



APPENDIX H : USER'S MANUAL



MX-4000

Owner's Manual



Complete Control

Introducing the MX-4000

Thank you for purchasing URC's MX-4000 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

techsupport@urc-automation.com

Hours: 9:00am - 5:00pm EST M-F

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Complete Control

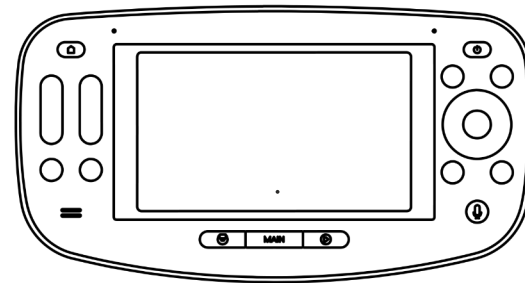
Features & Benefits

- **IR/RF Device Control:** This unit can directly control every **IR device** 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.
- **Brilliant LCD Color Display:** The color LCD (Liquid Crystal Display) screen, as well as the remote buttons, light up. Once the screen is lit, each of the three buttons on either side of the screen are labeled. These button labels are based on the devices you want to watch or listen to.
- **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-4000 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.

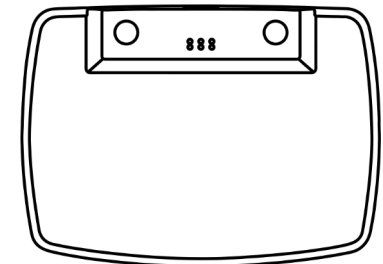


Parts

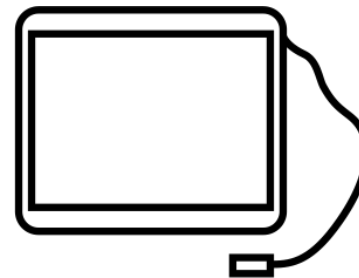
- MX-4000 Wi-Fi Remote Control
- Li-ion Rechargeable Battery
- Charging Cradle
- Power Adapter
- USB Type C-Cable



MX-4000



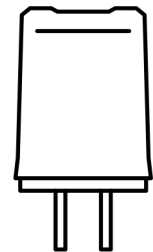
Charging Cradle



Rechargeable Battery



USB Type C Cable



Power Adapter

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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-4000'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-4000 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-4000.

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



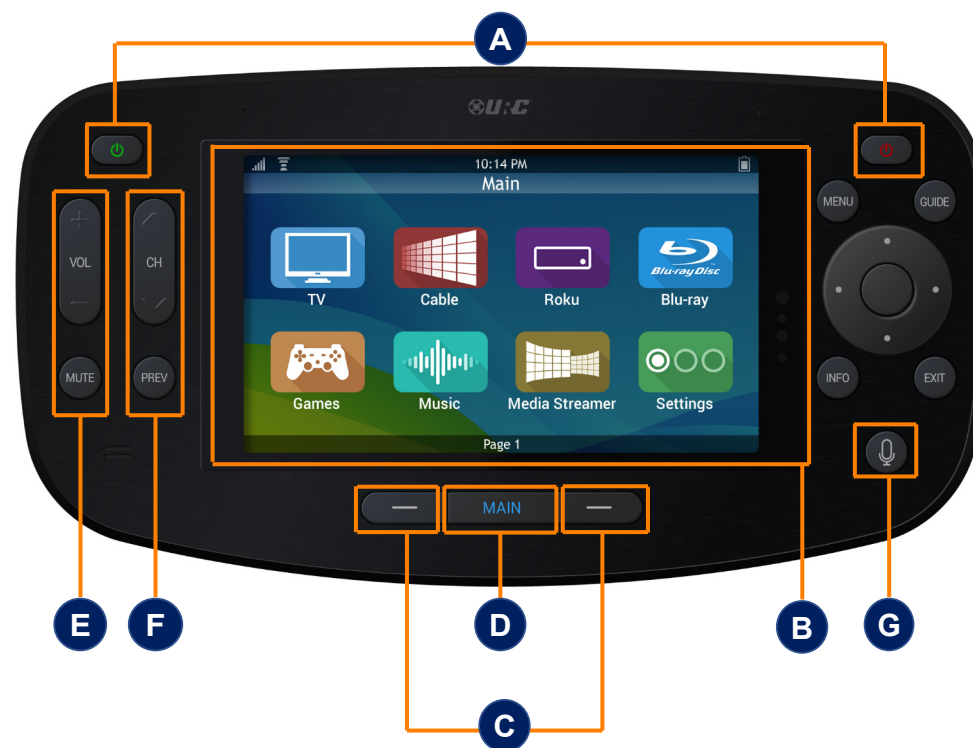
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Using the MX-4000

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-4000 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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- 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.



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Using Voice Control

The MX-4000 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 [page 11](#).

The MX-4000 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-n-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-4000 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




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Displaying the Setup Menu

The Setup Menu allows users to configure or change certain behaviors of the MX-4000.

Enter the Setup Menu by pressing and holding the **Main and Select** (see image at the right) buttons for greater than five (5) seconds.



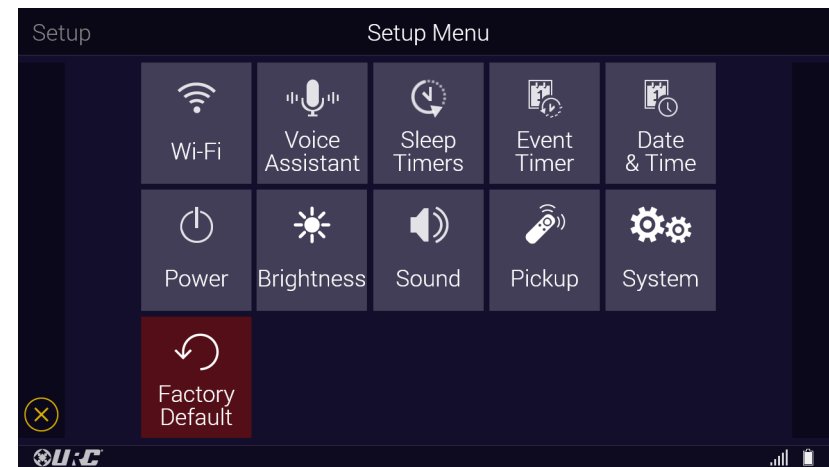
The Setup Menu times out after sixty (60) seconds and returns the MX-4000 to the system's Main Menu.

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.



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

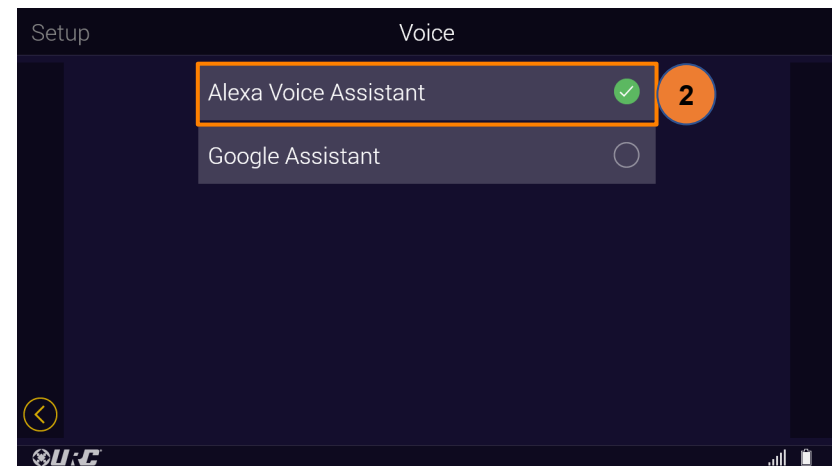
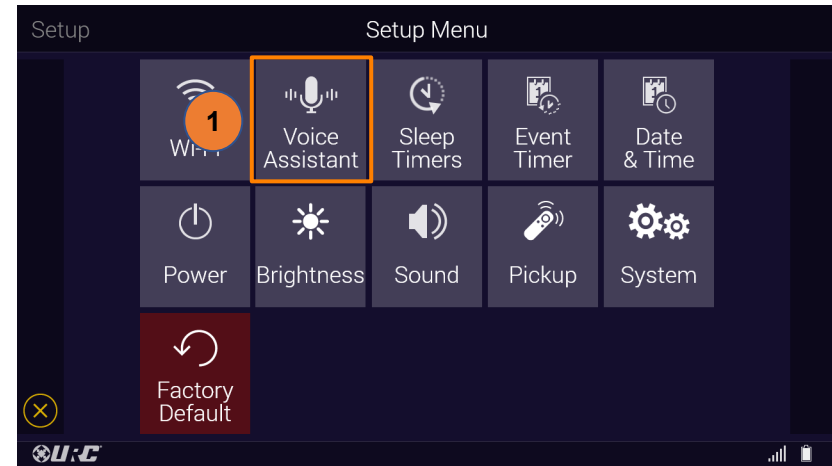


Voice Assistant & WiFi Setup

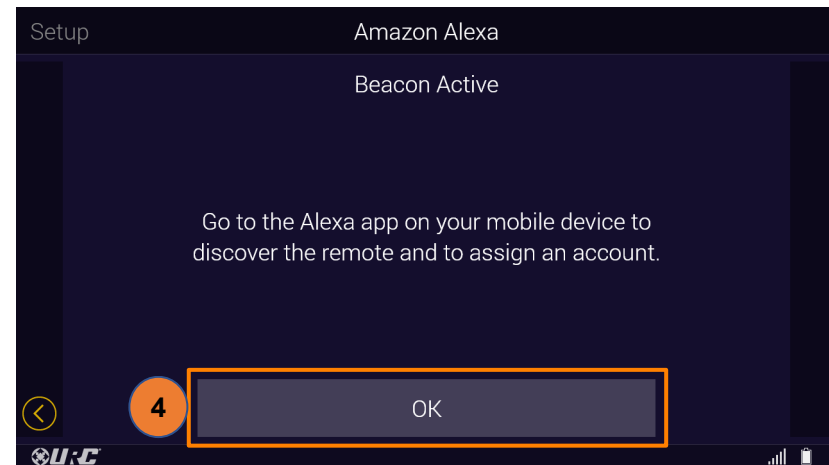
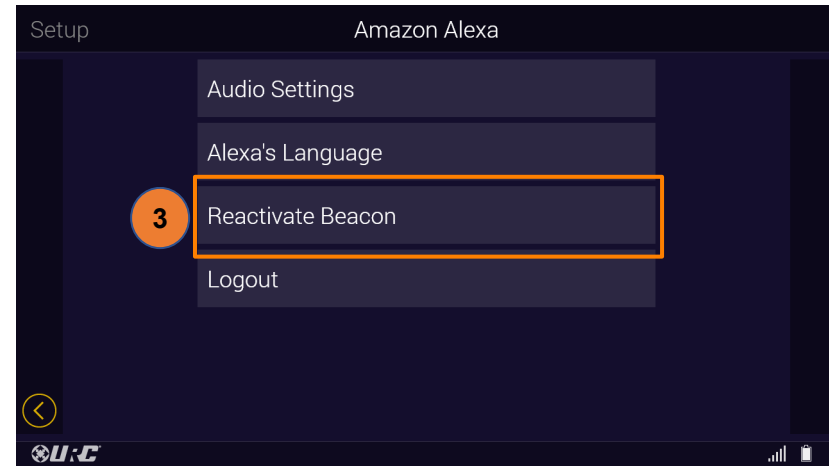
This option allows you to integrate your Amazon Alexa voice assistant with the MX-4000. Once enabled, use the push-to-talk button to issue vocal commands to the Alexa system.

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**.

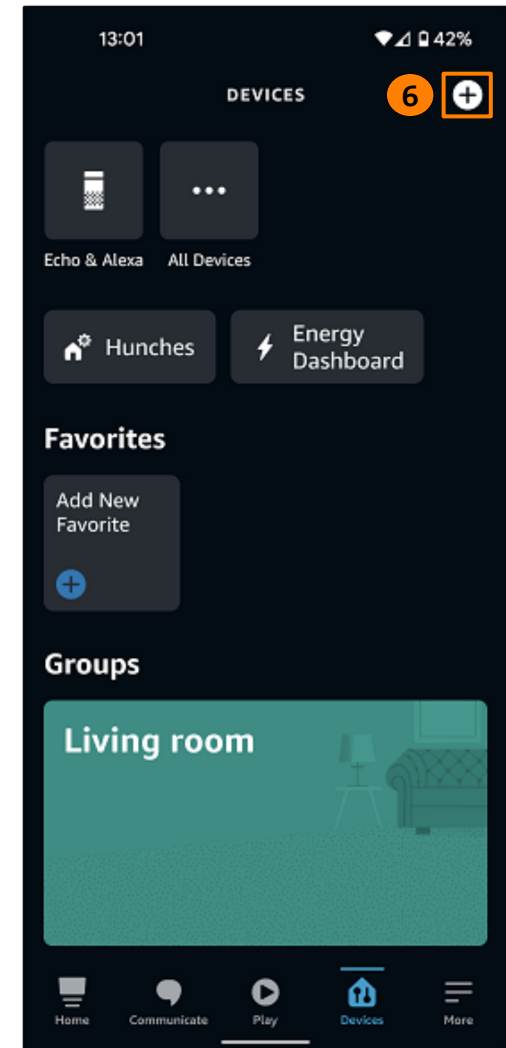
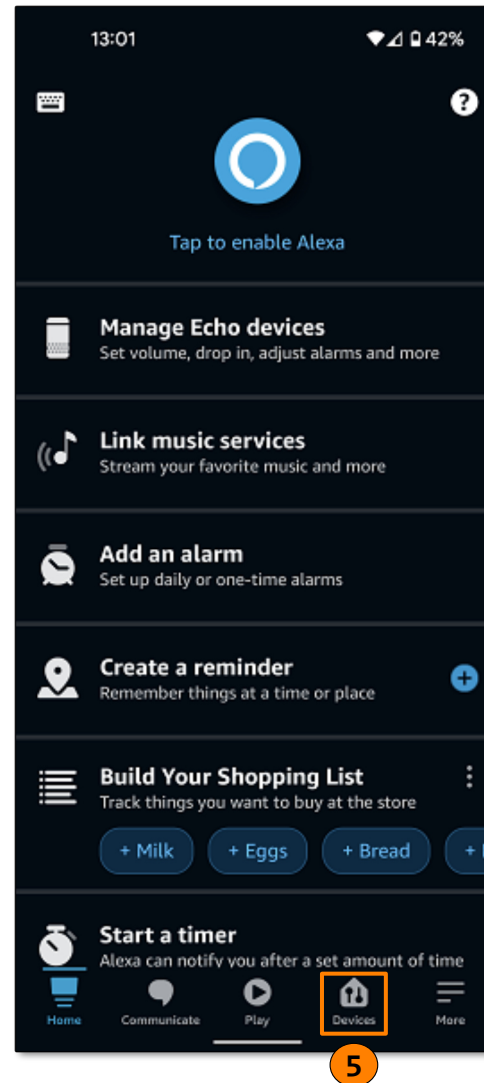


3. Select **Reactivate Beacon**.
4. The FFS beacon is **activated**. Select **OK** and open the **Alexa app** on a smart phone or tablet.



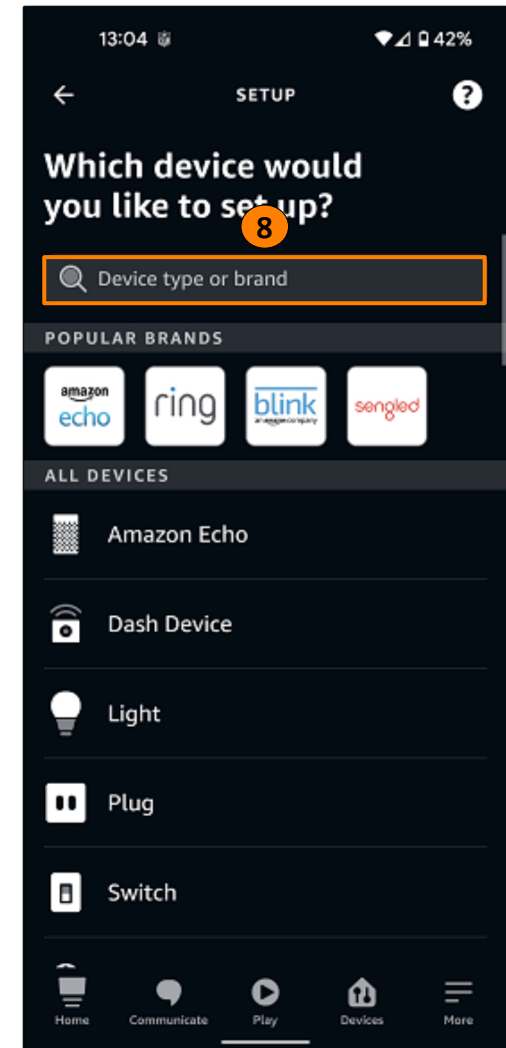
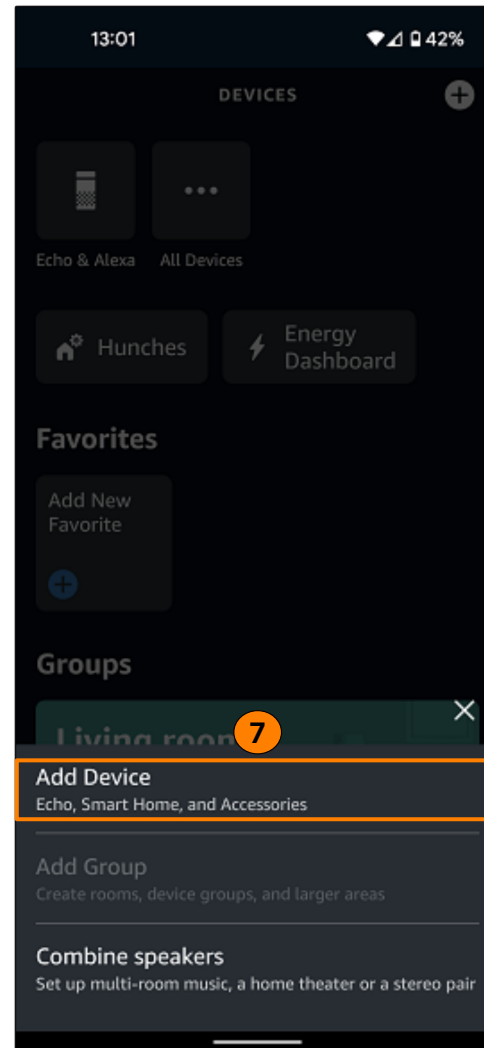
Complete Control

5. On the app **Home** screen, select **Devices**.
6. Select the + icon in the top-right of the **Devices** page to add the remote.

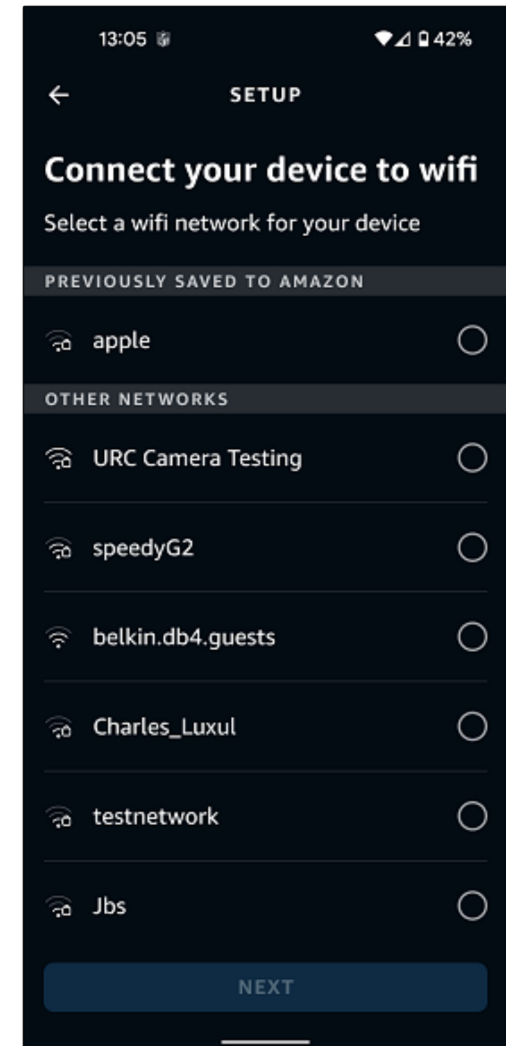
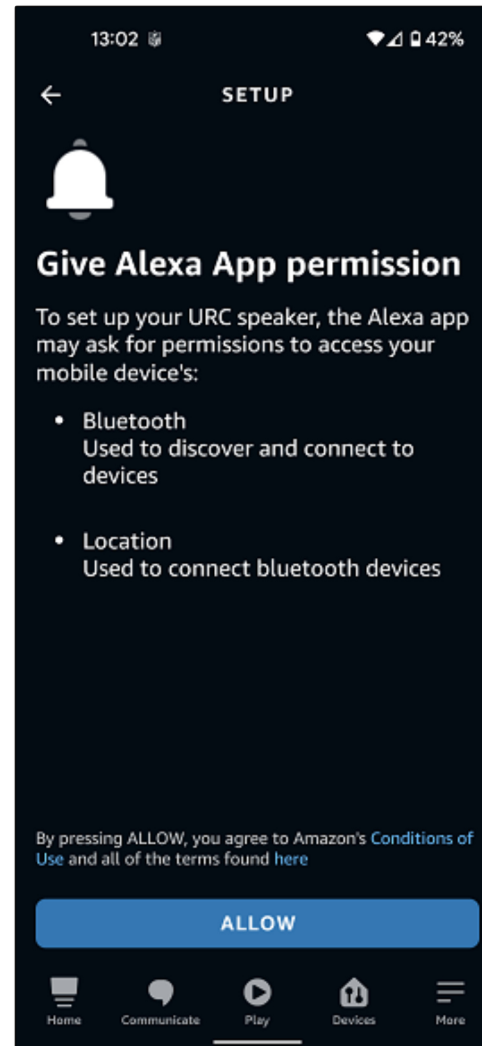


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7. Select **Add Device**.
8. Type "**URC**" into the **search bar** at the top and select the only option that is displayed.

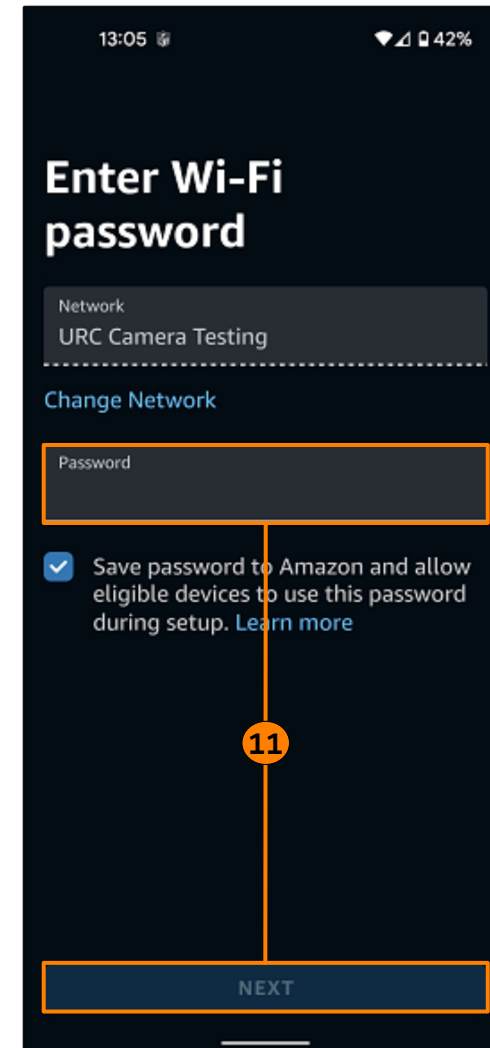


9. Select **Allow** to provide the Alexa App with **required permissions** to continue setup.
10. Select a **Wi-Fi network** to connect the remote too.



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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.

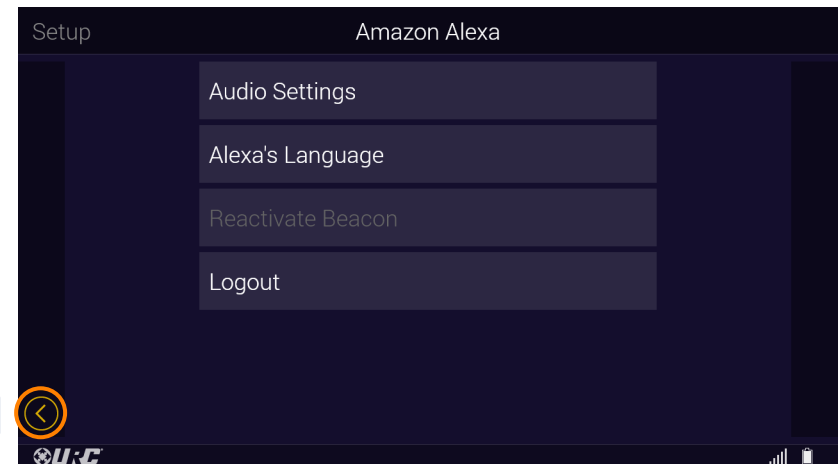


Voice Assistant Settings

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**.

LOGOUT

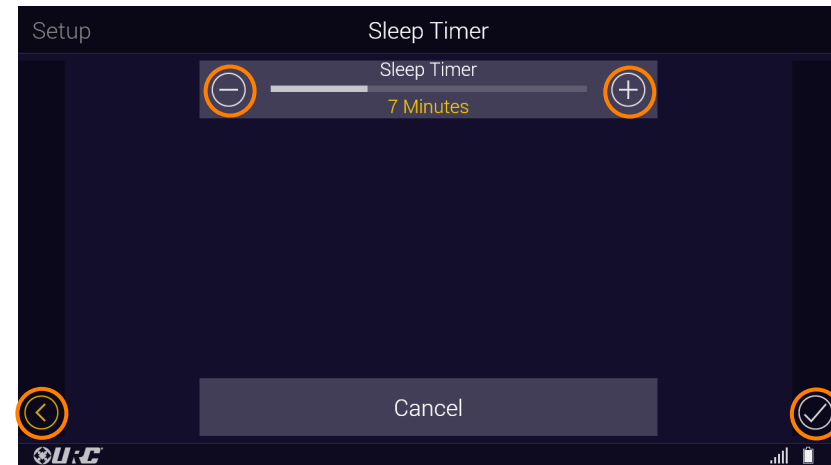


Complete Control

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.



CANCEL

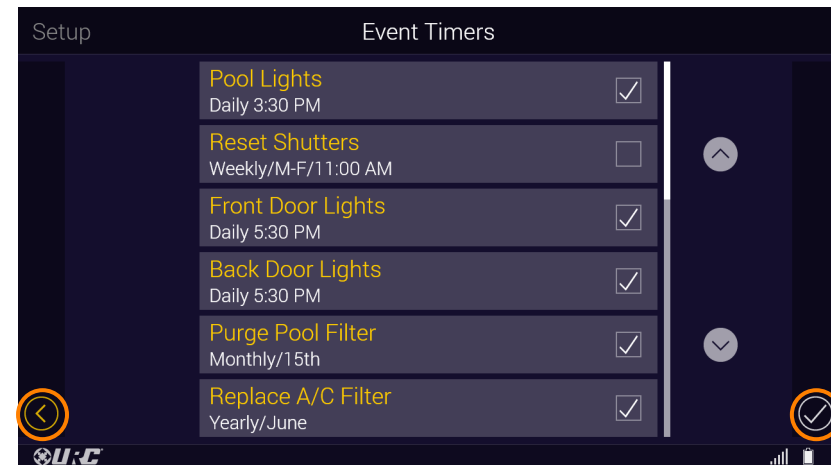
SAVE

 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.



CANCEL

SAVE

Complete Control

Date & Time

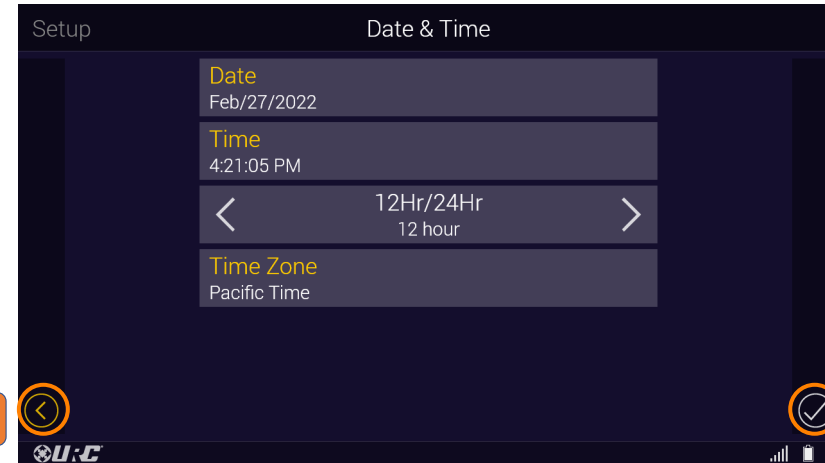
The remote's date and time settings have been set by your certified custom integrator. If needed, the date and time settings can be manually changed here.

If the system's date and time are adjusted, the MX-4000 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-4000.

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

CANCEL



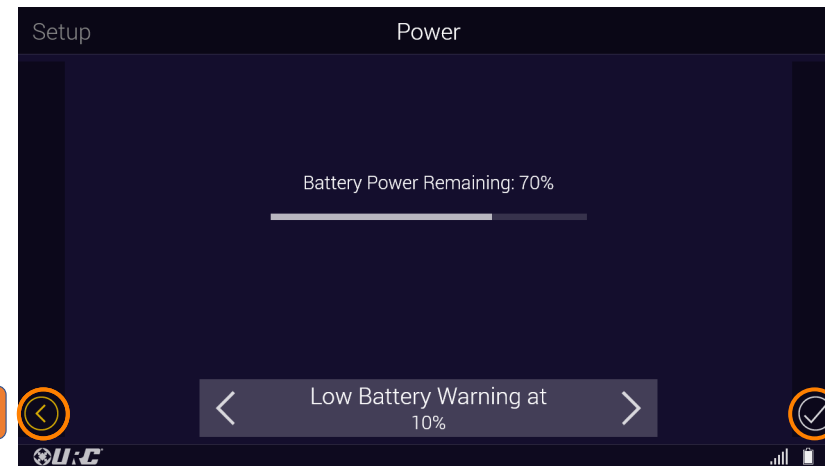
SAVE

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.

CANCEL



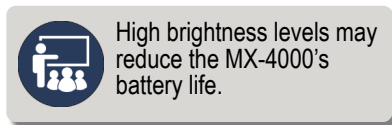
SAVE

Complete Control

Brightness

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

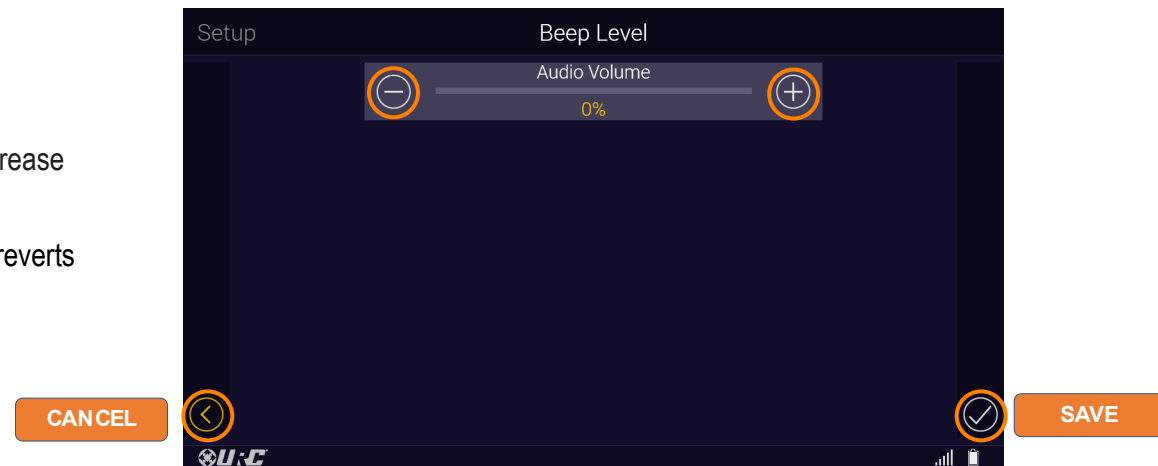
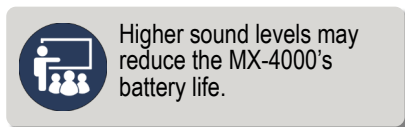
Once the brightness has been adjusted, press the **Save** button. Pressing **Cancel** reverts the remote to the last saved setting.



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.



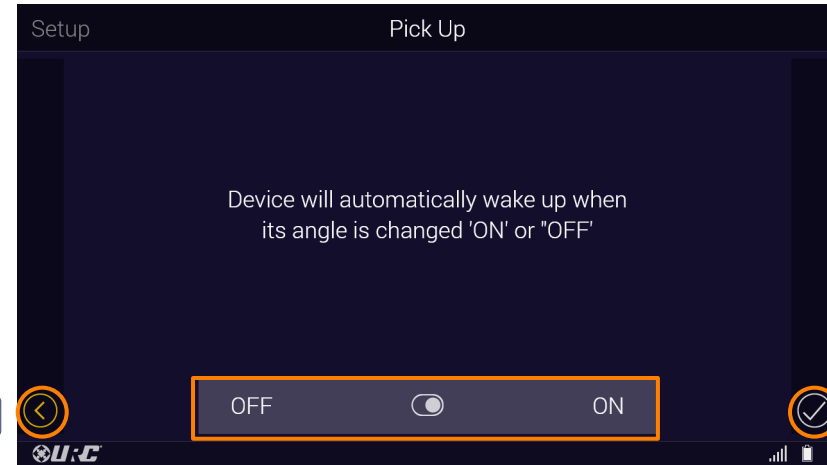
Complete Control

Pickup

Turn on or off the remote's pickup sensor. When enabled, the MX-4000 turns on when the remote is picked up. Select **Yes** (turn on) or **No** (turn off).

 Enabling the pickup sensor may **reduce** the MX-4000's battery life.

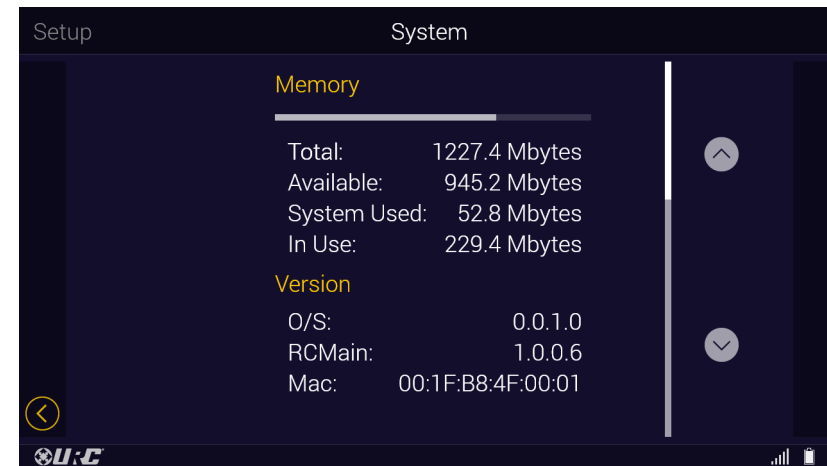
CANCEL



SAVE

System

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

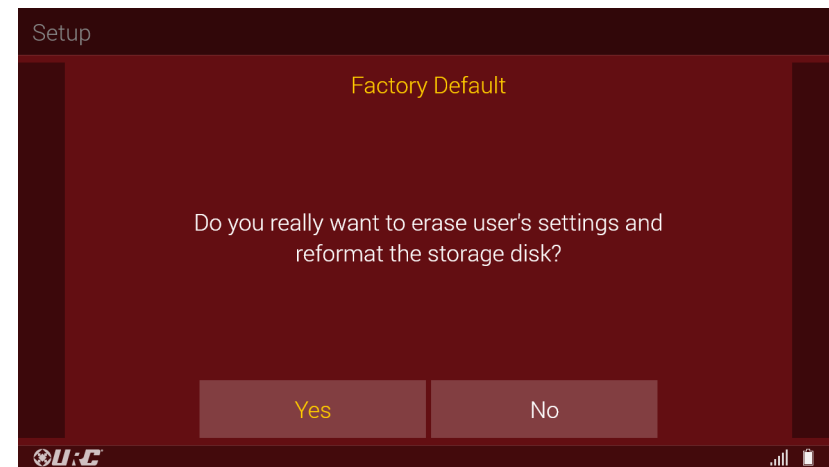


Complete Control

Factory Default

Resets the memory of the MX-4000 to the factory settings. All existing programming is erased. The device requires reconfiguration by your certified URC integrator.

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



Complete Control

Specifications

These are the technical specifications for the MX-4000:

Microprocessor: ARM Cortex-A32 Core 1.5GHz x 4

RAM: 8MB eMMC, DDR4 2GB

LCD: 5.0" TFT-LCD (720 x 1280)

Touch Window: Captive Touch

Sound: Mono 1.5W

Sensors: Pickup sensor

Devices: Supports up to 255 devices

Usage Pages: Supports up to 255 pages on each device

Macro Capability: Up to 255 steps

IR Learn Range: 1~3inch

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

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

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

Battery: Lithium Polymer, 3.7V, 4500mAh

Battery Charging Time: 4 Hours

Power: 5.0V 2.0A

Operating Temp: 0~50 °C (non-condensing)

Size: 8.27in X 4.41in X 1.28in

Product Weight: 11.5oz (with battery loaded)

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.urb-automation.com/legal/warranty-statement/>

End User Agreement

The terms and conditions of the End User Agreement available at <https://www.urb-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.

Complete Control

Importer & Manufacturer

- **Importer:**
Universal Remote Control, Inc.
500Mamroneck Ave
Harrison, NY 10528
- **Manufacturer:**
Summit Technology, Inc.
612, 130, Digital-ro, Geumcheon-gu, Seoul, 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 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.rbc.com or call toll free 1-800-822-8837

Warning!

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

Regulatory Information to the User

- CE conformity Noticed Products with "CE" marking comply Radio Equipment Directive 2014/53/EU issued by the commission of the European Community.

1. Radio Equipment Directive

- Radio
- Health
- EMC
- Safety

- Declaration of Conformity

"Hereby, Universal Remote Control, Inc. Declares that this MX-4000 is in compliance with the Radio Equipment Directive 2014/53/EU."

Declaration of Conformity

<https://www.urc-automation.com/legal/DoC/MX-4000>