

# Celcom Home Fibre Installer Guidelines

SKYWORTH RN685 User Manual  
Version 3.0



# Content

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- Security – Parental Control
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- Backup & Restore Settings
- Basic Troubleshooting - FAQ

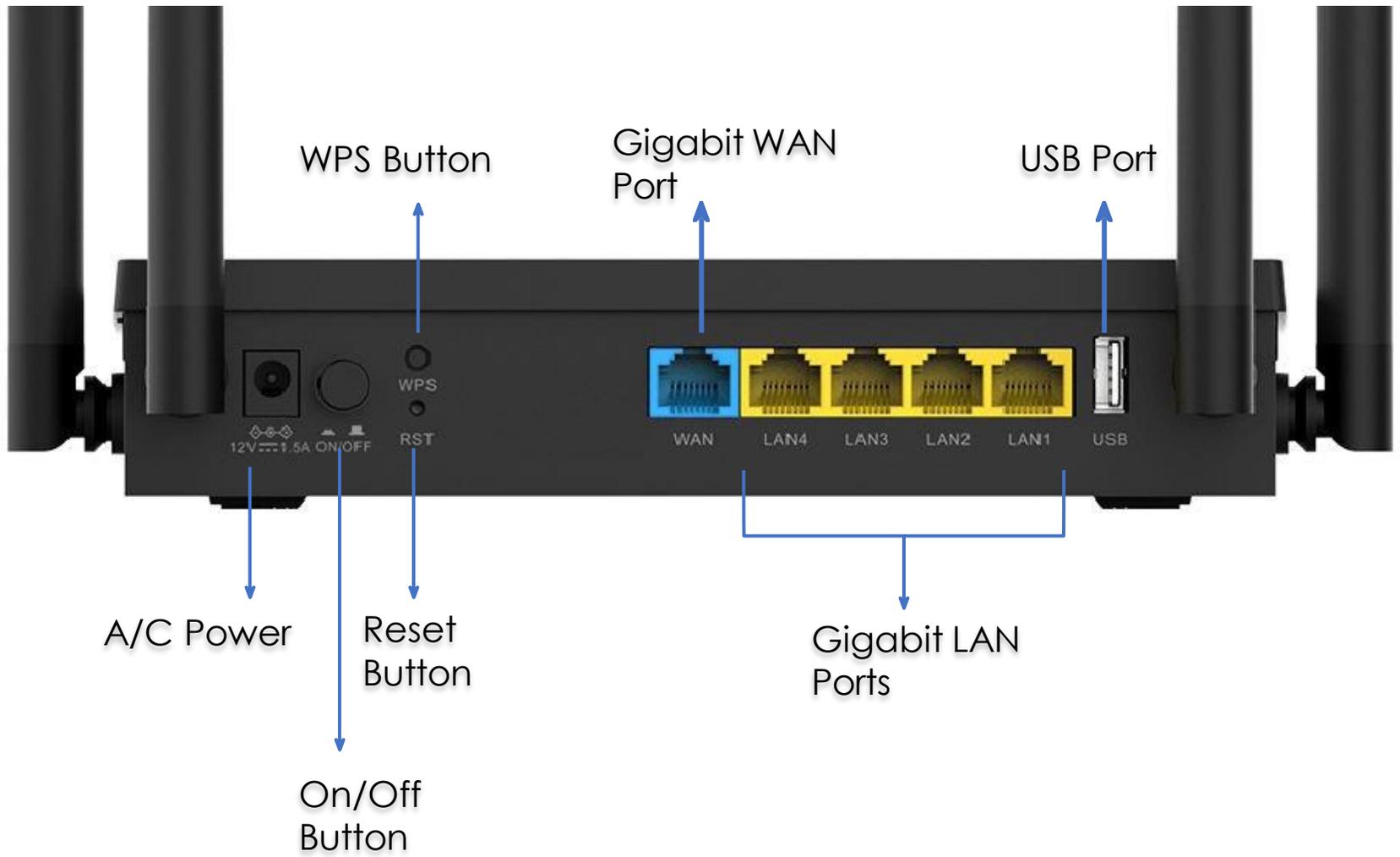
# Product Specification

Item	Specification
Product Name	MESH WIRELESS GATEWAY AX3000
WAN Interface	1*RJ45 Gigabit Ethernet Port
LAN Interface	4*RJ45 Gigabit Ethernet Port
Wi-Fi Standard	2.4GHz IEEE 802.11b/g/n/ax 5GHz: IEEE 802.11a/n/ac/ax
Band	2.4GHz and 5GHz dual-band concurrent
MIMO	2.4GHz: 2x2 MU-MIMO 5GHz: 2x2 MU-MIMO
Data Rate (maximum)	2.4GHz - 300Mbps(11n@40MHz) 574Mbps(11ax@40MHz) 5GHz - 867Mbps(11ac@80MHz) 1201Mbps(11ax@80MHz) 2402Mbps(11ax@160MHz)
Antennas	4*external Antennas (5dBi)
<b>Wi-Fi Mesh</b>	
Wi-Fi Mesh Standard	Wi-Fi Alliance EasyMesh R2
Capacity	Maximum 6 Nodes (1 Main Router + 5 agents)
Backhaul Type	Wired or Wireless auto-redundancy
<b>Environment</b>	
Rated Power Input	12VDC/1.5A
Operating Temperature	0 ~ 45°C (32~113°F)
Storage Temperature	-20 ~ 65°C (-4~149°F)
Operating Humidity	0 ~ 95% non-condensing



## Front View

# Product Specification



## Back View

# Product Specification



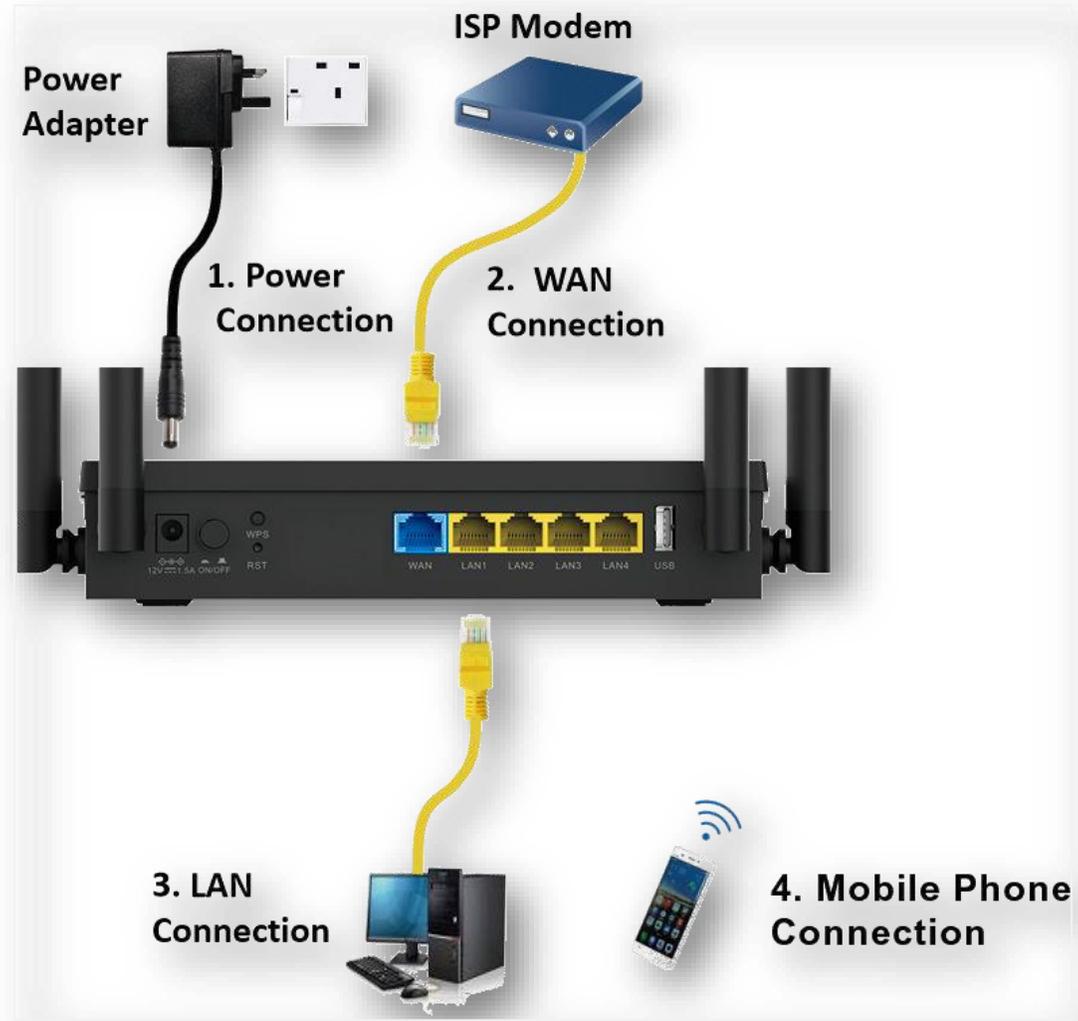
LED	COLOR	STATUS	DESCRIPTION
PWR	Yellow	ON	System boot up completely
		OFF	Power Off
INT	Yellow	ON	Device got IP and internet service connection successful
		OFF	The device cannot obtain an IP address
WPS	Yellow	ON	Router is connected in mesh network and backhaul signal is very good
		OFF	Mesh disabled
		FLASH	Mesh network or WPS connection is being established
LAN1 - LAN4	Yellow	ON	Ethernet port is Up but no data transfer
		OFF	Ethernet port is down
		FLASH	The port is Up and there is data transmission
WAN	Yellow	ON	The WAN port is Up but no data transmitting
		OFF	The WAN port is Down
		FLASH	The WAN port is up and transmitting data
2.4/5G	Yellow	ON	Wi-Fi is Up but no data transfer
		OFF	The WiFi is turned off
		FLASH	Wi-Fi is Up and there is data transmission
USB	Yellow	ON	USB device connected
		OFF	No USB device connected

# Package Content

1. Router
2. Power Adapter
3. Ethernet Cable
4. Quick Installation Guide

Packaging Items		
Router		Mesh Wi-Fi 6 Router
Power Adapter		Output 12VDC/1.5A Power Adapter
Ethernet Cable		Standard CAT5e Ethernet cable
Quick Installation Guide		This guide provides basic product specification and information for installing the device and get it up and running on your home network

# Router Physical Setup



# WEBGUI ACCESS AND STATUS PAGE

# Web GUI Access and Status Page

- 1) Launch any web browser and key-in 192.168.1.1
- 2) Key-in the Username and Password as below:-

For Installer

*Username: admin*

*Password: c3lc0msuper*

For Normal User/Customer

*Username: customer*

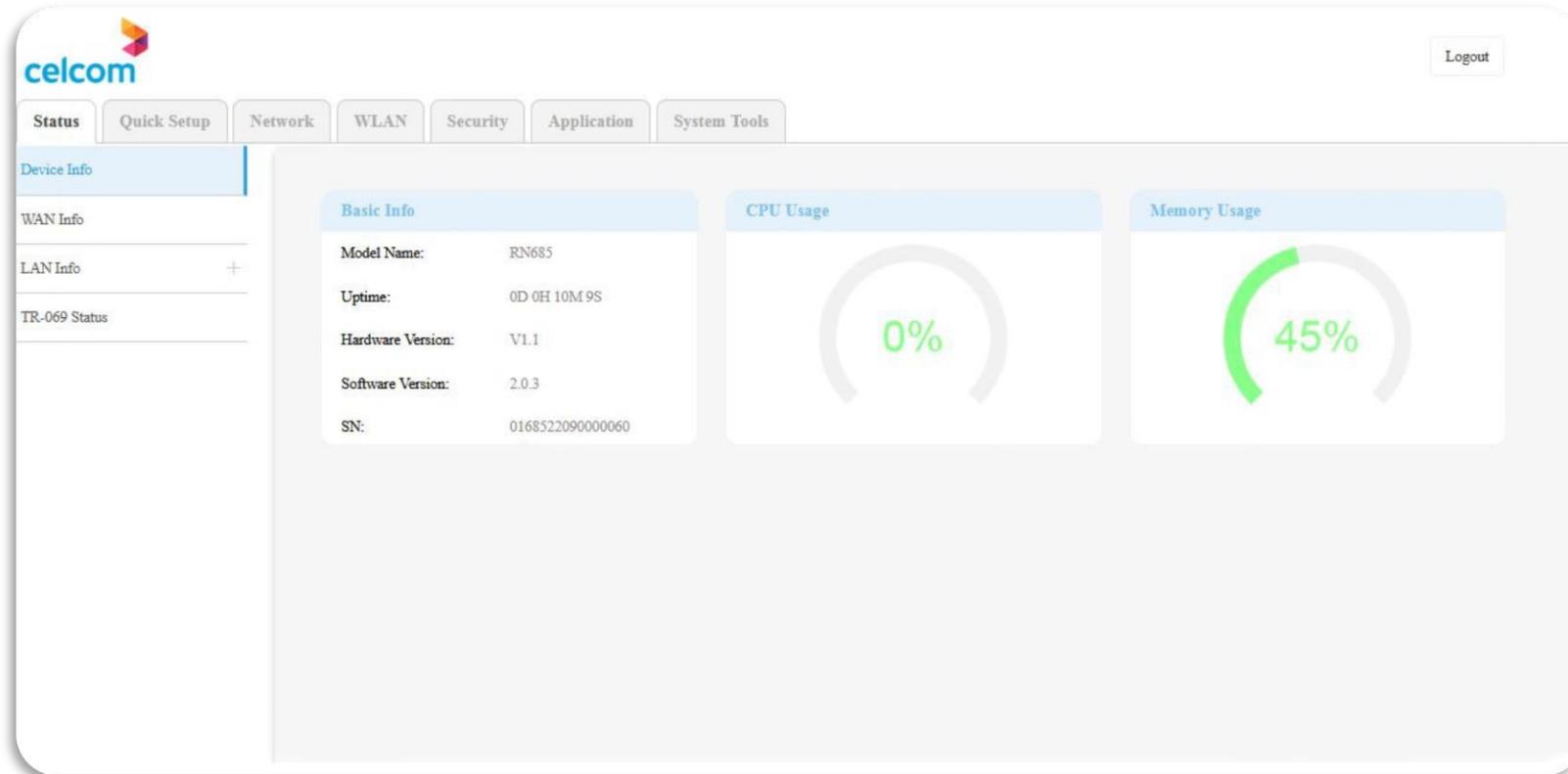
*Password: celcom123*

- 3) Next, click on Login



# Web GUI Access and Status Page

4) After the login, you will see the Device Info Status page



# Web GUI Access and Status Page

5) You can view the WAN Info page when you click on the WAN Info sub menu on the left

The screenshot shows the Celcom web GUI interface. The left sidebar contains a menu with 'WAN Info' highlighted in blue and enclosed in a red box. The main content area is divided into three sections:

- WAN Basic Info**: A table with 8 columns: Interface Name, Description, Service Type, VLAN ID, VLAN 802.1p, IGMP, NAT, and MAC. It lists WAN.2 and WAN.1.
- WAN IPv4 Info**: A table with 9 columns: Interface Name, IPv4 Status, Connect, Protocol, IP Address, Subnet Mask, Default Gateway, Primary DNS /Secondary DNS, and Uptime. It lists WAN.2 and WAN.1.
- WAN IPv6 Info**: A table with 7 columns: Interface Name, IPv6 Status, Connect, Prefix /IPv6 Address, IPv6 Default Gateway, Primary DNS /Secondary DNS, and Uptime. It lists WAN.2 and WAN.1.

# Web GUI Access and Status Page

6) When you click on LAN Info sub menu on the left, you will have drop sub menu.

7) The first menu will be the Wireless Basic Info

The screenshot displays the Celcom web GUI's 'Status' page. The left sidebar contains a 'LAN Info' dropdown menu, which is highlighted with a red box. The main content area shows network status for 2.4G and 5G wireless networks, mesh status, SSID info, and WLAN statistics.

**Wireless Network-2.4G**

2.4G Status:	Working
2.4G Channel:	Auto (Current:11)

**Wireless Network-5G**

5G Status:	Working
5G Channel:	Auto (Current:40)

**Mesh Status**

Role:	Main-Router
Sub-Routers:	0

**SSID Info**

Interface Name	SSID	Band Frequency	Auth Mode	Encryption
wlan0.1	76BD@@CelcomFibre	2.4GHz	Auto	AES
wlan1.1	76BD@@CelcomFibre_5G	5GHz	Auto	AES

**WLAN Statistics**

Interface Name	SSID	Received				Transmitted			
		Bytes	Pkts	Errs	Drops	Bytes	Pkts	Errs	Drops
wlan0.1	76BD@@CelcomFibre	0	0	0	0	212676	2910	0	0
wlan1.1	76BD@@CelcomFibre_5G	0	0	0	0	212520	2908	0	0

# Web GUI Access and Status Page

8) You will be able to view the LAN information and LAN speed in the LAN Ethernet Info sub menu

The screenshot displays the Celcom web GUI interface. The top navigation bar includes tabs for Status, Quick Setup, Network, WLAN, Security, Application, and System Tools. The left sidebar contains a list of menu items: Device Info, WAN Info, LAN Info (with a close icon), Wi-Fi Basic Info, LAN Ethernet Info (highlighted with a red box), Connected Device Info, USB Info, and TR-069 Status. The main content area is titled 'LAN Info' and shows the following details:

IP Address:	LAN IPv4 Address:	192.168.1.1
	LAN IPv6 Address:	fe80::2289:8aff:fe17:768d
LAN MAC Address:	20:89:8a:17:76:8d	

Below this, the 'Ethernet Statistics' section contains a table with the following data:

Interface	Status	DuplexMode	PortRate	Received				Transmitted			
				Bytes	Pkts	Errs	Drops	Bytes	Pkts	Errs	Drops
WAN	Down	Auto	Auto	0	0	0	0	0	0	0	0
LAN1	Up	Full	100	595530	7428	0	0	6751376	7924	0	0
LAN2	Down	Full	1000	0	0	0	0	0	0	0	0
LAN3	Down	Auto	Auto	0	0	0	0	0	0	0	0
LAN4	Down	Auto	Auto	0	0	0	0	0	0	0	0

# Web GUI Access and Status Page

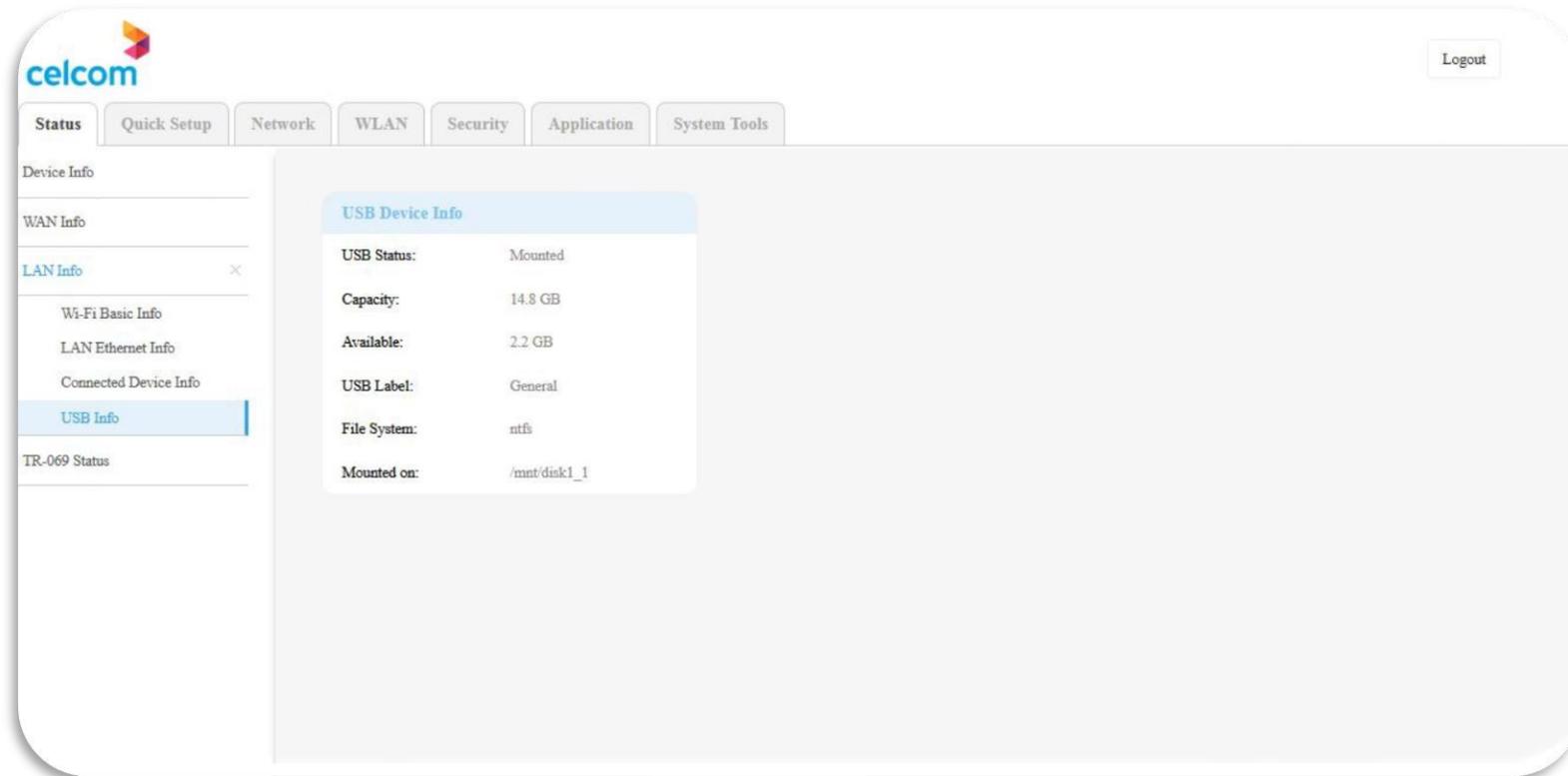
9) Connected Device Info shows all the devices that is connected to the router

The screenshot shows the Celcom web GUI interface. The top navigation bar includes the Celcom logo and a 'Logout' button. Below the navigation bar are tabs for 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The 'Status' tab is selected, and the 'Connected Device Info' menu item in the left sidebar is highlighted with a red box. The main content area displays a table titled 'Connected Device Info' with the following data:

Hostname	Type	MAC Address	IP Address	Online Time	Status
DESKTOP-SOQP5CS	2.4G	18:cf:5e:ec:d0:27	192.168.1.2	0D 0H 29M 8S	Online
DESKTOP-BC6KH9L	5G	90:cc:df:bd:2e:f0	192.168.1.3	0D 0H 28M 46S	Online
unknown-9009	Wired	e0:db:55:99:90:09	192.168.1.5	0D 0H 5M 0S	Online

# Web GUI Access and Status Page

10) If you have any USB storage device connected to the router, the USB Info will display the information of the USB device.

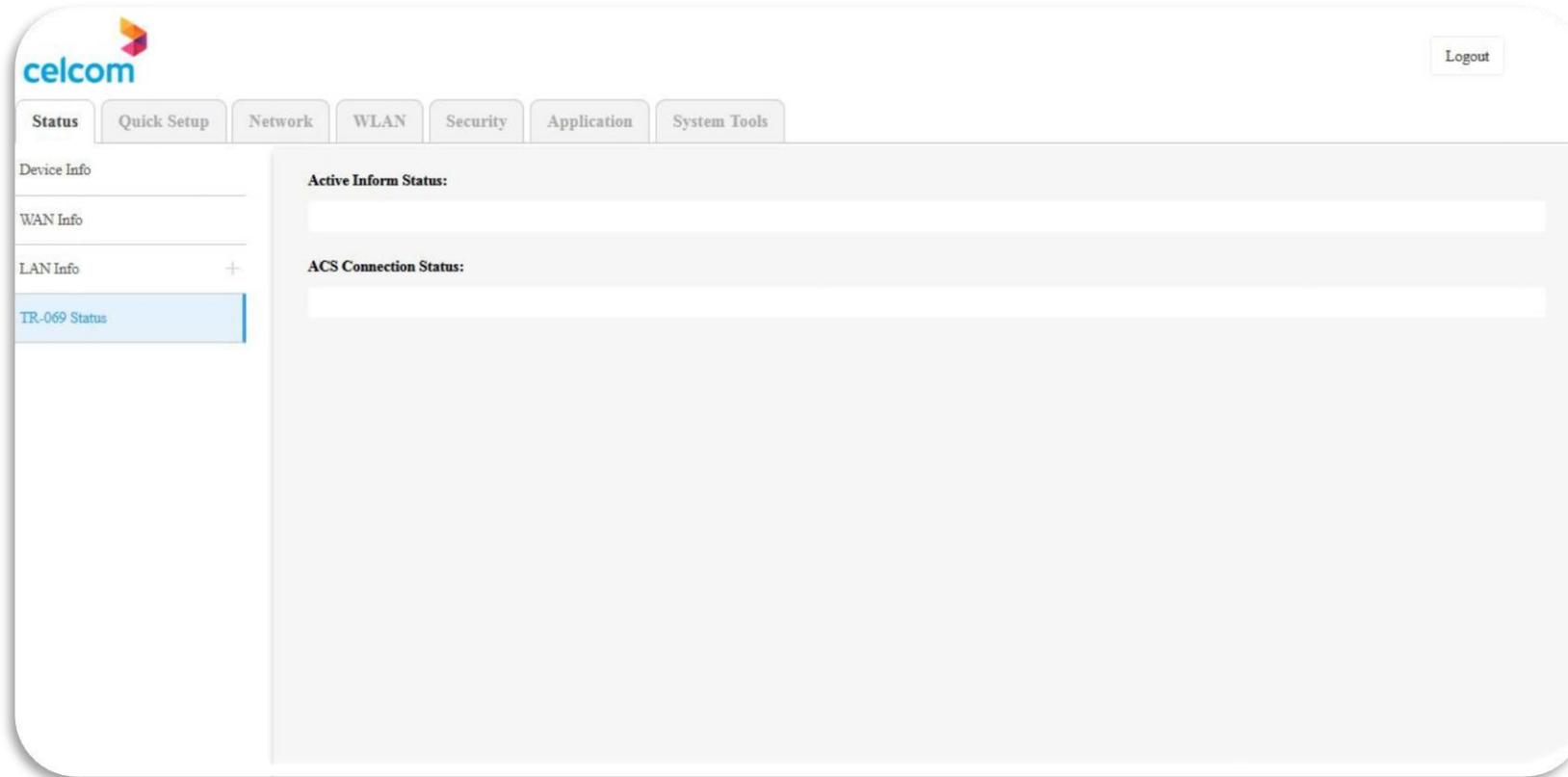


The screenshot displays the Celcom web GUI interface. At the top left is the Celcom logo, and at the top right is a 'Logout' button. Below the logo is a navigation menu with tabs for 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The 'Status' tab is selected. On the left side, there is a sidebar menu with options: 'Device Info', 'WAN Info', 'LAN Info' (with a close button), 'Wi-Fi Basic Info', 'LAN Ethernet Info', 'Connected Device Info', 'USB Info' (highlighted with a blue bar), and 'TR-069 Status'. The main content area shows the 'USB Device Info' section with the following details:

USB Device Info	
USB Status:	Mounted
Capacity:	14.8 GB
Available:	2.2 GB
USB Label:	General
File System:	ntfs
Mounted on:	/mnt/disk1_1

# Web GUI Access and Status Page

11) In TR-069 Status page will show the ACS connection status



# NETWORK CONFIGURATION

- Quick Setup Menu
- Network Menu

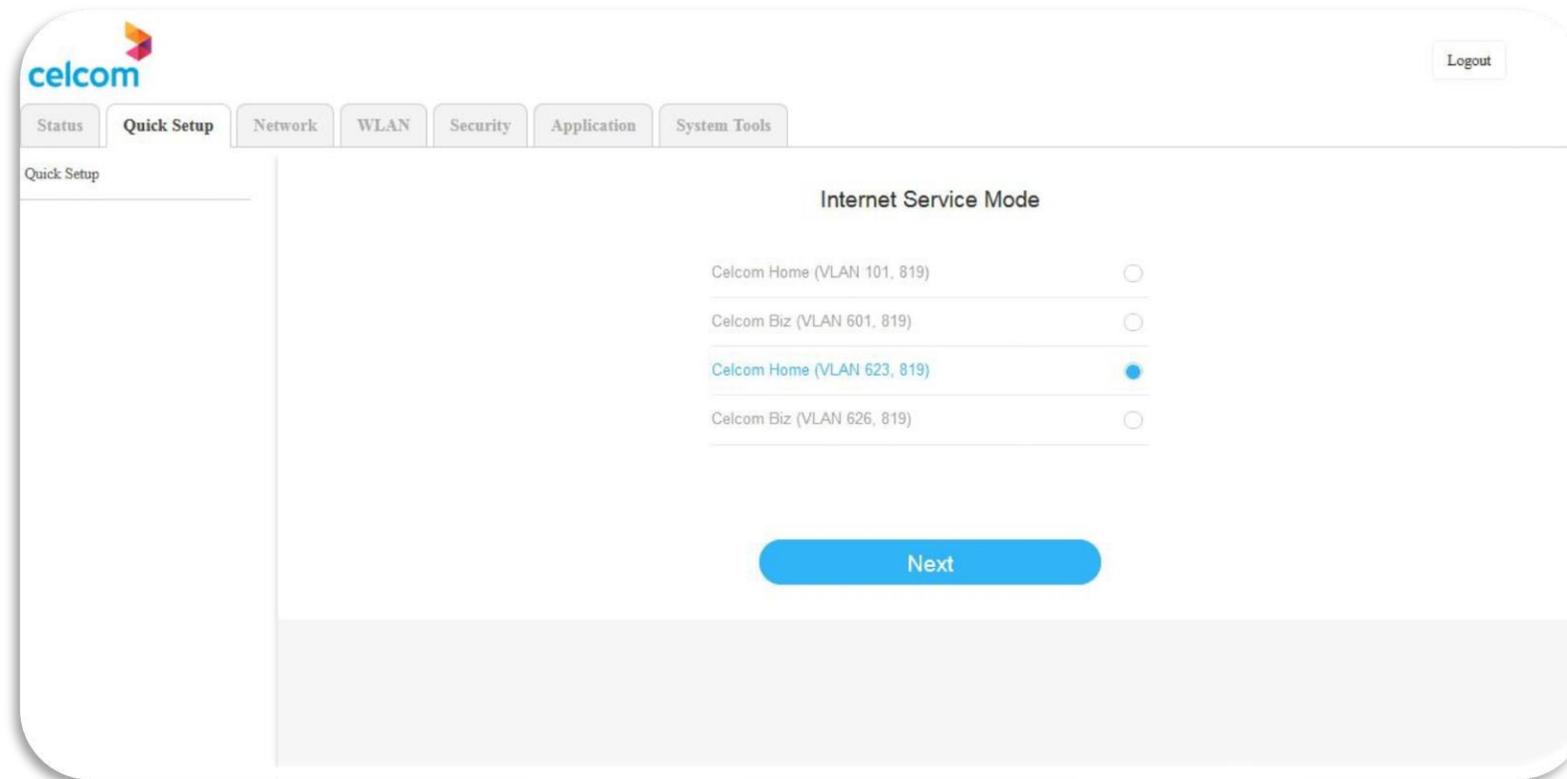
# VLAN ID Profile Reference Table

Please choose the correct Internet Service Provider Profile to ensure the correct VLAN

Access Provider	Internet Service Mode	Internet Service Provider Profile	VLAN HSI	VLAN ACS
TM (Home/Biz)	Celcom Home (VLAN 623, 819)	Celcom Home2	623	819
Allo (Home)	Celcom Home (VLAN 101, 819)	Celcom Home1	101	819
CTSB (Retail)	Celcom Home (VLAN 101, 819)	Celcom Home1	101	819
CTSB (Biz)	Celcom Biz (VLAN 601, 819)	Celcom Biz1	601	819
SACOFA (Retail)	Celcom Home (VLAN 101, 819)	Celcom Home1	101	819
Forest City (Retail)	Celcom Home (VLAN 101, 819)	Celcom Home1	101	819
Forest City (Biz)	Celcom Biz (VLAN 601, 819)	Celcom Biz1	601	819

# Network Configuration - Quick Setup Menu

1) In the Quick Setup page, you may select the required Internet Service Mode profile and click on Next



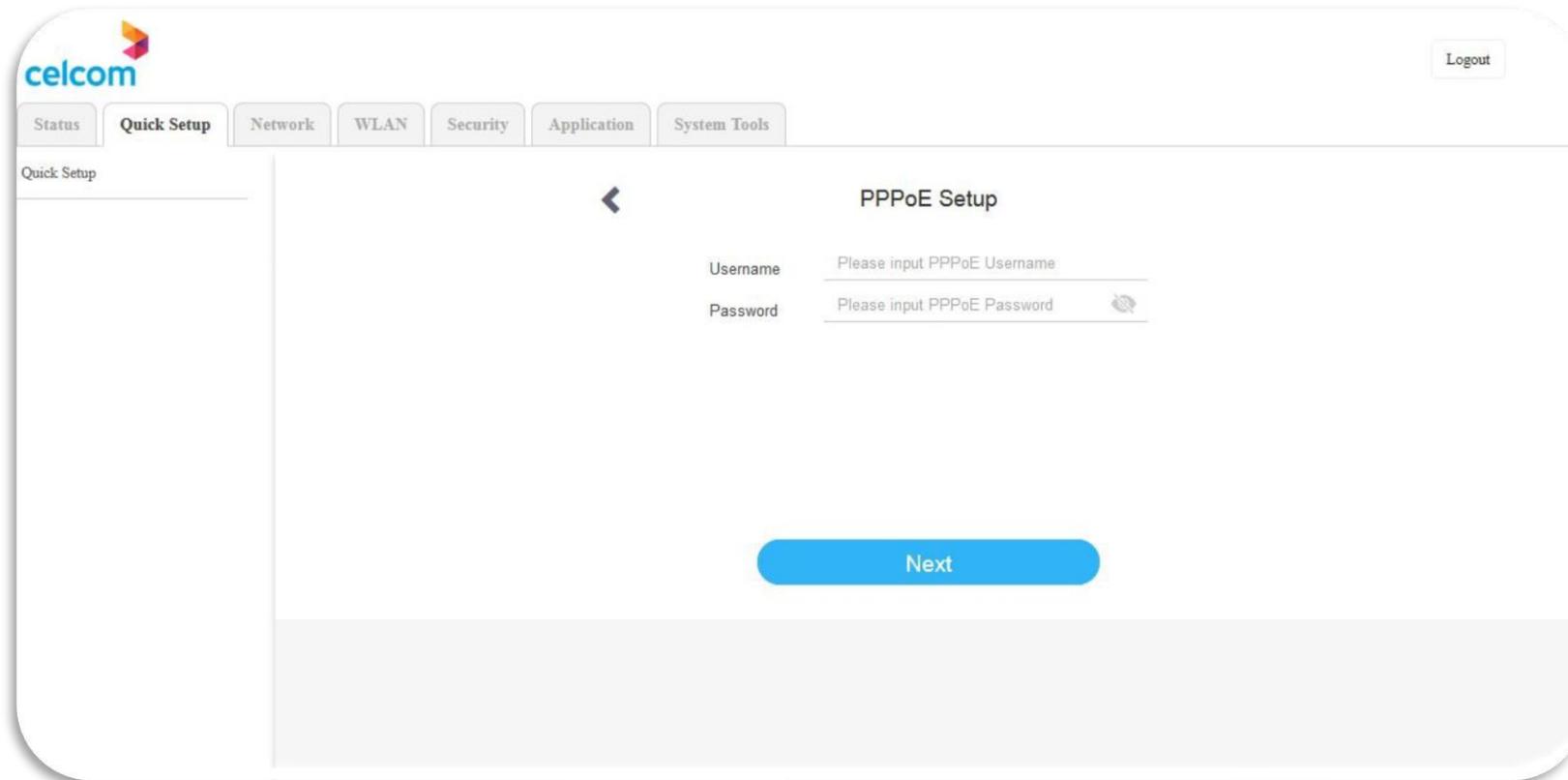
The screenshot displays the Celcom Quick Setup interface. At the top left is the Celcom logo, and at the top right is a 'Logout' button. Below the logo is a navigation bar with tabs for 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The 'Quick Setup' tab is active. The main content area is titled 'Internet Service Mode' and lists four options, each with a radio button:

- Celcom Home (VLAN 101, 819)
- Celcom Biz (VLAN 601, 819)
- Celcom Home (VLAN 623, 819)
- Celcom Biz (VLAN 626, 819)

At the bottom center of the main content area is a blue 'Next' button.

# Network Configuration - Quick Setup Menu

2) Key-in the Celcom internet account Username and password and click Next



The screenshot displays the Celcom network configuration interface. At the top left is the Celcom logo. A navigation bar contains tabs for Status, Quick Setup (selected), Network, WLAN, Security, Application, and System Tools. A Logout button is located in the top right corner. The main content area is titled "Quick Setup" and features a "PPPoE Setup" section. This section includes a back arrow, a "Username" field with the placeholder text "Please input PPPoE Username", and a "Password" field with the placeholder text "Please input PPPoE Password" and a visibility toggle icon. A prominent blue "Next" button is centered at the bottom of the form.

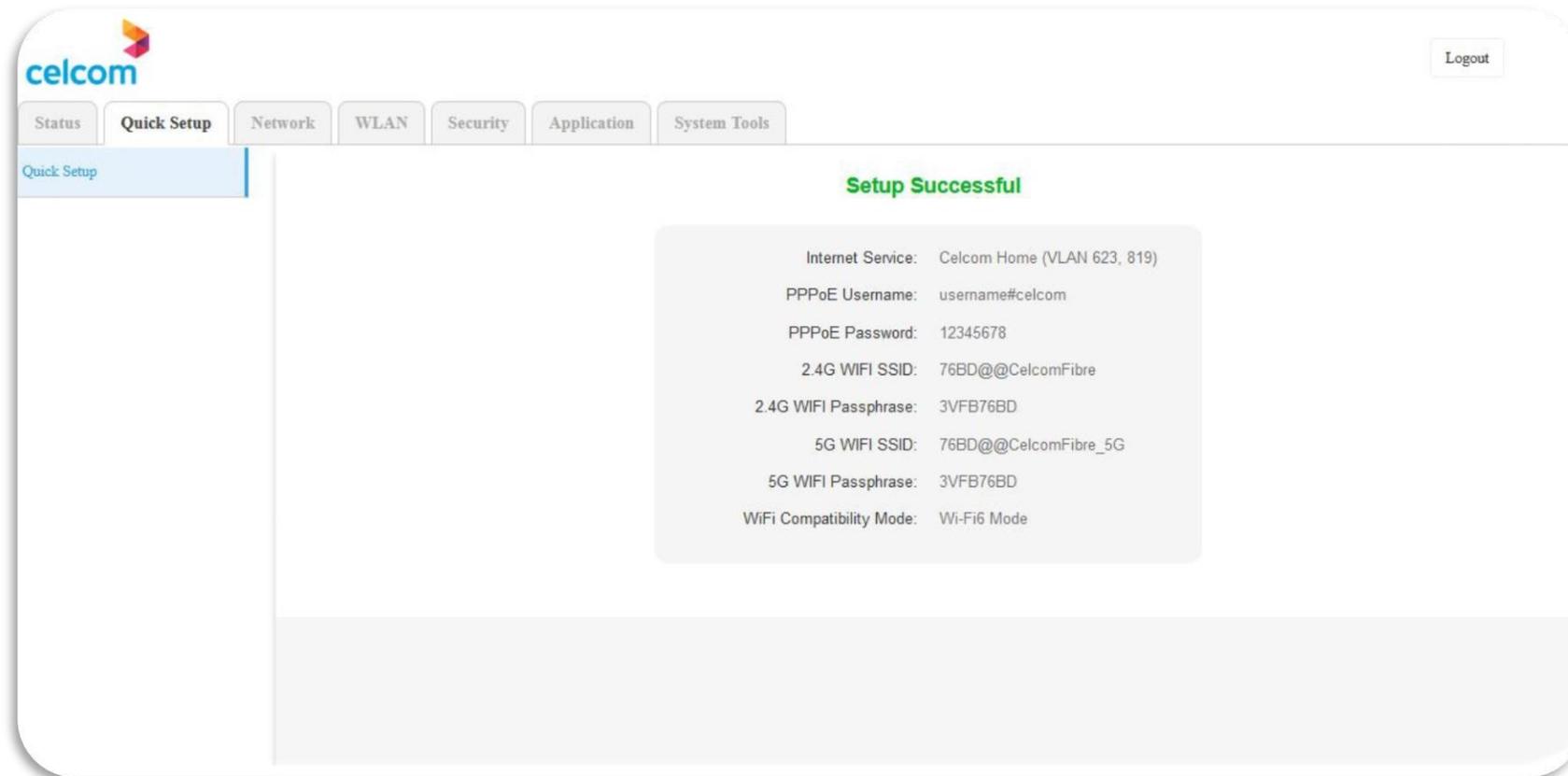
# Network Configuration - Quick Setup Menu

- 3) You may change the wireless name and password in the SSID and Passphrase section if needed.
- 4) The password will be visible when you click on the eye located on the right side of Passphrase
- 5) When you're done, click on Save & Apply

The screenshot displays the Celcom network configuration interface. At the top left is the Celcom logo, and at the top right is a 'Logout' button. Below the logo is a navigation bar with tabs for 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The 'Quick Setup' tab is selected. The main content area is titled 'Wi-Fi Setup' and contains two sections: '2.4G Wi-Fi Setup' and '5G Wi-Fi Setup'. Each section has fields for 'SSID' and 'Passphrase'. The 2.4G SSID is '76BD@CelcomFibre' and the 5G SSID is '76BD@CelcomFibre\_5G'. Both passphrases are masked with dots. There are eye icons to the right of each passphrase field. Below the 5G section are two checkboxes: 'Enable Band Steering' and 'Turn on Wi-Fi5 compatibility mode, it will turn off Wi-Fi6 related functions!'. At the bottom of the form is a blue 'Save & Apply' button.

# Network Configuration - Quick Setup Menu

6) Lastly, a summary of the configuration be displayed



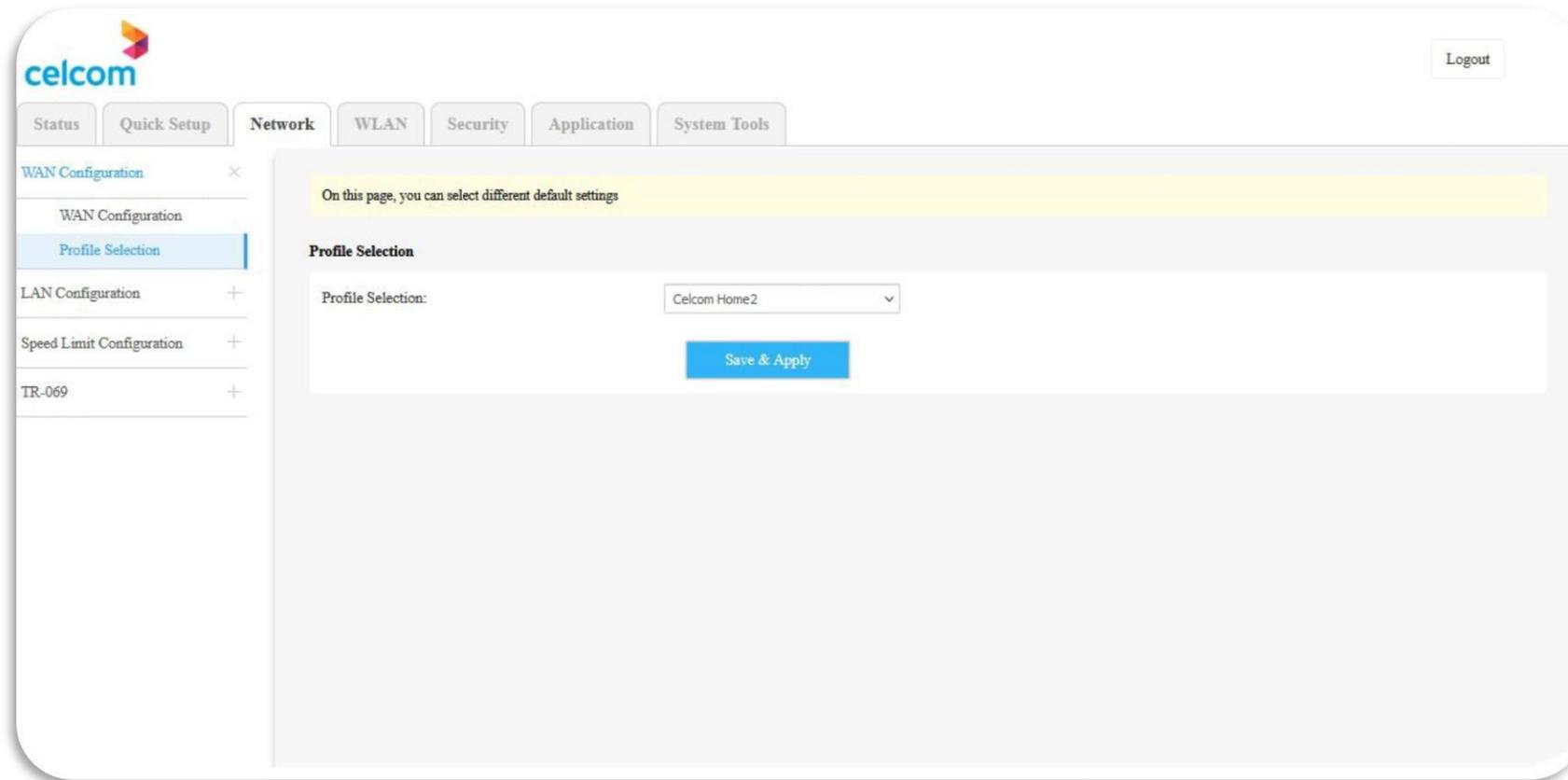
The screenshot displays the Celcom network configuration interface. At the top left is the Celcom logo. A navigation bar contains tabs for Status, Quick Setup (selected), Network, WLAN, Security, Application, and System Tools. A Logout button is located in the top right corner. The main content area features a green heading "Setup Successful" above a grey box containing the following configuration details:

- Internet Service: Celcom Home (VLAN 623, 819)
- PPPoE Username: username#celcom
- PPPoE Password: 12345678
- 2.4G WIFI SSID: 76BD@@CelcomFibre
- 2.4G WIFI Passphrase: 3VFB76BD
- 5G WIFI SSID: 76BD@@CelcomFibre\_5G
- 5G WIFI Passphrase: 3VFB76BD
- WiFi Compatibility Mode: Wi-Fi6 Mode

# NETWORK MENU

# Network Configuration – Network Menu

1) At the Profile Selection, you can change the Celcom internet service mode profile



# Network Configuration – Network Menu

- 2) In the WAN Configuration page, you may configure or edit the current internet settings in the WAN configuration page
- 3) Select Internet service mode by check on the left box and click on Edit button on the top right

celcom

Logout

Status Quick Setup **Network** WLAN Security Application System Tools

WAN Configuration ×

WAN Configuration

Profile Selection

LAN Configuration +

Speed Limit Configuration +

TR-069 +

On this page, you can add a new interface, modify an existing interface, or delete an existing interface.

**WAN Configuration**

Add Edit Delete

<input type="checkbox"/>	Connection Name	Service Mode	Interface name	IP Mode	Connection Mode	VLAN ID/Priority
<input type="checkbox"/>	2_TR069_R_VID_819	TR069	WAN.2	IPv4 & IPv6	DHCP	819/0
<input type="checkbox"/>	1_INTERNET_R_VID_623	INTERNET	WAN.1	IPv4	PPPoE	623/0

# Network Configuration – Network Menu

- 4) Key-in the Celcom internet account in Username and Password
- 5) Once done, click on Save & Apply

The screenshot shows a web-based configuration interface for a WAN connection. The left sidebar contains a menu with 'WAN Configuration' selected, and sub-items for 'Profile Selection', 'LAN Configuration', 'Speed Limit Configuration', and 'TR-069'. The main content area is titled 'Edit 1 INTERNET\_R\_VID\_623 interface configuration' and is divided into two sections: 'Basic Information' and 'Network Information'.

**Basic Information**

- Mode: Route
- Service: INTERNET
- IP Version: IPv4
- Binding Port: LAN1, LAN2, LAN3, LAN4, WLAN 2.4GHz, Guest1\_2.4G, Guest2\_2.4G, Guest3\_2.4G, Guest4\_2.4G, WLAN 5GHz, Guest1\_5G, Guest2\_5G, Guest3\_5G, Guest4\_5G
- VLAN Mode: TAG
- VLAN ID: 623 (1-4094)
- 802.1p: 0
- MTU Value: 1492 (68-1500)

**Network Information**

- IP Acquisition Mode: Static, DHCP, PPPoE (selected)
- Username: username
- Password: [masked]
- Use Static IP Address: [unchecked]
- NAT Enable: [checked]

Buttons at the bottom: Cancel, Save & Apply

# Network Configuration – Network Menu

6) In the LAN Configuration, you can change the setting of the IPv4 and IPv6 IP address setting

The screenshot displays the 'LAN Configuration' menu with the following sections:

- Local Network Configuration:** IP Address: 192.168.1.1, Subnet Mask: 255.255.255.0
- DHCP Server Configuration:** DHCP Server:  Enable, Start IP: 192.168.1.2, End IP: 192.168.1.254, Lease: 1 day
- DNS Server Configuration:** IPv4 DNS Mode: Auto
- DHCP Static IP Configuration:** A table with columns for MAC Address and IP Address, currently showing 'No data yet...'. Buttons for 'Add' and 'Delete' are present.

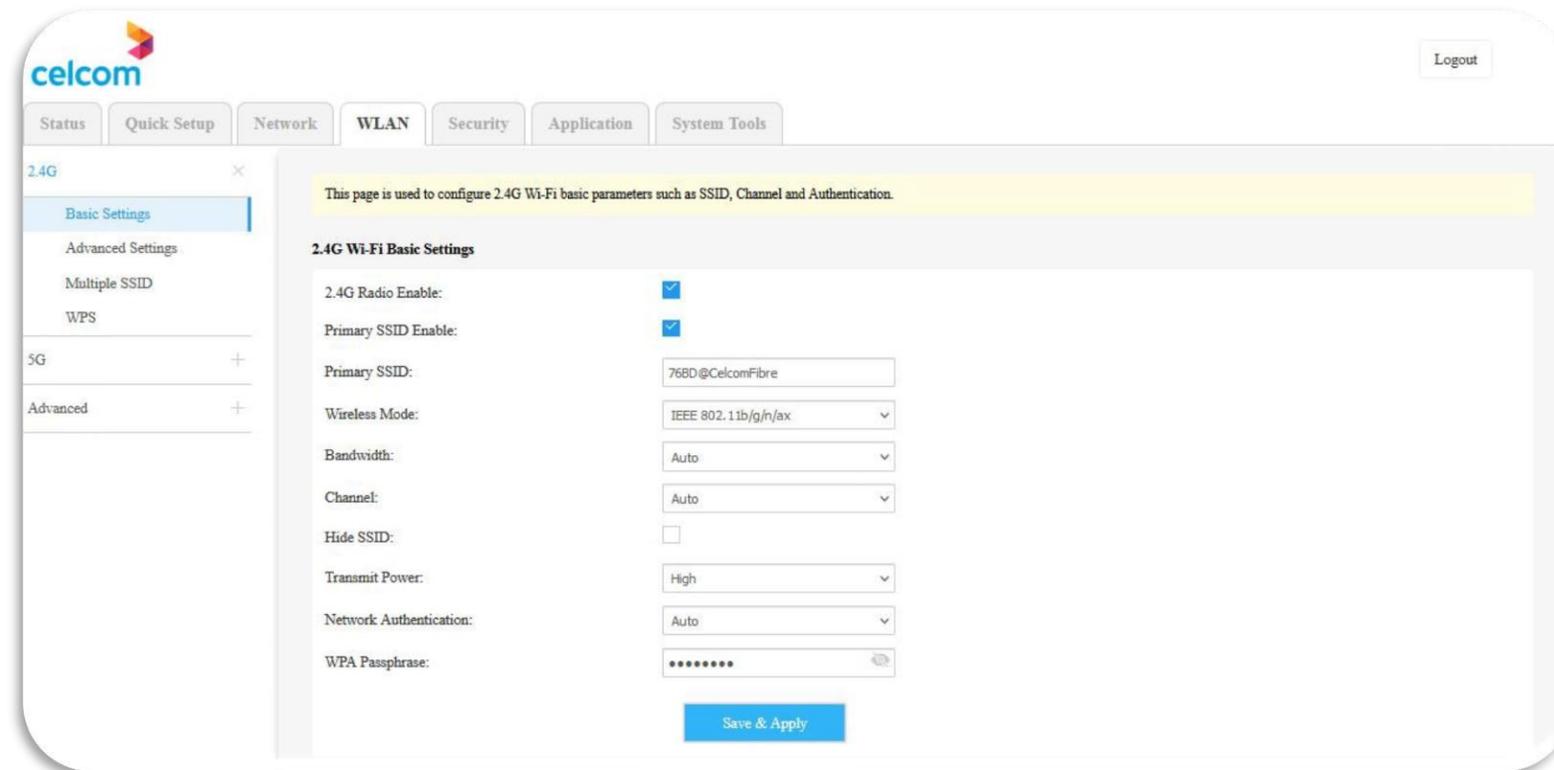
A 'Save & Apply' button is located at the bottom of the configuration area.

# WIRELESS CONFIGURATION

- 2.4GHZ Setup
- 5GHz Setup

# Wireless Configuration - 2.4GHz Setup

- 1) You can edit the wireless settings in the WLAN menu
- 2) Once you access the WLAN menu, you will see and able to edit the 2,4GHz wireless SSID name and password passphrase.
- 3) Click on Save & Apply when the setting is done



The screenshot displays the Celcom web interface for configuring 2.4GHz Wi-Fi settings. The interface includes a top navigation bar with the Celcom logo and a 'Logout' button. Below the navigation bar are tabs for 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The 'WLAN' tab is selected, and a sidebar on the left shows options for '2.4G' (Basic Settings, Advanced Settings, Multiple SSID, WPS), '5G', and 'Advanced'. The main content area is titled '2.4G Wi-Fi Basic Settings' and contains the following configuration options:

- 2.4G Radio Enable:
- Primary SSID Enable:
- Primary SSID: 76BD@CelcomFibre
- Wireless Mode: IEEE 802.11b/g/n/ax
- Bandwidth: Auto
- Channel: Auto
- Hide SSID:
- Transmit Power: High
- Network Authentication: Auto
- WPA Passphrase: ••••••••

A 'Save & Apply' button is located at the bottom of the configuration area. A yellow banner at the top of the main content area states: 'This page is used to configure 2.4G Wi-Fi basic parameters such as SSID, Channel and Authentication.'

# Wireless Configuration - 2.4GHz Setup

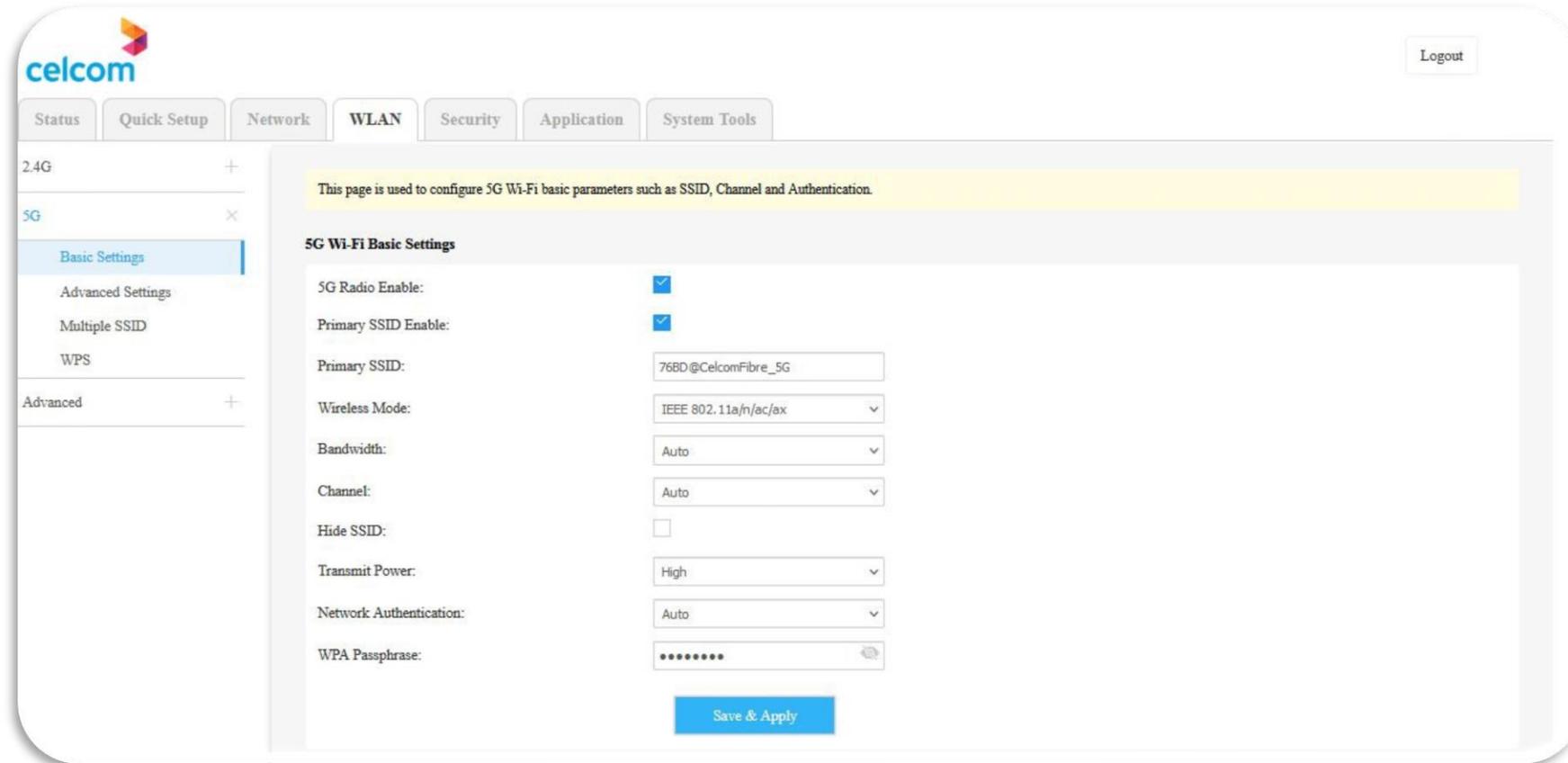
- 4) You can add multiple guest SSID in the Multiple SSID for 2.4GHz wireless
- 5) Check the box on the left and configure the SSID wireless name and Password
- 6) Then click on Save & Apply

The screenshot shows the Celcom web interface for configuring wireless settings. The top navigation bar includes 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The 'WLAN' tab is selected. On the left, a sidebar menu shows '2.4G' settings, with 'Multiple SSID' highlighted. The main content area displays a yellow message: 'This page shows and updates the wireless setting for Multiple SSID.' Below this is a table titled 'Multiple SSID' with columns for 'No.', 'Enable', 'SSID', 'Authentication', 'Password', and 'Hidden SSID'. The table contains four rows (AP1 to AP4), each with an unchecked 'Enable' checkbox, a text input for the SSID (e.g., 'wl0\_Guest1'), a dropdown for 'WPA2-PSK', a masked password field, and a 'Disable' dropdown for 'Hidden SSID'. A 'Save & Apply' button is located at the bottom of the table.

No.	Enable	SSID	Authentication	Password	Hidden SSID
AP1	<input type="checkbox"/>	wl0_Guest1	WPA2-PSK	.....	Disable
AP2	<input type="checkbox"/>	wl0_Guest2	WPA2-PSK	.....	Disable
AP3	<input type="checkbox"/>	wl0_Guest3	WPA2-PSK	.....	Disable
AP4	<input type="checkbox"/>	wl0_Guest4	WPA2-PSK	.....	Disable

# Wireless Configuration - 5GHz Setup

- 1) You can edit the 5GHz wireless settings by accessing the 5G sub menu
- 2) Once you access the page, you will see and able to edit the 5GHz wireless SSID name and password passphrase.
- 3) Click on Save & Apply when the setting is done



The screenshot shows the Celcom web interface for configuring 5GHz wireless settings. The interface includes a navigation menu on the left with options like '2.4G', '5G', 'Basic Settings', 'Advanced Settings', 'Multiple SSID', 'WPS', and 'Advanced'. The '5G' menu is expanded, and 'Basic Settings' is selected. The main content area displays the '5G Wi-Fi Basic Settings' page, which contains a yellow informational banner and a form with the following fields:

- 5G Radio Enable:
- Primary SSID Enable:
- Primary SSID:
- Wireless Mode:
- Bandwidth:
- Channel:
- Hide SSID:
- Transmit Power:
- Network Authentication:
- WPA Passphrase:

A 'Save & Apply' button is located at the bottom of the form.

# Wireless Configuration - 5GHz Setup

- 4) You can add multiple guest SSID in the Multiple SSID for 5GHz wireless
- 5) Check the box on the left and configure the SSID wireless name and Password
- 6) Then click on Save & Apply

The screenshot shows the Celcom web interface for configuring 5GHz wireless settings. The top navigation bar includes 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The 'WLAN' tab is active. On the left, there are sections for '2.4G' and '5G' with expand/collapse icons. Under '5G', there are sub-sections: 'Basic Settings', 'Advanced Settings', 'Multiple SSID' (highlighted), 'WPS', and 'Advanced'. The main content area displays a yellow banner: 'This page shows and updates the wireless setting for Multiple SSID.' Below this is a table titled 'Multiple SSID' with columns: No., Enable, SSID, Authentication, Password, and Hidden SSID. The table contains four rows (AP1 to AP4) with 'Enable' checkboxes, SSID text boxes (wl1\_Guest1 to wl1\_Guest4), Authentication dropdowns (WPA2-PSK), Password text boxes with eye icons, and Hidden SSID dropdowns (Disable). A 'Save & Apply' button is located at the bottom of the table.

No.	Enable	SSID	Authentication	Password	Hidden SSID
AP1	<input type="checkbox"/>	wl1_Guest1	WPA2-PSK	.....	Disable
AP2	<input type="checkbox"/>	wl1_Guest2	WPA2-PSK	.....	Disable
AP3	<input type="checkbox"/>	wl1_Guest3	WPA2-PSK	.....	Disable
AP4	<input type="checkbox"/>	wl1_Guest4	WPA2-PSK	.....	Disable

# MESH CONFIGURATION

# MESH Configuration

- 1) For Mesh configuration, you will find the WPS button at the rear of the router next to the ON/Off switch
- 2) Press on the WPS button for about 3 seconds and the WPS LED will start to blink on both main router and the Mesh AP



# MESH Configuration

- 3) When the WPS stop blinking and stay solid light on, the Mesh connection between the main router and Mesh AP is established successfully



# MESH Configuration

- 1) You can see the topology of the Main router (Controller) and the Mesh AP (Agent)
- 2) Click on WLAN on the top menu
- 3) Click on Advanced on the left sub menu and click on EasyMesh

The screenshot displays the Celcom EasyMesh configuration web interface. At the top left is the Celcom logo, and at the top right is a 'Logout' button. A navigation menu includes 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. On the left side, a sub-menu is open under 'Advanced', showing options for 'Access Control', 'Scheduler', 'EasyMesh' (which is highlighted), and 'Band Steering'. The main content area features a yellow informational banner: 'On this page, you can configure EasyMesh parameters.' Below this is the 'Easy Mesh Settings' section, which includes a 'Role' dropdown menu set to 'Controller', a 'Roaming Threshold(dBm)' dropdown menu set to '-70', a 'Trigger Mesh Pairing' button, and a 'Save & Apply' button. The 'Easy Mesh Topology' section at the bottom shows a diagram with a 'Controller' router icon at the top and an 'Agent' router icon at the bottom, connected by a vertical line labeled '5G'.

# MESH Configuration

4) When you click on the Controller router icon, you will see the information of the device that is connected to the main router

The screenshot displays the Celcom EasyMesh configuration web interface. The main navigation bar includes tabs for Status, Quick Setup, Network, WLAN, Security, Application, and System Tools. The left sidebar shows options for 2.4G, 5G, and Advanced settings, with EasyMesh selected. The main content area is titled 'Easy Mesh Settings' and includes a 'Trigger Mesh Pairing' button. A 'Connected Device' popup window is open, showing the following information:

Connected Device	
	Device: Controller
	IP: 192.168.1.1
	MAC: 20:89:8a:17:76:bd
	Connect Type: Wired
	Device Name: az-tech-PC
	IP: 192.168.1.6
	MAC: 78:45:c4:b7:13:fa
	Connect Type: Wired

Below the popup, the 'Easy Mesh Topology' section shows a diagram with a 'Controller' router icon at the top and an 'Agent' router icon at the bottom, connected by a blue line labeled '5G'.

# MESH Configuration

5) When you click on the Agent router icon, you will see the information of the device that is connected to the Mesh AP

The screenshot displays the Celcom EasyMesh configuration web interface. The top navigation bar includes 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The left sidebar shows '2.4G', '5G', and 'Advanced' sections, with 'EasyMesh' selected under 'Advanced'. The main content area is titled 'Easy Mesh Settings' and includes a 'Trigger Mesh Pairing' button. A 'Connected Device' popup window is open, listing three devices:

Device Icon	Device Name	IP	MAC	Connect Type	RSSI
	Agent	192.168.1.4	20:89:8a:17:76:8d	5G	-38dBm
	android-dhcp-11	192.168.1.7	2c:d0:66:58:9e:bc	5G	
	unknown-9009	192.168.1.5	e0:db:55:99:90:09	Wired	

The background interface also shows 'Easy Mesh Topology' and a router icon labeled 'Agent' at the bottom center.

# SECURITY – PARENTAL CONTROL

- **Schedule Setup**
- **MAC Filter Setup**
- **URL & Keyword Filter Setup**
- **IP Filter Setup**

# Security – Parental Control – Schedule Setup

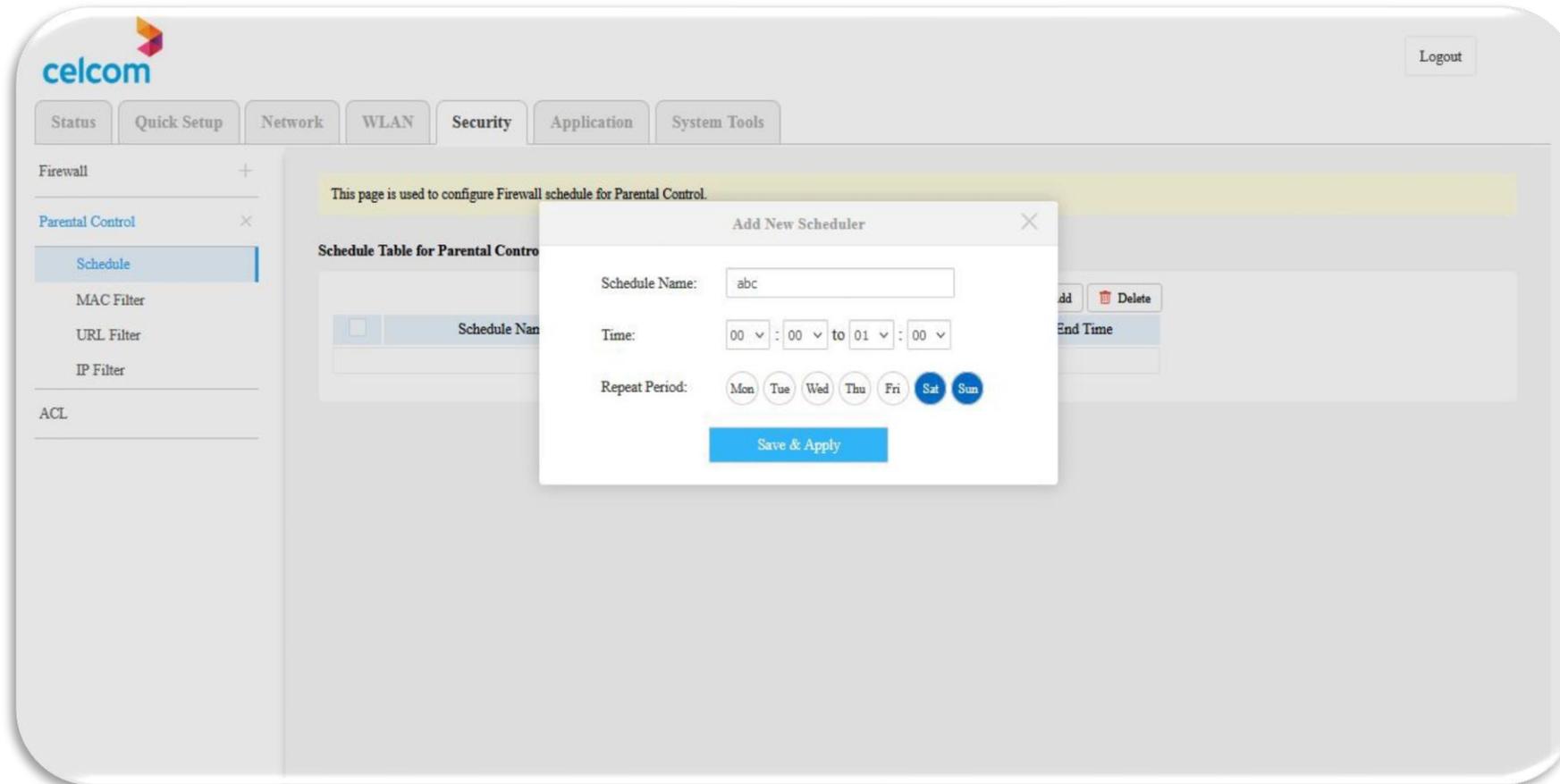
- 1) For parental control security configuration, you need to configure the time/day to block the internet connection.
- 2) Click on Schedule in the Parental Control sub menu
- 3) Then click on the Add button at the top right

The screenshot shows the Celcom web interface for configuring Parental Control. The top navigation bar includes the Celcom logo, a 'Logout' button, and tabs for Status, Quick Setup, Network, WLAN, Security, Application, and System Tools. The left sidebar shows a tree view with 'Parental Control' expanded to 'Schedule'. The main content area features a yellow informational banner stating 'This page is used to configure Firewall schedule for Parental Control.' Below this is a 'Schedule Table for Parental Control' with an 'Add' button and a 'Delete' button. The table has columns for 'Schedule Name', 'Repeat Period', 'Start Time', and 'End Time', and currently displays 'No data yet...'. There is also a checkbox in the first column of the table.

<input type="checkbox"/>	Schedule Name	Repeat Period	Start Time	End Time
No data yet...				

# Security – Parental Control – Schedule Setup

- 4) Create a Schedule Rule Name and configure the Time and Repeat Period for the internet access block
- 5) Click on Save & Apply



# Security – Parental Control – Schedule Setup

6) The Schedule entry will be added in the list

The screenshot shows the Celcom web interface for configuring Parental Control schedules. The top navigation bar includes tabs for Status, Quick Setup, Network, WLAN, Security, Application, and System Tools. The left sidebar shows a menu with options: Firewall, Parental Control (expanded), Schedule (selected), MAC Filter, URL Filter, IP Filter, and ACL. The main content area features a yellow header stating "This page is used to configure Firewall schedule for Parental Control." Below this is the "Schedule Table for Parental Control" which contains a table with columns for Schedule Name, Repeat Period, Start Time, and End Time. A single entry is shown with the name "abc", repeat period "Sat/Sun", start time "00:00", and end time "01:00". "Add" and "Delete" buttons are located above the table.

<input type="checkbox"/>	Schedule Name	Repeat Period	Start Time	End Time
<input type="checkbox"/>	abc	Sat/Sun	00:00	01:00

# MAC FILTER SETUP

# Security – Parental Control – MAC Filter Setup

- 1) Click on MAC Filter and select Enable
- 2) Then click Save & Apply

The screenshot displays the Celcom web interface for configuring MAC filters. The navigation menu on the left includes options like Firewall, Parental Control, Schedule, MAC Filter (selected), URL Filter, IP Filter, and ACL. The main content area features a yellow notice box, a 'MAC Filter Configuration' section with radio buttons for 'Enable' (Disable/Enable) and 'Filter Mode' (Deny List/Allow List), a 'Save & Apply' button, and a 'MAC Filter Table' section with 'Add' and 'Delete' buttons and a table with columns for MAC Address and Schedule.

**MAC Filter Configuration**

Enable:  Disable  Enable

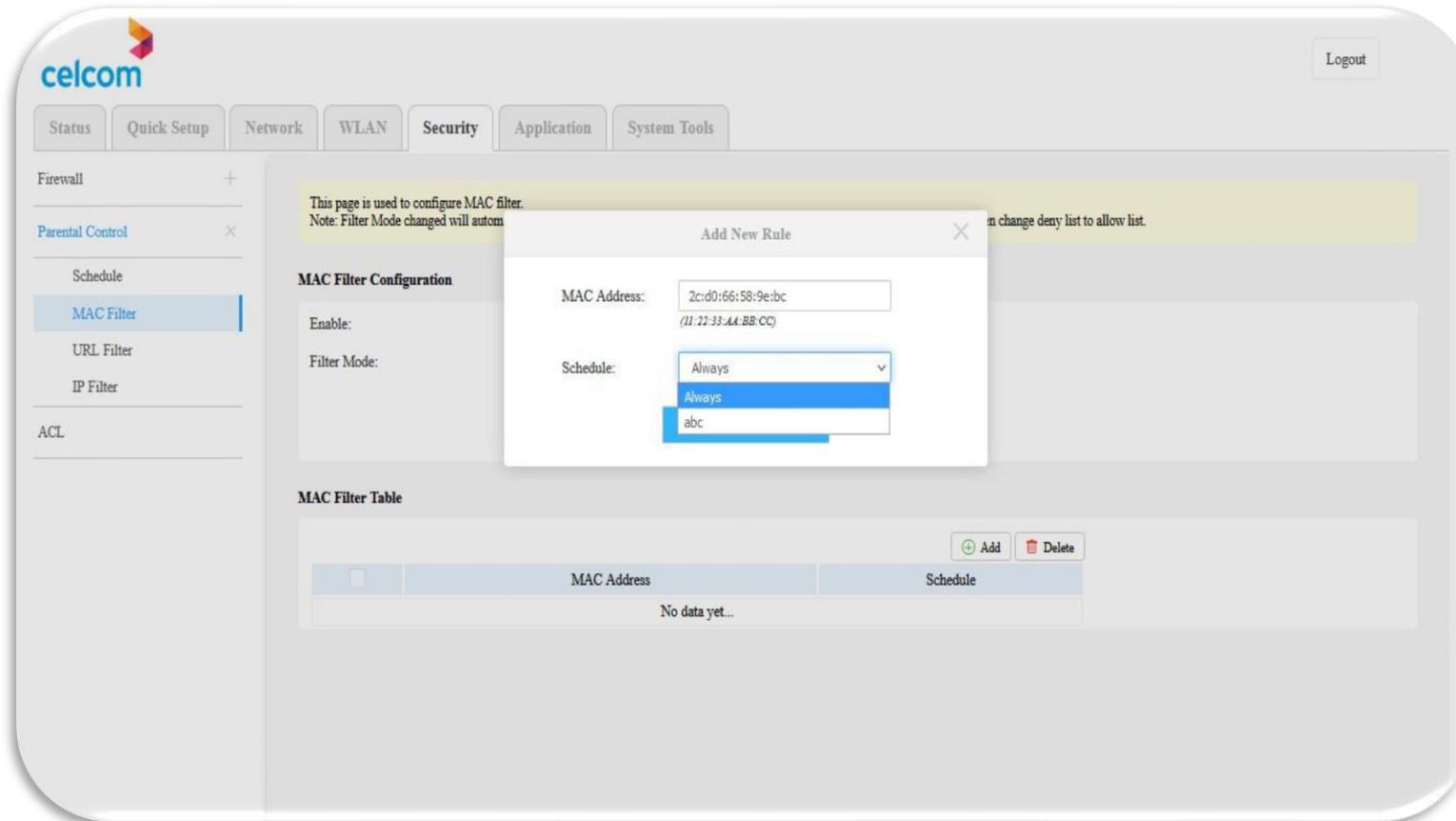
Filter Mode:  Deny List  Allow List

**MAC Filter Table**

	MAC Address	Schedule
	No data yet...	

# Security – Parental Control – MAC Filter Setup

- 3) Click on the Add button and key-in the existing MAC Address that need to be block
- 4) Next, select the Schedule as “Always” to block all-time or select the Schedule Rule Name of the selected time/day of internet block
- 5) Click on Save & Apply



**Note : You may get the MAC Address from the Status page (LAN Info => Connected Device Info)**

# Security – Parental Control – MAC Filter Setup

6) The MAC Filter entry will be added in the list

The screenshot shows the Celcom web interface for MAC Filter setup. The top navigation bar includes 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The 'Security' tab is active. On the left sidebar, 'Parental Control' is expanded, and 'MAC Filter' is selected. The main content area has a yellow warning box: 'This page is used to configure MAC filter. Note: Filter Mode changed will automatically delete all defined rules. The current PC will be added to the allow list automatically when change deny list to allow list.'

**MAC Filter Configuration**

Enable:  Disable  Enable  
Filter Mode:  Deny List  Allow List

[Save & Apply](#)

**MAC Filter Table**

[Add](#) [Delete](#)

<input type="checkbox"/>	MAC Address	Schedule
<input type="checkbox"/>	2c:d0:66:58:9e:bc	abc

# URL & Keyword Filter Setup

# Security – Parental Control – URL & Keyword Filter Setup

- 1) For URL Filter, click on URL Filter and select Enable
- 2) Then click Save & Apply

The screenshot displays the Celcom web interface for configuring parental controls. The top navigation bar includes 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The left sidebar shows 'Parental Control' expanded with options for 'Schedule', 'MAC Filter', 'URL Filter' (selected), and 'IP Filter'. The main content area is titled 'URL Filter Configuration' and contains the following elements:

- A yellow banner: "This page is used to configure URL filter."
- URL Filter Configuration**
  - Enable:  Disable  Enable
  - Filter Mode:  Deny List  Allow List
  - [Save & Apply](#)
- URL Filter Table**
  - Buttons: [Add](#) [Delete](#)
  - Table header: 

<input type="checkbox"/>	URL Address	Schedule
No data yet...		
- Keyword Filter Table**
  - Buttons: [Add](#) [Delete](#)
  - Table header: 

<input type="checkbox"/>	Keyword	Schedule
No data yet...		

# Security – Parental Control – URL & Keyword Filter Setup

- 3) Click on the Add button and key-in the URL address that need to be block
- 4) Next, select the Schedule as “Always” to block all-time or select the Schedule Rule Name of the selected time/day of internet block
- 5) Click on Save & Apply

The screenshot displays the Celcom parental control web interface. The main navigation menu includes Status, Quick Setup, Network, WLAN, Security, Application, and System Tools. The 'Security' section is expanded to show Firewall, Parental Control, Schedule, MAC Filter, URL Filter (selected), IP Filter, and ACL. The 'URL Filter Configuration' section is active, showing a dialog box for adding a new filter. The dialog box contains the following fields:

- URL Address: facebook.com
- Filter Mode: (empty)
- Schedule: Always (selected from a dropdown menu)

Below the configuration section, there are two tables: 'URL Filter Table' and 'Keyword Filter Table'. Both tables are currently empty, displaying 'No data yet...'. The 'URL Filter Table' has columns for 'URL Address' and 'Schedule'. The 'Keyword Filter Table' has columns for 'Keyword' and 'Schedule'. Both tables have 'Add' and 'Delete' buttons.

# Security – Parental Control – URL & Keyword Filter Setup

6) The URL Filter entry will be added in the list

The screenshot displays the Celcom parental control web interface. The top navigation bar includes 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The 'Security' tab is active, and the 'URL Filter' option is selected in the left sidebar. The main content area is titled 'This page is used to configure URL filter.' and contains the following sections:

**URL Filter Configuration**

Enable:  Disable  Enable

Filter Mode:  Deny List  Allow List

[Save & Apply](#)

**URL Filter Table**

[Add](#) [Delete](#)

<input type="checkbox"/>	URL Address	Schedule
<input type="checkbox"/>	facebook.com	abc

**Keyword Filter Table**

[Add](#) [Delete](#)

<input type="checkbox"/>	Keyword	Schedule
No data yet...		

# Security – Parental Control – URL & Keyword Filter Setup

- 7) For Keyword Filter, click on URL Filter and select Enable
- 8) Then click Save & Apply

The screenshot displays the Celcom parental control configuration interface. The top navigation bar includes the Celcom logo, a 'Logout' button, and tabs for Status, Quick Setup, Network, WLAN, Security, Application, and System Tools. The 'Security' tab is active, and the 'URL Filter' option is selected in the left sidebar. The main content area features a yellow banner stating 'This page is used to configure URL filter.' Below this is the 'URL Filter Configuration' section, which includes 'Enable' (with 'Disable' selected) and 'Filter Mode' (with 'Deny List' selected) radio buttons, and a 'Save & Apply' button. At the bottom, there are two empty tables: 'URL Filter Table' and 'Keyword Filter Table', both with 'Add' and 'Delete' buttons and a 'No data yet...' message.

celcom

Logout

Status Quick Setup Network WLAN Security Application System Tools

Firewall +

Parental Control ×

Schedule

MAC Filter

URL Filter

IP Filter

ACL

This page is used to configure URL filter.

**URL Filter Configuration**

Enable:  Disable  Enable

Filter Mode:  Deny List  Allow List

Save & Apply

**URL Filter Table**

+ Add - Delete

	URL Address	Schedule
	No data yet...	

**Keyword Filter Table**

+ Add - Delete

	Keyword	Schedule
	No data yet...	

# Security – Parental Control – URL & Keyword Filter Setup

9) Click on the Add button and key-in the Keyword that need to be block

10) Next, select the Schedule as “Always” to block all-time or select the Schedule Rule Name of the selected time/day of internet block

11) Click on Save & Apply

The screenshot displays the Celcom web interface for configuring parental controls. The main navigation menu includes Status, Quick Setup, Network, WLAN, Security, Application, and System Tools. The left sidebar shows options for Firewall, Parental Control (expanded), Schedule, MAC Filter, URL Filter (selected), IP Filter, and ACL. The main content area is titled 'This page is used to configure URL filter.' and contains the following sections:

- URL Filter Configuration:** Includes 'Enable' (checkbox), 'Filter Mode' (dropdown), and an 'Add Keyword Filter' dialog box.
- URL Filter Table:** A table with columns for 'URL Address' and 'Schedule', currently empty with 'No data yet...'.
- Keyword Filter Table:** A table with columns for 'Keyword' and 'Schedule', currently empty with 'No data yet...'.

The 'Add Keyword Filter' dialog box is open, showing the following fields:

- Keyword: youtube
- Schedule: Always (selected from a dropdown menu with options 'Always' and 'abc')

# Security – Parental Control – URL & Keyword Filter Setup

12) The Keyword Filter entry will be added in the list

The screenshot displays the Celcom parental control web interface. The top navigation bar includes tabs for Status, Quick Setup, Network, WLAN, Security, Application, and System Tools. The 'Security' tab is active, and the left sidebar shows 'Parental Control' expanded with sub-items: Schedule, MAC Filter, URL Filter (highlighted), IP Filter, and ACL. A 'Logout' button is in the top right corner.

The main content area is titled 'This page is used to configure URL filter.' Below this is the 'URL Filter Configuration' section with the following settings:

- Enable:  Disable  Enable
- Filter Mode:  Deny List  Allow List

A 'Save & Apply' button is located below these settings.

The 'URL Filter Table' section contains an empty table with columns for 'URL Address' and 'Schedule'. It includes 'Add' and 'Delete' buttons and a 'No data yet...' message.

The 'Keyword Filter Table' section contains a table with columns for 'Keyword' and 'Schedule'. It includes 'Add' and 'Delete' buttons and one entry:

Keyword	Schedule
youtube	abc

# IP Filter Setup

# Security – Parental Control – IP Filter Setup

- 1) For IP Filter, click on IP Filter and select Enable
- 2) Then click Save & Apply

The screenshot shows the Celcom web interface for configuring IP filters. The top navigation bar includes 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The 'Security' tab is active, and the left sidebar shows 'IP Filter' selected under 'Parental Control'. The main content area has a yellow header stating 'This page is used to configure IP filter.' Below this is the 'IP Filter Configuration' section with 'Enable' set to 'Disable' and 'Filter Mode' set to 'Deny List'. A 'Save & Apply' button is present. The 'IP Filter Table' section shows an empty table with columns for Filter Name, Protocol, LAN IP, WAN IP, and Schedule, and a 'No data yet...' message.

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Logout

Status Quick Setup Network WLAN Security Application System Tools

Firewall +

Parental Control ×

Schedule

MAC Filter

URL Filter

IP Filter

ACL

This page is used to configure IP filter.

**IP Filter Configuration**

Enable:  Disable  Enable

Filter Mode:  Deny List  Allow List

Save & Apply

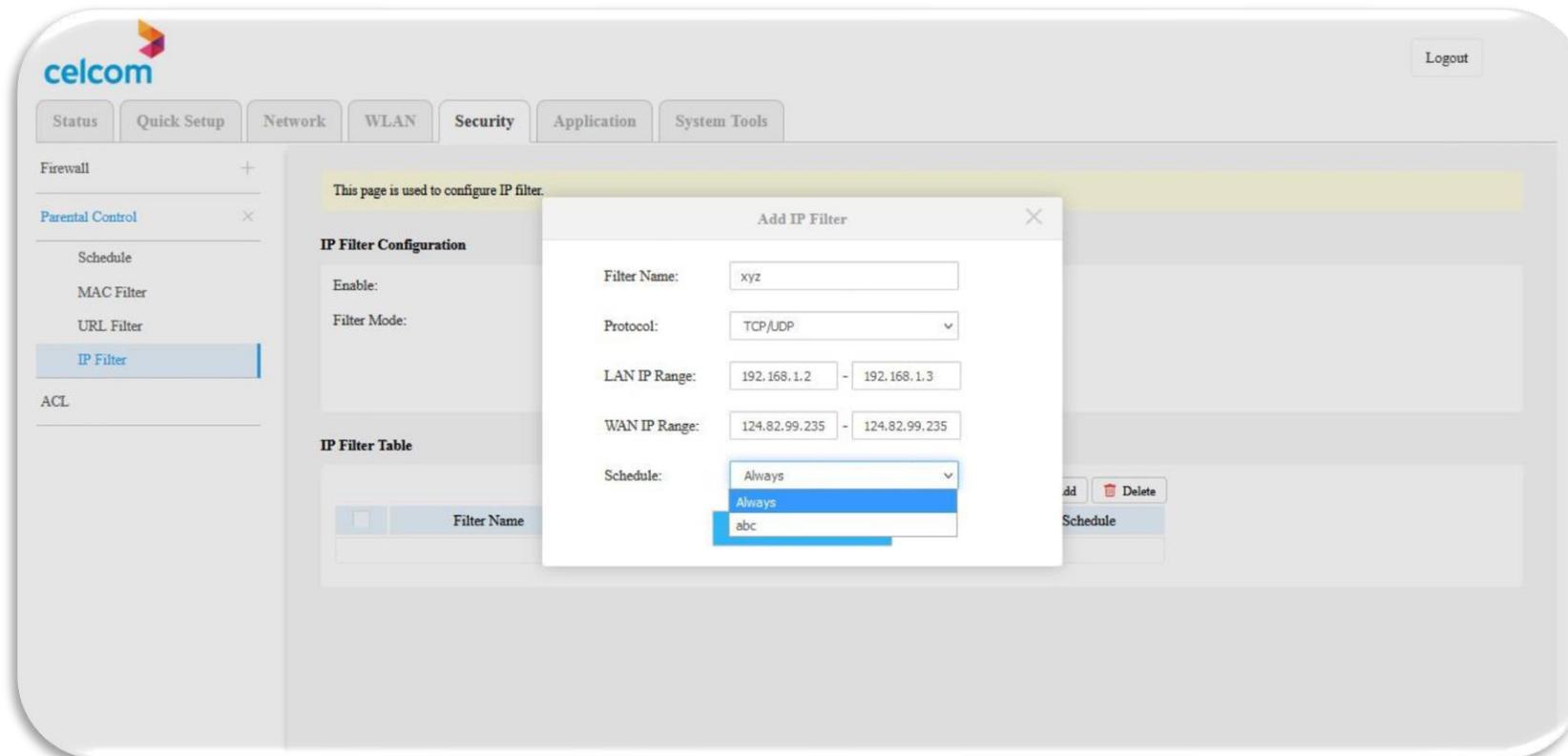
**IP Filter Table**

+ Add - Delete

<input type="checkbox"/>	Filter Name	Protocol	LAN IP	WAN IP	Schedule
No data yet...					

# Security – Parental Control – IP Filter Setup

- 3) Click on the Add button and create a Filter Rule Name
- 4) Next, key-in the IP addresses that need to be block
- 5) Next, select the Schedule as “Always” to block all-time or select the Schedule Rule Name of the selected time/day of internet block
- 6) Click on Save & Apply



# Security – Parental Control – IP Filter Setup

7) The IP Filter entry will be added in the list

This page is used to configure IP filter.

**IP Filter Configuration**

Enable:  Disable  Enable

Filter Mode:  Deny List  Allow List

[Save & Apply](#)

**IP Filter Table**

<input type="checkbox"/>	Filter Name	Protocol	LAN IP	WAN IP	Schedule
<input type="checkbox"/>	xyz	TCP/UDP	192.168.1.2-192.168.1.3	124.82.99.235-124.82.99.235	Always

# APPLICATION & FEATURES

- Port Forwarding Setup
- Dynamic DNS Setup

# Application and Features – Port Forwarding Setup

- 1) Click on Application on the top menu and click on NAT on the left sub menu
- 2) Click on Port Forwarding and the port forwarding will be display

The screenshot shows the Celcom web interface. At the top, there is a 'Logout' button. Below it, a navigation bar contains tabs for 'Status', 'Quick Setup', 'Network', 'WLAN', 'Security', 'Application', and 'System Tools'. The 'Application' tab is active, and a sub-menu on the left shows 'NAT' with 'Port Forwarding' selected. The main content area features a yellow informational box explaining port forwarding, followed by a 'Port Forwarding Setup' section with an 'Add' button and a table. The table has columns for 'Server Name', 'External Port Range', 'Protocol', 'Internal Port Range', 'Server IP Address', and 'WAN Interface'. The table is currently empty, displaying 'No data yet...'. There is also a 'Delete' button in the top right of the table area.

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Logout

Status Quick Setup Network WLAN Security Application System Tools

NAT ×

ALG

DMZ

Port Forwarding

Port Triggering

VPN

SNTP

DDNS

UPnP

IPTV Configuration +

USB +

Port Forwarding allows you to direct incoming traffic from WAN side (identified by Protocol and External port) to the Internal server with private IP address on the LAN side. The Internal port is required only if the external port needs to be converted to a different port number used by the server on the LAN side. A maximum 32 entries can be configured.

Port Forwarding Setup

Add Delete

<input type="checkbox"/>	Server Name	External Port Range	Protocol	Internal Port Range	Server IP Address	WAN Interface
No data yet...						

# Application and Features – Port Forwarding Setup

- 1) Click on the Add button and change the Interface to Internet Interface
- 2) Create a custom rule name for Custom Service name
- 3) Next, key-in the IP Address of the device that need to port forward
- 4) Fill-in the Port number of the device and change the Protocol to TCP/UDP
- 5) Click on Save & Apply

**Add New Port Forwarding Rule**

Use Interface: 1\_INTERNET\_R\_VID\_500

Service Name: Custom Service

Custom Service: portforward

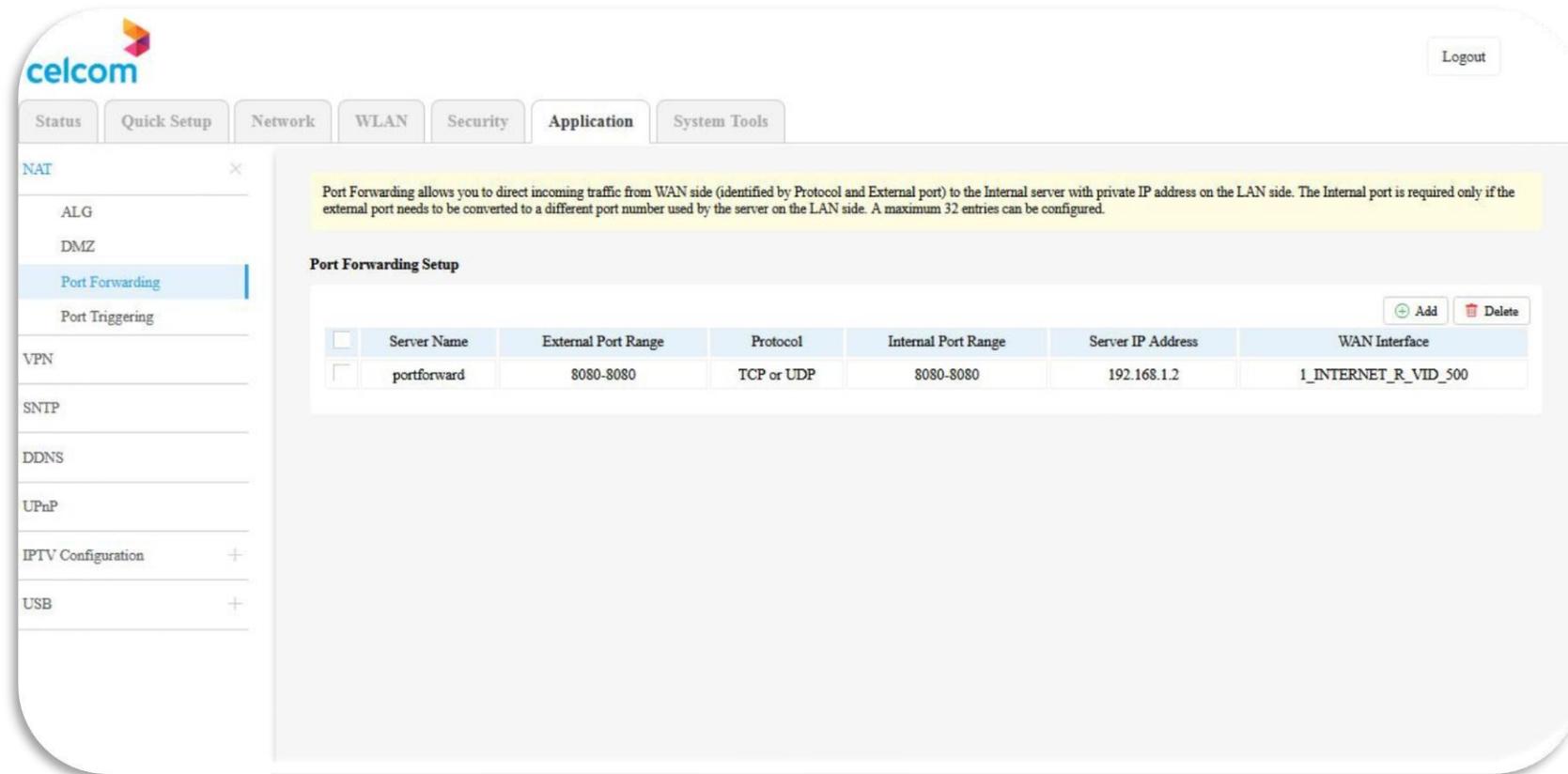
Server IP Address: 192.168.1.2

External Port Start	External Port End	Protocol	Internal Port Start	Internal Port End
8080	8080	TCP/UDP	8080	8080
		TCP		

Cancel Save & Apply

# Application and Features – Port Forwarding Setup

6) The Port Forwarding entry will be added in the list



The screenshot shows the Celcom web interface for Port Forwarding Setup. The navigation menu on the left includes: NAT, ALG, DMZ, Port Forwarding (selected), Port Triggering, VPN, SNTP, DDNS, UPnP, IPTV Configuration, and USB. The main content area features a yellow informational box and a table with the following data:

Port Forwarding allows you to direct incoming traffic from WAN side (identified by Protocol and External port) to the Internal server with private IP address on the LAN side. The Internal port is required only if the external port needs to be converted to a different port number used by the server on the LAN side. A maximum 32 entries can be configured.

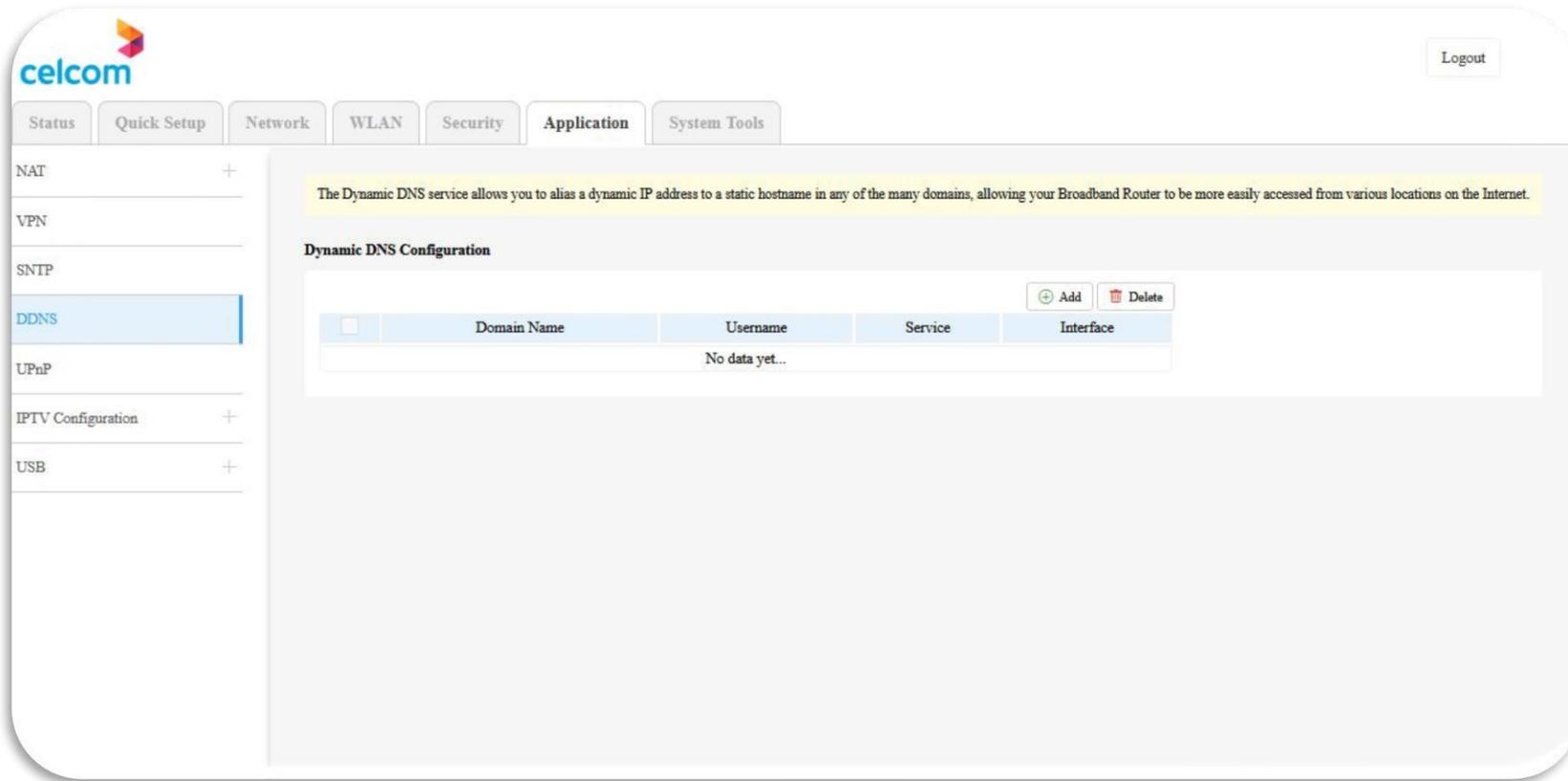
**Port Forwarding Setup**

<input type="checkbox"/>	Server Name	External Port Range	Protocol	Internal Port Range	Server IP Address	WAN Interface
<input type="checkbox"/>	portforward	8080-8080	TCP or UDP	8080-8080	192.168.1.2	1_INTERNET_R_VID_500

Buttons: Add, Delete

# Application and Features – Dynamic DNS Setup

- 1) Click on Application on the top menu and click on DDNS on the left sub menu
- 2) The DDNS webpage will be display

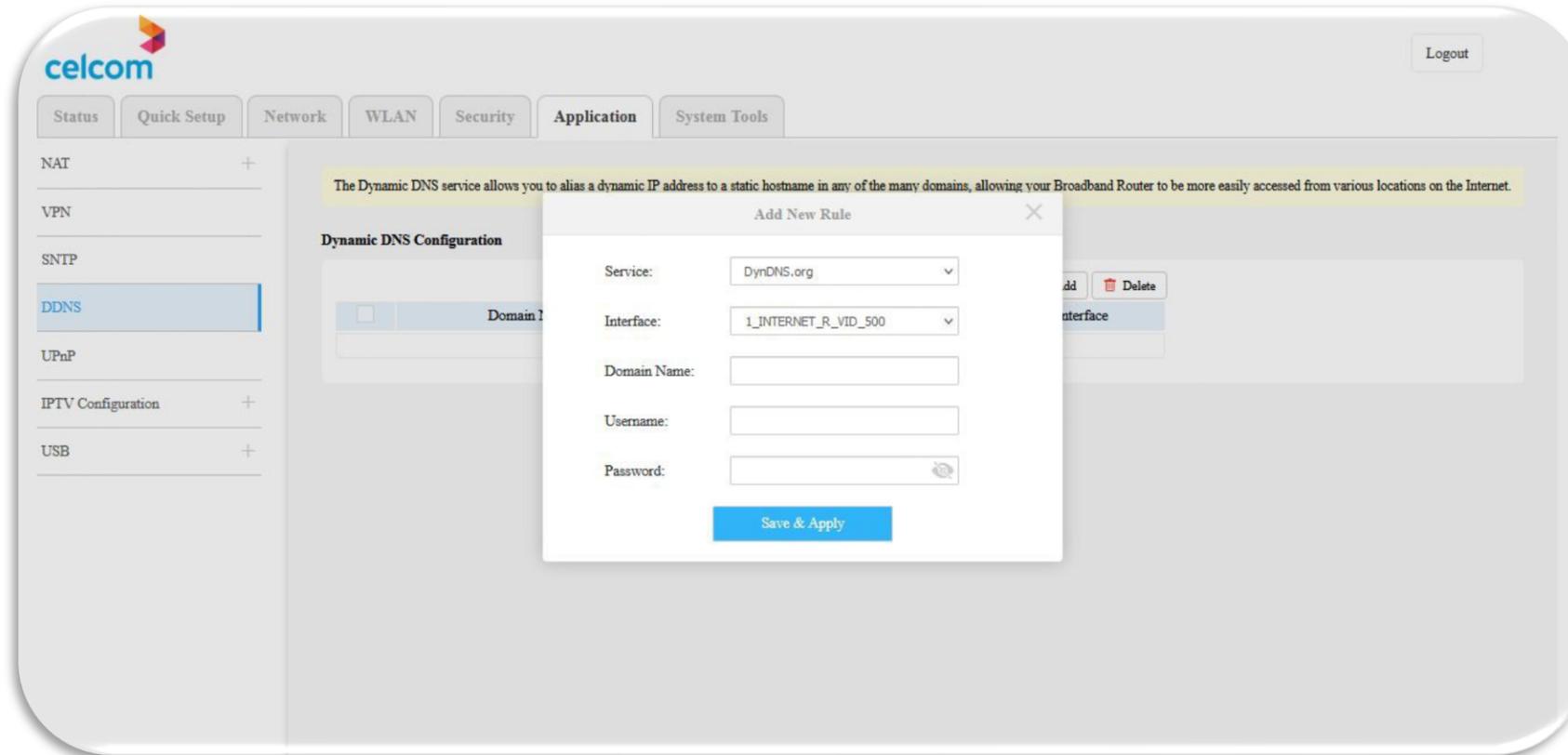


The screenshot displays the Celcom web interface. At the top left is the Celcom logo. A navigation bar contains tabs for Status, Quick Setup, Network, WLAN, Security, Application (selected), and System Tools. A 'Logout' button is in the top right. A left sidebar lists various settings: NAT, VPN, SNTP, DDNS (highlighted), UPnP, IPTV Configuration, and USB. The main content area features a yellow informational box: 'The Dynamic DNS service allows you to alias a dynamic IP address to a static hostname in any of the many domains, allowing your Broadband Router to be more easily accessed from various locations on the Internet.' Below this is the 'Dynamic DNS Configuration' section, which includes an 'Add' button and a 'Delete' button. A table with columns for Domain Name, Username, Service, and Interface is shown, containing the text 'No data yet...'. The table structure is as follows:

<input type="checkbox"/>	Domain Name	Username	Service	Interface
No data yet...				

# Application and Features – Dynamic DNS Setup

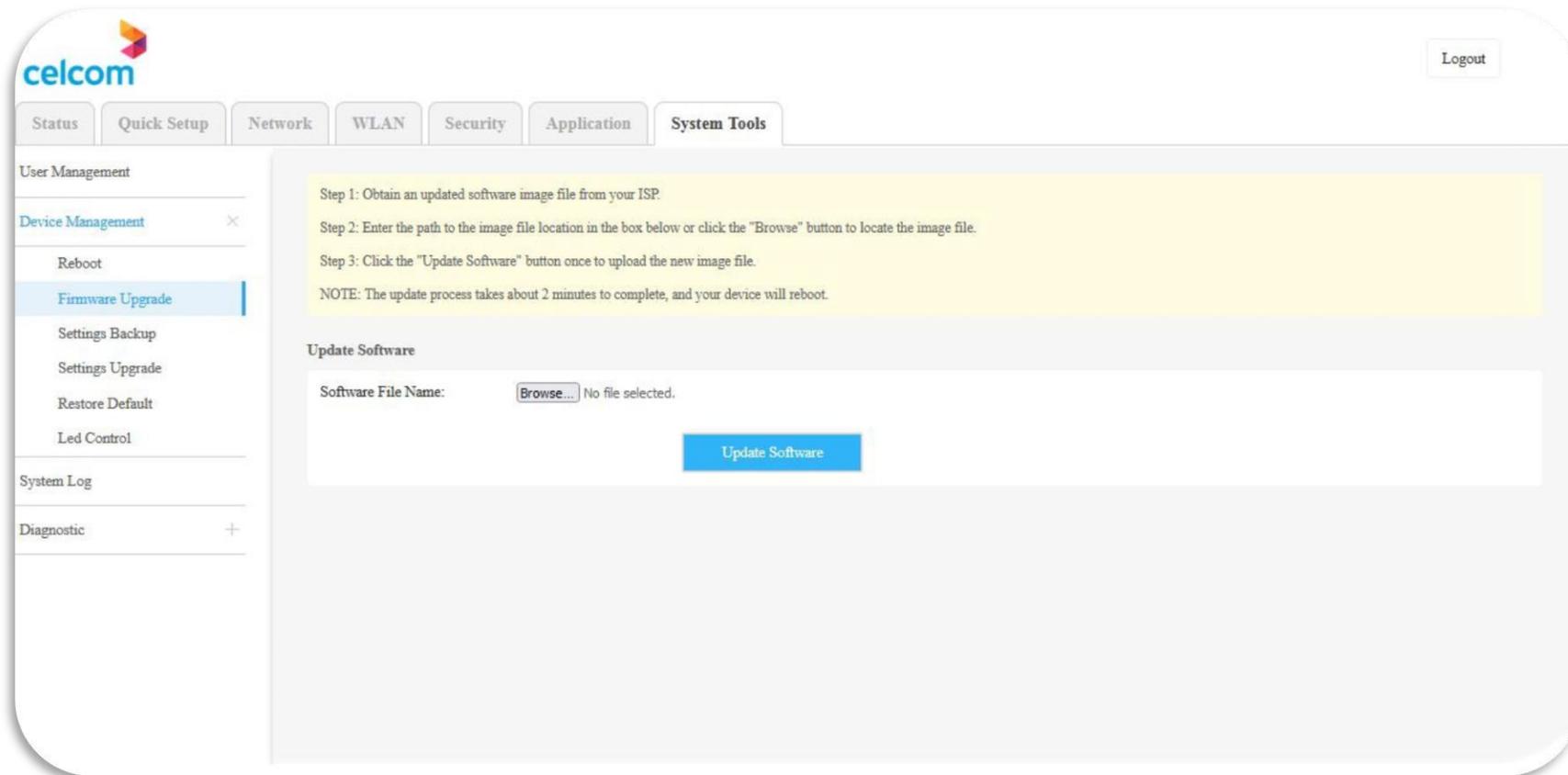
- 3) Ensure the Interface is selected on Internet
- 4) Key-in the Domain Name, Username and Password for the DDNS account
- 5) Click on Save & Apply



# Firmware Upgrade & Restore Default

# Firmware Upgrade & Restore Default

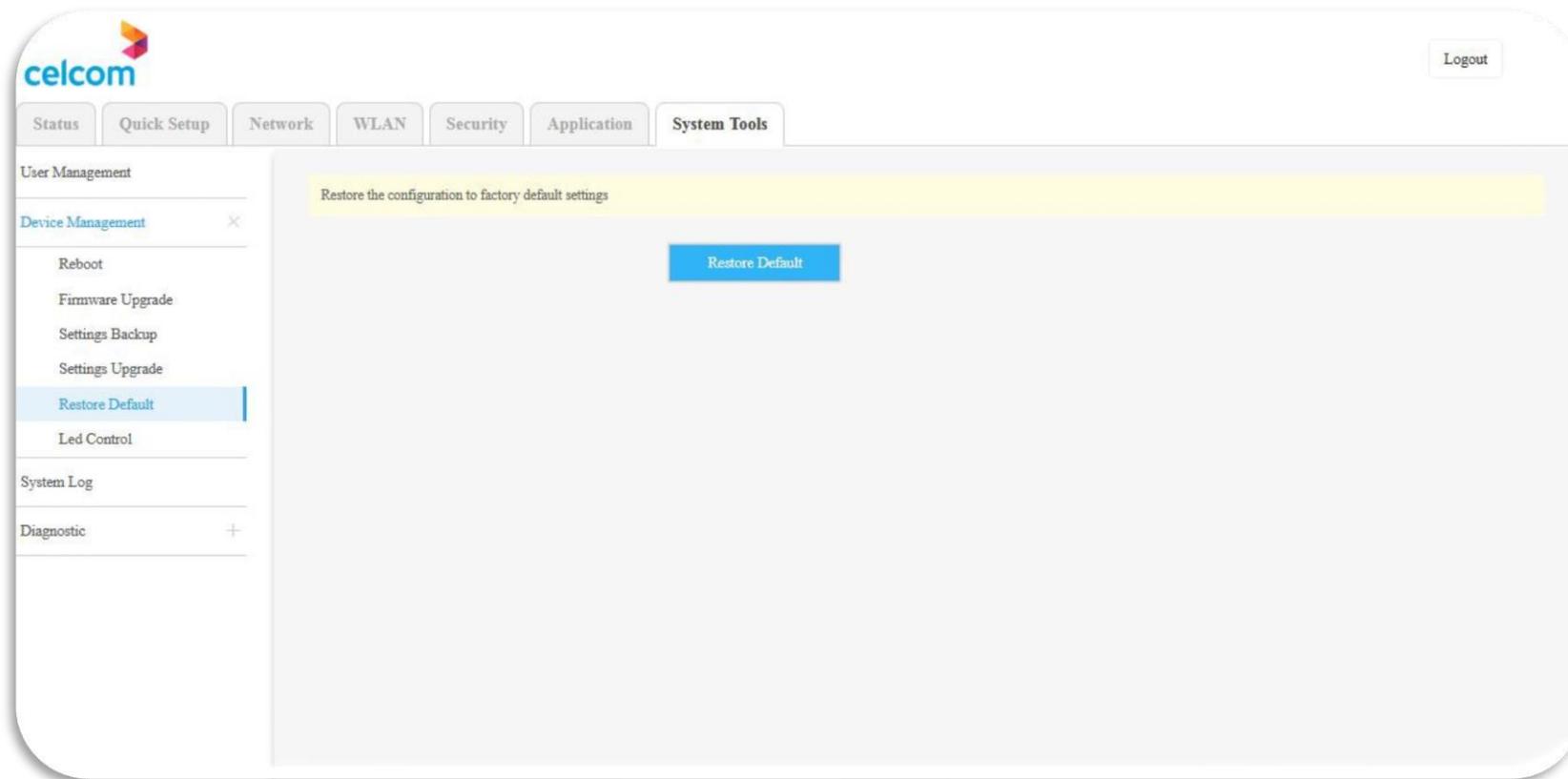
- 1) Click on System Tools on the top menu and Device Management on the left sub menu
- 2) Click on Firmware Upgrade and then click on the Browse button.
- 3) Locate the firmware file in the PC and click on Update Firmware



**Note : Please do not switch off the router while firmware upgrade is in progress**

# Firmware Upgrade & Restore Default

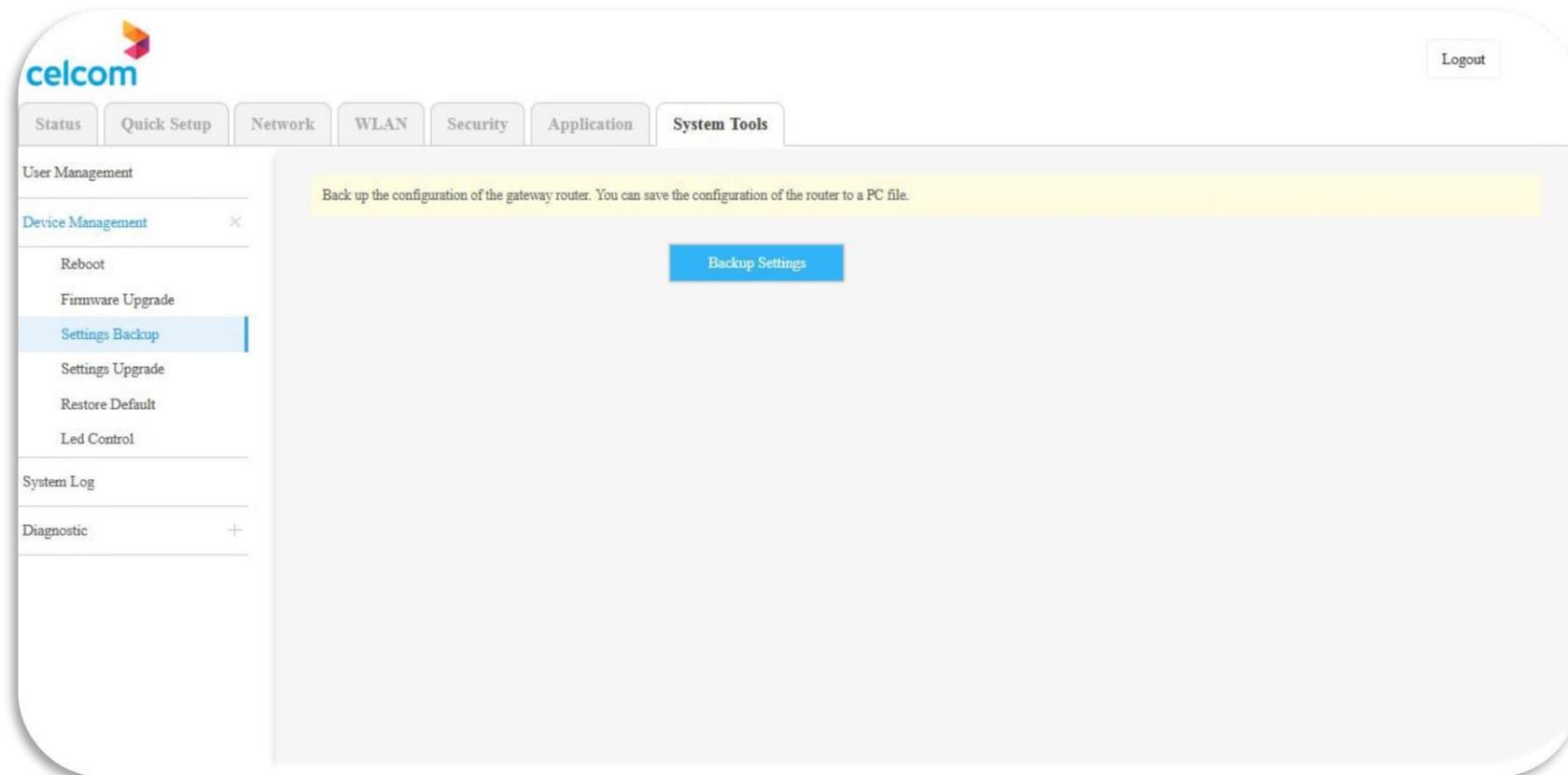
- 4) It is advisable to Restore Default of the router after Firmware Upgrade
- 5) Click on Restore Default below the Device Management on the left sub menu
- 6) Then click on the Restore Default to start the factory default reset



# Backup & Restore Settings

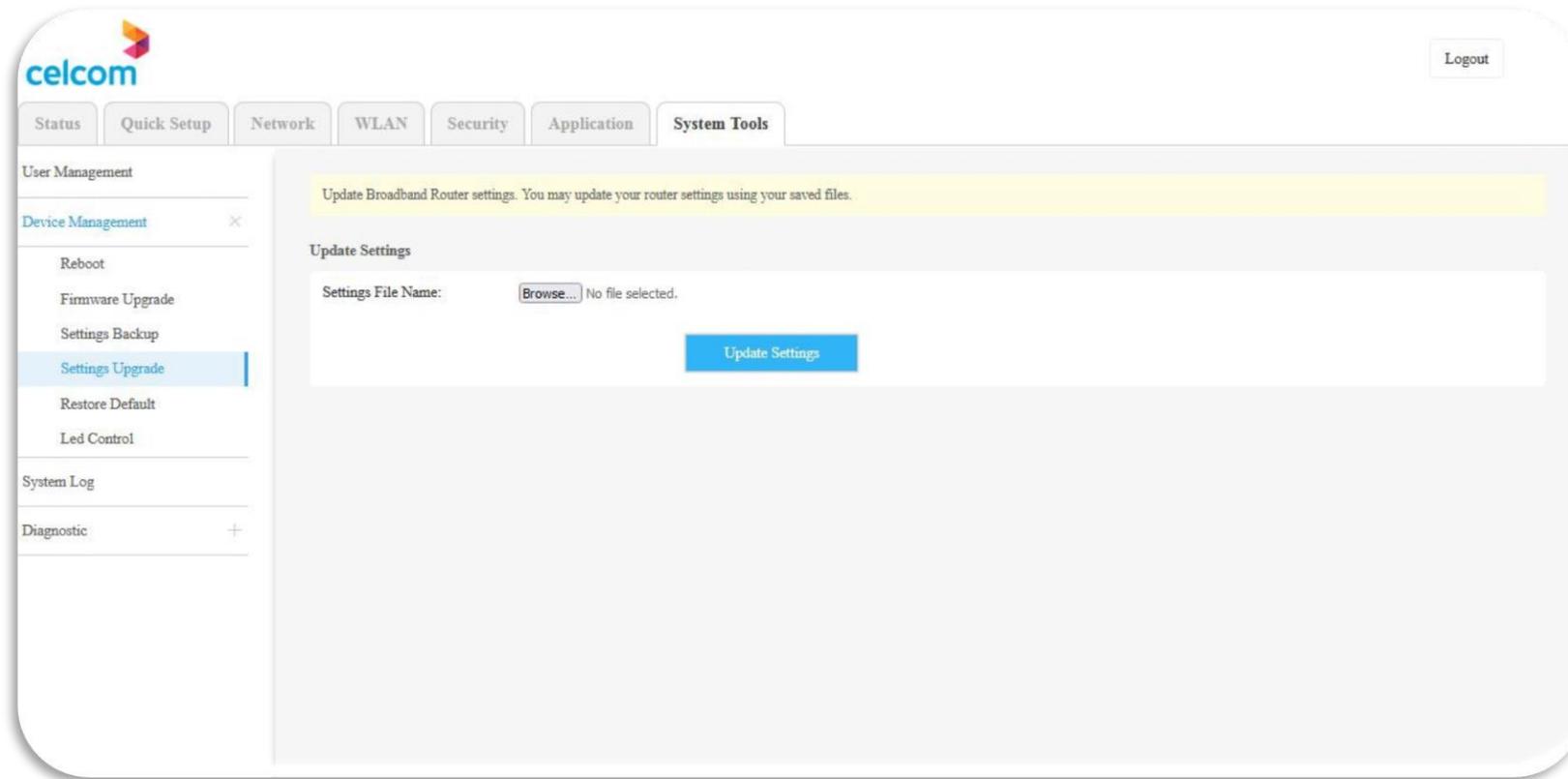
# Backup & Restore Settings

- 1) You can backup your current configuration by click on Settings Backup on the left sub menu under Device Management
- 2) When you click on the Backup Settings button, you need to direct the location for the setting file to store



# Backup & Restore Settings

- 3) For restoring the settings from the previous configuration, click on Settings Upgrade on the left sub menu
- 4) Click on the Browse button and locate the configuration file that is store in the PC
- 5) Click on Update Settings for the settings restoration to process



# BASIC TROUBLESHOOTING - GUIDELINES

# Basic Troubleshooting - Guidelines

## I. What should do if cannot access the internet?

- Make sure the Ethernet cables are correctly and securely connected to the modem router.
- Try to log in to the web management page of the modem router using the default address at ~~xxxxxxx~~ . If failed, please change the computer settings to obtained an IP address automatically from the RGW.
- Consult Celcom (SPOC) and make sure that the VLAN ID, connection type, account Username and
- the Password are correct as per available in the Work Order. If not, please replace with the correct parameter value and try again.
- Please ensure the RGW using the latest Firmware version.
- Restore the modem router to its factory default settings and reconfigure it by following the instructions in the user guide.

# Basic Troubleshooting - Guidelines

## II. What can I do if I cannot find my wireless network, or I cannot connect the wireless network?

If you failed to find any wireless network, follow the **four (4)** steps below:

1. Make sure the wireless function is enabled if you're using a laptop/smartphone with built in wireless adapter. You can refer to the relevant document or contact the laptop/smartphone manufacturer.
2. Make sure the wireless adapter driver is installed successfully and the wireless adapter is enabled.
3. You can refer to the relevant document or contact the wireless adapter manufacturer.
4. Restart the devices and RGW.

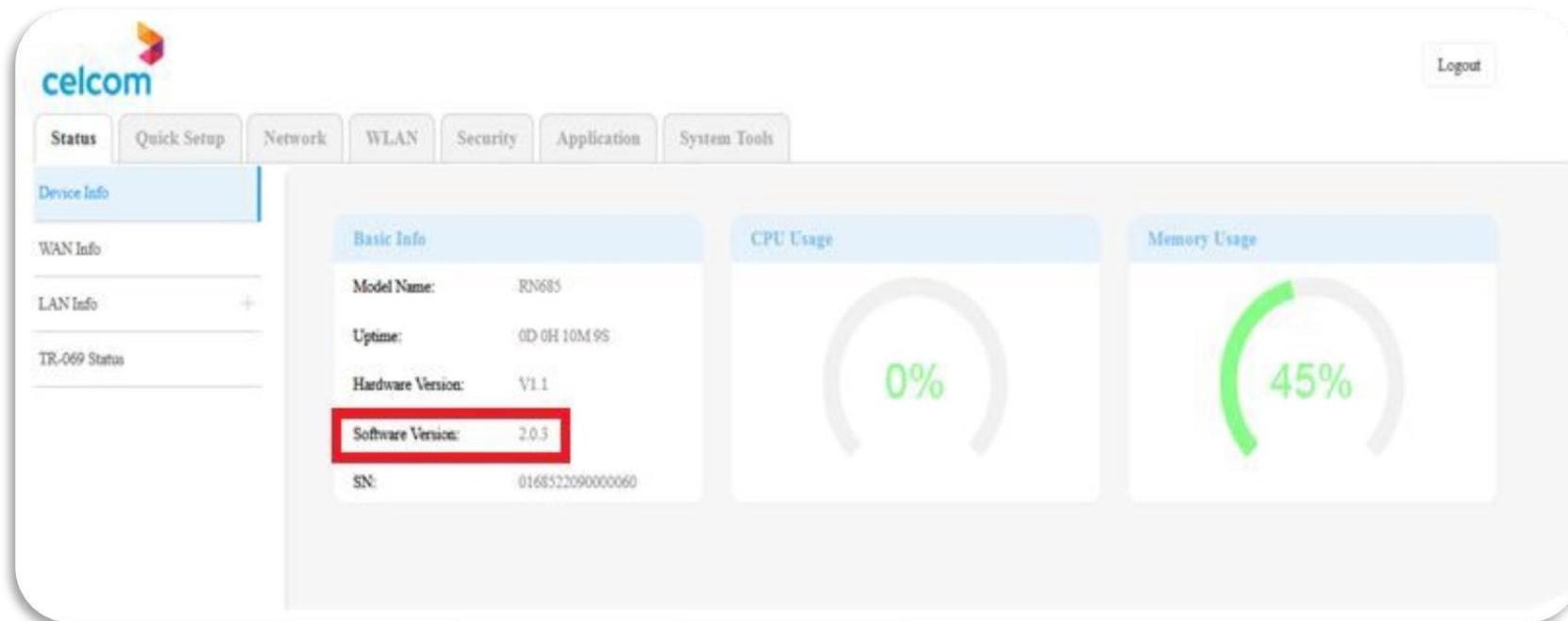
If you can find other wireless network except your own, follow the **four (4)** steps below:

1. Check the Wi Fi LED indicator on your RGW.
2. Make sure the computer/device is still in the range of your RGW, move closer if it is currently too far away.
3. Go to Wireless>Wireless Settings , and check the wireless settings, double check at the Wireless Name to ensure it's enabled and not hidden.
4. Restart the RGW.

# Basic Troubleshooting - Guidelines

## III. If you failed to connect to the Wireless Network, please follow the three (3) steps below:

1. On device, please try to 'Forget Network' or delete the WiFi history or Reset Network Setting then try to pair with the WiFi by key in the correct password.
2. Try to reboot all the devices.
3. Check the RGW Firmware version and to ensure the device are using the latest Firmware version.



# Basic Troubleshooting - Guidelines

## IV. I can't get the internet speed as per subscribed?

There are many factors that caused you can't get maximum internet speed like a such as poor WiFi coverage, WiFi deadzones , WiFi interference, device software/hardware issues and many more. To measure the actual internet speed, please disconnect all the devices from the WiFi /LAN network then please perform the speed test by using direct cable to the computer.

The **four (4)** steps can advice customer to reduce the slow connectivity issues:

1. Frequently reboot the RGW (enable auto reboot in the RGW setting). The RGW will scan and auto assign to the best channel after rebooted, thus can minimize the WiFi interference issue.
2. Connected to WiFi 5GHz band.
3. Use Mesh WiFi /extender/booster to enhanced the WiFi signal.
4. Check the device specs to know about device capability.

# Basic Troubleshooting - Guidelines



LED	COLOR	STATUS	DESCRIPTION	Action Taken
PWR	Yellow	ON	System boot up completely	NA
		OFF	Power Off	To ensure the power is ON
INT	Yellow	ON	Device got IP and internet service connection successful	NA
		OFF	The device cannot obtain an IP address	Check the username and password for the internet
WPS	Yellow	ON	Router is connected in mesh network and backhaul signal is very good	NA
		OFF	Mesh disabled	Try to move the MESH AP closer and press on the WPS button for the MESH pairing to start *If there is just one router in one premise , this LED will not light up
		FLASH	Mesh network or WPS connection is being established	NA
LAN1 – LAN4	Yellow	ON	Ethernet port is Up but no data transfer	NA
		OFF	Ethernet port is down	Check the ethernet cable is plug in properly between the correct LAN port and PC
		FLASH	The port is Up and there is data transmission	NA
WAN	Yellow	ON	The WAN port is Up but no data transmitting	NA
		OFF	The WAN port is Down	Check the ethernet cable is plug in properly between the correct WAN port and BTU
		FLASH	The WAN port is up and transmitting data	NA
2.4/5G	Yellow	ON	Wi-Fi is Up but no data transfer	NA
		OFF	The WiFi is turned off	Ensure 2.4Ghz and 5Ghz wireless is enable in Web GUI of the router in the WLAN menu
		FLASH	Wi-Fi is Up and there is data transmission	NA
USB	Yellow	ON	USB device connected	NA
		OFF	No USB device connected	Check the USB cable is plugin to the USB device

# Thank you

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