

Quick Installation Guide

AX3000 Dual Band Gigabit Wi-Fi 6 Router

AX12 Pro



Video and More Info

Scan the QR code for installation videos, technical specifications, user guides, Symbols on Products and Materials, and more information.

The product name and model are on the label at the bottom of the device.

Package Contents

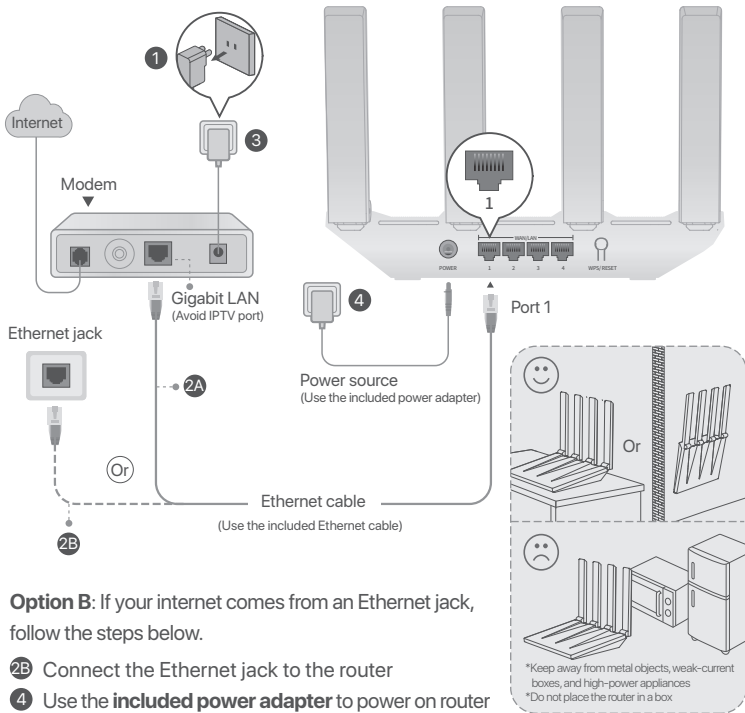
• Wireless router x 1 • Power adapter x 1 • Ethernet cable x 1 • NFC sticker x 1 • Quick installation guide

Set Up the Network

1. Connect the Cables

Option A: If you have a Modem (such as Optical Modem), follow the steps below.

- 1 Power off modem**
 - 2A Connect the **powered-off** modem to the router
 - 3 Power on modem, and wait about 2 minutes for it to start up
 - 4 Use the **included power adapter** to power on router

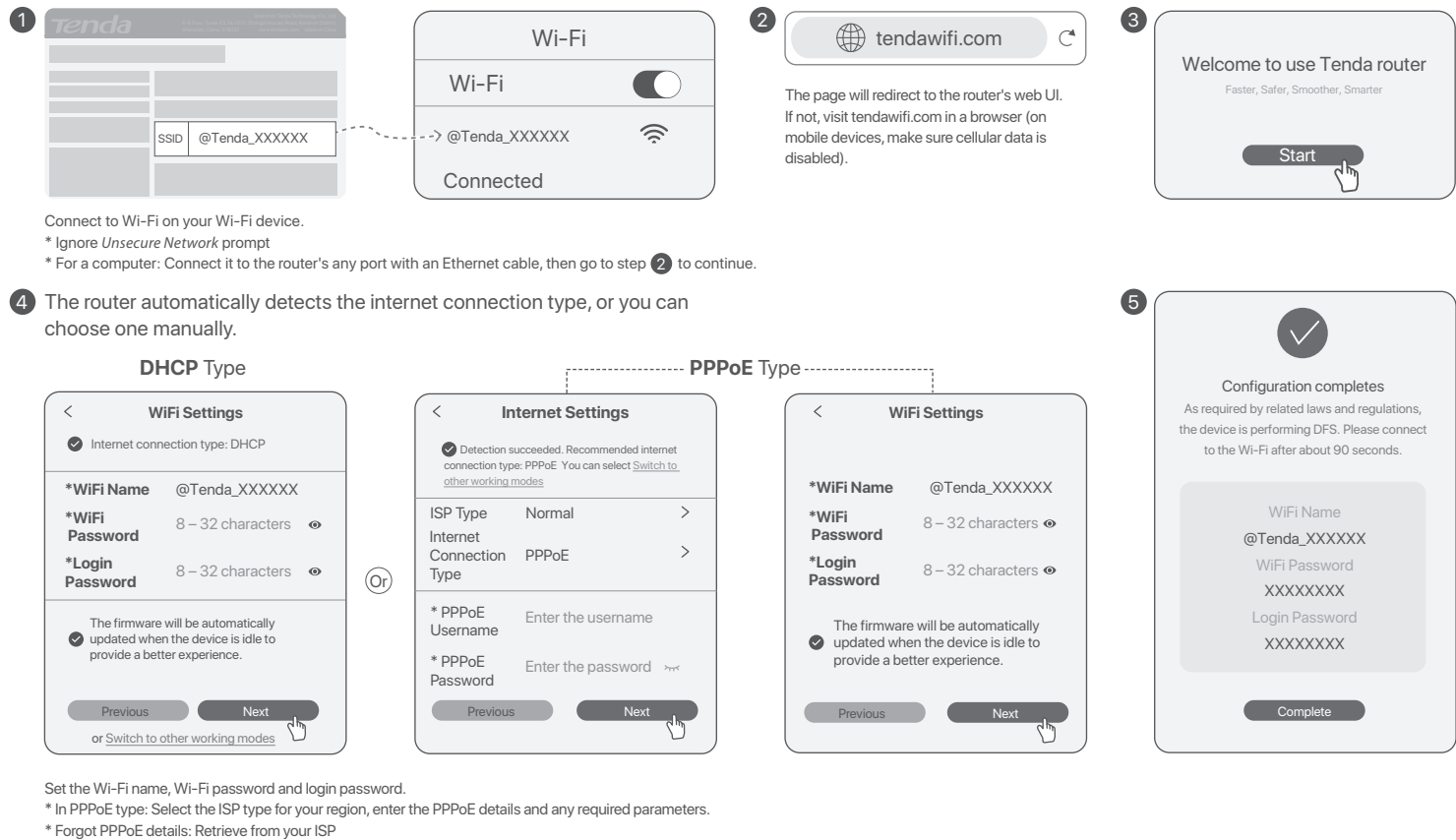


Option B: If your internet comes from an Ethernet jack, follow the steps below.

- 2B** Connect the Ethernet jack to the router
- 4** Use the **included power adapter** to power on router

2. Connect to the Internet

Method 1 (Recommended): Via Web Browser (Mobile/Computer)



Expand Your Wi-Fi Coverage

If you already have an existing router, set the new one as an extender to expand Wi-Fi coverage.

Method 1: Mesh Networking

To expand a network created by a **Tenda WiFi+ Mesh** or **Tenda Mesh Wi-Fi System** router, follow the steps below. Before starting the networking, ensure each new node is at factory defaults.

Option A: Wired Backhaul (Recommended for Best Performance)

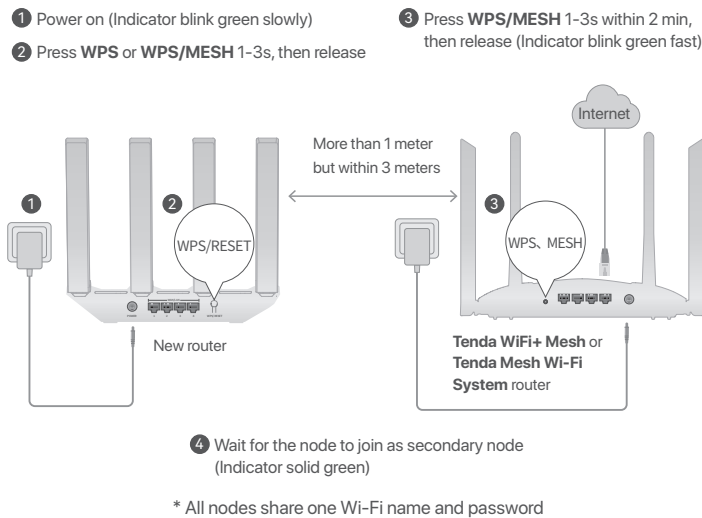
The room where the new router will be placed already has an Ethernet cable installed.

- Power on the new router and wait for its indicator to blink green slowly.
- Use an Ethernet cable to connect the new router's LAN port to the existing router's LAN port.

When the new router's indicator turns solid green, it joins the network as secondary node and uses the same Wi-Fi name and password as the existing router.

Option B: Wireless Backhaul (For Maximum Flexibility)

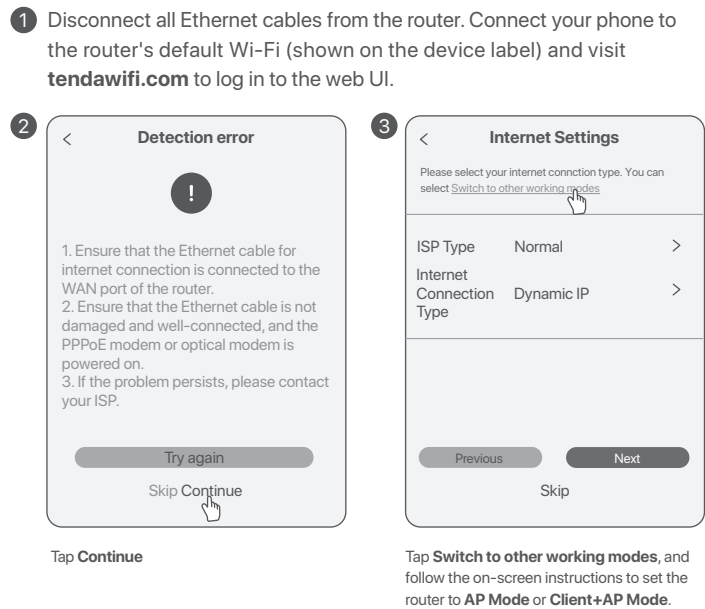
- Start networking.
 - * Do not add multiple nodes at a time.
 - * Ensure the **Tenda WiFi+ Mesh** or **Tenda Mesh Wi-Fi System** router is already online with MESH enabled, as only these routers can be networked.
 - * If networking fails, log in to the **Tenda WiFi+ Mesh** or **Tenda Mesh Wi-Fi System** router's web UI and tap **+** in the node topology on the homepage to add a node.



- Place the new router at the desired Wi-Fi location, keeping it within two walls of the existing router, and power it on. Keep it on a ventilated desktop with unobstructed vents, away from corners, enclosed spaces, weak-current boxes, and high-power appliances.
- Wait until the indicator blinks green slowly and then turns solid green. If it blinks green slowly or turns solid red for over 2 minutes, move the new router closer to the **Tenda WiFi+ Mesh** or **Tenda Mesh Wi-Fi System** router.

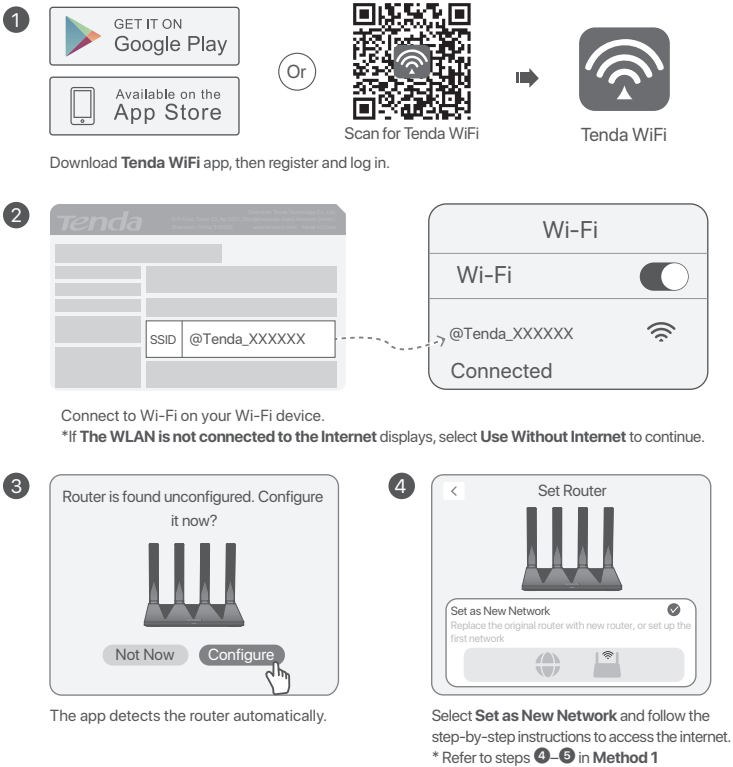
Method 2: Change the Router Working Mode

To set the router to work in AP mode or Client+AP mode:
(Example: Smartphone web browser)



* In AP mode, after setup is completed, connect any Ethernet port of the router to the upstream router's LAN port using an Ethernet cable.

Method 2: Via Tenda WiFi App



To Access the Internet

- The router is connected to the internet when its indicator turns solid green.
- Wi-Fi-enabled devices: Connect to the Wi-Fi using the Wi-Fi name and password you set.
 - Wired devices: Connect to the router's Ethernet port using an Ethernet cable.
 - IoT devices: Connect to the router's IoT Network Wi-Fi. For details, see **Q5** in the **FAQ**.

Indicator

After the router is powered on for about 60 seconds, the system completes startup. Indicator status is shown below.

Indicator scenario			Status	Description
Indicator	Startup		Solid green	The system is starting up.
	Internet connection	Primary node	Solid green	The router is connected to the internet.
			Blinking green slowly	Not configured and the router is not connected to the internet.
			Blinking red slowly	Configured but the router failed to connect to the internet.
			Blinking orange slowly	Configured but not connected to an Ethernet port.
		Secondary node	Solid green	Networking succeeds. Good connection quality.
			Solid orange	Networking succeeds. Fair connection quality.
			Solid red	Networking succeeds. Poor connection quality.
			Blinking green slowly	Waiting to connect to another node, or mesh networking failed.
			Blinking red slowly	Configured but the router failed to connect to the internet.
		WPS, MESH		Blinking green quickly
	Ethernet cable connection		Blinking green quickly for 3 seconds	A device is connected to or disconnected from the router's Ethernet port.
	Resetting		Blinking red quickly	Restoring to factory settings.

Jack, Ports and Buttons

Jack/Port/ Button	Description
 POWER	Power jack.
 1	WAN port. Connect optical Modem, DSL Modem, cable Modem, or broadband Ethernet port.
 2 3 4	LAN port. Connect to such devices as computers, switches and game consoles.
 WPS/RESET	WPS/Mesh and reset button. WPS/Mesh: - WPS: Connect to the router's Wi-Fi without entering the Wi-Fi password. - Mesh: Extend your network with another device that supports the Mesh function. Method: - Press the button for 1-3 seconds until the indicator blinks green fast. - Within 2 minutes, enable WPS or MESH on your device to connect the router. Reset: Reset method: After startup, hold down the reset button for about 8 seconds, and immediately release it when the indicator blinks red fast. Reset is successful when the indicator turns solid green and then blinks slowly.

FAQ

Q1: Unable to access the router
A1:
When using the web UI, visit <http://tendawifi.com> or <http://192.168.0.1> in the address bar (not the search bar).
For Wi-Fi-enabled device, such as a smartphone, ensure that:

- your smartphone is connected to the router's Wi-Fi.
 - For the first login, connect the Wi-Fi name (@Tenda_XXXXX) on the device label. XXXXX is the last six digits of the MAC address on the label.
 - When logging in again after settings, use the changed Wi-Fi name and password to connect to the Wi-Fi.
- the phone's cellular data is disabled.

For wired devices, such as a computer, ensure that:

- it is connected to the router's LAN port properly using an Ethernet cable.
- it is set to obtain an IP address and DNS server address automatically.

When using the **Tenda WiFi** app:

- Ensure your smartphone is connected to the router's Wi-Fi.
- Ensure the app has network permission: go to **Settings** > **Tenda WiFi** to enable it.

If the issue persists, reset the router and try again.

Q2: Unable to access the internet via mobile phone or computer after the router setup
A2: If the router indicator is slow red blinking, try the following solutions:

- Ensure that the broadband network status is normal.
- Ensure that the Ethernet 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, ensure that the internet connection method and internet parameters are correct.
- Disable WAN/LAN auto-negotiation function (via browser or app), and reboot the router.
- For router replacement: Clone MAC address from existing router's WAN port to new router.

If the router indicator shows solid green but no internet, log in to the web UI of the router, go to **Advanced Settings** under **Internet Settings**, and modify DNS to 8.8.8.8.
If you can access the internet by connecting to the router Wi-Fi, but the computer connected to the router via an Ethernet cable cannot access the internet:

- your computer is connected to the router's Ethernet port properly.
- your computer is set to obtain an IP address and DNS server address automatically.

Q3: Unable to use a new router to expand your network
A3:

- Ensure the existing router is **Tenda WiFi+ Mesh** or **Tenda Mesh Wi-Fi System** router.
- Ensure the new router is at factory defaults.
- If using Ethernet connections, connect the new router to the Ethernet jack closer to the existing router.
- If using wireless connections, relocate the new router and ensure its indicator stays solid green.

If the issue persists, reset the router and try again.

Q4: Unable to find the router's Wi-Fi after connecting it to the upstream router via Ethernet cable
A4: The router may have already networked with the upstream router. Refer to the following instructions to create a separate network for the router.

- Ensure the router is powered on using the included power adapter.
- Disconnect the Ethernet cable from the upstream router, then reset your router to factory settings.
- Enter its web UI, skip the internet connection detection, and complete the setup wizard.
- Connect the router's port 1 to the upstream router's LAN port using an Ethernet cable.

Q5: Some computer or IoT devices unable to detect or connect to the router's Wi-Fi
A5:

- IoT devices (such as older phones, cameras and TVs):
Because of outdated drivers. In this case, you can enable the router's IoT Network to create a dedicated Wi-Fi.
Method: Log in to the router's web UI or run the **Tenda WiFi** App, go to **More** (or **Settings**) > **IoT Network**, and enable it. Then connect the IoT device to this Wi-Fi.
- Computer: First update the wireless network adapter driver (download it from the adapter's official website, or use tools like Driver Genius to detect and update it online). Then connect your computer to the router's **IoT Network** Wi-Fi.

Q6: Unable to receive good internet speed at a certain location
A6:

- Optimize router placement: Wi-Fi signals can be blocked by load-bearing walls or metal objects and may be interfered with by high-power appliances such as microwaves and induction cookers. Refer to the **Connect the Cables** section for placement tips.
- Adjust channels & bandwidth: Log in to the router's web UI, go to **More** > **Channel & Bandwidth** (Example: Smartphone), select channels with less interference, set 2.4 GHz to 40 MHz and 5 GHz to 160 MHz.
- Extend coverage: Add a **Tenda Wi-Fi Extender** or **Tenda WiFi+ Mesh** or **Tenda Mesh Wi-Fi System** router.

Q7: How to use an NFC sticker to connect to Wi-Fi?
A7: After you've joined the router's Wi-Fi and enabled NFC:

- On your **Tenda WiFi** app, go to the NFC page.
- Write Wi-Fi information to your NFC sticker as instructed.
- Place the NFC sticker on the back of the device, typically near the camera.
- Confirm connection when you get prompted.

* iOS does not provide permissions needed to connect to Wi-Fi through an NFC sticker.
* Put the NFC sticker at visible locations to provide Wi-Fi access. It can be rewritten if the Wi-Fi information changes.



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 equipment should be installed and operated with a minimum distance 20cm 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 (Router) 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

English: Operating Frequency/Max Output Power Polski: Częstotliwość pracy / Maksymalna moc wyjściowa Deutsch: Betriebsfrequenz/Max. Ausgangsleistung Русский: Рабочая частота/макс. выходная мощность Français: Fréquence de fonctionnement/Puissance de sortie maximale Nederlands: Bedrijfsfrequentie/Maximaal uitgangsvermogen Čeština: Provozní frekvence/maximální výstupní výkon Română: Frecvența de funcționare/Puterea maximă de ieșire Português: Frequência de Funcionamento/Potência Máxima de Saída Svenska: Driftsfrekvens / Max Uteffekt Slovenčina: Prevádzková frekvencia/maximálny výstupný výkon عربي: تردد التشغيل / الحد الأقصى لطاقة الإخراج	Ελληνικά: Συχνότητα Λειτουργίας/Μέγιστη Ισχύς Εξόδου Magyar: Működési frekvencia/Maximális kimeneti teljesítmény Italiano: Frequenza operativa/Potenza di uscita massima Български: Работна честота/максимална изходна мощност Español: Frecuencia operativa/Potencia de salida máxima Eesti: Toosagedus/Max väljundvõimsus Dansk: Driftsfrekvens/Maks. Udgangseffekt Suomi: Toimintataajuus/maksimilähtöteho Hrvatski: Radna frekvencija/Maksimalna izlazna snaga Latviešu: Operējošās frekvences/ Maksimālā jauda Lietuvių: Darbinis dažnis / maksimali išėjimo galia Slovenščina: Delovna frekvenca/Največja izhodna moč Türkçe: Çalışma Frekansı/Maks. Çıkış Gücü
2412MHz-2472MHz/20dBm 5150MHz-5350MHz (indoor use only)/23dBm	


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.

	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)

	UK
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English-Attention: In EU member states, EFTA countries, Northern Ireland and Great Britain, the operation in the frequency range 5150MHz-5350MHz is only permitted indoors.
Deutsch-Achtung: In den EU-Mitgliedsstaaten, den EFTA-Ländern, Nordirland und Großbritannien ist der Betrieb im Frequenzbereich 5150MHz-5350MHz nur in Innenräumen erlaubt.
Italiano-Attenzione: Negli Stati membri dell'UE, nei Paesi EFTA, nell'Irlanda del Nord e in Gran Bretagna, il funzionamento nella gamma di frequenze 5150MHz-5350MHz è consentito solo in ambienti chiusi.
Español-Atención: En los estados miembros de la UE, los países de la AELC, Irlanda del Norte y Gran Bretaña, el rango de frecuencia operativa de 5150MHz-5350MHz solo está permitido en interiores.
Português-Atenção: Nos estados membros da UE, países da EFTA, Irlanda do Norte e Grã-Bretanha, o funcionamento na gama de frequências 5150MHz-5350MHz só é permitido no interior.
Français-Attention: Dans les États membres de l'UE, les pays de l'AELE, l'Irlande du Nord et la Grande-Bretagne, l'utilisation dans la gamme de fréquences 5150MHz-5350MHz n'est autorisée qu'en intérieur.
Nederlands-Aandacht: In de EU-lidstaten, de EVA-landen, Noord-Ierland en Groot-Brittannië is gebruik in het 5150MHz-5350MHz frequentiebereik alleen binnenshuis toegestaan.
Svenska-Uppmärksamhet: I EU medlemsstater, EFTA - länderna, Nordirland och Storbritannien är det endast tillåtet att använda frekvensområdet 5150MHz-5350MHz inomhus.
Dansk-Bemærk: I EU-medlemslandene, EFTA-landene, Nordirland og Storbritannien er drift i frekvensområdet 5150MHz-5350MHz kun tilladt indendørs.
Suomi-Huom: EU-maissa, EFTA-maissa sekä Isossa-Britanniassa ja Pohjois-Irannissa taajuusalueita 5150MHz-5350MHz on sallittua käyttää ainoastaan sisätiloissa.
Magyar-Figyelem: Az EU-tagállamokban, az EFTA-országokban, Észak-írországbán és Nagy-Britanniában az 5150MHz-5350MHz-es frekvenciatartományban való működtetés csak beltérben engedélyezett.
Polski-Uwaga: W państwach członkowskich UE, krajach Europejskiego Stowarzyszenia Wolnego Handlu (EFTA), Irlandii Północnej i Wielkiej Brytanii praca w zakresie częstotliwości 5150MHz-5350MHz jest dozwolona tylko w pomieszczeniach.
Čeština-Pozor: V členských státech EU, zemích ESVO, Severním Irsku a Velké Británii je provoz ve frekvenčním rozsahu 5150MHz-5350MHz povolen pouze v interiéru.
Ελληνικά-Προσοχή: Στα κράτη μέλη της ΕΕ, στις χώρες της ΕΖΕΣ, στη Βόρεια Ιρλανδία και στη Μεγάλη Βρετανία, η λειτουργία στην περιοχή συχνοτήτων 5150MHz-5350MHz επιτρέπεται μόνο σε εσωτερικούς χώρους.
Română-Atentie: În statele membre UE, țările EFTA, Irlanda de Nord și Marea Britanie, operarea în intervalul de frecvență 5150MHz-5350MHz este permisă numai în interior.

Български-Внимание: В страните-членки на ЕС, страните от ЕАСТ, Северна Ирландия и Великобритания, работата в честотния диапазон 5150MHz-5350MHz е разрешена само на закрито.
Eesti-Tähelepanu: EL-õ liikmesriikides, EFTA riikides, Põhja-Iirimaa ja Suurbritannias on sagedusvahemikus 5150MHz-5350MHz kasutamise lubatud ainult siseruumides.
Slovenščina-Pozor: V državah članicah EU, državah EFTA, Severni Irski in Veliki Britaniji je delovanje v frekvenčnem območju 5150MHz-5350MHz dovoljeno samo v zaprtih prostorih.
Slovenčina-Pozor: V členských štátoch EÚ, krajinách EFTA, Severnom Írsku a Veľkej Británii je prevádzka vo frekvenčnom pásme 5150MHz-5350MHz povolená len v interiéri.
Hrvatski-Pozornost: U državama članicama EU, zemljama EFTA-e, Sjevernoj Irskoj i Velikoj Britaniji, rad u frekvencijskom rasponu od 5150MHz-5350MHz dopušten je samo u zatvorenom prostoru.
Latviešu-Uzmanību: ES valstīs, EBTA valstīs, Ziemeļrietnā un Lielbritānijā, operēšana iekšējā telpā ir atļauta tikai 5150MHz-5350MHz diapazonā.
Lietuvių-Dėmesio: ES valstybėse narėse, ELPA šalyse, Šiaurės Airijoje ir Didžiojoje Britanijoje 5150MHz-5350MHz dažnių diapazone leidžiama veikti tik patalpose.
İslenka-Athugið: Í aðildarríkum ESB, EFTA-löndum, Norður-Írlandi og Bretlandi er rekstur á tíðnisviðinu 5150MHz-5350MHz aðeins leyfður innandyri.
Norsk-OBS: I EUs medlemsland, EFTA-land, Nord-Irland og Storbritannia er drift i frekvensområdet 5150MHz-5350MHz kun tillatt innendørs.



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.
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.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Caution:
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.
Operating frequency: 2412-2462 MHz, 5150-5350 MHz, 5725-5825 MHz
The device is for indoor usage only.
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.

Safety Precautions
Before operating, read and follow these precautions to prevent accidents.
- For initial setup or after a reset, set new login and Wi-Fi passwords as prompted by the user interface (longer passwords provide stronger security).
- For desktop mounting, the device must be horizontally mounted for safe use.
- For wall mounting, the device is only suitable for mounting at heights ≤ 2 m. Wall-mounting materials are self-prepared (2 screws and 2 plastic anchors). Recommended specifications: [Screws] Thread diameter: 3 mm; Length: 14 mm; Head diameter: 5.2 mm. [Plastic anchors] Inner diameter: 2.4 mm; Length: 26.4 mm.
- Do not use the device in a place where wireless devices are not allowed.
- Use the included power adapter.
- The mains plug is used as the disconnect device, and shall remain readily operable.
- The power socket shall be installed near the device and easily accessible.
- Device operating temperature: 0°C – 40°C (32°F – 104°F). Power adapter operating temperature: -5°C – 40°C (23°F – 104°F).
- Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
- Keep this device out of reach of children to prevent children from using it as a toy and causing personal injury.
- Unplug this device and disconnect all cables during lightning storms or when the device is unused for long periods.
- Do not use the power adapter if its plug or cord is damaged.
- 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.
For the latest safety precautions, see **Safety and Regulatory Information** on www.tendacn.com.

ISED Canada Compliance Statement

CAN ICES-3 (B) /NMB-3 (B)
Canadian Compliance Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.
L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
(1) L'appareil ne doit pas produire de brouillage;
(2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
Tous les changements ou modifications non expressément approuvée par le responsable de la conformité pourrait vider l'utilisateur est habilité à exploiter l'équipemen.

ISED Radiation Exposure Statement:
The equipment complies with ISED RF radiation exposure limits set forth for an uncontrolled environment.
Cet appareil est conforme aux limites d'exposition de rayonnement RF ISED établies pour un environnement non contrôlé.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.
Cet émetteur ne doit pas être co-implanté ou fonctionner en onjunction avec toute antenne ou transmetteur. La distance entre le radiateur et le corps doit être d'au moins 20 cm lors de l'installation et du fonctionnement de l'appareil.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.
le dispositif utilisé dans la bande 5150–5250 MHz est réservé à une utilisation en intérieur afin de réduire le risque de brouillage préjudiciable aux systèmes mobiles par satellite dans le même canal.

Technical Support

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