

### Quick Installation Guide

AC1200 Dual Band Gigabit WiFi Router  
AC11

#### Package contents

- Wireless router x 1
- Power adapter x 1
- Ethernet cable x 1
- Quick installation guide x 1

For product or function details, please go to [www.tendacn.com](http://www.tendacn.com) to download the user guide.

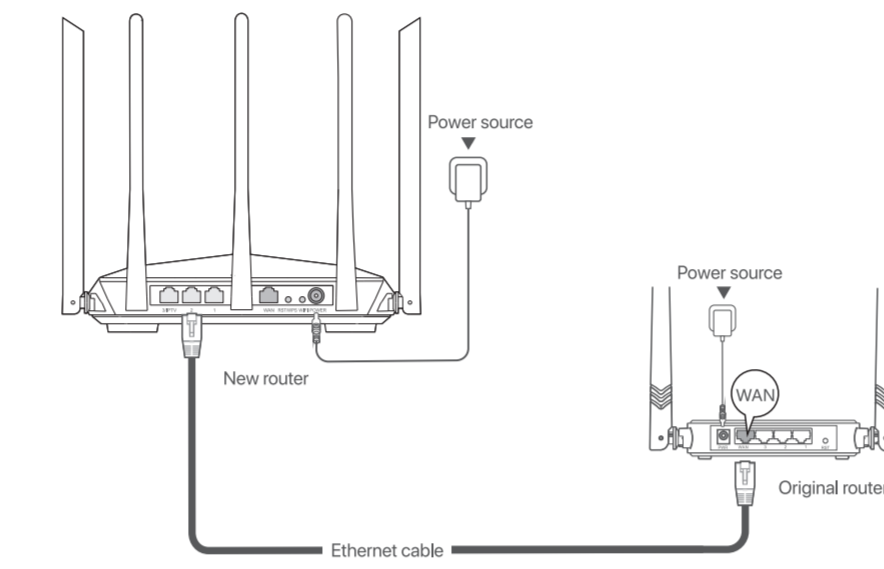


### I. Connect the router

If the connection type of your original router is PPPoE and you want to import the PPPoE user name and password from the original router to the new router, start from **Step 1**. Otherwise, start from **Step 2**.

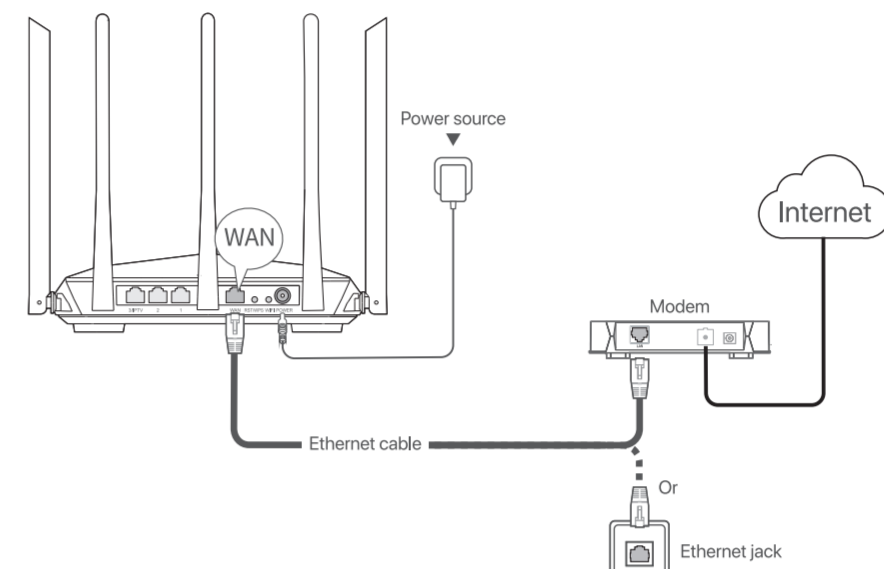
#### Step 1: Import your PPPoE user name and password into the new router

1. Power on your original and new routers.
  2. Connect the WAN port of the original router to a LAN port (port 1, 2 or 3/IPTV) of the new router using an Ethernet cable.
- When the WAN and LAN LED indicators turn from blinking fast to solid on, the PPPoE user name and password are imported to your new router successfully.
3. Remove the original router.



#### Step 2: Connect the router to the internet

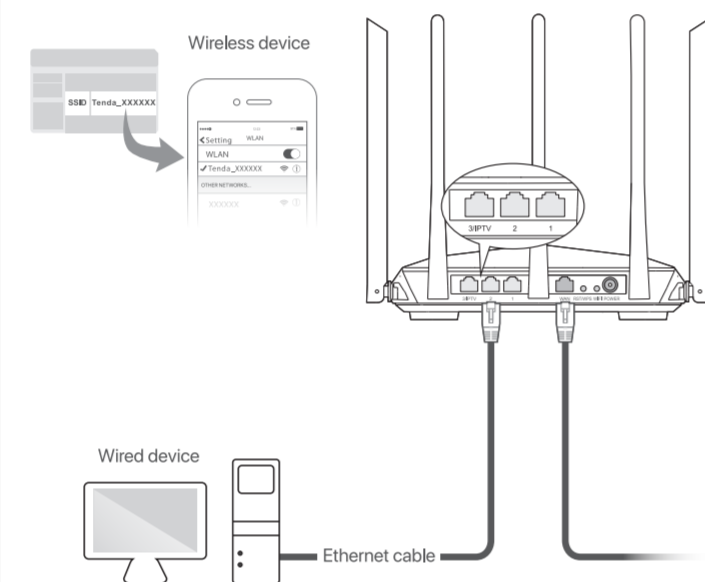
1. Power on the new router.
2. Connect the WAN port of the new router to the LAN port of your modem or the Ethernet jack using an Ethernet cable. The WAN LED indicator lights up.



### II. Connect your device to the new router

**Option 1:** Connect your wireless device, such as a smart phone, to the wireless network of the router. The default WiFi name (SSID) of the wireless network is labeled on the bottom of the router. There is no password by default.

**Option 2:** Connect your wired device, such as a computer, to a LAN port (port 1, 2 or 3/IPTV) of the router using an Ethernet cable. The LAN LED indicator blinks twice.



### III. Set up the new router

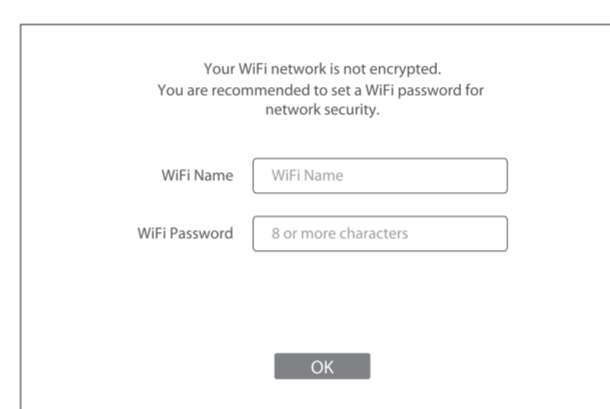
**Step 1: Log in to the web UI of the router.**

Start a web browser on the device that has been connected to the new router, and visit [tendawifi.com](http://tendawifi.com).

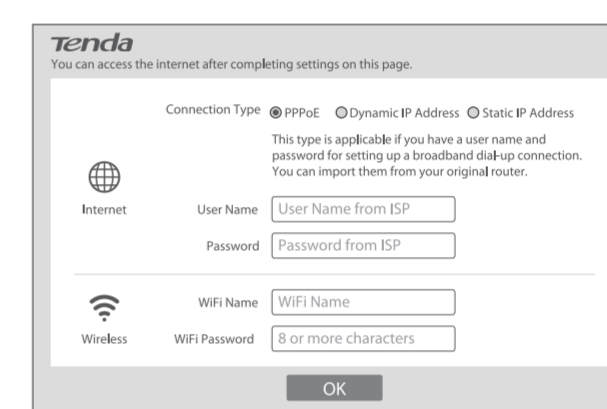


**Step 2: Configure the router (PPPoE is used for illustration here).**

**Option 1:** If you import the PPPoE use name and password from the original router, set the **WiFi Name** and **WiFi Password** and click **OK** to apply the settings.



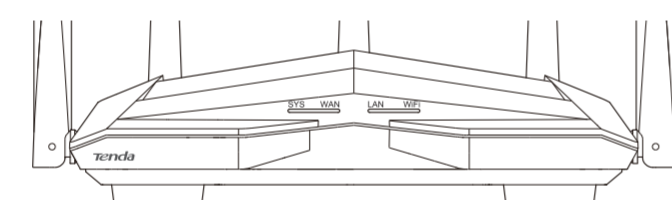
**Option 2:** If you add the first router at home, enter the **User Name** and **Password** from your ISP, and set the **WiFi Name** and **WiFi Password**. Click **OK** to apply the settings.



Done. You can connect to the wireless network with the WiFi name and password you set or connect your computer to one of ports 1, 2 and 3/IPTV of the router using an Ethernet cable to access the internet.

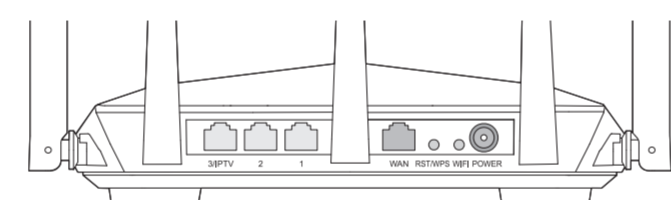
- Tips**
- If the above page does not appear, refer to **Q1** in **FAQ**.
  - If you still cannot access the internet after the configuration, refer to **Q2** in **FAQ**.

### LED indicators



LED indicator	Status	Description
SYS	Solid on	The system is starting up, or does not work properly (during use).
	Blinking	The router is working properly.
	Off	The system is faulty, or the router is not powered on properly.
WAN	Solid on	The WAN port is connected properly, but no data is being transmitted.
	Blinking	Data is being transmitted over the WAN port.
	Off	The WAN port is disconnected or improperly connected.
LAN	Solid on	At least one LAN port (port 1, 2 or 3/IPTV) is connected properly.
	Blinking twice	A new wired device is connected to the router.
	Off	No wired device is connected to any LAN port of the router, or the wired device is not connected properly.
WiFi	Solid on	At least one of the 2.4 GHz and 5 GHz wireless networks is enabled.
	Fast blinking	Data is being transmitted wirelessly.
	Slow blinking	The router is performing WPS negotiation.
	Off	The wireless function is disabled.

### Jack, ports and buttons



Jack/Port/Button	Description
POWER	Power jack. Please use the included power adapter to connect this jack to a power source for power supply.
WiFi	WiFi button. Press the button to enable or disable the wireless networks of the router.
RST/WPS	Used to start the WPS negotiation process, or to reset the router. - WPS: Press the button, and the WiFi LED indicator blinks slowly. Within 2 minutes, enable the WPS function of the other WPS-supported device to establish a WPS connection. - Reset: When the SYS LED indicator blinks, hold the button down for about 8 seconds, and then release it until all the LED indicators light up. The router is restored to factory settings.
WAN	10/100/1000 Mbps auto-registration WAN port. Used to connect to a modem or an Ethernet jack using an Ethernet cable for internet access.
1,2	10/100/1000 Mbps auto-registration LAN port. Used to be connected to computers, switches or APs.
3/IPTV	10/100/1000 Mbps auto-registration Ethernet port. It is a LAN port by default. When the IPTV function is enabled, it can only serve as an IPTV port to be connected to a set-top box.

### FAQ

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

- A1:** Try the following solutions:
- If you are using a wireless device, such as a smart phone, try the following solutions:
    - Ensure that you have connected to the wireless network of the router.
    - Ensure that you have disabled the cellular network (mobile data) of the device.
  - If you are using a wired device, such as a computer, try the following solutions:
    - Ensure that [tendawifi.com](http://tendawifi.com) is entered correctly in the address bar, rather than the search bar of the web browser.
    - Ensure that the computer is connected to the port 1, 2 or 3/IPTV 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.
- If the problem persists, try to reset the router.

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

- A2:** Try the following solutions first:
- Check if the WAN port of the router is connected a modem or Ethernet jack properly (the WAN LED indicator should light up).
  - Log in to the web UI of the router and navigate to **Internet Settings**. Following the instructions on the page to solve the problem.
- If the problem persists, try the following solutions:
- If your wired devices cannot access the internet:
    - Check if your computer is connected to port 1, 2 or 3/IPTV properly.
    - Check if your computer is set to obtain an IP address automatically and obtain DNS server address automatically.
  - If your WiFi-enabled devices cannot access the internet:
    - Check if your wireless device is connected to the wireless network of the router with the WiFi name you set.
    - Log in to the web UI and change your WiFi name and WiFi password on **Wireless Settings** page. Then try again.

**Q3: How to change the WiFi names and passwords?**

- A3:** Follow the steps below:
1. Connect your wireless device to the wireless network of the router, or connect your computer to port 1, 2 or 3/IPTV of the router using an Ethernet cable.
  2. Start a web browser and visit [tendawifi.com](http://tendawifi.com) or 192.168.0.1 to log in to the web UI of the router.
  3. Navigate to the **Wireless Settings** page to change and save the settings.

**Q4: How to reset the router?**

- A4:** Try the following methods:
- Method 1:** When the SYS LED indicator is blinking, hold down the WPS/RST button for about 8 seconds and release it when all LED indicators light up. The router is restored to factory settings.
- Method 2:** Log in to the web UI of the router and navigate to the **Administration** page to reset.

**Q5: Why cannot I find the WiFi signal of the router?**

- A5:** Connect your computer to port 1, 2 or 3/IPTV of the router to log in to the web UI. Navigate to **Wireless Settings** and try the following methods:
- Ensure that the wireless function is enabled. If not, enabled it and save the setting. Search for the WiFi signal again on your phone.
  - Ensure that the **Hide WiFi** function is disabled. If not, disable it and save the setting. Search for the WiFi signal again on your phone.
  - Ensure that your WiFi name does not contain any Chinese characters.

**Q6: Why cannot my phone find the 5 GHz WiFi signal?**

- A6:** Try the following solutions:
- If your smart phone can find other 5 GHz wireless network, refer to **Q5** to find a solution.
  - Only devices supporting 5 GHz network can find and connect to the 5 GHz wireless network.



#### 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. Operations in the 5.15-5.25GHz band are restricted to indoor use only. This equipment should be installed and operated with 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 AC11 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>

Operating Frequency:  
2.4 GHz: EU(2400-2483.5MHz) (CH1-CH13)  
5 GHz: EU(5150-5250MHz) (CH36-CH48)  
ESR Power (Max.):  
2.4 GHz: 19.65 dBm  
5 GHz: 22.85 dBm  
Software Version: V02.03.01.XX

For EU/EFTA, this product can be used in the following countries:

BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR	HR	IT	CY	LV
LT	LU	HU	MT	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK



#### 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 equipment should be installed and operated with minimum distance 20cm 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, 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.



**Caution:**  
Adapter Model: BM073-A12012E, BM073-A12012B  
Manufacturer: SHENZHEN HEWESHUN NETWORK TECHNOLOGY CO., LTD.  
Input: 100-240V AC, 50/60Hz 0.4A  
Output: 12V 1A  
DC Voltage



**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 product.

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

#### Technical Support

Shenzhen Tenda Technology Co., Ltd.  
6-8 Floor, Tower E3, NO.1001, Zhongguanyuan Road,  
Nanshan District, Shenzhen, China, 518052  
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Toll Free: 7 x 24 hours  
Hang 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](mailto:support@tenda.com)

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