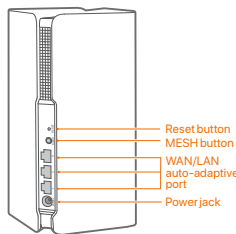Please read this guide before you start with the quick setup upon the first use. You can see the product name and model on the product label.

MX15 Pro 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.

nova

Quick Installation Guide

AX5400 Whole Home Mesh Wi-Fi 6 System
AXE5700 Whole Home Mesh Wi-Fi 6E System

MX15 Pro/EX15 Pro/MX21 Pro/EX21 Pro
(2-pack, 3-pack)

Tenda

Package contents

MX15 Pro (3-pack) & EX15 Pro (3-pack)
MX21 Pro (3-pack) & EX21 Pro (3-pack)
• Mesh15XP/Mesh21XEP	x 3
• Power adapters	x 3
• Ethernet cable	x 1
• Quick installation guide	x 1

MX15 Pro (2-pack) & EX15 Pro (2-pack)
MX21 Pro (2-pack) & EX21 Pro (2-pack)
• Mesh15XP/Mesh21XEP	x 2
• Power adapters	x 2
• Ethernet cable	x 1
• Quick installation guide	x 1

Appearance

- Reset button
- MESH button
- WAN/LAN auto-adaptive port
- Power jack

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. ⋅ϙ⋅ **Tips** Do not hold down the **MESH** button for 8 seconds if unnecessary.
RESET	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.

Method 2: Setup through web UI

1. Connect the client to the primary node.
   Method 1: Connect the wireless client such as a mobile phone to the WiFi network of the primary 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 **1, 2** or **3** port of the primary node.

Power outlet

SSID: NOVA_XXXX_XX

or

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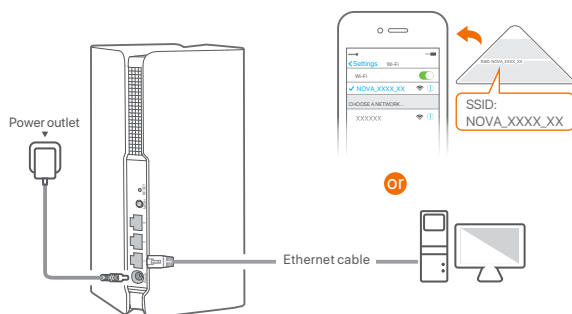
2. Start a browser on the client and enter **tendawifi.com** in the address bar to access the web UI, and follow the onscreen instructions to connect the device to the internet.

⋅ϙ⋅ **Tips**
If you cannot log in to the web UI, refer to **Q3** in **FAQ**.

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, and the device has become the primary node in the network.

LED indicator

Ⅰ Connect the primary node

* Choose one device from the kit to connect to the internet as the primary node in the network.

⋅ϙ⋅ **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 **1, 2** or **3** port to your modem or the Ethernet jack.
3. Power on your modem.
4. Power on the primary node, and wait until the LED indicator blinks green.

Power outlet

Gigabit port

Internet

Modem (such as optical modem)

Ethernet cable

or

Ethernet jack
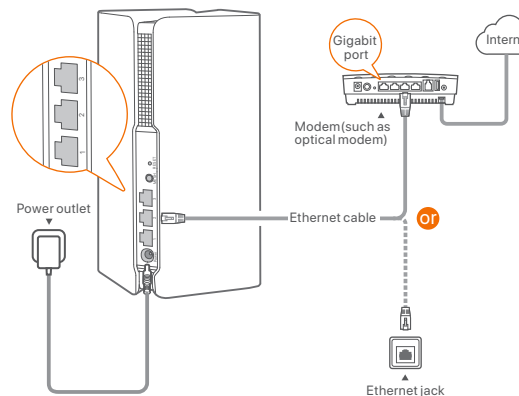
Ⅲ Extend network

1. Place the other devices in the kit within 3 meters from the primary node to power them on. Wait for about 3 minutes. When the LED indicators of these devices light solid green, the networking is successful and these devices become secondary nodes in the network.

LED indicator
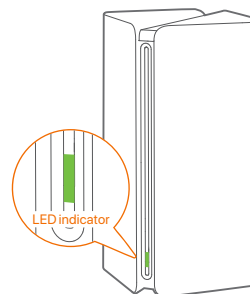
2. Please refer to the following relocation tips to locate the secondary nodes to a proper position:
   • Ensure that the distance between any two nodes is less than 10 meters.
   • Keep your nodes away from electronics with strong interference, such as microwave ovens, induction cookers, and refrigerators.
   • Place the nodes in a high position with few obstacles.

Ⅱ Connect the primary 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.

or
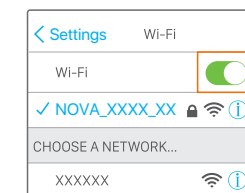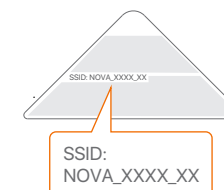
GET IT ON Google Play

Available on the App Store

Tenda WiFi

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

SSID: NOVA_XXXX_XX

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

SSID: NOVA_XXXX_XX

3. Power on the secondary nodes again till these LED indicators blink green slowly. The MX15 Pro(3-pack) is taken as an example here.

⋅ϙ⋅ **Tips**
If the LED indicator of secondary node keeps blinking green slowly for more than 3 minutes, relocate the secondary node and move it closer to the primary node.
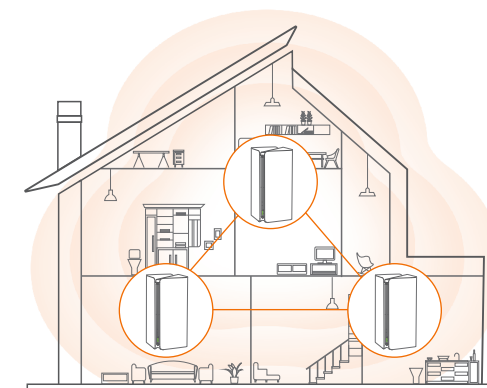
4. Observe the LED indicator of the secondary nodes until the LED indicator lights one of the following colors:

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

5. If the secondary node's LED indicator lights solid red, relocate it according to step **2** in **III Extend network** to get an optimal connection quality.

Done.
- To access the internet with:
  - Wired devices: Connect to the **1, 2** or **3** ports of your nodes.
  - Wireless devices: Connect to your WiFi network using the SSID and password you set. (All nodes share the same SSID and password)
- If you configure the nodes using the **Tenda WiFi** App and you want to manage the network remotely, tap ⊛ on the App home page and use your account to log in.

FAQ

Q1: Can I add another new set of nodes to expand my network coverage?
A1: Yes. Try the following solutions:

> ☼ **Tips**
> Please ensure that the new node you want to add has never been used. If not, reset it first.

Method 1: Press the **MESH** button 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.
Method 2: Run the **Tenda WiFi** App and manage the network, tap ⊕ on the **My WiFi** page, and follow the on-screen instructions.
Method 3: Log in to web UI of the node, tap ⊕ on the **Network Status** page, and follow the onscreen instructions.

Q2: How to restore my device to factory settings?
A2: When your device is working properly, hold down the **RESET** 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: I cannot log in to the web UI by visiting tendawifi.com. What should I do?
A3: Try the following solutions:
- If you are using a wireless device, such as a smart phone:
  – 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.

Q4: The device failed to be detected by the Tenda WiFi app upon my first time using the device. What should I do?
A4: 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 permissions of **Tenda WiFi** app is enabled. You can tap **Settings** > **Tenda WiFi** to enable it.
   If the problem persists, please reset the node by referring to **Q2** and try again.

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	Connecting to other nodes or 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)

Safety Precautions

Before performing an operation, read the operation instructions and precautions to be taken, and follow them to prevent accidents. The warning and danger items in other documents do not cover all the safety precautions that must be followed. They are only supplementary information, and the installation and maintenance personnel need to understand the basic safety precautions to be taken.
- The device must be horizontally mounted for safe use.
- Do not use the device in a place where wireless devices are not allowed.
- Please use the included power adapter.
- Mains plug is used as the disconnect device, and shall remain readily operable.
- The power socket shall be installed near the device and easily accessible.
- Operating environment: Temperature: 0℃ - 40℃; Humidity: (10% - 90%) RH, non-condensing; Storage environment: Temperature: -40℃ - 70℃; Humidity: (5% - 90%) RH, non-condensing.
- Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
- Unplug this device and disconnect all cables during lightning storms or when the device is unused for long periods.
- Do not use the power adapter if its plug or cord is damaged.
- If such phenomena as smoke, abnormal sound or smell appear when you use the device, immediately stop using it and disconnect its power supply, unplug all connected cables, and contact the after-sales service personnel.
- Disassembling or modifying the device or its accessories without authorization voids the warranty, and might cause safety hazards.