

# **Tenda** **AC5 Wi-Fi** **5 Router**



## **Tenda AC5 Wi-Fi 5 Router Installation Guide**

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# **Tenda**

**Tenda AC5 Wi-Fi 5 Router**



## Product Information

The wireless router is designed to provide internet connectivity to multiple devices wirelessly or through Ethernet connections.

### Specifications:

- **Product:** Wireless Router
- **Models:** AC5, AC6, AC8, AC10, AC19, AC21, AC23

## Product Usage Instructions

### Connect the Router:

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

### Connect the Router to the Internet:

1. For WiFi-enabled devices: Connect to the WiFi network using the default SSID and password found on the router label. For wired devices: Connect to a LAN port on the router using an Ethernet cable.
2. Open a browser and enter [tendawifi.com](http://tendawifi.com) in the address bar or use the Tenda WiFi app to connect the router to the internet following on-screen instructions.

## FAQs

**Q1: I cannot log in to the web UI of the router by visiting [tendawifi.com](http://tendawifi.com). What should I do?**

**A1:** Try the following solutions:

- If using a WiFi-enabled device:
  - Ensure it is connected to the router's WiFi network.
  - Disable cellular data on your device.
- If using a wired device:
  - Ensure [tendawifi.com](http://tendawifi.com) or 192.168.0.1 is entered correctly in the browser's address bar.
  - Check proper connection to a LAN port using an Ethernet cable.
  - Set the computer to Obtain IP and DNS addresses automatically.

**Q2: I cannot access the internet after configuration. What should I do?**

**A2:** Try the following solutions:

- Check proper connection of WAN port to modem or Ethernet jack.
- Login to the web UI and navigate to Internet Settings for further instructions.
- If issues persist:
  - For WiFi-enabled devices, check connection to router's WiFi network and adjust settings accordingly.
  - In the web UI, modify WiFi name and password under Wireless Settings.

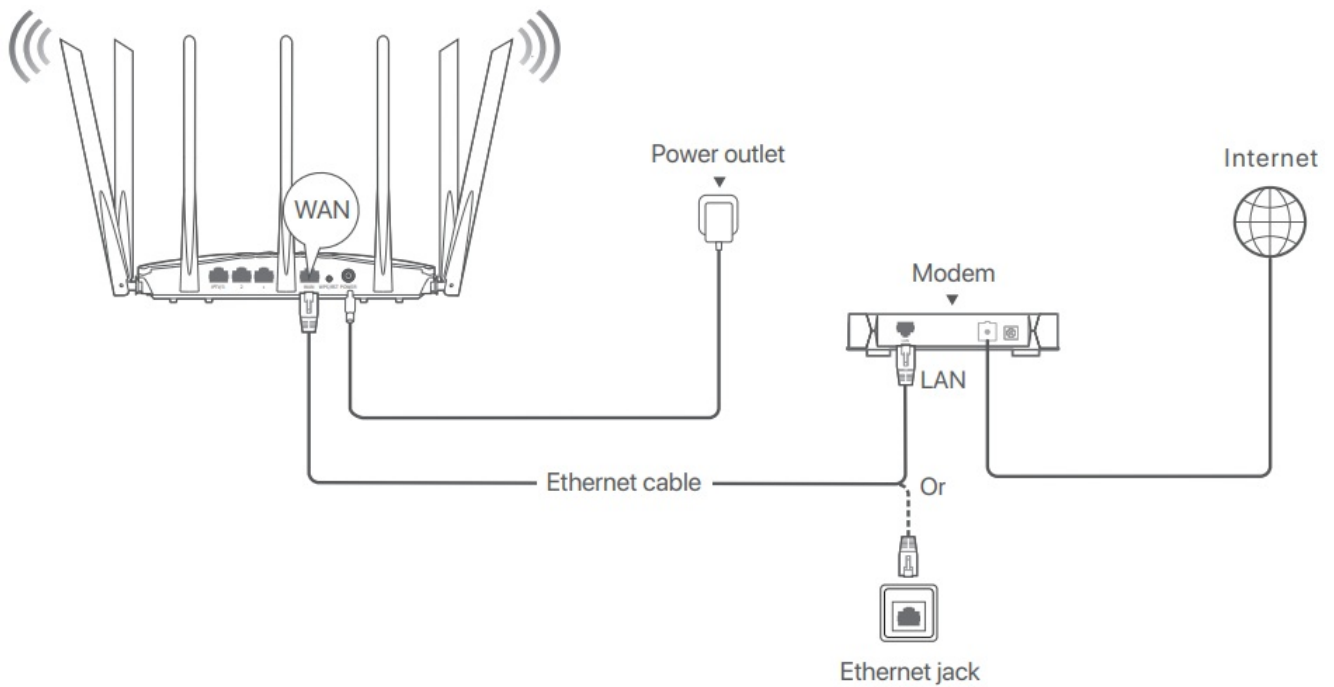
## Package contents

- Wireless router x1
- Power adapter x1
- Ethernet cable x1
- Quick installation guide

## Connect the router

**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.

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



(AC23 used for example. Wiring of other models is similar regardless of their appearance.)

## Connect the router to the internet

### 1. Connect your devices to the router

- **WiFi-enabled devices:** Connect to the WiFi network of the router. The default WiFi name (SSID) and WiFi password (if any) can be found on the bottom label of the router.
- **Wired devices:** Connect to a LAN port (Except the port marked WAN, all Ethernet ports are LAN ports.) of the router using an Ethernet cable.

2. Start a browser on the device and enter [tendawifi.com](http://tendawifi.com) in the address bar to access the web UI or run the Tenda WiFi app, and follow the onscreen instructions to connect the router to the internet.



Download Tenda WiFi App  
to manage routers

[tendawifi.com](http://tendawifi.com)

**Tips:** If you cannot log in to the web UI, see Q1 in FAQ.

**Done.**

To access the internet with:

- **WiFi-enabled devices:** Connect to the WiFi network using the WiFi name and password you set.

- **Wired devices:** Connect to a LAN port (Except the port marked WAN, all Ethernet ports are LAN ports.) of the router using an Ethernet cable.

**Tips:** If you cannot access the internet, see Q2 in FAQ.

## FAQs

**Q1: I cannot log in to the web UI of the router by visiting [tendawifi.com](https://tendawifi.com). What should I do?**

A1: Try the following solutions:

- If you are using a WiFi-enabled device, such as a smartphone:
  - Ensure that it connects to the WiFi network of the router.
  - Ensure that the cellular network (mobile data) of the smartphone is disabled.
- If you are using a wired device, such as a computer:
  - Ensure that [tendawifi.com](https://tendawifi.com) or 192.168.0.1 is entered correctly in the address bar, rather than the search bar of the web browser.
  - Ensure that the computer is connected to a LAN port of the router properly using an Ethernet cable.
  - Ensure that the computer is set to Obtain an IP address automatically and Obtain DNS server address automatically.

I cannot access the internet after the configuration. What should I do?

Try the following solutions first: 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. – Log in to the web UI and change your WiFi name and WiFi password on Wireless Settings page. Then try again. For wired devices: – Check whether your wired devices are connected to a LAN port of the router properly. – Check whether wired devices are set to Obtain an IP address automatically and Obtain DNS server address automatically.

How to reset the router?

Try the following solutions: Router with one LED indicator: When the router is working normally, hold down the reset button (with RST) for about 8 seconds, and then release it when the LED indicators blink fast. The router is reset. Router with multiple LED indicators: When the SYS LED indicator blinks, hold down the reset button (with RST) for about 8 seconds, and then release it when all the LED indicators light up. The router is reset.

What should I do if I forgot my WiFi password?

Log in to the web UI of the router on your wired or WiFi-enabled device, navigate to Wireless Settings

page, and check your WiFi password.

### Get support and services

For technical specifications, user guides and more information, please visit the product page or service page on [www.tendacn.com](http://www.tendacn.com). Multiple languages are available.

You can see the product name and model on the product label.

### Technical Support

Shenzhen Tenda Technology Co., Ltd.

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- [support.us@tenda.cn](mailto:support.us@tenda.cn) (North America)

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### Documents / Resources

  Quick Installation Guide Wireless Router AC5/AC6/AC10/AC12/AC13/AC15/AC17/AC21/AC23	<a href="#">Tenda AC5 Wi-Fi 5 Router</a> [pdf] Installation Guide AC5 Wi-Fi 5 Router, AC5, Wi-Fi 5 Router, 5 Router, Router
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### References

-  [Tenda US](#)
- [User Manual](#)

#### [Manuals+](#), [Privacy Policy](#)

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