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™

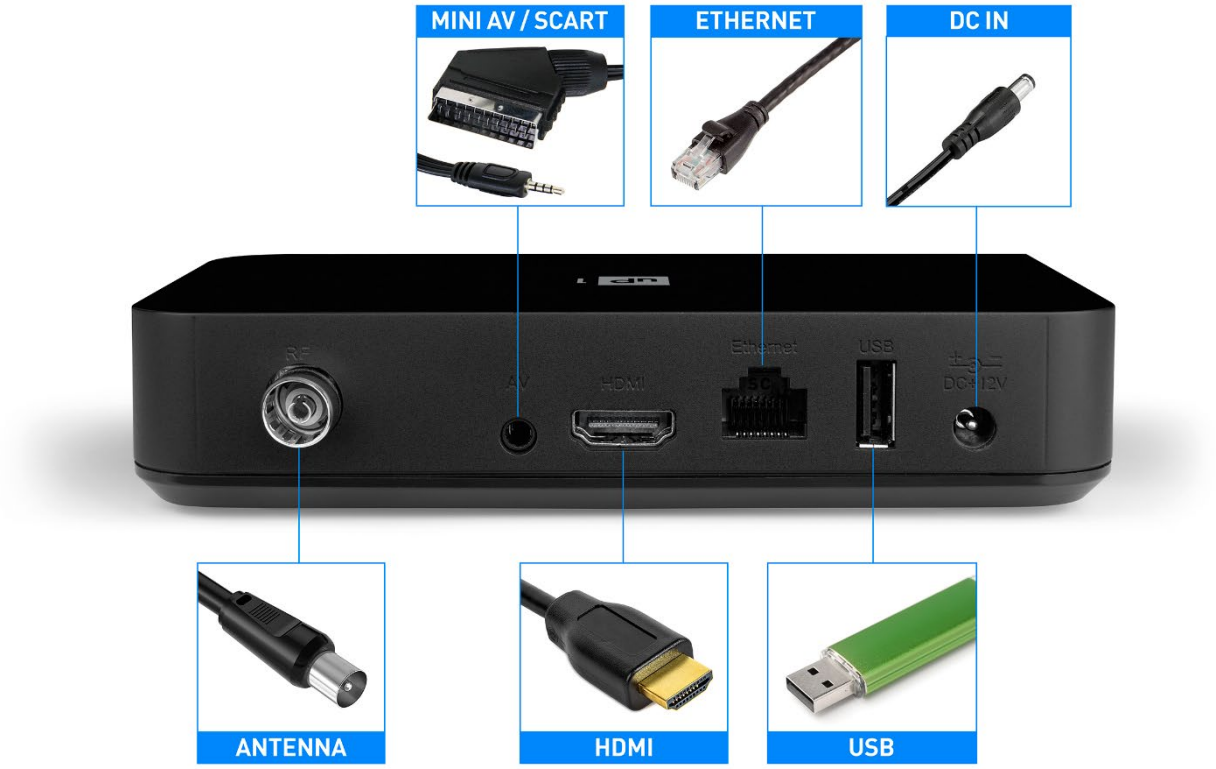
- Android TV operating system
- HEVC DVB-T/T2 digital terrestrial receiver
- 4K UHD HDR digital receiver
- Voice search with Google Assistant

To get the most out of your UP1, search 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	**Fast guide**	product quick guide
AV cable	mini-jack to 3xRCA, 1.5m	**Warranty**	product warranty

1.2 Rear panel and connections



RF IN	Connect the terrestrial antenna here	**Ethernet**[2]	Connect your modem/router here
AV[1]	AV output for TV with SCART/RCA socket	**USB**	Connect pen-drive here/USB disks
HDMI[1]	HDMI output for TV with HDMI port	**DC IN**	Connect the power supply

WARNINGS AND NOTES

[1]AV and HDMI outputs cannot work at the same time. To enable AV output, you must start the device with the HDMI cable disconnected.

[2]The device is also equipped with Wi-Fi connections for Internet access as an alternative to the Ethernet socket, Bluetooth for external accessories and voice functionality of the remote control.

1.3 Front panel

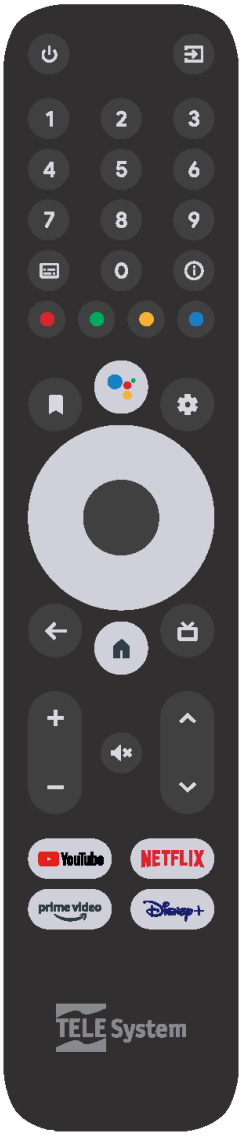
IR	infrared sensor for remote control
⏻	on/standby button
LEDs	status indicator

NOTE

The box status LED is GREEN during operating mode or RED in standby mode. In particular conditions (software update, factory reset) the LED will flash in a GREEN-RED sequence.

1.4 Remote control

List of keys	Related function
⏻ On/St.by	Switching on/standby
Source	Input source for connected display[1]
0÷9	Numeric keys, recall TV channels
SUB	Subtitles[2]
INFO	Information about the current program/content[2]
Colored:	Contextual function keys. In the Live TV App:
RED	Timeshift startup (external USB memory required)[2]
GREEN	**Favourites** menu[2]
YELLOW	Teletext[2]
BLUE	Change audio track[2]
Bookmarks	Contextual options/suggested and booked programs[2]
G-Assistant	Activating the Google Assistant voice assistant[3]
Setting	Receiver **Settings** menu
D-pad:	Directional pad:
central / OK	Central confirmation button
left ◄	Left / Recall TV2 channel list
on ▲	Up / Live TV2 APP main menu
right ►	Right / Current channel information[2]
down ▼	Down / Timeshift command bar[2]
BACK	Return to the previous menu or to the upper section
HOME	Menu/main page of the receiver called **Home**
TV	Recall of the Live TV APP for digital terrestrial[2]
+- VOL	Adjusting the audio volume
MUTE	Mute sound
PROG	Changing digital terrestrial channel/program[2]
YouTube	Recall YouTube APP
NETFILX	Recalling NETFLIX APP
prime video	Recall Prime Video APP
Disney+	Recalling Disney+ APP



[1] The TV keys will work only after appropriate programming. See section 1.4.1.
[2] Keys with dedicated function within the Live TV APP.
[3] Google Assistant is only available after Bluetooth pairing of the remote control. See section 1.4.2.

1.4.1 Programming TV keys

To make the UP1 remote control 2 in 1, some of its buttons can be reserved to control the main functions via infrared (IR), such as volume adjustment, on/off and input source, of an external device connected to the same receiver, such as a TV screen or an external audio amplifier/soundbar. To do this, programming is required which is carried out from the **Settings** > **Set up remote buttons** > **Add device** menu, where you will be guided in choosing the brand of device to control and in finding the correct IR code.

NOTE

The presence and compatibility with all brands and all IR codes on the market cannot be guaranteed.

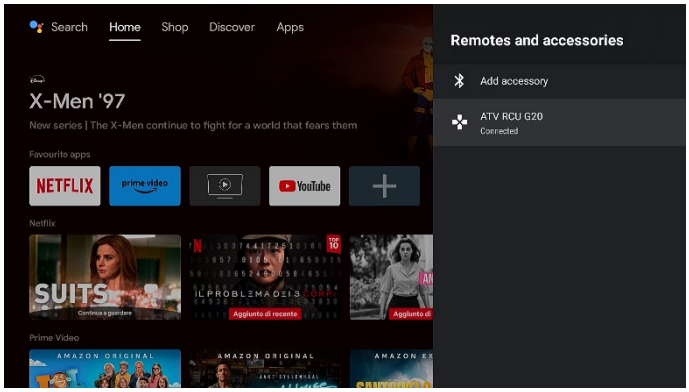
1.4.2 Bluetooth Pairing

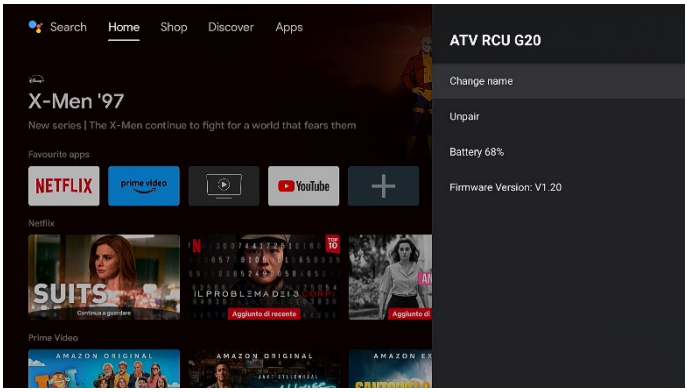
To use Google Assistant and voice search, you first need to pair the remote with UP1 via Bluetooth:

1. Start the Add accessory function from the **Settings** > **Remotes and accessories** menu.
2. Hold down simultaneously the keys ← **BACK** and ⌂ HOME for 3-4 seconds.
3. When the name of the remote control appears (ATV RCU G20), press the **OK** button and wait for pairing.
4. In case of failure repeat the procedure from Step 1.

NOTE

Once the remote control is paired, it will appear in the **Settings** > **Remotes and accessories** menu. From this menu it will be possible to unpair the remote control and also check the battery status of the remote control itself.





1.4.3 Inserting batteries

To use the remote control, insert two 1.5V AAA batteries by opening the appropriate door on the back of the remote control. Respect the indicated polarities. Once used, remove the batteries from the compartment and dispose of them separately from household waste by taking them to any sales or collection point.

2 First installation

The first installation wizard is active the first time you turn on the device or after a factory reset from the **Settings** > **Device preferences** > **Factory reset** menu (section 5.4). After carrying out the initial installation procedure, you will have access to the full functionality of Android TV.
The first installation steps are listed below. The first part is dedicated to configuring the Android TV system, while the second is dedicated to setting up and searching for digital terrestrial TV/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 the Bluetooth connection is required to activate Google Assistant and voice search, as well as allowing you to control the receiver without having to point the remote control at the IR sensor on the panel front of the receiver.

2.1.2 Language selection

Select your preferred language.

2.1.3 Setup with Android phone

If you have an Android phone, you can configure the device more quickly by allowing the passage of information directly from your phone's account to the box. Just follow the procedure indicated on the screen and continue the configuration from your phone. If you prefer manual configuration, continue the installation procedure using the remote control of the box.

2.1.4 Network connection

The Internet connection is essential to access the features of Android TV. You can use the Ethernet cable or wireless connection. In the latter case, simply choose your Wi-Fi network from the list and enter the relevant password.

NOTE

Please remember that the Ethernet cable connection is more stable than the Wi-Fi connection. If you encounter network slowness problems, we recommend using the cable connection.

2.1.5 Google Account and Terms of Service

You need to have a Google account to take full advantage of Android TV. Sign in with your Google account and then accept the Google and Google Play policies and terms of service.

2.1.6 Geolocation and Help us improve Android

You can share your location with Google and send diagnostic information. Google will use this data to improve the Android experience.

2.1.7 Google Assistant

Use your voice to open applications, request information and search for content in the streaming APP catalogue allowing you to search across all APPs.

2.1.8 Receive personalized results

It is possible to receive personalized results: if enabled, the box will be able to show anyone using the receiver personal information such as emails, calendars and payment information associated with the Google account used on the box.

2.1.9 Install other apps

Some applications are already installed in the box; in this step, it will be possible to install other ones chosen by the manufacturer and others suggested based on your Google account.

2.1.10 Android TV technology

A brief introduction will be displayed on the potential of Android TV technology, such as the Google Play Store, the voice assistant and the transmission of content to the screen via Chromecast.

2.1.11 Standby mode

Choose the standby mode between normal and deep. Normal mode will allow the box to wake up faster but will consume more power in standby. Deep mode, on the other hand, will allow the box to consume little energy in standby but waking up will be slower.

2.2 Digital terrestrial TV

Once the first installation of the Android system has been completed, a few other simple steps will be shown on the screen to be able to watch digital terrestrial channels through the Live TV APP as indicated below.

2.2.1 Choose a PIN number

The user must choose a PIN (Personal Identification Number) made up of 4 numeric digits of his choice to protect channels and some settings of the box itself. The chosen PIN will then also be used in the **Preferences** > **Setup** > **Parental Control** menu (see section 4.1.4.3).

NOTE

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

2.2.2 Choose the country

Select the country from those available. This choice will affect the channel scan and storage settings, as well as the audio and subtitle languages. It will still be possible to change the options from the **Preferences** menu of the Live TV APP.

2.2.3 Select the search type

Select the DVB search type. The options are:

- ***Digital terrestrial search*** (DVB-T/T2): search for channels via digital terrestrial antenna.
- ***Cable scan*** (DVB-C): search for cable channels.

For Italy select Digital terrestrial search.

2.2.4 Search channels

Opt for Automatic Search (recommended option) to scan channels on all available frequencies or for Manual Search (for expert users) to find channels broadcast on a specific frequency. Only if you use an active antenna to be powered via the receiver's antenna cable, activate the ***Antenna Power*** (5VDC).
At the end of the channel scan, if two or more channels require to occupy the same position (Logical Channel Numbering - LCN), the user will be offered LCN conflict resolution.

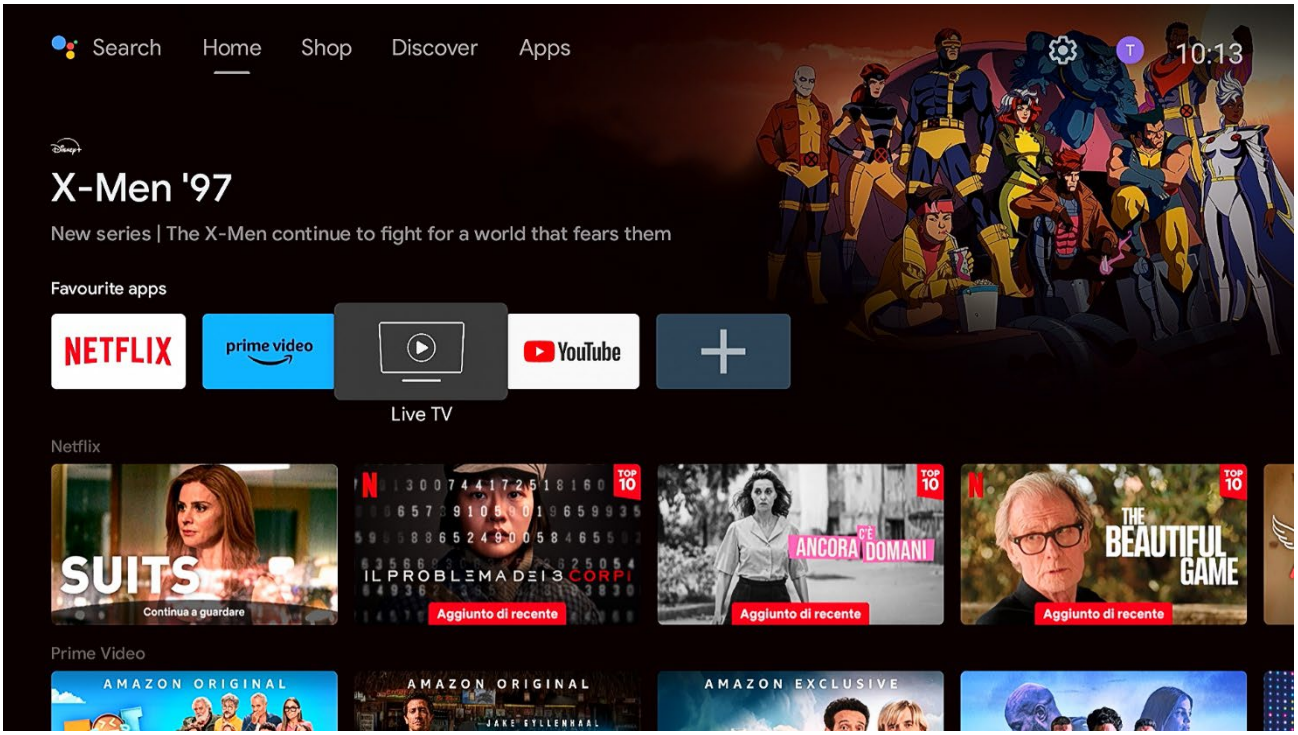
WARNINGS

- The overall number of channels found can strongly depend on the quality of the antenna system and the quality of the signal received by the box.
- Enable Antenna Power only if you are using an active external antenna that requires 5VDC (50mA Max). Do not enable it for a passive antenna like the classic roof ones: risk of overload!

2.2.5 Configure remote control

Programming (optional) of the receiver remote control for possible volume control, turning on and off the TV screen connected to the box via infrared (IR) as an alternative to possible control via HDMI (Consumer Electronics Control - CEC). See also 1.4.1.

3 Android TV



All available contents can be reached from the Home screen, which can be called up by pressing the button ⌂. From here you access Android apps and games, Google Assistant and much more. Some suggestions:

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

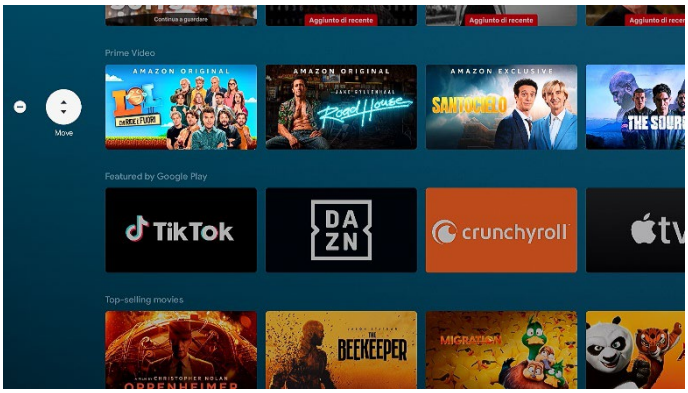
3.1 Home

3.1.1 Channel Position

You can organize applications (Channels) on the **Home** screen according to your preferences:

1. Move to the preview line of the desired APP with the ▲/▼ keys.
2. Press ◀ and then OK on the ***Move*** item.
3. Use ▲/▼ to move the APP line to the desired position and confirm with **OK**.
4. Instead, to delete the APP, in the above point 2, select the item ⊖ ***Remove*** and press **OK**.

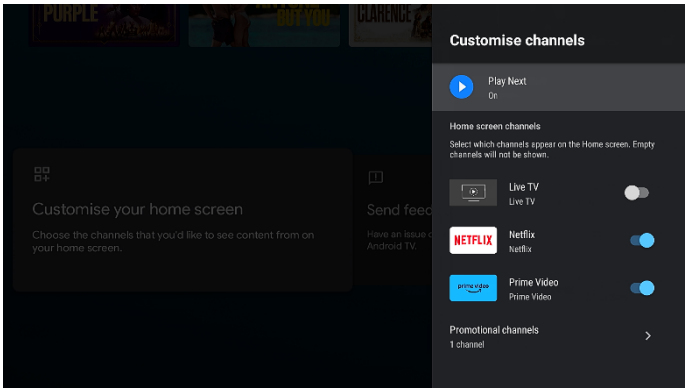
NOTE
Not all apps are deleteable.



3.1.2 Customize Channels

You can add or remove applications for which you want to see content on the **Home** screen:

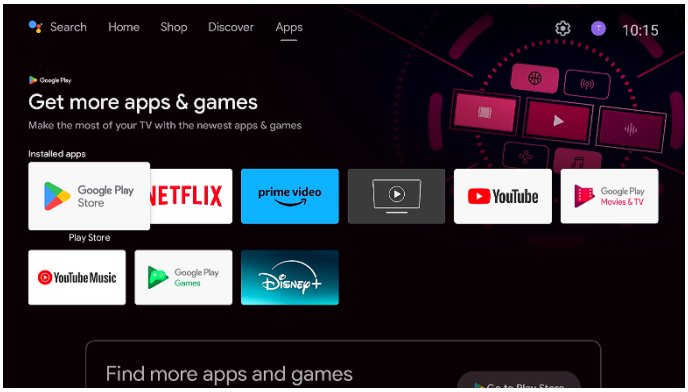
1. From the **Home** screen, press ▼ all the way to the bottom of the screen until ***Customise your home screen*** is selected.
2. Press **OK** to display the ***Customise channels*** menu.
3. Select a channel with **OK** to add or remove it from the **Home** screen.



3.1.3 Get more Apps and Games

It is possible to install various APPs or games available in Google's official virtual store called **Google Play Store**:

1. Choose the ***Apps*** item on the first line of the **Home** screen per visualize the apps and games installed on the box.
2. Download applications from the Google Play Store.



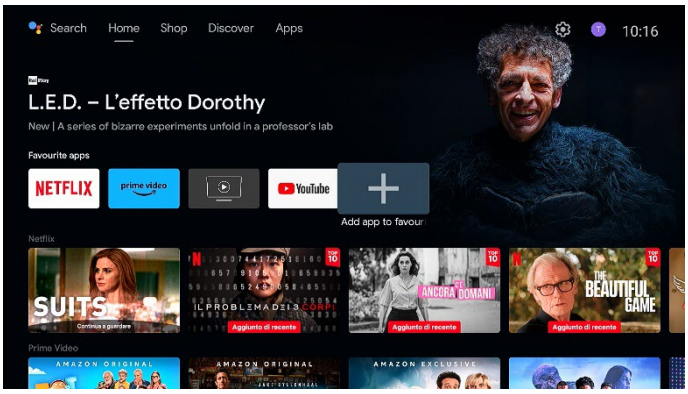
NOTE

- A Google account is required to access the Store.
- The APPs in the Android TV Store are not the same as the Android system Store on mobile devices.

3.1.4 Favourite apps

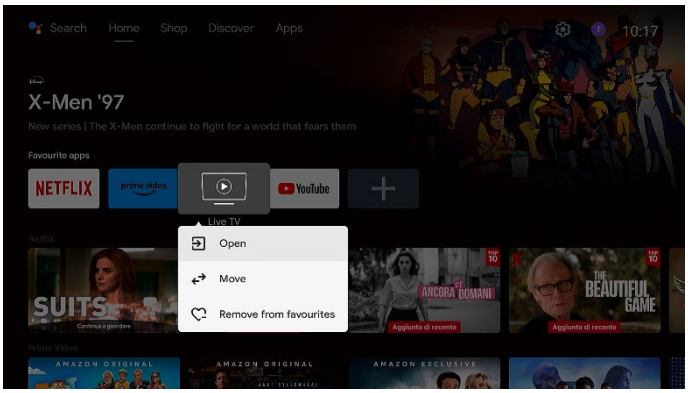
You can place your favourite APPs at the top of the **Home** screen:

1. On the Home line labeled ***Favourite apps***, press ▶ 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. Go to the desired App in the ***Favourite apps*** list on the **Home** screen.
2. Press and hold **OK** until a dropdown menu with the available options appears or press the button ▮.
3. Select *Move* or *Remove from favourites* to edit it, or *Open* to access it.



3.2 Google Assistant

With Google Assistant you can access entertainment content faster and receive on-screen responses directly. You can do more using your voice. Google Assistant is activated only after the Bluetooth pairing of the remote control with the box. If it is not active, just perform Bluetooth pairing using the button from the remote control or in the **Settings** > **Remotes and accessories** menu (see section 1.4.2).

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

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

NOTE

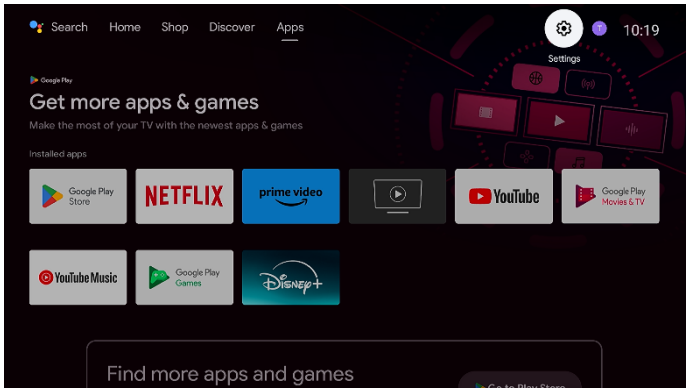
Refer to the Google Assistant website to see the list of available commands. Some commands may require the presence of external accessories.

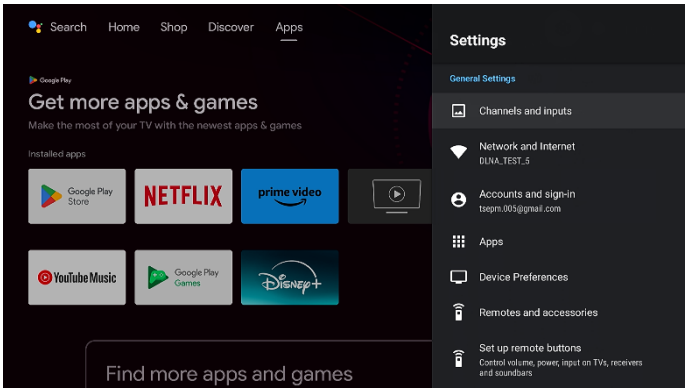
3.3 Chromecast built-in

UP1 also integrates a Chromecast for sharing content from your phone, laptop or tablet. In particular, it is possible transmit multimedia content from Chromecast compatible APPs directly from your phone to the box connected to your TV screen to enjoy entertainment on a larger screen. To use the built-in Chromecast just follow a few simple steps:

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

3.4 Android TV settings





In the Settings menu you can customize the user experience. This section describes Android TV settings. For the settings relating to digital terrestrial channels, refer to the section 4.

3.4.1 Suggestions

If not all the box settings have been configured, suggestions will appear on the screen. You should follow the on-screen instructions to get the most out of your Android TV receiver.

3.4.2 General Settings

The box settings are divided into the following categories:

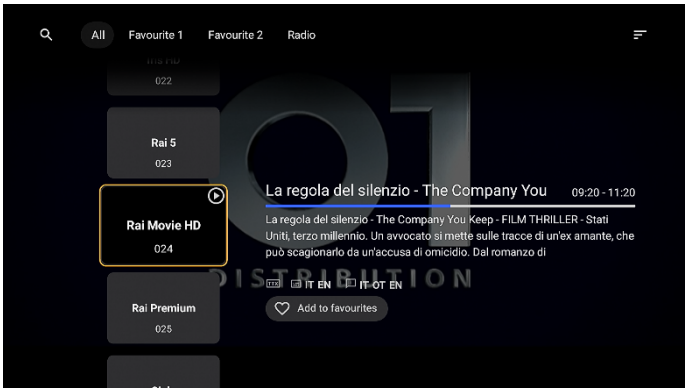
- **Channels and inputs**: Section for searching and managing TV channels.
- **Network and Internet**: Ethernet or Wi-Fi connection centre.
- **Account and sign-in**: Control of Google accounts connected to the box. You can also add new accounts.
- **Apps**: List of APPs installed on the device and related data management and permissions of the individual APPs.
- **Device preferences**: You can check the system information and preferred settings.
    - **About**: Display box information.
    - **Date and time**: Setting the date and time.
    - **Language**: Setting the menu language.
    - **Keyboard**: Management of virtual keyboards on the screen.
    - **Display and sound**: Setting up the screen (including Zoom, Resolution, CEC and HDR) and audio output.
    - **Storage**: Organization of the internal space and any connected USB memory.
    - **Home screen**: Customizing the contents of the **Home** screen.
    - **Google Assistant**: Settings for voice search in APPs.
    - **Chromecast built-in**: Setting up Chromecast built-in.
    - **Power management**: Energy saving adjustments.
    - **Location**: Enabling the location.
    - **Usage and diagnostics**: Activation of diagnostics.
    - **Accessibility**: Accessibility tools.
    - **Restart**: Forced restart of the box.
    - **Factory reset**: Factory reset the box.
- **Remotes and accessories**: Connection of Bluetooth accessories (remote controls, external speakers, earphones, etc.).
- **Set the remote buttons**: Programming remote control buttons to control external devices.

4 Live TV APP

Within this APP you can watch the digital terrestrial channels receivable from your antenna.

Channel change

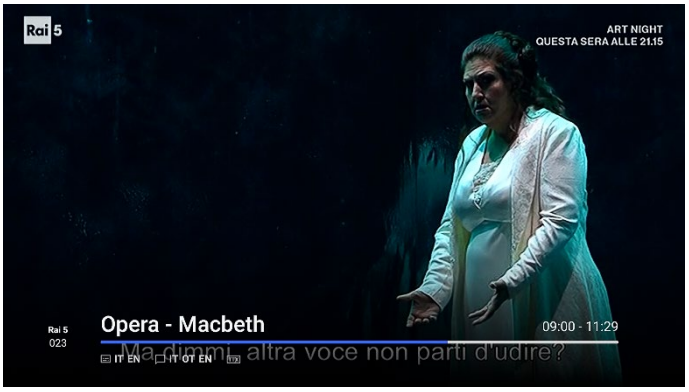
Use the keys ^/v PROG to go to the next/previous channel or enter the channel number using the numeric keys for direct access to the desired channel.



Alternatively, using the D-pad keys, access the list of channels with the left ◄ key, first choose the desired channel group with the right ► / left ◄ arrow keys (among all, radio and any favourites), then select the channel with the down ▼/up ▲ arrow keys and press the central button **OK** to tune it.

Channel information banner

At each channel change a simplified channel banner will be displayed on the screen containing:



- Channel name and number.
- Title of the program on air, start and end times with a progress bar.
- Information on the availability of any audio tracks and subtitles of the channel's program and TTX teletext data.

Subsequently, by pressing the button ⓘ INFO or the right arrow key ► on the D-pad a more detailed channel banner will be displayed on the screen with short information on the program currently being broadcast and subsequent programmes. With a second press of the same button, you will have access to the extended information of the selected program.

NOTE

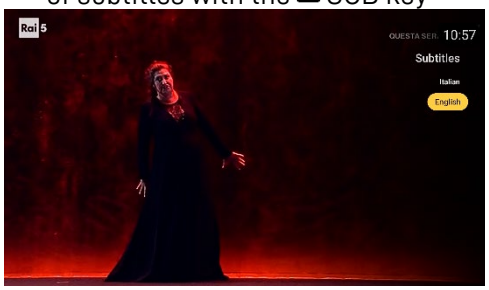
The above information on channels and programs does not depend on the receiver, it is optional data transmitted by television broadcasters and the reporting of their actual presence may not be truthful.

Audio, subtitles and teletext

From the remote control you can have direct access to the selection:

of audio tracks with the 🔵 BLUE key

of subtitles with the SUB key



of teletext with 🟡 YELLOW key

Timeshift

While watching channels, if a compatible external memory is connected to the USB port of the receiver, it is possible to start temporary recording (Timeshift) of the tuned channel by pressing the button 🔴 RED of the remote control. The maximum buffer allowed for Timeshift is 1 hour.

To access the Timeshift controls, press the D-pad's down arrow ▼, where you can pause/restart playback, rewind, and advance. Switching options will also be available fos audio and subtitles.

Timeshift will be interrupted by a channel change or by exiting the Live TV APP.

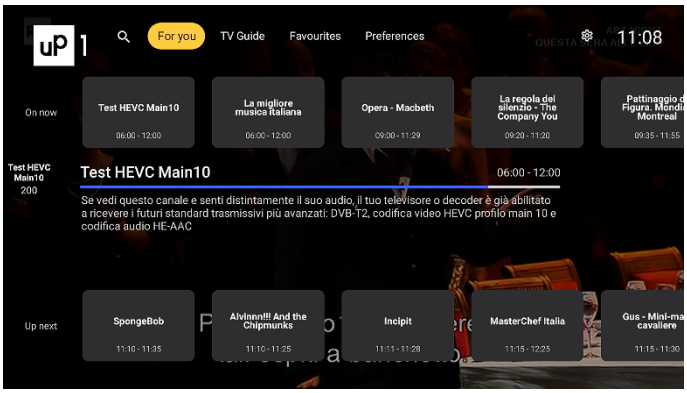
NOTES AND WARNINGS

- Compatible only with USB memory devices formatted with FAT32, exFAT and NTFS file systems. With future updates, Google may allow Timeshift recording only with one or some File Systems, excluding others.
- Compatibility with all existing USB mass storage devices cannot be guaranteed.
- If you use a USB disk, the receiver may not guarantee correct power supply via the USB port alone. Using a dedicated disk power supply will help avoid any damage to the devices involved.

4.1 Menu

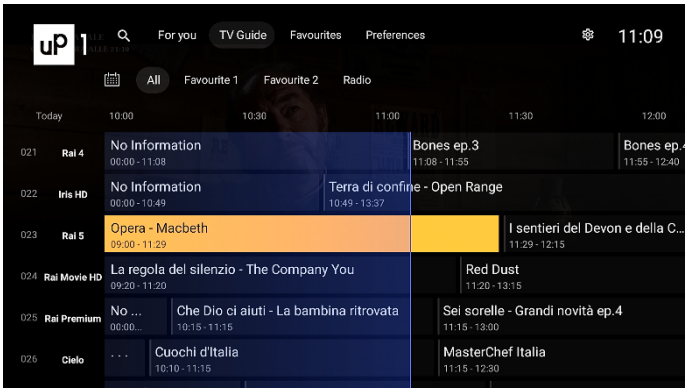
The Live TV APP main menu can be called up from channel viewing mode by pressing the **OK** button or the up arrow button ▲ on the D-pad.

4.1.1 For you



The first item that appears on the screen when opening the main menu is **For you**, a section dedicated to suggestions on programmes/channels, provided based on what the user has previously viewed.

4.1.2 TV Guide

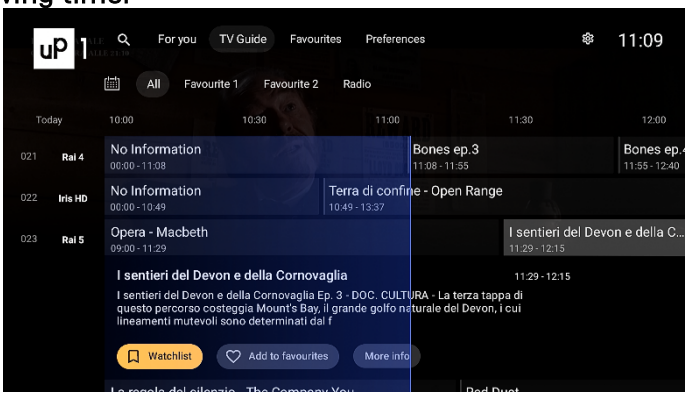


To access the **TV Guide**, also called Electronic Program Guide (EPG), open the main menu and press the right arrow ► button or directly use the TV button of the remote control. You can receive broadcast programming for up to 7 days. Use the arrow keys to navigate through the available lists and channels and related events. In correspondence with a program, the button ⓘ INFO will display any extended description of the same program.
By pressing the **OK** key or the ⓘ INFO key on an event currently on air, the item **Watch** will be available through which you can tune in to the channel.

NOTE

The programming of the channels depends on the information transmitted by the broadcasters. Not all TV broadcasters guarantee the transmission of weekly information and/or extended program information.

Viewing timer



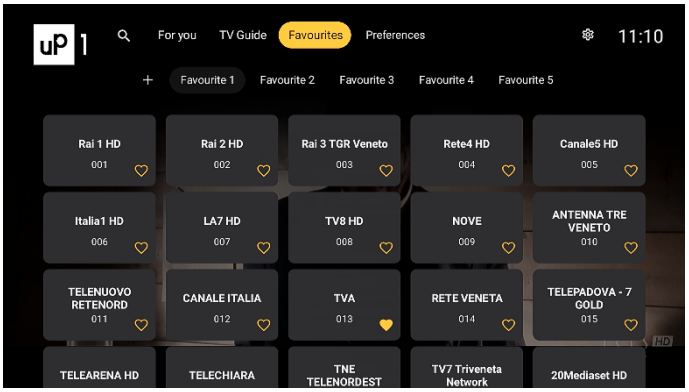
From EPG it is also possible to book viewing timers.By pressing the **OK** key or the ⓘ INFO key on a future event (not already started), the ***Watchlist*** item will be available from which you can book viewing of the channel. The list of reserved viewing timers can be recalled from viewing mode by pressing the button f the remote control (***Watchlist*** line of the **For you** menu), where it will also be possible to delete a selected timer thanks to the ***Remove*** function available after selecting the timer.

NOTE

The viewing timers will only run automatically when the Live TV APP is open on the screen, while on the **Home** screen a warning will be displayed in the notification centre (top right). on which the user can manually confirm the tuning of the channel.

4.1.3 Favourites

To create favourite channel lists, from the main menu press the right arrow ► button until the **Favourites** submenu is selected.



From here, for each favourite group, choose the channels to assign to the selected group. To recall the favourite channel lists created, from viewing mode access the channel list with the left arrow ◄ key, then press the ← BACK key to choose the desired channel group.

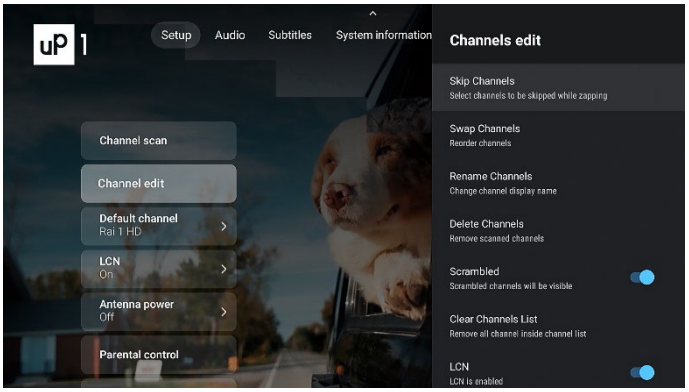
4.1.4 Preferences

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

4.1.4.1 Search channels

Preferences > **Setup** > **Channel scan** menu: you can perform an automatic or manual installation. The automatic scan will search for TV channels in all available frequencies by performing an update of the channel list or a reinstallation of all channels (deleting all previously saved channels) depending on the selection of the *Clear channel list* option. Manual scanning, on the other hand, will allow you to search for channels by channel number or frequency (recommended for expert users).

4.1.4.2 Edit channels

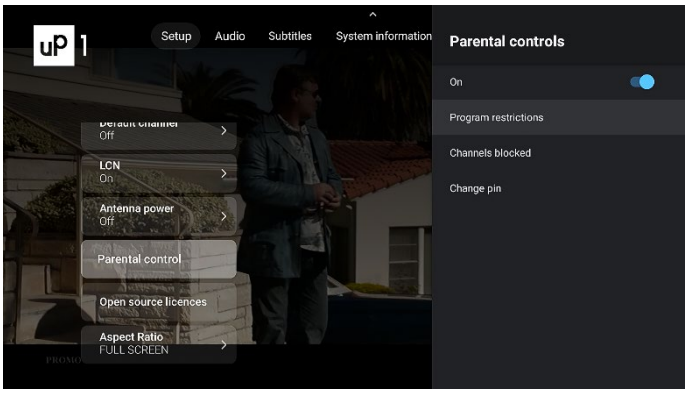


Preferences > **Setup** > **Channel edit** menu: choose the channels to skip when zapping (switch channels using the ^/v PROG key), change the position of a channel in the list, rename a channel, delete individual or all channels, disable/enable automatic numbering (Logical Channel Number - LCN), import/export channels from/to USB memory, as well as disable/enable channel update notification if the receiver detects a change in the frequency of the tuned channel.

NOTE

To block a channel with the PIN, refer to the appropriate **Parental Control** menu described below (section 4.1.4.3).

4.1.4.3 Parental control



To access the **Preferences** > **Setup** > **Parental Control** menu, you must enter the 4-digit numeric PIN chosen during the first installation (section 2.2.1).

Once in the menu you will be able to:

- Turn parental controls on/off.
- Change the age limit to block events reported by television broadcasters: when the tuned channel broadcasts an event with a viewing protection information by an audience of an age equal to or greater than the age limit set in the menu, the receiver will block the channel and the request to unlock channel viewing by entering the PIN code will therefore appear on the screen.
- Block specific channels: your PIN will be required before enabling the channel's video.
- Change the chosen PIN.

NOTES AND WARNINGS

- By law, parental controls are active and set with an age limit of 18 years. In this way, the box will ask for the PIN before showing on video any event reported by television broadcasters as suitable for an adult audience.
- There is no preset PIN in the box, the only PIN required is the one chosen by the user when first installing the TV app.
- If you have forgotten the PIN defined during the first installation, it is always possible to reset the box from the receiver menu **Settings** > **Device preferences** > **Factory reset** (section 5.4). The reset will erase all content and applications installed by the user, but will allow you to choose a new PIN.

4.1.4.4 Other settings

Other customizations are available such as:

- **Default channel**: optional setting of a channel to which the receiver will tune each time the Live TV APP is started.
- **LCN**: activation/deactivation of the logical ordering of the channels (Logical Channel Numbering - LCN).
- **Antenna power**: to activate the 5V power supply when using a portable indoor antenna to be powered directly through the RF connector of the receiver.
- **Aspect Ratio**: Adjusting the proportions of the images shown on the screen.
- **Audio**: configuration of the primary and secondary audio languages and any audio description transmitted.
- **Subtitles**: to activate subtitles automatically if present and adjust the primary and secondary subtitle languages.
- **System information**: consultation of the technical parameters relating to the tuned channel, including simple indications on signal strength and quality.

5 Receiver software

For correct use of the receiver, it is advisable to check that you always have the latest available version of the software installed on your receiver. This section gives information on the software and how to best use the receiver.

5.1 Software information

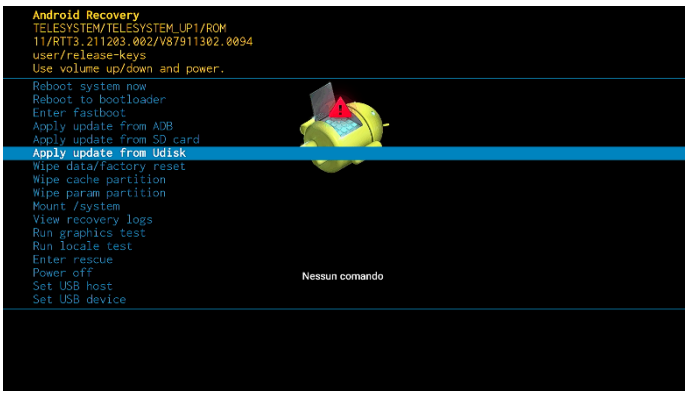
To obtain information regarding the software version installed on your device, enter the **Settings** > **Device Preferences** > **About** menu. The ***Firmware*** item will indicate the software version and release date.

5.2 Software update

From the **About** menu you can also check if there are system updates online. The system update will be downloaded via the Internet and installed. The installation requires restarting the device.
If necessary, it is also possible to install new software via USB which will be released at the discretion of TELE System. Install only official software from TELE System. Installing unofficial software could irreparably damage your device and void the product warranty.
The installation procedure via USB occurs simply by connecting a USB stick containing a folder called *UP1T4KSTBUSB* to the receiver where the software update files released by the manufacturer must be present.

5.3 Recovery mode

The update via USB mentioned in the previous paragraph can only be carried out in the box's operating mode. In the event that the box has problems starting up, it is possible to try to carry out a software update through the "Android Recovery" mode which can be activated by holding down the ⏻ button on the front panel of the box for approximately 10 seconds during a complete startup of the receiver (when connecting power). Then choose the "Apply update from Udisk" function and select the compressed .zip file contained in the *UP1T4KSTBUSB* folder of the dedicated USB update.



5.4 Factory reset

In case of slowdowns or malfunctions of the box it is always advisable to carry out a factory reset. In this way the receiver will be restored to factory conditions and any residues of installed and uninstalled applications will be completely cleaned.
To perform a factory reset, simply go to Settings > Device Preferences > Factory Data Reset.

WARNINGS

- The factory reset will also delete all installed APPs, all data and any credentials entered by the user. You will then need to reinstall the APPs, TV channels and re-enter your account credentials.
- During the reset, the box will reboot and the first boot will be slower than normal. Do not disconnect the device's power during this operation. At the end of this operation, the first installation procedure will appear on the screen as indicated in the chapter2.

5.5 Applications

The Android box will have some applications pre-installed to make it easier to use. In addition to the most important video on demand services available in the Google Play Store, it will be possible to find these applications installed in the box:

- File Manager[1] or File Explorer[1] application: to access and navigate between folders and files present inside a USB device connected to the USB port of the box, as well as launch, for example, audio-video contents
- VLC[1] or Kodi[1] 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 APP called Google TV[1] on your Android/iOS smartphone will also allow the user to use their mobile phone as a remote control for the receiver. From this application, press the *Connect TV* item, then select the UP1 receiver from the list of devices found[2]. It will thus be possible to use the smartphone as a keypad, touchpad or even microphone for voice commands.

WARNINGS

[1]Over time these particular APPs may be replaced due to compatibility problems.
[2]UP1 and smartphone must be connected to the same Wi-Fi network or connectable to each other via Bluetooth.

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 DDR4
Tuner	1x RF IN DVB-T/T2 (IEC 169-2 type connector, 75Ω)
Ethernet	RJ45, 10/100Mbps
Wifi	Wi-Fi 5, 802.11 ac/a/b/g/n, 2.4/5 GHz
Wi-Fi antennas	2 (2T2R)
Bluetooth	v. 5
USB port	1x USB 2.0 (500mA Max)
HDMI / HDR / Color depth	1x HDMI 2.0b (HDMI-CEC, HDCP 2.2) HDR10, HDR10+, HLG Color depth up to 10 bits
AV output	1x Mini AV port (3.5mm jack)
Resolution	HDMI: up to 4K (2160@60Hz) AV: up to 576p (PAL)
Audio/Video Codecs	MP3, AAC, HE-AAC, Dolby Audio (Dolby Digital, 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, NTFS
Disk Max size via USB	up to 128 GB (pendrive) up to 2TB (HDD)
Power input	Direct: 12V⎓, 1.0A Supplied power supply: AC input: 100÷240V~ 50/60Hz, DC output: 12V⎓, 1.0A
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
Viewing timer	Yes, from EPG
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

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7 Troubleshooting

PROBLEM	POSSIBLE CAUSE	REMEDY
The box does not turn on	Power supply not connected	Check that 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 correctly to the HDMI or AV port	Check the physical connection of the audio-video cable between the receiver and the TV
	The TV is turned off or tuned to the wrong source	Turn on the TV and/or select the correct input source
The remote control does not work	Batteries exhausted	Use new batteries
	Batteries inserted the wrong way round	Check the polarity indicated inside the battery compartment of the remote control
Change language on the box	The box follows the language set on the TV if the HDMI-CEC option is active	Disable the *Auto Change Language* from the Settings > Device Preferences > Display and Sound > HDMI CEC menu
The box turns on with the TV	The HDMI CEC option is active	Disable the *Device auto power off* from the Settings > Device Preferences > Display and Sound > HDMI CEC menu
The box turns off on its own	The power saving option is on	Set *Automatic Standby* to *Never* in the Settings > Device Preferences > Power Management menu
Channels absent	Incorrect antenna connection	Check the antenna connection
	TV channels not updated	Search for TV channels again from the Settings > Channels and inputs > Channels scan 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 sound	Connection problems	Check the HDMI cable connection to the TV
	Volume mute issues on devices	Check the volume of the box and the TV
	Audio codec problems	Check the audio type and available audio track options
No volume control on HD channels	Control 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 & Internet and check your configuration
	Internet provider problems	Turn off your device and router, wait, and then try to reconnect to the network
	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 advisable to set a Resolution with a refresh rate of 50Hz from the Settings > Device Preferences > Display and sound > Screen resolution menu