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## TELE System TS9019HEVC

# TELE System TS9019HEVC Satellite Decoder User Manual

Model: TS9019HEVC (58010100)

## INTRODUCTION

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Thank you for choosing the TELE System TS9019HEVC Satellite Decoder. This device is designed to provide stable and seamless reception of Tivùsat digital satellite channels, including over 70 free HD channels. This manual will guide you through the setup, operation, and maintenance of your new decoder to ensure an optimal viewing experience.

## PACKAGE CONTENTS

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Please verify that all items listed below are included in your package:

- TELE System TS9019HEVC Satellite Decoder
- Tivùsat HD Smartcard (Merlin)
- External Power Supply
- Remote Control
- 2x AAA Batteries
- HDMI Cable



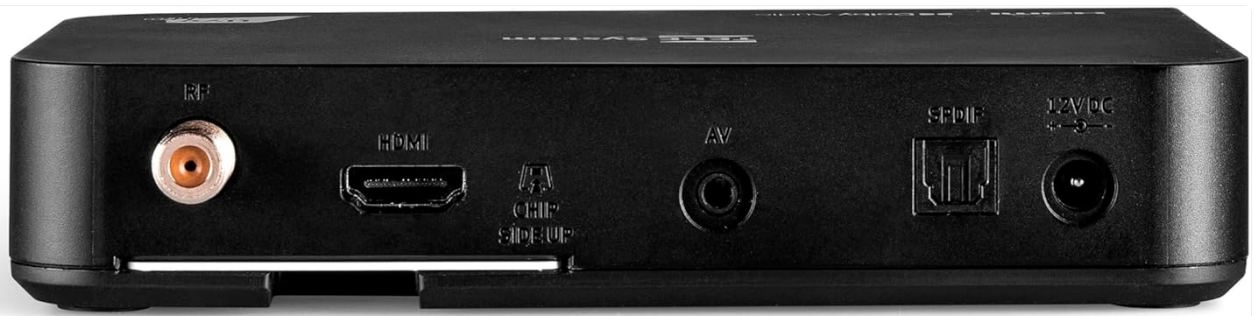
Image: The TELE System TS9019HEVC decoder, its remote control, and the included Tivùsat Smartcard.

## SETUP

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### 1. Connecting the Decoder

1. **Satellite Antenna Connection:** Connect your satellite dish cable to the "RF IN" port on the back of the decoder.
2. **HDMI Connection:** Connect one end of the supplied HDMI cable to the "HDMI" port on the decoder and the other end to an available HDMI input on your television.
3. **Power Connection:** Connect the external power supply to the "12V DC" port on the decoder, then plug the power adapter into a wall outlet.
4. **Optional AV Connection:** If your TV does not have an HDMI input, you can use an AV cable (not included) to connect to the "AV" port.



Cavo HDMI  
incluso



Cavo AV  
incluso

Image: Rear panel connections of the decoder, including RF IN, HDMI, AV, SPDIF, and 12V DC power input.

## 2. Inserting the Tivùsat Smartcard

The Tivùsat Smartcard is essential for accessing encrypted channels. Ensure it is inserted correctly:

1. Locate the smartcard slot on the side of the decoder.
2. Insert the Tivùsat Smartcard with the chip facing upwards and the arrow pointing into the slot. Push it gently until it clicks into place.



La TV **satellitare**  
**gratuita** con **+130 canali**

**+70** CANALI  
**HD**



La smartcard  
è inclusa!  
Attivala su  
[tivusat.tv](http://tivusat.tv)



Chip  
verso  
l'alto

Image: Proper insertion of the Tivùsat Smartcard into the decoder's side slot.

### 3. Initial Setup Wizard

After connecting all cables and inserting the smartcard, turn on your TV and select the correct HDMI input. Power on the decoder. The initial setup wizard will guide you through:

- Language selection
- Satellite dish configuration
- Automatic channel scan (EASY HD)

### 4. Activating the Tivùsat Smartcard

To access all Tivùsat channels, your smartcard must be activated. You can activate it easily on the official Tivùsat website ([www.tivusat.tv](http://www.tivusat.tv)). Follow the instructions provided on the website for activation. Note that older Tivùsat Tiger smartcards may be obsolete and require replacement with a Merlin card.

# OPERATING INSTRUCTIONS

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## Basic Functions

- **Power On/Off:** Use the **POWER** button on the remote control or the front panel of the decoder.
- **Channel Selection:** Use the **P+** / **P-** buttons to change channels sequentially, or enter the channel number directly using the numeric keypad.
- **Volume Control:** Use the **VOL+** / **VOL-** buttons to adjust the volume.
- **Menu:** Press the **MENU** button to access the main menu for settings and features.
- **OK Button:** Confirms selections in menus or displays the channel list during live TV.
- **Exit/Back:** Returns to the previous screen or exits the menu.



Telecomando 2 in 1:  
tasti di controllo TV



Batterie  
incluse

Image: The remote control for the TELE System TS9019HEVC decoder, highlighting key function buttons.

## Advanced Features

- **Electronic Program Guide (EPG):** Press the **EPG** button on the remote to view the program schedule for upcoming broadcasts.
- **Favorite Lists:** Create and manage personalized lists of your preferred channels for quick access. Refer to the on-screen menu for instructions.

- **TV Pause (Timeshift):** Connect a USB storage device (not included) to the USB port on the decoder. This feature allows you to pause live TV and resume viewing later.
- **Automatic Channel Update:** The decoder automatically updates Tivùsat channels, ensuring you always have access to the latest channel lineup.
- **Timer Function:** Set timers to automatically switch to a specific channel at a scheduled time.



**Cosa vedi con TS9018HEVC**

**130+ Canali, 70+ in HD**

Con tivùsat vedi bene, vedi gratis, vedi un mondo di canali nazionali ed internazionali. Una finestra sull'intrattenimento, la cultura, l'informazione nazionale e internazionale, lo sport, la fiction e lo spettacolo.



Image: Example of the channel list interface, displaying various Tivùsat channels.

## MAINTENANCE

### Software Updates

To ensure your decoder always has the latest features, improvements, and security updates, regularly check for software updates. Updates can be performed via:

- **Over-The-Air (OTA):** The decoder may receive updates automatically via satellite. You will be prompted on-screen if an update is available.
- **USB:** Download the latest firmware from the TELE System official website to a USB stick and follow the instructions

provided with the firmware file for a manual update.

*Always ensure the decoder remains powered on during a software update to prevent damage.*

## General Care

- Keep the decoder in a well-ventilated area to prevent overheating.
- Clean the exterior with a soft, dry cloth. Do not use liquid cleaners or abrasive materials.
- Avoid exposing the decoder to direct sunlight, high temperatures, or humidity.

## TROUBLESHOOTING

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Problem	Possible Cause	Solution
No Signal / Black Screen	Incorrect HDMI input selected on TV; Satellite cable disconnected; Dish misalignment.	<ul style="list-style-type: none"><li>• Ensure your TV is on the correct HDMI input.</li><li>• Check that the satellite cable is securely connected to the "RF IN" port.</li><li>• Verify your satellite dish alignment.</li></ul>
"Smartcard Error" Message	Smartcard incorrectly inserted; Smartcard not activated; Obsolete smartcard.	<ul style="list-style-type: none"><li>• Re-insert the Tivùsat Smartcard, ensuring the chip faces upwards.</li><li>• Verify that your smartcard has been activated on <a href="http://www.tivusat.tv">www.tivusat.tv</a>.</li><li>• Ensure you are using a Merlin Tivùsat Smartcard, as older Tiger cards may be obsolete.</li></ul>
No Sound	TV or decoder volume muted; Incorrect audio settings.	<ul style="list-style-type: none"><li>• Check the volume levels on both your TV and the decoder.</li><li>• Ensure the decoder's audio output settings are configured correctly (e.g., Stereo).</li></ul>
Remote Control Not Working	Dead batteries; Obstruction between remote and decoder; Remote not paired (if applicable).	<ul style="list-style-type: none"><li>• Replace the AAA batteries in the remote control.</li><li>• Ensure there are no obstructions blocking the remote's signal to the decoder.</li></ul>

## SPECIFICATIONS

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Feature	Detail
Brand	TELE System
Model Number	58010100
Color	Black
Connectivity Technology	USB
Audio Output Mode	Stereo
Total HDMI Ports	1
Compatible Devices	Television
Supported Audio Formats	Dolby Digital, DTS, AAC, MP3, PCM
Satellite Service Description	Tivùsat HD Classic and DAZN
Total Video Output Ports	1
Video Output Resolution	1080p
Supported Standards	DVB-S, H.264, MP2, MP3, AAC, HD
Screen Format	16:9
Country of Origin	China

## WARRANTY INFORMATION

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The TELE System TS9019HEVC Satellite Decoder comes with a **2-year product warranty** from the date of purchase. This warranty covers manufacturing defects and malfunctions under normal use. Please retain your proof of purchase for warranty claims. For detailed terms and conditions, please refer to the warranty card included in your package or visit the official TELE System website.

## SUPPORT

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For further assistance, technical support, or frequently asked questions, please visit:

- **TELE System Official Website:** [www.telesystem.it](http://www.telesystem.it)
- **Tivùsat Support:** For smartcard activation and Tivùsat specific inquiries, visit [www.tivusat.tv](http://www.tivusat.tv)

Before contacting support, please ensure you have reviewed the troubleshooting section of this manual.