Quick Installation Guide

AX5700 Tri-Band Gigabit Wi-Fi 6E Router

RX27 Pro/TX27 Pro

Package contents

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

22 PAP

Please read this guide before you start with the quick setup upon the first use.
This guide instructs how to install and connect the device. For more information such as the description of symbols displayed on relevant materials, please visit www.tendacn.com.

Scenario1: Set up the device as a router

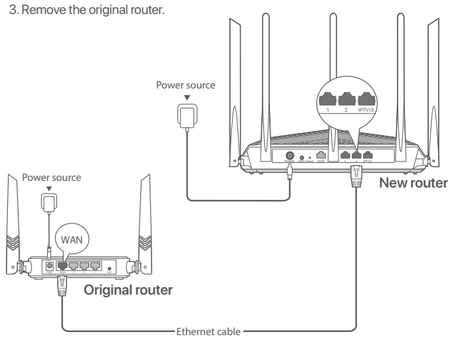
I. Connect the router

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.

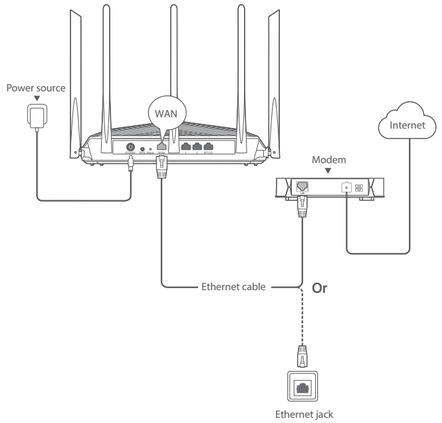
1. Power on your original and new routers.
2. Connect the WAN port of the original router to a LAN port (1, 2 or IPTV/3) of the router using an Ethernet cable. After the LED indicator of the new router blinks fast for 8 seconds, the PPPoE user name and password are imported to your new router.
3. Remove the original router.



Step 2: Connect the WAN port of the router

Note
If you use the modem for internet access, please power off the modem first before connecting the WAN port of the router to the LAN port of your modem.

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.



II. Connect the router to the internet

Method 1: Setup through Tenda WiFi App

1. Download the **Tenda WiFi** App onto your mobile device by scanning the **QR** code or searching for **Tenda WiFi** in **Google Play** or **App Store**. Then install the **Tenda WiFi** App.

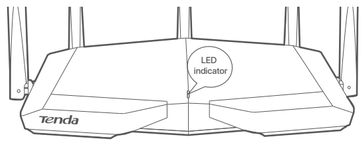
2. Connect the mobile phone to the WiFi network of the router. The SSID and password can be found on the bottom label of the router.

3. Run the **Tenda WiFi** App and follow the onscreen instructions to connect the router to the internet. After the router is connected to the internet, its LED indicator lights solid green.

Done.

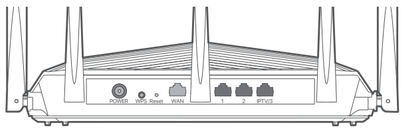
- To access the internet with:
  - Wired devices: Connect to the LAN port of your router.
  - Wireless devices: Connect to your WiFi network using the WiFi name and password you set.
- If you want to manage the network remotely, tap on the App home page and use your account to log in.

LED indicators&Jack, ports and buttons



After the router is powered on for about 40 seconds, the system completes startup. The status of the LED indicator is shown in the following table.

Node Type	LED indicator Status	Description
Primary node	Solid green	The system is starting up, or the router is already connected to the internet.
	Blinking green slowly	The router is not connected to the internet.
	Blinking green fast for 2 minutes	The router is pending for or performing WPS negotiation or Mesh networking.
	Blinking red slowly	The router failed to connect to the internet.
Secondary node	Solid green	Networking succeeds. Good connection quality.
	Solid yellow	Networking succeeds. Fair connection quality.
	Solid red	Networking succeeds. Poor connection quality.
	Blinking green fast	The router is networking with another node.
	Blinking red slowly	The router failed to connect the internet or network with another node.

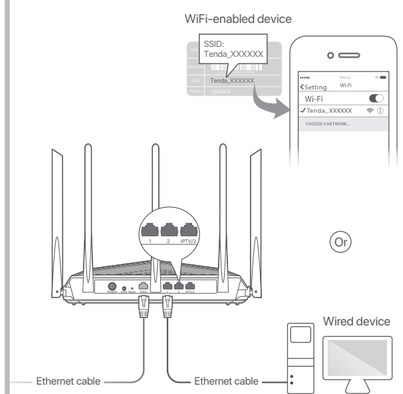


Jack/Port/ Button	Description
POWER	Power jack. Please use the included power adapter to connect this jack to a power source for power supply.
WPS	WPS/Mesh button. • WPS: When it is used as a WPS negotiation button, you can connect to the WiFi network of the router without entering the WiFi password. **Method**: Short press the button (for about 1 second), and the LED indicator blinks fast. Within 2 minutes, enable the WPS function of the other WPS-supported device to establish a WPS connection. • Mesh: When it is used as a Mesh networking button, you can extend your network with another device that supports the Mesh function. **Method**: Press this button for about 3 seconds. The LED indicator blinks green fast, which indicates the device is searching for another device to form a network. Within 2 minutes, press the **MESH/WPS** button of another device for 1 to 3 seconds to negotiate with this device.
Reset	Reset button. When the router is working normally, hold the button down using a needle-like item (such as a pin) for about 8 seconds, and then release it when the LED indicator blinks red fast. The router is reset.
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 LAN/IPTV 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.

Method 2: Setup through web UI

1. Connect the client to the router.

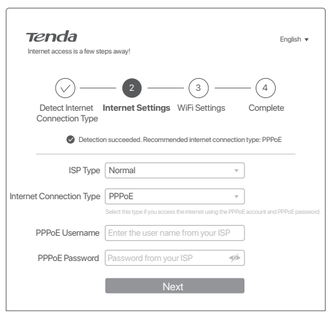
Method 1: Connect the wireless client such as a mobile phone to the WiFi network of the router. The SSID and password can be found on the bottom label of the device.
Method 2: Use an Ethernet cable to connect the computer to the **1, 2** or **IPTV/3** port of the router.



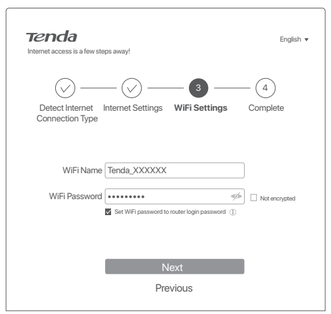
2. Start a browser on the client (computer used as an example) and enter **tendawifi.com** in the address bar to access the web UI. Then, click **Start Now**.

Tips
If you cannot log in to the web UI, refer to **Q1** in **FAQ**.

3. The router detects your connection type automatically.
   – If you have imported your PPPoE user name and password into the router, click **Next**.
   – If you did not import your PPPoE user name and password into the router, select the **ISP Type** based on your region and ISP and enter required parameters (if any). Then, click **Next**.

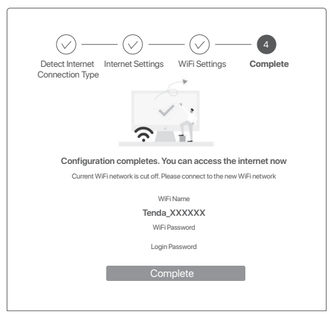


4. Set the WiFi name, WiFi password and login password for the router. Click **Next**.



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.



To access the internet with:
- Wired devices: Connect to the LAN port of your router.
- Wireless devices: Connect to your WiFi network using the WiFi name and password you set.

Scenario 2: Set up as an add-on node

I Add the router to an existing network

Tips
- Please ensure that the router has never been used. If not, reset it first.
- Currently, RX27 Pro/TX27 Pro can be networked with the same model, Mesh6X, Mesh12X, RX12 Pro, or TX12 Pro.

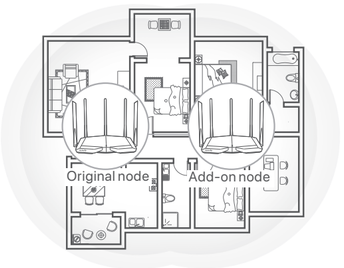
1. Place the router in an elevated and open position within 3 meters from your existing node.
2. Use the power adapter to connect the router to a power source, and wait until its LED indicator blinks green slowly.
3. Press the **WPS** button of the router for about 3 seconds. The LED indicator blinks green fast. Within 2 minutes, press the **MESH/WPS** button of the node of the existing network for 3 seconds to negotiate with this router.

When the LED indicator of the router lights solid green, the networking is successful and the router becomes a secondary node in the network.

II Relocate the router

1. Refer to the following relocation tips to locate the router to a proper position:
   - Ensure that the distance between any two nodes is less than 10 meters.
   - Keep your nodes away from electronics with strong interference, such as microwave ovens, induction cookers, and refrigerators.
   - Place the nodes in a high position with few obstacles.
2. Power on the router again till the LED indicator blinks green slowly.

Tips
If the LED indicator of router keeps blinking green slowly for more than 3 minutes, relocate the router and move it closer to the primary node.



3. Observe the LED indicator of the router until the LED indicator lights one of the following colors:

Solid green	Networking succeeds. Excellent connection quality.
Solid yellow	Networking succeeds. Fair connection quality.
Solid red	Networking succeeds. Poor connection quality.

4. If the router's LED indicator blinks red slowly, relocate it by repeating the preceding steps to get an optimal connection quality.

Done.
To access the internet with:
- Wired devices: Connect to the LAN ports of your nodes.
- Wireless devices: Connect to your WiFi network using the WiFi name and password of your existing WiFi network.

FAQ

Q1: I cannot log in to the web UI by visiting tendawifi.com, what should I do?
A1: Try the following solutions:
- If you are using a wireless device, such as a smartphone:
  – Ensure that it is connected to the WiFi network of the router.
  – Ensure that the cellular network (mobile data) of the client 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 the LAN port 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, please reset the router and try again.

Q2: How to restore my device to factory settings?
A2: When your device is working properly, hold down the **Reset** button of your device using a needle-like item (such as a pin) for about 8 seconds, and release it when the LED indicator blinks red fast. When the LED indicator lights solid green, your device is reset successfully.

Q3: The device failed to be detected by the Tenda WiFi app upon my first time using the device, what should I do?
A3: Try the following solutions:
1. Ensure that your mobile phone is connected to the default WiFi network of the device.
2. Ensure that the network permission of **Tenda WiFi** app is enabled, you can tap **Settings** > **Tenda WiFi** to enable it.

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

Q4: When I use the product as a router, I cannot access the internet after the configuration. What should I do?
A4: Try the following solutions:
- Check whether the WAN port of the router is connected to a modem or Ethernet jack properly.
- 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** page. Then try again.
- For wired devices:
  – Check whether your wired devices are connected to a LAN port properly.
  – Check whether wired devices are set to **obtain an IP address automatically** and **obtain DNS server address automatically**.

Q5: I cannot find the 5 GHz/6 GHz WiFi network of the router on my WiFi-enabled device. What should I do?
A5: Try the following solutions:
– Check whether your WiFi-enabled device supports 5 GHz or 6 GHz WiFi network. Only devices supporting 5 GHz/6 GHz network can find and connect to the 5 GHz/6 GHz WiFi network.
– Check whether you have enabled **Unify 2.4 GHz & 5 GHz or Unify 2.4 GHz & 5 GHz & 6 GHz** on the **WiFi Settings** page. If it is enabled, disable it and try again.

Safety Precautions

Before performing an operation, 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.
- The equipment is only suitable for mounting at heights ≤ 2 m.
- Do not use the device in a place where wireless devices are not allowed.
- Please use the included power adapter.
- 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 environment: Temperature: 0℃ – 40℃; Humidity: (10% – 90%) RH, non-condensing; Storage environment: Temperature: -40℃ to +70℃; Humidity: (5% – 90%) RH, non-condensing.
- Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
- Unplug this device and disconnect all cables during lightning storms or when the device is unused for long periods.
- Do not use the power adapter if its plug or cord is damaged.
- 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.

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 5.15-5.35GHz band are restricted to indoor use only.
This equipment should be installed and operated with a minimum distance 20cm between the device and your body.
The mains plug is used as disconnect device, the disconnect device shall remain readily operable.
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 radio equipment types RX27 Pro, TX27 Pro are 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
Operating Frequency:
2.4 GHz: EU/2412-2472 MHz
5 GHz: EU/5150-5350 MHz
6 GHz: EU/5925-6425 MHz
EIRP Power (Max.):
2.4 GHz: < 20 dBm
5 GHz: < 23 dBm
6 GHz: < 23 dBm
Software Version: V16.03.28.X

For EU/EFTA, this product can be used in the following countries:

	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(NI)

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 equipment should be installed and operated with minimum distance 30cm 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: 2412-2462 MHz,5150-5350 MHz,5470-5725 MHz,5725-5850MHz,5925-7125 MHz

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.

FCC regulations restrict the operation of this device to indoor use only.
The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet.
Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

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.

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: 6.0 mm; Length: 26.4 mm
[Screws] PA3*14 mm; Head diameter: 5.2 mm; Head height: 1.8 mm

Caution:

Adapter Model:
BN026-A24012U/BN026-A24012E/BN026-A24012B/BN026-A24012P/BN026-A24012A/BN026-A24012I
Manufacturer: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.
Input: 100-240V AC 50/60Hz 0.7A
Output: 12V DC, 2A
⎓: DC Voltage

Technical Support

Shenzhen Tenda Technology Co., Ltd.
Floor 6-8, Tower E3, No.1001, Zhongshanyuan Road, Nanshan District, Shenzhen, China. 518052
USA hotline: 1-800-570-5892
Toll Free: 7 x 24 hours
Canada hotline: 1-888-998-8966
Toll Free: Mon - Fri 9 am - 6 pm PST
Hong Kong hotline: 00852-81931998
United Kingdom hotline: +44 0800 041 8955
Global hotline: +86 755-2765 7180 (China Time Zone)
Website: www.tendacn.com
E-mail: support@tenda.com.cn
support.de@tenda.cn (Deutsch)
support.fr@tenda.cn (Français)
support.es@tenda.cn (Español)
support.it@tenda.cn (Italiano)
support.uk@tenda.cn (United Kingdom)

Copyright

© 2022 Shenzhen Tenda Technology Co., Ltd. All rights reserved.
Tenda is a registered trademark legally held by Shenzhen Tenda Technology Co., Ltd. Other brand and product names mentioned herein are trademarks or registered trademarks of their respective holders. Specifications are subject to change without notice.

V1.0 Keep for future reference.