nova

Quick Installation Guide

Dual-band Whole Home Mesh Wi-Fi 6 System

MX3/EX3

Tenda

Please read this guide before you start with the quick setup upon the first use. You can see the product name and model on the product label.
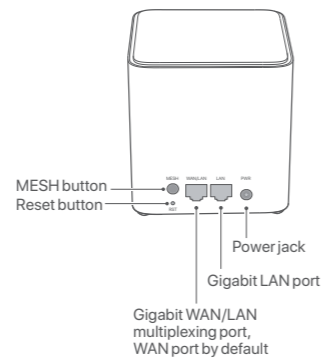
MX3 is used for illustration here unless otherwise specified. The actual product prevails.

This guide instructs how to install and connect the device. For more information such as the description of symbols displayed on relevant materials, please visit www.tendacn.com or scan the **Product Documents** QR code in this guide.

Package contents

- Mesh3X   x 1
- Power adapter   x 1
- Ethernet cable x 1
- Quick installation guide   x 1
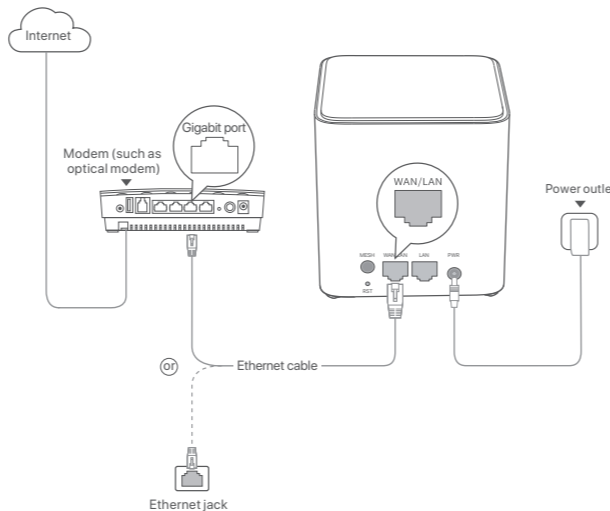
Appearance

MESH button
Reset button

Power jack
Gigabit LAN port

Gigabit WAN/LAN multiplexing port, WAN port by default

Button	Description
MESH	MESH button. – As a networking button: Press this button on this device for about 1 to 3 seconds. The LED indicator blinks green fast, which indicates the device is searching for another device to form a network. Within 2 minutes, press the **MESH** button of another device for 1 to 3 seconds to negotiate with this device. – As a de-networking button: Press this button for about 8 seconds and release it when the LED indicator blinks red fast. The node is restored to factory settings, and also removed from the network and no longer automatically joins in again. ⎯ᗡ̣⎯ **Tips** Do not hold down the **MESH** button for 8 seconds if unnecessary.
RST	Reset button. When the device completes startup, hold down this button using a needle-like item (such as a pin) for about 8 seconds, and then release it when the LED indicator blinks red fast. The device is reset successfully.

Scenario1: Set up as your first nova node

Ⓘ Connect the node

⎯ᗡ̣⎯ **Tips**
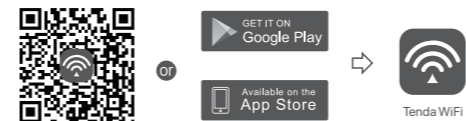If you do not use a modem for internet access, please skip steps **1** and **3**.

1. Power off your modem.
2. Use the included Ethernet cable to connect the **WAN/LAN** port to your modem or the Ethernet jack.
3. Power on your modem.
4. Power on the node, and wait until the LED indicator blinks green.

Internet

Modem (such as optical modem)   Gigabit port

Ethernet cable   WAN/LAN   Power outlet

Ethernet jack

Ⓘ Connect the node to the internet

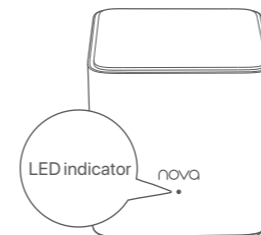**Method 1: Setup through Tenda WiFi App**

1. 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.

GET IT ON **Google Play**   Available on the **App Store**   Tenda WiFi

2. Connect the mobile phone to the WiFi network of the node. The SSID and password can be found on the bottom label of the device.

Tenda
SSID: NOVA_XXXX_XX
Password:

< Settings   Wi-Fi
Wi-Fi
✓ NOVA_XXXX_XX
CHOOSE A NETWORK...
XXXXXX

3. Run the **Tenda WiFi** App and follow the onscreen instructions to connect the device to the internet. After the device is connected to the internet, its LED indicator lights solid green.
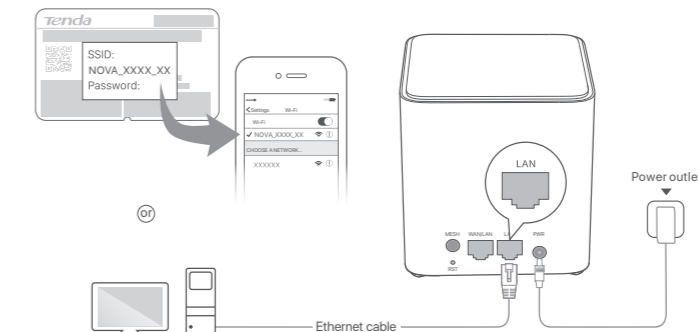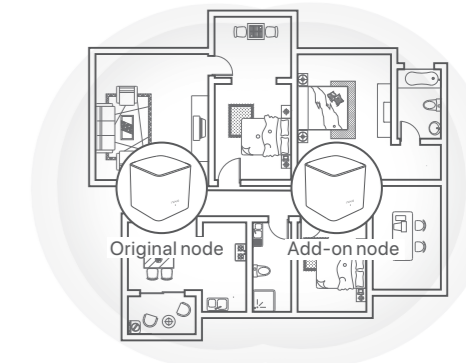
LED indicator   nova

Done.
- To access the internet with:
  - Wired devices: Connect to the LAN port of your node.
  - Wireless devices: Connect to your WiFi network using the WiFi name and password you set.
- If you want to manage the network remotely, tap ⊛ on the App home page and use your account to log in.

Method 2: Setup through web UI

1. Connect the client to the node.
   Method 1: Connect the wireless client such as a mobile phone to the WiFi network of the node. The SSID and password can be found on the bottom label of the device.
   Method 2: Use an Ethernet cable to connect the computer to the **LAN** port of the node.

Tenda
SSID: NOVA_XXXX_XX
Password:

LAN   Power outlet

Ethernet cable

2. Start a browser on the client and enter **tendawifi.com** in the address bar to access the web UI, and follow the onscreen instructions to connect the device to the internet.

⎯ᗡ̣⎯ **Tips**
If you cannot log in to the web UI, refer to **Q1** in **FAQ**.

Done.
To access the internet with:
- Wired devices: Connect to the LAN port of your node.
- Wireless devices: Connect to your WiFi network using the WiFi name and password you set.

Scenario2: Set up as an add-on nova node
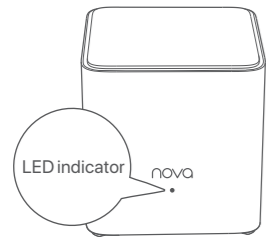
Ⓘ Add the node to an existing network

⎯ᗡ̣⎯ **Tips**
- Please ensure that the node has never been used. If not, reset it first.
- Currently, the node can be networked with Tenda's Wi-Fi 6 routers that support the EasyMesh protocol.

1. Place the node in an elevated and open position within 3 meters from your existing nova.

Original node   Add-on node

2. Use the power adapter to connect the node to a power source. Its LED indicator should light solid green. Wait about 40 seconds. The node completes startup when its LED indicator blinks green slowly.
3. Press the **MESH** button of the node for about 1 to 3 seconds. The LED indicator blinks green fast. Within 2 minutes, press the **MESH** button of the node of the existing network for 1 to 3 seconds to negotiate with this node.

When the LED indicator of the node lights solid green, the networking is successful and the node becomes a secondary node in the network.

LED indicator   nova
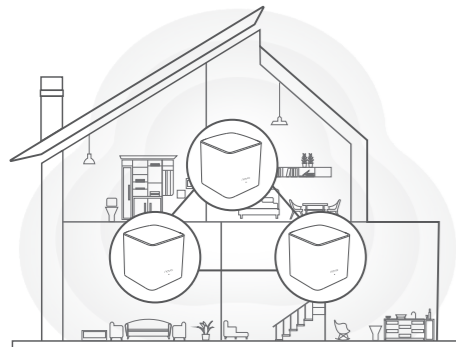
Ⅱ Relocate the node

1. Refer to the following relocation tips to locate the node to a proper position:
   • Ensure that the distance between any two nodes is less than 10 meters.
   • Keep your nodes away from electronics with strong interference, such as microwave ovens, induction cookers, and refrigerators.
   • Place the nodes in a high position with few obstacles.
2. Power on the node again till the LED indicator blinks green slowly.

☆ **Tips**
If the LED indicator of node keeps blinking green slowly for more than 3 minutes, relocate the node and move it closer to the primary node.

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3. Observe the LED indicator of the node until the LED indicator lights one of the following colors:

Solid green	Networking succeeds. Excellent connection quality.
Solid yellow	Networking succeeds. Fair connection quality.
Solid red	Networking succeeds. Poor connection quality.

4. If the node's LED indicator lights solid red, relocate it by repeating the preceding steps to get an optimal connection quality.

Done.
To access the internet with:
  – Wired devices: Connect to the LAN ports of your nodes.
  – Wireless devices: Connect to your WiFi network using the WiFi name and password of your existing nova WiFi network.

FAQ

Q1: I cannot log in to the web UI by visiting tendawifi.com. What should I do?
A1: Try the following solutions:
• If you are using a wireless device, such as a smartphone:
  – Ensure that it is connected to the WiFi network of the node.
  – Ensure that the cellular network (mobile data) of the client is disabled.
• If you are using a wired device, such as a computer:
  – Ensure that **tendawifi.com** is entered correctly in the address bar, rather than the search bar of the web browser.
  – Ensure that the computer is connected to the LAN port of the node properly using an Ethernet cable.
  – Ensure that the computer is set to **obtain an IP address automatically and obtain DNS server address automatically**.
If the problem persists, please reset the node by referring to **Q2** and try again.

Q2: How to restore my device to factory settings?
A2: When your device is working properly, hold down the **RST** button of your device using a needle-like item (such as a pin) for about 8 seconds, and release it when the LED indicator blinks red fast. When the LED indicator lights solid green, your device is reset successfully.

Q3: The device failed to be detected by the Tenda WiFi app upon my first time using the device. What should I do?
A3: Try the following solutions:
  1. Ensure that your mobile phone is connected to the default WiFi network of the device.
  2. Ensure that the network permission of **Tenda WiFi** app is enabled, you can tap **Settings > Tenda WiFi** to enable it.
If the problem persists, please reset the node and try again.

Q4: When I use the node as a single router, I cannot access the internet after the configuration. What should I do?
A4: Try the following solutions:
• Check whether the WAN port of the node is connected to a modem or Ethernet jack properly.
• Log in to the web UI of the node and navigate to the Internet Settings page. Follow the instructions on the page to solve the problem.
If the problem persists, try the following solutions:
  • For WiFi-enabled devices:
    – Check whether your WiFi-enabled devices are connected to the WiFi network of the node.
    – Visit **tendawifi.com** to log in to the web UI and change your WiFi name and WiFi password on the WiFi Settings page. Then try again.
  • For wired devices:
    – Check whether your wired devices are connected to a LAN port properly.
    – Check whether wired devices are set to obtain an IP address automatically and obtain DNS server address automatically.

LED indicator status

After the device is powered on for about 40 seconds, the system completes startup. The status of the LED indicator is shown in the following table.

LED indicator status	Description
Solid green	Connected to the internet.
Solid yellow	Networking succeeds. Fair connection quality.
Solid red	Networking succeeds. Poor connection quality.
Blinking green slowly	Waiting to connect to other nodes.
Blinking green fast	Networking by MESH button.
Blinking red slowly	Failed to connect to the internet.

Get support and services

Scan the **Product Documents** QR code to get related documents, such as the datasheet and user guide.
* The product model can be found on the label of the device.

Product Documents
(such as datasheet and user guide)

Wall Mounting
This device can be installed on the wall with two screws and two expansion bolts. The recommended wall mounting tools are as follows:
[Expansion bolt] Outer diameter: 6.0mm; Length: 26.4mm
[Screws] PA3*14mm; Head diameter: 5.2mm

⚠ **Caution:**
Adapter Model: BN073-A12012E/BN073-A12012B/BN073-A12012U/BN036-A12012D
Input: 100 - 240V AC, 50/60Hz, 0.4A
Output: 12V DC, 1.0A
Manufacturer: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.
⎓ : DC Voltage