

# VIP4402W

Installation Guide



## VIP4402W OVERVIEW

Front/Top



**STANDBY BUTTON**  
• Press to switch between standby and active.

**STATUS INDICATOR GRID**  
• Solid Green: Network connection enabled (On)  
• Flashing Green: Connecting to network  
• Solid Amber: Network connected, strong Wi-Fi, no video server  
• Flashing Amber: Network connected, weak Wi-Fi  
• Solid Red: Self diagnostic failed  
• Blinking Red: Self diagnostic in progress  
• No Light: No power (Off)

Rear



**POWER**  
For connection to the power supply included in the package.

**HDMI**  
For connection to TV set (High & Standard Definition digital video and digital audio).

**A/V (audio/video) & Mini-Toslink**  
For connection to TV set or audio equipment (Standard Definition analog video and analog audio + optical digital audio). Use this connector only if your TV does not have HDMI or if you want to connect digital audio to a home cinema receiver via Mini-Toslink.

**ETHERNET**  
For broadband connection when no Wi-Fi network is available.

**RESET**  
Press to reboot the set-top box.

**USB**  
For connection to external devices according to the instructions from your service provider.

Note that the analog video output is disabled when HDMI is connected.

**Placement**  
Never place the set-top box on top of or close to any heat sources such as other electronic devices. Doing so will reduce life time and may cause irreparable damage or malfunction. Note that the ambient temperature must be below 104° F. Be sure to maintain necessary space around the set-top box to allow for proper ventilation. Never use the set-top box outside.

The set-top box is designed to stand on a horizontal surface. It can alternatively be mounted on the wall using the fittings on the bottom side. To mount, use M3.0 x 38 mm (#6 x 1 1/2 inch) screws with a flat underside and maximum screw head diameter of 6.0 mm.

This product package can include a Bluetooth® Smart remote control which makes it possible to place the set-top box in a hidden position without line-of-sight from the remote control. There is also an IR receiver in the front panel for use with e.g. multi-remote controls of other brands than ARRIS. When using an IR remote control line-of-sight between the front side of the set-top box and the remote control is still required. Modern flat screen TV sets and low energy lamps emit light that in some cases may interfere with the IR signal used by remote controls.

Note that metallic surfaces and objects can interfere with the operation of Wi-Fi and/or Bluetooth® wireless technology. If the remote control is not working properly, try altering the position of the set-top box relative to the remote control.If the Wi-Fi connection is not working properly, try altering the position of the set-top box relative to the Wi-Fi access point.

**Federal Communication Commission Interference Statement**  
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.

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 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.

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

|                               |                                                                                                                            |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Ambient operating temperature | 32-104° F at 0-95% non condensing humidity.                                                                                |
| Voltage                       | 100-120 V ~, 50-60 Hz                                                                                                      |
| Power supply unit             | This Class III product, VIP4402W, shall be powered by the Limited Power Supply that is provided together with the product. |
| Maximum power consumption     | 7.2 W                                                                                                                      |

Please recycle product packaging and this document.

When you see this symbol on an ARRIS product, do not dispose of the product with residential or commercial waste. Some countries or regions, such as the European Union, have set up systems to collect and recycle electrical and electronic waste items. Contact your local authorities for information about practices established for your region.

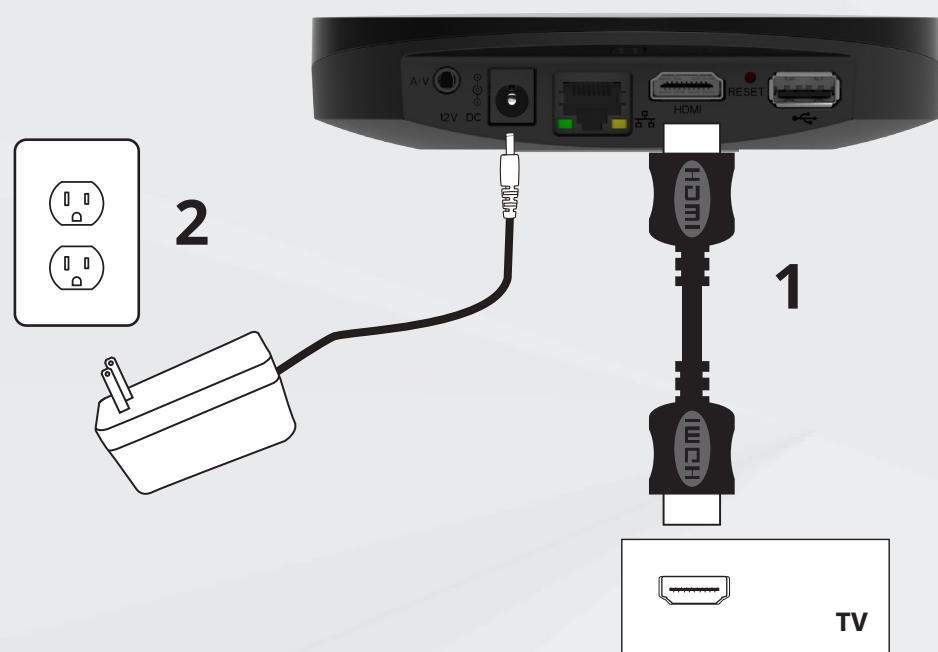
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2450 Walsh Avenue  
Santa Clara, CA 95051  
USA  
The ARRIS website [opensource.arris.com](https://opensource.arris.com) also contains information regarding use of open source. ARRIS has created the portal for interaction with the software community-at-large.

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# 1 Connect to the TV set

Connect an HDMI cable between the set-top box and the HDMI connector on the TV set. This is the preferred method and no other video/audio connection is needed when HDMI is used. Note that the analog video output is disabled when HDMI is connected.

To display the picture from the set-top box, the TV set must be switched to the correct external input. This is either done automatically or manually, using a button on the TV remote control. See your TV user's guide for instructions.



# 2 Connect to power

Connect the power supply to the DC jack on the set-top box and to a power outlet.

## NOTE:

Do not use any power supply other than the one supplied with the product. Doing so may cause fire or seriously damage the set-top box.

# 3 Prepare the remote control

Insert the batteries in the remote control. The remote control will initiate automatic pairing with the set-top box when batteries are inserted or on any key press.

## NOTE: Re-pairing the set-top box with the remote control

This product package may include a radio frequency remote control that will be automatically paired with the set-top box during the initial setup. If you need to pair again, for instance to replace the original remote control with a new one, follow these steps:

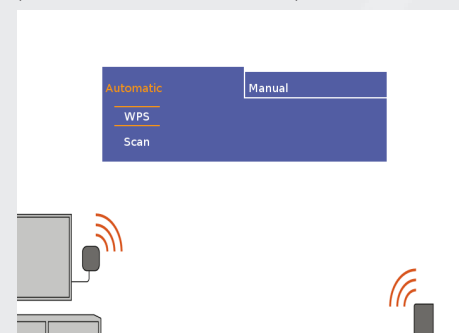
1. Unplug the power cable.
2. Press and hold the standby button on the top cover and reinsert the power cable.
3. Hold the standby button pressed until the status indicator grid stops flashing with amber light and turns solid red.
4. Reset the remote control by pressing the ON/OFF (ⓘ) and BACK (↩) keys simultaneously for more than 3 seconds. Once you have released the ON/OFF and BACK keys press any key to complete the pairing.

# 4 Connect to your Wi-Fi broadband

The recommended Wi-Fi setup method is to use WPS. Read through all steps in section A before you start. If your Wi-Fi access point does not have a WPS button or WPS setup does not work, refer to sections B or C. If the Wi-Fi network is out of reach or unsuitable for video distribution, refer to INSTALLATION OPTIONS - Connect to broadband via Ethernet.

## A. Automatic setup using WPS

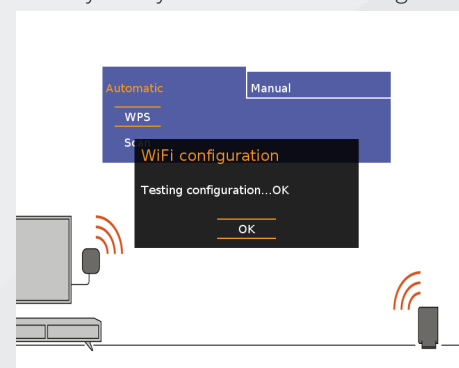
**A1.** When the Wi-Fi configuration setup screen is displayed, select “WPS” using the arrow keys on your remote control and press OK to start the setup.



**A2.** You now have 2 minutes to press the WPS button on your Wi-Fi access point.

Once you have pressed the WPS button on your access point (within 2 minutes) the configuration is tested and when the screen shows the OK message your Wi-Fi connection is established. Press OK on your remote control to exit the setup.

If the WPS setup times out you will have to retry until you see the OK message.

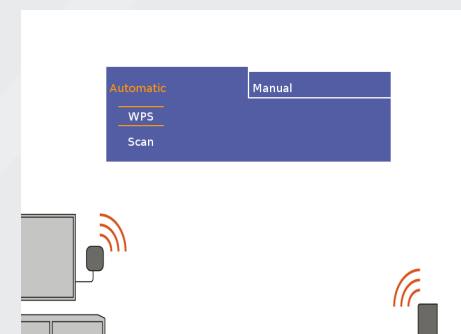


## NOTE:

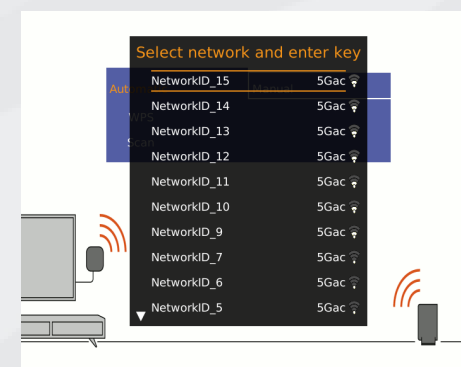
You can return to the start screen by pressing BACK ( the symbol is usually shown as ↩ ) on your remote control.

## B. Scanning for Wi-Fi networks

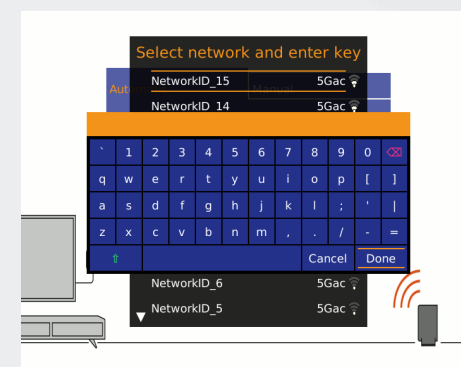
**B1.** If your Wi-Fi access point does not have a WPS button you should first select the “Scan” option to select your network from a list of available networks.



**B2.** Select your network from the list by moving up or down with the arrow keys on your remote control. If your network is not listed refer to section C. Press OK to select your network.



**B3.** Press OK to launch the on-screen keyboard. Use the arrow keys on the remote control to select the correct letters and numbers on the keyboard to enter the Network Key (case sensitive). Press OK to enter the selected character in the input field on the screen. “Backspace” is used to erase errors. Use the arrow down key to highlight “Done” at the bottom of the screen when you have entered the entire key, press OK. Highlight “Done” again and press OK.



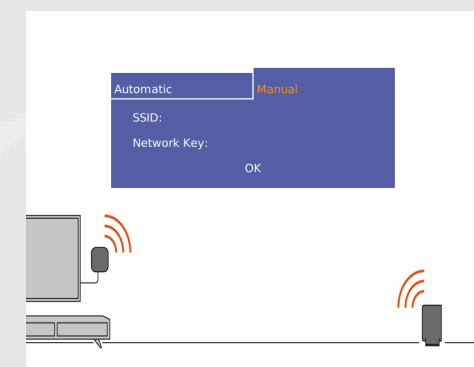
The configuration is tested and when the screen shows the OK message your Wi-Fi

connection is established. Press OK on your remote control to exit the setup. If you have entered the wrong key an error message displays and you will have to repeat this step.

## C. Manual Wi-Fi setup

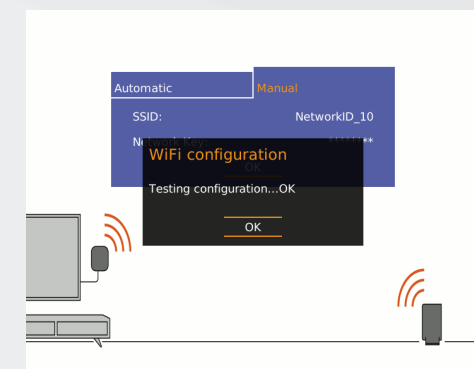
If your network is not shown in the list you will need to manually enter both the network name (SSID) and the key for that network in order to connect your set-top box.

**C1.** Press BACK ( the symbol is usually shown as ↩ ) on your remote control to return to the main screen. Select “Manual” and press OK.



**C2.** Press OK to launch the on-screen keyboard. Enter the network SSID and Network Key using the on screen keyboard with the arrow keys on your remote control. Please note that both the SSID and Key are case sensitive. Press OK to enter the selected character in the input field on the screen. “Backspace” is used to erase errors. Use the arrow down key to highlight “Done” at the bottom of the screen when you have entered the entire SSID and Network Key, press OK. Highlight “Done” again and press OK.

The configuration is tested and when the screen shows the OK message your Wi-Fi connection is established. Press OK on your remote control to exit the setup. If you have entered the wrong SSID or key an error message will show and you will have to repeat the relevant step.



## INSTALLATION OPTIONS

### Connect video/audio with HDMI through a home theater system or HiFi equipment

Choose from below the option that best fits your system configuration.

**1.** Digital audio equipment with HDMI input: Connect the HDMI cable from the set-top box to the home theater receiver, and the home theater receiver HDMI output to the TV set.

**2.** Digital audio equipment without HDMI input: Connect the HDMI cable from the set-top box to the TV set and an optical Mini Toslink to Toslink cable from the set-top box AV output to the home theater receiver.

Note: you may have to change your settings for the TV set to ensure the digital output is properly transmitted from the TV set.

**3.** Analog audio equipment: Connect an HDMI cable from the set-top box to the TV set and a 3.5 mm to 3xRCA audio/video cable in one end to the A/V connector of the set-top box and the other end with 2xRCA to your audio equipment.

### Connect video/audio to the TV set without HDMI

If your TV does not have HDMI you can connect a 3.5 mm to 3xRCA audio/video cable from the A/V jack on the set-top box to the video and R+L audio connectors on the TV set. (Connectors are normally color coded: White = Left audio, Red = Right audio, Yellow = Video.)

### Connect to broadband via Ethernet

If you do not have a Wi-Fi network in your home or if the Wi-Fi network is out of reach or unsuitable for video distribution, connect an Ethernet cable between the set-top box and the router/modem or the Ethernet wall connector as indicated by your broadband operator. Once connected, remove and reinsert the power cable to restart the set-top box.

## NOTE:

The set of cables and other accessories supplied by your service provider together with this product may vary.