SET-TOP BOX
MAG324
MAG324w2

Instruction Manual
Regulatory information

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 2012/19/EU.

The present Telecommunication Technologies LLC declares that the type of radio equipment 802.11a/b/g/n/ac corresponds to the Technical regulations of radio equipment. The full text of the Declaration of Conformity is available on the website at the following address: www.infomir.eu

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 Compliance Statement
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.

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 (only for MAG324w2):
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.

Deployment Statement (only for MAG324w2):
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.

The models MAG324w2 contains FCC ID: 2AATL-8223A-SR

Note: Specifications are subject to change without notice. Infomir reserves the right to revise this publication and to make changes in its content from time to time by posting new specifications and other content at www.infomir.com

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 Processing Centers List:

**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 49th 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

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**Warranty Service Coupon**
(to be filled in by a shop-assistant)

Date of Sale: __________________________

Company-Seller: _______________________

Address of Company-Seller: ______________

______________________________

Place of Stamp

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

Signature of Customer: __________________

Manufacturer:
Telecommunication Technologies LLC  
1 Mytna Square, Odessa, 65026, Ukraine
Warranty conditions

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 guarantee 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 coupon.
   4.3. 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 ASC;
   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.
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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
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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.

Ownership
The Manufacturer and the Manufacturer’s own licensors keep all the rights constituting ownership, including patent, copyright trademark, and other Intel factual property for the Software; and any Improvement and modification of the Software. You recognize and acknowledge that the license according hereof does not grant you ownership for the Software but only restricted right of use it according to provisions of this Agreement.

Warranty for the Software
To the maximum extent according to applicable law, the Company does not make any submission and declines any and all warranties, whether express or implied, as to the Software, including, with no limitations, any
implied demand warranties, correspondence to target destination, abuse of rights of third parties, neither those being result of interrelations or result of commerce. The Company does not guarantee the Software will be free of defects or errors; that any defects or errors will be corrected, or any function abilities of the Software will meet all your requirements.

**Warranty**

Warranty for your product is supplied via your services’ provider. In the event your product requires maintenance service, you should contact the services’ supplier directly.

**Trademarks**

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**Terms of using**

**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.

**Impact of Electrostatic Discharges (ESD)**

The device is exposed to ESD, which leads to IPTV set-top box reboot, caused by the impact of ESD, and a temporary appearance the black screen on the display during the reboot. After a reboot an automatic restoration of the operating mode of the IPTV set-top box is provided. The duration of the reboot depends on the parameters of the local network and is about 30 ... 40 seconds or more. In such situation, the user must wait for the device to automatically restart.
Product Care

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 guarantee. 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

**Physical Parameters**
Model MAG324, MAG324w2
Weight: 170 g
Dimensions (approximately): 115 mm depth, 115 mm width, 28 mm height

**Operation temperature and Humidity**
1°C - 40°C; 5% ~ 93%RH

**Ethernet Interface**
Ethernet Connector: RJ-45 shielded
Cable: UTP and STP 5 categories
Speed: Auto-choice, 10/100 Mbit/s
Indicators: Green – Activity, Yellow – Connection

**Wi-Fi Interface**
Built-in Wi-Fi module: 802.11 b/g/n/ac (only MAG324w2)
Operating frequency bands:
- 802.11 b/g/n 2400-2483.5 MHz,
- 802.11 a/n/ac 5150- 5825 MHz
Output power:
- 802.11 b/g/n <20 dBm, 802.11 a/n/ac <23 dBm

**USB Interface**
Type: USB2.0х2 pcs.

**Supported Audio-Video Formats**
Video codecs: MPEG-1/2, MPEG-4, H.264/AVC HP@L4.2, H.265/HEVC Main and Main10 profile up to 1080p at 60 fps, Xvid, 3D video supporting
Audio codecs: MPEG-1 layer I/II/III, WMA, AAC-LC, HE-AAC v1, HE-AAC v2
This product supports Dolby Digital™
Video modes: 1080i, 1080p, 720p, 576p, PAL, NTSC
Subtitles: DVB, PGS, SRT, SSA/ASS, SUB, Teletext subs, WebVtt

**Audio-Video Interfaces**
Audio Connectors: TRRS (On adapter cable: White=Left channel, Red=Right channel)
Output: 2 V RMS nominal, Loading: 10KΩ
Composite Video Interface, Type: TRRS (Yellow connector on adapter cable)
Output: 1Vp-p

**Power supply Interface**
Connector: DC cylindrical 2.5 mm x 5.5 mm
Type: plug-and-socket, DC current, center plus
Input 12V±10%
Power Less than 7.5W in typical conditions

**Outer Power Supply Unit**
Type: Pulse with universal inlet
Input: 110-240 VAC, 50-60 Hz. 0.5A max
Output: 12V DC 1A

**Package**
Type: cardboard box
Dimensions (approx.):
- 57 mm height, 214 mm width, 119 mm depth
Shipping weight: 512 g
The Product Unpacking and Installation

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. 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 guarantee. Do not dispose the product onto soft surface like on the carpet, bed, etc., for such surfaces cease access to the ventilation openings and complicate air flow that may cause the product overheating and invalidate guarantee in result. 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 product is intended for use indoors.

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. For AC/DC Adapter, the socket outlet must be near the equipment and shall be easily accessible.

**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.

**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 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.
About your MAG324, MAG324w2

Front Panel

1. Fn - Reset to factory settings/select the boot mode
2. USB 2.0
3. LED
4. Power On/Off

Back Panel

1. Power Supply
2. RCA 3,5 mm jack
3. HDMI
4. Ethernet
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. If the amplifier is not connected leave digital audio outputs disconnected.
Using Remote Control to control the Device

This section explains how to unpack Remote Control (RC) and prepare it for work. Your service provider can supply the product with an alternative RC. In that case please refer to the manual supplied by your service provider. Remote Control requires two batteries type AAA, R03, LR03, UM-4, 286. 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.

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.

Introduction to the Programmable Remote Control Unit (optional)
The MAG324, MAG324w2 package includes a remote control with a block of five programmable buttons (marked with blue print colour). You may want to choose these buttons for controlling other devices (your TV set or amplifier). To program the buttons, do the following:

- Place infrared LEDs of both Remote Controls (STB RC and TV RC) opposite each other at a maximum distance of 5 cm.
- On the STB RC, press the ‘Red’ and ‘Blue’ buttons of ‘Additional functions’ at the same time and hold them together for 3 seconds. Access to the setup is confirmed when the visual LEDs under ‘TV power’ button (Green) and ‘STB power’ button (Red) turn ON and remain ON.
- On the STB RC, press the button that will store the copied data, the LED under ‘STB power’ button will blink once and remains ON, to indicate selection of allowed button.
- On the TV RC, press the button, whose function you wish to copy to the STB remote. Hold the button until the LED under the ‘TV Power’ button (Green) on STB RC blinks twice to indicate successful operation. Both visual LEDs remain ON.
- The STB RC will continue in the copying setup mode and will wait for the user’s input to other STB remote buttons according to steps 3 and 4.
- To finish the copying process, press the ‘OK’ button on the STB RC. Both LEDs will double blink and turn OFF.

Reset
Make sure RC is in idle mode (no IR-transmission or visual activity). Press ‘SETUP’ and ‘OK’ buttons at the same time and hold up (about 2 seconds) until the visual LEDs under ‘TV Power’ button (Green) and ‘STB Power’ button (Red) turn ON. Then, release both pressed buttons – the LEDs will turn OFF in 1 second. Reset is done.
* buttons allowed to store copied data
The set includes the following:

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set-Top Box</td>
<td>1 pcs.</td>
</tr>
<tr>
<td>External Power Supply 12V</td>
<td>1 pcs.</td>
</tr>
<tr>
<td>IR Remote Control</td>
<td>1 pcs.</td>
</tr>
<tr>
<td>AAA batteries</td>
<td>2 pcs.</td>
</tr>
<tr>
<td>Instruction manual</td>
<td>1 pcs.</td>
</tr>
<tr>
<td>Package box</td>
<td>1 pcs.</td>
</tr>
</tbody>
</table>

Optionally the set may include the following:

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,5 mm Jack to 3 RCA cable</td>
<td>1 pcs.</td>
</tr>
<tr>
<td>LAN network cable</td>
<td>1 pcs.</td>
</tr>
<tr>
<td>HDMI cable length less than 3 m</td>
<td>1 pcs.</td>
</tr>
</tbody>
</table>