



# Intel® Smart Home Advantage User FAQ

**Q: What are the PC requirements to support Intel® Smart Home Advantage?**

**A:** Intel® Smart Home Advantage platform requirements are 6th Gen Intel® Core™ i3 or greater/newer, no battery, and Windows® 10. We also advocate use of Intel® Ready Mode Technology (Intel® RMT) on the platform, but it is not required.

**Q: What languages are supported by Intel Smart Home Advantage?**

**A:** English, French, Italian, German, Spanish, Japanese, and Chinese are consistently supported in Intel Smart Home Advantage. Depending on the specific application, other languages may also be supported. Please refer to the websites of the individual software applications of the Intel Smart Home Advantage bundle to verify which additional languages they support.

**Q: Does the server always need to be running to access my files?**

**A:** Yes, your desktop PC needs to be powered on in order to allow access to your files from a remote device. Intel® RMT enables your desktop PC to be always on and always available, waiting in a low-power state when not active, which allows access to your Plex and Tonido content repository.

**Q: Can Intel Smart Home Advantage be installed on my laptop?**

**A:** Intel Smart Home Advantage installer checks to ensure the system qualifies as specified above. A battery-powered system is not supported, as it cannot be guaranteed to be always on and always available.

**Q: Why do I have to set up separate accounts for Tonido and Plex?**

**A:** The Intel Smart Home Advantage platform is a collection of Intel and third-party software designed to provide home users with a comprehensive suite of PC services. Plex and Tonido are both platforms developed by third parties and licensed by Intel for your use. As such, they require unique logins to access their services.

## PLEX

**Q: How long does the free Plex Pass Lite last?**

**A:** Intel Smart Home Advantage includes a 12-month subscription for Plex Pass Lite—good for 12 months from the date of Plex Pass Lite account activation.

**Q: What happens after the free Plex Pass Lite subscription expires?**

**A:** At the end of the 12 months, you will have the choice to update to a standard Plex Pass or use the free Plex service. If you choose the free Plex service, you will not lose data, but the features that Plex Pass Lite included will no longer be available—Camera Upload, Plex Home, Mobile Sync, and Cloud Sync.

**Q: Can I access my Plex content outside of my home?**

**A:** Yes! To access content on your Plex server remotely, you'll need to make sure that your Plex settings are set to "Allow me to access media outside my home." In the initial setup, you will be asked to specify this. There is also a button in the server configuration feature of Plex for testing outside access to your server. Then you will need to have the Plex application installed on the device you wish to use to access your home content. You need to download the Plex app on your remote device from the appropriate app stores, including the iTunes, Android\*, and Windows\* app stores on your phone, tablet, or laptop. Once you've installed the app, you can log in using your Plex credentials and follow the prompts for setup.

**Q: Can Plex play digital copies of movies purchased through iTunes or other providers?**

**A:** Plex can play any local media content that does not include DRM (Digital Rights Management). Commercially produced movies typically include DRM and can't be played by Plex at this time.

**Q: How do I add additional users to my Plex Pass account?**

**A:** To add additional users to your Plex Pass Lite, you will need to open the Smart Home Advantage application, click on Plex, and navigate to SETTINGS >> USERS. In this section, you can add managed users to your account, such as children in your household. For full instructions on adding additional users, visit the Plex support site at: <https://support.plex.tv/hc/en-us/articles/203948776-Managed-Users>.

## TONIDO

**Q: Why does Tonido appear to be open in a browser window?**

**A:** Tonido's user interface opens in a browser window. When you open Tonido, it will appear in a browser tab for the default browser on your PC.

**Q: Where is my Tonido “dashboard”?**

**A:** The dashboard for Tonido is the home screen when you first open the application. From your dashboard you can access both your files and additional Tonido features.

## SUPPORT

**Q: Where do I go for additional Intel Smart Home Advantage support?**

**A:** Intel customer support is available online at:

<http://www.intel.com/content/www/us/en/support/software/software-applications/intel-smart-home-advantage.html>.

For Plex, please visit: <https://support.plex.tv/hc/en-us>.

For Tonido, please visit: <http://www.tonido.com/support/display/docs/Home>.

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