1. How far is the control range of X1?

About 30 feet from the X1-Remote to the X1-Hub，and 30 feet from the X1-Hub to your device like TV.

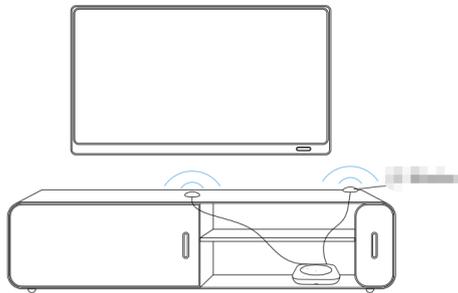**2. Dose the X1-Remote have infrared embedded?**

No, infrared module is on the hub.

3. Could the X1-Remote works without the X1-Hub?

No, infrared、bluetooth and Wi-Fi modules are on the hub.

4. Can I put the HUB in the cabinet?

Yes, but you need to use the included blaster and pull the terminal out of the cabinet.

5. Does it come with a remote retrieving function?

Yes, you can press the button on the hub to make a beep sound from the remote.

6. Why can't the Off key on the X1-Remote turn off the TV?

The Off key is used only in Activity mode and cannot be used to turn off the TV in Device mode. This is to avoid inconsistencies with the TV state recorded in the Activity after the Device is closed, which could result in confusion for the Activity.

7. The X1-remote won't sync.　What should I do?

When synchronizing information, keep the X1-remote close to the hub to avoid interrupting configuration file synchronization.

8. If an Activity fails to start, how do I find the problem and fix it?

1) Check whether the code base added to each device is accurate.

2) Reconfirm that the power status and source information of the device are correct.

3) Go to Startup Settings and edit Program Flow.

9. Can the Sofabaton X1 record the power and source status of added devices in real time?

In activity mode, the system can record the status of associated devices in real time according to the setting information.　In device mode, because the infrared operation involves one-way communication, the real-time status of the device cannot be obtained.

Therefore, after creating an Activity, it is not recommended to switch the power supply of the device or switch the source position in the device mode, to avoid an error with the information

recorded in the Activity setting, as well as potential confusion of functions.

10. Does the X1 support Wi-Fi devices?
Yes, but only ROKU, SONOS, and PHILIPS HUE are supported.

11. Does the X1 support door locks, curtains and other smart home devices?
No. The X1 is mainly used for audio and video device control.

12. Does the X1 support voice control?
No，the X1 doesn't come with Specker. But you can control via Alexa or Google Assistant.

13. Whether I need to register an account to use Sofabaton app?
Yes, because some functions require the use of cloud data services.

14. Can X1 be used locally without Internet connection?
Yes, but the app needs to be connected to the Internet to register an account and add devices. After downloading the code base, X1 can be used locally.

15. Can the X1-Hub cooperate with Sofabaton U1?
No, the X1-Hub can only be used with X1-remote.

16. Can I pair multiple Remotes to the one hub?
No, the X1-Hub can be paired with only one X1-Remote.

17. Does phone app need to use the same Wi-Fi to connect the hub?
Yes, the app communicates with the hub through Wi-Fi.

18. The Hub that is already connected to Wi-Fi cannot be found in the APP.
Refer to the following operations for troubleshooting
a. Ensure that the mobile phone is connected to the same Wi-Fi network as the Hub.
b. If the fault persists after 1, disconnect and reconnect the hub power supply, and then try again.