Quick Installation Guide

AC2100 Dual Band WiFi Range Extender
A21

Package contents

• WiFi range extender x 1 • Quick installation guide x 1 • GPL x 1

For product or function details, please go to www.tendacn.com to download the user guide.

LED description

LED indicator	Status	Description
Signal (It indicates the connection quality between the extender and the router)	Solid blue	Best connection.
	Solid red	Poor connection.
	Off	No connection.
WPS	Solid on for 2 minutes	A WPS connection is established with a router.
	Blinking	A WPS connection is being established.
	Off	No WPS connection is being established.
PWR	Solid on	The extender is powered on properly.
	Blinking	The extender is starting up.
	Off	The extender is not powered on.

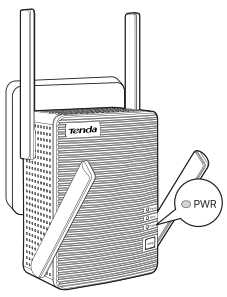
Buttons and ports

Button/Port	Description
WPS	Press it to establish a WPS connection with a router.
RESET	When the **PWR** LED indicator of the extender is solid on, hold the **RESET** button with a sharp object for about 8 seconds, and release the button when the **PWR** LED indicator blinks. The extender will be reset.
	10/100/1000 Mbps LAN port. - In Repeater mode, it is used to connect to a computer or an IPTV set-top box. - In AP mode, it is used to connect to a router to convert a wired network into wireless network(s).

Method 1:
Extend existing WiFi network on the web UI

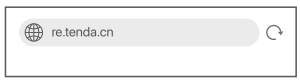
① Power on the extender

Plug the extender into a power outlet near the router in the same room.
Wait until the **PWR** LED indicator turns solid on.

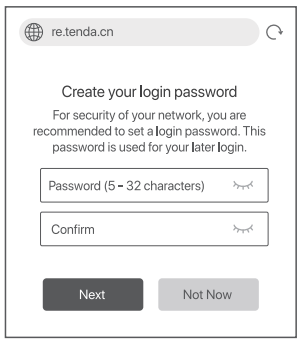


② Extend your WiFi network

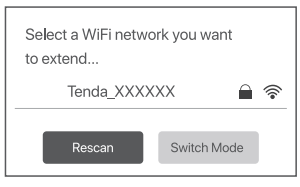
1. Connect your WiFi device, such as a smartphone, to the extender's network **Tenda_EXT**. Ensure that the mobile data of your smartphone is disabled.
2. After connecting to the extender's network, you will be directed to the quick setup page. If not, start a web browser, and access **re.tenda.cn** in the address bar.



3. Create a login password and click **Next**.

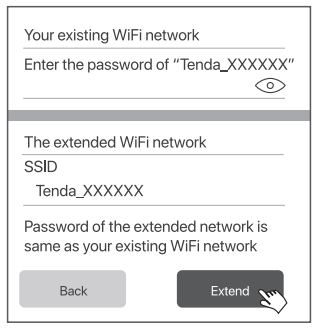


4. Select the WiFi network (SSID) you want to extend.



Tips
If the network to be extended does not appear in the scanned list, refer to **Q3** in **FAQ**.

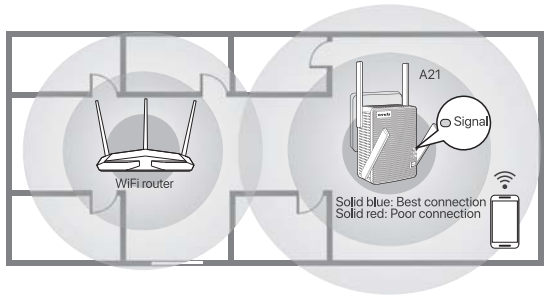
5. Enter the password of the selected WiFi network and set an SSID for the extended WiFi network. Click **Extend**.



Wait until the **Extended successfully** page appears.

③ Relocate the extender

1. For better performance, plug the extender into an outlet halfway between the router and the WiFi dead zone.
   The location you choose must be within the coverage of the router's WiFi network.
2. Wait until the **Signal** LED indicator turns solid blue. If not, relocate the extender closer to the router.



④ Access the internet

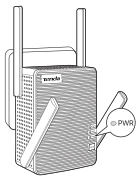
- WiFi devices: Connect to the extender's WiFi network.
  SSID: The SSID you set.
  Password: The same as your router's WiFi network.
- Wired devices: Connect to the LAN port of the extender using an Ethernet cable.

Method 2:
Extend existing WiFi network using WPS button

You can use Method 2 if your router has a WPS button. The WPS button may be indicated by , WPS, or .

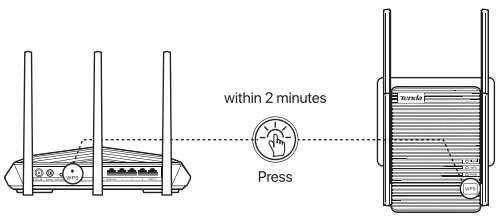
① Power on the extender

Plug the extender into a power outlet near the router in the same room.
Wait until the **PWR** LED indicator turns solid on.



② Extend your WiFi network

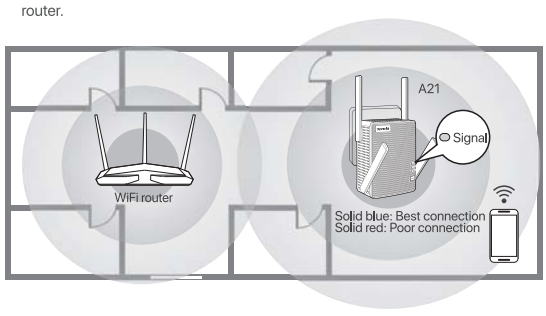
1. Press the **WPS** button on the router. Within 2 minutes, press the WPS button on the extender. The **WPS** LED indicator of the extender blinks as the extending begins.



2. Wait until the **Signal** LED indicator on the extender turns solid on. If not, try extending through **Method 1**.

③ Relocate the extender

1. For better performance, plug the extender into an outlet halfway between the router and the WiFi dead zone.
   The location you choose must be within the coverage of the router's WiFi network.
2. Wait until the **Signal** LED indicator turns solid blue. If not, relocate the extender closer to the router.



④ Access the internet

- WiFi devices: Connect to the extender's WiFi network.
  SSID: The same as your router's WiFi network.
  Password: The same as your router's WiFi network.

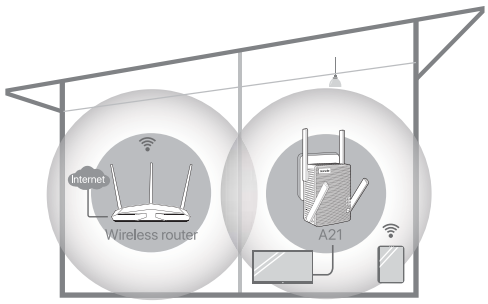
Tips
If your router has both 2.4 GHz and 5 GHz WiFi networks, the extender extends the 5 GHz WiFi network preferentially. When failing to extend the 5 GHz WiFi network, the extender will extend the 2.4 GHz WiFi network.

- Wired devices: Connect to the LAN port of the extender using an Ethernet cable.

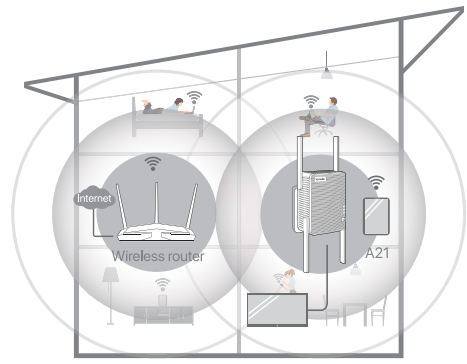
How to place the antennas

Note: Please follow the advice and try not to block the ventilation holes on both sides with the antennas, which would affect the normal use of the product.

- If the extender is located in a single-storey building, the upper antennas should point upwards, and the lower antennas should be tilted upwards.



- If the extender is located in a multi-storey building, the upper antennas should point upwards, and the lower antennas should point downwards.



FAQ

Q1: I cannot log in to the web UI of my extender by visiting re.tenda.cn. What should I do?

A1: **Before extending the network:**

- For wireless connections, verify that your WiFi devices have connected to the extender's WiFi network **Tenda_EXT**, and the **Mobile Data** (if any) function is disabled.
- For wired connections, verify that your computer has been configured to **Obtain an IP address automatically and Obtain DNS server address automatically.**

If the problem persists, reset the extender.

After extending the network:

- Verify that you have entered **re.tenda.cn** in the address bar rather than the search bar.
- For wireless connections, disable and enable your phone's WLAN, and connect to the extended SSID near the extender. Then try again.
- For wired connections, use an Ethernet cable to connect your computer to the extender and visit **re.tenda.cn**

Q2: How to reset my extender?

A2: When the **PWR** LED indicator of the extender is solid on, hold the **RESET** button with a sharp object for about 8 seconds. Release the button when the PWR LED indicator blinks. The extender will be reset.

Q3 My extender cannot find the WiFi network of my router. What should I do?

A3: Try the following solutions:

- Verify that your router's network is enabled and can be detected by WiFi devices.
- Change the channel of your router and try again.
- Change the encryption type of your router to **WPA-PSK** or **WPA2-PSK** and try again.

Q4: The Signal LED indicator does not light solid blue. What should I do?

A3: Move the extender closer to the router and observe the status of the Signal LED indicator along the way until the indicator turns solid blue.

Q5: My WiFi devices fail to access the internet after connecting to the extended network. What should I do?

A5: Try the following solutions:

- Verify that your router has connected to the internet properly.
- Verify that the **Signal** LED indicator of your extender lights solid blue. If not, refer to **Q4**.
- Verify that your WiFi devices connect to the correct WiFi network.
- Try disconnecting and reconnecting your devices.

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 A21 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)

EIRP Power (Max.):
2.4 GHz: 19.67dBm
5 GHz: 22.21dBm
Software Version: V1.0.0.0_multi

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.

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

For PLUGGABLE EQUIPMENT, the socket-outlet shall be installed near the equipment and shall be easily accessible.

IC RSS warning
Industry Canada(RSS-Gen Issue 4)

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.

les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:
(1) This device may not cause interference; and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie 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'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC Radiation Exposure Statement:
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 20 centimeters between the device and your body.

Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

Le dispositif rencontre l'exemption des limites courantes d'évaluation dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

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.

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

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
E-mail: support@tenda.com.cn