

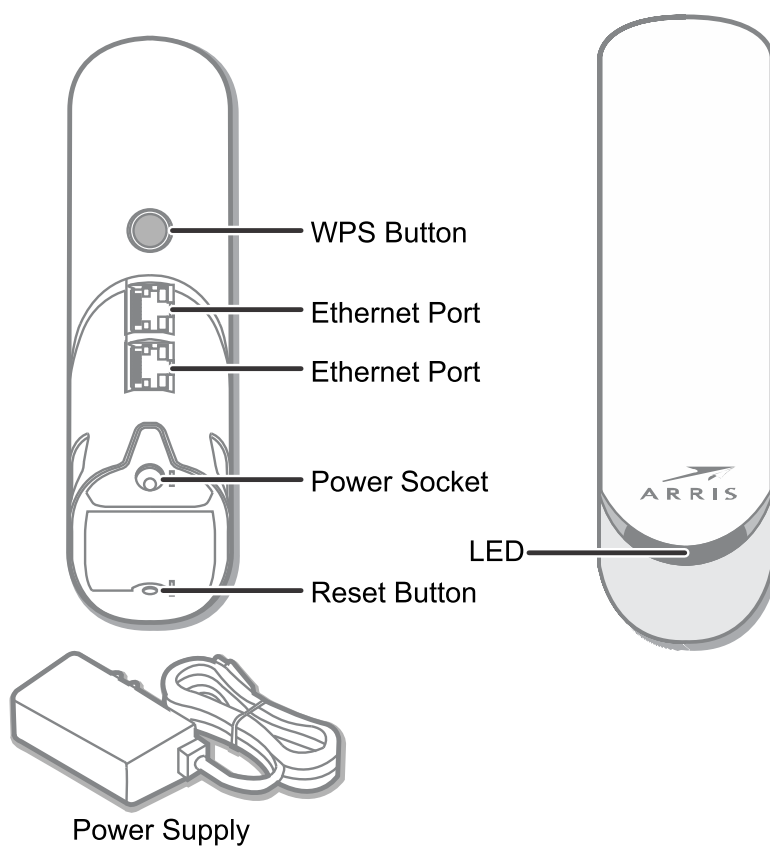
## **X5 Release**

**Mesh Extender Quick Start Guide , Revision**

**P/N 616824-002-A**

## Parts of the X5 Mesh Extender

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## 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

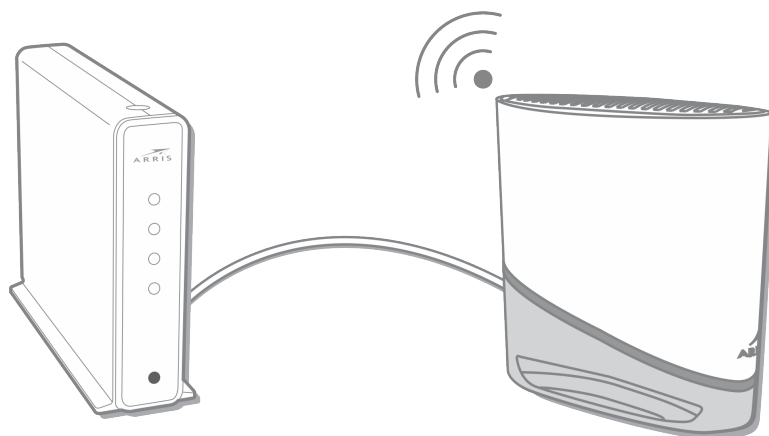
If your service provider has not informed you that your ARRIS gateway is HomeAssure Enabled, use the [Connect your X5 Mesh Extender wired](#) (page 4) installation instructions.

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.

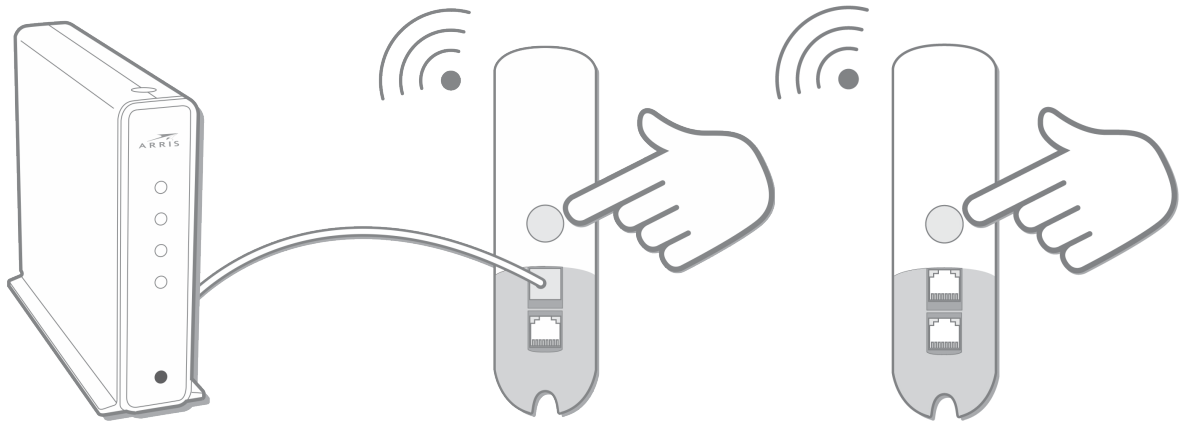
3. Scan the QR code to download the ARRIS Wi-Fi Home mobile app and follow the on-screen instructions, or continue to Step 4.



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.

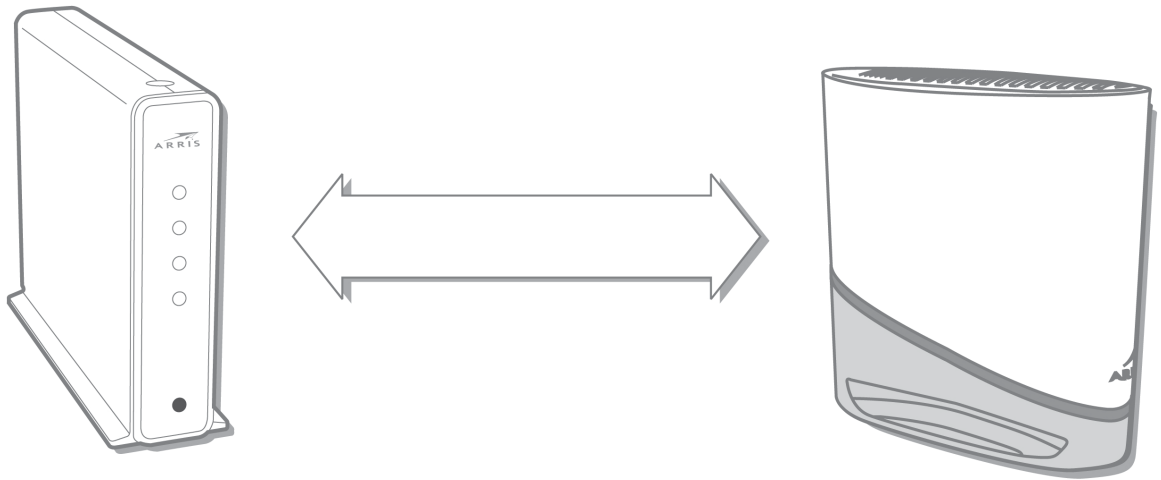
## Connect your X5 Mesh Extender wirelessly

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

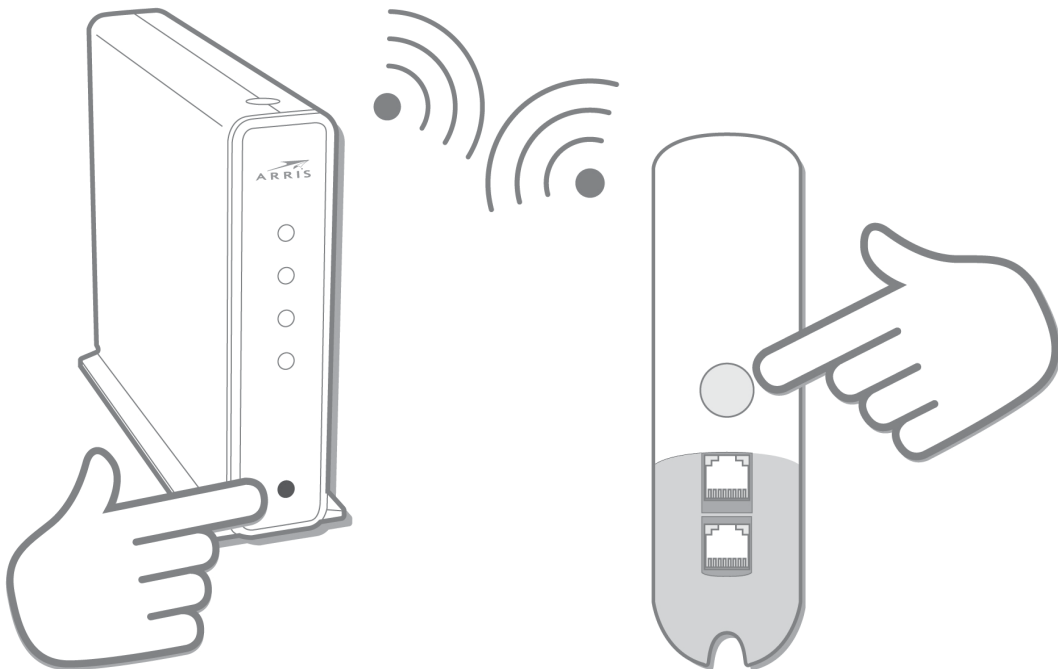
1. Scan the QR code to download the ARRIS Wi-Fi Home mobile app and follow the on-screen instructions, or continue to Step 2.



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.

## Regulatory information

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

### Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. Operations in the 5.15-5.25GHz band are restricted to indoor usage only. This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

#### Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

FOR COUNTRY CODE SELECTION USAGE (WLAN DEVICES)

The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all Wi-Fi products marketed in the US must be fixed to US operation channels only.

## Industry Canada statement

This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution:

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(iv) where applicable, antenna type(s), antenna models(s), and worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in section 6.2.2.3 shall be clearly indicated.

Avertissement:

Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment:

(i) les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

(iv) lorsqu'il y a lieu, les types d'antennes (s'il y en a plusieurs), les numéros de modèle de l'antenne et les pires angles d'inclinaison nécessaires pour rester conforme à l'exigence de la p.i.r.e. applicable au masque d'élévation, énoncée à la section 6.2.2.3, doivent être clairement indiqués

Radiation Exposure Statement: This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with greater than 22cm between the radiator & your body.

Déclaration d'exposition aux radiations: Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à plus de 22cm entre le radiateur et votre corps.

## 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.

## Open Source software and licenses

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## 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

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## 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

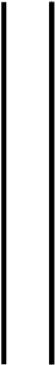
### By email

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](mailto:techtraining@commscope.com).





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