

Tenda

Web User Guide

Dual Band Wi-Fi 5 Wi-Fi Extender

A18/A18 Pro



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Preface

Thank you for choosing Tenda! This guide is a complement to Quick Installation Guide. The Quick Installation Guide provides instructions for quick internet setup, and this guide demonstrates how to configure functions by logging in to the device's web UI with the PC.

Applicable product

This guide applies to Tenda Wi-Fi Extenders with models A18V4.0 and A18 ProV1.0. The "Wi-Fi extender" and "device" mentioned in this guide refer to Tenda Dual Band Wi-Fi 5 Extender. The contained images and UI screenshots are subject to the actual products. Unless otherwise specified, A18 ProV1.0 is taken as an example in this guide.

Conventions

This series of extender supports mobile and desktop web UI. Unless otherwise specified, the desktop web UI is taken as an example in this guide. Some functions of the mobile web UI are not supported. The actual page 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 web UI, the product model is not supported or cannot be modified.

In this guide, unless otherwise specified:



- The firmware version uses V02.03.02.11 of A18 ProV1.0 as an example.
- The screenshots use the wireless extension mode as an example. For other working modes, the actual web UI prevails.

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: <i>XX:XX:XX:XX:XX:XX</i>
UI control	Bold	On the Policy page, click the OK button.

Item	Presentation	Example
Message	“ ”	The “Success” message appears.

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

Symbol	Meaning
 NOTE	This format is used to highlight information of importance or special interest. Ignoring this type of note may result in ineffective configurations, loss of data or damage to device.
 TIP	This format is used to supplement or explain the description of relevant operations.

For more documents

If you want to get more documents about 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.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 this guide was released.

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

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1

Connect to the extender network

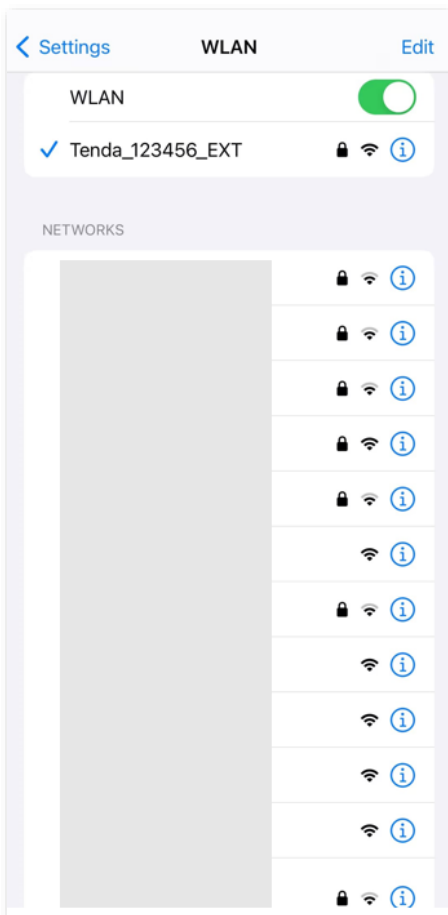
This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

1.1 Through wireless connection

After the extension is completed, the Wi-Fi information of the extender is described below.

	Wireless Extension Mode	Wired Extension (AP) Mode
Extender Wi-Fi name	<ol style="list-style-type: none"> If you keep the system default when extending, the extender Wi-Fi name is the router Wi-Fi name_EXT (or 5G_EXT). If you select Same as Upstream Wi-Fi when extending, the extender Wi-Fi name is the same Wi-Fi name as the router. The Wi-Fi name you set 	<ol style="list-style-type: none"> If you keep the system default when extending, the extender Wi-Fi name is Tenda_EXT (or 5G_EXT). The Wi-Fi name you set
Extender Wi-Fi password	<ol style="list-style-type: none"> If you select Same as Upstream Wi-Fi when extending, the extender Wi-Fi password is the same Wi-Fi password as the router. The Wi-Fi password you set 	The Wi-Fi password you set

Connect the Wi-Fi-enabled devices such as a smartphone to the extender's Wi-Fi network. The following figure is for reference only.

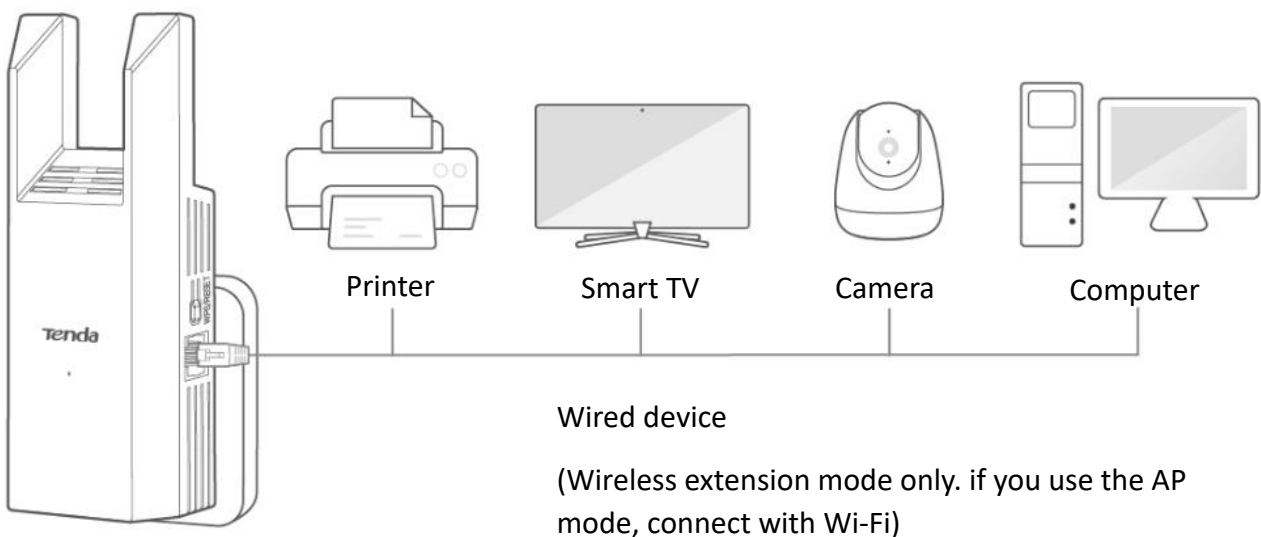


1.2 Through wired connection

Connect the computer to the Ethernet port of the extender.



This connection method is only available when the extender is operating in [Wireless Extension](#).



2 Log in to the web UI

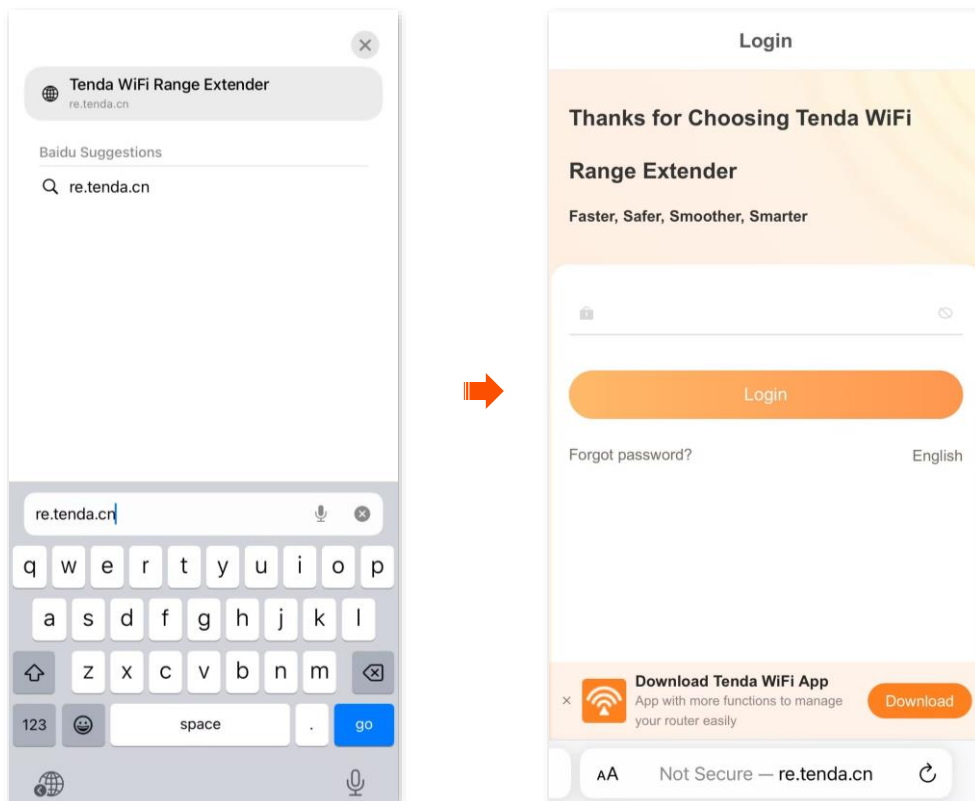
This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

If it is the first time you use a Wi-Fi extender or you have reset it, visit www.tendacn.com and search for a quick installation guide of the corresponding product models. After a quick setup, you can refer to the following pages to log in to the web UI.

2.1 Log in with a smartphone/tablet

This section uses an iOS phone for illustration. You can also perform the following steps for configuration on a tablet.

- Step 1** Start a web browser [on the smartphone connected to the Wi-Fi extender](#), and enter **re.tenda.cn** in the address bar (not the search box) to log in to the extender's web UI.
- Step 2** Enter your login password, then tap **Login**.



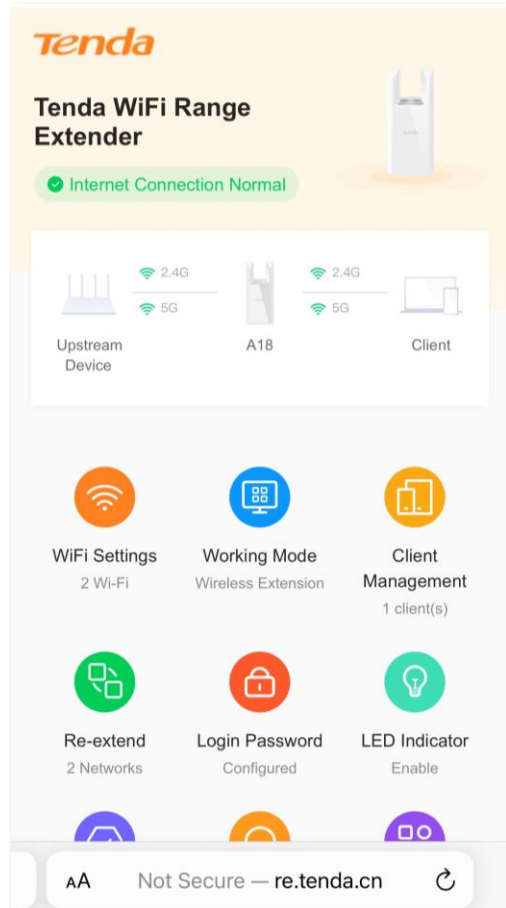
---End



If the above page does not appear, try the following solutions:

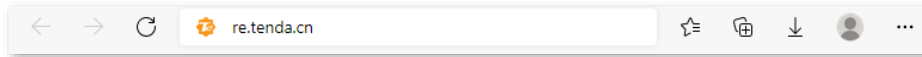
- Ensure that your smartphone is connected to the [Wi-Fi network of the Wi-Fi extender](#).
- Ensure that the Mobile Data (if any) function of your smartphone is disabled.
- [Reset the Wi-Fi extender to factory settings](#), then log in to the web UI again. In the factory state, the default Wi-Fi name of the extender is **Tenda_EXT**, and no Wi-Fi password is required.

After logging in to the web UI, you can see the following page:

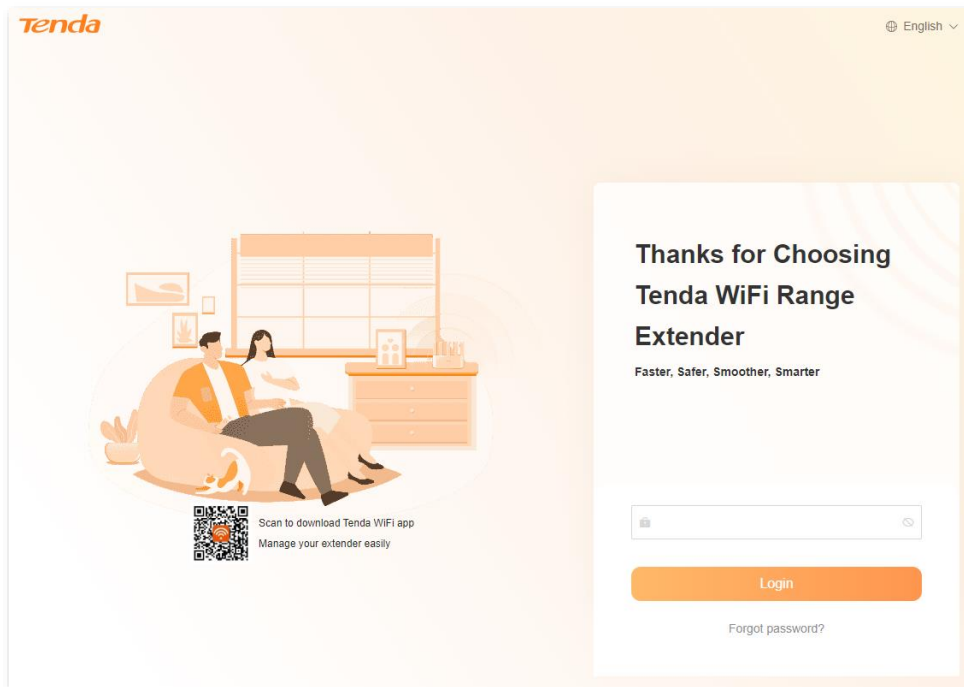


2.2 Log in with a computer

Step 1 Start a web browser on the computer connected to the Wi-Fi extender, and enter **re.tenda.cn** in the address bar (not the search box) to log in to the web UI of the Wi-Fi extender.



Step 2 Enter your login password, then click **Login**.



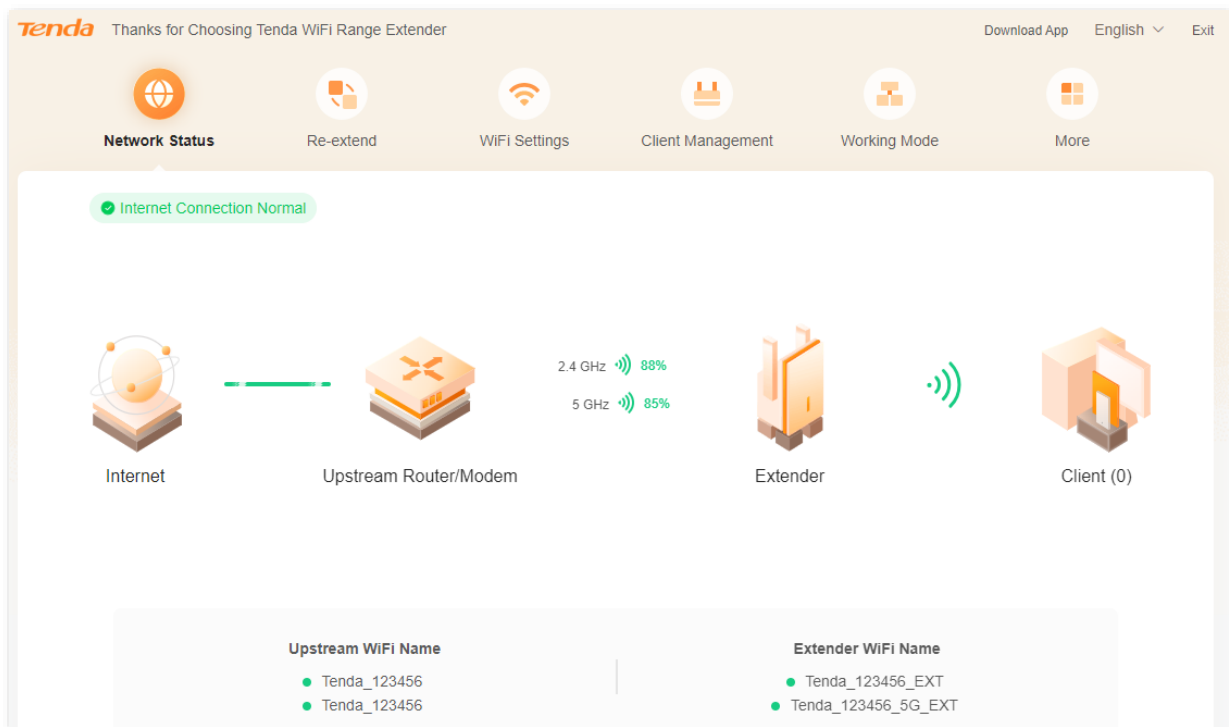
---End



If the above page does not appear, try the following solutions:

- Ensure that your Wi-Fi extender is powered on properly.
- Ensure that the Ethernet port of the extender is connected to the computer correctly and securely, or the laptop has been connected to the Wi-Fi of the extender.
- Ensure that your computer has been set to [Obtain an IP address automatically and Obtain DNS server address automatically](#).
- [Reset the Wi-Fi extender to factory settings](#), then [log in to the web UI](#) again.

After logging in to the web UI, you can see the following page:



2.3 Log out of the web UI

The Wi-Fi extender logs out when you:

- Click the **Exit** button on the upper-right corner of the web UI.
- Close the web browser.
- Perform no operation within 5 minutes.

3 Connect the extender to the internet

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

3.1 Re-extend the Wi-Fi

You can configure this function only in the [Wireless extension mode](#). You can try re-extending the Wi-Fi network under the following circumstances:

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

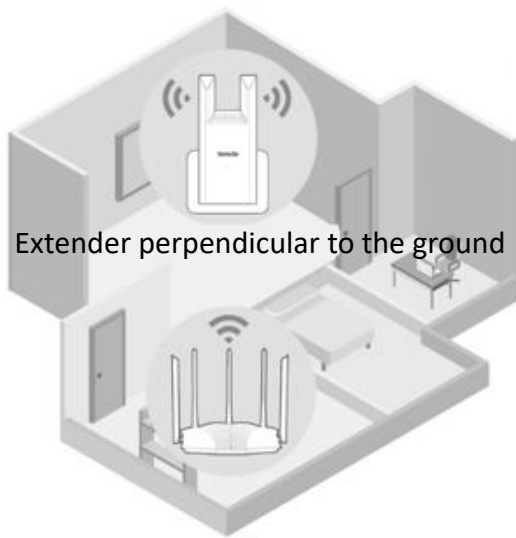
Configuration procedure:

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

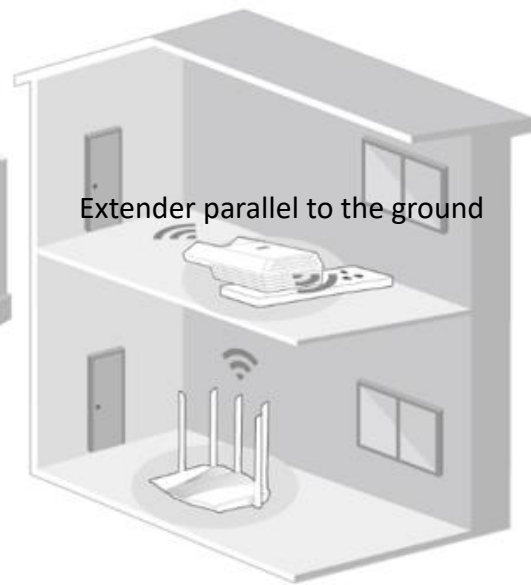


Place the extender in the middle between the router and the wireless dead zone (As far as possible to reduce the obstacle between the extender and the router, ensure that the smartphone is connected to the router's Wi-Fi and access the internet smoothly).

Large flat floor network coverage



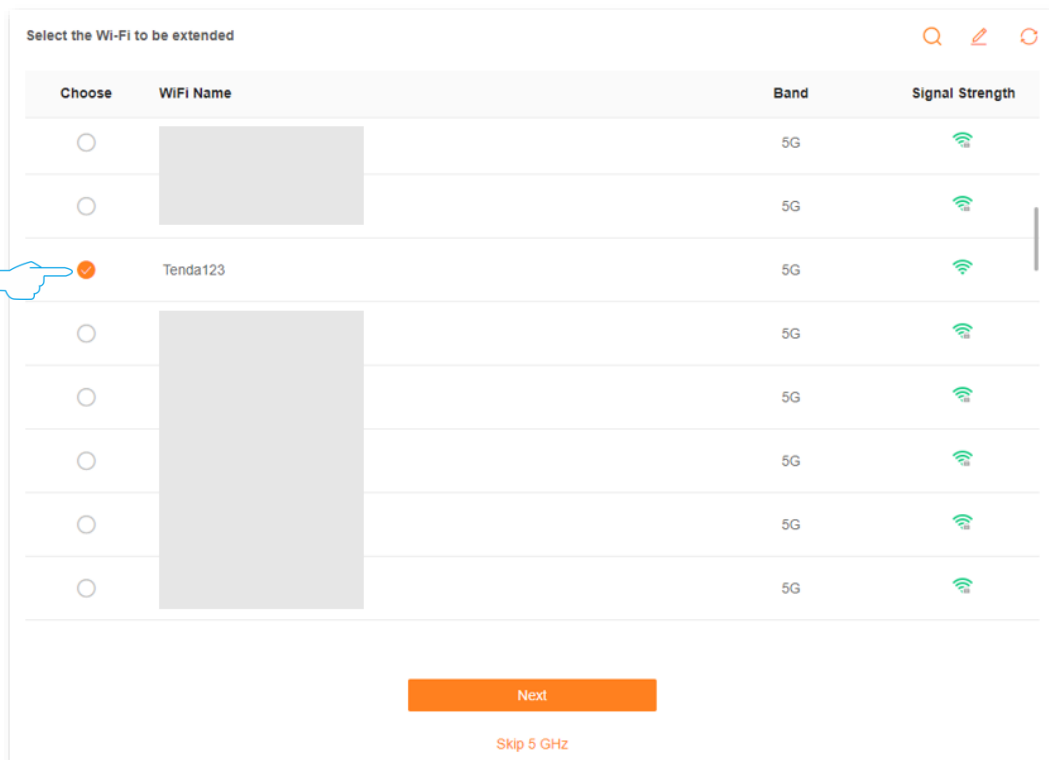
Cross-floor network coverage



Step 2 Re-extend your Wi-Fi network.

1. [Log in to the web UI of the extender.](#) Navigate to **Re-extend**.
2. If you want to re-extend 5 GHz Wi-Fi, select the Wi-Fi name of 5 GHz Wi-Fi to be extended, which is **Tenda123** in this example. Click **Next**.

Otherwise, you can click **Skip 5 GHz**.



3. If the extended 5 GHz network has a password, enter its Wi-Fi password, and click **Next**.

Enter the password [X]

Upstream WiFi Name: Tenda123


Upstream Wi-Fi Password: Please enter [eye icon]

Cancel Next

4. If you want to re-extend 2.4 GHz Wi-Fi, select the Wi-Fi name of 2.4 GHz Wi-Fi to be extended, which is **Tenda123** in this example. Click **Next**.

Otherwise, you can click **Skip 2.4 GHz**.



- You must choose a Wi-Fi at least in one frequency band.
- Click  to refresh the Wi-Fi list on the current page.

Select the Wi-Fi to be extended [search] [edit] [refresh]

Choose	WiFi Name	Band	Signal Strength
<input type="radio"/>	[blurred]	2.4G	[signal strength icon]
<input checked="" type="radio"/>	Tenda123	2.4G	[signal strength icon]
<input type="radio"/>	[blurred]	2.4G	[signal strength icon]
<input type="radio"/>	[blurred]	2.4G	[signal strength icon]
<input type="radio"/>	[blurred]	2.4G	[signal strength icon]
<input type="radio"/>	[blurred]	2.4G	[signal strength icon]
<input type="radio"/>	[blurred]	2.4G	[signal strength icon]
<input type="radio"/>	[blurred]	2.4G	[signal strength icon]

Back Next

[Skip 2.4 GHz](#)

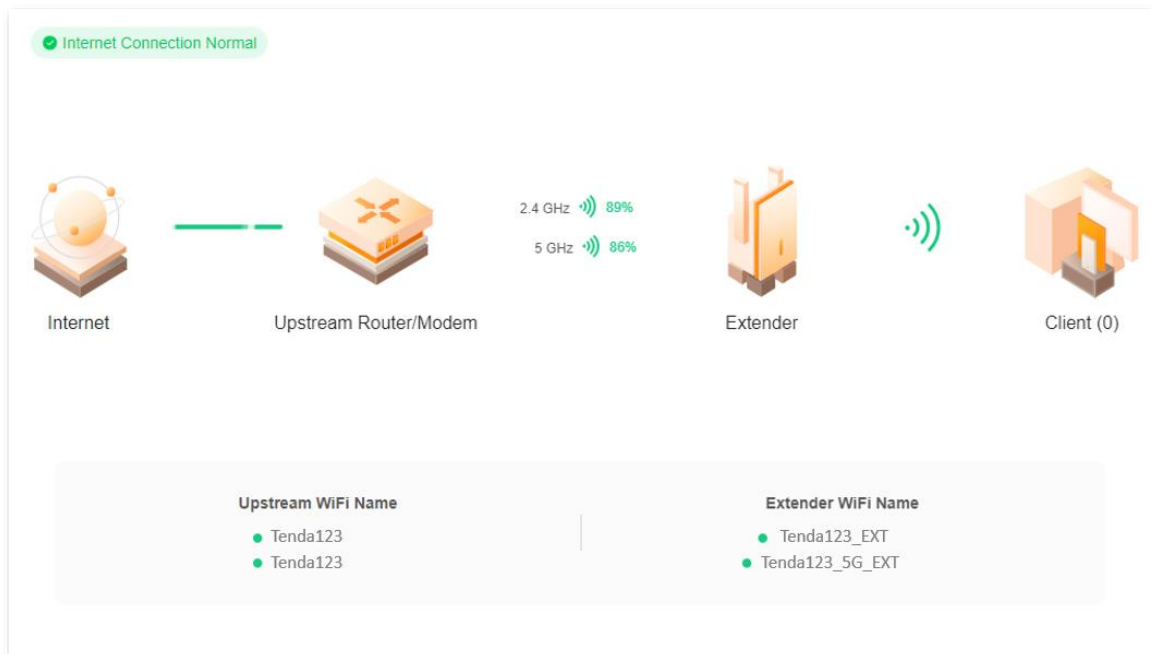
5. If the extended 2.4 GHz network has a password, enter its Wi-Fi password, and click **Next**.

Enter the password ✕

Upstream WiFi Name

Upstream Wi-Fi Password 👁

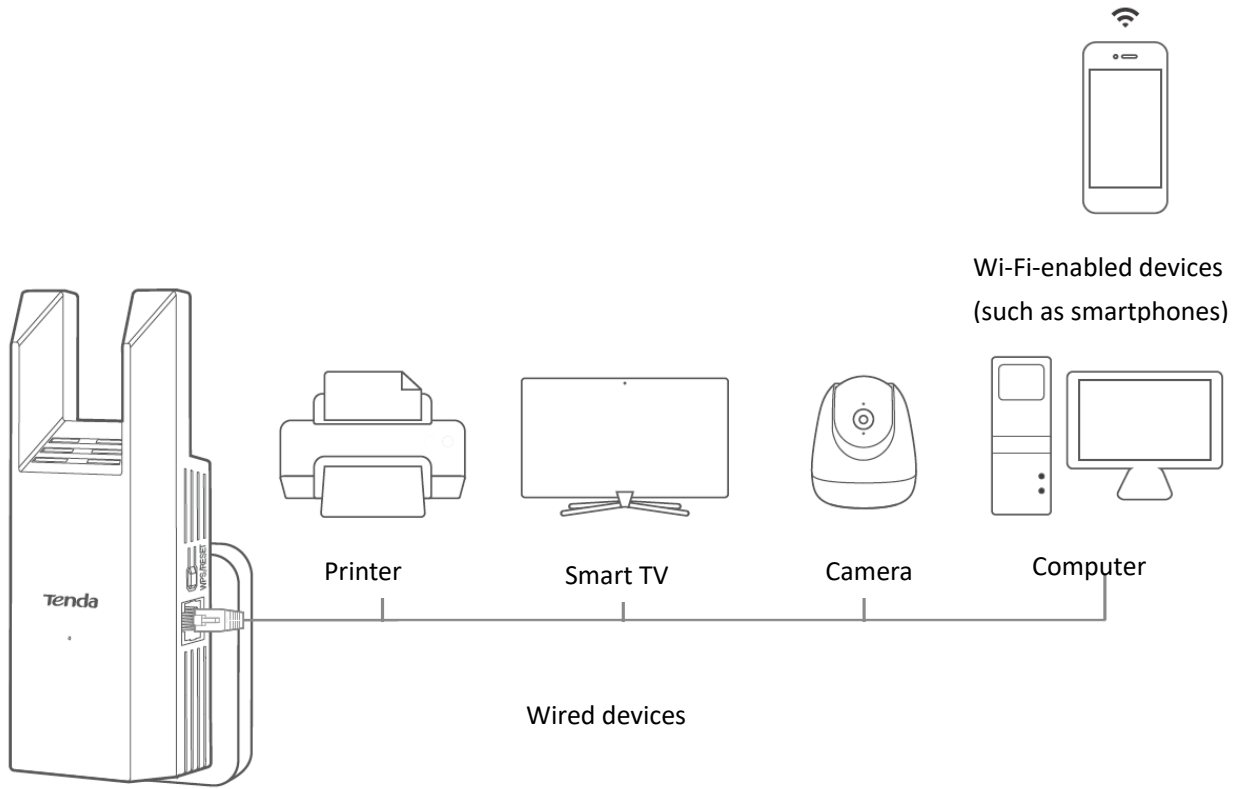
- ☑ The extension is completed. Log in to the extender web UI to view the extension situation. The following figure is for reference only.



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

---End

Connect your Wi-Fi enabled devices to the extended network of the Wi-Fi extender to access the internet.



3.2 Change the working mode

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

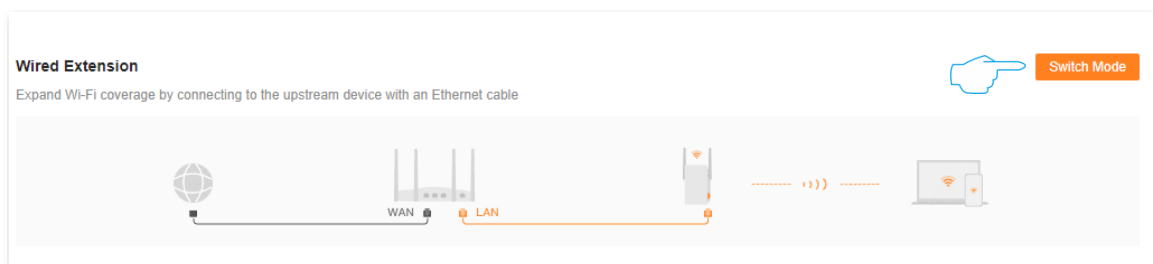
	Wireless Extension	AP Mode
Extension Mode	The extender connects to the upstream router through Wi-Fi and extends the router's Wi-Fi coverage range	The extender connects to the upstream router through an Ethernet cable and converts the router's wired network to Wi-Fi
Scenario	Rooms requiring Wi-Fi coverage without Ethernet cables deployed	Rooms requiring Wi-Fi coverage with Ethernet cables deployed
Features	<ol style="list-style-type: none"> 1. It is recommended to select 5G Wi-Fi for extension, achieving better experience 2. After successful wireless extension, the dead zone will be covered by Wi-Fi, and the Ethernet port can be used to provide wired network access for other devices such as set-top boxes, computers, and TVs. 	After successful wired extension, high-speed and stable Wi-Fi network access can be provided for various wireless such as smartphones, tablets, and smart devices.

3.2.1 Switch the extender from wireless extension mode to wired extension (AP) mode

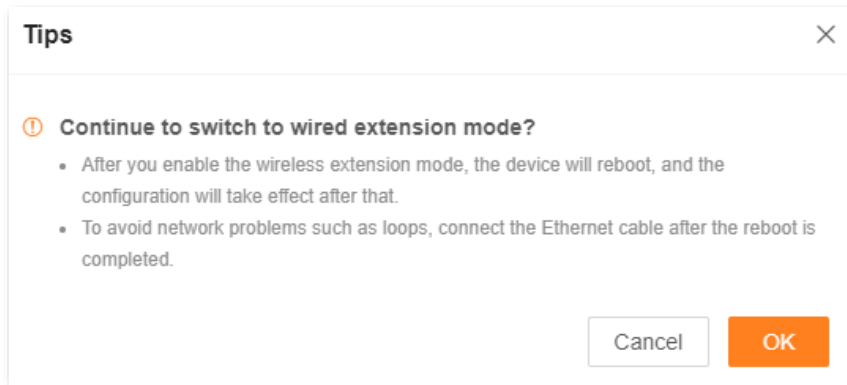
Step 1 [Log in to the web UI of the extender.](#)

Step 2 Navigate to **Working Mode**.

Step 3 Click **Switch Mode** to the right of **Wired Extension**.



Step 4 Confirm the prompt message and click **OK**. The system will reboot to take effect the configuration.

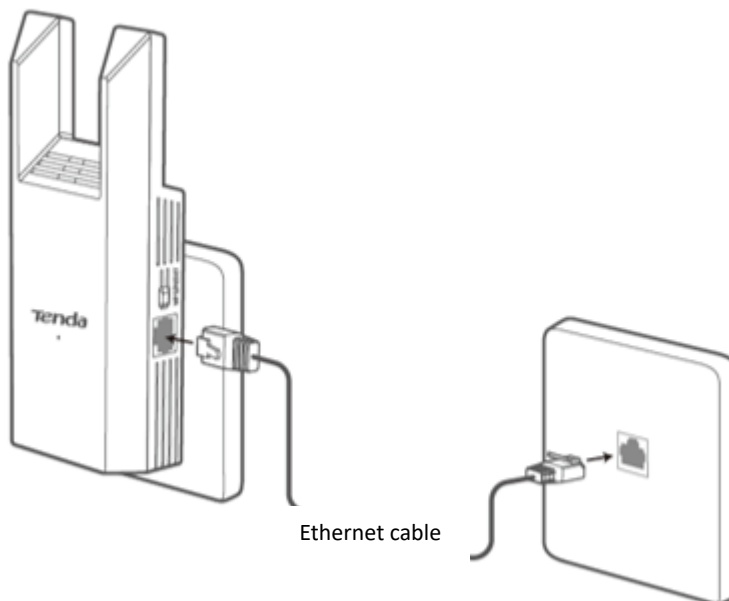


Step 5 Use an Ethernet cable to connect the Ethernet port of the Wi-Fi extender to the LAN port of the upstream device.



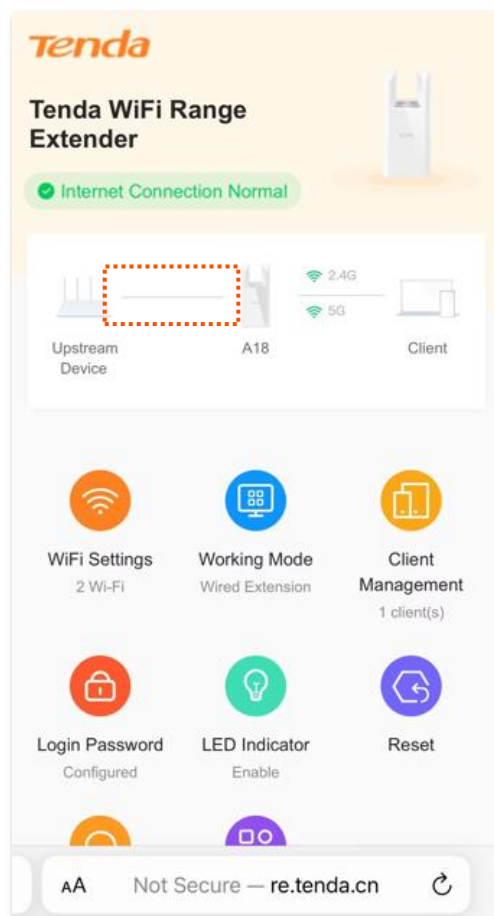
TIP

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



---End

You can [log in to the web UI of the extender](#) again through wireless device (such as a smartphone) to check whether the Wi-Fi extender has connected to the upstream device. The following figure is for reference only.



After the configuration is completed, the smartphone and other wireless clients connected to the Wi-Fi network of the Wi-Fi extender can access the internet. If you did not set a password, to ensure network security, you are recommended to set a password on the [Wi-Fi settings](#) page.

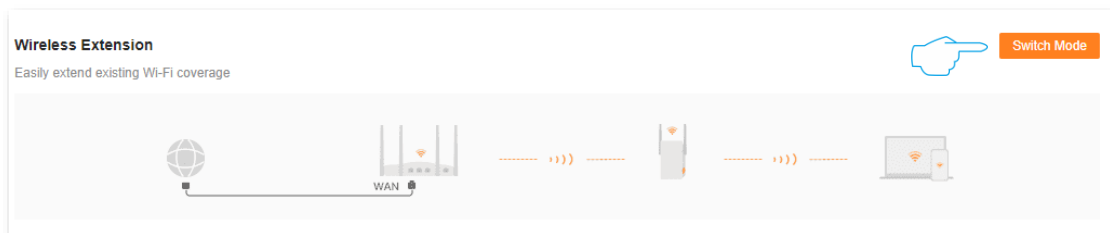


If your smartphone and other wireless client cannot access the internet, try the following solutions:

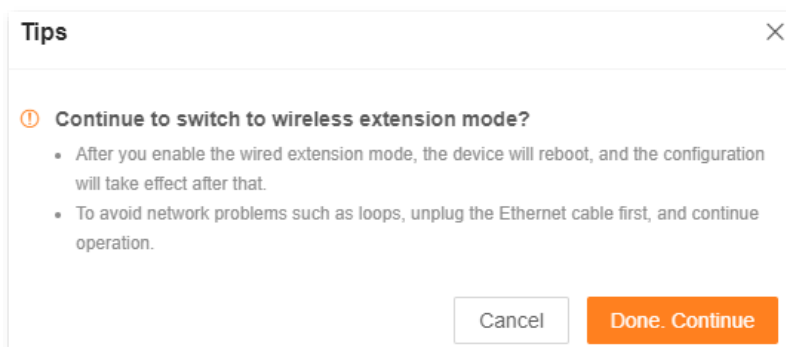
- Ensure that the upstream device is connected to internet properly.
- Ensure that you have been connected to the right Wi-Fi name.

3.2.2 Switch the extender from wired extension (AP) mode to wireless extension mode

- Step 1** Remove the Ethernet cable (if any) connecting the Wi-Fi extender with the upstream device.
- Step 2** [Log in to the web UI of the extender.](#)
- Step 3** Navigate to **Working Mode**.
- Step 4** Click **Switch Mode** to the right of **Wireless Extension**.

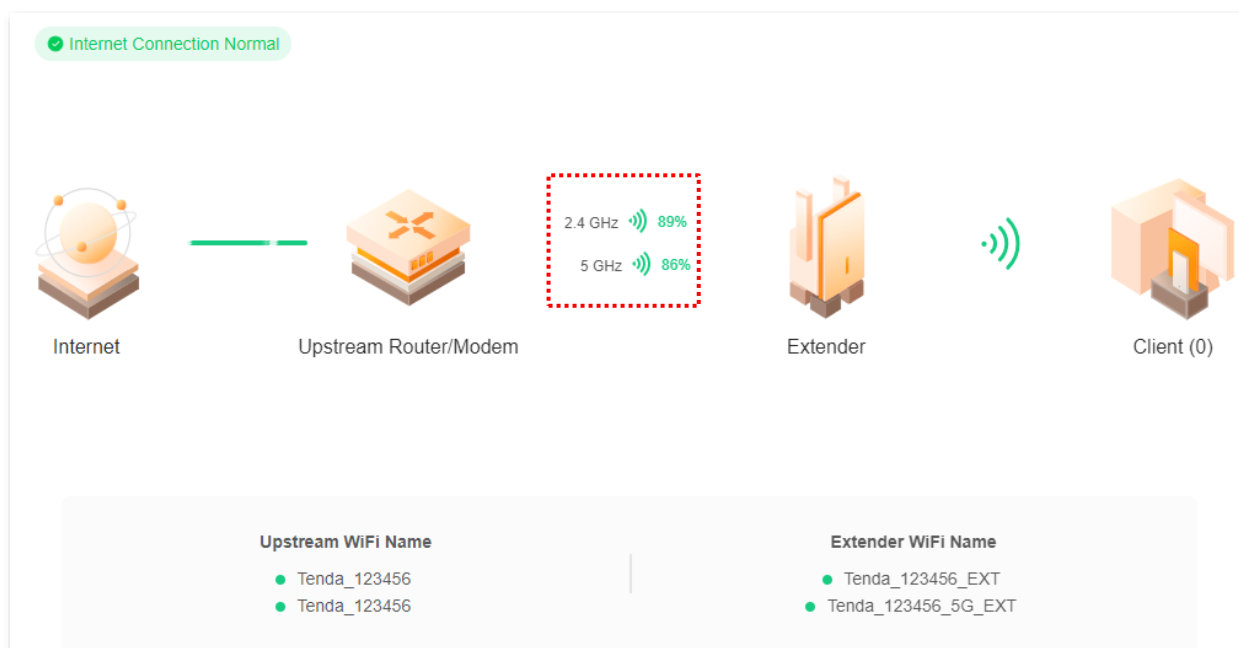


- Step 5** After confirming the prompt message, click **Done. Continue**. The system will reboot to take effect the configuration.



---End

After switching to the wireless extension mode, you can [log in to the web UI of the extender](#) again, and check whether the network has extended successfully on the **Network Status** page. If the Wi-Fi network of the upstream device is not extended successfully, access the **Re-extend** page to re-extend the network. Refer to [Re-extend](#) for details.



If the configuration succeeds, the computer connected to the Ethernet port of the Wi-Fi extender, smartphone and other wireless clients connected to the Wi-Fi network of the Wi-Fi extender can access the internet. If you did not set a password, to ensure network security, you are recommended to set a password on the [Wi-Fi settings](#) page.



If you fail to access the internet, try the following solutions:

- Ensure that the upstream device is connected to internet properly.
- If you use a Wi-Fi-enabled device to connect to the Wi-Fi network of the Wi-Fi extender, ensure that you have been connected to the correct network.
- If you use an Ethernet cable to connect the computer to the Wi-Fi extender, ensure that the computer is connected to the Wi-Fi extender securely and that your computer/laptop has been set to [Obtain an IP address automatically and Obtain DNS server address automatically](#).

4 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.

4.1 Overview

To access the configuration page, [log in to the web UI of the extender](#), and navigate to **WiFi Settings**.

On this page, you can set basic Wi-Fi parameters, including enabling/disabling Unify 2.4 GHz & 5 GHz function, changing the Wi-Fi extender's Wi-Fi name and password and hiding the Wi-Fi network.

WiFi Settings

Unify 2.4 GHz & 5 GHz

The 2.4 GHz WiFi network and 5 GHz WiFi network share the same WiFi name and WiFi password, so clients can automatically connect to the best WiFi network.

2.4 GHz WiFi

WiFi Name

Hide(Once enabled, this WiFi name does not appear in the available network list of clients such as mobile phones)

Security

WiFi Password ⓘ

5 GHz WiFi


WiFi Name

Hide(Once enabled, this WiFi name does not appear in the available network list of clients such as mobile phones)

Security

WiFi Password ⓘ

Parameter description

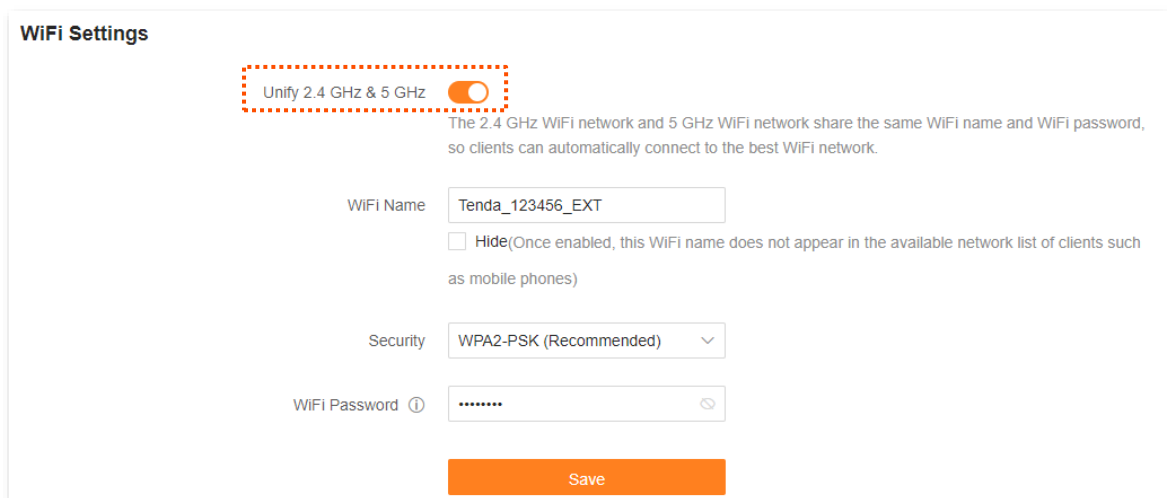
Parameter	Description
Unify 2.4 GHz & 5 GHz	<p>Used to enable or disable the Unify 2.4 GHz & 5 GHz function.</p> <p>With this function enabled, the 2.4 GHz and 5 GHz networks of the Wi-Fi extender are unified under one Wi-Fi name and password. You can see only one Wi-Fi network, and your network devices will automatically connect to the Wi-Fi with stronger signal strength when connecting to the Wi-Fi network of the Wi-Fi extender.</p>
2.4 GHz WiFi	<p>These two parameters appear only when the Unify 2.4 GHz & 5 GHz function is disabled.</p>
5 GHz WiFi	<p>If your devices are far away from the Wi-Fi extender or separated from the Wi-Fi extender by walls, you are recommended to connect your devices to the 2.4 GHz Wi-Fi.</p> <p>If your devices are close to the Wi-Fi extender, you are recommended to connect your devices to the 5 GHz Wi-Fi.</p>
WiFi name	Specifies the wireless network name of the Wi-Fi extender.
Hide	<p>With this function enabled, no Wi-Fi-enabled device can find the corresponding Wi-Fi name, and you need to manually enter the Wi-Fi name on the Wi-Fi-enabled device to access the wireless network.</p> <p>By default, this function is disabled.</p>
Security	<p>You can refer to the following description to select a proper security mode.</p> <ul style="list-style-type: none"> – Not encrypted: The Wi-Fi extender does not encrypt its wireless network. This option is not recommended because it affects network security. – WPA2-PSK (Recommended): The wireless network is encrypted with WPA2-PSK which adopts a pre-shared key for authentication. Therefore, wireless networks encrypted with WPA2-PSK are safer than those encrypted with WPA-PSK.
WiFi Password	<p>Specifies the password used for wireless network connection.</p> <p> TIP</p> <p>You are recommended to use the combination of digits, letters and special characters for higher security.</p>

4.2 Unify 2.4 GHz and 5 GHz

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

Configuration procedure:

- Step 1** [Log in to the web UI of the extender.](#)
- Step 2** Navigate to **WiFi Settings**.
- Step 3** Enable the **Unify 2.4 GHz & 5 GHz** function.
- Step 4** Set **WiFi Name**, **Security** and **WiFi password** for the wireless network as required.
- Step 5** Click **Save**.



The screenshot shows the 'WiFi Settings' page. At the top, there is a toggle switch labeled 'Unify 2.4 GHz & 5 GHz' which is turned on. Below this, a note states: 'The 2.4 GHz WiFi network and 5 GHz WiFi network share the same WiFi name and WiFi password, so clients can automatically connect to the best WiFi network.' The 'WiFi Name' field contains 'Tenda_123456_EXT'. There is a 'Hide' checkbox with a note: '(Once enabled, this WiFi name does not appear in the available network list of clients such as mobile phones)'. The 'Security' dropdown menu is set to 'WPA2-PSK (Recommended)'. The 'WiFi Password' field is masked with dots. At the bottom, there is an orange 'Save' button.

---End

After the configuration completes, 2.4 GHz Wi-Fi and 5 GHz Wi-Fi are unified, and you can see only one Wi-Fi name. When the clients connect to the extender Wi-Fi, it will automatically connect to the Wi-Fi with better network quality.

4.3 Separate 2.4 GHz and 5 GHz

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

Configuration procedure:

- Step 1** [Log in to the web UI of the extender.](#)
- Step 2** Navigate to **WiFi Settings**.
- Step 3** Disable the **Unify 2.4 GHz & 5 GHz** function.
- Step 4** Set **WiFi Name**, **Security** and **WiFi password** for 2.4 GHz Wi-Fi and 5 GHz Wi-Fi, respectively.
- Step 5** Click **Save**.

WiFi Settings

Unify 2.4 GHz & 5 GHz

The 2.4 GHz WiFi network and 5 GHz WiFi network share the same WiFi name and WiFi password, so clients can automatically connect to the best WiFi network.

2.4 GHz WiFi

WiFi Name

Hide(Once enabled, this WiFi name does not appear in the available network list of clients such as mobile phones)

Security

WiFi Password ⓘ

5 GHz WiFi

WiFi Name

Hide(Once enabled, this WiFi name does not appear in the available network list of clients such as mobile phones)

Security

WiFi Password ⓘ

---End

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

4.4 Change Wi-Fi name and password

The Wi-Fi extender supports both 2.4 GHz Wi-Fi and 5 GHz Wi-Fi.

Suppose that you want to severally change the Wi-Fi names and passwords of 2.4 GHz Wi-Fi and 5 GHz Wi-Fi as follows:

- 2.4 GHz Wi-Fi
Wi-Fi name: Alice_2.4 GHz
Wi-Fi password: UmXmL9UK
- 5 GHz Wi-Fi
Wi-Fi name: Alice_5 GHz
Wi-Fi password: CetTLb8T

Configuration procedure:

Step 1 [Log in to the web UI of the extender.](#)

Step 2 Navigate to **WiFi Settings**, and disable the **Unify 2.4 GHz & 5 GHz** function.

Step 3 Change the wireless network parameters of 2.4 GHz Wi-Fi.

1. Change the Wi-Fi name under 2.4 GHz Wi-Fi, which is **Alice_2.4 GHz** in this example.
2. Select **Security** mode under 2.4 GHz Wi-Fi to **WPA2-PSK (Recommended)**.
3. Change the Wi-Fi password under 2.4 GHz Wi-Fi, which is **UmXmL9UK** in this example.

Step 4 Change the wireless network parameters of 5 GHz Wi-Fi.

1. Change the Wi-Fi name under 5 GHz Wi-Fi, which is **Alice_5 GHz** in this example.
2. Select **Security** mode under 5 GHz Wi-Fi to **WPA2-PSK (Recommended)**.
3. Change the Wi-Fi password under 5 GHz Wi-Fi, which is **CetTLb8T** in this example.

Step 5 Click Save.

WiFi Settings

Unify 2.4 GHz & 5 GHz
The 2.4 GHz WiFi network and 5 GHz WiFi network share the same WiFi name and WiFi password, so clients can automatically connect to the best WiFi network.

2.4 GHz WiFi

WiFi Name:
 Hide (Once enabled, this WiFi name does not appear in the available network list of clients such as mobile phones)

Security:
WiFi Password ⓘ:

5 GHz WiFi

WiFi Name:
 Hide (Once enabled, this WiFi name does not appear in the available network list of clients such as mobile phones)

Security:
WiFi Password ⓘ:

---End

After the configuration completes, you need to connect your Wi-Fi-enabled devices such as a smartphone to the new Wi-Fi for internet access.

4.5 Hide the Wi-Fi networks

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

Configuration procedure:

- Step 1** [Log in to the web UI of the extender.](#)
- Step 2** Navigate to **WiFi Settings**.
- Step 3** Tick **Hide** under the input box after **WiFi Name**.
- Step 4** Click **Save**.

WiFi Settings

Unify 2.4 GHz & 5 GHz

The 2.4 GHz WiFi network and 5 GHz WiFi network share the same WiFi name and WiFi password, so clients can automatically connect to the best WiFi network.

2.4 GHz WiFi

WiFi Name

Hide (Once enabled, this WiFi name does not appear in the available network list of clients such as mobile phones)

Security

WiFi Password

5 GHz WiFi

WiFi Name

Hide (Once enabled, this WiFi name does not appear in the available network list of clients such as mobile phones)

Security

WiFi Password

Save

---End

After the configuration completes, the extender Wi-Fi name will be hidden. If your device wants to connect to the wireless network of the extender, you need to manually enter the correct Wi-Fi name to connect.

4.6 Connect to the hidden Wi-Fi network

To connect to the hidden Wi-Fi network of the Wi-Fi extender, you need to manually enter its Wi-Fi name and password on your Wi-Fi-enabled devices.

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

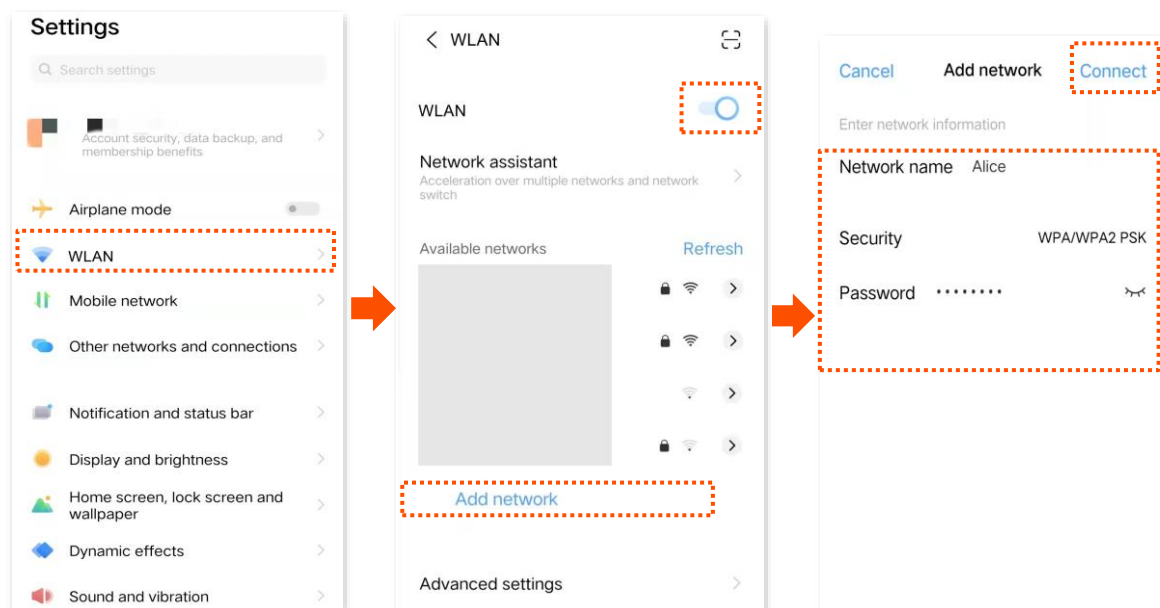
- Wi-Fi name: Alice
- Security: WPA2-PSK (Recommended)
- Wi-Fi password: UmXmL9UK



If you forgot the above parameters, [log in to the web UI of the extender](#) and view relevant parameters on the **WiFi Settings** page.

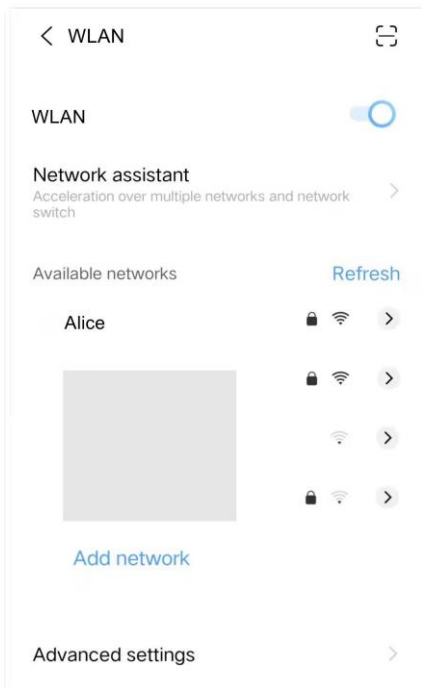
Configuration procedure: (An Android phone is used for illustration)

- Step 1** Tap **Settings** on the homepage of your smartphone to enter the setting page.
- Step 2** Tap **WLAN** to enter the **WLAN** page, then enable **WLAN**.
- Step 3** Scroll down to the bottom of the WLAN page, and tap **Add network**.
- Step 4** Enter the network name, which is **Alice**.
- Step 5** Set the security mode as **WPA/WPA2 PSK**. If your smartphone does not support **WPA/WPA2 PSK**, select another mode containing WPA2-PSK.
- Step 6** Enter the password, which is **UmXmL9UK** in this example.
- Step 7** Tap **Connect**.



---End

Wait until your smartphone connects to the Wi-Fi network of the Wi-Fi extender, then you can access the internet.



5 Network status

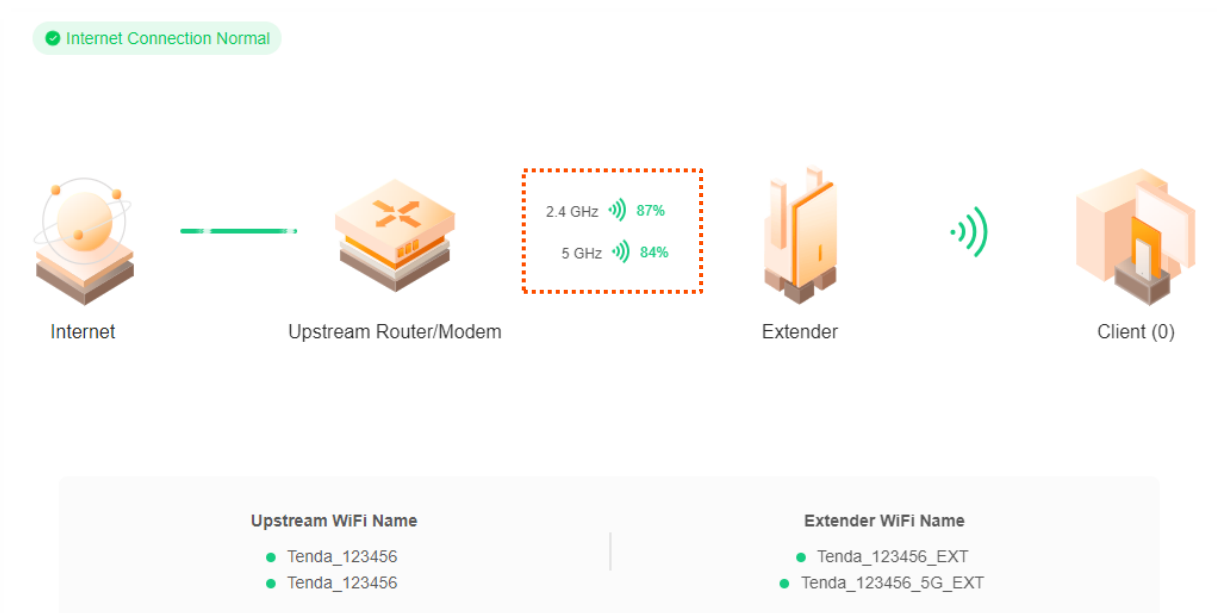
This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

5.1 View the network extension status

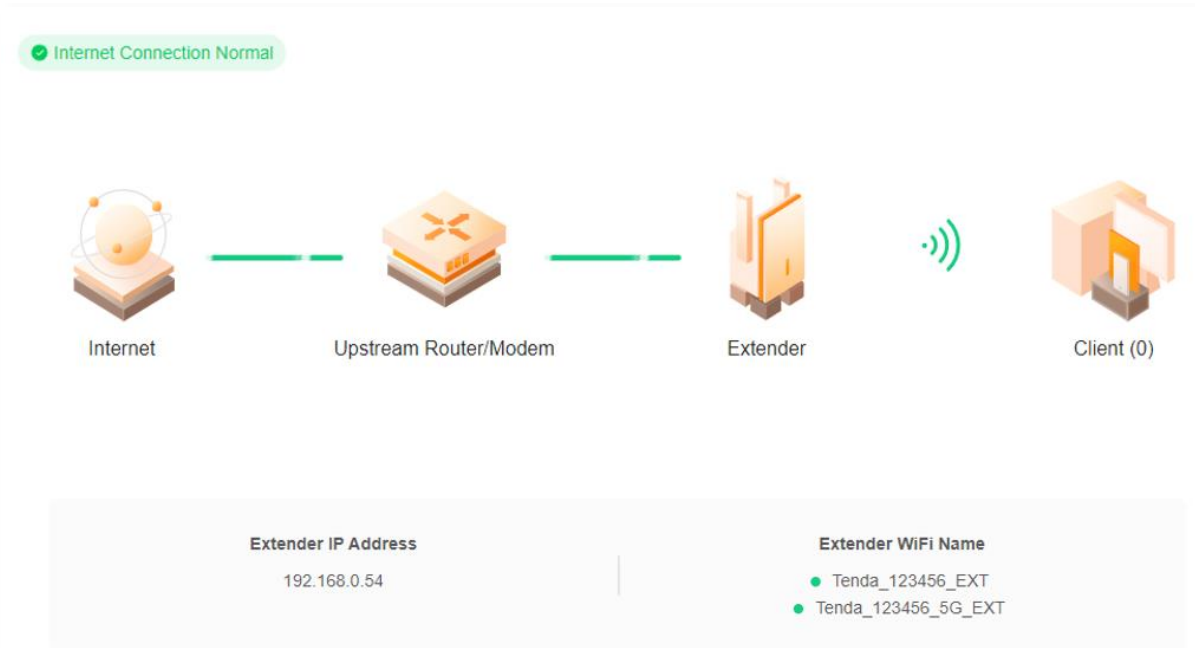
To access the configuration page, [log in to the web UI of the extender](#), and navigate to **Network Status**.

5.1.1 Extend successfully

In the wireless extension mode, if you see the upstream Wi-Fi signal strength between the **Upstream Router/Modem** and the **Extender**, it means that the Wi-Fi extender has extended the Wi-Fi network of the upstream device. You can connect your network devices to the Wi-Fi network or Ethernet port (with an Ethernet cable) of the Wi-Fi extender to access the internet. The following figure is for reference only.



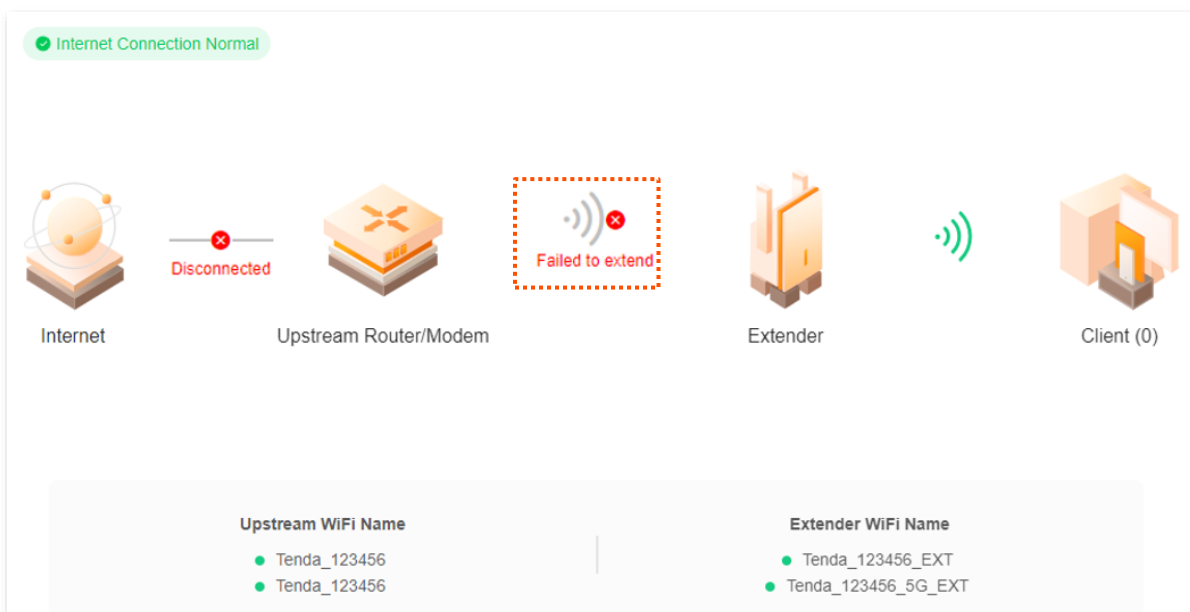
In the wired extension mode, if you see the normal connection between the **Upstream Router/Modem** and the **Extender**, it means that the Wi-Fi extender has been connected to the upstream device with an Ethernet cable. You can connect your network devices to the Wi-Fi network of the Wi-Fi extender to access the internet. The following figure is for reference only.



5.1.2 Failed to extend

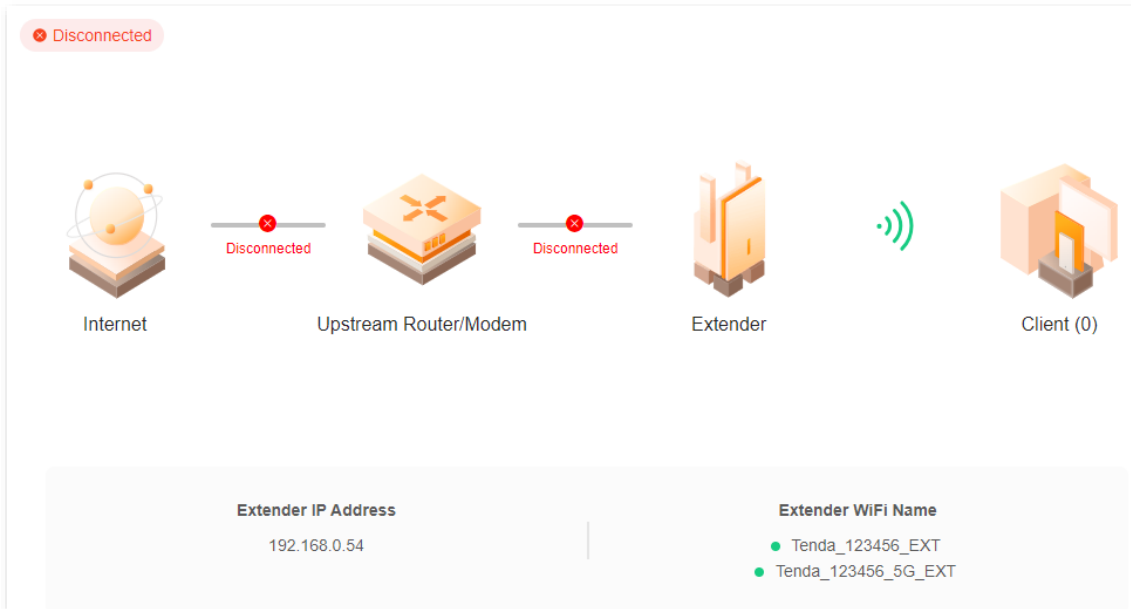
In the wireless extension mode, if you see **Failed to extend** between **Upstream Router/Modem** and the **Extender** it means that the Wi-Fi extender failed to extend the Wi-Fi network of the upstream device. The following figure is for reference only.

You are recommended to access the **Re-extend** page to re-extend the Wi-Fi network. Refer to [Re-extend](#) for details.



In wired extension (AP) mode, if you see **Disconnected** between **Upstream Router/Modem** and the **Extender**, it means that the Wi-Fi extender is not properly connected to the upstream device. The following figure is for reference only.

Check the Ethernet cable between the Wi-Fi extender and the upstream device, ensure that the Ethernet cable is connected to the LAN port of the upstream device and the Ethernet port of the Wi-Fi extender properly.

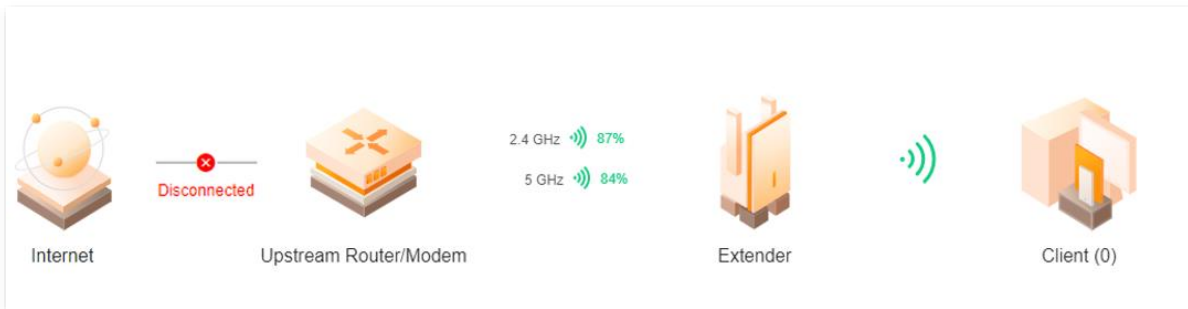


5.2 View network status of the Wi-Fi extender

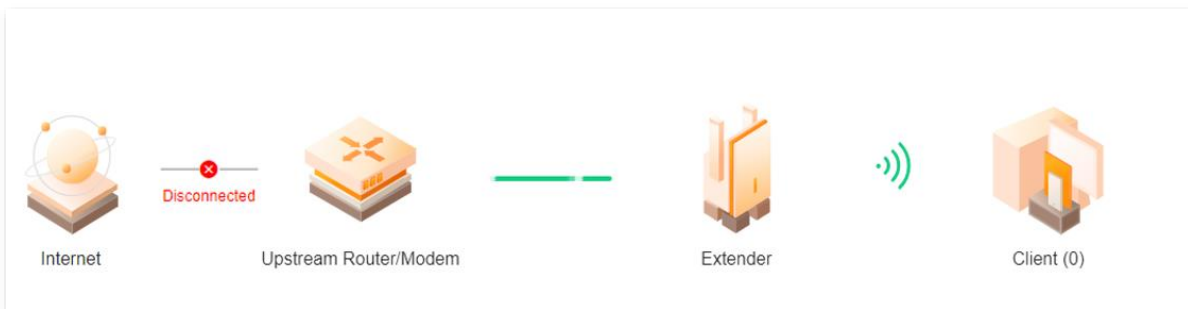
To access the configuration page, [log in to the web UI of the extender](#), and navigate to **Network Status**.

In the wireless extension mode or wired extension (AP) mode, if you see **Disconnected** between **Internet** and the **Upstream Router/Modem**, it means that the upstream device is disconnected from the internet, and the Wi-Fi extender fails to access the internet. You are recommended to check the network status of the upstream device.

Wireless extension connection failure is shown below.



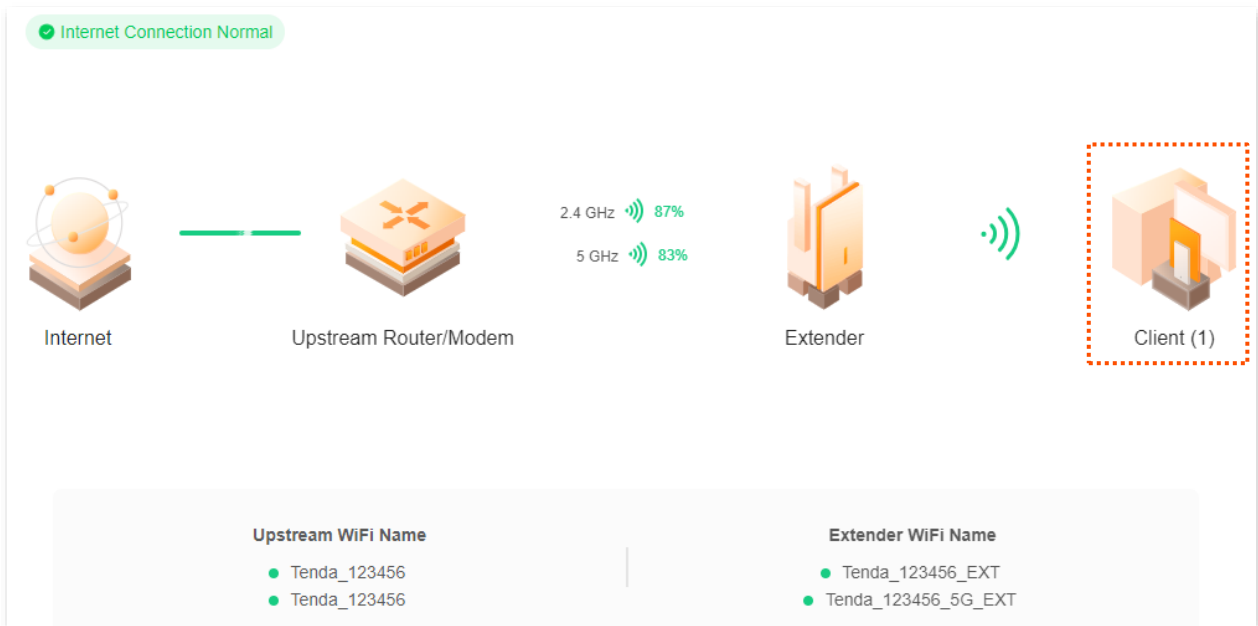
Wired extension (AP) connection failure is shown below.



5.3 View the number of Wi-Fi clients in the network

To access the configuration page, [log in to the web UI of the extender](#), and navigate to **Network Status**.

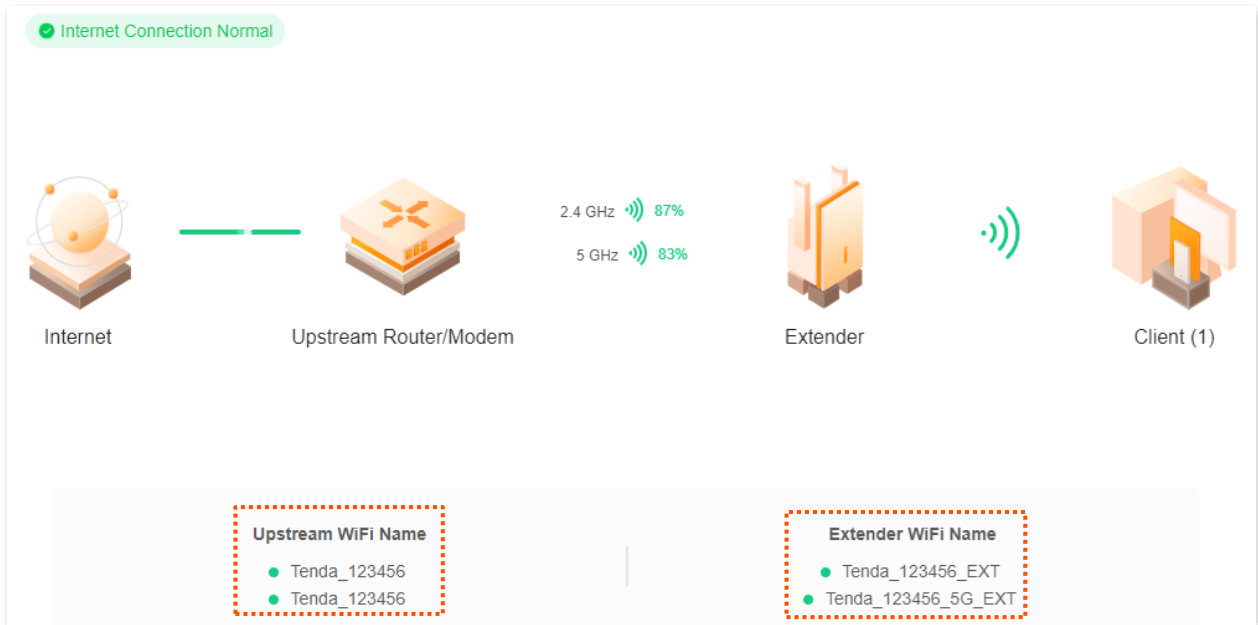
On this page, you can view the number of existing Wi-Fi clients connected to the Wi-Fi network of the Wi-Fi extender. Click clients icon to enter the [Client management](#) page to perform more configurations.



5.4 View the Wi-Fi name of the Wi-Fi extender

To access the configuration page, [log in to the web UI of the extender](#), and navigate to **Network Status**.

On this page, you can view the Wi-Fi name of the Wi-Fi extender and the upstream device (wireless extension mode). Refer to [Wi-Fi settings](#) for more details.



5.5 View the IP address of the Wi-Fi extender

In wireless extension mode, the extender obtains the IP address from the upstream DHCP, which you can view by logging in to the upstream DHCP client list.

In wired extension (AP) mode, to access the configuration page, [log in to the web UI of the extender](#), and navigate to **Network Status** to view the IP address of the extender. The following figure is for reference only.



6 Client management

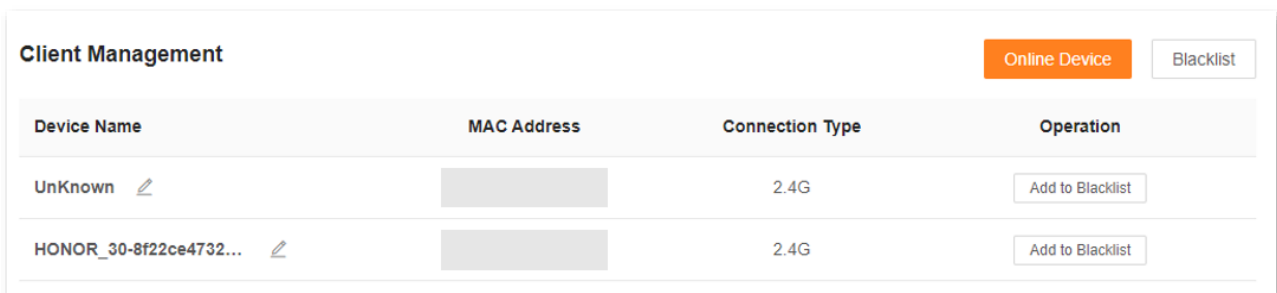
This guide is for reference only and does not imply that the product supports all functions in the guide. The functions may differ with product models. The actual product prevails.

6.1 Overview

To access the configuration page, [log in to the web UI of the extender](#), and navigate to **Client Management**.

On this page, you can view the online clients of the Wi-Fi extender, view the blacklist, and add a client to the blacklist or remove a client from the blacklist.

After entering the **Client Management** page, you are led to all client module by default, which is shown below:

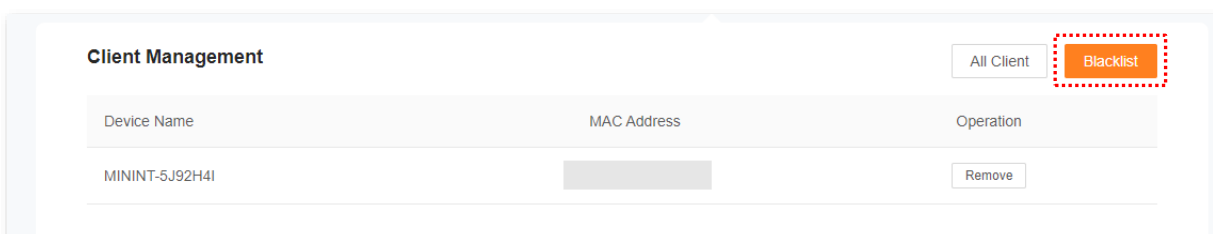


Client Management			
Device Name	MAC Address	Connection Type	Operation
UnKnown ✎	[REDACTED]	2.4G	Add to Blacklist
HONOR_30-8f22ce4732... ✎	[REDACTED]	2.4G	Add to Blacklist

Parameter description

Parameter	Description
Device Name	Specifies the name of the client. You can customize the name of the client by clicking ✎ .

After entering the **Client Management** page, click **Blacklist**, then you can view all blacklisted devices.



Client Management			
Device Name	MAC Address	Operation	
MININT-5J92H4I	[REDACTED]	Remove	

6.2 Add a client to the blacklist

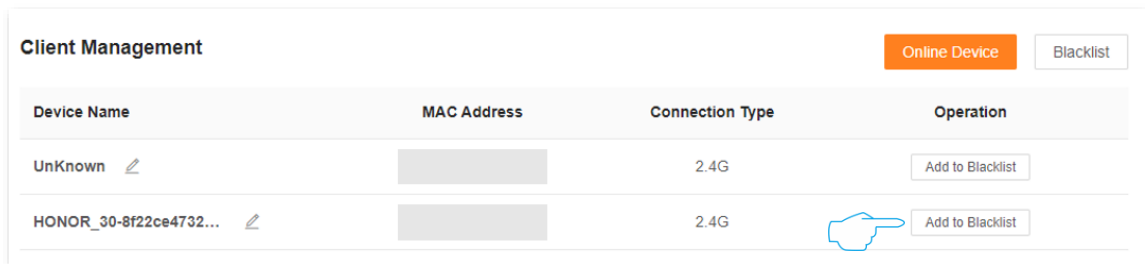
Clients added to the blacklist cannot connect to the Wi-Fi extender for internet access.

Configuration procedure:

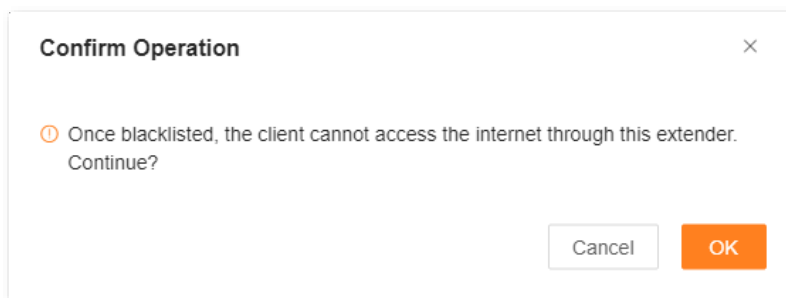
Step 1 [log in to the web UI of the extender.](#)

Step 2 Navigate to **Client Management**.

Step 3 Find the client you want to blacklist, then click **Add to Blacklist**.

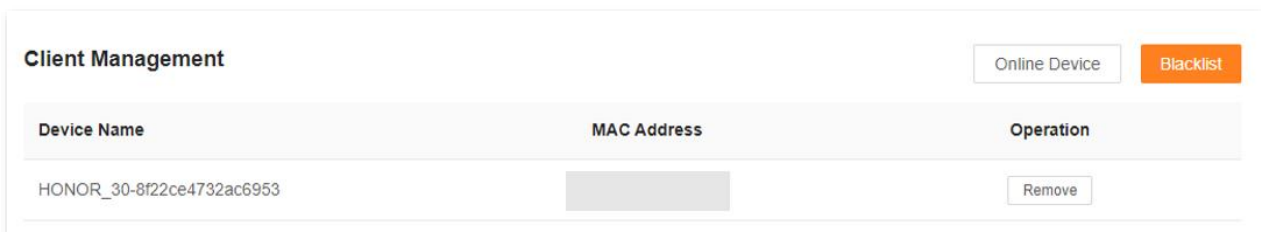


Step 4 Confirm the prompt message and click **OK**.



---End

After the configuration completes, you can view the blacklisted devices by clicking **Blacklist** on the **Client Management** page.



6.3 Remove a client from the blacklist

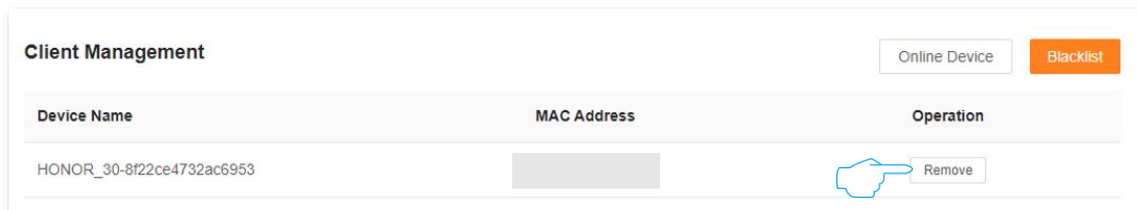
The clients that are removed from the blacklist can reconnect to extender Wi-Fi.

Configuration procedure:

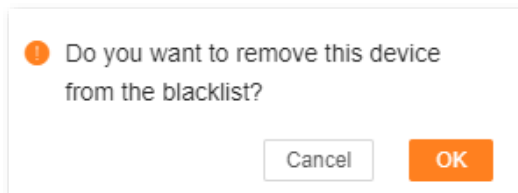
Step 1 [log in to the web UI of the extender.](#)

Step 2 Navigate to **Client Management**, then click **Blacklist**.

Step 3 Find the client you want to remove from the blacklist, then click **Remove**.



Step 4 Confirm the prompt message and click **OK**.



---End

7 More 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.

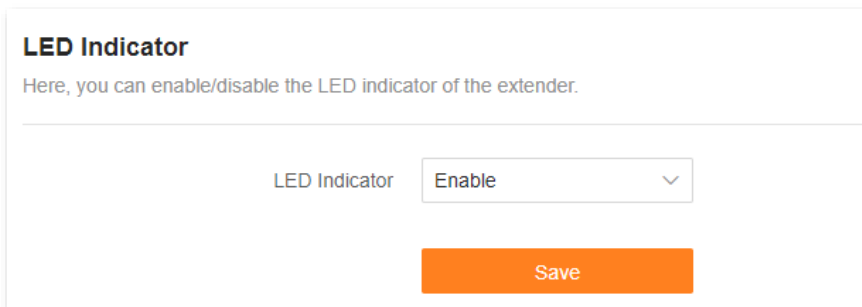
7.1 Turn on or turn off the indicator

7.1.1 Turn on or turn off the indicator display

Step 1 [Log in to the web UI of the extender](#), and navigate to **More > LED Indicator**.

Step 2 Select **Enable** or **Disable** from the drop-down list of **LED Indicator**. The following figure takes **Enable** as an example.

Step 3 Click **Save**.



LED Indicator
Here, you can enable/disable the LED indicator of the extender.

LED Indicator

Save

---End

7.1.2 Turn off the indicator as scheduled

Suppose that the indicator needs to light out as you want between 22:00 every day and 7:00 the second day.



The effective time is based on the system time of the extender. Ensure that [the system time of the extender is accurate](#).

Configuration procedure:

- Step 1** [Log in to the web UI of the extender.](#)
- Step 2** Navigate to **More > LED Indicator**.
- Step 3** Select **Schedule Disable** from the drop-down list of **LED Indicator**.
- Step 4** Set the period for turning off the indicator, which is **22:00-7:00** in this example.
- Step 5** Click **Save**.

LED Indicator

Here, you can enable/disable the LED indicator of the extender.

LED Indicator	Schedule Disable	▼	
Turn off at	22:00	→ 07:00	🕒

Save

---End

After the configuration completes, the indicator of the Wi-Fi extender will turn off from 22:00 to 07:00 every day.

7.2 Modify channel and bandwidth

The channel and bandwidth settings are only supported in AP mode.

To access the configuration page, [log in to the web UI of the extender](#), and navigate to **More > Channel & Bandwidth**.

You can modify advanced parameters of your Wi-Fi network, including network mode, channel, and bandwidth. Without professional guidance, it is recommended to keep the default settings to avoid degrading your Wi-Fi network performance.

Channel & Bandwidth

You can modify the advanced parameters of the WiFi network here, such as Network Mode, Channel, and Bandwidth. If no professional guidance is available, you are recommended to keep the default settings to prevent the performance from being weakened.


2.4 GHz WiFi

Network Mode	<input type="text" value="11b/g/n"/>
Channel	<input type="text" value="Auto"/> Current Channel:3
Bandwidth	<input type="text" value="20/40 MHz"/> Current Bandwidth:20

5 GHz WiFi

Network Mode	<input type="text" value="11a/n/ac"/>
Channel	<input type="text" value="Auto"/> Current Channel:48
Bandwidth	<input type="text" value="20/40/80 MHz"/> Current Bandwidth:80

Parameter description

Parameter	Description
Network Mode	<p>Specifies the wireless transmission standard used by the extender. The maximum wireless rate varies from different standard, and 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.</p> <p> TIP</p> <p>The maximum wireless transmission rate of the extender can be found on the Tenda official website (www.tendacn.com) for the parameter description of the corresponding product or the datasheet.</p>
Channel	<p>Specifies the wireless operating channel of the extender. The default is Auto, that is, the extender automatically detects each channel utilization and selects the appropriate working channel accordingly.</p> <p>If your Wi-Fi-enabled devices frequent drops, delays, or slow connections when connected to the extender wireless network, try modifying the extender's channel. You can use utility software, such as a Wi-Fi analyzer, to detect lesser-used, less intrusive channels in the neighborhood.</p>
Bandwidth	<p>Specifies the bandwidth of the extender wireless channel. Compared with the low bandwidth, the peak rate of wireless transmission is higher in the wider bandwidth, but the interference is also higher.</p> <p>In general, it is recommended to keep the default settings. If you want to change it, you can refer to the following instructions.</p> <ul style="list-style-type: none"> – 20MHz: The extender uses a channel bandwidth of 20MHz. – 40MHz: The extender uses a channel bandwidth of 40MHz. – 20/40 MHz: Only for 2.4 GHz networks, indicating that the extender automatically adjusts the channel bandwidth to 20 MHz or 40 MHz depending on the surrounding environment. – 80MHz: Only for 5 GHz networks, indicating that the extender uses a channel bandwidth of 80 MHz. – 20/40/80 MHz: Only for 5 GHz networks, indicating that the extender automatically adjusts the channel bandwidth to 20 MHz, 40 MHz or 80 MHz depending on the surrounding environment.

7.3 Change the login password

You are required to set a login password the first time of using the Wi-Fi extender. If you did not set it, you can set a new password on this page. You can also modify the login password of the Wi-Fi extender on this page.

Configuration procedure:

- Step 1** [Log in to the web UI of the extender.](#)
- Step 2** Navigate to **More > Login password.**
- Step 3** In the **Old Password** text box, enter the current login password of the Wi-Fi extender.
- Step 4** In the **New Password** text box, set a new login password.
- Step 5** Click **Save**.

Login Password

Here, you can change the login password of the extender.

Old Password	<input type="password" value="5 - 32 characters"/>
New Password	<input type="password" value="5 - 32 characters"/>

Save

---End

You will be directed to the login page. Enter the new login password, and click **Login**. Then, you can log in to the web UI of the Wi-Fi extender.

7.4 Modify the system time

To access the configuration page, [log in to the web UI of the extender](#), and navigate to **More > System Time**.

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

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

System Time

Verify that the system time is correct to ensure that the Schedule Disable function takes effect normally. You are recommended to select Sync with internet time for Sync Mode.

System Time 2024-10-26 10:19:13

Sync Status Synced

Sync Mode

Time Zone

DST

Parameter description

Parameter	Description
System Time	Specifies the current system time of the Wi-Fi extender.
Sync Status	Specifies the sync status of the system time of the Wi-Fi extender.
Sync Mode	<p>Specifies the sync mode of the system time of the Wi-Fi extender.</p> <ul style="list-style-type: none"> • Sync with internet time: System time is synced with the time server on the internet. • Sync with local time: System time is synced with the time of the client currently managing the Wi-Fi extender.
Time Zone	Specifies the standard time zone at the current locality of the Wi-Fi extender, and is specific to Sync with internet time .

Parameter	Description
Local Time	Specifies the time of the client managing the Wi-Fi extender, and is specific to Sync with local time .
DST	It is a time system implemented for resource conservation. The uniform time used when the system is implemented is Daylight Saving Time . If the Wi-Fi extender is used in a country or area where DST is implemented, please enable DST.

7.4.1 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:

Step 1 [Log in to the web UI of the extender.](#)

Step 2 Navigate to **More > System Time**.

Step 3 Select **Sync with internet time** in the drop-down list of **Sync Mode**.


Step 4 Click **Save**.

System Time

Verify that the system time is correct to ensure that the Schedule Disable function takes effect normally. You are recommended to select Sync with internet time for Sync Mode.

System Time 2024-10-26 10:21:43

Sync Status Synced


 Sync Mode Sync with internet time ▾

Time Zone (GMT+08:00) Beijing, Chongqing, Hong Kong, Urur ▾

DST

Save

---End

After the configuration completes, you can check whether **System Time** on the page is synced correctly.

7.4.2 Sync system time with local time

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

Configuration procedure:

Step 1 [Log in to the web UI of the extender.](#)

Step 2 Navigate to **More > System Time**.

Step 3 Select **Sync with local time** in the drop-down list of **Sync Mode**.

Step 4 Click **Save**.

System Time

Verify that the system time is correct to ensure that the Schedule Disable function takes effect normally. You are recommended to select Sync with internet time for Sync Mode.

System Time	2024-10-26 10:21:08
Sync Status	Synced
Sync Mode	<input type="text" value="Sync with local time"/>
Local Time	2024-10-26 10:21:09
DST	<input type="checkbox"/>

---End

After the configuration completes, you can check whether **System Time** on the page is synced correctly.

7.4.3 Enable DST


If the Wi-Fi extender is used in a country or area where DST is implemented, please enable DST.

Configuration procedure:

- Step 1** [Log in to the web UI of the extender.](#)
- Step 2** Navigate to **More > System Time**.
- Step 3** Enable the **DST** function.
- Step 4** Set the start time and end time of DST.
- Step 5** Click **Save**.

System Time

Verify that the system time is correct to ensure that the Schedule Disable function takes effect normally. You are recommended to select Sync with internet time for Sync Mode.

System Time	2024-10-26 10:22:23		
Sync Status	Synced		
Sync Mode	Sync with internet time ▾		
Time Zone	(GMT+08:00) Beijing, Chongqing, Hong Kong, Urur ▾		
 DST	<input checked="" type="checkbox"/>		
Start 2024	Mar. ▾	2nd ▾	Sun. ▾ 02:00 ▾
End 2024	Nov. ▾	1st ▾	Sun. ▾ 02:00 ▾

---End

After the configuration completes, the system time will adopt DST during the specified period, and you can check whether **System Time** on the page is synced correctly.

7.5 Reboot the Wi-Fi extender

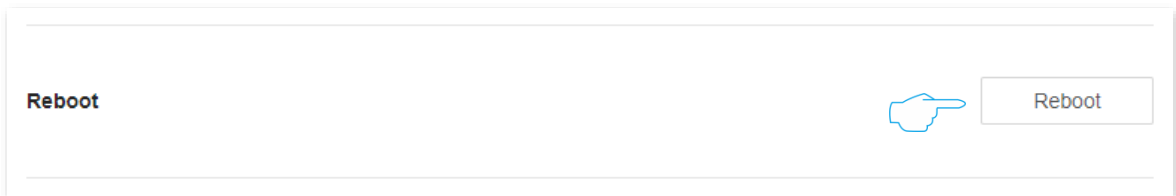
If a setting fails to take effect or the Wi-Fi extender fails to work properly, you can try rebooting the Wi-Fi extender.



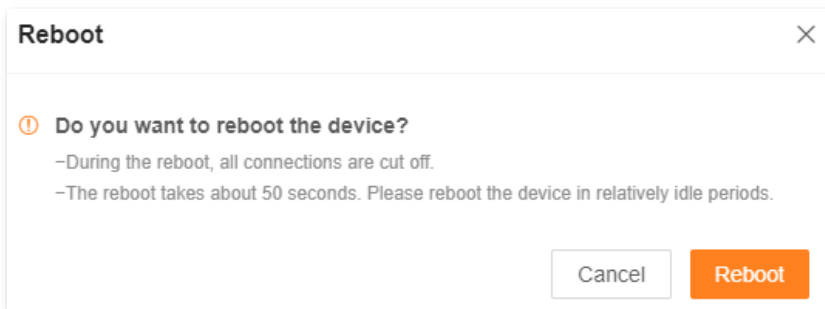
During the reboot, all connections will be cut off. Please reboot the Wi-Fi extender when the network is idle.

Configuration procedure:

- Step 1** [Log in to the web UI of the extender.](#)
- Step 2** Navigate to **More > Maintenance**, then find **Reboot** module.
- Step 3** Click **Reboot**.



- Step 4** Confirm the prompt message and click **Reboot**. The system will reboot to effectuate the configuration.



---End

7.6 Reset the Wi-Fi extender

You are recommended to reset the Wi-Fi extender to factory settings if you forget your login password, or you cannot locate the problem interrupting your Wi-Fi extender's Wi-Fi network service.



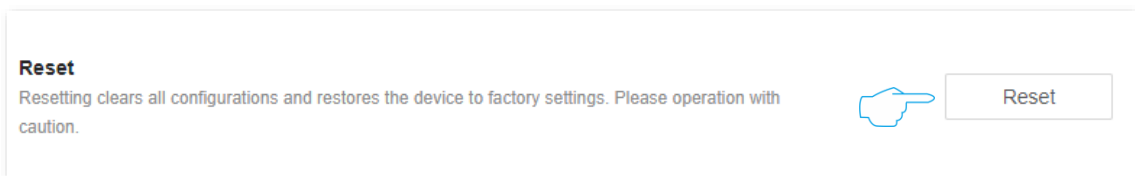
- After resetting, the Wi-Fi extender will be reset to the factory settings, and you need to reconfigure the Wi-Fi extender. You are not recommended to reset the Wi-Fi extender, unless necessary.
- To avoid damage to the Wi-Fi extender, ensure that your Wi-Fi extender is powered on properly during resetting.

7.6.1 Reset the Wi-Fi extender through web browser

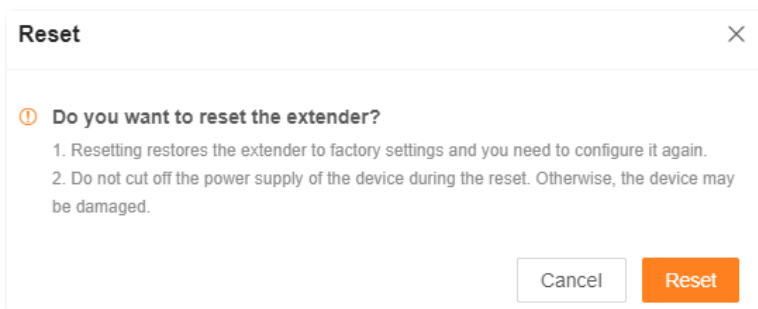
Step 1 [Log in to the web UI of the extender.](#)

Step 2 Navigate to **More > Maintenance**, then find **Reset** module.

Step 3 Click **Reset**.



Step 4 After confirming the prompt message, click **Reset**.



---End

7.6.2 Reset the Wi-Fi extender through reset button

When the Wi-Fi extender completes startup, press the **RESET** button for about 8 seconds until the indicator blinks yellow fast, the Wi-Fi extender is reset.

7.7 Export system logs

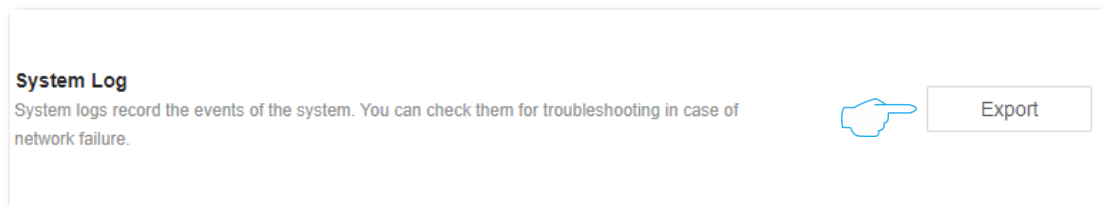
System logs of the Wi-Fi extender recorded all events that happened after the system starts up. In the event of a network failure, you can troubleshoot the problem using the information in the system logs of the Wi-Fi extender.

Configuration procedure:

Step 1 [Log in to the web UI of the extender.](#)

Step 2 Navigate to **More > Maintenance**, then find **System Log** module.

Step 3 Click **Export**, then you can export the system logs of your Wi-Fi extender to your computer.



---End

A file named **syslog.tar** will be downloaded to your computer through your browser.



- The Wi-Fi extender will only record the events after the latest startup.
 - The Wi-Fi extender will reboot after such operations as repowering after power-off, firmware upgrade, mode switching and resetting.
-

7.8 Upgrade firmware system

The Wi-Fi extender gets new or more stable performance through firmware upgrade. The extender supports two firmware upgrade ways, **Local Upgrade** and **Online Upgrade**.

7.8.1 Online Upgrade

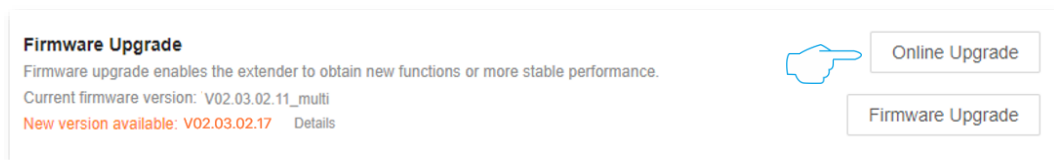


During the upgrade, do not power off the extender or disconnect it from the internet; otherwise, the upgrade may fail or the extender may be damaged.

Step 1 [Log in to the web UI of the extender.](#)

Step 2 Navigate to **More > Maintenance**, then find **Firmware Upgrade** module.

Step 3 When the system detects the new firmware version, click **Online Upgrade**.



Step 4 Confirm the prompt message and click **Upgrade**.

---End

The upgrade progress prompt will appear on the page. After the upgrade is completed, log in to the web UI of the extender again, and check the **Current firmware version** in the **Firmware Upgrade** module, confirming that it is the same as the firmware version you just upgraded.

7.8.2 Local Upgrade



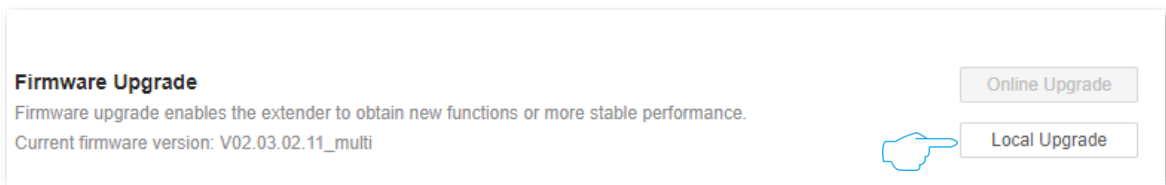
- To avoid damage to the extender, please use the correct upgrade file to upgrade. Generally, the file suffix of the firmware upgrade file is **.bin**.
- During the upgrade, do not power off the extender or disconnect it from the internet; otherwise, the upgrade may fail or the extender may be damaged.

Step 1 Visit Tenda official website www.tendacn.com to download the latest upgrade file of the corresponding model extender, save it to your local computer and unzip it.

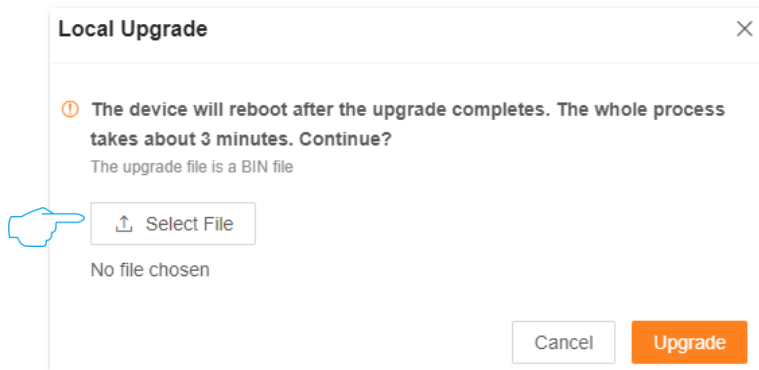
Step 2 [Log in to the web UI of the extender.](#)

Step 3 Navigate to **More > Maintenance**, then find **Firmware Upgrade** module.

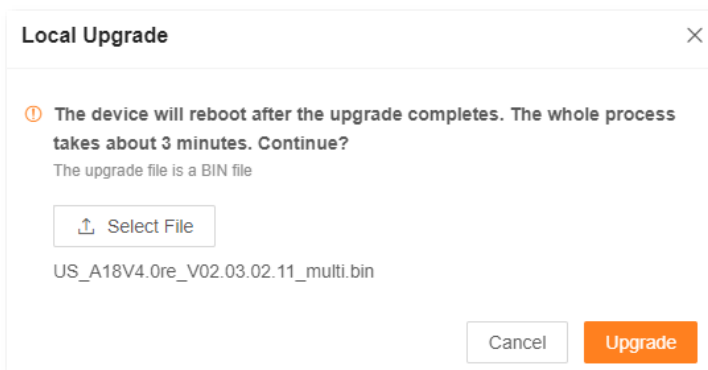
Step 4 Click **Local Upgrade**.



Step 5 Click **Select File**, and select the upgrade file in the corresponding directory (the file suffix is **.bin**).



Step 6 Click **Upgrade**.



---End

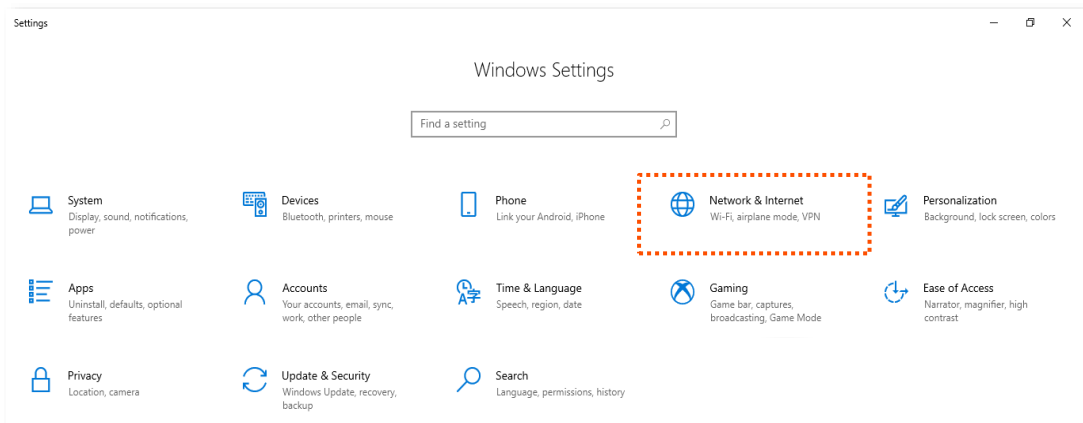
The upgrade progress prompt will appear on the page. After the upgrade is complete, log in to the web UI of the extender again, and check the **Current firmware version** in the **Firmware Upgrade** module to confirm that it is the same as the firmware version you just upgraded.

Appendix

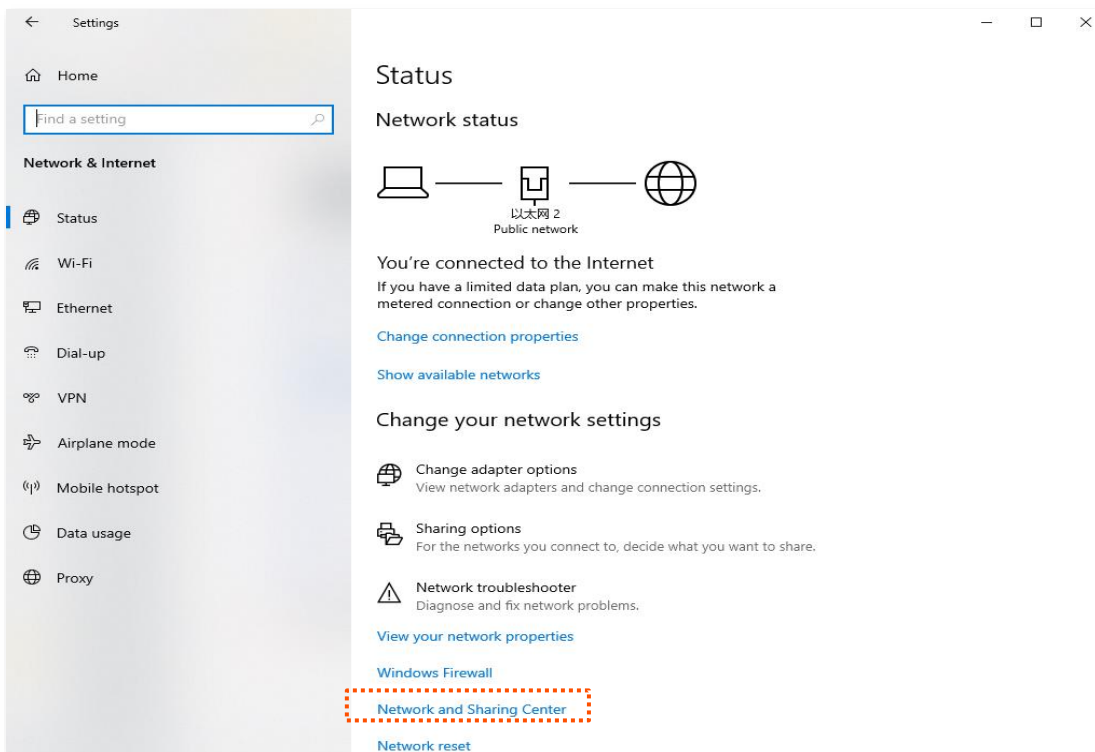
A.1 Set the computer IPv4 address

Here takes Windows 10 as an example for setting instructions.

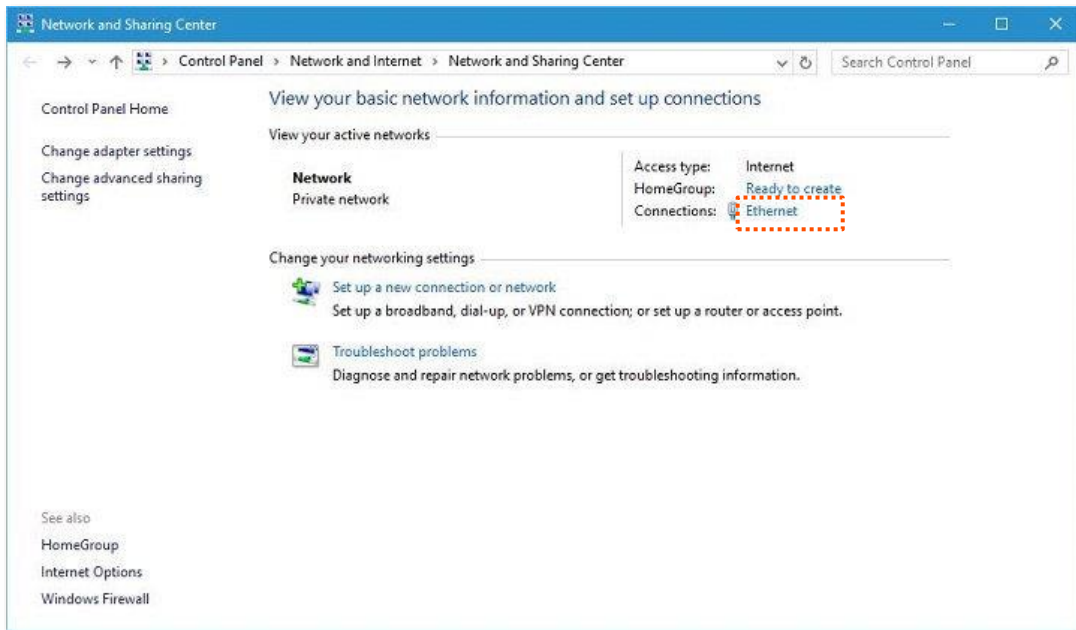
Step 1 On the computer desktop, click **Start** , **Settings** , and choose **Network & Internet**.



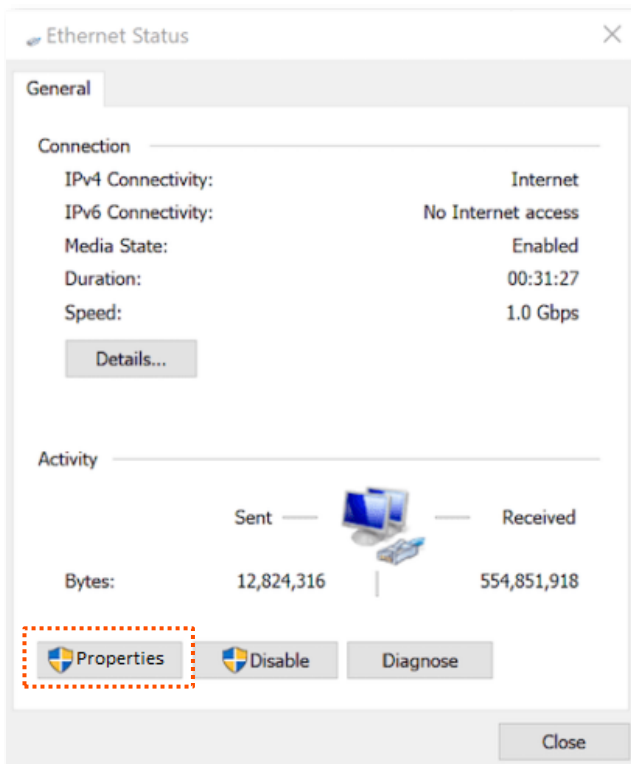
Step 2 Click **Network and Sharing Center**.



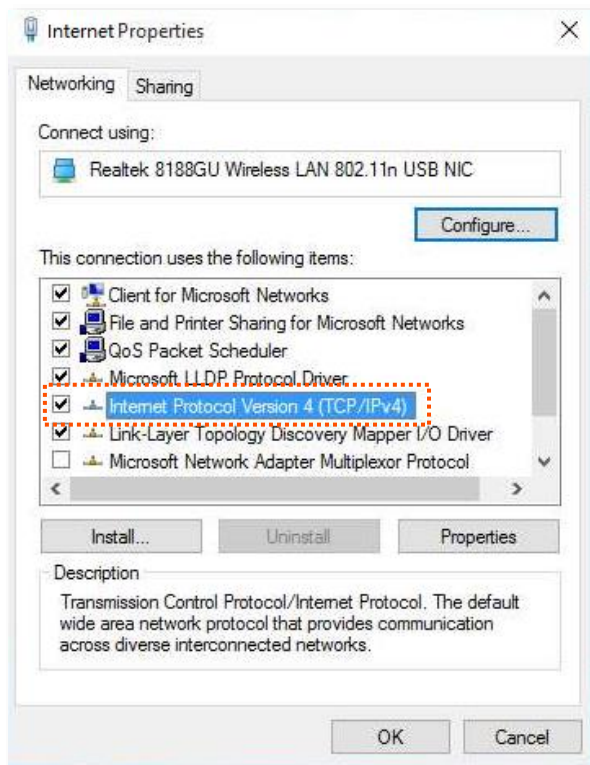
Step 3 Click **Ethernet**.



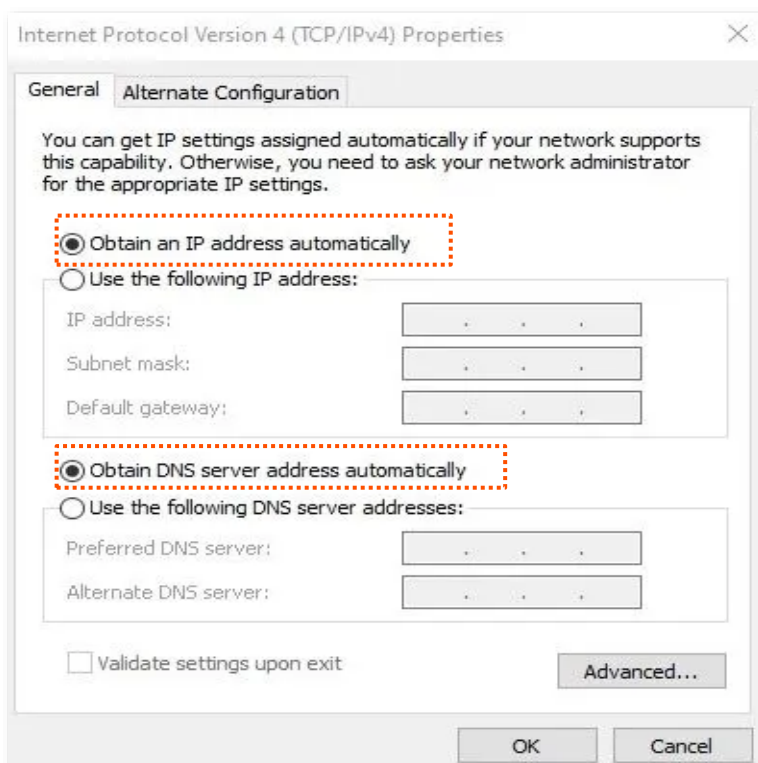
Step 4 Click **Properties**.



Step 5 Locate and double-click **Internet Protocol Version 4 (TCP/IPv4)**.



Step 6 Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**, and click **OK**.






Step 7 When the page automatically returns to the **Internet Properties**, click **OK** again.

---End

A.2 Default parameter values

The following table lists the default parameter values of the Wi-Fi extender.

Parameter	Default Value
Login address	re.tenda.cn
Login password	None
IP address	<p>192.168.0.254</p> <p> TIP</p> <p>After the network of the Wi-Fi router is extended successfully, the Wi-Fi extender obtains an IP address automatically from the DHCP server of the upstream device.</p>
Subnet mask	<p>255.255.255.0</p> <p> TIP</p> <p>After the network of the Wi-Fi router is extended successfully, the Wi-Fi extender obtains a subnet mask automatically from the DHCP server of the upstream device.</p>
DHCP server status	<p>Enabled</p> <p> TIP</p> <p>It depends on the status of the extension. If the Wi-Fi repeater expands the network of Wi-Fi router successfully, the DHCP server will be disabled. Otherwise, it will be enabled.</p>
SSID	Tenda_EXT
Wi-Fi password	None
Unify 2.4 GHz & 5 GHz	Enabled

A.3 Acronyms and abbreviations

Acronym and Abbreviation	Full Spelling
AES	Advanced Encryption Standard
AP	Access Point
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name System
DST	Daylight Saving Time
GMT	Greenwich Mean Time
IP	Internet Protocol
IPv4	Internet Protocol version 4
MAC	Media Access Control
OFDM	Orthogonal Frequency Division Multiplexing
OFDMA	Orthogonal Frequency Division Multiple Access
PMF	Management Frame Protection
SAE	Simultaneous Authentication of Equals
TCP	Transmission Control Protocol
WPA	Wi-Fi Protected Access
WPA-PSK	WPA-Preshared Key
WPS	Wi-Fi Protected Setup