# QUANTIS

# QE600
## 4K UHD Streaming Stick
# User manual

## LEGAL INFORMATION

## Revision History

| Revision No. | Revision Date | Revision Reason |
|---|---|---|
| R1.0 | 2024-07-23 | First edition |

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# Contents

# Chapter 1
# Safety Instructions

## Special Note

- Remove the plastic covering before using the Set-Top Box to provide normal ventilation.
- Use the power adapter provided with the Set-Top Box.

## Important Safety Instructions

- Ensure that the electric voltage meets the device requirements. Check the cables periodically, replace any damaged cables immediately.
- To prevent electric shock, do not remove the casing. There are no user serviceable parts inside. Refer servicing to qualified service.
- Do not use this apparatus near water.
- Clean with only 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.
- Only use attachments/accessories specified by the manufacturer.
- Power off and pull out the power plug if the device will not be used for a long time and during lightning storms.
- After power off, wait at least 15 seconds between power off and next power-on.
- For the adapter, the socket-outlet shall be installed near the adapter and shall be easily accessible.
- All unpacked devices must be powered on within half a year.
- If a device is no longer in use or needs to be replaced, restore it to factory settings.

## Service

Do not disassemble the device. Contact the service provider if the following problems occur:
- The power cable or power socket is damaged.
- There is any liquid leaks into the device.
- Fails to run normally even after following the instructions.
- The device is physically damaged.

## RF exposure information

The Maximum Permissible Exposure (MPE) level is calculated based on a distance of d=20 cm  between the device and the human body. To maintain compliance with the RF exposure requirement, a separation distance of 20 cm between the device and the human should be maintained.

## Restrictions in the 5 GHz band

According to Article 10(10) of Directive 2014/53/EU, the packaging shows that this radio equipment will be subject to some restrictions when placed on the market in Belgium(BE), Bulgaria(BG), the Czech Republic(CZ), Denmark(DK), Germany(DE), Estonia(EE), Ireland(IE), Greece(EL), Spain(ES), France(FR), Croatia(HR), Italy(IT), Cyprus(CY), Latvia(LV), Lithuania(LT), Luxembourg(LU), Hungary(HU), Malta(MT), Netherlands(NL), Austria(AT), Poland(PL), Portugal(PT), Romania(RO), Slovenia(SI), Slovakia(SK), Finland(FI), Sweden(SE), Turkey(TR), Norway(NO), Switzerland(CH), Iceland(IS), and Liechtenstein(LI). The WLAN function for this device is restricted to indoor use only when operating in the 5150 MHZ to 5350 MHZ frequency range.
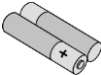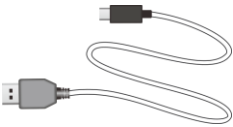
## EU Declaration of Conformity

Hereby, ZTE Corporation declares that the radio equipment type ZXV10 B866W11K 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://support.zte.com.cn/support/cer/EU.

# Chapter 2
# Packing List

**Table 2-1 The packing list of the QE600**

| Quantity | Item | Remarks |
| --- | --- | --- |
| 1 | TV Streaming Stick |  |
| 1 | Remote control |  |
| 2 | AAA battery |  |
| 1 | HDMI cable |  |
| 1 | Power Cable |  |
| 1 | Power adapter |  |
| 1 | Quick Start Guide | - |

 **Note**

This packing list is for reference only. The items actually delivered depend on the companion packing list of the Stick. Contact the provider immediately if parts are missing or damaged. Keep all packaging and available components for return purposes.

# Chapter 3
# Panels

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## 3.1 Front Panel

Figure 3-1 shows the front panel of the QE600. There is a power indicator on the front panel of the QE600, the description of the power indicator, refer to Table 3-1.

**Figure 3-1 Front panel of the QE600**



**Table 3-1 Description of the power indicator**

| Key | Name | Description |
|-----|------|-------------|
| 1 | Power indicator | ● Red: Stick is in standby state.<br>● Green: Stick is running normally.<br>● Not lit: Stick is not powered on. |
| 2 | USB Type-C | Power input socket, 5 V 1 A USB power adapter provided.<br>Consult technical personnel before using other types of power adapter. |

## 3.2 Left Panel

**Figure 3-2 Left panel of the QE600**



**Table 3-2 Description of the interfaces**

| Key | Name | Description |
|-----|------|-------------|
| 1 | HDMI | HDMI output interface. |

## 3.3 Rear Panel

**Figure 3-3 Rear panel of the QE600**



**Table 3-3 Description of the interfaces**

| Key | Name | Description |
|-----|------|-------------|
| 1 | Reset | Press and hold for 3s to re-pair Bluetooth remote control. Press and hold for 10s to restore factory settings. |

# Chapter 4
# Connecting Up

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## 4.1 Connecting Network

Figure 4-1 shows the typical connections of the QE600.

**Figure 4-1 network connection**

## 4.2 Video and Audio Connection
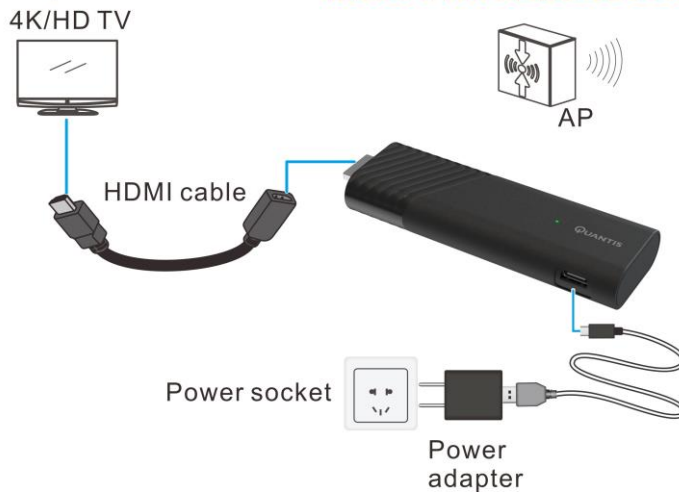
**Figure 4-2 Video and Audio Connection**



## 4.3 Power ON

1. Ensure that all cables are connected correctly.

2. Insert the USB Type-C head of the USB cable into the USB Type-C socket of the Stick, and insert the USB Type-A head of the USB cable into the USB Type-A socket of the power adapter.

3. Plug the power adapter into the AC power source.

4. Ensure that all other devices are plugged in and receiving power.

5. Turn on the TV.

## 4.4 Upgrade

The Stick can connect to the server on each power-on and check whether an upgrade is required. If so, the upgrade starts at once, which normally takes three to five minutes. Do not perform any operations during this period.
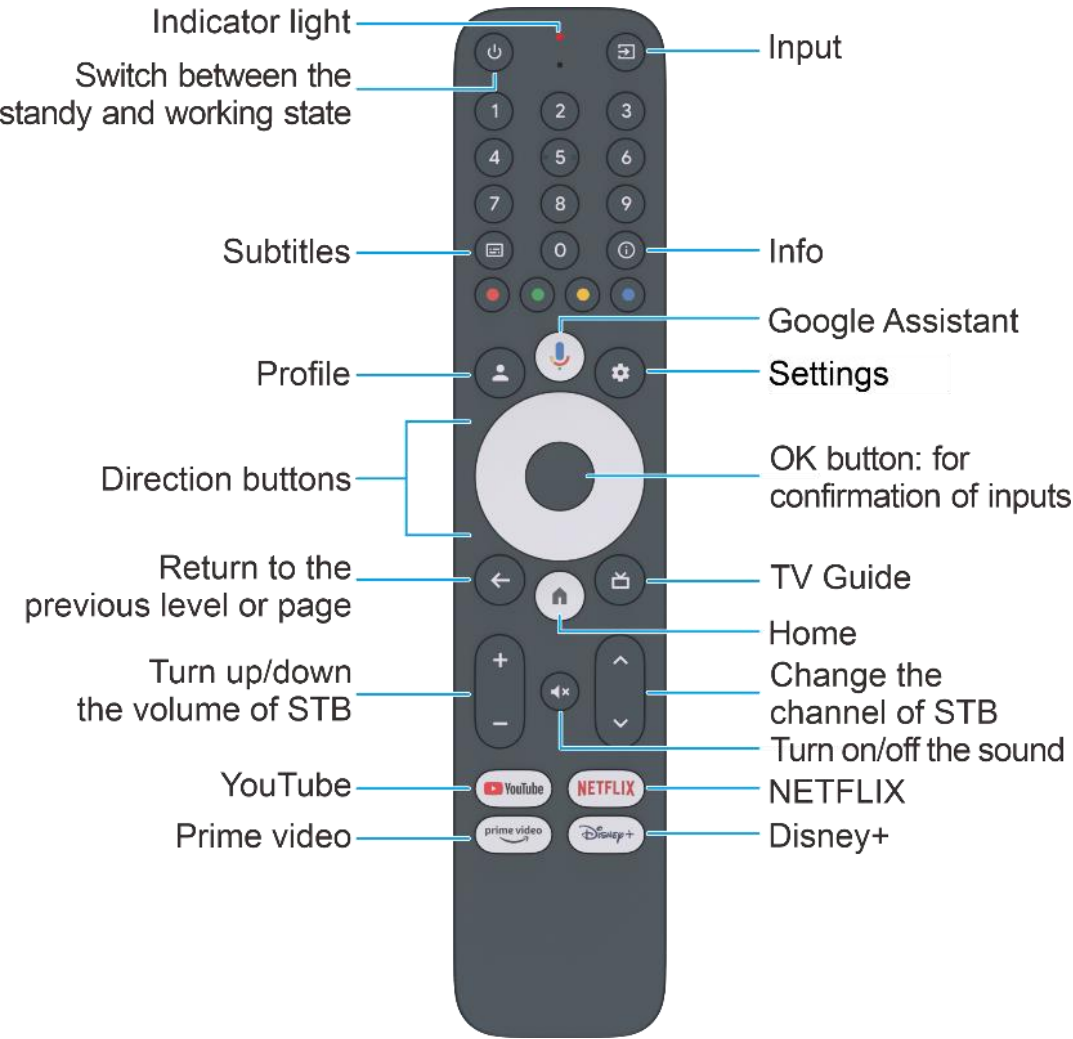
# Chapter 5
# Remote Control

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## 5.1 Remote Control

**Figure 5-1 Buttons and Functions of a Remote Control**



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 **Note**

- The remote control is powered by two AAA batteries. Insert two AAA batteries into the remote control according to the polarity instruction displayed on it.
- Press  and  at the same time for 4 seconds, the Remote Control enters pairing mode.
- The remote control works on the infrared mode by default. When the Bluetooth pairing is successful, the infrared function will be closed.
- When the infrared function works, point the front part of the remote control to the infrared receiving area on the STB during the operation

# 5.2 Remote Control Operation Guide

**Table 5-1 Remote Control Buttons Operation Guide**

| Common Operations | |
| --- | --- |
|  | Switch between the standby and working state. |
|  | Press the key on the remote control to enter the Launcher homepage. |
|  | Press direction keys (up, down, left, and right) on the remote control to select an EPG item (such as button, text box and column). Press OK key to confirm the selection. |
|  | Long press  button, open voice pickup, light bright long, loose the key to close the pickup and light off. |
| Volume Operations | |
|  | Turn up/ down volume of Stick. |
| Pairing operation | |
| Press the  +  button for 4 seconds, the indicator light flashes, and the pairing success indicator light is always on for 3 seconds and then goes out. | |

# Chapter 6
# Troubleshooting

## Table 6-1 Common Troubleshooting

| Problem | Possible Cause | Solution |
|---|---|---|
| The indicator is not lit after switching on the Stick. | The power adapter has not been connected. | Connect the power adapter. |
| | The power adapter is damaged. | Consult the service provider and re-place power adapter with a new one. |
| | The power outlet has no power. | Check and ensure the power outlet has power. |
| User cannot connect to the network (internet). | The network fails. | Wait until the internet connection is restored or contact your internet provider. |
| | The network configuration is not correct. | Configure the network parameters again. |
| No image on the TV screen. | The Stick is in standby. | Turn on Stick by pressing the ⏻ key on the remote control. |
| | The HDMI cable has not been connected properly. | Reconnect HDMI cable. |
| | The video input source of the TV has been set incorrectly. | Switch the system mode of the TV until the homepage is shown on the TV. |
| No sound. | The Stick is in standby. | Turn on Stick by pressing the ⏻ key on the remote control. |
| | Stick or TV is muted, or the volume has been turned all the way down. | Increase the volume of the Stick or TV. |

| Problem | Possible Cause | Solution |
|---|---|---|
| The remote control fails. | The remote control is physically damaged. | Change a new Bluetooth remote control. |
| | The Bluetooth pairing fails. | Press  and  at the same time for 4 seconds, start pairing. |
| | There is no battery in the remote control, or the batteries are installed backwards. | Install the batteries correctly. |
| | The batteries are dead. | Replace the batteries. |
| | The Stick cannot receive instructions from remote control. | Use the remote control closer to Stick, remove any obstacles between the remote control and Stick, or check Bluetooth pairing of the remote control. |
| Other problems | - | Restart Stick or call the customer service hotline. |

# Chapter 7
# Technical Specification

**Table 7-1 Technical specifications of the QE600**

| Item | Specification |
|---|---|
| Power Adapter | Input: 100 V ~ 240 V, 50 Hz ~ 60 Hz<br>Output: +5.0 V DC |
| Environment Requirement | Working environment temperature: +32 °F (0 °C) ~ +104 °F (+40 °C) |
| | Working environment humidity: 5% ~ 90% |
| Protocol | TCP/IP, HTML 4.0, HTTP 1.1 / JavaScript 1.5, NTP, FTP, HTTPS / SSL2.0 / 3.0, RTSP, RTP, RTCP, and HLS |
| Wi-Fi Radio Specifications | Radio Frequencies/Maximum Output Power:<br>Wi-Fi 2.4 GHz band: 2412 MHz ~ 2472 MHz / EIRP: 19 ± 1 dBm<br>Wi-Fi 5G Hz band: 5180 MHz ~ 5320 MHz, 5500 MHz ~ 5700 MHz / EIRP: 20 ± 1 dBm |
| BT Radio Specifications | Radio Frequencies / Maximum Output Power:<br>BT band: 2402 MHz ~ 2480 MHz / EIRP: 15 ± 1 dBm |
| Video | Supports PAL, NTSC, 720p, 1080i, 1080p, and 4K |
| | Format: 4:3 / 16:9 |
| | Receiving bit rate range: 200 kbps ~ 40 Mbps |
| | Resolution: 720 × 576 / PAL, 720 × 480 / NTSC, 1280 × 720 / 720p, 1920 × 1080 / 1080i, 1920 × 1080 / 1080p, and 3840 × 2160 / 4K |
| | HDR：HDR10,HDR10+ and HLG,Dolby Vision |
| Audio | MPEG-1 Layer 1/2, MPEG-1 Layer3(Optional), AAC, MPEG-2 AAC LC, MPEG-4, AAC LC, HE-AAC v1 / v2, wav, wma, PCM, Dolby Digital, Dolby Digital Plus, and Dolby Atmos |
| | Suround, Single / Dual / Multi Track, and Stereo |
| Access Mode | Supports IEEE 802.11 b / g / n / ac, 2 x 2 MU-MIMO |
| | Supports IPv4 / IPv6 |

| Item | Specification |
|---|---|
| Dimension | 108.5mm × 33.8mm × 14.8mm |
| Weight | 48 g |
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| Certification | CE |
| HEVC Advance™ | - |

**Note**

- All specifications are subject to the actual product.
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