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Tenda AXE5700 Smart Wi-Fi 6E Router User Manual

Contents

Tenda AXE5700 Smart Wi-Fi 6E Router

Frequently Asked Questions

This article provides configuration assistance and troubleshooting guides for the initial setup of Tenda Nova. If your problem is not included, contact our Technical Support (email to **support.us@tenda.cn**) with the product model and problem details.

Before You Buy

- **Q1.** Can different Nova models work together ?
    - 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.
    - **Tip:** We do not recommend combining 2 band products with 3 band products through WiFi.
- **Q2.** Is the coverage area as large as advertised?
    - 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.
- **Q3.** How many Nova units can I add to my network?
    - A mesh network system can be composed of up to 8 nova units. Considering network stability, we recommend a maximum of 6 nova units.
- **Q4.** Can Nova automatically establish a network with other Brands' mesh devices?
    - No. The Easy Mesh Protocol only supports interconnection of products of the same brand

Install Guide

- **Q5.** How to install the primary node?
  - The installation guide has a detailed description. Or watch the installation video, please click here.
- **Q6.** How to extend child nodes?
  - The installation guide has a detailed description. Or watch the installation video, please click here.
- **Q7.** How to place nodes properly to balance network speed, coverage, and network stability?
  - Place nodes based on the color of the indicator light. When green solid, network speed and stability are the best; Yellow comes second; There flash means that the network has not been successfully established and a suitable location needs to be selected again.

Something Goes Wrong

- **Q8.** Mesh WiFi Network System is unstable

before fixing | adjusted
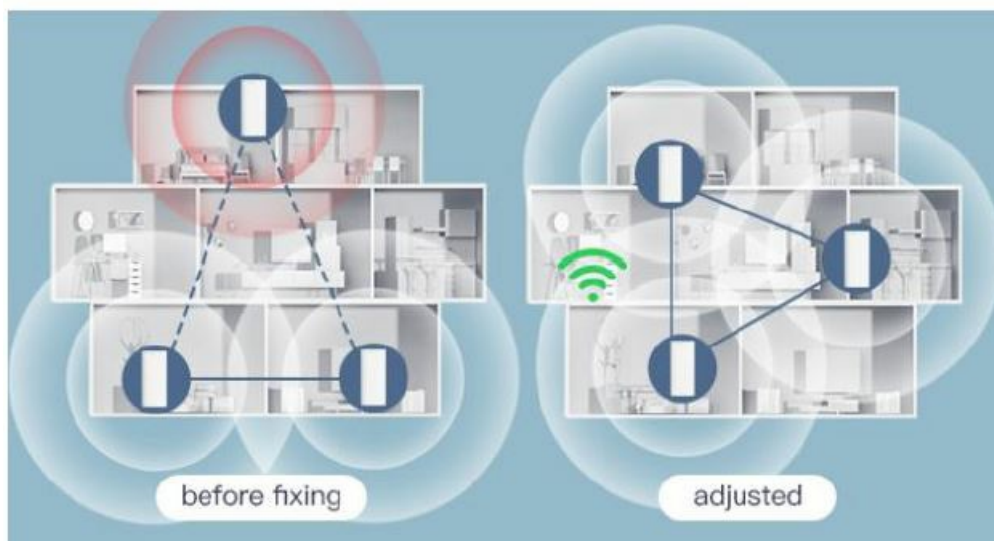
  - The signal strength from the upstream node at the location is near the algorithm threshold, causing the child node to change its parent nodes frequently, resulting in disconnection and loss of the network. We advise you to adjust the position of nodes flexibly to balance network stability, quality, and coverage.
  - The excessive number of nodes in the network leads to instability of the mesh WiFi network system. We suggest reducing the number of nodes to a maximum of 8.
- **Q9.** Child nodes cannot connect to primary node
  - **E.g:** You buy one suit nova with three nodes, main node works fine, but other two nodes cannot connect to main node.
    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".
- **Q10.** Unstable signal, unstable speed
  - Mesh network topology is a network that connects a group of devices. In a full mesh topology, every single node is directly connected. 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
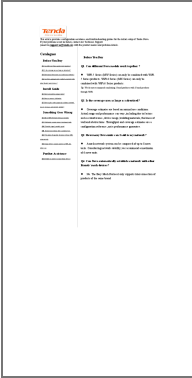
the transmission of wireless network signals or even reduce the speed of the network. Their powerful electromagnetic waves will cause significant interference to the signal, resulting in blocked transmission. We recommend placing the node in a place where you can bypass the source of interference, and then plug in the power and observe the status of the indicator light.

  - Due to the number of WiFi signals around, common channels are congested and network interference is strong.
  - Attempt to change the channel in the web UI.

- **Q11.** Internet speed drops after a period of use.
  1. Update firmware to the latest version
  2. Ensure consistent firmware versions for all nodes
  3. Check for interference caused by increased WiFi signals in the surrounding area. If so, please change the channel.
  4. Try turning on the Auto System Maintenance feature.(Web
     - **UI:** More-System Setting-Auto System Maintenance. Tenda WiFi
     - **APP:** Settings-Auto System Maintenance)

- **Q12.** 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.

- **Q13.** Some devices cannot connect to WiFi, but others can
  - After replacing the router, the WiFi name and password were not changed, and the device needs to forget WiFi and reconnect.
  - 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.
  - Parental controls are on and the device is blocked. Please remove the device from the blacklist or turn off the feature in the background.

Further Assistance

- **Q14.** Unable to connect to smart home devices
  - 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.
  - 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.
  - **Tip:** Mesh is only a provider of WiFi. If the smart device cannot connect, please contact the merchant of the smart device first for assistance.

Documents / Resources

[Tenda AXE5700 Smart Wi-Fi 6E Router](#) [pdf] User Manual
MX21 Pro, AXE5700 Smart Wi-Fi 6E Router, AXE5700, Smart Wi-Fi 6E Router, Wi-Fi 6E Router, 6E Router, Router, Smart Wi-Fi Router, Smart Router, Router AXE5700

References

- **[User Manual](#)**