



MERCUSYS AX3000 Whole Home Mesh WiFi System User Guide

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MERCUSYS®

MERCUSYS AX3000 Whole Home Mesh WiFi System



This guide provides a brief introduction to Halo Whole Home Mesh Wi-Fi System and the Halo app, as well as regulatory information.

Note: Features available in Halo may vary by model and software version. Halo availability may also vary by region or ISP. All images, steps, and descriptions in this guide are only examples and may not reflect your actual Halo experience.

Conventions

In this guide, the following conventions are used:

Convention	Description
Halo	Stands for Halo Whole Home Mesh Wi-Fi System/Unit.
Underline Red Note	Indicates important information that helps you make better use of your device.
Tips:	Key information appears in teal, including management page text such as menus, items, buttons and so on.
More Info	Hyperlinks are in teal and underlined. You can click to redirect to a website or a specific section.

Appearance

Each Halo has an LED that changes color according to its status, at least 2 WAN/LAN auto-sensing ports, a power slot, and a Reset button. See the explanation below

Halo H80X(Ver:1.0) is used for demonstration in this guide.

LED Status

- Solid Yellow:
Halo is starting up.
- Pulsing Yellow:
Halo is being reset.
- Solid Blue:
Halo is setting up.
- Pulsing Blue:
Halo is ready for setup.
- Solid White:
Halo is registered and all is well.
- Pulsing White:
Halo is updating its firmware, please wait.
- Solid Red:
Halo has an issue.
- Pulsing Red:
Halo is disconnected from main Halo.



Ethernet Ports:

For connecting Halo to your modem, the Ethernet outlet or other internet devices.

Power Slot:

For connecting Halo to the power socket via the provided power adapter.

Reset Button:

Press 1 second to reset Halo to factory default settings.

LED Status

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Ethernet Ports: For connecting Halo to your modem, the Ethernet outlet or other internet devices.

Power Slot: For connecting Halo to the power socket via the provided power adapter.

Reset Button: Press 1 second to reset Halo to factory default settings.

Set Up Your Halo

Follow the steps below to set up your Halo Whole Home Mesh Wi-Fi System.

1. Download and install the MERCUSYS app
 - Scan the QR code below or go to Google Play or the Apple App Store to download the MERCUSYS app.
 - Install the app on your phone or tablet.
2. Log in or sign up with Mercusys ID
 - Open the app.
 - Use your Mercusys ID to log in.
 - **Note:** If you don't have a Mercusys ID, tap Sign Up. The app will guide you through the rest.
3. Connect and configure Halo Device

- Tap LET'S BEGIN and follow the step-by-step instructions to connect and configure your Halo.

4. Done!

5. Tap the + button on the top right corner to add more Halo(s)

Dashboard

After you successfully set up your Halo network, you will see the dashboard of the app. Here you can check the working status of all the Halos, manage the connected devices, add more Halos, and more.

- Tap to view connected devices
- Tap to check all Halo status
- Select a Halo to view the details
- View connected devices details
- Tap to set up more features
- Swipe right to open the menu
- Tap to add more devices

Wi-Fi Settings

You can change the network name and password of your main network, create a separate network for guests, and share your device to share the network details easily with family and friends.

Tap > Wi-Fi

About This Guide

This guide provides a brief introduction to Halo Whole Home Mesh Wi-Fi System and the Halo app, as well as regulatory information.

Note: Features available in Halo may vary by model and software version. Halo availability may also vary by region or ISP. All images, steps, and descriptions in this guide are only examples and may not reflect your actual Halo experience.

Conventions

In this guide, the following conventions are used:

More Info

- Specific product information can be found on the product page at <https://www.mercusys.com>.
- Our Technical Support contact information can be found at the <https://www.mercusys.com/support>.
- Seamless roaming requires clients to support 802.11k/v/r and may require additional set up. Performance may vary depending on the client device.
- Maximum wireless signal rates are the physical rates derived from IEEE Standard 802.11 specifications. Actual wireless data throughput and wireless coverage, and quantity of connected devices are not guaranteed and will vary as a result of network conditions, client limitations, and environmental factors, including building materials, obstacles, volume and density of traffic, and client location.
- Use of MU-MIMO requires clients to also support MU-MIMO.
- Please note that the Halo H series and S series cannot work together.

Appearance

Each Halo has an LED that changes color according to its status, at least 2 WAN/LAN auto-sensing ports, a power slot, and a Reset button.

See the explanation below:

Halo H80X(Ver:1.0) is used for demonstration in this guide.

Set Up Your Halo

Follow the steps below to set up your Halo Whole Home Mesh Wi-Fi System

Download and install the MERCUSYS app



or



- Scan the QR code below or go to Google
- Play or the Apple App Store to download the\ MERCUSYS app.
- Install the app on your phone or tablet

Log in or sign up with Mercusys ID

Open the app. Use your Mercusys ID to log in.

Note: If you don't have a Mercusys ID, tap Sign Up. The app will guide you through the rest.

Connect and configure Halo Device

Tap "LET'S BEGIN" and follow the step-bystep instructions to connect and configure your Halo.



Done!

No SIM 5:01 PM 81%

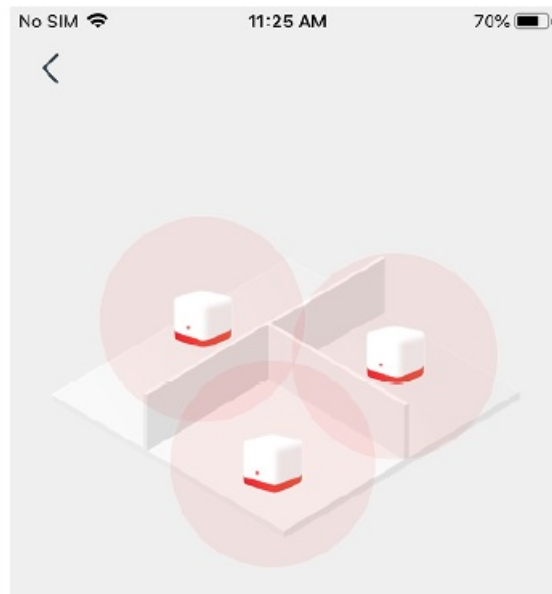
Your Halo network is now up

This Halo is ready to use. Please connect all devices to the Halo network for better connections.



NEXT

Tap the + button on the top right corner to add more Halo(s)



Find a suitable spot

Select the layout that looks like your home. We'll tell you where to place Halos.

▼ 1 floor ▲

Next

[See Placement Guide](#)

Dashboard

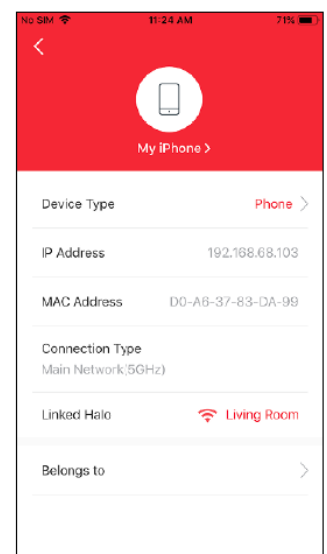
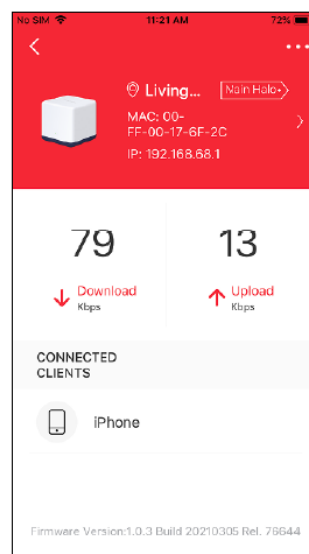
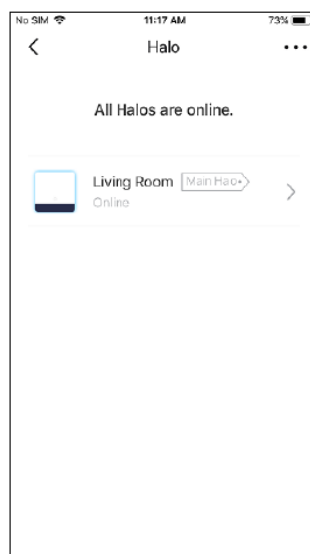
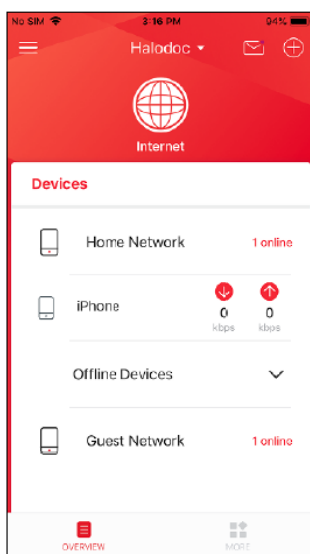
After you successfully set up your Halo network, you will see the dashboard of the app. Here you can check the working status of all the Halos, manage the connected devices, add more Halos, and more.

Tap  to view connected devices

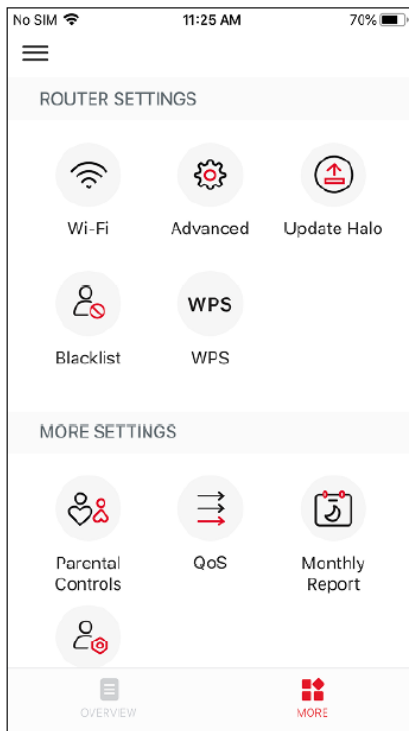
Tap  to check all Halo status

Select a Halo to view the details

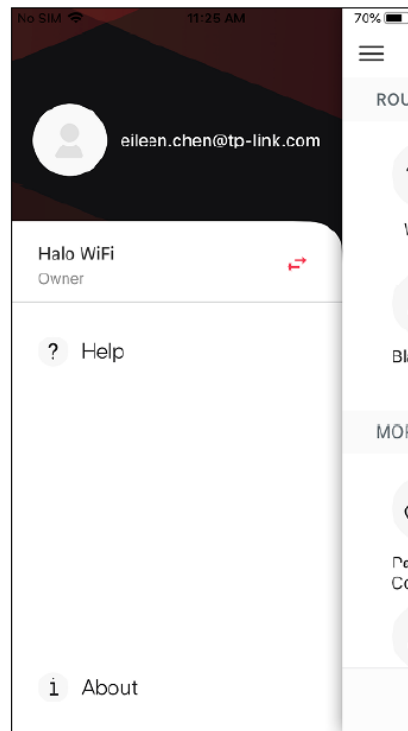
View connected devices details



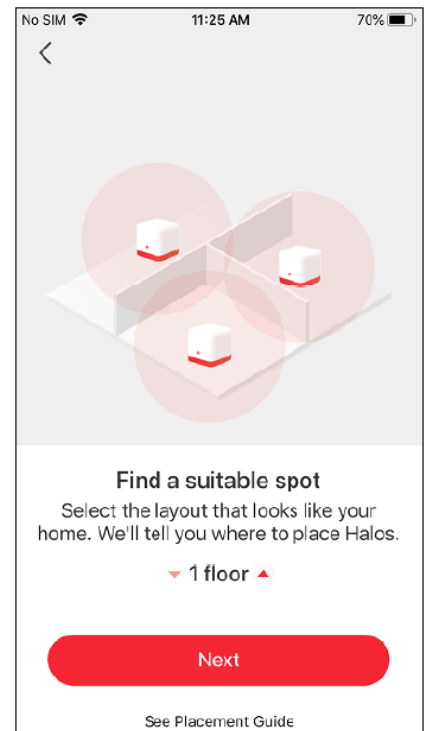
Tap  to set up more features



Swipe right to open the menu



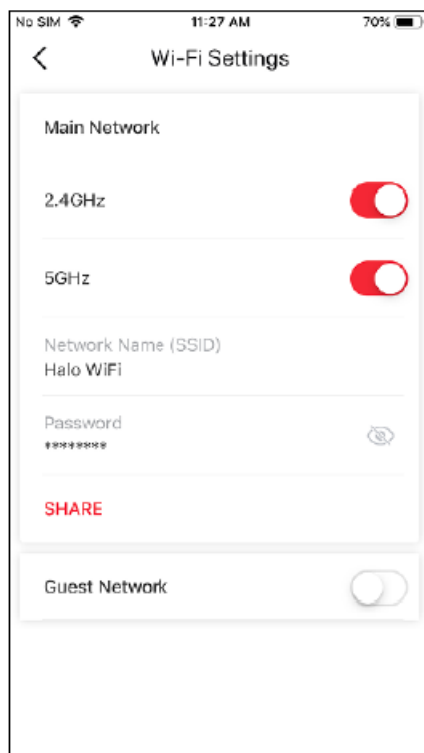
Tap  to add more devices



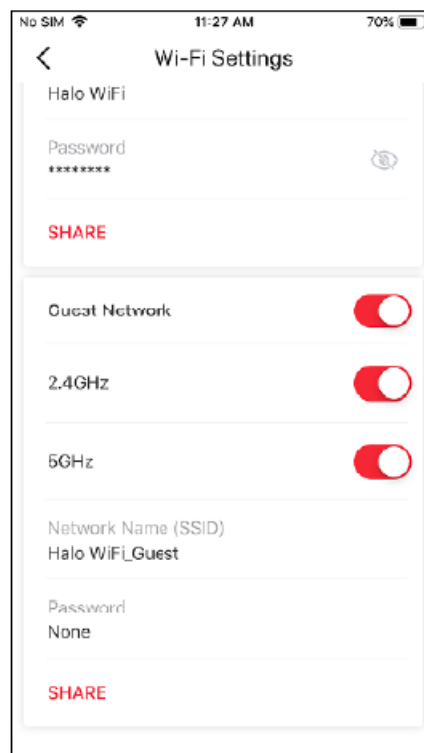
Wi-Fi Settings

You can change the network name and password of your main network, create a separate network for guests, and share your device to share the network details easily with family and friends.

Tap  > Wi-Fi




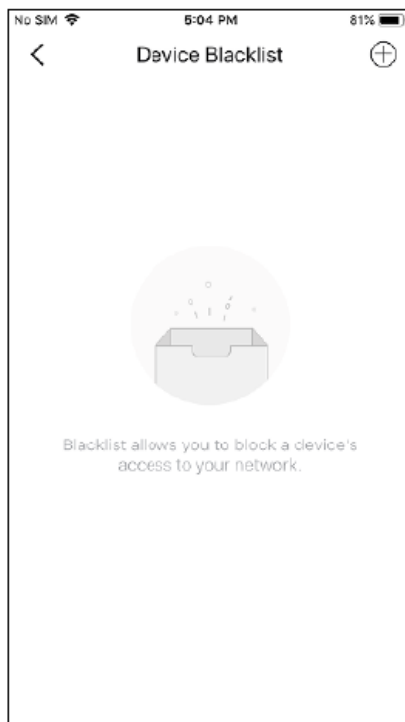
Enable guest network



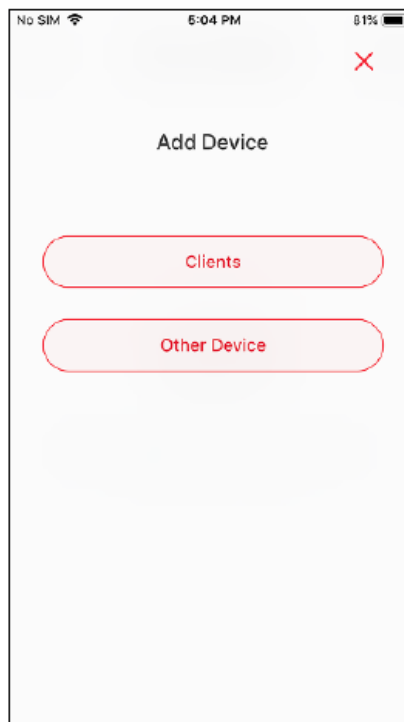
Blacklist

Compile a blacklist to avoid devices added on the blacklist to access to your network, ensuring the safety of your personal information shared in the network.

Tap  > Blacklist



Add clients to blacklist



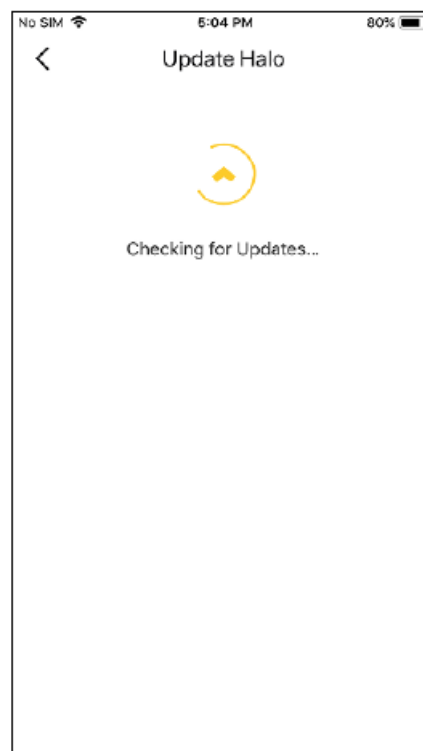
Add other devices to blacklist



Online Update

Update Halo when prompted in the MERCUSYS app.

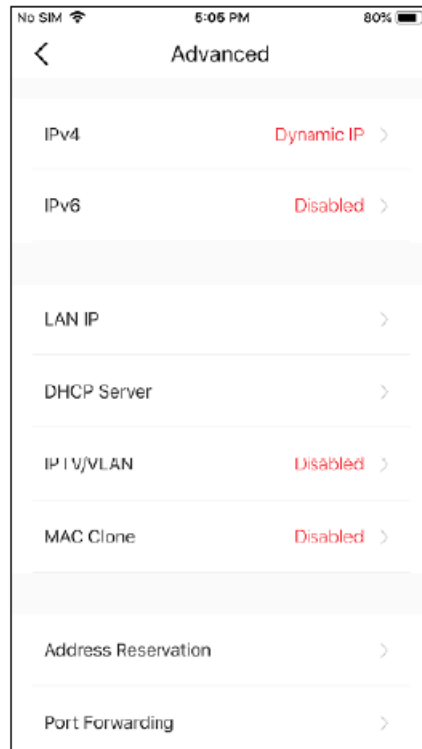
Tap  > Update Halo



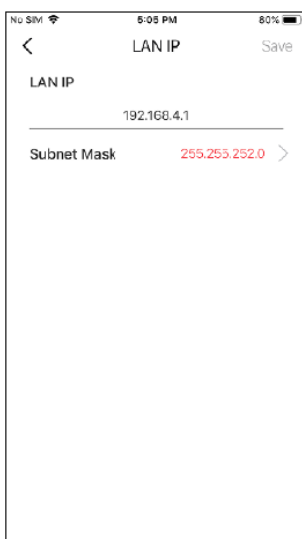
Advanced Features

Additional features are available under the Advanced menu. You can modify WAN settings (IPv4 & IPv6), add IPv6 firewall rules, modify LAN IP, set up DHCP server, enable VLAN/IPTV/MAC Clone mode, reserve the same IP address for a specific device, set up port forwarding rules to make your local computers accessible to other devices over the internet, SIP ALG, fast roaming and beamforming, control Halo's LED, change the working mode, and configure the notification settings

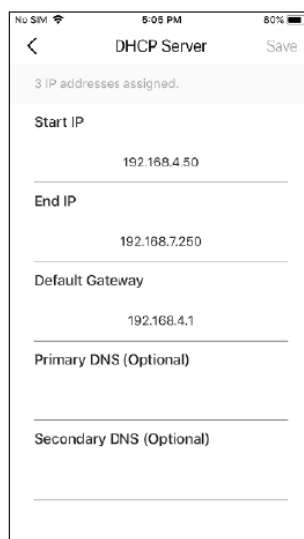
Tap  > Advanced



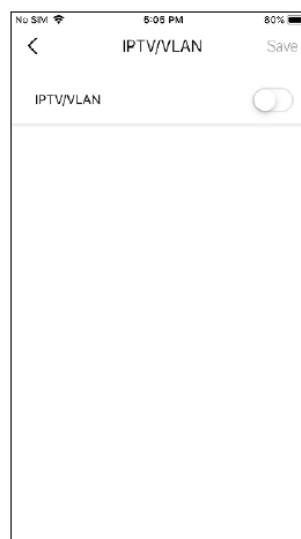
Modify LAN IP



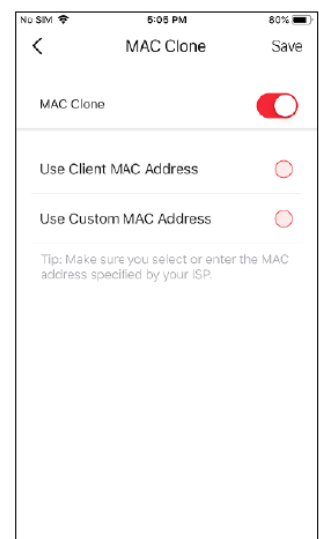
Set DHCP server



Enable VLAN mode



Enable MAC Clone



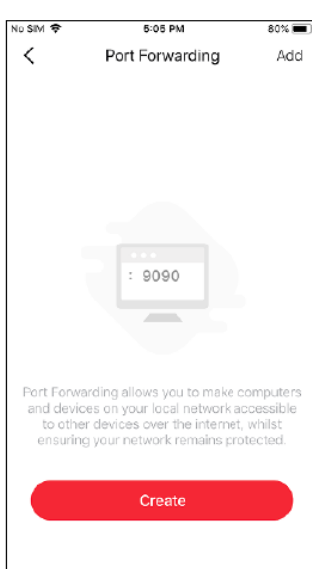
Reserve IP addresses for specific devices



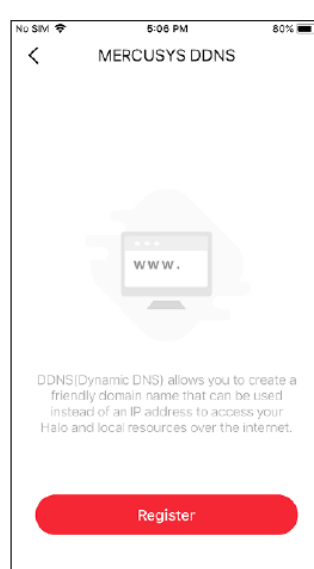
Reserve IP addresses for specific devices



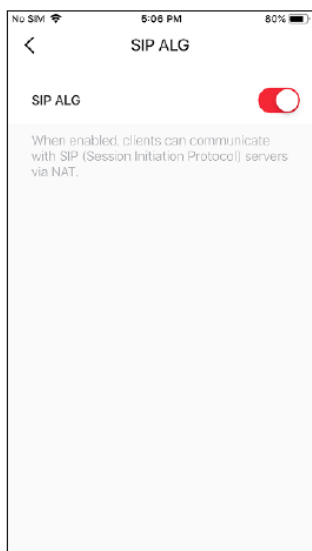
Set up port forwarding rules



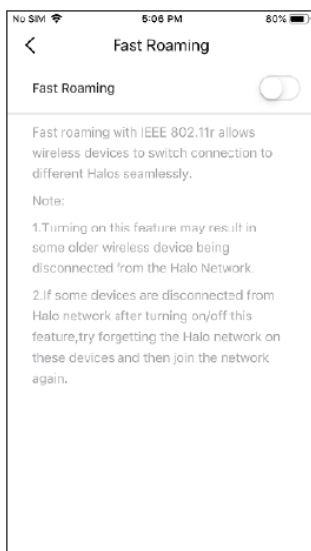
Register a DDNS domain name



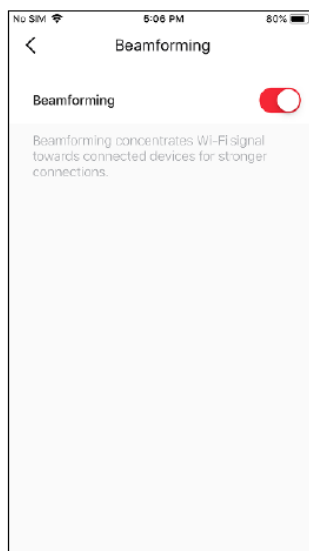
Enable SIP ALG



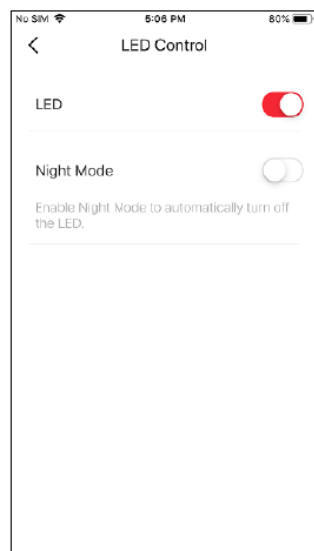
Enable Fast Roaming



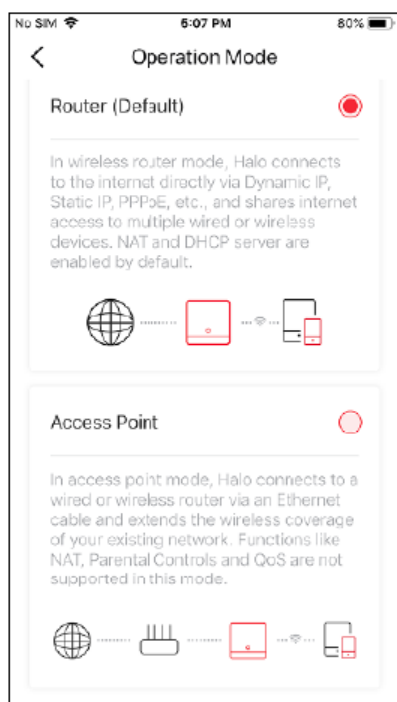
Enable Beamforming



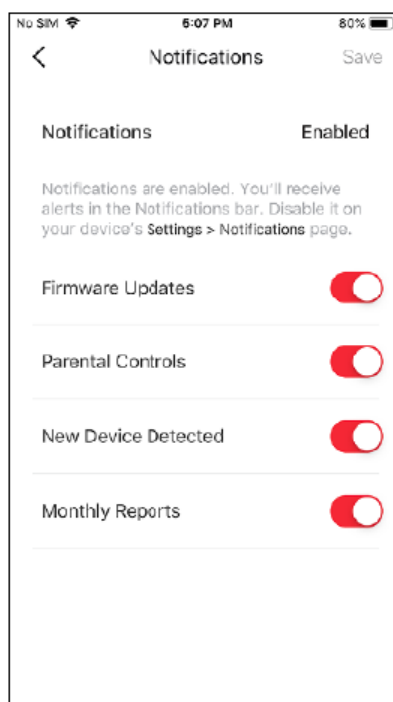
Enable LED controls



Change the operating mode



Set notifications



Enable UPNP

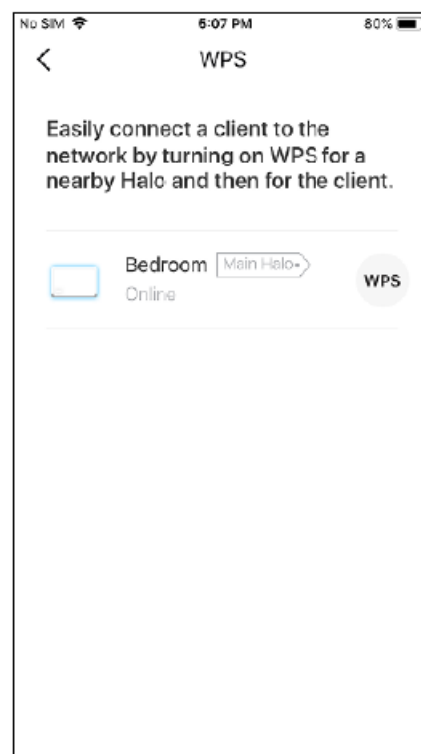
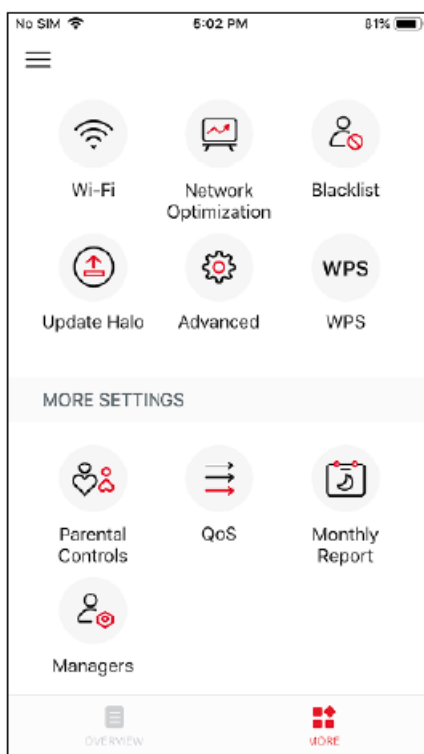


WPS

Easily connect a client to the network by turning on WPS for a nearby Halo and then for the client.

Tap  > WPS


Tap the WPS icon on Halo app and then on the client



Parental Controls

Create profiles for family members and specify the devices that belong to them. Set individualized parental

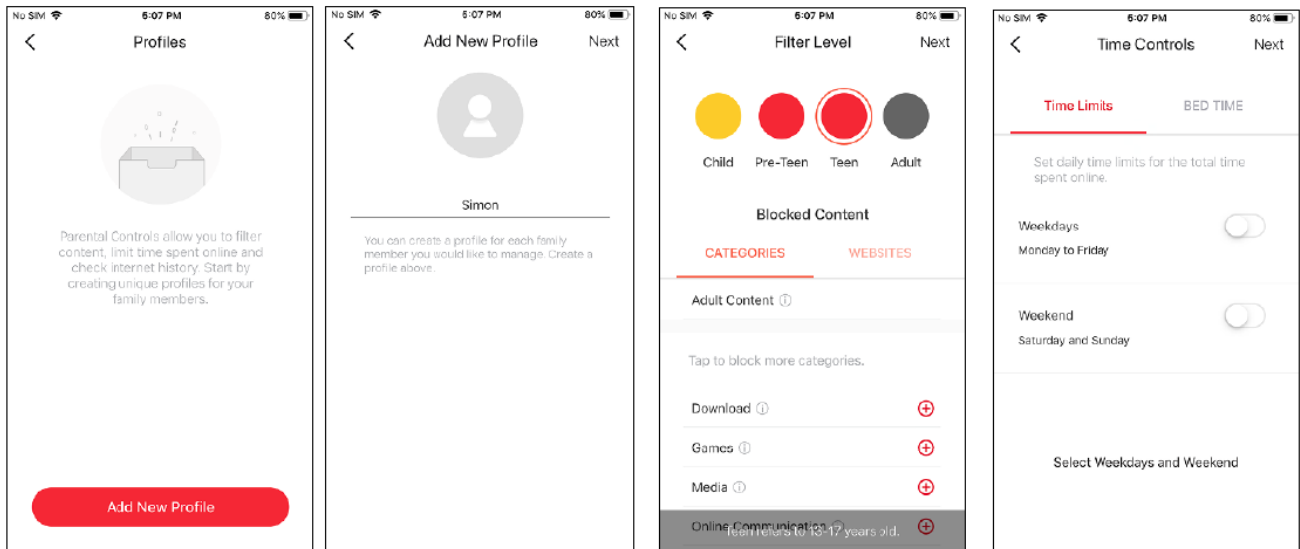
controls including when and for how long each person can access the internet. Block inappropriate content and pause the internet if necessary.

Tap  > Parental Controls

Add new profile

Set filter level

Set time controls

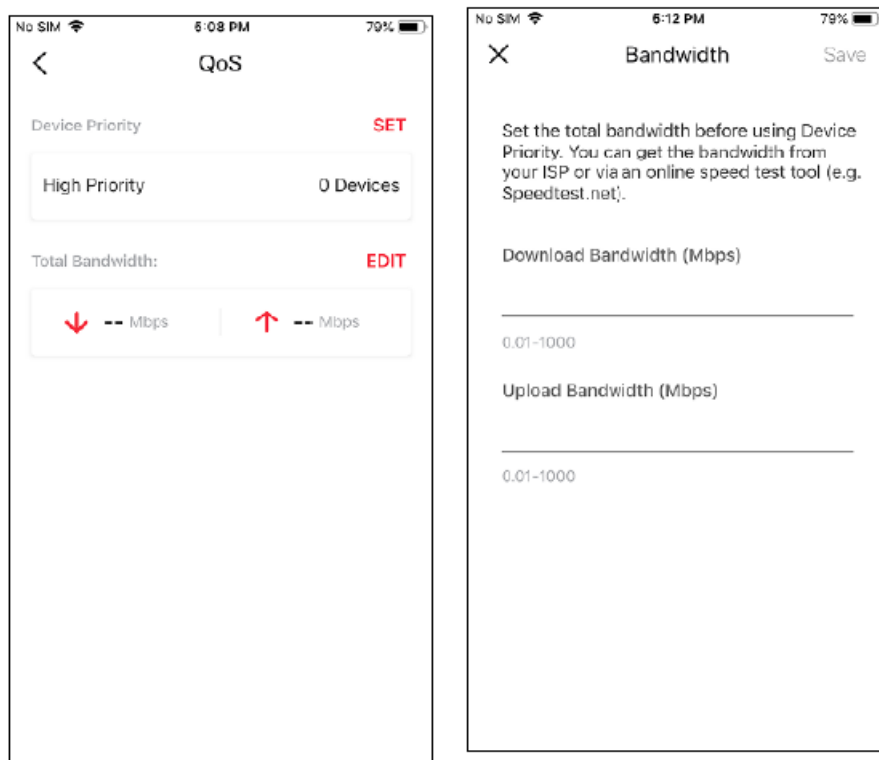


QoS

Prioritize the connection of a particular device for a set duration, such as a family member's laptop for one hour during a video call.

Tap  > QoS

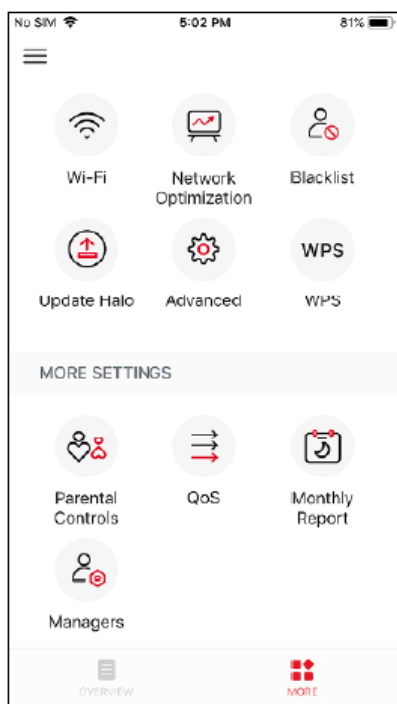
Set bandwidth



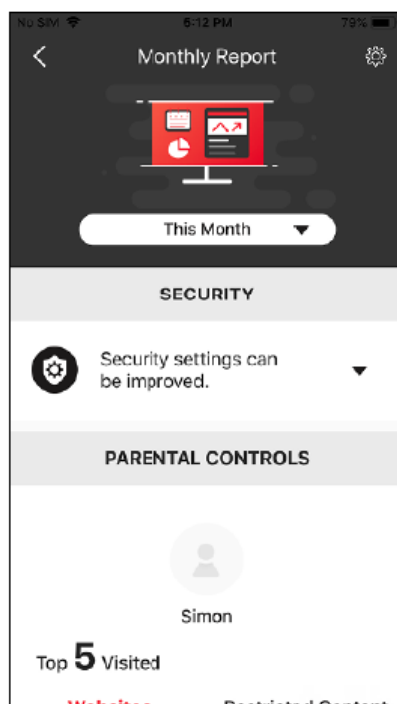
Monthly Report

Review the monthly usage statistics, such as security threats and total connected network devices each day

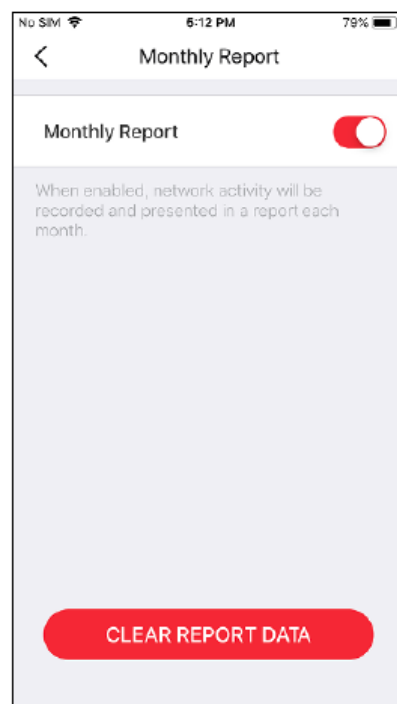
Tap  > Monthly Report



View monthly reports



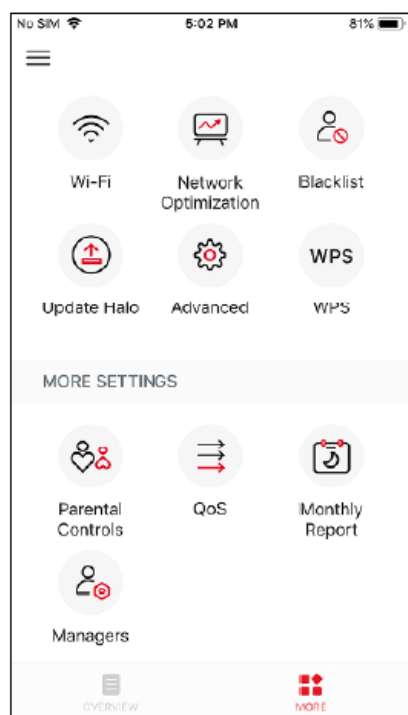
Enable or disable monthly report



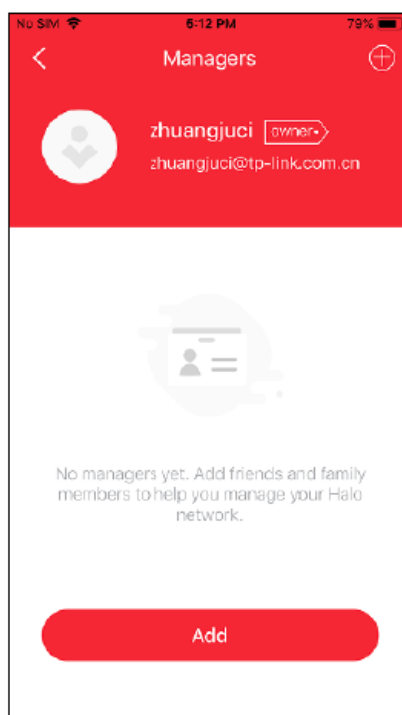
Managers

Add friends and family members to help manage your network. Each manager should have their own Mercusys ID.

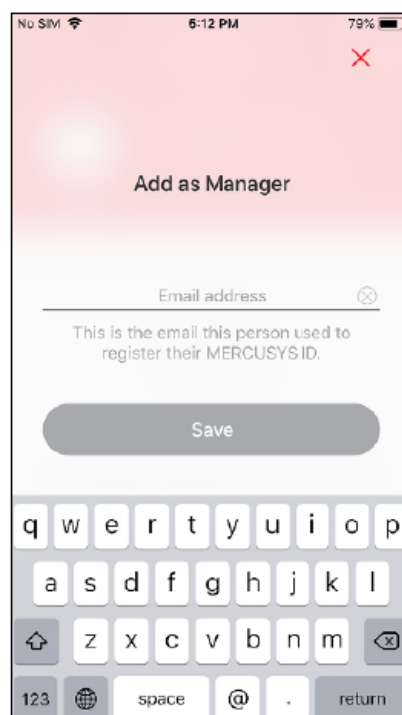
Tap  > Managers



Add managers



Enable or disable monthly report



Authentication

CE Mark Warning

This is a class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

OPERATING FREQUENCY (the maximum transmitted power)

- 2400 MHz -2483.5 MHz(20dBm)
- 5150 MHz -5250 MHz(23dBm)
- 5250 MHz -5350 MHz (23dBm)

EU declaration of conformity

MERCUSYS hereby declares that the device is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU, 2009/125/EC, 2011/65/EU and (EU)2015/863.

The original EU declaration of conformity may be found at <http://www.mercusys.com/en/ce>

RF Exposure Information


This device meets the EU requirements (2014/53/EU Article 3.1a) on the limitation of exposure of the general public to electromagnetic fields by way of health protection.

The device complies with RF specifications when the device used at 20 cm from your body.

National restrictions

Attention: This device may only be used indoors in all EU member states, EFTA countries and Northern Ireland.

Attention: This device may only be used indoors in Great Britain.

	AT	BE	BG	CH	CY	CZ	DE	DK
	EE	EL	ES	FI	FR	HR	HU	IE
	IS	IT	LI	LT	LU	LV	MT	NL
	NO	PL	PT	RO	SE	SI	SK	UK(NI)

	UK
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UK Declaration of Conformity

Mercusys hereby declares that the device is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Regulations 2017.

The original UK Declaration of Conformity may be found at <https://www.mercusys.com/support/ukca/>










Safety Information

- Keep the device away from water, fire, humidity or hot environments.
- Do not attempt to disassemble, repair, or modify the device. If you need service, please contact us.
- Do not use damaged charger or USB cable to charge the device.
- Do not use any other chargers than those recommended
- Do not use the device where wireless devices are not allowed.
- Adapter shall be installed near the equipment and shall be easily accessible.
- Use only power supplies which are provided by manufacturer and in the original packing of this product. If you have any questions, please don't hesitate to contact us.
- **Operating Temperature:** 0°C ~ 40°C (32°F ~ 104°F)


This product uses radios and other components that emit electromagnetic fields. Electromagnetic fields and magnets may interfere with pacemakers and other implanted medical devices. Always keep the product and its power adapter more than 15 cm (6 inches) away from any pacemakers or other implanted medical devices. If you suspect your product is interfering with your pacemaker or any other implanted medical device, turn off your product and consult your physician for information specific to your medical device.

Please read and follow the above safety information when operating the device. We cannot guarantee that no accidents or damage will occur due to improper use of the device. Please use this product with care and operate at your own risk.

Explanation of the symbols on the product label

	DC voltage
	AC voltage
	Class II equipment
	Polarity of output terminals
	Energy efficiency Marking
	Indoor use only
	Caution
	Operator's manual
	<p>RECYCLING</p> <p>This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/ EU in order to be recycled or dismantled to minimize its impact on the environment.</p> <p>User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.</p>

Documents / Resources

	<p>MERCUSYS AX3000 Whole Home Mesh WiFi System [pdf] User Guide</p> <p>AX3000, AX3000 Whole Home Mesh WiFi System, Whole Home Mesh WiFi System, Mesh WiFi System, WiFi System</p>
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References

-  [Regulatory Compliance - Welcome to MERCUSYS](#)
-  [Welcome to MERCUSYS](#)
-  [Support-Welcome to MERCUSYS](#)
-  [UKCA - Welcome to MERCUSYS](#)

Manuals+.