VIP4402W OVERVIEW

Front/Top

A/V (audio/video) & Mini-Toslink
For connection to TV set or audio equipment (Standard Definition analog video and analog audio + optical digital audio). Use this connector only if your TV does not have HDMI or if you want to connect digital audio to a home cinema receiver via Mini-Toslink. Note that the analog video output is disabled when HDMI is connected.

ETHERNET
For broadband connection when no Wi-Fi network is available.

USB
For connection to external devices according to the instructions from your service provider.

Rear View

Power
For connection to the power supply included in the package.

HDMI
For connection to TV set (High & Standard Definition digital video and digital audio).

RESET
Press to reboot the set-top box.

Ambient operating temperature: 32–104° F at 0–95% non condensing humidity.

Voltage: 100–120 V ~, 50–60 Hz

Power supply unit: This Class III product, VIP4402W, shall be powered by the Limited Power Supply that is provided together with the product.

Maximum power consumption: 7.2 W

Caring for the Environment by Recycling
When you see this symbol on an ARRIS product, do not dispose of the product with residential or commercial waste. Some countries or regions, such as the European Union, have set up systems to collect and recycle electrical and electronic waste items. Contact your local authorities for information about practices established for your region.

Please recycle product packaging and this document.

Open Source Software Information
For instructions on how to obtain a copy of any source code being made publicly available by ARRIS related to software used in this ARRIS product you may send your request in writing to:
ARRIS
Software Pedigree Operations
2450 Walsh Avenue
Santa Clara, CA 95051
USA

The ARRIS website opensource.arris.com also contains information regarding use of open source. ARRIS has created the opensource.arris.com site to serve as a portal for interaction with the software community at large.

3871 Lakefield Drive
Suwanee, GA 30024
USA
www.arris.com

© 2016 ARRIS Enterprises, LLC. All rights reserved. No part of this publication may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from ARRIS Enterprises, Inc. ("ARRIS"). ARRIS reserves the right to revise this publication and to make changes in content from time to time without obligation on the part of ARRIS to provide notification of such revision or change. ARRIS and the ARRIS logo are all trademarks of ARRIS Enterprises, Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and the names of their products. ARRIS disclaims proprietary interest in the marks and names of others.

Manufactured under license from Dolby Laboratories, Dolby, Dolby Audio, Pro Logic, and the double-D symbol are registered trademarks of Dolby Laboratories.

The Bluetooth word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by ARRIS is under license.

ARRIS provides this guide without warranty of any kind, implied or expressed, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. ARRIS may make improvements or changes in the products(described in this manual at any time. The capabilities, system requirements and/or compatibility with third-party products described herein are subject to change without notice. This installation guide is produced by the manufacturer in the English language. Operators may elect to translate the installation guide. Any translated version of the installation guide is created purely for the convenience of the operator and end user, and the English language version is controlling and shall prevail. ARRIS hereby disclaims all liability for any translated versions of the installation guide created by an operator, for but not limited to, the content of any translated installation guide, the accuracy of the translation and any issues arising as a result of the translated installation guide, whether they be of an end user nature, legal nature or otherwise.

© 2016 ARRIS Enterprises, LLC. All rights reserved. No part of this publication may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from ARRIS Enterprises, Inc. ("ARRIS"). ARRIS reserves the right to revise this publication and to make changes in content from time to time without obligation on the part of ARRIS to provide notification of such revision or change. ARRIS and the ARRIS logo are all trademarks of ARRIS Enterprises, Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and the names of their products. ARRIS disclaims proprietary interest in the marks and names of others.

Manufactured under license from Dolby Laboratories, Dolby, Dolby Audio, Pro Logic, and the double-D symbol are registered trademarks of Dolby Laboratories.

The Bluetooth word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by ARRIS is under license.

ARRIS provides this guide without warranty of any kind, implied or expressed, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. ARRIS may make improvements or changes in the products(described in this manual at any time. The capabilities, system requirements and/or compatibility with third-party products described herein are subject to change without notice. This installation guide is produced by the manufacturer in the English language. Operators may elect to translate the installation guide. Any translated version of the installation guide is created purely for the convenience of the operator and end user, and the English language version is controlling and shall prevail. ARRIS hereby disclaims all liability for any translated versions of the installation guide created by an operator, for but not limited to, the content of any translated installation guide, the accuracy of the translation and any issues arising as a result of the translated installation guide, whether they be of an end user nature, legal nature or otherwise.
**Federal Communication Commission Interference 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.

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 causes 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 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.

**Placing**

Never place the set-top box on top of or close to any heat sources such as electronic devices. Doing so will reduce life time and may cause irreparable damage or malfunction. Note that the ambient temperature must be below 104°F. Be sure to maintain necessary space around the set-top box to allow for proper ventilation. Never use the set-top box outside.

The set-top box is designed to stand on a horizontal surface. It can alternatively be mounted on the wall using the fittings on the bottom side. To mount, use M3.0 x 38 mm (46 x 11/2 inch) screws with a flat underside and maximum screw head diameter of 6.0 mm. This product package can include a Bluetooth® Smart remote control which makes it possible to place the set-top box in a hidden position without line-of-sight from the remote control. There is also an IR receiver in the front panel for users with multi-remote controls of other brands than ARRIS. When using an IR remote control one line-of-sight between the front side of the set-top box and the remote control is still required. Modern flat screen TV sets and low energy lamps emit light that in some cases may interfere with the IR signal used by remote controls. Note that metallic surfaces and objects can interfere with the operation of Wi-Fi and/or Bluetooth® wireless technology. If the remote control is not working properly, try altering the position of the set-top box relative to the remote control if the Wi-Fi connection is not working properly, try altering the position of the set-top box relative to the Wi-Fi access point.

**Connect to the TV set**

Connect the cable between the set-top box and the HDMI connector on the TV set. This is the preferred method and no other video/audio connection is needed when HDMI is used. Note that the analog video output is disabled when HDMI is connected.

To display the picture from the set-top box, the TV set must be switched to the correct external input. This is either done automatically or manually, using a button on the TV remote control. See your TV user’s guide for instructions.

**Connect to power**

Connect the power supply to the DC jack on the set-top box and to a power outlet.

**Connect to the TV set**

Connect an HDMI cable from the set-top box and the HDMI connector on the set-top box. This is the preferred method and no other video/audio connection is needed when HDMI is used. Note that the analog video output is disabled when HDMI is connected.

To display the picture from the set-top box, the TV set must be switched to the correct external input. This is either done automatically or manually, using a button on the TV remote control. See your TV user’s guide for instructions.

**Connect to broadband via Ethernet**

If you do not have a Wi-Fi network in your home or if the Wi-Fi network is out of reach or unsuitable for video distribution, connect an Ethernet cable between the set-top box and the router/modem or the Ethernet wall connector as indicated by your broadband operator. Once connected, remove and reinset the power cable to restart the set-top box.

**INSTALLATION OPTIONS**

Connect video/audio with HDMI through a Home Theater system or HiFi equipment.

Choose from below the option that best suits your system configuration.

1. Digital audio equipment with HDMI input: Connect the HDMI cable from the set-top box to the home theater receiver, and the home theater receiver HDMI output to the TV set.
2. Digital audio equipment without HDMI input: Connect the HDMI cable from the set-top box to the TV set and an optical Mini Toslink to Toslink cable from the set-top box AV output to the home theater receiver.

Note: you may have to change your settings for the TV set to ensure the digital output is properly transmitted from the TV set.

**Connect to power**

Insert the batteries in the remote control. The remote control will initiate automatic pairing with the set-top box when batteries are inserted or on any key press.

**Prepare the remote control**

Insert the batteries in the remote control. The remote control will initiate automatic pairing with the set-top box when batteries are inserted or on any key press.

**NOTE:** Do not use any power supply other than the one supplied with the product. Doing so may cause fire or seriously damage the set-top box.

**NOTE:** For further information about using your Remote Control Unit, consult the Remote Control Unit’s User Manual.

**Connect to your Wi-Fi broadband**

Programs and services for the VIP4402W are transmitted over the air from a wireless Access Point. The Access Point, in turn, is connected to your home network gateway device. The Access Point uses Wi-Fi Protected Setup (WPS) to identify, authorize, and manage traffic to and from its client devices.

Register the VIP4402W with the Access Point

Before your VIP4402W can receive any programming, it must be registered as an authorized device with the Access Point. Run the WPS procedure as follows.

1. When the VIP4402W starts up, a prompt will appear on your TV screen asking if you wish to connect.
2. On the Access Point, press the WPS button to activate the WPS process. Consult your Access Point User Manual for additional information, as necessary.
3. On the remote control unit, press the OK or Select button.
4. An icon appears on the TV screen, indicating that the connection sequence is in process. When three horizontal dots appear, the connection is successful.
5. On the front of the VIP4402W, 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 VIP4402W.