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MERCUSYS Halo H1500X

MERCUSYS Halo H1500X AX1500 WiFi 6 Mesh System User Manual

Model: Halo H1500X (2-pack)

Introduction

This manual provides instructions for setting up, operating, maintaining, and troubleshooting your MERCUSYS Halo H1500X AX1500 WiFi 6 Mesh System. Please read this manual carefully to ensure proper use and optimal performance of your device.

Image: The MERCUSYS Halo H1500X AX1500 WiFi 6 Mesh System, showing two white cube-shaped units and their retail packaging.

Setup

Setting up your Halo H1500X Mesh System is designed to be straightforward using the MERCUSYS application.

1. Unboxing and Placement

- Unpack all components: Halo units, power adapters, and Ethernet cable.
- Place the primary Halo unit near your existing modem or router.
- Place the secondary Halo unit(s) in areas requiring extended Wi-Fi coverage, ensuring they are within range of another Halo unit for optimal mesh connectivity.

2. Hardware Connection

1. **Connect the Primary Halo Unit:**

- Connect one end of the provided Ethernet cable to a LAN port on your existing modem/router.
- Connect the other end of the Ethernet cable to any Gigabit port on the primary Halo unit.
- Connect the power adapter to the primary Halo unit and plug it into a power outlet.
- Wait for the LED indicator on the Halo unit to turn solid blue, indicating it is ready for setup.

2. **Connect Secondary Halo Unit(s):**
    - Connect the power adapter to each secondary Halo unit and plug them into power outlets.
    - Place them in desired locations. They will automatically connect to the mesh network once the primary unit is configured.

Image: Rear view of two Halo H1500X units, highlighting the power input and three Gigabit Ethernet ports on each device.

3. App-Guided Configuration

- Download the MERCUSYS app from your mobile device's app store.
- Open the app and follow the on-screen instructions to create a MERCUSYS ID or log in.
- Select your Halo model and follow the step-by-step guide to configure your mesh network, including setting up your Wi-Fi name (SSID) and password.

Operating Your Mesh System

The MERCUSYS Halo H1500X system provides seamless whole-home Wi-Fi coverage with advanced features.

Whole-Home Wi-Fi Coverage

The Halo H1500X (2-pack) is designed to cover up to 350 m² (approximately 3767 sq ft), eliminating Wi-Fi dead zones. Devices automatically switch to the strongest signal as you move around your home, ensuring a continuous connection with a single network name and password.

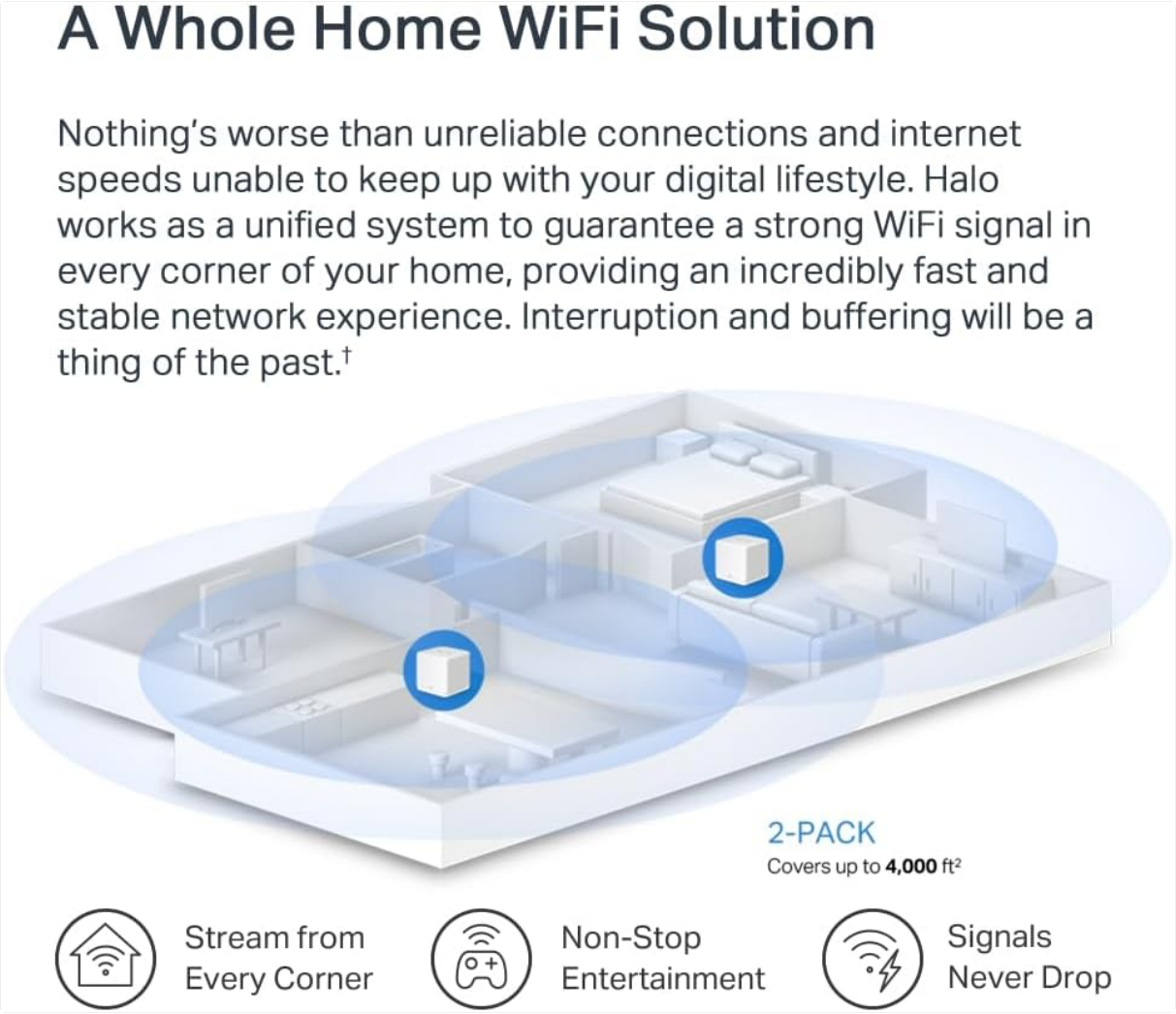


Image: A diagram showing two Halo units providing seamless Wi-Fi coverage throughout a house, indicating extended range and elimination of dead zones.

High-Speed Wi-Fi 6 Performance

Leveraging Wi-Fi 6 technology, the system delivers speeds up to 1500 Mbps (1201 Mbps on 5 GHz and 574 Mbps on 2.4 GHz). This enables responsive gaming, smooth 8K video streaming, and efficient data handling for over 150 connected devices simultaneously.

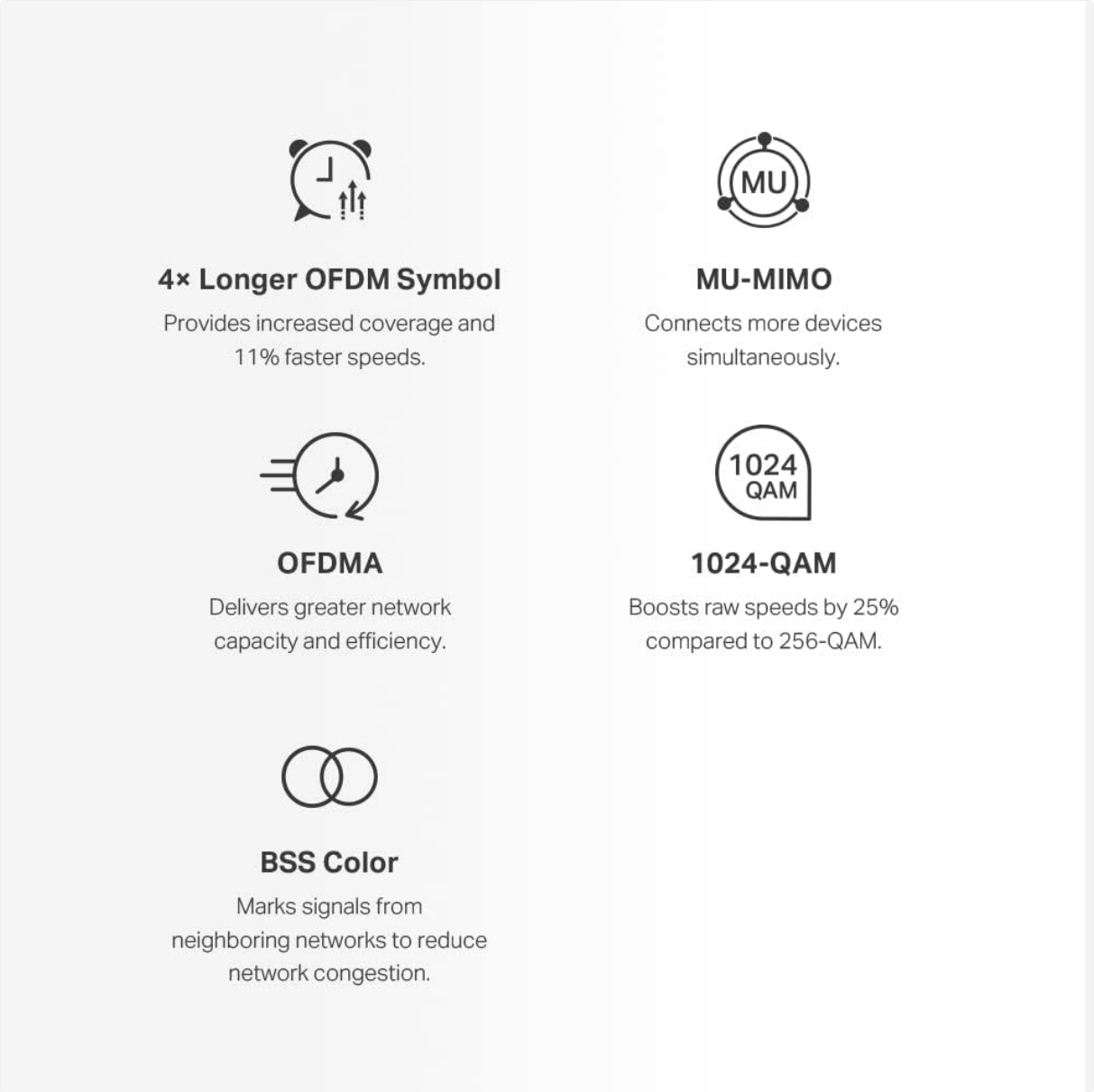


Image: Icons illustrating key Wi-Fi 6 features: 4x Longer OFDM Symbol for increased coverage and speed, MU-MIMO for simultaneous device connections, OFDMA for greater network capacity, 1024-QAM for boosted raw speeds, and BSS Color for reduced network congestion.

Gigabit Ethernet Ports

Each Halo unit is equipped with three Gigabit Ethernet ports, allowing for high-speed wired connections to devices such as smart TVs, gaming consoles, and desktop computers.

Network Security and Management

- **WPA3 Encryption:** Secures your network with the latest Wi-Fi security protocol.
- **Parental Controls:** Manage internet access for children's devices.
- **Quality of Service (QoS):** Prioritize network traffic for specific devices or applications to ensure optimal performance for critical tasks.
- **Antivirus:** Provides an additional layer of protection for your network.
- **MERCUSYS App:** Use the app for remote management and control of your network settings.

Maintenance

Regular maintenance helps ensure the longevity and optimal performance of your MERCUSYS Halo H1500X system.

Firmware Updates

- Check for and install firmware updates regularly via the MERCUSYS app. Updates often include performance improvements, security patches, and new features.

Cleaning

- Gently wipe the exterior of the Halo units with a soft, dry cloth.
- Avoid using liquid cleaners or abrasive materials.
- Ensure ventilation openings are clear of dust to prevent overheating.

Restarting the System

- Periodically restarting your Halo units (e.g., once a month) can help clear temporary issues and improve network stability. Unplug the power adapter, wait 10 seconds, and then plug it back in.

TROUBLESHOOTING

This section addresses common issues you might encounter with your MERCUSYS Halo H1500X system.

No Internet Connection

- **Check Cables:** Ensure the Ethernet cable from your modem/router is securely connected to the primary Halo unit's Gigabit port.
- **Modem/Router Status:** Verify that your modem or existing router is working correctly and has an active internet connection.
- **Restart Devices:** Power cycle your modem/router, then the primary Halo unit, and finally any secondary Halo units.
- **App Check:** Use the MERCUSYS app to check the status of your network and follow any suggested troubleshooting steps.

Secondary Halo Unit Not Connecting

- **Proximity:** Ensure the secondary unit is placed within a reasonable range of another active Halo unit.
- **Power:** Confirm the secondary unit is powered on and its LED indicator is behaving as expected (e.g., pulsing blue during connection, solid blue when connected).
- **Reset:** If a secondary unit fails to connect, try resetting it to factory defaults (refer to the app or quick start guide for specific instructions) and re-add it through the MERCUSYS app.

Poor Wi-Fi Signal or Slow Speeds

- **Placement:** Adjust the placement of your Halo units to minimize obstructions (thick walls, large appliances) and ensure optimal signal distribution.
- **Interference:** Keep Halo units away from devices that emit strong electromagnetic interference (e.g., microwaves, cordless phones).
- **Device Roaming:** If devices are not seamlessly switching between Halo units, ensure your device's Wi-Fi adapter supports fast roaming protocols. Sometimes, temporarily disconnecting and reconnecting Wi-Fi on your device can force it to connect to the closer Halo unit.
- **Wired Backhaul:** For critical areas or larger homes, consider using an Ethernet cable to connect Halo units (wired backhaul) for a more stable and faster connection between them.

Difficulty with Specific Devices (e.g., Sonos)

- **Network Compatibility:** Some older or specialized devices may have specific network requirements. Check the device's manual for recommended Wi-Fi settings.
- **2.4 GHz vs. 5 GHz:** If a device struggles to connect, try temporarily disabling one of the Wi-Fi bands on the Halo system (if the app allows) to force the device onto the other band, then re-enable both.
- **Firmware:** Ensure both your Halo system and the problematic device have the latest firmware.

Specifications

Feature	Detail
Brand	MERCUSYS
Model Name	Halo H1500X (2-pack)
Wi-Fi Standard	802.11ax (Wi-Fi 6)
Frequency Band Class	Dual-Band (2.4 GHz & 5 GHz)
Max Wi-Fi Speed	AX1500 Mbps (1201 Mbps on 5 GHz, 574 Mbps on 2.4 GHz)
Ethernet Ports	3 x Gigabit ports per unit
Coverage (2-pack)	Up to 350 m² (approx. 3767 sq ft)
Max Connected Devices	Up to 150+ devices
Special Features	QoS, Parental Controls, Antivirus, WPA3 Encryption
Operating System	Linux
Compatible Devices	Game Console, Personal Computer, Laptop, Smartphone, Tablet
Color	White
Manufacturer	TP-Link
Country of Origin	China

Warranty Information

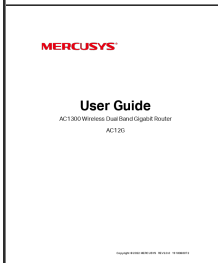
The MERCUSYS Halo H1500X AX1500 WiFi 6 Mesh System comes with a**2-year warranty**. Please retain your proof of purchase for warranty claims. For detailed warranty terms and conditions, refer to the official MERCUSYS website or contact customer support.

Support

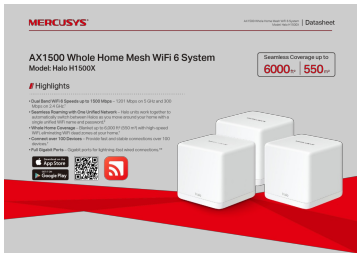
For further assistance, technical support, or to access the latest resources, please refer to the following:

- **MERCUSYS App:** The app provides guided setup, network management, and access to support resources.
- **Official MERCUSYS Website:** Visit the official MERCUSYS website for FAQs, updated manuals, firmware downloads, and contact information for customer support.

Related Documents - Halo H1500X

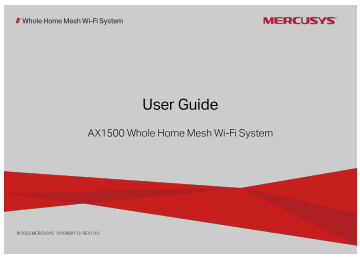
	MERCUSYS Ürün Rehberi: Güvenilir İnternet Erişimi İçin Kapsamlı Kılavuz MERCUSYS'in Mesh Wi-Fi sistemleri, Wi-Fi router'lar, menzil genişleticiler ve ağ adaptörleri dahil olmak üzere geniş ürün yelpazesini keşfedin. Ev ve küçük ofisler için yüksek hızlı, kesintisiz ve güvenli internet bağlantısı çözümleri sunar.
	MERCUSYS Halo Whole Home Mesh Wi-Fi System Quick Installation Guide Get your MERCUSYS Halo Whole Home Mesh Wi-Fi System (AX3000, H80X) up and running quickly with this easy-to-follow installation guide. Learn essential setup steps for reliable home internet.
	MERCUSYS Halo Whole Home Mesh Wi-Fi System: Quick Installation Guide Get fast and reliable whole-home Wi-Fi coverage with the MERCUSYS Halo Whole Home Mesh Wi-Fi System. This quick installation guide provides essential steps to set up your system and enjoy seamless internet connectivity. Visit MERCUSYS support for FAQs and user guides.
	MERCUSYS AC12G User Guide: AC1300 Wireless Dual Band Gigabit Router Comprehensive user guide for the MERCUSYS AC12G AC1300 Wireless Dual Band Gigabit Router. Learn about product overview, setup, network configuration, wireless settings, security, and more.
	MERCUSYS Whole Home Mesh Wi-Fi System Quick Installation Guide Quick installation guide for the MERCUSYS Whole Home Mesh Wi-Fi System, covering hardware connection and network setup for seamless home Wi-Fi coverage.
	Halo S3 300Mbps Whole Home Mesh Wi-Fi System User Guide User guide for the Mercusys Halo S3, a 300Mbps Whole Home Mesh Wi-Fi System. This guide covers product overview, setup, configuration, and advanced features for seamless home Wi-Fi coverage.

Documents - MERCUSYS – Halo H1500X



[pdf] User Manual Datasheet

6000ft² 550m² Halo H1500X 3 pack 1 0 datasheet20240621025119 static mercusys manual ||| Datasheet AX1500 Whole Home Mesh WiFi 6 System Model: Halo H1500X AX1500 Whole Home Mesh WiFi 6 System Model: Halo H1500X Highlights Dual Band WiFi 6 Speeds up to 1500 Mbps 1201 Mbps on 5 GHz and 300 Mbps on 2.4 GHz. Seamless Roaming with One Unified Network Halo units work together to automati... lang:en score:60 filesize: 657.46 K page_count: 5 document date: 2023-12-08



[pdf] User Manual Guide

User Guide 6 days ago — This guide provides a brief introduction to Halo Whole Home Mesh Wi Fi System as well regulatory information Note Features available in may vary 1910080113 H1500X EU UG REV1 0 V1202312200232 31 static mercusys manual |||

Whole Home Mesh Wi-Fi System User Guide AX1500 Whole Home Mesh Wi-Fi System 2023 MERCUSYS 191008011 ... Each Halo has an LED that changes color according to its status, a power slot, and a Reset button. Halo H1500XR has 3 WAN/LAN auto-sensing ports and Halo H1500XS has 2 Gigabit LAN ports. See the expl...

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MERCUSYS

MERCUSYS TECHNOLOGIES CO., LTD.
3rd Floor, Building R1-B, No. 23, Gaoxin 4th Road, South Hi-Tech Park, Nanshan, Shenzhen, P.R. China

STATEMENT OF COMPLIANCE

Manufacturer: MERCUSYS TECHNOLOGIES CO., LTD.

Address: 3rd Floor, Building R1-B, No. 23, Gaoxin 4th Road, South Hi-Tech Park, Nanshan, Shenzhen, P.R. China

Product Type: Wi-Fi 6 Mesh System

Product Model: Halo H1500X(3-pack)

Product Version: V1

We, MERCUSYS TECHNOLOGIES CO., LTD. hereby declare that the device complies with the applicable security requirements in Schedule 1 of the Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023 (the "Regulations").

We will provide security updates for this product during the support period. The defined support period will end in 3 years after the product's last end-of-life date. Up-to-date information concerning the defined support periods for the entire TP-Link product range and the products that have entered End of Life, please visit https://www.mercusys.com/uk/psti.

Person responsible for making this declaration:

Signature:

Name: Tan Yinghao

Function: Product Director

Place of issue: China

Date of issue: 2024/7/3

MERCUSYS TECHNOLOGIES CO., LTD.
3rd Floor, Building R1-B, No. 23, Gaoxin 4th Road, South Hi-Tech Park, Nanshan, Shenzhen, P.R. China

[pdf] User Manual Decleration of Conformity

Statements of PSTI Compliance Mercusys Halo H1500X 3 pack docx Sarah Product Model Version V1 We MERCUSYS TECHNOLOGIES CO LTD hereby declare that the device complies with applicable Statements 20240703062120static mercusys manual 20240703062120 |||

MERCUSYS TECHNOLOGIES CO., LTD. 3rd Floor, Building R1-B, No. 23, Gaoxin 4th Road, South Hi-Tech Par ... South Hi-Tech Park, Nanshan, Shenzhen, P.R. China Product Type: Wi-Fi 6 Mesh System Product Model: Halo H1500X 3-pack Product Version: V1 We, MERCUSYS TECHNOLOGIES CO., LTD. hereby declare that the...

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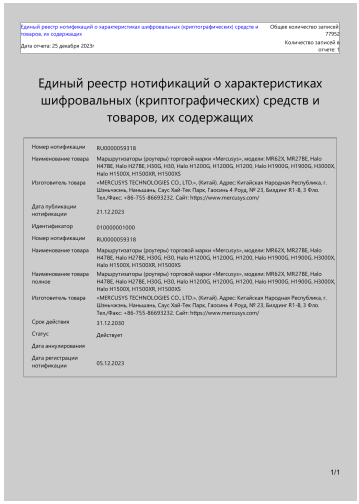
Единый реестр нотификаций о характеристиках шифровальных (криптографических) средств и товаров, их содержащих

Дата отчета: 25 декабря 2023г.

Общее количество записей 77952

Количество записей в отчете 1

Единый реестр нотификаций о характеристиках шифровальных (криптографических) средств и товаров, их содержащих

Номер нотификации	RU0000059318
Наименование товара	Маршрутизаторы (роутеры) торговой марки «Mercusys», модели: MR62X, MR27BE, Halo H47BE, Halo H27BE, H30G, H30, Halo H1200G, H1200G, H1200, Halo H1900G, H1900G, H3000X, Halo H1500X, H1500XR, H1500XS
Изготовитель товара	«MERCUSYS TECHNOLOGIES CO., LTD.», (Китай), Адрес: Китайская Народная Республика, г. Шэньчжэнь, Наншаньч, Саус Хай-Тек Парк, Гаосинь 4 Роуд, NF 23, Билдинг R1-B, 3 Флоо, Тел./Факс: +86-755-86693232. Сайт: https://www.mercusys.com/
Дата публикации нотификации	21.12.2023
Идентификатор	0100000013000
Номер нотификации	RU0000059318
Наименование товара	Маршрутизаторы (роутеры) торговой марки «Mercusys», модели: MR62X, MR27BE, Halo H47BE, Halo H27BE, H30G, H30, Halo H1200G, H1200G, H1200, Halo H1900G, H1900G, H3000X, Halo H1500X, H1500XR, H1500XS
Наименование товара полное	Маршрутизаторы (роутеры) торговой марки «Mercusys», модели: MR62X, MR27BE, Halo H47BE, Halo H27BE, H30G, H30, Halo H1200G, H1200G, H1200, Halo H1900G, H1900G, H3000X, Halo H1500X, H1500XR, H1500XS
Изготовитель товара	«MERCUSYS TECHNOLOGIES CO., LTD.», (Китай), Адрес: Китайская Народная Республика, г. Шэньчжэнь, Наншаньч, Саус Хай-Тек Парк, Гаосинь 4 Роуд, NF 23, Билдинг R1-B, 3 Флоо, Тел./Факс: +86-755-86693232. Сайт: https://www.mercusys.com/
Срок действия	31.12.2030
Статус	Действует
Дата аннулирования	
Дата регистрации нотификации	05.12.2023

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[pdf] User Manual

Единый реестр нотификаций о характеристиках шифровальных криптогра FSB 59318 Mercusys routers20231228095321 static mercusys manual |||

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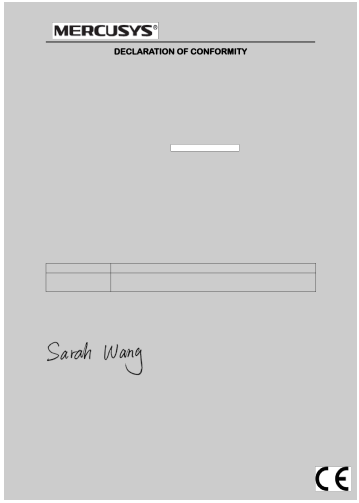
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DECLARATION OF CONFORMITY

Sarah Wang

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[pdf] Decleration of Conformity Accessories

Изтегляне Безжична Wi Fi 6 Mesh система Mercusys Halo H1500X 3 pack AX1500 Основен вносител на TP Link Mikrotik и Baseus H60XR CE DOC20231129053155 virtualnazona index dispatch attachments getfile attachment id 5186 |||

MERCUSYS TECHNOLOGIES CO., LTD. DECLARATION OF CONFORMITY For the following equipment: Product Name: AX1500 Whole Home Mesh Wi-Fi System Model Number: Halo H60XR,Halo H1500XR, Halo H60X,Halo H1500X Trademark: MERCUSYS Hardware Version: V1.0 Software Version: V1.0 We declare under our own responsibil...

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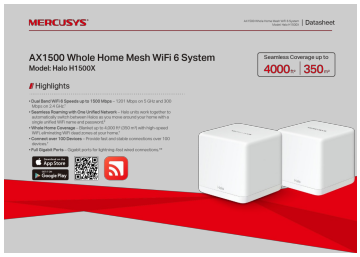

[pdf] User Manual Datasheet

4000ft² 350m² Mercusys Dual Band WiFi 6 Speeds up to 1500 Mbps 1201 on 5 GHz and 300 2 4 † Seamless Roaming with One Unified Network Halo units work H1500X pack 1 0 datasheet20240621025056 static mercusys manual |||

Datasheet AX1500 Whole Home Mesh WiFi 6 System Model: Halo H1500X AX1500 Whole Home Mesh WiFi 6 System Model: Halo H1500X Highlights Dual Band WiFi 6 Speeds up to 1500 Mbps 1201 Mbps on 5 GHz and 300 Mbps on 2.4 GHz. Seamless Roaming with One Unified Network Halo units work together to automati...

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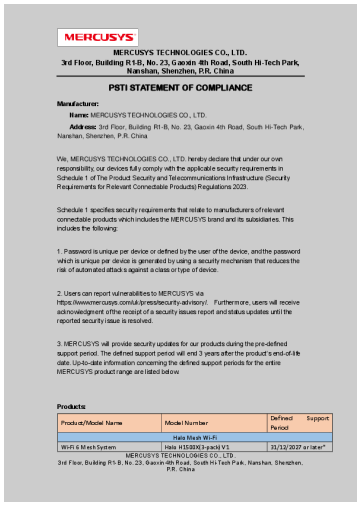

MERCUSYS PSTI Statement of Compliance

This MERCUSYS PSTI Statement of Compliance declares that MERCUSYS devices meet the security requirements of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. It details unique password generation, vulnerability reporting procedures, and outlines defined support periods for a wide range of MERCUSYS networking products including Wi-Fi Mesh Systems, Routers, Modems, Range Extenders, Switches, and Adapters.

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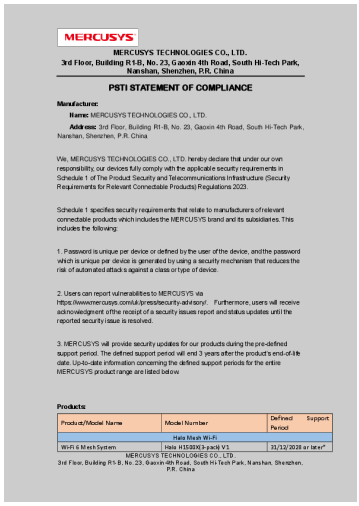

MERCUSYS PSTI Statement of Compliance for Connectable Products

This document is a PSTI Statement of Compliance from MERCUSYS TECHNOLOGIES CO., LTD., declaring that their connectable products meet the security requirements of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. It outlines security features, vulnerability reporting procedures, and defined support periods for a wide range of Mercusys networking products, including Wi-Fi mesh systems, routers, gateways, range extenders, switches, and adapters.

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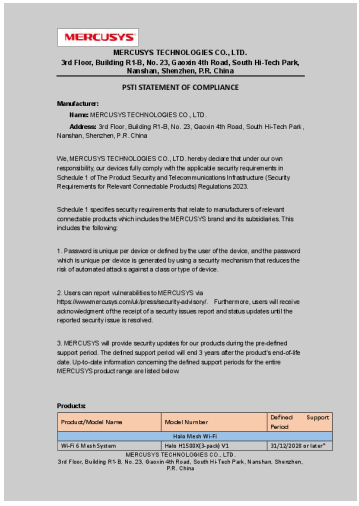

MERCUSYS PSTI Statement of Compliance

MERCUSYS TECHNOLOGIES CO., LTD. declares compliance with applicable security requirements for its connectable products, outlining security measures, vulnerability reporting, and support periods for various Wi-Fi systems, routers, modems, gateways, range extenders, switches, and adapters.

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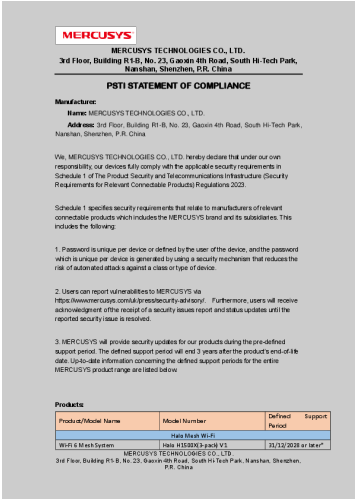

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3rd Floor, Building R1-B, No. 23, Gaoxin 4th Road, South Hi-Tech Park, Nanshan, Shenzhen, P.R. China

PSTI STATEMENT OF COMPLIANCE

Manufacturer:

Name: MERCUSYS TECHNOLOGIES CO., LTD.

Address: 3rd Floor, Building R1-B, No. 23, Gaoxin 4th Road, South Hi-Tech Park, Nanshan, Shenzhen, P.R. China

We, MERCUSYS TECHNOLOGIES CO., LTD. hereby declare that under our own responsibility, our devices fully comply with the applicable security requirements in Schedule 1 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

Schedule 1 specifies security requirements that relate to manufacturers of relevant connectable products which includes the MERCUSYS brand and its subsidiaries. This includes the following:

1. Password is unique per device or defined by the user of the device, and the password which is unique per device is generated by using a security mechanism that reduces the risk of automated attack s against a class or type of device.

2. Users can report vulnerabilities to MERCUSYS via https://www.mercusys.com/uk/press/security-advisory/. Furthermore, users will receive acknowledgment of the receipt of a security issues report and status updates until the reported security issue is resolved.

3. MERCUSYS will provide security updates for our products during the pre-defined support period. The defined support period will end 3 years after the product's end-of-life date. Up-to-date information concerning the defined support periods for the entire MERCUSYS product range are listed below.

Products:

Product/Model Name	Model Number	Defined Support Period
Halo Mesh Wi-Fi		
Wi-Fi 6 Mesh System	Halo H1500X(3-pack) V1	31/12/2028 or later*

[Mercusys PSTI Statement of Compliance for Connectable Products]

Mercusys Technologies Co., Ltd. declares compliance with the Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023, detailing security features, vulnerability reporting, and product support periods.

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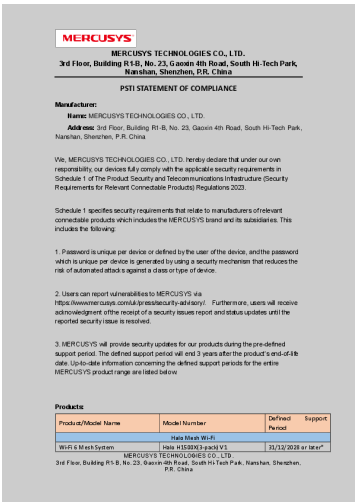

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We, MERCUSYS TECHNOLOGIES CO., LTD. hereby declare that under our own responsibility, our devices fully comply with the applicable security requirements in Schedule 1 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

Schedule 1 specifies security requirements that relate to manufacturers of relevant connectable products which includes the MERCUSYS brand and its subsidiaries. This includes the following:

1. Password is unique per device or defined by the user of the device, and the password which is unique per device is generated by using a security mechanism that reduces the risk of automated attack s against a class or type of device.

2. Users can report vulnerabilities to MERCUSYS via https://www.mercusys.com/uk/press/security-advisory/. Furthermore, users will receive acknowledgment of the receipt of a security issues report and status updates until the reported security issue is resolved.

3. MERCUSYS will provide security updates for our products during the pre-defined support period. The defined support period will end 3 years after the product's end-of-life date. Up-to-date information concerning the defined support periods for the entire MERCUSYS product range are listed below.

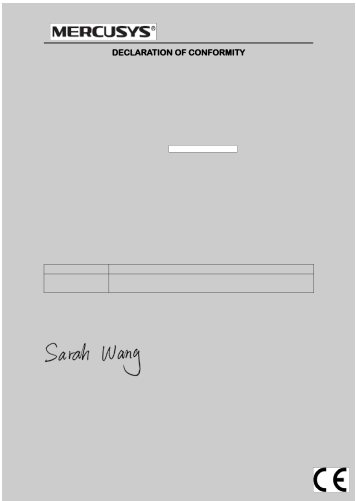
Products:

Product/Model Name	Model Number	Defined Support Period
Halo Mesh Wi-Fi		
Wi-Fi 6 Mesh System	Halo H1500X(3-pack) V1	31/12/2028 or later*

[MERCUSYS PSTI Statement of Compliance and Product Support Periods]

MERCUSYS TECHNOLOGIES CO., LTD. declares compliance with product security regulations, detailing password requirements, vulnerability reporting, and support periods for its range of networking devices including Wi-Fi systems, routers, and gateways.

lang:en score:35 filesize: 732.9 K page_count: 4 document date: 2025-08-29



MERCUSYS

DECLARATION OF CONFORMITY

Sarah Wang

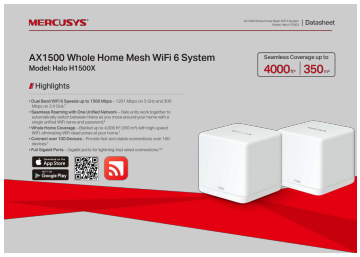
CE

[pdf] Decleration of Conformity Accessories

Изтегляне Безжична Wi Fi 6 Mesh система Mercusys Halo H60X 3 pack AX1500 Основен вносител на TP Link Mikrotik и Baseus H60XS CE DOC20231129053132 virtualnazona index dispatch attachments getfile attachment id 6122 |||

MERCUSYS TECHNOLOGIES CO., LTD. DECLARATION OF CONFORMITY For the following equipment: Product Name: AX1500 Whole Home Mesh Wi-Fi System Model Number: Halo H60X, Halo H60XS, Halo H1500XS Trademark: MERCUSYS Hardware Version: V1.0 Software Version: V1.0 We declare under our own responsibility that th...

lang:en score:34 filesize: 1020.09 K page_count: 25 document date: 2023-11-29



[pdf] Datasheet

4000ft² 350m² 16 hours ago — WiFi eliminating dead zones at your home † Connect over 100 Devices Provide fast and stable connections devices Full Gigabit Ports 6175308a 3f71 5a53 8338 156f01ec7c25 d otto de files |||

Datasheet AX1500 Whole Home Mesh WiFi 6 System Model: Halo H1500X AX1500 Whole Home Mesh WiFi 6 System Model: Halo H1500X Highlights Dual Band WiFi 6 Speeds up to 1500 Mbps 1201 Mbps on 5 GHz and 300 Mbps on 2.4 GHz. Seamless Roaming with One Unied Network Halo units work together to automatica...

lang:en score:29 filesize: 346.88 K page_count: 5 document date: 2025-02-12