Tenda

The FAQ applies to the resolution of common problems, if it does not solve your problem，Please feel free to contact our customer service team (you can send an email to *support.us@tenda.cn*)

1. The coverage falls short of what is advertised.
1. Coverage estimates are based on normal use conditions. Actual range and performance can vary, including due to factors such as interference, device usage, building materials, thickness of wall and obstructions. Throughput and coverage estimates are a configuration reference, not a performance guarantee.
2. If there are some network dead spots, there is an option to purchase a few more Mesh to add to the network system as sub-nodes.　【Please note WiFi 5 Series (MW Series) can only be combined with WiFi 5 Series products. WiFi 6 Series (MX Series) can only be combined with WiFi 6 Series products. A mesh network system can be composed of up to 10 nova units. Considering network stability, we recommend a maximum of 8 nova units.】

2. The internet speed is not up to the advertised speed.
Internet connection speeds depend on your internet service provider. Maximum wireless signal rates are derived from IEEE standard 802.11 specifications. Experienced speeds may vary based on network configuration.

3. Internet speed drops after a period of use.
Try turning on the Auto System Maintenance feature.(Web UI: More-System Setting-Auto System Maintenance. Tenda WiFi APP: Settings-Auto System Maintenance)

4. Item does not work / defective, how to solve it?
Mesh network topology, is a network that connects a group of devices. In a full mesh topology, every single node is directly connected to each other. The way they are connected is via wireless. Electric appliances such as microwave ovens, induction cookers, desk lamps, stereos, and cameras are the most likely to affect the transmission of wireless network signals or even reduce the speed of the network. Their powerful electromagnetic waves will cause significant interference to the signal, resulting in blocked transmission. We recommend placing the node in a place where you can bypass the source of interference, and then plug in the power and observe the status of the indicator light.

5. The phone frequently disconnects from WiFi automatically
When the phone system detects that the WiFi speed is not as good as using the mobile network, it will automatically switch to the mobile network status. You can turn this off in the WiFi settings of your phone.

6. **How to add nodes to an existing mesh network again?**
  One of the units will not connect to the others, how to solve it? Press and hold the

Tenda

reset button of the child node for about 8 seconds, then scan the code on the Tenda Wi-Fi APP and re-add the node.

7. Two nodes cannot connect to main node,what should i do？

E.g: You buy one suit nova with three nodes, main node works fine, but other two nodes cannot connect to main node.

Solution:

1.   We suggest the distance between two nodes no more than two walls, if the position is not properly, please adjust the place and angle of nova.

2.   Power off and restart two nodes, wait 1-2 mins, and then check whether it can connect to main node on APP, or check the light of the third node (solid blue or not)

3.   If two nodes cannot connect to main node still, please find a tool to hold on reset button for 20s, when lights turn to solid white then you can release it.

4.   Then lights turn to blinking blue, open APP and check whether it will pop a window that a new nova unit is joining the current network system. Tap "Allow".

8. Unstable signal, unstable speed, how to solve it?

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9. How to set Nova to access Internet

The nova suite contains 3 units, which can be put at proper places according to the installation guide or the onscreen instructions of the Tenda Wi-Fi app to address your need of Wi-Fi coverage. The nova unit can only be installed and managed using the Tenda Wi-Fi app, so you need to download the app before installation.

If nova is new to you, the following steps will guide you complete the settings quickly.

Step1 Download ''Tenda WiFi ''APP

1. Connect your mobile phone to an existing Wi-Fi network or mobile network to download the Tenda Wi-Fi app.

iOS system: You can search for **Tenda Wi-Fi** in App Store, or use WeChat to scan the QR code in the installation guide.

Android system: You can search for **Tenda Wi-Fi** in Google Play, or use WeChat or a web browser to scan the QR code in the installation guide.

Tenda

Step2 Connect the First Nova

Connect your broadband line to the ⊕ (WAN/LAN) port of any nova unit.

2. Power on the nova unit.
3. Connect your mobile phone to the nova unit's wireless network using the wireless network name (SSID) and password specified on the bottom label of the nova unit. Note: You cannot set the nova unit until being connected to its wireless network. After connecting to the network, your mobile phone cannot access the Internet for the moment.

Step3 Set the First Nova

1. Run the **Tenda Wi-Fi** app. The setup wizard appears. Tap **"Setup"**.

2. The app automatically detects your internet connection type. Enter information

according to the internet connection type and tap "**Next**". The nova unit is connected

to the Internet and the app proceeds to the next step.
If your Internet connection type is PPPoE. Enter your PPPoE user name and password

and tap "**Next**". See the following figure.

If your internet connection type is dynamic IP, tap "**Next**". See the following figure.

If your internet connection type is static IP, enter your IP address and other

information your ISP provides, and tap "**Next**". See the following figure.

3.Set the wireless network name and password of the nova unit and tap **"OK"**.

Note: If change the wireless network name and password and tap "OK", your mobile phone is disconnected from the nova Wi-Fi network. You need to reconnect to the new wireless network you configured.

4. When the LED of the first nova unit turns solid blue, the nova unit is connected to the Internet.

Step4 Set the other Novas

After the first nova unit is configured, the app will explain how to set up the other

nova units. Tap **"OK"** to view the specific steps:

1. Put the second nova unit at a proper place and tap **"Next".**

2. Power on the second nova unit and tap **"Next".**

3. Wait about 1 minute and check the connection status of the second nova unit based on its LED color. Blue means that its connection is fine. If the LED lights any other color, adjust its orientation or move it closer to the first nova unit.

4. Set up the third nova unit in the way you set up the second one: Put the third nova unit at a proper place and power it on. Wait about 1 minute and check its LED to ensure fine connection. After the network is established successfully, the app displays 3 online nova units. See the following figure.

10. Unable to connect to smart home devices

1. Most smart homes can only connect to the 2.4GHz band, not to the 5GHz band, please make sure your smart home device is connected to the 2.4GHz.

2、Smart home devices that only support Zigbee, Z-Wave and Bluetooth protocols are not compatible with WiFi (806.11) protocol and cannot connect to WiFi.

11. Some devices cannot connect to WiFi, but others can.

1、Some devices have a lower version and cannot connect to WiFi when WPA3 network encryption is enabled, try changing the network security protocol to WPA2 or upgrading the device version.

2、Parental controls are on and the device is blocked. Please remove the device from the blacklist or turn off the feature in the background.

12. Poor upload speeds unless, in bridge mode, this then reduces functionality, how to solve it?

It is recommended to upgrade the firmware version.

13. How many nova units can be used together to establish a network?

A mesh network system can be composed of up to 10 nova units. Considering network stability, we recommend a maximum of 6 nova units.

14. Can nova automatically establish a network with other Brands' mesh

Tenda

devices?
No. The Easy Mesh Protocol only supports interconnection of products of the same brand

15. Cannot detect your connection type when you set it up for the first time,what should I do？
Scenario Describe:
My family broadband connection type is DHCP, when I connect one nova to cable modem, nova cannot detect DHCP connection type, the light keeps solid red, what should I do?
Solutions:

1. Power off and power on modem and nova both, and then connect nova to modem with Ethernet cable, when light turn to blink blue, phone connect to nova WI-FI signal and reconfigure nova through Tenda Wi-Fi APP;

2. If you powered off and restarted both modem and nova, cannot detect DHCP connection type still, please follow below steps:
① If there is an old wireless router in your home, please connect wireless router to cable modem, and power off and restarted modem to make wireless router can access internet.

② Connect wan port (🌐) of nova to LAN port of old wireless router and configure Tenda Wi-Fi APP to make nova can access internet.
③ Open Tenda Wi-Fi APP, Click "Settings"-----"Firmware Upgrade", and check whether there is a new firmware version for upgrading, if have, please upgrade it to the latest firmware version.
④ After the upgrade completed, connect nova to cable modem again, and power off modem and restart, open Tenda Wi-Fi APP and reconfigure, it will detect connection type and access internet.