

Quick Installation Guide

AC1200 Wave2 Gigabit Access Point i24

Package Contents

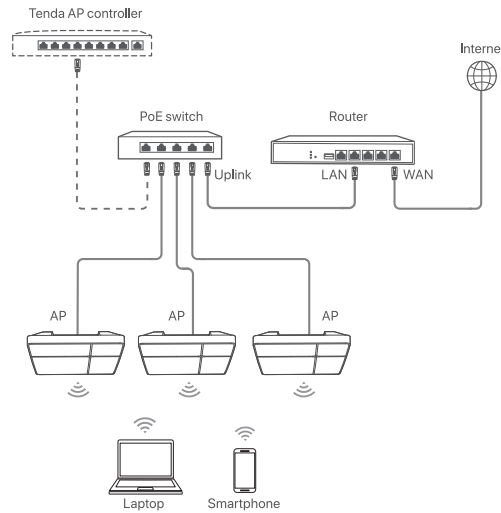
- AP x 1
- Mounting bracket x 1
- Plastic anchor (inner diameter: 2.4 mm, height: 6.6 mm, length: 26.4 mm) x 4
- Plastic nut (diameter: 2.51 mm, length: 14.5 mm) x 4
- Screw (head diameter: 6 mm, thread diameter: 3 mm, length: 25 mm) x 4
- Quick installation guide

Typical Network Topology



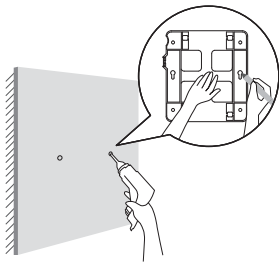
Tips

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

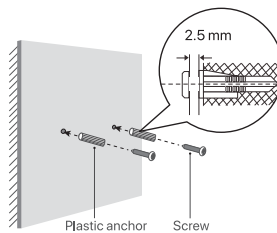


Wall Mounting

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 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.

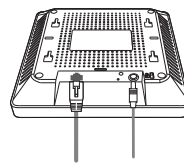


4. Use an Ethernet cable (CAT5e or above recommended) to connect the PoE/LAN port of the AP.

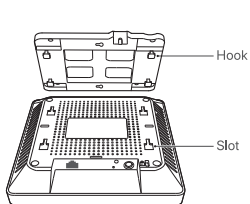


Tips

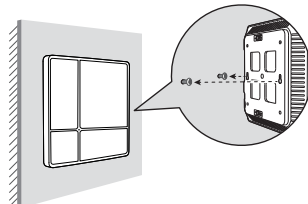
- If the AP uses DC power supply, repeat step 4, and then connect a power adapter (12V $\rightleftharpoons$ 1A, self-prepared) to the DC power jack of the AP.
- Before powering on, check if the PoE/DC power supply device you use complies with your AP.



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

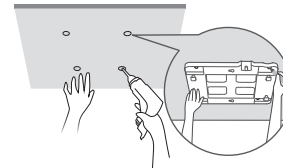


Tips

- 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 through the MAC address.
- 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.



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

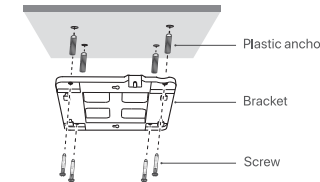


Tips

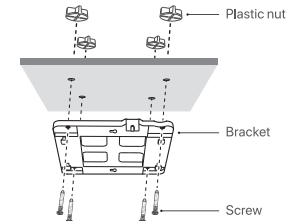
- If the AP uses DC power supply, repeat step 4, and then connect a power adapter (12V $\rightleftharpoons$ 1A, self-prepared) to the DC power jack of the AP.
- Before powering on, check if the PoE/DC power supply device you use complies with your AP.

3. Install the bracket.

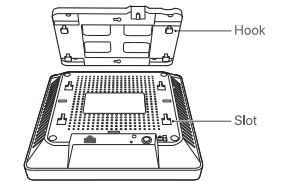
Option A: Knock the included plastic anchors into the holes using the rubber hammer. Insert the included screws into the screw holes on the bracket and fix them into the plastic anchors using a screwdriver.



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



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.



Configure the AP

Method 1: Through a Tenda Hardware Controller

If there is a Tenda hardware controller (a Tenda AP controller or a Tenda router with AP management function) in the LAN, you can manage the APs in batches through 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.

Method 2: Through the Web UI of the AP



Tips

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

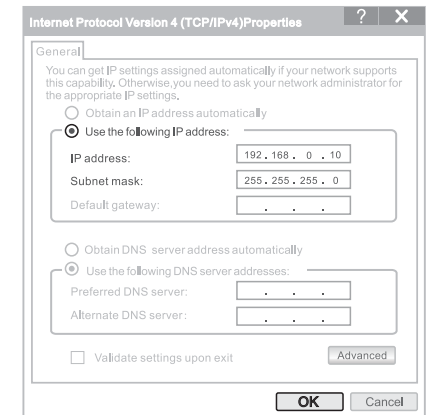
1. Use an Ethernet cable to connect the management computer to a switch that is connected to the AP.
2. Set the IP address of the management computer to the same network segment as that of the AP (default: **192.168.0.254**).



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**.

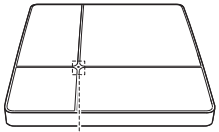


3. Start a web browser on the management computer, enter the IP address of the AP in the address bar, and log in to the web UI to manage the AP.

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

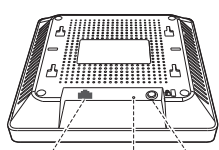
Get to Know Your Device

LED Indicator



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

Port/Button/Jack



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

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

Reset button
For the reset method, refer to Q3 in the FAQ.



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 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>

	AT	BE	BG	CH	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HR	HU	IE
	IS	IT	LI	LT	LU	LV	MT	NL	NO	PL	PT	RO	SE	SI	SK	UK(NI)

	UK
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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.

Polski-Uwaga: W państwach członkowskich UE, krajach Europejskiego Stowarzyszenia Wolnego Handlu (EFTA), Irlandii Północnej i Wielkiej Brytanii praca w zakresie częstotliwości 5150 MHz - 5250 MHz jest dozwolona tylko w pomieszczeniach.

Deutsch-Achtung: In den EU-Mitgliedsstaaten, den EFTA-Ländern, Nordirland und Großbritannien ist der Betrieb im Frequenzbereich 5150 MHz - 5250MHz nur in Innenräumen erlaubt.

Français-Attention: Dans les États membres de l'UE, les pays de l'AELE, l'Irlande du Nord et la Grande-Bretagne, l'utilisation dans la gamme de fréquences 5150MHz - 5250MHz 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.

Čeština-Pozor: V členských státech EU, zemích ESVO, Severním Irsku a Velké Británii je provoz ve frekvenčním rozsahu 5150 MHz - 5250 MHz povolen pouze v interiéru.

Română-Atenție: În statele membre UE, țările EFTA, Irlanda de Nord și Marea Britanie, operarea în intervalul de frecvență 5150 MHz - 5250 MHz este permisă numai în interior.

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 same network segment as that of 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.

If the problem persists, refer to Q3 to reset the AP.

Q2: The controller fails to detect the AP. What should I do?

A2: 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 Q3 to reset the AP.

Q3: How to reset the AP?

A3: 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 LED indicator lights solid green. When the LED indicator blinks green again, the AP is reset successfully.

Q4: I forgot the username and password when logging in to the web UI of the AP. What should I do?

A4: Refer to Q3 to reset the AP, and try to log in with the default username (**admin**). Changing the password is required when logging in for the first time after resetting.

Português-Atenção: Nos estados membros da UE, países da EFTA, Irlanda do Norte e Grã-Bretanha, o funcionamento na gama de frequências 5150MHz - 5250MHz só é permitido no interior.

Svenska-Uppmärksamhet: I EU medlemsstater, EFTA-länderna, Nordirland och Storbritannien är det endast tillåtet att använda frekvensområdet 5150 MHz - 5250 MHz inomhus.

Slovenčina-Pozor: V členských štátoch EÚ, krajinách EFTA, Severnom Írsku a Veľkej Británie je prevádzka vo frekvenčnom pásme 5150 MHz - 5250 MHz povolená len v interiéri.

Ελληνικά-Προσοχή: Στα κράτη μέλη της ΕΕ, στις χώρες της ΕΖΕΣ, στη Βόρεια Ιρλανδία και στη Μεγάλη Βρετανία, η λειτουργία στην περιοχή συχνοτήτων 5150 MHz - 5250 MHz επιτρέπεται μόνο σε εσωτερικούς χώρους.

Magyar-Figyelem: Az EU-tagállamokban, az EFTA-országokban, Észak-Írországból és Nagy-Britanniából az 5150 MHz-5250 MHz-es frekvenciatarományban való működtetés csak beltérben engedélyezett.

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.

Български-Внимание: В страните-членки на ЕС, страните от ЕАСТ, Северна Ирландия и Великобритания, работата в честотния диапазон 5150MHz - 5250MHz е разрешена само на закрито.

Eesti-Tähelepanu: EL-õ liikmesriikides, EFTA riikides, Põhja-Iirimaa ja Suurbritannias on sagedusvahemikus 5150 MHz-5250 MHz kasutamine lubatud ainult siseruumides.

Dansk-Bemærk: I EU-medlemslandene, EFTA-landene, Nordirland og Storbritannien er drift i frekvensområdet 5150 MHz - 5250 MHz kun tilladt indendørs.

Suomi-Huom: EU-maissa, EFTA-maissa sekä Isoissa-Britanniassa ja Pohjois-Irlandissa taajuusalueetta 5150 MHz - 5250 MHz on sallittua käyttää ainoastaan sisätiloissa.

Hrvatski-Pozornost: U državama članicama EU, zemljama EFTA-e, Sjevernoj Irskoj i Velikoj Britaniji, rad u frekvencijskom rasponu od 5150 MHz do 5250 MHz dopušten je samo u zatvorenom prostoru.

Latviešu-Uzmanību: ES valstīs, EBTA valstīs, Ziemeļīrijā un Lielbritānijā, operēšana iekšējā telpā ir atļauta tikai 5150 MHz - 5250 MHz diapazonā.

Lietuvių-Dėmesio: ES valstybėse narėse, ELPA šalyse, Šiaurės Airijoje ir Didžiojoje Britanijoje 5150 MHz - 5250 MHz dažnių diapazone leidžiama veikti tik patalpose.

Slovenščina-Pozor: V državah članicah EU, državah EFTA, Severni Irski in Veliki Britaniji je delovanje v frekvenčnem območju 5150 MHz - 5250 MHz dovoljeno samo v zaprtih prostorih.

Norsk-OBS: I EUs medlemsland, EFTA-land, Nord-Irland og Storbritannia er drift i frekvensområdet 5150 MHz - 5250 MHz kun tillatt innendørs.

Islenska-Athugið: Í aðildarríkjum ESB, EFTA-landum, Norður-Írlandi og Bretlandi er rekstur á tilnánsvíðinu 5150 MHz - 5250 MHz aðeins leyfður innandyr.

Get Support and Services



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

For technical specifications, user guides 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.

- Do not use the device in a place where wireless devices are not allowed.
- The device should be powered off during installation.
- If the device adopts power adapter or PoE power supply device supply, 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.
- Operating temperature: -10°C - 40°C.
- The device is for indoor usage only.
- 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.

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



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.

Technical Support

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