# Tenda

## Quick Installation Guide

AC1200 MU-MIMO Dual Band Gigabit WiFi Router
AC10U

**Package contents**
- Wireless router x 1
- Power adapter x 1
- Ethernet cable x 1
- Quick installation guide x 1

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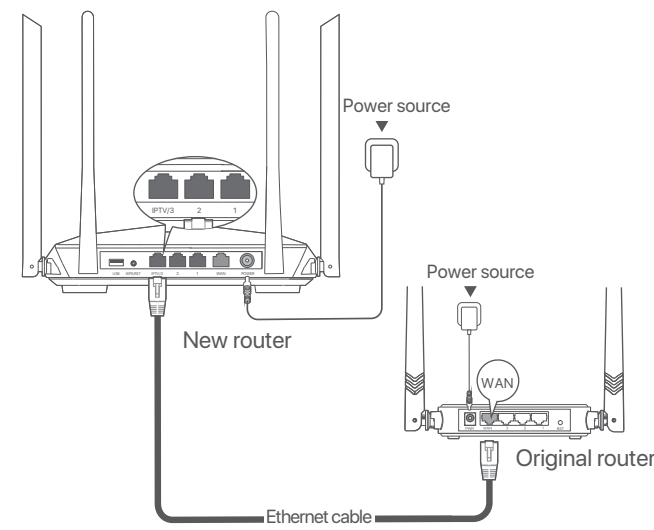www.tendacn.com to download the user guide.

Scan QR code to download
Tenda WiFi App

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## I Connect the router

The "new router" and "router" in this guide refer to the router in the package.

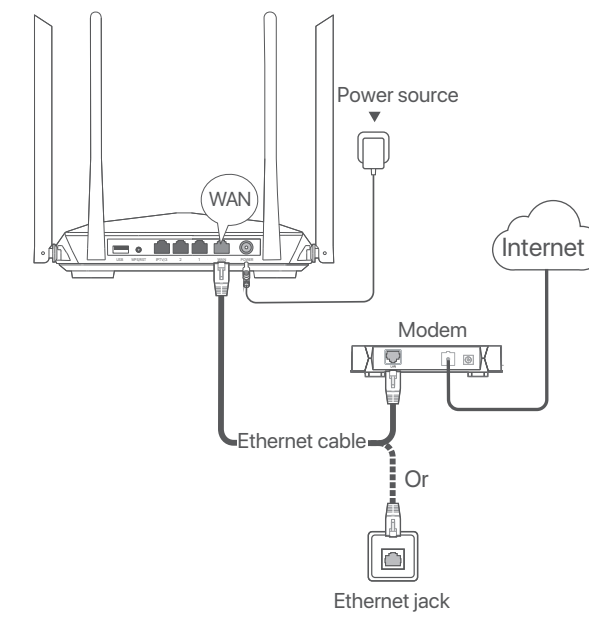### Step 1: Import your PPPoE user name and password into the new router (Optional)

**Tips**
This function is only applicable when the connection type of the original router is PPPoE, except for PPPoE of some special ISPs or PPPoE connection set up manually with VLAN information.

1. Power on your original and new routers.
2. Connect the WAN port of the original router to a LAN port (port 1, 2 or IPTV/3) of the new router using an Ethernet cable.
   When the WAN and LAN LED indicators of the new router turn solid on for 3 seconds after blinking fast, the PPPoE user name and password are imported to your new router.
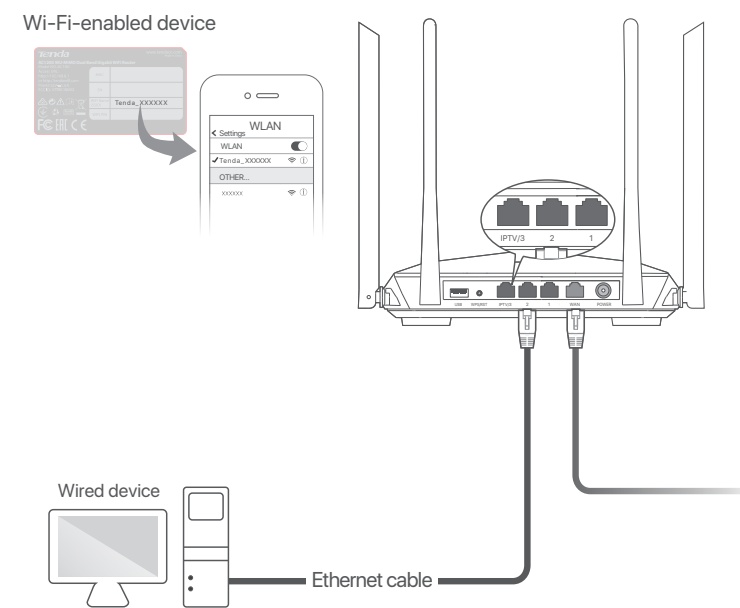3. Remove the original router.

New router

Power source

Power source

WAN

Original router

Ethernet cable

### Step 2: Connect the WAN port of the router

1. Ensure that the router is powered on.
2. Connect the WAN port of the router to the LAN port of your modem or the Ethernet jack using an Ethernet cable. The WAN LED indicator lights on.

Power source

WAN

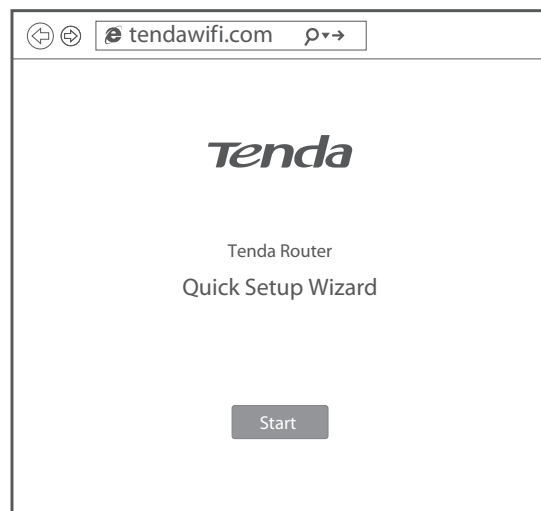Internet

Modem

Ethernet cable

Or

Ethernet jack

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## II Connect your device to the router

**Option A:** Connect your WiFi-enabled device, such as a smartphone, to the wireless network of the router. You can find the default WiFi network information on the bottom label of the router.

**Option B:** Connect your wired device, such as a computer, to a LAN port (port 1, 2 or IPTV/3) of the router using an Ethernet cable. The LAN LED indicator blinks twice.
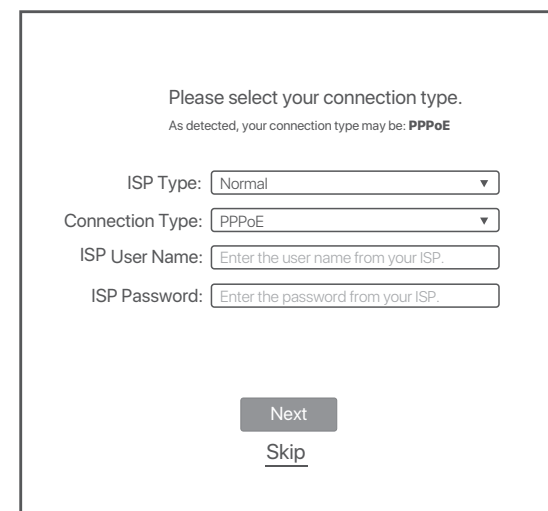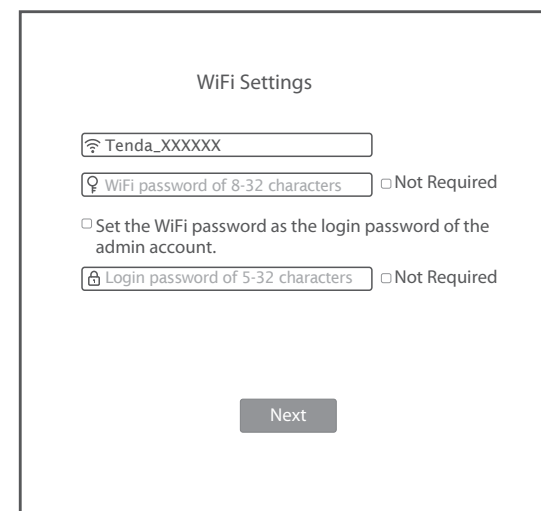
Wi-Fi-enabled device

WLAN

Wired device

Ethernet cable

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## III Set up the new router

1. Start a web browser on the device connected to the router, and visit **tendawifi.com**. Click **Start**.

tendawifi.com

Tenda

Tenda Router
Quick Setup Wizard

Start

**Tips**
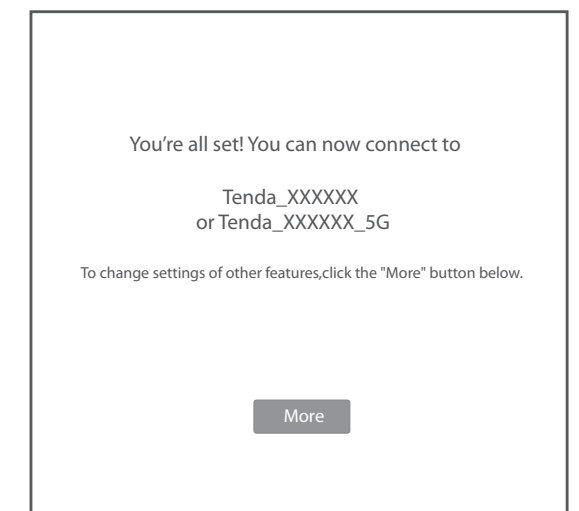If the above page does not appear, refer to **Q1** in **FAQ**.

2. The router detects your connection type automatically. Select the **ISP Type** based on your region and ISP and enter required parameters (if any). Click **Next**.

Please select your connection type.
As detected, your connection type may be: **PPPoE**

| | |
|---|---|
| ISP Type: | Normal ▼ |
| Connection Type: | PPPoE ▼ |
| ISP User Name: | Enter the user name from your ISP. |
| ISP Password: | Enter the password from your ISP. |

Next

Skip

3. Set the WiFi name, WiFi password and Login password for the router. Click **Next**.

WiFi Settings

Tenda_XXXXXX

WiFi password of 8-32 characters ☐ Not Required

☐ Set the WiFi password as the login password of the admin account.

Login password of 5-32 characters ☐ Not Required

Next

**Tips**
The WiFi password is used to connect to the WiFi network, while the login password is used to log in to the web UI of the router.

✓ **Done.**

You're all set! You can now connect to

Tenda_XXXXXX
or Tenda_XXXXXX_5G

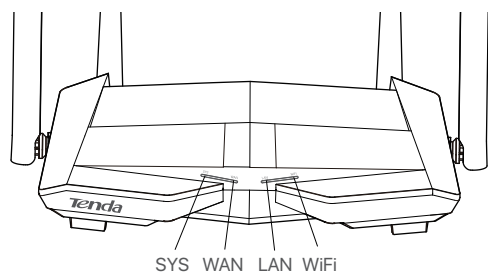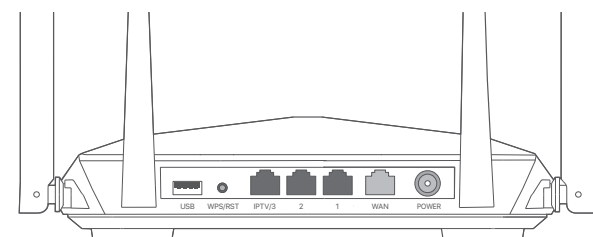To change settings of other features, click the "More" button below.

More

To access the internet with:
- WiFi-enabled devices: Connect to the WiFi network using the WiFi name and password you set.
- Wired devices: Connect to a LAN port (port 1, 2 or IPTV/3) of the router using an Ethernet cable.

**Tips**
If you still cannot access the internet after the configuration, refer to **Q2** in **FAQ**.

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## LED indicators

SYS WAN LAN WiFi

| LED indicator | Status | Description |
|---|---|---|
| SYS | Solid on | The router is starting up, or does not work properly (during use). |
| | Blinking | The router is working properly. |
| | Off | The router is not powered on properly, or does not work properly. |
| WAN | Solid on | The WAN port is connected properly, but no data is being transmitted. |
| | Blinking | The WAN port is connected properly, and data is being transmitted over the WAN port. |
| | Off | The WAN port is disconnected or improperly connected. |
| LAN | Solid on | At least one LAN port (port 1, 2 or IPTV/3) is connected properly. |
| | Blinking fast | Data is being transmitted over the LAN port. |
| | Blinking twice | A new wired device is connected to a LAN port of the router. |
| | Off | No wired device is connected to any LAN port of the router. |
| WiFi | Solid on | At least one of the 2.4 GHz and 5 GHz wireless networks is enabled. |
| | Blinking fast | Data is being transmitted wirelessly. |
| | Blinking slow | The router is pending for or performing WPS negotiation. |
| | Off | The wireless function is disabled. |

## Jack, ports and buttons

| Jack/Port /Button | Description |
|---|---|
| POWER | Power jack. Please use the included power adapter to connect this jack to a power source for power supply. |
| WAN | 10/100/1000 Mbps auto-negotiation WAN port. Used to connect to a modem or the Ethernet jack using an Ethernet cable for internet access. |
| 1, 2 | 10/100/1000 Mbps auto-negotiation LAN port. Used to connect to computers, switches or game machines, etc. |
| IPTV/3 | 10/100/1000 Mbps auto-negotiation Ethernet port. It is a LAN port by default. When the IPTV function is enabled, it can only serve as an IPTV port to connect to a set-top box. |
| WPS/RST | Used to start the WPS negotiation process, or to reset the router. • WPS: You can connect to the WiFi network of the router without entering the password. Method: Press the button, and the WiFi LED indicator blinks slowly. Within 2 minutes, enable the WPS function of the other WPS-supported device to establish a WPS connection. • Reset: When the SYS LED indicator blinks, hold the button down for about 8 seconds, and then release it when all the LED indicators light up. The router is reset. |
| USB | USB 2.0 port. Used to connect to a USB device for resource sharing. |

## FAQ

**Q1: I cannot log in to the web UI of the router by visiting tendawifi.com. What should I do?**
**A1:** Try the following solutions:
- If you are using a WiFi-enabled device, such as a smartphone:
  – Ensure that it connects to the WiFi network of the router.
  – Ensure that the cellular network (mobile data) of the device is disabled.
- If you are using a wired device, such as a computer:
  – Ensure that **tendawifi.com** is entered correctly in the address bar, rather than the search bar of the web browser.
  – Ensure that the computer is connected to a LAN port (port 1, 2 or IPTV/3) of the router properly using an Ethernet cable.
  – Ensure that the computer is set to obtain an IP address automatically and obtain DNS server address automatically.

If the problem persists, reset the router, and try again.

**Q2: I cannot access the internet after the configuration. What should I do?**
**A2:** Try the following solutions:
- Check whether the WAN port of the router is connected to a modem or Ethernet jack properly. The WAN LED indicator should light up.
- Log in to the web UI of the router and navigate to the **Internet Settings** page. Follow the instructions on the page to solve the problem.

If the problem persists, try the following solutions:
- For WiFi-enabled devices:
  – Check whether your WiFi-enabled devices are connected to the WiFi network of the router.
  – Visit **tendawifi.com** to log in to the web UI and change your WiFi name and WiFi password on the **WiFi Settings > WiFi Name & Password** page. Then try again.
- For wired devices:
  – Check whether your wired devices are connected to a LAN port (port 1, 2 or IPTV/3) properly.
  – Check whether wired devices are set to obtain an IP address automatically and obtain DNS server address automatically.

**Q3: How to change the WiFi names and passwords?**
**A3:** Follow the steps below:
❶ Connect your WiFi-enabled device to the WiFi network of the router, or connect your computer to a LAN port (port 1, 2 or IPTV/3) using an Ethernet cable.
❷ Start a web browser and visit **tendawifi.com** to log in to the web UI of the router.
❸ Navigate to the **WiFi Settings > WiFi Name & Password** page to change and save the settings.

**Q4: How to reset the router?**
**A4:** Try the following methods:
Method A: When the **SYS** LED indicator blinks, hold the **WPS/RST** button down for about 8 seconds, and then release it when all the LED indicators light up. The router is reset.
Method B: Log in to the web UI of the router and navigate to **System Settings > Backup/Restore**.

**Q5: I cannot find the WiFi network of the router on my WiFi-enabled device. What should I do?**
**A5:** Connect your computer to a LAN port (port 1, 2 or IPTV/3) of the router to log in to the web UI. Navigate to **WiFi Settings > WiFi Name & Password** and ensure that:
- The WiFi networks are enabled.
- The **Hide** function is disabled.

**Q6: I cannot find the 5 GHz WiFi network of the router on my WiFi-enabled device. What should I do?**
**A6:** Try the following solutions:
- Check whether your WiFi-enabled device supports 5 GHz WiFi network. Only devices supporting 5 GHz WiFi network can find and connect to the 5 GHz WiFi network.
- Check whether the **Unify 2.4 GHz & 5 GHz** function is disabled. If it is disabled, refer to **Q5** to find a solution.

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**Wall Mounting**
This router can be installed on the wall with two screws. The recommended wall mounting tools are as follows:
[Expansion bolt] Outer diameter: 6.0mm; Length: 26.4mm
[Screws] PA3*14mm; head diameter: 5.2mm; head height: 1.8mm