

# **E-Manual MT9603 U7.6 EUEM**

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# First-Time Use

## Using the E-Manual

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View the embedded E-Manual that contains information about your TV's key features.

Disclaimer:







- Instructions and images throughout this manual are only for reference and may differ from the actual product.

### Launch the E-Manual



- Enter the Home screen of the E-Manual.

Press  /  button on your remote control and select  **Settings** > **Support** > **E-Manual**.

- Enter Enjoy Live TV chapter

Press **INPUT** /  /  button on your remote control and select **TV**, then press  /  /  /  button on your remote control and select **E-Manual**. You can learn more about how to set up Live TV features.

- Enter Connecting to External Devices chapter

Press **INPUT** /  /  button on your remote control and select **Connection Guide** to learn more about how to connect external devices to your TV and how to set up.

**Note:**

- The black background icon indicates the button on the remote control.
- The grey background icon indicates the icons on the TV screen.

### Use the Buttons in the E-Manual

- Search

Search for the product feature information, the E-Manual will provide all the titles and content that contains the search information.

- QR Code

Scan the QR Code with your Smart Phone to open the E-Manual on your device.

- Try Now button

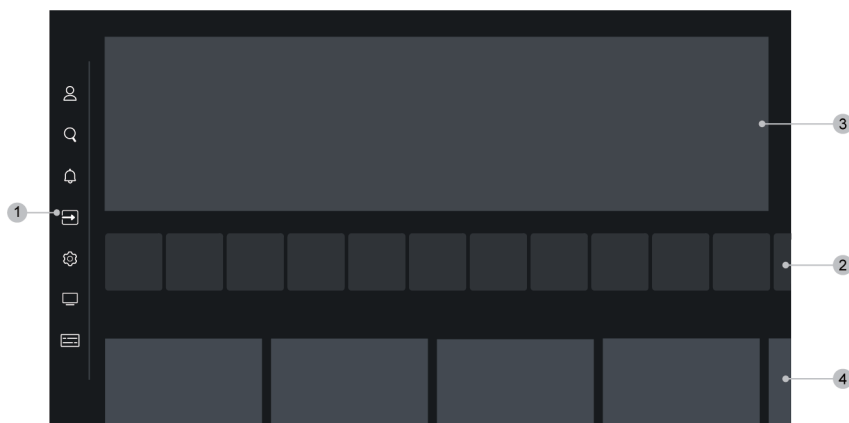
Select Try Now, this will guide you to the corresponding TV menu for trying the function.

## Home Screen

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All TV functions can be accessed from the Home screen.

# First-Time Use



1. Navigation bar
2. Apps
3. Herobanner
4. Recommended content

## Note:

- Indicators or icons may vary depending on models/countries/regions.

## Display the Home Screen

Press button on your remote control to enter the Home screen.

To choose input, press **INPUT** / / button on your remote control or use the navigation buttons to move the focus to the **Input** icon on the side of the screen, press button to enter and select your desired input source.

## Use the Navigation Bar

The navigation bar refers to indicators and icons on the side of the Home screen.

## Note:

- Indicators or icons may vary depending on models/countries/regions.

### **Account**

A VIDAA account provides all the best features of your Smart TV and ensures that all services are kept up to date.

For more information about VIDAA account, please refer to [First-Time Use > User Account](#) in this manual.

### **Search**

Search the content you want.

### **Notification**

# First-Time Use

Allow pop-up notifications to appear for useful information and events that occur with your TV, including: **Advertising, New Arrivals, Warnings and Legal Statements, System Messages** and **Alexa Notification**. You can enable/disable each of these notifications at Settings in the notification centre.

You can view the list of event messages generated by the TV.

To delete all notifications, select **Clear All**.

## Note:

- The Alexa Notification may not be applicable in some models/countries/regions.

## Input

Select the input source depending on the device you have connected to your TV.

## Settings

Manage TV configuration.

## Live TV

Quick access to Live TV.

## Guide

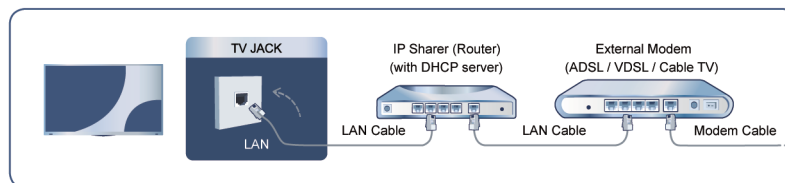
Quick access to Guide. For more information, please refer to [Enjoy Live TV > Programme Guide \(EPG\)](#) in this manual.

## Connecting to the Internet

To get access to the Internet using a wired connection or connecting to an available wireless network.

### Connect to a Wired (Ethernet) Network

To get access to the Internet using a wired connection, it is recommended to use a modem or router that supports Dynamic Host Configuration Protocol (DHCP). Modems and routers that support DHCP automatically provide the IP address, netmask, gateway, DNS Server 1 and DNS Server 2, so you do not have to enter them manually. Most home networks already have DHCP.



After connecting to a wired (Ethernet) network, press / button on your remote control and select **Settings > Connection > Network > Network Configuration**.

#### • Connection Type

Choose a wired (Ethernet) network connection to access the Internet.

#### • Ethernet

Display network status.

# First-Time Use

- **IP Settings**

In **IP Version**, you can select from IPv4 and IPv6. When IPv4 is selected, the IP address, netmask, gateway, DNS Server 1 and DNS Server 2 will be automatically defined, or you can configure them manually for your network connection. When IPv6 is selected, all information is automatically defined.

☰ **Related information**

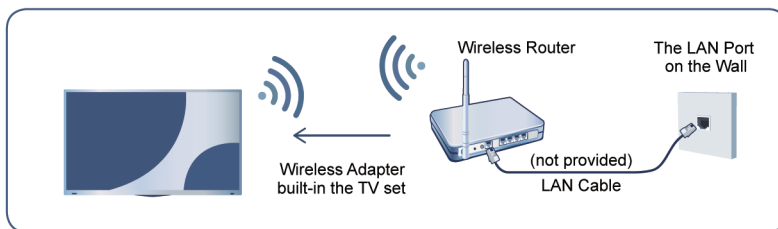
[Network](#) on page 51




[Network Issues](#) on page 79

[My TV cannot connect to the network.](#) on page 68

## Connect to a Wireless Network

To connect to an available wireless network, make sure that you turn on your wireless router and have the wireless router's SSID and password before attempting to connect.



To get access to the Internet using a wireless connection, press  /  button on your remote control and select  **Settings > Connection > Network > Network Configuration.**

- **Connection Type**

Choose a wireless network connection to access the Internet.

- **Refresh**

If no wireless router is found, select **Refresh**.

- **Advanced Settings**

Configure the advanced wireless network settings for the TV.

- **Add**

If no wireless router is found, select **Add** and enter the network name in the SSID to add a wireless network.

☰ **Related information**

[Network](#) on page 51

[Network Issues](#) on page 79

[My TV cannot connect to the network.](#) on page 68

## User Account




Sign into your VIDAA account and create multiple profiles to receive personalised content according to your account preferences.

# First-Time Use

## Create a new account




If you do not have a VIDAA account, create a new one to enjoy the best features of your Smart TV.

Before creating a new account, make sure your TV is connected to the network. For more about network settings, please refer to [First-Time Use > Connect to the Internet > Connect to a Wired \(Ethernet\) Network](#) or [Connect to a Wireless Network](#) in this manual.

1. After the network is connected, press  /  button on your remote control and select  **Account** icon in the navigation bar on the Home screen.
2. Select **Create Account** on screen (or select **Email Create Account** for some countries/regions).
3. Enter your E-mail address and password.
4. Follow the instructions on your TV to finish the process of creating an account.

## Sign into an account

Before signing into your VIDAA account, make sure your TV is connected to the network. For more about network settings, please refer to [First-Time Use > Connect to the Internet > Connect to a Wired \(Ethernet\) Network](#) or [Connect to a Wireless Network](#) in this manual.

1. After the network is connected, press  /  button on your remote control and select  **Account** icon in the navigation bar on the Home screen.
2. Register your device to your VIDAA Account. After entering your E-mail and password, select **Sign in**.
3. You can create a profile and give it a name.







If you forget your password and need to change the password, select **Forgot Password?** input your E-mail address and verification code, then create a new password.

## Selecting Inputs











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Access to connected external devices including wireless connected devices.

### Switch between external devices connected to the TV

1. Press **INPUT** /  /  button on your remote control or press  /  button to move the focus to the  **Input** icon on the side of the Home screen, press  button to enter.
2. Select your desired input source.

### Edit the name of input sources

1. Press **INPUT** /  /  button on your remote control or press  /  button to move the focus to the  **Input** icon on the side of the Home screen, press  button to enter.
2. Move the focus to an input source and press  /  /  /  button on your remote control to edit.

#### Note:

- Some input sources cannot be renamed.







## Using the TV Voice Service

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### Select Voice Service on the TV


To access the Voice Service and select a voice assistant:

- Press  button on your remote control.
- Press  /  button to select  **Settings** icon and select **System > Voice Service**.


**Note:**

- Before use Voice Service, please pair Bluetooth remote control to your TV first.

### Use the remote microphone

You can enjoy interacting with the voice assistant using your voice by just pressing and holding the  button on your remote control.

**Note:**

- Voice Service feature may not be applicable in some models/countries/regions.
- Remote control with  button is only available in some models/countries/regions.
- To use this function, End User License Agreement and corresponding Smart feature privacy policy/terms and conditions may be required to be agreed to.

 **Related information**

[Voice Service Setup](#) on page 23







## Channel Scan

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You can scan for channels automatically or manually.

### Auto Scan

Automatic channel scan.

1. Press **INPUT** /  /  button on your remote control and select **TV**.
2. In Live TV, press  /  /  /  button and select **Settings > Channel > Auto Scan**.

If no TV channels were saved before, you will be prompted to do a channel scan.

### Satellite

- **Single satellite:** You can use single satellite if you only have one satellite installed.
- **DiSEqC:** You can choose DiSEqC if you have DiSEqC equipment. Up to four satellites in DiSEqC 1.0 mode can be installed.

If you are using a motorised aerial, you can use DiSEqC 1.2 mode.

- **Unicable:** If your home is equipped with Unicable satellite distribution, you should use this option.

Please make sure that you know the Unicable band and frequency to be used. The information should be available on the equipment or the landlord can provide it.

### Aerial

- **Channel:** Select from **All Channels** or **Free Channels**. This option may not be available depending on countries/regions/operators.
- **Scan Mode:** Select from digital channels only (DTV), digital and analogue channels (DTV+ATV) or analogue channels only (ATV).

If you receive DVB-T or DVB-T2 signal, you can use DTV.

- **LCN:** Switch on/off LCN (Logical Channel Number).

Please note that some operators restrict manual changes to the channel order. If you switch off LCN, then the channel list can be edited after channel scan.

This function may not be applicable in some models/countries/regions.

### Cable

- **Channel:** Select from **All Channels** or **Free Channels**. This option may not be available depending on countries/regions/operators.
- **Scan Mode:** Select from digital channels only (DTV), digital and analogue channels (DTV+ATV) or analogue channels only (ATV). For some countries/regions, only ATV is available.
- **LCN:** Switch on/off LCN (Logical Channel Number).

Please note that some operators restrict manual changes to the channel order. If you switch off LCN, then the channel list can be edited after channel scan.

This function may not be applicable in some models/countries/regions.






### Note:

- Satellite/aerial/cable function may not be applicable in some models/countries/regions.

# Enjoy Live TV

## Manual Scan

Manual scan channels for DTV or ATV.

1. Press **INPUT** /  /  button on your remote control and select **TV**.
2. In Live TV, press  /  /  / **MENU** button on your remote control and select **Settings > Channel > Advanced Settings > Manual Scan**.

### Note:

- Services may vary depending on models/countries/regions.



## Live Menu

You can obtain quick access to the channel list, favourite channel list or use relevant features with ease when watching TV programmes.

### Note:




- Only for the models with tuners.

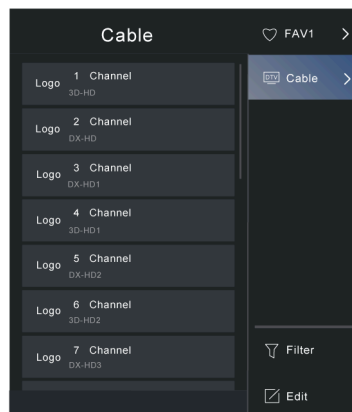
## Display Channel List

In Live TV, press  /  button on your remote control to display the Channel List menu.

Alternatively, in Live TV, press  /  /  / **MENU** button on your remote control and select **Channel List**.

### Learn about channel list sub-menu

In Live TV, press  /  button on your remote control and press  button.



### TV List

Display Live TV channel categories, such as **Cable** and **Aerial**.

### FAV1-4

Display favourite lists 1 to 4.

### Filter

Select channels by **Content**, **HD**, **Channel Block**, **Scrambled** and **Sort**.

# Enjoy Live TV

Some options in **Filter** may not be available in some models/countries/regions.

## Edit

Edit the channel list.





### Note:

- The sub-menu options may vary depending on models/countries/regions.

### Related information




[Edit Channel List](#) on page 12

## Channel List Auto Update

Press  /  /  /  button on your remote control and select **Settings > Channel > Advanced Settings > Channel List Auto Update**.

Allow your TV to automatically update the channel list from the content provider.





## Display Favourite Channel List

In Live TV, press  /  button on your remote control and press  button, then select **FAV1-4** to display the favourite list.

### Related information

[Edit Favourite Channel List](#) on page 13

## Learn about the On-Screen Menu

In Live TV, press  /  /  /  button to access the on-screen menu.

- **Channel List**  
Quick access to Channel List.
- **Guide**  
Quick access to Guide (EPG).
- **Subtitle**  
Turn on Subtitle function or select subtitle option for digital broadcast content.
- **Recording List**  
Quick access to Recording List.
- **PVR**  
Launch Schedule Recording.
- **Timeshift**  
Launch Timeshift.
- **HbbTV**  
Enable or disable HbbTV functionality for the current channel (only available for digital channels).
- **E-Manual**  
Enter **Enjoy Live TV** chapter to learn more about how to set up Live TV features.

# Enjoy Live TV

- **Audio Only**

When you select this option, the screen will not display the picture. You can only listen to the audio.

Press any button except the power button, volume buttons and mute button to restore the picture.

- **Settings**

Set up picture, sound, channel, connection, accessibility, system and support.

**Note:**

- The menus displayed will vary depending on models/countries/regions.

 **Related information**

[Programme Guide \(EPG\)](#) on page 15

[Programme Recording \(PVR\)](#) on page 16

[HbbTV](#) on page 21

[Subtitle Setup](#) on page 64

## Channel Edit




Manually edit the channel list or favourite channel list to your preference.





**Note:**

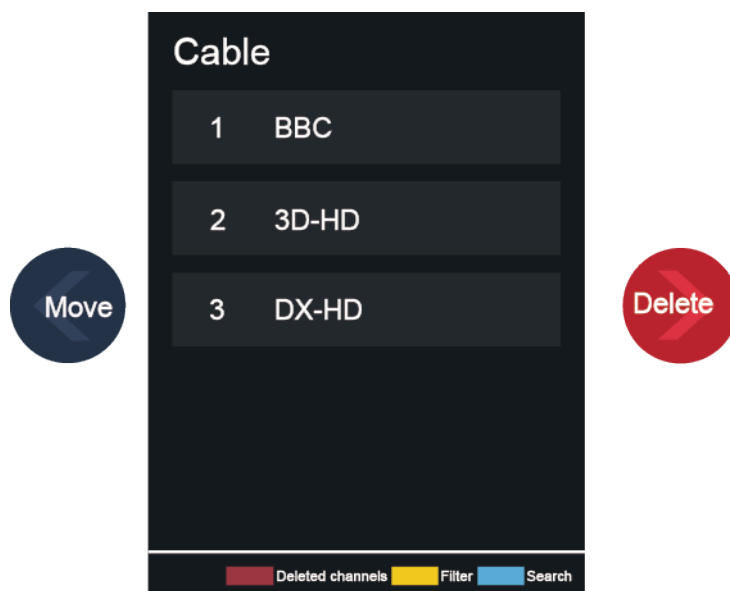
- Only for the models with tuners.

### Edit Channel List

Before you can edit the channel list, Channel Scan must be completed first.

In Live TV, press / button on your remote control and press  button to select a Live TV channel category such as Aerial or Cable, then use D-pad to select **Edit**.

Alternatively, in Live TV, press /// button, select **Settings > Channel > Channel Edit**, then select a Live TV channel category such as Aerial or Cable.



# Enjoy Live TV

## Manage the channels

- Press **OK** button on the selected channel, then a checkbox will appear. You can select multiple channels at the same time to move or delete.
- Move: Press **←** button to move the selected channel.

Moving the channels could be restricted by the operator. If you want to be able to move channels, it is not recommended to choose an operator during channel scan, also LCN should be set to Off.

- Delete: Press **→** button to delete the selected channel.
- Restore: Press **[RED]** button, or press **[Colour Menu] / [123]** button to display the colour menu and select RED to enter the list of deleted channels. Press **←** button to restore the deleted channel.
- Filter: Press **[YELLOW]** button or press **[Colour Menu] / [123]** button to display the colour menu and select YELLOW, the filter screen will pop up. Press **OK** button to select options, the channel list can then be updated.
- Search: Press **[BLUE]** button or press **[Colour Menu] / [123]** button to display the colour menu and select BLUE to search for a channel.

## Export the channel list to USB

The current channel list can be exported to a USB storage device.

In Live TV, press **[List] / [List] / [List] / [MENU]** button on your remote control and select **Settings > Channel > Channel Edit > Export to USB**.

## Import the channel list from USB

Previously exported channel lists can be imported via a USB storage device.

In Live TV, press **[List] / [List] / [List] / [MENU]** button on your remote control and select **Settings > Channel > Channel Edit > Import from USB**.

### Related information

[Channel Scan](#) on page 9

## Edit Favourite Channel List

Before you can edit the favourite list, Channel Scan must be completed first.

### Add a channel to a favourite list

You can add channels from various reception types to the favourite list.

1. In Live TV, press **OK / [CHLIST]** button to display the channel list.
2. Press **[List] / [List] / [List] / [MENU]** button and select the channel(s) you want to add to the favourite list.
3. Select **Add to Favourite** and choose from **FAV1-FAV4**.
4. Then, a heart-shape icon will appear next to the added channel.

### Remove channels from favourite list

1. In Live TV, press **OK / [CHLIST]** button on your remote control and press **→**, select **FAV1-4**.
2. Press **[List] / [List] / [List] / [MENU]** button and select the channel(s) you want to remove from the favourite list.
3. Select **Remove from Favourite**.

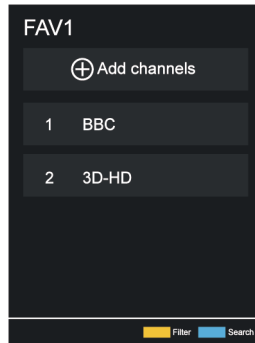
# Enjoy Live TV

## Edit a favourite list

In Live TV, press **OK**/**CHLIST** button on your remote control and press **➤**, select **FAV1-4**, then use D-pad to select **Edit**.

Alternatively, in Live TV, press **≡**/**≡**/**≡**/**MENU** button on your remote control and select **Settings > Channel > Channel Edit**, then select **FAV1-FAV4**.

You can add, move, or remove favourite channels.



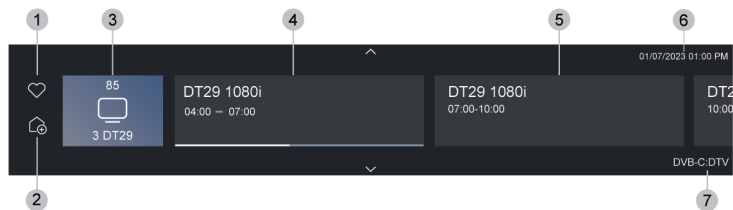
- Select **+** **Add channels** to add the selected channel to the favourite list.
- Select a channel in a favourite list, then press **◀** button to move it.
- Select a channel in a favourite list, then press **▶** button to remove it.

### Related information

[Channel Scan](#) on page 9



## Programme Info

While watching TV programmes, press **▲**/**INFO**/**ⓘ** button to load the programme info bar.



1. Add to favourite
2. Add to home
3. Channel number, Channel logo, Channel name
4. Current programme
5. Next programme
6. Date and time
7. Channel category

## Note:

- The remote control buttons may vary depending on models/countries/regions.
- The image is only for reference and may differ from the specific product.
- In some special cases,  button may not work, you could try to press  button first or turn off HbbTV function, then try again.

## Programme Guide (EPG)

---

The Guide (EPG) provides a convenient way to check TV programmes for the upcoming 8 days. The information displayed by the Guide (EPG) is made available by the commercial television networks for digital channels only. The Guide (EPG) also provides a simple way to record your favourite programmes and a reminder function, which can switch channels automatically at scheduled times, so that you will not miss programmes of interest. The availability and amount of programme information will vary depending on the broadcaster.

## Note:


- The Guide (EPG) function is only available for digital channels, analogue channels are not supported.

## Launch the Guide





In Live TV, press  button, or press  /  /  /  button and select **Guide (EPG)** to display programme guide.


## Learn about the Guide menu

### • Watch

In Guide (EPG), when a current programme is selected, press  > **Watch** to switch to the channel you want to see.

### • PVR/Reminder

In Guide (EPG), press  /  button to select the channels. Press  /  button to select programme based on the time schedule.




Press  button to select **PVR** or **Reminder**.

For more information, please refer to [Enjoy Live TV > Programme Recording \(PVR\)](#) or [Enjoy Live TV > Reminder](#) in this manual.




## Note:

- The PVR function may not be applicable in some models/countries/regions.

### • Scheduled

In Guide (EPG), press  [RED] button or press  /  button to display the colour menu and select RED. This will display a list of scheduled reminders and recordings.

### • Programme Colour

In Guide (EPG), press  [GREEN] button or press  /  button to display the colour menu and select GREEN. Use the colours to indicate different genres in the Guide (EPG) for quick and easy viewing.




## Note:

- This function may not be applicable in some models/countries/regions.






# Enjoy Live TV





- **24h-**

In Guide (EPG), press  [YELLOW] button or press  /  button to display the colour menu and select YELLOW to select programmes of the previous day.

- **24h+**

In Guide (EPG), press  [BLUE] button or press  /  button to display the colour menu and select BLUE to select programmes of the next day.

## Programme Guide Auto Update

Press  /  /  /  button on your remote control and select **Settings > Channel > Advanced Settings > Programme Guide Auto Update**.

TV will automatically update the Programme Guide data overnight while in stand-by mode.

## Programme Recording (PVR)

---

The PVR function allows you to easily record digital television content for later viewing.

### Read before Recording Programmes

- To use PVR, you must connect a storage device for recording. PVR will not function if a data storage device has not been connected.
- The format of the storage device can be NTFS or FAT32. The storage space of your device should be no less than 2GB (for 15 minutes high-definition video). It is strongly recommended to use a USB mobile hard disk drive instead of a USB flash drive as the storage device.
- If the transfer rate of your hard disk is too slow, a pop-up notice will be displayed. In this case, you will need to use another disk with higher speed.
- PVR is only available for digital channels and does not support analogue channels.
- Some broadcasters may restrict the recording of programmes.
- If a recording is made from a locked channel, the system PIN will need to be input to playback the recorded content.
- Some channel-related configuration may conflict with background recording. In this case, a reminder window will pop up.
- If the recording time to the USB storage device is too short, no data may be saved.
- After programming the TV to record digital broadcasting, do not disconnect the power plug before recording starts.
- If video or audio recording fail due to malfunction of the TV or poor reception, no compensation shall be paid.
- Recorded programmes saved in the USB storage device can only be viewed on this TV. They cannot be viewed when connected to another TV (including the same model of TV), a PC, or other devices.
- The PVR function may not be applicable in some models/countries/regions.















#### **Related information**

[Connecting USB Devices](#) on page 39

## Recording




### Schedule Recording

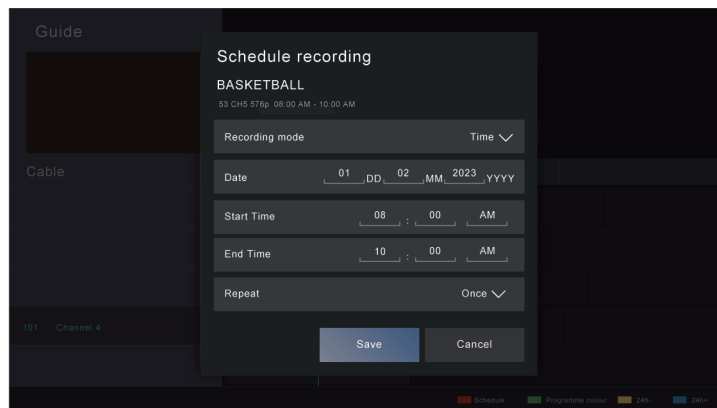
There are several ways to use PVR.

- In Live TV, press  /  /  /  button and select **PVR**.
- In Live TV, press  /  /  button to load the info bar, then select a programme and choose **PVR**.
- In Live TV, press  button, or press  /  /  /  button and select Guide (EPG) to display programme guide. Select a programme and choose **PVR**.
- If your remote has  button, press it and use D-pad to select  to set up PVR.

You can select recording mode from time, manual stop and programme.

When you select time, you can set the booking time and period.

In Guide (EPG), press the  [RED] button or press  /  button to display the colour menu, select RED to view the scheduled recording. In the schedule recording list, you can readjust the reservation information that has been set.




### Standby Recording

If you press the power button during recording, your TV will go into standby mode, but the recording process will continue. If you press the power button again to wake up the TV, the recording process will not be affected. After recording, the recorded file will be automatically saved to the attached USB disk.

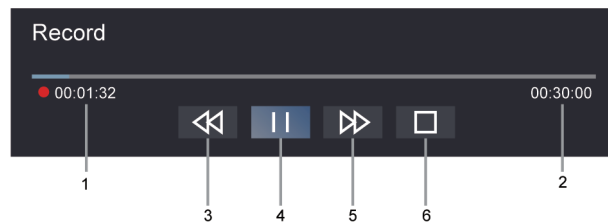
### Background Recording

When you switch to an App or another source (e.g. HDMI) during recording, the recording process will continue. When the recording has completed, the recorded programme will be automatically saved to the attached USB disk.

If you want to manually stop recording, press **INPUT** /  /  button on your remote control and select **TV** to switch back to the channel that is currently being recorded, then press  /  button and select  on-screen to stop.

# Enjoy Live TV

## Learn about the recording control bar



1. Recording time
2. Total time
3. Rewind
4. Pause / Play
5. Fast forward
6. Stop

### Note:

- The PVR function may not be applicable in some models/countries/regions.
- Buttons on remote control will vary depending on models/countries/regions.

## Recording related settings

Press / / / button on your remote control and select **Settings > Channel > Recording & Time Shift**.

### • Setup

When you connect more than one USB storage device to the TV, the one selected in **Setup** is initialised for starting recording. The recorded programme will be saved in the selected storage device.

### • Start in advance/Delay Ending

You can add padding time to start recording before the event starts, or after the event has finished by delaying the end of recording depending on how much Padding time is added, this is setup in **Start in advance** or **Delay Ending**.

### • Format Hard Disk

Format the external USB disk to support PVR.

### Related information

[Schedule Recording cannot be used.](#) on page 72

## Recording List

### Access recording list

In Live TV, press / / / button on your remote control and select **Recording List**.

### Watch recorded programmes

In Live TV, press / / / button on your remote control and select **Recording List > Recorded**.

Select a recorded programme in the recording list and press button to watch it.

# Enjoy Live TV

## Manage recording list

In Live TV, press / / / button on your remote control and select **Recording List > Recorded**.

- Delete recorded programme

Select a programme, press / / / button on your remote control to start editing and press button to delete it.

## Manage schedule recording list

In Live TV, press / / / button on your remote control and select **Recording List > Scheduled**.

You can adjust the schedule recording information or cancel scheduled recordings. Schedule recording items are identified with icons.

- Delete scheduled recording

Select a scheduled recording, press / / / button on your remote control to start editing and press button to delete it.

- Edit scheduled recording

Select scheduled recording in the schedule list, then press button to edit.

### Note:

- The Recording List function may not be applicable in some models/countries/regions.

## Reminder

---

Setup this feature to allow reminders to be displayed of future programmes.

### Set up a Reminder

1. In Live TV, press button, or press / / / > **Guide (EPG)** to display programme guide.
2. In Guide (EPG), press / button to select the channels. Press / button to select a programme that has not been aired.
3. Press button to select **Reminder**.

### Note:

- Reminder is only available for programmes that have not been aired yet.

### Manage the Reminder List

In Live TV, press / / / button on your remote control and select **Recording List > Scheduled**.

You can change reminder information or cancel reminders. Reminder items are identified with icons.

- Delete reminder

Select a reminder, press / / / button on your remote control to start editing and press button to delete it.










- Edit reminder

Select reminder in the schedule list, then press button to edit.

## Timeshift








This option allows you to pause and rewind Live TV. This function operates by recording temporarily to a storage device. Please ensure your storage device is connected and there is enough free disk space, otherwise Timeshift will not function.

There are several ways to use Timeshift.

- In Live TV, press  /  /  /  button on your remote control and select **Timeshift**, then the playback bar will appear.
- In Live TV, launch Timeshift just by pressing  /  button.
- If your remote control has  button, press it and use D-pad to select  /  to launch Timeshift.

## Learn about the Timeshift control bar







1. Unwatched time for buffered content
2. Current time
3. Total time
4.  Record: to convert a Timeshift to a live recording of the current broadcast channel. Select  and the programme content you have watched in Timeshift will also be saved to the storage device.
5.  Fast backward: you can choose 2x, 4x, 8x or 16x.
6.  Pause/  Play
7.  Fast forward: you can choose 2x, 4x, 8x or 16x.
8.  Stop Timeshift: to exit the function and watch the current broadcast.

### Note:

- The Timeshift function does not support analogue channels.
- The storage space of the device should be no less than 2GB. It is strongly recommended to use a USB mobile hard disk drive instead of a USB flash drive as the storage device.
- The Timeshift function may not be applicable in some models/countries/regions.

## Timeshift related settings

Press  /  /  /  button on your remote control and select **Settings > Channel > Recording & Time Shift**.

# Enjoy Live TV

- **Setup**

When you connect more than one USB storage device to the TV, the one selected in **Setup** is initialised for launching Timeshift. When launching Timeshift, programme will be recorded temporarily to the selected storage device.

- **Permanent Timeshift**

When Permanent Timeshift is enabled, the TV will start Timeshift automatically every time you begin to watch a live TV channel. If you change the channel, Timeshift will restart from when the channel was changed. When Permanent Timeshift is turned off, Timeshift will begin from the time you start the function.

- **Format Hard Disk**

Format the external USB disk to support PVR.




 **Related information**

[Connecting USB Devices](#) on page 39

## HbbTV

---

Access service from providers through HbbTV.

Press  /  button on your remote control, then select  **Settings > Channel > HbbTV**.

Enable or disable HbbTV functionality for all channels (only available for digital channels).

In Live TV, press  /  /  /  button to select **HbbTV**.

Enable or disable HbbTV functionality for the current channel (only available for digital channels).





When HbbTV service is enabled and the programme supports HbbTV, follow the instructions on the TV screen to select the corresponding button on the remote control to access the service.

**Note:**

- This function may not be applicable in some models/countries/regions.
- Some channels may not support the HbbTV service.
- HbbTV cannot be used during Timeshift or PVR.

## CI+ Module Settings

---

Press  /  /  /  button on your remote control and select **Settings > Channel > Advanced Settings > CI+ Module Settings**.

Review the CI+ settings: Common interface, CI card PIN and CAM Profile Search.

**Note:**

- You must obtain a CI+ module and card from the service provider of the channels you want to watch.
- Before you insert/remove the CI+ module, ensure that the TV is switched off. Then insert the CI card into the CI+ module in accordance with the Service Provider's instructions.
- Insert the CI+ module with the SmartCard in the direction marked on the module and SmartCard.
- Do not repeatedly insert or remove the Common Access Module as this may damage the interface and cause a malfunction.
- This function may not be applicable in some models/countries/regions.



## VIDAA tv

---

### Get to know VIDAA tv

VIDAA tv is a feature of the VIDAA operating system where you can watch free live TV channels. All kinds of programmes are available like sports, movies, music and more. Content will be supplied by multiple partners depending on the country/region you are located in.

### How to use VIDAA tv

VIDAA tv is accessible from the home page by pressing the  /  Home button on the remote control, then selecting the VIDAA tv app. Another way to access VIDAA tv is via the VIDAA tv remote control button, or via the Guide and Channel List buttons on the remote control.

#### Note:

- To use this feature, you need to connect to the internet and agree to the EULA during the device setup.
- This feature may not be available in some countries/regions.
- Some settings may not be applicable to VIDAA tv.

# Benefits of Smart TV

## Voice Service Setup




Set up voice assistant to control your TV by your voice.

### Note:





- Voice Service feature may not be applicable in some models/countries/regions.
- To use this function, End User License Agreement and corresponding Smart feature privacy policy/terms and conditions may be required to be agreed to.
- The supported voice interaction languages and features may differ depending on the geographical area.
- Searched results may not provide complete results.
- The voice interaction rate differs with the volume/tone, pronunciation, and ambient sound environment (TV sound and ambient noise).
- Even if the TV is connected to the network, there may be no response due to Voice service server error.

## Alexa Setup




Interact with Alexa by pressing and holding the microphone button on your remote control. You can ask Alexa to control this TV.

Before setting up the Amazon Alexa Service, connect your TV to the network and sign into your VIDAA Account at  /  >  **Account**. More information about how to sign into the VIDAA Account, please refer to [First-Time Use > User Account](#) in this manual.

### How to set up Alexa

1. Press  /  button, select the  **Settings** icon, then select **System > Voice Service > Amazon Alexa**.
2. Select **Set voice assistant to Alexa** and **Set Up Alexa**. If you have selected Alexa during the first-time installation process, it will directly guide you to the **Set Up Alexa** steps.
3. Select Amazon Alexa supported voice language from the selection.
4. You are now at the step 'Sign into your Amazon account'. Scan the QR code with your mobile device or visit the website on your mobile device or computer and enter the on-screen code. The code will expire after 10 minutes. If you do not have an Amazon account, please create one.
5. After you have linked the Amazon account, the TV screen will change to the next step. You can sign into your VIDAA account. If you have signed in before, this step will be skipped.
6. Now Alexa is set up and ready. You can enjoy interacting with Alexa using your voice by just pressing and holding the  button on your remote control. Ask Alexa after the tone.

### Note:

- The Alexa function may not be applicable in some models/countries/regions.
- The setup steps above may vary. Please refer to the specific product.
- Shipment with voice remote control varies depending on TV models/countries/regions.
- This feature requires Alexa built-in service. Otherwise, use external Alexa-enabled devices (e.g. Alexa App, Echo) to control your smart TV by using just your voice.
- Download and install the remote control app on your mobile device at  /  >  **Settings > Connection > Mobile App Download**. Press the Microphone icon in the app to interact with Alexa on your TV.



# Benefits of Smart TV

- You can select the language used by Alexa at  /  >  **Settings** > **System** > **Voice Service** > **Amazon Alexa** > **Language**. This feature requires Alexa built-in service, which varies depending on TV models and countries/regions.

## Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 5

[Connect to a Wireless Network](#) on page 6

## VIDAA Voice Setup





VIDAA Voice is a voice assistant to help you control the TV and search content, supporting several languages.

Before using VIDAA Voice, please check the following:

- Network connected.
- Voice remote paired. More information about how to pair the remote control, please refer to [Connecting to External Devices > Remote & Accessories > Connect Remote Control](#) in this manual.
- End User License Agreement and voice feature privacy police/terms agreed.





## How to set up VIDAA Voice

To access the Voice Service centre and set voice assistant to VIDAA Voice, you can choose one of the following options:

- Just press  button on your remote control.
- Press  /  button to select  **Settings** icon and select **System** > **Voice Service**.

When VIDAA Voice is selected as your voice assistant, select the language of VIDAA Voice in Voice Service centre.

## How to interact with VIDAA Voice

- You can press and hold the  button on your remote control, say a command, and then release the button.
- For remote control without the Microphone button, download and install the app on your mobile device at  /  >  **Settings** > **Connection** > **Mobile App Download**. Press the Microphone icon in the app to interact with VIDAA Voice.

### Note:

- VIDAA Voice may not be applicable in some models/countries/regions.
- VIDAA Voice only supports some languages.
- Shipment with remote control varies depending on TV models/countries/regions.
- The existing functional specifications may be changed if VIDAA Voice is updated.

## Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 5

[Connect to a Wireless Network](#) on page 6




[Using the Mobile App](#) on page 29

[Connect Remote Control](#) on page 32




# Benefits of Smart TV

## Google Smart Home Service Setup

For specific models and countries/regions, Google Smart Home Service function is available. Set up Google Smart Home Service to control your smart TV with Google Home devices or the App. You can change channels or inputs, adjust volume and more.

Before setting up the Google Smart Home Service, connect your TV to the network and sign into your VIDAA Account at  /  >  **Account**. More information about how to sign into the VIDAA Account, please refer to [First-Time Use > User Account](#) in this manual.

### STEP 1: Set up Google Smart Home Service on TV

1. Press  /  button on your remote control to select  **Settings** icon and select **System > Voice Service > Google Smart Home Service**. Select **Set up now**.
2. Sign into your VIDAA account. If you have signed in before, this step will be skipped.
3. Give your TV a name.

### STEP 2: Set up in Google Home app

Follow the setup instructions on-screen to set up the Google Smart Home Service.

1. Download and install the Google Home app on your mobile device, then open the app.
2. Find and select VIDAA Voice service in the app.
3. Follow the instructions in the app to link your VIDAA account signed in on your TV to your Google Account.

Google Smart Home Service is set up and ready. Control your smart TV by using your voice through the Google Home device or App.

#### Note:

- Google Smart Home Service may not be applicable in some models/countries/regions.
- The setup steps above may vary. Please refer to the actual product.




#### **Related information**

[Connect to a Wired \(Ethernet\) Network](#) on page 5




[Connect to a Wireless Network](#) on page 6

## Yandex Smart Home Service Setup

Yandex Alice voice assistant can obey certain commands to help you change the TV's configuration.

Before setting up Yandex Smart Home Service, connect your TV to the network and sign into your VIDAA Account at  /  >  **VIDAA Account**. More information about how to sign into the VIDAA Account, please refer to [First-Time Use > User Account](#) in this manual.

### STEP 1: Set up Yandex on TV

1. Press  /  button on your remote control to select  **Settings** icon, then select **System > Voice Service > Yandex**. Select **Set up now**.
2. Sign into your VIDAA account. If you have signed in before, this step will be skipped.
3. Give your TV a name.

### STEP 2: Set up in Yandex App

Follow the instructions on the TV to enable Yandex Smart Home Service.

## Benefits of Smart TV

1. Download the Yandex app on your mobile device.
2. Open the app and sign into your Yandex account.
3. In the Yandex app, go to "Devices" > "Smart Home", click add device icon and select "VIDAA Voice".
4. Merge Account by signing in to your VIDAA Account.

Yandex Smart Home Service is set up and ready. Now you can control your Smart TV with Yandex Alice devices or the Yandex app to change channel, change inputs, adjust volume and more, just by asking Alice.

### Note:

- The Yandex function may not be applicable in some models/countries/regions.
- The setup steps above may vary. Please refer to the specific product.




### Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 5

[Connect to a Wireless Network](#) on page 6

## Voice Service Other Issues

If you want to turn on your TV with Alexa-enabled devices (e.g. Echo, Echo show) or Google Home devices (e.g. Google Home, Google Nest Hub), please:

- Turn on **Wake on LAN** and **Wake on Wireless Network** at  /  >  **Settings** > **Connection** > **Network**.
- Make sure your TV and Alexa-enabled devices/Google Home devices are connected to the same network environment.

### Note:

- Only Alexa (Alexa skill is enabled) and Google Smart Home Service support turning on your TV with Alexa Echo or Google Home.

### Related information




[Connect to a Wired \(Ethernet\) Network](#) on page 5

[Connect to a Wireless Network](#) on page 6

## Content Sharing

Content Sharing allows you to view media content, like videos, music or photos saved in your Android/iOS/PC device on your TV screen.

### Share Media Content from your Device

1. Connect your TV and Android/iOS/PC device to the same network.
2. Turn on Content Sharing at  /  >  **Settings** > **Connection** > **Mobile Device Connection** > **Content Sharing**.
3. Turn on the content sharing function in your Android/iOS/PC device.
4. Find the TV name in the search list of your device and select it. Wait for the connection progress to complete.
5. On your Android/iOS/PC device, choose the media content you want to share on your TV.

# Benefits of Smart TV



## Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 5

[Connect to a Wireless Network](#) on page 6

## Play Media Content from your Device on the TV

You can connect media content saved in your Android/iOS/PC device to your local network and play the content on your TV.

1. Connect your TV and Android/iOS/PC device to the same network.
2. Turn on Content Sharing at / > **Settings** > **Connection** > **Mobile Device Connection** > **Content Sharing**.
3. Make sure your media content in your Android/iOS/PC device are visible through the local network.
4. On your TV, select a device with media content at / > **Input** > **Content Sharing**, or / > **Media** > **Content Sharing**. The media content list in your Android/iOS/PC device appears.
5. Select a media content item from the list to play.

### Note:

- Some Android/iOS/PC devices may not support content sharing function. If your device does not support content sharing, you can download an app that supports the function to connect to your TV. For more information, please refer to [Benefits of Smart TV > Using the Mobile App](#) in this manual.
- Content may not be played depending on the file format.
- Content may not be played smoothly, or the function may not work properly due to the network condition.

## Using Apps

Press / button on your remote control and select the app you want.

Numerous factory-installed apps are available for you to choose for your entertainment preferences.

### Install an App from App Store

Even though your TV has numerous factory-installed apps, there may be others that you would like to download.

To install an app:

1. Press / button on your remote control and select **app store**.
2. Use the navigation buttons on your remote control to select the app that you want to install, press button to enter the detail page.
3. Select **Install**. The selected app will be installed on the TV.

# Benefits of Smart TV

## Note:





- To use this function, your TV must be connected to the Internet.
- Adding apps is free, but there may be some costs when using some apps.

## Related information



[Connect to a Wired \(Ethernet\) Network](#) on page 5

[Connect to a Wireless Network](#) on page 6

## Manage Apps

1. On the home screen, select the app you want to sort, then press and hold the  button to manage it.
2. Press  /  button to move the app.
3. Press  button to save the position.

## Remove an App



1. On the home screen, select the app you want to remove, then press and hold the  button to manage it.
2. Press  button and then select **Remove** to delete the app.

### Note:

- You can only delete apps that you have installed to the TV. Factory-installed apps cannot be deleted.






## Using the Art App

---

Press  /  button on your remote control and select **VIDAA art**.

Numerous artworks created by global artists presented for you to browse or set as a screensaver.

- Browse artworks

When you select an artwork to browse in full screen mode, press  /  button to switch artworks and press  /  /  button to display detailed information of the artwork. You can communicate with the artist using your mobile device by scanning the QR code on the TV screen.

- Add artworks to your favourite list



Press  /  /  /  button on your remote control to add the selected artwork to your Favourite list.

### Note:

- This feature may not be applicable in some models/countries/regions.

## Using the Browser to Search the Internet

---

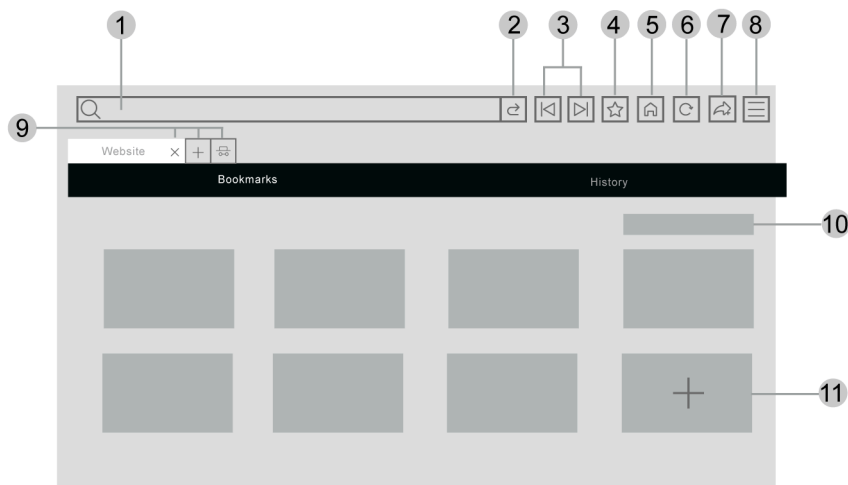
Press  /  button on your remote control and select **Browser**.

You can enter websites and browse information on the Internet.

Make sure your TV is connected to the network before accessing the internet via the Browser.

You could also press and hold  /  button to go one page up or down.

# Benefits of Smart TV



1. Enter website you want to visit
2. Visit/Search
3. Back/Forward: switch among webpages
4. Add the website you are viewing to Bookmarks
5. Back to the Homepage
6. Reload/Stop the website
7. Add the website to Shortcuts on the Home screen
8. Enter the Menu
9. Add/remove webpages, or add private webpages
10. Manage websites in Bookmarks
11. Add websites to Bookmarks

## Note:

- The image is only for reference and may differ from the actual product.
- Some contents in the Browser may not be played properly.

## Related information

[Data Protection and Security](#) on page 54

[Connect to a Wired \(Ethernet\) Network](#) on page 5

[Connect to a Wireless Network](#) on page 6







## Using the Mobile App

Press button on your remote control and select **Settings > Connection > Mobile App Download**.

Scan the Mobile App download QR code on screen to install the app on your mobile device. It is a convenient and easy way to control your TV. This app is available on both Android and iOS.

To connect to your TV after installing the mobile app:

# Benefits of Smart TV

1. Agree with end user license, disclaimer and privacy policies on the TV. If you are not sure whether you have agreed, check by pressing  /  button on your remote control and select  **Settings > Support > Disclaimer and Privacy > Data Sharing, Privacy and EULA.**
2. Make sure your mobile device and TV are connected to the same network environment.
3. To use this function, switch on **Content Sharing** by pressing  /  button on your remote control and select  **Settings > Connection > Mobile Device Connection > Content Sharing.**
4. Open the mobile app and select the TV device you want to connect to.

What you can do with the app:

- Turn the TV on or off
- Volume up or down
- Switch channels
- Input characters with your mobile device keyboard
- Share pictures, music, or videos from your mobile device to the TV

## Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 5

[Connect to a Wireless Network](#) on page 6

## Enhanced Viewing Settings

 /  >  **Settings > System > Advanced Settings > Enhanced Viewing Settings**

You can turn on Enhanced Viewing related features to enhance viewing experience.

### Enable Automatic Content Recognition

ACR technology will be used to collect Viewing Data from this Smart TV to provide the Enhanced Viewing features that you select.

#### Note:

- This function may not be applicable in some models/countries/regions.
- To use this function, you should accept End User License Agreement and smart feature privacy policy/terms and conditions and agree to use enhanced viewing service in the setting process.

You will see the other enhanced viewing settings change from a greyed out state to highlighted. When this occurs, **Enable Automatic Picture and Audio Quality** and **Enable Content Recommendation** features will be enabled.

### Enable Automatic Picture and Audio Quality

Viewing Data will be used to automatically adjust and enhance the image and sound quality based on the detected content being played on this Smart TV.

This function may not be applicable in some models/countries/regions.

### Enable Content Recommendation

Viewing Data will be used to provide personalised recommendations based on the content you have watched. Not enabling content recommendations will reduce our ability to provide you(now or in the future) with relevant viewing recommendations.

## Benefits of Smart TV

This function may not be applicable in some models/countries/regions.

### **Enable Personalised Ads**

Viewing data will be used to help our advertising partner to select, deliver and measure personalised ads shown to you on this Smart TV or other linked devices sharing the same IP address, based on audience segmentation created from your viewing habits.

This function may not be applicable in some models/countries/regions.



# Connecting to External Devices

## Connection Guide

---

### Remote & Accessories

- [Connect Remote Control](#)
- [Use HDMI & CEC](#)
- [Control the TV with a Keyboard, Mouse or Gamepad](#)

### Connecting Bluetooth Devices

- [Turn on Bluetooth Feature on your TV](#)
- [Connect a Bluetooth Device](#)
- [Listen to the Audio through Bluetooth Devices](#)
- [Listen to your Mobile Device Audio through the TV Bluetooth Speaker](#)

### Using AirPlay and HomeKit

- [Using AirPlay](#)
- [Using HomeKit](#)

### Connecting Input Devices

- [Set Top Box](#)
- [Blu-ray or DVD Player](#)
- [Sharing your Smart Phone/Computer Screen on the TV](#)
- [USB Devices](#)
- [Audio Visual\(AV\) Devices](#)
- [PC](#)

### Connecting Output Devices

- [Headphones](#)
- [Speakers or other Audio Receivers](#)
- [Digital Audio System with ARC/eARC](#)

## Remote & Accessories

---

Connect remote controls or other accessories, such as keyboards, mouse and gamepad devices, to interact with your Smart TV with ease.

### Connect Remote Control











#### Connect a Bluetooth remote control

Pair the Bluetooth remote control with the TV after you power the TV on.

Keep the remote control within 3 metres from the TV. Press any button (except power and mic button) to pair.




**Note:**

## Connecting to External Devices




- You can choose to close the remote control auto pairing function by pressing  /  button on your remote control and select  **Settings** > **Connection** > **Bluetooth** > **Remote Control Auto Pairing** to turn it off.
- In special cases, press and hold  /  /  /  button to pair.
- Before pairing, check to ensure the Bluetooth function is turned on by pressing  /  button on your remote control and select  **Settings** > **Connection** > **Bluetooth**.
- This function may not be applicable in some models/countries/regions.
- If an error occurred while trying to pair the remote control, it could have been caused by interference. Try to remove what is causing the interference and try pairing again.
- If an error occurred with the remote control while using sufficiently charged batteries, you can remove the batteries for 1~2 seconds then insert them once again. Now the remote control should work correctly.
- The remote control cannot be paired with the TV while the TV is in standby mode.

### Use HDMI & CEC

Use the TV remote to control external devices that are connected to the TV by a HDMI cable. The external devices need to support HDMI & CEC function.

Press  /  button on your remote control and select  **Settings** > **Connection** > **HDMI & CEC**.


#### Connect an external device through HDMI & CEC function

Press  /  button on your remote control and select  **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**.

Allow HDMI devices to control each other.

1. Set **CEC Control** to **On**.
2. Connect a HDMI & CEC compatible device to the TV.
3. Turn on the connected external device. The device will be connected to the TV automatically. After connection is completed, you can access the menu of the connected device on your TV screen using your TV remote to control the device.
4. When CEC control is enabled and HDMI & CEC compatible external devices are turned off, the TV will enter the standby mode. The function needs to be supported by the external device.

#### Enable device auto power off

Press  /  button on your remote control and select  **Settings** > **Connection** > **HDMI & CEC** > **Device Auto Power Off**.

Set to **On** to turn off HDMI & CEC compatible external devices when the TV is turned off.

#### Enable device auto power on




Press  /  button on your remote control and select  **Settings** > **Connection** > **HDMI & CEC** > **Device Auto Power On**.

Set to **On** to turn on HDMI & CEC compatible external devices when the TV is turned on.

This feature is applicable when TV input source is pre-set to the corresponding external device.








# Connecting to External Devices

## Enable TV auto power on

Press  /  button on your remote control and select  **Settings** > **Connection** > **HDMI & CEC** > **TV Auto Power On**.

Set to **On** to turn on the TV when HDMI & CEC compatible external devices are turned on.

## HDMI Format function

Under HDMI source, press  /  /  /  button on your remote to enter quick menu and select **HDMI Format**. You could also press  /  button on your remote control and select  **Settings** > **Connection** > **HDMI & CEC** > **HDMI Format**.

Please select **Enhanced Format** if your HDMI device supports 4K HDR. If it does not support 4K HDR, please select **Standard Format**. If you are not sure, please select **Auto**.

### Note:

- The options above will vary depending on the model variant used.
- HDMI cables must be used to connect HDMI & CEC compatible devices to your TV.
- The HDMI & CEC feature of the connected device must be turned on.
- If you connect a HDMI device that is not HDMI & CEC compatible, the HDMI & CEC control features will not work.
- If the connected HDMI device does not support HDMI & CEC control, the feature will not work.
- The HDMI & CEC feature supports One Touch Play, Routing Control, System Standby, Device OSD Name Transfer, Remote Control Pass Through, Give Device Power Status, System Audio Control.

### Related information

[HDMI & CEC Issues](#) on page 83




## Control the TV with a Keyboard, Mouse or Gamepad

Connect a keyboard, mouse or gamepad to control your TV with ease.

### Connect a USB keyboard, mouse or gamepad

Plug the keyboard, mouse or gamepad cable into the USB port of your TV.

### Connect a Bluetooth keyboard, mouse or gamepad

Locate the Bluetooth device by pressing  /  button on your remote control and select  **Settings** > **Connection** > **Bluetooth** > **Equipment Management**.

### Note:

- Keyboard, mouse, or gamepad connected via USB or Bluetooth technology may not be usable with some Apps.
- Bluetooth function may not be supported depending on the models/countries/regions.
- For more information about how to connect a Bluetooth device, refer to the Bluetooth device user manual.

### Related information

[Connect a Bluetooth Device](#) on page 35


## Entering letters, numbers and special symbols by using voice


Use the remote control's microphone and virtual keyboard to enter text on your TV.

## Connecting to External Devices


Before using the function, please check the following:

- Network connected.
- Voice remote paired. More information about how to pair the remote control, please refer to [Connecting to External Devices > Remote & Accessories > Connect Remote Control](#) in this manual.
- End User License Agreement and voice feature privacy policy/terms agreed.
- VIDAA Voice and language English are selected in the Voice Service centre.

When the focus is on the text input field, press  button on the remote control to call up the virtual keyboard with microphone prompts.

Press and hold the  button on your remote control, speak to the microphone on the remote control, and then release the button. What you say appears on the screen as text.

### Note:

- The remote control with  button is only available in some models/countries/regions.
- Entering text with your voice may not be supported for some functions.
- This function may not be applicable in some models/countries/regions.
- Please say letters, numbers or symbols and wait for the device to respond, otherwise what you say may not be recognised.

### Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 5

[Connect to a Wireless Network](#) on page 6




[Connect Remote Control](#) on page 32

[VIDAA Voice Setup](#) on page 24

## Connecting Bluetooth Devices

---




You can connect to devices using Bluetooth technology.

Press  /  button on your remote control and select  **Settings > Connection > Bluetooth**.

### Note:

- Bluetooth function may not be applicable in some models/countries/regions.

### Turn on Bluetooth Feature on your TV




Press  /  button on your remote control and select  **Settings > Connection > Bluetooth** and set **Bluetooth** to **On**.

### Note:




- This function may not be applicable in some models/countries/regions.

### Connect a Bluetooth Device

To pair a Bluetooth device, such as Bluetooth headphones, speakers, keyboards, mouse or even mobile devices:

1. Press  /  button on your remote control, select  **Settings > Connection > Bluetooth** and set **Bluetooth** to **On**.

## Connecting to External Devices

2. Before pairing your Bluetooth device, make sure it is in the pairing mode and placed within pairing range. To put your Bluetooth device in pairing mode, refer to the user manual of your device.
3. Find the Bluetooth device name by pressing  /  button on your remote control and selecting  **Settings > Connection > Bluetooth > Equipment Management**, once it is located select it. The device will be automatically connected to the TV.

### Note:

- Only one Bluetooth speaker or Bluetooth headphone can be connected to the TV. If a new Bluetooth speaker or headphone connects to the TV, the existing one will be disconnected automatically.
- Some compatibility issues may occur depending on the Bluetooth device support.
- Bluetooth keyboards may not be functional with some applications.
- The TV and Bluetooth devices may become disconnected if the distance between them is too long.
- This function may not be applicable in some models/countries/regions.

## Listen to the Audio through Bluetooth Devices




Pair the Bluetooth audio device using the TV Bluetooth setup process. Refer to the user manual for your audio device, such as Bluetooth speaker or sound bar, for detailed connection and setup.

After the Bluetooth connection is completed, press  /  button on your remote control, select  **Settings > Sound > Audio Output**, then select **Bluetooth Speaker** option to listen to the audio through Bluetooth devices.

### Note:

- Compatibility issues may occur depending on the Bluetooth device.
- The TV and Bluetooth devices may become disconnected if the distance between them is too long.
- This function may not be applicable in some models/countries/regions.




## Listen to your Mobile Device Audio through the TV Bluetooth Speaker

Press  /  button on your remote control and select  **Settings > Connection > Bluetooth > TV Bluetooth Speaker**.

Mobile devices are connected to the TV via Bluetooth and audio is played via the TV speaker.

When your mobile device is connected to the TV via Bluetooth, you can play your mobile device music through the TV built-in speakers.

Go to your mobile settings to enable Bluetooth and choose the TV to connect.

To use this function, make sure to select **TV Speaker** at  /  >  **Settings > Sound > Audio Output**.

### Note:

- This function may not be applicable in some models/countries/regions.

### Related information






[Select Speakers](#) on page 49

## Connecting a Set Top Box

Before connecting a Set Top Box to the TV, make sure the TV and Set Top Box are switched off.

## Connecting to External Devices






Most STB's can be connected via HDMI, HDMI offers the best picture and sound quality. For more information about how to connect a Set Top Box to your TV, please refer to [Connecting to External Devices > Connecting Audio Visual \(AV\) Devices](#) in this manual.

When the connection is completed, turn on your TV and Set Top Box, switch to the input source by pressing the  /  button, then select the  **Input** icon on Home screen or press the **INPUT** /  /  button to change to the port that you connected your Set Top Box to.

### Connecting a Blu-ray or DVD Player



Before connecting a Blu-ray or DVD player to the TV, make sure the TV and Blu-ray or DVD player are switched off.

It is recommended to connect your devices with a HDMI cable (if HDMI port is available) to enjoy better picture and sound quality. For more information about how to connect a Blu-ray or DVD player to your TV, please refer to [Connecting to External Devices > Connecting Audio Visual \(AV\) Devices](#) in this manual.




When the connection is completed, turn on your TV and Blu-ray or DVD player, switch to the input source by pressing the  /  button, then select the  **Input** icon on Home screen or press the **INPUT** /  /  button to change to the port that you connected your Blu-ray or DVD player to.

### Sharing your Smart Phone/Computer Screen on the TV

Before using the feature, please connect your TV to the network.

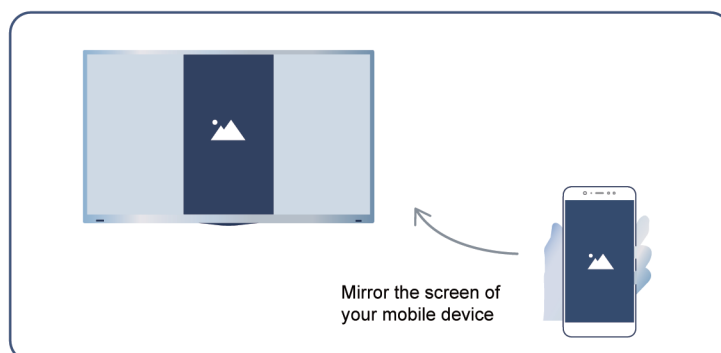
Press **INPUT** /  /  button on your remote control and select **Screen Sharing**.

1. Turn on the casting function of your Android/Windows 10/computer device. The setting icon may vary depending on the device. The feature may be called "Wireless display", "Smart View", "Wireless projection", etc.
2. Find the TV name in the search list of your device and select it. Wait for the connection progress to complete and the content on your device will be displayed on the TV.

Press  /  button on your remote control, select  **Setting** > **Connection** > **Mobile Device Connection** > **Screen Sharing** and switch it on (this function may not be applicable in some models). Then, you can share your device's screen directly without opening the Screen Sharing App on your TV.

#### Note:

- Some devices may not support casting.



# Connecting to External Devices

## Related information

[Connect to a Wireless Network](#) on page 6

## Using AirPlay and HomeKit

---




### Note:

- This function may not be applicable in some models/countries/regions.
- Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.




## Using AirPlay

Use AirPlay to share audio and video content wirelessly from your iPhone, iPad, or Mac to your TV. Stream music and videos, share your photos, or mirror exactly what is on your device screen.

AirPlay is a source in Inputs. Press the **INPUT** /  /  button on your remote control to select AirPlay, then select AirPlay and HomeKit Settings.

You can also find AirPlay and HomeKit settings in system settings on your TV. Press  /  button on your remote control, select  **Setting > Connection > AirPlay and HomeKit**.

How to use AirPlay:

1. Make sure your Apple device is connected to the same network as your TV.
2. Locate the AirPlay icon on supported media apps, or the Screen Mirroring icon in Control Centre on your Apple device. Depending on the content, these steps may vary:
  - To mirror your device screen, open Control Centre and tap Screen Mirroring .
  - To stream audio from supported music or podcast apps, tap AirPlay audio .
  - To stream video from supported apps, tap AirPlay video .
3. Select your TV from the list to begin using AirPlay.

### Note:

- To use this feature your TV must support AirPlay.
- The TV and Apple devices are connected to the same network.
- The icon is only for reference. In some apps, you may have to tap another icon first.
- If an AirPlay passcode appears on your TV screen, enter the passcode on your Apple device to continue.

## Using HomeKit

Use HomeKit to control your TV easily and securely with your Apple devices.

1. To set up HomeKit, open AirPlay and HomeKit settings on the TV. Locate the HomeKit section and select 'Set Up'.
2. The HomeKit setup screen will display a pairing QR code on the TV. Use your iPhone or iPad to scan the QR code, then follow the on-screen directions to complete HomeKit setup.

### Note:

- Available operations vary depending on the version of the app and software.

# Connecting to External Devices

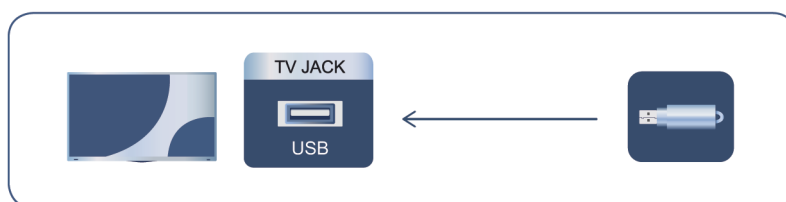
## Connecting USB Devices

Connect USB devices, such as hard drives and USB memory sticks for browsing photos or listening to music.

### Read before connecting USB devices

USB disk sizes 4GB, 8GB, 16GB, 32GB, 64GB, 128GB and other common market sizes are supported. Up to 8TB hard drives are supported.

Supported formats: NTFS, FAT32.



Select the content you want to play or view. For more information, please refer to [Entertainment > Media](#) in this manual.

### Use the USB storage device function

The USB storage device function can be used to record and view digital broadcast programmes.

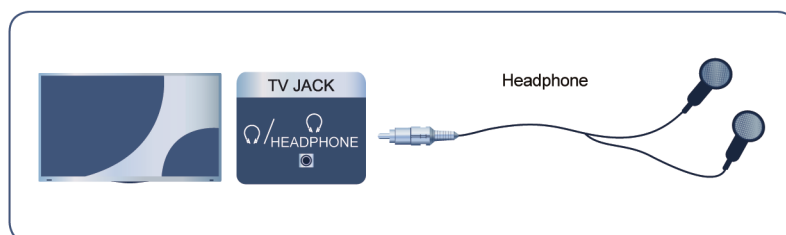
Read the precautions below before recording or viewing programmes by using the USB storage device function.

#### Note:

- Be sure to select the correct country/region for use.
- Use with incorrect settings may violate certain laws or other regulations and may result in criminal punishment. In such cases, our CORPORATION and the Group shall bear no responsibility whatsoever.
- Recorded programmes saved in the USB storage device can only be viewed on this TV. They cannot be viewed when connected to another TV (including the same model of TV), a PC, or other devices.
- Certain digital cameras may not be compatible with the TV.

## Connecting Headphones

You can connect a pair of headphones (not provided) to the HEADPHONE port on your TV.



#### Note:



# Connecting to External Devices

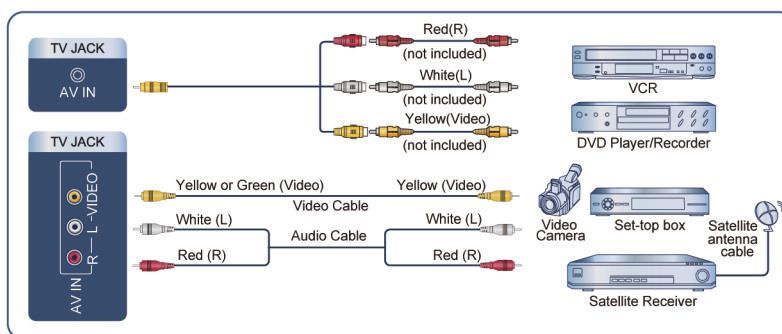
- Headphone port may not be available in some models.
- Headphones with microphones are not supported.
- If **TV Speaker** is selected at **Settings > Sound > Audio Output**, the headphone and the TV will have sound output at the same time.

## Connecting Audio Visual (AV) Devices

### Connect with a composite video cable

To connect an AV device with a composite video cable (not provided), see the illustration below.

When the connection is completed, press **INPUT** /  /  button on your remote control and select **AV** as the input source.



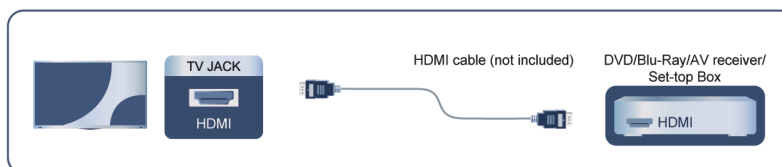
#### Note:

- AV IN port(s) may vary depending on model type.
- AV IN port(s) may not be available in some models. Please use other port(s) to connect AV devices.
- For some models, RCA Jack to AV cable may not be supplied.

### Connect with a HDMI cable

To connect an AV device with a HDMI cable (not provided), see the illustration below.

When the connection is completed, press **INPUT** /  /  button on your remote control and select the corresponding HDMI input.



#### Note:

- Please refer to the User Manual of your device for step-by-step instructions.
- Some devices, such as DVD players, require the HDMI signal to be set to the correct format in the device settings. Please consult your device user manual for instructions.

## Connecting to External Devices

- If there is no sound from your TV, configure the device audio settings.




### Related information

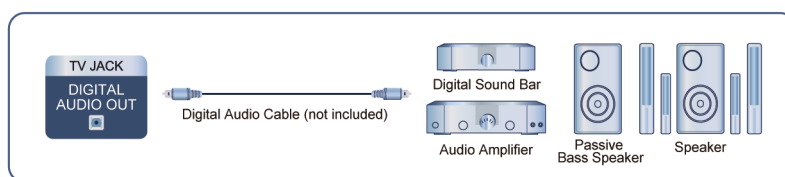
[Use HDMI & CEC](#) on page 33

## Connecting Speakers or Other Audio Receivers

To connect speakers or other audio receivers with a digital audio cable (not provided), see the illustration below.

Ensure the audio connected devices are switched on before switching on the TV.

When the connection is completed, press  /  button on your remote control, select  **Settings > Sound > Audio Output** and select the **SPDIF** option.



### Note:

- If you prefer to use Audio Return Channel (ARC) or enhanced Audio Return Channel (eARC), please refer to [Connecting to External Devices > Connecting a Digital Audio System with ARC/eARC](#) in this manual.

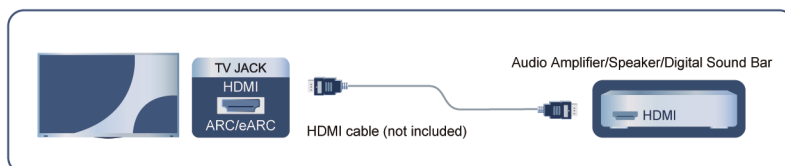
### Related information

[Select Speakers](#) on page 49







## Connecting a Digital Audio System with ARC/eARC

If you would like to use the Audio Return Channel (ARC) or enhanced Audio Return Channel (eARC) feature to send sound from the TV by a HDMI cable to a digital sound system, you can connect it to the HDMI (ARC/eARC) port of your TV.

By using this feature, you can also control the sound system with your TV remote instead of using the remote control from the connected device.






After the connection:

1. Power on the sound system.
2. Press  /  button and select  **Settings** icon on the Home screen.
3. Select **Sound > Audio Output** and choose **ARC/eARC** option. If the device supports eARC function, press  /  button and select  **Settings** icon on the Home screen, then select **Sound > Audio Output Settings > HDMI-eARC** to set **HDMI-eARC** to **On**.

## Connecting to External Devices

### Note:



- Audio receiver must support ARC/eARC function.
- If the device has an Input Selector feature, then make sure to change it to TV.
- When this port is used for ARC/eARC function, it can be used as signal input when a DVD is connected to an amplifier and the amplifier is connected to the TV at the same time. Some amplifiers may not support series connection.
- 5.1 CH (channel) audio is available when the TV is connected to an external device that supports 5.1 channel surround sound. You can press  /  button and select  **Settings** icon on the Home screen, select **Sound > Audio Output Settings > Digital Audio Output Format** to choose **Dolby Audio - Dolby Digital Plus** to receive the 5.1 channel audio.

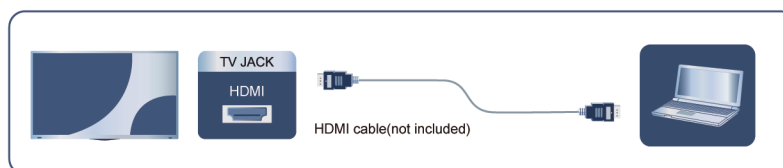
### Related information

[Select Speakers](#) on page 49

## Connecting a PC

You can connect a PC to the TV with a HDMI cable to use your TV as a PC monitor.

After connecting the PC, press **INPUT** /  /  button and select the connected PC as the input source.



### Note:




- For better image quality, set the PC's resolution to a format which is supported by the TV.
- If there is no sound from your TV, change the PC's audio settings.
- If you want to connect your PC and TV wirelessly, please refer to [Benefits of Smart TV > Content Sharing](#) or [Connecting to External Devices > Sharing your Smart Phone/Computer Screen on the TV](#) in this manual.

# Settings Overview

## Picture

Adjust picture mode, picture size and other advanced picture settings.

### Choose a Picture Mode

Press  /  button on your remote control and select  **Settings > Picture > Picture Mode**.

Select a pre-set picture mode to best suit the content you are viewing.

#### Note:

- Options may differ depending on your model/country/region and the content you are watching. Please refer to the specific product.

### When you use a normal signal


- **Standard**

Use Standard mode for watching normal content, such as News, Drama or Documentaries.




- **Enhanced(ACR)**

By enabling Enhanced(ACR) mode, your viewing data will be used to automatically enhance both the image and sound quality for all input sources. It is not possible to separate the sound quality enhancement from the image quality enhancement.

This function may not be applicable in some models/countries/regions.

To use this function, you must select **Enable Automatic Content Recognition** at  **Settings > System > Advanced Settings > Enhanced Viewing Settings**. For more information, please refer to [Benefits of Smart TV > Enhanced Viewing Settings](#) in this manual.

- **FILMMAKER**

Press  /  button on your remote control, select  **Settings > Picture > Intelligent Mode Settings > Content Type Auto Detection** to enable Filmmaker mode. When Filmmaker signal is detected, picture mode will turn to **FILMMAKER** automatically.

This function is not applicable in all input sources or applications.

- **Cinema**

Use Cinema for watching movies in a bright environment.

- **Energy Saving**

Energy conservation.

- **Dynamic**




Use Dynamic mode for content that requires vivid picture quality.

- **Sports**

Optimised picture for watching sports.

### Low Blue Light

Low Blue Light menu on your TV is designed to reduce the level of blue light to protect your eyes.

Press  /  button on your remote control, select  **Settings > Picture > Picture Mode Settings > Advanced Settings > Colour > Low Blue Light** and select **On**.

To reduce eye strain and protect eyes when you watch TV for a period of time, you are recommended to:

# Settings Overview

- Take regular and frequent breaks, avoid watching TV for periods of more than one hour. Watching TV for long periods of time may cause eye fatigue.
- Look away from the TV screen and focus on distant objects during viewing breaks for at least 10 minutes.
- Relax yourself during viewing breaks by doing eye exercises or outdoor activities.
- The best recommended viewing distance is 3 times the vertical height of the TV screen.

Regular breaks and exercises are extremely helpful in relieving eye strain and fatigue.

## Note:

- This feature may not be applicable in some models/countries/regions. Low blue light certification may vary by model.

## When you use a HDR signal

HDR (high dynamic range) can improve the viewing experience with higher contrast and vivid colours. Bright whites look brighter and dark blacks look darker. TV can display a wide range of colours.

## When you use a Dolby Vision signal

Inspired by cinema technology, Dolby Vision is the format that allows your TV to deliver a full range of colours, high dynamic range images, brighter whites and dark blacks using scene-by-scene calibration.

## Picture Mode Settings Setup

Press  /  button on your remote control and select  **Settings > Picture > Picture Mode Settings**.

Adjust display settings for each Picture Mode. You can personalise the picture quality by adjusting the following settings.

Options may not be applicable depending on your model/country/region and the picture mode you selected.

- **Apply Picture Settings**

Apply current picture mode settings to all the input sources or just the current source.

- **Backlight**

Set the overall brightness of the screen.

### Note:

- The function name may vary depending on the model type.

- **Brightness**

Adjust the Brightness level to generate lighter or darker images.

- **Contrast**

Adjust the Contrast level to increase or decrease how bright images appear.

- **Colour Saturation**

Adjust the colour intensity of the picture for a more vibrant image.

- **Sharpness**

Adjust how sharp or soft the edges of images appear.

- **Advanced Settings**

Adjust advanced picture settings based on your viewing preference.

- **Reset Current Mode**




Restore all the picture settings in the current picture mode to the factory default values.

# Settings Overview

## Related information

[Picture Issues](#) on page 76

## Advanced Settings Setup

Press  /  button on your remote control and select  **Settings > Picture > Picture Mode Settings > Advanced Settings**.

Adjust advanced picture settings based on your viewing preference. Adjust the colour space and Gamma to best suit the content you are viewing.

### Note:

- Options may not be applicable depending on your model/country/region and the picture mode you selected.

## Brightness

### • **Dynamic Backlight Control**

Automatically corrects the contrast by analysing the luminance level of the picture in real time.

### • **Local Dimming (or Peak Brightness Dynamic Range for some models)**

TV will automatically adjust the backlight in specific areas of the screen according to the contrast changes in the image.

### • **Peaking Brightness**

Adjust the Peaking Brightness by sections according to the changes in image. This feature is adjustable only when Local dimming is on.

### • **Light Sensor settings**

Enable the TV to automatically adjust the picture settings according to the amount of ambient light in your room when **Automatic Light Sensor** is **On**.

**Light Sensor Shift** is adjustable only when **Automatic Light Sensor** is turned on. If the picture is too bright, decrease the value. If the picture is too dark, increase the value.

Automatically adjust the colour temperature of the TV picture according to the ambient colour temperature when **Automatic Colour Temperature** is **On**.

### • **Adaptive Contrast**

Automatically adjust dark areas and light areas of the image to see more detail.

### • **HDMI Dynamic Range**

Set the HDMI input signal dynamic range.

### • **Gamma Adjustment**

Adjust the Gamma to alter how the TV will respond to grayscale content. In low ambient light choose a higher number, in brighter ambient light select a lower number.

### • **Gamma Calibration**

Adjust selected Gamma curve.

### • **Dynamic Tone Mapping**

Automatically adjust brightness and gradient balance by analysing the brightness level of HDR content.

### • **Dark Detail**

Automatically raise brightness and improve shadow detail in dark scenes.

# Settings Overview

- **HDR enhancer**

Enhance contrast and colour of the SDR content to HDR-like picture quality.

## Colour

- **Colour Temperature**

Adjust how warm (red) or cool (blue) the white areas of an image appear.

- **Colour Gamut**

Change the range of colours the TV displays.

- **Colour Tuner**

Adjust the Hue, Saturation and Brightness of colour settings.

- **White Balance**

Adjust the intensity of red, green and blue to view the true colour of all images in the picture.

- **Low Blue Light**

Eye care: reduce the emission of blue light.

## Clarity

- **Noise Reduction**

Reduce the random noise to improve the picture quality.

- **Digital Noise Reduction**

Reduce noise seen around letters and compression noise.

- **Gradient**

Optimise the colour spots of contour lines to deliver better picture quality.

- **Precision Detail**

Automatically enhance image details.

- **Super Resolution**

Smooth the edge of the object and enhance the sharpness and details of the picture in real time by using AI technology.

## Motion

- **Ultra Smooth Motion**

Reduce the afterimage effect when viewing fast-moving objects.

- **Clear Motion**

Reduce judder and blur from video content.

- **High Refresh Rate Mode**

Activate the high refresh rate mode for smoother video while gaming. Please note that the TV picture will be black for a few seconds when enabling this option.

## Overscan

Change the video size setting to crop the edges of the displayed image.

### **Related information**

[Picture Issues](#) on page 76

# Settings Overview

## Intelligent Mode Settings

Press  /  button on your remote control and select  **Settings > Picture > Intelligent Mode Settings**.

- **AI Picture Optimisation**

Set to **On** to enable the TV to recognise the scene content currently being watched to enhance the picture quality on all input sources.




- **Content Type Auto Detection**

An enhanced picture quality mode which is enabled automatically according to the film source.

**Note:**

- Some specific applications have explicit constraints meaning content recognition is not allowed.
- This function may not be applicable in some models/countries/regions.

## Change the Aspect Ratio

Press  /  button on your remote control and select  **Settings > Picture > Aspect Ratio (Picture Size)**.

Adjust the Aspect Ratio to stretch or zoom the picture.

- **Auto**

Automatically switch Aspect Ratio between 16:9 and 4:3 based on the signal information.

- **16:9**

Best suited for 16:9 Widescreen content. This will also stretch 4:3 content to Widescreen.

- **4:3**

Best suited for 4:3 content.

- **21:9**

Best suited for 21:9 content, generally used in game scenarios.

- **Movie Zoom**

Fill the entire screen by zooming in to remove horizontal black bars from the top and bottom of the picture.

- **Dot to Dot**

Displays the native signal without any scaling.

**Note:**

- The options above may not be applicable in some input sources.
- Using special functions to change the size of the displayed image (e.g. changing the height/width ratio) for the purpose of public display or commercial gain, may infringe on copyright laws.
- If the aspect ratio of the selected format is different from the TV transmission or video content, it can distort the picture.
- When connecting a PC to the TV via HDMI input, fast moving images may become distorted.

## Sound

Adjust sound mode and other advanced sound settings.



# Settings Overview

## Choose a Sound Mode

Press  /  button on your remote control and select  **Settings > Sound > Sound Mode**.

Select a pre-set sound mode to suit the content you are listening to.


- **Standard**

In Standard mode, the TV delivers a flat frequency response, which preserves the natural characteristics of the original sound.

- **Enhanced(ACR)**

By enabling Enhanced(ACR) mode, your viewing data will be used to automatically enhance both the image and sound quality for all input source. It is not possible to separate the sound quality enhancement from the image quality enhancement.

This function may not be applicable in some models/countries/regions.

To use this function, you must select **Enable Automatic Content Recognition** at  **Settings > System > Advanced Settings > Enhanced Viewing Settings**. For more information, please refer to [Benefits of Smart TV > Enhanced Viewing Settings](#) in this manual.

- **Theatre**

Theatre mode increases the surround sound effect and provides a more prominent bass response.

- **Music**

In Music mode, low and high frequencies are emphasised to enhance musical instrument reproduction.

- **Speech**

In Speech mode, low and high frequencies are attenuated to improve the reproduction and clarity of the human voice.

- **Late Night**

In Late Night mode, the TV will improve the reproduction and clarity of the human voice with a low volume level.

- **Sports**

Optimised sound for watching Sports events.

## Sound Mode Settings Setup

Press  /  button on your remote control and select  **Settings > Sound > Sound Mode Settings**.

Adjust the audio settings of the TV. You can personalise the sound quality by adjusting the following settings.

Options may differ depending on your model/country/region and the content you are watching. Please refer to the specific product.

- **Apply Audio Settings**

Adjust current sound mode to apply to all sources or just the current source.

- **Bass Boost**

Bass Boost uses DTS TruBass™ to enhance the perception of bass frequencies to provide deep, rich bass response from the TV's internal speakers.

- **Surround Sound**

Surround sound uses DTS TruSurround™ to deliver an immersive surround sound experience from the TV's internal speakers.

# Settings Overview

- **Dialogue Clarity**

Dialog Clarity uses DTS Dialog Clarity™ to boost the frequency range of the human voice so dialogue is clearly understood and heard above audio or surround effects.

- **TruVolume**




Automatic control over large volume changes while watching TV programmes or films, providing a more comfortable and consistent volume.

- **Waves**

Based on the psychoacoustic low-frequency extension technology. Waves effectively extend bass response beyond the physical capabilities of the system, presenting a natural, vigorous and strong bass effect.

- **Equalizer**

Boost the volume at different frequencies.

This function is only applicable when **TV Speaker** is selected at  /  >  **Settings** > **Sound** > **Audio Output**.

- **Wall Mount Setup**

Automatically optimise the sound based on the position of the TV.

- **Auto Volume Control**

Activate to prevent the volume from changing when switching TV channels.

After **Auto Volume Control** is turned on, it will act as DAP Volume Leveler when playing Dolby Audio, or it will provide DRC function when playing DTS bitstream containing DRC metadata.

- **Reset Current Mode**

Restore all of the audio settings in the current audio mode to the factory default values.




**Note:**

- Some models may not support decoding of DTS CD bitstreams. Playback of this format may produce undesirable noise.

 **Related information**

[Sound Issues](#) on page 77

## Select Speakers

Press  /  button on your remote control and select  **Settings** > **Sound** > **Audio Output**.

Select the speakers which you want to use.

## Audio Output Settings Setup

Press  /  button on your remote control and select  **Settings** > **Sound** > **Audio Output Settings**.

Adjust the settings of speakers.

Options may differ depending on your model/country/region and the Audio Output you select. Please refer to the specific product.

- **Balance**

Adjust the left and right speaker level to optimise audio for a specific location.

# Settings Overview

- **Lip Sync**

Synchronise the video and audio.

- **Headphone Volume**

Independently adjust the volume of the Headphones.

When **Headphone Only** is selected in **Audio Output**, you can adjust the volume by the remote or in Headphone Volume menu on screen.

- **Digital Audio Output Format**

Select the digital audio output format that best suits the audio device type.

- **Auto**: the audio device automatically outputs in a supported format.
- **Pass Through**: the audio device outputs without any processing.
- **PCM**: the audio device outputs PCM (Pulse Code Modulation) format.
- **Dolby Audio - Dolby Digital**: the audio device outputs Dolby Digital audio when connected to the TV via the optical port.
- **Dolby Audio - Dolby Digital Plus**: the audio device outputs Dolby Digital Plus audio when connected to the TV via the HDMI(ARC/eARC) port.
- **DTS Surround**: the audio device outputs DTS audio when connected to the TV via the optical port or HDMI(ARC/eARC) port.

Due to the differences between different models, options above may vary according to the actual product.

This function is only applicable when  /  >  **Settings > Sound > Audio Output** is set to **ARC (eARC)** or **SPDIF**.




- **Digital Audio Output Delay**

Adjust the digital audio output delay time to sync audio from an external speaker with the images on the TV.

**Note:**

- This function is only applicable when  /  >  **Settings > Sound > Audio Output** is set to **ARC (eARC)** or **SPDIF**.

- **HDMI-eARC**

Connect an audio device that supports eARC via HDMI (eARC) and switch on **HDMI-eARC** to enjoy higher sound quality. This feature is available to set when  /  >  **Settings > Sound > Audio Output** is set to **ARC (eARC)**.

- **Dolby Atmos**

Enable **Dolby Atmos** to enhance the richness of sound allowing a more immersive listening experience.

- **Audio Enhancement**

Set **Audio Enhancement** to enjoy the audio performance of Dolby Atmos, DTS Virtual X. Enable or disable according to your own preference. Selections may vary depending on models.

- **Channel Gain**

**Bass Boost Gain**: Hear and feel rich bass response with the TV's subwoofer speaker.

**Top Channel Gain**: Experience the rich high-pitched response with the TV's top speaker.

**Centre Channel Gain**: Experience the rich human voice response with the TV's centre speaker.

# Settings Overview

## Related information

[Connecting Speakers or Other Audio Receivers](#) on page 41




[Connecting a Digital Audio System with ARC/eARC](#) on page 41

## Network

---

You can get access to the Internet through your TV.

### Edit TV Name




Press  /  button on your remote control and select  **Settings > Connection > TV Name**.

You can edit the name for your TV to be used on the network.

#### Note:




- Up to 18 characters can be entered.

### Check the Internet Connection Status

Press  /  button on your remote control and select  **Settings > Connection > Network > Internet Connection**.




Test the current network connection status and view the current network information.

#### Connection Test

Press  /  button on your remote control and select  **Settings > Connection > Network > Internet Connection > Connection Test**.

Start a network connection test.

#### Network Information

Press  /  button on your remote control and select  **Settings > Connection > Network > Internet Connection > Network Information**.

You can select IPv4 or IPv6 in **IP Version** to view more detailed information about your network connection.

## Related information




[My TV cannot connect to the network.](#) on page 68

[Connect to a Wired \(Ethernet\) Network](#) on page 5

[Connect to a Wireless Network](#) on page 6

## Turn on the TV through the Internet

### Wake on Cast

Press  /  button on your remote control and select  **Settings > Connection > Network > Wake on Cast**.

You can enable or disable Wake on Cast function which is able to turn on the TV by screen casting through mobile devices.




#### Note:

- This function may not be applicable in some models/countries/regions.

# Settings Overview

- Enabling this function may result in higher energy consumption.

## Wake on Wireless Network




Press  /  button on your remote control and select  **Settings > Connection > Network > Wake on Wireless Network**.

With a wireless network connection and enabling **Wake on Wireless Network**, you can switch on the TV from standby and push content to be viewed on the TV with a mobile device App supporting the screencast function.

### Note:

- To use this function, make sure your TV and mobile device are connected to the same network environment.
- Enabling this function may result in higher energy consumption.
- This function may not be applicable in some models/countries/regions.

## Wake on LAN

Press  /  button on your remote control and select  **Settings > Connection > Network > Wake on LAN**.

With a wired Ethernet connection and enabling **Wake on LAN**, you can switch on the TV from standby and push content to be viewed on the TV with a mobile device App supporting the screencast function.

### Note:

- To use this function, make sure your TV and mobile device are connected to the same network environment.
- Enabling this function may result in higher energy consumption.
- This function may not be applicable in some models/countries/regions.

### Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 5

[Connect to a Wireless Network](#) on page 6

## System



---

You can adjust system settings.

### Note:

- The menus displayed vary depending on models/countries/regions.

## Set Time

Press  /  button on your remote control and select  **Settings > System > Time**.

Set the current time based on your location.

- **Time Format**

Set the time display to be 12 or 24-hour format.

# Settings Overview

- **Date/Time**

Set the Date and Time. You can set the date and time to automatically sync with Internet/broadcast or manually setup by yourself.

This function may not be applicable in some models/countries/regions.

- **Time Zone**

Select your time zone.




This function may not be applicable in some models/countries/regions.

- **Daylight Saving**

Select whether to apply Daylight Saving Time to the TV.

This function may not be applicable in some models/countries/regions.

## Use Timer

Press  /  button on your remote control and select  **Settings > System > Timer Settings**.

Adjust the timer settings to suit your preference.

- **Sleep Timer**

Set the sleep timer to automatically turn the TV off at the specified time.

- **Power On Timer**

Set the time you want the TV to turn on automatically.

- **Power Off Timer**

Set the time you want the TV to turn off automatically.

- **Menu Timeout**

Set the amount of time you would like the menu to remain on the screen.

- **Auto Sleep**

Set the amount of time that you would like the TV to auto power off after a period of no activity.

This function may not be applicable in some models/countries/regions.

- **Auto Standby with No Signal**

TV will go to standby if there is no signal after the set time.

This function may not be applicable in some models/countries/regions.

## Set Language and Location

Press  /  button on your remote control and select  **Settings > System > Language and Location**.

Select the language used for this TV and your location.

- **Location**

Choose the location from where you will watch your TV.

- **Postcode**

User can change the Postcode. This function may not be applicable in some models/countries/regions.

- **Menu Language**

Set the default language for the TV menu.

# Settings Overview

- **Audio Language**

Select the preferred audio language for the current programme.

## Use PIN

Press  /  button on your remote control and select  **Settings > System > Parental Control PIN**.




You can set or change your PIN here. PIN is used for parental control and your system protection from unauthorised use.

**Note:**

- 0000 is not allowed for PIN.




## Data Protection and Security

### Clear Cache

Press  /  button on your remote control and select  **Settings > System > Application Settings > Clear Cache**.


Clear cache, user data and temporary files for browser and applications.

### Delete Cookies

Press  /  button on your remote control and select  **Settings > System > Application Settings > Delete Cookies**.

Delete cookies for browser and applications.

### Do Not Track

Press  /  button on your remote control and select  **Settings > System > Application Settings > Do Not Track**.

Send a request to websites not to collect or track your browsing data.

**Note:**

- This function may not be applicable in some models/countries/regions.

## Power on Settings Setup

### Auto Init Mode



Press  /  button on your remote control and select  **Settings > System > Advanced Settings > Auto Init Mode**.

Auto Initialisation Mode. TV will auto initialise in the background when AC is powered on.

**Note:**

- This function may not be applicable in some models/countries/regions.




### Fast Power On

Press  /  button on your remote control and select  **Settings > System > Advanced Settings > Fast Power On**.

# Settings Overview




Enable TV fast start-up.

## Power On Mode




Press  /  button on your remote control and select  **Settings > System > Advanced Settings > Power On Mode**.

The TV will turn on in the selected mode when the main power is reconnected.

## Power Indicator Mode Setup

Press  /  button on your remote control and select  **Settings > System > Advanced Settings > Power Indicator**.

Set the power indicator display to stay On or Off when in Standby mode.

Press  /  button on your remote control and select  **Settings > System > Advanced Settings > Indicator Light Setting**.




Set the indicator light from **Power, Always** or **Off**.

### Note:

- The above functions may not be applicable in some models/countries/regions.

## Screensaver

Activate a screensaver when your TV displays a still image for a period of time, you can select which set of photos you will see.




To open Screensaver, press  /  button on your remote control and select  **Settings > System > Advanced Settings > Screensaver**. You can also choose Screensaver in apps directly.

After entering Screensaver, you can open Settings by selecting the setting icon on the screen.

### Note:




- This function may not be applicable in some models/countries/regions.

## Switch off Curtain

Press  /  button on your remote control and select  **Settings > System > Advanced Settings > Switch off Curtain**.

Enable or disable **Switch off Curtain** or set how quickly the Screen Curtain will close when entering standby.

## Usage Mode Setup

Press  /  button on your remote control and select  **Settings > System > Advanced Settings > Usage Mode**.




Set the TV to use in Home or Store mode.

## Home Mode

Select Home Mode for normal TV usage.










# Settings Overview

If you want to switch to Store Mode when the TV is in Home Mode, press  /  button to select  **Settings**, then select **System > Advanced Settings > Usage Mode** and choose **Store Mode**.

## Store Mode

Select Store Mode to setup the TV in a retail setting. This mode enables E-Pos and other demo functions and is only intended for use in retail stores.




When Store Mode is selected, press  /  /  /  button on your remote control to enter store mode settings.

If you want to switch to Home Mode when the TV is in Store Mode, press  /  /  /  button on your remote control to enter store mode settings and choose **Home Mode**. Alternatively, press  /  button, then select  **Settings**, then select **System > Advanced Settings > Usage Mode** and choose **Home Mode**.

### Note:

- Enabling Store Mode could increase energy consumption.
- How to exit Store Mode varies depending on models/countries/regions.

## Personalised Ads

Press  /  button on your remote control and select  **Settings > System > Advanced Settings > Personalised Ads**.

Check for personalised ads setting.

- **Personalised Ads**

Turning off personalised ads will limit the ability to deliver relevant ads to you but will not reduce the number of ads you receive.

- **Reset Ads ID**

Ads ID is a unique and resettable ID for personalised ads. A new Ads ID will be assigned to your device when you reset it.

## Support




---

You can adjust support settings.

### Note:




- The menus displayed vary depending on models/countries/regions.

## Check System Info

Press  /  button on your remote control and select  **Settings > Support > About**.

View system information.

## System Update

Press  /  button on your remote control and select  **Settings > Support > System Update**.

Set your TV to receive the latest firmware.

# Settings Overview

- **Auto Update**

Set your TV to automatically receive the latest firmware.

- **Check Update**

Check to ensure that your TV has received the latest firmware.

Please ensure your TV is connected to the Internet.

- **Check OAD Update**

Check to ensure that your TV has received the latest firmware via the tuner.

**Note:**

- Please ensure your TV is connected to the Internet.
- This function is only applicable when Thailand and Malaysia are selected in Location.

- **Update from USB**

Upgrade TV software from USB device.

**Note:**

- Please ensure the USB flash drive is inserted to the USB 2.0 port of the TV.
- The update files must be located in the root directory of the USB device.
- The format of the USB device must be FAT32 and the partition table type must be MBR.

 **Related information**

[Connecting USB Devices](#) on page 39

## Enjoy Safe Use of the TV

Press  /  button on your remote control and select  **Settings > Support > Disclaimer and Privacy > Data Sharing, Privacy and EULA.**






Read the Disclaimer Details and Data Protection Policy. Allow/Deny your consent to the listed policies relating to the collection of User/Network data.

Press  /  button on your remote control and select  **Settings > Support > Disclaimer and Privacy > Remove User Data.**

To remove any usage data from the local TV and Cloud storage, select **Remove User Data.**

## Check the TV Running Time




You can access the Status Check page to view the running time of your TV.

1. While in an input source, such as Live TV, HDMI or AV, press  /  /  /  button to launch the quick menu.
2. Under the quick menu, press and hold  [BLUE] button, the Status Check page will appear on screen for you to check the TV running time.

**Note:**

- This feature may not be applicable in some models/countries/regions.

## Using Parental Controls

Press  /  button on your remote control and select  **Settings > System > Parental Control.**

# Settings Overview

Turn on Parental Control to prevent children from being able to view certain content.

If you have not set the PIN code before, create and confirm PIN window will be displayed. Using the D-pad on the remote, create the PIN code.

If you have set the PIN code before, enter PIN window will be displayed.

- **Locks**

Turn on Locks to enable the Parental Control function.

You will see other Parental Control settings change from a greyed out state to highlighted. When this occurs, **Block Time**, **Channel Block**, **Content Block**, **Input Block**, **App Block**, **Website Block** or **Reset to Default** features are available to set.

- **Block Time**

Block the whole TV usage for a defined period of time, including Live TV, HDMI and apps.

- **Channel Block**

Block all or individual channels when you turn on the Parental Control feature.

- **Content Block**

Certain programmes are blocked by age rating. This is controlled by the broadcaster.

- **Input Block**

Block content from devices that are connected to external inputs.

- **App Block**

Block access to certain apps. If an app that you want to restrict does not appear here, then check the Parental Control settings in the app.

- **Website Block**

Set the range of URLs that the browser can access.

- **Reset to Default**

Restore Parental Control back to the factory default setting.

**Note:**




- The above options may not be available in some models/countries/regions.

 **Related information**

[Use PIN](#) on page 54

## Reset to Factory Default

---

Press  /  button on your remote control and select  **Settings > Support > Reset to Factory Default**.

Restore your TV to the factory default. Reset will clear your personal settings, information and data. Enter the PIN code on-screen to enable the Factory Reset.



## Game

Connect your game console and adjust the settings to optimise the TV screen for better gaming entertainment.

### Connect a Game Console




You can connect your game console with a HDMI cable to the TV.

To start a game from a game console:

1. Switch on your game console.
2. Press **INPUT** /  /  button. Select the connected game console as the input source.
3. Start the game.

You can enable the game mode to optimise your TV's settings when playing games with a game console.

### Game Mode

Press  /  button on your remote control and select  **Settings > Picture > Game Settings > Game Mode**.

Enable **Game Mode** to optimise the TV's settings to enjoy a better gaming experience with a PC or a game console connected to the TV.

Game Mode will allow:





- Reducing input lag to make sure every press or click matches what is happening on the screen.
- Improving responsiveness to produce very little motion blur.
- Processing YUV 4:4:4 format signals precisely to present accurate image colours.

#### Note:

- This function may not be applicable in some input sources or applications.

### Game Menu

Set the game related settings easily by using the Game Menu.

While a gaming device is connected or while using a gaming app, press  /  /  /  button on your remote control and select **Game Menu**. If more than one device is connected, you can switch to another device quickly by following the on screen pop up.

#### Get to know the Game Menu

- **FPS/HDR/VRR**

Check the status, these items cannot be edited.

- **FPS Viewing**

When FPS Viewing function is on, the FPS data is displayed at the top left of the screen.

- **Brightness**

Adjust the Brightness level to generate lighter or darker images.

- **Dark Detail**

Enhance the dark details by analysing the luminance level of the signal in real time.

# Entertainment

- **Aspect Ratio**

Adjust the aspect ratio.

- **Screen Position**

You can press up/down button on remote control to move the screen to Top/Mid/Bottom.

- **Menu**

Enter the quick menu.

**Note:**

- Game Menu may not be applicable in some input sources, applications or models.
- Some functions in Game Menu will not be available under certain circumstance.
- Functions in Game Menu may not be available for some models/countries/regions.

## Sports

---

### Sports mode setup in picture or sound settings




Press  /  button on your remote control and select  **Settings > Picture > Picture Mode > Sports**.

Optimised picture for watching sports.

Press  /  button on your remote control and select  **Settings > Sound > Sound Mode > Sports**.

Optimised sound for watching sports events.

### Sports Mode Auto Detection

Press  /  button on your remote control and select  **Settings > System > Advanced Settings > Sports Mode Auto Detection**.



When enabled, DTV sports programmes will automatically switch to Sports mode for both Sound Mode and Picture Mode.

**Note:**

- This function may not be applicable in some models/countries/regions.
- Turning on this function could increase energy consumption.

## Media

---

Press  /  button on your remote control and select **Media**.

Media is a central location for you to view or listen to different types of content, such as photos, music and movies. You can view media content through the following methods:



- A USB thumb drive or hard drive.
- Compatible mobile phone, tablet or other personal devices: you can stream movies, music and photos that are stored on compatible personal devices and play or view the content on your TV.

By default, there is **Content Sharing** displayed on the Media screen. If your mobile device is connected to the TV, its name also appears on the Media screen.

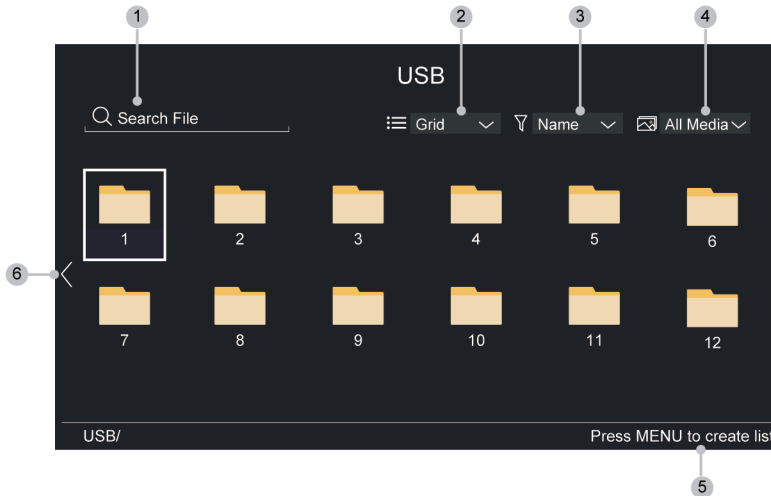
For more information about **Content Sharing**, please refer to [Benefits of Smart TV > Content Sharing](#) in this manual.

# Entertainment

## Enjoy Photos/Audio/Video Stored on a USB Device

Press  /  button on your remote control and select **Media > connected devices**.

Select the content you want to play on the screen, like pictures, videos and music.






1. Search the content you want to play.
2. Arrange the content by **Grid, List**.
3. Sort the content by **Name, Date Modified, Size**.
4. Filter the content by **All Media, Photo, Video, Music, Recorded**.
5. Create a photo, music, or video playlist.
6. When the focus is on the first row, there will be an arrow on the left side. Select the arrow to enter multiple storage sources.

### Note:

- Some options in the above table may not be available in some models/countries/regions.
- You must obtain any required permission from copyright owners to download or use copyrighted content. We cannot and do not grant such permission.

## Play Background Music while Viewing Pictures

1. Choose a picture to display.
2. Press  /  button to display control bar.
3. Select  and choose your music to create a Music Playlist.

Now you can play background music while viewing pictures.

## Media Format

Due to differences in programming tools and other factors, some of the file formats that are listed may not be supported.

The listed formats may not be supported depending on the model.

# Entertainment

## Audio Format

Container	File Extension Name
LPCM	.wav
MPEG1/2 Layer1	.mp3
MPEG1/2 Layer2	.wma
MPEG1/2/2.5 Layer3	.flac
WMA	
AAC	
MPEG-H	
FLAC	
VORBIS	
OPUS	

## Photo Format

Container	File Extension Name	Mode of Operation	Resolution
JPEG	.jpg .jpeg	baseline	15360 x 8640
		progressive	3840 x 2160
PNG	.png	no-interlace	9600 x 6400
		interlace	3840 x 2160
BMP	.bmp	-	9600 x 6400
GIF	.gif	-	6400 x 4800

## Video Format

Codec Name	File Extension Name	Sampling rate
MPEG1/2	.mp4	1920 x 1080p @ 120fps
	.mov	3840 x 2160p @ 30fps
MPEG4	.mkv	1920 x 1080p @ 60fps
AVC (H.264)	.ts	3840 x 2160p @ 60fps
HEVC (H.265)	.avi	3840 x 2160p @ 60fps
WMV3	.wmv	1920 x 1080p @ 60fps
VC1	.flv	1920 x 1080p @ 60fps
VP8	.webm	1920 x 1080p @ 60fps
VP9		3840 x 2160p @ 60fps
AV1		3840 x 2160p @ 60fps

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## SoundBar Settings

---

When a soundbar device is connected to the TV, you can change the **SoundBar Settings** via the Settings menu for best device audio quality.

When an ARC device is connected to the TV, the sound output is automatically switched to ARC. If the user switches to other sound output channels, the soundbar menu cannot be adjusted but the sound menu of TV can be adjusted.

Press  /  button on your remote control and select  **Settings** > **Sound** > **Audio Output Settings** > **SoundBar Settings**.

When a soundbar is connected with a HDMI cable, enable **CEC Control** by pressing  /  button on your remote control, then select  **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**.

- **TV Mode**

You can turn on or off TV Mode.

This function is only applicable for some models.

- **EQ Modes**

You can select **Music**, **Movie**, **News**, **Sport**, **Night**.

- **Surround Modes**

You can set to **On** to turn on the Surround Modes.

- **Bass Level/Treble Level/Dimmer Level**

You can adjust **Bass Level/Treble Level/Dimmer Level**.

- **Reset**

Reset current SoundBar Settings to factory mode.

**Note:**

- This function is only applicable for the specific soundbar types.
- Options may differ depending on the model type.



# Accessibility Features

## Subtitle Setup

---

Adjust Subtitle Settings for digital broadcast content.

Press  /  button on your remote control and select  **Settings > Accessibility > Subtitle Settings.**




- **Subtitle**  
Enable Subtitle type.
- **Primary Subtitle**  
Set the default subtitle language for digital broadcast content.
- **Secondary Subtitle**  
Set the secondary subtitle language for digital broadcast content.
- **Channel Subtitle Storage**  
Enable the storage of subtitle settings per channel.

### Note:

- The above functions may not be applicable in some models/countries/regions.

## Voice Guide

---

Press  /  button on your remote control and select  **Settings > Accessibility > Voice Guide.**

Adjust settings for the Menu Audio function.

- **Voice Guide**  
Enable or disable Voice Guide.
- **Volume**  
Set the Menu Audio volume.
- **Language**  
Set the Menu Audio language.
- **Rate**  
Set the Menu Audio speed.
- **Pitch**  
Set the Menu Audio pitch.
- **Focus Voice Guide**  
Turn down the background volume when Menu Audio is playing.




### Note:

- This function may not be applicable in some models/countries/regions.

## Audio Type Setup

---

Provide audio description to aid the visually impaired.

Press  /  button on your remote control and select  **Settings > Accessibility > Audio Type.**

- **Audio Type**  
Accessibility audio settings.

# Accessibility Features

- **Audio Format**

Select the audio format.

- **Fader Control**




Provide the best sound quality options for the visually impaired.

**Note:**

- The above functions may not be applicable in some models/countries/regions.

## Dialogue Enhancement

---

Press  /  button on your remote control and select  **Settings > Accessibility > Dialogue Enhancement**.

Enable or disable dialogue enhancement.

**Note:**

- This function may not be applicable in some models/countries/regions.

## Accessibility Menu Setup

---

Provide menu option to aid the visually or hearing impaired.

Press  /  button on your remote control and select  **Settings > Accessibility > High Contrast Menu**.

Improve contrast for visually impaired.

Press  /  button on your remote control and select  **Settings > Accessibility > Menu Transparency**.




Select menu transparency from **Off, Medium, High**.

**Note:**

- The above functions may not be applicable in some models/countries/regions.

## Screen Magnification

---

Press  /  button on your remote control and select  **Settings > Accessibility > Screen Magnification**.

Allow visually impaired/partially sighted viewers to magnify an area of the screen.

**Note:**

- This function is only applicable for some scenarios.
- This function may not be applicable in some models/countries/regions.

# Troubleshooting

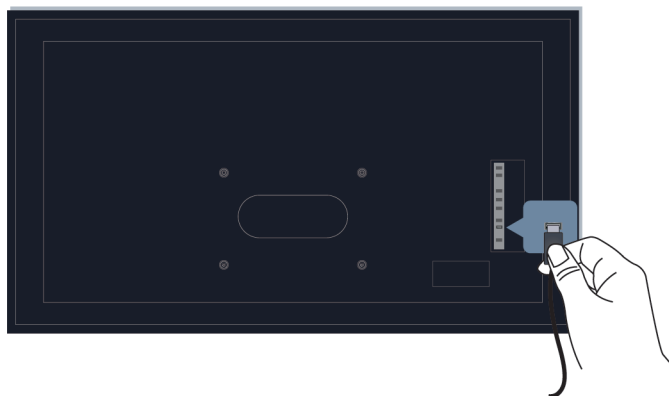
## FAQ

In this section you will find the answers to the most frequently asked questions.

- [There is no picture, or the picture is black and white.](#)
- [There is no sound or the sound is too low at maximum volume.](#)
- [My TV cannot connect to the network.](#)
- [I have connected an external source to my TV but I get no picture and/or sound.](#)
- [The remote control does not work.](#)
- [Schedule Recording cannot be used.](#)

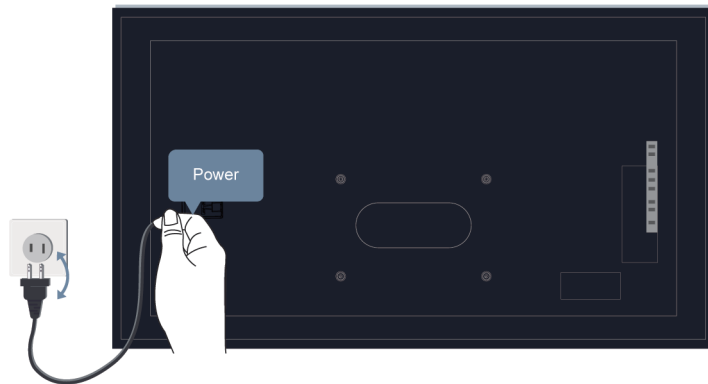
### There is no picture, or the picture is black and white.

- Check input cable connections. Incorrect connections may cause colour problems or a blank screen.



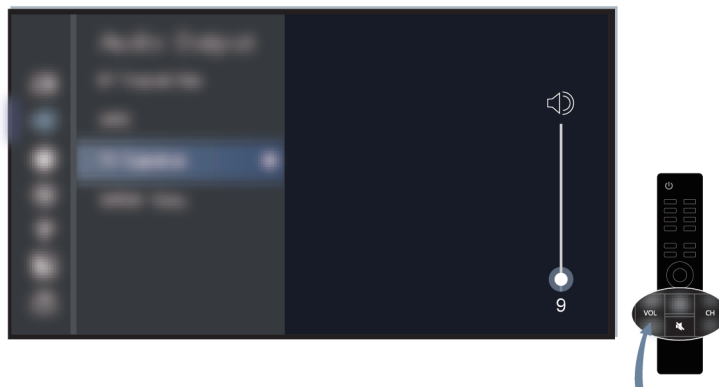
- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- Check if the **Colour Saturation** is set to 50 or higher at / > **Settings** > **Picture** > **Picture Mode Settings** > **Colour Saturation**.
- Press / button on your remote control and select **Settings** > **Picture** > **Picture Mode Settings** > **Advanced Settings**. Check and adjust the settings under **Colour** and **Brightness**.
- Switch to other channels or contents to check if the picture colour is normal.
- Unplug the TV power cord from AC outlet and re-plug it after 60 seconds.

# Troubleshooting



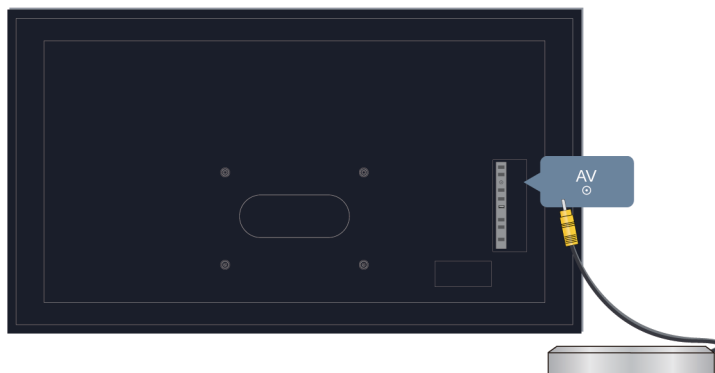
## There is no sound or the sound is too low at maximum volume.

- Check if Mute mode is set to **On**. If so, press the mute button on your remote to restore the sound.
- Press volume button on your remote control to check the volume settings.



- Check the volume control of the device (cable or satellite box, DVD, Blu-ray, etc.) connected to your TV.
- Make sure that the audio cable is connected to the correct audio output connector on the external device.
- Check input cable connection to the TV. Incorrect connections may cause no sound.

# Troubleshooting



- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- Check whether **TV Speaker** is selected at / > **Settings** > **Sound** > **Audio Output**.

## My TV cannot connect to the network.

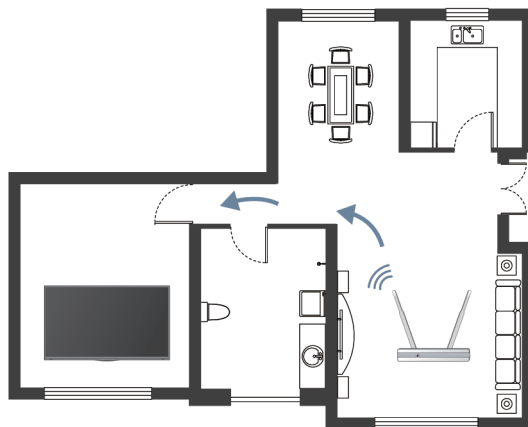
Before you review the solutions below, perform self-diagnosis to find the problem.

Press / button on your remote control and select **Settings** > **Support** > **Self Diagnosis** > **Network Connection Test**.

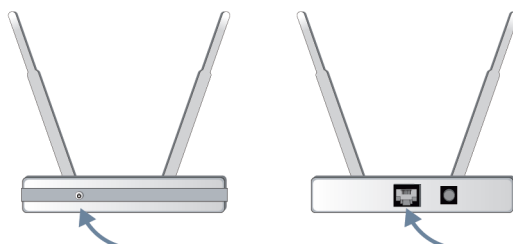
### When connected to a wireless network

- Try to connect a wireless network again. Please carefully enter the password, especially for capital and small letters. For specific information please refer to [First-Time Use > Connecting to the Internet > Connect to a Wireless Network](#) in this manual.
- You can connect other wireless device to the same network. If the connection also fails, contact your Internet service provider.
- You can connect the TV to a wired network. If the wired network connection succeeds, there is an issue with your wireless modem/router.
- Position your wireless router, modem router, or access point close to the TV. Avoid putting it in a corner. As much as possible, make sure there's no wall between the TV and router.

# Troubleshooting



- Check whether there is radio wave interference. Wireless devices such as microwaves, mobile phones, operating within the same radio frequency range may interfere with the TV. If you use the TV and other wireless devices simultaneously, you may experience a worse network performance. Please power off these wireless devices or move them further away.
- Restart your modem/router. Power off your modem/router and power it on after at least 60 seconds. It may take time for your modem/router to reconnect to the Internet.
- Check your modem/router. Make sure cables are securely connected to your modem/router and the lights flash intermittently and regularly.



- If the issue is not improved after following the steps above, you can try using a wired network connection. For specific information please refer to [First-Time Use > Connecting to the Internet > Connect to a Wired \(Ethernet\) Network](#) in this manual.

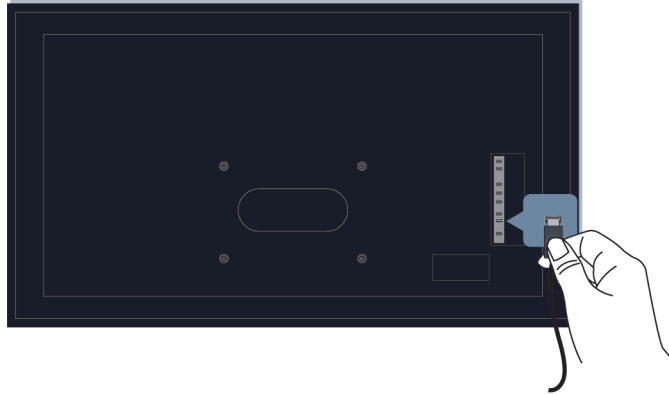
## When connected to a wired network

- Press / button on your remote control and select **Settings > Connection > Network > Network Configuration**. Press button to enter the submenu. Make sure you choose **Ethernet** in **Connection Type**.
- Restart your modem/router. Power off your modem/router and power it on after at least 60 seconds. It may take time for your modem/router to reconnect to the Internet.
- Check your modem/router. Make sure cables are securely connected to your modem/router and the lights flash intermittently and regularly.
- Make sure one end of the network cable is securely connected on the back of the TV, the other end securely connected to an external modem/router. Any loose connection may cause unstable or disconnected network.

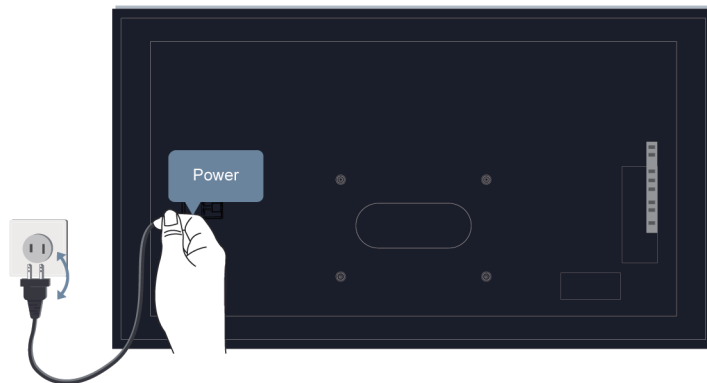
## Troubleshooting

### I have connected an external source to my TV but I get no picture and/or sound.

- Check whether the connection between the external device and your TV is correct and secure.



- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- If the signal is intermittent, unplug the TV power cord from AC outlet and reconnect after 60 seconds.



### The remote control does not work.

- Confirm that the TV still has power and is operational. Press the power button on the TV to determine if the problem is with the remote control or not.

## Troubleshooting

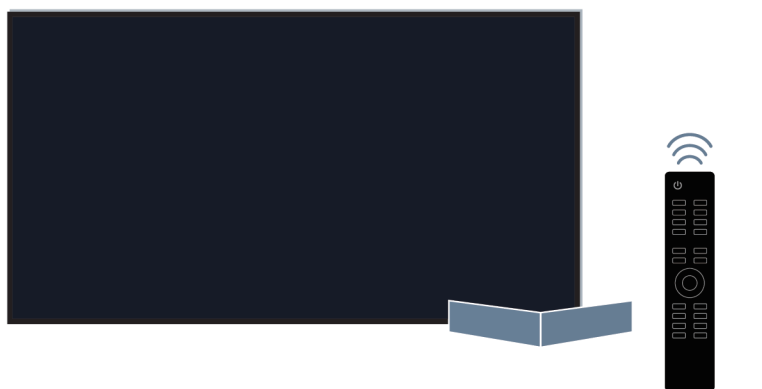
- Check the indicator on the remote control. (some remote controls do not support this function)





If the TV is not responding to the remote control, then please check if the indicator on the remote control flashes when any button is pressed.

If the indicator does not flash when the remote control button is pressed, the battery power may be low. You can replace the batteries with new ones. For Solar Powered Remote, you can charge it by exposing the solar panel to light or using a USB type-C cable.



- Check the orientation of each battery. Make sure to match the (+) and (-) ends of the batteries with the (+) and (-) ends indicated in the battery compartment. This method is only applicable for battery-replaceable remote control models.
- If the battery power is normal, take out the batteries, press any key for 1~2 seconds, and install batteries back into the remote. This method is only applicable for battery-replaceable remote control models.
- Use the remote control within an appropriate operation range. The remote control can work at a distance of up to 8 meters in front of the TV.
- Keep the TV remote sensor area clear from obstacles. Use the remote control when there are no obstacles between the TV and the remote control.



- If the remote is not working, try to keep interferences such as wireless LAN access point, microwaves, or other Bluetooth devices away when using the remote control.
- For Bluetooth remote controls, try re-pairing the remote control with the TV by pressing and holding the  /  /  /  button for at least 3 seconds.

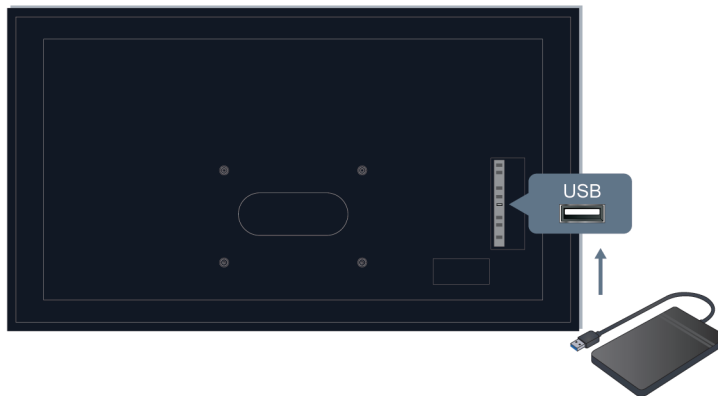


# Troubleshooting



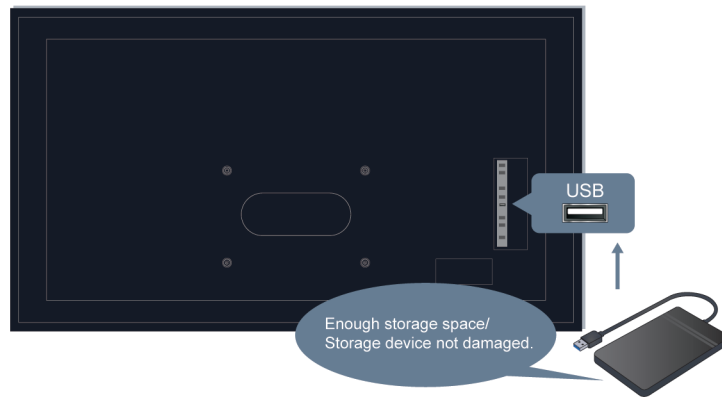
## Schedule Recording cannot be used.

- Check if there is a storage device connected to the TV.

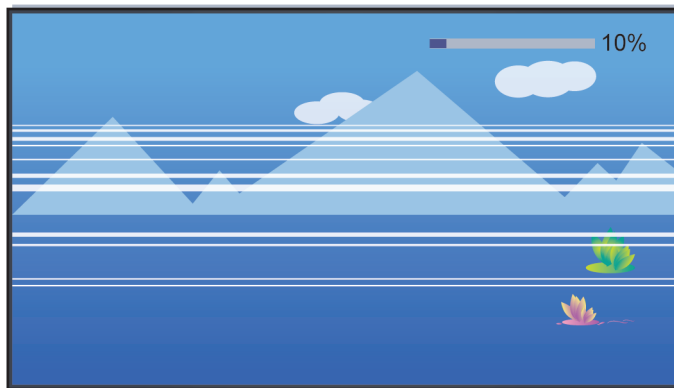


- Check the free space of the storage device. The function will not work if there is not enough storage space on the device.
- Check whether your storage device is damaged. In this case, files cannot be stored. If so, it is suggested to format your storage device.

# Troubleshooting



- Recording will automatically stop if the signal becomes too weak.



## Note:

- Recording function may not work if the read/write speed of the USB device is too slow.
- Recording function may not work because the storage format of your device is unsupported.
- The Recording functions may not be applicable in some models/countries/regions.

## Troubleshooting Guide

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Please first try the following steps to resolve the issues:

- [Perform the status diagnosis](#)
- [Check whether the TV has updated the latest software](#)
- [Restart or reset the TV](#)

If the issue persists, select the following issues below to start troubleshooting:

 [Picture Issues](#)

 [Sound Issues](#)

 [Channel and Broadcast Issues](#)

 [Network Issues](#)

 [App Issues](#)

 [Remote Control Issues](#)

# Troubleshooting

 [External Device Connection Issues](#)

 [HDMI & CEC Issues](#)

 [Voice Service Issues](#)

 [Media Files Issues](#)



 [Other Issues](#)

If the solutions do not help you resolve the issues, please contact our service centre.

## Status Diagnosis

When the TV malfunctions, you can perform self-diagnosis to find the problem.




### Picture Test

Press  /  button on your remote control and select  **Settings > Support > Self Diagnosis > Picture Test**.

When performing the Picture Test, a test picture will be shown on screen. Select OK to start the test. Picture Test displays a high-definition picture that you can examine for flaws or faults. Please check the picture carefully for up to 10 seconds.

Find more specific solutions in [Troubleshooting > Picture Issues](#) in this manual.




### Sound Test

Press  /  button on your remote control and select  **Settings > Support > Self Diagnosis > Sound Test**.

When performing the Sound Test, a test sound will be played with the TV Speaker. Select OK to start the test. Please listen to the sound carefully to check whether you can hear the sound problem.

Find more specific solutions in [Troubleshooting > Sound Issues](#) in this manual.

### Network Related Self-diagnosis

Press  /  button on your remote control and select  **Settings > Support > Self Diagnosis**.

- **Network Connection Status**

View the TV's network connection information.

- **Network Connection Test**




When performing a Network Connection Test, the test will confirm whether your TV is connected to network. If the network test is successful but you still have problems using online services, please contact your Internet provider.

- **Network Speed Test**

Perform this test to check the network speed.

Find more specific solutions in [Troubleshooting > Network Issues](#) in this manual.

### Input Connection Test




Press  /  button on your remote control and select  **Settings > Support > Self Diagnosis > Input Connection Test**.

When performing an Input Connection Test, you can select any of the input sources and check related information with external connections.

# Troubleshooting




Find more specific solutions in [Troubleshooting > Channel and Broadcast Issues](#) and [Troubleshooting > External Device Connection Issues](#) in this manual.

## Status Check

Press  /  button on your remote control and select  **Settings > Support > Self Diagnosis > Status Check**.

When performing a Status Check, the status of your TV will be displayed showing any error codes.

## Signal Info

Press  /  button on your remote control and select  **Settings > Support > Self Diagnosis > Signal Info**.

Show the signal information of current input.

Find more specific solutions in [Troubleshooting > Channel and Broadcast Issues](#) and [Troubleshooting > External Device Connection Issues](#) in this manual.

## Restart or reset your TV

If the TV has problems such as a delay between the picture and sound or connection fails to external devices, you can try to restart your TV first to troubleshoot the issue. If the problems persist, reset your TV to the factory default. Before you start, remove any external USB devices from the TV.

### Restart your TV

1. Press the power button on your remote control or press the power button on the TV to turn it off. For some models, press the power button on the TV to display the on-screen menu, and press the button again to move the focus to **Power off** to turn off the TV.
2. Unplug the TV power cord from AC outlet and reconnect after 60 seconds.
3. Press the power button on your remote control or press the power button on the TV to turn it on.

#### Note:

- Restart your TV will not clear your personal settings, information and data.

### Reset your TV

Please note that reset will clear your personal settings, information and data. Find more specific operation steps in [Settings Overview > Reset to Factory Default](#) in this manual.

## Remote Control Service

Press  /  button on your remote control and select  **Settings > Support > Remote Control Service**.

Remote Control Service enables your TV to be controlled from the client server to allow service agents to diagnose the problem of your TV and deal with the problem online efficiently.

To use this function:

1. Turn on **Remote Control Service**.
2. Select **Agree All** and **Confirm** in End User License Agreement page.
3. Select **Generate PIN** in Remote Control Service.
4. You can initiate a help request to a service agent by the hotline and provide the on-screen PIN.

# Troubleshooting

## Note:

- This function may not be applicable in some models/countries/regions.
- Steps above may vary. Please refer to the specific product.
- Keep the network connected when the Remote Control Service is running.







## Picture Issues

Before you review the problems and solutions below, use **Picture Test** to perform self-diagnosis to find the problem. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Picture Test](#) in this manual. If the test picture does not appear or you find your screen damaged, contact the service centre in your country/region.

If the test picture is displayed properly, please check the items below.

- [The picture is distorted, blurry or flickering, or cuts out momentarily.](#)
- [There are dots, horizontal or vertical lines on the screen.](#)
- [The brightness cannot be adjusted.](#)

### ❓ **The picture is distorted, blurry or flickering, or cuts out momentarily.**

- Press  /  button on your remote control and select  **Settings > Picture > Picture Mode Settings > Sharpness** to adjust **Sharpness**.
- Press  /  button on your remote control and select  **Settings > Picture > Picture Mode Settings > Advanced Settings > Clarity/Motion** to adjust **Clarity/Motion** settings.
- Make sure that the connection cable or the cable connector is not damaged.
- Make sure that the connection cable is securely connected to the TV and the external device.
- Some electrical appliances may affect the TV. For example, microwaves used close to the TV may cause noise on analogue and digital channels. If you turn off the appliance and the interference disappears, it proves that the appliance does affect the picture performance. Please move it further away from your TV.
- If you choose **TV** as the input source, adjust the direction and position of the aerial, reset or fine tune the channel.
- When connecting the TV to external devices, leave some space between the external devices and the TV.

## Note:

- Picture distortion caused by weak or poor signal reception is not a TV malfunction.
- The compressed video may cause picture distortion, especially for the fast moving pictures from sports programmes and action movies.

### ❓ **There are dots, horizontal or vertical lines on the screen.**

- Switch to other channels or contents to check if the picture is normal.
- Change the output resolution of your external device. When the TV is not compatible with the output resolution, dots or lines may occur.
- Check if the TV is located in a humid space for a long time. It is suggested to use the TV in a relatively dry environment.
- Some electrical appliances may affect the TV. For example, microwaves used close to the TV may cause noise on analogue and digital channels. If you turn off the appliance and the interference disappears, it proves that the appliance does affect the picture performance. Please move it further away from your TV.

# Troubleshooting

## ❓ The brightness cannot be adjusted.

- Check Light Sensor settings at / > **Settings** > **Picture** > **Picture Mode Settings** > **Advanced Settings** > **Brightness**. If **Automatic Light Sensor** is on, remove the objects that may block the TV light sensor.
- Turn off **Automatic Light Sensor**. Press / button on your remote control and select **Settings** > **Picture** > **Picture Mode Settings** > **Advanced Settings** > **Brightness** > **Light Sensor settings** to adjust the setting.

### Note:

- The light sensor feature settings may not be applicable in some models/countries/regions.

## Sound Issues

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Before you review the problems and solutions below, use **Sound Test** to perform self-diagnosis to find the problem. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Sound Test](#) in this manual.

Please check the items below.

- [There is a delay between the picture and sound.](#)
- [Sound is distorted or cuts out momentarily.](#)
- [Volume cannot be changed or it changes on its own.](#)

## ❓ There is a delay between the picture and sound.

- Press / button on your remote control and select **Settings** > **Sound** > **Audio Output Settings** > **Digital Audio Output Delay**. Set the value to 0.
- Press / button on your remote control and select **Settings** > **Sound** > **Audio Output Settings** > **Lip Sync**. Adjust the value as you desire.
- Check the signal information. If the signal is weak or poor, a delay between the picture and sound may occur but it is not a malfunction. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis](#) and [Input Connection Test](#) in this manual.

### Note:







- Options may not be applicable depending on your model/country/region and the Audio Output you select. Please refer to the specific product.

## ❓ Sound is distorted or cuts out momentarily.

- Some electrical appliances may affect the TV. For example, microwaves used close to the TV may cause noise on analogue and digital channels. If you turn off the appliance and the interference disappears, it proves that the appliance does affect the picture performance. Please move it further away from your TV.
- Make sure that the connection cable or the cable connector is not damaged.
- If you use an external audio output device, make sure that the audio cable is connected to the correct audio output connector on the external device. Place the device as close as possible to the TV without any obstacles between them.
- Check the signal Information. A weak or poor signal may cause sound distortion, but it is not a malfunction. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis](#) and [Signal Info](#) in this manual.

# Troubleshooting

## ⓪ Volume cannot be changed or it changes on its own.

- Press the power button on the TV to check if the TV responds. If there is no response, the TV may not be normally working. If the TV responds, press the remote control to check if it can control the TV. If not, please check the remote control. For specific information please refer to [Troubleshooting > Remote Control Issues](#) in this manual.
- Check if **Auto Volume Control** is turned on at  /  >  **Settings > Sound > Sound Mode Settings**.
- When connecting an external speaker via HDMI, first check the cable connection, then press  /  button on your remote control and select  **Settings > Connection > HDMI & CEC > CEC Control**, set **CEC Control to On**.
- Insufficient TV memory causes a lag when you change the volume. Please clear cache.
- If you have just turned on the TV, there may exist a delay after you press the volume up/down button on the remote control. Please wait a while for the TV to start up fully.
- If the problem persists, [restart your TV](#).




## Channel and Broadcast Issues

Before you review the problems and solutions below, use **Input Connection Test** to perform self-diagnosis to find the problem. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Input Connection Test](#) in this manual.

Please check the items below.








- [In Live TV, there is no signal, or a weak signal, or you cannot find any channels.](#)
- [The subtitles are not displaying or are in the wrong place on the TV screen.](#)
- [The channel list sorting is lost after several days, or previously deleted channels return in the channel list.](#)
- [I want to put channels in order of preference.](#)

## ⓪ In Live TV, there is no signal, or a weak signal, or you cannot find any channels.

- Please check the following things first.
  - a. The cable or cable connector of the aerial is not damaged.
  - b. The aerial cable is not loose or disconnected.
  - c. The aerial cable is connected to the correct port.
  - d. "TV" is selected as the input source.
- If no signal or weak signal occasionally happens, disconnect the aerial cable and reconnect it.
- If you use a set-top box or cable box, check the broadcast signals or the network status that is connected to the external device. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis](#) and [Input Connection Test](#) in this manual.
- If the problem persists, scan channels again. In Live TV, press  /  button on your remote control and select  **Settings > Channel > Auto Scan/Advanced Settings > Manual Scan**. For specific information please refer to [Enjoy Live TV > Channel Scan](#) in this manual.

# Troubleshooting

## ? The subtitles are not displaying or are in the wrong place on the TV screen.

- To turn on/off the subtitle function, press  /  /  /  button on your remote control and select **Subtitle** when in TV input source. Or press  /  button on your remote control and select  **Settings** > **Accessibility** > **Subtitle Settings**. For specific information please refer to [Accessibility Features > Subtitle Setup](#) in this manual.
- If you are watching a channel through an external device such as a set-top box and cable box, turn on/off the subtitle function on the external device and adjust the subtitle location on screen. For more information, refer to the user manual of external device or contact your service provider.

### Note:

- Some channels may not have subtitle data. In this case, even if you turn on the subtitle function, subtitles are not provided on TV screen.

## ? The channel list sorting is lost after several days, or previously deleted channels return in the channel list.

- Make sure that you have not reset the TV to factory default before. Resetting the TV will reset all your user settings.
- Check if the channels in the channel list have updated or your subscription expires.
- Re-scan channels to find lost channels in your channel list. For specific information please refer to [Enjoy Live TV > Channel Scan](#) in this manual.

## ? I want to put channels in order of preference.

- You can edit the order of channels to your preference or you can add channels that you like to the favourite list. For specific information please refer to [Enjoy Live TV > Channel Edit > Edit Channel List](#) or [Edit Favourite Channel List](#) in this manual.

## Network Issues

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Before you review the problems and solutions below, perform self-diagnosis to find the problem. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis](#) in this manual.

Please check the items below.

- [The signal strength is weak.](#)
- [The network connection is unstable, often disconnected.](#)

## ? The signal strength is weak.

- See Number 1, 2, 3, 6 in [Common solutions to network issues](#).

## ? The network connection is unstable, often disconnected.

### When connected to a wireless network

- See Number 1, 2, 3, 4, 6 in [Common solutions to network issues](#).

### When connected to a wired network

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# Troubleshooting

- See Number 3, 4, 5 in [Common solutions to network issues](#).

## Common solutions to network issues

1. Position your wireless router, modem router, or access point close to the TV. Avoid putting it in a corner. As much as possible, make sure there is no wall between the TV and router.
2. Check whether there is radio wave interference. Wireless devices such as microwaves, mobile phones, operating within the same radio frequency range may interfere with the TV. If you use the TV and other wireless devices simultaneously, you may experience a worse network performance. Please power off these wireless devices or keep them away from the TV.
3. Restart your modem/router. Power off your modem/router and power it on again after at least 60 seconds. It may take time for your modem/router to reconnect to the Internet.
4. Check your modem/router. Make sure cables are securely connected to your modem/router and the lights flash intermittently and regularly.
5. Make sure one end of the network cable is securely connected on the back of the TV, the other end securely connected to an external modem/router. Any loose connection may cause unstable or disconnected network.
6. If the issue is not improved after following the steps above, you can try using a wired network connection. For specific information please refer to [First-Time Use > Connecting to the Internet > Connect to a Wired \(Ethernet\) Network](#) in this manual.

## App Issues

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Please check the items below.

- [Apps cannot be installed, opened, updated or uninstalled.](#)
- [The app exits itself.](#)
- [The app is frozen or navigation is not smooth while using.](#)
- [Problems occur when using the Browser to stream videos.](#)
- [The app language is different from the TV menu language.](#)

### ❓ **Apps cannot be installed, opened, updated or uninstalled.**

- If you have just turned on the TV, please wait until the TV start up is complete.
- You can only install apps that are compatible with the TV. We recommend to [install apps from the app store](#). The apk files downloaded from the Internet may not be installed on the TV.
- You can only delete apps that you have installed to the TV. Factory-installed apps cannot be deleted.
- See Number 1, 2, 3 in [Common solutions to app issues](#).

### ❓ **The app exits itself.**

- See Number 2 in [Common solutions to app issues](#).

### ❓ **The app is frozen or navigation is not smooth while using.**

- Exit the app and then open it again.
- Uninstall and reinstall the app. For specific information please refer to [Benefits of Smart TV > Using Apps](#) in this manual.
- See Number 1, 2, 3 in [Common solutions to app issues](#).

# Troubleshooting

## ❓ Problems occur when using the Browser to stream videos.

- Exit the Browser and then open it again.
- See Number 1, 2 in [Common solutions to app issues](#).

## ❓ The app language is different from the TV menu language.

- The language in an app could be different from the TV menu language because they may be separately set up. You can change the language in the app settings. Please note that whether you can change the language in an app depends on the app service provider.

## Common solutions to app issues

1. Check [whether your TV is connected to the Internet](#) and whether there are [network issues](#) with your TV.
2. The storage is insufficient. Try to [clear cache](#) or uninstall uncommonly used apps. You can clear cache for browser and apps. This will permanently remove all the user data and temporary files.
3. The service of the app may not be available currently. Try using apps later.

## Remote Control Issues

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Please check the items below.




- [The TV is slow to respond to the remote control.](#)
- [I want to use the remote control to control other devices.](#)

## ❓ The TV is slow to respond to the remote control.

When the TV has just started, the response delay may occur between the TV and remote control. Please wait a while to use the remote control.

- The battery power of the remote control may be low. You can replace the batteries with new ones. For Solar Powered Remote, you can charge by exposing the solar panel to light or using a USB type-C cable.
- If the battery power is normal, take out the batteries, press any key for 1~2 seconds, then reinstall batteries back into the remote. This method is only applicable for battery-replaceable remote control models.

## ❓ I want to use the remote control to control other devices.

- Turn on **CEC Control** on the TV. Press  /  button on your remote control and select  **Settings > Connection > HDMI & CEC > CEC Control**.
- Confirm that the external device is HDMI & CEC compatible and the HDMI & CEC feature of the connected device is turned on. For specific information, please refer to the user manual with the external device.
- Check whether the power cable of the external device is properly connected and the HDMI cable connection between the external device and the TV is secure. Please use a HDMI cable of standard specification and make sure the cable is not damaged.

## External Device Connection Issues

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Before you review the problems and solutions below, use **Input Connection Test** to perform self-diagnosis to find the problem. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Input Connection Test](#) in this manual.

Please check the items below.










# Troubleshooting

- No sound from the TV while using the casting feature.
- I cannot mirror the screen or cast the content of my mobile device or PC on the TV.
- The TV cannot be connected to my soundbar, Bluetooth wireless headphones or speakers.
- Connection between external devices and the TV is unstable.
- I cannot select a connected device or find a connected HDMI device.
- I want to output sound from headphones and TV speakers, or from Bluetooth speaker and TV speakers at the same time.





## ? No sound from the TV while using the casting feature.

- Check if Mute mode is set to **On**. If so, press the mute button on your remote to restore the sound. If not, turn up the volume.
- Check if **TV Speaker** is selected at  /  >  **Settings** > **Sound** > **Audio Output**.
- Check the network status. If the network signal is weak or low, there may exist a sound delay between the TV and the mobile device. For specific information please refer to [Troubleshooting > Network Issues](#) in this manual.

## ? I cannot mirror the screen or cast the content of my mobile device or PC on the TV.

- Check if your TV supports **Screen Sharing/Content Sharing** at  /  >  **Settings** > **Connection** > **Mobile Device Connection** > **Screen Sharing/Content Sharing**. Some TV models may not support Screen Sharing/Content Sharing.
- For iPhone, iPad, or Mac, use AirPlay to share content on the TV. Check if your TV supports **AirPlay** at  /  >  **Settings** > **Connection** > **AirPlay and HomeKit**. Some TV models may not support AirPlay.
- Check if **Screen Sharing/Content Sharing** is turned on. Press  /  button on your remote control and select  **Settings** > **Connection** > **Mobile Device Connection** > **Screen Sharing/Content Sharing** and switch it to **On**.
- Make sure that the TV and the mobile device are connected to the same network.
- Check if the content that you are playing is copyrighted. Some copyrighted files may not be cast to the TV.
- Check the network status. Casting failure may result from weak or low signal strength. For specific information please refer to [Troubleshooting > Network Issues](#) in this manual.
- Exit and re-enter **Screen Sharing/Content Sharing** in case that there is a software bug.

## ? The TV cannot be connected to my soundbar, Bluetooth wireless headphones or speakers.

- Check if the Bluetooth device is compatible with the TV.
- Check if connection cable or cable connector is damaged.
- Check if the Bluetooth is turned on at  /  >  **Settings** > **Connection** > **Bluetooth**.
- Turn off and restart Bluetooth at  /  >  **Settings** > **Connection** > **Bluetooth**.



## ? Connection between external devices and the TV is unstable.

- Check if the connection cable is securely connected to the TV and soundbar.











## Troubleshooting

- When the external device and the TV are connected via wireless, make sure that there are no obstacles between them.
- Make sure that the distance between the Bluetooth device and the TV is within 10 metres.
- Check if the Bluetooth device is powered on or its battery is fully charged.
- Check Bluetooth module specifications. Make sure that the frequency range of Bluetooth devices is not the same as other electric appliances, otherwise Bluetooth devices may be affected.

### ? I cannot select a connected device or find a connected HDMI device.

- Press **INPUT** /  /  button on your remote control to select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- Check if the external device is powered on.
- Check if connection cable or cable connector is damaged.
- Check if the cable is securely connected.
- Check if the external device is compatible with the TV.

### ? I want to output sound from headphones and TV speakers, or from Bluetooth speaker and TV speakers at the same time.

- If you connect wired headphones to the TV, press  /  button on your remote control to select  **Settings > Sound > Audio Output** to choose **TV Speaker**.
- If you want to connect Bluetooth headphones/Bluetooth speaker to the TV:
  - a. Turn on Bluetooth at  /  >  **Settings > Connection > Bluetooth**.
  - b. Connect your Bluetooth headphones/Bluetooth speaker and set the external device as **BT Headphone** in  **Settings > Connection > Bluetooth > Equipment Management > Change Device Type**.
  - c. Press  /  button on your remote control, select  **Settings > Sound > Audio Output** to choose **TV Speaker**.

## HDMI & CEC Issues

Please check the items below.

- [I want to turn the TV and external device off or on at the same time.](#)
- [I want to disable HDMI & CEC function.](#)
- [An external device cannot be controlled by using the TV remote control.](#)

### Note:




- If the connected HDMI device does not support HDMI & CEC control, the feature will not work.

### ? I want to turn the TV and external device off or on at the same time.




- Confirm that the external device is HDMI & CEC compatible and the HDMI & CEC feature of the connected device is turned on. For specific information, please refer to the user manual with the external device.
- Check whether HDMI & CEC feature of your TV is turned on or device auto power off and device auto power on are enabled. For specific information please refer to [Connecting to External Devices > Remote & Accessories > Use HDMI & CEC](#) in this manual.

# Troubleshooting

## ? I want to disable HDMI & CEC function.

- To turn off the HDMI & CEC feature of your TV, press  /  button on your remote control and select  **Settings > Connection > HDMI & CEC > CEC Control**. Set **CEC Control** to **Off**.

## ? An external device cannot be controlled by using the TV remote control.

- Check whether there is an issue with your remote control. For specific information please refer to [Troubleshooting > Remote Control Issues](#) in this manual.
- Check whether the power cable of the external device is properly connected and the HDMI cable connection between the external device and the TV is secure. Please use a HDMI cable of standard specification and make sure the cable is not damaged.
- Confirm that the external device is HDMI & CEC compatible and the HDMI & CEC feature of the connected device is turned on. For specific information, please refer to the user manual with the external device.
- Check whether HDMI & CEC feature of your TV is turned on. Press  /  button on your remote control and select  **Settings > Connection > HDMI & CEC > CEC Control**. Set **CEC Control** to **On**.
- Some menus of the HDMI & CEC compatible device may not be available for use.
- Some buttons on the remote control may not work. You can try the external device remote control.

## Voice Service Issues

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Before you perform the following solutions, please note that:

- Make sure your TV is turned on. The TV cannot respond in standby mode.
- If you have just turned on the TV, please wait a while until the TV start up is complete.
- Your voice should be clear and recognisable. If the voice is too loud or too low, this may result in a failure.
- Please say your command and wait for the device to respond.
- When the TV is connected with external devices, the performance of the voice service may be affected.

## ? Voice button on remote control does not work.

- Check the status of your remote control. For specific information please refer to [Troubleshooting > Remote Control Issues](#) in this manual.
- Keep the remote control within 3 metres from the TV.
- Check [whether your TV is connected to the Internet](#). A low or weak signal may result in a failure of the voice assistant.
- Change account or log out of the account.

## Media Files Issues

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### ? Some files are interrupted during playback or cannot be played.

Most files can be played back, but you might experience problems with the TV or the files.

# Troubleshooting

- First check if there are problems with files.
  - a. The files are not corrupted. After you have saved files to a storage device (a USB flash drive) from PC, please eject the storage device first before you disconnect it from the PC.
  - b. The format of files that can be played depends on the codec and driver of the TV. For example, high-bitrate or high-resolution files may not be played back smoothly or cannot be played. For more information about the supported codecs, please refer to [Entertainment > Media > Media Format](#) in this manual.
- Then check if there are problems with TV.
  - a. Make sure the memory is sufficient. If the memory is full, [clear cache](#) and play the file again.
  - b. Make sure the cable connected to the TV and the external device is not loose or disconnected.

## Other Issues

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Please check the items below.




- [The TV automatically turns on or off by itself, or the TV cannot be turned on or off.](#)
- [System update cannot be completed.](#)
- [Some features of the TV do not work after the system update.](#)
- [The settings are lost and need to be reconfigured every time the TV is turned on.](#)
- [I want to sign out my account or delete account usage data.](#)
- [The TV is hot.](#)
- [I can hear the voice-over of the TV on-screen menu or contents.](#)

### ❓ **The TV automatically turns on or off by itself, or the TV cannot be turned on or off.**




When the TV is performing certain operations, such as Remove User Data or Reset to Factory Default, the TV will restart by itself. This is normal.

#### **Turns off by itself**




- Check if the power cord is connected to AC outlet. Disconnection will let the TV shut down.
- Check if **Sleep Timer**, **Power Off Timer** or **Auto Sleep** is set. These features will help the TV to automatically turn off at the specified time.

Press  /  button on your remote control and select  **Settings > System > Timer Settings**. Please find these features in **Timer Settings**.

- Check if **Auto Standby with No Signal** is set. If current input has no signal and you do not interact with the TV, the TV will enter the standby mode.







Press  /  button on your remote control and select  **Settings > System > Timer Settings > Auto Standby with No Signal**. This function may not be applicable in some models/countries/regions.

- Check if **CEC Control** is enabled. When CEC control is enabled and HDMI & CEC compatible external devices are turned off, the TV will enter the standby mode.

Press  /  button on your remote control and select  **Settings > Connection > HDMI & CEC > CEC Control**.

#### **Turns on by itself**

# Troubleshooting

- Check if **Power On Timer** is enabled. This feature will help the TV to automatically turn on.  
Press  /  button on your remote control and select  **Settings** > **System** > **Timer Settings** > **Power On Timer**.
- Check if **TV Auto Power On** is enabled. This feature will help the TV to automatically turn on when HDMI & CEC compatible external devices are turned on.  
Press  /  button on your remote control and select  **Settings** > **Connection** > **HDMI & CEC** > **TV Auto Power On**.

## Cannot be turned on

- Check if the power cord is connected to AC outlet. You can unplug the TV power cord from AC outlet and reconnect it after 60 seconds.
- Try to turn on the TV with the remote control. Press the power button on the remote control and check if the TV turns on. If you cannot turn on the TV with the remote control, please refer to [Troubleshooting > Remote Control Issues](#) in this manual to troubleshoot.
- Try to turn on the TV with the power button on the TV. Press the power button and check if the TV turns on.

## Cannot be turned off

- When the TV cannot be turned off with the remote control, the remote control may not work. Please refer to [Troubleshooting > Remote Control Issues](#) in this manual to troubleshoot.
- Try to press the power button on the TV to turn it off. For some models, press the power button on the TV to display the on-screen menu, and press the button again to move the focus to **Power off** to turn off the TV.
- If the TV cannot be turned off by pressing the power button on the TV, disconnect the power cord from the AC outlet.

## **System update cannot be completed.**

The software update takes a couple of minutes. Please wait a while.

- Check [whether your TV is connected to the Internet](#) and whether there are [network issues](#) with your TV. Try to upgrade again when network issues are fixed.
- [Restart your TV](#) then try to perform system update.
- If the issue persists, you can upgrade the software using a USB drive. For specific information please refer to [Settings Overview > Support > System Update](#) in this manual.

## **Some features of the TV do not work after the system update.**

- See [Troubleshooting > Troubleshooting Guide > Restart or reset your TV](#) in this manual.

## **The settings are lost and need to be reconfigured every time the TV is turned on.**




- Make sure that you did not perform a factory reset of the TV. Factory reset will erase all the settings.
- Make sure that you did not remove the user data. This operation will clear relative settings.
- Make sure that the TV is not in store mode. When the TV is in store mode, TV settings will be reset every few minutes.
- Check if you have updated the software recently. The system may be unstable after the TV is upgraded.

# Troubleshooting

- When you turn off the TV, some settings will be automatically switched off.

## ❓ I want to sign out my account or delete account usage data.

### To sign out my account

1. Press  /  button on your remote control and select  **Account** in the navigation bar on the Home screen.
2. Select **Manage Profiles > Account Information > Sign out**, and the account is removed from the TV.

The following situations will help automatically sign out your account:

- Switch from store mode to home mode
- Change the location settings
- Unselect **Agree to VIDAA Account in Data Sharing, Privacy and EULA**
- Restore your TV to the factory default and remove user data

### To delete account usage data

Press  /  button on your remote control and select  **Settings > Support > Disclaimer and Privacy > Remove User Data**.




#### Note:

- This setting will completely delete your usage data (including account, Live TV favourite channel list, Bluetooth equipment management information, TV name, etc.) and the data cannot be restored.
- The TV will restart after you confirm to clear data.

## ❓ The TV is hot.

- This is normal because the panel generates heat when you use the TV for a period of time, but the heat does not affect the TV functionality. As long as the TV runs normally, you do not need to worry.
- We recommend that you place the TV in a properly ventilated location for good air circulation.
- When the TV is in standby mode, you may also feel the heat because the TV may be under Standby Recording.

## ❓ I can hear the voice-over of the TV on-screen menu or contents.

- The voice-over is due to the enabling of Voice Guide. To turn off Voice Guide, press  /  button on your remote control and select  **Settings > Accessibility > Voice Guide** and turn **Voice Guide** off. This function may not be applicable in some models/countries/regions.