



ZXV10 B866V2

VISION / RichMedia Box

User Guide for O&M Team V1.1

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History Revision

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R1.0	2021-02-07	First edition
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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.

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.

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. (Example- use only shielded interface cables when connecting to computer or peripheral devices).

FCC Radiation Exposure Statement





This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

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	
1	HDMI 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.

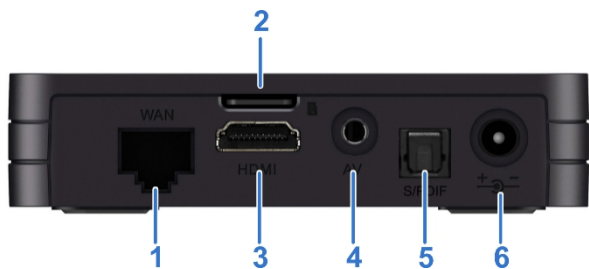
Chapter 3 STB Panels

3.1 Front Panel



Key	Name	Description
1	Power switch	Press it to turn on/turn off STB.
2	Power indicator	Red: STB is in standby state. Green: STB is running normally. Not lit: STB is not powered on.

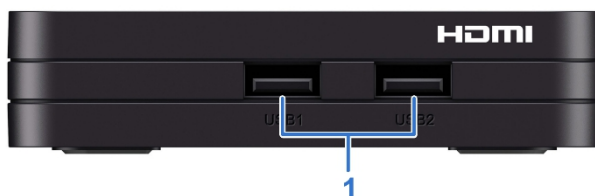
3.2 Rear Panel



Key	Name	Description
1	WAN	10 M/100 M Base-T RJ45 self-adaptive Ethernet interface.

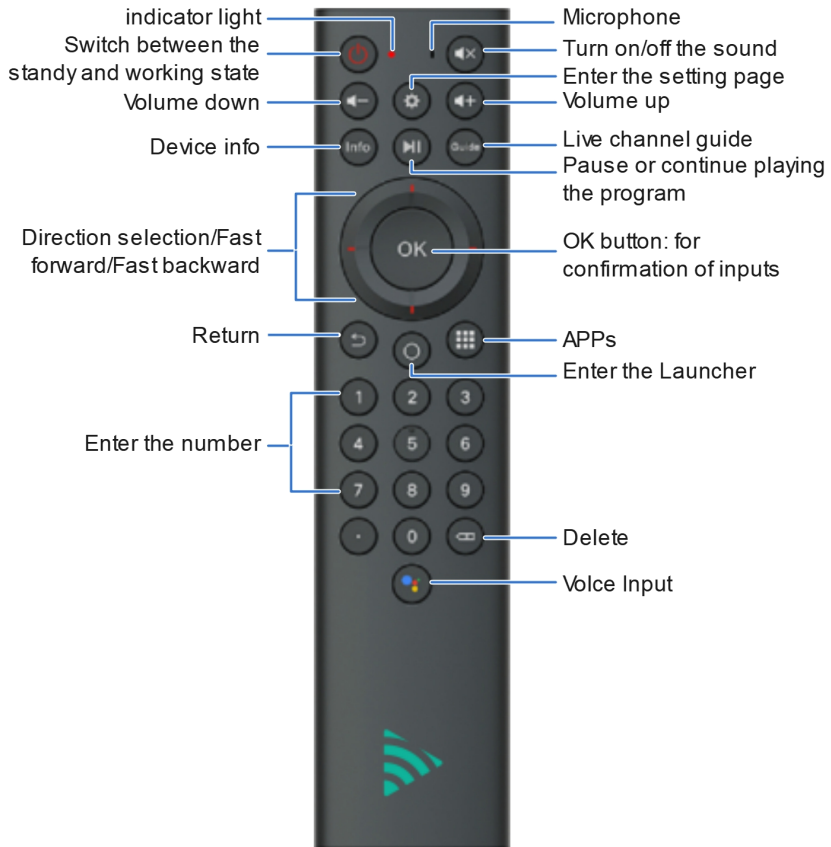
Key	Name	Description
2	TF	TF card interface.
3	HDMI	HDMI output interface.
4	AV	Audio and composite video output interface.
5	SPDIF	Digital audio interface, which can be connected to a power amplifier.
6	DC +12 V	Power input socket, +12 V DC power adapter provided. Consult technical personnel before using other types of power adapter.

3.3 Side Panel



Key	Name	Description
1	USB1/2	USB interface.

Chapter 4 Remote Control Unit



Notes:

- The remote control unit model depends on the IPTV/OTT service provider. The appearance of remote control shown is for reference only.

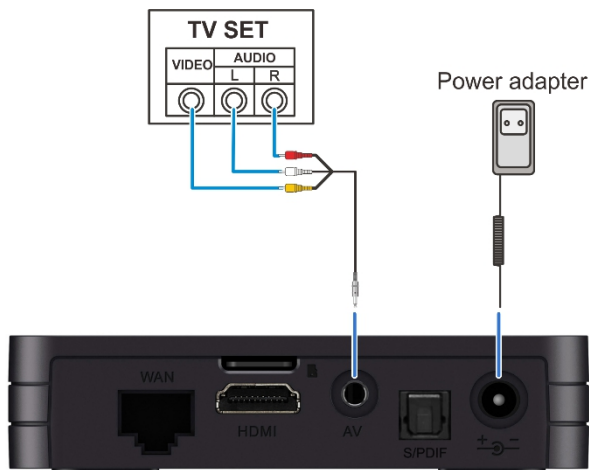
- The remote control is powered by two AAA batteries. Insert two AAA batteries into the remote control according to the polarity instruction displayed on it.
- The remote control works on the infrared mode by default. When the Bluetooth pairing is successful, the infrared function will be closed.
- When the infrared function works, point the front part of the remote control to the infrared receiving area on the STB during the operation.

Chapter 5 Installation Guide

4.1 Video and Audio Cable Connection

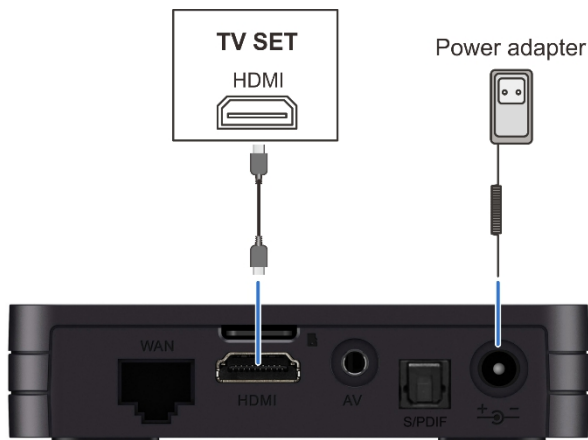
Steps

- 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—

4.2 Power Adapter connection & Power ON

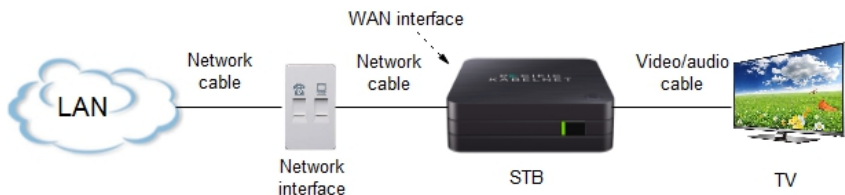
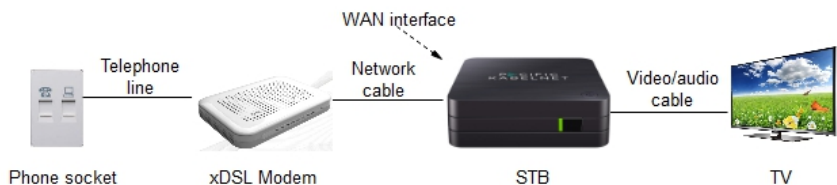
Steps

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

—END OF STEPS—

4.3 Network Connection

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



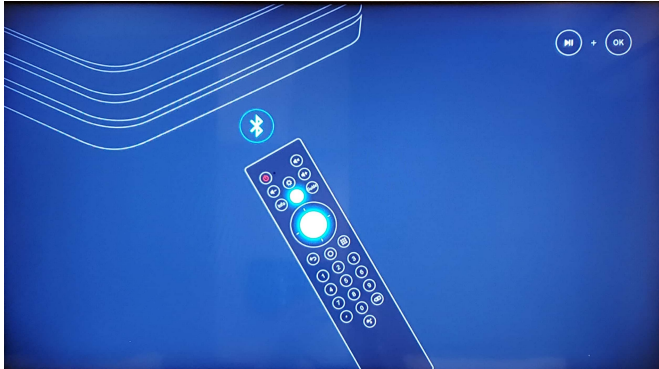
If STB would Connect to WiFi, all configuration could be done by following the fast guide when STB power on.



4.4 STB Power on and Log In IPTV/OTT Service

Power on the STB, green led will light up.

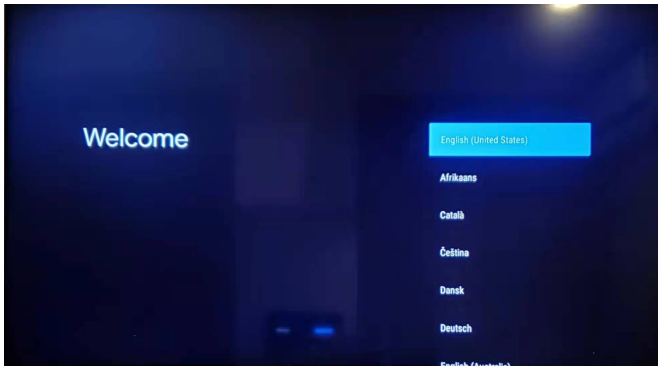
4.1 RCU Pairing



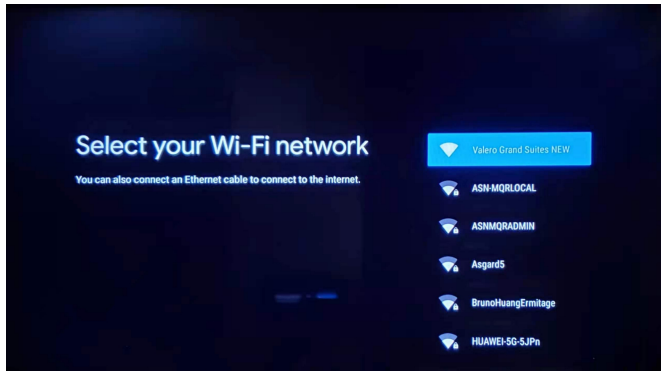
If STB connected with lan cable and network is ok ,log in window will pop up automatically.

If STB connected with WiFi, please refer to 4.3 and configure WiFi firstly. Then log in window will pop up automatically.

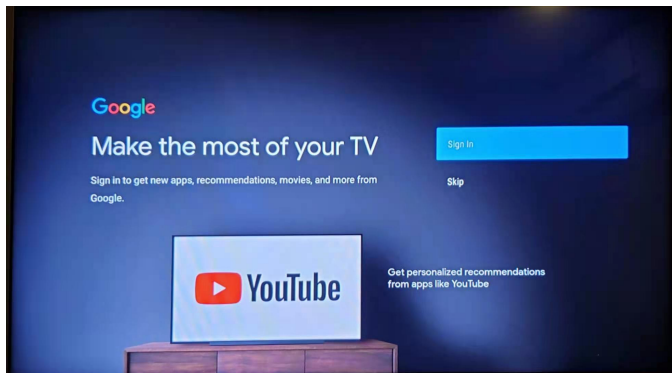
4.2 Language Setting



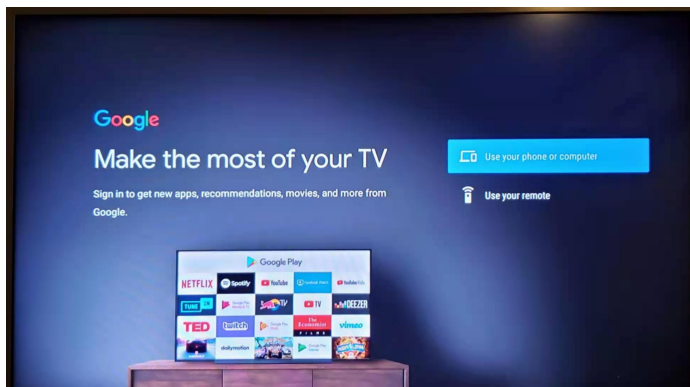
4.3 WiFi Seting (if no fixed broadband with lan cable)



4.4 Google account log in and AndroidTV STB setting

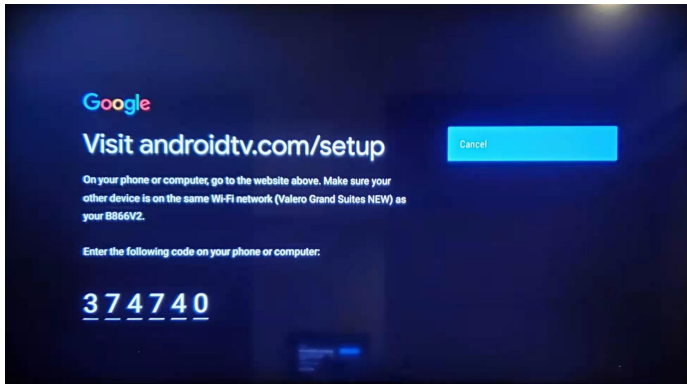


Select log in and move to next page



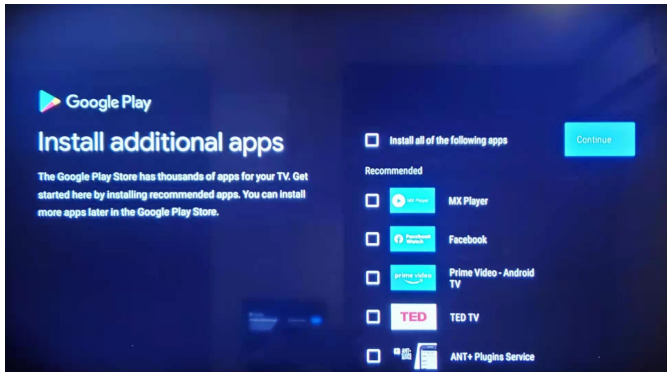
Normally we can use remote to input your Google account and password.

Or you can log in with phone or computer which connected to internet.

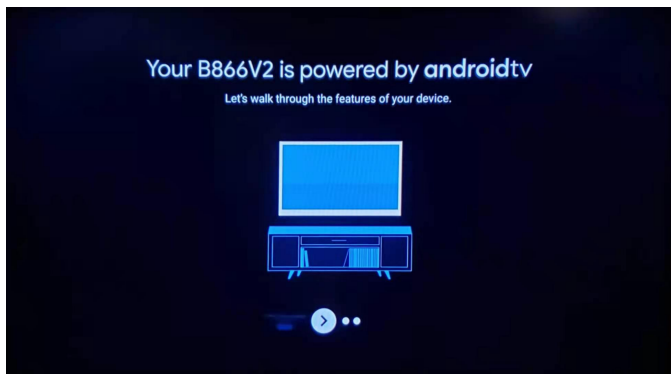


Follow the instruction on the screen, input the code in your mobile/computer's web browser and log in Google account, the authentication information will be push from mobile/computer to AndroidTV STB, and STB can also log in with same Google account.

Here sync the app installed by this Google account, you may choose to ignore.

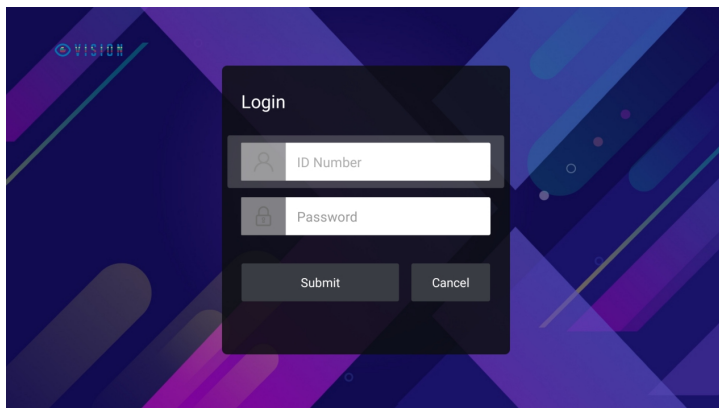


Move to next step with RCU, Google setting finished.

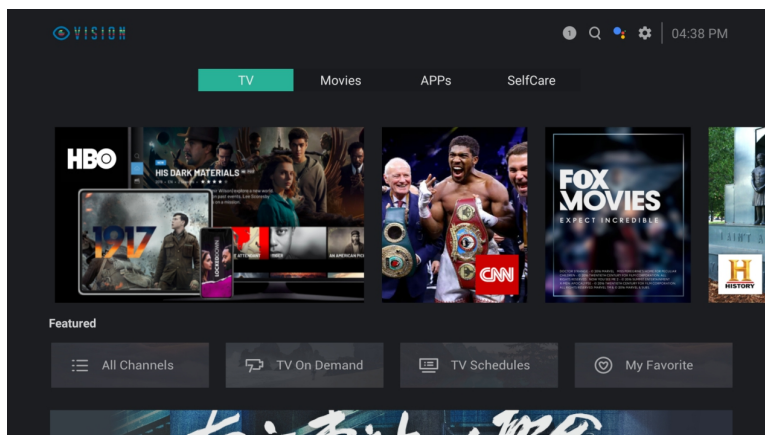


4.4 IPTV/OTT Service log in

Input the IPTV/OTT service ID number and password when you subscribe service from PKN service hall.



If everything is ok, IPTV/OTT service homepage will show up, then you can enjoy PKN Pay-TV service now.



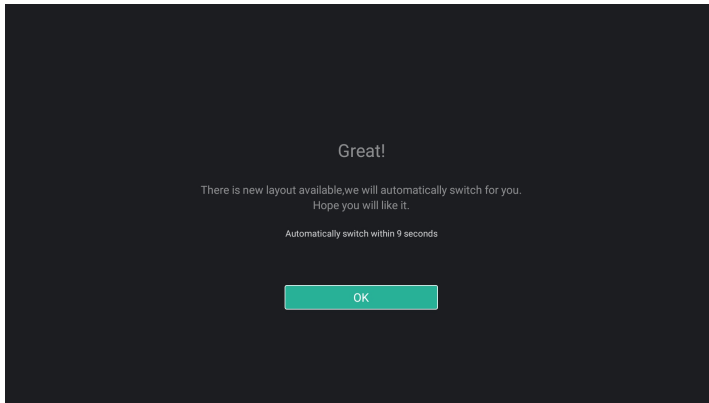
—END OF STEPS—

4.5 STB Upgrade

The STB can connect to the back stage server when power on and check whether an upgrade is required. If yes, the upgrade starts automatically at background , which normally takes three to five minutes.














Please just follow the instruction showed up in screen.







Sometimes the user data such as layout renewed successfully, a hint window will pop up, just press ok and proceed to homepage.






—END OF STEPS—




Chapter 6 Operation Guide

Common Operations	
	Switch between the standby and working state.
	Press the key on the remote control to enter the Launcher homepage.
	<p>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 Up and Down key can switch channel when playing channels at full screen.</p> <p>Press OK key to confirm the selection.</p>
Volume Operations	
	<ul style="list-style-type: none"> 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	
	<ul style="list-style-type: none"> Press  key to pause the program. Press  key again to resume the program.


	Return to the previous menu, or cancel the program information.
	Display current channel or program information.
Pairing operation	
<p>Press the  +  button for 3 seconds, start the match. The remote control indicator light need continued rapid flashing 30 s. After 30S the indicator light goes out to exit the pairing mode;</p> <p>Press the  +  button for 5 seconds, clear the pairing information.</p>	
Sleep mode and wake up	
<ul style="list-style-type: none"> ● Without any operation for 5 seconds, enter to sleep mode. ● Under sleep mode, press any button to 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 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 OTT homepage and stay in the log in page. 	Account ID name or password wrong input.	Double check the account ID number and password.
	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(FBB with lan cable or WiFi) 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 the  key on the remote control.

Problem	Possible Cause	Solution
	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 down.	Press  key on the 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  and  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, GB/T9254-2008, and YD/T993-1998
Power Adapter	Input: 100 V ~ 240 V, 50 Hz ~ 60 Hz Output: +12.0 V DC
Environment Requirement	Working environment temperature: +32 °F (0 °C) ~ +104 °F (+40 °C)
	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
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
Audio	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
	Surround, Single/Dual/Multi Track, and Stereo
Access Mode	Supports DHCP, LAN, PPPoE, and WLAN access
	Supports IEEE 802.11 b/g/n/ac, and IPv4/IPv6
Dimension	100 mm × 100 mm × 23 mm (Length × Width × Height)
Weight	0.2 kg
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All specifications are subject to the actual product.