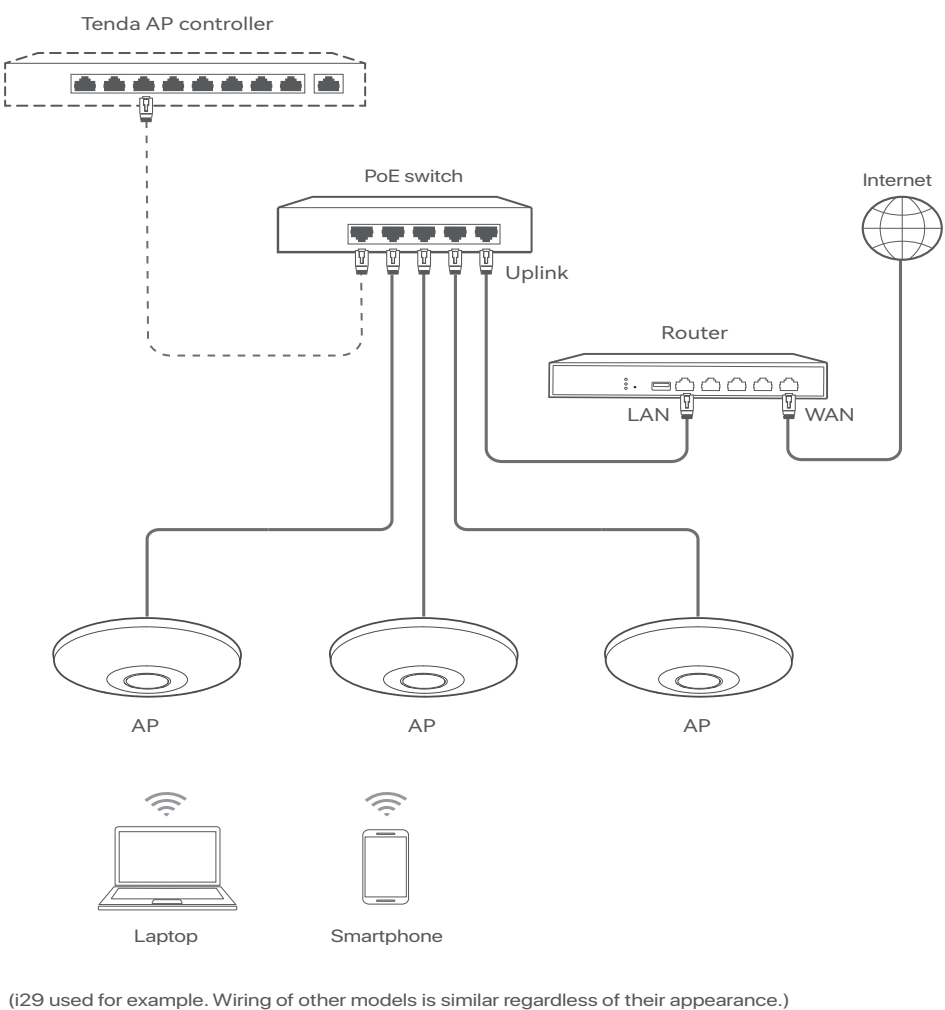# Tenda

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)
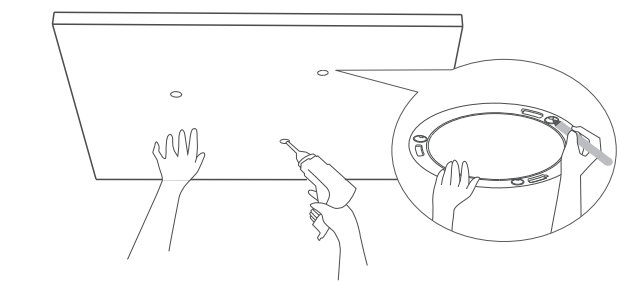- Quick installation guide

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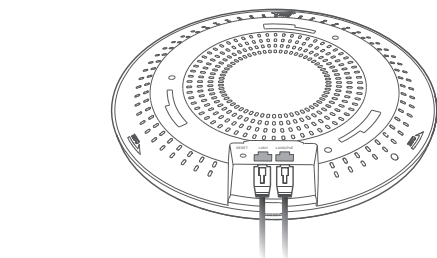
Typical Network Topology

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

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.
- 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.

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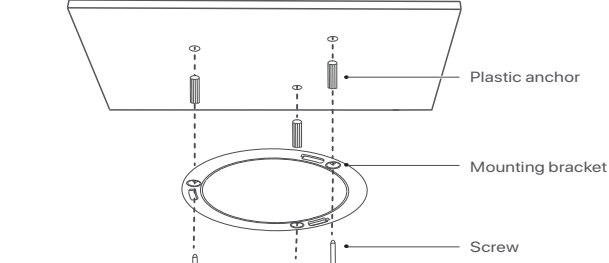
(i29 used for example. Wiring of other models is similar regardless of their appearance.)
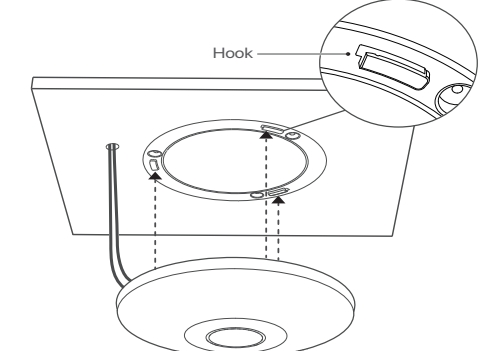
Fix the bracket.

Tips:
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.
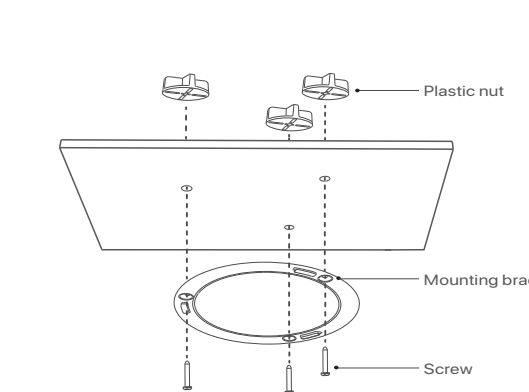

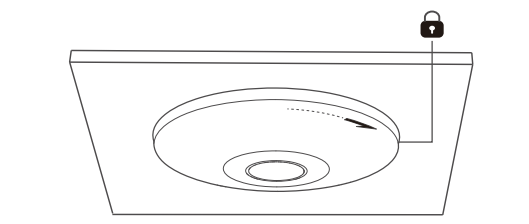Align the slots of the AP with the hooks of the bracket.

(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.

❸ 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

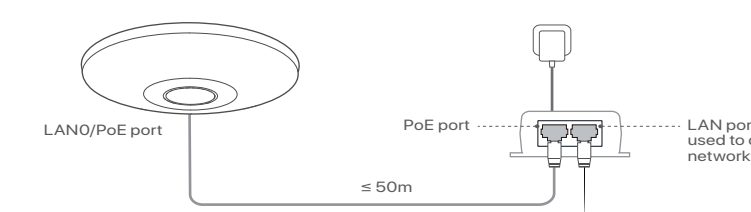CAT5e Ethernet cables or above are recommended.

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.

Tips:
- For i27, the maximum power supply distance is 100 meters.
- For i29, the maximum power supply distance is 50 meters.
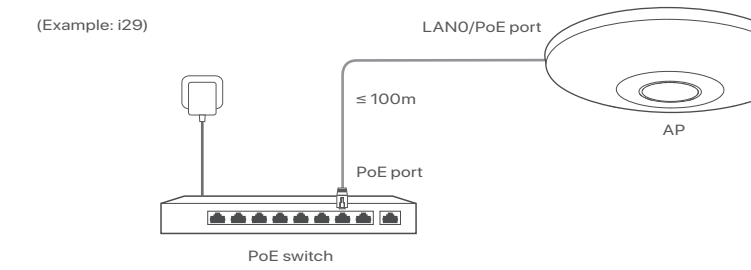
(Example: i29)

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.

Tips:
- 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**.

Or — Download on the App Store / GET IT ON Google Play

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.

Tips:
- 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, tap ➕ 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 AP 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.
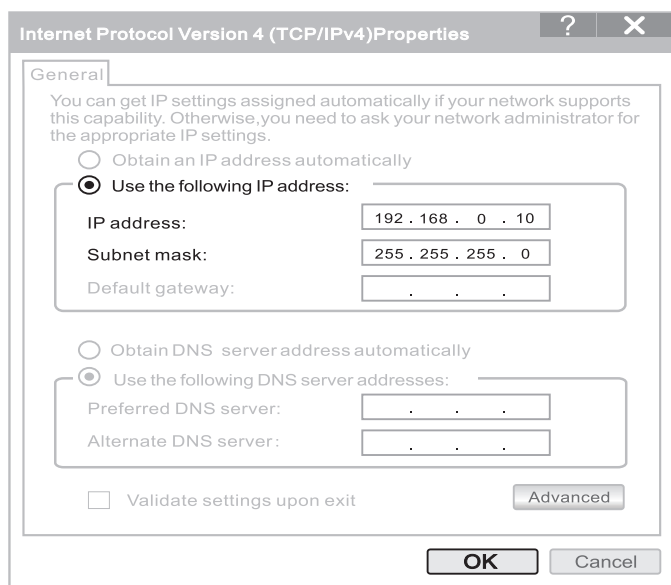
Use Web UI of the AP

Tips:
- 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.

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**.

Internet Protocol Version 4 (TCP/IPv4) Properties

IP address: 192.168.0.10
Subnet mask: 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) Solid blue→Solid white (i29)	The AP is starting up.
Solid white (i27) Blinking 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).
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)	Gigabit LAN port. Connect to a wired device (such as a computer) to transmit data.
LAN0/PoE, LAN/PoE	Gigabit 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: • 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.

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.

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℃–40℃ (32℉–104℉).
- 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**.

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