log in to the web UI of the router.



To access the internet:
- **WiFi-enabled devices:** Connect to the WiFi network with the WiFi name and password you set.
- **Wired device:** Connect your device to a LAN port (1, 2 or IPTV/3) of the router using an Ethernet cable.

Tips
If you cannot access the internet after the configuration, refer to **Q2** in **FAQ**.

FAQ

Q1: I cannot log in to the web UI of the router after entering tendawifi.com. What should I do?

- A1:** Try the following solutions:
- If you are using a wireless device, such as a smartphone:
• Ensure that you have connected to the WiFi network of the router.
 - If you are using a wired device, such as a computer:
• Ensure that tendawifi.com or 192.168.0.1 is entered correctly in the address bar, rather than the search bar of the web browser.
 - Ensure that the computer is connected to a port (1, 2 or IPTV/3) of the router properly using an Ethernet cable.
 - Ensure that the computer is set to **obtain an IP address automatically** and **obtain DNS server address automatically**.
- If the problem persists, refer to **Q3** to reset the router.

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

- A2:** Try the following solutions first:
- Check if the WAN port of the router is connected to a modem or Ethernet jack properly (the WAN LED indicator should light up).
 - Log in to the web UI of the router and navigate to **Internet Settings**, and ensure that you select the correct connection type, and the parameters you type for Internet access are right.

- If the problem persists, try the following solutions:
- If your WiFi-enabled devices cannot access the internet:
• Check if your WiFi-enabled device is connected to the WiFi network of the router with the WiFi name you set.
 - Log in to the web UI and change your WiFi name and WiFi password. Then try again.
 - If your wired devices (such as a computer) cannot access the internet:
• Check if your wired device is connected to a LAN port (1, 2 or IPTV/3) properly.
 - Check if your wired device is set to **obtain an IP address automatically** and **Obtain DNS server address automatically**.

Q3: How to reset the router?

A3: When the SYS LED indicator is blinking, hold down the WPS/RST button for about 8 seconds and release it when all LED indicators light up. The router is restored to factory settings.

Q4: Why cannot I find the WiFi signal of the router?

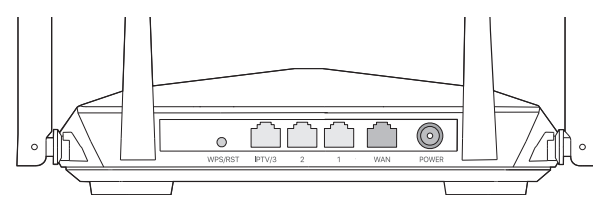
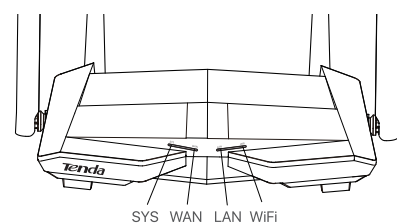
- A4:** Connect your computer to port 1, 2 or IPTV/3 of the router to log in to the web UI. Navigate to **WiFi Settings** and try the following methods:
- Ensure that the wireless function is enabled.
 - Ensure that the **Hide** function is disabled.
 - Ensure that your WiFi name does not contain any Chinese characters.

Q5: Why cannot my phone find the 5 GHz WiFi signal?

- A5:** Try the following solutions:
- Only devices supporting 5 GHz network can find and connect to the 5 GHz WiFi network.
 - Log in to the web UI of the router to check whether the **Unity 2.4 GHz & 5 GHz** function is enabled. After it is enabled, the 5 GHz WiFi name is the same as the 2.4 GHz WiFi name.
 - If your smartphone can find another 5 GHz WiFi network and the **Unity 2.4 GHz & 5 GHz** function is disabled, refer to **Q4** to find a solution.

LED Indicators/Buttons/Ports/Jack

- Tips**
Desktop mounting: The device must be horizontally mounted for safe use.
Wall-mounting:
- If you install the router through wall-mounting, wall-mounting materials are self-prepared. Recommended specifications of the plastic screws and anchors: Screw: PA3*14 mm; head diameter: 5.2 mm; head thickness: 1.8 mm; Anchor: outer diameter: 6.0 mm; inner diameter: 2.4 mm; length: 26.4 mm.
- The equipment is only suitable for mounting at heights ≤ 2m.



LED Indicator	Status	Description
SYS	Solid on	The system is starting up or does not work properly (during use).
	Blinking	The router is working properly.
WAN	Solid on	The WAN port is connected properly, but no data is being transmitted.
	Blinking	Data is being transmitted over the WAN port.
	Off	The WAN port is disconnected or improperly connected.
LAN	Solid on	At least one LAN port is connected properly.
	Blinking twice	A new wired device is connected to the router.
	Off	No wired device is connected to any LAN port of the router, or the wired device is not connected properly.
WiFi	Solid on	At least one of the 2.4 GHz and 5 GHz wireless networks is enabled.
	Fast blinking	Data is being transmitted wirelessly.
	Slow blinking	The router is performing WPS negotiation.
Off	The wireless function is disabled.	

Button /port/jack	Description
WPS/RST	Used to start the WPS negotiation process, or to reset the router. - WPS: hold down the button of the router for 1 to 3 seconds, the WiFi LED indicator blinks slowly. Within 2 minutes, enable the WPS function of the other WPS-supported device to establish a WPS connection. - Reset: When the SYS LED indicator blinks, hold down the button for about 8 seconds, and then release it when all the LED indicators light up. The router is restored to factory settings.
IPTV/3	Gigabit LAN/IPTV port. It is a LAN port by default. When the IPTV function is enabled, it can only serve as an IPTV port to be connected to a set-top box.
1, 2	Gigabit LAN port. Used to be connected to computers, switches, or game machines.
WAN	Gigabit WAN port. - (Default) Under the Router mode , it is used to connect to a modem or an Ethernet jack. - Under the WISP or Universal Repeater mode , DO NOT connect any device to this port. - Under the AP mode , it functions as a LAN port.
POWER	Power jack. Please use the included power adapter to connect this jack to a power source for the power supply.



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 a 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 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: <http://www.tendacn.com/en/service/download-cata-101.html>
Operating Frequency:
2.4 GHz: EU/2412-2472MHz(CH1-CH13)
5 GHz: EU/5150-5250MHz(CH36-CH48)
EIRP Power (Max.):
2.4 GHz: 19.00dBm
5 GHz: 23.5dBm
Software Version: V16.03.10.X

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/NB



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.
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, 5725-5850MHz
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: BN073-A12012E, BN073-A12012B, BN073-A12012U
Manufacturer: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.
Input: 100-240V AC 50/60Hz 0.4A
Output: 12V DC, 1A
--- DC Voltage



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.
- Please use the included power adapter.
- 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.
- Operating environment: Temperature: 0°C - 40°C; Humidity: (10% - 90%) RH, non-condensing; Storage environment: Temperature: -40°C - 70°C; Humidity: (5% - 90%) RH, non-condensing.
- Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
- Unplug this device and disconnect all cables during lightning storms or when the device is unused for long periods.
- Do not use the power adapter if its plug or cord is damaged.
- 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.

Technical Support
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Canada hotline: 1-888-998-8966
Toll Free: Mon - Fri 9 am - 6 pm PST
Hong Kong hotline: 00852-91931998
Global hotline: +86 755-2765 7180 (China Time Zone)
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