User manual

SML-5010W

1   Thank you for choosing us

The SML-5010W is a small-form solution, but still high performance set-top box (STB) capable of delivering to your home the exciting world of cutting edge interactive services.

This manual contains a description of all possible features and options of SML-5010W, however your device may look slightly different from the one pictured in this document.

The packaging and configuration of your device, such as presence or absence of certain connectors, are defined by the service provider.

Information about interactive television services available through the set-top box is given by your service provider in a separate manual (not included).

2   Distribution kit

- ▷ SML-5110W set-top box
- ▷ DC adapter 12V 1.2A
- ▷ HDMI cable
- ▷ Remote control (RC)
- ▷ Quick start guide in English

3   Safety and storage

Read this manual before using the set-top box (STB). Please, follow the precautions and operating instructions.

- ▷ Do not open or repair the STB by yourself. Improper repair may result in electrical shock or fire. In addition, the STB is removed from the warranty.
- ▷ The STB is intended for the indoors use only, with air temperature from 0°C to 35°C (from 32°F to 95°F) and 30-70% of relative humidity, non-condensing.
- ▷ Use only power supplies listed in the user instructions.
- ▷ Do not use the STB if the power cord is damaged.
- ▷ To reduce the risk of fire or electrical shock, do not expose the STB to dripping or splashing and do not place any objects filled with liquids on or next to the STB.
- ▷ Do not expose the STB to any liquids, rain, steam, moisture or high humidity.
- ▷ Do not expose the STB to direct sun light.
- ▷ Do not place the STB near open fire or heating elements.
- ▷ Do not expose the STB to vibrations or shaking.
- ▷ Do not use the STB in dusty environments.

▷ If a storm is coming or if you are not going to use the STB for a long time, unplug the power cord and disconnect the Ethernet cable. This will help to protect the unit from lightning and power line surges.

▷ Batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.

▷ The mains plug of adapter is used to disconnect device from power supply. The mains plug of adapter shall remain readily operable.

▷ When using set-top box with a plasma TV, do not put picture on pause for more than 5 minutes, due to plasma TV screen design it could lead to display damage. The set-top box manufacturer is not responsible for any damage caused in such manner.

▷ The software on your STB is updated automatically. Do not unplug the power cord and do not disconnect the Ethernet cable while the software is updating. The STB manufacturer is not liable for any consequences of incorrect software update.

▷ The manufacturer does not guarantee the absence of interference with other devices. To eliminate possible interference, increase the distance between the STB and other equipment, or connect equipment using a different setup.

4 Indicators and slots

Front panel

Element	Purpose
Power	Green — IPTV STB is switched on and operates normally.

indicator	Red — IPTV STB is in the stand-by mode.
IR receiver	The internal IR receiver is accepting signals from the IR remote control (RC). This element should be in the direct visibility range from the IR RC, if an external IR receiver is not used.

Back panel

Element	Purpose
DC 12V	The port for a power adapter
A/V	The analog audio/video interface (composite + stereo audio signal)
S/PDIF	Optical audio output to audio receiver or speakers. Output format – PCM or Dolby Digital 5.1 digital audio. You can switch the output mode from the application's menu, if your service provider provides this feature
HDMI	The audio/video interface for connecting with an HDMI-compliant device
LAN	Ethernet port, 10/100/1000 Mbps
USB	USB 2.0 port

5   Installation

1. Remove your STB from packaging and remove the protective tape.
2. Make sure that the place, where you are installing the STB, meets the following requirements:

- o Place STB on a flat surface.
- o Do not place the STB on slick surfaces, where there is a risk of vibration, fall or other damages of STB.
- o Do not mount the STB on soft surfaces, like a bed, carpet, etc. Such a surface impedes access for air and normal ventilation of the STB and thereby causes overheating and malfunctioning.
- o Do not cover the STB.
- o Do not shield the ventilation holes in the STB's enclosure located at the top panel of the STB.
- o When mounting the STB, make sure that there are at least 10 cm of free space at each side of the device. Do not place STB in closed cupboards and caves.
- o Do not place STB on surfaces, which can heat, for instance, on boosters.
- o Do not place any things on the device.
- o To avoid damage of the power adapter's cable, place the cable so that it is not pressed, pinched or mechanically affected in any way.
3. Make sure that the TV set and the STB are not connected to the power network. Connect the TV set and the STB with the HDMI cable.
4. Connect the Ethernet cable to the STB if you are going to use wired connection to the Internet. If you are going to use Wi-Fi, skip this step.
5. Connect the STB and the TV set to the power network.

6 First start

When you switch on the STB for the first time, make sure that the STB is connected to a managed IPTV network. The box will start downloading the latest version of the software. Updating may take a few minutes. Do not disconnect the STB from power supply and from the Internet before the updating is complete. After finishing the STB will reboot automatically.

7 Troubleshooting

Problem	Possible reason	Solution
No picture	1. TV is not turned on	1. Turn on your TV
The screen displays "No signal"	1. STB is not connected to the mains supply. 2. STB is turned off. 3. TV is set to the wrong input source.	1. Connect STB to the mains supply. 2. Turn STB on by using its remote control. 3. Use TV remote control to select the video input connected to STB.
No sound	1. The sound is turned off on TV. 2. The sound is turned off on STB.	1. Increase the volume on TV by using the TV remote control. 2. Increase the volume on STB by using VOL+ button on STB remote

	control.	
Remote control is not working	1. Dead battery. 2. The signal from remote control does not reach STB.	1. Replace the battery with a new one. 2. Reduce the distance between the remote control and STB.
STB turns off periodically	1. Not enough power supply to STB. 2. Overheating.	1. Connect STB to power adapter included in the supplied package. 2. Ensure sufficient air flow to STB — no less than 10 cm (4 inches) of clearance on all sides.

If you need further support, please contact your Service Provider.

8 Cleaning

1. Unplug the STB before cleaning.
2. Wipe the STB with a clean dry rag only.
3. Clean the ventilation holes in the STB's enclosure on a regular basis.
4. You may remove stains from the STB's surface with a slightly damp cloth.
5. Do not use chemical cleaner, car polish, dissolvent, aerosol, cleaning agents, abrasive powders and materials for cleaning the STB and accessories.

9 Disposal

The STB must be disposed separately from household waste. When the STB reaches its end of life, contact local authorities to learn about disposal and recycling options. The correct disposal will help prevent potential negative impact on the environment and human health.

10 Specifications

Name: SML-5110W

Dimensions (W x D x H): 106.5 x 110.4 x 32.6mm, 130g

Power supply:

- ▶ Input: AC 100 - 240V, 1.0A Max, 50Hz - 60Hz

- ▶ Output: DC 12.0V, 1.2A

Inputs and outputs:

- ▶ The digital audio/video interface HDMI 1.4a with HDCP

- ▷ The CVBS video interface + analog stereo audio interface (TRRS mini-jack) (the cable is optional)

- ▷ Ethernet port, 10/100/1000 Mbps

- ▷ USB 2.0

- ▷ The port for a power adapter DC 12V

Resolution supported on HDMI : 1080p60

Supported CVBS standards: PAL, NTSC

Supported video codecs: MPEG-2, MPEG-4 Part 2, H.263, H.264/MPEG-4 AVC, VC-1

Supported audio codecs: MPEG1/2, MP3, AAC, AC3, WMA, FLAC, OGG Vorbis, Dolby Digital, Dolby Digital Plus, DTS.

11 Licensing and certification

11.1 Copyright

Company and product names mentioned in this guide may be trademarks, registered trademarks or served marks of the appropriate right holders. HDMI, HDCP, MP3 standards are used in the device on the appropriate licenses given by its right holders. SmartLabs LLC has the appropriate licenses to use these standards.

Manufactured under license from Dolby Laboratories. Dolby and the double-D symbol are trademarks of Dolby Laboratories.

The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

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11.2 EC Declaration of Conformity

STB complies with the requirements of the applicable EC directives.

C E

11.3 FCC compliance 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.

Note that 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.

12 Manufacture date

Manufacture date is encrypted in the serial number on the device bottom. 9 and 8 digits to the right are the year, 7 and 6 are the week:

S/N:30D00885F00YYWW00074

MAC:E4:27:71:40:00:00

Device lifetime is 36 months (3 years)

13 About the manufacturers

Legal entity: SmartLabs LLC.

Address: Scherbakovskaya street 3, Moscow, Russia, 105318

Contact information: www.smartlabs.tv

Manufacturing plant: Sichuan Changhong Network Technologies Co. LTD

Manufacturing plant address: 35, East Mianxing Road, High-Tech Park, Mianyang, Sichuan, China.

14 Warranty

The appliance warranty is provided through the service provider. The warranty period and conditions are determined by the service provider. If maintenance or repair is required please contact your service provider.

No part of this document shall be considered as warranty.

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.

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

The distance between user and device should be no less than 20cm