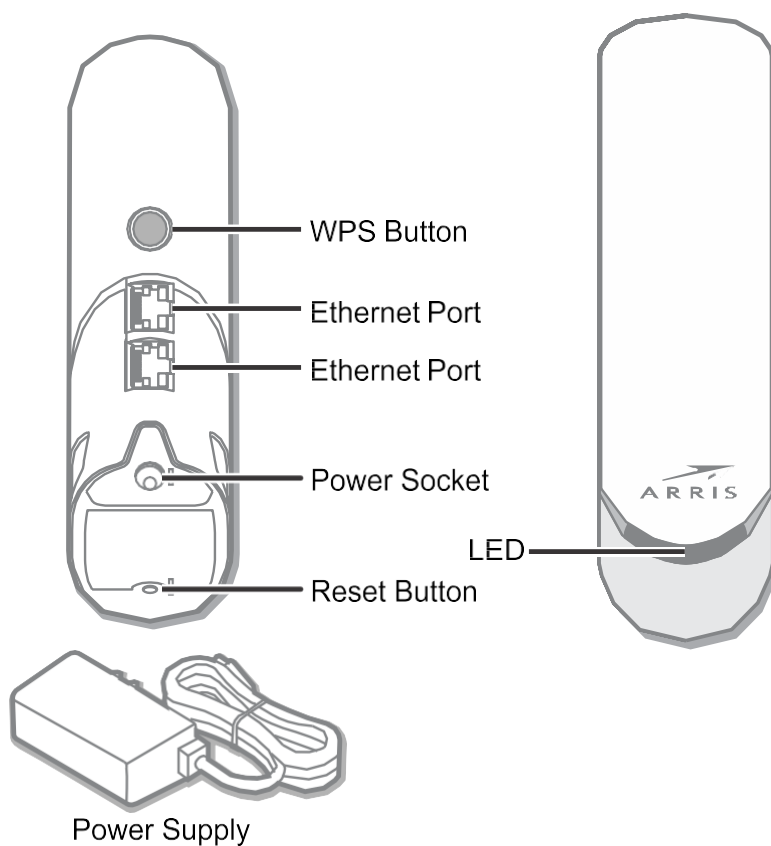


X5

EU Mesh Extender Quick Start Guide

P/N 616824-001-A

Parts of the X5 Mesh Extender



How to read your X5 Mesh Extender LED



Note: The LED will automatically turn off after 10 minutes. To check the LED status, turn it back on by tapping the WPS button located on the back of the unit.

State		LED Color
Power	Starting up	fast blinking green
	Up; not connected to network	slow blinking green
Wired (Ethernet connection to network)	Fast network speed	solid green
	Limited network speed	solid yellow
	Slow network speed	solid red
Wireless (wireless connection to network)	Extender at good position	solid green
	Extender far from router/gateway	solid yellow
	Extender too far from router/gateway	solid red
WPS	WPS process ongoing	blinking yellow
	WPS pairing unsuccessful	fast blinking red; 10 seconds
	WPS pairing successful	fast blinking green; 10 seconds

Installation types

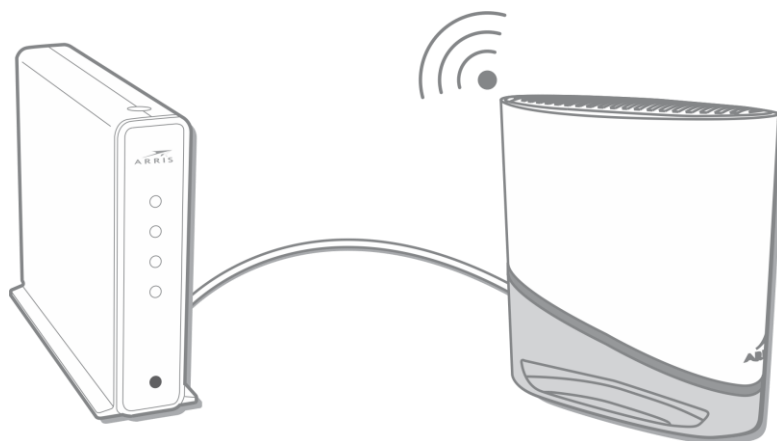
If your service provide has not informed you that your ARRIS gateway is HomeAssure Enabled, use the [Connect your X5 Mesh Extender wired](#) (page 4) installation instructions.

If your service provider informed you that your ARRIS gateway is HomeAssure Enabled, use the [Connect your X5 Mesh Extender wirelessly](#) (page 5) installation instructions.

Connect your X5 Mesh Extender wired

Use this procedure if your service provider has not informed you that your ARRIS gateway is HomeAssure Enabled.

1. Connect your first X5 to your current gateway with an Ethernet cable using either Ethernet port .
2. Connect the X5 to power using the power supply (provided).



The LED will blink fast, then blink slow, then turn to solid green. This will take a couple of minutes.

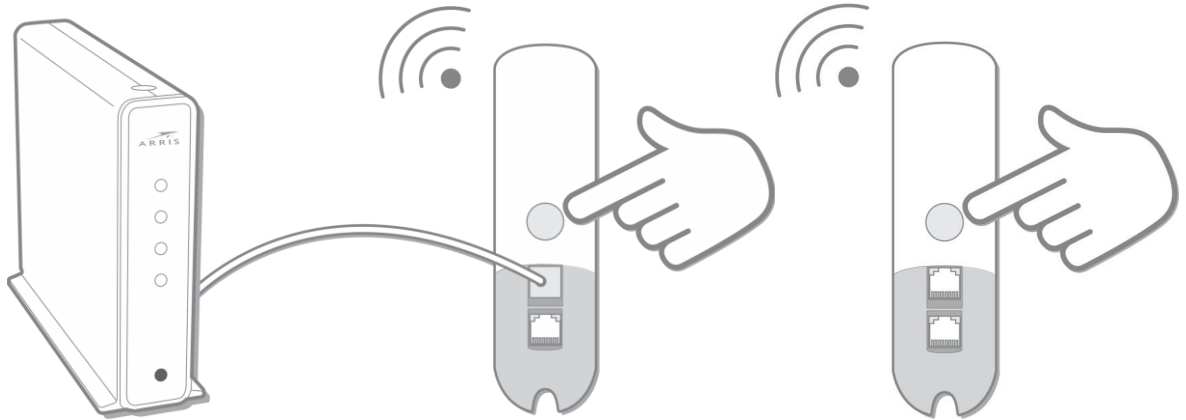
3. Scan the QR code (or enter <https://play.google.com/store/apps/details?id=com.arris.WiFiHome> for Android or <https://apps.apple.com/us/app/id1506183147> for iOS in a browser) to download the ARRIS Wi-Fi Home mobile app and follow the on-screen instructions, or continue to Step 4.



4. Now, you are ready to add an additional X5 to the network. Locate your second X5 approximately 5-15m from your gateway; if you have line-of-sight, they can be further apart, but move closer if there are thick walls between.
5. Pair the units: Push the WPS button on the first X5, then push the WPS button on the second X5.



Note: When adding additional X5 units, always push the button on the first X5 and then push the WPS button on the X5 you are adding.



The second X5 will be automatically configured with the same Wi-Fi settings as the first X5; this will take a few moments. The LED on the second X5 flashes green quickly when the two units pair successfully.

When configuration is complete, the LED on the second X5 will change color to indicate the quality of the link between the first and the second X5. See [How to read your X5 Mesh Extender LED](#) (page 3) in this guide to understand the state the LED color indicates.

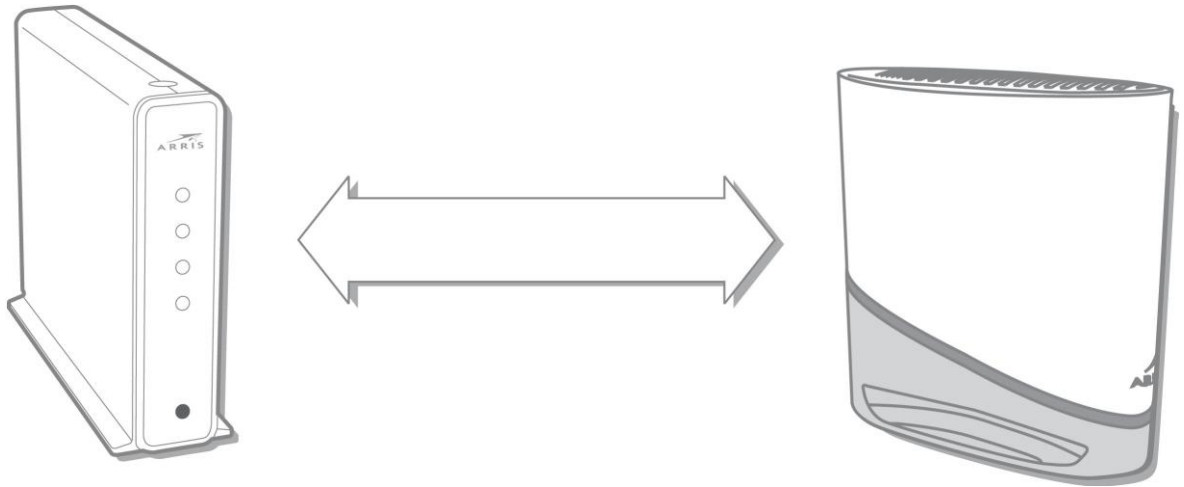
Connect your X5 Mesh Extender wirelessly

Use this procedure if your service provider has informed you that your ARRIS gateway is HomeAssure Enabled.

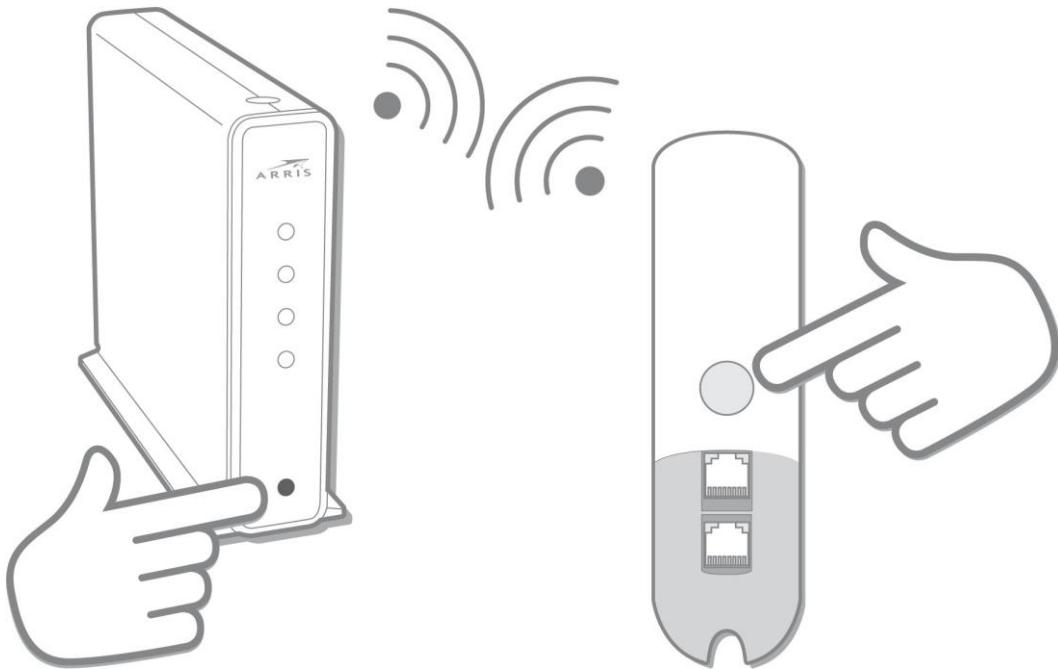
1. Scan the QR code (or enter <https://play.google.com/store/apps/details?id=com.arris.WiFiHome> for Android or <https://apps.apple.com/us/app/id1506183147> for iOS in a browser) to download the ARRIS Wi-Fi Home mobile app and follow the on-screen instructions, or continue to Step 2.



2. Locate your first X5 approximately 5-15m from your gateway; if you have line-of-sight they can be further apart, but move closer if there are thick walls between.



3. Connect the X5 to power using the provided power supply.
4. Pair the gateway and the X5: Push the WPS button on the gateway, then push the WPS button on the X5.

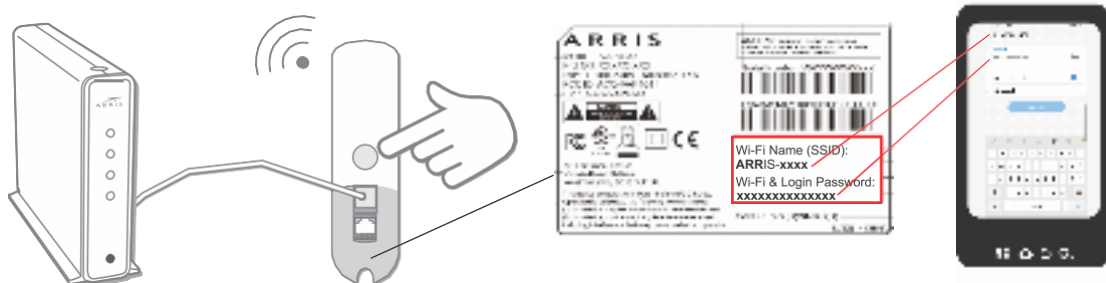


The LED on the X5 flashes green quickly when it has paired successfully with the gateway.

5. Next, the LED will change color to indicate the quality of the link between the gateway and the X5. See [How to read your X5 Mesh Extender LED](#) (page 3) in this guide to understand the state the LED color indicates.
6. To add additional X5 units, repeat steps 2-4. Additional X5 units are configured with the same Wi-Fi settings as the first X5.

Connect client devices (optional)

- You can connect your devices to your network in two ways:
 - Use the Wi-Fi credentials used for your HomeAssure enabled-gateway or the Wi-Fi credentials printed on the first Mesh Extender connected to your gateway.



- Use the WPS button on the front of the Mesh Extender and the WPS Push-button configuration (PBC) functionality on your device.



Regulatory information

Please read and adhere to the regulatory and safety information provided in this document.

Caution

Environment:

- The Wireless Extender needs air flow to keep cool. Do not block or cover the ventilation holes of the Wireless Extender. Leave a gap of at least 10cm above and around the Wireless Extender to allow for adequate ventilation.
- Do not operate your Wireless Extender in an unventilated cabinet or on top of another unit that emits heat, such as a TV or media player.
- Do not store the Wireless Extender in hot, damp, dusty, or unusually cold locations.
- The Wireless Extender is intended for indoor use and installation only.

Handling:

- Do not put anything on or over your Wireless Extender which might drip or spill on it.
- Never place an open flame, such as from a lit candle, near the Wireless Extender's ventilation holes.

Storage:

- Store your Wireless Extender in a cool, dry place. Before installation and use, let the wireless extender reach room temperature.

Restrictions on use of wireless devices

In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. For example, using wireless equipment in any environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the applicable policy for the use of wireless equipment in a specific organization or environment, you are encouraged to ask for authorization to use the device prior to turning on the equipment.

The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. Correction of interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.

The manufacturer and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from failing to comply with these guidelines.

EU RED Directive statement

Hereby, ARRIS declares that the x5042 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following Internet address: <http://arris.com/consumers/eudoc>.

This product is dependent on wireless for primary operation.

To disable wireless either turn the power switch to off or disconnect the product from power.

Manufacturer Address: ARRIS Global Limited, Victoria Road, Saltaire, West Yorkshire, BD18 3LF United Kingdom

The following table shows the RF Output Power for CPE wireless devices:

Frequency Band (GHz)	Maximum RF Power (dBm)
2.41 to 2.48	20
5.15 to 5.35*	30
5.47 to 5.725	30
*5150 ~ 5350 MHz is limited to indoor use only in these countries: BE, BG, CK, DK, DE, EE, IE, EL, ES, FR, HR, IT, CY, LV, LT, LU, HU, MT, NL, AT, PL, PT, RO, SI, SK, FI, SE, and UK.	

Open Source software and licenses

For instructions on how to obtain a copy of any source code being made publicly available by ARRIS related to software used in this ARRIS product you may send your request in writing to: ARRIS, Software Pedigree Operations, 2450 Walsh Avenue, Santa Clara, CA 95051, USA. The ARRIS website opensource.arris.com also contains information regarding use of open source. ARRIS has created opensource.arrisi.com to serve as a portal for interaction with the software community-at-large.

Caring for the environment



CARING FOR THE ENVIRONMENT BY RECYCLING

When you see this symbol on an ARRIS product, do not dispose of the product with residential or commercial waste. Recycling your ARRIS Equipment

Please do not dispose of this product with your residential or commercial waste. Some countries or regions, such as the European Union, have set up systems to collect and recycle electrical and electronic waste items. Contact your local authorities for information about practices established for your region. If collection is not available, contact ARRIS customer support for information.

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Contacts

Technical services

For technical support, you can contact us by phone, email, or on the web.

By telephone

The Technical Support Center may be reached at: 1-888-944-HELP (4357). Additional support numbers are located at: [Phone Support](#).

On the web

Please visit <https://www.commscope.com/supportcenter/> and look for ARRIS support. The ARRIS Membership site gives you the ability to request access to numerous service and support tools once you are registered on that site.

One specific tool is Ask ARRIS, which is the Technical Support web portal. You will need to register for this tool using your support contract ID and email address. Ask ARRIS is located at: <https://ask.arris.com>.

There you will be able to access:

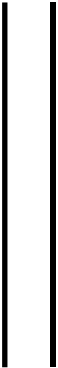
- Support Contact Information for all products
- Knowledge Base Information (also known as Solutions)
- User Documentation
- Current open support cases
- Ability to create a new support case (for technical support or repair and return)
- Training Webcast

By email

The Technical Support Center may also be reached by email. Email addresses for ARRIS products are located at: [Email Support](#).

Technical training

For more information about our Global Knowledge Services Department and the programs we offer, email us at: techtraining@commscope.com.



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