MERCKU

USER GUIDE

M6 AX1800 Mesh Wi-Fi Router

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About This Guide

Thank you for purchasing Mercku's M6 AX1800 Mesh System! This User Guide is meant to compliment the *Quick Start Guide* provided with the device. The Quick Start Guide walks you through quick set-up and node addition instructions for your new Mercku M6, whereas this User Guide provides a detailed description of each function and shows you how to optimize your function configurations to best suit your needs. When using this guide, please note that the features of your router may vary slightly depending on the model and firmware version you have, and on your location, language, and internet service provider.

Support

You can visit www.mercku.com to learn further information about your products, get assistance, access the latest firmware versions, and join our community. We recommend that you use only official Mercku support resources.

You can find your *Quick Start Guide* inside the packaging of your new Mercku device.

If you require any further assistance, please refer to our FAQs which can be found here: https://www.mercku.com/support/faqs/.

MERCKU

Chapter 1: Mercku M6 Overview

This chapter introduces technical specifications for the M6 router:

- M6 Technical Specifications
- LEDs

1.1. M6 Technical Specifications

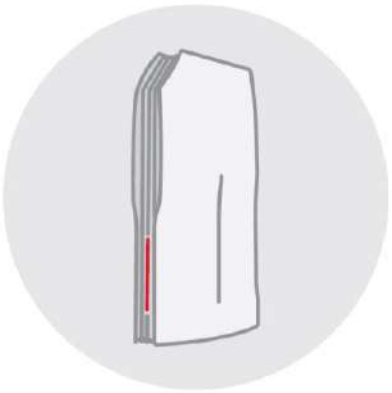
The **M6 router,** when placed in an open location, can provide coverage for a home of up to 3,000 ft² (280 m²). Please refer to the information below for technical specifications for the M6.

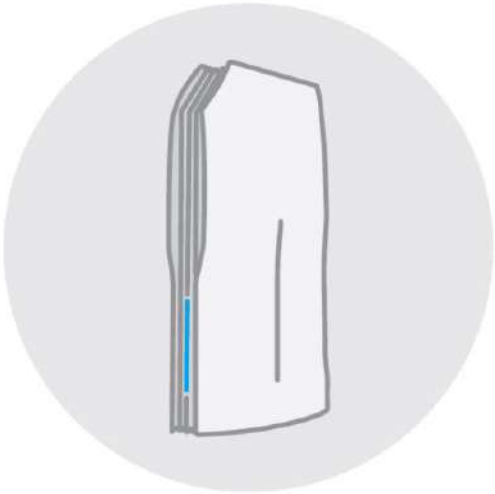
Basic Information	Model	M6R0
	Role	Wireless Mesh Router
	Certification of Compliance Name	M6 Mesh Wi-Fi Router
	Brand	Mercku
	Transmission Band	2.4 GHz & 5 GHz
	Mesh	Yes
	Color	Black, Red, White
	Size	140 x 52.6 x 206 mm
Antenna	Frequency	2.4 GHz & 5 GHz
	Antenna	WHEMS antenna
	Wireless Rate	2.4 GHz: 573 Mbps 2x2 5 GHz: 1201 Mbps 2x2
	Wireless Protocol	802.11a/b/g/n/ac/ax
	Dual-Frequency Concurrency	Yes
	Antenna Gain	2.4 GHz: 5.0 dBi 5 GHz: 5.0 dBi
Port	WAN	1000 Base-T Ethernet x 1
	LAN	1000 Base-T Ethernet x 2
	LED	1 (internet and mesh status)
	Reset Button	1
	Connect Button	1
Hardware	CPU	Quad ARM Cortex A53 at 1.2 GHz (Quad-Core Processor)
	Flash	1 Gb NAND
	RAM	512MB DDR3
	WAN access mode	PPPoE/DHCP/static IP
	Power Adapter	DC 12 V/1.5 A 100-240 V 56/60 Hz
Software	STA access mode	DHCP/static IP
	STA ACL	URL filter/mac filter/rate limit/time limit
	App Management	iOS/Android
	Web local management	http://mywifi.mercku.tech
	VPN client	PPTP/L2TP/OpenVPN
	DDNS	DynDNS/Oray

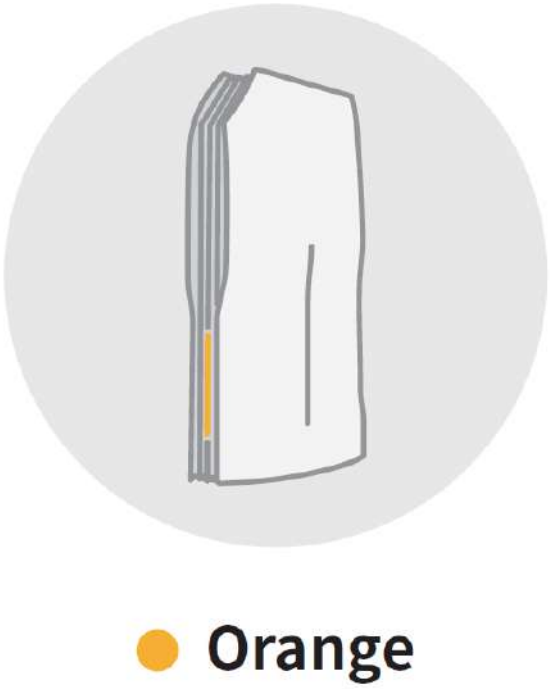
	LAN DHCP Setting	LAN IP/pool/lease
	Static DHCP lease	MAC and IP binding
	Port forwarding	Yes
	DMZ	Yes
	WAN MAC Clone	Yes
	Firewall	ICMP Smurf, IP Land, IP Spoof, IP Teardrop, Ping of Death, TCP Scan, TCP SynwithData, UDP Bomb, UDP Echochargen
	System log	Yes
	Customized DNS	Yes
	Network diagnosis	ping / traceroute / nslookup
	Smart connect	2.4 GHz /5 GHz SSID separation
	Guest Network	Yes
Certification	IC	Yes
	CE	Yes
	RoHS	Yes
	FCC	Yes

1.2. LEDs

The LED indicator at the front of the M6 indicates its status:

<table>
<tr>
<td> 
● Red
undergoing factory reset

Blinking slowly: operation in progress (e.g. booting up, upgrading firmware)
Blinking quickly:</td>
<td> 
● Blue
Blinking: router is in pairing mode</td>
</tr>
</table>

	
No internet connection	**Steadily illuminated**: stable network connection **Blinking:** network connection available, however mesh connection could be better

Chapter 2: Managing Your System

This chapter goes through options for managing and accessing your new Mercku wireless network.

- Installing the Mercku App
- Creating an Account in the Mercku App
    - Using your Phone Number
    - Using your Google or Facebook Account
- Set Up Your Network Without Registering
- Managing Your Network from the Mercku App
- Using the Mercku Web Portal
- Unbinding Your Router
- Time Zone Settings
- Country/Region Settings

2.1 Installing the Mercku App

The Mercku App runs on iOS and Android devices, such as smartphones and tablets. Go to the **Apple App Store** for iOS devices or **Google Play** for Android devices and search "Mercku" or simply scan the QR code to download and install the app.

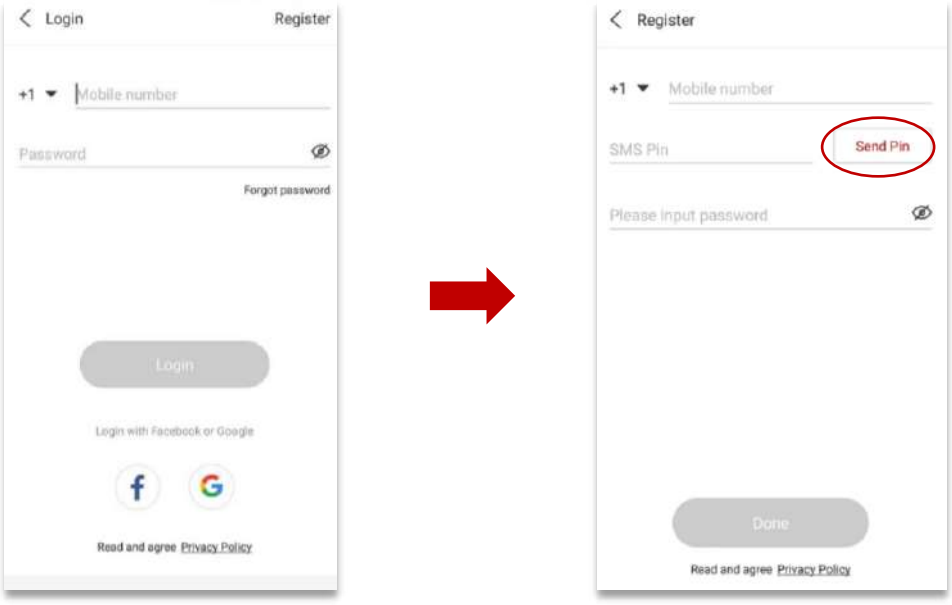
2.2 Creating an Account on the Mercku App

2.2.1 Using your Phone Number

1. Open the Mercku App and click *Login* > Go to *Register*
2. Enter your phone number and click *Send Pin*

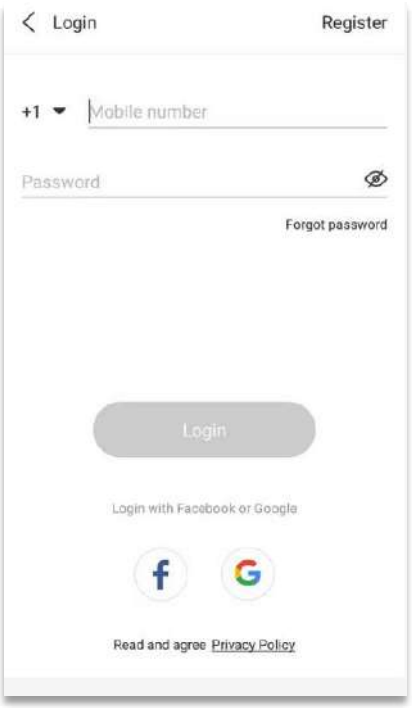
Please Note: You will receive a text message containing the PIN and will have 1 minute to complete the registration before the PIN expires.

3. Once you have registered, follow the instructions to set up your Mercku network through the app. Please note that Chapter 3 has setup instructions.



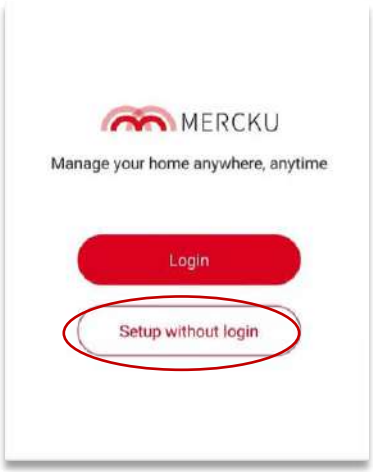
2.2.2 Using your Google or Facebook Account

Go to the Mercku App and click on "Login", select or



2.3 Set Up Your Network Without an Account

When you open the Mercku App, you can select the *Setup without login* option to set up your network without linking an account to your phone number, Facebook, or Google account. Doing so will redirect you to http://mywifi.mercku.tech. Please follow the instructions to set up your network. Chapter 3 has full setup instructions.



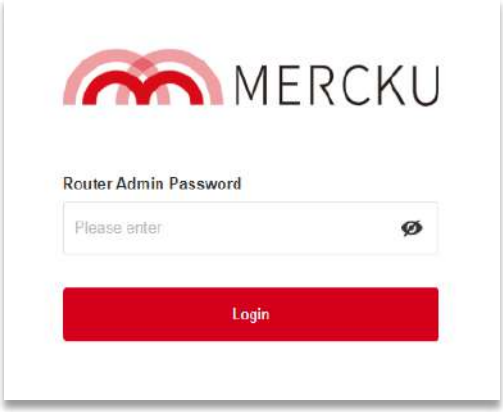
2.4 Managing Your Network from the Mercku App

After setting up your Mercku account, you can "bind" the M6 to your phone's Mercku App for remote and on-site access to the network. The M6 network may only be bound to a single device at any given time.

1. Connect your device to your router's wireless network.
2. Open the Mercku App on your device and follow instructions on the screen.

2.5 Using the Mercku Web Portal

1. Connect to the Mercku network and go to http://mywifi.mercku.tech.
2. Enter your *Router Admin Password* to access the portal and manage your network.



2.6 Unbinding Your Router

Unbinding a device dissociates your router from the Mercku App and your account.

Please ensure that you are using the latest App version. There are two different ways to unbind your M6 from your account:

- Open the Mercku App and log in > Click *Settings* > Select *Unbind*
- You can also factory reset your M6 router to unbind your account

2.7 Time Zone Settings

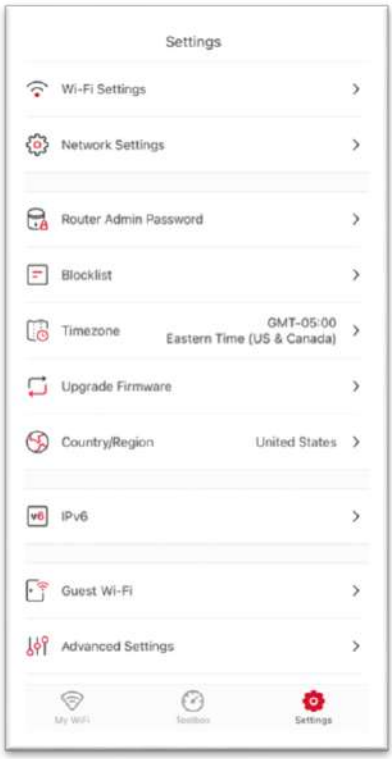
When you first set up your router, please ensure that your system's time zone is correct. This will ensure that any time-based system functions, such as parental controls, are operating as expected.

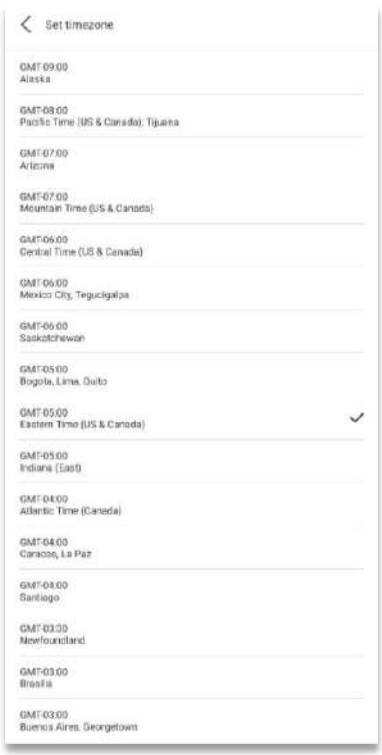
The time zone may be updated in either the Mercku App or the Portal.

Using the Mercku App:

1. Open the Mercku App on your mobile device.
2. Go to *Settings* > *Timezone*

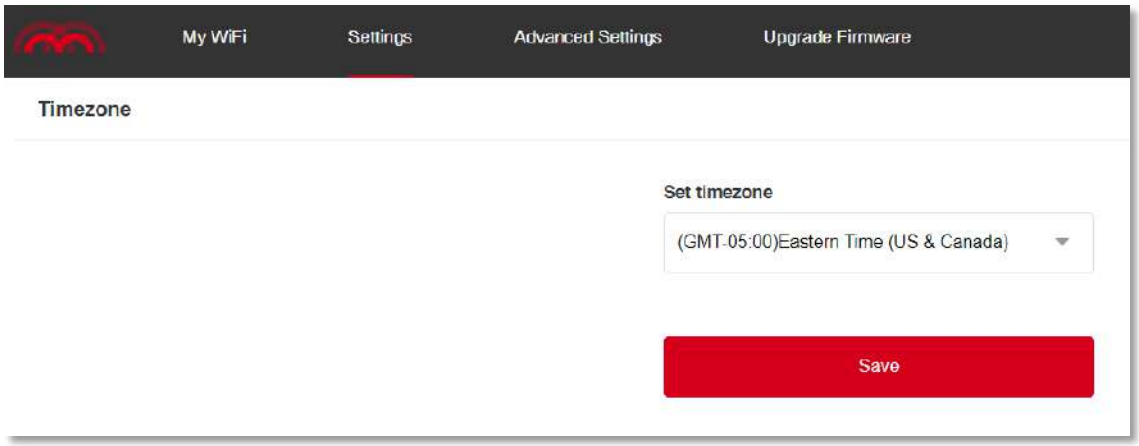
3. Select your time zone from the list.





Using the Mercku web portal:

1. Visit http://mywifi.mercku.tech and log in using your Router Admin Password.
2. Go to *Settings* > *Timezone*
3. Select your time zone



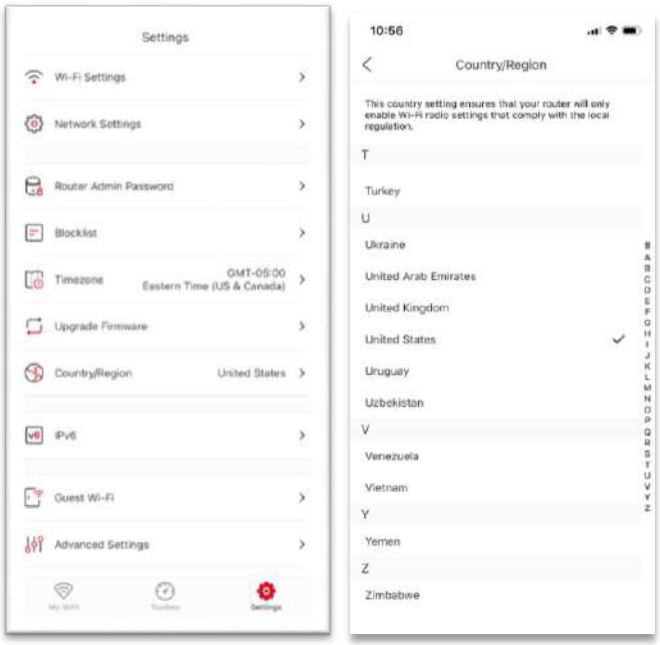
2.8 Country/Region Settings

You can set the country/region for your Mercku network. This may influence the channels available for certain settings including Wi-Fi channel switching, as well as other Wi-Fi time management settings such as parental controls and guest Wi-Fi.

You can change your country/region using either the Mercku App or the web portal.

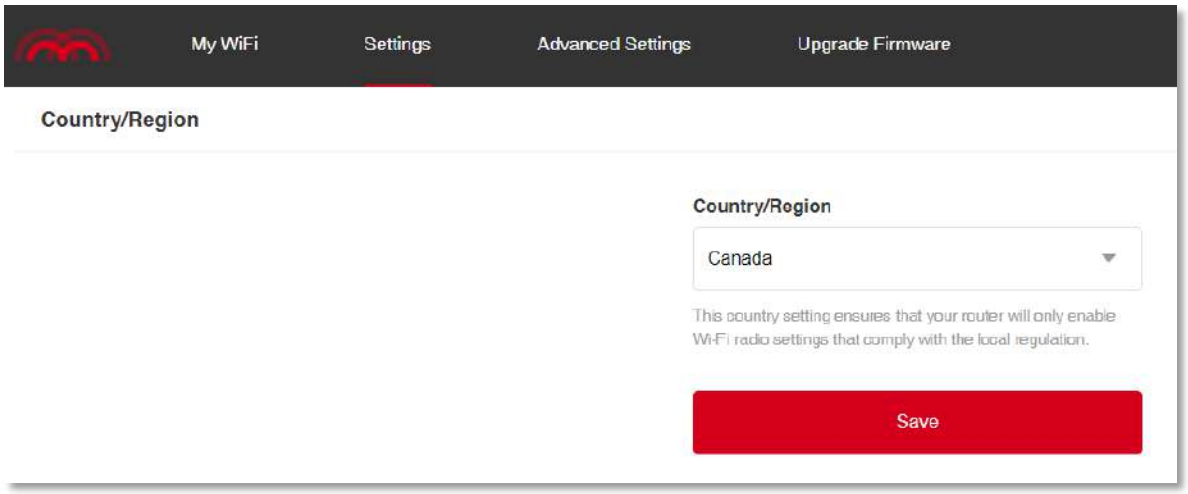
Using the Mercku App:

1. Open the Mercku App on your mobile device.
2. Go to *Settings* > *Country/Region* > Select your country/region from the list.



Using the Mercku web portal:

1. Visit http://mywifi.mercku.tech and log in using your Router Admin Password.
2. Go to *Settings* > *Country/Region* > Select your country/region from the list.



Chapter 3: Installation and Mesh Set-Up

This chapter will go through how to position and connect your Mercku devices for the best experience with your new mesh Wi-Fi network.

- Tips When Installing Your M6 Router
- Installing the M6 Using the Mercku App/ Portal
- Connecting a Device Directly to the M6
- Adding an M6 Node to Your Existing Mesh
- Positioning Your Mesh Nodes

3.1 Tips When Installing Your M6 Router or Nodes

The following factors may affect connectivity during installation and between your mesh nodes: housing structure, indoor obstacles, interference emitted by electronic appliances, and distance between mesh nodes relative to the M6 router. Here are some tips to ensure that your coverage is optimized within your home:

- The router should be placed in a dry place without exposure to excessive heat.
- Make sure the cables and power cord are safely placed out of the way, as to not create a hazard.
- For optimized performance and coverage, the M6 should be placed in an open and unobstructed area
- Keep the router away from devices with strong electromagnetic interference such as microwave ovens, 2.4 GHz wireless mouse, 2.4 GHz wireless phones or other electrical appliances that use the 2.4 GHz band.
- Do not place nodes in a straight line
- Wi-Fi signals are weakened by concrete walls and floors, metal and glass. Please ensure you place your router in an open location.

Did you know?

Walls and materials impact Wi-Fi strength. When placed in an open area, the optimal distance between nodes is within 23 ft (7 m), but can be reduced by the following types of materials:

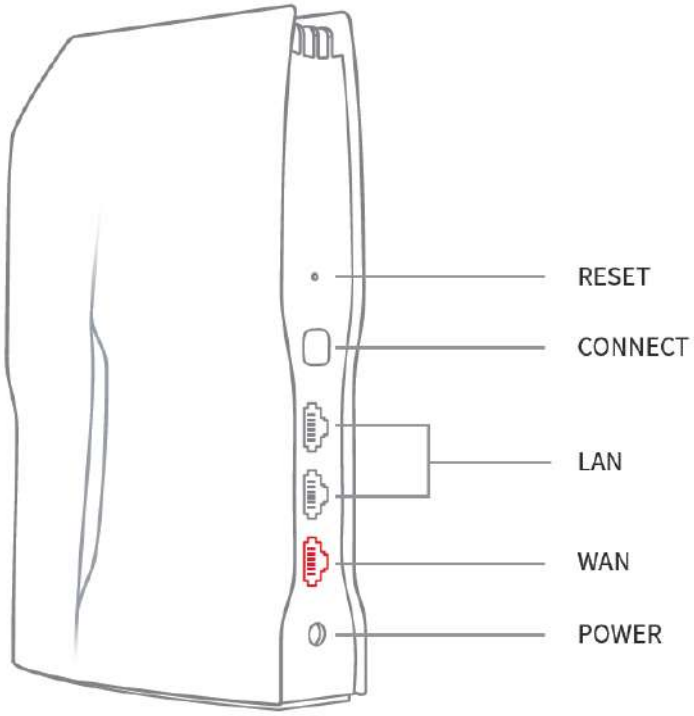
- *Wood or plastic: 16.5 ft (5 m)*
- *Glass: 6.5 ft (2 m)*
- *Cement or metal: 3.3 ft (1 m)*

3.2 Installing Your M6 Using the Mercku App/Portal

1. Plug in the M6 and connect the one end of the provided ethernet cable to the WAN port of the M6 and the other end to the LAN port of your modem. Once connected via ethernet cable, a white light in front of the M6 will light up, confirming a successful connection.
2. Connect to the Open Mercku network: **MERCKU-XXXX**
3. Use the Mercku App or Mercku Portal (http://mywifi.mercku.tech) and follow the instructions to set up your SSID.
4. Once your network is set up, please upgrade the firmware on your Mercku devices. Refer to Chapter 14 for instructions on how to upgrade your firmware.

Please note that the name of the network is shown at the bottom of the router as shown below:

3.3 Connect a Device to Your M6 via Ethernet Cable

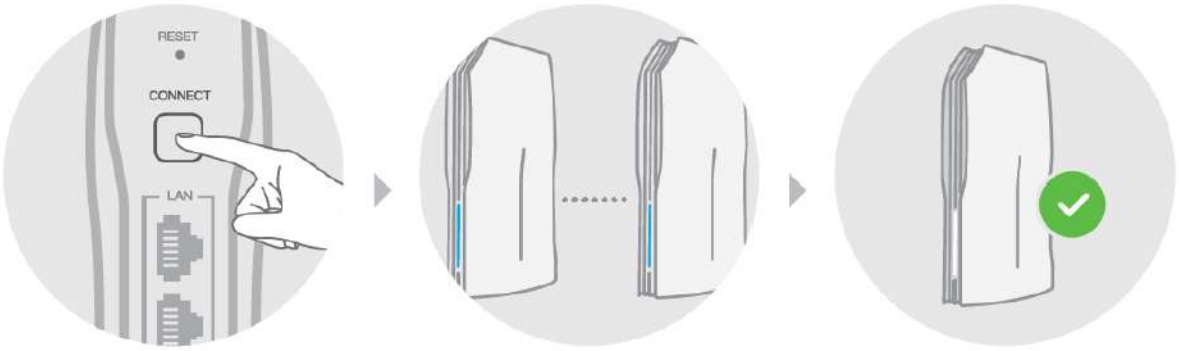


Whether your M6 is being used as your main router or as a wireless node, you can establish wired internet connectivity to devices such as computers, laptops, or gaming consoles. Simply plug in your device's ethernet cable to the LAN port of the M6. When the M6 is powered up, a red light shows up, and the LED light in front of the router will change to white once a successful local connection has been established.

3.4 Adding an M6 Node to Your Existing Mesh

There are 3 different ways to add an M6 node to your existing mesh network:

1) **Without using the Mercku App or Portal:**
    a. Plug in the power to the M6 node and wait until the LED indicator is orange
    b. Press the "Connect" button on the main M6 router
    c. Press the "Connect" button on the M6 node

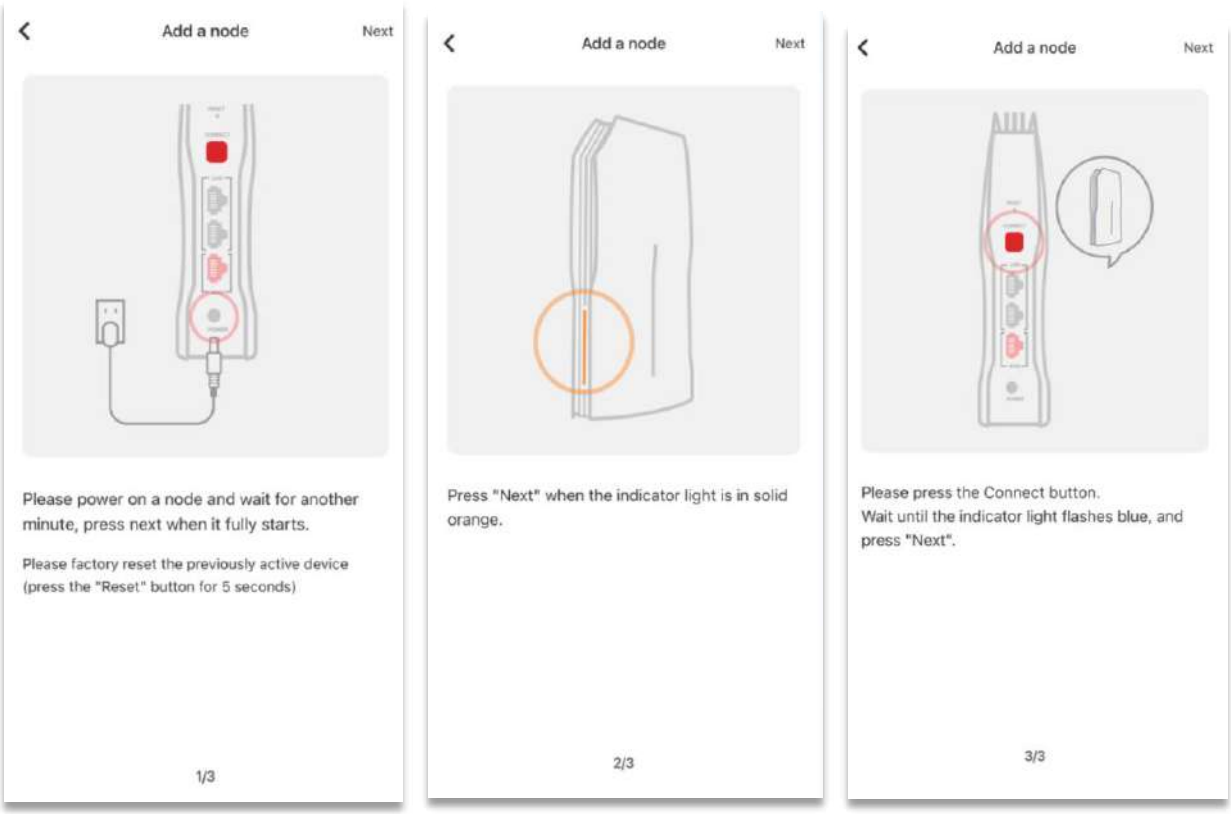


Once the M6 node is meshed, you'll see its LED indicator become white.

2) **Via Mercku App:**

a. Open the Mercku App on your mobile device.
b. Select the "+" sign at the right-top corner > *Start*

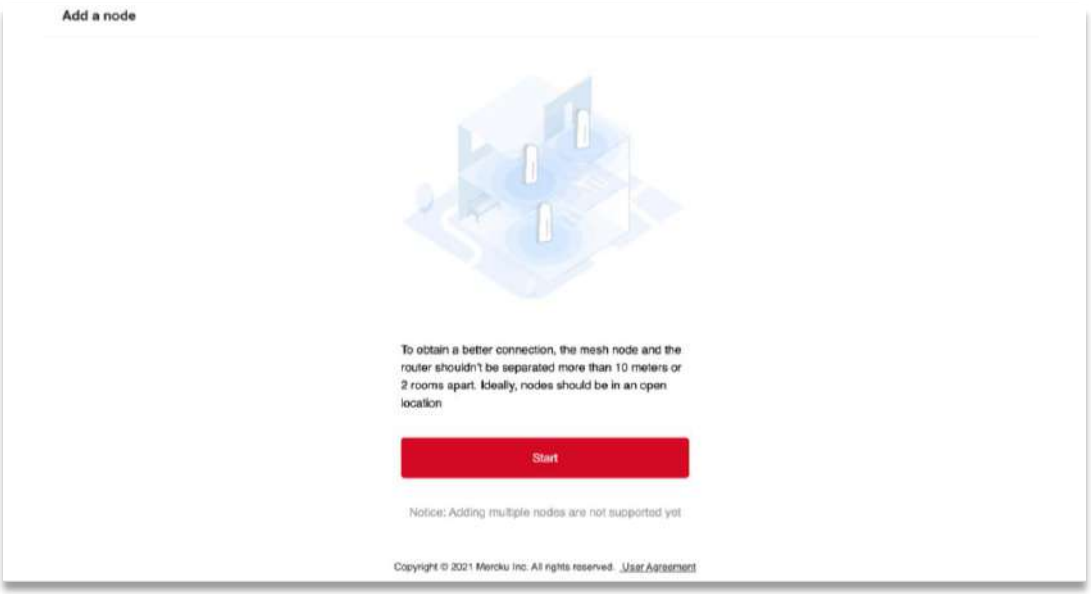
c. Plug in the M6 node - the indicator light on the front will start off as red, then orange



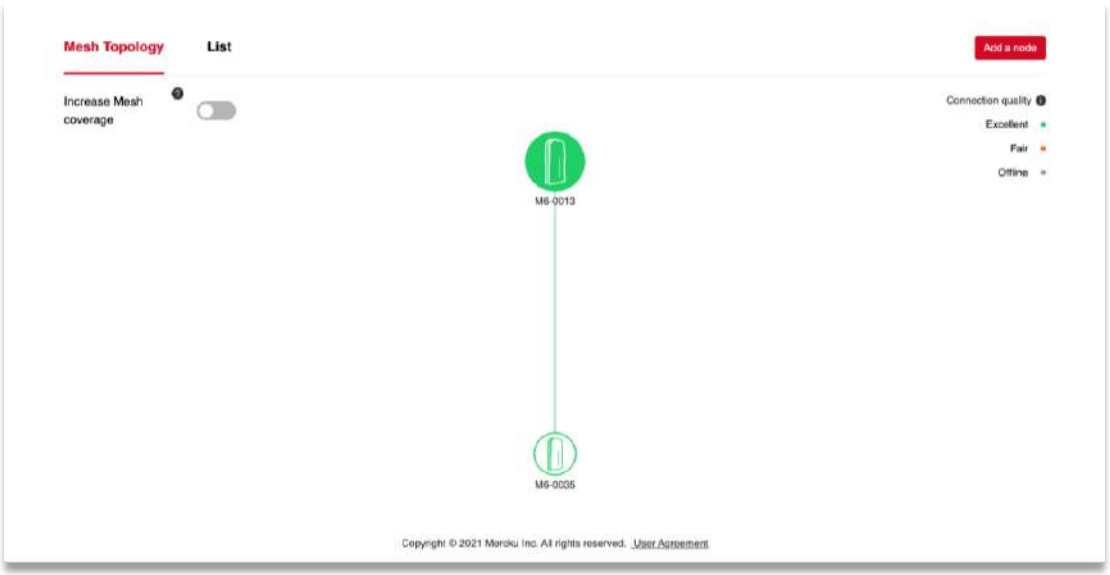
d. Press the "Connect" button on the M6 node until the indicator light blinks blue, follow the instructions in the App, and wait for about to 1 minute for the M6 node to be added
e. When the nodes are meshing, an animation of this activity shows up, please wait for 1 minute until the "Successfully added" message appears.
f. Go to back to the homepage and click on *Wi-Fi point* to see the new node added to the network.

3) Via Mercku Portal:

a. Visit http://mywifi.mercku.tech and log in using your Router Admin Password.
b. On the homepage, click on *Add a node* > *Start*

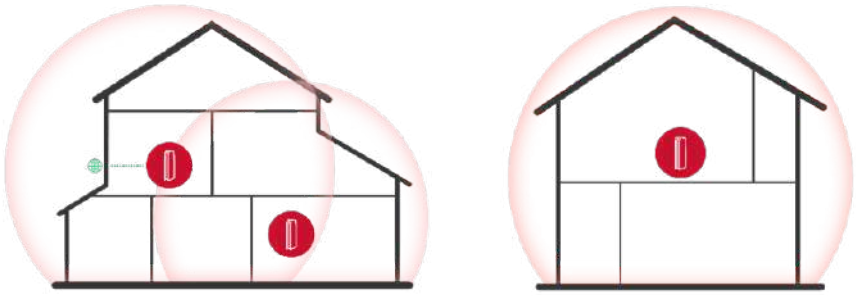


c. Plug in the power to the M6 node - the indicator light on the front will show red light at first, then turn orange.
d. Press the Connect button on the M6 node until the indicator light blinks in blue, follow the instructions in the App, and wait for about to 1 minute for the M6 node to be added.
e. When the nodes are meshing, an animation of this activity will show up, please wait for 1 minute until the "Successfully added" message appears.
f. Go to back to the homepage and click on Wi-Fi point to see the new node added to the network.



3.5 Positioning Your Mesh Nodes

- Place nodes in open locations around the M6 router
- The higher the node is placed, the better coverage
- Avoid placing nodes close to appliances which may cause signal interference. E.g. microwaves, 2.4 GHz wireless mouse, 2.4 GHz wireless telephones
- Avoid placing your mesh nodes in a straight line



Chapter 4: Router Management

This chapter will review details on how you can manage your Mercku hardware, from testing network speeds to rebooting and factory resetting.

- Increase Mesh Coverage
- Mesh Topology and Connection Quality
- Managing Your Mercku Hardware
    - Opening Your Device List
    - Reboot
    - Factory Reset
- Test Network Speeds
    - From Device to Router
    - From Router to Internet
- Monitor Traffic Usage

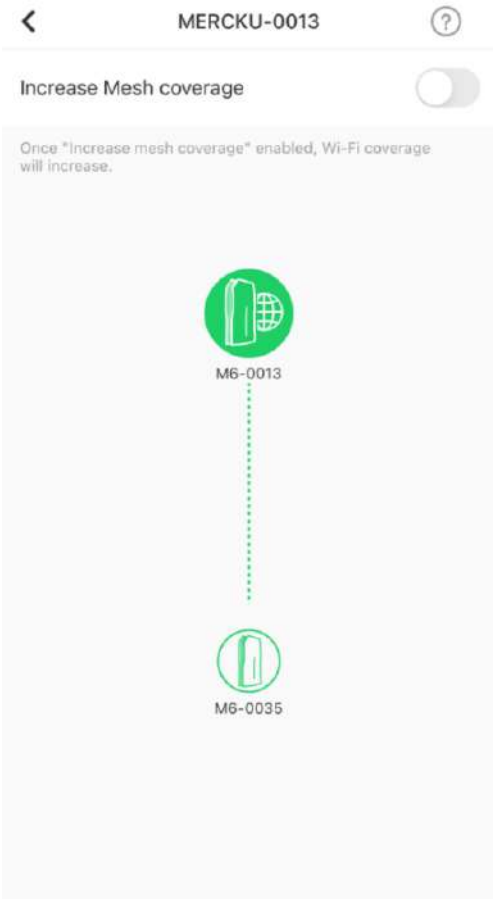
4.1 Increase Mesh Coverage

Increase mesh coverage is a feature that manages communication between mesh units on the Mercku network. When disabled, Mercku mesh units will decide which of the bands is stronger and will connect to it automatically. When this feature is enabled, you will force all units to stay only on the 2.4 GHz band in order to improve the reach of your mesh system.

If you need a strong signal for a distant connection, it is recommended you enable this function.

How to toggle "Increase Mesh Coverage" on the Mercku App:

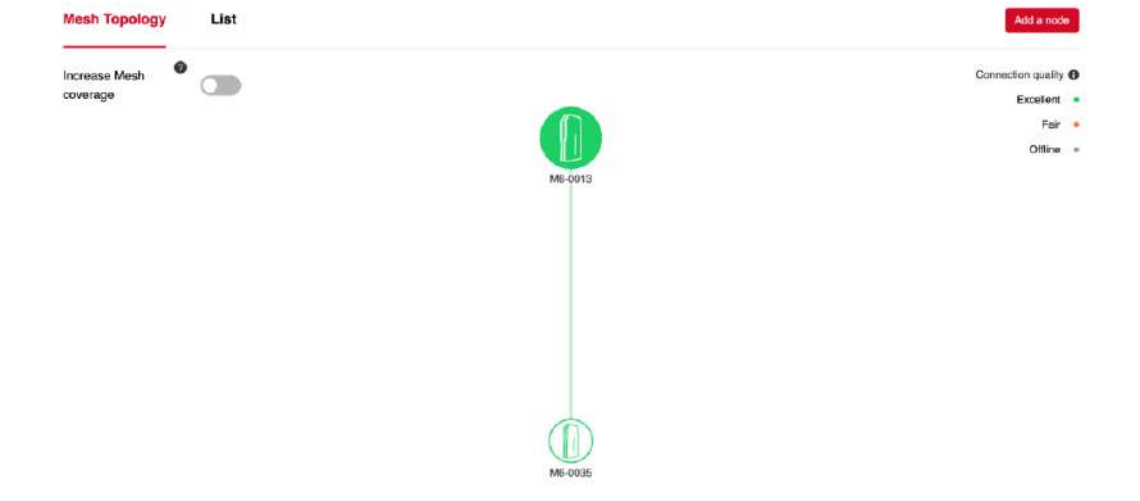
1. Go to the Mercku App and select *Wi-Fi point*. You will see the **Increase Mesh Coverage** on the top of the page.
2. Press the slider to toggle **Increase Mesh Coverage** on and off.



How to toggle "Increase Mesh Coverage" on the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password.
2. On your dashboard you will see the toggle for **Increase Mesh Coverage** under the Mesh Topology section.

3. Click the slider button to toggle **Increase Mesh Coverage** on and off.



4.2 Mesh Topology and Connection Quality

The **Mesh Topology** diagram is a depiction of your Mercku network, the available wireless connections between them, and the connection quality between each node.

The connection quality between nodes is illustrated by the following:

- Excellent connection quality (green)
- Fair connection quality (orange)
- Device is offline (grey)

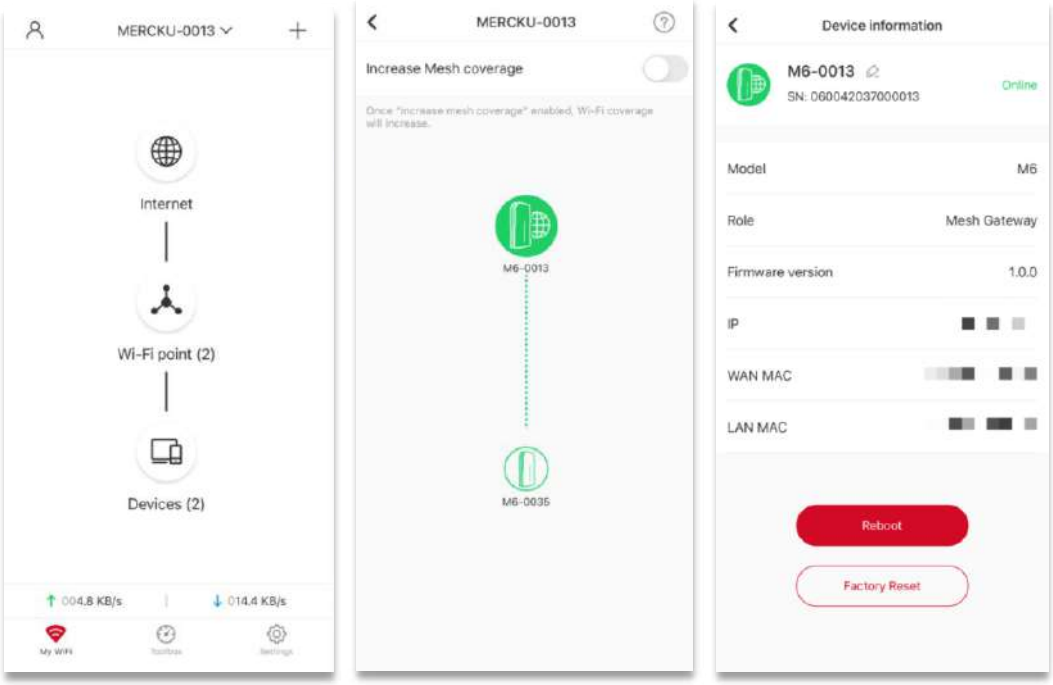
4.3 Managing Your Mercku Hardware

4.3.1 Opening Your Device List

You can manage your Mercku devices from both your Mercku App and the Mercku Portal:

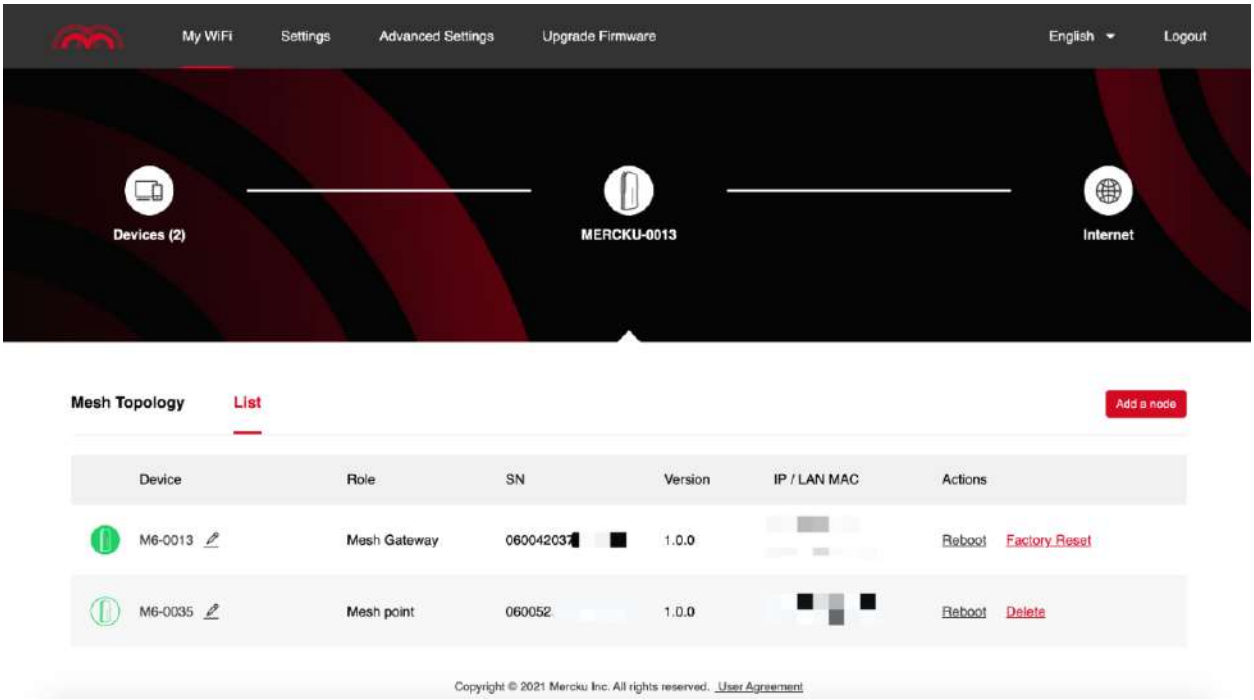
Using the Mercku App:

1. Open the Mercku App on your mobile device
2. Under *My Wi-Fi*> Select *Wi-Fi point*
3. In the wireless topology diagram, select the device you would like to manage



Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech and log in using your Router Admin Password
2. Under *My Wi-Fi* > Select *Router Management* > Click on *List*



When managing your Mercku devices you can do the following:

- Rename your device
- See the role of the device (Mesh Gateway or Mesh point)
- View serial number
- Firmware version
- View IP address/LAN MAC address
- Reboot or factory reset your router
- Delete a mesh node

4.3.2 Reboot

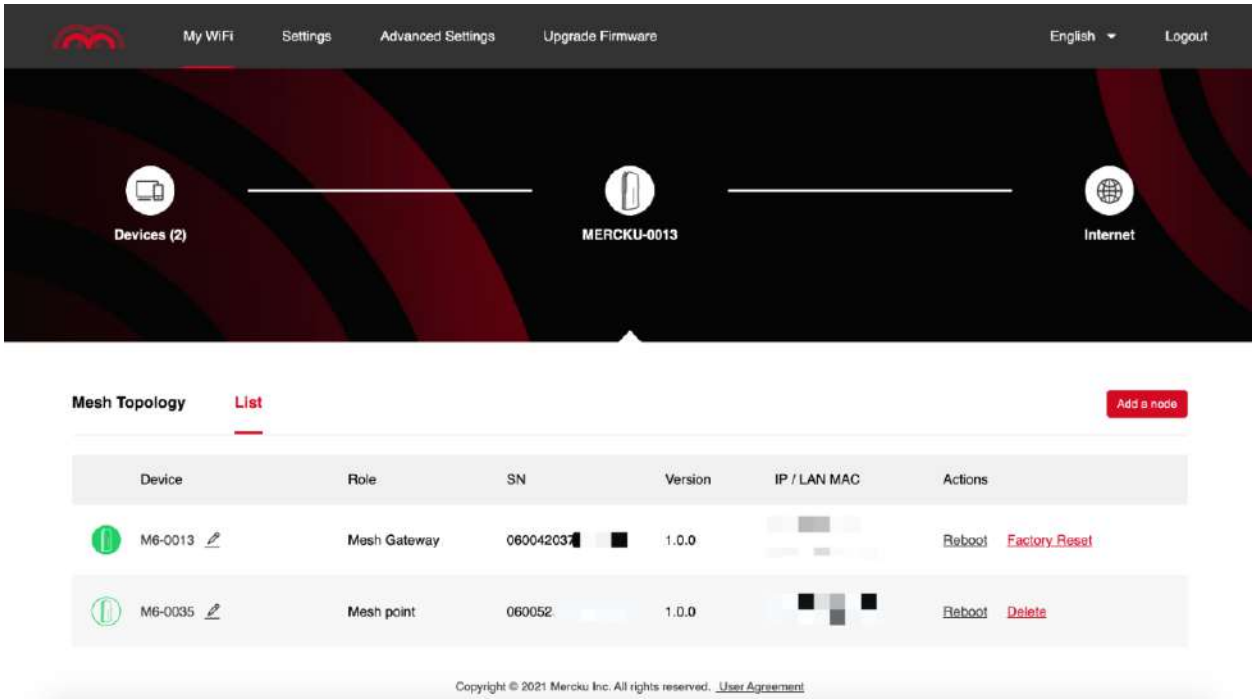
If your Mercku device is not working as expected, you can **reboot** it using one of these three methods:

1. **Manual Reboot:** Unplug the device, wait 1 minute, and plug the device back in.
2. **Using the Mercku App:**
    a. Open the Mercku App on your mobile device
    b. Under *My Wi-Fi*> Select *Wi-Fi point*
    c. In the wireless topology diagram > Select the device you would like to reboot > press *Reboot*
3. **Using the Mercku Portal**
    a. Visit http://mywifi.mercku.tech and log in using your Router Admin Password
    b. Under *My Wi-Fi*> Select *Router Management* > Click on *List* > Click *Reboot* beside the device you would like to reboot

4.3.3 Factory Reset

Factory resetting your Mercku device restores all settings to their factory defaults and deletes all node connections that were manually added. However, it **will not change** the firmware version on the device. There are three ways you can factory reset your router:

1. **Manual factory reset:** Use the pin to press and hold the *Reset* button of your M6 for approximately 5 seconds until the LED indicator light starts blinking red, then release.
2. **Using the Mercku Portal:**
    a. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
    b. Under *My Wi-Fi* > Select *Router Management* > Click on *List* > Click *Factory Reset* beside the M6 node you would like to factory reset



3. **Using the Mercku App:**
    a. Open the Mercku App on your mobile device
    b. Under *My Wi-Fi*> Select *Wi-Fi point*
    c. In the wireless topology diagram > Select the M6 node you would like to reset > Press *Factory Reset*

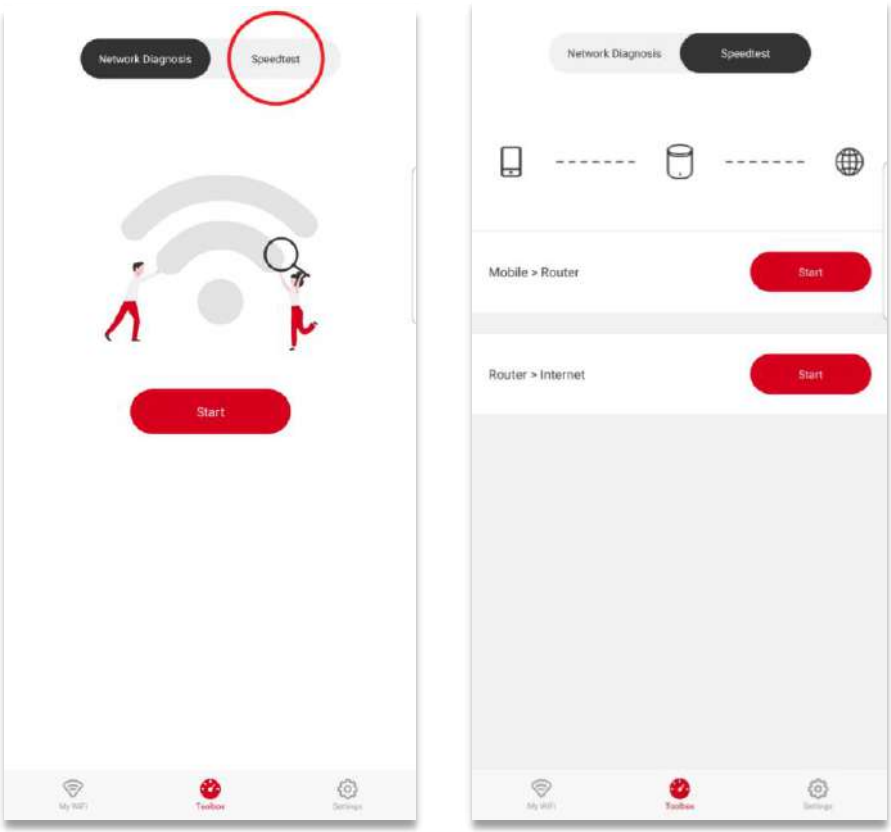
4.4 Test Network Speeds

Using the Mercku App or Mercku Portal, you can test your wireless network's download and upload speeds.

4.4.1 From Device to Router

This tests the network speed between any given mobile device and through all the nodes that connect it to the M6 router. This can only be tested via the Mercku App.

1. Open the Mercku App on your mobile device
2. Select *Toolbox* > *Speedtest* > Beside *Mobile>Router,* press *Start*



4.4.2 From Router to Internet

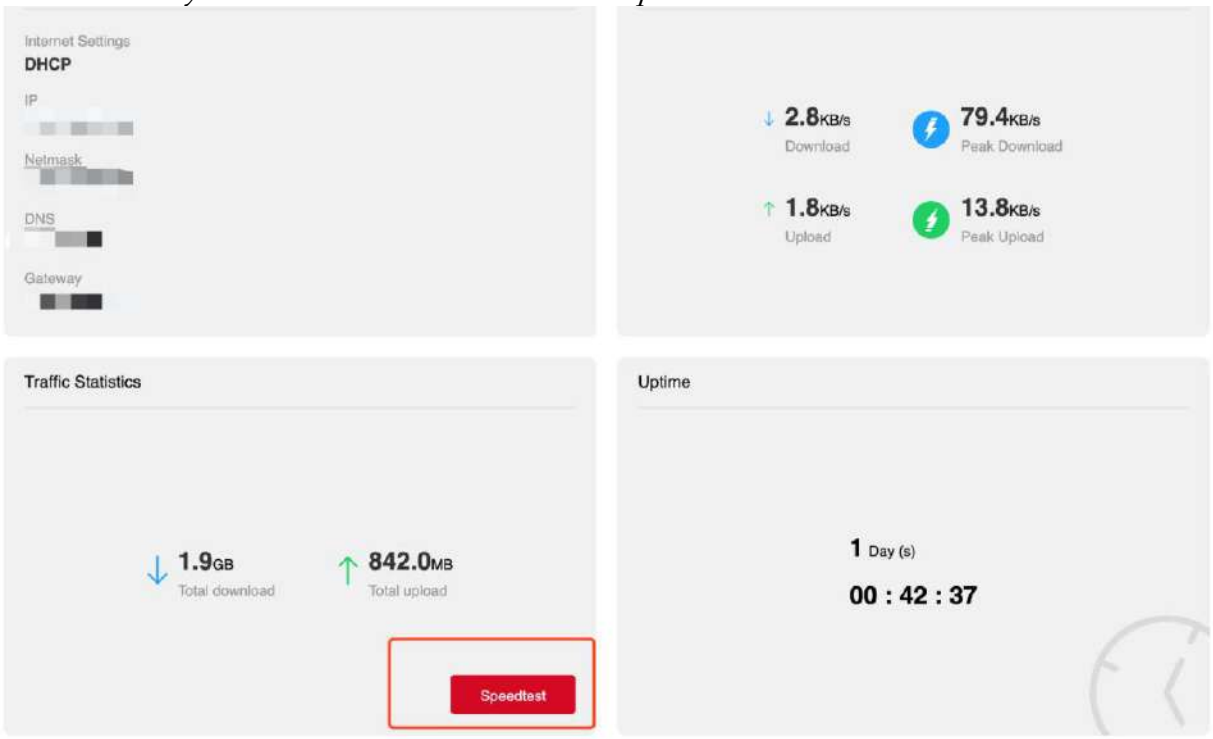
This tests the wired network speed between the M6 router and the internet. It can be tested either via the Mercku App or the Mercku portal.

Using the Mercku App:

1. Open the Mercku App on your mobile device
2. Select *Toolbox* > *Speedtest* > Beside *Router >Internet,* press *Start*

Using the Mercku Web Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Under *My Wi-Fi*> Select *Internet* > Click on *Speedtest* under the Traffic Statistics header



4.5 Monitor Internet Traffic Usage

From the Mercku Portal you can monitor the following:

- **WAN Status:** shows current internet settings including IP address, netmask, DNS, and gateway
- **Realtime Traffic:** current download and upload speeds, peak upload and download speeds
- **Traffic Statistics**: total download and total upload for the duration of the router's uptime, which can be found under **Router Status** (please refer to the picture above)

Chapter 5: Wi-Fi Settings

This chapter includes the following sections:

- Wi-Fi Name and Router Management
    - How to Change Your Wi-Fi Name and Password
    - How to Change Your Router Encryption
- Smart Connect
- Channel Switching
- Adjusting Channel Width

5.1 Wi-Fi Name and Router Management

From the Mercku App and Mercku Portal, you can manage your Wi-Fi name (SSID) and its encryption method.

5.1.1 How to Change Your Wi-Fi Name and Password

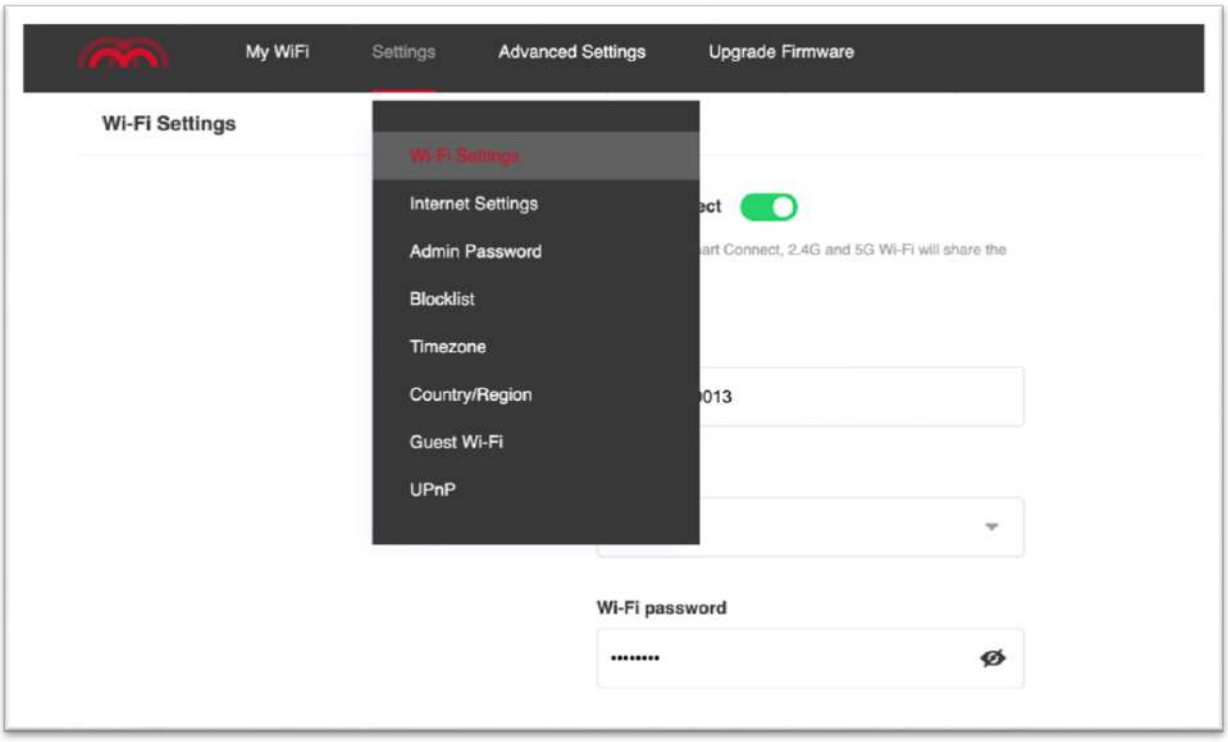
Change your Wi-Fi name (SSID) for each band and Wi-Fi password using either the Mercku App or Portal.

Using the Mercku App:

1. Open the Mercku App on your mobile device
2. Select *Settings* > *Wi-Fi Settings* > Enter new or edit SSID under *Wi-Fi Name*
3. Change your Wi-Fi password under the *Wi-Fi password* field

Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Under *Settings* > Select *Wi-Fi Settings* > Enter new or edit SSID under *Wi-Fi name*



3. Change your Wi-Fi password under the *Wi-Fi password* field

Under the Wi-Fi Settings screen, you can also choose to hide your SSID using the *Hide SSID* toggle. By hiding your SSID, your Wi-Fi name will not be visible to the public and you can only connect by entering the name manually.

5.1.2 Change Router Encryption

Router **encryption** encodes the data transmitted between your devices and your M6 router. The default encryption method the M6 uses is WPA2. The default encryption method may also support old Wi-Fi devices without WPA2, and supports WPA3. However, such devices may not have an optimal performance while using this encryption type. If there are no such devices in your home, we recommend using WPA2.

If you would like to change your router encryption, you can do the following:

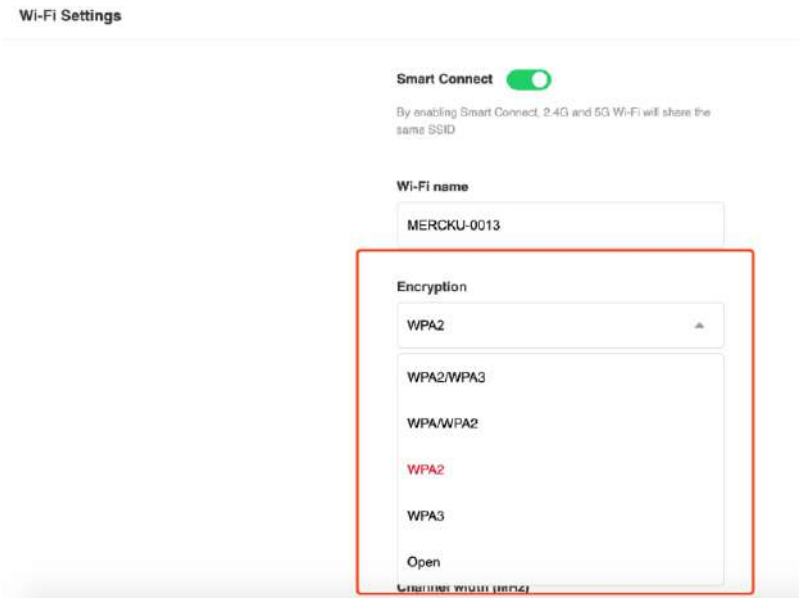
Using the Mercku App:

1. Open the Mercku App on your mobile device

2. Select *Settings* > *Wi-Fi Settings* > *Encryption* > Select preferred encryption type

Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Settings* > *Wi-Fi Settings* > Select preferred encryption type under "Encryption"



5.2 Smart Connect

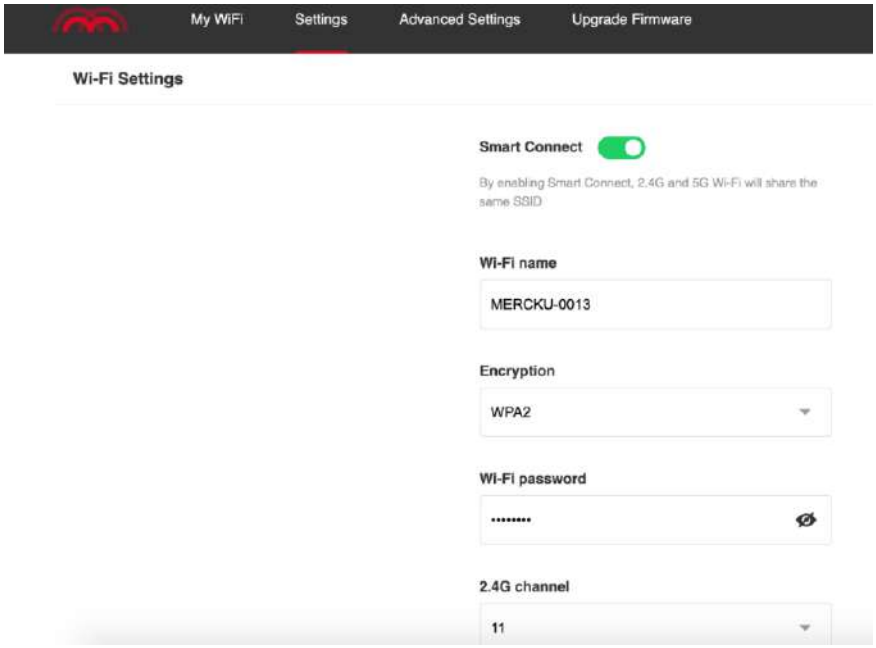
Smart Connect combines both the 2.4 GHz and 5 GHz networks into a single SSID. This enables your device to connect automatically to the appropriate network depending on your device's hardware capabilities. Smart Connect is on by default, so if you would like to split the 2.4 GHz and 5 GHz networks you can do the following to turn off this function:

Using the Mercku App:

1. Open the Mercku App on your mobile device
2. Select *Settings* > Select *Wi-Fi Settings* > Click *Smart Connect* to turn it off.

Using the Mercku Portal

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Under *Settings* > Select *Wi-Fi Settings* > Click the slider beside *Smart Connect*



Once you disable Smart Connect, you will see two networks - the 2.4 GHz network (will have the same SSID), and the 5 GHz network (SSID - 5G). The passwords and SSID's for both networks will remain the same unless you choose to change them.

Please Note: Some wireless devices only support connection with the 2.4 GHz channel, mainly IoT (Smart Home) devices like thermostats, and smart cameras.

5.3. Channel Switching

Channel switching allows you to manually change the channel your system is connected to on each of the 2.4 GHz and 5 GHz bands. By default, Mercku systems are connected to the following channels:

- 2.4 GHz – Channel 11
- 5 GHz – Channel 40

Please note that the available channels on each band vary depending on your country/region settings. Channel switching is available whether Smart Connect is enabled.

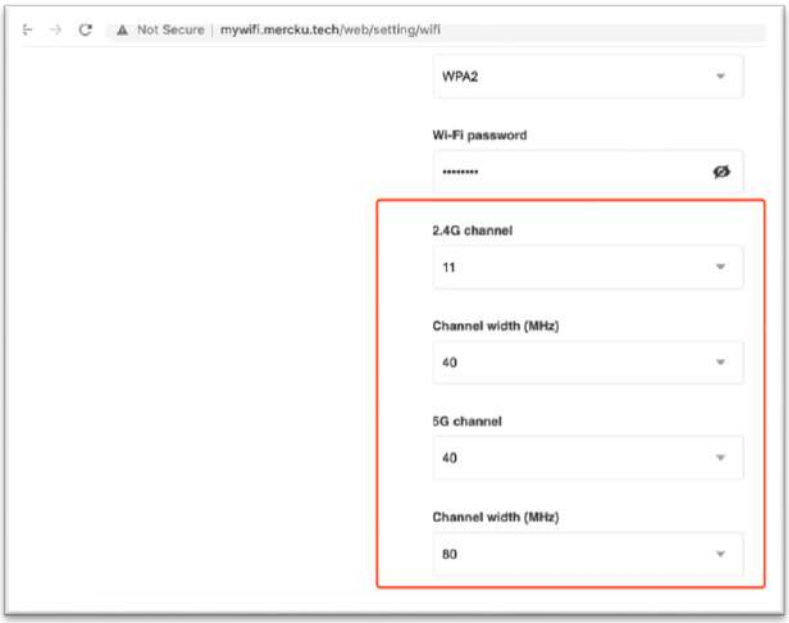
Using the Mercku App or Portal, you can select which channel(s) you would like your system to use.

Using the Mercku App:

1. Open the Mercku App on your mobile device
2. Select *Settings* > Select *Wi-Fi Settings*
3. Under "2.4G channel" and "5G channel" you can select which channels you would like your network to use within each band.
4. Select *Done*

Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Settings* > *Wi-Fi Settings*
3. Select which channels you would like to use from the "2.4G channel" and "5G channel" dropdown lists.



4. Click *Save*.

5.4 Adjusting Channel Width

Adjusting your channel width impacts the amount of bandwidth used during data transmission. Increasing the channel width generally leads to faster speeds but makes it more susceptible to interference.

You can adjust your Mercku network's channel width to the following on each band:

- 2.4 GHz band: 20 MHz or 40 MHz
- 5 GHz band: 20 MHz, 40 MHz, or 80 MHz

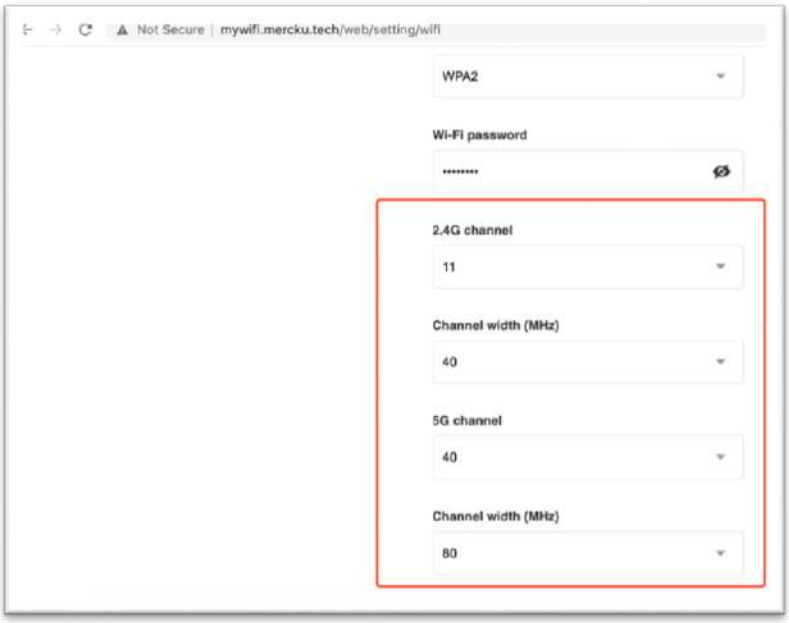
Using the Mercku App or Portal, you can adjust your network's channel widths.

Using the Mercku App:

1. Open the Mercku App on your mobile device
2. Select *Settings* > Select *Wi-Fi Settings*
3. Under "2.4G channel" and "5G channel", you can select what width you would like your channel to use.
4. Select *Done*.

Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Settings* > Select *Wi-Fi Settings*
3. Under "2.4G channel" and "5G channel", you can select what width you would like your channel to use.
4. Click *Save*.



Chapter 6: Guest Network

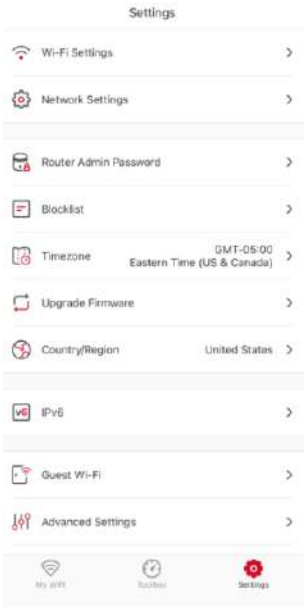
A **Guest Network** uses a different SSID from your main wireless network. It is designed to provide visitors in your house, apartment, or workplace with internet access while keeping your main Wi-Fi network separate and secure. This section will cover the following topics:

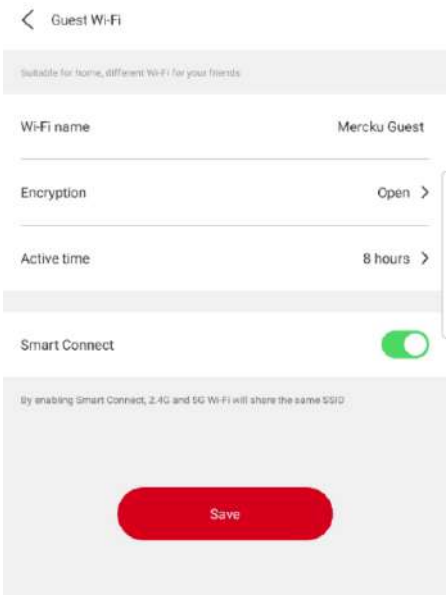
- Setting Up Your Guest Network
- Customizing Your Guest Network

6.1. Setting Up Your Guest Network

Using the Mercku App:

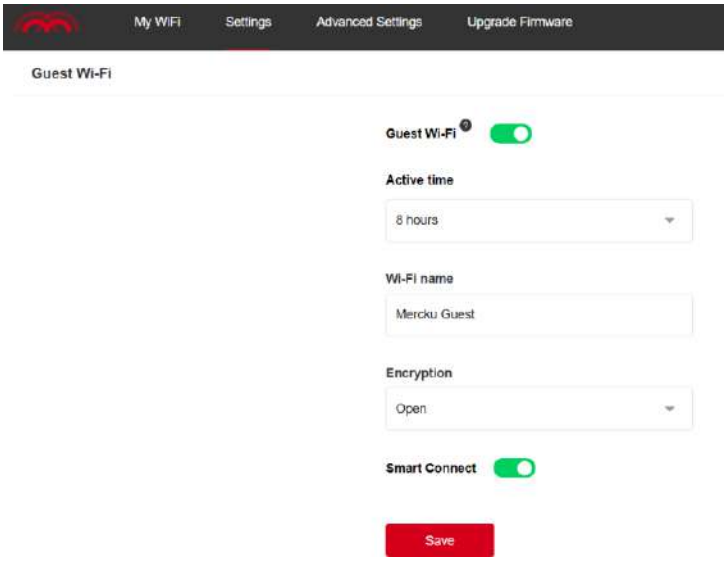
1. Open the Mercku App on your mobile device
2. Select *Settings* > Select *Guest Wi-Fi* > Press the toggle to enable Guest Wi-Fi





Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Settings* > Select *Guest Wi-Fi*> Click the toggle to enable Guest Wi-Fi



6.2 Customizing your Guest Network

Once Guest Wi-Fi is enabled, you will be able to create a separate SSID that differentiates the network from your main network, and you will be able to set the following functions:

- **Active Time**: you can put a limit to the amount of time the guest Wi-Fi is active
- **Wi-Fi name**: personalize the name of your guest Wi-Fi network.
- **Encryption**: no password entry required if 'Open' is selected. Select WPA, WPA2, WPA3 if you would like to set a Wi-Fi password for your guest network.
- **Smart Connect**: can be enabled for your guest network.

Chapter 7: Network Security

Protect your network from cyber attacks and unauthorized users by implementing the following network security measures:

- Firewall
- WAN Ping
- Blocklisting Devices
- Universal Plug and Play (UPnP)

7.1 Firewall

Firewalls can validate the traffic passing through the router based on the protocol. This function is disabled by default.

This feature enables your M6 router to resist some types of security breaches such as malicious attacks, port scanning, ICMP smurf attacks, IP land attacks, IP spoofing, and IP teardrop attacks.

The firewall setting can be toggled on and off using the Mercku Portal.

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Under *Advanced Settings* > Select *Firewall* > Click the slider beside *Firewall* to turn it on/off.

7.2 WAN Ping

Pinging public WAN IP addresses is a common method used by hackers to test whether your WAN IP address is valid and supports a network. When **WAN Ping** is off, the public WAN IP address on the M6 will not respond to ping commands. This function is off by default and it is recommended to keep it off.

The WAN Ping setting can be toggled on and off using the Mercku Portal.

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password

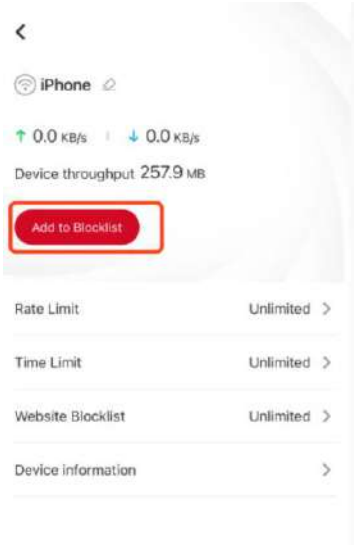
2. Under *Advanced Settings* > Select *Firewall* > Click the slider beside WAN Ping to turn it on/off.

7.3 Blocklisting Devices

Blocklisting devices allows you to block specific devices from accessing your network and can be completed using the Mercku App or Portal.

Using the Mercku App:

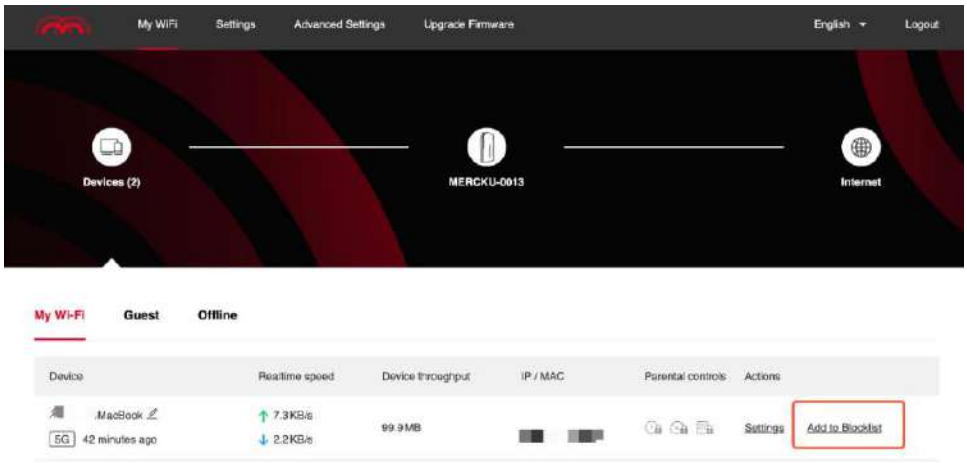
1. Open the Mercku App on your mobile device



2. Select *Settings* > *Wi-Fi Devices* > Select the device you would like to blocklist > *Add to Blocklist*

Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech and log in using your Router Admin Password



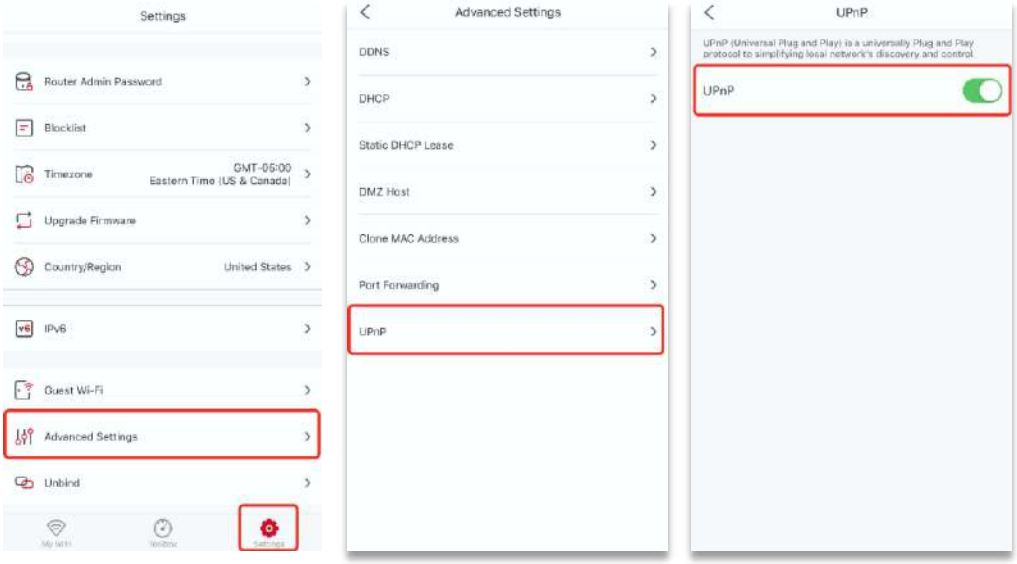
2. Under *My Wi-Fi*> Select *Devices* > Click *Add to Blocklist* beside the device you want to blocklist > *Confirm*

7.4 UPnP

UPnP, which stands for Universal Plug and Play, is a protocol that allows apps and other devices on the network to open and close ports automatically to connect. For security purposes, we recommend keeping this feature off.

Using the Mercku App:

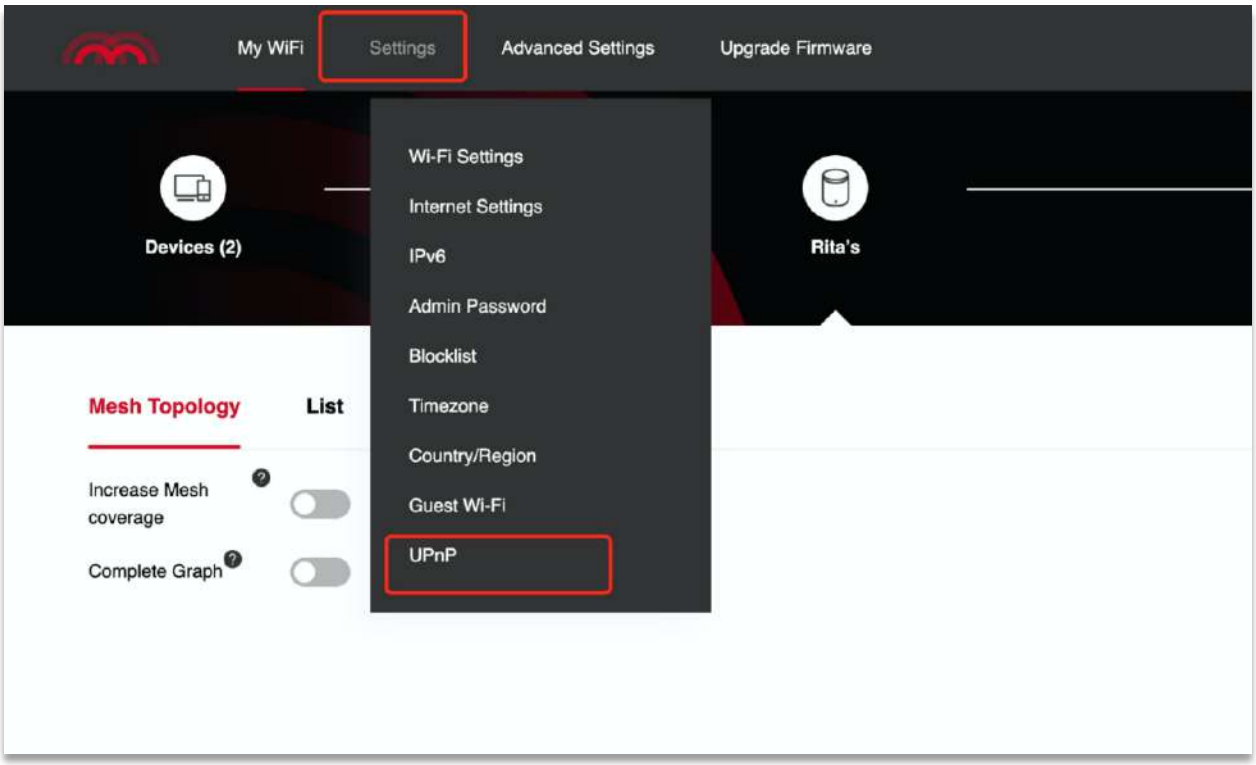
1. Open the Mercku App on your mobile device
2. Select Settings > *Advanced Settings* > UPnP

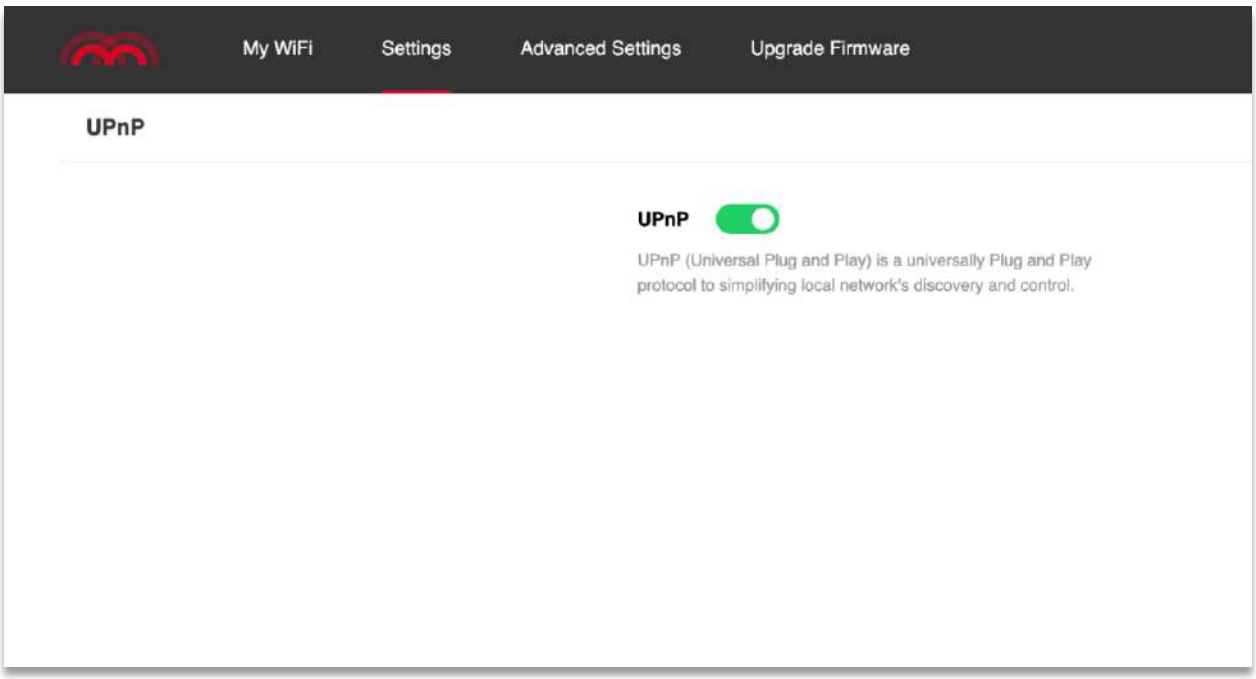


3. You're free to enable or disable this function.

Using the Mercku Portal:

1. Open the Mercku App on your mobile device
2. Select Settings > UPnP
3. You're free to enable or disable this function.




My WiFi
Settings
Advanced Settings
Upgrade Firmware
UPnP
UPnP
UPnP (Universal Plug and Play) is a universally Plug and Play protocol to simplifying local network's discovery and control.

Chapter 8: Parental Controls

These functions allow you to block inappropriate, explicit, and malicious websites, control access to specified websites at certain times, and limit the bitrate of user's devices. This chapter contains the following sections:

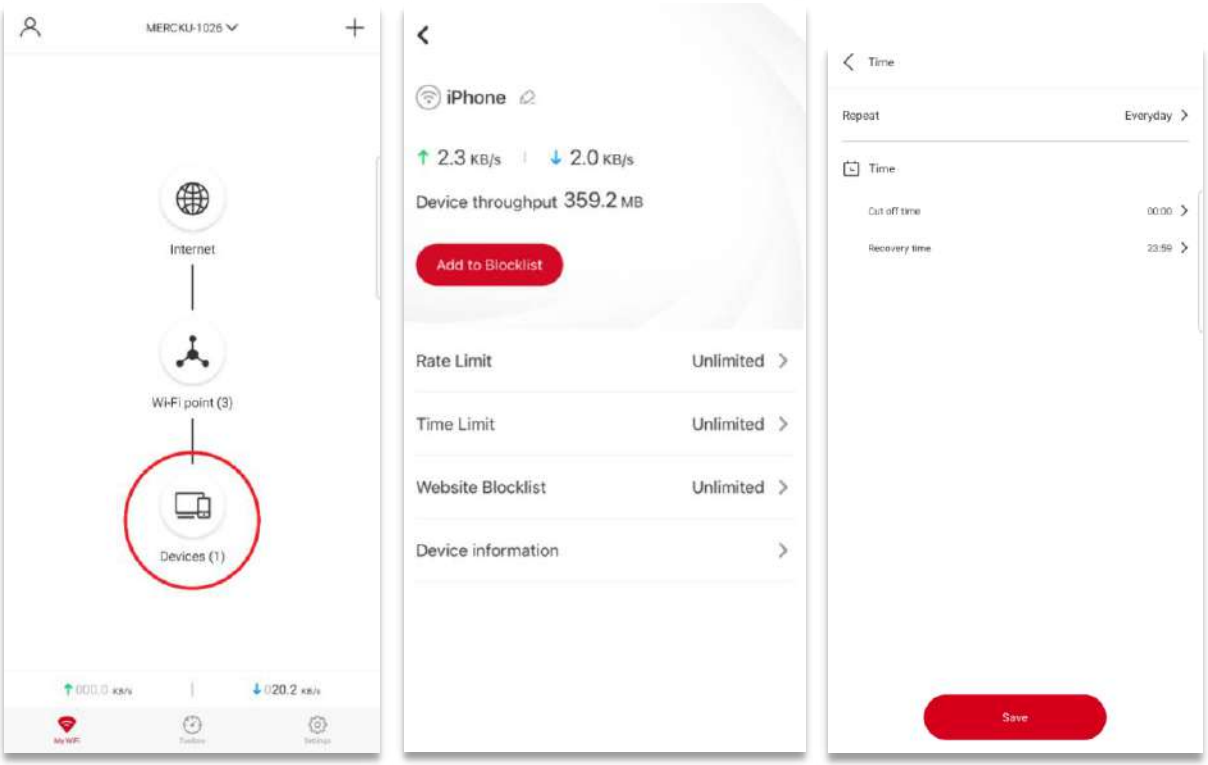
- How to Set Time Limits
- How to Set Rate Limits
- Website Blocklisting

8.1 Set Time Limits

Setting time limits enables you to control the amount of time a specific device on your network can stay connected to your Mercku Wi-Fi.

Using the Mercku App:

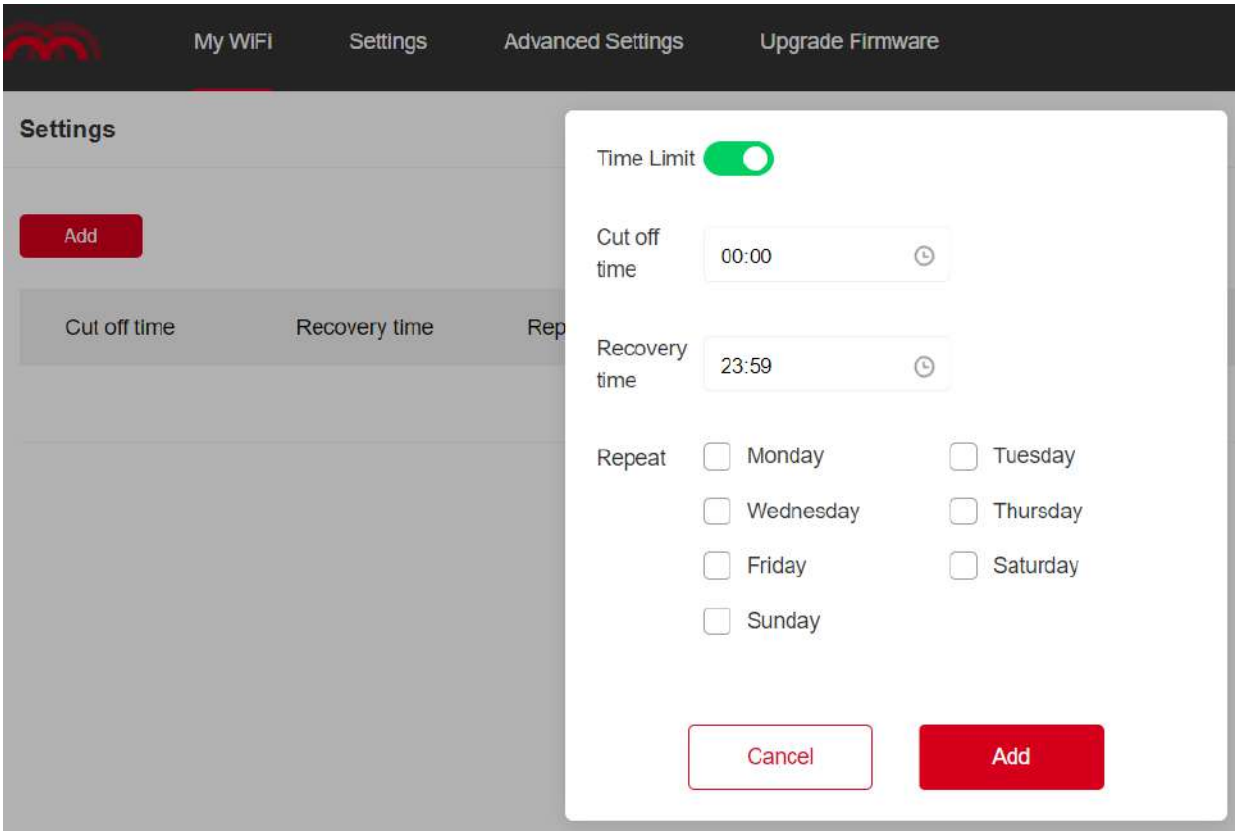
1. Open the Mercku App on your mobile device
2. Select *My Wi-Fi*> *Devices* > Select the device you want to set limits for > *Time Limit* > Enter cut-off time parameters > *Save*



NOTE: If time limit does not work, please check whether your time-zone is configured correctly.

Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *My Wi-Fi* > *Devices* > Select the device you want to set limit for and click their *Settings* > Select *Time Limit* > Click *Add* > Enter cut off time parameters > *Save.*

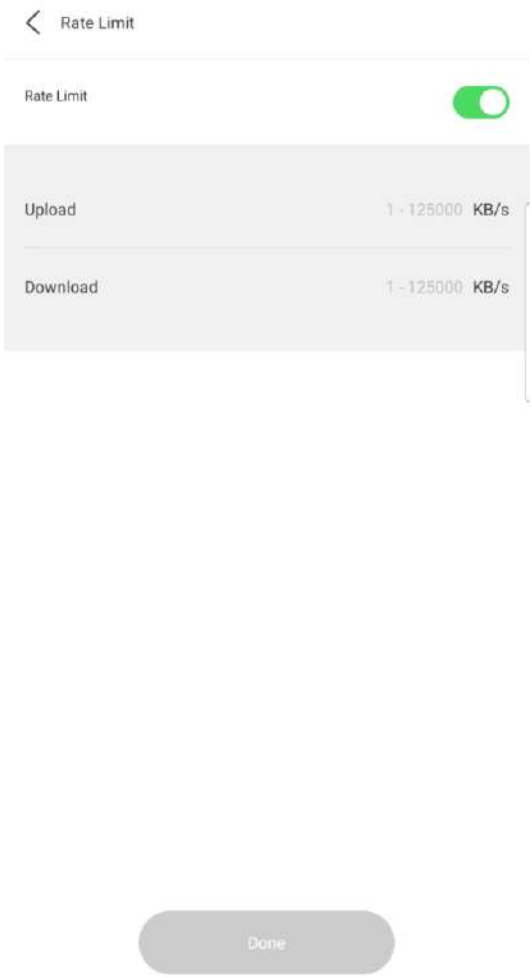


8.2 Set Rate Limits

Setting rate limits allows you to control the upload and download speeds for specific devices that are connected to your Mercku Wi-Fi.

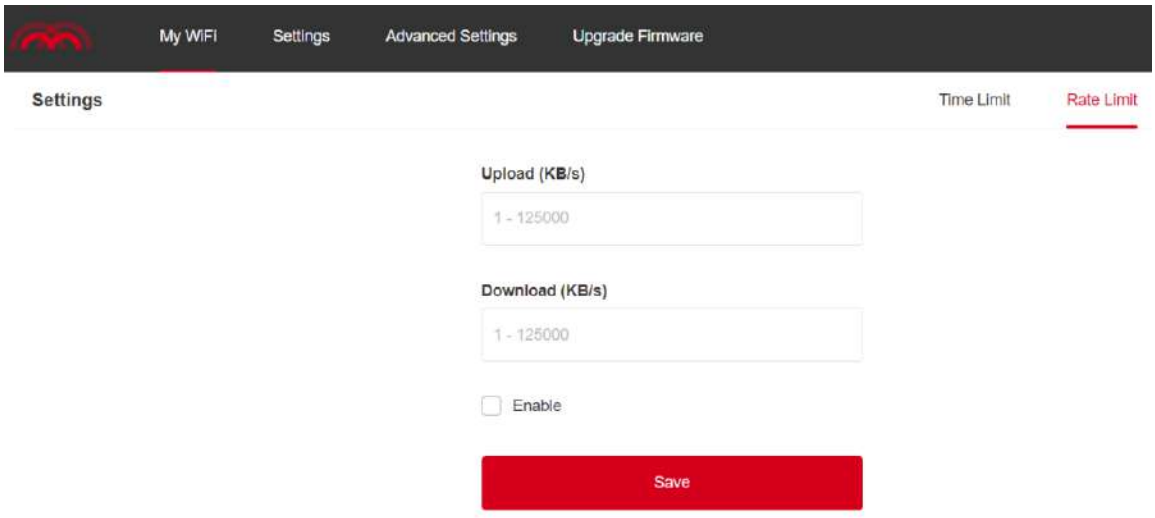
Using the Mercku App:

1. Open the Mercku App on your mobile device
2. Select *My Wi-Fi*> *Devices* > Select the device you want to set limit for > *Rate Limit* > Enter rate limit parameters > *Done*



Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *My Wi-Fi* > *Devices* > Select the device you want to set limit for and click their *Settings* > Select *Rate limit* > Click *Add* > Enter rate limit parameters > *Save*



8.3 Website Blocklisting

Blocklisting inappropriate, explicit, and malicious websites allows you to control what kinds of content certain devices can access.

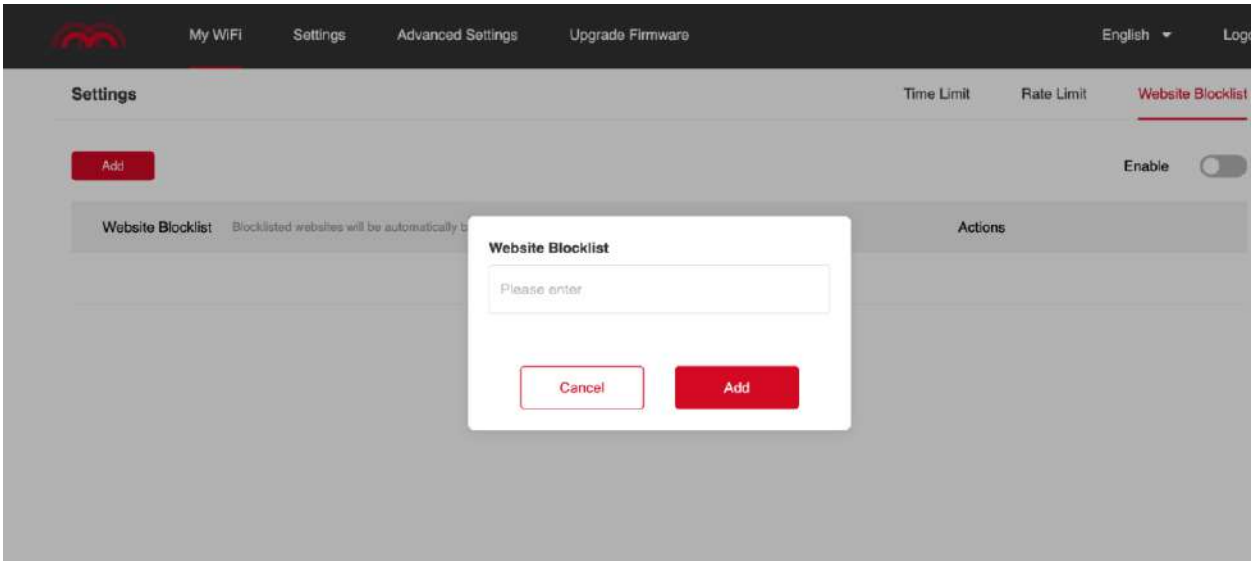
Using the Mercku App:

1. Open the Mercku App on your mobile device
2. Select *My Wi-Fi*> *Devices* > Select the device you want to blocklist devices for > *Website Blocklist* > *Add Website* > Enter website hostname > *Confirm*

Please Note: Specific website URLs such as google.com/adc/er cannot be added to the Blocklist.

Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *My Wi-Fi* > *Devices* > Select the specific device you want to blocklist websites on > Select *Website Blocklist* > Click *Add* > Enter website URL(s) > *Add.*



Chapter 9: Advanced Settings

This chapter includes the following sections:

- Port Forwarding
- DMZ Host
- Changing DHCP LAN IP
- Set Up a Static DHCP Lease
- Clone MAC Address
- Set Up Dynamic DNS Service Account
- VPN
- Set Up Bridge Mode

9.1 Port Forwarding

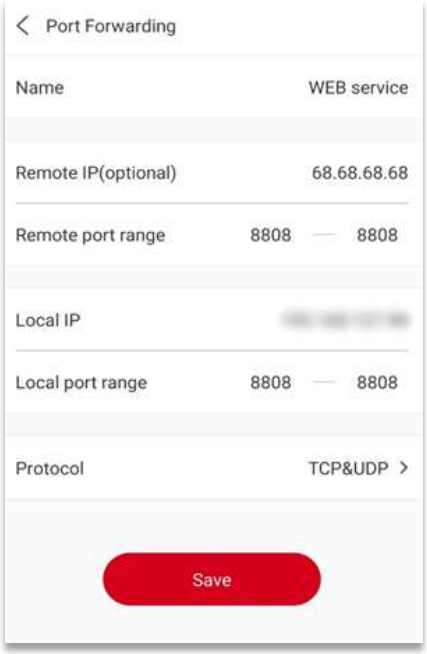
Port forwarding is a method to make a computer on your home or business network accessible to computers on the internet despite them being behind your router. With port forwarding, you can access your router from outside of your network and be redirected to the computer you need inside of your network. This feature makes devices on the LAN use the same public IP address to communicate with devices on the internet.

The M6's port forwarding function can forward one or more ports in your network to a network on the internet. By configuring this feature, you can share services or systems within your network to specific Internet users.

You can access the port forwarding feature using the Mercku App or Portal.

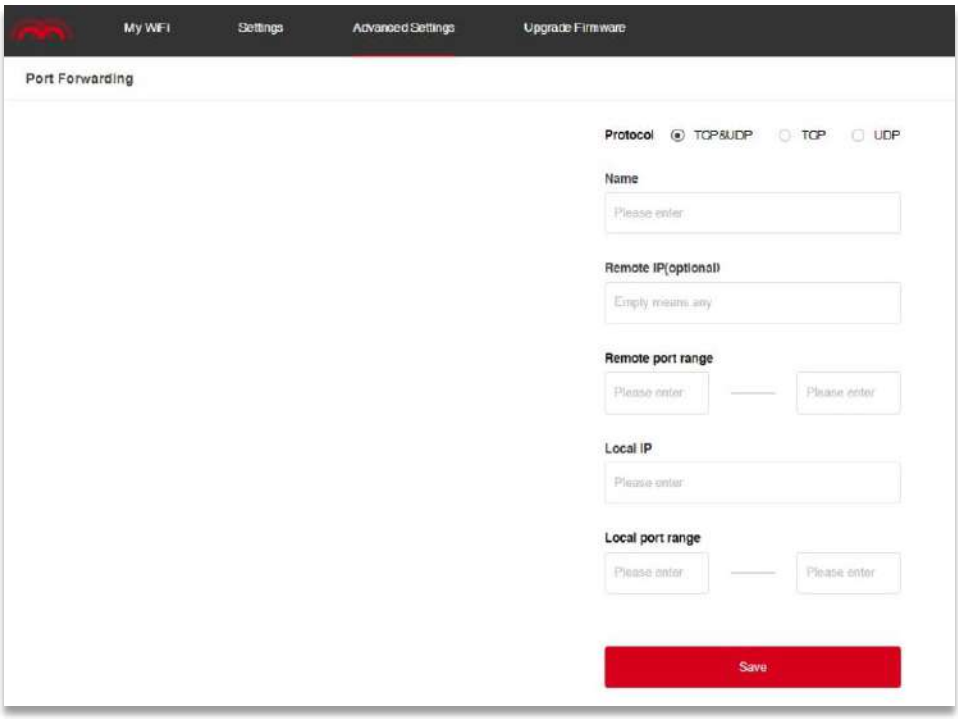
Using the Mercku App:

1. Open the Mercku App on your mobile device
2. Select *Settings* > *Advanced Settings* > *Port Forwarding* > *Add*
3. Assign permissions to an already connected device, or manually add a new one.
4. Edit permissions with a specific IP address and port range, and select a protocol for both TCP & UDP, TCP, or UDP.
5. When you've finished editing permissions and selecting protocols, click *Save*.



Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Advanced Settings* > *Port Forwarding* > *Add*
3. Assign permissions to an already connected device, or manually add a new one.
4. Edit permissions with a specific IP address and port range, and select a protocol for both TCP & UDP, TCP, or UDP.
5. When you have finished editing permissions and selecting protocols, click *Save*.



Please note: "Remote IP" is the IP address of the remote end device that you want to access from your router, and the "Local IP" is the IP of the host device in your own network.

9.2 DMZ Host

A home router **DMZ (demilitarized zone) host** is a host on the internal network that has all UDP and TCP ports open and exposed, except for those ports that have been forwarded. This is used as a simple method to forward all ports to another NAT device or firewall. The purpose of a DMZ is to add an additional layer of security to an organization's local area network (LAN): an external network node can access only what is exposed in the DMZ, while the rest of the organization's network is firewalled.

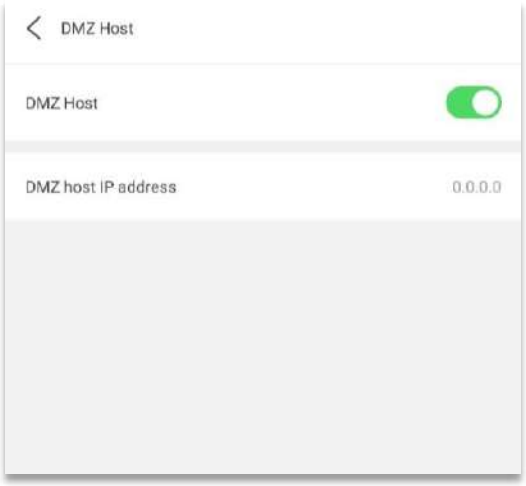
The M6 DMZ host solves issues where the external network cannot access the internal network server after installing a firewall and sets up a buffer between the non-secured system and the secured system. The DMZ is typically a filtered subnet that establishes a safe zone between the internal and external networks and allows you to only expose one device to the internet.

DMZ host features can be accessed through the Mercku App or Portal.

Make sure you assign a static IP address to the device that you want to become the DMZ Host. This is important so that your router does not assign a random IP to a device that you don't wish to be the DMZ host.

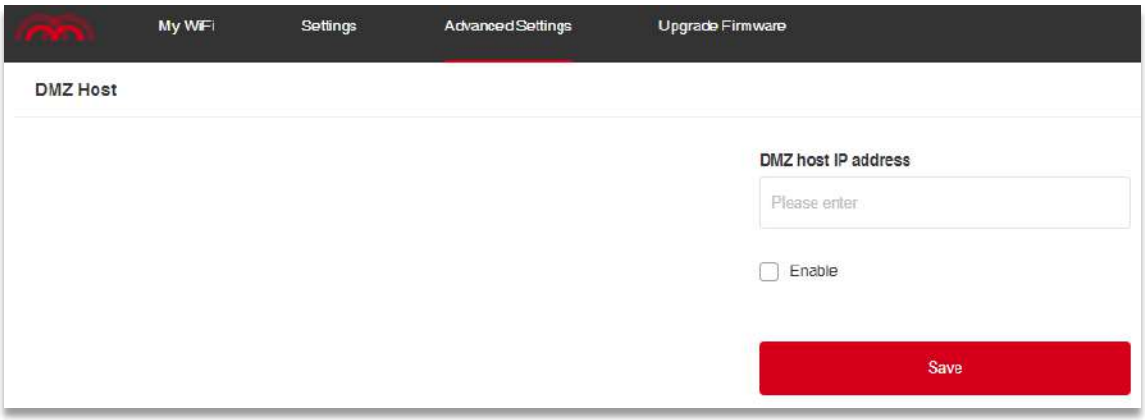
Using the Mercku App:

1. Open the Mercku App on your mobile device
2. Select *Settings* > *Advanced Settings* > *DMZ Host* > Enable function



Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech,and log in using your Router Admin Password
2. Select *Advanced Settings* > *DMZ Host* > Enter DMZ host IP address > *Save*



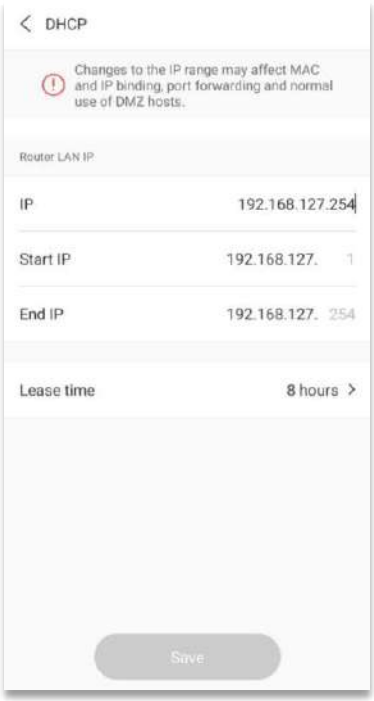
9.3 Change DHCP LAN IP

The **Dynamic Host Configuration Protocol (DHCP)** is a feature that issues IP addresses dynamically to computers within your network. DHCP makes it simple to configure network access for your home network.

You can access DHCP settings using the Mercku App or Portal.

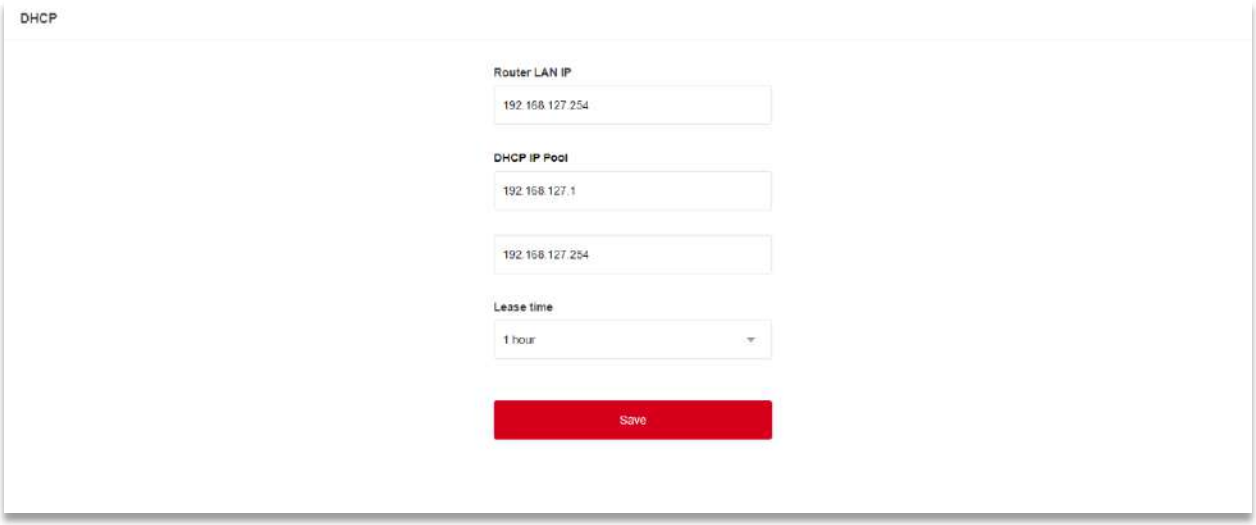
Using the Mercku App:

1. Open the Mercku App on your mobile device
2. Select *Settings* > *Advanced Settings* > *DHCP*



Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Advanced Settings* > *DHCP*



How to change the DHCP LAN IP:

By default, M6 runs a DHCP server on the LAN IP 192.168.127.1, with a default range of 192.168.127.100 through 192.169.127.199. You may also decide the time these released IP's or enabled by changing the "Lease Time". The Lease Time is 8 hours by default.

There are two ways to change the DHCP LAN IP:

1. To change the DHCP address pool on 192.168.127.1 network: It is sometimes necessary to expand or shrink the size of the DHCP address pool to have fewer or more addresses than the router uses by default.
2. To change the LAN IP address: make sure that you have a valid LAN IP address, then input it in the "IP" column.

Please Note: Do not include the main router's IP address.

9.4 Set Up a Static DHCP Lease

A static IP address is permanently assigned to your network devices and does not change. Since routers can change the IP address that is assigned to a device by DHCP, there will be situations that a fixed IP address is needed, especially in port forwarding. DHCP will provide temporary IP addresses while static DHCP will lease permanent IP addresses.

The M6's static DHCP is a feature to make the DHCP always assign the same IP address to a certain MAC address.

Setting up a static DHCP lease can be completed through the Mercku App or Portal.

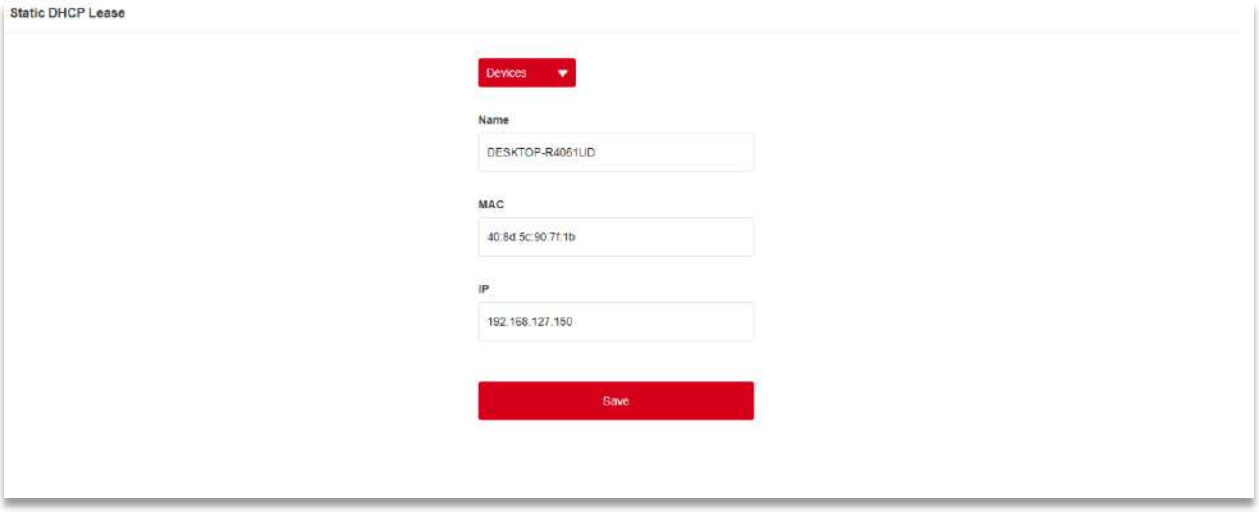
Using the Mercku App:

1. Open the Mercku App on your mobile device

2. Select *Settings* > *Advanced Settings* > *Static DHCP Lease* > Add

Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Advanced Settings* > *Static DHCP Lease* > *Add*



How to configure a static DHCP lease:

Select the device you want to assign the static IP address to from the "Devices" dropdown list or input the MAC address of the device that you want to assign the static IP address to, and then assign an IP for this device. It is highly recommended that the static IP address you assign is included in the DHCP IP address pool.

9.5 Clone MAC Address

Sometimes a **MAC address clone** is needed because the ISP limits connectivity to only one identified MAC address at the point of registration. If you change the device that was initially connected to your ISP, you often need to call up tech support to change the MAC address associated with your account. To avoid this, you can clone the MAC address of the identified MAC address when you registered.

The M6 supports router WAN MAC Clone feature. You will be able to modify the MAC address of the router WAN with this function on.

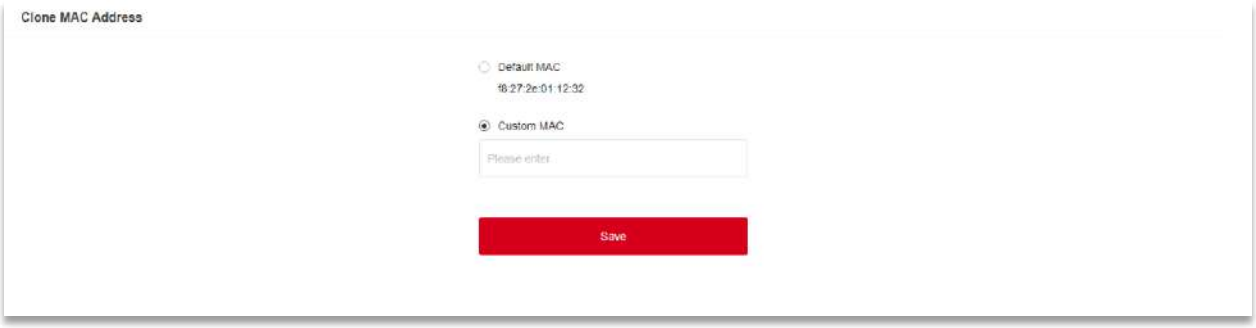
Cloning your MAC address can be completed through the Mercku App or Portal.

Using the Mercku App:

1. Open the Mercku App on your mobile device
2. *Settings* > *Advanced Settings* > *Clone MAC Address* > *Custom MAC*

Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Advanced Settings* > *Clone MAC Address*



To clone your MAC address you must do the following:

Enable the "Clone MAC Address" and enter the custom MAC address of the device whose MAC address you want cloned.

9.6 Set Up a Dynamic DNS Service Account

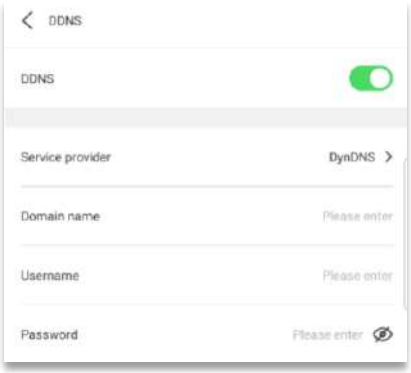
Dynamic DNS (DDNS) is a service that updates a dynamic IP address to a fixed domain name. DDNS service enables you to access your home computer from anywhere in the world and allows anyone hosting a web or FTP server advertise a public name to prospective users. Most broadband operators only provide dynamic IP addresses. DDNS can capture the IP address changes then associates it with the domain name.

The M6 provides with a passthrough to the DDNS service by DynDNS and Oray. As a result, you will need to buy a DDNS service provided by either of these two operators and enter account information in the DDNS section.

You can access the DDNS configuration through the Mercku App or Portal.

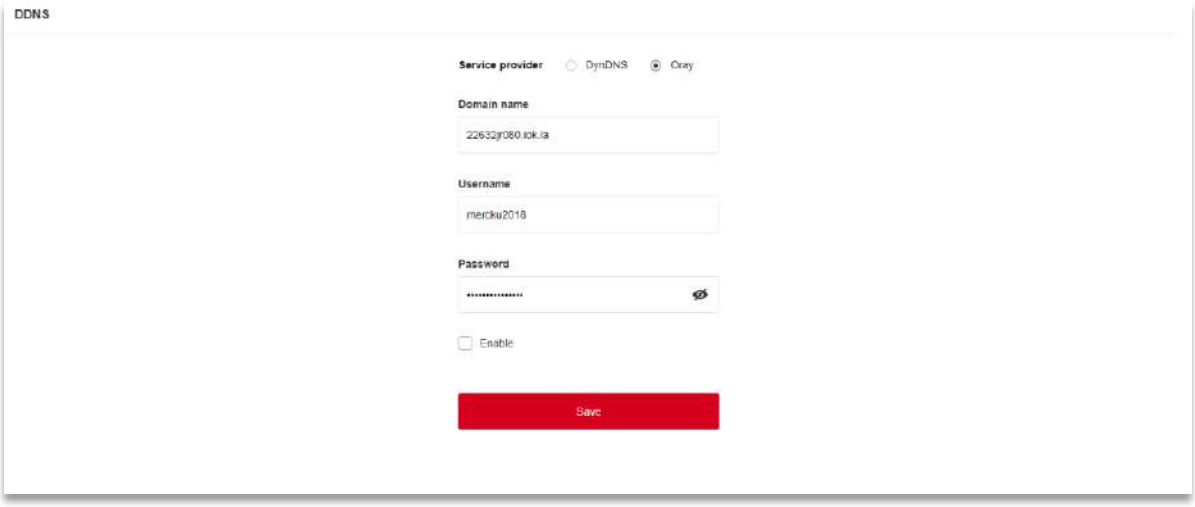
Using the Mercku App:

1. Open the Mercku App on your mobile device
2. *Settings* > *Advanced Settings* > *DDNS* > Enable



Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Advanced Settings* > *DDNS*


DDNS
Service provider
DynDNS
Oray
Domain name
22632jr080.lok.la
Username
mercku2018
Password
Enable
Save

9.7 VPN

The M6 currently supports both VPN passthrough and VPN clients.

For **VPN passthrough,** the M6 can pass VPN traffic between a device inside the router's network and the VPN server outside of the network. This function is enabled by default.

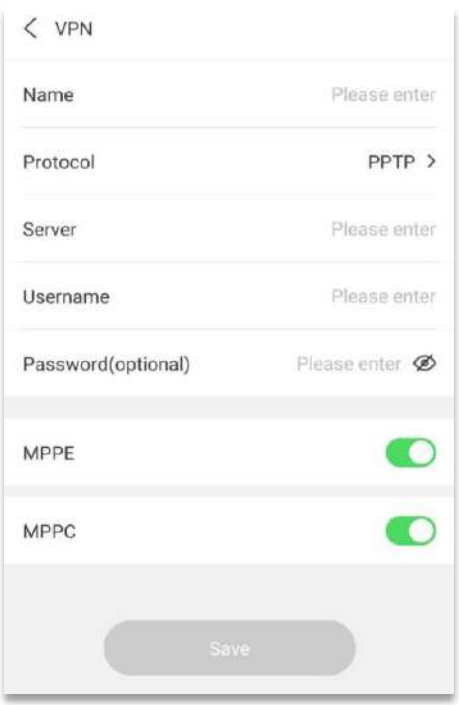
VPN client allows connection to an outside VPN server by VPN traffic directly. The M6 supports PPTP, L2TP, and OpenVPN protocols. In this case, after entering the correct account and password from the server, devices in the Mercku network will all be able to use the VPN service.

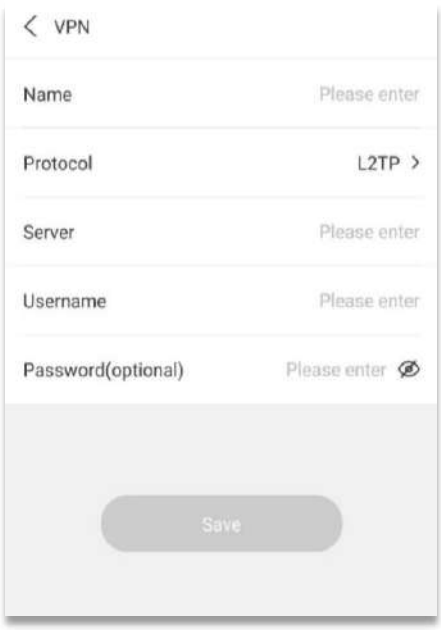
At this time, our current OpenVPN supports TLS protocol version 1.0, 1.1, and 1.2.

VPN can be configured through both the Mercku App and Portal.

Using the Mercku App:

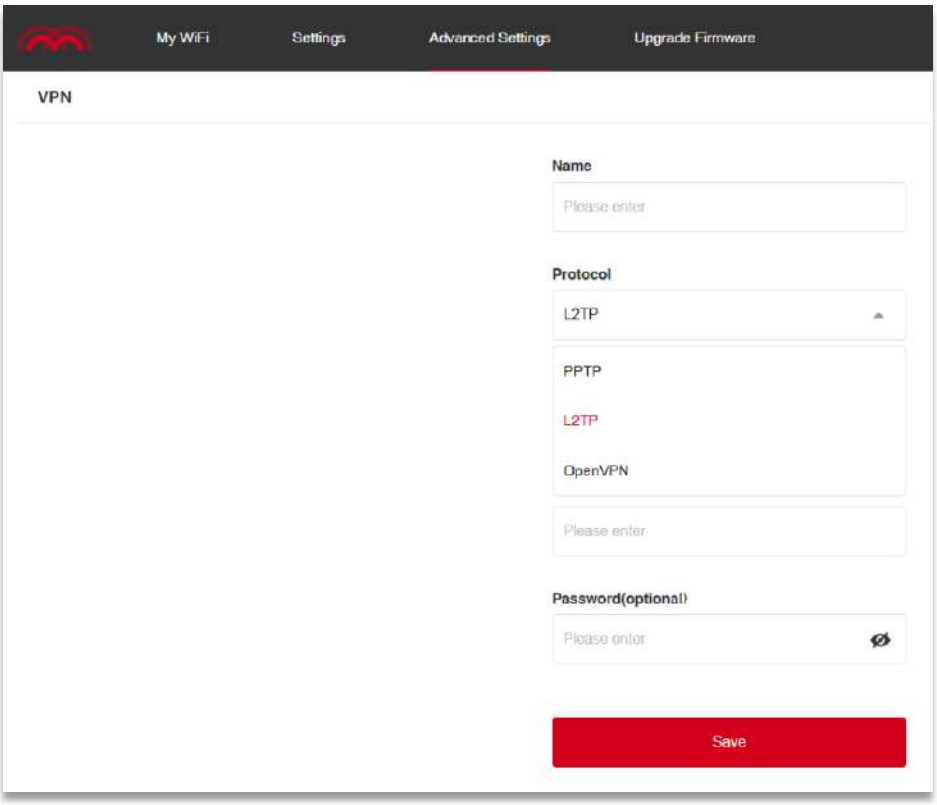
1. Open the Mercku App on your mobile device
2. Select *Settings* > *Network Settings* > *VPN* > *Add*
3. Select what protocol your VPN provider uses and enter the appropriate credentials
4. Press *Save*.





Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Advanced Settings* > *VPN* > *Add*
3. Select what protocol your VPN provider uses and enter the appropriate credentials
4. Press *Save*.



How to configure VPN passthrough:

Since the M6 offers VPN passthrough, you will need to get an VPN service in advance and fill in the VPN information accordingly.

The M6 only supports PPTP, L2TP, and OpenVPN protocols for the VPN connection. Please enable both 'MPPE Encryption' and 'MPPC Compression' for the PPTP protocol.

9.8 Set Up Bridge Mode

Bridge mode is a configuration that disables the NAT feature on the M6.

The process of Network Address Translation (NAT) involves re-writing the source and/or destination address of IP packets as they pass through a router and it allows multiple hosts on a private network to access the internet using a single public IP address. Bridge mode is only needed when encountering specific cases of Double NAT.

The M6 supports bridge mode, but some features including port forwarding, DMZ host, DDNS VPN and Parental controls will be disabled.

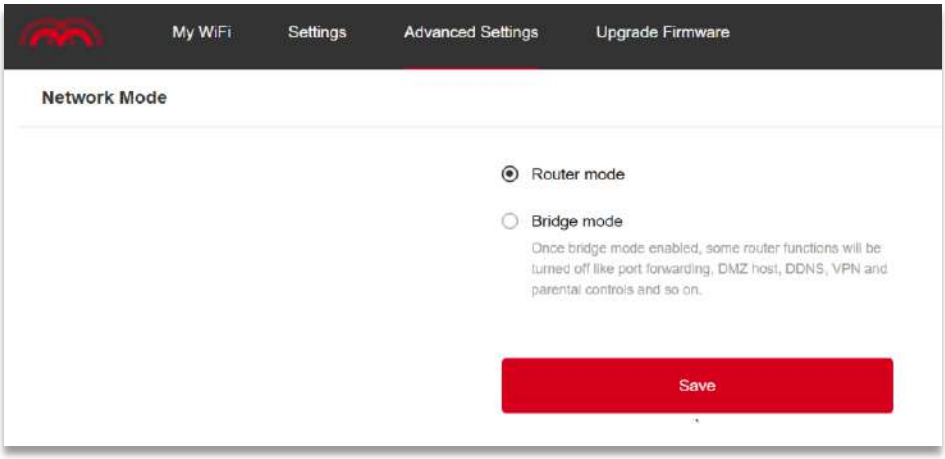
Bridge mode can be configured through the Mercku App or Portal.

Using the Mercku App:

1. Open the Mercku App on your mobile device
2. *Settings* > *Network Settings* > *Network Mode* > *Bridge Mode* > *Save*

Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Advanced Settings* > *Bridge mode* > *Save*



To see which features are available in bridge mode, please view the table below:

M6 Feature		Is this available in bridge mode?
Wi-Fi Management	Increase Mesh Coverage	Yes
	Smart Connect	Yes
	Channel Switching	Yes
	Channel Width Selection	Yes
	Device Blocklisting	No
	Time Zone Selection	No
	Country/Region Selection	Yes
	Guest Wi-Fi	No
	UPnP	No
Network Security	Firewall	No
	WAN Ping	No
	Blacklist Devices	No
	Wi-Fi Network Encryption	Yes
Parental Controls	Setting Time Limits	No
	Setting Rate Limits	No
	Website Blacklisting	No
Router Management	Port Forwarding	No
	DMZ Host	No
	VPN	No
	DHCP	No
	Static DHCP Lease	No
	DDNS	No
	Clone MAC Address	No
Diagnostic Tools	ping	No
	traceroute	No
	nslookup	No
	Speedtest	Yes

Chapter 10: Internet Protocol Settings

This chapter includes the following sections:

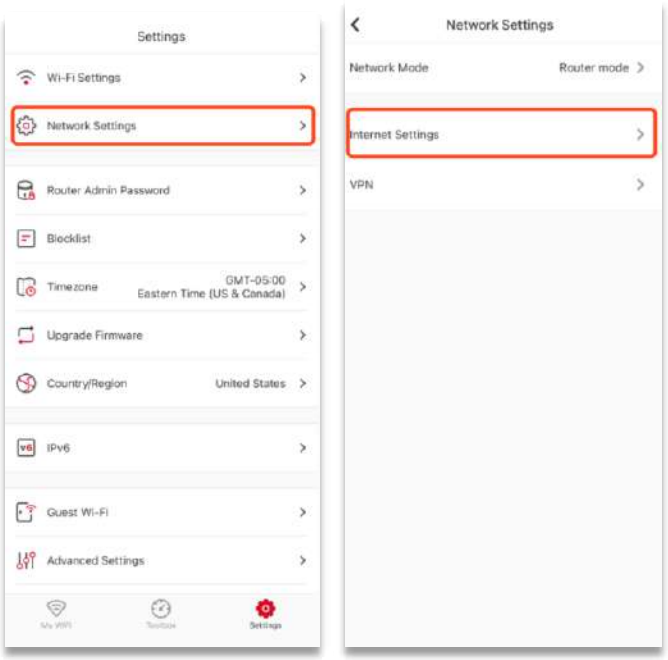
- Internet Protocol Setup
- Internet VLAN Configuration (for PPPoE)
- IPv6

10.1 Internet Protocol Setup

Please Note: Contact your Internet Service Provider (ISP) before changing the internet setup protocol to retrieve all the necessary information. Please note that not using your ISP's setup information may impact your ability to use the Mercku network.

Using the Mercku App:

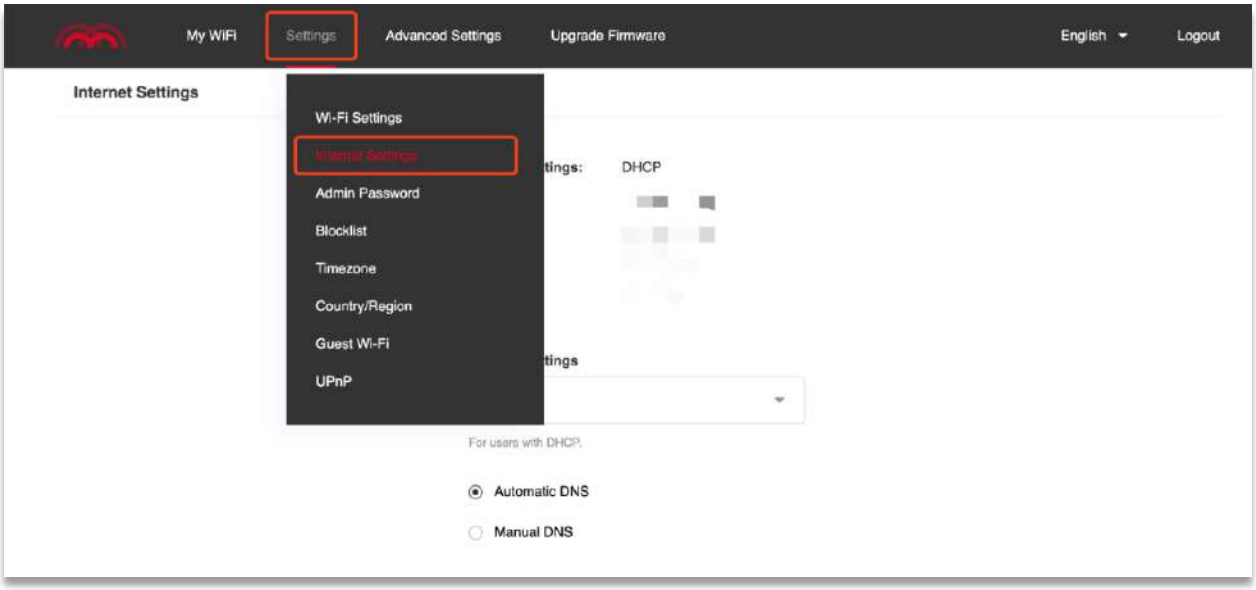
1. Go to *Settings* > *Network Settings* > *Internet Settings*



2. Under *Internet Settings*, you can choose between DHCP, PPPoE, Static IP.
3. You can also change the DNS Settings from Automatic DNS to Manual DNS.
   Please contact your Internet Service Provider (ISP) to obtain the information required to change your settings.

Using the Mercku Portal:

1. Go to *Settings* > *Internet Settings*
2. You can change your Internet Settings from DHCP to PPPoE or Static IP. Please contact your Internet Service Provider (ISP) and request the required information to do so.



3. You can change your DNS Settings from Automatic to Manual. Please contact your Internet Service Provider (ISP) for more information about your DNS.

10.2 Internet VLAN Configuration (For PPPoE)

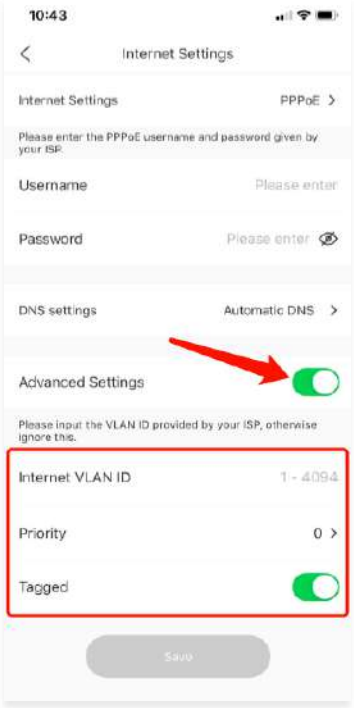
A VLAN represents a broadcast domain. VLANs are identified by a VLAN ID (a number between 0-4095). Each port on a switch or router can be assigned to a member of a VLAN (i.e. to allow receiving and sending traffic on that VLAN).

This feature will allow you to enter your VLAN ID and tag it when setting up your internet connection through PPPoE. Some Internet Service Providers will require a tagged VLAN ID for PPPoE connection.

You can access the VLAN setting using the Mercku app or Portal.

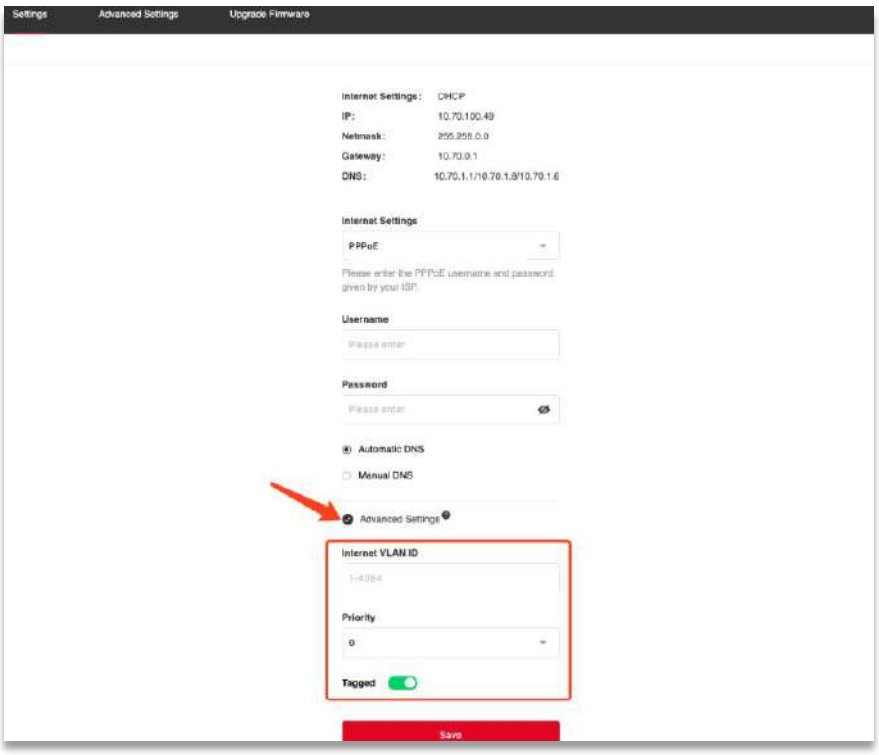
Using the Mercku App:

1. Open the Mercku app on your mobile device
2. Go to *Settings* > *Internet Settings* > > Select *PPPoE*
3. Enable *Advanced Settings* and enter your Internet VLAN ID



Using the Mercku Portal

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Under *Settings* > *Internet Settings* > Select *PPPoE*
3. Select *Advanced Settings* and enter the Internet VLAN ID information

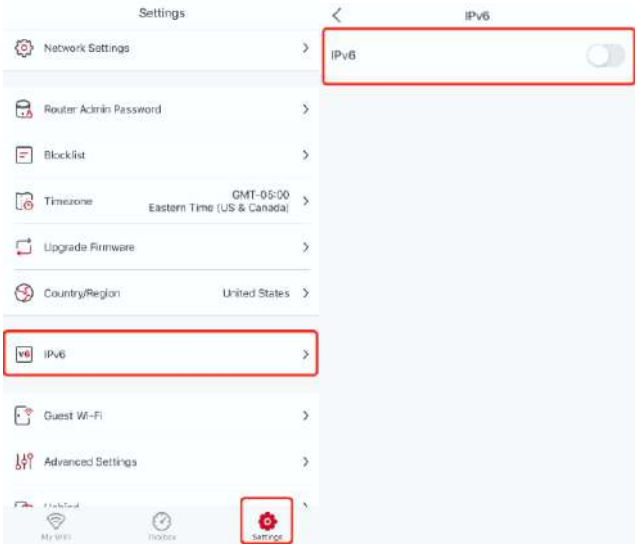


10.3 IPv6

IPv6 (Internet Protocol version 6) is a new IP protocol designed to solve problems that the previous version (IPv4) encountered using an address length of 128 bits rather than 32.

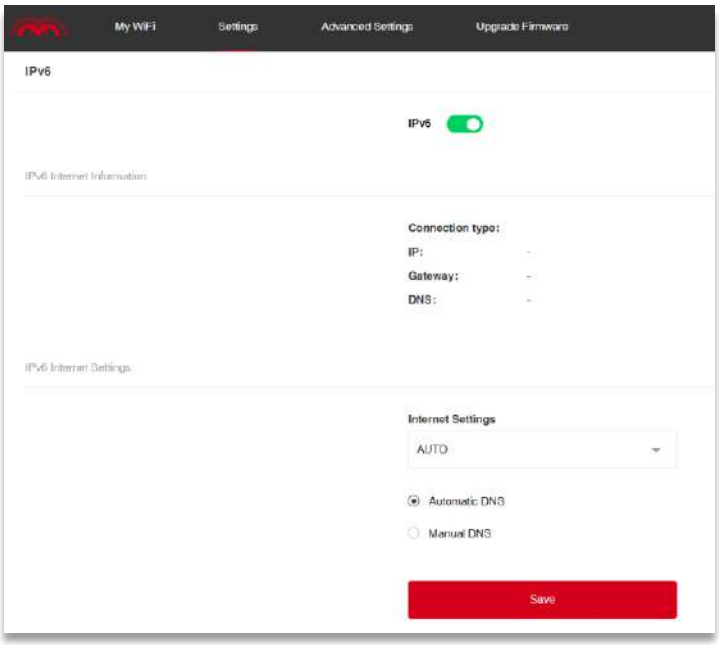
Using the Mercku App:

1. Open the Mercku App on your mobile device
2. *Settings* > *IPv6*



Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Select *Settings* > *IPv6*



Chapter 11: Upgrading Devices

This chapter will go through to process to complete online and offline upgrades for your Mercku devices and will go through a sample scenario if your network's devices' firmware is mismatched.

- Firmware Upgrades
    - Online Upgrade
    - Offline Upgrade
- Automatic Upgrade

11.1 Firmware Upgrades

There are two ways you can upgrade the firmware version of your Mercku nodes to the latest version: **online upgrade** and **offline upgrade**. Online upgrades may be conducted using either the Mercku App or Portal, while an offline upgrade may only be completed through the Mercku Portal.

11.1.1 Online Upgrade

Using the Mercku App:

1. Open the Mercku App on your mobile device
2. *Settings* > *Upgrade Firmware*

3. Now select the **M6** node that you wish to upgrade > Click *Upgrade*.
4. Once the upgrade process is over, you can check that you are using the latest firmware version by going to *Settings* > *Upgrade Firmware*. If you are using the latest firmware, you will see a message displaying the following:

Using the Mercku Portal:

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Go to *Upgrade Firmware* > *Online Upgrade*
3. Select all the **M6** node that you wish to upgrade > Click *Upgrade*
4. The message below will appear, click on *Upgrade*:

5. After the upgrade, you will be re-directed to the homepage. Click on *My Wi-Fi*> *Router Management* > *List* to check in the list if the version of the device is correct.

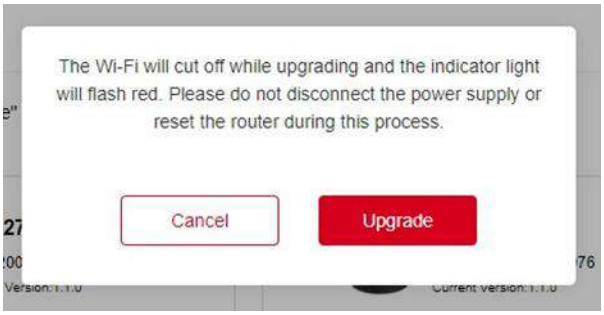
11.1.2 Offline Upgrade

An offline upgrade can only be completed through the Mercku Portal.

Using the Mercku Portal:

1. Go to https://www.mercku.com/support/download/ and download the desired firmware versions for your M6.
2. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password.

3. Click *Upgrade Firmware* > Select *Offline Upgrade* > *Upload* > Select the firmware you would like to update your Mercku device(s) to.
4. Select the devices you wish to upgrade (multiple selections are allowed) > *Upgrade*.
5. A message will pop-up > Select *Upgrade* and wait for the firmware to be updated.

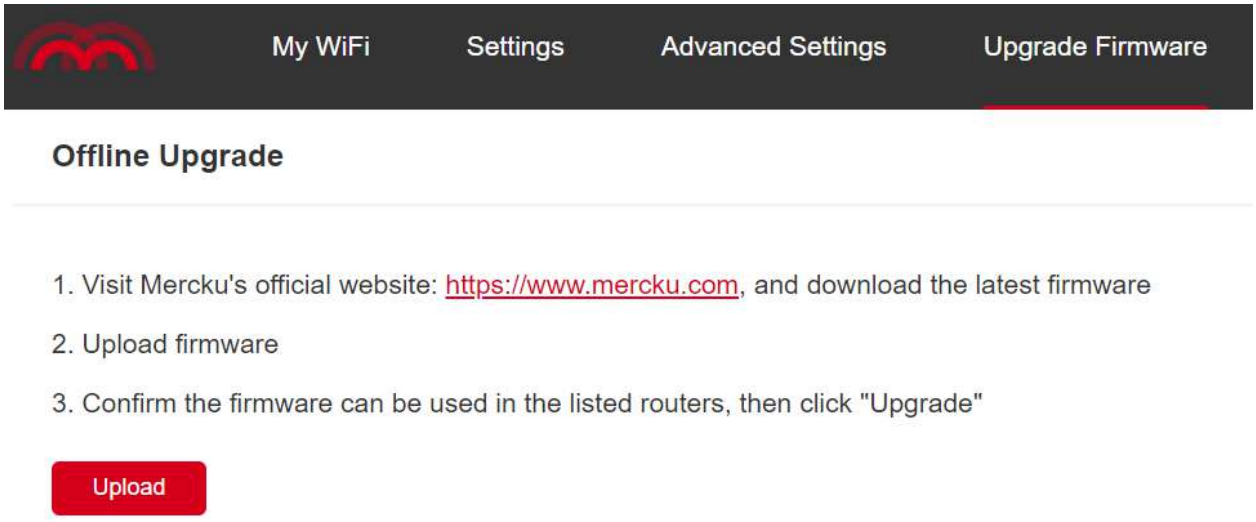


6. After the upgrade, you will be re-directed to the homepage. Click on *List* and check if the firmware version of the device is correct.

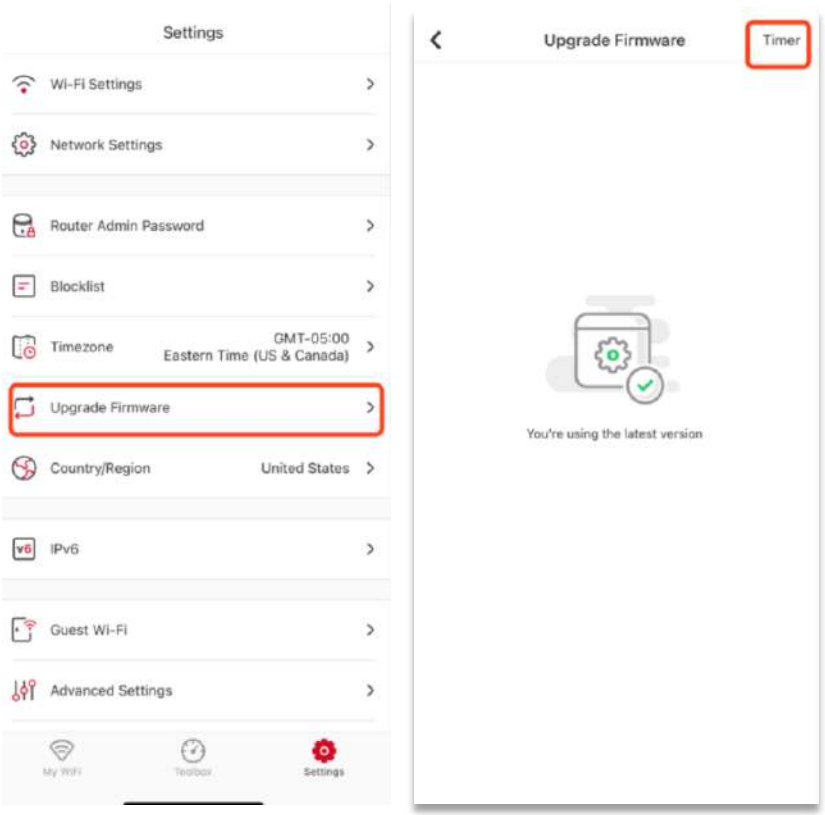
11.2 Automatic Upgrade

Automatic firmware upgrades allow you to upgrade the M6 firmware on a pre-set to avoid interrupting the local Wi-Fi. There are two ways you can upgrade the firmware version of your Mercku nodes to the latest version: **online upgrade** and **offline upgrade**. Online upgrades may be conducted using either the Mercku App or Portal, while an offline upgrade may only be completed through the Mercku Portal.

Using the Mercku App:



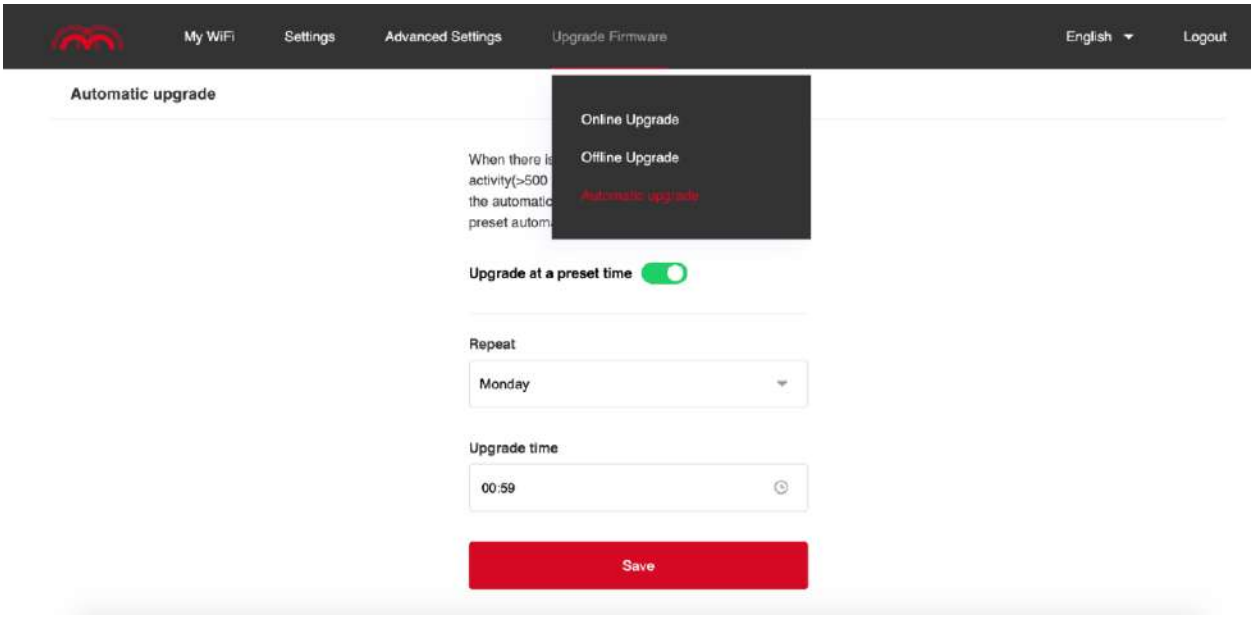
1. Open the Mercku App on your mobile device
2. *Settings* > *Upgrade Firmware* > *Click "Timer" on the top right*



3. Set up a preferable time for automatic firmware upgrade, select a time frame to auto detect the latest firmware for the automatic upgrade.

Using the Mercku Web Portal:

1. Open the Mercku web portal on your device, log in
2. *Go to Upgrade Firmware on the top bar > Click "Timer" on the top right*



3. Set up a preferable time for automatic firmware upgrade, select a time frame to auto-detect the latest firmware for the automatic upgrade.

Chapter 12: Diagnostic Tools

This chapter covers the tools you can use to diagnose any issues you're currently having with your device(s) and/or network.

- Network Diagnosis
- System Log
- Technical Feedback

12.1 Network Diagnosis

The M6 has three tools for network diagnosis, only available using the Mercku Portal:

ping:

A utility that checks if an IP address or host is accessible or not. Ping works by sending a packet to the specified address and waits for the reply. It also measures round trip time and reports errors. It may also be used when checking if a computer on a local network is active.

traceroute:

A utility that traces a packet from your computer to the host and will also show the number of steps (hops) required for it to reach the host, along with the time for each step. It can identify intermediate hosts. If any of the hops come back with "Request timed out", it denotes network congestion which is a reason for slow loading webpages and dropped connections.

nslookup:

A command-line tool to find the IP address that corresponds to a host, retrieving the relevant address information directly from the DNS cache of name servers.

These tools can be found on the Mercku Portal.

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Go to *Advanced Settings* > *Network Diagnosis* > Select tool you would like to use and enter IP or domain name you would like to investigate > Click *Start*

12.2 System Log

The **system log** is used for analysis purposes if you are having any issues with your devices. When requested, please copy and send this log to the tech team.

Please note that the log will be cleared away after rebooting or resetting. Thus, it is recommended to create a backup of the log before rebooting or resetting the M6.

You can access the system log using the Mercku Portal.

1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
2. Go to *Advanced Settings* > *System Log* > *Enable*

12.3 Technical Feedback

You can also report any issues you're having with your system through the Mercku App by sending our team a **technical feedback** form.

1. Open the Mercku App on your mobile device
2. Press at the top left of your screen to open your profile > Press *Technical Feedback* > Fill out the form and describe the issue you're experiencing > *Send*

FAQ

1. **I have recently changed my phone number; how come I can't log into my Mercku App?**

   If your Mercku account has been associated with your phone number, you can unbind your router by factory resetting the M6, or manually unbinding it. Please see section 2.6 for instructions on how to unbind your router.

2. **Why can't I access my Mercku Portal?**

   Please ensure that you are connected to your Mercku Wi-Fi network to access the Mercku Portal.

3. **What do the LED indicator lights on the devices mean?**

   Please see Chapter 1.2 for details on what Mercku device LED's mean.

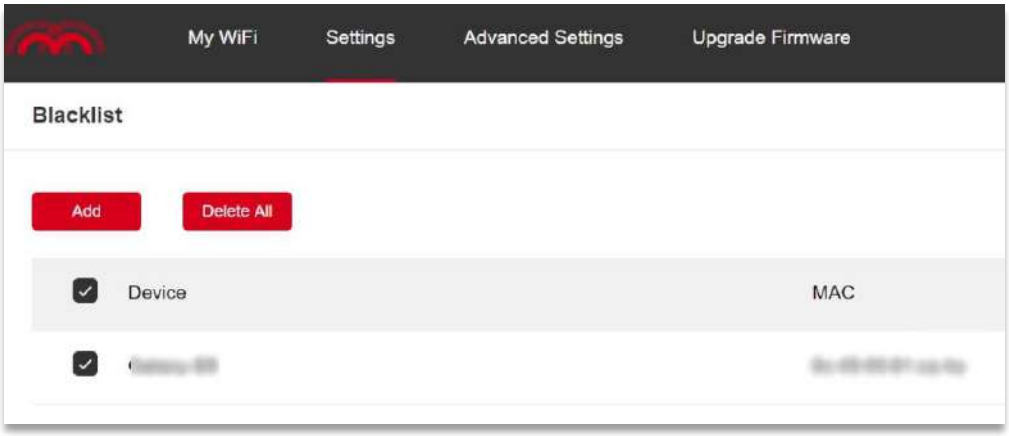
4. **I have accidentally blocklisted a device that I didn't mean to, how to I remove it from the list?**

   Using the Mercku App:

   1. Open the Mercku App on your mobile device
   2. Select *Settings* > *Blocklist* > Select the device(s) you would like to remove from the list > Click *Delete*

   Using the Mercku Portal:

   1. Visit http://mywifi.mercku.tech, and log in using your Router Admin Password
   2. Select *Settings* > *Blocklist* > Select device(s) you would like to remove from the list > *Delete All*



Authentication

IC and FCC Compliance Statement

This device complies with Industry Canada standard(s).
This device complies with part 15 of the FCC Rules.
Operation is subject to the following two conditions:
1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
We have determined that the equipment shown as above has been shown to comply with the applicable technical standards, FCC part 15. There is no unauthorized change is made in the equipment and the equipment is properly maintained and operated.

RoHS Compliance Statement

This device complies with the RoHS2.0 Directive (2011/65/EU) of the European Parliament and Amendments Commission Delegated Directive (EU) 2015/863.

EU Declaration of Conformity

Mercku Europe GmbH, a fully-owned subsidiary of the Canadian Mercku Inc, with this hereby declares that the device is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU.
A copy of the EU Declaration of Conformity is available online at https://www.mercku.com/download/user-guide/EU_Declaration_of_Conformity_M6.pdf

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 chargers or USB cables 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 the manufacturer and in the original packing of this product. If you have any questions, please don't hesitate to contact us.
• For PLUGGABLE EQUIPMENT, the socket-outlet shall be installed near the equipment and shall be easily accessible.

Frequency bands and power

European Union
The devices operate in the following frequency bands within the EU:

WLAN: 2412–2472 MHz, 5180–5240 MHz
2400–2483.5 MHz: WLAN (max. 20 dBm),
5150–5250 MHz: WLAN (max. 23 dBm)

Explanation of the symbols on the product label

Symbol	Explanation
⎓	DC voltage
	RECYCLING This product bears the selective sorting symbol for Waste from 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. 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.

Regulatory Certification for M6 Mesh Wi-Fi Router

Country	Certification Number
Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom	CE RoHS COMPLIANT
Canada	IC: 23877-M6
United States	FCC ID: 2APR4-M6