

Tenda

Install Guide

You can download the User Guide from www.tendacn.com for more detailed settings of the router.

AC1900 Enhanced Smart Dual-Band Gigabit WiFi Router Model AC19

Package Contents

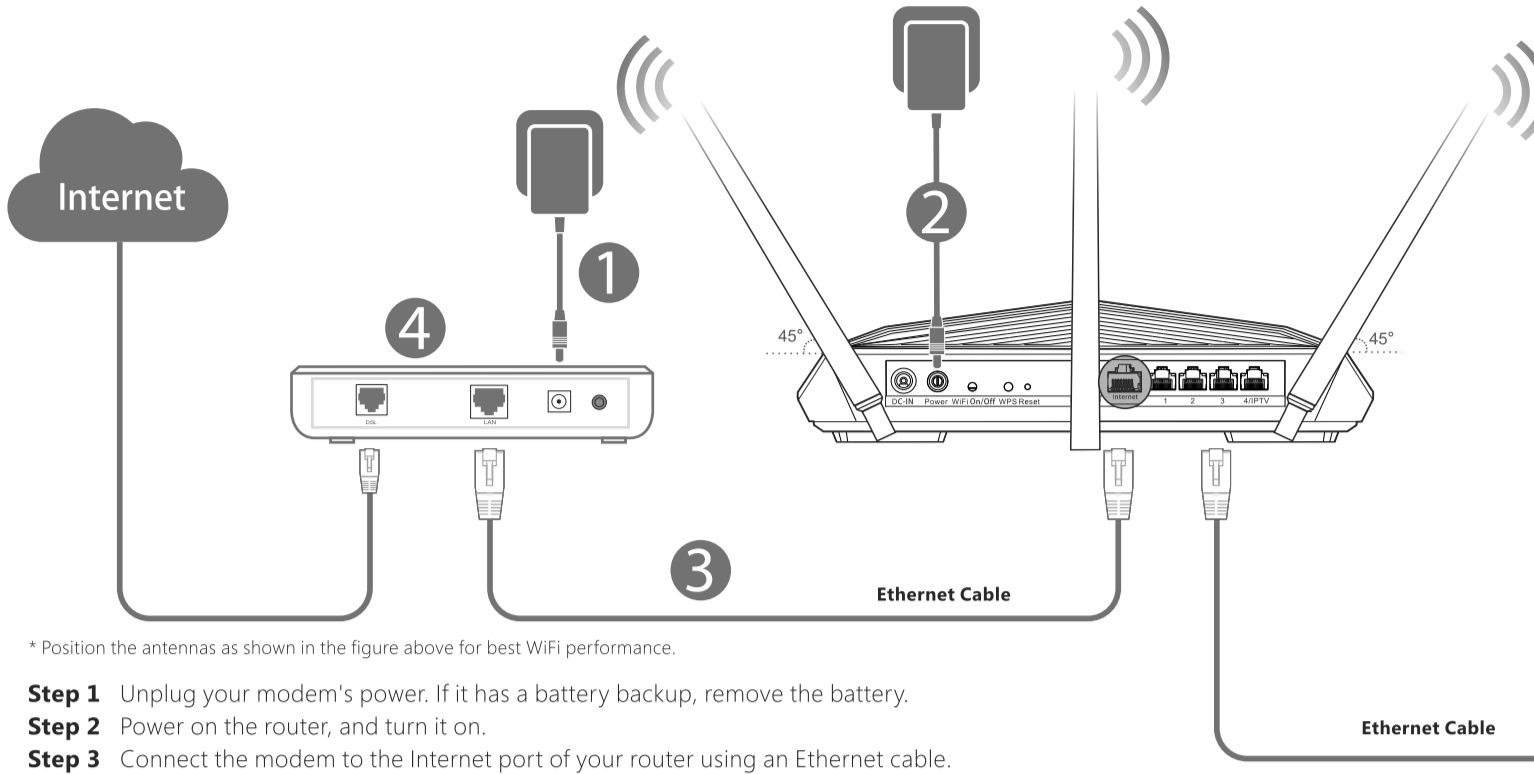
Wireless Router * 1
Power Adapter * 1
Ethernet Cable * 1
Install Guide * 1



Scan to download Tenda App, Available on the Apple App Store and Google Play Store.

If any item is incorrect, missing or damaged, please keep the original package and contact the vendor for replacement immediately.

1 Connect Your Router



* Position the antennas as shown in the figure above for best WiFi performance.

- Step 1** Unplug your modem's power. If it has a battery backup, remove the battery.
- Step 2** Power on the router, and turn it on.
- Step 3** Connect the modem to the Internet port of your router using an Ethernet cable.
- Step 4** Plug in your modem or put the battery back in.
- Step 5** Connect your computer to the router wirelessly, or via an Ethernet cable.

The USB 3.0 interface is on the front panel of the router, and can be used to connect to a USB storage drive, USB printer, etc.

Wireless Connection
Please refer to the label on the front panel for the default SSID and password.

Wired Connection

* Images herein are for reference only. Please refer to the actual product.

2 Access the Internet

Step 1 Open a web browser, type tendawifi.com or **192.168.0.1** in the address bar and press **Enter** on the keyboard.

Tip: If the Quick Setup Wizard page doesn't appear after step 1 above, please refer to the solutions in **FAQ > Q2**.

<http://tendawifi.com>

Step 2 Follow the onscreen instructions in Quick Setup Wizard to complete the Internet settings. Take PPPoE as an example here.

Tips

1. For more settings, type the login password you set in step c, and click Login.
2. If you customize either a new WiFi name or a new password in step c, you need to connect to the router's WiFi again after step d.
3. Note that the WiFi password is used to connect to your wireless network (WiFi) while the login password is for logging in to the Router's User Interface.

Wired Connection:
Connect your computer to the router using the included Ethernet cable.

Wireless Connection:
To connect with WiFi, use the WiFi name and password on the product label which is on the router's front panel. Either WiFi (SSID) or WiFi password is changed, devices are required to connect with WiFi manually once again.

- Tips**
1. If you access the Internet via an Ethernet cable without a modem, follow the steps below:
 - a. Power on the router.
 - b. Insert the Ethernet cable into the router's Internet port directly.
 - c. Connect your computer to the router wirelessly, or via an Ethernet cable.
 2. Your new router has two wireless networks, one for 2.4GHz and one for 5GHz, and the preset info is shown on the router's front/bottom panel.

Appendix 1 Join Your WiFi

iPhone/iPad

Windows 8

LED Indicator	Status	Description
PWR	Solid	The power is ON.
	Off	The power is OFF, or the router malfunctions.
WAN	Solid	The Internet port is well-connected.
	Blinking	Data is being transmitted via the Internet port.
LAN	Off	No Ethernet cable is detected.
	Solid	The LAN port is well-connected.
WPS	Blinking	Fast blinking twice, a new device is connecting to the LAN port.
	Off	No connection is detected on LAN ports.
2.4GHZ	Solid	WPS negotiation is successful. The LED will be solid for 2 minutes, and then be off.
	Blinking	The Router is performing WPS negotiation to a client device.
	Off	WPS is disabled, or negotiation process is failed.
5GHZ	Solid	2.4GHz WiFi is enabled.
	Blinking	The Router is sending or receiving 2.4GHz WiFi data.
	Off	2.4GHz WiFi is disabled.
USB3.0	Solid	5GHz WiFi is enabled.
	Blinking	The Router is sending or receiving 5GHz WiFi data.
	Off	5GHz WiFi is disabled.
SYS	Solid	A USB device is well-connected and ready.
	Blinking	Data is being transmitted.
SYS	Off	No USB device is detected, or USB device is ejected safely.
	Blinking	The router is working properly.

Button/Interface	Description
DC-IN	This interface is used to connect to the included power adapter of the router for power supply.
Power	Power button. Used to turn on/off the router.
WiFi On/Off	Press and then release it to enable/disable WiFi.
WPS	Press and hold it for a second and then release it to enable the WPS feature; please enable the wireless device's WPS feature to establish WPS connection within 2 minutes.
Reset	Use the end of a paper clip or a similar object to press and hold this button for about 8 seconds until all the LEDs light up once and then release it to restore factory settings.
Internet	This port is used to connect to the Internet via an Ethernet cable.
1/2/3	These ports are used to connect to network devices, such as computers, etc.
4/PTV	This port is used for IPTV only when IPTV feature is enabled; otherwise, it serves as a LAN port.

Tips

1. If you have a USB printer, you can download a control software for USB printer from http://down.tendacn.com/uploadFile/AC19/AC19_Print_Control_Software.rar
2. DO NOT remove the USB drive when it is working to avoid data loss or other damages.
3. It is not advisable to connect two or more external hard drives concurrently to the router's USB3.0 port with the help of a USB Hub to avoid possible damages to the router.
4. It is not advisable to charge your mobile phone via the router's USB3.0 port.

Operating Temperature: 0-40°C Operating Humidity: 10-90%RH
Voltage: AC100-240V 50/60Hz

FAQs

- Q1: Where should I place my wireless router for optimum performance?**
A1: To achieve optimum performance, please pay attention to the following key points:
 a. Place it around the central area which your laptops, smart phones and other devices usually surround, and preferably within line of sight to your wireless devices.
 b. Put it on an elevated spot such as a high shelf, keeping the number of walls and ceilings to a minimum between the Router and other clients such as computers and smart phones.
 c. Keep it away from electrical devices that are potential sources of interference, such as ceiling fans, home security systems, or microwaves.
 d. Keep it away from any large metal surfaces, such as a solid metal door or aluminum studs.
 e. Keep it away from other materials such as glass, insulated walls, fish tanks, mirrors, brick, and concrete that may also affect your wireless signal.
- Q2: I cannot log in to the wireless router's User Interface. What should I do?**
A2: a. Verify that your computer is connected to one of the router's LAN ports (1/2/3/4); or your wireless device is connected to the router's WiFi.
 b. Verify that "tendawifi.com" or "192.168.0.1" is correctly entered in the address bar of a web browser.
 c. If your computer is set to a static IP address, change the settings to obtain an IP address automatically.
 d. Clear cache of your browser, or open another web browser.
 e. Press and hold the Reset button for about 8 seconds, and then release it to restore the router to factory settings; then try to log in again.
- Q3: I forget my WiFi password, what should I do?**
A3: a. Log in to the wireless router's User Interface, and you can check it in Wireless Settings > WiFi Name & Password.
 b. Restore the wireless router to factory default settings, and reset the WiFi password.
 Restore Method: Press and hold the Reset button for about 8 seconds and then release it. The default WiFi password is on the label which can be found on the router's front/bottom panel.
- Q4: I cannot access the Internet after completing the configuration according to the instructions. What should I do?**
A4: Please follow the instructions below step by step:
 a. Please check the connection and verify if it is well-connected.
 b. Verify that you select the correct connection type, and the parameters you type for Internet access are right.
 c. Check whether you can access the Internet by connecting to the modem directly (without the router). If not, please double check the configuration of your modem or consult your ISP.

FCC

FCC Statement
 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.
 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 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.
FCC 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.
Radiation Exposure Statement
 This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & 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.

EAC

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