

# System Recovery Guide for Tizzbird™

## Smart TV Box TIZZBIRD™ F10/ F11/ F13/ F20/ F30 Smart TV Stick N1



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ChipAlive Co. Ltd.**

## Annex C. How to Repair Booting Failure of TizzBird

This documentation is intended to provide repairing guide in case of booting failure of TizzBird. TizzBird F10/F11/F20/F30 is based on Android Gingerbread version while TizzBird N1 is ICS. Detailed specifications can be found at given package or <http://www.tizzbird.com>.

This repairing method is only applied from firmware revision **2.0.6 for F10/ F11/ F20/ F30** and revision **3.0.4 for N1/ F13**.

### C.1 Abstract

The symptom of booting failure looks like as below.

- Symptom A: **No changes at BOOTING ANIMATION (Animation with black background)**
- Symptom B: **No changes at BOOTING LOGO (Tizzbird text with white background)**

Above symptoms may be caused by several different reasons. There are two ways to fix these symptoms.

- Symptom A : Can be fixed using "*Safe Mode Booting*".
- Symptom B (or Symptom A) : Can be fixed using "*System Recovery Mode*".

### C.2 Repairing by *Safe Mode Booting*

Please follow below steps.

- 1) Power off device completely then turn it on again.
- 2) As soon as you see BOOT LOGO (TEXT with white background), press and hold <MENU> button on remote until home screen comes up.
- 3) You can read "**Safe Mode**" text at **left-bottom** side of screen, when you enter the SAFE BOOTING MODE.

After *SAFE MODE BOOTING*, you need to do one of below **action items**.

- Action item #1
  - Uninstall last APKs you have installed, as they may cause a booting failure.
- Action item #2
  - You need to back up your personal data and installed packages so far.
  - Do "Set Factory Default" by selecting "Settings Browser" → "System" → "Advanced Settings" → "Set Factory Default" with "Erase all" option.

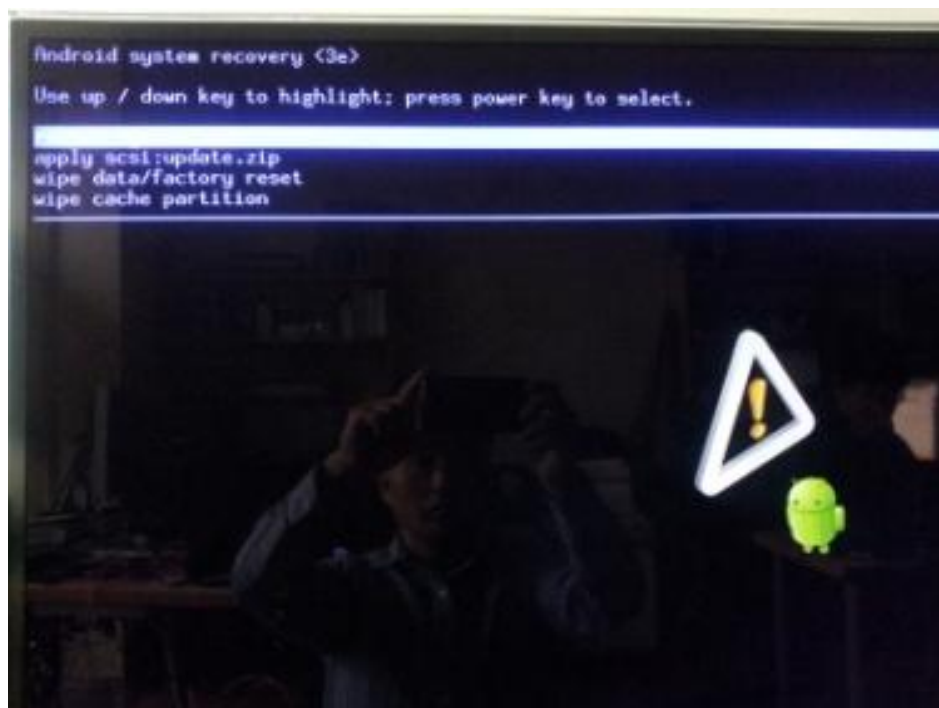
## C.2 Repairing by *System Recovery Mode*

### C.2.1 Preparation

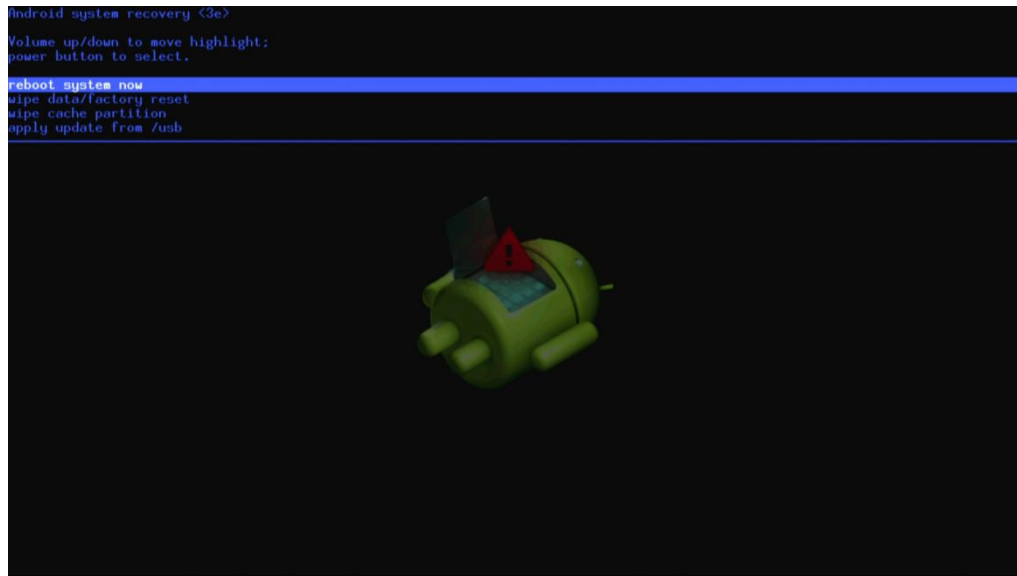
- 1) Prepare USB flash drive which has more than 128MB of free space.
- 2) Download the latest upgrade firmware from Tizzbird WEB (<http://www.tizzbird.com>) according to your device. Normally the name of upgrade package is something like "**Tizzbird\_mmm\_update\_vvv.tzbird**". "**mmm**" means model name like "F3x", "F20". "**vvv**" means update version and date like "V2\_06\_2102115".
- 3) Copy downloaded firmware to root folder of USB flash drive. Then rename it "**update.zip**"

### C.2.2 Entering System Recovery Mode

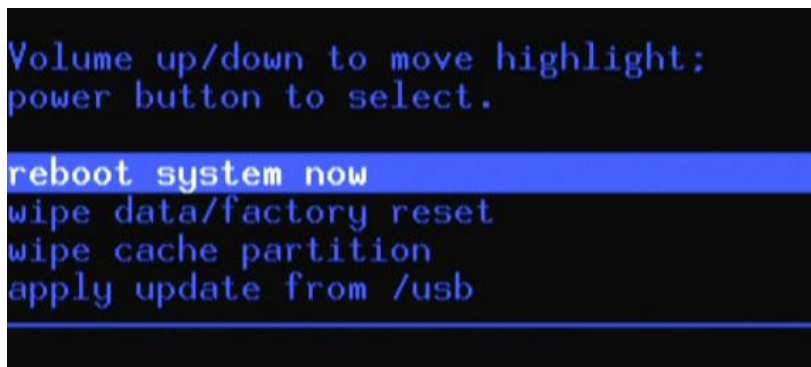
- 1) Power off device completely then turn it on again. If you're not sure, pull the power cable off then reconnect it.
- 2) As soon as you turn on power, press <RED> button on remote twice within 3 seconds.
- 3) The following screen will come out
  - A. F10/ F11/ F20/ F30. (Require revision 2.0.6 or later firmware)



B. N1/ F13. (Require revision 3.0.4 or later firmware)

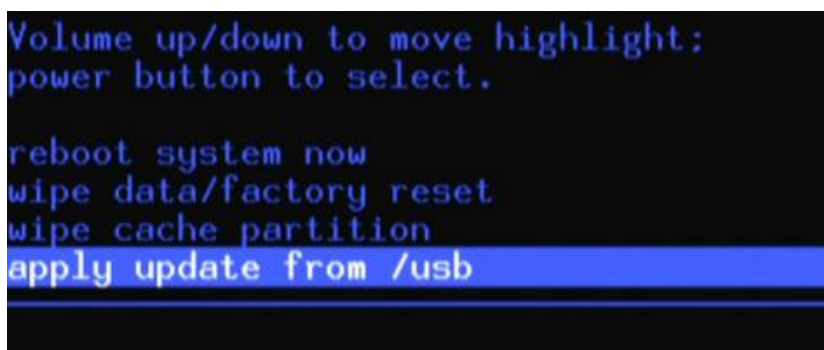


- 4) There are four menus. (three on F10/ F11/ F20/ F30)

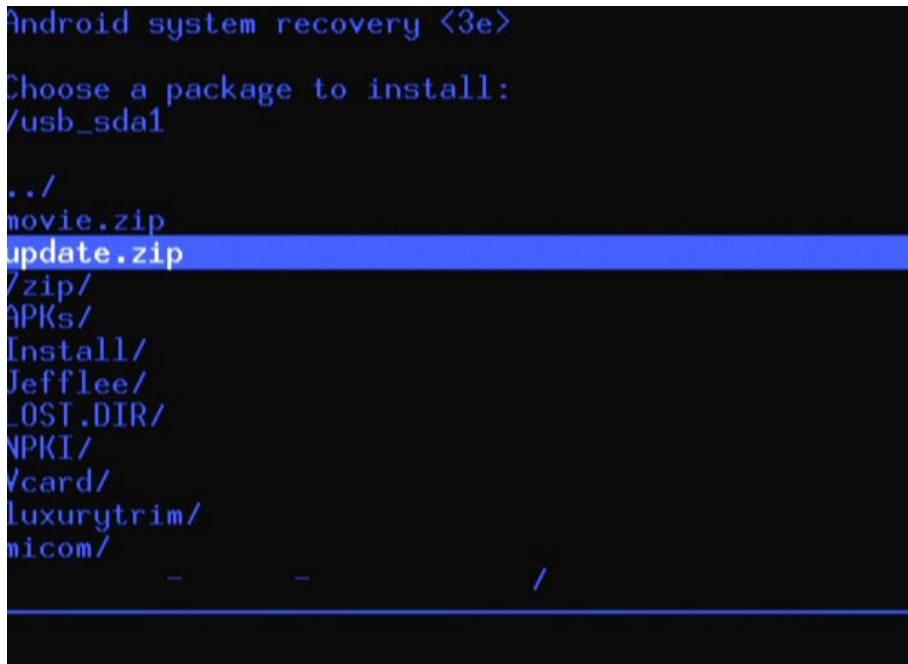


If you want to factory reset status, then select **"wipe data/ factory reset"**. This will help the situation when some applications you installed cause a problem.

- 5) Apply **"wipe cache partition"** first.
- 6) To make the device reboot again with fresh image, put the USB flash drive on the USB port, then select **"apply update from /usb"**. Please make sure that you have [update.zip](#) on the USB drive.



- 7) On the following screen, select "update.zip" on the drive.



- 8) The system will erase whole area of internal flash and start to update like below picture. The progress bar will show the current progress.

