MX-1400

Owner's Manual

COMPLETE CONTROL ®

Introducing the MX-1400
Thank you for purchasing URC's MX-1400 wand remote control. Its easy and intuitive use helps to simplify your life while adding control of more things than thought possible.

Online Support:
Complete Control is sold both direct and through distribution. URC devices must be installed and programmed by a certified custom integrator.

End-User Support:
Visit the URC Home Page for product information, owner's manuals, and support contact information.

Contact Support:
For questions or assistance, please contact your custom integrator/ programmer.

My Installer/Programmer

Technical Support
Toll Free: 800-904-0800
Main: 914-835-4484
To open a support ticket go to:
Hours: 9:00am - 6pm EST M-F

Rev 1.4

Table of Contents

Features & Benefits

- **IR/RF Device Control**: This unit can directly control the **IR device's** in your home. You can also use **RF** to control devices located in different rooms by integrating an **MRF base station**.

- **Quick Connect Wi-Fi:** When woken up, the remote connects to the wireless network **(2.4 GHz)** for control via a **Voice Assistant**.

- **Voice Assistant Ready:** Enable the built-in **Amazon Alexa** service to send commands verbally from the remote by pushing the press-to-talk microphone button.

- **User Interface Customization:** Each Main Menu button can be **customized** for activities, such as watching TV or listening to the radio. These activities can contain multiple commands (**macros**) which enable a single button press to turn the needed devices **ON** or **OFF**.

- **Complete Control PC Editor:** The MX-1400 is programmed using **advanced configuration software** called Complete Control. To fully automate an audio/video system, the programmer must have a detailed knowledge of each component and how the system connects and operates.

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Parts

- MX-1400 Wi-Fi Remote Control
- Li-ion Rechargeable Battery
- Charging Cradle
- Power Adapter
- USB Type C-Cable

MX-1400
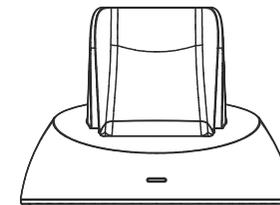
Charging Cradle
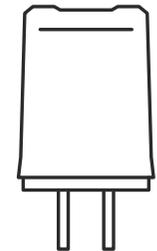
Power Adapter

Rechargeable Battery

USB Type C Cable

2

Connecting the Battery Pack

A battery is included in the box when shipped from the factory. Press the spring lock down to unlock and remove the cover. Place the battery into the battery compartment, making sure to align the contacts on the battery with the contacts within the MX-1400's battery compartment. The battery snaps into place when aligned properly. Replace the battery cover.

Using the Charging Cradle

Plug the USB power adapter into a power outlet and the **USB-C cable** into the rear of the charging cradle. Gently place the MX-1400 into the cradle, so that the remote automatically aligns itself to the contacts on the charging cradle. The status light immediately illuminates.

It is possible to connect the USB-C cable **directly** into the bottom of the MX-1400.

There are three (3) status light conditions:

- **Red:** Indicates the the remote's battery is charging

- **Blue:** Indicates that the remote's battery is off the charging dock

- **White:** Indicates that the remote's battery is fully charged

Using the MX-1400

The Main Menu pages display activities and/or devices. Press the **Main button** to access the Main Menu. Larger systems may have more than one (1) page. Press either of the **Page buttons** to view additional Main Menu pages.

Although the MX-1400 is programmed with custom layouts and devices, there are persistent buttons that maintain a steady function:

A. **Power On/Off:** With a single press of either button, the Complete Control system turns the device **On** or **Off**.

B. **Capacitive Touch Screen:** The specific function of each button is linked to the screen icon associated to the LCD screen. These buttons are used to select activities, devices, functions, navigate, and more. Speak with your custom integrator for more details.

C. **Page Left/Right:** These buttons are used to navigate through the various Main Menu and Device/Activity Menu pages.

D. **Main**: By default, this button returns the user to the previous menu.

E. **Vol+, Vol-, & Mute:** Used to increase, decrease, or toggle the mute status of the active audio device.

F. **CH+, CH-, & Prev:** Used to change a Cable/SAT channel up or down or to navigate through a device's on-screen menus. The Prev button returns to the device's previous channel or can be used to return the user to a previous menu.

G. **Microphone:** Select this button to interact with the native voice assistant service. When pressed, the microphone activates and listens to your verbal commands. The microphone is shut off when the button is no longer pressed.

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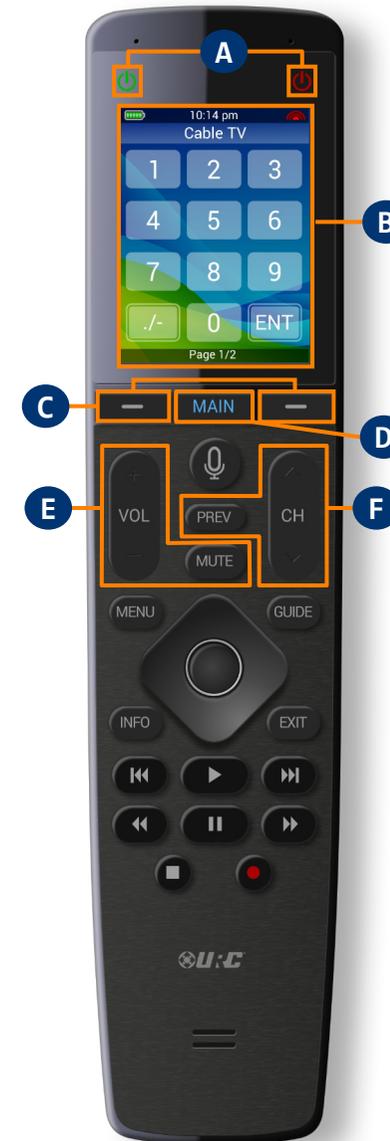
Using the MX-1400 (cont'd)

H. Navigation Keys: Comprised of up, down, left, and right. These buttons are used to navigate through the menus and/or devices.

I. Select: Center button of navigation keys, used to confirm selections displayed on a viewing device.

J. Menu: Displays the on-screen menu of the active device.

K. Guide: Displays the channel guide for the device's on-screen display.

L. Info: Displays channel information for the device's on-screen display.

M. Exit: Closes out any open menus or guides on the display or returns to the previous menu.

**N. Transport Buttons:** These are the available buttons:

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- ▶ (**Play**)

- ❚❚ (**Pause**)

- ■ (**Stop**)

- ● (**Record**)

- ▶▶❚ (**Skip+**)

- ❚◀◀ (**Skip-**)

- ◀◀ (**Rew**)

- ▶▶ (**Fwd**)

N

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Using Voice Control

The MX-1400 has the capability of using **Amazon Alexa Voice Assistant** to control activities and devices **programmed within the Alexa system**.

For instructions on how to enable the Alexa Voice service, refer to .

The MX-1400 preserves your privacy with a push-to-talk button on the remote control. This means the Alexa Service is only listening when you want it too.

Issuing Voice Commands
Voice Commands can be issued easily and intuitively with the push-to-talk button. This button removes the need to say "Alexa...".

Press-and-hold the button and say phrases such as...

- "Set living room temperature to 72 degrees."

- "Turn on patio lights."

- "Turn off kitchen lights."

- And much more...

The MX-1400 does not support the following Amazon Alexa features:

- Audio Playback via Amazon Music, Audible, or other music services.

- Alexa Drop-In, calls, or video calls

- No graphical feedback

Complete Control

Displaying the Setup Menu

The Setup Menu allows users to configure or change certain behaviors of the MX-1400.

Enter the Setup Menu by pressing and holding the Main and Select (see image at the right) buttons for greater than three (3) seconds.

> The Setup Menu times out after sixty (**60**) seconds and returns the MX-1400 to the system's Main Menu.

Use the up and down navigation buttons to maneuver between the two Setup pages. To select an option, highlight the desired setting and press the "Select" key at the center of the navigation keys.

To return to a previous page press the left page button (at the left of Main Menu). Press the Main or Exit button to return the remote to the Main Menu.

- **Sleep Timers**

- **Network**

- **Voice Assistant**

- **Brightness**

- **System**

- **Button Light**

- **Power**

- **Date & Time**

- **Button Beep**

- **Pickup**

- **Software Update**

- **Factory Default**

> Image on display presents all the options available on the two (**2**) Settings Menu pages.

- Voice Assistant
- Sleep Timers
- Event Timer
- Date & Time
- Power
- Brightness
- Sound
- Pickup
- System
- Factory Default

8

Alexa Voice Assistant & WiFi Setup

This option allows you to integrate your Amazon Alexa voice assistant with

the MX-1400. Once enabled, use the push-to-talk button to issue vocal commands to the Alexa system.

Follow these instructions to enable the Alexa Voice Assistant service and connect the remote to a WiFi network:

1. From the **Settings Menu**, select **Voice Assistant**.

2. Select Alexa **Voice Assistant**.

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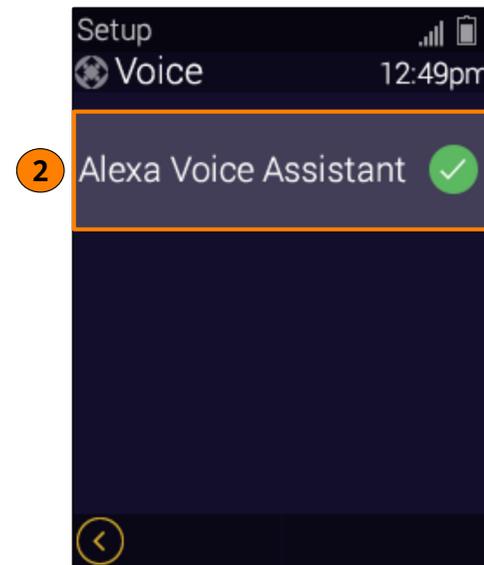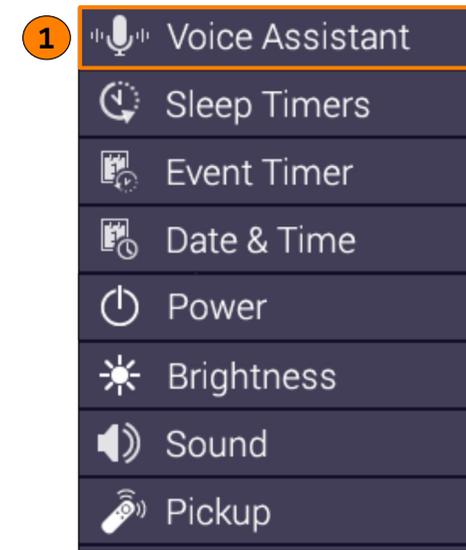
Alexa Voice Assistant & WiFi Setup (cont'd)

3. Select **Reactivate Beacon**. [Note: If the 'Reactivate Beacon' button is grayed out, then the beacon for Alexa discovery is currently active.]

4. The FFS beacon is **activated**. Select **OK** and open the **Alexa app** on a smart phone or tablet.

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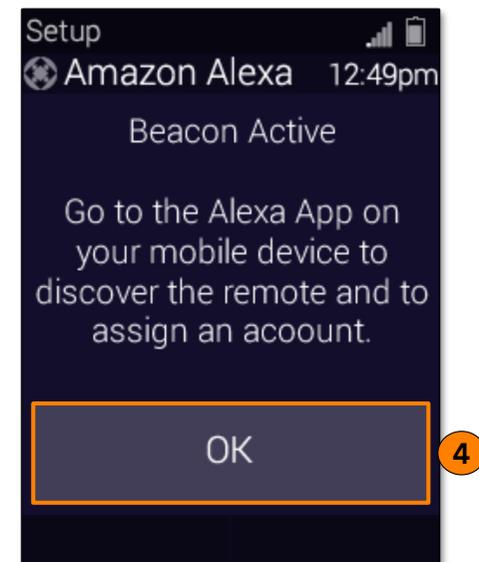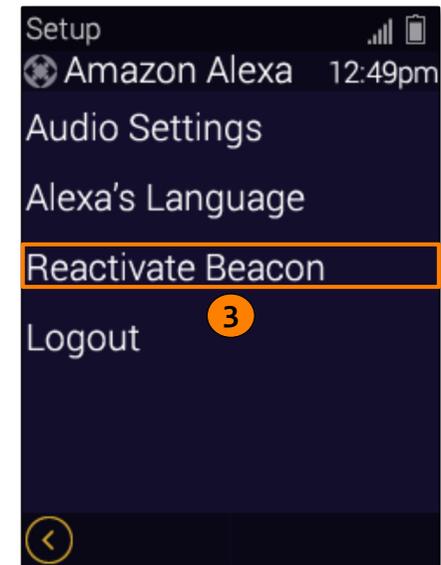
Alexa Voice Assistant & WiFi Setup (cont'd)

5. On the app Home screen, select Devices.

6. Select the + icon in the top-right of the Devices page to add the remote.
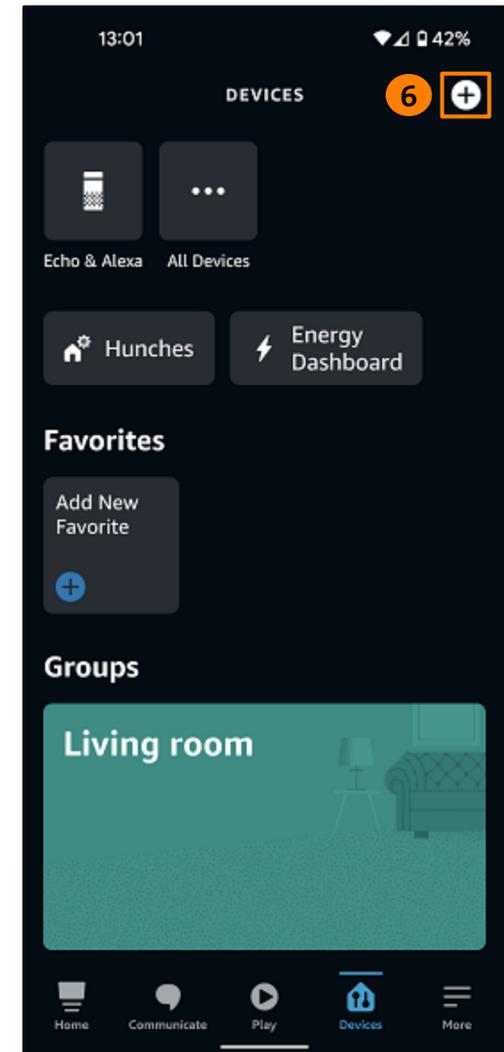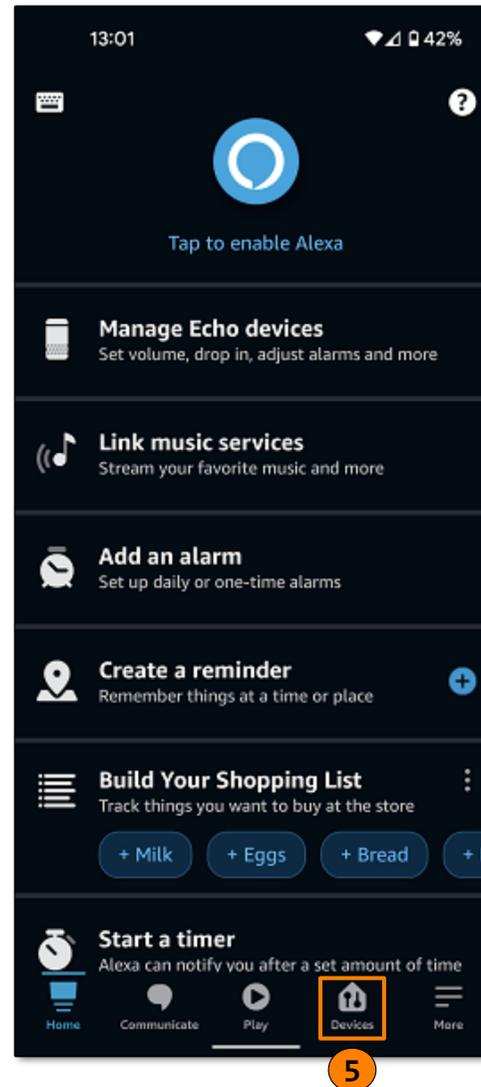
**Alexa Voice Assistant & WiFi Setup (cont'd)**

7. Select **Add Device**.

8. Type "**URC**" into the **search bar** at the top and select the only option that is displayed.

   - Note: The search results will display a device called "URC Remote". This is the MX-1400.
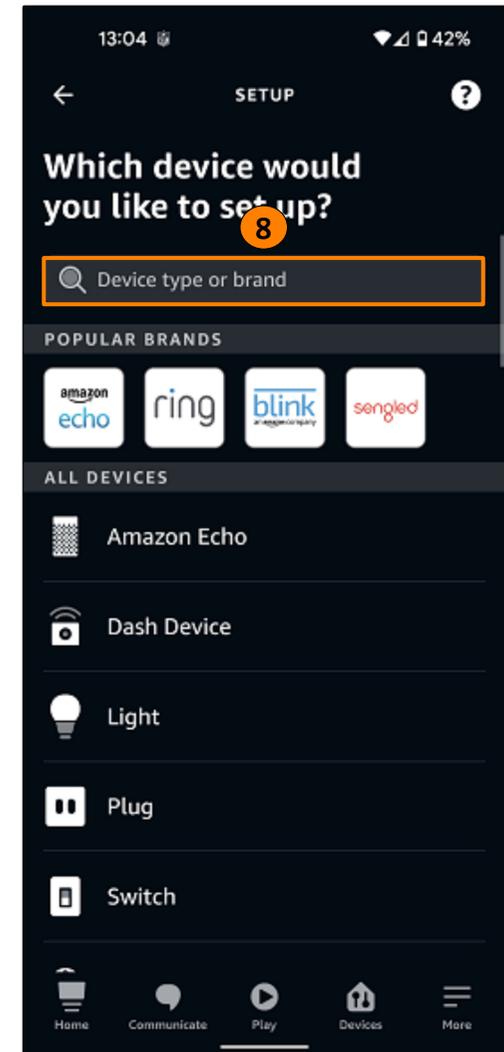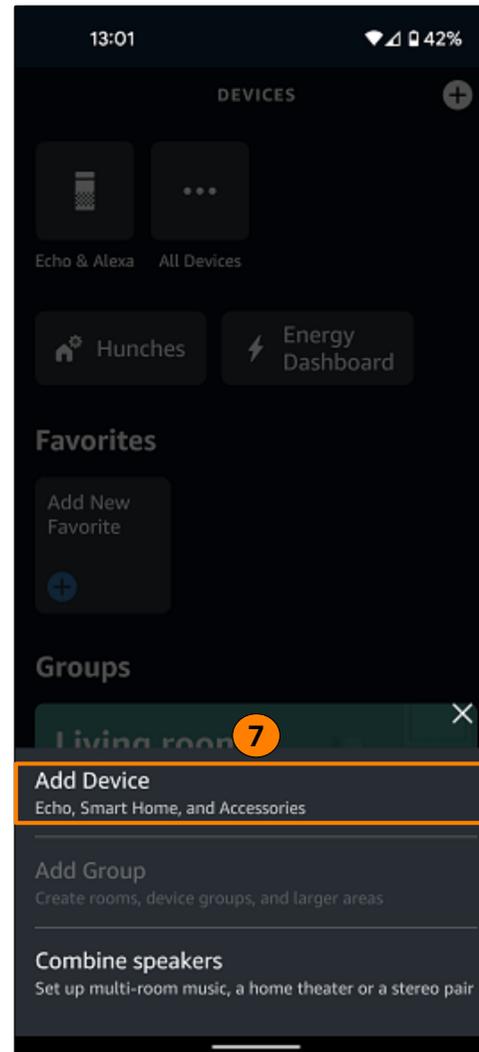
Alexa Voice Assistant & WiFi Setup (cont'd)

9. Select Allow to provide the Alexa App with required permissions to continue setup.

10. Select a Wi-Fi network to connect the remote too.

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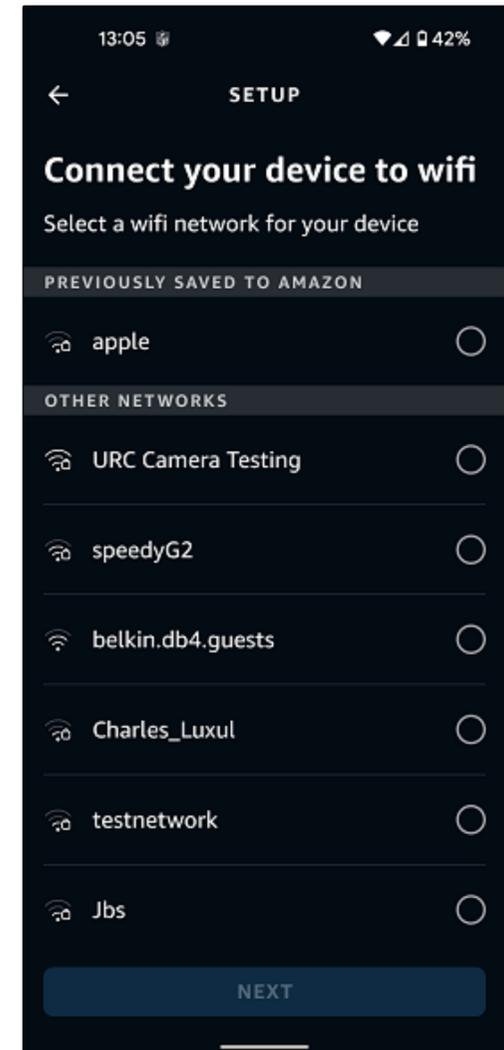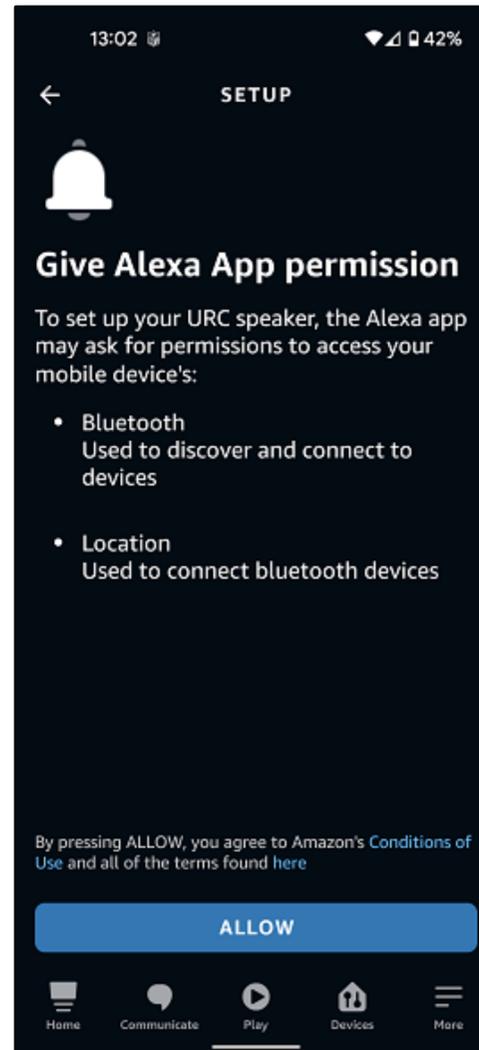
Alexa Voice Assistant & WiFi Setup (cont'd)

11. Enter the Wi-Fi network password and select Next. Follow any other prompts to complete the setup process. The remote and Alexa have now been paired and the Mic button is ready for use.


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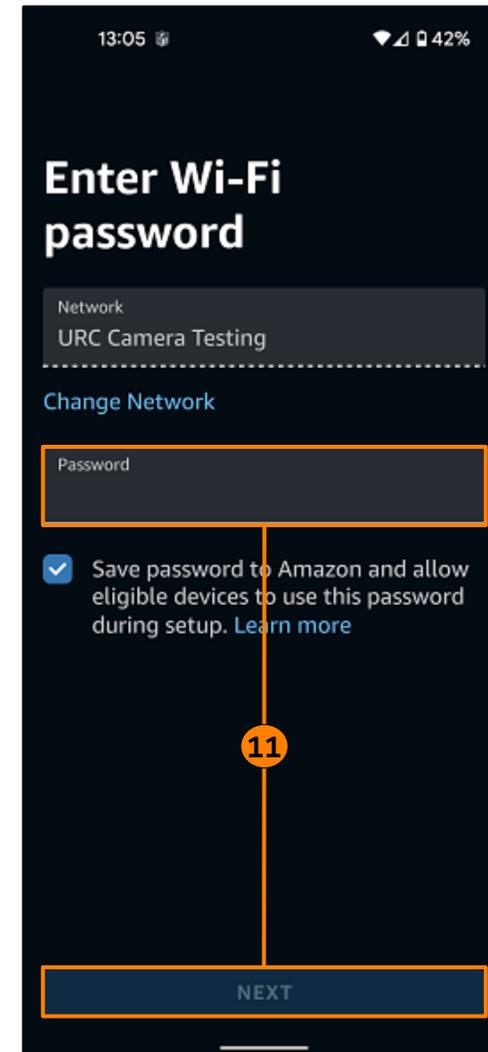
Voice Assistant Settings

After setup, the Voice Assistance menu offers a few features to customize how the remote interacts with Alexa.

- **Audio Settings**: Allows for **Voice Volume** and the **Audio Cue** levels to be adjusted.

- **Alexa's Language:** Allows for Alexa's **language/accent** to be set to one of a variety of options.

- **Logout:** Selecting Logout **removes** Alexa integration from the remote. The Mic button **no longer functions** with Alexa until it has been **configured again**.



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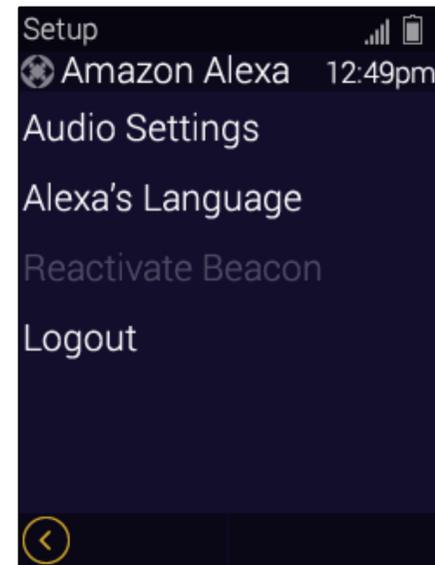
Comcast Xfinity Voice Assistant Setup

This option allows you to integrate your Comcast Xfinity voice assistant with the MX-1400. Once enabled, use the push-to-talk button to issue vocal commands to the Comcast Xfinity system.

It is recommended that the sleep mode of the Comcast/Xfinity box be disabled.

Follow these instructions to enable the Comcast Xfinity Assistant service:

1. From the **Settings Menu**, select **Voice Assistant**.

2. Select **Xfinity**.

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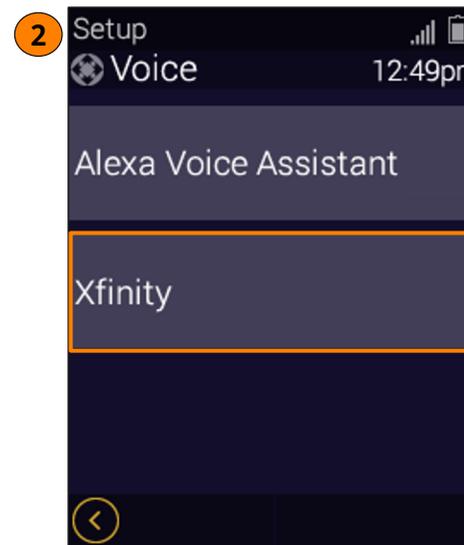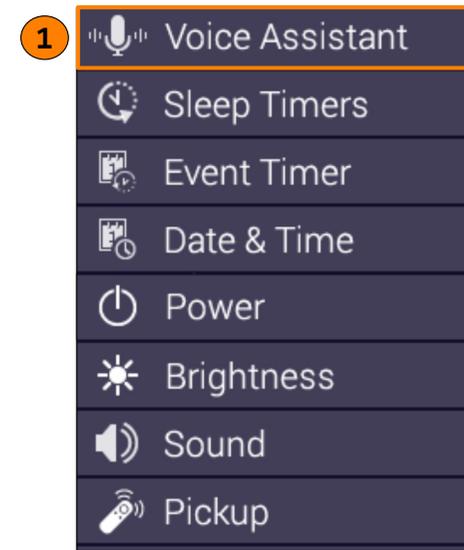
Comcast Xfinity Voice Assistant Setup (cont'd)

3. From the **Comcast Menu**, select **Enter IP to Connect** (IP address of the Comcast Box).

4. Select **Next** when prompted "*Comcast box must be enabled for IP control in order for the Xfinity voice feature to work*".

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Comcast Xfinity Voice Assistant Setup (cont'd)

5. Enter the IP address of the Comcast box, then select **enter**.

6. Select **Next** when prompted to "*Choose the sources on your remote that you want Xfinity voice to activate when pressing the mic button*".


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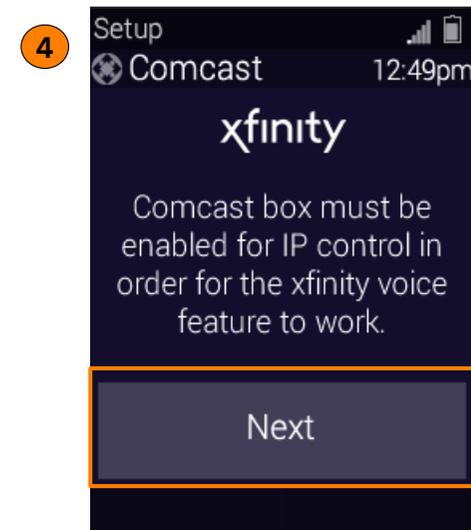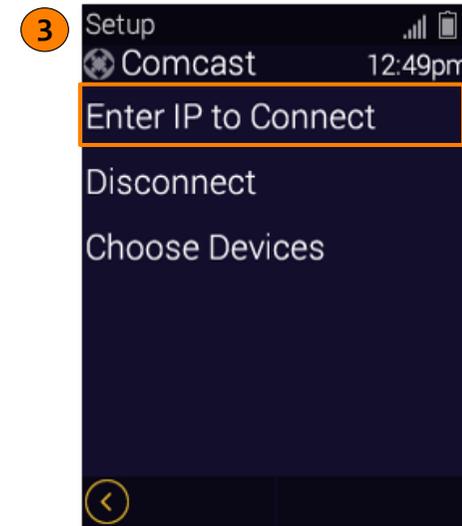
Comcast Xfinity Voice Assistant Setup (cont'd)

7. Select the sources that you want Xfinity voice to activate when pressing the mic button. Select ⊘ once your selection(s) have been made.

8. The ✅ indicates that a connection was successfully made with the Comcast box.

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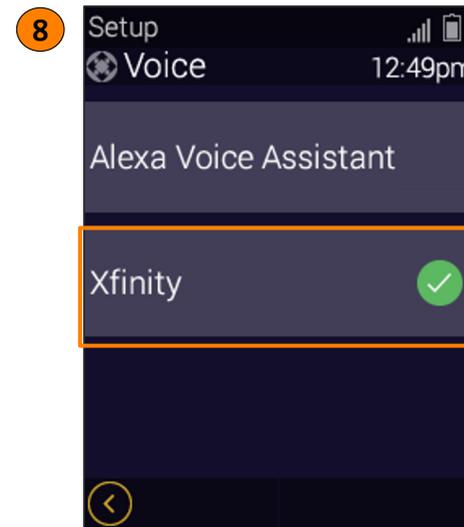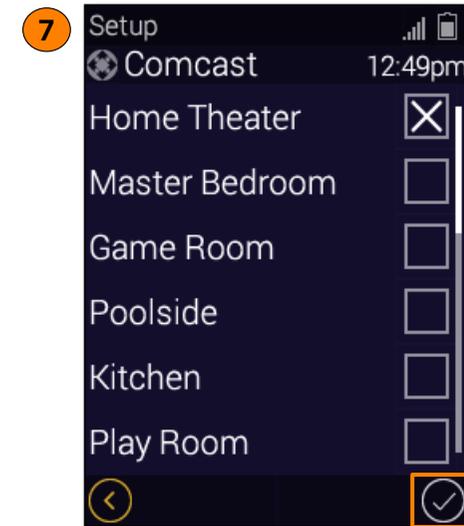
Sleep Timers

Adjust the screen and button sleep times by pressing the adjacent LCD buttons to increase or decrease the sleep timer.

Once the times have been adjusted, press the **Save** button. Pressing **Cancel** reverts the remote to the last saved setting.

> Leaving the remote's display on for long periods of time may reduce your device's battery life.
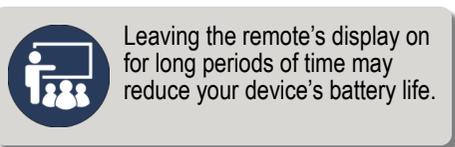
Event Timers

Allows for event timers to be enabled or disabled individually.

Once the timers have been adjusted, press the **Save** button. Pressing **Cancel** reverts the remote to the last saved setting.

These events are setup by the installer in the Complete Control Programming software. If the Event Timer list is empty, then you can speak with your installer to have specific events added.

Setup

⚙ **Sleep Timers**   12:49pm

LCD on battery power
‹   3 minutes   ›

LCD on the Cradle
‹   1 hour   ›

CANCEL   ⊗   ⊘   SAVE

Setup

⚙ **Event Timers**   12:49pm

Pool Lights
Daily/3:30 PM   ☑

Reset Shutters
Weekly/M-F/11:00 AM   ☐

Purge Pool Filter
Monthly/15th   ☑

CANCEL   ⊗   ⊘   SAVE
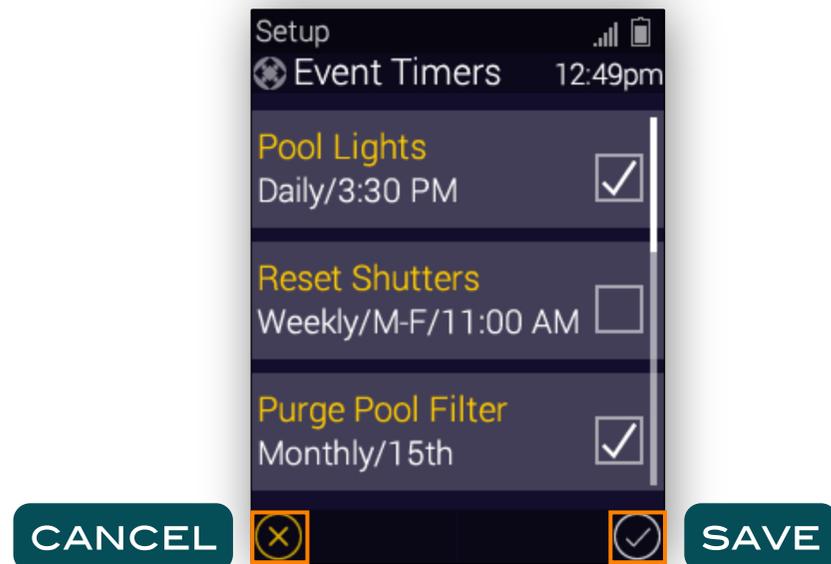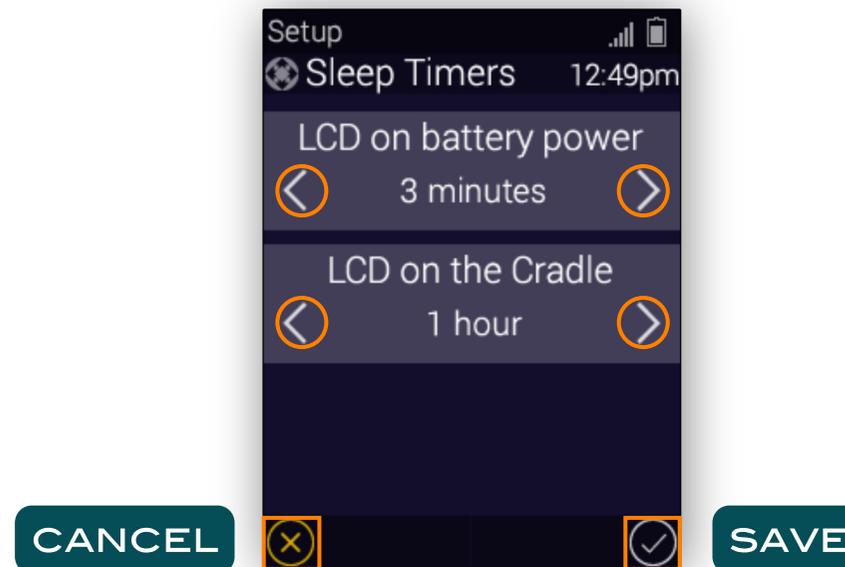
Date & Time

The remote's date and time settings have been set by your certified custom integrator. If needed, the date and time settings can be manually changed here.

If the system's date and time are adjusted, the MX-1400 adopts the new date and time globally.

If the advanced system controller is reset, it defaults to the program's default location using the Internet. If Internet is not present, the date and time must be entered manually from a URC interface such as the MX-1400.

Once the date and time settings have been adjusted, press the **Save** button. Pressing **Cancel** reverts the remote to the last saved setting.
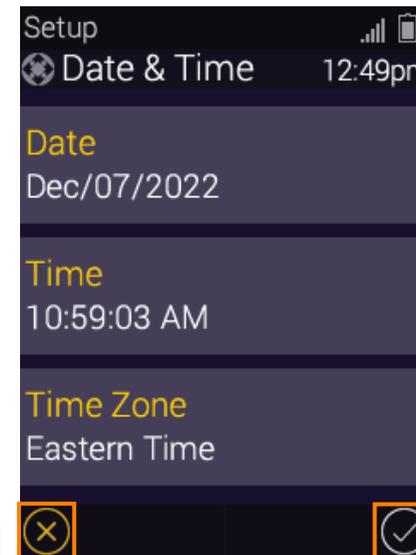
Power

Displays the remote's remaining battery level. Adjust when the "Low Battery" warning screen appears.

Once the Power settings have been adjusted, press the **Save** button. Pressing **Cancel** reverts the remote to the last saved setting.

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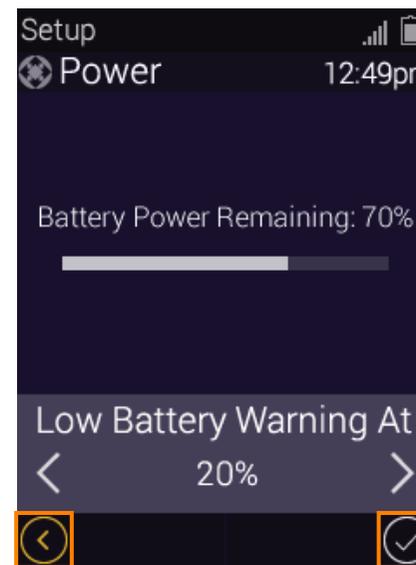
Brightness

Adjust the screen and button brightness by pressing the adjacent LCD buttons to increase or decrease the brightness level.

Once the brightness has been adjusted, press the **Save** button. Pressing **Cancel** reverts the remote to the last saved setting.

> High brightness levels may reduce the MX-1400's battery life.
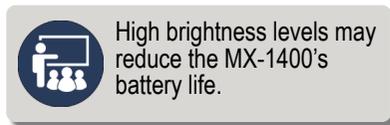
Button Beep

Adjust the button "beep" of the remote. Press the adjacent LCD buttons to increase or decrease the volume level.

Once the sound has been adjusted, press the **Save** button. Pressing **Cancel** reverts the remote to the last saved setting.

> Higher sound levels may reduce the MX-1400's battery life.

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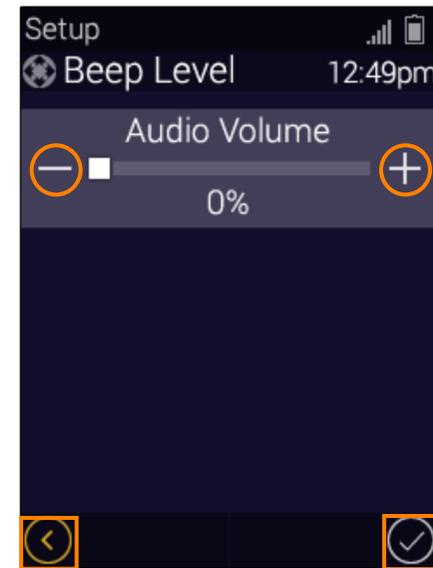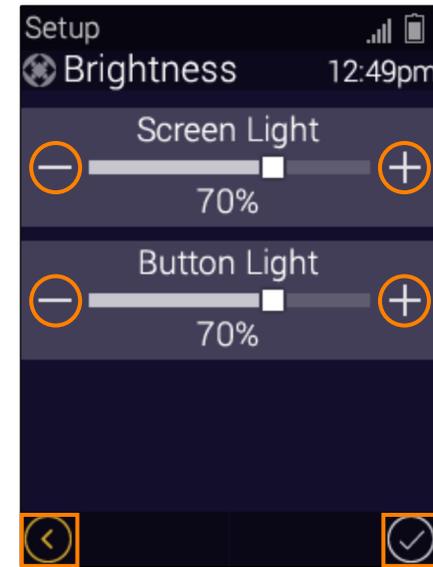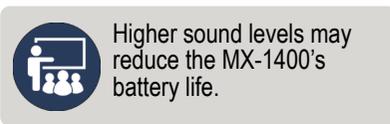
Pickup

Turn on or off the remote's pickup sensor. When enabled, the MX-1400 turns on when the remote is picked up. Select **Yes** (turn on) or **No** (turn off).
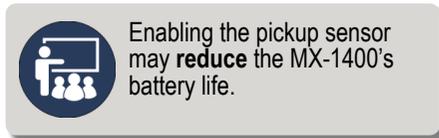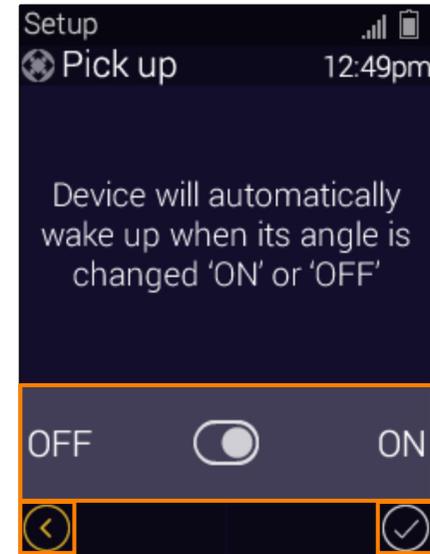
> Enabling the pickup sensor may **reduce** the MX-1400's battery life.

System

Displays information about the remote's operating system, memory, etc. Pressing the **Exit** button exits to the remote's System Menu.

Software Update

URC's system has the ability to be programmed by a certified URC programmer remotely (after initial installation). There may be situations where the device may need to have the software update applied manually.

Select this option only when instructed by your certified URC integrator or URC's Technical Support Team.
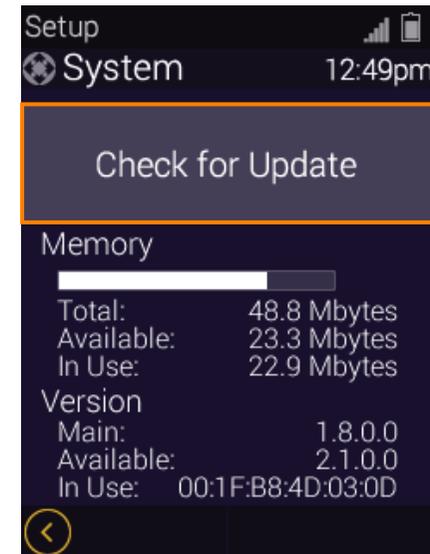
Factory Default

Resets the memory of the MX-1400 to the factory settings. All existing programming is erased. The device requires reconfiguration by your certified URC integrator.

Press and Hold the 'Factory Default' button in the settings menu for seven (7) seconds to display the Factory Default confirmation screen.

WARNING! Only use this button when instructed by URC's Technical Support team.

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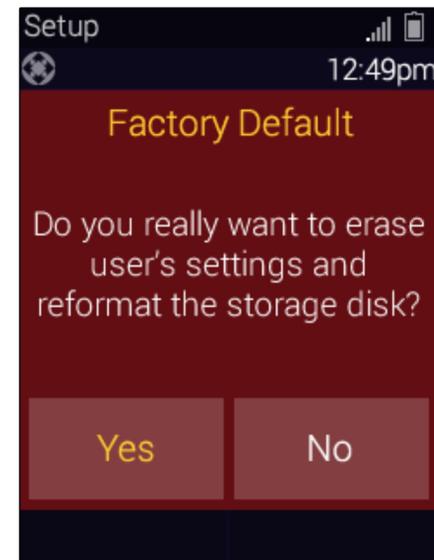
Manual WiFi Setup

This option allows you to configure the MX-1400's WiFi manually if choosing not to do it via the Alexa app.

If your WiFi was connected via the Alexa app then you must logout and disable that connection first before the manual setup process.

Proceed to Step 9 manual WiFi configuration if it was not configured via Amazon Alexa app.

1. From the **Settings Menu**, select **Voice Assistant**.

2. Select **Alexa Voice Assistant**.

> Manual Wi-Fi setup cannot be used if you wish to use Alexa on the remote. When using Alexa, Alexa will manage the remote's Wi-Fi

1

🎤	Voice Assistant
🕐	Sleep Timers
📅	Event Timer
📅	Date & Time
⏻	Power
☀	Brightness
🔊	Sound
📡	Pickup

2

Setup
⊕ Voice   12:49pm

Alexa Voice Assistant ✓

Xfinity

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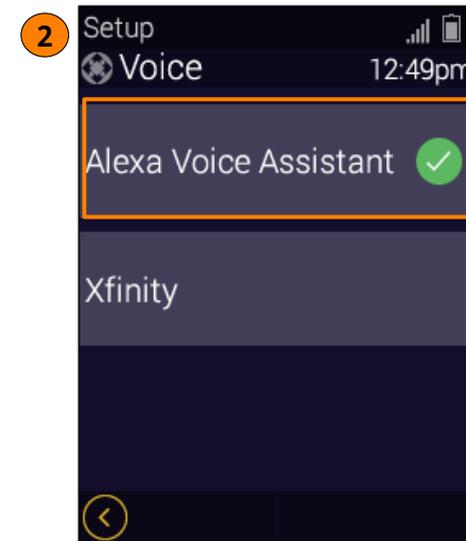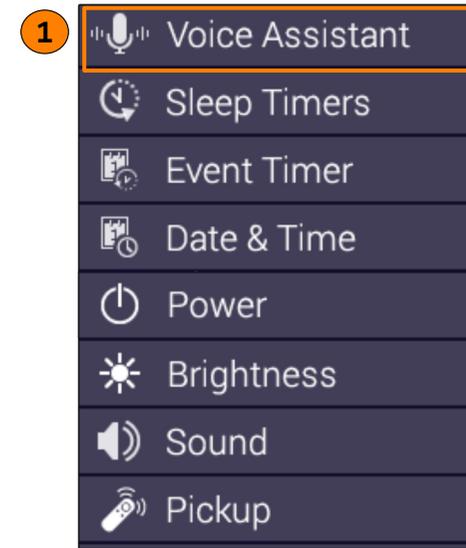
Manual WiFi Setup (cont'd)

3. From the **Amazon Alexa Menu**, select **Logout**.

4. Select **Yes**, when you are asked "*Are you sure you want to logout of the Alexa voice service?*".

The MX-1400 will automatically reboot after confirming that you're sure that you want to logout of the Alexa voice service.

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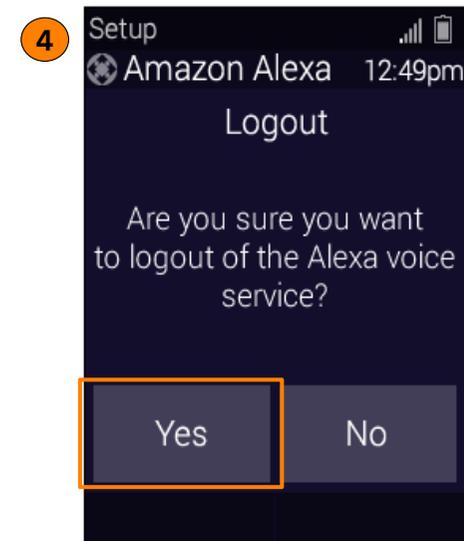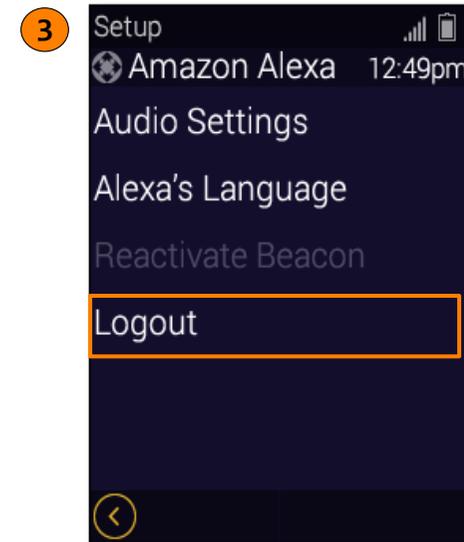
Manual WiFi Setup (cont'd)

5. From the **Settings Menu**, select **Voice Assistant**.

6. Select **Alexa Voice Assistant**.
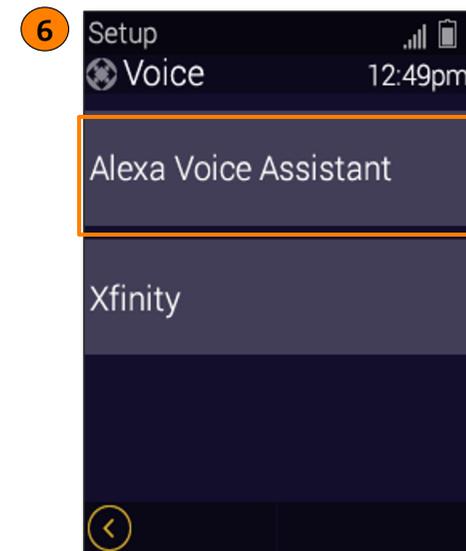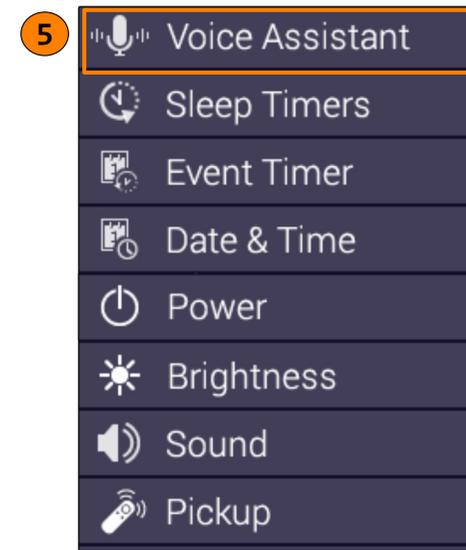
Manual WiFi Setup (cont'd)

7. Select **Disable Alexa**.

8. Select **OK** when you are prompted that "*Alexa has been disabled. If you wish to use Alexa in the future you must "enable" Alexa first*".

The MX-1400 will automatically reboot after confirming that you want to disable Alexa.

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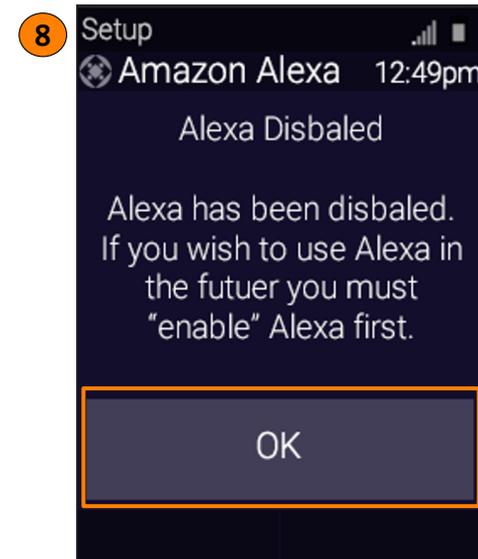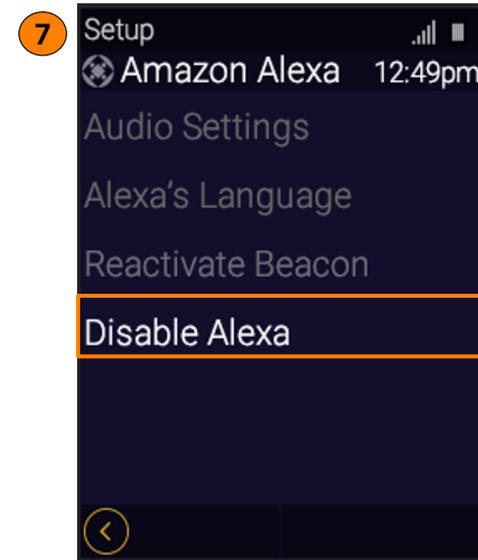
Manual WiFi Setup (cont'd)

9. From the **Settings Menu**, select **Wi-Fi**.

10. Select **Wi-Fi Search**.
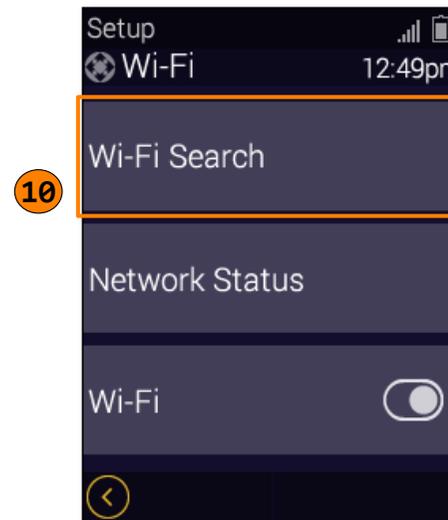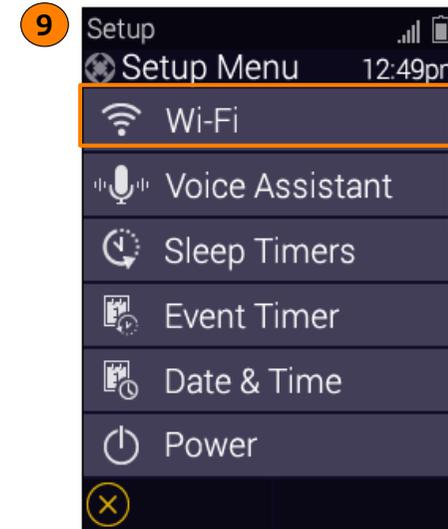
Manual WiFi Setup (cont'd)

11. Select your preferred Wi-Fi network.

12. Select **Connect**.

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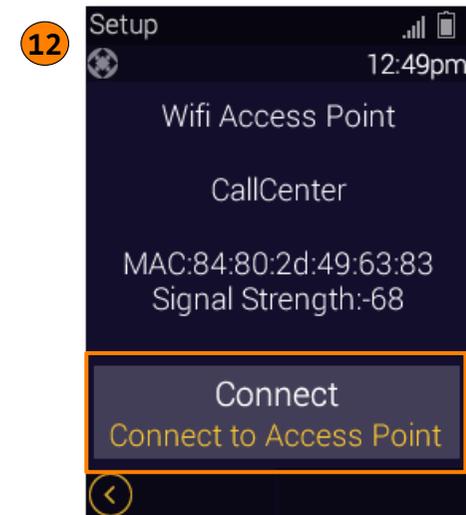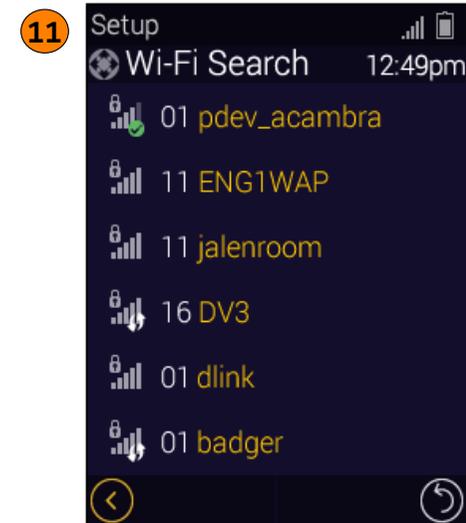
Manual WiFi Setup (cont'd)

13. Select **Password**.

14. Enter the Password and click **Enter**.
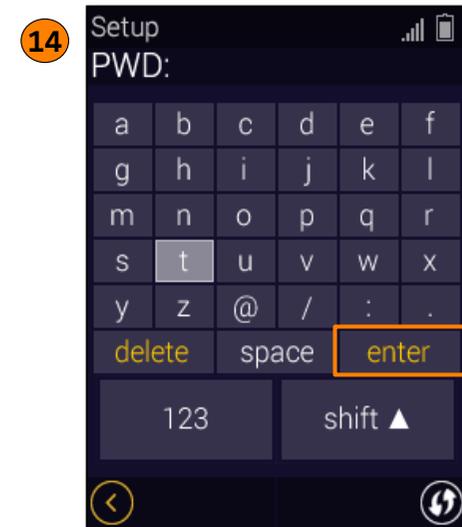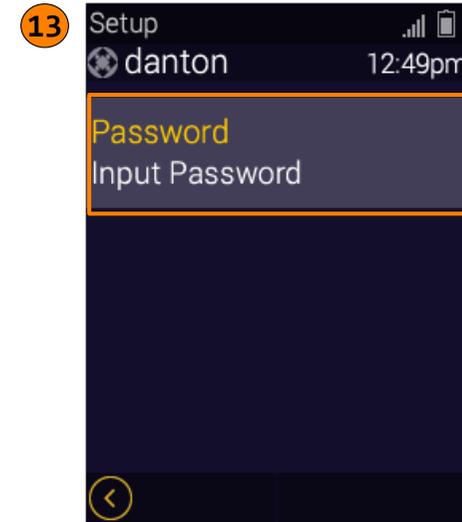
Specifications

These are the technical specifications for the MX-1400:

Microprocessor: ARM Cortex-M7 Core 600MHz

Memory: 64MB NOR Flash Memory

RAM: 32MB SDRAM

Wi-Fi: 802.11 a/b/g/n/ac

LCD: 240 x 320, 2.4" TFT LCD with C-Touch module

Photo Diode: SMD TYPE x 2EA

IR: SMD TYPE x 2EA

IR Range (Line of Sight via Infrared): 30 to 50 feet, depending on the environment

RF Range (Radio Frequency): 50 to 100 feet, depending on the environment

Microphone: 2 Ch

Speaker: Mono 1.5W x 1

Battery: Lithium Polymer, 3.7V, 1960mAh

Battery Charging Time: 2.5 Hours

Power: 5.0V 2.0A

Operating Temp: 0~40 ℃

Size: 220 X 50 X 23.8 (mm)

Product Weight: 176.7g (with battery loaded)

Cradle Weight: 139.8g

Warning!

The manufacturer is not responsible for any Radio or TV interference caused by unauthorized modifications to this equipment.

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Limited Warranty Statement

https://www.urc-automation.com/legal/warranty-statement/

End User Agreement

The terms and conditions of the End User Agreement available at https://www.urc-automation.com/legal/end-user-agreement/ shall apply.

Federal Communication Commission Interference Statement

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 more 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.

GUMI UNIVERSITY EMC CENTER

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EVALUATION REPORT
for Certification

Applicant : Ohsung Electronics Co.,Ltd.
#181 Gongdan-dong, Gumi-Si,
Gyeoungsangbuk-Do, South Korea
Attn: Mr. Hak-Ki Kim / General Manager

Date of Issue: Jan. 11, 2022
Order Number: GETEC-C1-21-415
Test Report Number: GETEC-E3-21-023
Test Site: GUMI UNIVERSITY EMC CENTER
CAB Designation Number: KR0033

RESPONSIBLE PARTY : Ohsung Electronics Co.,Ltd.
ADDRESS : #181 Gongdan-dong, Gumi-Si, Gyeoungsangbuk-Do, South Korea
CONTACT PERSON : Mr. Hak-Ki Kim / General Manager

Rule Part(s) : FCC Part 15 Subpart C-Intentional Radiator § 15.247
Test Method : ANSI C63.10 (2013)
Equipment Class : Digital Transmission System(DTS)
EUT Type : RF Remote Controller
Type of Authority : Certification
Model Name : MX-1400

This equipment has been shown to be in compliance with the applicable technical standards as indicated in the measurement report and was tested in accordance with the measurement procedures specified in ANSI C63.10 (2013)

I attest to the accuracy of data. All measurements reported herein were performed by me or were made under my supervision and are correct to the vest of my knowledge and belief. I assume full responsibility for the completeness of these measurements and vouch for the qualifications of all persons taking them.

Tested by,

Reviewed by,

Jong-Wook Park / Senior Engineer
GUMI UNIVERSITY EMC CENTER

Hyun Kim / Technical Manager
GUMI UNIVERSITY EMC CENTER

GETEC-QP-16-008 (Rev.01)

EMC CENTER

Regulatory Information to the User
- CE conformity Notice Products with "CE" marking comply EMC Directive 2014/30/EU issued by the commission of the European Community.
  1. EMC Directive
     - Emission
     - Immunity
     - Power
- Declaration of Conformity

"Hereby, Universal Remote Control Inc. declares that this MX-1400 is in compliance with the Essential requirements."

Importer & Manufacturer
- Importer:
  Universal Remote Control, Inc.
  500 Mamaroneck Ave
  Harrison, NY 10528
- Manufacturer:
  OHSUNG ELECTRONICS CO., LTD.
  #181 Gongdan-Dong, Gumi, Gyeongbuk Republic of Korea

Rechargeable Lithium Polymer Battery Precautions & Information
- If you will not be using your remote control for an extended period of time, please remove the battery.
- Do not attempt to disassemble, alter, or apply heat to the battery.
- Use care to avoid dropping the battery or subjecting it to severe impact that could damage it.
- The battery should not be immersed in water.
- Risk of explosion if the battery is replaced by an incorrect type.
- Dispose of used batteries according to the instructions.
- Lithium Polymer batteries are recyclable. For information on local drop-off site, please visit www.rbrc.com or call toll free 1-800-822-8837.