

tenda

Quick Installation Guide

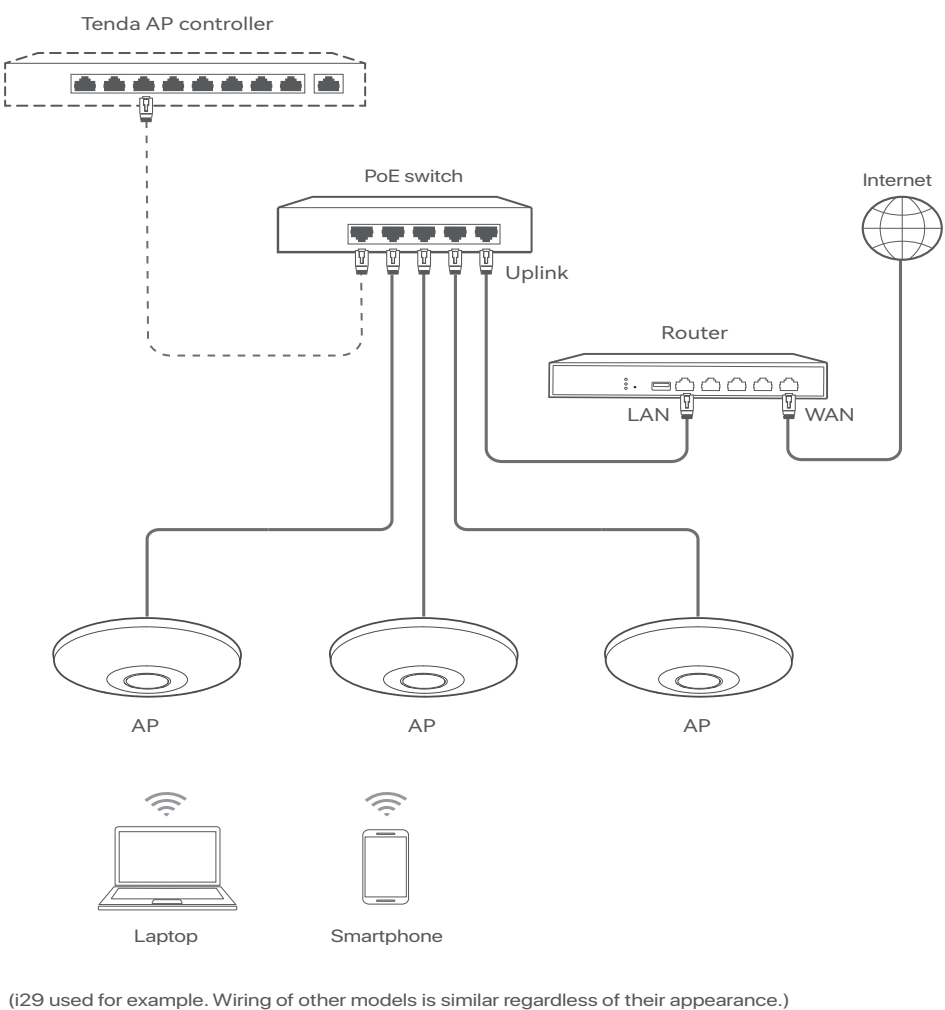
Wi-Fi 6 Ceiling AP Series
i27/i29

Package Contents

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

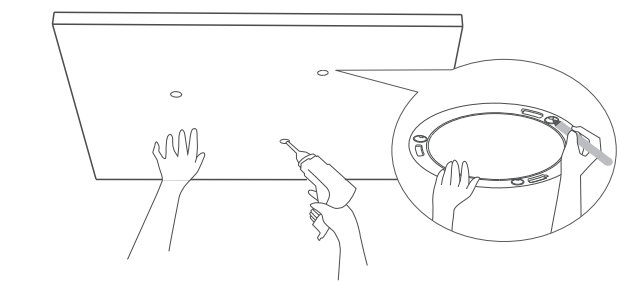
i29 is used for illustration here unless otherwise specified. The actual product prevails.

Typical Network Topology



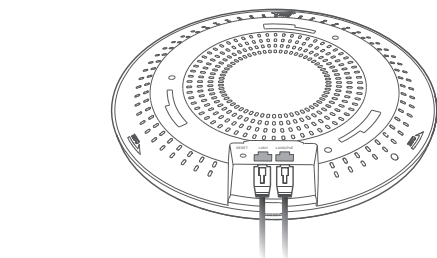
Install the AP

(i29) Remove the bracket from the AP.
Place the bracket on the ceiling and mark screw hole positions with the marker.
Drill holes in the marked positions using a hammer drill.



Use an Ethernet cable (CAT5e or above recommended) to connect a PoE power supply device to the **LAN0/PoE** or **LAN/PoE** port of the AP.

(For i29) If you want to connect the wired device (such as a computer) to the AP, connect it to the **LAN1** port.

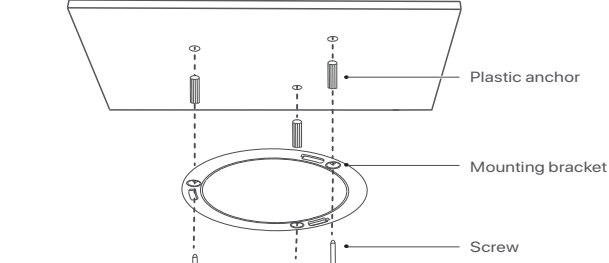


(i29 used for example. Wiring of other models is similar regardless of their appearance.)

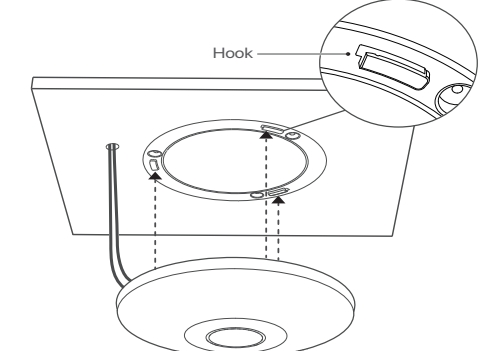
Fix the bracket.

Tip: **Option A** applies to general cases. For thin ceilings (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.

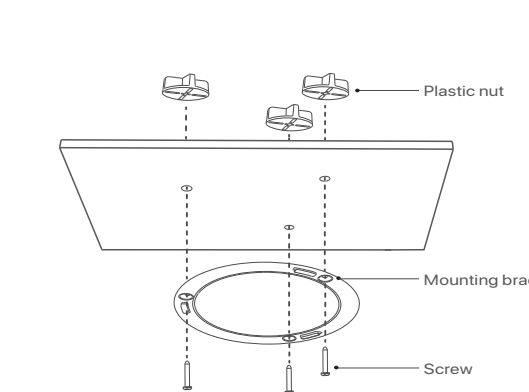


Align the slots of the AP with the hooks of the bracket.

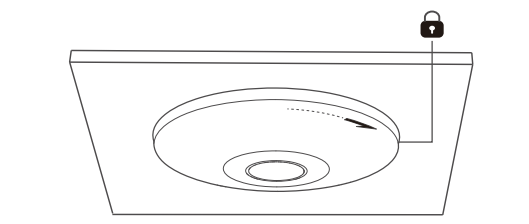


(i29 used for example. Installation of other models is similar regardless of their appearance.)

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



Ensure that the AP is firmly seated onto the bracket. Turn the AP clockwise until it is fixed securely onto the bracket.



(i29 used for example. Installation of other models is similar regardless of their appearance.)

Power on the AP

CAT5E Ethernet cables or above are recommended.

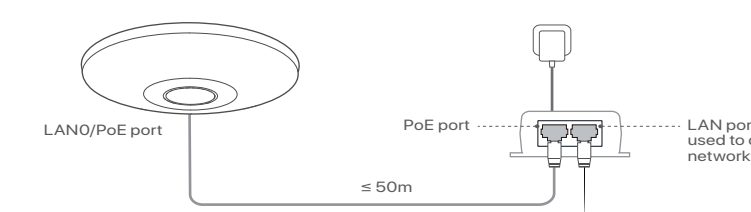
Method 1: Use the Included Power Adapter and PoE Injector

Use an Ethernet cable to connect the **LAN0/PoE** or **LAN/PoE** port of the AP to the **PoE** port of the included PoE injector.

Use the included power adapter to connect the PoE injector to a power source.

Tip:
• For i27, the maximum power supply distance is 100 meters.
• For i29, the maximum power supply distance is 50 meters.

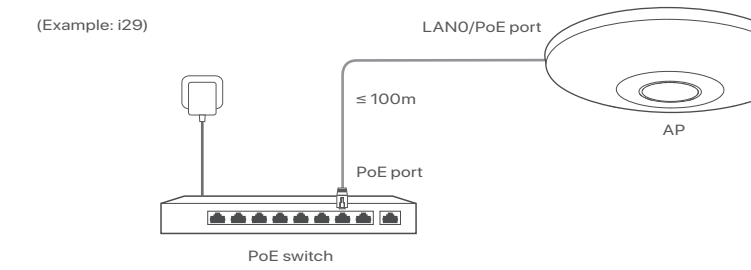
(Example: i29)



Method 2: Use a Standard PoE Power Supply Device

Use an Ethernet cable to connect the **LAN0/PoE** or **LAN/PoE** port of the AP to the **PoE** port of a PoE power supply device compliant with 802.3af/at standards. A PoE switch is used for illustration in the following figure.

(Example: i29)



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.

Tip:
• 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

Download the CloudFi App to your mobile device by scanning the QR code or searching for **Tenda CloudFi** in **Google Play** or **App Store**.



Connect your mobile device to the Wi-Fi network of the AP. Open your CloudFi App, and tap the project (or create one if no projects exist) to which you want to add the AP. Tap the pop-up window that shows the AP is detected, and add the AP to the project.

Tip:
• 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, see **Q1** and follow the on-screen instructions.

Method 2: Add the AP with Unique Cloud Code

Get the **Unique Cloud Code** from CloudFi App or CloudFi Cloud. Log in to the web UI of the AP, enable cloud maintenance and paste the **Unique Cloud Code**. 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 hardware 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.

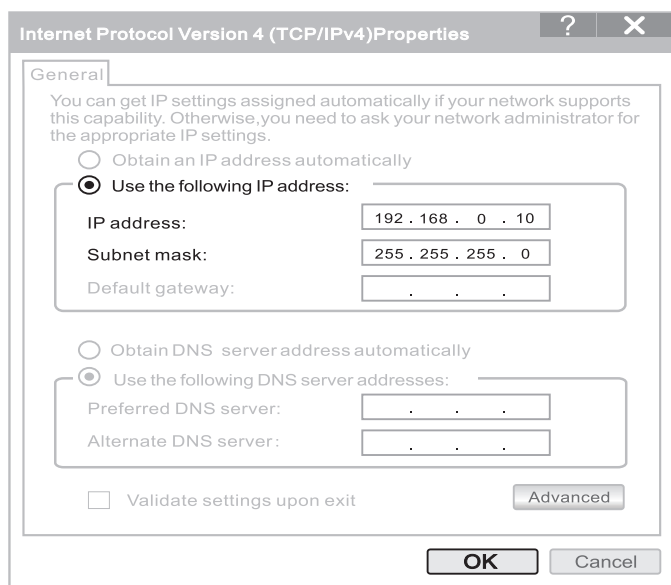
Use Web UI of the AP

Tip:
• 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.

Use an Ethernet cable to connect the management computer to a switch which is connected to the AP. Set the IP address of the management computer to the IP address within the same network segment as the AP.

Tip:
• 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**.



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/Button/Ports

Indicator	Description
Blinking white (i27)	The AP is starting up.
Solid blue+Solid white (i29)	The AP has completed startup and is waiting to be managed by a controller (such as CloudFi App/CloudFi Cloud, an AP controller (AC) or a router with AP management function).
Blinking white (i29)	The AP is managed by a controller (such as CloudFi App/CloudFi Cloud, an AP controller (AC) or a router with AP management function) and is working properly.
Solid blue	The AP is managed by a controller (such as CloudFi App/CloudFi Cloud, an AP controller (AC) or a router with AP management function) and is working properly.
Fast blinking blue	The AP Locate feature was activated in the controller.
Slowly blinking blue	The Wi-Fi network of the AP is disabled and does not provide wireless access.
Alternating white/blue	The AP is busy (for example, upgrading firmware). Do not cut off the power.

Button/Ports	Description
RESET	Reset button. For the reset method, see Q4 in FAQ .
LAN1 (i29)	Digital LAN port. Connect to a wired device (such as a computer) to transmit data.
LAN0/PoE, LAN/PoE	Digital LAN port. PoE power input and data transmission port. Connect to a PoE power supply device (such as a PoE switch). You can power the AP by: <ul style="list-style-type: none">• The included PoE adapter or power adapter.• Other PoE power supply devices compliant with IEEE 802.3af/at standards.
Cable fix notch	Fix Ethernet cable to the AP.

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 PoE power supply device with the required specifications. Do not use the power adapter or PoE power supply device if it is damaged.
- 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.

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 down the reset button (RESET) with a needle-like object for about 8 seconds and release it when the indicator turns off. Wait until the AP is reset successfully for about 1 minute.

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

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.



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

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 use 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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's warranty to use this equipment.

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 greater than distance of 25 cm between the device and your body.

Caution
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2412~2462MHz; 5180~5240MHz; 5260~5320MHz; 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.

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 equipment 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.

English: Operating Frequency/Max Output Power	2412MHz~2472MHz/20dBm
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/Maximale uitgangsvermogen	
Svenska: Driftfrekvens / Max. Utgångseffekt	
Danish: Driftsfrekvens/Maks. Udgangseffekt	
Sumali: Tawakul/frekwenzi/Maks. Ugaangseffekt	
Magyar: Működési frekvencia/Maximális kimeneti teljesítmény	
Polski: Częstotliwość pracy / Maksymalna moc wyjściowa	
Čeština: Provozní frekvence/Maximální výstupní výkon	
Ελληνικά: Συχνότητα Λειτουργίας/Μέγιστη Ισχύς Εξόδου	
Română: Frecvența de funcționare/Puterea maximă de ieșire	
Bългарски: Работна честота/Максимална изходна мощност	
Беларуская: Частата частоты/Максімальная выдатная моц	
Slovenčina: Dátovna frekvencia/Maximálna výstupná moc	
Slovenščina: Prevalovalna frekvencia/maksimalni izstopni výkon	
Hrvatski: Rodna frekvencija/Maksimalna izlazna snaga	
Latvian: Darbošanas frekvence/Maksimālā izaides 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	

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

English-Attention: In EU member states, EFTA countries, Northern Ireland and Great Britain, the operation in the frequency range 5150MHz~5350MHz is only permitted indoors.

Deutsch-Achtung: In den EU-Mitgliedsstaaten, den EFTA-Ländern, Nordirland und Großbritannien ist der Betrieb im Frequenzbereich 5150MHz~5350MHz nur im Innenraum erlaubt.

Italiane-Attenzione: Negli Stati membri dell'UE, nei Paesi EFTA, nell'Irlanda del Nord e in Gran Bretagna, il funzionamento nella gamma di frequenza 5150MHz~5350MHz è consentito solo in ambienti chiusi.

Español-Atención: En los estados miembros de la UE, los países de la AELC, Irlanda del Norte y Gran Bretaña, el rango de frecuencia operativa de 5150MHz~5350MHz solo está permitido en interiores.

Português-Atenção: Nos estados membros da UE, países da EFTA, Irlanda do Norte e Grã-Bretanha, o funcionamento na gama de frequência 5150MHz~5350MHz só é permitido no interior.



RECYCLING

This product bears the selective sorting symbol for Waste Electrical and Electronic Equipment (WEEE). This means that this product must be handed 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.



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V1.2 Keep for future reference.