Tenda

Quick Installation Guide

AC1200 Wave2 Ceiling Access Point
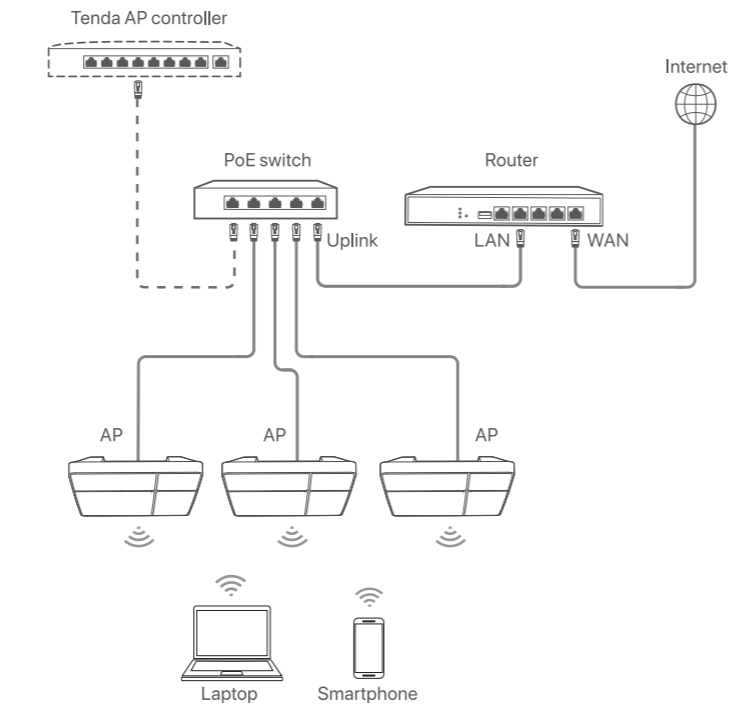i23

Package Contents

- AP x 1
- Mounting bracket x 1
- Plastic anchor (lower 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: ≤ 100m) 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 ⎓ 1A, self-prepared) to the DC power jack of the AP. Do not use a power adapter over 12V.

Tenda AP controller

Internet

PoE switch   Router

Uplink   LAN   WAN

AP   AP   AP

Laptop   Smartphone
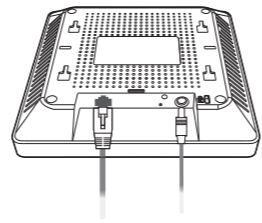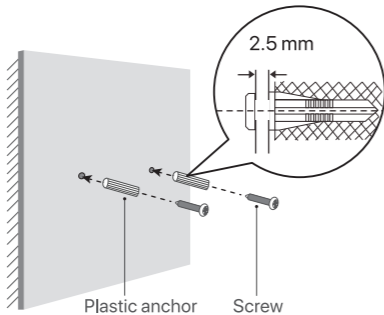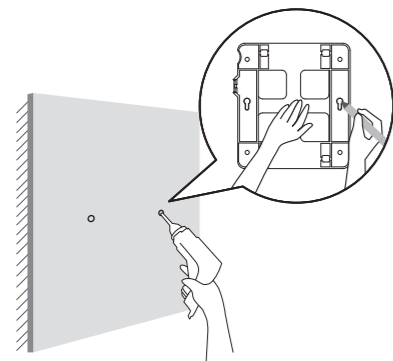
Wall Mounting

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 header 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.

2.5 mm

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, then connect a power adapter (12V ⎓ 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.

Plastic anchor   Screw

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.

Hook
Slot

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.
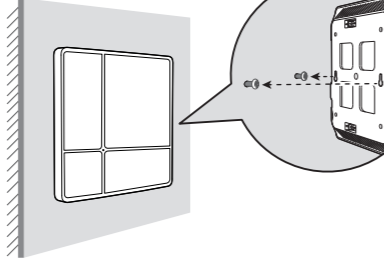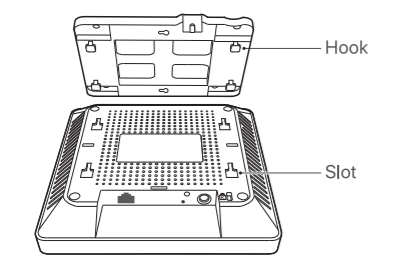
Install the AP

⚡ **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.

⚡ **Tips**
Option A applies to general cases. For ceilings with weak strength (such as plasterboard), please choose **Option B**.

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.
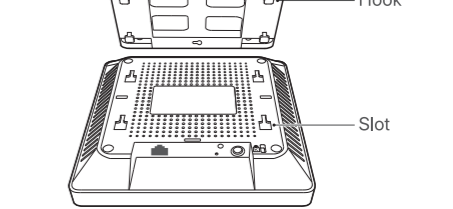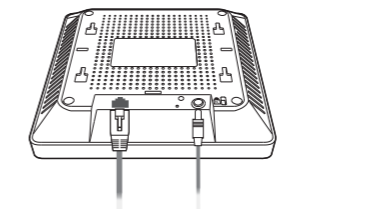
Option B: Insert the included screws into the screw holes on the bracket and fix them into the included plastic nuts using a screwdriver.
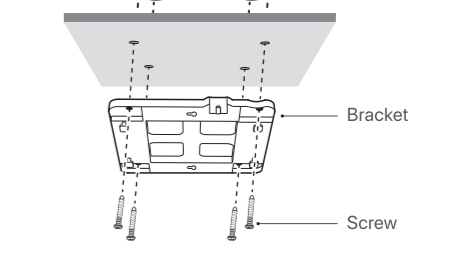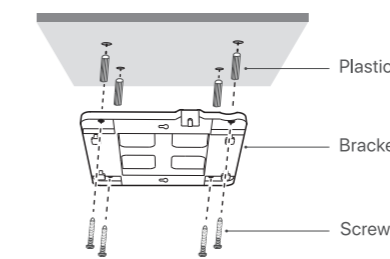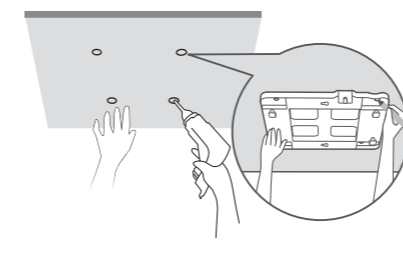
Plastic anchor
Bracket
Screw

Plastic nut
Bracket
Screw

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 ⎓ 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.

Hook
Slot

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**.

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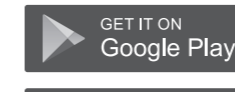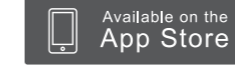
2. Connect your mobile device to the Wi-Fi network of the AP.
3. Open your CloudFi App, and tap the project (or create one if no projects exist) to which you want to add the AP.
4. Tap the pop-up window that shows the AP is detected, and add the AP to the project.

⚡ **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.
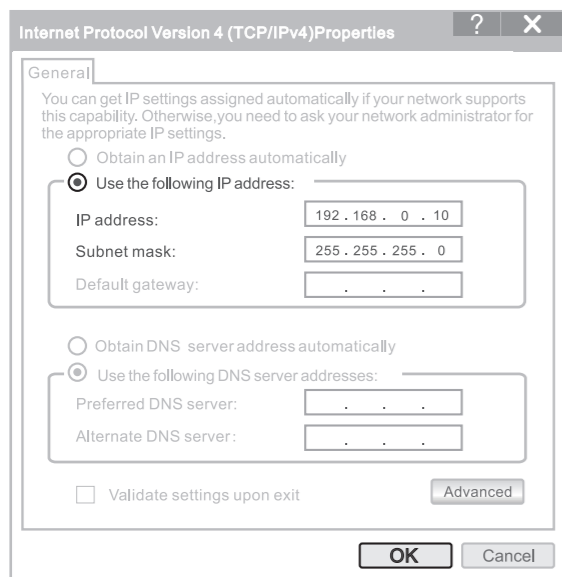- Record the changed IP addresses of APs for subsequent management.

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.


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**.

Internet Protocol Version 4 (TCP/IPv4) Properties

General

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

○ Obtain an IP address automatically
● Use the following IP address:
IP address: 192 . 168 . 0 . 10
Subnet mask: 255 . 255 . 255 . 0
Default gateway:

○ Obtain DNS server address automatically
● Use the following DNS server addresses:
Preferred DNS server:
Alternate DNS server:

☐ Validate settings upon exit   Advanced

OK   Cancel

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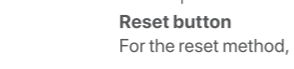
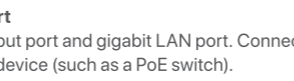For details, visit the product page or service page on **www.tendacn.com** to get the user guide of the AP.

Indicator/Port/Button/Jack
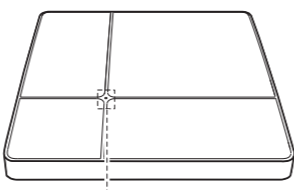
SYS indicator
Solid on: AP is starting up.
Blinking: AP is working properly.
Off: The indicator is turned off.
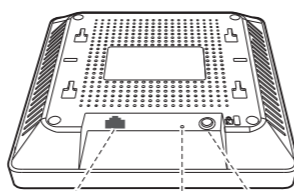
DC power jack
Connect to a power adapter (self-prepared) to power on the AP.

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.

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 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**.

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/Maximaal uitgangsvermogen	
Svenska: Driftsfrekvens / Max Uteffekt	
Dansk: Driftsfrekvens/Maks. Udgangseffekt	
Suomi: Toimintataajuus/maksimilähtöteho	
Magyar: Működési frekvencia/Maximális kimeneti teljesítmény	
Polski: Częstotliwość pracy / Maksymalna moc wyjściowa	2412MHz-2472MHz/20dBm
Čeština: Provozní frekvence/maximální výstupní výkon	
Ελληνικά: Συχνότητα λειτουργίας/Μέγιστη Ισχύς Εξόδου	5150MHz-5250MHz (indoor use only)/23dBm
Română: Frecvența de funcționare/Puterea maximă de ieșire	
Български: Работна честота/максимална изходна мощност	
Eesti: Töösagedus/Max väljundvõimsus	
Slovenščina: Delovna frekvenca/Največja izhodna moč	
Slovenčina: Prevádzková frekvencia/maximálny výstupný výkon	
Hrvatski: Radna frekvencija/Maksimalna izlazna snaga	
Latviešu: Operējošās frekvences/ Maksimālā jauda	
Lietuvių: Darbinis dažnis / maksimali išėjimo galia	
Türkçe: Çalışma Frekansı/Maks. Çıkış Gücü	
Русский: Рабочая частота/макс. выходная мощность	
عربي: تردد التشغيل / الحد الأقصى لطاقة الإخراج	