

MX HOMEPRO

INSTALLATION GUIDE



MX HOMEPRO INSTALLATION GUIDE

MXHomePro™

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Overview: URC MX HomePro System

Outlined in this section are details about the MX HomePro remote and hub (MXHP-H500) as well as how the MX-HomePro system controls the home.

The information in this document guides you through configuring the MX-HomePro remote, app, and hub on the local area network as well as preparing for programming using the MX-HomePro Editor online portal.

Your Home:

Up to **eight (8) separate rooms** of the home can be controlled with the MX HomePro system. This includes one (1) remote, mobile application, and a hub in each room.

If you need more infrared (IR) ports in any room, you may add up to **three (3) hubs in a single room** (24 hubs max in a system).

If Z-Wave control is integrated into the system, all of the remotes in the home have access to controlling Z-Wave Lights, Locks, Thermostats, Scenes, and House Modes.

The Home Network:

The URC MX-HomePro System is designed to be used on the same network as your laptops, tablets and other home devices. The MX-HomePro system is not recommended for use with specialty routers such as the routers distributed by home security providers, or connected home providers.



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Parts & Pieces:

The various components of MX-HomePro work together to provide the best resources to control a home.

The purchase of the hub (MXHP-H500) provides free access to the MX-HomePro mobile app. This application offers complete control of the audio/video products in the system and offers an in-app launcher that provides seamless operation to control compatible 3rd party systems.

The MXHP-H500 (Hub):

This wireless (Wi-Fi) or wired Ethernet hub (base station) receives commands, over the network, from the remote or mobile app to control your audio/video system.

The hub emits infrared (IR) from its rear emitter ports or can send IR commands via its front blaster output (equipment is required to be in line of sight).



MX HomePro Mobile App:

This application provides the same functionality as the remote (MXHP-R500) when controlling audio/video equipment.

For mobile devices, visit the applicable app store to download the Entertain app to get started.



The MXHP-R700 Remote Control (Sold Separately):

This optional Wi-Fi remote has the ability to control virtually any audio/video device in the home as well as providing true, real-time feedback from a variety of compatible "smart-home" devices. This device is not a traditional infrared emitting remote and uses the home network to communicate with the hub.

The MXHP-R700 remote control is equipped with a fully backlit keypad and a charging cradle.

**The MXHP-R500 Remote Control (Sold Separately):**

This optional Wi-Fi remote has the ability to control virtually any audio/video device in the home as well as providing true, real-time feedback from a variety of compatible "smart-home" devices. This device is not a traditional infrared emitting remote and uses the home network to communicate with the hub.



Sample System:

This page displays a “roadmap” of a basic MX HomePro system:



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Getting Started with the Hub & App:

The MX-HomePro system provides the option to control the home without the use of an MX HomePro remote. You can use the mobile app with the hub for complete control of the audio/video equipment.

Follow the information in this section **only** if using the MX-HomePro mobile app for the setup and control of the rooms in the home.

Setting Up Your System with the MX HomePro Mobile App:

The mobile app is setup to guide you through the process of installing the hub on the network and preparing the MX-HomePro system for programming.

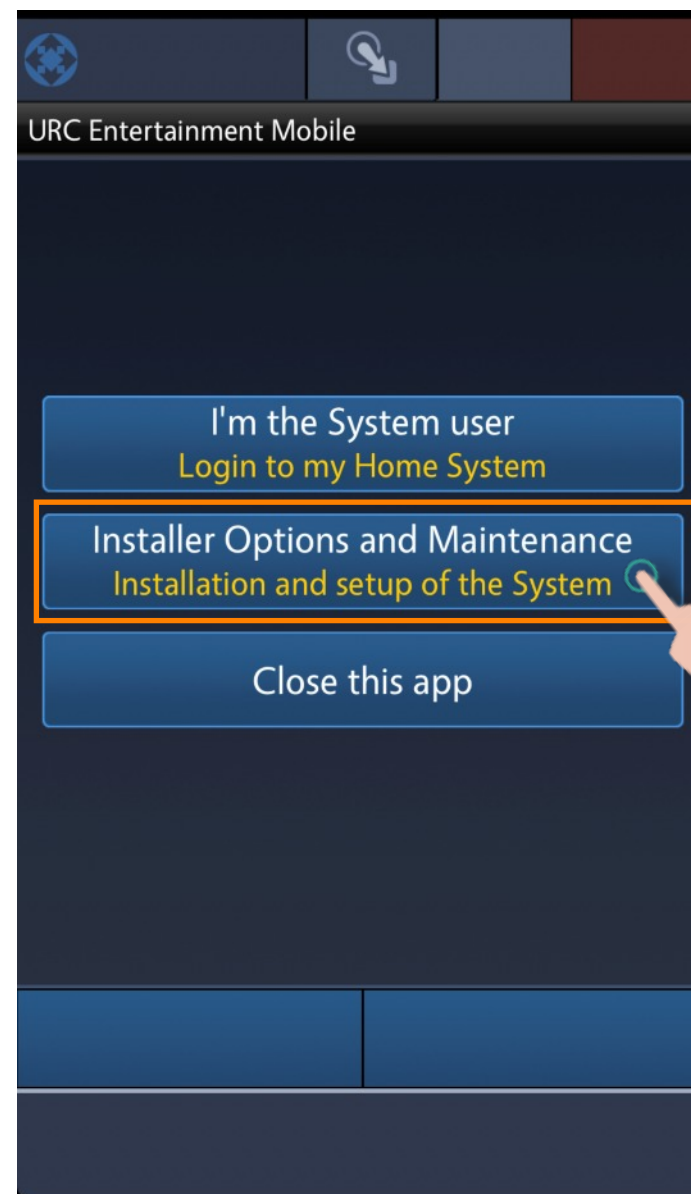
1. Connect the hub to your home router with an Ethernet cable and connect the supplied power adapter.

Wait for the boot-up sequence, after the hub(s) has booted up the **Power LED is blue**, the **Status LED is red**, and the **Wi-Fi LED is off**.

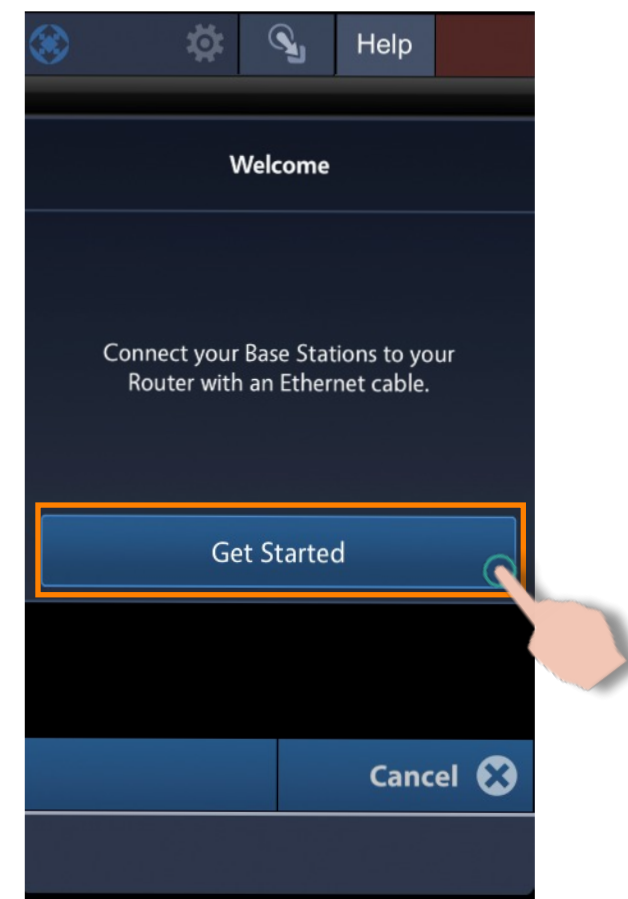
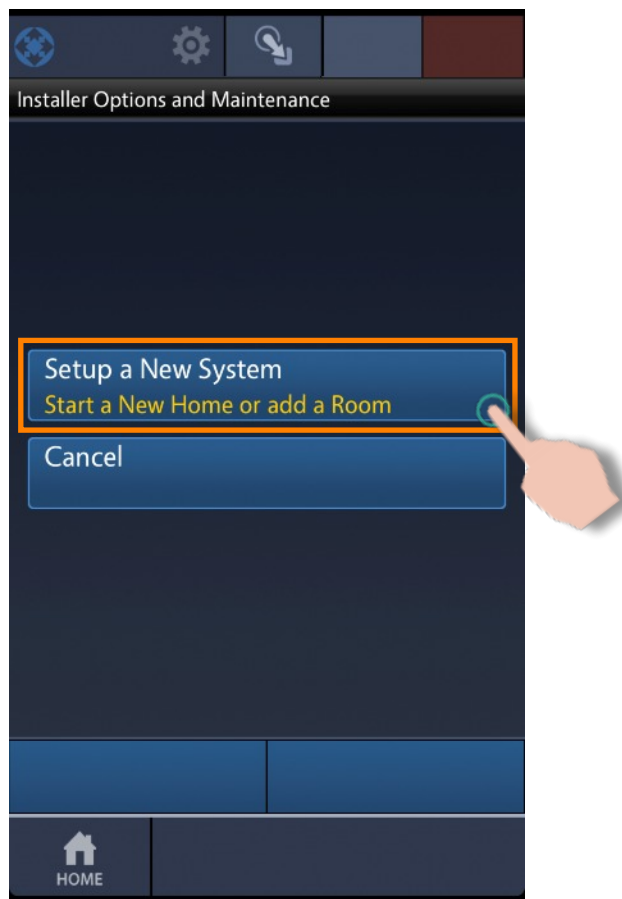
2. Open the MX HomePro mobile app on your smart phone or tablet and select **Installer Options and Maintenance**.

The mobile device can be connected to a 5.0 GHz access point as long as that access point is connected to the same 2.4 GHz network the hub is connected to.

Assure the mobile device/tablet is connected to a Wi-Fi **a/b/g/n** (2.4 GHz).



3. Select **Setup a New System**.
4. Select **Get Started**.

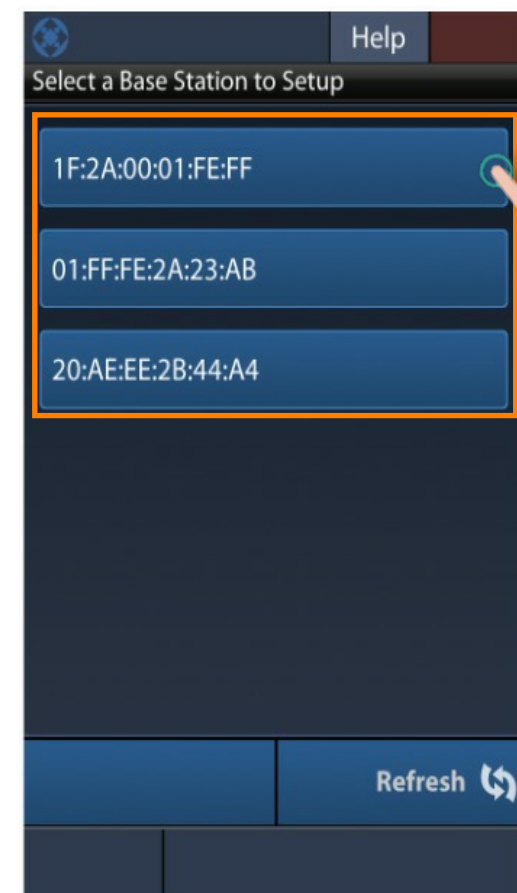
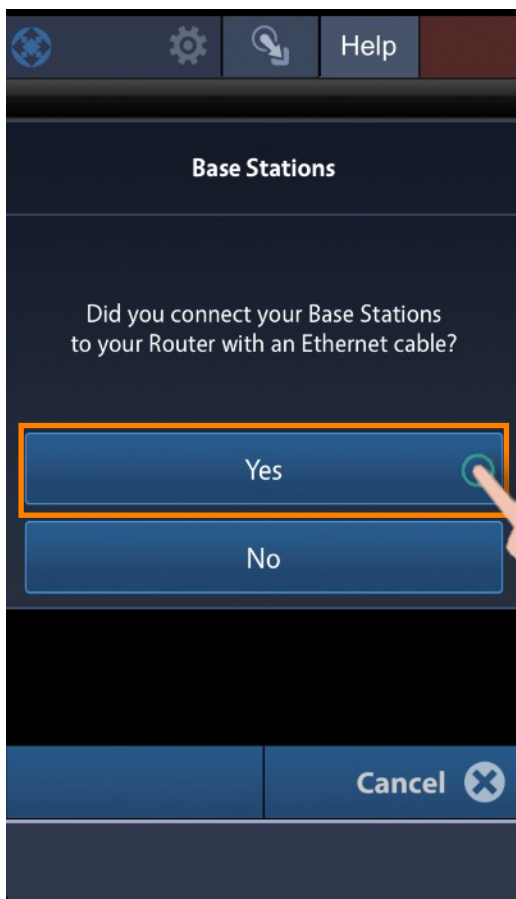


5. Assure that the hub (base station) is connected to the router with an Ethernet cable and select **Yes**.
6. The MX HomePro mobile app scans the network for an available hub. When the app completes its search a list of discovered hubs is populated.

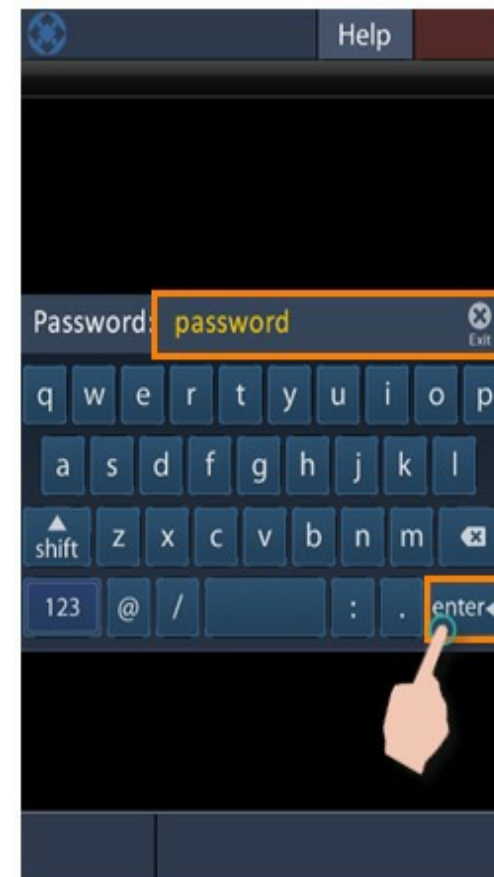
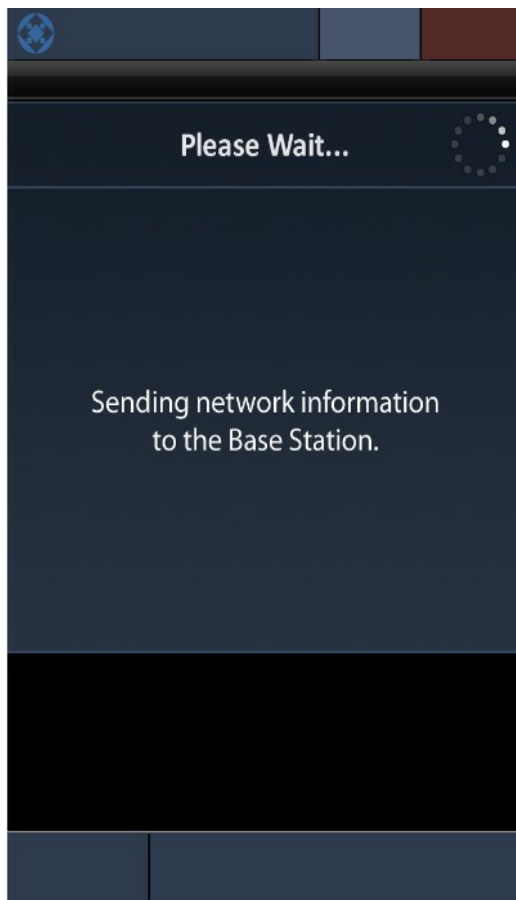
Decide which room to start with and select the hub by MAC address to get started.



Look on the **underside of the hub** (MXHP-H500) to find the **wired MAC**. Match this with the MAC address in the setup.



7. When this screen displays (see bottom image) the network properties for the hub are sent from the mobile app.
8. Provide the Wi-Fi password for the network (if required) and press the **Enter** button to verify the information.



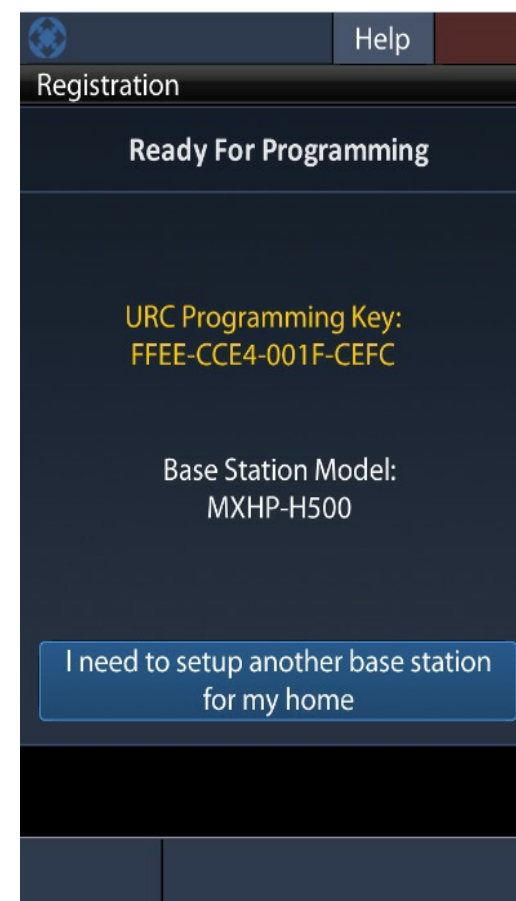
9. If you would like to use the hub in wireless (Wi-Fi) mode, you are prompted to unplug the Ethernet cable from the hub and select OK.

Otherwise, select **OK** to continue using the hub with a wired connection.



10. You are now ready to enter the MX HomePro Editor Programming software and begin programming your system.

Keep this information handy as it is required to access the MX HomePro Programming Portal and setup your remote.

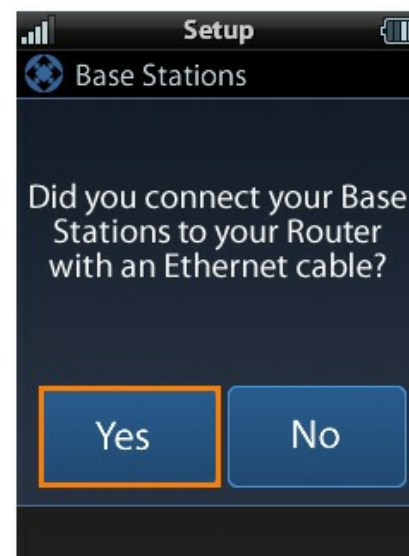
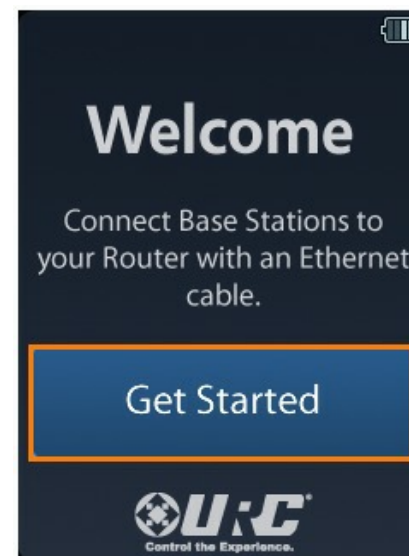


Getting Started with the Hub and Remote:

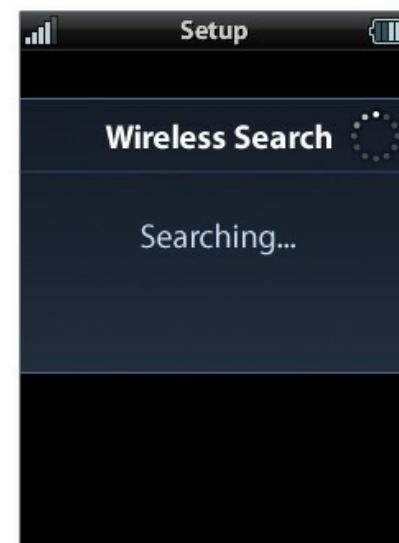
The remote control is set up to guide you through the process of installing the remote and hub on the network and preparing your system for programming.

1. Connect the hub to your home router with an Ethernet cable and connect the supplied power adapter.
2. Insert the battery into the remote. When the remote has booted, select the button **Get Started**.

3. Confirm that the hub is connected to the router with an Ethernet cable, if so, select **Yes**.



4. A **Wireless Search** window appears detecting all the available networks in the home.



5. **Select the network** being used in the home from the generated list of available networks.

If trying to connect to a wireless network with a **hidden SSID**, select the lower left **+ Network** button.

Once an SSID is selected, enter the password for the wireless network.



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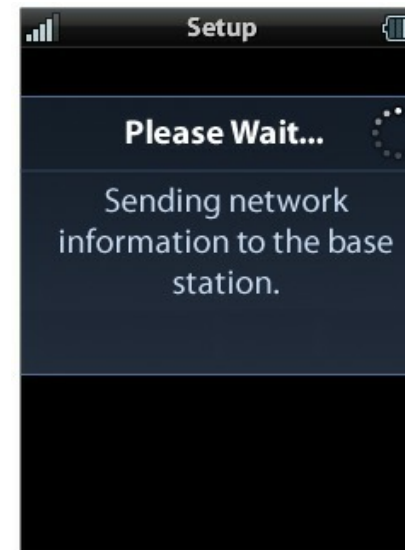
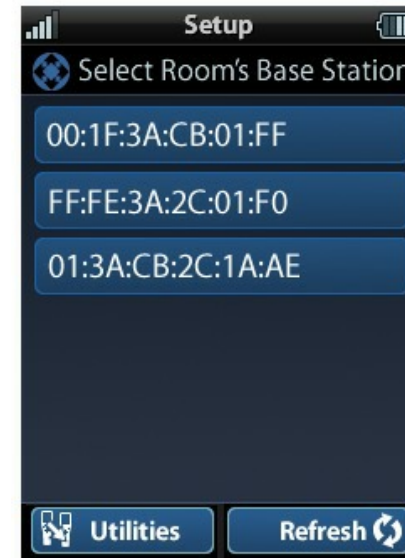
- Decide which room to start with and select the hub by **MAC address**.



Tip: Look on the underside of the hub (MXHP-H500) to find the Wired MAC address. Match this with the MAC address in the setup

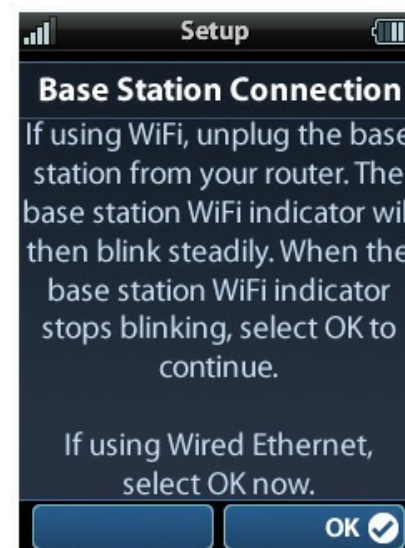


- After selecting your room's hub, the remote sends the network's information to it.



8. If you would like to use the hub in wireless (Wi-Fi) mode, you are prompted to unplug the Ethernet cable from the hub and select **OK**.

Otherwise, select **OK** to continue using the hub with a wired connection.



9. You are now ready to enter the MX HomePro Editor Programming software and begin programming your system.

Keep this information handy as it is required to access the MX HomePro Programming Portal and setup your remote.



Entering the URC Programming Key:

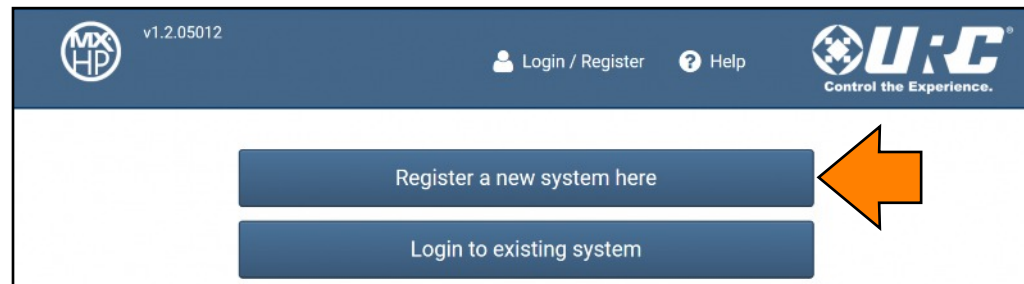
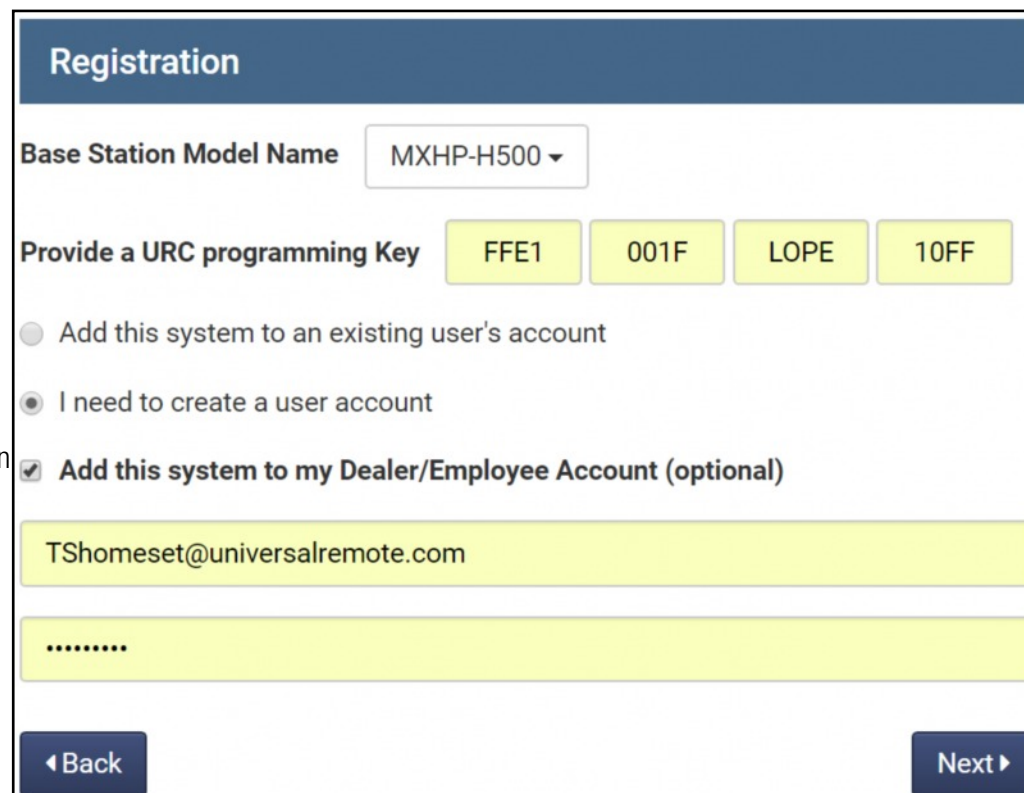
You are now ready to enter the MX-HomePro Editor Programming Software and begin programming your system. Cut and paste the following link into your web browser to enter the MX-HomePro Programming Portal:

www.mxhomepro.com

Use the information on the **Ready For Programming** screen to login into the Programming Portal, using the **Register a new system** here option.

See the **MX HomePro Editor Programming Guide** for detailed information regarding the programming of your home's system.

Since the MX HomePro Editor is an online editor, it works with Windows, Android, and Apple platforms (OS X and/or iOS) without any special software or plug-Ins. Simply open your platform's web browser and connect to the MX HomePro Editor.

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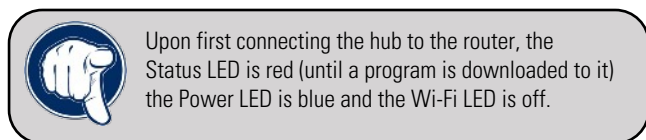
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Adding an Additional Hub:

Adding a new hub adds more IR ports to any room or can expand the system to another room. Keep in mind that a hub is required for every room in the system.

Once the hub's top panel LED indicators are displaying the status colors described above, you can set the hub to use Wi-Fi with either the remote or the MX-HomePro mobile app.

You can setup the new hub with a remote control or the mobile app.



Using the Remote to Add a Hub:

1. Press the **Home** and **ENT** buttons on the remote **simultaneously** for **five (5) seconds**.

The remote's **Settings Menu** is displayed.

2. Select the **Base Station Setup** option



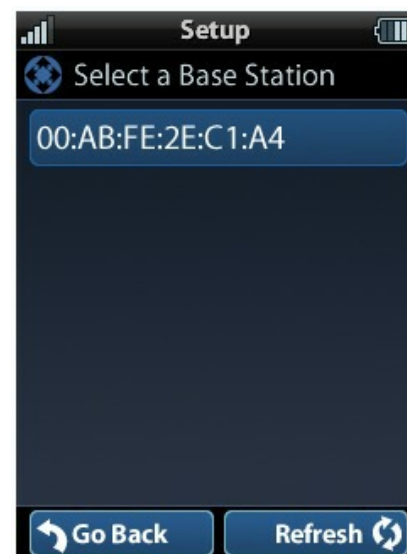
3. Select **Replace/Add Base Station**.



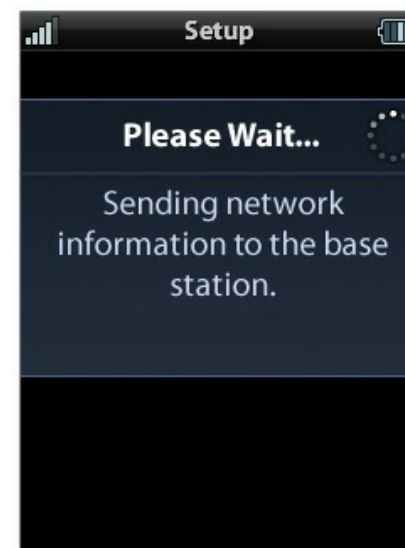
4. Select the new hub's **MAC address**.



Tip: Look on the underside of the hub (MXHP-H500) to find the Wired MAC address. Match this with the MAC address in the setup

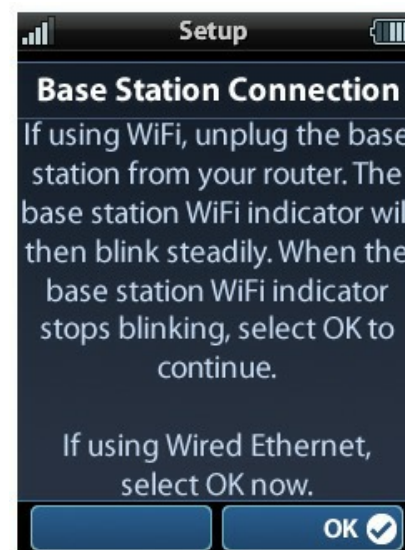


5. After selecting your room's hub, the remote sends the network's information to it.



6. If you would like to use the hub in wireless (Wi-Fi) mode, you are prompted to unplug the Ethernet cable from the hub and select **OK**.

Otherwise, select **OK** to continue using the hub with a wired connection.



7. The Ready for Programming screen is displayed and the URC Programming Key and Base Station model name are presented.

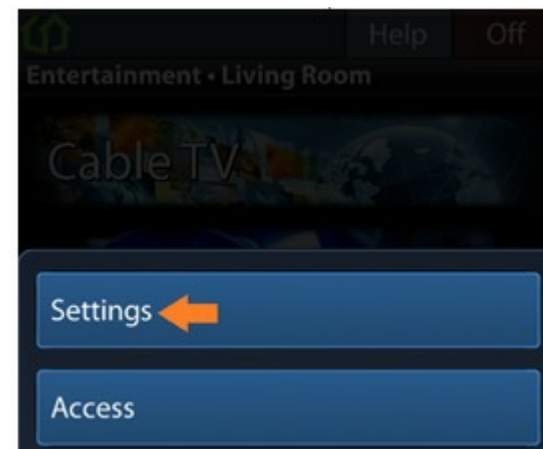


Tip: Keep this information handy as it is required to access the MX HomePro Programming Portal and setup your remote control.

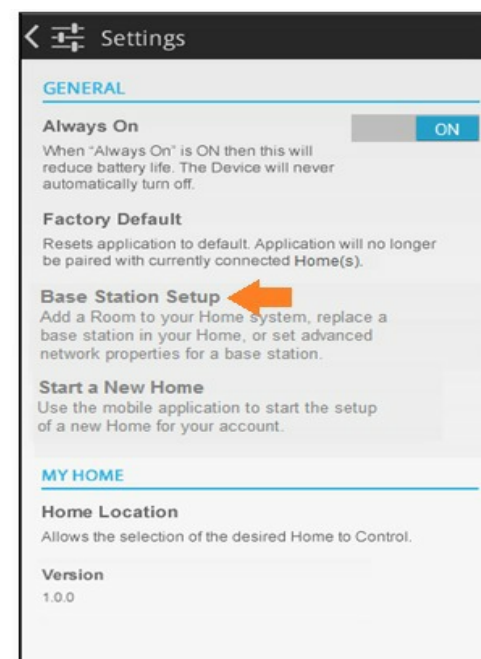


Using the Mobile App to Add a Hub

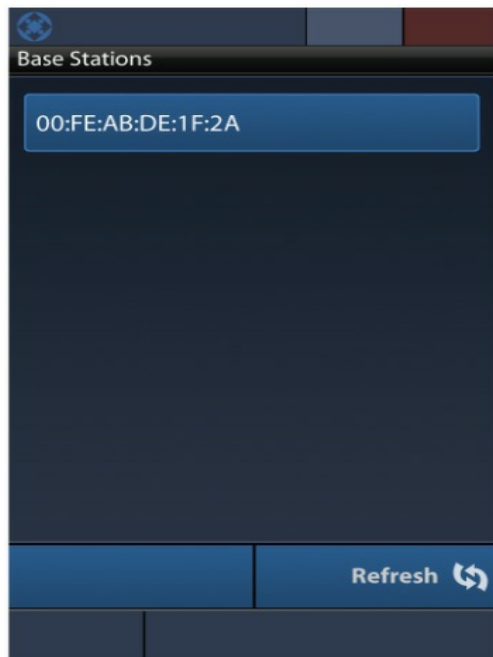
1. Select the **Settings** option in the mobile app.



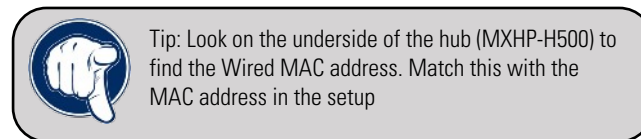
2. Select the **Base Station Setup** option located in the Settings Menu.



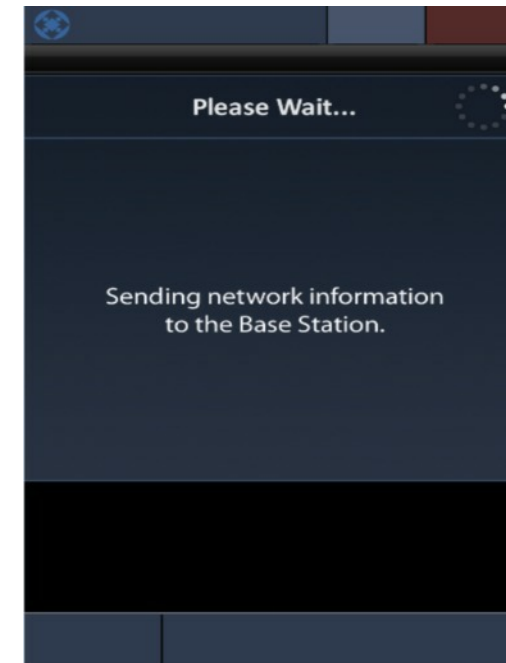
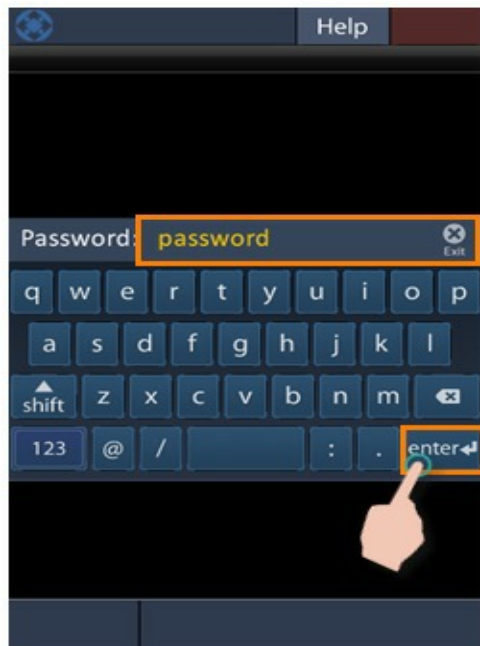
3. Select the **Replace/Add Base Station** option.



4. Select the new hub's **MAC address**.



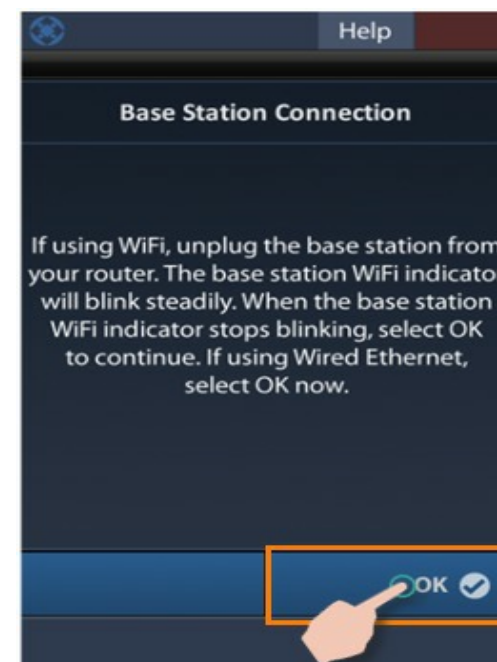
5. After selecting your room's hub, the remote sends the network's information to it.



6. Provide the password for the network (if required) and press the Enter button to verify the information.

7. If you would like to use the hub in wireless (Wi-Fi) mode, you are prompted to unplug the Ethernet cable from the hub and select **OK**.

Otherwise, select **OK** to continue using the hub with a wired connection.



7. The Ready for Programming screen is displayed and the URC Programming Key and Base Station model name are presented.



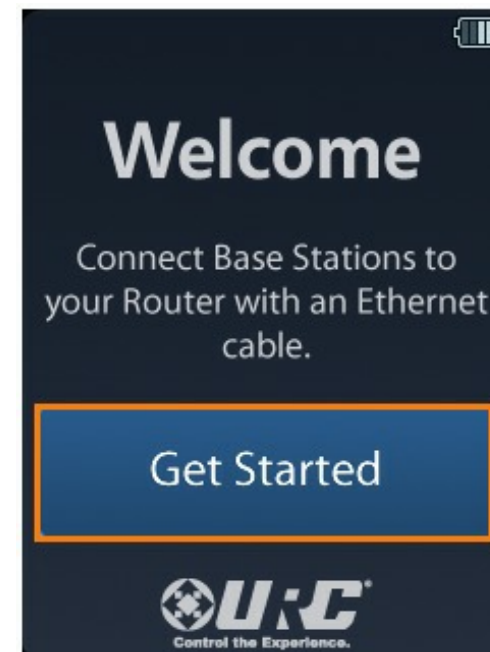
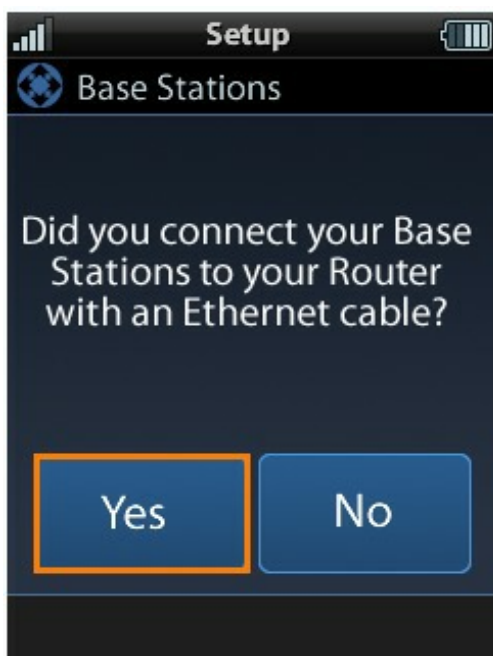
Tip: Keep this information handy as it is required to access the MX HomePro Programming Portal and setup your remote control.

Adding an Additional Remote:

With the MX-HomePro system, you have the option of controlling a room with the MX-HomePro mobile app, and not use a remote. You can also use a combination of the MX-HomePro mobile app and remote for control of a room in the home. This section guides you through the process of adding a remote to a previously programmed room.

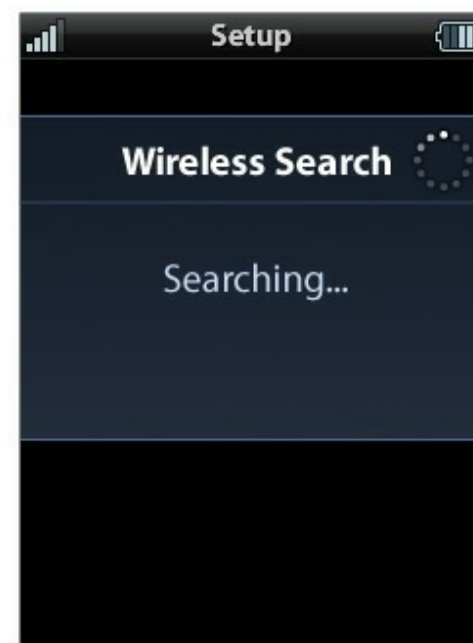
The remote is set up to guide you through the process of installing the device on the existing network.

1. Insert the battery into the remote. When the remote has booted, select **Get Started**.



2. Confirm that the hub is connected to the router with an Ethernet cable, if so select **Yes**.

3. A **Wireless Search** window displays detecting all the available networks in the home.

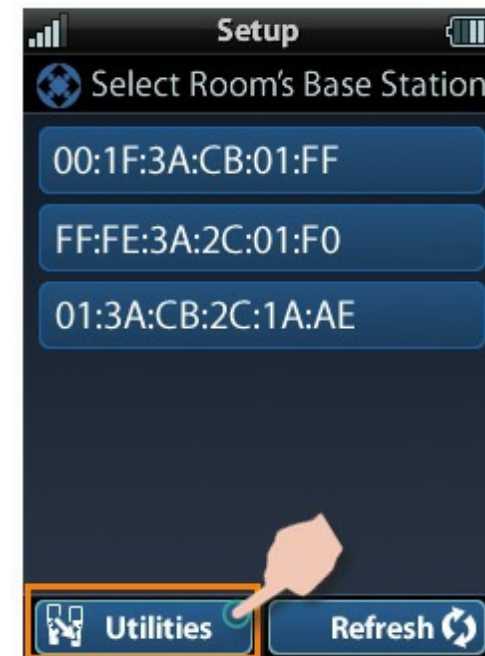


4. **Select the network** being used in the home from the generated list of available networks.

If trying to connect to a wireless network with a **hidden SSID**, select the lower left **+ Network** button.

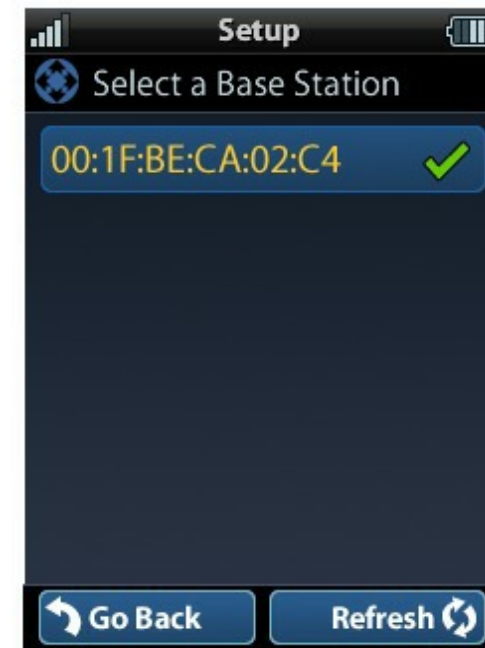
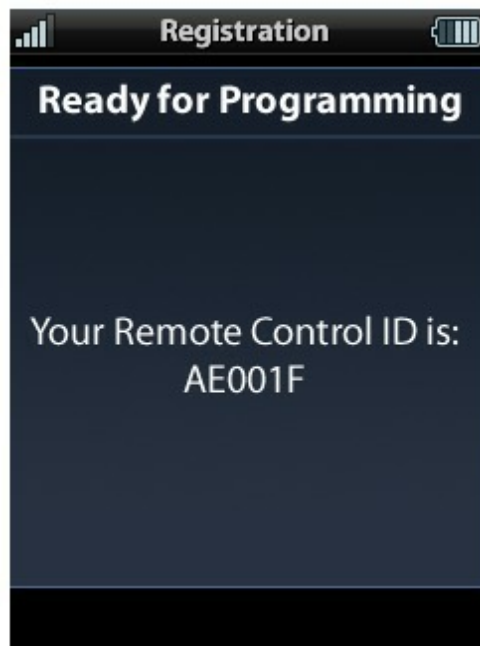
Once an SSID is selected, enter the password for the wireless network.

5. Select the **Utilities** button, located on the lower left of the remote's screen.



6. Select **OK** located on the lower right of the remote's screen.

7. Select the hub's **MAC address**.



8. Take note of the **Remote Control ID**, which is needed when replacing a remote in the MX HomePro Editor.

Logging Into an Existing System:

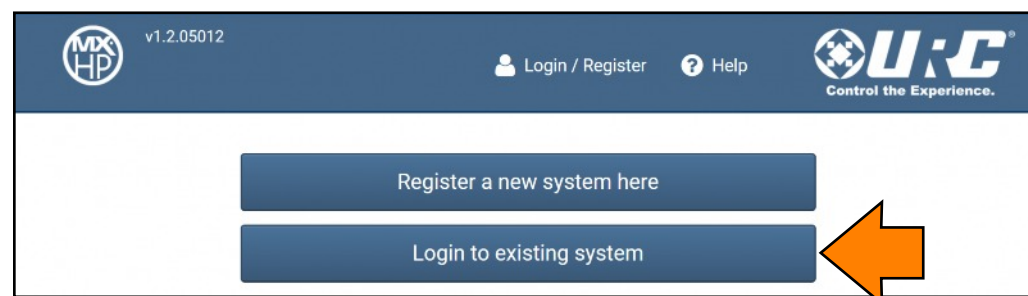
You are now ready to enter the MX HomePro Editor Programming Software and begin programming your system. Cut and paste the following link into your web browser to enter the MX HomePro Programming Portal:

www.mxhomepro.com

Use the Login to existing system option, using the home's system programming username and password information, to access the home's programming file.

You need the **URC Programming Key** and the hub's MAC address handy when updating your system.

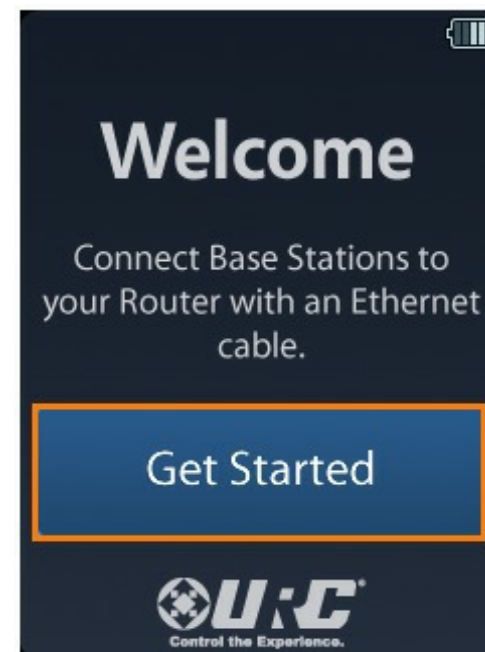
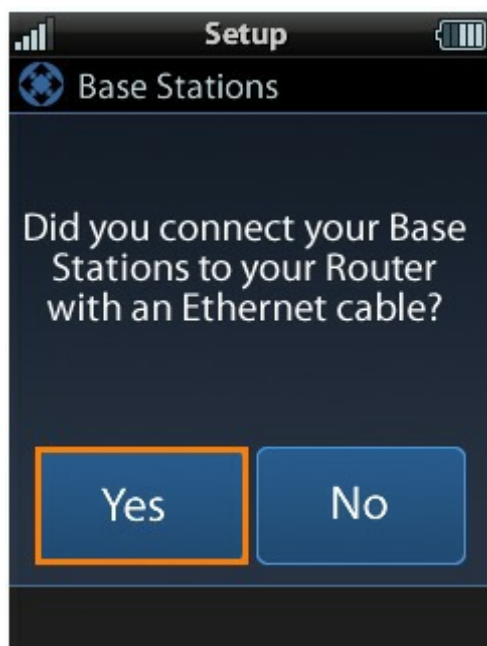
See the MX HomePro Editor Programming Guide for detailed information regarding the programming of your MX HomePro system.



Adding Additional Rooms:

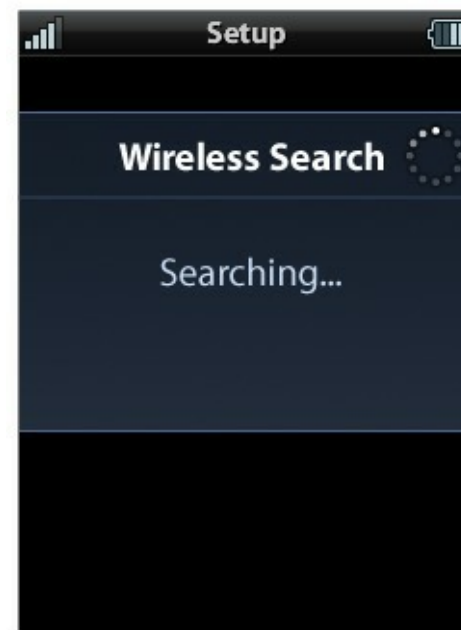
If you would like to add more remotes and hubs to a home that is already using an MX-HomePro system, this section is for you. The remote guides you through the network setup needed to start another room.

1. Connect each hub to the home router with an Ethernet cable and connect the supplied power adapter.
2. Insert the battery into the remote. When the remote has booted, select **Get Started**.



3. Confirm that the hub is connected to the router with Ethernet cable, if so select **Yes**.

4. A **Wireless Search** window displays detecting all the available networks in the home.



5. **Select the network** being used in the home from the generated list of available networks.

If trying to connect to a wireless network with a **hidden SSID**, select the lower left **+ Network** button.

Once an SSID is selected, enter the password for the wireless network.

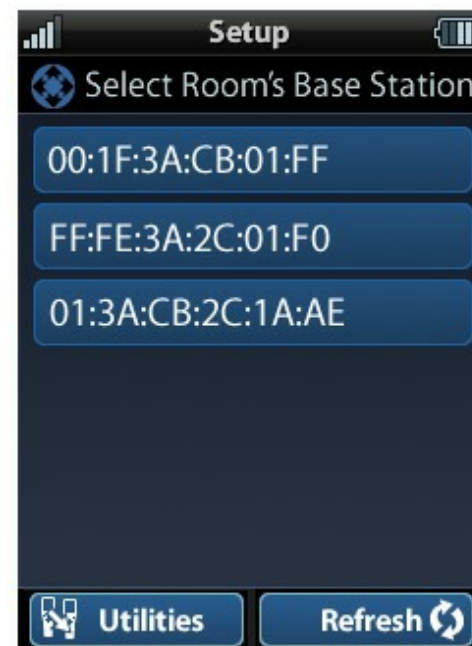
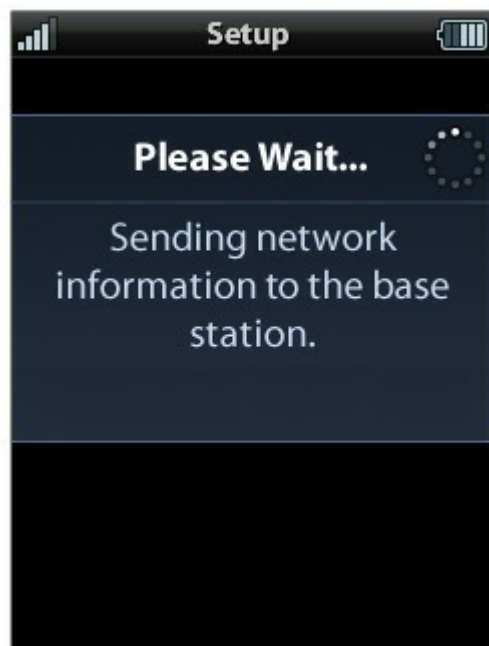
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6. Select the new hub's **MAC address**. Hubs are identified by their Wired MAC address.



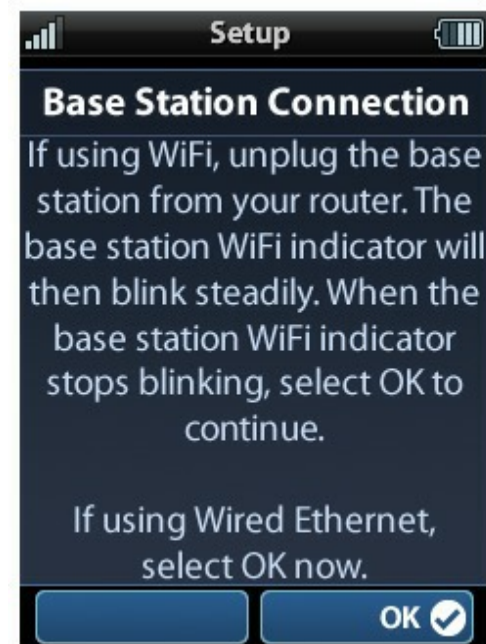
Tip: Look on the underside of the hub (MXHP-H500) to find the Wired MAC address. Match this with the MAC address in the setup



7. After selecting your room's hub, the remote sends the network's information to it.

8. If you would like to use the hub in wireless (Wi-Fi) mode, you are prompted to unplug the Ethernet cable from the hub and select **OK**.

Otherwise, select **OK** to continue using the hub with a wired connection.



9. Now repeat this process with the second remote or hub being used in the home. Continue on with this process for each room in the home that is using an MX HomePro remote and an MX HomePro hub.

MX HomePro supports up to eight (8) rooms in a system for control.

Adding TRF-ZW Account Information (Optional):

This section guides you through entering in your TRF-ZW Account information into the remote, for full two-way control of your Lighting, Thermostats, IP Cameras and one-way control of other devices.

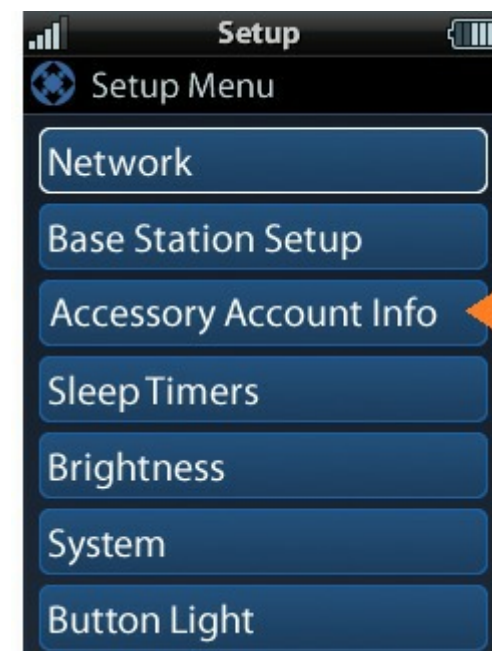


Tip: You will need to program the remote and base station in your system with the MX HomePro Editor before entering your TR-ZW Account Info.

1. To be performed only after the remote has been programmed using the MX HomePro Editor.

Press the **Home** and **ENT** buttons simultaneously for **five (5) seconds**.

2. Select the **Accessory Account Info** button.



3. Select the **TRF-ZW Enter Account Credentials** button.



4. Enter the **username** and **password** then select **Save**.

Press **Home** on the remote control at any time to exit the System Setup screen.

Once you have entered in the TRF-ZW account credentials, you are prompted to select the TRF-ZW Room that the remote is using.

MX HomePro System Utilities & Maintenance:

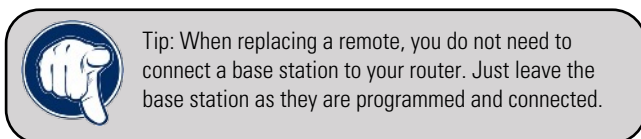
This section is designed to guide you through the process of replacing and resetting hardware should the need ever arise.

Replacing a Remote:

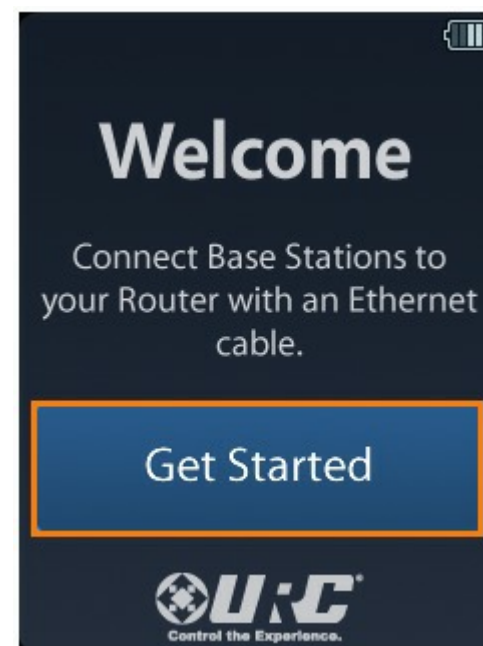
If you need to replace a damaged remote in your system, please follow the guidelines below.

The remote is set up to guide you through the process of installing the remote on the network.

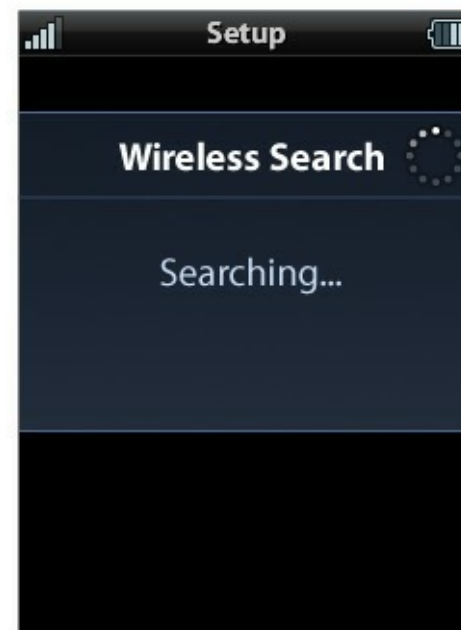
1. Insert the battery into the remote. When the remote has booted, select **Get Started**.



2. Confirm that the hub is connected to the router with an Ethernet cable, if so, select **Yes**.



3. A **Wireless Search** window displays detecting all the available networks in the home.

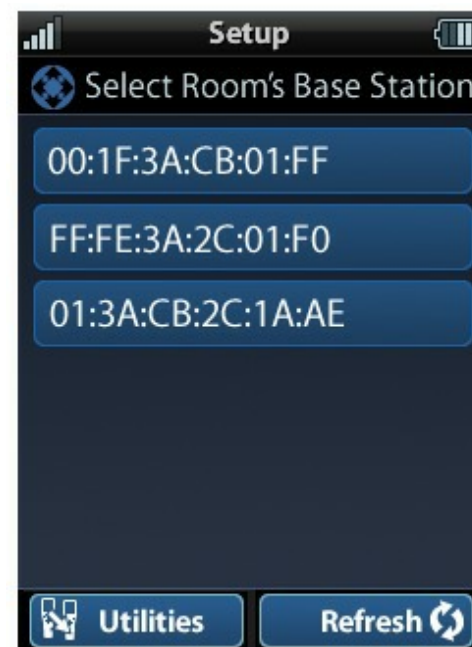


4. **Select the network** being used in the home from the generated list of available networks.

If trying to connect to a wireless network with a **hidden SSID**, select the lower left **+ Network** button.

Once an SSID is selected, enter the password for the wireless network.

5. Select the hub to be assigned to that room. Hubs are identified by their **Wired MAC Address**.



6. Select **OK** , located on the lower right of the remote's screen.

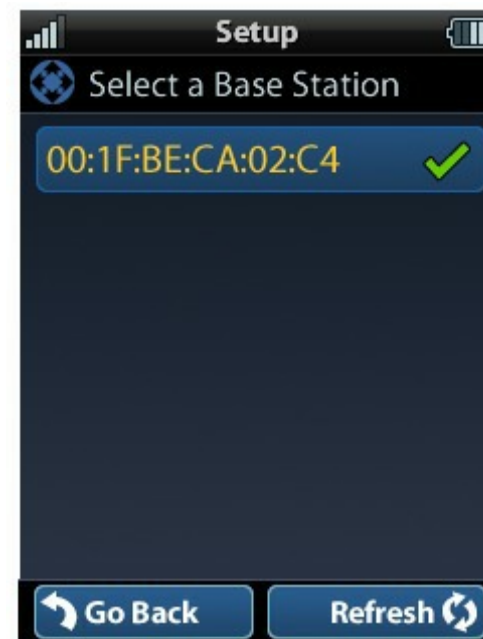
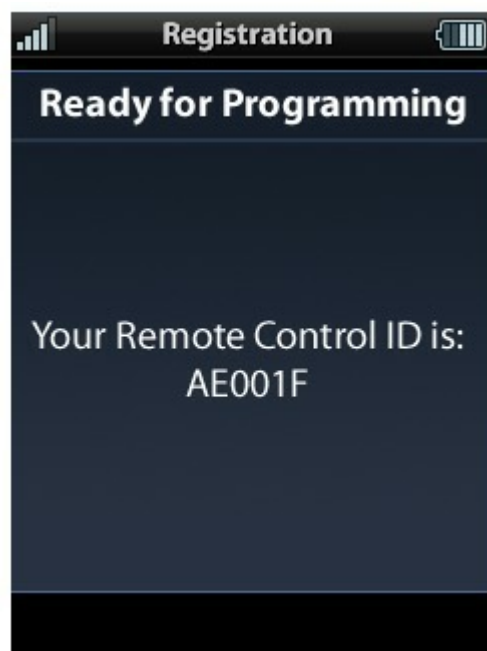
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7. Select the new hub's **MAC address**. Hubs are identified by their **Wired MAC address**.



Tip: Look on the underside of the hub (MXHP-H500) to find the Wired MAC address. Match this with the MAC address in the setup



8. Take note of the **Remote Control ID**, which is needed when replacing a remote in the MX HomePro Editor.

Replacing a Hub:

If it becomes necessary to replace a hub in the home, start by connecting the new hub to the router using an Ethernet cable.

Upon first connection of the base station to your router with an Ethernet cable, and the hub booting, the Status LED is red (until a program is downloaded to it), the Power LED is blue, and the Wi-Fi LED is off.

Once the hub's top panel LED indicators are displaying the status colors described above, you can set it to use Wi-Fi with either the remote or the Mobile Application.

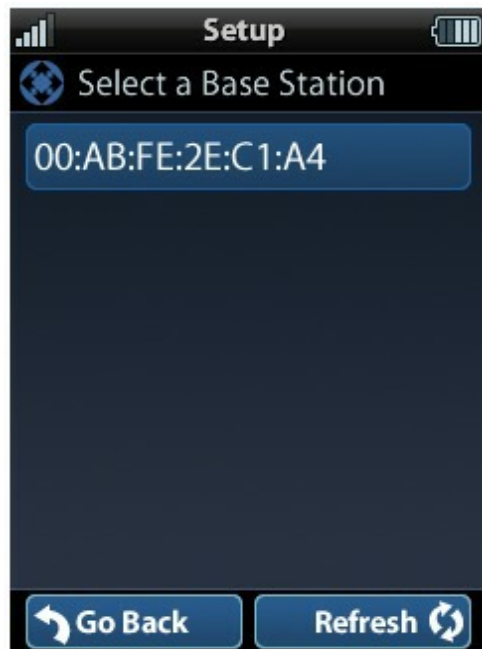


Using the Remote to Replace a Hub:

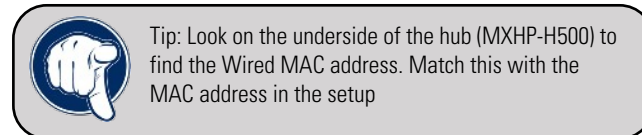
1. Press the **HOME** and **ENT** buttons on the Remote simultaneously for **five (5) seconds**.
2. Select the **Base Station Setup** option.



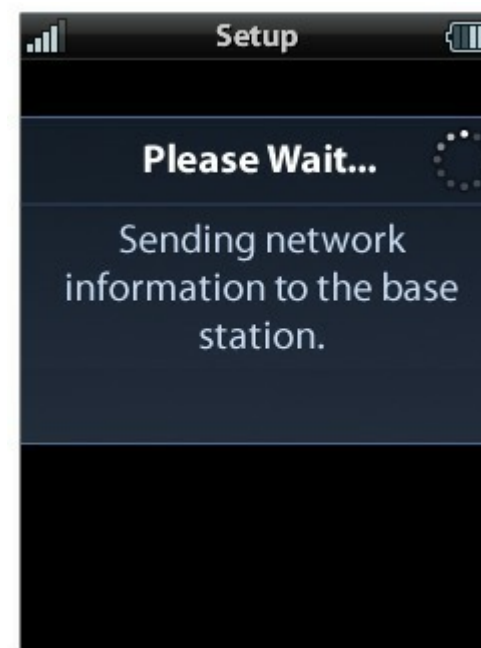
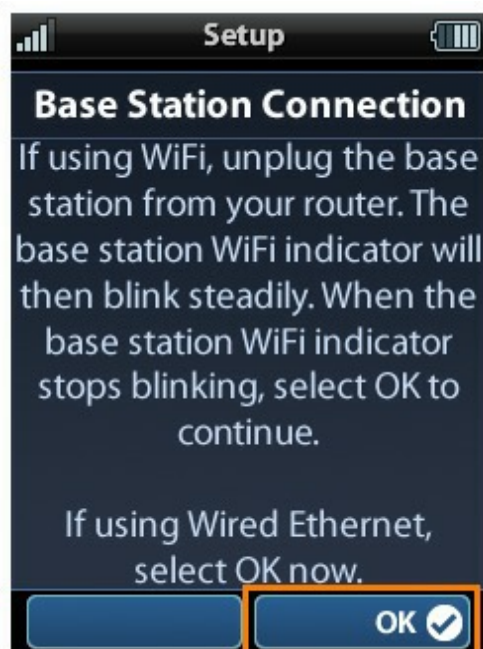
3. Select the **Replace/Add Base Station** option.



4. Select the new hub's **MAC address**. Hubs are identified by their Wired MAC address.



5. After selecting your room's hub, the remote sends the networks information to it.



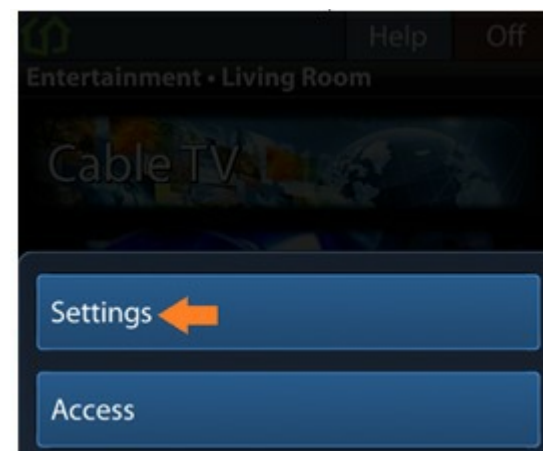
6. If you would like to use the hub in wireless (Wi-Fi) mode, you are prompted to unplug the Ethernet cable from the hub and select **OK**.
Otherwise, select **OK** to continue using the hub with a wired connection.

7. Keep the URC Programming Key handy as it is required to access the MX HomePro Programming Portal and set up your remote.

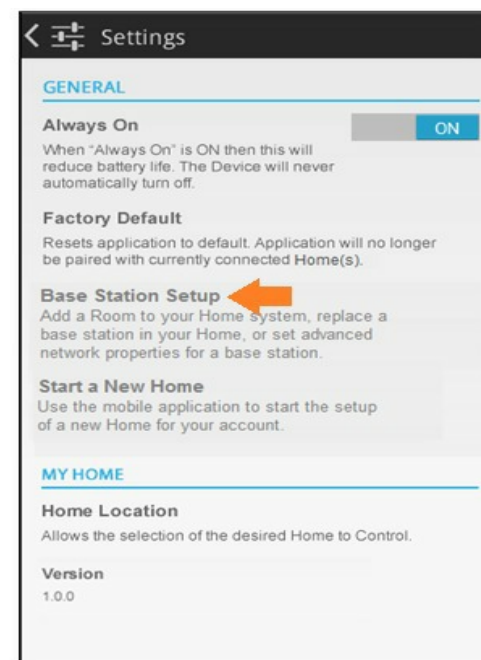


Using the Mobile App to Replace the Hub:

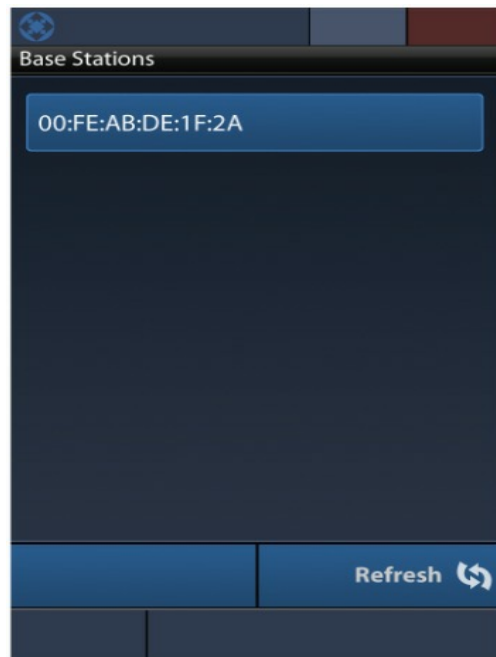
1. Select the **Settings** option in the Mobile Application.



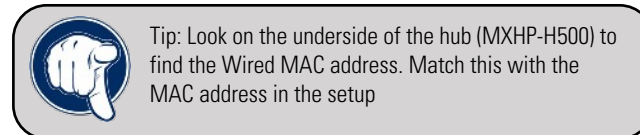
2. Select the **Base Station Setup** option in the Setting Menu.



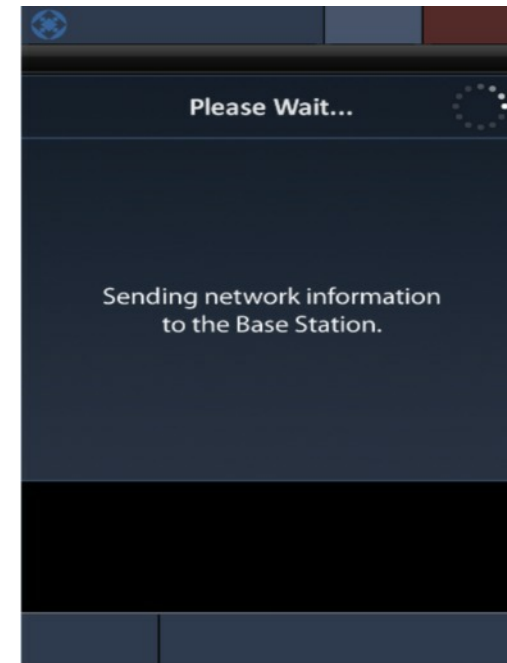
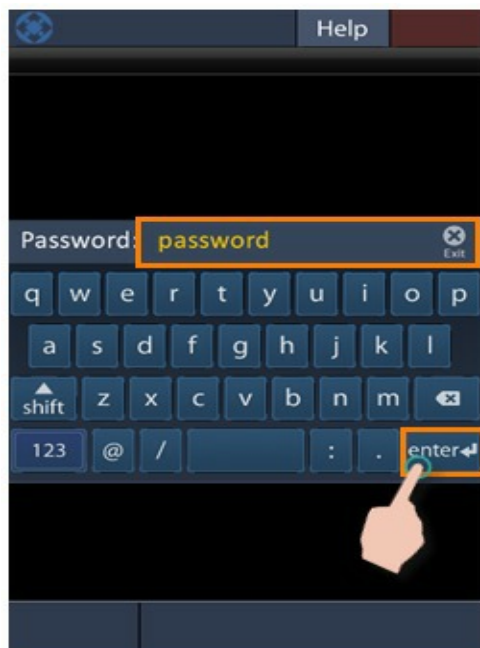
3. Select **Replace/Add Base Station**.



4. Select the new hub's **MAC address**. Hubs are identified by their Wired MAC address.



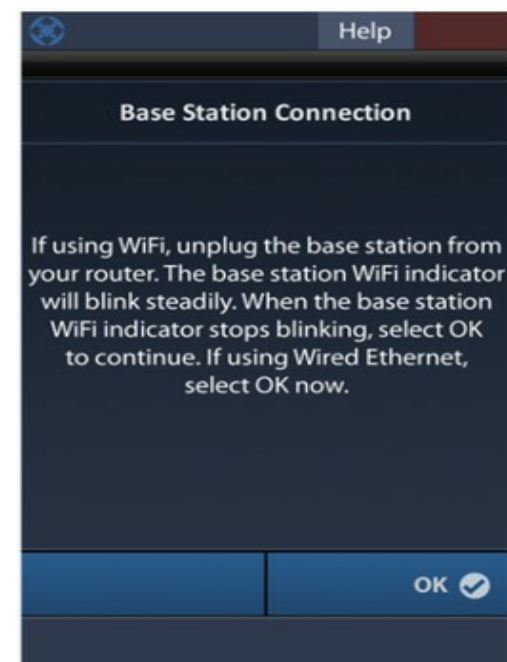
5. After selecting your room's hub, the remote sends the networks information to it.



6. Provide the **password** for the network (if required) and press the **Enter** button to verify the information.

7. If you would like to use the hub in wireless (Wi-Fi) mode, you are prompted to unplug the Ethernet cable from the hub and select **OK**.

Otherwise, select **OK** to continue using the hub with a wired connection.



8. The Ready for Programming screen displays a URC Programming Key and the base station model name.



Tip: Keep this information handy as it is required to access the MX HomePro Programming Portal and setup your remote control.

Resetting the Hub:

Use a paper clip or something similar to press the Reset button located on the bottom panel of the hub for ten seconds. The three top panel LED indicators begin to blink when the reset process has begun, release the switch.

If you are resetting your base station to use in a different system, the base station's original program in the MX-HomePro Editor Program must also be deleted, for proper system authentication. See the MX-HomePro Editor Programming Guide for further instruction.



Resetting the Remote:

1. To reset a remote control, select the **HOME and ENT** button simultaneously, for **five (5) seconds**.
2. Select the Factory Default option, located on the bottom.



Tip: Select Factory Default and hold the SEL button on the remote for five (5) seconds. We want to make sure you really mean it when your are resetting the remote.

The remote control requires reprogramming in the MX HomePro Editor software.



Hub LED Status Chart:

This section may be useful when troubleshooting specific network connectivity issues.

LED (means blinking)			Condition
STATUS	POWER	Wi-Fi	
	(BLUE)		Base Station Booting
	BLUE		Base Station Booting Completed
		OFF	No Wi-Fi or LAN Connected
		(BLUE)	Wi-Fi connecting
		BLUE	Wi-Fi connected (Excellent signal Strength)
		(GREEN)	Trying to get an IP Address(DHCP)
		GREEN	Wi-Fi connected (Good signal)
		YELLOW	Wi-Fi connected (Fair signal)
		(RED)	Failed to connect via Wi-Fi
		(RED)	Fail to obtain an IP address
		(RED)	Fail to connect via STATIC IP address
		RED	Wi-Fi connected (Poor signal)
OFF			LAN disconnected
(RED)			Network connected (Can't connect to the URC Cloud initial setting only)
RED			Connected to URC Cloud but has not received programming file.
(GREEN)			Firmware is updating
GREEN			Secondary Base Station Mode
(Blue)			A programming file is being downloaded
Blue			Main Base Station Mode
YELLOW			Can't connect to URC Cloud (Local network is ok)

Support:

For any questions or troubleshooting assistance, please contact Universal Remote Control Technical Support at:

- **Phone:** (800) 901-0800 [Toll Free]
- **Main:** (914) 835-4484
- **Email:** techsupport@universalremote.com