

## FAQ

Q1: Cannot log in to the web UI of the router with tendawifi.com. What should I do?

A1: Try the following solutions:

- Start a web browser and enter tendawifi.com or 192.168.0.1 in the address bar (not searching bar).
- For configuration using a smart phone, ensure that:

  - Your smart phone has connected to the wireless network of the router.
  - The signal strength is strong enough.

- For configuration using a tethered computer, ensure that your computer has securely connected to the LAN port of the router, and the corresponding activity LED indicator lights up.

Q2: My computer or smart phone cannot access the internet after configuration. What should I do?

A2: Try the following solutions:

- Log in to the web UI of the router and check if the router is connected to the internet properly. If not, navigate to the **Internet Settings** page, and follow me on screen instructions to solve it.
- If the wireless network is inaccessible, **(1)Check if your wireless clients have been connected to the correct SSID.**  
If you haven't been connected to the correct SSID, but still cannot access the internet, forget this WiFi network, then re-connect to another.
- If the computer connected to the router cannot access the internet, ensure that the computer is set to **Obtain an IP address automatically and obtain DNS server address automatically**.
- Log in to the web UI of the router, and check if your clients are added into the blacklist. If yes, unblock them.
- If the problem persists, consult your ISP.

Q3: Why can't my wireless clients scan the wireless signals of the router?

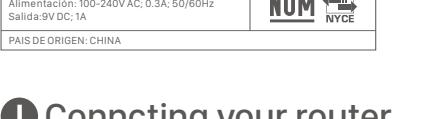
A3: Check if the WiFi LED indicator of the router lights off. If not, connect your computer to a LAN port of the router using an Ethernet cable, log in to its web UI, choose **Wireless > Wireless Settings**, and try the following solutions:

- Check if the wireless network of the router is enabled. If not, enable it and click **Save**. Then rescan using your smart phone.
- If the wireless network is already enabled, click **Expand**, and check if the **Hide SSID** is enabled. If yes, disable it, and click **Save**. Then rescan using your smart phone.
- By default, the 2.4 GHz and 5 GHz SSIDs of the router are unified. To customize the 5 GHz wireless network of the router separately, disable the **Unity 2.4GHz/5GHz SSID**, and the 5 GHz configuration part appears.
- Only 5 GHz-compliant wireless clients can scan the 5 GHz SSID.

LA OPERACION DE ESTA DISPOSITIVO ESTA SUJETA A LAS SIGUIENTES CONDICIONES:

• Es posible que este equipo o dispositivo no cause interferencia perjudicial.  
• Si el equipo o dispositivo recibe una interferencia causada por otra fuente, incluyendo la que puede causar su operación no deseada, el usuario debe intentar corregirlo.

Estimado usuario: Antes de utilizar este producto se invita a leer el siguiente manual para que conozca todas sus funciones y características.



Productos NOMBRE DEL PRODUCTO: AC1200 Router hotspot inalámbrico Gigabit  
Modelo: W15E  
Alimentador de Energía Alimentación: 100-240V AC, 0.6A, 50/60Hz Salida:12V DC, 1.5A PAÍS DE ORIGEN: CHINA



## 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 5.2 GHz-5.8GHz 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.

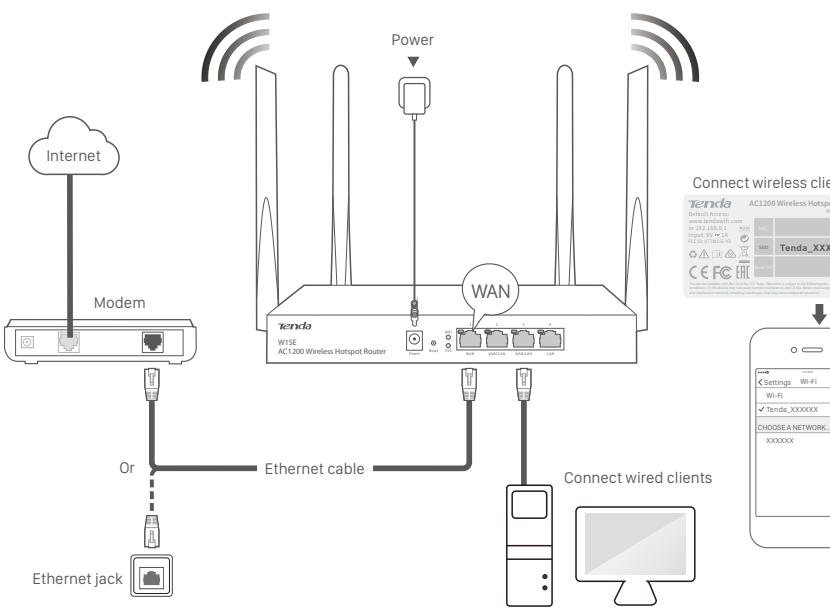
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

—For PLUGGABLE model, the socket outlet shall be installed near the equipment and shall be easily accessible.

## English

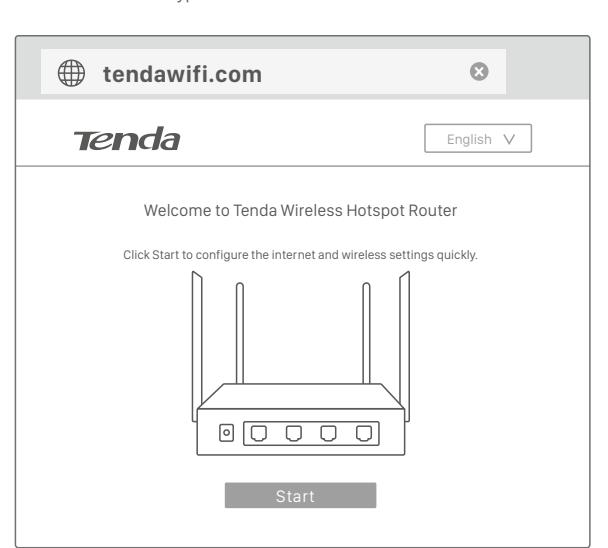
### 1 Connecting your router

- Connect the included power adapter to the **Power** jack of the router to power it on.
  - Use an Ethernet cable to connect an Ethernet jack or a LAN port of your Modem to the WAN port of the router.
  - Either connect your computer to a LAN port of the router, or connect your WiFi-enabled device, such as a smart phone, to the wireless network of the router.
- \*The default SSID is labeled on the bottom of the router. By default, it has no WiFi password.



### II Configuring your router

- Tips:**
- You can perform quick setup either using a tethered computer or a smart phone. The configuration process is the same.
  - If a smart phone is used, disable **Mobile Data** function.
- Step 1:** Start a Web browser either on the computer tethered to the router, or on the smart phone connected to the wireless network of the router, and access [tendawifi.com](http://tendawifi.com)
- Step 2:** Click **Start**, the system automatically detects your Internet connection type.

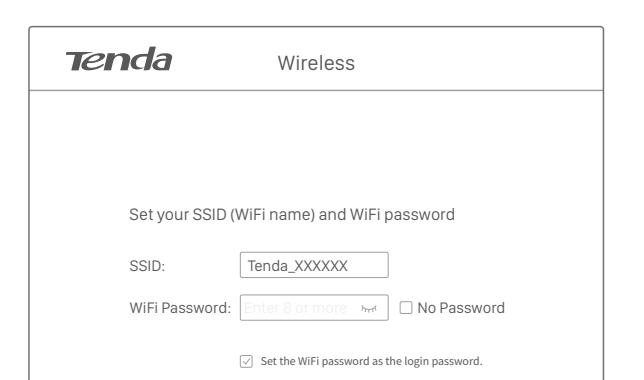
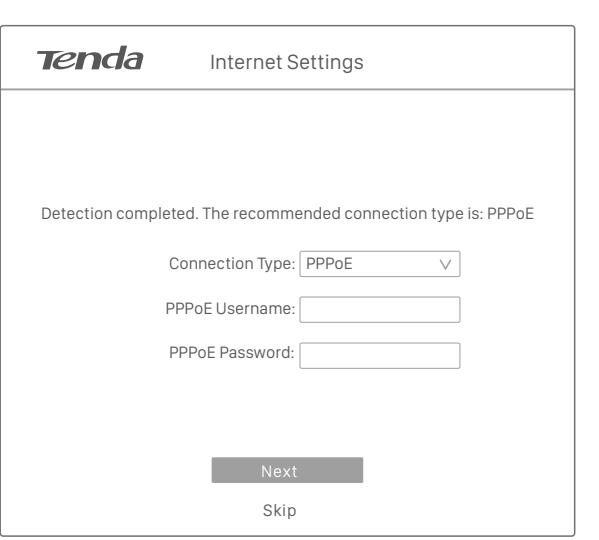


**Step 3:** After detection completed, just follow the on-screen instructions to set up your router. PPPoE is used for illustrating here. Enter the **PPPoE Username** and **PPPoE Password** provided by you ISP and click **Next**.

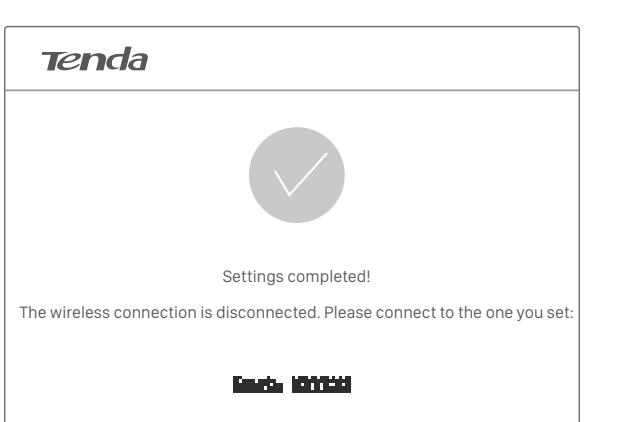
**Step 4:** Customize the **SSID** (WiFi name) and **WiFi password** as needed. By default, the **WiFi password** is set as the **Login Password**, you can deselect the checkbox and customize them separately.

**Step 5:** Click **Next**.

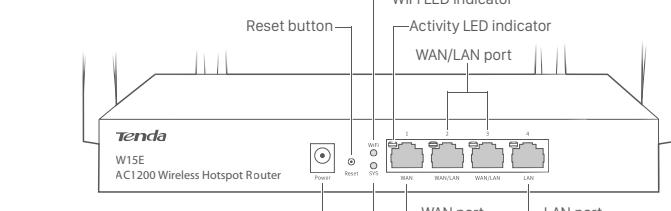
**Tips:**  
WiFi password is used for connecting your wireless network, while Login password is used for logging into the web UI of the router.



**Done.**  
To access the internet with:  
- **Wireless clients:** Connect your wireless clients to the SSID with the WiFi password you set.  
- **Wired clients:** Connect the wired clients to LAN ports of the router.



### LED indicators, ports, and button



LED indicator	Status	Description
WiFi	Solid on	At least the 2.4 GHz or 5 GHz wireless network is enabled.
	Blinking	Data is being transmitted wirelessly.
	Off	The wireless function is disabled.
SYS	Solid on	The system is starting. After startup, it indicates that the system is faulty.
	Blinking	The system is working properly.
Activity	Solid on	No data is being transmitted over the corresponding port.
	Blinking	Data is being transmitted over the corresponding port.
Off		The corresponding port is disconnected, or connected abnormally.

Port/Button	Description
Power	Power jack. Use the included power adapter to supply power to the router.
Reset	Reset button. With the SYS LED indicator blinking, hold down the Reset button using a paper clip for about 8 seconds, then release. The router is reset to the factory settings successfully when all LED indicators light up.
WAN	Internet port. Used to connect the router to the internet.
WAN/LAN	By default, they are LAN ports. You can log in to the web UI of the router to change them to WAN ports as needed.
LAN	Used to connect to wired devices, such as computers, switches, or access points.

LED-Anzeige	Status	Beschreibung
WiFi	Leuchtet	Mindestens das 2.4 GHz oder das 5 GHz WLAN-Netzwerk ist aktiviert.
	Blinkt	Die Daten werden über WLAN übertragen.
	Aus	Der WLAN-Funktion ist deaktiviert.
SYS	Leuchtet	Das System startet. Nach der Inbetriebnahme wird angezeigt, dass das System defekt ist.
	Blinkt	Das System funktioniert gut.
Aktivität	Leuchtet	Es werden keine Daten über den entsprechenden Port übertragen.
	Blinkt	Die Daten werden über den entsprechenden Port übertragen.
	Aus	Der entsprechende Port ist getrennt oder nicht korrekt verbunden.

Port/Taste	Description
Power	Stromanschluss. Verwenden Sie das mitgelieferte Netzteil um den Router mit Strom zu versorgen.
Reset	Reset Taste. Wenn die SYS-LED-Anzeige blinkt, halten Sie die Reset-Taste mit einer Büroklammer ca. 8 Sekunden lang gedrückt und lassen Sie sie dann los. Der Router wird erfolgreich auf die Werkseinstellungen zurückgesetzt, wenn alle LED-Anzeigen aufließen.
WAN	Internet-Port. Wird verwendet, um diesem Router mit dem Internet zu verbinden.
WAN/LAN	Standardmäßig sind dies LAN-Ports. Sie können sich in der Web-Benutzeroberfläche des Routers anmelden, um sie bei Bedarf in WAN-Ports umzuwandeln.
LAN	Wird verwendet, um die Verbindung mit kabelgebundenen Geräten wie Computern, Switches oder Access Points herzustellen.

Indicador LED	Estado	Descripción
WiFi	Solido encendido	La red inalámbrica de 2.4 GHz o la de 5 GHz está habilitada.
	Parpadeante	Se están transmitiendo datos de forma inalámbrica.
	Apagado	La función inalámbrica está deshabilitada.
SYS	Solido encendido	El sistema se está iniciando. Despues del inicio, indica que el sistema está defectuoso.
	Parpadeante	El sistema está trabajando correctamente.
Actividad	Solido encendido	No están transmitiendo datos a través del puerto correspondiente.
	Parpadeante	Se están transmitiendo datos a través del puerto correspondiente.
	Apagado	El puerto correspondiente está desconectado o no está conectado correctamente.

Puerto/botón	Descripción
Power	Corredor de alimentación. Utilice el adaptador de corriente suministrado para alimentar el router.
Reset	Botón de reinicio. Con el botón de LED SYS parpadeando, mantenga pulsado el botón Reset con un clip durante aproximadamente 8 segundos y, a continuación, suéltelo. Si todos los indicadores LED se iluminan, el router se habrá restaurado a los ajustes de fábrica correctamente.
WAN	Puerto Internet. Se usa para conectar el Router a Internet.
WAN/LAN	Por defecto, funcionan como puertos LAN. Puede iniciar sesión en la interfaz de usuario web del router para establecerlos como puertos WAN de acuerdo con sus necesidades.
LAN	Se utiliza para conectar a dispositivos cableados, como ordenadores, commutadores o puntos de acceso.

LED indikator	Stav	Popis
WiFi	Svití	Je aktivována sítě bezdrátová 2.4 GHz nebo 5 GHz.
	Bliká	Probíhá bezdrátový přenos dat.
	Aus	Bezdrátová funkce je vypnutá.
SYS	Svití	System se spouští. Po spuštění indikuje závadu systému.
	Bliká	System funguje správně.
Aktivita	Svití	Neprobíhá přenos dat přes odpovídající port.
	Bliká	Probíhá přenos dat přes odpovídající port.
	Aus	Odpovídající port je odpojen nebo připojen nepřesně.

Port/Indikátor	Popis
Power	Konektor napájení. Připojte napájecí adaptér k napájení routeru.
Reset	Tlačítko Reset. Během blikání kontrolky SYS LED před tlačítko Reset pomocí papírového klipu nebo rukou s pojistkou. Po spuštění kontrolky LED Sys, router se vrátí k výrobní nastavení.
WAN	Port Internet. Slouží k připojení tohoto routeru k Internetu.
WAN/LAN	Ve výchozím nastavení to jsou porty LAN. Můžete si počítat připojení a využívat uličním rozhazovací routeru, a změnit nastavení WAN portu.
LAN	Slouží k připojení k drátovým zařízením, např. počítačem, přepínačem nebo přístupovým bodem.

Indicador LED	Estado	Descripción
WiFi	Alum y fave	Au moins l'un des réseaux sans fil (2.4 GHz ou 5 GHz) est activé.
	Cigarrillo	La fonction sans fil est désactivée.
	Apagado	La connexion sans fil n'est pas définie.
SYS	Alum y fave	Le système démarre. Après le démarrage, il indique que le système est defectueux.
	Cigarrillo	Le système fonctionne correctement.
Activité	Alum y fave	Toutes les données sont transmises via le port correspondant.
	Cigarrillo	Les données sont transmises via le port correspondant.
	Apagado	Le port correspondant est déconnecté ou n'est pas connecté correctement.

Port/Boton	Description
Power	Prise d'alimentation. Utilisez l'adaptateur d'alimentation fourni pour alimenter le routeur.
Reset	Bouton de réinitialisation (Reset). Quand l'indicateur LED SYS clignote, maintenez pulsé avec une fourchette pendant environ 8 secondes. Le routeur sera réinitialisé lorsque tous les indicateurs LED s'allumeront.
WAN	Port Internet. Utilisé pour connecter votre routeur à Internet.
WAN/LAN	Par défaut, il fonctionne comme port LAN. Vous pouvez vous connecter à l'interface utilisateur Web du routeur pour les utiliser en tant que ports WAN si nécessaire.
LAN	Utilisé pour se connecter aux appareils filaires, tels que les ordinateurs, les commutateurs et les points d'accès.

Indicatore LED	Stato	Descrizione
WiFi	Accensione fissa	La rete wireless a 2.4 GHz e/o a 5 GHz è abilitata.
	Accensione intermittente	Dati trasmessi in modalità wireless.
	Spento	Funzione wireless disattivata.
SYS	Accensione fissa	Il sistema si sta avviando. Dopo l'avvio, indica che il sistema è in errore.
	Accensione intermittente	Il sistema funziona correttamente.
Attività	Accensione fissa	Nessun dato trasmesso attraverso la porta corrispondente.
	Accensione intermittente	Dati trasmessi attraverso la porta corrispondente.
	Spento	La porta corrispondente è disconnessa o non è stata connessa in modo anomalo.

Porta/pulsante	Descrizione
Power	Presa di alimentazione. Utilizzare l'adattatore di alimentazione incluso per alimentare il router.
Reset	Pulsante di reset. Con l'indicatore LED sys accese, tenere premuto il pulsante di reset utilizzando una graffetta per circa 8 secondi, quindi rilasciare. Il router è riportato correttamente alle impostazioni di fabbrica quando tutti gli indicatori led si accendono.
WAN	Porta Internet. Utilizzata per connettere questo router a Internet.
WAN/LAN	Di default, sono porte LAN. È possibile accedere all'interfaccia utente Web del router per trasformarle in porte WAN secondo necessità.
LAN	Utilizzata per il collegamento a dispositivi cablati, come computer, switch o punti di accesso.

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