

Tenda WiFi App User Guide for Whole Home Mesh WiFi System

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Preface

Thank you for choosing Tenda! Please read this user guide before you use the Tenda WiFi App to set up your whole home mesh WiFi system.

Conventions

The typographical elements that may be found in this document are defined as follows.

Item	Presentation	Example
Cascading menus	>	**System** > **Live Users**
Parameter and value	Bold	Set **User Name** to **Tom**.
Variable	Italic	Format: *XX*:*XX*:*XX*:*XX*:*XX*:*XX*
UI control	Bold	On the **Policy** page, click the **OK** button.
Message	“ ”	The “Success” message appears.

The symbols that may be found in this document are defined as follows.

Symbol	Meaning
NOTE	This format is used to highlight information of importance or special interest. Ignoring this type of note may result in ineffective configurations, loss of data or damage to the device.
TIP	This format is used to highlight a procedure that will save time or resources.

Acronyms and Abbreviations

Acronym or Abbreviation	Full Spelling
nova node(s)	nova whole home mesh WiFi system node(s)
ISP	Internet Service Provider
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name System

Additional Information

For more information, search this product model on our website at http://www.tendacn.com.

Technical Support

If you need more help, contact us by any of the following means. We will be glad to assist you as soon as possible.

Hotline	Global: (86) 755-27657180 United States: 1-800-570-5892 Canada: 1-888-998-8966 Hong Kong: 00852-81931998	**Email**	support.nova@tenda.com.cn
Website	http://www.tendacn.com	**Skype**	tendasz

Contents

Registering and Binding 1

Management Type 5

My WiFi 6

My Profile 10

Wireless Settings 11

Guest Network 12

Parental Control 13

Internet Settings 16

QoS 22

Add nova 23

Fast Roaming 25

Smart Assistant 26

Port Forwarding 27

UPnP 29

DHCP Server 30

DNS 31

Firmware Upgrade 32

Maintenance Schedule 34

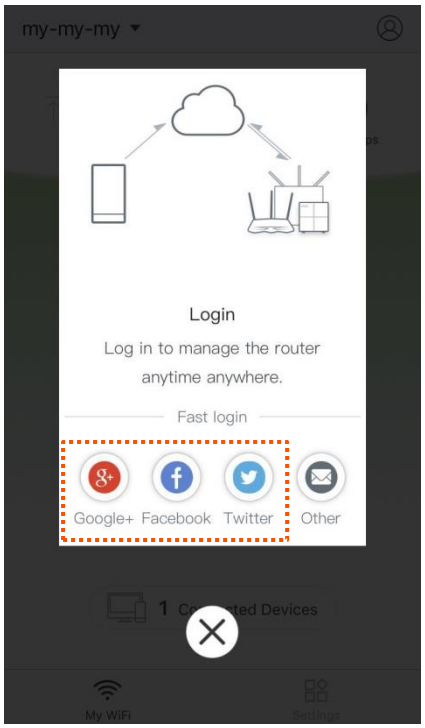
Account Authorization 35

Registering and Binding

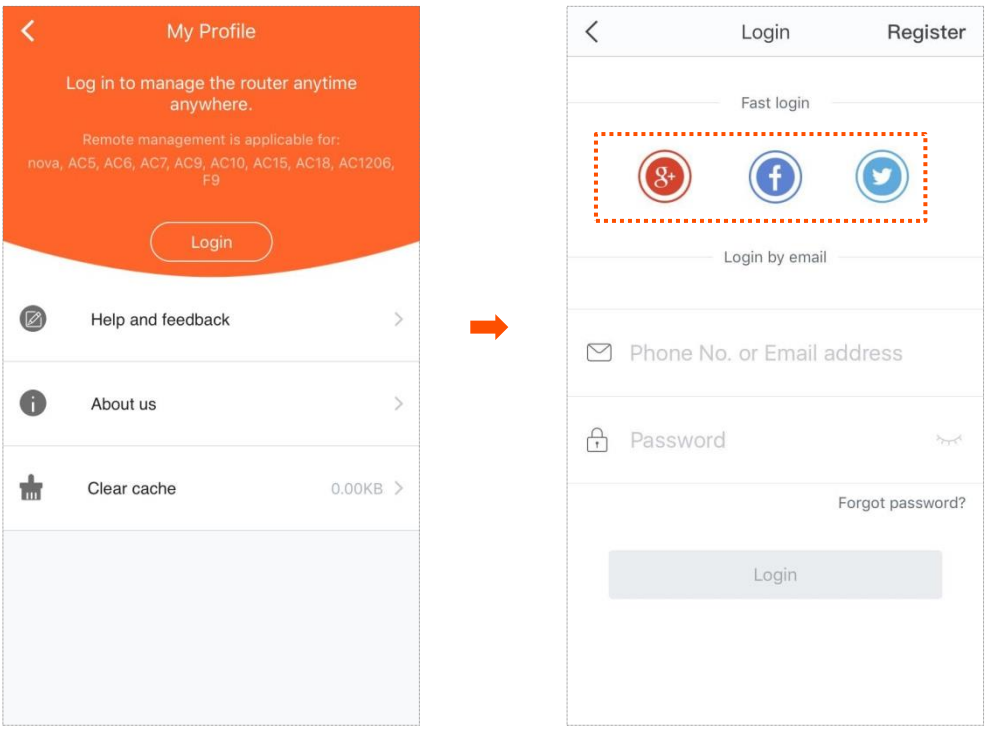
Binding an account to your nova network helps you secure your nova network and manage it remotely.

■ Binding with third party accounts

After you complete setup and installation using the Tenda WiFi App, a login prompt page appears. You can authorize the Tenda WiFi App to use third party accounts, including **Google+**, **Facebook**, and **Twitter**, to login quickly.



If you miss the page above, tap on the upper-right corner and tap **Login**. Then choose one type of account to login.



■ Binding with a registered account

You can register a Tenda account to manage your nova network.

■ To Register a Tenda account:

Step 1 Run the Tenda WiFi App, and tap on the upper-right corner.

Step 2 Tap **Login**.

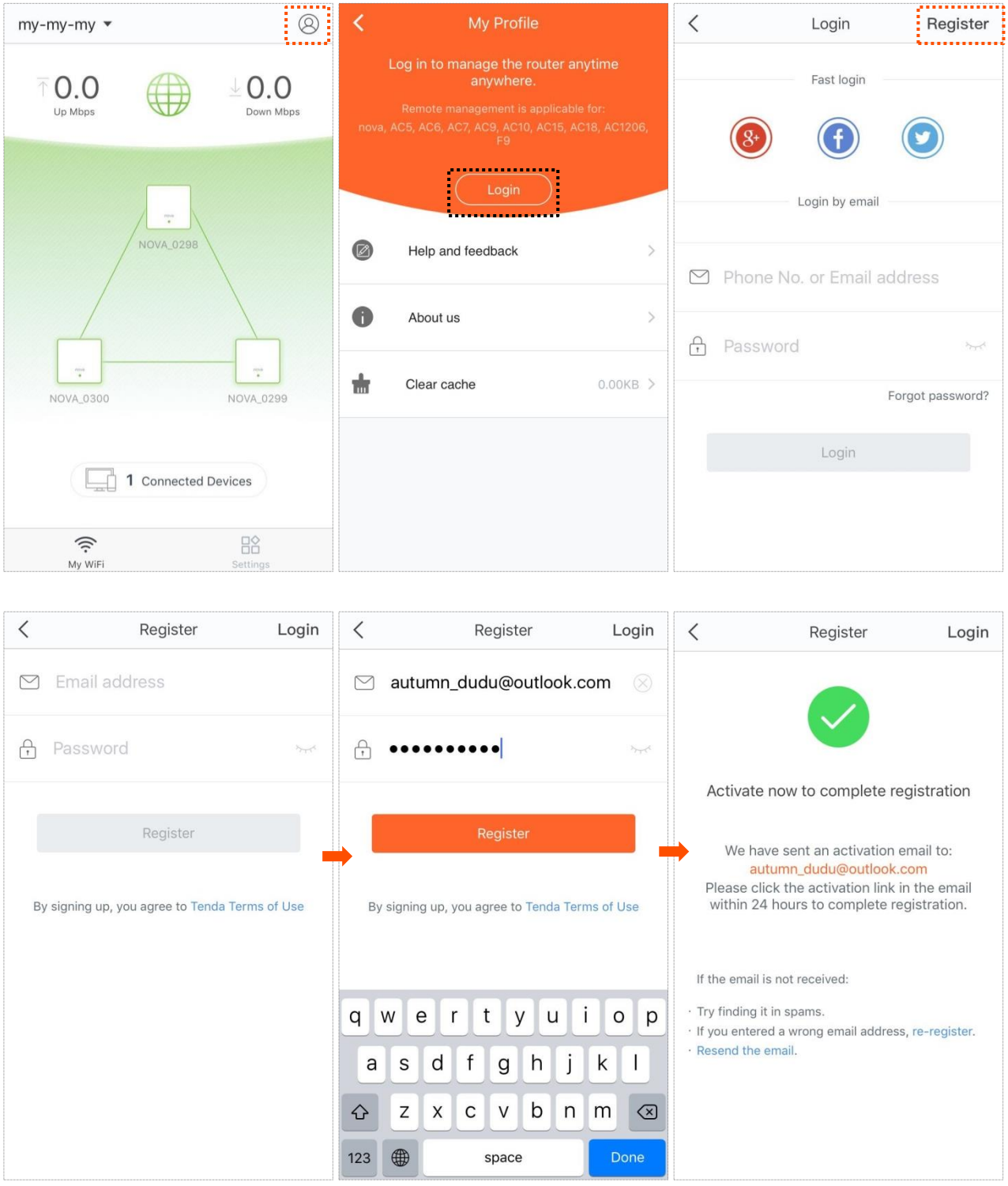
Step 3 Tap **Register** on the upper-right corner.

Step 4 Enter a valid email address.

Step 5 Customize a password for your Tenda account.

Step 6 Tap **Register**.

A confirmation email will be sent to your email inbox. Check your email and follow the instruction to activate your account. After following these guided steps, your Tenda account will be registered successfully.



■ To bind your nova network to your Tenda account:

Step 1 Connect your smart phone to your nova WiFi network, and run the Tenda WiFi App.

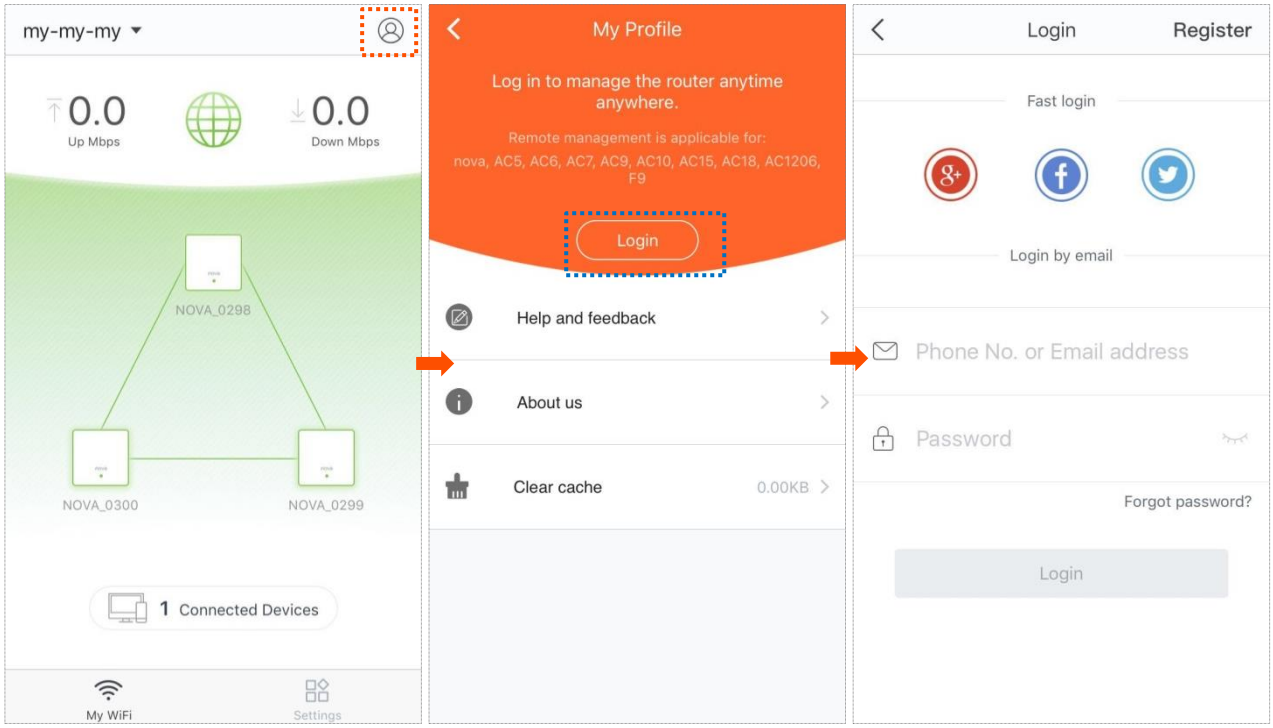
Step 2 Tap on the upper-right corner.

Step 3 Tap **Login**.

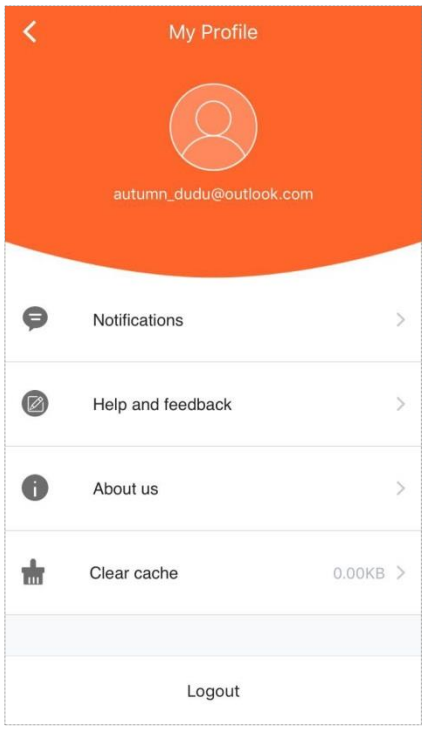
Step 4 Enter your registered Tenda account.

Step 5 Enter the password.

Step 6 Tap **Login**.



After you log in, your nova network is bound to your Tenda account successfully.



NOTE

After your nova network is bound to an account, login with the account is required for network management. This account is your administrator account.

Management Type

All Tenda nova whole home mesh WiFi systems support the Tenda WiFi App for local and remote management. You can choose either of them as needed.

Local Management

Local management indicates that you can use the Tenda WiFi App to manage your nova network after connecting your smart phone to the nova network.

Procedure:

Step 1 Connect your smart phone to the WiFi network of your nova nodes.

Step 2 Run the Tenda WiFi App on the smart phone, and then you can use the App to manage your nova network.

TIP

If your nova nodes are bound to a Tenda account, you can manage them only after login with the bound account or other accounts authorized by the account.

Remote Management

Remote management indicates that you can use the Tenda WiFi App to manage your nova network anytime, anywhere.

Prerequisites of remote management:

- Your nova nodes connect to the internet successfully.
- Log in with the bound or authorized account.

TIP

- If your nova network is bound to an account, they cannot be bound to another account.
- If you want to use other accounts to manage your nova network, you can authorize these accounts after login with the administrator account.
- Only the administrator account can authorize other accounts to manage the nova network.

Procedure of remote management:

Step 1 Connect your smart phone to the internet by connecting it to a WiFi network nearby or enabling your mobile data.

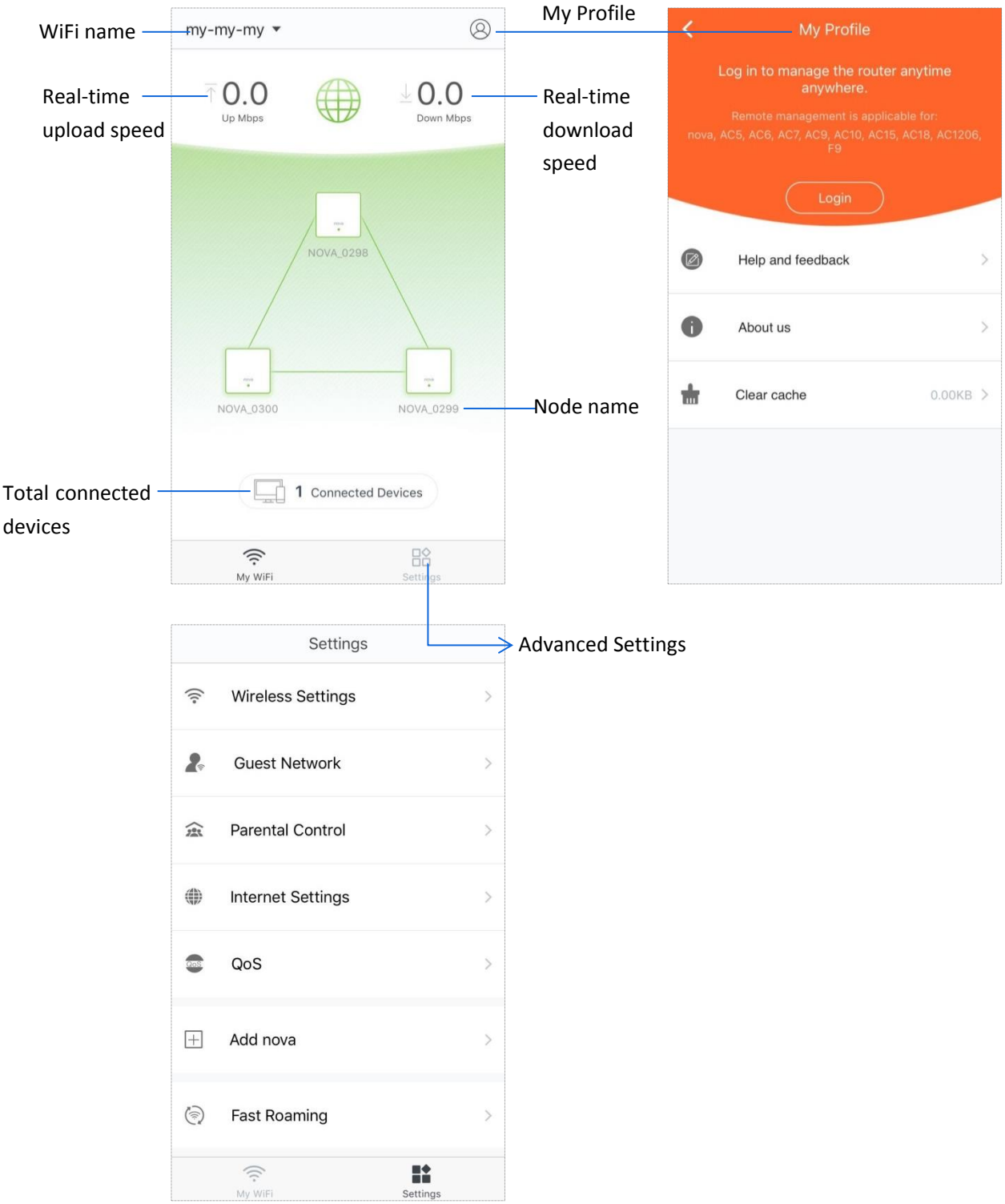
Step 2 Run the Tenda WiFi App on the smart phone.

Step 3 Tap on the upper-right corner.

Step 4 Use your account to log in, and then you can manage your nova network remotely.

My WiFi

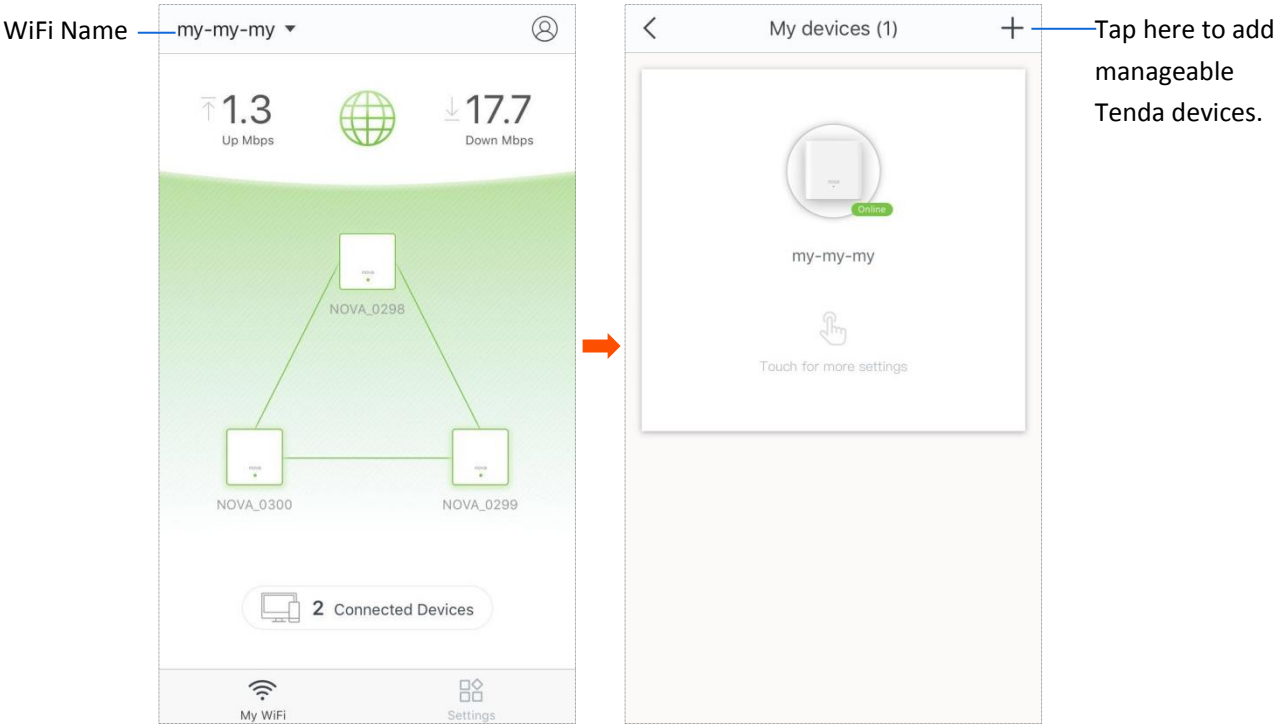
After completing the internet settings, the Tenda WiFi App shows you the following page. You can view the status of your nova nodes, real-time upload/download speed and connected devices, and manage your nova network.



To check or manage your nova nodes

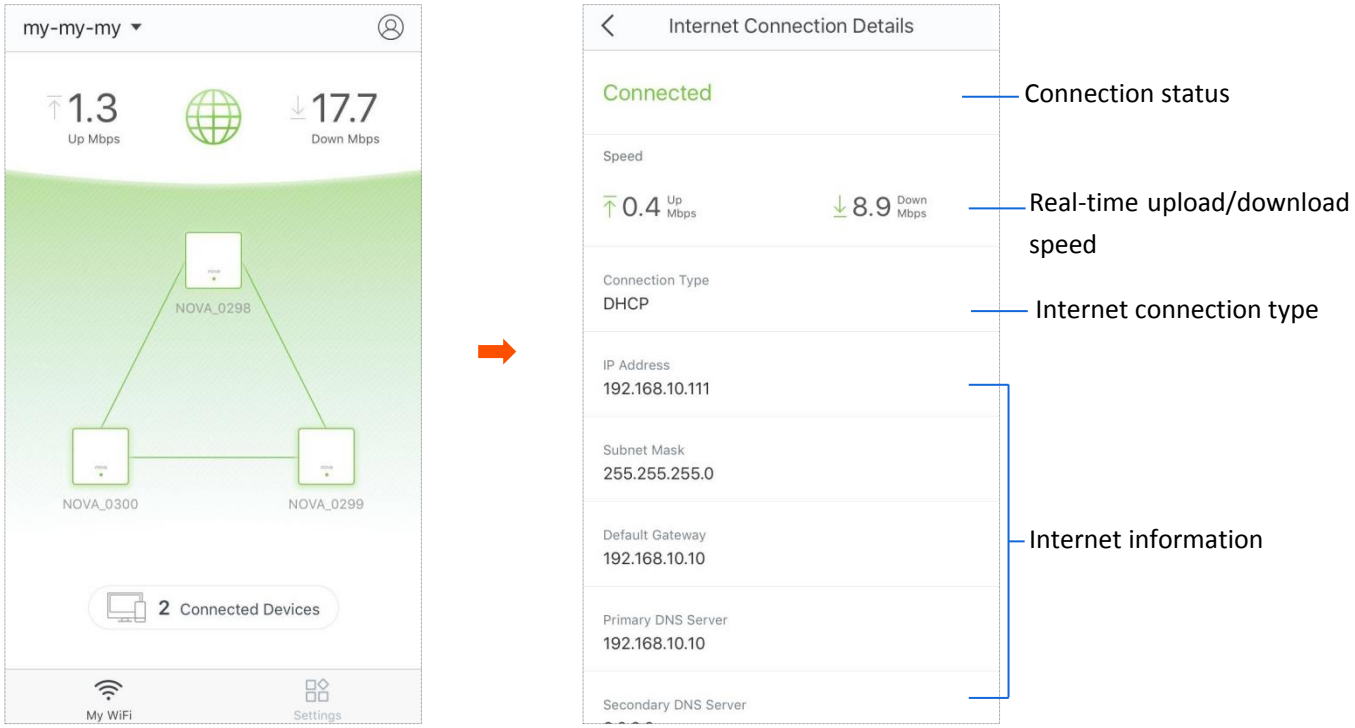
Tap the WiFi name, which is **my-my-my** in the following picture, on the **upper-left** corner of the **My WiFi** page to enter the following page.

All nova nodes in a network share the same WiFi name.



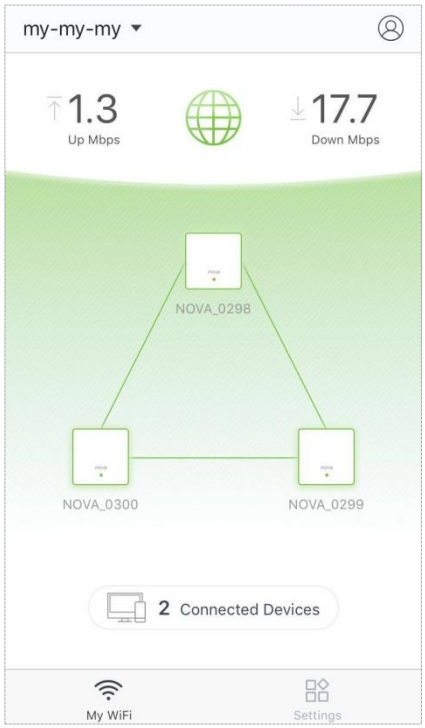
To view details of the internet settings

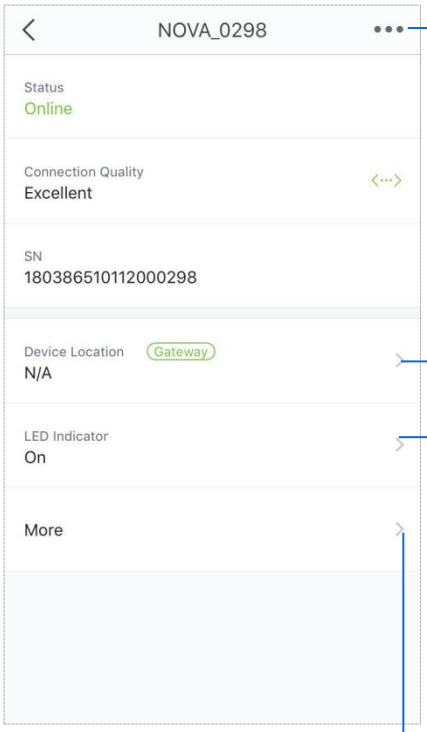
Tap the icon on the home page of the App.



To view details of the nodes

Tap the  icon on the home page of the App to see details of the corresponding nova node.

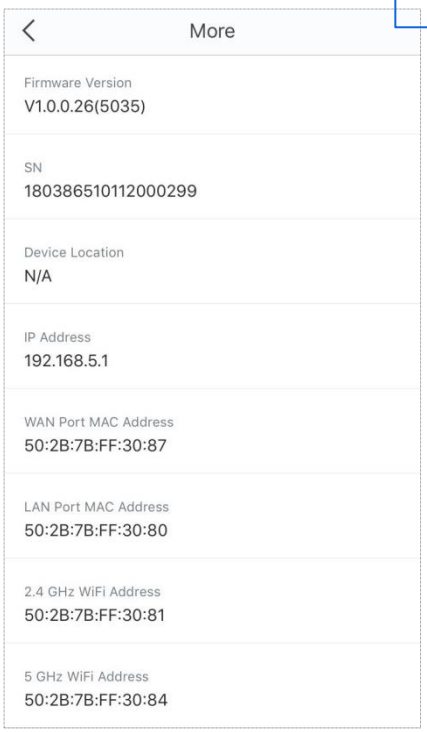




Choose this to delete the node from your WiFi network.

Choose this to change the location information of the node.

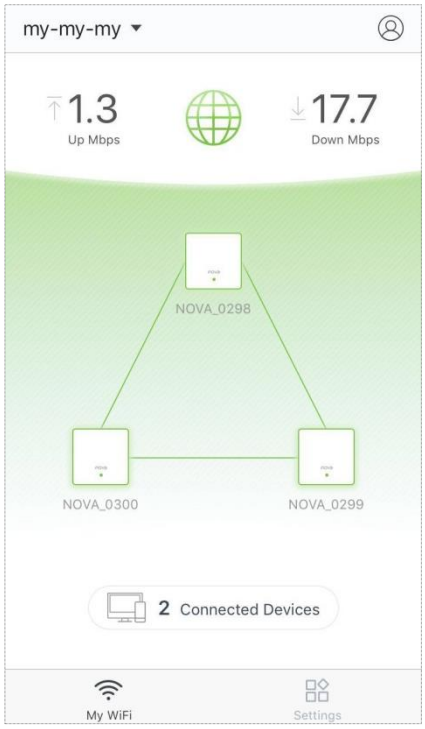
Choose this to enable/disable the LED indicator of the node.

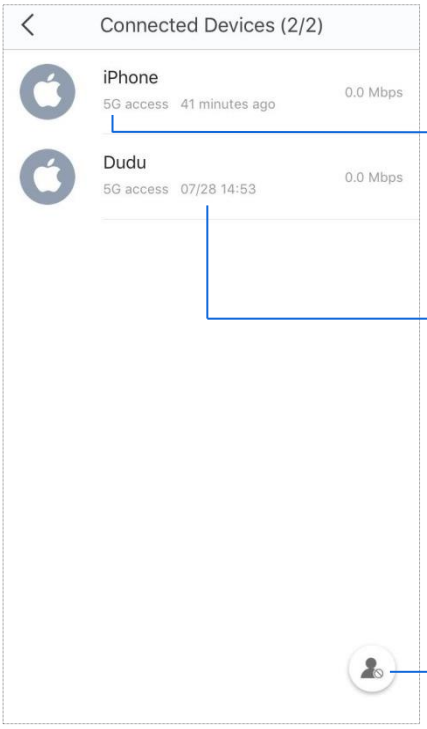


Choose this to see more information about the nova node.

To view the connected devices

Tap the  icon on the home page of the App. If you want to check the details of a device or manage more closely, choose the device.

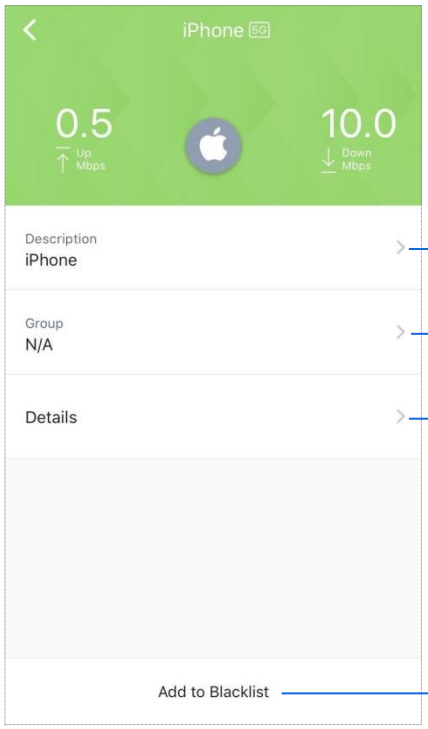




This indicates the frequency band of the WiFi network the device connects.

This indicates the time the device connects to the WiFi network.

Choose this to remove connected devices from the blacklist.



Choose this to rename the device, such as Jack's iPhone.

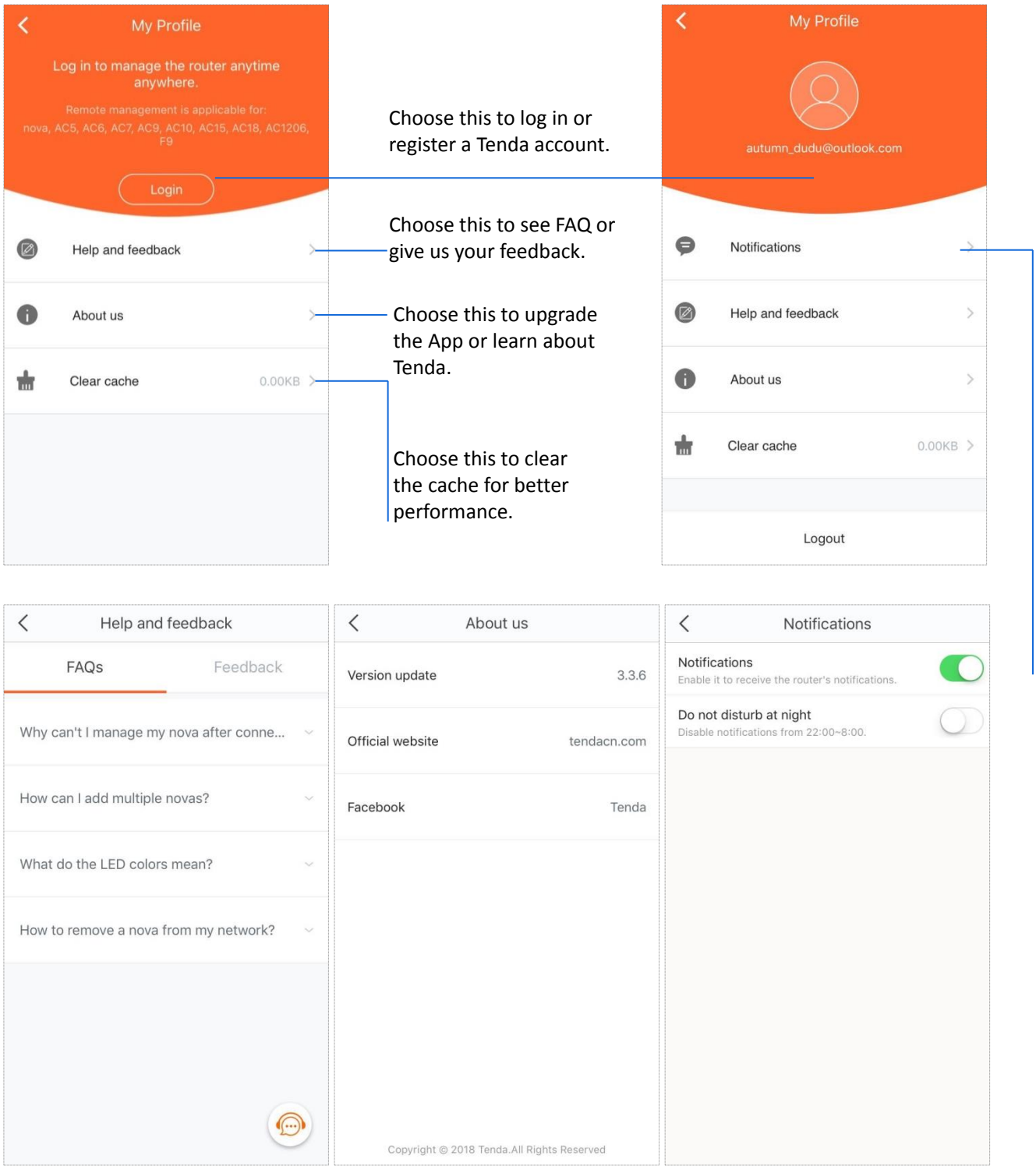
Choose this to create a group or add the connected device to a group for the parental control function.

Choose this to check the details of the connected device.

Choose this to blacklist the device. The devices in the blacklist cannot access the internet via the nova network.

My Profile

Tap the icon in the upper-right corner of the home page (**My WiFi**) page to enter the following page.



Wireless Settings

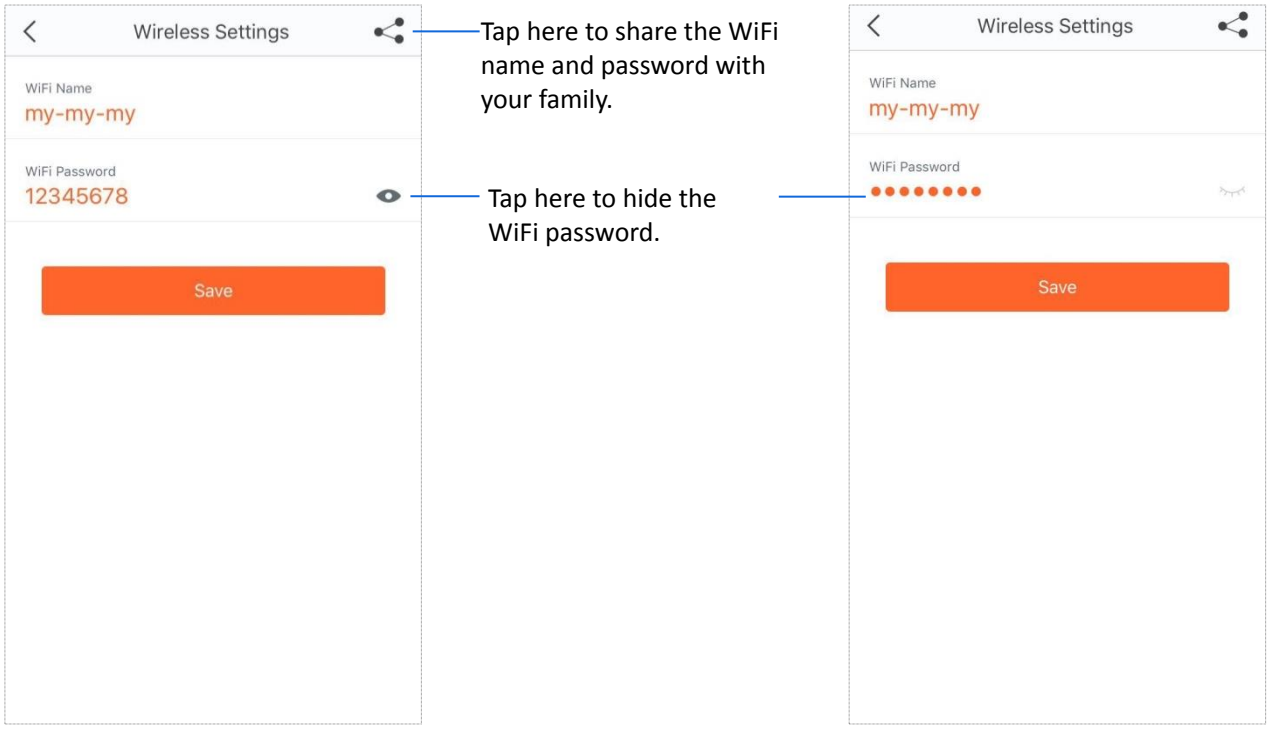
In this section, you can change the WiFi name and password of your nova WiFi network.

■ To change your WiFi name and password

Step 1 Choose **Settings** > **Wireless Settings** to enter the configuration page.

Step 2 Change the WiFi name and password as required.

Step 3 Tap **Save**.



Guest Network

The Guest Network function allows you to create a separate network for your guests to secure the main network.

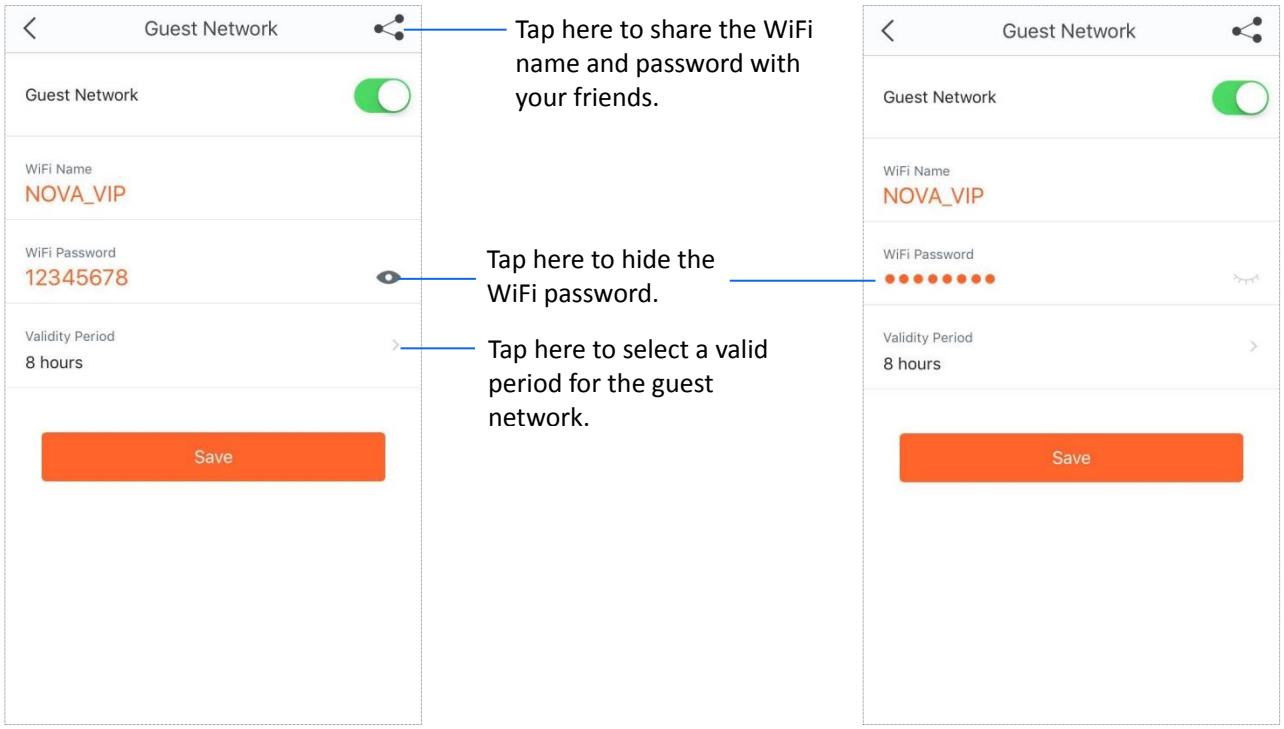
Procedure:

Step 1 Choose **Settings** > **Guest Network** to enter the configuration page.

Step 2 Set the button to the enabled state .

Step 3 Change the WiFi name, password and validity period as required.

Step 4 Tap **Save**.



Parental Control

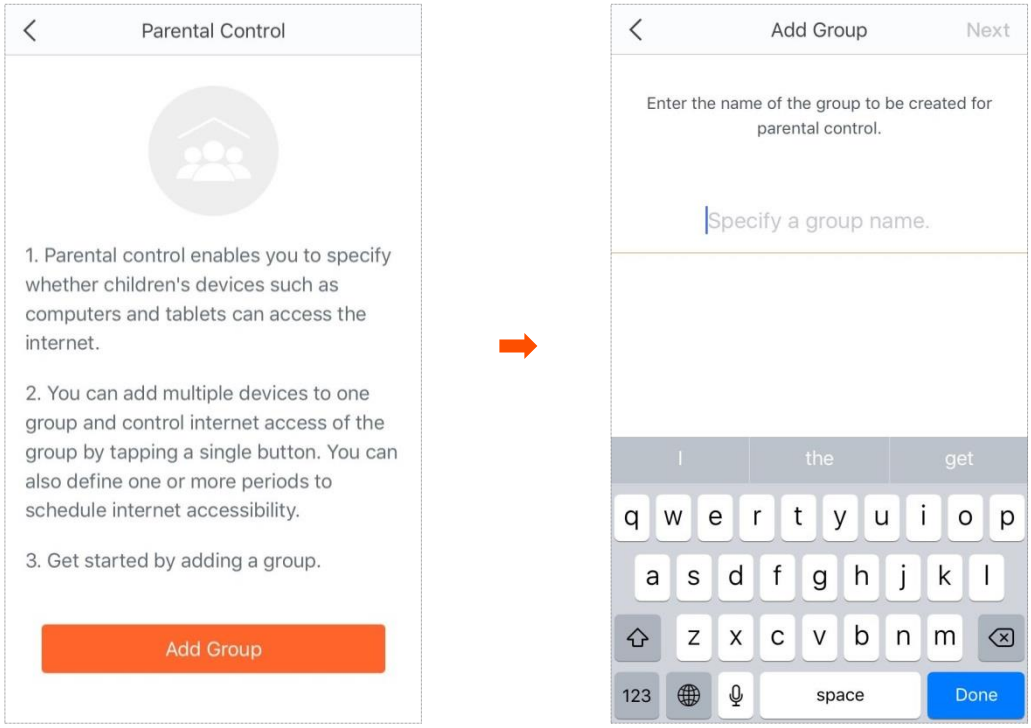
The Parental Control function allows you to create a healthy time session for internet access for your family members.

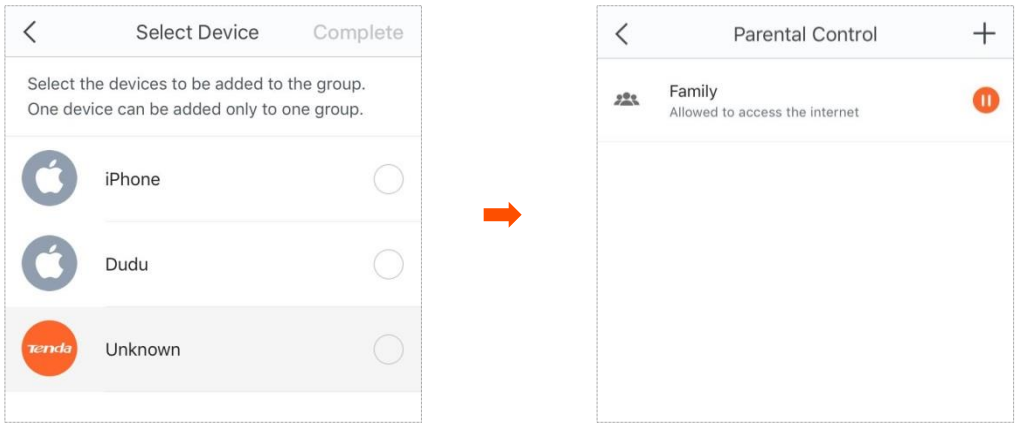
Procedure:

Step 1 Choose **Setting** > **Parental Control** to enter the configuration page.

Step 2 Create a group.

1. Tap **Add Group**.
2. Enter a group name, which is **Family** in this example, and tap **Next**.
3. Select the devices to be added into the group.
4. Tap **Complete**.





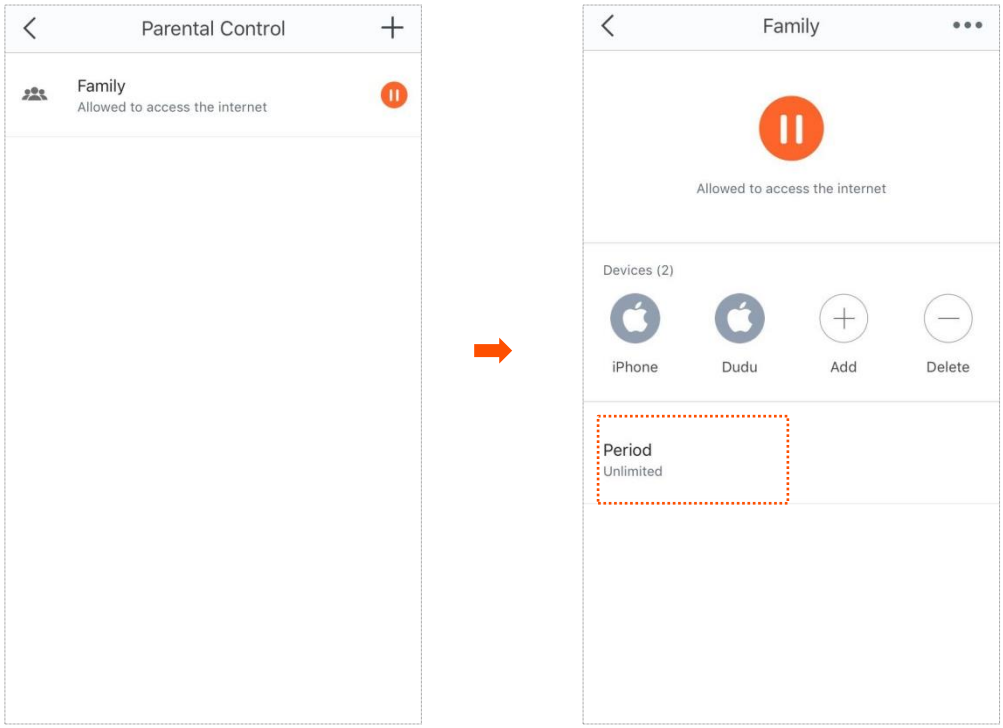
Step 3 Tap or to change the rules.

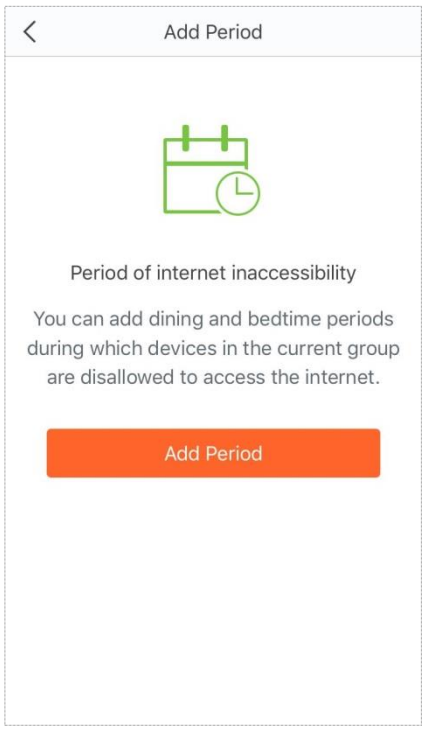
indicates that the devices in the group are allowed to access the internet.

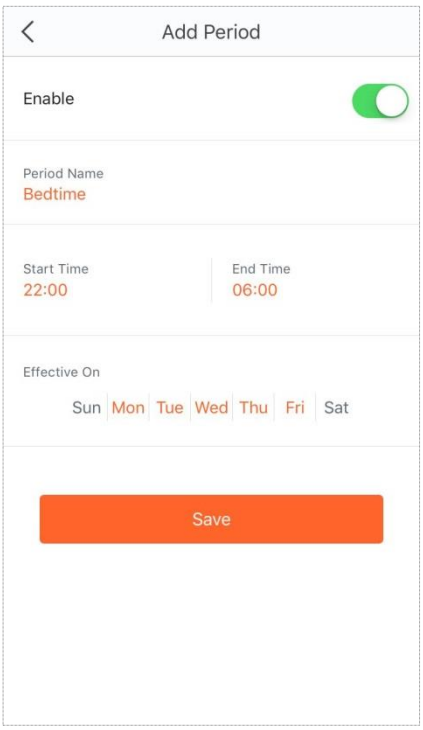
indicates that the devices in the group are not allowed to access the internet.

Step 4 Specify a period for the rule.

1. Choose the group.
2. Tap **Period**.
3. Tap **Add Period**.
4. Specify a **Period Name**, **Start Time**, **End Time**, and the dates from when the rule takes effect.
5. Tap **Save**.




Add Period
Period of internet inaccessibility
You can add dining and bedtime periods during which devices in the current group are disallowed to access the internet.
Add Period


Add Period
Enable
Period Name
Bedtime
Start Time
22:00
End Time
06:00
Effective On
Sun Mon Tue Wed Thu Fri Sat
Save

Internet Settings

Generally, you complete the internet settings by following the quick setup wizard of the Tenda WiFi App when you set the nova nodes at the first time. If your internet connection type or parameters are changed, you can set them again here to enable your nova nodes to access the internet. The nova nodes support the following four connection types.

- **PPPoE:** If this type is selected, you need to enter the PPPoE user name and password provided by your ISP for internet access.
- **DHCP:** If this type is selected, no parameter is required to enter. The nova node obtains the dynamic IP address and other related parameters automatically from your ISP.
- **Static IP Address:** If this type is selected, you need to enter the static IP address and other related parameters provided by your ISP for internet access.
- **Bridge:** If this type is selected, the nova node can access the internet only after being connected to another router with internet accessibility in wired manner.

The following three connection types are available only when the language of your mobile device used to setup is set to **Russian** or **Ukraine**.

- **PPPoE Russia:** If this type is selected, you need to enter the PPPoE user name, PPPoE password, service name, server name, MTU value, and IP address information (if any) provided by your ISP for internet access.
- **PPTP/PPTP Russia:** If this type is selected, you need to enter the IP address, user name and password of the PPTP server, MTU value, and IP address information (if any) provided by your ISP for internet access.
- **L2TP/L2TP Russia:** If this type is selected, you need to enter the IP address, user name and password of the L2TP server, MTU value, and IP address information (if any) provided by your ISP for internet access.

TIP

If you set the **Connection Type** to **Bridge**, the Guest Network, Parental Control, Port Forwarding, UPnP, DNS, QoS, and DHCP server functions becomes unavailable.

Setting up PPPoE

Step 1 Choose **Settings** > **Internet Settings** to enter the configuration page.

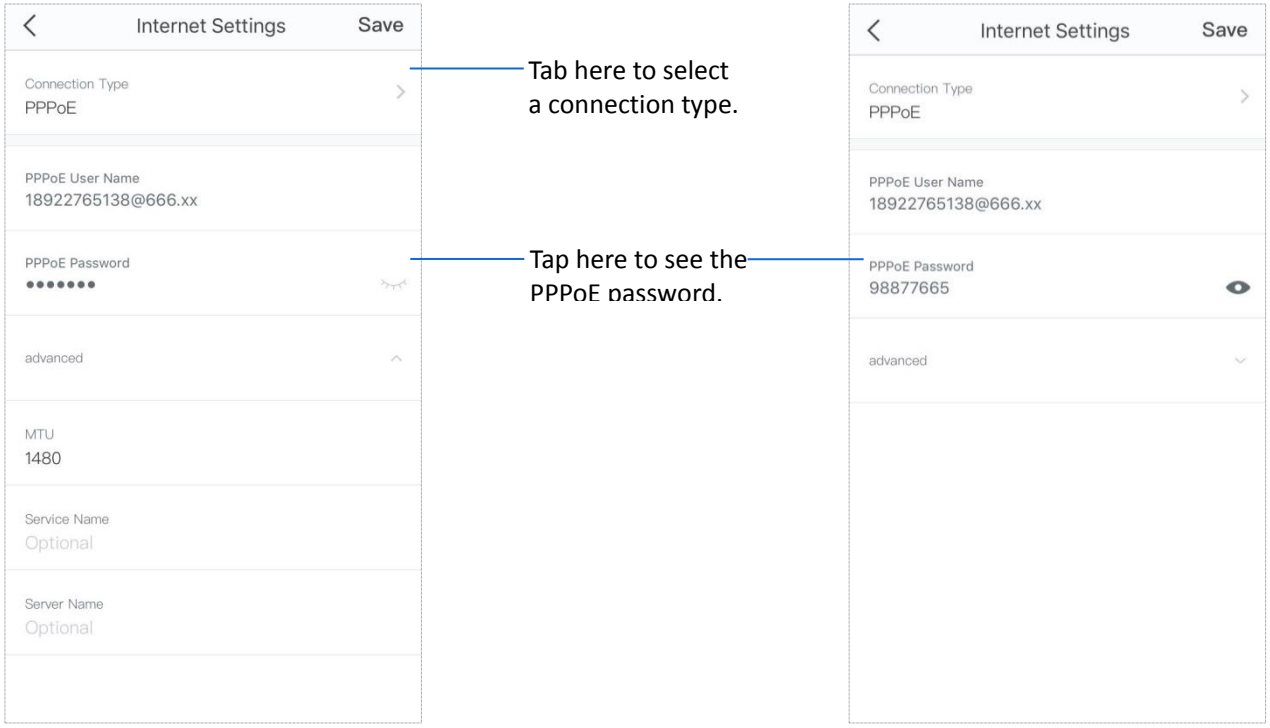
Step 2 Tap **Connection Type**.

Step 3 Select **PPPoE**.

Step 4 Enter the PPPoE user name and password provided by your ISP.

If a service name and a server name are provided, tap **Advanced** and enter them.

Step 5 Tap **Save**.



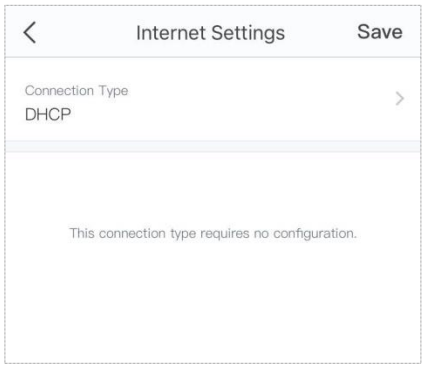
Setting up DHCP

Step 1 Choose **Settings** > **Internet Settings** to enter the configuration page.

Step 2 Tap **Connection Type**.

Step 3 Select **DHCP**.

Step 4 Tap **Save**.



Setting up Static IP Address

Step 1 Choose **Settings** > **Internet Settings** to enter the configuration page.

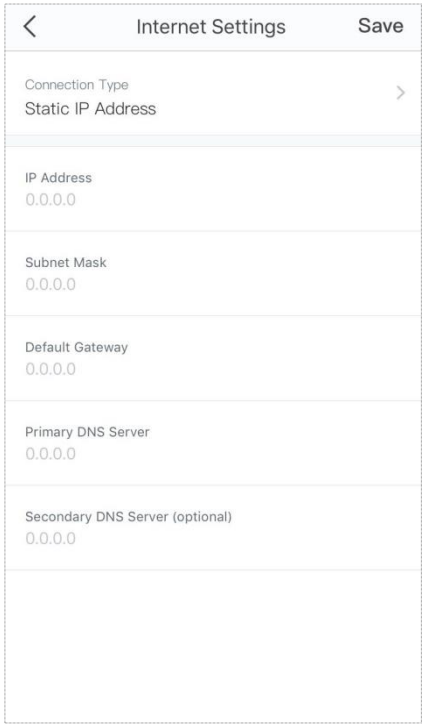
Step 2 Tap **Connection Type**.

Step 3 Select **Static IP Address**.

Step 4 Enter **IP Address**, **Subnet Mask**, **Default Gateway** and **Primary DNS Server**.

If a secondary DNS server is provided, enter it as well.

Step 5 Tap **Save**.



Setting up Bridge

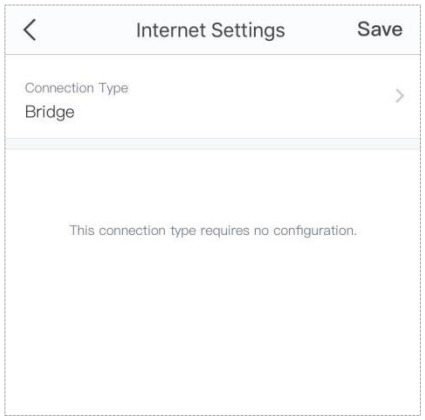
Ensure that the one of the nova nodes in your nova network is connected to your router with internet accessibility using an Ethernet cable.

Step 1 Choose **Settings** > **Internet Settings** to enter the configuration page.

Step 2 Tap **Connection Type**.

Step 3 Select **Bridge**.

Step 4 Tap **Save**.



Russian UI is used for illustration here.

Setting up PPPoE Russia

Step 1 Choose **Настройки** > **Настройки Интернета** to enter the configuration page.

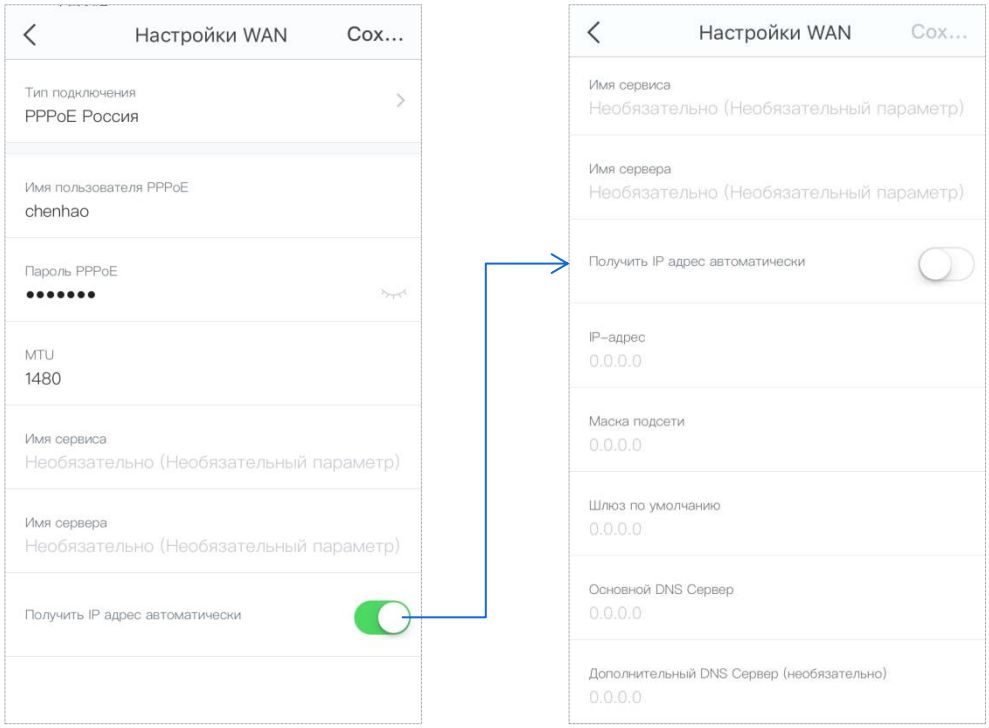
Step 2 Tap **Тип подключения**.

Step 3 Select **PPPoE Россия**.

Step 4 Enter **Имя пользователя PPPoE**, **Пароль PPPoE**, **Имя сервиса** and **Имя сервиса**, and change the MTU value as needed.

If a static IP address and related information are provided, set the **Получить IP адрес автоматически** button to state, and enter them as well.

Step 5 Tap **Сохранить**.



Setting up PPTP/PPTP Russia

Step 1 Choose **Настройки** > **Настройки Интернета** to enter the configuration page.

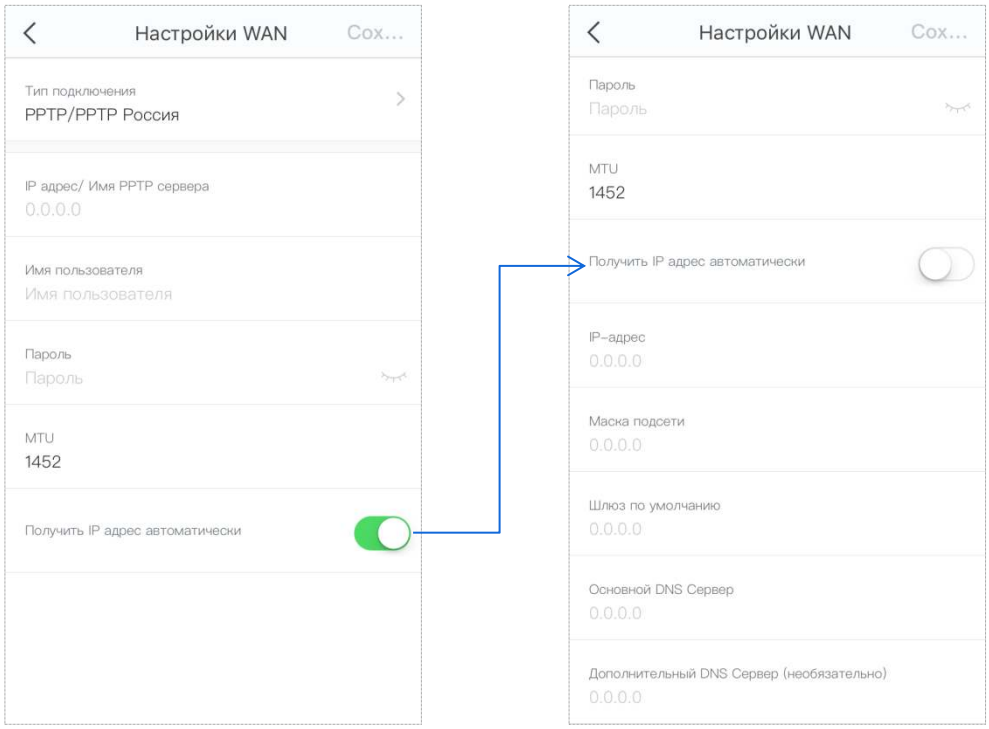
Step 2 Tap **Тип подключения**.

Step 3 Select **PPTP/PPTP Россия**.

Step 4 Enter **IP адрес/ Имя PPTP сервера**, **Имя пользователя** and **Пароль**, and change the MTU value as needed.

If a static IP address and related information are provided, set the **Получить IP адрес автоматически** button to state, and enter them as well.

Step 5 Tap **Сохранить**.



Setting up L2TP/L2TP Russia

Step 1 Choose **Настройки** > **Настройки Интернета** to enter the configuration page.

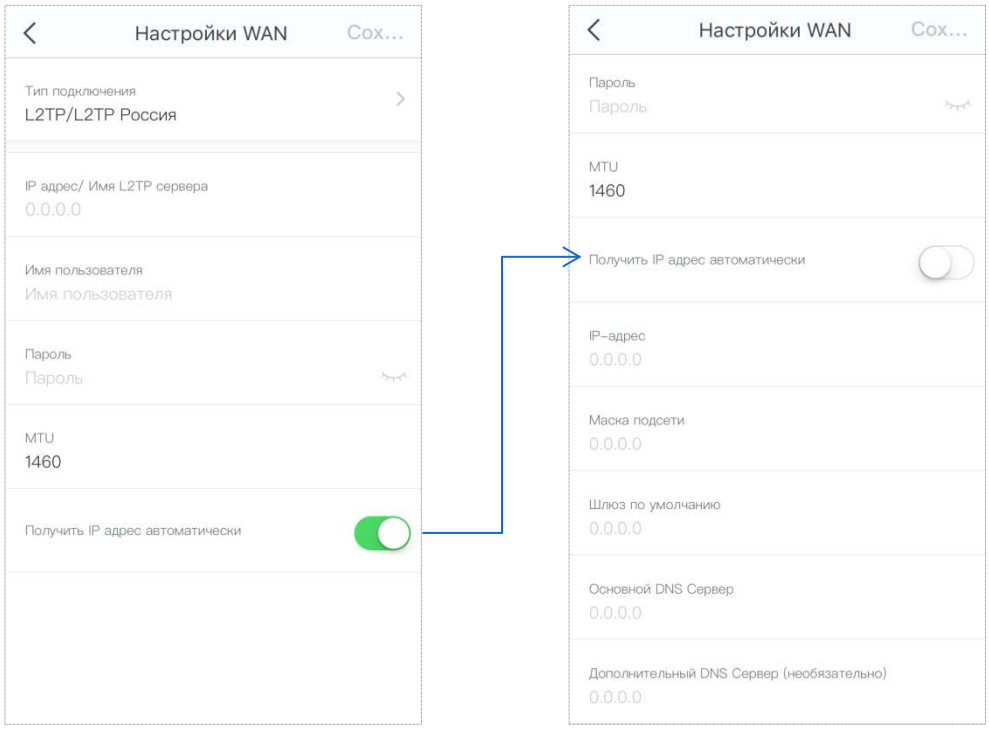
Step 2 Tap **Тип подключения**.

Step 3 Select **L2TP/L2TP Россия**.

Step 4 Enter **IP адрес/ Имя L2TP сервера**, **Имя пользователя** and **Пароль**, and change the MTU value as needed.

If a static IP address and related information are provided, set the **Получить IP адрес автоматически** button to state, and enter them as well.

Step 5 Tap **Сохранить**.



QoS

The QoS function prioritizes gaming and web browsing activities.

To enable the QoS function

Step 1 Choose **Settings** > **QoS** to enter the configuration page.

Step 2 Set the button to the enabled state .

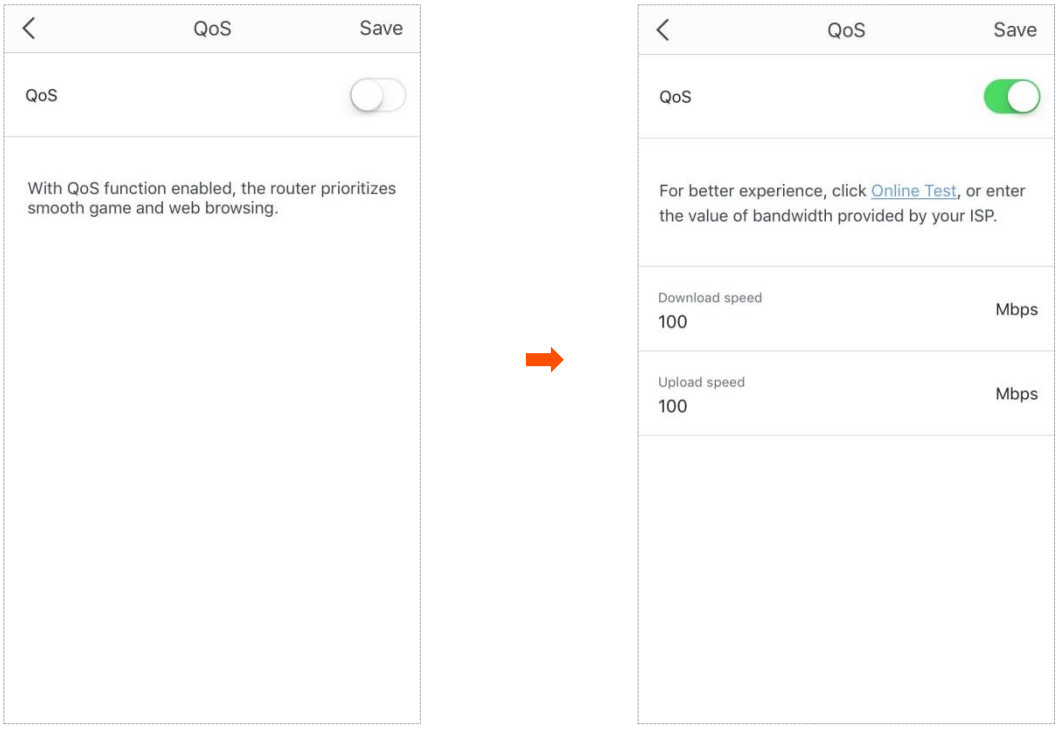
Step 3 Enter download and upload speed based on your bandwidth value.

If you don't know the value, tap **Online Test** or ask your ISP.

Step 4 Tap **Save**.

TIP

To get an accurate value, ensure that wireless devices connected to your nova network have no internet activity when you operate online test.



Add nova

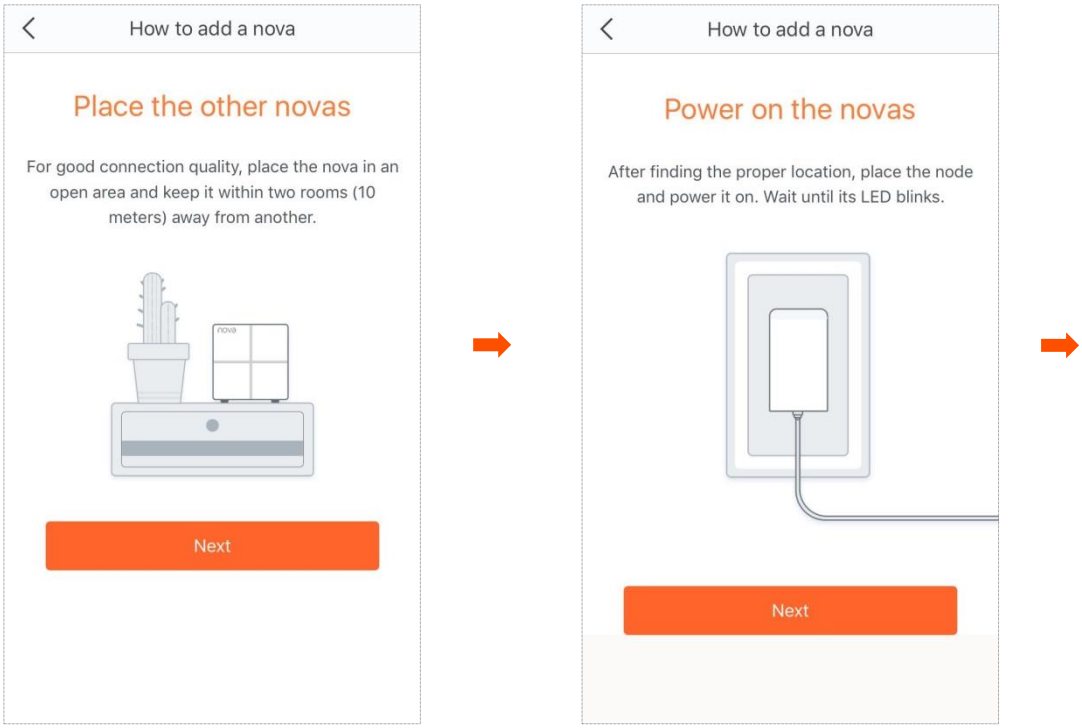
If you want to expand your WiFi coverage, you can add nova nodes coming with different models to your existing nova network. The maximum number of the nova nodes supported in a nova network is shown in the following table.

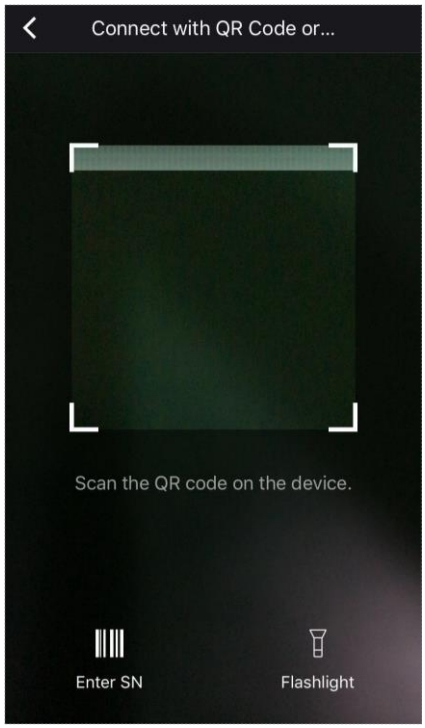
Model	MW2	MW3	MW5/MW5s	MW6	MW12
Max. nova nodes supported	3	5	6	9	12

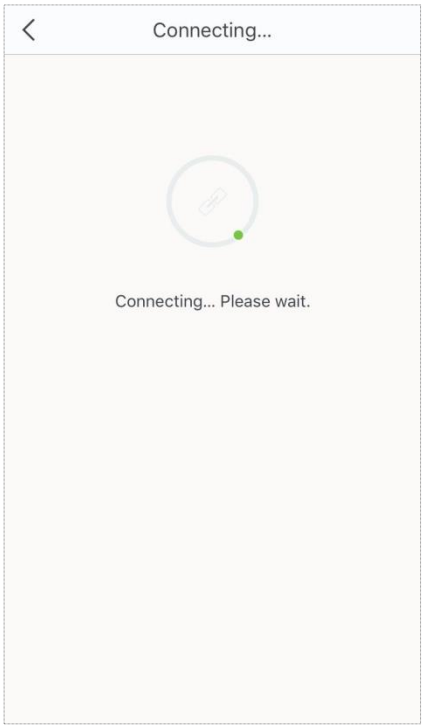
■ To add another nova node into your existing nova network

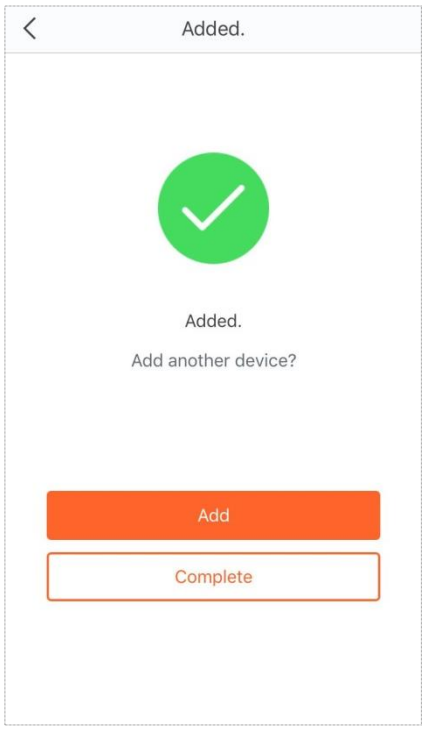
Step 1 Choose **Settings** > **Add nova** to enter the configuration page.

Step 2 Follow the on-screen guide to complete the settings.




Connect with QR Code or...
Scan the QR code on the device.
Enter SN
Flashlight


Connecting...
Connecting... Please wait.


Added.
Added.
Add another device?
Add
Complete

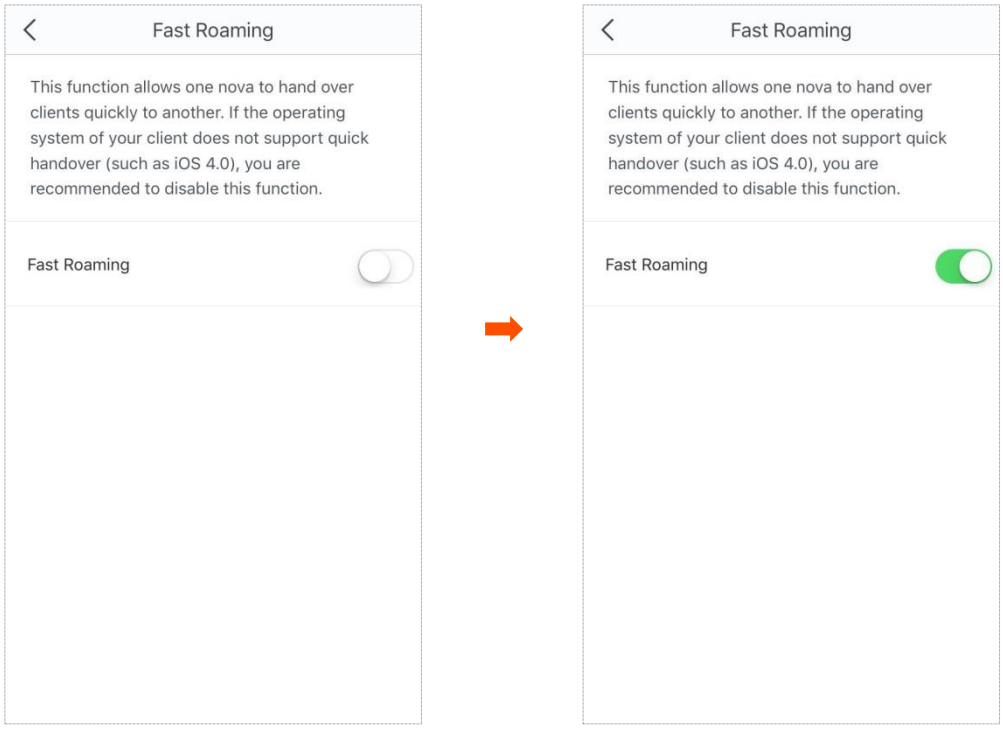
Fast Roaming

The Fast Roaming function lets you enjoy uninterrupted internet service when moving around your house.

To enable the Fast Roaming function

Step 1 Choose **Settings** > **Fast Roaming** to enter the configuration page.

Step 2 Set the button to the enabled state .



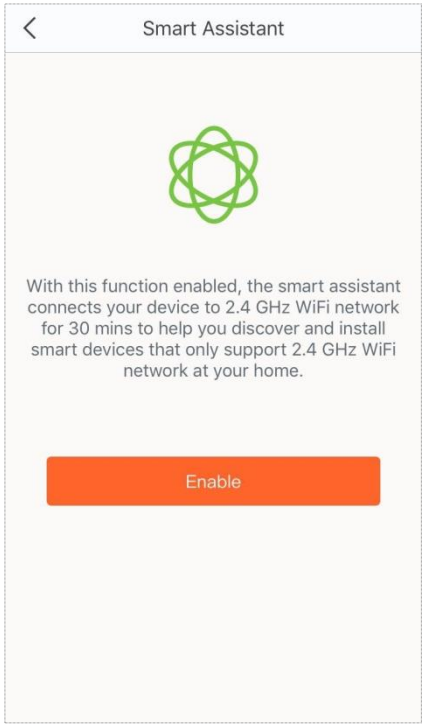
Smart Assistant

With this function enabled, the mobile device used to do the setup, such as your smart phone, is connected to 2.4 GHz WiFi network for 30 minutes. This is to allow the mobile device to discover and set up smart home devices that only support 2.4 GHz WiFi networks.

■ To enable the Smart Assistant function

Step 1 Choose **Settings** > **Smart Assistant** to enter the configuration page.

Step 2 Tap **Enable**.



Port Forwarding

The Port Forwarding function enables users to access your LAN resources, such as resources on the web server or FTP server, through the internet.

Procedure:

Step 1 Choose **Settings** > **Port Forwarding** to enter the configuration page.

Step 2 Tap **Add rule**.

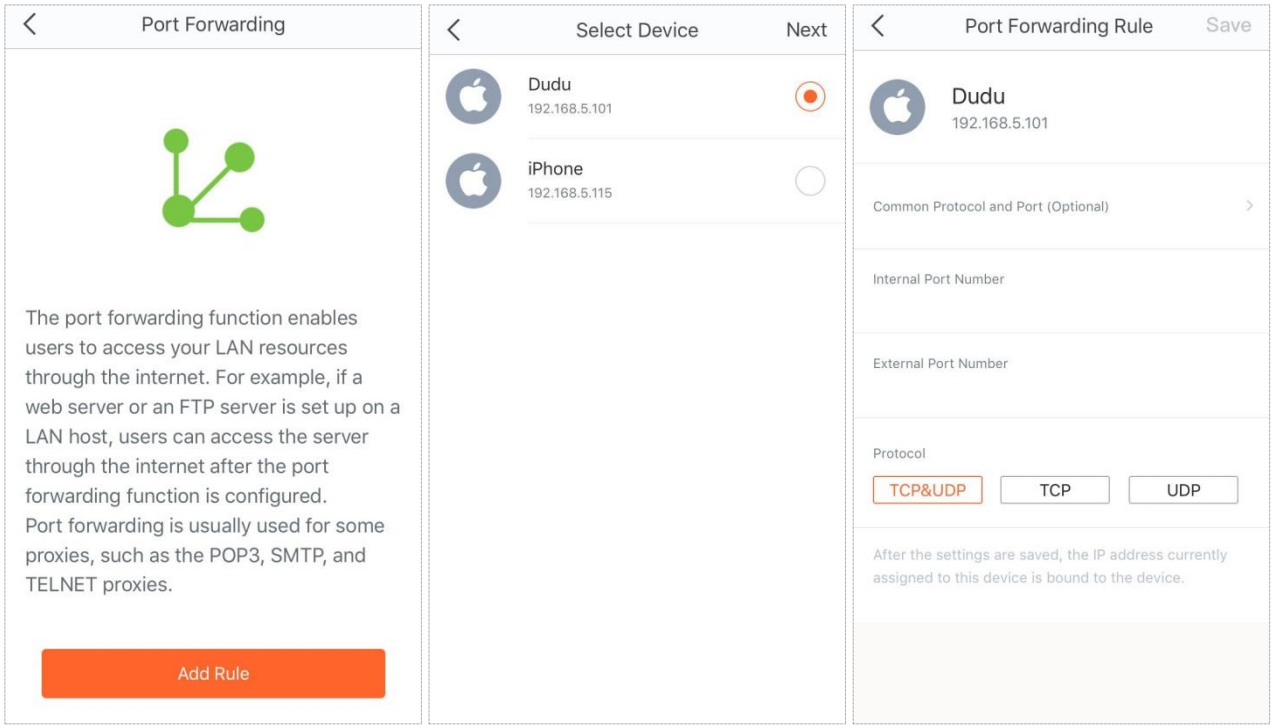
Step 3 Select the device to which the rule applies.

Step 4 Tap **Next**.

Step 5 Set up a port forwarding rule.

- **Common Protocol/Port**: optional. The App presets some common protocols and their port numbers, such as FTP, TELNET, and so on. You can select one as required, and the **Internet Port Number** and **External Port Number** are automatically populated. If the port numbers you want to set are not included, you can set them manually in the Internal Port Number and External Port Number boxes.
- **Internal Port Number**: Enter the service port of the corresponding server on the LAN device.
- **External Port Number**: Enter the port which is enabled for the internet users.
- **Protocol**: Select the protocol of the service. If you are not sure about it, you can select **TCP&UDP**.

Step 6 Tap **Save**.



After completing the settings, internet users can visit "**Protocol name://WAN port IP address of the nova node:External port**" to access LAN resources.

NOTE

- Ensure that the WAN IP address of the nova node is a public IP address, and the internal port you entered is correct.
- Security software, antivirus software, and the built-in OS firewall of the server may cause port forwarding function failures. Disable them when using this function.
- Manually set an IP address for the web server to avoid the service disconnection caused by the dynamic IP address.

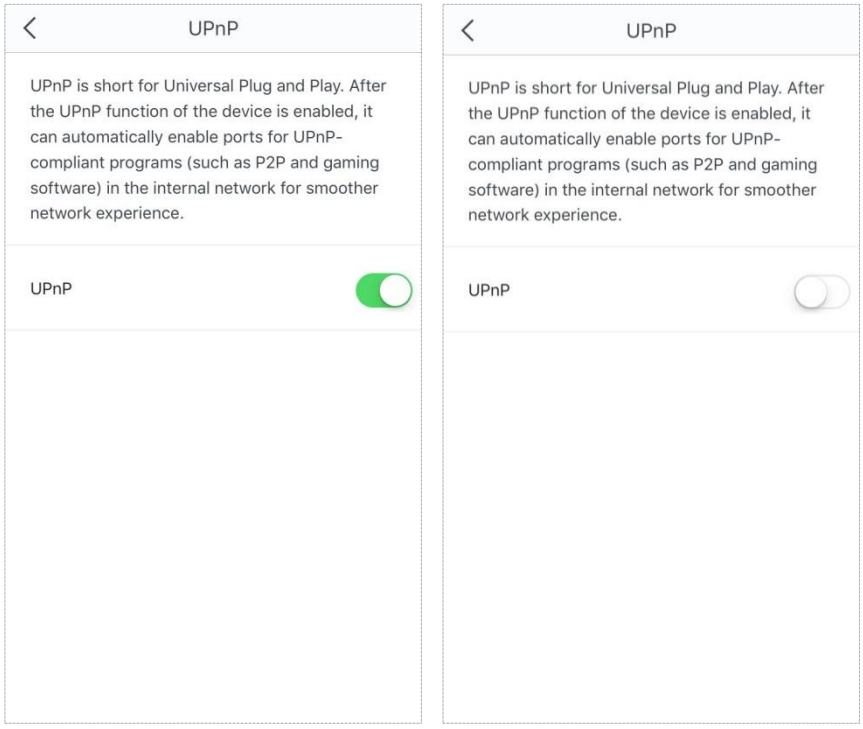
UPnP

After the UPnP function is enabled, it can automatically enable ports for UPnP-supported programs, such as P2P and gaming software, in the internal network for a smoother network experience.

■ To enable/disable the UPnP function:

Step 1 Choose **Settings** > **UPnP** to enter the configuration page.

Step 2 Set the button to the enabled state or the disabled state as required.



DHCP Server

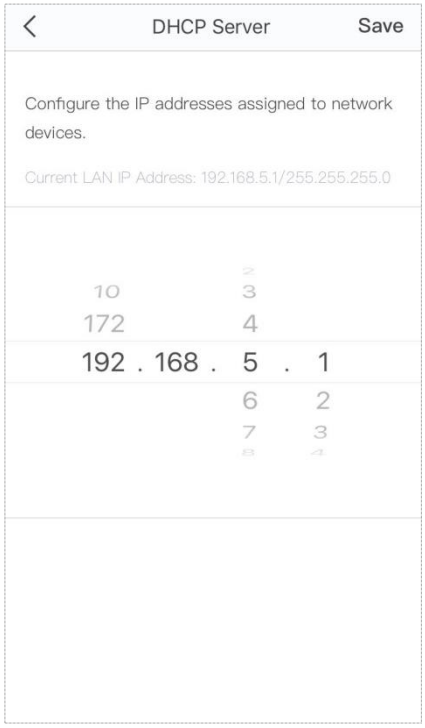
The DHCP Server function allows you to change the IP addresses assigned to all devices that are connected to the nova network.

■ To change the LAN IP address of the nova node:

Step 1 Choose **Settings** > **DHCP Server** to enter the configuration page.

Step 2 Select a LAN IP address for the nova node.

Step 3 Tap **Save**.



DNS

If clients connected to the nova network cannot access the websites using the domain names, but the IP address works, it may be due to a DNS resolution problem. You can try changing the DNS settings to solve the problem.

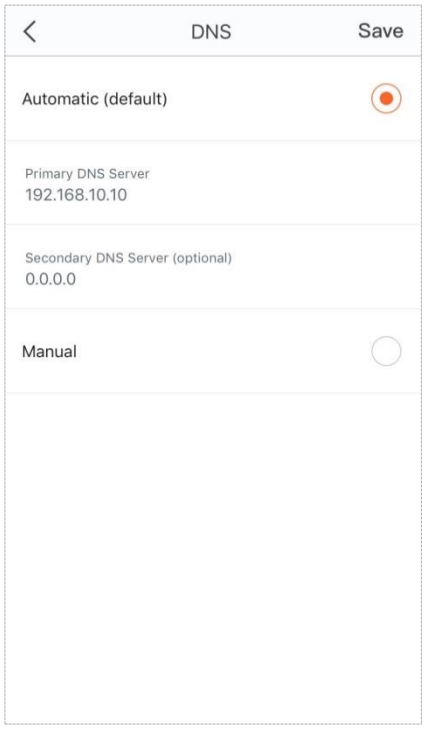
To change the DNS settings:

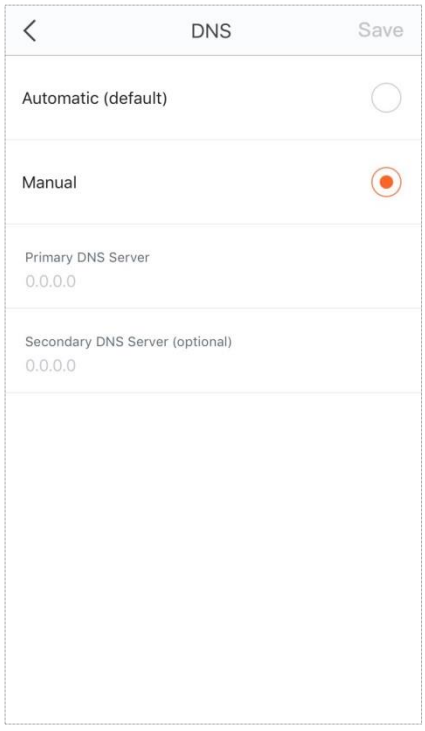
Step 1 Choose **Settings** > **DNS** to enter the configuration page.

Step 2 Select **Automatic (default)** or **Manual**.

Step 3 If you select **Manual**, enter the correct DNS IP address in the **Primary DNS Server** box. If you have another DNS server IP address, enter it in the **Secondary DNS Server** box.

Step 4 Tap **Save**.





Firmware Upgrade

Tenda is dedicated to improving its products to let users enjoy better performance. Please update the firmware when the App prompts a new firmware version is available.

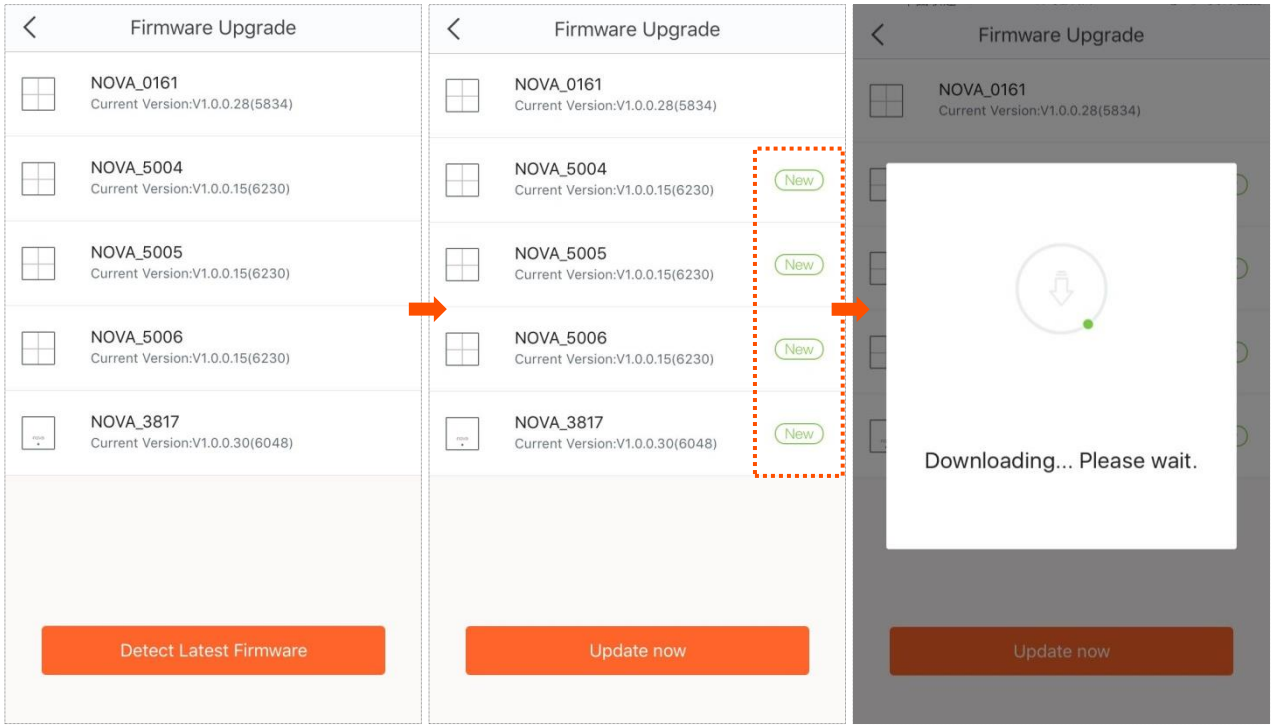
To update the firmware:

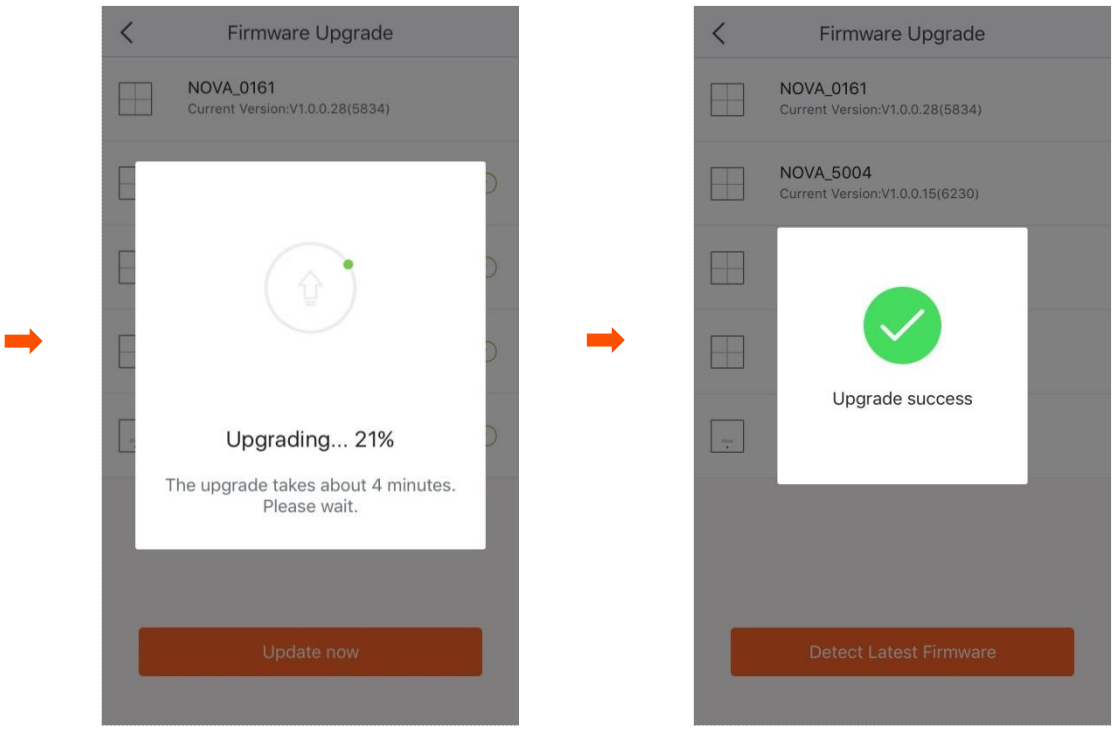
Step 1 Choose **Settings** > **Firmware Upgrade** to enter the configuration page.

Step 2 Tap **Detect Latest Firmware**.

Step 3 The New icon appears if a new firmware version is detected. Tap **Update now** to upgrade these nodes.

Step 4 Wait until all nodes complete the upgrade, and then continue to manage them.





NOTE

Do not remove the power supply of the nova nodes when upgrading.

Maintenance Schedule

The Maintenance Schedule function makes the nova nodes reboot at specified time to keep the nova nodes in good condition.

To set up the Maintenance Schedule function:

Step 1 Choose **Settings** > **Maintenance Schedule** to enter the configuration page.

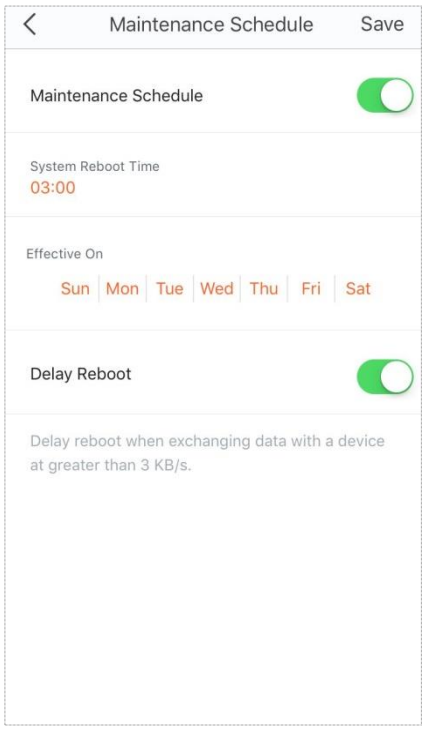
Step 2 Set the button to the enabled state .

Step 3 Select a **System Reboot Time**. You are recommended to set a time when your network is idle.

Step 4 Select the dates on which the rule takes effect.

Step 5 Enable or disable the **Delay Reboot** function as required.

Step 6 Tap **Save**.



TIP

If the **Delay Reboot** function is enabled, the devices won't reboot at the specified time when the devices are exchanging data and the traffic is greater than 3 KB/s. Within 2 hours after the specified reboot time, the devices keep detecting the traffic, and reboot once when the traffic is lower than 3 KB/s. Otherwise, the devices will reboot the next day at the specified reboot time.

Account Authorization

You can authorize your family members to manage your nova network. An authorized account has the same permission as the bound account except for authorizing other accounts.

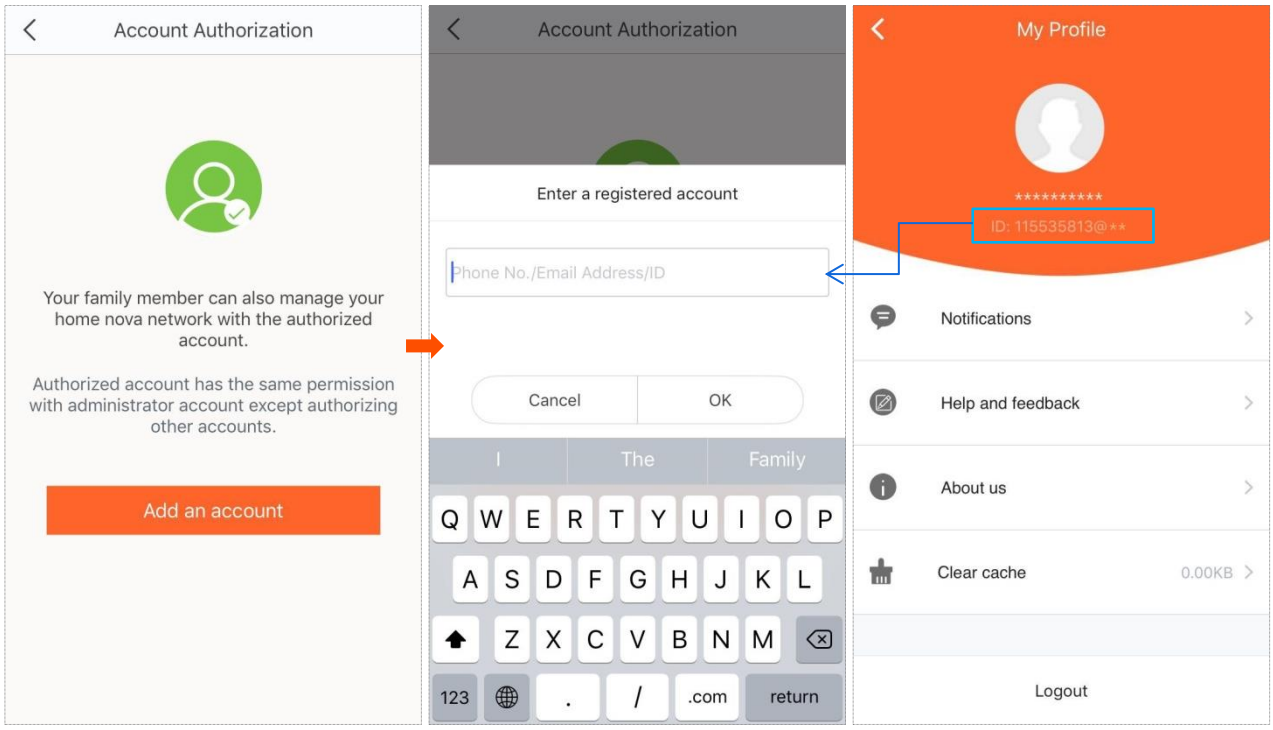
To authorize another account:

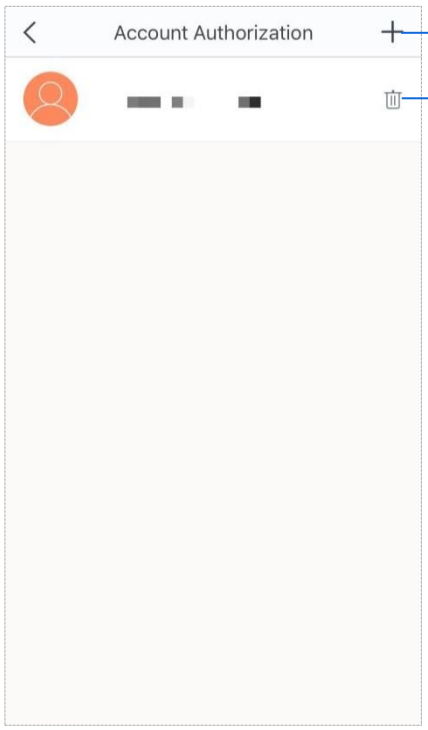
Step 1 Choose **Settings** > **Account Authorization** to enter the configuration page.

Step 2 Tap **Add an account**.

Step 3 Enter a registered account. If you want to authorize a Google+, Facebook, or Twitter account, enter the ID generated at your initial login.

Step 4 Tap **OK**.




Account Authorization
Tap here to authorize another account.
Tap here to delete the authorized account.