

Tenda

Quick Installation Guide

AX3000 Dual Band Gigabit In-Wall Access Point
W15

Package Contents

- AP x 1
- Screw (thread diameter: 4 mm, length: 30 mm, head diameter 7 mm) x 2
- Quick installation guide

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**.



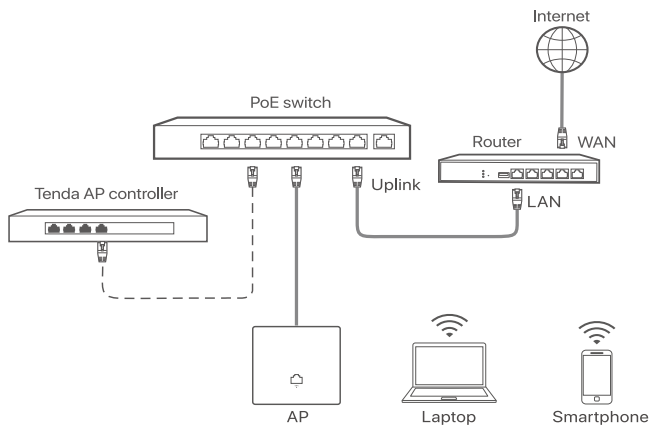
Or



- 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.

Typical Network Topology

- Tips**
 - The AP can be powered through any 802.3af PoE-compliant switch or router. Use an Ethernet cable (CAT5e or above recommended, length: ≤100m) to connect the AP to the PoE power supply device. A PoE switch is used for illustration in the following figure.

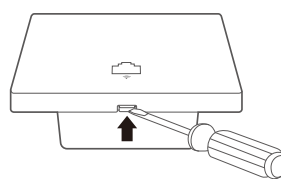


Install the AP into 86 mm Wall Junction Box

- Tips**
 - The AP is suitable for mounting at heights ≤ 2m. Before installation:
 - Record the MAC address (on the AP label after removing the front cover) and installation position of the AP to locate the AP.
 - Ensure that an Ethernet cable has been deployed in the wall junction box.
 - Prepare a Phillips screwdriver and a flathead screwdriver.

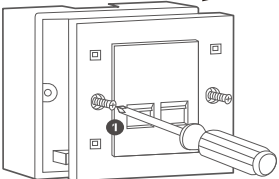
Step 1

Detach the faceplate of the AP with a flathead screwdriver

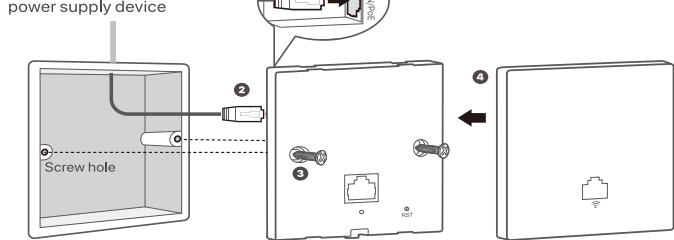


Step 2

Install the AP



Connect to the 802.3af PoE power supply device



- Connect an Ethernet cable with an RJ45 connector to the rear port of the AP
- Secure the AP to the junction box with the included screws
- Fix the faceplate of the AP

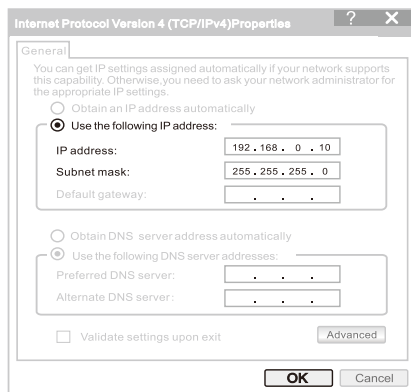
Use the Web UI of the AP

- 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.

- Use an Ethernet cable to connect the management computer to a switch that 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.

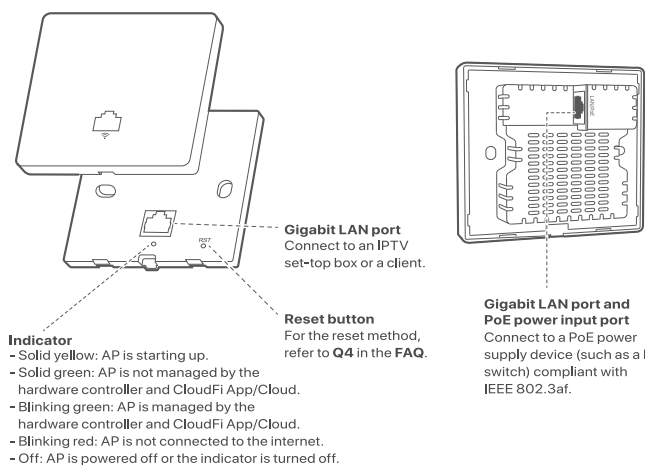
- Tips**
 - Without the DHCP server in the LAN, the default IP address of the AP is **192.168.0.254**.
 - With the DHCP server in the LAN, the AP will obtain an IP address from a DHCP server, and use this IP address to log in. It is available only when the AP is in factory settings.

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, and enter the IP address of the AP in the address bar to 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**
 - Solid yellow: AP is starting up.
 - Solid green: AP is not managed by the hardware controller and CloudFi App/Cloud.
 - Blinking green: AP is managed by the hardware controller and CloudFi App/Cloud.
 - Blinking red: AP is not connected to the internet.
 - Off: AP is powered off or the indicator is turned off.

Gigabit LAN port
Connect to a PoE power supply device (such as a PoE switch) compliant with IEEE 802.3af.

FAQ

- Q1. I cannot log in to the web UI of the AP. What should I do?**
 - 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 will 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?**
 - 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?**
 - 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?**
 - When the AP is idle, remove the cover, hold the reset button (RST) down with a needle-like object for about 5 seconds and release it when the indicator lights solid green. When the indicator lights solid yellow, the AP is reset successfully.
- Q5. I forgot the username and password when logging in to the web UI of the AP. What should I do?**
 - Refer to Q4 to reset the AP. Configuring the username and password is required when logging in to the web UI of the AP after resetting.



English - Attention: In EU member states, EFTA countries, Northern Ireland and Great Britain, the operation in the frequency range 5150 MHz - 5250 MHz is only permitted indoors.
Deutsch - Achtung: In den EU-Mitgliedsstaaten, den EFTA-Ländern, Nordirland und Großbritannien ist der Betrieb im Frequenzbereich 5150 MHz - 5250 MHz nur in Innenräumen erlaubt.
Svenska - Uppmärksamhet: I EU-medlemsstater, EFTA-länderna, Nordirland och Storbritannien är det endast tillåtet att använda frekvensområdet 5150 MHz - 5250 MHz inomhus.
Dansk - Bemærk: I EU-medlemslandene, EFTA-landene, Nordirland og Storbritannien er drift i frekvensområdet 5150 MHz - 5250 MHz kun tilladt indendørs.
Slovenčina - Upozornenie: V členských štátoch EÚ, krajinách EFTA, Severnom Írsku a Veľkej Británii je prevádzka vo frekvenčnom pásme 5150 MHz - 5250 MHz povolená len v interiéri.
Ελληνικά - Προσοχή: Στα κράτη μέλη της ΕΕ, στις χώρες της ΕΖΕΕ, στη Βόρεια Ιρλανδία και στη Μεγάλη Βρετανία, η λειτουργία στην περιοχή συχνοτήτων 5150 MHz - 5250 MHz επιτρέπεται μόνο σε εσωτερικούς χώρους.
Română - Atenție: În statele membre UE, țările EFTA, Irlanda de Nord și Marea Britanie, operația în intervalul de frecvențe 5150 MHz-5250 MHz este permisă numai în interior.
Български - Внимателно: В страните-членки на ЕС, страните от ЕАСТ, Северна Ирландия и Великобритания, работата в честотния диапазон 5150 MHz - 5250 MHz е разрешена само на закрито.
Esti - Tähelepanu: EL-i liikmesriikides, EFTA riikides, Põhja-Iirimaal ja Suurbritannias on sagedusvahemikus 5150 MHz-5250 MHz kasutamise lubatud ainult siseruumides.
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.
Slovenčina - Pozor: V členských štátoch EÚ, krajinách EFTA, Severnom Írsku a Veľkej Británii je prevádzka vo frekvenčnom pásme 5150 MHz - 5250 MHz povolená len v interiéri.
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, EFTA valstīs, Ziemeļējā un Lielbritānijā, operēšana iekšējās telpās ir atļauta tikai 5150 MHz - 5250 MHz diapazonā.
Lietuvių - Dėmesio: ES valstybėse narėse, ELPA šalys, Šiaurės Airijoje ir Didžiojoje Britanijoje 5150 MHz - 5250 MHz dažnių diapazono leidžiama veikti tik patalpose.
İtenska - Attenzione: In tutti gli Stati membri dell'UE, nei Paesi EFTA, nell'Irlanda del Nord e in Gran Bretagna, l'uso della frequenza operativa da 5150 MHz a 5250 MHz è consentito solo in ambienti chiusi.
Franglais - 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 5150 MHz - 5250 MHz 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.
Türkçe - Dikkat: AB üyesi ülkelerde, EFTA ülkelerinde, Kuzey İrlanda ve İngiltere'de 5150 MHz - 5250 MHz aralığındaki frekans kullanımı yalnızca kapalı alanlarda yapılabilir.
Magyar - Figyelem: Az EU-tagállamokban, az EFTA-oroszágokban, Észak-írországon és Nagy-Britanniában az 5150 MHz-5250 MHz-es frekvenciaartományban való működés csak beltérben engedélyezett.

Get Support and Services



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

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.

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: -10°C-45°C (14°F-113°F).
 - Do not use the device in a place where wireless devices are not allowed.
 - 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 after removing the front cover.
 - For the latest safety precautions, see **Safety and Regulatory Information** on www.tendacn.com.

CE

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
Hendry, SHENZHEN TENDA TECHNOLOGY CO., LTD. declares that the device (Access Point) 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>



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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V1.0 Keep for future reference.