

## Quick Installation Guide

For product or function details, please go to [www.tendacn.com](http://www.tendacn.com) to download user guide.

AC1200 MU-MIMO Dual Band Gigabit WiFi Router  
Model: AC10/AC10U

### Packing List

- WiFi Router \* 1
- Power Adapter \* 1
- Ethernet Cable \* 1
- Quick Installation Guide \* 1



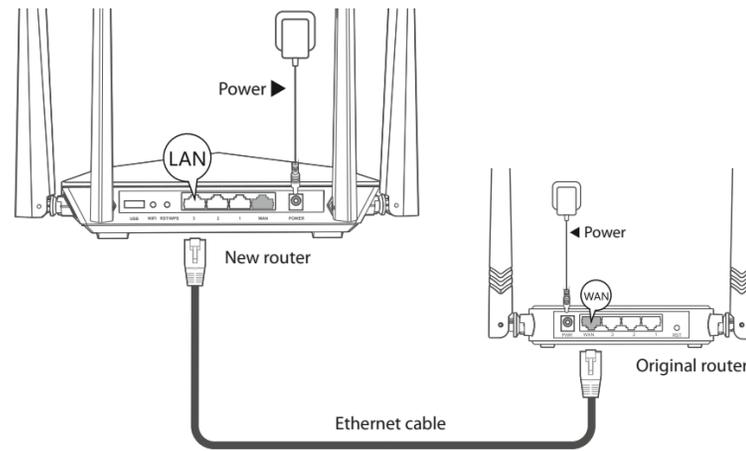
Scan to download the Tenda WiFi App or get it on Google Play or App Store.

If any item is missing, or damaged, please keep the original package and contact the local reseller or distributor immediately.

If you want to replace your original router connected to the internet with a PPPoE user name and password, start from **Step 1**. Otherwise, start from **Step 2**.

### Step 1: Migrate your PPPoE user name and password from your original router

- 1 Power on your original and new routers.
- 2 Connect the WAN port of the original router to port 1, 2 or 3 of the new router using an Ethernet cable.
- 3 When the LAN and WAN indicators of the new router get solid on for 3 seconds after fast blinking, your PPPoE user name and password are migrated successfully.
- 4 Remove the original router.



### Step 2: Connect the new router

#### 2 Connect devices

##### Wireless connection

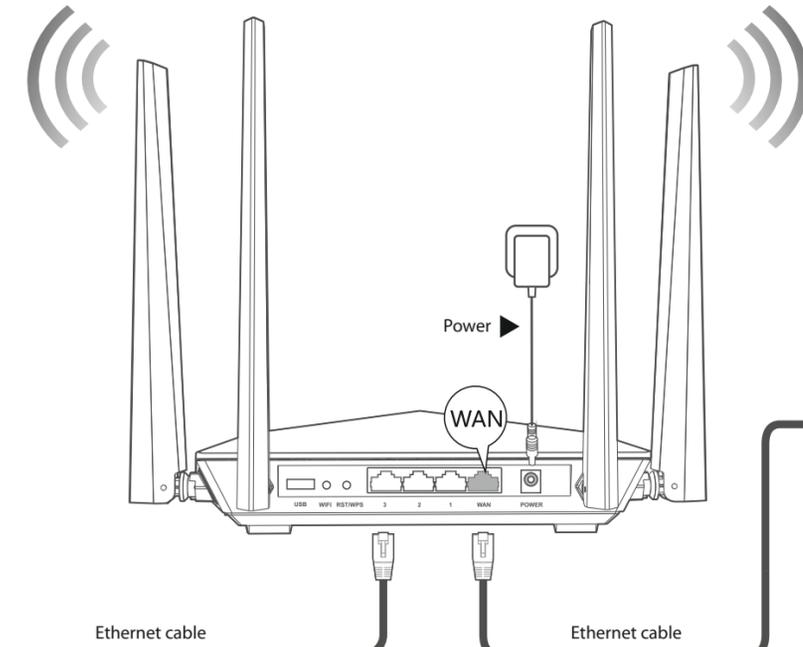
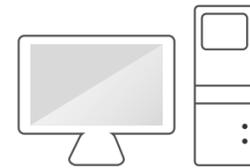
Connect your wireless devices to the WiFi network of the router using the WiFi name (SSID) and password on the label at the bottom of the router.



Or

##### Wired connection

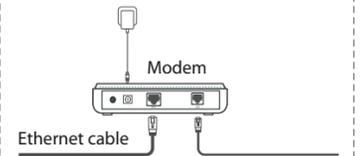
Connect your wired devices to port 1, 2 or 3 of the router using Ethernet cables.



#### 1 Connect to the internet

Use either of the following methods to connect your router to the internet based on your connection type

##### With a modem



Or

##### Without a modem

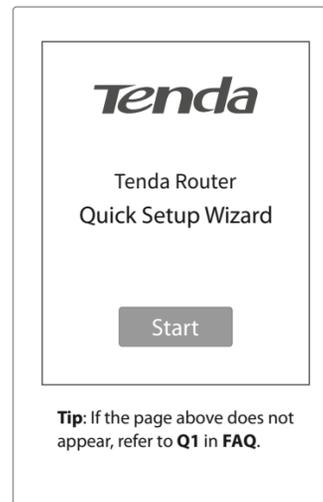


### Step 3: Set up the router

- 1 Start a web browser on the device connected to the router. Enter **tendawifi.com** or **192.168.0.1** in the address bar, and press **Enter**.



- 2 Click **Start**.



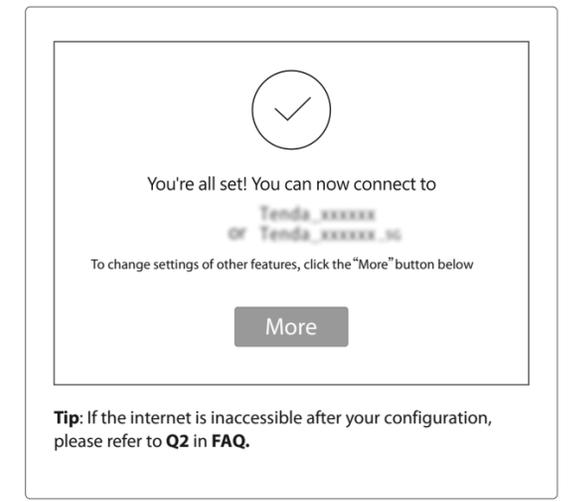
- 3 If you imported ISP user name and password, click **Next**. If you did not, choose your connection type, set the related parameters, and click **Next**.



- 4 Set your WiFi name (SSID), WiFi password, and login password. Then click **Next**.



Connected. Use the WiFi name and the WiFi password you set to connect your wireless devices to the router. Now, you can access the internet through your wireless and wired devices.



## LED indicators

LED Indicator	Status	Description
SYS	Solid on	<ul style="list-style-type: none"> <li>The router is starting.</li> <li>The system is faulty after startup.</li> </ul>
	Slow blinking	The system is working properly.
	Fast blinking twice <b>(AC10U only)</b>	A portable USB device is connected to the USB port.
	Fast blinking <b>(AC10U only)</b>	Data is transmitting over the USB port.
WAN	Solid on	The WAN port is connected properly.
	Fast blinking	Data is transmitting over the WAN port.
	Off	The WAN port is disconnected or connected improperly.
LAN	Solid on	Port 1, 2 or 3 is connected properly.
	Blinking twice	A new device is connected to port 1, 2 or 3.
	Off	None of ports 1, 2 and 3 is connected or connected properly.
WiFi	Solid on	At least the 2.4 GHz or 5 GHz WiFi network is enabled.
	Fast blinking	Data is transmitting wirelessly.
	Slow Blinking	The router is performing WPS negotiation.
	Off	The wireless function is disabled.

## Ports and buttons

Port / Button	Description
WiFi	Used to enable/disable the WiFi of the router.
RST/WPS	Used to start the WPS negotiation process of the router, or to reset the router. <ul style="list-style-type: none"> <li>WPS: Press the button of the router, and enable the WPS function of another device within 2 minutes to establish a WPS connection.</li> <li>Reset: Hold the button down for about 8 seconds. Reset succeeds when all LED indicators blink once.</li> </ul>
3	By default, it is a LAN port the same as port 1/2. But after the IPTV function of the router is enabled, it functions only as an IPTV port used to connect with a set-top box.
1/2	They are LAN ports used to connect to devices such as computers or switches
WAN	Used to connect this router to the internet.
POWER	Used to connect with the power adapter included in the package.
USB <b>(AC10U only)</b>	Used to connect with a portable USB device.

## FAQ

### Q1: If I cannot log in to the web UI of the router, what should I do?

A1: Try the following solutions and log in again:

- If entering the IP address **192.168.0.1** does not work, you can try **tendawifi.com**.
- Ensure that your device is connected to the router's WiFi network or port 1, 2 or 3 properly. For detailed connection instructions, refer to **Step 2**.
- Clear the cache of your web browser or replace the web browser. You are recommended to use a Google Chrome, Firefox, or Internet Explorer 8 (or later) browser.
- Replace your computer or wireless device.
- Hold down the **RST/WPS** button for about 8 seconds. Reset succeeds when all LED indicators blink once. Then you can try logging again.

### Q2: If I cannot access the internet after the configuration, what should I do?

A2: Try the following solutions:

- Ensure that the Ethernet cable connected to the WAN port of the router has connected to the internet.
- Refer to the following table to check whether your connection type and login parameters are correct.

Connection type	Information provided by your ISP
PPPoE	ISP user name and ISP password
Dynamic IP address	None
Static IP address	IP Address, subnet mask, gateway, DNS server and other parameters

- If your wireless devices cannot access the internet, ensure that you connect to the router's SSID. You can also change your WiFi name and password on the web UI of the router. If WiFi name or password is changed, connect to the WiFi network using the new name or password.
- If your wired device cannot access the internet, ensure that the wired device is connected to port 1, 2 or 3 properly.
- If the problem still persists, consult your ISP.

### Q3: Why cannot my phone find the 5 GHz signal?

A3: Only devices supporting 5 GHz signal can find and connect to the 5 GHz network.



### 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 20 cm between the radiator & 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 AC10 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>

Hereby, SHENZHEN TENDA TECHNOLOGY CO., LTD. declares that the radio equipment type AC10U 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>

Operate Frequency:

2.4 GHz: EU/2400-2483.5 MHz (CH1-CH13)

5 GHz: EU/5150-5250 MHz (CH36-CH48)

EIRP Power (Max.):

2.4 GHz: 19.95 dBm

5 GHz: 22.9 dBm

Software Version: V15.03.06



Caution: **(For AC10)**

Adapter Model: BN036-A12012E

Manufacture: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY Co., LTD

Input: 100 - 240 V AC 50/60 Hz 0.4 A

Output: 12 V === 1 A

=== : DC Voltage



Caution: **(For AC10U)**

Adapter Model: BN037-A18012E

Manufacture: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY Co., LTD

Input: 100 - 240 V AC 50/60 Hz 0.6 A

Output: 12 V === 1.5 A

=== : DC Voltage



### 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.

This device is restricted to be used in the indoor.

This device complies with Part 15 of the FCC Rules. 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 radiator & 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.

**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.

Operating Temperature: 0 °C - 40 °C

Operating Humidity: (10 – 90)% RH, non-condensing



### 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 new electrical or electronic equipment.



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### Technical Support

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USA hotline: 1-800-570-5892

Toll Free: Daily 9am to 6pm EST

Canada hotline: 1-888-998-8966

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

Website: <http://www.tenda.com>

Email: [support.usa@tenda.com.cn](mailto:support.usa@tenda.com.cn)

Hong Kong Hotline: 00852-81931998

Website: <http://www.tendacn.com>

E-mail: [support@tenda.com.cn](mailto:support@tenda.com.cn)