



## MX-1400

## Owner's Manual



# Complete Control

MX-1400  
Owner's Manual

## 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 you thought were 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

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## 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

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## Features & Benefits

- **IR/RF Device Control:** This remote can directly control the **IR devices** in your home when in the same room. You can also use **RF** to control devices in other 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 **Xfinity** 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.



Please note that prior versions of this device were compatible with the Alexa Voice service. The Alexa Voice Service is no longer available for use on the MX-1400.

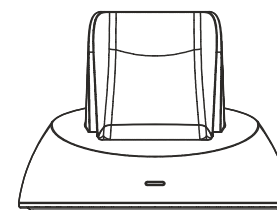


## Parts

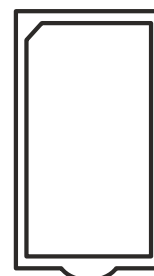
- MX-1400 Wi-Fi Remote Control
- Li-ion Rechargeable Battery
- Charging Cradle
- Power Adapter
- USB Type C-Cable



**MX-1400**



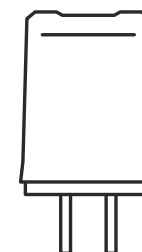
**Charging Cradle**



**Rechargeable Battery**



**USB Type C Cable**



**Power Adapter**

# Complete Control

## 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



# Complete Control

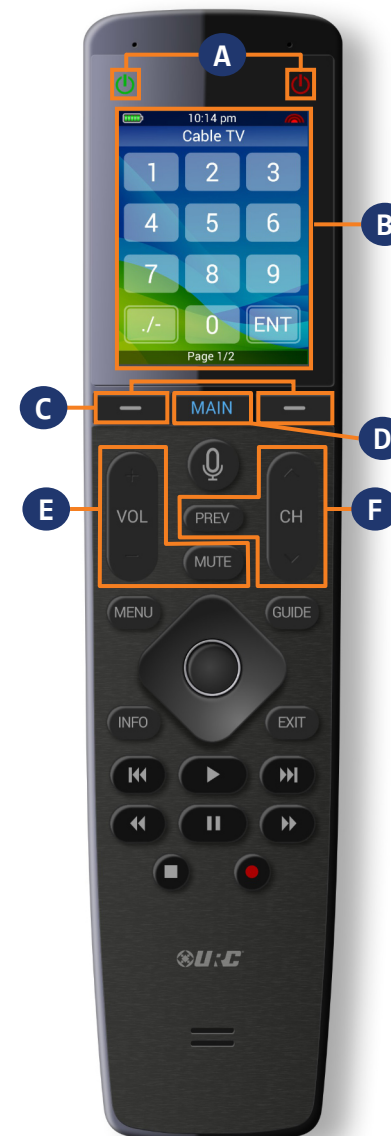
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## Using the MX-1400

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.











## 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.



## Using the MX-1400 (cont'd)

N. Transport Buttons: These are the available buttons:

-  (Play)
-  (Skip Forward)
-  (Pause)
-  (Skip Backward)
-  (Stop)
-  (Rewind)
-  (Record)
-  (Fast Forward)





# 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.



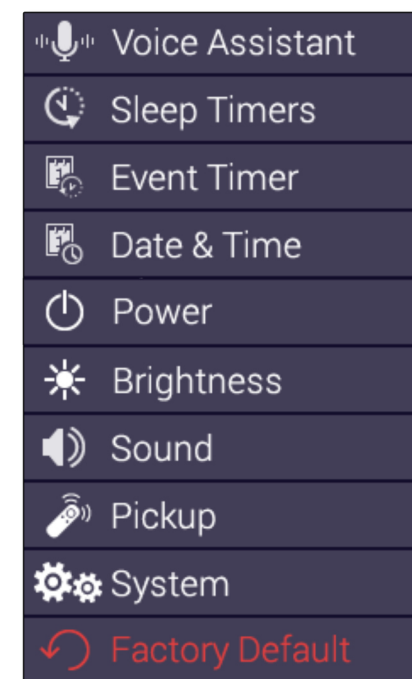
The Setup Menu times out after sixty (60) seconds and returns the MX-1400 to the system's Main Menu.

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.



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 \(Button Light\)](#)
- [Sound \(Button Beep\)](#)
- [Pickup](#)
- [System](#)
- [Software Update](#)
- [Factory Default](#)
- [Wi-Fi](#)

# Complete Control

## Comcast Xfinity Voice Assistant Setup



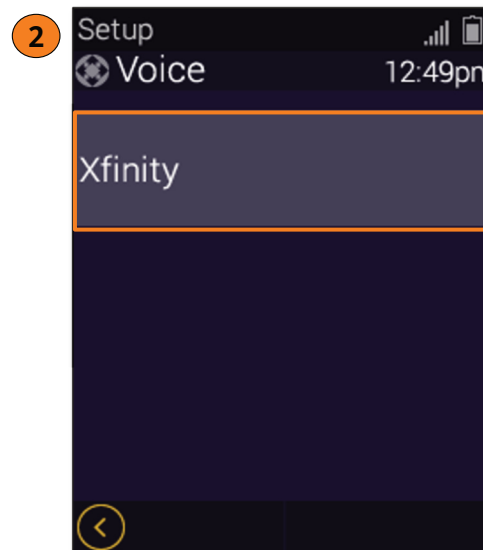
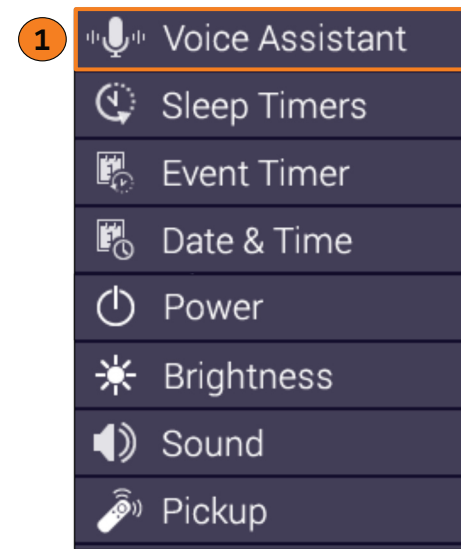
- Your cable box must be **COMPATIBLE** with this feature ([CLICK HERE](#) to learn more).
- IP control must be **ENABLED** ([CLICK HERE](#) to learn more).
- This section enables **VOICE** control of the cable box, all other controls (i.e. Play, Pause, Channels, etc.) must be configured via IR.

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.

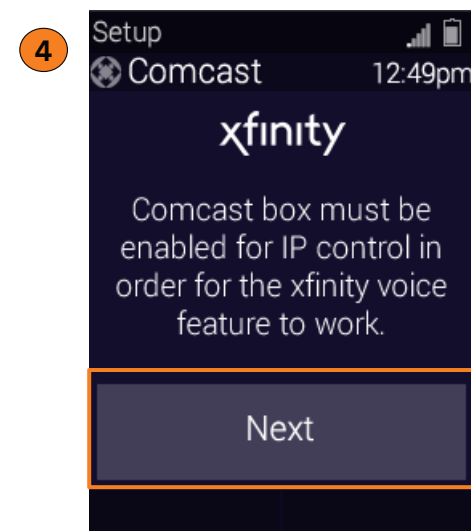
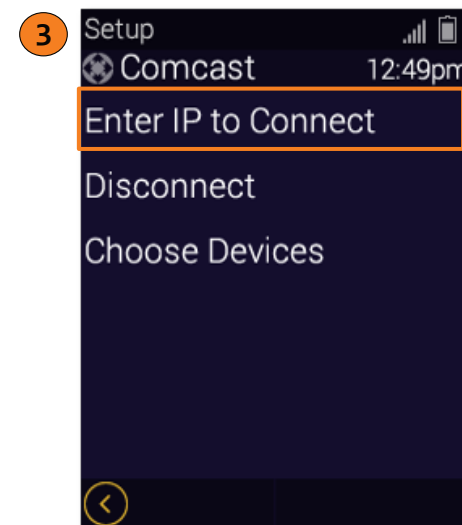
Follow these instructions to enable the Comcast Xfinity Assistant service:

1. From the **Settings Menu**, select **Voice Assistant**.
2. Select **Xfinity**.



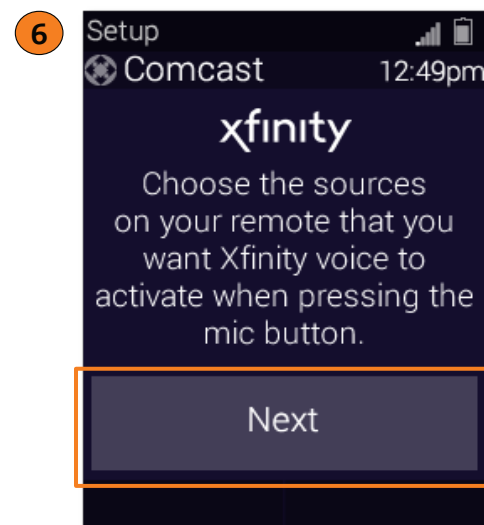
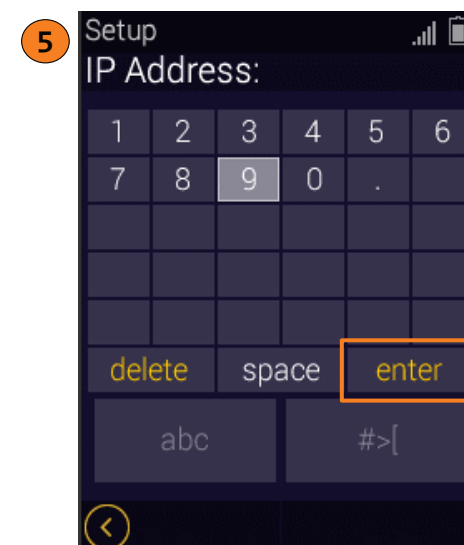
## Comcast Xfinity Voice Assistant Setup (cont'd)

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".





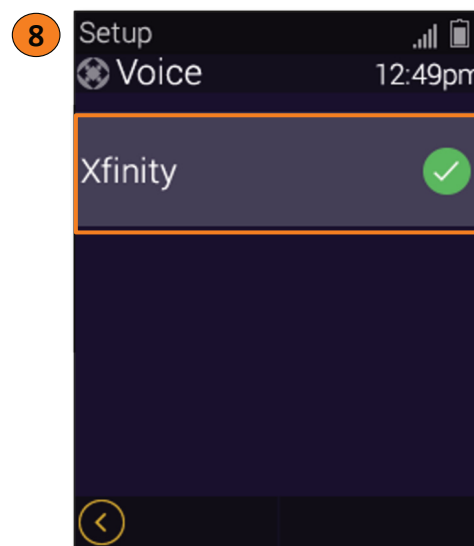
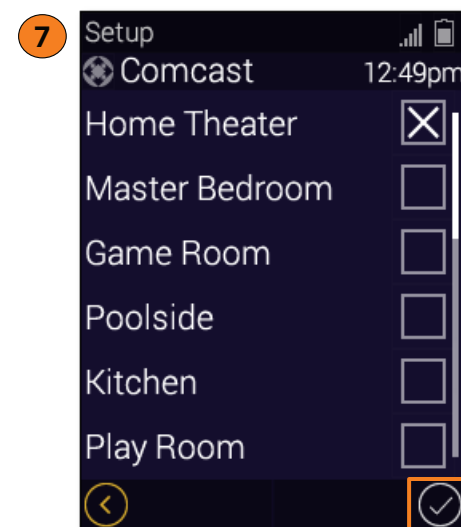
## Comcast Xfinity Voice Assistant Setup (cont'd)

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".



## 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.



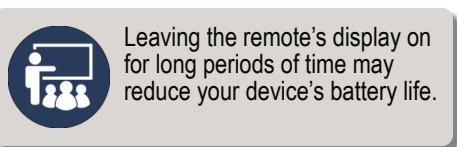
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## Sleep Timers

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.

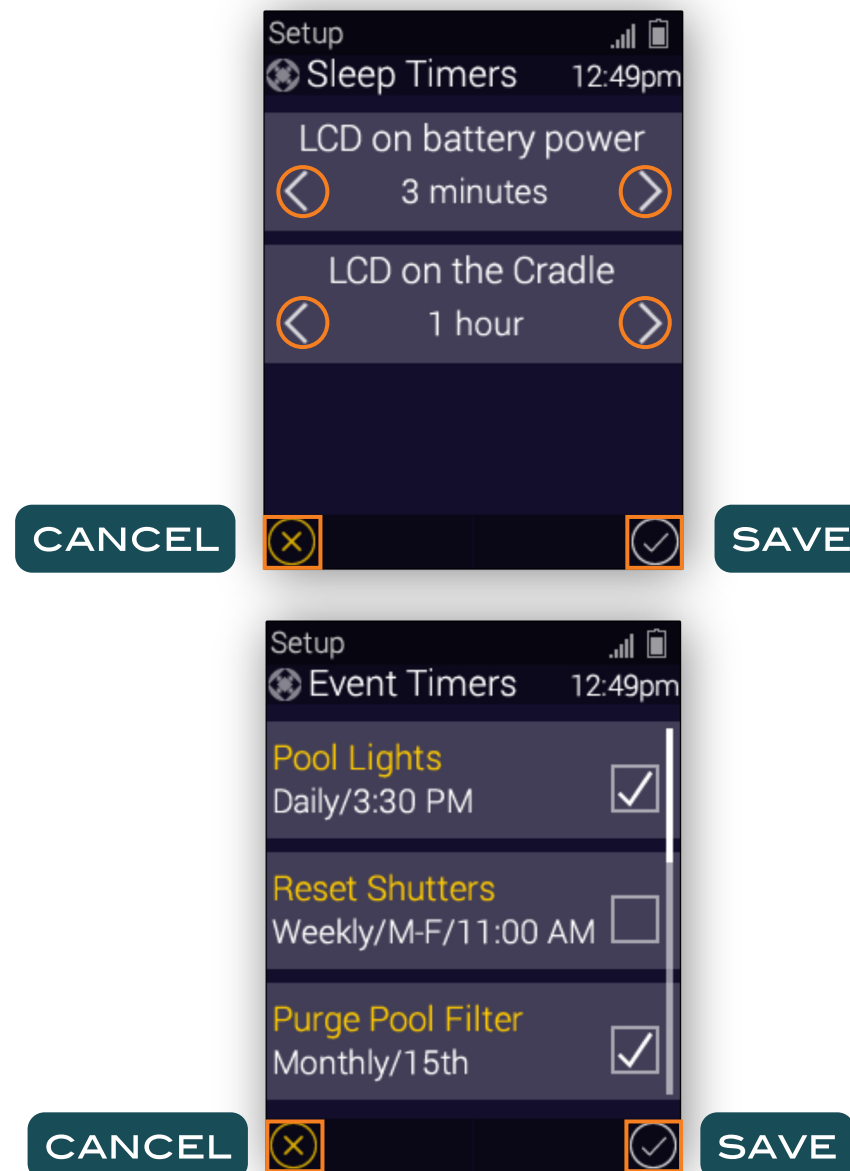


## Event Timers

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.



# Complete Control

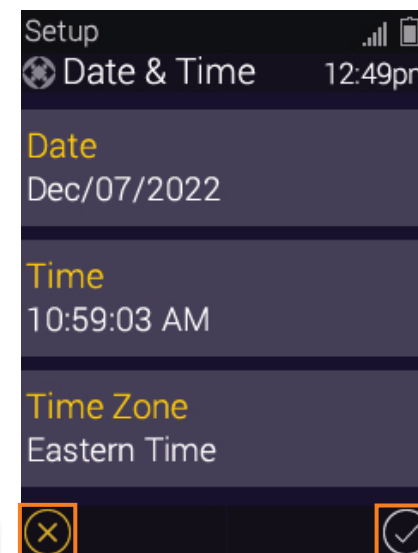
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## Date & Time

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.

Select the date or time setting that you want to change, and controls to edit that setting will be displayed.

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.



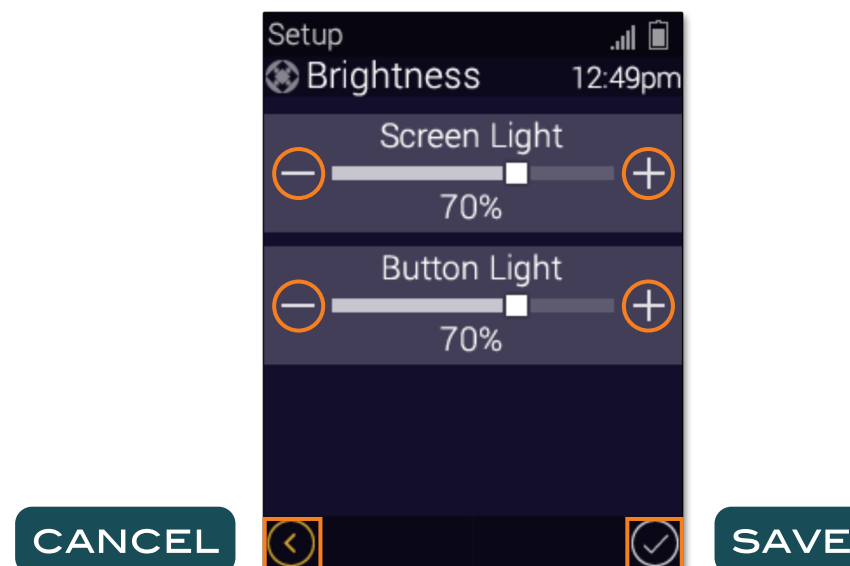
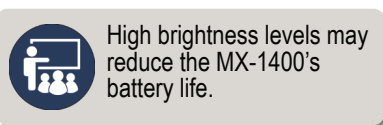
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## Brightness (Button Light)

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

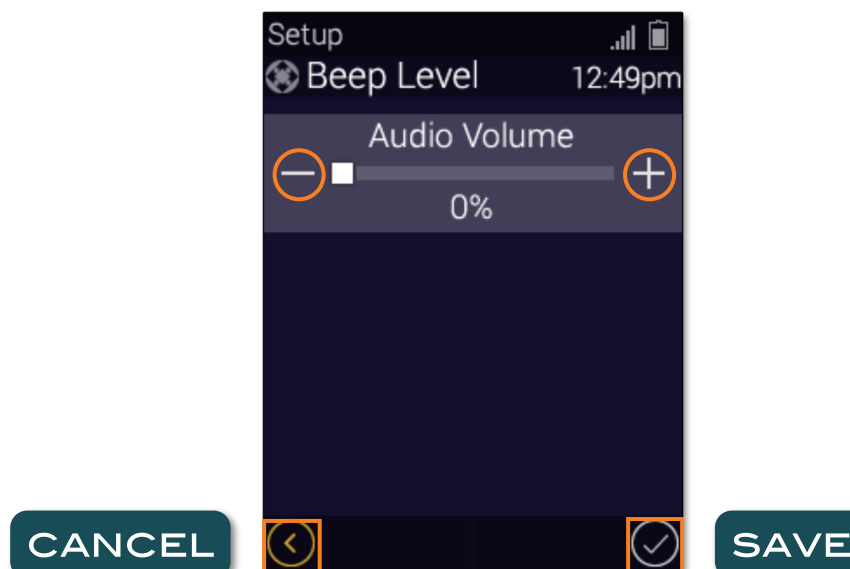
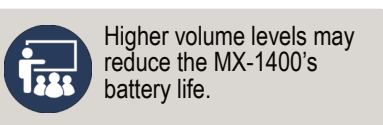
Once the brightness has been adjusted, press the **Save** button. Pressing **Cancel** reverts the remote to the last saved setting.



## Sound (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.



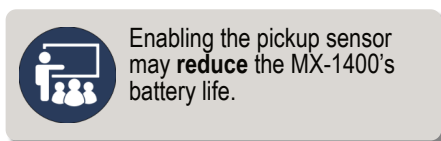


# Complete Control

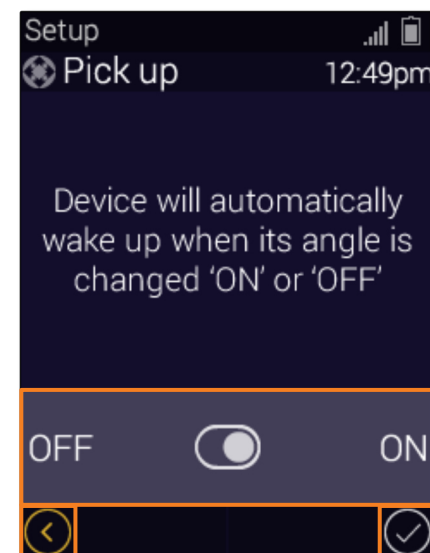
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## Pickup

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).



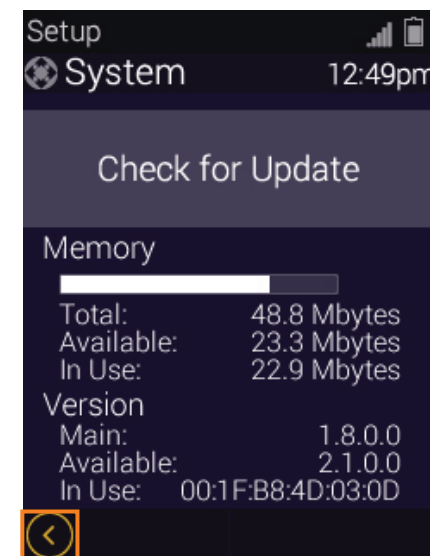
CANCEL



SAVE

## System

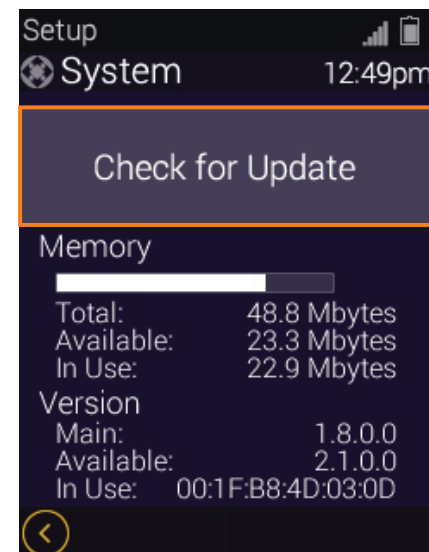
Displays information about the remote's operating system, memory, etc. Pressing the **Exit** button exits to the remote's System Menu.



## 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.

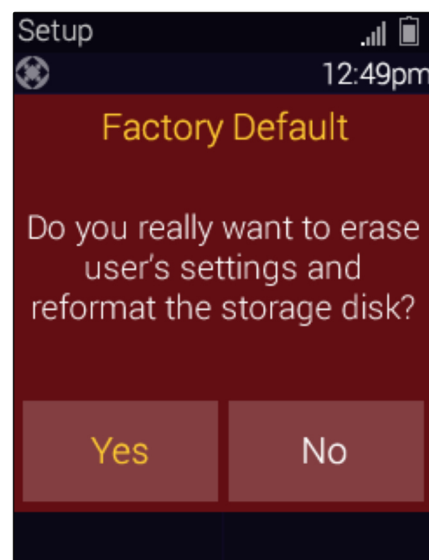


## Factory Default

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.

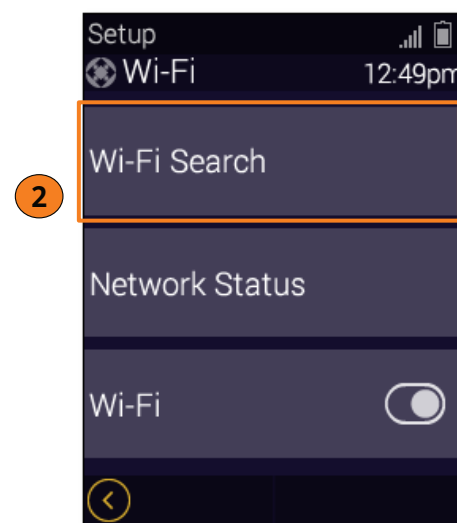
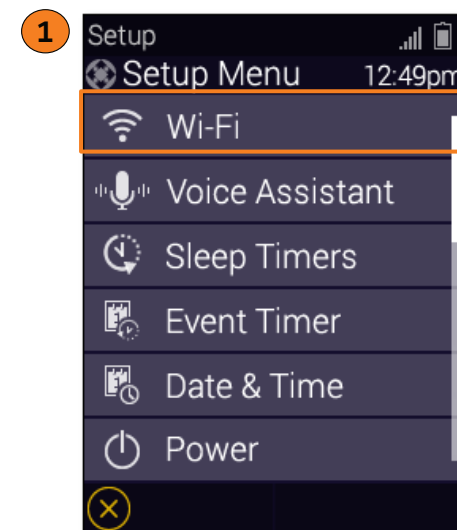
**WARNING!** Only use this button when instructed by URC's Technical Support team.



## Manual WiFi Setup

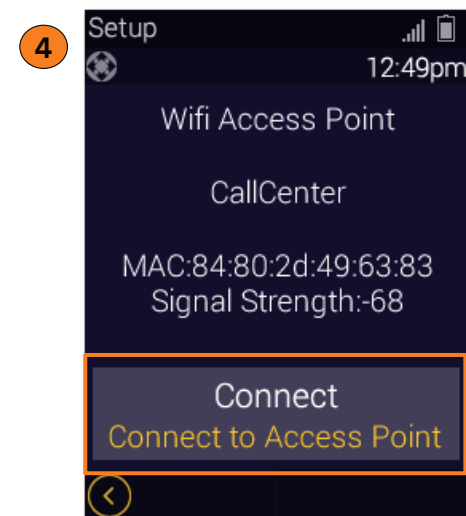
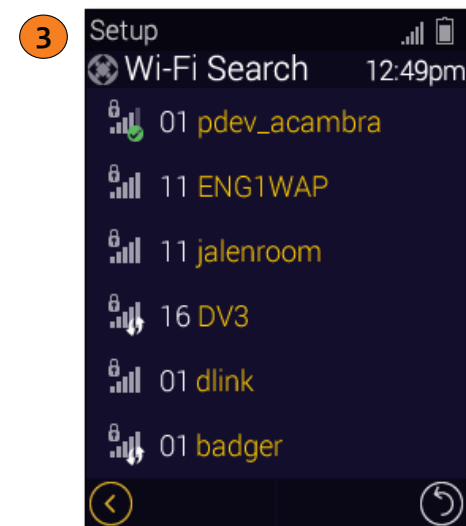
This option allows you to configure the MX-1400's WiFi manually in order to use the Xfinity Voice Service.

1. From the **Settings Menu**, select **Wi-Fi**.
2. Select **Wi-Fi Search**.



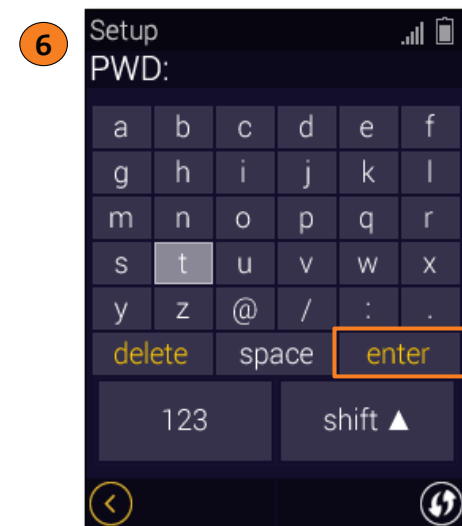
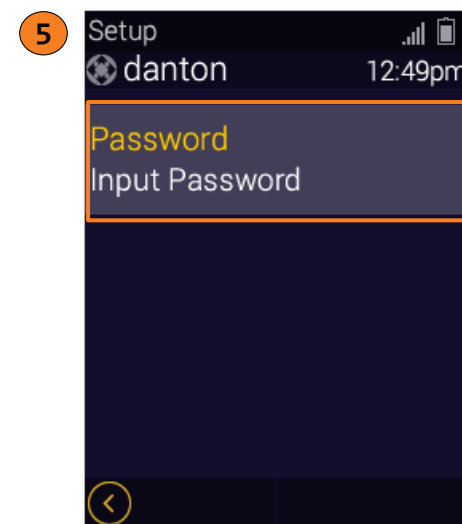
## Manual WiFi Setup (cont'd)

3. Select your preferred Wi-Fi network.
4. Select **Connect**.



## Manual WiFi Setup (cont'd)

5. Select **Password**.
6. Enter the Password and press **Enter**.



# Complete Control



## Activating Voice Control on your STB

### Set Top Boxes Currently Supported:

Arris XG1v1 (MX011AN)

Arris XG1v3 (AX013AN)

Arris XG1v4 (AX014AN)

Arris Rackmount (AX11RAN)

Pace Xi5 (PX051AEI)

Arris Xi6 (AX061AEI)

Technicolor Xi6 (TX061AEI)

Sercomm XiOne

WNC XiOne

Broadcom XiOne

**STB Firmware** – Look for Firmware with **4.14p3s1** in the tag line.

Example – for an Arris XG1v4, you will see this: AX014AN\_4.14p3s1. . . There will be additional letters/numbers in the build line, but as long as you see 4.14p3s1, the STB is ready for IP. As Firmware continues to upgrade, all builds after 4.14p3s1 will be ready for IP Control and Voice.

**To find the Firmware build**, use the Xfinity remote and go to Settings and scroll down to the About page. If you're using Xfinity Voice control, you can simply say "About" into the remote and this will open the info page of the STB. The firmware will be listed next to the STB Version line.

To initiate the pairing of your Control System and your STB, you'll need to perform a few steps in the Diagnostics Menu of your STB before adding the STB to your Control System. This requires the Xfinity Remote and an Ethernet connection to the DVR model STBs and an Ethernet or WiFi signal for the Xi model STBs.

### Enter the STB Diagnostics Menu

1. Press and Hold the Xfinity button for 3 seconds
2. Press DOWN - DOWN - 3

This will open up the STB Diagnostics Menu (there will be several seconds of lag while it loads).

**Scroll down to Remote Controls and select**  
**Scroll to IP Control and select**

### Switching the IP/Voice Control Remote Function ON

1. While having the Diagnostics IP Control Page open and onscreen, Press and Hold "A" for 5 seconds
2. Press I-P-R (4-7-7)
3. Press and Hold "A" for 5 seconds

A message will tell you that you are activating IP Control and that your STB will reboot

After rebooting, re-enter the Diags Menu and go to the IP Remote section. You should see that IP is now enabled and also notate the IP Remote LAN address (so you can set it to static in your router configs).

For assistance: [www.cxicentral.com](http://www.cxicentral.com)

# Complete Control

## 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 °C

**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.



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## *EVALUATION REPORT*

### *for Certification*

Applicant : Ohsung Electronics Co.,Ltd.	Date of Issue: Jan. 11, 2022
#181 Gongdan-dong, Gumi-Si,	Order Number: GETEC-C1-21-415
Gyeongsangbuk-Do, South Korea	Test Report Number: GETEC-E3-21-023
Attn: Mr. Hak-Ki Kim / General Manager	Test Site: GUMI UNIVERSITY EMC CENTER
	CAB Designation Number: KR0033

**RESPONSIBLE PARTY** : Ohsung Electronics Co.,Ltd.

**ADDRESS** : #181 Gongdan-dong, Gumi-Si, Gyeongsangbuk-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 best 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,



\_\_\_\_\_  
Jong-Wook Park / Senior Engineer  
GUMI UNIVERSITY EMC CENTER

Reviewed by,



\_\_\_\_\_  
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.rbr.com](http://www.rbr.com) or call toll free 1-800-822-8837.