



# **ZXV10 B866V2K**

## **zBox 1**

### User Guide

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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](mailto:800@zte.com.cn)

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## History Revision

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R1.0	2022-04-15	First edition

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# **Chapter 1** Safety Instructions

## **Special Note**

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

## **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.
- Keep the appliance out of reach of children. The plastic bags used for packaging can be dangerous. To avoid suffocating keep the bags out of reach of children.

## 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.

## Recycling



Dispose of the product correctly so as to avoid damage to the environment and human health as well as to facilitate recycling of the components and/or materials used in the appliance, including batteries. If the product is not disposed of properly this could be punishable according to the involved law. The manufacturers recommend that the parts are recycled separately and are taken to sites which conform to current regulations. It is always possible to

give back the used or end-of-life appliance to the distributor when you will buy a new equivalent device.

## 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), 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.

## 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.

### **FCC Radiation Exposure Statement**


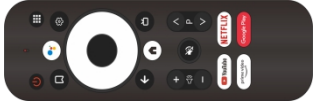



This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules. This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provide with antenna installation instructions and consider removing the no-collocation 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.

### **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	Remote control	
2	AAA battery	
1	HDMI cable	
1	Ethernet network 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 indicator	Red: STB is in standby state. Green: STB is running normally. Not Lit: STB is not powered on.

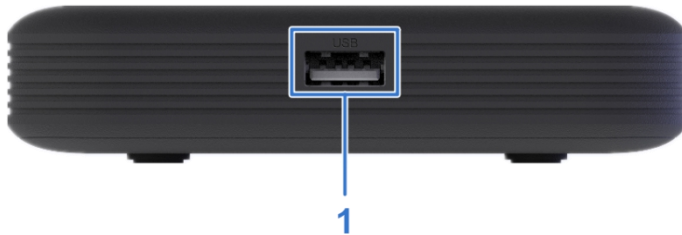
## 3.2 Rear Panel





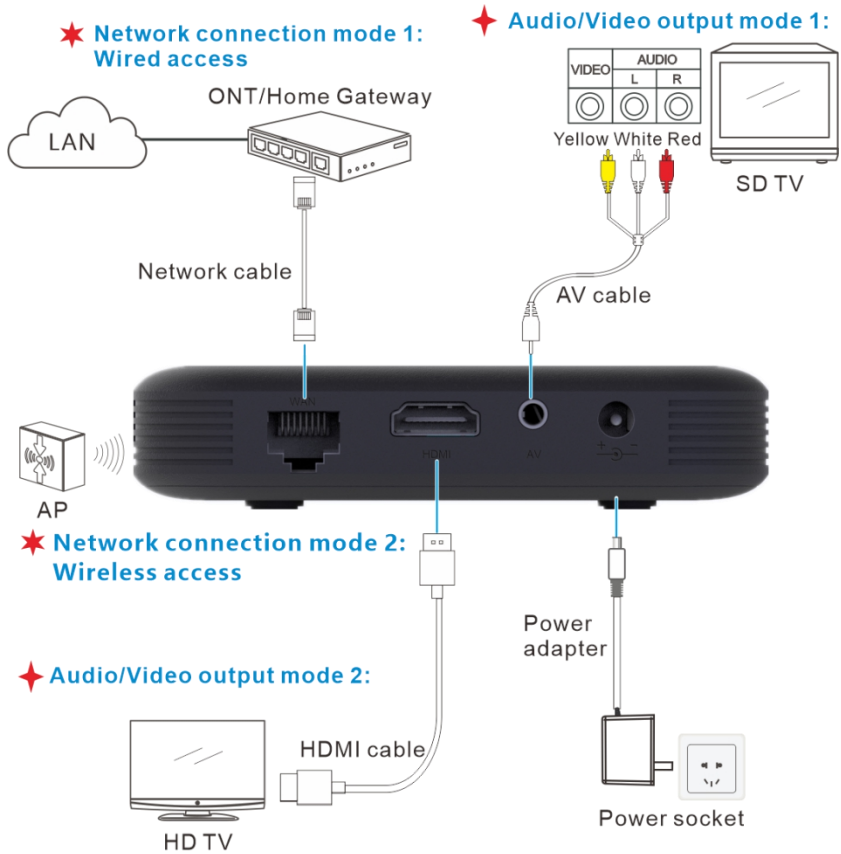
Key	Name	Description
1	WAN	10 M/100 M Base-T RJ45 self-adaptive Ethernet interface.
2	HDMI	HDMI output interface.
3	AV	Audio and composite video output interface.
4	DC +12 V	Power input socket, +12 V DC power adapter provided. Consult technical personnel before using other types of power adapter.

### 3.3 Side Panel



Key	Name	Description
1	USB	USB interface.

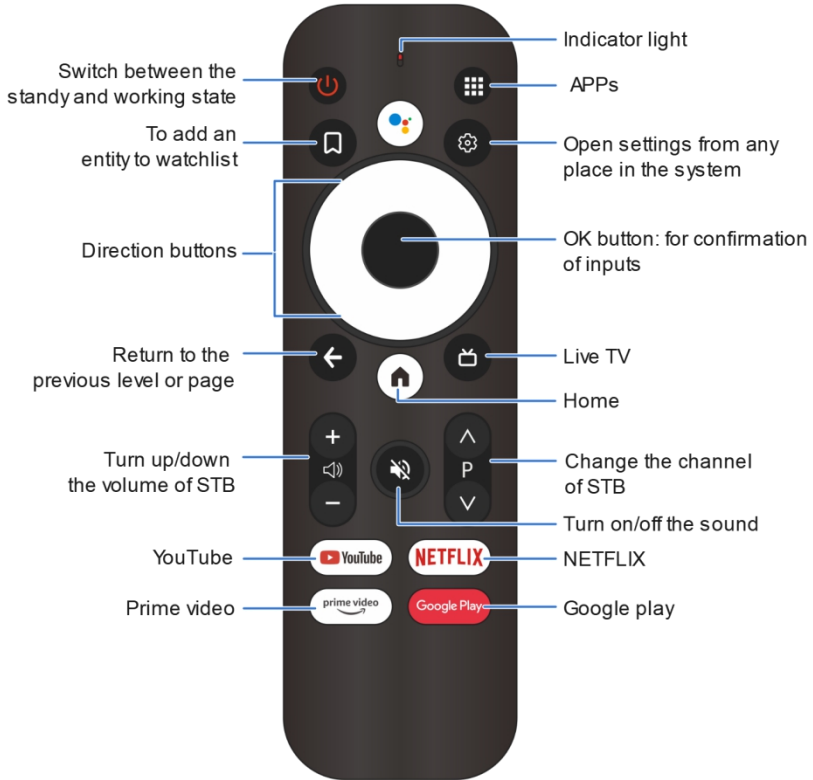
# Chapter 4 Connecting Up



## Notes:

- Make sure use the +12V DC power adapter that is delivered with the STB.
- Make sure the connection to the STB is correct and that all cables are fully inserted and use the accessories delivered with the STB.




# Chapter 5 Remote Control






## Notes:

- The remote control provided depends on the IPTV service provider. The appearance of remote control shown is for reference only.
- The remote control is powered by two AAA batteries. Insert two AAA batteries into the remote control according to the polarity instruction displayed on it.
- The remote control works on the infrared mode by default. When the Bluetooth pairing is successful, the infrared function will be closed.
- When the infrared function works, point the front part of the remote control to the infrared receiving area on the STB during the operation.




# Chapter 6 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.
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 the  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 the volume of

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
		the STB or TV.
The remote control fails.	The remote control is physically damaged.	Change a new Bluetooth remote control.
	The Bluetooth pairing fails.	 Press  and  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 7 Technical Specification

Compliant Standard	GB4943.1-2011, GB9254-2008
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% ~ 95%
Wi-Fi Radio Specifications	Radio Frequencies/Maximum Output Power: Wi-Fi 2.4 GHz band: 2412 ~ 2484 MHz / EIRP: 19 ± 1 dBm Wi-Fi 5G Hz band: 5180 ~ 5725 MHz / EIRP: 20 ± 1 dBm
BT Radio Specifications	Radio Frequencies/Maximum Output Power: BT band: 2402~2480 MHz/EIRP: 15 ± 1 dBm
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
Aduio	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
	Suround, Single/Dual/Multi Track, and Stereo
Dimension	108 mm × 108 mm × 25 mm (Length × Width × Height )

Weight	0.2 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 Licensing Corporation.
Certification	



**Notes:**

**All specifications are subject to the actual product.**

**EU Declaration of Conformity**

Hereby, ZTE Corporation declares that the radio equipment type ZXV10 B866V2K 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://support.zte.com.cn/support/cer/EU>