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› Ugoos AM9 PRO Android TV Box: Setup and Operation Guide

Ugoos AM9 PRO

Ugoos AM9 PRO Android TV Box User Manual

Comprehensive Guide for Setup, Operation, and Maintenance

1. PACKAGE CONTENTS

Before you begin, please ensure all items are present in the package:

- Ugoos AM9 PRO Box
- BT Remote Control
- Power Adapter
- HD Cable
- English User Manual (this document)



Image: Contents of the Ugoos AM9 PRO package.

2. SETUP INSTRUCTIONS

2.1 Connecting the Device

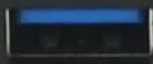
1. **Connect to TV:** Use the provided HD Cable to connect the Ugoos AM9 PRO Box to the HDMI input on your television.
2. **Connect to Power:** Plug the Power Adapter into the DC-12V port on the back of the TV Box, then plug the adapter into a wall outlet.
3. **Network Connection (Optional):** For a stable internet connection, connect an Ethernet cable from your router to the LAN port on the TV Box. Alternatively, you can use Wi-Fi after initial setup.
4. **External Storage (Optional):** Insert a Micro SD card into the Micro SD slot or connect USB storage devices to the available USB ports.



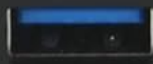
Image: Rear ports of the Ugoos AM9 PRO TV Box.



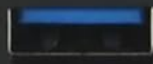
UGREEN
SOOON



USB



USB



USB



MICRO SD

2.2 Initial Power On

Once all connections are made, turn on your television and select the correct HDMI input. The Ugoos AM9 PRO Box should power on automatically. Follow the on-screen instructions for initial Android 14.0 setup, including language selection, network configuration, and Google account login.

3. OPERATING INSTRUCTIONS

3.1 Navigation and Interface

The Ugoos AM9 PRO runs on Android 14.0. Use the provided Bluetooth Remote Control to navigate the interface. The remote offers precise control for selecting applications, adjusting settings, and managing media playback.

3.2 Connectivity

- **Wi-Fi:** Supports Dual WiFi 2.4GHz/5GHz (11a/b/g/n/ac/ax 2T2R IEEE802) with a maximum speed of 1201 Mbps for high-speed wireless internet access.
- **Bluetooth:** Integrated Bluetooth 5.3 allows for connection to compatible accessories such as headphones, game controllers, and the included BT Remote Control.
- **Ethernet:** A 1000M Gigabit Ethernet port provides a stable and fast wired network connection.

3.3 Media Playback

The device supports a wide range of video formats and resolutions, including:

- **4K HDR:** Enjoy stable 4K 120fps resolution with High Dynamic Range (HDR) content for enhanced visual quality.
- **Codecs:** Supports AV1, VP9, and H.265 video codecs, ensuring compatibility with modern video content and efficient data usage.
- **Screen Mirroring:** Supports Airplay and Miracast for casting content from compatible mobile devices.

3.4 Customization and Gaming

The Ugoos AM9 PRO offers extensive customization options within its Android setup, allowing advanced users to fine-tune settings. It is also capable of handling casual gaming.

4. MAINTENANCE

To ensure the longevity and optimal performance of your Ugoos AM9 PRO TV Box, follow these maintenance guidelines:

- **Keep Dry:** Avoid exposing the device to moisture or liquids.
- **Clean Gently:** Use a soft, dry cloth to clean the exterior of the device. Do not use harsh chemicals or abrasive materials.
- **Ventilation:** Ensure the device is placed in a well-ventilated area to prevent overheating. Do not block ventilation openings.
- **Software Updates:** Periodically check for and install official firmware updates to improve performance, add features, and address potential issues.

5. TROUBLESHOOTING

If you encounter issues with your Ugoos AM9 PRO TV Box, refer to the following common problems and solutions:

- Device Not Powering On:**

Ensure the power adapter is securely connected to both the device and a working wall outlet. Try a different outlet if necessary.
- No Picture on TV:**

Verify that the HDMI cable is correctly connected to both the TV Box and the TV. Confirm your TV is set to the correct HDMI input source.
- Random Resetting or Freezing:**

Ensure the device has adequate ventilation to prevent overheating. Try restarting the device by unplugging it from power for 30 seconds and plugging it back in. Check for available software updates, as these can often resolve stability issues.
- High Bitrate 4K Files Not Playing Smoothly:**

While the device supports 4K, extremely high bitrate files may experience playback issues. Try using a different media player application or reducing the bitrate of the media file. Ensure a stable and fast network connection if streaming.
- No HDR Playback from USB:**

The device may not support HDR playback directly from USB storage. Consider streaming HDR content from network sources or compatible applications.
- Netflix Limited to SD Quality:**

The Ugoos AM9 PRO is limited to Google Widevine Level 3 certification, which restricts Netflix and some other streaming services to Standard Definition (SD) quality. This is a hardware limitation and cannot be changed via software updates.
- Remote Control Not Responding:**

Check the batteries in the Bluetooth remote control. Ensure the remote is paired with the device. If issues persist, try re-pairing the remote according to the instructions in the remote's manual.

6. SPECIFICATIONS

Feature	Description
Processor	Amlogic S905X5-J Quad core ARMv9.0 Cortex-A510 CPU with AV1 HDR
Operating System	Android 14.0
Memory (RAM)	4GB
Internal Storage (ROM)	64GB
Wi-Fi	Dual-band 2.4GHz/5GHz (11a/b/g/n/ac/ax 2T2R IEEE802), Max: 1201 Mbps
Bluetooth	Bluetooth 5.3
Ethernet	1000M Gigabit Ethernet
Video Output	4K 120fps, HDR (HDR10/HDR10+), AV1, VP9, H.265
Ports	HDMI, LAN, SPDIF, AUX, DC-12V, OTG, USB 3.0 (multiple), Micro SD slot
Dimensions	7.68 x 7.68 x 2.76 inches

Weight	1.9 pounds
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7. WARRANTY AND SUPPORT

7.1 Warranty Information

Please refer to the warranty card included in your product packaging or visit the official Ugoos website for detailed warranty terms and conditions. Standard warranty typically covers manufacturing defects for a specified period from the date of purchase.

7.2 Technical Support

For further assistance, technical support, or inquiries not covered in this manual, please contact Ugoos customer service through their official website or the contact information provided with your product. Keep your purchase receipt and product model number (AM9 PRO) ready when contacting support.