

Tenda



Tenda WiFi App User Guide for Whole Home Mesh WiFi System

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Preface

Thank you for choosing Tenda! Please read this user guide before you use the Tenda WiFi App to set up your whole home mesh WiFi system.

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

Acronyms and Abbreviations

Acronym or Abbreviation	Full Spelling
nova node(s)	nova whole home mesh WiFi system node(s)
ISP	Internet Service Provider
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name System

Additional Information

For more information, search this product model on our website at <http://www.tendacn.com>.

Technical Support

If you need more help, contact us by any of the following means. We will be glad to assist you as soon as possible.

 Hotline	Global: (86) 755-27657180	 Email	support.nova@tenda.com.cn
	United States: 1-800-570-5892		
	Canada: 1-888-998-8966		
	Hong Kong: 00852-81931998		
 Website	http://www.tendacn.com	 Skype	tendasz

Contents

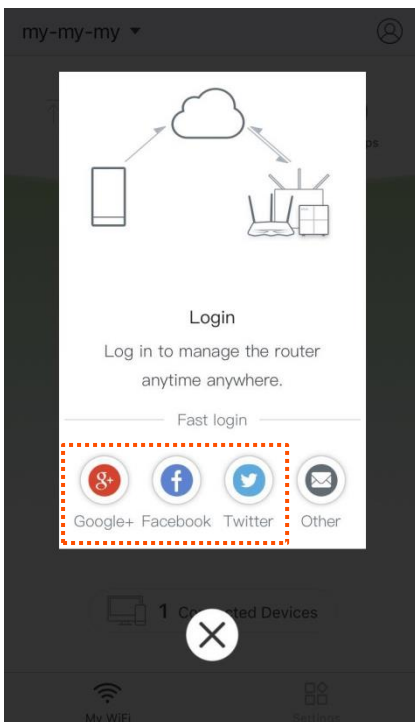
Registering and Binding	1
Management Type	5
My WiFi	6
My Profile	10
Wireless Settings	11
Guest Network	12
Parental Control	13
Internet Settings	16
QoS	22
Add nova	23
Fast Roaming	25
Smart Assistant	26
Port Forwarding	27
UPnP	29
DHCP Server	30
DNS	31
Firmware Upgrade	32
Maintenance Schedule	34
Account Authorization	35

Registering and Binding

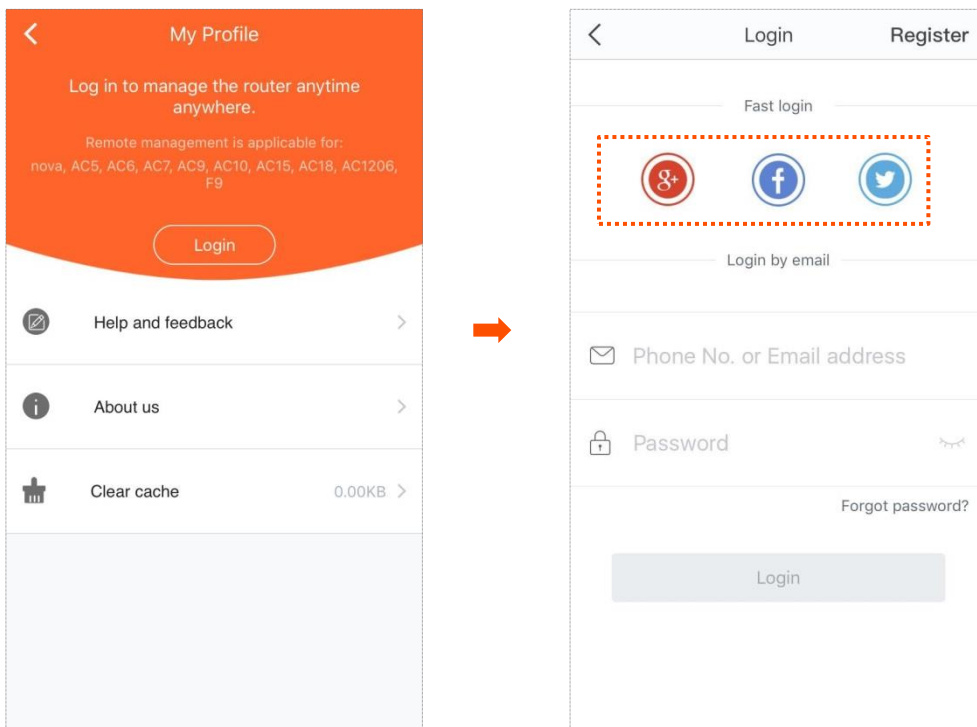
Binding an account to your nova network helps you secure your nova network and manage it remotely.

■ Binding with third party accounts

After you complete setup and installation using the Tenda WiFi App, a login prompt page appears. You can authorize the Tenda WiFi App to use third party accounts, including **Google+**, **Facebook**, and **Twitter**, to login quickly.



If you miss the page above, tap  on the upper-right corner and tap **Login**. Then choose one type of account to login.



■ Binding with a registered account

You can register a Tenda account to manage your nova network.

■ To Register a Tenda account:

Step 1 Run the Tenda WiFi App, and tap  on the upper-right corner.

Step 2 Tap **Login**.

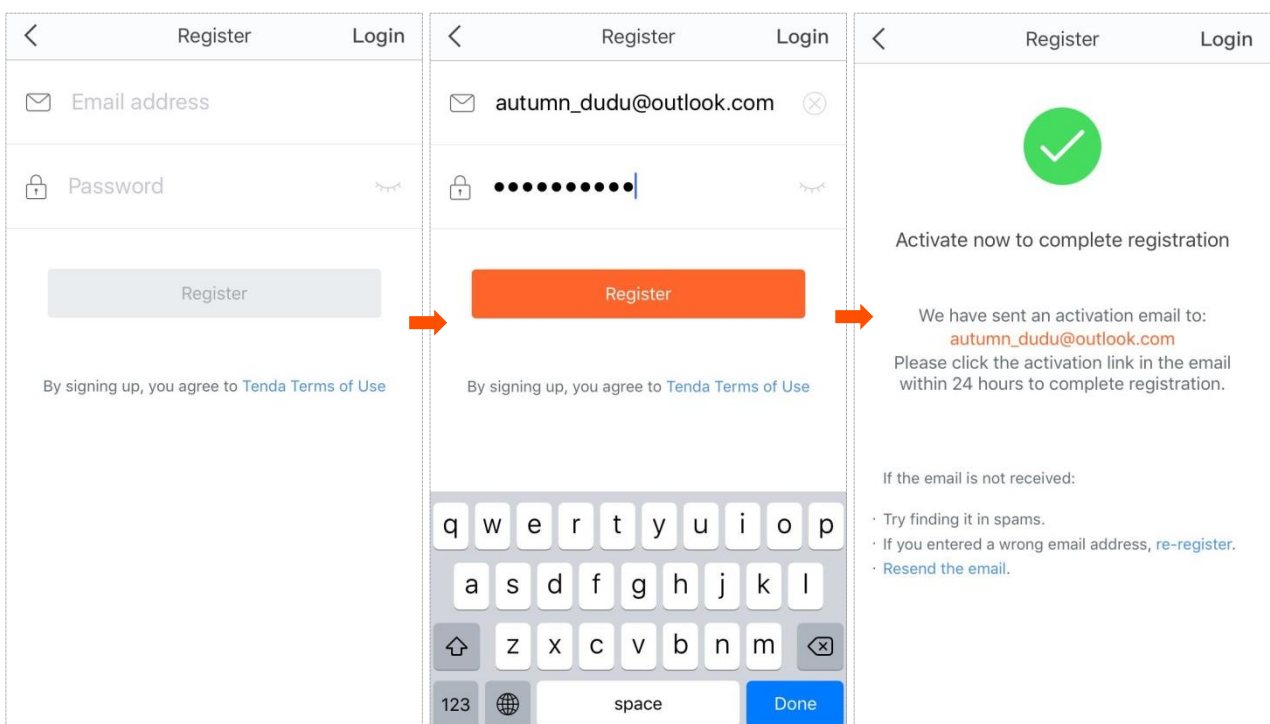
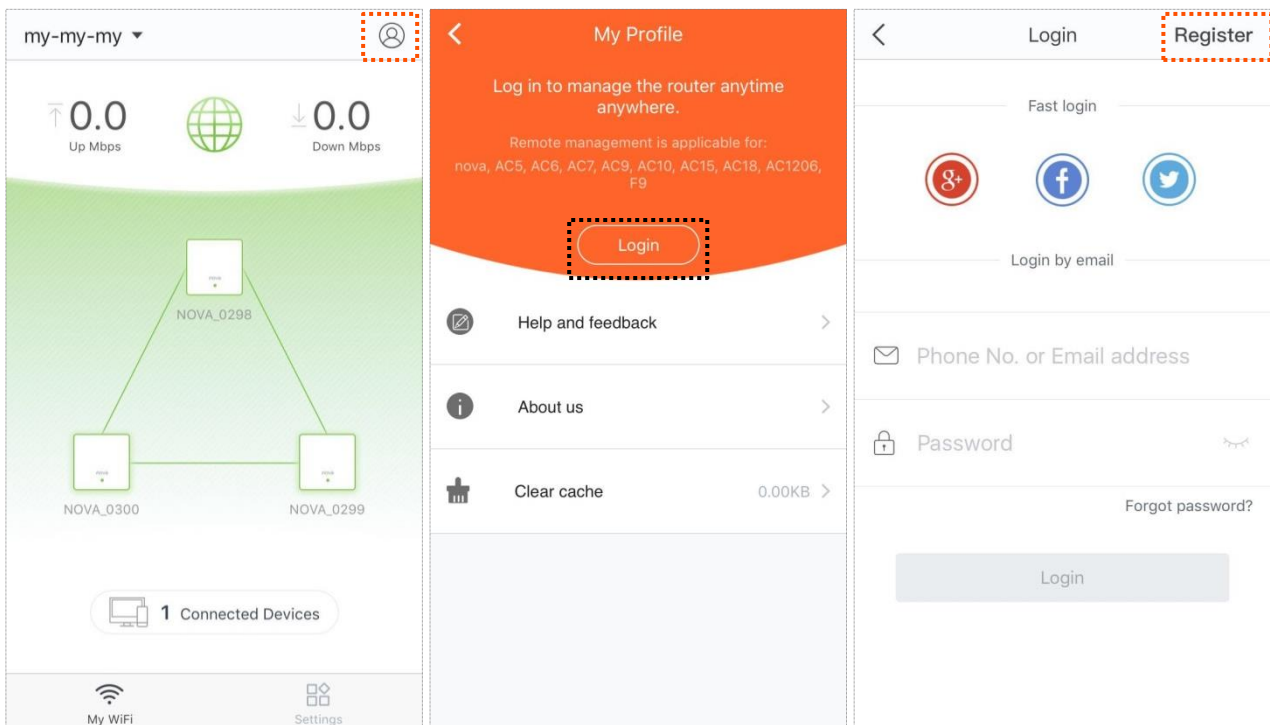
Step 3 Tap **Register** on the upper-right corner.

Step 4 Enter a valid email address.

Step 5 Customize a password for your Tenda account.

Step 6 Tap **Register**.

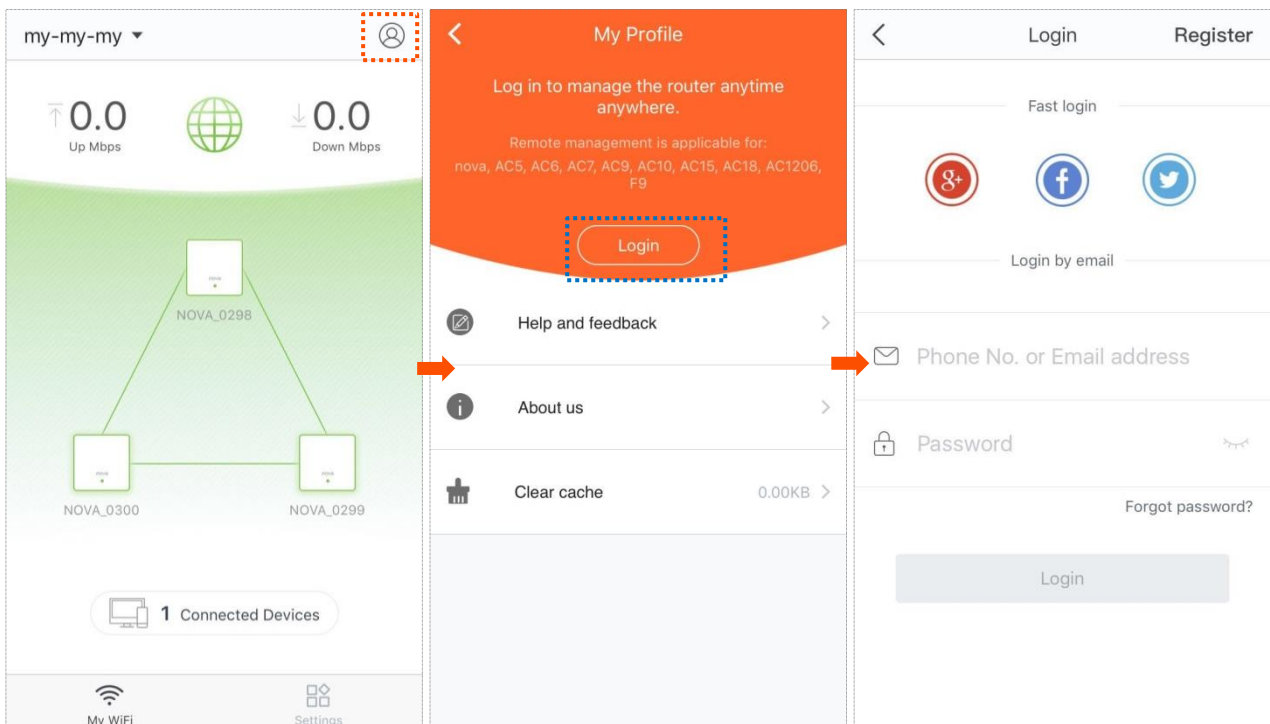
A confirmation email will be sent to your email inbox. Check your email and follow the instruction to activate your account. After following these guided steps, your Tenda account will be registered successfully.



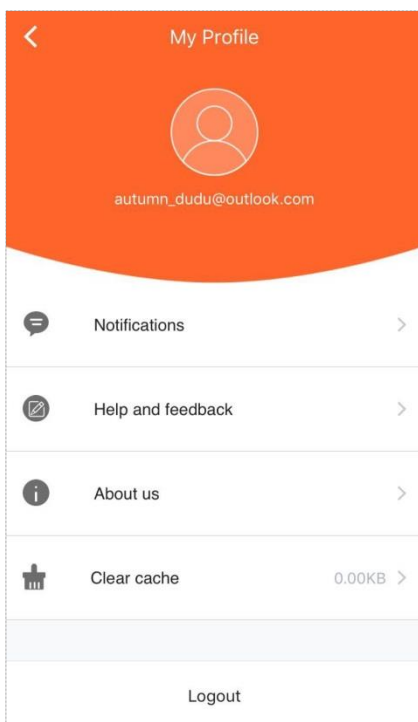
■ To bind your nova network to your Tenda account:

- Step 1** Connect your smart phone to your nova WiFi network, and run the Tenda WiFi App.
- Step 2** Tap  on the upper-right corner.
- Step 3** Tap **Login**.
- Step 4** Enter your registered Tenda account.
- Step 5** Enter the password.

Step 6 Tap Login.



After you log in, your nova network is bound to your Tenda account successfully.



After your nova network is bound to an account, login with the account is required for network management. This account is your administrator account.

Management Type

All Tenda nova whole home mesh WiFi systems support the Tenda WiFi App for local and remote management. You can choose either of them as needed.

■ Local Management

Local management indicates that you can use the Tenda WiFi App to manage your nova network after connecting your smart phone to the nova network.

Procedure:

Step 1 Connect your smart phone to the WiFi network of your nova nodes.

Step 2 Run the Tenda WiFi App on the smart phone, and then you can use the App to manage your nova network.



If [your nova nodes are bound to a Tenda account](#), you can manage them only after login with the bound account or other accounts [authorized by the account](#).

■ Remote Management

Remote management indicates that you can use the Tenda WiFi App to manage your nova network anytime, anywhere.

Prerequisites of remote management:

- Your nova nodes connect to the internet successfully.
- Log in with the bound or authorized account.



- If [your nova network is bound to an account](#), they cannot be bound to another account.
 - If you want to use other accounts to manage your nova network, you can [authorize these accounts](#) after login with the administrator account.
 - Only the administrator account can authorize other accounts to manage the nova network.
-

Procedure of remote management:

Step 1 Connect your smart phone to the internet by connecting it to a WiFi network nearby or enabling your mobile data.

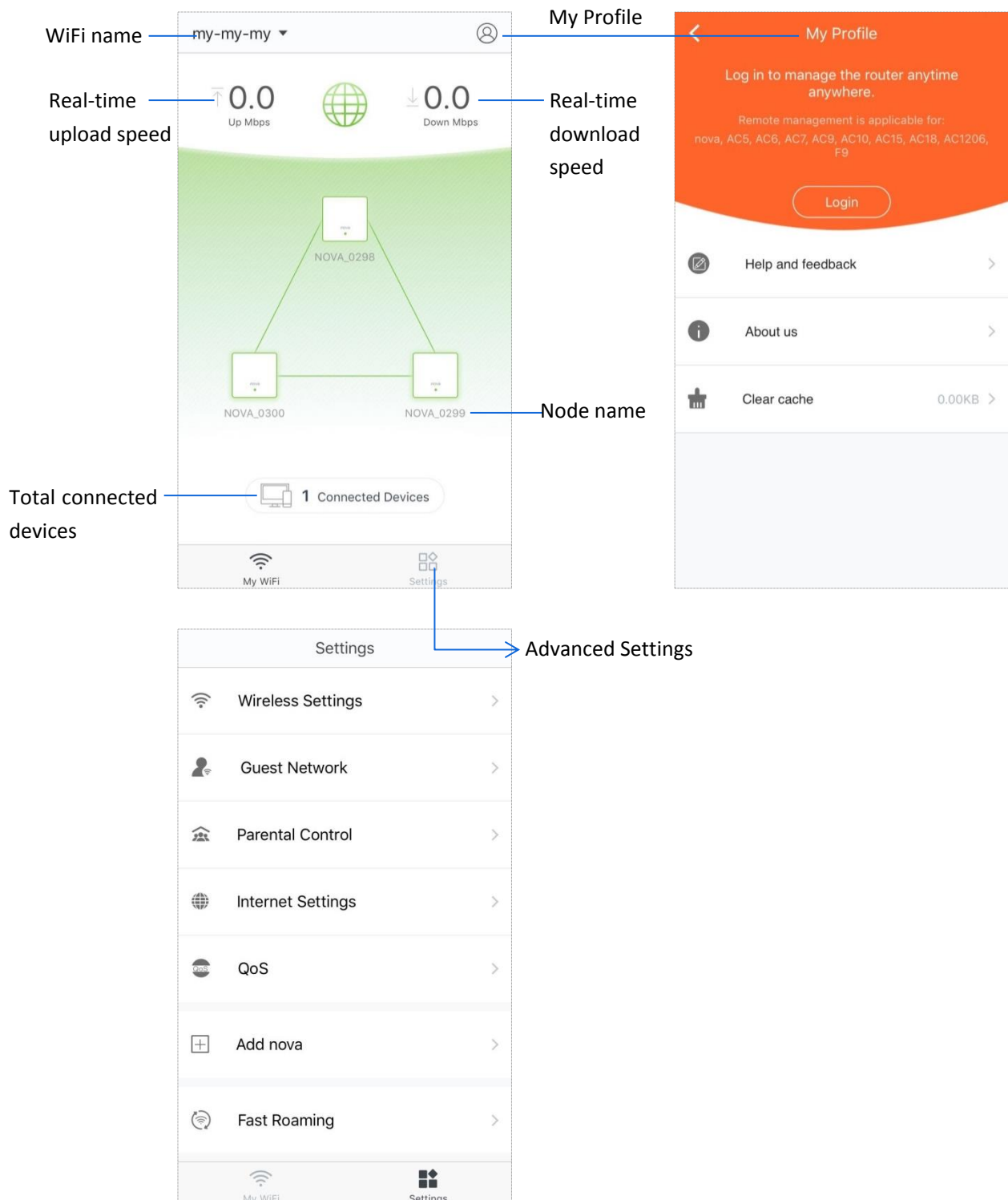
Step 2 Run the Tenda WiFi App on the smart phone.

Step 3 Tap  on the upper-right corner.

Step 4 Use your account to log in, and then you can manage your nova network remotely.

My WiFi

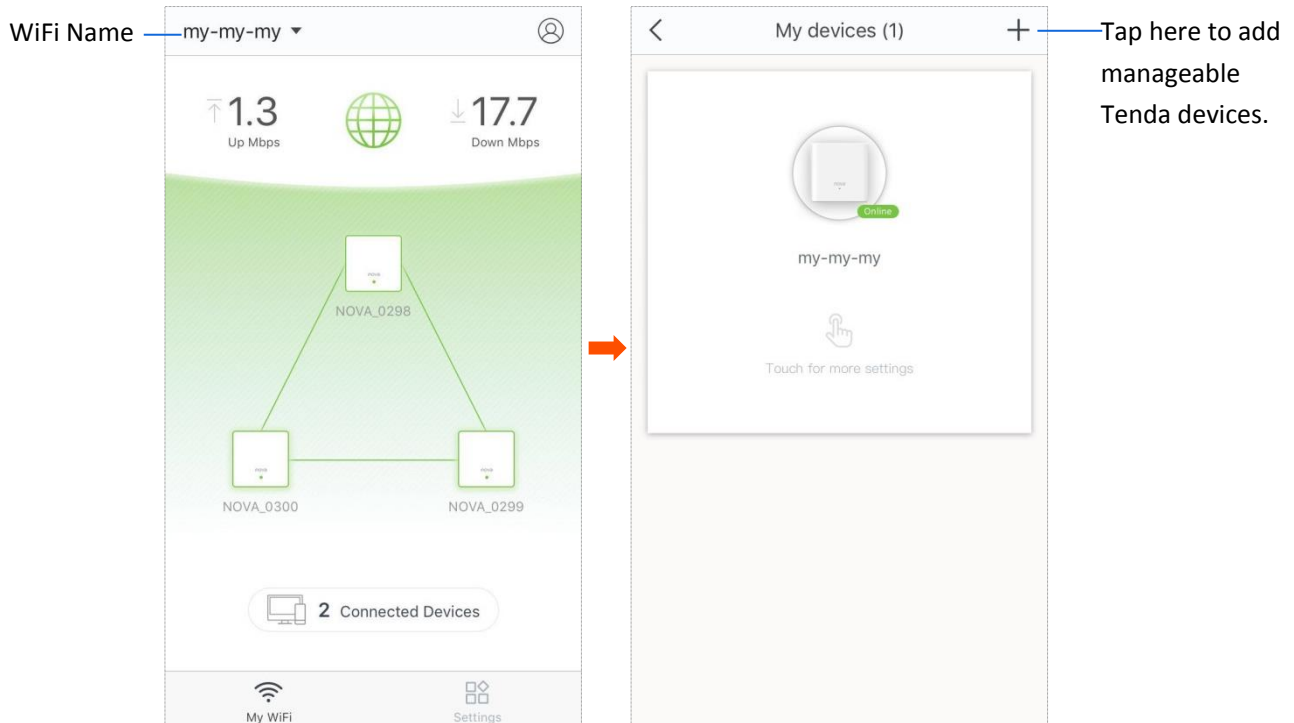
After completing the internet settings, the Tenda WiFi App shows you the following page. You can view the status of your nova nodes, real-time upload/download speed and connected devices, and manage your nova network.



■ To check or manage your nova nodes

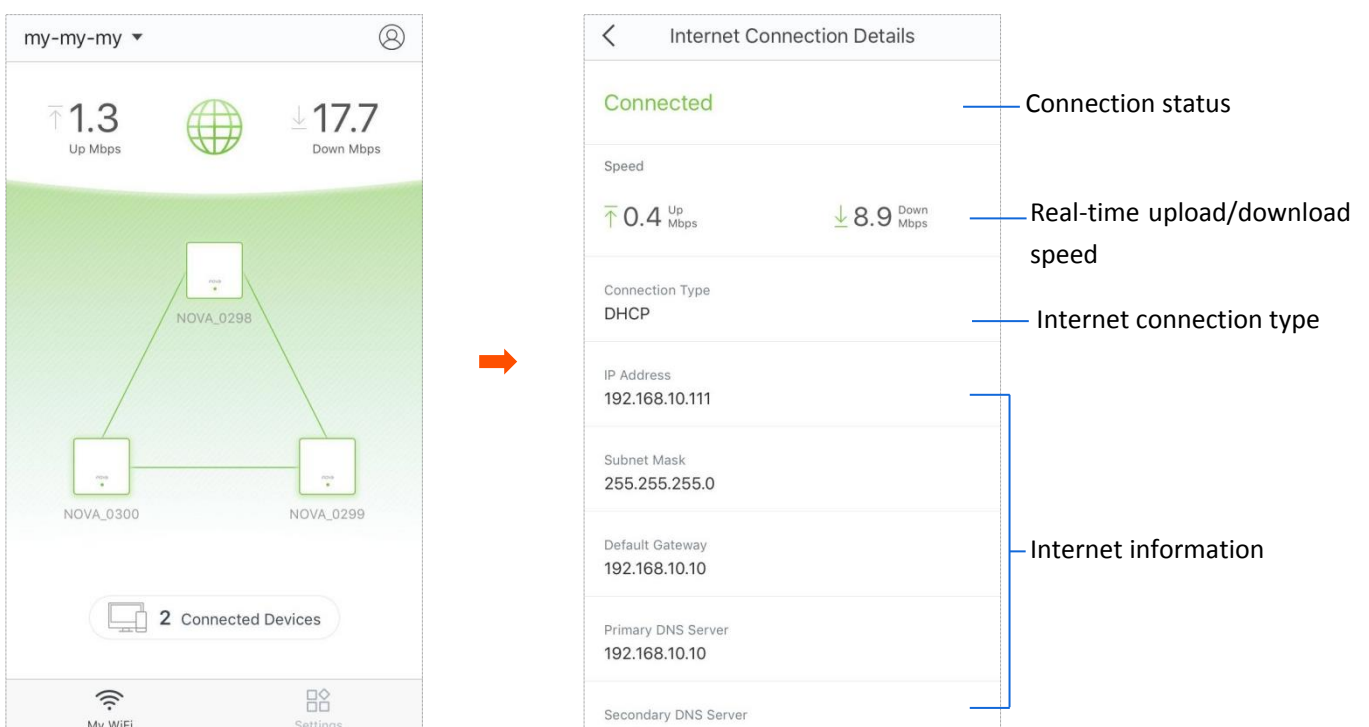
Tap the WiFi name, which is **my-my-my** in the following picture, on the **upper-left** corner of the **My WiFi** page to enter the following page.

All nova nodes in a network share the same WiFi name.



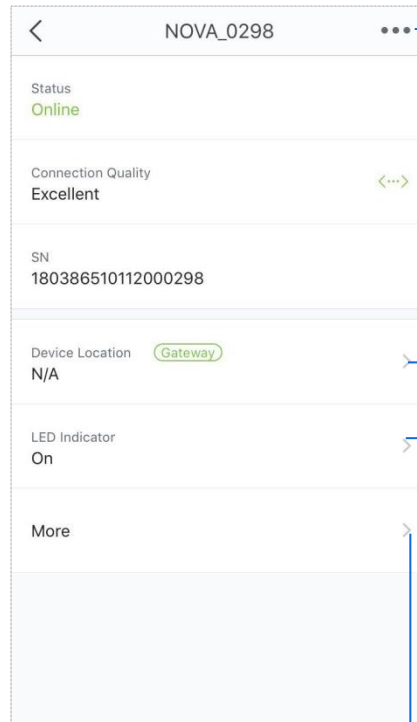
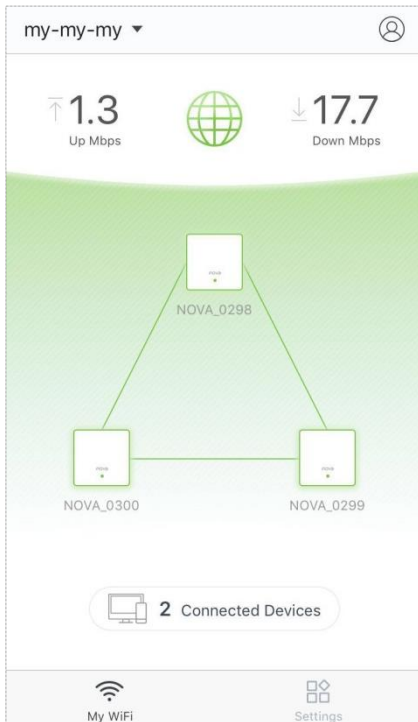
■ To view details of the internet settings

Tap the  icon on the home page of the App.



■ To view details of the nodes

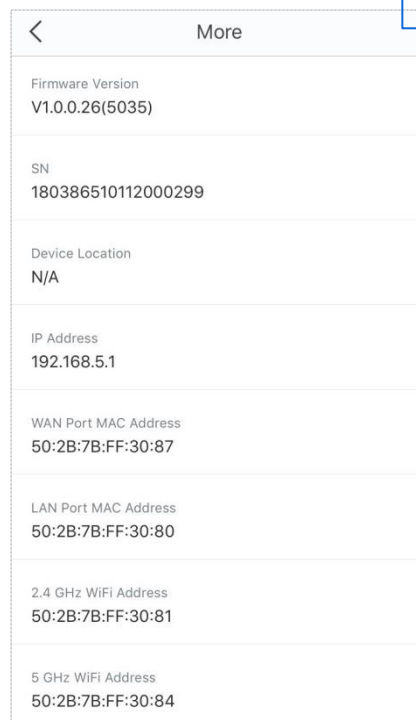
Tap the  icon on the home page of the App to see details of the corresponding nova node.



Choose this to delete the node from your WiFi network.

Choose this to change the location information of the node.

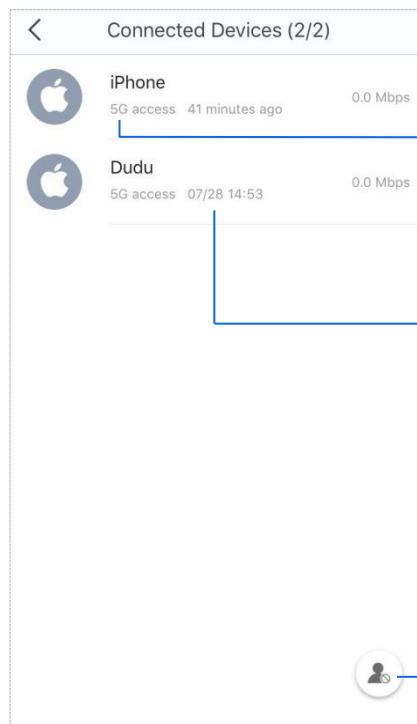
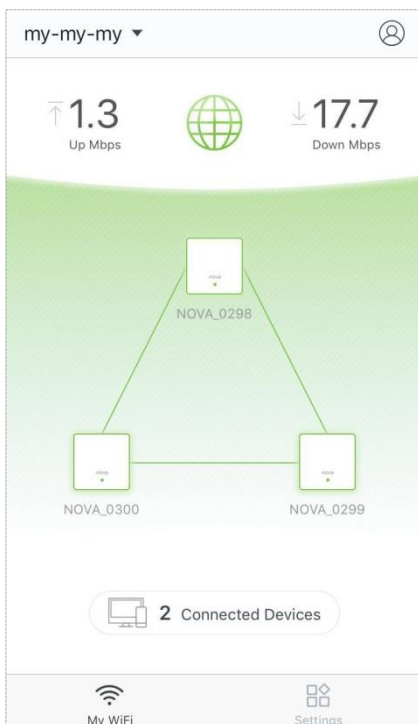
Choose this to enable/disable the LED indicator of the node.



Choose this to see more information about the nova node.

■ To view the connected devices

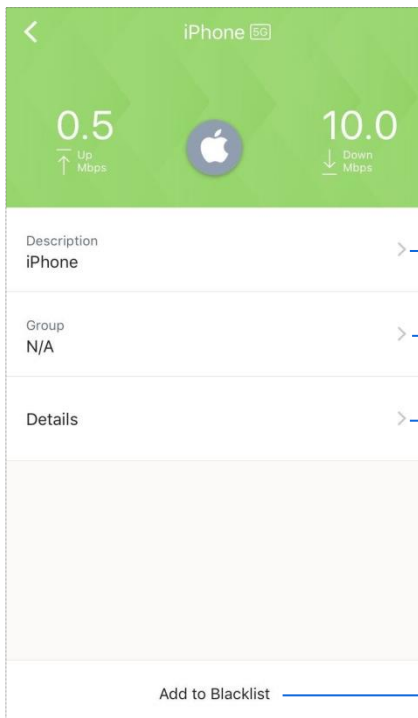
Tap the  icon on the home page of the App. If you want to check the details of a device or manage more closely, choose the device.



This indicates the frequency band of the WiFi network the device connects.

This indicates the time the device connects to the WiFi network.

Choose this to remove connected devices from the blacklist.



Choose this to rename the device, such as Jack's iPhone.

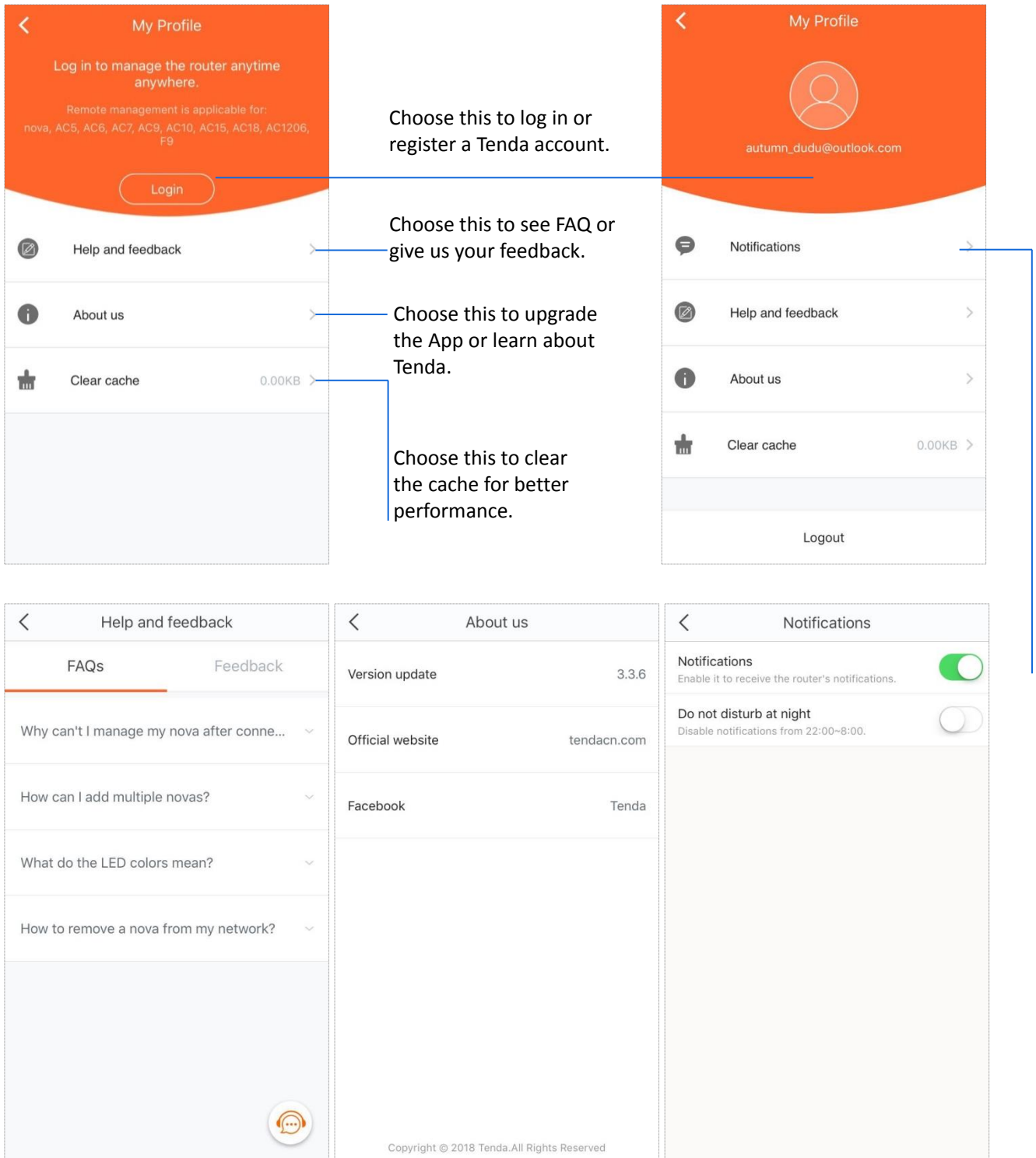
Choose this to create a group or add the connected device to a group for the parental control function.

Choose this to check the details of the connected device.

Choose this to blacklist the device. The devices in the blacklist cannot access the internet via the nova network.

My Profile

Tap the  icon in the upper-right corner of the home page (**My WiFi**) page to enter the following page.



Wireless Settings



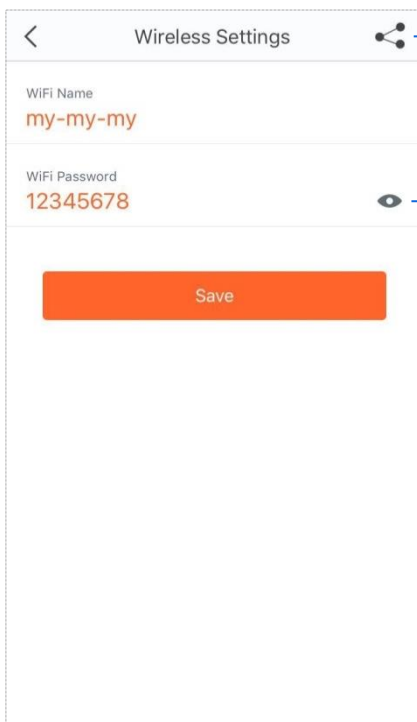
In this section, you can change the WiFi name and password of your nova WiFi network.

■ To change your WiFi name and password

Step 1 Choose **Settings** > **Wireless Settings** to enter the configuration page.

Step 2 Change the WiFi name and password as required.

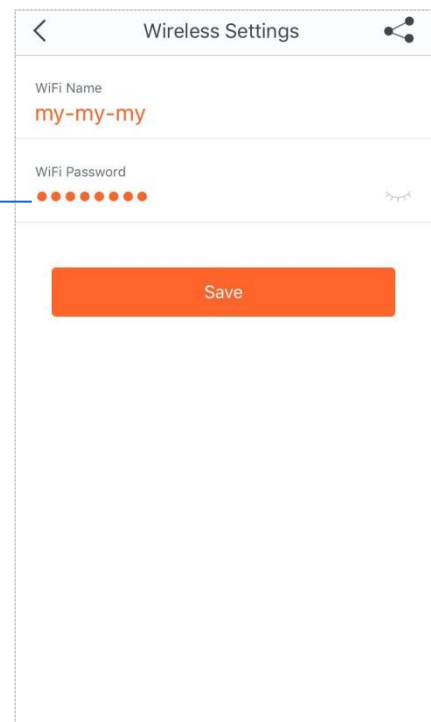
Step 3 Tap **Save**.



The screenshot shows the 'Wireless Settings' screen. At the top, there is a back arrow and a share icon. Below the title bar, there are two input fields: 'WiFi Name' with the text 'my-my-my' and 'WiFi Password' with the text '12345678'. To the right of the password field is an eye icon. At the bottom of the screen is an orange 'Save' button.

Tap here to share the WiFi name and password with your family.

Tap here to hide the WiFi password.



The screenshot shows the 'Wireless Settings' screen. At the top, there is a back arrow and a share icon. Below the title bar, there are two input fields: 'WiFi Name' with the text 'my-my-my' and 'WiFi Password' with a series of red dots. To the right of the password field is an eye icon with a slash through it. At the bottom of the screen is an orange 'Save' button.

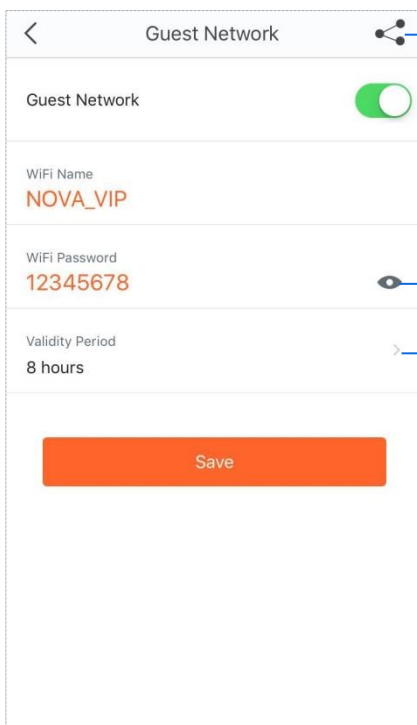
Guest Network



The Guest Network function allows you to create a separate network for your guests to secure the main network.

Procedure:

- Step 1** Choose **Settings** > **Guest Network** to enter the configuration page.
- Step 2** Set the button  to the enabled state .
- Step 3** Change the WiFi name, password and validity period as required.
- Step 4** Tap **Save**.

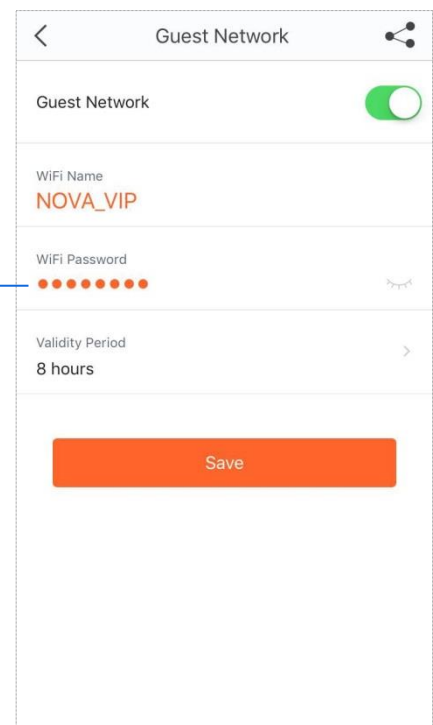


The screenshot shows the 'Guest Network' configuration page. At the top, there is a back arrow, the title 'Guest Network', and a share icon. Below this is a toggle switch for 'Guest Network', which is currently turned on. Underneath the toggle are three input fields: 'WiFi Name' with the value 'NOVA_VIP', 'WiFi Password' with the value '12345678', and 'Validity Period' with the value '8 hours'. At the bottom is an orange 'Save' button. Annotations with blue lines point to the share icon, the eye icon next to the password field, and the chevron icon next to the validity period field.

Tap here to share the WiFi name and password with your friends.

Tap here to hide the WiFi password.

Tap here to select a valid period for the guest network.



This screenshot is identical to the one on the left, showing the 'Guest Network' configuration page. It includes the same elements: back arrow, title, share icon, enabled toggle switch, 'WiFi Name' (NOVA_VIP), 'WiFi Password' (12345678), 'Validity Period' (8 hours), and an orange 'Save' button. The annotations from the left page are also present, pointing to the same UI elements.

Parental Control



The Parental Control function allows you to create a healthy time session for internet access for your family members.

Procedure:

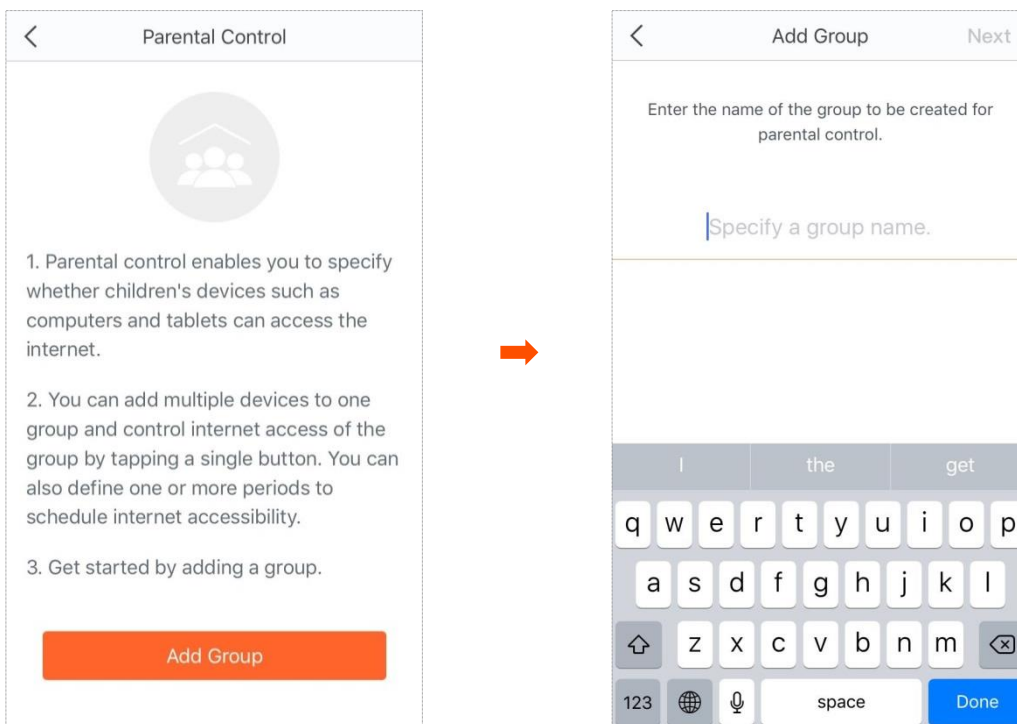
Step 1 Choose **Setting > Parental Control** to enter the configuration page.

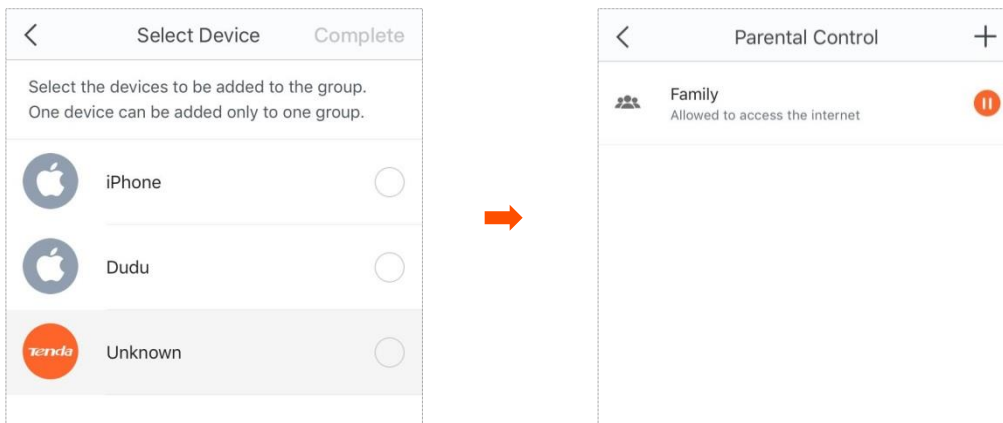
Step 2 Create a group.

1. Tap **Add Group**.
2. Enter a group name, which is **Family** in this example, and tap **Next**.
3. Select the devices to be added into the group.
4. Tap **Complete**.



For security, the group name for parental control cannot be modified after the group is created. If you want to modify a group name, you can delete the group, and create one again.





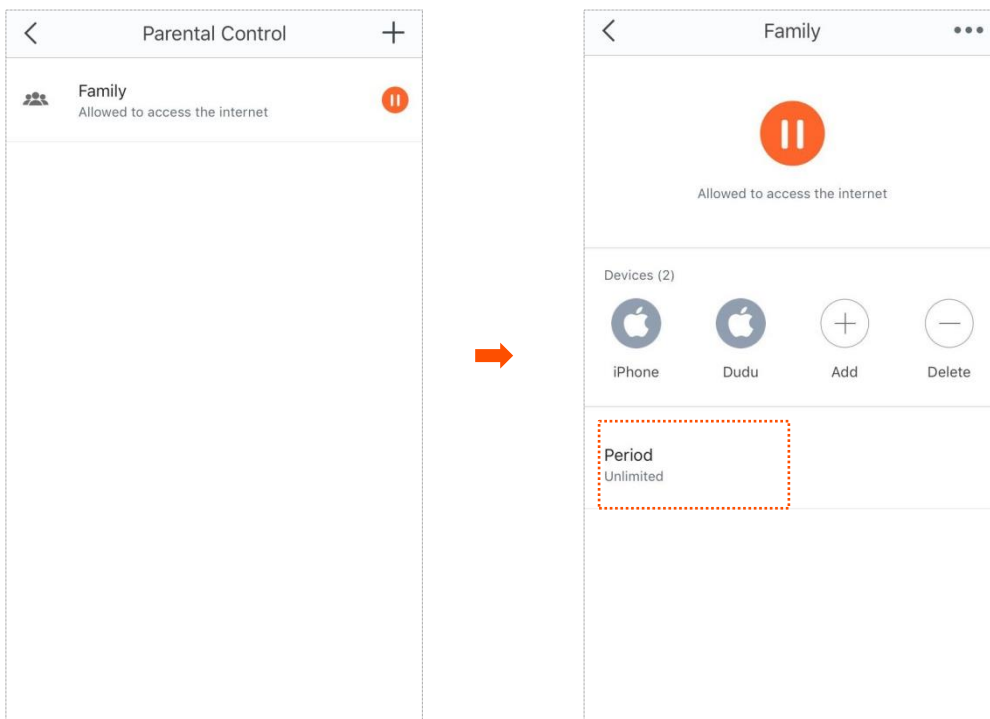
Step 3 Tap  or  to change the rules.

 indicates that the devices in the group are allowed to access the internet.

 indicates that the devices in the group are not allowed to access the internet.

Step 4 Specify a period for the rule.

1. Choose the group.
2. Tap **Period**.
3. Tap **Add Period**.
4. Specify a **Period Name**, **Start Time**, **End Time**, and the dates from when the rule takes effect.
5. Tap **Save**.



<

Add Period



Period of internet inaccessibility

You can add dining and bedtime periods during which devices in the current group are disallowed to access the internet.

Add Period



<

Add Period

Enable

☒

Period Name

Bedtime

Start Time

22:00

End Time

06:00

Effective On

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Save

Internet Settings



Generally, you complete the internet settings by following the quick setup wizard of the Tenda WiFi App when you set the nova nodes at the first time. If your internet connection type or parameters are changed, you can set them again here to enable your nova nodes to access the internet. The nova nodes support the following four connection types.

- **PPPoE:** If this type is selected, you need to enter the PPPoE user name and password provided by your ISP for internet access.
- **DHCP:** If this type is selected, no parameter is required to enter. The nova node obtains the dynamic IP address and other related parameters automatically from your ISP.
- **Static IP Address:** If this type is selected, you need to enter the static IP address and other related parameters provided by your ISP for internet access.
- **Bridge:** If this type is selected, the nova node can access the internet only after being connected to another router with internet accessibility in wired manner.

The following three connection types are available only when the language of your mobile device used to setup is set to **Russian** or **Ukraine**.

- **PPPoE Russia:** If this type is selected, you need to enter the PPPoE user name, PPPoE password, service name, server name, MTU value, and IP address information (if any) provided by your ISP for internet access.
- **PPTP/PPTP Russia:** If this type is selected, you need to enter the IP address, user name and password of the PPTP server, MTU value, and IP address information (if any) provided by your ISP for internet access.
- **L2TP/L2TP Russia:** If this type is selected, you need to enter the IP address, user name and password of the L2TP server, MTU value, and IP address information (if any) provided by your ISP for internet access.



If you set the **Connection Type** to **Bridge**, the Guest Network, Parental Control, Port Forwarding, UPnP, DNS, QoS, and DHCP server functions becomes unavailable.

■ Setting up PPPoE

Step 1 Choose **Settings** > **Internet Settings** to enter the configuration page.

Step 2 Tap **Connection Type**.

Step 3 Select **PPPoE**.

Step 4 Enter the PPPoE user name and password provided by your ISP.

If a service name and a server name are provided, tap **Advanced** and enter them.

Step 5 Tap **Save**.

Internet Settings Save

Connection Type
PPPoE

PPPoE User Name
18922765138@666.xx

PPPoE Password
••••••

advanced

MTU
1480

Service Name
Optional

Server Name
Optional

Tab here to select a connection type.

Tab here to see the PPPoE password.

Internet Settings Save

Connection Type
PPPoE

PPPoE User Name
18922765138@666.xx

PPPoE Password
98877665

advanced

■ Setting up DHCP

Step 1 Choose **Settings** > **Internet Settings** to enter the configuration page.

Step 2 Tap **Connection Type**.

Step 3 Select **DHCP**.

Step 4 Tap **Save**.

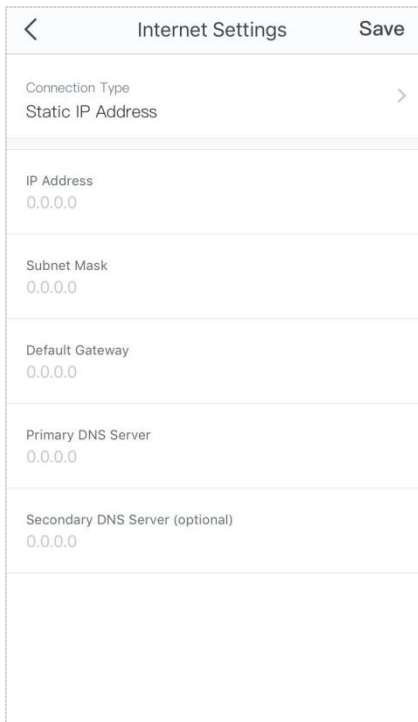
Internet Settings Save

Connection Type
DHCP

This connection type requires no configuration.

■ Setting up Static IP Address

- Step 1** Choose **Settings > Internet Settings** to enter the configuration page.
- Step 2** Tap **Connection Type**.
- Step 3** Select **Static IP Address**.
- Step 4** Enter **IP Address**, **Subnet Mask**, **Default Gateway** and **Primary DNS Server**.
If a secondary DNS server is provided, enter it as well.
- Step 5** Tap **Save**.

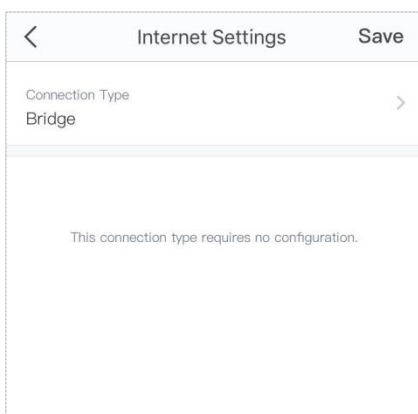


The screenshot shows the 'Internet Settings' screen. At the top, there is a back arrow, the title 'Internet Settings', and a 'Save' button. Below the title bar, the 'Connection Type' is set to 'Static IP Address'. The screen contains several input fields for configuration: 'IP Address' (0.0.0.0), 'Subnet Mask' (0.0.0.0), 'Default Gateway' (0.0.0.0), 'Primary DNS Server' (0.0.0.0), and 'Secondary DNS Server (optional)' (0.0.0.0). Each field has a label and a text input area.

■ Setting up Bridge

Ensure that the one of the nova nodes in your nova network is connected to your router with internet accessibility using an Ethernet cable.

- Step 1** Choose **Settings > Internet Settings** to enter the configuration page.
- Step 2** Tap **Connection Type**.
- Step 3** Select **Bridge**.
- Step 4** Tap **Save**.



The screenshot shows the 'Internet Settings' screen with the 'Connection Type' set to 'Bridge'. Below the title bar, the 'Connection Type' is set to 'Bridge'. The main area of the screen displays the message: 'This connection type requires no configuration.'

Russian UI is used for illustration here.

■ Setting up PPPoE Russia

Step 1 Choose **Настройки > Настройки Интернета** to enter the configuration page.

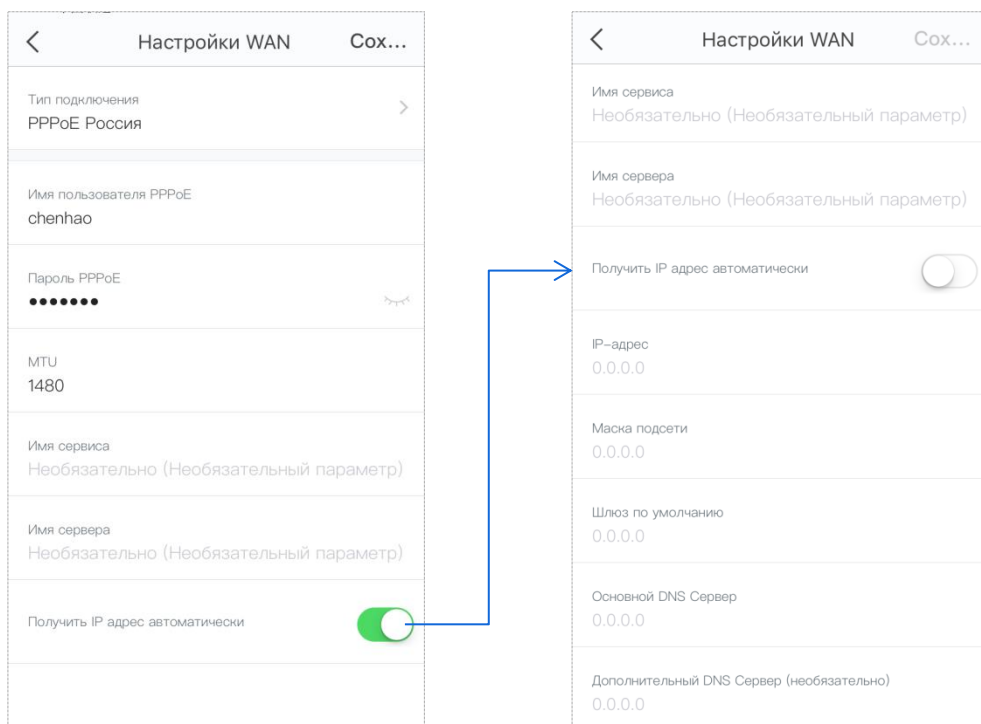
Step 2 Tap **Тип подключения**.

Step 3 Select **PPPoE Россия**.

Step 4 Enter **Имя пользователя PPPoE**, **Пароль PPPoE**, **Имя сервиса** and **Имя сервера**, and change the MTU value as needed.

If a static IP address and related information are provided, set the **Получить IP адрес автоматически** button to  state, and enter them as well.

Step 5 Tap **Сохранить**.



■ Setting up PPTP/PPTP Russia

Step 1 Choose **Настройки > Настройки Интернета** to enter the configuration page.

Step 2 Tap **Тип подключения**.

Step 3 Select **PPTP/PPTP Россия**.

Step 4 Enter **IP адрес/ Имя PPTP сервера**, **Имя пользователя** and **Пароль**, and change the MTU value as needed.

If a static IP address and related information are provided, set the **Получить IP адрес автоматически** button to  state, and enter them as well.

Step 5 Tap **Сохранить**.



Настройки WAN		Сох...
Тип подключения	PPTP/PPTP Россия	>
IP адрес/ Имя PPTP сервера	0.0.0.0	
Имя пользователя	Имя пользователя	
Пароль	Пароль	
MTU	1452	
Получить IP адрес автоматически		

Настройки WAN		Сох...
Пароль	Пароль	
MTU	1452	
Получить IP адрес автоматически		
IP-адрес	0.0.0.0	
Маска подсети	0.0.0.0	
Шлюз по умолчанию	0.0.0.0	
Основной DNS Сервер	0.0.0.0	
Дополнительный DNS Сервер (необязательно)	0.0.0.0	

■ Setting up L2TP/L2TP Russia

Step 1 Choose **Настройки > Настройки Интернета** to enter the configuration page.

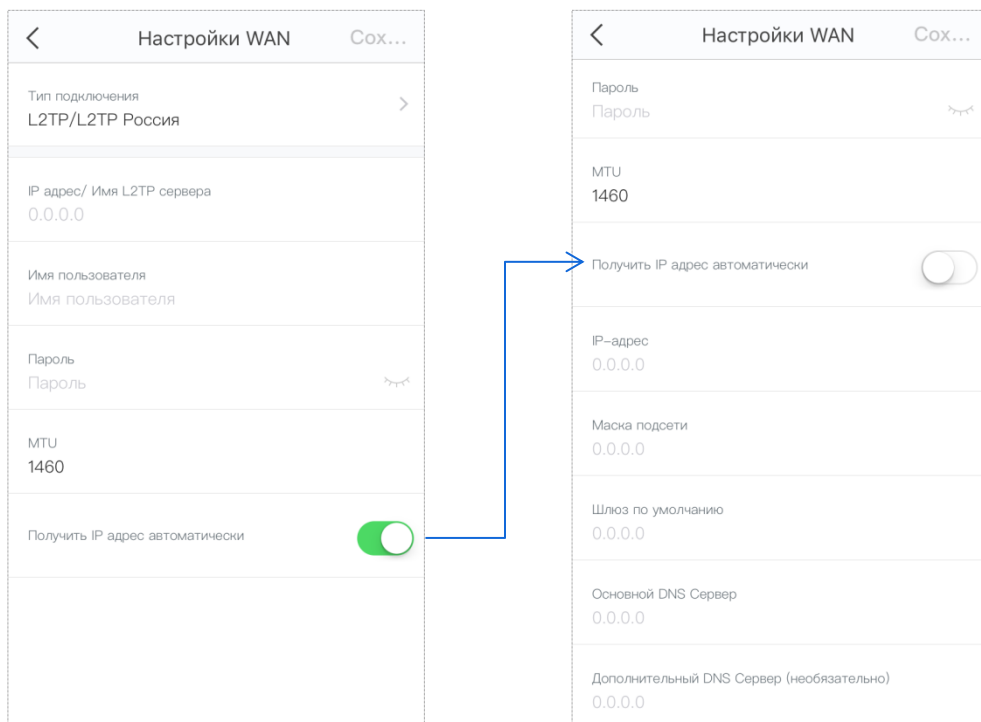
Step 2 Tap **Тип подключения**.

Step 3 Select **L2TP/L2TP Россия**.

Step 4 Enter **IP адрес/ Имя L2TP сервера**, **Имя пользователя** and **Пароль**, and change the MTU value as needed.

If a static IP address and related information are provided, set the **Получить IP адрес автоматически** button to  state, and enter them as well.

Step 5 Tap **Сохранить**.



< Настройки WAN Сох...

Тип подключения
L2TP/L2TP Россия >

IP адрес/ Имя L2TP сервера
0.0.0.0

Имя пользователя
Имя пользователя

Пароль
Пароль

MTU
1460

Получить IP адрес автоматически 

< Настройки WAN Сох...

Пароль
Пароль

MTU
1460

Получить IP адрес автоматически 

IP-адрес
0.0.0.0

Маска подсети
0.0.0.0

Шлюз по умолчанию
0.0.0.0

Основной DNS Сервер
0.0.0.0

Дополнительный DNS Сервер (необязательно)
0.0.0.0

QoS



The QoS function prioritizes gaming and web browsing activities.

■ To enable the QoS function

Step 1 Choose **Settings** > **QoS** to enter the configuration page.

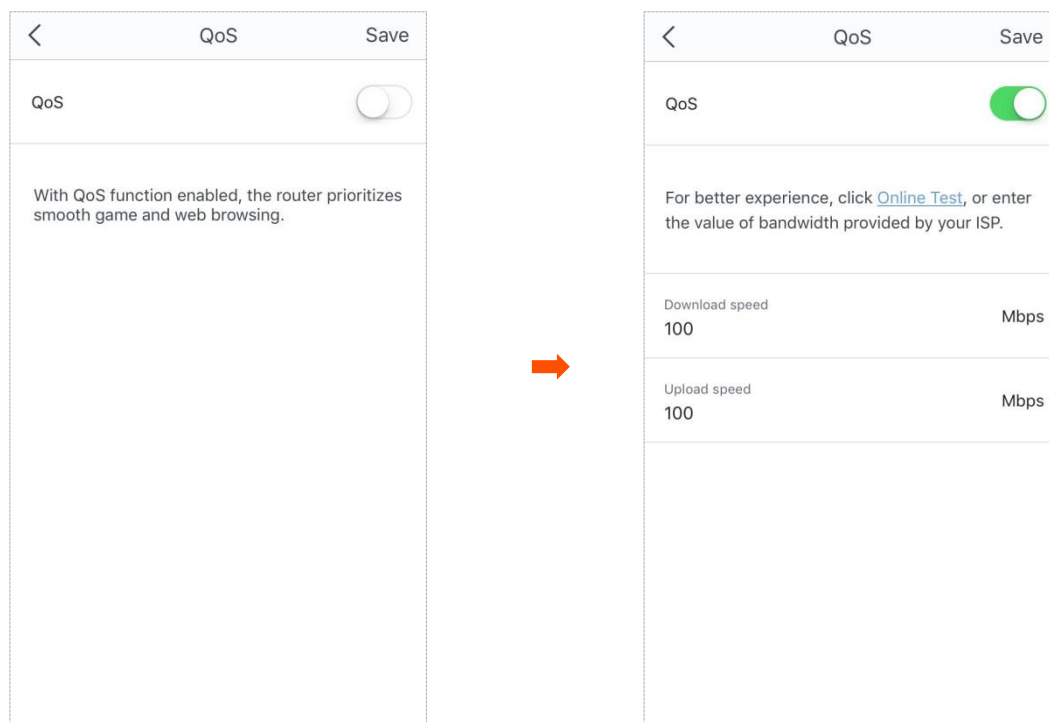
Step 2 Set the button  to the enabled state .

Step 3 Enter download and upload speed based on your bandwidth value.
If you don't know the value, tap **Online Test** or ask your ISP.

Step 4 Tap **Save**.



To get an accurate value, ensure that wireless devices connected to your nova network have no internet activity when you operate online test.



Add nova



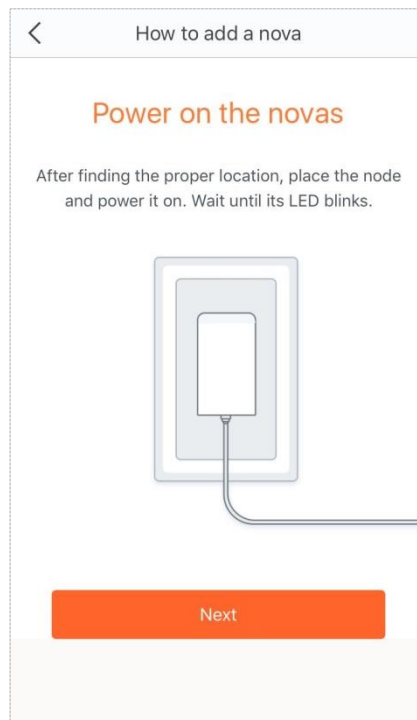
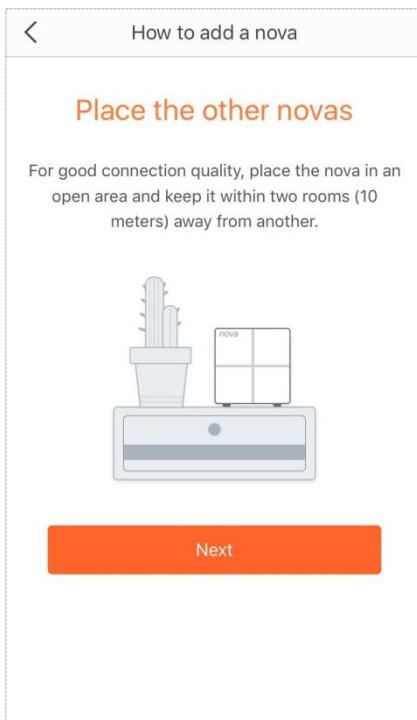
If you want to expand your WiFi coverage, you can add nova nodes coming with different models to your existing nova network. The maximum number of the nova nodes supported in a nova network is shown in the following table.

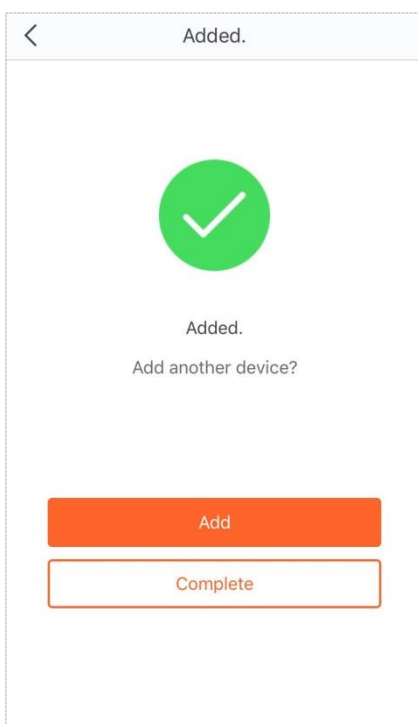
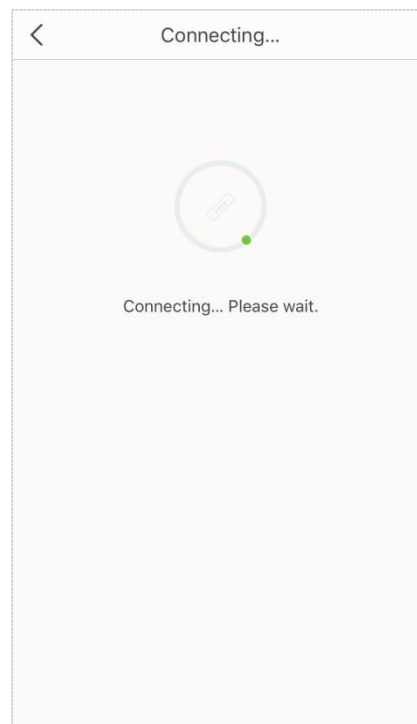
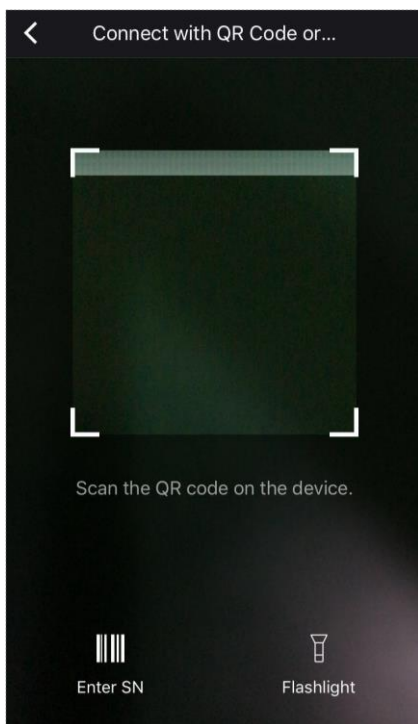
Model	MW2	MW3	MW5/MW5s	MW6	MW12
Max. nova nodes supported	3	5	6	9	12

■ To add another nova node into your existing nova network

Step 1 Choose **Settings > Add nova** to enter the configuration page.

Step 2 Follow the on-screen guide to complete the settings.





Fast Roaming

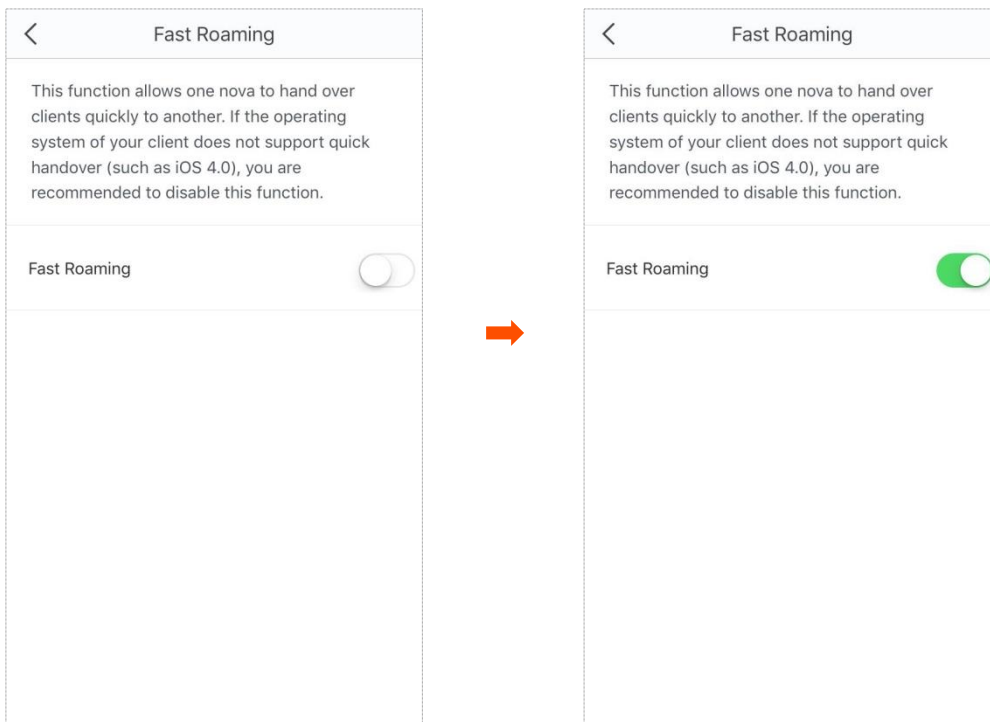


The Fast Roaming function lets you enjoy uninterrupted internet service when moving around your house.

■ To enable the Fast Roaming function

Step 1 Choose **Settings > Fast Roaming** to enter the configuration page.

Step 2 Set the button  to the enabled state .



Smart Assistant

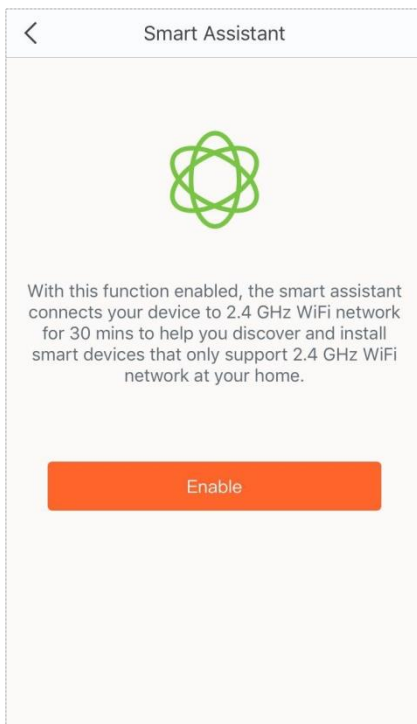


With this function enabled, the mobile device used to do the setup, such as your smart phone, is connected to 2.4 GHz WiFi network for 30 minutes. This is to allow the mobile device to discover and set up smart home devices that only support 2.4 GHz WiFi networks.

■ To enable the Smart Assistant function

Step 1 Choose **Settings** > **Smart Assistant** to enter the configuration page.

Step 2 Tap **Enable**.



Port Forwarding



The Port Forwarding function enables users to access your LAN resources, such as resources on the web server or FTP server, through the internet.

Procedure:

Step 1 Choose **Settings > Port Forwarding** to enter the configuration page.

Step 2 Tap **Add rule**.

Step 3 Select the device to which the rule applies.

Step 4 Tap **Next**.

Step 5 Set up a port forwarding rule.

- **Common Protocol/Port:** optional. The App presets some common protocols and their port numbers, such as FTP, TELNET, and so on. You can select one as required, and the **Internet Port Number** and **External Port Number** are automatically populated. If the port numbers you want to set are not included, you can set them manually in the Internal Port Number and External Port Number boxes.
- **Internal Port Number:** Enter the service port of the corresponding server on the LAN device.
- **External Port Number:** Enter the port which is enabled for the internet users.
- **Protocol:** Select the protocol of the service. If you are not sure about it, you can select **TCP&UDP**.

Step 6 Tap **Save**.

Port Forwarding

The port forwarding function enables users to access your LAN resources through the internet. For example, if a web server or an FTP server is set up on a LAN host, users can access the server through the internet after the port forwarding function is configured. Port forwarding is usually used for some proxies, such as the POP3, SMTP, and TELNET proxies.

Add Rule

Select Device

Next

Dudu
192.168.5.101

iPhone
192.168.5.115

Port Forwarding Rule

Save

Dudu
192.168.5.101

Common Protocol and Port (Optional) >

Internal Port Number

External Port Number

Protocol

TCP&UDP

TCP

UDP

After the settings are saved, the IP address currently assigned to this device is bound to the device.

After completing the settings, internet users can visit **“Protocol name://WAN port IP address of the nova node:External port”** to access LAN resources.



- Ensure that the WAN IP address of the nova node is a public IP address, and the internal port you entered is correct.
- Security software, antivirus software, and the built-in OS firewall of the server may cause port forwarding function failures. Disable them when using this function.
- Manually set an IP address for the web server to avoid the service disconnection caused by the dynamic IP address.

UPnP

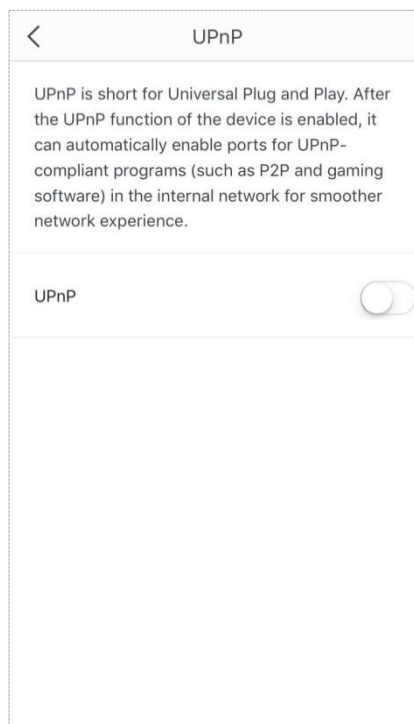
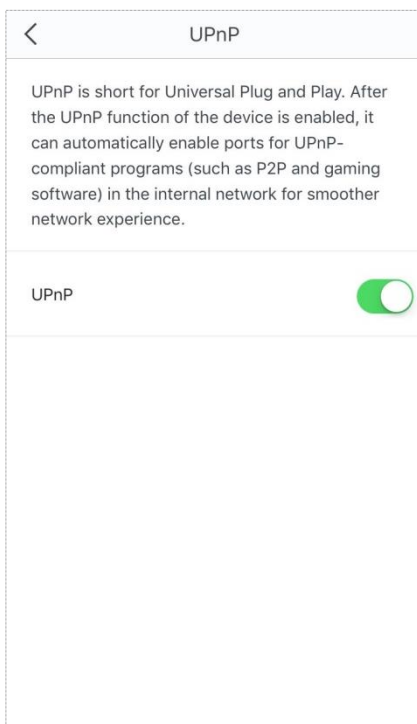


After the UPnP function is enabled, it can automatically enable ports for UPnP-supported programs, such as P2P and gaming software, in the internal network for a smoother network experience.

■ To enable/disable the UPnP function:

Step 1 Choose **Settings** > **UPnP** to enter the configuration page.

Step 2 Set the button to the enabled state  or the disabled  state as required.



DHCP Server



The DHCP Server function allows you to change the IP addresses assigned to all devices that are connected to the nova network.

■ **To change the LAN IP address of the nova node:**

Step 1 Choose **Settings** > **DHCP Server** to enter the configuration page.

Step 2 Select a LAN IP address for the nova node.

Step 3 Tap **Save**.

<

DHCP Server

Save

Configure the IP addresses assigned to network devices.

Current LAN IP Address: 192.168.5.1/255.255.255.0

10

3

172

4

192 . 168 . 5 . 1

6 2

7 3

DNS



If clients connected to the nova network cannot access the websites using the domain names, but the IP address works, it may be due to a DNS resolution problem. You can try changing the DNS settings to solve the problem.

■ To change the DNS settings:

Step 1 Choose **Settings > DNS** to enter the configuration page.

Step 2 Select **Automatic (default)** or **Manual**.

Step 3 If you select **Manual**, enter the correct DNS IP address in the **Primary DNS Server** box. If you have another DNS server IP address, enter it in the **Secondary DNS Server** box.

Step 4 Tap **Save**.

The screenshot shows the DNS configuration interface. At the top, there is a back arrow, the title 'DNS', and a 'Save' button. Below the title bar, there are two radio button options: 'Automatic (default)' and 'Manual'. The 'Automatic (default)' option is selected, indicated by an orange dot in the center of the radio button. Below these options, there are two input fields. The first is labeled 'Primary DNS Server' and contains the IP address '192.168.10.10'. The second is labeled 'Secondary DNS Server (optional)' and contains the IP address '0.0.0.0'. The 'Manual' option is unselected, with an empty radio button.

The screenshot shows the same DNS configuration interface, but with the 'Manual' option selected. The 'Automatic (default)' radio button is now unselected, and the 'Manual' radio button has an orange dot in the center. The input fields for 'Primary DNS Server' and 'Secondary DNS Server (optional)' remain the same, with '192.168.10.10' and '0.0.0.0' respectively.

Firmware Upgrade



Tenda is dedicated to improving its products to let users enjoy better performance. Please update the firmware when the App prompts a new firmware version is available.

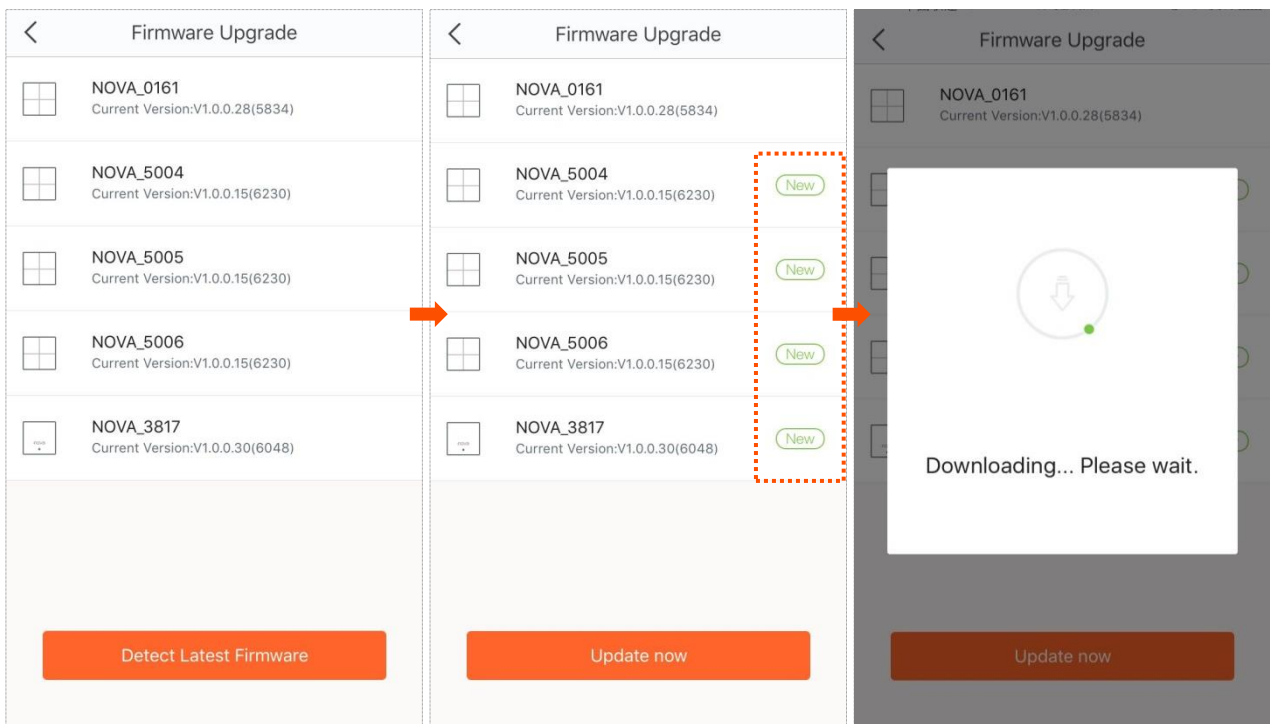
■ To update the firmware:

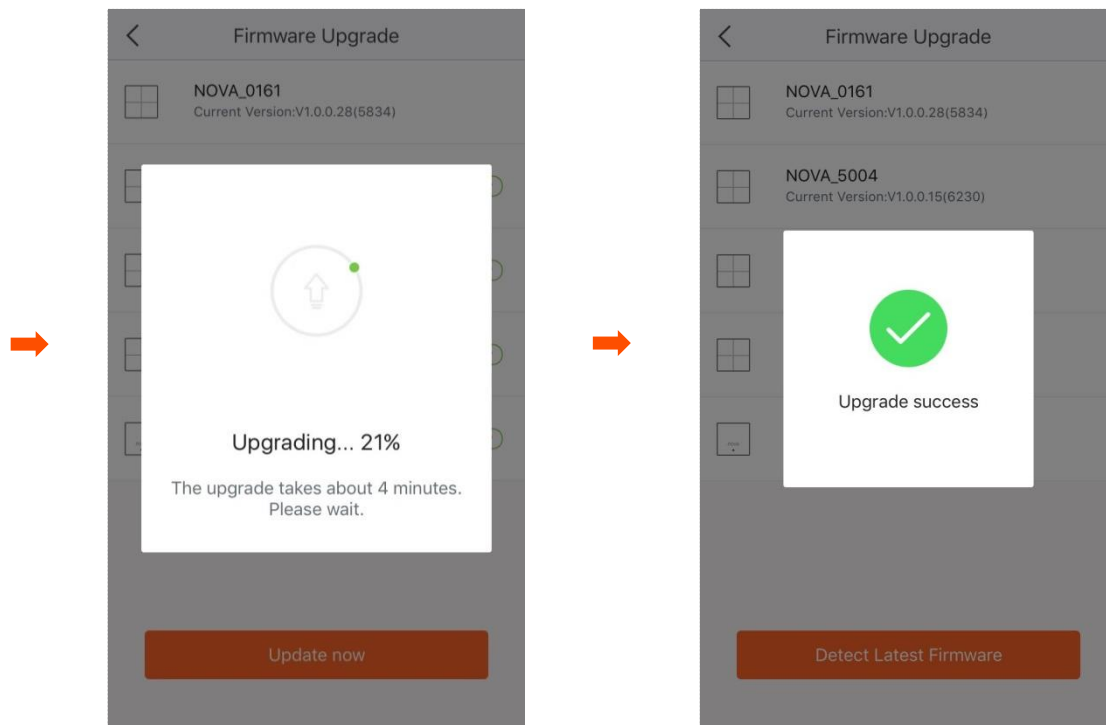
Step 1 Choose **Settings** > **Firmware Upgrade** to enter the configuration page.

Step 2 Tap **Detect Latest Firmware**.

Step 3 The **New** icon appears if a new firmware version is detected. Tap **Update now** to upgrade these nodes.

Step 4 Wait until all nodes complete the upgrade, and then continue to manage them.





Do not remove the power supply of the nova nodes when upgrading.

Maintenance Schedule



The Maintenance Schedule function makes the nova nodes reboot at specified time to keep the nova nodes in good condition.

■ To set up the Maintenance Schedule function:

Step 1 Choose **Settings > Maintenance Schedule** to enter the configuration page.

Step 2 Set the button to the enabled state .

Step 3 Select a **System Reboot Time**. You are recommended to set a time when your network is idle.

Step 4 Select the dates on which the rule takes effect.

Step 5 Enable or disable the **Delay Reboot** function as required.

Step 6 Tap **Save**.



If the **Delay Reboot** function is enabled, the devices won't reboot at the specified time when the devices are exchanging data and the traffic is greater than 3 KB/s. Within 2 hours after the specified reboot time, the devices keep detecting the traffic, and reboot once when the traffic is lower than 3 KB/s. Otherwise, the devices will reboot the next day at the specified reboot time.

Account Authorization



You can authorize your family members to manage your nova network. An authorized account has the same permission as the bound account except for authorizing other accounts.

■ To authorize another account:

Step 1 Choose **Settings** > **Account Authorization** to enter the configuration page.

Step 2 Tap **Add an account**.

Step 3 Enter a registered account. If you want to authorize a Google+, Facebook, or Twitter account, enter the ID generated at your initial login.

Step 4 Tap **OK**.

