

# ZAAP TV<sup>TM</sup> HD709N

## INSTRUCTIONS MANUAL



IPTV MEDIA PLAYER

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### 3. Safety Information

#### IMPORTANT SAFETY INSTRUCTIONS

- Read and follow these instructions.
- Heed all warnings.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install following the manufacturer's instructions.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power-supply cord or plug is damaged, a liquid has been spilt or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

#### IMPORTANT SAFETY CONSIDERATIONS

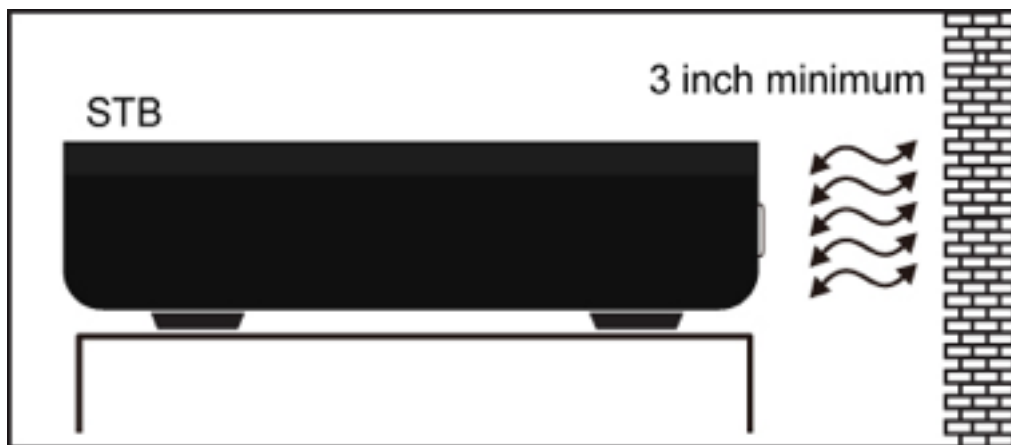
The ZaapTV™ HD709N set-top box requires careful handling to avoid potential damage to its internal parts. Be sure to follow these requirements during transportation and installation. The plug is the main disconnect device. It shall remain readily accessible and operable. The apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

## During Transportation to the Subscriber Home

Transport the set-top-box in its shipping box or an equally padded container. Do not expose it to rain or moisture.

## During Installation

Do not place the set-top-box in an enclosed area where the cooling vents are blocked or impede the flow of air through the ventilation openings.



## CAUTION!



Do not place anything on top of your set-top box, especially other home entertainment components. Be sure to provide adequate ventilation to prevent overheating.

- Install ZaapTV™ HD709N on a hard flat surface not prone to vibration or impact and not on top of another electronic device
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Installation of ZaapTV™ HD709N near consumer electronics devices, such as stereo receiver/amplifiers and televisions, is permitted as long as the air surrounding ZaapTV™ HD709N does not exceed 40° C (104° F).

- Do not install ZaapTV™ HD709N in an area where condensation occurs.
- To prevent the temporary loss of guide data and cause a temporarily non-responding ZaapTV™ HD709N, do not plug the AC power cord into a switched power outlet.

## FCC COMPLIANCE

*Note: This equipment has been tested and found to comply with the limits for a Class B digital device, under part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment uses and can radiate radio frequency energy and, if not installed and used following 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 set-top box.
- Connect the equipment to an outlet on a circuit different from that to which the set-top box is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Caution:** Changes or modifications not expressly approved by ZAAPTVM™ for compliance could void the user's authority to operate the equipment. 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.

## FCC Radiation Exposure Statement

The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must be co-located for operating in con-

junction with any other antenna or transmitter.

## CARING FOR THE ENVIRONMENT BY RECYCLING

When you see this symbol on a ZAAPT<sup>TM</sup> product, do not dispose of the product with residential or commercial waste.



### Recycling your ZAAPT<sup>TM</sup> Equipment

Please do not dispose of this product with your 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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## 4. Device Introduction

We congratulate you on receiving this ZAAP™ HD709N High-Definition All-Digital set-top box, one of the most compact and advanced interactive digital IPTV set-top boxes available today. ZAAP™ has combined the extraordinary features of IPTV – the interactive programming guides, almost endless programming options, Video on Demand (VOD), the incredible sound and picture quality of High-Definition TV (HDTV), and so much more. This set-top box comes with an “Entertainment Package” that enables a direct digital connection to consumer audio and video devices through HDMI™ interfaces. It’s also equipped with a built-in WiFi module so that you can seamlessly connect it to your home network and/or Internet without the need of a network cable (although it is included in the package). This User’s Guide introduces you to the basic features, outlines important safeguards, and provides several options for integrating this component into your current home entertainment system. Please take a few minutes to read through this User’s Guide to help you maximize the most of your home entertainment experience: the configuration diagrams, on-screen menu description and a troubleshooting section. To determine which features of digital IPTV service are provided in your service area, please check with your IPTV operator. They will be happy to provide instructions for some of these optional services.



## Features

Video format support: H264, H265 up to 1080p ,H.265(10bit), H.264 AVC, H.264 MVC, MPEG-1, MPEG-2, MPEG-4 ASP, VC-1, AVS, MKV, WMV, MPG, MPEG, DAT, AVI, MOV, ISO, MP4, RM

Audio format support: MP3, AAC, WMA, RM, FLAC, Ogg.

Display modes: PAL, NTSC, 720p, 1080i, Full HD 1080p.\*

Aspect ratios: 4:3 and 16:9 letterbox, zoom, and full screen mode.

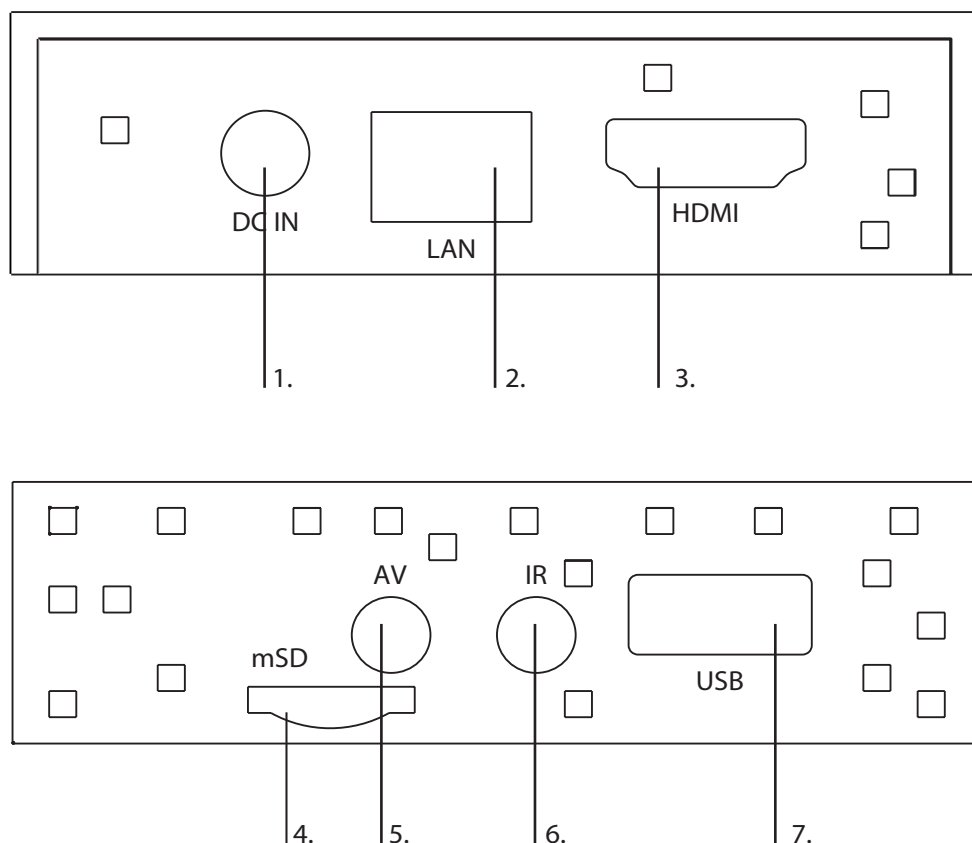
Connectivity: HDMI 2,0, A/V Out, Ethernet, USB, microSD.

1080p 24/30 video decode & output support

Built-in 2.4 GHz WiFi 802.11 B/G/N

*\*Some televisions may not support all video formats listed above*

## Panel Details

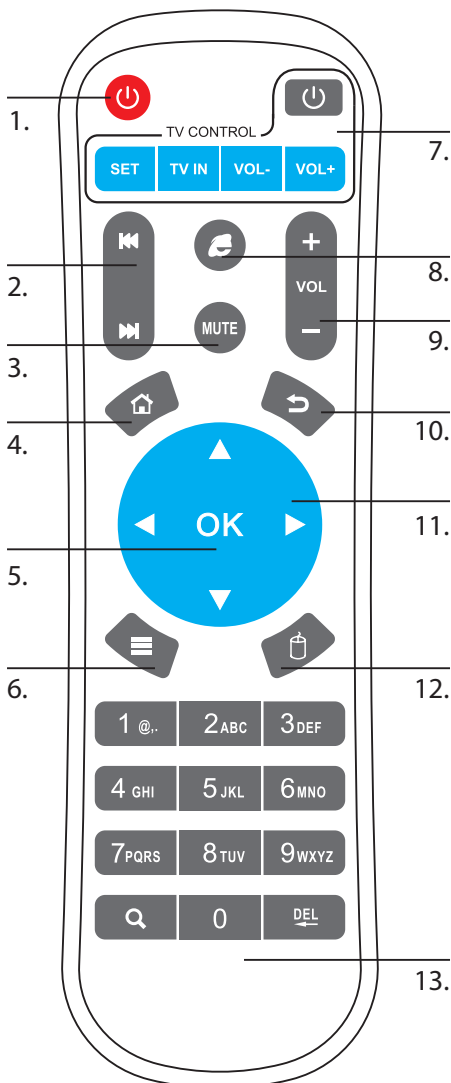




## PANEL INFORMATION

1	Power DC Input
2	LAN/Ethernet Port
3	HDMI 2.0 Port
4	microSD Card Input
5	A/V Out
6	IR Out
7	USB Port

## Remote Details



## REMOTE INFORMATION

1	Power ON/OFF
2	Reserved for future use
3	Mute
4	Home Button
5	OK/Enter Button
6	Menu Button
7	TV Control Buttons
8	Reserved for future use
9	Volume UP/DOWN
10	Back Button
11	Direction Arrow Buttons
12	Mouse function ON/OFF
13	Numpad Buttons

## 5. Connecting your Device

### General

Instructions and diagrams are included for the following connections:

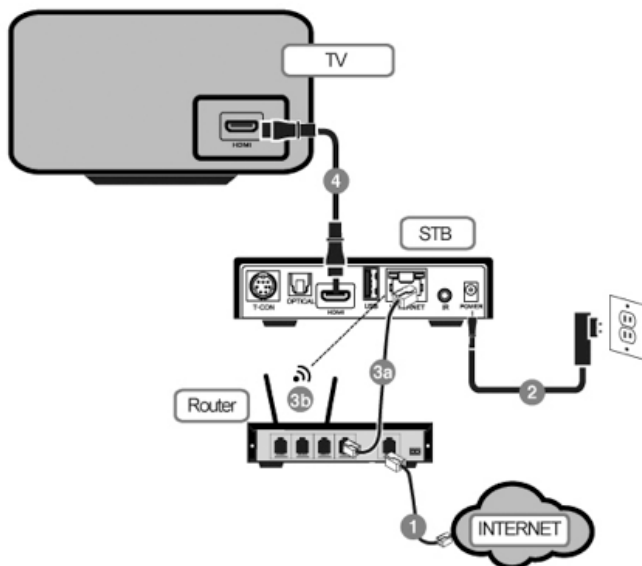
- High-Definition Television (HDTV) using an HDMI cable
- Standard-Definition TV (SDTV) using an AV cable

Before you move or change components on your entertainment system, review the following:

- Power off your equipment before connecting or changing connections.

### Connect using an HDMI cable

Please see the diagram below



Please follow the instructions below:

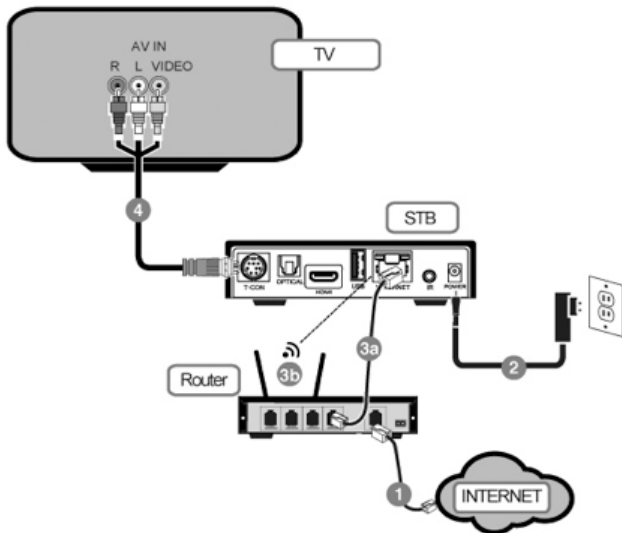
1. Make sure you're connected to the Internet without any problem (either with a router or a modem).
2. Plug in the power adapter of the HD709N set-top box to the nearby power outlet.
- 3a. Connect the network cable from the set-top box to the router.
- 3b. Alternatively, you can also connect the set-top box wirelessly to your wireless router. You can set up the wireless connection later on the Settings page.

tion later on the Settings page.

4. Connect the HDMI cable with the small connector head to the set-top box while the big connector head to your TV.

## Connect using a Composite AV cable

Please see the diagram below



Please follow the instructions below:

1. Make sure you're connected to the Internet without any problem (either with a router or a modem).
2. Plug in the power adapter of the HD709N set-top box to the nearby power outlet.
- 3a. Connect the network cable from the set-top box to the router.
- 3b. Alternatively, you can also connect the set-top box wirelessly to your wireless router. You can set up the wireless connection

later on the Settings page.

4. Connect the AV cable with the small jack connector head to the set-top box while the three output cables connect to your TV.

## 6. Setting up your Device

To set up your device you need to finish 5 steps following our easy to use Setup Wizard. After you connect your device for the first time, you will be prompted to complete the wizard following the selections below:

1. Language Selection: Select the language you want your device's OS to be in. (language change may not apply to the main User Interface of your device)
2. Timezone Selection: Select the time zone of your location. Date and Hours are automatically configured.
3. Resolution Selection: Select the appropriate resolution depending on your TV set. For most Full HD TV sets, please select 1080p 60Hz for the best quality possible.
4. Audio Selection: Select either PCM or HDMI depending on your connection setup.

If you used an HDMI cable, please select HDMI/Passthrough.

5. **Network Selection:** Select the way you want to connect your device to the internet. You can choose to connect via LAN/Ethernet (using a cable to connect the Set-Top-Box to your router) or wirelessly via WiFi connection. If you select to connect via WiFi, you will be prompted to select your network and enter your router's password.

After you finish these 5 easy steps, your device will be ready to use! Prepare to enjoy Live TV and more with your new ZaapTV™ HD709N Set-top-box.

## 7. Basic Operations

### Turning Power On and Off

Plug in the supplied power adapter to the electrical outlet and to the back of your set-top-box or use a remote control to turn it on or off. When using the remote control, pressing the POWER button will shut down the set-top-box completely.

### Adjusting the Volume

Press VOL + or - on the remote control to adjust the volume. When you adjust the volume, the volume scale is displayed on the screen. Press MUTE on the remote control to toggle the sound on and off. For best audio quality when using the analog L/R (var.) volume controlled audio outputs, use the remote control to set the set-top-box to approximately three-quarters of the maximum volume level and then adjust the audio levels on external devices such as your TV or A/V receiver. When using the digital audio outputs (HDMI) adjust the audio levels on your external device such as your TV or A/V receiver.

## 8. Troubleshooting

Before calling your service provider, review this troubleshooting guide. This information is to help you quickly solve a problem. If your problem still exists, contact your service provider.

PROBLEM	POSSIBLE SOLUTION
The set-top box will not power on	<p>The set-top box may have received a software update and may not power on while the new software is being installed. Try again in a few minutes.</p> <ul style="list-style-type: none"> <li>• Verify that the AC power cord of the external power supply is connected to the set-top box and an AC outlet. Unplug the set-top box from the AC outlet, plug it back in.</li> <li>• If the set-top box is connected to a switched outlet on another unit, verify that that unit is powered on. Unplug the power cord from the set-top box AC outlet, plug it back in. It is recommended to use an unswitched outlet, if possible.</li> </ul>
The remote control does not work	<p>Verify that there are batteries in the remote control and that they've been inserted with the correct polarities. Verify that there are no obstructions between the remote control and the set-top box. Also, check to see if there's any plastic cover on the front panel of your set-top-box. If so, please remove it as it might affect the remote control reception. Aim the remote control directly at the set-top box front panel, not the TV or VCR.</p> <p>The angle between the remote control and the set-top box may be too large. Stand in front of the set-top box and not too far to either side.</p> <ul style="list-style-type: none"> <li>• Press and release operation keys one at a time, firmly and deliberately.</li> <li>• Check the batteries in the remote control. Install new batteries if needed.</li> </ul>

PROBLEM	POSSIBLE SOLUTION
There is no audio when viewing channels	<p>Verify that the mute button on the set-top box or the remote control has not been pressed.            Press mute on the remote control to restore sound.</p> <ul style="list-style-type: none"> <li>• If the set-top box audio output is connected to the TV, verify that the mute button on the TV has not been pressed.</li> <li>• If the set-top box audio output is connected to a home theater receiver, verify that the receiver is set to the appropriate input source and the mute button on the receiver has not been pressed.</li> <li>• Verify that you have the correct cables for the audio connections.</li> <li>• Verify that the audio cables are firmly connected between the set-top-box and the audio playback device (TV, receiver, etc.).</li> </ul>
Freezing happens while watching channels	Please connect your device to your router using an Ethernet cable and suspend any other activities or devices that may consume bandwidth.

For more help, information or support, contact us at:

[support@zaaptv.com](mailto:support@zaaptv.com)

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