Tenda nova AC1200 Whole Home MW5c Mesh WiFi System Installation Guide

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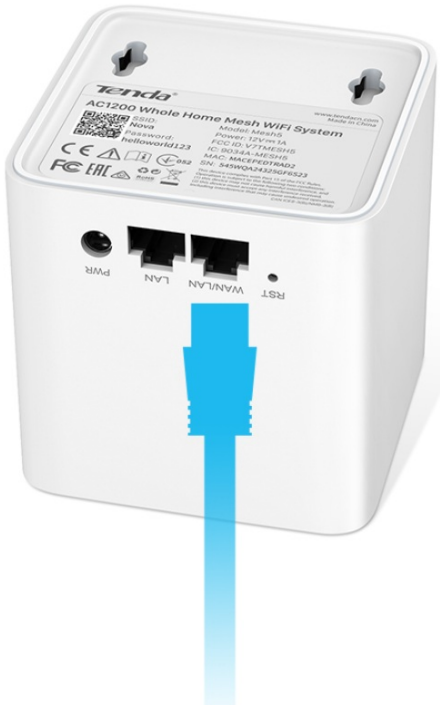

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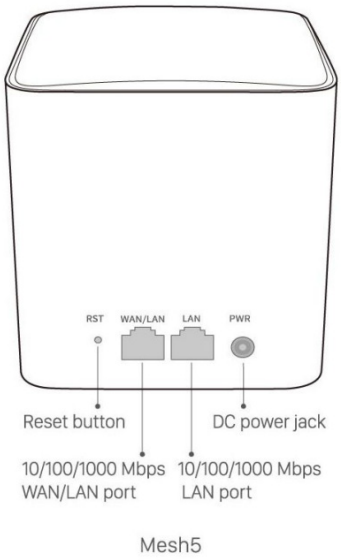
Package contents

- Mesh5x 2
- 12 V 1 A power adapter x 2
- Ethernet cable x 1
- Quick installation guide x 1
- MW5c is a serial name coming with one, two or three MeshS.

Get to know your device



Install the Tenda WiFi App

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

Available for iOS and Android

Or

GET IT ON Google Play

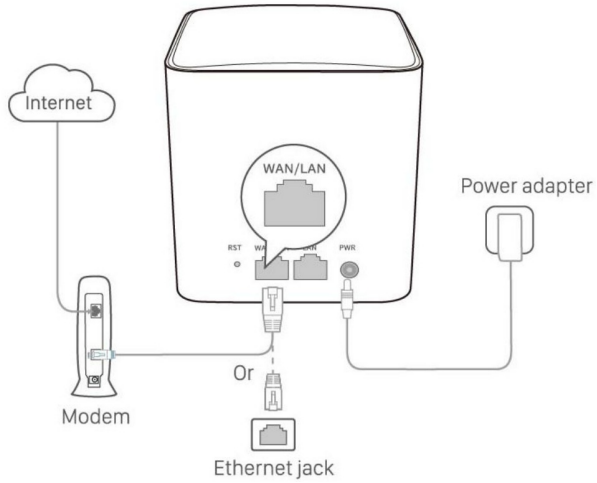
Download on the App Store

Tenda WiFi

Connect the primary node

- The first node you set up functions as the primary node, while the rest is referred to as the secondary node.

1. Power off your modem, and remove its battery (ii any).
2. Use the included Ethernet cable to connect a LAN port of your modem or the Ethernet jack to the WAN/LAN port of the any node. This node is your primary node.
3. Reinstall the battery of your modem, and power it on.
4. Use the included power adapter to connect the primary node to a power source, and its LED indicator lights solid green. Wait for about 40 seconds. The system completes startup when the LED indicator b links green.

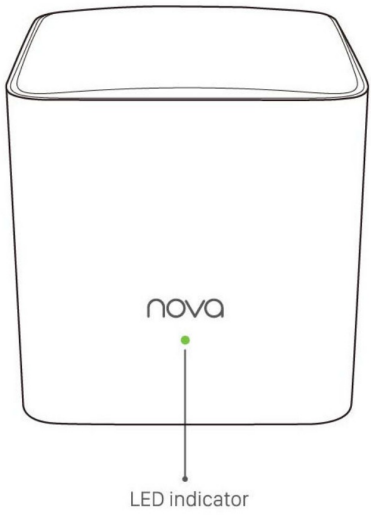


Connect your mobile device to the primary node

Go to the WiFi network list on your mobile device, select the SSID of the primary node, and enter its password. The default SSID and password are specified on the bot tom label of any node.

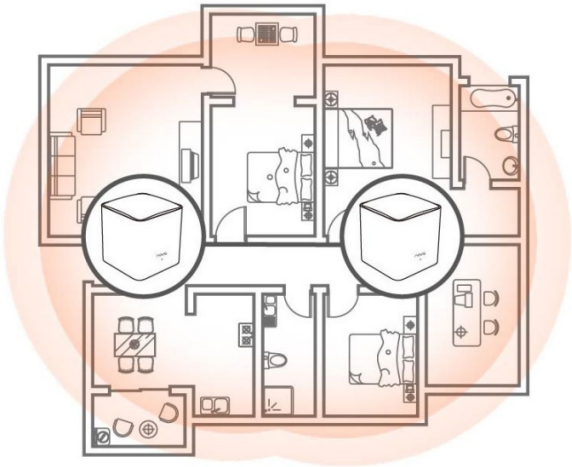
Set up the primary node for internet access

Run the Tenda WiFi App and follow t he onscreen instructions to set up the primary node for internet access. After the primary node is connected to the internet, its LED indicator should turn a solid green.



Connect the secondary node to the internet

1. For the best performance, p lace the secondary node:
   - In an elevated, open position within coverage area of your existing nova WiFi network.
   - Keep the node away from electrical equipment with strong interference, such as microwave ovens, induction cookers and refrigerators.
2. Use the other power adapter to connect the secondary node to a power source, its LED indicator lights solid green. Wait for about 40 seconds. The secondary node is connecting to the primary node when its LED indicator blinks green.



3. When the secondary node is connected, its LED indicator shows as follows:

Solid green	Good connection
Solid yellow	Fair connection
Solid red	Disconnected

4. If the LED indicator of the secondary node does not light solid green, relocate it according to step 1 in to get a better connection.
   Done.

- To access the internet with:
- Wired devices: Connect wired devices to the LAN ports of your nodes.
- Wireless devices: Connect wireless devices to your W1Fi network using the SSID and password you set.
- If you want to manage the network anytime, anywhere, access the App, tap and log in to your account.

LED indicator description

After a node is powered on, the LED indicator lights solid green forabout 40 seconds to complete startup. Then, the LED Indicat or lights one of the following colors:

Node Type	Status	Description
	Blinking green	Connecting to the internet
The primary node	Solid green	Connected to the internet.
	Solid red	Disconnected.
	Blinking green fast	Connecting to a node.
	Blinking green slowly	Wait for connecting to another node, or searching for another node.
The secondary node	Solid green	Good connection.
	Soli d yellow	Fair connection
	Soli d red	Disconnected

CE Mark Warning

This is a Class 8 product. In a domestic environment, this product may cause radio Interference, In which case the user may be required to take adequate measures. Operations in the 5.15-5.25GHz band are restricted to indoor use only. This equipment should be insta lled and operated with a minimum distance 20cm between Lhe device and your body.
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modificat ions to this equipment
(2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.
WARNING: The mains plug is used as disconnect device; the disconnect device shall remain readily operable.
Declaration of Conformity
Hereby, Shenzhen Tenda Technology Co., Lt d. declares that the radio equipment type Mesh5 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity 1s available at the following internet address· **http://www.tendacn.com/en/service/download-cata-101-html**
Operating Frequency:
2.4 GHz: EU/2400-2483.SMHz (CH1-CH13J 5 GHz. EU/5150-5250MHz (CH36-CH48J
EIRP Power (Max.):
2.4 GHz: 19.26dBm 5 GHz· 22.68dBm Software Version: Vl 0.0.X

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 1n 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.
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: Ill 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 compiles 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 t he 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:
11) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to t his equipment. (2) To avoid unnecessary radiation

interference, it is recommended to use a shielded
RJ45 cable

Caution:
Adapter Model: BN036- A12012E/BN036-A12012 8/ BN036-A 12012U Manufacturer: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.
Input 100-240VAC, 50/60 Hz, 0.4A
Output: 12V DC, 1 A
⎓DC Voltage

Operating Environment

Temperature: O'C-40″C Humidity: (10 -90)% RH. non-condensing

RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEEJ. This means that this product must be handled pursuant to European di rective 2012/19/EU in order to be recycled or d is mantled 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 new electrical or electronic equipment. For EU/EFTA, this product can be used in the following countries:

BE BG CZ DK DE EE IE EL ES FR HR IT CY LY

LT LU HU MT NL AT PL PT RO SI SK FI SE UK

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Toll Free: 7 X 24 hours
Canada hotline: 1-888~998-8966
Toll Free: Mon-Fri 9 am – 6 pm PST
Hong Kong Hotline: 00B52-81931998
Website: **www.tendacn.com**
Email: **support.nova@tenda.com.cn**

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FAQ

Q1: How can I change my SSID and password?

A1: Run the Tenda WiFi App, tap Settings in the lower-right hand corner, tap Wireless Settings, change your SSID and password, and tap Save After changing your SSID and password, you need to reconnect your mobile devices using the new SSID and password.

Q2: How can I remove a node from my WiFi network?

A2: Tap the node on the Tenda WiFi App, tap" .. ."in the upper-right corner, and choose Delete.
Note: This removing operation restores the node to factory settings.

Q3: Can I add another new set of node to expand my network coverage?

A3: Yes. Run the Tenda WiFi App, tap Settings in the lower-right hand corner, tap Add nova, and follow the on-screen instructions to add nodes.

Q4: How to restore my network to factory settings?

A4: With your nodes powered on, hold the Reset (RST) button of your primary node down using a reset-pin or a paper clip for about 6 seconds. Release 1t when the LED indicator blinks fast. Your network is reset successfully when the LED indicator lights solid on and then blinks again. And all nodes are then restored to factory settings.

Q5: 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: (1) Connect your smart phone used for setup to your nova WiFi network.
(2) Run the Tenda WiFi App, tap Settings, Smart Assistant, and Enable. Your smart phone connects to the 2.4 GHz WiFi network.
(3) Use the smart phone to set up your 2.4 GHz WiFi-enabled device guided by the App of the device you would like to connect.

Documents / Resources

Tenda nova AC1200 Whole Home MW5c Mesh WiFi System [pdf] Installation Guide
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Manuals+,