Manuals+ — User Manuals Simplified.

Tenda
AC1200 WiFi 6 Router

Tenda AC1200 WiFi 6 Router Installation Guide

Contents

Tenda

Tenda AC1200 WiFi 6 Router

Product Information

Specifications

- Model: AX12 Pro v2
- Wireless Standard: Wi-Fi 6 (AX3000)
- Power Input: 12V, 1A
- Manufacturer: Shenzhen Tenda Technology Co., Ltd.
- Origin: Made in China

Product Usage Instructions

Connect the router
The product appearance may vary with models. Please refer to the product you purchased.

1. Place the router in a high position with few obstacles.
2. Unfold the antenna of the router vertically.

Power on the router. Connect the WAN port of the router to the LAN port of your modem or the Ethernet jack using an Ethernet cable.

Connect the router to the internet

1. Connect your smartphone or computer to the WiFi network of the router. The WiFi name can be found on the bottom label of the device.

FAQs

- **Q: Where can I find technical support and more information about the product?**

A: You can visit **https://www.tendacn.com/service/default.html** for technical specifications, user guides, and more information. Multiple languages are available on the website.

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.

Set up the device as a router

Connect the router
The product appearance may vary with models. Please refer to the product you purchased.
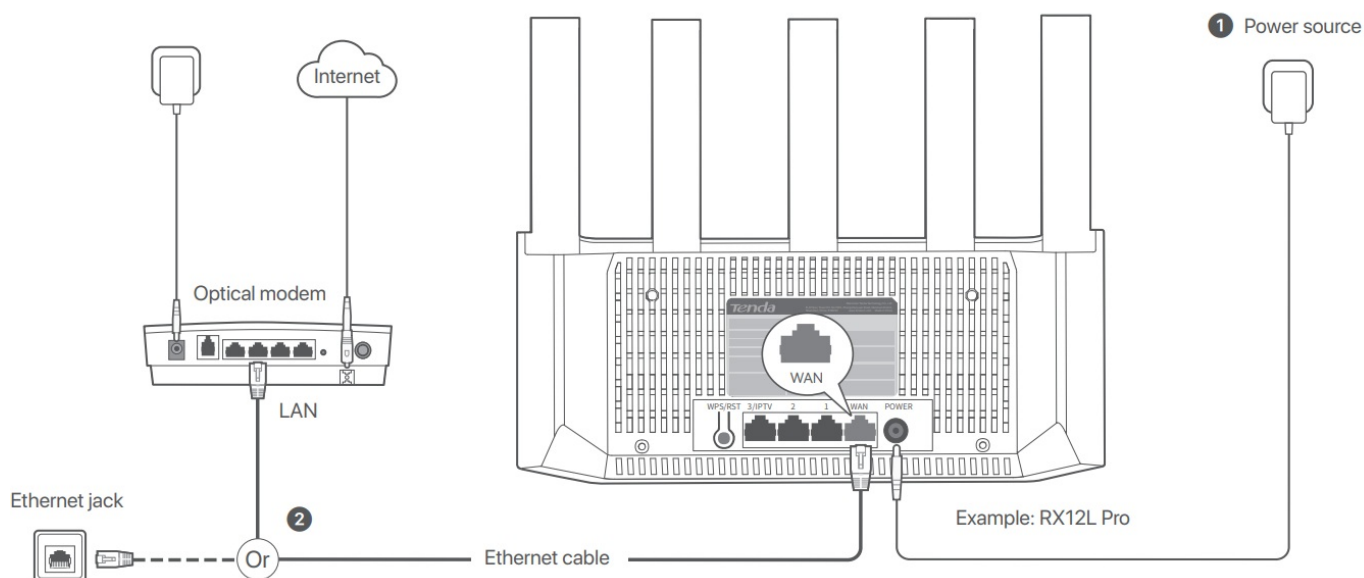
Tips

- If you use the modem for internet access, power off the modem first before connecting the WAN port of the router to the LAN port of your modem and power it on after the connection.
- Refer to the following relocation tips to locate the router to a proper position:
    - Place the router in a high position with few obstacles.
    - Unfold the antenna of the router vertically.
    - Keep your router away from electronics with strong interference, such as microwave ovens, induction cookers, and refrigerators.
    - Keep your router away from metal barriers, such as weak current boxes, and metal frames.

1. Power on the router.
2. Connect the WAN port of the router to the LAN port of your modem or the Ethernet jack using an Ethernet cable.

Connect the router to the internet

1. Connect your smartphone or computer to the WiFi network of the router. The WiFi name can be found on the bottom label of the device.
2. Start a web browser and enter **tendawifi.com** in the address bar to access the router's web UI.
3. Follow the onscreen setup wizard to connect the router to the internet.

   ⊘Done. When the LED indicator is solid green, the network connection is successful.

To access the internet with:

- **WiFi-enabled devices:** Connect to the new WiFi network you set.
- **Wired devices:** Connect to a LAN port of the router using an Ethernet cable.

Set up as an add-on node

Tips

- This router can be networked with Tenda WiFi+ routers.
- Ensure that the existing router (primary node) has been connected to the internet and the router (secondary node) to be added has never been used. If not, reset this router first.
- Two RX12L Pro are used as an example here. If the router fails to be added to an existing network, contact Tenda customer service for help.

Add the router to an existing network

1. Place the router in an elevated and open position within 3 meters from your existing router.
2. Use the power adapter to connect the router to a power source.
3. Press the WPS button of the router for about 1-3 seconds. The LED indicator blinks green quickly. Within 2 minutes, press the WPS button of the existing router for 1-3 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.

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 routers away from electronics with strong interference, such as microwave ovens, induction cookers, and refrigerators.
   - Place the routers in a high position with few obstacles.

2. Power on the router again.

3. Wait 1-2 minutes and observe the LED indicator of the router. If the LED indicator is solid green, the connection between the primary node and secondary node is good. Otherwise, move the router (secondary node) closer to the existing router for better connection quality.

⊘Done.

To access the internet with:

- **WiFi-enabled devices:** Connect to your WiFi network. (The WiFi name and WiFi password of the new router are the same as the existing router.)
- **Wired devices:** Connect to a LAN port of the router using an Ethernet cable.

LED indicator

LED indicator	Scenario		Status	Description
LED indicator	Startup		Solid green	The system is starting up.
	Internet connection	Primary node	Solid green	The router is connected to the internet.
			Blinking green slowly	Not configured and the router is not connected to the internet.
			Blinking red slowly	Configured but the router failed to connect to the internet.
			Blinking orange slowly	Configured but no Ethernet cable is connected to the WAN port.
		Secondary node	Solid green	Networking succeeds. Good connection quality.
			Solid orange	Networking succeeds. Fair connection quality.
			Solid red	Networking succeeds. Poor connection quality.
			Blinking green slowly	Waiting to connect to another node.
			Blinking red slowly	Configured but the router failed to connect to the internet.
	WPS		Blinking green quickly	Pending for or performing WPS negotiation (valid within 2 minutes)
	Ethernet cable connection		Blinking green quickly for 3 seconds	A device is connected to or disconnected from an Ethernet port of the router.
	PPPoE user name and password importing (only for primary node)		Blinking green quickly for 8 seconds	PPPoE user name and password are imported successfully.
	Resetting		Blinking orange quickly	Restoring to factory settings.

Jack, ports and buttons

The jacks, ports and buttons may vary with models. The actual product prevails.

Jack/Port/Button	Description
WPS/RST	Used to start the WPS negotiation process, or to reset the router. – **WPS**: Through the WPS negotiation, you can connect to the WiFi network of the router without entering the password. **Method**: Press the button 1-3 seconds, and the LED indicator blinks green 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 1-3 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 1-3 seconds to negotiate with this device. – **Reset method**: Refer to **Q3** in **FAQ**.
3/IPTV	Gigabit 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.
1, 2	Gigabit LAN port. Used to connect to such devices as computers, switches and game machines.
WAN	Gigabit WAN port. Used to connect to a modem or the Ethernet jack for internet access.
POWER	Power jack.

FAQs

Q1: I cannot log in to the web UI by visiting tendawifi.com. What should I do?
A1: Try the following solutions:

- Ensure that your smartphone or computer is connected to the WiFi network of the router.
    - For the first login, connect the WiFi name (Tenda_XXXXXX) on the bottom label of the device. XXXXXX is the last six digits of the MAC address on the label.
    - When logging in again after setting, use the changed WiFi name and password to connect to the WiFi network.
- If you are using a smartphone, 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 set to Obtain an IP address automatically and Obtain DNS server address

automatically.

If the problem persists, reset the router by referring to Q3 and try again.

Q2: I cannot access the internet after the configuration. What should I do?
A2: 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 a DNS server address automatically.

Q3: How to restore my device to factory settings?
A3: When your device is working properly, hold down the reset (marked RST, Reset or RESET) button of your device for about 8 seconds, and release it when the LED indicator blinks orange fast. After about 1 minute, the router is reset successfully and rebooted. You can configure the router again.

Q4: The router's Wi-Fi signal is poor. What should I do?
A4: Try the following solutions:

- Place the router in a high position with few obstacles.
- Unfold the antenna of the router vertically.
- Keep your router away from electronics with strong interference, such as microwave ovens, induction cookers, and refrigerators.
- Keep your router away from metal barriers, such as weak current boxes, and metal frames.

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Documents / Resources

Tenda AC1200 WiFi 6 Router [pdf] Installation Guide
AC1200 WiFi 6 Router, AC1200, WiFi 6 Router, 6 Router, Router

References

- **User Manual**