



at&t | U-verse

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# AT&T U-verse Receiver Installation Manual

Motorola Model VIP2500

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**MOTOROLA**





TO REDUCE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

Graphical symbols and supplemental warning markings are located on the back and bottom of the terminal.

### **WARNING**

TO REDUCE THE RISK OF FIRE OR SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.



The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

Product identification and supply rating are provided on the label found on the bottom of the unit.

### **IMPORTANT SAFETY INSTRUCTIONS**

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with a dry cloth.
- 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.
- Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- 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, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



Follow these important safety guidelines when positioning and connecting your TV receiver:

- Do not block the slots and openings
- Do not place anything on top of the TV receiver
- Do not position the TV receiver in a confined space, such as an enclosed cabinet, that does not provide adequate ventilation.
- Do not position the TV receiver near any external heat source that could raise the temperature around the unit. Do not place the terminal on top of another heat producing electronic device.
- Allow for adequate ventilation around the TV receiver to maintain normal operating temperature. Do not place it in a sealed enclosure without providing for adequate airflow.
- Do not plug the AC power adapter into a switched power outlet.

This manual includes the manufacturer's recommended safeguards and all the information needed to connect your receiver to both your in-home IP network and your entertainment system. The safety and installation information was developed and provided primarily by the receiver manufacturer, Motorola Mobility, LLC.

## Contents

Introduction . . . . .	1
Overview . . . . .	2
Front Panel . . . . .	2
VIP2500 Rear Panel . . . . .	3
Wireless Connection . . . . .	4
VAP2500 Access Point . . . . .	4
Register the TV Receiver with the Access Point . . . . .	4
Connecting Your TV Receiver . . . . .	5
Connection Options . . . . .	5
Common Cabling Examples . . . . .	6
Connecting to an HDTV – Video Only . . . . .	7
Connecting to an HDTV – Audio Only . . . . .	8
Connecting Audio to a Home Theater Receiver . . . . .	9
Connecting to a Stereo TV . . . . .	10
Troubleshooting . . . . .	11



## Introduction

Congratulations on receiving your Motorola® VIP2500 Wireless, High Definition, U-verse TV Receiver.

The VIP2500 Series provides these extraordinary home entertainment features:

- Wireless input via the VAP2500 Wireless Access Point
- Record and play back using your AT&T U-verse *Whole House DVR* functionality
- High Definition TV (HDTV), which provides up to twice the color resolution and up to six times the sharpness of standard TV when connected to an HD-capable TV
- A direct digital connection to consumer audio and video devices through multiple interfaces
- Video on Demand (VoD)
- Commercial free, CD quality music

This installation manual introduces the basic features, outlines important safeguards, and provides options for integrating your TV receiver into your entertainment system. Take a few moments to read through this manual. Its configuration diagrams and troubleshooting section will help you make the most of your home entertainment experience.

### Included in the carton:

- VIP2500 High-Definition (HD) and Standard-Definition (SD) receiver
- Power adapter

For more information about your AT&T U-verse TV service and its capabilities, refer to the other documentation from your service provider.

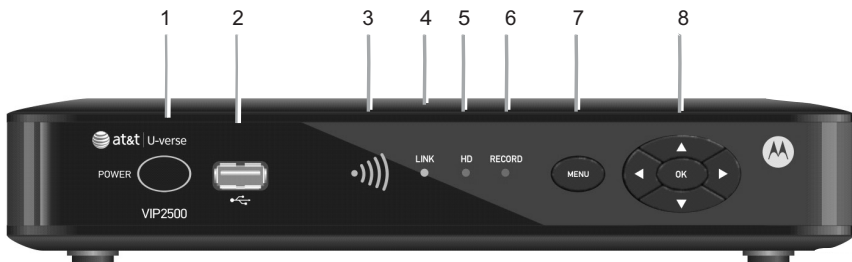
**Dimensions:** 9.25" (235 mm) Wide, 1.65" (42 mm) High, 6.26" (159 mm) Long

**Unit Weight:** 1.1 Lbs. (0.5 kg)

## Overview

### Front Panel

The illustration below and the table following it describe the front-panel features, controls and indicator lights.



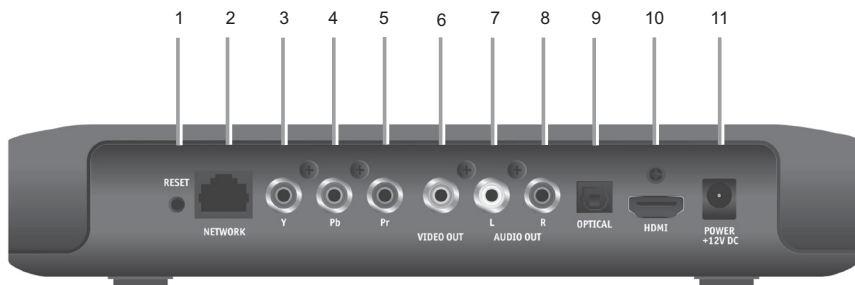
Key	Item	Function
1	POWER	Turns the U-verse TV receiver on or off If held for ten (10) seconds or longer, restarts the TV receiver Lights green when the TV receiver is on
2	USB	USB 2.0 connector
3	SIGNAL QUALITY	Bars light green to indicate adequate signal strength from your wireless Access Point device.
4	LINK	Lights green when receiving a video stream
5	HD	Lights blue when receiving video resolution of 720p or 1080i
6	RECORD	Lights red when a recording is in progress
7	MENU	Displays the VIP2500 menu on your TV screen
8	Up/Down arrow keys Left/Right arrow keys OK center key	Changes the channel (channel up/channel down) Use to navigate through on-screen program guide and menu Use to select programs or accept menu options



## Overview

### Rear Panel

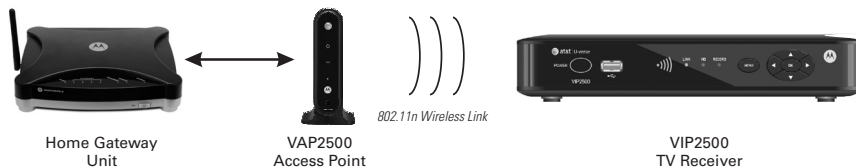
The VIP2500 rear panel features are described in the following table.



Key	Item	Function
1	RESET	Push-pin switch; use only as directed by your service provider.
2	NETWORK	Ethernet 10/100Base-T RJ-45 port
3 4 5	Y Pb Pr	RCA component video outputs to an HDTV
6	VIDEO OUT	RCA standard-definition composite video output to a TV, VCR, or other device
7 8	L R AUDIO OUT	Left and right RCA stereo audio (analog) outputs
9	OPTICAL	Toslink (S/PDIF) digital audio output
10	HDMI™	Connects to a High Definition TV or home theater receiver with an HDMI input (for a DVI input, use an HDMI-to-DVI adapter)
11	POWER +12 VDC	Connector for the DC power adapter. Use only the adapter specified for VIP2500.

## Wireless Connection

As shown in the sketch below, programs and services for the VIP2500 are transmitted wirelessly over the air from a VAP2500 Access Point. The access point, in turn, is connected to your home network gateway device.



### VAP2500 Access Point

The VAP2500 Access Point is capable of transmitting separate programming streams to as many as five client devices (wireless TV Receivers). The Access point uses Wi-Fi Protected Setup (WPS) protocols to identify, authorize and manage traffic to and from its clients.

### Register the TV Receiver with the Access Point

Before your TV Receiver can receive any programming, it must be registered as an authorized device with the Access Point. Run the WPS procedure as follows:

1. Install the VAP2500 Access Point as described in the VAP2500 Quick Install Guide.
2. Connect the cord from the DC Power Adapter to the POWER +12VDC connector on the rear of the VIP2500, and plug the adapter into an AC wall socket, and then connect the VIP2500 to your TV set as described starting on page 5.
3. Press the POWER button on the front of the VIP2500; the button lights green to indicate power is applied. Ensure power is applied to your TV, as well.
4. Ensure that the VAP2500 is connected to your home gateway device, and that power is applied to it.
5. Wait 60 seconds after powering the Access Point, and then press and hold the WPS button on the front of the VAP for two seconds. You will then have two minutes to activate the WPS on the VIP2500.
6. When the TV Receiver starts up, it will look for a signal from an Access Point. When it detects the signal, a prompt will appear on your TV screen asking if you wish to connect.
7. On the front panel of the VIP2500, touch **OK**. An icon appears on the screen, indicating that the connection sequence is in process. When three horizontal dots appear, the connection has been successful.
8. On the front panel of the VIP2500, the **Link** indicator lights green. You have now established a secure wireless connection between the Access Point and the Client.



VAP2500  
Access point

For further information on the VAP2500 Access Point, refer to your VAP2500 Quick Install Guide.

## Connecting Your TV Receiver

This section describes alternative methods for connecting the VIP2500 to your home entertainment system.

Instructions and diagrams are included for connections to:

- High-Definition TV (HDTV)
- Home Theater Receiver–Audio
- Stereo TV


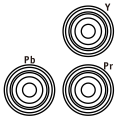
Before you move or change components on your entertainment system, always disconnect power from the TV receiver.

### Connection Options


The VIP2500 offers the following video outputs:

<b>HDTV</b>	HDMI or Component video
<b>Standard</b>	Composite Video Out

To determine the available inputs on your TV, check the manual supplied with the TV or on the TV itself. Use the following guidelines to determine the best connections for your system. Use one of the following.

Connector	Description
<b>HDMI</b> 	<p>HDMI offers higher video quality than component video. If your HDTV has an HDMI input, use the HDMI connector.</p> <p>HDMI provides both digital video and digital audio (including Dolby® Digital 5.1 Surround Sound). No other connections are necessary.</p> <p>If your HDTV has a DVI input, you can use an HDMI-to-DVI converter cable to connect to the VIP2500 HDMI connector. Use a cable with an HDMI connector on one end and a DVI connector on the other end. We do not recommend using an HDMI-to-DVI or DVI-to-HDMI adapter. Because DVI does not carry audio, a separate audio connection is required for a DVI TV. If your TV has an optical S/PDIF audio connection, use the OPTICAL connection. Otherwise, use the baseband AUDIO L and R connections.</p>
<b>Component Video</b> 	<p>The Y Pb Pr connectors provide component video, the most widely supported HDTV connection.</p> <p>Component video provides a High-Definition analog video signal. If your equipment supports an optical S/PDIF audio connection, use the OPTICAL connection. Otherwise, use the baseband AUDIO L and R connections.</p>

## Connecting Your TV Receiver

	Connector	Description
Standard-Definition	<b>Composite Video</b> VIDEO OUT 	To connect a Standard Definition TV, use the composite VIDEO OUT connector.  Composite video provides a Standard-Definition analog video signal. If your equipment supports an optical S/PDIF audio connection, use the OPTICAL connection. Otherwise, use the baseband AUDIO L and R connections.

### Common Cabling Examples

The following cabling diagrams illustrate common sample audio/video (A/V) connections. When connecting other components to your TV Receiver, refer to the other component installation manuals for additional connection information.

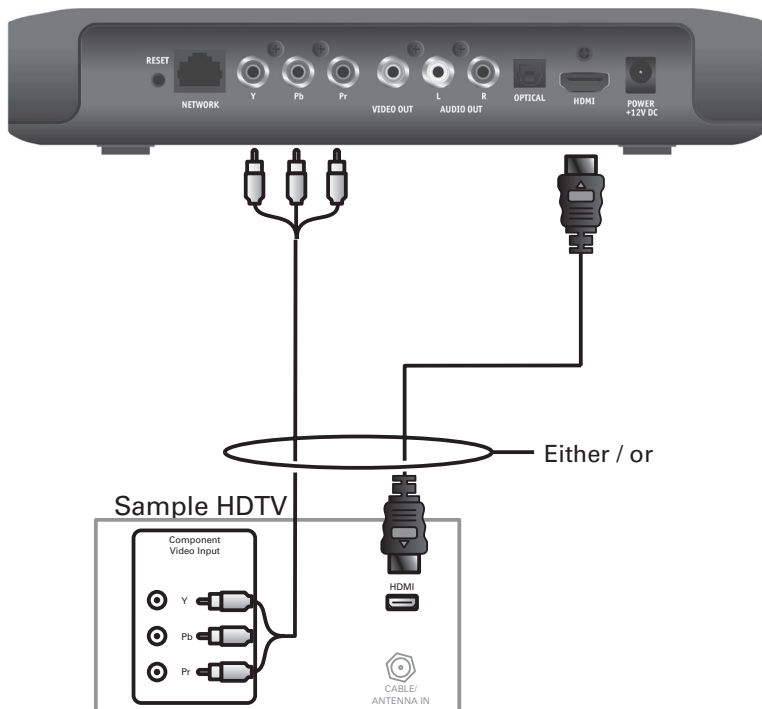
## Connecting to an HDTV – Video Only



Component video connection



HDMI connection



- If your HDTV has an HDMI input, connect an HDMI cable to the HDMI connector as shown. HDMI connection carries both video and audio signals.
- If your HDTV has a DVI input, you can use an HDMI-to-DVI converter to connect to the VIP2500 HDMI connector.
- If your HDTV has component video, connect component video cables to the Y, Pb, and Pr connectors as shown.

DVI and component video carry video signals only. To connect the audio, refer to the following page. To connect to a home theater receiver, refer to "Connecting Audio to a Home Theater Receiver – Audio Only."

## Connecting to an HDTV – Audio Only



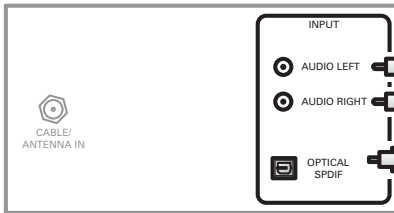
Baseband audio connection



Optical S/PDIF connection



Either / or

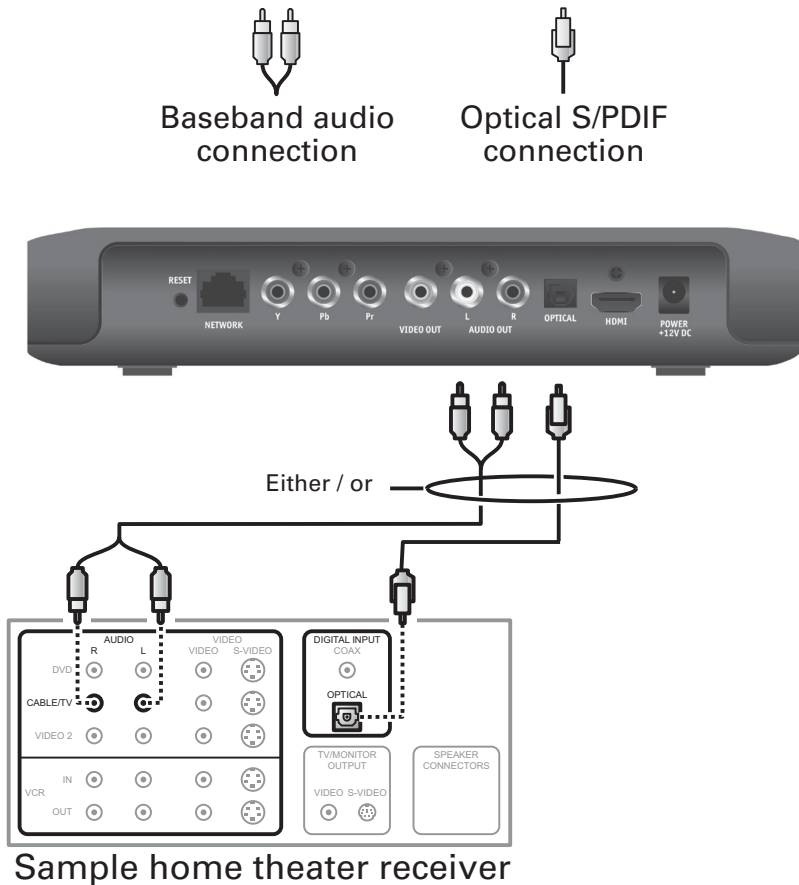


Sample HDTV audio inputs

If your equipment supports it, use the OPTICAL S/PDIF output. Otherwise, use the AUDIO OUT L and R connectors. In most cases, S/PDIF offers better audio quality, including support for Dolby Digital 5.1 Surround Sound.

HDMI carries video and audio. If you connect your HDTV using HDMI, no additional audio connections to the TV are necessary.

## Connecting Audio to a Home Theater Receiver



If your home theater receiver supports it, use the OPTICAL S/PDIF output. Otherwise, use the AUDIO OUT L and R connectors. In most cases, S/PDIF offers better audio quality, including support for Dolby Digital 5.1 Surround Sound.

### Need Help:

Contact AT&T ConnectTech® service to learn about affordable flat-rate home theater installation services.

Call (800) 344-1734 to speak with an AT&T ConnectTech Representative.

(Not available in all areas; See offers and terms & conditions at [www.att.com/ConnectTech](http://www.att.com/ConnectTech))

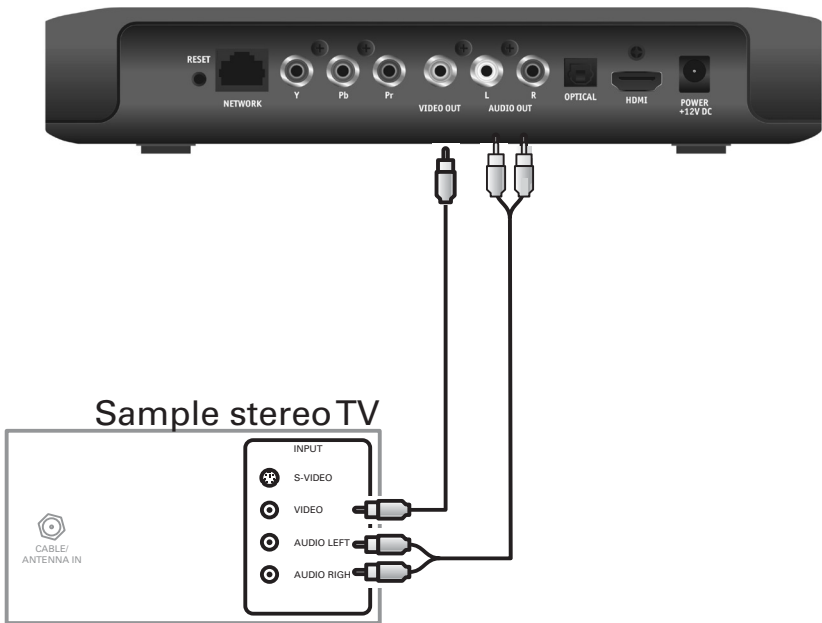
## Connecting to a Stereo TV



Composite video  
connection



Baseband audio  
connection



This video connection method does not support HD video. For more information, see “Connecting an HDTV – Video Only.”



## Troubleshooting

Before calling your service provider, review this troubleshooting guide. If the suggestions do not help you quickly solve a problem, contact your service provider.

Problem	Possible Solution
<b>The TV receiver will not power on.</b>	<p>Verify that the power adapter is connected to the TV receiver and an AC outlet. Unplug the TV receiver from the outlet, plug it back in, and press the POWER button.</p> <p>If the TV receiver is connected to a switched outlet on a wall or another unit, verify that the switch or unit is powered on. Unplug the TV receiver from the AC outlet, plug it back in, and press the POWER button.</p> <p>Press the POWER button on the TV receiver front panel instead of the remote control. The batteries in the remote control may be depleted.</p>
<b>The remote control does not work.</b>	<p>Verify that the TV is on.</p> <p>Verify that the remote control is on AT&amp;T mode.</p> <p>Verify that there are no obstructions between the remote control and the TV receiver. Aim the remote control directly at the TV receiver front panel, not the TV or VCR.</p> <p>The angle between the remote control and the TV receiver may be too large. Stand in front of the TV receiver and not too far to either side.</p> <p>Press and release operation keys one at a time, firmly and deliberately.</p> <p>Try changing channels using the buttons on the TV receiver front panel.</p> <p>Check the batteries in the remote control. Install new batteries if needed.</p>

## Troubleshooting

Problem	Possible Solution
<b>There is no audio when viewing TV channels.</b>	<p>Verify that the Mute button on the remote control has not been pressed. Press Mute on the remote control to restore sound.</p> <p>If the TV receiver audio output is connected to the TV, verify that the Mute button on the TV has not been pressed.</p> <p>If the TV receiver audio output is connected to a home theater receiver, verify that the home theater receiver is set to the appropriate input source and its Mute button has not been pressed.</p> <p>Verify that you have the correct cables for the audio ports.</p> <p>Verify that the audio cables are firmly connected between the TV receiver and the audio playback device (TV, home theater receiver, etc.).</p>
<b>There is no audio from the center and/or surround speakers of a home theater receiver connected to the TV receiver.</b>	<p>Not all Dolby Digital programs feature full 5.1 surround sound. In some cases, the programs may only contain left and right stereo audio.</p> <p>Verify that the Optical S/PDIF cable is firmly connected to the TV receiver and the home theater receiver.</p> <p>Verify that the home theater receiver is set to a surround sound audio mode (Dolby Digital, Dolby Pro Logic® II, Dolby Pro Logic).</p> <p>Verify that the home theater receiver is properly configured to work with all connected speakers.</p>

## Regulatory Information

### Federal Communications Commission Radio and Television Interface Statement for a Class 'B' Device

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 the 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 the 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 of the following measures:

- Reorient or relocate the device and/or the antenna receiving the interference.
- Increase the separation between the equipment and the affected receiver
- Connect the equipment on a circuit different from the one the receiver is on
- Contact your service provider for help.

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

Operation within 5.15 ~ 5.25 GHz frequency range is restricted to indoor environment.

### FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

### FCC Declaration of Conformity

According to 47 CFR, Parts 2 and 15 for Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers, Motorola Mobility, LLC, 6450 Sequence Drive, San Diego, CA 92121, 1 800 225 9446, declares under sole responsibility that the product identifies with 47 CFR Part 2 and 15 of the FCC Rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47 CFR 2.909. Operation is subject to the following condition: This device must accept any interference received, including interference that may cause undesired operation. The above named party is responsible for ensuring that the equipment complies with the standards of 47 CFR, Paragraphs 15.101 to 15.109. The Class B digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations.

### Industry Canada statements:

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme la norme d'Industrie Canada exempts de licence RSS. Son fonctionnement est soumis aux deux conditions suivantes: (1) cet appareil ne peut pas causer d'interférences, et (2) cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil.

### Caution:

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

The maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the EIRP limit;

The maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the EIRP limits specified for point-to-point and non point-to-point operation as appropriate.

High-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices

Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment :

Les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

Le gain maximal d'antenne permis pour les dispositifs utilisant les bandes 5 250-5 350 MHz et 5 470-5 725 MHz doit se conformer à la limite de PIRE;

Le gain maximal d'antenne permis (pour les dispositifs utilisant la bande 5 725-5 825 MHz) doit se conformer à la limite de PIRE spécifiée pour l'exploitation point à point et non point à point, selon le cas.

De forte puissance radars sont désignés comme utilisateurs principaux (c.-à-utilisateurs prioritaires) des bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer des interférences et / ou des dommages à dispositifs LAN-EL

#### **IMPORTANT NOTE:**

##### **Canada Radiation Exposure Statement**

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

#### **NOTE IMPORTANTE: (Pour l'utilisation de dispositifs mobiles)**

##### **Déclaration d'exposition aux radiations**

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

En vertu de la réglementation de l'industrie au Canada, cet émetteur radio peut fonctionner uniquement à l'aide d'une antenne d'un type et un maximum (ou moins) de gain approuvé pour l'émetteur par Industrie Canada. Pour réduire le risque d'interférence aux autres utilisateurs, le type d'antenne et son gain doivent être choisis afin que la puissance isotrope rayonnée équivalente (PIRE) ne dépasse pas ce qui est nécessaire pour une communication réussie.

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## Contact Us

For questions about your TV service, call or contact AT&T at:  
<http://uverse.att.com/support>

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