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zidoo Z9X PRO

Zidoo Z9X PRO 4K HDR Media Player User Manual

Model: Z9X PRO

Introduction

The Zidoo Z9X PRO is a high-performance 4K HDR Media Player designed for superior video and audio playback. Featuring an RTD1619BPD Quad-core 64bit processor, 4GB DDR4 RAM, and 32GB eMMC storage, it runs on Android 11 OS. This device incorporates the VS10 image processing engine for low-latency, high-quality Dolby Vision output, and supports a wide range of HDR formats including HDR10, HLG, HDR10+, and Dolby Vision. It is engineered to meet both Blu-ray and Hi-Fi audio needs, supporting lossless audio playback up to DSD256/PCM 192KHz sampling rate.

Safety Information

- Ensure proper ventilation around the device to prevent overheating.
- Do not expose the device to water, moisture, or extreme temperatures.
- Use only the provided power adapter.
- Avoid placing heavy objects on top of the device.
- Do not attempt to disassemble or repair the device yourself. Refer to qualified service personnel.
- Keep the device away from strong magnetic fields.

Package Contents

Please check the box for the following items:

- Zidoo Z9X PRO Media Player
- Remote Control
- Power Adapter
- HDMI Cable
- User Manual (this document)
- Wi-Fi Antennas (x2)

Product Overview

Familiarize yourself with the Zidoo Z9X PRO's various components and connection ports.



Figure 1: Front view of the Zidoo Z9X PRO, showing the display and Zidoo logo.



Figure 2: Angled front view, highlighting the sleek design and front panel.



Figure 3: Side view of the Zidoo Z9X PRO, showing USB 2.0 ports for connecting external devices.



Figure 4: Rear view of the Zidoo Z9X PRO, displaying all connectivity ports including Gigabit LAN, USB 3.0, HDMI, Optical, AV Out, RS232, DC 12V power input, and power switch.

Port Descriptions:

- **Gigabit LAN:** For wired network connection.
- **USB 3.0:** High-speed data transfer for external hard drives or USB sticks.
- **USB 2.0 (x2):** For connecting various USB devices.

- **HDMI Out:** Connects to your TV or display for video and audio output.
- **Optical (SPDIF):** Digital audio output for sound systems.
- **AV Out:** Analog audio/video output.
- **RS232:** Serial port for control systems.
- **DC 12V:** Power input port.
- **Power Switch:** To turn the device on/off.
- **SATA 3.0:** Internal port for connecting a 3.5-inch or 2.5-inch SATA hard drive (up to 16TB).

Setup

1. Connecting to Your Display

1. Connect one end of the HDMI cable to the **HDMI Out** port on the Zidoo Z9X PRO.
2. Connect the other end of the HDMI cable to an available HDMI input on your TV or display. Note the HDMI input number (e.g., HDMI 1, HDMI 2).

2. Network Connection

You have two options for network connectivity:

Wired Connection (Recommended for 4K Streaming):

- Connect an Ethernet cable from your router or network switch to the **Gigabit LAN** port on the Zidoo Z9X PRO.

Wireless Connection:

- Screw the two Wi-Fi antennas firmly into the antenna ports on the rear of the device.
- During initial setup, you will be prompted to select your Wi-Fi network and enter the password. The device supports 2.4G+5G dual-band WiFi 6.

3. Power Connection

1. Connect the power adapter to the **DC 12V** port on the Zidoo Z9X PRO.
2. Plug the power adapter into a wall outlet.
3. Flip the **Power Switch** on the rear of the device to the "ON" position. The device will power on and the front display will illuminate.

4. Connecting Storage Devices

The Zidoo Z9X PRO supports various storage options:

- **External USB Drives:** Connect USB hard drives or flash drives to the USB 3.0 or USB 2.0 ports. The device supports drives up to 16TB.
- **Internal SATA Drive:** The Z9X PRO features an internal SATA 3.0 port. To install an internal 3.5-inch or 2.5-inch SATA hard drive, carefully open the device casing (refer to advanced setup guides if necessary, or consult Zidoo support).

Operating Instructions

Initial Setup and Navigation

1. **First Boot:** Upon first power-on, the device will guide you through an initial setup wizard. Follow the on-screen prompts to select language, connect to Wi-Fi (if not using wired), and configure basic settings.
2. **Remote Control:** Use the included remote control to navigate the Android 11 interface. The directional pad (D-pad) is used for movement, the "OK" button for selection, and the "Back" button to return to the previous screen.
3. **Home Screen:** The home screen provides access to pre-installed applications, media libraries, and system settings.

Media Playback

The Zidoo Z9X PRO excels at playing various media formats:

- **Local Media:** Access content from connected USB drives or internal SATA drives via the "Media Center" or "Home Theater" applications.
- **Network Media:** Stream content from your PC, NAS (Network Attached Storage), or phone using protocols like NFS, SMB V1/V2/V3, and UPnP. Configure network shares within the device's settings.
- **Supported Formats:** Supports 4K@60Hz, 12Bit, BD/UHD BDMV/ISO, MVC 3D (Blu-ray MKV), MKV, TS, AV1 decoding, HDR (HDR10/HLG/HDR10+/Dolby Vision). For audio, it supports Master-level DSD (SACD ISO, DFF, DSF) and lossless CD formats (WAV, APE, FLAC) up to DSD256/PCM 192KHz.

Applications and Settings

- **App Installation:** Download and install applications from the pre-installed app store or by sideloading APK files.
- **System Settings:** Access settings to configure display resolution, audio output, network settings, language, date/time, and more.
- **OTA Updates:** The device supports Over-The-Air (OTA) updates. Regularly check for and install updates to ensure optimal performance and access to new features.

Maintenance

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid cleaners or aerosols.
- **Software Updates:** Periodically check for system updates in the settings menu to ensure your device has the latest features and bug fixes.
- **Storage Management:** Regularly manage your internal and external storage to free up space and maintain performance. Delete unnecessary files or uninstall unused applications.
- **Ventilation:** Ensure the device is placed in a well-ventilated area and that its ventilation holes are not blocked.

Troubleshooting

Problem	Possible Cause	Solution
No power	Power adapter not connected; Power switch off; Faulty outlet.	Ensure power adapter is securely connected. Turn on the power switch on the rear. Try a different power outlet.
No video output	HDMI cable loose/faulty; Incorrect HDMI input selected on TV; Display resolution issue.	Check HDMI cable connections. Select the correct HDMI input on your TV. Try a different HDMI cable. Restart the device.
No audio output	Volume too low; Incorrect audio output setting; Faulty audio cable.	Increase volume on TV/receiver and device. Check audio output settings in device menu (HDMI, Optical, AV). Ensure audio cables are connected correctly.

Problem	Possible Cause	Solution
Cannot connect to network	Incorrect Wi-Fi password; Router issue; Ethernet cable loose.	Verify Wi-Fi password. Restart your router. Ensure Ethernet cable is securely connected. Try connecting to a different network or using a different method (wired/wireless).
Remote control not working	Batteries drained; Obstruction between remote and device; Remote not paired (if Bluetooth).	Replace batteries. Remove any obstructions. Ensure remote is pointed at the device's IR receiver. If it's a Bluetooth remote, re-pair it according to device instructions.

Specifications

Feature	Detail
Model	Z9X PRO
Processor	RTD1619BPD Quad-core 64bit
RAM	4GB DDR4
Storage	32GB eMMC
Operating System	Android 11
Video Engine	VS10 Image Quality Engine
HDR Support	HDR10, HLG, HDR10+, Dolby Vision
Video Output	4K@60Hz, 12Bit
Audio Playback	Master-level DSD (SACD ISO, DFF, DSF), Lossless CD (WAV, APE, FLAC) up to DSD256/PCM 192KHz
Connectivity	Gigabit LAN, Wi-Fi 6 (2.4G+5G dual-band), Bluetooth 5.2
Ports	SATA3.0x1, USB3.0x1, USB2.0x2, HDMI Out, Optical (SPDIF), AV Out, RS232, DC 12V
Dimensions	7.45 x 5.1 x 1.04 inches
Weight	2.53 pounds

Warranty and Support

Zidoo provides dedicated service and support for its products. For any issues or inquiries regarding your Zidoo Z9X PRO, please refer to the following:

- **Warranty Information:** Please refer to the warranty card included in your product packaging or visit the official Zidoo website for detailed warranty terms and conditions.

- **Technical Support:** For technical assistance, troubleshooting, or general inquiries, you can email the seller or visit the official Zidoo website for their support contact information.
- **Online Community:** Zidoo maintains a home theater forum on their official website where users can find answers, share experiences, and get assistance from the community and Zidoo representatives.
- **Firmware Updates:** Regularly check the official Zidoo website for the latest firmware updates to ensure optimal performance and access to new features.

Zidoo values your suggestions and opinions and is committed to continuously improving its products and services.

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