

Quick Installation Guide

For product or function details, please go to www.tendacn.com to download the user guide.

AC1200 Smart Dual-Band Gigabit WiFi Router
Model: AC9

Package Contents

WiFi router	x 1
Removable stand	x 1
Power adapter	x 1
Ethernet cable	x 1
Quick installation guide	x 1



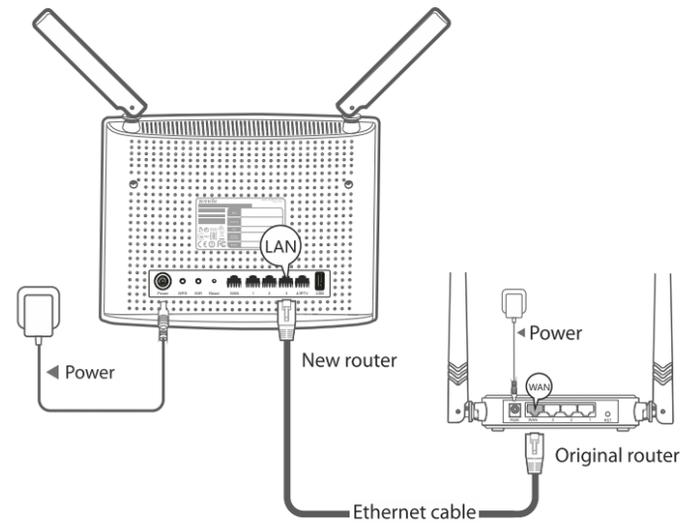
Scan to download the Tenda WiFi App or get it on [Google Play](#) or [App Store](#).

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

1 Install the new router

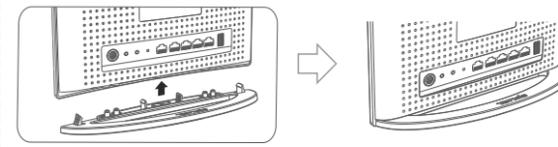
If you want to replace your original router which is connected to the internet with a PPPoE user name and password, start from **Step 1**. Otherwise, start from **Step 2**.

(Optional) Step 1: Migrate your PPPoE user name and password from your original router



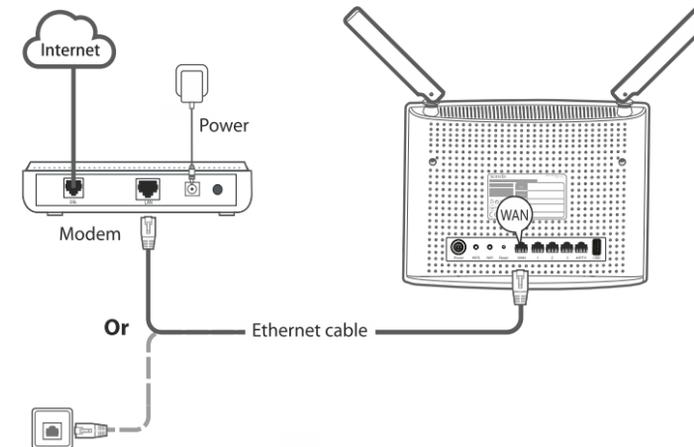
1. Power on your original and new routers.
2. Connect the WAN port of the original router to port 1, 2, 3 or 4/IPTV of the new router using an Ethernet cable.
3. After the and indicators of the new router light solid on for 3 seconds after fast blinking, remove the original router.

*Attach the removable stand



Align the removable stand with the slot on the bottom of the router, and then press it into the router.

Step 2: Connect the new router



1. Power off your modem, and remove its battery (if any).
2. Connect the LAN port of your modem to the WAN port of the router using an Ethernet cable.
3. Power on the modem and router, and reinstall the battery.

2 Connect your devices to the router

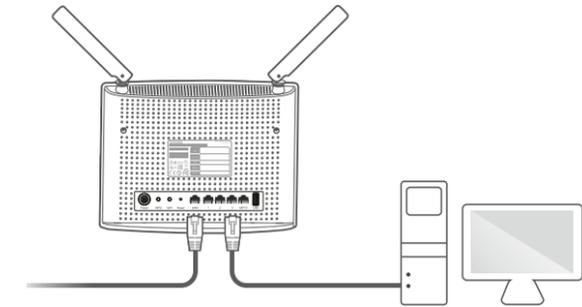
Connect your wireless devices

Connect your wireless device to the WiFi network of the router using the default SSID (WiFi network name) and password on the back panel of the router.



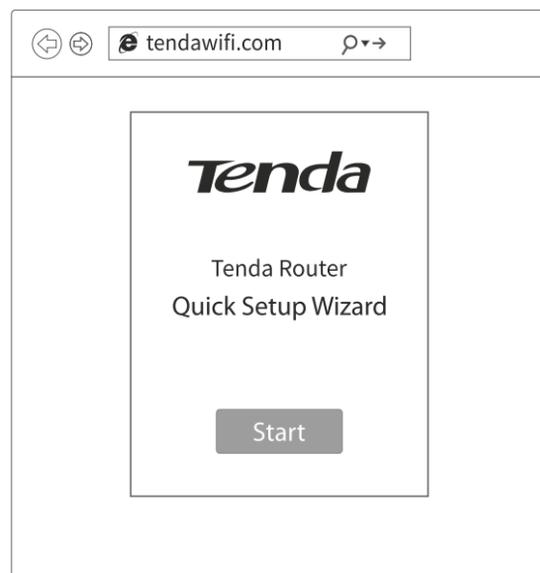
Connect your wired devices

Connect your wired devices to port 1, 2, 3 or 4/IPTV of the router using Ethernet cables.



3 Set up the new router

1. Start a web browser on a device that has been connected to the router. Enter **tendawifi.com** in the address bar, and press **Enter**.
2. Click **Start**.



Tip: If the following page does not appear, refer to **Q1** in **FAQ**.

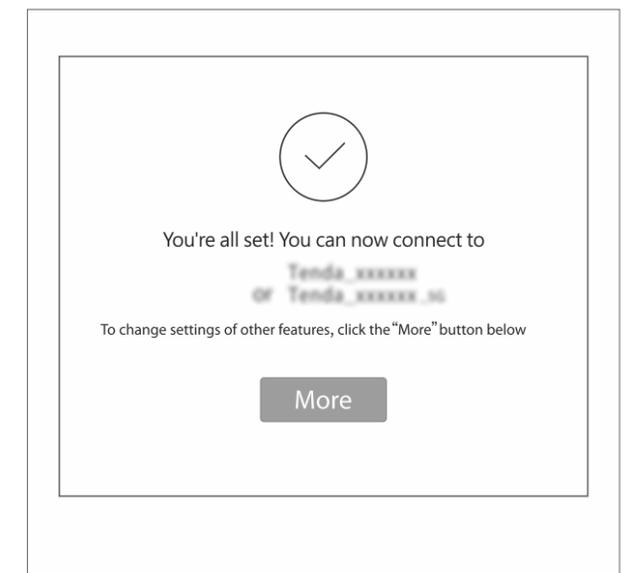
3. We take **PPPoE** connection type as an example here. If the ISP User Name and Password are populated, click **Next**. Otherwise, set them as required, and click **Next**.



4. Change the SSID and WiFi password as needed, and set your login password. Then click **Next**.
Note: The WiFi password is used to connect to the WiFi network of the router, and the login password is used to log in to the web UI of the router.



5. Reconnect your wireless devices to the router's WiFi network using the WiFi names and the WiFi password you set. The wired devices can access the internet directly if they have connected to port 1, 2, 3 or 4/IPTV.



Tip: If the internet is inaccessible after your configuration, please refer to **Q2** in **FAQ**.

LED Indicators

LED Indicator	Status	Description
	Solid on	<ul style="list-style-type: none"> The router is starting. The router is faulty after startup.
	Blinking	The system is working properly.
	Solid on	The LAN port is connected properly.
	Blinking	Data is being transmitted over the LAN port.
	Off	The LAN port is disconnected or connected improperly.
	Solid on	The WAN port is connected properly.
	Blinking	Data is transmitting over the WAN port.
	Off	The WAN port is disconnected or connected improperly.
	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 WiFi network of the router is disabled.
	Solid on	A USB device is connected to the USB port properly.
	Blinking	Data is transmitting over the USB port.
	Off	The USB port is disconnected or connected improperly.



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.



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.

Operating Temperature: 0 °C - 40 °C

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

Ports and Buttons

Port/Button	Description
Power	Used to connect to the included power adapter.
WPS	Used to enable the WPS function of the router. Press the WPS button on the router, then press the WPS button of the device to be paired within 2 minutes to establish a WPS connection.
WiFi	Used to enable/disable the WiFi network of the router.
Reset	Hold the button down for about 1 second. The router is reset successfully when all LED indicators blink once.
WAN	Used to connect this router to the internet.
1/2/3	They are LAN ports used to connect to wired devices such as computers or switches.
4/IPTV	By default, it is a LAN port. If the IPTV function of the router is enabled, it only functions as an IPTV port used to connect to a set-top box.
USB	Used to connect to a portable USB device.

Declaration of Conformity

Hereby, SHENZHEN TENDA TECHNOLOGY CO., LTD. declares that the radio equipment type AC9 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

5 GHz: EU/ 5150-5250 MHz

EIRP Power (Max.):

2.4 GHz: 19.6 dBm

5 GHz: 22.5 dBm

Software Version: V15.03.06



Caution:

Adapter Model: BN037-A18012E / BN037-A18012B

Manufacture: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY Co., LTD.

Input: 100 – 240 V AC, 50/60 Hz 0.6 A

Output: DC 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:

FAQ

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

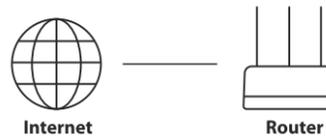
A1: Try the following solutions and log in again:

- Ensure that your Ethernet cable with internet connectivity is plugged into the WAN port of the router rather than a LAN port.
- Ensure that your wireless device is connected to the router's SSID.
- Ensure that your wired device is connected to port 1, 2, 3 or 4/IPTV of the router properly by Ethernet cable. The device is also set to **Obtain an IP address automatically**, and **Obtain DNS server address automatically**.
- Ensure that **tendawifi.com** is entered correctly, or you can try logging by entering **192.168.0.1**.
- Replace the web browser and log in again.
- Reset the router and log in again.

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

A2: Log in to the web UI of the router, and check your router's connection status on the Internet Status page.

- If your router is connected to the internet successfully as the figure shown below, try the following solutions:



Connect your wireless devices to the WiFi network of the router using the new WiFi name and password.

- 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.

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

- If **Connection failed** appears on the page:
 - Click **Internet Settings** on the web UI to check whether the connection type and parameters you entered 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

- Connect the Ethernet cable with internet connectivity to your computer directly.

→ If your computer cannot access the internet, consult your ISP.

→ Otherwise, reconnect the Ethernet cable with internet connectivity to your router, reset your router and configure it again.

Q3: How to reset the router?

A3: When the LED indicator blinks, hold down the Reset button for about 1 second. The router is reset successfully when all the LED indicators blink once.



Technical Support

Shenzhen Tenda Technology Co., Ltd.

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USA hotline: 1-800-570-5892

Canada hotline: 1-888-998-8966

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

Email: support.usa@tenda.com.cn

Hong Kong Hotline: 00852-81931998

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

E-mail: support@tenda.com.cn

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