

# HALO MODEM TROUBLESHOOTING & USERGUIDE



## Overview

This guide is here to provide some answers to some commonly asked questions about your modem.

## Contents

Getting to know your modem LED lights .....	2
Basic Troubleshooting Broadband Connection and Slow Speed Issues .....	3
Accessing the Modem Interface .....	6
Recovering your Halo Modem Wireless Key (password).....	7
Your modem does not appear in the wireless devices list on your computer or smartphone.	8
The modem has “disappeared” from your wireless device list.....	9
Poor Wireless Connectivity or Range.....	9
How to change your Wireless Channel.....	10
Unable to connect wireless devices via WPS.....	11

## Getting to know your modem LED lights

The modem has two LED lights which indicate the status of your broadband service and W-Fi connectivity.



Status Lights	
Green	The modem is starting up.
Purple	The modem is connected to the Internet and is working normally.
Flashing Orange	The modem is attempting to connect to the Internet. If the modem continues to flash orange after an extended period this indicates no synchronisation or connection to the MyRepublic network.
Solid Orange	The modem is unable to authenticated on the MyRepublic network.
Flashing Blue	There is no Ethernet connection on the WAN or LAN (ADSL) port.
Red	Please contact Customer Service for further assistance.
Wi-Fi Lights	
Green	Wi-Fi is working normally.
Blinking blue (slow)	WPS is enabled.
Blinking blue (fast)	WPS error.

## Basic Troubleshooting Broadband Connection and Slow Speed Issues

Before troubleshooting your service, please check our [Network Status page](#) for information on any planned or unplanned outages.

### **Step 1: Have you had confirmation from MyRepublic that your service activation has been completed?**

- There are several parts to the activation process, one of which is a technician appointment to connect your home to our wholesale network, once this work has been completed, we need to provision your service on the MyRepublic network.
- You will receive both an email and an SMS message to let you know that the activation process has been completed and it is time to set up your modem.

### **Step 2: Restart your Modem/nbn™ Network Termination Device (NTD)**

- Remove the power cable from the back of your modem for 10 seconds, then plug it back in. After approximately 2 minutes the lights on the modem should come on again and go green.
- If you have an nbn™ Fibre to the Premises (FTTP), Fixed Wireless (FW) or Hybrid Fibre Coaxial (HFC) connection, also power OFF your nbn™ NTD, by turning it OFF at the power point on the wall. Wait for 30 seconds and then power it back ON. Please wait 2 minutes to reconnect to the internet.
- On the nbn™ connection box (NTD) the Power, Optical and UNI-D lights need to be ON:
  - The Power Supply Unit (PSU) needs to have the System Status light ON.
  - Note: the UNI-D lights are meant to be an Amber colour.
  - If any combination of these lights is turned OFF or are red, start by turning the PSU OFF at the power point on the wall. Please wait for 30 seconds and turn it back ON.
  - If the Power, Optical, Alarm or Update lights are red, please contact MyRepublic on 1300 130 888 and select option 4 for technical support.

### **Step 3: To isolate slow speed issues, check the programs running on your PC/MAC or other device.**

- Aside from your internet browser, please check if you have any programs that are accessing the internet and are open or running in the background, some examples include:
  - Gaming applications or a Gaming console
  - File-Sharing / P2P applications / Torrent applications
  - Social networking applications
  - Online chat (Skype etc.) applications

- Software Updates
- If you find a program is accessing the internet, please completely exit or disable it and recheck your browsing speed.

#### **Step 4: Clear your Cache**

- Close all your internet browser windows (e.g. IE, Firefox, Chrome etc), including this one. Then re-open a single browser window and clear its cache.
- A browser cache is a group of files, images, objects that are stored locally on your computer to speed up browsing. Sometimes having a large cache can affect the performance of the browser itself which may make surfing the internet slow.
- Different browsers and browser versions will have specific steps, to clear their cache, we recommend using your browser's help menu for assistance with cache clearing, this is often accessible by clicking the menu in the right-hand top corner of your browser.
- After you've cleared your cache – Close your browser window and reopen it.

#### **Step 5: Connect via your Ethernet Cable**

- You will always achieve the fastest speeds via your ethernet cable this is due to Wi-Fi networks may have interference from various devices in your home.
- This interference can slow your wireless connection speeds. Plug your computer into your modem's yellow port on the back using the yellow Ethernet cable that came with your MyRepublic modem.
- In some Australian homes, your Wi-Fi mightn't reach to all areas, if this is the case investigate investing in a Powerline or Wi-Fi extender.

#### **Step 6: Security and Anti-Virus Programs**

- If you have a security or anti-virus program with an in-built security system enabled:
  - Please disable the program / firewall for testing purposes and wait 30 seconds.
  - Check your browsing speed
- If this has fixed your speed issues your firewall / security program is slowing down your connection speed. Please contact the software manufacturer for assistance with reconfiguring your firewall / security suite to optimise connection speed.
- **Important:** It's not recommended that you leave your firewall disabled, as this may present a security risk.

#### **Step 7: Storage on your device (PC/MAC) storage**

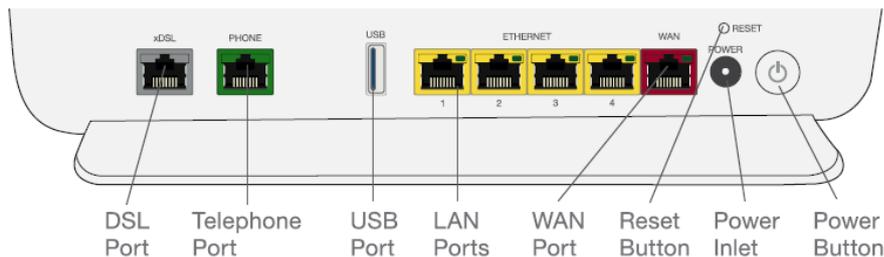
- MyRepublic provisions you on the fastest speed available at your location, however sometimes the speeds are so high it may be your computer struggling to keep up.

- If your hard drive is approaching its capacity or you have too many programs running it could be affecting your devices browsing performance.
- Try restarting your device to end all unnecessary programs running or free up disk space if you're close to capacity.

### Step 8: Speedtest

- We have our own dedicated Speedtest server for MyRepublic customers available [here](#).
- To run a Speedtest, connect your modem to your PC/MAC via the yellow ethernet cable, followed by selecting the 'Run Test' option.
- If you don't use the MyRepublic Speedtest, your results may not be completely accurate, if you do use an alternative Speedtest, ensure that you connect to a server near your location.

**Tip:** You can connect to your modem using an Ethernet cable if you are experiencing issues with your wireless connection. Plug an Ethernet cable into the ethernet port of your device to one of the yellow LAN ports on your modem.



## Accessing the Modem Interface

**Step 1:** Use a computer that is already connected to your network.

**Step 2:** If none of your computers are connected to the wireless network, connect an ethernet cable from your computer to one of the available ethernet ports.

**Step 3:** Type 192.168.1.1 into your web browser

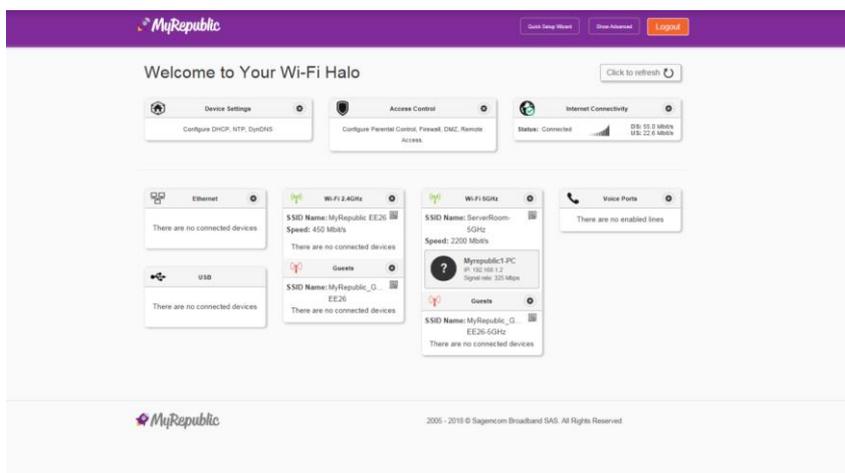


**Step 4:** Enter the username and password (admin, admin), then click Login.



You will then be displayed with the main page of the modem interface which displays the following options:

- Basic Settings
- Access Control
- Internet Connectivity
- Ethernet Connectivity
- VoIP Connectivity
- Wireless 2.4Ghz and 5Ghz Settings



## Recovering your Halo Modem Wireless Key (password)

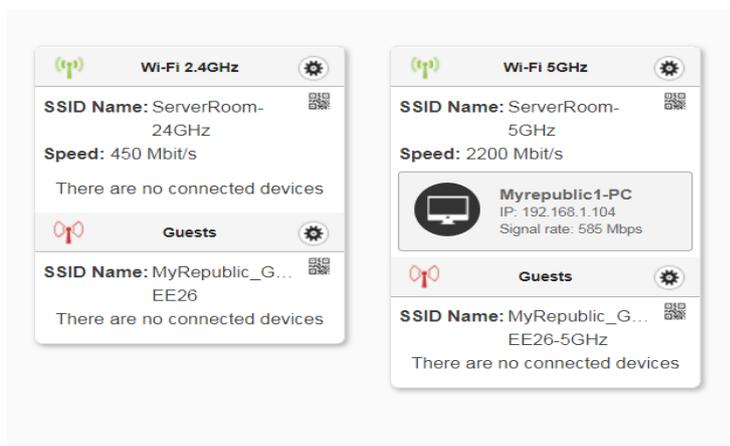
If you have not changed your Wi-Fi password, you can find your SSID and Password on:

- The magnetic Wi-Fi card that came with your modem
- On the sticker underneath your modem

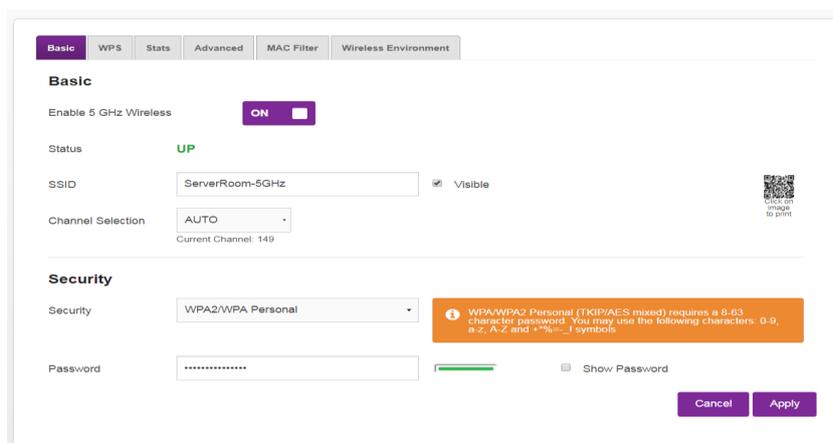
If you have changed the wireless settings manually and you do not remember your password, try one of the following:

**Step 1:** Log into the modem interface.

**Step 2:** Click on the Settings icon (⚙️) on either the 2.4Ghz or 5Ghz connection. You can amend your Wi-Fi settings here.



**Step 3:** Under Basic you can find the network name (SSID) and wireless key (password). Here you can update the Wi-Fi SSID and password. Click Apply to save your changes. You will be displayed with a notification indicating your settings have been updated.



## Your modem does not appear in the wireless devices list on your computer or smartphone.

- Make sure the wireless capability on your computer or smart device is turned ON.
- Make sure that the modem wireless interface is enabled (it is turned enabled by default).

**Step 1:** Check that you have switched ON the wireless capability on your computer or smart device.

**Step 2:** Check that the modem wireless interface is enabled (it is turned ON by default).

Hold down the Wi-Fi button for 5 seconds to turn Wi-Fi ON or OFF. The button is located on the left side of the modem. If none of the above works, please do the following (recommended to connect via Ethernet).

**Step 3:** Login to the modem interface and click on the settings button (⚙️) on either the 2.4Ghz or 5Ghz connection.

**Step 4:** Ensure Enable 2.45Ghz or 5Ghz wireless is ON. If not turn this ON.

The screenshot shows the 'Basic' settings page for the modem's wireless environment. The 'Enable 5 GHz Wireless' toggle is turned ON. The status is UP. The SSID is 'ServerRoom-5GHz' and is visible. The channel selection is 'AUTO' with a current channel of 149. The security is set to 'WPA2/WPA Personal'. A password field is present with a 'Show Password' checkbox. A warning message states: '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'. 'Cancel' and 'Apply' buttons are at the bottom right.

## The modem has “disappeared” from your wireless device list

If you could connect previously, but can't connect anymore:

**Step 1:** Make sure that the wireless device you are trying to connect to has its Wi-Fi signal activated (for example, sometimes computers and laptops have a physical switch on the device that lets you turn its wireless capability ON and OFF).

**Step 2:** Make sure that the wireless client is still using the correct wireless settings (network name (SSID), and security settings).

## Poor Wireless Connectivity or Range

**Step 1:** If your Wi-Fi signal is low or not available, try to:

- Reposition the modem closer to your wireless device, or changing the location where you have installed your modem or move it to a higher position such as on a cupboard or shelf in a central location.
- To get the best performance out of your Wi-Fi ensure your modem is in a central location where signals won't be affected:
  - Internal walls in your home and/or large objects or furniture such as Fridges, washers, cabinets, or television.
  - Wireless Interference from microwaves, cordless phones, or anything you have in your home that produces wireless signals.
  - Wi-Fi signals are affected when travelling through water such as fish tanks and water tanks.

Note: The 5Ghz network can transfer data at faster speeds. We recommend that you use the 5Ghz network if visible. Your 2.4Ghz network has slower speeds but greater range. If you are experiencing issues at the edge of your house, or are using an older device that can only see this network – this is the one to use.

**Step 2:** Try changing the wireless channel in the modem interface (see below).

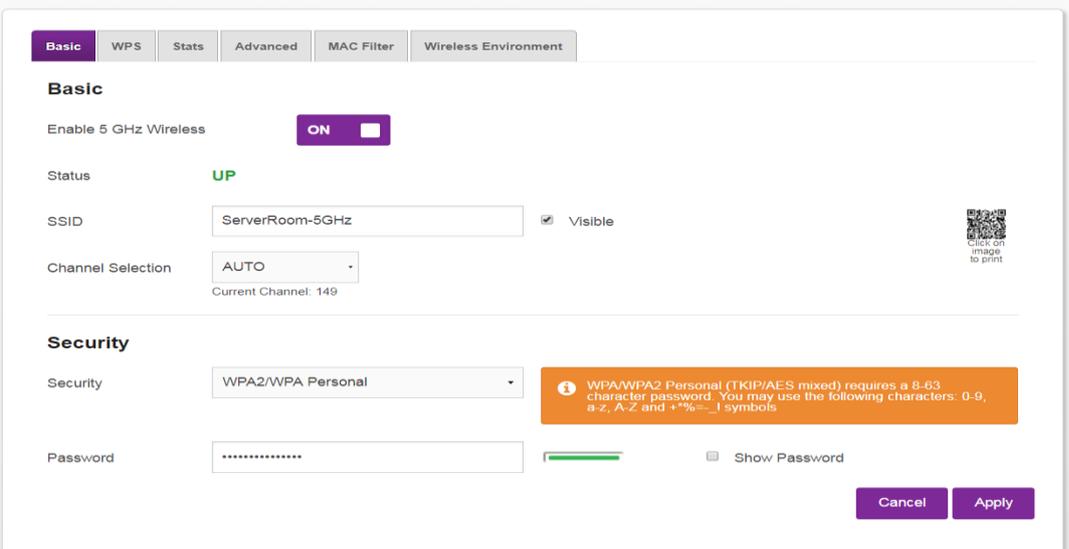
**Step 3:** To keep your Wi-Fi connection secure use WPA (2)-PSK for your devices encryption.

## How to change your Wireless Channel

**Step 1:** Login to the modem interface.

**Step 2:** Click on the settings button (⚙️) on either the 2.4Ghz or 5Ghz connection. You can amend your Wi-Fi Wireless Channel settings here.

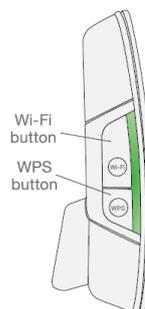
**Step 3:** In the Channel Selection list under Basic, select a Channel other than the current channel. Click Apply to save your changes. You will be displayed with a notification indicating your settings have been updated.



The screenshot shows the 'Basic' settings tab for the modem's wireless configuration. The 'Enable 5 GHz Wireless' toggle is turned ON. The status is 'UP'. The SSID is 'ServerRoom-5GHz' with a 'Visible' checkbox checked. The 'Channel Selection' is set to 'AUTO', with a note indicating the current channel is 149. The 'Security' section shows 'WPA2/WPA Personal' selected. A warning message states: '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'. The password field is masked with dots and has a 'Show Password' checkbox. 'Cancel' and 'Apply' buttons are at the bottom right.

## Unable to connect wireless devices via WPS

The WPS button allows you to add new wireless clients to your network in a swift and easy yet secure way without the need to enter any of your wireless settings manually. Both the 2.4 GHz and 5GHz access points of the modem support WPS.



To do so, press the WPS button which can be found on the side of the modem under the Wi-Fi button, please note, this only opens the Wi-Fi connection for 2 minutes.

If you have trouble connecting your wireless client via WPS, try one of the following:

**Step 1:** Wait until the WPS LEDs (on the left-hand side) of the modem is OFF. Holding down the WPS button for 5 seconds. Use your device (e.g. mobile phone) to connect via its WPS functionality. Once the LED light turns Green this will indicate your device has successfully connected.

Colour	State	Description
Green	Solid On	Client successfully registered via WPS.
Blue	Flashing(slow)	WPS registration ongoing.
Red	Flashing(fast)	Error occurred.

**Step 2:** If you have previously switched WPS OFF, login to the modem interface to enable WPS.

**Step 3:** Click on the settings button (⚙️) on either the 2.4Ghz or 5Ghz connection. In the top navigation bar, click on WPS.

**Step 4:** Ensure Enable WPS is ON (it is ON by default).

