E-Manual

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Using the E-Manual

View the embedded E-Manual that contains information about your console'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

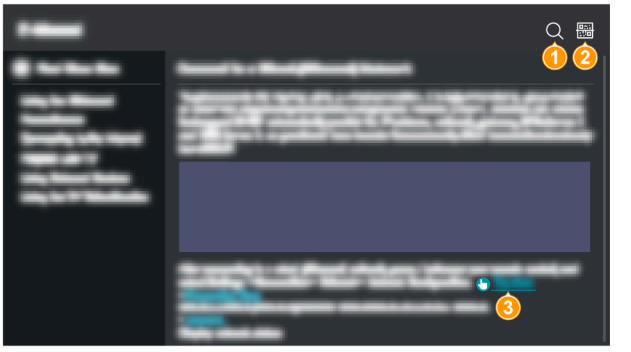
Press button on your remote control and select **Settings > Support > E-Manual**.

Note:

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

Use the buttons in the E-Manual

E-Manual on console



1 Search

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

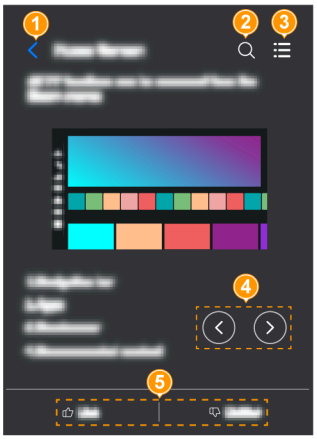
2 QR Code

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 console menu for trying the function.

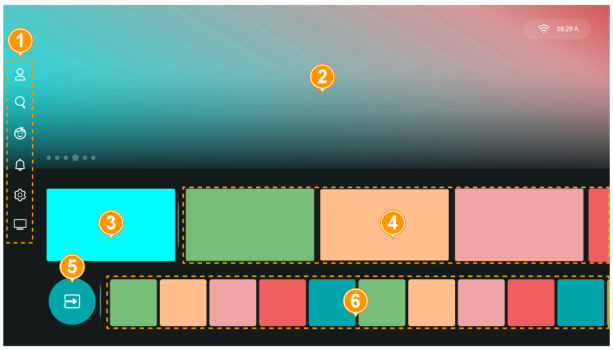
E-Manual on mobile device



1. **Select to return to the home screen of E-Manual**
2. **Search for the product feature information**
3. **Select to display the outline of E-Manual**
4. **Page up/down**
5. **Feedback**

Home Screen

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



1. **Navigation bar**
2. **Top banner**
3. **Recent**
4. **Recommended content**
5. **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

V Account provides all the best features of your smart console and ensures that all services are kept up to date. For more information about V Account, please refer to First-Time Use > User Account in this manual.

Search

Search the content you want.

Kids

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

Gaming

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

Notification

Allow pop-up notifications to appear for useful information and events that occur with your console, 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 console.

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

Note:

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

Settings

Manage console configuration.

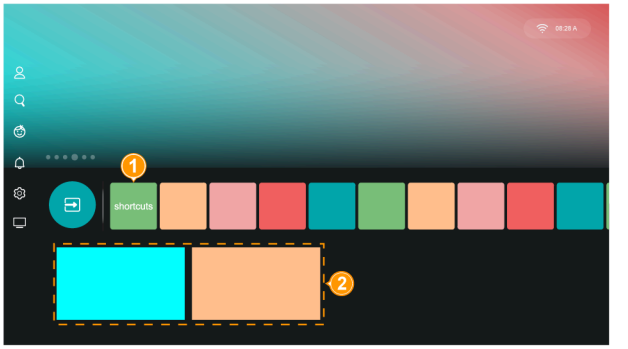
Live TV

Quick access to Live TV.

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

Use the Shortcuts

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



1 **Shortcuts**

2 **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 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 OK 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.

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 65
Network Issues on page 93
My Console cannot connect to the network. on page 85

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 console.
- **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 65
Network Issues on page 93
My Console cannot connect to the network. on page 85

User Account

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

Before signing into your V Account, make sure your console 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 console

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

Edit the name of input sources

1. Press INPUT / 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 OK 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 console is turned on. For specific information please refer to Default Startup Page.

Set a quick access to input sources

You can use the / / EDIT button on the remote control as a quick access to the desired input.

Customise or re-customise the button

1. Press and hold the / / EDIT button on the remote control.
2. Select an input you desire.
3. Choose **Save** to confirm the operation.

Note:

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

Using Voice Service on the Console

Select the voice service

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

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

Note:

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

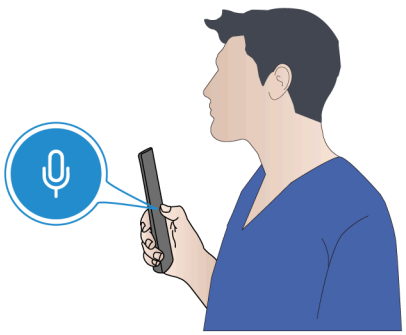
Search for content or operating the console with your voice

You can interact with one of voice assistants to help you find your favourite movies, search TV programmes, play music or control your console.

Use microphone button on the remote control

The remote control has microphone if it has the microphone button.

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** > **Voice Assistant** > **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 console 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 console 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 console with Alexa Echo or Google Home.

Related information

Voice Service Setup on page 26
Connect to a Wired (Ethernet) Network on page 7
Connect to a Wireless Network on page 8

Disclaimer and Important Information

Disclaimer

- Instructions and images throughout this manual are only for reference and may differ from the actual product.
- Parts of the software function changes with the system upgrade.

Important Information

Ethernet, Wireless, and Bluetooth interfaces are enabled by default.

The following services are available by default. If the services are not available on the product, please ignore the following content.

- **DIAL (discovery and launch) service**

  DIAL is a simple protocol that second-screen devices can use to discover and launch apps on first-screen devices.
- **AirPlay service**

  AirPlay and HomeKit are two services developed by Apple. AirPlay lets user share videos, photos, music, screen and more from Apple devices to this smart device. HomeKit lets user control this smart device from Apple devices.
- **VIOT services (Internet of Things)**

  A service which can accept the connection from third party device, and receive MQTT (Message Queuing Telemetry Transport) topics from it to control this smart device, for example change the volume/mute/source of console, input remote key code, get source/app list of this smart device, launch app, get the mute/power state of this smart device, and so on.
- **Remote service**

  Provide an MQTT (Message Queuing Telemetry Transport) broker service that can verify the legitimacy of the client, which is used to obtain this smart device information and operate this smart device.
- **DLNA (Digital Living Network Alliance) service**

  DLNA service lets user share videos, photos, music and more from DLNA devices to this smart device.
- **mDNS (multicast Domain Name System) service**

  mDNS is part of Zero Configuration Networking (Zeroconf) that allows devices to discover each other over the network without a dedicated DNS server. mdnsd is a lightweight multicast DNS (mDNS) daemon that implements the mDNS protocol for device discovery and service publishing in a local network.

Precautions for Use

- Choose a good location for the console, in a clean place, away from sources of heat (sun, radiators, fireplaces), plants (pollen, dust, water) and the ground (risk of knocks, dust).

First-Time Use

- Do not place cloth, paper or other materials over the openings on the top, sides or bottom of the appliance.
- Switch off the console after use and unplug it if it is not going to be used for.
- Store the remote control carefully, do not expose it to liquids and check the condition of the remote control batteries regularly to prevent corrosion of the contacts.
- Clean the console with a soft, dry cloth after switching off and unplugging the console and avoid glass sprays and other household cleaning agents.

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 / 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 / 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.

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:

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

Display Channel List

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

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

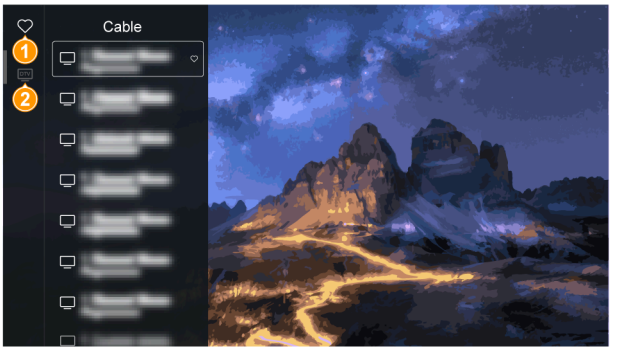
The **Channel List** option may be preconfigured in the **Edit** menu. You can customise its position and move it to the quick menu from **Edit**. To access **Edit**, press / / button in Live TV and navigate to the last item labeled **Edit**.

Note:

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

Learn about channel list sub-menu

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



1 FAV

Short press button to display the current favourite list.

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

Note:

- The sub-menu options may vary depending on models/countries/regions.
- The picture is only for reference, please refer to the actual product.

Related information

Edit Channel List on page 16

Channel List Auto Update

In Live TV, press / / MENU button on your remote control and select **All Settings** > **Channel** > **Advanced Settings** > **Channel List Auto Update**.

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

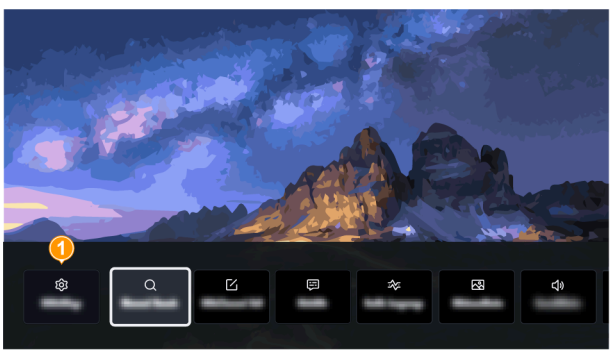
Note:

- 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 / / MENU button to access the on-screen menu.



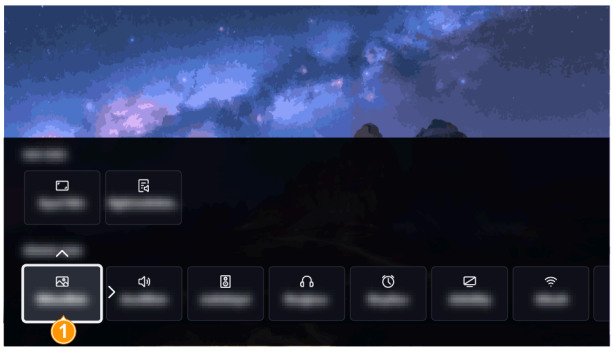
1 All Settings

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

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 OK 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 OK 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 19
Programme Recording (PVR) on page 20

Channel Edit

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

Note:

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

Edit Channel List

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

There are several ways to edit channel list:

- In Live TV, press / / MENU button on your remote control and select **Edit Channel List**.

  The **Edit Channel List** option may be preconfigured in the **Edit** menu. You can customise its position and move it to the quick menu from **Edit**. To access **Edit**, press / / MENU button in Live TV and navigate to the last item labeled **Edit**.
- In Live TV, press / / MENU button on your remote control, select **All Settings** > **Channel** > **Channel Edit**.

Related information

Channel Scan on page 13

Edit Favourite Channel List

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

Add a channel to a favourite list

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

1. In Live TV, press OK / CH.LIST 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 OK 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 OK / CH.LIST button on your remote control.
2. Select the channel you want to remove from the favourite list, press and hold OK button, the channel will be removed.

Related information

Channel Scan on page 13

Programme Info

Note:

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

Mini bar

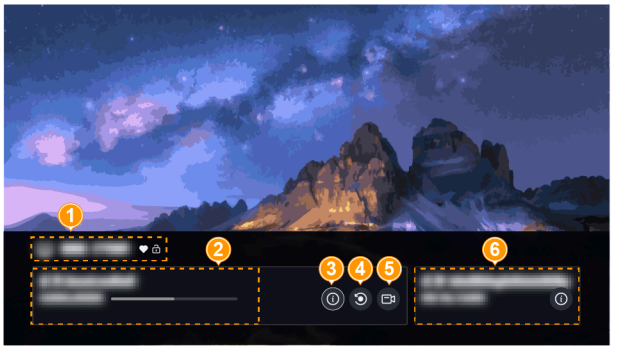
While switching channel, the mini bar will appear for a few seconds.



1. **Channel logo, Channel number, Channel name, Current programme name**
2. **Favourite channel indicator**
3. **Locked channel indicator**
4. **Current programme progress**

Info bar

While watching TV programmes, press ◀ / ▶ / INFO / ⊡+ button to display the programme info bar.



1 Channel logo, Channel number, Channel name, Favourite channel indicator, Locked channel indicator

2 Current programme

3 More information

4 Timeshift

5 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 24
Programme Recording (PVR) on page 20

TV Channels

TV Channels is a feature 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)

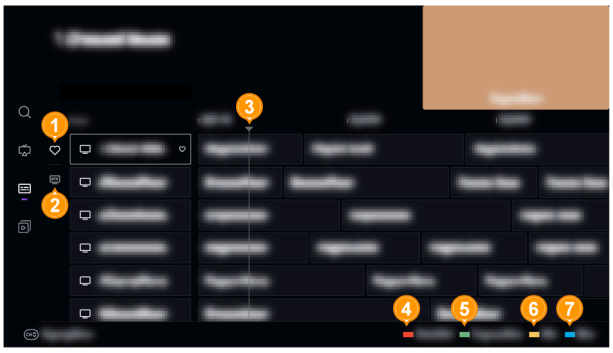
Note:

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

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. 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.

Launch the guide

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



1 FAV

Press and hold OK button to display favourite lists.

2 TV List

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

3 Current time and current programme

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

4 Scheduled

In Guide (EPG), press [RED] button or press ● / 123 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.

5 Programme Colour

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

Note:

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

6 24h−

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

7 24h+

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

PVR/Reminder in Guide menu

- **PVR/Reminder**

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

  Select a programme that have not been aired yet, press OK button, then 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 / / MENU button on your remote control and select **All Settings** > **Channel** > **Advanced Settings** > **Programme Guide Auto Update**.

The console 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)

Note:

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

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

Read before recording programmes

- To use PVR, you must connect a storage device for recording. PVR will not function if a data storage device has not been connected.
- The format of the storage device can be NTFS or FAT32. The storage space of your device should be no less than 2GB (for 15 minutes high-definition video). It is strongly recommended to use a USB mobile hard disk drive instead of a USB flash drive as the storage device.

- If the transfer rate of your hard disk is too slow, a pop-up notice will be displayed. In this case, you will need to use another disk with higher speed.
- PVR is only available for digital channels, 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 console to record digital broadcasting, do not disconnect the power plug before recording starts.
- If video or audio recording fail due to malfunction of the console or poor reception, no compensation shall be paid.
- Recorded programmes saved in the USB storage device can only be viewed on this console. They cannot be viewed when connected to another console (including the same model of console), a PC, or other devices.
- The PVR function may not be applicable in some models/countries/regions.

Related information

Connecting USB Devices on page 49

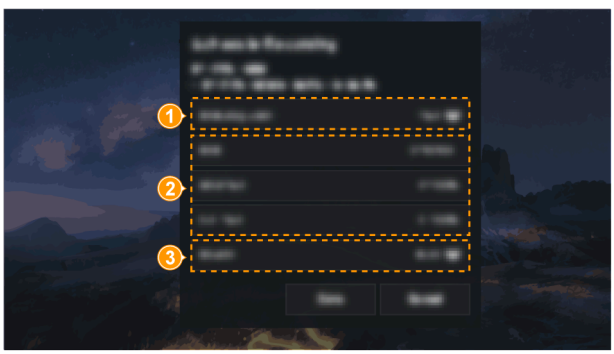
Recording

Schedule recording

There are several ways to use PVR.

- In Live TV, press / / button and select **PVR**.

  The **PVR** option may be preconfigured in the **Edit** menu. You can customise its position and move it to the quick menu from **Edit**. To access **Edit**, press / / button in Live TV and navigate to the last item labeled **Edit**.
- In Live TV, press / / / button to display the info bar and choose .
- 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.



1 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.

2 Date, Start time, End time

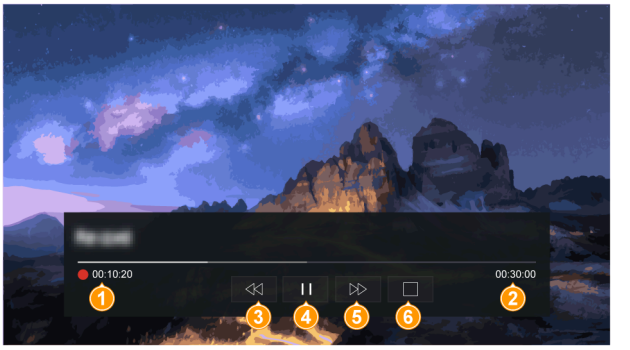
3 Repeat

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

Standby recording

If you press the power button during recording and select **Standby Recording**, your console will go into standby mode, but the recording process will continue. If you press the power button again to wake up the console, 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



1 Recording time

2 Total time

3 Rewind

4 Pause / Play

5 Fast forward

6 Stop

Note:

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

Recording related settings

Press / / MENU 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 console, 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.

Related information

Schedule Recording cannot be used. on page 87

Recording List

Access recording list

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

Watch recorded programmes

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

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

Manage recording list

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

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

- Delete scheduled recording

  Select a scheduled recording, press 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 button to edit.

Note:

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

Reminder

Note:

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

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

Set up a reminder

1. In Live TV, press GUIDE / EPG button, or press ☰ / ☰ / MENU button and select **Guide (EPG)** to display programme guide.
2. In Guide (EPG), press ∧ / ∨ button to select the channels. Press < / > button to select a programme that has not been aired.
3. Press 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 ☰ / ☰ / MENU 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 OK button on your remote control to start editing and press > button to delete it.
- Edit reminder

  Select reminder in the schedule list, then press OK 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.

Note:

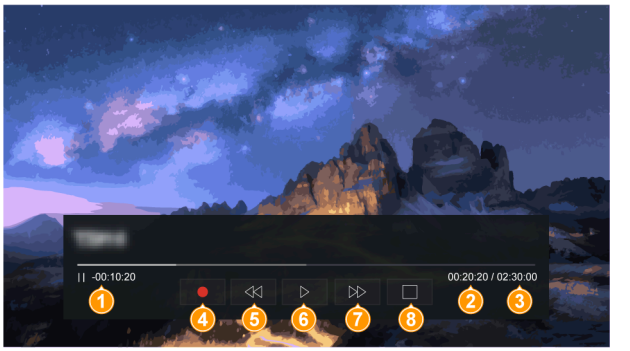
- This feature may not be applicable in some models/countries/regions.

There are several ways to use Timeshift.

- In Live TV, press ☰ / ☰ / MENU button and select **Timeshift**.

  The **Timeshift** option may be preconfigured in the **Edit** menu. You can customise its position and move it to the quick menu from **Edit**. To access **Edit**, press ☰ / ☰ / MENU button in Live TV and navigate to the last item labeled **Edit**.
- In Live TV, press < / > / INFO / ⓘ button to display the info bar and choose .
- If your remote control has ⏯ button, press it and use D-pad to select ⏪ / ⏩ to launch Timeshift.

Learn about the timeshift control bar



1 **Unwatched time for buffered content**

2 **Current time**

3 **Total time**

4 **Record**: to convert a Timeshift to a live recording of the current broadcast channel. Select , adjust recording settings and choose Save, then the programme content you have watched in Timeshift will also be saved to the storage device.

5 **Fast backward**: you can choose 2×, 4×, 8× or 16×.

6 **Pause/Play**

7 **Fast forward**: you can choose 2×, 4×, 8× or 16×.

8 **Stop Timeshift**: to exit the function and watch the current broadcast.

Note:

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

Timeshift related settings

Press / / MENU 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 console, 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 49

Voice Service Setup

Set up voice assistant to control your console 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 (console sound and ambient noise).
- Even if the console 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 console.

Before setting up the Amazon Alexa Service, connect your console 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. For models with a built-in microphone, you can choose whether to allow the use of the built-in microphone. By using this function, you can enjoy Alexa voice service hands-free.
5. 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 the 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 the Alexa built-in service. If this is not supported, use an external Alexa-enabled device (e.g. Alexa App, Echo) to control your smart console by using just your voice.
- Shipment with voice remote control varies depending on console models/countries/regions.
- Download and install the remote control app on your mobile device at > **Settings** > **Connection** > **Mobile App Download**. Press the Microphone icon in the app to interact with Alexa on your console.

Related information

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

Voice Assistant Setup

Voice Assistant can help you control the console and search content, supporting several languages.

Before using Voice Assistant, please check the following:

- Network connected.
- Voice remote paired.
- End User License Agreement and voice feature privacy police/terms agreed.

How to set up Voice Assistant

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

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

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

Note:

- Voice Assistant may not be applicable in some models/countries/regions.
- Voice Assistant only supports some languages.
- Shipment with remote control varies depending on console 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 to interact with Voice Assistant.
- The existing functional specifications may be changed if Voice Assistant 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 37
Connect Remote Control on page 40

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 console 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 console to the network.

STEP 1: Set up Google Smart Home Service on Console

1. 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 V Account. If you have signed in before, this step will be skipped.
3. Give your console 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 V Account signed in on your console to your Google Account.

Google Smart Home Service is set up and ready. Control your smart console 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

Activating AI Assistant

Press the [AI] button on the remote control to activate the AI assistant to enhance your smart console experience.

- When watching Live TV, press the [AI] button and the AI assistant can recognise the current broadcast content and provide supplementary information, such as synopses, behind-the-scenes content, cast details, related locations, recommendations, and AI Q&A.
  - The availability of information depends on the richness of the channel's data.
- In non-Live TV scenarios, like on the Home screen, press the [AI] button to display recommendations on news, music, videos, or sleep timer. You will also see shortcuts to other AI services. The recommendations are displayed based on the time of day.

Note:

- To use this feature, please connect the console to a network.
- The AI assistant cannot be enabled in some scenarios. Please refer to the actual product.
- Remote controls vary across different countries, regions, and models, and the included remote may not have an AI button.
- The AI assistant may not be applicable depending on countries, regions or models.

Watch List

The Watch List is intelligently generated based on your frequently watched content types, peak usage times, preferred apps, and popular trending content. You can access it from:

- The first option in the Recommended section on the Home screen

How to use

1. You can select start or the first item in the Watch List to begin playback.

2. When the first item finishes, playback automatically continues with the second item.
   - When the next item is about to start, a reminder appears. You can watch it now, cancel to watch, or skip reminder for later viewing.
   - If no action is taken, the countdown in the reminder ends, and it will automatically start playback of the next item.

Note:

- VOD (video on demand) items can be watched anytime.
- Upcoming FAST or streaming programmes cannot be watched; please select start to begin playback from the first available item in the list.

Updating Watch List

To update watch list manually

- Open the Watch List and move the focus to an item, then press the [Down] button on the remote control to replace the content.

Note:

- Manual updates are limited to a specific number.

When watch list updates automatically

- Upon entering the Watch List, timeline focus starts on the current item.
- When the first item finishes, playback automatically continues with the second item, and a new programme is added to the end of the list during this process.

Note:

- The entrances of Watch List may vary; please refer to your actual product.
- Before using this feature, please connect the device to the network.
- Watch list is supported in limited countries/regions, models and service areas.
- Functionality and instructions may vary by product. Please refer to the specific product.

Related information

Connecting to the Internet on page 7
Voice Assistant Setup on page 27

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 console 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 OK button to enter the detail page.
3. Select **Install**. The selected app will be installed on the console.

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

Note:

- To use this function, your console must be connected to the Internet.
- Under certain circumstances, you may need to sign into your V 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

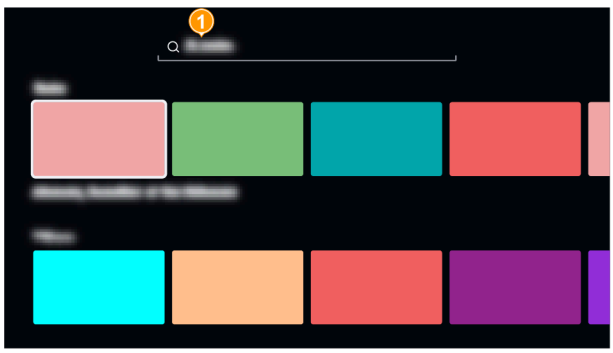
Connect to a Wired (Ethernet) Network on page 7
Connect to a Wireless Network on page 8

Search Apps

Search apps

- **Search from the Home page**

  Press Home 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 OK button to enter and search for the apps you are looking for.



  1 **Type keywords**

- **Search from the app store**

  Press Home 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 Voice button and use your voice to search for the app you are looking for.

  For more information, please refer to Benefits of Smart Console > 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 button to manage it.
2. Press / button to move the app.
3. Press 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 button to manage it.
2. Press 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 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.

Kids

Before you start

- You need a V Account to create a kid's profile.

- Kids is available in select countries/regions.

Create a Kids profile

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

There are two ways to create a Kids profile.

- **Using your V Account:** Press button on your remote control and select **Account** icon in the navigation bar. After signing into your V 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 Kids application:** Open the **Kids** application, select the user icon on the side navigation bar of the Kids home page and follow the on-screen instructions to complete the setup.

Note:

- To create a 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 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 kids, Voice Assistant can only search for kid-friendly content. Alexa is disabled in kids' mode.

Enter Kids

There are several ways to enter Kids. If you have not created a 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 **Kids** in the application row.
- **Using your V Account:** Sign into your V Account, press button on your remote control and choose **Account**. On the **Who's Watching?** screen, select the Kids profile you previously set up.
- **Using the remote control:** If your remote control has the **Kids**/**KID** button, press it to enter **Kids** directly. If your remote control does not have the button but does have / / EDIT button, you can customise this button to launch **Kids** directly from the remote control. If you there is no Kids app in your country/region, press the **Kids**/**KID** button will go to the Kidoodle.TV app.
- **Using your voice**: When Voice Assistant is set up and ready, you can say "open kids".

  Note:

  - 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 Kids

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

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

Kids Settings

To access **Kids Settings**, select the Kids Settings option in the side navigation bar on the **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 **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 console settings.
  - **Manage Time Limits**: Set limits on your kids' viewing activities, including connected console 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, you must select a profile after powering on the console.
- **Manage Parental Control PIN**

  A Parental Control PIN is a four-digit numerical code that a parent or guardian can set to prevent kids from accidentally viewing inappropriate content on Kids and the console (including channels, apps, etc.). You can use the same PIN for both Kids' Settings and the console settings (**Settings > System > Parental Control**). If you set up content block on the console, it will also apply to Kids. However, the available functions are different in Kids and the console. Please be sure to configure settings in both sections as needed.
- **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.

Picture Books

Welcome to use the Picture Books generation feature designed for child users.

Note:

- Picture Books feature is supported in limited countries/regions/models.
- Picture Books can only be used when the service is available.
- After free trial times are exhausted, a paid subscription is required to use this feature.
- The following instructions may vary. Please refer to the specific product.

How to access Picture Books

In Kids, you can enter **Picture Books** through the navigation bar or scrolling banners.

Before entering the Picture Books:

- Connect the device to the network.
- Sign into your V Account and create a child's profile.
- Setup to Voice Assistant.

Process of creating a picture book

1. Pick a theme for Picture Book, customise your character and choose the style of the story, then wait for your Picture Book to be generated.
2. When the Picture Book has been completed it will be automatically read out to you.
3. When the story is finished, you can choose whether to save it in **My Books**.

Note:

- Each generation consumes 1 usage opportunity. There are limited free Picture Books included, additional Picture Books plans can be purchased via the Kids App.

Picture Books content playback

Supports autoplay, displays pictures and text page by page and provides a voice reading of the Picture Book. Users can manually turn pages by using the left and right navigation buttons on the remote control.

Picture Books content management

Move the focus to a picture book in **My Books**, press and hold the OK [OK] button on the remote control to remove the selected book. Alternatively, select the "Edit" icon in **My Books** to manage in bulk.

Related information

Connecting to the Internet on page 7
Voice Assistant Setup on page 27

Using Art Gallery

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

Note:

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

Benefits of Smart Console

Access Art Gallery

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

Art Gallery display

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

Press or button to switch between different pictures.

Add artworks to favourite playlist

1. In Art Gallery, select the content you want to see and press button to show it in full screen,
2. Press button again to show the detail page.
3. Select **Add to favourite**.

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

Note:

- You need to sign into V 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 gallery benefit.

Art Gallery Settings

Press button to enter home screen and select **Settings > System > Advanced Settings > Art Gallery Settings**.

- **Show Art Gallery after**

  Set up the time to go to the art gallery mode automatically when the console is idle.
- **Art Gallery source**

  Set up the art gallery mode screen source.

  You need to sign into V Account first if you want to use art gallery source.

Note:

- This function and its options may not be applicable depending on different models/country/region.
- The options will vary depending on different models/countries/regions.

Generate Your Personal Artworks

This feature supports personalized creation.

1. Choose a theme, customize some elements and style, then wait for your Personal Artwork to be generated.
2. The generated images can be saved and set as screensavers.

Note:

- Personal Artwork creation can only be used if your console is connected to the network.
- After free trial times are exhausted, a paid subscription is required to use this feature.
- This feature is supported in limited countries/regions and languages.

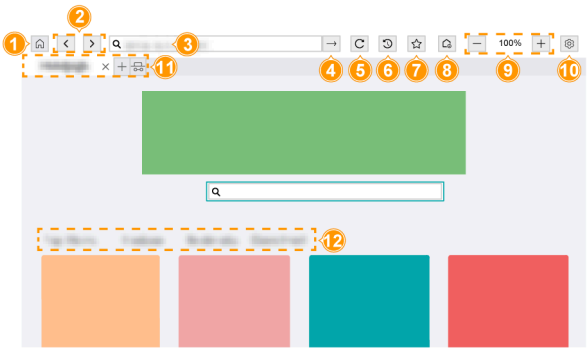
Using the Browser to Search the Internet

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

You can enter websites and browse information on the Internet.

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

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



1 **Back to the Homepage**

2 **Back/Forward: switch among webpages**

3 **Enter website you want to visit**

4 **Visit/Search**

5 **Reload/Stop the website**

6 **Browsing history**

7 **Add the website you are viewing to Bookmarks**

8 **Add the website to Shortcuts on the Home screen**

9 **Enlarge or shrink the website**

10 **Enter browser settings**

11 **Add/remove webpages, or add private webpages**

12 **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 69
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 console. This app is available on both Android and iOS.

To connect to your console after installing the mobile app:

1. Agree with end user license, disclaimer and privacy policies on the console. 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 console 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 console device you want to connect to.

What you can do with the app:

- Turn the console 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 console

Related information

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

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 console to provide the Enhanced Viewing features that you select.

Note:

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

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

Benefits of Smart Console

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 console.

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.

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 console or other linked devices sharing the same IP address, based on audience segmentation created from your viewing habits.

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

Use Energy Saving Functions

Use energy saving functions to reduce the console power consumption.

Use Timer Settings

Use the following timer setting functions to reduce the console 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 console 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 console 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 console 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 console 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 Console

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 console can automatically decrease the brightness value if the ambient light is dark, this can reduce the console 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 console power consumption.

Note:

- This function may not applicable in some input sources.

Connection Guide

Remote & Accessories

- Connect Remote Control
- Use HDMI & CEC
- Control the console 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 Console Speaker

Displaying screen or content of external device on the console

- 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 console with ease.

Connect Remote Control

Connect a Bluetooth remote control

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

Keep the remote control within 3 metres from the console. 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 button on your remote control and select **Settings > Connection > Bluetooth**.
- This function may not be applicable in some models/countries/regions.
- If an error occurred while trying to pair the remote control, it could have been caused by interference. Try to remove what is causing the interference and try pairing again.
- If an error occurred with the remote control while using sufficiently charged batteries, you can remove the batteries for 1~2 seconds then insert them once again. Now the remote control should work correctly.
- The remote control cannot be paired with the console while the console is in standby mode.

Use HDMI & CEC

Use the console remote to control external devices that are connected to the console 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 console.
3. Turn on the connected external device. The device will be connected to the console automatically. After connection is completed, you can access the menu of the connected device on your screen using your console remote to control the device.
4. When CEC control is enabled and HDMI & CEC compatible external devices are turned off, the console will enter the standby mode. The function needs to be supported by the external device.

Enable external device auto power off

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

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

Enable external device auto power on

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

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

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

Enable console auto power on

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

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

HDMI Format function

Under HDMI source, press / / button on your remote to enter quick menu and select **HDMI Format**.

You could also press button on your remote control and select **Settings > Connection > HDMI & CEC > HDMI Format**.

Please select **Enhanced Format** or **Enhanced Pro** 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 console.
- 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 Console with a Keyboard, Mouse or Gamepad

Connect a keyboard, mouse or gamepad to control your console 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 console.

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 console 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 console. If the console 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 console, 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 console.

Using the Gamepad as a Controller



1. **Left joystick**
2. **Right joystick**
3. **Left directional pad**
4. **Quick panel**
5. **Touch pad**

Button	Description
Left joystick or left directional pad	Up/down/left/right navigation buttons
A button or ✕ button	Confirmation button
B button or ○ button	Return or cancel button

Button	Description
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 ((This feature may not be applicable in some models/countries/regions.)) • 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 and apps.

Entering letters, numbers and special symbols by using voice

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

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.
- Voice Assistant and language English are selected in the Voice Service centre.

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

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

Note:

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

Related information

Connect to a Wired (Ethernet) Network on page 7
Connect to a Wireless Network on page 8
Connect Remote Control on page 40

Voice Assistant Setup on page 27

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.
3. 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 console.

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 console and Bluetooth devices may become disconnected if the distance between them is too long.
- This function may not be applicable in some models/countries/regions.

Listen to the Audio through Bluetooth Devices

Pair the Bluetooth audio device using the console 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 console, or other connection issues.
- If the Bluetooth audio device fails to connect, check the Bluetooth status of the device is working correctly.
- The console 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 Console Speaker

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

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

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

Note:

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

Related information

Select Speakers on page 63

Screen Sharing

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

1. Set your console to the wireless network connection.
2. Press the / button on your remote control and select **Screen Sharing** on your console.
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 console 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 console.

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 console. (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 button on the remote control.
- When playing video or audio, press / / 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 console screen. You can also share videos from streaming apps on mobile device to the console.

Share Media Content from your Device

1. Connect your console 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 console name in the searching list of your device and select it.
5. Agree in console 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 console will play the content sharing from the device.
   - **Disagree**: Select **Disagree** and console will not play the content sharing from the device.

Play Media Content Stored in External Device on Console

1. Connect your console 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 console.
   - 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 console. For more information, please refer to Benefits of Smart Console > Using the Mobile App in this manual.
- To stop using **Content Sharing**, disconnect the external device or press / button on the remote control.
- When playing video or audio, press / / 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 console. 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 console.
2. Turn on AirPlay on your console.
   - 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 console from the list to begin using AirPlay.

Using HomeKit

Use HomeKit to control your console 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 console. 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 console 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 console screen, enter the passcode on your Apple device to continue.
- To stop using AirPlay, disconnect the external device or press / button on the remote control.
- When playing video or audio, press / / 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 badges means that an accessory has been designed to work specifically with the technologies identified in the badges and has been certified by the developer to meet Apple performance standards.
- Apple, AirPlay, Apple Home, HomeKit, iPad, iPhone and Mac are trademarks of Apple Inc., registered in the U.S. and other countries and regions.





Related information

Connect to a Wireless Network on page 8

Connecting a Set Top Box

Before connecting a Set Top Box to the console, make sure the console 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 console, please refer to Connecting to External Devices > Connecting Audio Visual (AV) Devices in this manual.

When the connection is completed, turn on your console and Set Top Box, switch to the input source by pressing the INPUT / button to change to the port that you connected your Set Top Box to.

Connecting a Blu-ray or DVD Player

Before connecting a Blu-ray or DVD player to the console, make sure the console 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 console, please refer to Connecting to External Devices > Connecting Audio Visual (AV) Devices in this manual.

When the connection is completed, turn on your console and Blu-ray or DVD player, switch to the input source by pressing the INPUT / 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 console 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:

- This function may not be applicable in some models/countries/regions.
- 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 console. They cannot be viewed when connected to another console (including the same model of console), a PC, or other devices.
- Certain digital cameras may not be compatible with the console.

Connecting Audio Visual (AV) Devices

The console 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 console port labelled with AV IN using a composite video cable (not provided).
2. When the connection is completed, press INPUT / button on your remote control and select **AV** as the input source.

Note:

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

Connect with a HDMI cable

1. Connect an AV device to the console port labelled with HDMI using a HDMI cable (not provided).
2. When the connection is completed, press INPUT / button on your remote control and select the corresponding HDMI input.

Note:

- Please refer to the User Manual of your device for step-by-step instructions.
- Some devices, such as DVD players, require the HDMI signal to be set to the correct format in the device settings. Please consult your device user manual for instructions.
- If there is no sound from your console, configure the device audio settings.

Related information

Use HDMI & CEC on page 41

Connecting a PC

The console can connect to a PC to use your console as a PC monitor

1. Connect your PC to the console port labelled with HDMI using a HDMI cable (not provided).
2. When the connection is completed, press INPUT / 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 console.
- If there is no sound from your console, change the PC's audio settings.
- If you want to connect your PC and console wirelessly, please refer to Connecting to External Devices > Screen Sharing/Content Sharing on the console in this manual.

Connecting Headphones

Connect a pair of headphones (not provided) to your console 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 console 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 console 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 console.
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 to Connecting to External Devices > Connecting a Digital Audio System with ARC/eARC in this manual.

Connecting a Digital Audio System with ARC/eARC

The console 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 console 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 an amplifier or sound bar as a signal input, the console can connect to an amplifer or soundbar through the console HDMI ARC/eARC port to output sound at the same time. This is a series connection. HDMI cables are not supplied. For sepcific information about connection, please refer to the user manual of the external device .

Note:

- By using this feature, you can also control the sound system with your console 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 console.
- Some audio system may not support series connection.
- 5.1 CH (channel) audio is available when the console 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 Console > 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.
- **Games**

  Optimised picture for playing games.
- **Sports**

  Optimised picture for watching sports.

Low Blue Light / Night mode

Low Blue Light/Night mode menu on your console 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 console for a period of time, you are recommended to:

- Take regular and frequent breaks, avoid watching console for periods of more than one hour. Watching console for long periods of time may cause eye fatigue.
- Look away from the console 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 console 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. The console 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 console 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.
- **Laser Luminance Level**

  Set the overall brightness of the screen.

  Note:

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

  Adjust the Brightness level to generate lighter or darker images.
- **Contrast**

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

- **Color Saturation**

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

  Adjust how sharp or soft the edges of images appear.
- **Advanced Settings**

  Adjust 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

- **Brightness Enhancer**

  Enhance the brightness of the screen. Attention: Prolonged opening can affect the product's lifespan.
- **Light Sensor settings**

  Enable the console 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.
- **Adaptive Contrast**

  Automatically adjust dark areas and light areas of the image to see more detail.
- **Scenario Enhancement**

  Adjust the brightness according to the scene to enhance the contrast of the picture.
- **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.
- **HDR Enhancer**

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

- **Gamma Adjustment**

  Adjust the Gamma to alter how the console 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 colours the console displays.
- **Color Tuner**

  Adjust the Hue, Saturation and Brightness of the colour setting.
- **White Balance**

  Adjust the intensity of red, green and blue to view the true colour of all images in the picture.
- **Low Blue Light** / **Night mode**

  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.
- **Gradient**

  Optimise the colour spots of contour lines to deliver better picture quality.
- **Super Resolution**

  Super resolution processing technology based on deep learning optimizes the clarity processing effect of the picture.

Motion

- **Ultra Smooth Motion**

  Reduce the afterimage effect when viewing fast-moving objects.
- **High Refresh Rate Mode**

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

Overscan

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

3D

Select the appropriate 3D mode based on the 3D content you are viewing. This function may not be applicable in some models/countries/regions.

DLP Turbo Mode

Reduce the image processing time of DLP to decrease input lag. When enabled, some features may not be available for use.

Related information

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.

- **AI Picture Optimisation**

  Set to **On** to enable the console 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 Aspect Ratio / Picture Size

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

Adjust the Aspect Ratio/Picture Size 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 console transmission or video content, it can distort the picture.
- When connecting a PC to the console via HDMI input, fast moving images may become distorted.

Screen

Adjust projection mode, automatic and manual geometric correction, eye protection and more to provide best viewing experience.

Projection Mode

If you need to flip the image over top-to-bottom and/or left-to-right, press button on your remote control and select **Settings > Screen > Projection Mode**, then select the mode.

Screen Type

Press button and select **Settings > Screen > Screen Type**, and select the corresponding type according to the actual screen used.

Different screen types have different picture quality. Please select the corresponding type according to the actual screen used. After the setting is completed, restart the console so that the change takes effect.

Note:

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

Automatic Geometric Correction

This feature will fit the projected image into the screen automatically. Press button on your remote control, and select **Settings > Screen > Automatic Geometric Correction**.

There are two ways to use Automatic Geometric Correction function, and the ways to use this function may vary depending on models. Please refer to the specfic product.

The first way is shown as follows.

1. Adjust the position of the laser console by using the levelling feet to ensure the projected image is a rectangle.

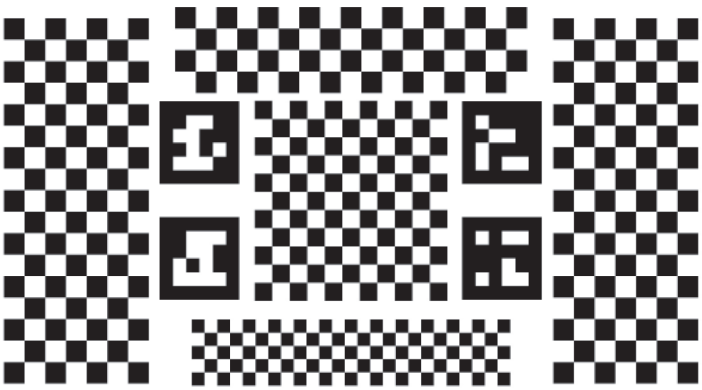
2. Adjust the height of the screen by using the adjustment rods or move the console as needed to ensure the frame of the screen is located inside the rectangular border.

3. Close the curtains and turn off the lights near the screen for more accurate correction.



4. Press **Next** to continue.

5. An auto-correction pattern will be displayed below, and the correction process will complete automatically.



If the auto geometric correction results are unsatisfactory, use manual correction for fine-tuning.

Note:

- Obstacles between the host device and the screen, foreign objects on the screen surface, dark-colored walls, and strong ambient lighting may interfere with the automatic screen alignment. Ensure all obstacles and foreign objects are removed, use a lighter-colored wall, and minimize ambient light before initiating automatic screen alignment.
- This function may not be available for some screen sizes.
- The performance of auto geometric correction may vary according to the screen type you choose.
- Manual Geometric correction may be required for fine-tuning if auto correction is unsatisfactory.

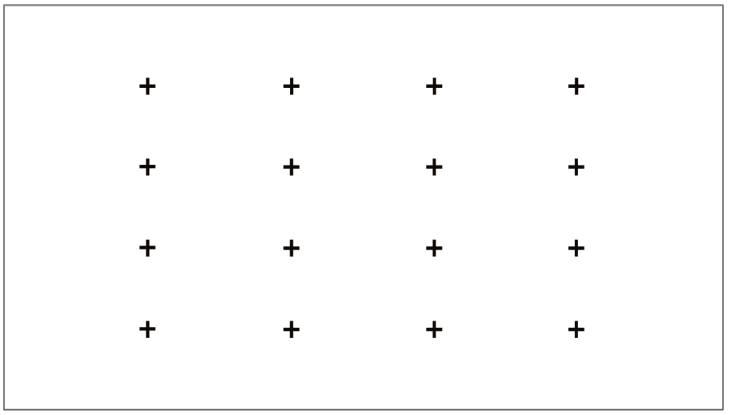
The second way is shown as follows.

Before you use Automatic Geometric Correction function, ensure that the console and your mobile device are connected to the same wireless network.

1. Adjust the console position by using the levelling feet as needed, ensure the frame of the screen is located inside the rectangular border.

2. Select Next to continue.

3. Scan the QR Code with your mobile device to begin Automatic Geometric Correction. After a few moments, an alignment grid pattern will appear on the screen.



4. Click "+" on your mobile device to take a photo of the full screen. For best results, stand about 10 feet away from the screen and use landscape mode.

5. Click "upload" on your mobile device to complete the Automatic Geometric Correction.

Note:

- Please ensure you are standing in front of the screen to take the photo, no deviation of more than 25° from the centre of the screen.
- Please ensure the whole screen is fully visible on the photo, including the frame of the display.
- Please ensure all the 16 points of the grid on the screen are all in focus when taking the photo.
- Please ensure the screen image must take up at least 60% of the overall photo size for correct geometric correction.

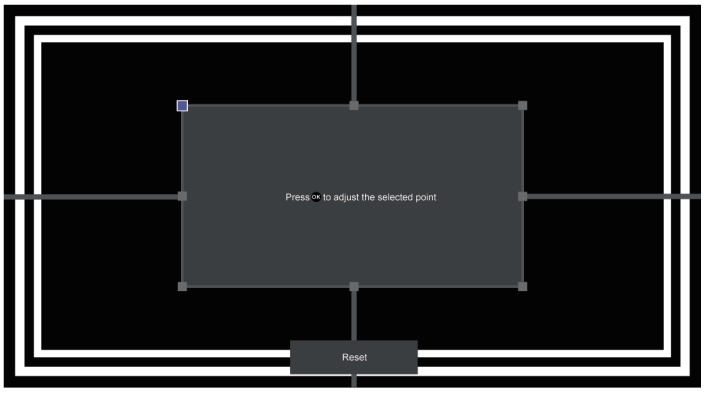
Manual Geometric Correction

Select points and move it to fit the projected image into the screen.

Note:

- Manual Geometric Correction may not be applicable in some models/countries/regions.

Press button on your remote control and select **Settings** > **Screen** > **Manual Geometric Correction**.



1. Press ▲/▼/◀/▶ buttons on your remote control to move focus, and press OK button to choose a point you need to adjust.
2. Long press ▲/▼/◀/▶ buttons: quick adjustment of the projected image; Short press ▲/▼/◀/▶ buttons: precise adjustment of the projected image.
3. Press ↩ button to save your adjustment, and you can select other points to adjust the image.

If you want to return the image position to the factory default, select **Reset** on the screen.

Focus Adjustment

Press ⌂ button and select ⚙ **Settings** > **Screen** > **Focus Adjustment**. You can adjust the focus parameters by pressing the up and down buttons on the remote. The focus effect is adjusted in real time according to the displayed background image card.

Note:

- This function is only applicable in some models/countries/regions.

IRIS

Press ⌂ button and select ⚙ **Settings** > **Screen** > **IRIS**.

Adjust the IRIS mode to achieve better brightness and contrast.

Used to adjust the contrast of the image. Increasing the contrast makes the image more distinct, with brighter highlights and deeper shadows, resulting in richer colors and stronger visual depth. Decreasing the contrast softens the image and balances out the details.

Note:

- This function is only applicable in some models/countries/regions.

Eye Protection

Press ⌂ button on your remote control and select ⚙ **Settings** > **Screen** > **Eye Protection**, then you can choose to enable this function on or off.

In order to protect your eyes, keep the Eye Protection on, and do not look into the lens. If you get too close to the console, the light output will be temporarily disabled after 5 seconds.

Screen Size

Select the corresponding size according to the actual screen you use to get the best picture quality. Press ⌂ button and select ⚙ **Settings** > **Screen** > **Screen Size**, and choose the actual screen you use.

Note:

- This function may not be applicable in some models/countries/regions.
- This function is only available for content in Dolby Vision.

ScreenSync

Press ⌂ button on your remote control and select ⚙ **Settings** > **Screen** > **ScreenSync**.

Activate ScreenSync to enable the automatic roll-up/roll-down of a motorised screen by USB trigger.

Note:

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

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(DEVIALET Sound Mode)**.

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

- **Standard**

  In Standard mode, the console delivers a flat frequency response, which preserves the natural characteristics of the original sound.
- **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 console will improve the reproduction and clarity of the human voice with a low volume level.
- **Sports**

  Optimised sound for watching Sports events.
- **Intelligent Sound**

  Automatically adjust the sound effects based on the content you are watching.

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 console. 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.

- **Dolby Atmos**

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

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

  Boost the volume at different frequencies.
- **Wall Mount Setup**

  Automatically optimise the sound based on the position of the console.
- **Auto Volume Control**

  Activate to prevent sudden colume changes when switching console 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.

Select Speakers

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

Select the speakers which you want to use.

Using External Speakers with Console Speaker to Output Audio

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

- **Wired headphones + Console speaker**

1. Connect your wired headphones to the console.
2. Press button on your remote control to select **Settings > Sound > Audio Output** to choose **TV Speaker/Device Speaker**.

- **Bluetooth headphones + Console speaker**

1. Turn on Bluetooth at > **Settings > Connection > Bluetooth**.
2. Pair your Bluetooth headphones with the console.
3. Press button on your remote control to select **Settings > Sound > Audio Output** to choose **TV Speaker/Device Speaker**.

- **Console Speaker With Soundbar (Hi-Concerto)**

1. Connect a soundbar device to the console port labelled with HDMI ARC/eARC.
2. Press button on your remote control to select **Settings > Sound > Audio Output** to choose **TV speaker with Soundbar (Hi-Concerto)/Device speaker with Soundbar (Hi-Concerto)**. This feature is only applicable for the specific soundbar types. Menu name may differ depending on your model/country/region. Please refer to the specific product.

Note:

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

Related information

Connecting Headphones on page 51
Connect a Bluetooth Device on page 45
Connecting Speakers or Other Audio Receivers on page 51
Connecting a Digital Audio System with ARC/eARC on page 51

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. This menu is available when headphone is connected.

  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 console and an option such as **TV Speaker/Device Speaker** is selected in **Audio Output**, other than **Headphone Only**, 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.
  - **Passthrough**: 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 console.
- **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 51
Connecting a Digital Audio System with ARC/eARC on page 51

Auto Acoustic Tuning

Press button on your remote control and select **Settings > Sound > Auto Acoustic Tuning**.

To enhance and optimise the sound experience in your room environment, the console will play test audio and optimise the speaker's sound output by receiving the sound back from the remote's microphone. Before using this function:

- Please keep the environment quiet.
- Please make sure the console is paired with the Bluetooth remote control.
- Please hold the remote control in the usual watching position and point at the console. Do not move your remote control.

During the optimisation process, the console volume will be automatically set and the microphone on the remote control will be activated.

When calibration has completed successfully, the new audio settings data will take effect for all sound modes. If the calibration failed on the first attempt, it will try again with an increase to the base volume.

Note:

- This function is only applicable when **Intelligent Sound** mode is not selected and **Audio Output** is set to **TV Speaker/Device Speaker**.
- This function may not be applicable in some models/countries/regions.

Network

You can get access to the Internet through your console.

Edit Console Name

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

You can edit the name for your console 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 console cannot connect to the network. on page 85
Connect to a Wired (Ethernet) Network on page 7
Connect to a Wireless Network on page 8

Turn on the console 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 console 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 console from standby and push content to be viewed on the console with a mobile device App supporting the screencast function.

Note:

- To use this function, make sure your console 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 console from standby and push content to be viewed on the console with a mobile device App supporting the screencast function.

Note:

- To use this function, make sure your console 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

Control4 Control Port

Press button on your remote control and select **Settings** > **Connection** > **Control4**.

Control4 offers a personalised and unified smart home system to automatically control connected devices including lighting, audio, video, climate control, intercom, and security. Control and linkage between devices can be achieved through drivers and protocols provided by Control4.

- Turn on **Control4 Control Port** and agree the linkage on the console, then the console can receive commands from controller and perform basic operations, such as turning on or off, volume up or down, changing channels.
- Turn off **Control4 Control Port** on the console, Control4 device is unable to control the console.

Note:

- This function 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.
- Make sure your console and Control4 device are connected to the same network environment.
- If you want to turn on the console via Control4 device, please turn on **Wake on Wireless Network** or **Wake on LAN** by pressing button on your remote control and selecting **Settings** > **Connection** > **Network** > **Wake on Wireless Network**/**Wake on LAN**.

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 console.

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 timer settings to suit your preference.

- **Sleep Timer**

  Set the sleep timer to automatically turn the console off at the specified time.
- **Power On Timer**

  Set the time you want the console to turn on automatically with your favourite content or alarm.
- **Power Off Timer**

  Set the time you want the console 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 console to auto power off after a period of no activity.
- **Auto Standby with No Signal**

  The console 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 console and your location.

- **Location**

  Choose the location from where you will watch your console.
- **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.
- **Menu Language**

  Set the default language for the console 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 Mode**.

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

Note:

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

Power On Mode

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

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

Default Startup Page

Press button on your remote control and select **Settings > System > Advanced Settings > Default Startup Page**.

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

Power Indicator Mode Setup

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

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

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 the console to automatically select Sports mode 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 console to use in Home or Store mode.

Home Mode

Select Home Mode for normal console usage.

If you want to switch to Store Mode when the console 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 console 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 / / MENU button on your remote control to enter store mode settings.

If you want to switch to Home Mode when the console is in Store Mode, press / / MENU 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.

Personalized Recommendation

Press button on your remote control and select **Settings > System > Advanced Settings > Personalized Recommendation**.

Turn on personalized recommendation to discover content that matches your interests.

Remote control battery level

Press button on your remote control and select **Settings > System > Advanced Settings > Remote control battery level**.

Displays the percentage of battery charge. To use this function, make sure the remote control is connected to your device and your remote control supports backlight feature.

Note:

- This function may not be applicable in some models/countries/regions.
- Only some remote controls support this function, please refer to the actual product.

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 and hardware version.

System Update

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

Set your console 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 console is connected to the Internet.
- **Check OAD Update**

  Check to ensure that your console has received the latest firmware via the tuner (only for the models with tuners).

  Note:

  - This function is only applicable when Thailand and Malaysia are selected in Location.

- **Update from USB**

  Upgrade console 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 49

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 Console

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 console and Cloud storage, select **Remove User Data**.

Using Parental Control

Press 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, the following features are available to set.

- **Scheduled Blocking**

  Block the whole console 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 OK 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.
- Name of menus will vary depending on different countries/regions.

Reset to Factory Default

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

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

Game

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

Note:

- Cloud games may not be applicable in some models/countries/regions.

Play Games with a Gaming Device

Step 1 Connect a Gaming Device

1. Connect your HDMI-supported game console or PC with a HDMI cable to the console.
2. Switch on your gaming device.
3. Press INPUT / 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 console.
- 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 / / MENU button on your remote control to enter quick menu and select **HDMI Format**. Alternatively, press button on your remote control and select **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.

Gaming

Enjoy a wide range of games on Gaming.

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



1 Select game controllers to connect to the console

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 console with a Keyboard, Mouse or Gamepad on page 42

Game Settings

Game Mode

You can enable the Game Mode to optimise your console 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 console 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 console will be optimised for low latency game mode. When Game Mode is set to 'Auto', the console 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 / / 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.



1 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.

2 Game Picture Mode

Select a picture mode to optimise for your game.

3 Screen Ratio

Adjust the aspect ratio according your preference. This feature is only available under HDMI 2.0 or above port and is not applicable in cloud game.

4 Screen Position

You can press up/down button on remote control to move the screen to Top, Middle or Bottom. The position is adjustable when 21:9 or 32:9 is selected in Screen Ratio.

5 Aim Point

Set the aim point on the screen.

6 Map Zoom

Zoom in on specific areas of the screen when gaming.

7 Menu

Enter the quick menu.

Note:

- The image on your console 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.

Media

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

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

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

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

For more information about **Content Sharing**, please refer to Benefits of Smart Console > 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.



1 Search the content you want to play.

2 Arrange the content by **Grid**, **List**.

3 Sort the content by **Name**, **Date Modified**, **Size**.

4 Filter the content by **All Media**, **Photo**, **Video**, **Music**, **Recorded**.

5 Create a photo, music, or video playlist.

6 When the focus is on the first row, there will be an arrow on the side. Select the arrow to enter multiple storage sources.

Note:

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

Play Background Music while Viewing Pictures

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

Now you can play background music while viewing pictures.

Media Format

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

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

Audio Format

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

Photo Format

Container	File Extension Name	Mode of Operation	Resolution
JPEG	.jpg .jpeg	baseline	15360 x 8640
		progressive	1920 x 1080
PNG	.png	no-interlace	9600 x 6400
		interlace	1200 x 800
BMP	.bmp	-	9600 x 6400
GIF	.gif	-	6400 x 4800

Video Format

Codec Name	File Extension Name	Sampling rate
MPEG1/2	.mp4	1920 x 1080p @ 120fps
MPEG4	.mov	1920 x 1080p @ 60fps
AVC (H.264)	.mkv	4096 x 2160p @ 60fps
HEVC (H.265)	.ts	4096 x 2160p @ 60fps
WMV3	.avi	1920 x 1080p @ 60fps
VC1	.wmv	1920 x 1080p @ 60fps
VP8	.flv	1920 x 1080p @ 60fps
VP9	.webm	4096 x 2160p @ 60fps
AV1		4096 x 2160p @ 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 console 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 button 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 console.

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

  Choose your favourite EQ mode.
- **Surround Mode**

  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 console sound menu can be adjusted.

WiSA Speaker Settings

You can connect WiSA speakers and change the WiSA Speaker Settings for the best device audio quality.

Connect to WiSA Speakers

1. Turn on WiSA speakers and insert your WiSA USB transmitter to the console port labelled USB.
2. After inserting the transmitter, a notification will pop up automatically and you can choose to enter the **WiSA Speaker Settings** directly. You can also enter the settings later through the setting menu.

Note:

- The **Audio Output** is automatically switched to **WiSA Speaker**. If it is not automatically switched, press button on your remote control, select **Settings > Sound > Audio Output** and choose **WiSA Speaker**.
- Only one USB transmitter can be connected to the console.
- This function may not be applicable in some models/countries/regions.

Adjust WiSA Speaker Settings

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

- **Channel**

  Select the channel of WiSA speaker. Selections here may vary depending on model type.
- **Available Speaker List**

  Displays the list of speakers that are available. Speaker selection and further changes can be made: select one speaker to play a test tone, set up location selector for different speakers, trim speaker volume and remove a speaker. Some options here will vary depending on the selected Channel.
- **Search Manually**

  Search for available speakers manually.
- **Reset WiSA Transmitter**

  Reset of the WiSA transmitter configuration information will delete all previous settings.

Note:

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

Karaoke

Connect a microphone to collect audio

1. Connect a microphone to the 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 console or share audio from your mobile device to enjoy Karaoke just at home.

Karaoke mode settings

Press button on your remote control and select **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 the console.

Note:

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

Related information

Connection Guide on page 40

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 a Analog Caption: **CC1-CC4**, **Text1-Text4**, **Off**.
- **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.
- **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 button twice consecutively to exit **Remote Control Learning**.

Note:

- This function may not be applicable in some models/countries/regions.
- Certain buttons on the remote control do not support this feature.

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:

- 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 Console

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 button on your remote control.
2. Next, select **Settings** to enter the Settings Menu.
3. 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 console cannot connect to the network.
- I have connected an external source to my console 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 the console.
- 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 console 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 console.
- Make sure that the audio cable is connected to the correct audio output connector on the external device.
- Check input cable connection to the console. 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 console.
- Check whether **TV Speaker/Device Speaker** is selected at > **Settings** > **Sound** > **Audio Output**.

My console cannot connect to the network.

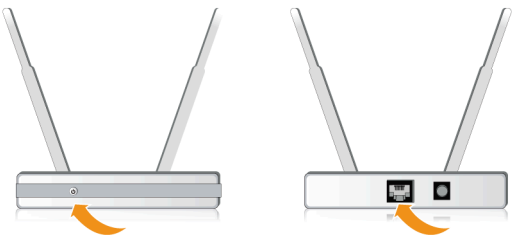
Before you review the solutions below, perform self-diagnosis to find the problem.

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 console 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 console. Avoid putting it in a corner. As much as possible, make sure there's no wall between the console 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 console. If you use the console 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 console, 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 console but I get no picture and/or sound.

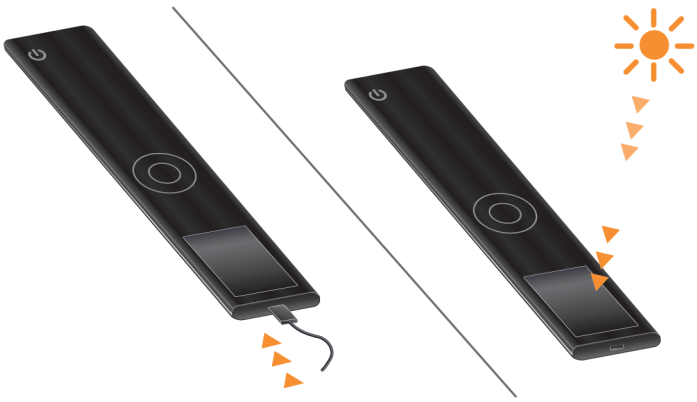
- Check whether the connection between the external device and your console is correct and secure.
- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on the console.
- If the signal is intermittent, unplug the console power cord from AC outlet and reconnect after 60 seconds.

Troubleshooting

The remote control does not work.

- Confirm that the console still has power and is operational. Press the power button on the console 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 console 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 console.
- Keep the console remote sensor area clear from obstacles. Use the remote control when there are no obstacles between the console 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 console by pressing and holding the / / MENU button for at least 3 seconds.

Schedule Recording cannot be used.

- Check if there is a storage device connected to the console.
- 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 console has updated the latest software
- Restart or reset the console

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

Picture Issues

Sound Issues

Channel and Broadcast Issues

Network Issues

App Issues

Remote Control Issues

External Device Connection Issues

HDMI & CEC Issues

Voice Service Issues

Media Files Issues

Other Issues

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

Status Diagnosis

When the console 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 console 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 console's network connection information.

- **Network Connection Test**

  When performing a Network Connection Test, the test will confirm whether your console 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 console

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

Restart your console

1. Press the power button on your remote control or press the power button on the console to turn it off. For some models, press the power button on the console to display the on-screen menu, and press the button again to move the focus to **Power off** to turn off the console.
2. Unplug the console 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 console to turn it on.

Note:

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

Reset your console

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 Troubleshooting > Troubleshooting Guide > Status Diagnosis

> Picture Test in this manual. If the test picture does not appear or you find your screen damaged, contact the service centre in your country/region.

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

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

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

- Press button on your remote control and select **Settings** > **Picture** > **Picture Mode Settings** > **Sharpness** to adjust **Sharpness**.
- Press button on your remote control and select **Settings** > **Picture** > **Picture Mode Settings** > **Advanced Settings** > **Clarity**/**Motion** to adjust **Clarity**/**Motion** settings.
- Make sure that the connection cable or the cable connector is not damaged.
- Make sure that the connection cable is securely connected to the console and the external device.
- Some electrical appliances may affect the console. For example, microwave ovens close to the console may cause noise on channels. If you turn off the appliance and the interference stops, please move it further away from your console.
- When connecting the console to external devices, leave some space between the external devices and the console.

Note:

- Picture distortion caused by weak or poor signal reception is not a console 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 console is not compatible with the output resolution, dots or lines may occur.
- Check if the console is located in a humid space for a long time. It is suggested to use the console in a relatively dry environment.
- Some electrical appliances may affect the console. For example, microwave ovens close to the console may cause noise on channels. If you turn off the appliance and the interference stops, please move it further away from your console.

The brightness cannot be adjusted.

- Check Light Sensor settings at > **Settings** > **Picture** > **Picture Mode Settings** > **Advanced Settings** > **Brightness** > **Light Sensor settings**. If **Automatic Light Sensor** is on, remove the objects that may block the console 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.
- The brightness cannot be adjusted when **Low Blue Light** / **Night mode** is turned on at > **Settings** > **Picture** > **Picture Mode Settings** > **Advanced Settings** > **Color**.

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 console. For example, microwave ovens close to the console may cause noise on channels. If you turn off the appliance and the interference stops, please move it further away from your console.
- 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 console 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 console to check if the console responds. If there is no response, the console may not be normally working. If the console responds, press the remote control to check if it can control the console. If not, please check the remote control. For specific information please refer to Troubleshooting > Remote Control Issues in this manual.

- When connecting an external speaker via HDMI, first check the cable connection, then press button on your remote control and select **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**, set **CEC Control** to **On**.
- Insufficient console memory causes a lag when you change the volume. Please clear cache.
- If you have just turned on the console, there may exist a delay after you press the volume up/down button on the remote control. Please wait a while for the console to start up fully.
- If the problem persists, restart your console.

Channel and Broadcast Issues

Note:

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

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.

ⓘ 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 console to factory default before. Resetting the console 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 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 console. Avoid putting it in a corner. As much as possible, make sure there is no wall between the console 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 console. If you use the console and other wireless devices simultaneously, you may experience a worse network performance. Please power off these wireless devices or keep them away from the console.
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 console, 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 console menu language.

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

- If you have just turned on the console, please wait until the console start up is complete.
- You can only install apps that are compatible with the console. We recommend to install apps from the app store. The apk files downloaded from the Internet may not be installed on the console.
- 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 Console > 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 console menu language.

- The language in an app could be different from the console 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 console is connected to the Internet and whether there are network issues with your console.
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 console is slow to respond to the remote control.
- I want to use the remote control to control other devices.

The console is slow to respond to the remote control.

When the console has just started, the response delay may occur between the console 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 console. 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 console 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 console while using the casting feature.
- I cannot mirror the screen or cast the content of my mobile device or PC on the console.
- The console cannot be connected to my soundbar, Bluetooth wireless headphones or speakers.
- Connection between external devices and the console is unstable.
- I cannot select a connected device or find a connected HDMI device.

No sound from the console 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/Device Speaker** is selected at > **Settings > Sound > Audio Output**.
- Check the network status. If the network signal is weak or low, there may exist a sound delay between the console and the mobile device. For specific information please refer to Troubleshooting > Network Issues in this manual.

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

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 console supports **AirPlay** in input sources. If there is no **AirPlay** option, then your console may not support **AirPlay** yet.
2. Make sure you are using Apple devices (such as iPhone, iPad, Mac) to share content on the console by **AirPlay**.
3. If there is an **AirPlay** option but you cannot use **AirPlay**, you can check if your console has connected to the network. If your console 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 console:
   a. **Console name**: check if the console name you choose on your Apple device is the same as that is showed on the console. If there are more than one same console name on your Apple device, you can try one by one.
   b. **Network name**: make sure if your console 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 console from the AC outlet. After 30 seconds, plug the power cord to AC outlet and turn on the console. You can try to use **AirPlay** again.

If you are using Screen Sharing, you can try the 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 console 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 console does not have **Screen Sharing** menu in **Settings**, you can open **Screen Sharing** in **Input** on your console 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.
4. Check if you have selected the correct console name on your mobile device or PC. You can change the console name and connect again. Change the console name at > **Settings** > **Connection** > **TV Name/Device Name**.
5. If the above steps may not help, restart your console, mobile device or PC. Then try to use **Screen Sharing** again.

If you are using Content Sharing, you can try the following solutions.

1. Check if your mobile device or PC supports DLNA.
2. Check if your console 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 console 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 console.
7. Exit and re-enter **Content Sharing**.
8. If the above steps may not help, unplug the power cord of the console from the AC outlet. After 30 seconds, plug the power cord to AC outlet and turn on the console. You can try to use **Content Sharing** again.

ⓘ The console cannot be connected to my soundbar, Bluetooth wireless headphones or speakers.

- Check if the Bluetooth device is compatible with the console.
- 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 console is unstable.

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

ⓘ I cannot select a connected device or find a connected HDMI device.

- Press INPUT / button on your remote control to select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on the console.
- 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 console.

HDMI & CEC Issues

Please check the items below.

- I want to turn the console 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 console remote control.

Note:

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

ⓘ I want to turn the console 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 console 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 console, press button on your remote control and select **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**. Set **CEC Control** to **Off**.

An external device cannot be controlled by using the console 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 console 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 console 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 console is turned on. The console cannot respond in standby mode.
- If you have just turned on the console, please wait a while until the console 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 console 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 console.
- Check whether your console is connected to the Internet. A low or weak signal may result in a failure of the voice service.
- Change account or log out of the account.

Note:

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

Troubleshooting

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 console 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 console. 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 in this manual.
- Then check if there are problems with console.

  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 console and the external device is not loose or disconnected.

Other Issues

Please check the items below.

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

ⓘ The console automatically turns on or off by itself, or the console cannot be turned on or off.

When the console is performing certain operations, such as Remove User Data or Reset to Factory Default, the console 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 console shut down.
- Check if **Sleep Timer**, **Power Off Timer** or **Auto Sleep** is set. These features will help the console 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 console, the console 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 **CEC Control** is enabled. When CEC control is enabled and HDMI & CEC compatible external devices are turned off, the console will enter the standby mode.

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

Turns on by itself

- Check if **Power On Timer** is enabled. This feature will help the console to automatically turn on.

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

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

Cannot be turned on

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

Cannot be turned off

- When the console 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 console to turn it off. For some models, press the power button on the console to display the on-screen menu, and press the button again to move the focus to **Power off** to turn off the console.
- If the console cannot be turned off by pressing the power button on the console, 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 console is connected to the Internet and whether there are network issues with your console. Try to upgrade again when network issues are fixed.
- Restart your console 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 console do not work after the system update.

- See Troubleshooting > Troubleshooting Guide > Restart or reset your console in this manual.

Troubleshooting

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

- Make sure that you did not perform a factory reset of the console. 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 console is not in store mode. When the console is in store mode, console settings will be reset every few minutes.
- Check if you have updated the software recently. The system may be unstable after the console is upgraded.
- When you turn off the console, 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.
2. Choose the account that you want to sign out, select **Account Settings > Sign Out**, and the account will be removed from the console.

The following situations will help automatically sign out your account:

- Switch from store mode to home mode
- Restore your console to the factory default and remove user data

To delete account usage data

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

Note:

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

The console is hot.

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

I can hear the voice-over of the console 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.