Tenda MW12

Tenda Nova MW12 Tri-Band AC2100 Mesh WiFi System User Manual

Model: MW12

1. INTRODUCTION

The Tenda Nova MW12 is a high-speed, tri-band AC2100 mesh WiFi system designed to provide seamless whole-home WiFi coverage. It eliminates Wi-Fi dead spots and streaming issues, making it suitable for medium to large households. The system utilizes Tenda Mesh technology with powerful wall penetration capacity, creating an effective distributed network that can cover up to 6,000 sq. ft. It features a 5GHz dedicated powerful WLAN full-featured front-end module with an integrated signal amplifier, ensuring stronger and more stable multi-story home WiFi coverage. MW12 units work together under one unified network, supported by 802.11k/v/r protocol, to connect devices with the best performance node as they move around your home.

Image: Tenda Nova MW12 Mesh WiFi System units displayed on a table next to a laptop, illustrating a typical home office setup.

2. SETUP GUIDE

Follow these steps to set up your Tenda Nova MW12 Mesh WiFi System:

1. **Unpack the System:** Carefully remove all Nova MW12 units and accessories from the packaging.

2. **Connect the Primary Unit:**

   - Connect one Nova MW12 unit to your modem using the provided Ethernet cable.
   - Plug the power adapter into the primary unit and then into a power outlet.
   - Wait for the unit's LED indicator to turn solid green, indicating it's ready.

3. **Download the Tenda WiFi App:**

   - Search for "Tenda WiFi" in your smartphone's app store (App Store for iOS or Google Play Store for Android).
   - Download and install the app.

4. **Configure the Primary Unit:**

- Open the Tenda WiFi app and follow the on-screen instructions to set up your new mesh network.
- You will be prompted to create a new WiFi name (SSID) and password.

5. **Add Additional Units:**

- Place the remaining Nova MW12 units in desired locations within your home, ensuring they are within range of another Nova unit.
- Plug in the power adapters for these secondary units.
- The units are pre-paired and should automatically connect to the existing mesh network. Their LED indicators will turn solid green once connected.

Image: A Tenda Nova MW12 unit with feature icons including IPv6, Tri-band, Seamless Roaming, Parental Control, and Auto-turbo Backhaul, highlighting its capabilities.

Your browser does not support the video tag.

Video: An official Tenda video demonstrating the features and benefits of the Whole Home Mesh Wi-Fi System, including its tri-band capabilities and seamless roaming.

3. OPERATING INSTRUCTIONS

Once your Tenda Nova MW12 system is set up, you can manage and monitor your network using the Tenda WiFi App.

3.1. Tenda WiFi App Features

- **Wireless Settings:** Modify your WiFi name (SSID) and password.
- **Guest Network:** Create a separate network for guests, keeping your main network secure.
- **Parental Control:** Manage internet access times and content for specific devices.
- **Internet Settings:** Configure WAN connection types (e.g., DHCP, Static IP, PPPoE).
- **QoS (Quality of Service):** Prioritize network traffic for specific applications or devices (e.g., 4K video streaming, online gaming).

- **Add Nova:** Easily add new Nova units to expand your mesh network coverage.
- **Fast Roaming:** Ensures devices automatically connect to the strongest signal as you move around.
- **Capacity-oriented Mode:** Optimizes network performance for a large number of connected devices.

Image: Screenshot of the Tenda WiFi App displaying a list of connected devices, allowing users to monitor their network.

3.2. Connecting Devices

Your devices (smartphones, tablets, laptops, smart home devices) will automatically connect to the strongest Nova unit. For wired connections, each Nova unit has Ethernet ports to connect devices like smart TVs, gaming consoles, or desktop computers.

Image: A diagram illustrating various smart home devices and personal electronics connected to a Tenda Nova MW12 mesh network, demonstrating its capacity for over 100 devices.

4. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your Tenda Nova MW12 system:

- **Firmware Updates:** Periodically check the Tenda WiFi App for available firmware updates. Updates often include performance improvements, security patches, and new features. Install updates as recommended.

- **Cleaning:** Keep the units clean and free from dust. Use a soft, dry cloth to wipe the exterior. Do not use liquid cleaners or abrasive materials.

- **Ventilation:** Ensure the units are placed in well-ventilated areas to prevent overheating. Avoid placing them in enclosed spaces or covering their ventilation holes.

- **Restarting:** If you experience network issues, try restarting your modem and all Nova units. Unplug them from power, wait 30 seconds, then plug them back in, starting with the modem.

5. TROUBLESHOOTING

Common issues and their solutions:

Problem	Possible Cause	Solution
No Internet Connection	Modem issue, incorrect setup, or ISP outage.	- Check if your modem is working correctly. - Verify Ethernet cable connection between modem and primary Nova unit. - Restart modem and Nova units. - Contact your Internet Service Provider (ISP) if the issue persists.
Weak WiFi Signal / Dead Zones	Units too far apart, interference.	- Relocate secondary Nova units closer to the primary unit or other units. - Ensure units are not blocked by large metal objects or thick walls. - Avoid placing units near other electronics that may cause interference.
Devices Disconnecting Frequently	Network congestion, firmware issue, or device compatibility.	- Update firmware via the Tenda WiFi App. - Check for conflicting IP addresses (rare, but can happen in advanced setups). - Ensure QoS settings are not overly restrictive for certain devices.
Cannot Access Tenda WiFi App	Incorrect login credentials, app malfunction, or network issue.	- Verify your login credentials. - Ensure your smartphone is connected to the Nova WiFi network. - Try reinstalling the Tenda WiFi App. - Perform a factory reset on the primary Nova unit if all else fails (*Note: This will erase all settings.*).

Your browser does not support the video tag.

Video: An official Tenda video introducing the MW12 AC2100 WiFi Mesh system, showcasing its design and ease of integration into a home network.

6. SPECIFICATIONS

Feature	Detail
Model Number	MW12
Wireless Standard	AC2100 Tri-Band Mesh WiFi 5
Frequency Band Class	Tri-Band (2.4 GHz, 5 GHz-1, 5 GHz-2)
Coverage Area	Up to 6,000 sq. ft. (with 3-pack)
CPU	Dual-core 900MHz

Feature	Detail
Memory	256M DDR3
Ethernet Ports	4 per unit (details not specified, assuming standard LAN/WAN)
Special Features	WPS, MU-MIMO, QoS, Seamless Roaming (802.11k/v/r), Parental Control
Dimensions	13.5 x 3.9 x 4.88 inches
Item Weight	4 pounds
Color	White

7. WARRANTY INFORMATION

Tenda products typically come with a limited warranty. Please refer to the warranty card included in your product packaging or visit the official Tenda website for detailed warranty terms and conditions specific to your region. Keep your purchase receipt as proof of purchase for warranty claims.

8. CUSTOMER SUPPORT

For technical assistance, troubleshooting, or further inquiries, please contact Tenda customer support:

- **Website:** Visit the official Tenda website for FAQs, support resources, and contact information.
- **Email:** Check the Tenda website for regional support email addresses.
- **Phone:** Consult the Tenda website for local customer service phone numbers.

When contacting support, please have your product model (MW12) and serial number ready.