



# Tenda AC5 AC1200 Smart Dual-Band WiFi Router Installation Guide

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# *Tenda*

Tenda AC5 AC1200 Smart Dual-Band WiFi Router



## Package contents

- WiFi router\* 1
- Power adapter\* 1
- Ethernet cable\* 1
- Quick installation guide\* 1



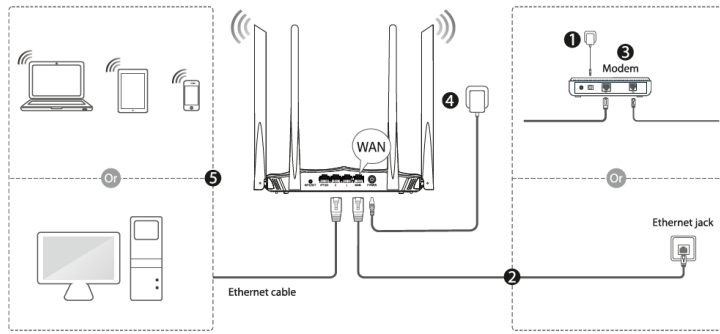
Scan to download the  
**Tenda WiFi** app, or get  
it on **Google Play/App**  
**Store**.

## Step 1: Connect your devices.

1. Power off your modem, and remove its battery (if any).
2. Connect the WAN port of the router to a LAN port of your modem or to an Ethernet jack.
3. Reinstall its battery, and power on your modem.
4. Use the included power adapter to connect the router to a power source. The LED indicator lights solid on. 0  
Connect your devices to the router.

**Wireless devices:** Connect wireless devices to the WiFi network of the router using the default WiFi name specified on the bottom label of the router. By default, there is no WiFi password.

**Wired devices:** Connect wired devices to port IPTV/3, 1, 2 of the router.



## Step 2: Set up the router for internet access.

1. Start a web browser on the device connected to the router. Enter `tendawifi.com` or `192.168.0.1` in the address bar, and press Enter.



### Tips

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

2. The router detects your internet connection type automatically. Pepo is used for illustration here. Enter the User Name and Password provided by your ISP (Internet Service Provider).
3. Customize your Wifi Name and Wifi Password, and click OK

Done. You can enjoy the internet now.

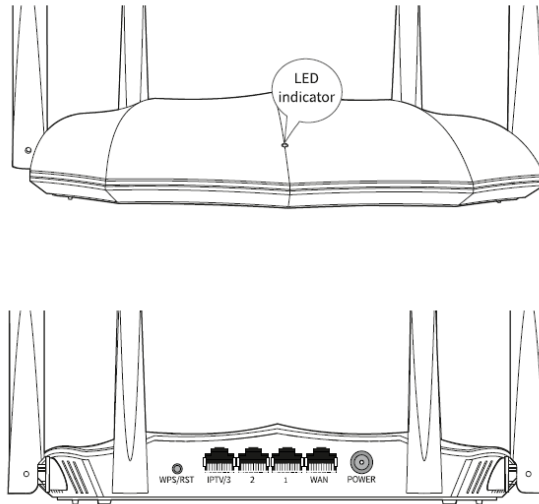
## Step 3: Access the internet.

Wireless devices: Connect your wireless devices to the WiFi network of the router using the WiFi name and WiFi password you set. 2.4 GHz WiFi name (SSID): The WiFi name you set here. 5 GHz WiFi name: The 2.4 GHz WiFi name plus a suffix \_SG.

### Tips

'W/ To modify the WiFi name and WiFi password, see Q4 in FAQ. Wired devices: Your wired devices connected to the router can access the internet directly now.

### LED indicators/Ports and Buttons



### FAQ

**Q1:** I cannot log in to the web UI of the router by entering 192.168.0.1 or tendawifi.com, what should I do?

**A 1:** Try the following solutions and log in again:

- Ensure that you enter 192.168.0.1 or tendawifi.com in the address bar, not the search bar.
- Ensure that your computer is connected to port 1, 2 or IPTV/3 properly. And your computer is set to Obtain an IP address automatically and Obtain DNS server address automatically.
- Ensure that your wireless device is connected to the router's default SSID or the SSID you set.
- Clear the cache of your web browser.
- Replace the web browser. Google Chrome, Firefox, or Internet Explorer 8 (or later) is recommended.
- Replace your computer or wireless device.
- [Reset the router.](#)

**Q2:** I cannot access the internet after the configuration, what should I do?

**A2:** Try the following solutions:

- Ensure that the WAN port of the router is connected to the internet properly.
- When the LED indicator blinks slowly, log in to the web UI of the router, navigate to the Internet Settings page, and follow the on-screen instructions to solve it.
- If your wired devices cannot access the internet:
  - Check if your computer is connected to port IPTV/3, 1 or 2 properly.
  - Check if your computer is set to obtain an IP address automatically.

- If your wireless devices cannot access the internet:
  - Check if your wireless devices are connected to the WiFi network of the router with the SSID you set.
  - Change your WiFi name and WiFi password. Then try again.

**Q3:** How to reset the router?

**A3:** Try the following methods:

- When the LED indicator is blinking, hold down the WPS/RST button for about 8 seconds, then release it when the LED indicator blinks fast. The router is reset successfully.
- Log in to the web UI of the router, navigate to the Administration> Device Management page, click the Reset button and follow the on-screen instructions to reset it.
- [Click here](#) for further Reset instructions.

**Q4:** How to change my WIFI names and passwords?

**A4:** Log in to the web UI of the router on your wired or wireless device, navigate to Wireless Settings Page, and follow the on-screen instructions to customize your WiFi names and passwords.

**Q5:** Why cannot my phone find the 5 GHz signal?

**AS:** Only devices supporting 5 GHz signal can find and connect to the 5 GHz network.

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 5.15-5.25 GHz 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 type ACS is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: <http://www.tendacn.com/en/service/download-cata-101.html>

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#### **Operate Frequency:**

- 2.4 GHz: EU/2400-2483.5 MHz (CH1-CH13)
- 5 GHz: EU/5150-5250 MHz (CH36-CH48)

#### **EIRP Power (Max.):**

- 2.4 GHz: 19.5 dBm
- 5 GHz: 22.5 dBm
- Software Version: V02.03.01 .45\_cn

**Caution,**

- **Adapter Model:** BN052-A09009E
- **Manufacture:** SHENZHEN HEWEISHUN NETWORK TECHNOLOGY Co., LTD
- **Input:** 100 – 220V AC, 50/60Hz, 0.3A
- **Output:** 9V 1 A
- = : DC Voltage

**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.

This device is restricted to be used in the indoor.

This device complies with Part 15 of the FCC Rules. 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 20cm between the radiator & 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: 2412-2462MHz, 5150-5250MHz, 5725-5850MHz

**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.

- Operating Temperature: 0°C – 40°C
- Operating Humidity: (10- 90)% RH, non-condensing

**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 new electrical or electronic equipment

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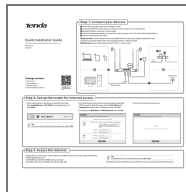
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### Technical Support

Shenzhen Tenda Technology Co., Ltd. 6-8 Floor, Tower E3, NO.1001, Zhongshanyuan Road, Nanshan District, Shenzhen, China. 518052

- **USA hotline:** 1-800-570-5892
- **Toll Free:** Daily-9am to 6pm PST
- **Canada hotline:** 1-888-998-8966
- **Toll Free:** Mon – Fri 9 am – 6 pm PST
- **Hong Kong Hotline:** 00852-81931998
- **Global Hotline:** +86 755-2765 7180 (China Time Zone)
- **Website:** [www.tendacn.com](http://www.tendacn.com)
- **E-mail:** [support@tenda.com.cn](mailto:support@tenda.com.cn)

### Documents / Resources



**[Tenda AC5 AC1200 Smart Dual-Band WiFi Router](#)** [pdf] Installation Guide  
AC5 AC1200 Smart Dual-Band WiFi Router, AC5, AC1200 Smart Dual-Band WiFi Router, Dual-Band WiFi Router, Band WiFi Router, WiFi Router, Router

[Manuals+](#)