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› **TUREWELL** /

› **TUREWELL Android 11 TV Box HGS-10 User Manual**

## TUREWELL HGS-10

# TUREWELL Android 11 TV Box User Manual

Model: HGS-10

## 1. INTRODUCTION

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Thank you for choosing the TUREWELL Android 11 TV Box. This device transforms your television into a smart entertainment hub, offering access to a vast array of applications, streaming services, and media content. This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your TV box to ensure an optimal user experience.

## 2. PACKAGE CONTENTS

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Please check the box for the following items:

- 1 x TUREWELL Android 11 TV Box (X88 PRO X10)
- 1 x Power Adapter
- 1 x HDMI Cable
- 1 x IR Remote Control (Batteries not included)
- 1 x User Manual

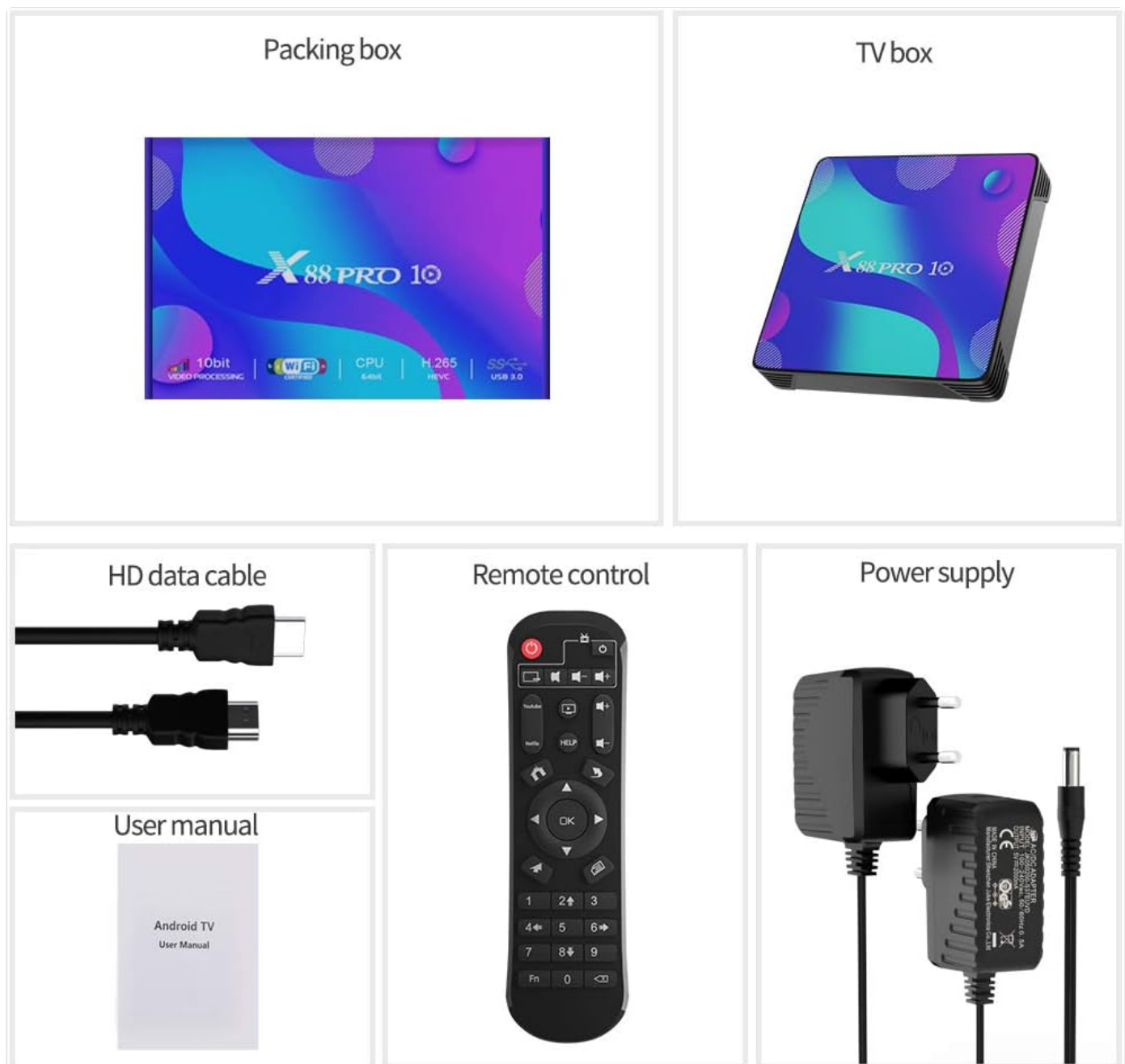


Figure 2.1: Package Contents. This image displays all items included in the TUREWELL Android TV Box retail package, ensuring you have everything needed for setup.

### 3. PRODUCT OVERVIEW

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#### 3.1 Device Layout



Figure 3.1: TUREWELL Android TV Box and Remote Control. This image shows the compact design of the TV box alongside its infrared remote control, highlighting the primary components.

### 3.2 Ports and Interfaces

The TUREWELL Android TV Box is equipped with various ports for connectivity:

# A Variety of Interfaces

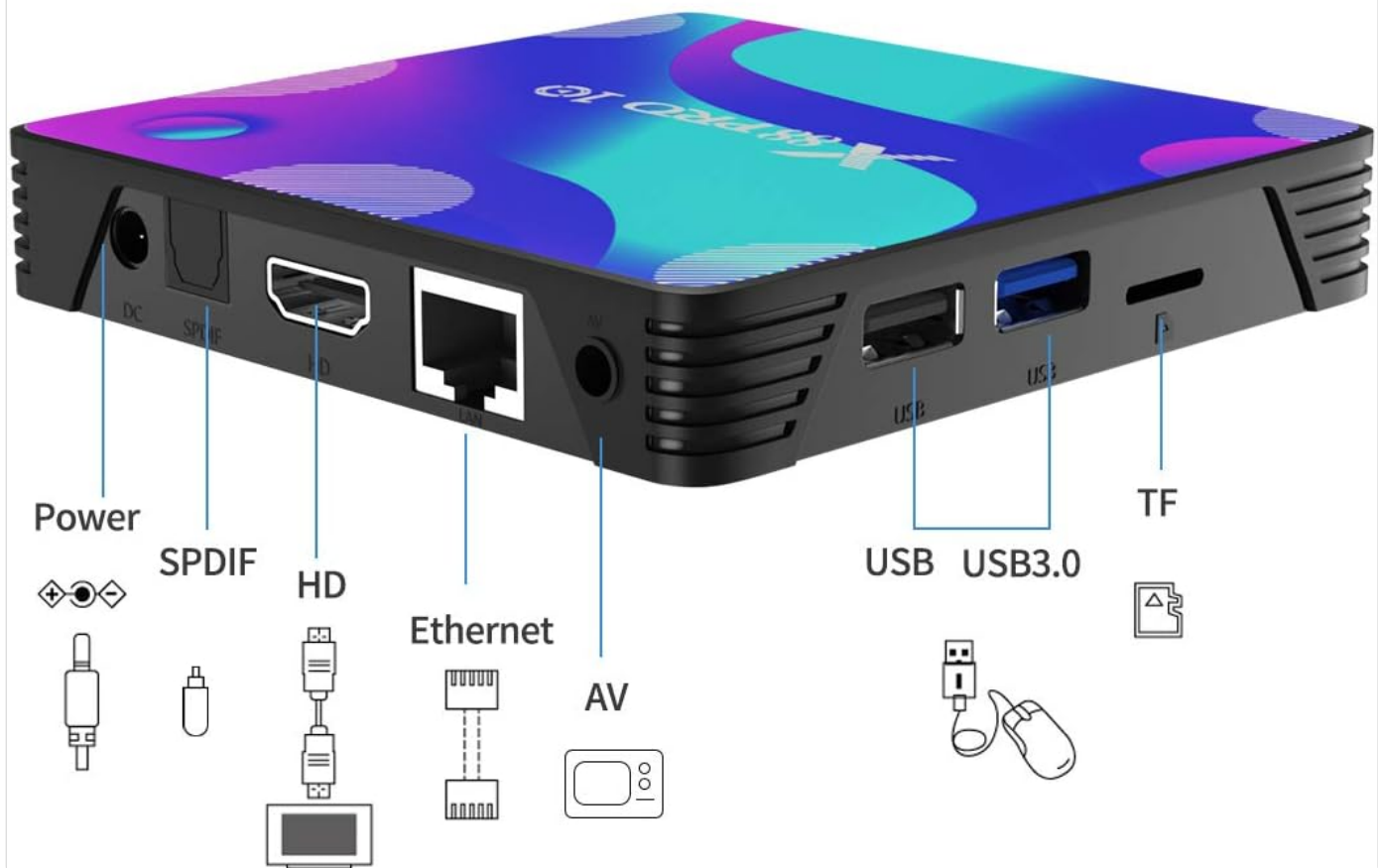


Figure 3.2: A Variety of Interfaces. This diagram illustrates the different input and output ports on the TV box, including power, audio, video, network, and USB connections.

- **DC (Power):** Connects to the included power adapter.
- **SPDIF:** Digital audio output for connecting to external audio systems.
- **HD (HDMI 2.0):** Connects to your TV or display for high-definition video and audio output (supports 4K@60Hz).
- **Ethernet (RJ-45):** For wired network connection (10/100M).
- **AV:** Analog video and audio output for older televisions.
- **USB 3.0:** High-speed USB port for connecting external storage or peripherals.
- **USB 2.0:** Standard USB port for connecting external storage or peripherals.
- **TF (Micro SD Card Slot):** For expanding storage with a Micro SD card (up to 64GB).

## 3.3 Remote Control

The included IR remote control allows you to navigate the TV box interface. It features dedicated buttons for power, volume, navigation (directional pad and OK button), and quick access to popular applications like YouTube and Netflix.

## 4. SETUP GUIDE

Follow these steps to set up your TUREWELL Android TV Box:

1. **Connect to TV:** Connect one end of the HDMI cable to the HD port on the TV box and the other end to an HDMI input on your television.

2. **Connect Power:** Plug the power adapter into the DC port on the TV box, then plug the adapter into a wall outlet.
3. **Power On:** The TV box should automatically power on. If not, press the power button on the remote control.
4. **Select Input:** On your TV, select the correct HDMI input source using your TV's remote control.
5. **Initial Setup:** Follow the on-screen prompts to select your language, connect to a Wi-Fi network (or connect an Ethernet cable to the RJ-45 port), and complete the initial Android setup.

## 5. OPERATING INSTRUCTIONS

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### 5.1 Navigation

Use the directional buttons on the remote control to navigate through the Android interface. The OK button confirms selections, and the Back button returns to the previous screen. The Home button takes you to the main launcher screen.



Figure 5.1: Android 11 User Interface. This image displays the clean and user-friendly interface of the TV box, powered by Android 11, with quick access to popular applications.

### 5.2 App Installation



Access the Google Play Store from the main screen to download and install a wide variety of applications, including streaming services, games, and utility apps. The device's 4GB RAM and 32GB ROM provide ample space for your favorite apps.

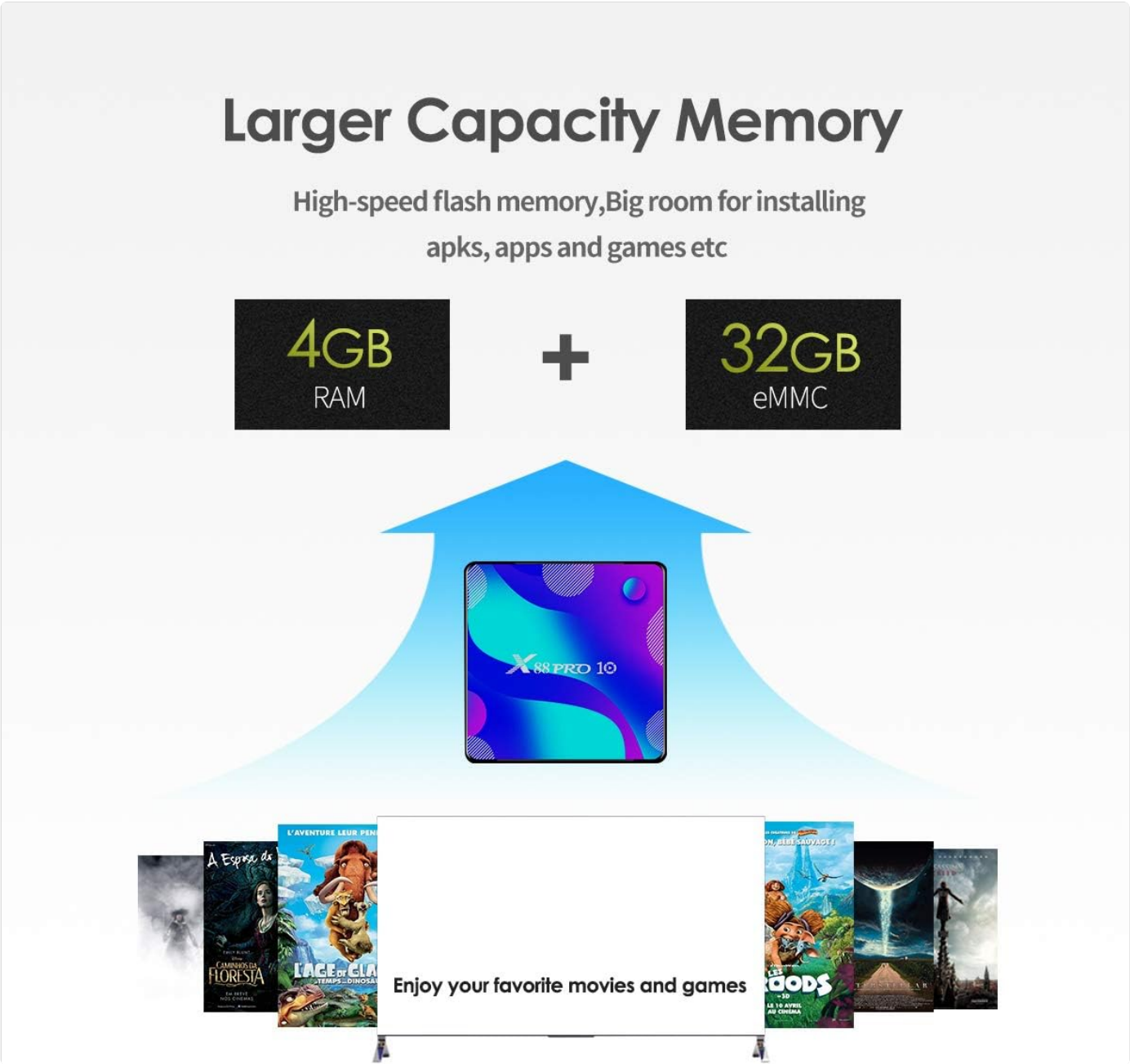


Figure 5.2: Larger Capacity Memory. This graphic highlights the 4GB RAM and 32GB internal storage, indicating sufficient memory for smooth operation and app installation.

5.3 Media Playback

The TV box supports 4K Ultra HD video decoding and playback, as well as 3D content, providing a high-quality visual experience. It is compatible with various video and audio formats.

# More HD visual experience

Super Rockchip RK3318 chip support 4K hard decoding  
Ultra-high density and more realistic



Figure 5.3: More HD Visual Experience. This image demonstrates the TV box's ability to deliver stunning 4K visuals, powered by the RK3318 chip with 4-core 64-bit Cortex-A53 CPU and 5-core Mali-450 GPU.

## 5.4 Connecting Peripherals

You can connect various Bluetooth devices such as gamepads, headsets, keyboards, mice, and speakers to the TV box for enhanced functionality.

# Simple and fast connection

Support to connect various Bluetooth devices such as gamepad, headset, keyboard, mouse, speaker, etc,

# Bluetooth™



## Network:



10/100M standard RJ-45



2.4G /5G dual-band Wifi



Movie



Music



Image



Live

Figure 5.4: Simple and Fast Connection. This graphic illustrates the TV box's Bluetooth capabilities, allowing seamless connection to a range of wireless peripherals.

## 5.5 Screen Mirroring

The TV box supports screen mirroring, allowing you to cast photos and videos from your mobile phone to the TV for a larger, more immersive viewing experience.



# Share the big screen

With one click on the mobile phone, pictures and video can be put on the TV for a broader view, more impressive viewing, and more enjoyable sharing wonderful moments together



Figure 5.5: Share the Big Screen. This image demonstrates the screen mirroring feature, enabling users to easily display content from their mobile devices on a larger TV screen.

## 6. SPECIFICATIONS

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Below are the detailed technical specifications for the TUREWELL Android 11 TV Box:



Figure 6.1: Key Features Overview. This graphic summarizes the core technical specifications and capabilities of the TUREWELL Android TV Box.

Feature	Specification
Operating System	Android 11
Processor	RK3318 Quad-Core 64bit Cortex-A53
GPU	Penta-Core Mali-450
RAM	4GB DDR3
Internal Storage	32GB FLASH
Ethernet	10/100M Standard RJ-45
Wireless Connectivity	Dual-band 2.4G/5G 802.11 a/b/g/n WiFi

Feature	Specification
Bluetooth	V4.0
USB Host	1 x USB 3.0 Type-A, 1 x USB 2.0 Type-A
Card Reader	Micro SD cards (Max 64GB)
HDMI Output	HDMI 2.0 for 4K@60Hz
Video Decoder Support	4K VP9, H.265/H.264, 1080P (VC-1, MPEG-1/2/4, VP6/8)
Video Format Support	AVI/Ts/Vob/Mkv/Mov/ISO/wmv/asf/flv/dat/mpg/mpeg
Audio Format Support	MP3/WMA/AAC/WAV/OGG/DDP/HD/FLAC/APE
Photo Format Support	HD JPEG/BMP/GIF/PNG/TIFF
HDD File System	FAT16/FAT32/NTFS
Subtitle Support	SRT/SMI/SUB/SSA/IDX+USB
High Definition Video Output	4K (3840x2160 pixels)
OSD Language Type	English, French, German, Spanish, Italian, etc. (Multi-lateral languages)
Certifications	CE, FCC, ROHS

## 7. MAINTENANCE

- To ensure the longevity and optimal performance of your TUREWELL Android TV Box, follow these maintenance guidelines:
- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid cleaners or abrasive materials.
  - **Ventilation:** Ensure the TV box is placed in a well-ventilated area to prevent overheating. Do not block the ventilation holes.
  - **Software Updates:** Periodically check for system updates in the device settings to ensure you have the latest features and security patches.
  - **Power Off Properly:** Always power off the device correctly through the system menu or by pressing the power button on the remote, rather than simply unplugging it.

## 8. TROUBLESHOOTING

If you encounter issues with your TUREWELL Android TV Box, refer to the following common problems and solutions:



Problem	Possible Cause / Solution
No Power	Ensure the power adapter is securely connected to the TV box and the wall outlet. Try a different power outlet.
No Signal on TV	Verify the HDMI cable is securely connected to both the TV box and the TV. Ensure your TV is set to the correct HDMI input source. Try a different HDMI port or cable.
Wi-Fi Connection Issues	Check if your Wi-Fi router is working correctly. Restart the TV box and your router. Ensure you have entered the correct Wi-Fi password. Move the TV box closer to the router if possible.




Problem	Possible Cause / Solution
Apps Crashing or Freezing	Close background applications. Clear the cache of the problematic app in Settings > Apps. If the issue persists, uninstall and reinstall the app. Ensure sufficient storage space is available.
Remote Control Not Responding	Check and replace the batteries in the remote control. Ensure there are no obstructions between the remote and the TV box's IR receiver.
Poor Video Quality	Ensure your internet connection is stable and fast enough for streaming high-quality content. Check the video resolution settings on the TV box. Ensure your TV supports the output resolution (e.g., 4K).

## 9. WARRANTY AND SUPPORT

For warranty information and customer support, please refer to the documentation provided with your purchase or contact TUREWELL customer service through their official website. Information regarding spare parts availability and software update guarantees is not explicitly provided in this manual.

### Related Documents - HGS-10

	<p><a href="#">CAMECHO Android 11 Car Stereo for Ford Mustang (2010-2014) - Instruction Manual</a></p> <p>Comprehensive instruction manual for the CAMECHO Android 11 car stereo system, designed for Ford Mustang models (2010-2014). Features include a 10.1-inch touchscreen, 2GB RAM, 32GB ROM, GPS, WiFi, Bluetooth, HiFi audio, Carplay, Android Auto, and backup camera support. Covers installation, wiring, safety, and troubleshooting.</p>
	<p><a href="#">AlldoCube T1011 Tablet PC - User Manual and Specifications</a></p> <p>Comprehensive user manual and technical specifications for the AlldoCube T1011 tablet PC, featuring a 10.1-inch display, Android 10, 6000mAh battery, and LTE connectivity. Includes FCC compliance information.</p>
<p>Android TV User Manual</p>	<p><a href="#">Android TV Box User Manual</a></p> <p>This user manual provides instructions for setting up and operating an Android TV Box, covering basic operations, Wi-Fi and Ethernet connectivity, and firmware updates.</p>

	<p><a href="#">AZULLC Access Plus Fanless Windows 10 Mini PC Stick Quick Guide</a></p> <p>Quick start guide for the AZULLC Access Plus, a fanless Windows 10 Mini PC Stick. Learn about package contents, product specifications, port layout, and connecting to displays and audio.</p>
	<p><a href="#">Car Stereo System Product Manual</a></p> <p>A comprehensive guide to the features and operation of the car stereo system, including navigation, Bluetooth, audio settings, and more.</p>
	<p><a href="#">OUKITEL WP8 Pro Rugged Smartphone - Specifications and Features</a></p> <p>Detailed information about the OUKITEL WP8 Pro rugged smartphone, including specifications, camera details, connectivity, package contents, warnings, and FCC compliance.</p>