# TRENDNET®



Quick Installation Guide

TEW-821DAP (v2.xR) / TEW-825DAP / TEW-826DAP / TEW-921DAP

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### 1. Before You Start

#### Package Contents

- TEW-821DAP (v2.xR) / TEW-825DAP / TEW-826DAP / TEW-921DAP
- Quick Installation Guide
- Network cable (1.5m / 5 ft.)
- Mounting plate

### **Minimum Requirements**

- · A computer with an available network LAN port and web browser
- A PoE or PoE+ (dependent on AP model) Network with an available network LAN port connected to an existing network with Internet access and DHCP server for automatic IP addressing (required for setup with TRENDnet Hive Cloud Management only)

### **Optional Equipment**

- TRENDnet TPE-113GI (Gigabit PoE Injector) or TPE-115GI (Gigabit PoE+ Injector) for supplying both power and data over Ethernet to the access point if no PoE sourcing equipment is available such as a PoE switch or DC power adapter
- Power drill and Phillips bit or Phillips screwdriver for mounting

The table below displays the access point models and compatible PoE standard required for providing both power and data to the access point's PoE or PoE+ LAN port.

Access Point Model	Hardware Version	PoE Standard
TEW-821DAP	v2.xR	802.3af PoE
TEW-825DAP, TEW-826DAP, TEW-921DAP	v1.xR	802.3at PoE+

TRENDnet Hive Cloud Management capability is only available on firmware version reference below. Please download the latest firmware version from https://www.trendnet.com/support or https://www.trendnet.com/hive/firmware and select your access point model from the drop-down list. You can follow the procedure included in the firmware download to upgrade the access point firmware.

Access Point Model	Hardware Version	Firmware Version
TEW-821DAP	v2.xR	3.00 or above
TEW-825DAP, TEW-826DAP	v1.xR	2.00 or above
TEW-921DAP	v1.xR	2.10 or above

### 2. Quick Reference

By default, the wireless network name/SSID and wireless encryption settings have been preconfigured for your convenience and can be located on the included preset wireless settings sticker or on the device label located on the back of the access point. By default, the access point web management configuration page can be accessed using the URL http://<ap\_model\_number> (ex: http://tew-921dap, http://tew-826dap, http://tew-825dap, http://tew-821dap) or using the default LAN IP address http://192.168.10.100. At default settings and initial setup, if the access point is connected to a network with a DHCP server providing IP address settings automatically, the access point will obtain IP address settings from the network DHCP server and if no DHCP server is available, the access point will use the default IP address settings 192.168.10.100 / 255.255.255.0 and you will need to manually configure your access point with appropriate IP address and DNS server settings for Internet access. A network router is a typical DHCP server.

### Preset Wireless Settings

Wi-Fi Name/SSID

(AX/AC/N)

TRENDnet921\_5GHz\_XXXX

(AX/N/B/G)

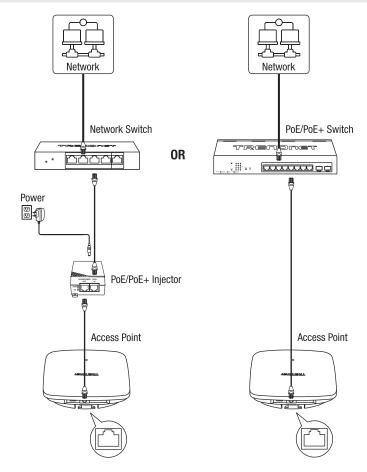
TRENDnet921\_2.4GHz\_XXXX

Wi-Fi Password XXXXXXXXXXXXX

Management Login http://tew-921dap username: admin password: admin



 $\underline{\textbf{Note}}.$  The access point image and model number shown in diagrams and examples may be different from your access point



### 3. Hardware Installation and Configuration

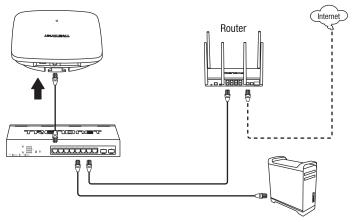
If you are configuring the access point to be managed from your existing TRENDnet Hive cloud account, please follow the steps in **SECTION A**. If you are configuring the access point for local network management only, please follow the steps in **SECTION B**.

### SECTION A: Configuring the access point with TRENDnet Hive Cloud Management

Configuration with TRENDnet Hive Cloud Management requires an existing network with Internet access and DHCP server for automatic IP addressing. The access point must be configured to reach the Internet in order to connect to your TRENDnet Hive Management account.

It is strongly recommended to configure the access point first before mounting.

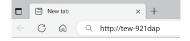
- 1. Connect an Ethernet/network cable to your PoE/PoE+ switch and to your access point.
- 2. Connect an Ethernet/network cable to your computer and one of the PoE/PoE+ switch ports.
- Connect another Ethernet/network cable to one of the PoE/PoE+ switch ports and your existing network with a Internet access and DHCP server for automatic IP addressing.



4. The power LED will turn green to indicate that your access point is ready. Some access point models may have additional LED indicators available such as LAN/Ethernet to indicate the physical network connection status and 2.4GHz and 5GHz LEDs. For these access point models, the access point is ready when both the 2.4GHz and 5GHz LEDs are turned on.



- 5. Open your web browser, type the default URL in the address bar and then press **Enter**.
  - Default URL: http://<ap\_model\_number> (ex: http://tew-921dap, http://tew-826dap, http://tew-825dap, http://tew-821dap)



- 6. Select your language from the Language drop-down list and enter the User name and Password, and then click **Login**. By default:
  - User Name: admin
     Password: admin



7. Click Next on the Setup Wizard. If the setup wizard does not appear, click the setup wizard button in the top right section of the access point management page to access the setup wizard.



8. You can change the access point administrator password by typing in the new password in the fields provided, then click **Next**. If entering a new password, please note that you will need to use the new password when logging into the access point management page for local access management moving forward.



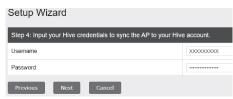
9. For the method of management, select TRENDnet Hive. After selecting TRENDnet Hive, click Next. Configuration with TRENDnet Hive Cloud Management requires an existing network with Internet access and DHCP server for automatic IP addressing. The access point must configured to reach the Internet in order to connect to your TRENDnet Hive Cloud Management account. If the access point is unable to obtain IP address settings and DNS from the DHCP server and unable to reach the Internet, registration of the access point to your TRENDnet Hive cloud management account will fail.



10. Select your Time Zone, then click Next.



11. Enter the user account credentials for your TRENDnet Hive Cloud Management account to register the access point with your account, then click Next.



12. The summary page will display all of the configuration settings that were applied through the setup wizard. Click **Apply** to complete the setup wizard. Please note the new password and IP settings for local access management to the access point.



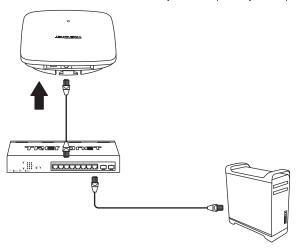
13. To verify the access point is now successfully registered with your TRNEDnet Hive Cloud Management account, the Hive button in the top right will be green to indicate successful registration.



### SECTION B: Configuring the access point for local network management

It is strongly recommended to configure the access point first before mounting.

1. Connect a network cable from a PoE/PoE+ switch to your access point to your computer.



2. The power LED will turn green to indicate that the access point is ready. Some access point models may have additional LED indicators available such as LAN/Ethernet to indicate the physical network connection status and 2.4GHz and 5GHz LEDs. For these access point models, the access point is ready when both the 2.4GHz and 5GHz LEDs are turned on.



- 3. Assign a static IP address to your computer's network adapter in the subnet of 192.168.10.x (e.g. 192.168.10.25) and a subnet mask of 255.255.255.0. For more information on assigning a static IP address to your computer's network adapter, please refer to item Q1 in the last section of the installation guide, Installation Tips and Troubleshooting.
- Open your web browser, type the default URL or IP address of the wireless access point in the address bar and then press Enter.
  - •Default URL: http://<ap\_model\_number> (ex: http://tew-921dap, http://tew-825dap, http://tew-821dap)
  - Default IP Address: http://192.168.10.100



- 5. Select your language from the Language drop-down list and enter the User name and Password, and then click Login. By default:
  - User Name: admin
     Password: admin



6. Click Next on the Setup Wizard. If the setup wizard does not appear, click the setup wizard button in the top right section of the access point management page to access the setup wizard.



7. You can change the access point administrator password by typing in the new password in the fields provided, then click **Next**. If entering a new password, please note that you will need to use the new password when logging into the access point management page for local access management moving forward.



8. For the method of management, select **Default Management**, click **Next**.



9. Configure the access point date and time settings, then click Next.



 Configure the access point IP address, subnet mask, gateway IP address, and DNS settings to match the requirements of your existing network using the fields provided, then click Next. This step will configure static IP address settings on your access point. If the access point IP address settings are changed to a different IP network subnet such as 192.168.1.x, 192.168.2.x, etc. your computer's network adapter settings will need to be changed to match the new IP address settings configured on the access point in order to access the access point management page.



11. The summary page will display all of the configuration settings that were applied through the setup wizard. Click **Apply** to complete the setup wizard. Please note the new password and IP settings for local access management to the access point.



12. To configure your wireless network name/SSID and wireless encryption settings, click the wireless band you like to configure Wireless 2.4GHz or Wireless 5GHz and click on Wireless Network. By default, the wireless network name/SSID and wireless encryption has been pre-configured for your convenience and can be located on the included wireless settings sticker or on the device label located on the back of the access point. If you are modifying the wireless settings, you will need to connect to the access point with your WiFi clients using the new settings.



13. In Current Profiles, in the first entry, you can enter a new SSID, change the Security Mode and WiFi Password. Click Apply at the bottom of the page.



14. In the top right main menu, click on the Save button 🔞 to commit the configuration changes.

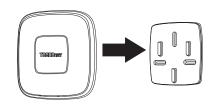
Important Note: Configuration changes in the access point web management page are not applied until you click the Save button . This allows you to make multiple configuration changes and apply multiple changes all at the same. Additionally, you can click the Save button on the left side to view pending unsaved configuration changes.

- 15. After you have completed the access point configuration, reconfigure your computer's network adapter back to the original settings to obtain IP address settings automatically using DHCP, or enter the IP settings.
  - For more information on reconfiguring your computer's network adapter to obtain IP address settings automatically using DHCP, please refer to item Q2 in the last section of the installation guide, Installation Tips and Troubleshooting.
- 16. To mount the access point, first route the network cable through the largest opening in the mounting plate and install the mounting plate to the desired wall or ceiling using the included drywall anchors and screws. Install the mounting plate with the clips facing away from the wall or ceiling. If wall mounting, install the mounting plate with the correct orientation. After the mounting plate is properly installed, connect the network cable to the network LAN port of the access point, align the access point mounting holes with the mounting plate clips and slide (applies to TEW-825DAP) or rotate clockwise (applies to TEW-821DAP v2.xR, TEW-826DAP, TEW-921DAP) to lock into place. Finally, install the cable guard by sliding it onto the mounting plate until it locks into place (applies to TEW-821DAP v2.xR, TEW-826DAP).

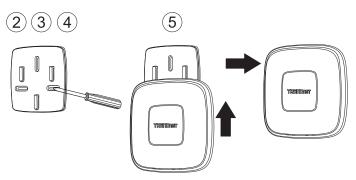
#### TEW-825DAP

### Wall mounting

1. Remove the mounting plate from the TEW-825DAP.

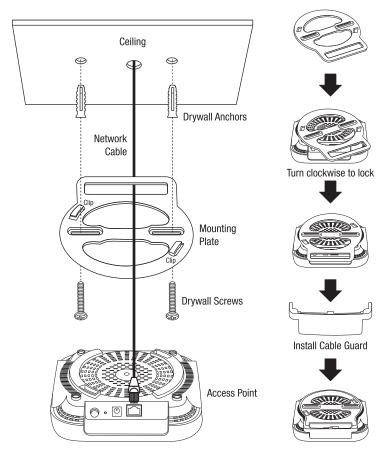


- 2. Place the mounting plate on the wall or ceiling where the device will be located, and mark the location of the screw holes. Ensure that the device has enough clearance to slide on and off the mounting plate. If it is a non-PoE installation, ensure that your mounting location has access to an electrical outlet.
- 3. Drill out the marked screw holes, and insert the plastic wall anchors into the screw holes.
- 4. Secure the mounting plate, using the screws that came with the device.
- Place the TEW-825DAP on the mounting plate, and attach the network cable. If it is a non-PoE installation, connect the power adapter.



### TEW-821DAP v2.xR

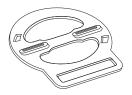
### **Ceiling mounting**



### **Mounting Plate (Orientation for wall mounting)**











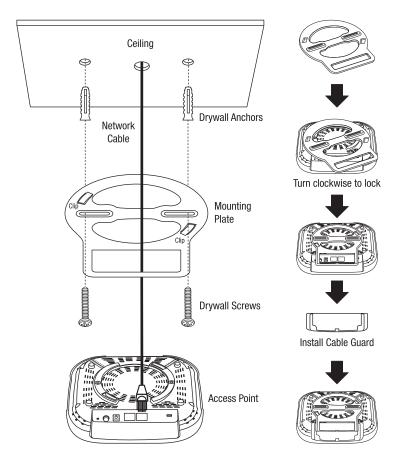
Turn clockwise to lock





### TEW-826DAP

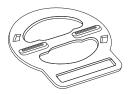
### **Ceiling mounting**



### **Mounting Plate (Orientation for wall mounting)**





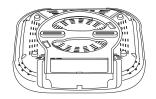






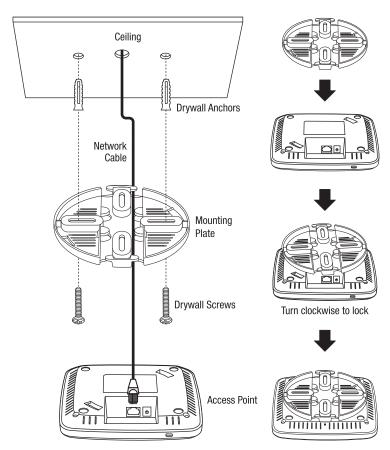
Turn clockwise to lock



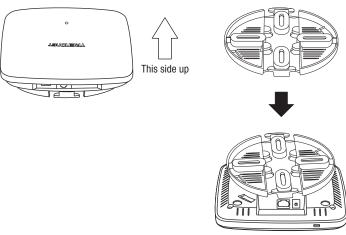


### TEW-921DAP

### **Ceiling mounting**

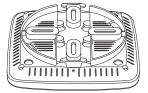


### **Mounting Plate (Orientation for wall mounting)**









To download the latest version of the user's guide, please go to https://www.trendnet.com/support and select the access point model number and hardware version from the Product Download drop-down list.

### **Declaration of Conformity**

TRENDIET

#### Manufacturer's Name and Address

TRENDnet, Inc. Zwolsestraat 156 2587 WB 20675 Manhattan Place The Hague The Netherlands

Torrance, CA 90501 USA

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Product Information

Model Number: TEW-821DAP (V2) / TEW-921DAP

Product Name: AC1200 Dual Band PoE Indoor Wireless Access Point

AX1800 Dual Band WiFi 6 PoE+ Access Point

Trade Name: TRENDnet

TREND net hereby declare that the product is in compliance with the essential requirements and other relevant provisions under our sole responsibility.

Safety EN 62368-1: 2014 (TEW-821DAP)

EN 62368-1: 2014 + A11: 2017 (TEW-921DAP)

EMC EN 55032: 2015 + A11: 2020 (TEW-821DAP / TEW-921DAP)

EN 55035: 2017 + A11: 2020 (TEW-821DAP / TEW-921DAP)

Radio Spectrum EN 301 489-1 V2.1.1 (TEW-821DAP) & Health EN 301 489-1 V2.2.3 (TEW-921DAP)

EN 301 489-1 V2.2.3 (TEW-921DAP)

EN 301 489-17 V3.1.1 (TEW-821DAP / TEW-921DAP) EN 62311: 2008 (TEW-821DAP / TEW-921DAP) EN 50385: 2017 (TEW-821DAP / TEW-921DAP)

Regulation (EU) No. 1275/2008, No 801/2013

This product is herewith confirmed to comply with the Directives.

EMC Directive 2014/30/EU ROHS 3 Directive 2015/863/EU ROHS Directive 2011/65/EU WEEE Directive 2012/19/EU

REACH Regulation (EC) No. 1907/2006 Low Voltage Directive 2014/35/EU Radio Equipment Directive 2014/53/EU Ecodesign Directive 2009/125/EU

Person responsible for this declaration.

Place of Issue: Torrance, California, USA

Date: February 02, 2023 Name: Sonny Su Title: VP of Technology

Energy Efficiency

Directives:

Signature:



### **Declaration of Conformity**

TRENDIET

#### Manufacturer's Name and Address

TRENDnet, Inc.

Authorized Representative:

Office: +44 (0) 1635 887 399

Torrance, CA 90501 USA

Unit 4 Rivermead Business Park,

Pipers Way, Thatcham, RG19 4EP England

**Product Information** 

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BS EN 62368-1: 2014 + A11: 2017 (TEW-921DAP)

EMC BS EN 55032: 2015 + A11: 2020 (TEW-821DAP / TEW-921DAP)
BS EN 55035: 2017 + A11: 2020 (TEW-821DAP / TEW-921DAP)

Radio Spectrum BS EN 301 489-1 V2.1.1 (TEW-821DAP)

& Health BS EN 301 489-1 V2.2.3 (TEW-921DAP)

BS EN 301 489-17 V3.1.1 (TEW-821DAP / TEW-921DAP) BS EN 62311: 2008 (TEW-821DAP / TEW-921DAP) BS EN 50385: 2017 (TEW-821DAP / TEW-921DAP)

**Energy Efficiency** Regulation (EU) No. 1275/2008, No 801/2013 This product is herewith confirmed to comply with the Directives.

Directives: Electromagnetic Compatibility Regulations 2016

The Restriction of Use of Certain Hazardous Substances in Electrical and Electronic

Equipment Regulations 2012

The Waste Electrical and Electronic Equipment Regulations 2013 (as amended)

The REACH Enforcement Regulations 2008 (as amended)

Electrical Equipment (Safety) Regulations 2016

Radio Equipment Regulations 2017

The Ecodesign for Energy-Related Products and Energy Information (Amendement)

(EU Exit) Regulations 2019

Person responsible for this declaration.

Place of Issue: Torrance, California, USA

Date: February 02, 2023 Name: Sonny Su Title: VP of Technology

Signature:



### **Installation Tips and Troubleshooting**

Please note that although the following procedures are provided to follow for your operating system network adapter settings to be used as general guidelines, however, it is strongly recommended that you consult your computer or operating system manufacturer directly for assistance on the proper procedure for configuring network settings. If you are experiencing difficulties, please contact your computer or operating system manufacturer for assistance.

### Q1: How do I configure my computer's network adapter with a static IP address?

### Windows 2000/XP/Vista/7/8/8.1/10/11

- On your keyboard, press Windows Logo + R keys simultaneously to bring up the Run dialog box.
- 2. In the dialog box, type **ncpa.cpl** to bring up the Network Connections window.
- Right-click the Local Area Connection or Ethernet icon, click Properties, and doubleclick Internet Protocol Version 4 (TCP/IPv4).
- Then click Use the following IP address and assign your network adapter a static IP address. See example static IP address settings below.

IP address: 192.168.10.25Subnet mask: 255.255.255.0

5. Click **OK** on both TCP/IPv4 Properties and Local Area Connection Properties windows.

#### MAC OS X

- 1. From the Apple drop-down list, select System Preferences.
- 2. Click the Network icon.
- 3. From the Location drop-down list, select Automatic.
- 4. Select and view your Ethernet connection.
  - For MAC OS 10.4, from the Show drop-down list, select Built-in Ethernet and select the TCP/IP tab
  - For MAC OS 10.5 and above, in the left column, select Ethernet.
- 5. Configure TCP/IP to use a static IP.
  - From the Configure IPv4 or Configure drop-down list, select Manually and assign your network adapter a static IP address. Then click the Apply or Apply Now button.
     See example static IP address settings below.

IP address: 192.168.10.25Subnet mask: 255.255.255.0

6. You may be prompted to restart your computer to apply the new IP address settings.

Q2: I configured my computer's network adapter with a static IP address, how do I reconfigure my computer's network adapter to default settings and obtain an IP address automatically using DHCP?

#### Windows 2000/XP/Vista/7/8/8.1/10/11

- On your keyboard, press Windows Logo + R keys simultaneously to bring up the Run dialog box.
- 2. In the dialog box, type **ncpa.cpl** to bring up the Network Connections window.
- Right-click the Local Area Connection or Ethernet icon, click Properties, and doubleclick Internet Protocol Version 4 (TCP/IPv4).
- Then click Obtain an IP address automatically and Obtain DNS server address automatically.
- 5. Click **OK** on both TCP/IPv4 Properties and Local Area Connection Properties windows.

#### MAC OS X

- 1. From the Apple drop-down list, select System Preferences.
- 2. Click the Network icon.
- 3. From the **Location** drop-down list, select **Automatic**.
- 4. Select and view your Ethernet connection.
  - In MAC OS 10.4, from the Show drop-down list, select Built-in Ethernet and select the TCP/IP tab.
  - In MAC OS 10.5 and above, in the left column, select **Ethernet**.
- 5. Configure TCP/IP to use a static IP.
  - From the Configure IPv4 or Configure drop-down list, select Using DHCP and click the Apply or Apply Now button.
- 6. You may be prompted to restart your computer to apply the new IP address settings.

# Q3: I typed http://192.168.10.100 in my Internet Browser Address Bar, but an error message says "The page cannot be displayed." How can I access the wireless access point management page?

- 1. Double check all physical cable and port connections.
- 2. Make sure the PWR LED on the wireless access point front panel are on.
- Make sure your computer's network adapter is configured with a static IP address. (Refer to Q1 for instructions on assigning a static IP address).
- Make sure your computer is connected to the access point network LAN port and LAN LED is on.
- Since the access point default IP address is 192.168.10.100, make sure there are no other network devices assigned an IP address of 192.168.10.100

<u>Note</u>: After checking all of the recommended items above, please attempt to access the wireless access point management page again.

## Q4: I changed the IP address of the wireless access point, but I forgot it. How do I reset my wireless access point to factory default?

While the access point is powered up, use a paper clip, push and hold the reset button on the rear panel of the wireless access point and release after 15 seconds. The default IP address of the access point is 192.168.10.100. The default user name and password is "admin".

### Q5: How do I find the current IP address of my computer's network adapter?

### **Command Prompt Method**

#### Windows 2000/XP/Vista/7/8/8.1/10/11

- On your keyboard, press Windows Logo + R keys simultaneously to bring up the Run dialog box.
- 2. In the dialog box, type **cmd** to bring up the command prompt.
- 3. In the command prompt, type **ipconfig /all** to display your IP address settings.

### MAC OS X

- Navigate to your Applications folder and open Utilities.
- 2. Double-click on **Terminal** to launch the command prompt.
- In the command prompt, type ipconfig getifaddr <en0 or en1> to display the wired or wireless IP address settings.

**Note**: **en0** is typically the wired Ethernet and **en1** is typically the wireless Airport interface.

### **Graphical Method**

#### Windows XP/Vista/7/8/8.1/10/11

- On your keyboard, press Windows Logo + R keys simultaneously to bring up the Run dialog box.
- 2. In the dialog box, type **ncpa.cpl** to bring up the Network Connections window.
- Double-click the Local Area Connection icon and click the Details button to view the current IP address settings.

<u>Note</u>: The computer's network adapter must be enabled and connected to view the current IP address settings.

### MAC OS X

- 1. From the Apple menu, select System Preferences.
- 2. In System Preferences, from the View menu, select Network.
- 3. In the Network preference window, click a network port (e.g., Ethernet, AirPort, modem). If you are connected, you'll see your IP address settings under "Status:"

### **Federal Communication Commission Interference Statement**

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

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

### **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.

<u>Note</u>: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

## TRENDIET

#### Certifications

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- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received. Including interference that may cause undesired operation.





Waste electrical an electronic products must not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or Retailer for recycling advice.

### **Technical Support**

If you have any questions regarding the product installation, please contact our Technical Support. Toll free US/Canada: 1-855-373-4741 Regional phone numbers available at www.trendnet.com/support

#### **TRENDnet**

20675 Manhattan Place Torrance, CA 90501 USA Applies to PoE Products Only: This product is to be connected only to PoE networks without routing to the outside plant.

#### Note

The Manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

#### Advertencia

En todos nuestros equipos se mencionan claramente las caracteristicas del adaptador de alimentacón necesario para su funcionamiento. El uso de un adaptador distinto al mencionado puede producir daños físicos y/o daños al equipo conectado. El adaptador de alimentación debe operar con voltaje y frecuencia de la energia electrica domiciliaria exitente en el pais o zona de instalación.

#### Note

The equipment power supply cord shall be connected to a socket-outlet with earthing connection.

#### Advertencia

Le cordon d'alimentation de l'appareil doit être raccordé à une prise de courant avec mise à la terre.

#### **Product Warranty Registration**

Please take a moment to register your product online. Go to TRENDnet's website at:

www.trendnet.com/register