**Tenda MW5s-Cannot manage MW5s when you open Tenda App. What should I do?**

User Scenario：

It is the first time you configure MW5s, “Connect to the WiFi network of a Tenda device” is showed when you open Tenda App even you connect with MW5s WiFi signal.



Reason 1:

MW5s is managed by other account.

Solution:

1.Login by correct account and use “Account Authorization” function.

Please refer to document [“Tenda MW5s-Another mobile phone wants to manage my MW5s. What should I do?”](Tenda%20MW5s-Another%20mobile%20phone%20wants%20to%20manage%20my%20MW5s.%20What%20should%20I%20do.docx)

2. If you forget your account, please press the reset button for 6 seconds until LED blinking. Reconfigure the nova and login by your account.

Reason 2:

Mobile phone is connected with wrong WiFi signal.

Solution:

Please connect with correct WiFi signal.