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zidoo Z2000 PRO

Zidoo Z2000 PRO 4K Media Player

USER MANUAL

1. Introduction

The Zidoo Z2000 PRO is a high-performance 4K media player designed for an immersive home theater experience. It features the advanced RTD1619BPD chipset, runs on Android 11 OS, and supports a wide range of HDR technologies including HDR10, HLG, HDR10+, and Dolby Vision. With its robust hardware and comprehensive connectivity options, the Z2000 PRO delivers exceptional video and audio quality for your digital media library.

Key features include:

- **Powerful Processor:** Equipped with RTD1619BPD Quad-core 64bit high-performance processor.
- **Ample Memory:** 4GB DDR4 RAM and 32GB eMMC internal storage.
- **Advanced HDR Support:** Supports HDR10, HLG, HDR10+, and Dolby Vision for vibrant visuals.
- **High-Fidelity Audio:** Supports master-level DSD (SACD ISO, DFF, DSF) and lossless CD formats (WAV, APE, FLAC) up to DSD256/PCM 192KHz.
- **Flexible Storage:** Hidden HDD bay (SATA 3.0) and multiple USB ports (USB 3.0 x1, USB 2.0 x2) supporting up to 16TB drives.
- **Modern Connectivity:** Bluetooth 5.2, Gigabit Ethernet, and 2.4G+5G dual-band WiFi 6.

2. Package Contents

Please check the package contents upon unboxing. If any items are missing or damaged, contact your retailer or Zidoo support immediately.

- Zidoo Z2000 PRO 4K Media Player
- Remote Control
- Power Adapter
- HDMI Cable
- SATA Cable (for internal HDD connection)
- User Manual (this document)

3. Product Overview



Figure 3.1: Front view of the Zidoo Z2000 PRO media player, showing the display, power button, and Zidoo branding.



Figure 3.2: Rear panel of the Zidoo Z2000 PRO, illustrating various connectivity ports including power input, Gigabit LAN, HDMI, USB 3.0, Optical, Coaxial, and analog audio/video outputs.

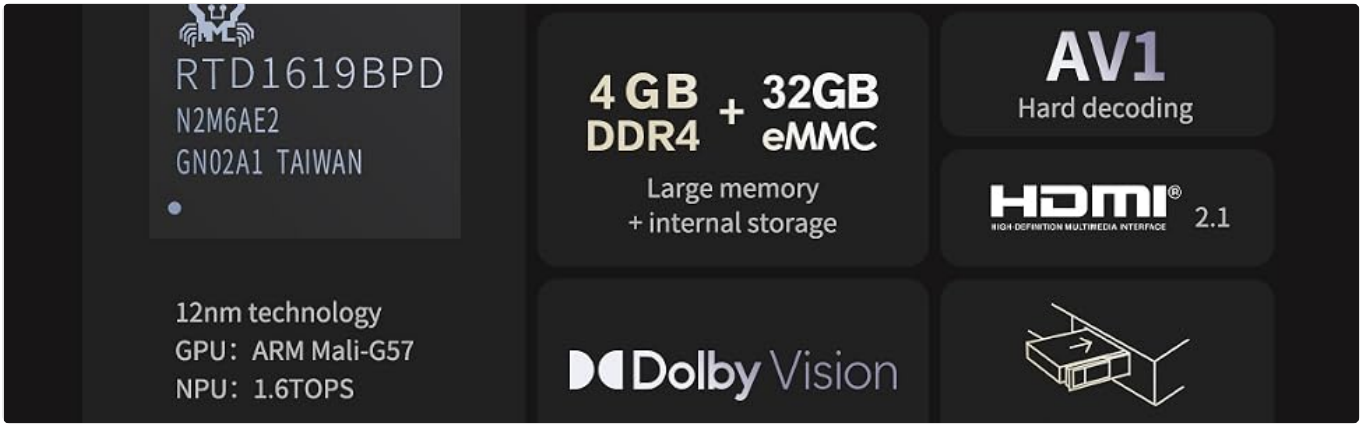


Figure 3.3: Diagram highlighting key internal components and features: RTD1619BPD chipset, 4GB DDR4 + 32GB eMMC memory, AV1 hard decoding, HDMI 2.1, Dolby Vision support, and hidden HDD bay.

4. Setup Guide

4.1 Connecting the Device

1. **Power Connection:** Connect the provided power adapter to the "AC" port on the rear panel of the Z2000 PRO and then plug it into a power outlet.
2. **HDMI Connection:** Use the supplied HDMI cable to connect the "HDMI OUT" port on the Z2000 PRO to an HDMI input on your TV or AV receiver. For 4K HDR content, ensure your display and receiver support HDMI 2.0 or higher.
3. **Network Connection (Optional):**
   - **Wired:** Connect an Ethernet cable from your router or network switch to the "GIGABIT LAN" port on the Z2000 PRO.
   - **Wireless:** The device supports 2.4G+5G dual-band WiFi 6. You will configure this in the system settings after initial power-on.
4. **USB Storage (Optional):** Connect USB flash drives or external hard drives to the available USB 3.0 or USB 2.0 ports for media playback.
5. **Internal HDD Installation (Optional):**

   The Z2000 PRO features a hidden HDD bay. To install a 3.5-inch or 2.5-inch SATA hard drive:

   a. Ensure the device is powered off and unplugged.
   b. Locate the HDD bay access on the side of the player (indicated by "OPEN" on the front panel).

c. Gently slide open the cover.
d. Insert the SATA hard drive into the bay, ensuring it connects securely to the internal SATA connector.
e. Close the cover.

4.2 Initial Power On and System Configuration

1. After connecting all necessary cables, press the power button on the front panel of the Z2000 PRO or on the remote control.
2. The Zidoo logo will appear on your TV screen. Follow the on-screen instructions for initial setup, which typically includes:
    - Language selection.
    - Network configuration (if using Wi-Fi).
    - Time zone and date settings.
    - Display resolution settings.
3. Once the initial setup is complete, you will be presented with the Zidoo home screen.

5. Operating Instructions

5.1 Navigating the User Interface

Use the provided remote control to navigate the Zidoo Z2000 PRO's Android 11 interface. The remote typically includes directional buttons, an OK/Enter button, Back, Home, Menu, and volume controls.

- **Directional Buttons:** Move between menu items and options.
- **OK/Enter:** Select an item or confirm an action.
- **Back:** Return to the previous screen or menu.
- **Home:** Go directly to the main home screen.
- **Menu:** Access context-sensitive options within an application.

5.2 Media Playback

The Z2000 PRO supports a wide array of media formats. You can access your media through the built-in media player applications or by browsing connected storage devices.

- **Video Formats:** BD/UHD BDMV/ISO, MVC 3D (Blu-ray MKV), MKV, TS, AV1 decoding, and more.
- **Audio Formats:** SACD ISO, DFF, DSF (DSD256), WAV, APE, FLAC (PCM 192KHz), and various other lossless and lossy formats.
- **HDR Support:** HDR10, HLG, HDR10+, and Dolby Vision are automatically detected and processed for compatible displays.

To play media:

1. Navigate to the "Media Center" or "Poster Wall" application on the home screen.
2. Select your desired storage location (internal HDD, USB drive, or network share like NFS/SMB/UPnP).
3. Browse to the media file and press OK/Enter to begin playback.

5.3 Network Sharing

The Z2000 PRO can easily stream media from your PC or NAS (Network Attached Storage) using protocols like NFS, SMB V1/V2/V3, and UPnP.

1. Ensure your Z2000 PRO is connected to the same network as your PC/NAS.

2. Access the "Network" or "File Manager" section within the Zidoo interface.
3. Scan for available network shares and enter credentials if required.
4. Once connected, you can browse and play media directly from your network storage.

6. Maintenance

6.1 Cleaning the Device

To maintain the appearance and performance of your Z2000 PRO:

- Always power off and unplug the device before cleaning.
- Use a soft, dry, lint-free cloth to wipe the exterior surfaces.
- Do not use liquid cleaners, aerosols, or abrasive solvents, as they may damage the finish or internal components.
- Keep ventilation openings clear of dust and debris.

6.2 Software Updates (OTA)

Zidoo regularly releases firmware updates to improve performance, add features, and fix bugs. It is recommended to keep your device updated.

1. Ensure your Z2000 PRO is connected to the internet.
2. Navigate to "Settings" > "About" > "System Update" or a similar path.
3. Check for available updates and follow the on-screen prompts to download and install them.
4. Do not power off the device during an update process.

7. Troubleshooting

Problem	Possible Cause	Solution
No power	Power cable loose; power outlet faulty; device off.	Check power cable connection; try a different outlet; press power button on device/remote.
No picture on TV	HDMI cable loose/faulty; incorrect TV input selected; resolution mismatch.	Ensure HDMI cable is secure; select correct HDMI input on TV; try a different HDMI cable; reset device resolution (if possible, via safe mode or factory reset).
No sound	Volume too low; audio settings incorrect; faulty audio cable.	Increase volume on TV/receiver/device; check audio output settings (HDMI, Optical, Coaxial); ensure audio cables are connected correctly.
Network connection issues	Incorrect Wi-Fi password; router issues; Ethernet cable loose.	Re-enter Wi-Fi password; restart router; check Ethernet cable connection; try wired connection if on Wi-Fi.
Media playback stuttering	Network bandwidth insufficient; corrupted file; external drive speed.	Use wired network for high-bitrate content; try a different media file; ensure external drive is fast enough (e.g., USB 3.0 for large files).

7.1 Factory Reset

If problems persist, a factory reset may resolve them. **Warning:** This will erase all user data and installed applications. Back up important data before proceeding.

1. Go to "Settings" > "Backup & Reset" > "Factory data reset".

2. Confirm the action. The device will restart and perform the reset.

8. Specifications

Feature	Detail
Model Name	ZIDOO Z2000 PRO
Processor	RTD1619BPD Quad-core 64bit
GPU	ARM Mali-G57
RAM	4GB DDR4
Internal Storage	32GB eMMC
Operating System	Android 11
Video Output	HDMI 2.1 (4K@60Hz, 12Bit)
HDR Support	HDR10, HLG, HDR10+, Dolby Vision (LLDV)
Audio Output	HDMI, Optical, Coaxial
Connectivity	Gigabit Ethernet, 2.4G+5G Dual-band WiFi 6, Bluetooth 5.2
USB Ports	1x USB 3.0, 2x USB 2.0
Internal HDD Bay	SATA 3.0 (supports up to 16TB)
Dimensions	13.78 x 9.45 x 2.37 inches
Weight	1.13 ounces

9. Warranty and Support

9.1 Warranty Information

The Zidoo Z2000 PRO comes with a limited manufacturer's warranty. Please refer to the warranty card included in your product packaging for specific terms, conditions, and duration of the warranty. Keep your purchase receipt as proof of purchase for warranty claims.

9.2 Customer Support

Zidoo is committed to providing excellent customer service. If you encounter any issues or have questions regarding your Z2000 PRO, please utilize the following resources:

- **Email Support:** Contact the seller directly via email for assistance.
- **Official Website:** Visit the official Zidoo website for FAQs, firmware downloads, and community forums. A home theater forum is available for user discussions and support.
- **Online Resources:** Search for Zidoo Z2000 PRO tutorials and guides on platforms like YouTube for visual assistance with setup and advanced features.

When contacting support, please provide your product model (Z2000 PRO), serial number (if applicable), and a detailed description of the issue.

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Details

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