Tenda

User Guide

Tenda WiFi App

For Wi-Fi 7 Dual Band Wireless Routers

www.tendacn.com

Copyright Statement

Disclaimer

Pictures, images and product specifications herein are for references only. To improve internal design, operational function, and/or reliability, Tenda reserves the right to make changes to the products without obligation to notify any person or organization of such revisions or changes. Tenda does not assume any liability that may occur due to the use or application of the product described herein. Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information and recommendations in this document do not constitute a warranty of any kind, express or implied.

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, while this guide contains details of each function and demonstrates how to configure them.

Applicable model

This user guide walks you through all functions on the Tenda Wi-Fi 7 Routers. All the screenshots and product figures herein, unless otherwise specified, are taken from RE6L Pro.

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 V16.03.53.04 of RE6L Pro as an example.
- The screenshots use the router mode as an example. For other working modes, the actual product prevails.
- **Tenda WiFi App** version V4.4 is used as an example. 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
	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.
	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	2024-09-30	Original publication.

Contents

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 the App Store

Tenda WiFi

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 wireless router.

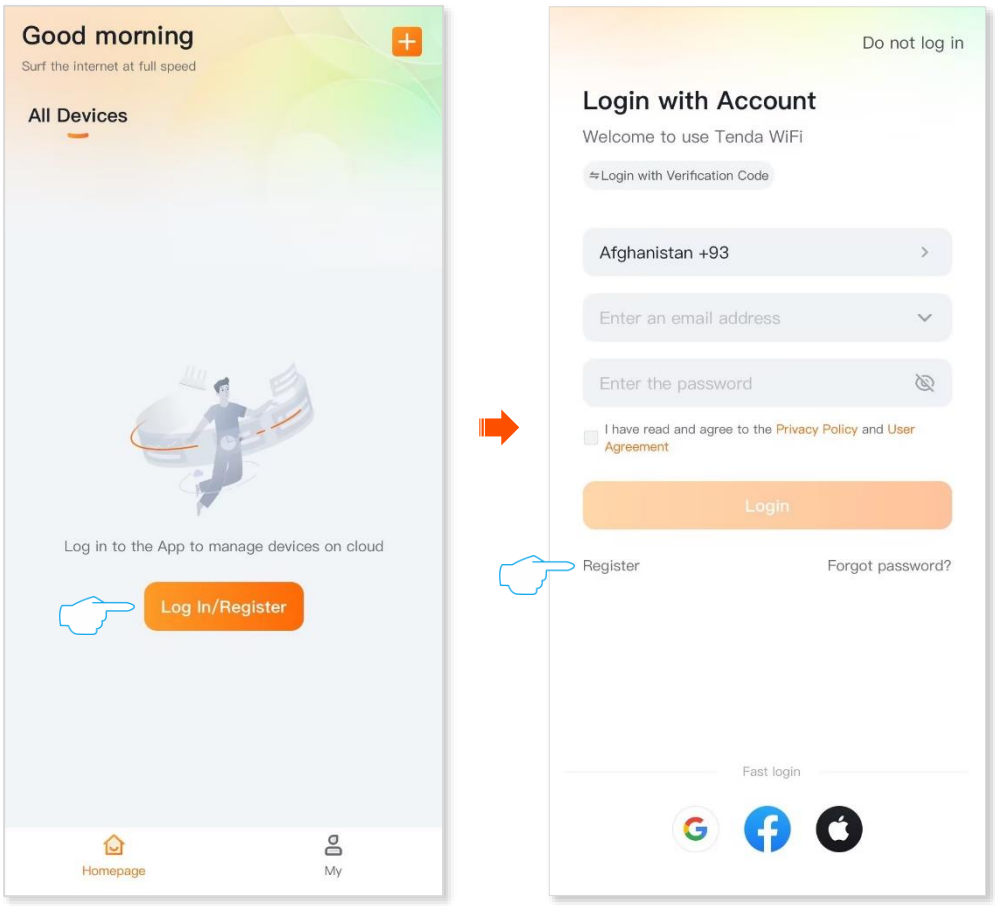
TIP

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.

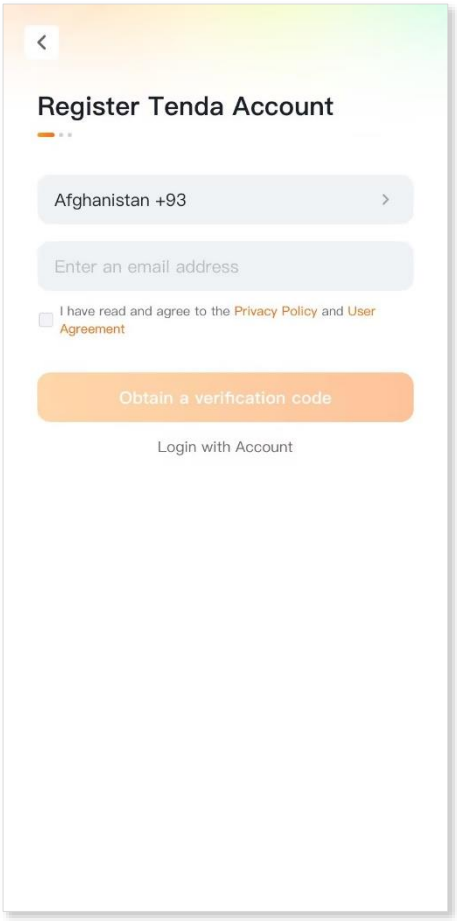
Procedure:

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 smartphone), please allow it.

Log in to Tenda WiFi App

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

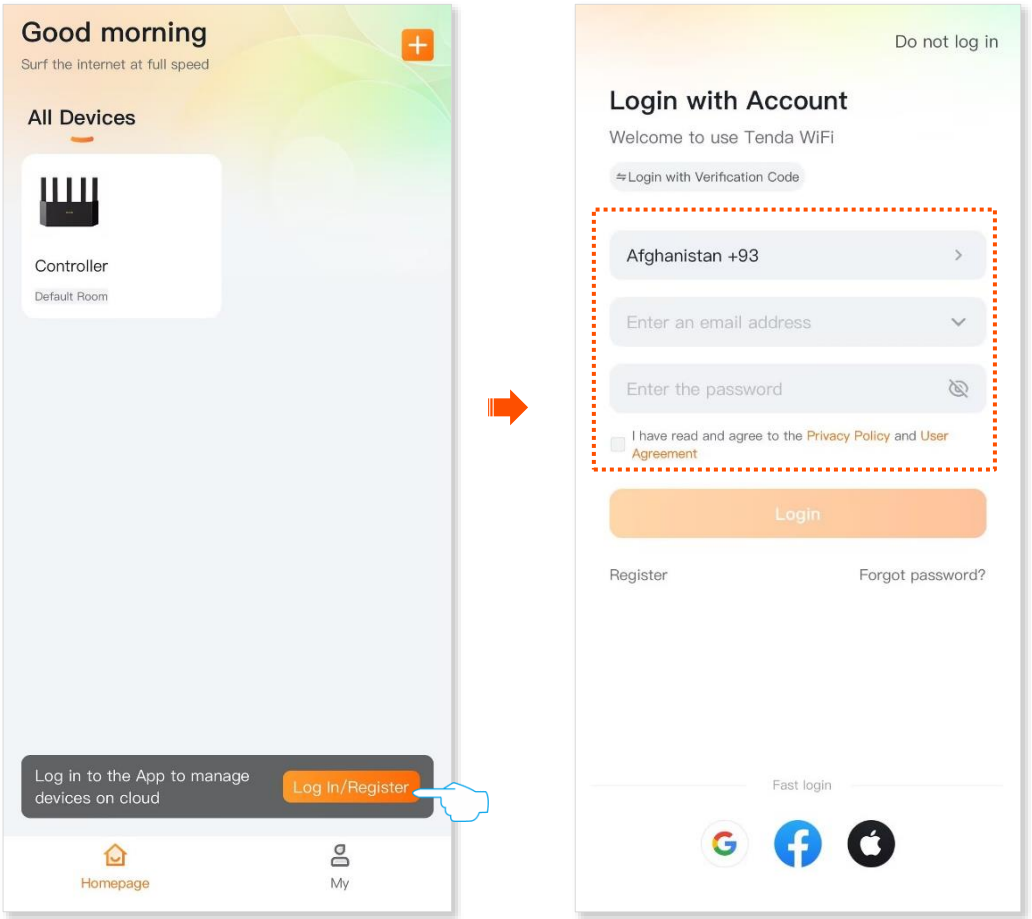
TIP

If a router has been bound by one account, it cannot be bound by another account, and other accounts can only remotely manage the router through authorized methods.

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 username and password, tick **I have read and agree to the Privacy Policy and User Agreement**, and tap **Login**.

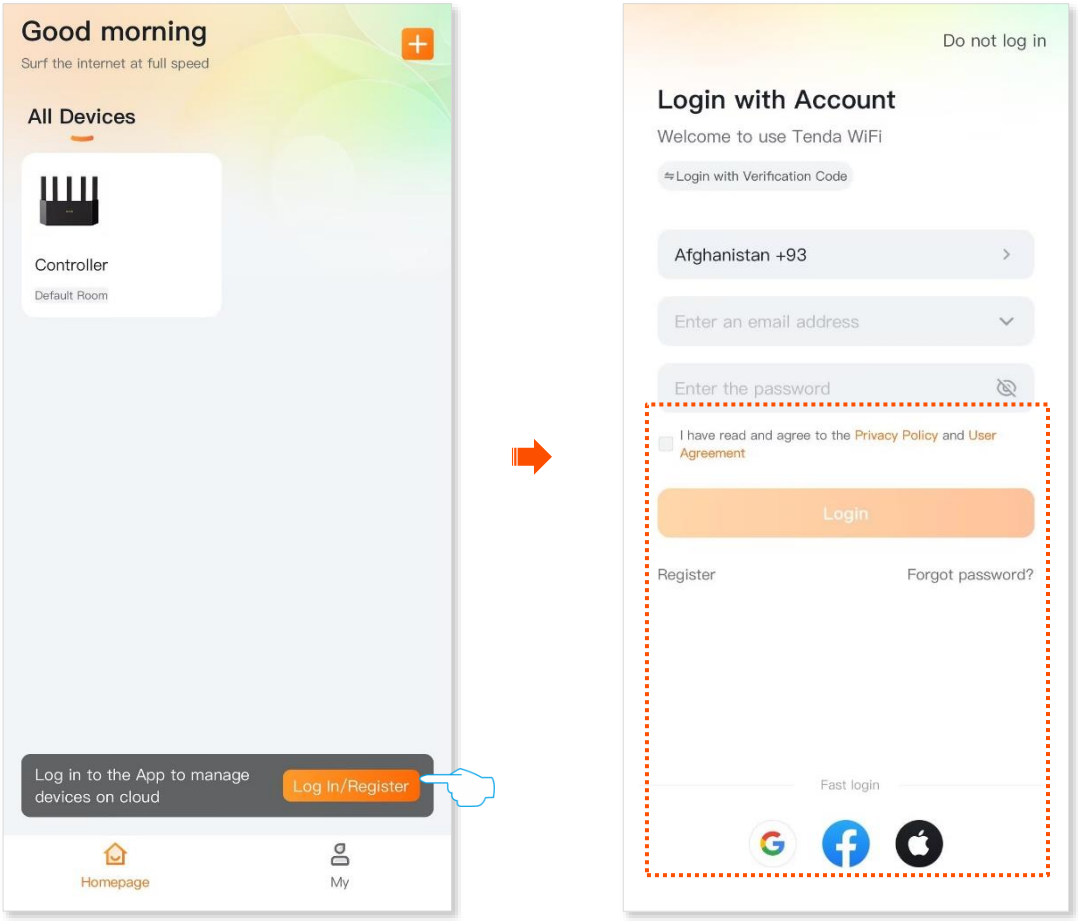


---End

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.

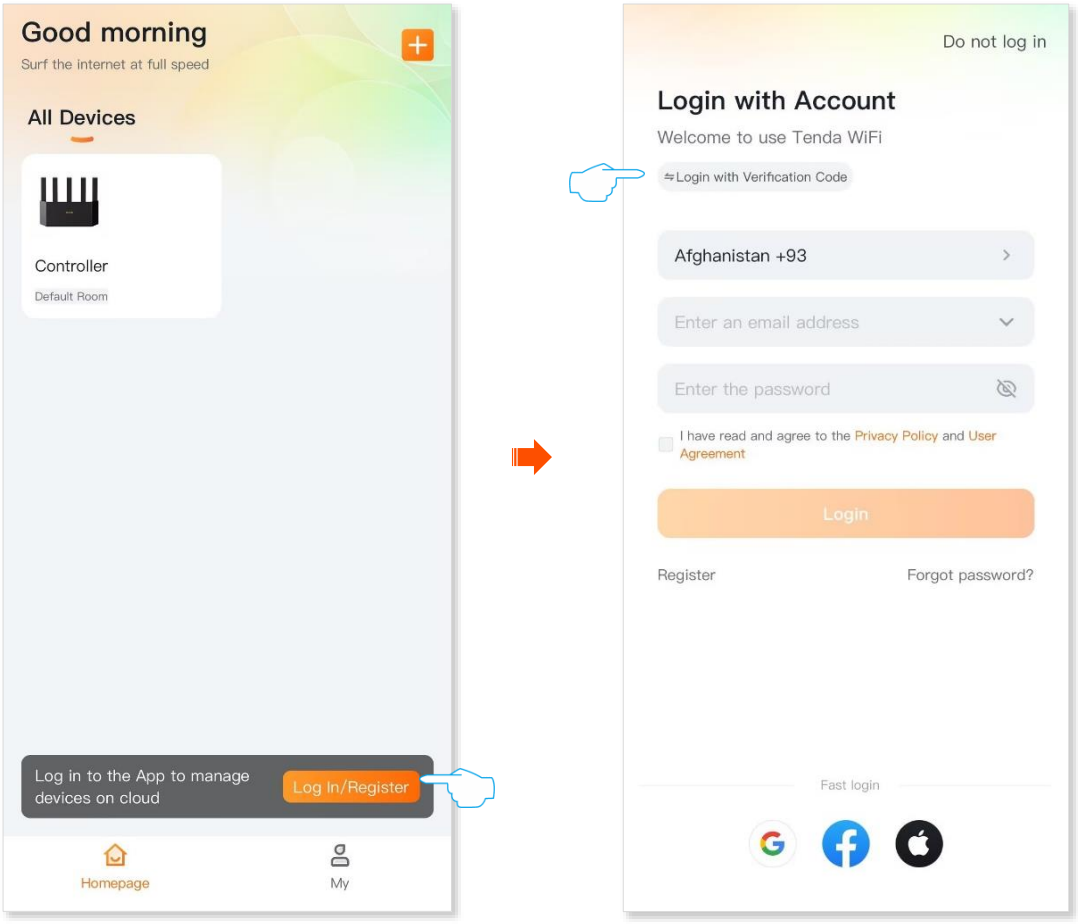


---End

Login with verification code

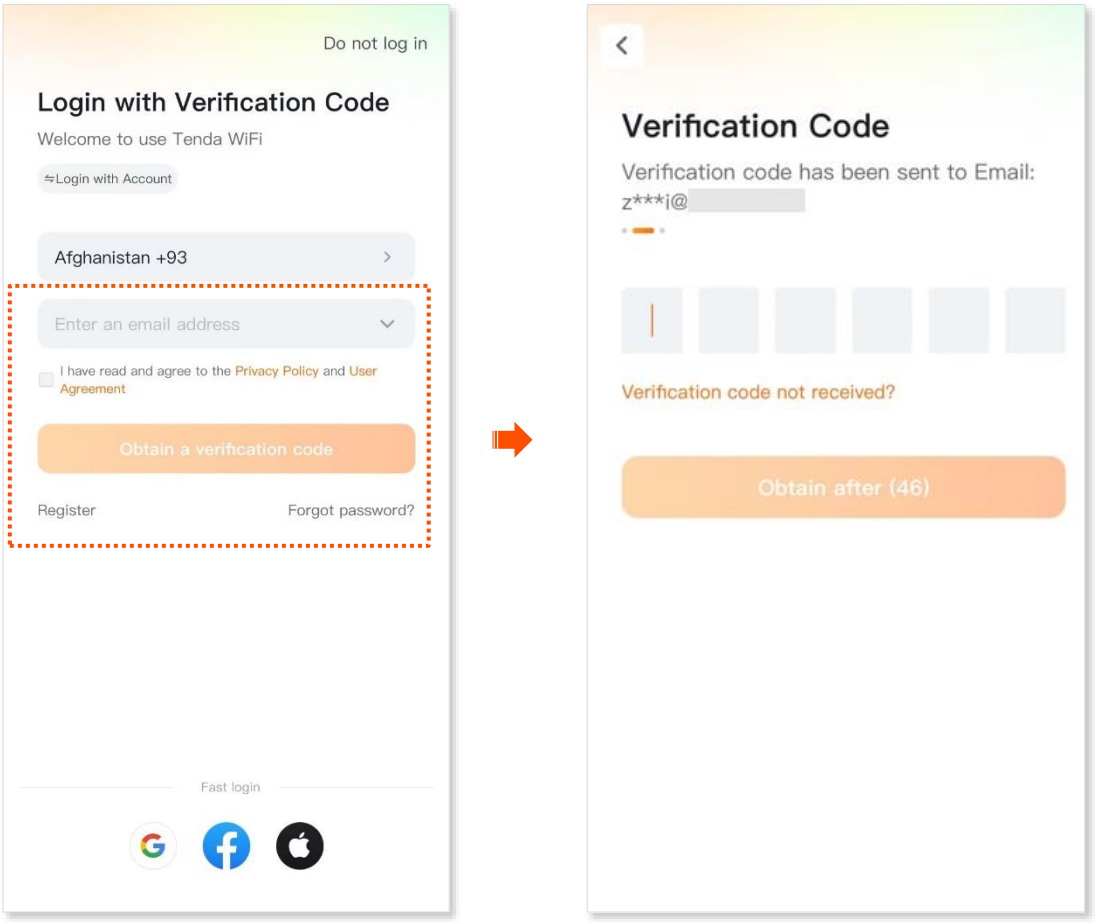
Step 1 Run the **Tenda WiFi** App, and tap **Log In/Register**. The following figure is for reference only.

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 After entering the verification code, you will be automatically logged in to the App.


Do not log in
Login with Verification Code
Welcome to use Tenda WiFi
Login with Account
Afghanistan +93
Enter an email address
I have read and agree to the Privacy Policy and User Agreement
Obtain a verification code
Register
Forgot password?
Fast login
Verification Code
Verification code has been sent to Email:
z***i@
Verification code not received?
Obtain after (46)

---End

Add a router 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 router in factory status to the internet through the **Tenda WiFi** App. After the router is managed through the **Tenda WiFi** App, the router will be bound to the App account, and you can manage the router anytime and anywhere.

If you want to unbind a router managed by the App, refer to Unbind the router.

TIP

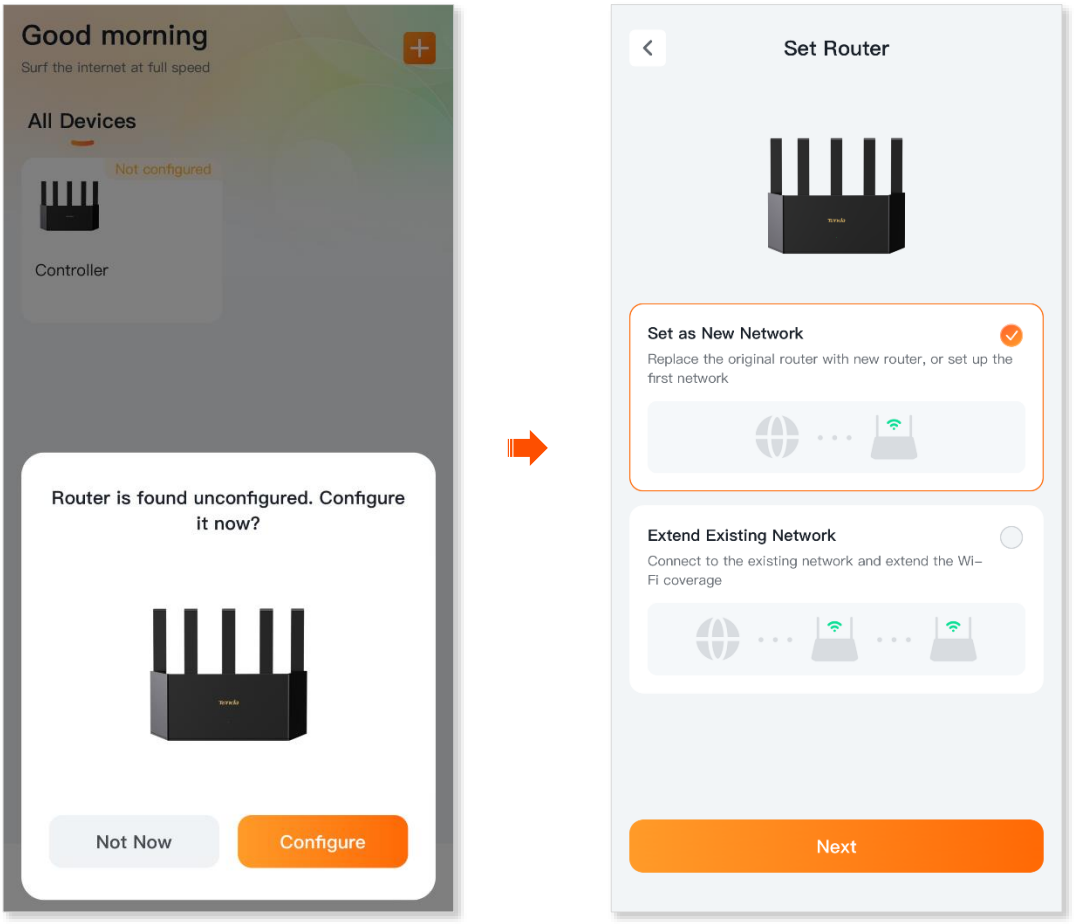
After unbound the router managed by the App, you cannot manage the router through the App anytime and anywhere.

Set up as the new network

Step 1 Connect the smartphone to the router's Wi-Fi. (The default Wi-Fi information can be found on the device label.)

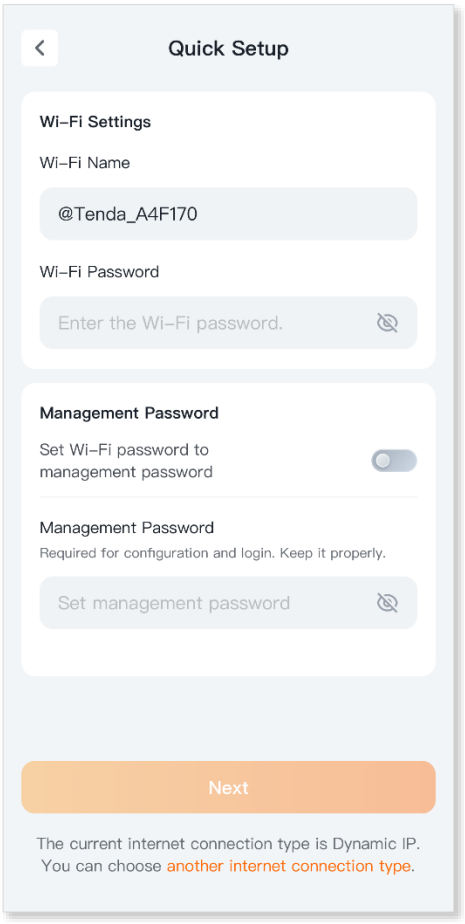
Step 2 Run and log in to the **Tenda WiFi** App.

Step 3 Once the router is detected, tap **Configure**, then select **Set as New Network**.

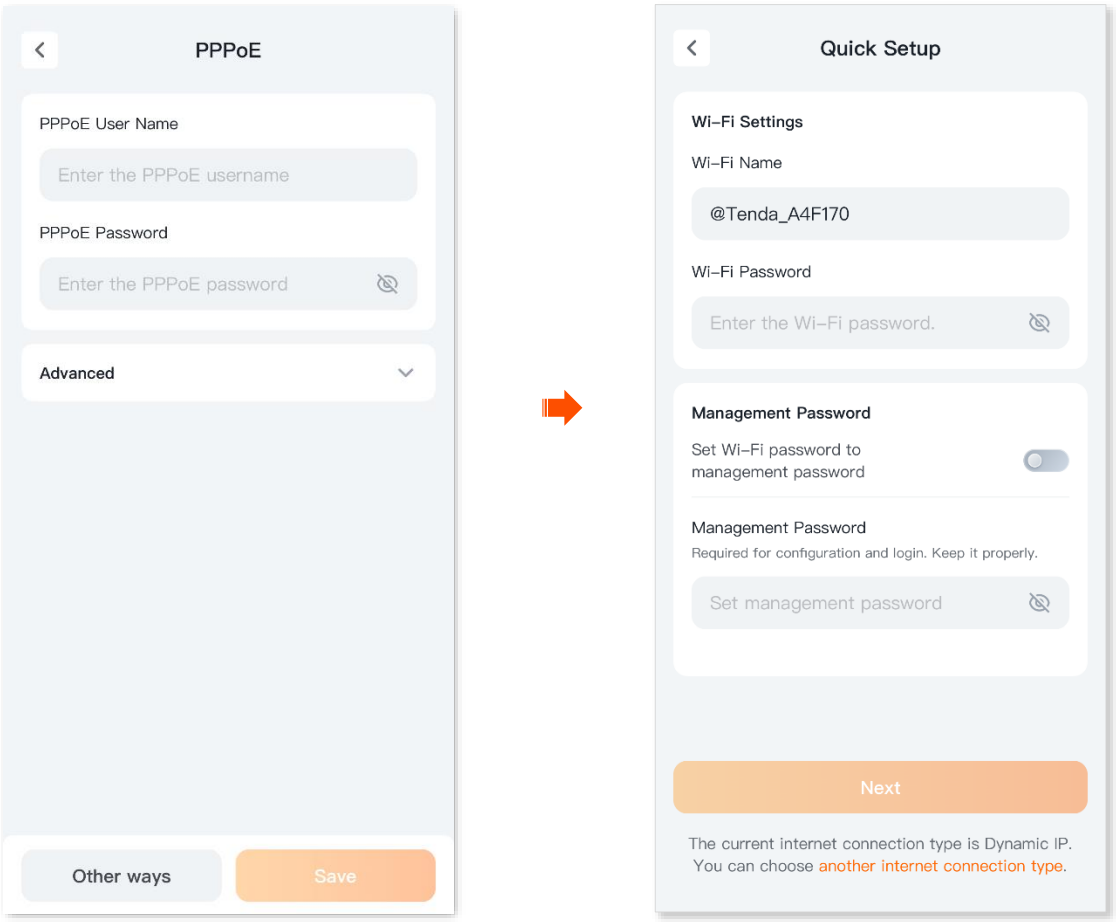


Step 4 The router detects your connection type automatically. Enter the relevant networking parameters according to the prompts and tap **Next**.

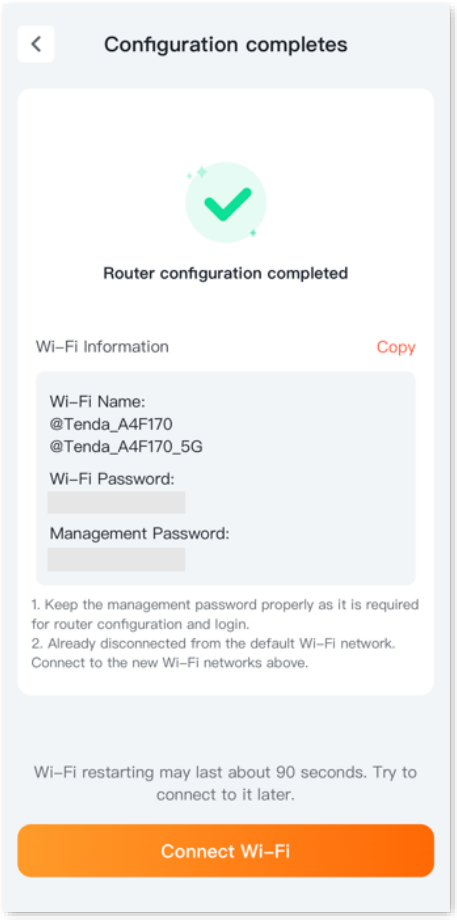
Scenario 1: Your internet access is available without further configuration (for example, PPPoE connection through an optical modem is completed). Set the router's Wi-Fi name, Wi-Fi password, and login password.



Scenario 2: Enter the PPPoE user name and password are required for internet access. Enter the PPPoE user name and PPPoE password, and set the router's Wi-Fi name, Wi-Fi password, and login password.



The configuration is completed. When the router's indicator turns solid green, the router is connected to the internet.



---End

To access the internet with:

- **WiFi-enabled devices:** Connect to the Wi-Fi network using Wi-Fi name and password you set. You can connect to any Wi-Fi. 5G Wi-Fi is recommended.
- **Wired devices:** Connect to an Ethernet port of the router using an Ethernet cable.

Extend the existing network

Scenario: You have a wireless router in your home and it has been connected to the internet.

Goal: Due to the poor signal in the room far away from the router, a new wireless router is now added to extend the coverage of the wireless network at home.

Solutions: The above requirements can be met by wireless extension or wired extension.

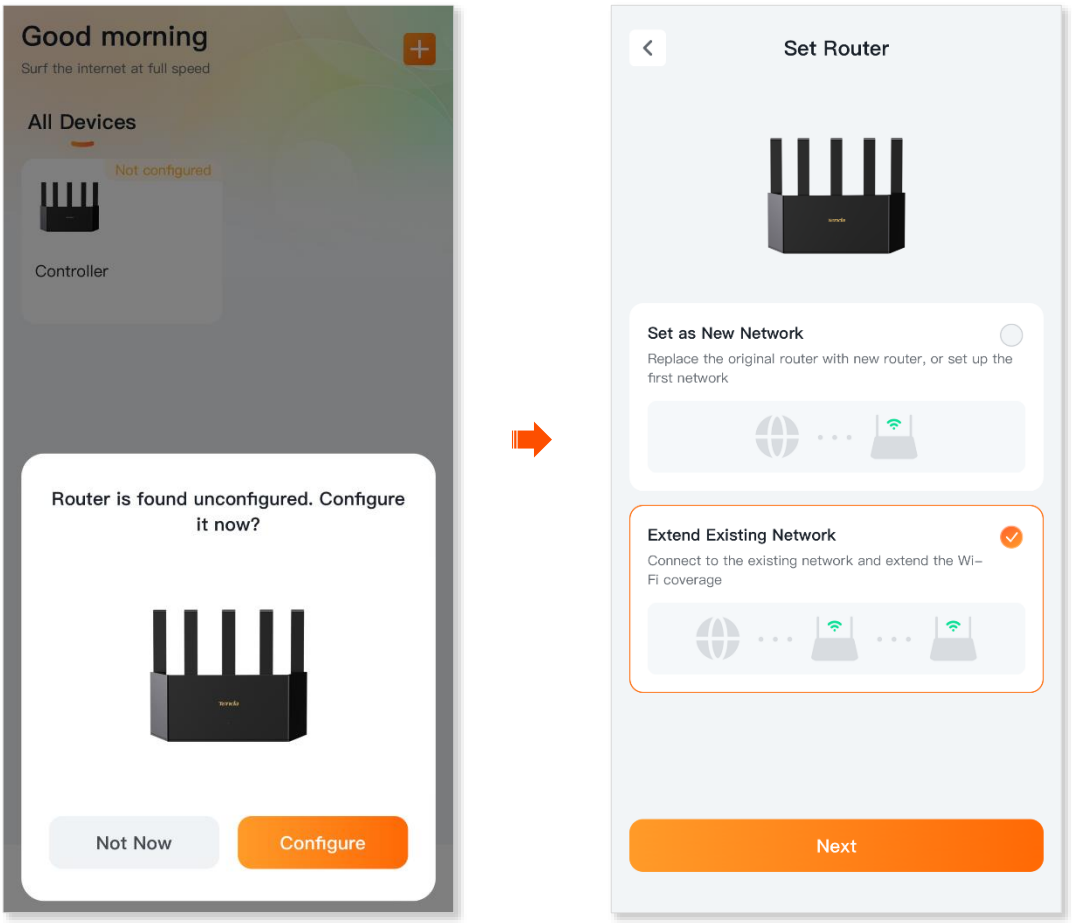
Wireless extension

Step 1 Place the router near the router (1-3 meters) that is connected to the internet and power it on.

Step 2 Connect the smartphone to the router's Wi-Fi. (The default Wi-Fi information can be found in the device label.)

Step 3 Run and log in to the **Tenda WiFi** App, and then set up the router.

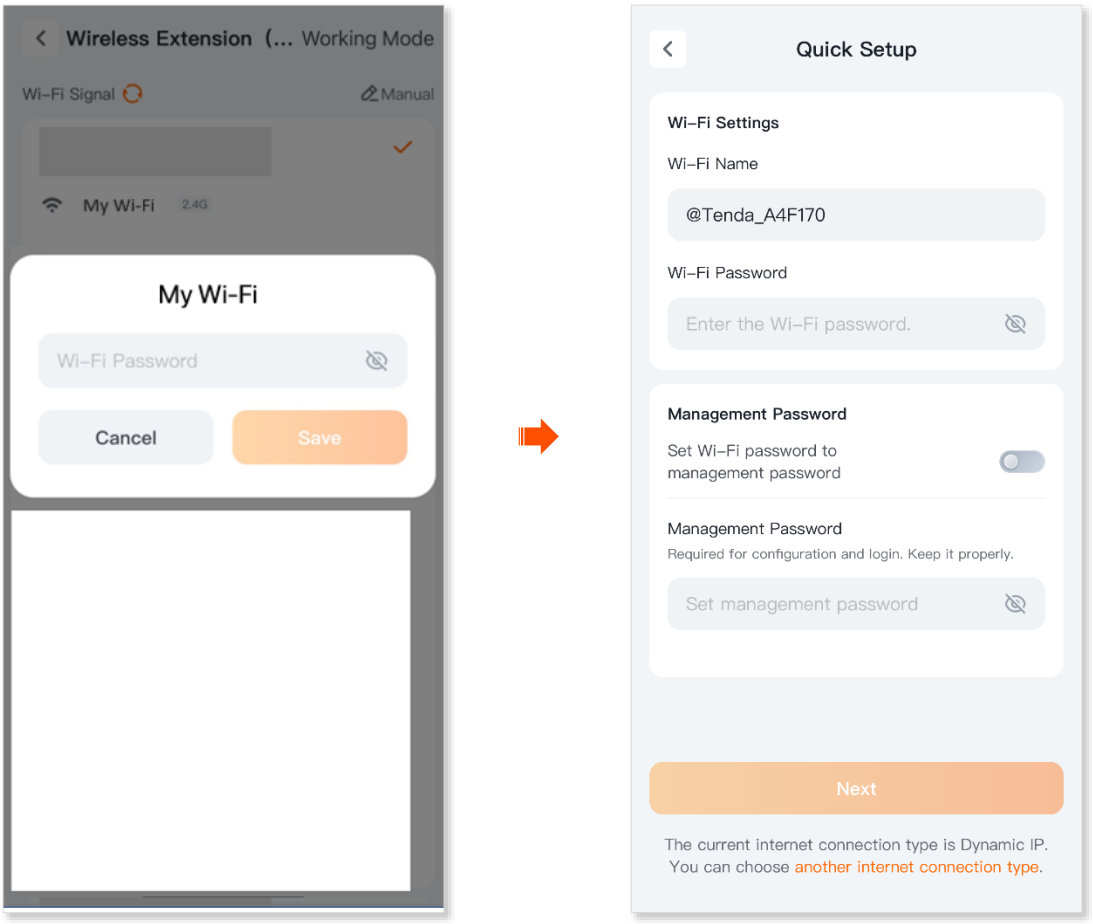
1. Once the router is detected, tap **Configure**, then select **Extend Existing Network**.



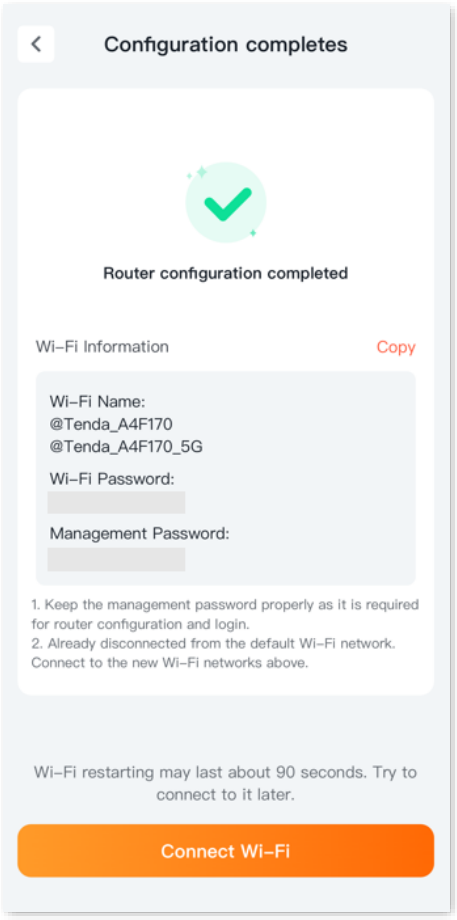
2. Select the Wi-Fi name you want to extend and enter the Wi-Fi password. Change the router Wi-Fi name, Wi-Fi password, and login password as required. The following figure is for reference only.

TIP

If the upstream router has dual-band Wi-Fi, you can choose any band to extend.



The extension is completed, and the indicator is solid green.



Step 4 Select a proper location for the router.

Refer to the following relocation tips to locate the router to a proper position, and power it on.

- Ensure that the distance between any two nodes is less than 10 meters.
- Keep your routers away from electronics with strong interference, such as microwave ovens, induction cookers, and refrigerators.
- Place the routers in a high position with few obstacles.

---End

To access the internet with:

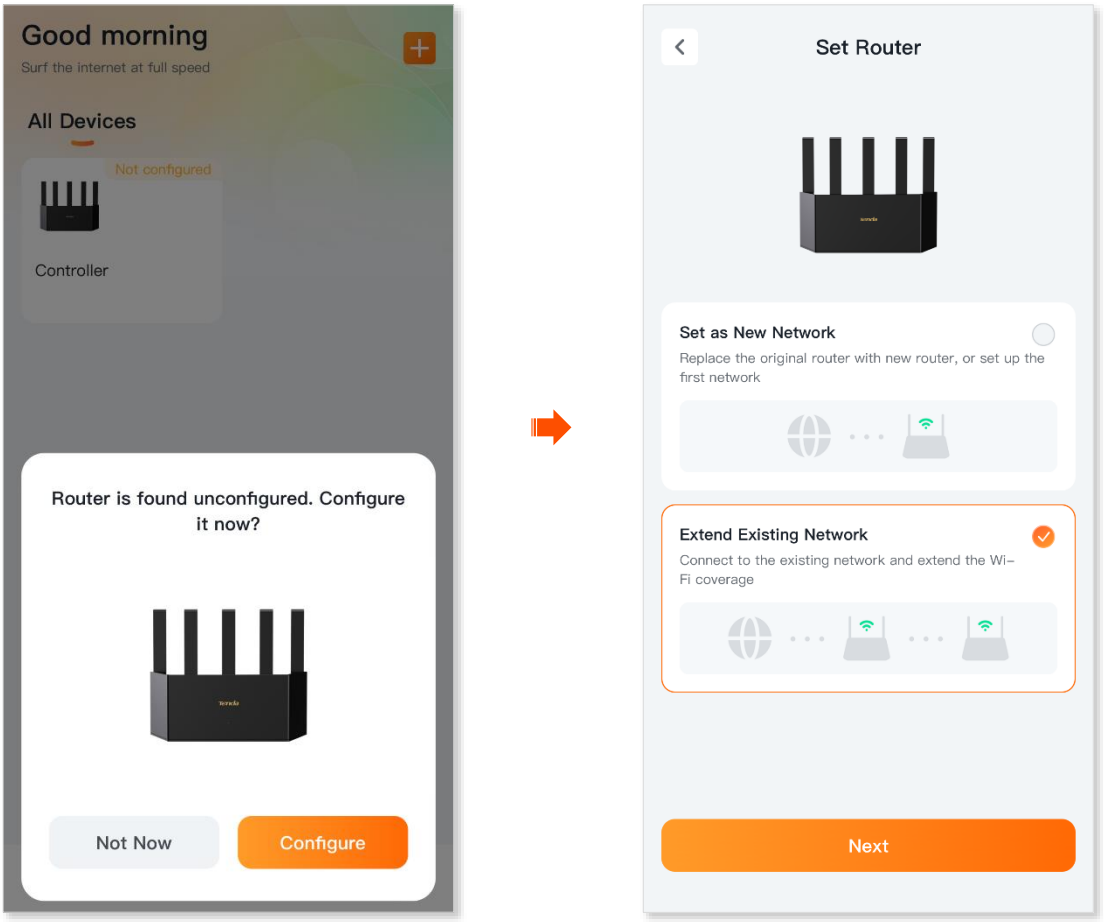
- **Wi-Fi-enabled devices:** Connect to the Wi-Fi network of the router (See the prompts on the configuration completion page). You can connect to any Wi-Fi. 5G Wi-Fi is recommended.
- **Wired devices:** Connect to an Ethernet port of any router using an Ethernet cable.

Wired extension

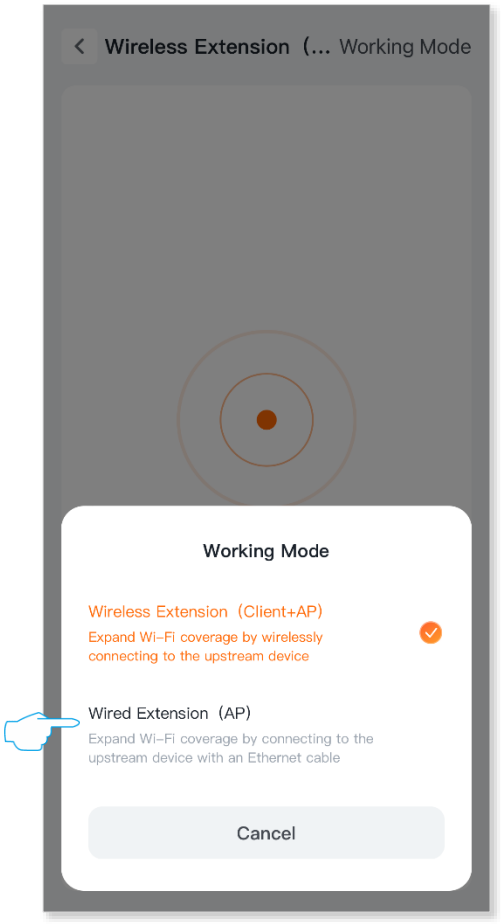
Step 1 Connect the smartphone to the router's Wi-Fi. (The default Wi-Fi information can be found in the device label.)

Step 2 Run and log in to the **Tenda WiFi** App, and then set up the router.

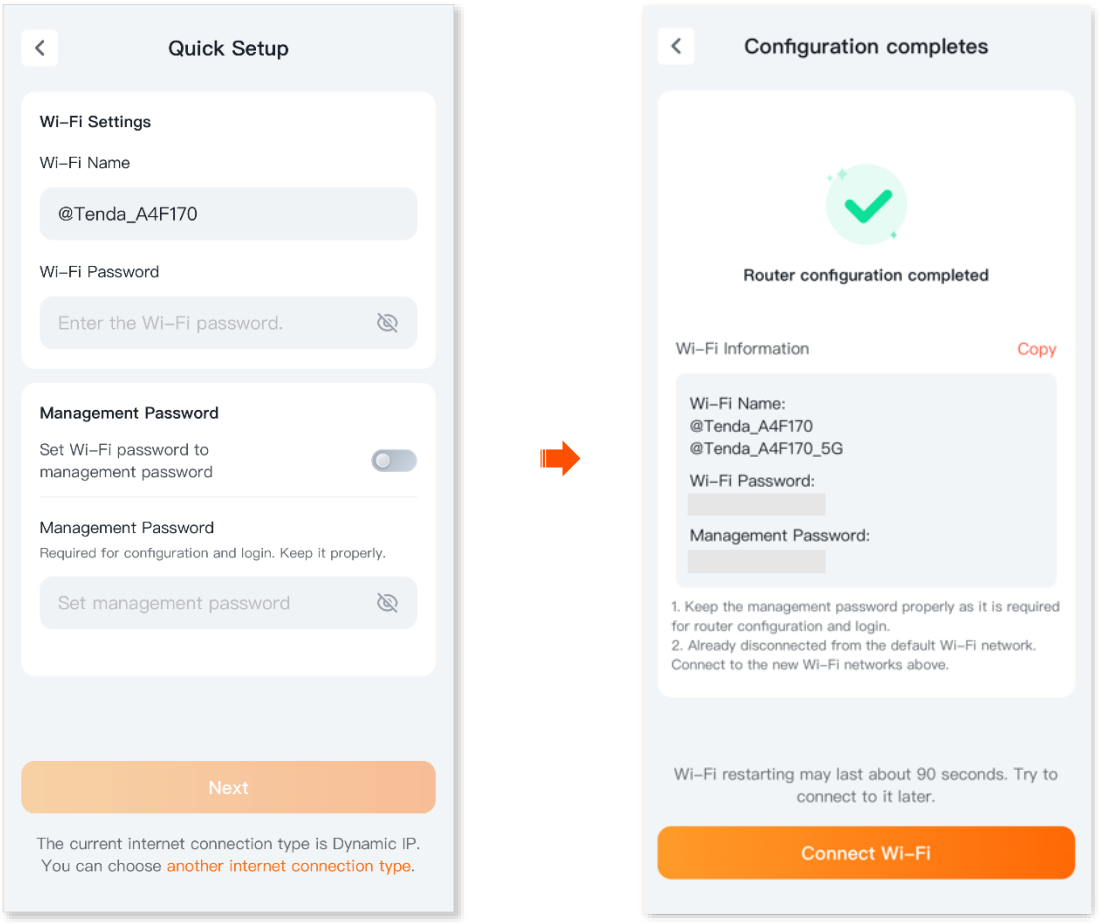
1. Once the router is detected, tap **Configure**, then select **Extend Existing Network**.



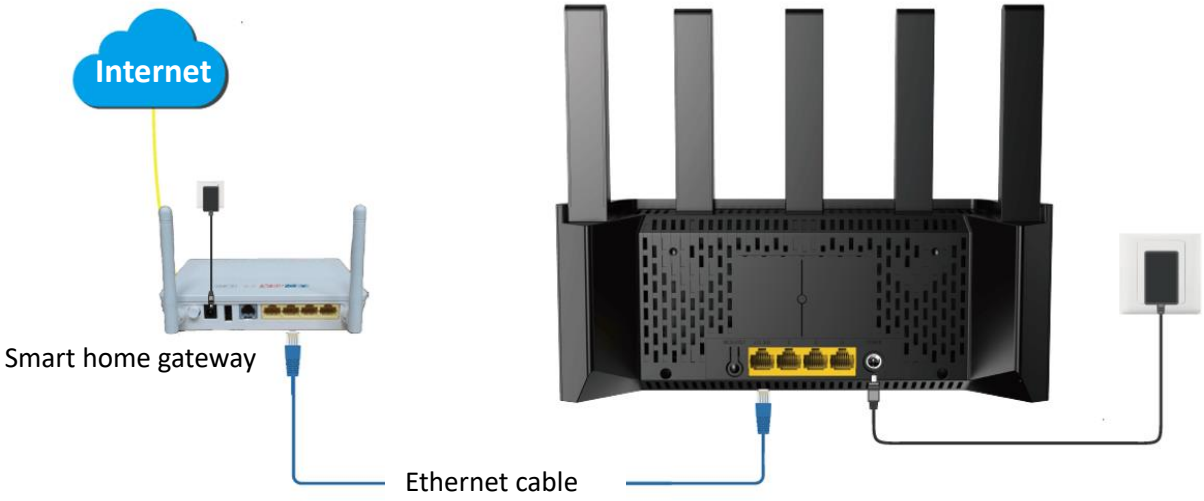
2. Tap **Working Mode** in the upper-right and select **Wired Extension (AP)**. Tap **Continue** at the bottom of the page. The following figure is for reference only.



3. Change the router Wi-Fi name, Wi-Fi password, and login password as required. The following figure is for reference only.



Step 3 Connect the upstream device (such as smart home gateway) to any Ethernet port of the router.



---End

To access the internet with:

- **Wi-Fi-enabled devices:** Connect to the Wi-Fi network of the router (See the prompts on the configuration completion page). You can connect to any Wi-Fi. 5G Wi-Fi is recommended.
- **Wired devices:** Connect to an Ethernet port of any router using an Ethernet cable.

Bind or unbind the router

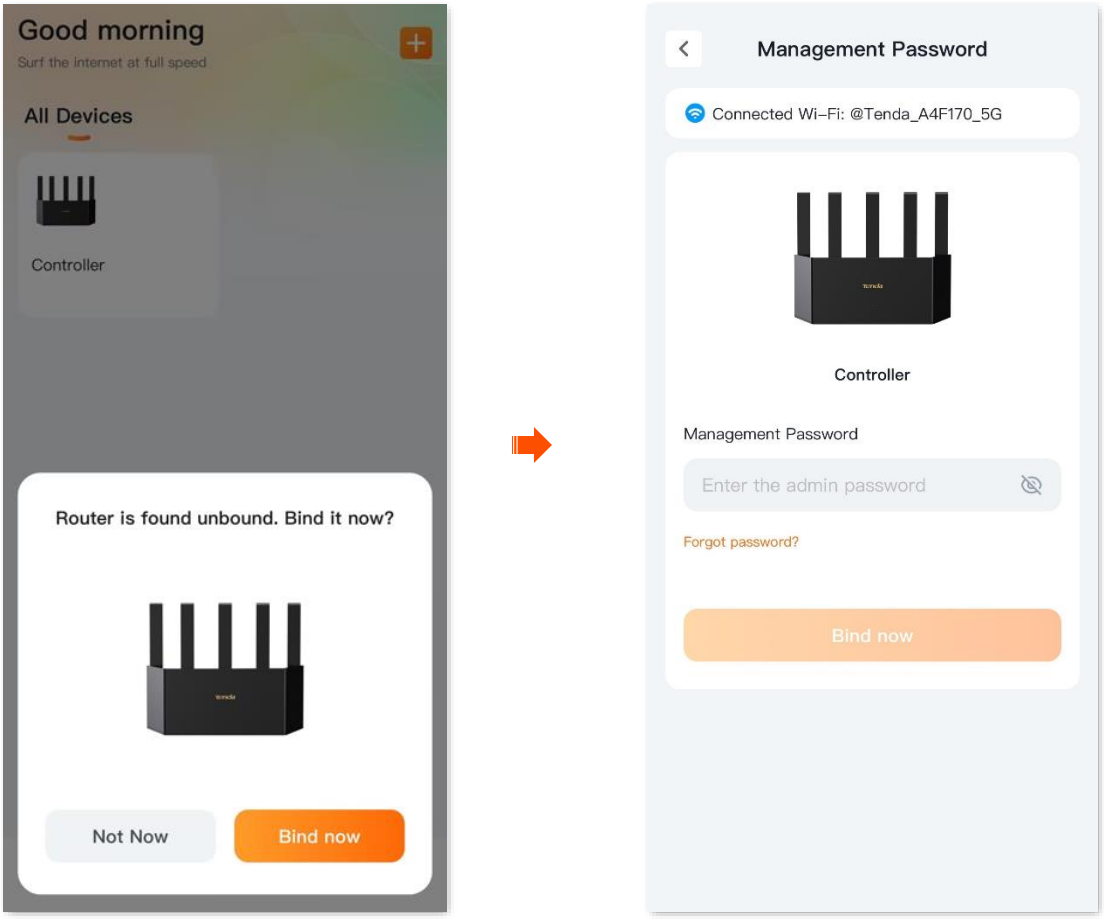
This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

Bind the router

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

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

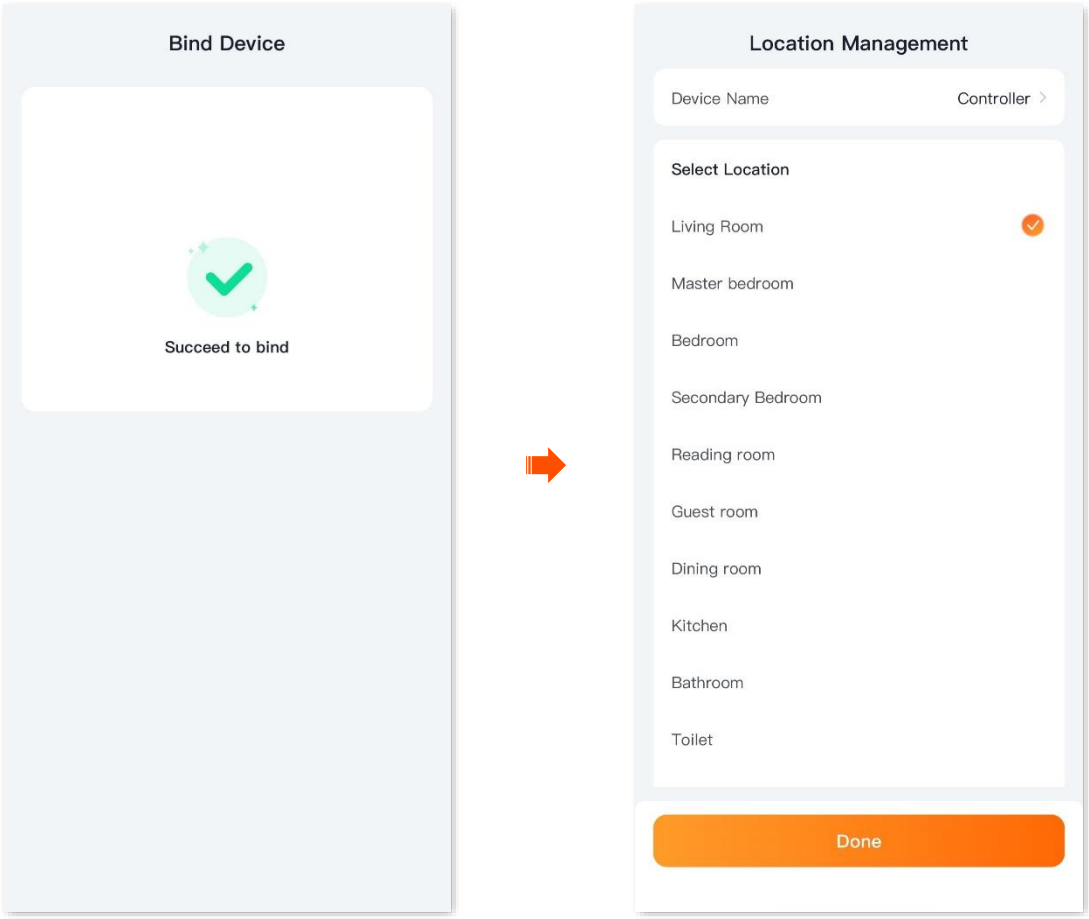
Step 3 Enter the router's login password (for first time management), and tap **Bind now**. The following figure is for reference only.



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

TIP

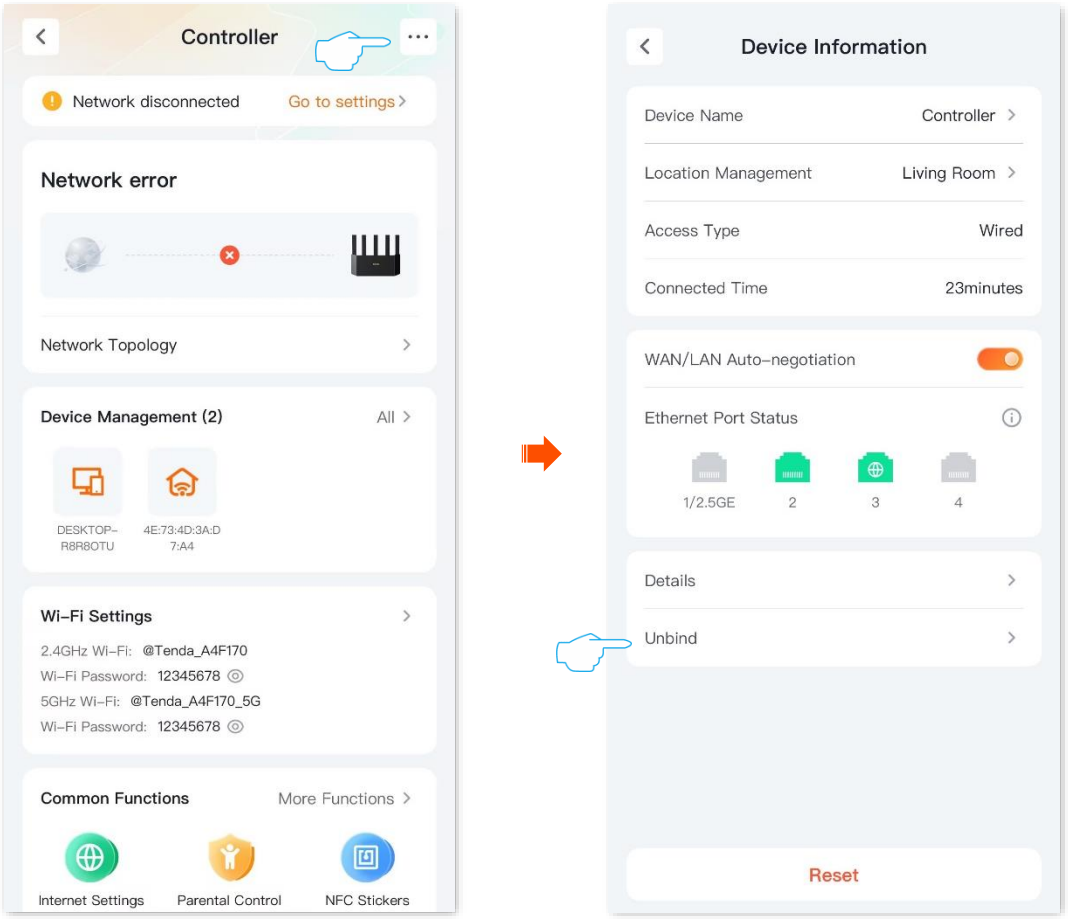
If you want to modify the extender location display later, refer to modify the router location display.



---End

Unbind the router

Enter the configuration page of the router. Tap ••• in the upper-right corner, and tap **Unbind**. After confirming the prompt message, tap **Unbind**. The following figure is for reference only.



MESH networking

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

Tenda WiFi+ routers support Mesh networking. Mesh networking has such advantages as automatic networking, self-repair, multi-skip cascade, unified management network, node self-management, which can greatly reduce the cost and complexity of network deployment.

Set up as an add-on node

This section describes how to add a new router to extend the wireless network coverage when a router is connected to the internet.

If you are using the router for the first time or have restored the router to factory settings, follow the quick installation guide of the corresponding router model to configure the router to the internet.

TIP

- If there are more than two secondary nodes, place the primary node in the key area and ensure that no more than one node is between the primary node and the secondary node.
- Before using a new router to extend the network, ensure that the existing router (primary node) has been connected to the internet and the new router (secondary node) is restored to the factory settings.
- The router can be networked with **Tenda WiFi+** routers. If the router fails to be added to an existing network, contact Tenda customer service for help. The following uses two RE6L Pro routers as an example.

Step 1 Place the new router near the existing router (within 3 meters) and power on. Wait until the startup of the new router is complete. The indicator blinks green slowly.

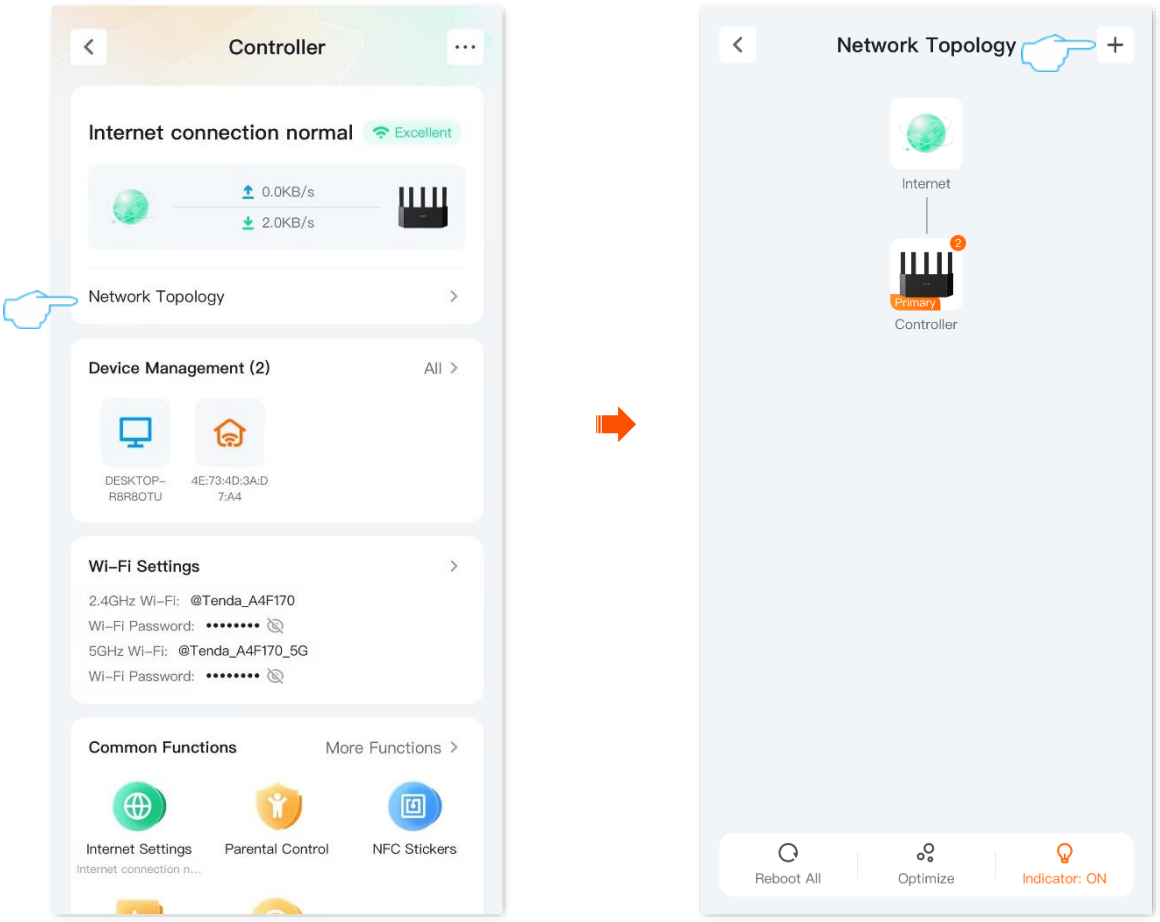
Step 2 Use **Tenda WiFi** App to manage the current network.

Method 1: Local Management. Wi-Fi-enabled devices such as smartphones (with App installed) are connected to the Wi-Fi of the current network.

Method 2: Remote Management. On the Wi-Fi-enabled devices such as smartphones that have been connected to the internet. Log in to the **Tenda WiFi** App using the **Tenda WiFi** App account used when binding the primary node of the router.

Step 3 Log in to the **Tenda WiFi** App, and add the router.

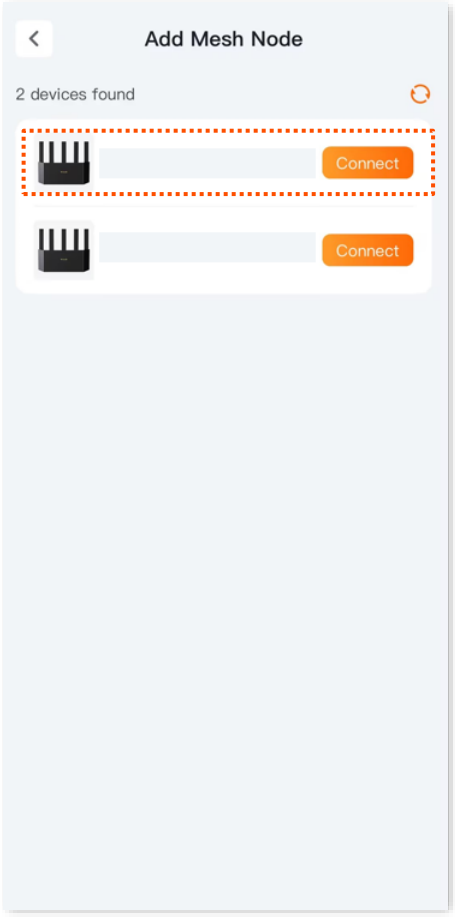
1. Enter the configuration page of the router.
2. Tap **Network Topology**, and tap ＋. The following figure is for reference only.



3. The system discovers a new node, ensure that the MAC address or SN is the same as the MAC address or SN on the bottom label of the new router, select a node, and tap **Connect**. Wait for a moment, add successfully. The following figure is for reference only.

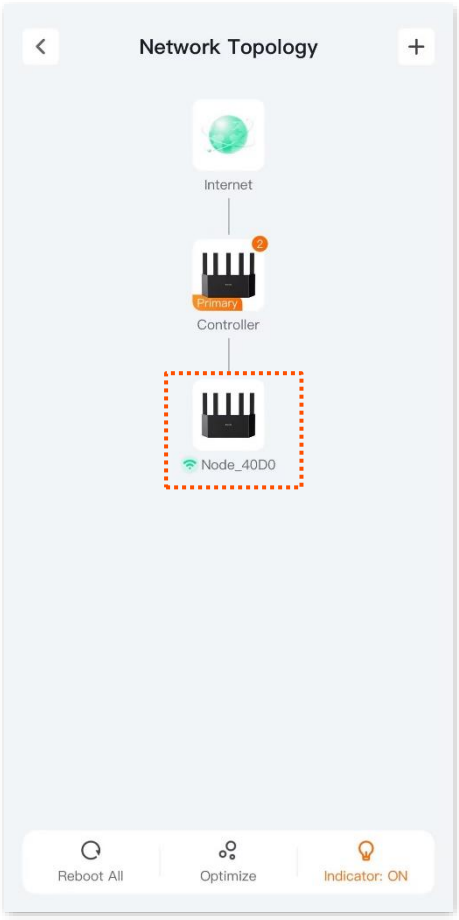
TIP

- The MAC address and SN of the device can be found on the label of the device body.
- You can add only one node at a time by scanning.



---End

Back to the **Network Topology** page, the RE6L Pro router has successfully joined the network as a secondary node, and the Wi-Fi information will be synchronized with the primary node.



To access the internet with:

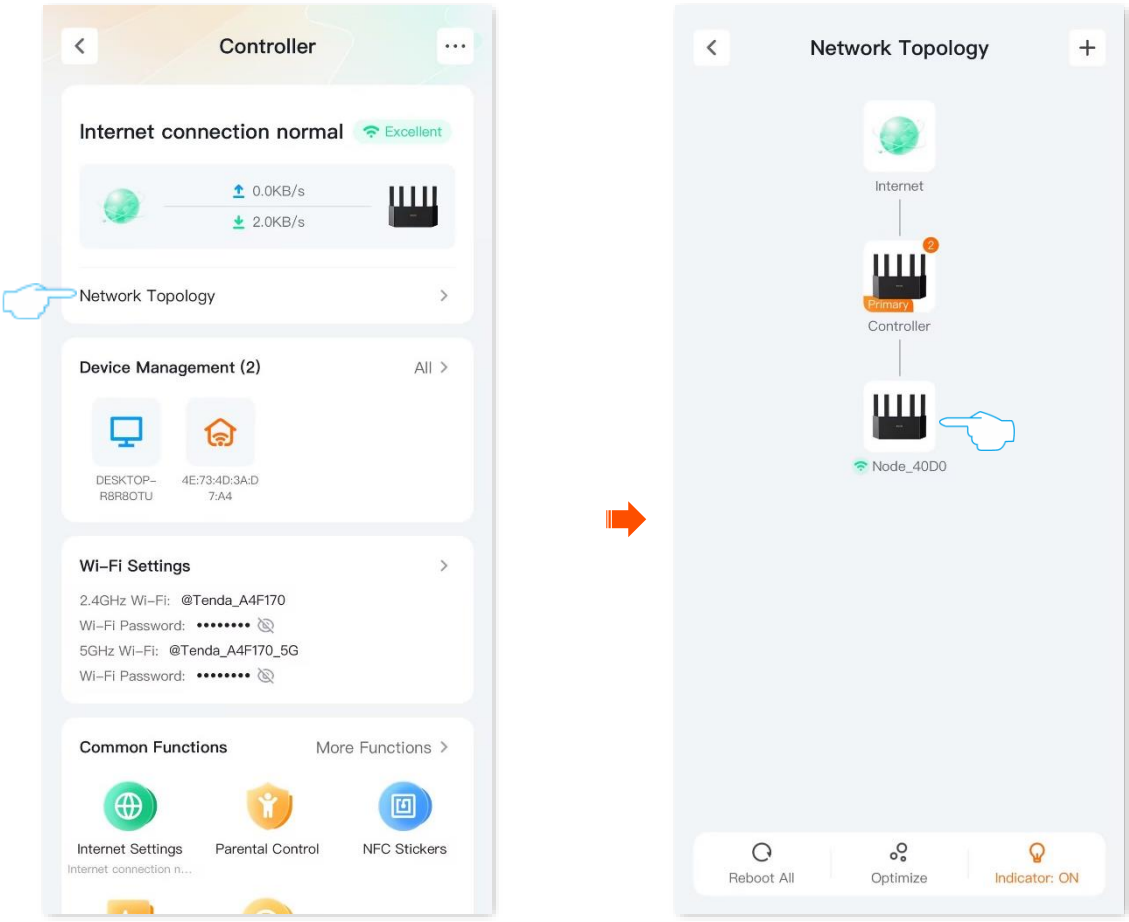
- **Wired devices:** Connect to an Ethernet port of any node using an Ethernet cable.
- **Wi-Fi-enabled devices:** Connect to the Wi-Fi network using the Wi-Fi name and password you set. (The Wi-Fi name and Wi-Fi password of all nodes are the same.)

Remove the secondary nodes from the network

Remove the secondary node will reduce the network coverage and the node is no longer automatically added to the network.

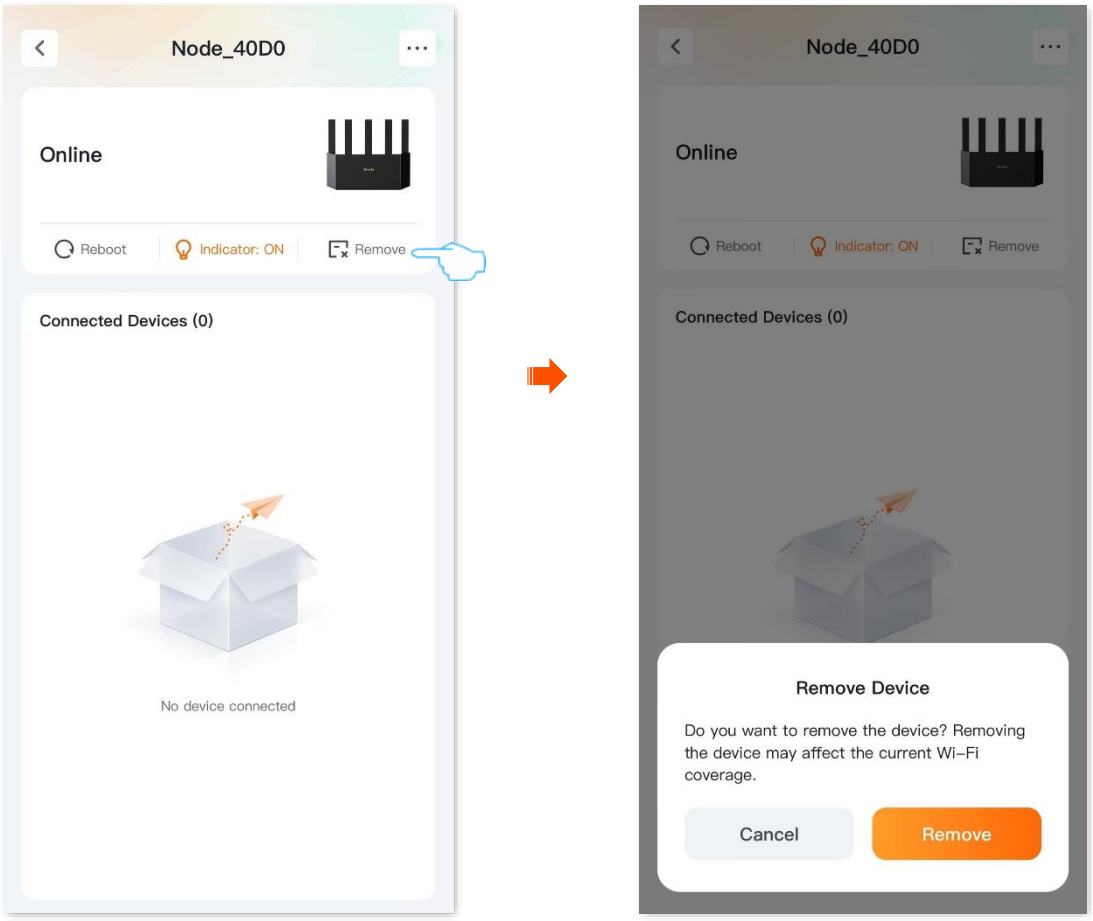
Step 1 Enter the configuration page of the router.

Step 2 Tap **Network Topology**, and tap the secondary device icon that you want to remove. The following figure is for reference only.



Step 3 Tap **Remove**.

Step 4 Read the prompt message, and tap **Remove**. The following figure is for reference only.



---End

Manage the router

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.

Tenda router 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 router's WiFi. (The default Wi-Fi name can be found on the device label.)

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

---End

Remote management

Remote management indicates that you can use the **Tenda WiFi** App to manage your router anytime and anywhere without connecting to the Wi-Fi network of the wireless router.

Prerequisites:

- Your router is connected to the internet.
- You have logged in with the administrator account of the wireless router.

Configuration procedure:

Step 1 Connect the smartphone to the internet.

Step 2 Run and log in to the **Tenda WiFi** App, and manage the router that is bound or authorized to be managed.

TIP

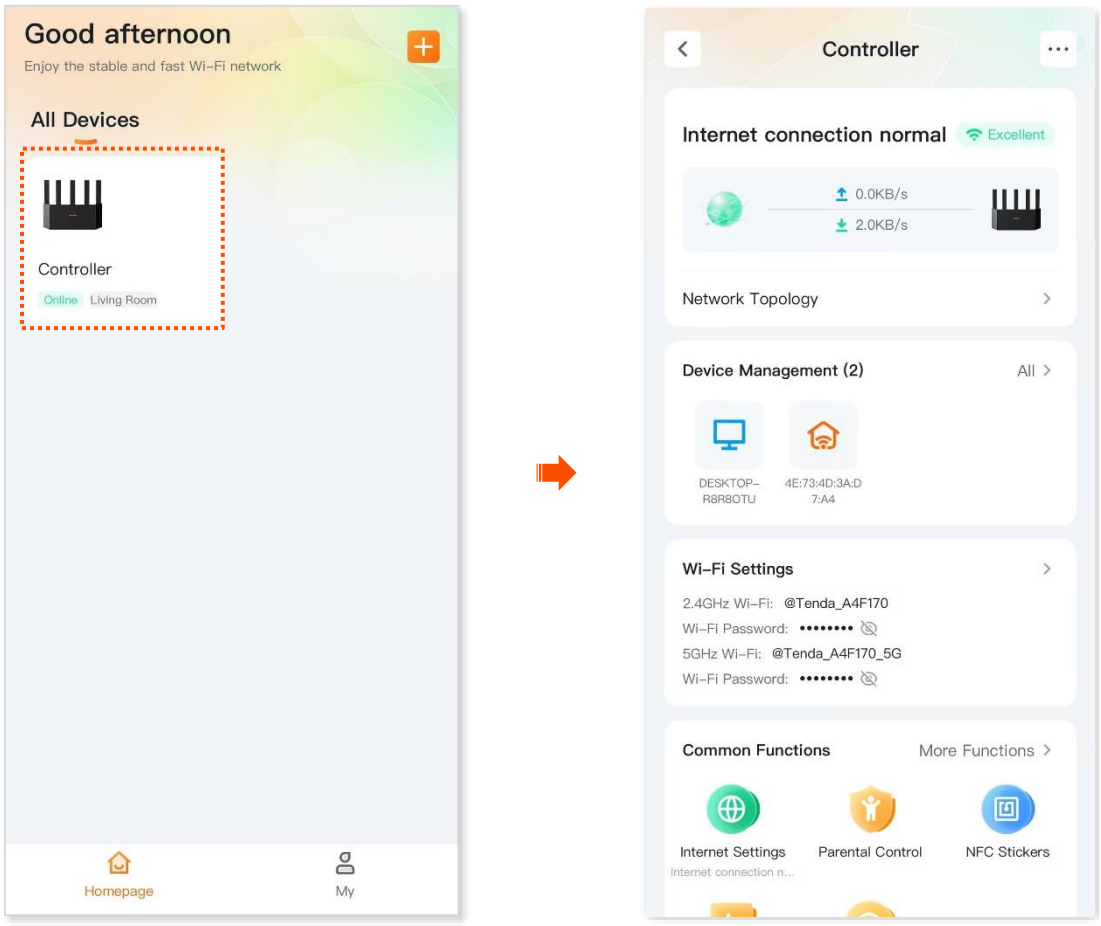
If the router is bound, it can only be managed using an administrator account or with authorization.

---End

Enter the configuration page of the router

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 router is successfully managed, and tap the corresponding device icon on the **Homepage** to enter the router's configuration page. The following figure is for reference only.



Internet 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.

IPv4 internet settings

By configuring the internet settings, you can achieve shared internet access (IPv4) for multiple users within the LAN.

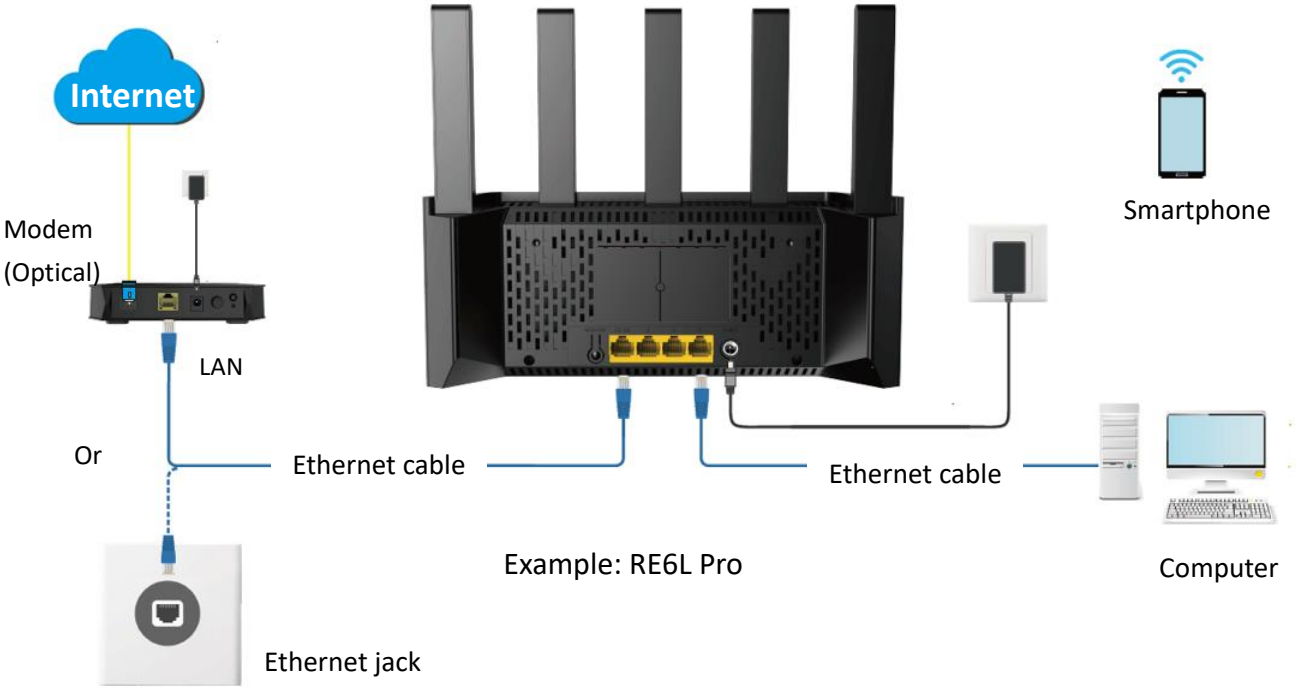
If you are configuring the router for the first time or after restoring it to factory settings, refer to the quick installation guide of the corresponding router to configure the internet access. After that, you can change the internet settings by following the instructions in this chapter.

TIP

Parameters for internet access are provided by your ISP. Contact your ISP for any doubt.

Access the internet with a PPPoE account

If the ISP provides you with the PPPoE user name and password, you can choose this connection type to access the internet. The application scenario is shown below.



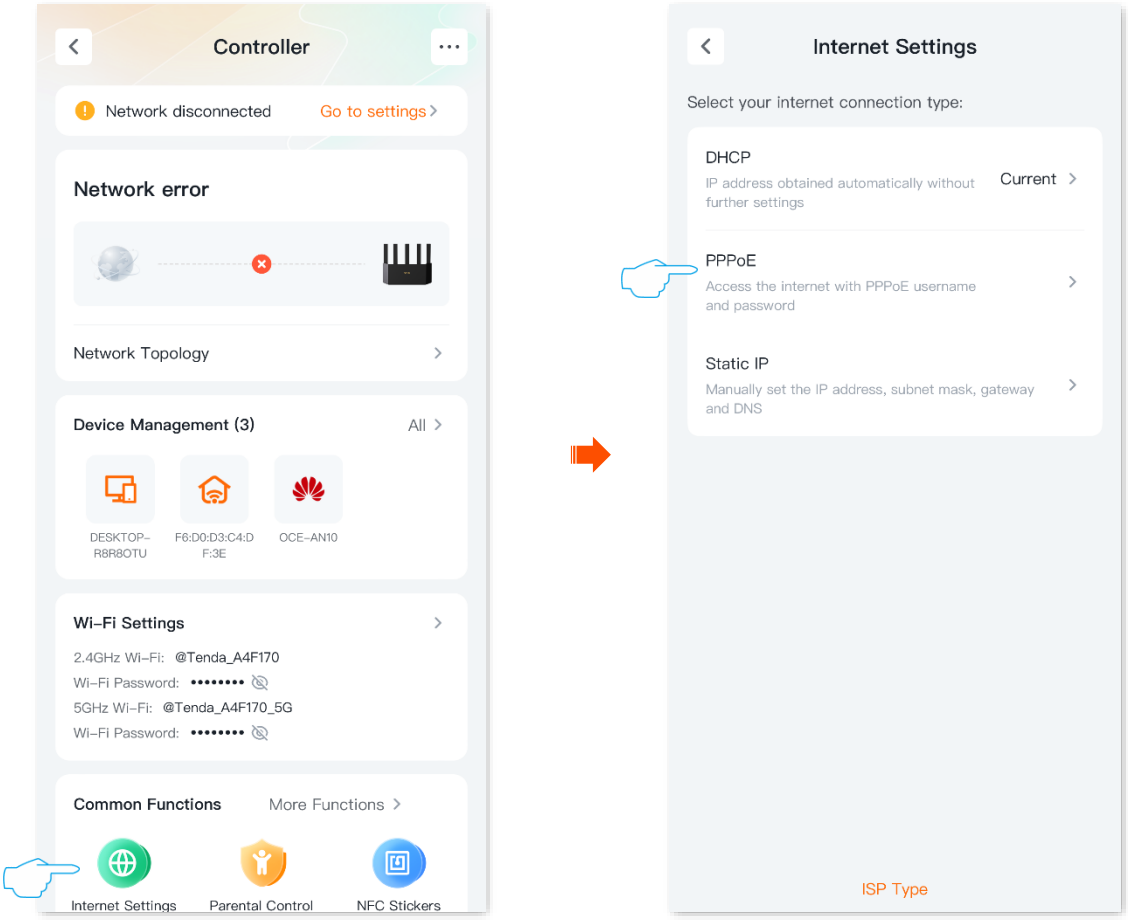
TIP

By default, the WAN/LAN auto-negotiation function of the router is enabled, and the broadband Ethernet cable can be connected to any Ethernet port. If you disable the WAN/LAN auto-negotiation function, connect the broadband Ethernet cable to Ethernet port 1 (WAN port).

To access the internet with a PPPoE account:

Step 1 Enter the configuration page of the router. Tap **Internet Settings**.

Step 2 Set internet connection type to **PPPoE**.

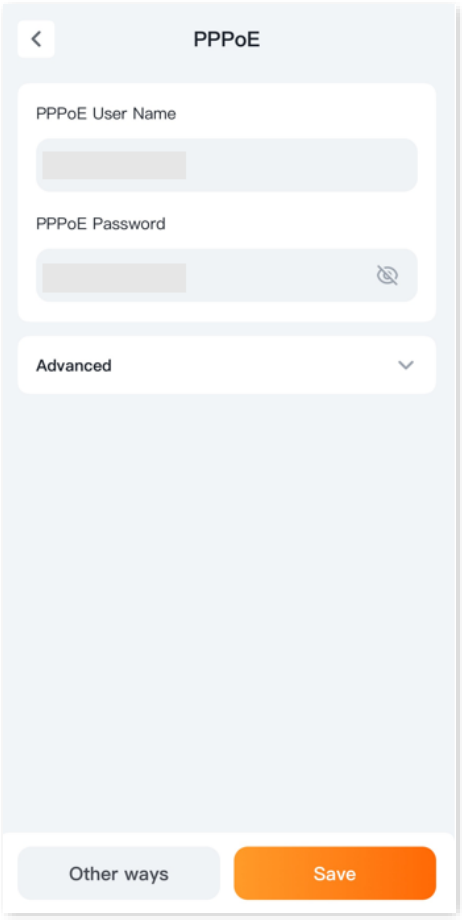


Step 3 Enter the **PPPoE User Name** and **PPPoE Password** provided by your ISP.

Step 4 Configure the advanced settings as required.

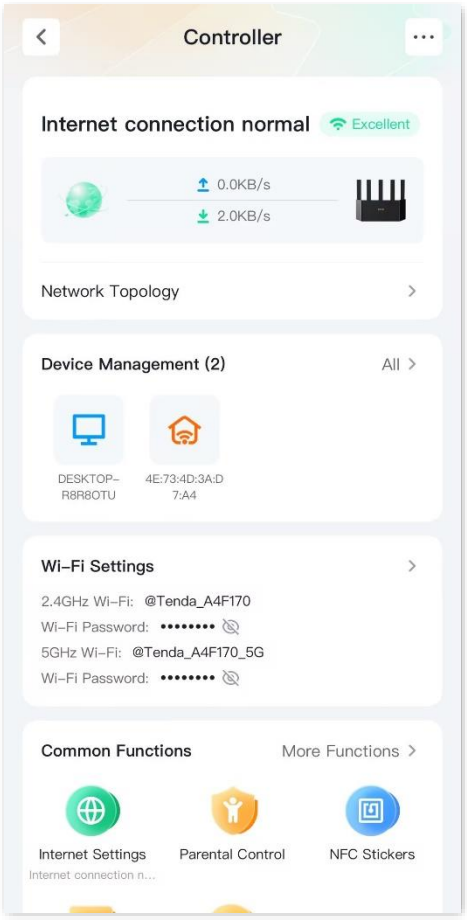
If the ISP provides **Server Name** and **Service Name**, enter the corresponding parameters. If not, keep it as default.

Step 5 Tap **Save**.



---End

After the settings are completed, you can go to the homepage of the router's configuration page to view the internet connection details. The following figure is for reference only.

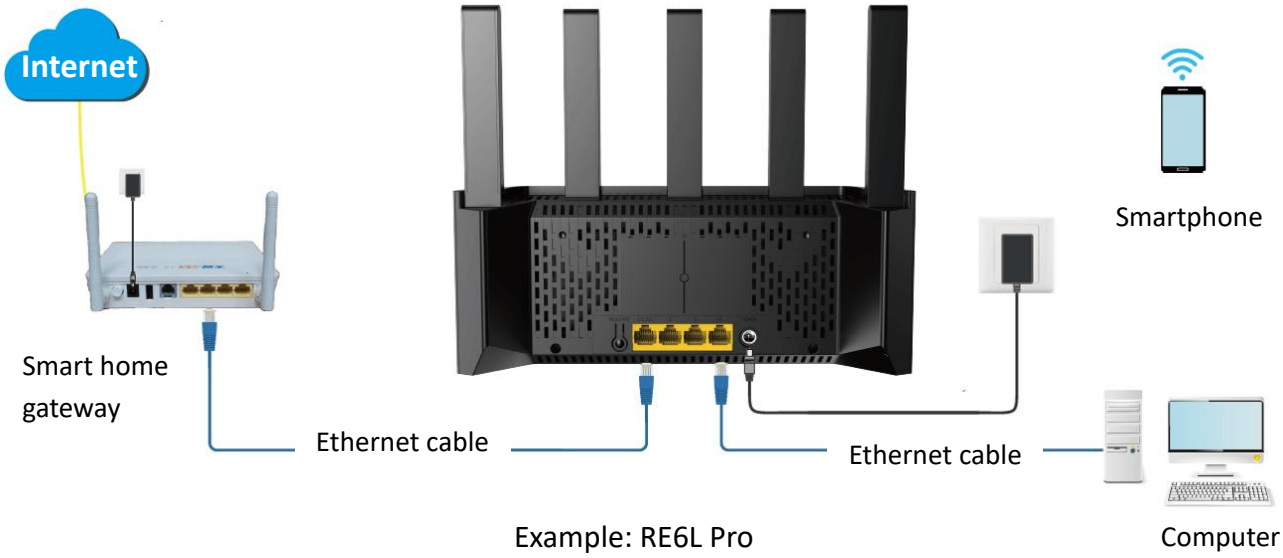

Controller
Internet connection normal
Excellent
0.0KB/s
2.0KB/s
Network Topology
Device Management (2)
All
DESKTOP-R8R8OTU
4E:73:4D:3A:D7:A4
Wi-Fi Settings
2.4GHz Wi-Fi: @Tenda_A4F170
Wi-Fi Password: ••••••••
5GHz Wi-Fi: @Tenda_A4F170_5G
Wi-Fi Password: ••••••••
Common Functions
More Functions
Internet Settings
Internet connection n...
Parental Control
NFC Stickers

Access the internet through a dynamic IP address

Generally, accessing the internet through a dynamic IP address is applicable in the following situations:

- Your ISP does not provide the PPPoE user name and password, or any other information including IP address, subnet mask, default gateway and DNS server.
- You already have a router with internet access and want to add another router.

The application scenario is shown below.



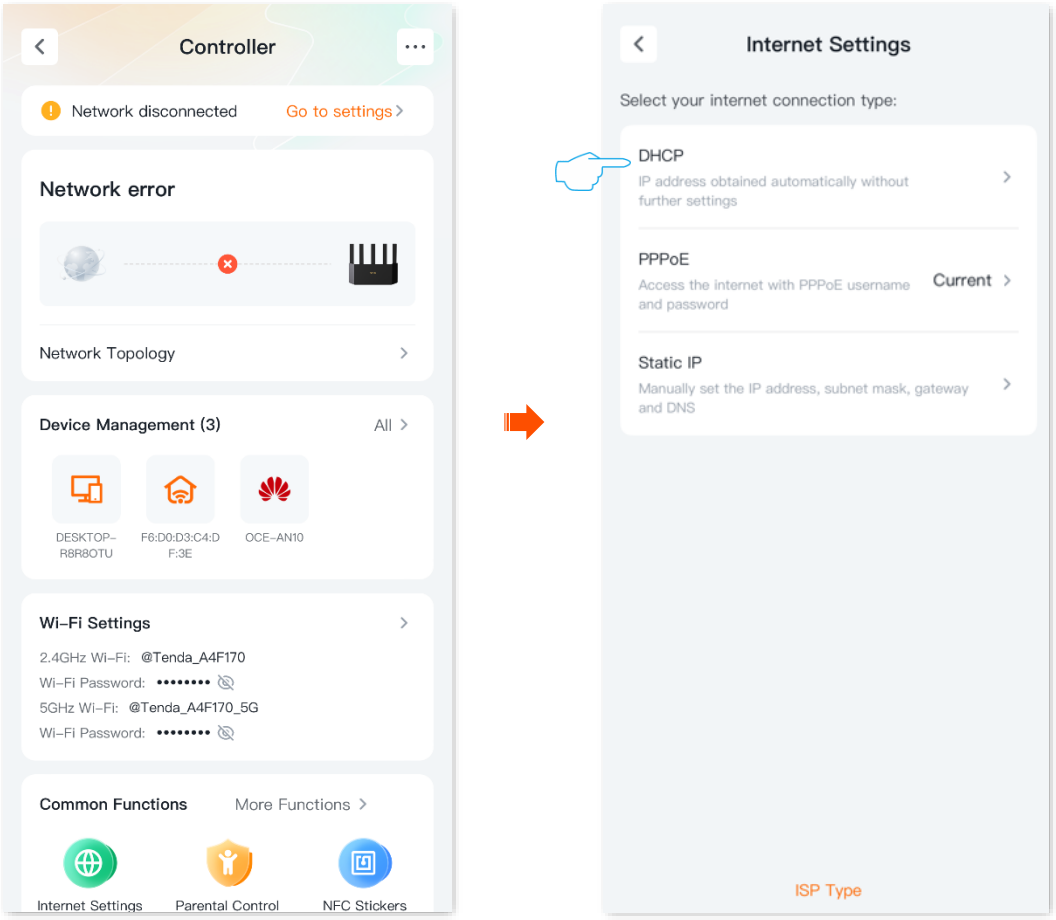
TIP

By default, the WAN/LAN auto-negotiation function of the router is enabled, and the broadband Ethernet cable can be connected to any Ethernet port. If you disable the WAN/LAN auto-negotiation function, connect the broadband Ethernet cable to Ethernet port 1 (WAN port).

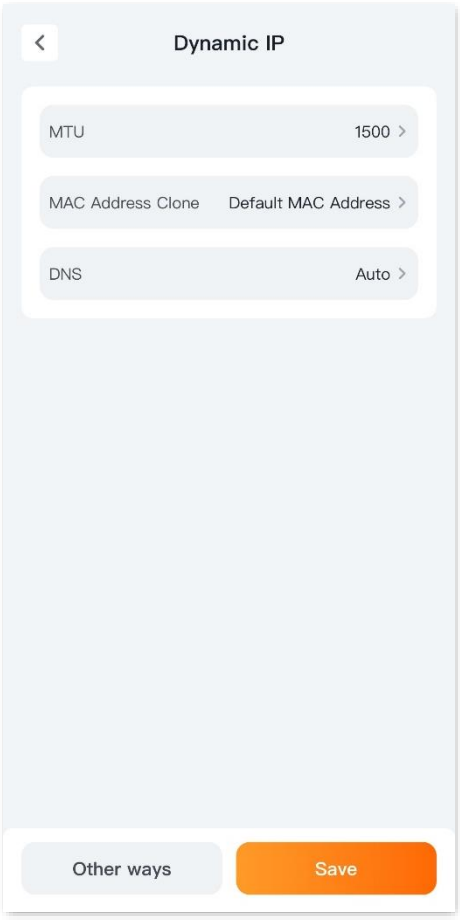
To access the internet through dynamic IP address:

Step 1 Enter the configuration page of the router. Tap **Internet Settings**.

Step 2 Set internet connection type to **Dynamic IP**.

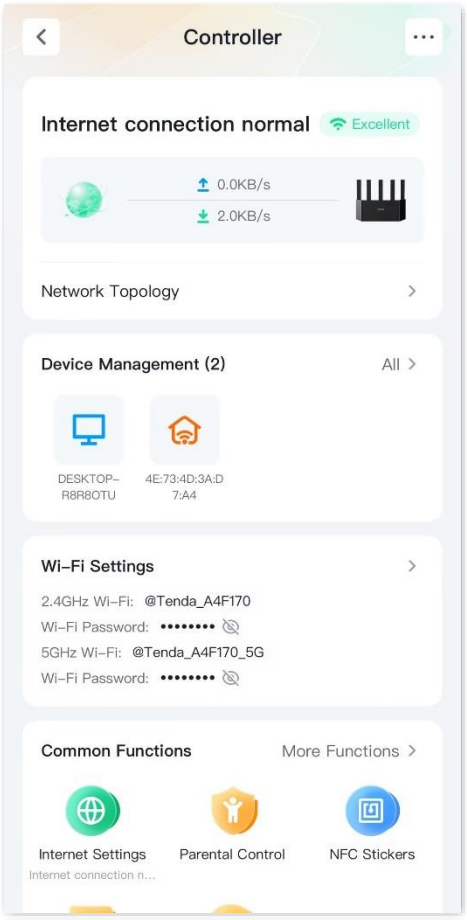


Step 3 Tap **Save.**



---End

After the settings are completed, you can go to the homepage of the router's configuration page to view the internet connection details. The following figure is for reference only.


Controller
Internet connection normal
Excellent
0.0KB/s
2.0KB/s
Network Topology
Device Management (2)
All
DESKTOP-R8R8OTU
4E:73:4D:3A:D7:A4
Wi-Fi Settings
2.4GHz Wi-Fi: @Tenda_A4F170
Wi-Fi Password: ••••••••
5GHz Wi-Fi: @Tenda_A4F170_5G
Wi-Fi Password: ••••••••
Common Functions
More Functions
Internet Settings
Internet connection n...
Parental Control
NFC Stickers

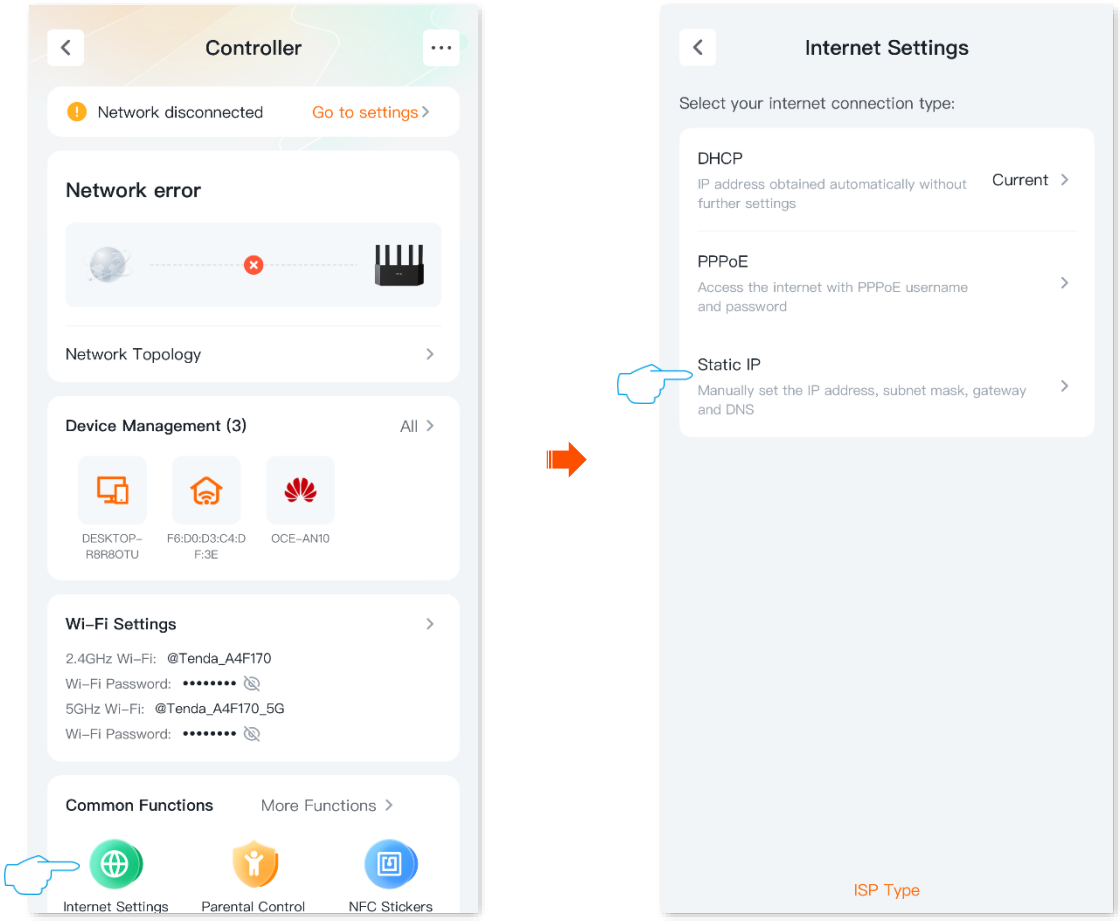
Access the internet with a set of static IP address information

When your ISP provides you with information including IP address, subnet mask, default gateway and DNS server, you can choose this connection type to access the internet.

To access the internet with a set of static IP address information:

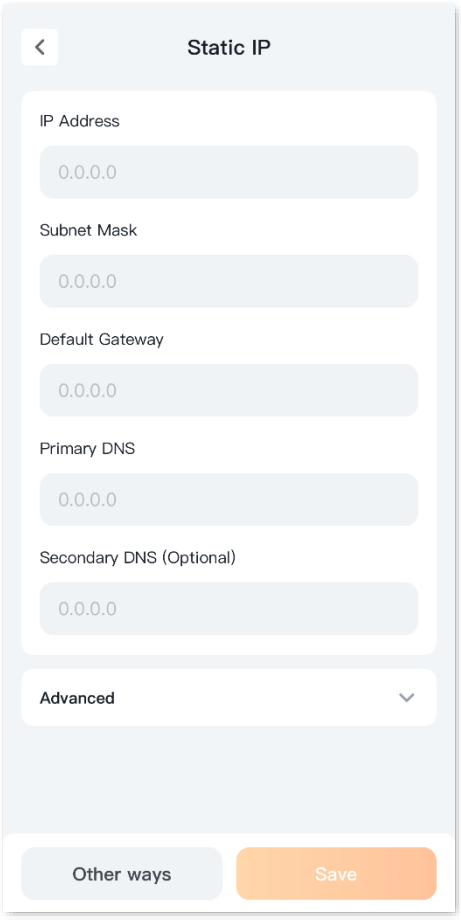
Step 1 Enter the configuration page of the router. Tap **Internet Settings**.

Step 2 Set **Internet Connection Type** to **Static IP**.



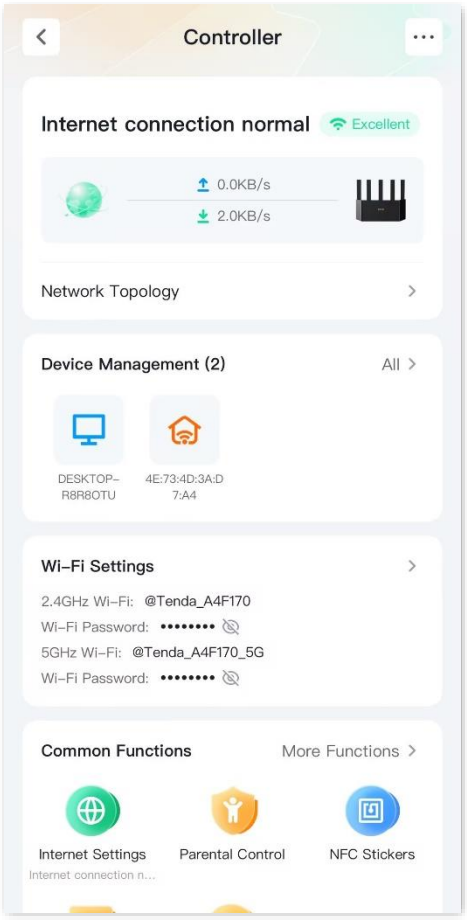
Step 3 Set **IP Address**, **Subnet Mask**, **Default gateway** and **Primary DNS**, and **Secondary DNS** with the information provided by your ISP.

Step 4 Tap **Save.**



---End

After the settings are completed, you can go to the homepage of the router's configuration page to view the internet connection details. The following figure is for reference only.


Controller
Internet connection normal
Excellent
0.0KB/s
2.0KB/s
Network Topology
Device Management (2)
All
DESKTOP-R8R8OTU
4E:73:4D:3A:D7:A4
Wi-Fi Settings
2.4GHz Wi-Fi: @Tenda_A4F170
Wi-Fi Password: ••••••••
5GHz Wi-Fi: @Tenda_A4F170_5G
Wi-Fi Password: ••••••••
Common Functions
More Functions
Internet Settings
Internet connection n...
Parental Control
NFC Stickers

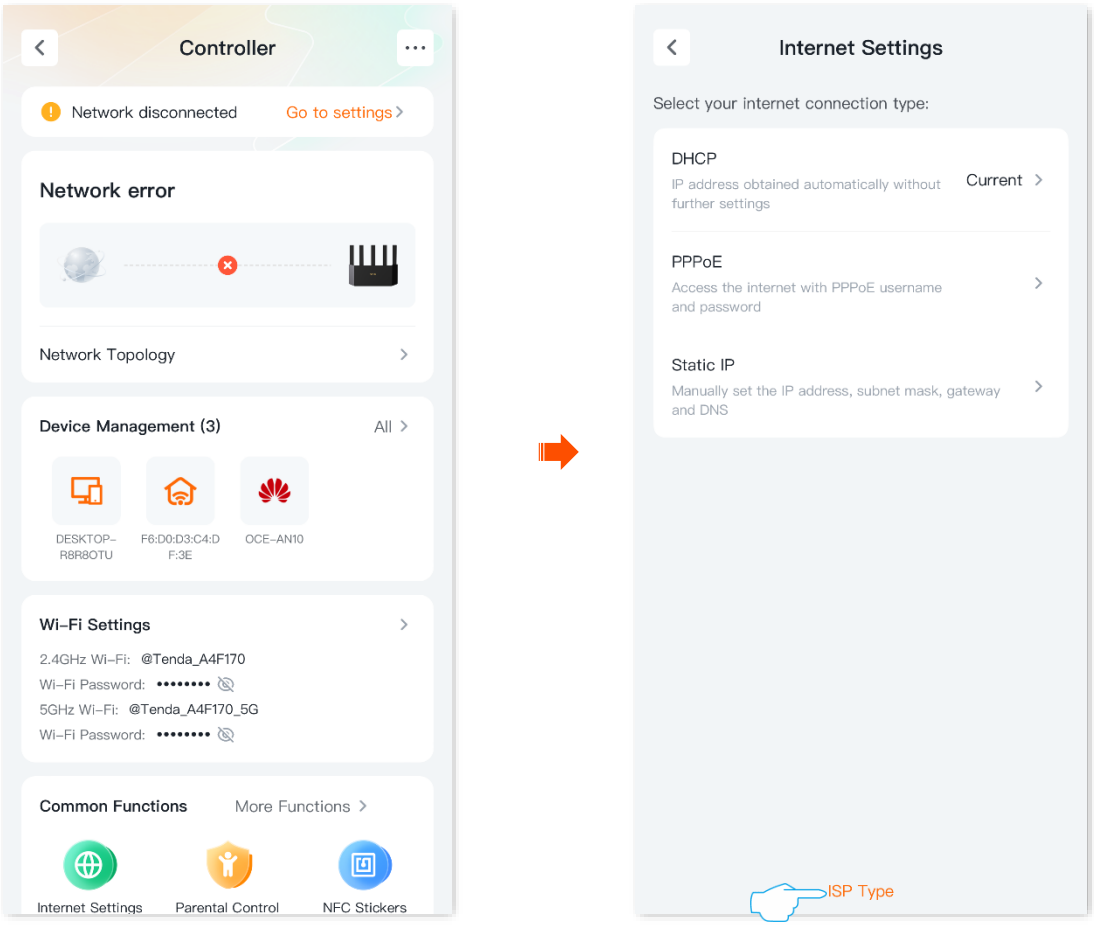
Set up dual access connection

In countries like Russia, the ISP may require you to set up dual access. One is for access to the internet through PPPoE, PPTP or L2TP, and the other is for access to the “local” resources where the ISP is located through DHCP or static IP address. If your ISP provides such connection information, you can set up dual access to access the internet.

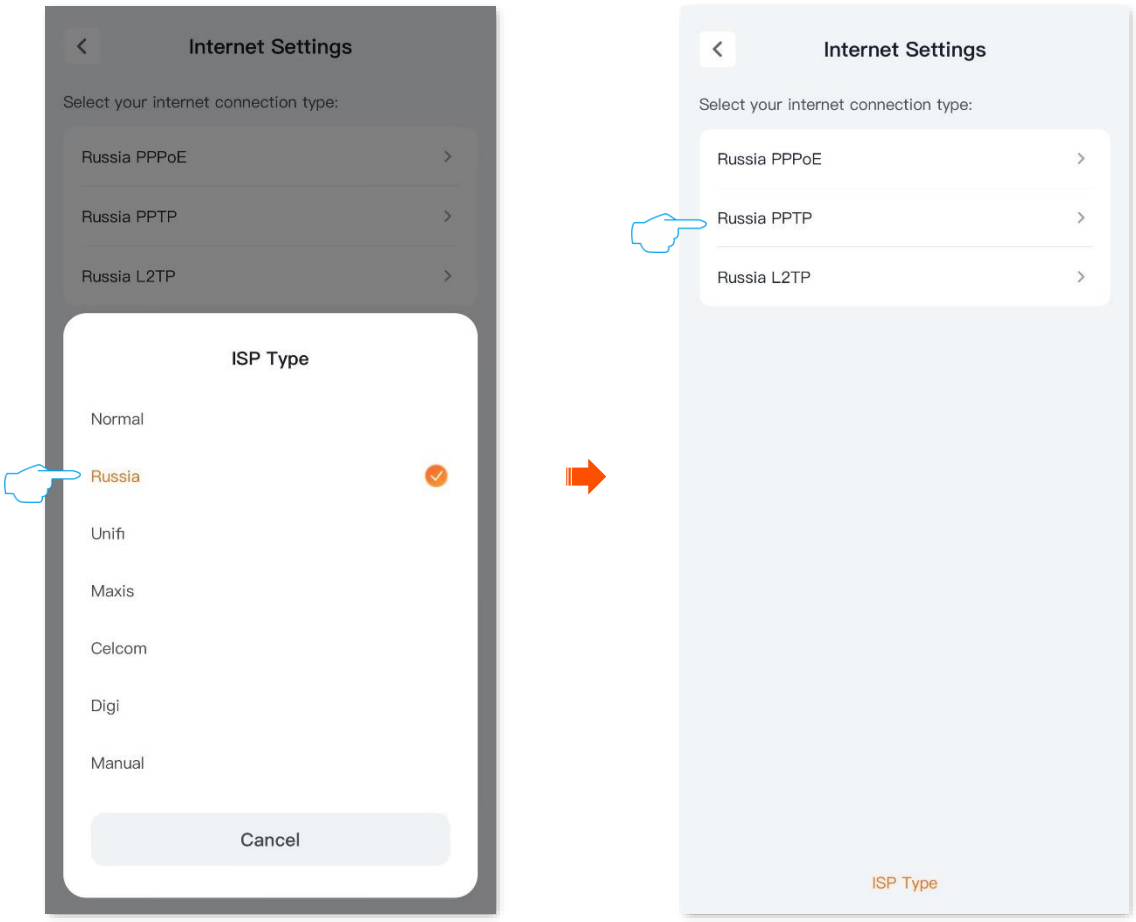
To set up dual access connection:

Step 1 Enter the configuration page of the router. Tap **Internet Settings**.

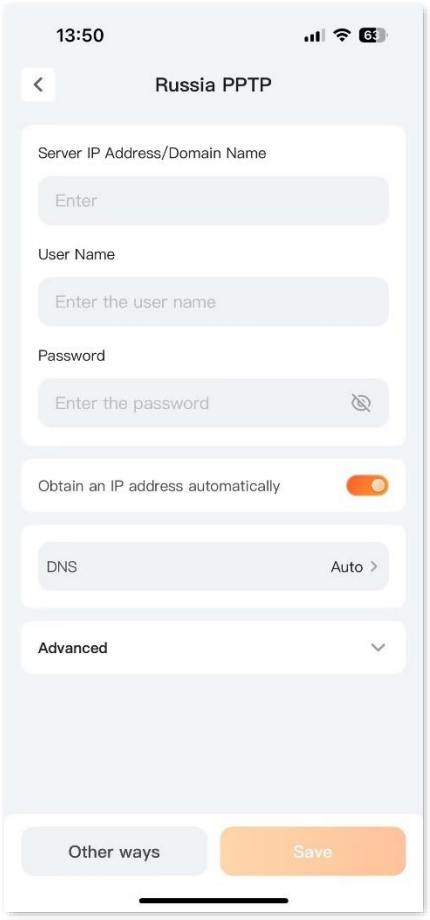
Step 2 Set internet connection type, and tap **ISP Type** in the bottom page.



Step 3 Select **Russia**, and select an internet connection type, which is **Russia PPTP** in this example.

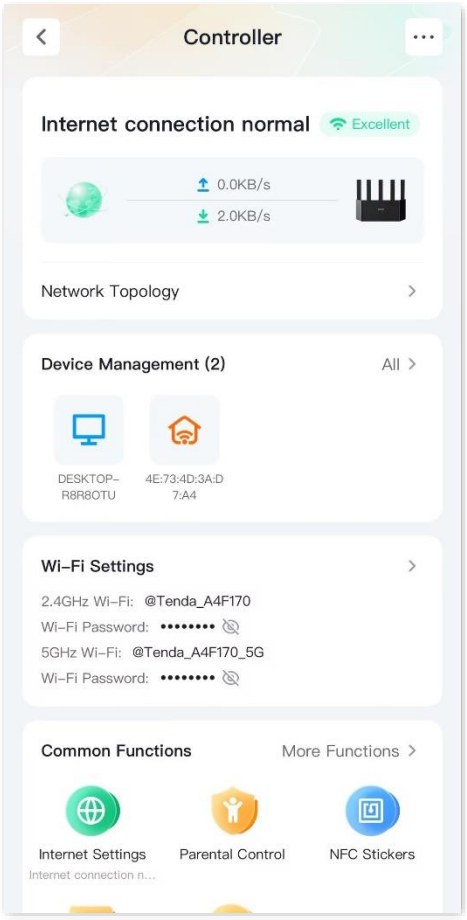


Step 4 Fill in required parameters, and tap **Save**.



---End

After the settings are completed, you can go to the homepage of the router's configuration page to view the internet connection details. The following figure is for reference only.


Controller
Internet connection normal
Excellent
0.0KB/s
2.0KB/s
Network Topology
Device Management (2)
All
DESKTOP-R8R8OTU
4E:73:4D:3A:D7:A4
Wi-Fi Settings
2.4GHz Wi-Fi: @Tenda_A4F170
Wi-Fi Password: ••••••••
5GHz Wi-Fi: @Tenda_A4F170_5G
Wi-Fi Password: ••••••••
Common Functions
More Functions
Internet Settings
Internet connection n...
Parental Control
NFC Stickers

IPv6 settings

Overview

IPv6, abbreviated for Internet Protocol Version 6, is the second-generation network layer protocol. IPv6 is an upgraded version of Internet Protocol version 4 (IPv4), which is the solution that addresses the relatively limited number of IP addresses possible under IPv4.

An IPv6 address is 128 bits long and is arranged in eight groups, each of which is 16 bits. Each group is expressed as four hexadecimal digits and the groups are separated by colons. An IPv6 address is split into two parts:

- Network Prefix: n bits, equivalent to the network ID in the IPv4 address.
- Interface Identifier: 128-n bits, equivalent to the host ID in the IPv4 address.

This router supports IPv4 and IPv6. You can connect to the IPv6 network of ISPs through IPv6 WAN settings.

The router can access the IPv6 network of ISPs through three connection types. Choose the connection type by referring to the following chart.

Scenario	Connection Type
• The ISP does not provide any PPPoEv6 user name and password and information about the IPv6 address. • You have a router that can access the IPv6 network.	DHCPv6
IPv6 service is included in the PPPoE user name and password.	PPPoEv6
The ISP provides you with a set of information including IPv6 address, subnet mask, default gateway and DNS server.	Static IPv6 address

TIP

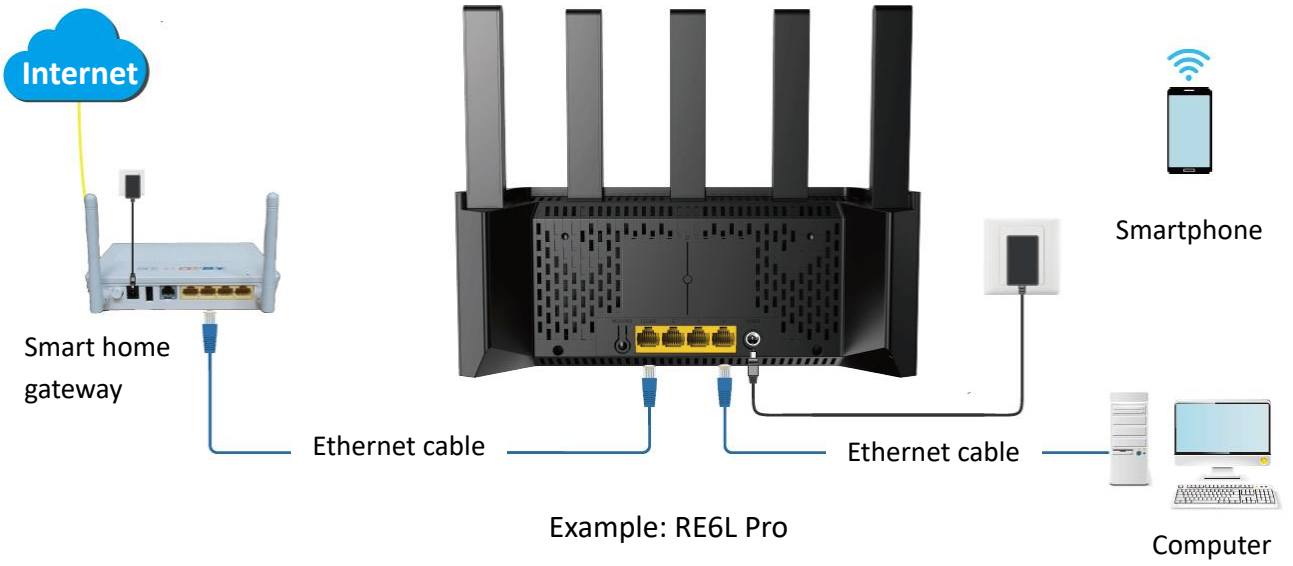
- IPv6 settings are not supported when managing the router remotely through the **Tenda WiFi** App.
- Before configuring the IPv6 function, ensure that you are within the coverage of the IPv6 network and already subscribe to the IPv6 internet service. Contact your ISP for any doubt about it.
- The router supports automatic NAT66. If the LAN port cannot obtain a prefix after IPv6 is configured, the upstream device may not support PD prefix delivery. In this case, the router automatically enables the NAT66 function.

DHCPv6

DHCPv6 enables the router to obtain an IPv6 address from the DHCPv6 server to access the internet. It is applicable in the following scenarios:

- The ISP does not provide any PPPoEv6 user name and password and information about the IPv6 address.
- You have a router that can access the IPv6 network.

The application scenario is shown below.



Example: RE6L Pro

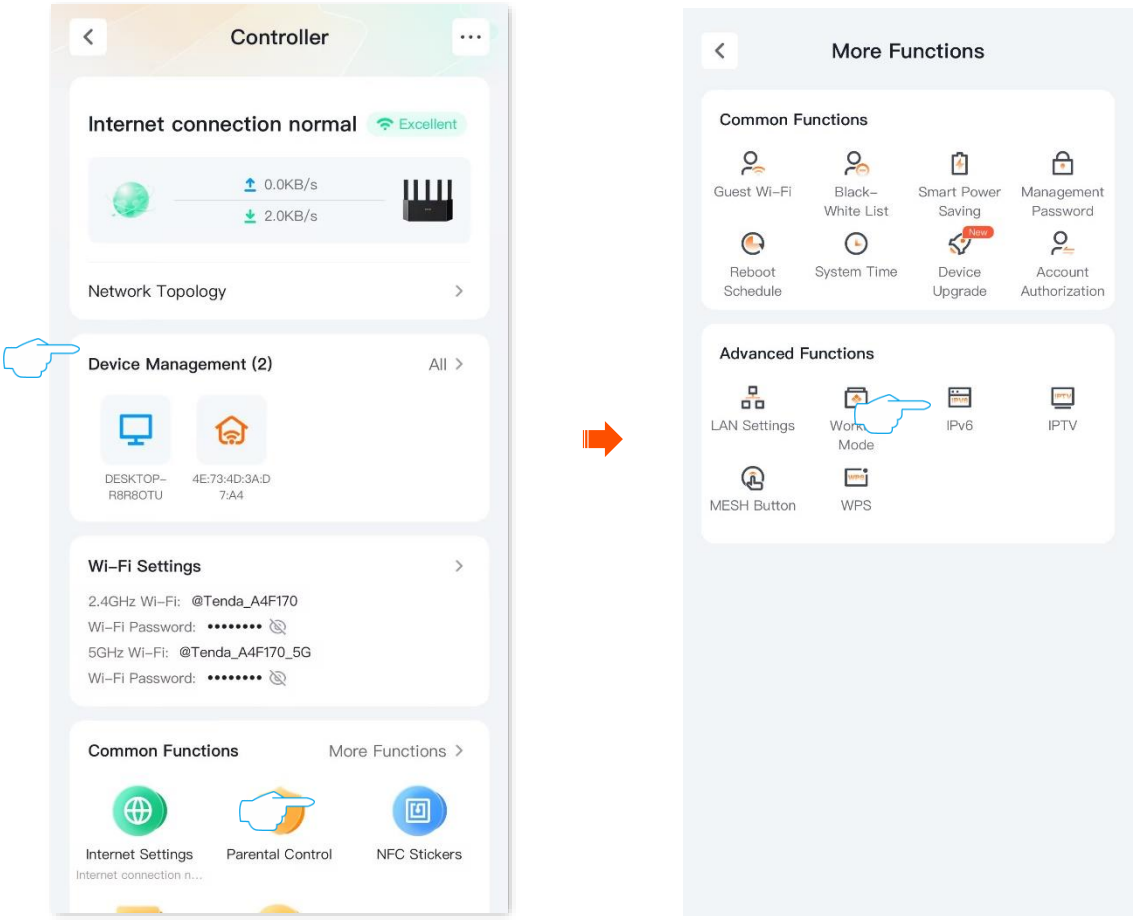
TIP

By default, the WAN/LAN auto-negotiation function of the router is enabled, and the broadband Ethernet cable can be connected to any Ethernet port. If you disable the WAN/LAN auto-negotiation function, connect the broadband Ethernet cable to Ethernet port 1 (WAN port).

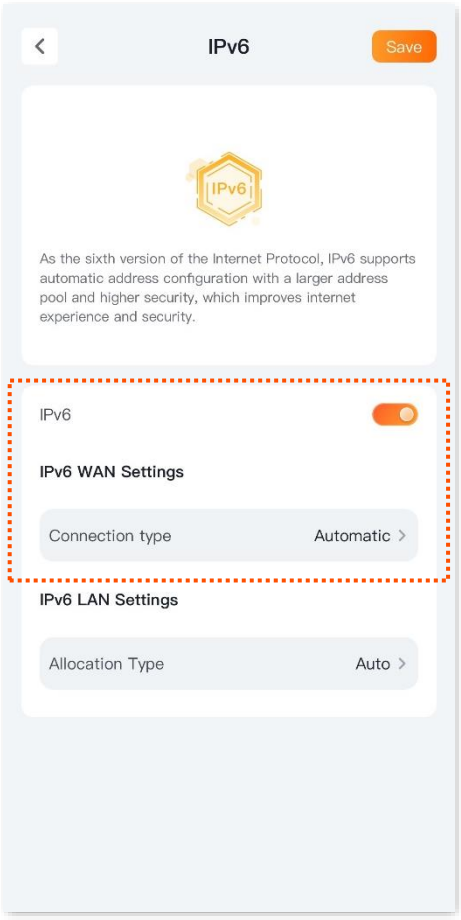
Configuration procedure:

Step 1 Enter the configuration page of the router.

Step 2 Navigate to **More Functions** > **IPv6**.

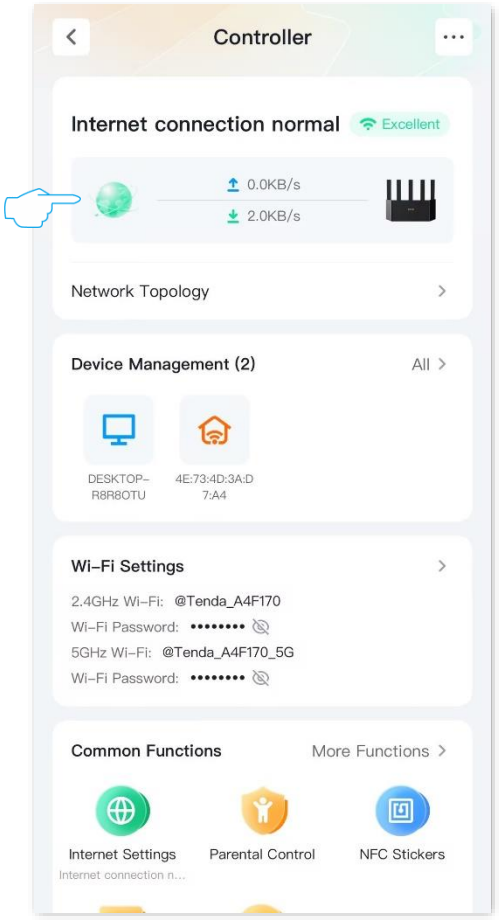


Step 3 Set **Internet Connection Type** to **DHCPv6**, and tap **Save**.



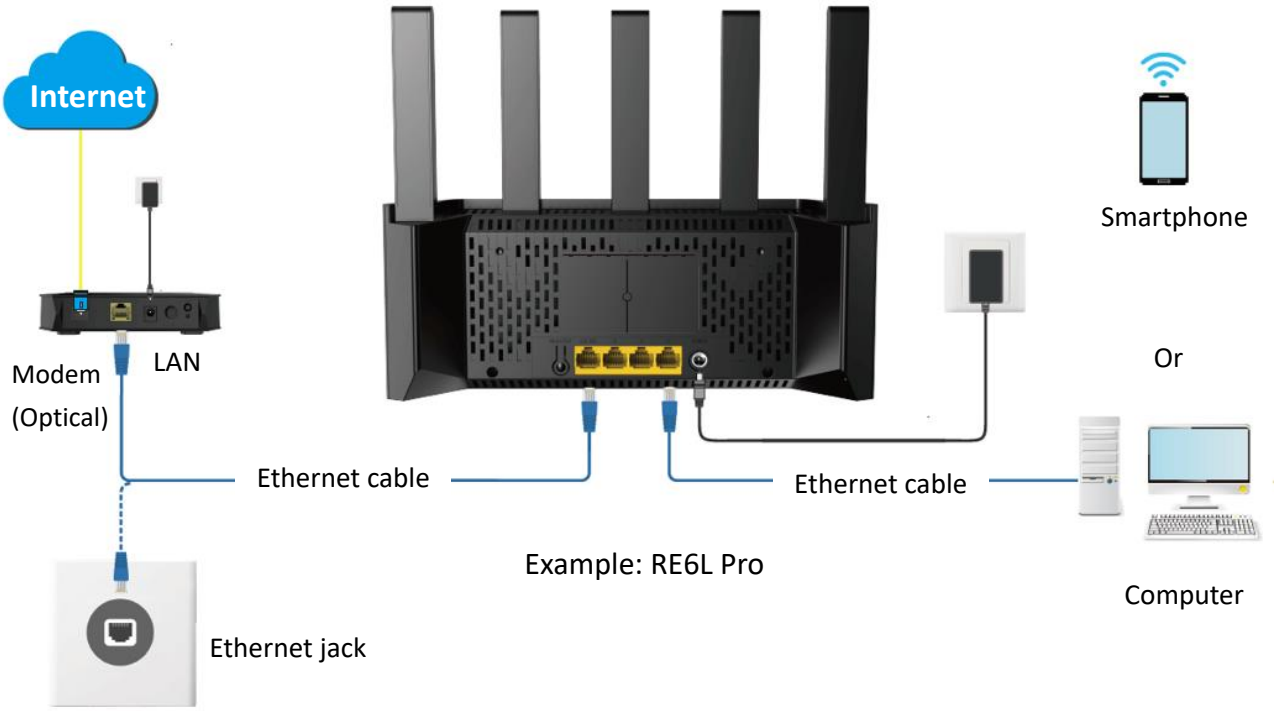
---End

After the settings are completed, you can go to the **Network Topology** page and tap  to view the IPv6 address obtained by the WAN port.


Controller
Internet connection normal
Excellent
0.0KB/s
2.0KB/s
Network Topology
Device Management (2)
All
DESKTOP-R8R8OTU
4E:73:4D:3A:D7:A4
Wi-Fi Settings
2.4GHz Wi-Fi: @Tenda_A4F170
Wi-Fi Password: ••••••••
5GHz Wi-Fi: @Tenda_A4F170_5G
Wi-Fi Password: ••••••••
Common Functions
More Functions
Internet Settings
Internet connection n...
Parental Control
NFC Stickers

PPPoEv6

If your ISP provides you with the PPPoE user name and password with IPv6 service, you can choose PPPoEv6 to access the internet.



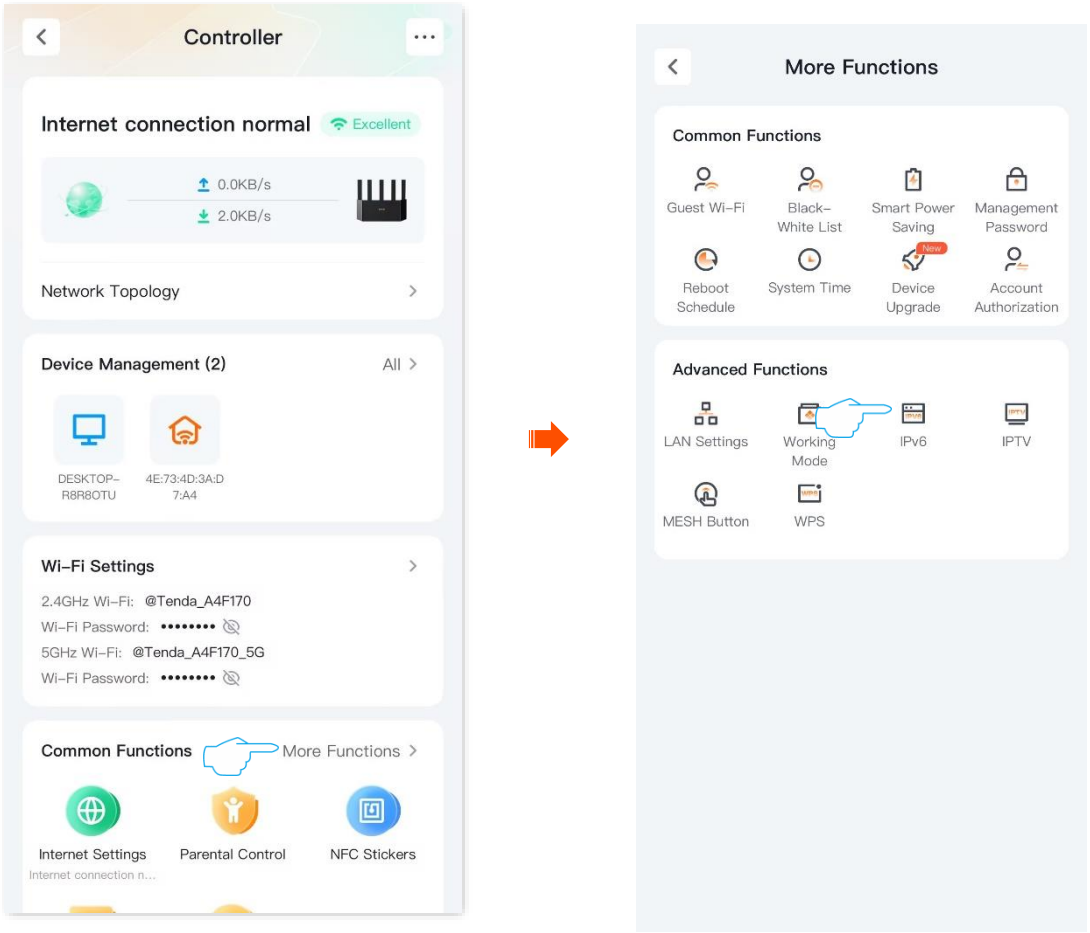
TIP

By default, the WAN/LAN auto-negotiation function of the router is enabled, and the broadband Ethernet cable can be connected to any Ethernet port. If you disable the WAN/LAN auto-negotiation function, connect the broadband Ethernet cable to Ethernet port 1 (WAN port).

Configuration procedure:

Step 1 Enter the configuration page of the router.

Step 2 Navigate to **More Functions** > **IPv6.**

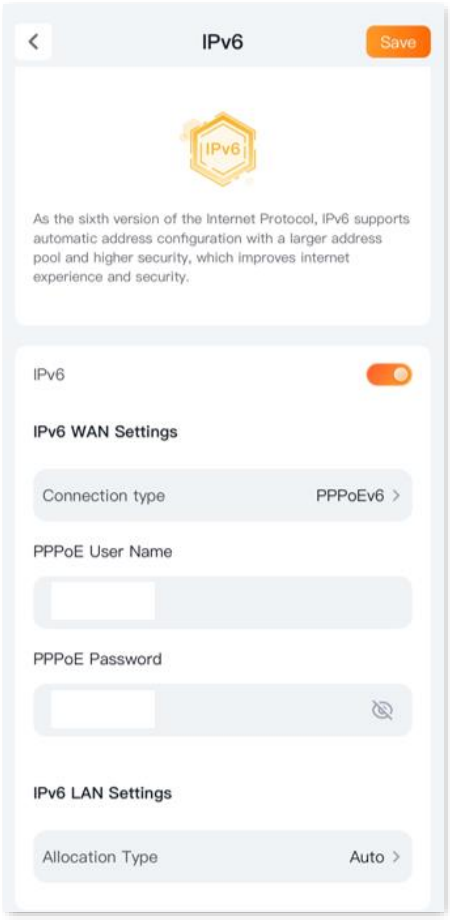


Step 3 Set **Internet Connection Type** to **PPPoEv6**.

Step 4 Set **PPPoE Username** and **PPPoE Password**, and tap **Save**.

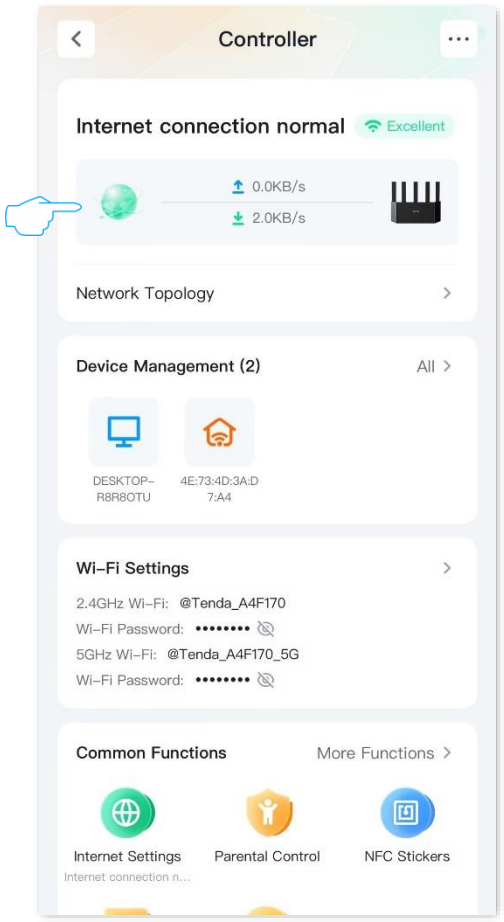
TIP

IPv4 and IPv6 services share a single PPPoE user name/password.



---End

After the settings are completed, you can go to the **Network Topology** page and tap  to view the IPv6 address obtained by the WAN port.


Controller
Internet connection normal
Excellent
0.0KB/s
2.0KB/s
Network Topology
Device Management (2)
All
DESKTOP-R8R8OTU
4E:73:4D:3A:D7:A4
Wi-Fi Settings
2.4GHz Wi-Fi: @Tenda_A4F170
Wi-Fi Password: ••••••••
5GHz Wi-Fi: @Tenda_A4F170_5G
Wi-Fi Password: ••••••••
Common Functions
More Functions
Internet Settings
Internet connection n...
Parental Control
NFC Stickers

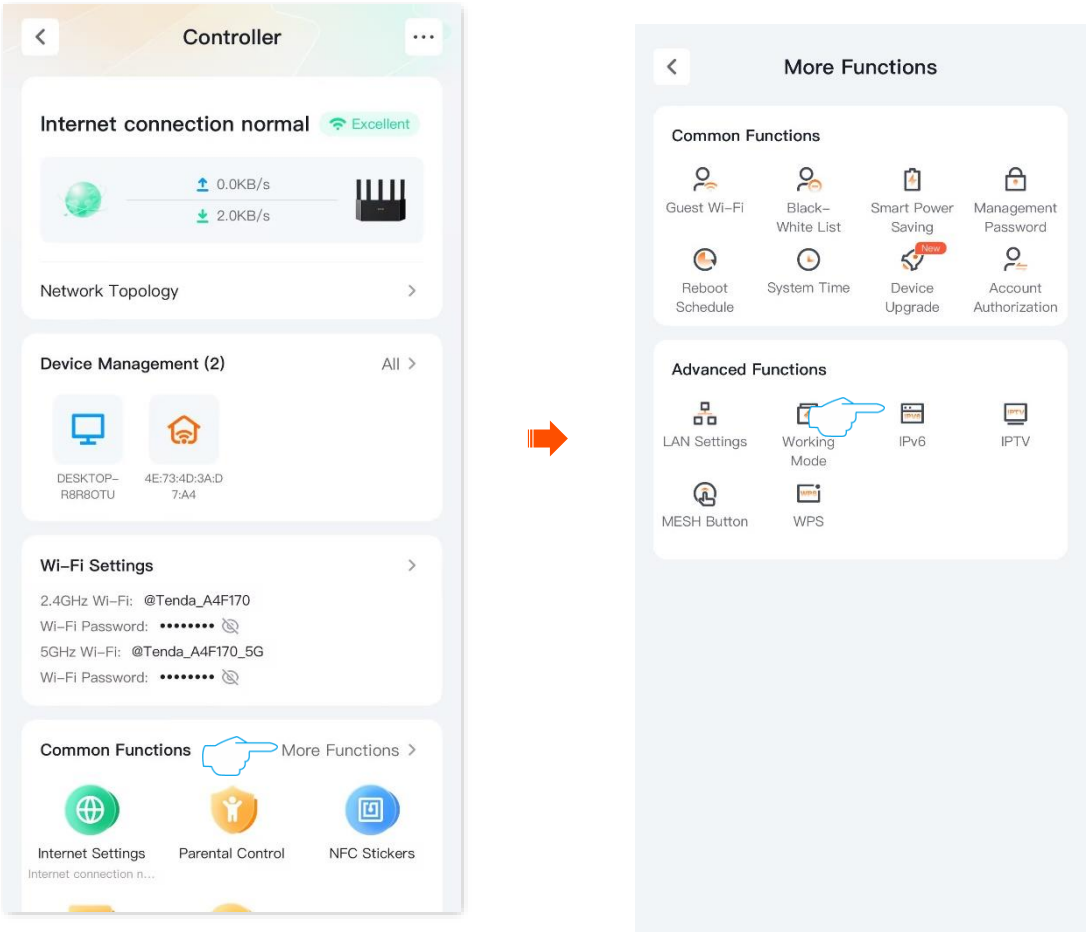
Static IPv6 address

When your ISP provides you with information including IPv6 address, subnet mask, default gateway and DNS server, you can choose this connection type to access the internet with IPv6.

Configuration procedure:

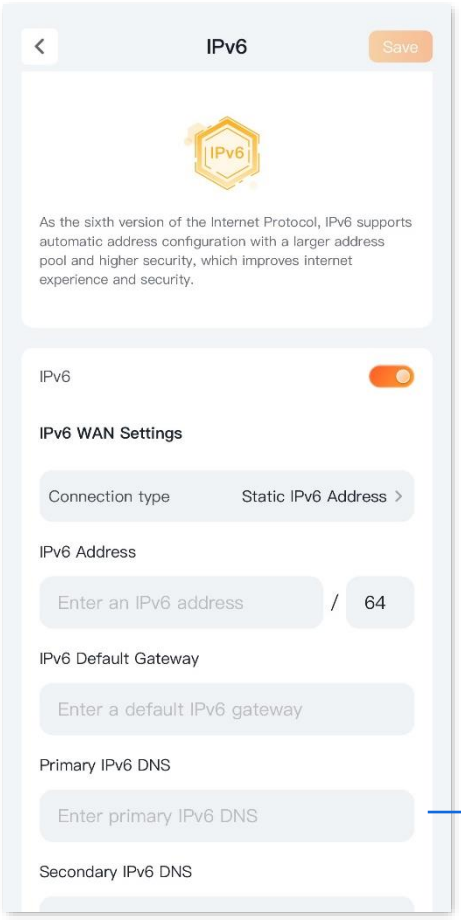
Step 1 Enter the configuration page of the router.

Step 2 Navigate to **More Functions** > **IPv6.**



Step 3 Set the **Internet Connection Type** to **Static IPv6 Address**.

Step 4 Enter the required parameters under **IPv6 WAN Settings**, and tap **Save**.



If your ISP only provides a single DNS address, **Secondary IPv6 DNS** can be left blank.

---End

Modify MTU

Maximum Transmission Unit (MTU) is the largest data packet that a network device transmits.

Generally, keep the default MTU value. Try to change the MTU value when:

- You cannot access some specific websites or encrypted websites (such as E-banking or PayPal websites).
- You cannot receive and send Emails or access an FTP or POP server.

You can try reducing the value of MTU gradually from 1500 until the problem is resolved (The recommended range is 1400 to 1500).

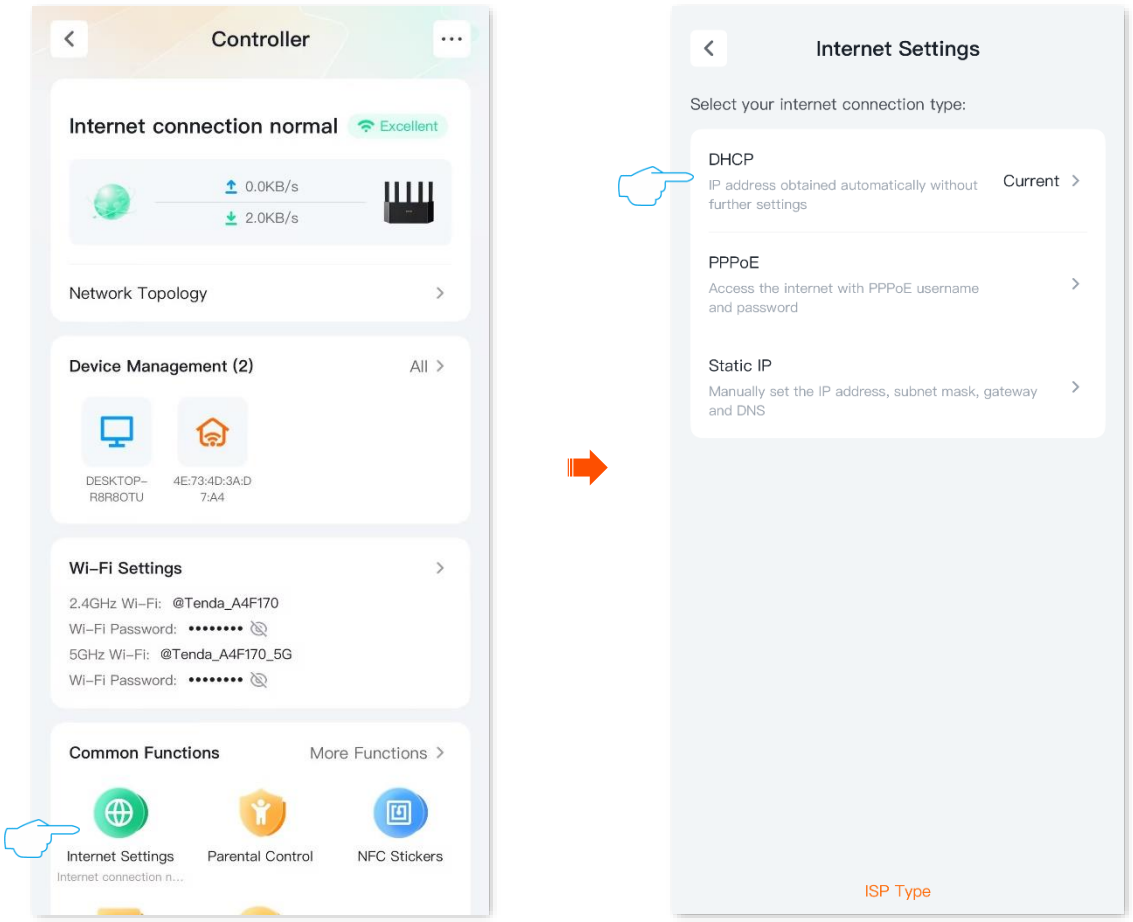
MTU application description

MTU	Application
1500	Used for the most common settings in non-PPPoE connections and non-VPN connections.
1492, 1480	Used for PPPoE connections.
1472	It is the maximum value for the ping command. A packet with a larger size is fragmented.
1468	Used for DHCP connections.
1436	Used for VPN and PPTP connections.

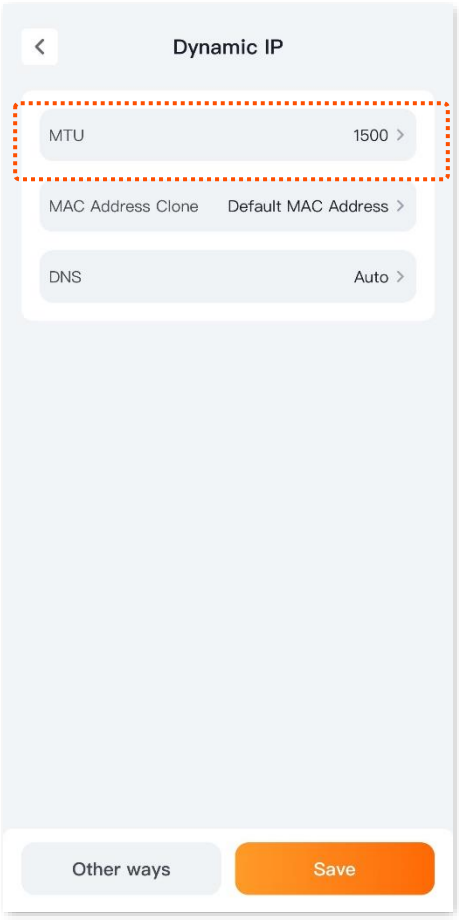
Configuration procedure:

Step 1 Enter the configuration page of the router.

Step 2 Tap **Internet Settings**, and tap the current internet connection method.



Step 3 Set **MTU**, and tap **Save**.


Dynamic IP
MTU
1500
MAC Address Clone
Default MAC Address
DNS
Auto
Other ways
Save

---End

Change the device working mode

By default, the device works in routing mode. You can select a working mode based on the following scenarios:

- **Router mode:** The wired network provided by the ISP is converted into Wi-Fi signal, and the LAN users can share the internet.
- **AP mode:** Used as an AP to extend the network coverage by connecting the upstream devices through Ethernet cables.
- **WISP mode:** To bridge the hotspot of ISPs.
- **Client+AP mode:** To bridge all kinds of Wi-Fi networks.

AP mode

When you have a smart home gateway that only provides wired internet access, you can set the router to work in AP mode to provide wireless coverage.

TIP

When the router is set to AP mode:

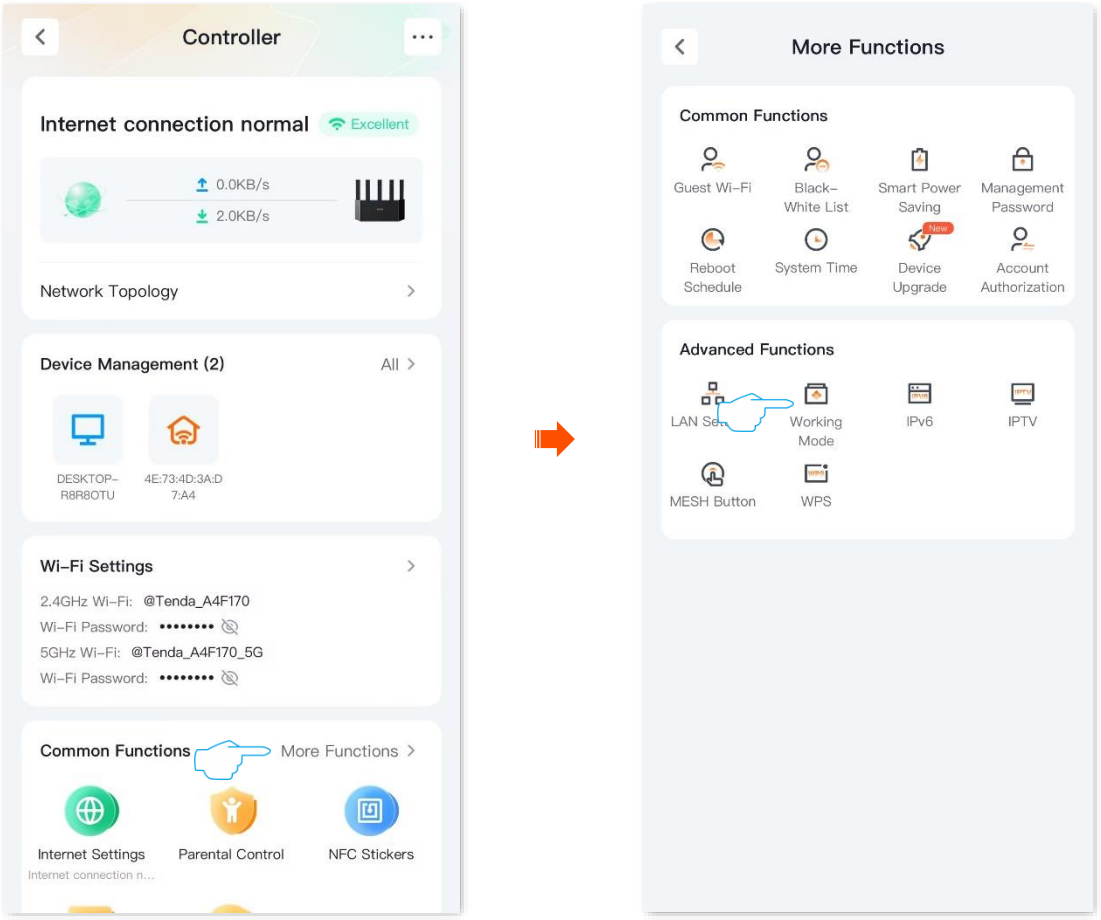
- Every physical port can be used as a LAN port.
- The router's LAN IP address will change. If you want to log in to the web UI of the router, please use the **tendawifi.com** to log in.
- Functions, such as bandwidth control and port mapping will be unavailable. Refer to the web UI for available functions.

To switch the working mode to AP mode:

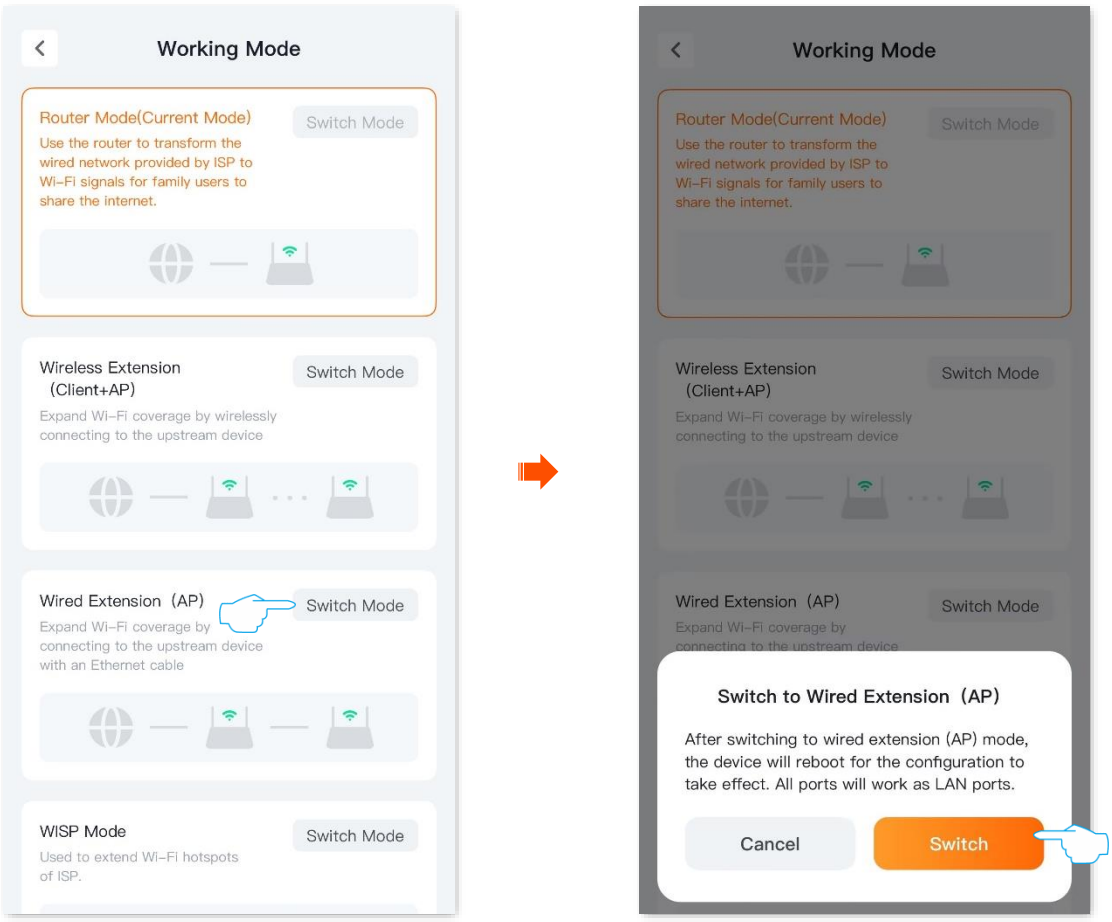
Step 1 Connect your Wi-Fi-enabled device such as a smartphone to the router’s Wi-Fi.

Step 2 Set the router to **AP Mode**.

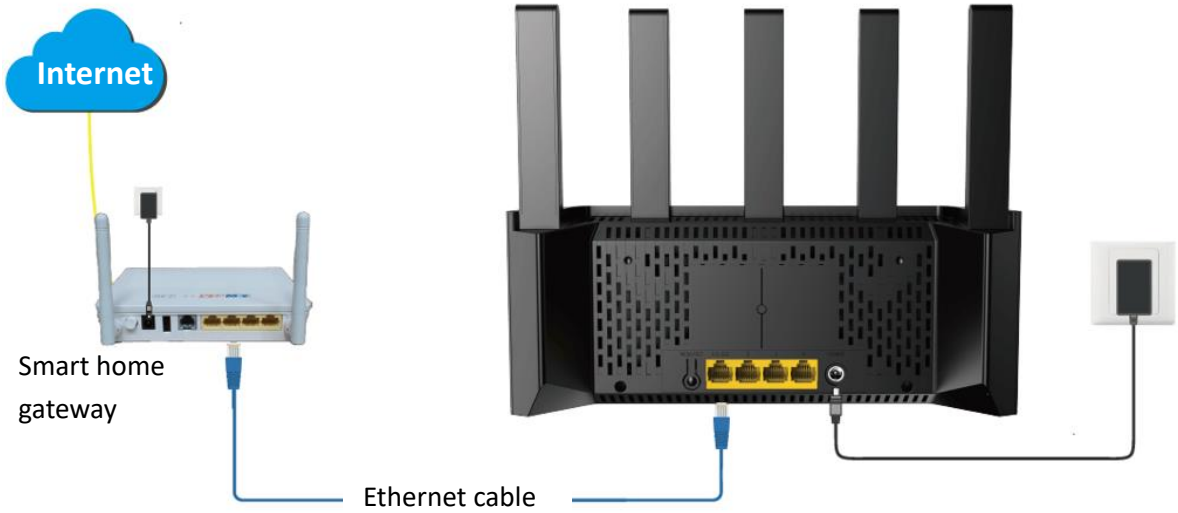
1. Enter the configuration page of the router. Navigate to **More Functions** > **Working Mode**.



2. Locate the **Wired Extension (AP)**, and tap **Switch Mode**. Confirm the prompt message, and tap **Switch**. The page will be prompted to reboot. Please wait with patient.



3. Connect the upstream device, such as a gateway, to any port of the router.

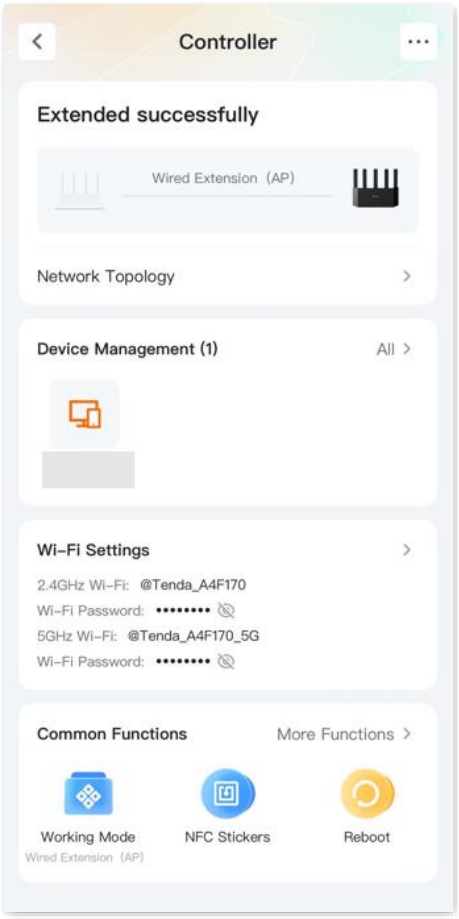


Example: RE6L Pro

---End

Enter the configuration page of the router again, and check whether the AP mode is configured successfully as shown below.

You can access the internet by connecting the computers to any Ethernet port of the router, or connecting the Wi-Fi-enabled devices such as smartphones to the router's Wi-Fi.



TIP

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

- Ensure that the existing router is connected to the internet successfully.
- Ensure that your Wi-Fi-enabled devices are connected to the correct Wi-Fi network of the router.
- If the computer connected to the router cannot access the internet, ensure that the computer is set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.

Router mode

Scenario: The router is working in AP mode.

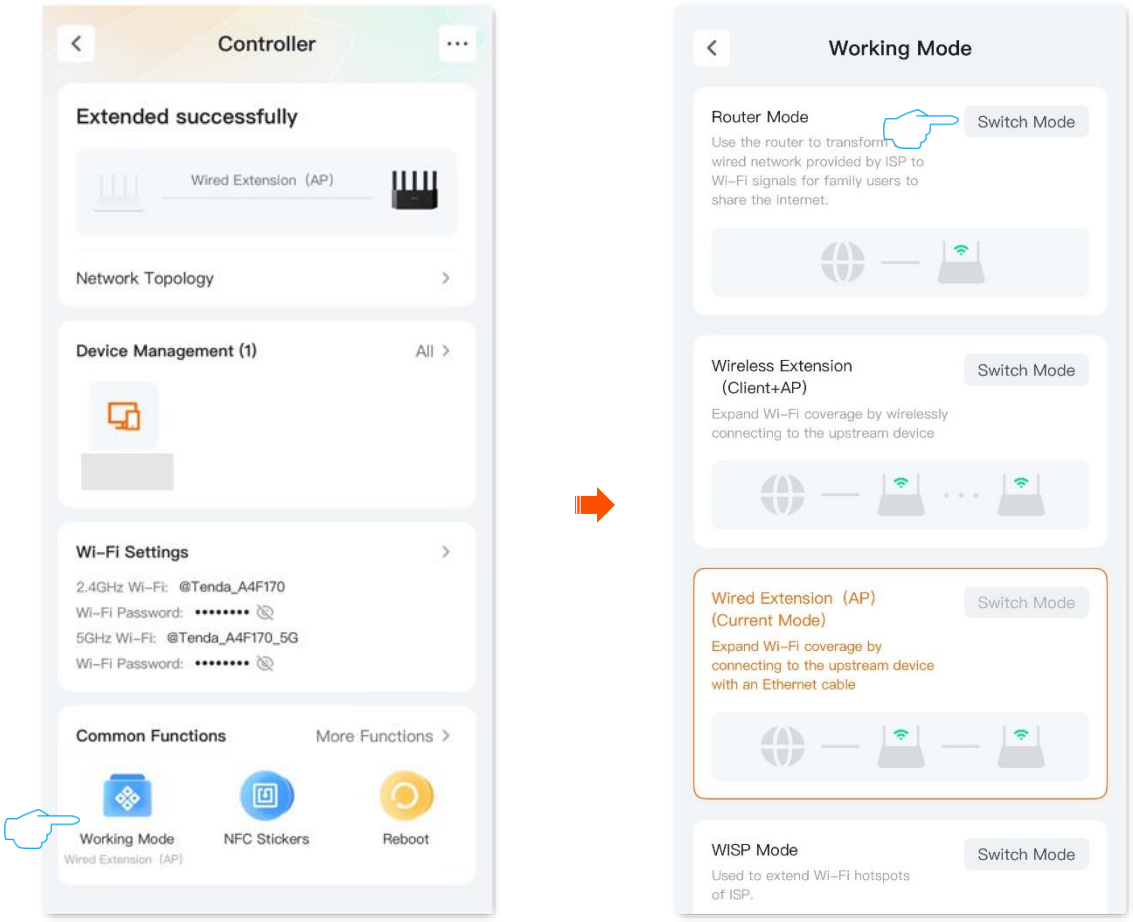
Goal: Now you have moved to a new home, the ISP provides a PPPoE username and password for internet access, or provides internet access information such as an IP address, subnet mask, default gateway, and DNS server.

Solution: Reconfigure the router and set its working mode to **Router Mode**.

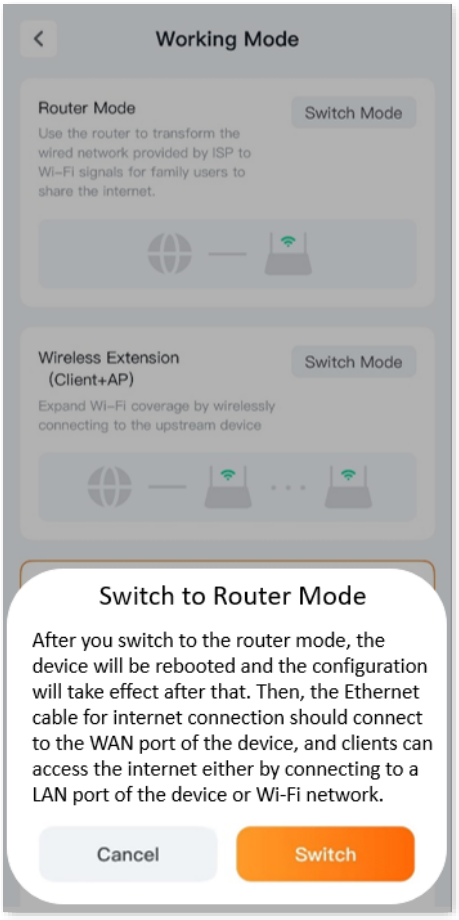
To switch the working mode from the other modes to router mode:

Step 1 Enter the configuration page of the router. Tap **Working Mode**.

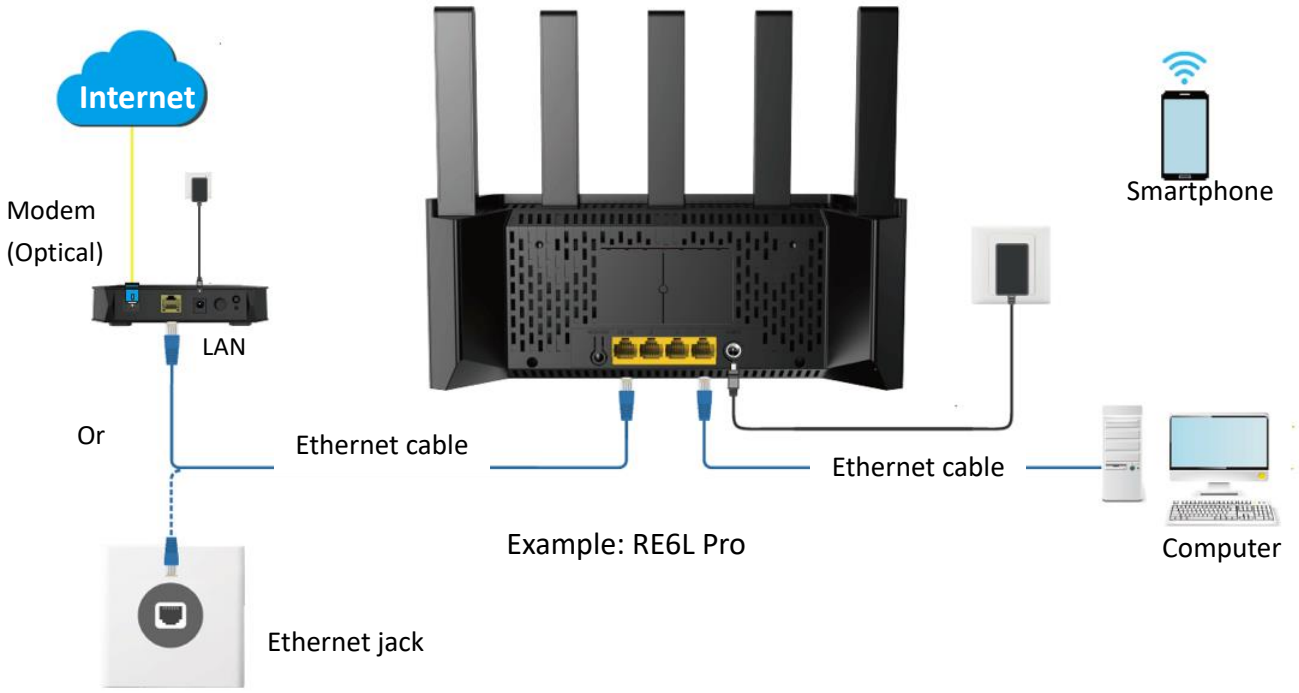
Step 2 Tap **Switch Mode** after **Router Mode**.



Step 3 Confirm the prompt message, and tap **Switch**. The page will be prompted to reboot. Please wait with patient.



Step 4 Connect the WAN port of the router to the Ethernet jack or the LAN port of the Modem using an Ethernet cable.



TIP

By default, the WAN/LAN auto-negotiation function of the router is enabled, and the broadband Ethernet cable can be connected to any Ethernet port. If you disable the WAN/LAN auto-negotiation function, connect the broadband Ethernet cable to Ethernet port 1 (WAN port).

Step 5 Configure the router to the internet. For details, see Internet settings.

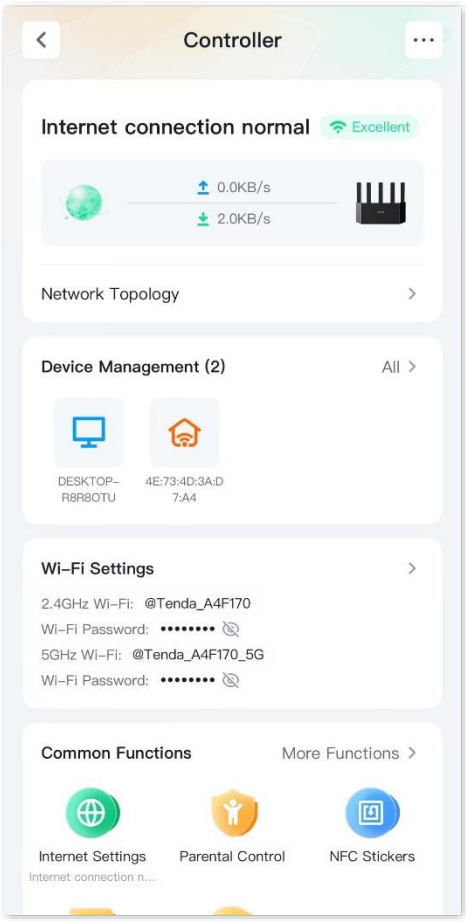
TIP

If the App shows that the router is offline, ensure that the Wi-Fi-enabled devices such as the smartphone is connected to the router's Wi-Fi, then exit the Tenda Wi-Fi App and run it again.

--End

Enter the configuration page of the router again, and check whether the AP mode is configured successfully as shown below.

You can access the internet by connecting the computers to the router's Ethernet port (If the WAN/LAN auto-negotiation function, connect the computer to any Ethernet port 2/3/4 of the router.), or connecting the Wi-Fi-enabled devices such as smartphones to the router's Wi-Fi.



TIP

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

- Ensure that your Wi-Fi-enabled devices are connected to the correct Wi-Fi network of the router.
- If the computer connected to the Ethernet port of the router (If the WAN/LAN auto-negotiation function, connect the computer to any Ethernet port 2/3/4 of the router.) cannot access the internet, ensure that the computer is set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.

Wireless repeating

NOTE

In wireless repeating mode:

- Some functions, such as smart power saving, IPTV, WPS, and Wi-Fi schedule, are unavailable. For details, see functions displayed on the device web UI.
- When WISP mode is chosen and the LAN IP of the router is at the same network segment as that of the upstream device, the router will change the LAN IP address to a different network segment to avoid conflict.
- When Client+AP mode is chosen and the LAN IP of the router, the LAN IP address of this device may change. Visit **tendawifi.com** to log in to the web UI of this device.

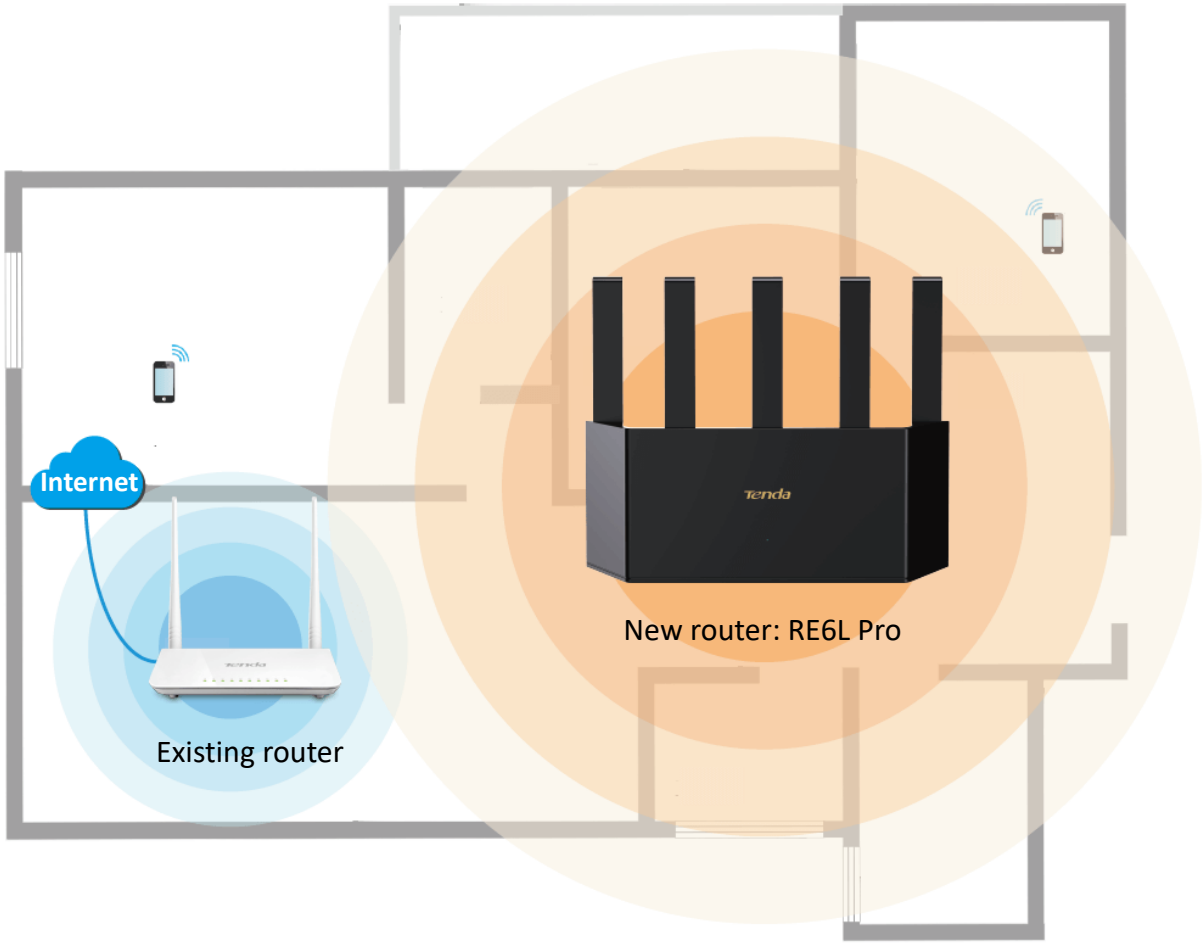
Scenario: You have a wireless router at home and it has been successfully connected to the internet.

Goal: The signal is weak in the room far from the router. Now a new wireless router is added to extend the wireless network coverage at home.

Solution: The new router can be set to the WISP or Client+AP to reach the goal.

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

- Wi-Fi name: My Wi-Fi
- Wi-Fi password: UmXmL9UK

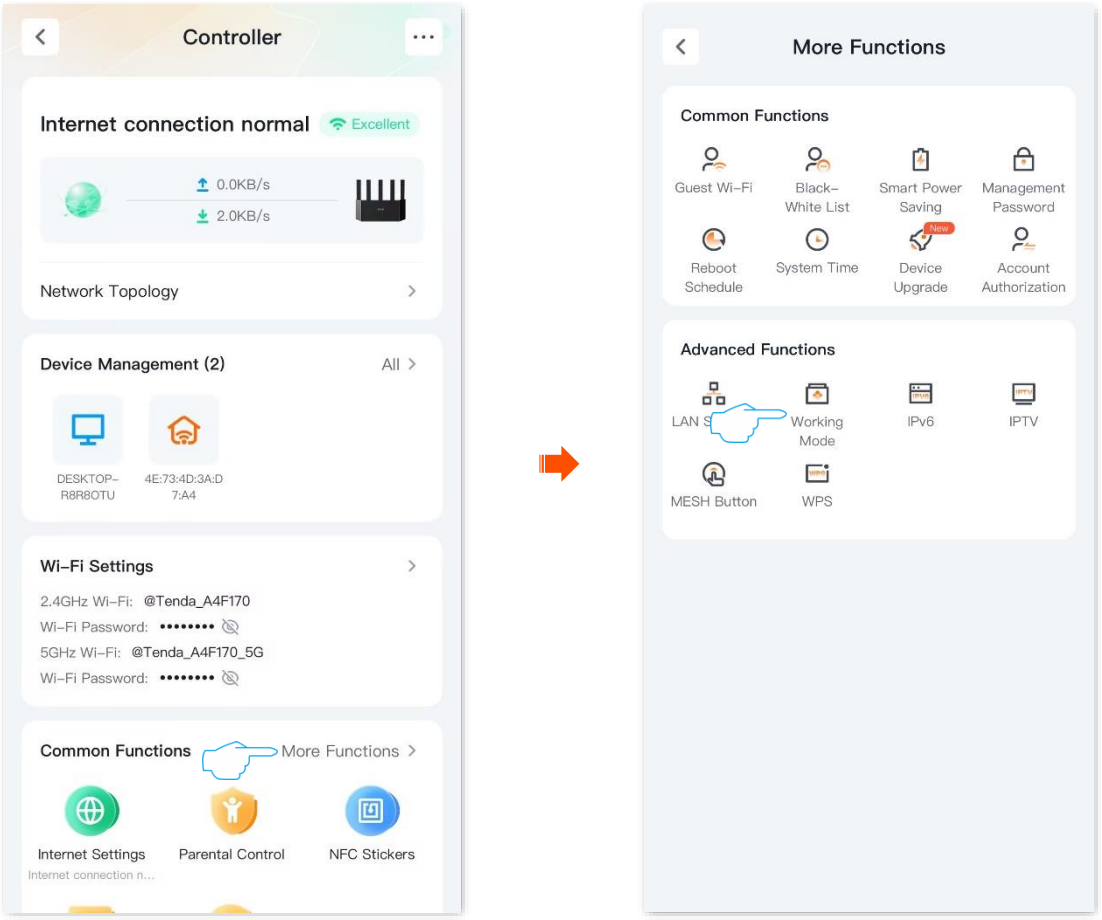


Set the router to Client+AP mode

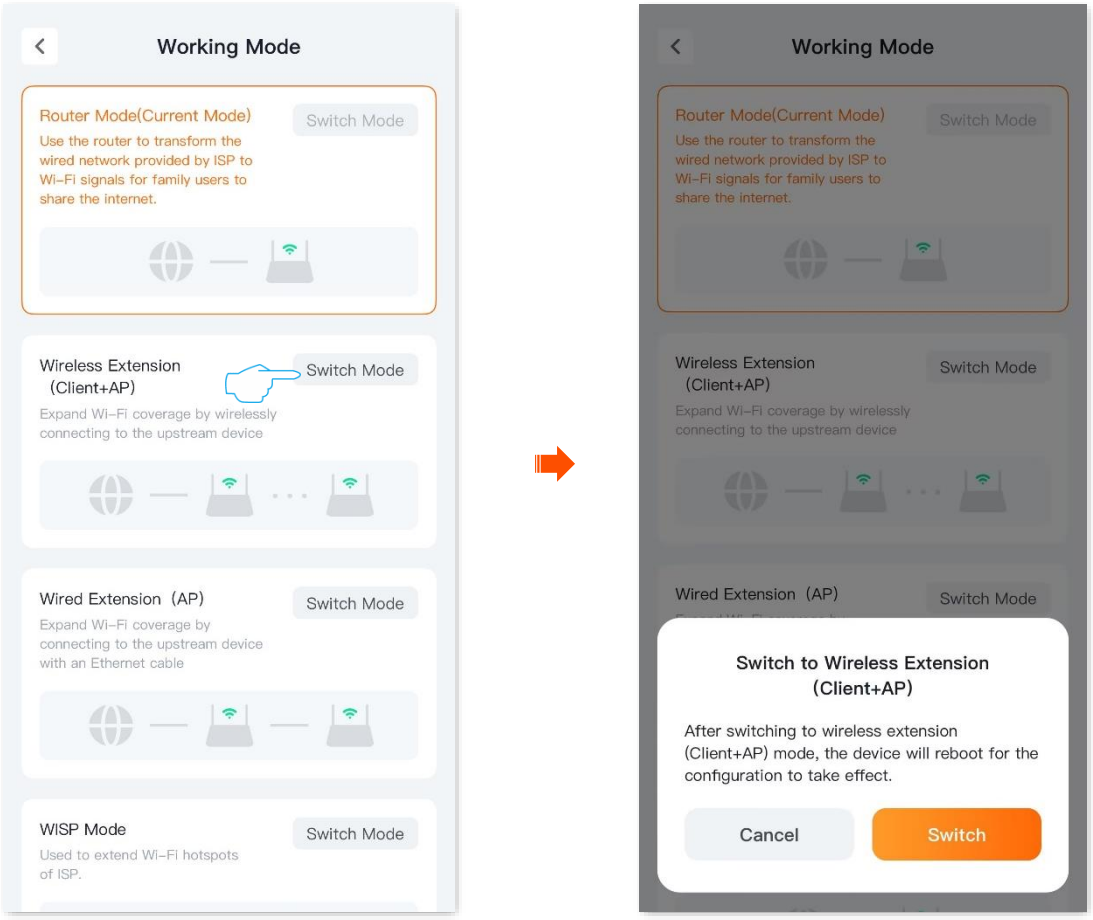
Step 1 Place the new router near the existing router and power it on.

Step 2 Set the new router to **Client+AP Mode**.

1. Enter the configuration page of the router. Navigate to **More Functions** > **Working Mode**.



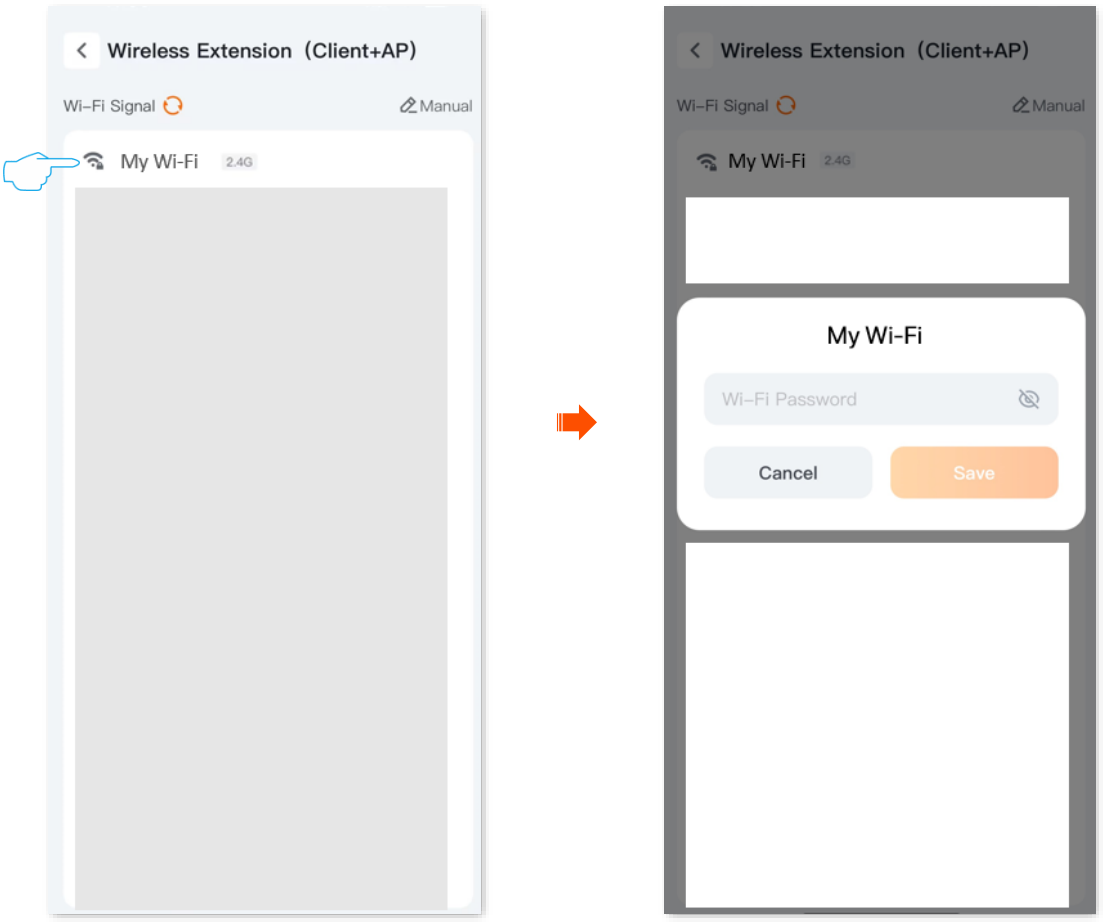
2. Tap **Switch Mode** after **Client+AP Mode**. Confirm the prompt message and tap **Switch**. The page will be prompted to reboot. Please wait with patient.



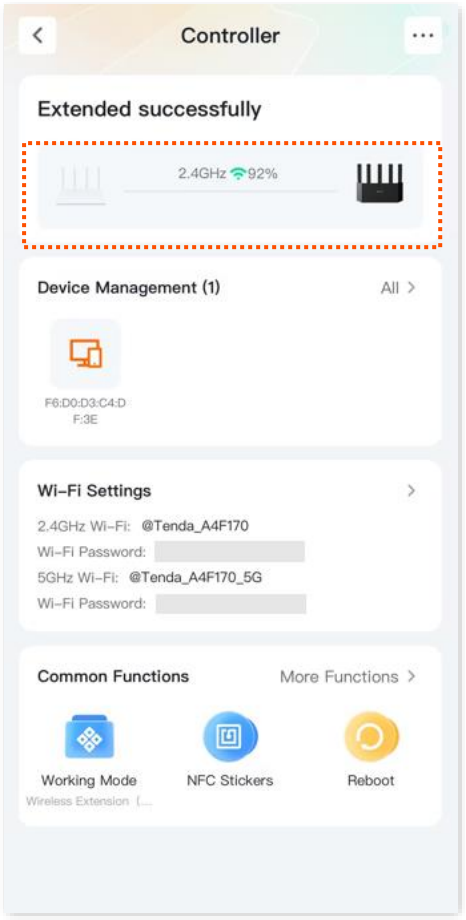
3. Select the Wi-Fi to be extended from the **Upstream WiFi Name** drop-down list box, which is **My Wi-Fi i**n this example. If the 2.4 GHz and 5 GHz Wi-Fi name are the same, select it as required.
4. Set **Upstream WiFi Password**, which is **UmXmL9UK** in this example, and click **Connect**. Wait until the device is restarted.

TIP

Click at the end of the **Upstream WiFi Password** input box to display the Wi-Fi password in plain text.



5. Log in to the web UI of the router again, and to check whether the **Client+AP** mode is configured successfully as shown below.



TIP

If the connection between the **Router** and the **Upstream Router** fails, try the following solutions:

- Ensure that the Wi-Fi password for the upstream wireless network is entered correctly, paying attention to case sensitivity, such as "Z" and "z".
- Ensure that the location of the **Router** is within the wireless coverage of the existing router.

Step 3 Relocate the new router by referring to the following suggestions and power it on.

- Between the existing router and the uncovered area, but within the coverage of the existing router.
- Away from microwave ovens, electromagnetic ovens, and refrigerators.
- Above the ground with few obstacles.

---End

To access the internet, connect your computer to an Ethernet port of the new router, or connect your smartphone to the Wi-Fi network of the new router.

You can find the Wi-Fi name and password on the **WiFi Settings** page. If the network is not encrypted, you can also set a Wi-Fi password on this page for security.

TIP

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

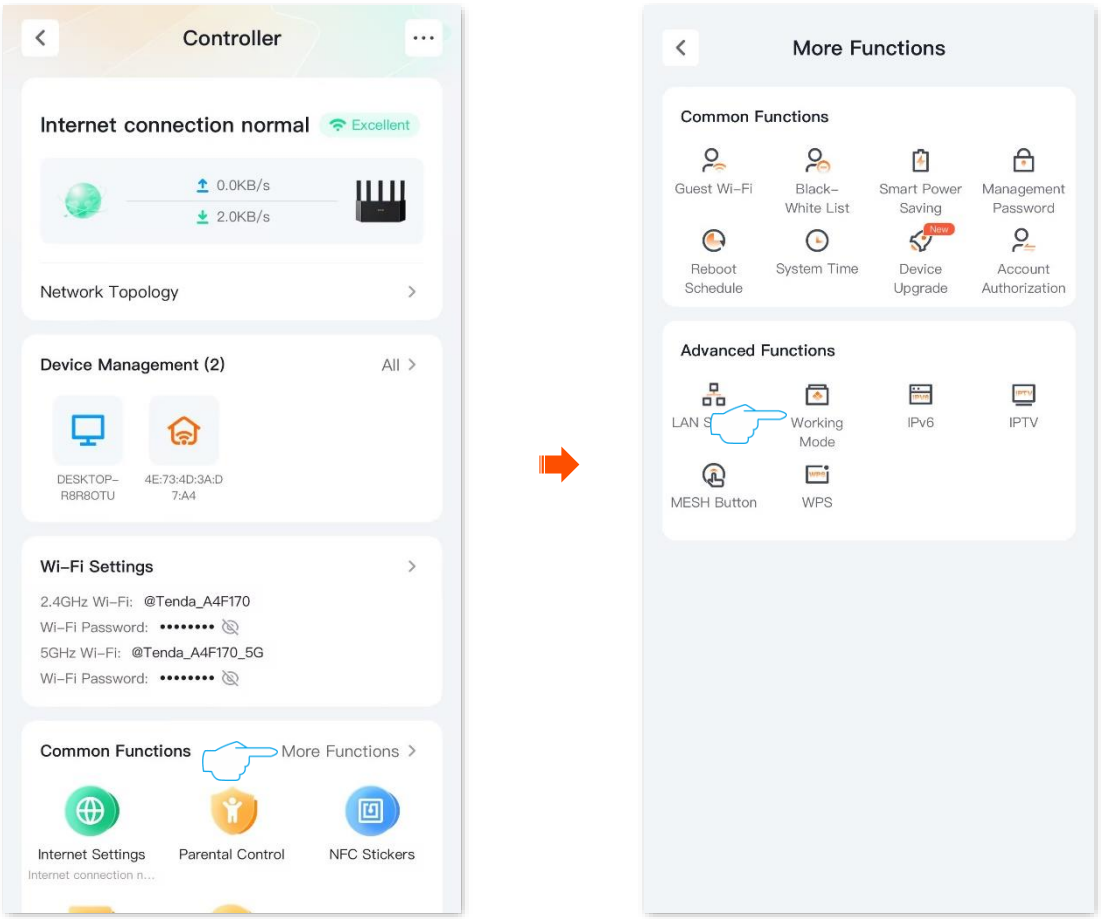
- Ensure that the existing router is connected to the internet successfully.
- Ensure that your Wi-Fi-enabled devices are connected to the Wi-Fi network of the new router.
- If the computer connected to the router for repeating cannot access the internet, ensure that the computer is set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.

Set the router to WISP mode

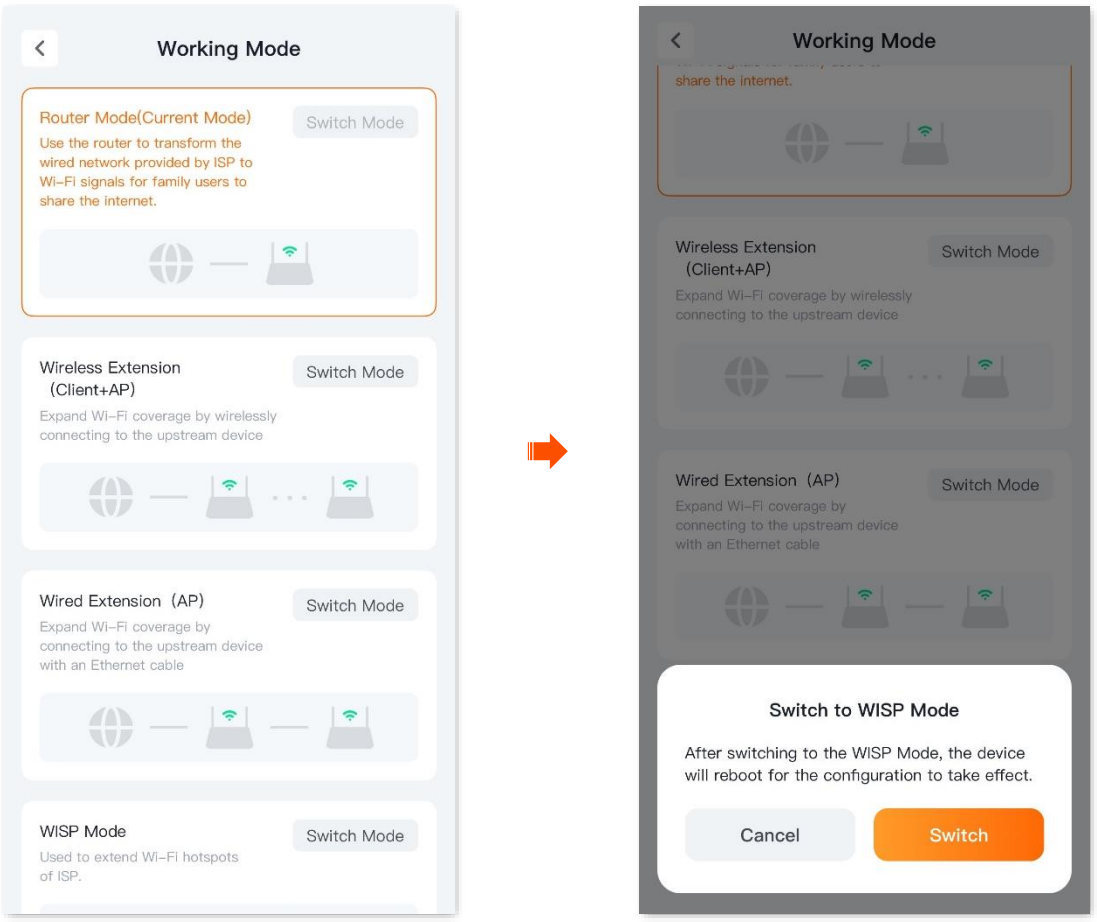
Step 1 Place the new router near the existing router and power it on.

Step 2 Set the new router to **WISP Mode**.

1. Enter the configuration page of the router. Navigate to **More Functions** > **Working Mode**.



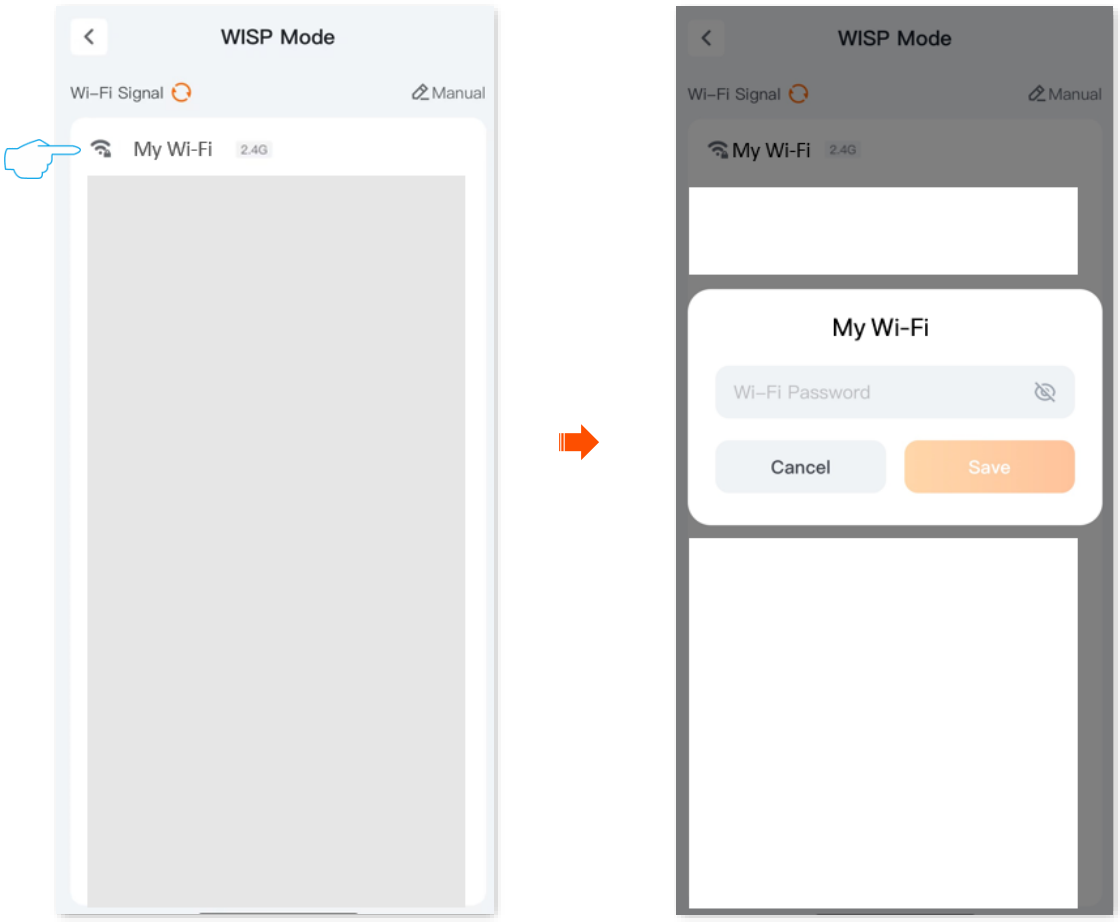
2. Click **Switch Mode** after **WISP Mode**. Confirm the prompt message and click **Switch**. The page will be prompted to reboot. Please wait with patient.



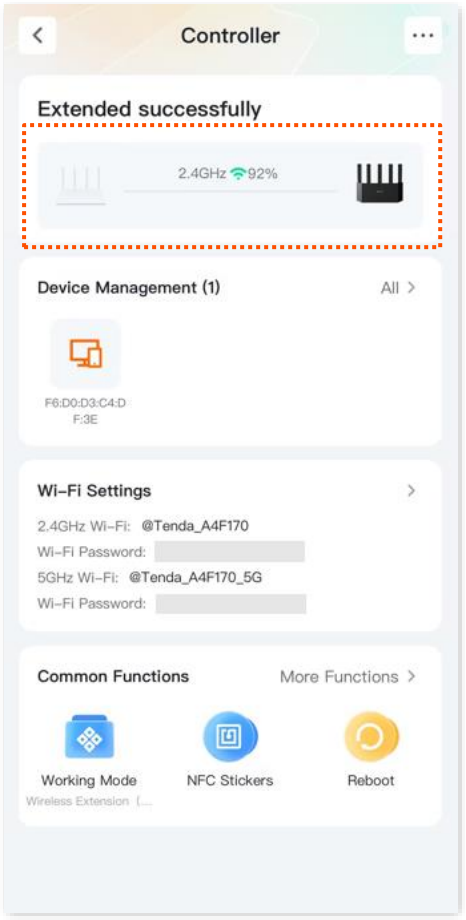
3. Select the Wi-Fi to be extended from the **Upstream WiFi Name** drop-down list box, which is **My Wi-Fi i**n this example. If the 2.4 GHz Wi-Fi name and 5 GHz Wi-Fi name is the same, select it as required.
4. Set **Upstream WiFi Password**, which is **UmXmL9UK** in this example, and click **Connect**. Wait until the device is restarted.

TIP

Click at the end of the **Upstream Wi-Fi Password** input box to display the Wi-Fi password in plain text.



5. Log in to the web UI of the router again, and check whether the WISP mode is configured successfully as shown below.



TIP

If the connection between the **Upstream router** and **Router** failed, try the following solutions:

- Ensure that you have entered the correct Wi-Fi password of the Wi-Fi network, and mind case sensitivity.
- Ensure that **Router** is within the wireless coverage of the **Upstream Router**.

Step 3 Relocate the new router by referring to the following suggestions and power it on.

- Between the existing router and the uncovered area, but within the coverage of the existing router.
- Away from microwave ovens, electromagnetic ovens, and refrigerators.
- Above the ground with few obstacles.

---End

To access the internet, connect your computer to an Ethernet port of the new router, or connect your smartphone to the Wi-Fi network of the new router.

You can find the Wi-Fi name and password on the **Wi-Fi Settings** page. If the network is not encrypted, you can also set a Wi-Fi password on this page for security.

TIP

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

- Ensure that the existing router is connected to the internet successfully.
- Ensure that your Wi-Fi-enabled devices are connected to the Wi-Fi network of the new router.
- If the computer connected to the router for repeating cannot access the internet, ensure that the computer is set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.

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.

Change Wi-Fi name and Wi-Fi password

Step 1 Enter the configuration page of the router.

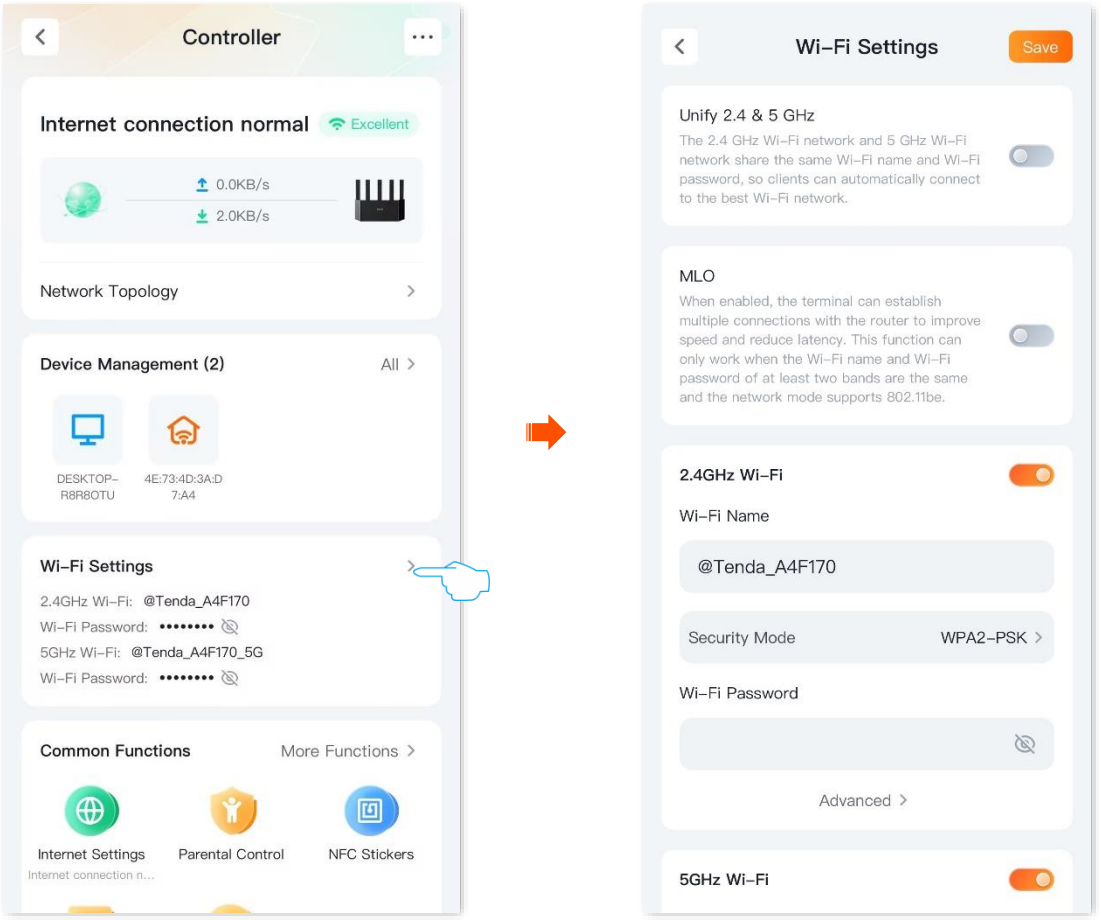
Step 2 Tap **Wi-Fi Settings**.

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

- Enable **Unify 2.4 GHz & 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 GHz & 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 GHz & 5 GHz**.

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

Step 5 Tap **Save**.



---End

After the settings are completed, your Wi-Fi-enabled devices (such as smartphone) need to connect to the new wireless network to access the internet.

Parameter description

Parameter	Description
Unify 2.4 GHz & 5 GHz	Used to enable or disable the Unify 2.4 GHz & 5 GHz function. When this function is enabled, the 2.4 GHz and 5 GHz Wi-Fi networks share the same SSID and password. Wi-Fi-enabled clients connected to it will use the frequency with better connection quality.
MLO	Used to enable or disable MLO function. With Wi-Fi 6 and earlier routers, end devices can only have one connection to the router at a time. With Multi-Link Operation (MLO) enabled on a Wi-Fi 7 router, end devices can establish multiple connections to the router at the same time, increasing speed and reducing latency.

Parameter	Description
2.4 GHz Wi-Fi 5 GHz Wi-Fi	Used to configure 2.4 GHz Wi-Fi and 5 GHz Wi-Fi related parameters separately. Only available for the Unify 2.4 GHz & 5 GHz function is disabled. • If a Wi-Fi-enabled device such as a smartphone is far away from the router or there is a wall between the device and the router, it is recommended to connect to 2.4 GHz Wi-Fi. • If a Wi-Fi-enabled device such as smartphone is close to the router, it is recommended to connect to 5 GHz Wi-Fi.
Wi-Fi Name	Specifies the Wi-Fi network name (SSID) of the corresponding Wi-Fi network.
Security Mode	Specifies the encryption mode supported by the router, including: • **None**: Specifies that the Wi-Fi network is not encrypted and any clients can access the network without a password. This option is not recommended as it leads to low network security. • **WPA2-PSK**: The network is encrypted with WPA2-PSK/AES. • **WPA3-SAE/WPA2-PSK**: The network is encrypted with both WPA3-SAE and WPA2-PSK, improving both security and compatibility. WPA3-SAE/AES uses Simultaneous Authentication of Equals (SAE) and supports Protected Management Frames (PMF), which can resist dictionary burst attacks and prevent information leakage. Users do not need to set complex and difficult passwords. TIP WPA3-SAE is the upgraded version of WPA2-PSK. If your Wi-Fi-enabled client does not support WPA3-SAE, or you get poor Wi-Fi experience, it is recommended to use **WPA2-PSK**.
Wi-Fi Password	Specifies the password for connecting to the Wi-Fi network. You are strongly recommended to set a Wi-Fi password for security. TIP It is recommended to use the combination of numbers, uppercase letters, lowercase letters and special symbols in the password to enhance the security of the Wi-Fi network.

Guest Wi-Fi settings

The router's guest Wi-Fi is isolated from other networks. The clients connected to the guest Wi-Fi can access the internet, but cannot access the router's web UI or other networks.

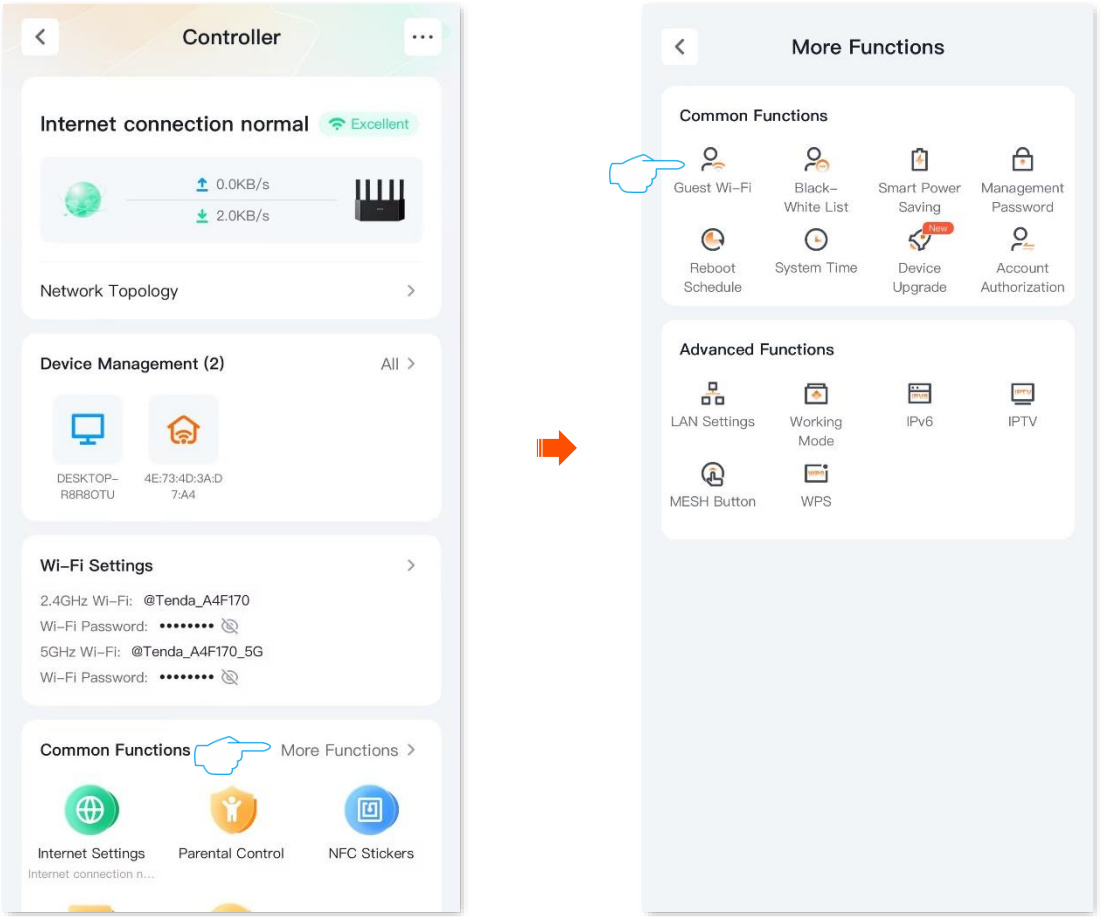
When you need to open a wireless network for guests, you can enable guest Wi-Fi to meet the internet requirements of guests. It protects the security of the main network to prevent personal information disclosure.

This function is disabled by default. Assume that:

- Wi-Fi names for the networks: **Tom**.
- Wi-Fi password for the networks: **Tenda+245**.

Configuration procedure:

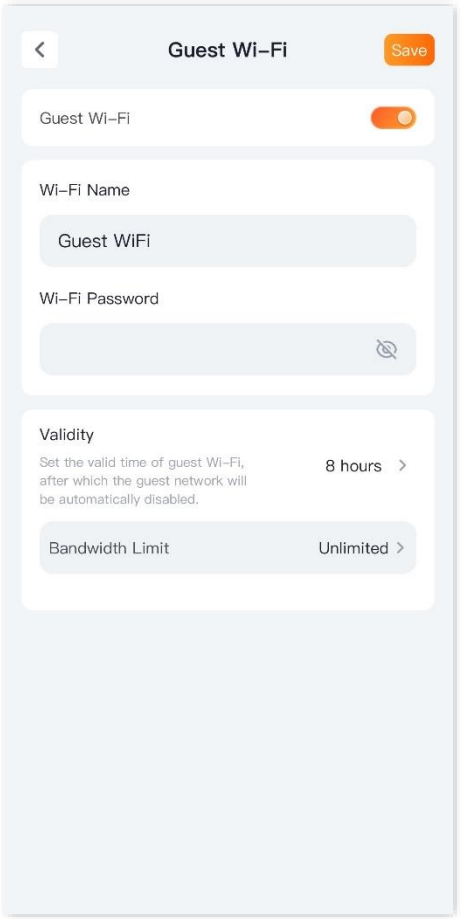
Step 1 Enter the configuration page of the router. Navigate to **More Functions** > **Guest Wi-Fi**.



Step 2 Enable the **Guest Wi-Fi**.

Step 3 Change the Wi-Fi name and Wi-Fi password of the guest network. The following figure is for reference only.

Step 4 Tap **Save**.



---End

After the settings are completed, the guest's smartphone and other Wi-Fi-enabled devices can connect to the guest Wi-Fi for internet access you set, and the validity period is 8 hours.

Parameter description

Parameter	Description
Guest Wi-Fi	Used to enable or disable the guest network function.
Wi-Fi Name	Specify the Wi-Fi name of the router's guest network. TIP You can change the Wi-Fi names (SSIDs) as required. To distinguish the Wi-Fi name of the router's primary network, it is recommended that the guest network's Wi-Fi name is not set the same as the router's primary network's Wi-Fi name.

Parameter	Description
Wi-Fi Password	Specifies the password for the router's guest network. TIP A Wi-Fi password that contains multiple characters, such as digits, uppercase and lowercase letters, can improve Wi-Fi security.
Validity	Specifies the validity period of the guest networks. The guest network function will be disabled automatically (The Wi-Fi enabled devices cannot scan the router's guest Wi-Fi.) out of the validity period. If the guest's visit is 8 hours, it can be set to 8 hours.
Shared Bandwidth	Allows you to specify the maximum upload and download speed for all clients connected to the guest networks. By default, the bandwidth is **Unlimited**. You can modify it as required.

Schedule disable Wi-Fi

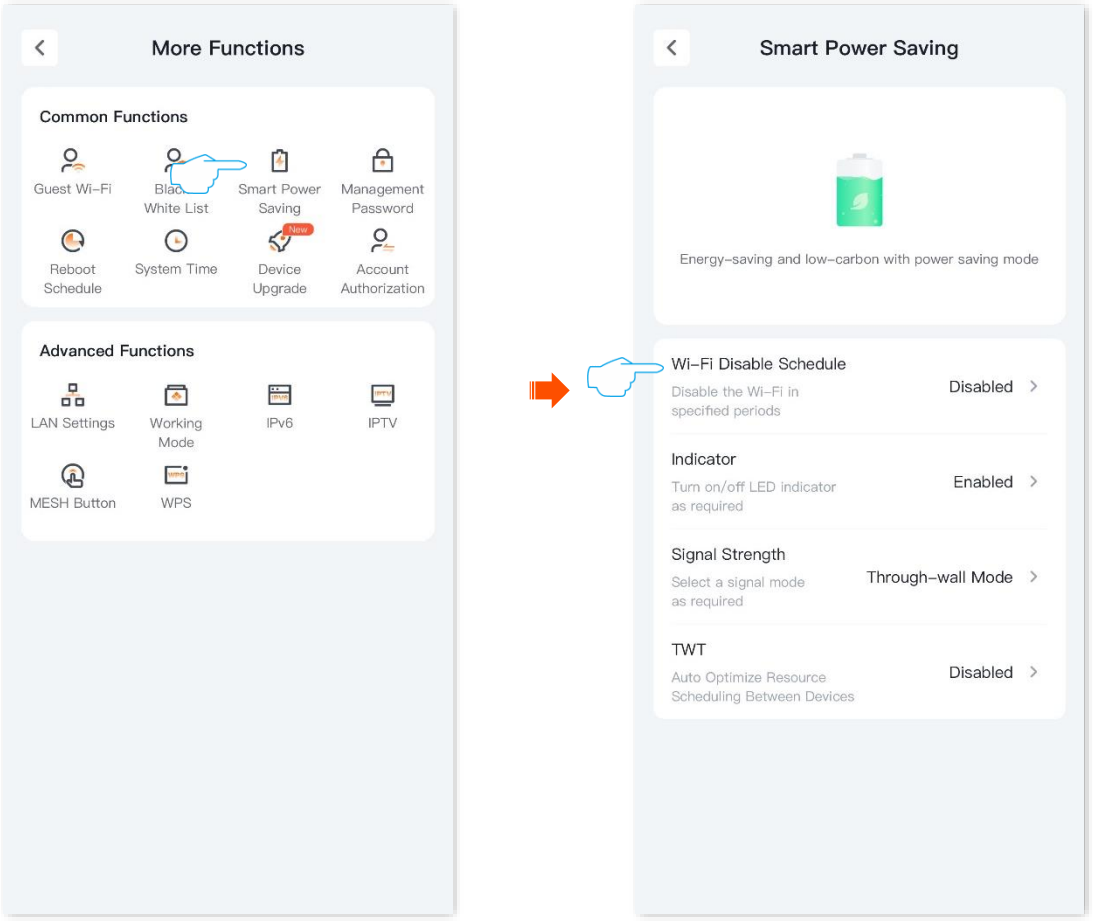
With the **Wi-Fi Schedule** function, you can set the router to disable the Wi-Fi for a specified period, leaving the router in a power-saving state. At other times, Wi-Fi is restored. This function is disabled by default.

Assume that you want to enable the router's Wi-Fi from 22:00 to 7:00 each day.

Configuration procedure:

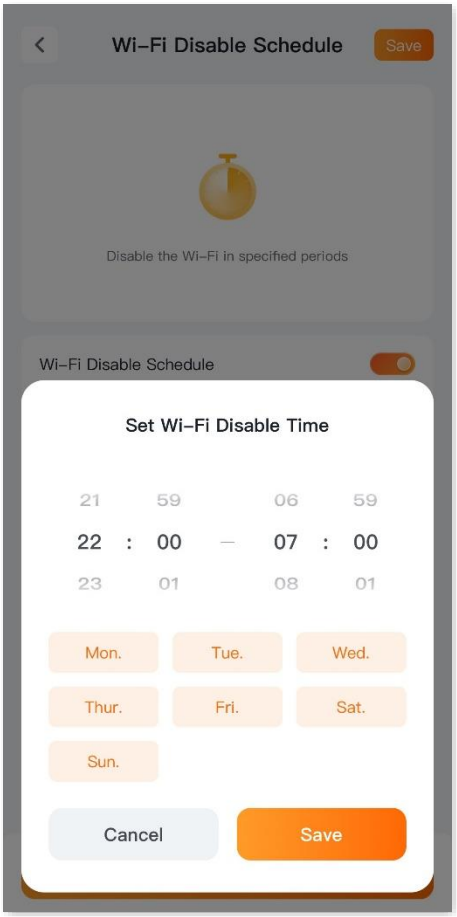
Step 1 Enter the configuration page of the router.

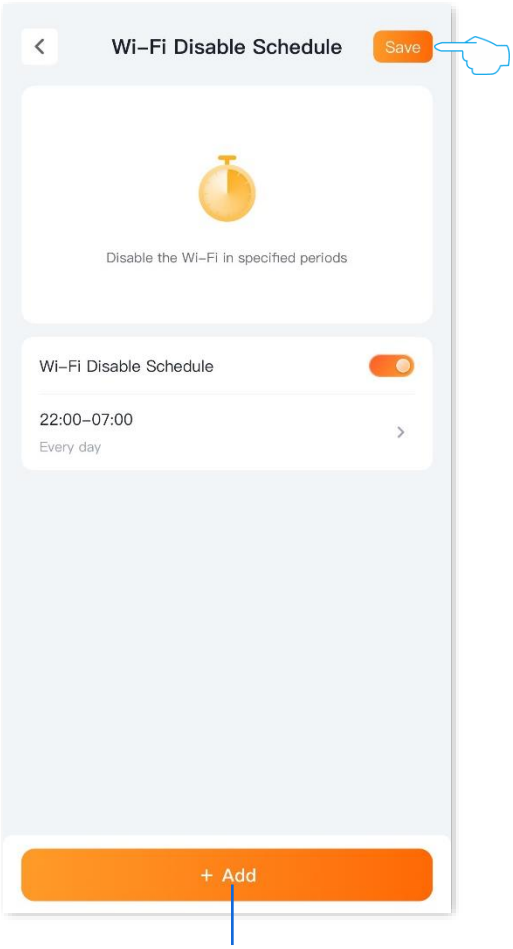
Step 2 Navigate to **More Functions** > **Smart Power Saving**. Tap **Wi-Fi Disable Schedule**.



Step 3 Enable the **Wi-Fi Disable Schedule** function. Set a period, which is **22:00-07:00** in this example. Tap **Save.**

Step 4 Back to **Wi-Fi Disable Schedule** page, and tap **Save**.





Tap it to add multiple periods to disable router Wi-Fi.

---End

After the setup is completed, the router's Wi-Fi is not available from 22:00 to 07:00 every day, and the wireless devices such as a smartphone cannot search the router's Wi-Fi and cannot connect to the router's Wi-Fi to surf the internet.

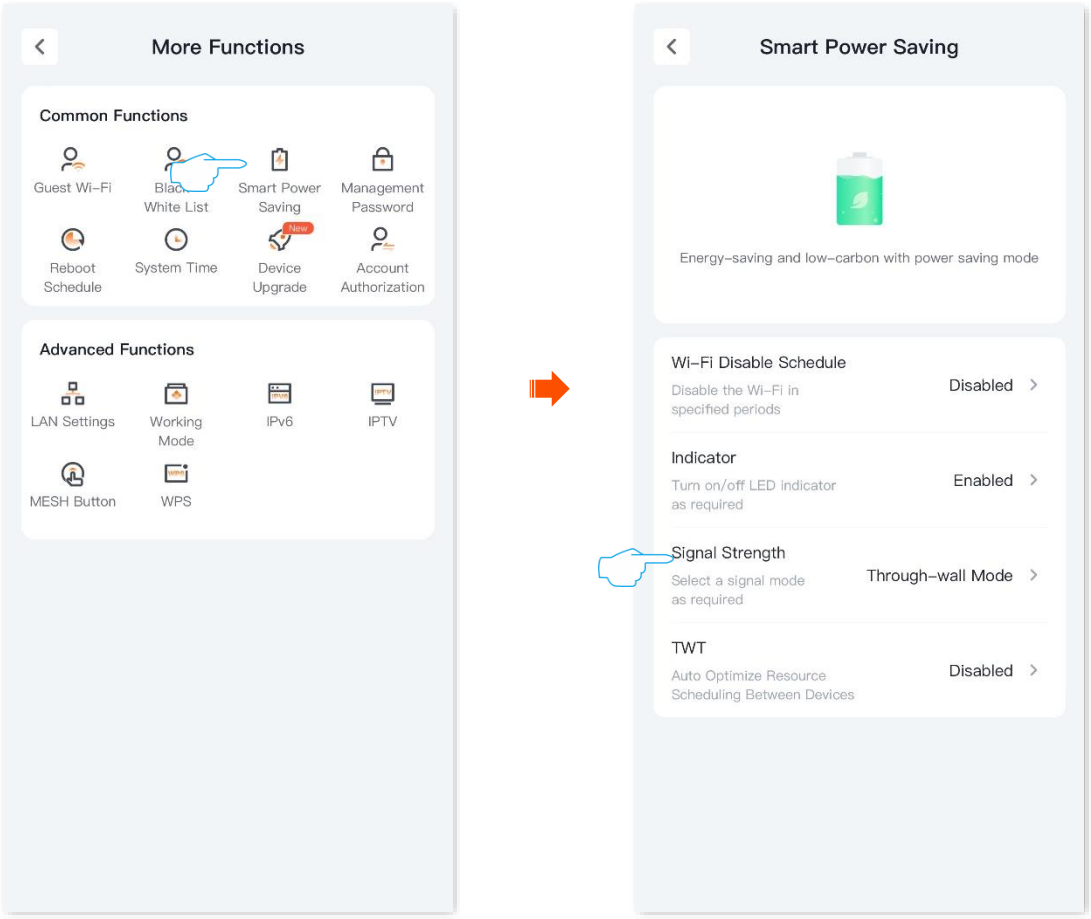
Change the Wi-Fi signal strength

The Wi-Fi signal strength function regulates the through-the-wall capability and coverage of the router's wireless network.

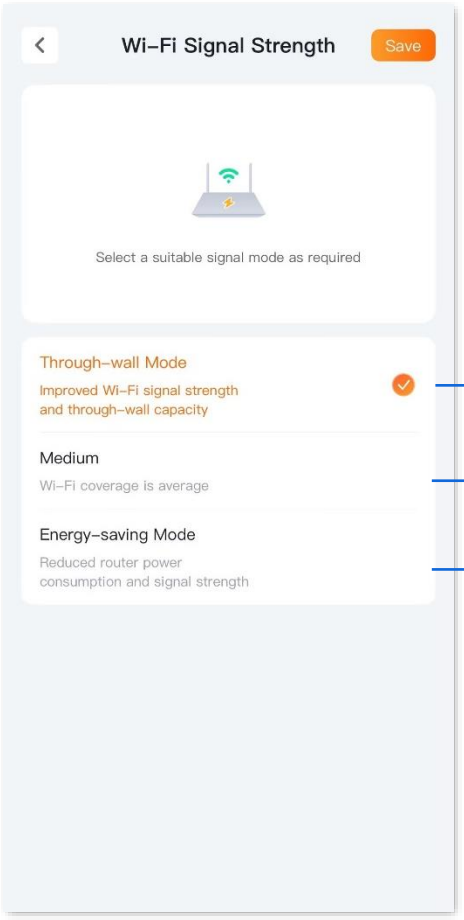
Configuration procedure:

Step 1 Enter the configuration page of the router.

Step 2 Navigate to **More Functions** > **Smart Power Saving**. Tap **Signal Strength**.



Step 3 Select the Wi-Fi signal mode as required. The following figure is for reference only.



Usually used to meet the wireless coverage requirements of large areas or multi-obstacle environments.

Usually used to meet the wireless coverage requirements of small areas or obstacle-free environments.

Usually used to meet the wireless coverage requirements of medium area or few obstacles environment.

---End

NFC

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.

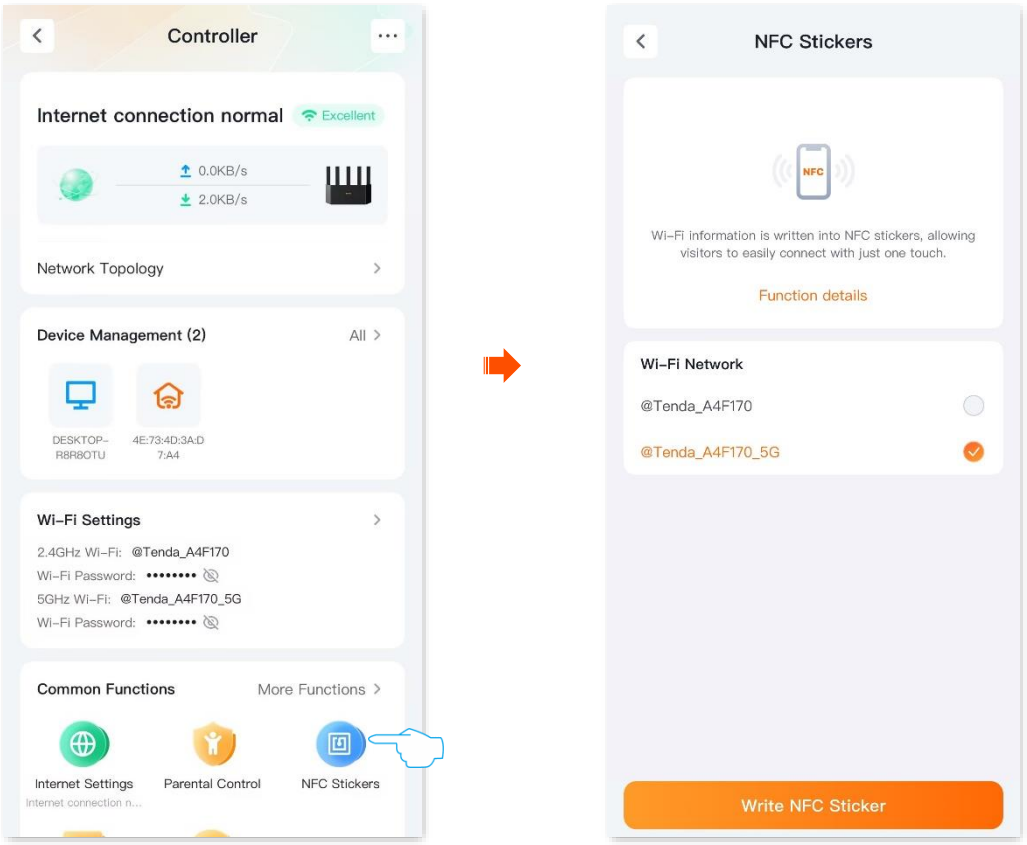
The router has NFC stickers, you can connect your NFC-enabled devices to the router's Wi-Fi with one-touch. Only NFC-enabled Android or HarmonyOS phones or tablets can connect to the internet with one-touch.

The Android smartphone is taken as an example here.

Step 1 Enable the NFC function of the smartphone.

Step 2 Write the Wi-Fi information into the NFC sticker.

1. Enter the configuration page of the router. Tap **NFC Stickers**.
2. Select the Wi-Fi name you want to write into the sticker and tap **Write NFC sticker**. The following figure is for reference only.



3. Place the NFC sticker near the NFC area of the phone (usually around the camera on the back of the phone).

4. Wait for a moment, the Wi-Fi information is successfully written into the NFC sticker. Place the NFC sticker in a visible location at home for internet access.

TIP

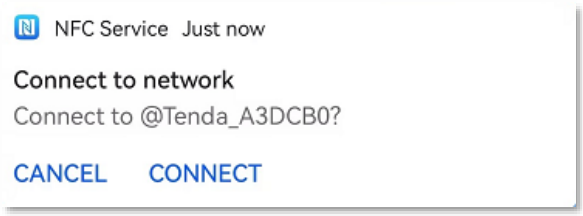
NFC stickers can be re-written if the Wi-Fi name or Wi-Fi password changes.

Step 3 Connect your phone to the internet.

TIP

Ensure that the NFC function is enabled, and the screen is unlocked and active.

Place the NFC sticker near the NFC area of the phone, wait for a moment, and remove the phone when the phone prompts for sound or vibration. When the phone prompts Connect to network, tap **CONNECT** to connect to Wi-Fi without encryption.



---End

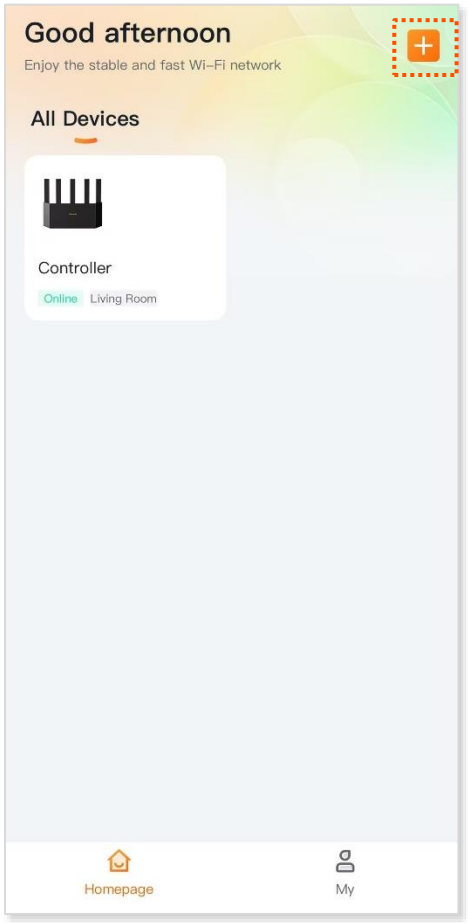
View or modify router information

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.

View or add the routers you want to manage

Run and log in to the **Tenda WiFi** App, and manage the router as required. The following figure is for reference only.

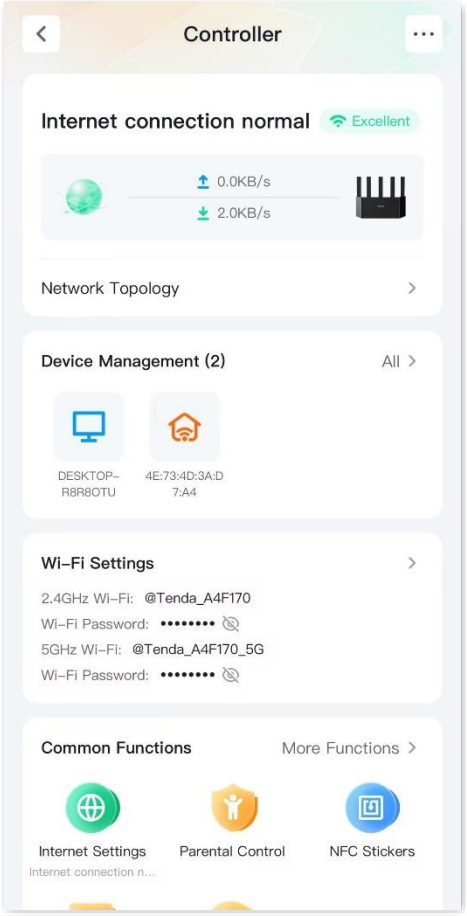
Tap  in the upper-right corner to add the routers you want to manage.



View network status

Router connected to internet

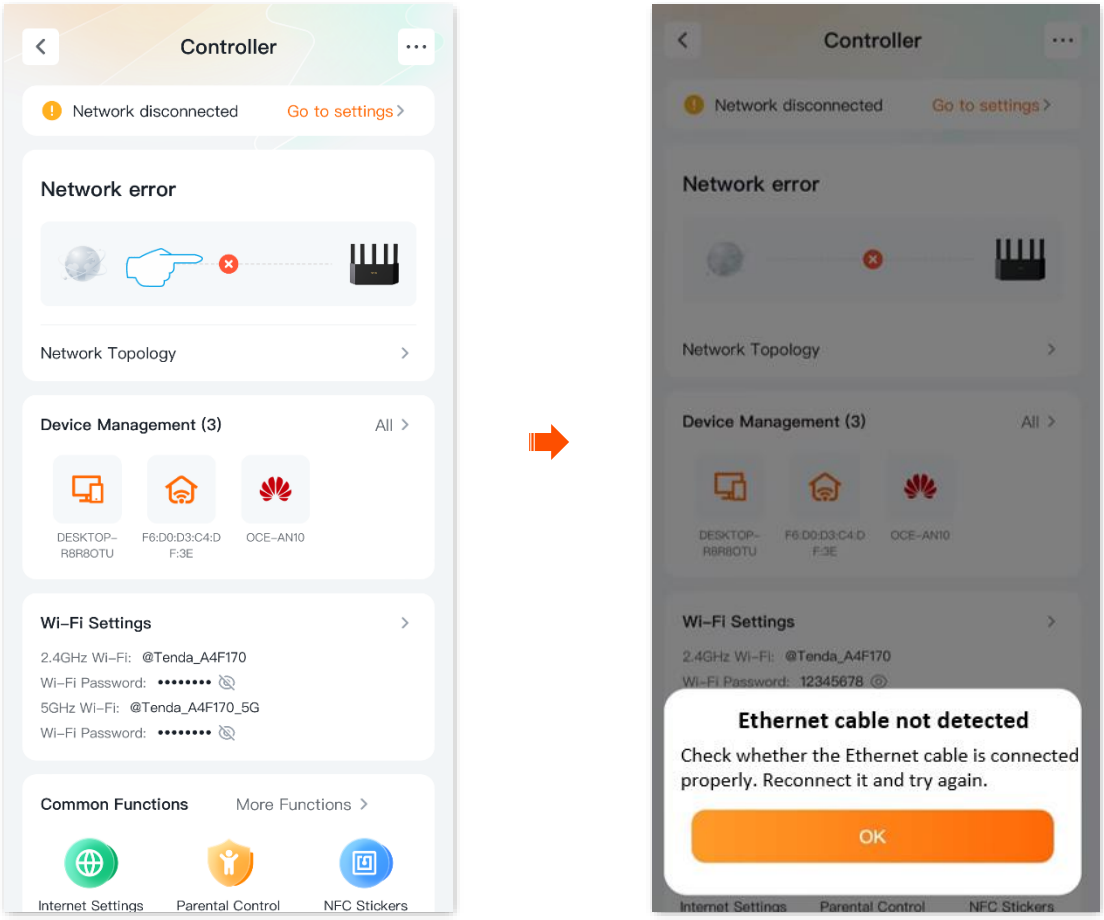
After entering the configuration page of the router, if the page does not show the internet connection exception, it means that the internet connection is normal. The following figure is for reference only.



Router disconnected from the internet

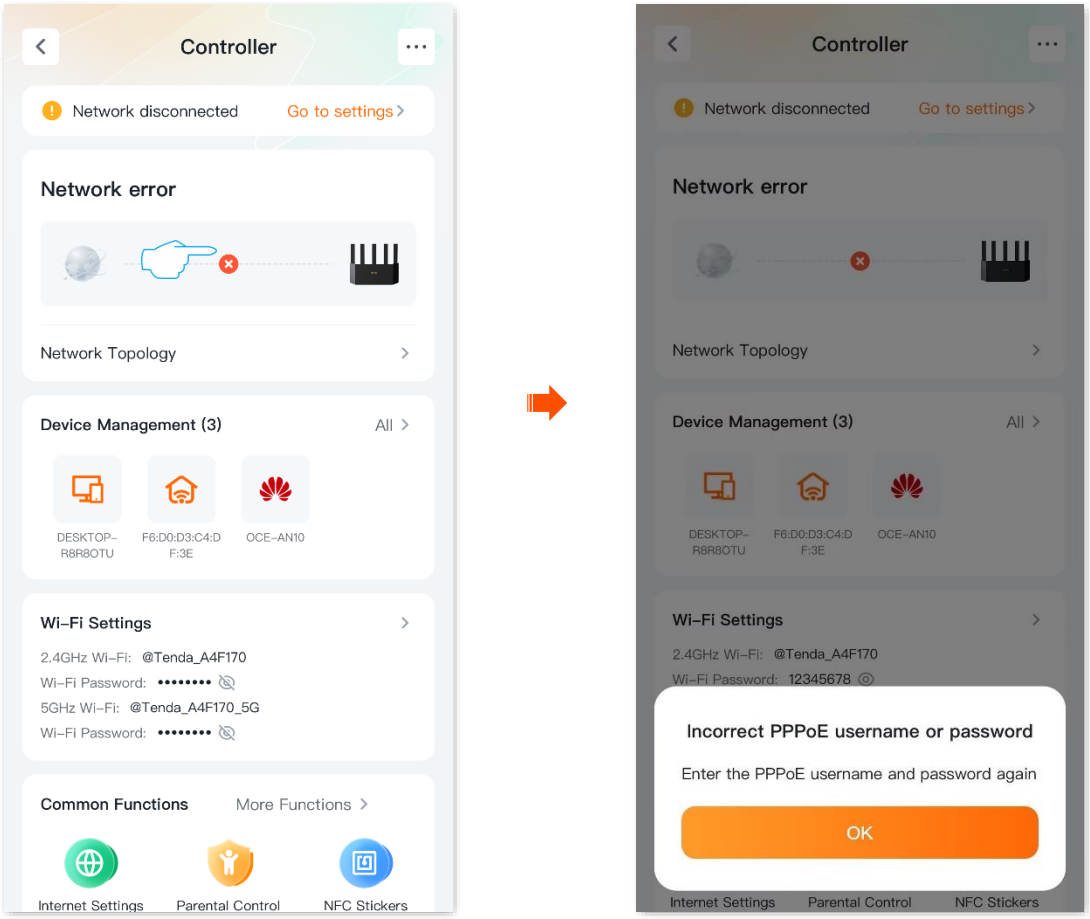
No Ethernet cable is connected to the WAN port

After entering the configuration page of the router, if **Ethernet cable not detected** is displayed on the page, indicates that the Ethernet cable is improperly connected to the Ethernet port, as shown in the following figure. Check whether both ends of the Ethernet cable at the Ethernet port are tightly connected. If the Ethernet cable is tightly connected but the problem persists, contact Tenda technical support for help.



Incorrect PPPoE username or password

After entering the configuration page of the router, if **Incorrect PPPoE username or password** is displayed on the page, it indicates that the PPPoE username or password you entered is incorrect, as shown in the following figure. Re-enter the correct PPPoE username and password for internet access.



NOTE

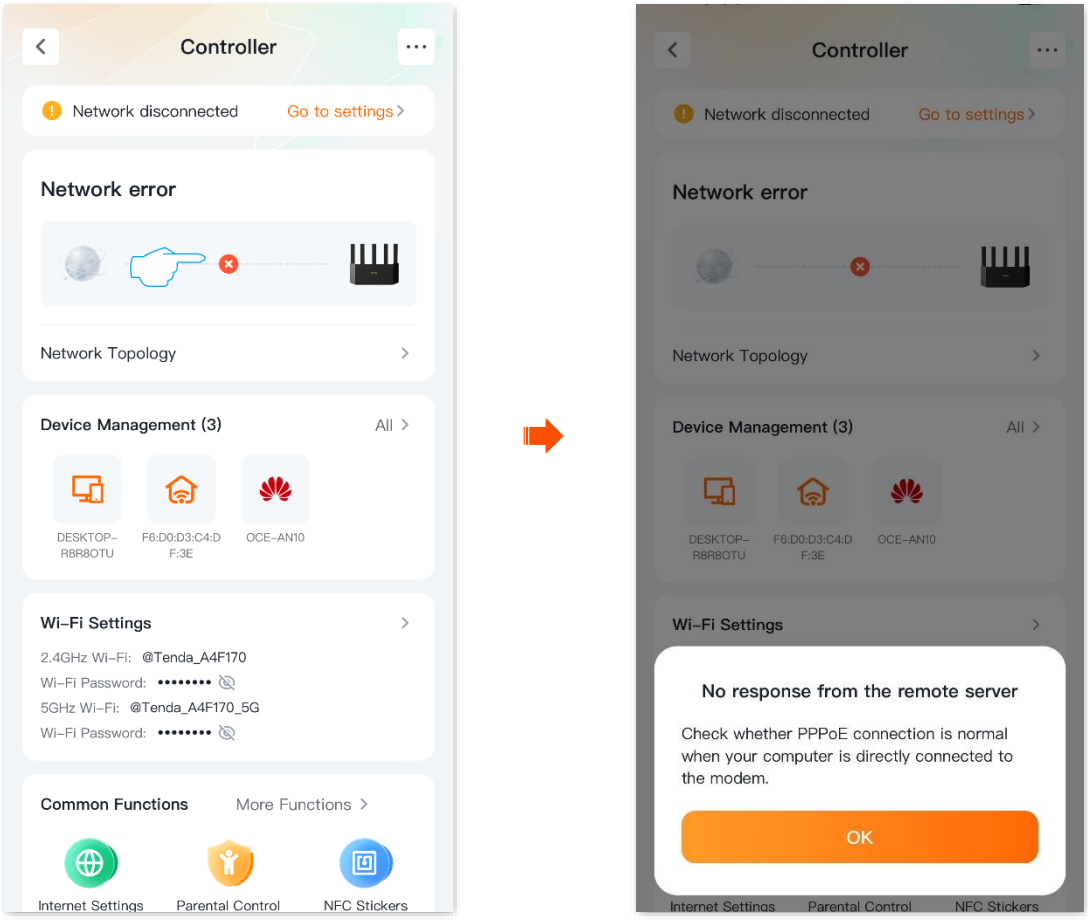
– Note the following when entering the PPPoE username and password:

- Case sensitive, such as "Z" and "z".
- Distinguish between similar letters and numbers, such as the letter "l" and the number "1".
- Enter the complete PPPoE username, such as "0755000513@163.gd", not only "0755000513".

– If the problem persists, contact your ISP for help.

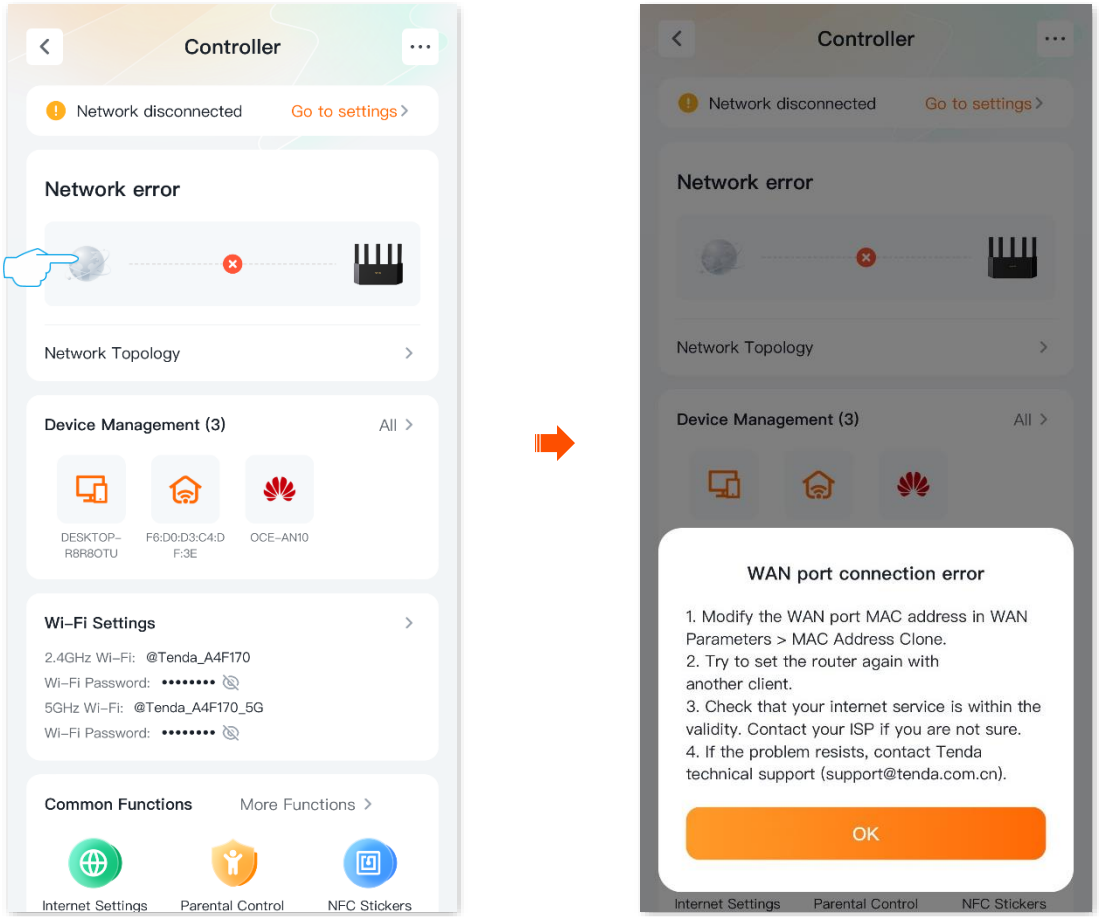
No response from the remote server

After entering the configuration page of the router, if the **No response from the remote server** is displayed on the page, as shown in the following figure. Tap the error message to direct to the diagnosis page, and try to solve the problem according to the on-screen prompts.



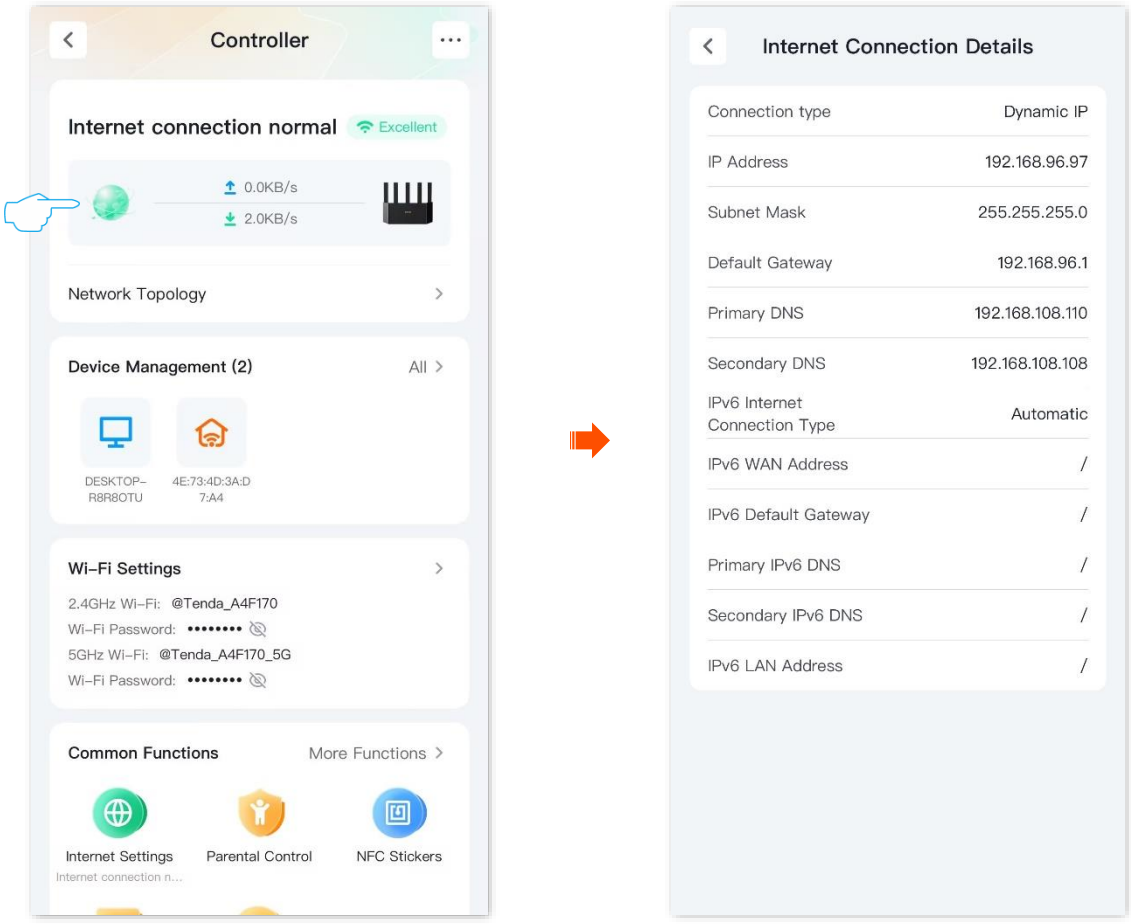
Disconnected

After entering the configuration page of the router, if the **Network error** is displayed on the page, tap the router connection diagram, if **WAN port connection error** displays, as shown in the following figure, try to solve it by following the on-screen prompts.



View internet connection

After entering the configuration page of the router, tap to view internet connection details. The following figure is for reference only.



Parameter description

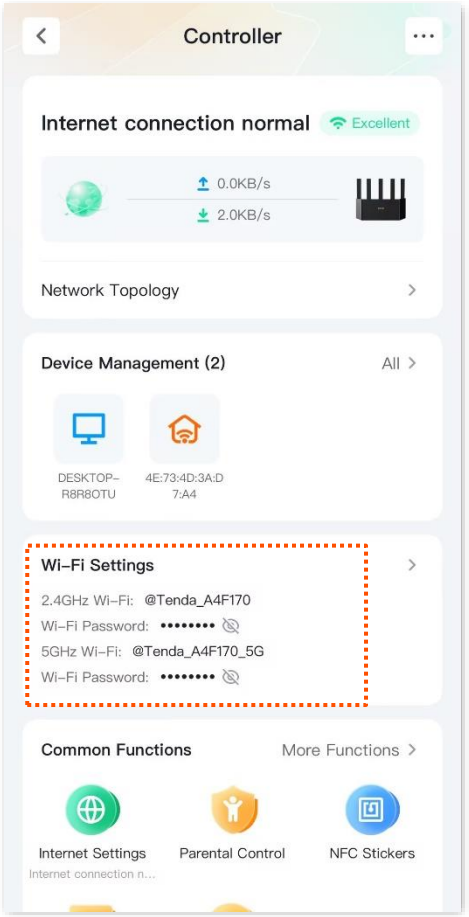
Parameter	Description
Internet Connection Type	Specifies the IPv4 internet connection type currently used by the router's WAN port.
IP Address	Specifies the router's WAN IPv4 address.
Subnet Mask	Specifies the router's subnet mask.
Default Gateway	Specifies the router's IPv4 gateway address.
Primary DNS	Specify the router's primary or secondary IPv4 DNS server address.
Secondary DNS	

Parameter	Description
IPv6 Internet Connection Type	Specifies the IPv6 internet connection type currently used by the router’s WAN port.
IPv6 WAN Address	Specifies the router's WAN IPv6 address.
Default IPv6 Gateway	Specifies the router's WAN IPv6 gateway address.
Primary IPv6 DNS	Specify the router's primary or secondary IPv6 DNS server address.
Secondary IPv6 DNS	
IPv6 LAN Address	Specifies the router's LAN IPv6 address. After the IPv6 is configured, the router's LAN port will generate IPv6 global unicast address.

View Wi-Fi name or Wi-Fi password

After entering the configuration page of the router, you can view the Wi-Fi information of the primary network in the **Wi-Fi Settings** module.

If you want to view or set up more wireless information, refer to Wi-Fi settings.



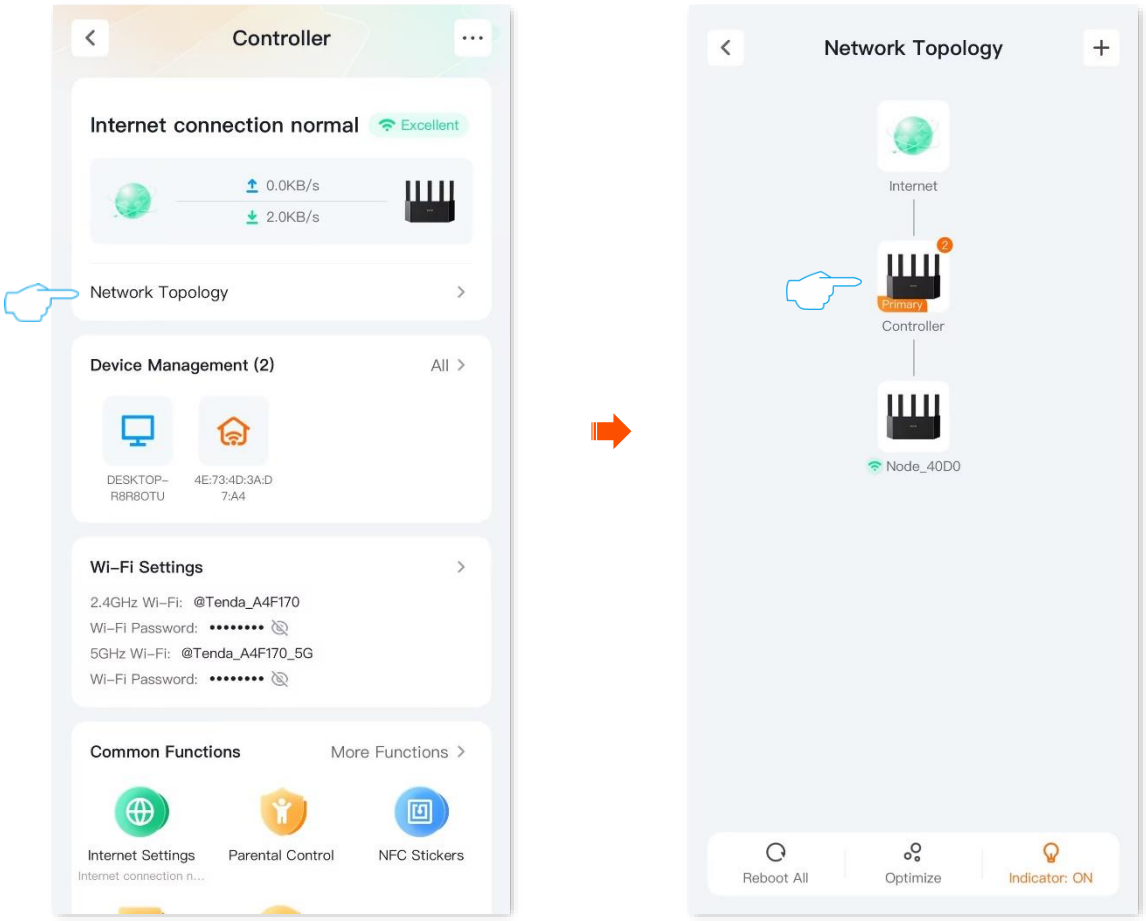
View the node device details

After entering the configuration page of the router, tap **Network Topology**, you can tap the icon of any node to view the networking quality of the node device, as well as the detailed information of the node device, including IP address, MAC address, and client information connected to the node device. The following figure is for reference only.

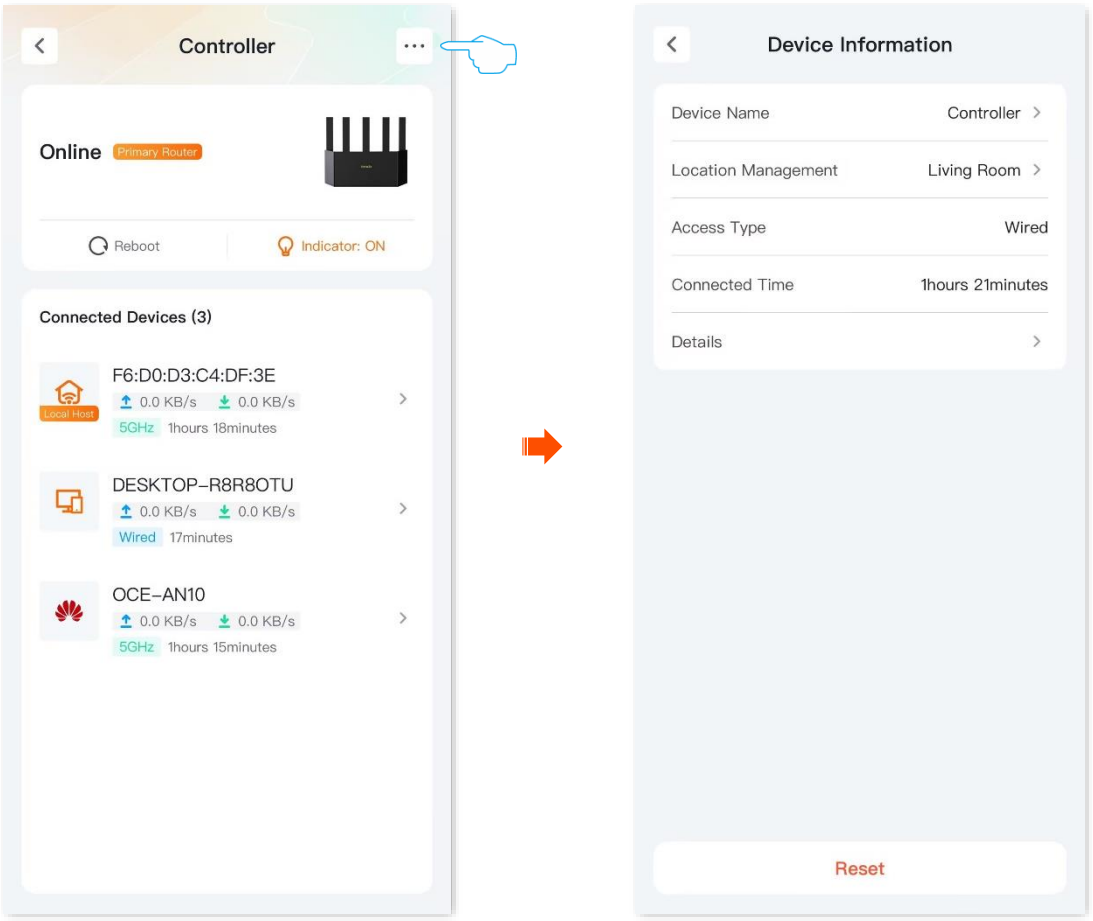
Configuration procedure:

Step 1 Enter the configuration page of the router.

Step 2 Tap **Network Topology**, and tap the icon of the any node. The following figure is for reference only.



Step 3 Tap ••• in the upper-right to view the node device details. The following figure is for reference only.



---End

Parameter description

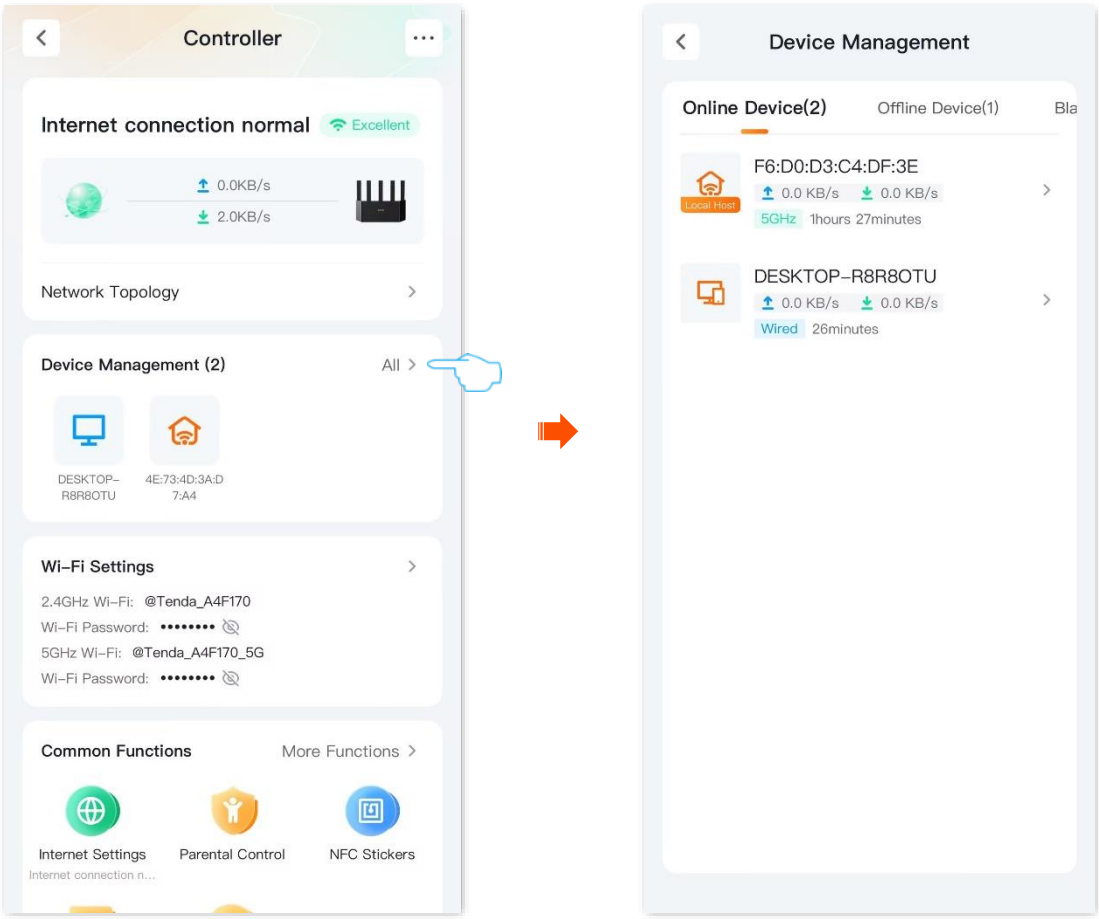
Parameter	Description
Device Name	Specifies the name of the router. Tap it to customize.
Location Management	Specifies location information of the router. For ease of management, it is recommended to set to the current installation location of the router. You can choose the location information preset by the system or customize it.
Access Type	Specifies the Mesh networking mode of the router. The primary node device is displayed as Wired, and the secondary node device is displayed according to the actual situation.
Connected Time	Specifies the connection time of the router. The primary node device is displayed as the internet access time, and the secondary node device is displayed as the online time after the successful Mesh networking.

Parameter		Description
Details	IP Address	Specifies the router's LAN port IPv4 address.
	S/N	Specifies the router's serial number.
	MAC address	Specifies the router's WAN port MAC address.
	Firmware Version	Specifies the router's system firmware version.

View the client details

View all clients

After entering the configuration page of the router, in the **Device Management** module, you can view the number of all clients in the current network. Tap all devices to view or manage clients. The following figure is for reference only.

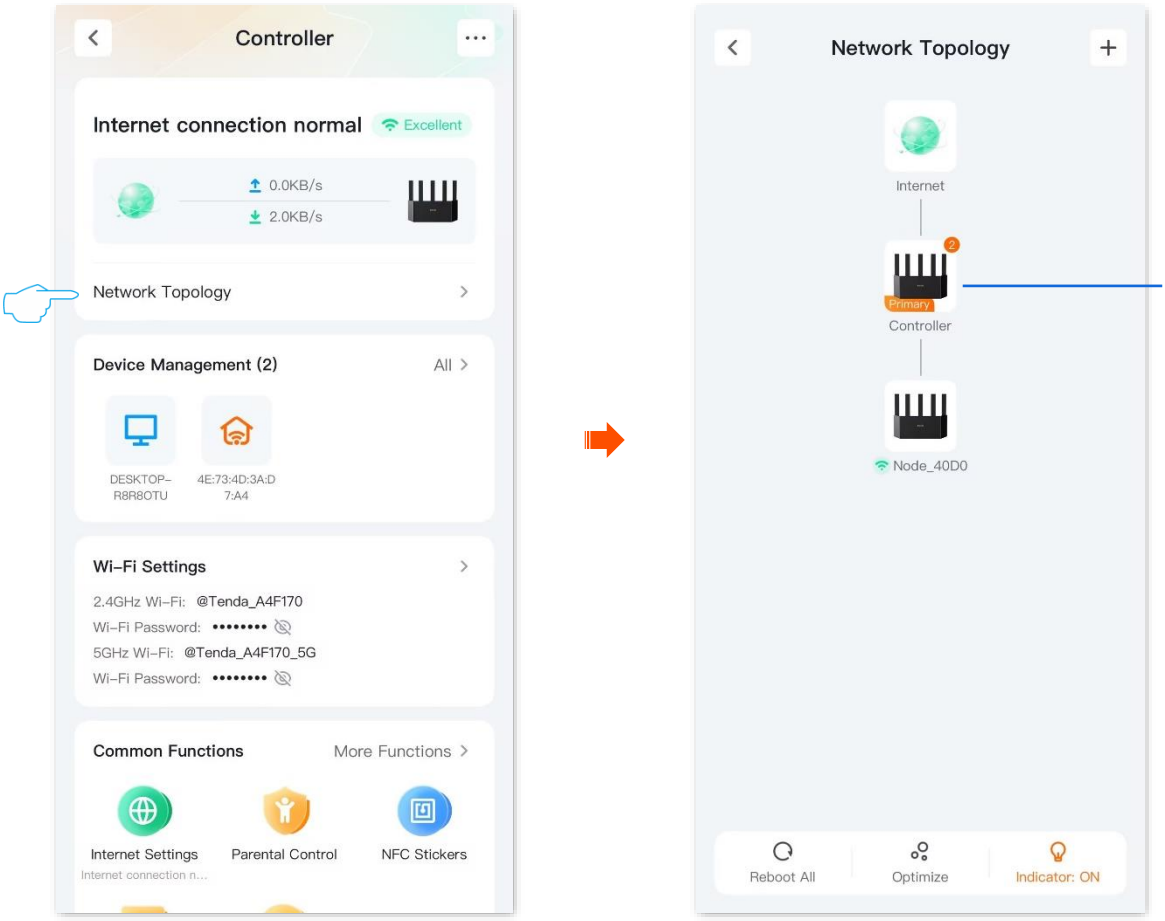


Parameter description

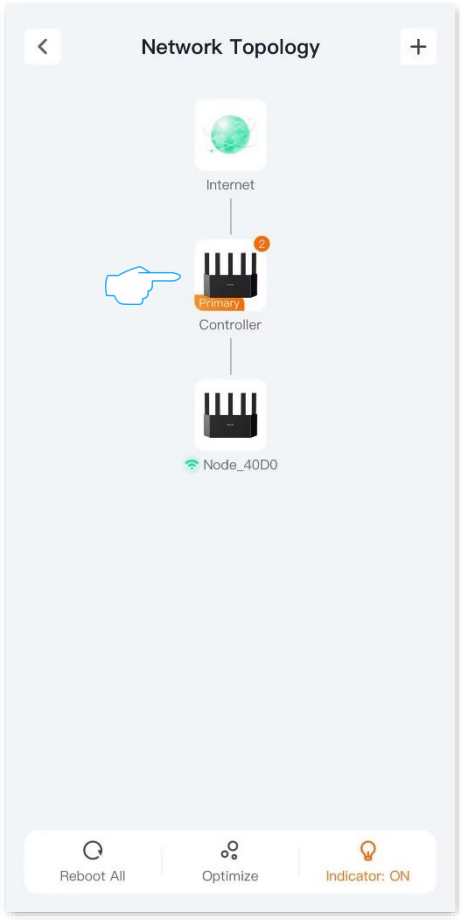
Parameter	Description
Online Device	Specifies the information about the current online clients, including device name (some devices display MAC address), connection method, connection time, and upload or download rate. Tap the client for detailed settings, such as modifying remarks, setting family groups, limiting upload or download rates, viewing client details, and adding blacklists. TIP The client with icon at the lower-right of the device icon is the device currently managing the router and cannot be added to the blacklist.
Offline Device	Specifies the information about clients connected to the router's network, including device name (some devices display MAC address), offline time, and MAC address.
Blacklist	Specifies the blacklisted device information, including device name (some devices display MAC address) and MAC address.

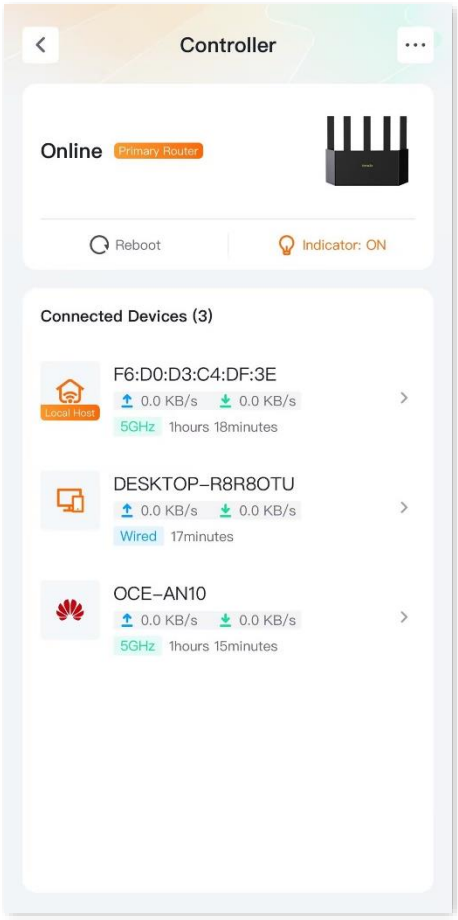
View the clients under a node device

After entering the configuration page of the router, tap **Network Topology** to view the number of clients connected to a node. The following figure is for reference only.



Tap the icon of a node to view the information of the clients connected to the node. The following figure is for reference only.

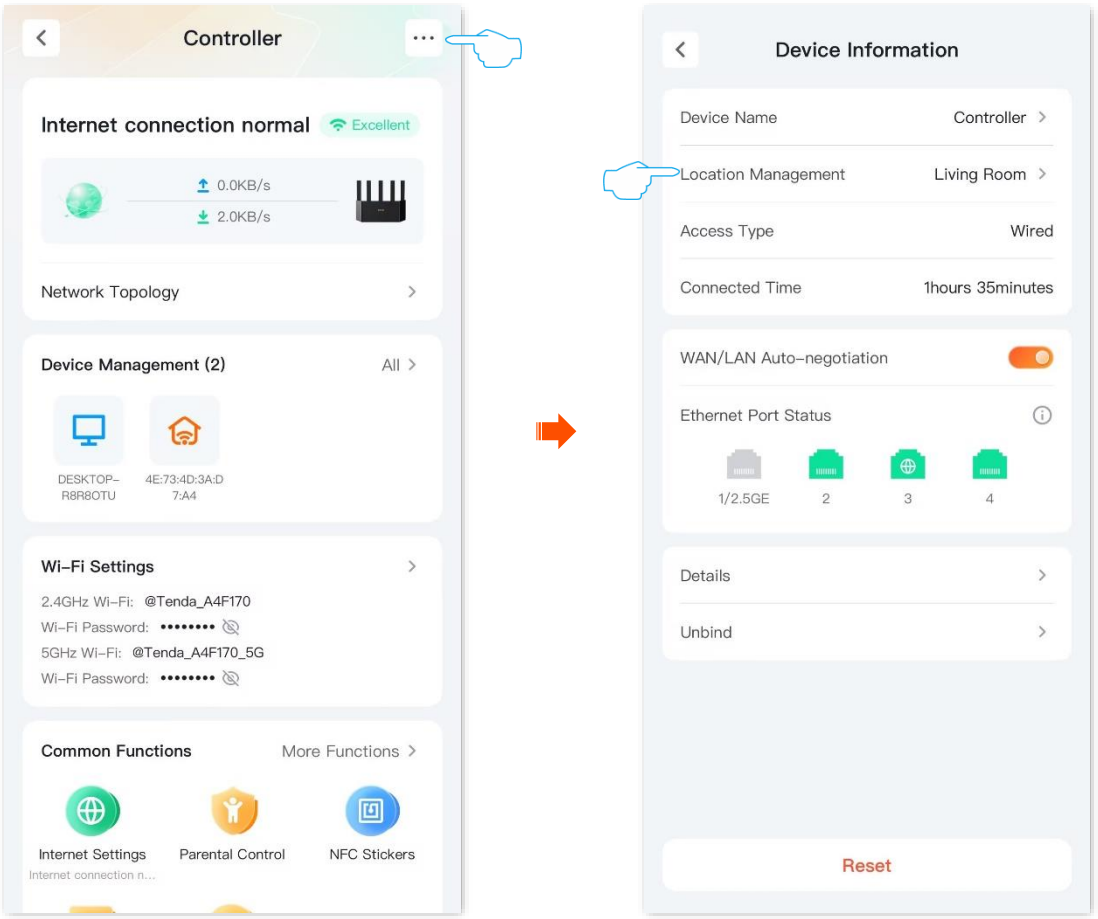

Network Topology
Internet
2
Primary
Controller
Node_40D0
Reboot All
Optimize
Indicator: ON


Controller
Online
Primary Router
Reboot
Indicator: ON
Connected Devices (3)
F6:D0:D3:C4:DF:3E
Local Host
0.0 KB/s
0.0 KB/s
5GHz
1hours 18minutes
DESKTOP-R8R8OTU
0.0 KB/s
0.0 KB/s
Wired
17minutes
OCE-AN10
0.0 KB/s
0.0 KB/s
5GHz
1hours 15minutes

Modify the router location display

Method 1 (Only for primary node)

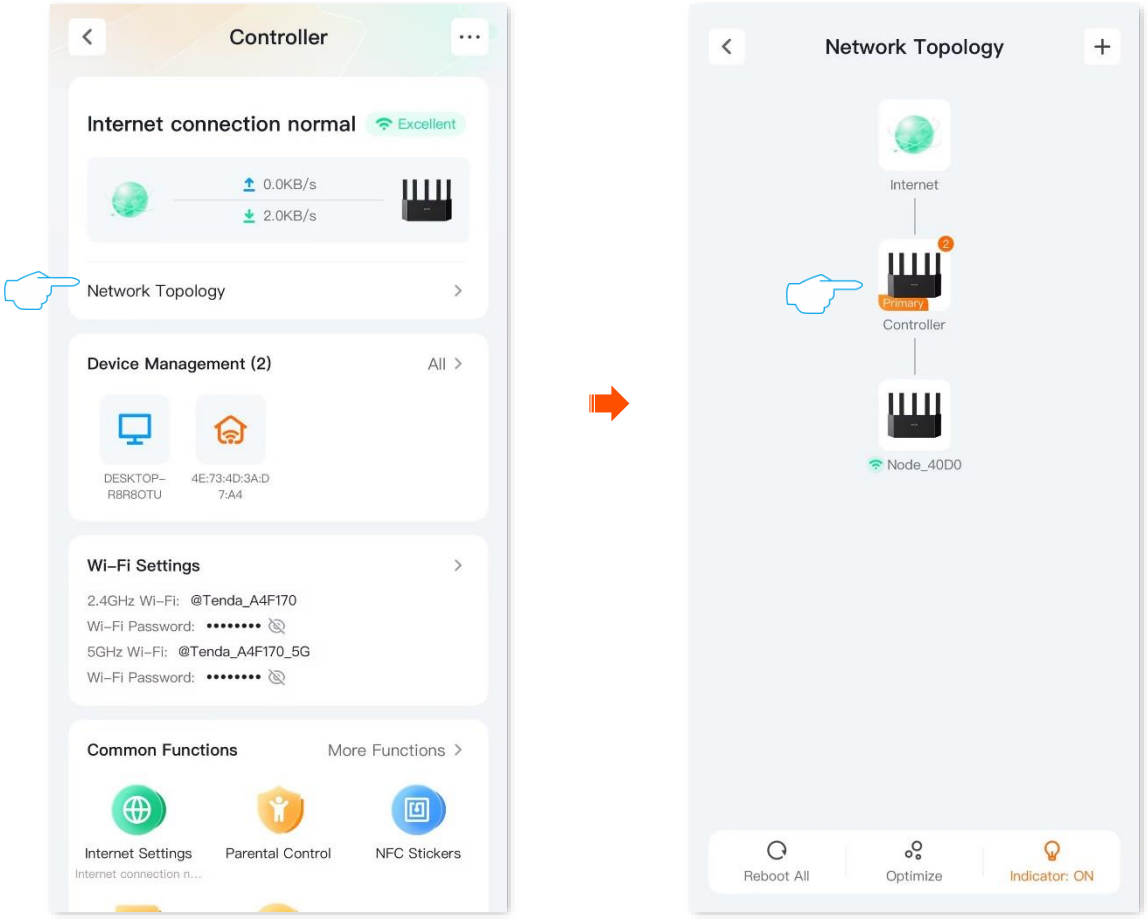
After entering the configuration page of the router, tap the ••• in the upper-right corner, and tap **Location Management**. Select the router installation location as required, then tap **Confirm**. The following figure is for reference only.



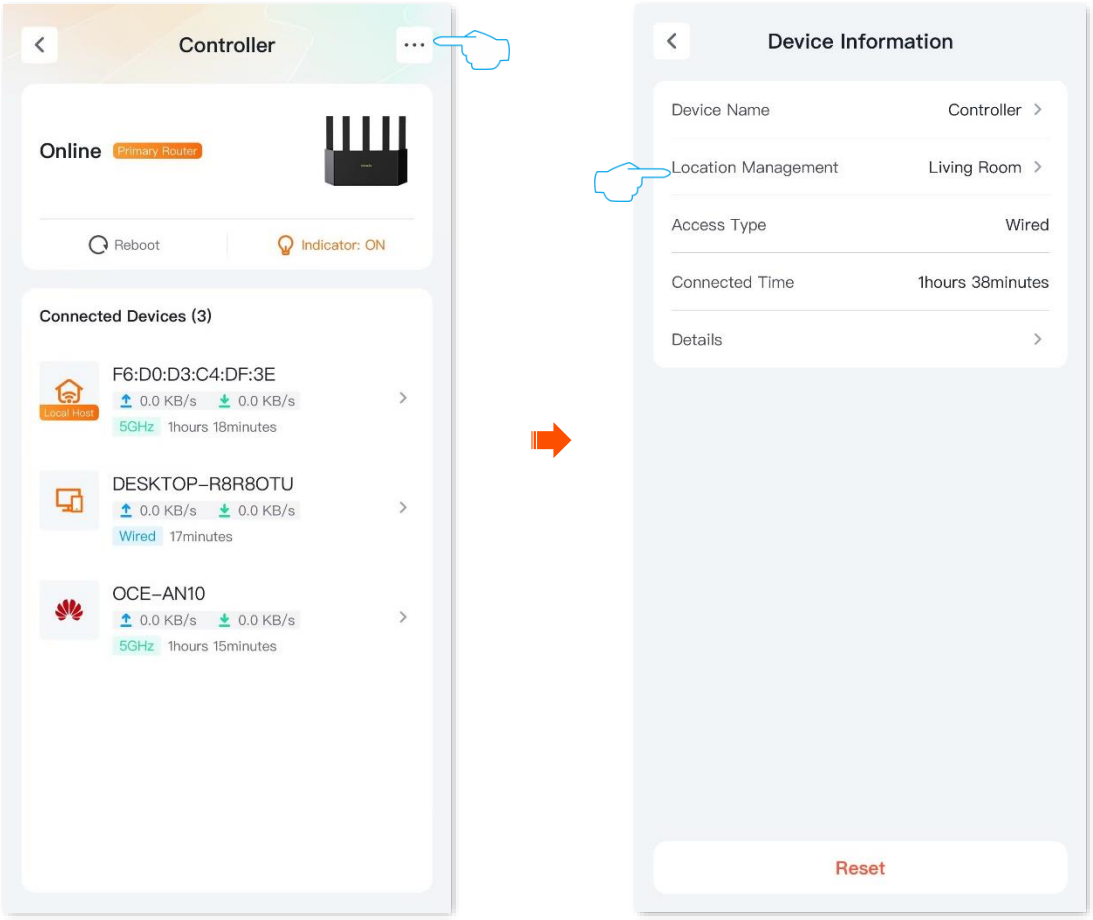
Method 2

Step 1 Enter the configuration page of the router.

Step 2 Tap **Network Topology**, and tap the icon of any node. The following figure is for reference only.



Step 3 Tap the ••• at the upper-right, and tap **Location Management**. Select the router installation location as required, then tap **Confirm**. The following figure is for reference only.


Controller
Online
Primary Router
Reboot
Indicator: ON
Connected Devices (3)
F6:D0:D3:C4:DF:3E
0.0 KB/s
0.0 KB/s
5GHz
1hours 18minutes
DESKTOP-R8R8OTU
0.0 KB/s
0.0 KB/s
Wired
17minutes
OCE-AN10
0.0 KB/s
0.0 KB/s
5GHz
1hours 15minutes
Device Information
Device Name
Controller
Location Management
Living Room
Access Type
Wired
Connected Time
1hours 38minutes
Details
Reset

---End

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

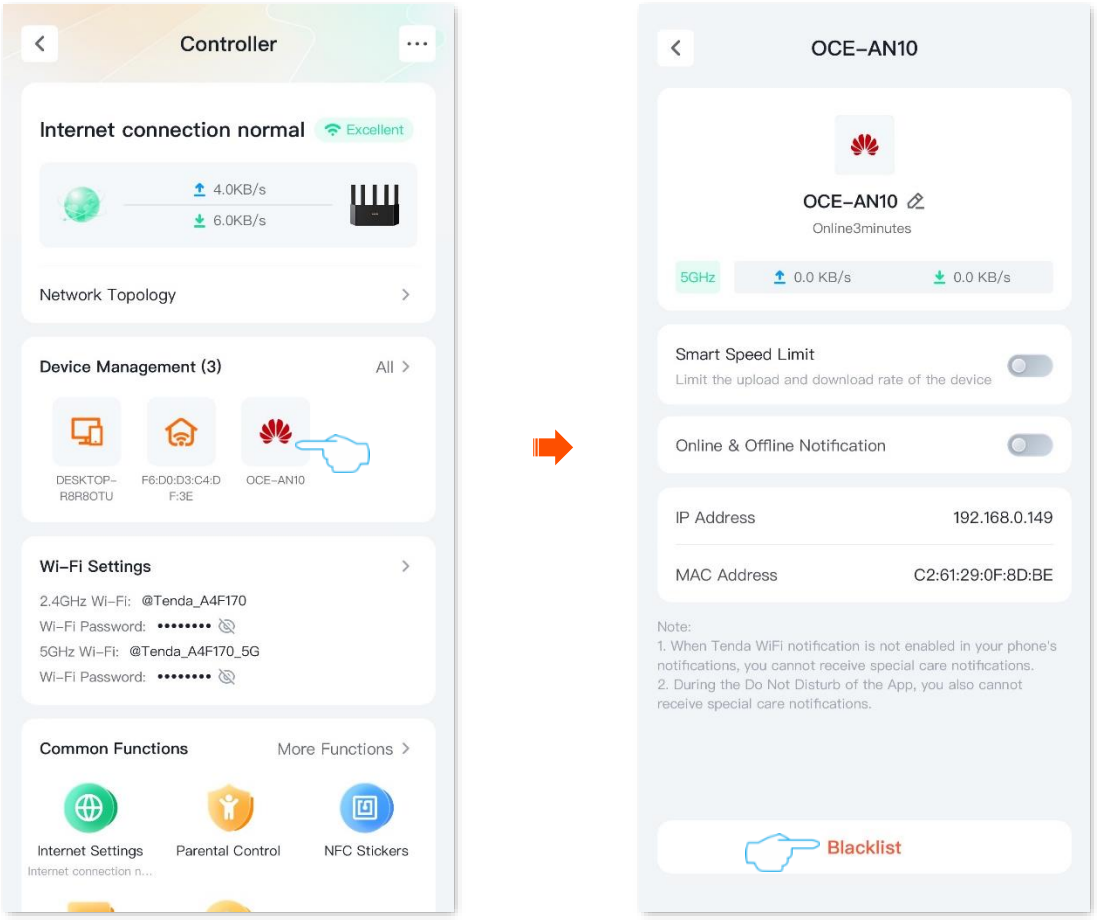
The blacklisted devices cannot access the internet through the router.

Method 1

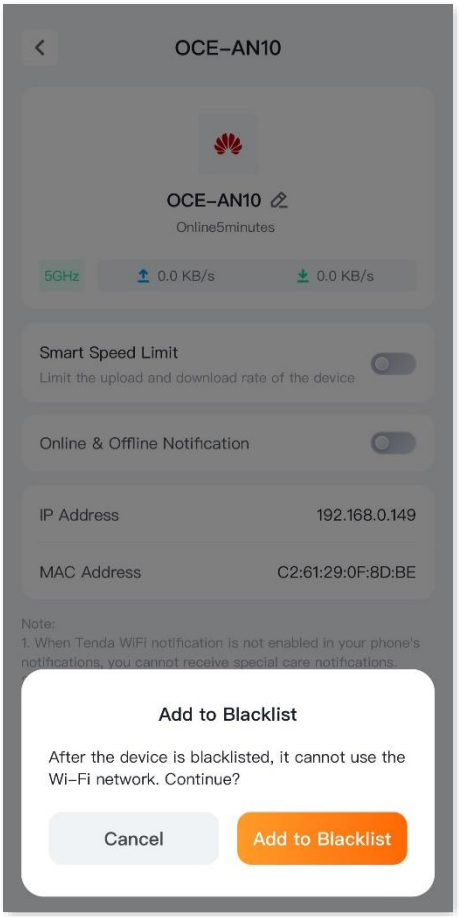
Step 1 Enter the configuration page of the router, find and tap the client to be added to the blacklist in **Device Management** module, and tap **Blacklist.** The following figure is for reference only.

TIP

If you cannot find the device you want to add to the blacklist, tap **All** to view.



Step 2 Confirm the prompt message, and tap **Add to Blacklist**. The following figure is for reference only.

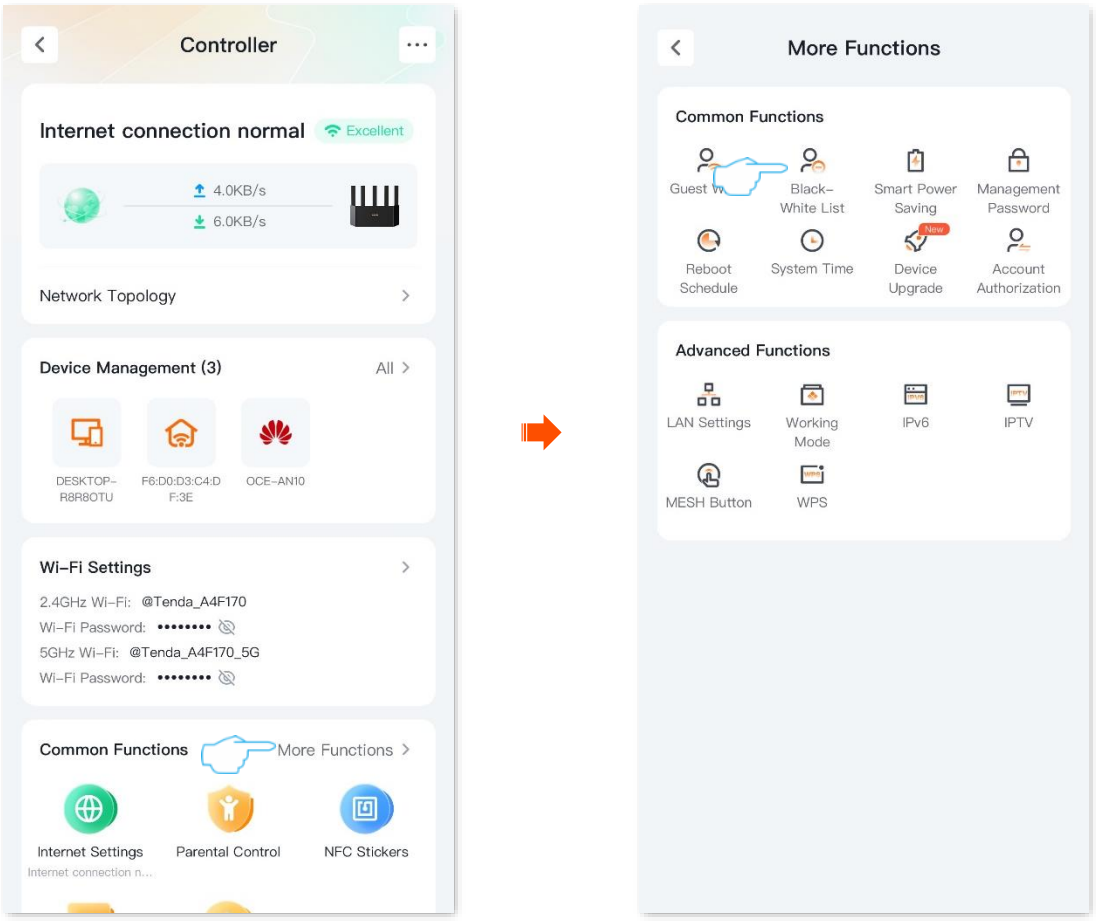

OCE-AN10
OCE-AN10
Online5minutes
5GHz
0.0 KB/s
0.0 KB/s
Smart Speed Limit
Limit the upload and download rate of the device
Online & Offline Notification
IP Address
192.168.0.149
MAC Address
C2:61:29:0F:8D:BE
Note:
1. When Tenda WiFi notification is not enabled in your phone's notifications, you cannot receive special care notifications.
Add to Blacklist
After the device is blacklisted, it cannot use the Wi-Fi network. Continue?
Cancel
Add to Blacklist

---End

Method 2

Step 1 Enter the configuration page of the router.

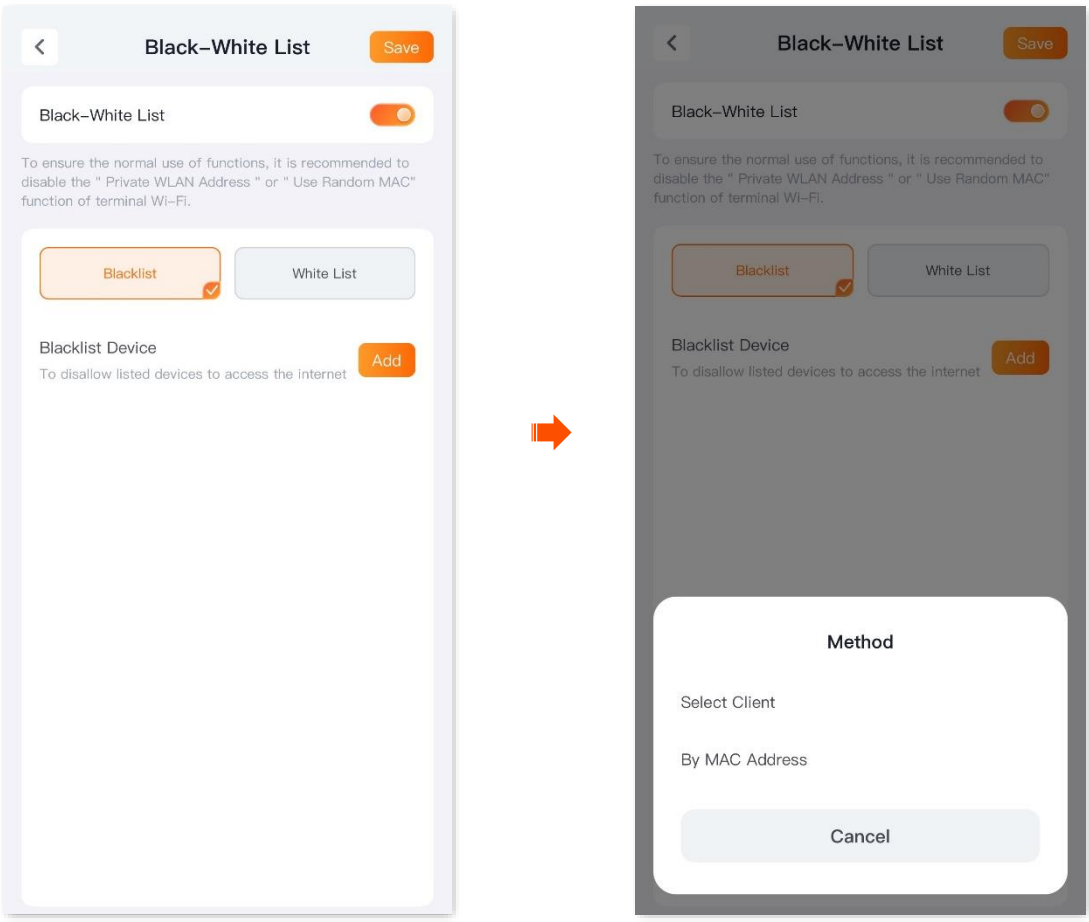
Step 2 Navigate to **More Functions** > **Black-White List.**



Step 3 Enable **Black-White List**, tap **Blacklist**, and tap **Add**.

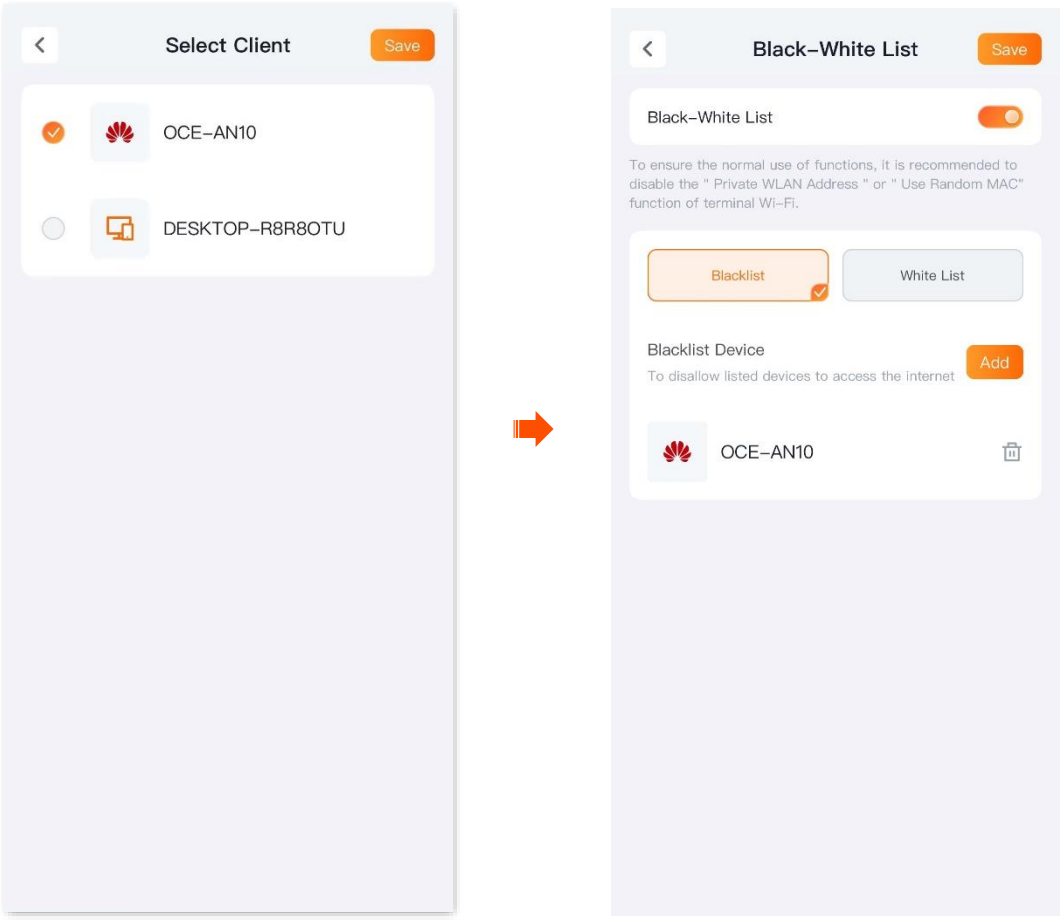
Step 4 Select the method to add the client to the blacklist.

- **Select Client**: Select the client to be blacklisted from all clients (including primary network devices, guest devices, and offline devices).
- **Manual**: Manually enter the information of the client to be added to the blacklist, including the device name and MAC address.



Step 5 Select the client to be added to the blacklist and tap **Save**. The **Select Client** is taken as an example. The following figure is for reference only.

Step 6 Back to **Black-White List** page, and tap **Save**.


Select Client
Save
OCE-AN10
DESKTOP-R8R8OTU
Black-White List
Save
Black-White List
To ensure the normal use of functions, it is recommended to disable the " Private WLAN Address " or " Use Random MAC" function of terminal Wi-Fi.
Blacklist
White List
Blacklist Device
To disallow listed devices to access the internet
Add
OCE-AN10

---End

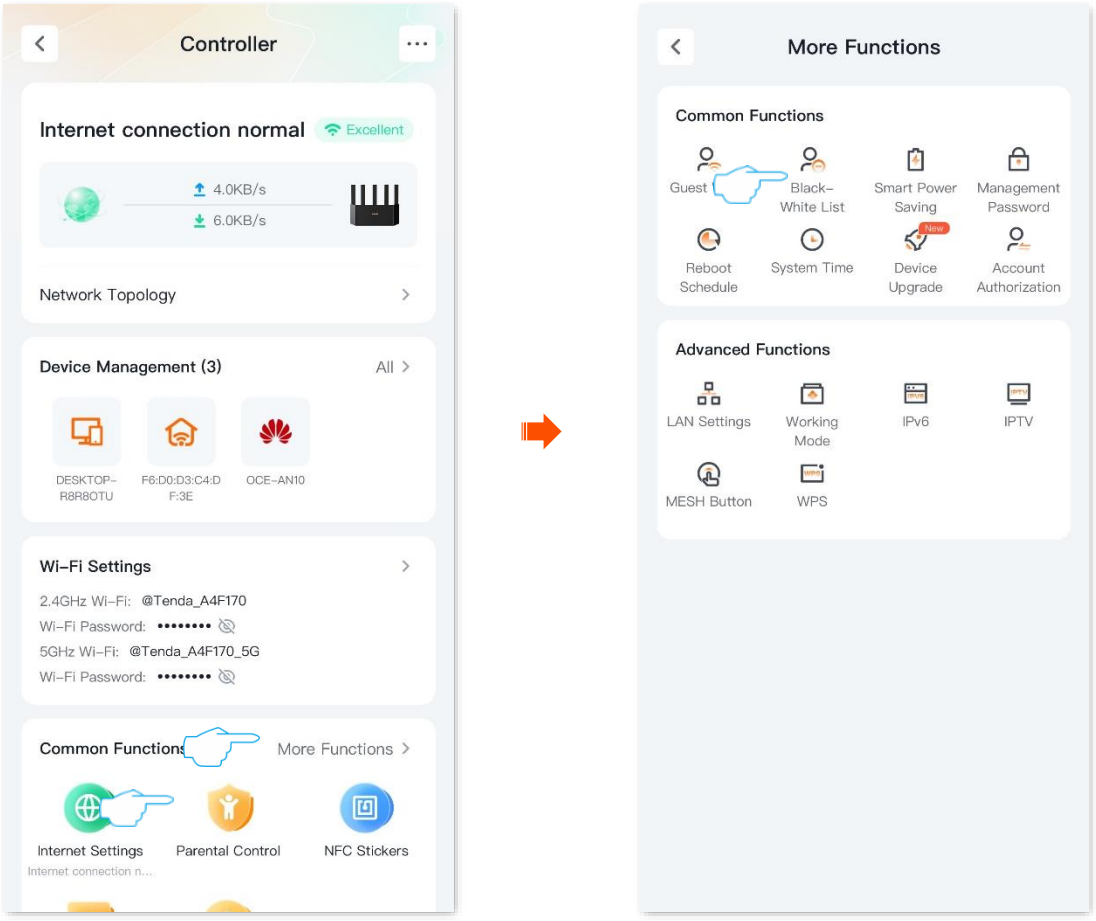
Add the device to the whitelist

The whitelisted devices can access the internet through the router, while other devices cannot access the internet through the router.

Add the online client to the whitelist

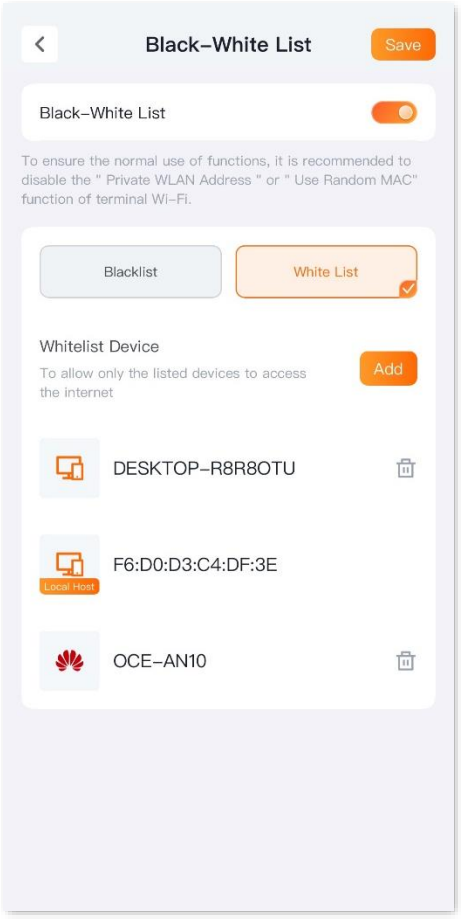
Step 1 Enter the configuration page of the router.

Step 2 Navigate to **More Functions** > **Black-White List.**



Step 3 Enable the **Black-White List**, and tap **White List**.

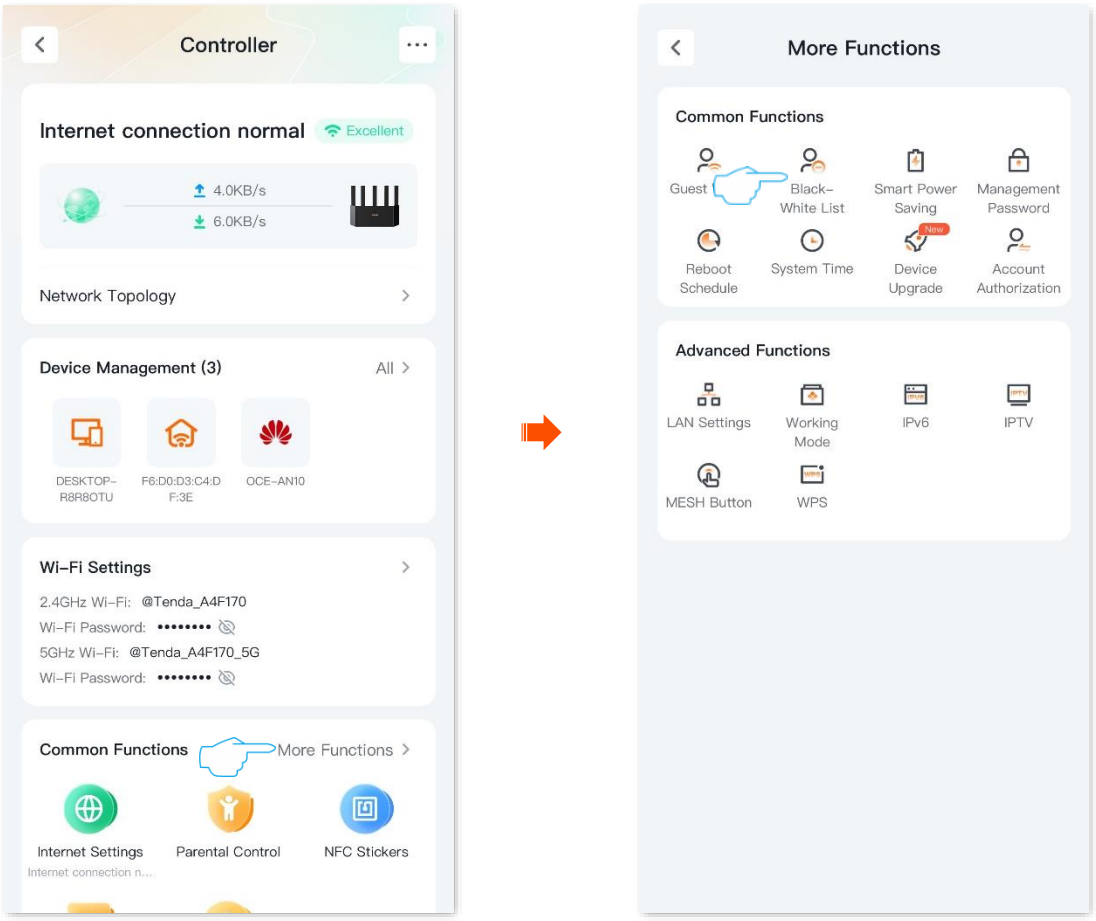
Step 4 The system adds the current online client to the Whitelist List by default, and the corresponding clients can be deleted as required. Tap **Save**.



---End

Whitelist clients that are offline or have not been connected to the internet

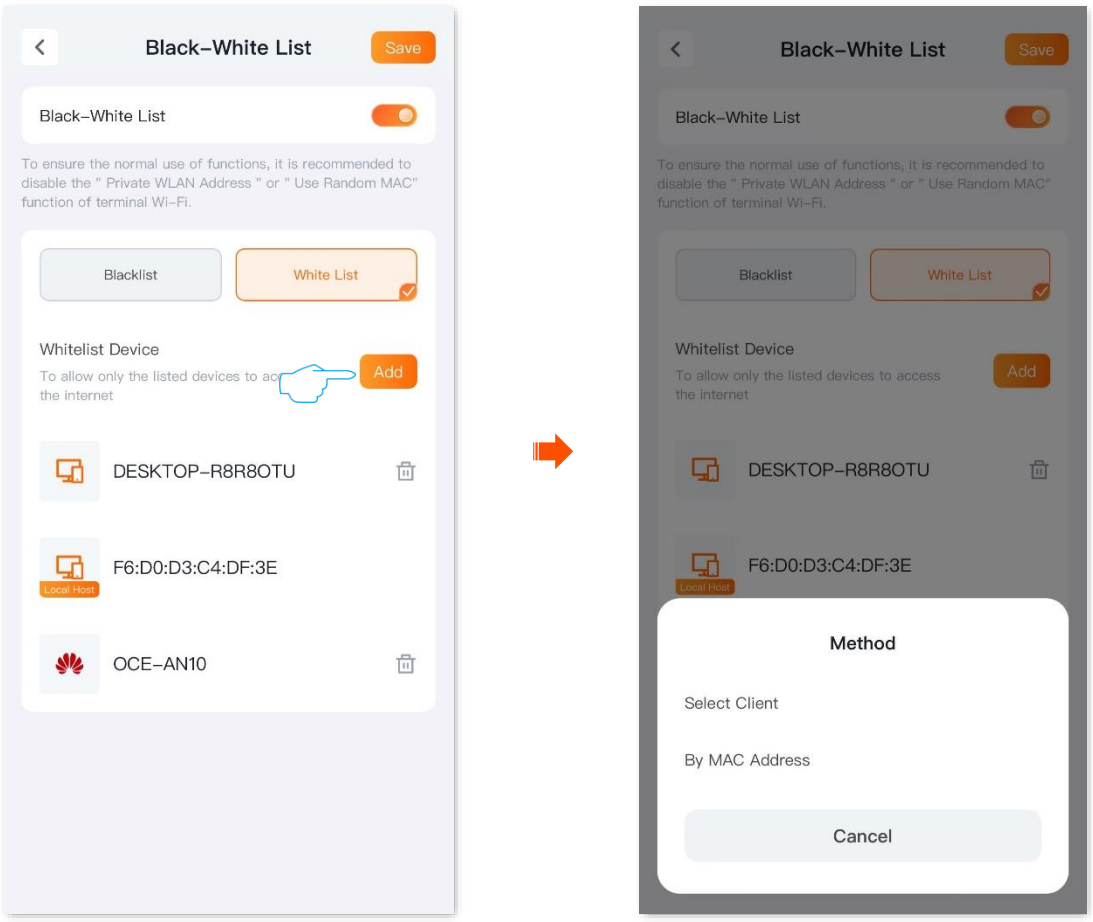
Step 1 Enter the configuration page of the router. Navigate to **More Functions** > **Black-White List**.



Step 2 Enable **Black-White List**, and tap **White List**.

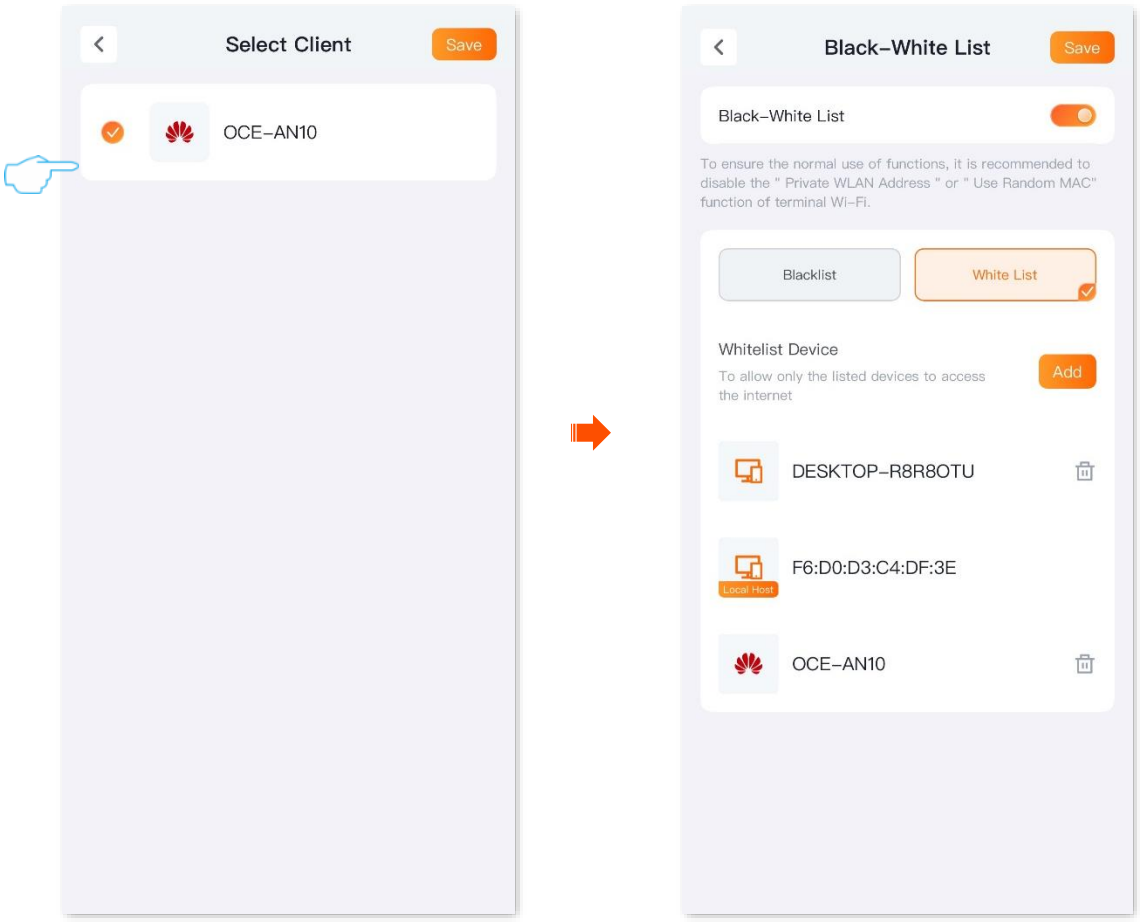
Step 3 Select the method to add the client to the whitelist.

- **Select Client**: Select the client to be blacklisted from all clients (including primary network devices, guest devices, and offline devices).
- **Add by MAC address**: Manually enter the MAC address of the client to be added to the whitelist, and the device name can be customized.



Step 4 Select the client to be added to the blacklist and tap **Save**. The **Select Client** is taken as an example. The following figure is for reference only.

Step 5 Back to **Black-White List** page, and tap **Save.**


Select Client
Save
OCE-AN10
Black-White List
Save
Black-White List
To ensure the normal use of functions, it is recommended to disable the " Private WLAN Address " or " Use Random MAC" function of terminal Wi-Fi.
Blacklist
White List
Whitelist Device
To allow only the listed devices to access the internet
Add
DESKTOP-R8R8OTU
F6:D0:D3:C4:DF:3E
Local Host
OCE-AN10

---End

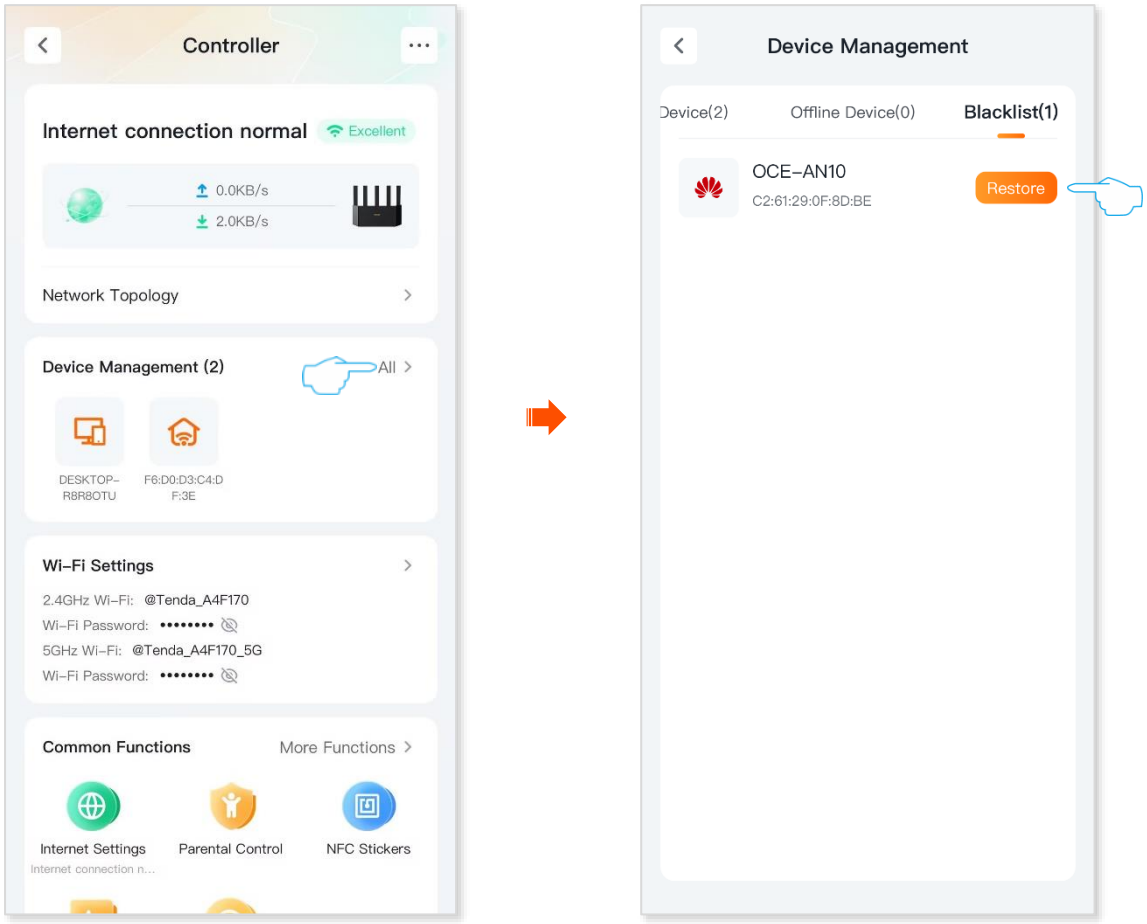
Remove the device from the blacklist or whitelist

Devices removed from the blacklist can be reconnected to the router to access the internet.
Devices removed from the whitelist cannot be connected to the router to access the internet.

Removing a blacklist or whitelist is similar. Removing a blacklist is taken as an example.

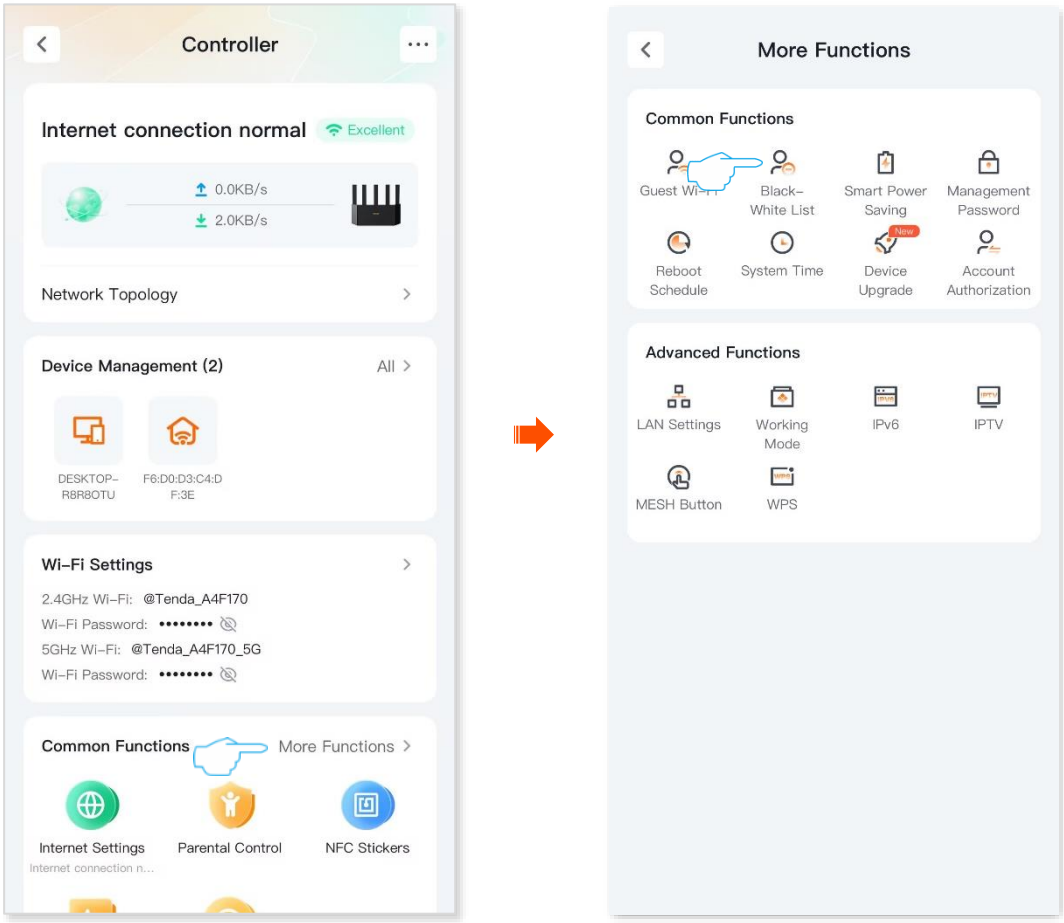
Method 1

Enter the configuration page of the router, 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.



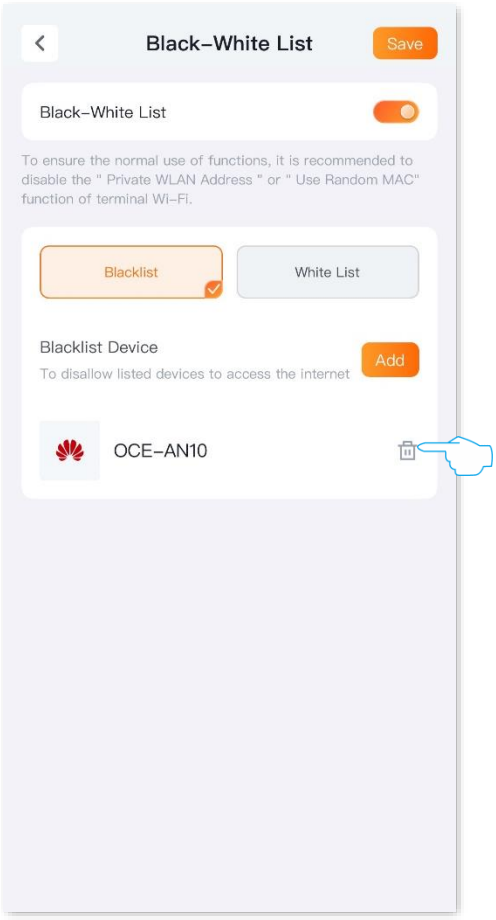
Method 2

Step 1 Enter the configuration page of the router, and navigate to **More Functions** > **Black-White List**.



Step 2 Tap **Blacklist**.

Step 3 Locate the device you want to remove from the **Blacklist**, tap , and tap **Save** in the upper-right corner. The following figure is for reference only.


Black-White List
Save
Black-White List
To ensure the normal use of functions, it is recommended to disable the " Private WLAN Address " or " Use Random MAC" function of terminal Wi-Fi.
Blacklist
White List
Blacklist Device
To disallow listed devices to access the internet
Add
OCE-AN10

---End

Network speed control

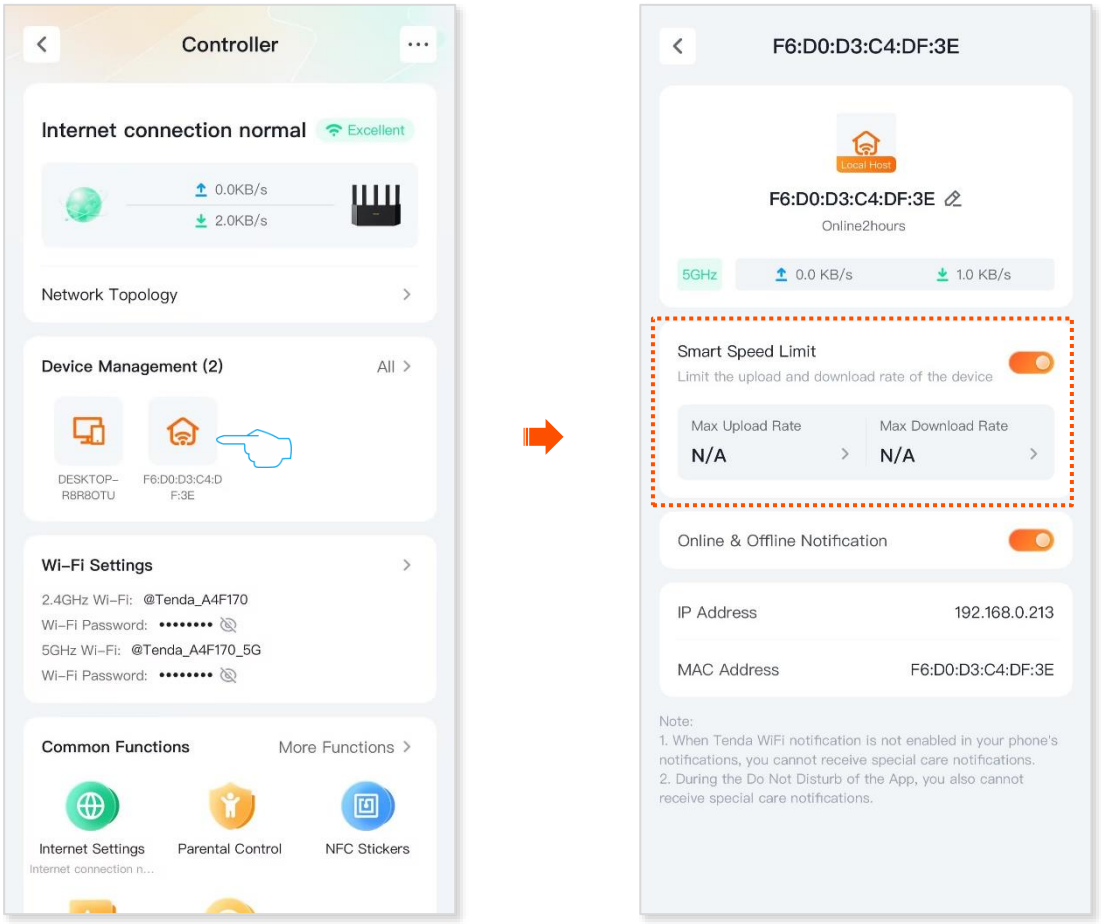
Step 1 Enter the configuration page of the router, locate and tap the client that you want to limit the speed in the **Device Management** module. The following figure is for reference only.

TIP

If the client to limit speed cannot be found, tap **All** to view it.

Step 2 Tap **Main Network** or **Guest** tab, locate and tap the client to be limited the network speed. The following figure is for reference only.

Step 3 Enable the **Smart Speed Limit**, and set the maximum upload or download rate of the client.



---End

Internet access control

With parental control function, you can configure various parental control rules to control access to certain websites or block certain clients from accessing the internet.

Scenario: You want to configure your kid's internet access through the router. Your kid cannot access such websites as Facebook, Twitter, YouTube and Instagram from 8:00 to 22:00 on Sunday.

Goal: Devices cannot access to websites include kid's phones and computers.

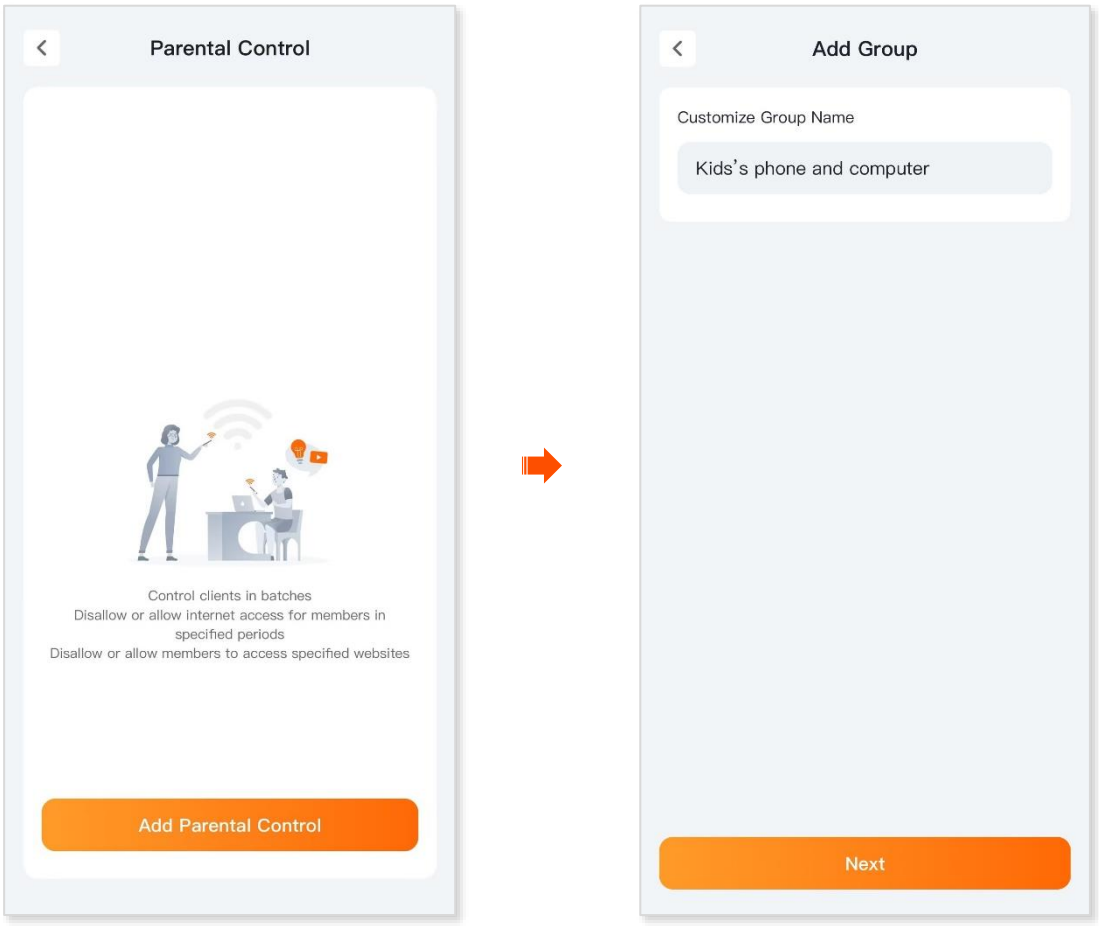
Solution: You can configure a parental control rule to reach the goal.

To add such a rule:

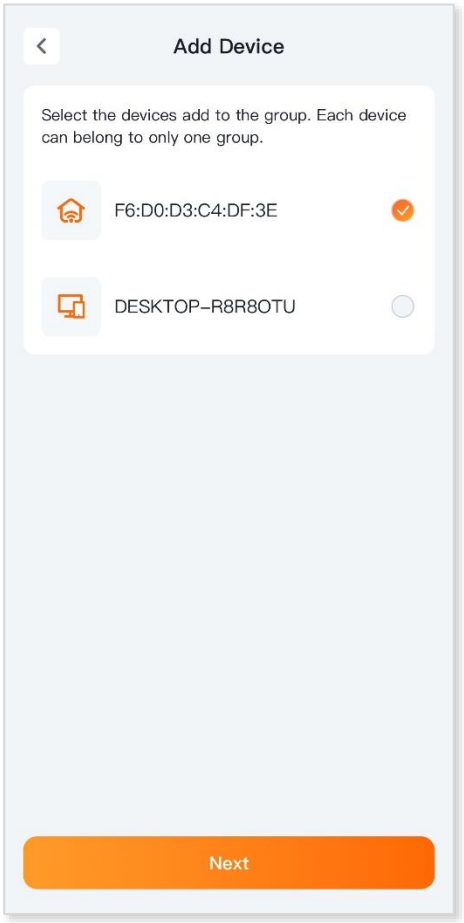
Step 1 Enter the configuration page of the router. Tap **Parental Control**.

Step 2 Set group and add the client.

1. Tap **Add Group** or ＋ in the upper-right corner.
2. Set group name, which is **Kid's phone and computer** in this example, and tap **Next**.



3. Select the client that you want to join the group, which is **Kid's phone and computer** in this example, and tap **Next**. The following figure is for reference only.

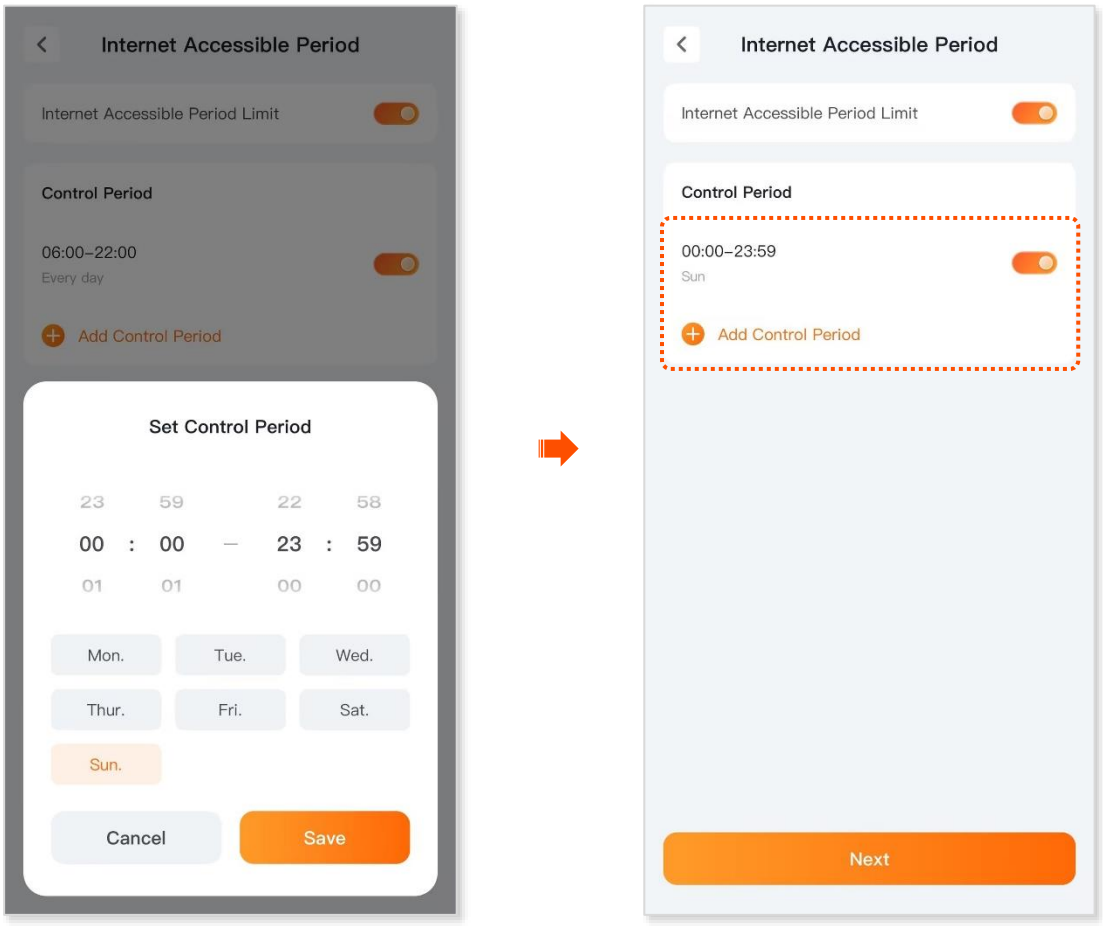


Step 3 Set the period when the client can access the internet.

Tap **Control Period** to set the period when the client can access the internet, which are **00:00-23:59** and **Sunday** in this example, and tap **Save**.

TIP

The system creates a time rule by default, and you can tap it to modify.

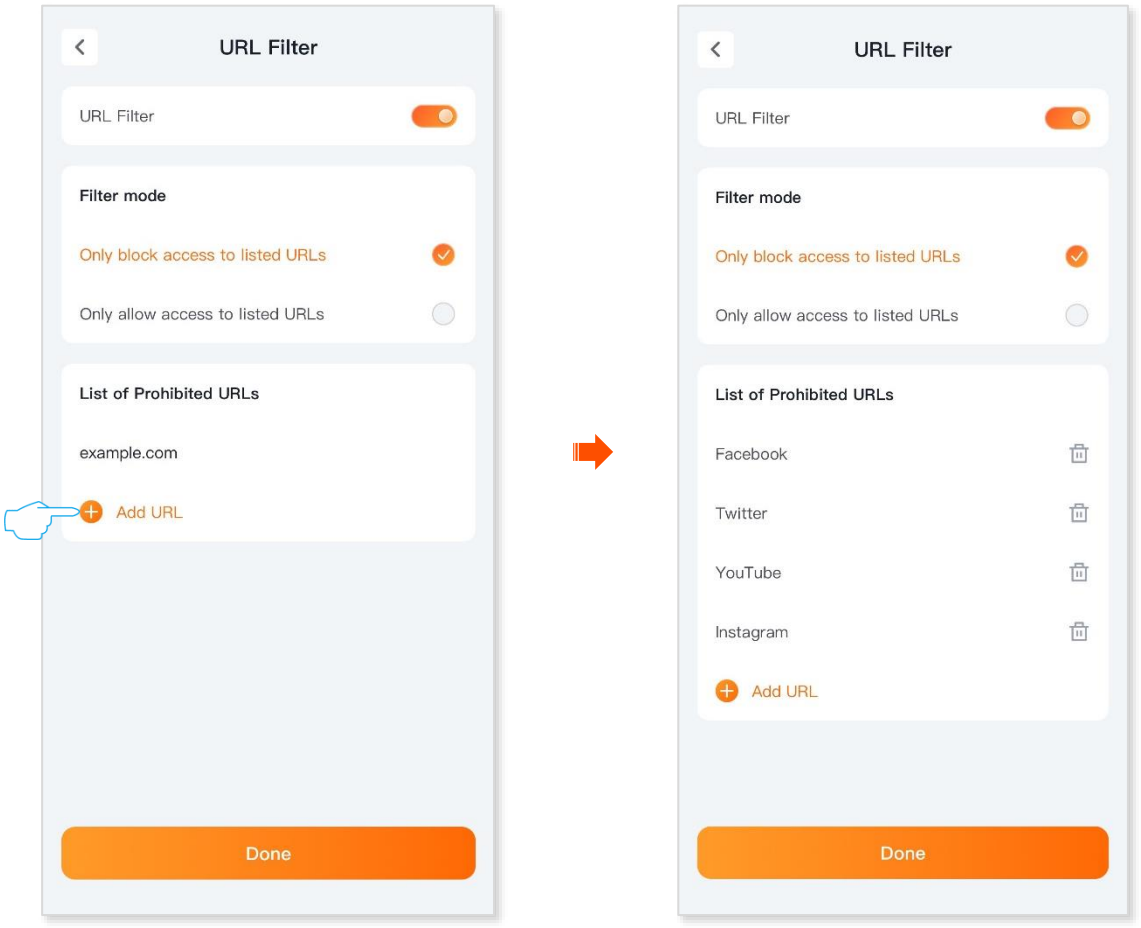


Step 4 Set the websites that are forbidden to clients.

1. Enable the **URL Filter**, and select **Filter mode** to **Only block access the listed URLs**.
2. Tap **+ Add URL**.
3. Enter **Facebook**, **Twitter**, **YouTube**, and **Instagram** for URL, and tap **Done**.

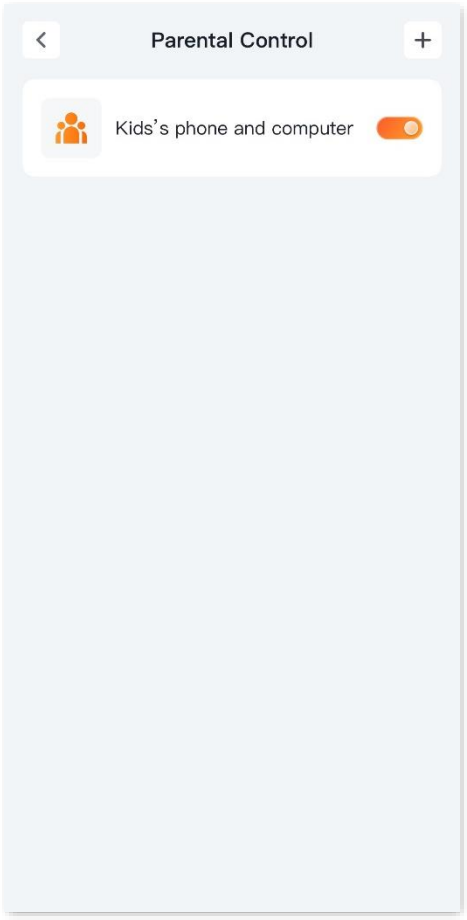
TIP

Enter multiple URLs requires tapping **+ Add URL** multiple times.



---End

After the settings are completed, your kid's phone and computer can access any websites except for Facebook, Twitter, YouTube and Instagram from 00:00 to 23:59 on Sunday.


Parental Control
Kids's phone and computer

Optimize network performance

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.

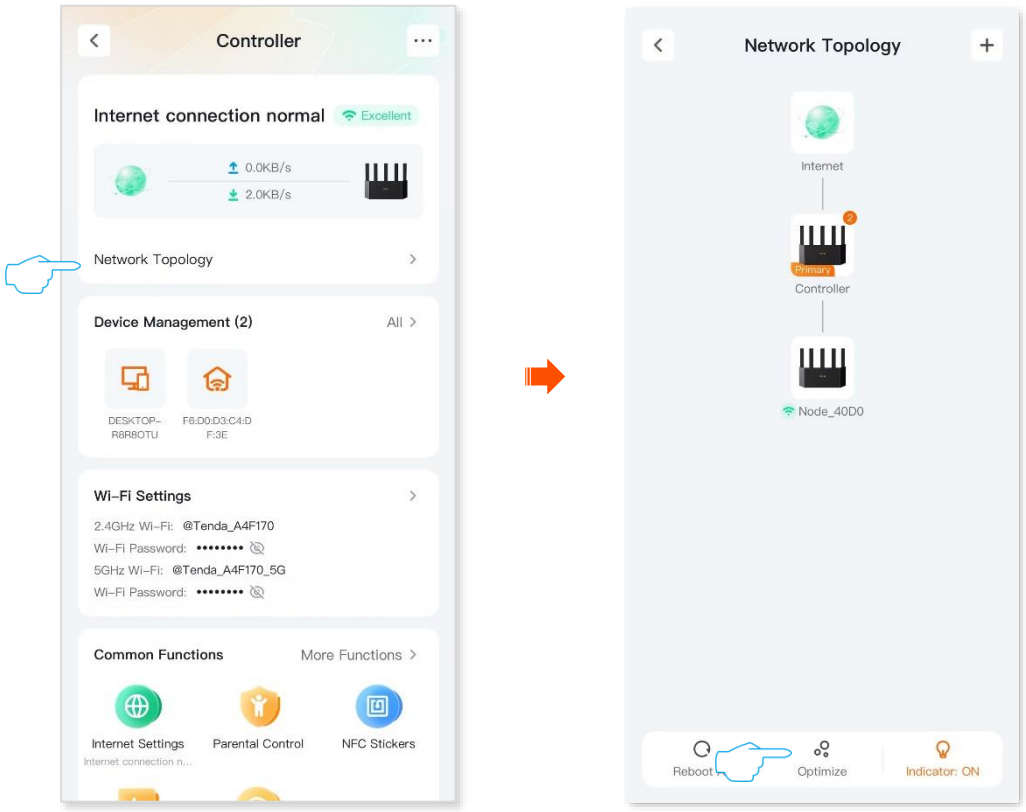
One-click optimization

If you get stuck when you access the internet, you can try to optimize the wireless network with one click to solve the problem.

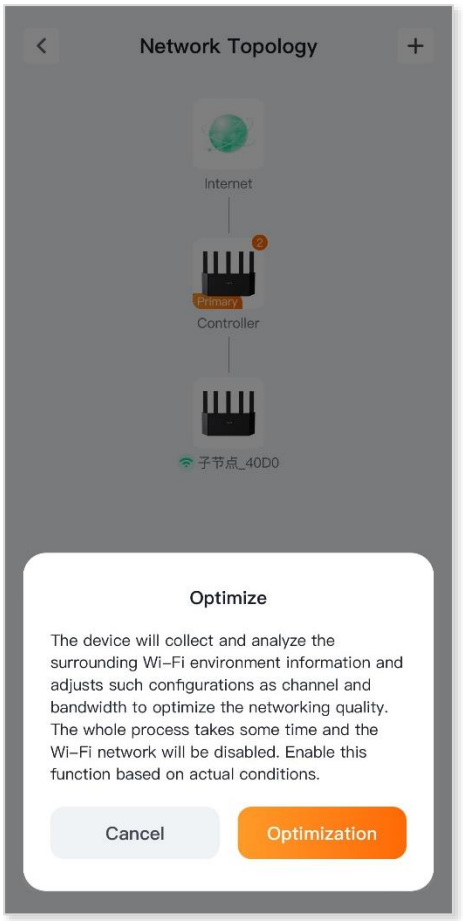
Configuration procedure:

Step 1 Enter the configuration page of the router.

Step 2 Tap Network Topology, and tap . The following figure is for reference only.



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

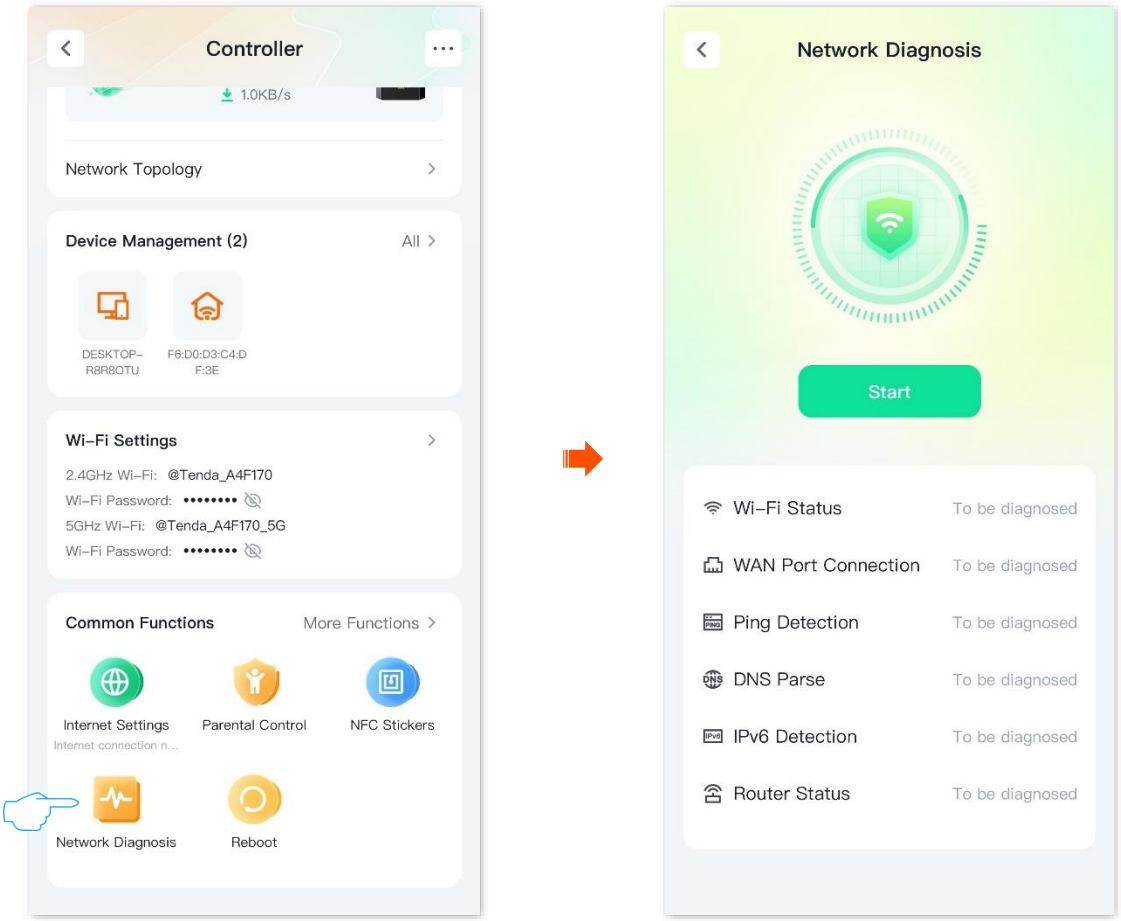


---End

Network diagnosis

If you cannot access the internet or the internet lag is severe, you can use network diagnosis function, and solve the problem according to the system's suggestions.

Enter the configuration page of the router. Tap **Network Diagnosis**. The following figure is for reference only.



Change network mode, channel and bandwidth

In this section, you can change the network mode, Wi-Fi channel, and Wi-Fi bandwidth of Wi-Fi networks.

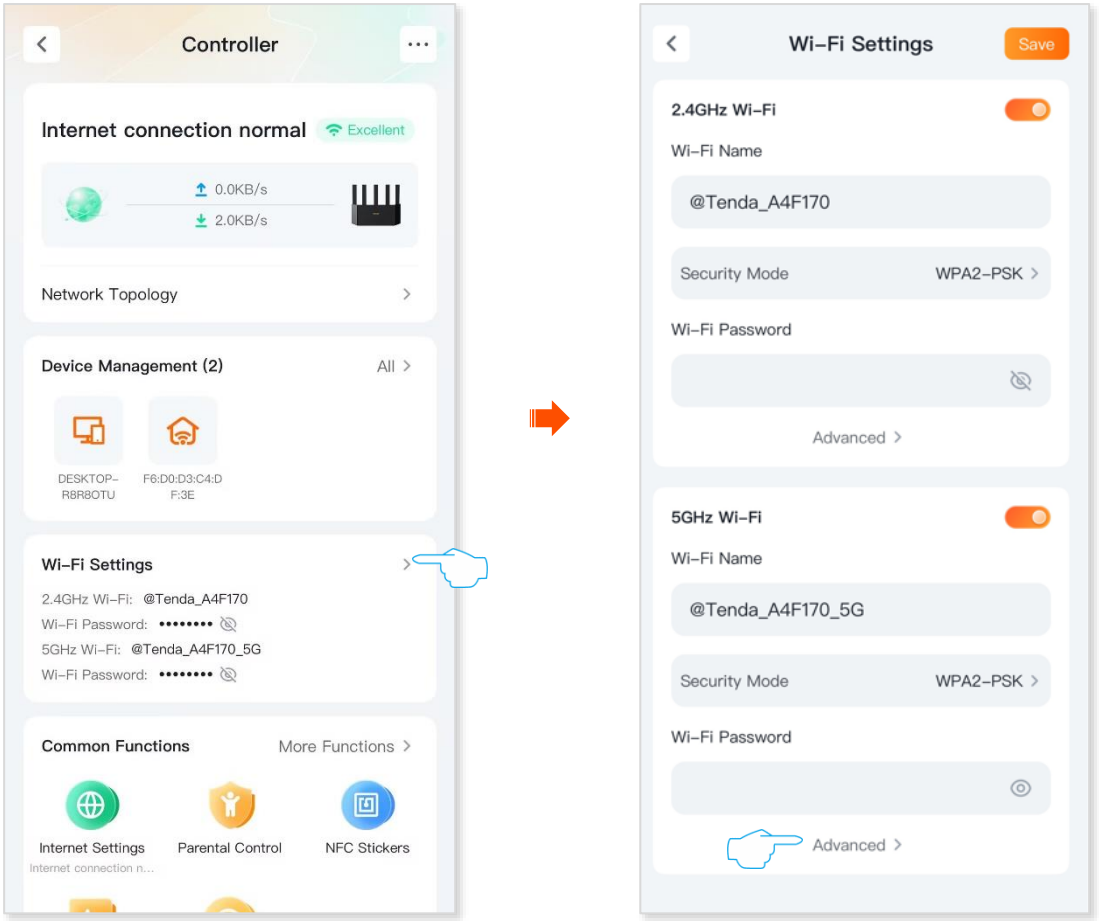
TIP

To ensure the wireless performance, it is recommended to maintain the default settings on this page without professional instructions.

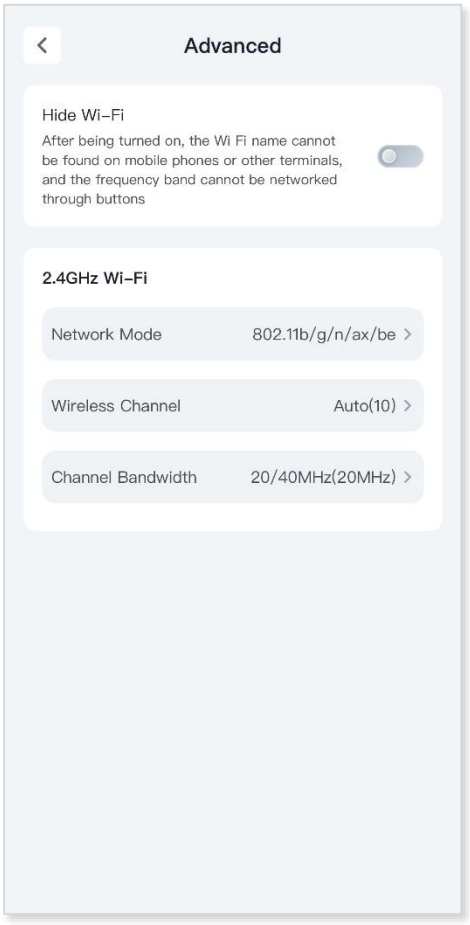
Configuration procedure:

Step 1 Enter the configuration page of the router. Tap **Wi-Fi Settings**.

Step 2 Tap **Advanced** for a band of Wi-Fi. Disabling the **Unify 2.4 GHz & 5 GHz** is taken as an example. The following figure is for reference only.



Step 3 Set **Wireless Channel**, **Network Mode** and **Channel Bandwidth** as required. The following figure is for reference only.



---End

Parameter description

Parameter	Description
Network Mode	Specifies various protocols used for wireless transmission. The maximum wireless rate varies from different standards. In general, it is recommended to keep the default setting. If you need to be compatible with some old devices, you can modify the corresponding network mode. TIP For the maximum wireless transmission speed, please visit www.tendacn.com and refer to the **Datasheet** of the corresponding product.

Parameter	Description
Wireless Channel	Specifies the channel in which the Wi-Fi network works. By default, the wireless channel is **Auto**, which indicates that the router selects a channel for the Wi-Fi network automatically. You are recommended to choose a channel with less interference for better wireless transmission efficiency. You can use a third-party tool to scan the Wi-Fi signals nearby to understand the channel usage situations.
Channel Bandwidth	Specifies the bandwidth of the wireless channel of a Wi-Fi network. Please change the default settings only when necessary. • **20MHz**: Indicates that the channel bandwidth used by the router is 20 MHz. • **40MHz**: Indicates that the channel bandwidth used by the router is 40 MHz. • **20/40MHz**: Specifies that a router can switch its channel bandwidth between 20 MHz and 40 MHz based on the ambient environment. This option is available only at 2.4 GHz. • **80MHz**: Indicates that the channel bandwidth used by the router is 80 MHz. This option is available only at 5 GHz. • **160MHz**: Indicates that the channel bandwidth used by the router is 160 MHz. This option is available only at 5 GHz. • **20/40/80/160MHz**: Specifies that a router can switch its channel bandwidth among 20 MHz, 40 MHz, 80 MHz and 160 MHz based on the ambient environment. This option is available only at 5 GHz.

Network security

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.

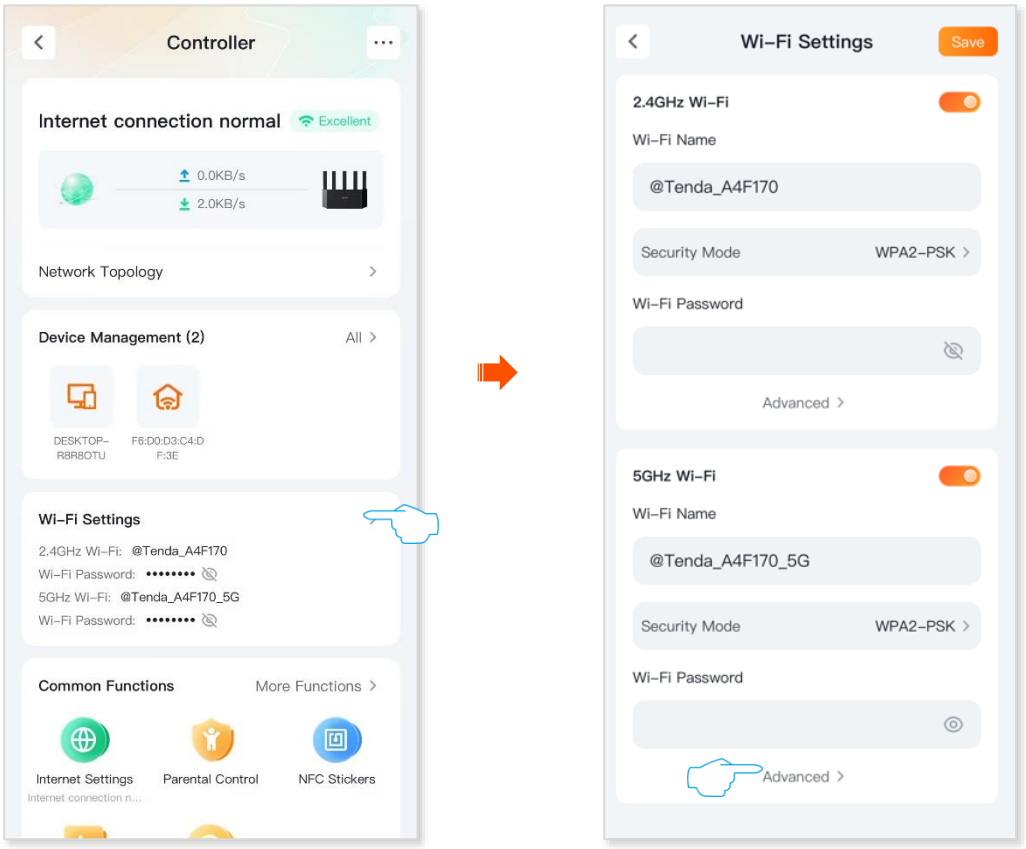
Hide the Wi-Fi network

The hidden Wi-Fi networks are invisible to Wi-Fi-enabled devices, thus improving the security of the networks.

Configuration procedure:

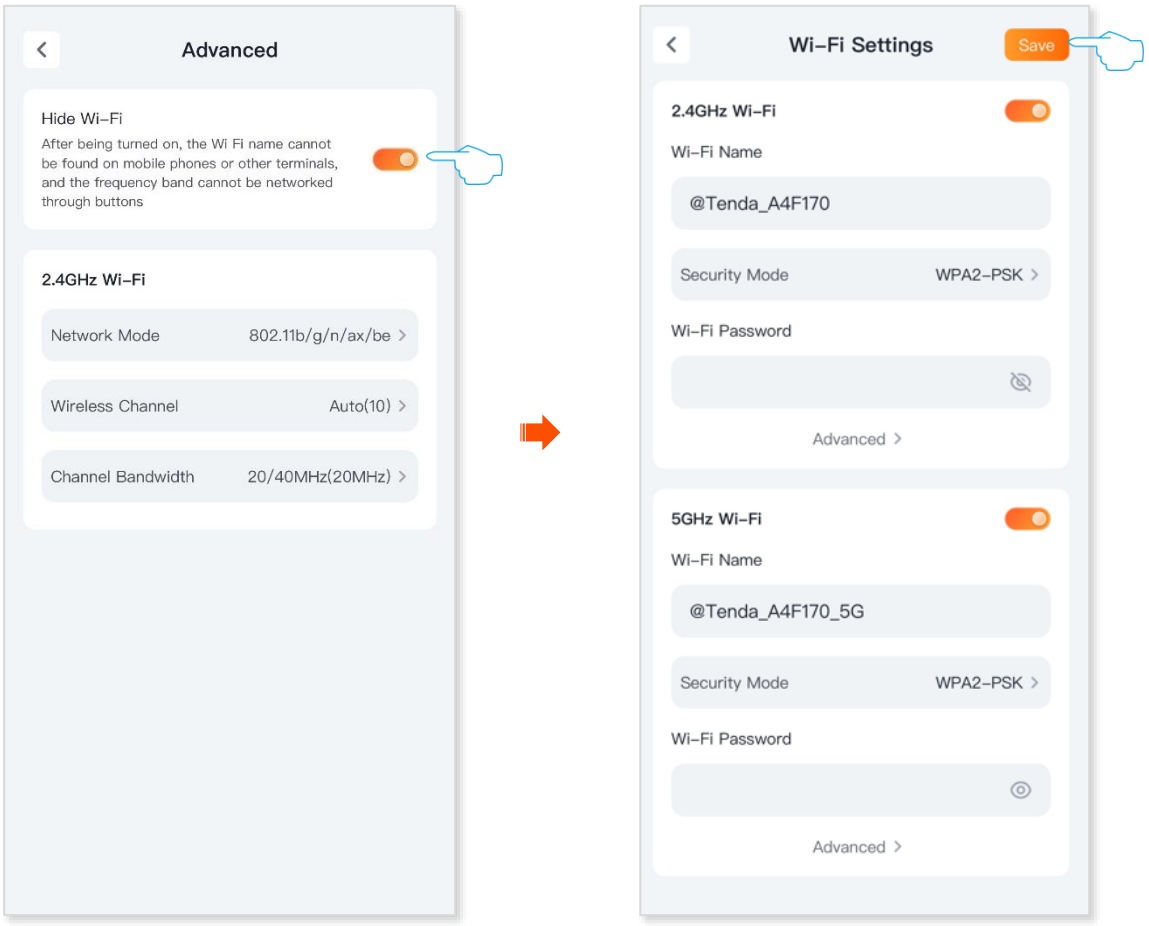
Step 1 Enter the configuration page of the router. Tap **Wi-Fi Settings**.

Step 2 Locate the band you want to hide Wi-Fi, and tap **Advanced**. The **Unify 2.4 GHz & 5 GHz** function is disabled. The following figure is for reference only.



Step 3 Enable the **Hide Wi-Fi**. The following figure is for reference only.

Step 4 Tap < back to **Wi-Fi Settings** page, and tap **Save**.



---End

After the settings are completed, the corresponding Wi-Fi network is invisible to Wi-Fi-enabled devices. If you want to connect to a hidden wireless network, you need to manually enter the wireless network name on a Wi-Fi-enabled device such as a smartphone. For details, see Connect to a hidden Wi-Fi Network.

Enable or disable MESH button

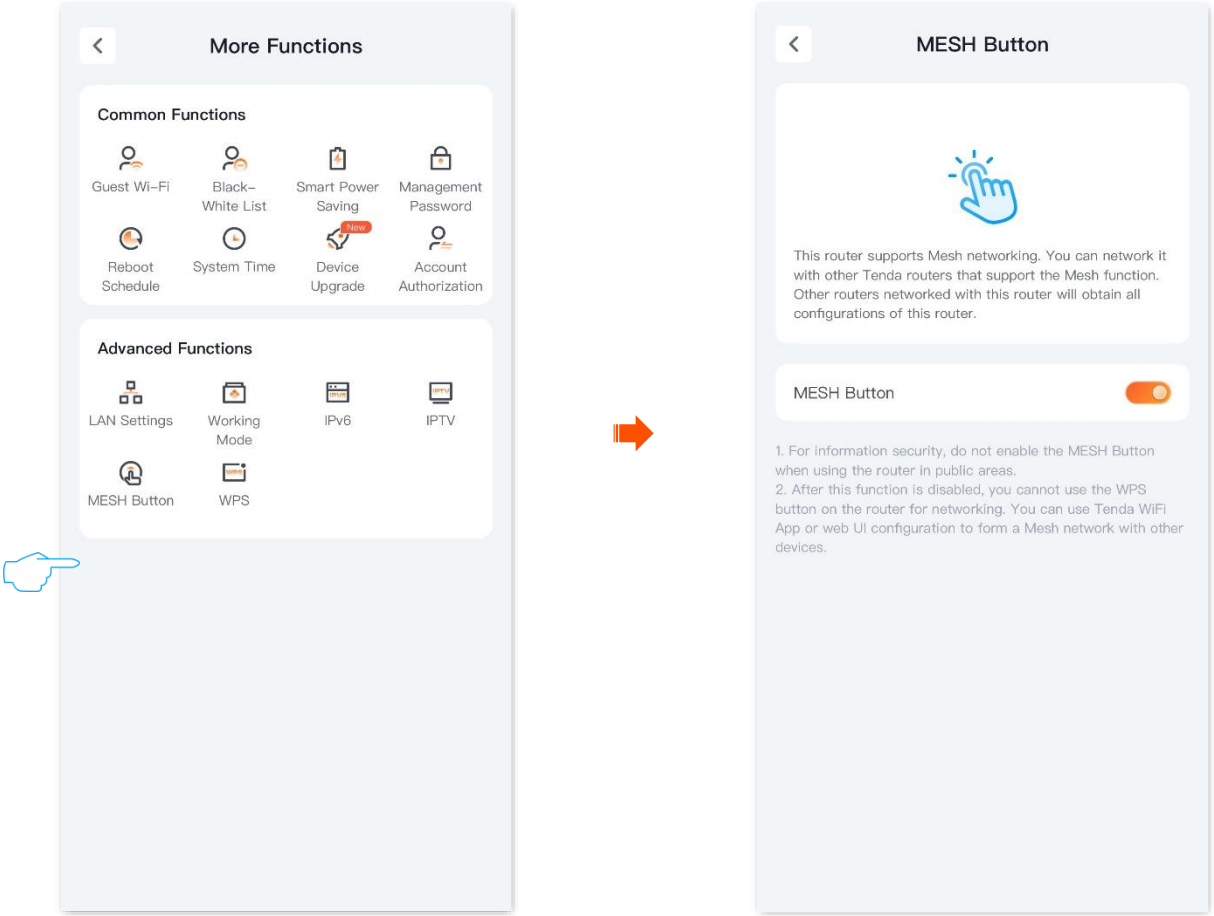
After entering the configuration page of the router, and navigate to **More Functions** > **MESH Button**.

You can enable or disable the MESH button networking function. This function is enabled by default.

- After enabled, the router can network with other Tenda Wi-Fi+ routers through the networking button (WPS or MESH) on the body.
- After disabled, the router cannot be networked through the networking button (WPS or MESH) on the body, but can be networked through the scanning networking and wired networking.

NOTE

If you use this router in a public place, do not enable the MESH button function to ensure information security.

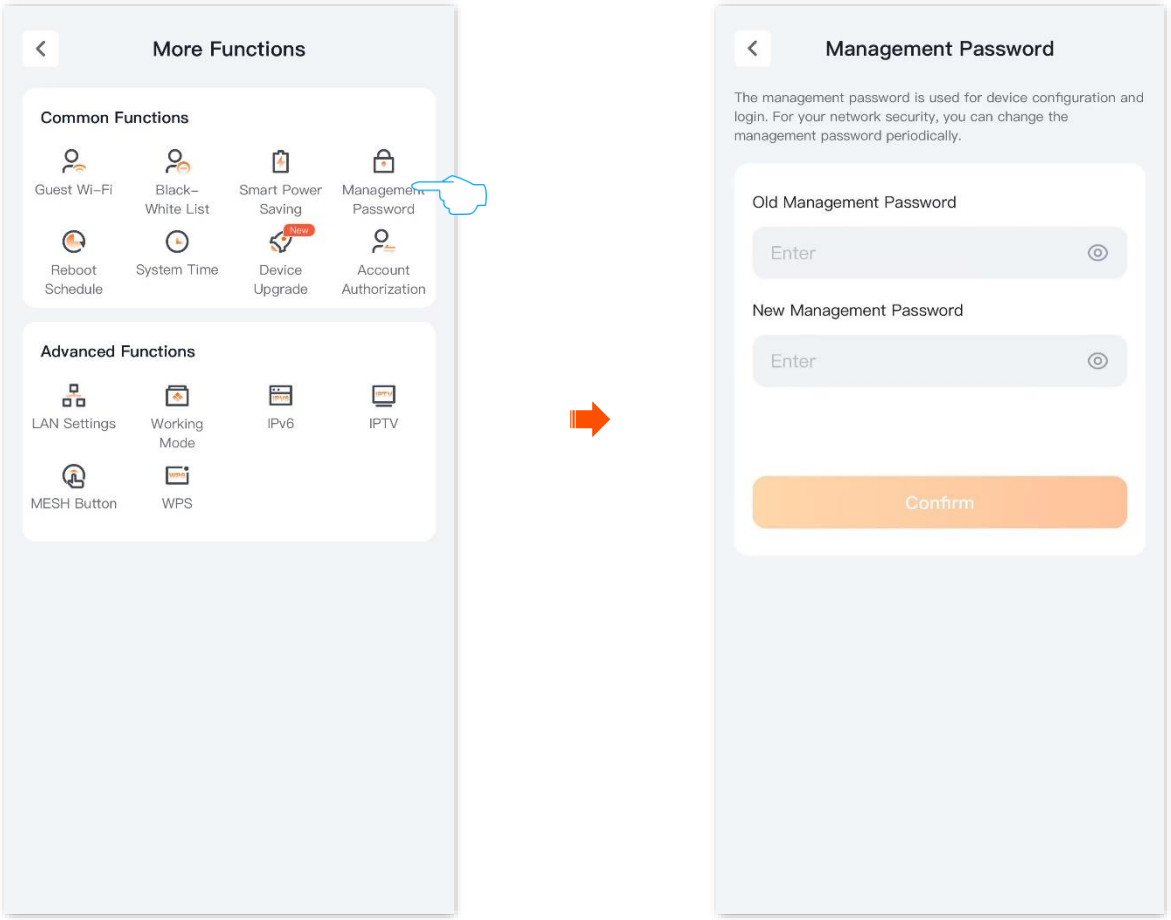


Change the management password

After entering the configuration page of the router, and navigate to **More Functions** > **Management Password**.

Here, you can change the router's login password, that is, the login password for the web UI.

To ensure network security, a login password is recommended. A login password consisting of more types of characters, such as uppercase and lowercase letters, brings higher security.



Advanced

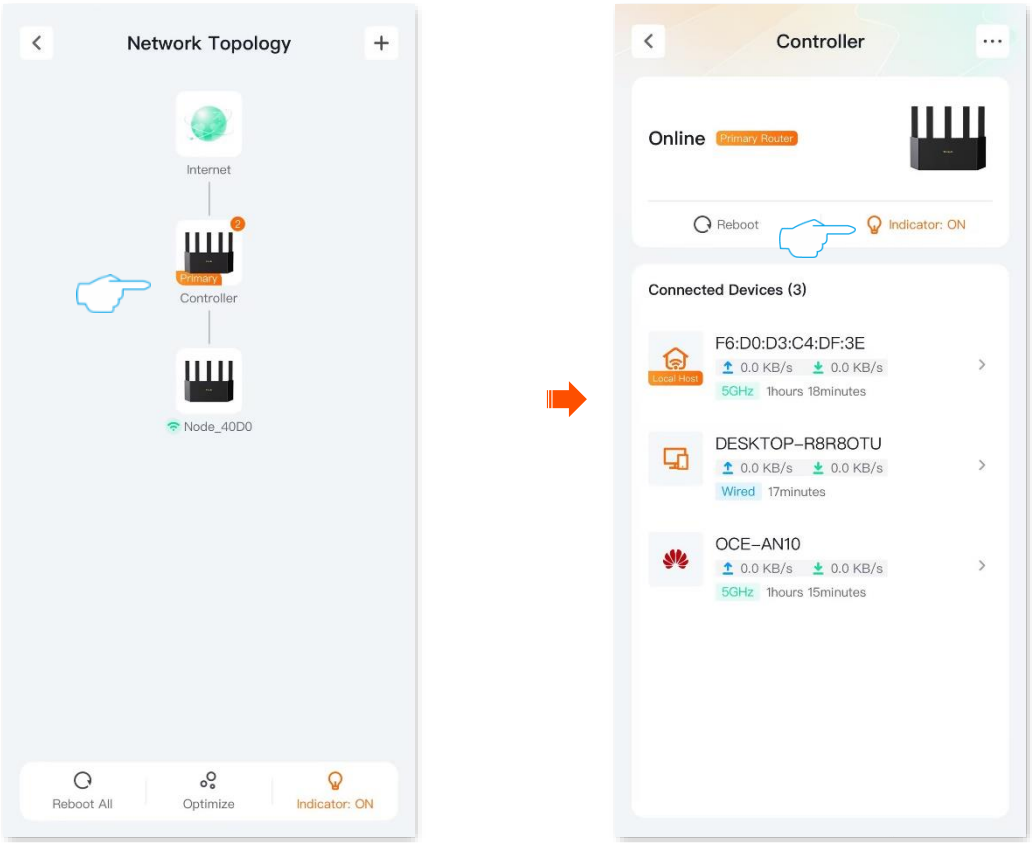
This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

Turn on or turn off the indicator of router

Turn on or turn off the indicators of the router

Method 1

Enter the configuration page of the router, tap **Network Topology**, tap the node icon that you want to turn on or off the indicator, and turn on or off the indicator as required. The following figure is for reference only.

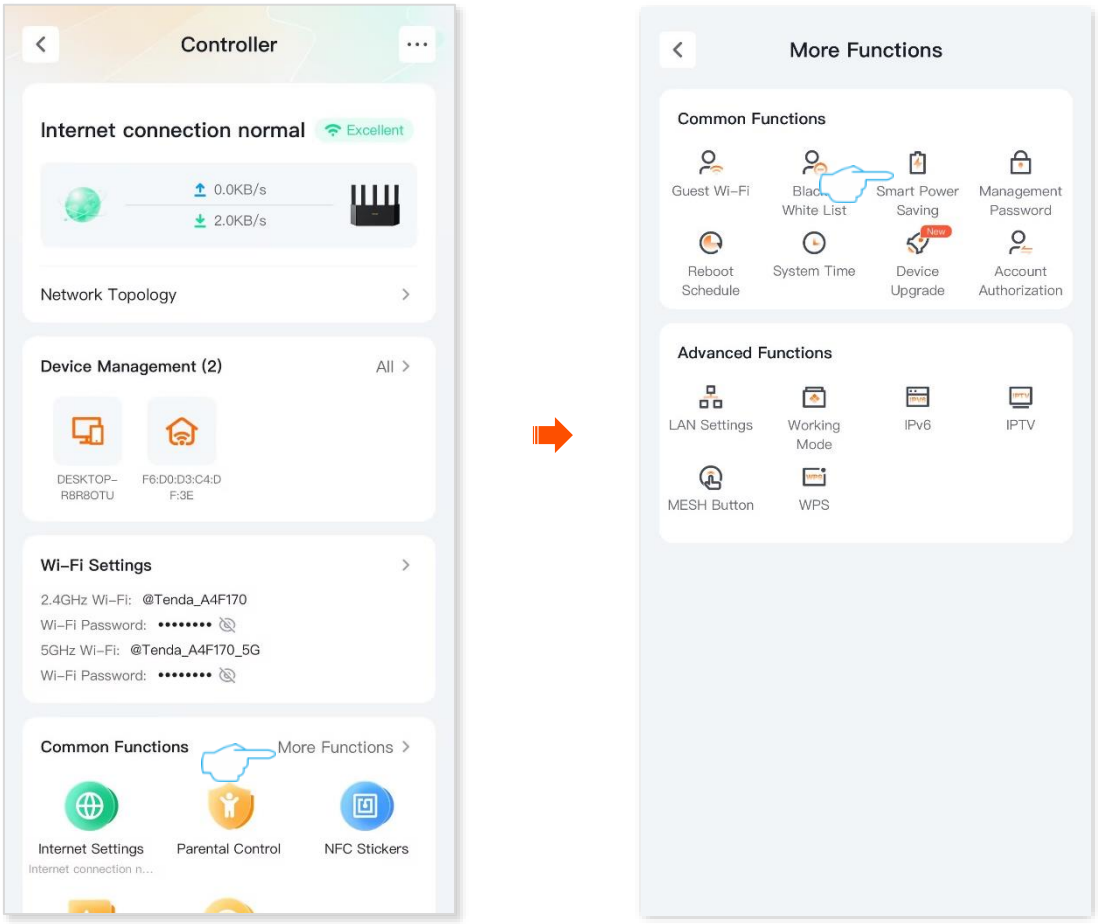


Method 2

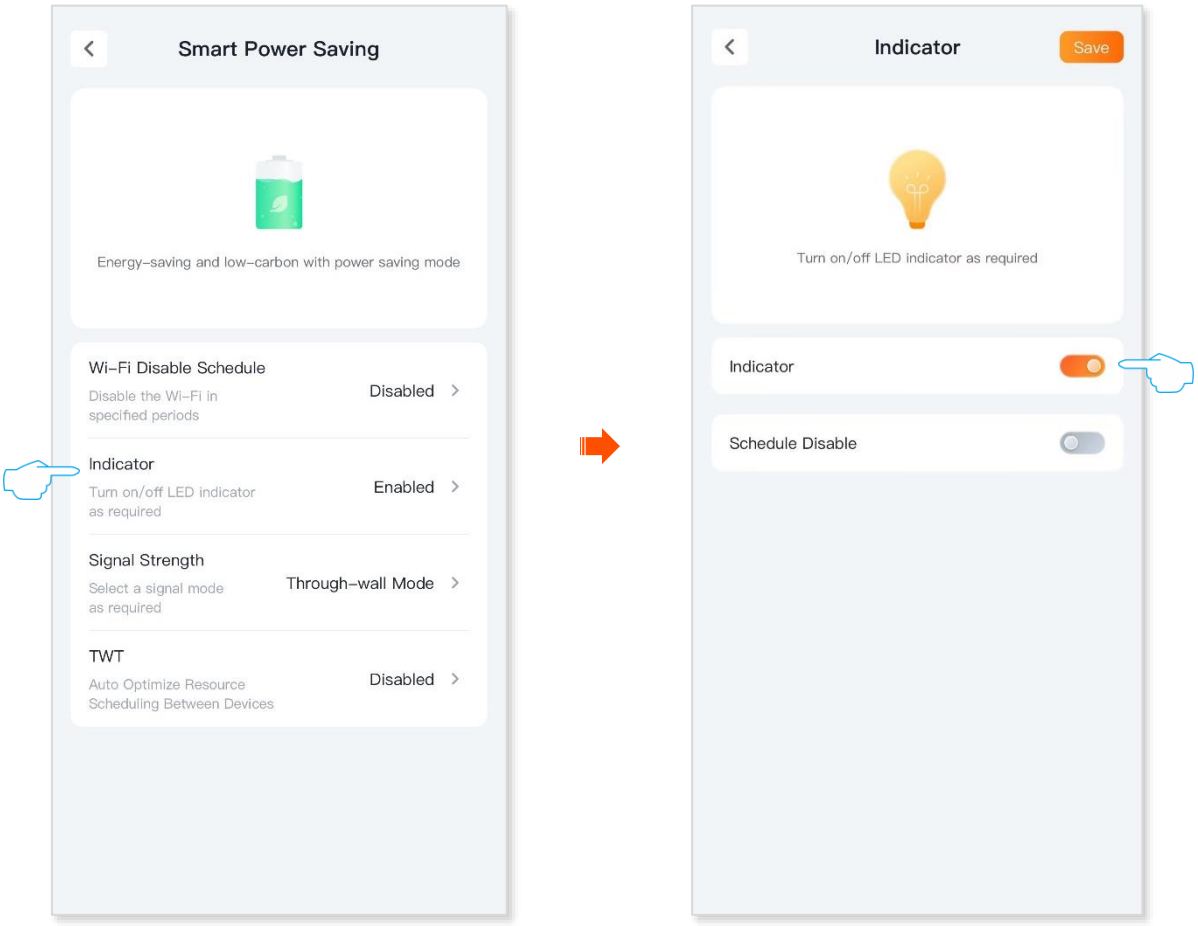
TIP

If the router supports Mesh networking and is already networking with other Mesh devices, turning on or off the LED indicator by this method will turn on or off the LED indicator for all nodes.

Step 1 Enter the configuration page of the router. Navigate to **More Functions** > **Smart Power Saving**.



Step 2 Tap **Indicator**, and turn on or turn off the indicators as required.

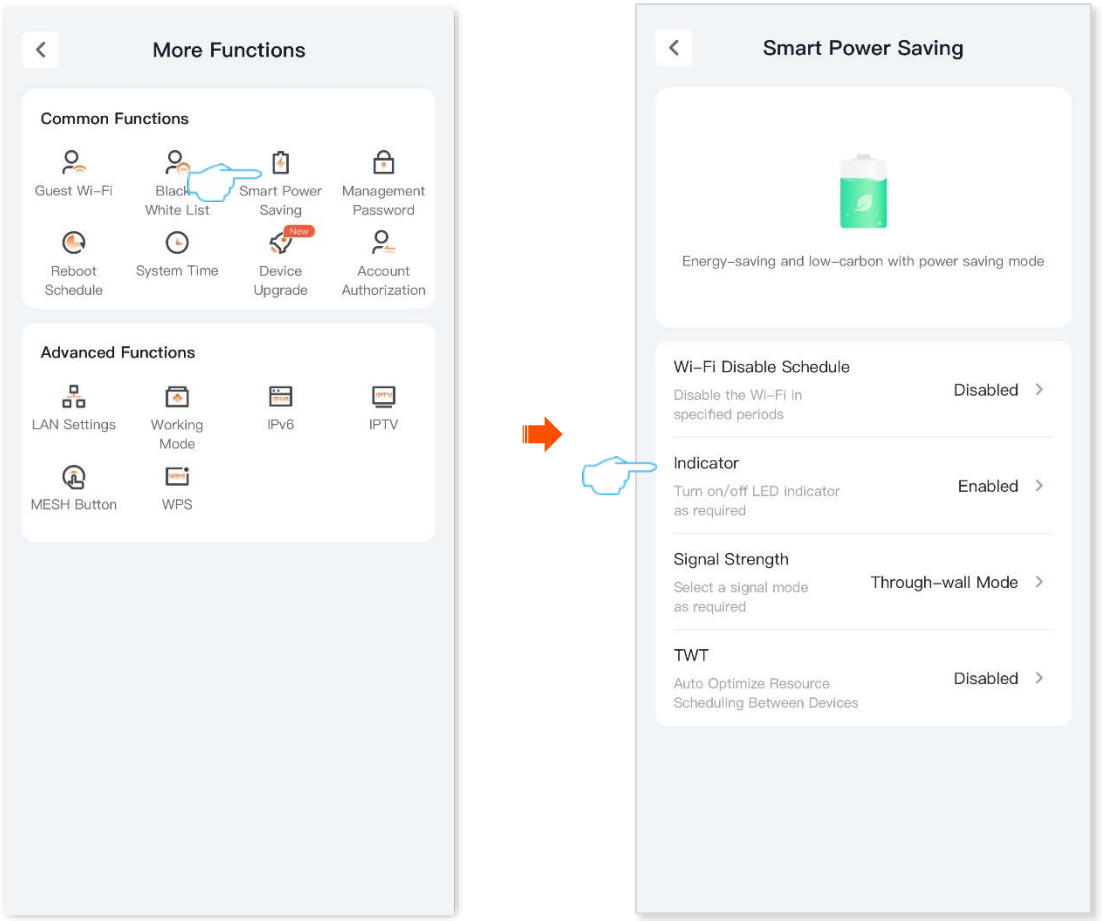

Smart Power Saving
Energy-saving and low-carbon with power saving mode
Wi-Fi Disable Schedule
Disable the Wi-Fi in specified periods
Disabled
Indicator
Turn on/off LED indicator as required
Enabled
Signal Strength
Select a signal mode as required
Through-wall Mode
TWT
Auto Optimize Resource Scheduling Between Devices
Disabled
Indicator
Save
Turn on/off LED indicator as required
Indicator
Schedule Disable

---End

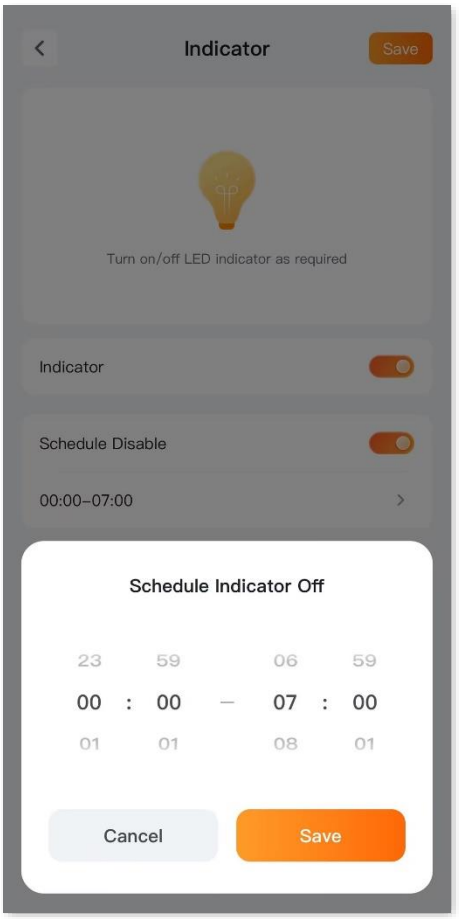
Schedule turn off the indicators of the router

Step 1 Enter the configuration page of the router.

Step 2 Navigate to **More Functions** > **Smart Power Saving**, and tap **Indicator**.



Step 3 Enable the **Schedule Disable**, and tap **Schedule Indicator Off**. 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.

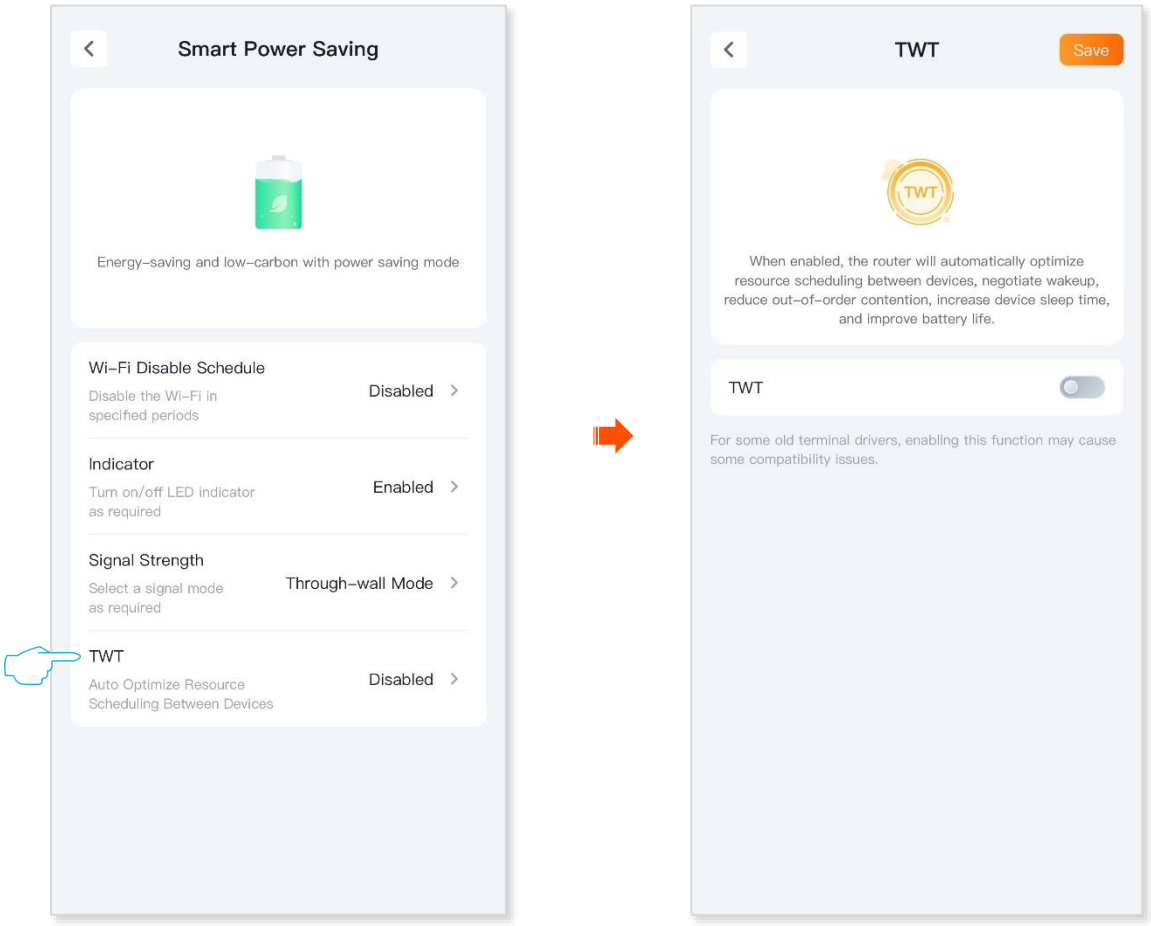
TIP

If the router supports Mesh networking and has been networking with other Mesh devices, the indicator of all nodes is turned off during the set off period. Outside this period, the indicator of all nodes works normally.

Enable or disable TWT function

The Target Wakeup Time (TWT) means that after the TWT function is enabled, the router will automatically optimize the resource scheduling between devices and negotiate the wake-up time, so that clients such as a smartphone can reduce power consumption and improve device battery life when they do not need to communicate with the router.

To access the configuration page, enter the configuration page of the router, and navigate to **More Functions** > **Smart Power Saving**, and tap **TWT**. Enable or disable the TWT function as required. The following figure is for reference only.



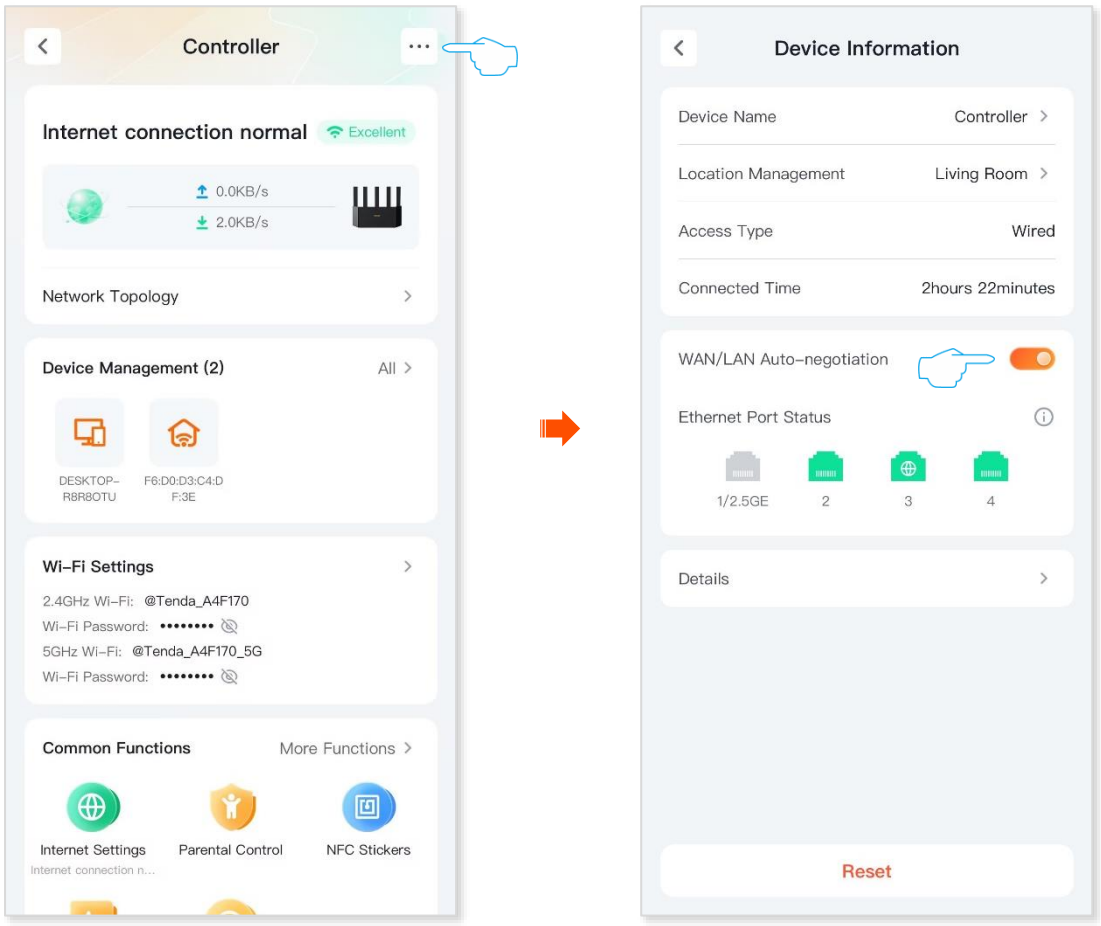
Enable or disable router's WAN/LAN auto-negotiation function

WAN/LAN auto-negotiation function, that is, the router Ethernet port does not distinguish between WAN (Internet port) and LAN (internal port), with WAN, LAN auto-adaptive characteristics. The Ethernet jack or the Ethernet cable has been connected to the computer can be connected to any Ethernet port of the router.

The WAN/LAN auto-negotiation function is enabled by default. When disabled, the Ethernet port 1 is WAN port, and other Ethernet ports are LAN ports.

- WAN port: Used to connect optical modem, DSL modem, cable TV modem or Ethernet jack.
- LAN port: Used to connect computers, switches, game consoles, and so on.

Enter the configuration page of the router. Tap ••• in the upper-right corner to enable or disable the **WAN/LAN Auto-negotiation** function as required. The following image is for reference only.



Change LAN IP address

The LAN IP address is the router's IP address to the LAN and also the router's management IP address. LAN users can log in to the web UI of the router using this IP address.

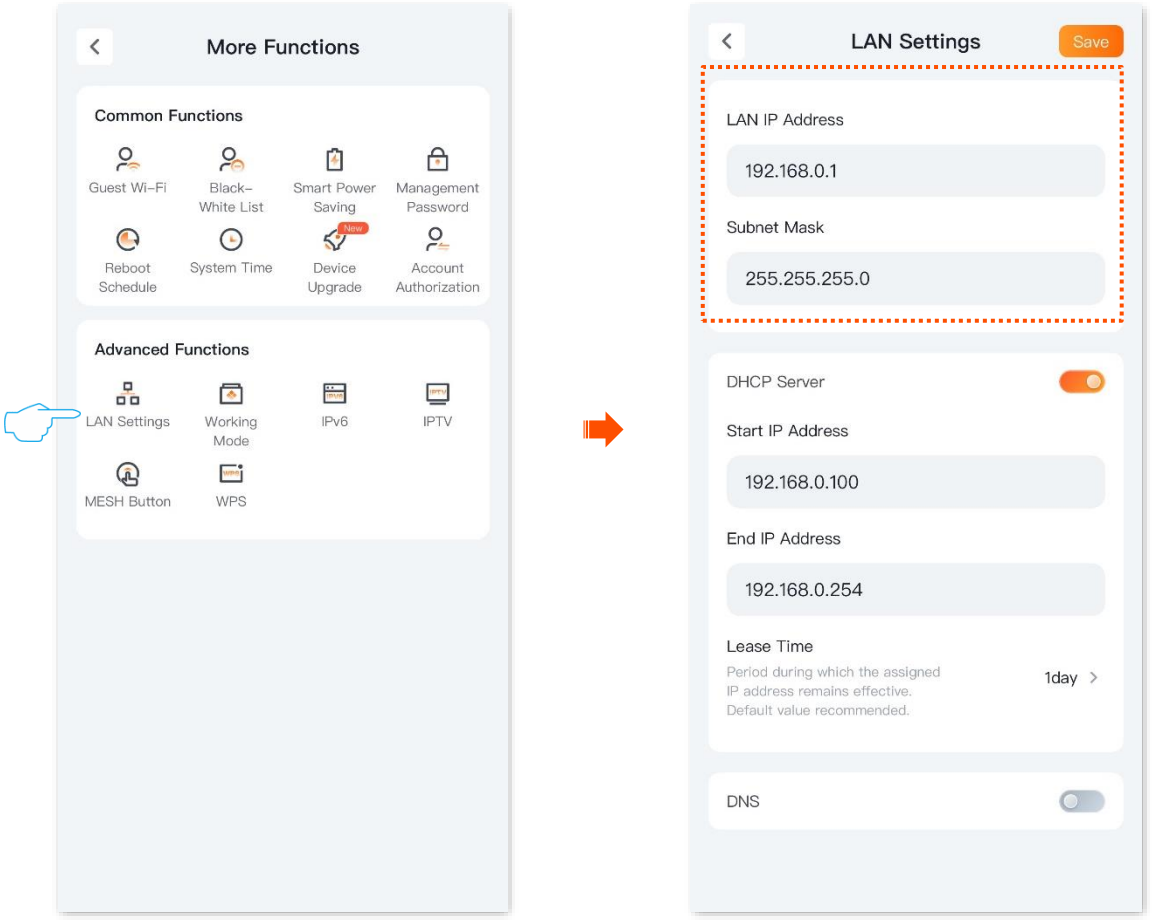
The default router's LAN IP address is 192.168.0.1 and the subnet mask is 255.255.255.0. Generally, you do not need to change the LAN port settings unless IP address conflicts occur.

TIP

If the router's WAN port IP address is in the same network segment as its LAN port IP address, the LAN port IP network segment will be automatically incremented by 1. If the current LAN IP address is 192.168.0.1, it will be changed to 192.168.1.1 after automatic modification.

Change LAN IP address:

Enter the configuration page of the router. Navigate to **More Functions > LAN Settings**. Change the LAN IP address as required.



DHCP server

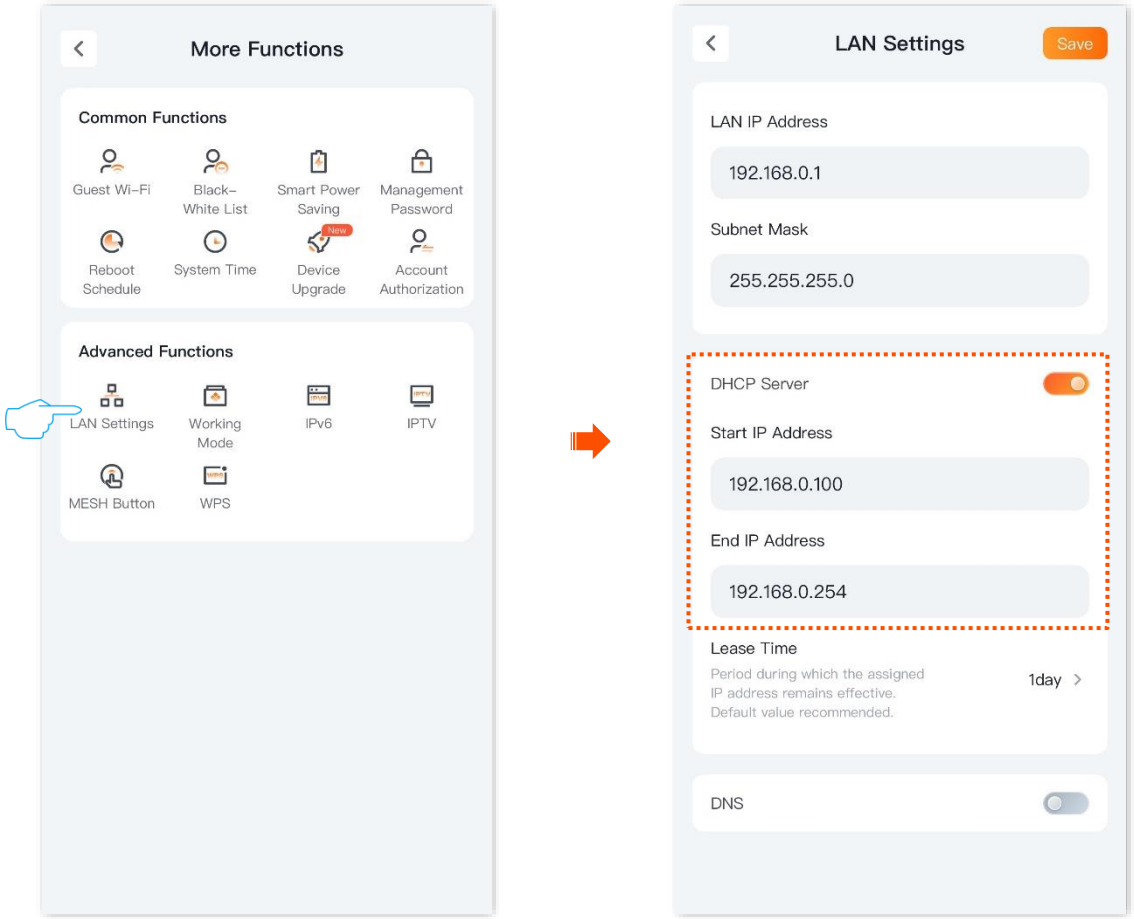
After entering the configuration page of the router, and navigate to **More Functions** > **LAN Settings.**

DHCP is short for Dynamic Host Configuration Protocol. The DHCP server can automatically assign IP addresses, subnet masks, gateways, and DNS information to clients on the LAN.

If this function is disabled, you need to manually configure an IP address on the client to access the internet. Unless other specified, keep the DHCP server enabled.

TIP

If the new LAN IP address and the original LAN IP address are not in the same network segment when the LAN IP address is changed, the system will automatically change the DHCP address pool to be in the same network segment as the new LAN IP address.



Configure client DNS

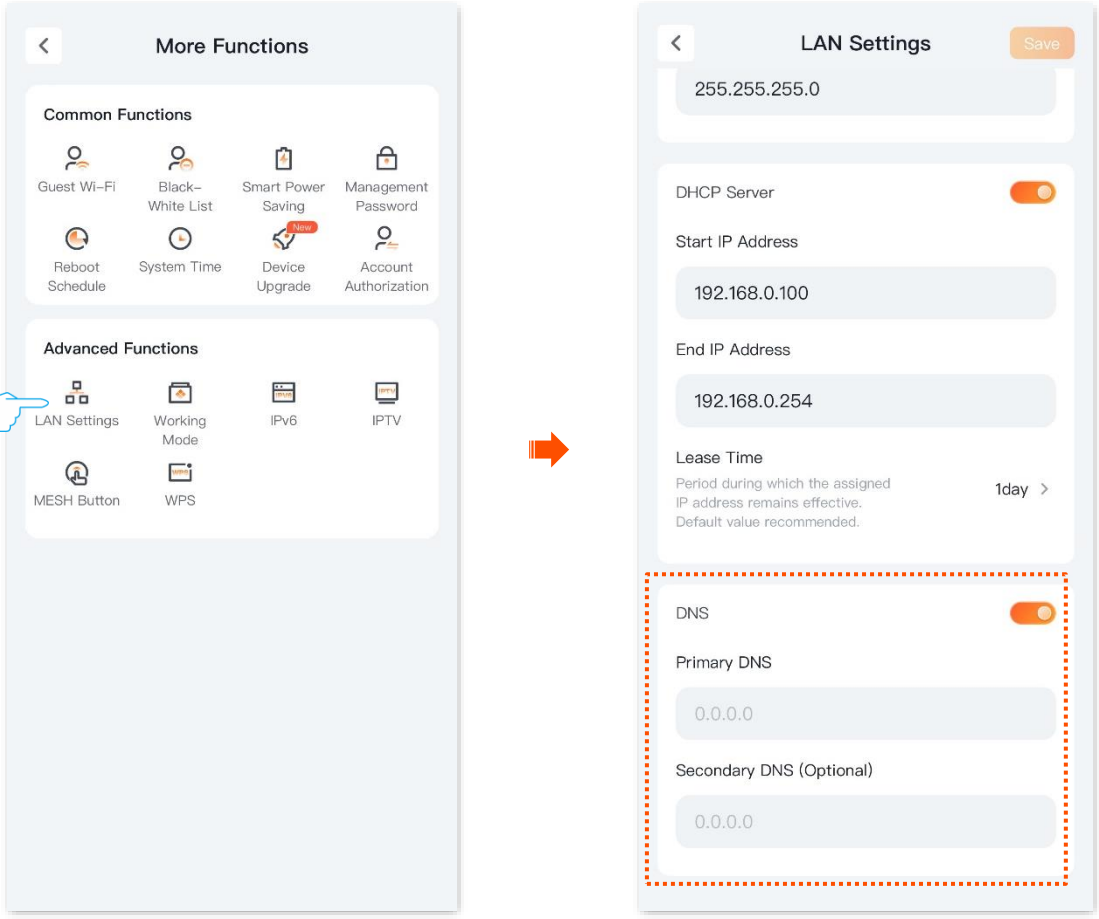
After entering the configuration page of the router, and navigate to **More Functions** > **LAN Settings.**

You can configure the specified DNS for the client.

This function is disabled by default. If you want to assign the specified DNS to the client of the LAN, you can enable this function and set DNS.

TIP

If the LAN clients cannot access the website, but the chat software can be used normally, it may be that DNS resolution has failed. It is recommended to try to change DNS to solve the problem.



IPTV

IPTV is the technology integrating internet, multimedia, telecommunication and many other technologies to provide interactive services, including digital TV, for family users by internet broadband lines.

You can set the multicast and STB functions here.

- **Multicast**: If you want to watch multicast videos from the WAN side of the router on your computer, you can enable the multicast function of the router.
- **STB** (set-top box): If the IPTV service is included in your broadband service, you can enjoy both internet access through the router and rich IPTV contents with a set-top box when it is enabled.

Watch IPTV programs through the router

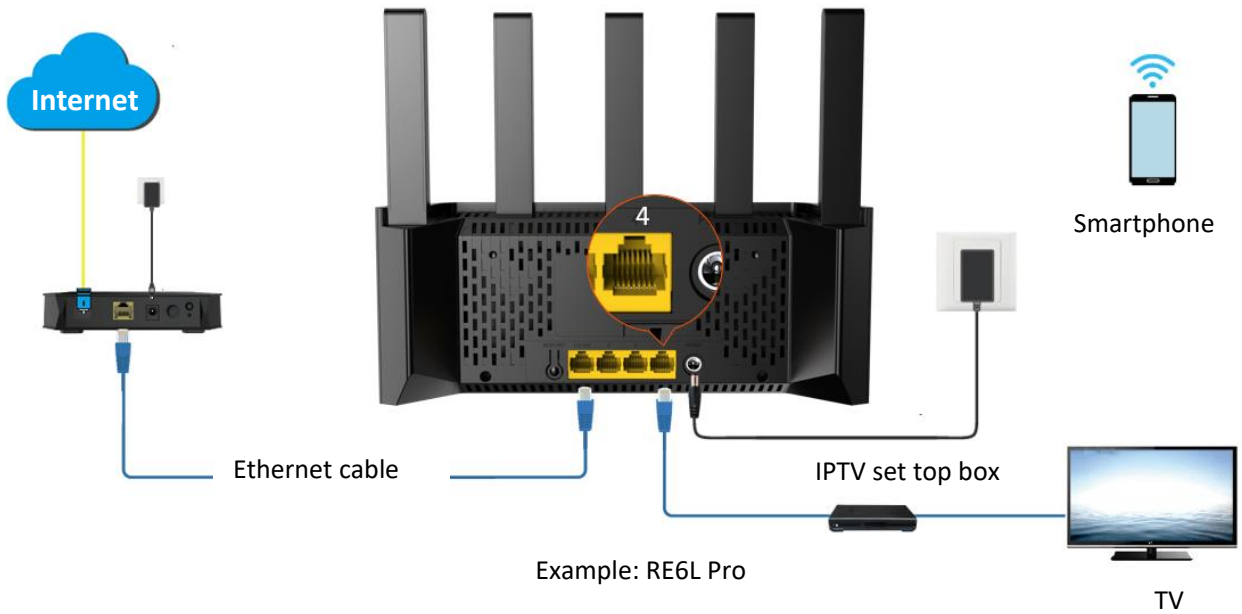
Scenario: The IPTV service is included in your broadband service. You have obtained the IPTV account and password from your ISP, and VLAN ID is 10.

Goal: Watch IPTV programs through the router.

Solution: You can configure the IPTV function to reach the goal.

TIP

By default, the Ethernet port 4 of the primary node is used as the IPTV port. You can modify the IPTV binding Ethernet port as required.

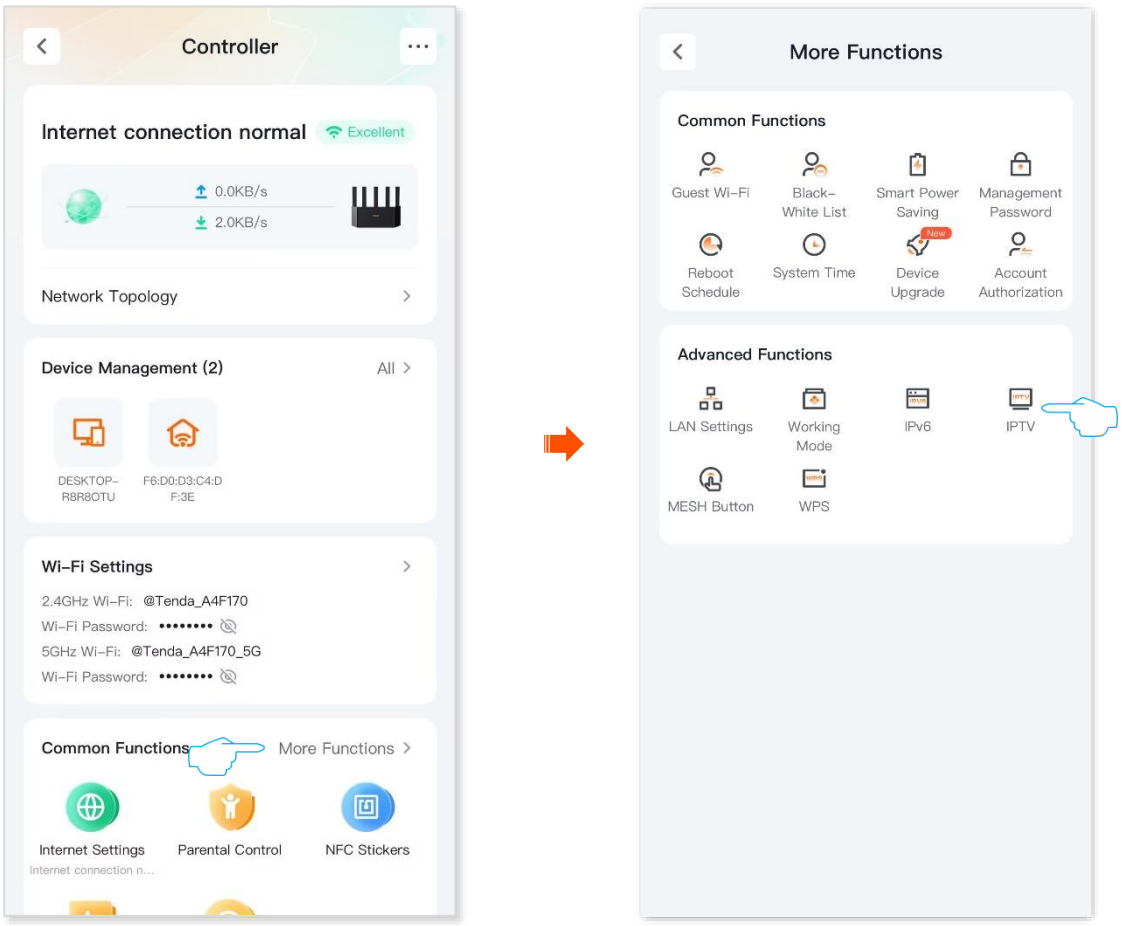


Example: RE6L Pro

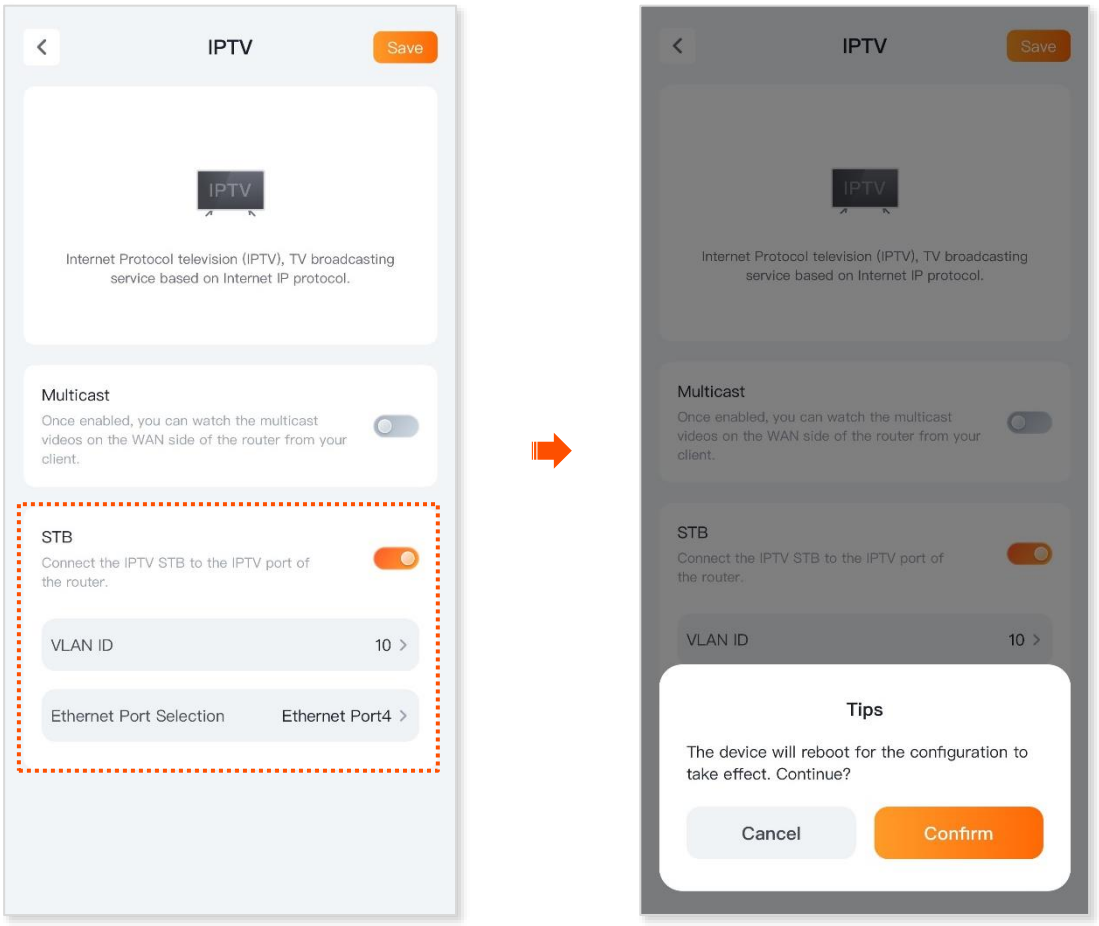
Configuration procedure:

Step 1 Set your router.

1. Enter the configuration page of the router. Navigate to **More Functions** > **IPTV**.



2. Enable the **STB** function,, set **VLAN ID** to **10**, and tap **Save**. Confirm the prompt message, and tap **Confirm**.



Step 2 Configure the set-top box.

Use the IPTV user name and password provided by your ISP to dial up on the set-top box.

---End

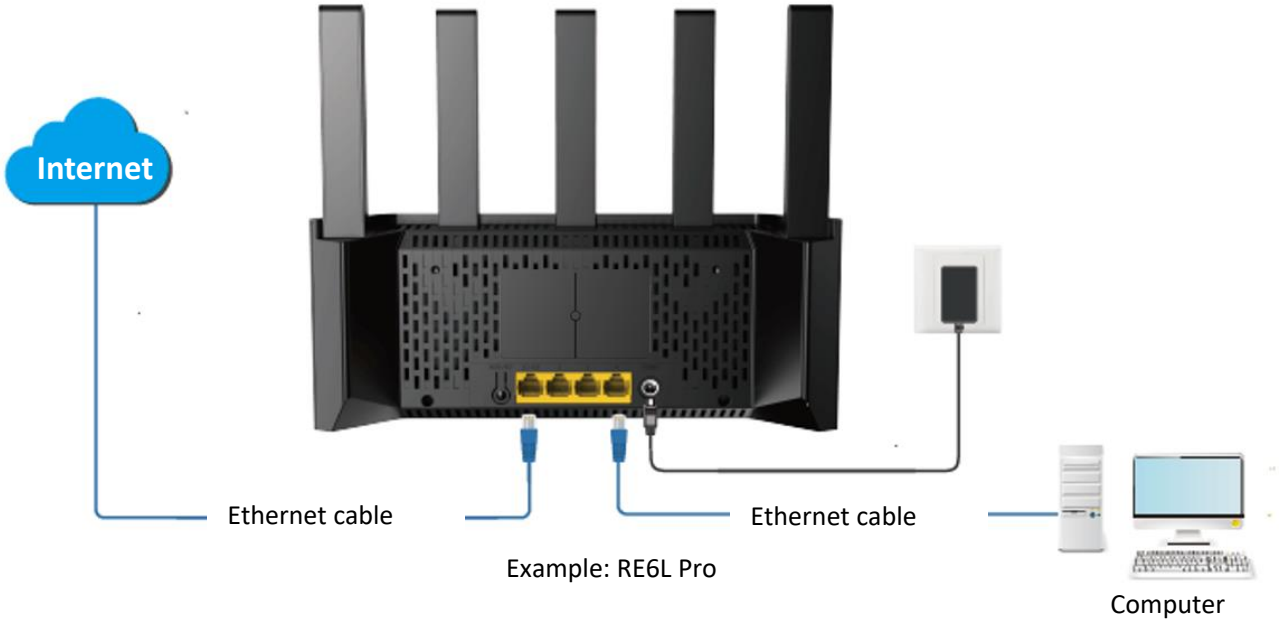
After the settings are completed, you can watch IPTV programs on your TV.

Watch multicast videos through the router

Scenario: You have the address of multicast videos.

Goal: You can watch multicast videos.

Solution: You can configure the multicast function to reach the goal.

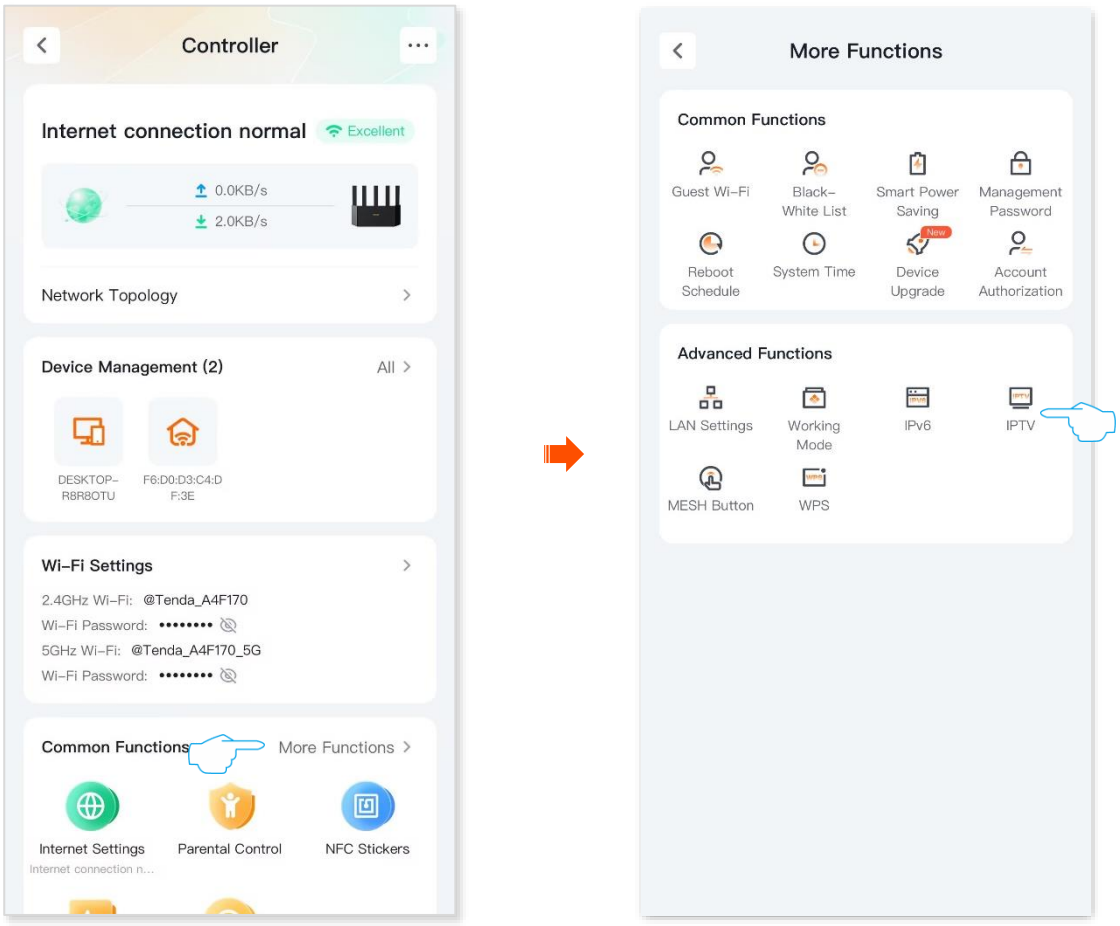


TIP

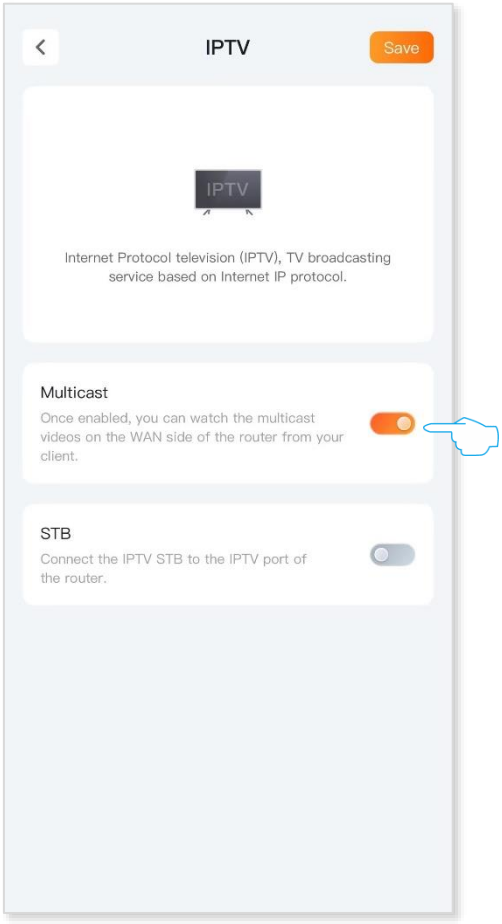
By default, the WAN/LAN auto-negotiation function of the router is enabled, and the broadband Ethernet cable can be connected to any Ethernet port. If you disable the WAN/LAN auto-negotiation function, connect the broadband Ethernet cable to Ethernet port 1 (WAN port).

Configuration procedure:

Step 1 Enter the configuration page of the router. Navigate to **More Functions** > **IPTV**.



Step 2 Enable the **Multicast**, and tap **Save**.



---End

After the settings are completed, you can watch multicast videos on your terminal devices.

WPS

The WPS function enables Wi-Fi-enabled devices, such as smartphones, to connect to Wi-Fi networks of the router without entering the password.

TIP

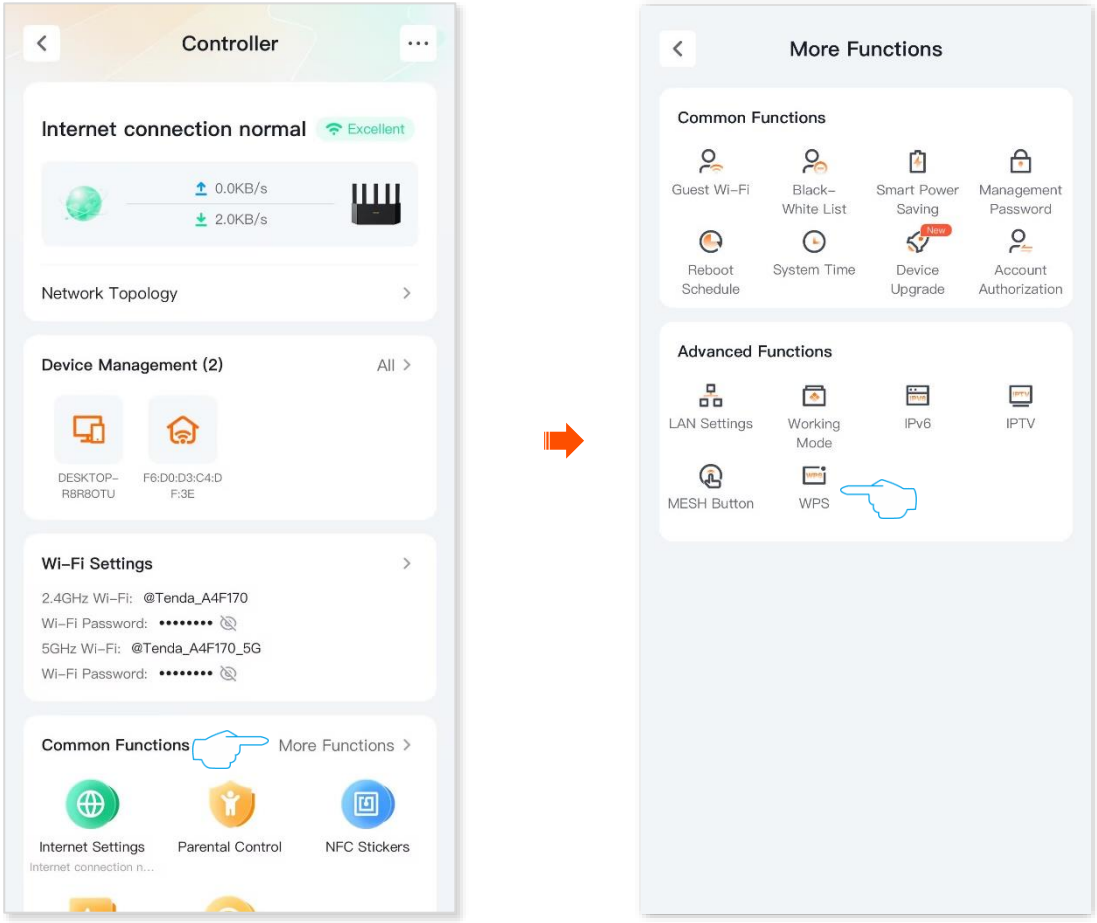
After configuration, ensure that the Wi-Fi-enabled devices such as smartphone supports WPS function.

Assume that you have successfully set up your network using your router, and now you want your phone to connect to Wi-Fi without having to enter a Wi-Fi password.

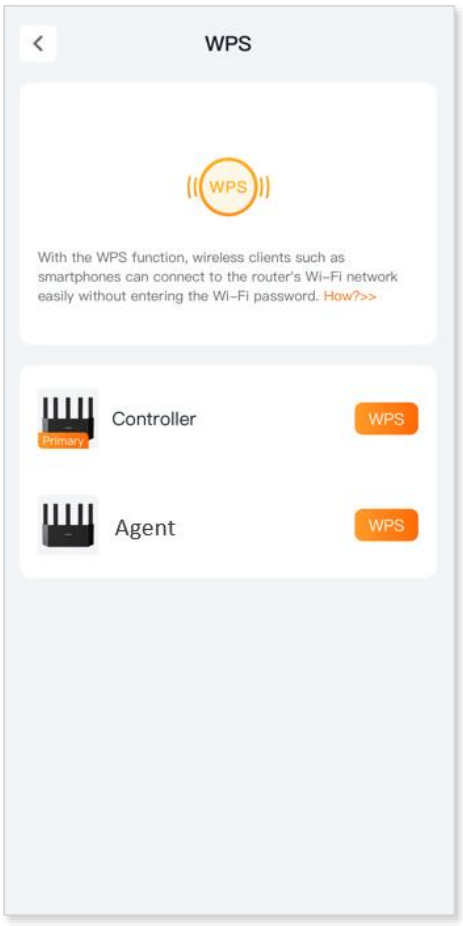
Configuration procedure:

Step 1 Enable the WPS function on the router.

1. Enter the configuration page of the router. Navigate to **More Functions** > **WPS**.

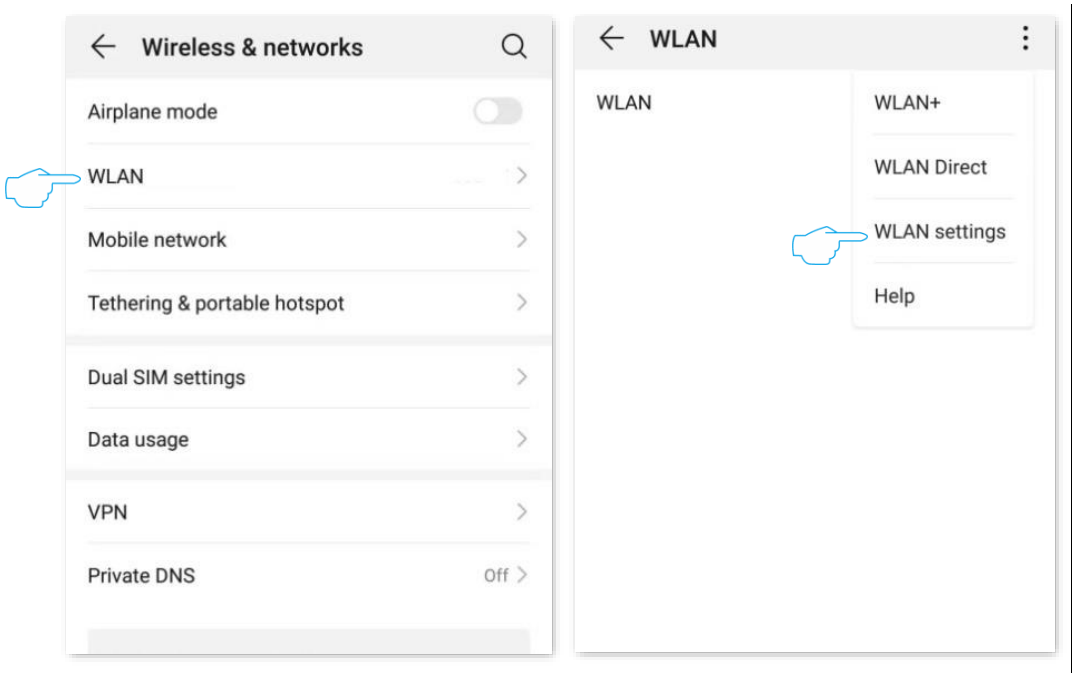


2. Locate the device you want to connect to Wi-Fi and tap WPS. The following figure is for reference only.

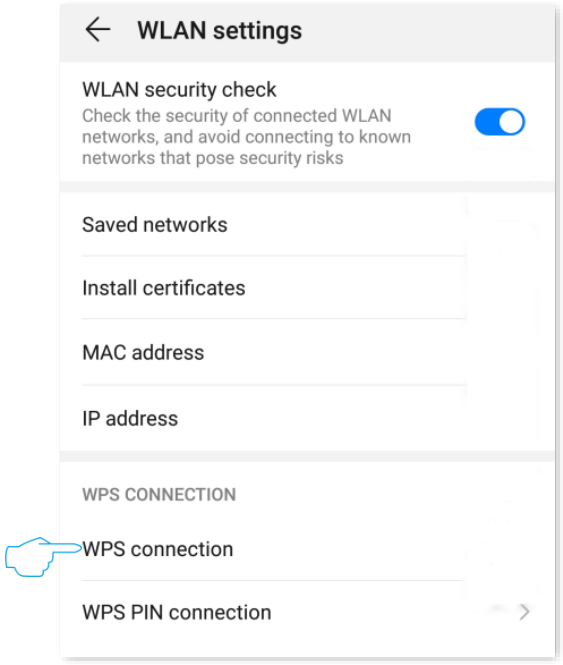


Step 2 Configure the WPS function on your Wi-Fi-enabled devices **within 2 minutes**. Configuration on various devices may differ (Example: HUAWEI P10).

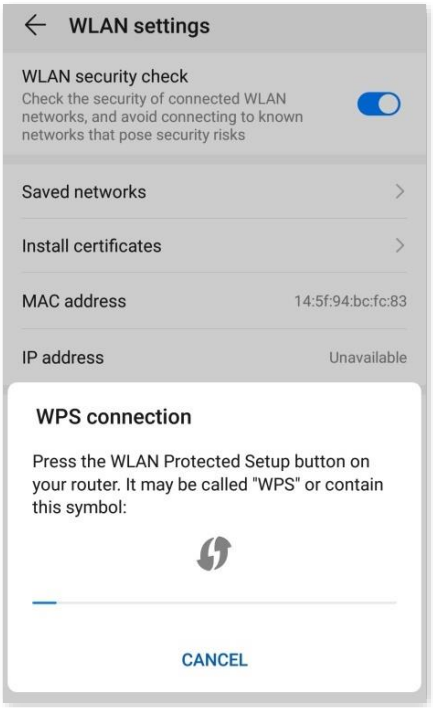
3. Find **WLAN** settings on your phone.
4. Tap ⋮, and choose **WLAN settings**.



5. Choose **WPS connection**.



Wait until the WPS negotiation completes. Now the phone is connected to the Wi-Fi network.


WLAN settings
WLAN security check
Check the security of connected WLAN networks, and avoid connecting to known networks that pose security risks
Saved networks
Install certificates
MAC address
14:5f:94:bc:fc:83
IP address
Unavailable
WPS connection
Press the WLAN Protected Setup button on your router. It may be called "WPS" or contain this symbol:
CANCEL

---End

System maintenance

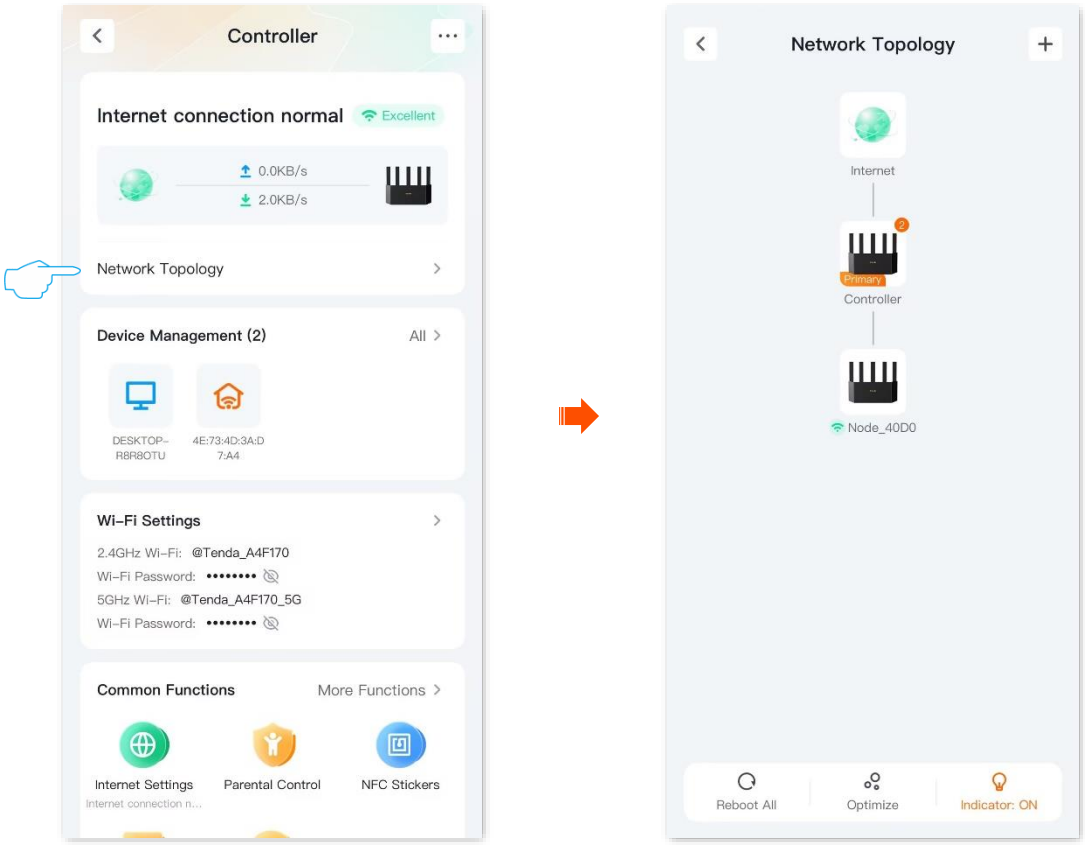
This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

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.

Reboot all nodes

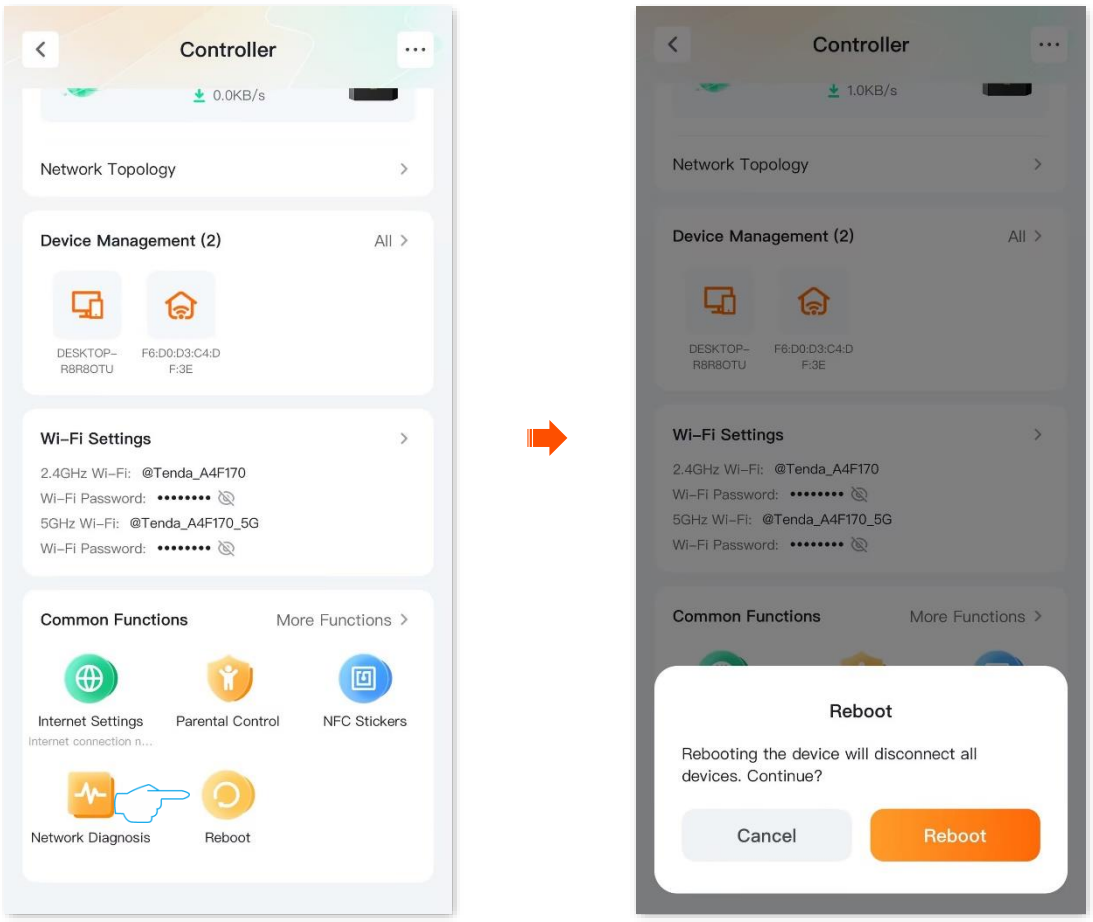
Enter the configuration page of the router, and tap **Network Topology**. Tap , confirm the prompt message, and tap **Reboot**. The following figure is for reference only.



Reboot a single node

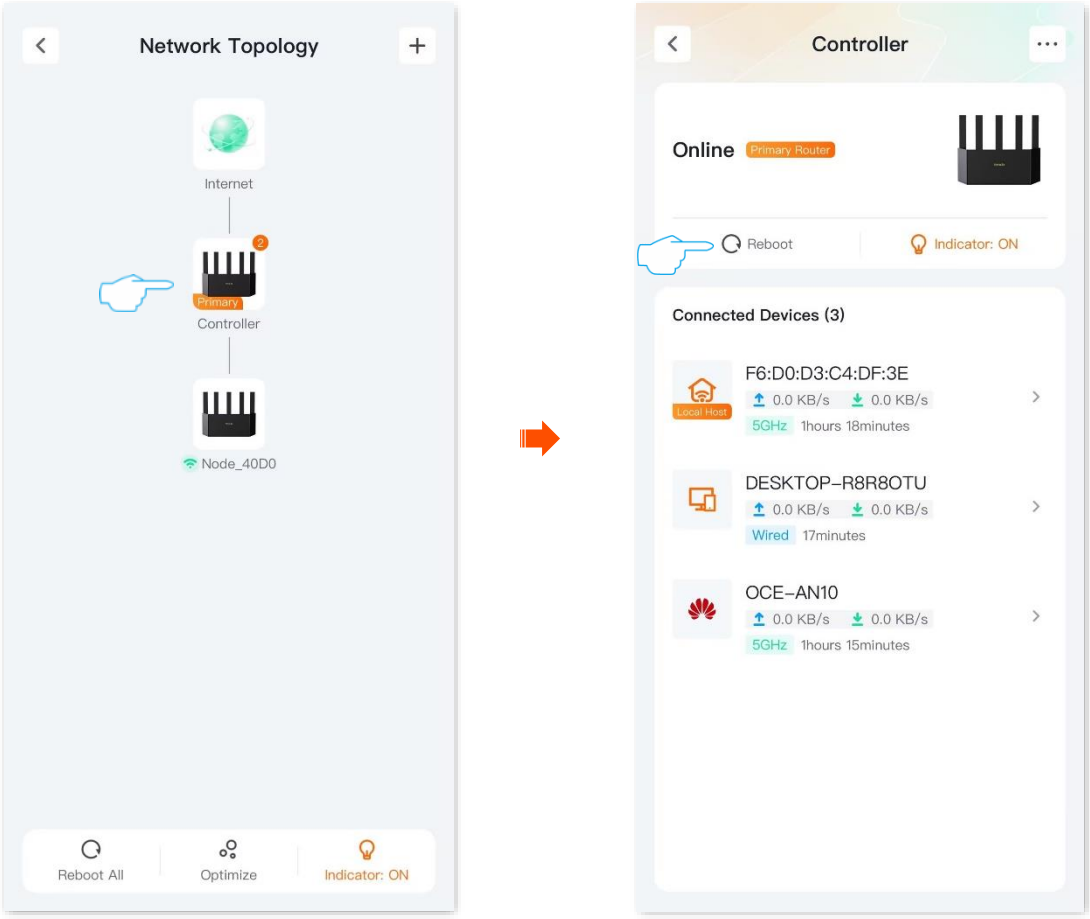
Method 1 (only for primary node)

Enter the configuration page of the router, and tap **Reboot**. Confirm the prompt message, and tap **Reboot**. The following figure is for reference only.



Method 2

Enter the configuration page of the router, and tap **Network Topology**. Tap the icon of a node that you want to reboot, tap , confirm the prompt message, and tap **Reboot**. The following figure is for reference only.



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.

If the router supports Mesh networking and has been networking with other Mesh devices, the whole network cannot access the internet after the router as the primary node is restored to the factory settings, and you need to reconfigure the router to access the internet.

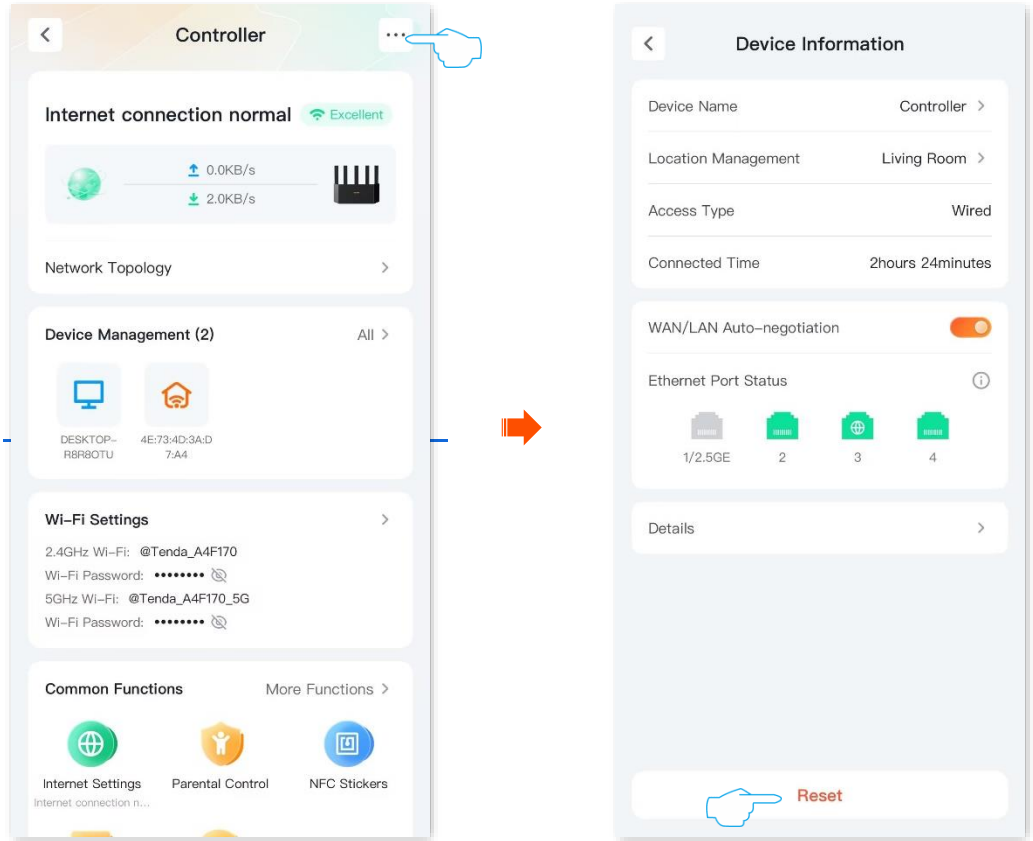
NOTE

- 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 **192.168.0.1**.

Restore the primary node to factory settings

Method 1

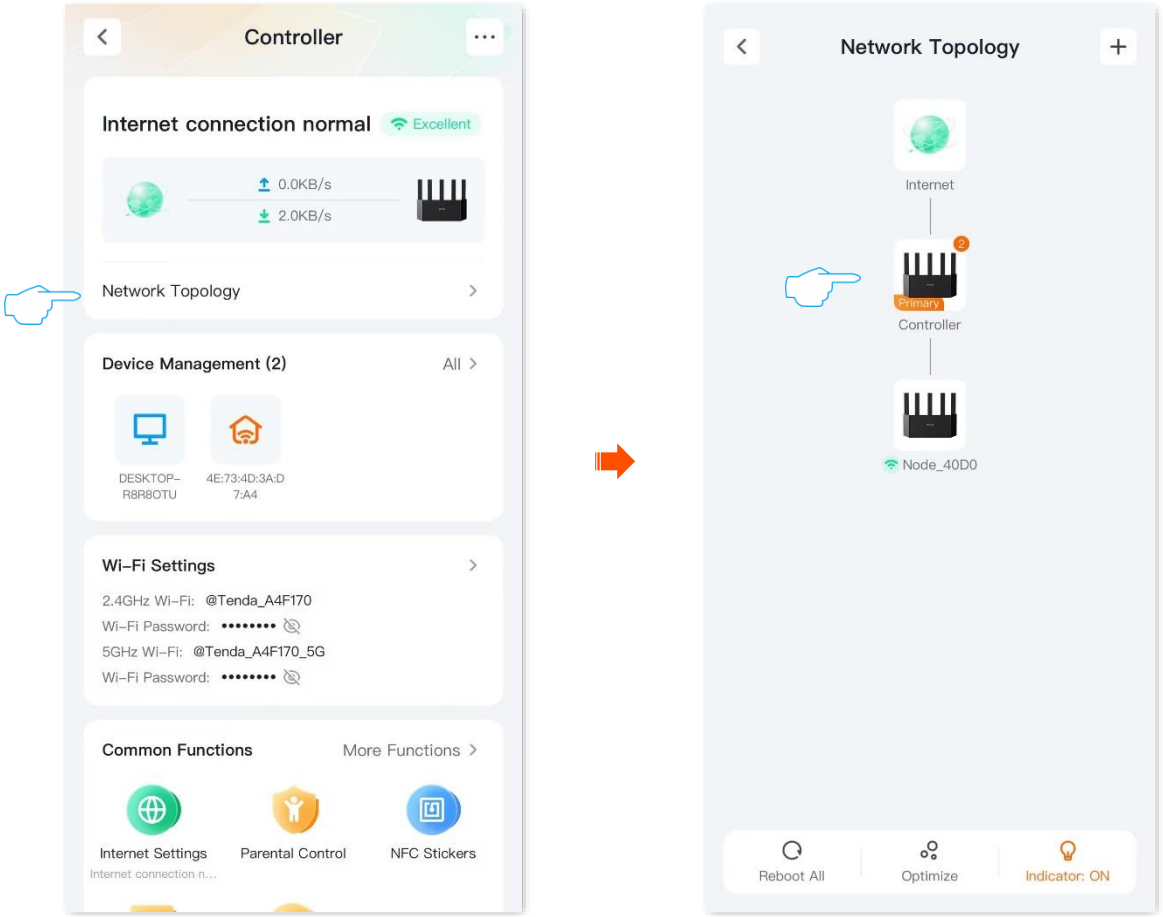
Enter the configuration page of the router. Tap ••• in the upper-right corner, and tap **Reset**. confirm the prompt message, and tap **Reset**. The following figure is for reference only.



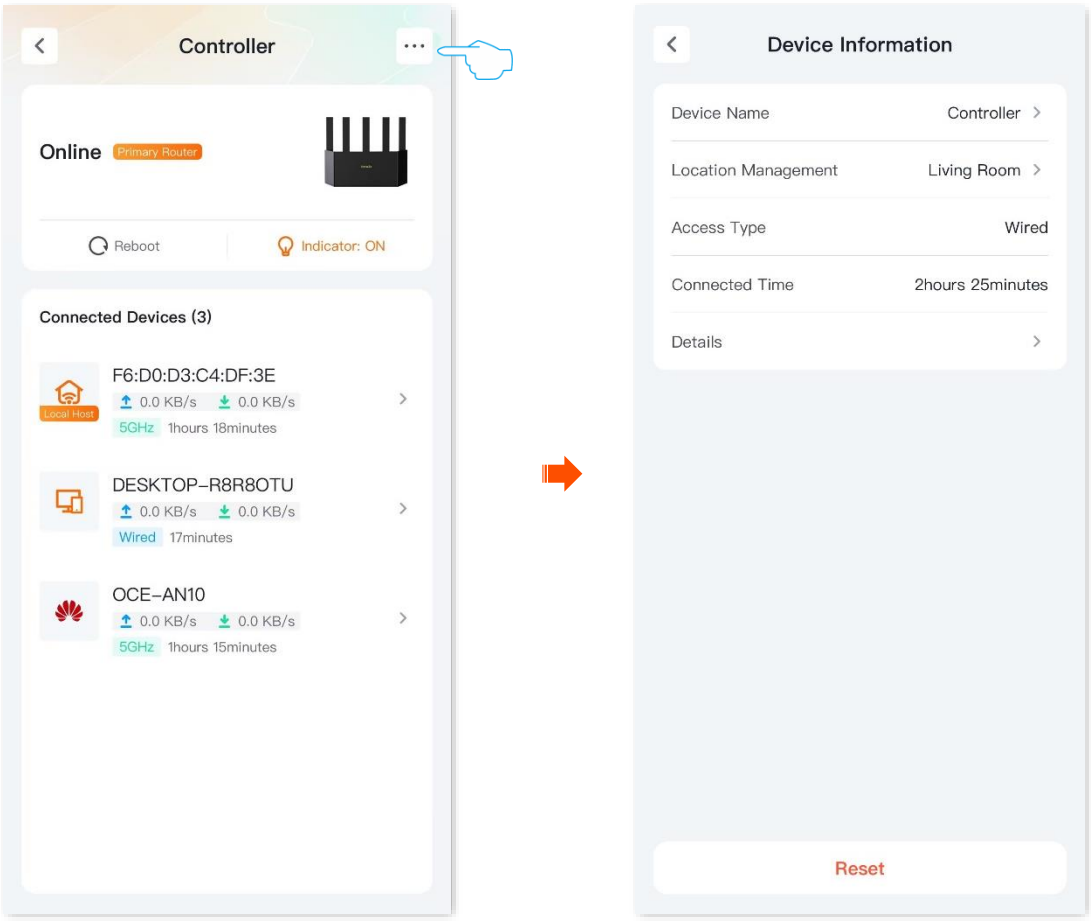
Method 2

Step 1 Enter the configuration page of the router.

Step 2 Tap **Network Topology**, and tap the icon of the primary node. The following figure is for reference only.



Step 3 Tap ● ● ● in the upper-right corner, and tap **Reset**. confirm the prompt message, and tap **Reset**. The following figure is for reference only.



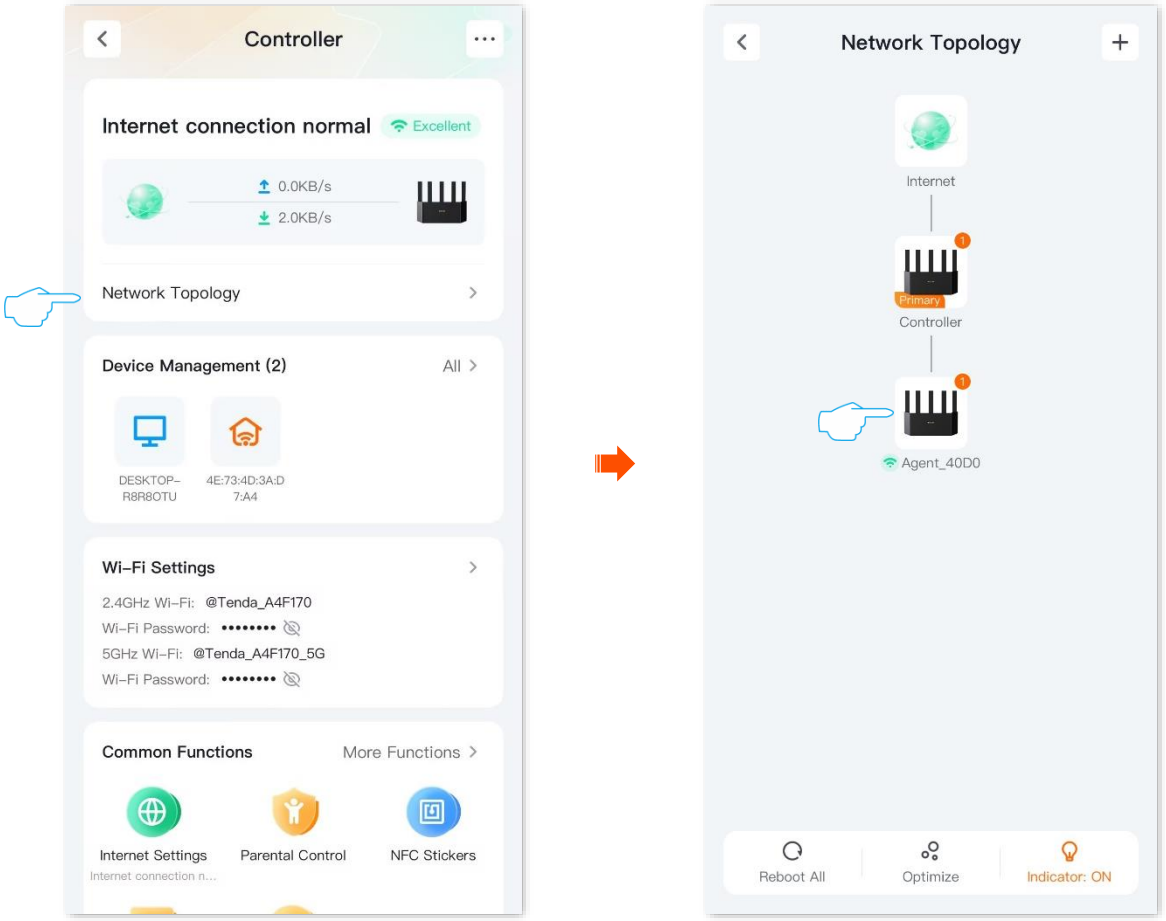
---End

Restore the secondary node to factory settings

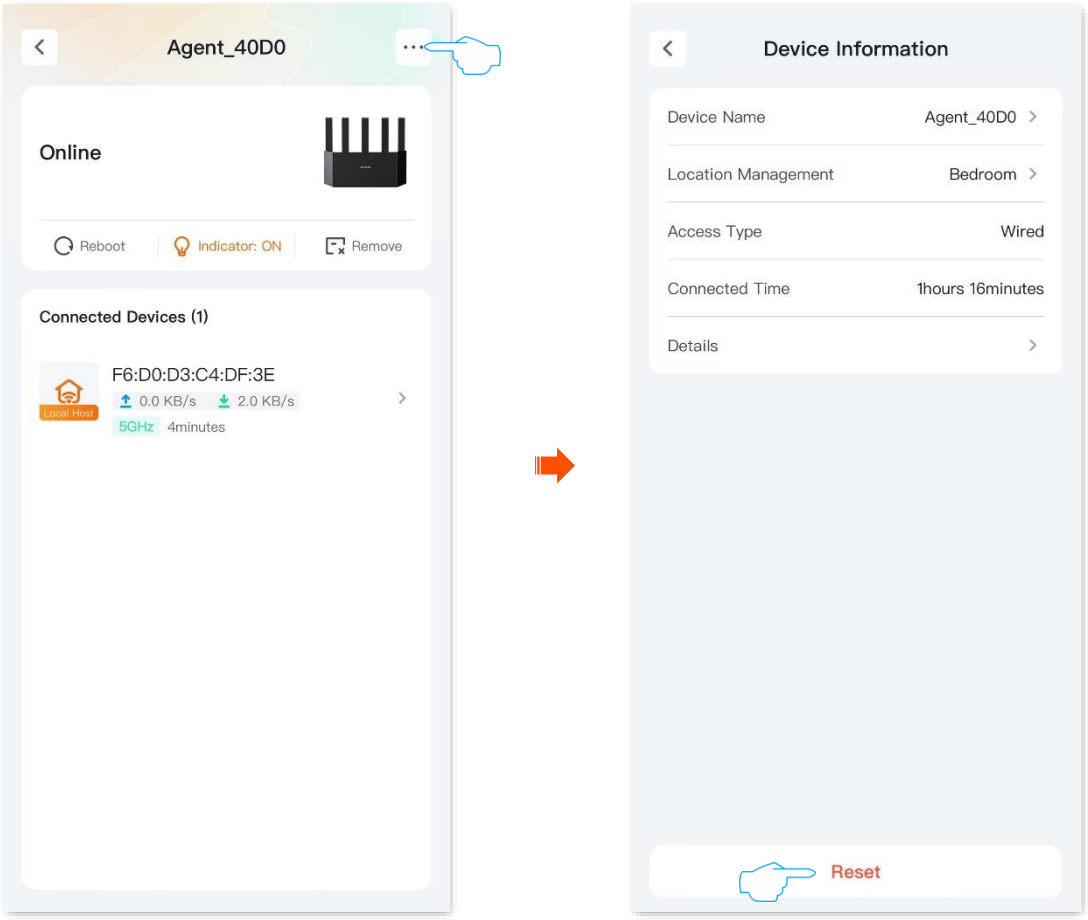
Method 1

Step 1 Enter the configuration page of the router.

Step 2 Tap **Network Topology**, and tap the icon of any node. The following figure is for reference only.



Step 3 Tap ••• in the upper-right corner, and tap **Reset**. confirm the prompt message, and tap **Reset**. The following figure is for reference only.



---End

Method 2

Remove the secondary node to restore the device to factory settings. Refer to Remove the secondary nodes from the network for details.

Firmware upgrade

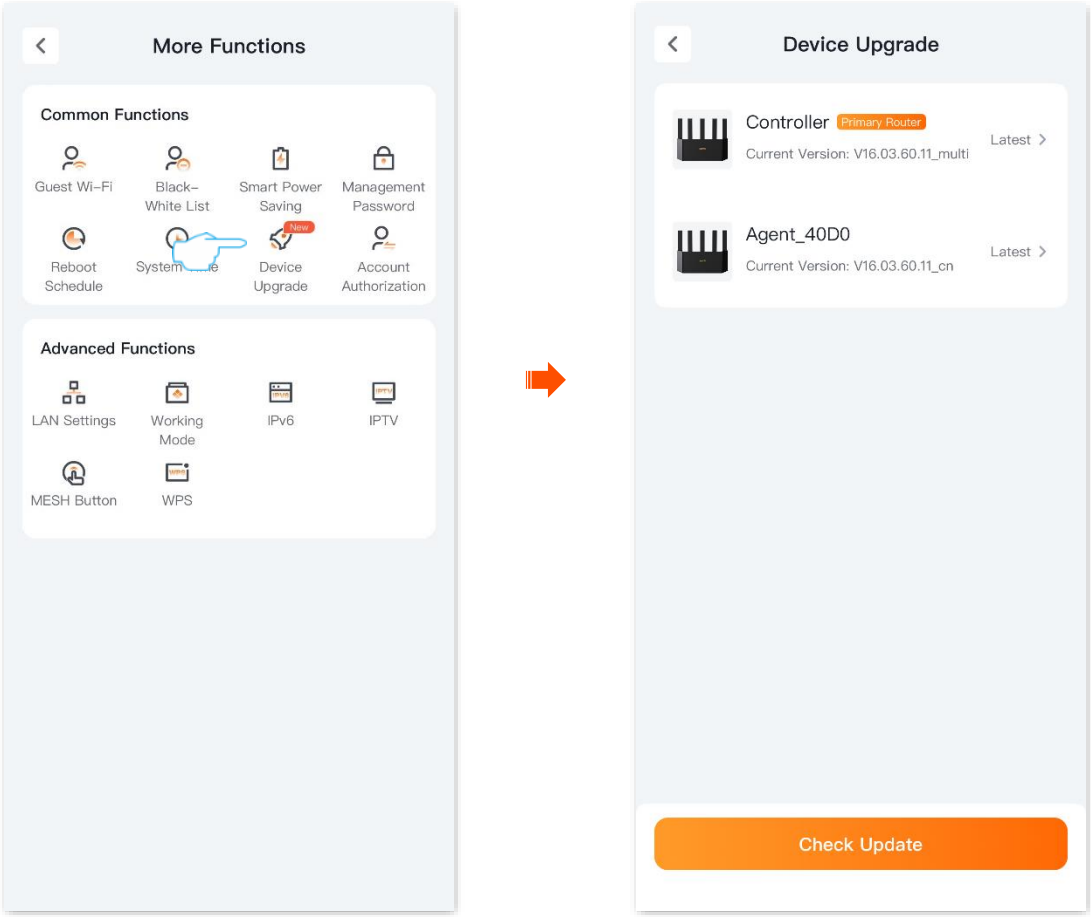
With this function, you can upgrade the firmware of the router to obtain the latest functions and more stable performance.

NOTE

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

Upgrade router's firmware:

Enter the configuration page of the router. Navigate to **More Functions** > **Firmware Upgrade**. Follow the on-screen instructions to upgrade the firmware. The following figure is for reference only.

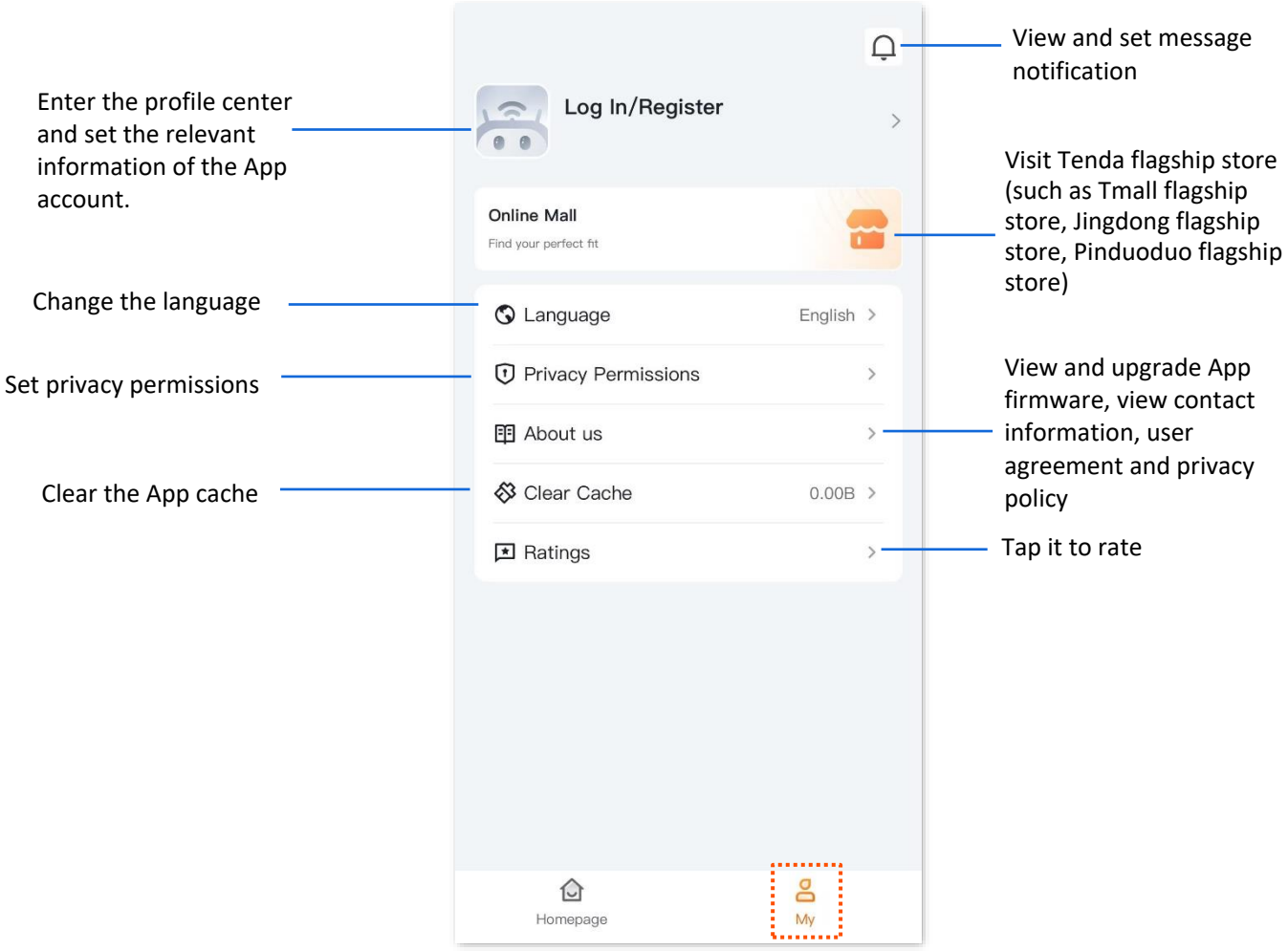


My

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.



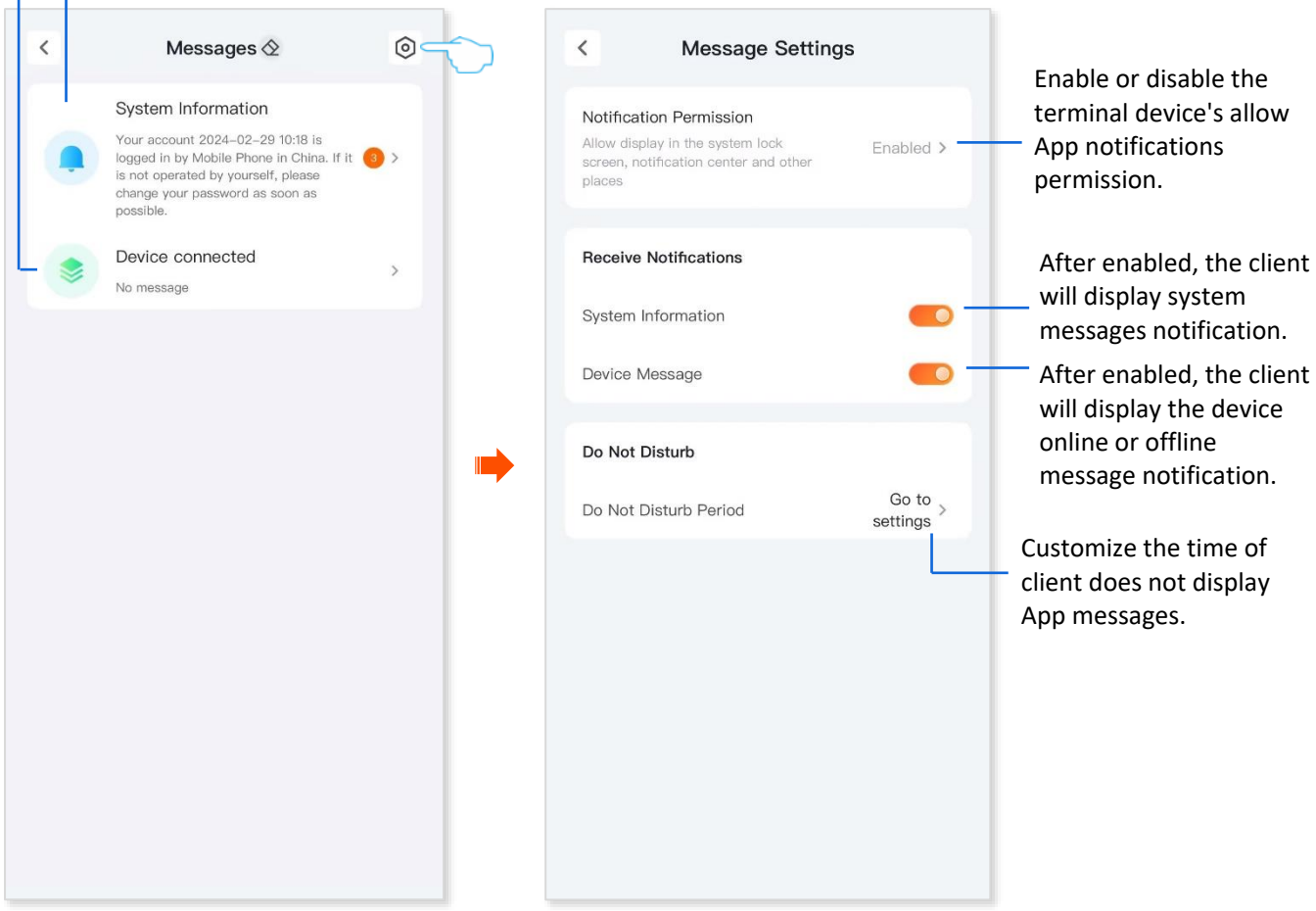
Message center

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.



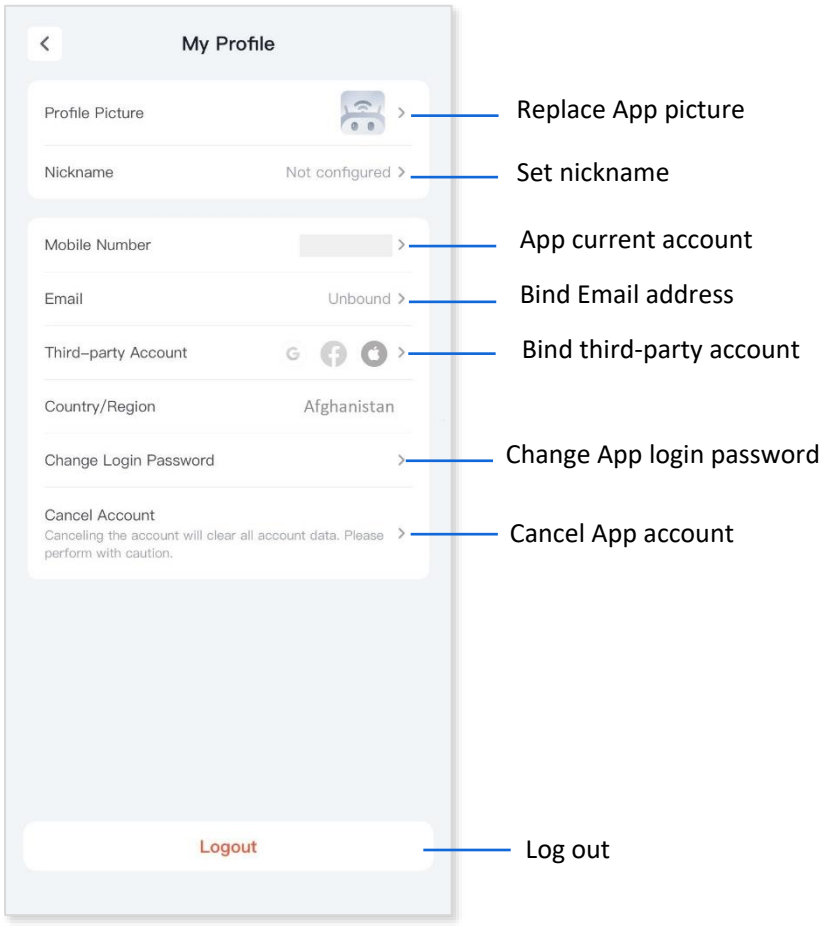
TIP

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 Connect to a hidden Wi-Fi network

When a Wi-Fi network is hidden, you need to enter the Wi-Fi name manually and connect to it.

Assume that the **Unify 2.4 GHz & 5 GHz** function is enabled and the Wi-Fi parameters are:

- Wi-Fi name: Jone_Doe
- Encryption type: WPA2/WPA3
- Wi-Fi password: Tenda+Wireless245

TIP

If you do not remember the wireless parameters of the Wi-Fi network, enter the configuration page of the router and navigate to **WiFi Settings** to find them.

Connect to the Wi-Fi network on your Wi-Fi-enabled device (Example: iPhone):

Step 1 Tap **Settings** on your phone, and find **WLAN**.

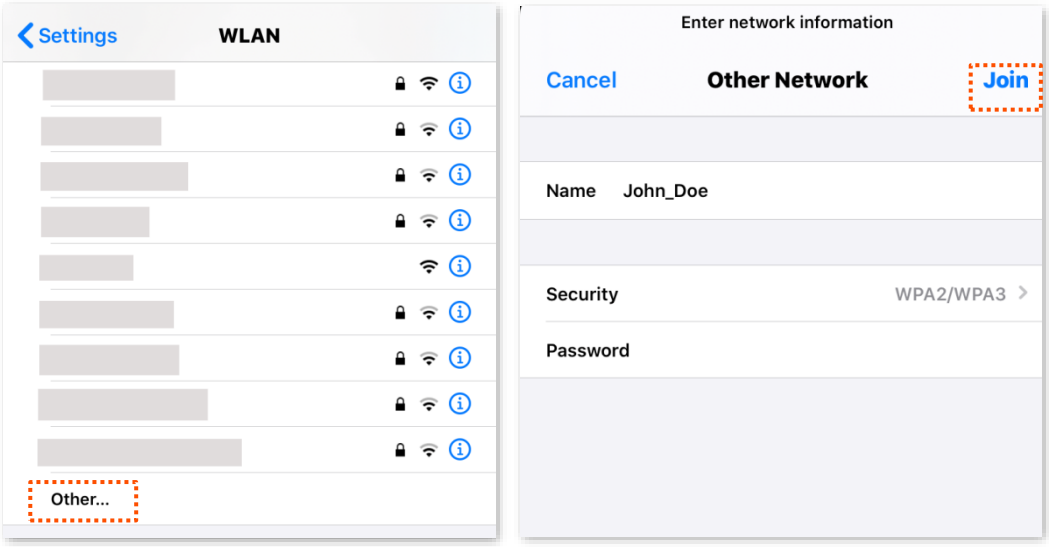
Step 2 Enable **WLAN**.

Step 3 Scroll the Wi-Fi list to the bottom, and tap **Other…**.

Step 4 Enter the Wi-Fi name and password, which are **John_Doe** and **Tenda+Wireless245** in this example.

Step 5 Set **Security** to **WPA2/WPA3** (If WPA2/WPA3 is not available, choose WPA3).

Step 6 Tap **Join**.



---End

When the settings are completed, you can connect to the hidden Wi-Fi network to access the internet.

A.2 FAQ

Q1: I cannot access the internet after the configuration. What should I do?

A1: Try the following solutions:

- Ensure that the Ethernet port of the router is connected to a modem or Ethernet jack properly. If the WAN/LAN auto-negotiation function is disabled, connect the Ethernet cable to Ethernet port 1 (WAN port).
- Log in to the web UI of the router and navigate to the Internet settings page. Follow the instructions on the page to solve the problem.
- If the connection type and parameters are correct but the connection still fails, contact your ISP.

If the problem persists, try the following solutions:

- For Wi-Fi-enabled devices:
  - When connecting to Wi-Fi, ensure that you have selected the correct Wi-Fi name and entered the Wi-Fi password correctly (be case sensitive).
  - Visit **tendawifi.com** to log in to the web UI and change your Wi-Fi name and Wi-Fi password on the **WiFi Settings** page. Then try again.
- For wired devices:
  - Ensure that your wired devices are connected to an Ethernet port (If the WAN/LAN auto-negotiation function is disabled, connect the computer to any Ethernet port 2/3/4 of the router.) properly.
  - Ensure that wired devices are set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.

Q2: The device failed to be detected by the Tenda WiFi App upon my first time using the device. What should I do?

A2: Try the following solutions:

Scenario 1: The Tenda WiFi App has never managed the router

- Ensure that your smartphone is connected to the Wi-Fi network of the device.
- 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.

Q3: How to restore my device to factory settings?

A3: Hold down the reset button (Marked as RST, RESET) of your device for about 8 seconds, and the router is reset successfully. For more details, see Reset the router to factory settings.

Q4: Why cannot I find the Wi-Fi signal of the router?

A4: Connect your computer to an Ethernet port (If the WAN/LAN auto-negotiation function is disabled, connect the computer to any Ethernet port 2/3/4 of the router.) properly, and enter the configuration page of the router. Navigate to **Wi-Fi Settings** and ensure that:

- The wireless function is enabled.
- No hidden Wi-Fi network.
- Your Wi-Fi name does not contain any Chinese characters.

Q5: I cannot find the 5 GHz Wi-Fi network of the router on My Wi-Fi-enabled device. What should I do?

A5: 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 GHz & 5 GHz** or **MLO** function on the **WiFi 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 GHz & 5 GHz** or **MLO** function is disabled on the router but the smartphone can search for another 5 GHz Wi-Fi network, reset the router by referring to Q3 and try again.

Q6: The router's Wi-Fi signal is poor. What should I do?

A6: Try the following solutions:

- Place the router in a high position with few obstacles.
- Unfold the antenna of the router vertically.
- Keep your router away from electronics with strong interference, such as microwave ovens, induction cookers, and refrigerators.
- Keep your router away from metal barriers, such as weak current boxes, and metal frames.

Q7: If the network speed is slow after I connect my device to the router. What should I do?

A7: Try the following solutions:

- For Wi-Fi-enabled devices, such as a smartphone:
  - Use the Wi-Fi analyzer to scan the surrounding wireless signal information, set the router's channel to the less occupy channel, and then reduce the bandwidth, refer to Change channel and bandwidth.
  - Try to get close to your router to test the network speed when the wireless signal strength is full. If the network speed is fast when the signal is strong, it indicates that the signal coverage is weak, resulting in a slow network speed, and the wireless network can be extended by adding new secondary nodes or wireless adapters.
- For wired device, such as a computer:
  - Ensure that the Ethernet cable is connected properly.
  - Ensure that the Network speed control are not configured on the router. If yes, delete related configurations and check whether the network speed is restored.
  - Loading too many applications in the background will lead to insufficient computer system resources. Please load software properly or delete unnecessary programs and files to free up resources to improve network speed.

Q8: If the device is disconnected from the router. What should I do?

A8: Try the following solutions:

- If the Wi-Fi-enabled device goes offline, the wired device can access the internet normally:
  - Refer to Q6 to place the router in an appropriate position.
  - Check whether the wireless adapter driver of the Wi-Fi-enabled device is faulty. Replace the wireless adapter driver with another device or update the wireless adapter driver.
  - If the problem persists, reset the router by referring to Q3 and try again.
- If the wired device goes offline, the Wi-Fi-enabled device can access the internet normally:
  - If the Ethernet cable between the computer and the router is too long or poor quality, it will cause the cable drop. Please replace the short Ethernet cable.
  - Try to replace the Ethernet port (If the WAN/LAN auto-negotiation function is disabled, connect the computer to any Ethernet port 2/3/4 of the router.) connection or use another computer connection.
- If both wired and Wi-Fi-enabled devices go offline:

- Log in to the web UI of the router and ensure that the router is properly connected to the internet. If not, refer to Router disconnected from the internet to solve.
- Refer to Q6 to place the router in an appropriate position.
- Ensure that the Ethernet port is connected properly, and replace a short Ethernet cable to connect to the Ethernet port. If the WAN/LAN auto-negotiation function is disabled, connect the Ethernet cable to Ethernet port 1 (WAN port).
- When not connected to the router, directly connect the Ethernet cable to the computer to check whether the internet is disconnected. If the internet is disconnected from the internet, contact your ISP for help.
- If the problem persists, reset the router by referring to Q3 and try again.

Q9: The networking fails. What should I do?

A9: Try the following solutions:

- Ensure that the new router is reset. If not, restore the router to factory settings first.
- Ensure that the existing router (primary node) is connected to the internet, and then refer to MESH networking and try again.

Q10: Some computers cannot search router's Wi-Fi. What should I do?

A10: Try the following solutions:

- Change the network mode of the router's 2.4G Wi-Fi and 5G Wi-Fi to not include 802.11ax and 802.11be, and search again.
- If the router's Wi-Fi can be searched after changing the network mode, the wireless network adapter version is older and needs to be updated. You can go to the corresponding official website of the wireless network adapter to download and install, or you can use software such as driver wizard to detect and update online.
- If only 2.4G Wi-Fi is searched, first check whether the computer supports 5G band. If other 5G Wi-Fi can be searched, change the 5G Wi-Fi channel of the router to channel 36 or channel 149 in turn, and then search. If it can be searched after changing the channel, it means that the 5G wireless network adapter only supports high-channel or low-channel Wi-Fi.

A.3 Acronyms and Abbreviations

Acronym or Abbreviation	Full Spelling
AES	Advanced Encryption Standard
AP	Access point
DDNS	Dynamic Domain Name System
DHCP	Dynamic Host Configuration Protocol
DHCPv6	Dynamic Host Configuration Protocol for IPv6
DMZ	Demilitarized zone
DNS	Domain Name System
DSL	Digital Subscriber Line
FTP	File Transfer Protocol
ICMP	Internet Control Message Protocol
IP	Internet Protocol
IPTV	Internet Protocol television
IPv4	Internet Protocol version 4
IPv6	Internet Protocol version 6
ISP	Internet service provider
L2TP	Layer 2 Tunneling Protocol
LAN	Local area network
LED	Light-emitting diode
MAC	Medium access control

Acronym or Abbreviation	Full Spelling
MLO	Multi-Link Operation
MPPE	Microsoft Point-to-Point Encryption
MTU	Maximum Transmission Unit
PMF	Protected Management Frames
POP	Point of Presence
PPPoE	Point-to-Point Protocol over Ethernet
PPTP	Point to Point Tunneling Protocol
RA	Router Advertisement
SAE	Simultaneous Authentication of Equals
SN	Serial Number
SSID	Service Set Identifier
STB	Set-top box
TCP	Transmission Control Protocol
UDP	User Datagram Protocol
UI	User interface
UPnP	Universal Plug and Play
URL	Uniform Resource Locator
VLAN	Virtual local area network
VPN	Virtual private network
WAN	Wide area network
WLAN	Wireless local area network

Acronym or Abbreviation	Full Spelling
WPA	Wi-Fi Protected Access
WPA-PSK	WPA Pre-shared Key
WPA3-SAE	WPA3-Simultaneous Authentication of Equals
WPS	Wi-Fi Protected Setup