

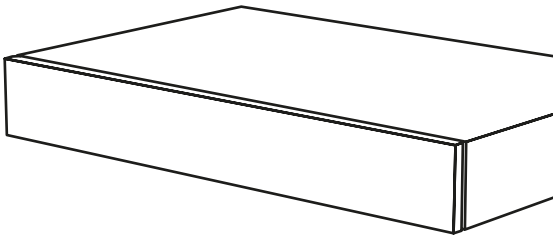


androidtv



Android TV™ device  
MAG500A

Instruction Manual



## Regulatory information

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### UK

This equipment has been tested and found to comply with the essential requirements of the following Regulations: The Radio Equipment Regulations 2017, The Electrical Equipment (Safety) Regulations 2016, Electromagnetic Compatibility Regulations 2016. This product is in accordance with The Waste Electrical and Electronic Equipment Regulations 2013. Hereby, Telecommunication Technology LLC declares that Android TV device MAG500A with the radio equipment type 802.11a/b/g/n/ac + Bluetooth Low Energy is in compliance with the Radio Equipment Regulations 2017. The full text of the declaration of conformity is available at the following internet address: [www.infomir.eu/eng/support/declarations](http://www.infomir.eu/eng/support/declarations) This device is certified for indoor deployment only in the 5150-5350 MHz band. Do not install or use this device outdoors in that frequency in the UK.

### EU

This equipment has been tested and found to comply with the essential requirements of the following Directives: 2014/30/EU, 2014/35/EU, 2014/53/EU, 2009/125/EC, 2011/65/EU. This product is in accordance with Directive WEEE 2012/19/EU. Hereby, Telecommunication Technology LLC declares that Android TV device MAG500A with the radio equipment type 802.11a/b/g/n/ac + Bluetooth Low Energy is in compliance with the 2014/53/EU Directive. The full text of the EU declaration of conformity is available at the following internet address: [www.infomir.eu/eng/support/declarations](http://www.infomir.eu/eng/support/declarations) This device is certified for indoor deployment only in the

5150-5350 MHz band. Do not install or use this device outdoors in that frequency in the European Union.

### FCC

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 when the equipment is operated in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, 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 to 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.

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**FCC Caution:**

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:**

Unauthorized antennas, modifications, or attachments could damage the device and violate FCC regulations. Changes or modifications not expressly approved by responsible party could void the user's authority to operate the equipment.

**FCC Radiation Exposure Compliance:**

This equipment complies with radio frequency (RF) exposure limits set forth by the Federal Communications Commission for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device is certified for indoor deployment only in the 5150 – 5250 MHz band. Do not install or use this device outdoors in that frequency in the United States.

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## Warranty

**Warranty term:**

Europe, MEASA and Oceania:

2 years from date of sale (but not more than 2,5 years from manufacture date).

The USA, Americas, Russia, Ukraine and other regions:

1 year from date of sale (but not more than 1,5 years from manufacture date).

See the date of manufacture at «Product Information» section. By virtue of the present Coupon, the absence of defects in manufacturing of the product and its compounds is warranted for a year-term counted since date of sale. If during the mentioned warranty term the defects of materials or operation of product will be found, the product would be repaired or its defective parts would be replaced free of charge in the warranty processing center with compliance with warranty conditions.



## Warranty

### Warranty Service Coupon

(to be filled in by a shop-assistant)

Date of Sale: \_\_\_\_\_

Seller: \_\_\_\_\_

Address of Seller: \_\_\_\_\_  
\_\_\_\_\_

Place of Stamp

I have no claims as to appearance and package contents. I accept the warranty conditions.

Signature of Customer: \_\_\_\_\_

Manufacturer:

Telecommunication Technologies LLC,  
1 Mytna Square, Odesa, 65026, Ukraine

## Warranty processing centers

### Europe:

ZLS Services GmbH  
Hamburger Allee 56  
60486, Frankfurt am Main, Germany  
Tel.: +49 6196 204 83 18  
e-mail: warranty@infomir.com

### The USA, Canada and Latin America:

Infomir USA  
174 Bay 49<sup>th</sup> Street  
Brooklyn, NY 11214 USA  
Tel: +1 631 482 66 36  
e-mail: sales@infomirusa.com

### Russia, Belarus:

Tel.: +38 048 759 09 00  
e-mail: warranty@infomir.com

### MEASA and Oceania:

PROGRESSIVE TECHNOLOGY F.Z.E  
Warehouse B1-40  
Sheikh Rashid Bin Saeed Al Maktoum Street  
Ajman Free Zone, 45573, Ajman, UAE  
Tel: +971 6 740 37 55  
e-mail: warranty@infomir.com

### Ukraine:

Telecommunication Technologies LLC  
4/D, Nebesnoi Sotni Avenue  
Odesa, 65121, Ukraine  
Tel: +38 048 759 09 00  
e-mail: warranty@infomir.com

## Warranty conditions

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1. The present warranty is only valid if the defective product is provided with property filled in Warranty Service Coupon. If date of sale is not pointed, the warranty term is counted since date of the product manufacturing which is defined under serial number. Warranty processing center reserves the right to refuse free warranty service and parts replacement in case the mentioned above documents are not presented or the filled in it information is not complete or unreadable.
  2. The present warranty does not enable the right for compensation and cover of loss received as a result of rearrangement of the product.
  3. The present warranty is invalid if model or serial number of the product is altered, erased, removed or unreadable, or warranty seal is broken.
  4. The present warranty does not cover the following:
    - 4.1. Any adaptations and alterations with the aim of perfection and widening of the common scope of the product application specified in the Manual.
    - 4.2. Devices and accessories not specified in the "Product Information" section.
    - 4.3. The batteries for the remote control included with the Set-Top Box.
    - 4.4. Damage caused in result of:
      - a) Improper maintenance including but not limited by following:
        - (1) use of the product not according to its intended purpose or Manual;
        - (2) mounting and maintenance of the product in conditions not corresponding to safety standards and regulations valid in the country of use;
      - (3) incorrect software installation provided by service operator.
    - b) Repair performed by not authorized service centers or dealers;
    - c) Accidents, lightning stroke, flood, fire, incorrect ventilation;
    - d) Transporting excluding cases when it is carried out by warranty processing centers;
    - e) Faults of system in which the present product had been using.
  5. These warranty conditions do not intend to restrict or limit in any way statutory rights of customers which may not be altered in some jurisdictions and other customers' rights which may arise out of any agreements with third parties, provided that nothing contained in such agreements states or implies that the manufacturer or manufacturer affiliates assume any obligations or liabilities other than those expressly stipulated in this Warranty Service Coupon.
- While maintaining warranty liabilities on product repair or replacement, Manufacturer takes no responsibilities for personal data safety, including logins, passwords, paid or free subscriptions, settings, portals, media files, content and software installed or set up by Customer or other third parties.

## Copyrights and Trademarks

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### Software Use Agreement

**IMPORTANT:** READ CAREFULLY: WHEN USING THE SOFTWARE WITH YOUR DEVICE, YOU AGREE THEREBY WITH EVERY CLAUSES OF THE SOFTWARE USE AGREEMENT. IF YOU DO NOT AGREE WITH THE TERMS AND CONDITIONS OF THE SOFTWARE USE AGREEMENT, YOU SHOULD IMMEDIATELY STOP USING THE DEVICE AND RETURN IT TO YOUR SERVICES PROVIDER COMPLETELY.

### License provision. Limitations

According to this Agreement, Telecommunication Technologies LLC and your services provider are jointly to provide you with non-exclusive and non- transferrable license, without the right to sublicense, for use of all software and documents with the product only. You recognize and acknowledge that Telecommunication Technologies LLC and

your services' provider may regularly renew, change or extend the product software abilities. You confirm that:

- a) You will not take attempts to change, extend, or decompile, disassembly, or redesign, nor otherwise get access to the software source code.
- b) You will not take attempts to delete or upload the product software. Any sale or transfer of the product will be ruled hereby.

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## Copyrights and Trademarks

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## Terms of using

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### Safe and Efficient Using

Device does not contain harmful or hazardous substances.

### Accessories

Use the accessories supplied with your arrangement or recommended by the manufacturer only. Using of the accessories which are not supplied or not sanctioned by the manufacturer may be dangerous for the User or do harm to the arrangement operation. Using of the not appropriate accessories eliminates guarantees of the product therewith.

### Water and Moisture

To avoid damage that can cause ignition of the present product or lesion to the User with electrical current, the product and its accessories should not be undergone with any liquids, rain or high moisture. Do not use the present product in the places where it may be exposed to the contact with a liquid or vapor.

**CAUTION!** GOOGLE ASSISTANT IS NOT AVAILABLE IN CERTAIN LANGUAGES AND COUNTRIES.

## The Product Unpacking and Installation

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After the product extraction out of the package it is necessary to handle it with care, do not drop, shake it and afford other influence. The product is designed for horizontal allocation onto flat surface. The product is intended for use indoors.

- Do not place the product onto slippery surface, in place where it may be exposed to vibration or hazard to drop and other possible risks to the product to be damaged which may cause invalidation the product warranty.
- Do not leave the product on soft surfaces such as rugs, beds, etc. The absence of an air gap between the body of the set-top box and the surface can lead to overheating and void the warranty.
- Do not locate the product into the furniture in case of vacant clearance around the product is not provided for the sufficient product ventilation.
- Do not place the product in place where it may be exposed to influence of direct sunlight, next to the sources of open fire and convectors.
- Do not dispose the product on surfaces which in operating process may get warm, for instance, video record player or intensifier and do not put anything on the top of the shell as well.
- Do not cover the product with anything.
- Containing liquids objects, such as vase, plant pot are not to be placed next to or on the product.
- Do not touch or move the product during its operation.
- Switch off the product if you need to shift it.

The power supply cord is to be put to prevent its deformation and jamming and touching it well. The power supply cord

is not to be laid under the carpets or blocked with anything where any damage may not be noticed.

### **Power supply unit**

The product should be used with power supply unit provided by the manufacturer only. The power supply unit is fitted out with plug which is intended for connecting to socket in your country usage. In case of the necessity in the product connecting in other country or in the region with other data of electric circuit the power supply unit adopted for use in the specified area should be received from the manufacturer. For AC/DC Adapter, the socket outlet must be near the equipment and shall be easily accessible.

### **Operation**

The outer power supply unit of the product is getting warm in operation. In case of outer power supply unit gets hot, switch off promptly and get in touch with the equipment supplier for its replacement.

### **Protection from atmospheric electricity or not using for a long time**

On coming the thunderstorm and also in case of the product is intended to be in no use for a long time, disconnect the power supply cord out of socket, switch off Ethernet, video and audio cables. It is to protect the product from thunder discharges and power surges in the circuit.

### **Usage with Plasma Displays**

In the product usage for watching with plasma screens do not pause the picture for more than 5 minutes, otherwise it with



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other objects as may cause 'burn-out' pixels on the screen. It is not considered as a defect of the product but peculiarity of plasma screens structure. The producer does not bear the responsibility for damages had been caused in such manner.

### **The Arrangement Designation**

The product is intended to select digital audio & video channels from transport streams, decode and display them on TV. Any other use is prohibited. It means Telecommunication Technologies LLC insists on the product usage in entirely accordant to the law of copyright. The compliance with the specified laws leaves on conscience of the user. The unauthorized copying of the protected materials or spreading of the specified copies under definite conditions may violate the law of copyright and is to be previously adopted by possessor of the rights for the further commercial use.

### **Updating Software**

The product possesses the capability of automatic software updating. The manufacturer and your services provider reserve the right for automatic software updating to improve the product functional capability. During the software updating the product should not be used for watching and switched off until the complete software updating. During the software updating the product switching off is inadmissible. The updating takes several minutes and since then you are able to continue enjoy on all delights of digital television services.

## **Product Care**

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### **Maintenance of Product**

The product should not be disassembled. The tries of the disassembling of the product may be dangerous for your life and for serviceability of the product. The self-supporting disassembling invalidates you the product warranty. The maintenance should be affected by qualified specialists in the warranty processing centers only. The product possesses protective sealing. Breaking or changing of the mentioned sealing invalidates guarantee of the product.

### **Cleaning**

The product and accessories should be rubbed with dry cloth or tissue only. To ensure safety, before shell cleaning switch the power supply off the alternative current socket. The shell may be cleaned from persistent spots with a slightly wet cloth or cleaning tissue. Do not use cleaner or polish, benzyl, solvents, abrasive items, liquid or aerosol detergent means for the product and accessories cleaning.

## Specifications

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### Physical Parameters

Model: MAG500A. Weight: 110 g (3,88 oz)  
Dimensions (approximately): 78 mm (3.07") depth,  
120 mm (4,72") width, 21 mm (0.83") height

### Operation temperature and Humidity

1°C - 40°C (33,8 F - 104 F); 5% ~ 93%RH

### Ethernet Interface

Ethernet Connector: RJ-45. Speed: Auto-choice, 10/100 Mbit/s  
Indicators: Green – Activity, Yellow – Connection

### Wi-Fi Interface

Built-in Wi-Fi Dual-band a/b/g/n/ac 2x2 MIMO  
Operating frequency bands:  
802.11 b/g/n 2400 MHz ~ 2497 MHz,  
802.11 a/n/ac 4900 MHz ~ 5845MHz  
Output power (E.I.R.P.):  
IEEE 802.11 a/b/g/n/ac <20 dBm (100mW)  
Internal Antenna gain (max): 3,11 dBi (5GHz), 2,69 dBi (2.4GHz)

### Bluetooth Interface

Bluetooth 5.0  
Operating frequency bands: 2402-2480 MHz  
Output power (E.I.R.P.): <20 dBm (100 mW)  
Internal Antenna gain (max): 0 dBi

### HDMI Interface

Type: HDMI 2.1

### USB Interface

Type: USB2.0 x 1 pcs., USB 3.0 x 1 pcs.

### Supported Audio-Video Formats

Video codecs: H.265/HEVCMain/Main10 profile, AVC/H.264  
(MPEG-4 Part 10), MPEG-4, MPEG-2, MPEG-1  
Video containers: TS, MTS, AVI, MPEG, MP4, MOV, MKV, M2TS,  
VOB, RM  
Audio Decoder: MP3, AAC, RM, FLAC, Ogg, programmable  
with 7.1/5.1 down-mix  
This product supports Dolby Digital Plus™  
Subtitles: SRT, SSA/ASS, TTXT, WEBVTT  
Supported video modes: 4Kx2K, 1080i/p, 720p, 576i/p, 480i/p  
Playlist formats: M3U, M3U8, PLS

### Power supply Interface

Connector: DC cylindrical 1.35 mm x 3.5 mm  
Type: center plus. Input: 5 V  
Power Consumption: max 5W in typical conditions

### External Power Supply Unit

Type: Pulse with universal inlet  
Input: 90-264 V AC, 50-60Hz, 0.4A max  
Output: 5 V DC, 2A, 10W

### Package

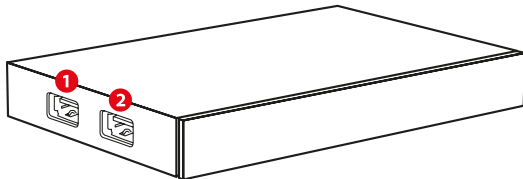
Type: cardboard box. Dimensions (approx.): 189 mm (7,44")  
width, 62 mm (2,44") depth, 124 mm (4,88") height.  
Shipping weight: 447 g (15.83 oz)

*NOTE: SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.  
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## About your MAG500A

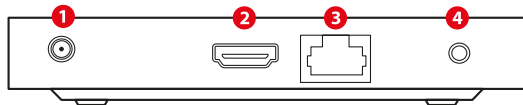
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### Front Panel



- 1. USB 2.0
- 2. USB 3.0

### Back Panel



- 1. Power Supply 5V
- 2. HDMI 2.1
- 3. Ethernet LAN port
- 4. Fn – Reset to factory settings/  
Load from the first U-boot/  
“Emergency” – Load the basic software  
from USB/DHCP

## Connecting to MAG500A

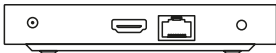
### Step 1

Connect HDMI Cable



### Step 2

Connect Power Supply Unit



### Step 3

Connect to the Internet  
(via Ethernet or Wi-Fi)





**WARNING!** SWITCH OFF ALL THE DEVICES (TV, AMPLIFIER, ETC.)  
AND TAKE THE POWER SUPPLY UNIT OUT OF THE SOCKET BEFORE  
CONNECTING OR DISCONNECTING ANY CABLE.

## MAG500A Setup Guidelines

### How to set up the remote control if the set-top box does not respond to it?

Check on how the set-top box responds to pressing the BT-Omni Opal's buttons after each step

1. Make sure the remote control batteries are charged.  
Afterward, the battery level can be found in the settings menu › next to the corresponding line for the remote control (Settings › Remotes & Accessories › Infomir Opal › Battery).
2. Reboot your MAG500A by turning it off and on again.
3. Try to reconnect the remote:
  - Press the Fn button on the back of the set-top box and hold it down until the pairing screen appears (about 3 s);
  - Switch the remote control to pairing mode (press and hold down the OK  and HOME  buttons until the LED indicator starts blinking).
4. If the remote control still can't connect:
  - Connect an alternative input device to the set-top box, e.g. a keyboard, mouse, or IR remote control;
  - In the set-top box settings, you need to delete all the saved remote controls (Settings › Remotes & Accessories › choose the remote control, e.g. Infomir OPAL › Unpair › OK);
  - Reset the remote control and try to reconnect it as described in Step 3. Find out more about how to reset the device in the 'Using the Remote Control' section.

## MAG500A Setup Guidelines

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### How to reconnect your MAG500A to a Wi-Fi network?

Check on the connection after each step

1. Make sure the MAG500A is not connected to the network via Ethernet cable.
2. Make sure you have entered the correct password.
3. Reboot your MAG500A.
4. Make sure your router is working properly. Check whether you can connect to the same Wi-Fi network using other devices.
5. If you cannot find your network in the list, the network name (SSID) may be hidden. Try to add your network manually in the menu (Settings › Network › Add a network).

### How to connect a Bluetooth device (keyboard, headphones, speakers, etc.)?

Check on the connection after each step

1. Switch your Bluetooth device to pairing mode (read its user manual to find out how to enable pairing mode for this Bluetooth device)
2. Reboot your Bluetooth device (turn off and on).
3. Reboot your MAG500A.

### How to wake the MAG500A from sleep mode?

If the set-top box is inactive for a long time, 'sleep mode' is activated. You can also activate it by using the On/Off button on the remote control. If you have a hard time waking the set-top box from sleep mode:

1. Make sure your MAG500A is connected to the power supply. To do that, check the LED indicator on the set-top box. If the

LED indicator, which is on the front panel, is red, the set-top box has power.

2. Make sure the remote control is working properly and has sufficient battery power.
3. Unplug the power cord, wait for 10 seconds, and plug it back in. The LED indicator on the set-top box will turn white, and the main boot screen will be displayed.

### What to do if Google Assistant doesn't work?

Test the voice search after each step

1. Check your Internet connection.
2. Make sure you are logged into Google account on the MAG500A. You can add a new account in the menu (Settings › Accounts & Sign-in › Add Account).
3. Make sure you have enabled the appropriate permissions for the voice search. This can be checked in the menu (Settings › Device Preferences › Google Assistant › Accept permissions).
4. Reboot your MAG500A.

If nothing helps, please contact the Service Center for assistance.

## Using the Remote Control

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### Remote Control Omni Opal

This section explains how to unpack Remote Control (RC) and prepare it for work. Remote Control requires two batteries type AAA, R03, LR03, UM-4, 286.

#### First time installation of RC

When you turn the STB on for the first time, a setup wizard will appear on your screen to show you how to correctly pair the RC to the STB. Simply follow the on-screen instructions.

#### Manual RC Pairing

1. Hold (>3s) the «Fn» button on the back panel of the STB to start the pairing process.
2. Press the OK  + Home  buttons on the RC simultaneously for 3 seconds.
3. If pairing is successful, the LED will blink red to confirm.

#### Resetting the RC

1. Press EPG  and Apps  buttons simultaneously for 3 seconds, the LED will then start blinking quickly.
2. While the red LED is blinking (within 5 seconds) press the Select button to confirm the deletion.
3. Once deleted, the red LED will light up within 5 seconds, then the Remote will sleep.

Once you have reset the RC settings, you can pair it to the Set-Top Box as described above.

### Important information about using batteries

Do not mix different types of battery or old and new batteries. Do not use rechargeable batteries with the remote control. Remove the batteries from the remote control if you are not

going to use it for several weeks, to avoid the risk of leakage. Please respect your environment and any local regulations and dispose of old batteries in a responsible manner.

#### The battery charge level

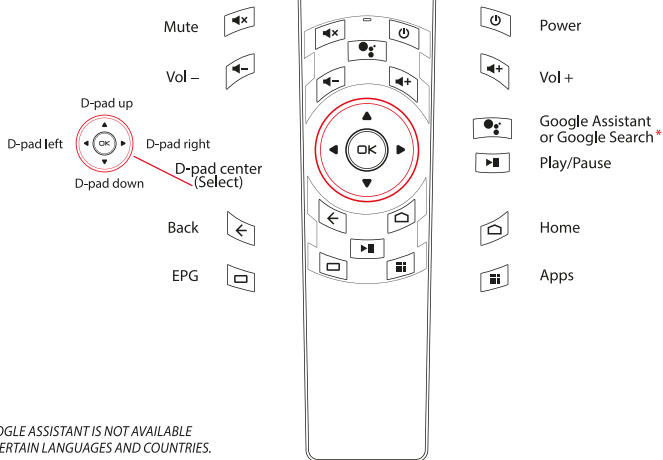
If the batteries were not replaced in time, and they are completely discharged, after replacing them the device may not respond to the remote control, you must re-pair the remote control to the device for it to work again.

For normal and stable remote control operation do not discharge batteries below 10%. You can monitor the battery charge level in the corresponding section of the Device menu (Settings > Remote control and accessories > Infomir Opal > Battery).

**CAUTION!** DO NOT ATTEMPT TO RECHARGE THE BATTERIES. IMMEDIATELY REMOVE ANY LEAKING BATTERIES. TAKE CARE WHEN HANDLING LEAKING BATTERIES AS THEY MAY CAUSE BURNS TO THE SKIN OR EYES, OR OTHER PHYSICAL INJURIES.

## Remote Control Omni Opal

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## Product information

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Product:

Serial Number:

MAC:



970618

### **The set includes the following:**

Set-Top Box	- 1 pcs.
External Power Supply 5 V	- 1 pcs.
HDMI cable length less than 3 m	- 1 pcs.
Remote Control	- 1 pcs.
AAA batteries	- 2 pcs.
Instruction manual	- 1 pcs.
Package box	- 1 pcs.