

# **User Guide**

www.tendacn.com



High Power Wireless AC1200 Dual Band Router



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# **Preface**

Thank you choosing Tenda! Please read this user guide before you start! This user guide instructs you to install and configure the router.

# This user guide uses the following formats to highlight special messages:

Note: This format is used to highlight information of importance or special interest. Ignoring this type of note may result in ineffective configurations, loss of data or damage to device.

Tip: This format is used to highlight a procedure that will save time or resources.

Knowledge Center: Description of fields on the device GUI.

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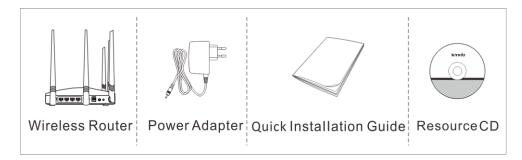
# **Tenda**

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# I Product Overview

# 1 Package Contents

Unpack the package. Your box should contain the following items:



If any of the parts are incorrect, missing, or damaged, contact your Tenda dealer. Keep the carton, including the original packing materials, in case you need to return the product for repair.

# 2 Getting to know your router

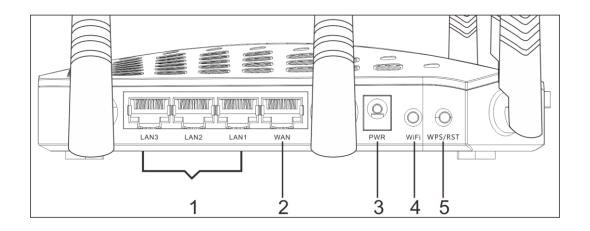
# **LEDs on Front Panel**





| LED       | Status    | Description   |
|-----------|-----------|---|
|           | Solid     | Indicates a proper connection to the power supply                       |
| PWR       | Off       | Power is not supplied to the router. Please check the power             |
|           |           | connection between the power outlet and router.                         |
| a va      | Blinking  | System is functioning correctly.  |
| SYS       | Solid/Off | The unit is malfunctioning.   |
|           | Solid     | WPS is enabled  |
| WPS       | Blinking  | Device is performing WPS authentication on a client                     |
|           |           | device.   |
|           | Off       | WPS function is disabled or WPS authentication negotiation is completed |
|           | Solid     | WAN port connected correctly  |
| WAN       | Blinking  | WAN port is transferring data   |
|           | Off       | No link is detected on this port.                                       |
|           | Solid     | LAN port connected correctly  |
| LAN       | Blinking  | LAN port is transferring data   |
| ( 1/2/3 ) | Off       | No link is detected on this port.                                       |
|           | Solid     | 2.4G wireless radio is on   |
| 2.4GHz    | Blinking  | Data being transferred over 2.4G wireless network                       |
|           | Off       | 2.4G wireless radio is off  |
|           | Solid     | 5G wireless radio is on   |
| 5GHz      | Blinking  | Data being transferred over 5G wireless network                         |
|           | Off       | 5G wireless radio is off  |

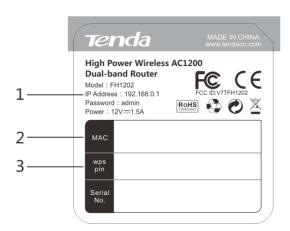
# **Buttons & Interfaces on Back Panel**





- $1\rightarrow$ LAN (1/2/3): The local (LAN) Ethernet ports are for cabling the device to local computers, switches, etc.
- $2\rightarrow$ WAN: The Internet (WAN) Ethernet port is for cabling the router to a cable or DSL modem.
- $3\rightarrow PWR$ : The power port for connecting the router to power outlet.
- **4**→**WiFi:** Wireless radio ON/OFF button. Pressing the WiFi On/Off button turns the wireless radios on and off.
- **5→WPS/RST:** Pressing it for over 7 seconds restores the device to factory default settings. For device's factory default settings, see <u>Appendix 3 Factory Default Settings</u>. Pressing it for about 1 second enables WPS-PBC and the WPS LED blinks. You can use this button to use WPS to add a wireless device or computer to your wireless network.

#### Label



- 1→Default Login IP address. This IP address is to be used to access the router's settings through a web browser. If you change it, you have to open a new connection to the new IP address and log in again.
- 2→MAC address.
- $3 \rightarrow WPS$  pin code.

## 3 Position Your Router

The operating distance or range of your wireless connection can vary significantly depending on the physical placement of your router. For best performance, place your router:

• Near the center of the area where your computers, smart phones and other devices operate, and preferably within line of sight to your wireless devices.

# **Tenda**

- In an elevated location such as a high shelf, keeping the number of walls and ceilings between the router and your other devices such as computers and smart phones to a minimum.
- Away from electrical devices that are potential sources of interference, such as ceiling fans, home security systems, microwaves or PCs.
- Away from any large metal surfaces, such as a solid metal door or aluminum studs.
- Away from other materials such as glass, insulated walls, fish tanks, mirrors, brick, and concrete that can also affect your wireless signal.

# **II Quick Internet Setup**

# 1 Getting Prepared

Before you start the installation process, you need to prepare the following:

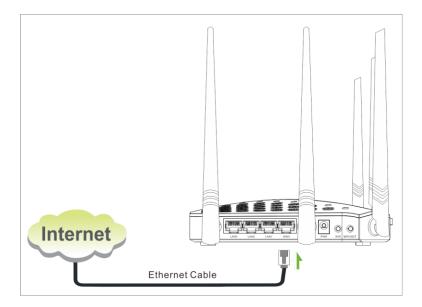
| Item                      | Description   |
|---------------------------|---|
| Router                    | Find it in your package   |
| Power Adapter             | Please use the power adapter that comes in the package. Using a power adapter with a different voltage rating than the one included with the router will cause damage to the router.  |
| PC                        | Should have a installed IE8 or higher browser   |
| Ethernet Cable            | You will need it to connect your PC to the router   |
| Ethernet Cable            | This is provided by your ISP  |
| from the incoming         |   |
| Internet side             |   |
| Gather ISP<br>Information | Your Internet service provider (ISP) should have provided you with all of the information needed to connect to the Internet. If you cannot locate this information, ask your ISP to provide it.  • If your ISP uses a PPPoE Internet connection, you will need ISP login name and password.  • If you use a DHCP Internet connection, no information is needed.  • If your ISP gives you a fixed or static IP address for Internet connection, you will need to gather the following information:  1) IP Address  2) Subnet Mask  3) Gateway  4) DNS Server  5) Alternate DNS Server (Optional) |

# 2 Hardware Install

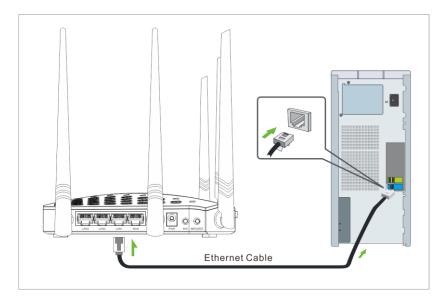
| ∧ <sub>Note</sub>   |
|---|
| Before you start, make sure you can access Internet by connecting the cable from the incoming Internet side to your PC. |
|   |



① Connect the cable from the incoming Internet side to the WAN port on the router.

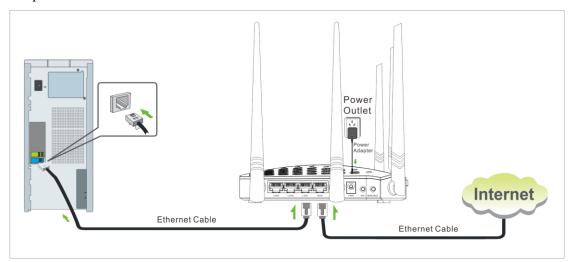


② Connect one of the LAN ports on the router to the RJ45 (NIC) port on your PC using an Ethernet cable.





3 Connect the router to a surge protected power strip using the included power adapter.



| $\wedge$ |  |
|----------|--|
| Note     |  |

Using a power adapter with a different voltage rating than the one included with the Device will cause damage to the Device.

-----

# 3. Internet Setup

# **Configure PC**

If your computer is set to a static or fixed IP address (this is uncommon), change it to obtain an IP address automatically from the router. If you are unsure, see <a href="https://doi.org/10.1007/nc.1007/n

# **Configure Router**

#### Step 1. Log in to Web manager.

① Launch a web browser, say, IE.

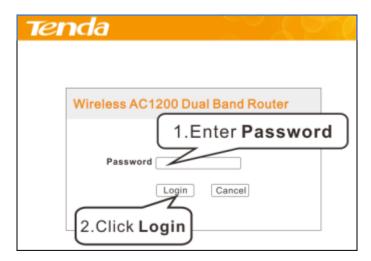


2 In the address bar, input 192.168.0.1, and press "Enter".





3 The login window appears.



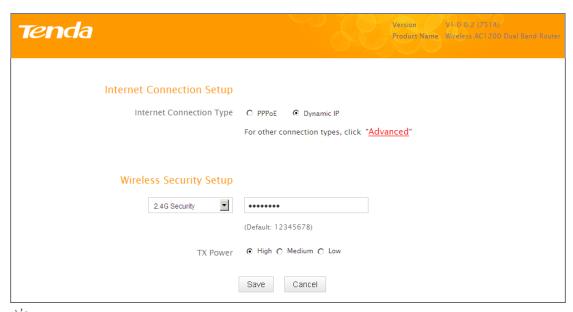
4 This router will automatically detect WAN connection status when you press the **Enter** key (This happens when you first time set up the router or when you restore the router to factory default settings).



(5) The following screen appears when your Internet connection type is detected. Click **OK**.



6 And the Quick Setup screen appears after you clicked the **OK** button.





- Tip ------
- 1. If you are not using the PPPoE or Dynamic IP (DHCP) Internet connection type, see *Static IP*.
- 2. The default Internet connection type is DHCP (Dynamic IP).
- 3. The router has a preset wireless security key of 12345678 but it is deactivated by factory default. However if you click the **OK** button on that page, the wireless security key of 12345678 will be activated automatically.
- 4. Here we use the WPA-PSK/AES for explanation. If you want to use other security mode and/or cipher type, see <u>Security</u>.

# Step 2. Internet Setup & Wireless Security Setup

A. Select Dynamic IP (DHCP) to obtain IP Address information automatically from your ISP. Select this option if your ISP does not give you any IP information or



user name and password.

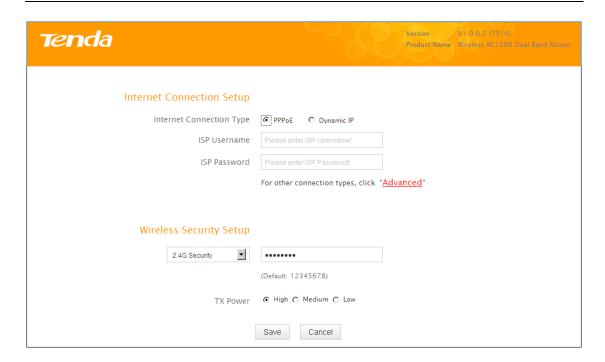
**B.** Select PPPoE if your ISP uses a PPPoE connection and gives you a PPPoE user name and a PPPoE password.

## Dynamic IP (DHCP) & Wireless Security Setup



- 1 Select Dynamic IP (DHCP).
- ② The default wireless band is 2.4G and default wireless security key is 12345678. For better security key, please change the default security key (Security key should be 8-63 characters).
- 3 Click **Save** to save your settings.

PPPoE & Wireless Security Setup



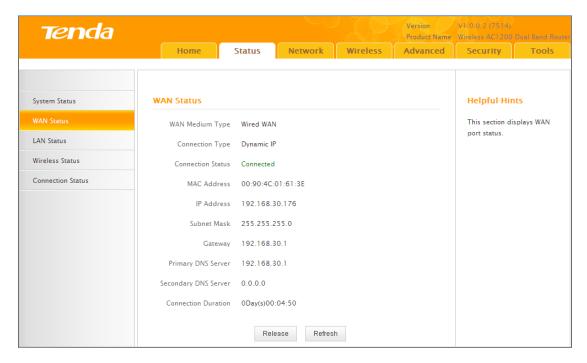
- 1 Select PPPoE.
- 2 Enter the ISP login name and password.
- 3 The default wireless band is 2.4G and default wireless security key is 12345678. For better security key, please change the default security key (Security key should be 8-63 characters).
- 4 Click **Save** to save your settings.

# 4 Verify Internet Connectivity

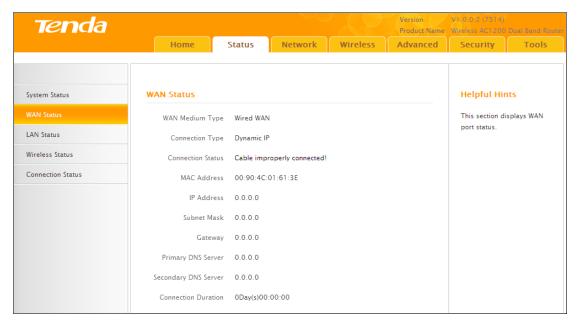
System will automatically enter the Status screen after you save the settings made on the Quick Setup screen.

A. If the connection status displays "Connected" (as shown below), you are connected to the Internet.

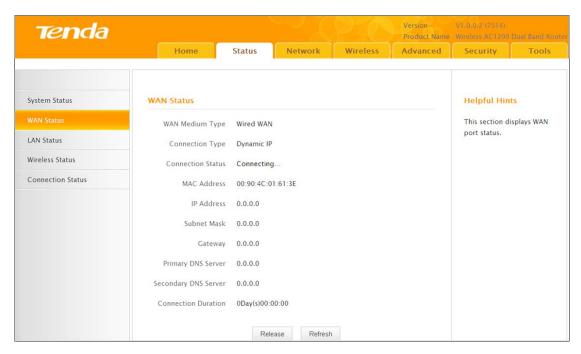
# **Tenda**



**B.** If connection status displays "Cable improperly connected!", the connection between the router and Internet fails. Make sure the cable from the incoming Internet side is properly connected to the router's WAN port. If nothing is wrong, "Connecting" or "Connected" will be displayed.



If the connection status displays "Connecting..." and WAN IP address displays "0.0.0.0", wait until the page updates five times.



And if it still displays "Connecting..." try the following steps:

- 1 Make sure physical connections are correctly established.
- 2 Make sure you can access Internet on your PC without using the router.
- ③ If your ISP uses a PPPoE Internet connection, make sure you entered the correct ISP login name and password.
- 4 If the problem is still unsolved, see 2.4 MAC Clone.

## 5 Join Your Wireless Network

Having finished above settings, you can search for the device's default wireless network (SSID) from your wireless devices (notebook, iPad, iPhone, etc) and enter a security key to connect to it wirelessly.



- 1. The router's SSID is Tenda\_XXXXXX by default. You can find it on the label on the bottom of the router.
- 2. Also, you can find the MAC address on label on the bottom of the router.
- 3. To join your wireless network, the PC you use must have an installed wireless network adapter. If not, install one.

-----



## Join Your Wireless Network - Windows 7

1 Click the icon on the notification area on the bottom right corner.



If you cannot find the icon, try disabling the wired network adapter or unplug the Ethernet cable from the wired network adapter of your PC and refresh your desktop. If the problem remains unsolved, see <u>Join Your Wireless Network - Windows 7</u>.

------



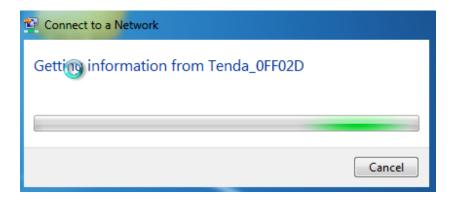
2 Select the wireless network you wish to connect and click Connect.







3 If you see the screen below, you are connecting to the wireless network.



4 Enter the security key and click **OK**.



(5) When you see **Connected** displayed next to the wireless network you selected, you have connected to the wireless network successfully.



# Join Your Wireless Network - Windows XP

① Right click My Network Places from your PC's desktop and select Properties.

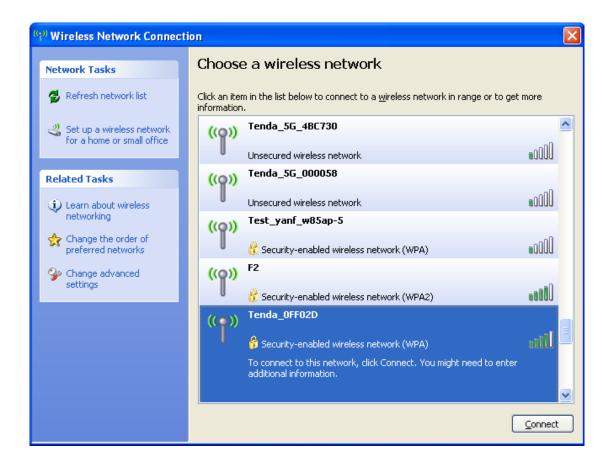




② Right click Wireless Network Connection and select View Available Wireless Networks.

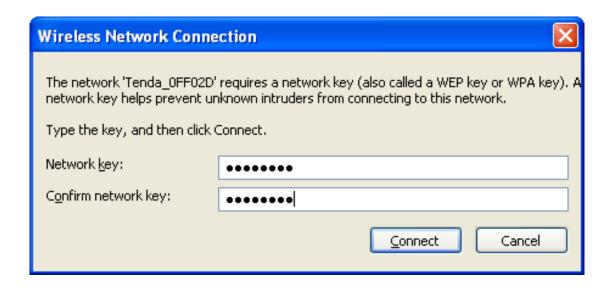


3 Double click the wireless network you wish to connect.

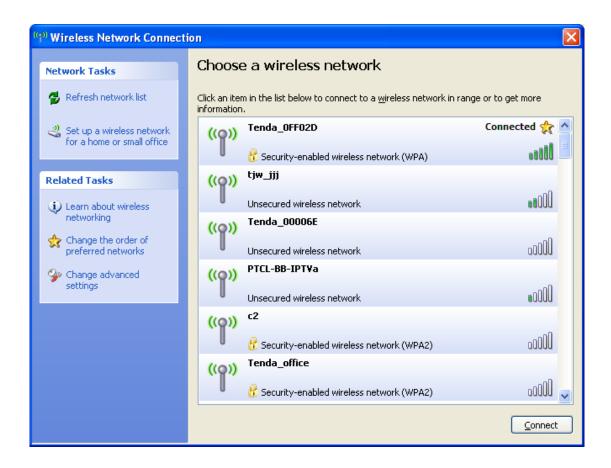




Enter the security key and click Connect.



(5) When you see **Connected** displayed next to the wireless network you selected, you have connected to the wireless network successfully.





# **III Features & Configurations**

For more and advanced features, click Advanced on the home page.



# 1 Status

# 1.1 System Status

Click **Advanced** on the home page and the **Status** screen appears. Here you can view the router's WAN status and system status as noted below:

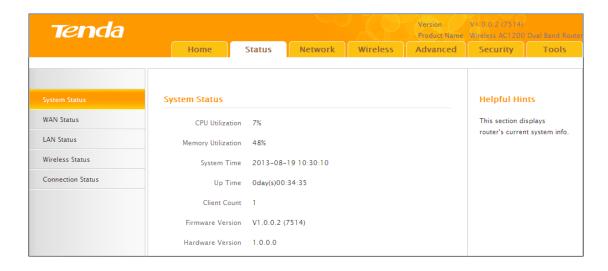


Tip ------

- 1. **Connection Status:** Displays the router's current WAN connection status: Disconnected, Connecting, or Connected. For explanation of the 3 connection statuses, see <u>4 Verify Internet Connectivity</u>.
- 2. IP Address/Subnet Mask/WAN subnet mask/Gateway/Primary DNS Server/Secondary DNS Server: This type of information appears only if the router successfully connects to Internet via a PPPoE or DHCP (dynamic IP) connection. However if you connect the router to Internet with static IP settings provided by your ISP, these fields will display the settings you entered whether the router successfully connects to the Internet or not.
- 3. If nothing appears in the secondary DNS server field, there is no available secondary DNS server.

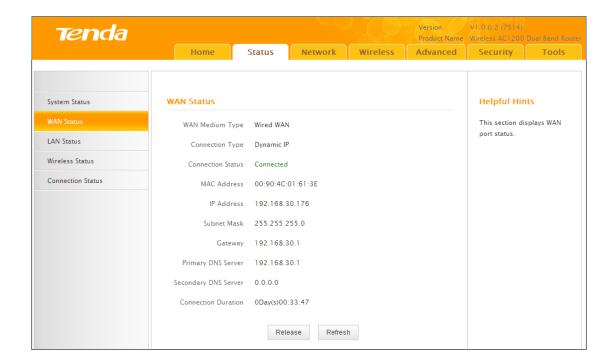
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# 1.2 WAN Status

Click Status -> WAN Status to enter the WAN Status screen as seen below.





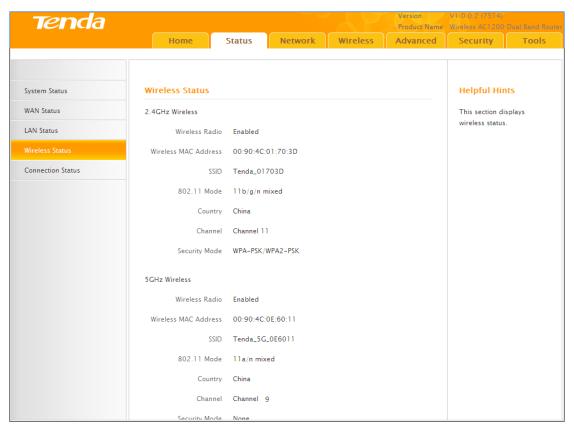
## 1.3 LAN Status

Click Status -> LAN Status to enter the LAN Status screen as seen below.



## 1.4 Wireless Status

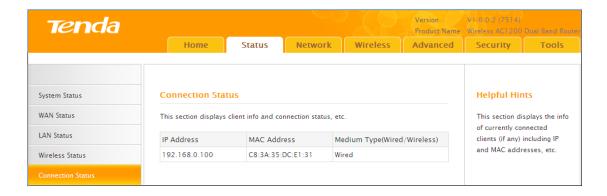
Click Status -> Wireless Status to enter the Wireless Status screen as seen below.





# 1.5 Connection Status

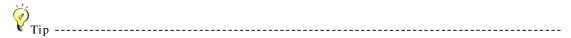
Click Status -> Connection Status to enter the Connection Status screen.



# 2 Network

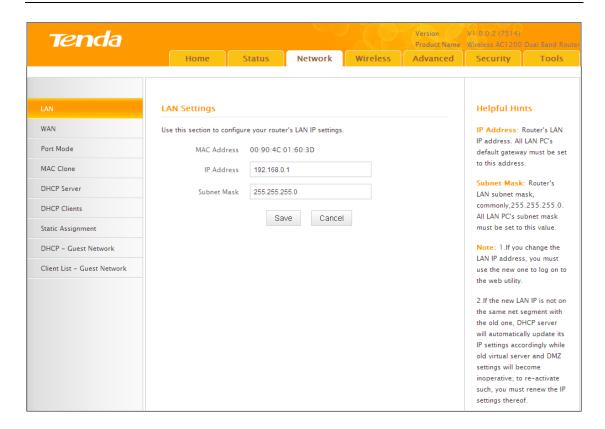
#### 2.1. LAN Settings

Click Network -> LAN to enter the LAN configuration screen. Here you can configure the LAN IP address. This IP address is to be used to access the router's settings through a web browser. Be sure to make a note of any changes you apply to this page.



- 1. Default IP address and subnet mask are respectively 192.168.0.1 and 255.255.255.0.
- 2. This router does not support VLSM.
- 3. Be sure to make a note of any changes you apply to this page. If you change the LAN IP address of the router, you have to open a new connection to the new IP address and log in again.

\_\_\_\_\_



## **Configuration Procedures:**

- ① Change the IP address to the one you wish to use, for example, 192.168.10.1.
- 2 Click **Save** to save your settings.

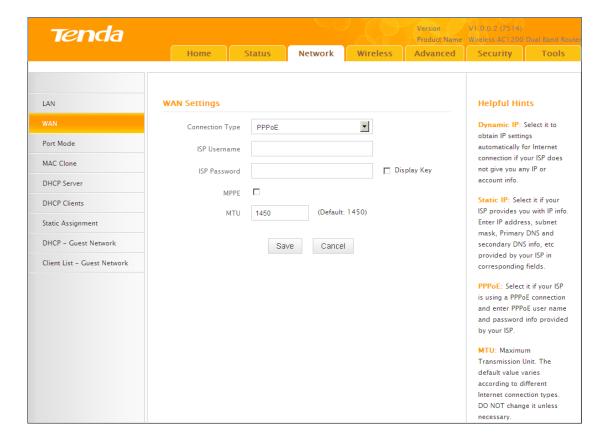
# 2.2. WAN Settings

Click **Network** -> **WAN** to configure your Internet connection settings. Select your Internet connection type:

- A. Select PPPoE if your ISP uses a PPPoE connection and gives you a PPPoE user name and a PPPoE password.
- **B.** Select Static IP if your ISP provides you with fixed or static IP address settings (special deployment by ISP; this is rare).
- C. Select DHCP (Dynamic IP) if you can access Internet simply by directly connecting your computer to an Internet-enabled ADSL/Cable modem without configuring any settings.



#### **PPPoE**



#### **Configuration Procedures:**

- 1 Internet connection Type: Select PPPoE.
- 2 ISP Username: Enter the ISP login name.
- 3 **ISP Password:** Enter the ISP login password.
- 4 Click Save to save your settings.



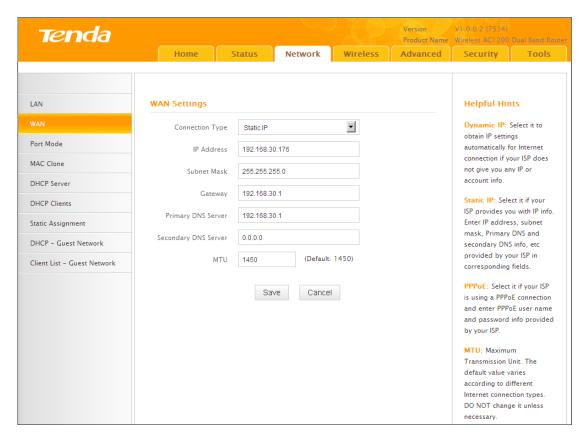
- 1. MTU: The MTU (maximum transmission unit) is the largest data packet a network device transmits. The normal MTU value for most Ethernet networks is 1500 bytes, or 1492 bytes for PPPoE connections. For some ISPs, you might need to change the MTU. This is rarely required, and should not be done unless you are sure it is necessary for your ISP connection. For more information, see <u>WAN MTU</u> Setup.
- 2. Service Name: This is the descriptive name of the current connection. Only enter it if your ISP provides it.



3. Server Name: This is the descriptive name of the server. Only enter it if your ISP provides it.

------

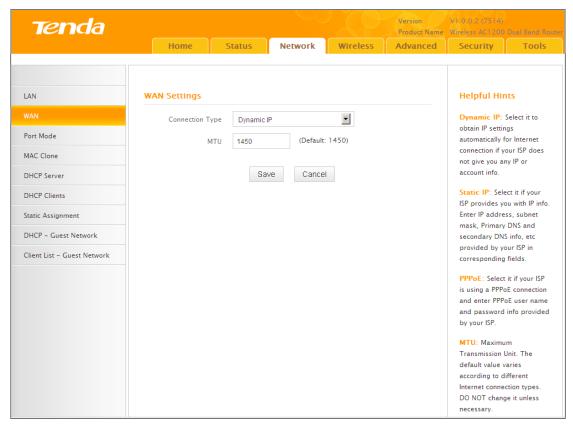
#### Static IP



#### **Configuration Procedures:**

- 1 Internet connection Type: Select Static IP.
- ② IP Address/Subnet Mask/WAN subnet mask/Gateway/Primary DNS Server/Secondary DNS Server: Enter the ISP information you gathered in 1 Getting Prepared.
- 3 Click Save to save your settings.

Dynamic IP (DHCP)



#### **Configuration Procedures:**

- 1 Internet connection Type: Select Dynamic IP (DHCP).
- 2 Click **Save** to save your settings.

#### WAN MTU Setup

The MTU (maximum transmission unit) is the largest data packet a network device transmits. The normal MTU value for most Ethernet networks is 1500 bytes, or 1492 bytes for PPPoE connections. For some ISPs, you might need to change the MTU. This is rarely required, and should not be done unless you are sure it is necessary for your ISP connection. When one network device communicates across the Internet with another, the data packets travel through many devices along the way. If a device in the data path has a smaller MTU value than the other devices, the data packets have to be "fragmented" to accommodate the device with the smallest MTU value.

The best MTU value for Tenda routers is often just the factory default value. In some situations, changing the MTU value fixes one problem but causes another. Leave the MTU unchanged unless one of these situations occurs:

A. You have problems connecting to your ISP or other Internet service, and the



technical support of either your ISP or Tenda suggests changing the MTU value.

Below web-based applications might require an MTU change:

- A secure website that does not open, or displays only part of a web page
- Yahoo email
- MSN portal
- **B.** You use VPN and encounter serious performance problems.
- C. You used a program to optimize MTU for performance reasons, and now you have connectivity or performance problems.

If you suspect an MTU problem, try changing the MTU to 1400. If this does not help, gradually reduce the MTU from the maximum value of 1500 until the problem disappears.

The common MTU sizes and applications are listed in the table below.

| MTU  | Application                                      |
|------|--|
| 1500 | Typical for connections that do not use PPPoE or |
|      | VPN.   |
| 1492 | Used in PPPoE environments.                      |
| 1472 | Maximum size to use for pinging. (Larger packets |
|      | are fragmented.)                                 |
| 1468 | Used in some DHCP environments.                  |
| 1436 | Used in PPTP environments or with VPN.           |



A wrong/improper MTU value may cause Internet communication problems. For example, you may be unable to access certain websites, frames within websites, secure login pages, or FTP or POP servers.

\_\_\_\_\_\_



#### 2.3 Port Mode

Click **Network -> Port Mode** to enter the WAN port mode screen. Here you can configure the router's WAN speed and duplex mode.





Tip ------

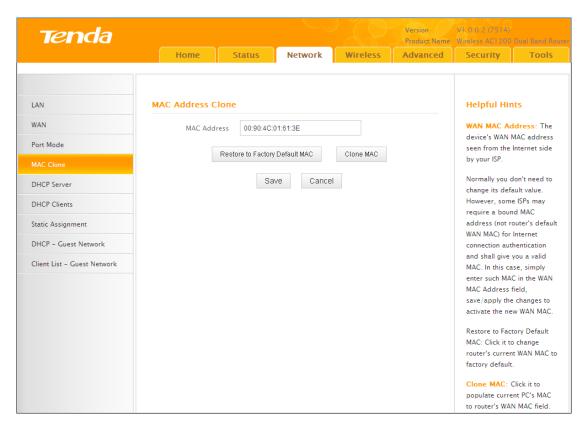
- 1. The best port mode is often just the factory default of "Auto".
- 2. In some situations, you might need to change the port mode. For example, if the cable connected to your router's WAN port is too long, you may need to use 10M full-duplex or 10M half-duplex for better performance.

-----



## 2.4 MAC Clone

Some ISPs (Internet Service Providers) require end-user's MAC address to access their network. This feature copies your current PC's MAC address to the router. Click Network -> MAC Clone to enter the MAC Clone screen.



- Knowledge Center -----
- 1. Restore Default MAC: Reset the router's WAN MAC to factory default.
- 2. Clone MAC: Clicking this button copies the MAC address of the computer that you are now using to the router. Also, you can manually enter the MAC address that you want to use. You have to use the computer whose MAC address is allowed by your ISP.

\_\_\_\_\_\_

#### To restore default MAC address:

- ① Click Restore Default MAC.
- 2 Click **Save** to save your settings.

To clone the MAC address of the computer that you are now using to the router:



- 1 Click Clone MAC.
- Click Save to save your settings.

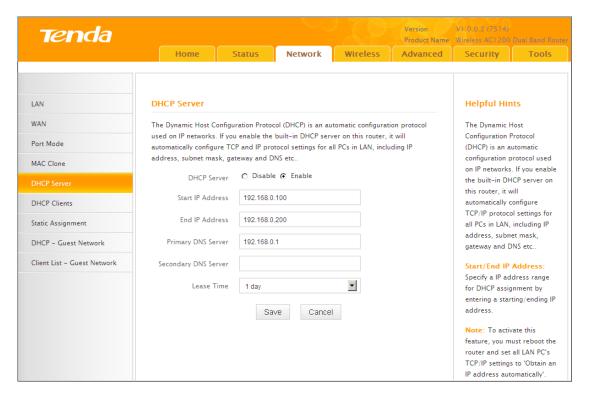
## To manually enter the MAC address allowed by your ISP:

- ① Enter the MAC address allowed by your ISP.
- 2 Click **Save** to save your settings.

#### 2.5. DHCP

DHCP (Dynamic Host Configuration Protocol) assigns an IP address to each device on the LAN/private network. When you enable the DHCP Server, the DHCP Server will automatically allocate an unused IP address from the IP address pool specified in this screen to the requesting device as long as the device is set to "Obtain an IP Address Automatically". If you disable this feature, you have to manually configure the TCP/IP settings for all PCs on your LAN to access Internet.

Click Network -> DHCP Server to enter the DHCP Server screen. Here you can change the DHCP IP address pool and lease time.



#### **Configuration Procedures:**



- ① **DHCP Server:** Select whether to enable or disable the DHCP server feature.
- ② **Start IP/End IP:** You can specify the starting and ending address of the IP address pool here. These addresses should be part of the same IP address subnet as the router's LAN IP address.
- 3 Lease Time: The lease time is a time length that the IP address is assigned to each device before it is refreshed.
- 4 Click Save to save your settings.



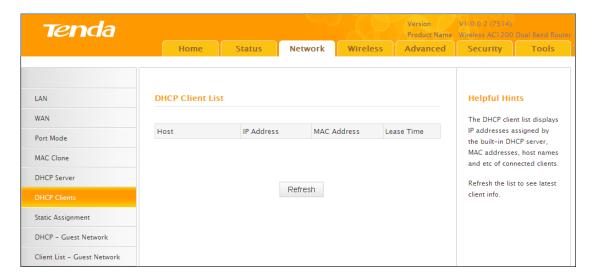
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- 1. By default, the router functions as a DHCP server. Do not disable the DHCP server feature unless you want to manually configure the TCP/IP settings for all PCs on your LAN.
- 2. Lease time will be renewed automatically upon expiry. No additional configurations are needed.
- 3. If you are not an advanced user, the default DHCP server settings are recommended.

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#### 2.6 DHCP Client List

Click **Network -> DHCP Clients** to enter the **DHCP Clients** screen. Here you can view the host name, IP address, MAC address, and lease time information.





Tip -----

You can know whether there are unauthorized accesses by viewing the client list.

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## 2.7 Static Assignment

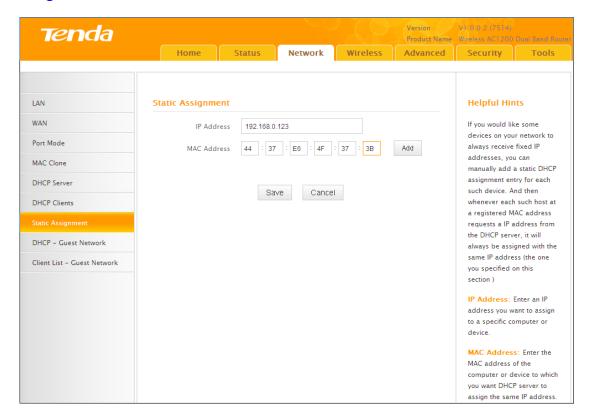
Click **Network** -> **Static Assignment**. Here you can specify a reserved IP address for a PC in the LAN. That PC will always receive the same IP address each time when it accesses the DHCP server. Reserved IP addresses could be assigned to servers that require permanent IP settings.

#### Static Assignment Application Example:

To have a PC at the MAC address of 44:37:E6:4F:37:3B always receive the same IP address of 192.168.0.123.

#### **Configuration Procedures:**

- ① Enter the IP address: 192.168.0.123.
- 2 Enter the MAC address of 44:37:E6:4F:37:3B.
- 3 Click Add.





Click Save to save your settings.





Tip ------

- 1. If the IP address you have reserved for your PC is currently used by another client, then you will not be able to obtain a new IP address from the device's DHCP server, instead, you must manually specify a different IP address for your PC to access Internet.
- 2. For PCs that has already obtained IP addresses, you may need to perform the Repair action to activate the configured static IP addresses.

### 2.8 DHCP Server - Guest Network

Click Network -> DHCP - Guest Network to enter the guest network DHCP server screen. If you enable the built-in DHCP server for Guest Network on this device, it will automatically configure TCP/IP protocol settings for all DHCP-Client-enabled PCs on the Guest Network, including IP address, subnet mask, gateway and DNS etc.

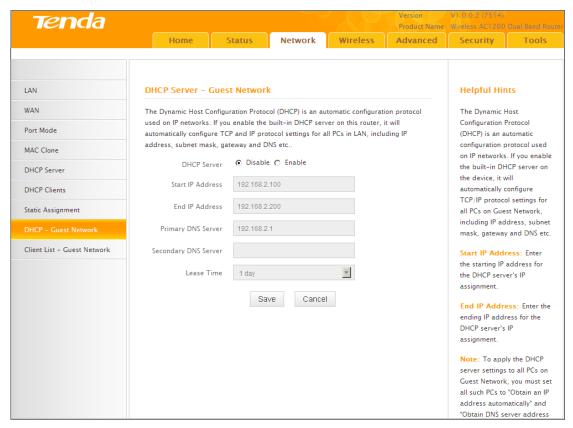
## **Configuration Procedures:**

- 1 Click Enable.
- 2 Start IP Address: Specify the start of the range for the pool of IP addresses in the same subnet as the device.



**End IP Address:** Specify the end of the range for the pool of IP addresses in the same subnet as the device.

3 Click Save to save your settings.



Click **Network** -> **Client List** - **Guest Network** to enter the guest network DHCP client list screen. This section displays a guest network DHCP dynamic client list, which includes host name, IP address, MAC address and lease time info. **Refresh:** Click to update the page.

