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› [Tenda](#) /

› [Tenda Nova MX21-Pro Wi-Fi 6E Mesh System User Manual](#)

### Tenda DE-MX21 Pro(2-Pack)

# Tenda Nova MX21-Pro Wi-Fi 6E Mesh System User Manual

Model: DE-MX21 Pro (2-Pack)

Brand: Tenda

## 1. INTRODUCTION

This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your Tenda Nova MX21-Pro Wi-Fi 6E Mesh System. The MX21-Pro is designed to extend high-speed, reliable Wi-Fi coverage throughout your home, eliminating dead zones and supporting numerous connected devices with its advanced Tri-Band Wi-Fi 6E technology.

## 2. SAFETY INFORMATION

- Use only the power adapter provided with the device.
- Do not expose the device to water, fire, or high temperatures.
- Avoid placing the device near heat sources or in direct sunlight.
- Ensure proper ventilation around the device to prevent overheating.
- Do not attempt to disassemble or repair the device yourself. Contact technical support if issues arise.
- Keep the device out of reach of children.

## 3. PACKAGE CONTENTS

Verify that all items are present in your package:

- 2 x Tenda Nova MX21-Pro Mesh Units
- 2 x Power Adapters
- 1 x Ethernet Cable

- 1 x Quick Installation Guide

## **4. PRODUCT OVERVIEW**

The Tenda Nova MX21-Pro units are compact and designed for discreet placement. Each unit features multiple ports and indicators for easy setup and monitoring.



Image: Front and rear view of the Tenda Nova MX21-Pro mesh units. The rear unit displays three yellow Ethernet ports, a power input, and a reset button.

### Unit Components:

- **LED Indicator:** Displays the status of the mesh unit (e.g., green for good connection, red for no internet).
- **Ethernet Ports:** Multiple gigabit Ethernet ports for wired connections to devices or your modem.
- **Power Port:** Connects to the power adapter.
- **Reset Button:** Used to restore factory default settings (press and hold for 10 seconds).
- **Mesh Button:** Used for one-click pairing of additional mesh units.

## 5. SETUP

Follow these steps to set up your Tenda Nova MX21-Pro Mesh System:

### 1. Connect the Primary Unit:

- Unplug your modem's power.
- Connect one of the MX21-Pro units (this will be your primary unit) to your modem's LAN port using the provided Ethernet cable.
- Plug the power adapter into the primary MX21-Pro unit and then into a power outlet.
- Plug your modem's power back in.
- Wait for the primary unit's LED indicator to turn solid green, indicating a successful connection.

### 2. Download the Tenda Wi-Fi App:

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

### 3. Configure the Network:

- Open the Tenda Wi-Fi app and follow the on-screen instructions to set up your new Wi-Fi network name (SSID) and password.
- The app will guide you through the initial setup process.

### 4. Add Satellite Units:

- Place the second MX21-Pro unit in a central location within your home, ideally within range of the primary unit.
- Plug in the power adapter for the satellite unit.
- The satellite unit will automatically connect to the primary unit. Its LED indicator will turn solid green once connected. If it doesn't connect automatically, press the Mesh button on both units to initiate pairing.

## 6. OPERATING INSTRUCTIONS

Your Tenda Nova MX21-Pro system provides a seamless and high-performance Wi-Fi experience. Here are some key operational aspects:

### Seamless Roaming:

The system ensures seamless roaming throughout your home. As you move, your devices will automatically switch to the strongest Wi-Fi signal from the nearest mesh unit without interruption.

### **Tri-Band Technology:**

The MX21-Pro utilizes three frequency bands (2.4 GHz, 5 GHz, and 6 GHz) to optimize performance. Devices are intelligently assigned to the best available band for optimal speed and stability.

### **MU-MIMO and OFDMA:**

These technologies allow the system to communicate with multiple devices simultaneously, improving efficiency and reducing latency, especially in environments with many connected devices.

### **Parental Control:**

Manage internet access for specific devices or users through the Tenda Wi-Fi app. You can set schedules, block websites, and pause internet access.

### **Guest Network:**

Create a separate Wi-Fi network for guests, keeping your main network secure and private.

### **Alexa Compatibility:**

The Tenda Nova Mesh system can communicate directly with Amazon Alexa, allowing for voice control of certain network functions.

## **7. MAINTENANCE**

To ensure optimal performance and longevity of your Tenda Nova MX21-Pro system:

- **Firmware Updates:** Regularly check for and install firmware updates via the Tenda Wi-Fi app. Updates often include performance improvements and security enhancements.
- **Cleaning:** Gently wipe the units with a soft, dry cloth. Do not use liquid cleaners or abrasive materials.
- **Placement:** Ensure units are placed in open areas, away from obstructions, large metal objects, and other electronic devices that may cause interference.
- **Reboot:** Periodically reboot your mesh units (unplug and replug power) to refresh their connection and clear any temporary issues.

## **8. TROUBLESHOOTING**

If you encounter issues with your Tenda Nova MX21-Pro system, refer to the following common problems and solutions:

### **No Internet Access:**

- Check if your modem is working correctly.
- Ensure the Ethernet cable between the primary MX21-Pro unit and the modem is securely connected.
- Verify the LED indicator on the primary unit is solid green. If not, try rebooting the unit and the modem.

### **Weak Wi-Fi Signal or Dead Zones:**

- Relocate the satellite unit closer to the primary unit or to a more central location.
- Ensure there are no major physical obstructions (thick walls, large appliances) between the units.
- Check for sources of interference (e.g., microwaves, cordless phones) and move the units away from them.

### Cannot Connect to the Tenda Wi-Fi App:

- Ensure your mobile device is connected to the Tenda Nova Wi-Fi network.
- Restart the app and try again.
- If the issue persists, try reinstalling the app.

### Factory Reset:

If all else fails, you can perform a factory reset. With the unit powered on, press and hold the Reset button for approximately 10 seconds until the LED indicator flashes rapidly. The unit will then restart with factory default settings.

## 9. SPECIFICATIONS

<b>Brand</b>	Tenda
<b>Model Name</b>	MX21 Pro
<b>Model Number</b>	DE-MX21 Pro (2-Pack)
<b>Wi-Fi Standard</b>	Wi-Fi 6E (802.11ax), backward compatible with 802.11ac/b/g/n
<b>Frequency Band</b>	Tri-Band (2.4 GHz, 5 GHz, 6 GHz)
<b>Max. Speed</b>	Up to 5665 Mbps (2402 Mbps @ 6 GHz, 2402 Mbps @ 5 GHz, 861 Mbps @ 2.4 GHz)
<b>Processor</b>	Broadcom Quad-Core 1.7 GHz
<b>Memory</b>	256 MB
<b>Ethernet Ports</b>	Gigabit Ethernet Ports
<b>Max. Connected Devices</b>	200+
<b>Coverage (3-pack)</b>	Up to 680 m <sup>2</sup> (7,300 sq ft)
<b>Special Features</b>	Parental Control, Guest Network, Alexa Compatibility
<b>Operating System Compatibility</b>	Linux, Mac, Windows

## 10. WARRANTY AND SUPPORT

Tenda offers a **3-year warranty** for the Nova MX21-Pro Mesh System, ensuring peace of mind regarding product quality and performance.

### **Technical Support:**

For any technical questions, setup assistance, or troubleshooting not covered in this manual, please contact Tenda technical support:

- **Email:** [Support.fr@tenda.cn](mailto:Support.fr@tenda.cn)

Please have your product model number and a description of your issue ready when contacting support.