StarHub – Typical Fibre Set Up

Wireless Router

Optical Network Terminal (ONT)

Power Sockets

DECT phone

LAN Cable Cat 5e or Cat 6/RJ45

Fibre Termination Point (FTP)

Fibre Cable/Patch Cord
(attach to Optical port underneath ONT)
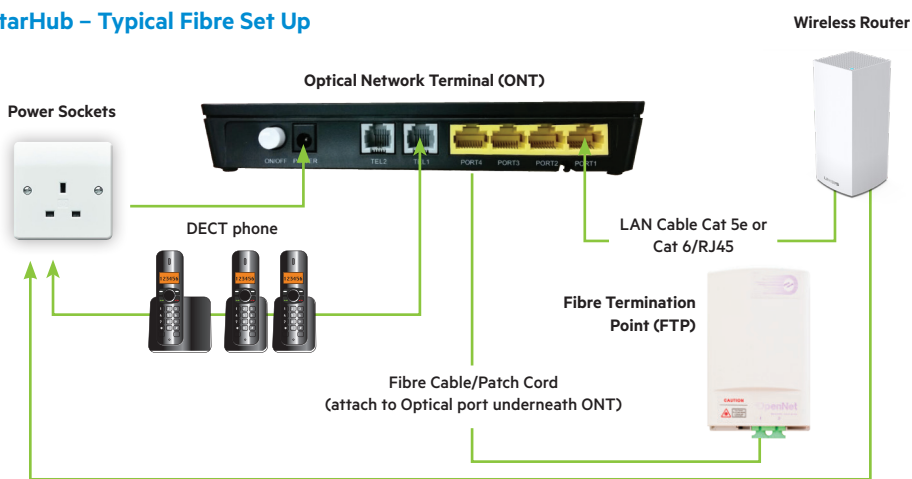
1

StarHub Router Installation Guide

ONT

Router   Power Socket

LED: Solid Purple

▶ First, switch off power to your ONT.

▶ Unplug and remove your old router from the ONT.

▶ Connect an Ethernet cable from the LAN port on your ONT to the Internet Port of the Linksys MX4200 router.

▶ Plug your ONT back into power and wait about a minute while it starts up.

▶ Plug the power adapter into your Linksys MX4200 and connect it to an available power outlet or surge protector. If the LED does not light up, switch on the Power button on the bottom of your Linksys MX4200 router.

▶ When the light on top of your router is solid purple it is ready for setup.

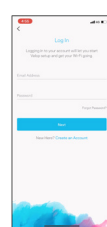▶ Download and launch the Linksys app. Follow the app instructions to complete setup.
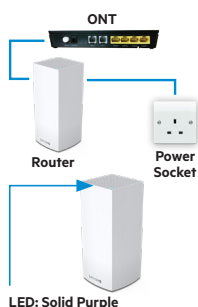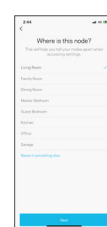
| Set up a New WiFi Network | Configuring Your Node | Log in or Create a Linksys Account | Personalized you WiFi Name and Password | Locate your Node | Set up is completed |

2

Monitor and control your home WiFi. Anytime. Anywhere – Download the Linksys App

Download the Linksys App to your phone for easy set up. Follow the App instructions to complete set up.
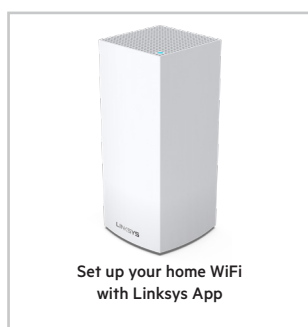
Quick and Easy Setup

Managing your home WiFi with Linksys App is fast and easy:

1   2   3
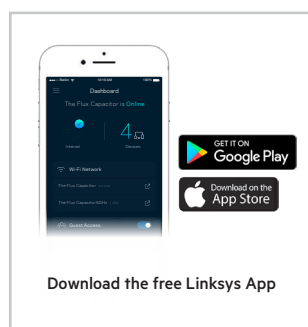
Download the free Linksys App

Set up your home WiFi with Linksys App

Use Your Mobile Device to Manage Your Home WiFi

3

Manage your home WiFi from any mobile device

DEVICE LIST
See Who's Online
View which devices are connected to your home WiFi

GUEST ACCESS
Share Your WiFi
Permit up to 40 guests WiFi access

MOBILE GAMING
Reduce Latency
Giving WiFi priority to specific phones and tablets for better gameplay

PARENTAL CONTROLS
Set Boundaries
Manage your kids' access and usage

ADVANCED SETTINGS
Connect Better
Access advanced features to get more out of your router

WIRELESS
Connect and Share Safely
Password retrieval, connect and share home WiFi

DASHBOARD
WiFi at Your Fingertips
Get real-time info about your WiFi network

MANAGE NETWORKS
Simplify Network Access
Manage your network, all in one place

4

Automatic updates ensure you get the best performance form your router

Upgrading the firmware of your router allows you to fully enjoy its complete features. If you don't updated the firmware after installing your Linksys Smart WiFi router the first time, you will be prompted to do so the next time you try to access router settings. If the Linksys app was used to configure your Linksys MX4200, automatic updates will be turned on by default. You can enable automatic updates by following the steps below.

Enabling Automatic update

Managing your home WiFi with Linksys app is fast and easy:

▶ **Step 1:** Log in to the Linksys app with your email address and password. Select "Network Administration"

▶ **Step 2:** Under the Automatic Firmware Update section, toggle the switch to turn it on.

Change Velop Password and Hint

Automatic Firmware Update
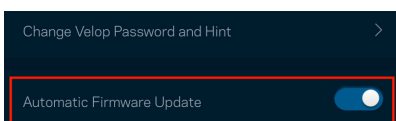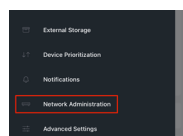
When connected to the internet, the router will be able to detect available updates and apply them to your router.

Keeping your home router updated is a crucial part of not just staying secure but to also enhance the performance of your router.

Security Features and Fixes
Linksys may issue firmware updates to upgrade features such as outdated encryption modules or to add entirely new security mechanisms that weren't in previous versions of the firmware.

Performance Enhancements
Updates can boost speeds or add features to improve your overall WiFi experience.

5

Change Default Passwords for security reasons

**What is the router password for?**

The router password is an administrator password used to access router settings if you don't have an internet connection. Change it to something only you will remember to prevent unauthorized access.

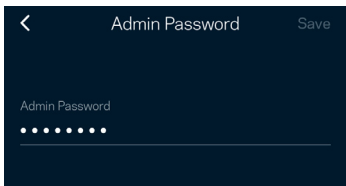▶ **Step 1:** Log in to the Linksys app with your email address and password.

▶ **Step 2:** Select "Network Administration"
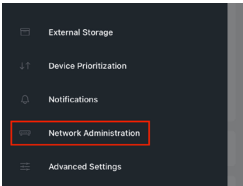
▶ **Step 3:** Select "Change Velop Password and Hint"
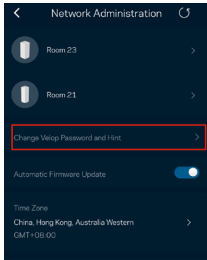
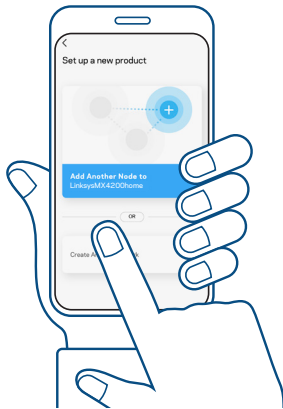▶ **Step 4:** Set your secure password and hint (optional)

Need more WiFi coverage?

To enjoy better WiFi coverage, add nodes to extend your home WiFi range. Follow the steps below.

1. Log in to the Linksys app
2. Find "Set Up a New Product" from the menu
3. Select "Add Another Node"

What do the lights mean?

- Starting up (blinking)
- Connected
- No internet from the modem
- Ready for setup
- Weak connection (child node only)
- Setup in progress (blinking)
- Disconnected (blinking)
  Child node: too far
  Parent node: unplugged from the modem

Troubleshooting

1. **How can I reset the Linksys MX4200 to factory defaults?**
   Press and hold the Reset button at the bottom of the Linksys MX4200 for about **10** seconds.

2. **I have reset the Linksys MX4200 and now I can't launch the setup page. What should I do?**
   Make sure the Node LED is solid purple and your mobile phone with Linksys app is ready.
   QUICK TIP: You may want to log out from the Linksys app, and select "Set up a New WiFi Network"

3. **What should I do if I can't connect to the Internet wirelessly and my network name is not listed in the Available Networks?**
   Try the following steps to resolve the issue:
   • Verify that your router is ON and the LED is solid BLUE.
   • If you are far from the router, move closer to see if your device is out of the wireless network range.
   • Turn the router OFF and power it back ON.

4. **Can I also block HTTPS websites in Parental Controls?**
   Yes, website addresses starting with **https://** can be blocked but, because they have encryption, Linksys Smart WiFi cannot redirect you. Instead of a page telling you the address has been blocked, you will see a browser error page.

Linksys MX4200 is DFS Certified

DFS Certified

Dynamic Frequency Selection (DFS) allows wireless routers to operate on the 5GHz frequency band that is traditionally allocated to radar systems. The Linksys MX4200 is DFS-certified which enables it to operate in a clear airspace denied to traditional routers. This certification triples the number of channels available at 80MHz.

A DFS band provides you with additional 5GHz channels that are less congested compared with the common Bands 1 and 4 on the 5GHz channels, enabling better performance in a router.

However, please note that:

• When DFS is enabled, the router will monitor the radar signal frequency in the environment. If radar signals are detected on the current channel, the router will switch to an alternate channel automatically.

• During this channel switch, you might encounter a short disconnection on 5GHz; however, the connection will be restored after a short while.

• After the channel switch, the router will keep the operating channel until the next time you restart your router.

• If you have older wireless devices that do not have DFS capability, you can disable DFS in the Advanced WiFi Settings section of the Linksys app or at LinksysSmartWiFi.com.

* Some older or legacy device do not support DFS. Check with your device manufacturer for DFS support.

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Remote Assistance – Should you need more help

Linksys Smart WiFi Agent Assist allows you give permission to a Linksys Support Agent to take control and make changes to your router if you can't resolve issues on your own. Agents can help with port forwarding, setting up network storage, or changing wireless settings.

• Customer must have a Linksys Smart WiFi account.
• Customer must have an active Internet connection (WAN)

IMPORTANT NOTICE: In activating Agent Assist, the Linksys Support Agent ("Agent") will have access to Customer's Smart WiFi account settings but not to computer settings or any information stored on the computer, and the Customer's WiFi network name and password will be visible to the Agent. We therefore strongly encourage Customer to change his/her WiFi password immediately after the Agent Assist session.

Need more help?

For more information on the product, warranty, technical support, troubleshooting, FAQs, etc., please visit **www.linksys-sh.com** OR scan the following QR code for easy access to the site:

Call Linksys at:

6701-6971