

*Installation Manual*

*VIP1200 Series*





**WARNING: TO PREVENT ELECTRIC SHOCK, DO NOT REMOVE COVER. NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.**

Graphical symbols and supplemental warning markings are located on the back and bottom of the terminal.

## **WARNING**

**TO REDUCE THE RISK OF FIRE OR SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.**



The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



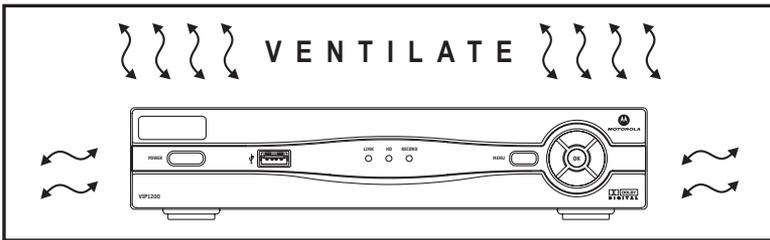
The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

Product identification and supply rating are provided on the label found on the bottom of the unit.

## **IMPORTANT SAFETY INSTRUCTIONS**

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with a dry cloth.
- Do not block any ventilation openings. Install according to the manufacturer’s instructions.
- Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades, and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

- Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



Follow these important safety guidelines when positioning and connecting your TV receiver:

- Do not block the slots and openings
- Do not place anything on top of the TV receiver
- Do not position the TV receiver in an enclosed space that would restrict airflow around the unit
- Do not position the TV receiver near any external heat source that could raise the temperature around the unit. Do not place the terminal on top of another heat-producing electronic device.
- Allow for adequate ventilation around the TV receiver to maintain normal operating temperature. Do not place it in a sealed enclosure without providing for adequate airflow.
- Do not plug the AC power cord into a switched power outlet.
- Do not vertically position the VIP1216 or VIP1225 TV receiver containing a hard drive.
- A coaxial cable screen shield needs to be connected to the earth at the building entrance per ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, Grounding of Outer Conductive Shield of a Coaxial Cable.

# Regulatory Information

## **Federal Communications Commission Radio and Television Interface Statement for a Class 'B' Device**

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 the 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 the 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 of the following measures:

- Increase the separation between the equipment and the affected receiver
- Connect the equipment on a circuit different from the one the receiver is on
- Ensure that the cover plate for the security card is secured and tight

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

## Declaration of Conformity

According to 47 CFR, Parts 2 and 15 for Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers, Motorola, Inc., 6450 Sequence Drive, San Diego, CA 92121, 1-800-225-9446, declares under sole responsibility that the product identifies with 47 CFR Part 2 and 15 of the FCC Rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47 CFR 2.909. Operation is subject to the following condition: This device must accept any interference received, including interference that may cause undesired operation. The above named party is responsible for ensuring that the equipment complies with the standards of 47 CFR, Paragraphs 15.101 to 15.109. The Class B digital apparatus meets all requirements of the Canadian Interface Causing Equipment Regulations.

## Canadian Compliance

This Class B digital device complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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## Contact Us

For questions about your TV service, call your service provider. To find out how to contact your service provider, refer to your *Feature Guide*.

For Motorola consumer products, education, and support:

[http://broadband.motorola.com/consumers/home\\_entertainment.asp](http://broadband.motorola.com/consumers/home_entertainment.asp)

For an overview of high-definition television (HDTV):

<http://broadband.motorola.com/consumers/hdtv>

### Covered under one or more U.S. patents:

4577216, 4631603, 4790016, 4819098, 5109417, 5142656, 5216503, 5230038, 5345408, 5376968, 5497112, 5517250, 5530400, 7034849, 7020879, 7017074, 7015928, 7002602, 6983370, 6853385, 6823353, 6822654, 6819330, 6810459, 6809734, 6807317, 6798420, 6792523, 6781601, 6768774, 6757820, 6757439, 6757343, 6751725, 6744472, 6738793, 6738072, 6734864, 6731295, 6721837, 6704358, 6700588, 6693643, 6573905, 6573846, 6570579, 6563511, 6556193, 6542160, 6470370, 6456746, 6449394, 6446037, 6442599, 6434583, 6424381, 6418529

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This device is ENERGY STAR® qualified when connected to a digital video service.

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## CONTENTS

Introduction .....	1
Overview .....	2
Front Panel .....	2
VIP1200, VIP1216, and VIP1225 Rear Panel .....	3
Operation .....	4
Turning Power On and Off .....	4
Changing Channels .....	4
Adjusting the Volume .....	4
Program Guide .....	4
Connecting Your TV Receiver .....	5
Video Connection Options .....	5
Audio Connection Options .....	6
Connecting to an HDTV – Video Only .....	7
Connecting to an HDTV – Audio Only .....	8
Connecting Audio to a Home Theater Receiver .....	9
Connecting to a Stereo TV .....	10
Connecting to a Stereo TV and Stereo VCR .....	11
Connecting to a Home Theater Receiver, TV, and VCR .....	12
Recording Your Connections .....	13
Troubleshooting .....	14

# VIP1200 Series Installation Manual

## INTRODUCTION

Congratulations on receiving an ENERGY STAR® qualified Motorola® VIP1200 Series High-Definition U-verse TV Receiver.

The VIP1200 Series supports an extraordinary home entertainment experience:

- Seemingly endless program choices
- High-Definition TV (HDTV), which provides up to twice the color resolution and up to six times the sharpness of standard TV when connected to an HD-capable TV
- On the VIP1216 and VIP1225, a digital video recorder (DVR), which can record Standard-Definition and High-Definition programs
- A direct digital connection to consumer audio and video devices through multiple interfaces
- Video on Demand (VoD)
- Commercial free, CD quality music

This installation manual introduces the basic features, outlines important safeguards, and provides options for integrating your TV receiver into your entertainment system. Please take a few moments to read through this manual. Its configuration diagrams and troubleshooting section will help you make the most of your home entertainment experience.

In this manual, “VIP1200” refers to all VIP1200 Series TV receivers.

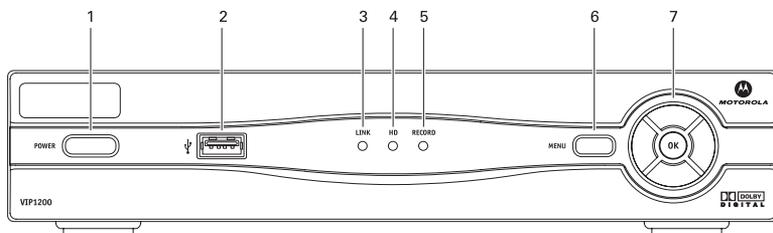
For more information about your U-verse TV service, refer to the other documentation from your service provider.

# VIP1200 Series Installation Manual

## OVERVIEW

### Front Panel

All VIP1200 series models have identical front-panel controls and lights. Only the enclosure size varies. The VIP1216 and VIP1225 have larger enclosures to accommodate the hard drive.

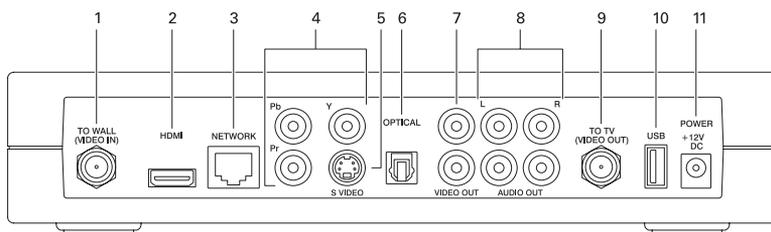


Key	Item	Function
1	POWER	If held for less than five seconds, turns the U-verse TV receiver on or off If held for five seconds or longer, restarts the TV receiver Lights green when the TV receiver is on
2	USB	USB 2.0 connector
3	LINK	Lights green when receiving a stream
4	HD	Lights blue when receiving a High-Definition program
5	RECORD	Lights red when: <ul style="list-style-type: none"><li>On a TV receiver containing a DVR, you are recording a program with the DVR</li><li>On a TV receiver with no DVR, a TV receiver containing a DVR is on the home network and whole-home DVR is enabled, you are recording on the DVR through this TV receiver</li></ul>
6	MENU	Displays the menu
7	Up and down arrow keys	Changes the channel up and down
	Left and right arrow keys	Moves through the program guide
	OK	Selects channels or menu options

# VIP1200 Series Installation Manual

## VIP1200, VIP1216, and VIP1225 Rear Panel

The VIP1200, VIP1216, and VIP1225 have identical rear-panel connectors arranged in the same order. The VIP1216 and VIP1225 enclosure is slightly larger.



Key	Item	Description
1	TO WALL (VIDEO IN)	Coaxial input for digital signal from your service provider
2	HDMI	Connects to a High-Definition TV or home theater receiver with an HDMI input (for a DVI input, use an HDMI-to-DVI adapter)
3	NETWORK	Ethernet 10/100Base-T RJ-45 port for IP video output
4	Y Pb Pr	RCA component video outputs to an HDTV
5	S-VIDEO	High quality video output to a VCR or TV that accepts S-Video. It carries video <i>only</i> ; you must also connect to the TV or home theater receiver for audio.
6	OPTICAL	Toslink (S/PDIF) audio output to a digital home theater receiver
7	VIDEO OUT	RCA video outputs to a TV, VCR, or other device
8	AUDIO OUT R and L	Left and right RCA stereo audio outputs
9	TO TV (VIDEO OUT)	Coaxial output to connect the TV receiver to the TV or VCR
10	USB	USB 2.0 connector
11	POWER +12V DC	Connector for the DC power adapter

## OPERATION

### Turning Power On and Off

Press **POWER** on the front panel to turn the TV receiver on or off.

### Changing Channels

You can change channels in two ways:

- Press the up or down button on the TV receiver front panel or the remote control to step through the channel selection.
- Enter the number of the channel you wish to view using the number keys on the remote control.

### Adjusting the Volume

Press **VOLUME +** or **-** on the remote control to adjust the volume. When you adjust the volume, the volume scale is displayed on the screen.

Press **MUTE** on the remote control to turn the sound off and on again.

### Program Guide

The program guide displays information about TV programs and enables you to access features such as parental locking and the DVR. Your *Feature Guide* describes how to use the program guide.

## CONNECTING YOUR TV RECEIVER

This section describes connecting the VIP1200 Series to your home entertainment system.

Instructions and diagrams are included for connections to:

- High-Definition TV (HDTV)
- Home Theater Receiver–Audio
- Stereo TV
- Stereo TV and Stereo VCR
- Home Theater Receiver, TV, and VCR

Before you move or change components on your entertainment system, disconnect power from the TV receiver.

### Video Connection Options

The VIP1200 Series offers the following video outputs:

<b>HDTV</b>	Component video or HDMI
<b>Standard</b>	Composite video, S-Video, or RF coaxial

To determine the available inputs on your TV, check the manual supplied with the TV or on the TV itself. Use the following guidelines to determine the best video connection for your system. Use *one* of:

<b>HDMI</b>	Video and audio	HDMI offers higher video quality than component video. If your HDTV has an HDMI input, use the HDMI connector.  If your HDTV has a DVI input, you can use an HDMI-to-DVI converter cable to connect to the VIP1200 HDMI connector. Use a cable with an HDMI connector on one end and a DVI connector on the other end. We do not recommend using an HDMI-to-DVI or DVI-to-HDMI adapter. Because DVI does not carry audio, a separate audio connection is required for a DVI TV.
<b>Component video</b>	Video <i>only</i>	The <b>Y Pb Pr</b> connectors provide component video, the most widely supported HDTV connection.

## VIP1200 Series Installation Manual

<b>S-Video</b>	Video <i>only</i>	If your standard TV has an S-Video input, use <b>S-VIDEO</b> , which is the highest quality standard-definition video output on the VIP1200.
<b>Composite video</b>	Video <i>only</i>	If your standard TV does not have an S-Video input, use the composite <b>VIDEO OUT</b> connector.
<b>RF coaxial</b>	Video and audio	If your TV only has a coaxial RF input, use the coaxial <b>TO TV (VIDEO OUT)</b> connector.

### Audio Connection Options

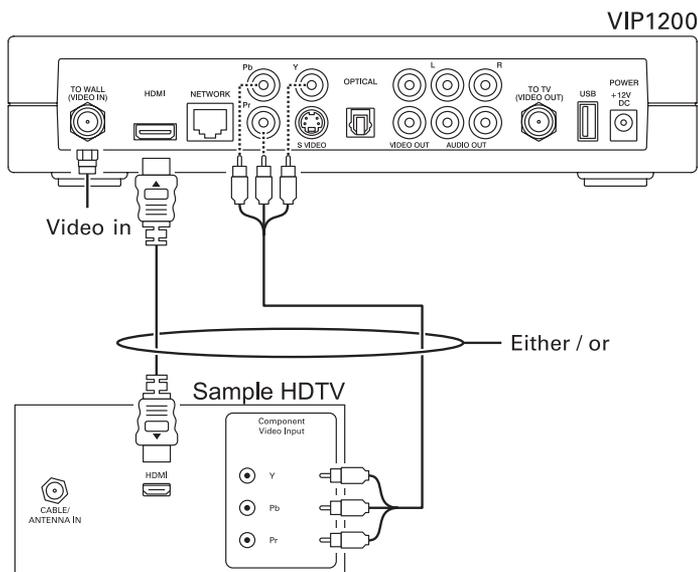
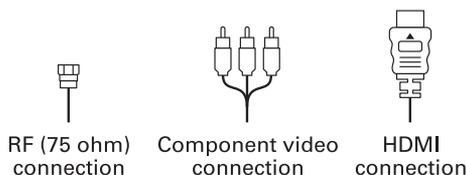
To connect your TV or a home theater receiver for audio, depending on its capabilities, you can use *one* of the following VIP1200 audio outputs:

<b>OPTICAL</b>	If the equipment supports it, use the <b>OPTICAL</b> output to deliver S/PDIF Dolby audio. In most cases, it offers better quality, including support for Dolby Digital 5.1 surround sound.
<b>AUDIO OUT R and L</b>	If the equipment does not support Dolby Digital, use the baseband <b>AUDIO L</b> and <b>R</b> outputs to the TV or home theater receiver.

The cabling diagrams show sample audio/video (A/V) connections to a home theater receiver, where the home theater receiver functions as an A/V router. When connecting to a home theater receiver, refer to its installation manual for information about its baseband or S/PDIF inputs.

# VIP1200 Series Installation Manual

## CONNECTING TO AN HDTV – VIDEO ONLY



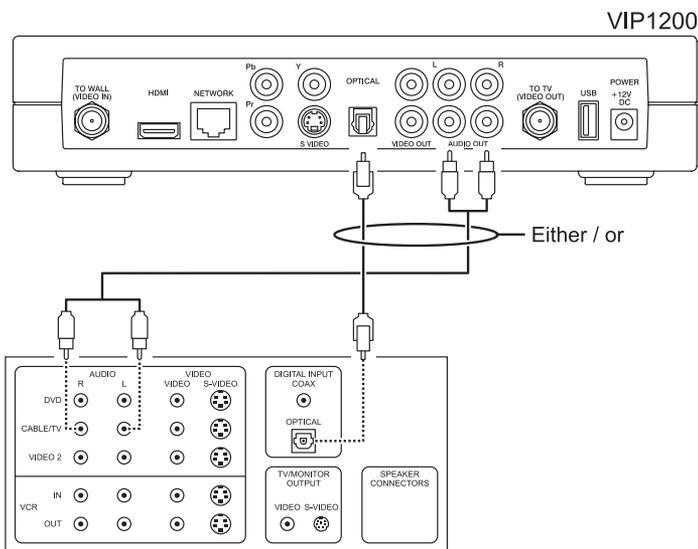
- Connect an RF coaxial cable to the cable wall outlet and the **TO WALL (VIDEO IN)** connector on the TV receiver.
- If your HDTV has an HDMI input, connect an HDMI cable to the **HDMI** connector. HDMI connection carries both video and audio signals.
- If your HDTV has a DVI input, you can use an HDMI-to-DVI converter to connect to the VIP1200 **HDMI** connector.
- If your HDTV has component video, connect component video cables to the **Y**, **Pb**, and **Pr** connectors.

DVI and component video carry video signals only. To connect the audio, refer to the following page. To connect to a home theater receiver, refer to “Connecting to a Home Theater Receiver – Audio Only.”



# VIP1200 Series Installation Manual

## CONNECTING AUDIO TO A HOME THEATER RECEIVER

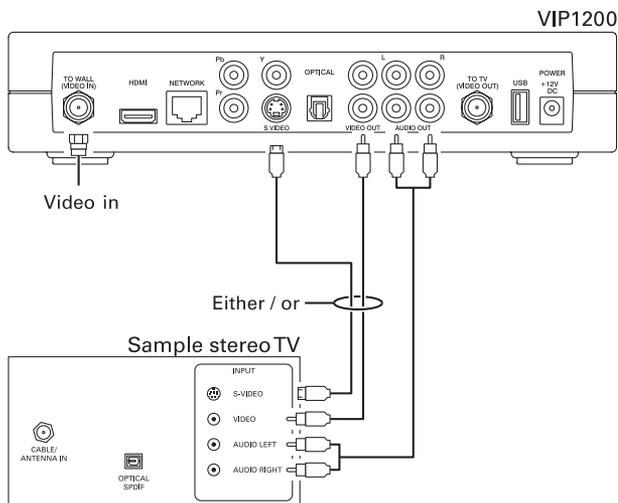


Sample home theater receiver

If your home theater receiver supports it, use the **OPTICAL S/PDIF** output. Otherwise, use the **AUDIO OUT L** and **R** connectors. In most cases, S/PDIF offers better audio quality, including support for Dolby 5.1 Surround Sound.

# VIP1200 Series Installation Manual

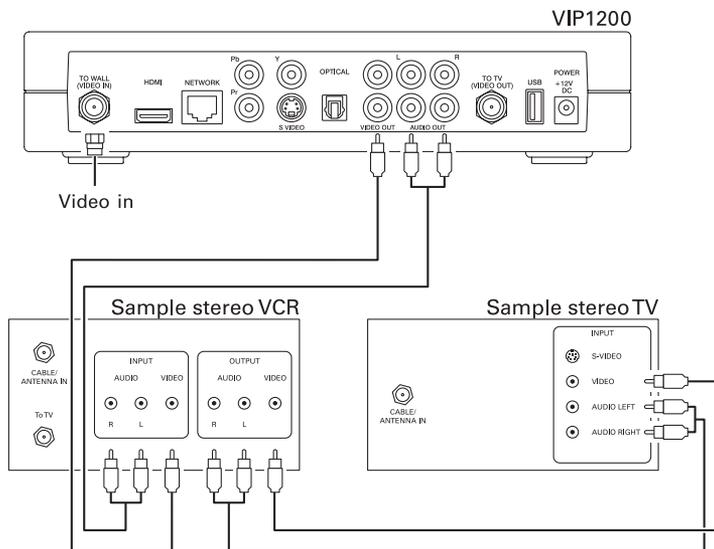
## CONNECTING TO A STEREO TV



This video connection method does not support HD video. For more information, see “Connecting an HDTV – Video Only.”

# VIP1200 Series Installation Manual

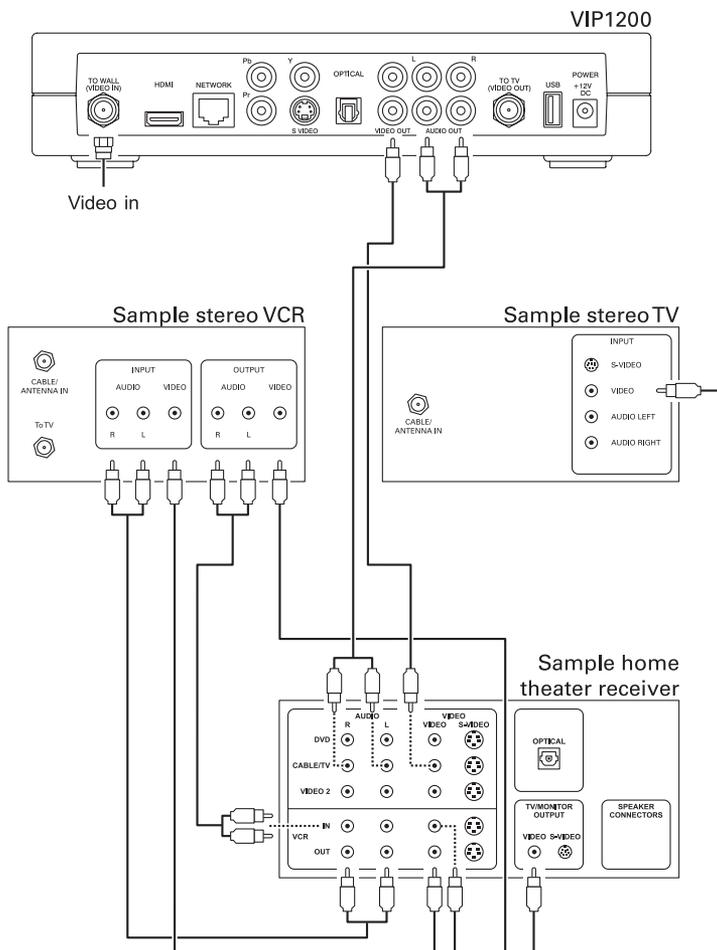
## CONNECTING TO A STEREO TV AND STEREO VCR



This video connection method does not support HD video. For more information, see “Connecting to an HDTV – Video Only.”

# VIP1200 Series Installation Manual

## CONNECTING TO A HOME THEATER RECEIVER, TV, AND VCR



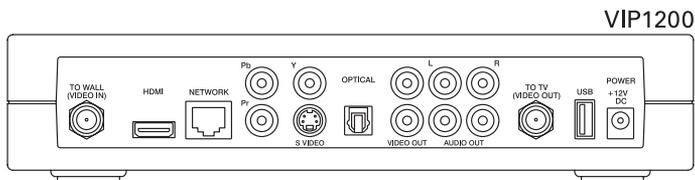
*This video connection method does not support HD video. For more information, see “Connecting to an HDTV – Video Only.”*

# VIP1200 Series Installation Manual

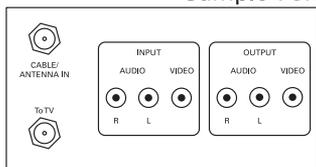
## RECORDING YOUR CONNECTIONS

Use this diagram to record the connections between your home entertainment components. You can use this diagram to reconnect your system if you move the equipment or add new equipment.

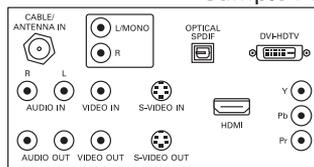
Disconnect the power from the TV receiver before connecting or changing cable connections. Do not place another component or object on top of the TV receiver.



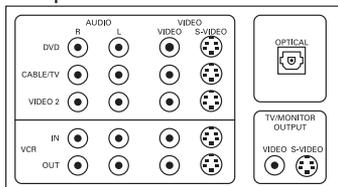
Sample VCR



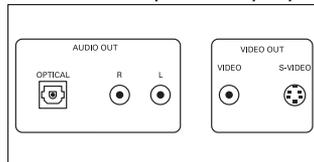
Sample TV



Sample home theater receiver



Sample DVD player



## TROUBLESHOOTING

Before calling your service provider, review this troubleshooting guide. If the suggestions do not help you quickly solve a problem, contact your service provider.

<b>Problem</b>	<b>Possible Solutions</b>
<b>The TV receiver will not power on.</b>	<p>Verify that the AC power cord is connected to the TV receiver and an AC outlet. Unplug the TV receiver from the outlet, plug it back in, and press the POWER button.</p> <p>If the TV receiver is connected to a switched outlet on another unit, verify that that unit is powered on. Unplug the TV receiver from the AC outlet, plug it back in, and press the POWER button.</p> <p>Press the POWER button on the TV receiver front panel instead of the remote control. The batteries in the remote control may be depleted.</p>
<b>The remote control does not work.</b>	<p>Verify that the TV is on.</p> <p>Verify that there are no obstructions between the remote control and the TV receiver. Aim the remote control directly at the TV receiver front panel, not the TV or VCR.</p> <p>The angle between the remote control and the TV receiver may be too large. Stand in front of the TV receiver and not too far to either side.</p> <p>Press and release operation keys one at a time, firmly and deliberately.</p> <p>Try changing channels using the buttons on the TV receiver front panel.</p> <p>Check the batteries in the remote control. Install new batteries if needed.</p>

## VIP1200 Series Installation Manual

### Problem

### Possible Solutions

**There is no audio when viewing TV channels.**

Verify that the Mute button on the remote control has not been pressed. Press Mute on the remote control to restore sound.

If the TV receiver audio output is connected to the TV, verify that the Mute button on the TV has not been pressed.

If the TV receiver audio output is connected to a home theater receiver, verify that the home theater receiver is set to the appropriate input source and its Mute button has not been pressed.

Verify that you have the correct cables for the audio ports.

Verify that the audio cables are firmly connected between the TV receiver and the audio playback device (TV, home theater receiver, etc.).

**There is no audio from the center and/or surround speakers of a home theater receiver connected to the TV receiver.**

Not all Dolby Digital programs feature full 5.1 surround sound. In some cases, the programs may only contain left and right stereo audio.

Verify that the S/PDIF cable is firmly connected to the TV receiver and the home theater receiver.

Verify that the home theater receiver is set to a surround sound audio mode (Dolby Digital, Dolby Pro Logic<sup>®</sup> II, Dolby Pro Logic).

Verify that the home theater receiver is properly configured to work with all connected speakers.

Visit our website at:  
[www.motorola.com](http://www.motorola.com)



**ENERGY STAR® Notice**

Motorola has tested and confirmed that the VIP1200, VIP1216 and VIP1225 set-top models meet the Tier 1 Energy Efficiency and Power Management Criteria specified in the ENERGY STAR® Program Requirements for Set-top Boxes Version 2.0.

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