



Product Specific Frequently asked Questions for the Mercusys Mesh systems

<p>1. What is a mesh Wi-Fi device?</p> <p>A mesh Wi-Fi system uses multiple devices (nodes) to create one seamless Wi-Fi network with stronger coverage throughout the home.</p>
<p>2. Who is mesh best suited for?</p> <p>Customers in larger homes, double-storey homes, or spaces where the router signal doesn't reach every room.</p>
<p>3. Will mesh improve my internet speed?</p> <p>Mesh improves Wi-Fi coverage and consistency, helping customers get better performance across the home, but actual speeds still depend on the underlying Fibre or LTE package.</p>
<p>4. Can mesh be added to existing Fibre or LTE packages?</p> <p>Yes, mesh can be added to selected LTE and Fibre packages as an add-on.</p>
<p>5. Why bundle mesh with Fibre?</p> <p>It improves the in-home Wi-Fi experience, especially on higher-speed packages where customers expect strong coverage in every room.</p>
<p>6. Why bundle mesh with LTE?</p> <p>It helps extend connectivity across the home and creates a stronger value proposition for LTE customers needing wider coverage.</p>
<p>7. What happens if the device is faulty?</p> <p>Customers can log a fault through the support channels provided below:</p> <ol style="list-style-type: none">Telkom at TelkomSmart@telkom.co.zaTP-Link at Phone: 010 590 6147 or support.sa@tp-link.comSMD at Returns@SMDTechnologies.com">Returns@SMDTechnologies.com
<p>8. Should I choose a 2-pack or 3-pack mesh system?</p> <p>A 2-pack is typically best for smaller to medium homes where coverage is needed across a few rooms or a single floor. A 3-pack is better for larger homes, double-storey homes, or spaces with multiple dead zones where wider coverage is needed.</p>
<p>9. What's the difference between the Mercusys Halo H30 and Halo H50G?</p>



The Halo H30 is ideal for everyday connectivity needs and works well with entry-level to mid-tier broadband packages. The Halo H50G is better suited for higher-speed Fibre customers, offering stronger performance for heavier usage, more connected devices and larger homes.

10. Which mesh device should I recommend to a customer?

Halo H30 → Best for smaller homes, standard streaming, browsing and LTE/lower Fibre speeds

Halo H50G → Best for larger homes, high-speed Fibre, gaming, 4K streaming and homes with many connected devices