

**Tenda**

Tenda AX1500 Wi-Fi 6  
Dual Band Access Point



# Tenda AX1500 Wi-Fi 6 Dual Band Access Point Installation Guide

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**Tenda**

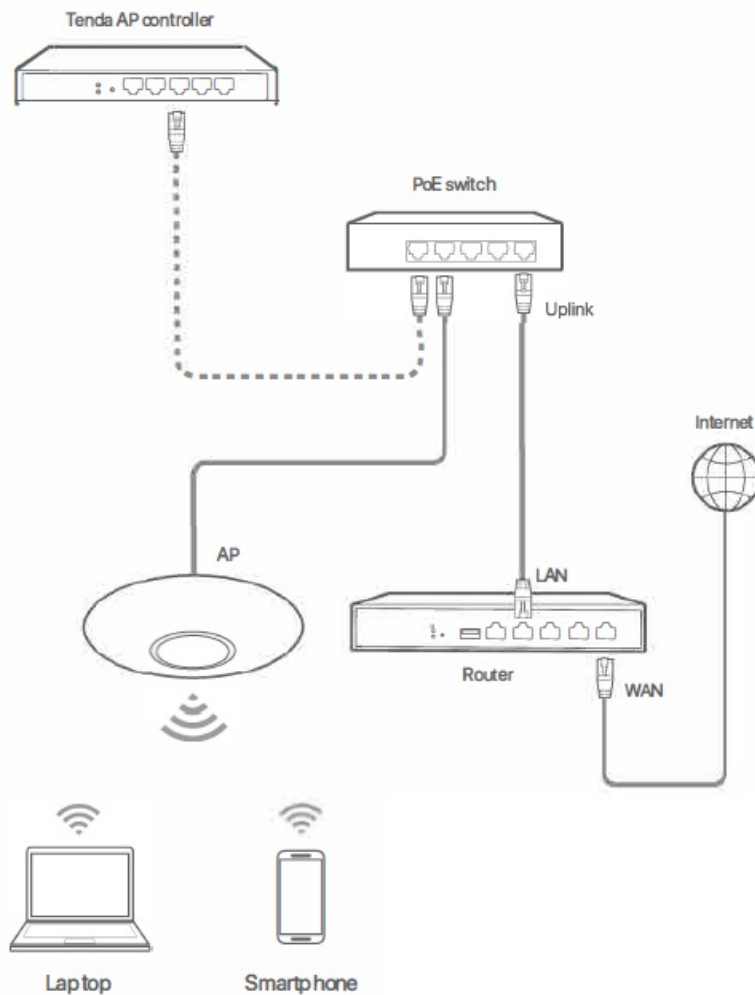
**Tenda AX1500 Wi-Fi 6 Dual Band Access Point**



## Package Contents

- AP x1
- Mounting bracket x 1
- PoE adapter x 1
- Power cord x 1
- Screw (head diameter: 6 mm, thread diameter: 3 mm, length: 25 mm) x 3
- Plastic anchor (inner diameter: 2.4 mm, height: 6.6 mm, length: 26.4 mm) x 3
- Plastic nut (inner diameter: 2.51 mm, length: 14.5 mm) x 3
- Quick installation guide

## Typical Network Topology



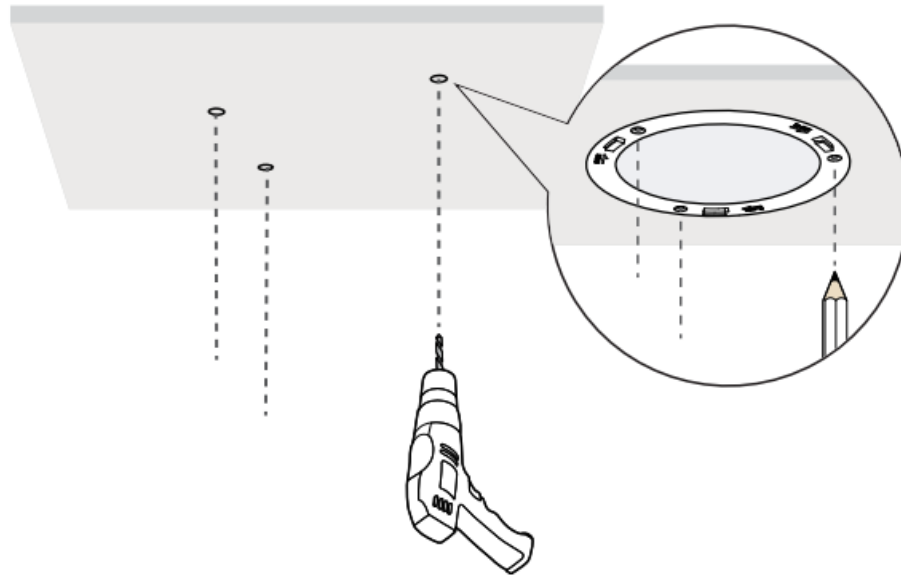
## Install the AP



### 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.
  1. Position the bracket on the ceiling, mark screw hole positions with the marker and drill holes in the marked positions using a hammer drill.

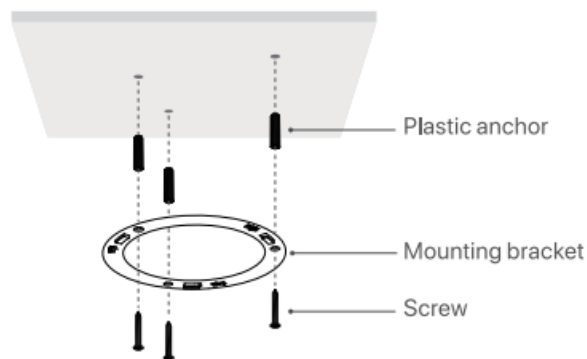


2. Fix the bracket.

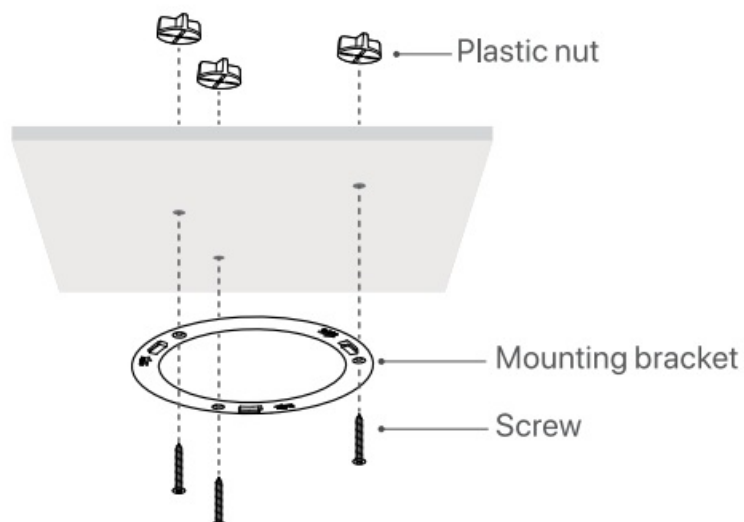
### Tips

Option A applies to general cases. For ceilings with weak strength (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.



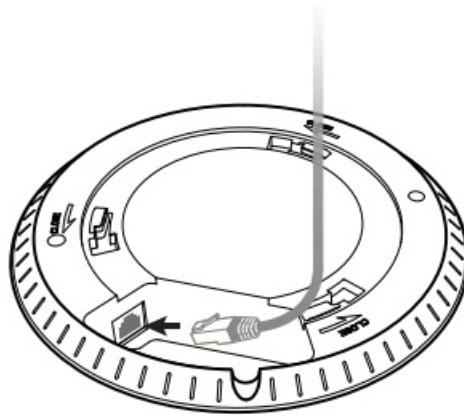
**Option B:** Insert the included screws into the screw holes on the bracket and fix them into the included plastic nuts using a screwdriver.



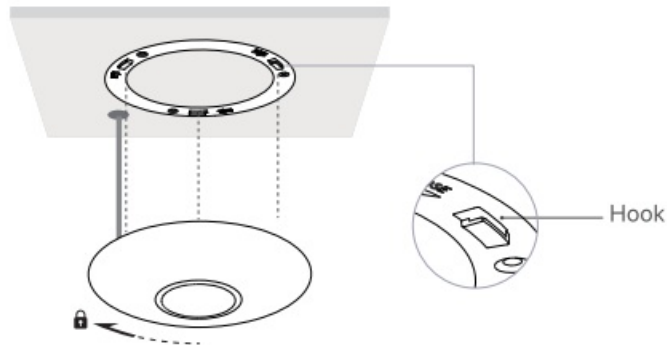
3. Use an Ethernet cable (CAT5e or above recommended) to connect the LAN/PoE port of the AP to the the included PoE adapter or PoE power supply device.

### Tips

For details about connection methods, please refer to Power on the AP.0



4. Insert the slots of the AP into the hooks of the bracket, and push the AP to one side until you hear a click.

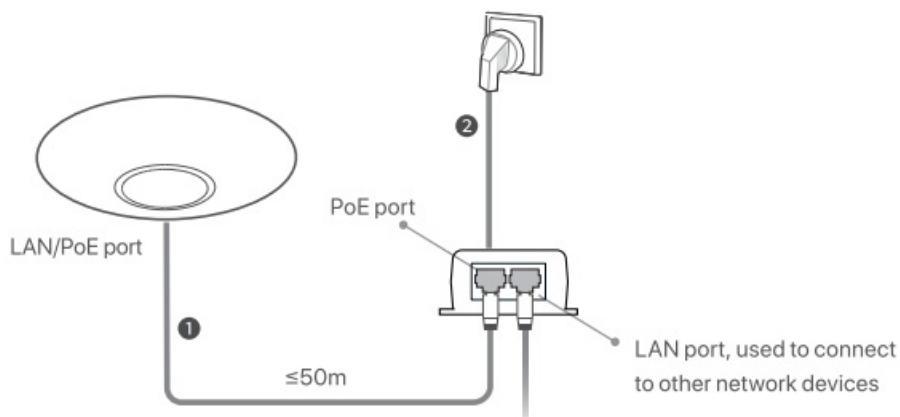


## Power on the AP

CAT5e or above Ethernet cables are recommended.

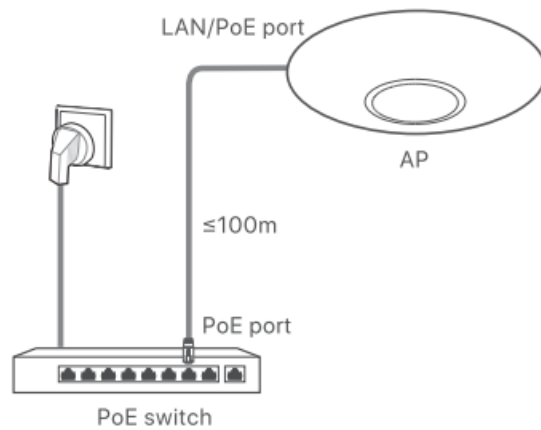
### Method 1: Use the Included PoE Adapter and Power Cord

1. Use an Ethernet cable (length: ≤ 50m) to connect the LAN/PoE port of the AP to the PoE port of the included PoE adapter (placed indoors).
2. Connect the included power cord to the PoE adapter and then plug the power cord into a power socket.



### Method 2: Use a Standard PoE Power Supply Device

Use an Ethernet cable (length: ≤ 100m) to connect the LAN/PoE port of the AP to the PoE port of a PoE power supply device with IEEE 802.3at standards. A PoE switch is used for illustration in the following figure.



## 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.
- Cloud Fi App is interoperable with Cloud Fi Cloud, so a project created on the Cloud Fi App can also be found and managed on CloudFi Cloud.
- For more details, see help document in Help Center of Cloud Fi App or Cloud Fi Cloud.

### Method 1: Add the AP in LAN

1. 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



2. Connect your mobile device to the Wi-Fi network of the AP.
3. Open your Cloud Fi App, and tap the project (or create one if no projects exist) to which you want to add the AP.
4. 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

1. Get the Unique Cloud Code from Cloud Fi App or Cloud Fi Cloud.
2. Log in to the web UI of the AP, enable cloud maintenance and paste the Unique Cloud Code.
3. 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](http://www.tendacn.com) to get the user guide of the hardware controller of the model.

### Use Web UI of the AP

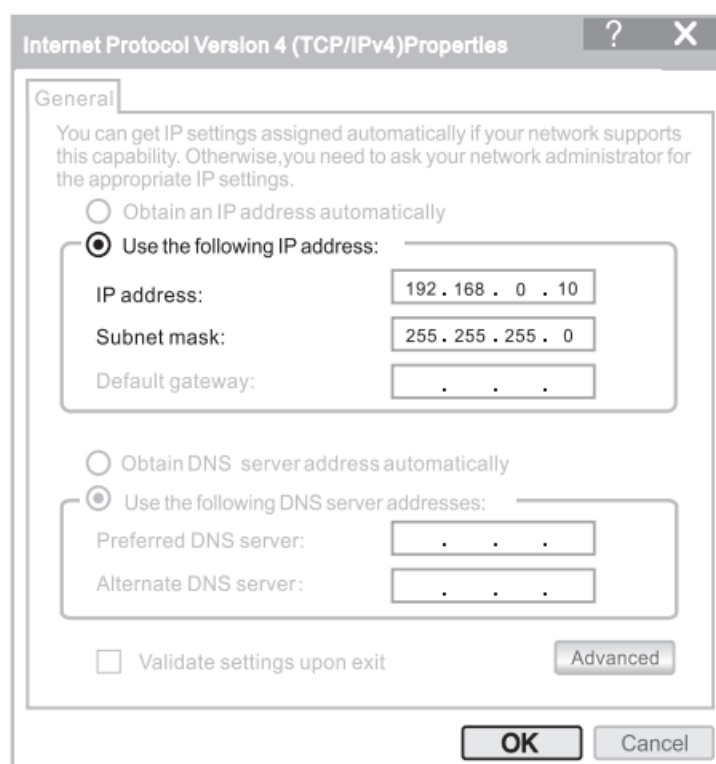
#### Tips

- To avoid IP 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.
  1. Use an Ethernet cable to connect the management computer to a switch that is connected to the AP.
  2. 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.

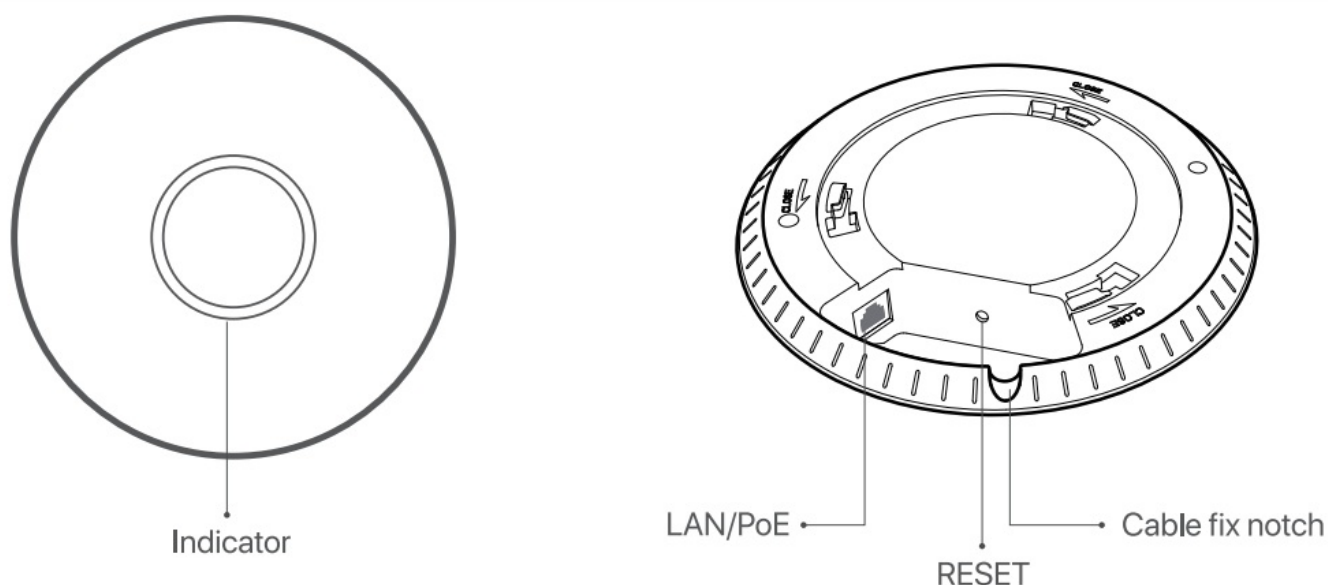
For example, if the IP address of the AP is 192.168.0.254, you can set the IP address of your computer to 192.168.0.X( Xranges from 2 to 253 and is unused) and subnet mask to 255.255-255-0.



3. 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 AP.

For details, visit the product page or service page on [www.tendacn.com](http://www.tendacn.com) to get the user guide of the AP.

## Indicator /Port/Button/ Jack



Indicator	Description
Blinking white	The AP is starting up.
Solid white	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 <b>Locate</b> feature was activated in the CloudFi Cloud.
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 power.

Port/Button/Jack	Description
LAN/PoE	Gigabit LAN port, PoE power input and data transmission port. Connect to a PoE power supply device (such as a PoE switch) compliant with IEEE 802.3at.
RESET	For the reset method, see <b>Q4</b> in <b>FAQ</b> .
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 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 Cloud Fi 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 Cloud Fi 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 [www.tendacn.com](http://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. When the indicator blinks white, 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?**

AS. 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.

## **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](http://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: 0°C-40°C (32°F-104°F).
- Do not use the device in a place where wireless devices are not allowed.
- Use a PoE power supply device with required specifications. Do not use the 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](http://www.tendacn.com).

## 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.

The device is for indoor usage only.

**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 device should be installed and operated with a minimum distance of 20 cm between the device and 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, 5180-5240MHz, 5745-5825MHz

**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.

**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**

Hereby, 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>

Operating Frequency/Max Output Power

2412MHz-2472MHz/20dBm 5150MHz-5250MHz

(indoor use only)/23dBm

	AT	BE	BG	CH	CY	CZ	DE DK	EE	EL	ES	FI	FR	HR	HU	IE
	IS	IT	LI	LT	LU	LV	MT NL	NO	PL	PT	RO	SE	SI	SK	UK (NI)



**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.



#### 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

Shenzhen Tenda Technology Co., Ltd.

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#### AX1500 Wi-Fi 6 Dual Band Access Point

#### Documents / Resources

	<p><a href="#">Tenda AX1500 Wi-Fi 6 Dual Band Access Point</a> [pdf] Installation Guide  AX1500 Wi-Fi 6 Dual Band Access Point, AX1500, Wi-Fi 6 Dual Band Access Point, 6 Dual Band Access Point, Access Point, Point</p>
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## References

- [User Manual](#)

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

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