Witbox Installation Guide
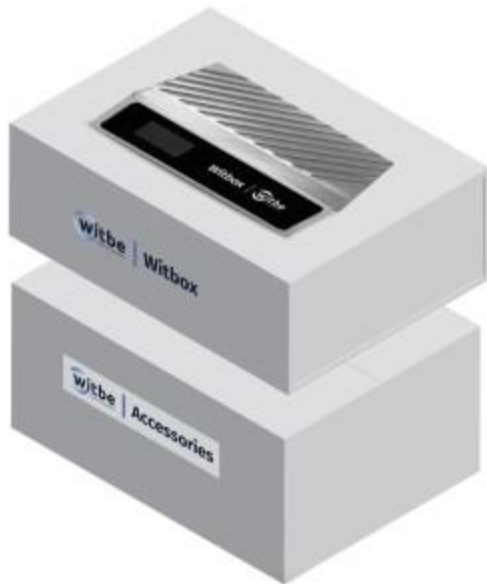
Witbe

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1. Introduction

This documentation presents the step to perform in order to install the Witbox and its STB.

See more of the technical requirement of the Witbox on the dedicated page Robot Hardware Technical requirements

1.1. Packing content

The Witbox box contains:

Main box

- 1x Witbox

Accessories box

- 1x red ethernet cable for Witbox network access
- 1x power adapter for the Witbox
- 1x power cord for the Witbox power adapter
- 1x HDMI cable
- 1x IR blaster
- 1x IR blaster sticker

For Power Controller, the accessories box also includes:

- 1 x Power controller (1 port)
- 1 x blue ethernet cable
- 1 x power cord for the power controller

1.2. Prerequisites

- Have the STB ready, connected, and provisioned on the customer backend
- The Witbox will be configured in DHCP on its "Network" port, it only requires valid Internet access to reach its Hub Cloud (the Witbox connection only requires an outbound HTTPS connection — a standard & simple Internet access)

2. Hardware setup

2.1. Connect the Witbox to power and network

Perform the following cabling:
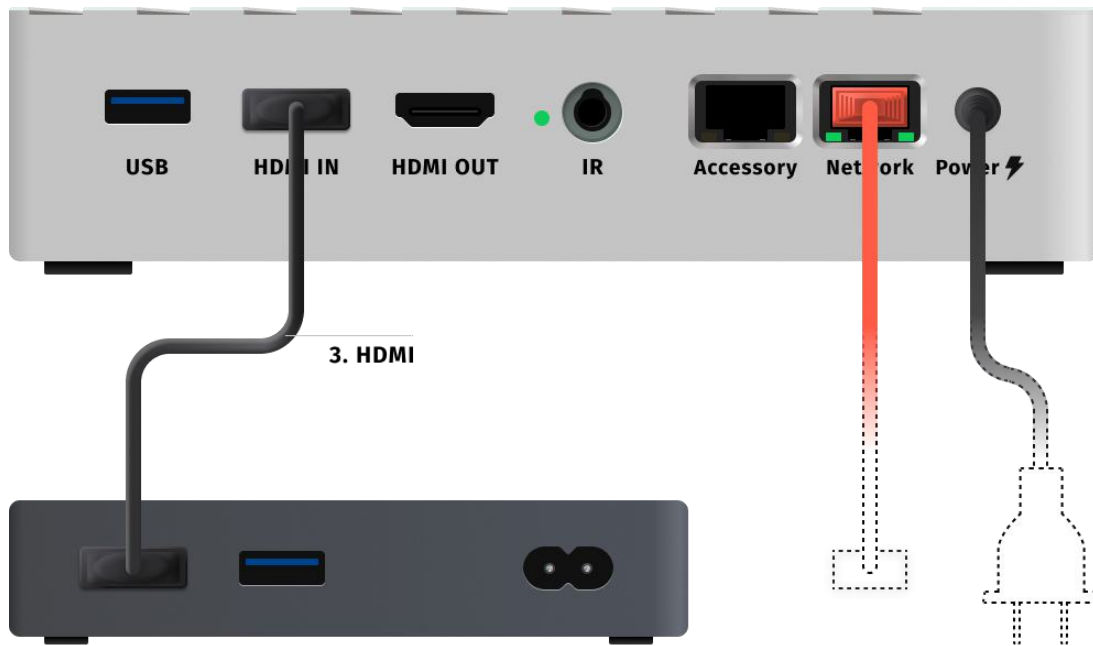
1. Connect the Witbox power supply to a power source. As soon as you plug it in, the Witbox automatically powers itselfon.
2. Use the red cable, to connect the Witbox "Network" Ethernet port to your network switch.
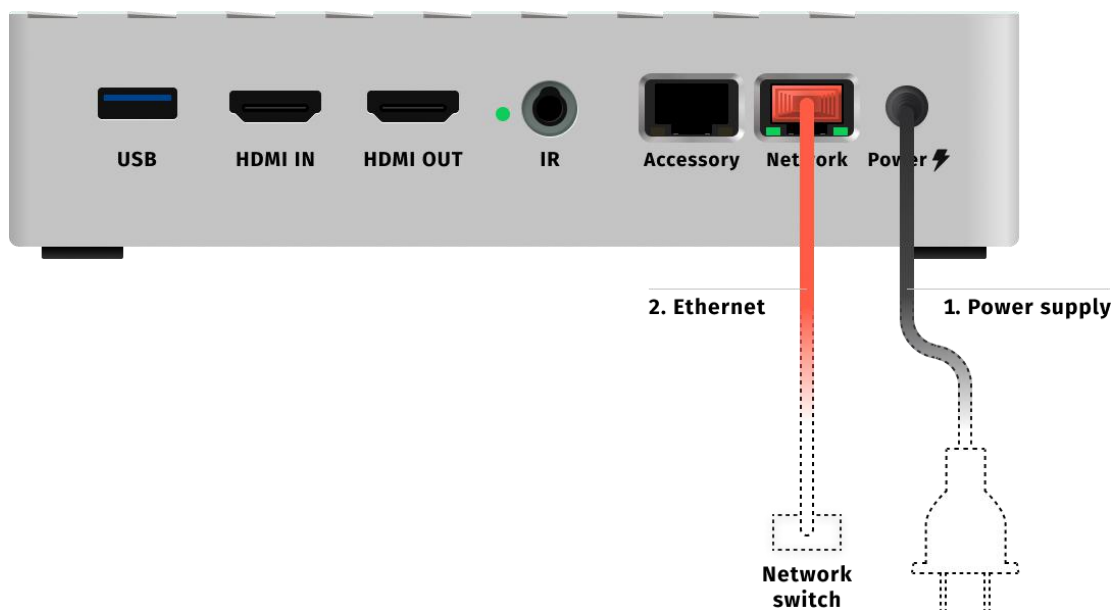
2.2. Connect your STB to the Witbox

1. Connect the HDMI output from your STB to the "HDMI IN" of the Witbox to allow the Witbox to access the video stream of your device.

2.2.1. STB with IR remote controls

1. Plug the IR blaster from the "IR" port of the Witbox to the front of the STB (where the IR LED is located). It is recommended to secure the blaster to the STB thanks to the supplied IR blaster sticker. This also reduces possible IR leaks.
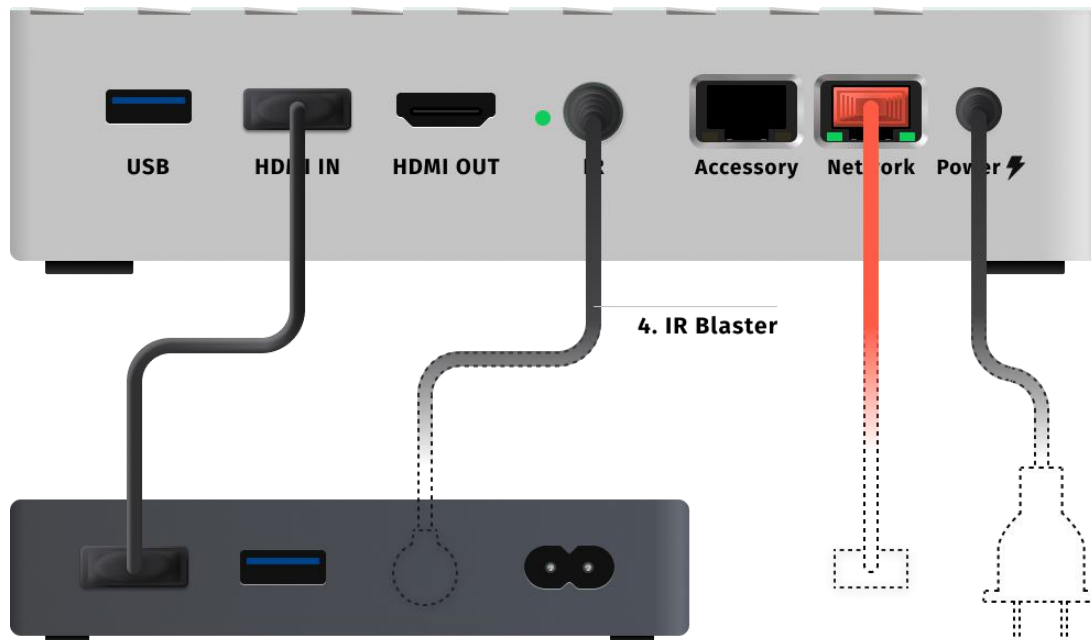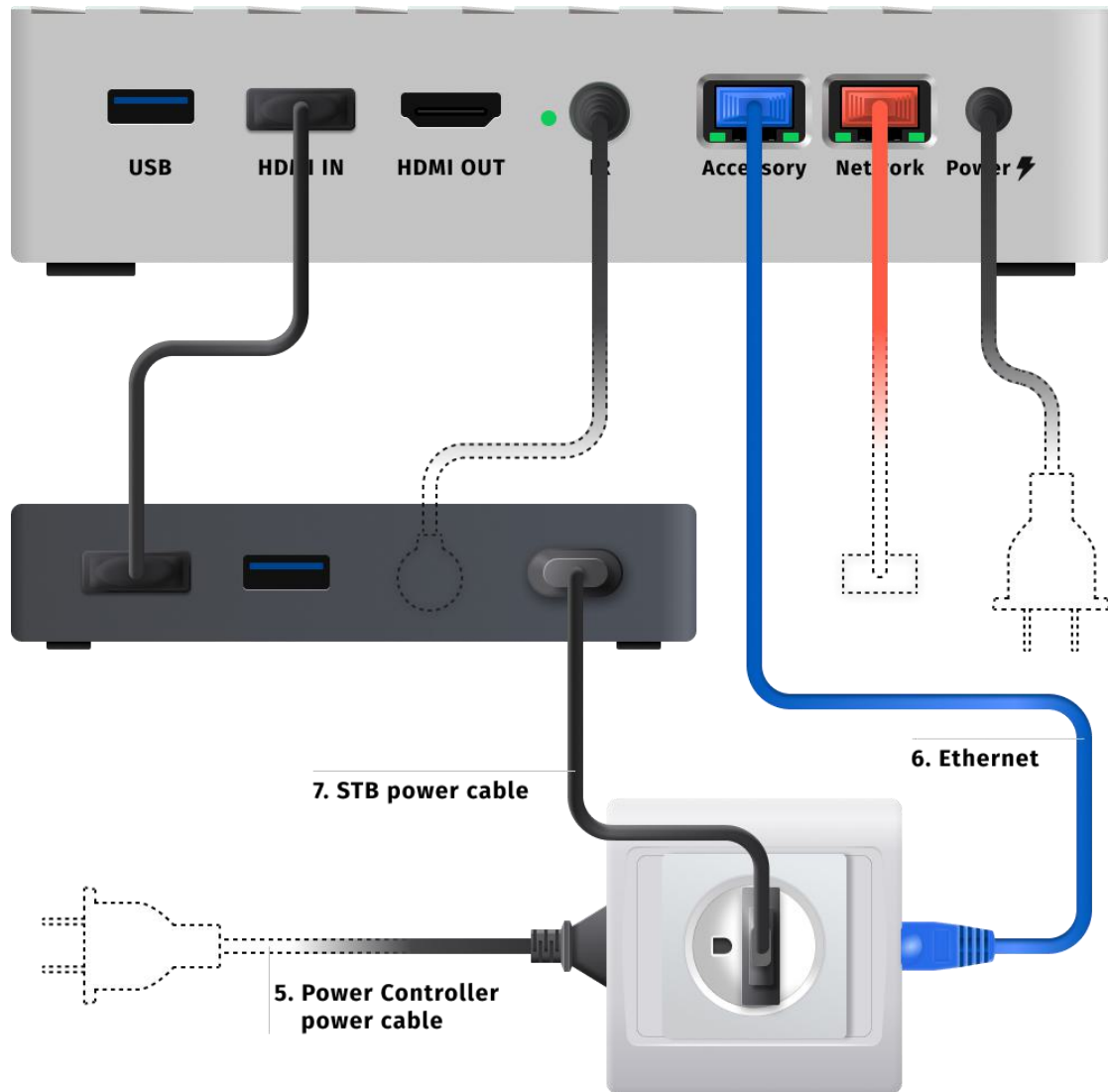

2.2.2. STB with Bluetooth remote controls

No physical connection is needed, the Witbox will be paired to the STB using Workbench.

2.3. Add STB power control

1. Use the power cord to connect the Power Controller to a power source.
2. Use the blue Ethernet cable to connect the Witbox «Accessory» Ethernet port to the Power Controller.

3. Plug the power cable of the STB into the Power Controller.

USB   **HDMI IN**   **HDMI OUT**   **IR**   **Accessory**   **Network**   **Power ⚡**

7. STB power cable

6. Ethernet

5. Power Controller power cable

2.4. Connect your Witbox to a TV set (optional passthrough configuration)

1. Using another HDMI cable (not supplied), you can connect a TV set to the "HDMI OUT" port of the Witbox. This will allow you to see the stream of the STB on the TV set, at the same time as the Witbox perform automated testing on the STB.
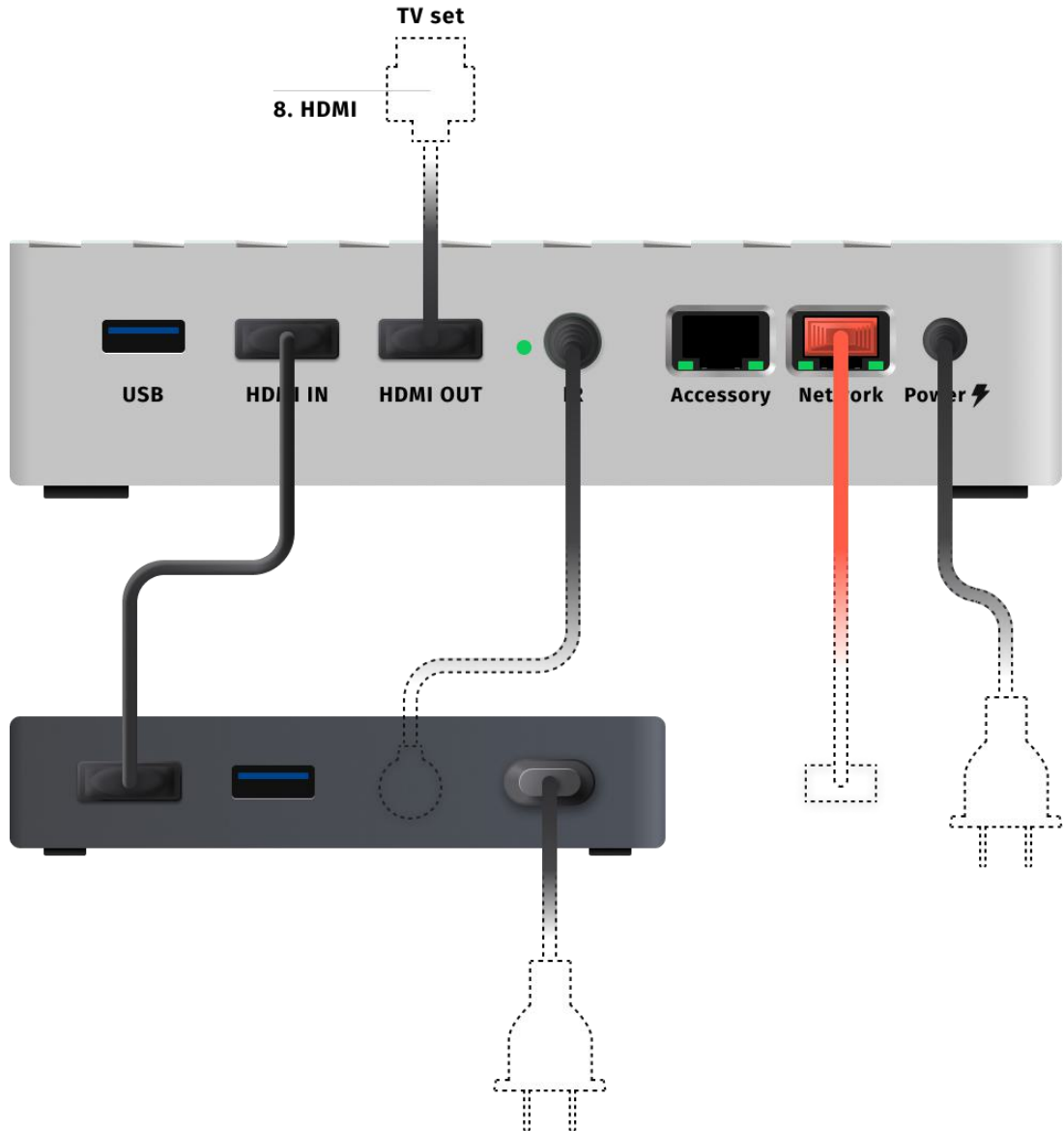
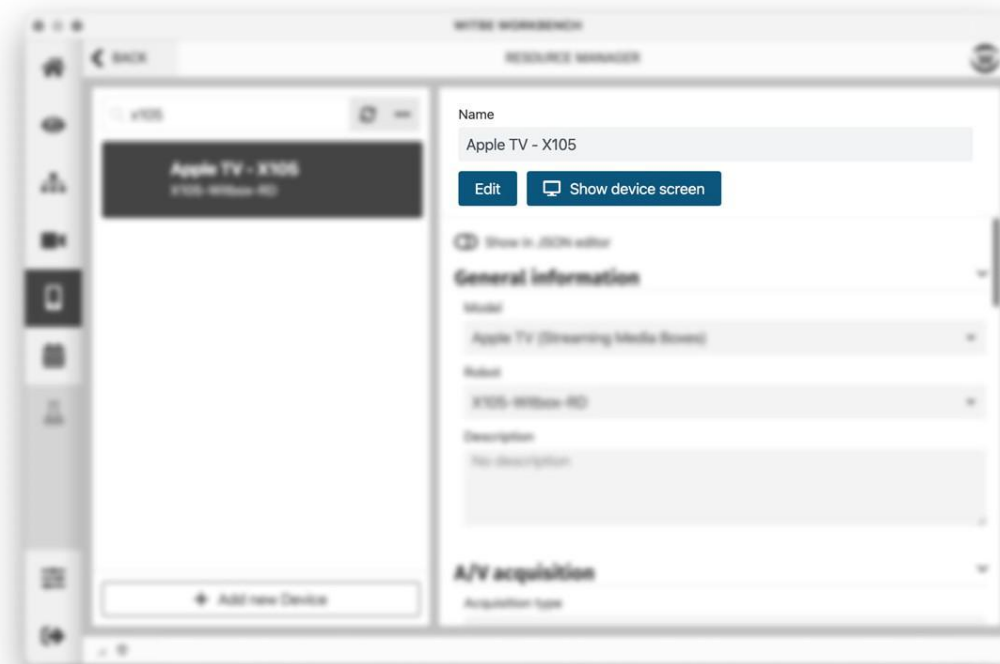### 2.5. Access your device in Workbench and validate the setup

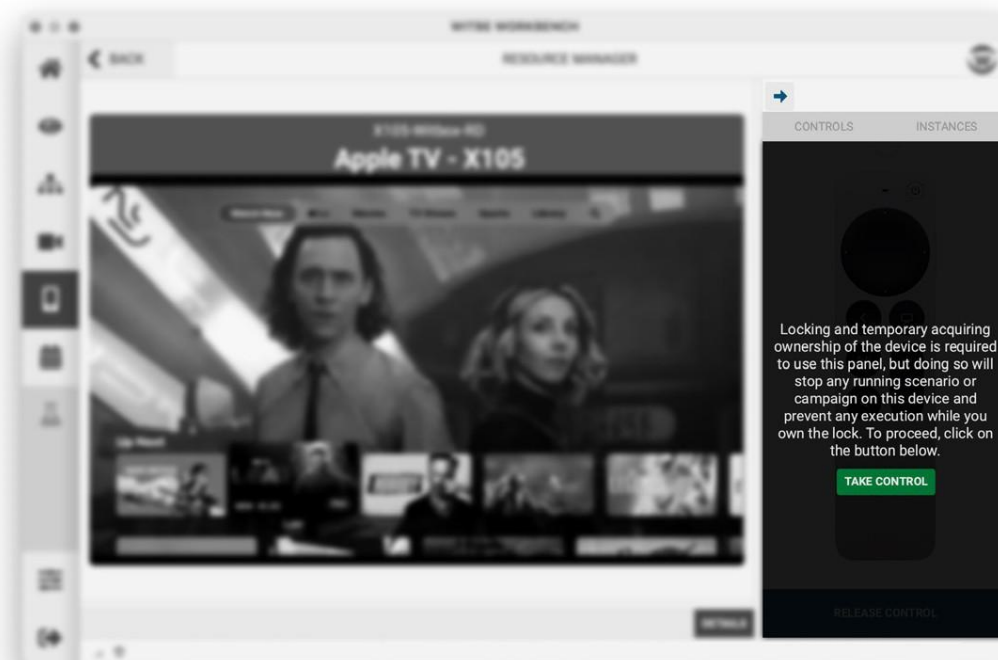In Workbench, go to Resource Manager > Devices.

To find your STB in the list, you can search for the Witbox name (the one displayed on the Witbox screen).

Click on the device in the list, and then on the Show device screen button. The video screen of the STB should appear.

Click on the Take control button to make the virtual remote control appear.

You should be able to send remote codes to the STB and control it.
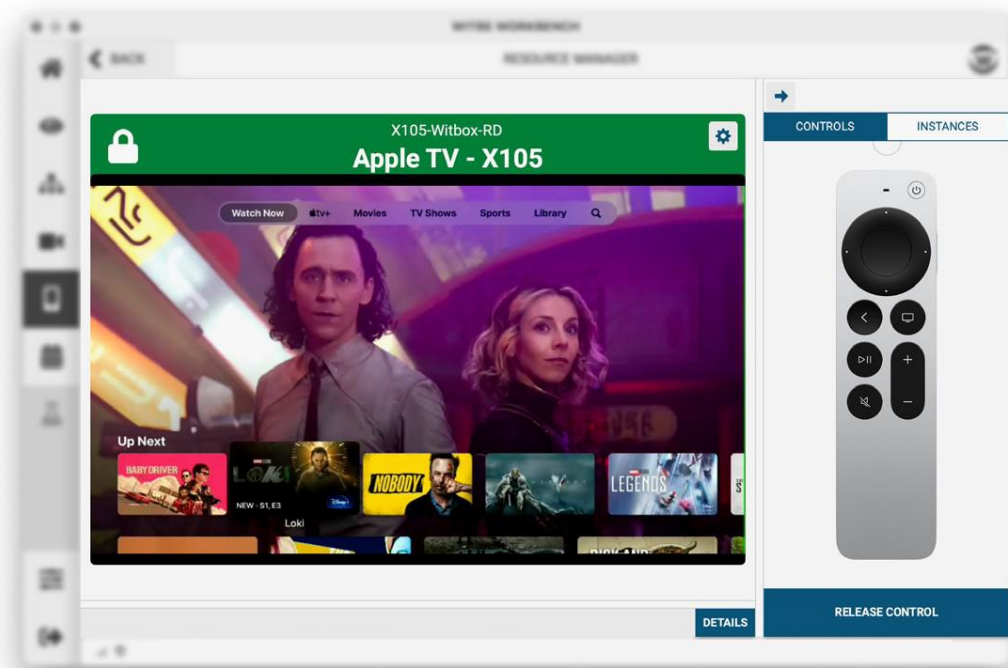
If you configured a Power Controller (steps 5, 6, and, 7 of the installation guide), you can also perform electrical reboots of the STB. To do so, click on the "Options" button in the top-right corner of the device screen, and then on the Reboot device button. The STB should reboot and a "No Signal" screen should appear on the screen while the STB boots back up.
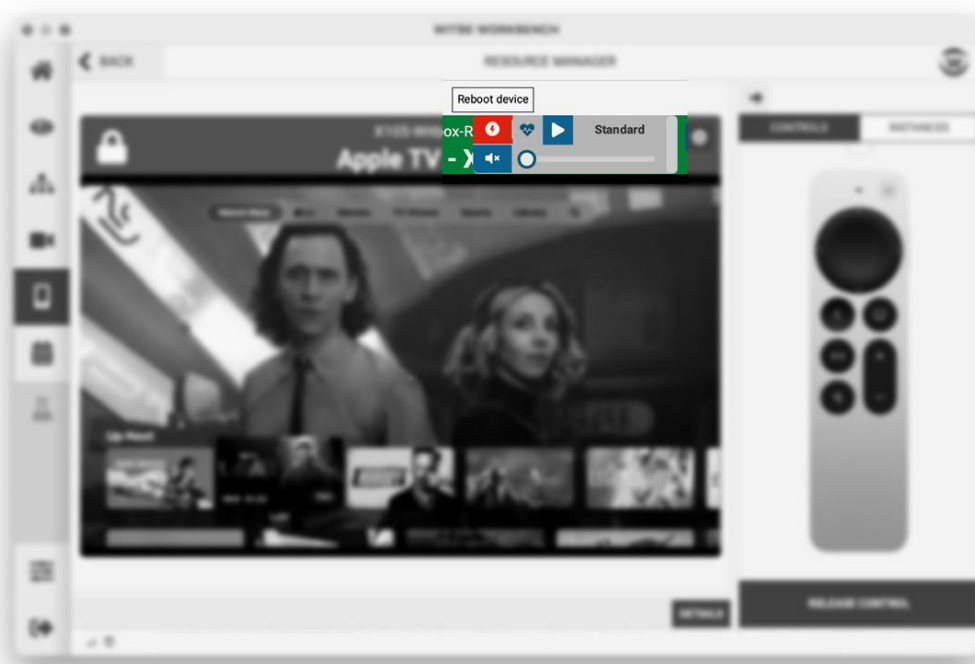
Congratulations, your Witbox is now ready to be used!

3. The Witbox screen

Once plugged into a power source, the Witbox automatically powers itself on. After up to 30s, the Witbox screen will turn on, displaying:

- Date and time
- Witbox name: may be used to find the Witbox or the STB in Workbench.
- Hub connection status: the Witbox automatically registers to the Hub (all it requires is simple Internet access — outbound HTTPS connection for network geeks). If the Hub connection is not OK, please check your Internet access.
- IP: Local IP that the Witbox automatically fetches with DHCP. If no IP is displayed, please check your network connectivity and DHCP availability.

4. Troubleshooting

4.1. IP issue

Make sure the network is configured in DHCP, for that:

- Check the network cable,
- Check the network is configured in DHCP, for example, plug your laptop on the same switch port and check it obtains anIP from the same LAN.

4.2. Hub Connection issue

Check internet access, for that:

- Plug laptop on in ethernet on the ethernet port,
- Disable wifi,
- Check have internet access, you can try to access https://witbe.app.

4.3. STB Control issue

Make sure the STB is up and running and properly configured, for that:

- Check the IR blaster is properly placed on the box,
- Eventually restart the STB.

4.4. Video in REC, but black on TV with the passthrough

The Witbox receives the video stream from my STB, but the stream is black on my TV when using the passthrough feature.
    The Witbox is compatible with HD and 4K devices.
If the 4K option has been purchased on the Witbox, it will negotiate the highest resolution with the STB when first connected. If the STB supports 4K, the Witbox will therefore receive a 4K video stream.

However, the Witbox does not downscale the video stream when using the passthrough feature. In some case, you may therefore see a black screen appear on the TV screen. It may happen in 2 situations:

- If the Witbox is connected to an HD TV, and you don't have a 4K TV available, we recommend deactivating the 4K

option on the Witbox, so the Witbox negotiates an HD stream with the STB. We are developing a "Maximum supportedresolution" option, which will be available in Workbench soon for you to be autonomous. In the meantime, please contactour support so they can deactivate the 4K manually on your Witbox.

• If the Witbox is connected to an old 4K TV or a 4K PC screen, we are developing a "Compatibility mode for old TVs & PC monitors" option, which will be available in Workbench soon for you to be autonomous. In the meantime, please contact our support so they can activate this mode manually on your Witbox.

FCC warning: This device 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 device 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 device does cause harmful interference to radio or television reception, which can be determined by turning the device 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 device and receiver.
- Connect the device 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

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