**I cannot access the web UI of the router by visiting tendawifi.com. What should I do?**

Try the following solutions:

1.If you log in with mobile clients:

Ensure that your wireless device is connected to the Wi-Fi network of the router.

Disable the cellular network of your wireless device.

Clear the cache of your web browser or try again with another web browser.

2.If you log in with computers:

Ensure that the computer has connected to the router properly.

Ensure that the IP address of your computer is 192.168.0.X (X ranges from 2 to 254). If not, unplug and replug one end of the Ethernet cable between the router and the computer, and try again.

Clear the cache of your web browser or change another web browser and try again.

If the problem persists, refer to Q3 to reset the router and try again.