

HP4000

Tuner/HDMI to IPTV System

User's Manual

V1.0

Dear clients,

In order to give better play to the function of your device, we suggest that you take the precious time to read the user manual carefully before connecting and operating the device, so that you can master the use method and use points of the device.

Please keep this manual for future reference.

Contents

1. Introduction	3
1.1 Product Overview	3
1.2 Key Features	4
System function	4
1.3 Specifications	5
1.4 Interface	6
2. Operation	7
2.1 Installation	7
2.2 Connect	7
2.3 Parameter Settings	9
2.3.1 Encoder/Tuner/CVBS parameter settings	9
2.3.2 TS Multiplex Settings	11
2.3.3 How to Modify the program data setting	13
2.3.4 Network Settings	14
2.3.5 MPTS IP Stream(UDP/RTP:DATA1)	14
2.3.6 IPTV Live Stream(SRT:DATA1/2/3)	15
2.3.7 Advanced settings	16
2.3.8 Language exchange	18
2.4 Server Software Configuration	19
2.5 Client Software Settings	22
3. Trouble Removal	26
3.1 Prevention Measures	26
3.2 Common Problems	26
4. Packing list	26
Warranty description:	27

1. Introduction

1.1 Product Overview

The HP4000 is a high-performance, cost-effective professional IPTV system server designed to solve digital TV signal sources for business locations. It supports 4/8/12/16/20/24 Tuner/HDMI input. Modular input interface design allowing mixed use of modules with various input ports. A single device supports up to 256 terminals, with IP output over SRT for enhanced redundancy (DATA1/2/3). Also it support 4 ASI (2 input, 2 output). In summary, the highly integrated and economical design of the device allows for broad application across diverse digital distribution systems, including digital TV front-end systems and next-generation DTV broadcasting systems for various use cases.



24 channel SD input equipment



24 channel HDMI input equipment



24channel Tuner input equipment



12 channel CI input equipment



Multi interface input equipment 1

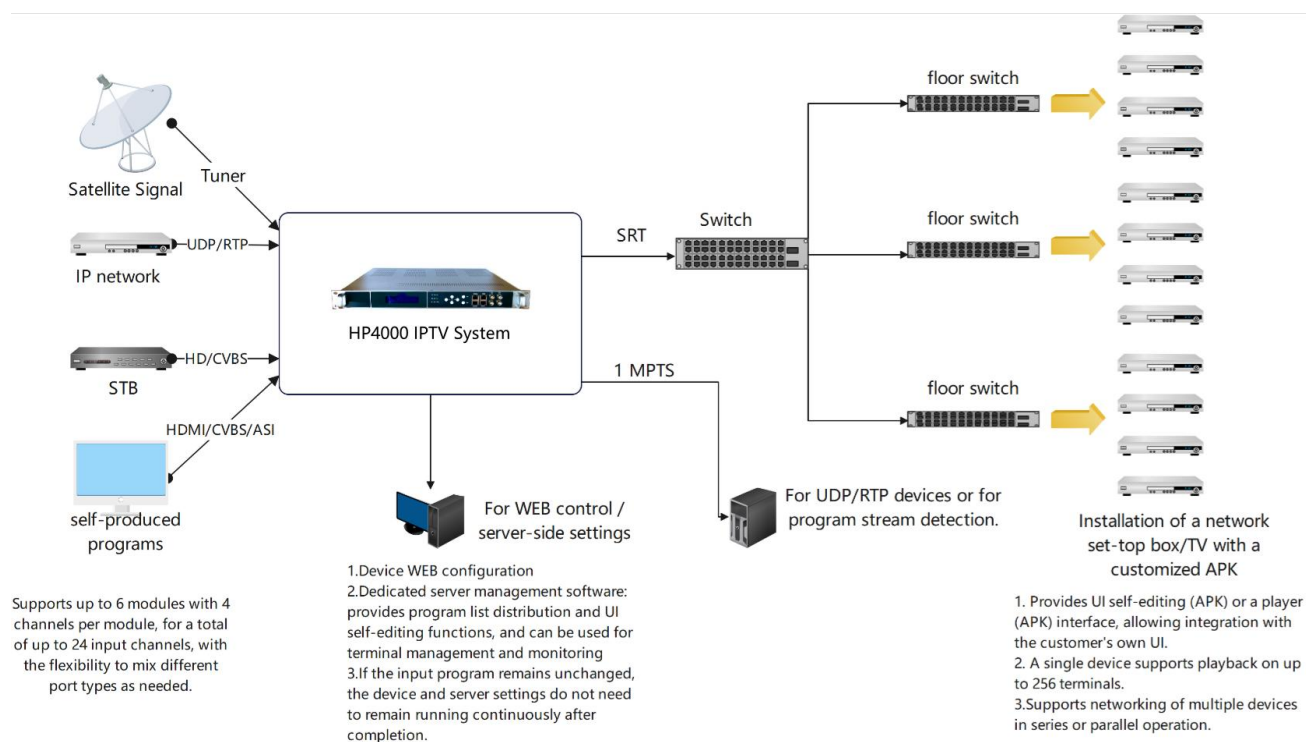


Multi interface input equipment 2

1.2 Key Features

- ❖ 4/8/12/16/20/24 Tuner/HDMI/CVBS input
- ❖ Allows mixing of Tuner modules that support different reception standards, such as DVB-S2/DVB-C/-T/ATSC/ISDBT/DMBT
- ❖ Offers 3 Gigabit Ethernet outputs, supporting up to 256 terminals per device
- ❖ 2 ASI inputs and 2 ASI output
- ❖ Support encoder module OSD, subtitle insertion, logo insertion, QR code, and image functions
- ❖ Web-based NMS management
- ❖ Supports networking of multiple devices in series or parallel operation.

System function



Note: The figure shows all the optional functions of this series of products, and the actual functions are subject to the specific customized functions.

1.3 Specifications

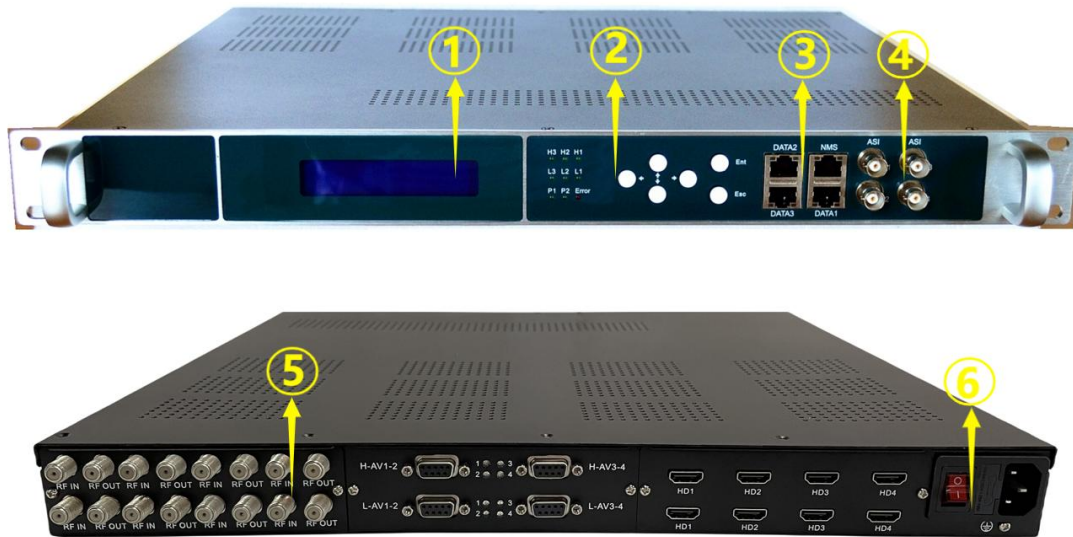
Input	4~24 Tuner/HDMI/CVBS input	
	2 ASI input	
	DATA 1/3: Each port supports a maximum of 128 address inputs,UDP/RTP protocol	
Output	2 ASI output	
	DATA 1/2/3: IP output (A total of up to 256 terminals are supported) over SRT protocol	
System	Web/NMS	
	English	
Miscellaneous	Dimensions	482mm×410mm×45mm
	Weight	4-9kg
	Temperature	0~45°C(Operation); -20~80°C(Storage)
	Voltage range	AC100~240V, 50/60Hz
	Power consumption	<90W

Product Module Selection

Mainboard module	Interface	Input	Output
IP output module	3 Gigabit port; 1 NMS port; 4 ASI port	DATA1/3:UDP/RTP input; 2 ASI input	IP output DATA1/2/3: IP output SRT protocol (256 terminals); 2 ASI output
DATA1/DATA3: It is not recommended to enable both input and output on the same Ethernet port at the same time, as doing so may impact device performance or network stability. For instance, if DATA1 is configured to receive UDP/RTP streams, ensure that the output function for this port is turned off in the configuration menu.			
Subboard module	Input interface	Function	
Tuner Input module	4-channel Tuner interface with loop out (Except for DVB-T2)	Tuner receive (DVB-C、DVB-T/T2、DVB-S/S2、DTMBT、ISDBT、ATSC optional)	
HD encoder module(H.264)	4-channel HDMI input	HD encoder, supports MPG4/H.264	
HD encoder module(H.265)	4-channel HDMI input	HD encoder, supports MPG4/H.264/H.265	
SD encoder module	4-channel CVBS input	SD encoder, supports MPEG2	
PCMCIA card module (CI)	2-channel PCMCIA (2 Card slot+2 Tuner port)	Tuner receive + CI card descrambling	

Note : The mainboard and subboard can be combined according to requirements. One device is equipped with 1 mainboard module and up to 6 subboard modules.

1.4 Interface



1.	LCD Display	
2.	Buttons and Indicator lights	
3.	NMS	Network management port
	DATA 1/3	IP input over UDP/RTP protocol
	DATA1/ 2/3	supporting up to 256 terminals per device,SRT protocol (DATA1 also supports output of 1 MPTS stream using UDP/RTP)
4.	ASI input/output	
5.	Tuner/HDMI/CVBS input	
6.	Power	

2. Operation

2.1 Installation

Check the possible loss or damage of the equipment during transportation before installing the equipment; Prepare the appropriate environment, connect > to the signal line, connect > to the power line, open the device, >, check the IP address of the network manager, >, adjust the network manager server, connect > to the network manager, check or modify all parameters, and then the device will be normally used after no abnormalities are found in >.

Note 1: the power supply must meet the working requirements of the equipment, such as voltage, frequency and power supply capacity.

Note 2: please observe the environment before the test and pay attention to safety during the test.

2.2 Connect

- Set the computer and the device IP in the same network segment according to the device network manager address (192.168.0.136)
- The IP address of the computer cannot be the same as that of the device
- In the address bar of Firefox browser, ENTER: 192.168.0.136 and press "ENTER". ENTER the user name: admin password: admin and ENTER



After log on, you will get the following interface.

IPTV System

Save Config Save Language Switch

STATUS

Band	Slot	Name	Input Rate	Output Rate	Input Status	Output Status	ID	Version
L1		TUNER 4CH	86.9 Mbps	⊗	●	⊗	0x86	0x3a58
L2		TUNER 4CH	86.9 Mbps	⊗	●	⊗	0x86	0x3a58

Subboard Status and Version Info

ASI IN	Prog Counts	Bit(Act)	Lock
ASI-1	4	21.8 Mbps	●
ASI-2	0	0.0 Mbps	●

ASI Status

MPTS	Prog Counts	Bit(Act/Max)	Overflow
1	4	21.7/120.0 Mbps	●

MPTS Output Status

SPTS1	Prog Counts	Bitrate
1	9	52.6/120.0 Mbps

IPTV Output Status

ETH	IP	Subnet Mask	Gateway	Mac	Link Status	FCS Error	Set Code
HMS	192.168.0.136	255.255.255.0	192.168.0.1	20:26:06:30:10:34	●	0	0
DATA1	192.168.2.136	255.255.255.0	192.168.1.1	20:26:06:30:10:36	●	25904	0
DATA2	192.168.2.137	255.255.255.0	192.168.2.1	20:26:06:30:10:88	●	8799	0
DATA3	192.168.2.138	255.255.255.0	192.168.2.1	20:26:06:30:10:98	⊗	0	0

NMS and Gigabit Port Status

CPU	FPGA	Hardware	OS	Web	SN	Running Time
6050.1243.FE2SPTSMUX	1.4.0.11	d7000b02	1.26.2.80T	3.141T	202603091320	0 Day-01:37:26

Device Software Version and Other Info

Status: shows the basic information like the version of the system.

Input/ output status: shows the signal input and output status.

Software version: the version of the running software

Hardware version: the version of the running hardware

Web version: the running web page version

The System: the running system version

Time: the running time

2.3 Parameter Settings

2.3.1 Encoder/Tuner/CVBS parameter settings

The equipment supports 4ch – 24ch input and multiplexing:

Tuner:

Save Config | ENGLISH | 简体中文 | 繁體中文

Tips: 1. close the channel when you do not use it, to increase the response of WEB

Tuner.L1 Each module supports 4 tuner inputs

Channel	Tuner Type	Valid Bitrate	Input Signal	Config Param	Enable	Tuner setting
1	DVBS/S2	22.233 Mbps	Quality: 87% Strength: 62% C/N: 0.00 db	Satellite Freq: 4200.000 M LNB Freq: 5150.000 M Symbolrate: 45000 Keps	☒	Edit
2	DVBS/S2	22.233 Mbps	Quality: 89% Strength: 61% C/N: 0.00 db	Satellite Freq: 4200.000 M LNB Freq: 5150.000 M Symbolrate: 45000 Keps	☒	Edit
3	DVBS/S2	0.000 Mbps	Quality: 0% Strength: 0% C/N: 0.00 db	Satellite Freq: 3840.000 M LNB Freq: 5150.000 M Symbolrate: 27500 Keps	☒	Edit
4	DVBS/S2	0.000 Mbps	Quality: 0% Strength: 0% C/N: 0.00 db	Satellite Freq: 3840.000 M LNB Freq: 5150.000 M Symbolrate: 27500 Keps	☒	Edit

Tuner Version:[00.00.0]

click  Set parameters

CH 1 Config ✕

Satellite Frequency:	4200	MHz
LNB Frequency:	5150	MHz
Symbolrate:	45000	Keps
LNB Voltage:	0 V	▼
22K:	Off	▼
Satellite:	Off	▼
T2MI:	OFF	▼
Stream Index:	0	(0-255)

Apply
Close

Click “Apply” to save the settings.

Encoder:

Device: —

Status: —

Band: —

L1(ENC-HD 264 4CH) —

L2(ENC-HD 264 4CH) —

L3(ENC-HD 264 4CH) —

H1(ENC-HD 264|265) —

H2(ENC-HD 264 4CH) —

H3(ENC-HD 264 4CH) —

Program Mux +

Output +

Advance +

L1(ENC-HD 264 4CH)

HDMI1 HDMI2 HDMI3 HDMI4

Each encoding board supports 4 channels of HDMI output

Video

Bitrate: 7.00 (1 ~ 13 Mbps) Gop Size: 25 (15-120)

Resolution: Auto Frame Rate: 25/30fps

Profile: Main Profile HDCP: ON

Audio

Format: MPEG1 Bitrate: 128 Kbps

Audio Gain: 128 (0-255)

System

Video PID = PCR PID: ☐ (Video PID will be Same as PCR PID in Encoding TS ,when Selected)

Advance

Set All Enc Band: ☐ Stream Correct: ☐

Status

Video Lock: ● Video Resolution: 1280x720 60P -> 1280x720 30P

Bitrate: 6.302 Mbps Rom Version: 927.64.527.1006.c

Audio Sampling Rate: 48000

Apply

Click “Apply” to save the settings.

CVBS:

Save Config ENGLISH | 简体中文 | 繁體中文

Device: —

Status: —

Band: —

L1(ENC-SD MP2 4CH) —

L2(ENC-SD MP2 4CH) —

L3(ENC-SD MP2 4CH) —

H1(ENC-SD MP2 4CH) —

H2(ENC-SD MP2 4CH) —

H3(ENC-SD MP2 4CH) —

Program Mux +

Output +

Advance +

L1(ENC-SD MP2 4CH)

CVBS1 CVBS2 CVBS3 CVBS4

Each module supports 4 CVBS inputs

Video

Bitrate: 5.00 (1 ~ 13 Mbps) Resolution: 720x576/720x480

Gop Struct: IBBP Gop Size: 15 (1-50)

Audio

Bitrate: 128 Kbps

System

Video PID = PCR PID: ☐ (Video PID will be Same as PCR PID in Encoding TS ,when Selected)

Advance

Set All Enc Band: ☐ Stream Correct: ☐

Status

Video Lock: ● Video Norm: unknown

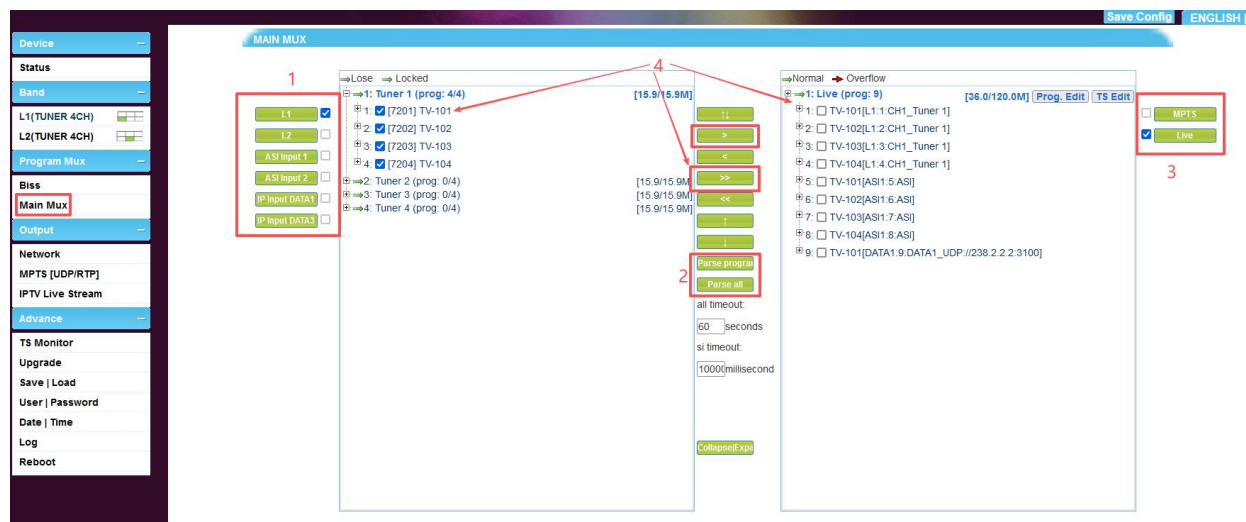
Video Resolution: 720x480 60i Bitrate: 0.000 Mbps

Rom Version: 5.9.f

Apply

Click “Apply” to save the settings.

2.3.2 TS Multiplex Settings



Left: Input Panel / Right: Output Panel

Select input module/channel → Parse/Parse all → Select output channel/mode → Check the desired programs → Click the direction arrow.

In the TS stream setting column, parameters of the output channel can be set: stream selection, general parameters, PID transparent transmission. Mainly is carries on the choice to the output program.

- Parse Program: After setting the parameters for each input channel of the high-frequency head, lock it, select the input channel "Tuner 1" and other channels, and click **Parse program** or **Parse all**. Resolve program information for all channels.
- choose the program, tick it ☒ [7201] TV-101, Selective output channel ☒ Live, click **>**, to connect this program to the chosen channel.
- Program delete: First choose the program, tick it ☒ [7201] TV-101 [L1:CH1_Tuner 1], click **<**, to delete this program from this channel

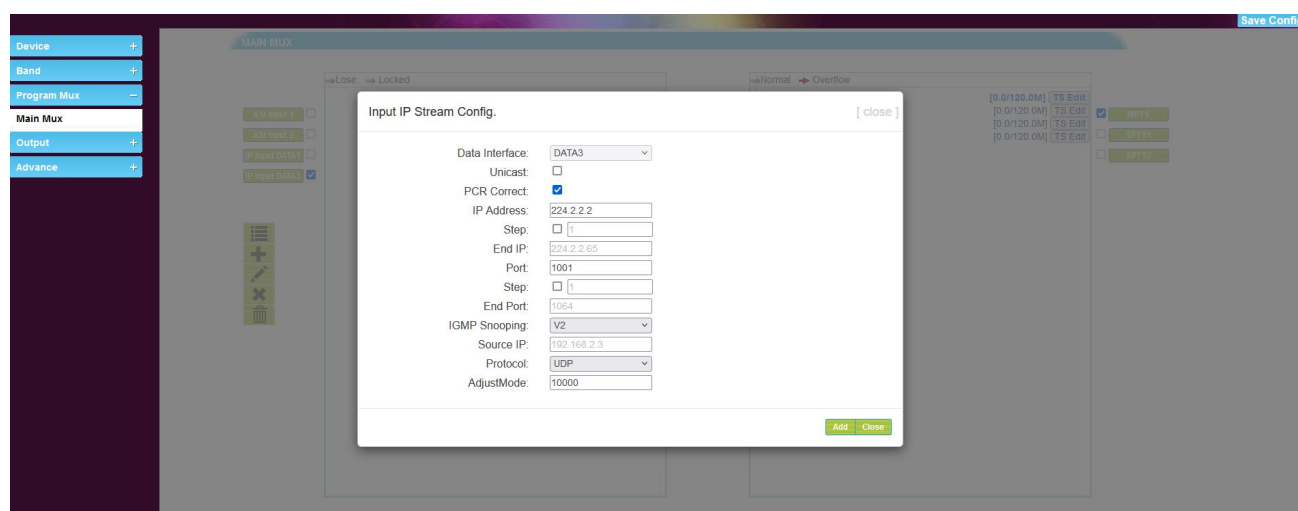
you can click the **+** button and input the corresponding IP address to add the input program source. Click **Parse program** or **Parse all** to parse the program from the network data.

After the program source is added into the device as required, the selected program can be output or deleted through the arrow to the right and left of **<** **>** **<<** **>>**.

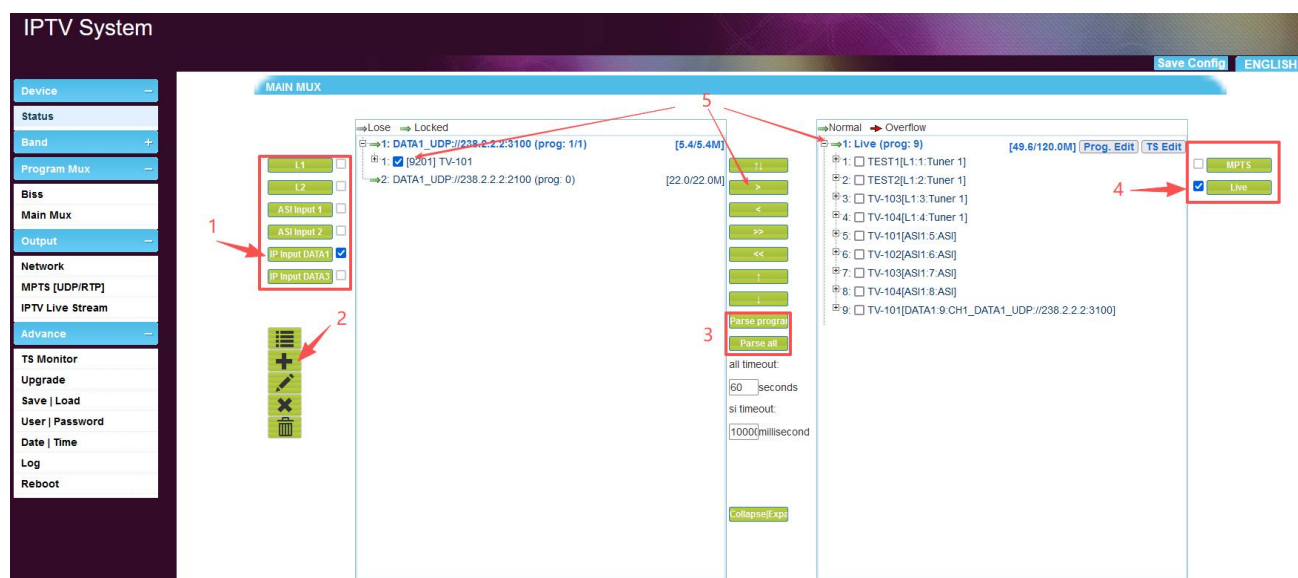
<	Adjustment sequence
>	multiplexed program to
<	Delete program
>>	All multiplexed to
<<	Delete all
Parse program	Parse the program
Parse all	Parse all

Add the IP input channel as follows

Click **IP Input DATA3** ☒ => **+**, the WEB page of DATA is as follows:

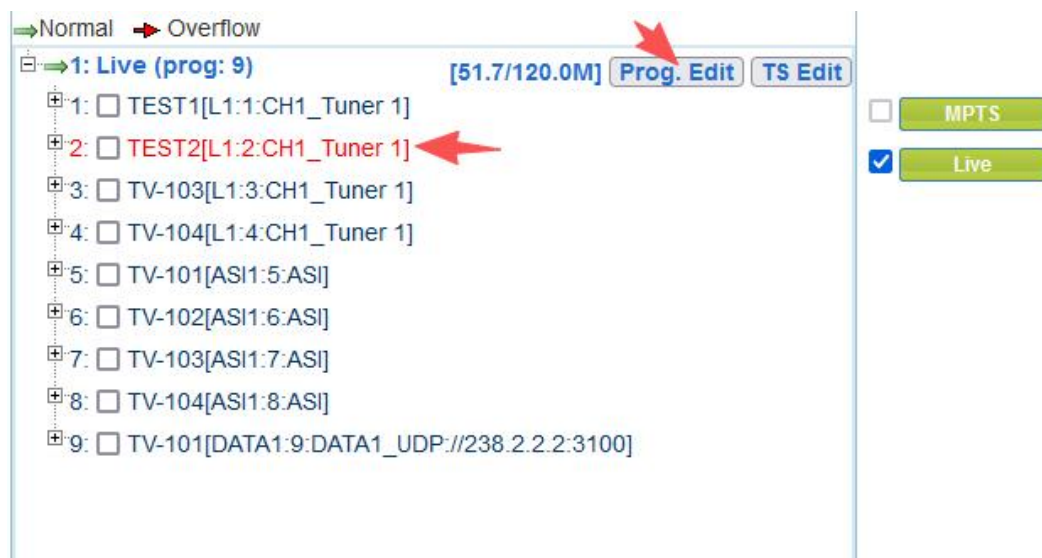


After adding the channel, please click "Parse Program" or "Parse All". Once parsing is complete, proceed with program reuse.



2.3.3 How to Modify the program data setting

Choose the program you want to edit,as follows:



Click **TV-101 [L1:Tuner 1]**, You will get the information of the programs:

Program Information		[close]
Program From Input:	CH1_Tuner 1 [L1]	
Service Name:	TEST1	
Program Number:	7201	
Logic Channel Number:	1	
Service Type:	0x01	
Service Provider:	TV-Provider	
PMT Descriptor Tag:	☐ 0x00	
PMT Descriptor Data:	(Hex)	
PMT PID:	0x0020	
PCR PID:	0x0021	
PCR First:	☐	
H264 Video PID:	☒ 0x0022	
MPEG-1 Audio PID:	☒ 0x0023	

Click “Apply” to save the settings .

2.3.4 Network Settings

Set IPTV input IP address and other parameters

The screenshot shows the 'NETWORK' configuration page. On the left is a sidebar with various system settings. The main panel has a 'NETWORK' header and a 'Save Config' button. Below this are four sections: 'NMS', 'DATA-1', 'DATA-2', and 'DATA-3'. Each section contains fields for IP Address, Subnet Mask, Gateway, Web Manage Port, and MAC Address. The 'Apply' button is located at the bottom right of each section.

Click “Apply” to save the settings.

2.3.5 MPTS IP Stream(UDP/RTP:DATA1)

MPTS IP output channel status, parameter view, setting, etc

The screenshot shows the 'MPTS [UDP/RTP]' configuration page. On the left is a sidebar with various system settings. The main panel has a 'MPTS [UDP/RTP]' header and a 'Save Config' button. Below this is a 'Tips' section with five points. The 'General' section contains dropdown menus for Protocol (UDP), ASI OUT H2 (MPTS 1), ASI OUT L2 (MPTS 1), ASI OUT H3 (MPTS 1), and ASI OUT L3 (MPTS 1). Below these is a 'Set' button. The 'Channel Info.(Alarm/Active/Total): 0/1/1' section contains a table with the following data:

Channel	Address	Port	TTL	Enable	Null PKT Filter	Source TS	Out ETH	Bit(Act/Max)
1	239.2.2.2	2000	128	✓	✓	MPTS 1	DATA1	22.5/120.0 M

The 'Apply' button is located at the bottom right of the table.

Click “Apply” to save the settings.

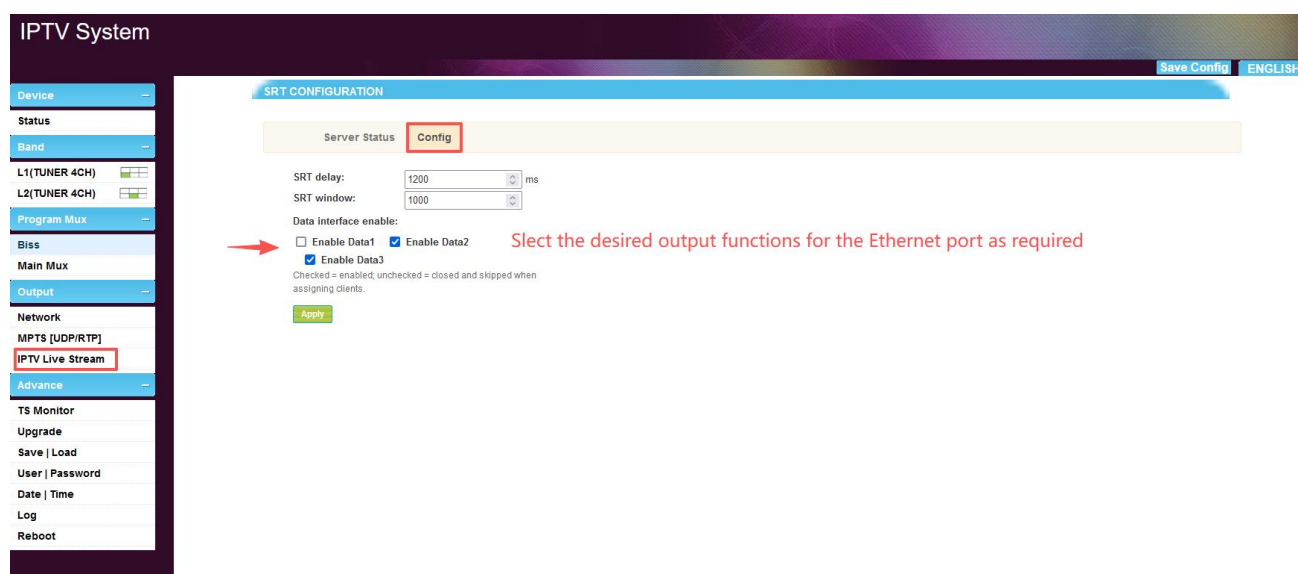
This MPTS stream is advised solely for signal source stability testing. It is not advisable to operate UDP/RTP and SRT program streams concurrently within the same network.

2.3.6 IPTV Live Stream(SRT:DATA1/2/3)

First, the program that needs to be output is selected to the ☒ **Live** directory in the multiplexing interface.



The Settings, as follows :



Enable the output function on Ethernet ports only as needed. For unused or unplugged ports, disable the output to avoid affecting program reception on terminals.

2.3.7 Advanced settings

This is the advanced setting of the device , including the software updating, uploading .

2.3.7.1 Upgrade

We generally suggest users do not do software updating without our online supporting. If you need to upgrade the software, please contact us to make online supporting.

2.3.7.2 User/password settings

User name and password settings.

PASSWORD

Modify the login name and password to make the device safely.If forget the name or password,you can reset it by keyboard.The default login name and password is "admin".Also please note the capital character and lowercase character.

Current UserName: admin

Current Password:

New UserName:

New Password:

Confirm New Password:

Apply

Default username and password: admin

If you have changed your account and password, keep them securely.

2.3.7.3 Save / load the settings

CONFIGURATION

Save To Device Load From Device Load Default Config Save To PC Load From PC

Back up or import the configuration file of the device

When you change the parameter, you should save configuration, otherwise the new configuration will be lost after reboot.

Save

CLEAR CONFIG

Clear current configuration File, Reboot the device, device will enter factory mode.

Clear configuration Clear

1. Save to device: After change any of the data or settings, please click “save to device” to match the settings between the software and the device.
2. Load from device: This is to download the recent settings from the device. Please save the settings when finish the downloading.
3. Load the default config: This is to reset the device to the factory settings.
4. Save to PC: This is to save the current configuration to local files in PC. Users are suggested saving the settings before upgrading the device.
5. Load from PC: Users can replace the current settings with the backup settings from local files (PC). Note: Do not turn off the computer on the process of downloading, otherwise the device will not work.
6. CLEAR CONGLG: Click “Clear” to delete all the current setting to reset the data settings.

2.3.7.4 Date/ Time

DATE | TIME

1970-01-01 07:23:58

Timezone: (GMT) Greenwich Mean Time, Dublin, Edinburgh

NTP Server 1:

NTP Server 2:

NTP Server 3:

NTP Server 4:

NTP Server 5:

Set Time zone Set NTP Update from browser

To set the date and time.

2.3.7.5 Blog

Record the operating status and parameter modification of the equipment.

LOG

Log Type: Kernel Log Auto Refresh: 0 Export Clear log

```
[ 0.000000] Kernel Log: al CPU 0x0
[ 0.000000] System Log: x (root@localhost.localdomain) (gcc version 4.9.1 (Sourcery CodeBench Lite 2014.11-30) ) #65 SMP PREEMPT Tue Aug 30 17:34:09 CST 2022
[ 0.000000] Alarm Log: [413fc090] revision 0 (ARMv7), cr=18c5387d
[ 0.000000] ...
[ 0.000000] Machine model: xlnx,zynq-7000
[ 0.000000] cma: Reserved 16 MiB at 0x04400000
[ 0.000000] Memory policy: Data cache writealloc
[ 0.000000] On node 0 totalpages: 65536
[ 0.000000] free_area_init_node: node 0, pgdat 405aae00, node_mem_map 4fd0000
[ 0.000000] Normal zone: 512 pages used for memmap
[ 0.000000] Normal zone: 0 pages reserved
[ 0.000000] Normal zone: 65536 pages, LIFO batch:15
[ 0.000000] PERCPU: Embedded 9 pages/cpu @4fd3000 s8128 r8192 d20544 u36864
[ 0.000000] pcpu-alloc: s8128 r8192 d20544 u36864 alloc=9*4096
[ 0.000000] pcpu-alloc: [0] 0 [0] 1
[ 0.000000] Built 1 zonelists in Zone order, mobility grouping on. Total pages: 65024
[ 0.000000] Kernel command line: console=ttyPS0,115200
[ 0.000000] log_buf_len individual max cpu contribution: 131072 bytes
[ 0.000000] log_buf_len total cpu_extra contributions: 131072 bytes
[ 0.000000] log_buf_len min size: 131072 bytes
[ 0.000000] log_buf_len: 262144 bytes
[ 0.000000] early log buf free: 129692(98%)
[ 0.000000] PID hash table entries: 1024 (order: 0, 4096 bytes)
[ 0.000000] Dentry cache hash table entries: 32768 (order: 5, 131072 bytes)
[ 0.000000] Inode-cache hash table entries: 16384 (order: 4, 65536 bytes)
[ 0.000000] Memory: 224308K/262144K available (3868K kernel code, 222K rwdata, 1504K rodata, 192K init, 291K bss, 21452K reserved, 16384K cma-reserved, 0K highmem)
[ 0.000000] Virtual kernel memory layout:
[ 0.000000] vector : 0xffff0000 - 0xffff1000 ( 4 kB)
[ 0.000000] fixmap : 0xf1c00000 - 0xfff00000 (3072 kB)
[ 0.000000] vmalloc : 0x50800000 - 0xf0000000 (2792 MB)
[ 0.000000] lowmem : 0x40000000 - 0x50000000 ( 256 MB)
[ 0.000000] pkmap : 0x3fe00000 - 0x40000000 ( 2 MB)
[ 0.000000] modules : 0x3f000000 - 0x3fe00000 ( 14 MB)
```

When the device is abnormal, the device work log can provide some useful information.

2.3.8 Language exchange

4in1 ISDB-T Modulator

Quick save Language setting

Save Config ENGLISH 简体中文 繁體中文

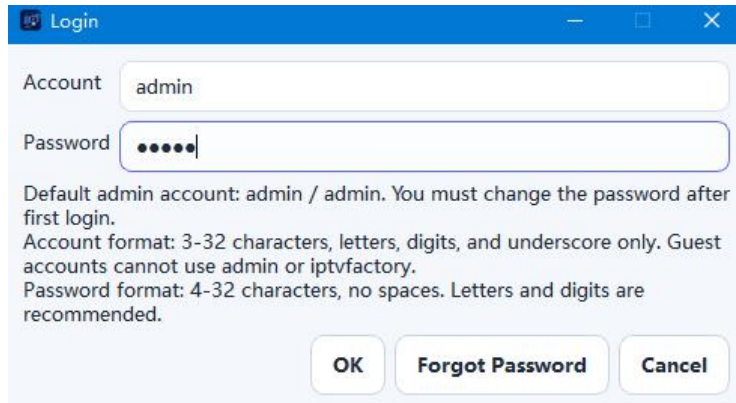
Click “English” to change the web interface and LCD display into English version and save.

Please save the changes after all operations.

2.4 Server Software Configuration

After the device setup is complete, launch the server software  to configure the IPTV system:

Log in to the server software



Login

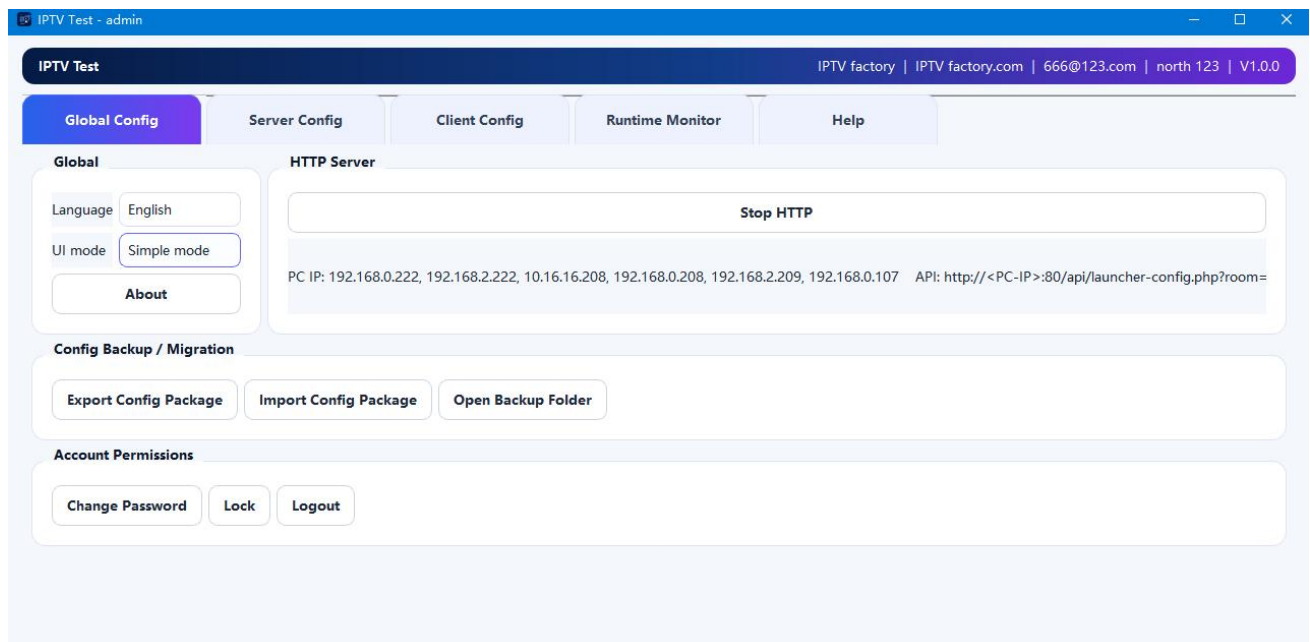
Account:

Password:

Default admin account: admin / admin. You must change the password after first login.
 Account format: 3-32 characters, letters, digits, and underscore only. Guest accounts cannot use admin or iptvfactory.
 Password format: 4-32 characters, no spaces. Letters and digits are recommended.

The default password is admin. Please change the password upon first login and save it. For software OEM customization, please contact our engineer.

Configure the server software



IPTV Test - admin

IPTV Test | IPTV factory | IPTV factory.com | 666@123.com | north 123 | V1.0.0

Global Config | Server Config | Client Config | Runtime Monitor | Help

Global

Language:

UI mode:

HTTP Server

PC IP: 192.168.0.222, 192.168.2.222, 10.16.16.208, 192.168.0.208, 192.168.2.209, 192.168.0.107 API: http://<PC-IP>:80/api/launcher-config.php?room=

Config Backup / Migration

Account Permissions

Enable the HTTP service and set the VLC path (for testing on a PC).

Simple Mode includes server configuration and client configuration, while Full Mode adds additional local testing and logging functions.

Server Configuration

1 Discover Servers 2 Add Server 3 Save Server Config

Discover Servers/Add Server==>Fetch / Merge Playlist==>Sync to All Servers==>Save Server Config

During device and server configuration, connect the device to the management PC. After connecting, either click "Auto Search Server" or manually input the server address, then after the server is detected, click "Read/Update Server Program List," and finally synchronize the list and save.

Client UI Configuration

Desktop

Title: IPTV Launcher

Background color: #061b7a

Background image: /assets/BIT1.jpeg

Settings password: 999

Layout

Grid layout

Home theme: Theme 1: Standard Grid / Free Layout

Rows: 1

Columns: 3

Player debug overlay

APK Update

Enable APK update

Update target: Player APK

Package: com.ipstv.system.player

APK version code: 35

APK version name: 2026071001-4.6

Update APK: /apk/ZLXMplayer_2026071001-4.6_35_com.ipstv.system.playecapk

Import APK

Scrolling Subtitle

Enable Scrolling Subtitle

Subtitle Text: test welcom to here! ! !

Speed: 80 px/s

Style

Item Editor

Title	Action	X	Y	Size
1	web	71	50	530x260
2	live	578	526	242x162
3	app	858	524	242x162
4	web	961	44	254x432

Add Remove Save

The terminal UI can be customized – for example, you can insert images, add new modules, and set up transitions or links between different modules.

Operational Status Monitoring (Terminal Status Monitoring)

Client Status Monitor

Clients: 1, Online: 1, Offline: 0

Room	Client IP	App	APK Version	Status	Program	Play URL	Last Heartbeat	Online
room1011	192.168.2.159	launcher	launcher: 2026090201-4.6(37)	Online			2026-09-04 10:05:17	Online

Terminal Status Monitoring

Server Data Port Traffic

Server	Server IP	Data1	Data2	Data3	Total	Status
Server 1	192.168.0.136	42.53 Mbps	12.41 Mbps	0 bps	54.94 Mbps	OK 已更新

Used to monitor the connection status of terminals.

Stream Analysis (for device inspection or debugging)

Stream Analysis

Program List (max 128 channels) NIC: Auto ☒ Auto Start

Terminal Sim Add Import Export List Remove Clear Start All Start Selected Stop Export Log

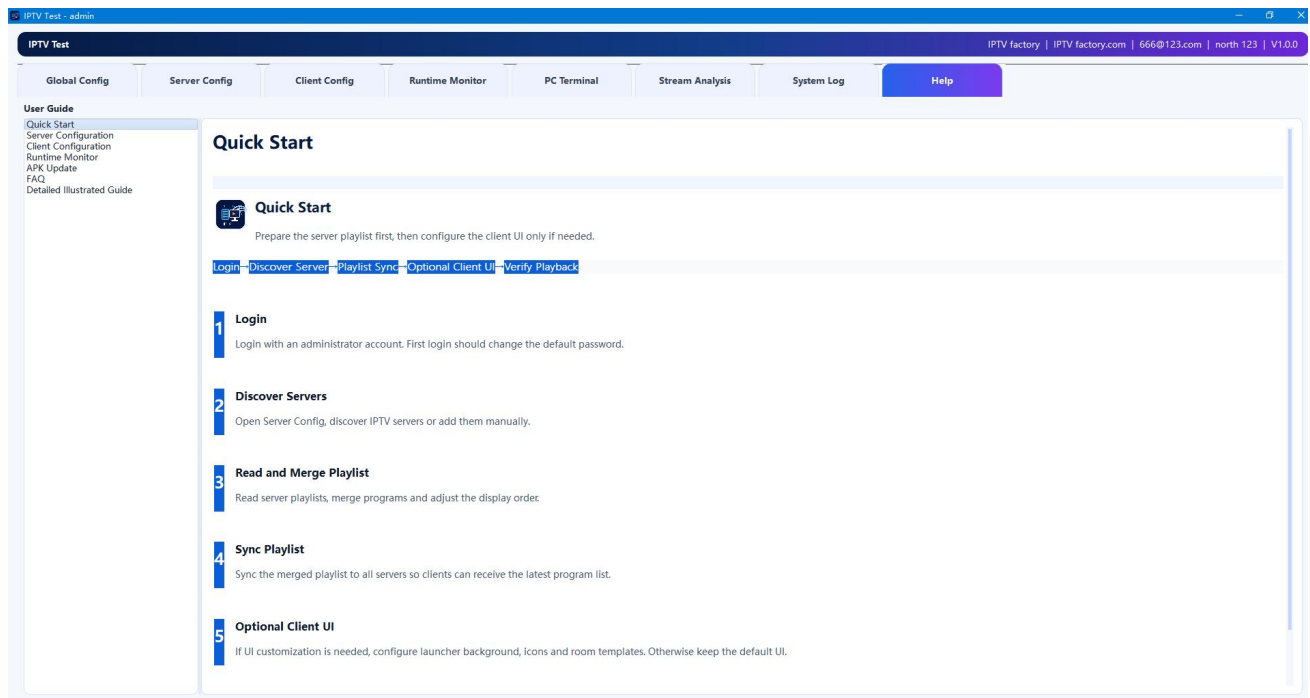
Channel	Status	Monitor Time	Connect	SRT Loss	SRT Drop	RTT(ms)	SRT Rate(Mbps)	Bandwidth(Mbps)	SRT Packets	TS Bitrate(Mbps)	TS Packets	Sync Err	CC Err	Duplicate	Discontinuity	PIDs
1	CONNECTED	00:18:40	Yes	1 Yes	0	0.1	5.701	6.516	587077	5.511	4105143	0	2	1	0	7
2	CONNECTED	00:18:40	Yes	1 Yes	0	0.1	5.699	6.588	586957	5.509	4104317	0	3	0	0	7
3	CONNECTED	00:18:40	Yes	1 Yes	0	0.1	5.698	6.684	586820	5.508	4103309	0	1	0	0	7
4	CONNECTED	00:18:40	Yes	1 Yes	0	0.1	5.699	5.820	586954	5.508	4104142	0	0	0	0	7
5	CONNECTED	00:18:40	Yes	1 Yes	0	0.1	5.701	5.568	587124	5.511	4105479	0	0	0	0	7

Log

[2026-09-04 09:48:12] Channel #2 anomaly: SRT loss increased by 1, total 1, URL: srt://192.168.2.136:4097
[2026-09-04 09:48:12] Channel #1 anomaly: SRT loss increased by 1, total 1, URL: srt://192.168.2.136:4096
[2026-09-04 09:48:12] Channel #1 anomaly: TS duplicate packets increased by 1, total 1, URL: srt://192.168.2.136:4096
[2026-09-04 09:48:12] Channel #4 anomaly: SRT loss increased by 1, total 1, URL: srt://192.168.2.137:4099
[2026-09-04 09:58:18] Channel #1 anomaly: TS loss/CC errors increased by 1, total 1, URL: srt://192.168.2.136:4096
[2026-09-04 09:58:18] Channel #2 anomaly: TS loss/CC errors increased by 1, total 2, URL: srt://192.168.2.136:4097
[2026-09-04 10:01:34] Channel #1 anomaly: TS loss/CC errors increased by 1, total 2, URL: srt://192.168.2.136:4096
[2026-09-04 10:01:34] Channel #2 anomaly: TS loss/CC errors increased by 1, total 3, URL: srt://192.168.2.136:4097

Used to receive the device's output program on a PC, which can be used to test whether the device output is normal.

Help Documentation



This information is provided to help customers quickly understand the functions and operations of the software, so as to facilitate device configuration. Should you have any questions, please contact our engineers for assistance or schedule a remote support session.

2.5 Client Software Settings

1. On the terminal (e.g., set-top box or TV that supports this feature), install the following APK:

ZLXMplayer_2026071001-4.6_35_com.iptv.system.player.apk	2026/7/10 15:23	APK 文件
ZLXMtv_2026072301-4.1_32_com.iptv.system.launcher.apk	2026/7/29 10:37	APK 文件

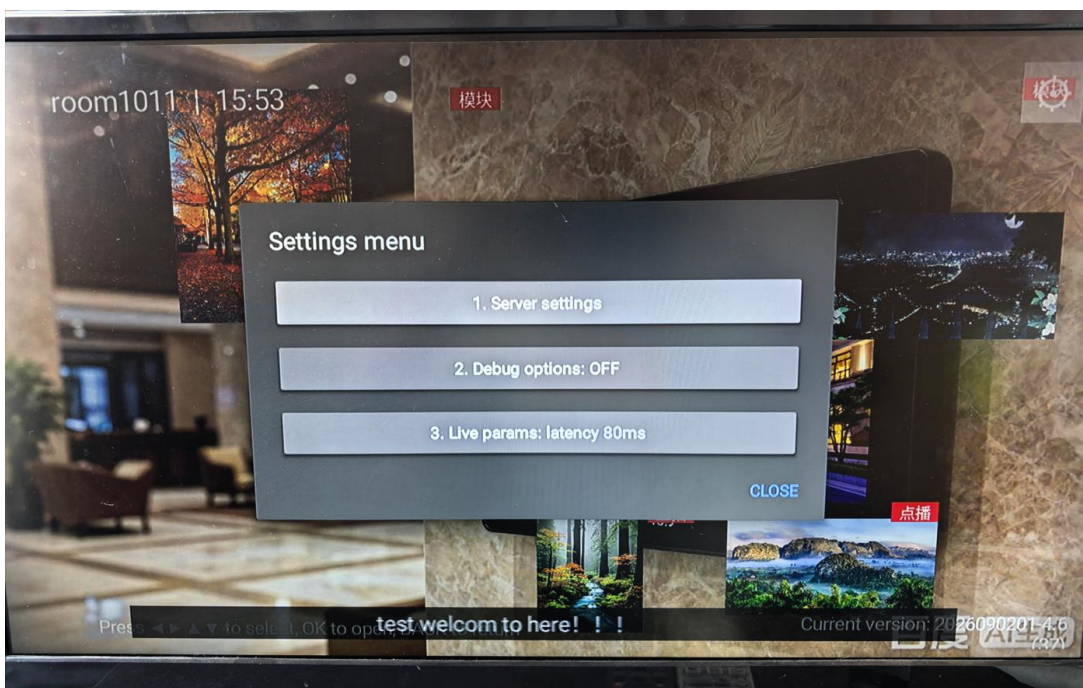


2. Open the APK  (it is recommended to set this program to auto-start on boot / auto-launch).

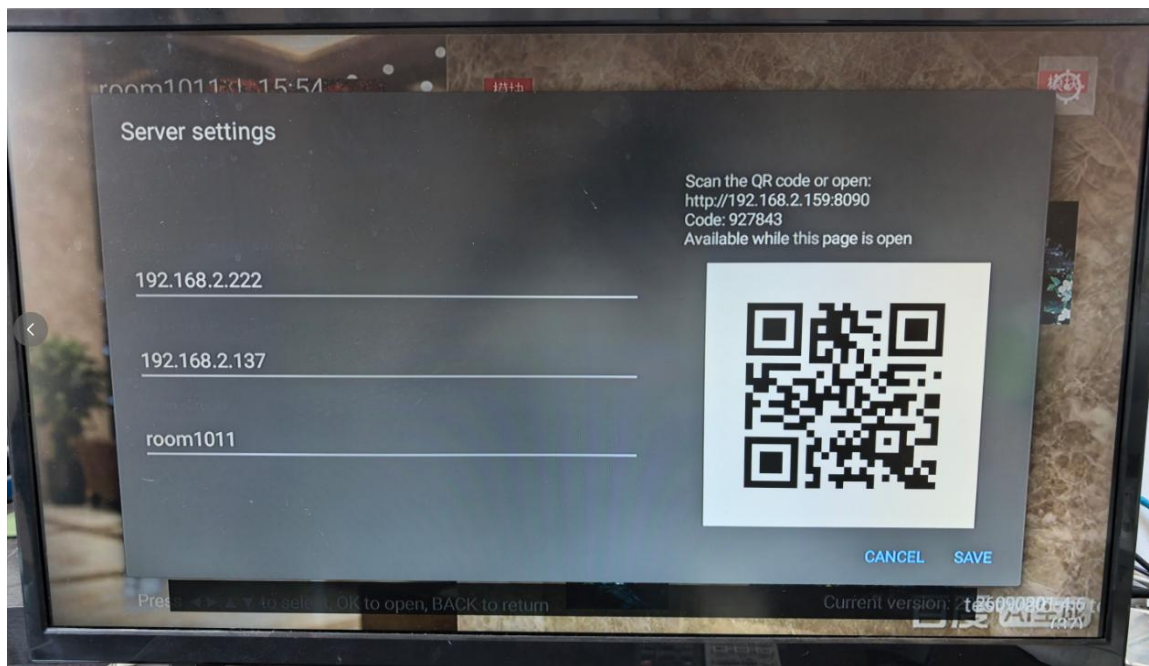


Note: This UI can be configured in the terminal settings of the server software mentioned earlier. It is advisable to use a set-top box or TV that allows auto-starting of applications. e.g., an Android STB .

3. Tap the Settings icon in the upper-right corner, then select Server Settings.



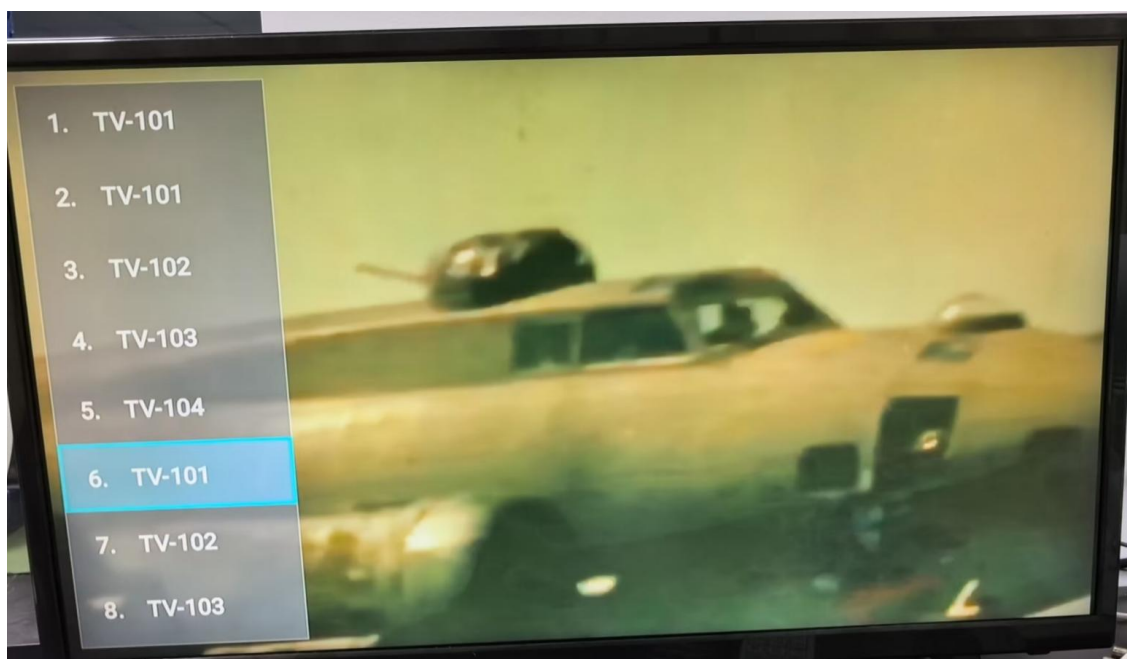
4. Configure the server address:



Server management address, Server address, Terminal name

Note: For QR-code configuration, the mobile phone and the terminal must be on the same network. Save the settings after completion.

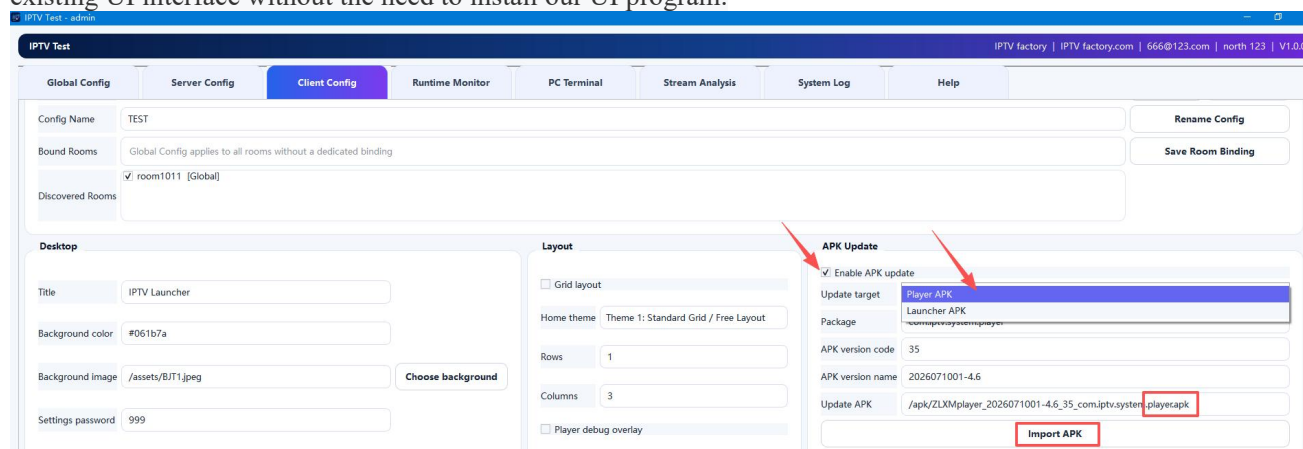
5. Exit the settings and restart the UI application, then click the Live Broadcast window on the UI interface.



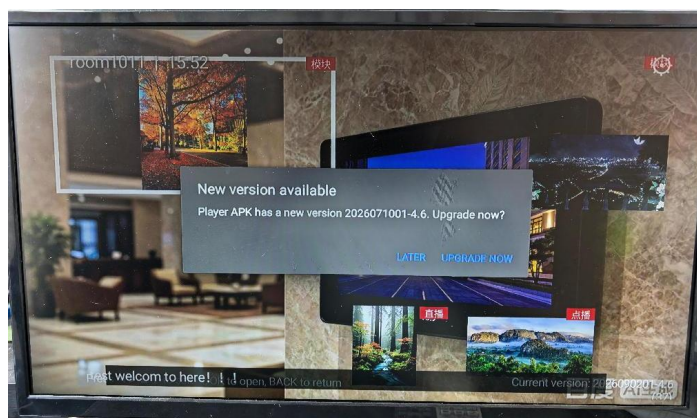
Once the configuration is finished, live programs can be viewed as usual.

6. APK Program Upgrade

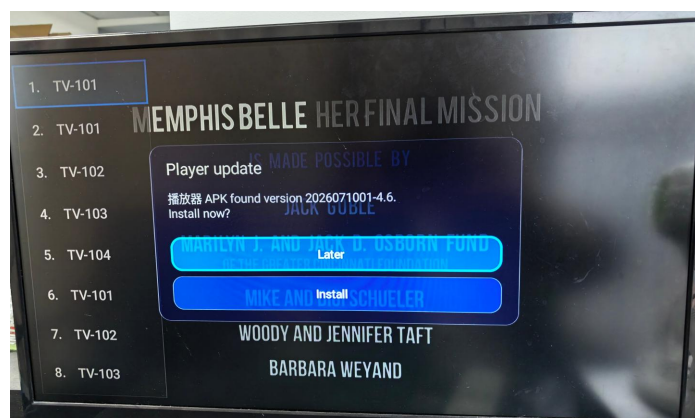
Note: Our terminal programs consist of two separate components: the UI application and the player. Please be sure to distinguish between them. For customers who have their own UI, the player can be directly integrated into your existing UI interface without the need to install our UI program.



Enable the auto-upgrade feature in the server software and upload the corresponding upgrade files.



After restarting the UI desktop application, an upgrade notification will automatically pop up.



When you click on the Live Broadcast module within the UI, the player will also automatically prompt an upgrade notification. After the upgrade is complete, restart the program for the changes to take effect.

3. Trouble Removal

3.1 Prevention Measures

- 1) Put equipment in the environmental temperature 0 °C ~ 45 °C, other conditions meet the requirements of operating range.
- 2) Check that the supply voltage is within the specified range and that all connections are correct.
- 3) Check that the supply voltage is within the specified range and that all connections are correct.
- 4) Please do not switch the machine frequently (switch the machine at least every 10 seconds or more).

3.2 Common Problems

Common problems	The solution
boot failure	Check that the input voltage and connection of the power supply operating range are correct
signal failure	Check whether the signal source is normal. Check that the cables are properly connected
Program Scan failure	The program name and program number of the output signal are manually added in the TS stream setting

4. Packing list

Number	Name	Count	Comment
1	HP4000 IPTV System	1	
2	Power line	1	
3	Signal line	N	

Warranty description:

1. The product warranty period is one year, calculated from the time of shipment from the factory;
2. The warranty covers the problems that occur under normal use of the product.

The warranty does not apply to the following conditions:

- 1) Beyond the warranty period;
- 2) Damage caused by transportation, loading and unloading during return or repair;
- 3) Disassemble, modify or maintain the equipment without authorization;
- 4) Equipment failure or damage caused by accidental factors or humans (such as extrusion scratches, bump deformation, liquid intake, foreign matter falling into, network virus, incorrect insertion and removal, etc.);
- 5) Malfunctions or damages caused by equipment not being installed in the correct working conditions or environment (such as: bad working environment, high temperature, low temperature, high salt and high humidity, low voltage, high voltage or unstable power supply, not correctly grounded , abnormal physical pressure, corrosion, etc.);
- 6) Equipment failure or damage caused by not following the installation, use, maintenance, and storage requirements of the user manual.
- 7) The equipment nameplate, QR code does not match the product model, or the factory label cannot be recognized or is altered;
- 8) Failure or damage caused by the use of other products or parts other than our company;
- 9) Failure or damage caused by force majeure factors (including natural disasters such as flood, fire, lightning, earthquake, etc., and social events such as war, unrest, etc.);
- 10) If the equipment fails or is damaged due to the above reasons, we will charge the corresponding fee after repair.