

User Guide

AX1500 Whole Home Mesh Wi-Fi System

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About This Guide

This guide provides a brief introduction to Halo Whole Home Mesh Wi-Fi System 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.
<u>Underline</u>	Hyperlinks are in teal and underlined. You can click to redirect to a website or a specific section.
Red	Key information appears in teal, including management page text such as menus, items, buttons and so on.
Note:	Ignoring this type of note might result in a malfunction or damage to the device.
Tips:	Indicates important information that helps you make better use of your device.

- 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.

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>.

Appearance

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 explanation below:

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:

Single press 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.



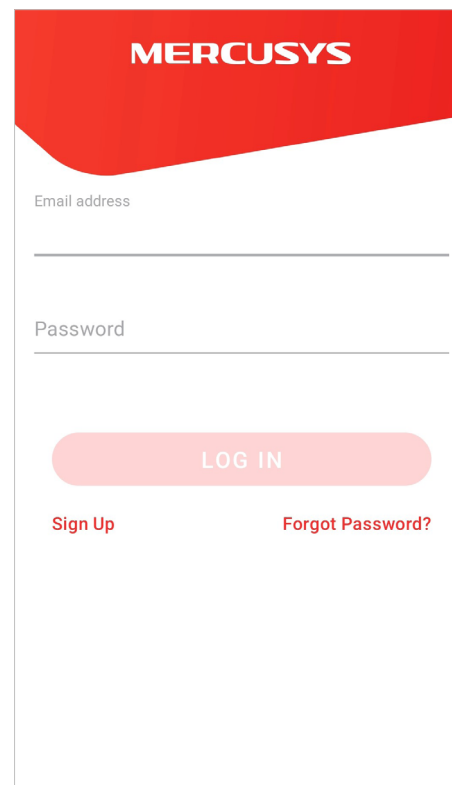
OR



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.



The screenshot shows the login interface of the MERCUSYS app. At the top, the word "MERCUSYS" is displayed in white on a red background. Below this, there are two input fields: "Email address" and "Password". A red "LOG IN" button is positioned below the password field. At the bottom of the screen, there are two links: "Sign Up" and "Forgot Password?".

3. Connect and configure Halo Device

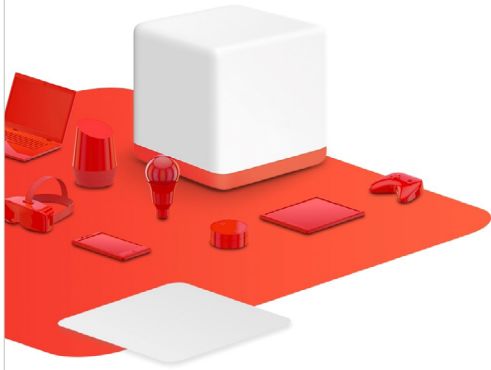
Tap **"LET'S BEGIN"** and follow the step-by-step instructions to connect and configure your Halo.



4. Done!

Your Halo network is now up

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



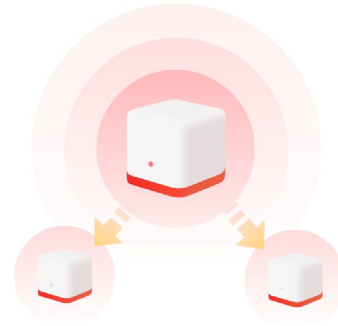
NEXT

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

Add more Halos

Power up other halos in the pack, and they will automatically join the mesh network within 2 minutes.

Note: When adding Halos from different packs, you will need to click + in the app to add them to the network.



GOT IT

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)

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.

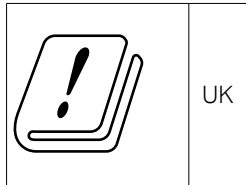
National restrictions

Frequency band: 5150 - 5250 MHz:

Indoor use: Inside buildings only. Installations and use inside road vehicles and train carriages are not permitted. Limited outdoor use: If used outdoors, equipment shall not be attached to a fixed installation or to the external body of road vehicles, a fixed infrastructure or a fixed outdoor antenna. Use by unmanned aircraft systems (UAS) is limited to within the 5170 - 5250 MHz band.

	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)

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



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/>

**UK
CA**



Продукт сертифіковано згідно з правилами системи УкрСЕПРО на відповідність вимогам нормативних документів та вимогам, що передбачені чинними законодавчими актами України.

EAC



Korea Warning Statements:

당해 무선설비는 운용중 전파혼신 가능성이 있음.

NCC Notice & BSMI Notice:

注意!

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前述合法通信，指依電信管理法規定作業之無線電通信。

低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

應避免影響附近雷達系統之操作。

安全諮詢及注意事項

- 請使用原裝電源供應器或只能按照本產品注明的電源類型使用本產品。
- 清潔本產品之前請先拔掉電源線。請勿使用液體、噴霧清潔劑或濕布進行清潔。
- 注意防潮，請勿將水或其他液體潑灑到本產品上。
- 插槽與開口供通風使用，以確保本產品的操作可靠並防止過熱，請勿堵塞或覆蓋開口。
- 請勿將本產品置放於靠近熱源的地方。除非有正常的通風，否則不可放在密閉位置中。
- 不要私自拆開機殼或自行維修，如產品有故障請與原廠或代理商聯繫。

限用物質含有情況標示聲明書

設備名稱：AX1500 Whole Home Mesh Wi-Fi System SystemSystem Equipment name		型號（型式）：Halo H1500X Type designation (Type)				
單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr ⁺⁶)	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
PCB	○	○	○	○	○	○
外殼	○	○	○	○	○	○
電源供應器	—	○	○	○	○	○
其他及其 配件	—	○	○	○	○	○
<p>備考1. “超出0.1 wt %” 及 “超出0.01 wt %” 係指限用物質之百分比含量超出百分比含量基準值 Note 1: “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.</p> <p>備考2. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值。 Note 2: “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.</p> <p>備考3. “—” 係指該項限用物質為排除項目。 Note 3: The “—” indicates that the restricted substance corresponds to the exemption.</p>						

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

The product label is at the bottom of the device. Symbols may vary from products.

Symbol	Explanation
	Class II equipment
	Class II equipment with functional earthing
	Alternating current
	DC voltage
	Polarity of output terminals
	Indoor use only
	Dangerous voltage

	Caution, risk of electric shock
	Energy efficiency Marking
	Protective earth
	Earth
	Frame or chassis
	Functional earthing
	Caution, hot surface
	Caution
	Operator's manual
	Stand-by
	"ON"/"OFF" (push-push)
	Fuse
	Fuse is used in neutral N

	<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>
	<p>Caution, avoid listening at high volume levels for long periods</p>
	<p>Disconnection, all power plugs</p>
<p>m</p>	<p>Switch of mini-gap construction</p>
<p>μ</p>	<p>Switch of micro-gap construction (for US version) Switch of micro-gap / micro-disconnection construction (for other versions except US)</p>
<p>ε</p>	<p>Switch without contact gap (Semiconductor switching device)</p>