



USER MANUAL

Before using the TV, please read this manual thoroughly and retain it for future reference.

ENGLISH

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USA: Hisense USA Corporation
105 Satellite BLVD Suite I,
Suwanee, GA 30024

CANADA: Hisense Canada Co., Ltd
2550 Meadowvale Boulevard, Unit 1
Mississauga, ON, Canada L5N 8C2

MEXICO

IMPORTER:

Hisense Mexico S. de R.L. de C.V.
Blvd. Miguel de Cervantes Saavedra No 301
Torre Norte Piso 2, Col. Ampliación Granada
Miguel Hidalgo, Ciudad de México, C.P. 11520
RFC: HME110512IY3
TEL: (52) (55) 5531-3515

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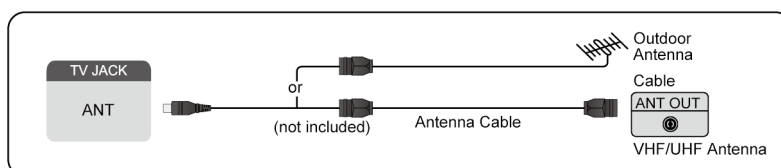
First-Time Use

Disclaimer:

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

Prepare Live TV

Connect antenna/cable to the TV



Note:

- TV jacks may vary and antenna/cable function may not be applicable in some models/countries/regions.
- You may also connect devices that can receive broadcast signals such as a Set Top Box.
- The function above may vary depending on actual products.

Start auto scan or manual scan

INPUT > TV

If no TV channels were saved before, you will be prompted to do a channel search. You have some ways to access **Channel Scan**:

Press **Settings** button on your remote control to select **Settings > Channels & Inputs > Channels > Channel Scan**.

or press **Menu** and **Up** button, select **Channels > Channel > Channel Scan**.

or press **Menu** button, select **Settings > Channels & Inputs > Channel Scan**.

Before Channel Scan, you can set **Channels & Inputs > Installation Mode > Antenna or Cable**.

Note:

- When the TV is powered on, press the **Power** button on the remote to turn on TV. (Except the first time).
- Antenna/cable function may not be applicable in some models/countries/regions.

Connecting to the Internet

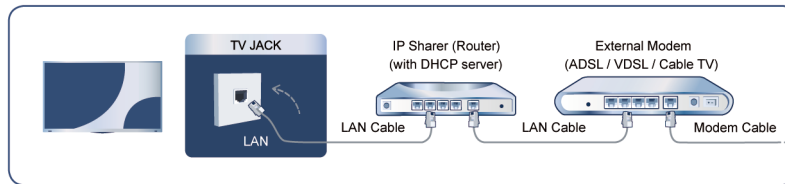
To get access to the Internet using a wired connection or connecting to an available wireless network.

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, subnet mask, gateway, and DNS, so you do not have to enter them manually. Most home networks already have DHCP.

See the illustration below.

First-Time Use



After connecting to a wired (Ethernet) network:

Press **⚙** button on your remote control to select **Settings > Network & Internet**.

Go to ETHERNET section, and set the TV network by pressing **OK** button to enter the submenu.

- **Connection Type/Not connected**

Show whether the Ethernet is connected.

- **Proxy settings**

You can set the proxy server.

- **IP settings**

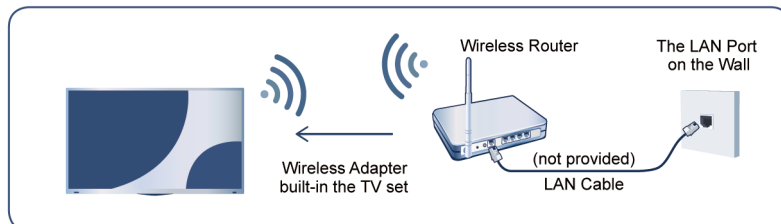
Configure the IP setting for your network connection.

Note:

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

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 to select **Settings > Network & Internet > Wi-Fi**.

To get access to the Internet in a wireless way:

1. Turn on your Wi-Fi.
2. The list of networks will display automatically.
3. Select a wireless network from the list, and input the password.
4. If the network connection does not appear in the list, select **See all** to display all the list, or select **Add new network** to input a wireless network name, select the type of security mode, and enter password.

Scanning always available


Press **⚙** button on your remote control to select **Settings > Network & Internet > Scanning always available**.

Let Google's location service and other apps scan for networks, even when Wi-Fi is off.

First-Time Use

Using External Devices



Switch between external devices connected to the TV.


1. Press  button on your remote control.
2. Select your desired input source.

Home Screen

All TV functions can be accessed from the Home screen.

Display the Home Screen

Press  button on your remote control to enter the Home screen. To exit the Home screen, use your remote control or use the navigation buttons on the screen to move the cursor to other icons, press  button to enter and select your desired service.

Google Assistant: Hold the  button down and talk to search movies, shows, apps, and more by speaking.

Google Search: Search movies, shows, apps, and more by typing.

Apps: Your apps, App categories, App from my other devices, etc.

Library: Purchased movies, Purchased shows, Watchlist, etc.

Settings: Settings lets you configure the TV, set app options, add accounts, and change other preferences.

Note:

- This function may not be applicable in some models/countries/regions.
- Names of sections and features will change according to Google's software.

Using the Live TV

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

Viewing channel information

As you use the [CH ^ / v] button on your remote to scroll through channels, an information banner appears on the top of the screen.

Viewing a channel list

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

Edit Channel List

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

In Live TV, Press **MENU** and **UP** button, select **Channel Management > Customize Channel List**. or

1. Press **OK** button on your remote to call out the channel list menu.
2. Press **123** button on your remote to call out the virtual keyboard screen, use the navigation buttons on your remote to move the cursor to **RED** virtual button, then press **OK** button on your remote to click it.
3. Press **123**/**←** button on your remote to hide the virtual keyboard screen.
4. Select **Customize Channel List** on **Channel Management** menu.

Note:

- These steps should be operated under TV inputs.
- Before you edit the favorite lists, complete channel scan first.

Creating a Favorite List

To quickly access your most-watched channels, you can create a Favorite List.

1. Press **OK** button on your remote to call out channel list menu and select a program.
2. Press **123** button on your remote to call out the virtual keyboard screen, use the navigation buttons on your remote to move the cursor to **BLUE** virtual button, then press **OK** button on your remote to click it.
3. Press **123**/**←** button on your remote to hide the virtual keyboard screen.
4. Select a favorite list on Favorites List Selection menu. If you return to channel list menu, a heart-shaped indicator will appear beside the channel as confirmation that it has been successfully added favorites.

Viewing Favorite Channel List

To view channels that you've added to your Favorite.

1. Press **OK** button on your remote to call out the channel list menu.
2. Press **123** button on your remote to call out the virtual keyboard screen, use the navigation buttons on your remote to move the cursor to **YELLOW** virtual button, then press **OK** button on your remote to click it.
3. Press **123**/**←** button on your remote to hide the virtual keyboard screen.
4. Select **Favorites** on **Select Type** menu to view your favorite list, you can browse Favorite1/2/3/4 by press **←**/**→** buttons on your remote.

Programme Guide (EPG)

The Guide(EPG) provides a convenient way to check TV programmes for the upcoming 7 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 favorite 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:











- When the TV The Guide (EPG) function is only available for digital channels. Analogue channels are not supported.
- The PVR function may not be applicable in some models/countries/regions.

Launch the Guide

In Live TV, press  and , select **Program Guide** to display program guide.

Learn about the Guide menu

Press  button on your remote to call out the virtual keyboard screen, you can use the navigation buttons on your remote to move the cursor to the special function button what you want. (e.g.: Red/Green/Yellow/Blue four color buttons, , Media content control function buttons, etc.)

- **Watch:** In Guide (EPG), press   buttons to select the channels. Press   buttons to select program based on the time schedule.
- **Previous Day:** In Guide (EPG), press **RED** button or press  button and click RED to view program of the previous day.
- **Next Day:** In Guide (EPG), press **GREEN** button or press  button and click GREEN to view program of the next day.
- **Previous Page:** In Guide (EPG), when the program introduction content exceeds the display bar, press **YELLOW** button or press  button and click YELLOW button to turn to the previous page.
- **Next Page:** In Guide (EPG), when the program introduction content exceeds the display bar, press **BLUE** button or press  button and click BLUE button to to turn to the next page.
- **PVR/Reminder:** In Guide (EPG), press  and  button, select **Program Guide > Schedule Type > PVR or Reminder**.

Programme Recording (PVR)

The PVR function allows you to easily record digital television content for later viewing. The function is only available for digital channels. To use PVR, you must connect a storage device for recording. The format of the storage disk should be NTFS, FAT32. The PVR will not function if a data storage device has not been connected.

Read before recording programmes






Note:

- 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.





Enjoy Live TV

- Some broadcasters may restrict to record the programme.
- During the recording progress, channels locked with Channel Lock (password needed) are disabled to watch.
- Some channel-related configuration may conflict with background recording. In this case, a reminder window will pop up.
- Schedule recording function is not available while you are watching a programme that is currently being broadcast.
- The listed functions may not be applicable in some models/countries/regions.
- PVR function is only available for digital channels. Analogue channels are not supported.



Schedule Recording

1. In Live TV, press /MENU and  button on your remote control and select **Schedule List**.
2. A pop-up windows will appear that show "Add Schedule", select "Add" to enter **Record List - Add**, then you can set Channel Info, Start Date, Start Time, Stop Time, Schedule Type, Repeat Type, Event Model.
3. Press  button on your remote control to call out the virtual remote keyboard, use the navigation buttons on the screen to move the cursor to , then press  button on your remote to click it, start recording.



Instant Recording

In Live TV, press  button on your remote control to call-out virtual remote keyboard, use the navigation buttons on the screen to move the cursor to , then press  button on your remote to click it, then start recording. You can manually stop recording by press  button on your remote.

Access recording list

In Live TV, press /MENU and  button on your remote control and select **Record List**. You can view and delete these record files by clicking virtual remote keyboard, clicking Red button to page up, clicking Green button to page down, clicking Yellow button to delete a record file, click Blue button to view information of the record file.

Checking storage device





In Live TV, press /MENU and  button on your remote control and select **Device Info** to view or test.

Note:

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

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.

In Live TV, press /MENU and  button on your remote control, press  button to turn on **Time Shift Mode**. Press  button on your remote or other Pause button, then the playback bar will appear. You can use the media content control function buttons in the virtual remote keyboard to set what you want.

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.

Benefits of Smart TV

Using a Google Account

Sign in with Google to get apps, Google Assistant, and personalized recommendations.

Signing into an account


When you turn on the TV for the first time, you can select **Set up Google TV** to sign into a Google Account by the setup guide, if you select **Set up basic TV**, you can also set it up later by pressing  to select **Set up Google TV**.

- Set up with the Google Home app
- Set up on TV instead

Before signing into your Google account, make sure your TV is connected to the network. For more about network settings, please refer to [Connect to a Wired \(Ethernet\) Network](#) or [Connect to a Wireless Network](#) in this manual, after the network is connected, enter your E-mail/phone and password, select **Sign In**.

Adding a kid account



You can create a personalized space for your kid with access to the content they love and tools to help keep you in control.

1. After the network is connected,  > **Settings > Accounts & sign-in > Add a kid**.
2. Set up Google TV for a kid in your family, you can do the same for more kids later.

Adding another account

You can use other accounts within Google apps like YouTube, but you won't see recommendations for those accounts on the Google TV home screen.

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

1. After the network is connected,  > **Settings > Accounts & sign-in > Add an account**.
2. Enter E-mail/phone and password.
3. Press .

Using Voice Control

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

Google Voice Setup

Voice Control may not be applicable in some models/countries/regions.

Google Assistant

You can ask for information, search for your favorite movies, control your TV and more, just by asking Google Assistant. Before setting up Google Assistant, connect your TV to the network and sign in your Google account.

How to start Google Assistant

You can choose this way to start Google Assistant: Press  button on your remote control.

Note:

- To start Google Assistant, you need to pair the remote first.
- The Google Assistant function may not be applicable in some models/countries/regions.
- The setup steps above may vary depending on actual products.


Benefits of Smart TV

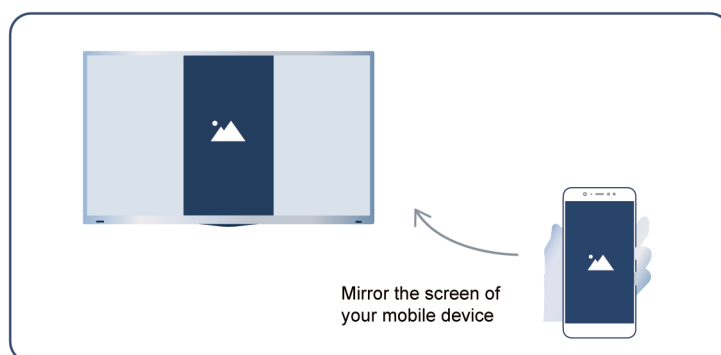
Share your Smart Phone/Computer Screen on the TV

Note:

- Some mobile devices may not support casting feature.

Mirror content from your mobile device to the TV

1. Download Google Home and install it on your device. Connect your TV and Android/iOS/PC device to the same network.
2. Turn on cast at  > **Settings > System > Cast**.
3. Find the TV name in the searching list of your device and select it to connect to your TV. Your mobile device's screen will be mirrored once you select your TV.



Using Apps

> Apps

From the Apps screen, there are many recommended apps for you, you can find your favorites and use them very easily. You can find popular apps by App categories, other devices, etc. Numerous factory-installed apps are available for you to choose for your entertainment preferences.

Install an App

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



1. From the Apps screen, you can use the search box to search for your apps and games that you want to install.
2. Select the **Install**. The selected app is installed on the TV.

Note:


- To use this function, your TV must be connected to the Internet.
- Adding apps is free, but it might cost you money when using some apps.

Manage Apps

To move an app:

1. From the Apps screen, use the navigation buttons on your remote control to select the app that you want to move. Long press  button.
2. Select **Move**.
3. Use the navigation buttons on your remote control to move the location of the app. Press  button to confirm.


Benefits of Smart TV

4. Press  button to finish.


Remove an App

You can only delete apps that you've installed to the TV. Factory-installed apps can not be deleted.

To delete an app:

1. From the Apps screen, use the D-pad on your remote control to select the app that you want to remove. Long press  button and select **view details**.
2. Select **Uninstall**.
3. A dialog message displays that asks "Do you want to uninstall this app?". Confirm **OK** and the app will be removed from all users on the device.

Note:


- If you don't find the app that you want to remove on the home page, you can press  > **Settings** > **Apps** > **See all apps**.

Apps Settings and Permissions

You can find all the apps on the TV at  > **Settings** > **Apps** > **See all apps**.

Select the app, you can see the app's **Version**, **Storage used**, or you can **Open**, **Uninstall/Force stop**, **Uninstall updates**, **Disable**, set whether you want to receive **Notification**, etc.

Clear data

 > **Settings** > **Apps**, select the app, then select **Clear data**.

All this app's data will be deleted permanently. This includes all files, settings, accounts, databases, etc.

Clear cache

Clear cache of applications and system.

Clear defaults

Clear defaults for apps.

Permissions





You can turn on or off the Location, and if you turn on **Remove permissions if app isn't used**, you can protect your data, permissions for this app will be removed if the app is unused for a few months.

Connecting to External Devices

Remote & Accessories

Pairing the Remote Control

Pair the Bluetooth remote control with the TV.

1. To pair the Bluetooth remote control to the TV after you power the TV on for the first time, there will be instructions on how to pair the remote control.
2. If your remote control fails to pair with TV, keep the remote control within 10 feet (304.8 cm) from the TV. Press the **Home** button on the remote control, select  icon to enter the Settings menu to select **Remotes & Accessories**.
3. Press and hold the  and  button at the same time at least 3 seconds. Select the remote name, and press  button to start pairing.

Note:

- 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 take out the batteries for 1~2 seconds then insert them back again. Now the remote control will work normally.
- The remote control cannot be paired to the TV while the TV is in standby mode.

Use HDMI&CEC

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

Connecting an external device through HDMI&CEC function

Press button  to select **Settings > Channels & Inputs > Inputs > HDMI control**.

1. Set **HDMI control** to On.
2. Connect an HDMI&CEC compliant device to the TV.
3. Turn on the connected external device. The device is automatically connected to the TV. After connection is finished, you can access the menu of the connected device on your TV screen using your TV remote control and control the device.

Device auto power off

Press  button to select **Settings > Channels & Inputs > Inputs > Device auto power off**.

Set to On to power off HDMI devices with the TV.

TV auto power on

Press  button to select **Settings > Channels & Inputs > Inputs > TV auto power on**.

Set to On to power on the TV with an HDMI device.

HDMI EDID Version

Display HDMI EDID(Extended Display Identification Data) Version.

CEC Device List

You will see the CEC device list If the TV access CEC device.

Note:

- 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 an HDMI device that is not HDMI & CEC compatible, all the HDMI & CEC control features do not work.
- Depending on the connected HDMI device, the HDMI & CEC control feature may not work.

Settings Overview

Display & Sound

Adjust picture settings and other advanced picture settings.

Picture

Press  button on your remote control to select **Settings > Display & Sound > Picture**.


- **Picture Mode:** You can select the picture mode that provides the best viewing experience: **User, Standard, Vivid, Sport, Movie, Game, and Energy Saving**.
- **Backlight:** Adjust the backlight level to change the overall brightness of the screen.
- **Brightness:** Adjust the Brightness level to generate lighter or darker images.
- **Contrast:** Adjust the Contrast level to increase or decrease how bright images appear.
- **Saturation:** Adjust the saturation of color settings.
- **HUE:** Adjust the hue of color settings.
- **Sharpness:** Adjust how sharp or soft edges of images appear.
- **Advanced Settings:** Color Temperature, DNR, MPEG-NR, Adaptive Luma Control, Local Contrast Control, Dynamic Color Booster, Blue Stretch, Gamma, Game Mode, PC Mode, HDMI RGB Light, Low Blue Light, Color Space, Color Tuner, 11 Point White Balance Correction.
 - Color Temperature: Adjust how warm (red) or cool (blue) the white areas of an image appears.
 - DNR(Dynamic Noise Reduction): Improve how clear the picture appears by dynamically reducing noise.
 - MPEG-NR(MPEG- Noise Reduction): Reduce MPEG block noise to provide clearer edge transitions.
 - Adaptive Luma Control: Enable the TV to automatically adjust the backlight according to the changes in the image and increase the contrast.
 - Local Contrast Control: Enable the TV to automatically adjust the backlight by sections according to the changes in the image and increase the contrast.
 - Dynamic Color Booster(DCB): Intelligently adjust picture color to be vivid and natural.
 - Blue Stretch: Enhance the blue effect of picture.
 - Gamma: Adjust the Gamma to alter how the TV will respond to the grayscale content.
 - Game Mode: Enable Game Mode to optimize the TV's settings to enjoy a better gaming experience with a PC or a game console connected to the TV.
 - PC Mode: You can enjoy a smooth viewing experience with an external device connected to the TV when PC Sync is turned on.
 - HDMI RGB Light: View images based on default settings or choose the color red, blue or green. (HDMI mode only)
 - Low Blue Light: Eye care, reduce the emission of blue light.
 - Color Space: Change the range of colors the TV displays.
 - Color Tuner: Adjust picture color settings, HUE, Saturation, Brightness, Offset, Gain, etc.
 - 11 Point White Balance Correction: Adjust the intensity of red, green and blue lights to view the true colors of all images in the picture.
- **Reset to Default:** Reset current picture settings to factory mode.

Note:

- Auto Mode may not be applicable in some models/countries/regions.
- The Game mode can't be used in tuner and USB source.
- Options may differ depending on your model/country/region and the content you are watching. Please refer to the specific product.

Settings Overview

Screen


Press  button on your remote control to select **Settings > Display & Sound > Screen**.

You can adjust the Aspect Ratio to stretch or zoom in on your picture. You can choose from the following settings: Automatic, Full, Wide screen, Super zoom, Unscaled, 4:3, Movie expand 14:9, Movie expand 16:9.

Note:

- This function may vary depending on the version of the software.
- Using the 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 one of the TV transmission or video programme, it can cause a difference in vision.
- When using PC connected via HDMI terminal, the moving image quality may be deteriorated.

Sound

Press  button on your remote control to select **Settings > Display & Sound > Sound**.


- **Sound Style:** You can select a preset sound mode suitable for the content type or the listening environment: **User, Standard, Vivid, Sports, Movie, Music and News**.
- **Balance:** Adjust the left and right speaker strength to optimize audio for a specific location.
- **Bass:** Enhance the surround sound effect and provide a more prominent bass response.
- **Treble:** Enhance or reduce the treble of audio.
- **Equalizer Detail:** Boost the volume at different frequencies.
- **Speakers:** Set speakers automatically or turn off.
- **Speaker Delay:** Adjust the audio output delay time to sync sound from speaker with the images on the TV.
- **Downmix Mode:** Set downmix mode Stereo or Surround.
- **DTS Virtual:X:** Set DTS Virtual:X to enhance the richness of sound, and you can enjoy an immersive listening experience.
- **Reset to Default:** Reset current sound settings to factory mode.

Note:

- Auto Mode may not be applicable in some models/countries/regions.
- Sound mode adjustment is only available when you select TV speaker as audio output.

Audio Output

Adjust the Audio Output settings

Press  button on your remote control to select **Settings > Display & Sound > Audio Output**.

- **Digital Output:** Set digital output mode: **Auto, Bypass, PCM, Dolby Digital Plus and Dolby Digital**.
- **Digital Output Delay:** Adjust the digital audio output delay time to sync sound from an external speaker with the images on the TV.

Note:

- Digital Output and Digital Output Delay functions are only applicable when Audio Output is set to ARC or when external audio players are connected via DIGITAL AUDIO OUT jack.
- This function may vary depending on the version of the software.


Settings Overview

Network & Internet

You can connect to the internet with a wireless network, ethernet, or your phone's hotspot.

For additional information about Network & Internet, please refer to [First Time Use > Connecting to the Internet](#) in this manual.

Data saver

Press  button on your remote control to select **Settings > Network & Internet > Data saver**.

Automatically adjusts video quality to use less mobile data. Data Saver will monitor and limit your network traffic. You can turn it on or off depending on your needs.

Data usage and alerts

Press  button on your remote control to select **Settings > Network & Internet > Data usage and alerts**.

You can see how much data you used today, also you can set data alerts to On to remind you.

For additional information about Network & Internet, please refer to First-Time Use section.

Wake configs

- **WoW**

Wake on wireless network.

- **WoL**

Wake on LAN.

- **WoC**

Wake on Chromecast.

You can enable or disable Wake on Chromecast function which is able to remotely wake up the TV through external devices.

Privacy

Location

Your TV can use different modes to access location information. Each mode uses different sources to estimate the TV's location.

Usage & diagnostics

Help improve Android performance by automatically sending diagnostics information. You can adjust these permissions at any time from devices settings.

Ads

Manage your ads settings, such as resetting your advertising.

Google Assistant

You can ask for information, search for your favourite movies, control your TV and more, just by asking Google Assistant. Before setting up Google Assistant, connect your TV to the network.

Payment & Purchases

Manage your account and purchases through the Play Store app on your mobile device, or by following these links in a web browser.

Settings Overview

APP permissions

You can view permissions about accounts and limit the search results.

Please refer to [Benefits of Smart TV > Apps Settings and Permissions](#) in this manual.

Special app access


You can view or set Energy optimization, Usage access, Notification access, Display over other apps, Modify system settings, Turn screen on, etc.

Security & Restrictions

Allow installation of apps from sources other than the Play Store.

System

About

Press  button on your remote control to select **Settings > System > About**.

- **System update**

Set your TV to receive the latest firmware. Provide software updates to continuously enhance your TV and correct any issues that may impact your user experience; therefore, recommend you to keep your TV connected to the Internet to automatically receive updates when they are available.

- **Device name**

You can change the name of the device.

- **Reset**

Restore your device to default settings and erase all data, accounts, files, and downloaded apps.

- **Status**

Check network status. For more information, please refer to [Troubleshooting > My TV cannot connect to the network](#) in this manual.

- **Legal information**

Click to read the legal information.

- **Model**

View related menu information.


- **Android TV OS version / Android TV OS security path level / Kernel version / Android TV OS build / Netflix ESN / Software version**

View related menu information.

Note:

- Some options in the above table may not be available in some models/countries/regions.
- The menu is only for reference and may differ from the actual product.

Date & Time

Press  button on your remote control to select **Settings > System > Date & Time**.

- **Automatic date & time**

Set to use network-provided time.

You can also set the current time manually when Off is selected. When Off is selected, the TV Network may not be working properly.


- **Set date**

Turn off automatic date & time before set the date.


Settings Overview

- **Set time**
Turn off automatic date & time before set the time.
- **Set time zone**
Select your time zone.
- **Use 24-hour format**
Set the time to display in a 12 or 24-hour format.


Language

Press  button on your remote control to select **Settings > System > Language**.
Adjust the default Language settings for the TV.


Keyboard

Press  button on your remote control to select **Settings > System > Keyboard**.
Adjust the default settings for the keyboard: **Current keyboard, Gboard Settings, Manage keyboards**.


Storage


Press  button on your remote control to select **Settings > System > Storage**.
View the TV storage.

Ambient mode

Press  button on your remote control to select **Settings > System > Ambient mode**.
Activate a screensaver when your TV displays a still image for a period of time. Set the time according to your preference.

Power & Energy

Press  button on your remote control to select **Settings > System > Power & Energy**.

- **Power on behavior**
Select the screen to start when powering on the TV. You can select Google TV home screen or Last used input.
- **Power & Energy**
Automatically turn off TV when inactive: 15 Minutes, 20 Minutes, 30 Minutes, 1 Hour, 2 Hours, 4 Hours, 8 Hours, 12 Hours, 24 Hours, Never.
- **Power**
 - **Sleep Timer**
Set the sleep timer to automatically turn the TV off within a specified time: Off, 10 Minutes, 20 Minutes, 30 Minutes, 40 Minutes, 50 Minutes, 60 Minutes, 90 Minutes and 120 Minutes.
 - **Picture Off**
When you select this option, the screen will not display the picture. You can only listen the audio. Press any button except the  button, **Volume** buttons and **Mute** button to restore operation.
 - **Switch Off Timer**
Set the timer to automatically turn the TV off within a specified time: Off, 30 Minutes, 60 Minutes, 90 Minutes, 120 Minutes, 150 Minutes, 180 Minutes, 210 Minutes and 240 Minutes.
 - **Auto Sleep**
Set the amount of time that you'd like for TV auto power off without any activity: Never, 4 hours, 6 hours, and 8 hours.
 - **Standby light**
Set TV's Power indicator On or Off.

Settings Overview

- **Timer**

- **Power On Time Type**

- Set the type Off, On, Once.

- **Auto Power On Time**

- Set the clock for the time you want the TV to turn on automatically.

- **Power Off Time Type**

- Set the type Off, On, Once.

- **Auto Power Off Time**


- Set the clock for the time you want the TV to turn off automatically.

Cast

Press  button on your remote control to select **Settings > System > Cast**.


You can set google cast **Always, While casting, Never**. For more about Cast settings, please refer to [Benefits of Smart TV > Sharing your Smart Phone/Computer Screen on the TV](#).

System sounds

Press  button on your remote control to select **Settings > System > System sounds**.


This is a switch for system sounds.

Retail Mode

Press  button on your remote control to select **Settings > System > Retail Mode**.

You can choose to turn on or off store mode.

Restart


Press  button on your remote control to select **Settings > System > Restart**.

Restart your TV.

Help & Feedback

Note:

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


Press  button on your remote control to select **Settings > Help & Feedback**

Send feedback

Leave product feedback or share your ideas.

Settings Overview

Using Parental Control

Press  button on your remote control to select **Parental Control**.

The Parental Control setting allows you to block content that is not appropriate for children to watch.

Using Parental Control for the first time:


1. Turn on Locks to enable the Parental Control function.
2. Create PIN window displays. Using the D-pad on your remote control, create the password.
3. You will see other Parental Control settings: **Channels Blocked**, **Program Restrictions**, **Input Blocked**, and **Change PIN**.
 - **Channels Blocked**
Block all or block selected certain channels, programs.
 - **Program Restrictions**
Block programs by ratings.
 - **Input Blocked**
Block selected inputs.
 - **Change PIN**
Change the PIN that you use to access Parental Control.

Note:

If you forget your password, call the Consumer Electronics Care Centre.

Accessibility Features

Accessibility Menu Setup

Press  button on your remote control to select **Settings > System > Accessibility**.

Press  button on your remote control to display **Accessibility** menu.

- **Captions**

Displays and sets the closed captions. You can set display options and select caption style.

- **High contrast text**

Improves contrast for the visually impaired.

- **Text to speech**

Let you specify text-to-speech engine details and speech rate.

- **Accessibility shortcut**

When the shortcut is on, you can press both the back and down buttons for 3 seconds to start an accessibility feature.

- **TalkBack**

Controls spoken feedback for visually impaired users.

- **Switch access**


Switch Access can collect all of the text you type, except passwords. This includes personal data such as credit card numbers.

Note:

- Some options in the above table may not be available in some models/countries/regions.
- The menu is only for reference and may differ from the actual product.

Text-to-Speech (TTS) and Video Description Functionalities on TV


Text-to-Speech (TTS) and Video Description can help you to navigate the menus on the screen and hear an audio description of relevant programmes. Text-to-Speech can convert written text into voice to help visually impaired people listen to the information they are unable to read. In addition, the Video Description has an audio narration added to certain programmes that will describe the main visual elements which visually impaired users may not be able to see.


1. Press  button on your remote to select **Settings**.

2. Next, select **System** to enter the **Accessibility** menu.


3. Select **TalkBack** to turn the Menu Audio on or off by selecting the appropriate choice that is presented.

or you can:

1. Press  button on your remote control, select **TV**.

2. Next, press  button to select **TV Options > Advanced Options > Audio > Audio Description** to turn Audio Description on or off by selecting the appropriate choice that is presented.

Advanced Options

Press  button on your remote control to select **Advanced Options**.

- **Audio**

- **Sound Tracks**

- You can set audio language if the audio file with multi-language.

- **Audio Description**

- Choose to leave the Audio Description feature On or Off.

- **Visually Impaired**

- You can set Visually Impaired On or Off. The function can be used to meet the needs of visually impaired people.

- **Hearing Impaired**

- You can set Hearing Impaired On or Off. The function can be used to meet the needs of hearing impaired people.

- **Blue Mute**

- Switch blue screen On or Off.

- **No Signal Auto Power Off**

- You can set how long after no signal, the TV will automatically shut down: Off, 5 Minutes, 10 Minutes, 15 Minutes, 30 Minutes, 60 Minutes.

- **Open Source Licenses**

- Click to read the Licenses details.

Note:

- Some options in the above table may not be available in some models/countries/regions.
- The menu is only for reference and may differ from the actual product.



MultiMediaPlayer

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 device and play or view the content on your TV.

Browsing Content

You have some ways to enter Media:

- Press  button to select MMP(MultiMediaPlayer) from your Apps list on home page.
- Press  button to select **Settings > Apps > See all Apps > MultiMediaPlayer > Open**.

To browse content based on the type that you wish to access:

1. Navigate to the appropriate menu tab on the screen and select **VIDEO, PHOTO, MUSIC, TEXT**.
2. Click on the name of the folder that contains your content.
3. Make your selection to play or view the content.

Note:

- Some options in the above table may not be available in some models/countries/regions.
- The menu is only for reference and may differ from the actual product.

Media Format List

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.

Video Format

Video Codec	Resolution	Bit Rate	Profile	Container
VP9	1920 × 1080@60fps	100 Mbps	Profile 0 (420 8bit) Profile 2, (420, 10-bit) High Tier@Level 4.1	MKV (.mkv) WebM (.webm)
HEVC/H.265	1920 × 1080@60fps	100Mbps	Main(8-bit)/Main10(10-bit) Profile, High Tier @Level 4.1	MP4 (.mp4, .mov) / 3GPP (.3gpp, .3gp) MPEG transport stream (.ts, .trp, .tp) / MKV (.mkv) / FLV (.flv) / AVI (.avi) / H265 (.265)
MPEG1/2	1920 × 1080@60fps	80Mbps	MP@HL	MPEG program stream (.DAT, .VOB, .MPG, .MPEG) / MPEG transport stream (.ts, .trp, .tp) / MP4 (.mp4, .mov) / 3GPP (.3gpp, .3gp) / AVI (.avi) / MKV (.mkv) / WMV (.wmv) / OGM (.ogm)
MPEG4	1920 × 1080@60fps	40Mbps	. Simple Profile . Advanced Simple Profile@Level 5 . GMC is not supported	MP4 (.mp4, .mov) / 3GPP (.3gpp, .3gp) / AVI (.avi) / MKV (.mkv) / WMV (.wmv) / FLV (.flv) / OGM (.ogm) / MPEG transport stream (.ts, .trp, .tp) / MPEG program stream (.DAT, .VOB, .MPG, .MPEG)
Sorenson H.263	1920 × 1080@60fps	40Mbps		FLV (.flv) / AVI (.avi)
H.263	1920 × 1080@60fps	40Mbps	Baseline Profile Only	FLV (.flv) / MP4 (.mp4, .mov) / 3GPP (.3gpp, .3gp) / AVI (.avi) / WMV (.wmv)

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H.264	1920 × 1080@60fps	135Mbps	Main and High Profile up to Level 4.2	FLV (.flv) / MP4 (.mp4, .mov) / 3GPP (.3gpp, .3gp) / MPEG transport stream (.ts, .trp, .tp) / WMV (.wmv) / AVI (.avi) / MKV (.mkv) / OGM (.ogm) / MPEG program stream (.DAT, .VOB, .MPG, .MPEG) / H264 (.264)
AVS	1920 × 1080@60fps	50Mbps	Jizhun Profile @ Level 6.0	MPEG transport stream (.ts, .trp, .tp) / AVS (.avs)
AVS+	1920 × 1080@60fps	50Mbps	Broadcasting Profile @ Level 6.0	MPEG transport stream (.ts, .trp, .tp) / AVS (.avs)
WMV3	1920 × 1080@60fps	40Mbps		AVI (.avi) / MKV (.mkv) / WMV (.wmv) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov) / OGM (.ogm)
VC1	1920 × 1080@60fps	40Mbps	. Advanced Profile@Level 3 . Simple Profile . Main Profile	MPEG transport stream (.ts, .trp, .tp) / WMV (.wmv) / AVI (.avi) / MKV (.mkv) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov) / VC1 (.vc1)
Motion JPEG	1920 × 1080@60fps	80Mbps		AVI (.avi) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov) / MKV (.mkv) / FLV (.flv) / OGM (.ogm)
VP8	1920 × 1080@60fps	50Mbps		MKV (.mkv) / WebM (.webm) / FLV (.flv) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov) / AVI (.avi) / OGM (.ogm)
AV1	1920 × 1080@60fps	100Mbps	Main Profile @Level 4.1	MP4 (.mp4, .mov) / 3GPP (.3gpp, .3gp) / MKV (.mkv) / WebM (.webm)

Audio Format

Audio Codec	Sample rate	Channel	Bit Rate	Container	Note
MPEG1/2 Layer1	16KHz ~ 48KHz	Up to 2	32Kbps ~ 448Kbps	MP3 (.mp3) / AVI (.avi) / WMV (.wmv) / MKV (.mkv, .mka) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a) / MPEG transport stream (.ts, .trp, .tp) / MPEG program stream (.DAT, .VOB, .MPG, .MPEG) / FLV (.flv) / WAV (.wav) / OGM (.ogm)	
MPEG1/2 Layer2	16KHz ~ 48KHz	Up to 2	8Kbps ~ 384Kbps	MP3 (.mp3) / AVI (.avi) / WMV (.wmv) / MKV (.mkv, .mka) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a) / MPEG transport stream (.ts, .trp, .tp) / MPEG program stream (.DAT, .VOB, .MPG, .MPEG) / FLV (.flv) / WAV (.wav) / OGM (.ogm)	
MPEG1/2/2.5 Layer3	8KHz ~ 48KHz	Up to 2	8Kbps ~ 320Kbps	MP3 (.mp3) / AVI (.avi) / WMV (.wmv) / MKV (.mkv, .mka) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a) / MPEG transport stream (.ts, .trp, .tp) / MPEG program stream (.DAT, .VOB, .MPG, .MPEG) / FLV (.flv) / WAV (.wav) / OGM (.ogm)	
AC3(DD)	32KHz, 44.1KHz, 48KHz	Up to 5.1	32Kbps ~ 640Kbps	AC3 (.ac3) / AVI (.avi) / MKV (.mkv, .mka) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a) / MPEG transport stream (.ts, .trp, .tp) / MPEG program stream (.DAT, .VOB, .MPG, .MPEG) / WMV (.wmv) / OGM (.ogm)	
EAC3(DDP)	32KHz, 44.1KHz, 48KHz	Up to 5.1	32Kbps ~ 6Mbps	EAC3 (.ec3) / AVI (.avi) / MKV (.mkv, .mka) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a) / MPEG transport stream (.ts, .trp, .tp) / MPEG program stream (.DAT, .VOB, .MPG, .MPEG) / WMV (.wmv) / OGM (.ogm)	
AAC-LC, HEAAC	8KHz ~ 48KHz	Up to 5.1	AAC-LC: 12Kbps ~ 576Kbps V1: 6Kbps ~ 288Kbps V2: 3Kbps ~ 144Kbps	AAC (.aac) / AVI (.avi) / MKV (.mkv, .mka) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a) / MPEG transport stream (.ts, .trp, .tp) / MPEG program stream (.DAT, .VOB, .MPG, .MPEG) / FLV (.flv) / WAV (.wav) / WMV (.wmv) / OGM (.ogm)	
WMA	8KHz ~ 48KHz	Up to 2	128Kbps ~ 320Kbps	WMV (.wma, .wmv) / AVI (.avi) / MKV (.mkv, .mka) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov)	WMA 7, WMA 8, WMA 9 Standard

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WMA 10 Pro M0	8KHz ~ 48KHz	Up to 2	< 192Kbps	WMV (.wma, .wmv) / AVI (.avi) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov)	
WMA 10 Pro M1	8KHz ~ 48KHz	Up to 5.1	< 384Kbps	WMV (.wma, .wmv) / AVI (.avi) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov)	
WMA 10 Pro M2	8KHz ~ 96KHz	Up to 5.1	< 768Kbps	WMV (.wma, .wmv) / AVI (.avi) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov)	
VORBIS	Up to 48KHz	Up to 2		MKV (.mkv, .mka) / WebM (.webm) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a) / Ogg (.ogg) / WMV (.wmv) / AVI (.avi)	Supports stereo decoding only
DTS	Up to 48KHz	Up to 5.1	< 1.5Mbps (Pure DTS core)	MPEG transport stream (.ts, .trp, .tp) / MPEG program stream (.DAT, .VOB, .MPG, .MPEG) / WAV (.wav) / MKV (.mkv, .mka) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a) / AVI (.avi) / OGM (.ogm) / DTS (.dts)	
DTS LBR	12KHz, 22KHz, 24KHz, 44.1KHz, 48KHz	Up to 5.1	Up to 2Mbps	MP4 (.mp4, .mov) / 3GPP (.3gpp, .3gp) / MPEG transport stream (.ts, .trp, .tp)	
DTS XLL	Up to 96KHz	Up to 6	Up to 6.123Mbps	MPEG transport stream (.ts, .trp, .tp) / MP4 (.mp4, .mov) / 3GPP (.3gpp, .3gp)	
DTS Master Audio	Up to 48KHz	Up to 6	Up to 24.537Mbps	MPEG transport stream (.ts, .trp, .tp) / MP4 (.mp4, .mov) / 3GPP (.3gpp, .3gp)	only decode DTS core
LPCM	8KHz ~ 48KHz	Mono, Stereo, 5.1	64Kbps ~ 1.5Mbps	WAV (.wav) / AVI (.avi) / MKV (.mkv, .mka) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a) / MPEG transport stream (.ts, .trp, .tp) / MPEG program stream (.DAT, .VOB, .MPG, .MPEG) / WMV (.wmv) / FLV (.flv) / OGM (.ogm)	
IMA-ADPCM MS-ADPCM	8KHz ~ 48KHz	Up to 2	32Kbps ~ 384Kbps	WAV (.wav) / AVI (.avi) / MKV (.mkv, .mka) / OGM (.ogm)	
G711 A/mu-law	8KHz	1	64Kbps	WAV (.wav) / AVI (.avi) / MKV (.mkv, .mka) / FLV (.flv)	
FLAC	8KHz ~ 96KHz	Up to 7.1	< 1.6Mbps	MKV (.mkv, .mka) / FLAC(.flac)	
OPUS	8KHz ~ 48KHz	Up to 6	6Kbps ~ 510Kbps	MKV (.mkv, .mka) / WebM (.webm)	
AC4	44.1KHz, 48KHz	Up to 5.1 (MS12 v1.x) Up to 7.1 (MS12 v2.x)	Up to 1521Kbps per presentation	MPEG transport stream (.ts, .trp, .tp) / 3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a) / AC4 (.ac4)	
Fraunhofer MPEG-H TV Audio System	32KHz, 44.1KHz, 48KHz	Up to 16 core channels Up to 5.1 channels output	~ 1.2Mbps	3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a)	
AMR-NB	8KHz	1	4.75Kbps ~ 12.2Kbps	3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a)	
AMR-WB	16KHz	1	6.6Kbps ~ 23.85Kbps	3GPP (.3gpp, .3gp) / MP4 (.mp4, .mov, m4a)	

Entertainment

Photo Format

Image	Photo	Resolution (width x height) (MTK suggests)	Remark
JPEG	Base-line	15360 x 8640	The limitation of max resolution depending on DRAM size
	Progressive	1024 x 768	The limitation of max resolution depending on DRAM size
PNG		9600 x 6400	The limitation of max resolution depending on DRAM size
BMP		9600 x 6400	The limitation of max resolution depending on DRAM size
GIF		6400 x 4800	The limitation of max resolution depending on DRAM size
WebP		3840 x 2160	The limitation of max resolution depending on DRAM size
HEIF		4000 x 3000	The limitation of max resolution depending on DRAM size

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Troubleshooting

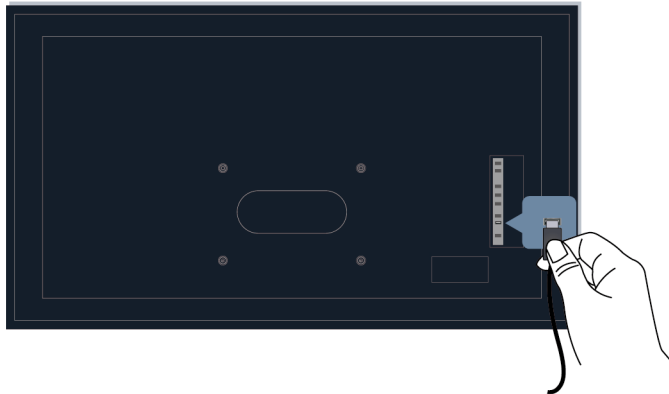
FAQ

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

Note:

- The images are only for reference and may differ from the actual product.

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

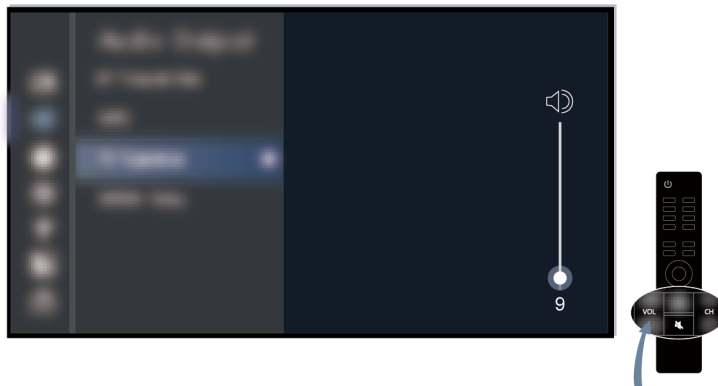


Check input cable connections.

Unplug the TV power cord from AC outlet and re-plug after 60 seconds.

There is no sound or the sound is too low.

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

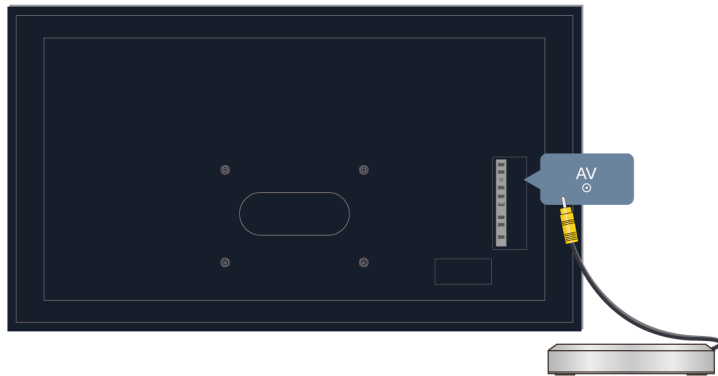


Check if Mute mode is set to on.

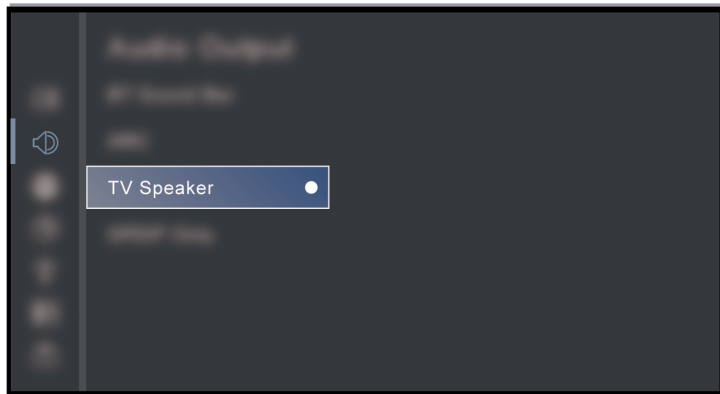
Check the volume settings.

Check the volume control of the device (cable or satellite box, DVD, Blu-ray, etc.) connected to your TV.

Troubleshooting



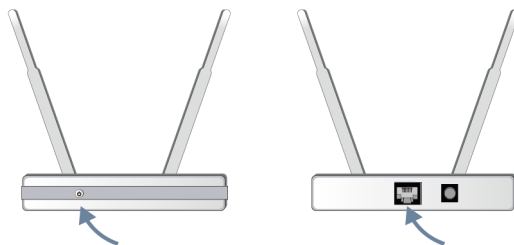
Make sure that the audio cable is connected to the correct audio output connector on the external device.



Check whether TV Speaker is selected at **⚙️ > Settings > Display & Sound > Audio Output**.

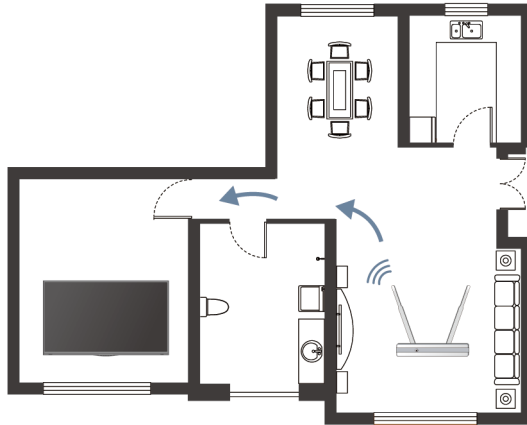
My TV cannot connect to the network.

Check network status at **⚙️ > Settings > Network & Internet**.



Make sure your modem/wireless router is on and connected to the Internet.

Troubleshooting



Position your wireless router, modem router, or access point in a central location. Avoid putting it in a corner.

External source connected but no picture or sound.

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 you have made the correct selection of input source.
If the signal is intermittent, unplug the TV power cord from AC outlet and re-plug after 60 seconds.

The remote control does not work.

Confirm that 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.

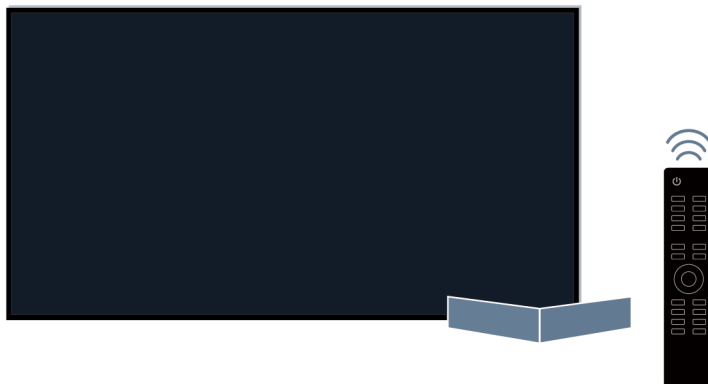
Troubleshooting



If the TV is not responding to the remote control, then please check if the small light on the remote control flashes when any button is pressed (some remote controls do not support this function).

If the small light does not flash when the remote control button is pressed, the battery power may be low, please replace the batteries with new ones.

Check that the orientation of each battery matches the positive (+) and negative (-) symbols in the battery compartment.





Keep the remote control sensor area clear from obstacles.

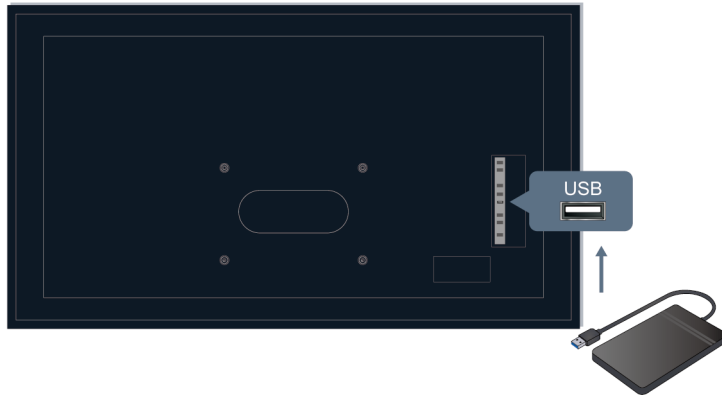
For Bluetooth remote controls



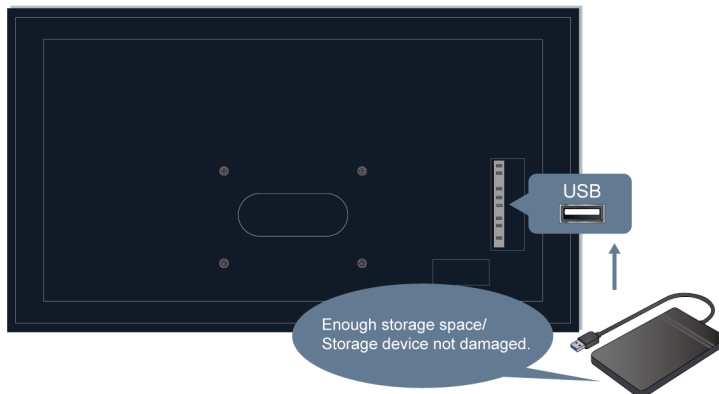
Troubleshooting

If the TV does not respond with the Bluetooth remote control, try pairing the remote control to the TV by pressing and holding the  and  button at the same time at least 3 seconds.

Schedule Recording cannot be used.

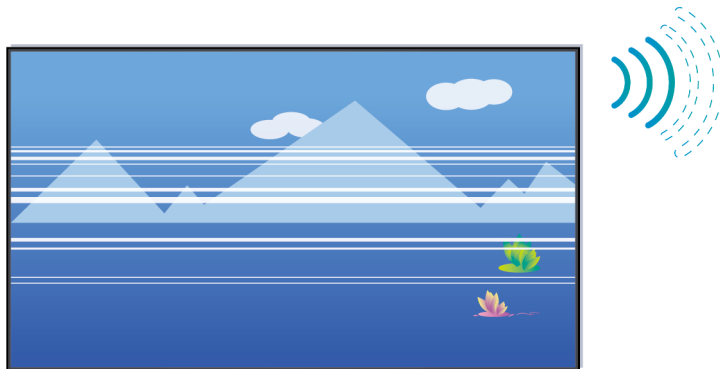


Check if there is a storage device connected to the TV.



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. If so, it is suggested to format your storage device.



Recording will automatically stop if the signal becomes too weak.



Troubleshooting

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.

Picture Issues

When the TV has a picture problem, these steps may help resolve the problem.

Problems	Possible Solutions
The picture is distorted.	<ul style="list-style-type: none">• The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies.• If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.• Mobile phones used close to the TV (within 1m) may cause noise on analogue and digital channels.
The picture is blurry or flickering, or cuts out momentarily.	<ul style="list-style-type: none">•  > Settings > Display & Sound > Picture > Sharpness. You can try to increase or decrease the Sharpness.• If you use an external antenna, check the direction, position and connection of the antenna.• Adjust the direction of your antenna, or reset or fine tune the channel.
The picture appears red, purple, pink and other colors.	<ul style="list-style-type: none">•  > Settings > Display & Sound > Picture > Advanced Settings > 11 Point White Balance Correction. You can try to set the 11 Point White Balance Correction.
Picture distorted or appears wavy.	<ul style="list-style-type: none">• Some electrical appliances may affect the TV. If you turn off the appliance and the interference goes away, then move it further away from TV.• Insert the power plug of the TV into another power outlet.

Sound Issues

When the TV has a sound problem, these steps may help resolve the problem.

Problems	Possible Solutions
Picture is normal, but no sound.	<ul style="list-style-type: none">• Check the volume settings.• Check if 'Mute' mode is set to on.• Check the volume control of the device (cable or satellite box, DVD, Bluray, etc.) connected to your TV.
The speakers are making an odd sound.	<ul style="list-style-type: none">• Make sure that the audio cable is connected to the correct audio output connector on the external device.• For antenna or cable connections, check the signal information.• A low signal level may cause sound distortions.

Troubleshooting

Sound distorted or appears wavy.	<ul style="list-style-type: none"> • Some electrical appliances may affect the TV. If you turn off the appliance and the interference goes away, then move it further away from TV. • Insert the power plug of the TV set into another power outlet.
Sound is blurry or cuts out momentarily.	<ul style="list-style-type: none"> • If you use an external antenna, check the direction, position and connection of the antenna. • Adjust the direction of your antenna or reset or fine tune the channel.

Note:

- This product does not support decoding of DTS CD bitstreams. Playback of this format may produce undesirable noise.

Network Issues

If the TV network is connected, the screen will display that it is connected successfully.

Problems	Possible Solutions
The TV cannot connect to apps.	<ul style="list-style-type: none"> • Make sure the TV has a network connection. • Contact your Internet service provider.
The wireless network connection fails.	<ul style="list-style-type: none"> • Make sure your wireless modem/router is on and connected to the Internet.
The wireless network signal is too weak.	<ul style="list-style-type: none"> • Position your wireless router, modem router, or access point in a central location. Avoid putting it in a corner.

Channel and Broadcast Issues


For problems while watching live TV or scanning for new services, these suggestions might help to resolve them.

Problems	Possible Solutions
In Live TV, there is no signal, or a weak signal, or you cannot find any channels.	<ul style="list-style-type: none"> • Make sure that the antenna cable is connected to the correct port. • Make sure that the antenna cable is not loose or disconnected. • If "no signal or weak signal" occasionally happens, disconnect antenna cable and reconnect it. • Run Reset to Factory Default or scan channels again. <ul style="list-style-type: none"> ⚙️ > Settings > System > Restart ⚙️ > Settings > Channels & Inputs > Channel Scan

External Device Connection Issues


When the TV has difficulties with external device connection, these solutions may help resolve the problem.

Troubleshooting

Problems	Possible Solutions
The TV is having trouble receiving a signal in the cable box.	<ul style="list-style-type: none">• If there is no signal occasionally, unplug cable from TV and re-plug after 60 seconds.• Change to another HDMI port.• Change to another HDMI cable.
There is no sound.	<ul style="list-style-type: none">• Check whether ARC/eARC is selected at  > Settings > Display & Sound > Audio Output. If not, you need to check whether the external power amplifier device is connected to the ARC/eARC port or optical port of the TV.• Confirm if the power amplifier device port is connected correctly.



HDMI & CEC Issues

When HDMI & CEC is not working, these steps may help resolve the problem.

Problems	Possible Solutions
HDMI & CEC does not work.	<ul style="list-style-type: none">• Confirm that the device is a HDMI & CEC compatible device.• Check if the power cable of the HDMI & CEC device is properly connected.• Check the cable connection of the HDMI & CEC device is secure.• Check HDMI & CEC feature of your TV is turned on.  > Settings > Channels & Inputs > Inputs > HDMI control• Check HDMI & CEC feature of the connected device is turned on.• Depending on the connected HDMI device, the HDMI & CEC control feature may not work.

Application Issues

When some apps do not play, this may help resolve the problem.

Problems	Possible Solutions
Netflix cannot be played.	<ul style="list-style-type: none">•  > Settings > Apps > See all apps > Netflix > Force stop, then reopen to try again.• You can try to restart the TV at  > Settings > System > Restart.

Media Files

When files do not play, this may help resolve the problem.

Problems	Possible Solutions
Some files cannot be played.	<ul style="list-style-type: none">• Most files can be played back, but you might experience problems with corrupted files or files with high-bitrate, unsupported resolution, unsupported container or codec formats.

Troubleshooting

Other Issues

Use these procedures to resolve other issues that may occur.

Problems	Possible Solutions
The TV is hot.	<ul style="list-style-type: none">• Watching TV for an extended period of time causes the panel to generate heat. The heat from the panel is dissipated through internal vents running along the top of the TV.• After extended use, you may feel heat when touching it. This heat is not a defect and does not affect the TV's functionality.
The TV smells of plastic.	<ul style="list-style-type: none">• This smell is normal and will dissipate over time.
The plastic cabinet makes a "clicking" type of sound.	<ul style="list-style-type: none">• The "clicking" sound can be caused when the temperature of the TV changes. This change causes the TV cabinet to expand or contract, which makes the sound. This is normal and the TV is OK.
When I turn on my TV, there is a delay for a few seconds before the picture appears. Is this normal?	<ul style="list-style-type: none">• Yes, this is normal. The TV is initializing and searching for the previous setting information.