User Guide

Tenda WiFi App

For Wi-Fi Extenders

www.tendacn.com

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Preface

This guide describes how to configure each feature of the following Tenda Wi-Fi Extenders through Tenda WiFi App. The contained images and UI screenshots are subject to the actual products.

- A18 V4.0
- A18 Pro V1.0
- A23 V2.0

NOTE

Features available in the extender may vary by model and software version. Extender availability may also vary by region. All images, steps, and descriptions in this guide are only examples and may not reflect your actual extender experience.

In this guide, unless otherwise specified:

- The firmware version uses V02.03.02.11 of A18 Pro V1.0 as an example.
- The screenshots use the wireless extension mode as an example. For other working modes, the actual product prevails.
- **Tenda WiFi App** version V4.6.0 is used as an example, and ensure that your App is the latest version. The actual operation and UI interface of the App version prevail.
- The iOS system is used for illustration here.

Conventions

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

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

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

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

More information and support

Visit www.tendacn.com and search for the product model to get your questions answered and get the latest documents.

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
V2.0	2025-10-30	Optimize the sentence expression.
V1.0--V1.1	2024--2025	Historical versions.

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1 Get started

Features available in the extender may vary by model and software version. Extender availability may also vary by region. All images, steps, and descriptions in this guide are only examples and may not reflect your actual extender experience.

1.1 Get the Tenda WiFi App

Download and install the **Tenda WiFi** app from **Google Play** or **App Store**, or by scanning the **QR** code below.

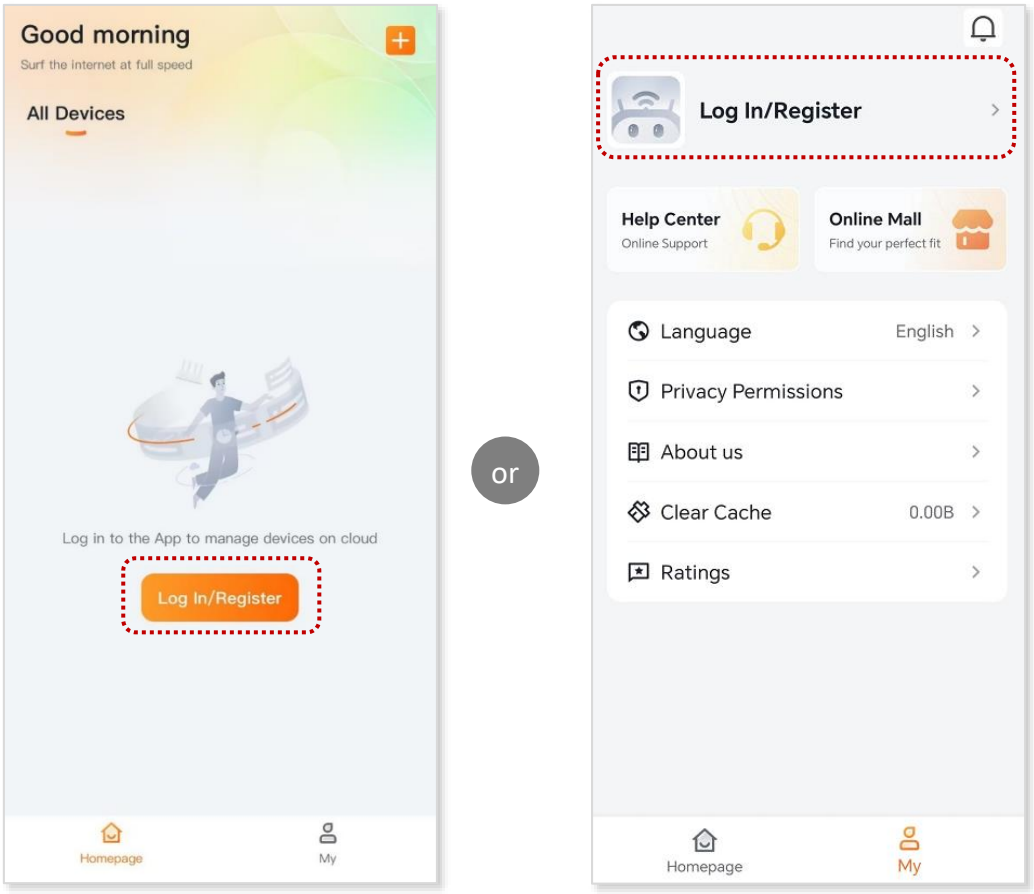
1.2 Log in to Tenda WiFi App

1. Run the **Tenda WiFi** App, on the **Homepage**, tap **Log In/Register**, or on the **My** page, tap **Log In/Register** to enter the login page.

TIP

– If the on-screen prompts pop-up to allow the App to access the relevant permissions of your smartphones or tablet, please allow it.

– Without logging in to an account, the extender cannot be bound and remotely managed. It can only be managed when connected to its Wi-Fi. It is recommended to log in to your account.

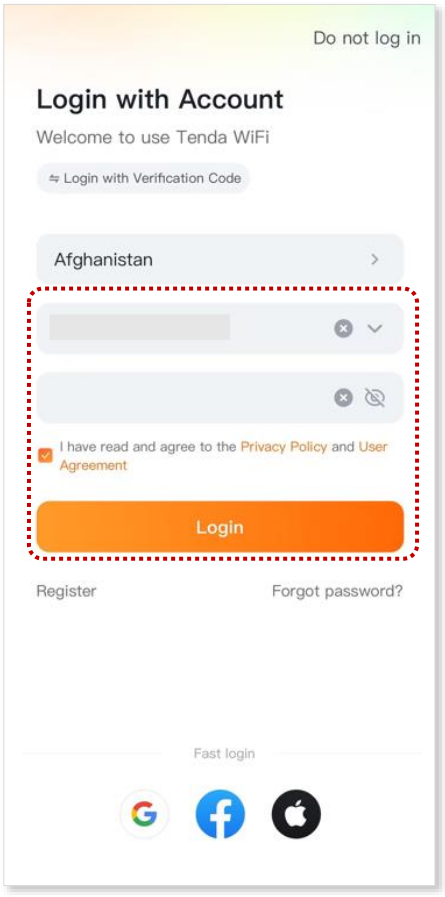


2. Login in to **Tenda WiFi** App with an account. If you do not have an account, register one using your email address.

- **Method 1: Login with username and password**

  1) Enter the email address used for registration and password, tick **I have read and agree to the Privacy Policy and User Agreement**.

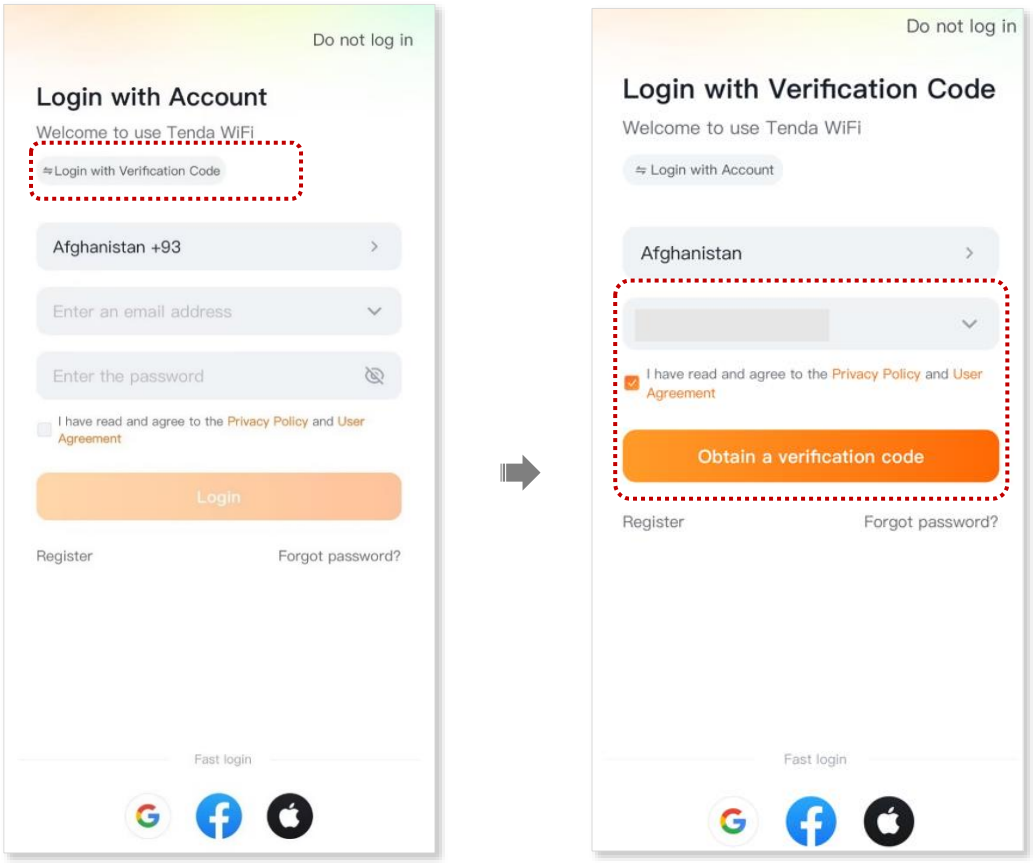
  2) Tap **Login**. The following figure is for reference only.



Method 2: Login with verification code

1) Tap **Login with Verification Code**.
2) Enter the email address, and tick **I have read and agree to the Privacy Policy and User Agreement**.
3) Tap **Obtain a verification code**.

   A verification code will be sent to your email.
4) After entering the verification code, you will be automatically logged in to the App. The following figure is for reference only.



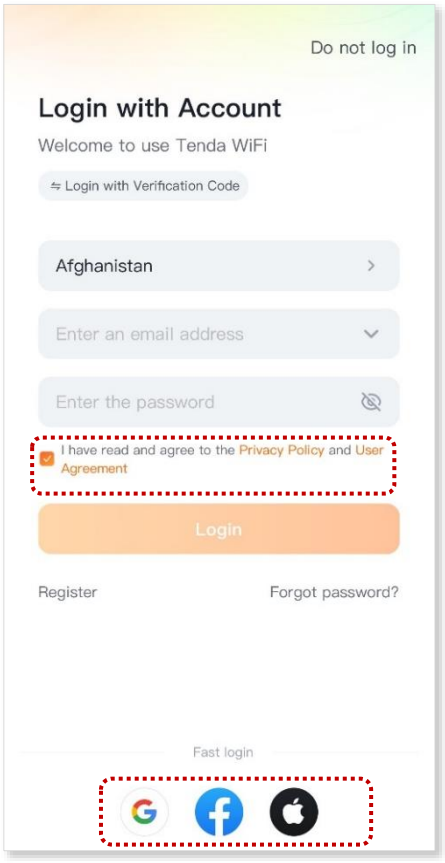
Method 3: Login with the third-party

1) Tick **I have read and agree to the Privacy Policy and User Agreement**.

2) Select the third-party application to authorize login, agree to login, then follow the on-screen instructions to log in. The following figure is for reference only.

TIP

: Apple account, only for iOS system.



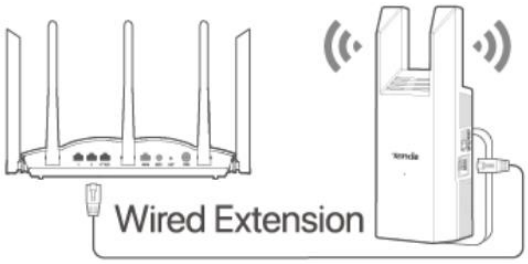
---End

1.3 Add an extender for the first time

This section applies to configuring the extender in factory status to the internet through the **Tenda WiFi** App. Once configured, you can bind the extender to the **Tenda WiFi** App account for remote management.

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

	Wireless extension	**Wired extension (AP)**
Extension Type	The extender connects to the upstream router via **Wi-Fi** and extends the router's Wi-Fi coverage range..	The extender connects to the upstream router via an **Ethernet cable** and converts the router's wired network to Wi-Fi.
Scenario	Rooms requiring Wi-Fi coverage without Ethernet cables deployed.	Rooms requiring Wi-Fi coverage with Ethernet cables deployed.

	Wireless extension	Wired extension (AP)
Features	1.For optimal performance, it is recommended to extend a 5G Wi-Fi network. 2.After successful wireless extension, the dead zone will be covered by Wi-Fi, and the Ethernet port can provide wired access for devices like set-top boxes, PCs, and TVs.	After successful wired extension, high-speed and stable Wi-Fi access can be provided for wireless devices like smartphones, tablets, and smart devices.
Figure		

1.3.1 Wireless extension

1. Select the extender location. Place the extender midway between the router and the Wi-Fi dead zone to ensure stable signal reception and effective area coverage.

2. Extend your Wi-Fi network.

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

   TIP

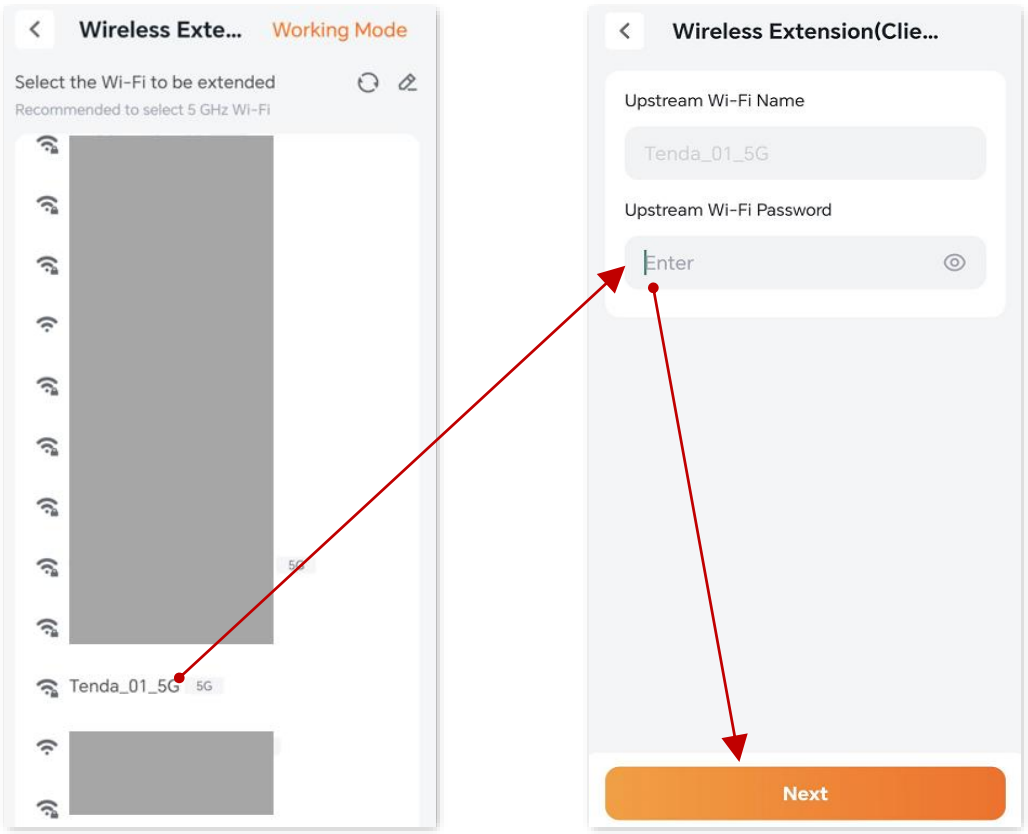
   If your smartphone prompts “The WLAN **Tenda_EXT** is not connected to the Internet”, select "Use Without Internet", and continue using this Wi-Fi.

   2) Run and log in to the **Tenda WiFi** App. Once the extender is detected, tap **Configure**, or tap the extender icon on the **Homepage**..

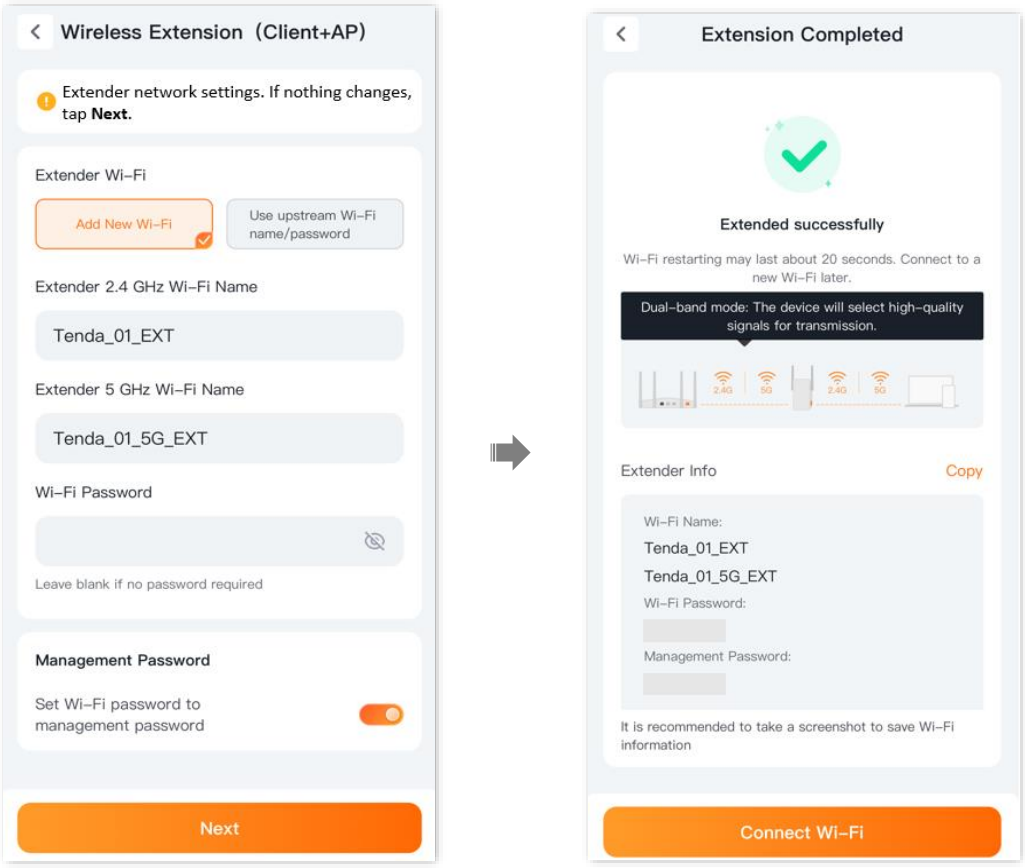
   3) Select the Wi-Fi you want to extend, enter its Wi-Fi password, and tap **Next**. The following figure is for reference only.

TIP

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



4) Change the extender Wi-Fi name, Wi-Fi password, and login password as required, and tap **Next**. The following figure is for reference only.



---End

After the extension is completed, the extender indicator is solid green, indicating that the extender has extended the upstream Wi-Fi, and the bridge status is good.

TIP

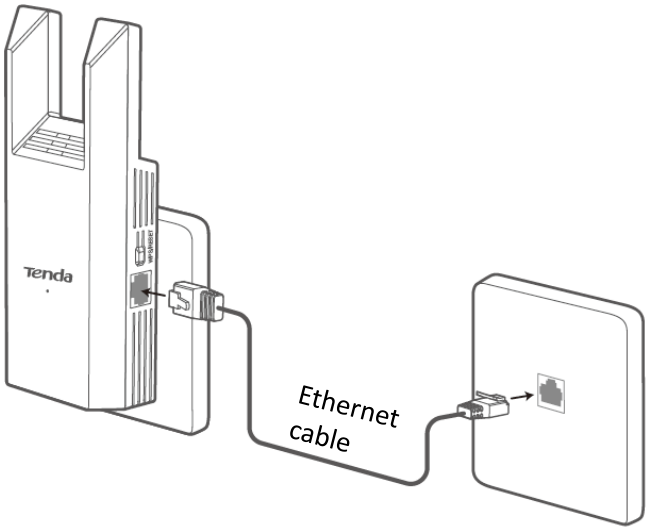
- After the extension is completed, if the extender indicator is solid yellow or solid red, move the extender close to the router until the indicator is solid green.
- After the extension is completed, it is recommended to bind the extender to facilitate the management of the extender anytime and anywhere.

1.3.2 Wired extension (AP)

1. Ensure that the Ethernet cable has been deployed in the place that needs wireless coverage and can access the internet normally.
2. Connect the Ethernet cable to the Ethernet port of the extender, and plug the extender into the power socket.

TIP

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



3. Set up the extender.

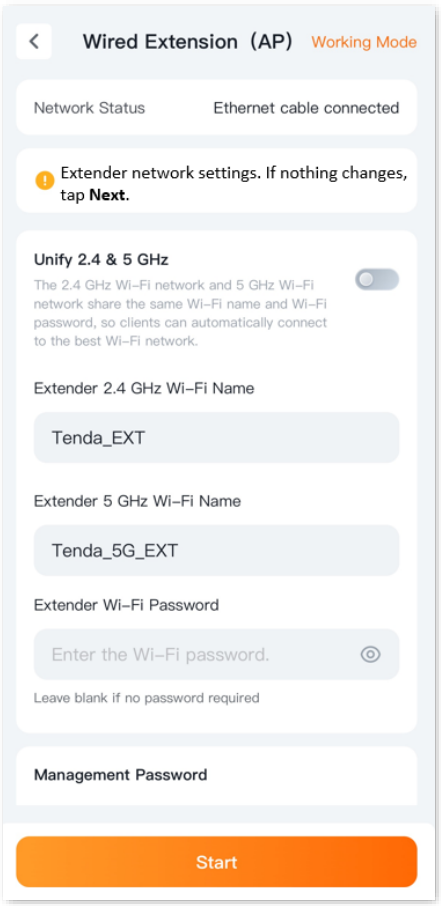
1) Connect the smartphone to the extender default Wi-Fi: **Tenda_EXT**.

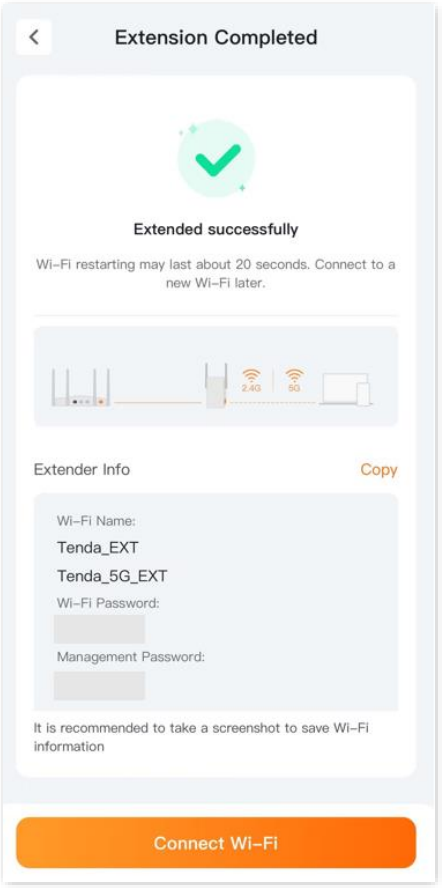
TIP

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

2) Run and log in to the **Tenda WiFi** App. Once the extender is detected, tap **Configure**, or tap the extender icon on the **Homepage**.

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

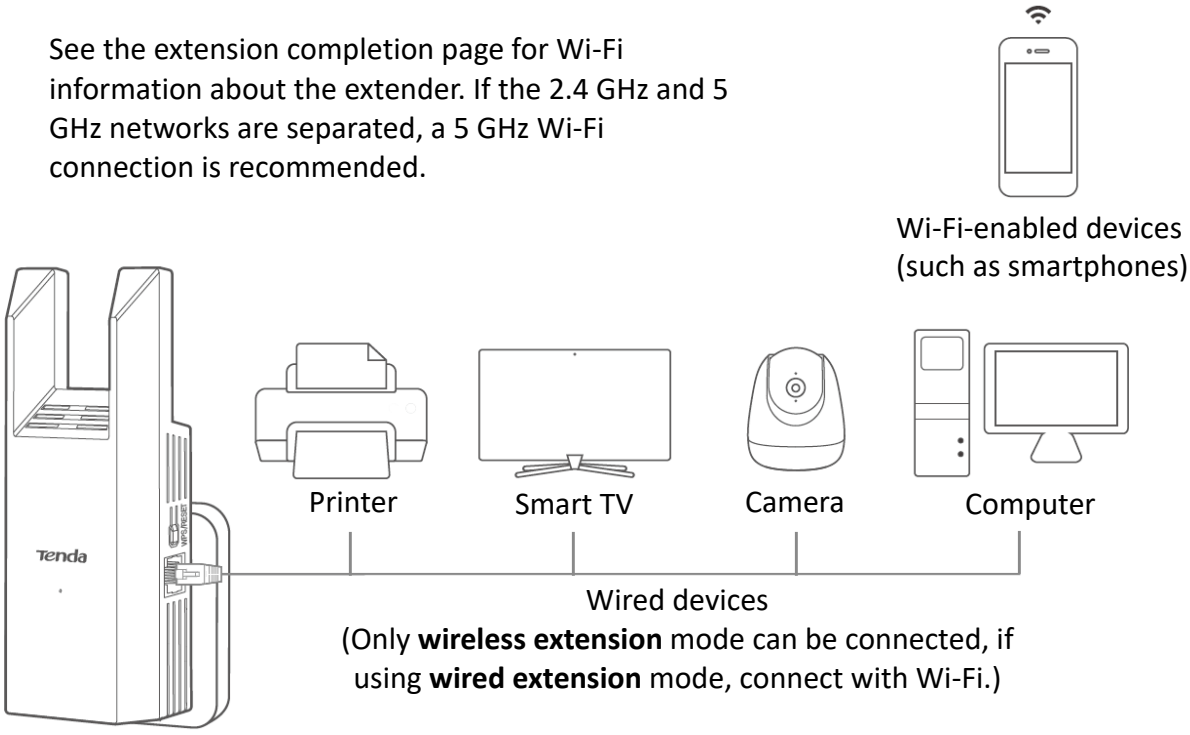

Wired Extension (AP)
Working Mode
Network Status
Ethernet cable connected
Extender network settings. If nothing changes, tap Next.
Unify 2.4 & 5 GHz
The 2.4 GHz Wi-Fi network and 5 GHz Wi-Fi network share the same Wi-Fi name and Wi-Fi password, so clients can automatically connect to the best Wi-Fi network.
Extender 2.4 GHz Wi-Fi Name
Tenda_EXT
Extender 5 GHz Wi-Fi Name
Tenda_5G_EXT
Extender Wi-Fi Password
Enter the Wi-Fi password.
Leave blank if no password required
Management Password
Start


Extension Completed
Extended successfully
Wi-Fi restarting may last about 20 seconds. Connect to a new Wi-Fi later.
Extender Info
Copy
Wi-Fi Name:
Tenda_EXT
Tenda_5G_EXT
Wi-Fi Password:
Management Password:
It is recommended to take a screenshot to save Wi-Fi information
Connect Wi-Fi

---End

1.3.3 Connect devices to the internet

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



1.3.4 Tips

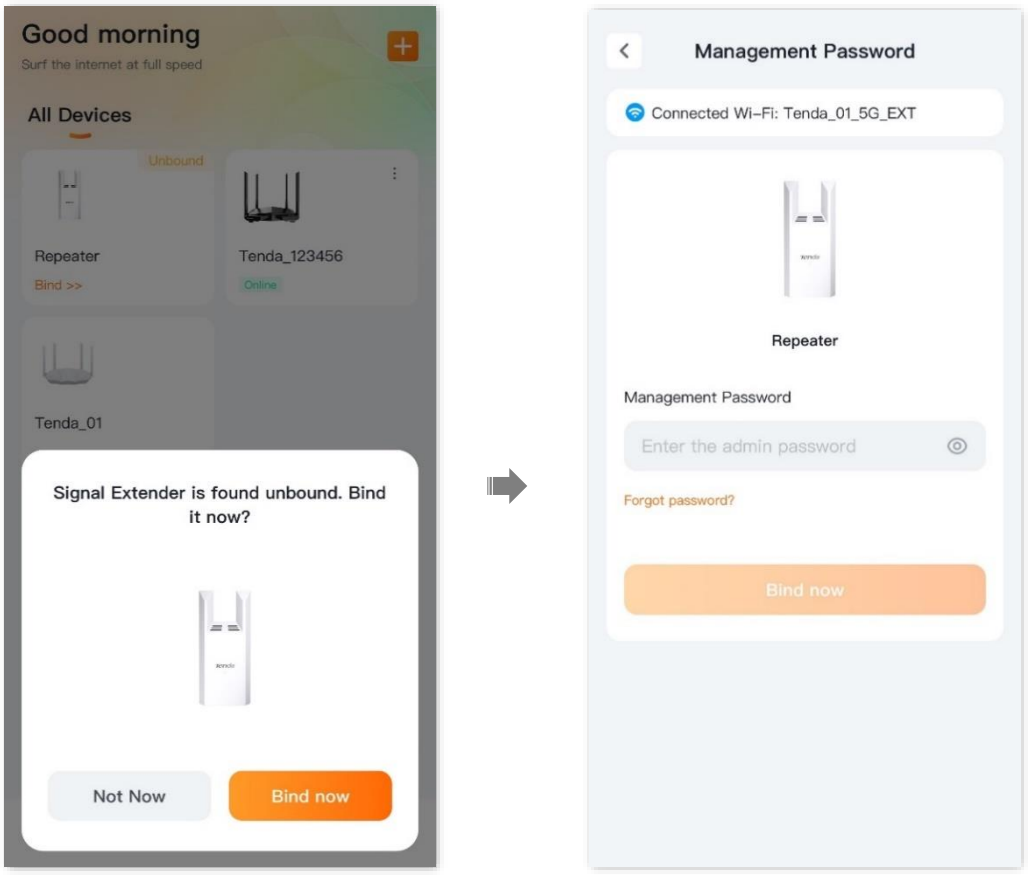
To switch extension modes after setup:

1. Run and log in to the **Tenda WiFi** app, and tap the extender icon on the **Homepage**.
2. Tap **Working Mode**, select your desired mode and follow the on-screen instructions.

---End

1.4 Bind the extender

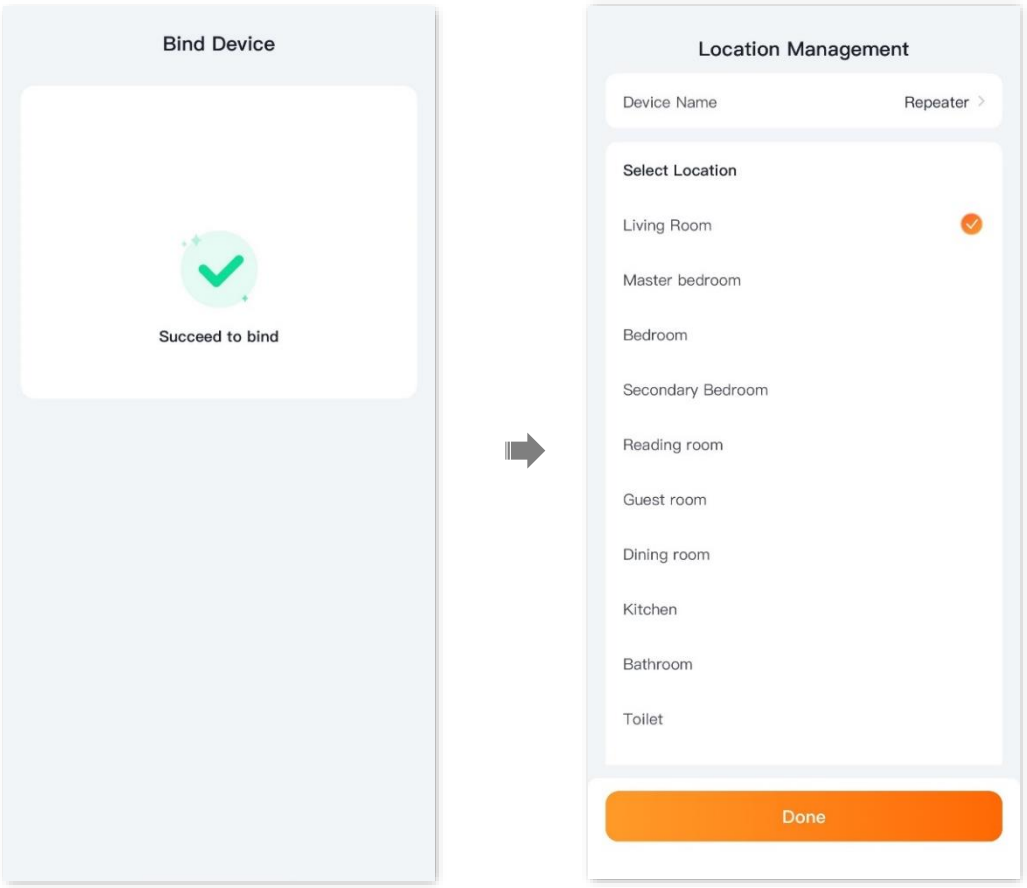
1. Connect the smartphone to the extender's Wi-Fi (See the extension completion page for Wi-Fi information).
2. Run and log in to the **Tenda WiFi** App. Once the extender is detected, tap **Bind now** or **Bind >>**. The following figure is for reference only.
3. Enter the extender's login password, and tap **Bind now**. The following figure is for reference only.



4. Wait for a moment and bind successfully, then modify the extender's name, select where it is, and tap **Done**. The following figure is for reference only.

TIP

If you want to modify the extender's name and location display later, refer to Modify the extender name and location.



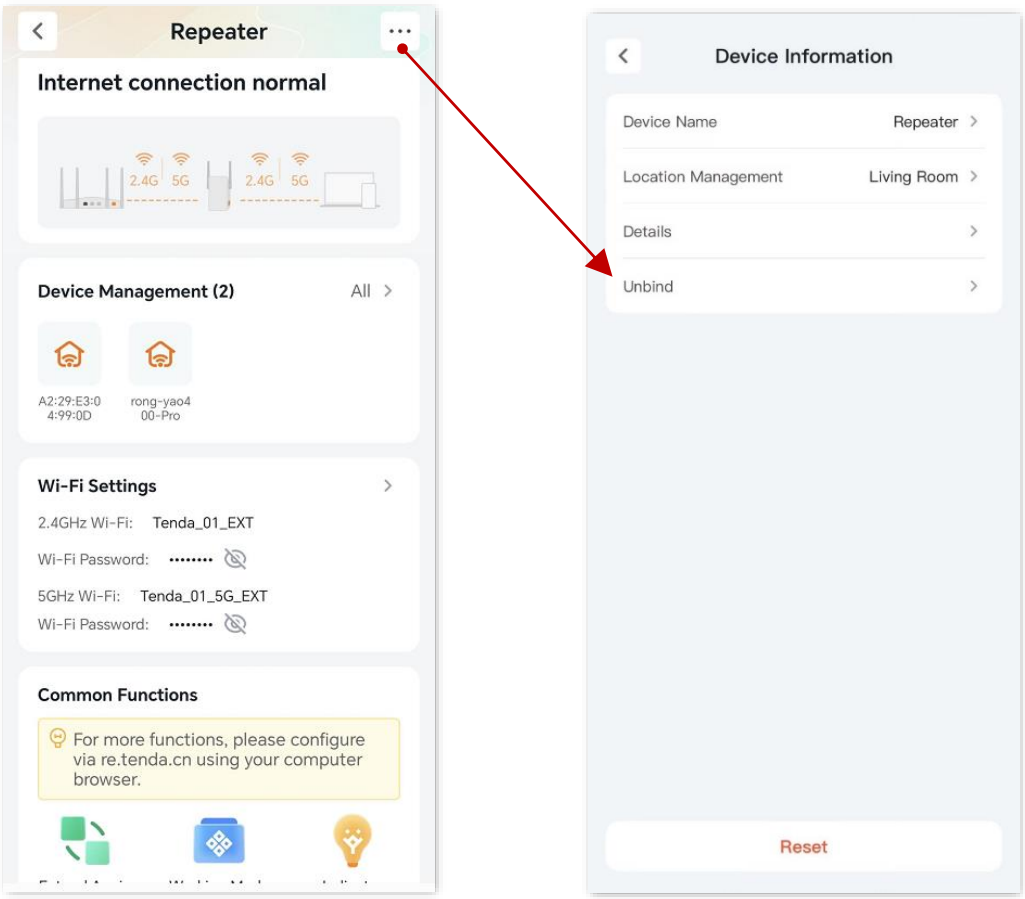
---End

1.5 Unbind the extender

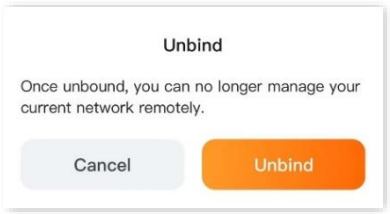
After the extender is unbound, it can only be managed when connected to its Wi-Fi.

Configuration procedure:

1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Tap ••• in the upper-right corner, and tap **Unbind**. The following figure is for reference only.



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



---End

1.6 Manage the extender

1.6.1 Local management

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

   TIP

   – If the extender is in factory settings, see the Wi-Fi name on the device label.
   – If the extender has been configured, use the Wi-Fi name and Wi-Fi password you set.

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

---End

1.6.2 Remote management

Prerequisites:

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

Configuration procedure:

1. Connect the smartphone to the internet.
2. Run and log in to the **Tenda WiFi** App, and manage the extender that is bound.

   TIP

   The extender can be bound to only one account. Please log in to the app with that account for remote management.

---End

2 Extender’s Wi-Fi settings

Features available in the extender may vary by model and software version. Extender availability may also vary by region. All images, steps, and descriptions in this guide are only examples and may not reflect your actual extender experience.

2.1 Unify/Separate 2.4 GHz and 5 GHz WiFi

The extender supports Unify 2.4 GHz & 5 GHz function. After enable this function, the extender's 2.4GHz and 5GHz Wi-Fi names and passwords are the same, and the device will automatically select the most appropriate band to connect to according to the distance and internet access needs.

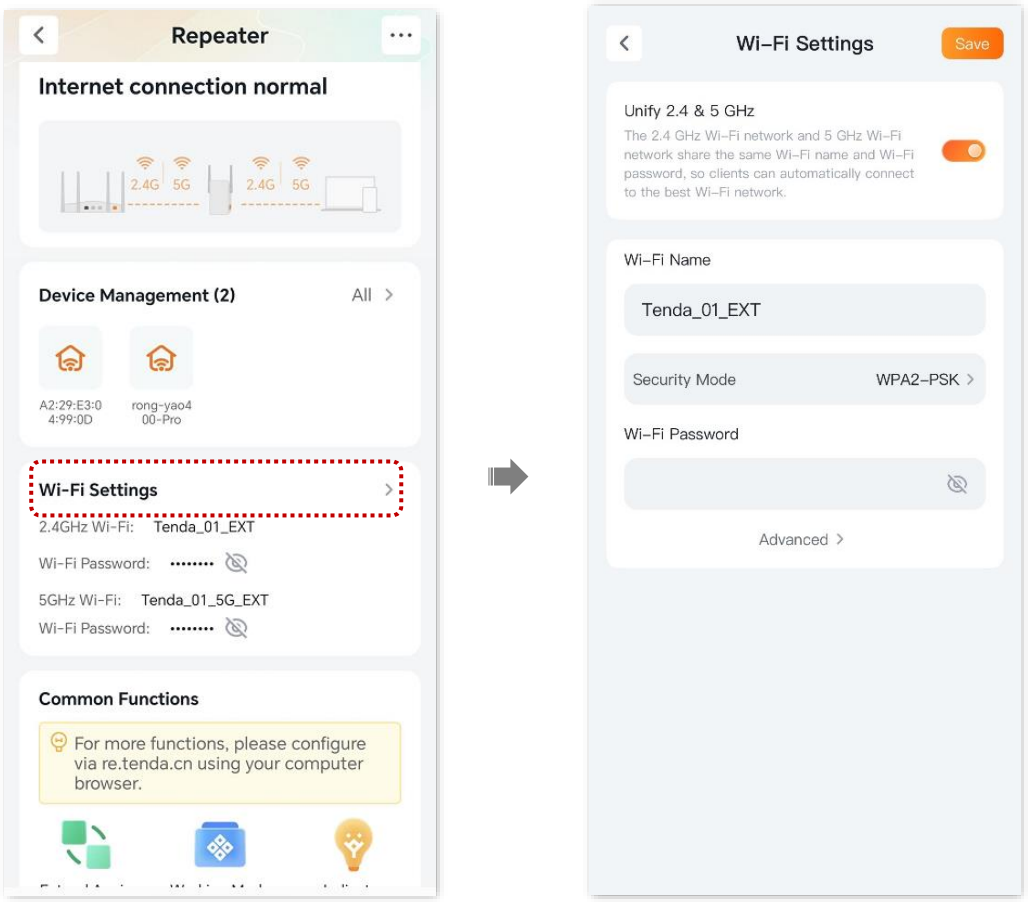
Unify 2.4 GHz & 5 GHz simplifies the network selection process, but some smart home devices may have the following compatibility issues with the Unify 2.4 GHz & 5 GHz function.

- Device drops: Many smart home devices only support 2.4GHz band, after enable Unify 2.4 GHz & 5 GHz, these devices may drop out frequently, resulting in the inability to use normally.
- Unstable network: The network will be instantly disconnected when switching bands, resulting in poor experience when playing games or swiping videos.
- Smart devices cannot connect: after enable Unify 2.4 GHz & 5 GHz, some smart devices cannot recognize the 2.4GHz band signal, resulting in no networking.

Therefore, it is recommended to disable the Unify 2.4 GHz & 5 GHz function in the smart home environment.

Configuration procedure:

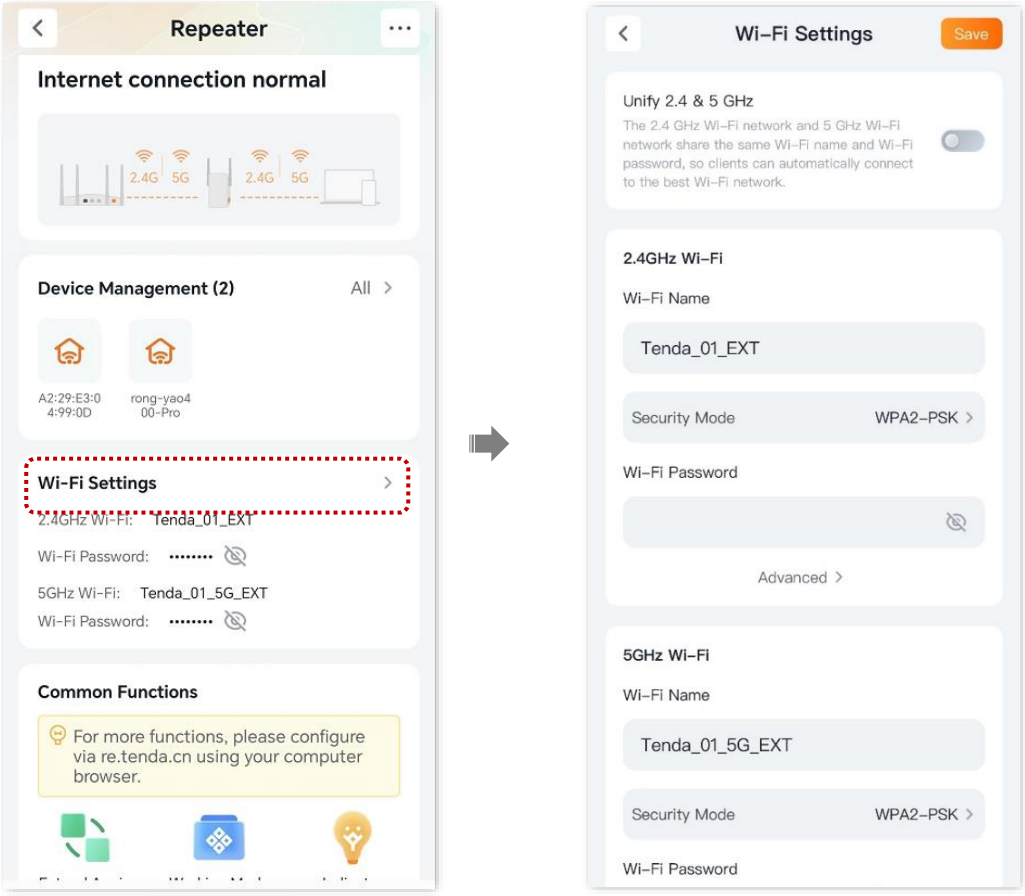
1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Tap **Wi-Fi Settings**.
3. To unify the Wi-Fi networks, turn on **Unify 2.4 GHz & 5 GHz**.
4. To separate the Wi-Fi networks, turn off **Unify 2.4 GHz & 5 GHz**.
5. Customize Wi-Fi name, security and Wi-Fi password as required.
6. Tap **Save**. The following figure takes **Unify 2.4 GHz & 5 GHz** for example.



---End

2.2 Change Wi-Fi name and Wi-Fi password

1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Tap **Wi-Fi Settings**.
3. Turn on or off the **Unify 2.4 & 5 GHz** as required.
4. Set **Wi-Fi Name**, **Security Mode**, and **Wi-Fi Password** as required.
5. Tap **Save**.



---End

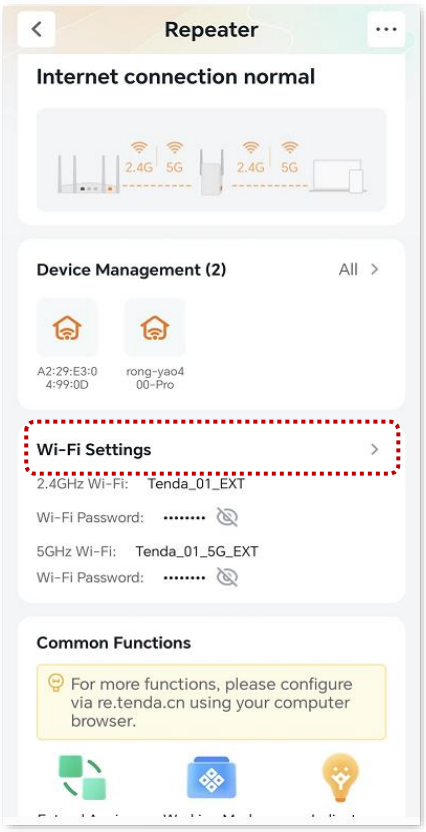
After the configuration completes, your Wi-Fi-enabled devices (such as a smartphone) need to connect to the new wireless network to access the internet.

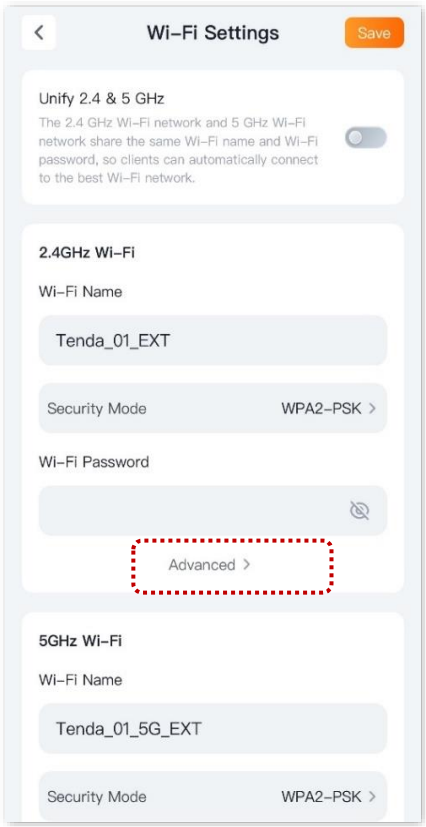
2.3 Hide the Wi-Fi networks

With this function enabled, no Wi-Fi-enabled device can find the extender's Wi-Fi name, you need to manually enter the Wi-Fi name and Wi-Fi password on the Wi-Fi-enabled device to access the wireless network, thus improving the security of Wi-Fi network.

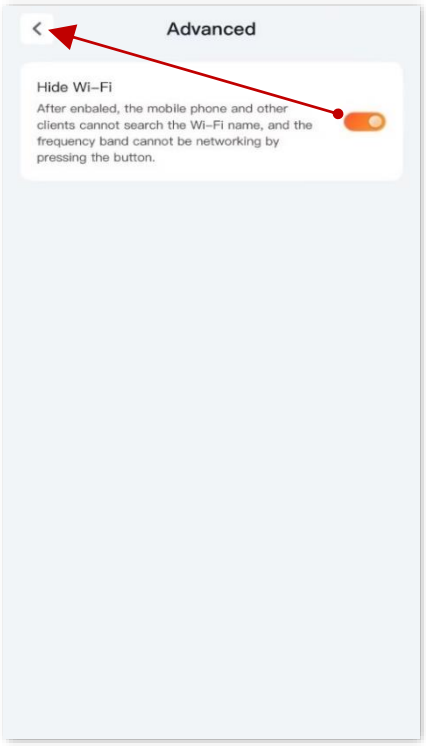
Configuration procedure:

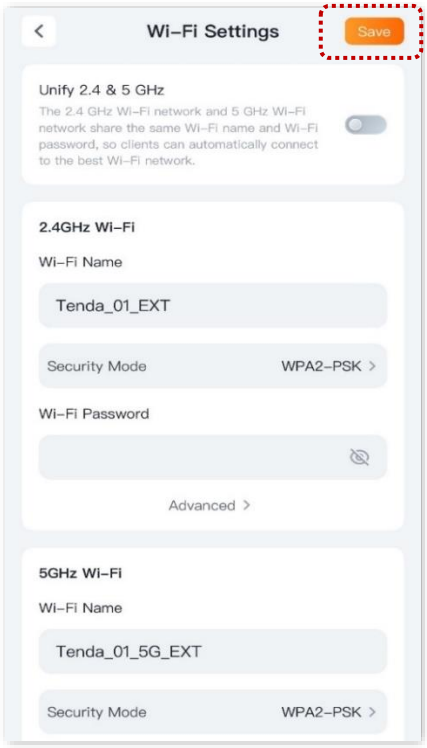
1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Tap **Wi-Fi Settings**.
3. Tap **Advanced**. Take the **Unify 2.4 & 5 GHz** is disabled as an example, the following figure is for reference only.





4. Enable the **Hide** function. Tap ‹ to back to the **Wi-Fi Settings** page and tap **Save**.





---End

3 Device management

Features available in the extender may vary by model and software version. Extender availability may also vary by region. All images, steps, and descriptions in this guide are only examples and may not reflect your actual extender experience.

3.1 View devices

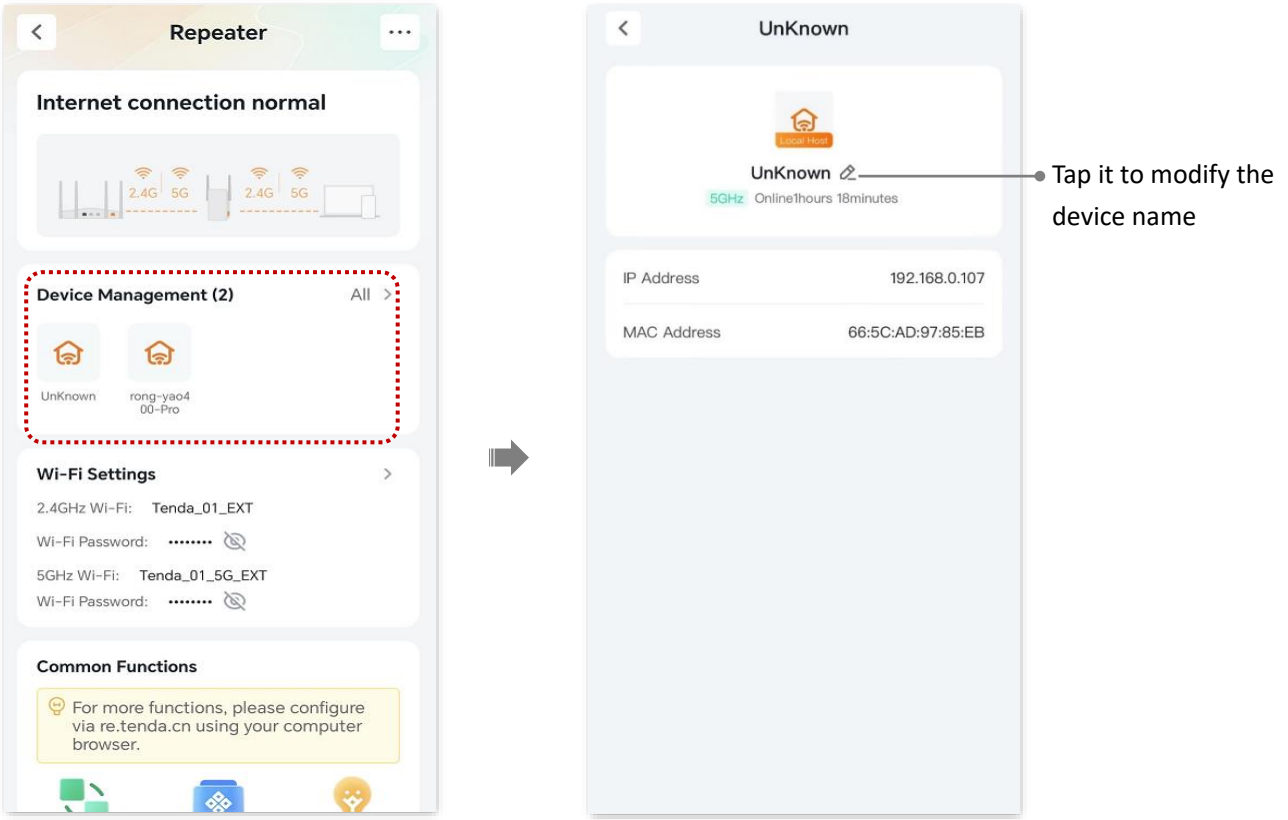
Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.

View the online devices

On the **Device Management** module, you can view the number of online devices, and tap a device icon to view the details of the device. The following figure is for reference only.

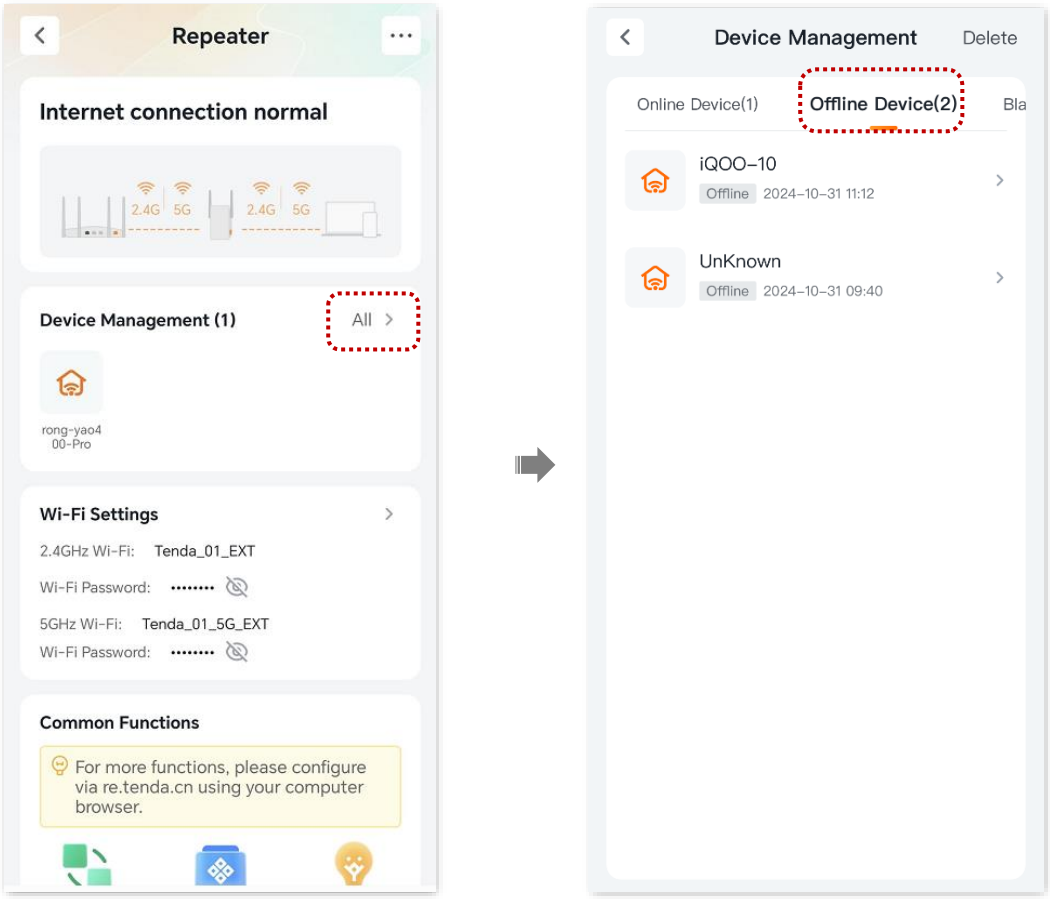
TIP

Click **All** beside **Device Management**, you can view all devices that are connected



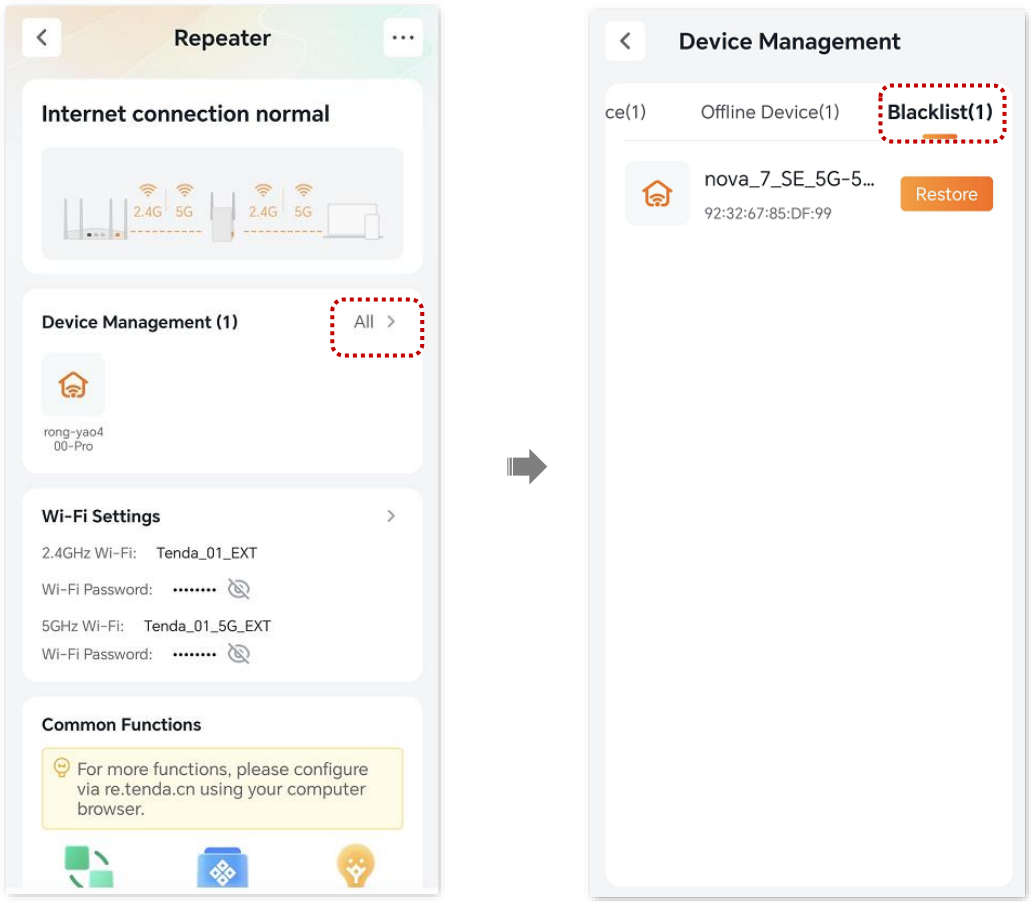
View the offline devices

Find the **Device Management** module, tap **All**, and tap **Offline Device**. You can view the offline devices information. Tap the device can also delete, and block the device. The following figure is for reference only.



View the blacklist devices

Find the **Device Management** module, tap **All**, and tap **Blacklist** to view the blacklist devices information. The following figure is for reference only.



3.2 Add a device to blacklist

The blacklisted devices cannot access the internet through the extender.

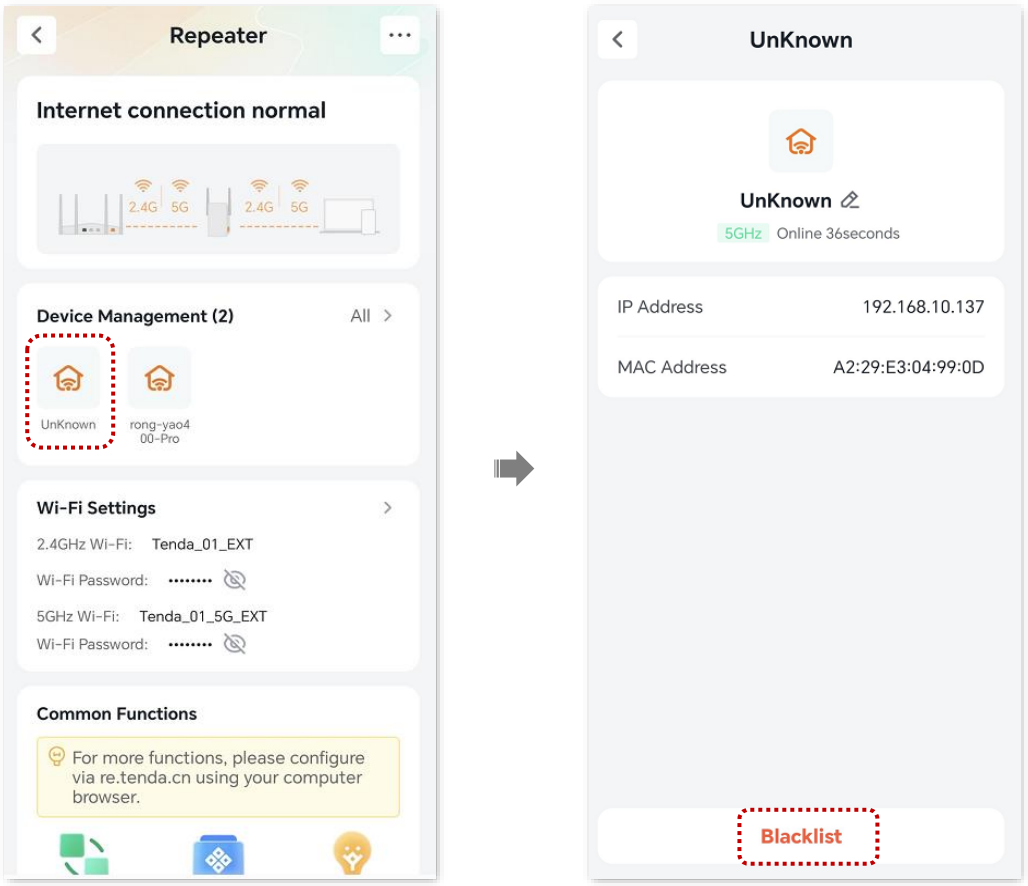
3.2.1 Add the online devices to blacklist

1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Find and tap the device to be added to the blacklist in **Device Management** module, and tap **Blacklist.** The following figure is for reference only.

   TIP

   Click **All** beside **Device Management**, you can view all devices that are connected.

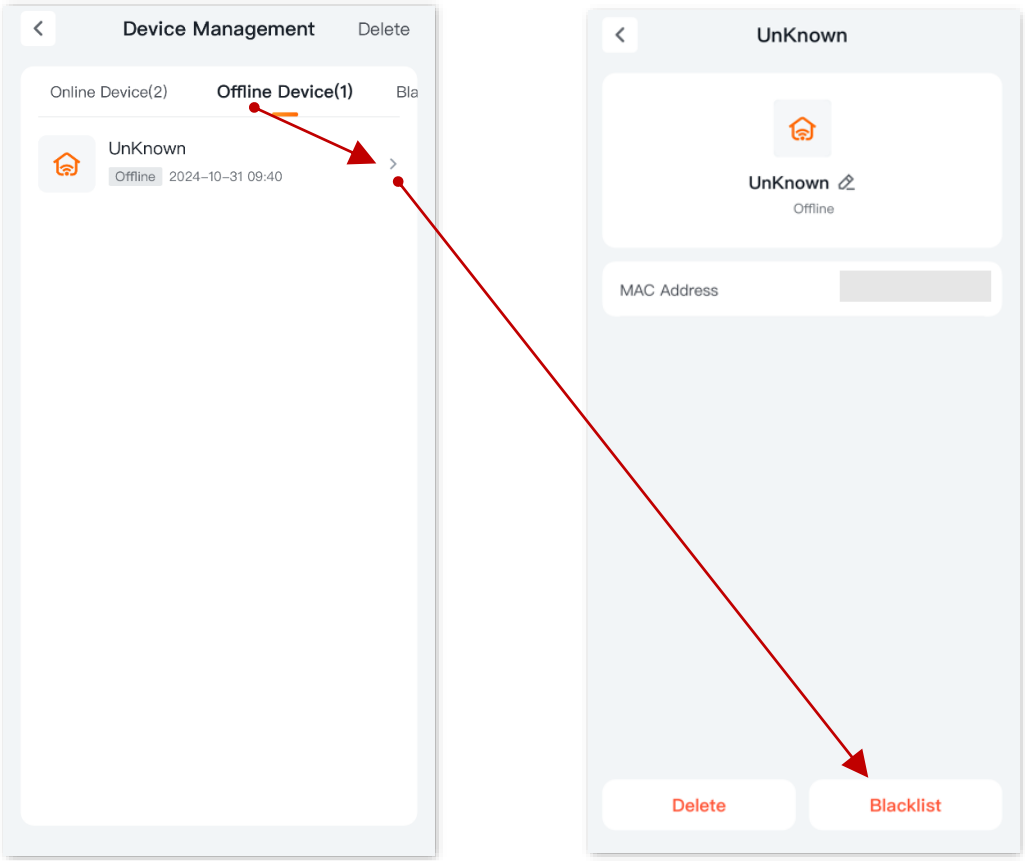
3. Confirm the prompt message, and tap **Add to Blacklist**. The following figure is for reference only.



---End

3.2.2 Add the offline devices to the blacklist

1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Find the **Device Management** module and tap **All**.
3. Tap **Offline Device**, find and tap the device you want to add to the blacklist.
4. Tap **Blacklist**, confirm the prompt message, and tap **Add to Blacklist**. The following figure is for reference only.



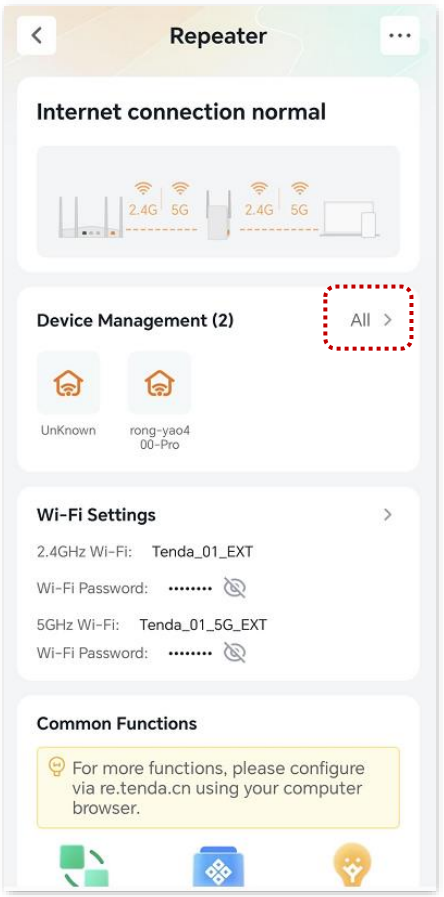
---End

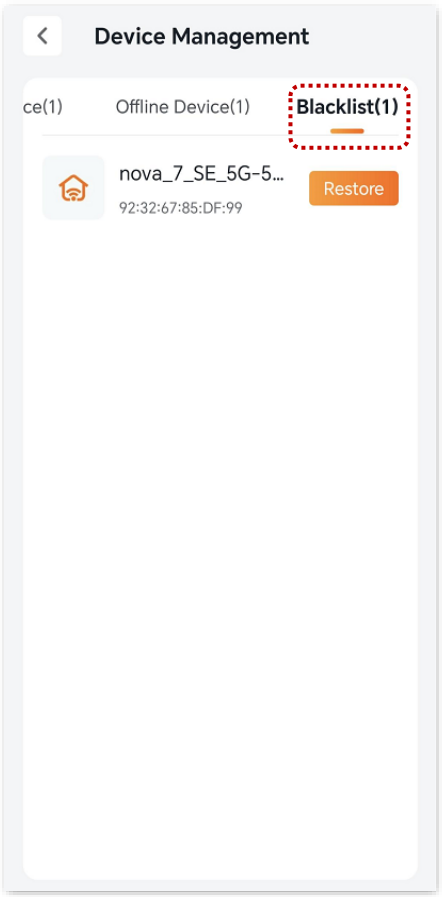
3.3 Remove the device from the blacklist

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

Configuration procedure:

1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Find the **Device Management** module, and tap **All**.
3. Tap **Blacklist**, find and tap the device you want to remove from the blacklist.
4. Tap **Restore**. The following figure is for reference only.


Repeater
Internet connection normal
2.4G 5G 2.4G 5G
Device Management (2)
All
UnKnown
rong-yao4 00-Pro
Wi-Fi Settings
2.4GHz Wi-Fi: Tenda_01_EXT
Wi-Fi Password: ••••••••
5GHz Wi-Fi: Tenda_01_5G_EXT
Wi-Fi Password: ••••••••
Common Functions
For more functions, please configure via re.tenda.cn using your computer browser.


Device Management
ce(1)
Offline Device(1)
Blacklist(1)
nova_7_SE_5G-5...
92:32:67:85:DF:99
Restore

---End

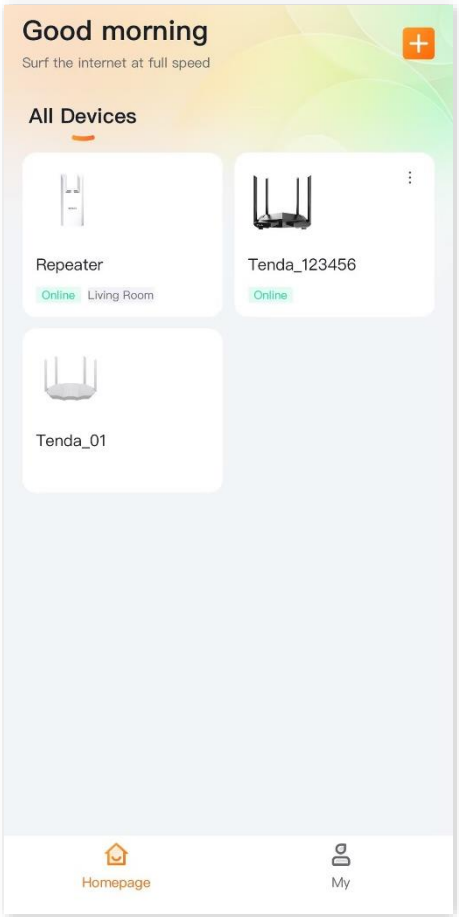
4 System maintenance

Features available in the extender may vary by model and software version. Extender availability may also vary by region. All images, steps, and descriptions in this guide are only examples and may not reflect your actual extender experience.

4.1 View or add an extender to manage

Run and log in to the **Tenda WiFi** App. On the **Homepage**:

- Tap the corresponding device icon to enter the extender configuration page.
- Tap + in the upper-right corner to add extenders to manage.

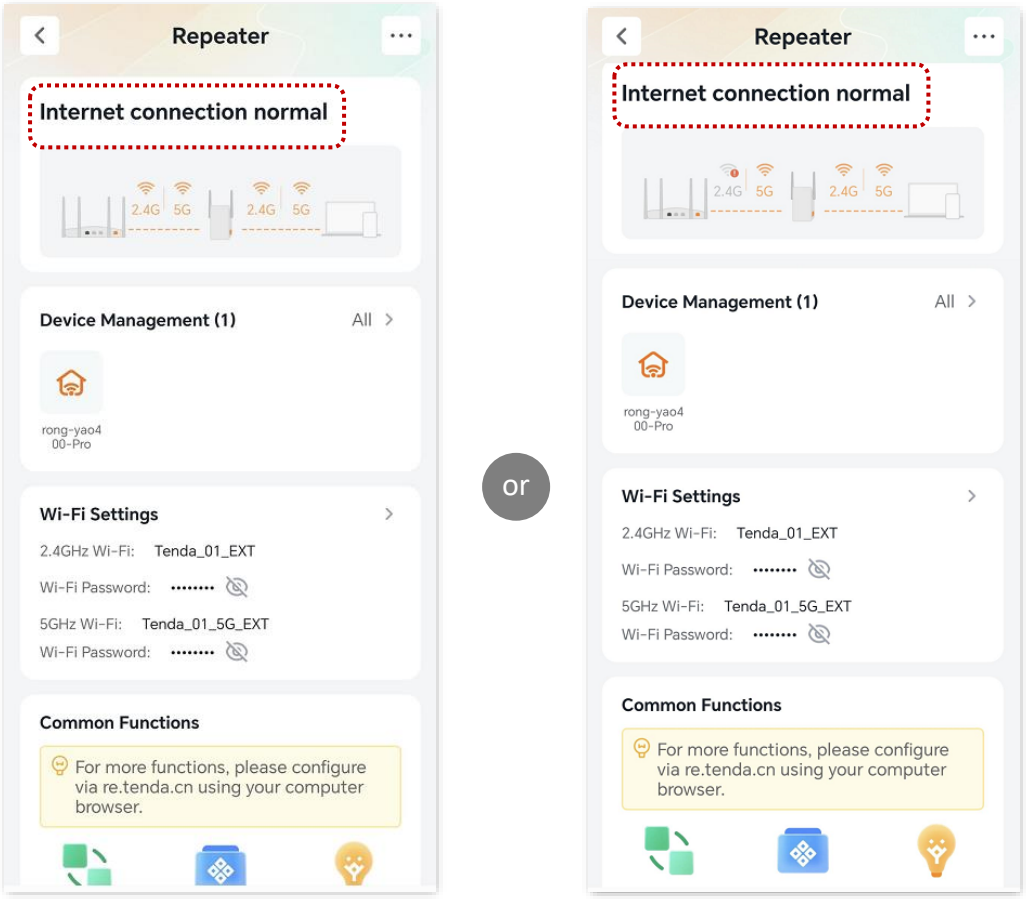


4.1 View the extension and network status

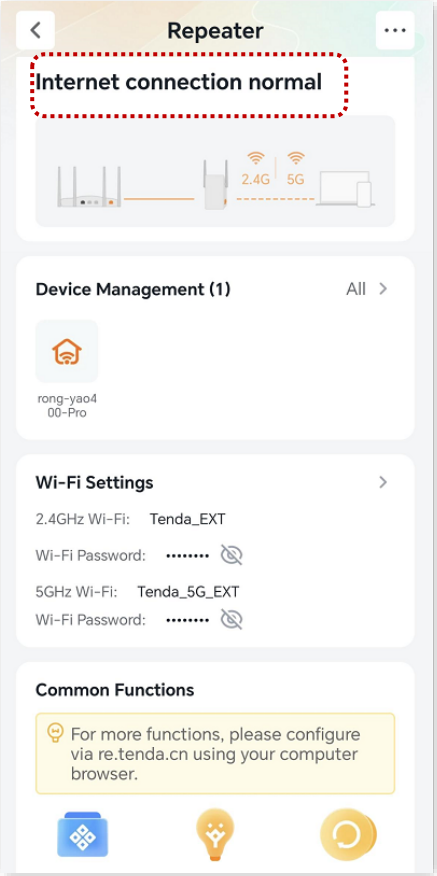
Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**. You can view the extension and network status.

4.1.1 Internet connection successful

In Wireless extension mode, if **Internet connection normal** is displayed on the page, it means that the extender has extended the upstream Wi-Fi and is connected to the internet. You can connect to the extender's Wi-Fi or Ethernet port using an Ethernet cable to access the internet. The following figure is for reference only.



In Wired extension (AP) mode, if **Internet connection normal** is displayed on the page, it means that the extender is connected to the upstream device through the Ethernet cable. You can connect to the extender's Wi-Fi to access the internet. The following figure is for reference only.

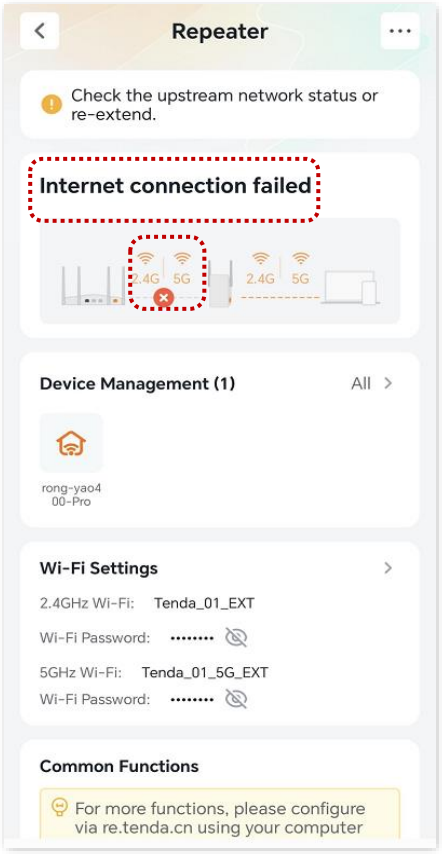

Repeater
Internet connection normal
2.4G
5G
Device Management (1)
All
rong-yao4
00-Pro
Wi-Fi Settings
2.4GHz Wi-Fi: Tenda_EXT
Wi-Fi Password: ••••••••
5GHz Wi-Fi: Tenda_5G_EXT
Wi-Fi Password: ••••••••
Common Functions
For more functions, please configure via re.tenda.cn using your computer browser.

4.1.2 Internet connection failed

If your smartphone or other devices cannot connect to the internet through the extender, the extender may fail to connect to internet, it can only be managed locally.

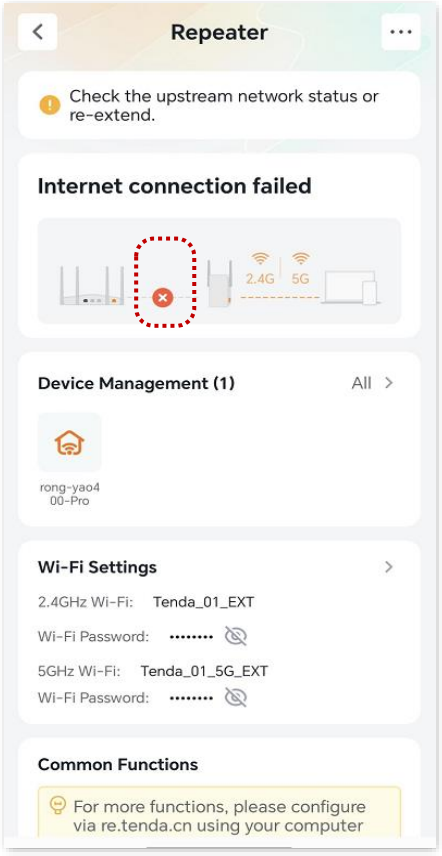
Extension successful but no internet access

In Wireless extension mode, if **Internet connection failed** is displayed on the page and the Wi-Fi signal is displayed between the upstream router/Modem and the extender, it means that the extender has extended the upstream Wi-Fi, but the upstream device fails to connect to internet. Please check the network status of the upstream device. The following figure is for reference only.



Extension failed

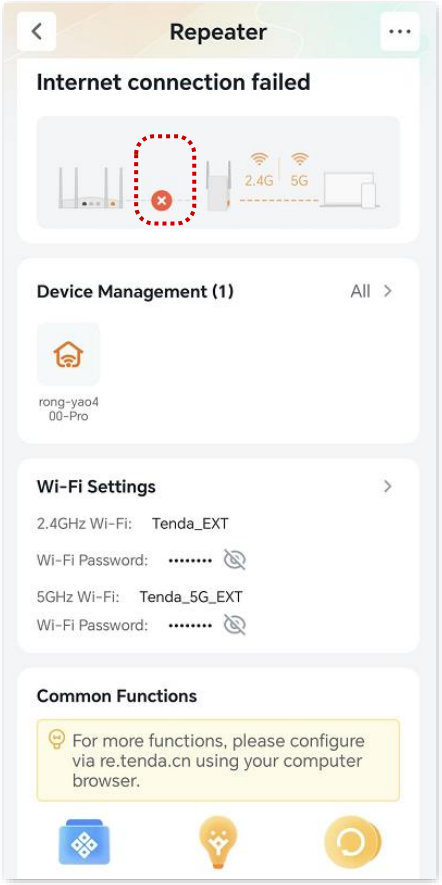
In Wireless extension mode, if a cross icon (no Wi-Fi signal) is displayed between upstream router/Modem and extender, it means that the extender failed to extend the upstream Wi-Fi. Please re-extend the Wi-Fi.



In Wired extension (AP) mode, if a cross icon is displayed between upstream router/Modem and extender, it means that the extender failed to extend the upstream network device. The following figure is for reference only.

Try the following solutions:

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



4.2 Re-extend the upstream Wi-Fi

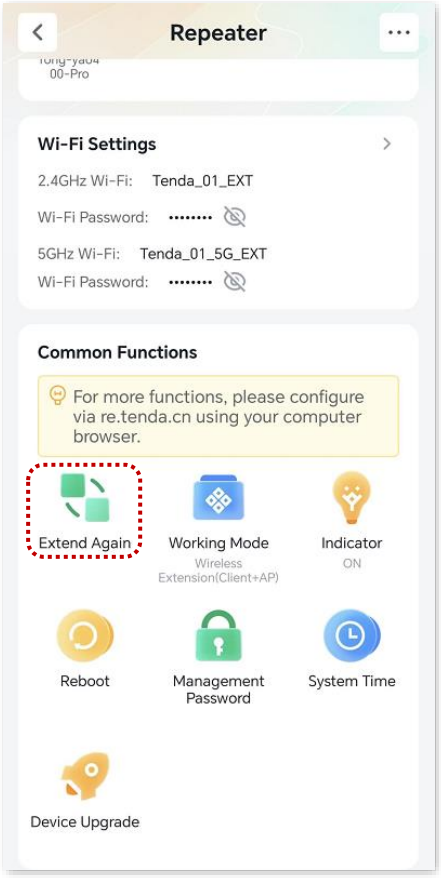
You can try re-extending the Wi-Fi network under the following circumstances:

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

Configuration procedure:

1. Plug the extender into a power outlet midway between the new router and the Wi-Fi dead zone.

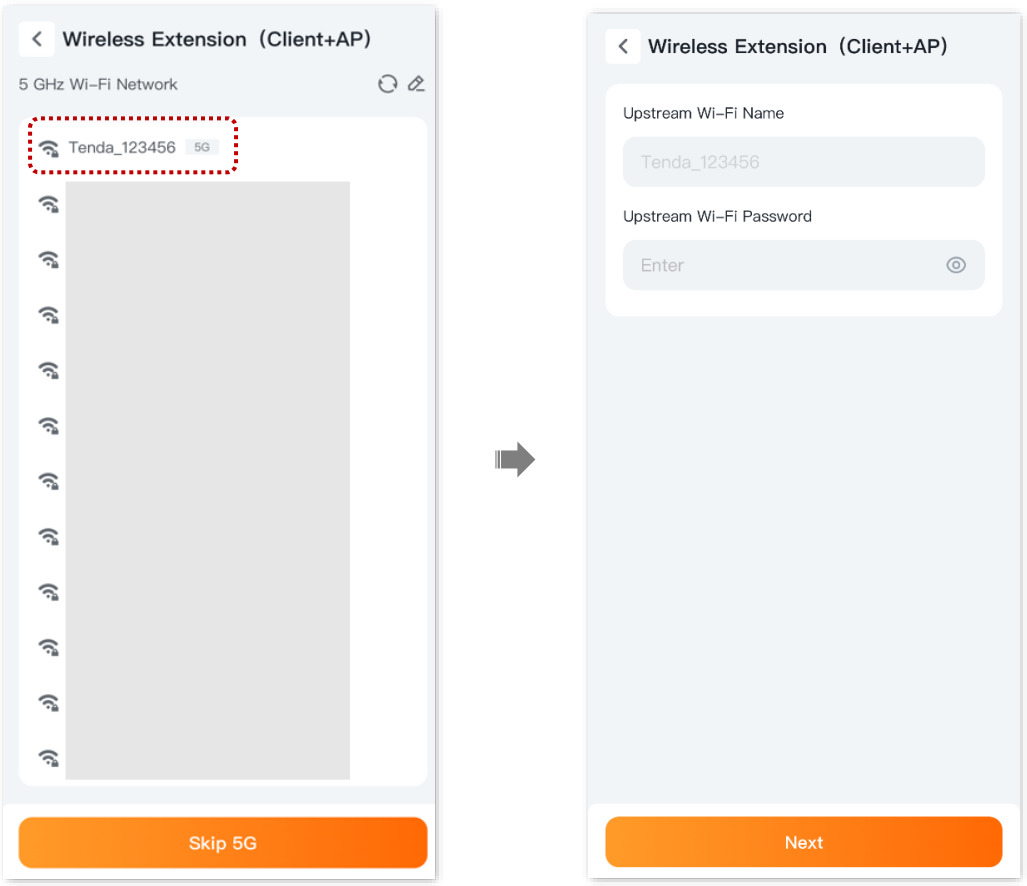
2. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
3. Tap **Extend Again**.



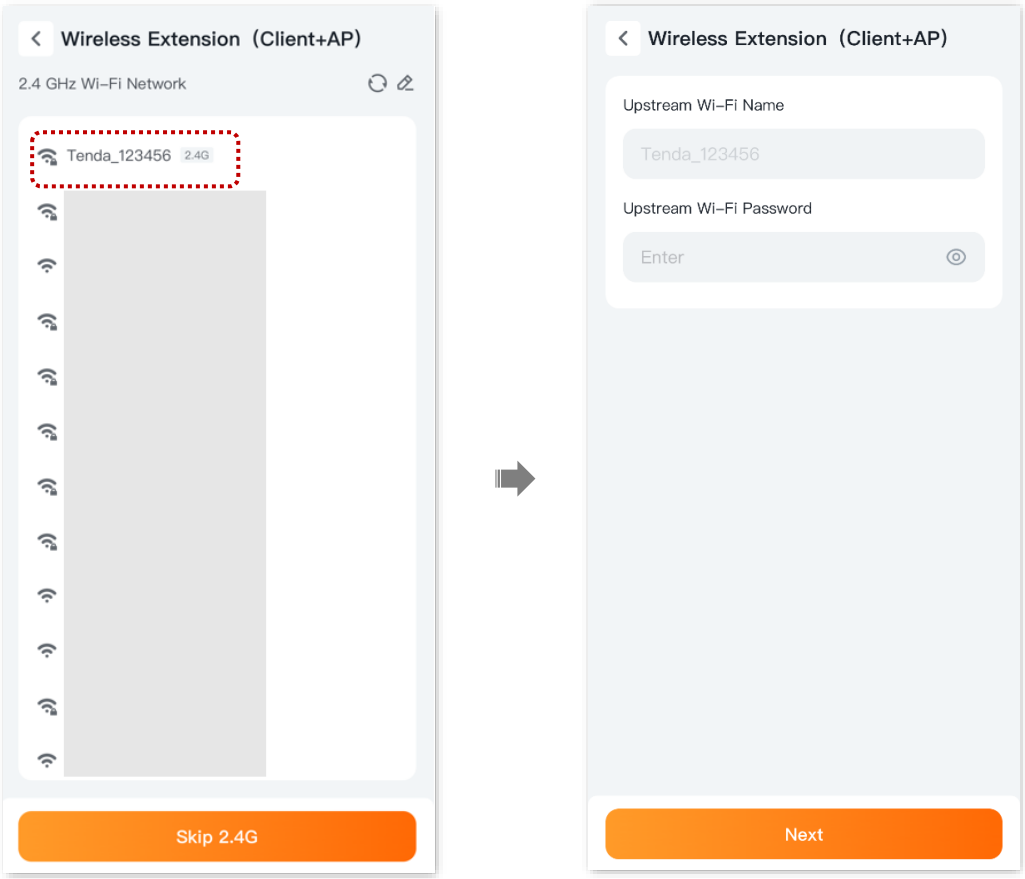
4. If you want to re-extend 5 GHz Wi-Fi, select the Wi-Fi name of 5 GHz Wi-Fi to be extended, which is **Tenda_123456** in this example. If the Wi-Fi has a password, enter its Wi-Fi password, and tap **Next**. Otherwise, tap **Skip 5G**. The following figure is for reference only.

NOTE

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



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

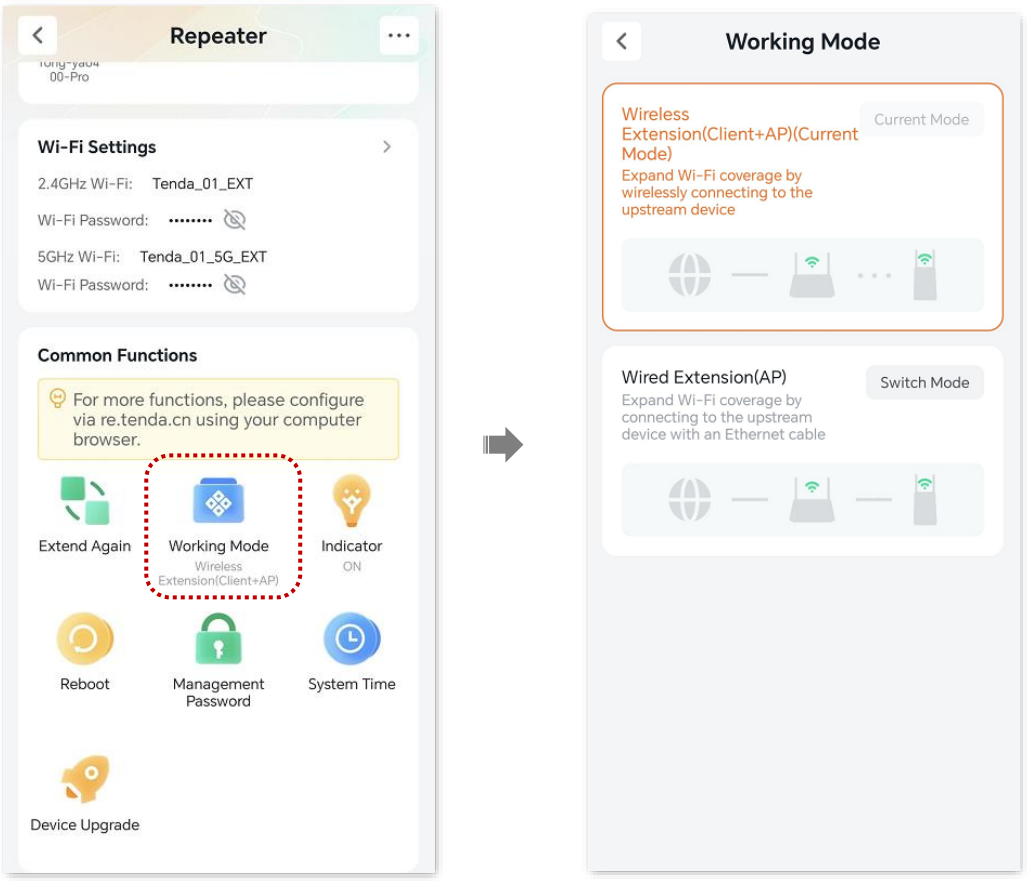


---End

The extension is completed.

4.3 Switch the working mode

1. Run and log in to the **Tenda WiFi** app, and tap the extender icon on the **Homepage**.
2. Tap **Working Mode**, select your desired mode and follow the on-screen instructions. The following figure is for reference only.



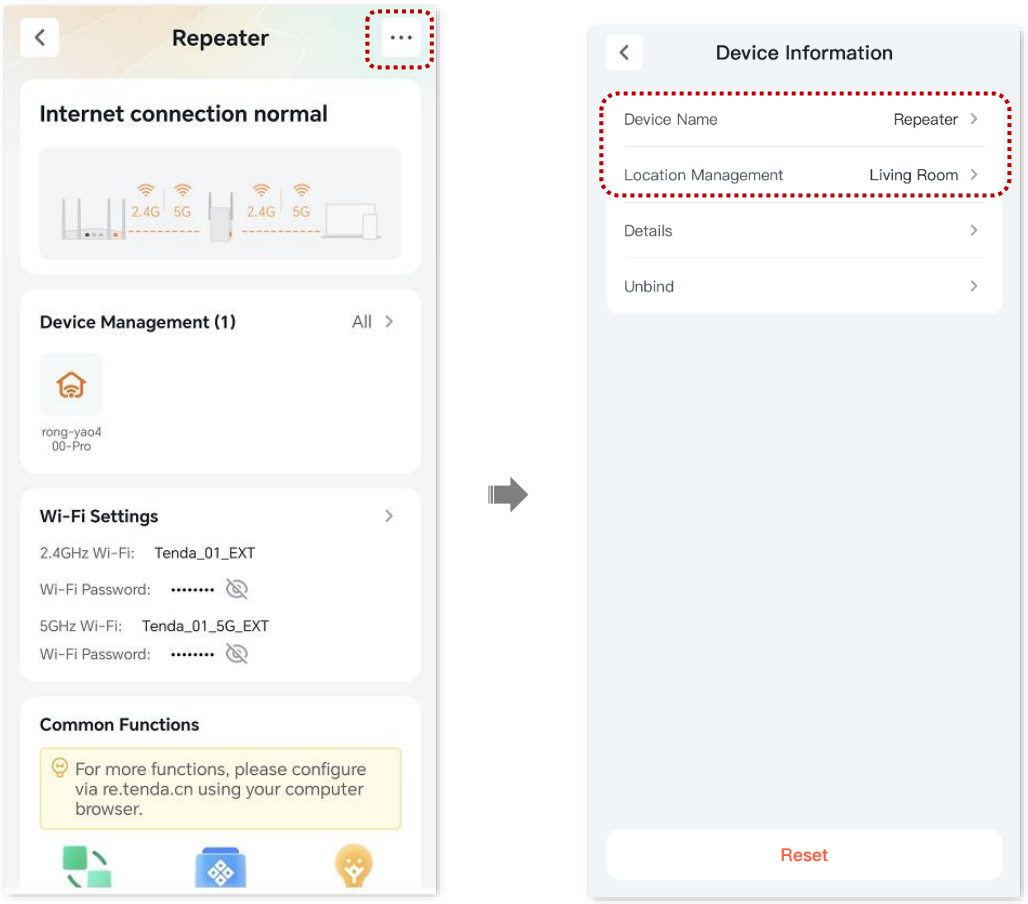
---End

4.4 Modify the extender name and location

Modifying the device name and location display helps you quickly find and manage the extender.

Configuration procedure:

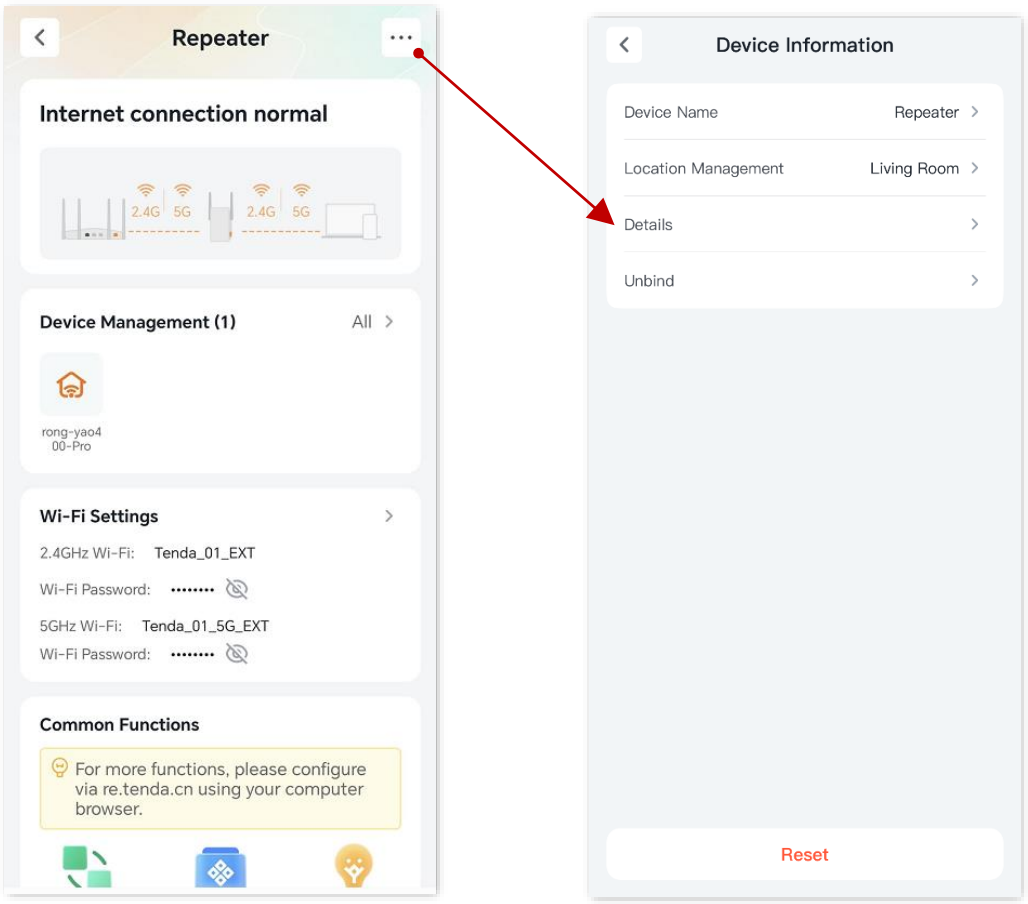
1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Tap ••• in the upper-right corner.
3. Tap **Device Name** to modify the device name as required.
4. Tap **Location Management** and select the installation location of the extender according to the actual condition. The following figure is for reference only.



---End

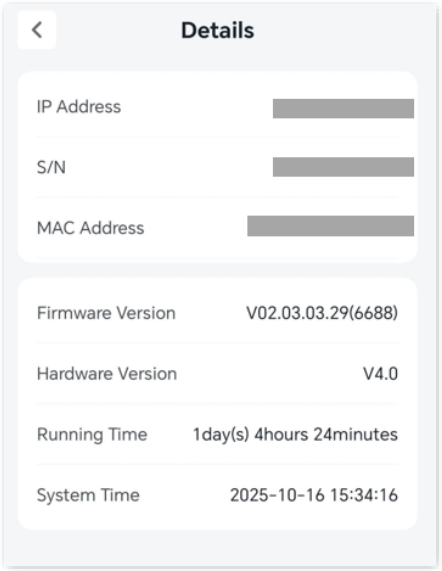
4.5 View the basic information of the extender

1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Tap the ••• in the upper-right corner, and tap **Details**. The following figure is for reference only.



---End

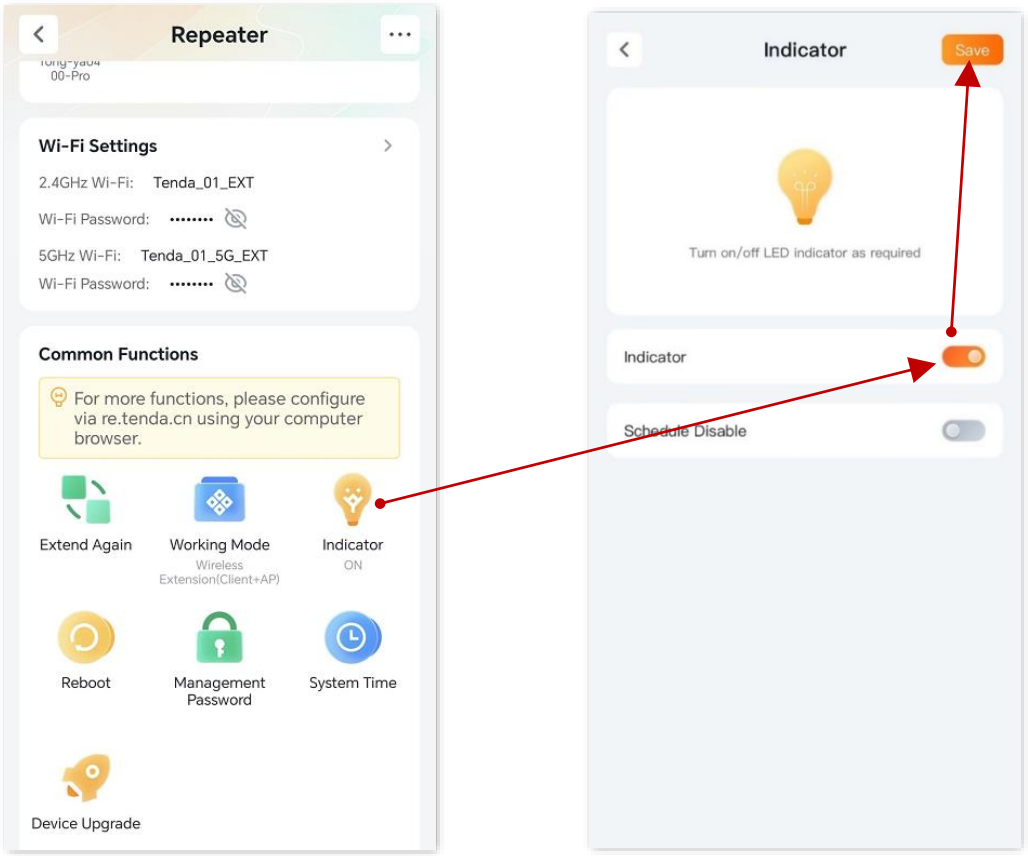
You can view the basic information of the extender. The following figure is for reference only.



4.6 Turn on or turn off the indicator of extender

4.6.1 Turn on or off the indicators of the extender

1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Tap **Indicator**. The following figure is for reference only.
3. Turn on or off the indicator as required, and tap **Save**.



---End

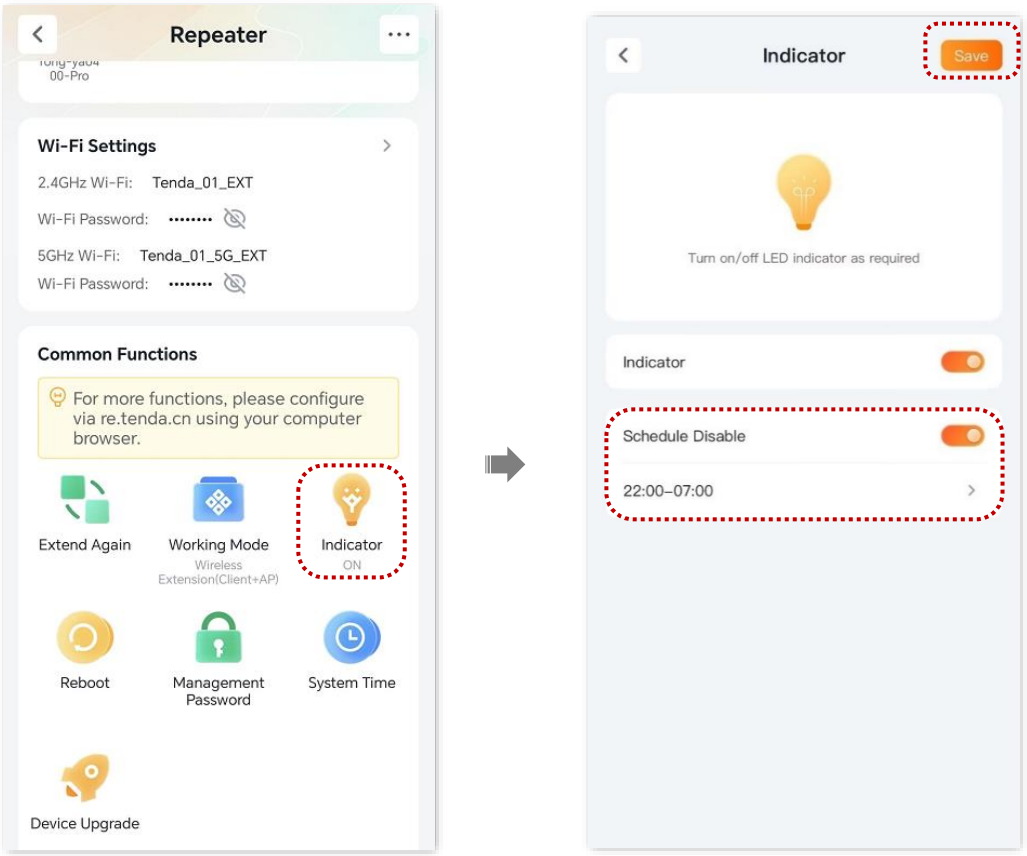
4.6.2 Schedule turn off the indicators of the extender

TIP

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

1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Tap **Indicator**. The following figure is for reference only.

3. Enable the **Schedule Disable**, and tap the system's preset disabling period.
4. Set the period for the extender indicator to go off and tap **Save**. The following figure is for reference only.
5. Tap **Save** in the upper-right corner.



---End

After the settings are completed, the extender indicator goes off during the set period. Outside this period, the indicator light indicates normal.

4.7 Modify the system time

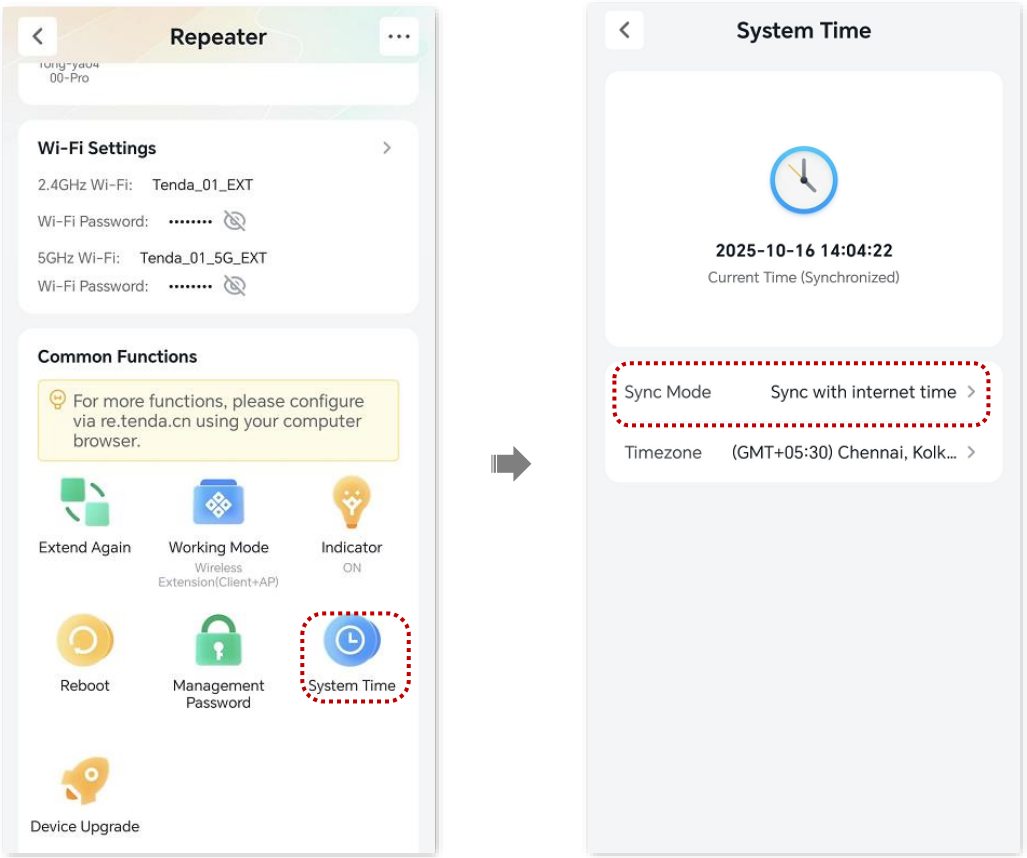
To ensure time-based functions of the Wi-Fi extender can work normally, you need to ensure the accuracy of the system time of the Wi-Fi extender. The Wi-Fi extender supports two sync modes: sync with internet time (default) and sync with local time.

4.7.1 Sync system time with internet time

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

Configuration procedure:

1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Tap **System Time**. The following figure is for reference only.
3. Set **Sync Mode** to **Sync with internet time**.



---End

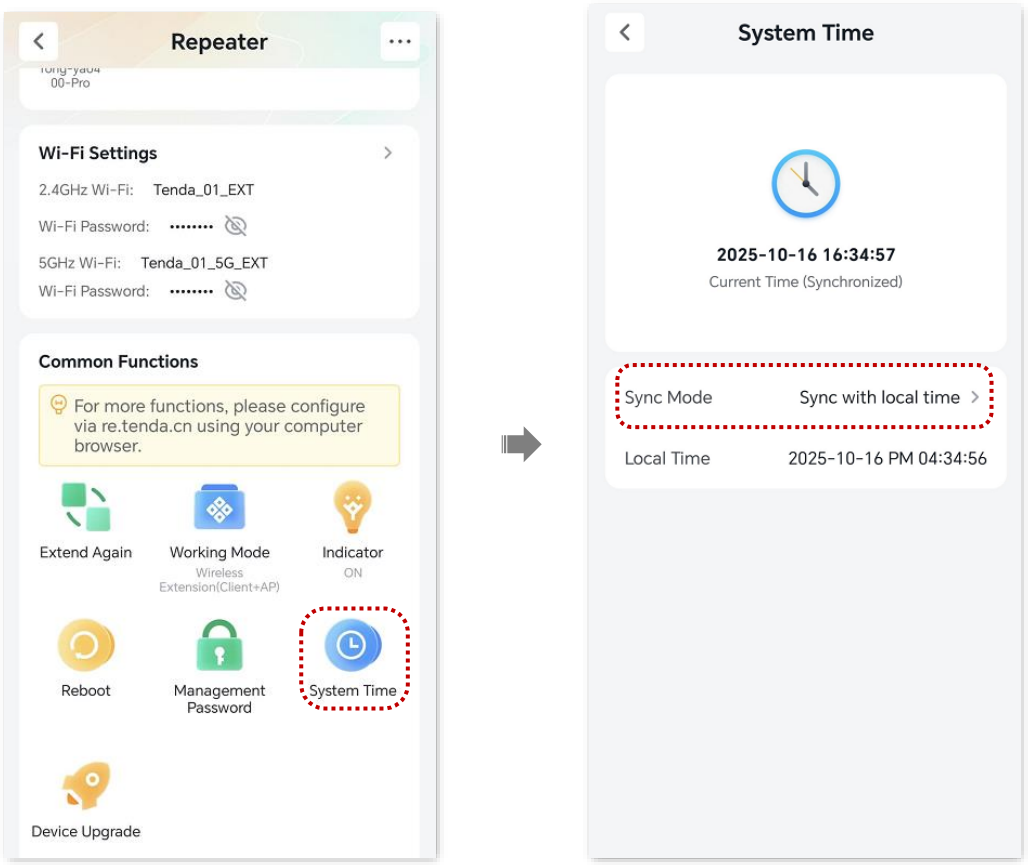
After the configuration completes, you can check whether system time on the page is synced correctly.

4.7.2 Sync system time with local time

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

Configuration procedure:

1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Tap **System Time**.
3. Set **Sync Mode** to **Sync with local time**. The following figure is for reference only.



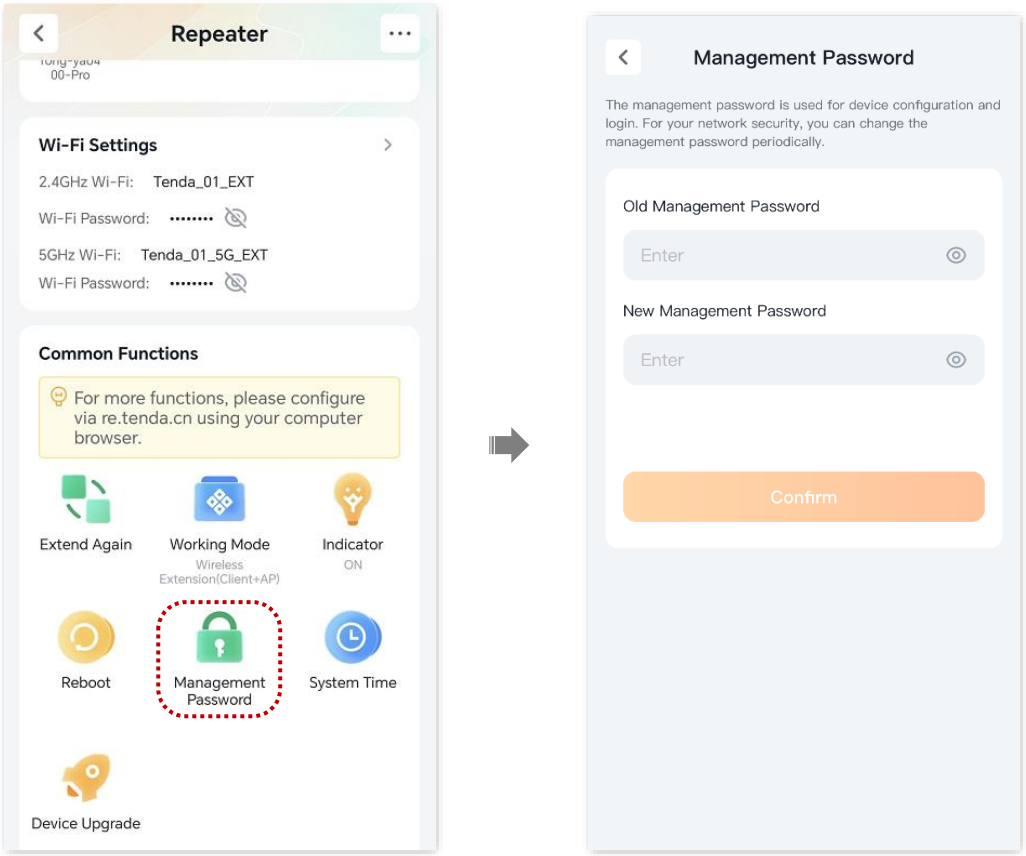
---End

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

4.8 Modify the extender management password

Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**, and tap **Management Password**.

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



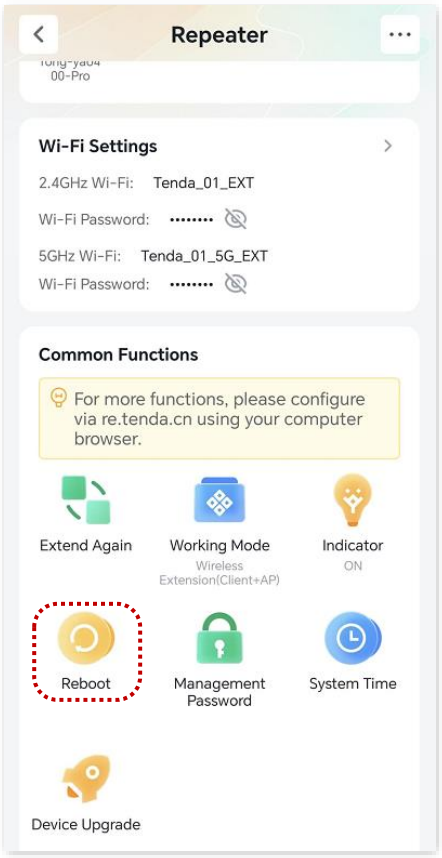
4.9 Reboot the extender

TIP

During the reboot, all connections will be cut off. Please reboot the extender when the network is idle.

Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.

Tap **Reboot**. Confirm the prompt message, and tap **Reboot**.



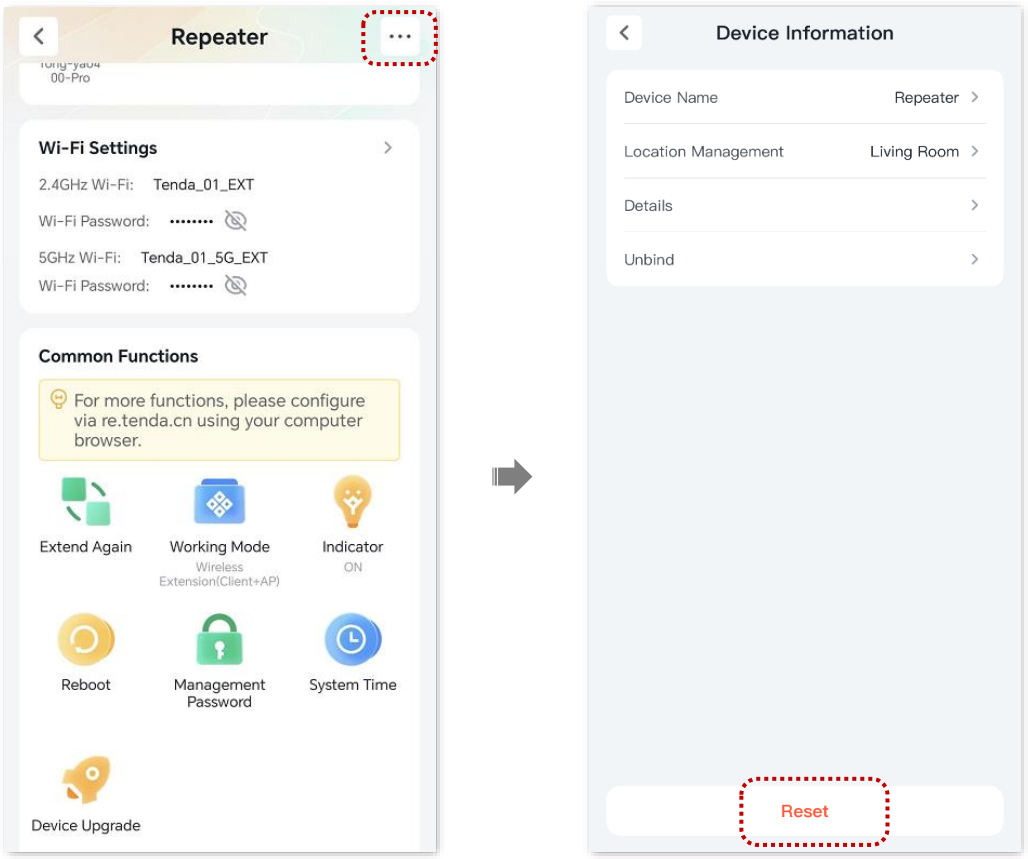
4.10 Reset the extender

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

NOTE

- After resetting, the extender will be restored to the factory settings, and you need to reconfigure the extender.
- To avoid damage to the extender, ensure that your extender is powered on properly during resetting.
- After resetting, the default extender IP address is **192.168.0.254.**

1. Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.
2. Tap ••• in the upper-right corner, and tap **Reset**. confirm the prompt message, and tap **Reset**. The following figure is for reference only.



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

---End

4.11 Firmware upgrade

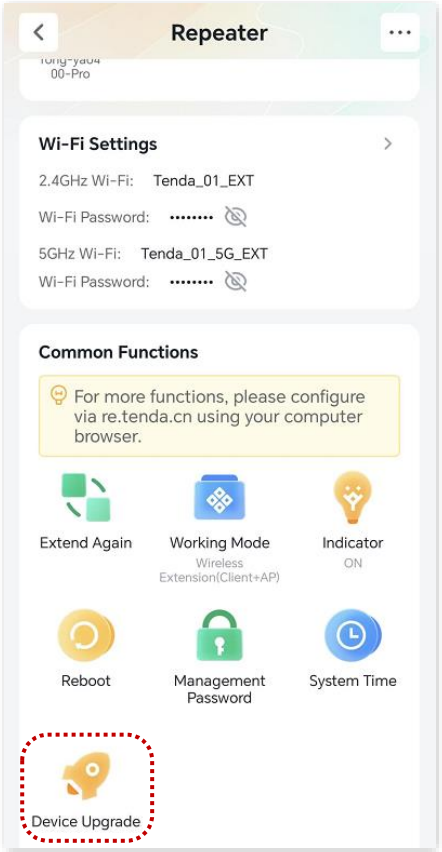
With this function, you can upgrade the firmware of the extender to obtain the latest functions and more stable performance.

NOTE

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

Run and log in to the **Tenda WiFi** app. Then tap the extender icon on the **Homepage**.

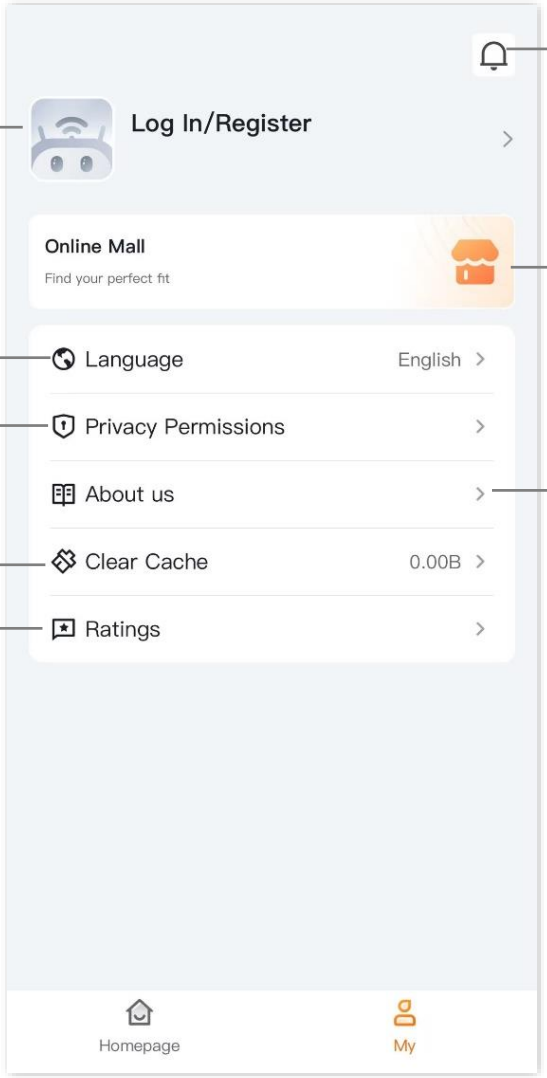
If a new firmware version is detected, tap **Device Upgrade**, confirm the firmware version information and tap **Upgrade**, and then follow the on-screen instructions. The following figure is for reference only.



5 About App

5.1 View My page

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



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

View and set message notification

Visit Tenda flagship store

Change the language

Set privacy permissions

Clear the App cache

Tap it to rate

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

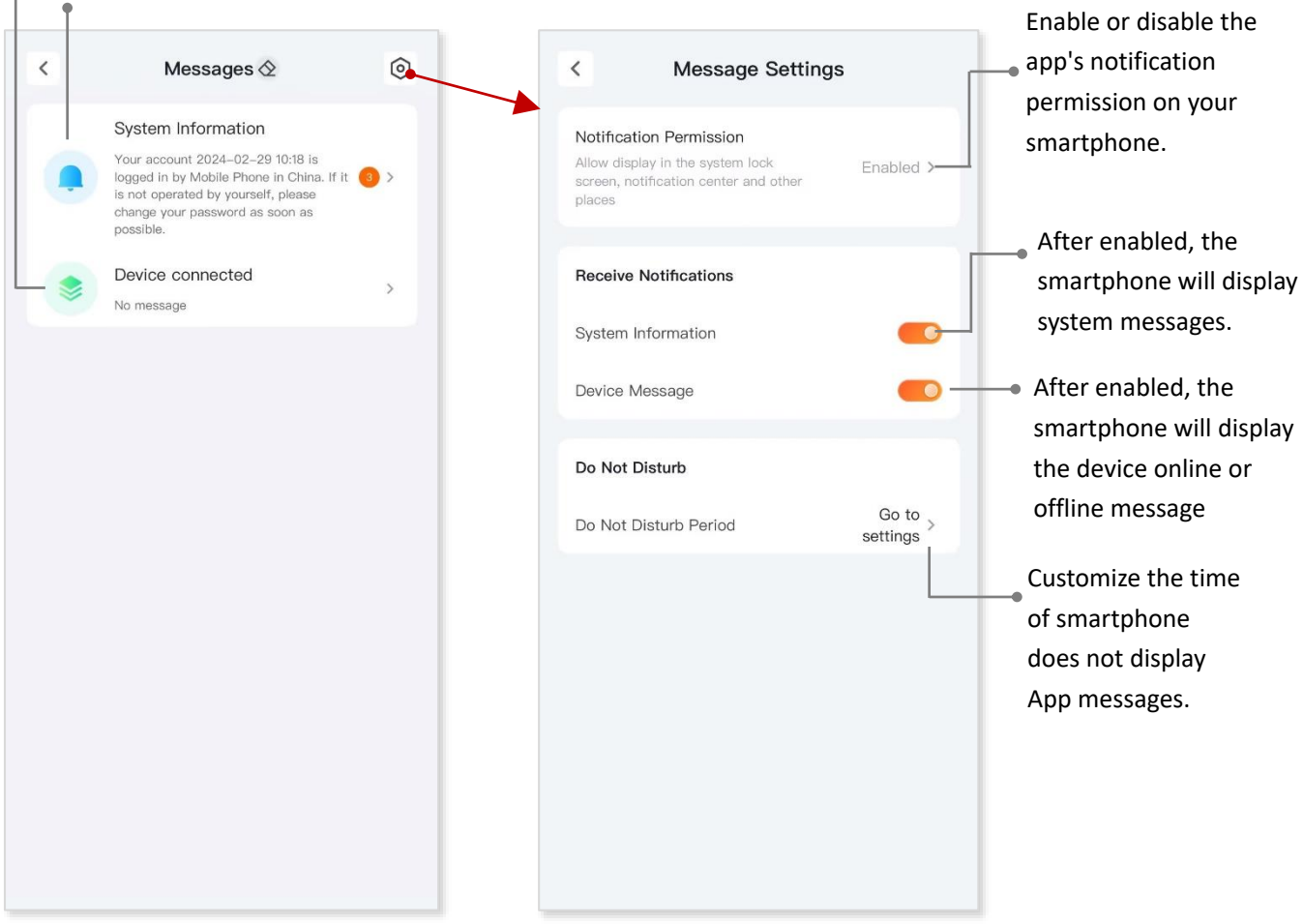
5.2 View Message

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

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

View or delete messages of devices online or offline.

View or delete system messages.



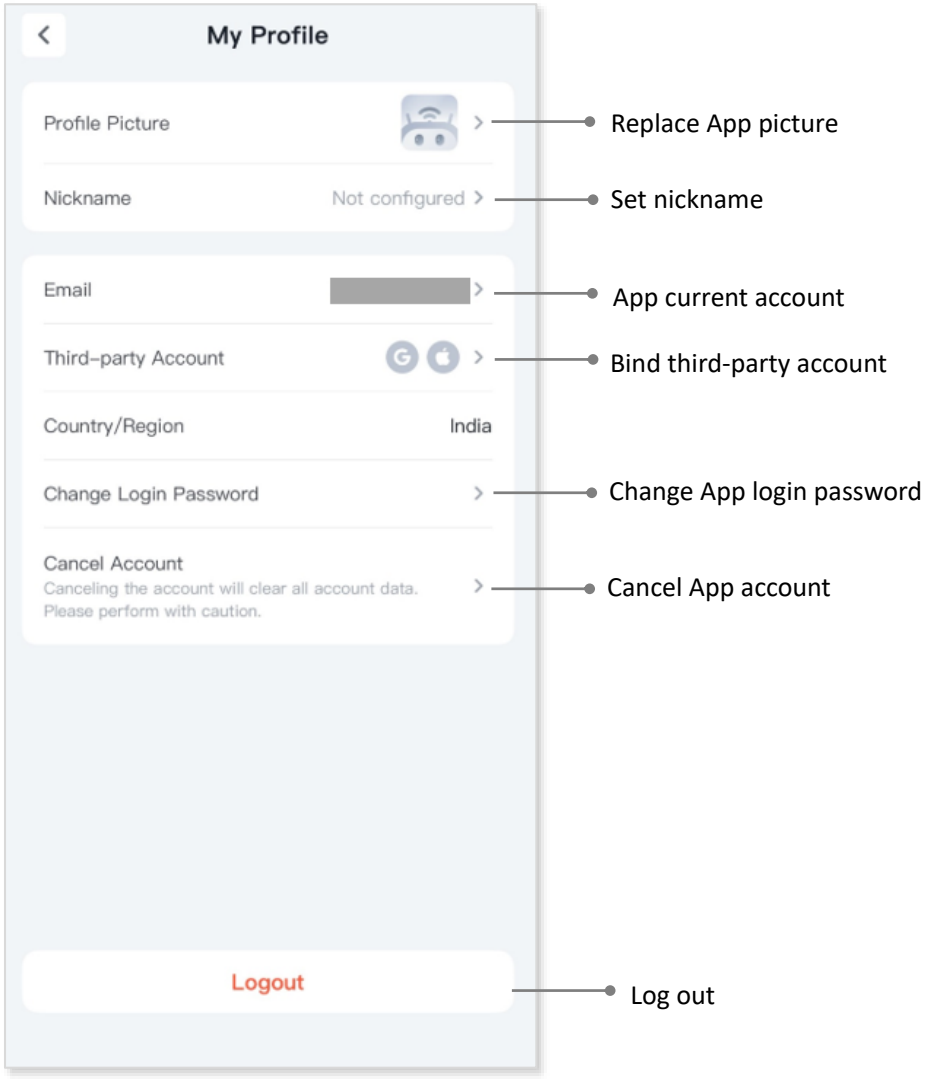
TIP

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.

5.3 View My profile

Tap the account at the top of the **My** page to enter **My Profile** page.

You can change the App picture, set a nickname, change the App login password, cancel the account, log out and so on.



Appendixes

A.1 FAQ

Q1. The extender failed to be detected by the Tenda WiFi App. What should I do?

A1. Try the following solutions:

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

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

- Ensure that the cellular network (mobile data) of the smartphone 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 extender's Wi-Fi again for binding.

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

A2. Try the following solutions:

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

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

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

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

A4. Try the following solutions:

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

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

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

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

A6. Try the following solutions:

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

- Install the extender in a suitable location by referring to Q8.
- Check whether the problem is with the Wi-Fi-enabled device's network adapter driver. You can replace a Wi-Fi-enabled device or update the wireless network adapter driver.

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

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

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

- Ensure that the upstream network device is connected normally.
- Ensure that the extender is extending the network normally.
- Install the extender in a suitable location by referring to Q8.

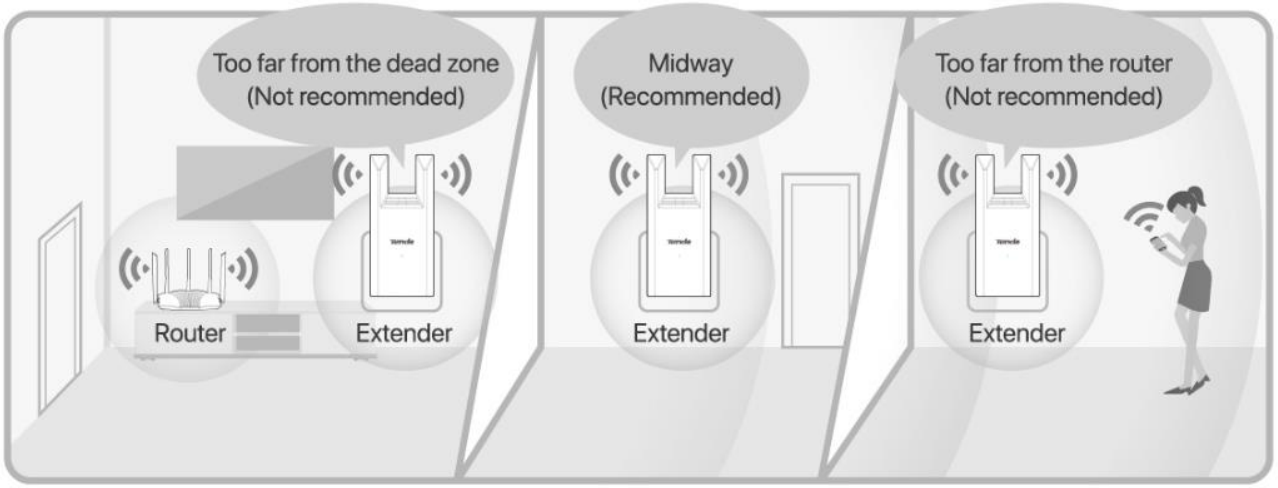
If the problem persists, refer to Q7 and reset the extender to factory settings before trying again.

Q7. How to restore my extender to factory settings?

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

Q8. The internet speed poor when connected to the extender's Wi-Fi. What should I do?

A8. Reposition the extender midway between the router and the dead zone for optimal performance.



A.2 Connect to the hidden Wi-Fi network

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

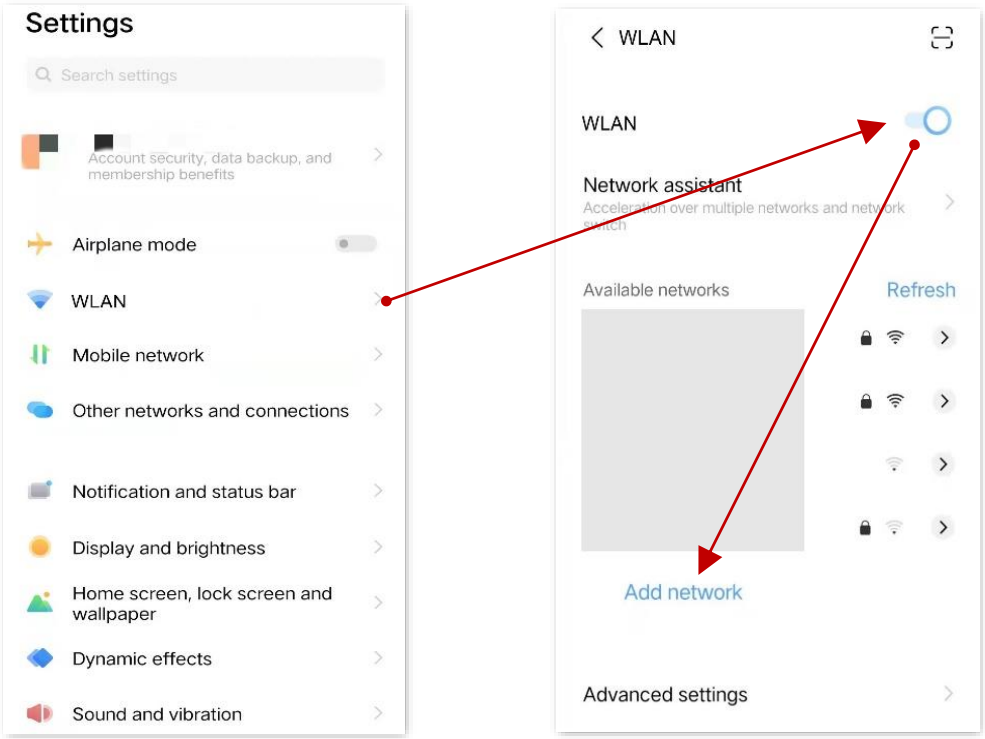
- Wi-Fi name: Alice
- Security: WPA2-PSK
- Wi-Fi password: UmXmL9UK

TIP

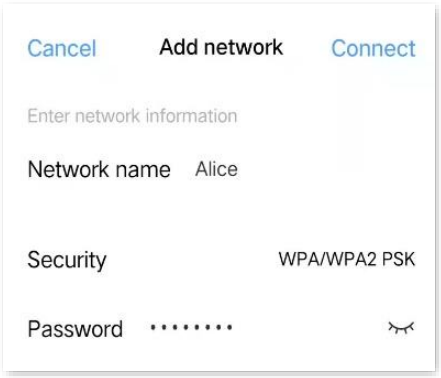
If you forgot the above parameters, enter the configuration page of the extender and view relevant parameters on the **Wi-Fi Settings** module.

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

1. Tap **Settings** on the homepage of your smartphone to enter the setting page.
2. Tap **WLAN** to enter the WLAN page, then enable **WLAN**.
3. Scroll down to the bottom of the WLAN page, and tap **Add network**.



4. Enter the network name, which is **Alice**.
5. Set the security mode as **WPA/WPA2 PSK**. If your smartphone does not support WPA/WPA2 PSK, select another mode containing WPA2-PSK.
6. Enter the password, which is **UmXmL9UK** in this example.
7. Tap **Connect**.



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A.3 Acronyms and Abbreviations

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