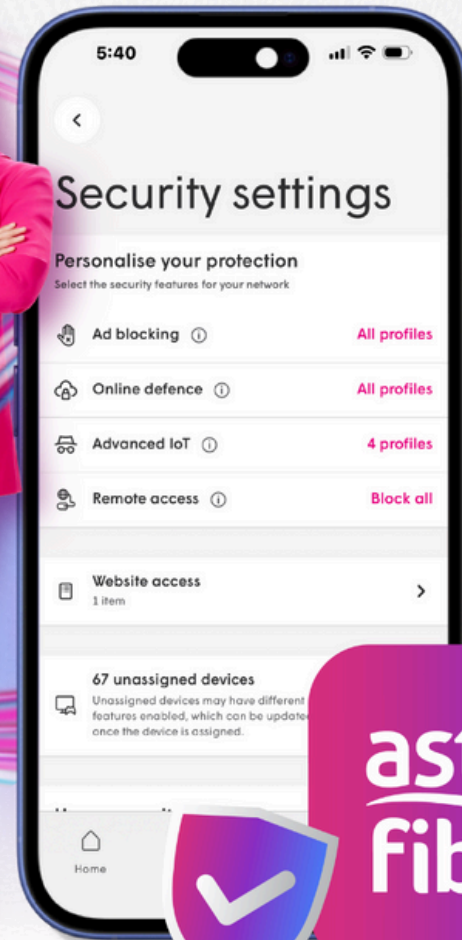
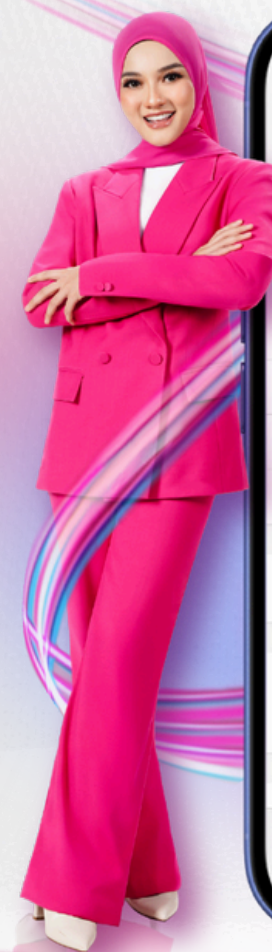


astro fibre

Keep your WiFi Safe and Secure with the New Astro Fibre App



Important Note:

All features are only available when the devices are connected to the Astro Fibre service.

Content

01

Get Started

02

Download the
Astro Fibre App
(iOS & Android).

03

Log In

04

Features

4.1 Home

- Broadband Status
- Online Devices
- WiFi Sharing Shortcuts
- WiFi Management
 - Timeout
 - Focus
 - Traffic Boost
- Activity
 - Network
 - Security
 - Motion

4.2 Profiles

- Add People
 - Edit Profile
 - Edit Security Policies
- Add a Group
 - Edit Profile
 - Edit Security Policies
- Manage People & Groups
Network Activities
 - Remove Profile
 - Set Timeout & Focus

4.3 Network

- Connectivity
 - Topology
 - Traffic Boost (Refer to pg 17)
 - Performance
 - Usage
 - Availability
 - Security (Refer to pg 20)
 - Add Mesh
- Devices Status

4.4 Settings

- Current Location
- Network
- Security
- Privacy
- Notifications
- App Theme
- Help & Support
- Account Information & Log Out

❗ Click the titles to jump to sections.

Get Started

Ensure you have the right WiFi router. Astro Fibre is designed for the RG21 router.

If you are an existing customer and do not own this, please contact our Customer Contact Centre at 03-9543 1543 for assistance.

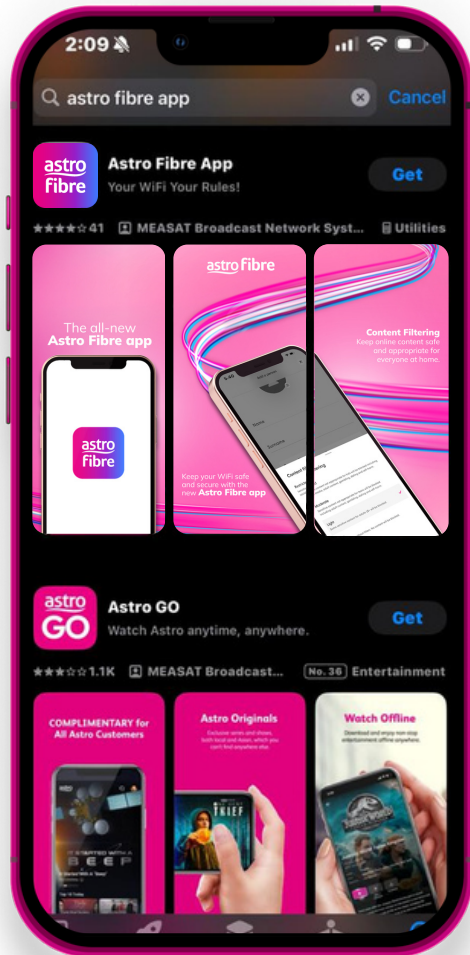
RG21



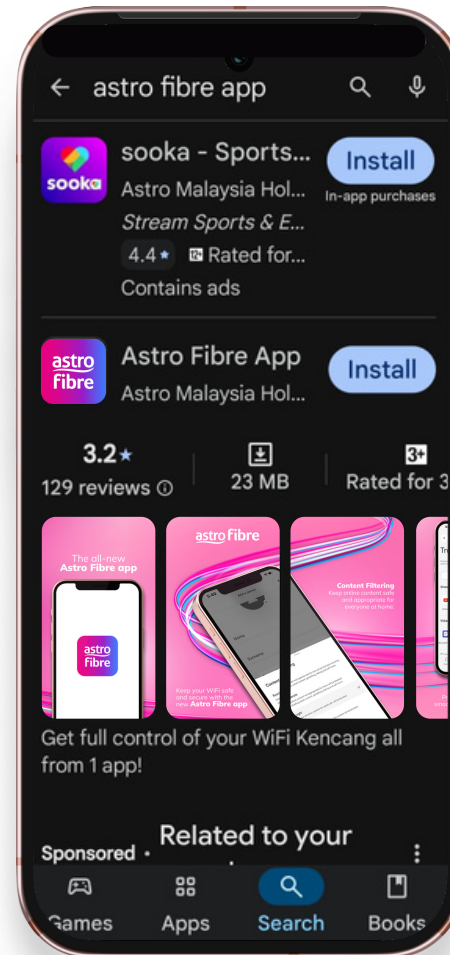
When the INT LED lights up, it means you are connected to the internet.

Ensure the internet service is available and connect your device to your WiFi for first time set up.

Download the Astro Fibre App



Search “Astro Fibre App”
in App Store & download
the App.



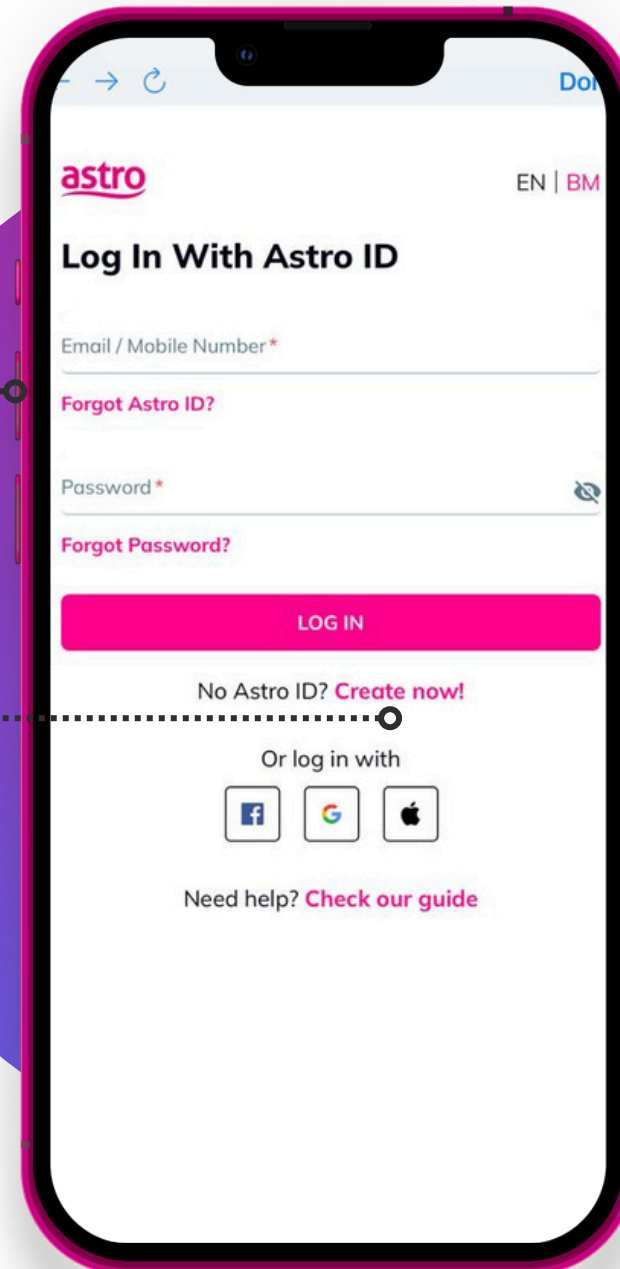
Search “Astro Fibre App”
in Google Play Store &
download the App.

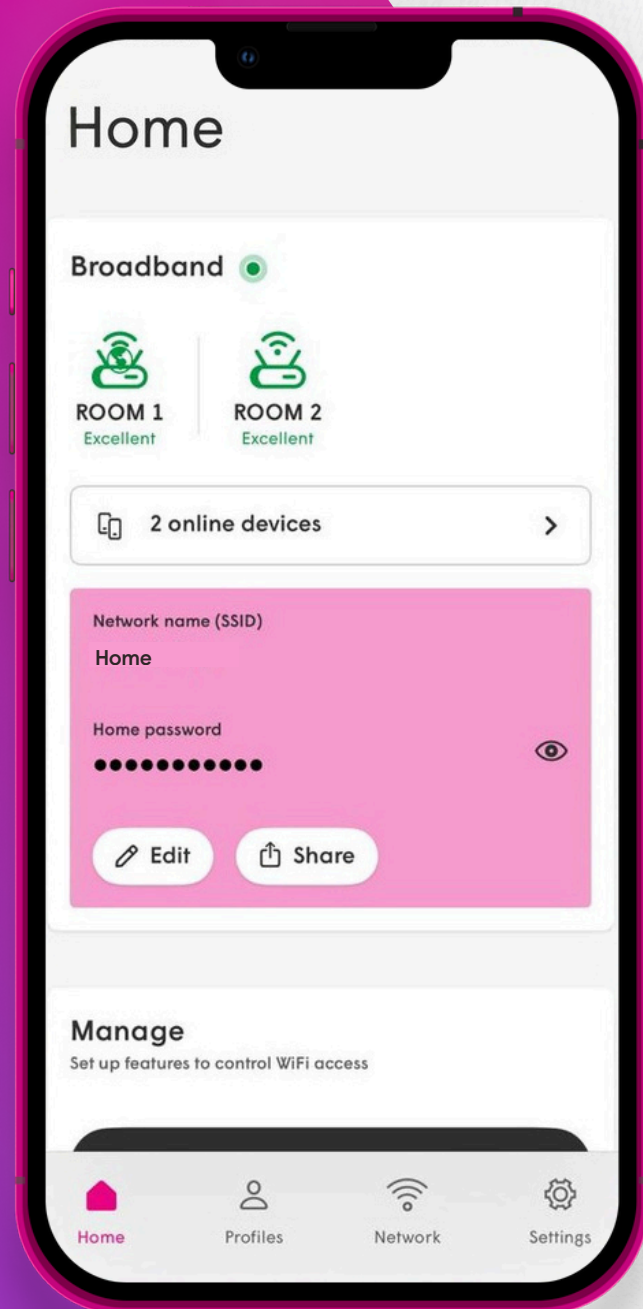
Log In

Launch the app and log in with your Astro ID to get started.



If you do not have an Astro ID, kindly click “[Create now!](#)”



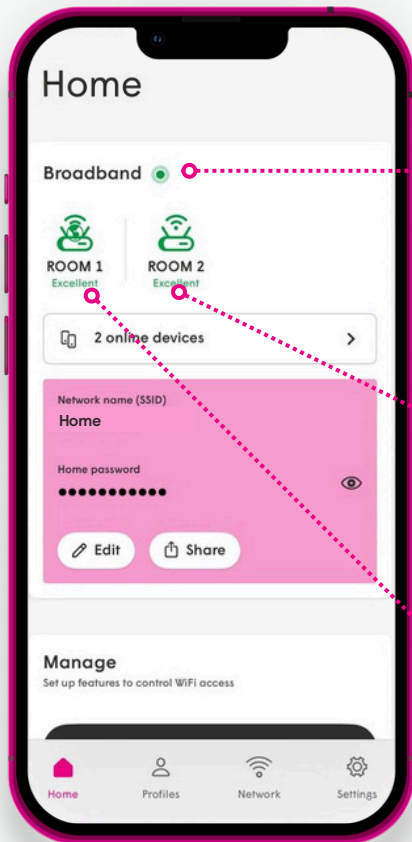


4.1 Home

- Broadband Status
- Online Devices
- WiFi Sharing Shortcuts
- WiFi Management
 - Timeout
 - Focus
 - Traffic Boost
- Activity
 - Network
 - Security
 - Motion

Broadband Status

How can I know if my router is online and what's the status of the Internet?



indicates that the Internet is online

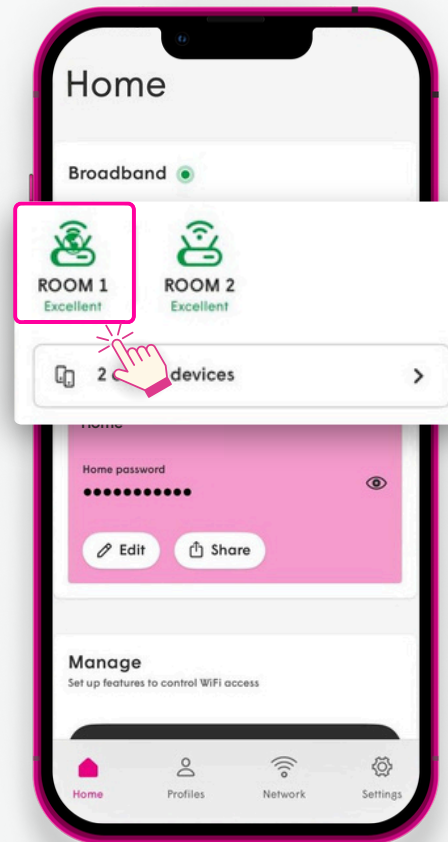
Mesh WiFi Status will appear here

i The Internet OR Mesh name can be renamed

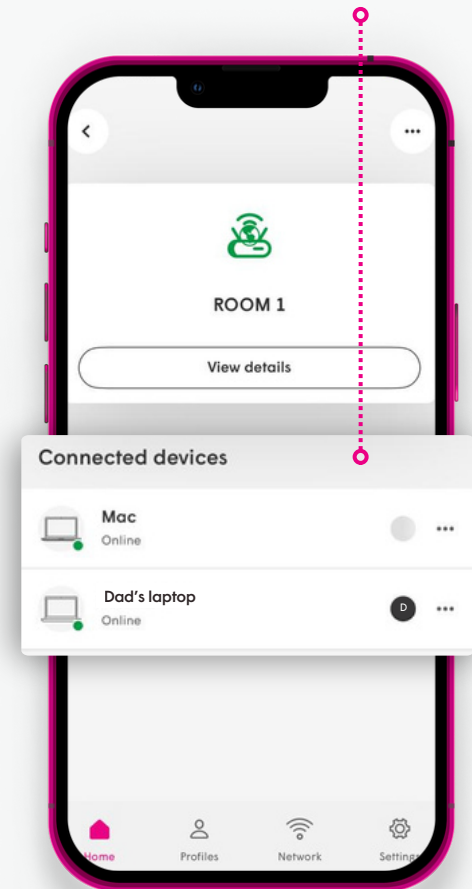
Internet Status will appear here

How can I see who is connected to my WiFi?

1 Tap to view details.



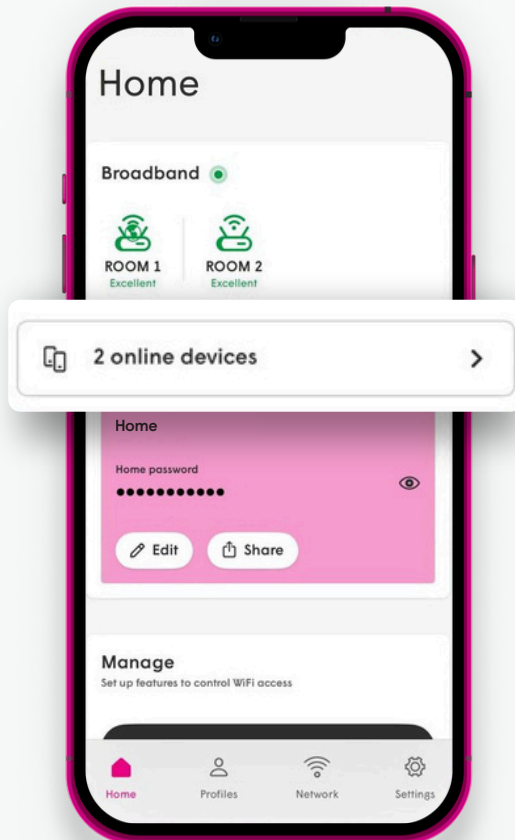
2 Connected devices will be displayed here.



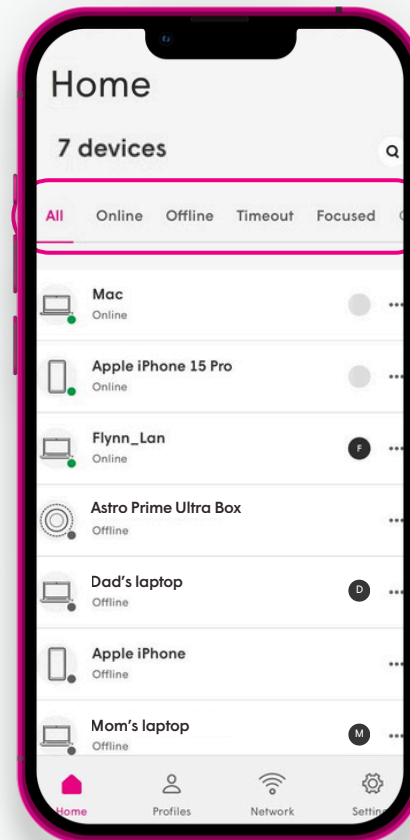
Online Devices

How can I see the status of devices connected to my WiFi?

1 Tap to view devices status.




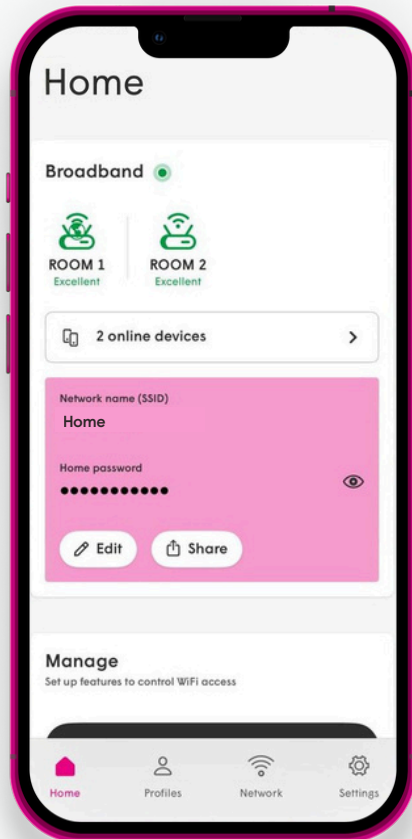
2 Status of connected devices will be displayed here.



WiFi Sharing Shortcuts

How can I edit my WiFi details or create a guest WiFi?

1 Tap  **Edit** to create a personal WiFi for your household or guests!

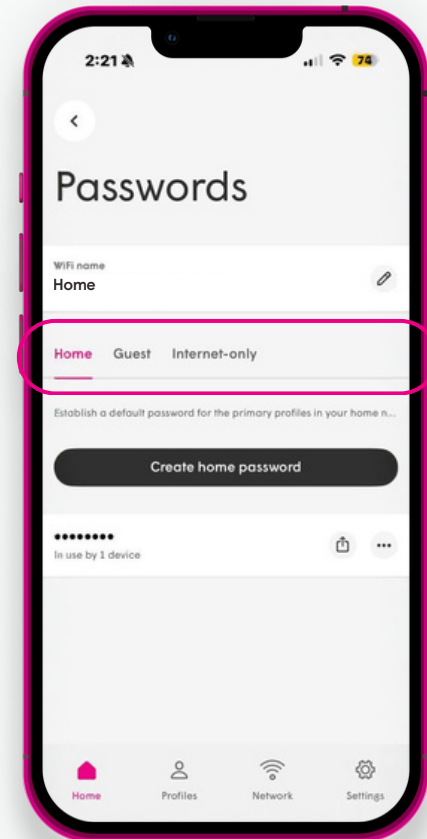


2 You will be taken to this page, where you can manually create different WiFi passwords for your:

Home

Guest

Internet-only

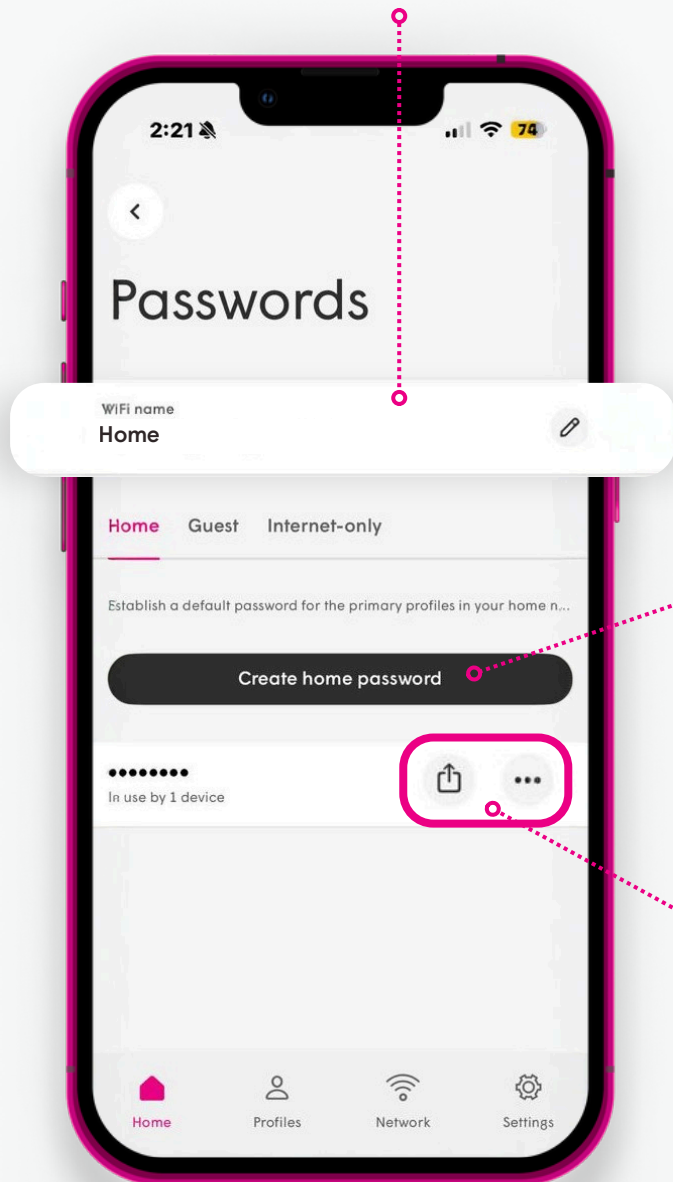


04 FEATURES

4.1 HOME

WiFi Sharing Shortcuts

Create your WiFi name for
Home/ Guest/ Internet-only



Create **Home/ Guest/ Internet-only** password for the profiles.

- 1 Tap **Create home password** to start creating.
- 2 Create your WiFi Password

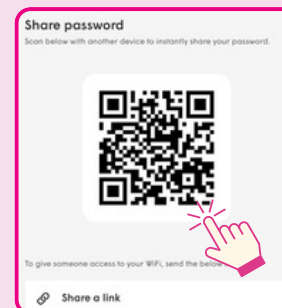
i Guests Password:
You can create a personal guest WiFi name and password, and set the duration of WiFi access for your guests.

i Internet-only Password:
You may create password for people to use Internet only for sharing the network but keep the devices hidden.

QR code:

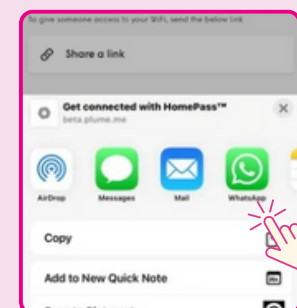


Tap to share your network using a **QR code or link**



Show this QR code to your guests to scan. Once scanned, they can join the network instantly.

Link:

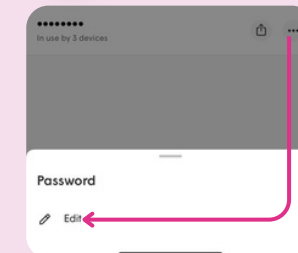


Share the network via a selected app, and guests will receive the login credentials to use when logging in.

Get connected with HomePass™
beta.plume.me
<https://beta.plume.me/p/4tW43JsHx>
11:19 AM




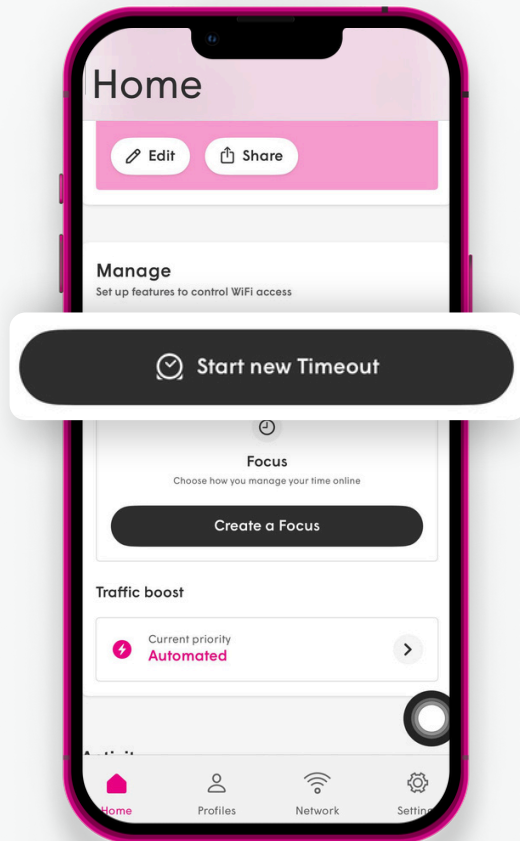
Tap to edit password



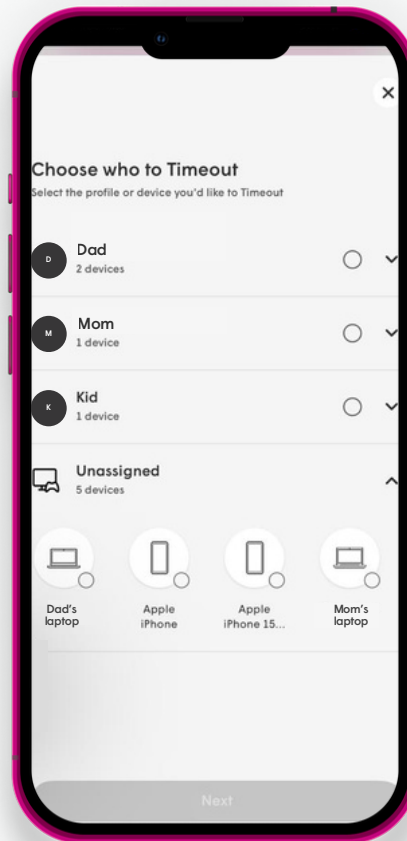
WiFi Management - Timeout

How can I control WiFi access for users?

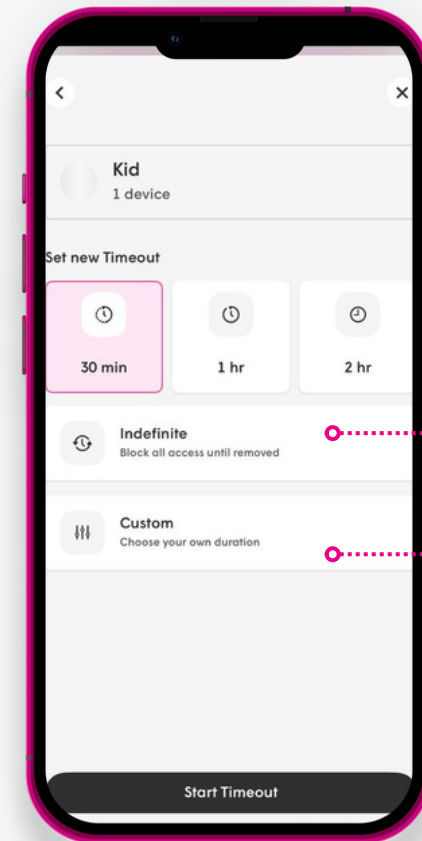
- 1** On your homepage, tap  to configure features that manage WiFi access for users.



- 2** You will be taken to this page. Select the profiles or devices you want to timeout.



- 3** Set the timeout duration.



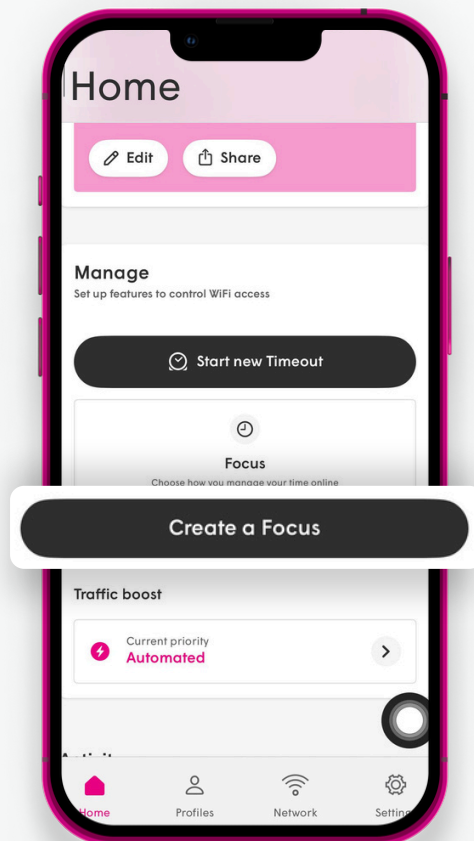
Select **Indefinite** to permanently block access for the chosen user until manually removed.

Select **Custom** to customize the timeout duration.

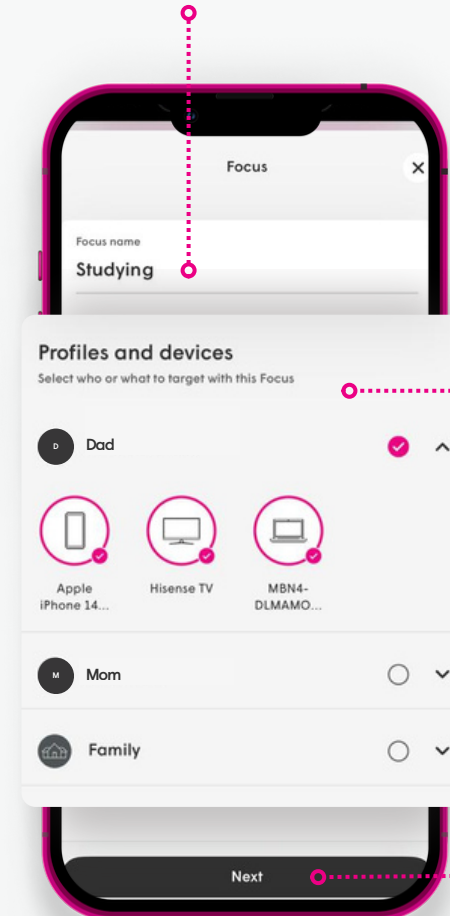
WiFi Management - Focus

How can I create a focus mode for myself or my family?

- 1** Tap **Create a Focus** to manage internet access and block apps or categories at specific times.



- 2** Create a focus name (eg. Studying)



- 3** Select the profile and devices you want to include in this focus.

- 4** Tap "Next"

WiFi Management - Focus

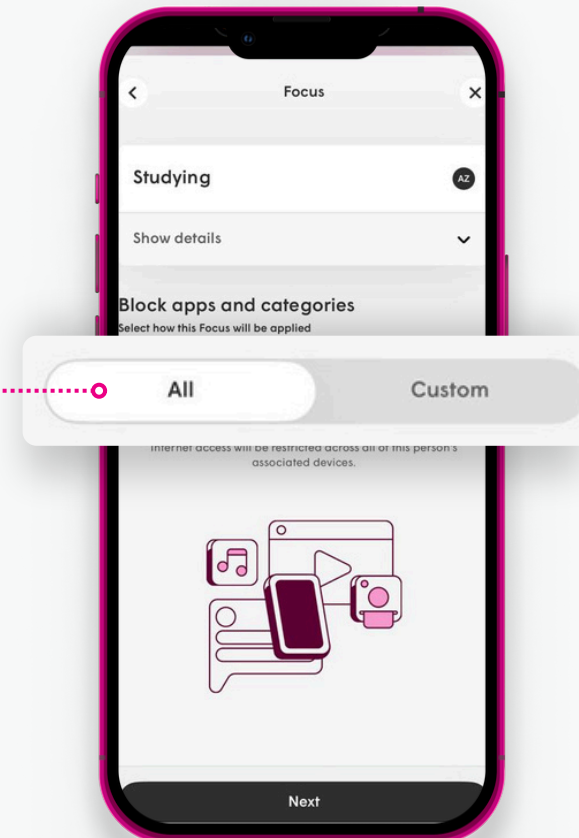
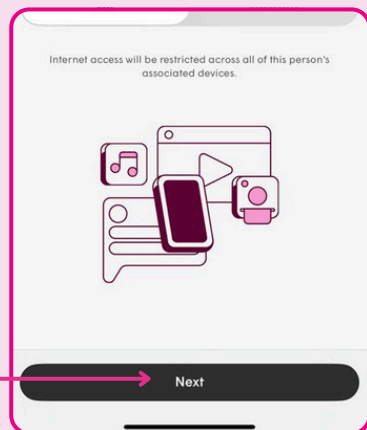
How can I create a focus mode for myself or my family?

5

You will be taken to this page, where you can choose to block **all** **OR** **specific** apps and categories for this focus.

To block **all** apps and categories:

- 1 Tap "All".
- 2 Tap "Next" to restrict internet access for all apps and categories.

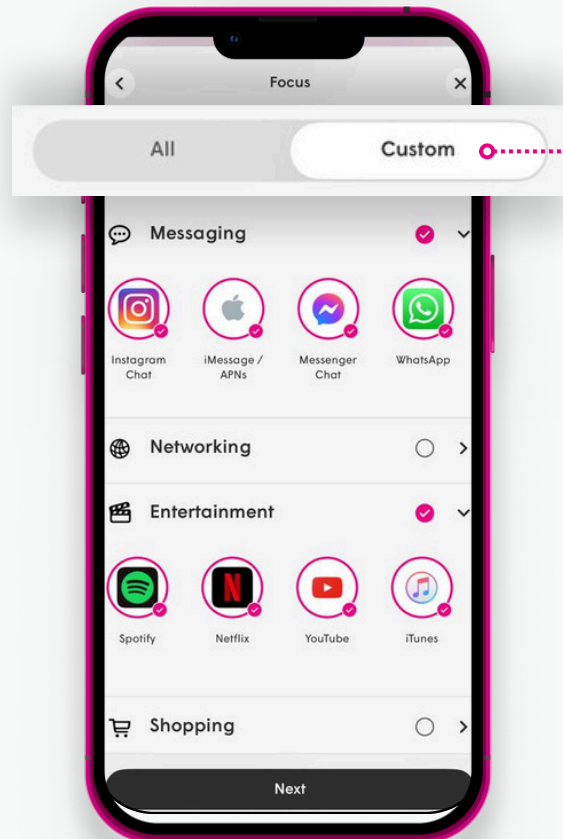


WiFi Management - Focus

How can I create a focus mode for myself or my family?

5

You will be taken to this page, where you can choose to block **all** **OR** **specific** apps and categories for this focus.



To block **Specific** apps and categories:

- 1 Tap "Custom".
- 2 You can manually select which apps or categories to block. (e.g., Messaging, Networking Entertainment).
- 3 Tap "Next" to confirm your choices.

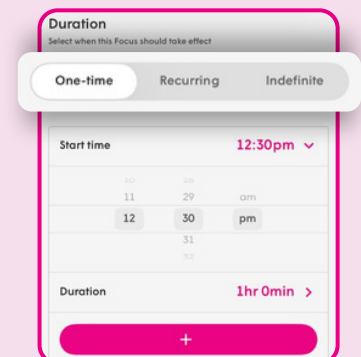
i This feature only applies to supported applications.

- 4 Next, you will be taken to the duration setup page. Under the "Duration" section, you will see three tabs:

One-time

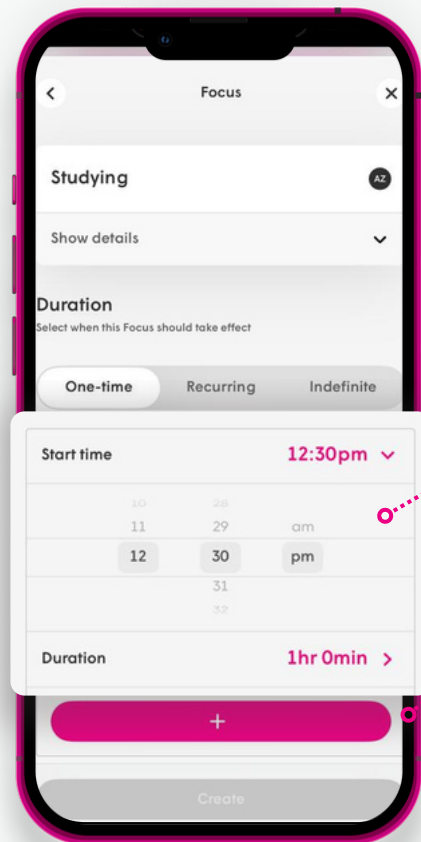
Reccuring

Indefinite



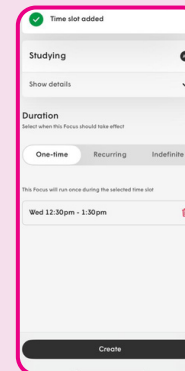
WiFi Management - Focus

How can I create a focus mode for myself or my family?

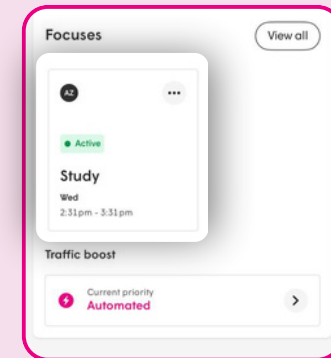


For these three tabs, you can set a **One-time/ Recurring/ Indefinite** focus duration.

- 1 Tap “One-time/ Recurring/ Indefinite”
- 2 Set your focus duration.
- 3 Tap “+” and you will see this:



- 4 Tap “Create” and you are all done!
- 5 After creating a focus, it will appear on your homepage.



WiFi Management - Traffic Boost

How can I prioritize my network for selected apps or profiles?

- 1 Tap “Traffic Boost” to select whether you want to boost apps or profiles.

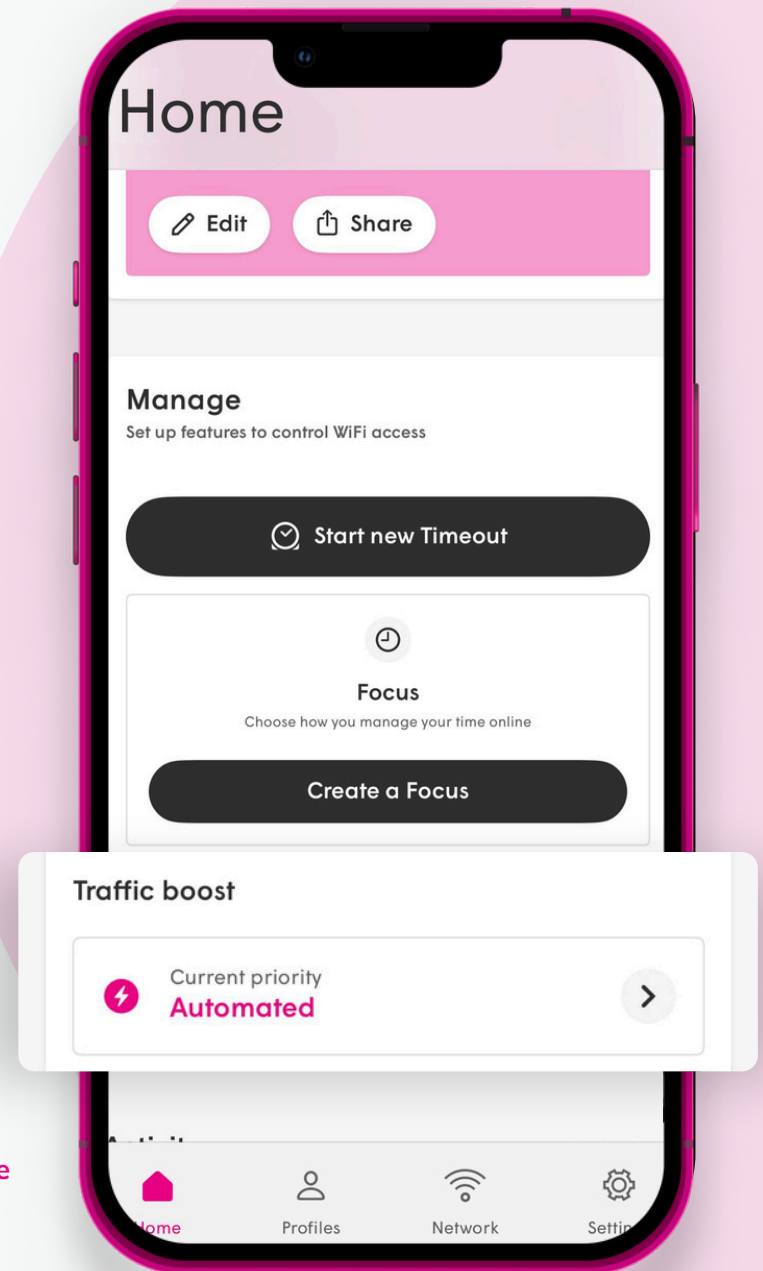
Note:

You can temporarily boost your network performance using the Traffic Boost feature, which prioritizes certain apps, categories, or user profiles for improved speed and stability.

You can also find the “Traffic Boost” feature on the Network page.



This feature is most effective when multiple devices are connected simultaneously.



WiFi Management - Traffic Boost

How can I prioritize my network for selected apps or profiles?

- 2** You will be taken to this page, where you can select **the apps and categories OR profiles** you want to boost.

i This feature only works with supported applications.

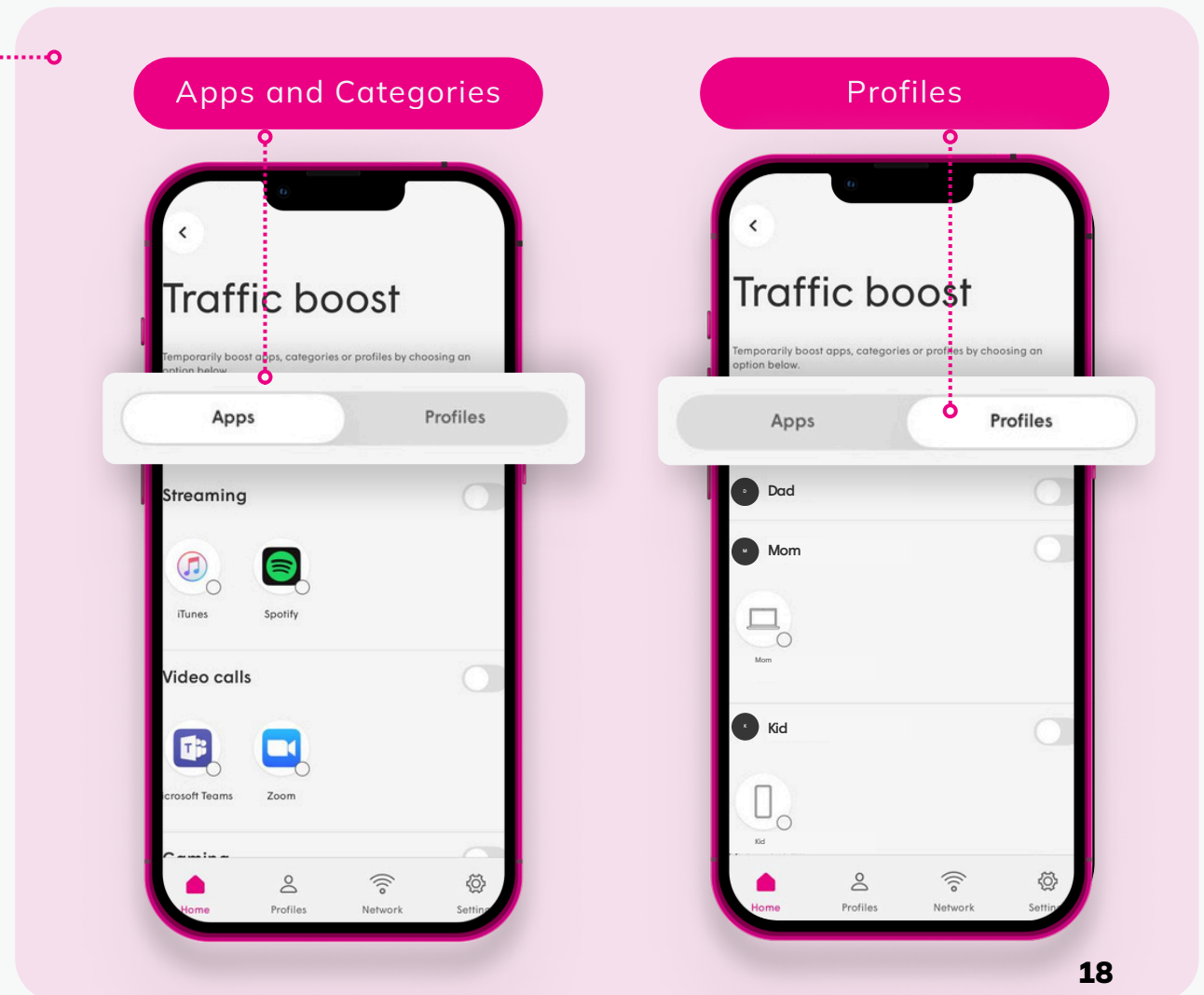
- 3** Set a time period for your selected app or category to receive higher network priority, ensuring smoother performance during streaming or calls.

Set time limit

3 hours

6 hours

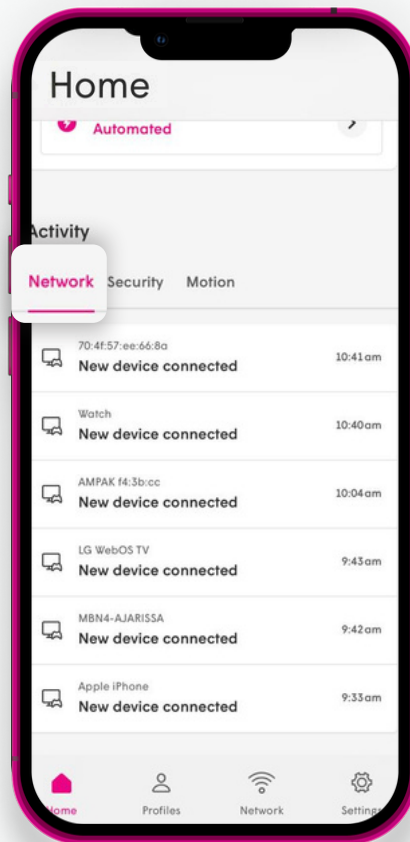
End of day



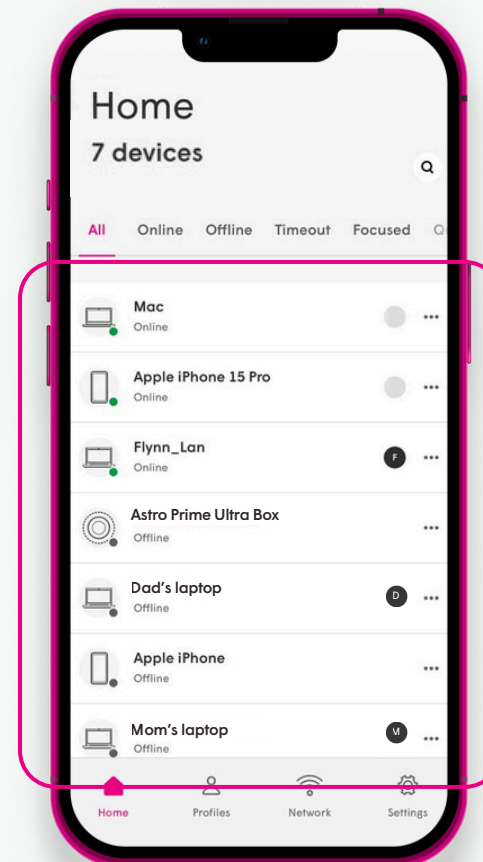
Activity - Network

How can I track real-time network events, such as new device connections?

1 On the homepage, tap “Network” under the “Activity” section.



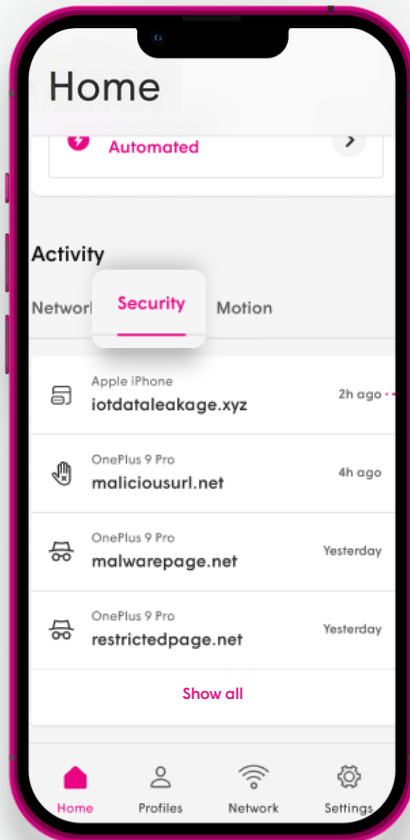
2 New device connections and network outages can be viewed in the Network tab.



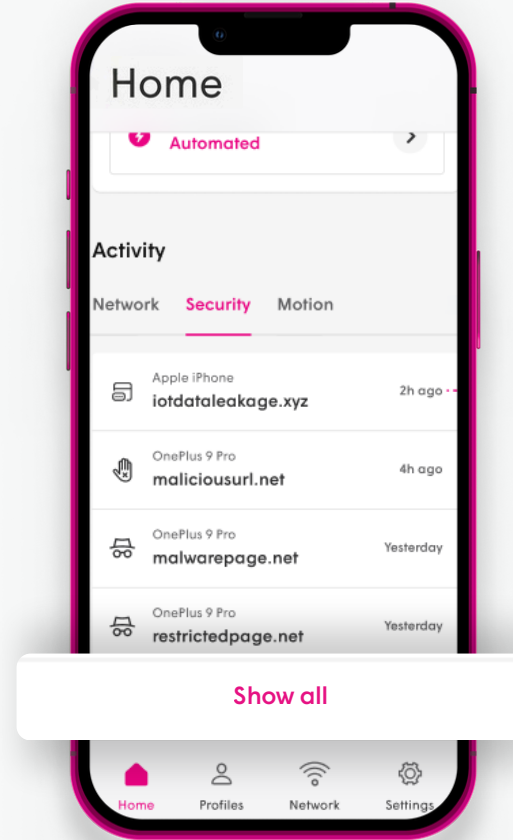
Activity - Security

How can I track real-time network events, such as security alerts?

1 On the homepage, tap “Security” under the “Activity” section.



2 Tap “Show all”.



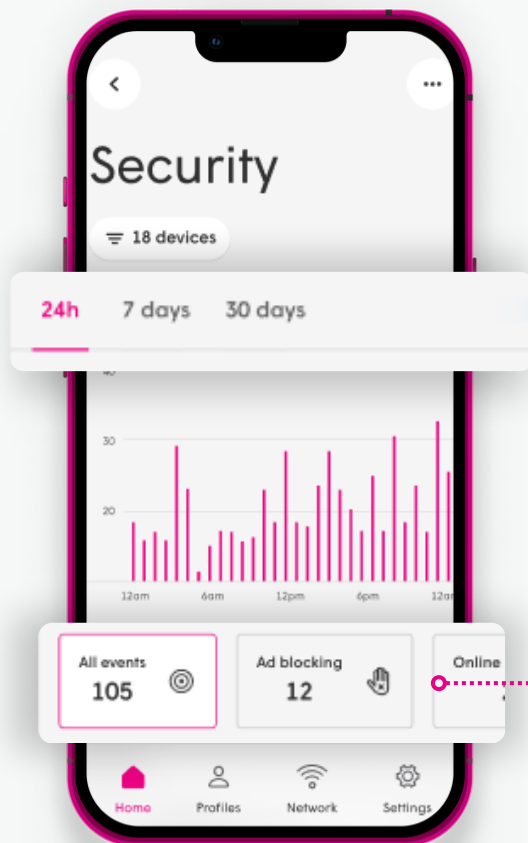
i You can also find the “Security” feature on the Network page.

Activity - Security

How can I track real-time network events, such as security alerts?

3

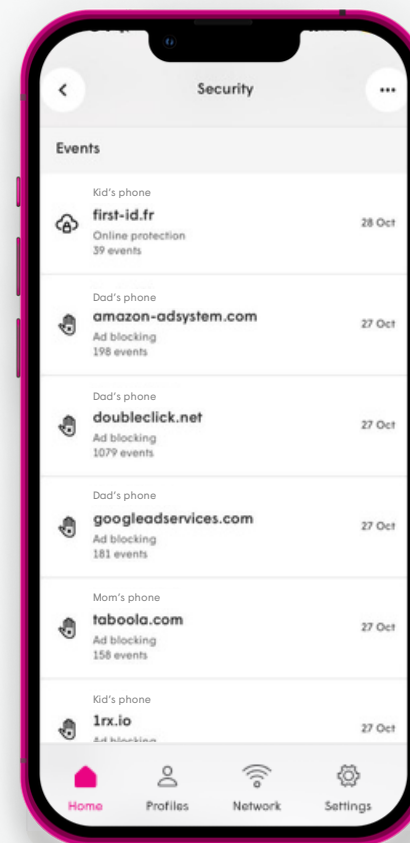
You will be taken to this page, where you can select a viewing period (24 hours, 7 days, or 30 days) to see security data over time.



You can view total events, ad blocking, online protection, content access, remote access, and advanced IoT activity.

4

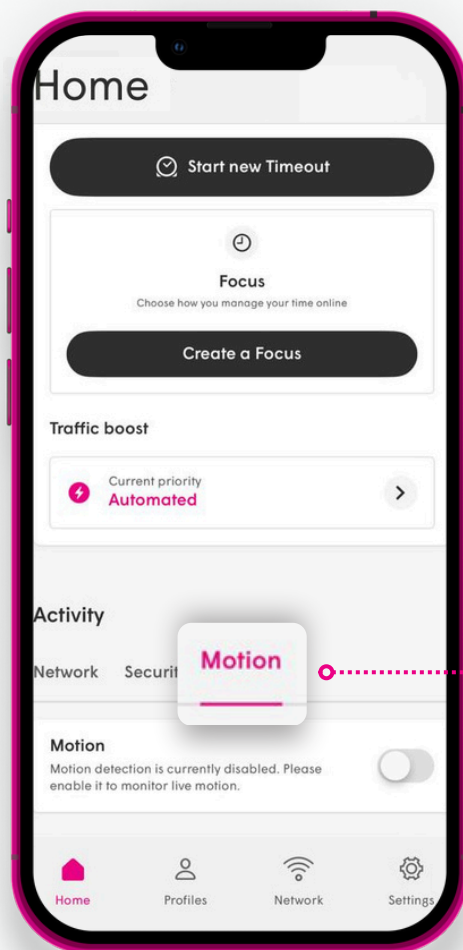
Scroll down to see specific blocked events (e.g., sites or ads).



i You can personalize your protection on the Settings page.



Activity - Motion

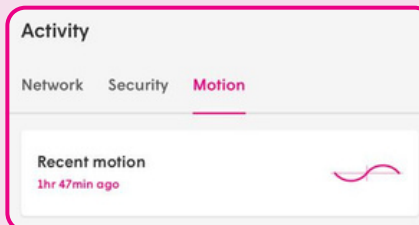
How can I track real-time network events, such as motion detection?



The motion feature only detects movement when connected devices enter or leave the home.

Note: The Motion Detection feature uses your router's WiFi signal to detect movement within your home.

- 1 Tap "Motion"
- 2 Set the button  to the enabled state  to activate the motion detection function.
- 3 You can view movement patterns over time or set alerts for motion detected when the home is unoccupied.



- 4 When you tap it, you will see this page.

Tap the tabs (Live, 24hr, and 7 Days) to view details of ongoing activity.

i You can enable the "Having Pets" feature if you have pets at home.

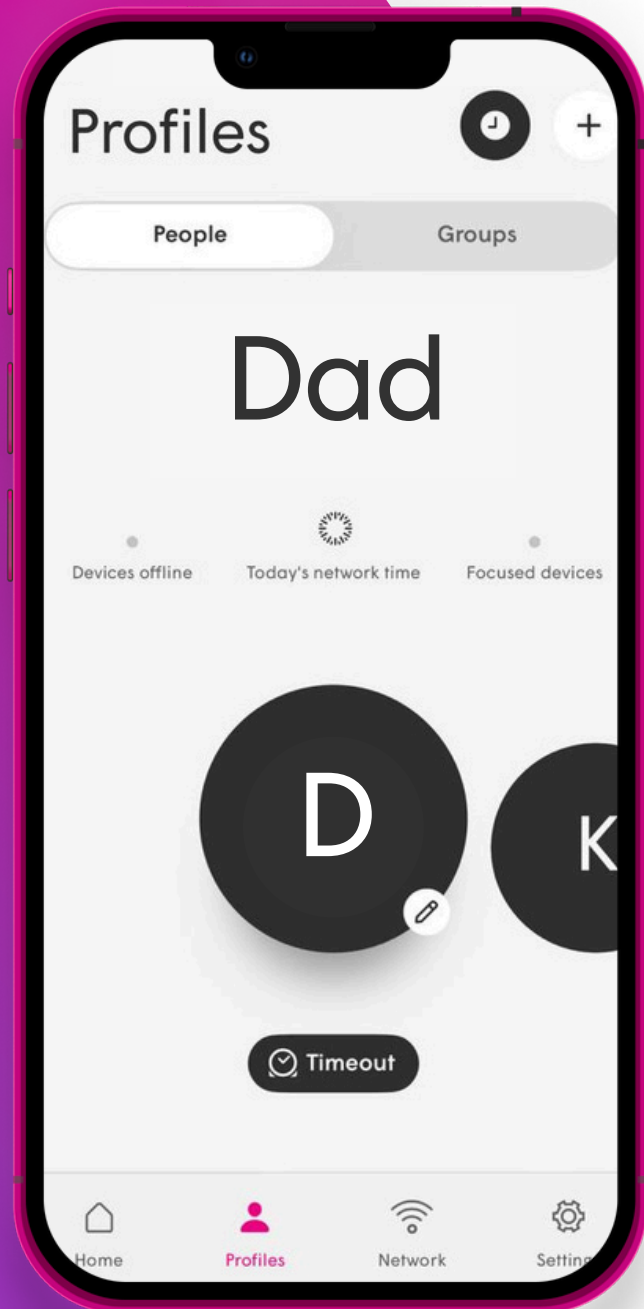


Tap  to:

- Unable the motion feature.
- Manage the Motion Sensitivity settings.

(Eg: The sensitivity level of the the motion detection)





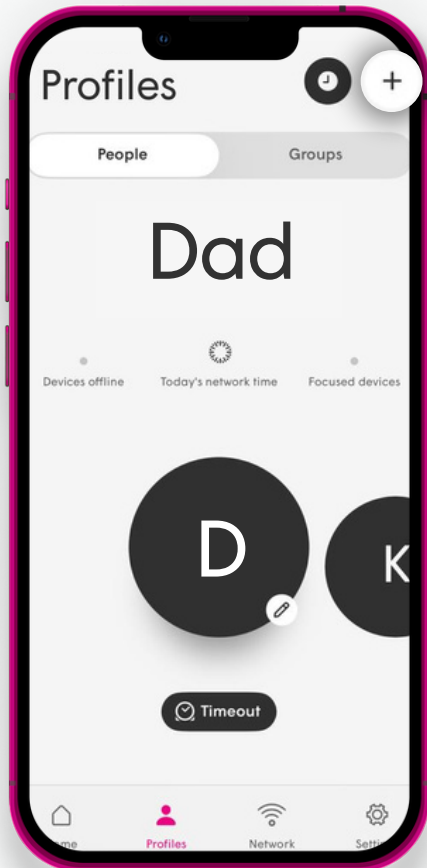
4.2 Profiles

- Add People
 - Edit Profile
 - Edit Security Policies
- Add a Group
 - Edit Profile
 - Edit Security Policies
- Manage People & Groups Network Activities
 - Remove Profile
 - Set Timeout & Focus

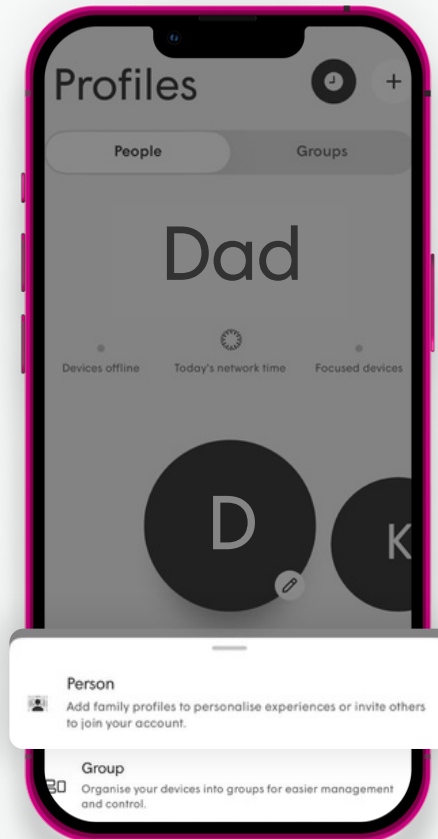
Add People

How do I add family members to my profiles?

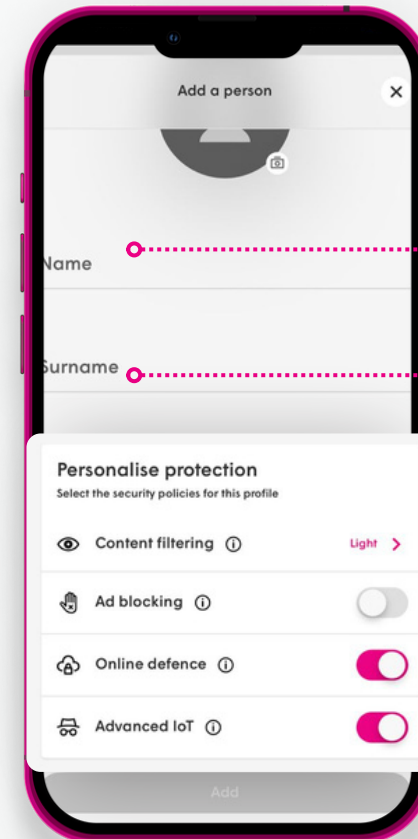
1 Tap “+”.



2 Select “People” to add family member.



3 You will be taken to this page.



Enter the member's first or last name.

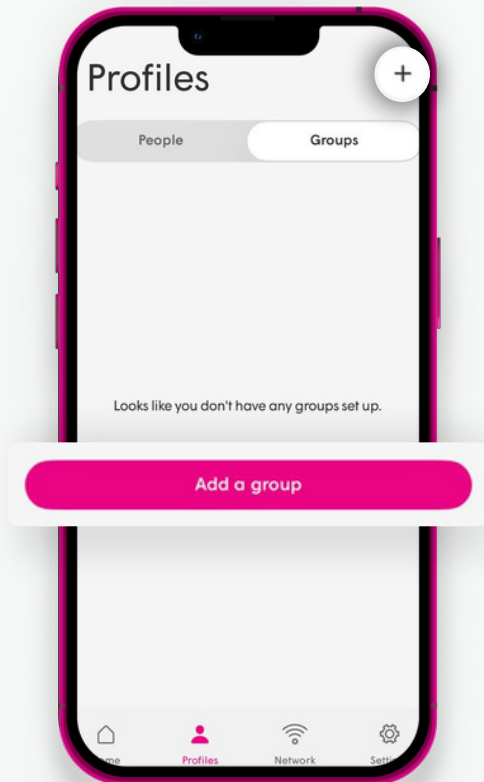
Enter the member's first or last name.

Enable rules to give limited access to family members.

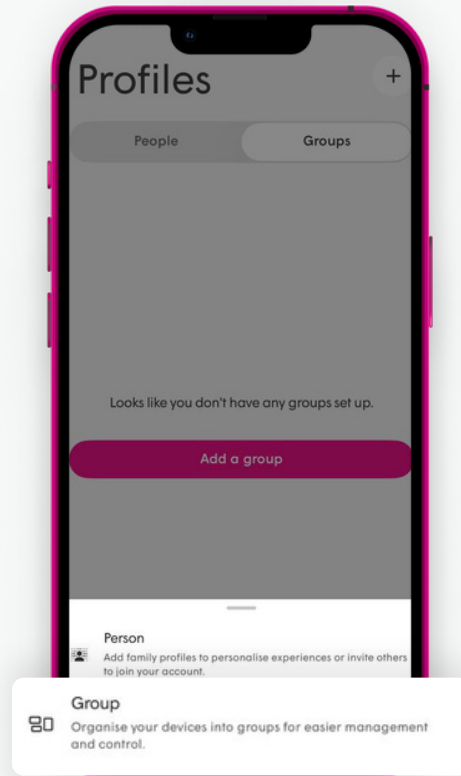
Add a Group

How do I add family members to a group?

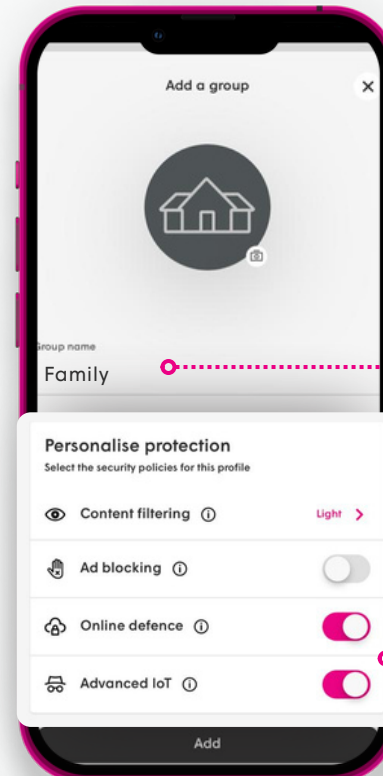
1 Tap “+” or “Add a group”.



2 Select “Group” to create a group



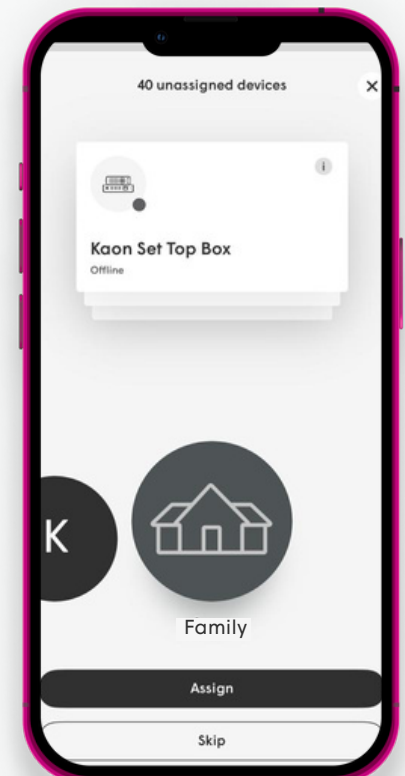
3 You will be taken to this page.



Enter the group name.

Personalize the protections.

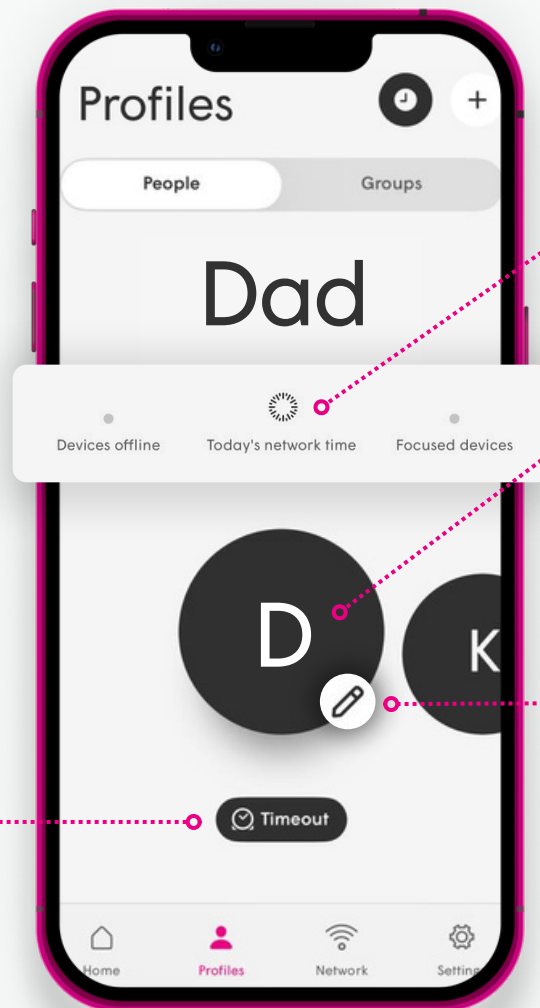
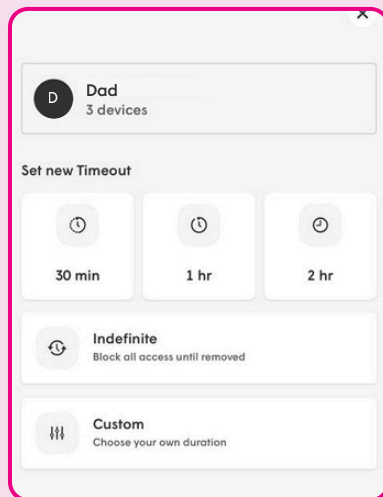
4 Assign members to a specific group or tap “Skip” to assign them later.



Manage People and Groups Network Activities


How do I pause internet access, create timeouts, add devices, and remove existing family members?

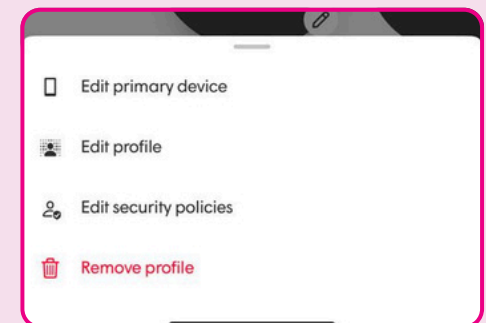
Tap to control WiFi access for users. (Refer to pg 13)



You can see the current status of the selected user.

Swipe left or right to select family members to view and manage their accessibility settings.

Tap  to edit OR remove the profile.



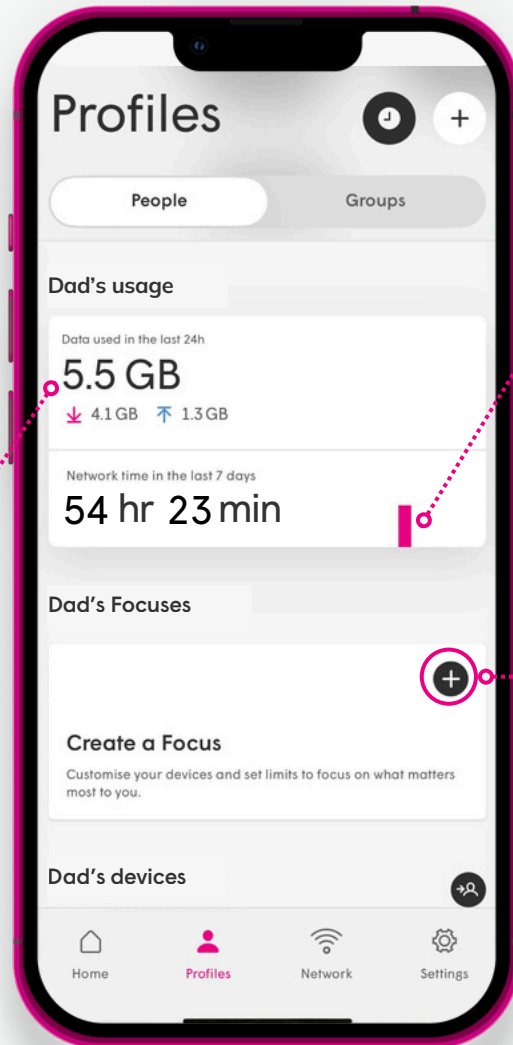
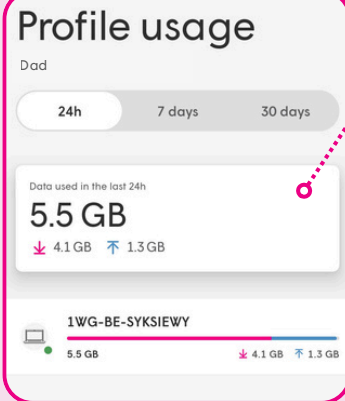
04 FEATURES

4.2 PROFILES

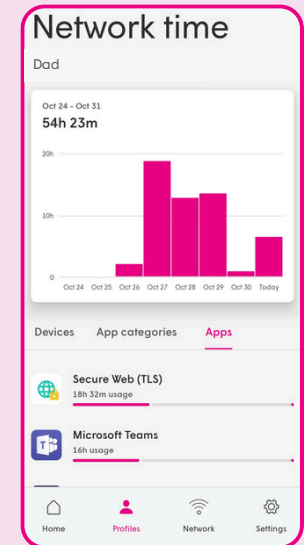
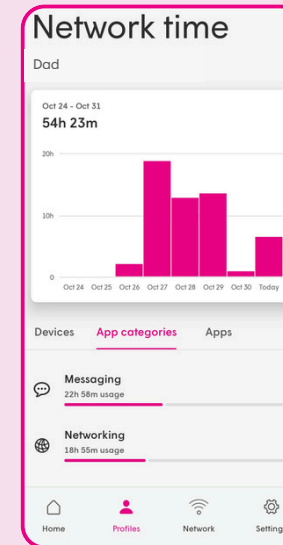
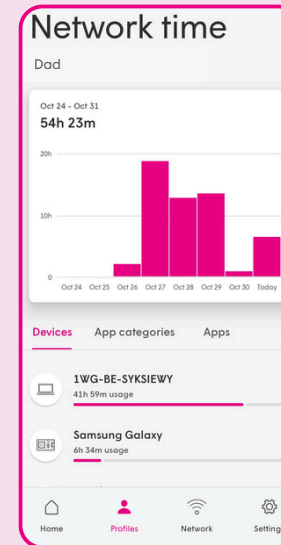
Manage People & Groups Network Activities

How do I view data usage, set up Focus for users, and view security details?

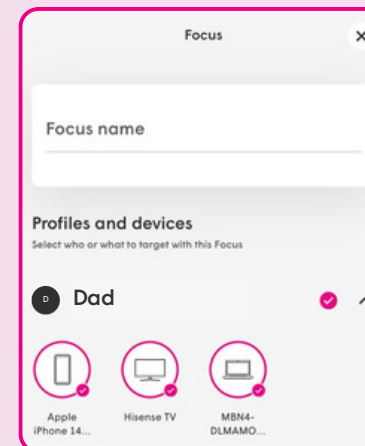
- 1 You can view the data usage for the selected user.



- 2 Tap here to view network time details for devices, app categories, and apps.



- 3 Tap to set limits and help users focus on what matters most. (Refer to pg 14)



04 FEATURES

4.2 PROFILES

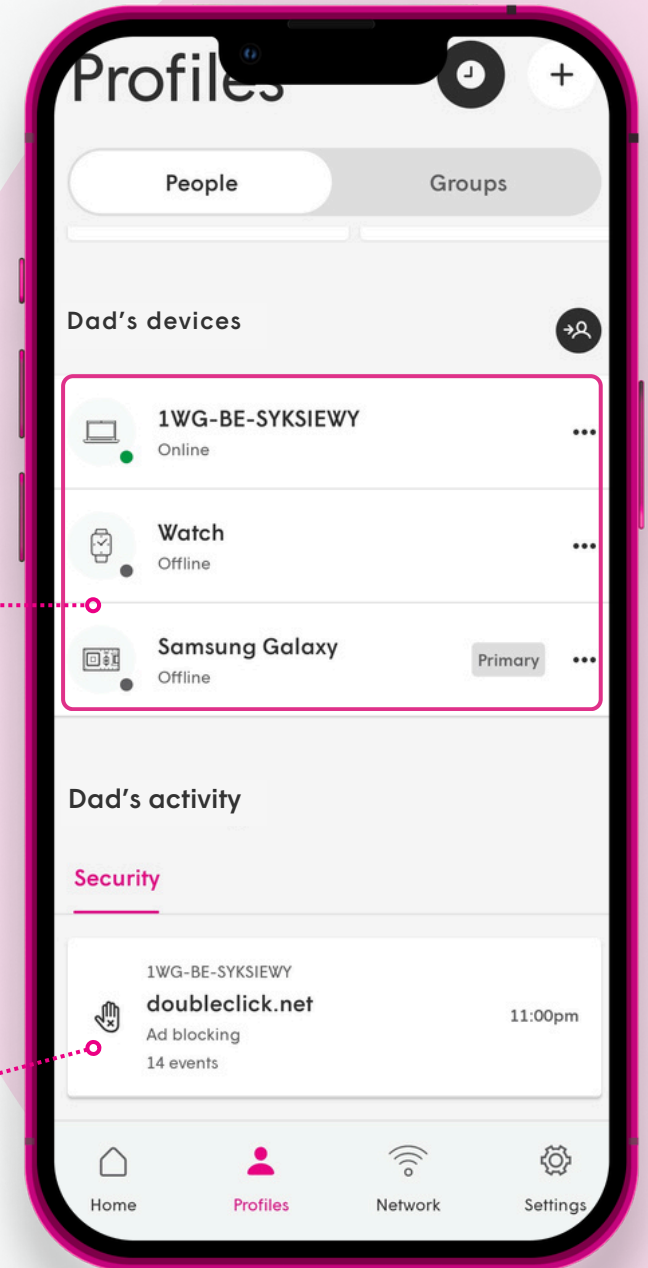
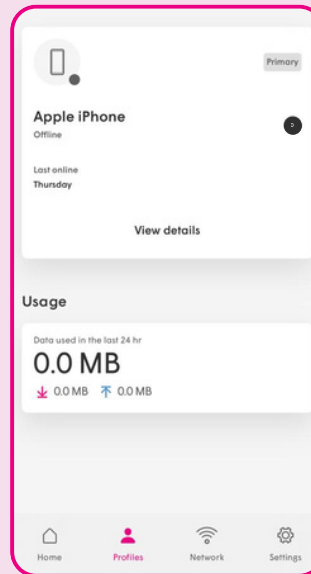
Manage People & Groups Network Activities

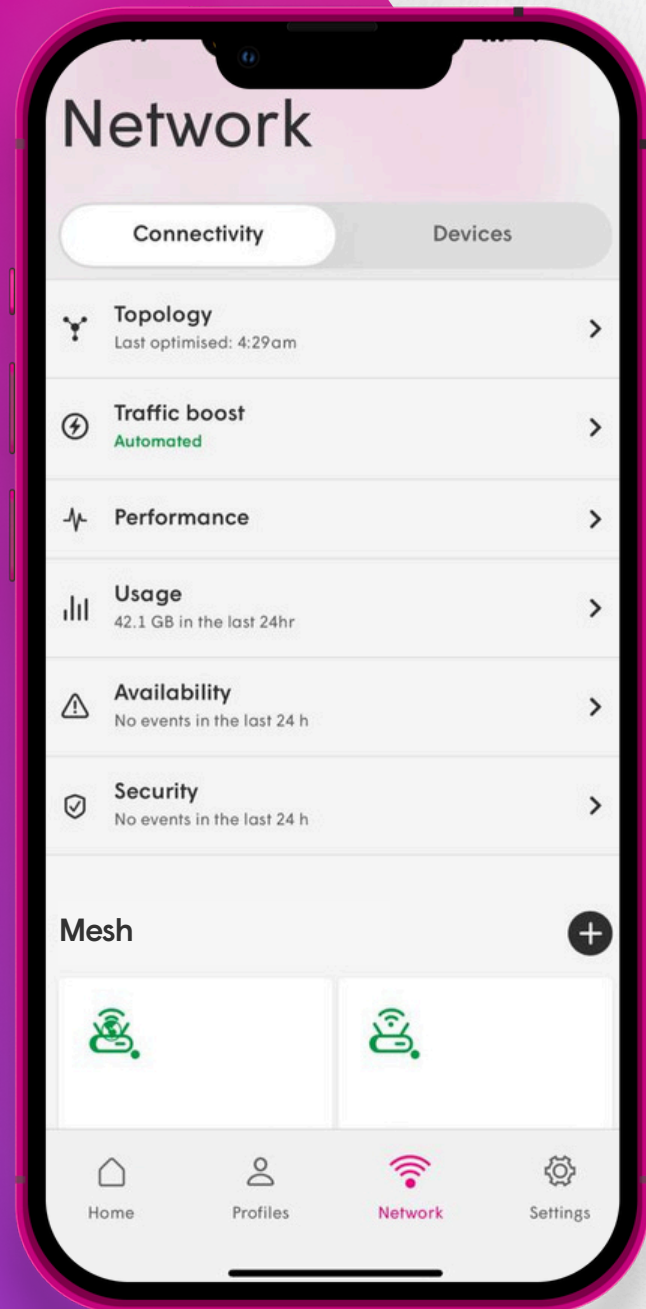
How do I view data usage, set up Focus for users, and view security details?

You can view all connected devices for the selected user.

Tap a device to see its details and check its data usage.

Tap “Security” to view the user’s security details.





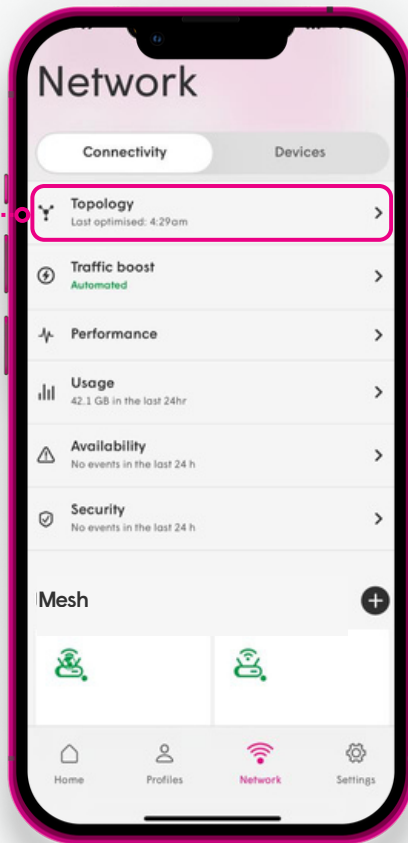
4.3 Network

- Connectivity
 - Topology
 - Traffic Boost (Refer to pg 17)
 - Performance
 - Usage
 - Availability
 - Security (Refer to pg 20)
 - Add Mesh
- Devices Status

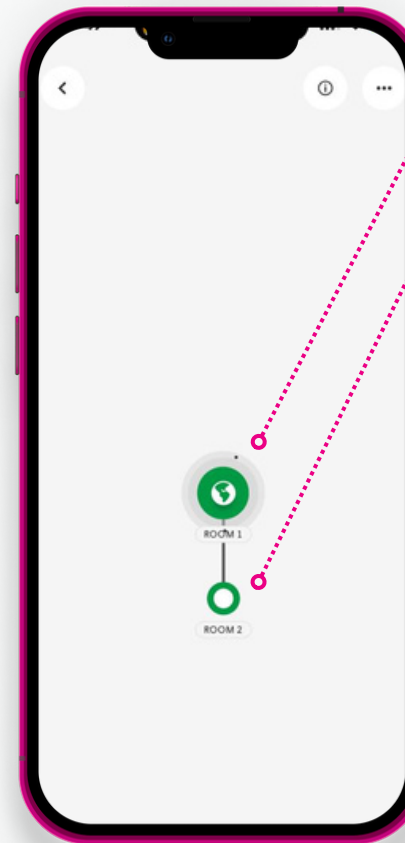
Connectivity - Topology

How do I monitor my network's health status?

Tap "Topology" to monitor your network's health status.



This will take you to the following page.



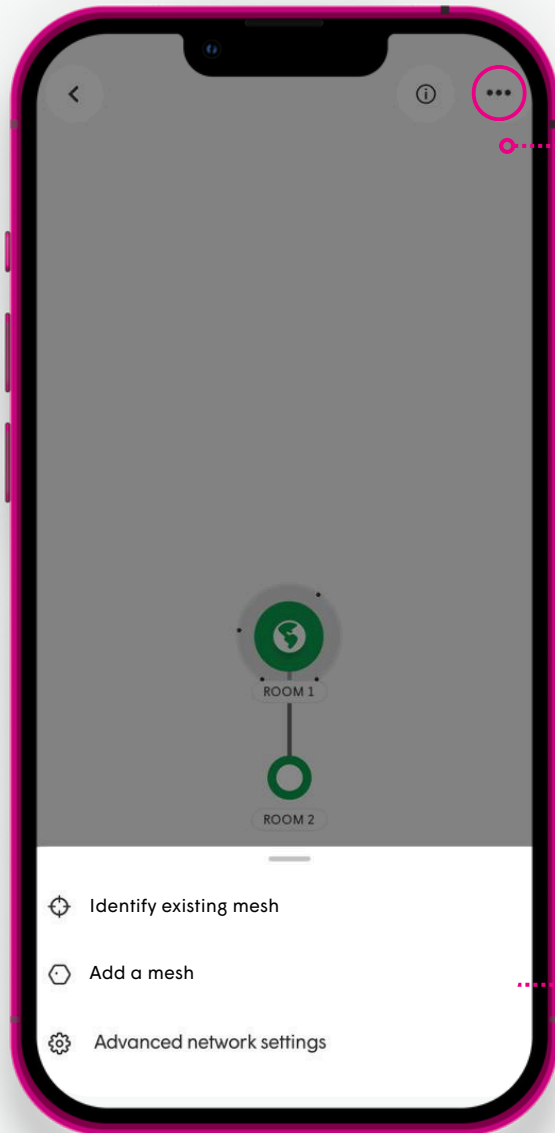
- Indicates a direct connection to the modem
- Indicates excellent signal strength
- Indicates fair signal strength
- Indicates poor signal strength
- Indicates an offline mesh
- Indicates devices connected to an mesh
- Indicates a WiFi connection
- Indicates an Ethernet connection

04 FEATURES

4.3 NETWORK

Connectivity - Topology

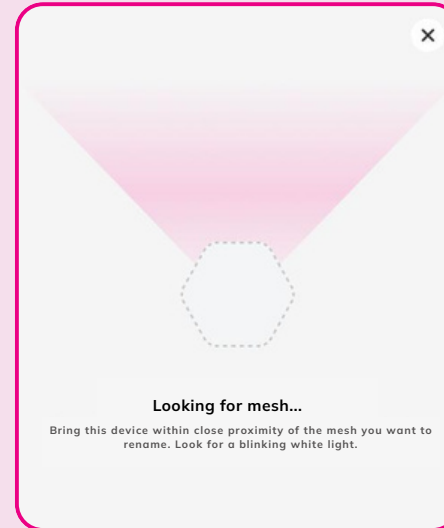
How do I monitor my network's health status?



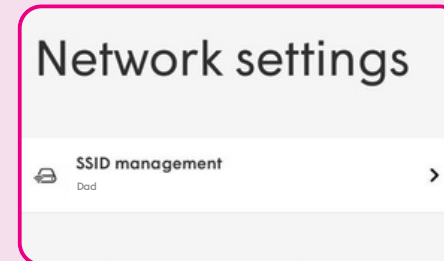
Tap to identify existing mesh, add a new mesh, and manage network settings.



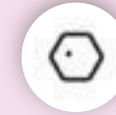
Identify existing mesh



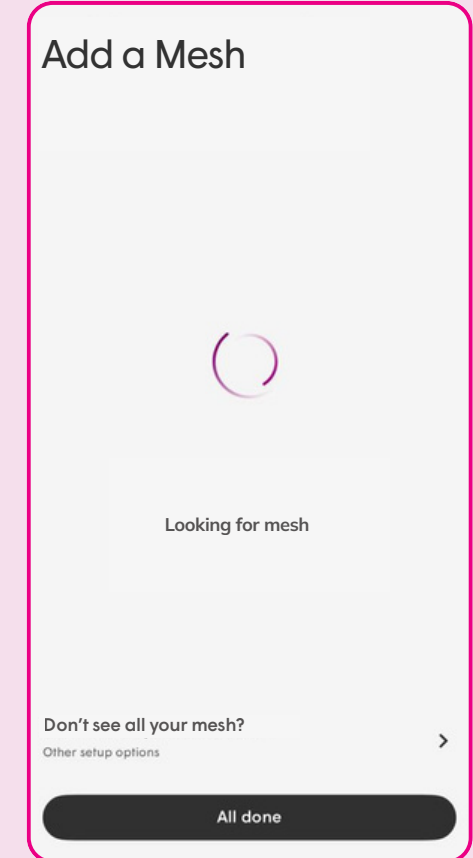
Manage network settings



(Refer to pg 40)



Add a mesh

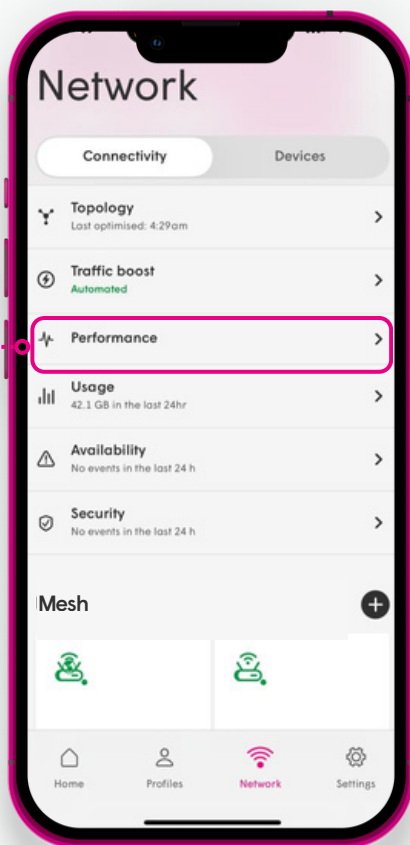


(Refer to pg 35)

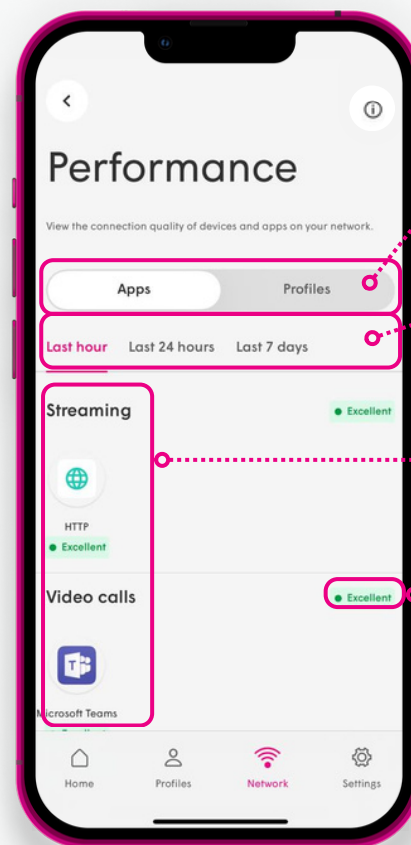
Connectivity - Performance

How do I check my network performance?

Tap "Performance" to view the connection quality of devices and apps on your network.



This will take you to the following page.



You can switch between apps and profiles to view connection quality.

Select a viewing period (Last hour, 24 hours, 7 days) to see total usage.

Display real-time performance by category (e.g., Streaming) or by profile.

"Excellent" indicates that apps are consistently performing well.

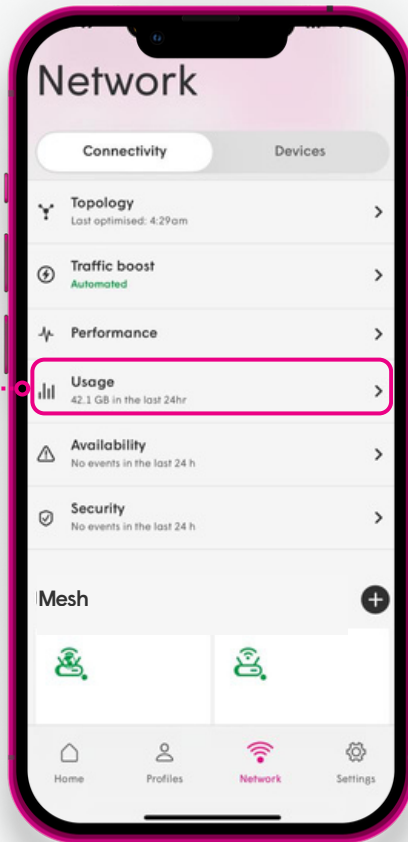
i The "Fair/Good/Excellent" status refers to your WAN connection (internet link). A "Fair" status means your connection might be weak, but it doesn't always affect your experience. If there are fewer devices connected and no heavy downloads or streaming, it may not cause issues.

What you can do if you see "Fair/Poor": Check for fibre outages in your area. Restart your router and see if the connection improves. If the issue continues and affects your experience, contact us at 03-9543 1543.

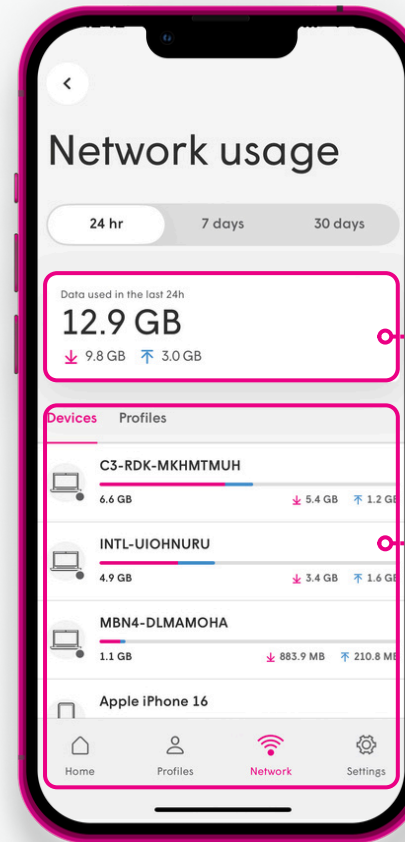
Connectivity - Usage

How do I check my Network Usage?

Tap
“Usage” to
check your
network
usage.



This will
take you
to the
following
page.



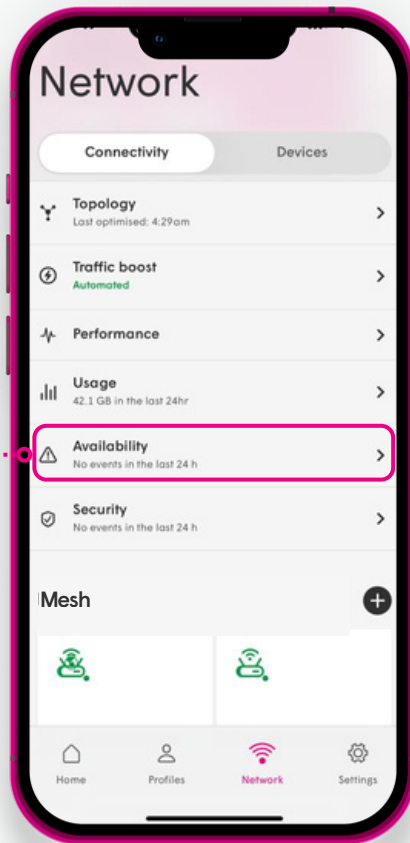
Select a viewing period (24 hours, 7 days, or 30 days) to see total usage.

You can view network usage for each specific device or profile.

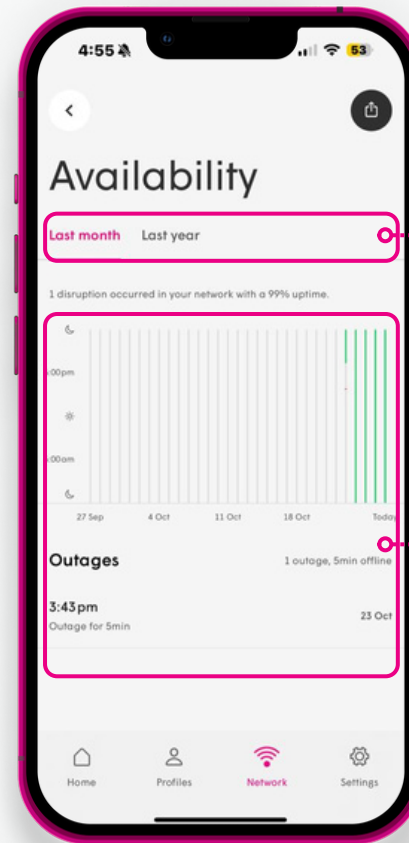
Connectivity - Availability

How do I check my Network Availability?

Tap "Availability" to check your network availability.



This will take you to the following page.



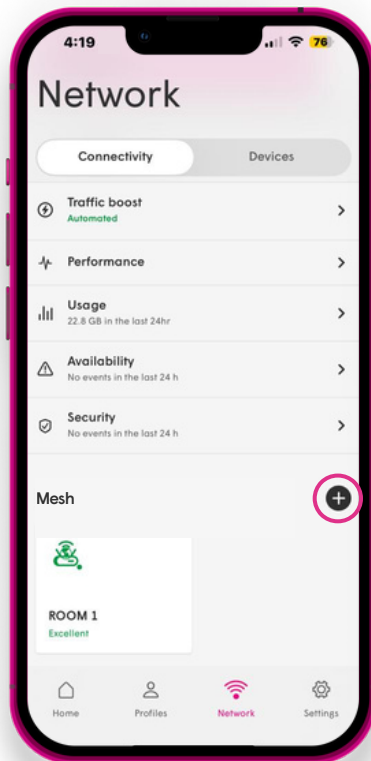
Select a viewing period (Last month or Last year) to see total usage.

You can view network availability details here.

Connectivity - Mesh

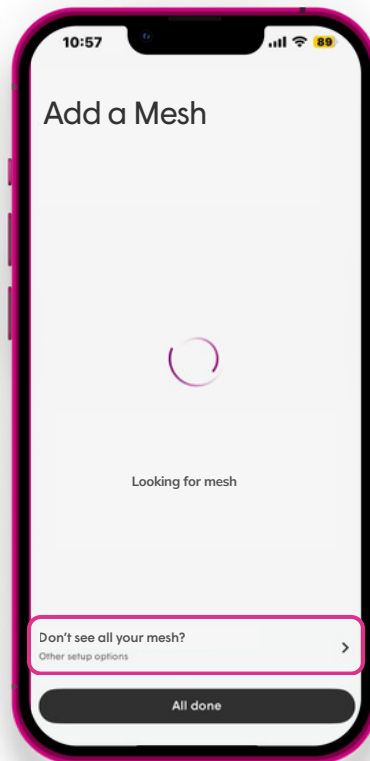
How do I connect and set up my Mesh WiFi?

Step 1



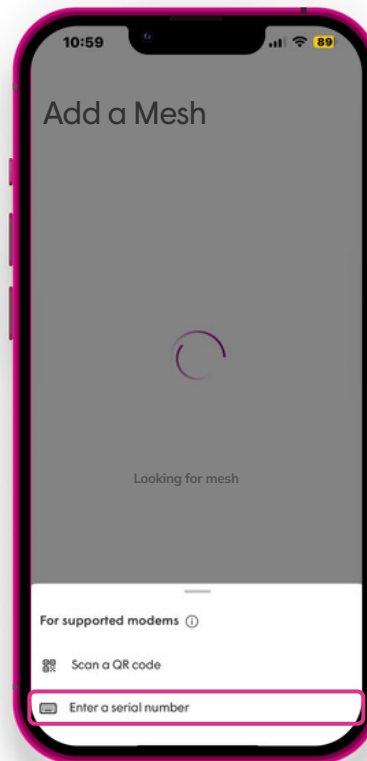
Tap “+” to connect the mesh to your router.

Step 2



On the Add a Mesh page, click “Don't see all your mesh?”

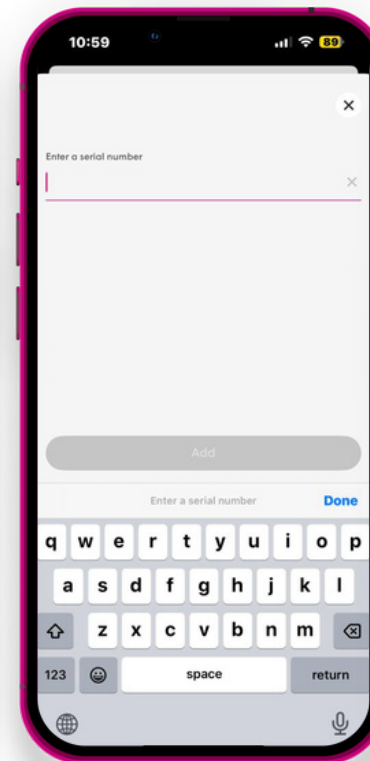
Step 3



Select “Enter a serial number”.

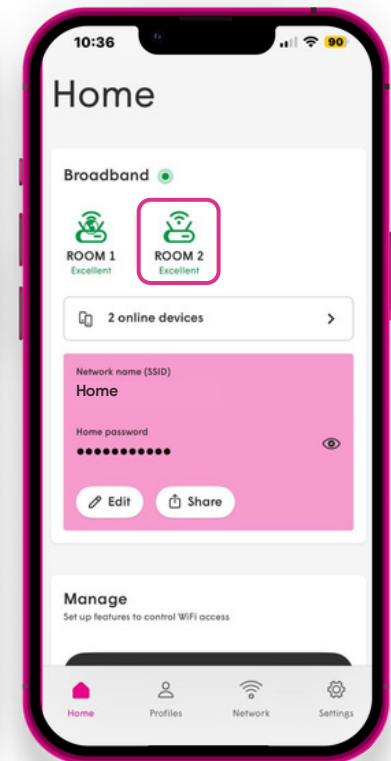
i Serial number can be found underneath the mesh.

Step 4



Enter the serial number of the mesh.

Step 5



Once successful, the mesh will appear on the Home page as Room 2.

Connectivity - Mesh

How do I monitor the status of the mesh that connected to my WiFi router?

Green icon indicates the mesh is online; yellow indicates fair; red indicates the mesh is offline.

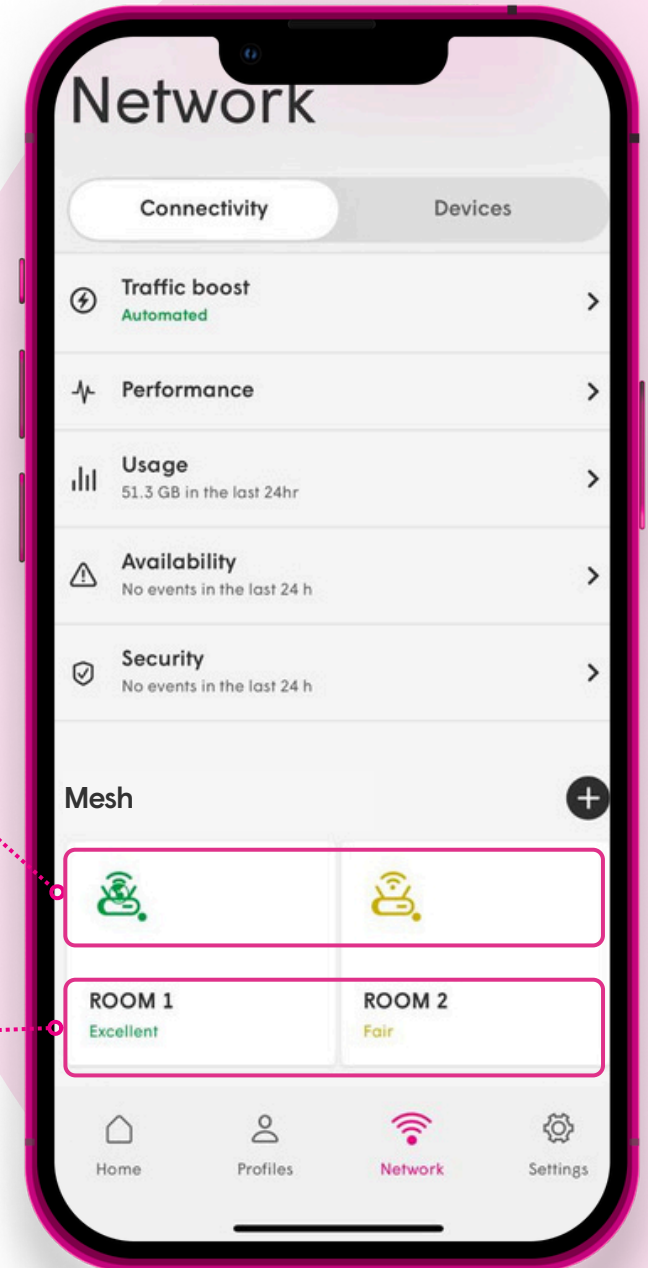
i A status other than “Excellent” usually relates to WiFi quality or node placement. Try moving your mesh node closer to the router for better performance.

What you can do if you see “Fair/Poor”:

Reposition mesh nodes closer to the router or reduce obstacles (walls, furniture) between them.

Room 1 indicates your main WiFi Router Status.

Tap the tab to rename, remove, or view more details about the mesh and connected devices, whether online or offline.



Devices Status

How do I monitor the status of devices that connected to my WiFi?

Step 1

Tap "Devices".

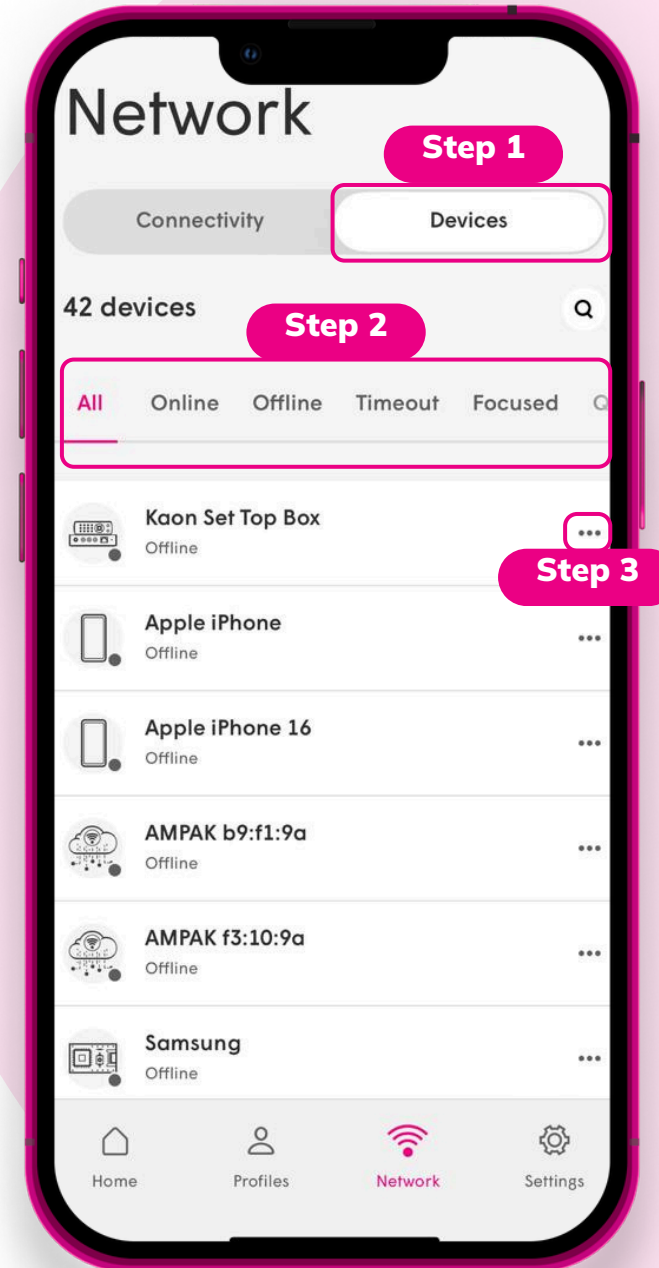
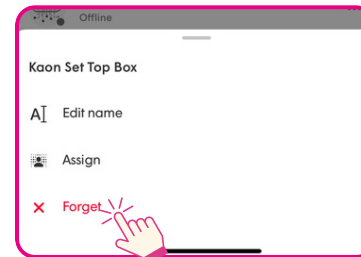
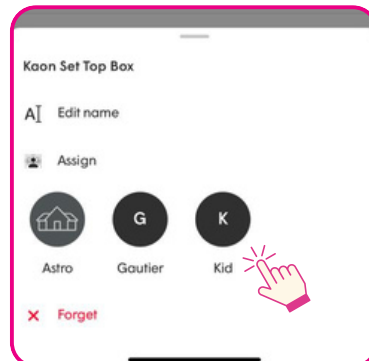
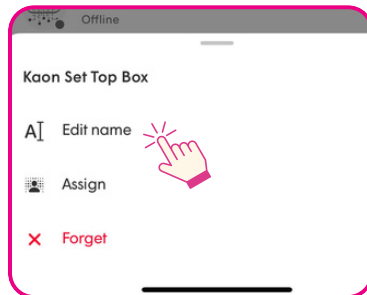
Step 2

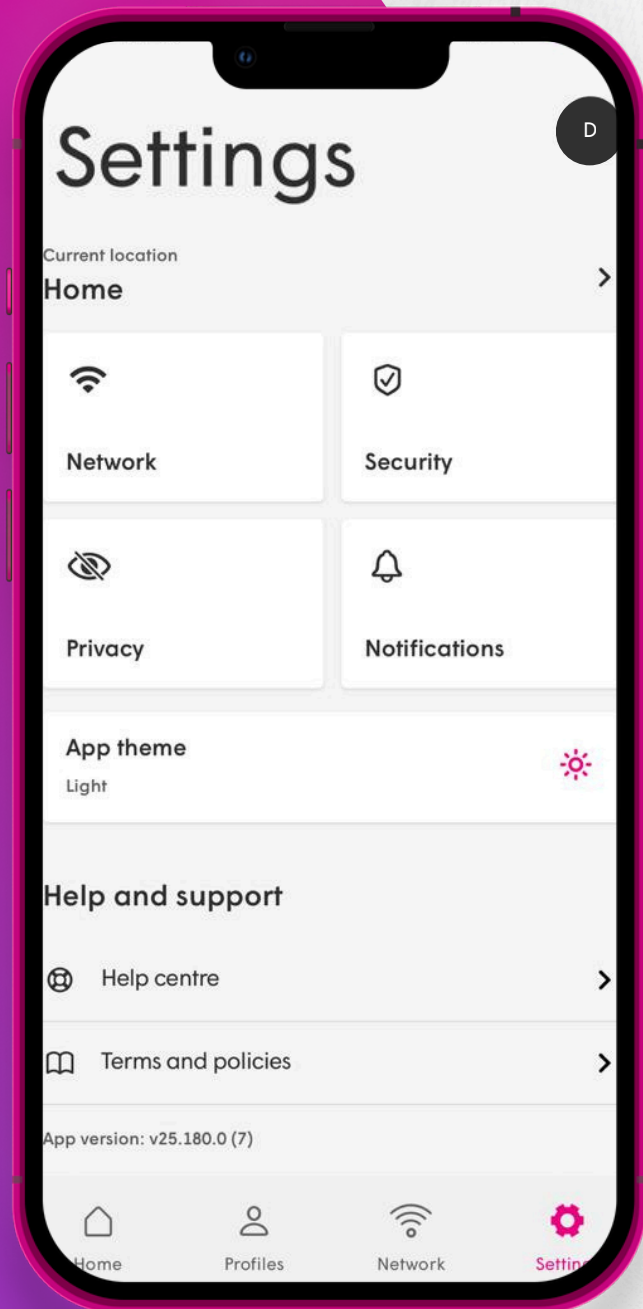
Tap to check device status under the Online, Offline, Timeout, Focused, Quarantined, and Unassigned tabs.

Step 3

Tap  to -

- 1 Edit Device name
- 2 Assign the device to the specific profiles/groups
- 3 Forget the device





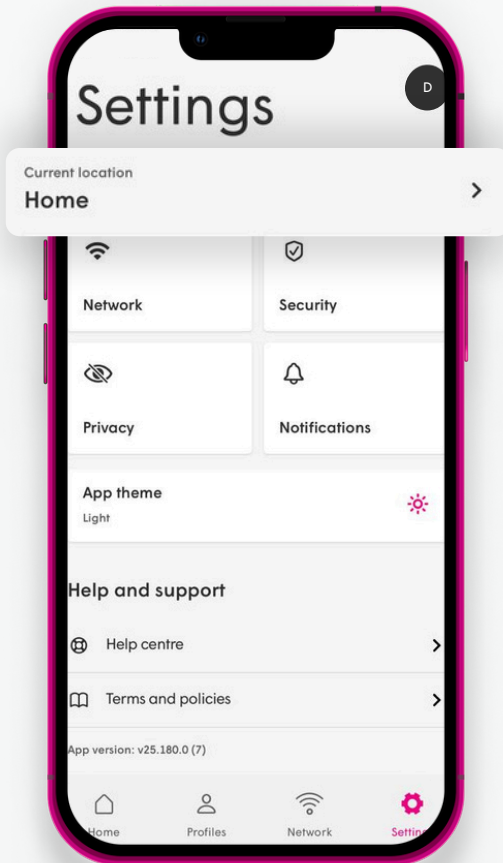
4.4 Settings


- Current Location
- Network
- Security
- Privacy
- Notifications
- App Theme
- Help & Support
- Account Information & Log Out

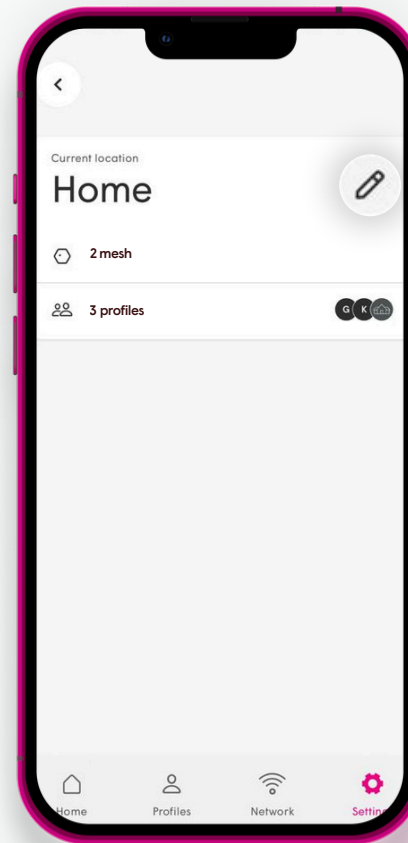
Current Location

How do I edit my WiFi router's location name?

1 Tap "Current location".



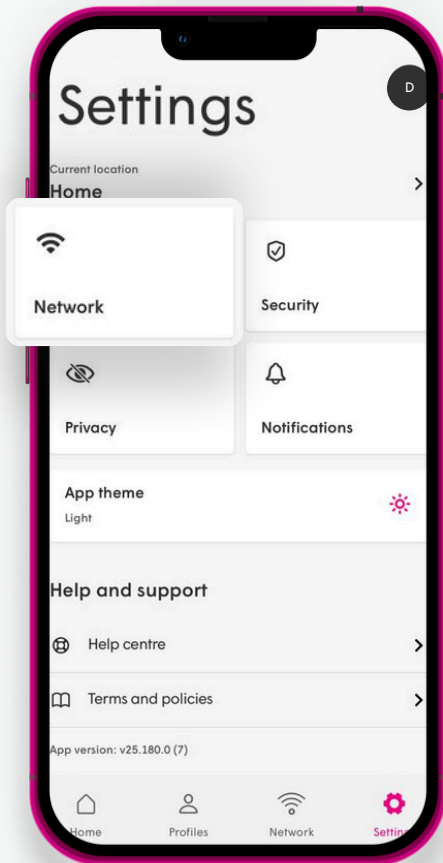
2 You will be taken to this page. Tap  to edit your WiFi router's location name.



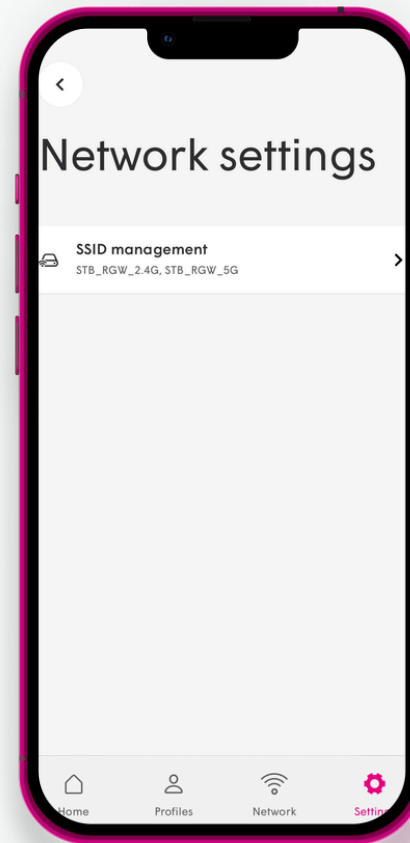
Network

How do I check my network settings?

- 1 Tap “Network” to view your network settings.



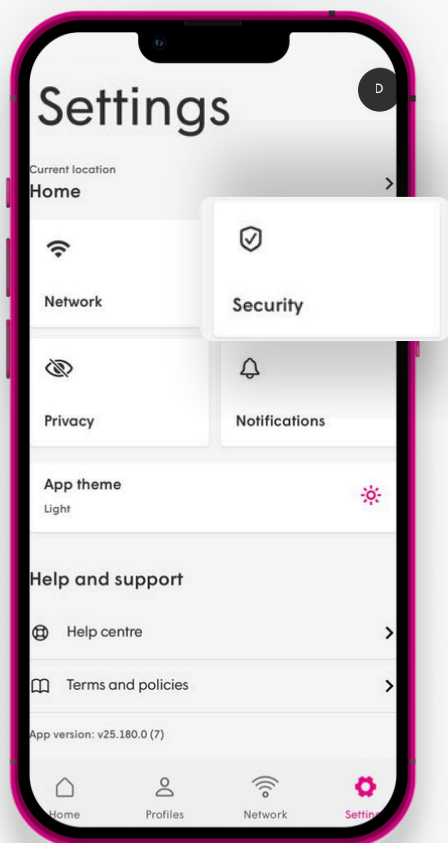
- 2 You will be taken to this page. Tap “SSID management” to edit your WiFi details.



Security

How can I customize protection features for my home network and connected devices?

- 1** Tap “Security” to manage your security settings.



- 2** You will be taken to this page.

Ad blocking

Enable this to block unwanted or intrusive ads for selected profiles.

Online defence

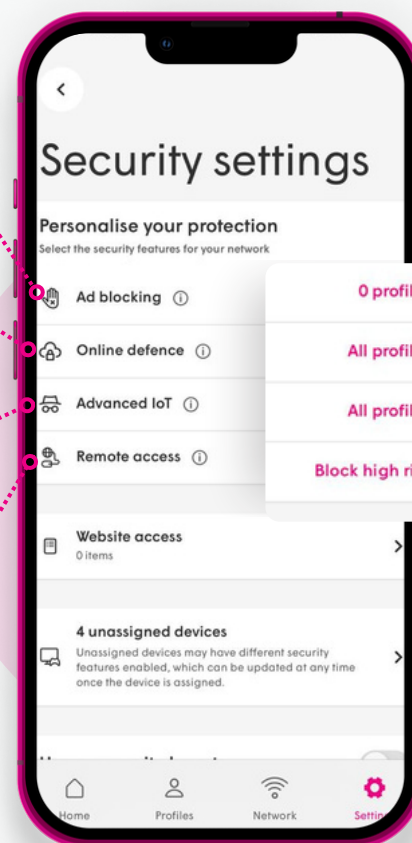
Enable protection against malware, phishing, and malicious websites.

Advanced IoT

Protect smart home devices from suspicious connections.

Remote access

Manage how and when external devices can connect to your network.



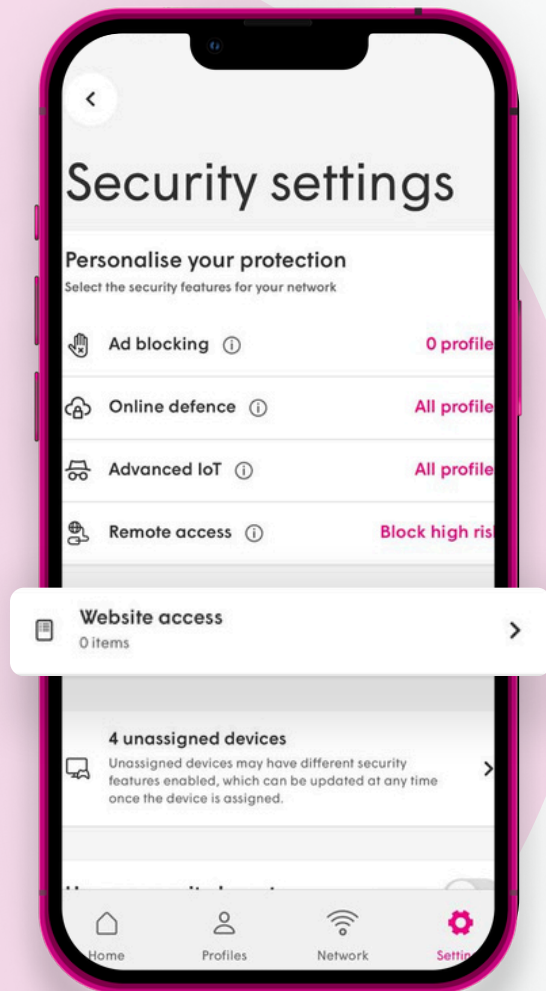
0 profile means the feature is currently inactive for all profiles.

All profiles indicates the feature is enabled for everyone on your network.

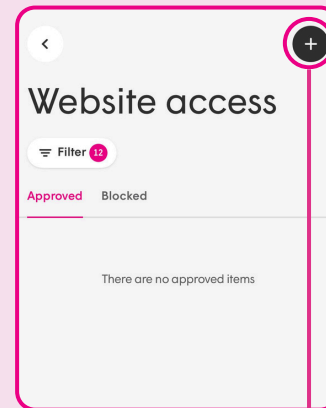
Block high risk indicates the feature is enabled for everyone on your network.

Security

How can I manage website access for all or selected profiles?



- 1 Tap “Website Access”.
- 2 You will be taken to this page.

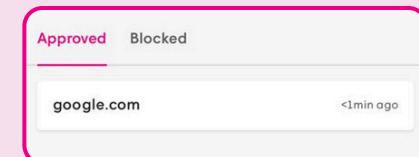


- 3 Tap “+” to enter the website URL you want to approve or block for all or selected profiles.

- 4 Enter the website URL, IPv4 address, or IPv6 address, then tap “Approve” or “Block.”



- 5 You will see the approved or blocked websites on this screen. You're all set!



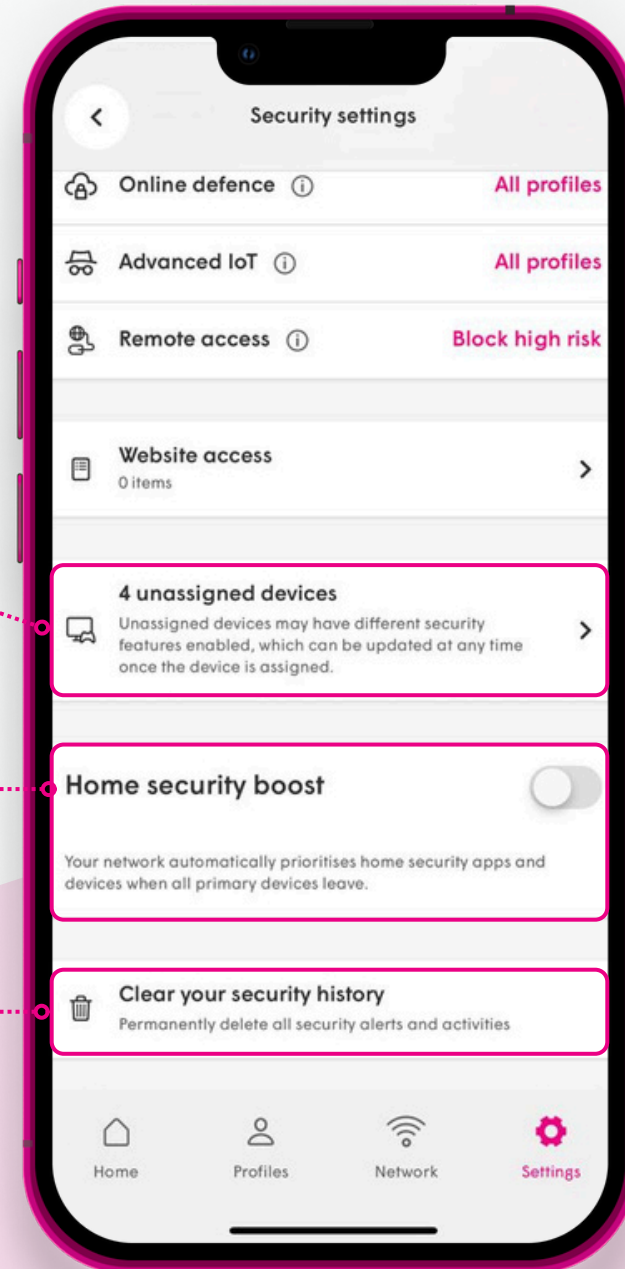
Security

How can I enable Home Security Boost and clear my security history?

You will see unassigned devices under this tab.

Enable this to prioritize home security apps and smart home devices when all primary devices for each profile are away from home.

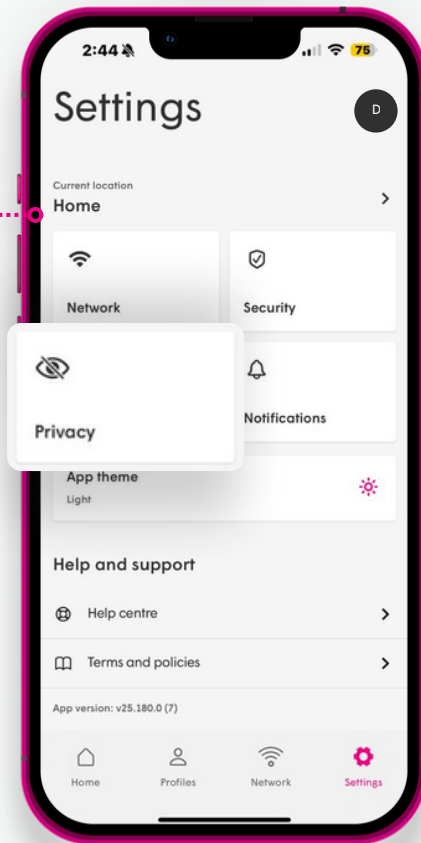
Tap this to permanently delete all security alerts and activities.



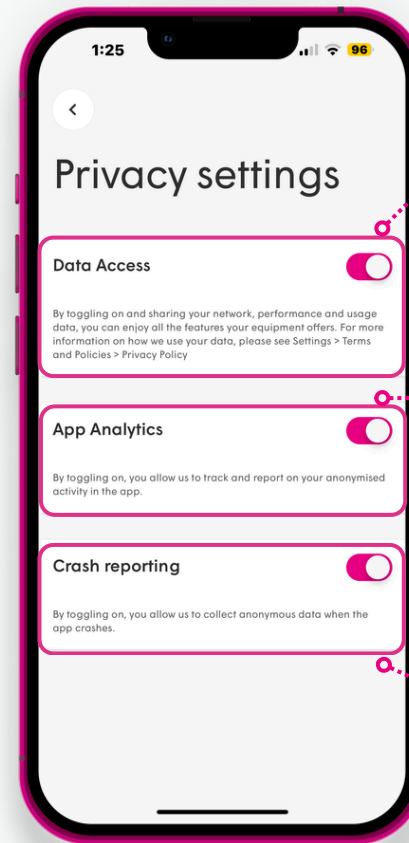
Privacy

How do I turn on Privacy Settings?

Tap "Privacy" to manage your privacy preferences.



This will take you to the following page.



Data Access

When enabled, the app will collect network, performance, and usage data.

For full details, refer to **Settings > Terms and Policies > Privacy Policy**

App Analytics

This feature tracks your anonymised activity within the app.

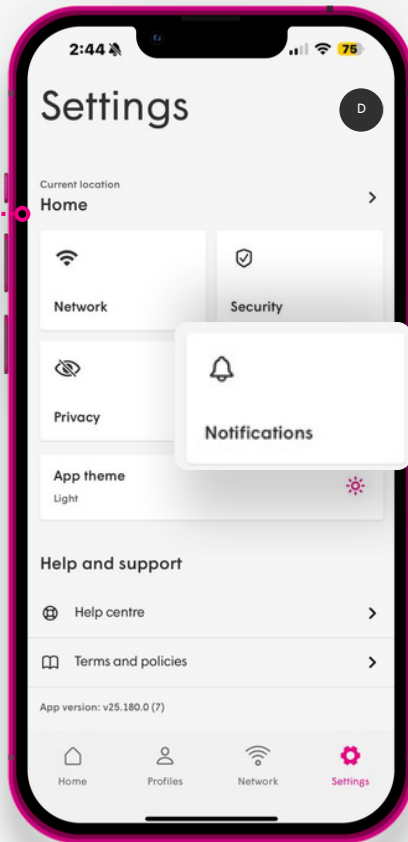
Crash reporting

If the app crashes, enabling this feature allows us to collect anonymous data.

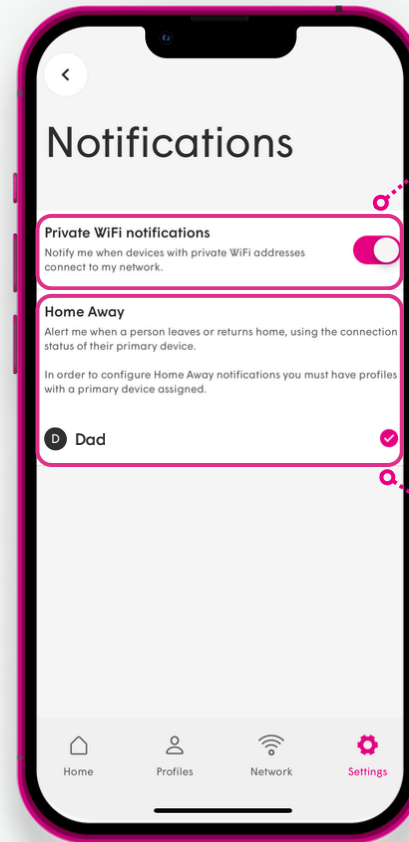
Notifications

How do I manage Notification Settings?

Tap "Notifications" to customize your notification preferences



This will take you to the following page.



Private WiFi Notifications

Enable this to alert you when devices using private WiFi addresses are connected to your network.

Home Away

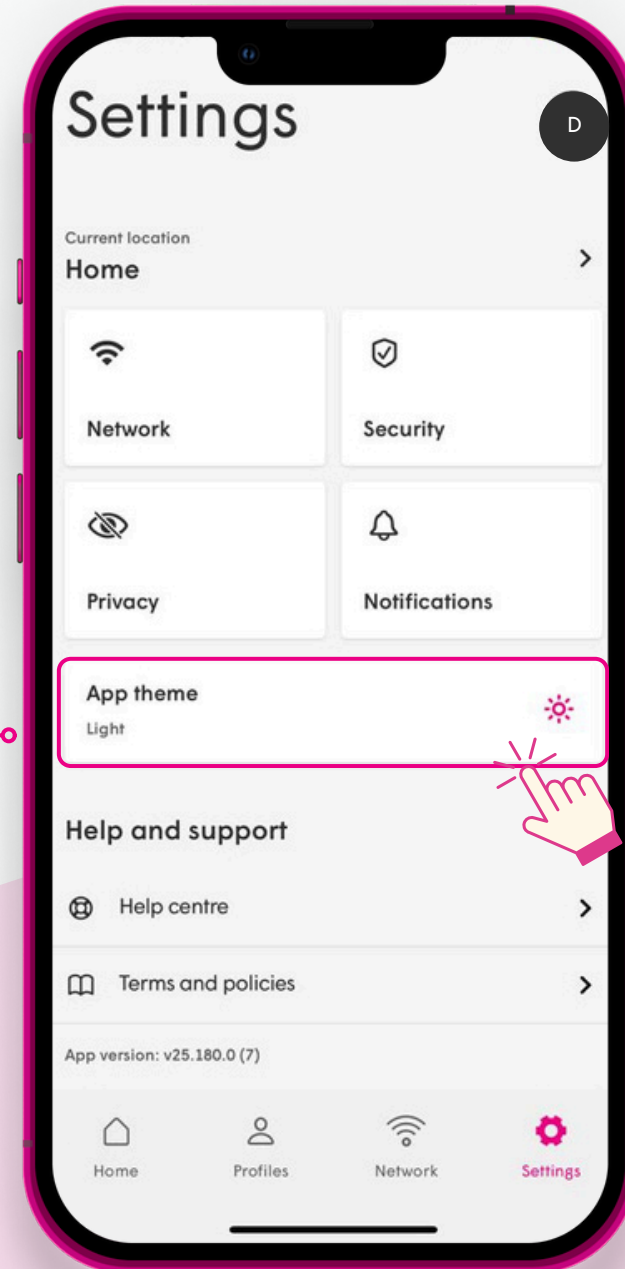
Send notifications when someone leaves or returns home, based on the connection status of their primary device.

To use this feature, make sure profiles are set up with a primary device assigned.

App Theme

How do I switch my App theme?

Tap “App Theme” to switch between the light and dark themes of the app.

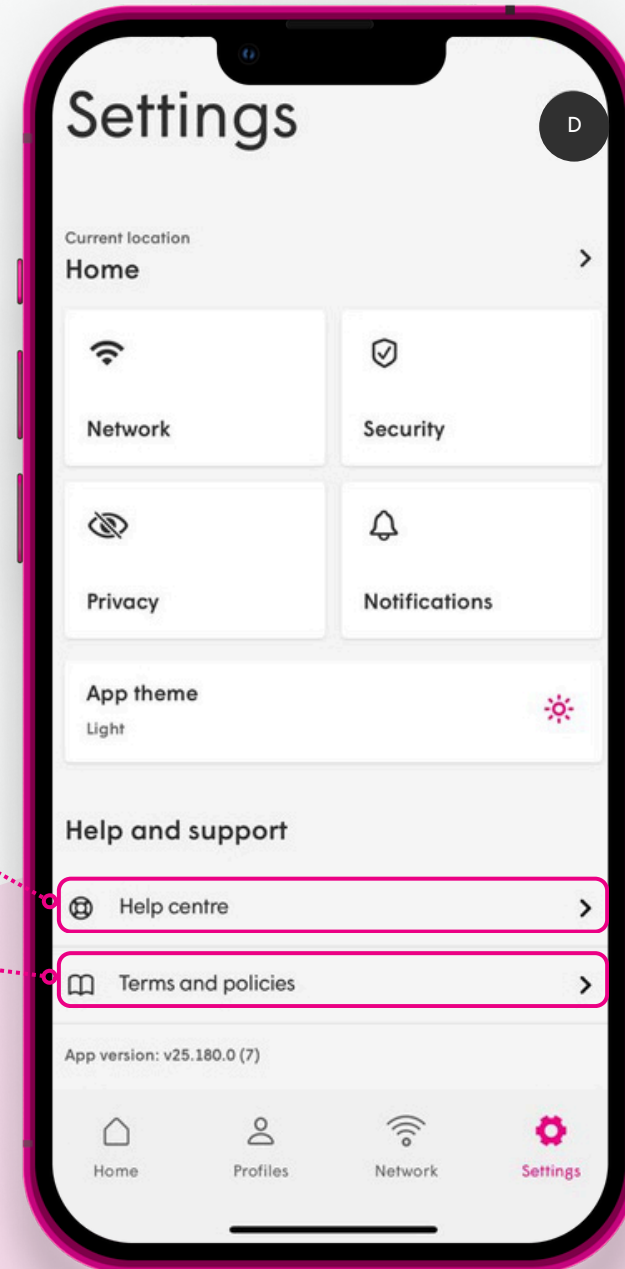


Help & Support

Where do I find the Help Centre & Terms and Policies?

Tap “Help Centre” to browse FAQs, troubleshooting guides, and access to Astro customer service.

Tap “Terms and Policies” to view the rules, privacy practices, and legal guidelines that govern the use of the Astro Fibre app.



Account Information

How do I get help on managing my account?

Step 1

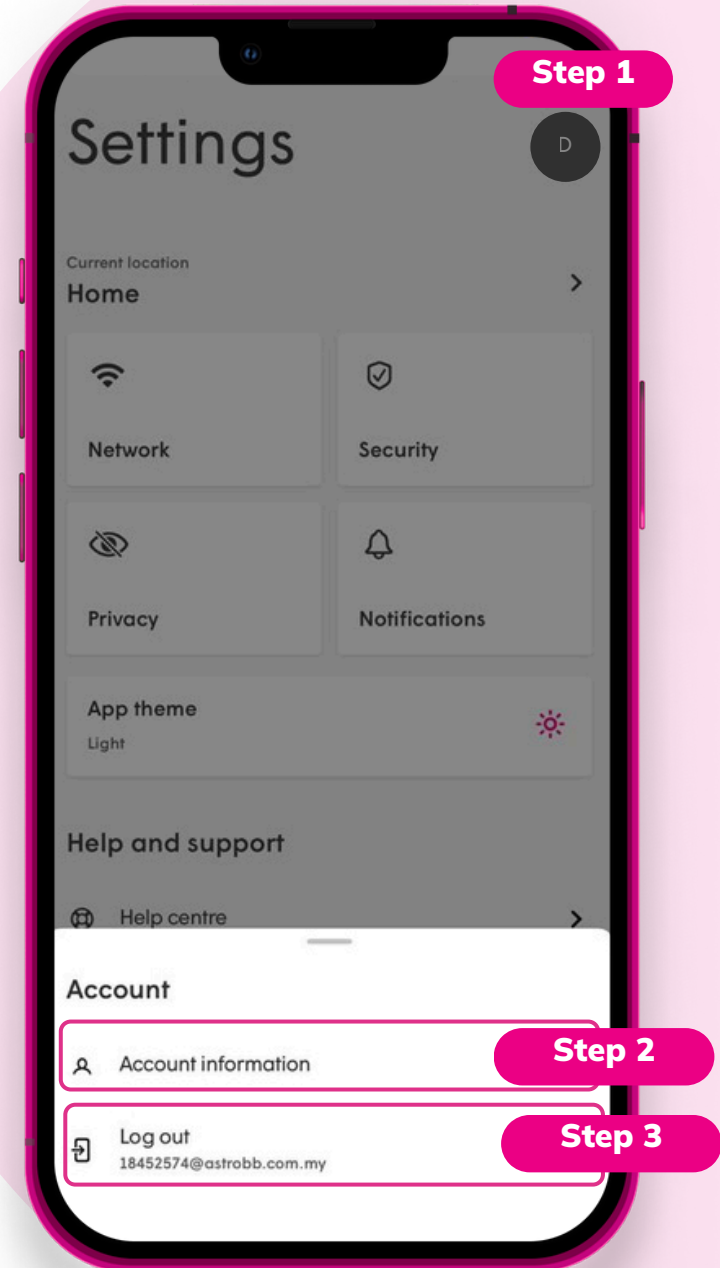
Tap .

Step 2

Tap “Account information” to get help on managing your account.

Step 3

Tap to “Log out”.



THANK YOU

For more information, please visit us at
<https://product.astro.com.my/astro-fibre/app>