Tenda

Quick Installation Guide

2.5G Cloud Managed VPN Router
G200/G300-F/G500-F

Package Contents

- Router x 1
- Rubber feet pad x 4
- Ethernet cable x 1
- Power cord x 1
- L-shaped bracket x 2
- Screw (thread diameter: 3 mm, length: 8 mm, head diameter: 6 mm) x 8
- Quick installation guide

G300-F is used for illustration here unless otherwise specified. The actual product prevails.

1. Install the Router

Tips
- Keep the environment well ventilated, and leave about 10 cm of cooling space around the router.
- Do not place heavy objects on the router.
- For rack mounting, the vertical distance between devices must be ≥ 1.5 cm.

Preparation

Desktop mounting: ESD bracelet or gloves
Rack mounting: ESD bracelet or gloves, screwdriver, 4 screws

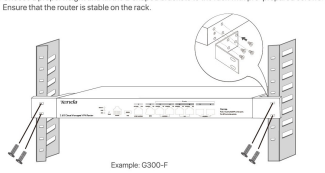
Desktop Mounting

Paste the four rubber feet pads to the four recesses on the bottom of the router. Horizontally place the router right-side up on a big enough, clean, stable and flat desktop.

Example: G300-F

Rack Mounting to a Standard 19-Inch Rack

1. Ensure that the rack is stable, level and properly grounded.
2. Fix the two L-shaped brackets to both sides of the router with the included screws.
3. Choose a proper height and fix the L-shaped brackets to the rack with pre-prepared screws. Ensure that the router is stable on the rack.

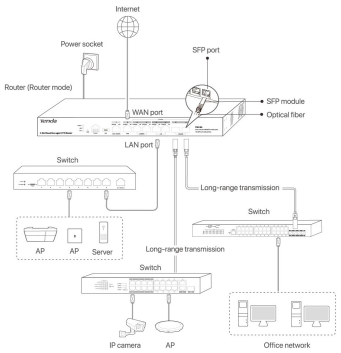

Example: G300-F

2.Typical Network Topology

The router supports router mode and pure AC mode. Please refer to the actual conditions, and connect the router and other network devices according to the following topology.

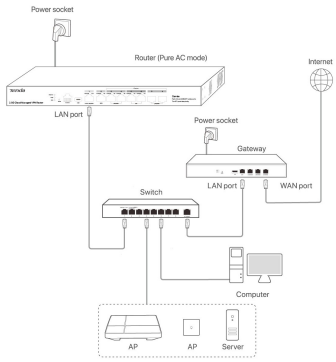
Tips
Use the included power cord to power the router.

Router Mode



Example: G300-F

Pure AC Mode



Example: G300-F

3. Configure the Router

This configuration method applies when you want to set the router to Router mode. For details about Pure AC mode, see the user guide.

1. Connect clients to the router.
– **Method 1**: Connect wireless devices such as smartphones to the Wi-Fi of the AP that provides wireless connections to the router.
• Tenda APs managed by the router: The default Wi-Fi name is **Tenda_********* (******* is the last six digits of the MAC address on the label of the router).
• Tenda APs not managed by the router or other brand APs: The Wi-Fi name is the original Wi-Fi of the AP.
– **Method 2**: Connect the management computer to the LAN port of the router or a switch (connected to the LAN port of the router) using an Ethernet cable.

2. Start a browser and enter **tendawifi.com** or **192.168.0.252** in the address bar to log in to the web UI of the router.

Tips
If you cannot log in to the web UI of the router, see **Q1** in **FAQ**.

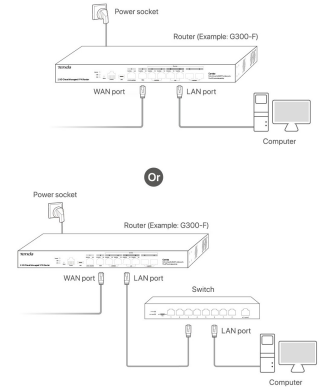
3. Follow the setup wizard to configure the router.

Tips
Choose the connection type based on the actual networking mode. If you are not sure, see **Q4** in **FAQ** or contact your ISP for help.

4. Access the Internet

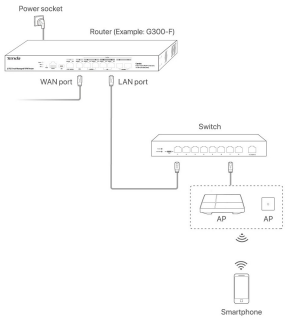
Wired devices:

Connect wired devices such as computers to a LAN port of the router or a switch (connected to the LAN port of the router) using an Ethernet cable.



Wireless devices:

– The router has managed Tenda APs. Connect wireless devices such as smartphones to the Wi-Fi network using the SSID you set. If you have not set one, the Wi-Fi network only has a default Wi-Fi name **Tenda_********* (******* is the last six digits of the MAC address on the label of the router).
– The router has not managed Tenda APs or it has connected to other brand APs: Connect wireless devices such as smartphones to the original Wi-Fi of the AP to access the internet.



5. Manage the Router on CloudFi App or CloudFi Cloud

To manage the router using Tenda CloudFi App or Tenda CloudFi Cloud, add the device to your project first. You can choose between the following methods.

Tips
- Ensure that the network where the router is placed is connected.
- Tenda CloudFi APP is interoperable with Tenda CloudFi Cloud, so a project created on the Tenda CloudFi App can also be found and managed on Tenda CloudFi Cloud.
- Adding the router with QR code is not supported.
- For more details, see help document in **Help Center** of Tenda CloudFi App or Tenda CloudFi Cloud.

Method 1: Add the router in LAN

1. Download the Tenda CloudFi App to your mobile device by scanning the QR code or searching for **Tenda CloudFi** in **Google Play** or **App Store**.

Or Download on the App Store / GET IT ON Google Play

2. Connect your mobile device to the Wi-Fi network of the AP that provides wireless connections to the router.
3. Open your Tenda CloudFi App, and tap the project (or create one if no projects exist) to which you want to add the router.
4. Tap the pop-up window that shows the router is detected, and add the router to the project.

Tips
If the pop-up window does not appear, tap ⊕ and follow the instructions on your screen.

Method 2: Add the router with Unique Cloud Code

1. Get the **Unique Cloud Code** from the Tenda CloudFi App or Tenda CloudFi Cloud web UI.
2. Log in to the web UI of the router, enable cloud maintenance and paste the **Unique Cloud Code**.
3. Add the router to the project through **Device-joining Alert** on the Tenda CloudFi App or Tenda CloudFi Cloud web UI.

Indicators, Buttons and Ports

Example: G300-F

The indicators, buttons and ports may vary across different models.

Indicator	Description
Internet	**Solid on**: The router is connected to the internet.
	Off: No internet connection is established.
USB	**Solid on**: A USB device is connected to the router.
	Blinking: Data is read from or written to the USB device connected to the router.
	Off: A USB device is disconnected from the USB port.
SYS	**Solid on**: The router is starting up.
	Blinking: The router is working properly.
	Off: The router is not started.
Left indicator for 2.5GE port	**Solid yellow**: The port negotiates at 100/1000 Mbps.
	Blinking yellow: Data is being transmitted over the port.
	Off: No device is connected to the port.
Right indicator for 2.5GE port	**Solid green**: The port negotiates at 2.5 Gbps.
	Blinking green: Data is being transmitted over the port.
	Off: No device is connected to the port.
Left indicator for 1GE port	**Solid yellow**: The port negotiates at 10/100 Mbps.
	Blinking yellow: Data is being transmitted over the port.
	Off: No device is connected to the port.
Right indicator for 1GE port	**Solid green**: The port negotiates at 1 Gbps.
	Blinking green: Data is being transmitted over the port.
	Off: No device is connected to the port.
Indicator for SFP port	**Solid on**: The port is connected properly.
	Blinking: Data is being transmitted over the port.
	Off: No device is connected to the port.

Port/Button		Description
Reset		Used to reset the router to factory settings. To learn how to reset the router, see **Q3** in **FAQ**.
Console		When you need technical support and maintenance, connect this port to the RS232 serial port of the computer using a console cable.
USB		Used to connect USB devices such as USB flash disk and mobile hard disk.
RJ45 port	2.5GE LAN/WAN	100/1000/2500 Mbps auto-adaptive LAN port (default) or WAN port. The port type can be modified on the web UI of the router.
	WAN	10/100/1000 Mbps auto-adaptive WAN port. Used to connect to an optical modem, DSL modem, cable modem or Ethernet jack.
	LAN/WAN	10/100/1000 Mbps auto-adaptive LAN port (default) or WAN port. The port type can be modified on the web UI of the router.
	LAN	10/100/1000 Mbps auto-adaptive LAN port. Used to connect to computers, switches, APs or cameras.
SFP port	1 LAN/WAN	RJ45/SFP combo port. The port type is the same as the RJ45 port with the same number. – If the RJ45 port with the same number is used after the connection of SFP port, the SFP port takes priority. – If the SFP port with the same number is used within 30 seconds after the connection of RJ45 port, the SFP port takes priority. Otherwise, the RJ45 port takes priority.
	LAN	
AC-IN		Use the included power cord to supply power to the router.

FAQ

Q1: I cannot log in to the web UI of the router. What should I do?
A1: Try the following solutions:
- If you are using a wireless device, such as a smartphone, ensure that:
  – It connects to the WiFi of the AP (connected to the router).
  – The cellular network (mobile data) of the device is disabled.
- If you are using a wired device, such as a computer:
  – Ensure that you have entered **tendawifi.com** or **192.168.0.252** in the browser address bar (not the search bar).
  – Ensure that the computer is connected to a LAN port of the router properly using an Ethernet cable, and the corresponding port indicator is on.
  – Ensure that the computer is set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
  – Clear the cache of your web browser or replace the web browser, and try again.

If the problem persists, refer to **Q3** to reset the router and try again.

Q2: Wireless devices such as smartphones cannot search the Wi-Fi of the AP. What should I do?
A2: Try the following solutions:
- Ensure that the WLAN of wireless devices such as smartphones is normal.
- Ensure that the AP is managed by the router. If yes, the Wi-Fi name is the SSID you set or **Tenda_********* (******* is the last six digits of the MAC address on the label of the router). If not, the Wi-Fi name of the AP is the original SSID of the AP.
  The method to confirm whether the AP is managed by the router: Log in to the web UI of the router and navigate to **AP > AP List and Maintenance**. If the AP is in the AP list, it is managed by the router. Otherwise, it is not managed.
- Connect the computer to a LAN port of the router with an Ethernet cable. Then log in to the web UI of the router, navigate to **AP > Wi-Fi Settings > Wi-Fi Names**, and ensure that:
  – Wi-Fi is enabled.
  – **Hide SSID** is disabled.

Q3: How to reset the router?
A3: When the **SYS** indicator blinks, hold down the reset button (**Reset**) with a needle-like object for about 8 seconds, and then release it when all indicators blink again. When the **SYS** indicator blinks again, the router is reset successfully.

Q4: I cannot access the internet after the configuration. What should I do?
A4: Try the following solutions:
- Ensure that the WAN port of the router is connected to a modem or Ethernet jack properly, and the corresponding port indicator is on.
- Log in to the web UI of the router and navigate to **Network > Internet Settings**. Ensure that the **Connection Type** matches your actual network environment by referring to the following table:

Internet parameters provided by your ISP	Connection type you should choose
PPPoE user name and password	PPPoE
No Internet parameters	Dynamic IP Address
IP address, subnet mask, gateway, DNS server and other parameters	Static IP Address

- Log in to the web UI of the router, and check if your clients are added to the blacklist. If yes, unblock them.

If the problem persists, try the following solutions:
- For wireless devices such as smartphones connected to the Wi-Fi of the AP.
  – Ensure that you have selected the correct Wi-Fi name and entered the correct Wi-Fi password (case-sensitive).
  – If you still cannot access the internet, use an Ethernet cable to connect the computer to a LAN port of the router. Then log in to the web UI of the router, and confirm that AP management has been enabled. Navigate to **AP > Wi-Fi Settings > Wi-Fi Names** to modify the SSID or password and deliver the wireless policy. Then try to connect to the Wi-Fi again.
- For wired devices such as computers connected to the router through an Ethernet cable:
  – Ensure that the computer is connected to a LAN port of the router properly using an Ethernet cable, and the corresponding port indicator is on.
  – Ensure that the computer is set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.

Safety Precautions

Before operating, read the operation instructions and precautions to be taken, and follow them to prevent accidents. The warning and danger items in other documents do not cover all the safety precautions that must be followed. They are only supplementary information, and the installation and maintenance personnel need to understand the basic safety precautions to be taken.
– If the device supports rack mounting, the device is recommended for mounting at heights ≤ 2.5m.
– Operating temperature: -10°C ~ 45°C (14°F~113°F).
– 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.
– Wear an ESD wrist strap or ESD gloves during installation, and ensure that the device is powered off.
– Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
– 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.
– Ensure proper grounding before device operation. Refer to the **Lightning Protection Guide** on the official website for guidance.
– Refer all servicing to qualified service personnel.
– Disconnect the power source during servicing.
– This device should be installed by trained and qualified personnel in compliance with local and national electrical regulations.
– During installation, do not wear conductive items (such as a watch, or hand chain).
– The device's marking information can be found on its surface.
For the latest safety precautions, see **Safety and Regulatory Information** on **www.tendacn.com**.

Get Support and Services

https://www.tendacn.com/service/default.html

For technical specifications, user guides, GNU General Public License Notice and more information, please visit the product page or service page on **www.tendacn.com**. Multiple languages are available.
You can see the product name and model on the product label.

CE Mark Warning

This is a Class A product.
Warning: Operation of this equipment in a residential environment could cause radio interference. In which case the user may be required to take adequate measures.

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 directives 2014/35/EU and 2014/30/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

FCC Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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.

Caution!
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

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.

Technical Support
Shenzhen Tenda Technology Co., Ltd.
Floor 6-8, Tower E3, No.1001, Zhongshanyuan Road, Nanshan District, Shenzhen, China. 518052
Website: www.tendacn.com
E-mail: support@tenda.com.cn
support.uk@tenda.cn (United Kingdom)
support.us@tenda.cn (North America)

Copyright ©2024 Shenzhen Tenda Technology Co., Ltd. All rights reserved.
Tenda is a registered trademark legally held by Shenzhen Tenda Technology Co., Ltd. Other brand and product names mentioned herein are trademarks or registered trademarks of their respective holders.
Specifications are subject to change without notice.

V1.0 Keep for future reference.