



ZXV10 B820C-A15

Hybrid STB

User Guide

ZTE CORPORATION
ZTE Plaza, Keji Road South, Hi-Tech Industrial Park,
Nanshan District, ShenZhen, P.R.China
Postcode: 518057
Tel: +86-755-26771900
URL: <http://support.zte.com.cn>
E-mail: 800@zte.com.cn

LEGAL INFORMATION

Copyright © 2019 ZTE CORPORATION.

The contents of this document are protected by copyright laws and international treaties. Any reproduction or distribution of this document or any portion of this document, in any form by any means, without the prior written consent of ZTE CORPORATION is prohibited. Additionally, the contents of this document are protected by contractual confidentiality obligations.

All company, brand and product names are trade or service marks, or registered trade or service marks, of ZTE CORPORATION or of their respective owners.

This document is provided “as is”, and all express, implied, or statutory warranties, representations or conditions are disclaimed, including without limitation any implied warranty of merchantability, fitness for a particular purpose, title or non-infringement. ZTE CORPORATION and its licensors shall not be liable for damages resulting from the use of or reliance on the information contained herein.

ZTE CORPORATION or its licensors may have current or pending intellectual property rights or applications covering the subject matter of this document.

Except as expressly provided in any written license between ZTE CORPORATION and its licensee, the user of this document shall not acquire any license to the subject matter herein.

ZTE CORPORATION reserves the right to upgrade or make technical change to this product without further notice.

Users may visit the ZTE technical support website <http://support.zte.com.cn> to inquire for related information.

The ultimate right to interpret this product resides in ZTE CORPORATION.

History Revision

Revision No.	Revision Date	Revision Reason
R1.0	2019-08-15	First edition

Serial No.: SJ-20190813101222-001

Content

Chapter 1 Safety Instructions.....	1
Chapter 2 Packing List.....	4
Chapter 3 Panels.....	5
3.1 Front Panel.....	5
3.2 Rear Panel.....	6
Chapter 4 Connecting Up.....	7
4.1 Connecting Network.....	7
4.2 Video and Audio Connections.....	7
4.3 Power ON.....	9
4.4 Upgrade.....	9
Chapter 5 Troubleshooting.....	10
Chapter 6 Technical Specification.....	11

Chapter 1 Safety Instructions

Special Note

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

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.

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), the United Kingdom(UK), 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.

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	HDMI 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.

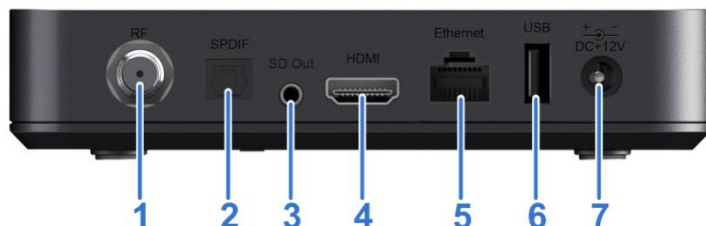
Chapter 3 Panels

3.1 Front Panel



Key	Name	Description
1	Power 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

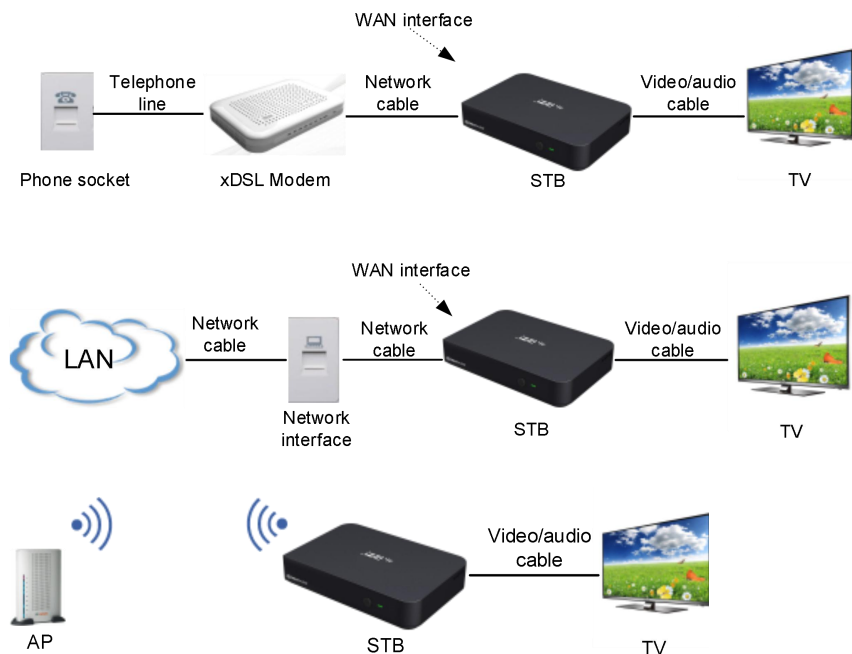


Key	Name	Description
1	RF	RF IN interface.
2	SPDIF	Digital audio interface, which can be connected to a power amplifier.
3	SD Out	Audio and composite video output interface.
4	HDMI	HDMI output interface.
5	Ethernet	10 M/100 M Base-T RJ45 self-adaptive Ethernet interface.
6	USB	USB interface.
7	DC +12 V	Power input socket, +12 V DC power adapter provided. Consult technical personnel before using other types of power adapter.

Chapter 4 Connecting Up

4.1 Connecting Network

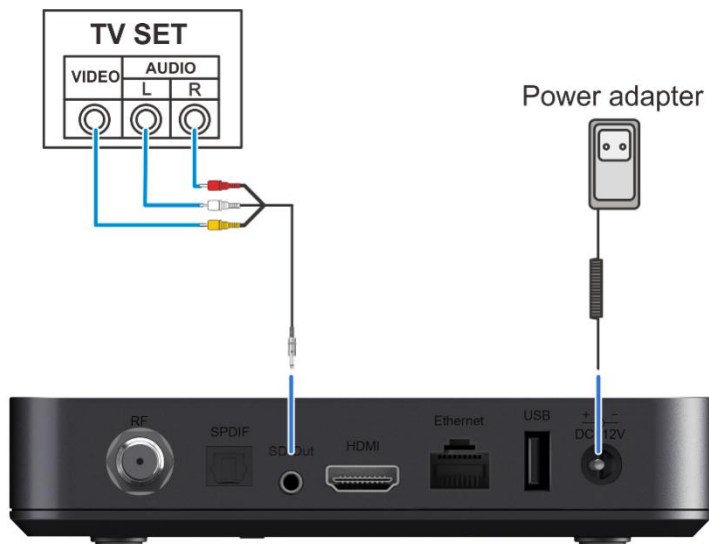
This section introduces the network connection methods for STB. Select one method to connect according to the on-site conditions.



4.2 Video and Audio Connections

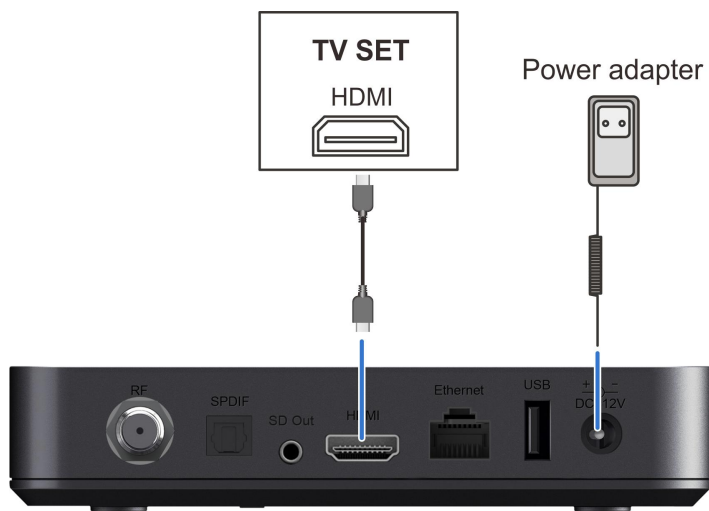
Steps

- 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 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 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 down.	Press  key on the remote control, or increase

Problem	Possible Cause	Solution
		the volume of the STB or TV.
The remote control fails.	The remote control is physically damaged.	Change a new Bluetooth remote control.
	The pairing fails.	Press  and "VOL -" 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 6 Technical Specification

Compliant Standard	208-SCFI-2016, 218-SCFI-2017, 196-SCFI-2016, 019-SCFI-1998, 016-SCFI-1993
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% ~ 90%
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	148 mm × 100 mm × 31.5 mm (Length × Width × Height)
Weight	≤0.5 kg
	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.
	Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio and the double-D symbol are trademarks of Dolby Laboratories.
Certification	



All specifications are subject to the actual product.