

User Manual

Android UHD Hybrid Receiver for IPTV/OTT
and multimedia Services



UIW4020COG
UIW4020TLU
UIW4020WOW





INTRODUCTION

Dear Customer.

Congratulations on acquiring your new digital receiver. We hope it will give you complete satisfaction.

Please read carefully these instructions before installing your Android Digital UHD Receiver and keep them for future references.

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The disassembly and reverse engineering are prohibited.

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SAFETY RECOMMENDATIONS

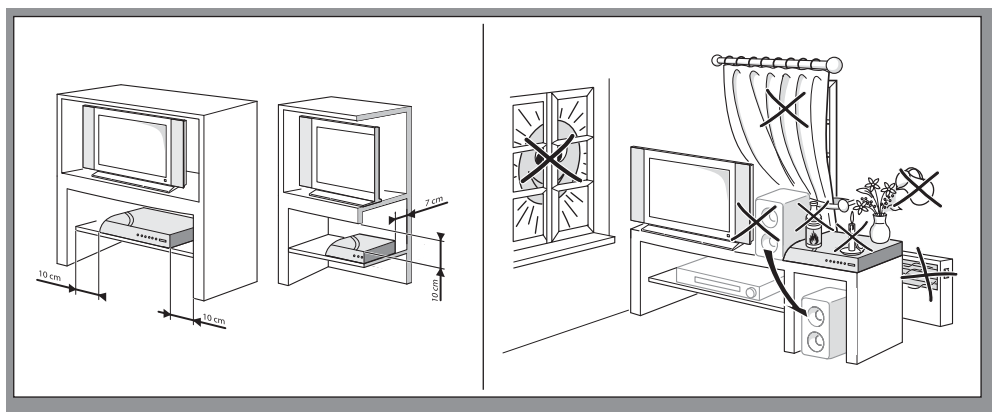
REMEMBER SAFETY FIRST

Using equipment safely

Your receiver has been manufactured to meet European safety standards, but you must take care if you want it to perform properly and safely.

Equipment connected to the protective earth of the building installation through the mains connection or through other equipment with a connection to protective earth and to a cable distribution system using coaxial cable, may in some circumstances create fire hazard. Connection to a cable distribution system has therefore to be provided through a device providing electrical isolation below a certain frequency range (galvanic isolator, see EN 60728-11 or equivalent).

It is important that you read this booklet completely, especially the safety instructions below. If you have any doubts about the installation, operation or safety of receiver, please contact your supplier.



To avoid the risk of electric shock

- Disconnect the receiver from the mains supply before you connect the receiver to (or disconnect it from) any other equipment. Remember that contact with 100-127 VAC 60Hz mains can be lethal or cause severe electric shock.
- Never remove the receiver's cover. Should the receiver fail, contact the Customer Service to arrange repair or service.
- Never allow anyone to push anything into holes, slots or any other opening in the case (except the SD card).
- Do not block the receiver's ventilation slots; never stand it on soft furnishings or carpets.
- Do not put anything on the receiver which might spill or drip into it (e.g. Lighted candles or containers of liquids). Do not expose the receiver to dripping or splashing. If an object or liquid enters inside the receiver, unplug it immediately and contact the Customer Service.
- Do not store the receiver in excessively hot, cold or damp conditions. The receiver is intended to operate at an ambient temperature of less than 40 degrees Celsius and a maximum humidity level of 75%.
- In case of a storm it is recommended that you unplug the receiver from the mains and from the TV set.
- Leave the mains socket accessible so that you can unplug the set quickly.

Connecting to the mains supply

- Only the power adapter supplied with the decoder has to be used.
- This receiver is designed to operate at 100-120 VAC 50/60Hz.
- If you are in any doubt about the mains lead, the plug or connection, please consult the Customer Service.

Ensuring optimum performance

- Leave 7cm to 10cm around the receiver to ensure that proper ventilation gets to the receiver.
- Do not store your receiver on its side.
- To clean the receiver, use a dry, clean soft cloth with no cleaning solvent or abrasive products. Clean the ventilation openings regularly.

Remote Control Unit

Your remote control is specifically designed to be used with your receiver and it requires batteries. The batteries (packed or installed) shall not be exposed to excessive heat such as sunshine the fire or the like.

Replace the batteries as follows:

- Remove the battery cover by pushing the catch and sliding the cover away.
- Carefully remove the old batteries.
- Put the new batteries in, matching the marks + and -.
- Put the cover back on, sliding the top part in and making sure the catch clicks in to place.

Caution

Do not mix batteries or keep them in the remote control for long periods of time without use.

Limiting the Human Body Exposure to the Electromagnetic Fields

Under normal use condition the user shall keep at least 20cm distance from the equipment.

Technical specifications

Operating voltage	100-240V AC 50/60Hz
Power consumption (All features On)	24 W Max DC
In Passive Standby Mode (with IR on, Bluetooth on and at least one LED on)	<0.5W
In Network Standby Mode (with IR on, Bluetooth on, at least one LED on, HDMI CEC on and either one Network function (Ethernet OR Wifi 2G OR Wifi 5G) on	<8W
Weight (g) for receiver	570g
Dimensions (W x H x D) with connectors	155 x 36 x 155 mm
Operating temperature range	0°C +40°C
Storage temperature range	-20°C +55°C
Set Top Box input voltage	12V DC / 2A
Remote Control Type batteries	2 x AAA
Wireless LAN 802.11 g/n/a/ac technology	2.4GHz and 5GHz dual band concurrently
Bluetooth	4.0

This equipment generates, uses and can radiate radio frequency energy. It can be also susceptible to energy coming from other equipment. This equipment has been tested and found to comply with the limits of the applicable standards. However there is no guarantee that interference will not occur in a particular installation. In such a case the user is encouraged to try and correct the interference by one or more of the following measures:

- Increase the separation between the equipment.
- Connect the concerned equipment into different outlets.
- Consult your service provider or an experienced radio/TV technician for help.



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 enclosure that may be of sufficient magnitude to constitute a risk of 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 product.



This symbol indicates that your device complies with Section 15 of the FCC standards. Operation requires compliance with the following conditions: (1) this device must not cause any interference and (2) this device must tolerate any received interference including interference that could have an effect on operation.

CAUTION: Any changes or modifications made to the equipment and that are not specifically approved by the manufacturer deprive the user of all rights concerning the equipment.

NOTE: This equipment has been tested and is considered to fulfil the requirements concerning class B digital equipment in accordance with the terms of Section 15 of the FCC standards. The purpose of these requirements is to offer reasonable protection against damaging interference in a residential installation. This equipment will generate, use and may radiate radio energy and, if it is not installed and used in accordance with these instructions, could generate interference which could be damaging to radio communications. Accordingly, there is no guarantee that interference might be generated by a specific installation. If your equipment causes undesirable interference with radio or television reception, you might try turning the equipment off and on again, and attempting to correct it by means of one or several of the following methods:

- Turn or reposition the antenna.
- Increase the distance between the equipment and the tuner.
- Connect the equipment to a power socket which is in a different circuit from the one to which it was connected.
- Refer to the retailer or an experienced radio and television engineer for help.

Hereby, Technicolor Delivery Technologies SAS declare that radio equipment UIW4020 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address : http://www.technicolor.com/ch_regulatory

The following tables provides information on the frequency bands used and the maximum RF transmit power of the product:

Radio transmission power for each type of transceiver:

Bluetooth (BLE/BR/EDR)

Frequency range (MHz)	Max. Transmit Power (dBm/mW)
2400-2483.5	8.4dBm

Wi-Fi (2.4GHz/5GHz)

Frequency range (MHz)	Max. Transmit Power (dBm/mW)
2400-2483.5	19.9dBm
5150-5725	29.9dBm



For indoor use only (IEC 60417-5957).



Double insulated Class II equipment (IEC 60417-5172).
Do not require an earth connection.



Alternating current



Polarity



Direct current



Fuse

Responsible Party

Technicolor Delivery Technologies

25, rue d'Hauteville - 75010 Paris - France

ENVIRONMENTAL CONSIDERATIONS

Environmental information

The batteries use some hazardous substances which are very polluting for the environment. Do not throw them out.



This symbol means that your inoperative electronic appliance, and used battery when applicable, must be collected separately and not mixed with the household waste. This appliance has been designed and manufactured with high quality materials and components that can be recycled and reused. The European Union has implemented a specific collection and recycling system for which producers' are responsible. Please inform yourself about the local separate collection process for electrical and electronic products. Please act according to your local rules and do not dispose of your old products with your normal household waste. The correct disposal of your old product will help prevent potential negative consequences for the environment and human health.

Please help us protect the environment in which we live!



The "Material recyclability symbol" affixed on package cardboard and user manual means these parts are recyclable.



The "Material recyclability symbol" affixed on plastic packaging parts means these parts are recyclable.

Energy savings you have a role play...

Learn how you can use and explore ways for using your electronic equipment.



The user manual detailed useful information on all the features of your product but also on energy consumption performances. We strongly encourage you to look in the set top box configuration menu how to select the best device configuration in accordance with your personal preference.

1. YOUR ANDROID UHD HYBRID IPTV / OTT RECEIVER

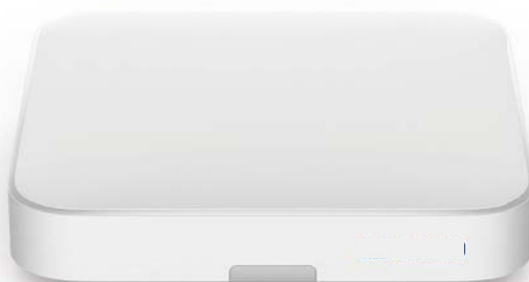
Please read carefully safety instructions (see page 3) before installing your receiver and keep them for future reference.

In this chapter, follow the proper connections of the Android UHD Hybrid IPTV / OTT Receiver as explained.

1.1. BEFORE YOU START

1.1.1. Receiver and Accessories

Your package includes:



Android UHD Hybrid IPTV / OTT Receiver

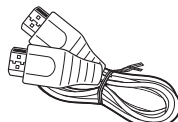


Power supply unit

Quick Installation Guide
in two languages (English, French)



Ethernet cable



HDMI cable high speed

Remote control
& batteries



Caution

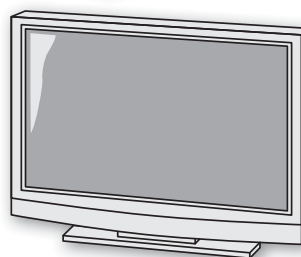
Plastic bags can be dangerous.

To avoid suffocation keep the bag away from babies and children.

1.1.2. You will also need



ONT, Residential Gateway
or a router



An UHD (4K) TV set
(HDCP 2.2 preferred)

2. DESCRIPTION

This chapter gives a description of your Android UHD Hybrid IPTV / OTT Receiver offering eLife experience.

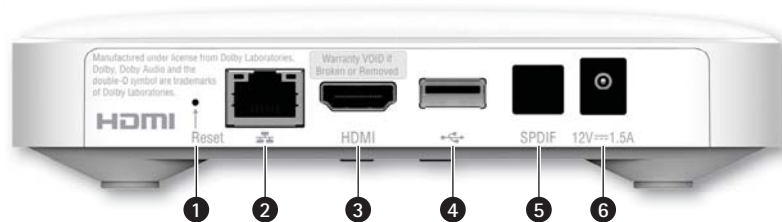
2.1. FRONT PANEL



1	Left lightpipe (Bi-color) 1. Off when STB is in deep standby. 2. Green when STB is awake. 3. Orange when STB is in Network standby. This Lightpipe will blink (Green) if any RCU key is pressed.
2	Right Lightpipe (Tri-color) 1. Blue will blink when SW upgrade is ongoing. 2. Red will be ON when a recording is ongoing. 3. White will be ON when the rackable HDD is mounted and ready for use.

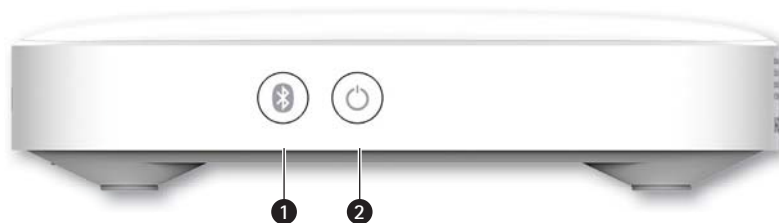
The design of the Front/Rear Panel may be changed without prior notice.

2.2. REAR PANEL



1	RESET	Reset.
2	ETHERNET	RJ45 1GE (1Gbps) connector.
3	HDMI	HDMI cable connection for high Definition.
4	USB	USB 2.0 Host connector.
5	SPDIF	Optical SPDIF output for high audio quality.
6	DC IN	DC Power supply connection.

2.3. RIGHT SIDE PANEL



1	PAIRING BUTTON	<ul style="list-style-type: none"> • Short press (less than 4s) triggers a Bluetooth pairing. • Long press (more than 4s) triggers a Wi-Fi WPS pairing. • Very long press (more than 30s) reduces the resolution to 720p.
2	STANDBY BUTTON	<ul style="list-style-type: none"> • Short press toggles between Active Mode and Standby mode. • Long press (more than 5s) drops the STB into a deep standby.

Press the STANDBY button of the receiver or the STANDBY button on the remote control to put the device in standby mode and awaken it, or press ON/OFF button on the rear panel to turn the receiver off.

The design of the Front/Rear Panel may be changed without prior notice.

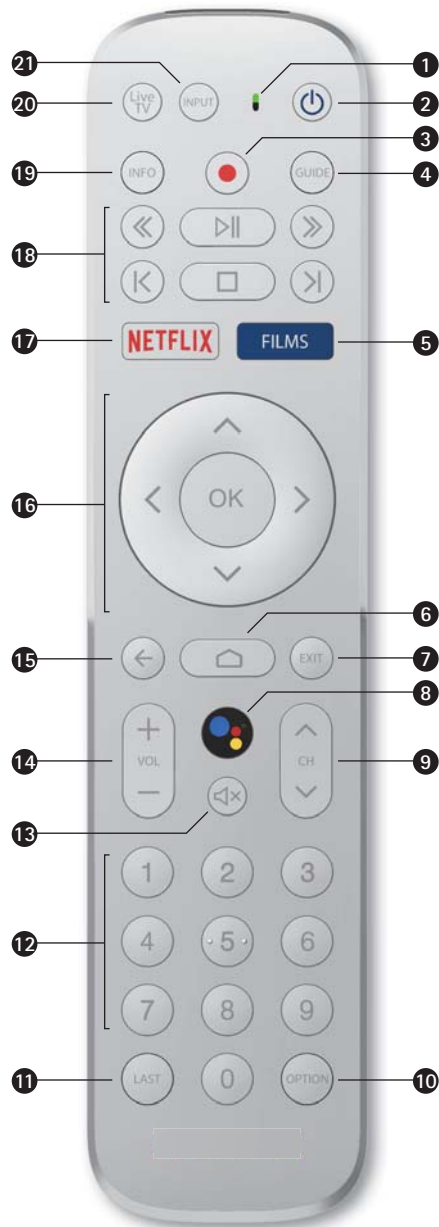
2.4. BOTTOM SIDE



1	Product label	With the following information: <ul style="list-style-type: none">• STB model name,• Serial number with bar code,• Ethernet MAC address with bar code,• Wi-Fi 2.4GHz radio MAC address with bar code,• Wi-Fi 5GHz radio MAC address with bar code,• Licensing and regulatory information / logos.
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The design of the Front/Rear Panel may be changed without prior notice.

2.5. REMOTE CONTROL



1	RCU Led ??
2	STANDBY - Switch the STB On or to Standby mode.
3	RECORD - Set a direct recording on the current live channel.
4	Opens the Electronic Program Guide.
5	FILMS key.
6	ANDROID HOME - toggle to Android UI.
7	Leaves all menus.
8	Launch Google assistant.
9	Channel up/down Tune to the next or previous channel.
10	OPTIONS - For Extra contextual features.
11	LAST key.
12	0 to 9 - Alphanumeric keypad.
13	MUTE - Mute or restore the sound.
14	Volume control to increase/decrease the volume of the STB output.
15	BACK - Return to the previous channel or previous menu.
16	Move up/down, left/right. OK - confirm the selection.
17	Netflix Key.
18	Rewind/Play/Forward/Stop/Pause/Record keys.
19	Access to additional information.
20	ANDROID LIVE TV - Launch Android Live Channel application (mandatory to have it in case of an Android certified RCU).
21	Input key ??

Some of above keys are not supported by the User Interface.
Please do refer to UI features.

3. GET STARTED

In this chapter, the basic steps to get you started are described.

3.1. Prepare the remote control



1. Open the battery compartment.
2. Insert the two batteries supplied according to the indications (+/-) inside the compartment.
3. Close the battery compartment.

Note

To control the Android UHD Hybrid IPTV / OTT Receiver, point the remote directly at the remote sensor on the front panel and select the desired function.
The green LED is blinking with key press.

4. CONNECTION

Danger: Risk of electric shock!

Make sure all the devices are disconnected from the mains before making any connections.

HDMI connection – provides best quality UHD picture and high quality audio.

4.1. CONNECTION OPTIONS

Connection with your UIW4020

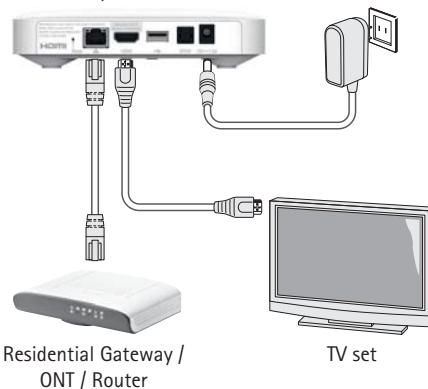
Before starting the installation, make sure all devices (TV, Residential Gateway/ONT/Router) are placed in an easily located, visible and accessible position.

CAUTION! Before connecting the receiver disconnect ALL devices from the power supply.

4.1.1. Connecting TV

1. Connect the **Ethernet cable** from the Residential Gateway / ONT / Router to the RJ45 connector on the rear of the UHD receiver.
2. Connect the HDMI connector with the **HDMI cable** to the HDMI socket of the Ultra High-Definition (UHD-4K) TV.
3. Connect the DC jack of the **Power Adaptor** to the back of the UHD receiver and then connect the Power Adaptor to the mains wall plug. Connect all devices to main.

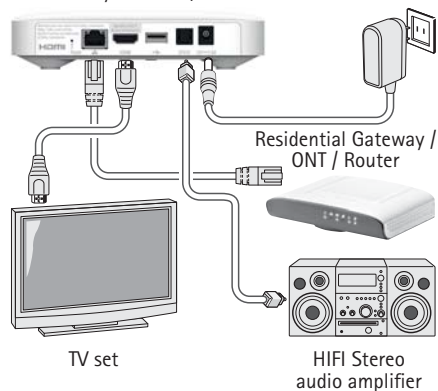
Android UHD Hybrid IPTV / OTT Receiver



4.1.2. Connecting Hi-Fi

Connect the **SPDIF cable** to SPDIF connector to the related input of your Hi-Fi amplifier.

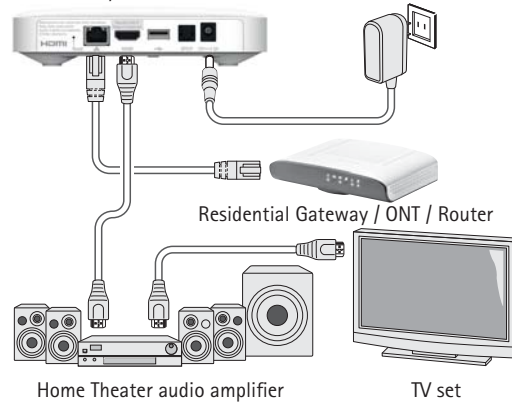
Android UHD Hybrid IPTV / OTT Receiver



4.1.3. Connecting HDMI Home theater

Connect the **DIGITAL AUDIO** with the **HDMI cable** to your home theater amplifier for digital channels support with DOLBY® quality sound.

Android UHD Hybrid IPTV / OTT Receiver



5. PROBLEM RESOLUTIONS

Before contacting your local service, please read the following instructions. If the product does not work normally after completing the following troubleshooting, please contact the technical support.

Problems	Possible cause	Solutions
Generic Error Message show on TV screen.	Software or Connectivity problems.	Follow the instructions as displayed on the TV screen.
No image is displayed on TV screen.	TV and Set-Top Box are not connected properly or TV doesn't work correctly.	Make sure that the HDMI Cable is firmly connected to the TV. Check that the TV is using the input associated to the Set-Top Box. Reboot the Set-Top Box.
No sound.	Set-up or Software problems.	Check the volume level and the Mute status of the TV and Set-Top Box. Reboot the Set-Top Box. The device you have connected the HDMI port of the Set-Top Box maybe can not decode the digital audio format. Through the menu of your receiver, a choice of output format may be proposed and in this option, choose the PCM format.
Remote control does not operate.	Set-up problems.	<ul style="list-style-type: none">• Point the remote control at the decoder.• Check the status and direction of the batteries.• Check programming code on the remote.

6. PRODUCT NOTES



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