Tenda

Quick Installation Guide

Dual-Band Wi-Fi 6 Router
RX2 Pro/TX2 Pro/RX1 Pro/TX1 Pro
RX2/TX2/RX1/TX1

Package contents

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

PAP

Scan QR code to download
Tenda WiFi App

Please read this guide before you start with the quick setup upon the first use.
This guide instructs how to install and connect the device. For more information, such as the description of symbols displayed on relevant materials, please visit www.tendacn.com or scan the Product Documents QR code of this guide.
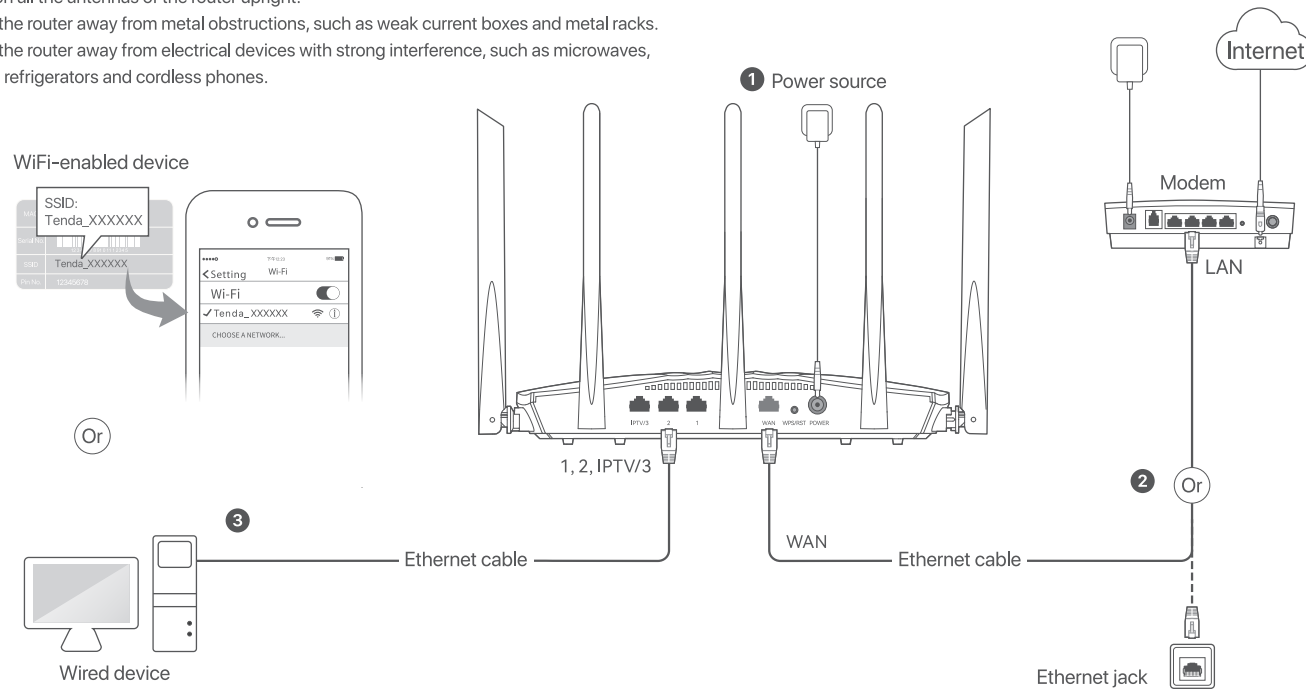
The product name and model are specified on the label of the device. **RX2 Pro** is used for illustrations here unless otherwise specified. The actual product prevails.

I Connect the router

Note
If you use the modem for internet access, power off the 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.

For better WiFi performance, it is recommended that the router be positioned according to the following guidelines:
- Place the router in an elevated, open and unobstructed location, not in confined spaces or corners.
- Position all the antennas of the router upright.
- Place the router away from metal obstructions, such as weak current boxes and metal racks.
- Place the router away from electrical devices with strong interference, such as microwaves, ovens, refrigerators and cordless phones.

WiFi-enabled device

SSID: Tenda_XXXXXX

1, 2, IPTV/3

Wired device

Ethernet cable

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 **smart phone** to the WiFi network of the router, or use an Ethernet cable to connect the computer to the **1, 2 or IPTV/3** port of the router. The SSID and password can be found on the bottom label of the device.

① Power source

Internet

Modem

LAN

② Or

WAN   Ethernet cable

Ethernet jack

II Connect the router to the internet

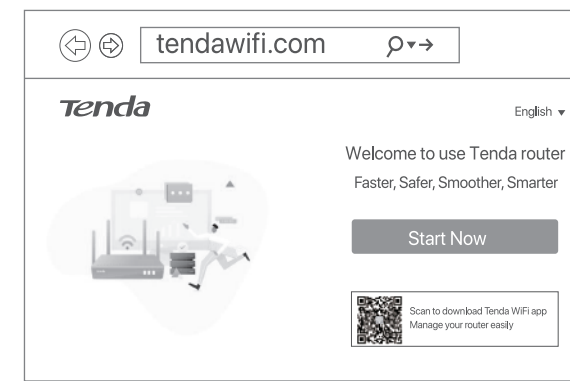1. Start a browser on the client and enter **tendawifi.com** in the address bar to access the web UI, or run the **Tenda WiFi** app.
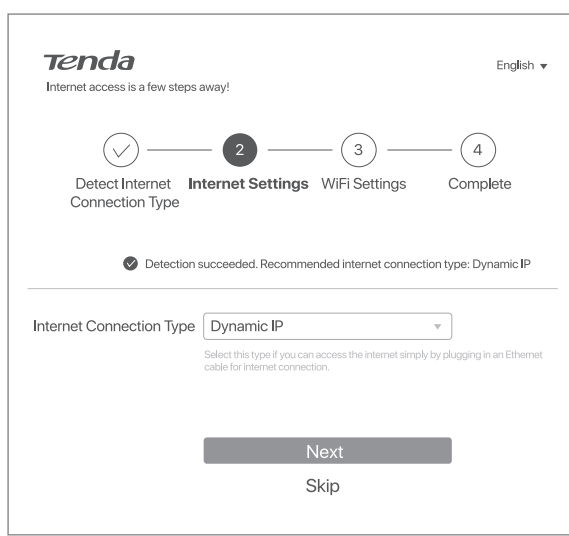
← → C ⟳   tendawifi.com   ☆

or

Tenda WiFi

Tips
- If you cannot log in to the web UI, refer to **Q1** in **FAQ**.
- If the App fails to discover the router, refer to **Q3** in **FAQ**.

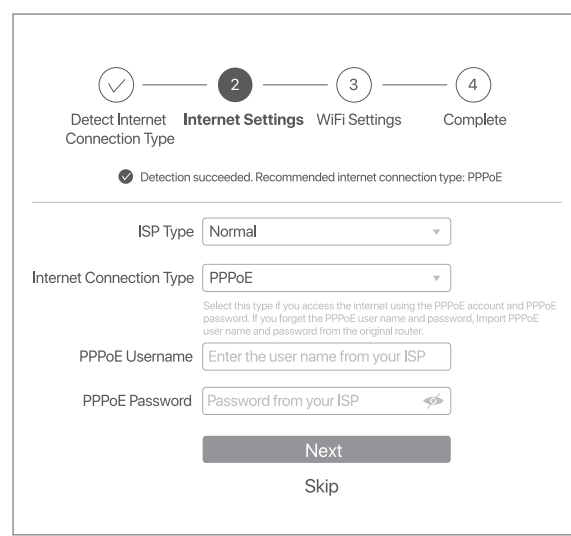2. Perform operations as prompted (computer used as an example).

❶ Click **Start Now**.

tendawifi.com

Tenda   English ▾

Welcome to use Tenda router
Faster, Safer, Smoother, Smarter

Start Now

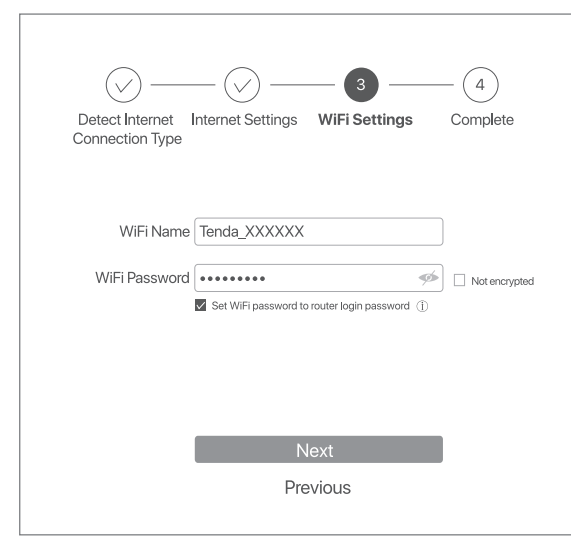Scan to download Tenda WiFi app
Manage your router easily

❷ The router detects your connection type automatically.
- If your internet access is available without further configuration (for example, PPPoE connection through an optical modem is completed), click **Next**.

Tenda   English ▾
Internet access is a few steps away!

Detect Internet   **Internet Settings**   WiFi Settings   Complete
Connection Type

✓ Detection succeeded. Recommended internet connection type: Dynamic IP

Internet Connection Type   [Dynamic IP ▾]
Select this type if you can access the internet simply by plugging in an Ethernet cable for internet connection
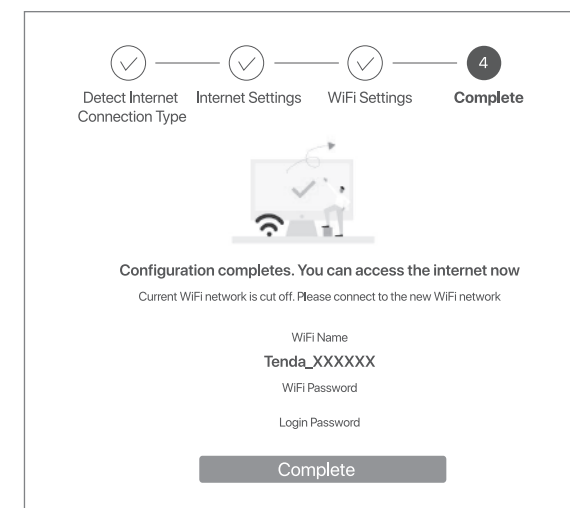
Next
Skip

- If the PPPoE user name and password are required for internet access, select the **ISP Type** based on your region and ISP and enter required parameters (if any). If you forget your PPPoE user name and password, click **Import PPPoE user name and account from the original router** and perform operations as prompted, or you can obtain the PPPoE user name and password from your ISP and manually enter them. Then, click **Next**.

Detect Internet   **Internet Settings**   WiFi Settings   Complete
Connection Type

✓ Detection succeeded. Recommended internet connection type: PPPoE

ISP Type   [Normal ▾]
Internet Connection Type   [PPPoE ▾]
Select this type if you access the internet using the PPPoE account and PPPoE password. If you forget the PPPoE user name and password, import PPPoE user name and password from the original router.
PPPoE Username   [Enter the user name from your ISP]
PPPoE Password   [Password from your ISP]

Next
Skip

❸ Set the WiFi name, WiFi password and login password for the router.
Click **Next**.

Detect Internet   Internet Settings   **WiFi Settings**   Complete
Connection Type

WiFi Name   [Tenda_XXXXXX]
WiFi Password   [••••••••]   ☐ Not encrypted
                 ☑ Set WiFi password to router login password

Next
Previous

Tips
The WiFi password is used to connect to the WiFi network, while the login password is used to log in to the web UI of the router.

✓ **Done.**

Detect Internet   Internet Settings   WiFi Settings   **④ Complete**
Connection Type

Configuration completes. You can access the internet now
Current WiFi network is cut off. Please connect to the new WiFi network

WiFi Name
Tenda_XXXXXX
WiFi Password

Login Password

Complete
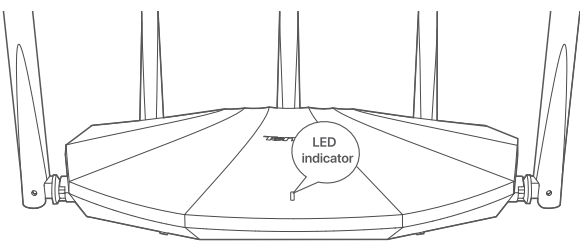
To access the internet with:
- WiFi-enabled devices: Connect to the WiFi network using the WiFi name and password you set.
- Wired devices: Connect to a LAN port (**1, 2** or **IPTV/3**) of the router using an Ethernet cable.
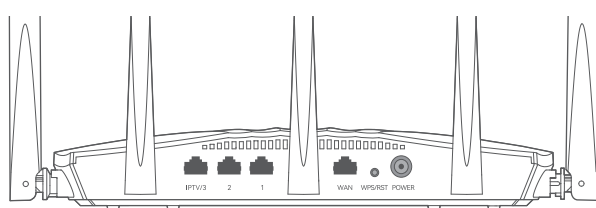
Tips
- If you still cannot access the internet after the configuration, refer to **Q2** in **FAQ**.
- If you completed the configurations using the **Tenda WiFi** App and want to remotely manage the network, tap ⊗ on the App home page and use your account to log in.

LED indicator

LED indicator

LED indicator	Scenario	Status	Description
LED indicator	Startup	Solid green	Starting up
	Internet connection	Solid green	Connected to the internet
		Blinking green slowly	Not configured and not connected to the internet
		Blinking red slowly	Configured but internet connection failed
		Blinking orange slowly	Configured but no Ethernet cable is connected to the WAN port
	WPS	Blinking green quickly	Pending for or performing WPS negotiation (valid within 2 minutes)
	Ethernet cable connection	Blinking green quickly for 3 seconds	Device connected to or disconnected from an Ethernet port of the router
	PPPoE user name and password importing	Blinking green quickly for 8 seconds	PPPoE user name and password imported successfully
	Resetting	Blinking orange quickly	Resetting

Jack, ports and buttons

Jack/Port/Button	Description
IPTV/3	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 connect to a set-top box.
1, 2	LAN port. Used to connect to such devices as computers, switches and game machines.
WAN	WAN port. Used to connect to a modem or the Ethernet jack for internet access.
WPS/RST	Used to start the WPS negotiation process, or to reset the router. - **WPS**: Through the WPS negotiation, you can connect to the WiFi network of the router without entering the password. Method: Press the button, and the LED indicator blinks green fast. Within 2 minutes, enable the WPS function of the other WPS-supported device to establish a WPS connection. - **Reset**: When the router is working normally, hold the button down for about 8 seconds, and then release it when the LED indicator blinks orange fast. The router is reset.
POWER	Power jack.

FAQ

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

A1: Try the following solutions:
- If you are using a WiFi-enabled device, such as a smartphone:
  – Ensure that it connects to the WiFi network of the router.
  – Ensure that the cellular network (mobile data) of the smartphone is disabled.
- If you are using a wired device, such as a computer:
  – Ensure that **tendawifi.com** is entered correctly in the address bar, rather than the search bar of the web browser.
  – Ensure that the computer is connected to a LAN 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, reset the router, and try again.

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

A2: Try the following solutions first:
- Check whether the WAN port of the router is connected to a modem or Ethernet jack properly.
- Log in to the web UI of the router and navigate to the **Internet Settings** page. Follow the instructions on the page to solve the problem.
If the problem persists, try the following solutions:
- For WiFi-enabled devices, check whether your WiFi-enabled devices are connected to the WiFi network of the router.
- For wired devices:
  – Check whether your wired devices are connected to a LAN port (**1, 2** or **IPTV/3**) properly.
  – Check whether wired devices are set to **obtain an IP address automatically** and **obtain DNS server address automatically**.

Q3: The device failed to be detected by the Tenda WiFi app upon my first time using the device. What should I do?

A3: Try the following solutions:
1. Ensure that your mobile phone is connected to the default WiFi network of the device.
2. Ensure that the network permission of **Tenda WiFi** app is enabled, you can tap **Settings** > **Tenda WiFi** to enable it.
If the problem persists, please reset the router and try again.

Q4: How to reset the router?

A4: When the router is working normally, hold down the **WPS/RST** button for about 8 seconds and release it when the LED indicator blinks fast. The router is reset.

Q5: I cannot find the 5 GHz WiFi network of the router on my WiFi-enabled device. What should I do?

A5: Try the following solutions:
- Check whether your WiFi-enabled device supports 5 GHz WiFi network. Only devices supporting 5 GHz network can find and connect to the 5 GHz WiFi network.
- Check whether you have enabled **Unify 2.4 GHz & 5 GHz** on the **WiFi Settings** page. If it is enabled, disable it and try again.

Get support and services

Scan the **Product Documents** QR code to get related documents for more information.

Tips
The specific product models can be found on the label of the device.

Product Documents
(such as datasheet and user guide)

Wall Mounting

This router can be installed on the wall with two screws. The recommended wall mounting tools are as follows:
[Expansion bolt] Outer diameter: 6.0mm; Length: 26.4mm
[Screws] PA3*14mm; Head diameter: 5.2mm;

CE

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 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: https://www.tendacn.com/download/list-9.html
Operating Frequency:
2.4GHz: EU/2412-2472MHz
5GHz: EU/5150-5250MHz
EIRP Power (Max.):
2.4 GHz: < 20dBm
5 GHz: < 23dBm
Software Version: V16.03.30.X (RX2 Pro/TX2 Pro/RX2/TX2)
                  V16.03.36.X (RX1 Pro/TX1 Pro/RX1/TX1)

⚠ **Caution:**
Adapter Model:
BN073-A12012U/BN073-A12012E/BN073-A12012B/BN073-A12012P/BN073-A12012A/BN073-A12012I
Manufacturer: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.
Input: 100 - 240V AC, 50/60Hz, 0.4A
Output: 12V ⎓ 1A
⎓: DC Voltage

FC

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 use 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, 5150-5250 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.

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.
- For desktop mounting, the device must be horizontally mounted for safe use.
- For wall/ceiling mounting, the device is only suitable for mounting at heights ≤ 2m.
- 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 to +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.

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)

EHI ⊘ ⚡ UK CA

Technical Support

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Toll Free: Mon - Fri 9 am - 6 pm PST
Hong Kong hotline: 00852-81931998
United Kingdom hotline: +44 0800 041 8955
Global hotline: +86 755-2765 7180 (China Time Zone)
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V1.0   Keep for future reference.