

Quick Installation Guide

AC1200 Wave2 Ceiling Access Point i23

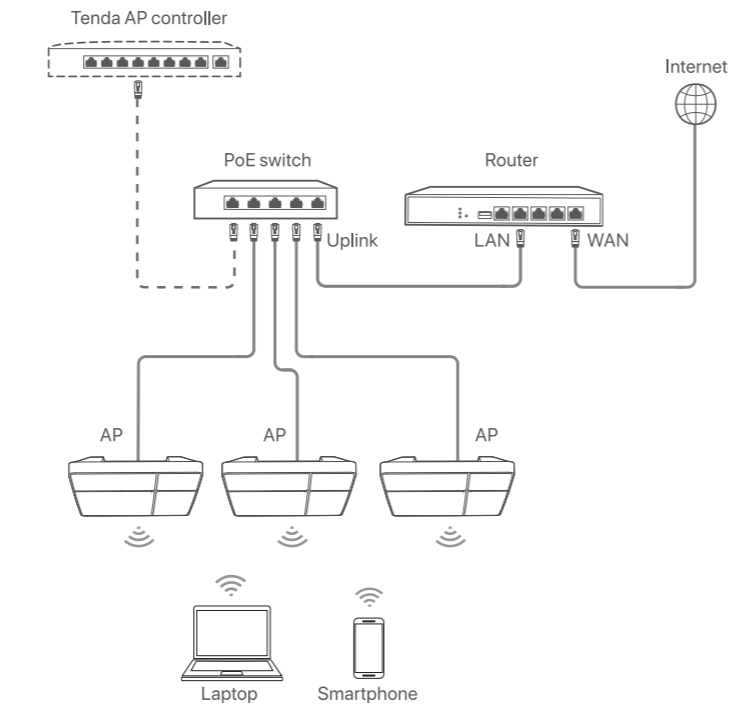
Package Contents

- AP x 1
- Mounting bracket x 1
- Plastic anchor (inner diameter: 2.4 mm, height: 6.6 mm, length: 26.4 mm) x 4
- Plastic nut (diameter: 2.51 mm, length: 14.5 mm) x 4
- Screw (head diameter: 6 mm, thread diameter: 3 mm, length: 25 mm) x 4
- Quick installation guide

Typical Network Topology

Tips

- For PoE power supply, use an Ethernet cable (recommended: CAT5e or above, length: $\leq 100\text{m}$) to connect the PoE/LAN port of the AP to a PoE power supply device compliant with IEEE 802.3at.
- For DC power supply, connect a power adapter (12V \pm 1A, self-prepared) to the DC power jack of the AP. Do not use a power adapter over 12V.



Wall Mounting

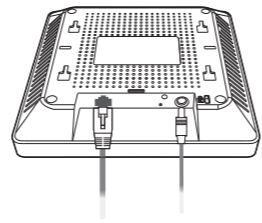
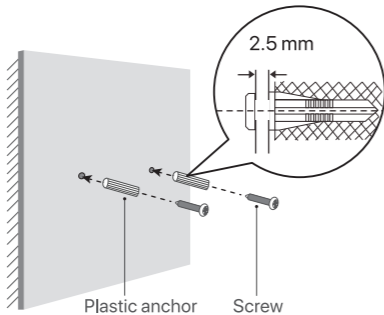
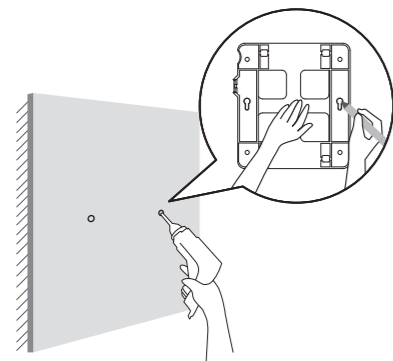
1. Position the bracket on the wall and mark screw hole positions with the marker.
2. Drill holes in the marked positions using a hammer drill.

3. Knock the included plastic anchors into the holes using a rubber hammer. Then use a screwdriver to fix the included screws into the plastic anchors. The distance between the inside surface of the screw head and the edge of the plastic anchor should not be less than 2.5 mm, to make sure that the AP can be hung on the screws firmly.

4. Use an Ethernet cable (CAT5e or above recommended) to connect the PoE/LAN port of the AP.

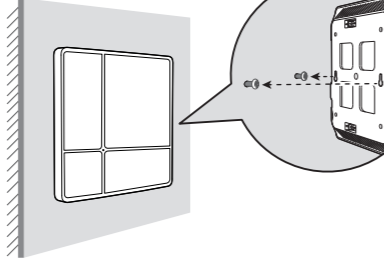
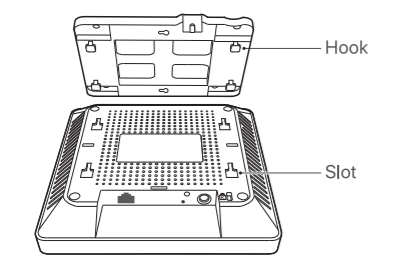
Tips

- If the AP uses DC power supply, repeat step 4, and then connect a power adapter (12V \pm 1A, self-prepared) to the DC power jack of the AP.
- Before powering on, check if the PoE/DC power supply device you use complies with your AP.



5. Insert the slots of the AP into the hooks of the bracket, and push the AP to one side until you hear a click.

6. Align the two mounting holes on the bracket with the two screws on the wall, and then slide the AP to fit in the screws until it is firmly hung on the screws.



Install the AP

Tips

- The AP is suitable for mounting at heights > 2m. Before installation:
 - Record the MAC address (on the bottom label of the AP) and installation position of the AP to locate the AP.
 - You may need a rubber hammer, a marker, a hammer drill, a drill bit, a screwdriver, and a ladder for the installation. Please prepare them yourself.

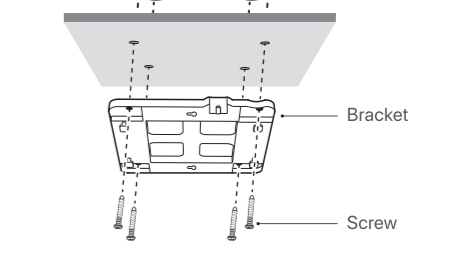
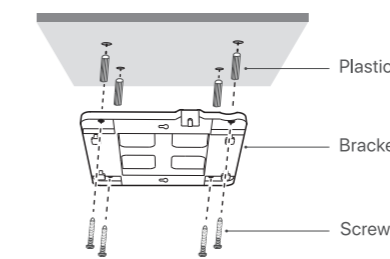
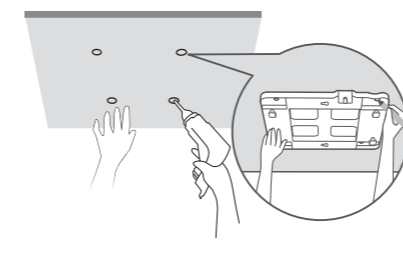
Ceiling Mounting

1. Position the bracket on the ceiling and mark screw hole positions with the marker.
2. Drill holes in the marked positions using a hammer drill.

3. Fix the bracket.

- Option A:** Knock the included plastic anchors into the holes using the rubber hammer. Insert the included screws into the screw holes on the bracket and fix them into the plastic anchors using a screwdriver.

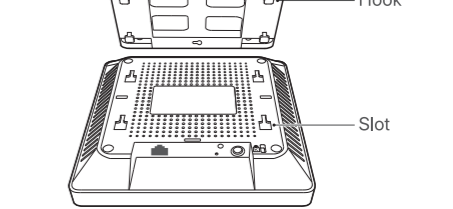
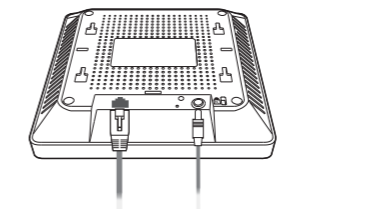
- Option B:** Insert the included screws into the screw holes on the bracket and fix them into the included plastic nuts using a screwdriver.



4. Use an Ethernet cable (CAT5e or above recommended) to connect the PoE/LAN port of the AP.

Tips

- If the AP uses DC power supply, repeat step 4, and then connect a power adapter (12V \pm 1A, self-prepared) to the DC power jack of the AP.
- Before powering on, check if the PoE/DC power supply device you use complies with your AP.



Configure the AP

Use CloudFi App/CloudFi Cloud

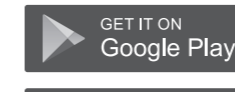
AP can be managed using CloudFi App or CloudFi Cloud (<https://cloudfi.tendacn.com>). You can choose between the following methods.

Tips

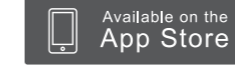
- Before managing the AP, ensure that the internet where the AP is deployed is connected.
- CloudFi App is interoperable with CloudFi Cloud, so a project created on the CloudFi App can also be found and managed on CloudFi Cloud.
- For more details, see help document in **Help Center** of CloudFi App or CloudFi Cloud.

Method 1: Add the AP in LAN

1. Download the CloudFi App to your mobile device by scanning the QR code or searching for **Tenda CloudFi** in **Google Play** or **App Store**.



Or



2. Connect your mobile device to the Wi-Fi network of the AP.
3. Open your CloudFi App, and tap the project (or create one if no projects exist) to which you want to add the AP.
4. Tap the pop-up window that shows the AP is detected, and add the AP to the project.

Tips

- If the AP is managed by the AP controller or router, log in to the web UI of the controller or router to view the Wi-Fi name and password of the AP. If the AP is not managed by any network device, the Wi-Fi network only has a default Wi-Fi name Tenda_XXXXXX (XXXXXX is the last six digits of the MAC address on the bottom label of the AP).
- If the pop-up window does not appear, tap and follow the on-screen instructions.

Method 2: Add the AP with Unique Cloud Code

1. Get the **Unique Cloud Code** from CloudFi App or CloudFi Cloud.
2. Log in to the web UI of the AP, enable cloud maintenance and paste the **Unique Cloud Code**.
3. Add the AP to the project through **Device-joining Alert** on CloudFi App or CloudFi Cloud.

Use a Tenda Hardware Controller

Tenda hardware controller is a Tenda AP controller or Tenda router with AP management function. If there is a Tenda hardware controller in the LAN, you can manage the APs in batches using the hardware controller. For details, visit the product page or service page on www.tendacn.com to get the user guide of the hardware controller of the model.

Use Web UI of the AP

Tips

- To avoid IP address conflicts between APs in the same LAN, change the IP addresses of the APs separately.
- Record the changed IP addresses of APs for subsequent management.

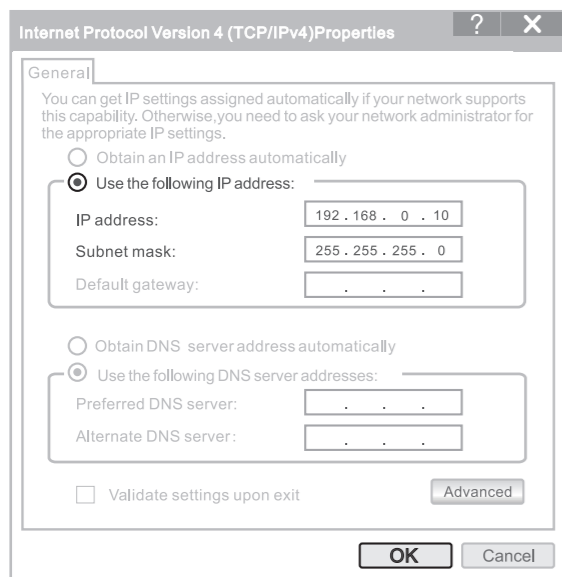
1. Use an Ethernet cable to connect the management computer to a switch that is connected to the AP.
2. Set the IP address of the management computer to the IP address within the same network segment as the AP.

Tips

- Without the DHCP server in the LAN, the default IP address of the AP is **192.168.0.254**.
- With the DHCP server in the LAN, the AP may obtain an IP address from a DHCP server and you can check the new IP address from the client list of the DHCP server. It is available only when the AP is in factory settings.

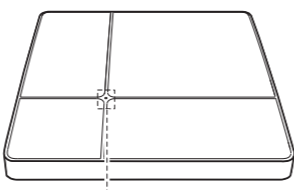
Indicator/Port/Button/Jack

For example, if the IP address of the AP is 192.168.0.254, you can set the IP address of your computer to **192.168.0.X** (X ranges from 2 to 253 and is unused) and subnet mask to **255.255.255.0**.

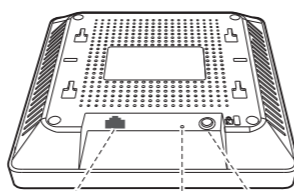


3. Start a web browser on the management computer, enter the IP address of the AP in the address bar, and log in to the web UI to manage the AP.

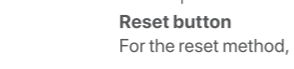
For details, visit the product page or service page on www.tendacn.com to get the user guide of the AP.



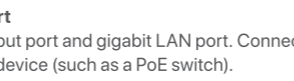
SYS indicator
Solid on: AP is starting up.
Blinking: AP is working properly.
Off: The indicator is turned off.



DC power jack
Connect to a power adapter (self-prepared) to power on the AP.



Reset button
For the reset method, refer to Q4 in the FAQ.



PoE/LAN port
PoE power input port and gigabit LAN port. Connect to an upstream device (such as a PoE switch).

FAQ

Q1: I cannot log in to the web UI of the AP. What should I do?

- A1:** Try the following solutions:
- Ensure that the Ethernet cable between the AP and the management computer is connected properly.
 - Ensure that the IP address of the management computer is set to the IP address within the same network segment as the AP. For example, if the IP address of the AP is 192.168.0.254, you can set the IP address of your computer to 192.168.0.X (X ranges from 2 to 253 and is unused).
 - If the LAN where the AP is deployed has a DHCP server, the AP may obtain an IP address from a DHCP server in the LAN. You can check the new IP address from the client list of the DHCP server, and use this IP address to log in. It is available only when the AP is in factory settings.
 - Clear the cache of your web browser or replace the web browser, and try login again.
- If the problem persists, refer to **Q4** to reset the AP.

Q2: The CloudFi App fails to add the AP to a project. What should I do?

- A2:** Try the following solutions:
- Ensure that the internet where the AP is deployed is connected.
 - Ensure that the firmware of the AP is the latest version.
 - Ensure that the AP is supported by the CloudFi App.
 - Reboot the AP.
 - Refer to **Q4** to reset the AP.

Q3: The controller fails to detect the AP. What should I do?

- A3:** Try the following solutions:
- Ensure that the physical connections are correct and the AP has started up properly.
 - If VLAN exists in the network, ensure that the controller is in the same VLAN as the AP.
 - Reboot the AP.
 - Ensure that the firmware of the controller and the AP is the latest version on www.tendacn.com.
 - Refer to **Q4** to reset the AP.

Q4: How to reset the AP?

- A4:** When the AP is idle, hold the reset button (**Reset**) down with a needle-like object for about 8 seconds, and release it when the indicator lights solid green. When the indicator blinks green again, the AP is reset successfully.

Q5: I forgot the username and password when logging in to the web UI of the AP. What should I do?

- A5:** Refer to **Q4** to reset the AP. Configuring the username and password are required when logging in to the web UI of the AP after resetting.

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. This device should be installed and operated with a minimum distance of 20 cm 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.

Declaration of Conformity
Hereby, SHENZHEN TENDA TECHNOLOGY CO., LTD. declares that the device (Access Point) 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>



English-Attention: In EU member states, EFTA countries, Northern Ireland and Great Britain, the operation in the frequency range 5150MHz - 5250MHz is only permitted indoors.
Deutsch - Achtung: In den EU-Mitgliedsstaaten, den EFTA-Ländern, Nordirland und Großbritannien ist der Betrieb im Frequenzbereich 5150 MHz - 5250 MHz nur in Innenräumen erlaubt.
Italiano - Attenzione: Negli Stati membri dell'UE, nei Paesi EFTA, nell'Irlanda del Nord e in Gran Bretagna, il funzionamento nella gamma di frequenze 5150 MHz - 5250 MHz è consentito solo in ambienti chiusi.
Español - Atención: En los estados miembros de la UE, los países de la AELC, Irlanda del Norte y Gran Bretaña, el rango de frecuencia operativa de 5150 MHz a 5250 MHz solo está permitido en interiores.
Português - Atenção: Nos estados membros da UE, países da EFTA, Irlanda do Norte e Grã-Bretanha, o funcionamento na gama de frequências 5150 MHz - 5250 MHz só é permitido em interiores.
Français - Attention: Dans les États membres de l'UE, les pays de l'AELC, l'Irlande du Nord et la Grande-Bretagne, l'utilisation dans la gamme de fréquences 5150 MHz - 5250 MHz n'est autorisée qu'en intérieur.
Nederlands - Aandacht: In de EU-lidstaten, de EVA-landen, Noord-Ierland en Groot-Brittannië is gebruik in het 5150 MHz - 5250 MHz frequentiebereik alleen binnenshuis toegestaan.
Svenska - Uppmärksamhet: I EU medlemsstater, EFTA-länderna, Nordirland och Storbritannien är det endast tillåtet att använda frekvensområdet 5150 MHz - 5250 MHz inomhus.
Dansk - Bemærk: I EU-medlemslandene, EFTA-landene, Nordirland og Storbritannien er drift i frekvensområdet 5150 MHz - 5250 MHz kun tilladt indendørs.

FCC

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 device should be installed and operated with a minimum distance of 20 cm 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, 5180-5240MHz, 5745-5825MHz

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.

Get Support and Services



<https://www.tendacn.com/service/default.html>

For technical specifications, user guides, GNU General Public License Notice and more information, please visit the product page or service page on www.tendacn.com. Multiple languages are available. You can see the product name and model on the product label.

Safety Precautions

Before operating, 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.

- Operating temperature: 0°C-40°C (32°F-104°F).
- Do not use the device in a place where wireless devices are not allowed.
- Use a power adapter or a PoE power supply device with the required specifications. Do not use the power adapter or a PoE power supply device if it is damaged.
- If the device adopts power adapter supply, the 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.
- Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
- 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.
- Refer all servicing to qualified service personnel.
- Disconnect the power source during servicing.
- The device's marking information can be found on its surface.

For the latest safety precautions, see **Safety and Regulatory Information** on www.tendacn.com.

<p>English: Operating Frequency/Max Output Power Deutsch: Betriebsfrequenz/Max. Ausgangsleistung Italiano: Frequenza operativa/Potenza di uscita massima Español: Frecuencia operativa/Potencia de salida máxima Português: Frequência de Funcionamento/Potência Máxima de Saída Français: Fréquence de fonctionnement/Puissance de sortie maximale Nederlands: Bedrijfsfrequentie/Maximale uitgangsvermogen Svenska: Driftfrekvens / Max Utteffekt Dansk: Driftsfrekvens/Maks. Udgangs effekt Suomi: Toimintataajuus/maksimilähtöteho Magyar: Működési frekvencia/Maximális kimeneti teljesítmény Polski: Częstotliwość pracy / Maksymalna moc wyjściowa Čeština: Provozní frekvence/maximální výstupní výkon Ελληνικά: Συχνότητα λειτουργίας/Μέγιστη Ισχύς Εξόδου Română: Frecvența de funcționare/Putea maximă de ieșire Български: Работна честота/Максимална изходна мощност Esti: Tõõsagedus/Max välivõimsus Slovenščina: Delovna frekvenca/Maximalni izhodni moč Slovenčina: Prevádzková frekvencia/Maximálny výstupný výkon Hrvatski: Radna frekvencija/Maksimalna izlazna snaga Latvieski: Operācijas frekvence/Maksimālā jauda Lietuviai: Darbinis dažnis /maksimali išėjimo galia Türkçe: Çalışma Frekansları/Maks. Çıkış Gücü Русский: Рабочая частота/Макс. выходная мощность عربي: تردد التشغيل / الحد الأقصى لطاقة الإخراج</p>	<p>2412MHz-2472MHz/ 20dBm 5150MHz-5250MHz (indoor use only)/23dBm</p>
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Technical Support

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