

No	Category	Question	Answer
1	Install	What is required to install the MixPad D1?	MixPad D1 requires a neutral wire for installation and is compatible with American standard electrical boxes. It does not require any custom wiring, modifications or hubs.
2	Install	What power does the MixPad D1 suport ?	MixPad D1 is compatible with 120V/60Hz electrical power.
3	Install	Can MixPad D1 control my fans or other non-lighting devices?	No, MixPad D1 only controls lighting devices. It's not a substitute for switches that control non-lighting devices like fans, vents, outlets, smart bulbs, or floor heaters.
4	Setting	How to do the factory reset?	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".
5	Setting	How to perform a hard reboot on MixPad D1?	Remove the wall plate, pull out the Fast Switching Tab at the bottom, and push it back in after the screen goes black.
6	Setting	How to reboot the device?	To restart the system, go to "About," swipe down, click "Reboot," and select "Confirm."
7	Founction	How do I update my software?	Go to "System Update" to check where there is the latest version. when MixPad D1 is connected to the internet, the latest version could be installed automatically at free time.
8	Function	Can I control other brands of switches on my Mixpad D1?	MixPad D1 is only compatible with ORVIBO brand switches.

9	Function	Can MixPad D1 be installed for a 3-way switching?	MixPad D1 does not support being connected to a traditional switch as part of a 3-way circuit, as this can cause it to power off and go offline. But if you have two MixPad D1 switches or one MixPad D1 and one ORVIBO Smart Switch, you can wire them into a 3-way circuit. Please note actually the two switches in 3 way control is by Wi-Fi communication. If you have two MixPad D1 switches, please refer to the following diagram for the wiring method. If you have a MixPad D1 switch and an ORVIBO Smart Switch, you must connect the LOAD wire from the MixPad D1 to the LOAD wire of the circuit box. After installation, you can turn on and off the lights through the physical buttons of MixPad D1 without connecting to the network. For 3 way control, you need to connect to the network first and add another switch to the MixPad D1 device in the ORVIBO Home app. One MixPad D1 can control all the ORVIBO brand switches in your home, as long as they are properly wired into the circuit.
10		How to set the theme of the home page?	1. Quick Settings: Long press on the home page and select your favorite themes on the "Daily Changes" page and they will change once a day. 2. Detailed Settings: Set "Weather+Time+Switch" as the home page theme in "Personalise" of "Setting" or set "Daily Change" as the home page.
11	Function	How do I add one device to another? Can one MixPad D1 control multiple lights?	Yes, MixPad D1 can control the other light by wifi. Open ORVIBO Home app, go to "Me"-"MixPad/MixPad D1"-"Device"-"+", and then select the lights which one will be controlled by the two MixPad D1 switches. Notice: MixPad D1 can only control lights.

12	Founction	How to adjust the minimum brightness range to avoid flickering when the brightness is too low?	To adjust the brightness of a dimmable light on the MixPad D1, go to "Settings" and select "Dimming." Slide up or down to set the minimum brightness.
13	Founction	How to make voice intercom with another device?	In order to use the voice intercom, both devices need to be connected to the same network. Voice Intercom allows you to make voice calls from the MixPad D1 to the MixPad D1 in other rooms. Go to "Me"- "MixPad D1"- "Intercom" and set it up. Press the virtual phone button to make a call.
14	Founction	How to start voice broadcasting?	In order to use the voice broadcast, both devices need to be connected to the same network. Broadcast function allows MixPad D1 to broadcast voice simultaneously across all rooms. Go to "Me"- "MixPad D1"- "Broadcast," and press (1S) and hold the button to turn on the broadcast. Release to stop it. The longest broadcast is 60 seconds, and it will stop automatically if it exceeds that.

15		When using the voice intercom or broadcast function, the screen shows that it is not connected to the same network, how should I fix it?	1. The voice broadcast function requires all D1 devices to be connected to the same router. Please confirm that all D1 devices are connected to the same router separately: Click on 【Settings】 - 【Wireless Network】 to check if the Wi-Fi names of all D1 devices are the same. If they are different, it means that they are not connected to the same router and need to be reconfigured to connect to the same router. 2. After confirming that the Wi-Fi names of all D1 devices are the same, click on 【About】 to check if the IP address segments of all D1 devices is the same. The IP address segments refers to the first 3 segments of the IP address. For example, if the IP address is 192.168.1.10, the IP address segments refers to the first 3 segments: 192.168.1. If the IP address segments is different, it means that they are not connected to the same router and need to be reconnected to the same router. 3. If after step 1 and step 2, you still can't confirm whether all D1 devices are in the same router, please reconfigure all devices to ensure they are connected to the same router before using the voice broadcast function; 4. If you have completed all the above steps but still cannot use it normally, it is possible that the voice broadcast function is not yet compatible with your router brand, please try to change a router.
16	Function	Why does the MixPad D1 show a red circle on the button? What if the other party can't hear the voice on the call?	The red circle on the button indicates that the button has been held down for a long time, and the microphone is muted to protect your privacy. Press and hold the button again to use the microphone.
17	Function	How to connect or change the WIFI?	To connect to a Wi-Fi network, go to "Settings" on the MixPad D1, then "Wi-Fi," and use the ORVIBO Home app to scan the QR code and choose the network you want to join.
18	Function	How to enable different Mode?	There are three modes available: Vacation mode, Automatic mode, and Customized mode. Vacation mode: Turns the lights on and off randomly to keep your home safe when you are away; Automatic mode: Turns the light on and off automatically based on the room's brightness; Customized mode: Allows you to define different brightness levels.

19	Founction	How do I delete unwanted scene?	To delete a scene, go to "Smart" on the ORVIBO Home app, click "..." on the tab of a scene, and then click "Delete Scene."
20	Founction	Could the display be on and off by different period?	Yes, to set the auto-lock period, go to "Display," tap it, and find the "Auto-Lock Period." Tap it, and then define the start and end time.
21	Founction	How to set the Fahrenheit or Celsius manually? How to set the 12 or 24 hour time?	Go to "Settings" of MixPad D1, then "Language & Region" and set your preferred format.