



Quick Installation Guide

HG Series xPON ONT

HG3/HG6/HG6C/HG9/HG10/HG10C/HG15/

HG15C/HG21/HG21C/HG22



Scan the QR code for technical specifications, user guides, Symbols on Products and Materials and more information. You can see the product name and model on the product label. The label can be found on the bottom of the ONT.

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

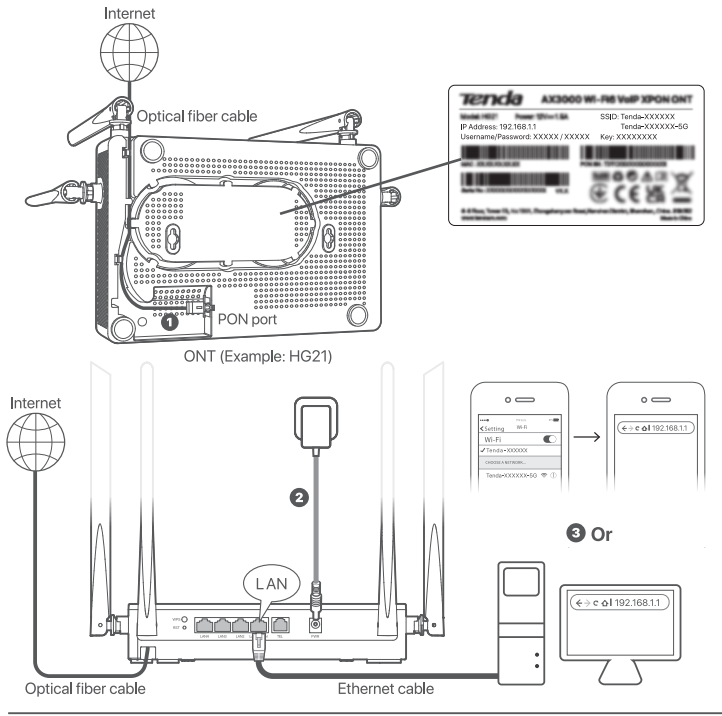
Get Support and Services

HG21 is used for illustration here unless otherwise specified. The actual product prevails.

Package Contents

- xPON ONT x 1
- Power adapter x 1
- Ethernet cable x 1
- Telephone cable x 1 (if any)
- Optical fiber cable x 1 (if any)
- Quick installation guide x 1

Connect and Configure ONT



Note

For initial setup or after a reset, set new login and Wi-Fi passwords for privacy and security (The longer the password, the stronger the protection). The character limit and composition rules for passwords are subject to software user interface prompts.

Indicators

The indicators may vary with models. The actual product prevails.

Indicator	Color	Status	Description
PWR POWER	Green	Solid on	The ONT is powered on.
		Off	The ONT is powered off.
INET	Green	Blinking	The internet WAN connection is up.
		Off	The internet WAN connection is down.
PON	Green	Solid on	The ONT is registered successfully.
		Blinking	The ONT is registering.
		Off	The ONT is unregistered.
OPT	Green		The received optical power is at a proper value.
	Orange	Solid on	The received optical power is at a higher or lower value.
	Red		The received optical power is abnormal.
LOS	Red	Blinking	The received optical power is lower than the optical receiver sensitivity.
		Off	The received optical power is at a proper value.
LAN LAN1-4	Green	Solid on	The LAN port is connected. No data is being transmitted.
		Blinking	The LAN port is transmitting data.
		Off	The LAN port is disconnected.
TEL	Green	Solid on	The ONT is registered with IMS. No data is being transmitted.
		Blinking	The ONT is registered with IMS and is transmitting data.
		Off	The ONT is not registered with IMS.
WLAN 2.4G 5G	Green	Solid on	The Wi-Fi is enabled.
		Blinking	Data is being transmitted wirelessly. For the ONT without the WPS indicator: If the WPS function is activated on the ONT, the WLAN/2.4G/5G indicator blinking means that the ONT is performing WPS negotiation.
		Off	The Wi-Fi is disabled.
WPS	Green	Solid on for 2 minutes	A WPS connection is established.
		Blinking	The WPS negotiation is ongoing.
		Off	The WPS function is not activated.
USB	Green	Solid on	The USB port is connected. No data is being transmitted.
		Blinking	The USB port is transmitting data.
		Off	The USB port is disconnected.

Ports/Buttons

The ports and buttons may vary with models. The actual product prevails.

Port/Button	Description
ON/OFF	Press the button to turn on or turn off the ONT.
PON	Used to connect to the optical network through an optical fiber cable.
PWR POWER	Used to connect the ONT to a power source using the included power adapter.
USB	Used to connect to a USB storage for resource sharing.
WLAN	Press the button to enable or disable the Wi-Fi function of the ONT.
TEL	Used to connect to a telephone for voice service using a telephone cable.
LAN1-4	Used to connect to such devices as routers, switches, computers, or IPTV set-top boxes.
LAN1/WAN	LAN port by default. Used to connect to such devices as routers, switches, computers, or IPTV set-top boxes. Tips In Ethernet WAN mode, the LAN1/WAN port can only serve as a WAN port connected to the Ethernet jack for internet access.
WPS RST WPS/RST	WPS: Press the button for about 1 second to start the WPS negotiation of the ONT. The WPS (marked WLAN/2.4G/5G/WPS) indicator blinks quickly. Within 2 minutes, enable the WPS function to establish a WPS connection on a WPS-enabled device. RST: Restore the ONT to the preset configurations or factory settings by referring to Method 1 of Q3 in the FAQ.
LED	Press the button to turn on or off the indicators of the ONT.

FAQ

Q1: I cannot log in to the web UI by visiting 192.168.1.1. What should I do?

- A1:**
- Ensure that the ONT is powered on properly (the **PWR** or **POWER** indicator is solid green).
 - If you use a wireless device, such as a smartphone, to configure the ONT:
 - Ensure that your smartphone has disabled mobile data and is connected to the Wi-Fi of the ONT.
 - Clear the cache of the web browser or change a web browser and try again.
 - Use another smartphone and try again.
 - If you use a wired device, such as a computer, to configure the ONT:
 - Ensure that your computer is connected to the ONT properly (the **LAN** indicator of the connected port lights up).
 - Ensure that your computer is set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
 - Use another computer and try again.
 - Refer to **Q3** to reset the ONT and try again.

Q2: I cannot access the internet after the configuration. What should I do?

- A2:**
- Check the indicator status of ONT:
 - If the **PWR** or **POWER** indicator is off, ensure that the ONT is powered on properly.
 - If the **LOS** indicator blinks or the **OPT** indicator is solid red, ensure that the PON port is clean and connected properly, the optical fiber cable is not bent excessively and the input optical power is within the normal range.
 - If the **PON** indicator blinks, the ONT is not registered. Contact your ISP or verify the parameters for registration are correct.
 - Ensure that your ISP supports self-purchased PON device for internet access.
 - If you set the ONT to the router mode:
 - Ensure that the ONT obtains a valid IP address and gateway on the **Status > Device > WAN Configuration** page. If not, the WAN connection is not set up successfully. Verify the parameters are correct.
 - Ensure that the wired device is connected to a LAN port of the ONT or downstream router (if any) properly and set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
 - Ensure that the wireless device is connected to the Wi-Fi of the ONT or downstream router (if any).

- If you set the ONT to bridge mode, ensure that the router or terminal used for dial-up is connected and configured properly.
- If the problem persists, consult your ISP.

Q3: How to reset the ONT?

- A3: Method 1:**
- For the ONT with the preset configurations: After the ONT completes startup, press the reset button (**RST**) for 8 to 20 seconds, and the ONT is restored to the preset configurations. Press the reset button (**RST**) for more than 20 seconds, and the ONT is restored to the factory settings.
 - For the ONT without the preset configurations: After the ONT completes startup, press the reset button (**RST**) for more than 8 seconds, and the ONT is restored to the factory settings.
- Method 2:** Log in to the web UI of the ONT, navigate to **Admin > Backup/Restore**, and click **Reset** on the page. You can restore the ONT to the preset configurations.

Q4: How to change the Wi-Fi name and Wi-Fi password?

- A4: Method 1:** Log in to the web UI of the ONT, change the **SSID** (Wi-Fi name) and the **Pre-Shared Key** (Wi-Fi password) in **WIFI Settings** module with the quick registration function (initial registration of the ONT supported), and click **Apply Changes**.
- Method 2:** Log in to the web UI of the ONT, choose **WLAN**, and repeat the following steps in **wlan0 (5GHz)** and **wlan1 (2.4GHz)**.
- Wi-Fi name: Choose **Basic Settings** and change the **SSID** (Wi-Fi name). Click **Apply Changes**, and click **OK** when **Change setting successfully** is shown.
 - Wi-Fi password: Choose **Security**, set **Encryption** to **WPA/WPA2-PSK** or **WPA+WPA2 Mixed** (recommended), and change the **Pre-Shared Key** (Wi-Fi password). Click **Apply Changes**, and click **OK** when **Change setting successfully** is shown.



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.

Safety Precautions

Before operating, read and follow these precautions to prevent accidents.

- Device operating temperature: 0°C–45°C (32°F–113°F, HG3/HG6/HG6C/HG9/HG10/HG10C/HG15/HG15C/HG22); 0°C–55°C (32°F–131°F, HG21/HG21C). The data comes from tests conducted in the Tenda laboratory.
- Power adapter operating temperature: 0°C–40°C (32°F–104°F).
- For desktop mounting, the device must be horizontally mounted for safe use.
- For wall mounting, the device is only suitable for mounting at heights ≤ 2m. Wall-mounting materials are self-prepared (2 screws and 2 plastic anchors). Recommended specifications: [Screws] Thread diameter: 3–4 mm; Head diameter: 5.0–6.5 mm. [Plastic anchors] Thread diameter: 6.0 mm; Inner diameter: φ2.4; Length: 26.4 mm.
- Do not use the device in a place where wireless devices are not allowed.
- Please use the included power adapter.
- Do not use the power adapter if its plug or cord is damaged.
- If the device does not have the power button, 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.
- Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
- Keep this device out of reach of children to prevent children from using it as a toy and causing personal injury.
- Unplug this device and disconnect all cables during lightning storms or when the device is unused for long periods.
- If such phenomena as smoke, abnormal sound or smell appear when you use the device, immediately stop using it and disconnect its power supply, unplug all connected cables, and contact the after-sales service personnel.
- Disassembling or modifying the device or its accessories without authorization voids the warranty, and might cause safety hazards.
- Refer all servicing to qualified service personnel.
- Disconnect the power source during servicing.



Caution, laser

Never look at the transmit laser while the power is on. DO NOT look directly at the **PON** port and the optical fiber cable ends when they are powered on, to prevent any harm to your eyes.

For the latest safety precautions, see **Safety and Regulatory Information** on www.tendacn.com.



CE Mark Warning

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures. This equipment should be installed and operated with minimum distance 20cm between the device and your body.

NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

Declaration of Conformity

Hereby, SHENZHEN TENDA TECHNOLOGY CO., LTD. declares that the device (ONT) is in compliance with Directive 2014/53/EU.

The full text of the EU Declaration of Conformity is available at the following internet address: <https://www.tendacn.com/download/list-9.html>

Operating Frequency/Max Output Power

2412MHz–2472MHz/20dBm
5150MHz–5250MHz (indoor use only)/23dBm(HG9/HG10/HG10C/HG15/HG15C/HG21/HG21C/HG22)
5725MHz–5850MHz/20dBm (HG15/HG15C/HG21/HG21C/HG22)

Attention: In EU member states, EFTA countries, Northern Ireland and Great Britain, the operation in the frequency range 5150MHz – 5250MHz is only permitted indoors.

	AT	BE	BG	CH	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HR	HU	IE
	IS	IT	LI	LT	LU	LV	MT	NL	NO	PL	PT	RO	SE	SI	SK	UK(NI)
	UK															

Technical Support

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V1.3 Keep for future reference.