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Tenda MW Series Whole Home Mesh WiFi System Installation Guide

Tenda MW Series Whole Home Mesh WiFi System

Quick Installation Guide

Whole Home Mesh WiFi System
MW Series

Get support and services

For technical specifications, user guides and more information, please visit the product page or service page on **www.tendacn.com**. Multiple languages are available.
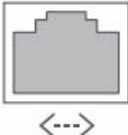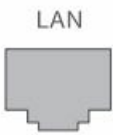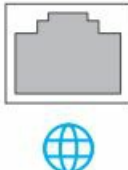
You can see the product name and model (MeshX) on the product label and the kit model (MWX) on the outer package. Please use the kit model to obtain relevant information.

Package contents

- Mesh device x 3 (3-pack)/2 (2-pack)

- Power adapter x 3 (3-pack)/2 (2-pack)

- Ethernet cable x 1

- Quick installation guide x 1

Button/Port/Jack

The buttons, ports and jacks of the device may vary with models.

Button/Port/Jack	Description
LAN or	LAN port.
WAN/LAN or	WAN/LAN multiplexing port, WAN port by default.
PWR or	Power jack.
RST Reset or	Reset button. For the reset method, refer to Question 3 of the FAQ.
	Wall-mounting slot. Used to fix the device to the wall. Recommended specifications are: – Screws: PA3*14 mm; head diameter: 5.2 mm -Plastic anchor: inner diameter: 2.4 mm; length: 26.4 mm * The device is only suitable for mounting at heights ≤ 2m

Install the Tenda WiFi App

Download the Tenda WiFi App onto your mobile device by searching for Tenda WiFi in App Store or Google Play or by scanning the QR code. Then install the Tenda WiFi App.

Connect the primary node

- The first node you set up functions as the primary node, while the rest are referred to as the Msecondary nodes.
- If you do not use the modem for internet access, please skip step 1 and 3.
    1. Power off your modem.
    2. Use the included Ethernet cable to connect a LAN port of your modem or the Ethernet jack to the WAN port of any node. This node is your primary node.
    3. Power on your modem.

4. Power on the node, and wait until the LED indicator blinks green.
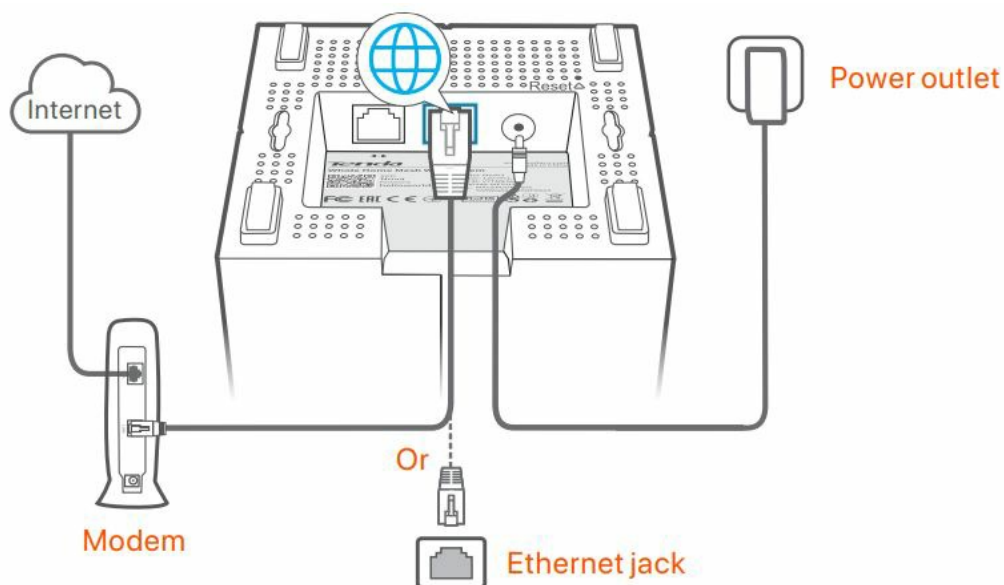
Ports and buttons are on the back (example: Mesh5)
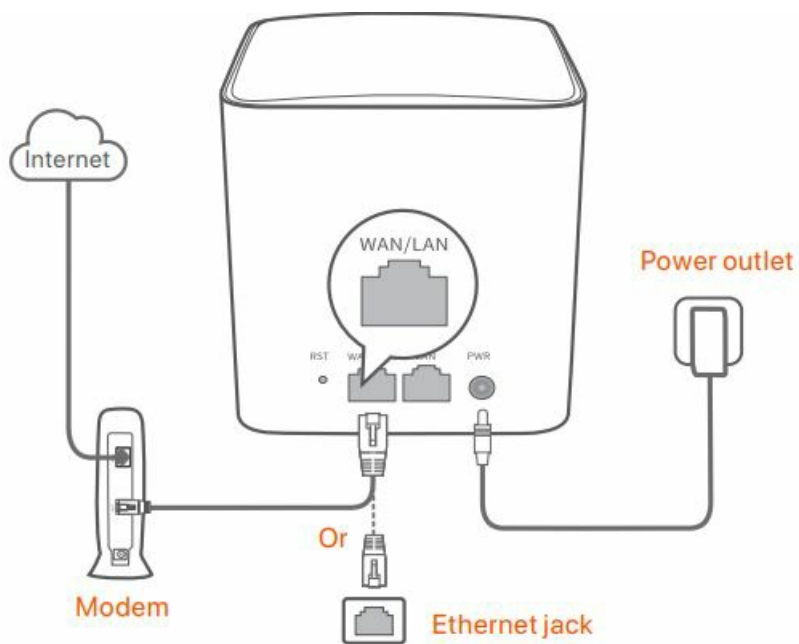
Appearances vary with models, please connect with the model you actually purchased.

Connect the primary node to the internet

1. Connect the smartphone to the WiFi network of the primary node. The SSID and password are specified on the bottom label of any node.
2. Run the Tenda WiFi App and follow the onscreen instructions to connect the primary node to the internet.

After the primary node is connected to the internet, its LED indicator lights solid green.

Connect the secondary nodes to the internet

1. Place each node:

- At a high and open area.

- Ensure that the wall between any two nodes is less than two.

- Keep your nodes away from electronics with strong interference, such as microwave oven, induction cooker, and refrigerator.

2. Power on secondary nodes, and their LED indicators light solid green. Wait for about 40 seconds. The secondary node is connecting to another node when its LED indicator blinks green.

3. Observe the LED indicators of the secondary nodes until their LED indicators light one of the following colors:

4. If a node's LED indicator does not light solid green, relocate it according to step 1 in IV Connect the secondary nodes to the internet for better connection.

● Solid green		Good connection
● Solid yellow		Fair connection
● Solid red		Disconnected

Done.

- **To access the internet:**
  - Wired devices: Connect wired devices to the LAN ports of your nodes.
  - WiFi-enabled devices : Connect WiFi-enabled devices to your WiFi network using the SSID and password you set.

- If you want to manage the network anytime anywhere, tap ⊗ and use your account to log in.

FAQ

Q1: How can I remove a node from my WiFi network?
A1: Tap the node on the Tenda WiFi App, tap … in the upper-right corner and choose Delete.
Note: Removing operation restores the node to factory settings.

Q2: Can I add another new set of nodes to expand my network coverage?
A2: Yes. Run the Tenda WiFi App, navigate to Settings > Add nova, and follow the on-screen instructions.

Q3: How to restore my network to factory settings?
A3: With your nodes powered on, hold the Reset button of your primary node down using a sharp item (such as a pin) for about 6 seconds, and release it when the LED indicator blinks fast. Your network is reset successfully when the LED indicator lights solid green then blinks slowly again. And all nodes are restored to factory settings.

Q4. My 2.4 GHz WiFi-enabled devices, such as a home security camera,cannot connect to my nova WiFi network. What should I do?
A4: Try the following solutions:

Step 1 Connect your smartphone to your nova WiFi network.
Step 2 Run the Tenda WiFi App, tap Settings, Smart Assistant, and Enable. Your smartphone connects to the 2.4 GHz WiFi network.

Step 3 Use the smartphone to set up your 2.4 GHz WiFi-enabled device guided by the App of the camera.

Safety Precautions

Before performing an operation, read the operation instructions and precautions to be taken, and follow them to prevent accidents. The warning and danger items in other documents do not cover all the safety precautions that must be followed. They are only supplementary information, and the installation and maintenance personnel need to understand the basic safety precautions to be taken.

- Do not use the device in a place where wireless devices are not allowed.
- Please use the included power adapter.
- 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.
- Operating environment: Temperature: 0℃ – 40℃; Humidity: (10% – 90%) RH,non-condensing; Storage environment: Temperature: -40℃ – 70℃;Humidity: (5% – 90%) RH, non-condensing.
- Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
- Unplug this device and disconnect all cables during lightning storms or when the device is unused for long periods.
- Do not use the power adapter if its plug or cord is damaged.
- Disassembling or modifying the device or its accessories without authorization voids the warranty, and might cause safety hazards.

For more 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 a 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 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

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

The device is for indoor usage only.
Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and

2. this device must accept any interference received, including interference that may cause undesired operation.

Radiation Exposure Statement
This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules.
This equipment should be installed and operated with a minimum distance 20cm between the device and your body.

Caution:
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
Operating frequency: 2412-2462MHz, 5150-5250MHz, 5725-5850MHz

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.

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.

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

Technical Support
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Documents / Resources

Tenda MW Series Whole Home Mesh WiFi System [pdf] Installation Guide
MeshX, MWX, MW Series, MW Series Whole Home Mesh WiFi System, Whole Home Mesh WiFi System, Home Mesh WiFi System, Mesh WiFi System, WiFi System, System

References

- **User Manual**