

TELE System

androidtv

Hey Google



SmartBox 4K

Set-top Box DVB-T2 HEVC Main10



User Manual

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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 (section 5.4). 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.

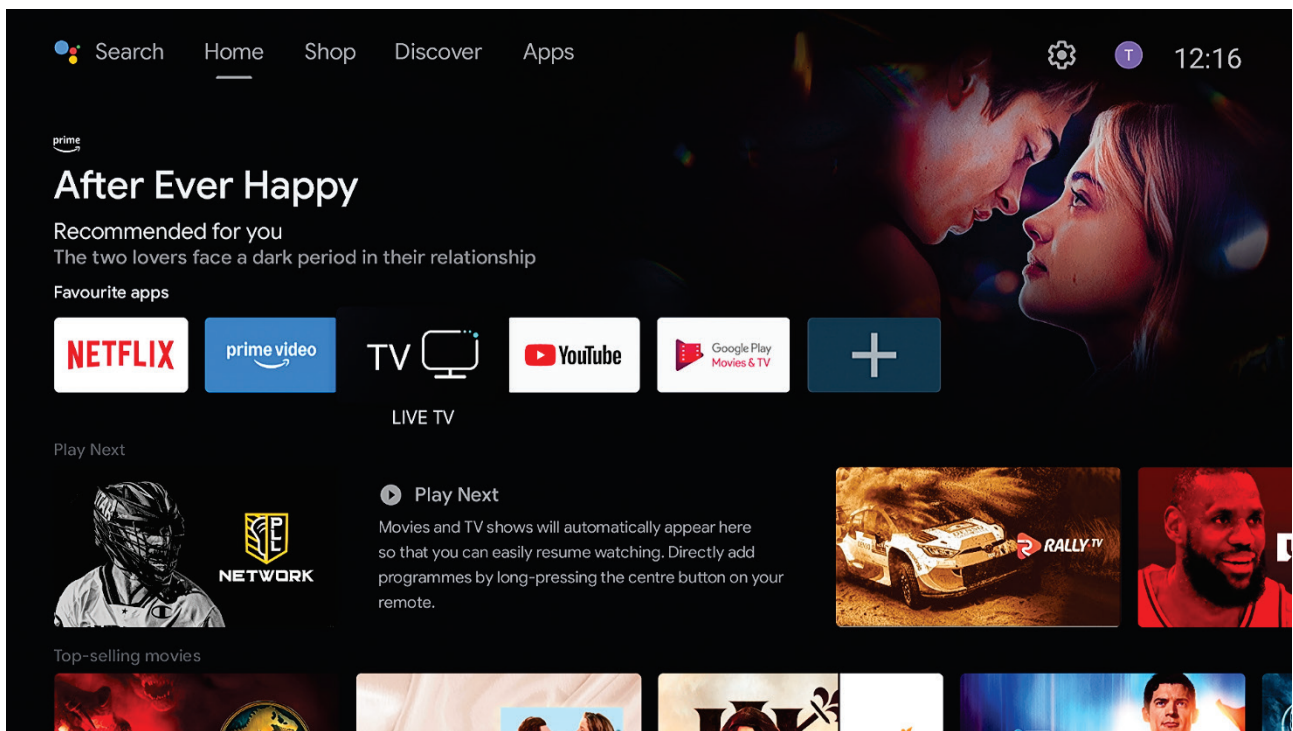
Optional: Only if you are using an active antenna to be powered at 5VDC via the receiver's RF antenna connector, exit the automatic channel search by pressing the **BACK** button and, from the **Settings** menu of the Live TV app, first activate the **Antenna Power** option from the **General Settings** 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

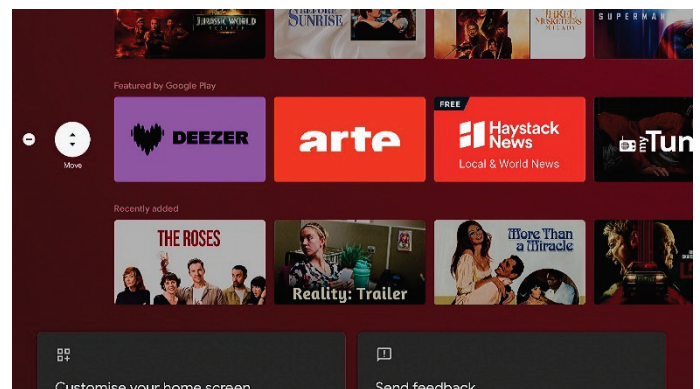
3.1 Home

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**

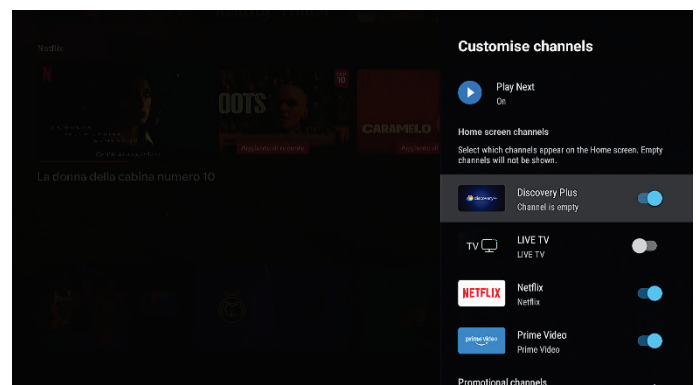
Not all Channels are removable.



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



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

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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 in patentlist.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 <i>NEVER</i> 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.

