ARRIS

VIP5602WT
Wireless IPTV Receiver
Installation Guide

CAUTION

**RISK OF ELECTRIC SHOCK
DO NOT OPEN**

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.

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, ARRIS Enterprises, LLC.

≥ 2.0 in (5 cm)

VENTILATE

2.0 in (5 cm)

2.0 in (5 cm)
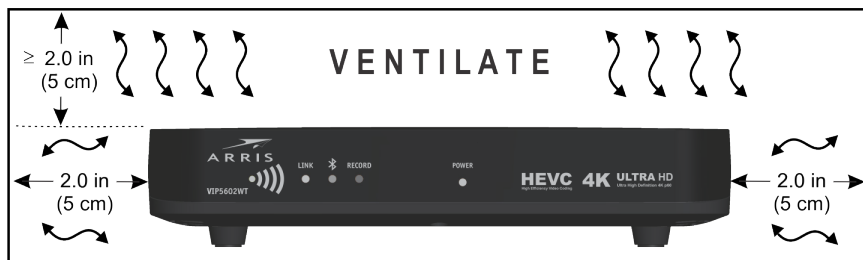
Follow these important safety guidelines when positioning and connecting your wireless receiver:

- Do not block the slots and openings.
- Do not place anything on top of the wireless receiver.
- Do not position the wireless receiver in a confined space, such as an enclosed cabinet, that does not provide adequate ventilation.
- Do not position the wireless receiver near any external heat source that could raise the temperature around the unit. Do not place the wireless receiver on top of another heat producing electronic device.
- Allow for adequate ventilation around the wireless receiver to maintain normal operating temperature. Do not place it in a sealed enclosure without providing for adequate airflow.
- Use only the power adapter and cord supplied to connect the VIP5602WT to your home AC power outlet.
- Do not use outdoors.
- Do not plug the AC power adapter into a switched power outlet.
- Always transport the receiver in its original factory carton, or in an equally well-padded container.
- Whether installed or being transported, do not expose the receiver to temperature extremes. The temperature range for operation is from 0° to +40°C. The non-operating (transport or storage) temperature range is from -40° to +60°C.

WARNING: TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE. THE UNIT MUST NOT BE EXPOSED TO DRIPPING OR SPLASHING. DO NOT PLACE OBJECTS FILLED WITH LIQUIDS, SUCH AS VASES, ON THE UNIT.
CAUTION: THIS PRODUCT WAS QUALIFIED UNDER TEST CONDITIONS THAT INCLUDED THE USE OF THE SUPPLIED CABLES BETWEEN SYSTEMS COMPONENTS. TO ENSURE REGULATORY AND SAFETY COMPLIANCE, USE ONLY THE PROVIDED POWER AND INTERFACE CABLES AND INSTALL THEM PROPERLY.
CAUTION: DIFFERENT TYPES OF CORD SETS MAY BE USED FOR CONNECTIONS TO THE MAIN SUPPLY CIRCUIT. USE ONLY A MAIN LINE CORD THAT COMPLIES WITH ALL APPLICABLE PRODUCT SAFETY REQUIREMENTS OF THE COUNTRY OF USE.
CAUTION: INSTALLATION OF THIS PRODUCT MUST BE IN ACCORDANCE WITH NATIONAL WIRING CODES AND CONFORM TO LOCAL REGULATIONS.
CAUTION: DO NOT OPEN THE UNIT. DO NOT PERFORM ANY SERVICING OTHER THAN THAT CONTAINED IN THE INSTALLATION AND TROUBLESHOOTING INSTRUCTIONS. REFER ALL SERVICING TO QUALIFIED SERVICE PERSONNEL.
CAUTION: CHANGES AND MODIFICATIONS NOT EXPRESSLY APPROVED BY ARRIS FOR COMPLIANCE COULD VOID USER'S AUTHORITY TO OPERATE THE EQUIPMENT

Contents

Introduction

Congratulations on receiving your ARRIS VIP5602WT Wireless IPTV Receiver.

The VIP5602WT provides these extraordinary home entertainment features:

- Wireless input via the Access Point lets you easily position or move your video entertainment system anywhere in your residence without network wires or cables

- Ultra High Definition TV (UHDTV), with up to twice the color resolution and up to six times the sharpness of standard TV when connected to a UHD-capable TV

- A direct digital connection to consumer audio and video devices through multiple interfaces

- Bluetooth connectivity via remote control unit. Refer to your service provider for more information

This installation manual introduces the basic features, outlines important safeguards, and provides options for integrating your wireless receiver into your entertainment system. Please 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.

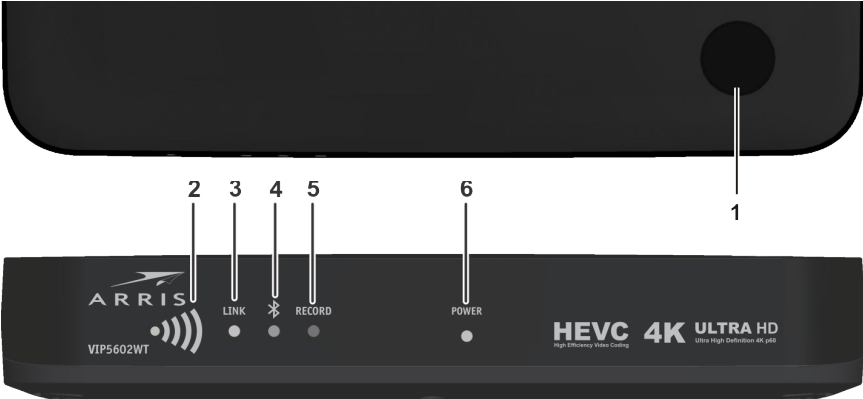**Included in the carton:**

- VIP5602WT Wireless Ultra High-Definition (UHD)

- Power adapter

- Other accessories may be included

For more information about your TV service, refer to the other documentation from your service provider.

Overview

Top and Front Panel

The illustrations below (Top view and Front Panel view, respectively) and the table following describe the top/front-panel features, controls, and indicator lights.
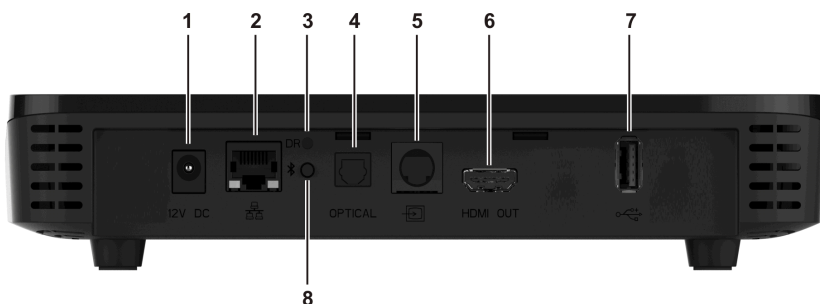

| Key	Item	Function
1	POWER BUTTON	Press to turn the wireless receiver on or place the unit in standby mode. If held for five (5) seconds or longer, restarts the wireless receiver.
2	SIGNAL STRENGTH	The five-bar display lights green to indicate signal strength from your wireless Access Point device. The number of bars that light reflect the strength of the received signal (the more bars, the stronger the signal. See the Troubleshooting section for details.
3	LINK	Wired Connection LED behavior • No light: No ethernet connection (Off) • Blinking green: Set top connecting to network • Solid green: Network connection enabled (On) Wireless Connection • No light: No wireless connection • Blinking green: Set top box pairing to Access Point or establishing network connection • Solid green: Network connection enabled
4	BLUETOOTH	No light: No Bluetooth Blinking blue: Set top box pairing is pairing with the RCU Solid blue: RCU is paired with the wireless receiver
5	RECORD	No light: Not recording Solid red: Recording is in progress
6	POWER	No light: Wireless receiver is off Solid green: Wireless receiver is on

Overview

Rear Panel

The illustration below and the table following list the rear-panel features, controls, and connectors of the VIP5602WT.

Key	Item	Function
1	POWER +12 VDC	Connector for the DC power adapter. Use only the adapter specified for this VIP5602WT.
2	NETWORK	Ethernet 10/100/1000Base-T RJ-45 port. Link LED: Lights green when ethernet connection detected Activity LED: Flashes amber with data traffic
3	RESET BUTTON	Press and release to trigger the System Recovery Process.
4	OPTICAL	TOSLink (S/PDIF) digital audio output.
5	BREAKOUT CABLE CONNECTION	Alternative method for video/audio connections. Offers analog component, composite, and stereo audio outputs.
6	HDMI™ OUT	Connects to a High Definition TV or home theater receiver with an HDMI input (for a DVI input, use an HDMI-to-DVI adapter).
7	USB 3.0	Allows connectivity with USB 3.0 devices.
8	BLUETOOTH PAIRING	Press and release to initiate Bluetooth remote control unit pairing with wireless receiver. Hold the button for 10 seconds to unpair the Bluetooth remote control unit and the wireless receiver.

Wireless Connection

As shown in the diagram below, programs and services for the VIP5602WT are transmitted over the air from a wireless Access Point. The Access Point, in turn, is connected to your home network gateway device.

Home Gateway Unit   Access Point   Wireless Link   VIP5602WT Wireless Receiver
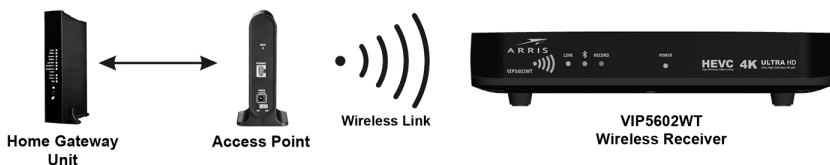
The Access Point can transmit separate programming streams to as many as five wireless IPTV Receivers. The Access Point uses Wi-Fi Protected Setup (WPS) protocols to identify, authorize, and manage traffic to and from its client devices.

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. Connect the cord from the DC Power Adapter to the POWER +12VDC connector on the rear of the VIP5602WT, and plug the adapter into an AC wall socket. Then connect the VIP5602WT to your TV set.

2. The POWER button on the front of the wireless TV receiver lights green to indicate power is applied.

3. Ensure that the Access Point is connected to your home gateway device, and that power is applied to it.

4. 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.

5. On the Access Point, press and hold the WPS button on the front panel for two seconds, then release to activate the WPS process.

6. On the remote control unit, press the **OK** or **Select** button.

WPS Button

Wireless Access Point

7. An icon appears on the TV 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 VIP5602WT, two or more bars on the signal strength indicator should light green. You have now established a secure wireless connection between the Access Point and your VIP5602WT.

   NOTE: To install additional wireless TV receivers, repeat steps 1-7.

Connecting Your TV Receiver

This section describes alternative methods for connecting the VIP5602WT to your home entertainment system.

Instructions and diagrams are included for the following connections:

• Digital Audio/Video

• Component Video and Digital Audio

• Composite Video and Stereo Audio

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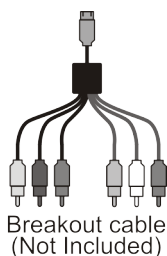
Connection Options

The VIP5602WT offers the following video outputs:

Ultra HDTV	HDMI (cable not included)
HDTV	HDMI, Component (cable not included)
Standard	HDMI, Composite or Component (cables not included)

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
High-Definition	**HDMI**	HDMI offers higher video quality than component video. If your HDTV has an HDMI input, use the HDMI connector.
		HDMI provides both digital video and digital audio (including Dolby® Digital 5.1 Surround Sound). No other connections are necessary.
		If your HDTV has a DVI input, you can use an HDMI-to-DVI converter cable to connect to the VIP5602WT 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.

Connecting Your TV Receiver

Breakout cable
(Not Included)

Connector	Description
Component Y Pb Pr	The component outputs provide component video outputs using the three standard video connections: Y, Pb, Pr (green, blue, red).
Audio +Composite Video Audio L Audio R	The Audio +Composite output provides both composite video and baseband stereo audio using RCA connectors. Composite video provides a Standard-Definition analog video signal using the video RCA connector (yellow) and the stereo audio RCA connectors (white/left, red/white).
Optical Audio	If your equipment supports an optical S/PDIF audio connection, use the OPTICAL connection for the audio.

*(Rows above are grouped under: **Standard-Definition**)*

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.

HDMI

VIP5602WT

Power in

TV or A/V Receiver
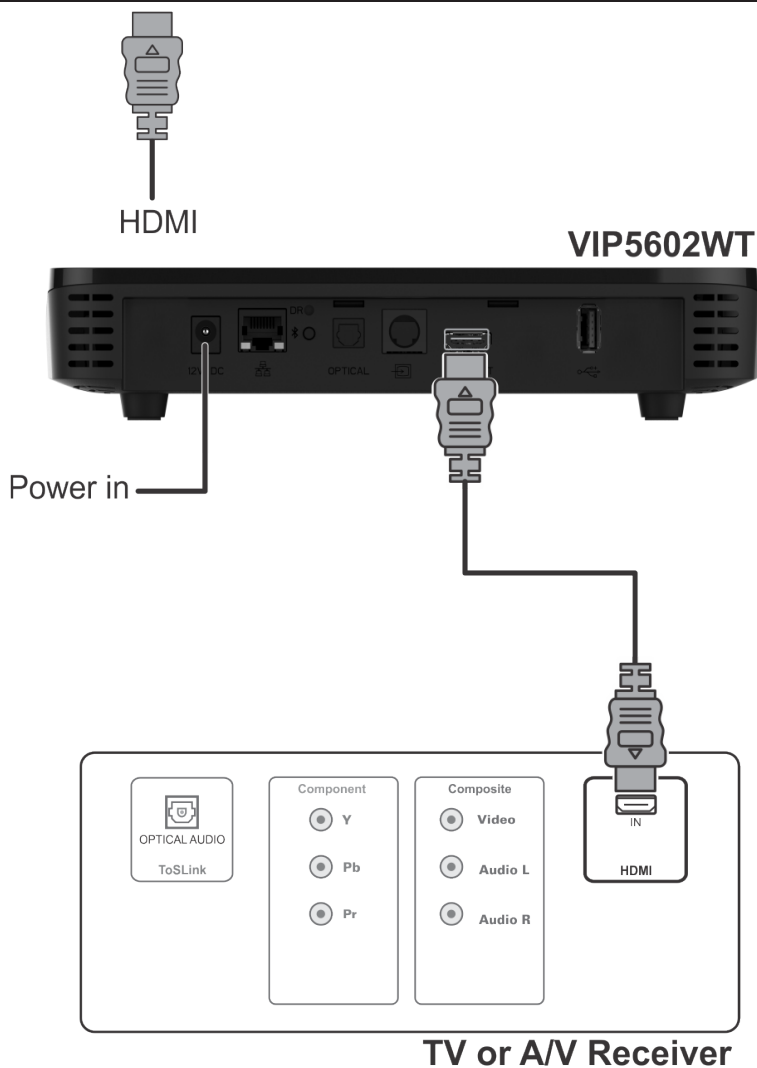
- If your HDTV has an HDMI input, connect an HDMI cable to the HDMI connector as shown. The HDMI connection carries both digital video and digital audio signals.
- If your HDTV has a DVI input, you can use an HDMI-to-DVI converter to connect to the VIP5602WT HDMI connector. DVI video carries video signals only. Use the optical audio or stereo audio connectors to provide audio output.

Component Video and Digital Audio Connections

Component   Composite

Digital audio optical   Breakout cable
(Optional, not included)

VIP5602WT

Power in

Y Pb Pr

OPTICAL AUDIO
ToSLink

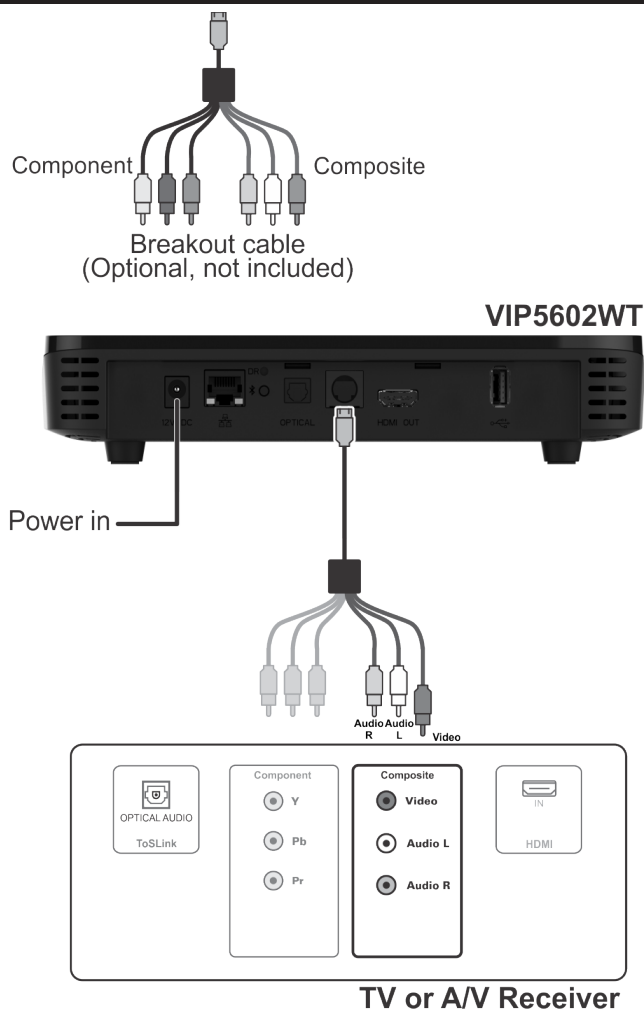| Component	Composite	
Y	Video	IN
Pb	Audio L	HDMI
Pr	Audio R	

TV or A/V Receiver
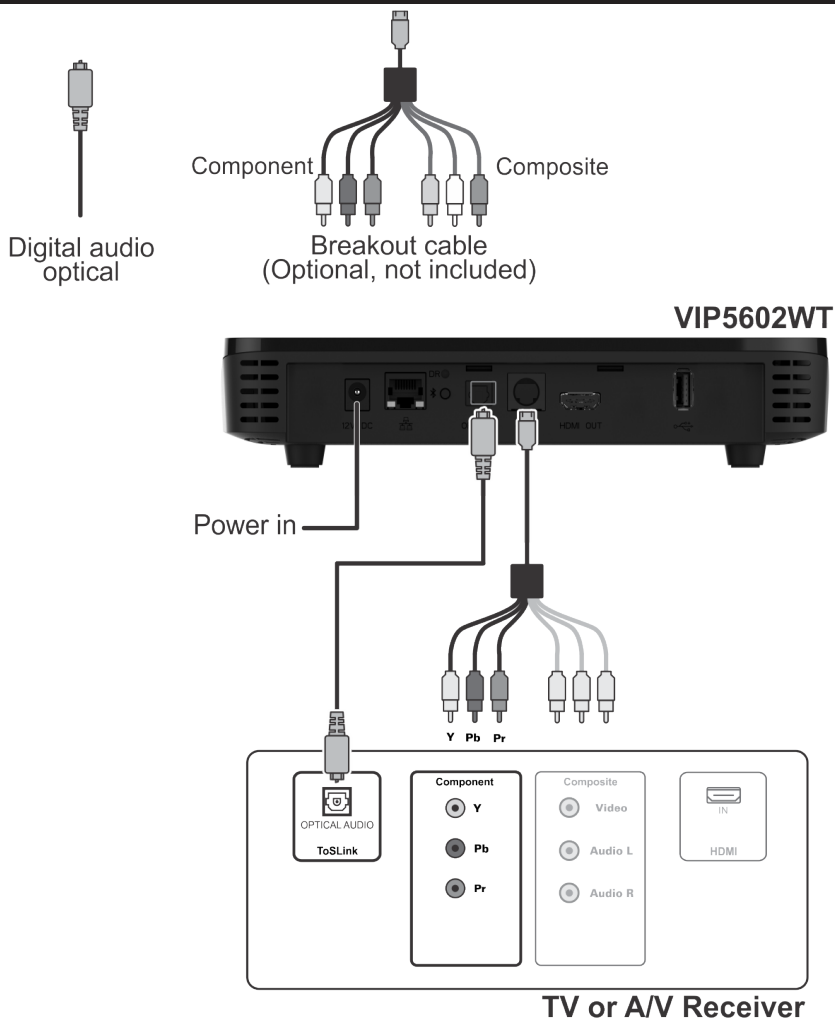
If you use a DVI video input to connect to your TV set, you will need to provide a separate connection for the audio. Use the OPTICAL S/PDIF output, which offers digital audio quality, including support for Dolby Digital 5.1 Surround Sound.

If your HDTV has component inputs available, connect the component outputs from a Breakout cable to the correct inputs on your HDTV (as shown).

If your HDTV or A/V Receiver has an optical audio input available, use a Digital Optical Audio cable to connect from the VIP5602WT to the correct input on your HDTV or TV Receiver (as shown).

NOTE: If you choose to configure stereo audio instead of digital audio, connect the composite outputs for Audio Left and Audio Right rather than the Optical Audio, as shown.

Composite Video and Stereo Audio Connections

Component   Composite

Breakout cable
(Optional, not included)

VIP5602WT

Power in

Audio Audio
R   L   Video

Component   Composite

OPTICAL AUDIO

ToSLink

Y

Pb

Pr

Video

Audio L

Audio R

IN

HDMI

TV or A/V Receiver

If your HDTV has composite video and analog stereo inputs, connect the composite outputs using a Breakout cable to the correct inputs on your HDTV (as shown).

Do not connect the unit through a VCR. Video signals fed through VCRs may be affected by copyright protection systems and the picture will be distorted on the television.

Troubleshooting

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

Problem	Possible Solution
The wireless receiver will not power on.	Verify that the power adapter is connected to the wireless receiver and an AC outlet.
	Unplug the wireless receiver from the AC outlet, plug it back in, and press the POWER button.
	If the wireless receiver is connected to a switched outlet on a wall or another unit, verify the switch or unit is powered on.
	Press the POWER button on the wireless receiver top panel instead of the remote control. The batteries in the remote control may be depleted.
The remote control does not work.	Verify that the TV is on.
	Verify that the STB mode LED on the remote control is lit.
	Verify that there are no obstructions between the remote control and the wireless receiver. Aim the remote control directly at the wireless receiver front panel, not the TV or VCR.
	The angle between the remote control and the wireless receiver may be too large. Stand in front of the wireless receiver and not too far to either side.
	Press and release operation keys one at a time, firmly and deliberately.
	Try changing channels using the buttons on the wireless receiver front panel.
	Check the batteries in the remote control. Install new batteries if needed.
Video or Audio quality is poor or missing.	Verify the signal strength from the wireless Access Point. Signal strength is indicated by the number of illuminated bars on the front panel indicator:
	• Five bar segments lit green: Excellent signal strength
	• Four bar segments lit green: Very good signal strength
	• Three bar segments lit green: Signal strength is good (minimum acceptable strength at installation).
	• Two bar segments lit green: Signal strength is fair.
	• Two bar segments lit red: Signal is weak. Video may be affected. Reorient the wireless receiver for stronger signal.
	• One bar (dot) lit red: Signal is very weak. No association with the Access Point(s). Reorient or relocate the wireless receiver for stronger signal.
	• No bar segments lit: No wireless connectivity.
	If signal strength is inadequate, try reorienting or relocating the Wireless TV receiver or the Access Point for improved reception.
	To improve video quality, upgrade your connection (from composite analog to component+digital audio to HDMI).

Troubleshooting

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

Regulatory Information

Federal Communications Commission Radio and Television Interference 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 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 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 receiving antenna.
• Increase the separation between the equipment and the receiver.
• Connect the equipment into an outlet on a circuit different from the one the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate this 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

For operation within 5.15 ~5.25GHz /5.25 ~5.35GHz/5.47 ~5.725GHz frequency range, it is restricted to indoor environment. The band from 5600-5650MHz will be disabled by the software during the manufacturing and cannot be changed by the end user. This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

IMPORTANT NOTE: Radiation Exposure Statement.

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

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

Country Code selection feature to be disabled for products marketed to the US/CANADA. Operation of this device is restricted to indoor use only.

Wireless LAN Information

The VIP5602W/VIP5602WT/VIP5662W is a wireless network product that use Orthogonal frequency-division multiplexing (OFDM) radio technology. These products are designed to be interoperable with any other wireless OFDM type product that complies with:

• The IEEE 802.11 Standard on Wireless LANs (Revision A and Revision N), as defined and approved by the Institute of Electrical Electronics Engineers.

• The Wireless Fidelity (WiFi) certification as defined by the Wi-Fi Alliance.

Wireless LAN and your Health

The VIP5602W/VIP5602WT/VIP5662W, like other radio devices, emit radio frequency electromagnetic energy, but operate within the guidelines found in radio frequency safety standards and recommendations.

Restrictions on Use of Wireless Devices

In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. For example, using wireless equipment in any environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the applicable policy for the use of wireless equipment in a specific organization or environment, you are encouraged to ask for authorization to use the device prior to turning on the equipment.

The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. Correction of interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the 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, ARRIS Solutions, UK, 710 Wharfedale Rd, Winnersh, Wokingham, RG41 5TP, United Kingdom, 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.

Innovation, Science and Economic Development Canada statement:

This device complies with Innovation, Science and Economic Development Canada's licence-exempt RSSs. 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1) l'appareil ne doit pas produire de brouillage;

2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Caution:

(i)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;

(ii)For devices with detachable antenna(s), the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit;

(iii)For devices with detachable antenna(s), the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate; and

Operations in the 5.25-5.35GHz band are restricted to indoor usage only.

(i)les dispositifs fonctionnant dans la bande 5150-5250 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;

(ii)pour les dispositifs munis d'antennes amovibles, le gain maximal d'antenne permis pour les dispositifs utilisant les bandes 5250-5350 MHz et 5470-5725 MHz doit être conforme à la limite de la p.i.r.e.;

(iii)pour les dispositifs munis d'antennes amovibles, le gain maximal d'antenne permis (pour les dispositifs utilisant la bande 5725-5850 MHz) doit être conforme à la limite de la p.i.r.e. spécifiée pour l'exploitation point à point et non point à point, selon le cas; et

Les opérations dans la bande de 5.25-5.35GHz sont limités à un usage intérieur seulement.

IMPORTANT NOTE:
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..

)
Déclaration d'exposition aux radiations

Cet équipement est conforme Canada limites d'exposition aux radiations dans un environnement non contrôlé. Cet équipement doit être installé et utilisé à distance minimum de 20cm entre le radiateur et votre corps.

Software License

VIP**5602W**/VIP**5602WT**/VIP**5662W** Wireless IPTV Receiver
ARRIS Enterprises, Inc. ("ARRIS")
3871 Lakefield Drive
Suwanee, Georgia 30024, USA

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MEMTEST

Description: General-purpose memory testing functions.

Notes: Some of the constants in this file are specific to Arcom's Target188EB hardware. This software can be easily ported to systems with different data bus widths by redefining ';datum';.

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