Wi-Fi Halo

Ay Republic

Manual

Product Overview

Product contents	05
Technical specifications	06
Hardware features	07

Setting Up: Basics

Your home network equipment setup	09
How to set up your Wi-Fi Halo	10
How to log into your Wi-Fi Halo Router Management Console	13
How to use the Quick Setup Wizard	14

Setting Up: Advanced

How to change the password of your Wi-Fi Halo Router	
Management Console	19
How to change your Wi-Fi network name and password	21
How to change your Wi-Fi Halo's Wi-Fi channels	23
How to enable a guest Wi-Fi network (2.4GHz/5GHz)	26
How to configure your router date and time	28
How to check and update your router firmware	30
How to connect via WPS	29
How to limit device access (parental controls)	33
How to set up port forwarding on your Wi-Fi Halo	35
How to set up your Wi-Fi Halo as an access point	38

Troubleshooting

Power cycling your Wi-Fi Halo	42
Factory resetting your Wi-Fi Halo	43
You have forgotten your Wi-Fi Halo's Wi-Fi Password	44
Your Wi-Fi Halo cannot be detected by your devices over Wi-Fi	46
Your Wi-Fi Halo is not powering on	48
Warranty information for your Wi-Fi Halo	49
Wi-Fi intermittent disconnection/low Wi-Fi signal/slow speed	
on Wi-Fi	51
How to set manual DNS e.g. to Google DNS	52

Product Overview

MyRepublic Wi-Fi Halo

The MyRepublic Wi-Fi Halo is a AC2200 dual-band Wi-Fi Gigabit router. Using the latest 802.11ac standard, MU-MIMO and powerful beamforming technology, the Wi-Fi Halo is designed to support multiple devices and HD video streams simultaneously.



Product contents

Here are the items you should receive along with your MyRepublic Wi-Fi Halo.



Note:

• If you find any of your product contents damaged or missing, please contact MyRepublic customer support at myservice@myrepublic.com.sg or call 6717 1680 for further assistance.

Technical specifications

Main Processor

Broadcom BCM63139

Memory

- 512 MB RAM (DDR3)
- · 256 MB Flash

LED Indicators

- Status (Purple / Green / Blue)
- WPS (Red / Green)

Buttons

- Power Button
- WPS Button
- Wi-Fi on/off button (acting with dual function as LED on/off button)

Wireless capability

- Dual-band concurrent Wi-Fi interfaces:
 - » IEEE 802.11n 2.4GHz using 3x3
 - » IEEE 802.11ac 5GHz using 4x4
 - » WPS Wi-Fi Protected setup

USB Master Capability

• 1 USB 3.0 Interfaces

Voice

1 FXS port

Dimensions

• 265mm X 160mm X 60mm

Weight

• 720g

Temperature

• 0 − 40 °C (32 − 104 °F)

Humidity

• 20% to 80%

Features

MU-MIMO, Bandsteering, Beamforming, Wi-Fi analyzer, Parental Control, SPI Firewall, WPA2 Encryption



Hardware features



Setting Up: Basics

Your home network equipment setup



How to set up your Wi-Fi Halo

- First make sure that your internet connection has been set up and is working properly. Your ONT should be connected to your fibre Termination Point (TP) and turned on for at least 2 minutes before setting up your Wi-Fi Halo. There should also be no red or yellow lights on your ONT.
- 1. Place your Wi-Fi Halo in a location that is away from direct sunlight, metal equipment and other devices that may interfere or cause Wi-Fi signal loss (e.g. microwave ovens, cordless phone). If you can, place your Wi-Fi Halo in an elevated position as Wi-Fi signals spread out and towards the ground, not upwards.
- 2. Connect the Wi-Fi Halo to the power adapter and plug it into a power supply.
- 3. Press the Power button to power on the Wi-Fi Halo. The bottom front LED the Status Light should light up green first, showing that the Wi-Fi Halo is powering on.
- 4. Plug one end of your Ethernet cable into the Wi-Fi Halo's red WAN port and the other end to the ONT's active Internet port (this is usually your ONT's Port 1, unless you have more than 1 broadband subscription in your house, then it might be Port 2).
- 5. The light on the top right of the LAN port should light up green (the light can either be blinking or steady) once there is a working Internet connection.
- 6. The Status Light on the front of the Wi-Fi Halo should turn a steady purple, indicating that an Internet connection has been established.
- 7. The Wi-Fi Light on the side of the Wi-Fi Halo should also be a steady green, indicating that the Wi-Fi is working.

- 8. Connect your device to Wi-Fi Halo.
 - Using Wi-Fi
 - i. Locate your Wi-Fi network name and Wi-Fi password on your Wi-Fi Security Card. You can also find this information on the white sticker located on the back of your Wi-Fi Halo.
 - ii. On your device, search for the Wi-Fi network and connect using the password provided.



- When connecting to your Wi-Fi Halo wirelessly, ensure that your wireless device is configured to obtain an IP address automatically. Most devices are usually configured this way.
- If you're having difficulties connecting wirelessly, your device may need to be configured in a specific way. We suggest checking to your device's manual for additional support.

Via Ethernet cable

i. Use an Ethernet cable and connect your computer to one of the 4 LAN ports behind the Wi-Fi Halo (these LAN ports are coloured yellow).



- When connecting to your Wi-Fi Halo wirelessly, ensure that your wireless device is configured to obtain an IP address automatically. Most devices are usually configured this way.
- If you're having difficulties connecting wirelessly, your device may need to be configured in a specific way. We suggest checking to your device's manual for additional support.

How to log into your Wi-Fi Halo Router Management Console

- Once connected to Wi-Fi Halo, open your web browser (it can be Chrome, Firefox or Internet Explorer) and type "http://192.168.1.1" into your web browser's address bar. Press Enter to load the webpage.
- 2. A login window will appear. The default username and password to access the Wi-Fi Halo's Router Management Console is "admin" for both fields. Key in the information and log in.

S MyRepublic	
L User	
Password	
Login	

- The name and password to log into the Wi-Fi Halo configuration menu is **not** the same as your Wi-Fi network name and password. For your Wi-Fi access information, check your Wi-Fi Security card.
- 3. After logging in, you will see the main page of the Wi-Fi Halo's Router Management Console.

° MyRe	public						Quick Setu	p Wizard	Show Advanced	Logout
Welco	ome to You	r Wi-Fi	Halo						Click to refre	esh 🕐
۲	Device Settings	۲		Access	s Control	۲	6	Internet	Connectivity	۲
Configure DHCP, NTP, DynDNS Configure Parental Control, Firewall, D					rol, Firewall, DM	IZ, Remote	Status: Cor	nnected		
뫄	Ethernet 🔅	(tla)	Wi-Fi 2.4GHz	۲	(th)	Wi-Fi 5GHz	۲	ور	Voice Ports	۲
There are	no connected devices	SSID Name: Halo 2.4 Speed: 450 Mbit/s			SSID Na Speed: 2	me: Halo_5 2200 Mbit/s		The	re are no enabled	lines
		There an	e no connected d	levices	?	DESKTOP- OT68K0S IP: 192.168.1.192				
• USB		SSID Nan	ne: MyRepublic_0	⁸⁸		oignai rate: 780 M	lips			

How to use the Quick Setup Wizard

- 1. Log in to your Wi-Fi Halo's Router Management Console (please refer to the previous section if you need instructions on how to do so).
- 2. After successfully logging in, click on the "Quick Setup Wizard" button in the upper right corner of the main page.



3. The first page is a reminder of how your home network equipment should be set up. You can press the "Next" button to proceed to the next step.



4. Router Security

At this first step, you can change the password used to access the Router Management Console. Remember that the default password for the Router Management Console is "admin". Once you are done, click the "Next" button to continue.

Step 1 of 4					
Please enter a password for the configuration of your modem.					
User:	admin	_			
Current Password:]			
New Password:					
Re-enter New Password:					
Please, keep reminded password will be only save at the last step of For security reason, if you go back to this page all fields will be empty	// with the quick setup wizard. //	•			

- To improve security, it is highly recommended that you change your Router Management Console password to something other than the default "admin".
- If you ever forget your Router Management Console password and need to access the Console, you will need to perform a factory reset on your Wi-Fi Halo. You can find the instructions on how to perform a factory reset in the later pages of this manual.
- 5. Internet Setup
 - You should not need to make any changes at this step unless you want to change your preferred DNS settings.
 - The Wi-Fi Halo is configured to work with a MyRepublic Internet connection by default i.e. IP is set as the Connection Type and DHCP as Addressing Type – which is basically a typical setup for a MyRepublic connection.
 - Click the "Next Step" button to continue.

Step 2 of 4		6	ĸ
Internet Setup			
	WAN Interfaces	Ethernet	
	Current Timezone	Asia/Singapore	
	Connection Type	IP -	
	Addressing Type	DHCP -	
	DNS	Obtain DNS Automatically -	
	Previou	Step Next Step	

6. Wi-Fi Setup

- The Wi-Fi Halo already has 2.4GHz and 5GHz Wi-Fi networks set up by default. You do not need to make any changes here unless you want to change your Wi-Fi network name (SSID) or Wi-Fi network password.
- If you are customising your Wi-Fi network names and passwords, do make a note of them as the default Wi-Fi network names and passwords printed on the Wi-Fi Security Card will no longer work.
- · Click the "Next Step" button once you have made any changes you wanted.

Step 3 of 4	x				
Wi-Fi Configuration Next, we need to configure your wireless network. Note that your net	work can be accessed by both 2.4GHz (Wi-Fi B, G, N) and 5GHz (Wi-Fi A, N, AC) compatible devices.				
Wi-Fi Network Name (2.4 GHz):	Halo 2.4				
Wi-Fi Network Encryption (2.4 GHz):	WPA2/WPA Personal -				
Network Password (2.4 GHz):	JSDHFJE1276				
WPA2 requires a 8-6	3 character password. Only the following characters can be used: a-z, A-Z, 0-9 and + * % = 1				
Wi-Fi Network Name (5 GHz):	Halo_5				
Wi-Fi Network Encryption (5 GHz):	WPA2/WPA Personal -				
Network Password (5 GHz):	JSDHFJE1276				
WPA2 requires a 8-63	3 character password. Only the following characters can be used: a-z, A-Z, 0-9 and + * % = 1				
Previous Step					

Note:

Some wireless devices, especially older ones, will not be able to connect to a 5GHz Wi-Fi
network as they do not support the technology. If you have difficulty connecting to the 5GHz
Wi-Fi network on a device but can detect and connect to the 2.4GHz network, please check
your device specifications to see if 5GHz Wi-Fi is supported.

7. Summary

The final step of the Setup Wizard is a summary of the information taken from the previous steps. Review your settings and click the "Finish" button to apply all the changes.

Step 4 of 4	×
Configuration Complete!	
User	admin
Password	
WAN Interfaces	Ethernet
Current Timezone	Asia/Singapore
Connection Type	DHCP
Addressing Type	DHCP
DNS	DHCP
2.4GHz SSID Name	Halo 2.4
Wi-Fi Network Encryption (2.4GHz)	WPA_WPA2_PERSONAL
2.4GHz Security Key	JSDHFJE1276
5GHz SSID Name	Halo_5
Wi-Fi Network Encryption (5GHz)	WPA_WPA2_PERSONAL
5GHz Security Key	JSDHFJE1276
Click 'Previous Step' to modify changes or click on start button.	Previous Step Start

Setting Up: Advanced

How to change the password of your Wi-Fi Halo Router Management Console

- 1. Log in to your Wi-Fi Halo's Router Management Console (a previous section of this manual has instructions on how to do so).
- 2. Once signed in, click on the "Access Control" section.

							Click to reli	esit
۵	evice Settings	۲		Access Control	۲	6	Internet Connectivity	۲
Configur	e DHCP, NTP, DynDNS		Configu	re Parental Control, Firewall, DMZ, I Access.	Remote	Status: Cor	nnected	

3. Click on "User" tab.

Access Control	
Parental Control User	
Internet access control planning	URL Filter

4. Here you can enter a new password. To apply the changes, click the "Apply" button.

Parental Contr	rol User			
User				
	Username	admin	Password	
	Old Password		Confirm Password	
(Show Password			Cancel Apply

5. Once successful, a message should appear saying "Data successfully saved".

Data successful	ly saved.			
Parental Co	ntrol User			
User				
	Username	admin	Password	•••••

- The default Router Management Console username "admin" cannot be changed.
- If you ever forget your Router Management Console password and need to access the Console, you will need to perform a factory reset on your Wi-Fi Halo. You can find the instructions on how to perform a factory reset in the later pages of this manual.

How to change your Wi-Fi network name and password

- 1. Log in to your Wi-Fi Halo's Router Management Console (a previous section of this manual has instructions on how to do so).
- 2. Click on the gear icon next to "**Wi-Fi 2.4GHz**" or "**Wi-Fi 5GHz**" network, depending on which Wi-Fi network's settings you would like to edit.

۲	Device Settings	۲		Access Control	۲	6	Internet C	Connectivity	*
	Configure DHCP, NTP, DynDNS		Configure Pare	ntal Control, Firewall, DMZ Access.	Z, Remote	Status: Not	Connected	DS: US:	Mbit/s
				- I					
몸	Ethernet 🔅	(4)	Wi-Fi 2.4GHz	(p)	Wi-Fi 5GHz	۲	S .	Voice Ports	*

3. The "**SSID**" field refers to the name of the Wi-Fi network. You can edit this to suit your preference.

Basic		
Enable 2.4GHz Wireles	is ON	
Status	UP	
SSID	MyRepublic 010E	 Visible
Channel Selection	AUTO - Current Channel: 11	

4. Under "Security", you can change your Wi-Fi network's password by entering the password you prefer in the "Password" field. Click the "Apply" button.

Security		
Security	WPA2/WPA Personal	WPA/WPA2 Personal (TKIP/AES mixed) requires a 8-63 character password. You may use the following characters: 0-9, a-z, A-Z and +*%=I symbols
Password		Show Password
		Cancel Apply

5. A window will appear to remind you that changing your Wi-Fi name or password will cause your current wireless connections to be disrupted. Once the changes are applied, you will need to reconnect using your new Wi-Fi network name or password. Click "Continue" to acknowledge this and proceed.

Wi-Fi Settings	×
Changing any values in this page may cause a connectivity for Wi-Fi users.	loss of
Cancel	Continue

6. Once the changes are done, you should see a message appear stating "Data successfully saved".



How to change your Wi-Fi Halo's Wi-Fi channels

- 1. Log in to your Wi-Fi Halo's Router Management Console (please refer to the previous section if you need instructions on how to do so).
- 2. Click on the gear icon next to "**Wi-Fi 2.4GHz**" or "**Wi-Fi 5GHz**" network, depending on which Wi-Fi network's settings you would like to edit.

Configure DHCP, NTP, DynDNS Configure Parental Control, Firewall, DMZ, Remote Access. Ethernet (1) Wi-Fi 2.4GHz (1) Voice Ports	DS: Mbit US: Mbit
Ethernet 🛞 (1/1) Wi-Fi 2.4GHz 🛞 (1/1) Wi-Fi 5GHz 🛞 Voice Ports	US: Mbit
Ethernet 🛞 (m) Wi-Fi 2.4GHz 🛞 (m) Wi-Fi 5GHz 🛞 Voice Ports	
	orts
Mac-ac87a32e8 IP: 192.168.1.246 SSID Name: MyRepublic 010E SSID Name: MyRepublic 010F-5GHz There are no enable	abled lines
Mac-ac87a32e8 P: 192.168.1.246 SSID Name: MyRepublic 010E SSID Name: MyRepublic 010F Speed: 450 Mbit/s 010F-5GHz There are no enable Speed: 2200 Mbit/s	able

3. Click on the field "Channel Selection".

Basic		
Enable 2.4GHz Wireles	SS ON	
Status	UP	
SSID	MyRepublic 010E	 Visible
Channel Selection	AUTO -	

There should be a drop-down list of available Wi-Fi channels. Select the Wi-Fi channel you would like this Wi-Fi network to use and the "**Apply**" button to continue.



- To know which Wi-Fi channel is best to use, we recommend using a Wi-Fi scanner tool to check which are the least congested Wi-Fi channels in your area. The more Wi-Fi networks that are using a particular Wi-Fi channel, the more interference you will experience on that channel, which would negatively impact your Wi-Fi performance.
- There are a number of Wi-Fi scanner tools you can download and use for free from the Internet.

4. A window will appear to remind you that changing your Wi-Fi channel settings may cause your current wireless connections to be disrupted. If you experience any interruptions, simply reconnect your device to the Wi-Fi network.

Wi-Fi Settings	×
Changing any values in this page may cause a lo connectivity for Wi-Fi users.	oss of
Cancel	Continue

5. Once the changes are done, you should see a message appear stating **"Data successfully saved".**

WiFi 2.4GHz
Data successfully saved.

How to enable a guest Wi-Fi network (2.4GHz/5GHz)

- 1. Log in to your Wi-Fi Halo's Router Management Console (a previous section of this manual has instructions on how to do so).
- 2. From the Main Page, click the **gear icon** to the right of the "**Guests**" tab for the 2.4GHz or 5GHz guest network you are looking to enable.

Ethernet 🔅	(앱) Wi-Fi 2.4GHz 🏶	(m) Wi-Fi 5GHz 🏟	📞 Voice Ports 🔅
Mac-ac87a32e8 IP: 192.168.1.246	SSID Name: MyRepublic 010E	SSID Name: MyRepublic 010F-5GHz Speed: 2200 Mbit/s	There are no enabled lines
🚓 USB	Guests	There are no connected devices	
here are no connected devices	010E There are no connected devices	SSID Name: MyRepublic_G 010F-5GHz There are no connected devices	

3. To enable the Wi-Fi guest network, click on the toggle icon to switch it to "on

Basic Stats Advanced V	Wireless Environment
Basic	
Enable 2.4GHz Wireless	OFF
Status DOWN	
	Cancel Apply

4. You can change the name (SSID) and password of the guest Wi-Fi network here if you prefer. If you decide to go with the default settings, remember to get the guest network password by ticking the "**Show Password**" box at the bottom of the page to show the password. Click the "**Apply** button to save the settings.

Basic Stats Ad	Ivanced Wireless Environment
Basic	
Enable 2.4GHz Wirele	ess ON
Status	UP
SSID	MyRepublic_Guest 010E
Channel Selection	AUTO - Current Channel: 6
Security	
Security	WPA2/WPA Personal WPA/WPA2 Personal (TKIP/AES mixed) requires a 8-63 character password. You may use the following characters: 0- 9, a-z, A-Z and +*%=I symbols
Password	Show Password
	Cancel

5. An alert message warning that all users on the guest Wi-Fi network may lose connectivity when changes are applied. Click the "**Continue**" button to apply changes.

Wi-Fi Settings		×
Changing any values in this page m connectivity for Wi-Fi users.	ay cause a lo	oss of
	Cancel	Continue

6. Once the changes have been applied, you should see a message appear saying "Data successfully saved".



How to configure your router date and time

Note:

- The date and time of the Wi-Fi Halo router cannot be set manually. You can only set it to follow the date and time of Internet NTP servers.
- 1. Log in to your Wi-Fi Halo's Router Management Console (a previous section of this manual has instructions on how to do so).
- 2. From the Main Page, select the "Device Settings" section.

Welcome to Your Wi-	-i Halo	Click to refresh 🚺
Device Settings	Access Control	6 Internet Connectivity
Configure DHCP, NTP, DynDNS	Configure Parental Control, Firewall, DMZ, Remote Access.	Status: Connected

3. Click on the "Maintenance" tab

Device Settings						
Device Info	DynDNS	Route Media	Maintenance			
General						

 Click on "Internet Time (NTP)" in the left menu. Here you can set the First Server and Second Server to other NTP servers. You can search the web for free NTP servers. You should ensure that the Current Time zone is set to Singapore GMT-8. Click the "Apply" button to apply any setting changes.

Device Info DynDNS	Route Media Maintenanc	20		
Resets	Internet Time (N	TP)		
Backup & Restore	Status	Unsynchronized		
Software Update Internet Time (NTP)	Gateway Time	02/01/2013 - 9:00:45 (UTC +08:00)		
Logs	First Server	0.sg.pool.ntp.org		
Internet Utilities	Second Server	1.sg.pool.ntp.org		
	Current Timezone	Singapore GMT-8		
		Cancel Apply		

How to check and update your router firmware

- 1. Log in to your Wi-Fi Halo's Router Management Console (a previous section of this manual has instructions on how to do so).
- 2. From the Main Page, select the "**Device Settings**" section.

/elco	ome to Your	Wi-Fi	Halo				Click to ref	resh 🕐
۲	Device Settings	۲		Access Control	۲	6	Internet Connectivity	۲
(Configure DHCP, NTP, DynDNS		Configure	Parental Control, Firewall, DM Access.	IZ, Remote	Status: Co	onnected	
(Configure DHCP, NTP, DynDNS		Configure	Parental Control, Firewall, DM Access.	IZ, Remote	Status: Co	nnected	

3. Under "Device Info", you should be able to see your firmware details. The "Software Version" refers to the firmware version you are using.

Device Settings	Device Settings							
Device Info DynDNS Route	/ledia Maintenance							
General								
Device Info								
Serial Number	NQ1633746000020							
Hardware Version	1.0							
Software Version	SG4610000101							
GUI Version	1.99.16							
UpTime	01h03m04s							
WAN MAC Address	C8:CD:72:00:01:0B							

4. To update the router firmware, click the "Maintenance" tab on the same page.

Device Settings					
Device Info	DynDNS Route	Media	Maintenance		
General					

5. In the left menu, select "**Software Update**". Next to "Type of Upgrade", select "**FIRMWARE**" from the drop-down list. Click on "Choose File", to browse your computer and select the file containing the new firmware you want to install and then click **Update**.

The firmware installation process will take a few minutes. Wait for the Wi-Fi Halo to finish rebooting and then firmware should be successfully installed.

Device Info Dy	mDNS R	oute Media	Maintenance				
Resets		Software	Update				
Backuo & Res Software Upd	itore late NTP)	Step 1 - 0 Step 2 - 0 Step 3 - 0 NOTE: Th	Dbtain an update Dick the 'Browse Dick the 'Update Dick the 'Update proces	ed software image file from y e' button to locate the image e' button to upload the new i ss takes about 2 minutes to	rour ISP.) file. image file. complete, and you	r gateway will reboo	rt.
Logs Internet Utilit	ies	Firmware Ve	rsion: SG46100	000101			
		Type of upgra	ide:	FIRMWARE	-		
		Choose File	lo file chosen		Update		

Note:

Don't have the latest firmware file? Please check the MyRepublic support page at https://support.myrepublic.com.sg/hc/en-us/sections/200595554-Modem-ONT-Router for the latest firmware version, contact MyRepublic customer support at myservice@myrepublic.com.sg or call 6717 1680 for further assistance. We recommend using the latest firmware for the best performance.

How to connect via WPS

To connect to the Wi-Fi Halo wirelessly through WPS, press the WPS button on the left side of the Wi-Fi Halo. Once pressed. the Wi-Fi light will change to a blinking **blue**, indicating that the Wi-Fi Halo is looking for a device to connect to.



- WPS stands for Wi-Fi Protected Setup. WPS is a wireless networking standard designed to make setting up connections between a Wi-Fi router and wireless devices faster and easier.
- Please refer to your device's manual on how to enable its WPS to connect to Wi-Fi Halo.
- The WPS feature is enabled for the Wi-Fi Halo by default.

How to limit device access (parental controls)

Note:

- Any device (e.g. computer, laptop, phone) you want to limit access to must first be initially connected to the Wi-Fi Halo. The Wi-Fi Halo would then automatically record the device's MAC address (a unique string of numbers and letters that identifies the device on your network) in the Wi-Fi Halo's system.
- Ensure that hostnames are identified on the equipment to be controlled. Refer to the support/ manual of the equipment to get their hostnames.
- 1. Log in to your Wi-Fi Halo's Router Management Console (a previous section of this manual has instructions on how to do so).
- 2. From the Main Page, select "Access Control".

Welc	ome to Your	Wi-Fi	Halo				Click to ref	resh Ŭ
۲	Device Settings	۲		Access Control	۲	6	Internet Connectivity	۲
	Configure DHCP, NTP, DynDNS		Configu	re Parental Control, Firewall, DN Access.	IZ, Remote	Status: Co	nnected	

 Click on the tab titled "Parental Control" and select "Internet access control planning". You should see a list of all devices that have connected to the Wi-Fi Halo. Select the device whose access to the Wi-Fi Halo you want to limit or control.

Parental Control	ser
Internet access control	planning URL Filter
Internet access	control planning
Select	All devices Mac-ac87a32e8f03

4. Once you select the device, you can set when the device can access the Wi-Fi Halo i.e. you can choose which days and times the device can connect to the Wi-Fi Halo. Click "Apply" to apply any changes you have made.



5. A message on top of the page should appear once the settings are saved.

Access Control		
Data successfully saved.		

How to set up port forwarding on your Wi-Fi Halo

Note:

- Before starting, you should prepare the information the you need e.g. the port/port range, protocol, and the internal IP address on the service you wish to port forward to.
- 1. Log in to your Wi-Fi Halo's Router Management Console (a previous section of this manual has instructions on how to do so).
- 2. From the Main Page, select "Access Control".

Welco	ome to Your	Wi-Fi	Halo				Click to ref	resh 🕐
۲	Device Settings	۲		Access Control	۲	6	Internet Connectivity	۲
	Configure DHCP, NTP, DynDNS		Configur	e Parental Control, Firewall, DN Access.	//Z, Remote	Status: Co	nnected	

3. Click on the "Show Advanced" button in the top right corner of the page.

P MyRepublic	Quick Setup Wizard Show Advanced LogOUt
Access Control	Internet: Disconnected
Parental Control User	G
Internet access control planning URL Filter	

4. Click on the "Port Forwarding" tab and then select "Add Rule".

Access Control	
Parental Control Port Forwarding	Firewall DMZ User Remote Access
Add Rule Games & Applications	

5. Under the "**Add Rules Manually**" section, fill in the name of the service (this is for your own reference) and other required details such as the Protocol, External Port, Internal port. Once you are done, click the "Add" button to continue.

I Rules Manually	a range of ports : XXX-XXX		
Custom service name			
Service	Other -	Protocol	ТСР •
External host		External Port	
Internal host		Internal Port	
			Clear

6. You can also choose to add certain predefined protocols and ports by selecting them in the Service drop-down menu. These would have the Protocol, External Port and Internal Port automatically configured. The only information you will need to provide is the Internal host IP.

Add Rules Manu	ally to enter a	range of ports : XXX-XXX					
		Other					_
Service		✓ DNS FTP FTP-DATA	J	Protocol	TCP - UDP)	•
External host		HTTP HTTPS ICMP		External Port	53		
Internal host		IMAP IMAPS	-	Internal Port	53		
		NNTP NTP POP3				Clear	Add
Enable	Service	POP3S SMTP SMTP-AUTH	st	Internal host	External Port	Internal Port	Options
		SNMP-TCP SNMP-UDP SSH SSMTP	port fo	rwarding rules			
		SYSLOG TELNET IMAP					

7. Preconfigured port forwarding for certain games is also available under "**Port Forwarding**" when you select "**Games & Applications**".

To enable this, click on "**Show Advanced**" (the option in the upper right corner of the page) to show additional configuration options.

Select the game you want to set up port forwarding to from the drop-down menu. Key the **IP address** of the Internet host and then click the "**Add**" button.

Parental Control Port Forwarding	Firewall DMZ User Remote Access	
Add Rule Games & Applications		
Games & Applications		
Game or application	Age of Empires Age of Empires !!	IP Address
	Age of Empires III Age of Mythology Alien Vs Predator 2 Alien Vs Predator 2 Primal Hunt Battlefield 3	Clear Add
Enable	Borderlands 2 Call of Duty 4 Counter Strike	Address Options
	Counter Strike - Source Counter-Strike - Global Offensive Crysis 3 Diablo III	
	Doom 3 Dragon Age II F.E.A.R. 3	
🕈 MyRepublic	FIFA 13 Final Fantasy XIV - A Realm Reborn Flatout 2 Football Manager Live Half Life 2 Steam Server Hero Online League of Legends Left 4 Dead	17 © Sagemcom Broadband SAS. All Rights Reserved
	Left 4 Dead 2 Lineage II Lord of the Rings Battle Of Middle Farth II	

How to set up your Wi-Fi Halo as an Access Point (AP)

Note:

- The Wi-Fi Halo is currently not set up to work as an access point. The instructions below serve as a workaround.
- 1. Do not connect the Wi-Fi Halo to your current router yet. On your current router, reserve an IP address from the local DHCP pool that will be manually assigned to the Wi-Fi Halo i.e. 192.168.1.X where X is a number from 1 to 254.
- 2. Log in to your Wi-Fi Halo's Router Management Console (a previous section of this manual has instructions on how to do so).
- 3. On the main page, click on the "**Show Advanced**" button in the top right corner and then select the section that should now appear titled "**Device Settings**".

C MyRe	epublic					Quick Set	up Wizard	Show Advanced	Logout
Welc	ome to Your	Wi-Fi	Halo					Click to ref	iresh 🚺
۲	Device Settings	۲		Access Control	۲	6	Intern	et Connectivity	۲
	Configure DHCP, NTP, DynDNS		Configu	ure Parental Control, Firewall, DM Access.	Z, Remote	Status: Co	nnected		
	Contigure DHCP, NTP, DynDNS		Configu	ure Parentai Control, Firewali, DM Access.	Z, Remote	Status: Co	nnected		

4. Click on the "LAN IP and DHCP" tab.

Device	Settings						
Device Info	LAN IP and DHCP	LAN IPv6	DynDNS	Route	Media	Maintenance	

5. Key in the IP address and subnet mask you earlier reserved from the current router's local DHCP pool (eg. 192.168.1.2 and 255.255.255.0). Predefined protocols and ports can also be selected in the Service drop-down menu. The Protocol, External port and Internal port would be automatically configured, the only thing you need to enter is the Internal host IP.

LAN / DHCP	
Hostname	mydevice
IP address	192.168.1.1
Subnet Mask	255.255.255.0

6. Under **DHCP**, click the toggle button to disable the DHCP (**OFF**)



7. Click the "**Apply**" button at the bottom of the page to apply any changes you have made.



8. A message should appear on top of the page indicating that the changes have been successfully saved.



Troubleshooting

Power cycling your Wi-Fi Halo

- If you are experiencing router issues such as slow Internet speeds, disconnections or poor Wi-Fi performance, power cycling your router can be a simple but easy fix.
- The terms "power cycle" or "restart" or "reboot" mean the same thing but do not confuse them with "reset" as that usually refers to a factory reset.
- Power cycling is helpful because electrical devices may become overloaded with data or overheat. By removing power, power cycling refreshes the router's built-in RAM (internal memory) and allows the device to function almost like a new device.
- 1. Press the power button at the back of the Wi-Fi Halo to turn it off.



- 2. Disconnect the Wi-Fi Halo's power cable.
- 3. Keep the Wi-Fi Halo disconnected from the power supply for at least 15 seconds, preferably more (1 minute is recommended) to ensure that all electricial power has drained from the router.
- 4. Connect the power cable back to the Wi-Fi Halo and press the power button to turn the Wi-Fi Halo on.
- 5. The Status Light on the front of the Wi-Fi Halo should eventually turn solid purple when the Wi-Fi Halo is done booting up and connected to the Internet.

Factory resetting your Wi-Fi Halo

If you can't access your Wi-Fi Halo's Router Management Console or forgot your Wi-Fi network password, you may need to reset your Wi-Fi Halo back to its factory settings.

- If you factory reset your Wi-Fi Halo, it will reset your Router Management Console's username and password back to their default, which is "admin" for both.
- Take a pin (or similar tool) and press and hold the Reset button at the back of the Wi-Fi Halo for 10 to 20 seconds. If done successfully, the Status Light on the front of the Wi-Fi Halo will turn green after a few seconds.



- 2. The Status Light on the front of the Wi-Fi Halo will remain green for a few seconds after the reset as the Wi-Fi Halo's system stabilises. All in all, the Wi-Fi Halo will take up to 5 minutes to complete its factory reset process. If the power light is still green after a minute, power cycle the Wi-Fi Halo.
- 3. Once the LED Light is stable, you should be able to access the Wi-Fi Halo's Router Management Console.

You have forgotten your Wi-Fi Halo's Wi-Fi Password

If you have not changed your Wi-Fi password from your Wi-Fi Halo's default settings, you can find your Wi-Fi password on:

- a. The magnetic Wi-Fi Security Card that came with your Wi-Fi Halo
- b. The sticker on the back of your Wi-Fi Halo



Wi-Fi Security Card



If you had previously changed your wireless settings from the default setting and forgot your password, do the following:

- 1. Connect to the Wi-Fi Halo over Wi-Fi or directly using an Ethernet cable
- 2. Login to the Wi-Fi Halo's Router Management Console (a previous section of this manual has instructions on how to do so)
- 3. From the main page, click on the **gear icon** next to the Wi-Fi network i.e. either Wi-Fi 2.4GHz or Wi-Fi 5GHz whose details you wish to view.

۲	Device Settings	۲		Access Control	۲	6	Internet Connectivity	۲
	Configure DHCP, NTP, DynDNS		Configure Parent	al Control, Firewall, DMZ Access.	Remote	Status: Con	nected	

- 4. Once you select either the 2.4GHz or 5GHz Wi-Fi network, under the "Basic" tab you can find the Wi-Fi network name (**SSID**) and the Wi-Fi password. You can also change the Wi-Fi network's name or password here if you like.
- 5. Click the "Apply" button to save your changes when you are done.

Basic WPS Stats	Advanced MAC Filter Wireless Enviro	nment	
Basic			
Enable 5 GHz Wireless	ON 🔲		
Status	UP		
SSID	MyRepublic 010F-5GHz	✓ Visible	
Channel Selection	AUTO - Current Channel: 36	Cibba Intel to pr	k on ige vrint
Security			
Security	WPA2/WPA Personal	WPA/WPA2 Personal (TKIP/AES mixed) requires a 8-63 character password. You may use the following characters: 0- 9, a-z, A-z and +*%=] symbols	
Password		Show Password	
		Cancel	pply

Your Wi-Fi Halo cannot be detected by your devices over Wi-Fi

- 1. Power cycle the Wi-Fi Halo. You can refer to a previous section of this manual for instructions on how to do so.
- 2. Ensure that wireless setting and Wi-Fi adaptor in your computer or device is on.
- 3. Press and release your Wi-Fi Halo's Wi-Fi button with to refresh the wireless capability. You can find this button on the left side of your Wi-Fi Halo

If the issue persists, continue with the following steps:

- 1. Log in to your Wi-Fi Halo's Router Management Console (a previous section of this manual has instructions on how to do so).
- 2. From the main page, click on the **gear icon** next to one of the Wi-Fi networks (either the 2.4GHz or 5GHz one) to open its settings page.

۲	Device Settings	۲	\bigcirc	Access Co	ontrol	۲	6	Internet C	Connectivity	۲
	Configure DHCP, NTP, DynDNS		Configure I	Parental Control, I Access	, Firewall, DMZ, ss.	Remote	Status: Co	nnected		
PP	Thursd (R)	(10)			(63)			•	Voice Boste	

3. Under the "**Basic**" tab, make sure that the "Enable Wireless" option is set as "**ON**". If you make any changes, remember to click the "Apply" button.

Basic WPS S	tats Advanced MAC Filter Wireless Env	ironment
Basic Enable 5 GHz Wirel	ess ON	
Status	UP	
SSID	MyRepublic 010F-5GHz	✓ Visible
Channel Selection	AUTO - Current Channel: 36	imag to prir
Security		
Security	WPA2/WPA Personal	WPA/WPA2 Personal (TKIP/AES mixed) requires a 8-63 character password. You may use the following characters: 0-9, a-z, A-Z and +*%=I symbols
Password		Show Password
		Cancel

- 4. If the above steps still do not solve the issue, try to reposition the Wi-Fi Halo closer to your wireless device.
- 5. You can also try changing the wireless channel in case the issue is caused by signal interference (a previous section of this manual has instructions on how to change this).
- 6. Reboot both the Wi-Fi Halo and device to reinitialise the connection.
- 7. If none of the above steps work, please contact MyRepublic's support for further assistance.

Note:

• If you are having difficulties connecting to the 5GHz Wi-Fi network on a device, it is possible that the device does not support 5GHz Wi-Fi, especially if it is an older device.

Your Wi-Fi Halo is not powering on

1. Ensure that the power button at the back of your Wi-Fi Halo is set in the "on" position by switching it off and on.



- 2. Ensure the power adapter is properly connected to the Wi-Fi Halo and the power supply.
- 3. Check your power adaptor for any damage or burns. A burnt smell coming from the router or adaptor would suggest overheating and heat damage.
- 4. Connect your power adapter to another power socket. If your Wi-Fi Halo still does not power on please contact MyRepublic Customer Service for further assistance.



Power Socket

Power Adapter

Warranty information for your Wi-Fi Halo

- The Wi-Fi Halo comes with a 2-year warranty tied to the original purchaser starting from the point of installation or delivery not the point of sign up.
- This warranty only covers routers purchased from MyRepublic, and can only be claimed in Singapore.
- To claim your router warranty, contact MyRepublic Customer Service by calling 6717 1680 or by emailing myservice@myrepublic.com.sg.

	Need More Help?
lf you'ı you're	re a MyRepublic Singapore customer, welcome to contact us through our:
Ç	Customer Service Hotline 6717 1680
	Customer Service Email myservice@myrepublic.com.sg
	Website Live Chat www.myrepublic.com.sg
You m looking at ww	ay also find the answers you're g for in our website's Support section w.myrepublic.com.sg/support
	Province MyRepublic 🖉

- To claim your warranty, you will need to provide your MyRepublic Customer/ Subscription ID for our Customer Service personnel to check your warranty validity.
- If you are an active MyRepublic fibre broadband customer and are having technical issues with your Wi-Fi Halo, a technician will be sent down to replace the Wi-Fi Halo if it is found to be faulty.
- If your warranty is still valid and you are no longer a MyRepublic customer, you will need to come to the MyRepublic head office to have the device replaced.

Wi-Fi intermittent disconnection/low Wi-Fi signal/ slow speed on Wi-Fi

- 1. Power cycle your Wi-Fi Halo. A previous section in this manual has instructions on how to do so.
- 2. Test your Internet connection by connecting your computer or laptop directly to the ONT via Ethernet cable i.e. bypass the Wi-Fi Halo. If all your devices have no LAN ports, you can skip this step.
- If your connection issues are solved by a direct connection to the ONT, connect a computer or laptop directly to one of the Wi-Fi Halo's LAN ports using an Ethernet cable. This is to check if it is specifically a Wi-Fi issue.
- 4. If you are still having issues while using a direct LAN connection, check that all your cables are properly connected and perform a factory reset on the Wi-Fi Halo (a previous section of this manual has instructions on how to do a factory reset).

If your issues still persist after a factory reset, please contact MyRepublic Customer Service.

- 5. If it appears to be a Wi-Fi issue, try changing the channel of the Wi-Fi network you are connecting to (you can refer to a previous section in this manual for instructions on how to change your Wi-Fi network channel).
- 6. Check and update the firmware version of your Wi-Fi Halo (a previous section of this manual has instructions on how to install new router firmware).

Note:

• The speed at which your computer or device can stream or download files depends on its hardware specifications as well, such as its CPU or network adapter. Certain CPU or network adaptors, such as those in mobile devices, are not powerful enough to reach anywhere near 1Gbps download speeds.

How to set manual DNS e.g. to google DNS

- 1. Login to your Wi-Fi Halo's Router Management Console (a previous section of this manual has instructions on how to access the console).
- 2. From the Main Page, click the **gear icon** next to "**Internet Connectivity**" to open its settings.

۲	Device Settings	۲		Access Control	۲	6	Internet Connectivity	۲
Configure DHCP, NTP, DynDNS		Configure Parental Control, Firewall, DMZ, Remote		Status: Connected				

3. On the "Internet Connectivity" page, in the drop-down box next to "**DNS**" select "**Manually Specify DNS**". Then, input your preferred DNS (e.g. Google DNS is 8.8.8.8 and 8.8.4.4).

Click the "Apply" button to save your changes.

Internet Conne	h Internet: Disconnected		
Basic			
IPv4			
Connection Type	- 91		
Addressing Type	DHCP -		
DNS	Manually Specify DNS -		
DNS 1			
DNS 2			
		Cancel Apply	

4. Power cycle your Wi-Fi Halo to ensure that the changes take effect (a previous section of this manual has instructions on how to do this).

Note:

• You can use your preferred DNS server but certain MyRepublic services may need you to use MyRepublic DNS servers to function properly.