

FAQ - Matter Standard Protocol Support

1. What is the purpose of MixPad D1 supporting Matter?

With MixPad D1 supporting the Matter protocol, users can simultaneously use the ORVIBO Home app and other third-party platforms or apps (such as Apple Home, SmartThings, Google Assistant, Amazon Alexa, Tuya Smart, etc.) that support Matter to add and control devices, enabling cross-ecosystem inter connectivity.

2. Can MixPad D1 be updated via OTA to support Matter?

Yes, it supports OTA updates to enable Matter support.

3. When using the ORVIBO Home app or other Matter-supported apps to add the MixPad D1 dimmer switch, are there any differences in app functionality?

- 1) The ORVIBO Home app offers more comprehensive functionality, including features such as scheduling, countdown timers, mode control, and device management.
- 2) Other Matter-supported apps can only control the lights connected to the MixPad D1 dimmer switch.

4. How to add MixPad D1 to Apple Home, Google Home, and Amazon Alexa?

- 1) Make sure that your router supports and has IPv6 network enabled.
- 2) Add a HomePod, Google Assistant, or Alexa that supports the Matter protocol to your account.

- 3) Connect your phone to the same Wi-Fi network as the speaker/hub.
- 4) Follow the prompts in the app to complete the device setup.

5. Which smart speakers support the Matter protocol, such as HomePod, Google Nest speakers, or Amazon Echo speakers?

Apple (iOS 16.2 or later)	Google (2.62.1.15 or later)	Amazon (2.2.491118.0 or later)
Apple HomePod Mini	Nest Wi-Fi Pro (6E)	Echo Dot (5th Gen)
Apple HomePod (2nd Gen)	Nest Hub (2nd Gen)	Echo Dot (5th Gen) with clock
	Nest Hub Max	Echo Dot (4th Gen)
Apple TV 4K Wi-Fi+Ethernet 128G model (2nd Gen/3rd Gen)	Nest Mini	Echo Dot (4th Gen) with clock
	Nest Audio	Echo (4th Gen)
	Google Home Mini	Echo Dot (3th Gen, 2018 release)
	Speakers with Google Home included	Echo Dot (3th Gen) with clock
		Echo Show 15
		Echo Show 10 (3rd Gen)
		Echo Show 8
		Echo Show 8 (2nd Gen, 2021 release)
		Echo Show 5 (2nd Gen, 2021 release)
		Echo Show 5
		Echo Studio
		Echo (v3)

		Echo Input
		Echo Flex

6. Is it necessary for the router to support and enable IPV6 when adding the Matter-supported MixPad D1 using the ORVIBO Home app?

No.

7. What version of the ORVIBO Home app is required to add the Matter-supported MixPad D1?

- 1) The ORVIBO Home app should be at version 5.0.20.320 or higher.
- 2) Note: For an enhanced user experience, it is recommended to upgrade your iPhone/iPad to iOS 16.4 or later versions.

8. What version of the Apple Home app is required to add the Matter-supported MixPad D1?

For an enhanced user experience, it is recommended to upgrade your iPhone/iPad to iOS 16.4 or later versions.

9. If you are experiencing difficulties adding the Matter-supported MixPad D1 to the ORVIBO Home app on an iOS 16.1 or later device and you have canceled and attempted to re-add without success, here are some troubleshooting steps you can try:

- 1) Method 1: Restart your phone and then try adding the device again.
- 2) Method 2: Use the Apple Home app to add the device first (follow the steps mentioned in question 4), and then use the ORVIBO Home app to add it again.
- 3) Method 3: Use the Android version of the ORVIBO Home app to add it.

10.If you are experiencing difficulties adding the Matter-supported MixPad D1 to the ORVIBO Home app on an iOS 16.1 or later device and you have canceled and attempted to re-add without success, here are some troubleshooting steps you can try:

- 1) You need to reset MixPad D1 before you can change networks. This is a limitation of the Matter protocol, which does not define the function of changing networks, and you can only reconnect to the network after resetting the device.
- 2) Reset method: Go to "About", then long-press the "Device name/MixPad D1" section to access engineering mode, and tap "Reset" to access the "Restore to factory settings with data deleted" interface. Press "confirm".

11.After adding the MixPad D1 to the Matter App, if you modify the type of the connected light fixture (Dimmable/Non-dimmable) in the Dimming section of the device's Setting page on ORVIBO Home app, will the Matter App synchronize and update accordingly?

No, MixPad D1 needs to be re-added to the Matter App to sync.

12.How do I reset the MixPad D1?

Enter the page of Setting of MixPad D1, click About, long press [Device Name] to enter the new page, then click Reset to confirm and finish resetting the device.