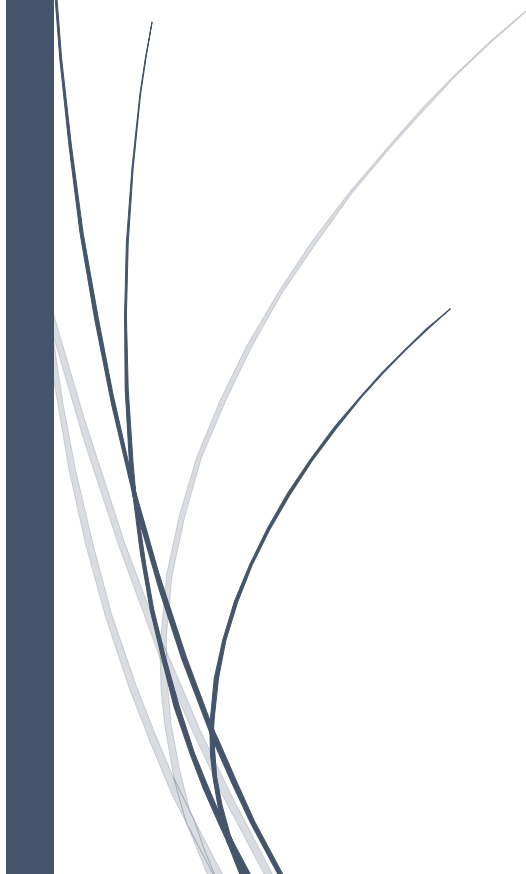




# Installation Manual



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## Overview

### URC MX-HomePro System

Outlined in this section are details about the MX HomePro **remote** (MXHP-R500) 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 **five** separate rooms of a home can be controlled with the MX-HomePro system. This includes one **remote**, mobile **application**, and a **hub** in each room. If you need more infrared ports in any room, you may add up to **two** more hubs in a single room. 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.

## 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 3<sup>rd</sup> 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 (Entertain):

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-R500

#### Remote (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 (MXHP-H500).

### Sample System:



## 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 Application

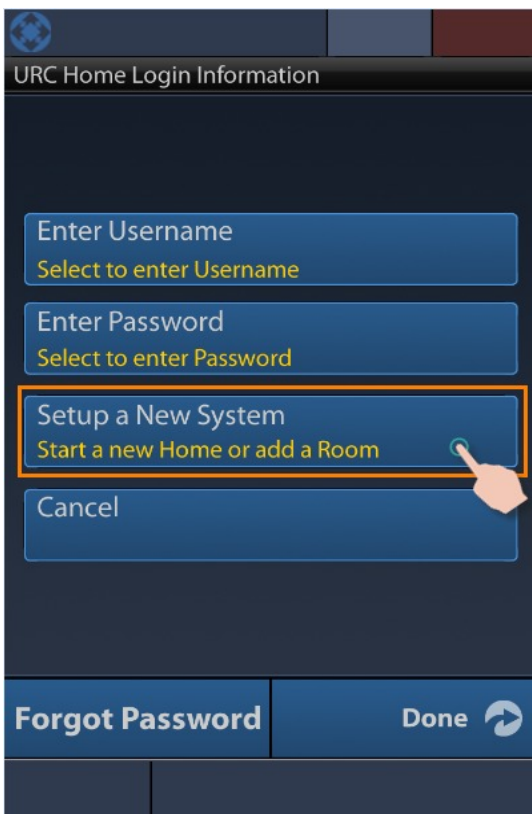
The mobile app is setup to guide you through the process of installing the hub on the network and preparing the MX-HomePro system for programming.

- 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 solid **red**, and the Wi-Fi LED is **off**.*



2

Open the MX-HomePro mobile app on your smart phone or tablet. When the **URC Home Login Information** screen is displayed, select **Setup a New System**.

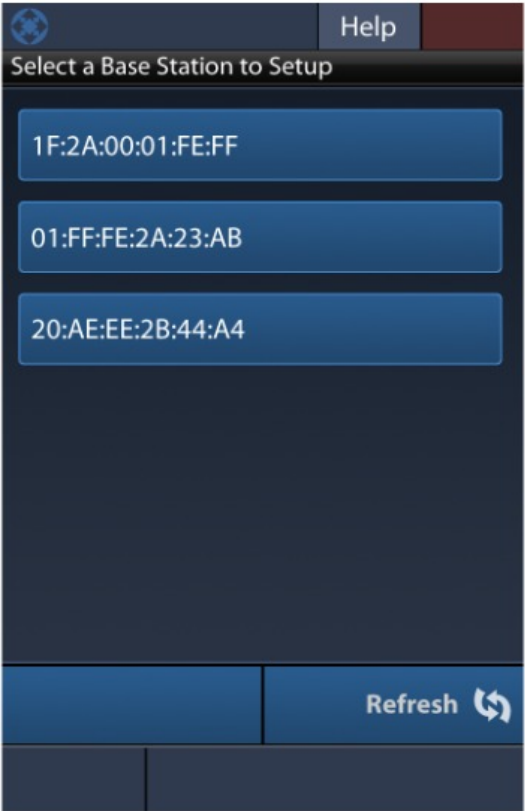
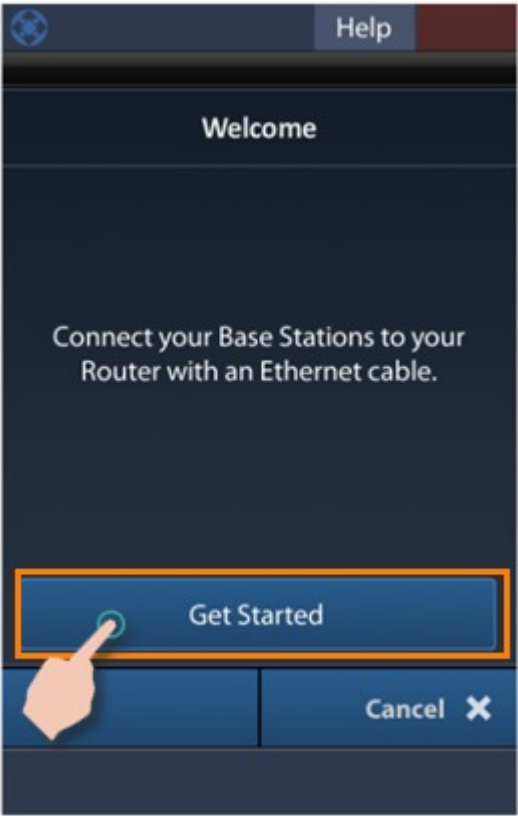
The mobile device can be connected to a 5.0 GHz access point as long as that access point is connected to the same 2.4 GHz network that the hub is connected to.



Make sure the mobile device/tablet is connected to Wi-Fi **a/b/g or N (2.4Ghz)**.


3

As long as the hub is connected to the router with an Ethernet cable, select **Get Started**.



4

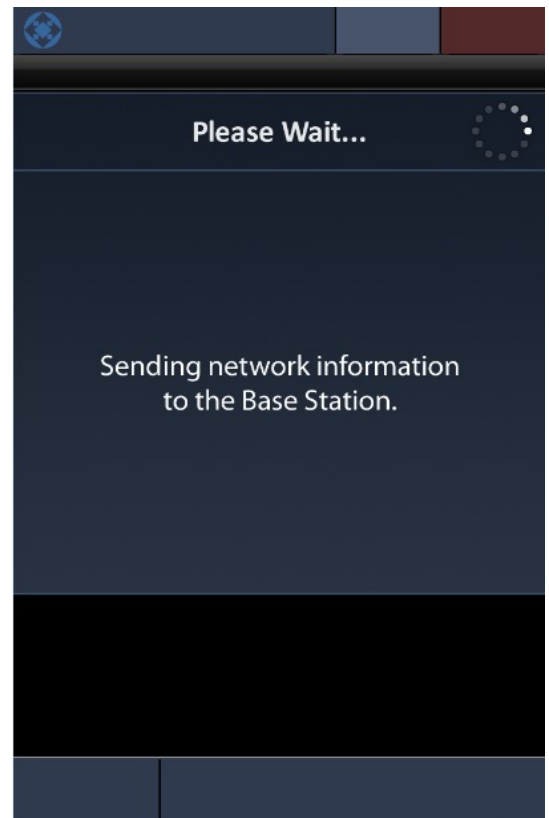
Decide which room to start with and select the **hub** by **MAC address** to get started.

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



5

When this screen displays, the network properties for the hub are sent from the mobile app.



6

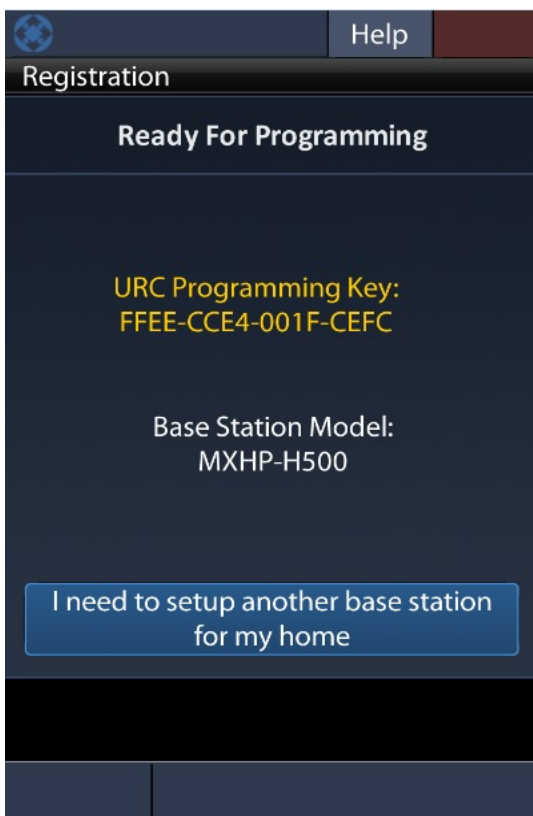
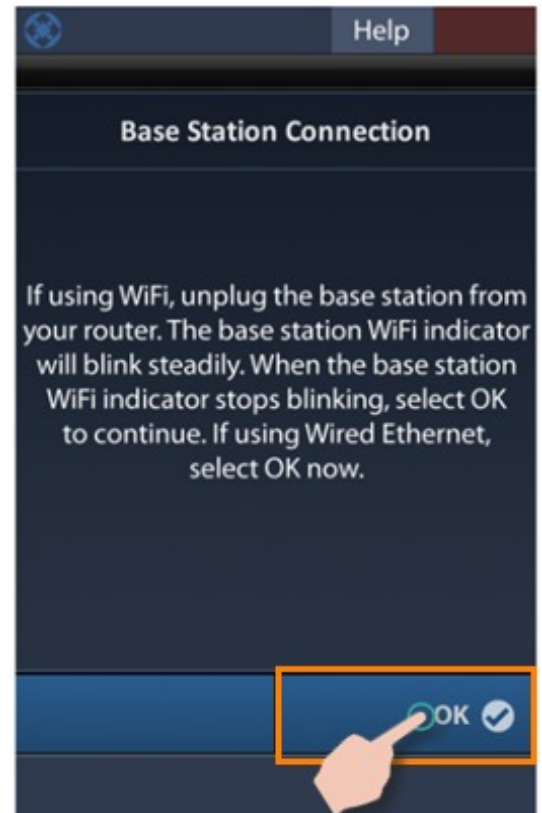
Provide the Wi-Fi password for the network (if required) and press the Enter button to verify the information.



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

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



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

Please Refer to the [Entering the URC Programming Key](#) Section.

## Getting Started with the Hub and Remote

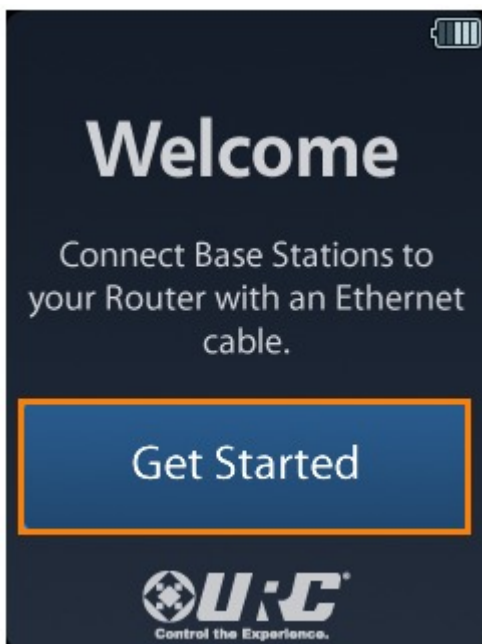
The MXHP-R500 remote is setup to guide you through the process of installing the remote and hub on the network, and preparing the system for programming.

- 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 solid **red**, and the Wi-Fi LED is **off**.*

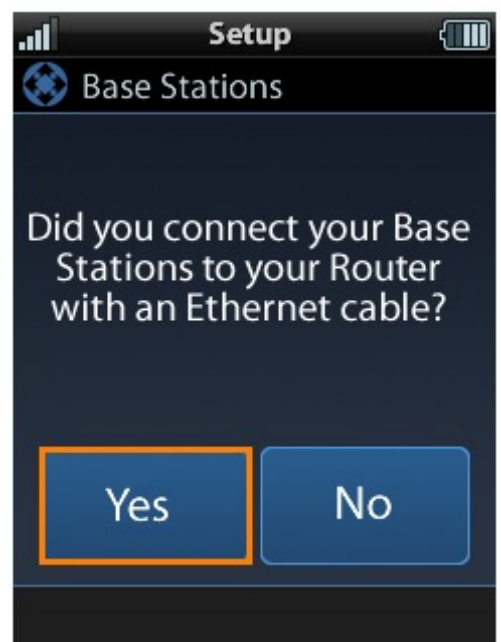


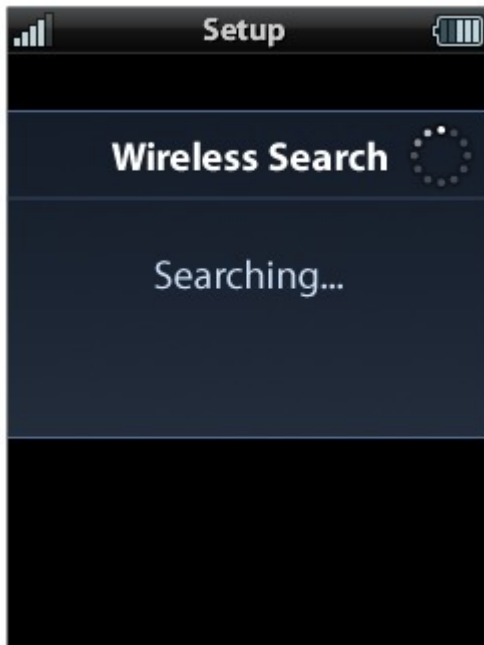
2

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 an Ethernet cable, if so, select **Yes**.





4

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

5

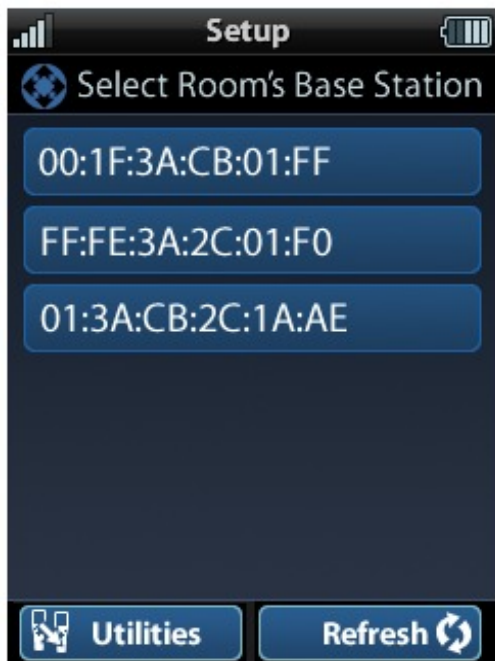
**Select** the **network** being used in the **home** from the generated list of available networks.

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 network.*





5

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

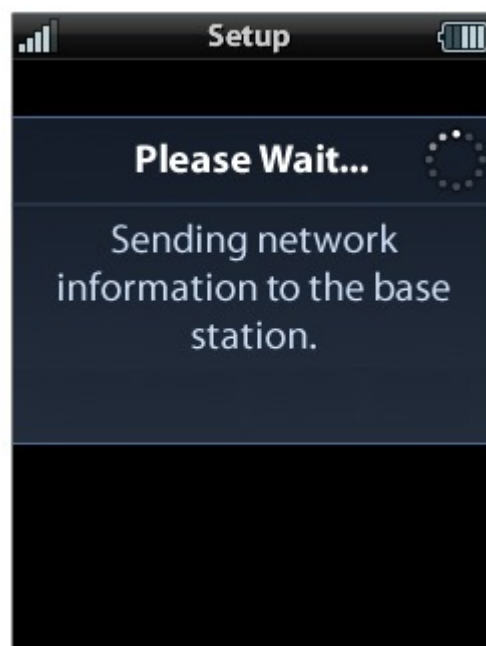


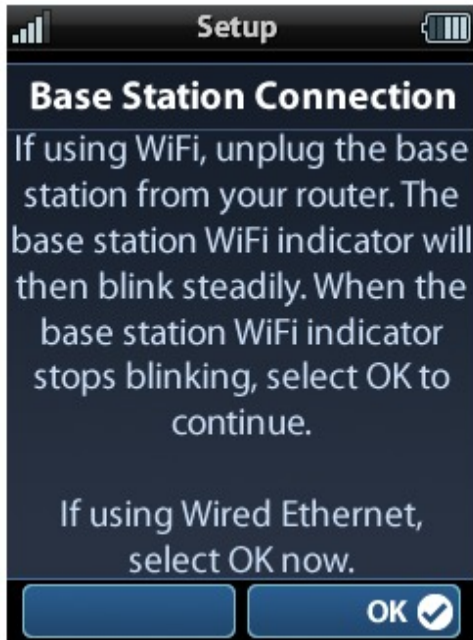
Tip: Look on the underside of the hub (MXHP-H500) to find the **Wired MAC**. Match this with the MAC addresses in the setup.



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

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



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

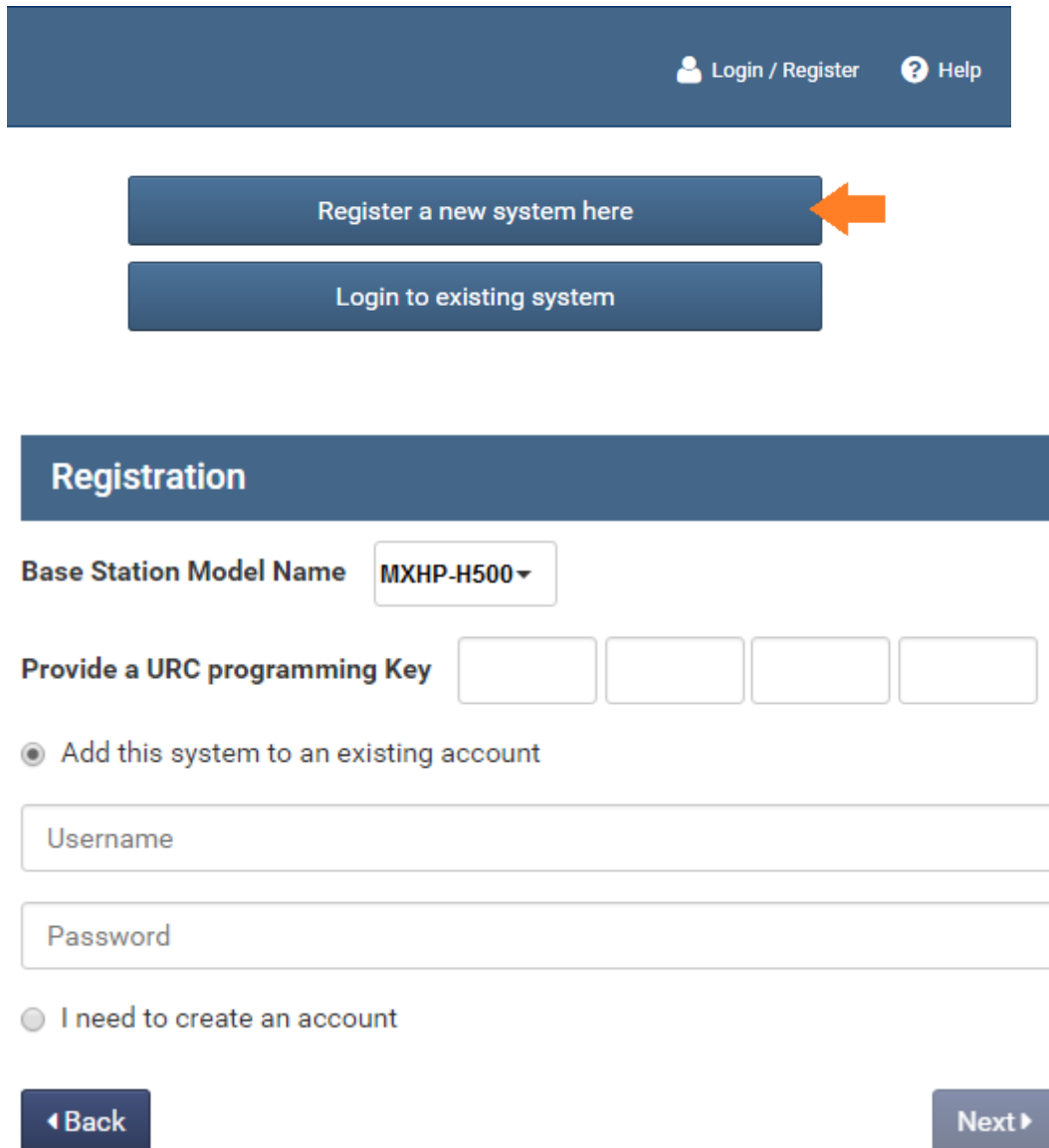


## Entering the URC Programming Key

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:

<https://www.mxhomepro.com>

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



Navigation: Login / Register, Help

Register a new system here

Login to existing system

### Registration

Base Station Model Name: MXHP-H500

Provide a URC programming Key: [ ][ ][ ][ ]

☒ Add this system to an existing account

Username: [ ]

Password: [ ]

☐ I need to create an account

Back Next

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 without any special software or plug-ins. Simply open your platform's web browser, and connect to the MX-HomePro Editor.

## 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.



Upon first connection of the hub to the router, 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 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, or the mobile app.

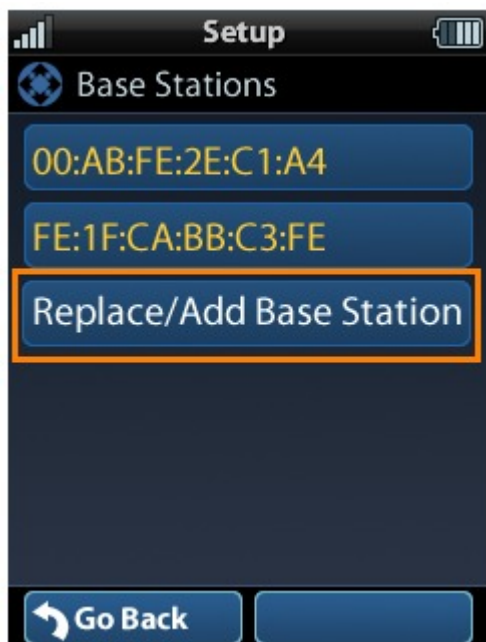
## Using the Remote to Add a Hub



- 1** Press the **HOME** and **ENT** buttons on the remote **simultaneously** for **five** seconds.
- 2** Select the **Base Station Setup** line item.







3

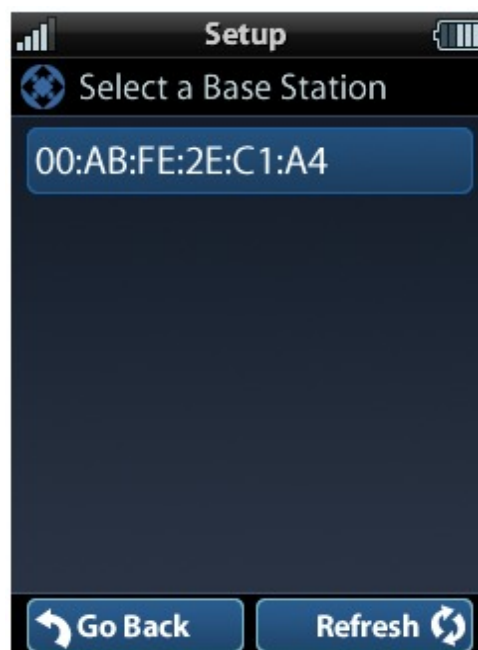
Select the **Replace/Add Base Station**.

4

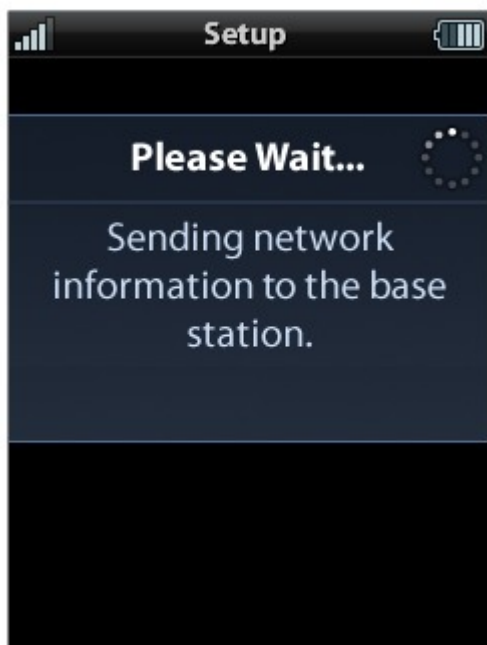
Select the new hub's **MAC Address**.



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







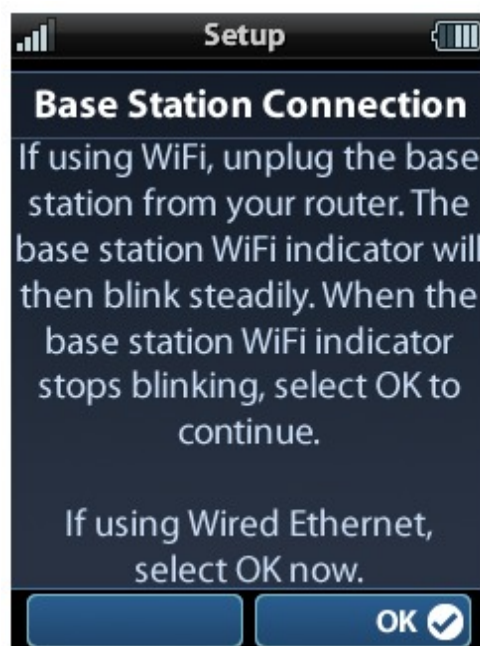
5

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

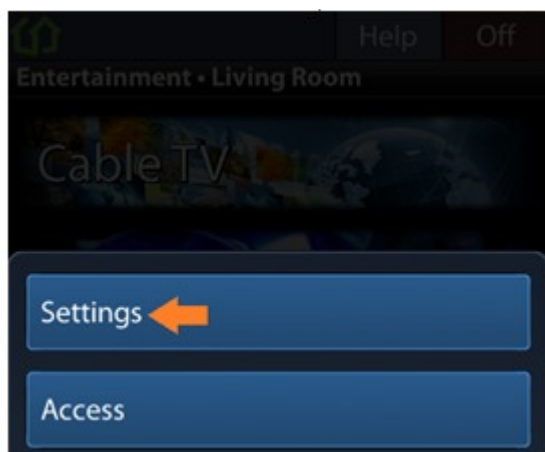
The Ready For Programming screen displays a URC Programming Key and the Base Station Model Name.



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

Please Refer to the [Logging Into an Existing System](#) Section.

## Using the Mobile App to Add Hub

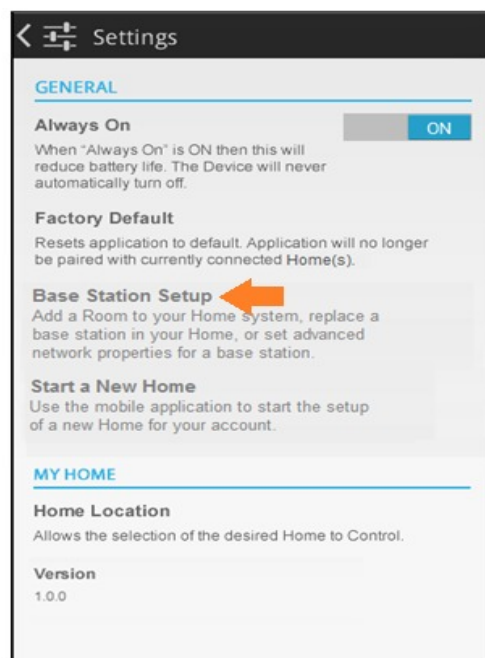


1

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

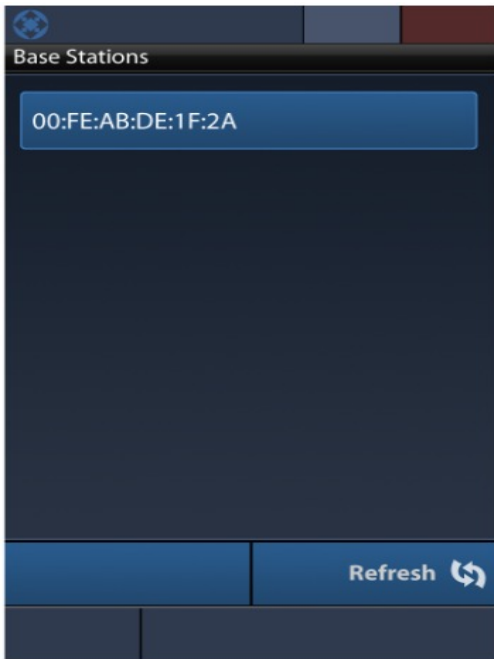
2

Select the **Base Station Setup** in the Settings menu.



3

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



4

**Select** the new hub's **MAC Address**.

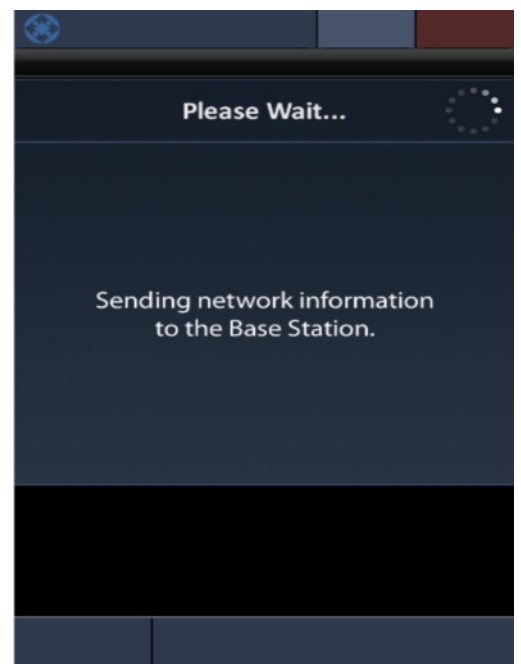


Tip: Look on the underside of the hub (MXHP-H500) to find the Wired MAC. Match this with the MAC addresses in the setup.



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.





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.*

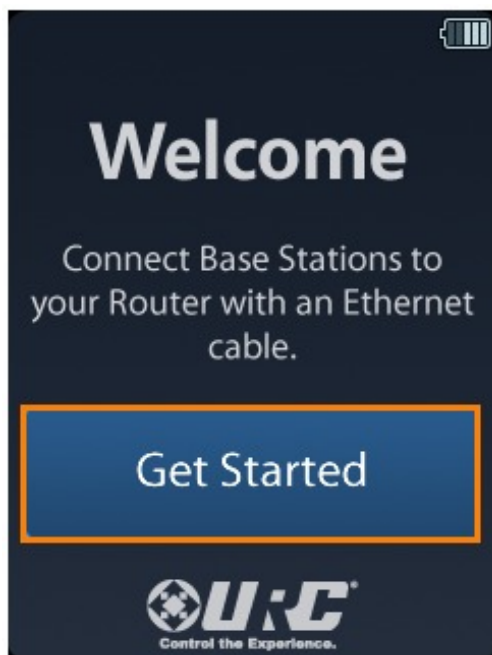
Please Refer to the [Logging Into an Existing System](#) Section.

## 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.

**Note that only one remote control can assigned to a room.**

The MXHP-R500 remote is setup to guide you through the process of installing the remote on the network.

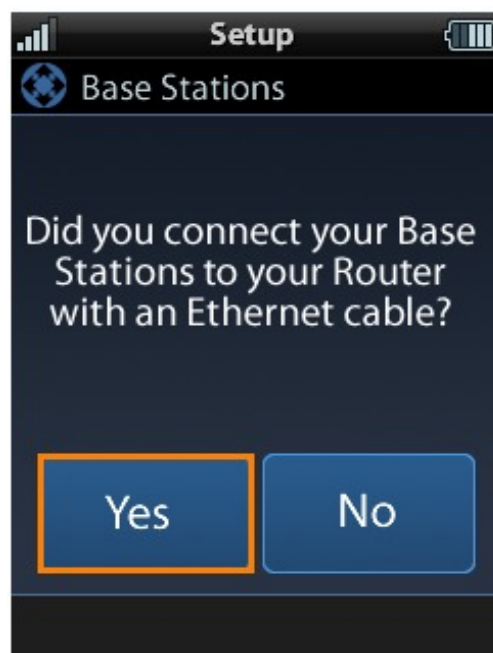


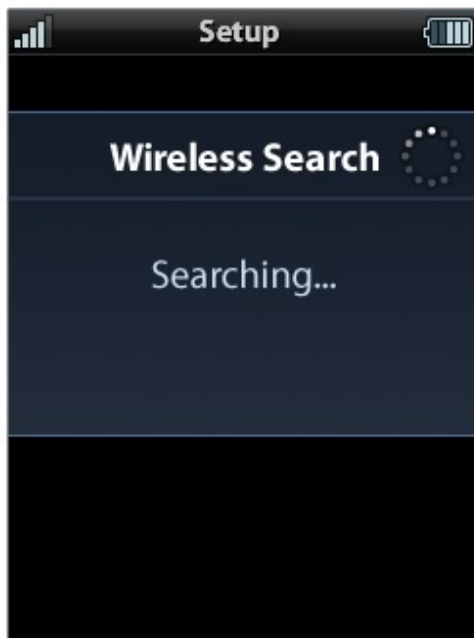
1

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 appears detecting all the available networks in the home.

4

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

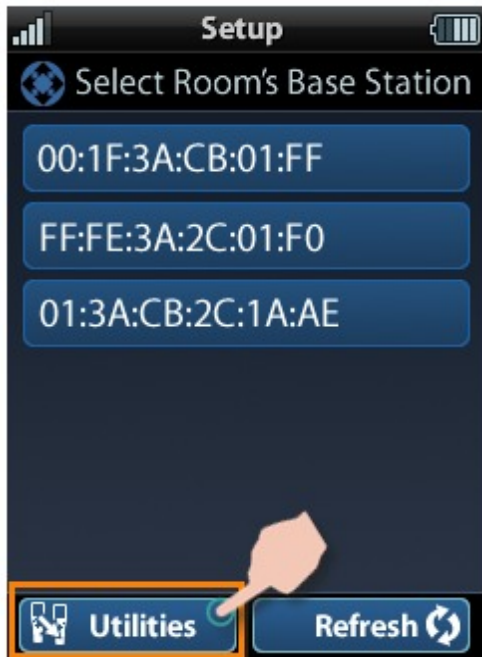
If trying to connect to a wireless network with a **hidden SSID**, select the lower left + **Network** button.



*Once an SSID is selected, enter the password for the 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.



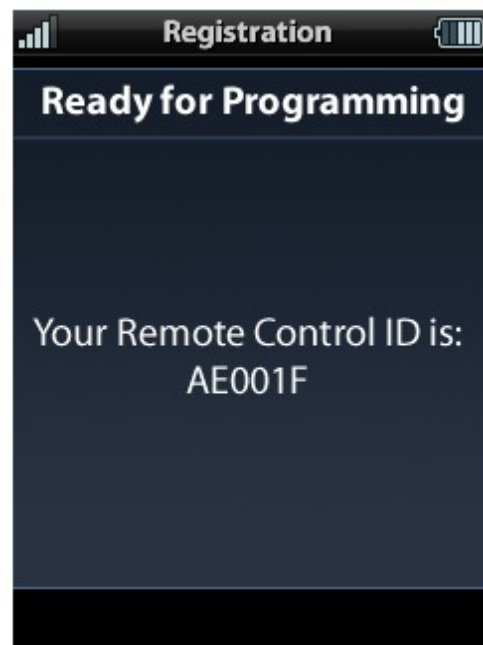


7

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.

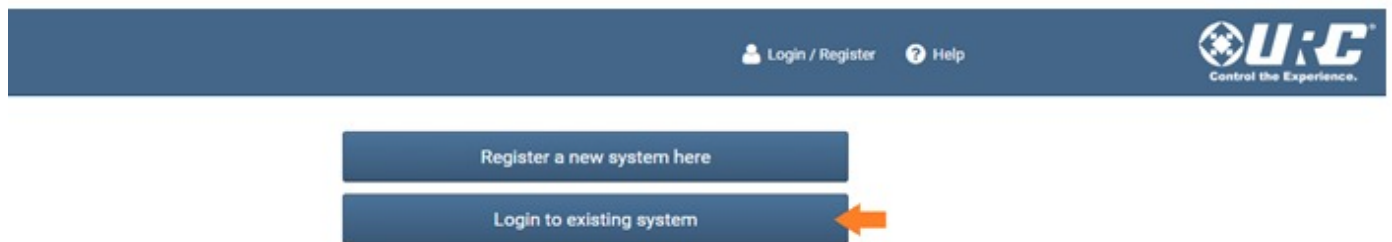


## Logging Into an Existing System

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:

<https://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.

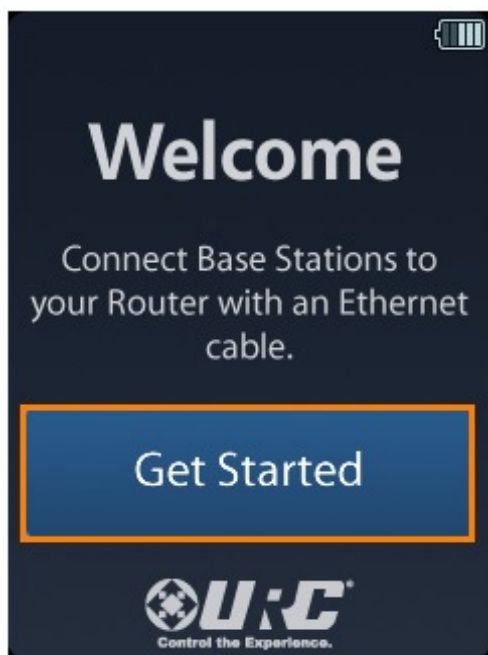


See the [MX-HomePro Editor Programming Guide](#) for detailed information regarding the programming of your home's system.

## 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.

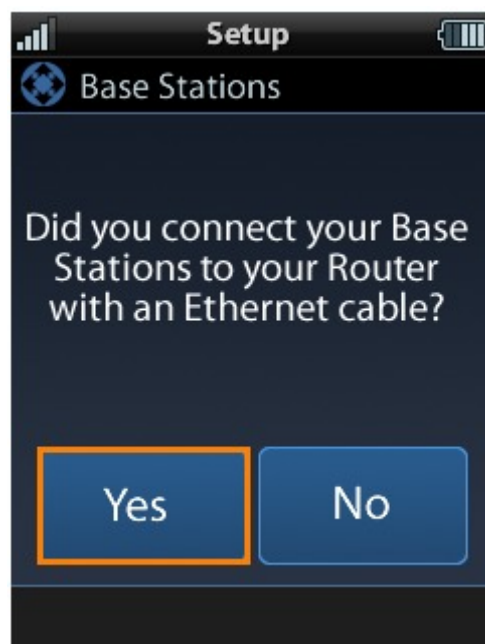


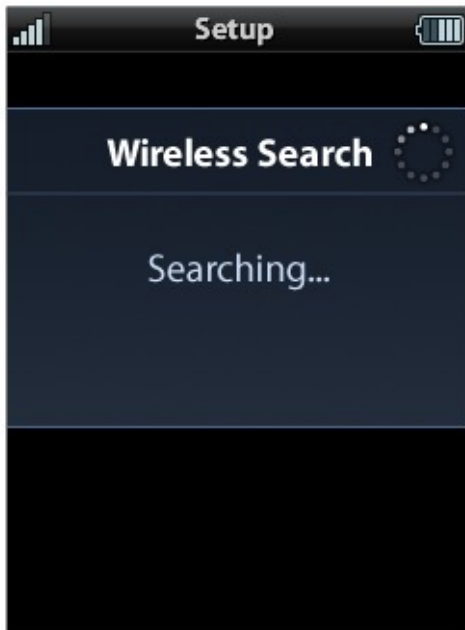
2

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 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.

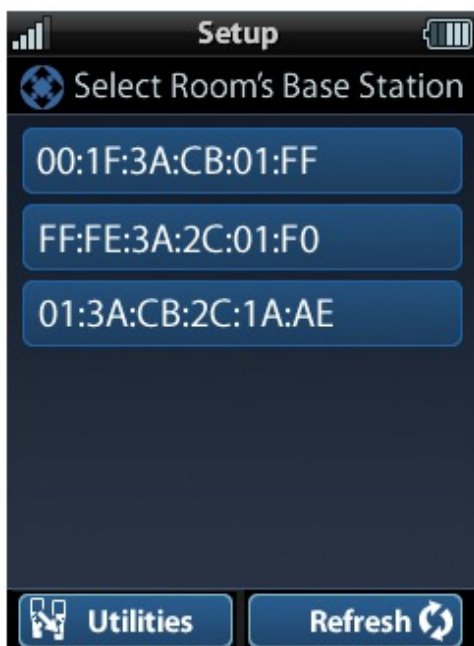


6

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

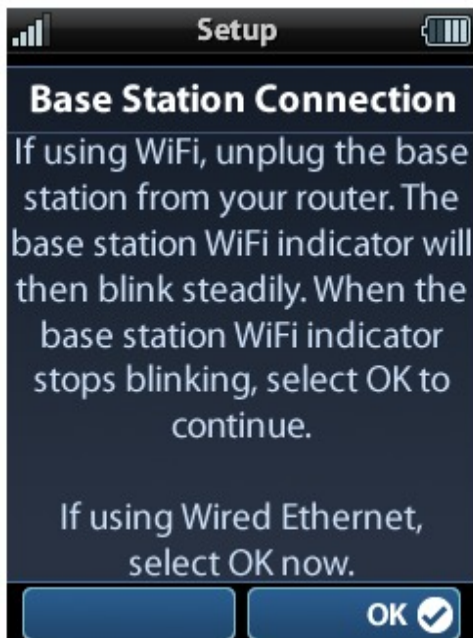
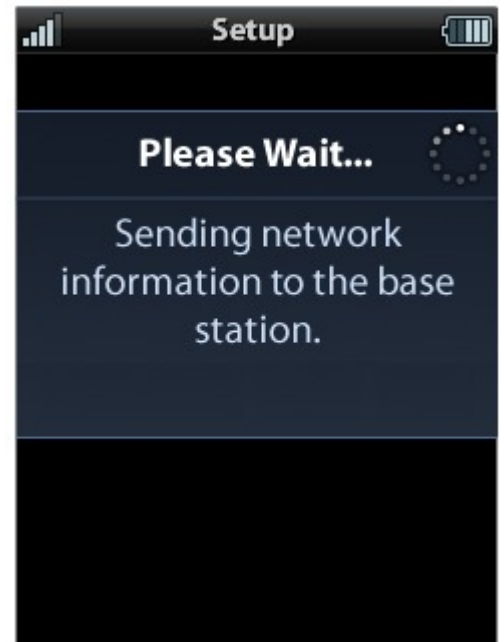


Tip: Look on the underside of the hub (MXHP-H500) to find the Wired MAC. Match this with the MAC addresses in the setup.



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 that Home that is using the MX-HomePro remote and MX-HomePro hub.

You can install up to five sets of remotes/hubs/Mobile App controlled systems within the home, providing control of up to five rooms.



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

Please Refer to the [Logging Into an Existing System](#) Section.

## 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 other devices.



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

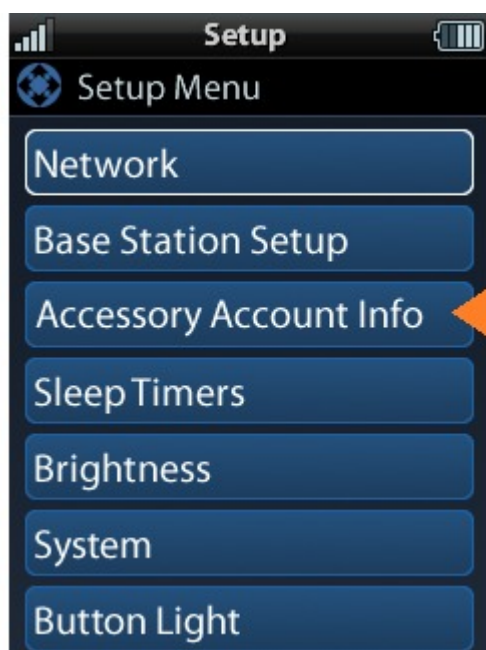
1

To be performed only **AFTER** the remote has been programmed using the MX-HomePro Editor software, **press** the **HOME** and **ENT** buttons simultaneously for **five** seconds.



2

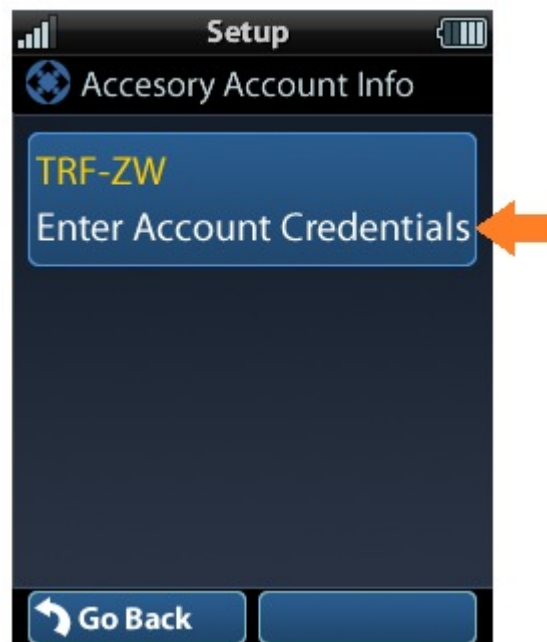
Select **Accessory Account Info** button.





3

Select **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.

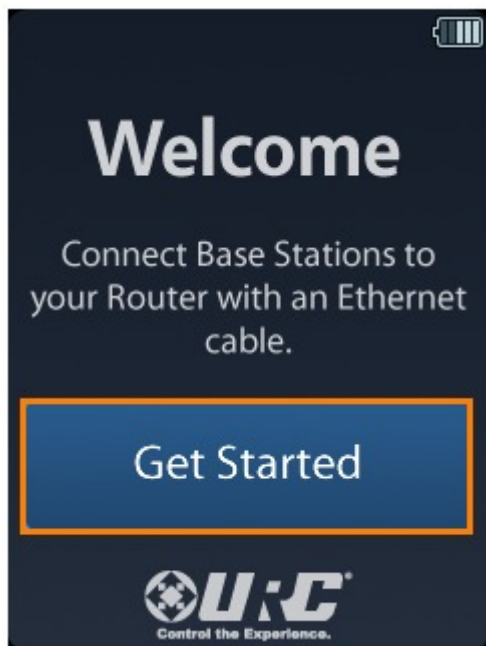
## MX-HomePro System Utilities & Maintenance

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 MXHP-R500 remote is setup to guide you through the process of installing the remote on the network.



1

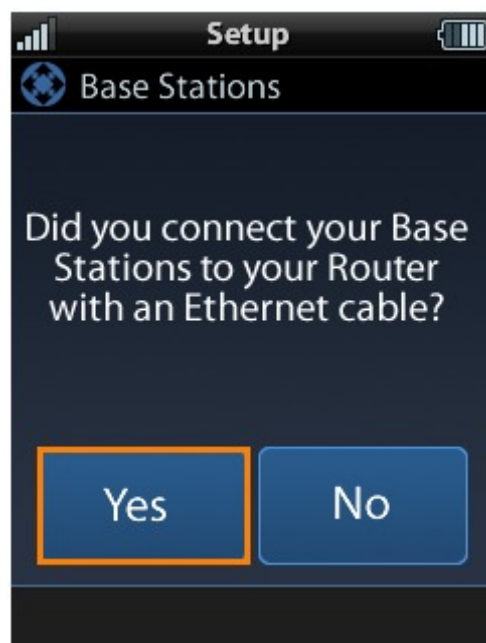
Insert the battery into the remote. When the remote has booted, select **Get Started**.

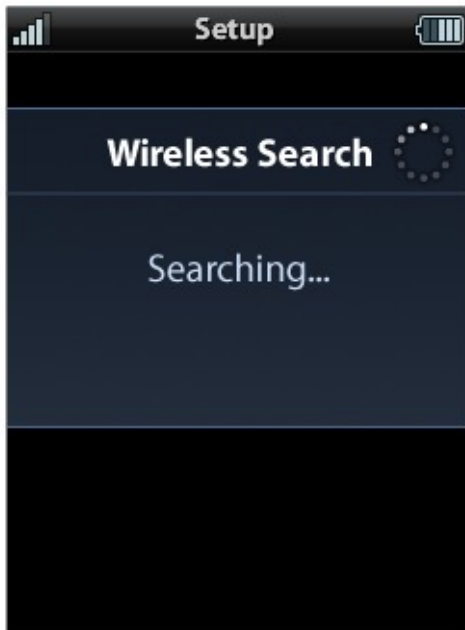


*Tip: Since you are replacing a remote control, you do not need to connect base stations to your router. Just leave the base station as they are programmed and connected.*

2

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





3

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

4

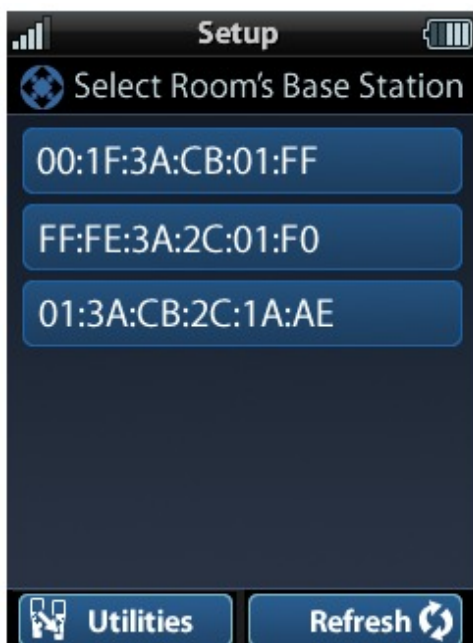
**Select** the **network** being used in the **home** from the generated list of available networks.

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



5

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





6

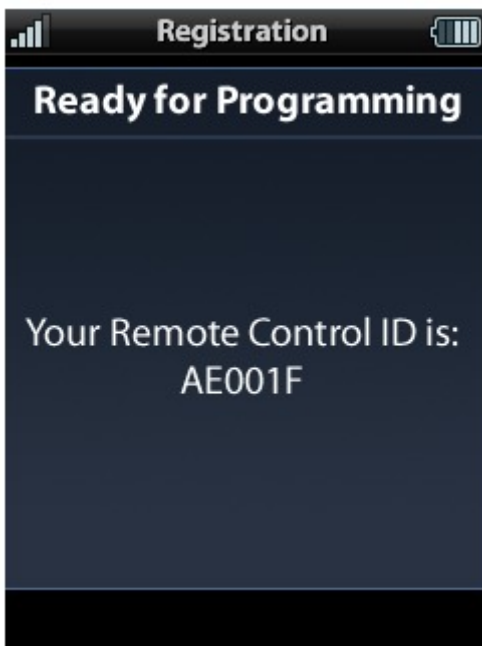
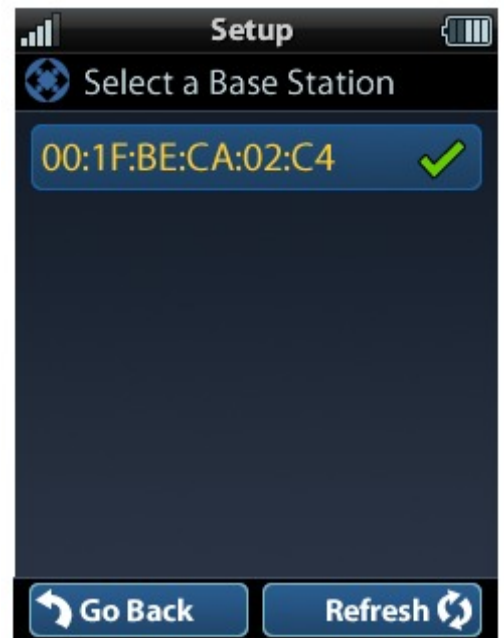
Select **OK** located on the lower right of the remote's screen.

7

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



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



8

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

Please Refer to the [Logging Into an Existing System](#) Section.

## 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** seconds.
- 2 Select the **Base Station Setup**





3

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

4

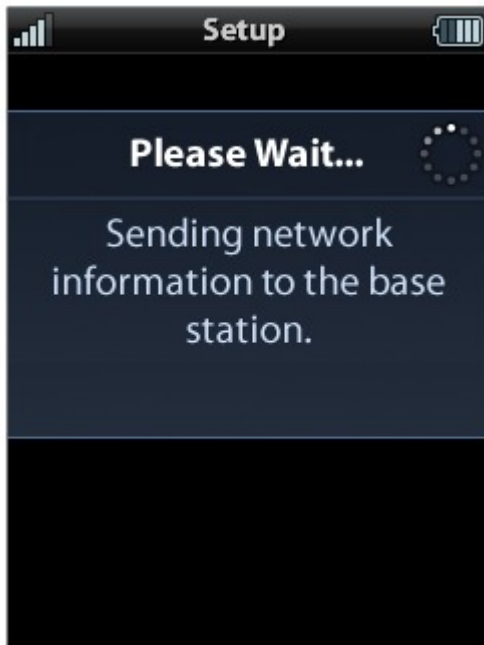
**Select** the new hub's **MAC Address**.



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







5

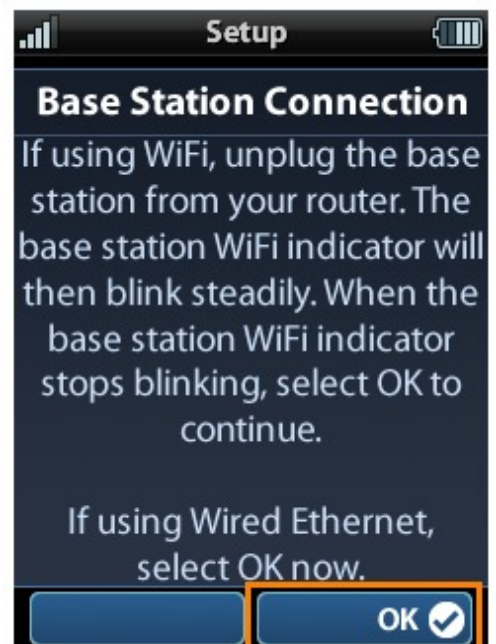
After selecting your room's hub, the remote sends the network's information to it.

.....

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.



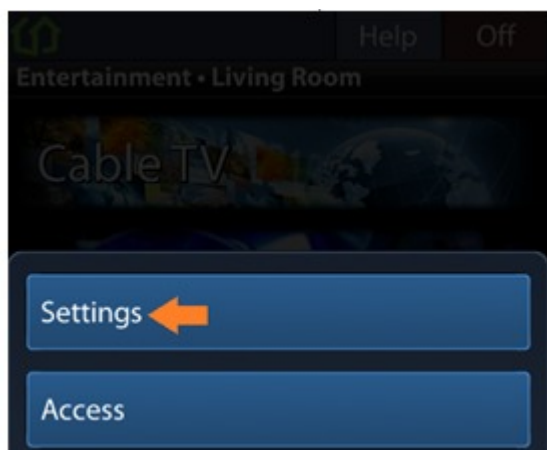


*Tip: Keep this information handy, as it is required to access the MX-HomePro Programming Portal, and setup your remote.*

Please Refer to the [Logging Into an Existing System](#) Section.



## Using the Mobile App to Replace a Hub

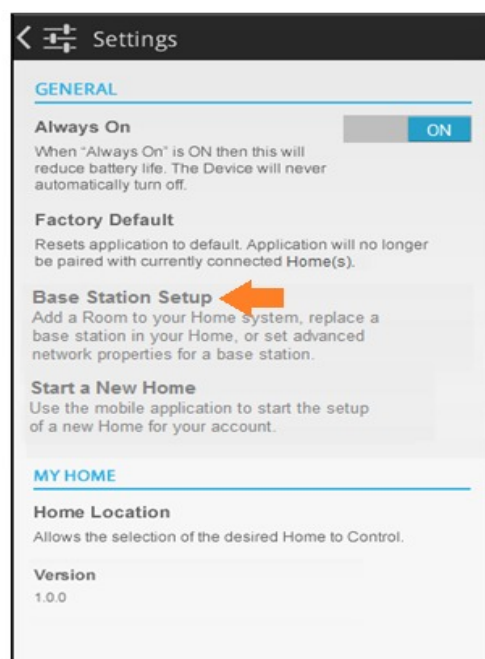


1

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

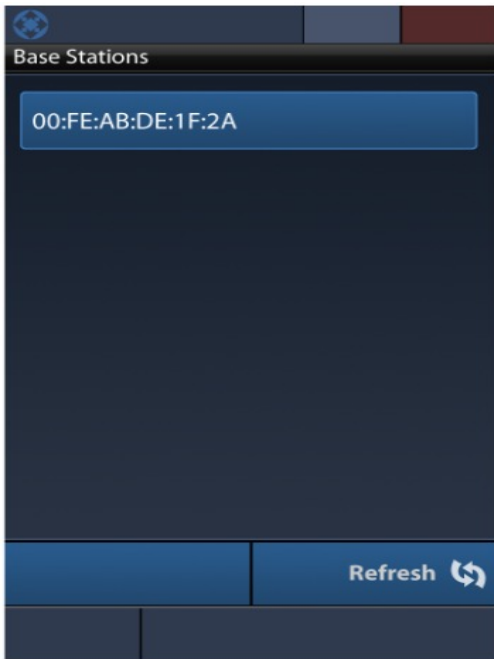
2

Select the **Base Station Setup** in the Settings menu.



3

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



4

Select the new hub's **MAC Address**.

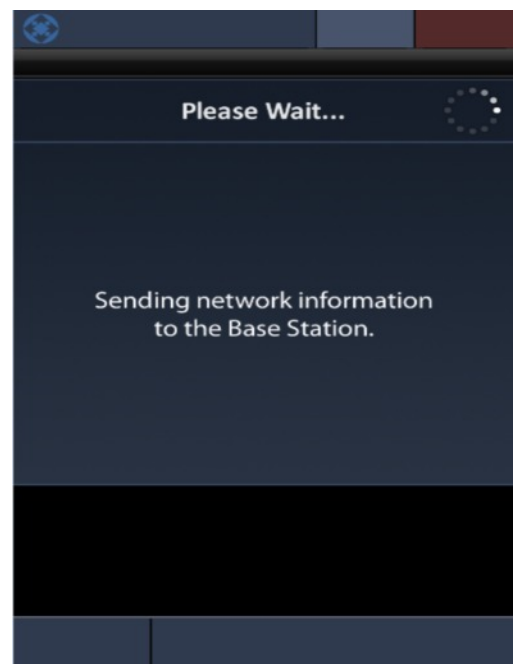


Tip: Look on the underside of the hub (MXHP-H500) to find the Wired MAC. Match this with the MAC addresses in the setup.



5

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





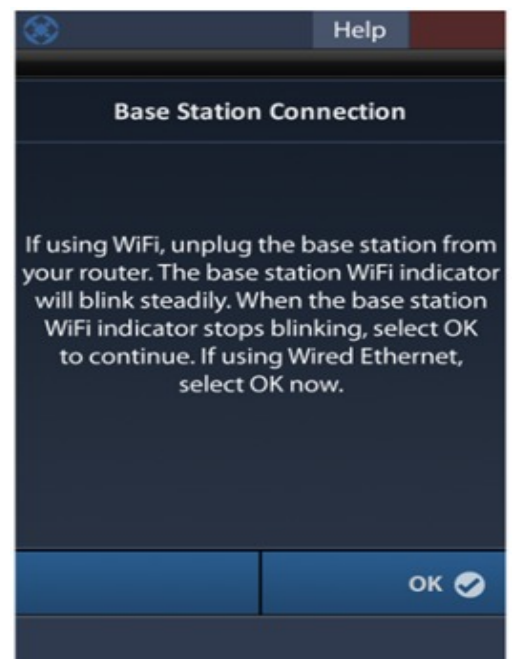
6

**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.





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.*

Please Refer to the [Logging Into an Existing System](#) Section.

## 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 seconds.
- 2 Select the **Factory Default** located on the bottom.



*Tip: Select the "Factory Default" item by highlighting this item, and pressing the "SEL" button for five seconds. We want to make sure that you really mean it when you are setting this remote control to factory default. Follow the screen prompts to complete the process.*



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: **Toll Free:** (800) 901-0800 **Main:** (914) 835-4484

Email: [techsupport@universalremote.com](mailto:techsupport@universalremote.com)