

USER MANUAL

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

ENGLISH

FRANÇAIS

ESPAÑOL



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Using the E-Manual

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

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

Note:

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

Use the buttons in the E-Manual

E-Manual on TV



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 device to open the E-Manual on your device.

3 Try Now button

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

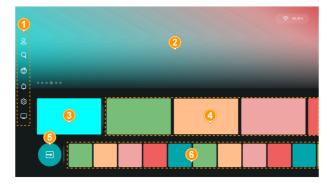
E-Manual on mobile device



- 1 Select to return to the home screen of E-Manual
- Search for the product feature information
- Select to display the outline of E-Manual
- Page up/down
- 6 Feedback

Home Screen

All TV functions can be accessed from the Home screen. Press button on your remote control to enter the Home screen.



- Navigation bar
- Top banner
- Recent
- Recommended content
- Input



6 Apps

Note:

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

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.

Q Search

Search the content you want.

6 Kids

Quick access to VIDAA Kids. For more information, please refer to Benefits of Smart TV > VIDAA Kids in this manual.

Game

Quick access to VIDAA Play to enjoy a wide range of games. For more information, please refer to Entertainment > Game > VIDAA Play in this manual.

Notification

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:

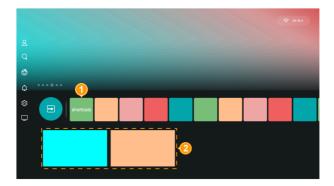
The Alexa Notification may not be applicable in some models/countries/regions.

Settings

Manage TV configuration.

Use the Shortcuts

You can add websites to the Home screen to have quick access to them for your convenience.



- Shortcuts
- Added websites

Add and remove webpages

- 1. In Browser, visit a website you would like to add on the Home screen.
- 2. Use the D-pad to move the focus to the \(\bigcap_{\text{i}} \) icon in the top of the Browser navigation bar.
- 3. Select Add and this webpage will appear in the Shortcuts on the Home screen.

Note:

To remove webpages from Shortcuts, move the focus onto the shortcut page, then press and hold the on button on your remote control.

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.



- IP Sharer (Router) with DHCP server
- External Modem (ADSL/VDSL/Cable TV)

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.

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 60

Network Issues on page 92

My TV cannot connect to the network. on page 81

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 60

Network Issues on page 92

My TV cannot connect to the network. on page 81

User Account

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

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 > Connecting to the Internet > Connect to a Wired (Ethernet) Network or Connect to a Wireless Network in this manual.

- 1. Press button on your remote control and select Account icon in the navigation bar on the Home screen.
- 2. Select Sign In/Create Account on screen and enter your E-mail address.
- 3. Then, input your password or verification code. Please check your email that is associated with your account for the verification code.
- **4.** When your account is successfully signed in, create a profile and experience personalised content based on your preferences.

Note:

- The steps above may vary. Please refer to the specific product.
- 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

Access to connected external devices including wireless connected devices.

Switch between external devices connected to the TV

- 1. Press button on your remote control, or press button and move the focus to the input icon next to apps.
- 2. Press v button to go to the input area, press or button to select the desired input source, then press v button to enter.

Edit the name of input sources

- 1. Press 🍏 / 🗊 button on your remote control, or press 🏠 button and move the focus to the 🖃 input icon next to apps, then press 🗘 button to go to the input area.
- 2. Press or button to move the focus to an input source, then press and hold button on your remote control to edit.

Note:

· Some input sources cannot be renamed.

Set the input source as default start page

You can set the input source to display every time the TV is turned on. For specific information please refer to Default Start Page.

Set a quick access to input sources

You can use the \(\mathbb{Q}/\omega/\omega\) button on the remote control as a quick access to the desired input.

Customise or re-customise the button

1. Press and hold the (A) / D button on the remote control.

- 2. Select an input you desire.
- 3. Choose Save to confirm the operation.

Note:

• Remote control with the 🏈 / 🕜 / 🗊 button is only available in some models/countries/regions.

Using Voice Service on the TV

Select the voice service

To access the Voice Service and select a voice assistant to help control your TV, you can choose one of the following ways:

- Press button to select Settings icon and select System > Voice Service.

Note:

- Before using Voice Service, please pair the Bluetooth remote control with your TV first.
- To use this function, connect the TV to the network.
- Voice Service feature may not be applicable in some models/countries/regions.
- · Voice Service only supports some languages.

Search for content or operating the TV with your voice

You can interact with the voice assistant to help you find your favourite movies, search TV programmes, play music or control your TV.

Use microphone button on the remote control

Press and hold the **()** button on your remote control, say a voice command while holding the microphone button, then release the button.



Note:

- Remote control with button is only available in some models/countries/regions.
- 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.

- You can find more detailed recommended commands at Settings > System > Voice Service > VIDAA Voice > See All Commands, or Settings > System > Voice Service > Amazon Alexa > Home/Things to Try.
- To use this function, End User License Agreement and corresponding Smart feature privacy policy/terms and conditions may be required to be agreed to.

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

Voice Service Setup on page 25

Connect to a Wired (Ethernet) Network on page 7

Connect to a Wireless Network on page 8

Channel Scan

You can scan for channels automatically or manually.

Note:

- · Only for the models with tuners.
- Press button on your remote control and select Settings > Channel > Advanced Settings > Broadcast to select ATSC, ISDB or DVB as your regional broadcast signal. This function may not be applicable in some models/countries/regions.

Auto Scan

Automatically scan for channels.

Method 1 (only supported when your regional broadcast signal is ATSC or ISDB)

- 1. Press / 5 button on your remote control and enter Live TV.
- 2. In Live TV, press button and select All Settings > Channel > Auto Scan.

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

Note:

• Before you select Auto Scan, you can press / button and select All Settings > Channel > Tuner Mode to select Antenna or Cable.

Method 2 (only supported when your regional broadcast signal is DVB)

- 1. Press / D button on your remote control and enter Live TV.
- 2. In Live TV, press (a) / (b) button and select All Settings > Channel > Auto Scan.

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

Antenna

- 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.

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.

Note:

• Antenna/cable function may not be applicable in some models/countries/regions.

Manual Scan

Manual scan channels for DTV or ATV.

In Live TV, press button on your remote control and select All Settings > Channel > Advanced Settings > Manual Scan.

Enter a channel number to manually add it to channel list.

Alternatively, in Live TV, press button on your remote control and select All Settings > Channel > Advanced Settings > Manual Scan > DTV Manual Scan / ATV 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 (M) button on your remote control to display the Channel List menu.

Alternatively, in Live TV, press (a) / (b) button on your remote control and select More > Channel List.

Note:

• In some special cases, Channel List menu cannot be displayed by pressing of button. You could try to press on button first, then try again.

Learn about channel list sub-menu

In Live TV, press **OK**/ **b** button on your remote control and press **C** button.



1 FAV

Short press ox button to display the current favourite list.

Press and hold ox button to display favourite lists 1 to 4.

Note:

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

2 TV List

Press and hold or button to display Live TV channel categories, such as Cable and Antenna.

Note:

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

Related information

Edit Channel List on page 15

Channel List Auto Update

In Live TV, press (a) / (b) button on your remote control and select All Settings > Channel > Advanced Settings > Channel List Auto Update.

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

Note:

• This feature may not be available in some models/countries/regions.

Learn about the On-Screen Menu

Launch the on-screen menu

In Live TV, press (a) / (b) button to access the on-screen menu.



1 All Settings

Set up Picture, Sound, Connection, Channel, Accessibility, System and Support.

More

Expand the menu to display more features.

Note:

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

Edit the on-screen menu



1 Edit the item of the on-screen menu

- 1. Move the focus to the last item of the on-screen menu to select Edit.
- 2. Move the focus to an item you want to edit, press the object button on the remote control, and use the D-pad to relocate.
- 3. Press ok button to finish.

Alternatively:

- 1. Move the focus to an item you want to edit, long press the button on the remote control, and use the D-pad to relocate.
- 2. Press ok button to finish.
- Related information

Programme Guide (EPG) on page 18 Programme Recording (PVR) on page 19

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 (a) / (b) button on your remote control and select More > Edit Channel List.

Alternatively, in Live TV, press button on your remote control, select **All Settings > Channel > Channel Edit**.

Related information

Channel Scan on page 12

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 or / button on your remote control to display the channel list.
- 2. Select the channel you want to add to the favourite list, press and hold or button, the channel will be added to the last visited favourite list automatically, a heart-shape icon will appear next to the added channel.

Remove a channel from favourite list

- 1. In Live TV, press or / button on your remote control.
- 2. Select the channel you want to remove from the favourite list, press and hold to button, the channel will be removed.
- Related informationChannel Scan on page 12

Programme Info

Mini bar

While switching channel, the mini bar will appear for a few seconds.



- 1 Channel logo, Channel number, Channel name, Current programme name
- Favourite channel indicator
- Cocked channel indicator
- Current programme progress

Info bar

While watching TV programmes, press ()/ ()/ (B) button to display the programme info bar.



- 1 Channel logo, Channel number, Channel name, Favourite channel indicator, Locked channel indicator
- Current programme
- More information
- Timeshift
- PVR
- 6 Next programme

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.
- Related information

Timeshift on page 23

Programme Recording (PVR) on page 19

Using Parental Control on page 66

TV Channels+

TV Channels+ is a feature of the VIDAA operating system where you can watch Live TV and Internet channels. All kinds of programmes are available such as Sports, Movies, Music and more. Content will be supplied by multiple partners depending on the country/region you are located in.

How to access TV Channels+.

- Press the button on the remote control to display Home Screen, then select TV Channels+ icon.
- · Press TV Channels+ remote control button.
- When the programme guide (EPG) is on screen, select the TV Channels+ icon in the left navigation bar.

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.
- The procedure described above to access TV Channels+ may vary depending on models or the country/ region you are located in. Please refer to the specific product.

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 \(\begin{align*} \ext{ \base} \) button and select **Guide (EPG)** to display programme guide.



1 FAV

Press and hold on button to display favourite lists.

TV List

Press and hold or button to display Live TV channel categories, such as Cable and Antenna.

Current time and current programme

The vertical line indicates all programmes that are on now. Pressing the or button on any programme on the vertical line will directly switch to the programme.

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.

Note:

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

6 Programme Color

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.



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

7 24h+

In Guide (EPG), press [BLUE] button or press \bigoplus / (23) button to display the colour menu and select BLUE to select programmes of the next day.

PVR/Reminder in Guide menu

PVR/Reminder

Press ok 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.

Programme guide auto update

Press (a) / (b) button on your remote control and select All Settings > Channel > Advanced Settings > Programme Guide Auto Update.

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

Note:

· This feature may not be available in some models/countries/regions.

Programme Recording (PVR)

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

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

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, PVR is not supported for analogue internet 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 less than 5s, no data will 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.

Related information

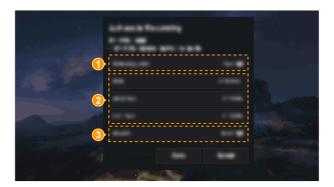
Connecting USB Devices on page 47

Recording

Schedule recording

There are several ways to use PVR.

- In Live TV, press (a) / (b) button and select PVR.
- In Live TV, press
 ✓ In Live TV, press
- In Live TV, press —/ button, or press button and select Guide (EPG) to display programme guide. Select a programme that has not been aired and choose **PVR**.
- If your remote has button, press it and use D-pad to select to set up PVR.



Recording mode

Select recording mode. Time mode sets the actual start and stop time, Manual Stop mode sets the actual start time but the user can stop at any time, Programme mode follows the broadcasters schedule.

- Date, Start time, End time
- Repeat

Define if the programme should be recorded once or at regular intervals.

Standby recording

If you press the power button during recording and select **StandbyRecording**, 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.

Learn about the recording control bar



- Recording time
- Total time
- Rewind
- Pause / Play
- Fast forward
- 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 All Settings > Channel > Recording & Time Shift.

Setup

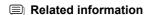
When you connect more than one USB storage device to the TV, the one selected in **Setup** is initialised for starting recording. The recorded programme will be saved in the selected storage device.

· Start in advance/Delay Ending

Set pre-recording/post-recording time to allow for programme schedule deviation.

Format Hard Disk

Format the external USB disk to support PVR. If any problems occur while operating the hard drive, it may be possible to eliminate them by formatting the hard drive. However, please note that all of the data on the hard drive will be deleted during this process.



Schedule Recording cannot be used. on page 86

Recording List

Access recording list

In Live TV, press (a) / (b) button on your remote control and select More > Recording List.

Watch recorded programmes

In Live TV, press (a) / (b) button on your remote control and select More > Recording List > Recorded.

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

Manage recording list

In Live TV, press (a) / (b) button on your remote control and select More > Recording List > Recorded.

• Delete recorded programme

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

Manage schedule recording list

In Live TV, press (a) / (b) button on your remote control and select More > Recording List > Scheduled.

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

· Delete scheduled recording

Select a scheduled recording, press and hold 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 on button to edit.

Note:

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

Reminder

Set up this feature to allow reminders to be displayed of future programmes.

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

Set up a reminder

- 1. In Live TV, press / D button, or press / button and select Guide (EPG) to display programme guide.
- 2. In Guide (EPG), press \(\int \struct \) button to select the channels. Press \(\int \struct \) button to select a programme that has not been aired.

3. Press ok 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 (a) / (a) 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 and hold button on your remote control to start editing and press button to delete it.
- Edit reminder

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

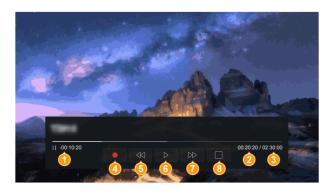
Timeshift

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 (a) / (b) button and select Timeshift.
- In Live TV, press </br>
 | Document | Do
- If your remote control has 🕦 button, press it and use D-pad to select 💢 / 🕟 to launch Timeshift.

Learn about the timeshift control bar



- Unwatched time for buffered content
- Current time
- Total time

- 5 Fast backward: you can choose 2x, 4x, 8x or 16x.
- Pause/Play
- **Fast forward**: you can choose 2×, 4×, 8× or 16×.
- 3 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 All 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 launching Timeshift. When launching Timeshift, programme will be recorded temporarily to the selected storage device.

Format Hard Disk

Format the external USB disk to support Timeshift.

Related information

Connecting USB Devices on page 47

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, or just saying Alexa. You can ask Alexa to control this TV.

Before setting up the Amazon Alexa Service, connect your TV to the network.

How to set up Alexa

- 1. Press button on your remote control and select Settings > System > Voice Service > Amazon Alexa > Set Up Alexa.
- 2. Sign in 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.
- 3. After your account is signed in, you can read and agree to the terms & conditions of the voice service.
- **4.** Follow the on-screen menu to complete setup. When Alexa is ready, you can enjoy interacting with Alexa using your voice by just pressing and holding the button on your remote control, or just saying "Alexa".

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.
- After Alexa is set up, you can quickly enter Alexa app on the Home screen to configure and explore more.
 For example, to set the language, press button on your remote control and select Alexa app, then select > Device options > Language.
- This feature requires Alexa built-in service. If this is not supported, use an external Alexa-enabled devices (e.g. Alexa App, Echo) to control your smart TV by using just your voice.
- Shipment with voice remote control varies depending on TV models/countries/regions.

Related information

Connect to a Wired (Ethernet) Network on page 7 Connect to a Wireless Network on page 8

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 or turn on built-in microphone switch on TV.
- · 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:

- Press button to select Settings icon and select System > Voice Service.

Follow the on-screen menu to complete setup. When VIDAA Voice is ready, you can press and hold the **b**utton on your remote control, say a command, and then release the button.

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 7 Connect to a Wireless Network on page 8 Using the Mobile App on page 33 Connect Remote Control on page 37

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.

STEP 1: Set up Google Smart Home Service on TV

- Press button on your remote control to select Settings icon and select System > Voice Service > Google Smart Home. 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 7 Connect to a Wireless Network on page 8

Using Apps

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

Factory pre-installed apps are available to choose according to your entertainment preference.

Install an App

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

Install an app from the app store

To install an app:

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

Alternatively, you can search for an app directly and press or button to enter the detail page to install it.

Note:

- To use this function, your TV must be connected to the Internet.
- Under certain circumstances, you may need to sign into your VIDAA account first before installing the app.
- Adding apps is free, but it might cost you money when using some apps.
- Some app services are provided by third-party service providers, for more information about these apps, please refer to the instruction menu of the service provider.

Related information

Connect to a Wired (Ethernet) Network on page 7 Connect to a Wireless Network on page 8

Search Apps

Search apps

· Search from the Home page

Press button on your remote control to enter the Home screen, use the navigation buttons to move the focus to the Search icon on the left side of the screen, press button to enter and search for the apps you are looking for.



1 Type keywords

· Search from the app store

Press button on your remote control to display the Home screen and then select the app store. You will find the Search icon on the top right corner.

Voice search

If your remote control supports voice function, press and hold **()** button and use your voice to search for the app you are looking for.

For more information, please refer to Benefits of Smart TV > Voice Service Setup in this manual.

Remote control quick access

- There will be app buttons on your remote control, you can open the app directly by pressing the app button without going to the Home screen.
- If your remote control has () / () button, you can customise the button to launch an app which only appears on the Home screen, directly from the remote control.
 - 1. Press and hold the () / () button on the remote control.
 - 2. Select an app you desire.
 - 3. Choose **Save** to confirm the operation.

Note:

- Availability of content and applications varies by countries/regions.
- · Remote control varies by countries/regions.

Manage Apps

Move apps

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

Remove an App

Remove an app from the Home screen

- 1. On the home screen, select the app you want to remove, then press and hold the on button to manage it.
- 2. Press W button and then select Remove.
- 3. The app you selected will be removed from the Home screen, but you can still find it in the app store and install it again.

Note:

· Some apps cannot be removed.

Uninstall an app from app store

- 1. Open the app store, select the app you want to uninstall and press or button to enter.
- 2. Select Uninstall.
- 3. The app you have selected will be uninstalled, but you could still install it again from the app store.

Note:

Some apps cannot be uninstalled.

VIDAA Kids

Before you start

- · You need a VIDAA Account to create a kid's profile.
- VIDAA Kids is available in select countries/regions.

Create a VIDAA Kids profile

Create a VIDAA Kids profile to customise a kid-friendly environment and ensure a safe, personalized experience for your children.

There are two ways to create a VIDAA Kids profile.

- Using your VIDAA account: Press button on your remote control and select Account icon in the navigation bar. After signing into your VIDAA account, on the Who's watching? screen you can select Add and choose Add a Kid Profile and follow the on-screen instructions to finish the setup process.
- Using the VIDAA kids application: Open the VIDAA Kids application, select the user icon on the side navigation bar of the VIDAA Kids home page and follow the on-screen instructions to complete the setup.

Note:

- To create a VIDAA Kids profile, you must create or enter a Parental Control PIN. This PIN is the same as
 the Parental Control PIN in Settings > System > Parental Control.
- Once a kid's profile is created, the Parental Control PIN is essential for managing the profile. You must
 enter it when switching profiles, exiting the VIDAA Kids app, or accessing kids' settings. Note that only
 limited buttons on your remote control are available while a kid's profile is in use.
- With a kid profile in VIDAA kids, VIDAA Voice can only search for kid-friendly content. Alexa is disabled in kids' mode.

Enter VIDAA Kids

There are several ways to enter VIDAA Kids. If you have not created a VIDAA Kids profile, you can only use limited functions in guest mode.

- **Using the navigation bar:** Press button on your remote control. Then, go to the navigation bar on the side of screen and select the kids icon.
- Using the application row: Press button on your remote control and select VIDAA Kids in the application row.
- Using your VIDAA account: Sign into your VIDAA account, press button on your remote control and choose Account. On the Who's watching? screen, select the VIDAA Kids profile you previously set up.
- Using the remote control: If your remote control has the VIDAA kids/KID button, press it to enter VIDAA Kids directly. If your remote control does not have the button but does have () / / or button, you can customise this button to launch VIDAA Kids directly from the remote control.
- Using your voice: When VIDAA Voice is set up and ready, you can say "open kids".

Note:

- VIDAA kids is only available in select countries/regions. If it's not available in your area, it will open
 other content instead.
- · The function and name of the KID button may vary depending on the model, country, or region.

Exit VIDAA Kids

On the home page of **VIDAA Kids**, press the button, a dialogue will appear asking you to confirm that you want to exit **VIDAA Kids**.

If you have set a VIDAA Kids profile, select **Exit**. You will need to enter the Parental Control PIN to exit. If you have not set a VIDAA Kids profile, you will exit **VIDAA Kids** directly.

VIDAA Kids Settings

To access **VIDAA Kids Settings**, select the VIDAA Kids Settings option in the side navigation bar on the **VIDAA Kids** home screen. You will need to enter the Parental Control PIN to make any changes.

Note:

You must have a kid's profile set up to access VIDAA Kids Settings.

· Manage Kid Profile

- Manage Age Group: Select age groups for the streaming content on the kid's home screen. This selection
 will NOT affect the TV channels in Manage Channels.
- Manage Channels*: TV channels are viewable and managed by each kid's profile. *This function may not
 be available in your country or region. The content will be affected by the content block value you selected in
 the Parental Control from the TV settings.
- Manage Time Limits: Set limits on your kids' viewing activities, including connected TV devices(e.g., game consoles) if applicable(see Manage Device). You can set Screen Time and Bedtime. If enabled, Viewing Restrictions will automatically turn on.
- Theme: Customise the background for the kid's home screen.
- **Manage Device**: Make externally connected devices available on the kids' home screen for the selected kid profile. Make sure the external device is powered on, then select the Save option.

Viewing Restrictions

If enabled, the **Who's watching** screen will always appear, and you must select a profile after powering on the TV.

Manage Parental Control PIN

· Max Volume Limit

Set a maximum volume limit to protect your kid's hearing.

· Eye Care Mode

When enabled, this mode uses low blue light to reduce eye strain.

More options on VIDAA Mobile App

Remotely set time limits and monitor your kids' viewing behaviour.

Using VIDAA ART

Numerous artworks or photos are presented for you to browse or set as a screensaver.

Note:

- Functions in VIDAA ART will be different according to different models.
- We recommended you to login the VIDAA Account to enjoy the high-quality pictures and art pieces.

Enter VIDAA ART

- Press button on your remote control to enter the Home screen, select **VIDAA ART** in the app row and press button to enter.
- If viewing the input sources without any signal, if there is no operation on your device for more than 5 mins, the TV will enter art mode automatically. You can also set the time in **VIDAA Art Setting**.

Art display

Use the navigation buttons to select an artwork and press or button to display it in full screen mode. You can also see the art display when the TV enters art mode.

Press or button to switch between different pictures.

Add artworks to favourite playlist

- 1. In VIDAA ART, select the content you want to see and press or button to show it in full screen,
- 2. Press ok button again to show the detail page.
- 3. Select Add to favourite.

You can also select the content you like, press and hold on button to add it to favourite directly.

Note:

- You need to sign into VIDAA account first if you want to add favourite.
- Some artworks do not have the detail page and cannot be added to favourite, like the artworks in My
 photo, Video art. Only artworks delivered from the cloud have detail page and can be added to favourite
 list.
- · Some artworks can only be added to the favourite list after you have got the art benefit.

VIDAA Art Setting

Press button to enter home screen and select Settings > System > Advanced Settings > VIDAA Art Setting.

· Show Art after

Set up the time to go to the art mode automatically when the TV is idle.

Art source

Set up the art mode screen source.

You need to sign into VIDAA account first if you want to use art source.

Note:

- This function may not be applicable in some models.
- The options will vary depending on different 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 (HV) (HV) button to go one page up or down.



- Back to the Homepage
- Back/Forward: switch among webpages
- Enter website you want to visit
- Visit/Search
- 6 Reload/Stop the website
- Browsing history
- Add the website you are viewing to Bookmarks
- 8 Add the website to Shortcuts on the Home screen
- Enlarge or shrink the website
- Enter browser settings
- Add/remove webpages, or add private webpages
- Categorised contents and 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 63
Connect to a Wired (Ethernet) Network on page 7
Connect to a Wireless Network on page 8

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:

- 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 > Multimedia 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 7

Connect to a Wireless Network on page 8

Use Energy Saving Functions

Use energy saving functions to reduce the TV power consumption.

Use Timers

Use the following timer setting functions to reduce the TV power consumption.

- Sleep Timer
 - Press button on your remote control and select Settings > System > Timers > Sleep Timer.

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

- Power Off Timer
 - Press button on your remote control and select Settings > System > Timers > Power Off Timer.

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

Auto Sleep

Press button on your remote control and select Settings > System > Timers > 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

Press button on your remote control and select Settings > System > Timers > Auto Standby with No Signal.

When you select this option, the 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.

Benefits of Smart TV

Adjust Brightness of the Picture

· Automatic Light Sensor

Press button on your remote control and select Settings > Picture > Picture Mode Settings > Advanced Settings > Brightness > Light Sensor Settings, and turn on Automatic Light Sensor.

When **Automatic Light Sensor** is **On**, the TV can automatically decrease the brightness value if the ambient light is dark, this can reduce the TV power consumption.

· Dynamic Backlight Control

Press button on your remote control and select Settings > Picture > Picture Mode Settings > Advanced Settings > Brightness > Dynamic Backlight Control

Note:

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

Use Solar Powered Remote

Use Solar Powered Remote to reduce power consumption. You can charge the remote by exposing the solar panel to light.

Note:

Solar Powered Remote may not be applicable in some models/countries/regions.

Play Audio Only

Select your desired input, then press button on your remote control, select Audio Only.

When this option is selected, the screen will not display the picture, only audio can be heard. This can lower the TV power consumption.

Note:

This function may not applicable in some input sources.

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.

Benefits of Smart TV

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.

Note:

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.

Note:

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.

Note:

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

Connection Guide

Remote & Accessories

- Connect Remote Control
- Use HDMI & CEC
- · Control the TV with a Keyboard, Mouse or Gamepad

Connecting Bluetooth Devices

- · Connect a Bluetooth Device
- Listen to the Audio through Bluetooth Devices
- · Listen to your Mobile Device Audio through the TV Speaker

Displaying screen or content of external device on the TV

- Screen Sharing
- Content Sharing
- · AirPlay and HomeKit

Connecting Input Devices

- Set Top Box
- · Blu-ray or DVD Player
- 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:

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 famous button on your remote control and select 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.

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 (a) / (a) 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:

- This function may not be applicable in some models/countries/regions.
- 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 97

Control the TV with a Keyboard, Mouse or Gamepad

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

How to connect a keyboard, mouse or gamepad

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

- 1. Press button on your remote control, select Settings > Connection > Bluetooth and set Bluetooth to On.
- **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. Locate the Bluetooth device by pressing button on your remote control and select Settings > Connection > Bluetooth > Bluetooth Device.

Note:

- Keyboard, mouse, or gamepad connected via USB or Bluetooth technology may not be usable with some Apps.
- If your device was not detected, position it closer to the TV or move away obstacles between them and try again.
- · Bluetooth function may not be supported depending on the models/countries/regions.
- A maximum of four Bluetooth gamepads can be connected to the TV. If the TV has connected to a
 relatively high power Bluetooth device, or the gamepad is of high power Bluetooth, up to two gamepads
 can be connected.

Using the Gamepad

Supported gamepad models

It is recommended that you use a gamepad compatible with the TV, typical gamepads are shown below:

- · PlayStation DualSense controller
- PlayStation DualShock 4 V2 controller
- · Xbox One S controller
- · Xbox Elite controller
- Xbox Series X/S controller
- Luna controller
- MOGA XP5-X Plus Bluetooth controller
- Nintendo Switch Pro controller

Note:

· Other gamepads may or may not be compatible with the TV.

Using the Gamepad as a Controller



- Left joystick
- Right joystick
- Left directional pad
- Quick panel
- Touch pad

Button	Description
Left joystick or left directional pad	Up/down/left/right navigation buttons
A button or X button	Confirmation button
B button or O button	Return or cancel button
Quick panel	Press and hold to display the Home screen
button or X button	Enter settings
△ button or Y button	Exit the menu or exit the application
Right joystick	 Up/Down: Volume up/down; Channel up/down (only in Live TV) Press to mute
Press and hold left and right joystick at the same time	Power off/Power on
Touch pad (if controller has a touchpad)	Available when using the Browser

Note:

- · The image of gamepads above may vary. Please refer to the actual product.
- Some keys may not be available depending on gamepad models.
- The operation may differ depending on inputs, apps or cloud games.

Entering letters, numbers and special symbols by using voice

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

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 utton 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 7 Connect to a Wireless Network on page 8 Connect Remote Control on page 37 VIDAA Voice Setup on page 26

Connecting Bluetooth Devices

You can connect to devices using Bluetooth technology.

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

Note:

• Bluetooth 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.
- 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.
- Find the Bluetooth device name by pressing button on your remote control and selecting Settings
 Connection > Bluetooth > Bluetooth Device and select it. The device will be automatically connected to the TV.

Note:

- Up to one Bluetooth remote control and two Bluetooth audio devices can be connected at the same time.
 When two Bluetooth audio devices are currently connected, please disconnect one before connecting a new one.
- 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 devices using the TV Bluetooth setup process. Refer to the user manual of your audio device, such as Bluetooth speaker or sound bar, for detailed instruction.

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

Note:

· Compatibility issues may occur depending on the Bluetooth device.

- Sound quality may be affected by any obstacles between the Bluetooth audio device and the TV, or other connection issues.
- If the Bluetooth audio device fails to connect, check the Bluetooth status of the device is working correctly.
- The TV and Bluetooth device may become disconnected if the distance between them is too far.
- This function may not be applicable in some models/countries/regions.

Listen to your Mobile Device Audio through the TV Speaker

Press button on your remote control, select Settings > Connection > Bluetooth > Music Sharing.

Play sound of smart device through the TV's built-in speakers via Bluetooth.

- 1. Turn on the Bluetooth of your smart device and select your TV from its Bluetooth device list.
- 2. Select the media content to play on your smart device and the audio will be played through the TV speaker.

Note:

- To use this function, make sure to select TV Speaker at > Settings > Sound > Audio Output.
- This function may not be applicable in some models/countries/regions.

Related information

Select Speakers on page 58

Screen Sharing

You can mirror the screen of your mobile device (Android) or PC (Windows 10 and above) on the TV.



- 1. Set your TV to the wireless network connection.
- 2. Press the / (a) button on your remote control and select Screen Sharing on your TV.
- 3. Turn on the WLAN network of your device.
- **4.** Turn on the casting function of your device. The setting name, icon and location may vary depending on the device. The feature may be called "Wireless display", "Smart View", "Wireless projection", etc.
- **5.** Find the TV name in the searching list of your device and select it. Wait for the connection progress to complete and the screen of your device will be mirrored on the TV.

Note:

Some devices may not support casting. To check whether your device supports casting, refer to the
device's user manual.

- Press button on your remote control, select Settings > Connection > Multimedia Device
 Connection > Screen Sharing and switch it on. Then, you can share your device's screen directly without opening the Screen Sharing in Input on your TV. (We do not recommend to turn on the switch as it may influence the using experience when using Screen Sharing.)
- Screen Sharing menu may not be available in Settings > Connection > Multimedia Device
 Connection depending on models.
- To stop using **Screen Sharing**, disconnect the external device or press or we button on the remote control.
- When playing video or audio, press (a) / (b) button on your remote control and select **Audio Only** to turn off the screen while the video or audio continues.
- If you are using an Apple device, refer to Connecting to External Devices > Using AirPlay and HomeKit in this manual.

Content Sharing

Content Sharing allows you to view media content, like videos, music or photos saved in your mobile (Android) or PC (Windows 10 and above) device on your TV screen. You can also share videos from streaming apps on mobile device to the TV.



Share Media Content from your Device

- 1. Connect your TV and device to the same network.
- 2. Turn on Content Sharing by pressing button on your remote control, select Settings > Connection > Multimedia Device Connection > Content Sharing.
- 3. Choose a media content on your device and select cast setting or icon. The procedure, setting name, icon and location may vary depending on the device. Please refer to the mobile device or PC's user manual for specific settings steps.
- 4. Find the TV name in the searching list of your device and select it.

- **5.** Agree in TV request pop-up window, and wait for the connection progress to complete. When you connect a device for the first time, a pop-up will appear:
 - Always Agree: Select Always Agree to set your device as a trusted device, and there will no pop-up
 from the second time.
 - · Agree: Select Agree and TV will play the content sharing from the device.
 - Disagree: Select Disagree and TV will not play the content sharing from the device.

Play Media Content Stored in External Device on TV

- 1. Connect your TV and device to the same network.
- 2. Turn on Content Sharing by pressing button on your remote control, and selecting Settings > Connection > Multimedia Device Connection > Content Sharing.
- **3.** Make sure your media content stored in your device are visible through the local network. The procedure depends on devices. Please refer to the mobile device or PC's user manual for specific settings steps.
- 4. Select connected device on the TV.
 - Method 1: Press / button on your remote control, and select Content Sharing (device name).
 - Method 2: Press button on your remote control, and select Media > Content Sharing (device name).
- 5. Select a media content item from the list to play.

Note:

- Some 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.
- To stop using Content Sharing, disconnect the external device or press 5/s button on the remote control.
- When playing video or audio, press (a) / (b) button on your remote control and select **Audio Only** to turn off the screen while the video or audio continues.
- 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. It is recommended that you connect the device to a 5 GHz router.
- If you are using an Apple device, refer to Connecting to External Devices > Using AirPlay and HomeKit in this manual.
- Related information

Connect to a Wireless Network on page 8

Using AirPlay and HomeKit

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.

1. Make sure your Apple device is connected to the same network as your TV.

- 2. Turn on AirPlay on your TV.
 - Press button on your remote control, and select Settings > Connection > AirPlay and HomeKit > AirPlay and HomeKit Settings, set AirPlay to On.
 - Press button on your remote control and select AirPlay, enter AirPlay and HomeKit Settings and set AirPlay to On.
- 3. 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
- 4. Select your TV from the list to begin using AirPlay.

Using HomeKit

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

- 1. Press button on your remote control, and select Settings > Connection > AirPlay and HomeKit > AirPlay and HomeKit Settings, 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:

- To use AirPlay, your TV must support AirPlay.
- AirPlay and HomeKit may not be applicable in some models/countries/regions.
- The icons are 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.
- To stop using AirPlay, disconnect the external device or press) m button on the remote control.
- When playing video or audio, press (a) / (b) button on your remote control and select **Audio Only** to turn off the screen while the video or audio continues.
- · Available operations vary depending on the version of the app and software.
- 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.
- Related information

Connect to a Wireless Network on page 8

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.

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 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 to change to the port that you connected your Blu-ray or DVD player to.

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.

Connect USB devices



- 1. Connect USB device to your TV port labelled with USB.
- 2. Press button on your remote control and select **Media** from apps.
- 3. Select the content you want to play or view. For more information, please refer to Entertainment > Media in this manual.

Precautions when using 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:

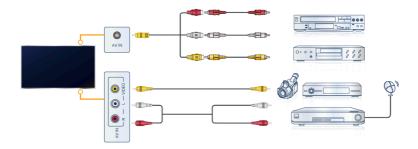
- Be sure to select the correct country/region for use.
- Use with incorrect settings may violate certain laws or other regulations and may result in criminal punishment. In such cases, our CORPORATION and the Group shall bear no responsibility whatsoever.
- Recorded programmes saved in the USB storage 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 Audio Visual (AV) Devices Input Sources

The TV can connect to audio visual devices (including VCR, DVD player or recorder, video camera, Set-Top box, satellite receiver, etc.) with a composite video cable or HDMI cable as input sources.

Connect with a composite video cable



- 1. Connect an AV device to the TV port labelled with AV IN using a composite video cable (not provided).
- 2. When the connection is completed, press / 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



- 1. Connect an AV device to the TV port labelled with HDMI using a HDMI cable (not provided).
- 2. When the connection is completed, press 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.
- If there is no sound from your TV, configure the device audio settings.

Related information

Use HDMI & CEC on page 38

Connecting a PC

The TV can connect to a PC to use your TV as a PC monitor.



- 1. Connect your PC to the TV port labelled with HDMI using a HDMI cable (not provided).
- 2. When the connection is completed, press button on your remote control and select the corresponding HDMI input.

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 Connecting to External Devices > Screen Sharing/Content Sharing on the TV in this manual.

Connecting Headphones



Connect a pair of headphones (not provided) to your TV port labelled with HEADPHONE.

To output sound only with headphones, press button on your remote control, select Settings > Sound > Audio Output, and choose Headphone Only.

Note:

- Headphone port may not be available in some models.
- · Headphones with microphones are not supported.

Connecting Speakers or Other Audio Receivers

The TV can output sound by connecting to speakers, digital sound bars, audio amplifiers, passive bass speakers, etc. with a digital audio cable to enjoy a better listening experience.



- 1. Connect speakers or other audio receivers to the TV port labelled with DIGITAL AUDIO OUT using a digital audio cable (not provided).
- 2. Switch on the connected audio device first, then switch on the TV.
- 3. When the connection is completed, press button on your remote control, select Settings > Sound > Audio Output and choose SPDIF(Optical).

Note:

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

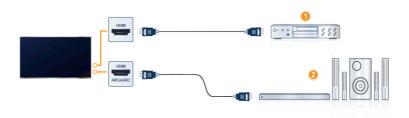
Connecting a Digital Audio System with ARC/eARC

The TV can output sound by connecting to speakers, audio amplifier, digital sound bar, etc. with a HDMI cable to enjoy a better listening experience.



- 1. Connect digital audio system to the TV port labelled with HDMI ARC/eARC using a HDMI cable (not provided).
- 2. Power on the audio system.
- 3. When the connection is completed, the Audio Output is automatically switched to ARC.
 - If it is not automatically switched to ARC, press button on your remote control, select Settings > Sound > Audio Output and choose ARC.
 - If the device supports eARC function, press button and select Settings > Sound > Audio
 Output Settings > HDMI-eARC and switch HDMI-eARC to On.

A DVD or Blu-ray player can connect to the TV port labelled with HDMI as a signal input, the TV can connect to an amplifier or sound bar through the TV HDMI ARC/eARC port to output sound at the same time. This is a series connection. HDMI cables are not supplied.



- Audio visual devices as input sources
- Audio system

Note:

- 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. Enable CEC Control by pressing button on your remote
 control, then select Settings > Connection > HDMI & CEC > CEC Control.
- To use this feature, audio system must support ARC/eARC function. If it does not support ARC/eARC, you need to connect with DIGITAL AUDIO OUT.
- If the audio system has an Input Selector feature, then make sure to change it to TV.
- Some audio system 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, select Settings > Sound > Audio Output
 Settings > Digital Audio Output Format, and choose Dolby Audio Dolby Digital Plus to receive the 5.1 channel audio.

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

Vivid

You can enjoy vivid experience.

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 only available in certain scenarios.

Standard

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

· Energy Saving

Energy conservation.

Theater Day

Use Theater Day for watching movies in a bright environment.

· Theater Night

Use Theater Night for watching movies in a dark environment.

- Game
- Sports

Optimised picture for watching sports.

Low Blue Light / Night mode

Low Blue Light/Night mode 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 > Color > Low Blue Light / Night mode and select On.

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

- 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

Select whether the parameters of the current picture mode are applied to all sources or only to the current source.

Backlight

Set the overall luminance of the screen. Please note that changing Picture Settings could increase energy consumption.

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.

Color Saturation

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

Sharpness

Adjust how sharp or soft the edges of images appear.

Advanced Settings

Adjust the colour space and Gamma to best suit the content you are viewing.

Reset Current Mode

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

Related information

Picture Issues on page 89

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)

Optimises contrast by analysing the picture's luminance levels in real time and by automatically adjusting the brightness of each part of the backlight.

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 Color 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's dynamic range.

Dynamic Tone Mapping

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

Dark Detail

Automatically raise brightness and improve shadow detail in dark scenes.

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.

Color

· Color Temperature

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

Color Gamut

Change the range of colors the TV displays.

Color Tuner

Adjust the Hue, Saturation and Brightness of the color setting.

· White Balance

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

· Low Blue Light

Eye care: reduce the emission of blue light.

Clarity

Noise Reduction

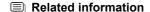
Reduce the random noise to improve the picture quality.

Digital Noise Reduction

Reduce the noise seen around letters and compression noise.

Overscan

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



Picture Issues on page 89

Intelligent Mode Settings

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

Configure intelligent mode related settings.

Al Picture Optimisation

Set to **On** to enable the TV to recognise the current scene and enhance the picture quality.

· Content Type Auto Detection

Enable to detect the content type of Filmmaker Mode or IMAX Mode.

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 Picture Size(Aspect Ratio)

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

Adjust the Picture Size(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.

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.

Theater

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.

Note:

 Options may differ depending on your model/country/region and the audio output type. Please refer to the specific product.

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 $TruSurround^{TM}$ to deliver an immersive surround sound experience from the TV's internal speakers.

Dialog 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.

Equalizer

Boost the volume at different frequencies.

Wall Mount Setup

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

Auto Volume Control

Activate to prevent sudden volume changes when switching TV sources.

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 90

Select Speakers

Press (a) button on your remote control and select (b) Settings > Sound > Audio Output.

Select the speakers which you want to use.

Using External Speakers with TV Speaker to Output Audio

Audio can be played through multiple devices at the same time.

- Wired headphones + TV speaker
- 1. Connect your wired headphones to the TV.
- Press button on your remote control to select Settings > Sound > Audio Output to choose TV Speaker.
- Bluetooth headphones + TV speaker
- 1. Turn on Bluetooth at 🎧 > 💿 Settings > Connection > Bluetooth.
- 2. Pair your Bluetooth headphones with the TV.
- 3. Press button on your remote control to select Settings > Sound > Audio Output to choose TV Speaker.
- Bluetooth speaker + TV speaker
- 1. Turn on Bluetooth at 🍙 > 🎯 Settings > Connection > Bluetooth.
- 2. Pair your Bluetooth speaker with the TV.

- 3. Set the external device as BT Headphone in Settings > Connection > Bluetooth > Bluetooth > Device > Change Device Type.
- 4. Press button on your remote control to select Settings > Sound > Audio Output to choose TV Speaker.

Note:

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

Related information

Connecting Headphones on page 49

Connect a Bluetooth Device on page 42

Connecting Speakers or Other Audio Receivers on page 49

Connecting a Digital Audio System with ARC/eARC on page 50

Audio Output Settings Setup

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

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

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.

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.

When headphones are connected to the TV and an option other than **Headphone Only** is selected in **Audio Output**, you can only adjust the volume of headphones in **Headphone Volume** in settings.

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.
- Dolby Audio Dolby Digital Plus: the audio device outputs Dolby Digital Plus audio.
- DTS Surround: the audio device outputs DTS audio.

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

Digital Audio Output Delay

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

HDMI-eARC

You can connect an audio device that supports eARC. Muting occurs temporarily during device connection.

· Dialogue Enhancement

Enable or disable dialogue enhancement.

Related information

Connecting Speakers or Other Audio Receivers on page 49
Connecting a Digital Audio System with ARC/eARC on page 50

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 81 Connect to a Wired (Ethernet) Network on page 7 Connect to a Wireless Network on page 8

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.
- · 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 7 Connect to a Wireless Network on page 8

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.

· Date and Time

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

· Time Zone

Select your time zone.

Daylight Savings

Select whether to apply Daylight Savings Time to the TV.

Note:

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

Use Timer

Press button on your remote control and select Settings > System > Timers.

Adjust the timers 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 with your favourite content or alarm.

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.

· Auto Standby with No Signal

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

Note:

• The above functions 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.

Zip Code/Postcode/Postal code

User can change the Zip Code/Postcode/Postal code. Name of the menu will vary depending on different countries/regions.

Areacode

To change the Area Code enable this switch.

Menu Language

Set the default language for the TV menu.

Audio Language

Select the preferred audio language for the current programme.

Note:

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

Data Protection and Security

Clear Cache

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

Delete cookies for browser and applications.

Power on Settings Setup

Auto Init Mode

Press button on your remote control and select Settings > System > Advanced Settings > Auto Init

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.

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.

Default Startup Page

Press button on your remote control and select Startup Page.

Set the page that first appears when the TV is powered on. You can select Last Accessed Source or Home.

Power Indicator Mode Setup

Power Indicator

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.

Indicator Light Setting

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.

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.

Sports Mode Auto Detection

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

Enable auto detection of Sports content allowing TV to automatically select Sports mode for in Sound and Picture settings.

Note:

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

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.

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 (a) / (b) 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, like the software version.

System Update

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

Set your TV to receive the latest firmware.

Auto Update

When enabled, your device will be updated with the latest software automatically. Some models do not support this function.

· Check Update

Check the software version and update if necessary.

Please ensure your TV is connected to the Internet.

Update from USB

Upgrade TV software from USB device.

Note:

- 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 47

Product Registration

Press button on your remote control and select Settings > Support > Product Registration.

Visit the link or scan the QR code with another smart device (cellphone, tablet..) to complete your registration.

Note:

- The link and the QR code may be different in some countries/regions.
- This function may not be applicable in some models/countries/regions.

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 polices 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.

Using Parental Control

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

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, Scheduled Blocking, Channel Blocking, Content Blocking, Input Blocking, App Blocking, Website Block, Parental Control PIN or Reset To Default features are available to set.

Scheduled Blocking

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

Channel Blocking

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

· Content Blocking

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

Input Blocking

Block content from devices that are connected to external inputs.

App Blocking

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.

In some countries/regions, by default, the Browser and the App Store are blocked. If you want to unlock them, please select **Settings > System > Parental Control** and enter the PIN code. Select the Browser and the App Store in App Block and press **S** button, then you will find the "lock" icon disappear.

Website Block

Set the range of URLs that the browser can access.

Parental Control PIN

You can set or change your PIN here. PIN is used for parental control and your system protection from unauthorised use. 0000 is not allowed for PIN.

· 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.

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.

Entertainment

Game

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

Play Games with a Gaming Device

Step 1 Connect a Gaming Device



- Connect your HDMI-supported game console or PC with a HDMI cable to the TV.
- 2. Switch on your gaming device.
- 3. Press / button. Select the connected gaming device as the input source.

Note:

- When connecting a gaming device that supports high refresh rate, please connect to the HDMI port that is labelled Ultra High Speed, 4K 120Hz or higher.
- The position and type of the HDMI port differs depending on models. Please refer to the printed manual or quick setup guide included with the TV.
- It is recommended to use the HDMI cable included with your gaming device, a Premium High Speed HDMI cable or an Ultra High Speed HDMI cable.

Step 2 Adjust HDMI Format

You can set HDMI Format to enhance the gaming performance.

- 1. Under HDMI source, press (a) / (b) button on your remote control to enter quick menu and select HDMI Format. Alternatively, press (b) button on your remote control and select (b) Settings > Connection > HDMI & CEC > HDMI Format.
- 2. Please select optimal format for the gaming device. For more information, please refer to Connecting to External Devices > Use HDMI & CEC > HDMI Format function in this manual.

Note:

The available HDMI format options may vary depending on the model/countries/regions.

VIDAA Play

Enjoy a wide range of games on VIDAA Play.

- 1. Connect your TV to a network by pressing the button on your remote control and selecting Settings > Connection > Network > Network Configuration.
- 2. Press the figure button on your remote control and use D-pad to select (a) Game icon from the navigation bar.

Entertainment



Select game controllers to connect to the TV

Note:

- · You can only use gamepad to play cloud games.
- The image may differ. Please refer to the actual product.
- This function may not be applicable in some models/countries/regions.

Related information

Control the TV with a Keyboard, Mouse or Gamepad on page 39

Game Mode

You can enable the Game Mode to optimise your TV settings when playing games with a game console, PC or cloud game.

- 1. Press button on your remote control and select Settings > Picture > Game Settings > Game

 Mode
- 2. Enable Game Mode to optimise the TV settings to enjoy a better gaming experience.

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.
- When Game Mode is set to 'On', the TV will be optimised for low latency game mode. When Game Mode
 is set to 'Auto', the TV will detect the game signal and switch to low latency game mode automatically
 (ALLM).

Note:

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

Game Menu

While a gaming device is connected or while using a gaming app, press \(\begin{align*} / \equiv \) button on your remote control and launch **Game Menu**.

Set the game related settings easily by using the Game Menu. If more than one device is connected, switch to another device quickly by following the on screen menu.

Entertainment



Current status

Check the status, these items cannot be edited.

- FPS: Shows the number of frames per second in real time.
- HDR: Shows when HDR mode is detected.

Game Picture Mode

Select a picture mode to optimise for your game.

Oark Detail

Automatically raise brightness and improve shadow detail in dark scenes.

Audio Output

Select the speakers which you want to use.

6 Aim Point

Set the aim point on the screen.

Map Zoom

Zoom in on specific areas of the screen when gaming.

Menu

Enter the quick menu.

Note:

- The image on your TV may differ from the image above depending on models/countries/regions.
- · Game Menu, and some options of Game menu may vary in some input sources, applications or models.
- Some functions in Game Menu will not be available under certain circumstance.
- This function may not be applicable in some models/countries/regions.

Media

Press fab 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.

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.



- Search the content you want to play.
- Arrange the content by Grid, List.
- Sort the content by Name, Date Modified, Size.
- Filter the content by All Media, Photo, Video, Music, Recorded.
- Create a photo, music, or video playlist.
- 6 When the focus is on the first row, there will be an arrow on the 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 \(\bigwedge \)/\(\bigwedge \) 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.

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

For 4k models:

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

For 2k models:

Container	File Extension Name	Mode of Operation	Resolution
JPEG	.jpg .jpeg	baseline	3840 x 2160
		progressive	3840 x 2160
PNG	.png	no-interlace	3840 x 2160
		interlace	3840 x 2160
ВМР	.bmp	-	3840 x 2160
GIF	.gif	-	1980 x 1080

Container	File Extension Name	Mode of Operation	Resolution
Webp	.webp	-	3840 x 2160

Video Format

For 4k models:

Codec Name	File Extension Name	Sampling rate
MPEG1/2	.mp4	1920 x 1080p @ 60fps
MPEG4	.mov	1920 x 1080p @ 60fps
H.263	.mkv	1920 x 1080p @ 60fps
AVC (H.264)	.ts	3840 x 2160p @ 30fps
HEVC (H.265)	.avi	3840 x 2160p @ 30fps
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

For 2k models:

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

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SoundBar Settings

You can connect a soundbar and change the SoundBar Settings for best device audio quality.

Connect to a soundbar



- 1. Connect a soundbar device to the TV port labelled with HDMI ARC/eARC.
- 2. When the connection is completed turn on the soundbar, the **Audio Output** is automatically switched to **ARC**. If it is not automatically switched to **ARC**, press houtton on your remote control, select settings > Sound > Audio Output and choose ARC.
- 3. Enable CEC Control by pressing button on your remote control, then select Settings > Connection > HDMI & CEC > CEC Control.

Adjust SoundBar Settings

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

TV Mode

Enable TV Mode to allow the connected soundbar to get all the sound modes of TV.

Menu name may differ depending on your model/country/region. Please refer to the specific product.

EQ Modes

Choose your favourite EQ mode.

· Surround Modes

Enable to turn on the surround effect.

· Bass Level

Adjust the bass level.

Treble Level

Adjust the treble level.

Dimmer Level

Adjust the indicator brightness.

Reset

Reset current SoundBar Settings to factory mode.

Note:

- When the connection is successful, a notification will pop up automatically and you can choose to enter the **SoundBar Settings** directly. You can also enter the settings later through the setting menu.
- · SoundBar Settings menu is only applicable for the specific soundbar types.
- Options may differ depending on the model type.
- If **Audio Output** is not in **ARC** or the ARC soundbar is not turned on, the SoundBar Settings menu cannot be adjusted, only the TV sound menu can be adjusted.

Karaoke

Connect a microphone to collect audio

- 1. Connect a microphone to the AV or USB port. Connection method may vary depending on the device you use.
- 2. Press button on your remote control and select Settings > Connection > Karaoke Mode, enable Karaoke Mode. Then the audio can be collected by the microphone.
- 3. Open an app on TV or share audio from your mobile device to enjoy Karaoke just at home.

Karaoke mode settings

Press hatton on your remote control and select hatton Settings > Connection > Karaoke Mode.

Karaoke Mode

Manually turn on or off Karaoke Mode.

· Microphone Device

Switch Microphone Device.

· Microphone Volume

Adjust microphone volume. If your microphone support volume up or down, the signal won't sync to Microphone Volume menu on TV.

Note:

- This feature may not be available in some countries/regions/models.
- Related information

Connection Guide on page 37

Accessibility Features

Subtitle Setup

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

Adjust Subtitle Settings for digital broadcast or Internet channel content.

Subtitle

Select whether to apply Subtitle to your TV.

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, and may vary depending on the content you are watching.

Closed Captioning

Press button on your remote control and select Settings > Accessibility > Closed Captioning / Closed Caption.

· Caption Control

You can switch between CC off / CC on / CC on when mute in Channel mode.

Analog Caption

Select an Analog Caption.

· Digital Caption

Select a Digital Caption: Off, CS1-CS6.

· Digital Caption Settings

You can set display options.

Note:

- The above options may vary in different models/countries/regions.
- This function 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 Audio Voice Guide, please connect to the Internet for a better experience.

Volume

Set the Menu Audio volume.

Accessibility Features

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.

Video Description and Video Description Volume

If Video Description stream is available, you can turn on this function, and you can change Video Description Volume.

Press button on your remote control and select Settings > Accessibility > Video Description / Video Description Volume.

Note:

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

Remote Control Learning

Press button on your remote control and select Settings > Accessibility > Remote Control Learning.

Press a button on the remote control to hear voice information on it. Press **5** button twice consecutively to exit **Remote Control Learning**.

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.

High Contrast Menu

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

Improve contrast for visually impaired.

Menu Transparency

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

Select menu transparency from Off, Medium, High.

Note:

Accessibility Features

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

Magnification

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

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.

Follow the steps below to enable the functions:

- 1. Press f button on your remote control.
- 2. Next, select Settings to enter the Settings Menu.
- Select Accessilitiby > Video Description or Voice Guide to turn the Video Description or Voice Guide On or Off.

When Video Description is turned On, then you can hear the introduction of relevant programmes.

When Voice Guide is turned On, then the contents of each menu displayed can be broadcasted out.

Note:

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

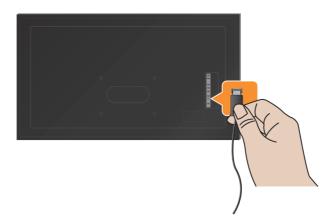
FAQ

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 Color Saturation is set to 50 or higher at > Settings > Picture > Picture Mode Settings > Color Saturation.
- Press button on your remote control and select Settings > Picture > Picture Mode Settings > Advanced Settings. Check and adjust the settings under Color 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.



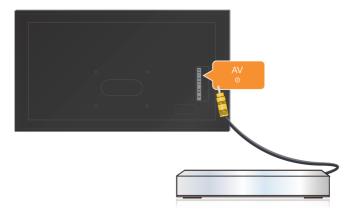
There is no sound or the sound is too low at maximum volume.

- · 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.



- 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 Selected at

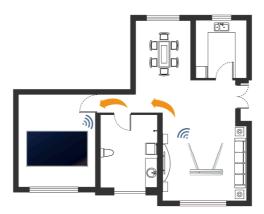
My TV cannot connect to the network.

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 devices 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.



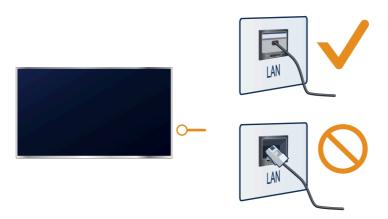
- Check whether there is radio wave interference. Wireless devices such as microwaves, mobile phones, operating within the same radio frequency range may interfere with the TV. If you use the TV and other wireless devices simultaneously, you may experience a worse network performance. Please power off 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.

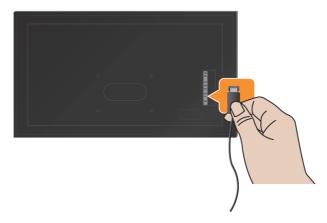
When connected to a wired network

- 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.



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.
- 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.



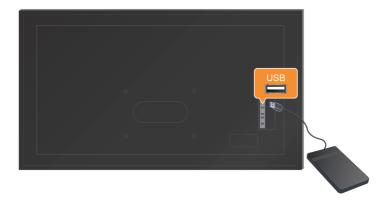
- If the remote is not working, try to keep interferences such as wireless LAN access point, microwaves, or other Bluetooth devices away when using the remote control.
- For Bluetooth remote controls, try re-pairing the remote control with the TV by pressing and holding the

 (a) / (a) button for 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. In this case, files cannot be stored. If so, it is suggested to format your storage device.
- When there is no signal, the recording will be paused, and it will resume once the signal returns.



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

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 bellow to start troubleshooting:

- Picture Issues
- Channel and Broadcast Issues
- App Issues
- External Device Connection Issues
- Woice Service Issues
- Other Issues

- Sound Issues
- Network Issues
- Remote Control Issues
- HDMI & CEC Issues
- Media Files 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.

· Internet 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.

Find more specific solutions in Troubleshooting > Channel and Broadcast Issues and Troubleshooting > External Device Connection Issues in this manual.

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

- 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.

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 <u>Troubleshooting</u> > <u>Troubleshooting Guide</u> > <u>Status Diagnosis</u> > <u>Picture Test</u> 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 to adjust Clarity 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, microwave ovens close to the TV may cause
 noise on analogue and digital channels. If you turn off the appliance and the interference stops, please
 move it further away from your TV.
- If you choose TV as the input source, adjust the direction and position of the antenna, 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, microwave ovens close to the TV may cause noise on analogue and digital channels. If you turn off the appliance and the interference stops, please move it further away from your TV.

? 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

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, microwave ovens close to the TV may cause
 noise on analogue and digital channels. If you turn off the appliance and the interference stops, 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.

? 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 houtton on your remote control and select Settings > Connection > HDMI & CEC > HDMI-CEC, set HDMI-CEC 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 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.

② 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 antenna is not damaged.
 - b. The antenna is not loose or disconnected.
 - c. The antenna is connected to the correct port.
 - d. "TV" is selected as the input source.

- · If no signal or weak signal occasionally happens, disconnect the antenna 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.

? 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

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

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

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.

② Apps cannot be installed, opened, updated or uninstalled.

- If you have just turned on the TV, please wait until the TV start up is completed.
- 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.
- · Some 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.

? 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

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

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.

- · 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.

? 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 Selected
- 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.

② I cannot mirror the screen or cast the content of my mobile device or PC on the TV.

Firstly, figure out which kind of screen casting technology you are using to start troubleshooting.

- AirPlay
- Screen Sharing
- · Content Sharing

If you are using AirPlay, you can try the following solutions.

- 1. Check if your TV supports **AirPlay** in input sources. If there is no **AirPlay** option, then your TV may not support **AirPlay** yet.
- 2. Make sure you are using Apple devices (such as iPhone, iPad, Mac) to share content on the TV by AirPlay.
- 3. If there is an AirPlay option but you cannot use AirPlay, you can check if your TV has connected to the network. If your TV has connected to the network, 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.
- 4. Check the options related to the AirPlay on the TV:
 - **a. TV name**: check if the TV name you choose on your Apple device is the same as that is showed on the TV. If there are more than one same TV name on your Apple device, you can try one by one.
 - b. Network name: make sure if your TV connect to the same network as that of your Apple device.
- **5.** Choose **AirPlay and HomeKit Settings** and turn off **AirPlay**. After a few seconds, turn on **AirPlay** and try again.
- **6.** Choose **AirPlay and HomeKit Settings** to check if there is a **Reset Paired Devices** menu. If there is, choose it and follow the on-screen menu to unpair devices. Then try to use **AirPlay** again.
- 7. If the above steps may not help, unplug the power cord of the TV from the AC outlet. After 30 seconds, plug the power cord to AC outlet and turn on the TV. You can try to use **AirPlay** again.

If you choose to use Screen Sharing, you can try following solutions.

- 1. Check if your mobile device or PC supports Miracast. If you are using an Apple device, please cast by using **AirPlay**.
- 2. Check if your TV supports Screen Sharing in Input.
- 3. Check if Screen Sharing is turned on at 🍙 > 🍥 Settings > Connection > Multimedia Device

 Connection > Screen Sharing. Turn it on and you can share your device's screen directly without opening

the **Screen Sharing** in **Input**. If the TV does not have **Screen Sharing** menu in **Settings**, you can open **Screen Sharing** in **Input** on your TV to mirror your device's screen.

- We recommend to turn off Screen Sharing in Settings and use the feature by opening Screen Sharing in Input to acquire better using experience.
- **5.** If the above steps may not help, restart your TV, mobile device or PC. Then try to use **Screen Sharing** again.

If you choose to use Content Sharing, you can try following solutions.

- 1. Check if your mobile device or PC supports DLNA.
- 2. Check if your TV supports Content Sharing in Input.
- 3. Check if Content Sharing is turned on at Settings > Connection > Multimedia Device Connection > Content Sharing and switch it to On.
- 4. Make sure that the TV and the mobile device are connected to the same network.
- **5.** 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.
- 6. Check if the content that you are playing is copyrighted. Some copyrighted files may not be cast to the TV.
- 7. Exit and re-enter Content Sharing.
- **8.** If the above steps may not help, unplug the power cord of the TV from the AC outlet. After 30 seconds, plug the power cord to AC outlet and turn on the TV. You can try to use **Content Sharing** again.

? 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.
- 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 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.

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 is enabled. For specific information please refer to Connecting to External Devices > Remote &
 Accessories > Use HDMI & CEC in this manual.

(?) 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.

② 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

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.

Note:

Remote control with voice button is only available in some models/countries/regions.

Media Files Issues

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.

- 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

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 > Timers. Please find these features in Timers.
- 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 > Timers > Auto Standby with No Signal. This function may not be applicable in some models/countries/regions.
- Check if HDMI-CEC is enabled. When HDMI-CEC 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 > HDMI-CEC

Turns on by itself

- 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 > Timers > 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 houtton 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.
- · 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 your account in the navigation bar on the Home screen.
- Choose the account that you want to sign out, select Account Settings > Sign Out, and the account will be 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 hutton 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.