TELE System

androidtv

Hey Google

up 1

SmartBox 4K

Set-top Box DVB-T2 HEVC Main10



User Manual

ENG

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NOTE: Due to updates or errors, the contents of this manual may not exactly match the actual product.

1 Product Description

androidtv | Hey Google | DVB T2 | 4K HDR | HEVC Advance™

- Android TV operating system
- HEVC DVB-T/T2 digital terrestrial receiver
- 4K UHD HDR digital decoder
- Voice Search with Google Assistant

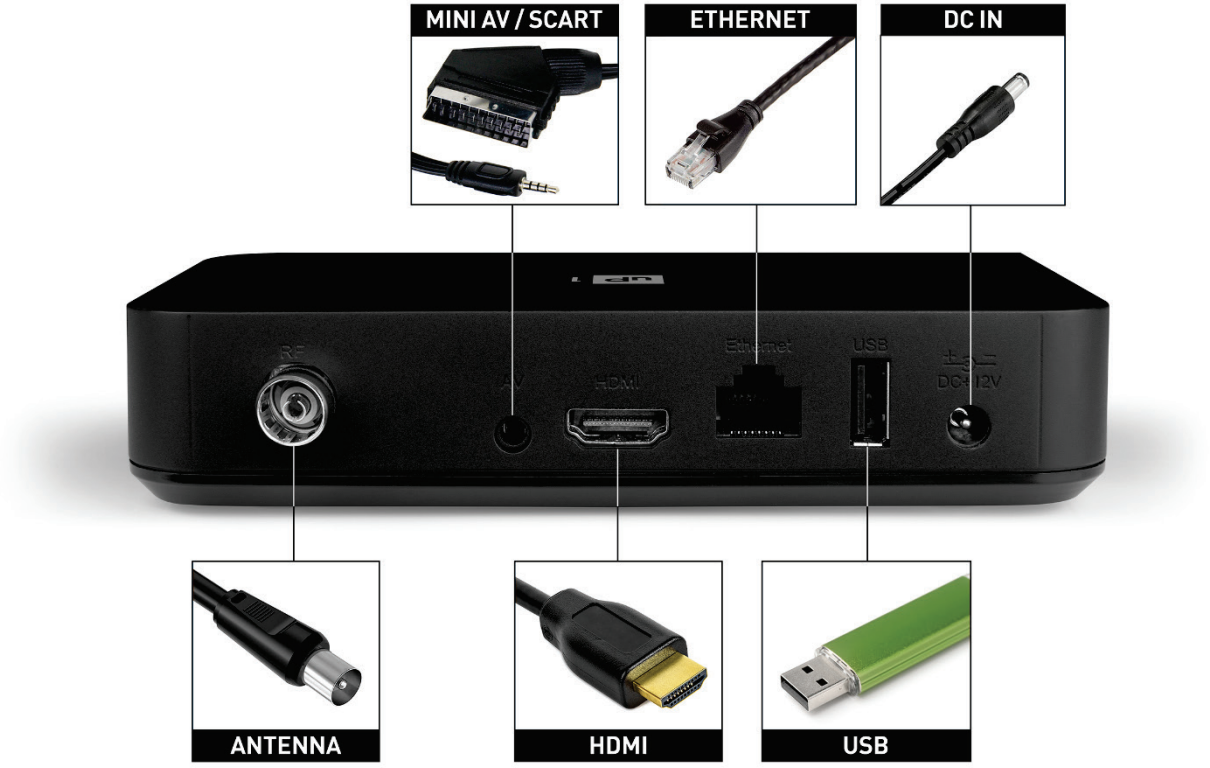
To get the most out of your UP1, scan for terrestrial channels, connect the box to the Internet, register your Google Account and pair the remote control via Bluetooth.

1.1 Package Contents

UP1	Android TV DVB-T/T2 smart box	**SCART**	3xRCA to SCART adapter
Power supply	12VDC 1.0A	**Remote control**	with voice search, 2xAAA
HDMI cable	high-speed 2.0b, 1.5m	**Quick Guide**	quick product guide
AV cable	from mini-jack to 3xRCA, 1.5m	**Warranty**	product warranty

1.2 Rear panel and connections

Description of the elements on the decoder's rear panel from left to right and possible connections:



RF: terrestrial TV antenna input
AV: standard definition analogue Audio-Video (AV) output for TV screens with SCART/RCA AV socket, as an alternative to the HDMI connection
HDMI: HDMI digital audio-video output for TV screens with HDMI input

WARNING
AV and HDMI outputs cannot work simultaneously. To enable AV output, you must start the device with the HDMI cable disconnected.

Ethernet: Ethernet port for wired Internet connection to be connected to your modem/router, as an alternative to the wireless Wi-Fi connection

NOTE
The device also features wireless connectivity: Wi-Fi for Internet access as an alternative to the Ethernet socket, Bluetooth for external accessories and voice functionality of the remote control.

USB: USB connector for compatible memory storage devices such as USB flash drives and USB disks
DC+12V: power input for connecting the supplied power supply

1.3 Front panel

Description of the decoder front panel elements from left to right:



IR (center): internal infrared (IR) sensor for remote control
⏻ (On/Stand-by): On/Off button in standby mode
LED: status indicator light on (GREEN)/standby (RED)

NOTE

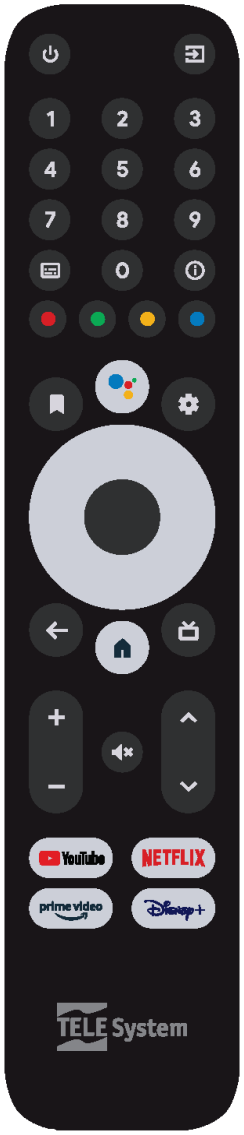
The box's status LED is GREEN during operation or RED in standby mode. Under certain conditions (software update, factory reset), the LED will flash GREEN-RED sequentially.

1.4 Remote control

1.4.1 Remote control buttons and their functions

Description of the remote control buttons from left to right and top to bottom:

⏻ **ON/ST.BY**: power on (On)/power off in stand-by (St.by); programmable
SOURCE: input source for the TV screen; to be programmed
1÷9: consecutive numeric keys from 1 to 9, for entering numeric values or recalling Live TV
SUB: subtitles
0: numeric key 0, for entering numeric values or calling up Live TV
ⓘ **INFO**: information about the current program/channel/content
RED: contextual function key/Timeshift launcher in the Live TV app
GREEN: contextual function key/subtitle selection in the Live TV app
YELLOW: contextual function key/audio track change in the Live TV app
BLUE: contextual function key/Teletext access in the Live TV app
Bookmark: contextual options button
Google Assistant: activating Google's voice assistant
SETTINGS: system settings menu
D-pad ▲/◄/►/▼: circular directional pad called D-pad (Directional pad), to navigate between menu items/options or elements available on the screen
OK (in the center of the D-pad): general confirmation button or channel list recall in the Live TV app
BACK: return to the previous menu/section or call up the main menu in the Live TV app
HOME: call up the decoder's main screen called Home
TV: access the Live TV app for digital terrestrial television; within the Live TV app, access the app's menu (single press) or the Electronic Program Guide - EPG (double press)
+- VOL: audio volume, press up to increase or down to decrease; programmable
MUTE: audio mute
PROG: change channel, press up for next or down for previous
YouTube: YouTube app recall
NETFLIX: NETFLIX app recall
prime video: Prime Video app recall
Disney+: Disney+ app recall



NOTES AND WARNINGS

The **SOURCE** button will only work after appropriate programming. The **ON/ST.BY** and **VOL+/-** buttons can also be programmed to control an external device. Refer to the section 1.4.2.
The button **Google Assistant** is only available after Bluetooth pairing of the remote control. See section 1.4.3.

1.4.2 TV Button Programming

To make the UP1 remote control 2-in-1, some of its buttons can be reserved for infrared (IR) control of the main functions, such as volume control, power on/off, and input source, of an external device connected to the decoder, such as a TV or an external audio amplifier/soundbar. This requires programming, which can be done from the **Settings** > **Set up remote control buttons** > **Add device** menu, where you will be guided through choosing the brand of the device to be controlled and finding the correct IR code.

NOTE

Presence and compatibility with all brands and IR codes existing on the market cannot be guaranteed.

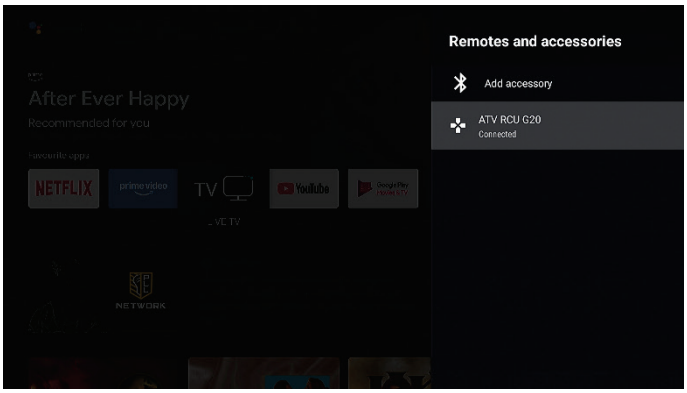
1.4.3 Bluetooth pairing

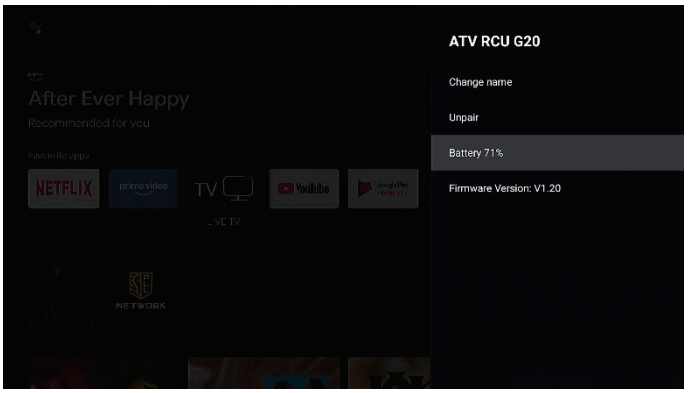
To use Google Assistant and voice search, you must first pair the remote control with UP1 via Bluetooth. Pairing is prompted on the screen during initial setup (par.2); in case of a subsequent mating:

1. Hold down the keys at the same time← **BACK** and ⌂ **HOME** for 3-4 seconds to set the remote control into pairing mode
2. Launch the **Add accessory** function from the **Settings** > **Remotes and accessories** menu on the receiver
3. When the name of the remote control (ATV RCU G20) appears on the screen, press the **OK** button and wait for pairing.
4. If this fails, repeat the entire procedure.

NOTE

Once the remote is paired, it will appear in the Settings > Remotes and accessories menu, where you can check its battery status and, if necessary, unpair the remote.





1.4.4 Inserting batteries

To use the remote control, insert two 1.5V AAA batteries by opening the battery compartment on the back of the remote control. Observe the indicated polarities. Once the batteries are empty, remove them from the compartment and dispose of them separately from household waste by taking them to any retail outlet or collection point.

2 First installation

The first installation wizard is active when you turn on your device for the first time or after a factory reset from the **Settings** > **Device Preferences** > **Factory reset** menu (section5.4). After completing the initial installation procedure, you will have access to the full functionality of Android TV.
The steps of the on-screen wizard are briefly described in the following paragraphs. The first part focuses on configuring the Android TV system, while the second focuses on setting up and searching for digital terrestrial TV and radio channels.

2.1 Android TV

2.1.1 Remote control pairing

Pair the remote control via Bluetooth. The remote control can also work in infrared (IR) mode only, but a Bluetooth connection is required to activate Google Assistant and voice search, and it also allows you to control the receiver without having to point the remote at the IR sensor on the receiver's front panel.

2.1.2 Select language

Select your preferred language.

2.1.3 Setup with Android phone

If you have an Android phone, you can set up your device faster by allowing your Google Account and Wi-Fi network to be passed directly from your phone to the box; simply follow the on-screen instructions and continue the setup from your phone. If you prefer to set up via your TV, skip this step and continue the setup process using your box.

2.1.4 Network connection

An internet connection is essential to access Android TV's features. You can use an Ethernet cable or Wi-Fi. If you use Wi-Fi, select your Wi-Fi network from the list and enter the password.

NOTE

Please note that a wired Ethernet connection is more stable than Wi-Fi. If you experience slow network performance, we recommend using a wired connection.

2.1.5 Google Account and Terms of Service

You need a Google Account to take full advantage of Android TV. Enter your Google Account credentials and accept the Google and Google Play Privacy Policy and Terms of Service.

2.1.6 Geolocation and diagnostics

You can share your location with Google and apps, as well as send diagnostic information to Google, to improve Android services and your experience. Make your selections and accept the settings.

2.1.7 Google Assistant

Choose whether to use your voice to ask for information and search for content in the streaming app catalogue, allowing you to search across all compatible apps (learn more at g.co/TVappsearch).

2.1.8 Personalized results

You can get personalized results: If enabled, the set-top box can show anyone who uses it personal information such as email, calendars, photos, playlists, and other information associated with the Google Account running on the set-top box (more details at g.co/personalresults/help).

2.1.9 Updates on Assistant features

Choose whether to receive email updates about the Assistant's latest features and what it can do.

2.1.10 App installation

Some apps are already preinstalled on your decoder; in addition to viewing the additional apps that will be installed, in this step you can choose whether to install other apps selected by the manufacturer and others suggested based on your Google Account.

2.1.11 Android TV technology

You'll see a brief introduction to the capabilities of Android TV technology, such as the Google Play Store, voice assistant, and screen-to-screen content casting with Google Cast.

2.1.12 Standby mode

Choose the type of standby mode you want to assign to your decoder. Normal standby will allow the device to wake up faster but will consume more power in standby. Conversely, deep standby will allow the decoder to consume less power in standby but will take longer to wake up.

2.1.13 Remote control setup

The decoder remote control buttons can also be configured to power on/off and adjust the volume of a TV or external audio device connected to the decoder. To speed up the initial setup, this operation can be performed later from the decoder's settings menu. See section 1.1.4.2.

2.2 Digital terrestrial TV

Once you have completed the initial installation of the Android TV system, select the Live TV app to perform the initial installation of digital terrestrial TV and Radio channels using a simple wizard described below.

2.2.1 PIN Choice

Define a personal 4-digit numeric code, called Personal Identification Number – PIN, which will be required for viewing protected TV channels/programs and some settings in the Live TV app, such as in the **Parental Control** menu (see par.4.2.4).

NOTE

If you forget the PIN chosen during the first installation, it is always possible to perform a factory reset of the decoder (par.5.4) to be able to set a new one.

2.2.2 Choice of country

Select your installation country from the available ones. This choice will affect the channel scanning and saving settings, as well as the audio and subtitle languages. If necessary, you can also change these settings later from the **Settings** > **General Setting** menu in the Live TV app.

2.2.3 DVB type

Display of channel search type: DVB-T/T2 for channels via digital terrestrial antenna.

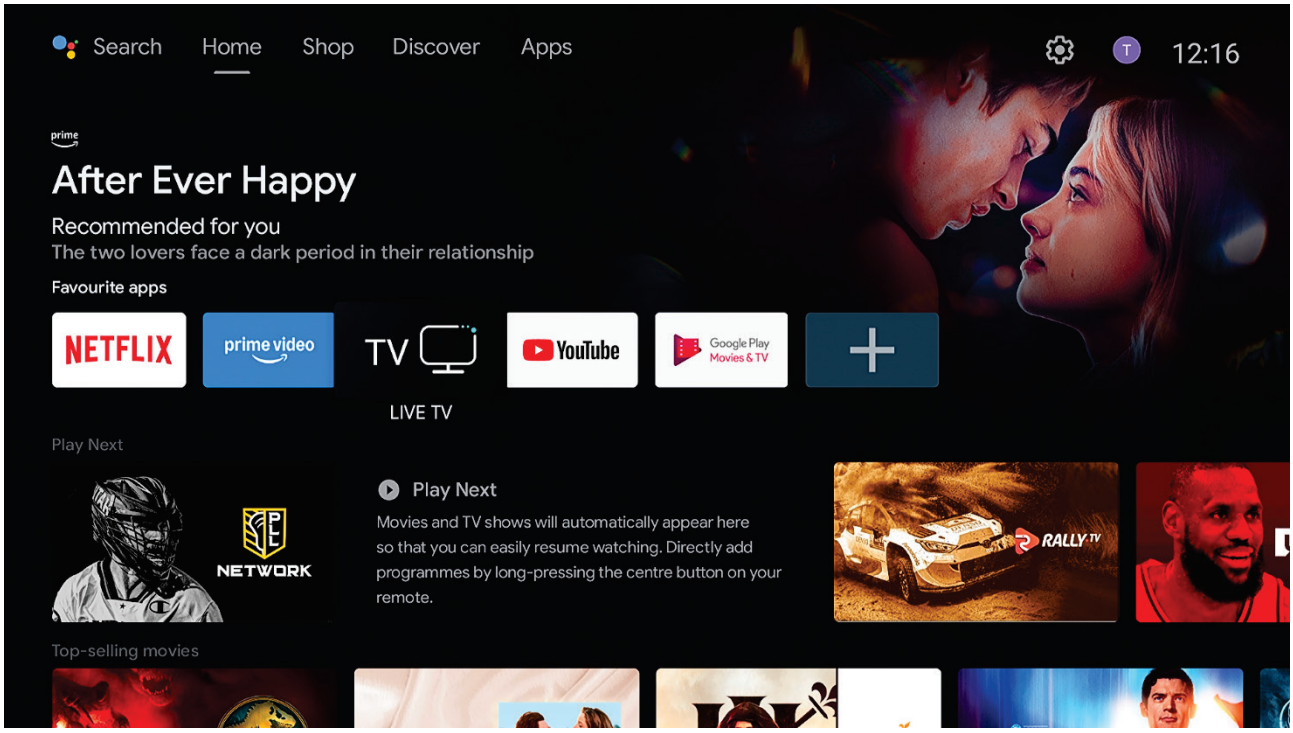
2.2.4 Channel Scan

Press the **OK** button on the remote control: the automatic channel search will start automatically, searching for channels from the terrestrial antenna on all frequencies available for the selected country.
Optional: Only if you are using an active antenna to be powered at 5VDC via the receiver's RF antenna connector, exit the automatic channel search by pressing the **BACK** button and, from the **Settings** menu of the Live TV app, first activate the ***Antenna Power*** option from the **General Settings** submenu, then launch the channel scan from the **Installation** > **Automatic search** submenu.
At the end of the channel scan, if two or more channels request to occupy the same position (Logical Channel Numbering - LCN), the user will be prompted to resolve the LCN conflicts.

WARNINGS

- The total number of channels found may depend heavily on the quality of your antenna system and the quality of the signal received by your decoder.
- Enable ***Antenna Power*** only if you're using an active external antenna that requires 5VDC via coaxial cable. Never enable it for a passive antenna like a traditional rooftop antenna: there's a risk of overload!

3 Android TV



All available content can be accessed from the **Home** screen, which can be accessed by pressing the ⌂ **HOME** button. From here, you can access Android TV apps and games, the Google Assistant, and much more. Some tips:

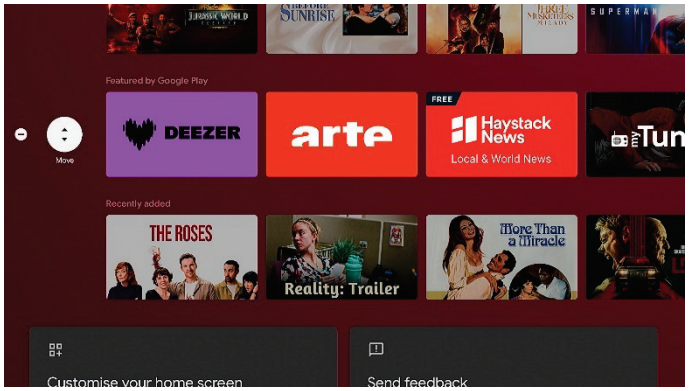
- To get the most out of Android TV, connect your decoder to the Internet
- A Google Account is required to use Google services.
- To take advantage of all the Google Assistant services, add your Google account to the decoder
- To activate voice recognition, pair the remote control with the decoder via Bluetooth

3.1 Home

3.1.1 Channel Position

You can arrange the rows of app content previews on the **Home** screen (Channels) according to your preferences:

1. Move to the first tile of the desired app row with the up ▲/down ▼ keys on the **D-pad**
2. Press left ◀ and then **OK** on the ***Move*** item
3. Use the up ▲/down ▼ keys to move the app line to the desired position and confirm with **OK**
4. Instead, to delete the app row, at the point 2, select the ***Remove*** item and press **OK**

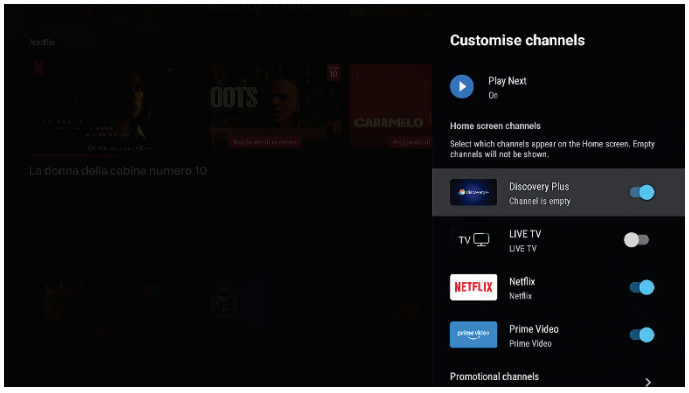


Not all Channels are removable.

3.1.2 Customize Channels

You can add or remove apps whose content you want to see on the **Home** screen:

1. On the **Home** screen, press the down ▼ key until you reach the item at the bottom of the screen called ***Customise your home screen***
2. Press **OK** to display the **Customise channels** menu
3. Select a channel with **OK** to add or remove it from the **Home** screen

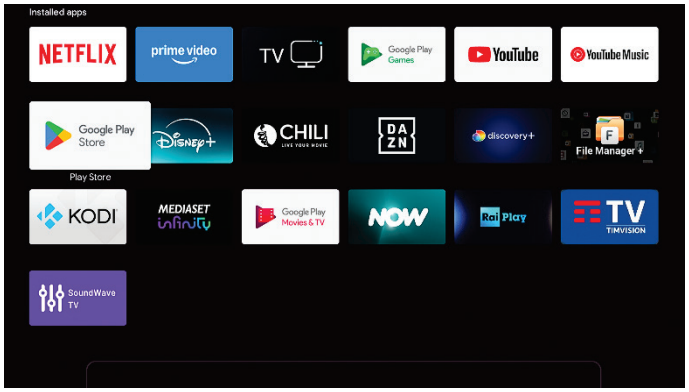


3.1.3 Get more apps and games

You can install various apps or games available in the official Google virtual store called **Google Play Store**:

1. Select the ***App*** item at the top of the **Home** screen to see all the apps and games installed on the decoder
2. Download apps from the **Google Play Store**

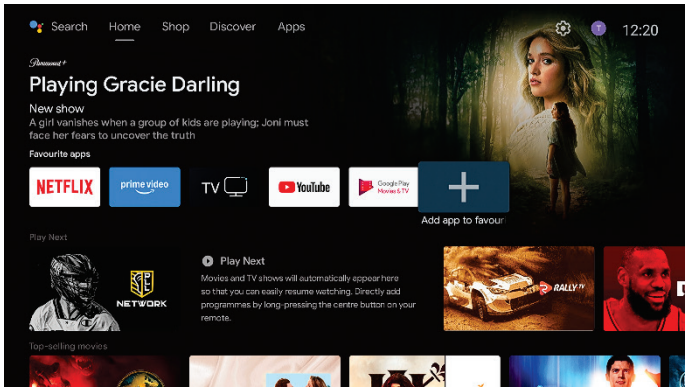
NOTES
A Google Account is required to access the Play Store. The apps on the Android TV Play Store are not the same as the Play Store on the Android system on mobile devices (smartphones and tablets).



3.1.4 Favorite apps

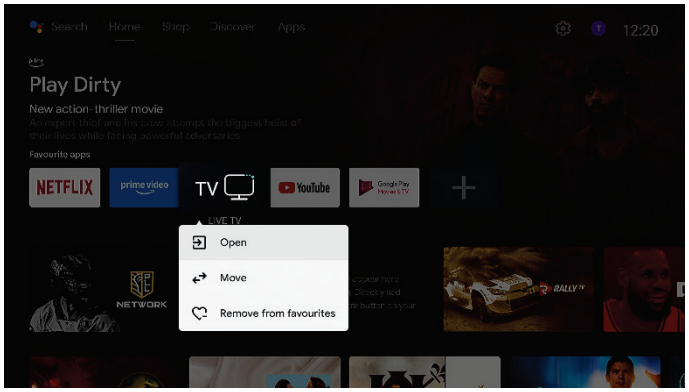
You can place your favorite apps at the top of your **Home** screen:

1. On the **Home** row labelled **Favourite apps**, press the right key ▶ until you reach the ***+ Add app to favourites*** icon
2. Press **OK** to view the list of installed apps not yet added
3. Select the desired app and press **OK** to add it



You can also reposition or delete your favourite apps:

1. Position the desired app in the ***Favourite apps*** list on the **Home** screen
2. Press the **BOOKMARK** button or hold down **OK** until a window appears with the available options.
3. Select *Move* or *Remove from favourites* for editing (or *Open* for access).



3.2 Google Assistant

With Google Assistant, you can access entertainment content faster and get answers directly on the screen. You can do more using your voice. Google Assistant is only activated after Bluetooth pairing between the remote control and the decoder. If it is not active, simply pair Bluetooth using the button **Google Assistant** from the remote control or within the **Settings** > **Remotes and accessories** menu (see par.1.4.3).

Find your favourite movies, including music and YouTube videos, faster. Experience Google Assistant features by pressing the assistant button of the remote control:

"Put Chicago PD on Prime Video"
"Put workout videos on YouTube"
"What is the nearest restaurant?"
"Turn down the volume"
"Open DAZN"
"Pause"

Learn more at g.co/TVappsearch

3.3 Accessibility

You can make your Android TV more accessible with features like a screen reader called TalkBack, subtitles for certain apps, font scaling, and more. All options are available in the **Settings** > **Accessibility** menu.

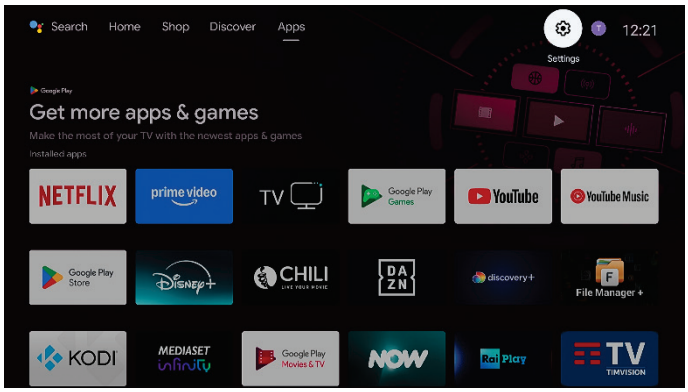
3.4 Google Cast (Chromecast built-in)

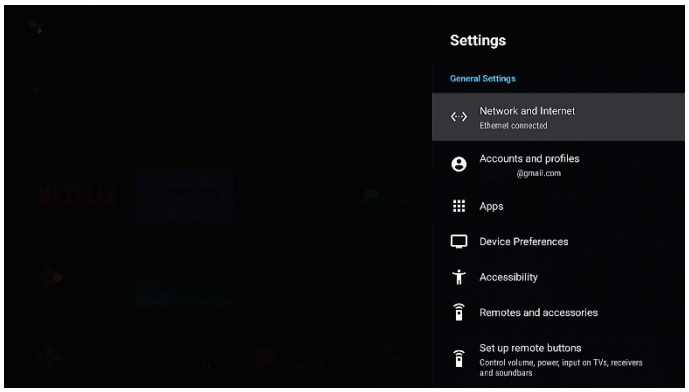
UP1 also integrates a Chromecast for sharing content from your phone, laptop, or tablet. In particular, it is possible to cast media content from Chromecast-enabled apps directly from your phone to your UP1 set-top box connected to your TV to enjoy entertainment on a bigger screen. To use Chromecast built-in, now known as Google Cast, just follow a few simple steps:

1. Make sure your decoder and phone are connected to the same Wi-Fi network
2. Open an app that supports Chromecast on your phone
3. Start playing the content and press the cast icon to send it to the TV

3.5 Android TV Settings

This section describes the Android TV settings, which you can use to customize your user experience.
To display the Settings menu, select the gear icon on the **Home** screen or press the **SETTINGS** button on the remote control.





For settings relating to digital terrestrial channels, please refer to the chapter 4.

Suggestions

If any settings required by Android TV are missing, suggestions will appear on the screen. It's a good idea to follow the on-screen instructions to get the best Android TV experience with your set-top box.

All settings

The decoder Settings menu is divided as follows:

- **Network and Internet**: Ethernet and Wi-Fi connection centre
- **Accounts and profiles**: Control the Google accounts linked to the decoder. You can add multiple accounts
- **Apps**: List of apps installed on the device and their management, including individual app permissions
- **Device Preferences**: You can check system information and set your preferred settings
    - **About**: view system information and check for updates
    - **Date and time**: setting the date and time
    - **Language**: setting the menu language
    - **Keyboard**: management of on-screen virtual keyboards
    - **Display and sound**: screen configuration, including Zoom, HDMI CEC, Resolution and HDR, and audio output
    - **Storage**: organization of the internal space and any external USB memory connected
    - **Home screen**: Customizing the contents of the **Home** screen
    - **Google Assistant**: settings for voice search in apps
    - **Google Cast**: Chromecast Built-in information and setup
    - **Power management**: energy saving options
    - **Shut-off timer**: setting automatic shutdown of the device when inactive
    - **Location**: position enable
    - **Microphone/Camera**: permissions for accessing the microphone and any camera
    - **Usage & diagnostics**: enable sending diagnostic and usage data to Google
    - **Google**: automation for system updates
    - **Reboot**: force restart device
    - **Factory data reset**: decoder factory reset function (see par.5.4)
- **Accessibility**: accessibility tools
- **Remotes and accessories**: Bluetooth connection of the remote control and any external accessories (speaker, earphones, etc.)
- **Set up remote control keys**: Programming the remote control buttons for volume control, power on/off and external device input

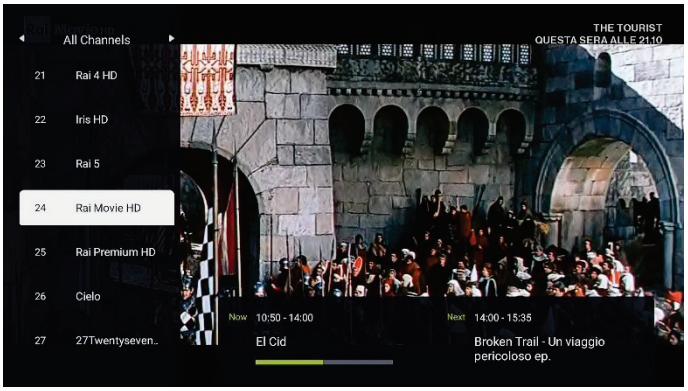
4 Live TV App

Within this app you can watch the digital terrestrial channels receivable by your antenna.

4.1 Main functions

Change channel

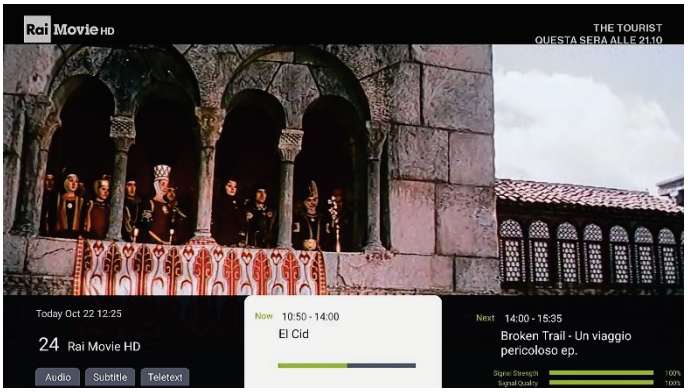
Use the ^v PROG buttons to go to the next/previous channel or enter the channel position number using the numeric buttons for direct access to the desired channel.



Alternatively, using the **D-pad** buttons, access the channel list with the central **OK** button, select the desired channel group using the right ► / left ◄ buttons (among all channels, only TV or radio channels and any user favourite channel groups), then select the channel using the down ▼ / up ▲ buttons and press the central **OK** button to tune it.

Channel information banner

Each time you change channels or press the **INFO** button, the channel banner will be displayed on the screen containing:



- Number and name of the tuned channel
- Title, start and end time of the current and next program.
- Information with related implementation icons on the presence of any additional audio tracks and subtitles of the program being broadcast and of the channel's teletext data

By double-pressing the **INFO** button you will have access to the extended information of the selected programme, while a third press of the same button will display technical information on the tuned channel.

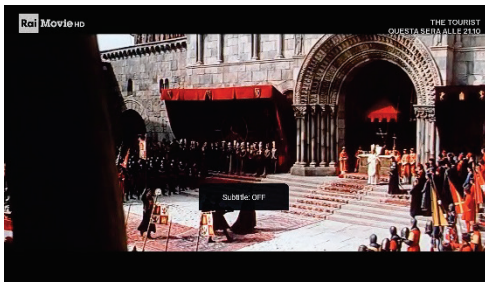
NOTE

The presence and accuracy of the above channel and program information do not depend on the decoder; it is optional data transmitted by television broadcasters; even the notification of their presence may not be truthful.

Audio tracks, subtitles and Teletext

In addition to the channel banner, you can have direct access to the selection from the remote control:

audio tracks with **YELLOW** button subtitles with **GREEN** or **SUB** button Teletext with **BLUE** button

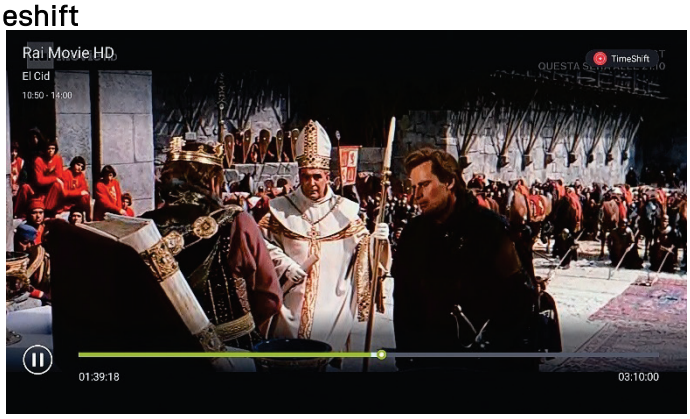






If there is more than one audio or subtitle track, press the relevant button on the remote control repeatedly in succession to switch between the tracks.

Timeshift



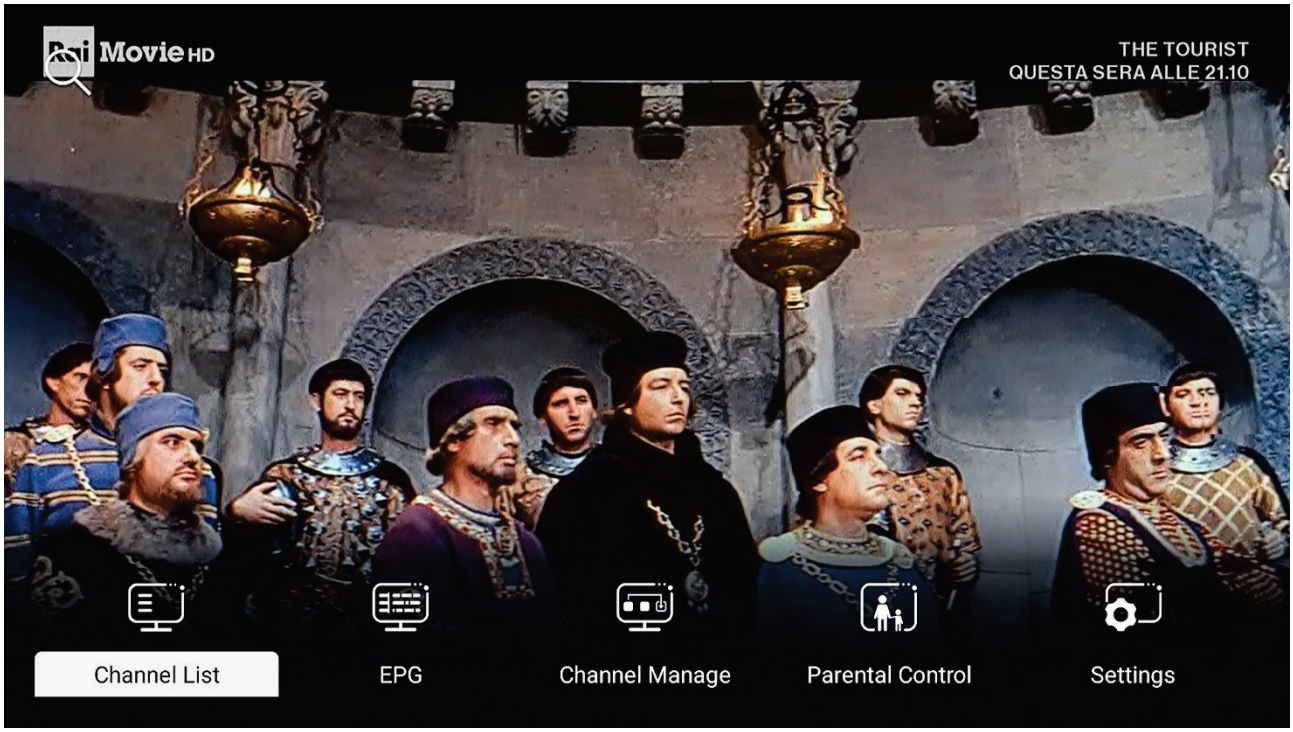
While watching channels, if a compatible external memory is connected to the receiver's USB port, pressing the **RED** button on the remote control allows you to temporarily record the tuned channel, commonly called Manual Timeshift or Pause TV. The maximum recording time allowed for Timeshift is 1 hour.
Once started, use the **INFO** button to display the Timeshift status banner, the **OK** button to pause/resume playback, and the left ◄ and right ► buttons on the **D-pad** to rewind or fast forward. Timeshift will be interrupted by changing channels or pressing the **BACK** button, or by exiting the Live TV app.
The horizontal bar of the Timeshift status banner represents the duration of the current EPG event and is divided into the following colours: the part with the menu theme colour (by default green) indicates the portion of the event that has already passed before the start of the Timeshift, the white part indicates the portion of the event that is recorded (the time window between the start of the Timeshift and the live TV broadcast), and finally the gray portion indicates the part of the event that has not yet been broadcast.

NOTES AND WARNINGS

- Only compatible with USB storage devices formatted with the FAT32 or exFAT file system. In future updates, Google may only allow Timeshift recording with one or more file systems, excluding others.
- Compatibility with all existing USB mass storage devices cannot be guaranteed.
- If using a USB drive, the decoder may not provide proper power from the USB port alone. Using a dedicated power supply for the drive will help prevent damage to the devices involved.

4.2 Menu

From the Live TV app's main menu, you can change the app's default options, install digital terrestrial channels, and edit them. This menu can be accessed when you're in channel viewing mode by simply pressing the **BACK** button or the **TV** button on the remote control.



At the top left there is also a magnifying glass icon, use it to search for a channel by name.
The various submenus are described in the following paragraphs.

4.2.1 Channel list

Use this menu or press the **OK** button while watching channels to view the channel list and the programs currently broadcast on the selected channel. Use the up/down buttons on the **D-pad** to scroll through the channels in the list, then press **OK** to tune to the selected channel or **BACK** to exit the list. The left and right buttons on the **D-pad** allow you to switch the list between:

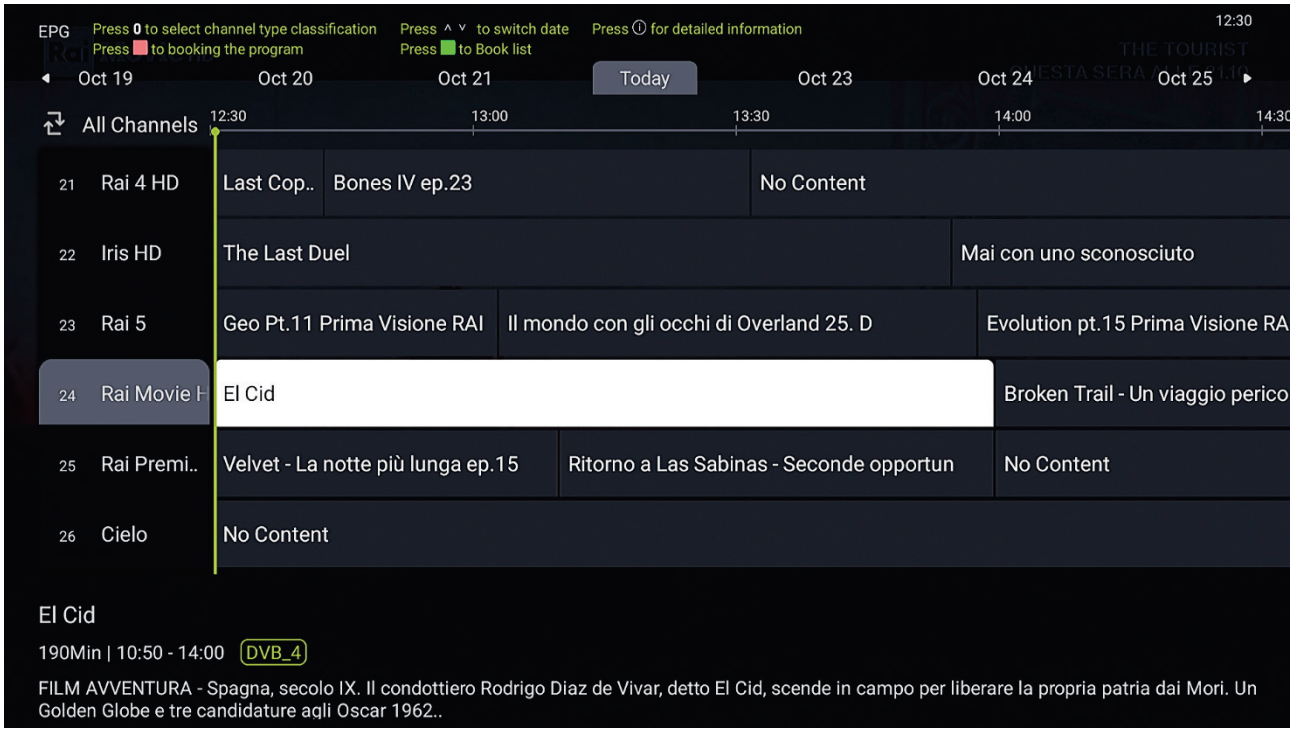
- ***All Channels***: single list of TV and Radio channels
- ***TV Channels***: TV channel list
- ***Radio Channels***: Radio channel list
- **Favourite Groups**: any user-generated favourite channel lists

4.2.2 Program Guide - EPG

Use this menu or double press the **TV** button on the remote control to access the Electronic Program Guide (EPG). You can view up to 7 days of broadcast programming.

NOTE

Channel schedules depend on the information broadcast by individual television stations. Not all of them guarantee the broadcast of information on current/upcoming events, daily or weekly schedules, and/or extended information about their programs.



To scroll through channels and programs in the EPG, use the directional buttons on the D-pad. The following function keys are also available:

- **0** (zero) to change the channel list to display (All Channels, TV Channels, Radio Channels and any favourite channel groups)
- **PROG** to change the programming day
- **INFO** to access the extended description of the selected program
- **RED** to book a timer to watch a selected non-running (future) program
- **GREEN** to view the list of booked viewing timers

NOTE

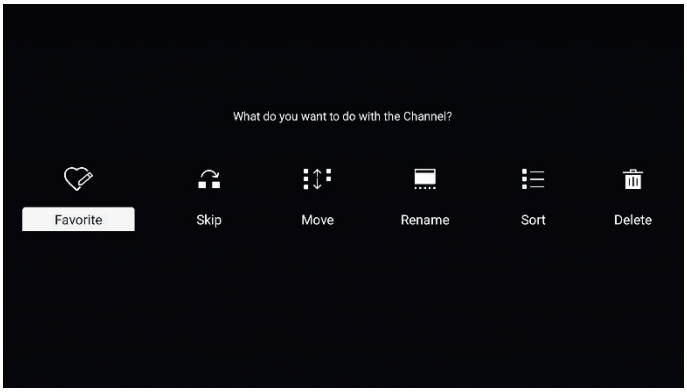
Viewing timers will only run when the receiver is turned on, even if you've exited the Live TV app and are running a different app. When the viewing timer ends, the decoder will go into standby mode.

4.2.3 Channel Manage

From this menu you can edit the main channel list, create and edit favourite channel lists, delete all channels, export/import the channel database between different UP1 decoders using a USB memory device and also disable/enable the channel update notification that the decoder will display on the screen if it detects a change on a certain frequency while viewing the channels.

In the **Channel List Edit** submenu, the TV channel list is arranged in a grid. Pressing **OK** once on the highlighted channel tunes it; holding down **OK** accesses editing functions, such as:

- ***Favorite***: to add the channel to a favourite channel group
- ***Skip***: to skip the channel when changing channels with the **PROG** buttons (the channel will still be recallable from the channel list or by entering the respective position with the numeric buttons on the remote control)
- ***Move***: to change the channel number
- ***Rename***: to rename the channel
- ***Sort***: to change the sorting of the entire channel list (alphabetical, by frequency or by LCN)
- ***Delete***: to delete the channel from the channel list

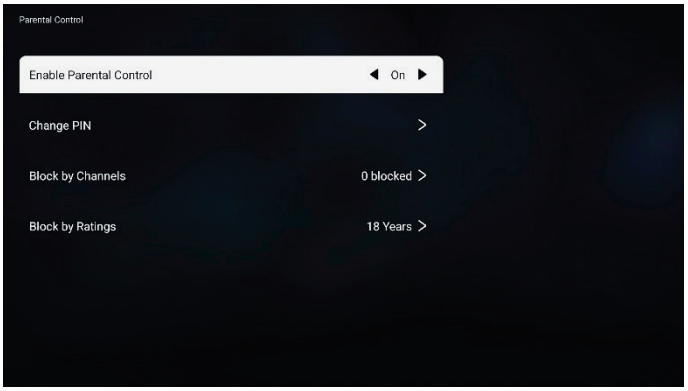


From the **Favorite List Creation** submenu, you can quickly create favorite channel groups by selecting channels for each group. The groups can then be reordered and renamed from the **Favorite List Edit** submenu.

4.2.4 Parental Control

To access this menu, you need to enter the 4-digit personal numeric code chosen during the first installation of the Live TV app, called Personal Identification Number - PIN.
Parental Control implements control over the viewing of a specific event based on age: when the tuned channel broadcasts an event with viewing protection information for an audience of an age equal to or above the age limit set in the menu, the decoder will block the channel and a request to unblock the channel by entering the PIN code will appear on the screen.
By law, parental controls are active and set to an age limit of 18. This way, the decoder will ask for a PIN before showing any program designated by the relevant television channel as suitable for an adult audience.
Once you enter this menu you will have access to the following settings:

- ***Enable Parental Control***: to disable/enable parental control
- ***Change PIN***: to change the chosen PIN
- ***Block by Channels***: to block specific channels via PIN, which will be required to enable viewing of the channel once tuned in
- ***Block by Ratings***: to change the age rating of programs following the broadcasters' instructions



NOTES AND WARNINGS
There is no preset code in the decoder, the only PIN required is the one chosen by the user during the first installation of the Live TV app or subsequently changed via this menu. If you forget the PIN you set, you can always define a new one, but only after resetting the decoder from the **Settings** > **Device Preferences** > **Factory reset** menu (par.5.4). Resetting will erase all user data and installed applications but will allow you to choose a new PIN.

4.2.5 Settings

From this menu you can change the general settings of the Live TV app and install new digital terrestrial channels.

4.2.5.1 Installation (channel search)

This menu is dedicated to channel search. Selecting ***Auto Search*** will extend the channel scan to all available frequencies; while ***Manual Search*** will scan channels on a single frequency selected by the user. Furthermore, the ***Auto Search Type*** parameter defines whether to reinstall (*Reinstall* option) or update (*Update* option) the channels when performing the automatic search action.
While scanning channels, you can exit by pressing the **BACK** button.

4.2.5.2 General Setting

This menu contains the general settings of the Live TV app, where you can customize the following parameters:

- ***Antenna Power***: to enable any 5VDC power to be supplied via the decoder's RF connector to an active antenna such as indoor ones

WARNING
For common roof antenna systems, the Antenna Power supply from the decoder is not necessary; enable it only if you use an active antenna that requires 5VDC directly from the decoder: risk of overload!

- ***Country selection***: country where the decoder is installed, which defines the list of frequencies for channel scanning/searching
- ***LCN***: to activate/deactivate the logical channel numbering, i.e. the ordering of channels required by television broadcasters called Logical Channel Number - LCN
- ***Banner timeout***: adjust the on-screen duration of the channel information banner
- ***Aspect Mode***: control the aspect ratio of images displayed on the screen
- ***Audio First/Second Language***: definition of the primary and secondary audio language to be used for the tuned channel
- ***Subtitles First/Second Language***: setting the primary and secondary subtitle language to be displayed for the tuned channel
- ***Subtitle Display***: to enable/disable automatic display of subtitles when available
- ***Audio Description***: to activate/deactivate audio description if transmitted by the broadcaster
- ***Character size***: adjust the size of the subtitle text
- ***Channel Type***: to extend the search to all channels or limit it to only those broadcast in free-to-air (FTA)
- ***Theme Color***: menu theme colour

5 Decoder software

To use your device correctly, it's a good idea to always have the latest system version installed. This section provides software information and tips on how to best use your decoder.

5.1 About the software

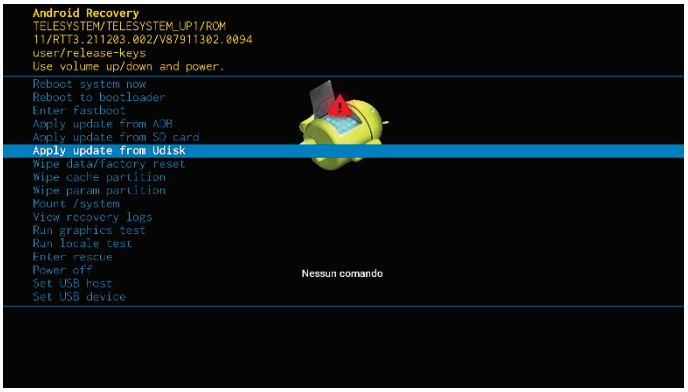
To find out what system version is installed on your device, go to **Settings** > **Device Preferences** > **About**. The ***Firmware*** entry will show the version and release date.

5.2 System update

From the aforementioned **About** menu, you can also check if any system updates are available online. They will be downloaded from the Internet and installed. Installation requires a device restart.
If necessary or difficult, it is also possible to install new software via USB, which may be released in this format at TELE System's discretion. Only install official software from TELE System. The USB installation procedure is simple: connect a USB stick containing a folder called ***UP1T4KSTBUSB*** to the decoder. This folder must contain the update files released by the manufacturer.
Installing unofficial software may irreparably damage your device and will void your warranty of the product.

5.3 Android Recovery Mode

The USB update mentioned in the previous paragraph can only be performed while the decoder is in operating mode. If the device has trouble booting, you can try a software update using **Android Recovery** mode. This can be activated by holding down the ⏻ button on the box's front panel for about 10 seconds during a full start-up of the receiver (when connecting the power supply). Then select the ***Apply update from Udisk*** option, then select the dedicated USB update zip file contained within the UP1T4KSTBUSB folder.



5.4 Factory reset

If your decoder slows down or malfunctions, it's a good idea to perform a factory reset. This will restore the decoder to its factory settings and completely remove any residue from installed and uninstalled applications. To perform a reset, go to the **Settings** > **Preferences** menu on your device and select **Factory reset**. If you have trouble accessing the menu, you can also perform a reset in **Android Recovery** mode (see section 1.1).5.3) by selecting the ***Wipe data/factory reset*** option.

WARNINGS

- A factory reset will also erase all installed apps, data, and any user credentials. You'll need to reinstall apps and Live TV and re-enter your account credentials.
- During the reset, the decoder will reboot, and the initial startup will be slower than normal. Do not disconnect the device's power supply during this operation. Once the reset is complete, the initial setup procedure described in the chapter 2 will reappear on the screen.

5.5 Applications

The Android TV device will have some applications preinstalled to make it easier to use, in addition to the most important video on demand services available.

App for USB

You may find these applications already installed on your decoder:

- File Manager or File Explorer application: to access and navigate folders and files inside a USB device connected to the decoder's USB port, as well as launch audio-video content for example
- VLC or Kodi application: to play audio-video content on connected USB devices

You can always install other applications available in the Google Play Store to take advantage of the file manager and media player features.

Virtual remote control

Installing the Google TV app on your Android/iOS smartphone will also allow you to use your phone as a remote control for the receiver. From this app, tap *Connect TV*, then select the UP1 receiver from the list of found devices. You can then use your smartphone as a keypad, a touchpad, or even a microphone for voice commands.

WARNINGS

UP1 and your smartphone must be connected to the same Wi-Fi network or can be connected to each other via Bluetooth.
Over time, any of the above-mentioned specific apps may be removed or replaced due to compatibility issues.

6 Technical specifications

Product Code / Model	21005356 / TELE System UP1
Product type	SmartBox DVB-T/T2, IP (Android TV™)
CPU	Amlogic S905Y4
Internal memory / RAM	8GB eMMC / 2GB LPDDR4
Tuner	1x RF IN DVB-T/T2 (IEC169-2 type connector, 75Ω)
Ethernet	RJ45, 10/100Mbps
Wi-Fi	Wi-Fi 5, 802.11 ac/a/b/g/n, 2.4/5GHz
Wi-Fi antennas	2 (2T2R)
Bluetooth	v. 5
USB port	1x USB 2.0 (500mA Max)
HDMI / HDR / Colour Depth	1x HDMI 2.0b (HDMI-CEC, HDCP 2.2) HDR10, HDR10+, HLG Colour depth up to 10 bit
Analog AV output	1x Mini AV (3.5mm jack)
Resolution	HDMI: up to 4K (2160@60Hz) AV: up to 576p (PAL)
Audio/Video Codec	MP3, AAC, HE-AAC, Dolby audio (Dolby Digital and Dolby Digital Plus compatible), MPEG2 L1-L2-L3, MPEG1 L2, H.264, H265 (up to Main10 Profile 5.1), VP9, AV1
DRM	Microsoft PlayReady 4, Widevine Security Level 1
Streaming	MPEG-DASH, HLS
Operating system	Android TV
File system via USB	exFAT, FAT32
Max Disk Size via USB	up to 128GB (pendrive) up to 2TB (HDD)
Power supply	Direct: 12V⎓, 1.0A
Power supply included	AC Input: 100÷240V~ 50/60Hz, DC Output: 12V⎓, 1.0A
Power consumption	Deep standby < 0.5W In operating mode: 12W Max
Remote control	38 keys, Bluetooth and IR
DVB type	DVB-T/DVB-T2
TV Teletext	Yes
TV subtitles	Yes, DVB and Teletext
TV EPG	Yes, from DVB
TV LCN	Yes
First guided installation	Yes
Factory reset	Yes
TV viewing timer	Yes, from EPG (available with decoder turned on)
TV Timeshift	Yes, via USB (exFAT, FAT32)
TV PVR Recording	No
TV Channel Update	Automatic change detection
Software Update	Automatic: via Internet/IP (Google Updater - GOTA), Manual: via USB

The terms HDMI and High-Definition Multimedia Interface HDMI and the HDMI logo are trademarks or registered trademarks of HDMI Licensing, LLC in the United States and other countries.

Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories.

Covered by one or more claims of the patents listed inpatentlist.hevcadvance.com.

Google, Google Play, Google Assistant, Android TV and Chromecast built-in are trademarks of Google LLC.

NOTE

Technical features and functions may change without notice due to updates.

7 Troubleshooting

PROBLEM	POSSIBLE CAUSE	REMEDY
The box does not turn on	Power supply not connected	Make sure the power supply is connected
	Socket not working	Connect the power supply to another power outlet
No audio/video	The box is on standby	Turn on the box
	The box is not connected properly to the HDMI or AV port	Check the physical connection of the audio-video cable between the receiver and the TV. Replace the HDMI cable.
	The TV is off or tuned to the wrong source	Turn on the TV and/or select the correct input source
The remote control doesn't work	Batteries dead	Use new batteries
	Batteries inserted the wrong way	Check the polarity indicated inside the remote control's battery compartment
Change language on the box	The box follows the language set on the TV if the HDMI-CEC option is active	Disable HDMI CEC from the Settings > Device Preferences > Display and sound menu
The box turns on with the TV	HDMI CEC option is active	Disable HDMI CEC from the Settings > Device Preferences > Display and sound menu
The box turns off by itself	Power saving option is active	Set Automatic Standby to *NEVER* in the Settings > Device Preferences > Power management menu
TV channels missing	Incorrect antenna connection	Check the antenna connection
	TV channels not updated	Perform a rescan from the Live TV app, under the Settings > Installation > Auto Search menu
Low quality video/audio	Electronic interference	Check that there are no electronic devices nearby
	Antenna problems	Check that the antenna system is correctly configured
	Weather problems	Check that there are no particularly unfavourable weather conditions
No audio	Connection problems	Check the HDMI cable connection to the TV
	Volume mute issues on devices	Check the volume of your decoder and TV screen
	Audio codec issues	Check the audio type and available audio track options
No volume control on some TV channels	Check audio settings via HDMI	Select None from the formats in the Settings > Device Preferences > Display and sound > Advanced sound settings menu.
No Internet	Check that your network settings are correct	Go to Settings > Network and Internet and check your configuration
	Internet provider problems	Turn off your device and router, wait a minute, then try connecting to the network again.
	Wi-Fi connection problems	Try connecting your device to the router via Ethernet cable
	Ethernet connection problems	Try connecting your device to the router via Wi-Fi
TV images not smooth	Refresh rate problem	It is recommended to set a video resolution with a refresh rate of 50Hz from the Settings > Device Preferences > Display and sound > Resolution menu.

NOTE

Generally, in case of anomalies/blocking of the decoder, a system restart (remove and reconnect the decoder power supply) or a factory reset (see par.5.4) can help solve the problem you are experiencing.
NB: A reset will erase all data from the device; a fresh installation will be necessary.