



# Smartlabs

Set-top Box  
SML-5041W1

User Manual



## Thank You for Choosing Us

The SML-5041W is a small-form and high-performance set-top box (STB) with 4K/UHD video support and is able to deliver to your home the exciting world of cutting edge interactive services.

This manual contains a description of all possible features and options of SML-5041W, however your device may look slightly different from the one pictured in this document. The packaging and configuration of your device, such as presence or absence of certain connectors, are defined by the service provider.

Information about interactive television services available through the STB is given by your service provider in a separate manual (not included).

## Distribution Kit

- SML-5041W set-top box
- Power adapter 12 V, 1.0 A
- HDMI cable (optional)
- AV cable (mini jack to 3xRCA, optional)
- Ethernet cable (optional)
- Remote control (optional)
- Battery for remote control (1xCR2032 or 2xAAA, optional)
- User manual (English, optional)

## Safety and Storage

Read this manual before using the STB and keep it for future reference. Please, heed all warnings and follow the precautions and operating instructions.

- Do not open or repair the STB by yourself. Improper repair may result in electrical shock or fire. In addition, the STB is removed from the warranty.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- The STB is intended for indoors use only, with air temperature from 0°C to 35°C (from 32°F to 95°F) and 30-70% of relative humidity, non-condensing.
- Use only power supplies listed in the user instructions.
- Do not use the STB if the power cord is damaged.
- To reduce the risk of fire or electrical shock, do not expose the STB to dripping or splashing and do not place any objects filled with liquids on or next to the STB.
- Do not expose the STB to any liquids, rain, steam, moisture or high humidity.
- Do not expose the STB to direct sun light.
- Do not place the STB near open fire or heating elements.
- Do not expose the STB to vibrations or shaking.
- Do not use the STB in dusty environments.



- If a storm is coming or if you are not going to use the STB for a long time, unplug the power cord and disconnect the Ethernet cable. This will help to protect the unit from lightning and power line surges.
- Batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.
- Adapter shall be installed near the equipment and shall be easily accessible.
- The mains plug of adapter is used to disconnect the device from the power supply. The mains plug of adapter shall remain readily operable.
- When using the STB with a plasma TV, do not pause the playback for more than 5 minutes, due to plasma TV screen design it could lead to display damage. The STB manufacturer is not responsible for any damage caused in such manner.
- The software on your STB is updated automatically. Do not unplug the power cord and do not disconnect the Ethernet cable while the software is updating. The STB manufacturer is not liable for any consequences of incorrect software update.
- Do not connect the USB port of STB with the USB port of a computer or any other USB power supply. It could lead to STB damage.
- The manufacturer does not guarantee the absence of interference with other devices. To eliminate possible interference, increase the distance between the STB and other equipment, or connect equipment using a different setup.
- The device is going to be operated in the 5150 to 5250 MHz frequency range. It is restricted only to indoor use.



To prevent possible hearing damage, do not listen at high volume levels for long periods.

## Battery Information



ISO 7000-0434 (2004-01)

**WARNING:** Refer to the battery disposal and safety information before replacing the battery.

Do not charge batteries that are not designed for this.

If the batteries are not used correctly, liquid may leak out of them. Avoid contact with this liquid. In case of accidental contact with the skin, rinse immediately with a large amount of water. If liquid gets into eyes, seek medical help immediately. Liquid leaking from batteries can cause skin irritation or burns.

Keep batteries away from fire. Do not attempt to disassemble the batteries. Do not cause them to short circuit. Batteries should be stored at room temperature. Observe the battery polarity when installing.

Keep the batteries out of excessive dynamic exposure, heat, and contact with water or other liquids.

Do not install old and new batteries at the same time, as well as different types of batteries: alkaline, zinc-carbon, or rechargeable.

Do not ingest the battery, chemical Burn Hazard.

The remote control can be supplied with a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

Keep new and used batteries away from children. If the battery compartment does not close securely, stop using the product and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

If fluid from the battery comes into contact with skin or clothing, immediately flush the affected area with clear water.



**CAUTION:** There is a risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to the instruction in this manual.

## Indicators and Slots

### Front Panel

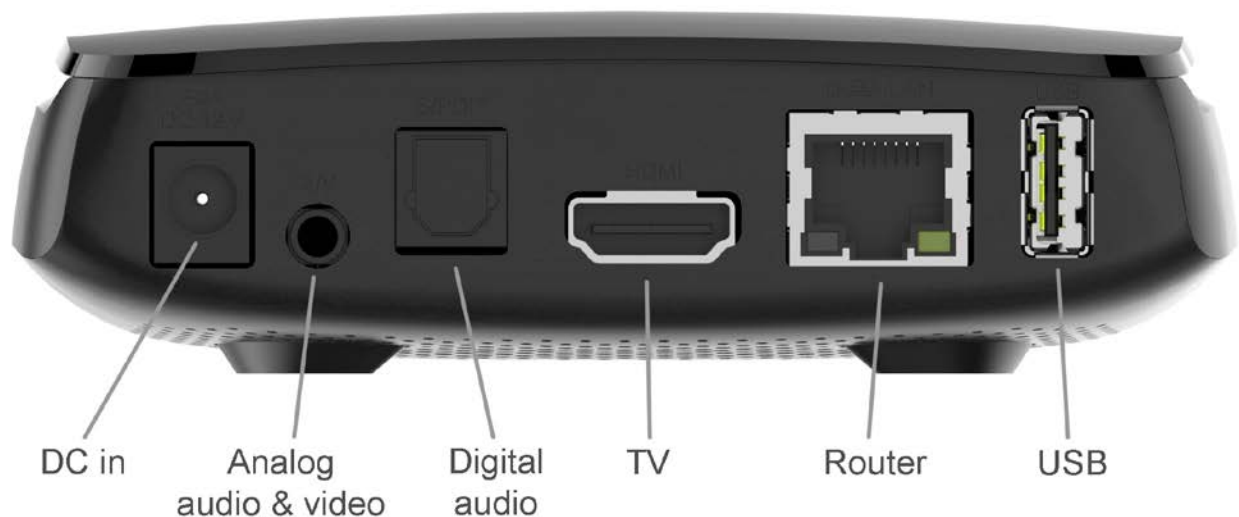


Element	Purpose
Power indicator	Green — STB is switched on and operates normally. Red — STB is in the stand-by mode.
IR receiver	The internal IR receiver is accepting signals from the IR remote control.

*Note: the device appearance may differ from that shown in the picture.*



## Back Panel



Element	Purpose
DC 12V	The port for a power adapter
A/V	The analog audio/video interface (composite + stereo audio signal)
HDMI	The audio/video interface for connecting with an HDMI-compliant device
S/PDIF	Optical audio output to audio receiver or speakers (optional)
LAN	Ethernet port, 10/100 Mbps
USB	USB 2.0 port

*Note: the device appearance may differ from that shown in the picture.*

## Installation

1. Remove your STB from packaging.
2. Make sure that the place, where you are installing the STB, meets the following requirements:
  - Place STB on a flat surface.
  - Do not place the STB on slick surfaces, where there is a risk of vibration, fall or other damages of STB.
  - Do not mount the STB on soft surfaces, like a bed, carpet, etc. Such a surface impedes access for air and normal ventilation of the STB and thereby causes overheating and malfunctioning.
  - Do not cover the STB.
  - Do not shield the ventilation holes in the STB's enclosure located at the top panel of the STB.
  - When mounting the STB, make sure that there is at least 10 cm of free space at each side of the device. Do not place STB in closed cupboards and caves.
  - Install and operate the STB with a minimum distance of 20 cm (7.8 inches) between the device and the body.
  - Do not place STB on surfaces, which can heat, for instance, on boosters.
  - Do not place any things on the device.
  - To avoid damage to the power adapter cable, place the cable so that it is not pressed, pinched or mechanically affected in any way.
3. Make sure that the TV set and the STB are not connected to the power network.
4. Connect the TV set and the STB with the HDMI cable.
5. Connect the Ethernet cable to the STB. If you are going to use the Wi-Fi connection, skip this step.
6. Connect the STB and the TV set to the power network.



## Connecting to Internet via Wi-Fi

1. Turn on the STB and wait for it to boot.
2. Go to the "Settings" menu on the home screen. Next, "System" → "Native system settings" → "Network".
3. Select your wireless network in the list of available networks.
4. Type the password for the selected network using the on-screen keyboard (if required).
5. If there are no networks available in the list, try running the scan again. To do this, change the "Wi-Fi Off" setting to "Wi-Fi On".
6. If the problem persists, check the settings of your wireless access point (router) or use a wired Ethernet connection.

## First Start

When you switch on the STB for the first time, make sure that the STB is connected to a managed IPTV network. The box will start downloading the latest version of the software. Updating may take a few minutes. Do not disconnect the STB from power supply and from the Internet before the updating is complete. After finishing the STB will reboot automatically.

## Troubleshooting

Problem	Possible reason	Solution
No picture	<ol style="list-style-type: none"> <li>1. TV is not turned on</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn on your TV</li> </ol>
The screen displays "No signal"	<ol style="list-style-type: none"> <li>1. STB is not connected to the mains supply.</li> <li>2. STB is turned off.</li> <li>3. TV is set to the wrong input source.</li> </ol>	<ol style="list-style-type: none"> <li>1. Connect STB to the mains supply.</li> <li>2. Turn STB on by using its remote control.</li> <li>3. Use the TV remote control to select the video input connected to STB.</li> </ol>
No sound	<ol style="list-style-type: none"> <li>1. The sound is turned off on TV.</li> <li>2. The sound is turned off on STB.</li> </ol>	<ol style="list-style-type: none"> <li>1. Increase the volume on TV by using the TV remote control.</li> <li>2. Increase the volume on STB by using VOL+ button on the STB remote control.</li> </ol>
Remote control is not working	<ol style="list-style-type: none"> <li>1. Dead battery.</li> <li>2. The signal from the remote control does not reach STB.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the battery with a new one.</li> <li>2. Reduce the distance between the remote control and STB.</li> </ol>
STB turns off periodically	<ol style="list-style-type: none"> <li>1. Not enough power supply to STB.</li> <li>2. Overheating.</li> </ol>	<ol style="list-style-type: none"> <li>1. Connect STB to the power adapter included in the supplied package.</li> <li>2. Ensure sufficient air flow to STB — no less than 10 cm (4 inches) of clearance on all sides.</li> </ol>

If you need further support, please contact your Service Provider.



## Cleaning

1. Unplug the STB before cleaning.
2. Wipe the STB and remote control with a clean dry rag only.
3. Clean the ventilation holes in the STB's enclosure on a regular basis.
4. You may remove stains from the STB's surface with a slightly damp cloth.
5. Do not use chemical cleaner, car polish, dissolvent, aerosol, cleaning agents, abrasive powders and materials for cleaning the STB and accessories.

## Disposal

The STB must be disposed separately from household waste. When the STB reaches its end of life, contact local authorities to learn about disposal and recycling options. The correct disposal will help prevent potential negative impact on the environment and human health.

STB remote control contains a battery. Dispose of the battery according to your local environmental laws and guidelines.



## WEEE Compliance Statement

This symbol on the product or on its packaging indicates that old electrical appliances must not be disposed together with the residual waste, but have to be disposed of separately. The disposal at the communal collecting point via private persons is for free. The owner of old appliances is responsible to bring the appliances to these collecting points or to similar collection points. With this little personal effort, you contribute to recycle valuable raw materials and the treatment of toxic substances.

## Specifications

**Name:** SML-5041W

**Dimensions:** 110 x 107 x 33 mm, 130g

**Power supply:**

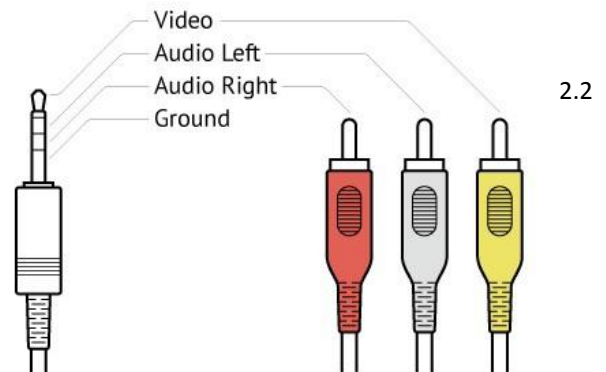


- Input: AC 100-240V, 50/60Hz
- Output: DC 12V, 1.0A

#### Ports and interfaces:\*

- Digital audio/video interface HDMI 2.0 with HDCP and HDR support
- CVBS video interface + analog stereo audio interface (TRRS mini-jack)
- Ethernet port, 10/100 Mbps
- Optical digital audio interface S/PDIF (optional)
- USB 2.0 port
- Port for a power adapter DC 12V

#### Mini Jack – A/V Cable



\* The availability of some ports may vary depending on service provider requirements.

#### Wi-Fi module:

Standard	IEEE 802.11n/ac, MIMO 2x2
Operating frequency	<b>2.4GHz band:</b> 2400~2483.5 MHz <b>5GHz band:</b> 5150~5250 MHz & 5470-5850 MHz (depends on country)
Max. transmitting power (EIRP)	not more than 18 dBm

#### BT module:

Standard	BT v4.1 + BLE
Operating frequency	2402–2480 MHz
Max. transmitting power (EIRP)	not more than 8 dBm (BT class 1)

	AT	BE	BG	HR	CY	CZ	DK
	EE	FI	FR	DE	EL	HU	IE
	IT	LV	LT	LU	MT	NL	PL
	PT	RO	SK	SI	ES	SE	UK

The device complies with RF specifications when the device is used at 20cm from your body.

The device is going to be operated in the 5150 to 5250 MHz frequency range. It is restricted only to indoor use. This device may be operated in all member states of the EU.

**Max. resolution supported on HDMI:** 4Kx2Kp60

**Supported CVBS standards:** PAL, NTSC

**Supported video codecs:** H.264 AVC HP@L5.1, H.265 HEVC MP-10@L5.1, VP9 Profile-2 up to 4Kx2K@60fps, MPEG-2 MP@HL.

**Supported audio codecs:** MPEG1 Layer II audio, AAC-LC, HE-AAC, HE-AACv2, Dolby Digital / Dolby Digital Plus (AC3 / EAC3).

**Extreme temperature:** 0–40 °C

**Hardware revision:** JUW7.820.00280565 V1

**Software version:** 4.22.1

*Note: Due to regular updates to improve the performance and consumer qualities of the device, its current software version may differ from the specified one.*





## Licensing and Certification

### Copyright

Company and product names mentioned in this guide may be trademarks, registered trademarks or served marks of the appropriate right holders. HDMI and HDCP standards are used in the device on the appropriate licenses given by its right holders. Smartlabs Holding Ltd has the appropriate rights to use these standards.

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### EC Declaration of Conformity

This product can be used across EU member states. The plug considered as disconnect device of the following power adapters:

- **Adapter 1.** *Manufacturer:* ShenZhen Sunun Power Technology CO., LTD. *Model:* SA12V-120100V. *Input:* AC 100–240V, 50/60Hz, 0.4A max. *Output:* DC 12V, 1A.
- **Adapter 2.** *Manufacturer:* ShenZhen Sunun Power Technology CO., LTD. *Model:* SA12BH-120100V. *Input:* AC 100–240V, 50/60Hz, 0.4A. *Output:* DC 12V, 1A.
- **Adapter 3.** *Manufacturer:* Shenzhen TEKA Technology CO., LTD. *Model:* TEKA012-1201000EU. *Input:* AC 100–240V, 50/60Hz, 0.35A max. *Output:* DC 12V, 1A.
- **Adapter 4.** *Manufacturer:* Shenzhen TEKA Technology CO., LTD. *Model:* TEKA012-1201000BS. *Input:* AC 100–240V, 50/60Hz, 0.35A max. *Output:* DC 12V, 1A.
- **Adapter 5.** *Manufacturer:* Dongguan Sunun Power Co., Ltd. *Model:* SA12BH-120100B. *Input:* AC 100–240V, 50/60Hz, 0.4A max. *Output:* DC 12V, 1A.



Hereby, Smartlabs Holding Ltd declares that the radio equipment type STB, model SML-5041W is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: [http://bit.ly/5041W\\_v2](http://bit.ly/5041W_v2)



## FCC Compliance 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. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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 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 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.

### Radiation Exposure Statement

This equipment complies with FCC 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.

## Innovation, Science and Economic Development (ISED) Canada Compliance Notice

This device complies with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
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'Innovation, Sciences et Développement économique 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'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with IC 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.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

## Manufacture Date

Manufacture date is specified in the serial number on the device bottom. 8-th digit to the right is the year, 7-th and 6-th are the week:



*Note: S/N and MAC are shown here for example only.*

## About the Manufacturers

**Legal entity:** Smartlabs Holding Ltd

**Address:** Nafpliou 15, Limassol, Cyprus, 3025

**Contact information:** info@smartlabs.tv

**Manufacturing plant:** Sichuan Changhong Network Technologies Co. LTD

**Manufacturing plant address:** 35, East Mianxing Road, High-Tech Park, Mianyang, Sichuan, China

## Warranty

The appliance warranty is provided through the service provider. The warranty period and conditions are determined by the service provider. If maintenance or repair is required please contact your service provider.

No part of this document shall be considered as warranty.