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solaballon

X2 Smart Remote

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Ⅰ Wake Up Your Remote

For safety during transport, your remote arrives in a low-power "Shipping Mode". You must activate it before your first use.

To do this, simply connect the remote to a standard 5V USB power source using one of the following methods:

- **Via USB-C Cable:**

  Plug the included USB-C cable directly into the port at the bottom of the remote.

- **Via Charging Dock:**

  Place the remote onto the charging dock. Make sure the dock itself is connected to power.

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Ⅱ Getting Started with Your Sofaballon X2

Welcome! This guide provides a quick overview of the main steps to get your Sofaballon X2 system running. For detailed instructions for each step, refer to the chapters that follow.

Step 1: Unboxed& Your Hardware

Before you begin, we recommend reading the next two short chapters to understand your new remote system.

- **IR Control Options:** Learn how your system sends commands.
- **Position Hub:** Find the best location for your Hub to ensure a strong signal.

Step 2: Connect Your Hub

First, download the Sofaballon app and connect your X2 Hub. (See Chapter IV & VI for details).

Step 3: Add Your Devices

Follow the app's instructions to add your entertainment devices, like your TV and Cable Box.

Step 4: Complete Required Device Setup

After adding a device, you must complete its essential setup before it can be used in an Activity.

- **Power On/Off Setup:** Tell the app exactly how your original remote turns the device on and off. This is vital for reliable control.
- **Manage Input Sources:** Set up your device's inputs (like HDMI 1, HDMI 2) for use in activities.

Step 5: Create Activities

Combine your devices into powerful one-touch Activities, like "Watch Movie" or "Listen to Music," to control multiple devices at once.

For detailed steps, please refer to the Guide or Video Tutorials.

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Ⅲ Understanding Your IR Control Options

1. Default IR Signals from Hub

The X2 Hub features powerful, multi-directional IR emitters. By default, it directly controls devices in its vicinity without needing to "see" them. This is the recommended/default method for efficiency and ease.

Important Tip: The Hub sends signals forwards and upwards in a 180° pattern, but not downwards. For best results, place the Hub on an open shelf with a clear line of sight to your devices, preferably not above them.

2. Control from the Physical Remote

If the Hub's signal is obstructed or you prefer traditional aiming, you can enable the IR emitter on the physical remote via the app. This allows it to aim, like all rights control.

3. Extending Range with an IR Repeater

For devices in other rooms or cabinets far from the Hub, you can use an IR Repeater (sold separately). This device amplifies and relays the Hub's commands to hard-to-reach equipment.

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- **For devices also inside the enclosure:**

  This Hub can typically control these directly with its own powerful IR signal.

- **For devices outside the enclosure:**

  You must use the included IR Blaster. Run the blaster's cable outside and aim the emitter head at each external device (e.g., your TV, soundbar).

4. Advanced Solutions & Alternatives

Consider these options for difficult setups.

- **Using the Remote's Built-in IR.**

  If the Hub's placement makes it ineffective for a specific device (like a TV off to the side), you can enable the remote's IR emitter in the app. This allows it to aim like a traditional, direct-line-of-sight remote using the remote itself.

- **Extending Signal Range:**

  If the Hub's signal or the IR Blaster's cable can't reach a device, use an IR IR Repeater (sold separately) to amplify and relay the commands over a longer distance.

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Ⅴ Support

1. Access Video Tutorials

You can scan the QR code or visit our website directly to watch video tutorials.

https://www.solaballon.com/pdf_tutorial.html

2. User Guide and FAQ

Find step-by-step guides and answers on our website. We refresh them often!

http://www.solaballon.com

3. Contact Our Support Team

Submit a Ticket　　Live Chat

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Ⅵ Downloading the Sofaballon App

Download the Sofaballon app by scanning the QR code below or by searching "Sofaballon" in your app store.

App Store　　Google Play

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Ⅶ Setup New Hub

1. Prepare Your App

- Login or create an account in the Sofaballon app
- Select X Series → Setup New Hub

Note: Your phone must have Bluetooth enabled and be connected to a 2.4GHz Wi-Fi network (not 5GHz).

2. Hub Connecting

A. Plug in the Power Cable

- Connect the included power adapter to the Sofaballon Hub and plug it into a power outlet.

Note: Use only the official 5V/2A power adapter to prevent voltage mismatch.

B. Entering Pairing Mode

- Press and hold the Hub's button for 3 seconds (the LED should blink).

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- **App Connection & Network Setup**
- Select the detected Hub from the list in the app.
- Choose the 2.4GHz Wi-Fi network (Hub must be the same network your phone is currently connected to).
- Enter the Wi-Fi password and confirm.

Note: The Wi-Fi verification process requires cloud access. If there is no internet connection, verification may fail.

C. App Connects to Hub, Ready to Add Devices

If the Hub complete network setup, but the app cannot connect to the Hub, please troubleshoot as follows:

- **Disable VPN** – Active VPNs can block Hub detection. Turn off VPN then retry Wi-Fi and the app.
- **Use the same 2.4GHz Wi-Fi** – Ensure both the Hub and your phone are connected to the same 2.4GHz Wi-Fi network and password.
- **Retry Hub Setup** – Attempt to run the "Set up new Hub" process within the app again.
- **Improve Hub Placement** – Move the Hub closer to your Wi-Fi router or a mesh node to improve signal strength. Ensure the Hub is not too far from the router to increase the network signal. Relaunch the app to try again.
- **Simplify Your Network** – If you have Wi-Fi extenders or secondary routers, temporarily power off the secondary ones. Connect the Hub directly to the primary router. Place Hub close to the main router and retry the setup. Add Hub later.
- **Avoid good networks** – Hub connection issues may occur if linked to an isolated guest network.
- **Try a Different Mobile Device** – Install the app on a second phone or tablet and attempt the setup. This can help identify if the issue is with the original device.

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Ⅷ Adding Devices

- Launch the Sofaballon app & go to the Devices page.
- Tap the "+" icon to add new devices.
- Select the control type of your device

1. Add IR Device

1.1 Standard Setup

- Search by Brand & Model to load the correct IR codes.

1.2 Alternative Methods (if device not found)

- **Learn From Original Remote** – Point your original remote at the Hub and follow in-app instructions.
- **Test IR Match Codes** – Manually test suggested command sets until your device is found (for a basic IR code list).

2. Add Bluetooth Device

- Search by Brand and download the required Bluetooth control profile
- **Confirm pairing on the device itself.**

Example (Apple TV):

Go to Apple TV Settings → Remotes and Devices → Bluetooth. Select the device named "Sofaballon_X#2". Return the list to complete pairing.

Tip:

The X2 supports two Bluetooth modes: BLE (recommended) and BT.

We strongly recommend using BLE whenever possible. The X2 can connect to up to 8 devices simultaneously, offering instant response times.

If your device cannot connect to "Ble Sofaballon," try the BT mode instead. Please note that the X2 can only connect to one BT device at a time, and switching between BT devices may cause a slight delay as it disconnects from one before connecting to the next.

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3. Add WiFi Control Device

3.1 Add WiFi Control Device

- The app will automatically scan for compatible devices on the same 2.4GHz Wi-Fi network.
- Currently Supported Brands:

  Roku, Sonos, Philips Hue (please check app for the latest list).

3.2 Add Home Assistant Remote

- Firstly, configure the MQTT Broker information in the Hub settings within the Sofaballon app. This enables
- communication between the Hub and your Home Assistant system.
- Then, add a virtual remote in the Sofaballon app for controlling Home Assistant.
- Finally, in Home Assistant, set up automations to listen for MQTT commands from this virtual remote to trigger your desired automation/actions.

3.3 IP Control

- Directly add a virtual device in the Sofaballon app for IP control.
- Each command requires individual setup of the URL and Request Method (e.g., GET, POST).

4. Add 433/315/RF315 Device

- You can add 433MHZ or RF315 devices using the learning mode.

Note:

The Hub can't listen your device's RF signal. Check the back of your RF remote or inside the battery compartment for a label indicating the operating frequency (e.g., "433 MHz" or "315 MHz").

- Learning encrypted RF commands is not supported.

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Ⅸ Power On/Off Setup

1. Default Settings

- For most devices, the default power commands work perfectly. However, we highly recommend you set the "Test" button to verify they control your device correctly. This is crucial for reliable Activities later on.

2. Custom Power Sequences

If your device requires:

- A long press to turn on/off
- Multi-step commands (e.g., press "Power" then "OK")

Use the "Advanced Setup" or "Advanced Power On/Off Setup" to create the command sequence (e.g., press, wait 2 seconds, press again).

Note: If Direct Input Switching Mode is suggested, it's generally the fastest and most reliable option. We recommend choosing it.

- Alternative Switching Modes

If your remote doesn't have dedicated buttons for each input (like HDMI 1), you will need to set up how the Hub controls your input menu.

This usually involves one of two methods:

Menu Navigation: Teach the Hub how to open the on-screen menu, (bring up the Navigation Menu), then use arrow, number, or input keys to select a source.

Input Cycling: Teaching the Hub which single button (e.g., "Source") to press repeatedly to cycle through inputs.

3. Source List / Input Menu Configuration

This is a critical step for accurate input switching, especially when switching inputs by firing by the Navigation Menu or Input Toggling / Cycling.

Always Do: Use this if you don't want the system to control this device's power automatically.

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Ⅹ Manage Input Sources

Note: Proper Source configuration is essential for Activities to match inputs correctly (e.g., on your TV or AV Receiver).

1. Devices Requiring Setup

- This setting is needed for equipment with multiple inputs (e.g., TV HDMI ports, AV Receiver inputs).

2. Select the Input Switching Mode:

- Direct Input Switching Mode

If your device supports specific commands to go directly to each input (e.g., a unique command for "HDMI 1," another for "HDMI 2"), the system will suggest using Direct Input Switching Mode.

Note: If Direct Input Switching Mode is suggested, it's generally the fastest and most reliable option. We recommend choosing it.

- Alternative Switching Modes

If your remote doesn't have dedicated buttons for each input (like HDMI 1), you will need to set up how the Hub controls your input menu.

This usually involves one of two methods:

Menu Navigation: Teach the Hub how to open the on-screen menu, (bring up the Navigation Menu), then use arrow, number, or input keys to select a source.

Input Cycling: Teaching the Hub which single button (e.g., "Source") to press repeatedly to cycle through inputs.

3. Source List / Input Menu Configuration

This is a critical step for accurate input switching, especially when switching inputs by firing by the Navigation Menu or Input Toggling / Cycling.

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Match the Device's Menu Order: The list of input sources you create in the Sofaballon app should exactly match the order they appear on your device's menu. This ensures the system knows which one to select when you press the "Input" or "Source" button on your original remotes.

Example: If your TV's input menu show

- HDMI 1
- HDMI 2
- AV
- DVD

You must enter them in this exact sequence in the Sofaballon app.

Note: An incorrect order or mismatched names will cause errors when Activities try to switch inputs.

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Ⅺ Creating an Activity

1. Open the App

- Launch the app and navigate to the Activities section.

2. Start a New Activity

- Tap the "+" icon to create a new Activity.

3. Choose a Suggested Activity or Customize

- The system will display recommended Activities with pre-configured command combinations (e.g., "Watch Satellite TV", "TV + Service Box").
- Alternatively, manually choose the devices you want to use for a custom setup (e.g., TV, Soundbar, Streaming Box, Philips Hue).

4. Select Inputs

- For devices with multiple inputs (e.g., TV HDMI ports, AV Receiver inputs), select the correct input source (e.g., HDMI 1 for Satellite TV).

5. Select the Power Status of Each Device

- The system will record the power status of each device to ensure correct command execution (turning Activity switching, preventing operational conflicts).

6. Assign Physical Remote Keys

- Volume Keys

Select which device will respond to the physical volume buttons on your remote (e.g., control TV volume instead of Apple TV).

- Other Keys

Select which device will respond to the other physical buttons on your remote (e.g., Navigation, Select).

- **Set Hub Key Customization:**

For advanced key customization (e.g., assigning specific commands to buttons), you can modify these settings later: Navigate to **Activities → [Your Activity Name] → Edit → Customize Remote Buttons**

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7. Complete

- **Enter an Activity name** (e.g., "Watch TV").
- Choose an icon from the available options.

8. Modify Activity Startup Commands (Optional)

- **To customize the Activity further (e.g., automatically switch to Channel 10 when starting satellite TV):**
- Navigate to: Activities → [Your Activity Name] → Edit → Startup Settings
- Add the desired commands (e.g., 1, 0, 2 for Channel 10) after the TV switches to the correct input.
- Add or adjust delays between commands if needed.

9. Advance Settings

Macro & Favorite Keys：宏和收藏按键：BYPEDEmode macros and select favorite keys for the on-screen remote.

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Ⅻ Smart Ecosystem Compatibility

1. Connect to Home Assistant (MQTT broker)

To integrate Sofaballon with Home Assistant using MQTT, you first need to set up an MQTT Broker in your Home Assistant.

- **Add MQTT Broker in your Home Assistant system:**
- In Home Assistant, navigate to Settings → Add-ons → Add-on Store.
- Install the Mosquitto broker add-on.
- **MQTT Broker Setup in Sofaballon app:**
- In the Sofaballon app, navigate to: Me → Connect to Home Assistant - MQTT broker.
- Use your Home Assistant account credentials to complete the setup.
- **Add Sofaballon integration to Home Assistant:**
- In Home Assistant, navigate to Settings → Devices & Services.
- Click "Add Integration," search for and select the "Sofaballon Hub" service, then click to add it.

With this integration, you can control all Sofaballon Activities or set up automations in Home Assistant to trigger them.

2. Add a Home Assistant Remote

You can add a special "Home Assistant Remote" to your Sofaballon app. This virtual remote allows you to use your remote to directly trigger automations and control devices within your Home Assistant system.

For example, you can assign a button on your X2 remote to run your "Movie Night" scene in Home Assistant.

Setup Overview:

The setup process involves three main steps:

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Step 1: **In the Sofaballon App:** Add the "Home Assistant Remote" and "Add Key" to create a new button and create custom command names (e.g., "Night_Scene").

Step 2: **In Home Assistant:** Create a new automation that uses an MQTT message as a trigger.

Step 3: **Link Them:** In your HA automation, use the exact command name you created in the Sofaballon app as the MQTT payload.

3. Work with Amazon Alexa & Google Assistant

The Sofaballon X2 supports voice control through Amazon Alexa and Google Assistant for turn-on/off Activities or on/off.

- Prerequisites

a. A compatible smart speaker (e.g., Echo Dot, Nest Mini)

b. Created Activities in the Sofaballon app

Note: If you need voice control for a specific device function, you can set it up as a separate Activity.

- Setup Instructions:

Amazon Alexa

Navigate to: Amazon Alexa app → More → Skill & Games → Search for and enable the "Sofaballon" skill → Log in to your Sofaballon account to sync Activities.

Google Assistant

Navigate to: Google Home app → Devices → Add Devices → Works with Google → Search for and select the "Sofaballon" service → Log in to your Sofaballon account to sync Activities.

- Voice Commands

"Alexa, turn on [Activity Name]" or "Alexa, turn off [Activity Name]"

"Hey Google, turn on [Activity Name]" or "Hey Google, turn off [Activity Name]"

4. Matter Function

Full Matter support for your X2 is coming via a free firmware update. Expect true compatibility approved from major smart home platforms.

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XIII Specifications and Performance

Product name: X2 Smart Remote

X2-Hub

Power Input: 5V/2A
Dimension: 90*90*25
Material: PC + Silicone

X2-Remote

Display: 2-inch Color Touchscreen
Battery Type: Li-ion
Battery Capacity: 1200mAh
Charging Port: USB-C
Charging Time: Approx. 2 hours
Charging Power: Approx. 5 Watts
Battery Life: Approx. 30 days
Material: Zinc Alloy, PC + Silicone

X2-Dock

Power Input: 5V/2A
Input Port: USB-C
Material: PC + Silicone

Package contents:

Main Device:
- 1 × X2 Remote
- 1 × X2-Hub
- 1 × Charging Dock

Power & Cables:
- 2 × 5V/2A Power Adaptors
- 2 × 1.2m USB-C to USB-A Cables

Others:
- 1 × 2.5m (3.5mm IR Blaster (Dual emitters)
- 1 × 2m (3.5mm IR Blaster (single emitter)
- 1 × Reset pin

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- **Off Button:** Shuts off all active Activities with a single press.
- **Return key:** Returns to the previous menu on the X2. Remotes display Back navigation.
- **Favorite key:** Instantly activates Hotspot Ⅲ (IR for direct channel input or access to scan-defined Favorite and Macro.
- **Other keys:** These keys have no default functions and need to be defined on a device or within an Activity.
- **Reset pin:** Use this pin with the included pin to factory reset your remote.

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1. Key Definitions for X2-Hub

Function	WHITE LED / X2 RED Button	Indication(s)
Pair/X2 Reset	Short press	The X2 Remote entry Hub pairing mode. Long press the X2 Remote to clear it.
Activate Wi-Fi Pairing Mode	Deep and hold for 5+ seconds	Hub: 2 Blue LED flashes continuously X2: LED stayed indicating pairing/reset mode.

2. LED Indications

Status	LED Indication on X2-Hub
Wi-Fi Not Connected	Blue LED Solid On
Wi-Fi Connected	Green LED Solid On
Abnormal Status / Network Error	Red LED Solid On
Command Received (from App or X2 Remote)	Green LED Briefly Flashes

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FCC Warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received including interference that may cause undesired operation.

NOTE 1: 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 or 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.

NOTE 2: Any changes or modifications to the unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

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IC Caution

This device complies with Industry Canada' s license-exempt RSSs. Operation is subject to the following two conditions:

(1) This device may not cause interference; and
(2) This device must accept any interference, including interference that may cause undesired operation of the device".

NOTE 1: 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 or more of the following measures:
- Reorient or relocate the receiving antenna.
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http://www.solaballon.com/

每页尺寸112mm*208mm

印刷颜色: 四色
材质： 105g 双铜
装订：骑马钉