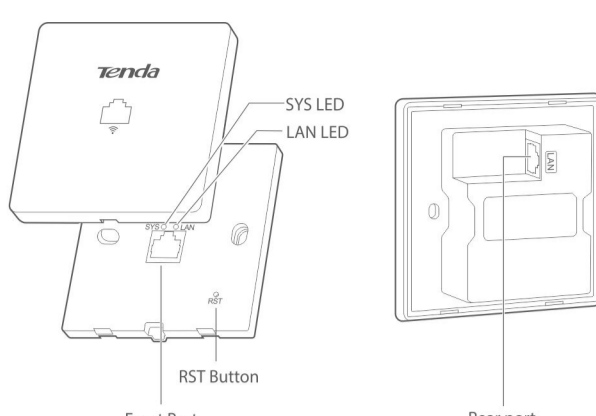# Tenda

Quick Installation Guide
11AC 1200Mbps Wireless In-Wall Access Point
Model: W9

Packing List
• AP x 1   • Screw x 2   • Quick Installation Guide x 1
* For more functions, please go to http://www.tendacn.com to download its user guide.

AP Appearance

SYS LED
LAN LED
RST Button
Front Port
Rear port

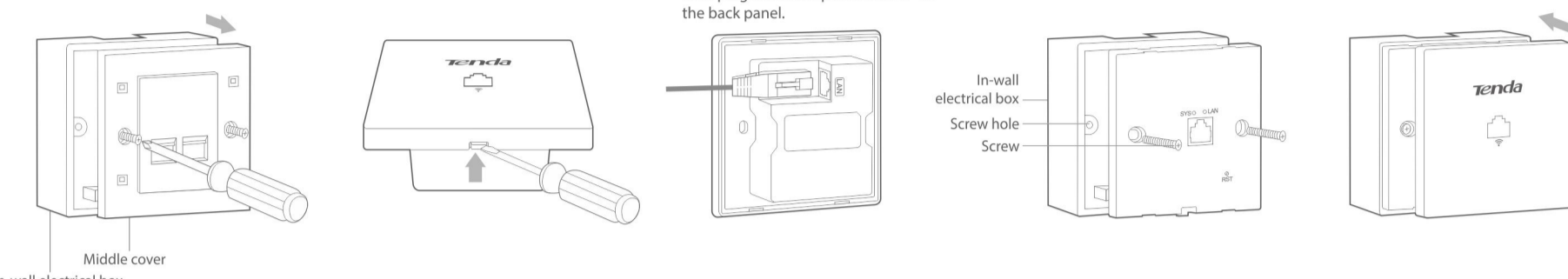|	
SYS LED (Green)	Blinking: The AP is working properly.
	Off: The AP is not powered on.
LAN LED (Blue)	Solid on: The rear port LAN is connected properly.
	Blinking: The rear port LAN is transmitting or receiving data.
	Off: The rear port LAN is unconnected.
RST Button	When the SYS LED blinks green, you can hold this button down for about 8 seconds to reset the AP.
Front Port	It is used to connect to wired devices, such as a computer.
Rear Port	It is used to connect to a PoE switch compliant with IEEE 802.3af.

1. Installing Your APs into the In-wall Electrical Box

📝 **Tips:**
1) Record the mapping between the MAC address and position of each AP. You can see the MAC address after removing the front cover.
2) Ensure that each in-wall electrical box has been deployed with an Ethernet cable; prepare a Phillips screwdriver and a flat-head screwdriver yourself.

① Remove the middle cover of the in-wall electrical box.

② Remove the front cover of the AP. See the following figure.

③ Connect the Ethernet cable in the in-wall electrical box to a RJ45 connector plug, then plug it into the port of the AP on the back panel.

④ Insert the AP into the in-wall electrical box, and fix it using the included screw.

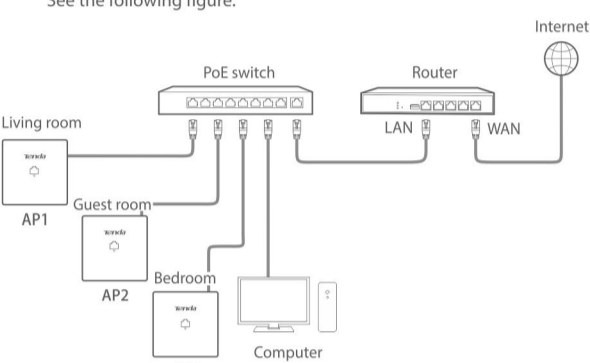**⑤** Fix the front cover of the AP. See the following figure.

Middle cover
In-wall electrical box
In-wall electrical box
Screw hole
Screw

2. Connecting and Configuring the APs   Choose your scenario and perform configuration.

Scenario One: At Home

① **Connect Devices**
Connect the rear port LAN of each AP to a PoE port of the PoE switch using the Ethernet cables in the in-wall electrical boxes. Connect your computer to a port of the PoE switch using an Ethernet cable. See the following figure.

Internet
PoE switch   Router
LAN   WAN
Living room
AP1
Guest room
AP2
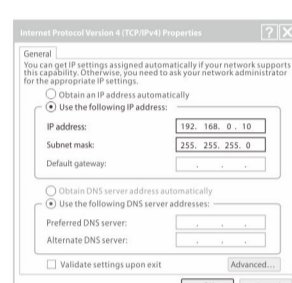Bedroom
AP3   Computer

② **Check LEDs**
Refer to the following table to check if the LEDs are working normally. Verify device connections if the LEDs are abnormal.

Device	Normal Status
AP	The SYS LED blinks green, and the LAN LED is solid blue or blinks blue.
Computer	The Ethernet port LED is solid on or blinking.

📝 **Tips:**
If the LEDs of an AP are abnormal after device connections are verified, please refer to **Q1** in **FAQ**.

③ **Configure Your Computer**
Right-click the network icon 📶 in the lower-right corner of the desktop of the computer.
Click **Open Network and Sharing Center, Local Area Connection**, and then **Properties**. Double-click **Internet Protocol Version 4 (TCP/IPv4)**. Select **Use the following IP address**. Set **IP Address** to **192.168.0.X** (X: 2-200), which is **192.168.0.10** in this example, and **Subnet Mask** to **255.255.255.0**. Click **OK**.
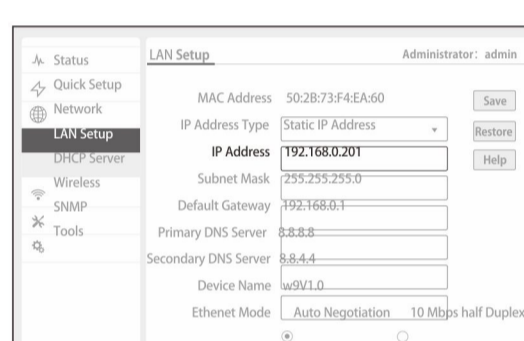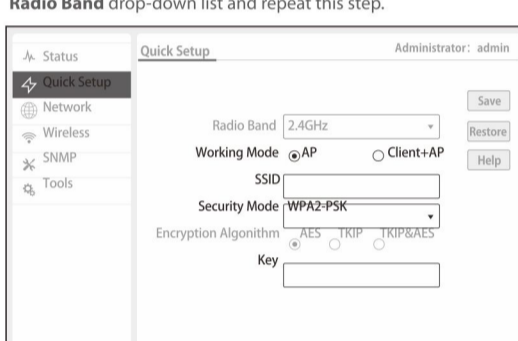

④ **Log in to the Web UI of the AP and Configure the AP**
Start a web browser on your computer, and enter **192.168.0.254** in the address bar to log in to the web UI of the AP.
Choose **Quick Setup**, customize your **SSID**, **Security Mode** (**WPA2-PSK** is recommended), and **Key**. Click **Save**. Then select **5GHz** from the **Radio Band** drop-down list and repeat this step.

Administrator: admin
Quick Setup
Status
Save
Wireless
Restore
SNMP
Help
Tools
Radio Band   2.4GHz
Working Mode   ● AP   ○ Client+AP
SSID
Security Mode   WPA2-PSK
Encryption Algorithm   ○ AES ○ TKIP ● TKIP&AES
Key

📝 **Tips:**
If you cannot log in to the web UI of the AP, please refer to **Q2** in **FAQ**.

Choose **Network** > **LAN Setup**. To prevent IP address conflicts, set the IP address of the AP to an unused IP address 192.168.0.X, where X ranges from 201-253, which is **192.168.0.201** in this example.

LAN Setup   Administrator: admin
Status
Quick Setup
Network
LAN Setup   Save
DHCP Server   Restore
Wireless   Help
SNMP
Tools
MAC Address   50:2B:73:F4:EA:60
IP Address Type   Static IP Address
IP Address   192.168.0.201
Subnet Mask   255.255.255.0
Default Gateway   192.168.0.1
Primary DNS Server   8.8.8.8
Secondary DNS Server   8.8.4.4
Device Name   w9V1.0
Ethernet Mode   Auto Negotiation   10 Mbps half Duplex

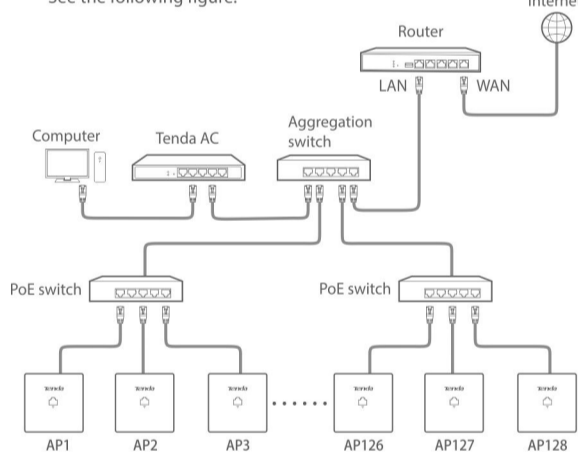Repeat Step **④** to configure other APs.

End.
You can access the internet now either by connecting your devices to the WiFi network of the AP with the SSID and WiFi password you set or to the front port of the AP using an Ethernet cable.

Scenario Two: In a Hotel
📝 **Tips:**
A hotel may be deployed with quantities of APs. You are recommended to use Tenda AP controller (AC) to configure and manage them centrally and efficiently.

① **Connect Devices**
See the following figure.

Internet
Router
LAN   WAN
Computer   Tenda AC   Aggregation switch
PoE switch   PoE switch
AP1   AP2   AP3   AP126   AP127   AP128
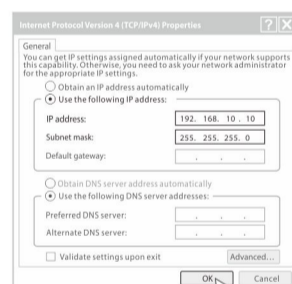
② **Check LEDs**
Refer to the following table to check if the LEDs are working normally. Verify device connections if the LEDs are abnormal.

Device	Normal Status
AP	The SYS LED blinks green, and the LAN LED is solid blue or blinks blue.
Computer	The Ethernet port LED is solid on or blinking.

📝 **Tips:**
If the LEDs of an AP are abnormal after device connections are verified, please refer to **Q1** in **FAQ**.

③ **Configure Your Computer**
Right-click the network icon 📶 in the lower-right corner of the desktop of the computer.
Click **Open Network and Sharing Center, Local Area Connection**, and then **Properties**. Double-click **Internet Protocol Version 4 (TCP/IPv4)**. Select **Use the following IP address**. Set **IP Address** to **192.168.10.X** (X: 2-254), which is **192.168.10.10** in this example, and **Subnet Mask** to **255.255.255.0**. Click **OK**.
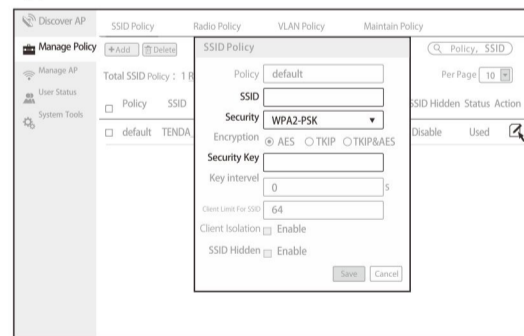

④ **Log in to the Web UI of the AC**
Start a web browser on your computer, and enter **192.168.10.1** in the address bar to log in to the web UI of Tenda AC.
The default **User Name** and **Password** of the AC are both **admin** (all lower-case).

192.168.10.1
User Name
Password
Login
Forgot password?

⑤ **Configure Your AP**
Choose **Manage Policy** > **SSID Policy**, click 📝 to customize your **SSID**, **Security** (**WPA2-PSK** is recommended), and **Security Key**. Click **Save**.
Wait about 1 minute until all APs automatically obtain the SSID and security key you set.

End.
You can access the internet now either by connecting your devices with the SSID and WiFi password you set to the WiFi network of the AP or to the front port of the AP using an Ethernet cable.

FAQ

Q1: The AP's LEDs do not turn on. What should I do?
Try the following solutions:
– Ensure that the rear port of the AP has been connected to a PoE port of a PoE switch compliant with IEEE 802.3af.
– Ensure that you use an 8-core Ethernet cable to connect the AP to the PoE switch.

Q2: I cannot log in to the web UI of the AP for the first attempt. What should I do?
Try the following solutions:
– Verify that the IP address of your computer is 192.168.0.X (X: 2-200).
– Reset the AP, and try again.

Q3: How to reset the AP?
When the SYS LED blinks green, remove the cover, hold the RST button down using a paper clip for about 8 seconds. Release until the green LED turns solid on. When the green LED blinks, the AP is reset successfully.

Q4: After configuration, my devices cannot find the AP's WiFi signal. What should I do?
Try the following solutions:
– Repeat **Step 2 Connecting and Configuring the APs** based on your actual network environment.
– If an AC is used to manage the APs, and the VLAN policy is enabled, verify that the AP and the AC are in the same VLAN.

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

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 5.15-5.25GHz band are restricted to indoor use only.
This equipment should be installed and operated with minimum distance 20cm between the radiator & 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.

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.

Declaration of Conformity
Hereby, SHENZHEN TENDA TECHNOLOGY CO., LTD. declares that the radio equipment type W9 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

Operating Frequency:
2.4G: 2412-2472 Hz   5G: 5150-5250 Hz
EIRP Power (Max.):
2.4GHz: 19.8 dBm   5GHz: 22.5 dBm   Software Version: V1.0.0.6

EAC

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E-mail: support@tenda.com.cn

Operating temperature: -10℃~45℃
Operating Humidity: (10- 90) % RH, non-condensing