ZXV10 B866V2F RichMedia Box

User Guide

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Chapter 1 Safety Instructions

Special Note

- Remove the plastic covering before using the Set-Top Box to provide normal ventilation.
- Use the power adapter provided with the Set-Top Box.

Important Safety Instructions

- Ensure that the electric voltage meets the device requirements. Check the cables periodically, replace any damaged cables immediately.
- To prevent electric shock, do not remove cover. There are no user serviceable parts inside. Refer servicing to qualified service.
- Do not use this apparatus near water.
- Clean with only dry cloth.
- Place the device on a flat surface. Do not place any heavy objects on the device.
- Do not block any ventilation openings. Install according to the manufacturer's instructions.
- Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Only use attachments/accessories specified by the manufacturer.
- Power off and pull out the power plug if the device will not be used for a long time and during lightning storms.
- After power off, wait at least 15 seconds between power off and next power-on.
- For the adapter, the socket-outlet shall be installed near the adapter and shall be easily accessible.

Service

Do not disassemble the device. Contact the service provider if the following problems occur:

• The power cable or power socket is damaged.

• There is any liquid leaks into the device.

• Fails to run normally even after following the instructions.

• The device is physically damaged.

RF exposure information:

The Maximum Permissible Exposure (MPE) level is calculated based on a distance of d=20 cm between the device and the human body. To maintain compliance with the RF exposure requirement, a separation distance of 20 cm between the device and the human should be maintained.

Restrictions in the 5 GHz band

According to Article 10(10) of Directive 2014/53/EU, the packaging shows that this radio equipment will be subject to some restrictions when placed on the market in Belgium(BE), Bulgaria(BG), the Czech Republic(CZ), Denmark(DK), Germany(DE), Estonia(EE), Ireland(IE), Greece(EL), Spain(ES), France(FR), Croatia(HR), Italy(IT),Cyprus(CY), Latvia(LV), Lithuania(LT), Luxembourg(LU), Hungary(HU), Malta(MT), Netherlands(NL), Austria(AT), Poland(PL), Portugal(PT), Romania(RO), Slovenia(SI), Slovakia(SK), Finland(FI), Sweden(SE), Turkey(TR), Norway(NO), Switzerland(CH), Iceland(IS), and Liechtenstein(LI). The WLAN function for this device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range.

FCC Statement

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.

FCC Radiation Exposure Statement

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules. This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provide with antenna installation instructions and consider removing the no-collocation 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.

Caution!

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

Chapter 2 Packing List

Quantity	Item	Remarks
1	Set-Top Box (STB)	
1	Remote control	
2	AAA battery	

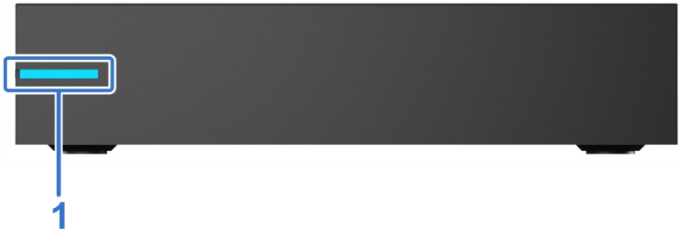
Quantity	Item	Remarks
1	HDMI cable	
1	MINI-AV cable	
1	Ethernet network cable	
1	Power adapter	-
1	User Guide	-
1	Qualification Certificate/ WARRANTY	-

Notes:

This packing list is for reference only. The items actually delivered depend on the companion packing list of the STB. Contact the provider immediately if parts are missing or damaged. Keep all packaging and available components for return purposes.

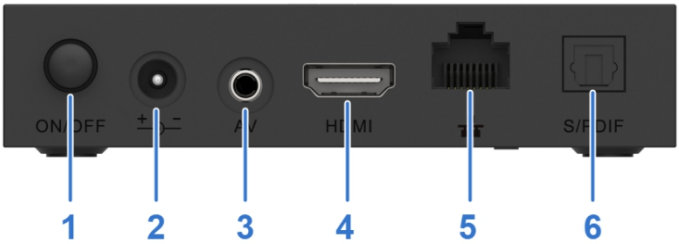
Chapter 3 Panels

3.1 Front Panel



Key	Name	Description
1	Power indicator	Red: STB is in standby state. Blue: STB is running normally. Not Lit: STB is not powered on.

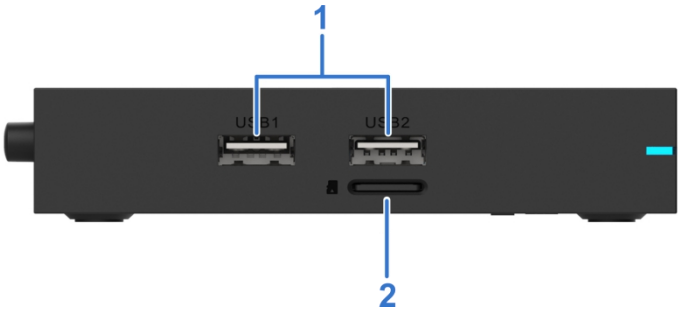
3.2 Rear Panel



Key	Name	Description
1	Power switch	Press it to turn on/turn off STB.
2	DC +12 V	Power input socket, +12 V DC power adapter provided.

Key	Name	Description
		Consult technical personnel before using other types of power adapter.
3	AV	Audio and composite video output interface.
4	HDMI	HDMI output interface.
5	WAN	10 M/100 M Base-T RJ45 self-adaptive Ethernet interface.
6	SPDIF	Digital audio interface, which can be connected to a power amplifier.

3.3 Side Panel

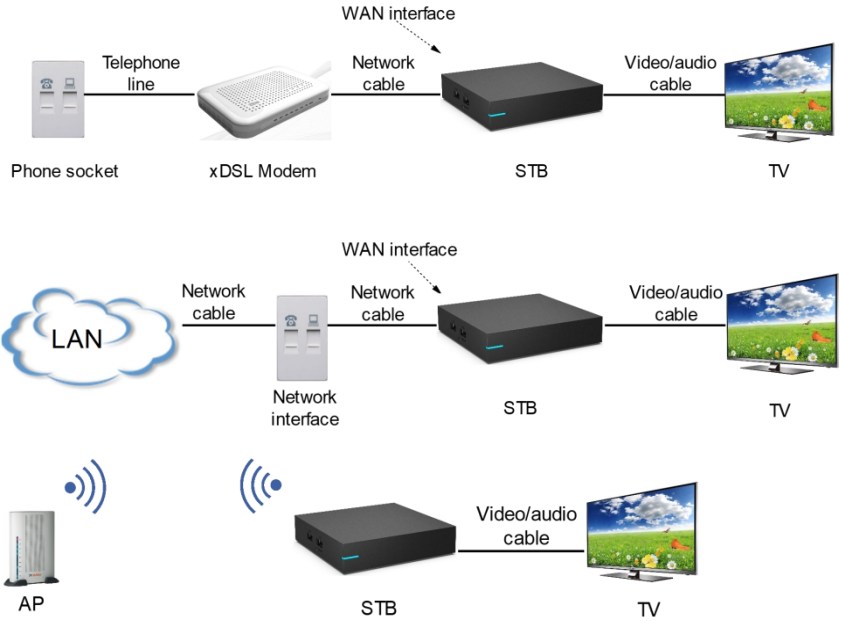


Key	Name	Description
1	USB1/2	USB interface.
2	TF	TF card interface.

Chapter 4 Connecting Up

4.1 Connecting Network

This section introduces the network connection methods for STB. Select one method to connect according to the on-site conditions.

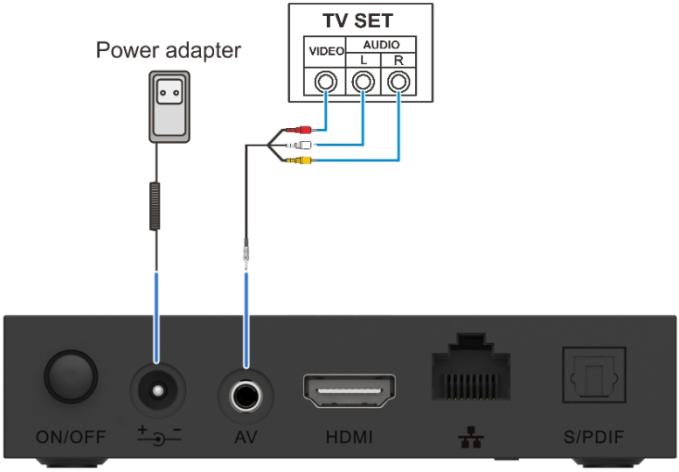


4.2 Video and Audio Connections

Steps

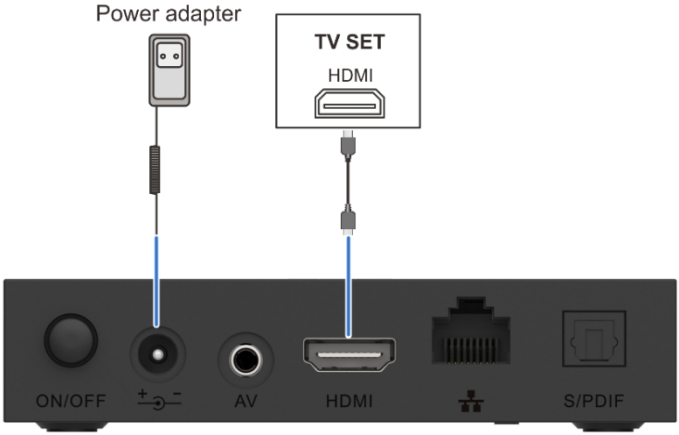
- Connecting Standard Definition Interface

1. Connect the **R** and **L** interfaces on the TV to the corresponding interfaces with the AV cables.
2. Connect the **AV** interface on STB to video input interface of TV with the AV cable (yellow), as shown in the follow figure.



- Connecting High Definition Interface

Connect the **HDMI** interface on STB to the corresponding interface on TV with the HDMI cable, as shown in the follow figure.



—END OF STEPS—

4.3 Power ON

Steps

1. Ensure that all cables are connected correctly.
2. Install the power cable to STB using the power adapter and to AC power source.
3. Ensure that all other devices are plugged in and receiving power.
4. Turn on the TV.

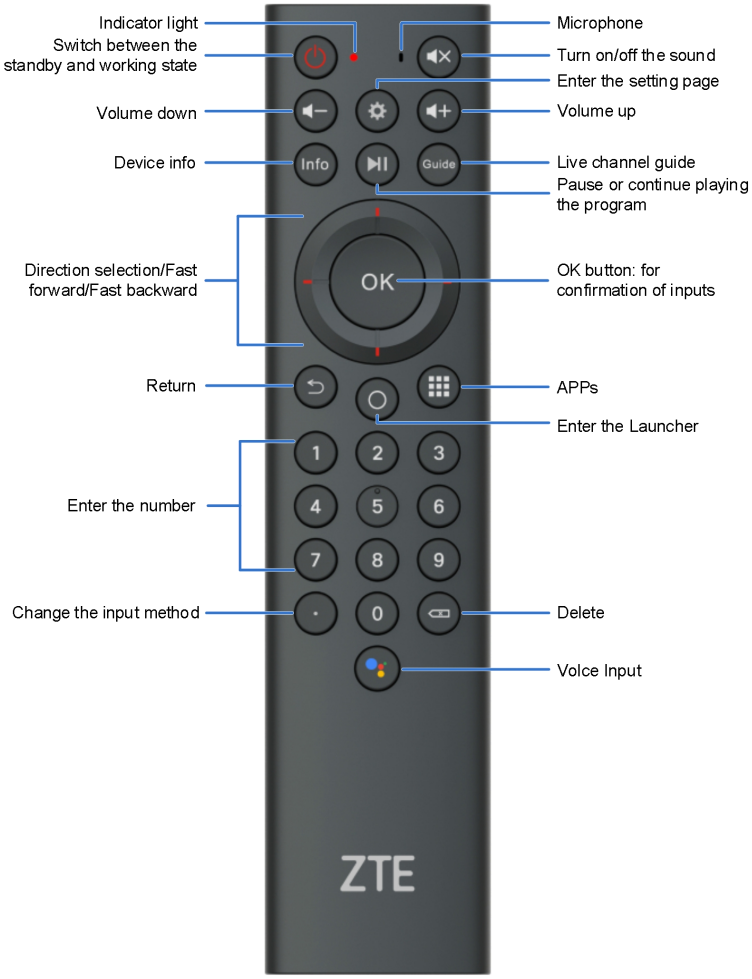
—END OF STEPS—

4.4 Upgrade

The STB can connect to the server on each power-on and check whether an upgrade is required. If so, the upgrade starts at once, which normally takes three to five minutes. Do not perform any operations during this period.

Chapter 5 Remote Control

5.1 Remote Control

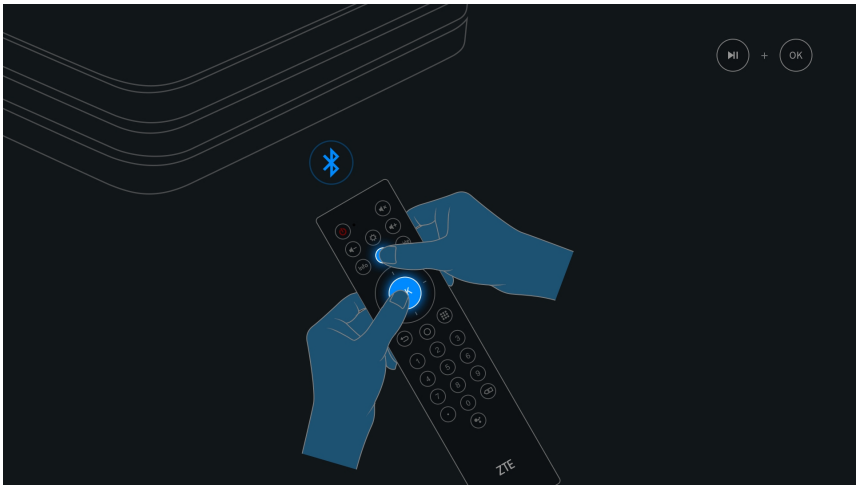


Notes:

- **The remote control provided depends on the IPTV service provider. The appearance of remote control shown is for reference only.**
- **The remote control is powered by two AAA batteries. Insert two AAA batteries into the remote control according to the polarity instruction displayed on it.**
- **The remote control works on the infrared mode by default. When the Bluetooth pairing is successful, the infrared function will be closed.**
- **When the infrared function works, point the front part of the remote control to the infrared receiving area on the STB during the operation.**

5.2 Pairing instructions for Bluetooth remote control

Press the OK + buttons for 3 seconds to start the Bluetooth pairing procedure. The remote control indicator will blink for 30 seconds, confirming the initiation of the pairing procedure. After 30 seconds, the remote control will exit the pairing mode, the indication will stop.



Chapter 6 Operation Guide

Common Operations	
	Switch between the standby and working state.
	Press the key on the remote control to enter the Launcher.
	Press direction keys (up, down, left, and right) on the remote control to select an EPG item (such as button, text box and column). Press **OK** key to confirm the selection.
Volume Operations	
	● Press key once to turn the sound off. ● Press key again to turn the sound back on.
	Lower the audio volume of STB.
	Raise the audio volume of STB.
	Long press button, open voice pickup, light bright long, loose the key to close the pickup and light off.
Controlling Program Playing	

	● Press key to pause the program. ● Press key again to resume the program.
Input Operation	
	Change the input method.
Pairing operation	
Press the OK + button for 3 seconds, start the match. The remote control indicator light need continued rapid flashing 30 s， we can't cancel the pairing mode or flash light mode in the pairing time .After 30S the indicator light goes out to exit the pairing mode.	
Sleep mode and wake up	
● The remote control electric switch on, BT not connected would be into the IR mode, no operation within 5s into dormancy， press any key to wake up and send IR values. ● BT connection condition without any operation, after 30s disconnect BT into dormancy, press any key back connection after wake up.	

Chapter 7 Troubleshooting

Problem	Possible Cause	Solution
The indicator is not lit after switching on the STB.	The power adapter has not been connected.	Connect the power adapter.
	The power adapter is damaged.	Consult the service provider and replace

Problem	Possible Cause	Solution
		power adapter with a new one.
	The power outlet has no power.	Check and ensure the power outlet has power.
User cannot connect to the EPG homepage.	The network cable has not been connected properly.	Connect the network cable properly or replace it with a new cable.
	The service network fails.	Wait for service to be restored or consult the service provider.
	The network configuration is not correct.	Configure the network parameters again.
No image on the TV screen.	The STB is in standby.	Turn on STB by pressing the key on the remote control.
	The video cable has not been connected properly.	Reconnect video cable.
	The video input source of the TV has been set incorrectly.	Switch the system mode of the TV until the EPG page is shown on the TV.
No sound from the speaker.	The STB is in standby.	Turn on STB by pressing key on the remote control.
	The audio cable has not been connected properly.	Reconnect audio cable.
	STB or TV is muted, or the volume has been turned all the way	Press key on the

Problem	Possible Cause	Solution
	down.	remote control, or increase the volume of the STB or TV.
The remote control fails.	The remote control is physically damaged.	Change a new Bluetooth remote control.
	The Bluetooth pairing fails.	Press OK and ▶II at the same time for 3 seconds, start pairing.
	There is no battery in the remote control, or the batteries are installed backwards.	Install the batteries correctly.
	The batteries are dead.	Replace the batteries.
	TV cannot receive instructions from remote control.	Use the remote control closer to STB, remove any obstacles between the remote control and STB, or check Bluetooth pairing of the remote control.
Other problems	-	Restart STB or call the customer service hotline.

Chapter 8 Technical Specification

Compliant Standard	GB4943.1-2011, GB9254-2008
Power Adapter	Input: 100 V ~ 240 V, 50 Hz ~ 60 Hz Output: +12.0 V DC
Environment Requirement	Working environment temperature: +32 ℉ (0 ℃) ~ +104 ℉ (+40 ℃)
	Working environment humidity: 5% ~ 95%
Protocol	TCP/IP, HTML 4.0, HTTP 1.1/JavaScript 1.5, NTP, FTP, HTTPS/SSL2.0/3.0, RTSP, RTP, RTCP, and HLS
Wi-Fi Radio Specifications	Radio Frequencies/Maximum Output Power: Wi-Fi 2.4 GHz band: 2412 ~ 2484 MHz / EIRP: 20 ± 1 dBm Wi-Fi 5G Hz band: 5180 ~ 5725 MHz / EIRP: 20 ± 1 dBm
BT Radio Specifications	Radio Frequencies/Maximum Output Power: BT band: 2402~2480 MHz/EIRP: 15 ± 1 dBm
Video	Supports PAL, NTSC, 720p, 1080i, 1080p, and 4K
	Format: 4:3/16:9
	Receiving bit rate range: 200 kbps ~ 40 Mbps
	Resolution: 720 × 576/PAL, 720 × 480/NTSC, 1280 × 720 /720p, 1920 × 1080 /1080i, 1920 × 1080 /1080p, and 3840×2160/4K
Aduio	MPEG-1 Layer 1/2, MPEG-1 Layer3(Optional), AAC, MPEG-2 AAC LC, MPEG-4 AAC LC, HE-AAC v1/v2, wav, wma, PCM, Dolby Digital, and Dolby Digital Plus

	Suround, Single/Dual/Multi Track, and Stereo
Dimension	108 mm × 108mm × 23 mm (Length × Width × Height)
Weight	0.2 kg
HDMI® HIGH-DEFINITION MULTIMEDIA INTERFACE	HDMI, the HDMI Logo, and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.
Dolby Audio	Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio and the double-D symbol are trademarks of Dolby Laboratories.
Certification	CE

Notes:

All specifications are subject to the actual product.