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H3C H3C Magic NX15-UK

H3C Magic NX15 AX1500 Dual Band Gigabit Wi-Fi 6 Router User Manual

Model: H3C Magic NX15-UK

1. INTRODUCTION

The H3C Magic NX15 is a high-performance Gigabit Wi-Fi 6 router designed to provide a fast and reliable internet experience. Featuring a vertical design, full gigabit network ports, and Wi-Fi 6 (802.11ax) technology on the 5GHz band, it ensures high-speed connectivity. Equipped with four high-gain external antennas and EasyMesh compatibility, it offers wide and flexible network signal coverage. Enhanced security is provided through WPA3 encryption. This manual provides essential information for setting up, operating, and maintaining your H3C Magic NX15 router.

2. PACKAGE CONTENTS

Please check the package contents carefully. If any items are missing or damaged, please contact your retailer.

- H3C Magic NX15 AX1500 Dual Band Gigabit Wi-Fi 6 Router
- Power Adapter
- Ethernet Cable
- Quick Installation Guide (this manual)

3. PRODUCT OVERVIEW

Familiarize yourself with the components and interfaces of your H3C Magic NX15 router.



Figure 3.1: Front view of the H3C Magic NX15 router, showcasing its vertical design and four external antennas.



Figure 3.2: Rear view of the H3C Magic NX15 router, displaying the LAN ports, WAN port, power input, and Reset/WPS button.



Figure 3.3: Top view of the H3C Magic NX15 router, highlighting the ventilation design for heat dissipation.



Figure 3.4: Side view of the H3C Magic NX15 router, showing the sleek profile and additional ventilation slots.

Port and Button Descriptions:

- **WAN Port:** Connects to your modem or internet service provider's (ISP) network.
- **LAN Ports (LAN1, LAN2, LAN3):** Connect to wired devices such as computers, gaming consoles, or smart TVs.
- **Power Port:** Connects to the included power adapter.
- **Reset/WPS Button:**
 - Press briefly to activate WPS (Wi-Fi Protected Setup) for easy connection of compatible devices.
 - Press and hold for approximately 5-10 seconds to restore the router to factory default settings.
- **Antennas:** Four high-gain external antennas for optimal Wi-Fi signal coverage.

4. SETUP GUIDE

Follow these steps to set up your H3C Magic NX15 router for the first time.

1. **Unpack the Router:** Carefully remove the router and all accessories from the packaging.
2. **Position the Router:** Place the router in a central location in your home or office, away from obstructions and sources of interference (e.g., microwaves, cordless phones). Ensure good ventilation.
3. **Connect to Power:** Connect the included power adapter to the router's power port and then plug the adapter into a power outlet. Wait for the router to power on and its indicator lights to stabilize.
4. **Connect to Modem:** Connect one end of the provided Ethernet cable to the WAN port on your H3C Magic NX15 router and the other end to your modem's LAN port.
5. **Connect Devices (Optional):** For wired connections, connect an Ethernet cable from one of the router's LAN ports to your computer or other network device.
6. **Connect to Wi-Fi:**
 - On your computer or mobile device, search for available Wi-Fi networks.
 - Select the Wi-Fi network name (SSID) printed on the label at the bottom of your router.
 - Enter the Wi-Fi password (also printed on the router's label) when prompted.
7. **Access Router Management Page:**
 - Open a web browser (e.g., Chrome, Firefox, Edge).
 - Type the default IP address (usually 192.168.1.1 or h3cmagic.com) into the address bar and press Enter. Refer to the router's label for the exact address.
 - Follow the on-screen instructions to complete the initial setup, including setting a new administrator password and configuring your internet connection type (e.g., PPPoE, DHCP, Static IP).

5. OPERATING INSTRUCTIONS

This section details the key features and how to operate your H3C Magic NX15 router.

5.1 Dual-Band Wi-Fi Operation

The H3C Magic NX15 supports dual-band Wi-Fi (2.4GHz and 5GHz) for optimal performance. It features intelligent band steering, which automatically directs your devices to the best available band (2.4GHz for wider coverage, 5GHz for higher speeds) without manual selection.

- **2.4GHz Band:** Provides wider coverage and better penetration through walls, suitable for general browsing and devices further from the router.
- **5GHz Band:** Offers higher speeds and lower latency, ideal for streaming 4K video, online gaming, and high-bandwidth applications, typically for devices closer to the router.

5.2 Intelligent Management via Mobile App

Manage your router conveniently using the dedicated H3C mobile application. The app allows for easy network settings configuration, network speed optimization, and various other operations.

1. **Download the App:** Search for the "H3C Magic" app in your device's app store (Google Play Store for Android or Apple App Store for iOS).
2. **Install and Launch:** Install the app and open it.
3. **Log In:** Use your router's administrator credentials to log in to the app.
4. **Manage Settings:** From the app, you can:
 - Change Wi-Fi names and passwords.
 - Monitor connected devices.
 - Set up parental controls.
 - Configure guest Wi-Fi networks.
 - Optimize network performance.

5.3 EasyMesh for Whole-Home Wi-Fi

The H3C Magic NX15 supports EasyMesh technology, allowing you to expand your Wi-Fi coverage by adding additional compatible H3C mesh units. This creates a seamless whole-home Wi-Fi network, eliminating dead zones in large or complex house types.

- Refer to the EasyMesh setup guide provided with your additional mesh units for detailed instructions on expanding your network.
- Ensure all mesh units are compatible with the EasyMesh standard.

5.4 Network Security Features

The router includes multiple functions to enhance your private network's security:

- **WPA3 Encryption:** Provides the latest and strongest Wi-Fi security protocol.
- **Access Allowlist/Denylist:** Control which devices can connect to your network based on their MAC addresses.
- **Guest Wi-Fi:** Create a separate Wi-Fi network for guests, keeping your main network secure and private.
- **Parental Control:** Manage internet access times and block inappropriate content for specific devices.

These security features can be configured via the router's web management interface or the H3C mobile app.

6. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your H3C Magic NX15 router.

- **Placement:** Keep the router in a well-ventilated area, away from direct sunlight, heat sources, and moisture. The stereoscopic heat dissipation design with a large metal heat sink helps maintain stable operation.
- **Cleaning:** Regularly dust the router's exterior and ventilation slots with a soft, dry cloth. Do not use liquid cleaners or aerosols.
- **Firmware Updates:** Periodically check for and install firmware updates through the router's web management interface or the mobile app. Firmware updates often include performance improvements, new features, and security patches.
- **Rebooting:** If you experience network issues, try rebooting the router by unplugging the power adapter for 10 seconds and then plugging it back in.

- **Security:** Regularly change your Wi-Fi password and router administrator password to strong, unique combinations.

7. TROUBLESHOOTING

This section addresses common issues you might encounter and provides solutions.

Problem	Possible Cause	Solution
No Internet Access	<ul style="list-style-type: none"> • Modem/ISP issue • Incorrect router settings • Loose cable connections 	<ul style="list-style-type: none"> • Check modem status lights. Contact ISP if necessary. • Verify WAN settings in router's web interface. • Ensure Ethernet cables are securely connected to WAN and LAN ports. • Reboot both modem and router.
Wi-Fi Signal Weak or Unstable	<ul style="list-style-type: none"> • Router placement • Interference from other devices • Too many devices on one band 	<ul style="list-style-type: none"> • Relocate router to a central, elevated position. • Avoid placing router near microwaves, cordless phones, or large metal objects. • Utilize the 5GHz band for high-bandwidth devices. • Consider adding an EasyMesh unit for extended coverage.

Problem	Possible Cause	Solution
Cannot Access Router Management Page	<ul style="list-style-type: none"> Incorrect IP address Device not connected to router's network Firewall blocking access 	<ul style="list-style-type: none"> Verify the router's IP address (e.g., 192.168.1.1) or domain (h3cmagic.com). Ensure your device is connected to the router's Wi-Fi or via an Ethernet cable. Temporarily disable your device's firewall or antivirus software. Try a different web browser.
Forgot Router Administrator Password	Password lost	Press and hold the Reset/WPS button on the router for 5-10 seconds to restore factory default settings. You will then need to reconfigure the router.

8. SPECIFICATIONS

Detailed technical specifications for the H3C Magic NX15 router.

Feature	Detail
Model Name	H3C Magic NX15
Item Model Number	H3C Magic NX15-UK
Brand	H3C
Wireless Standard	802.11ax (Wi-Fi 6)
Frequency Band Class	Dual-Band (2.4GHz & 5GHz)
Antennas	4 High-Gain External Antennas

Feature	Detail
Ports	Gigabit WAN, Gigabit LAN (x3)
Special Features	Access Point Mode, EasyMesh, WPA3 Security, Parental Control, Guest Wi-Fi, App Management
Dimensions (Package)	21 x 19.4 x 6.3 cm
Weight (Package)	500 g
Manufacturer	H3C
Country of Origin	China
First Available Date	24 August 2024

9. WARRANTY AND SUPPORT

The H3C Magic NX15 router comes with a standard manufacturer's warranty. For specific warranty terms and conditions, please refer to the warranty card included in your product packaging or visit the official H3C website.

Technical Support:

If you encounter any issues or have questions regarding your H3C Magic NX15 router, please contact H3C technical support.

- Online Support:** Visit the official H3C support website for FAQs, troubleshooting guides, and driver/firmware downloads.
- Contact Information:** Refer to the H3C website or your product documentation for regional contact numbers and email support.

Please have your product model number (H3C Magic NX15-UK) and serial number ready when contacting support.

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