



## Quick Installation Guide

AC1200 MU-MIMO Dual Band Gigabit WiFi Router  
AC10U

- 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.

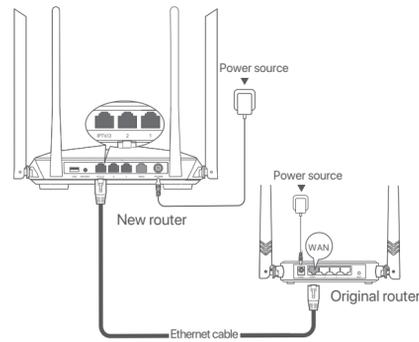
## I Connect the router

The "new router" and "router" in this guide refer to the router in the package.

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

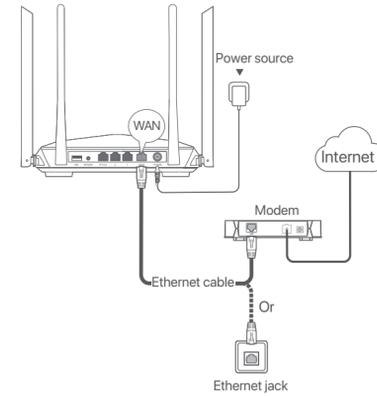
**Tips**  
This function is only applicable when the connection type of the original router is PPPoE, except for PPPoE of some special ISPs or PPPoE connection set up manually with LAN information.

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 IPTV/3) of the new router using an Ethernet cable.  
When the WAN and LAN LED indicators of the new router turn solid on for 3 seconds after blinking fast, the PPPoE user name and password are imported to your new router.
3. Remove the original router.



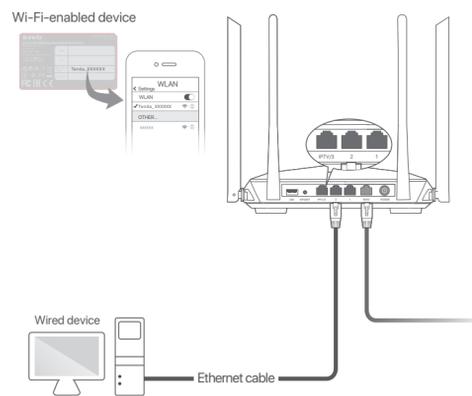
### Step 2: Connect the WAN port of the router

1. Ensure that the router is powered on.
2. Connect the WAN port of the router to the LAN port of your modem or the Ethernet jack using an Ethernet cable. The WAN LED indicator lights on.



## II Connect your device to the router

- Option A:** Connect your WiFi-enabled device, such as a smartphone, to the wireless network of the router. You can find the default WiFi network information on the bottom label of the router.
- Option B:** Connect your wired device, such as a computer, to a LAN port (port 1, 2 or IPTV/3) of the router using an Ethernet cable. The LAN LED indicator blinks twice.



## III Set up the new router

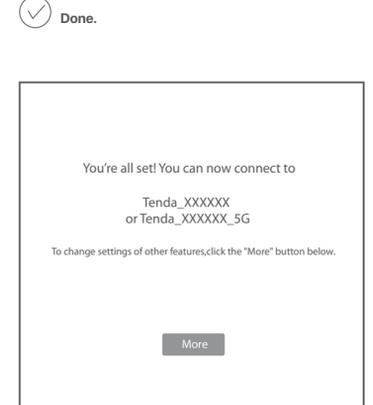
1. Start a web browser on the device connected to the router, and visit [tendawifi.com](http://tendawifi.com). Click **Start**.



2. The router detects your connection type automatically. Select the **ISP Type** based on your region and ISP and enter required parameters (if any). Click **Next**.



3. Set the WiFi name, WiFi password and Login password for the router. Click **Next**.

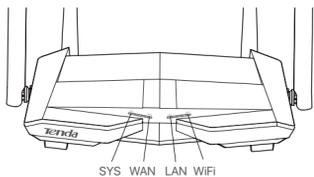


**Tips**  
If the above page does not appear, refer to **Q1** in **FAQ**.

**Tips**  
The WiFi password is used to connect to the WiFi network, while the login password is used to log in to the web UI of the router.

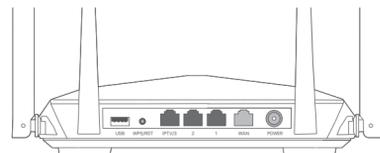
**Tips**  
If you still cannot access the internet after the configuration, refer to **Q2** in **FAQ**.

## LED indicators



LED indicator	Status	Description
SYS	Solid on	The router is starting up, or does not work properly (during use).
	Blinking	The router is working properly.
	Off	The router is not powered on properly, or does not work properly.
WAN	Solid on	The WAN port is connected properly, but no data is being transmitted.
	Blinking	The WAN port is connected properly, and 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 IPTV/3) is connected properly.
	Blinking fast	Data is being transmitted over the LAN port.
	Blinking twice	A new wired device is connected to a LAN port of the router.
WiFi	Off	No wired device is connected to any LAN port of the router.
	Solid on	At least one of the 2.4 GHz and 5 GHz wireless networks is enabled.
	Blinking fast	Data is being transmitted wirelessly.
	Blinking slow	The router is pending for or 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.
WAN	10/100/1000 Mbps auto-negotiation WAN port. Used to connect to a modem or the Ethernet jack using an Ethernet cable for internet access.
1, 2	10/100/1000 Mbps auto-negotiation LAN port. Used to connect to computers, switches or game machines, etc.
IPTV/3	10/100/1000 Mbps auto-negotiation Ethernet 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.
WPS/RST	Used to start the WPS negotiation process, or to reset the router. • WPS: You can connect to the WiFi network of the router without entering the password. Method: 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 when all the LED indicators light up. The router is reset.
USB	USB 2.0 port. Used to connect to a USB device for resource sharing.

## FAQ

- 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 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 device is disabled.
  - If you are using a wired device, such as a computer:
    - 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 a LAN port (port 1, 2 or IPTV/3) 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, reset the router, and try again.

- Q2: I cannot access the internet after the configuration. What should I do?**
- A2:** Try the following solutions first:
- Check whether the WAN port of the router is connected to 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 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](http://tendawifi.com) to log in to the web UI and change your WiFi name and WiFi password on the **WiFi Settings > WiFi Name & Password** page. Then try again.
  - For wired devices:
    - Check whether your wired devices are connected to a LAN port (port 1, 2 or IPTV/3) properly.
    - Check whether wired devices are set to obtain an IP address automatically and obtain DNS server address automatically.

- Q3: How to change the WiFi names and passwords?**
- A3:** Follow the steps below:
1. Connect your WiFi-enabled device to the WiFi network of the router, or connect your computer to a LAN port (port 1, 2 or IPTV/3) using an Ethernet cable.
  2. Start a web browser and visit [tendawifi.com](http://tendawifi.com) to log in to the web UI of the router.
  3. Navigate to the **WiFi Settings > WiFi Name & Password** page to change and save the settings.
- Q4: How to reset the router?**
- A4:** Try the following methods:
- Method A: When the **SYS** LED indicator blinks, hold the **WPS/RST** button down for about 8 seconds, and then release it when all the LED indicators light up. The router is reset.
- Method B: Log in to the web UI of the router and navigate to **System Settings > Backup/Restore**.

- Q5: I cannot find the WiFi network of the router on my WiFi-enabled device. What should I do?**
- A5:** Connect your computer to a LAN port (port 1, 2 or IPTV/3) of the router to log in to the web UI. Navigate to **WiFi Settings > WiFi Name & Password** and ensure that:
- The WiFi networks are enabled.
  - The **Hide** function is disabled.

- Q6: I cannot find the 5 GHz WiFi network of the router on my WiFi-enabled device. What should I do?**
- A6:** Try the following solutions:
- Check whether your WiFi-enabled device supports 5 GHz WiFi network. Only devices supporting 5 GHz network can find and connect to the 5 GHz WiFi network.
  - Check whether the **Unify 2.4 GHz & 5 GHz** function is disabled. If it is disabled, refer to **Q5** to find a solution.



**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 AC10U 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/2400-2483.5 MHz (CH1-CH13)  
5 GHz: EU/5150-5250 MHz (CH36-CH48)  
EIRP Power (Max.):  
2.4 GHz: 19.65 dBm  
5 GHz: 22.85 dBm  
Software Version: V16.03.16.X

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: BN074-A18012U, BN074-A18012E, BN074-A18012B  
Manufacture: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.  
Input: 100 - 240V AC, 50/60Hz, 0.6A  
Output: 12V = 1.5A  
--- 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 equipment.

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

**Wall Mounting**  
This router can be installed on the wall with two screws. The recommended wall mounting tools are as follows:  
[Expansion bolt] Outer diameter: 6.0mm; Length: 26.4mm  
[Screws] PA3\*14mm; head diameter: 5.2mm; head height: 1.8mm

**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: 7 x 24 hours  
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)

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