Tenda

# User Guide

Tenda WiFi App

For Dual Band Wireless Extenders

www.tendacn.com

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# Preface

Thank you for choosing Tenda! This guide is a complement to Quick Installation Guide. The Quick Installation Guide provides instructions for quick internet setup, and this guide demonstrates how to configure functions through Tenda WiFi App.

## Applicable model

This guide applies to Tenda Wi-Fi Extenders with models A18V4.0 and A18 ProV1.0. All the screenshots and product figures herein, unless otherwise specified, are taken from A18 ProV1.0.

## Conventions

This guide is for reference only and does not imply that the product supports all functions in the guide. The functions supported by different models or different versions of the same model may differ. The actual product prevails.

The product figures and screenshots in this guide are for examples only. They may be different from the actual products you purchased, but do not affect the normal use.

If the function or parameter is displayed in gray on the product UI interface, the product model is not supported or cannot be modified.

In this guide, unless otherwise specified:

- The firmware version uses V02.03.02.11 of A18 ProV1.0 as an example.
- The screenshots use the wireless extension mode as an example. For other working modes, the actual product prevails.
- **Tenda WiFi App** version V4.4 is used as an example, and ensure that your App version is 4.2 or above. The actual operation and UI interface of the App version prevail.
- The iOS system is used for illustration here.

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, tap the **OK** button. |

| Item | Presentation | Example |
| --- | --- | --- |
| 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. |

## For more documents

If you want to get more documents of the device, visit www.tendacn.com and search for the corresponding product model.

## Technical support

Contact us if you need more help. We will be glad to assist you as soon as possible.

Email address: support@tenda.com.cn

Website: www.tendacn.com

## Revision history

Tenda is constantly searching for ways to improve its products and documentation. The following table indicates any changes that might have been made since the user guide was introduced.

| Version | Date | Description |
| --- | --- | --- |
| V1.0 | 2024-11-15 | Original publication. |

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Document version: V1.0

# App download and installation

This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

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

Or

GET IT ON Google Play

Download on App Store

**Tenda WiFi App**

# Registration and binding

This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

## Register a Tenda account

You can register a Tenda account and log in with it to manage the Wi-Fi extender.

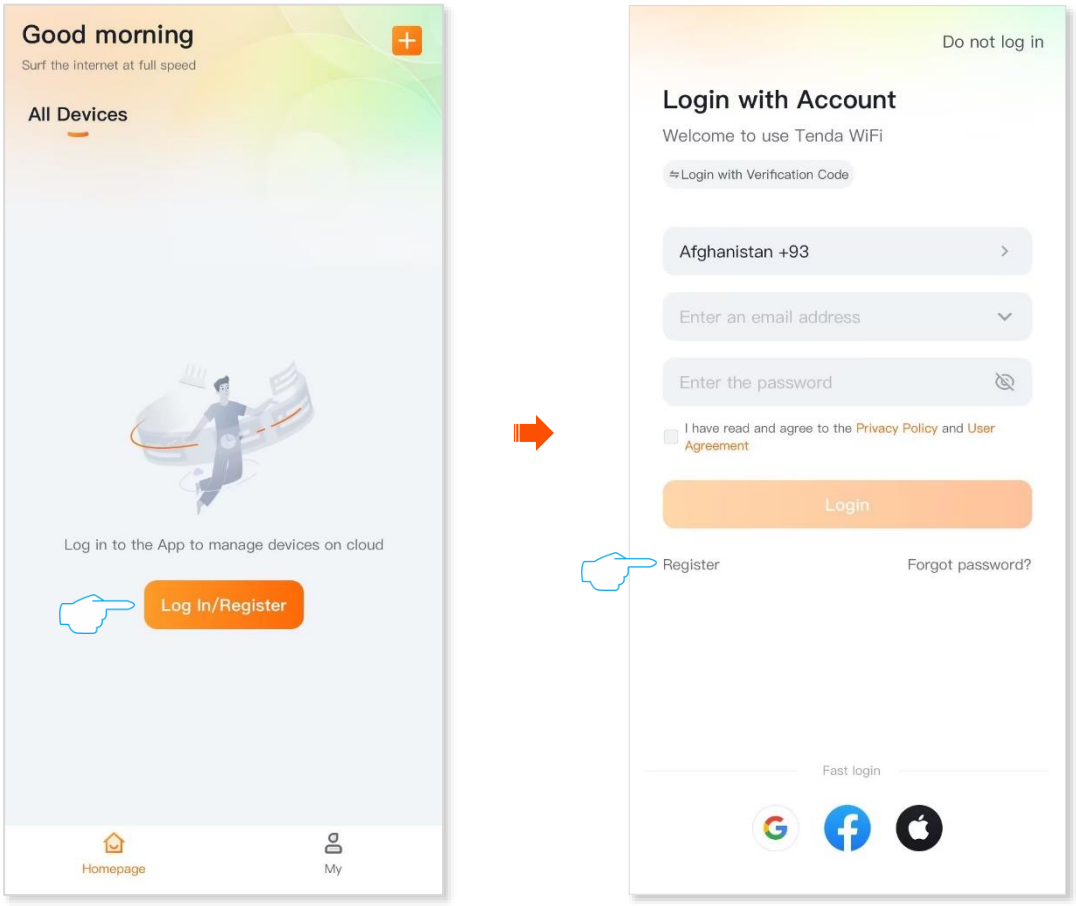
TIP

To log in to the **Tenda WiFi** App using a third-party account without registering a Tenda account, see Log in to Tenda WiFi App.

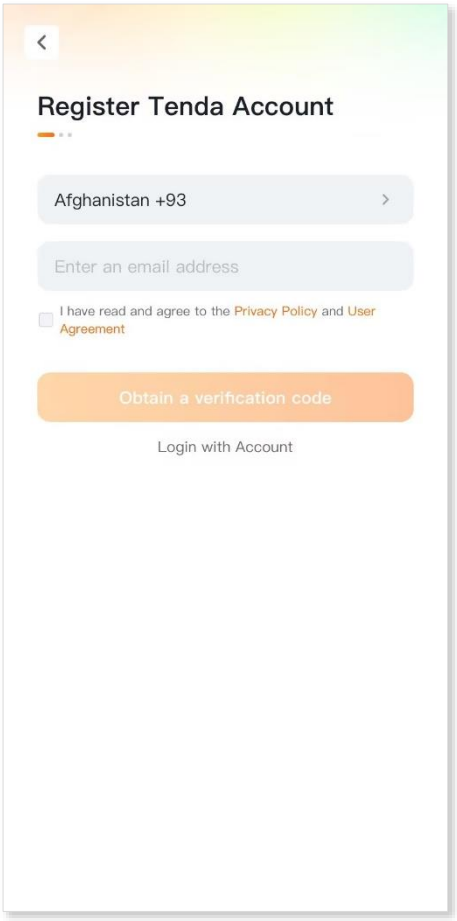
**Configuration procedure:**

**Step 1** Run the **Tenda WiFi** App, and tap **Log In/Register**.

**Step 2** Tap **Register**.



**Step 3** Enter the relevant parameters for registration.




**---End**

After successful registration, the account will be automatically logged in.

TIP

If the on-screen prompts pop-up to allow the App to access the relevant permissions of the mobile clients (such as a smartphone), please allow it.

# Log in to Tenda WiFi App

Log in to the **Tenda WiFi** App, and the extender is managed by the **Tenda WiFi** App. The extender will be bound under the account, and you can manage the extender anytime and anywhere.

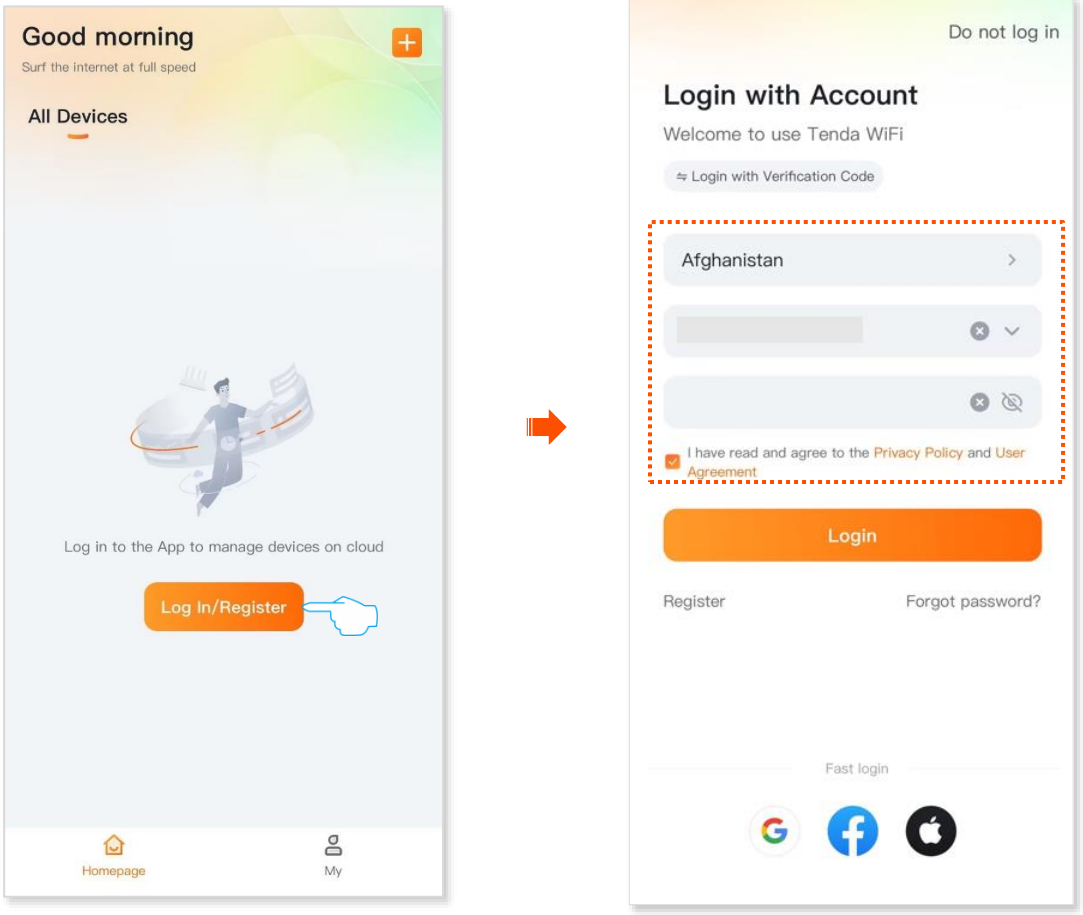
TIP

If an extender has been bound by one account, it cannot be bound by another account.

## Login with account

**Step 1** Run the **Tenda WiFi** App, and tap **Log In/Register.** The following figure is for reference only.

**Step 2** Enter the email address and password, tick **I have read and agree to the Privacy Policy and User Agreement**, and tap **Login**.

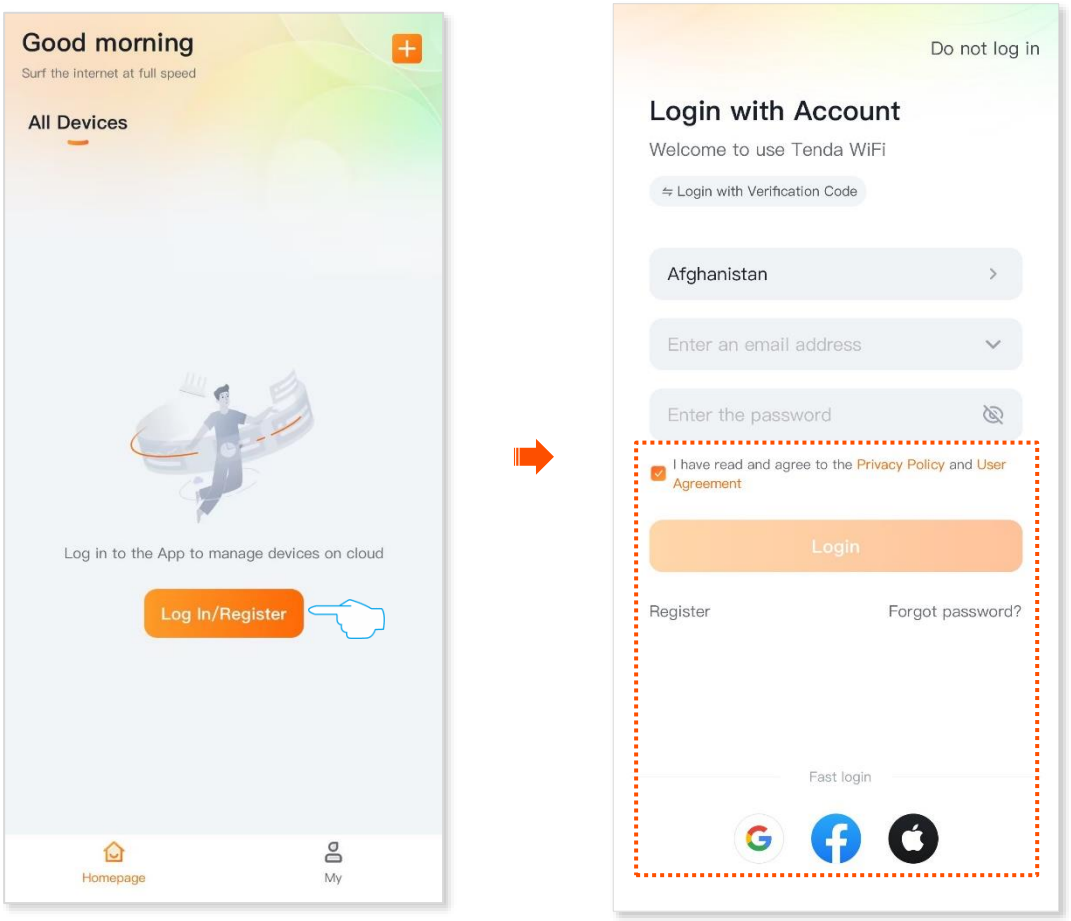



**---End**

# Login with the third-party

**Step 1** Run the **Tenda WiFi** App, and tap **Log In/Register**. The following figure is for reference only.

**Step 2** Tick **I have read and agree to the Privacy Policy and User Agreement**, select the third-party application to authorize login, and agree to login.

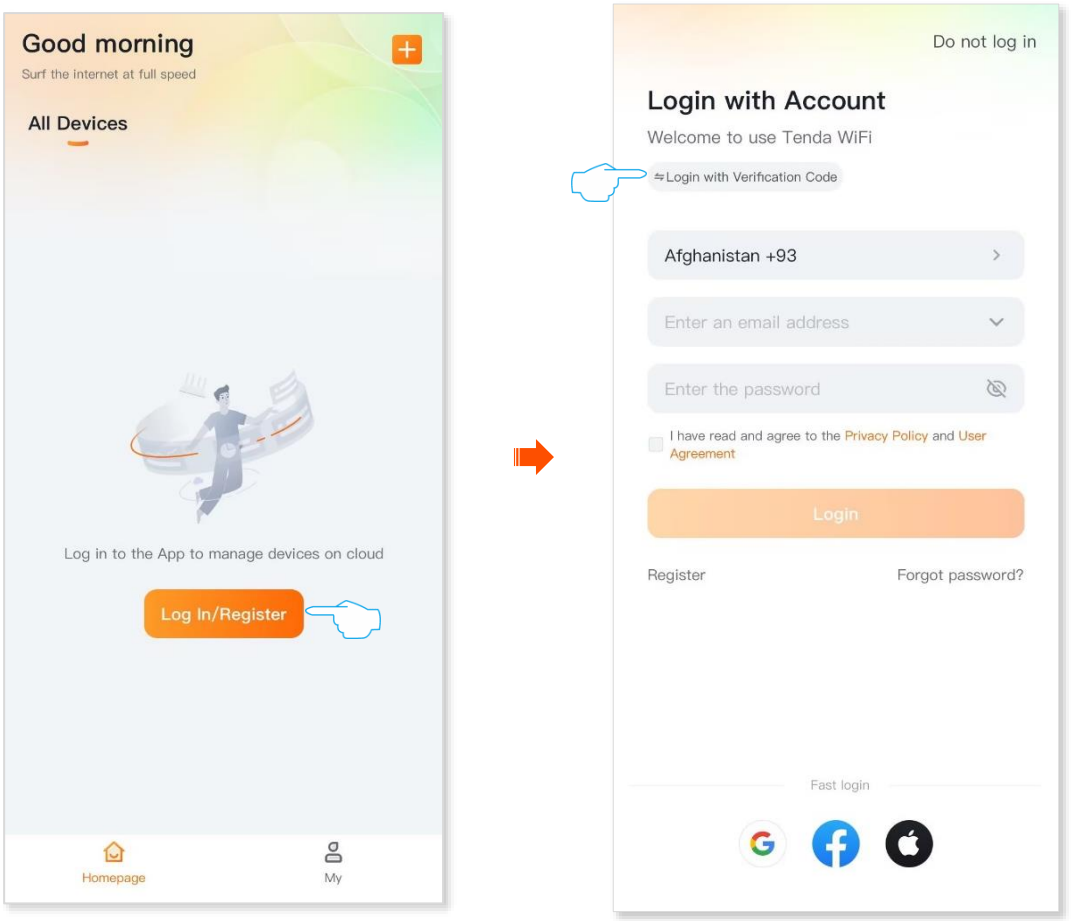



**---End**

# Login with verification code

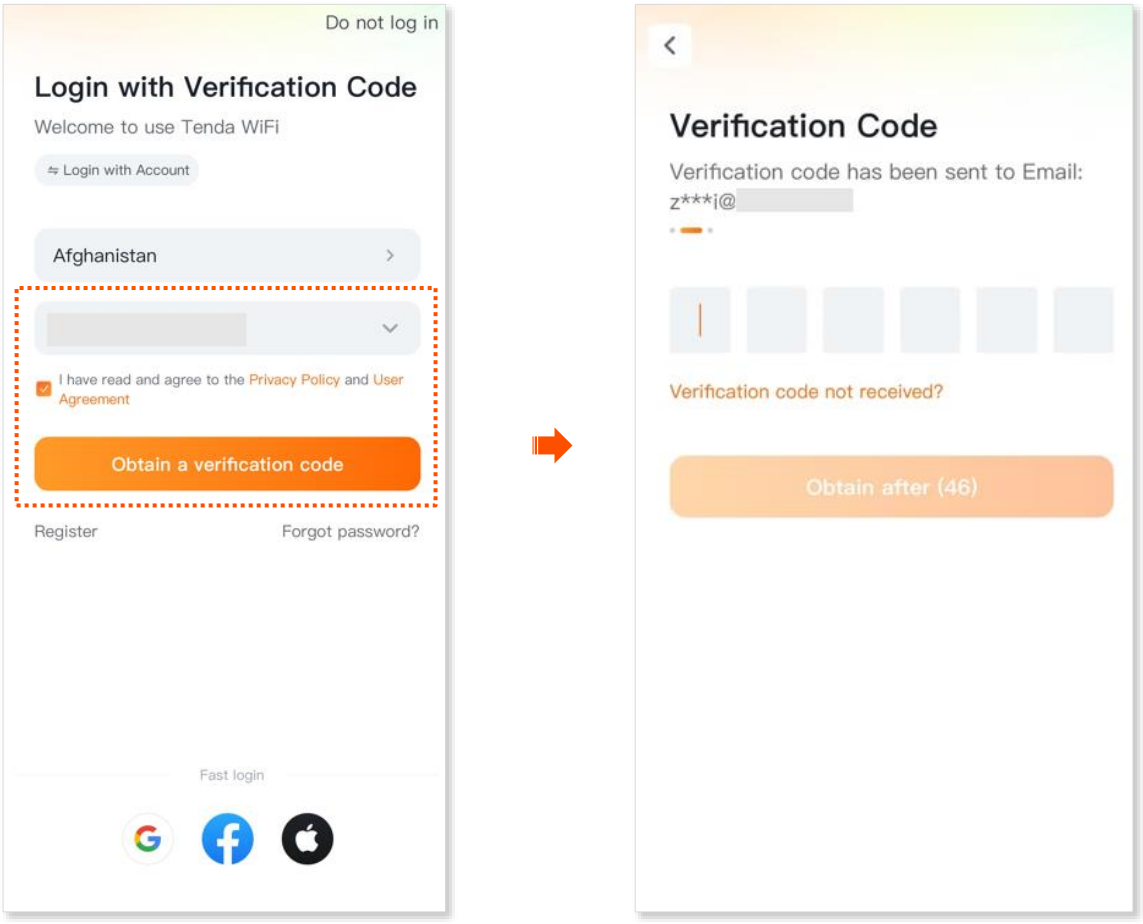
**Step 1** Run the **Tenda WiFi** App, and tap **Log In/Register**. The following figure is for reference only.

**Step 2** Tap **Login with Verification Code**.



**Step 3** Enter the email address, and tick **I have read and agree to the Privacy Policy and User Agreement**, and tap **Obtain a verification code**.

**Step 4** Enter the verification code to log in to the App.




**---End**

# Add an extender for the first time

This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

This section applies to configuring the extender in factory status to the internet through the **Tenda WiFi** App. After the extender is managed through the **Tenda WiFi** App, the extender will be bound to the App account, and you can manage the extender anytime and anywhere.

If you want to unbind an extender managed by the **Tenda WiFi** App, refer to Unbind the extender.

TIP

After unbound the extender managed by the App, you cannot manage the extender through the App anytime and anywhere.

The extender supports both wireless and wired extension. If you have Ethernet cables deployed in your home, it is recommended to use the Wired extension (AP). Otherwise, opt for the Wireless Extension. Choose the extension type as required, and refer to the following section for configuration.

| | Wireless Extension Mode | Wired Extension (AP) Mode |
|---|---|---|
| Extension Mode | The extender connects to the upstream router through **Wi-Fi** and extends the router's Wi-Fi coverage range | The extender connects to the upstream router through an **Ethernet cable** and converts the router's wired network to Wi-Fi |
| Scenario | Rooms requiring Wi-Fi coverage without Ethernet cables deployed | Rooms requiring Wi-Fi coverage with Ethernet cables deployed |
| Features | 1. It is recommended to select 5G Wi-Fi for extension, achieving better experience<br>2. After successful wireless extension, the dead zone will be covered by Wi-Fi, and the Ethernet port can be used to provide wired network access for other devices such as set-top boxes, computers, and TVs. | After successful wired extension (AP), high-speed and stable Wi-Fi network access can be provided for various wireless such as smartphones, tablets, and smart devices. |

# Wireless extension

Assume that a wireless router has been deployed in the home for internet access, but the signal is weak in the rooms far away from the router due to the large area. You have purchased a Wi-Fi extender to extend your network.

Assume that the wireless network information of the router is as follows:

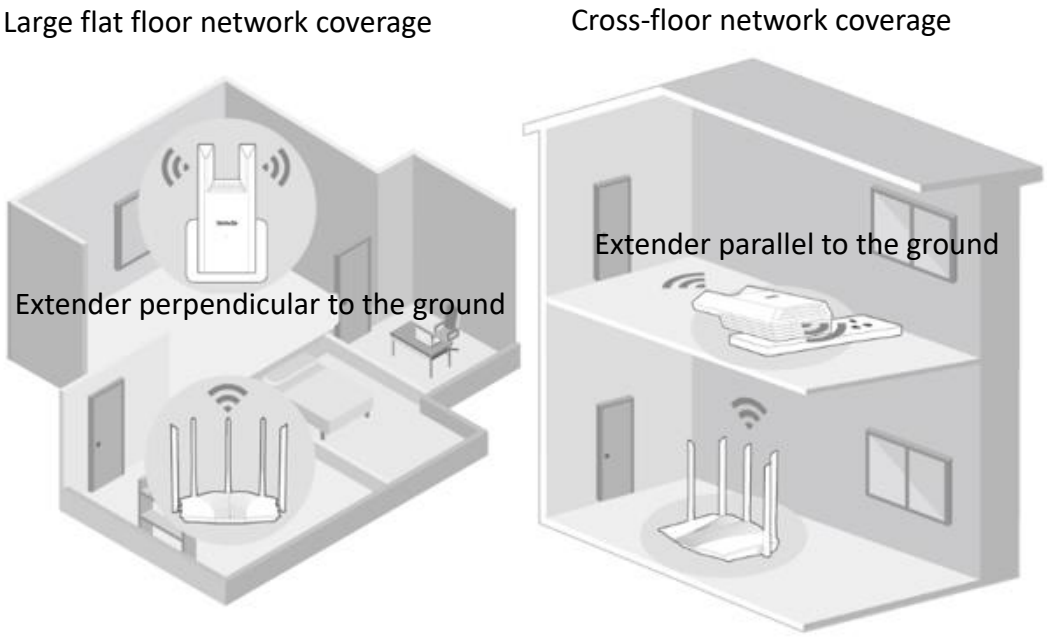
- 2.4 GHz&5 GHz Wi-Fi name: Tenda_123456
- 2.4 GHz&5 GHz Wi-Fi password: UmXmL9Uk

**Configuration procedure:**

**Step 1** Select the location for the extender, and plug the extender into a power outlet refer to the following figure.

TIP

Place the extender in the middle between the router and the wireless dead zone (As far as possible to reduce the obstacle between the extender and the router, ensure that the smartphone is connected to the router's Wi-Fi and access the internet smoothly).



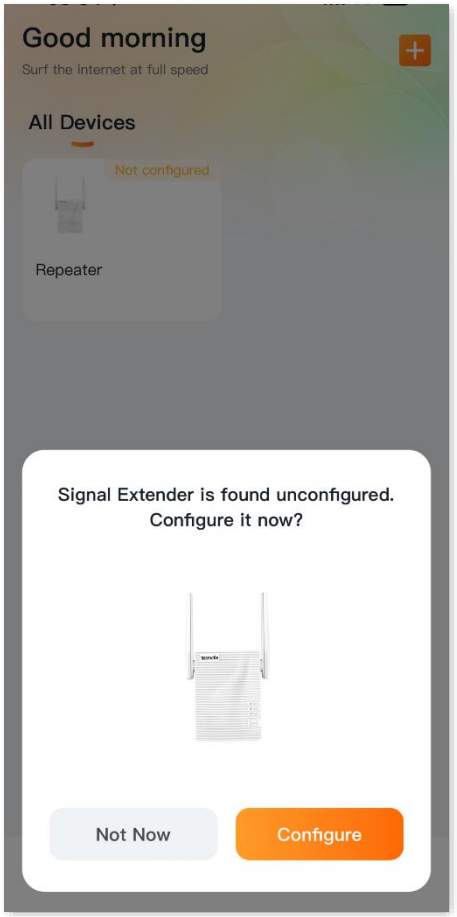

**Step 2** Extend your Wi-Fi network.

1. Connect the smartphone to the extender default Wi-Fi: **Tenda_EXT**.

TIP

If your smartphone prompts “The WLAN **Tenda_EXT** is not connected to the Internet”, select "Use Without Internet", and continue using this Wi-Fi.

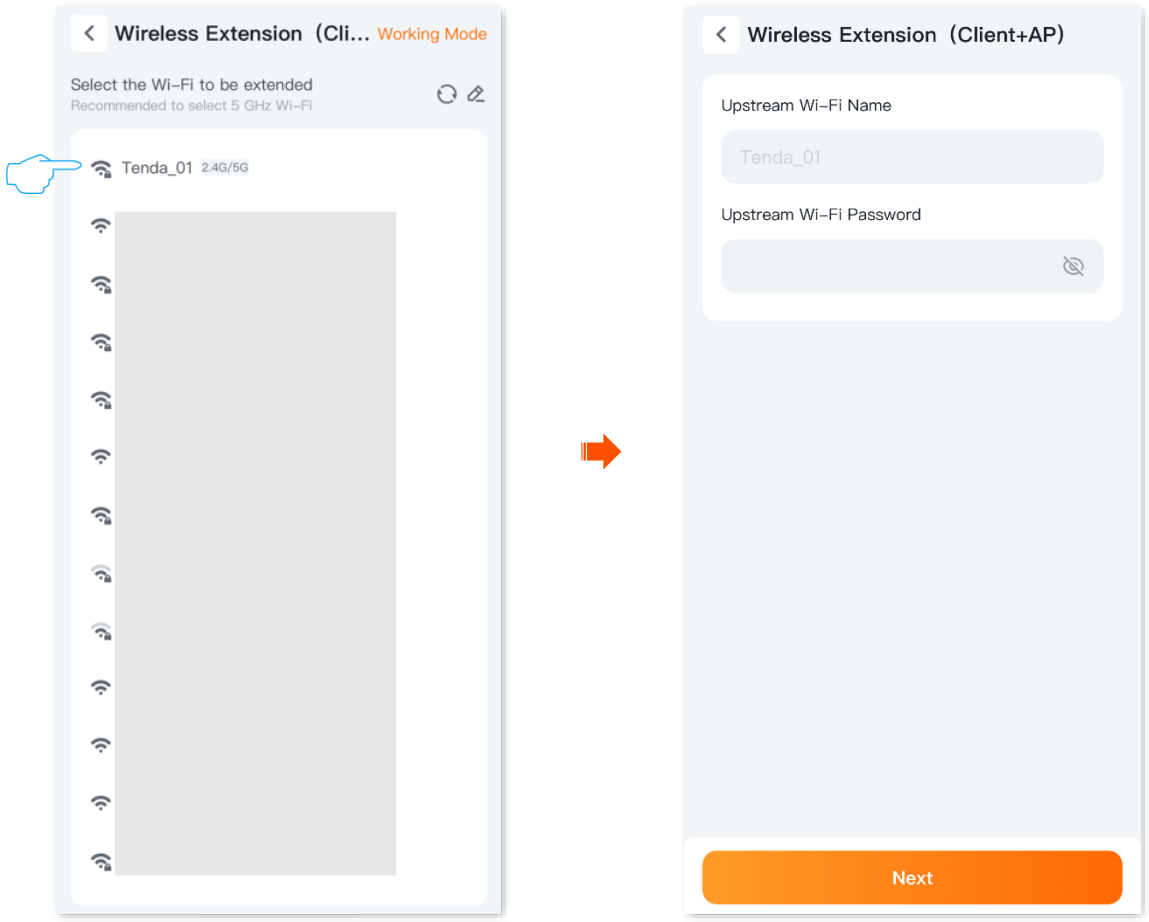
2. Run and log in to the **Tenda WiFi** App. Once the extender is detected, tap **Configure**.




3. Select the Wi-Fi you want to extend, enter its Wi-Fi password, and tap **Next**. The following figure is for reference only.

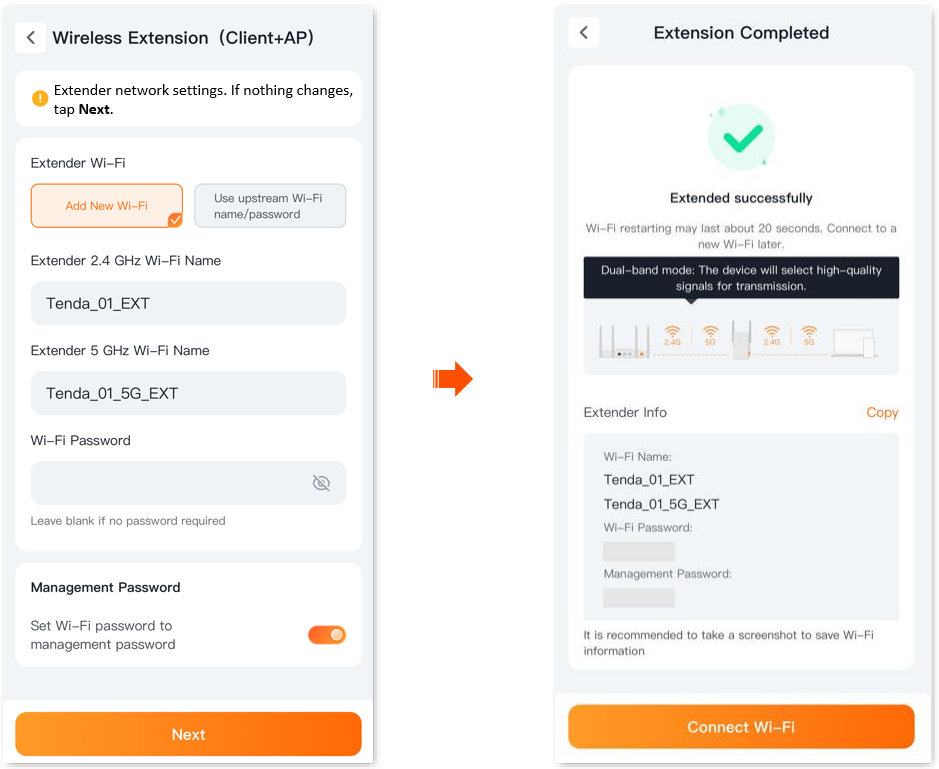
TIP

- The extender supports dual-band extension: If the upstream router provides dual-band Wi-Fi, you can choose either band to extend (5G Wi-Fi is recommended), and the extender will automatically extend the other band of Wi-Fi with the same Wi-Fi password.
- If you cannot find the Wi-Fi you want to extend, tap the refresh button in the upper-right corner to refresh the Wi-Fi list.
- If the extended Wi-Fi is hidden, tap the edit button in the upper-right corner and manually enter the Wi-Fi name, encryption method, and Wi-Fi password of the extended network.




4. Change the extender Wi-Fi name, Wi-Fi password, and login password as required, and tap **Next**.

   After the extension is completed, the extender indicator is solid green, indicating that the extender has extended the upstream Wi-Fi, and the bridge status is good. The following figure is for reference only.



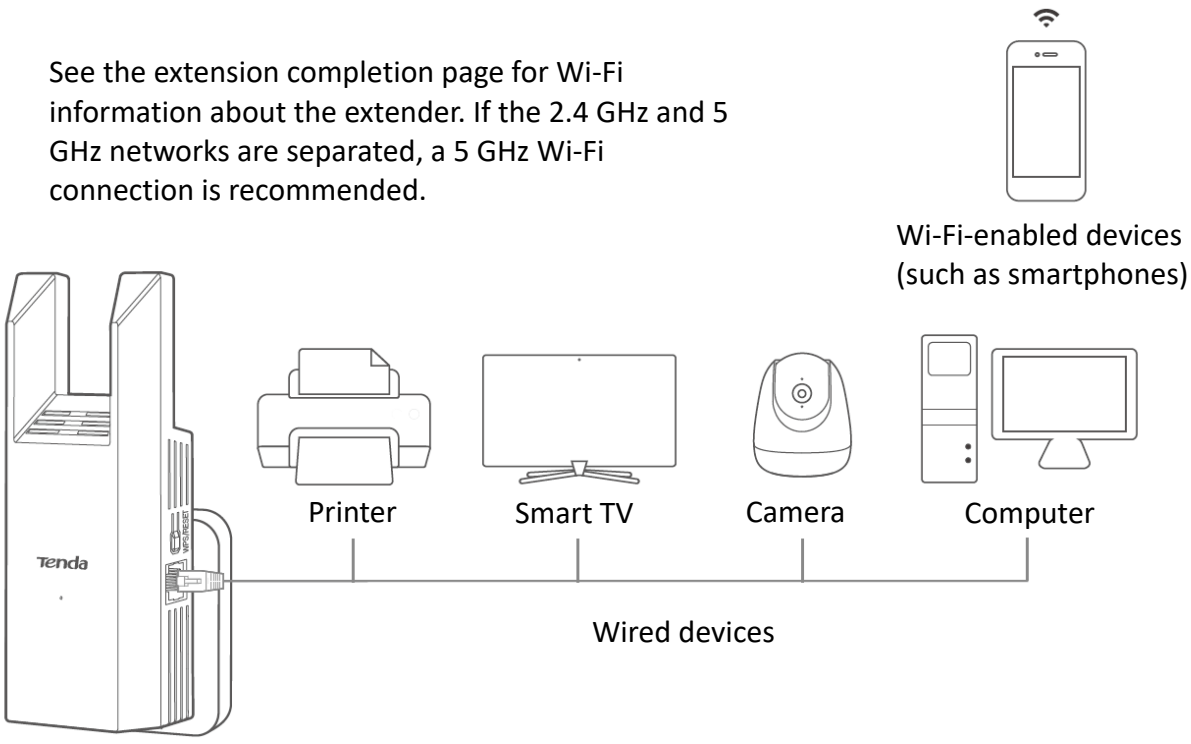

TIP

After the extension is completed, if the extender indicator is solid yellow or solid red, move the extender close to the router until the indicator is solid green.

**---End**

## To access the internet

See the extension completion page for Wi-Fi information about the extender. If the 2.4 GHz and 5 GHz networks are separated, a 5 GHz Wi-Fi connection is recommended.

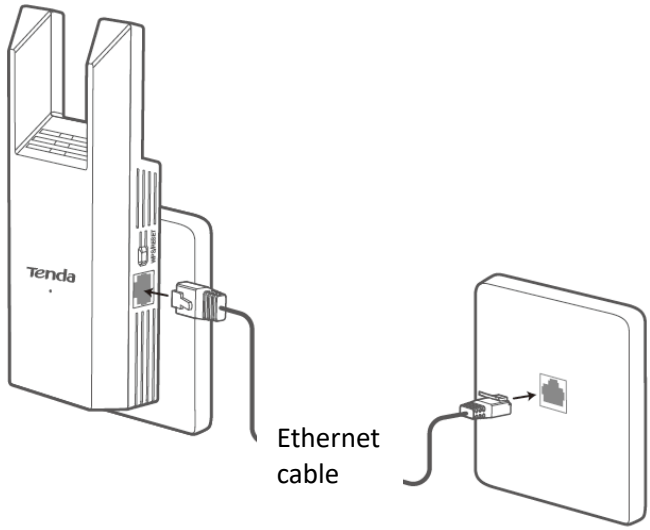


# Wired extension (AP)

**Step 1** Ensure that the Ethernet cable has been deployed in the place that needs wireless coverage and can access the internet normally. Insert the Ethernet cable into the Ethernet port of the extender, and then plug the extender into the power socket. The indicator light changes from green blinking to solid on, indicating that the extension is successful.

TIP

If the deployed Ethernet cable is for wiring in the wall, prepare the Ethernet cable by yourself.



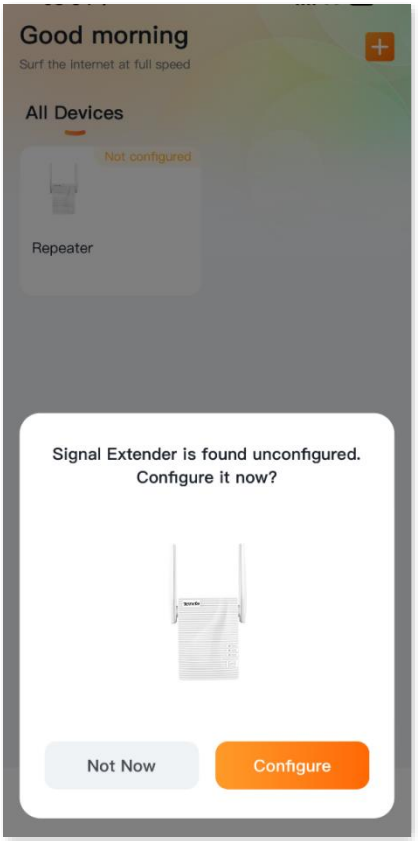

**Step 2** Set up the extender.

1. Connect the smartphone to the extender default Wi-Fi: **Tenda_EXT**.

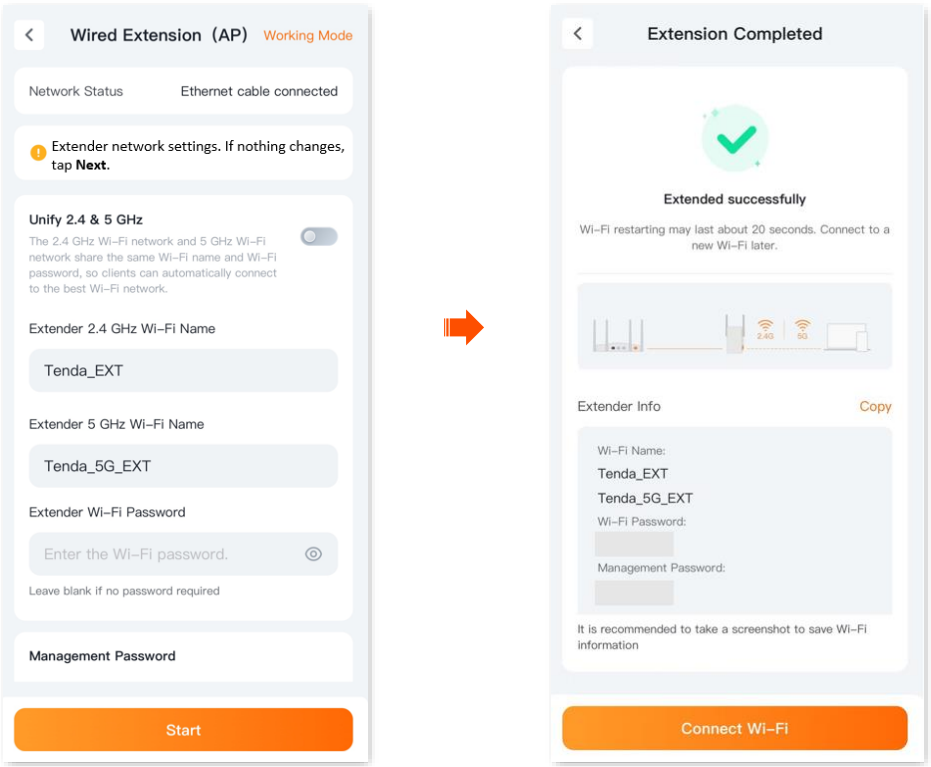
TIP

If your smartphone prompts “The WLAN **Tenda_EXT** is not connected to the Internet”, select "Use Without Internet", and continue using this Wi-Fi.

2. Run and log in to the **Tenda WiFi** App. Once the extender is detected, tap **Configure**.




3. Set the extender Wi-Fi name, Wi-Fi password, and login password, and tap **Start**.




**---End**

**To access the internet**

Wi-Fi-enabled devices such as smartphones that are connected to the extender Wi-Fi can access the internet. If you have not set a Wi-Fi password, it is recommended to set a Wi-Fi password on the Wi-Fi settings page for network security.

If your smartphone and other Wi-Fi-enabled devices cannot access the internet, try the following solutions:

- Ensure that the upstream network device is connected properly.
- Ensure you are connected to the correct Wi-Fi name.

# Bind or unbind the extender

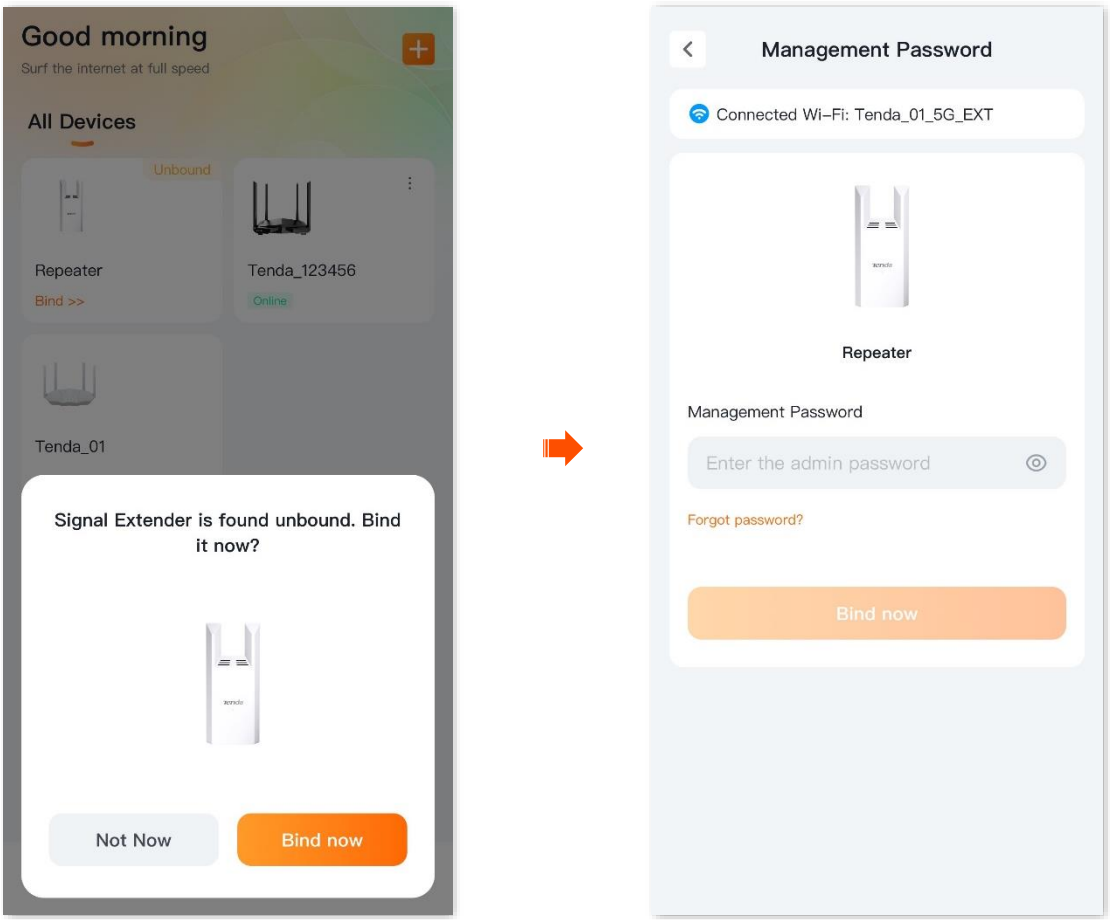
This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

## Bind the extender

**Step 1** Connect the smartphone to the extender's Wi-Fi.

**Step 2** Run and log in to the **Tenda WiFi** App. Once the extender is detected, tap **Bind now** or **Bind**. The following figure is for reference only.

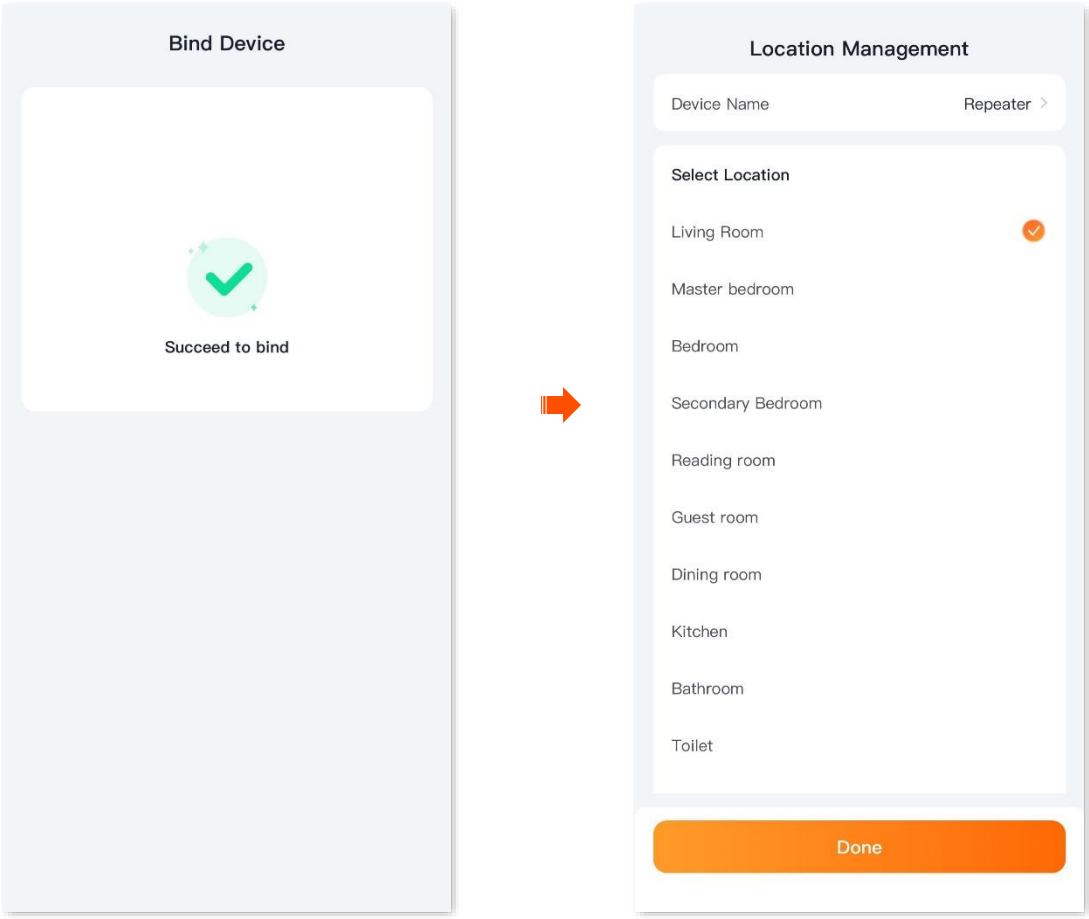
**Step 3** Enter the extender's login password, and tap **Bind now**. The following figure is for reference only.



**Step 4** Wait for a moment and bind successfully, then select the location for the extender and tap **Done**. The following figure is for reference only.

TIP

If you want to modify the extender location display later, refer to modify the extender location display.

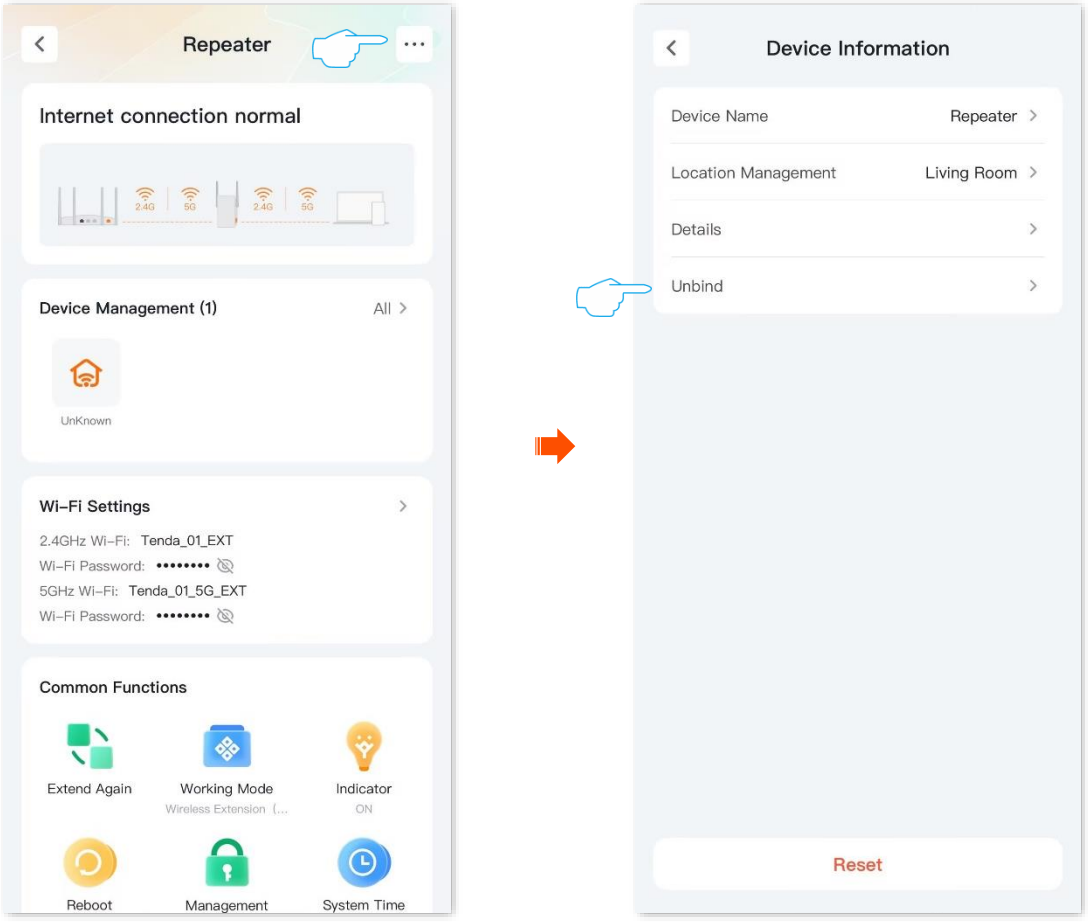



**---End**

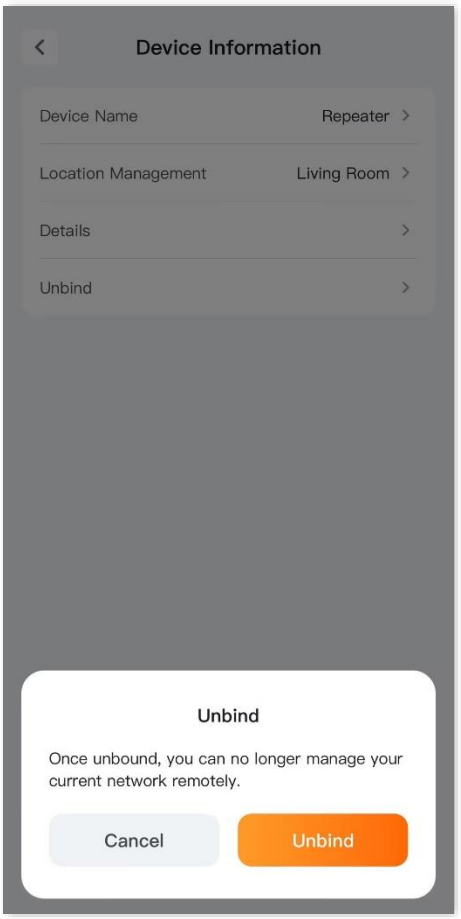
# Unbind the extender

**Step 1** Enter the configuration page of the extender.

**Step 2** Tap • • • in the upper-right corner, and tap **Unbind**. The following figure is for reference only.



**Step 3** Confirm the prompt message, and tap **Unbind**.




**---End**

# Manage the extender

This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

This series of Tenda extender supports **Tenda WiFi** App management, including local management and remote management, you can choose the management method as required.

## Local management

**Step 1** Connect the smartphone to the extender's Wi-Fi.

TIP

If the extender is in factory status or has been restored to factory settings, see the Wi-Fi name on the device label.

**Step 2** Run the **Tenda WiFi** App, and refer to the on-screen prompts to manage the extender.

**---End**

## Remote management

**Prerequisites:**

- Your extender is connected to the internet.
- Your Tenda WiFi App account is bound to the corresponding extender.

**Configuration procedure:**

**Step 1** Connect the smartphone to the internet.

**Step 2** Run and log in to the **Tenda WiFi** App, and manage the extender that is bound.

TIP

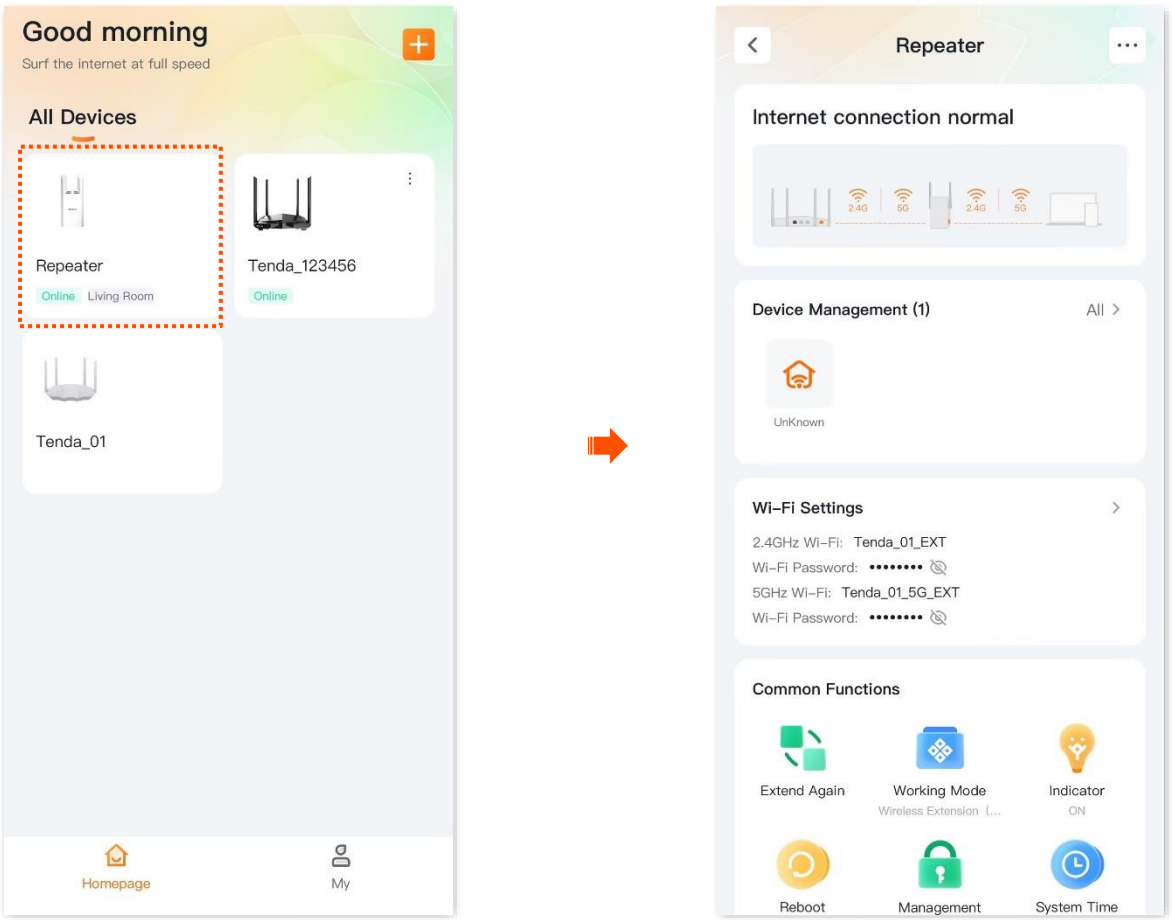
If the extender is bound, it can only be managed using an administrator account.

**---End**

# Enter the configuration page of the extender

This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

Run the **Tenda WiFi** App, after the extender is successfully managed, and tap the corresponding device icon on the **Homepage** to enter the extender's configuration page. The following figure is for reference only.



# Connect the extender to the internet

This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

## Re-extend the Wi-Fi

You can configure this function only in the wireless extension mode. You can try re-extending the Wi-Fi network under the following circumstances:

- When the Wi-Fi extender fails to extend the Wi-Fi network of the upstream device.
- When you have extended a Wi-Fi network but want to extend other wireless networks with better signal.
- When you only extended the Wi-Fi network in a single frequency band and want to extend the Wi-Fi network in the other frequency band.

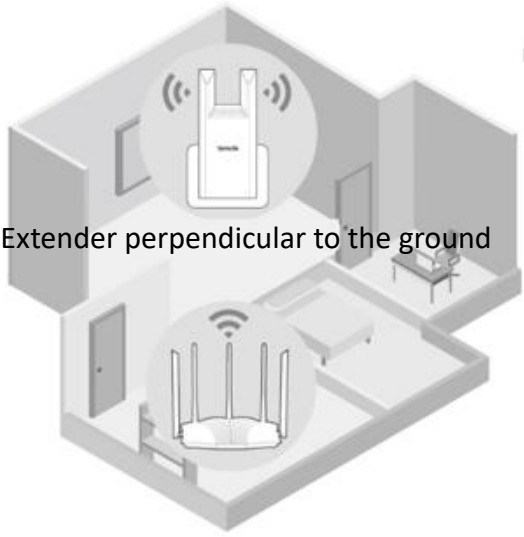
**Configuration procedure:**

**Step 1** Select the location for the extender, and plug the extender into a power outlet refer to the following figure.

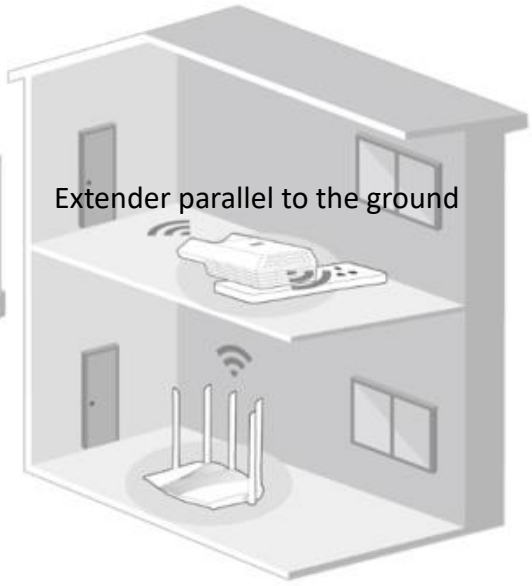
TIP

Place the extender in the middle between the router and the wireless dead zone (As far as possible to reduce the obstacle between the extender and the router, ensure that the smartphone is connected to the router's Wi-Fi and access the internet smoothly).

Large flat floor network coverage

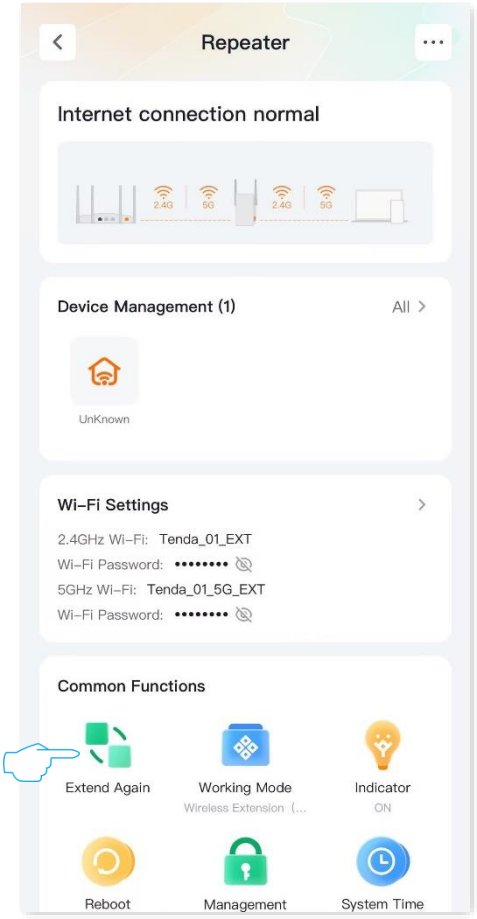



Cross-floor network coverage



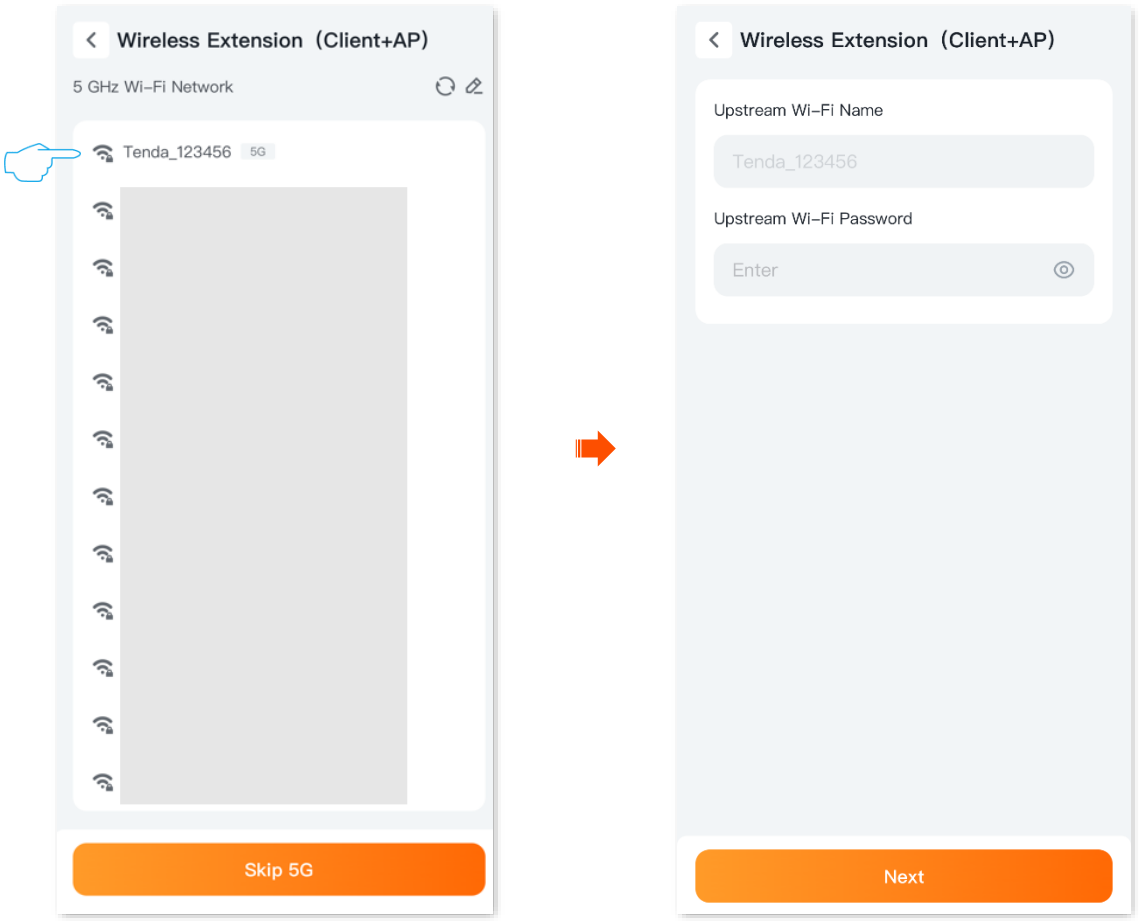

**Step 2** Re-extend your Wi-Fi network.

1. Enter the configuration page of the extender, and tap **Extend Again**.



2. If you want to re-extend 5 GHz Wi-Fi, select the Wi-Fi name of 5 GHz Wi-Fi to be extended, which is **Tenda_123456** in this example. Otherwise, tap **Skip 5G**. The following figure is for reference only.

3. Enter its Wi-Fi password, and tap **Next**.

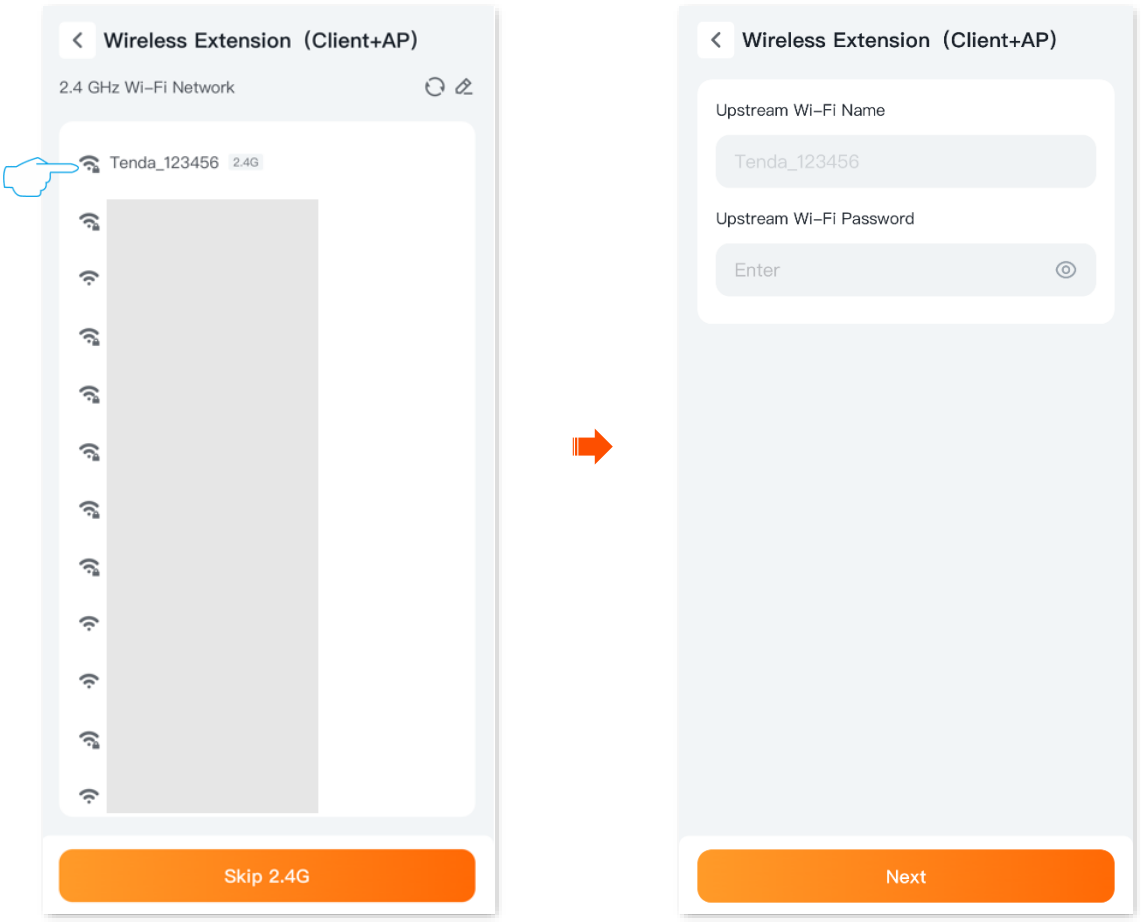



4. If you want to re-extend 2.4 GHz Wi-Fi, select the Wi-Fi name of 2.4 GHz Wi-Fi to be extended, which is **Tenda_123456** in this example. Otherwise, tap **Skip 2.4G**. The following figure is for reference only.

5. Enter its Wi-Fi password, and tap **Next**.

NOTE

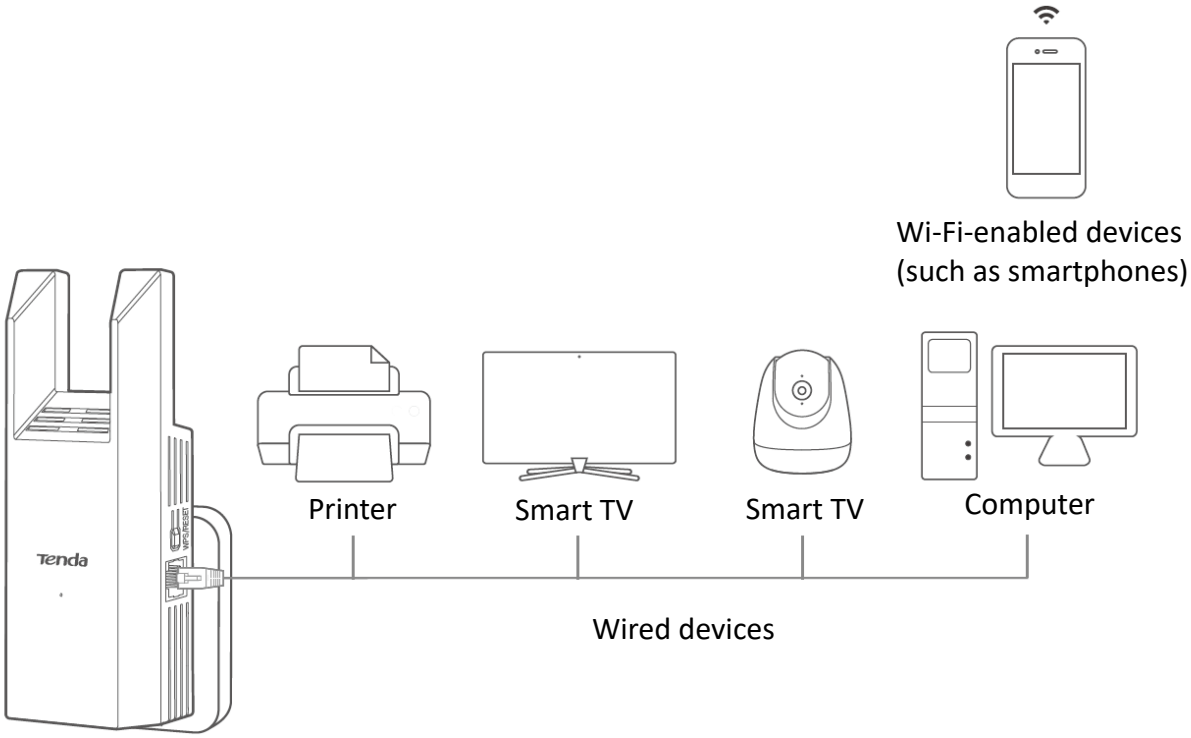
- You must choose a Wi-Fi at least in one frequency band.
- If you cannot find the Wi-Fi you want to extend, tap the refresh button in the upper-right corner to refresh the Wi-Fi list.
- If the extended Wi-Fi is hidden, tap the edit button in the upper-right corner and manually enter the Wi-Fi name, encryption method and Wi-Fi password of the extended network.




**---End**

If you want to see the extension status, you can enter the configuration page of the extender to view.

**To access the internet**



# Change the working mode

The extender supports two modes: wireless extension and wired extension (AP). You can switch the working mode of the extender as required by referring to the following instructions.

- Wireless extension: The extender connects to the upstream router by Wi-Fi and extends the Wi-Fi of the router to a larger range.
- Wired extension (AP): The extender is connected to the upstream router by an Ethernet cable and converts the router's wired network to Wi-Fi.

## Wireless extension

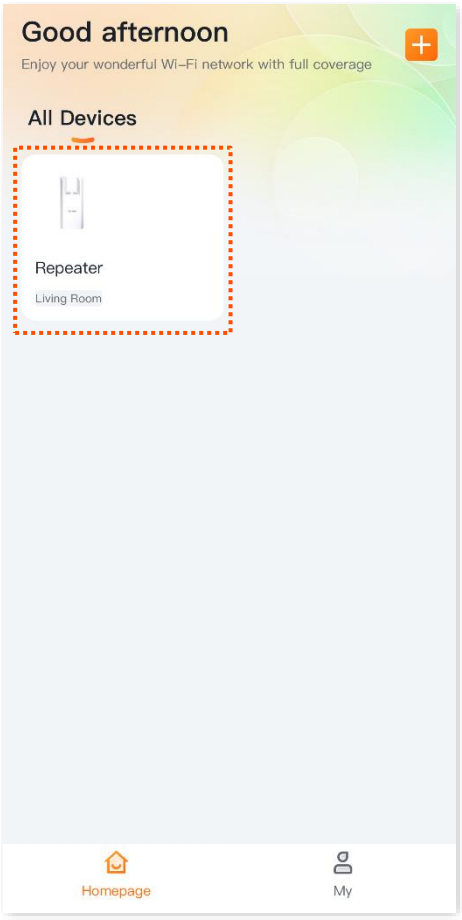
In wireless extension mode, you can extend the coverage of your existing wireless network. Assume that the extender is currently working in AP mode, and a wireless router is deployed at home and connected to the internet. Now you want to extend the wireless network coverage in your home, you can switch the extender working mode to **Wireless extension** mode to extend the network.

**Configuration procedure:**

**Step 1** (Optional) If the extender is connected to the upstream device by an Ethernet cable, unplug it.

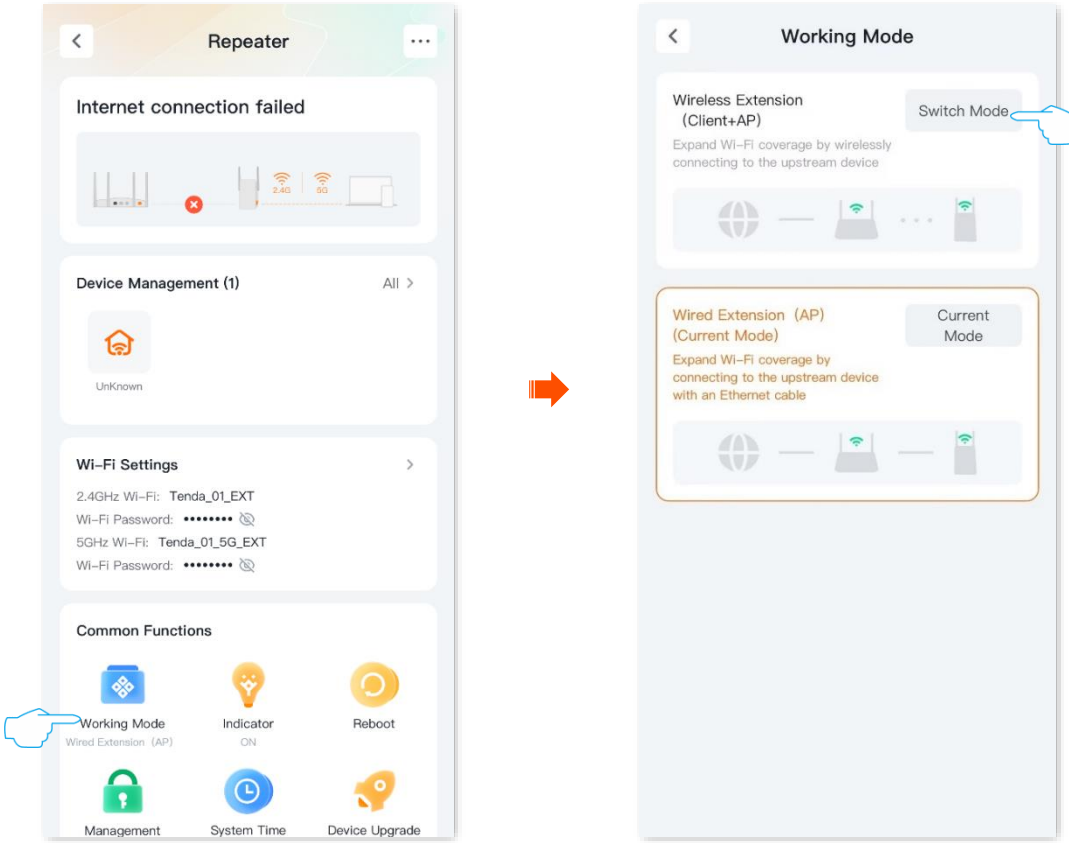
**Step 2** Manage the extender through the App, and enter the configuration page of the extender.

1. Connect the smartphone to the extender's Wi-Fi.
2. Run the **Tenda WiFi** App. Once the extender is detected, tap the device icon of the extender.

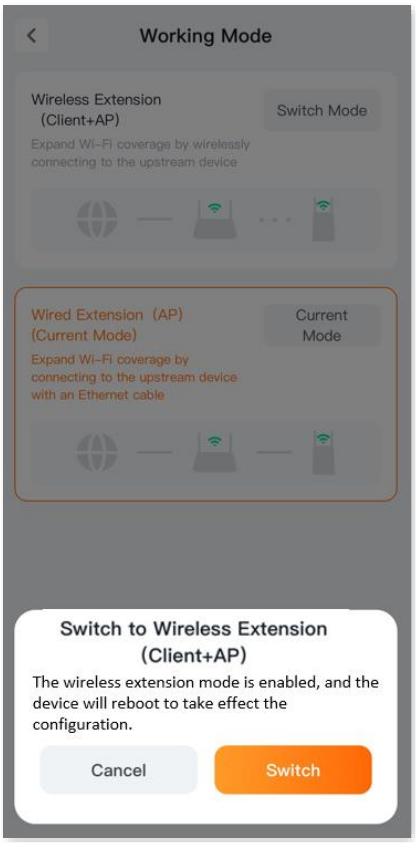



**Step 3** Set the extender to **Wireless Extension (Client+AP)** mode and re-extend Wi-Fi.

1. Tap **Working Mode**, find **Wireless Extension (Client+AP)** mode, and tap **Switch Mode**. The following figure is for reference only.



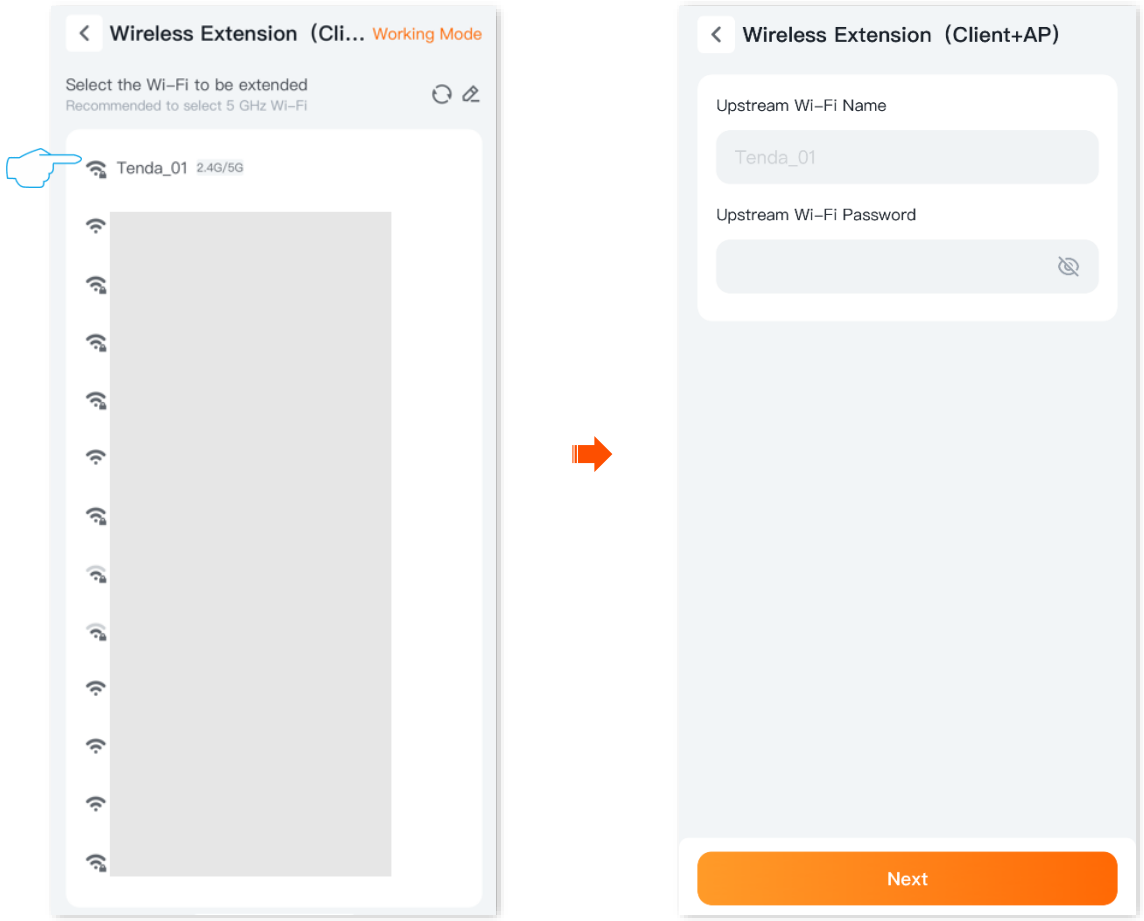

2. Confirm the prompt message, and tap **Switch**.



3. Select the Wi-Fi you want to extend, enter its Wi-Fi password, and tap **Next**. The following figure is for reference only.

TIP

- The extender supports dual-band extension: If the upstream router provides dual-band Wi-Fi, you can select either frequency band for extension (5G Wi-Fi is recommended), and the extender will automatically extend the other frequency band's Wi-Fi using the same Wi-Fi password.
- If you cannot find the Wi-Fi to be extended, tap the refresh button in the upper-right corner to refresh the Wi-Fi list.
- If the Wi-Fi to be extended is hidden, tap the edit button in the upper-right corner and manually enter the Wi-Fi name, encryption method, and Wi-Fi password of the network to be extended.



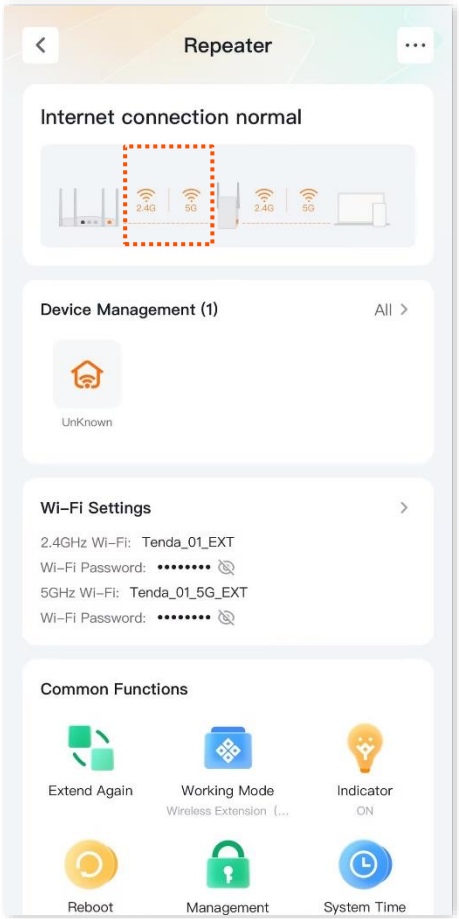

**---End**

If you want to see the extension status, you can re-enter the extender configuration page of the extender to check it. When the **Upstream Router/Modem** and **Extender** show the strength of the upstream Wi-Fi signal (in the form of a percentage), it means the extender has successfully extended the upstream Wi-Fi. You can connect to the Wi-Fi of the extender or the Ethernet port to access the internet. The following figure is for reference only.

If you have not set a Wi-Fi password, for the safety of the network, it's suggested to set a Wi-Fi password on the **Wi-Fi settings** page.

If you cannot access the internet, try the following solutions:

- Ensure that the upstream network device is connected to the internet properly.
- If a Wi-Fi-enabled device such as a smartphone cannot access the internet after connecting to the extender's Wi-Fi, ensure that you have connected to the right Wi-Fi name.
- If a computer cannot access the internet after connecting to the extender's Ethernet port by an Ethernet cable, ensure that both ends of the cable are connected properly, and the computer is set to Obtain an IP address automatically and Obtain DNS server address automatically.



# Wired extension (AP)

In wired extension (AP) mode, the Wi-Fi extender is connected to the upstream device using an Ethernet cable to extend the network coverage.

Assume that the extender is currently set to **Wireless Extension**, and a gateway has been deployed in the home and is connected to the internet. However, the gateway does not support Wi-Fi or the location where Wi-Fi needs to be extended is too far away from the gateway or the Wi-Fi signal is too weak.

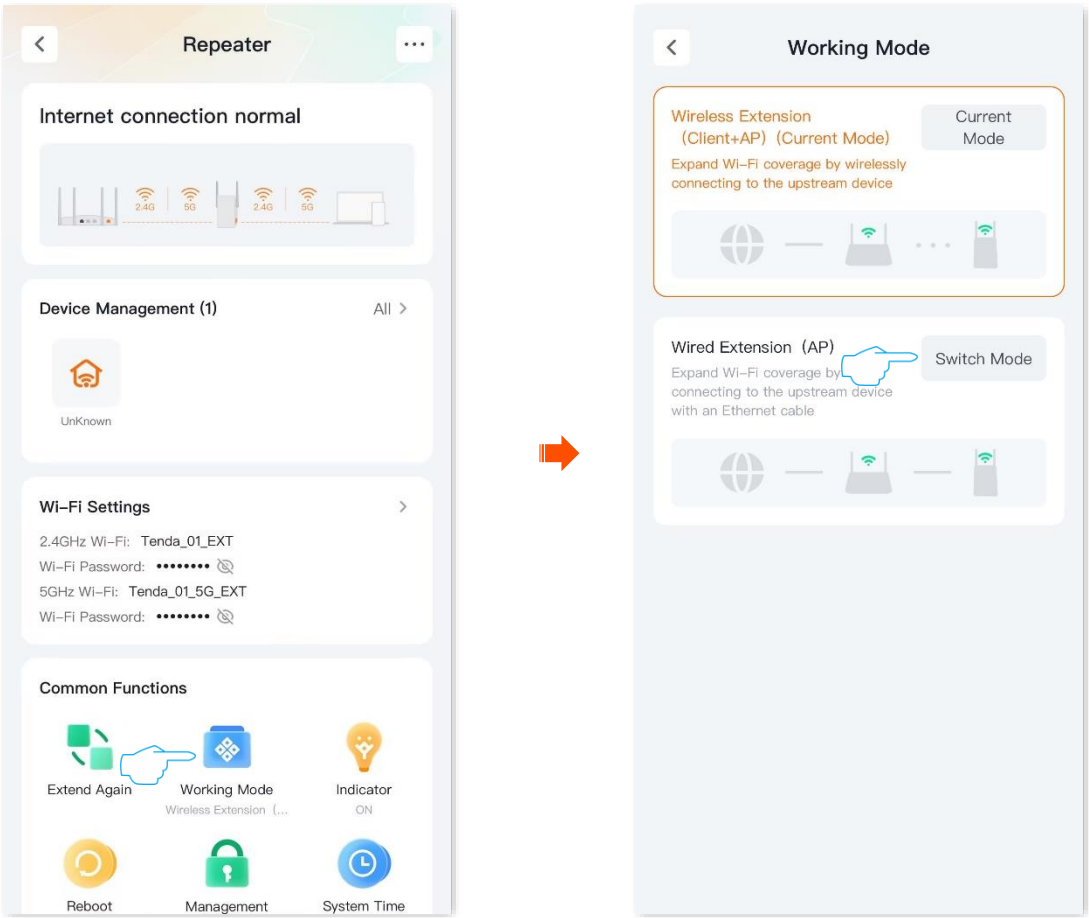
Now, if you want to extend the network coverage in your home, you can achieve this by switching the extender's working mode to **Wired Extension (AP)**.

**Configuration procedure:**

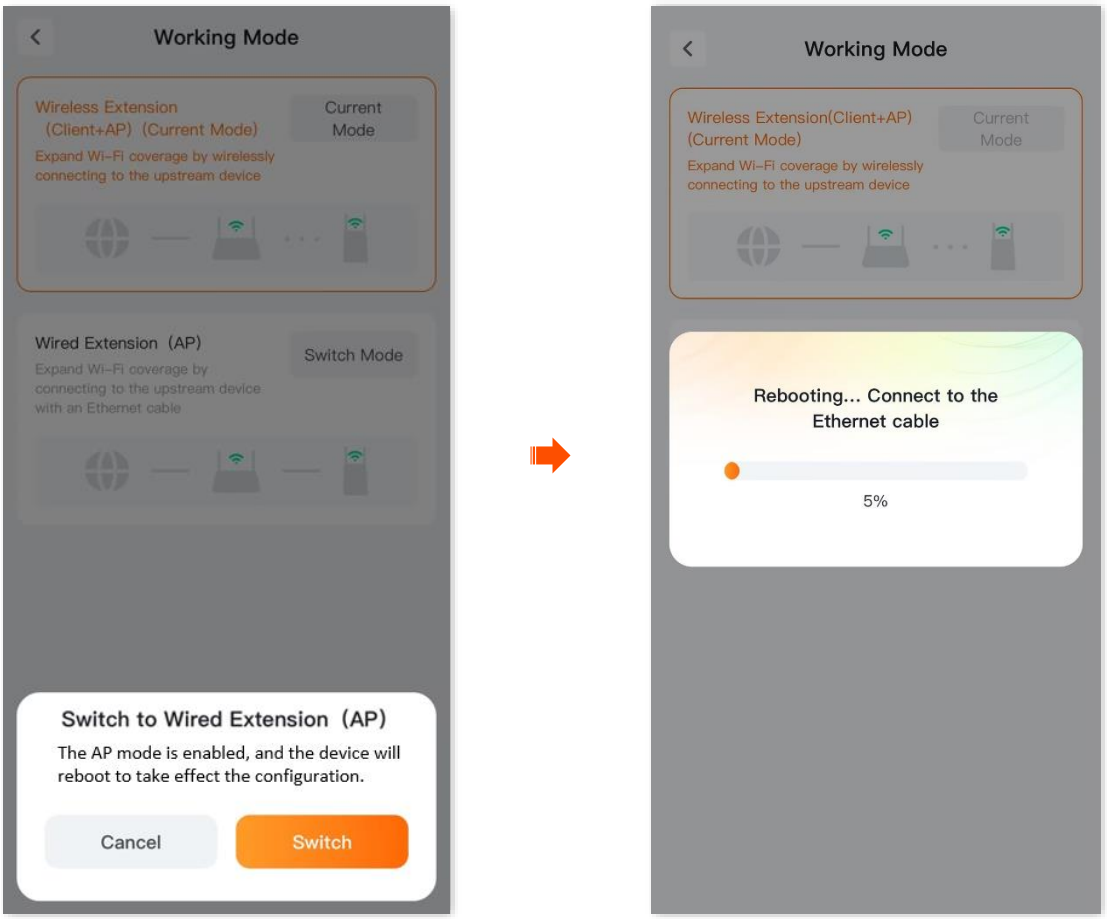
**Step 1** Enter the configuration page of the extender.

**Step 2** Tap **Working Mode**. The following figure is for reference only.

**Step 3** Find **Wired Extension (AP)**, and tap **Switch Mode**.



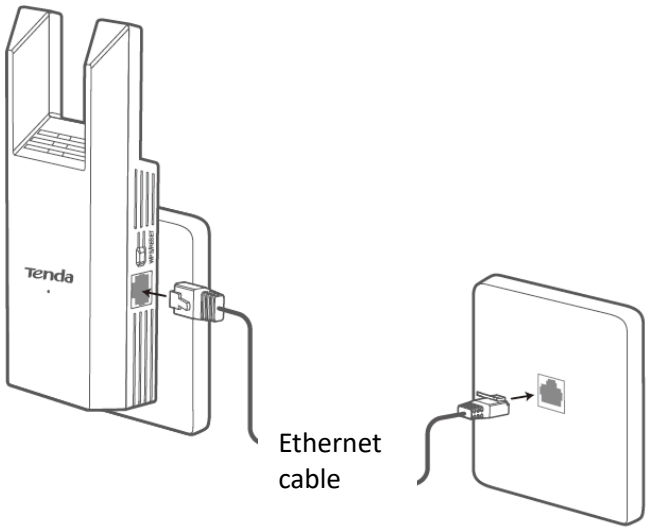
**Step 4** Confirm the prompt message, and tap **Switch**.




**Step 5** Connect the LAN port of the router to the Ethernet port of the extender using an Ethernet cable.

TIP

If the deployed Ethernet cable is for wiring in the wall, prepare the Ethernet cable by yourself.



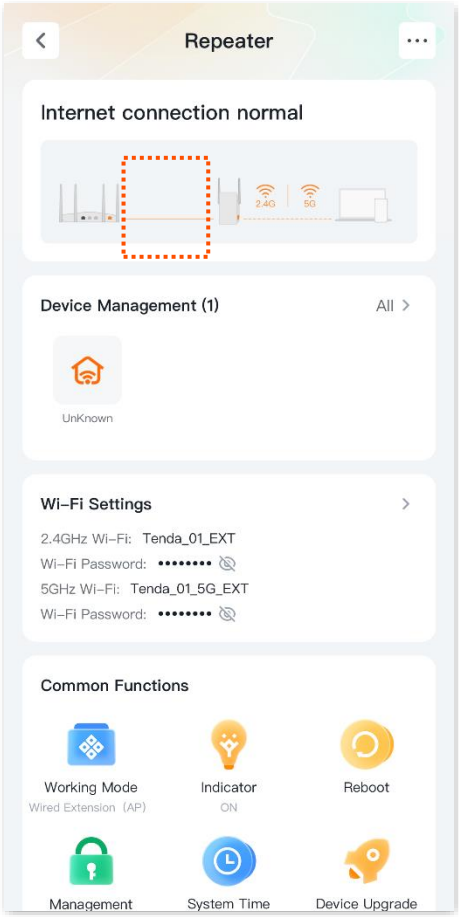

**---End**

If you want to see the extension status, you can re-enter the extender configuration page of the extender. When the wired extension (AP) is displayed between **Upstream Router/Modem** and **Extende**r and the connection is normal, it means that the extender has been connected to the upstream device through the Ethernet cable, and you can connect the extender's Wi-Fi to access the internet. The following figure is for reference only.

If you do not set a Wi-Fi password, it is recommended to set a Wi-Fi password on the **Wi-Fi settings** page for network security.

If your smartphone and other Wi-Fi-enabled devices cannot access the internet, try the following methods to solve the problem:

- Ensure that the upstream network device is connected properly.
- Ensure that you are connected to the correct Wi-Fi name.



# Wi-Fi settings

This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

## Unify 2.4 GHz and 5 GHz

The Wi-Fi extender supports both 2.4 GHz Wi-Fi and 5 GHz Wi-Fi. If you want to unify the wireless network in the two frequency bands, you can operate as follows:

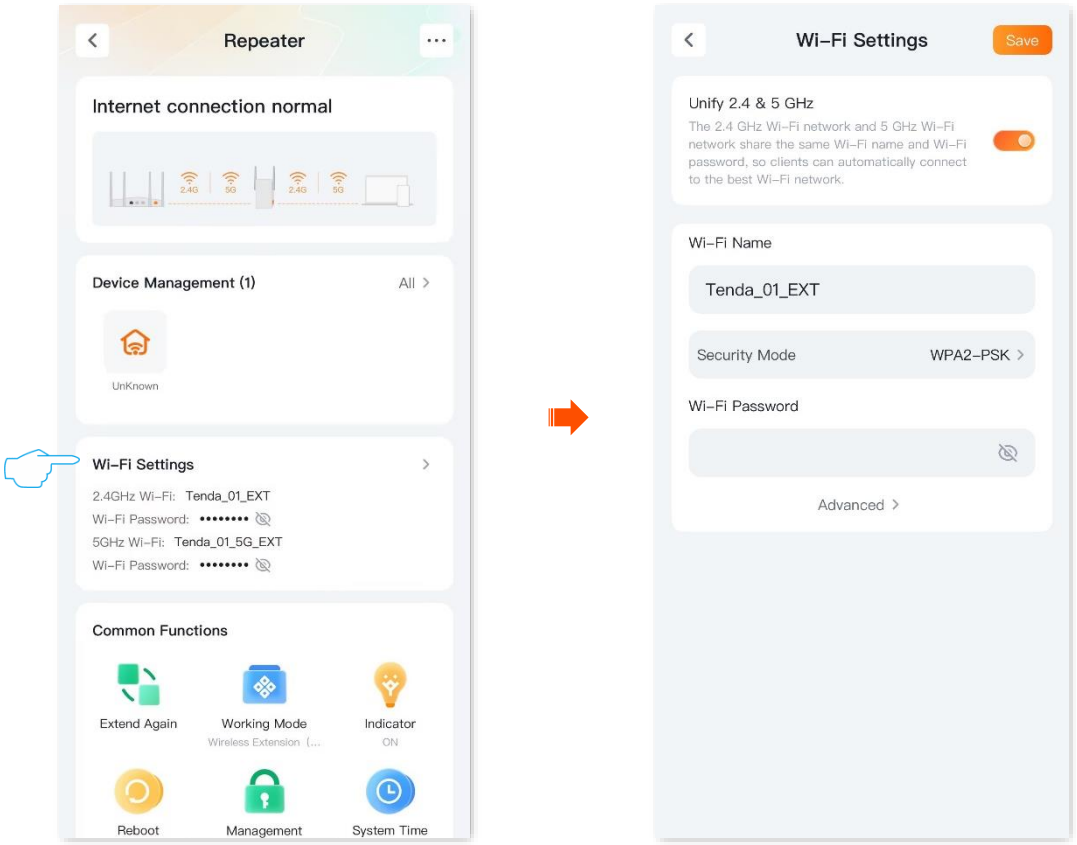
**Configuration procedure:**

**Step 1** Enter the configuration page of the extender.

**Step 2** Tap **Wi-Fi Settings**, and enable **Unify 2.4 & 5 GHz**.

**Step 3** Customize Wi-Fi name, security and Wi-Fi password as required. The following figure is for reference only.

**Step 4** Tap **Save**.




**---End**

After the configuration completes, the extender will display only one Wi-Fi name. When the client connects to the extender Wi-Fi, it will automatically connect to the Wi-Fi with better network quality.

### Parameter description

| Parameter | Description |
| --- | --- |
| Unify 2.4 & 5 GHz | Used to enable or disable the **Unify 2.4 & 5 GHz** function.<br>With this function enabled, the 2.4 GHz and 5 GHz networks of the Wi-Fi extender are unified under one Wi-Fi name and password. You can see only one Wi-Fi network, and your network devices will automatically connect to the Wi-Fi with stronger signal strength when connecting to the Wi-Fi network of the Wi-Fi extender. |
| 2.4 GHz Wi-Fi<br>5 GHz Wi-Fi | These two parameters appear only when the **Unify 2.4 & 5 GHz** function is disabled.<br>• If your devices are far away from the Wi-Fi extender or separated from the Wi-Fi extender by walls, you are recommended to connect your devices to the 2.4 GHz Wi-Fi.<br>• If your devices are close to the Wi-Fi extender, you are recommended to connect your devices to the 5 GHz Wi-Fi. |
| Wi-Fi name | Specifies the wireless network name of the Wi-Fi extender. |
| Security Mode | You can refer to the following description to select a proper security mode.<br>– **Not encrypted:** The Wi-Fi extender does not encrypt its wireless network. This option is not recommended because it affects network security.<br>– **WPA2-PSK:** The wireless network is encrypted with WPA2-PSK which adopts a pre-shared key for authentication. Therefore, wireless networks encrypted with WPA2-PSK are safer than those encrypted with WPA-PSK. |
| Wi-Fi Password | Specifies the password used for wireless network connection.<br>TIP<br>You are recommended to use the combination of digits, letters and special characters for higher security. |

# Separate 2.4 GHz and 5 GHz

The Wi-Fi extender supports both 2.4 GHz Wi-Fi and 5 GHz Wi-Fi. If you want to separate the wireless network into two frequency bands, you can operate as follows:

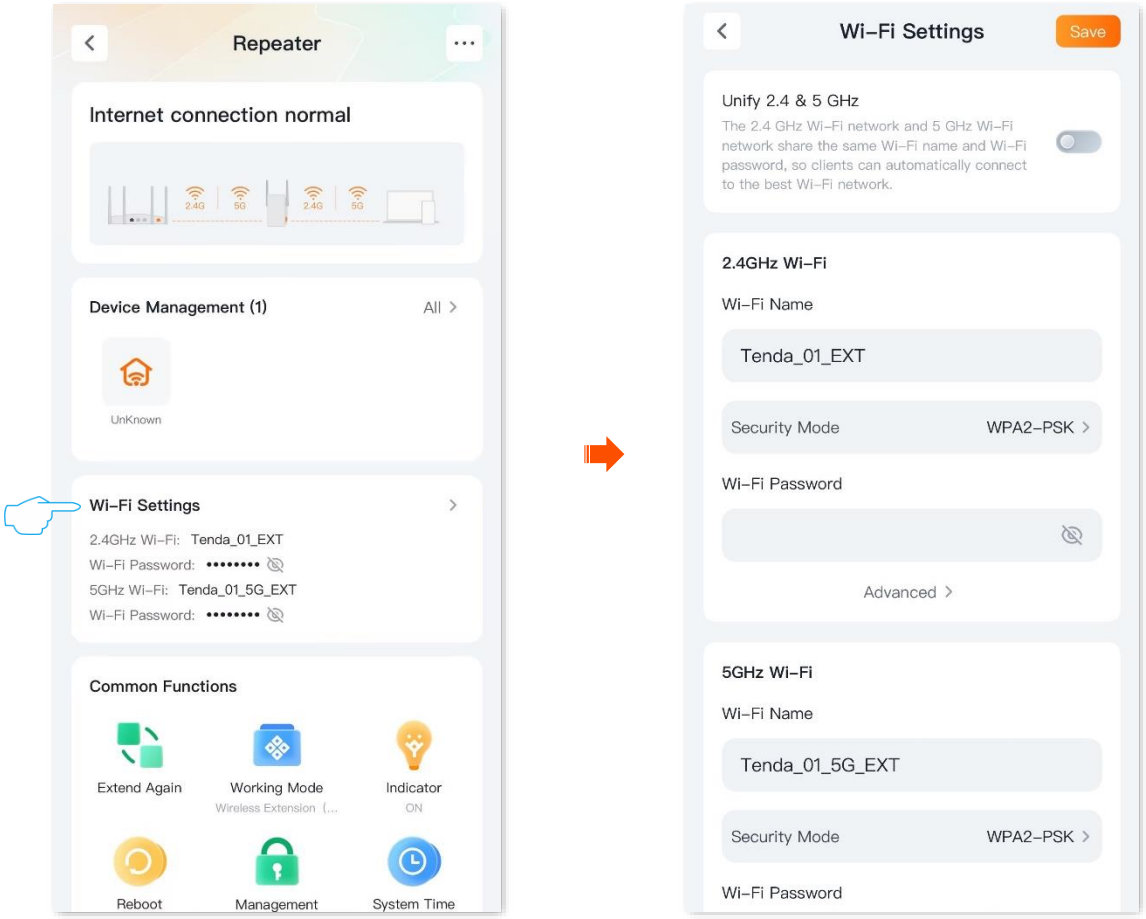
**Configuration procedure:**

**Step 1** Enter the configuration page of the extender.

**Step 2** Tap **Wi-Fi Settings**, and disable **Unify 2.4 & 5 GHz**.

**Step 3** Customize Wi-Fi name, security and Wi-Fi password for **2.4GHz Wi-Fi** and **5GHz Wi-Fi**. The following figure is for reference only.

**Step 4** Tap **Save**.




**---End**

After the configuration completes, 2.4 GHz Wi-Fi and 5 GHz Wi-Fi are separated, and you can see two different Wi-Fi names. You can access the internet by connecting a Wi-Fi-enabled device such as a smartphone to any Wi-Fi network.

# Change Wi-Fi name and Wi-Fi password

**Step 1** Enter the configuration page of the extender.

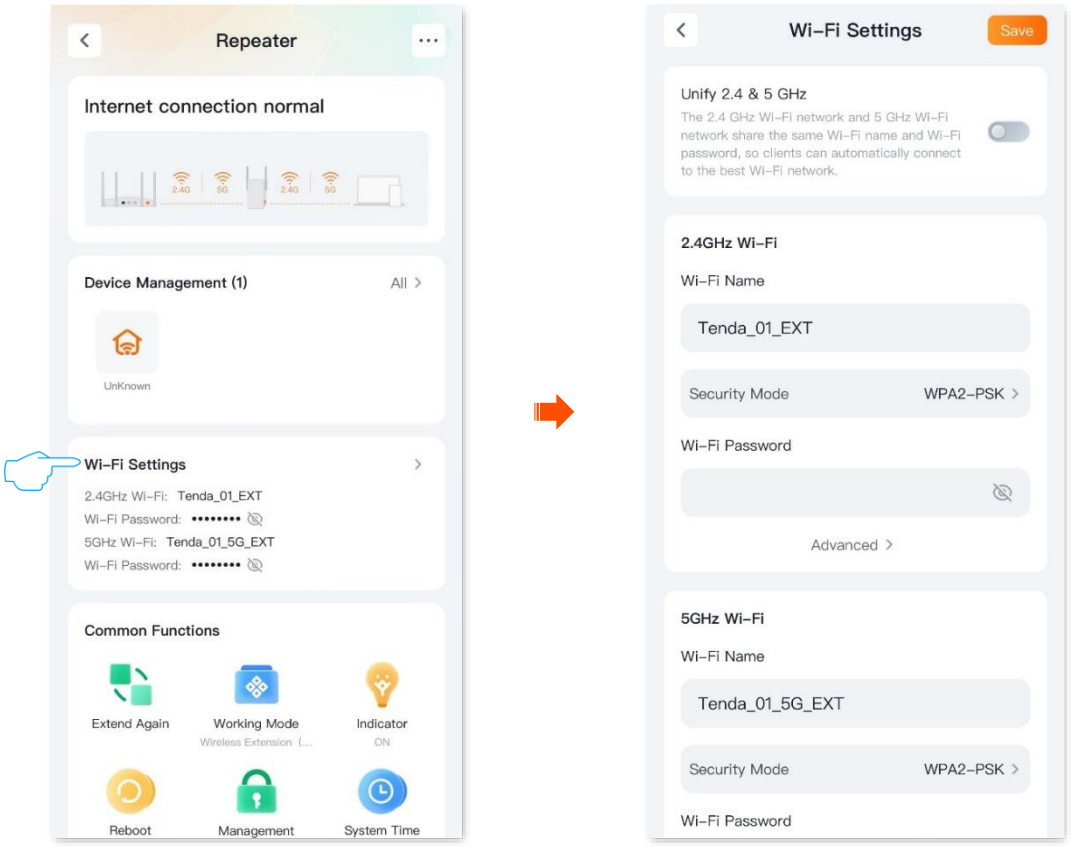
**Step 2** Tap **Wi-Fi Settings**.

**Step 3** Enable or disable the **Unify 2.4 & 5 GHz** as required. The following figure shows an example of disabling the **Unify 2.4 & 5 GHz**.

- Enable **Unify 2.4 & 5 GHz**: The Wi-Fi name and password of the 2.4 GHz and 5 GHz network on the router are the same, and only one Wi-Fi name is displayed. When you connect to your router's wireless network, you will automatically connect to the better-quality Wi-Fi.
- Disable **Unify 2.4 & 5 GHz**: The 2.4 GHz and 5 GHz networks on the router are displayed separately. You can access the internet through either wireless network. If you have wireless devices that only support 2.4GHz networks, you need to connect to the router's Wi-Fi network, such as security cameras, you are recommended to disable the **Unify 2.4 & 5 GHz**.

**Step 4** Set **Wi-Fi Name**, **Security Mode**, and **Wi-Fi Password** as required.

**Step 5** Tap **Save**.




**---End**

After the configuration completes, your Wi-Fi-enabled devices (such as a smartphone) need to connect to the new wireless network to access the internet.

# Hide the Wi-Fi networks

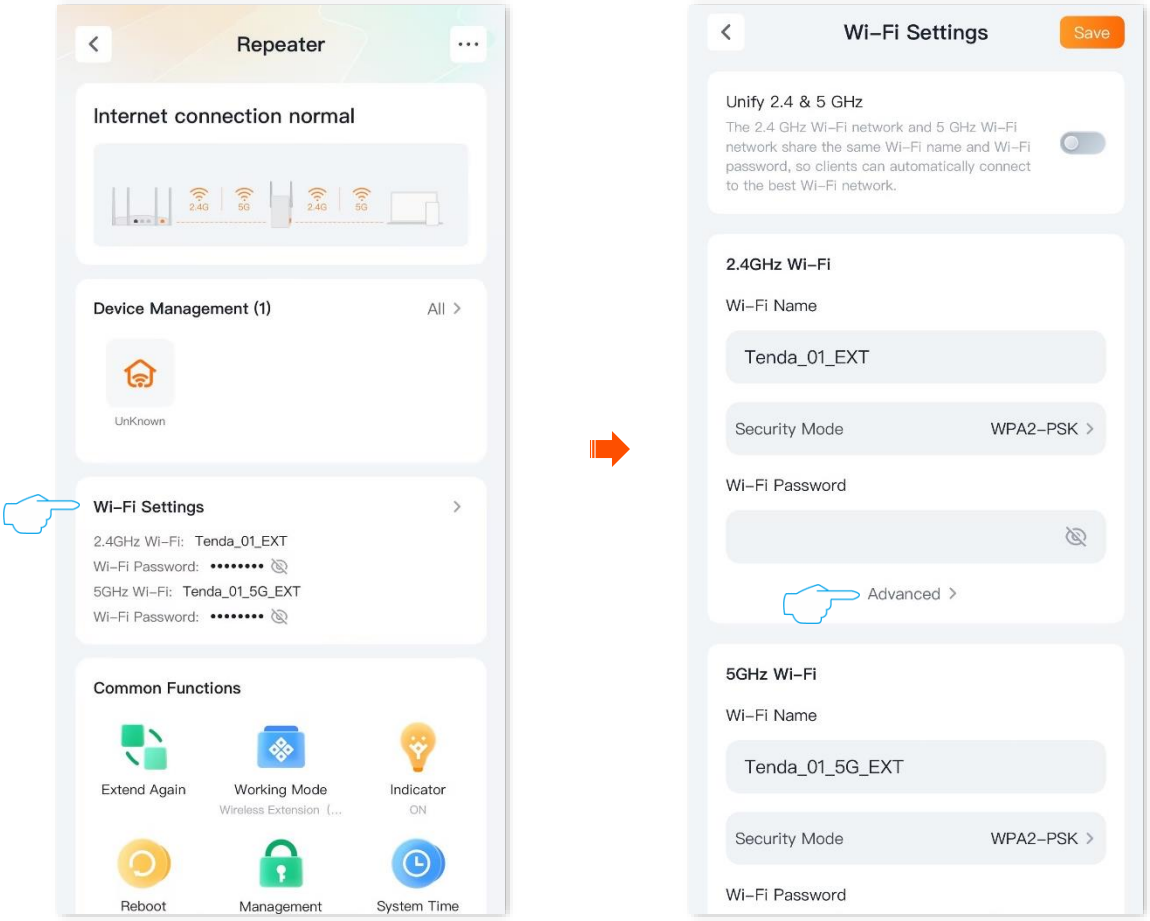
The Wi-Fi extender supports hiding its Wi-Fi network, so that Wi-Fi-enabled devices cannot find it, thus improving the security of its Wi-Fi network.

**Configuration procedure:**

**Step 1** Enter the configuration page of the extender.

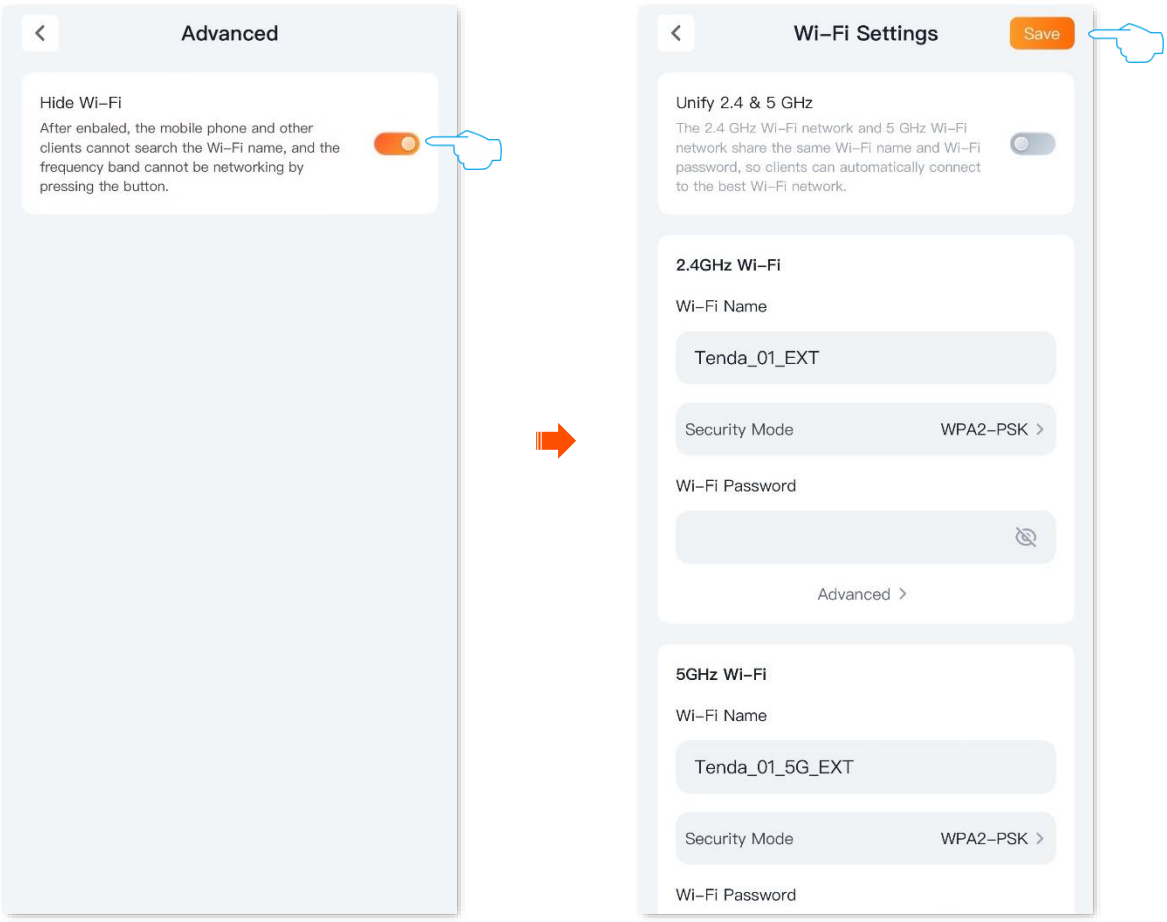
**Step 2** Tap **Wi-Fi Settings**.

**Step 3** Tap **Advanced**. Take the **Unify 2.4 & 5 GHz** is disabled as an example, the following figure is for reference only.



**Step 4** Enable the **Hide** function.

**Step 5** Tap < to back to the **Wi-Fi Settings** page and tap **Save**. The following figure is for reference only.




**---End**

After the configuration completes, Wi-Fi-enabled devices such as smartphones cannot scan the extender's Wi-Fi. If you want to connect to the hidden Wi-Fi network, you need to manually enter the Wi-Fi name and other parameters on your smartphone and other Wi-Fi-enabled devices to connect. For details, refer to Connecting to the hidden Wi-Fi network.

# Connect to the hidden Wi-Fi network

Assume that you have enabled **Unify 2.4 & 5 GHz** function of the Wi-Fi extender, and set relevant parameters as follows:

- Wi-Fi name: Alice
- Security: WPA2-PSK
- Wi-Fi password: UmXmL9UK

> TIP
>
> If you forgot the above parameters, enter the configuration page of the extender and view relevant parameters on the **Wi-Fi Settings** page.

**Configuration procedure:** (An Android phone is used for illustration)

**Step 1** Tap **Settings** on the homepage of your smartphone to enter the setting page.

**Step 2** Tap **WLAN** to enter the WLAN page, then enable **WLAN**.

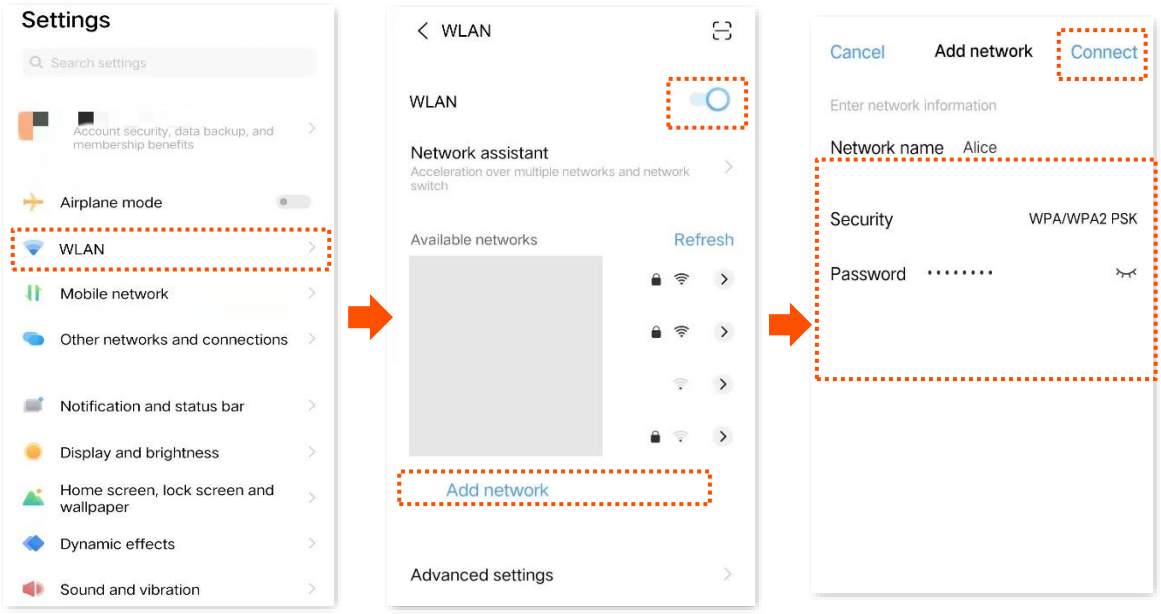
**Step 3** Scroll down to the bottom of the WLAN page, and tap **Add network**.

**Step 4** Enter the network name, which is **Alice**.

**Step 5** Set the security mode as **WPA/WPA2 PSK**. If your smartphone does not support WPA/WPA2 PSK, select another mode containing WPA2-PSK.

**Step 6** Enter the password, which is **UmXmL9UK** in this example.

**Step 7** Tap **Connect**.




**---End**

# View network and clients

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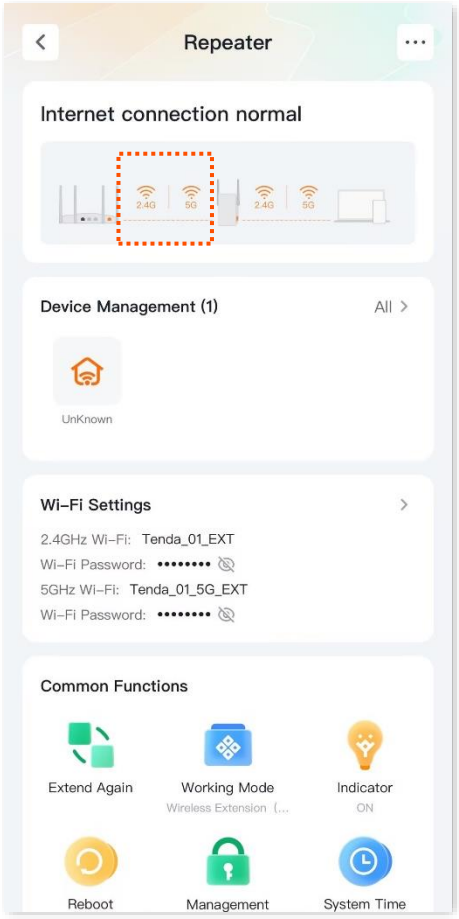
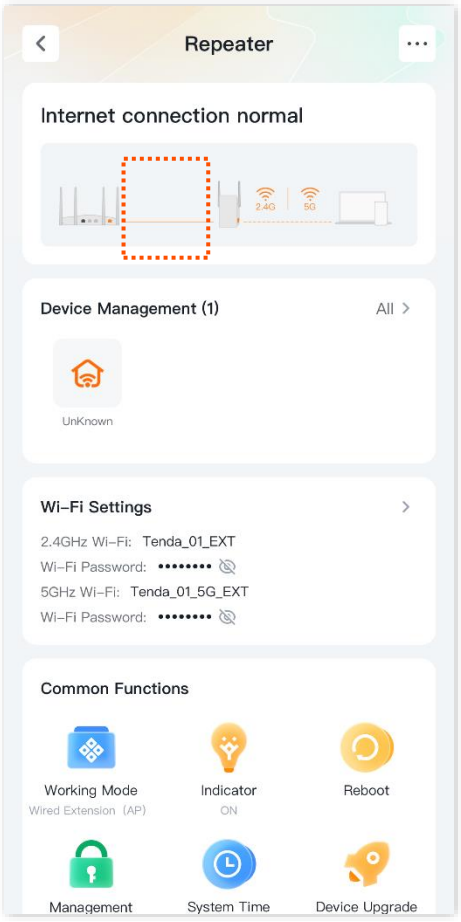
## View network status

### Router connected to internet

In Wireless extension, after entering the configuration page of the extender, if the upstream Wi-Fi signal strength (displayed as a percentage) is displayed between the upstream router/Modem and the extender, it means that the extender has extended the upstream Wi-Fi. You can connect to the extender's Wi-Fi or Ethernet port using an Ethernet cable to access the internet. The following figure is for reference only.



In Wired extension, if wired extension is displayed between the upstream router/Modem and the extender and the connection is normal, it means that the extender is connected to the upstream device through the Ethernet cable. You can connect to the extender's Wi-Fi to access the internet. The following figure is for reference only.

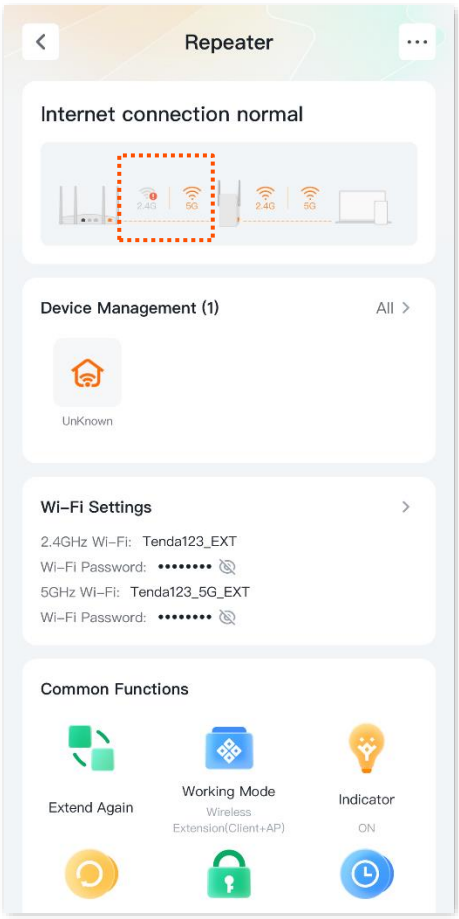


# Wireless extension error

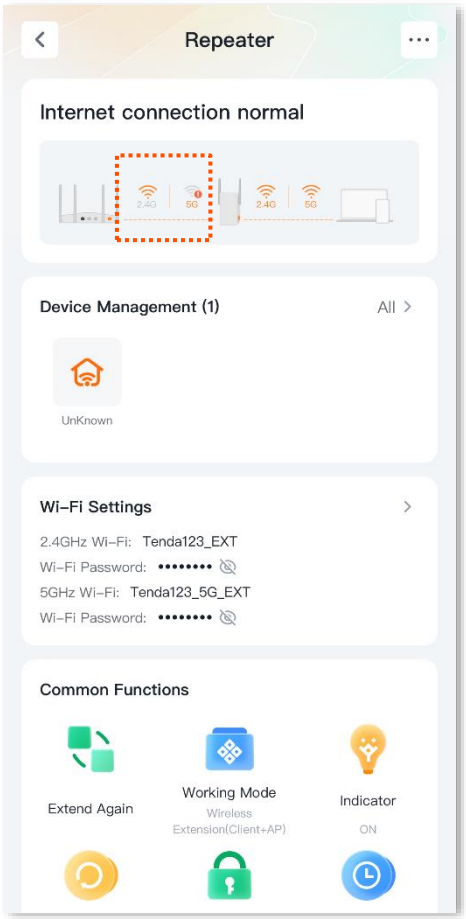
## Single band network extension error

In Wireless extension, after entering the configuration page of the extender, if the Wi-Fi icon of a frequency band between the upstream router/Modem and the extender shows abnormal, it means that the extender has not extended the Wi-Fi of this frequency band. The following figure is for reference only. The following figure is for reference only.

If you want to extend Wi-Fi in this band, re-extend the Wi-Fi.

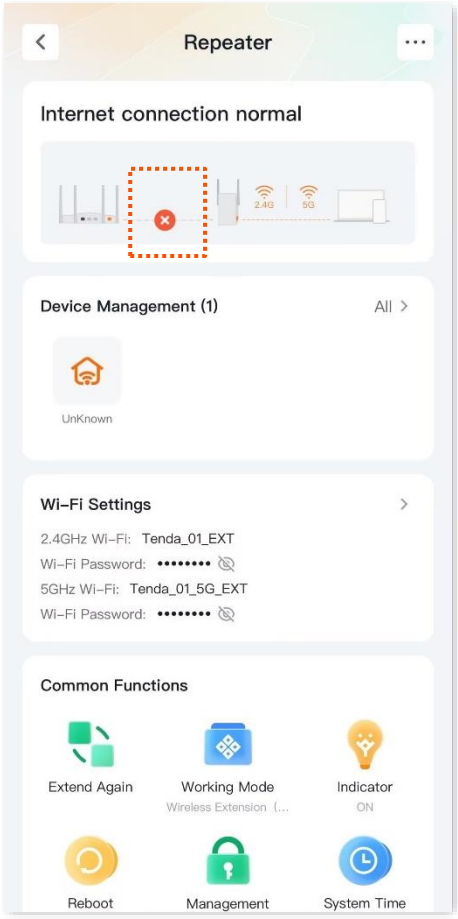



Or



## 2.4 GHz & 5 GHz network extension error

In Wireless extension, after entering the configuration page of the extender, if a cross icon is displayed between upstream router/Modem and extender, it means that the extender failed to extend the upstream Wi-Fi. The following figure is for reference only. Re-extend the Wi-Fi.

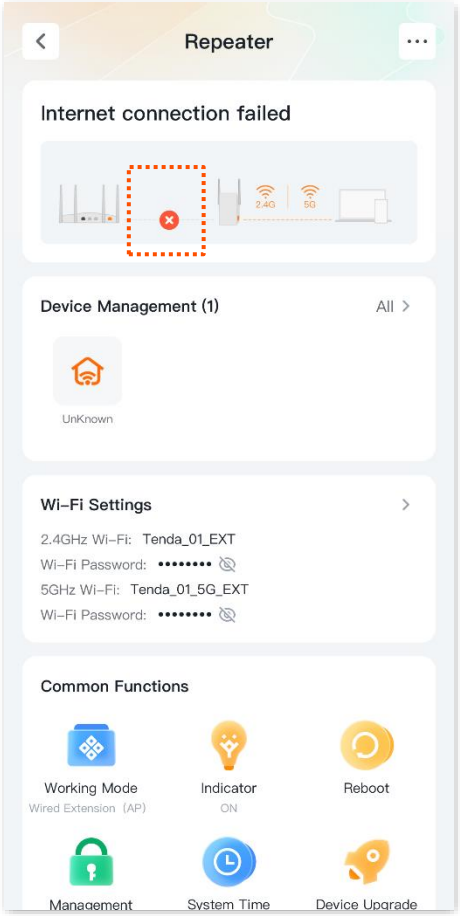


# Wired extension (AP) error

In Wired extension (AP), after entering the configuration page of the extender, if a cross icon is displayed between upstream router/Modem and extender, it means that the extender failed to extend the upstream Wi-Fi. The following figure is for reference only.

Try the following solutions:

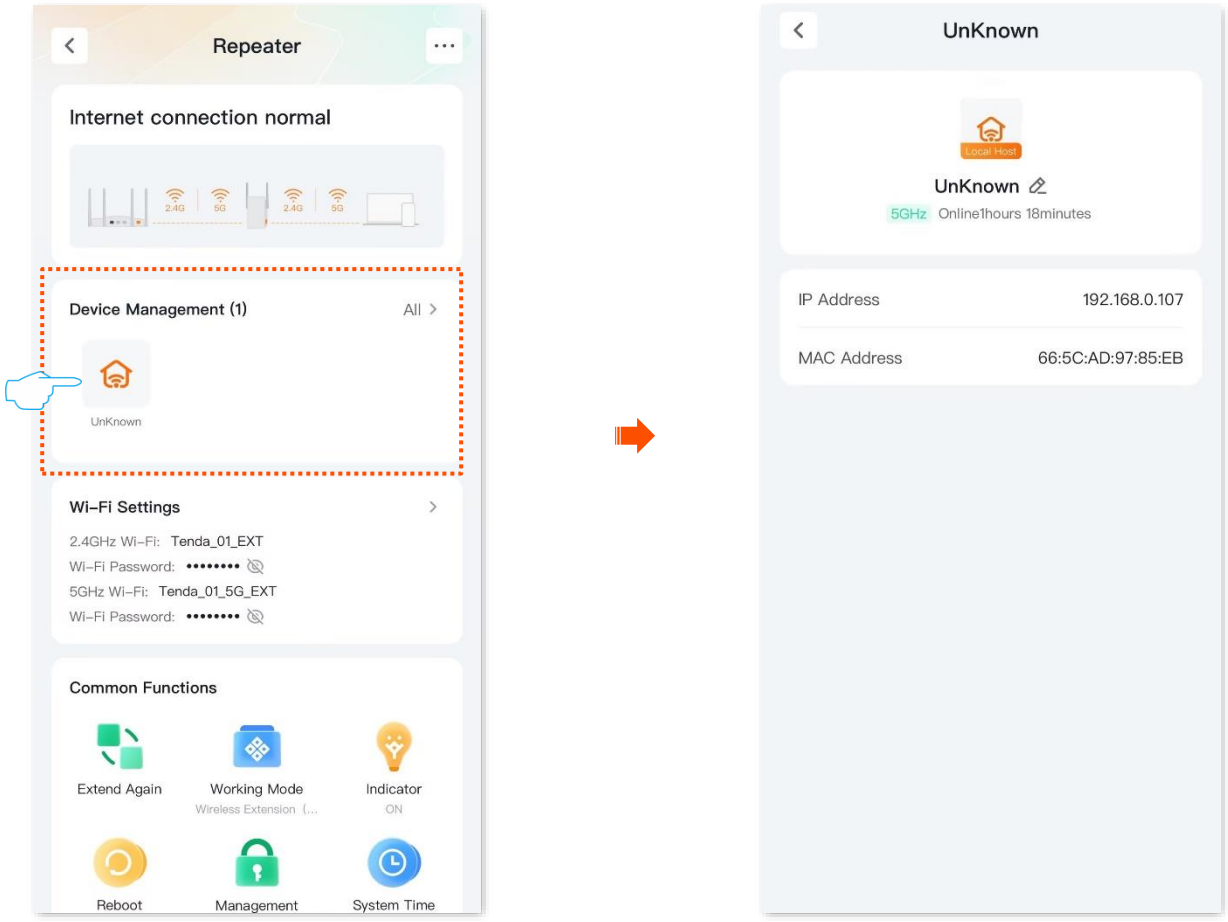
- Ensure that the upstream network device is connected correctly.
- Ensure that the Ethernet cable between the extender and the upstream network device is properly connected without loosening.



# View clients

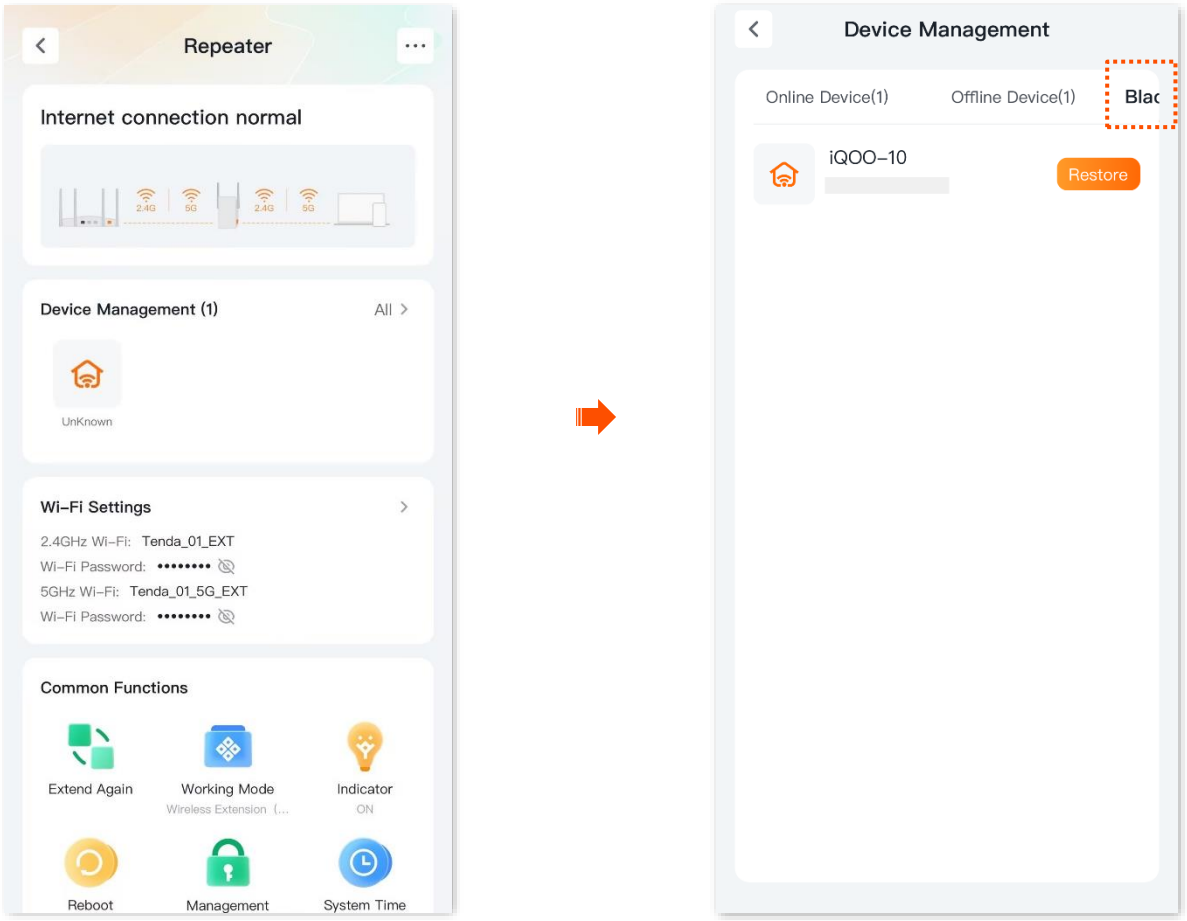
## View the online device

After entering the configuration page of the extender, you can view the number of online clients connected to the extender, and tap a client icon to view the details of the client. The following figure is for reference only.



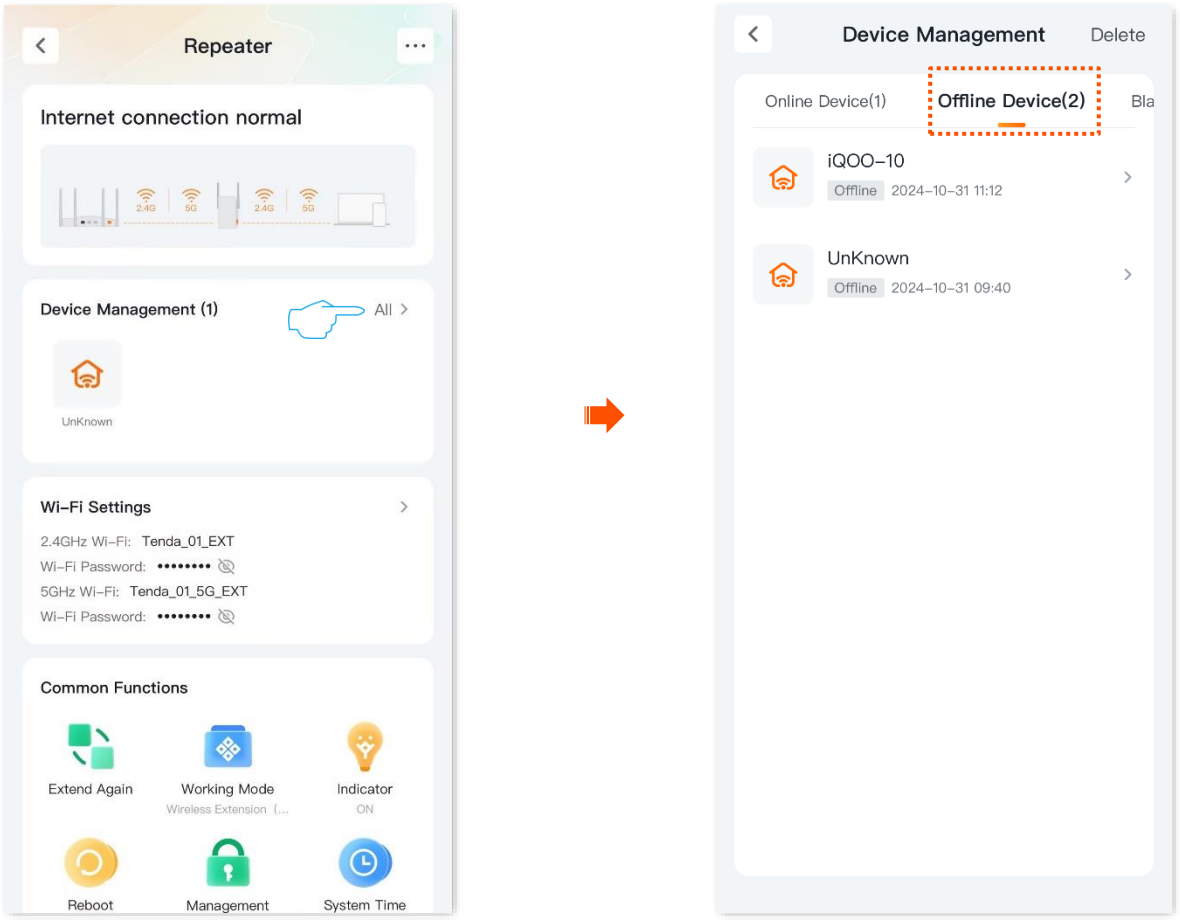
# View the blacklist device

After entering the configuration page of the extender, find the **Device Management** module, tap **All**, and tap **Blacklist**. You can view the blacklist information. The following figure is for reference only.



# View the offline device

After entering the configuration page of the extender, find the **Device Management** module, tap **All**, and tap **Offline Device**. You can view the offline device information, and can also delete, block the device. The following figure is for reference only.



# View or modify extender information

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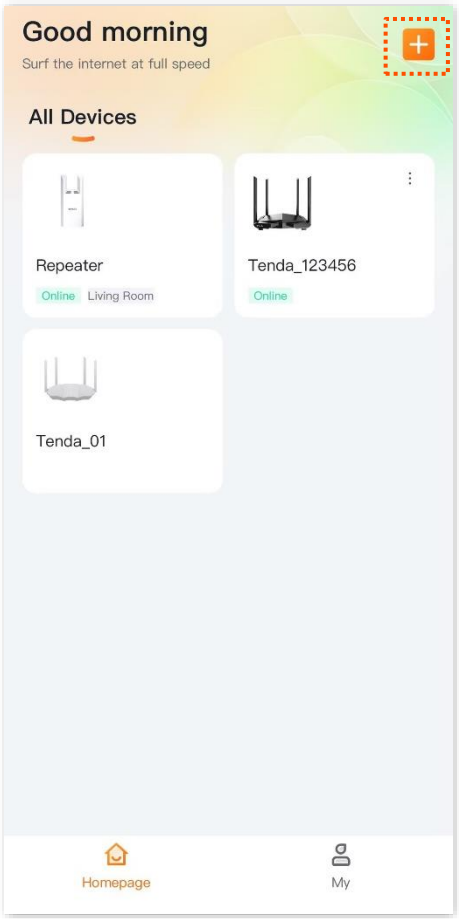
## View or add extender to be managed

Run and log in to the **Tenda WiFi** App. You can manage the extender according to the actual situation on the homepage. The following figure is for reference only.

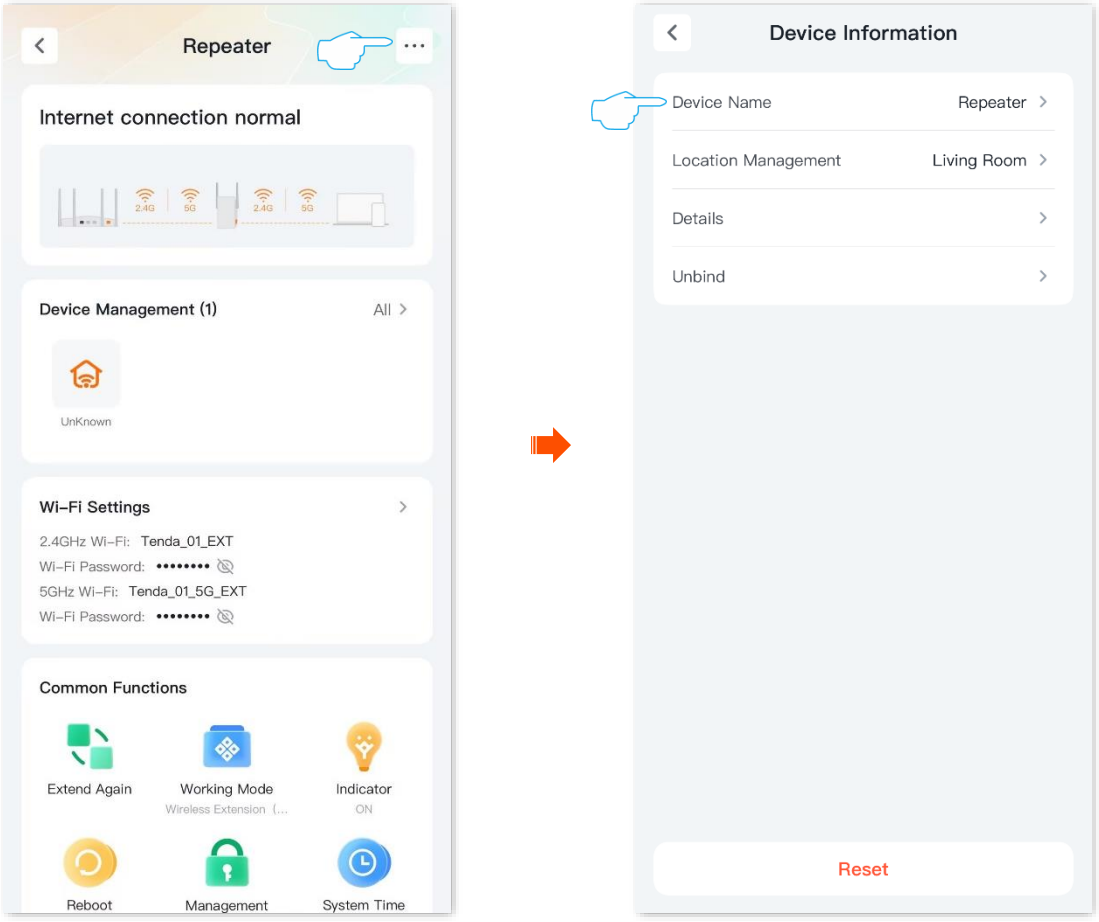
Tap + in the upper-right corner to add extenders to manage.



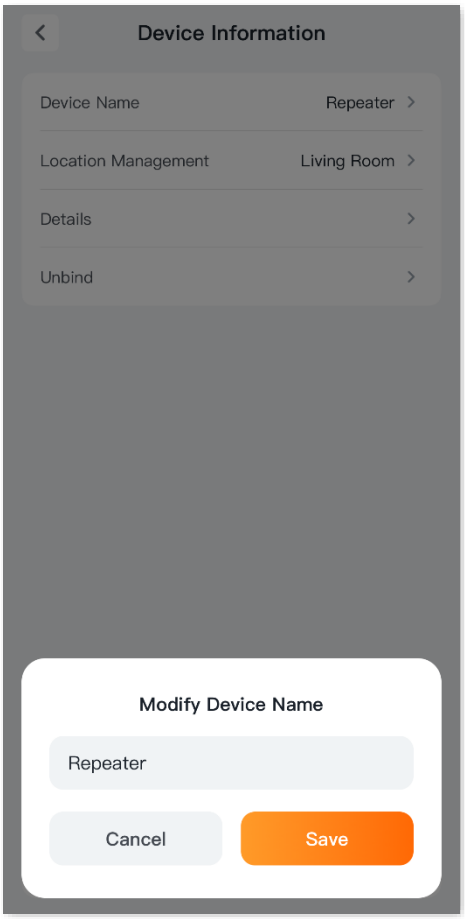
# Modify extender name

**Step 1** Enter the configuration page of the extender.

**Step 2** Tap ••• in the upper-right corner, and tap **Device Name**. The following figure is for reference only.



**Step 3** Modify the device name as required, and then tap **Save**. The following figure is for reference only.

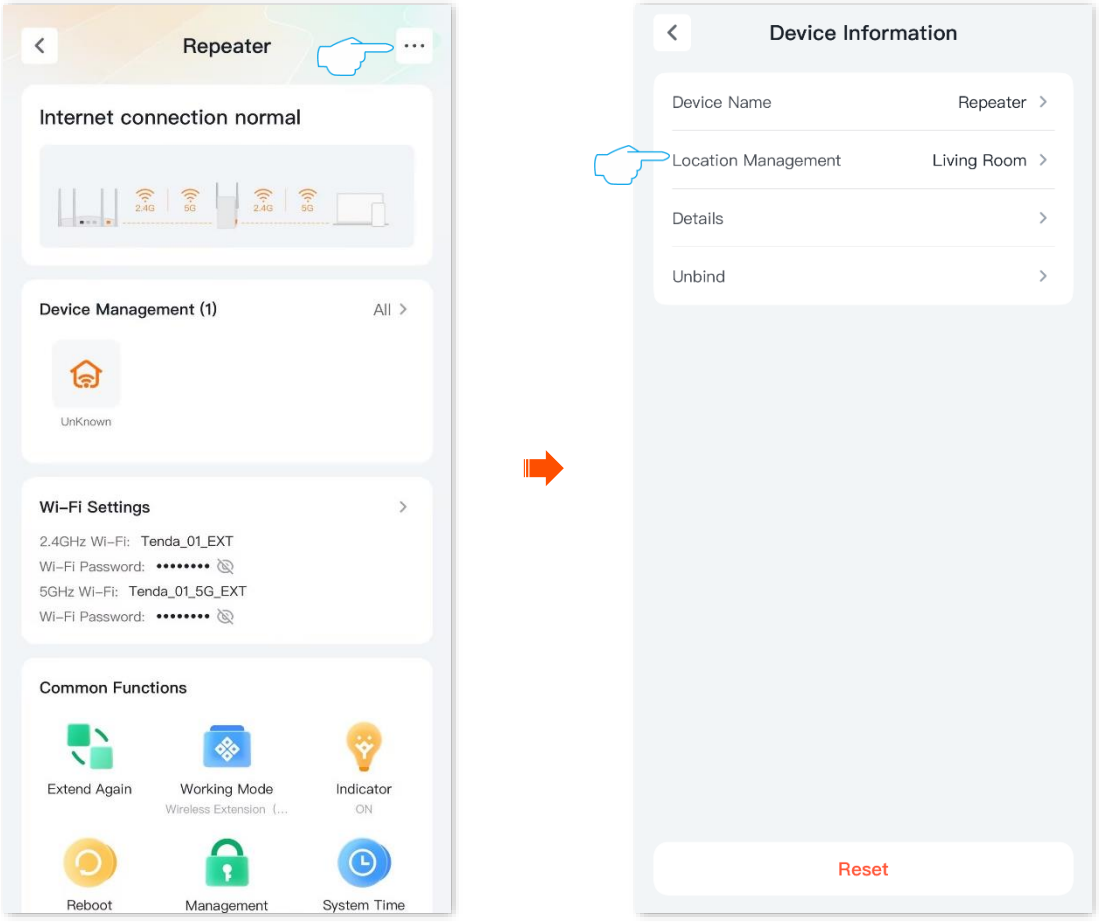



**---End**

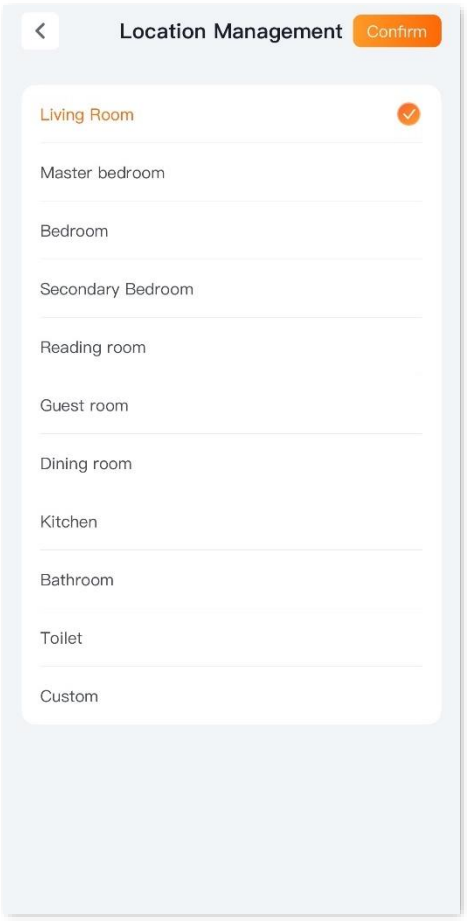
# Modify the extender location display

**Step 1** Enter the configuration page of the extender.

**Step 2** Tap the ••• in the upper-right corner, and tap **Location Management**. The following figure is for reference only.



**Step 3** Select the installation location as required, such as **Living Room**, then tap **Confirm**. The following figure is for reference only.

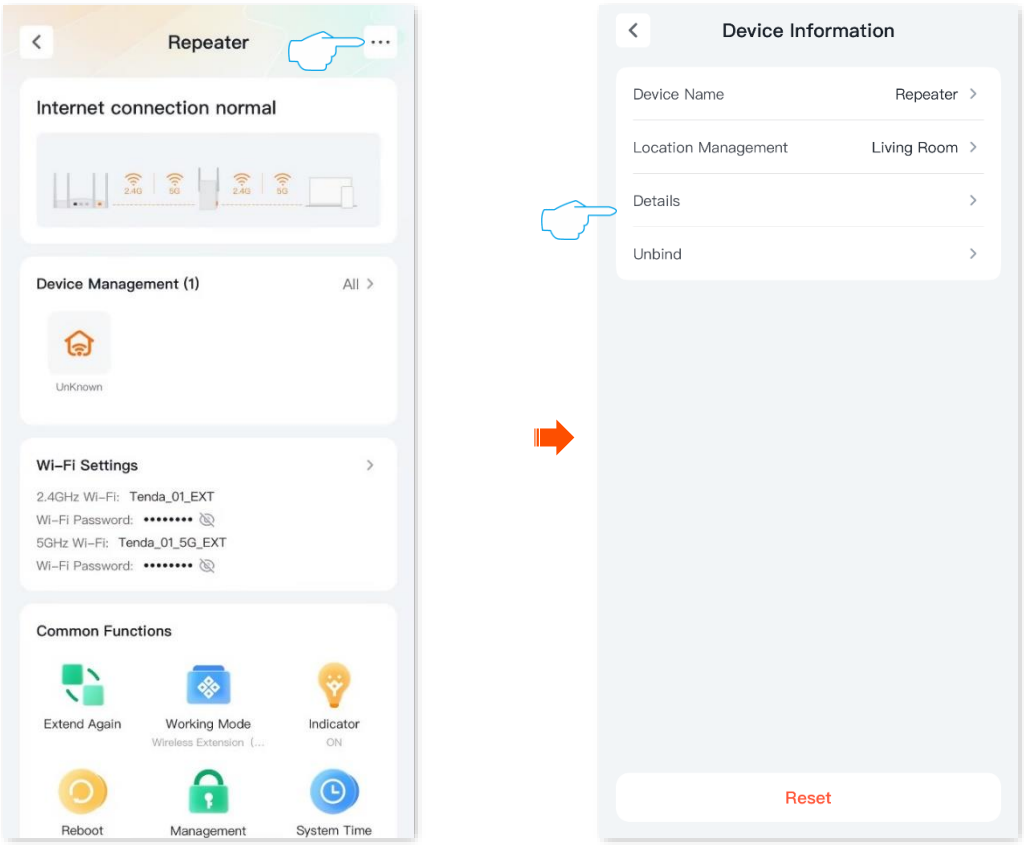



**---End**

# View the basic information of the extender

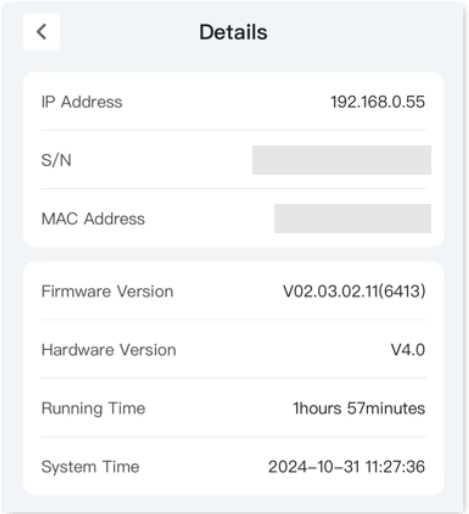
**Step 1** Enter the configuration page of the extender.

**Step 2** Tap the ••• in the upper-right corner, and tap **Details**. The following figure is for reference only.




**---End**

To view the basic information of the extender. The following figure is for reference only.



# Network control

This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

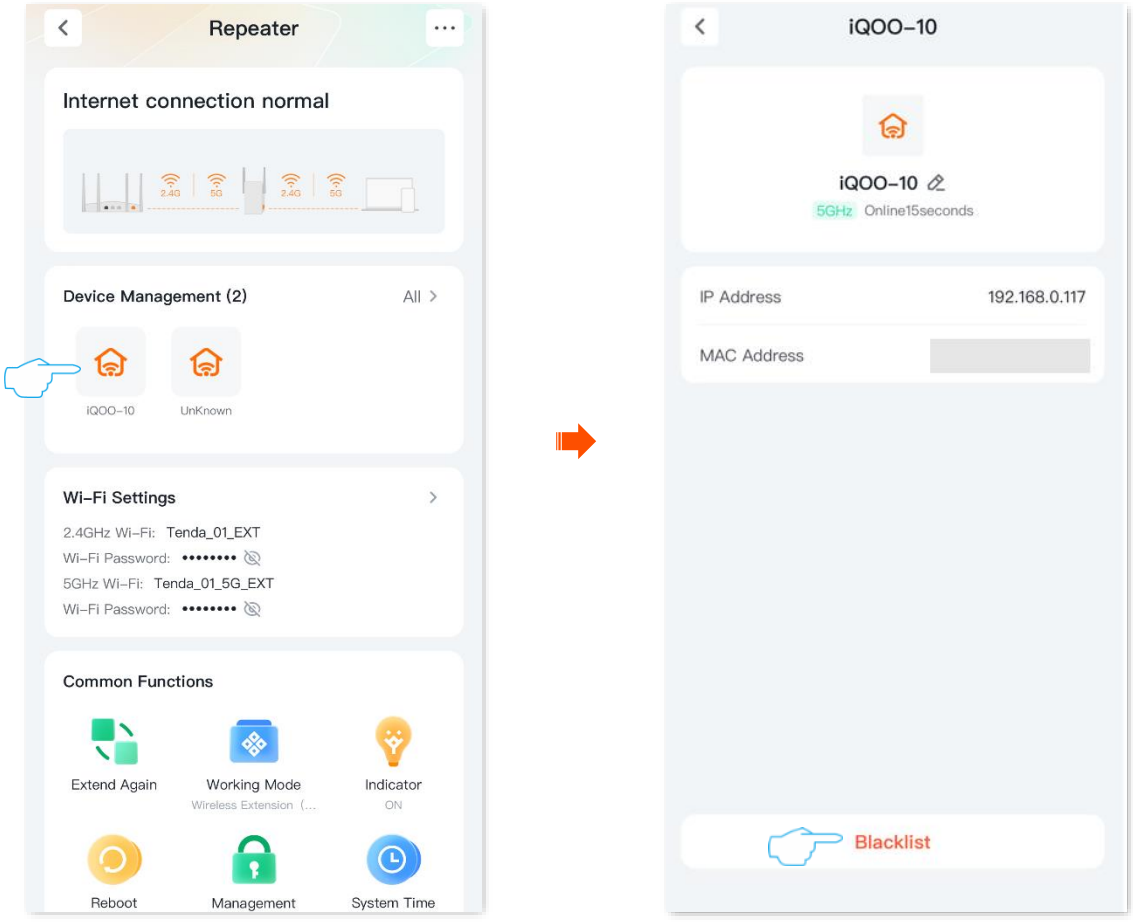
## Add the device to blacklist

The blacklisted devices cannot access the internet through the router.

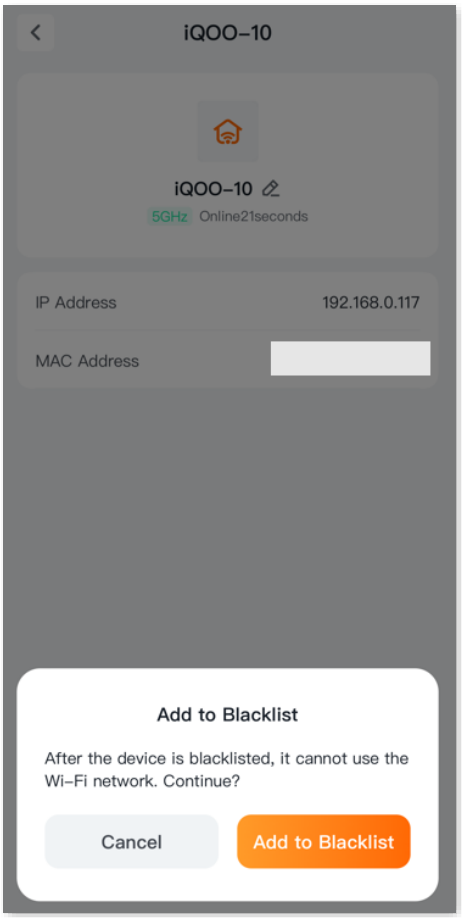
### Add the online device to blacklist

**Step 1** Enter the configuration page of the extender.

**Step 2** Find and tap the client to be added to the blacklist in **Device Management** module, and tap **Blacklist.** The following figure is for reference only.



**Step 3** Confirm the prompt message, and tap **Add to Blacklist**. The following figure is for reference only.



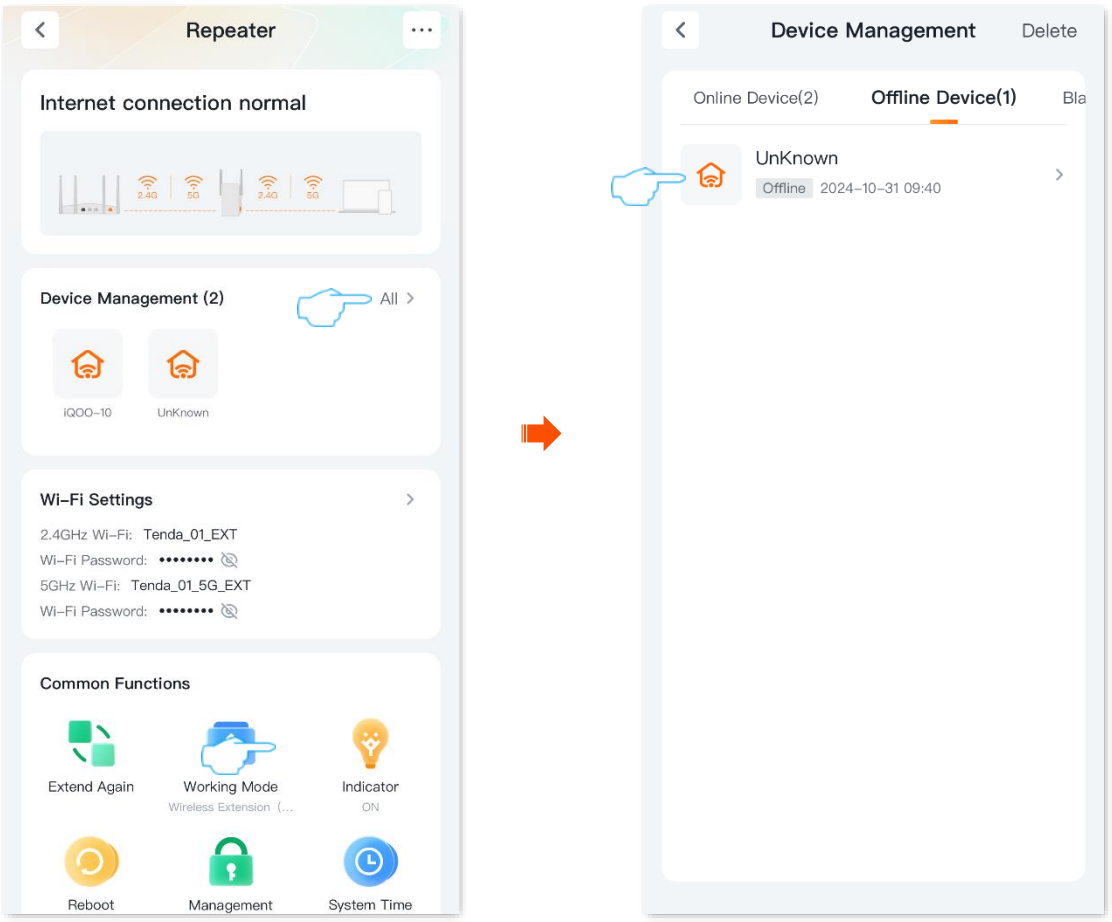

**---End**

# Add the offline device to the blacklist

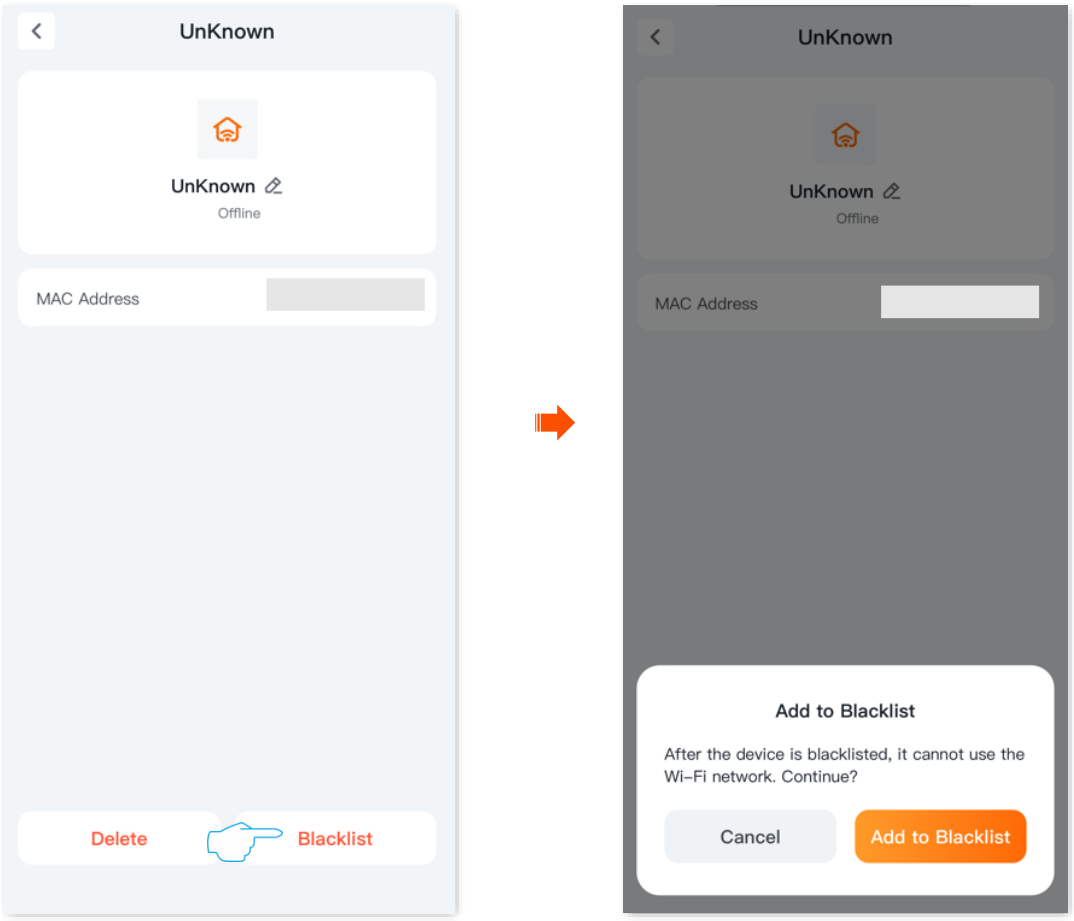
**Step 1** Enter the configuration page of the extender.

**Step 2** Find the **Device Management** module and tap **All**. The following figure is for reference only.

**Step 3** Tap **Offline Device**, find and tap the device you want to add to the blacklist. The following figure is for reference only.



**Step 4** Tap **Blacklist**, confirm the prompt message, and tap **Add to Blacklist**. The following figure is for reference only.

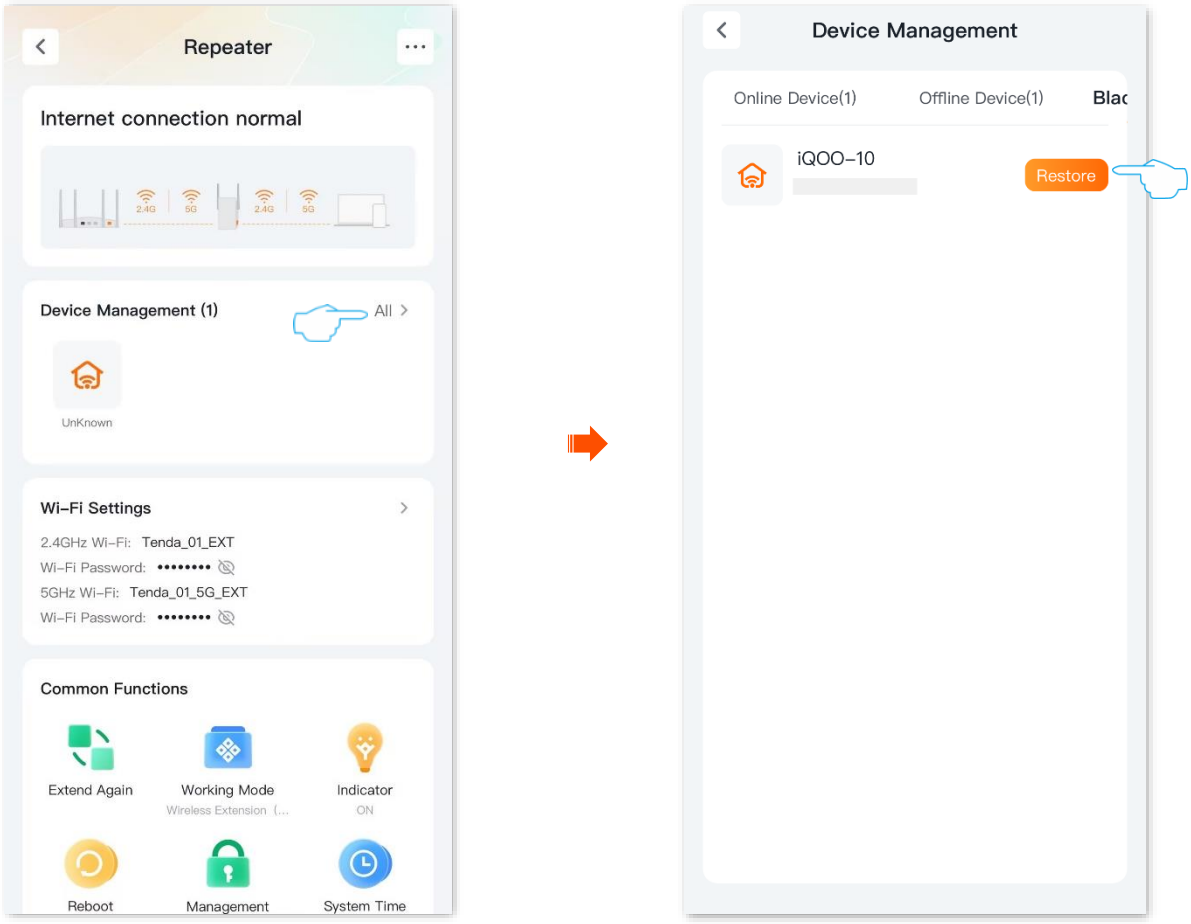



**---End**

# Remove the device from the blacklist

Devices removed from the blacklist can be reconnected to the router to access the internet.

Enter the configuration page of the extender, tap **All** in the **Device Management** module, tap **Blacklist** to enter the blacklist tab, find the device to be removed from the blacklist, and tap **Restore**. The following figure is for reference only.



# Advanced

This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

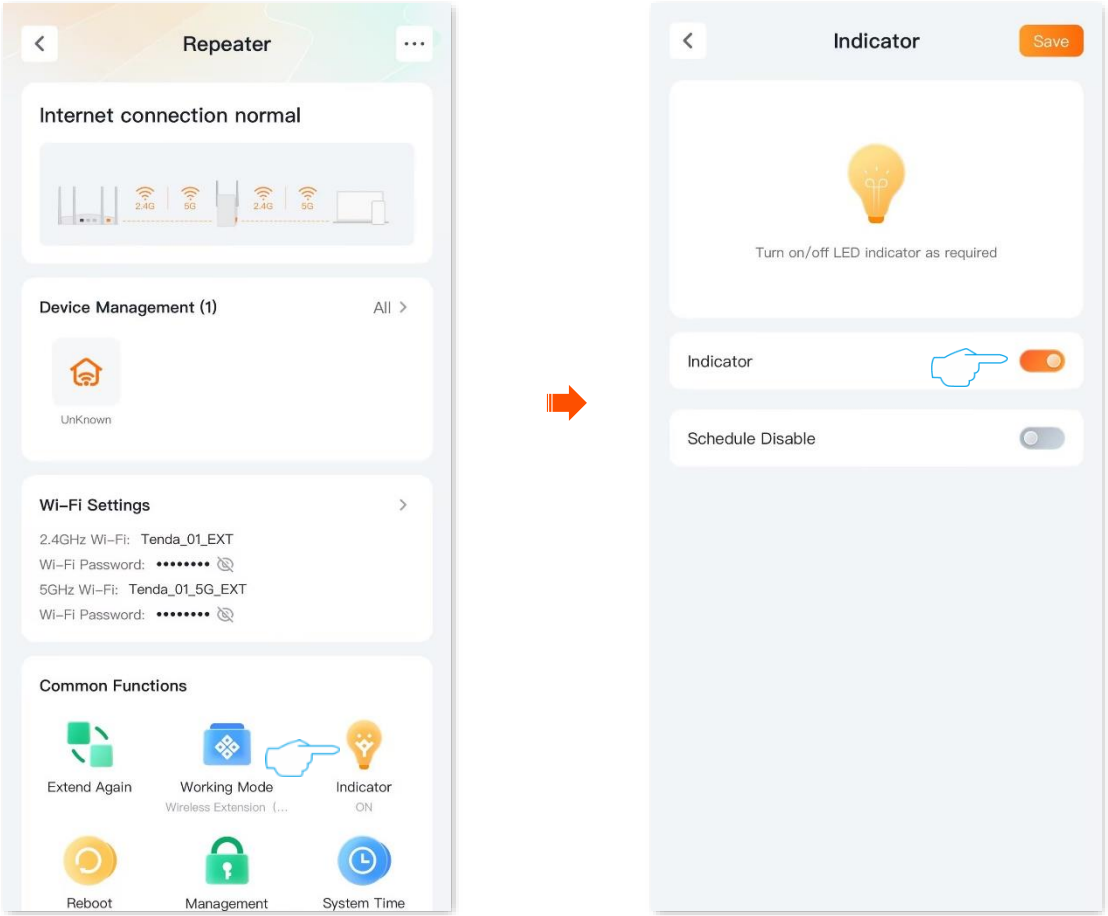
## Turn on or turn off the indicator of extender

### Turn on or turn off the indicators of the extender

**Step 1** Enter the configuration page of the extender.

**Step 2** Tap **Indicator**. The following figure is for reference only.

**Step 3** Turn on or off the indicator as required, and tap **Save**.




**---End**

# Schedule turn off the indicators of the extender

TIP

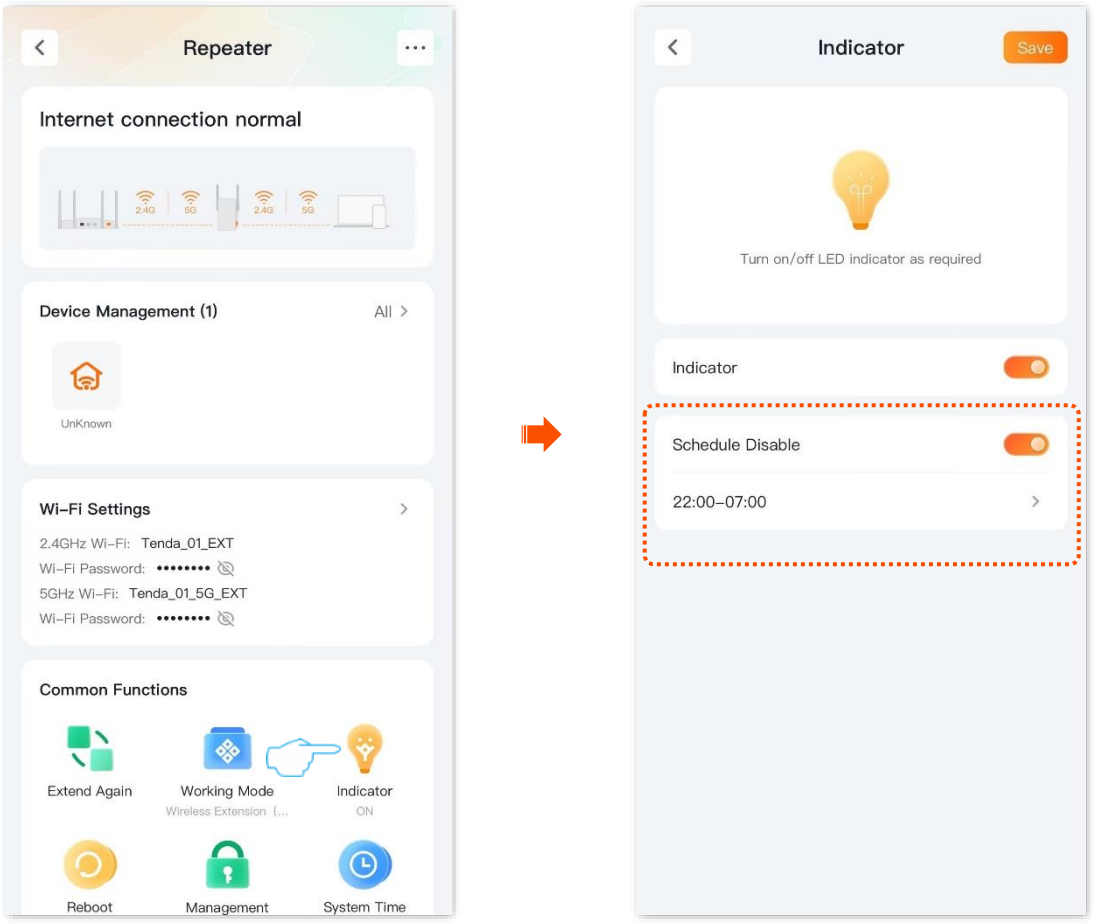
The effective time is based on the system time of the extender. Ensure that the system time of the extender is accurate.

**Step 1** Enter the configuration page of the extender.

**Step 2** Tap **Indicator**. The following figure is for reference only.

**Step 3** Enable the **Schedule Disable**, and tap the system's preset disabling period.

**Step 4** Set the period for turning off the indicator of the router, and tap **Save**. The following figure is for reference only.




**---End**

After the settings are completed, the router's indicator turns off during the set off period. Outside this period, each indicator works normally.

# Modify the system time

On this page, you can set the system time of the Wi-Fi extender.

To ensure time-based functions of the Wi-Fi extender can work normally, you need to ensure the accuracy of the system time of the Wi-Fi extender. The Wi-Fi extender supports two sync modes: sync with internet time (default) and sync with local time.

## Sync system time with internet time

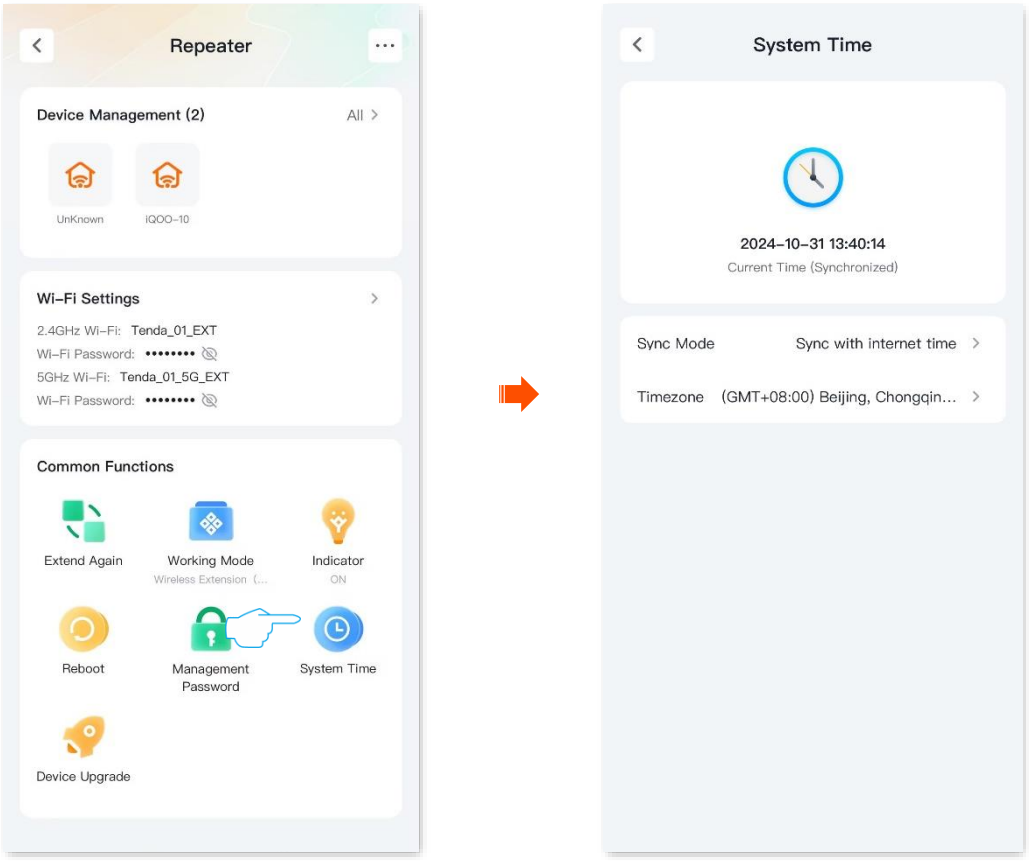
The system time is synced automatically with the time server on the internet. The Wi-Fi extender can automatically sync its system time once it is connected to the internet, eliminating the need to reconfigure the function.

**Configuration procedure:**

**Step 1** Enter the configuration page of the extender.

**Step 2** Tap **System Time**. The following figure is for reference only.

**Step 3** Set **Sync Mode** to **Sync with internet time**.




**---End**

After the configuration completes, you can check whether system time on the page is synced correctly.

# Sync system time with local time

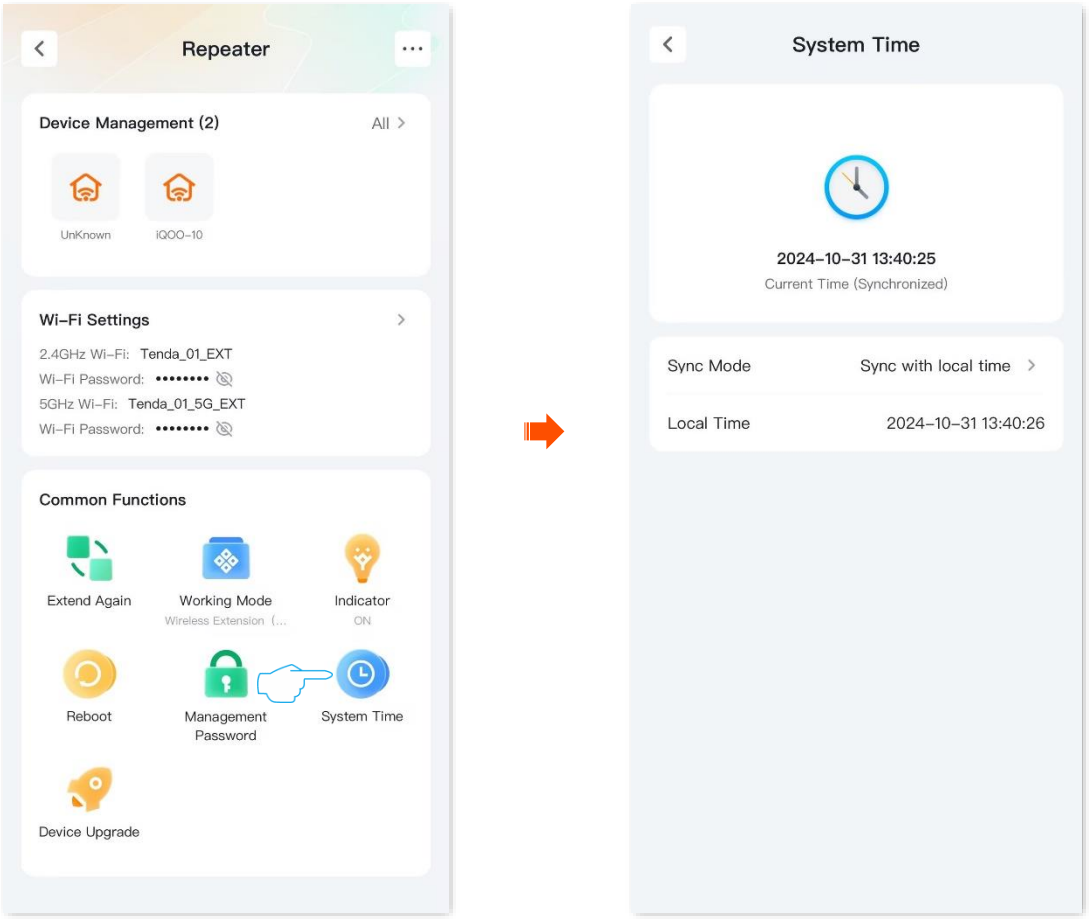
The system time is synced with the time of the client managing the Wi-Fi extender.

**Configuration procedure:**

**Step 1** Enter the configuration page of the extender.

**Step 2** Tap **System Time**. The following figure is for reference only.

**Step 3** Set **Sync Mode** to **Sync with local time**.



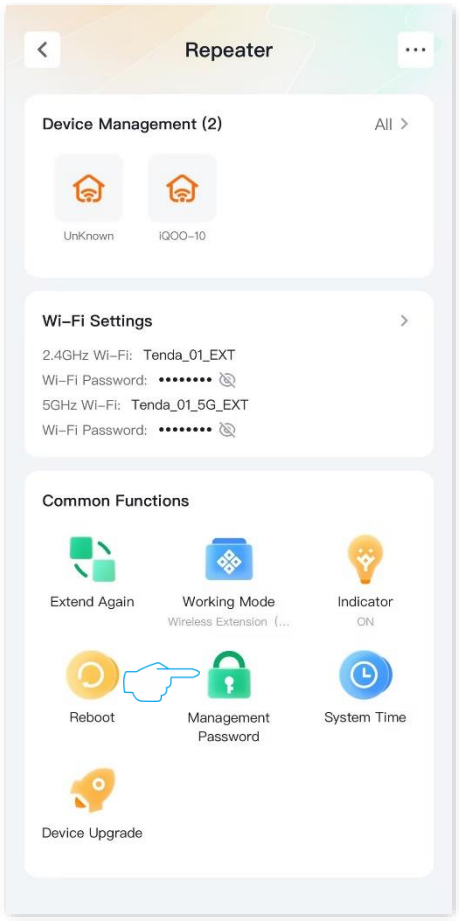

**---End**

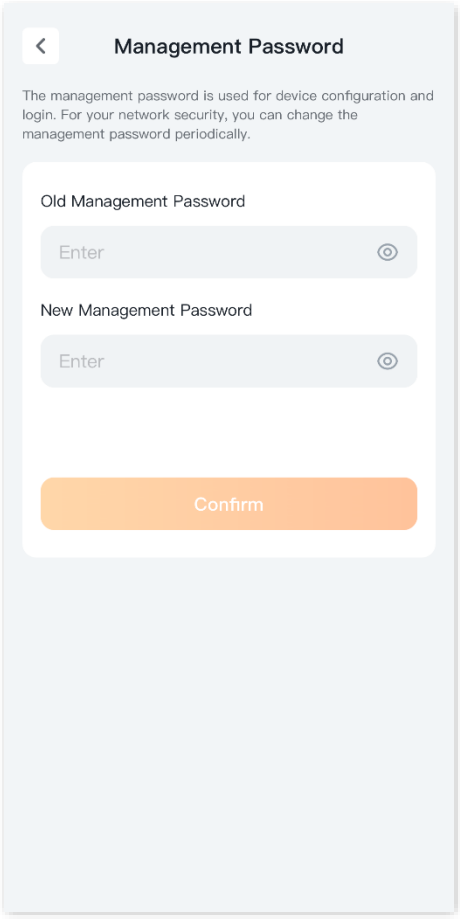
After the configuration completes, you can check whether system time on the page is synced correctly.

# Modify the extender management password

Enter the configuration page of the extender, and tap **Management Password**.

Here, you can change the login password for the extender, that is, the login password for the extender web UI or the password used by the **Tenda WiFi** App to manage the extender.

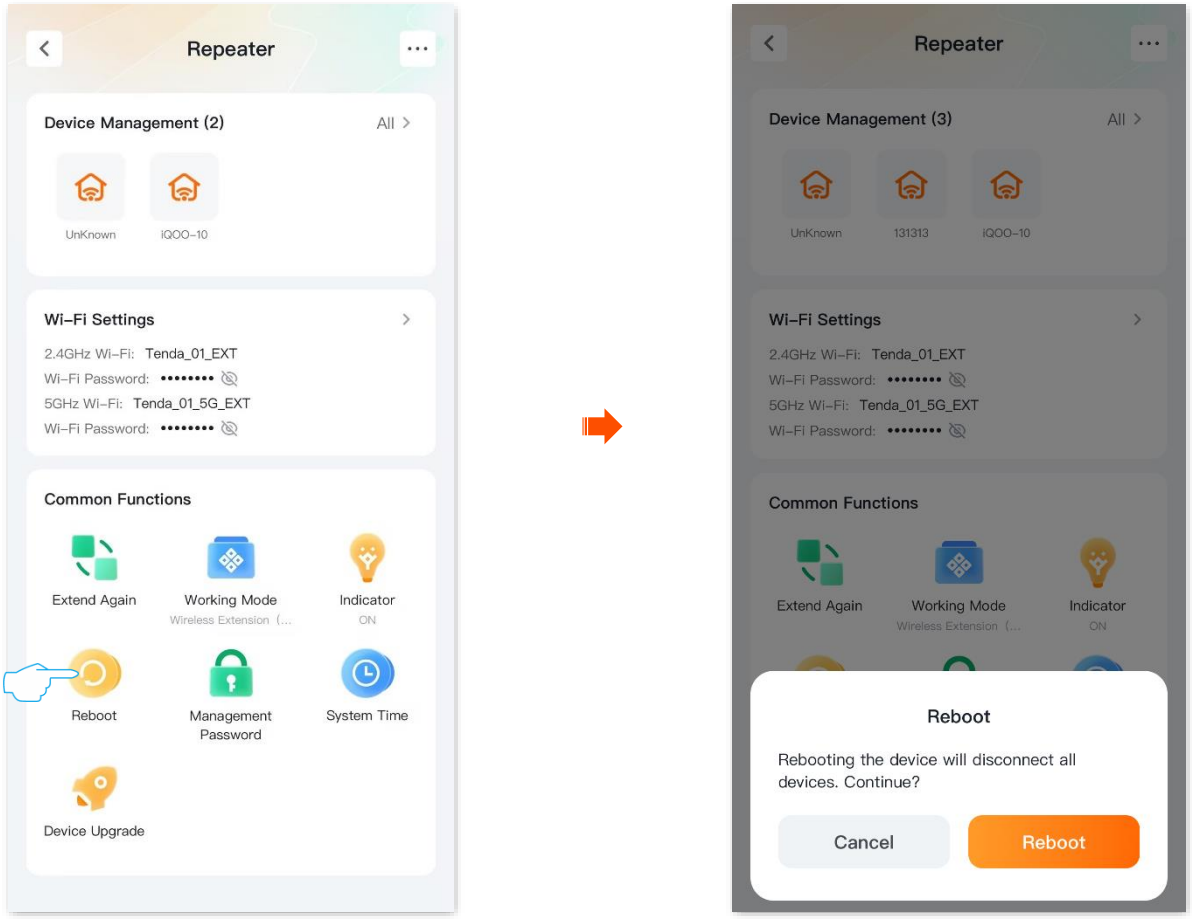


# Reboot device

If a parameter you set does not take effect or a node cannot be used, you can manually reboot the node to resolve the problem. The reboot will disconnect all connections. Perform this operation when the network is relatively idle.

Enter the configuration page of the extender, and tap **Reboot**. Confirm the prompt message, and tap **Reboot**.



# Reset

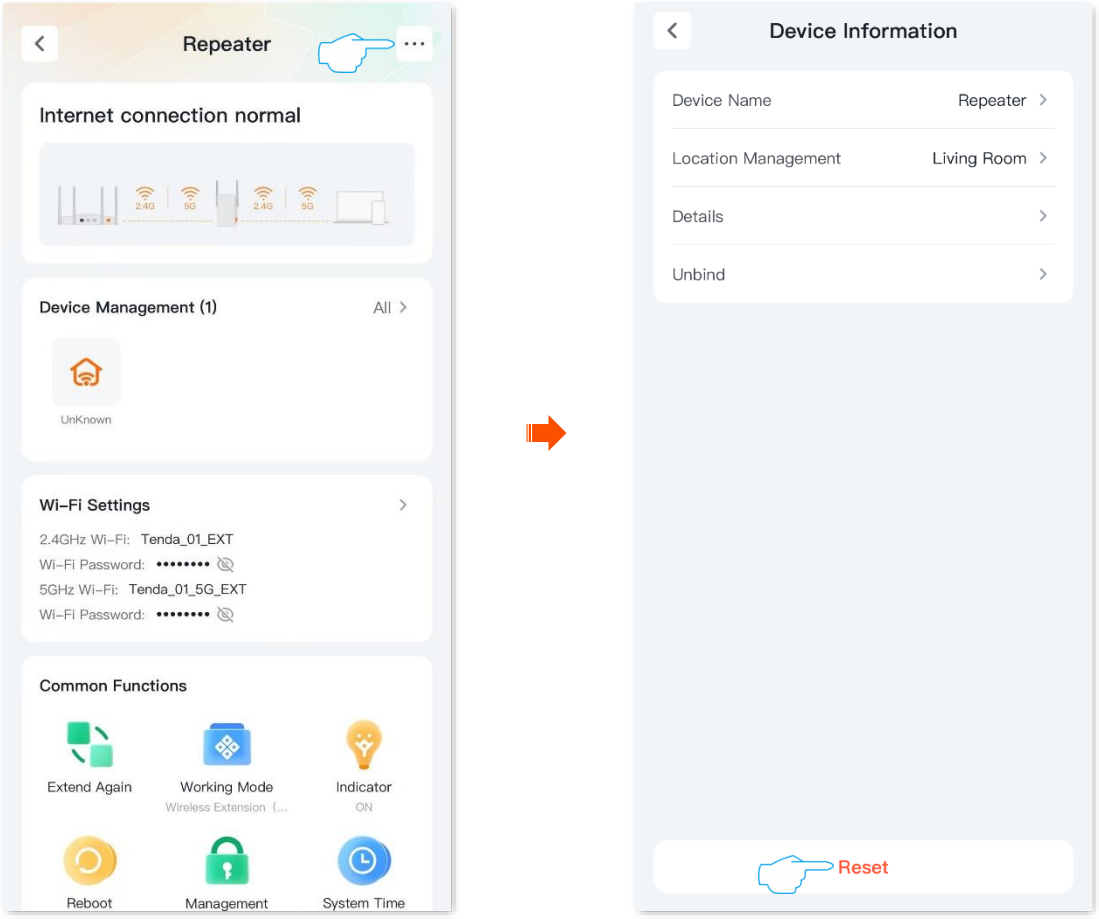
When the network cannot locate the problem or you want to log in to the web UI of the router but forgot the login password, you can restore the router to factory settings and reconfigure.

NOTE

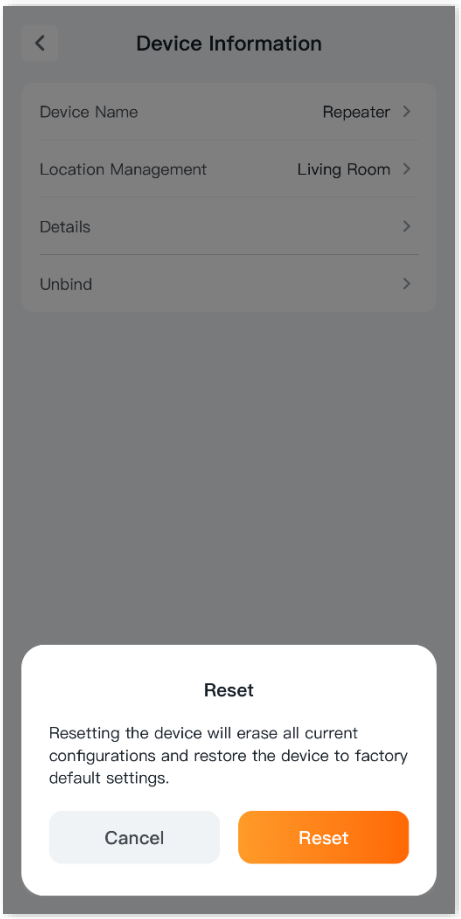
- Resetting clears all configurations and restores the router to factory settings. You need to reconfigure the router. You are recommended to back up the configuration before restoring the factory settings.
- During the process of restoring factory settings, ensure that the router is powered properly to avoid damage to the router.
- After the router is restored to factory settings, the default login IP address of the router is **192.168.0.254**.

**Step 1** Enter the configuration page of the extender.

**Step 2** Tap ••• in the upper-right corner, and tap **Reset**. confirm the prompt message, and tap **Reset**. The following figure is for reference only.



**Step 3** Confirm the prompt message, and tap **Reset**.




**---End**

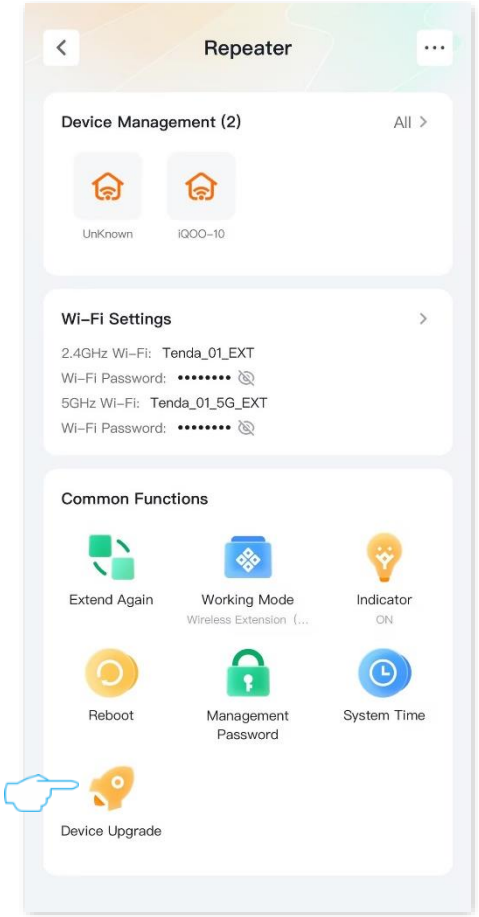
# Firmware upgrade

With this function, you can upgrade the firmware of the extender to obtain the latest functions and more stable performance.

NOTE

Do not disconnect the device from power or internet during this process. Otherwise, the upgrade may fail or the extender may be damaged.

After entering the configuration page of the extender, if a new firmware version is detected, tap **Device Upgrade**, confirm the firmware version information and tap **Upgrade**, and then follow the on-screen instructions. The following figure is for reference only.

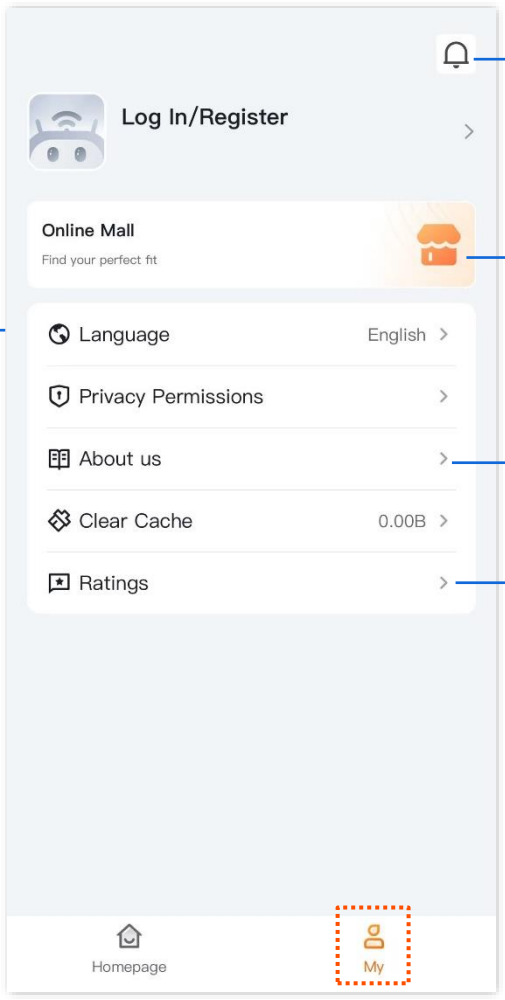


# My

This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

## Overview

Run the **Tenda WiFi** App to enter **My** page. The following figure is for reference only.




Enter the profile center and set the relevant information of the App account.

Change the language

Set privacy permissions

Clear the App cache

View and set message notification

Visit Tenda flagship store (such as Tmall flagship store, Jingdong flagship store, Pinduoduo flagship store)

View and upgrade App firmware, view contact information, user agreement and privacy policy

Tap it to rate

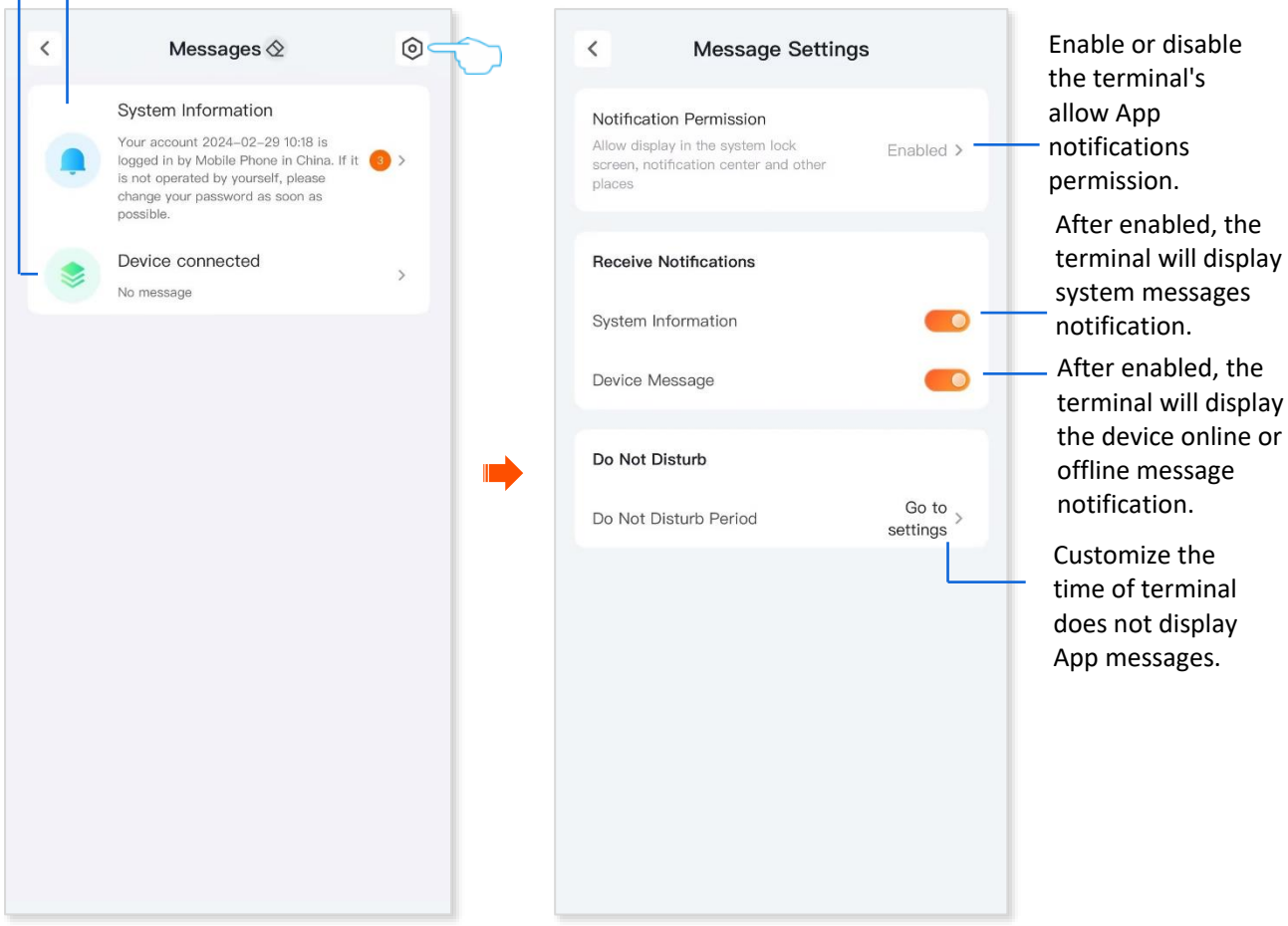
# Message center

On the **My** page, tap the message icon to enter the message center configuration page.

Here you can view or delete relevant messages. Tap the settings icon to configure the message.

View or delete messages of clients online or offline. (Only available for some models. Refer to the actual product)

View or delete system messages.



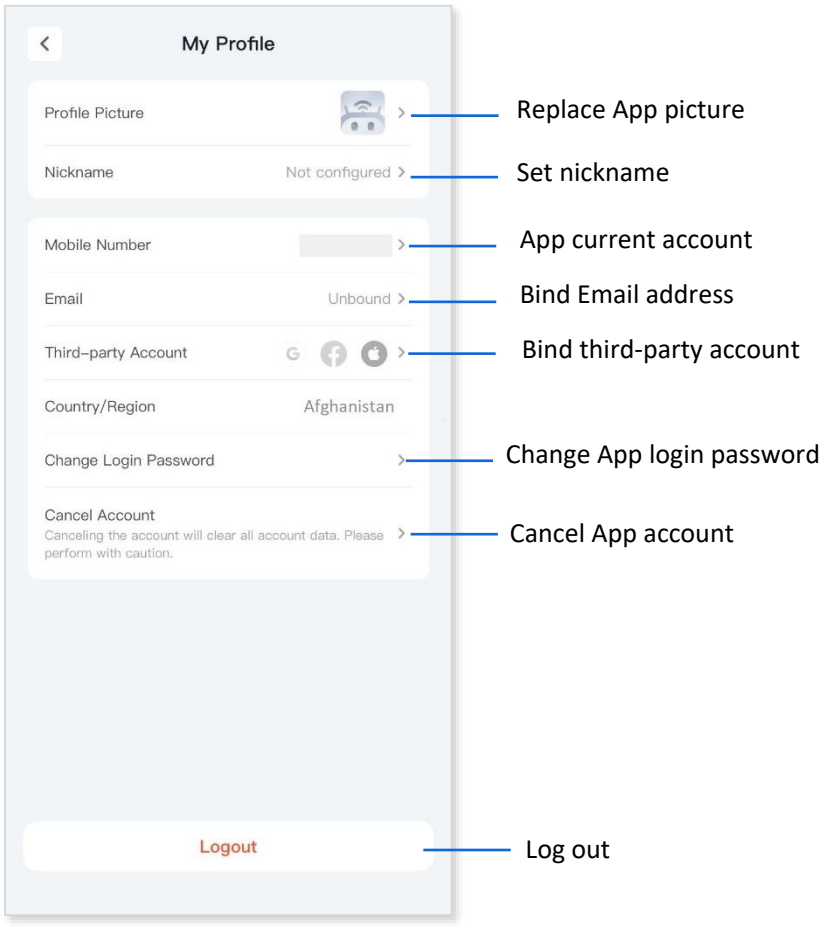

TIP

The priority of message **Do Not Disturb** is higher than the priority of **Notification**. For example, if the **Notification** of the corresponding message is enabled during the effective time of **Do Not Disturb**, the effect of **Do Not Disturb** shall prevail.

# My profile

Tap the account at the top of the **My** page to enter my profile configuration page.

Here, you can change the App picture, set a nickname, change the App login password, cancel the account, log out and so on. The following figure takes the mobile number login as an example.



# Appendixes

## A.1 FAQ

**Q1. The device failed to be detected by the Tenda WiFi App upon my first time using the extender. What should I do?**

**A1.** Try the following solutions:

**Scenario 1: The Tenda WiFi App has never managed the extender**

- Ensure that your smartphone is connected to the Wi-Fi network of the extender.
- Ensure that the network permission of the **Tenda WiFi** App is enabled:
  - For iOS: Search for **Tenda WiFi** in the **Settings** page of the phone, and ensure that the App has the permission to find and connect to devices on the local network.
  - For Android: Search **Location Services** in the **Settings** page of the phone, enable location services, and allow the **Tenda WiFi** App to obtain location information permissions.

**Scenario 2: Tenda WiFi App has managed the router**

- Ensure that the cellular network (mobile data) of the client is enabled and has logged in to the **Tenda WiFi** App account.
- If the problem persists, there may be no login account for binding in the previous management, connect to the router's Wi-Fi again for binding.

**Q2. My extender cannot find the Wi-Fi network of my router. What should I do?**

**A2.** Try the following solutions:

- Ensure that your smartphone is near the extender and can search and connect to the Wi-Fi network of the router.
- Change the channel of your router, and try again.
- Change the encryption type of the router to **WPA-PSK** or **WPA2-PSK**, and try again.

**Q3. I cannot find the Wi-Fi name of the extender after extending network successfully (the indicator is solid on). What should I do?**

**A3.** The possible reason is that you did not customize the extender Wi-Fi name when extending the network. In this case, the Wi-Fi name of the extender is the same as the upstream router or **_EXT** (or **5G_EXT**) of the upstream router Wi-Fi name after the extension is successful.

**Q4. I cannot find the 5 GHz Wi-Fi network of the router on My Wi-Fi-enabled device. What should I do?**

**A4.** Try the following solutions:

- Only devices supporting 5 GHz network can find and connect to the 5 GHz Wi-Fi network.
- Check whether you have enabled **Unify 2.4 & 5 GHz** function on the **Wi-Fi Settings** page. If it is enabled, disable it and try again. After it is enabled, the 5 GHz Wi-Fi name is the same as the 2.4 GHz Wi-Fi name.
- If the **Unify 2.4 & 5 GHz** function is disabled on the router but the smartphone can search for another 5 GHz Wi-Fi network, reset the router by referring to Q7 and try again.

**Q5. After the wireless extension is successful (the indicator is solid on), the network speed through the extender is slower than when directly connected to the router. What should I do?**

A5. The network speed may decrease during wireless extension due to upstream signal attenuation, but this is a normal phenomenon that does not affect normal use. To maximize the extension effect, ensure that the extender indicator is solid green, and reduce the obstacles between the extender and the router. If an Ethernet cable has been deployed at home, a wired extension is recommended.

**Q6. If my device disconnects when connecting to an extender to access the internet. What should I do?**

A6. Try the following solutions:

If the Wi-Fi-enabled devices disconnects, but the wired device can access the internet normally:

- Install the extender in a suitable location.
- Check whether the problem is with the Wi-Fi-enabled device's network adapter driver. You can replace a Wi-Fi-enabled device or update the wireless network adapter driver.

If the wired device disconnects, but the Wi-Fi-enabled device can access the internet normally:

- The long or poor-quality Etherent cable between the computer and the extender may cause the disconnection. Replace it with a shorter Etherent cable.
- Try connecting with another computer.

If both the wired device and the Wi-Fi-enabled device disconnect from the internet:

- Ensure that the upstream network device is connected normally.
- Ensure that the extender is extending the network normally.
- Install the extender in a suitable location.

If the problem persists, refer to Q7 and reset the extender to factory settings before trying again.

**Q7. How to restore my extender to factory settings?**

**A7.** When the extender completes startup, press the **RESET** button for about 8 seconds. When the indicator blinks yellow fast, the extender is restored to factory settings. See Reset the extender for more methods.

# A.2 Acronyms and Abbreviations

| Acronym or Abbreviation | Full Spelling |
|---|---|
| AES | Advanced Encryption Standard |
| GMT | Greenwich Mean Time |
| IP | Internet Protocol |
| MAC | Medium access control |
| WPA-PSK | WPA Pre-shared Key |