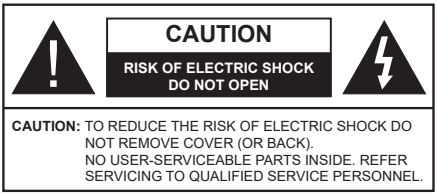
JVC

INSTRUCTION MANUAL

Table of Contents

Safety Information 2
Introduction 4
High Dynamic Range (HDR) / Hybrid Log-Gamma (HLG) 4
Accessories Included 4
Stand Installation & Wall Mounting 4
Antenna Connection 4
Other Connections 5
Turning On/Off the TV 6
TV Control & Operation 6
Setup via Mobile Phone 9
Using the E-Manual 9
Home Screen 9
Connecting to the Internet 10
User Account 10
Prepare Live TV 11
Using External Devices 11
Using the TV Voice Service 11
Guidelines 11
Disclaimer And Important Information 12
Enjoy Live TV 13
Channel Scan 13
Live Menu 14
Channel Edit 15
Programme Info 16
Programme Guide (EPG) 16
HbbTV 16
Learn about Live TV Support Settings 17
Benefits of Smart TV 17
Using Apps 17
Using the Mobile App 18
Using the Browser to Search the Internet 18
VIDAA Kids 18
VIDAA ART 19
Voice Service Setup 19
Connecting to External Devices 21
Connecting Bluetooth Devices 22
Screen Sharing 23
Content Sharing 23
Connecting a Set Top Box 24
Connecting a Blu-ray or DVD Player 24
Connecting USB Devices 24
Connecting Audio Visual (AV) Devices 24
Connecting a PC 24
Connecting Headphones 25
Connecting Speakers or Other Audio Receivers 25
Connecting a Digital Audio System with ARC/ARC 25
Settings Overview 25
Picture 25
Sound 27
Connection 28
System 28
Support 30
Reset to Factory Default 30
Entertainment 31
Game 31
Sports 31
Media 31
Photo Format 33
Video Format 34
Accessibility Features 35
Subtitle Setup 35
Voice Guide Setup 35
Remote Control Learning 35
Audio Type Setup 35
High Contrast Menu 35
Menu Transparency 35
Accessible Guide 35
Magnification 35
Troubleshooting 36
FAQ 36
Troubleshooting Guide 36
Picture Issues 36
Sound Issues 37
Channel and Broadcast Issues 37
Network Issues 38
App Issues 39
Remote Control Issues 39
External Device Connection Issues 40
HDMI & CEC Issues 41
Voice Service Issues 41
Media Files Issues 41
Other Issues 42
Licences 43
Disposal Information 44

Safety Information



In extreme weather (storms, lightning) and long inactivity periods (going on holiday) disconnect the TV set from the mains.

The mains plug is used to disconnect the TV set from the mains and therefore it must remain readily operable. If the TV set is not disconnected electrically from the mains, the device will still draw power for all situations even if the TV is in standby mode or switched off.

Note: *Follow the on screen instructions for operating the related features.*

IMPORTANT - Please read these instructions fully before installing or operating

WARNING: This device is intended to be used by persons (including children) who are capable / experienced of operating such a device unsupervised, unless they have been given supervision or instruction concerning the use of the device by a person responsible for their safety.

- Use this TV set at an altitude of less than 5000 metres above the sea level, in dry locations and in regions with moderate or tropical climates.
- The TV set is intended for household and similar indoor use but may also be used in public places.
- For ventilation purposes, leave at least 5cm of free space around the TV.
- The ventilation should not be impeded by covering or blocking the ventilation openings with items, such as newspapers, table-cloths, curtains, etc.
- The power cord/plug should be easily accessible. Do not place the TV, furniture, etc. on the power cord. A damaged power cord/plug can cause fire or give you an electric shock. Handle the power cord by the plug, do not unplug the TV by pulling the power cord. Never touch the power cord/plug with wet hands as this could cause a short circuit or electric shock. Never make a knot in the power cord or tie it with other cords. When damaged it must be replaced, this should only be done by qualified personnel.
- Do not expose the TV to dripping or splashing of liquids and do not place objects filled with liquids, such as vases, cups, etc. on or over the TV (e.g. on shelves above the TV).
- Do not expose the TV to direct sunlight or do not place open flames such as lit candles on the top of or near the TV.
- Do not place any heat sources such as electric heaters, radiators, etc. near the TV set.
- Do not place the TV on the floor or inclined surfaces.
- To avoid danger of suffocation, keep plastic bags out of the reach of babies, children and domestic animals.
- Carefully attach the stand to the TV. If the stand is provided with screws, tighten the screws firmly to prevent the TV from tilting. Do not over-tighten the screws and mount the stand rubbers properly.
- Do not dispose of the batteries in fire or with hazardous or flammable materials.
- Disposal of a battery in a fire or a hot oven, or mechanically crushing or cutting a battery, can result in an explosion; a battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

WARNING

- Batteries must not be exposed to excessive heat such as sunshine, fire or the like.
- Excessive sound pressure from earphones or headphones can cause hearing loss.

ABOVE ALL - NEVER let anyone, especially children, push or hit the screen, push anything into holes, slots or any other openings in the TV.

Caution	Serious injury or death risk
Risk of electric shock	Dangerous voltage risk
Maintenance	Important maintenance component

Markings on the Product

The following symbols are used on the product as a marker for restrictions and precautions and safety instructions. Each explanation shall be considered where the product bears related marking only. Note such information for security reasons.

Class II Equipment: This appliance is designed in such a way that it does not require a safety connection to electrical earth.

Hazardous Live Terminal: The marked terminal(s) is/are hazardous live under normal operating conditions.

Caution, See Operating Instructions: The marked area(s) contain(s) user replaceable coin or button cell batteries.

Class 1 Laser Product: This product contains Class 1 laser source that is safe under reasonably foreseeable conditions of operation.

WARNING

- Do not ingest the battery, Chemical Burn Hazard.
- This product or the accessories supplied with the product may contain a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- Keep new and used batteries away from children.
- If the battery compartment does not close securely, stop using the product and keep it away from children.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

A television may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- ALWAYS use cabinets or stands or mounting methods recommended by the manufacturer of the television set.
- ALWAYS use furniture that can safely support the television set.
- ALWAYS ensure the television set is not overhanging the edge of the supporting furniture.
- ALWAYS educate children about the dangers of climbing on furniture to reach the television set or its controls.
- ALWAYS route cords and cables connected to your television so they cannot be tripped over, pulled or grabbed.
- NEVER place a television set in an unstable location.
- NEVER place the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- NEVER place the television set on cloth or other materials that may be located between the television set and supporting furniture.
- NEVER place items that might tempt children to climb, such as toys and remote controls, on the top of the television or furniture on which the television is placed.
- The equipment is only suitable for mounting at heights ≤2 m.

If the existing television set is going to be retained and relocated, the same considerations as above should be applied.

Apparatus connected to the protective earthing of the building installation through the MAINS connection or through other apparatus with a connection to protective earthing – and to a television distribution system using coaxial cable, may in some circumstances create a fire hazard. Connection to a television distribution system has therefore to be provided through a device providing electrical isolation below a certain frequency range (galvanic isolator).

WALL MOUNTING WARNINGS

- Read the instructions before mounting your TV on the wall.
- The wall mount kit is optional. You can obtain from your local dealer, if not supplied with your TV.
- Do not install the TV on a ceiling or on an inclined wall.
- Use the specified wall mounting screws and other accessories.
- Tighten the wall mounting screws firmly to prevent the TV from falling. Do not over-tighten the screws.

Figures and illustrations in these operating instructions are provided for reference only and may differ from the actual product appearance. Product design and specifications may be changed without notice.

Introduction

Thank you for choosing our product. You'll soon be enjoying your new TV. Please read these instructions carefully. They contain important information which will help you get the best from your TV and ensure safe and correct installation and operation.

High Dynamic Range (HDR) / Hybrid Log-Gamma (HLG)

Using this feature the TV can reproduce greater dynamic range of luminosity by capturing and then combining several different exposures. HDR/HLG promises better picture quality thanks to brighter, more realistic highlights, more realistic colour and other improvements. It delivers the look that filmmakers intended to achieve, showing the hidden areas of dark shadows and sunlight with full clarity, colour and detail. HDR/HLG content is supported via native and market applications (except Netflix, Prime Video), HDMI, USB input and over DVB-S broadcasts.

Accessories Included

- Remote Control
- Batteries: 2 x AAA
- Operating Instructions
- Quick Start Guide
- Power Cord

(**) Only for limited models

Stand Installation & Wall Mounting

Assembling / Removing the stand(s)

Preparations

Take out the stand(s) and the TV from the packing case and put the TV onto a work table with the screen panel down on a clean and soft cloth (blanket, etc.).

- Use a flat and firm table bigger than the TV.
- Do not hold the screen panel part.
- Make sure not to scratch or break the TV.

Assembling the stand(s)

- Place the stand(s) on the stand mounting pattern(s) on the rear side of the TV.
- Insert the screws provided and tighten them gently until the stand(s) is(are) properly fitted.

Removing the stand(s) from the TV

Be sure to remove the stand(s) in the following way when using the wall mount bracket or repacking the TV.

- Put the TV onto a work table with the screen panel down on a clean and soft cloth. Leave the stand(s) protruding over the edge of the surface.
- Unscrew the screws that fix the stand(s).
- Remove the stand(s).

When using the wall mount bracket

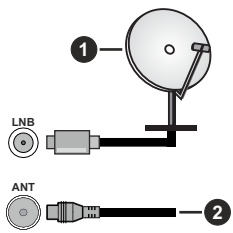
Your TV is also prepared for a VESA-compliant wall mount bracket. If it is not supplied with your TV, contact your local dealer to purchase the recommended wall-hanging bracket.

Holes and measurements for wall mount bracket installation: For details, see the quick start guide.

Antenna Connection

Connect the aerial or cable TV plug to the aerial input (ANT) socket or satellite plug to the satellite input (LNB) socket located on the rear side of the TV.

Rear side of the TV



1. Satellite

2. Aerial or cable

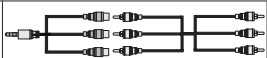
Note:

- *You may also connect devices that can receive broadcast signals such as a Set Top Box.*

If you want to connect a device to the TV, make sure that both the TV and the device are turned off before making any connection. After the connection is done, you can turn on the units and use them.

Other Connections

If you want to connect a device to the TV, make sure that both the TV and the device are turned off before making any connection. After the connection is done, you can turn on the units and use them.

Connector	Type	Cables	Device
	HDMI Connection (side&back)		
	SPDIF (Coaxial Out) Connection (side)		
	Headphone Connection (side)		
	Side AV (Audio/Video) Connection (side)	 Side Audio/Video Connection Cable Audio/Video Cable	
	USB Connection (side)		
	CI Connection (side)		
	Ethernet Connection (back)	LAN / Ethernet Cable	

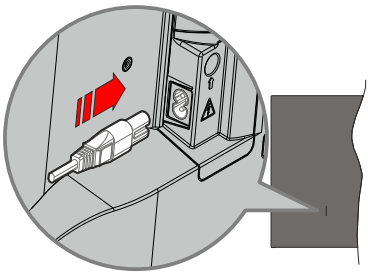
When using the wall mounting kit (contact your dealer to purchase one, if not supplied), we recommend that you plug all your cables into the back of the TV before mounting on the wall. Insert or remove the CI module only when the TV is SWITCHED OFF. You should refer to the module instruction manual for details of the settings. The USB inputs on the TV support devices up to 500mA. Connecting devices that have current value above 500mA may damage your TV. When connecting equipment using a HDMI cable to your TV, to guarantee sufficient immunity against parasitic frequency radiation and trouble-free transmission of high definition signals, such as 4K content, you have to use a high speed shielded (high grade) HDMI cable with ferrites.

Turning On/Off the TV

Connect power

IMPORTANT: The TV set is designed to operate on 220-240V AC, 50 Hz socket.

After unpacking, allow the TV set to reach the ambient room temperature before you connect the set to the mains.



Plug one end (the two-hole plug) of the supplied detachable power cord into the power cord inlet. Then plug the other end of the power cord into the mains socket outlet. The TV will switch to standby mode.

Note:

- *The position of the power cord inlet may differ depending on the model.*

To switch on the TV from standby

If the TV is in standby mode the standby LED lights up. To switch on the TV from standby mode either:

- Press the **Standby**, **Guide**, **Netflix**, **Prime Video** or **Freeview Play** button on the remote control.
- Press the control button on the TV.

The TV will then switch on.

Note:

- *The remote control buttons may vary depending on models/ countries/regions.*

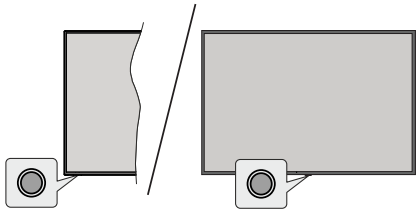
To switch the TV into standby

- Press the **Standby** button on the remote control.
- Press the control button on the TV, the function options menu will be displayed. The focus will be on the current input source option. Press the button consecutively until the **Power Off** option is highlighted. The TV will switch into standby mode.

To switch off the TV

To power down the TV completely, unplug the power cord from the mains socket.

TV Control & Operation



Your TV has a single control button. This button allows you to control the Standby-On Inputs / Channel Up-Down / Volume Up-Down and Power Off functions of the TV.

Note: *The position of the control button may differ depending on the model.*

Operating with the Control Button

- Press the control button to display the function options menu.
- Then press the button consecutively to move the focus to the desired option if needed.
- To use the Volume Up-Down function, press and hold the button for about 2 seconds.

To turn the TV off: Press the control button to display the function options menu, the focus will be on the current input source option. Press the button consecutively until the **Power Off** option is highlighted.

To turn on the TV: Press the control button, the TV will turn on.

To change volume: Press the control button to display the function options menu and then press the button consecutively to move the focus to **Vol+** or **Vol-** option. Press and hold the button to increase or decrease the volume.

To change channel (on TV input source, Live TV mode): Press the control button to display the function options menu and then press the button consecutively to move the focus to **CH+** or **CH-** option.

To change input source: Press the control button to display the function options menu, the focus will be on the current input source option. Scroll through the available input sources by pressing the button until the desired input source option is highlighted.

Note: *Live TV settings menu OSD in Live TV mode cannot be displayed via the control button.*

Operation with the Remote Control

Press the **Home** button to display or return to the Home screen of your TV. Use the directional buttons to move the focus, proceed, adjust some settings and press **OK** to make selections in order to make changes, set your preferences, enter a sub-menu, launch an

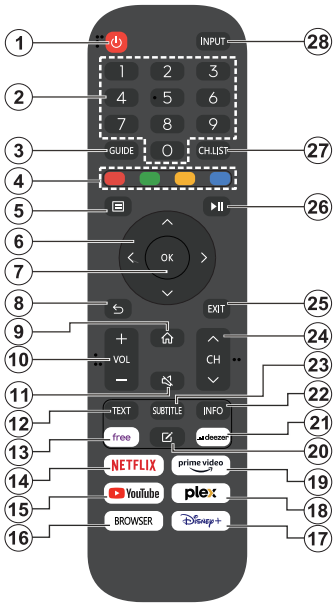
application, etc. Press **Back/Return** to return to the previous menu screen.

Input Selection

Once you have connected external systems to your TV, you can switch to different input sources. Select the desired input from the **All Inputs** menu on the Home screen and press **OK**.

Changing Channels and Volume

You can adjust the volume by using the **Volume +/-** buttons and change the channel in Live TV mode by using the **Programme +/-** buttons on the remote.



1. **Standby (*):** Switches On / Off the TV
2. **Numeric buttons:** Switches the channel, enters a number or a letter in the text box on the screen
3. **Guide:** Displays the electronic programme guide
4. **Coloured Buttons:** Follow the on-screen instructions for coloured button functions
5. **Menu:** Displays TV menu
6. **Directional buttons:** Helps navigate menus, content, etc. and displays the subpages in TXT mode when pressed Right or Left
7. **OK:** Confirms user selections, holds the page (in TXT mode), views **Channels** menu (DTV mode)
8. **Back/Return:** Returns to previous screen, previous menu, opens index page (in TXT mode). Quickly cycles between previous and current channels or sources
9. **Home:** Opens the Home Screen
10. **Volume +/-:** Increases/decreases the volume level
11. **Mute:** Completely turns off the volume of the TV
12. **Text:** Displays teletext (where available), press again to superimpose the teletext over a normal broadcast picture (mix)
13. **Free:** Launches the Vidaa Free application
14. **Netflix:** Launches the Netflix application
15. **YouTube:** Launches the YouTube application
16. **Browser:** Launches the Browser application
17. **Disney+:** Launches the Disney+ application
18. **Plex:** Launches the Plex application
19. **Prime Video:** Launches the Amazon Prime Video application
20. **Edit (*)**
21. **Deezer:** Launches the Deezer application
22. **Info:** Displays information about on-screen content, shows hidden information (reveal - in TXT mode)
23. **Subtitle:** Opens the subtitle menu where you can turn subtitles on or off (where available)
24. **Channel +/-:** Increases/decreases channel number
25. **Exit:** Closes and exits from displayed menus or returns to previous screen
26. **Playback:** Displays the virtual element for playback control

    Use the directional buttons to control the playback of the media. Control elements to play, pause, stop, rewind and fast forward the media will be available
27. **Channel List:** Opens the channel list
28. **Input:** Shows available broadcast and content sources

(*) Edit Button

Press and hold the **Edit** button on the remote control. A menu will appear on the screen where you can change the behaviour of the button. You can select one of the input sources or apps shown on the screen.

If the function of the **Edit** button is changed, the selected app/feature will be launched when the button is pressed. If not, you will see a message stating how to assign a function to this button.

First-Time Use

The first time you turn on the TV, you will see a welcome screen. Select your language and press OK. Follow the on-screen instructions to set up the TV and channels.

Setup via Mobile Phone

The TV also supports setup via your smart device by scanning the QR code.

If you scan the QR code to allow setup via the mobile app, setup of the TV will be more efficient.

Before performing setup with the mobile app, please make sure your mobile device has Bluetooth activated and is connected to the same network as your TV.

Using the E-Manual

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

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

Launch the E-Manual

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

Enter the Home screen of the E-Manual.

Enter **Enjoy Live TV** chapter to learn more about how to set up Live TV features.

Enter **Connecting to External Devices** chapter to learn more about how to connect external devices to your TV and how to set up.

Use the Buttons in the E-Manual

Search

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

QR Code

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

Home Screen

The Home screen is the centre of your TV. All TV functions can be accessed from the Home screen. **VIDAA Account**, **Search**, **Kids**, **Game**, **Notification** and **Settings** icons will be available. You can scroll through them using the directional buttons.

Note:

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

Display the Home Screen

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

To exit the Home screen, press the **Input** button on your remote control or use the navigation buttons to move the focus to the **Input** icon next to apps. Press the Down directional button to go to the input area. Then, press the Left or Right directional button to select the desired input source, and press the **OK** button to confirm.

Use the Navigation Bar

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

Note:

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

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

For more information about VIDAA account, please refer to **First-Time Use> User Account** in this manual.

Search: Search the content you want.

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

Game: Quick access to VIDAA Play to enjoy a wide range of games. The Game option allows you to access a variety of games that can be played using the remote control or supported accessories. The available games can be played directly on the television.

Notification: Allow pop-up notifications to appear for useful information and events that occur with your TV, including: **Advertising**, **New Arrivals**, **Warnings and Legal Statements**, **System Messages** and **Alexa Notification**.

You can enable/disable each of these notifications within Settings in the notification centre.

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

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

Note:

- *The Alexa Notification may not be applicable in some models/countries/regions.*
- *When you sign into your VIDAA account, please find Notifications in VIDAA Account on the Home screen.*

Settings: Manage TV configuration.

Connecting to the Internet

You can access the Internet via your TV, by connecting it to a broadband system. It is necessary to configure the network settings in order to enjoy a variety of streaming content and internet applications. These settings can be configured from the **Settings>Connection>Network** menu.

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 the **Home** button on your remote control, and select **Settings>Connection> Network>Network Configuration**.

- **Connection Type**

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

- **Ethernet**

  Display network status.

- **IP Settings**

  Configure the IP setting for your network connection.

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 the **Home** button on your remote control, and select **Settings>Connection> Network>Network Configuration**.

- **Connection Type**

  Choose **Wireless** connection to access the Internet.

- **Refresh**

  Refresh wireless network.

- **Advanced Settings**

  Configure the advanced wireless network settings for the TV.

- **Add**

  You can add a wireless network.

Note:

- *If no wireless router is found, select **Add** and enter the network name in the SSID.*
- *If no wireless router is found, select **Refresh**.*

User Account

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

Create a new account

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

Before creating a new account, make sure your TV is connected to the network.

- Press the **Home** button on your remote control and select the **Account** icon in the navigation bar on the Home screen.
- Select **Create Account** on screen.
- Enter your E-mail address and password.
- Follow the instructions on your TV to finish the process of creating an account.

Sign into an account

Before signing into your VIDAA account, make sure your TV is connected to the network.

- Press the **Home** button on your remote control and select the **Account** icon in the navigation bar on the Home screen.
- Register your device to your VIDAA Account. After entering your E-mail and password, select **Sign In**.
- You can create a profile and give it a name.

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

Prepare Live TV

Start auto scan or manual scan

- Press the **Input** button on your remote control and select **TV**.
- Press the **Menu** button on your remote control and select **All Settings>Channel>Auto Scan** or **Advanced Settings>Manual Scan**.

Using External Devices

Access to connected external devices including wireless connected devices.

Switch between external devices connected to the TV

- Press the **Input** button on your remote control or press the **Home** button and move the focus to the **Input** icon next to apps.
- Press the Down directional button to go to the input area. Then, press the Left or Right directional button to select the desired input source, and press the **OK** button to confirm.

Edit the name of input sources

- Press the **Input** button on your remote control or press the **Home** button and move the focus to the **Input** icon next to apps, then press the Down directional button to go to the input area.
- Press the Left or Right directional button to move the focus to an input source, then press and hold the **OK** button on your remote control to edit.

Note:

- *Some input sources cannot be renamed.*

Set a quick access to input source

You can use the **Edit** button on the remote control as a shortcut to your desired input source.

Customise or Re-customise the Button:

- Press and hold the **Edit** button on the remote control.
- Select your desired input source.
- Choose **Save** to confirm the operation.

Note:

- *Remote control with an **Edit** button is only available in some models/countries/region.*

Using the TV Voice Service

Select Voice Service on the TV

To access the Voice Service and select a voice assistant press the **Home** button and select the **Settings** icon, and select **System>Voice Service**.

Use the remote microphone

You can enjoy interacting with voice assistant using your voice by just pressing and holding the **Microphone** button on your remote control or **Microphone** icon in the Mobile App.

Note:

- *The **Microphone** button may not be available on some remote control models.*
- *Voice Service feature may not be applicable in some models/countries/regions.*
- *To use this function, End User Licence Agreement and corresponding Smart feature privacy policy/terms and conditions may be required to be agreed to.*

Guidelines

How are TV channels sorted and why?

Channel sorting

The availability of individual channel may depend on the selected reception path, such as satellite (DVB-S/S2), cable (DVB-C) or antenna (DVB-T2) and the signal strength.

Standard or an operator (Astra 19.2°, Vodafone (NRW, Hessen, BW or Pÿur) can be selected for automatic channel search.

To sort channels when selecting an **Operator**:

When an operator is selected, the channels are sorted based on the operator's criteria.

Channel sorting when selecting **Standard**:

After a successful channel search, the channels are sorted by genre. These include full programmes, children, sports, documentaries, or regional and local programmes.

Broadcasters with less coverage and, if available, international channels are listed in alphabetical order after the pre-sorted list.

If LCN (Logical Channel Number, only possible with cable reception) is activated during the channel search, the sorting takes place according to the criteria of the local cable network operator.

Search by Channel name

Press the **Menu** button and select the **Channel Search** step to search within Live TV. Here you can search for individual channels by name.

Radio Transmitter

Radio channels are listed in alphabetical order after the list of TV channels.

To make finding radio channels easier, the filter function of the channel list is recommended (please refer to **Display Channel List** in this manual).

Sponsored Content

On the basis of bilateral contracts with the respective broadcasters, individual channels are placed in a position defined by the broadcaster in the channel list.

Sort Manually

The channel list can be manually sorted at any time. More information can be found in **Edit Channel List** and **Edit Favourite Channel List** in this manual.

How can TV channels and apps be customised?

TV channels

In Live TV, press the **Menu** button, select **All Settings>Channel>Channel Edit**, and select a Live TV channel category such as Antenna or Cable.

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

  Moving the channels could be restricted by the operator. If you want to be able to move channels, it is recommended not to choose an operator during channel scan, LCN should be set to **Off**.
- **Delete:** Press the Right directional button to delete the selected channel.
- **Restore:** Press the Red button to enter the list of deleted channels. Press the Left directional button to restore the deleted channel.
- **Filter:** Press the Yellow button, the filter screen will pop up. Press the **OK** button to select options, the channel list will then be updated.
- **Search:** Press the Blue button to search the channel list.

Favourite list

Viewing your favourite list

In Live TV, press the **OK** button on your remote control, then press the Left directional button and select the favorite channels icon. Next, press and hold the **OK** button to select the FAV1-4 favourite list.

Editing the favourite list

In Live TV, press the **Menu** button on your remote control, and select **All Settings>Channel>Channel Edit,** then select FAV1 - FAV4.

You can add, move or remove favourite channels.

- Select **Add channels** to add the selected channel to the favourite list.
- Select a channel in a favourite list, press the Left directional button to move it.
- Select a channel in a favourite list, press the Right directional button to remove it.

Apps

Moving apps

Select the app you want to move, then long press the **OK** button, use the the directional buttons to move it, and press the **OK** button to store position.

Note: *Some Apps cannot be moved.*

How are recommendations created?

Recommendations on the platform are dependent on the ability and willingness of partners to provide metadata to the platform. The content is positioned depending on the following criteria:

Above the fold applications:

The recommendations originate from the Content partners that are highlighted. They are in the domain of the end-user.

Below the fold applications:

Recommendation rows are created by the editorial team, following these guidelines:

- Content variety – Providing a broad selection of content
- Type of access variety – Providing advertising-supported, subscription, and transactional content
- Balance – Providing a balance between global and local content

Note:

- *Guidelines content is only applicable in Germany.*
- *The actual design of remote control could differ.*

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 (VIDAA Internet of Things) services**

  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 TV, 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.

Enjoy Live TV

Channel Scan

You can scan for channels automatically or manually.

Auto Scan

- Press the **Input** button on your remote control, and select **TV channels**.
- In Live TV, press the **Menu** button and select **All Settings>Channel>Auto Scan**.

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

Satellite

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

  If you are using a motorised antenna, you can use DiSEqC 1.2 mode.
- **Unicable:** If your home is equipped with Unicable satellite distribution, you should use this option.

  Please make sure that you know the Unicable band and frequency to be used. The information should be available on the equipment or the landlord can provide it.
- **JESS:** If your home is equipped with Jess satellite distribution, you should use this option.

Aerial

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

  If you receive DVB-T or DVB-T2 signal, you can use DTV.
- **LCN:** Switch on/off LCN (Logical Channel Number).

  Please note that some operators are restricted to manually change the channel order. If you switch off LCN, then the channel list can be edited after channel scan.

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

Cable

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

  Frequency scan: Searches for channels using a fixed frequency list.

  Network scan: Searches for channels using the frequencies provided in the NIT (Network Information Table).
- **LCN:** Switch on/off LCN (Logical Channel Number).

  Please note that some operators are restricted to manually change the channel order. If you switch off LCN, then the channel list can be edited after channel scan.

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

Note:

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

Manual Scan

Manually scan for channels for DTV or ATV.

- Press the **Input** button on your remote control, and select **TV channels**.
- In Live TV, press the **Menu** button on your remote control and select **All Settings>Channel>Advanced Settings>Manual Scan**.

DTV Manual Scan

Manually scan for DTV services.

When the DTV Manual Scan screen appears, press the Left/Right directional button to select **Aerial**, **Cable** or **Satellite** and configure corresponding settings. Then select **Start** to commence the search of that channel. When the signal has been received, the signal strength will be displayed on the screen.

ATV Manual Scan

Manually scan for ATV services.

- **Frequency:** Input the channel frequency you want.
- **Picture System:** Select the Colour System.
- **Sound System:** Select the Sound System.

Live Menu

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

Note: *Only for the models with tuners.*

Display Channel List

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

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

Select TV channel list

In Live TV, press the **OK** button on your remote control, then press the Left directional button and select the TV broadcast icon. Next, press and hold the **OK** button to display and select the TV Broadcast Types, such as **Cable**, **Aerial** and **Satellite**.

Note:

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

Display Favourite Channel List

In Live TV, press the **OK** button on your remote control, then press the Left directional button and select the favorite channels icon. Next, press and hold the **OK** button to display favourite lists 1 to 4.

Channel List Auto Update

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

Learn about the On-Screen Menu

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

All Settings

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

Live TV

- **Guide**

  Quick access to Guide (EPG).

- **Channel Search**

  Here you can search for individual channels by name.

- **Subtitle**

  Turn on Subtitle function or select subtitle option for digital broadcast content.

- **Audio Language**

  Select audio track.

- **Picture Mode**

  Quick access to picture mode settings.

- **Sound Mode**

  Quick access to sound mode settings.

- **Audio Output**

  Select the speakers which you want to use.

- **Sleep Timer**

  Quick access to sleep timer settings.

- **Audio Only**

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

  Press any button except the **Standby** button, **Volume +/-** buttons and **Mute** button to restore the picture.

- **Ethernet/Wireless**

  Quick access to network settings.

- **Bluetooth**

  Quick access to network settings.

- **Edit**

  Expand the menu to display more features. Move the focus to an item you want to edit, press the **OK** button on the remote control, and use the directional button to move it. Press the **OK** button to finish.

- **Edit Channel List**

  Edit the channel list.

- **Teletext**

  Quick access to Teletext

- **Channel List**

  Quick access to Channel List.

- **Info**

  Displays information about the channel.

- **Channel Filter**

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

- **HbbTV**

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

- **User Guide**

  Quick access to Live TV operation guide.

- **Aspect Ratio**

  Quick access to aspect ratio settings.

- **Digital Audio Output**

  Quick access to digital audio output settings.

Note: *Some menus above may not be available in some models/countries/regions.*

Channel Edit

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

Edit Channel List

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

In Live TV, press the **Menu** button on your remote control and select **Edit Channel List**. Alternatively, in Live TV, press the **Menu** button, select **All Settings>Channel>Channel Edit**, then select a Live TV channel category such as Aerial or Cable.

Manage the channels

- In channel edit page, move or delete the channel in focus or press the **OK** button on the selected channel, then a checkbox will appear. You can select multiple channels at the same time to move or delete.
- **Move:** Press the Left directional button to move the selected channel.

  Moving the channels could be restricted by the operator. If you want to be able to move channels, it is not recommended to choose an operator during channel scan, and LCN should be set to Off.
- **Delete:** Press the Right directional button to delete the selected channel.
- **Deleted Channels:** Press the Red button to enter the list of deleted channels. Press the Left directional button to restore the deleted channel.
- **Filter:** Press the Yellow button, the filter screen will pop up. Press the **OK** button to select options, the channel list will then be updated.
- **Search:** Press the Blue button to search for a channel.

Export the channel list to USB

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

In Live TV, press the **Menu** button on your remote control and select **All Settings>Channel>Channel Edit>Export to USB**.

Import the channel list from USB

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

In Live TV, press the **Menu** button on your remote control and select **All Settings>Channel>Channel Edit>Import from USB**.

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.

In Live TV, press the **OK** button to display the channel list.

Select the channel you want to add to the favourite list, press and hold the **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

In live TV, press the **OK** button on your remote control.

Select the channel you want to remove from the favourite list, press and hold the **OK** button, the channel will be removed.

Edit a favourite list

In Live TV, press the **Menu** button on your remote control and select **All Settings>Channel>Channel Edit** then select **FAV1-FAV4**. You can add, move, or remove favourite channels.

Add Channels: Select add channels to add the selected channel to the favourite list.

Filter: Press the yellow button. The filter screen will appear. Press the **OK** button to select options, the favourite channel list can then be updated.

Search: Press the Blue button. Search for your favourite channel.

Move: Select a channel in a favourite list, then press the Left directional button to move it.

Remove: Select a channel in a favourite list, then press Right directional button to remove it.

Programme Info

While watching TV programmes, press the **Info** or Right/Left directional button to load the programme info bar. The information listed below will be available on the info bar.

- Channel logo
- Channel number
- Channel name
- Indicator of Favourite
- Locked channel indicator
- Date and time, and channel category
- Current programme
- More information button
- Next programme

Note:

- *The remote control buttons may vary depending on models/ countries/regions.*

Programme Guide (EPG)

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

Note:

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

Launch the Guide

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

Learn about the Guide menu

• FAV

Press the Left directional button to move to the navigation bar and select the favorite channels icon. Next, press and hold the **OK** button to display favourite lists 1 to 4.

• TV List

Press the Left directional button to move to the navigation bar and select the TV broadcast icon. Next, press and hold the **OK** button to display and select the TV Broadcast Types, such as **Cable**, **Aerial** and **Satellite**.

• 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.

• Add a reminder

Select the program for which you want to set a reminder. Press the **OK** button to set and save the reminder for the selected program.

• Scheduled

In Guide (EPG), press the Red button. This will display a list of scheduled reminders.

• Programme Colour

In Guide (EPG), press the Green button. 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.*

• 24h−

In Guide (EPG), press the Yellow button to select programmes of the previous day.

• 24h+

In Guide (EPG), press the Blue button to select programmes of the next day.

• Programme guide auto update

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

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

HbbTV

Access service from providers through HbbTV.

Press the **Home** button on your remote control, and select **Settings>Channel>HbbTV**.

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

In Live TV, press the **Menu** button to select **HbbTV**.

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

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

Note:

- *This function may not be applicable in some models/ countries/regions.*
- *Some channels may not support the HbbTV service.*
- *In some channels that support the HbbTV service, functions of the Up/Down/Left/Right/**OK** button in Live TV may be replaced by the HbbTV service. Try pressing the **Exit** button first or turning off the HbbTV function, then try again.*

Learn about Live TV Support Settings

• Channel List Auto Update

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

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

• Programme Guide Auto Update

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

TV will automatically update the Programme Guide data overnight while in standby mode.

• CI+ Module Settings

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

Review the CI+ settings: Common interface, CI card PIN and CAM Profile Search. This function may not be applicable in some models/countries/regions.

• Search

In Live TV, press the **Menu** button to open the search for the channels menu, then select **Channel Search**.

• Parental Control

Turn on Parental Control to prevent children from being able to view certain content. For more information, please refer to **Settings Overview / Using Parental Controls** in this manual.

• Picture and Sound

Adjust picture or sound mode or other advanced picture or sound settings. For more information, please refer to **Settings Overview / Picture** or **Sound** in this manual.

Benefits of Smart TV

Using Apps

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

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

Install an App

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

Install an app from the app store

To install an app:

• Press the **Home** button on your remote control and select **app store**.

• Use the navigation buttons on your remote control to select the app that you want to install, press the **OK** button to enter the detail page.

• Select **Install**. The selected app is installed on the TV.

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

Note:

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

Search Apps

Search from the Home page

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

Type keywords

- Search from the app store

Press the **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 the **Microphone** button and use your voice to search for the app you are looking for.

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 **Edit** button, you can customise the button to launch an app which only appears on the Home screen, directly from the remote control.
- Press and hold the **Edit** button on the remote control.
- Select an app you desire.
- Choose **Save** to conform the operation.

Note:

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

Manage Apps

Move apps

- On the home screen, select the app you want to move, then press and hold the **OK** button to manage it.
- Press the Left/Right directional button to move the app.
- Press the **OK** button to save the position.

Note:

- *Some Apps may not be moved.*

Remove an App

Remove an app from the Home screen

- On the home screen, select the app you want to remove, then press and hold the **OK** button to manage it.
- Press the Down directional button and then select **Remove**.
- 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

- Open the app store, select the app you want to uninstall and press the **OK** button to enter.
- Select **Uninstall**.
- 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.*

Using the Mobile App

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

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

To connect to your TV after installing the mobile app:

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

What you can do with the app:

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

Using the Browser to Search the Internet

Press the **Home** button on your remote control, and select **Browser**.

You can enter websites and browse information on the Internet.

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

The items listed below will be available on the Browser.

- Address/Search bar: Enter website you want to visit
- Visit/Search button
- Back and Forward: switch among webpages
- Add to Bookmarks/Delete bookmark: Add the website you are viewing to Bookmarks or delete it from Bookmarks
- Homepage: Back to the Homepage
- Reload/Stop: Reload/Stop the website
- Add to home: This webpage will appear in the **shortcuts** on the Home screen.
- Menu: Change the zoom level of the browser or enter browser settings
- Tab options: Add/remove webpages, or add private webpages
- Management bar: Manage websites in Bookmarks
- Add Website (plus sign): Add websites to Bookmarks

Note:

- *Some content in the Browser may not be played properly.*

VIDAA Kids

Before you start

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

Create a VIDAA Kids profile

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

Using your VIDAA account: Press the **Home** button on your remote control and select the Account icon in the navigation bar. After signing into your VIDAA account, on the Who's Watching? screen you can select **Add** and choose **Add a Kid Profile** and follow the on-screen instructions to finish the setup process.

Using the VIDAA kids application: Open the **VIDAA Kids** application, select the user icon on the side navigation bar of the **VIDAA Kids** home page and follow the on-screen instructions to complete the setup.

Note:

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

Enter VIDAA Kids

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

Using the navigation bar: Press the **Home** 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 the **Home** button on your remote control and select **VIDAA Kids** in the application row.

Using your VIDAA account: Sign into your VIDAA account, press the **Home** button on your remote control and choose Account. On the Who's watching? screen, select the VIDAA Kids profile you previously set up.

Using the remote control: If your remote control has the **KID** button, press it to enter **VIDAA Kids** directly. If your remote control does not have the **KID** button but does have **Edit** button, you can customise this button to launch **VIDAA Kids** directly from the remote control.

Note:

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

Exit VIDAA Kids

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

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

VIDAA Kids Settings

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

Note:

- *You must have a kids profile set up to access **VIDAA Kids Settings.***

VIDAA ART

Press the **Home** button on your remote control to enter the Home screen, select the **VIDAA ART**.

- Numerous artworks created by global artists presented for you to browse or set as a screensaver.
- Browse artworks
- When you select an artwork to browse in full screen mode, press the Left/Right directional button to switch artworks and press the **OK** button to display detailed information of the artwork.
- Add artworks to your favourite list
- In VIDAA ART, select the content you want to see and press the **OK** button to show it in full screen. Press the **OK** button again to show the detail page. Select the **Add to favourite**. You can also select the content you like, and press the **OK** button to add it to favourite directly.
- ART settings

  At the home page of VIDAA ART, use the navigation buttons to select the settings icon, and press the **OK** button to enter.

  Alternatively, press the **Home** button to enter the home screen and select the **Settings>System>Advanced Settings>VIDAA Art Setting**.

Note:

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

Voice Service Setup

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

Note:

- *Voice Service feature may not be applicable in some models/ countries/regions.*

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

Alexa Setup

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

Before setting up the Amazon Alexa Service, connect your TV to the network and sign into your VIDAA Account at **Home>Account**.

How to set up Alexa

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

Note:

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

VIDAA Voice Setup

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

Before using VIDAA Voice, please check the following:

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

How to set up VIDAA Voice

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

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

When VIDAA Voice is selected as your voice assistant, select the language of VIDAA Voice in the Voice Service centre. Then press and hold the **Microphone** button on your remote control to interact with VIDAA Voice.

How to interact with VIDAA Voice

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

Note:

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

Google Smart Home Service Setup

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

Before setting up the Google Smart Home Service, connect your TV to the network.

STEP 1: Set up Google Smart Home Service on TV

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

STEP 2: Set up in Google Home app

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

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

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

Note:

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

Yandex Smart Home Service Setup

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

Before setting up Yandex Smart Home Service, connect your TV to the network.

STEP 1: Set up Yandex on TV

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

STEP 2: Set up in Yandex App

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

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

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

Note:

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

Voice Service Other Issues

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

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

Note:

- *Only Alexa (Alexa skill is enabled) and Google Smart Home Service support turning on your TV with Alexa Echo or Google Home.*
- *This feature may not be applicable in some models/ countries/regions.*

Connecting to External Devices

Connect accessories, such as keyboard, mouse and gamepad, to interact with your Smart TV with ease.

Use HDMI & CEC

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

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

Connect an external device through HDMI & CEC function

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

Allow HDMI devices to control each other.

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

Enable device auto power off

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

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

Enable device auto power on

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

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

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

Enable TV auto power on

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

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

Note:

- *HDMI cables must be used to connect HDMI & CEC compatible devices to your TV.*
- *The HDMI & CEC feature of the connected device must be turned on.*
- *If you connect a HDMI device that is not HDMI & CEC compatible, the HDMI & CEC control features will not work.*
- *Depending on the connected HDMI device, the HDMI & CEC control feature may 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.*

Control the TV with a Keyboard, Mouse or Gamepad

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

Connect a USB keyboard, mouse or gamepad

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

Connect a Bluetooth keyboard, mouse or gamepad

Locate the Bluetooth device by pressing the **Home** 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.*
- *Bluetooth function may not be supported depending on the models/countries/regions.*
- *For more information about how to connect a Bluetooth device, refer to the Bluetooth device's user manual.*

Connecting Bluetooth Devices

You can connect to devices using Bluetooth technology.

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

Note: *Bluetooth function may not be applicable in some models/countries/regions.*

Turn on Bluetooth Feature on your TV

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

Note:

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

Connect a Bluetooth Device

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

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

Note:

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

Listen to the Audio through Bluetooth Devices

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

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

Note:

- *Compatibility issues may occur depending on the Bluetooth device.*

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

Listen to your Mobile Device Audio through the TV

Press the **Home** button on your remote control and select **Settings>Connection>Bluetooth>Music Sharing**.

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

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

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

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

Note:

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

Screen Sharing

Before using the feature, please set your TV to the wireless network connection.

Press the **Input** button on your remote control and select **Screen Sharing**.

- 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", "Smartview", "Wireless projection", etc.
- Find the TV name in the search list of your device and select it. Wait for the connection progress to complete and the content on your device will be displayed on the TV.

Press the **Home** button on your remote control, select **Setting>Connection>Multimedia Device Connection>Screen Sharing** and switch it to on. Then, you can share your device's screen directly without opening the Screen Sharing App on your TV.

Note:

- *Some devices may not support casting.*
- *Screen Sharing menu may not be available in **Settings>Connection>Multimedia Device Connection** depending on models.*
- *To turn off **Screen Sharing**, disconnect the external device or press the **Back** or **Exit** button on the remote control.*
- *When playing video or audio, press the **Menu** button on your remote control and select **Audio Only** to turn off the screen while the video or audio continues.*
- *This function may not be applicable in some models/ countries/regions.*

Content Sharing

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

Share Media Content from your Device

- Connect your TV and device to the same network.
- Turn on Content Sharing at **Home>Settings>Connection>Multimedia Device Connection>Content Sharing**.
- 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.
- Find the TV name in the search list of your device and select it.
- Agree in TV request pop-up window, and wait for the connection progress to complete. When you connect a device for the first time, a pop-up will appear:

  Always Agree: Select **Always Agree** to set your device as a trusted device, and there will no pop-up from the second time.

  Agree: Select **Agree** and TV will play the content sharing from the device.

  Disagree: Select **Disagree** and TV will not play the content sharing from the device.

Play Media Content Stored in External Device on TV

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

- Connect your TV and device to the same network.
- Turn on Content Sharing at **Home>Settings> Connection>Multimedia Device Connection>Content Sharing**.
- Make sure your media content stored in your device are visible through the local network. The procedure depends on devices.
- Select connected device on the TV.

  Method 1: Press the **Input** button on your remote control, and select **Content Sharing** (device name).

  Method 2: Press the **Home** button on your remote control, and select **Media>Content Sharing** (device name).

• Select a media content item from the list to play.

Note:

- *Some devices may not support content sharing function.*
- *If your device does not support content sharing, you can download an app that supports the function to connect to your TV. For more information, please refer to* ***Benefits of Smart TV>Using the Mobile App*** *in this manual.*
- *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 HGz router.*

Connecting a Set Top Box

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

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

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

Connecting a Blu-ray or DVD Player

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

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

When the connection is completed, turn on your TV and Blu-ray or DVD player, switch to the input source by pressing the **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

Connect USB device to your TV port labelled with USB.

Press the **Home** button on your remote control and select **Media** from apps.

Select the content you want to play or view. For more information, please refer to **Entertainment>Media** in this manual.

Connecting Audio Visual (AV) Devices

Connect with a composite video cable

To connect an AV device with a composite video cable (not provided), see the **Other Connections** section.

When the connection is completed, press the **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 on some models. Please use other port(s) to connect AV devices.*
- *For some models, RCA Jack to AV cable may not be supplied.*

Connect with a HDMI cable

To connect an AV device with a HDMI cable (not provided), see the **Other Connections** section.

When the connection is completed, press the **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's user manual for instructions.*
- *If there is no sound from your TV, configure the device audio settings.*

Connecting a PC

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

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

Note:

- *For better image quality, set the PC's resolution to a format which is supported by the TV.*
- *If there is no sound from your TV, change the PC's audio settings.*
- *If you want to connect your PC and TV wirelessly, please refer to* ***Connecting to External Devices>Content Sharing*** *or* ***Connecting to External Devices>Screen Sharing*** *in this manual.*

Connecting Headphones

You can connect a pair of headphones (not provided) to the HEADPHONE port on your TV. While the headphones are connected, the sound from the built-in speakers will be disabled.

Note:

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

Connecting Speakers or Other Audio Receivers

To connect speakers or other audio receivers with an audio cable (not provided), see the **Other Connections** section.

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

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

When a digital audio system is connected to the DIGITAL AUDIO OUT port, decrease the TV volume and use your digital audio system to control the volume.

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

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

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

After the connection:

- Power on the sound system.
- Press the **Home** button and select the **Settings** icon on the Home screen.
- Select **Sound>Audio Output**, and choose **ARC** option.

Note:

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

Settings Overview

IMPORTANT: Setting options may vary depending on model specifications, country, region, and content being viewed.

Picture

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

Choose a Picture Mode

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

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

Note:

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

When you use a normal signal

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

Cinema: Use Cinema for watching movies in a bright environment.

Dynamic: Use Dynamic mode for content that requires vivid picture quality.

Sports: Optimised picture for watching sports.

When you use a HDR signal

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

Picture Mode Settings Setup

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

Adjust display settings for each Picture Mode. You can personalise the picture quality by adjusting the following settings. Options may not be applicable depending on your model/country/region and the picture mode you selected.

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

Backlight: Set the overall brightness of the screen.

Note:

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

Brightness: Adjust the Brightness level to generate lighter or darker images.

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

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

Sharpness: Adjust how sharp or soft the edges of images appear.

Advanced Settings: Adjust 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.

Advanced Settings Setup

Press the **Home** 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.

The following option may differ depending on model type, please refer to the actual product.

Brightness

Dynamic Backlight Control: Enhance the contrast ratio between light and dark areas of the picture.

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

HDMI Dynamic Range: Set the HDMI input signal's dynamic range.

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

Gamma Calibration: Adjust selected Gamma curve.

Colour

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

Colour Tuner: Adjust the Hue, Saturation and Brightness of colour settings.

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

Low Blue Light: Eye care: reduce the emission of blue light.

Clarity

Noise Reduction: Improve the picture quality by reducing noise.

Digital Noise Reduction: Reduce the noise seen around letters and compression noise.

Overscan

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

Game Settings

Press the **Home** button on your remote control and select **Settings>Picture>Game Settings**.

When **Game Mode** is set to **On**, the TV is optimized for low-latency gaming. When **Game Mode** is set to **Auto**, the TV automatically detects the game signal and switches to low-latency game mode (ALLM).

Intelligent Mode Settings

Press the **Home** 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 TV to recognise the current scene and enhance the picture quality.

Note:

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

Change the Aspect Ratio

Press the **Home** button on your remote control and select **Settings>Picture>Aspect Ratio**.

Adjust the Aspect Ratio to stretch or zoom the picture.

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

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

4:3: Best suited for 4:3 content.

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

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

Dot to Dot: Displays the native signal without any scaling.

Note:

- *The options above may not be applicable in some input sources.*

- *Using special functions to change the size of the displayed image (e.g. changing the height/width ratio) for the purpose of public display or commercial gain, may infringe on copyright laws.*
- *If the aspect ratio of the selected format is different from the TV transmission or video content, it can distort the picture.*
- *When connecting a PC to the TV via HDMI input, fast moving images may become distorted.*

Sound

Adjust sound mode and other advanced sound settings.

Choose a Sound Mode

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

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

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

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

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

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

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

Sports: Optimised sound for watching sports events.

Sound Mode Settings Setup

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

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

Note:

- *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.

Equalizer: Boost the volume at different frequencies.

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

Wall Mount Setup: Automatically optimise the sound based on the position of the TV.

Auto Volume Control: Activate to prevent the volume from changing when switching TV channels.

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 Audio Output

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

Select the speakers which you want to use.

TV Speaker: Listening to sound from TV speakers.

ARC: Listening to sound from a connected HDMI ARC/ eARC compatible audio device.

Bluetooth Speaker: Listening to sound from a Bluetooth speaker.

SPDIF: Listening to sound from an audio device connected to the digital SPDIF output.

Audio Output Settings Setup

Press the **Home** 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.

Note:

- *Options may differ depending on your model/country/ region and the content you are watching. 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.

Digital Audio Output Format

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

Auto: the audio device automatically outputs in a supported format.

Pass Through: the audio device outputs without any processing.

PCM: the audio device outputs PCM (pulse code modulation) format.

Dolby Audio - Dolby Digital: the audio device outputs Dolby Digital audio.

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

This function in only applicable when **Home>Settings>Sound>Audio Output** is set to **ARC** or **SPDIF**.

Digital Audio Output Delay

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

Note:

- *This function is only applicable when **Home>Settings>Sound>Audio Output** is set to **ARC** or **SPDIF**.*

Dialogue Enhancement: Enable or disable dialogue enhancement.

Connection

You can get access to the Internet through your TV.

Edit TV Name

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

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

Note:

- *Up to 18 characters can be entered.*

Check the Internet Connection Status

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

Start a network connection test.

Network Information

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

View information about your network connection.

Turn on the TV through the Internet

Wake on Wireless Network

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

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

Wake on LAN

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

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

Note:

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

System

You can set up system settings.

Note:

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

Set Time

Press the **Home** 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/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 Saving: Select whether to apply Daylight Saving Time to the TV.

Use Timer

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

Adjust the timer settings to suit your preference.

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

Power On Timer: Set the time you want the TV to turn on automatically. You can set the same time each day or set a different time on different days.

Power Off Timer: Set the time you want the TV to turn off automatically. You can set the same time each day or set a different time on different days.

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

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

Auto Standby with No Signal: TV will go to standby if there is no signal after the set time.

Set Language and Location

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

Select the language used for this TV and your location.

Location: Choose the location from where you will watch your TV.

Postcode (ZIP/Postal Code): User can change the Postcode.

Menu Language: Set the default language for the TV menu.

Audio Language: Select the preferred audio language for the current programme.

Primary Audio: Set the default audio output language for the type of digital broadcast content that you are viewing.

Secondary Audio: Set the secondary audio output language for digital broadcast content.

Voice service

Please refer to **Using the TV Voice Service** in this manual.

Using Parental Controls

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

Turn on Parental Controls 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 directional buttons 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. The Parental Control settings change from a greyed out state to highlighted. All features are now available for configuration.

Block Time: Block channels and programmes during certain periods of time.

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

Content Block: Certain programmes are blocked when you activate the Parental Control settings. This is controlled by the broadcaster.

Input Block: Block content from devices that are connected to external inputs.

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

Website Block: Set the range of URLs that the browser can access.

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

Reset to Default: Restore Parental Control back to the factory default setting.

Application Settings

Press the **Home** button on your remote control and select **Settings>System>Application Settings**.

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

Delete Cookies: Delete cookies for browser and applications.

Do Not Track: Send a request to websites not to collect or track your browsing data.

Prime Video: Prime Video app settings.

Netflix: Prime app settings.

Note: *This functions may not be applicable in some models/ countries/regions.*

Advanced Settings

Press the **Home** button on your remote control and select **Settings>System>Advanced Settings**.

Fast Power On: Enable TV fast start-up.

Power On Mode: The TV will turn on in the selected mode when the main power is reconnected.

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

VIDAA Art Setting

Set the amount of time after which the VIDAA ART application should automatically start after a period of inactivity, and the Art source.

Note: *This functions may not be applicable in some models/ countries/regions.*

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

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

Notes:

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

Usage Mode Setup

Set the TV to use in Home or Store mode.

Home Mode

Select Home Mode for normal TV usage.

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

Deleted

Store Mode

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

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

If you want to switch to Home Mode when the TV is in Store Mode, press the **Menu** button on your remote control to enter store mode settings and choose **Home Mode**. Alternatively, press the **Home** button and select the **Settings** icon, 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.*

Enhanced Viewing Settings

Vidaa offers an Enhanced Viewing Service, which uses Automatic Content Recognition (ARC) technology to collect certain data from this TV, including Smart TV's identifier, IP address, and viewed content and ads information (together "Viewing Data"). You may enable/disable **Automatic Content Recognition**, **Automatic Picture and Audio Quality**, **Content Recommendation**, and **Personalized Ads**.

Personalised Ads

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.

Note:

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

Personalised Recommendation

Enable personalised recommendations to discover content that matches your interests.

Support

You can set up support settings.

Note:

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

Check System Info

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

View system information, like the software version and hardware version.

System Update

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

Set your TV to receive the latest firmware.

Auto Update: When enabled, your device will be updated with the latest software automatically.

Check Update: Check the software version and update if necessary.

Please ensure your TV is connected to the Internet.

Update from USB: Upgrade TV software from USB device.

Note:

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

E-manual

Please refer to **Using the E-Manual** in this manual.

Self Diagnosis

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

Perform self diagnosis to test the **Network connection**, **Internet speed**, **Input connection**, and **Signal info.**

Network Connection Status: Check the Network Connection Status.

Status Check: Check the TV Running Time.

Enjoy Safe Use of the TV

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

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

Reset to Factory Default

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

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

Entertainment

Game

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

Connect a Game Console

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

To start a game from a game console:

- Switch on your game console.
- Press the **Input** button Select the connected game console as the input source.
- Start the game.

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

Game Mode

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

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

Game Mode will allow:

- Reducing input lag to make sure every press or click matches what is happening on the screen;
- Improving responsiveness to produce very little motion blur;
- Processing YUV 4:4:4 format signals precisely to present accurate image colours.
- When Game Mode is set to On, the TV is optimized for low-latency gaming. When Game Mode is set to Auto, the TV automatically detects the game signal and switches to low-latency game mode (ALLM).

Note:

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

Sports

Sports mode setup in picture or sound settings

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

Optimised picture for watching sports.

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

Optimised sound for watching sports events.

Sports Mode Auto Detection

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

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

Note:

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

Media

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

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

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

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

For more information about **Content Sharing**, please refer to **Connecting to External Devices>Content Sharing** in this manual.

Enjoy Photos/Audio/Video Stored on a USB Device

Press the **Home** button on your remote control and select **Media** or Press the **Input** button and select connected USB device**.**

The items listed below will be available on the media browser screen.

- Search bar: Search the content you want to play.
- View style: Arrange the content list by **Grid, List.**
- Sort: Sort the content list by **Name, Date Modified, Size.**
- Filter: Filter the content list by **All Media, Photo, Video, Music**.

You can also press the **Menu** button to create a photo, music, or video playlist.

Note:

- *Some options listed above 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 don't grant such permission.*

Media Playback

Select the content you want to play on the screen (such as pictures, videos, and music), and press the **OK** button to start playback.

Press the **OK** button to pause/resume playback.

Press the **Playback** button to display the virtual element for playback control. Use the directional buttons to control the playback of the media. Control elements are available for playing, pausing, stopping, rewinding, and fast-forwarding media.

Press any of the directional buttons to display the control bar.

To set up playback, highlight the three dots symbol located on the right side of the control bar and press the **OK** button.

Note:

- *Depending on the type of content being played, the settings menus will vary.*

When the control bar is displayed, press the **Down**/**Up** directional button to Open/Close Playlist.

Play Background Music while Viewing Pictures

- Choose a picture to display.
- Press the Up/Down button to display control bar.
- Select **Background Music** and choose your music to create a Music Playlist.

Now you can play background music while viewing pictures.

Audio 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.

Container	Audio Codec	File Extension Name
WAV	Mpeg1/2 Layer1	.wav
MP3	Mpeg1/2 Layer2	mp3
	Mpeg1/2 Layer3	
AAC	AAC, HEAAC	.m4a .aac
WMA	WMA	.wma
	WMA Pro	
PCM	LPCM	N/A
	ADPCM	
AC-3	AC-3	.ac3 .m4a
FLAC	FLAC	.flac
OPUS	OPUS	.opus

Photo 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.

Container	File Extension Name	Mode of Operation	Resolution
JPEG	.jpg .jpeg	base-line	15360 x 8640
		progressive	1024 x 768
PNG	.png	non-interlace	3840 x 2160
		interlace	1200 x 800
BMP	.bmp	-	3840 x 2160
GIF	.gif	-	6400 x 4800

Video 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.

Container	Video Codec	File Extension Name	Resolution and Frame Rate
MPEG	Mpeg1/2	.mpg .mpeg .vob	1920 x 1080p @ 120fps
	Mpeg4		
MP4	Mpeg4	.mp4 .mov	1920 x 1080p @ 120fps
	H.264(AVC)		
	H.265(HEVC)		1920 x 1080 p @ 60fps
MKV	Mpeg1/2	.mkv	1920 x 1080p @ 120fps
	Mpeg4		
	H.264(AVC)		1920 x 1080p @ 60fps
	H.265(HEVC)		
AVI	Mpeg1/2	.avi	1920 x 1080p @ 120fps
	Mpeg4		
	H.264(AVC)		1920 x 1080p @ 60fps
WMV	WMV3	.asf .wmv	1920 x 1080p @ 60fps
	H.264(AVC)		
FLV	H.264(AVC)	.flv	1920 x 1080p @ 60fps
TS	H.265(HEVC)	.ts	1920 x 1080p @ 60fps

THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENCE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD (“AVC VIDEO”) AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENCE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM

Accessibility Features

Subtitle Setup

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

Adjust Subtitle Settings for digital broadcast content.

Subtitle: Enable Subtitle type.

Primary Subtitle: Set the default subtitle language for digital broadcast content.

Secondary Subtitle: Set the secondary subtitle language for digital broadcast content.

Channel Subtitle Storage: Enable the storage of subtitle settings per channel.

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

Voice Guide Setup

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

Provide Voice Guide Settings for Menu Audio. **Volume**, **Language**, **Rate**, **Pitch** and **Focus Voice Guide** options are available.

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

Remote Control Learning

Press the **Home** 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 the **Back** button twice consecutively to exit **Remote Control Learning**.

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

Audio Type Setup

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

Provide audio description to aid the visually impaired.

Audio Type: Accessibility audio settings.

Audio Format: Select the audio format.

Fader Control: Provide the best sound quality options for the visually impaired.

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

High Contrast Menu

Press the **Home** button on your remote control and select **Settings>Accessibility>High Contrast Menu**. Improve contrast for the visually impaired.

Provide menu options to aid the visually or hearing impaired.

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

Menu Transparency

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

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

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

Accessible Guide

Press the **Home** button on your remote control and select **Settings>Accessibility>Accessible Guide**.

For the visually impaired.

Off, **Freeview Accessible Guide** and **Large Font Guide** options are available.

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

Magnification

Press the **Home** 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.*

Troubleshooting

FAQ

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

Troubleshooting Guide

Status Diagnosis

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

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

Network Related Self-diagnosis

Network Connection Status: View the TV's network connection information.

Network Connection Test: When performing a Network Connection Test, the test will confirm whether your TV is connected to the 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.

Input Connection Test

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

Status Check

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

Signal Info

Show the signal information of the current input.

Restart or reset your TV

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

Restart your TV

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

Unplug the TV power cord from AC outlet and reconnect after 60 seconds.

Press the **Standby** button on your remote control or press the power button on the TV to turn it on.

Note:

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

Reset your TV

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

Please note that reset will clear your personal settings, information, and data.

Picture Issues

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 the **Home** button on your remote control and select **Settings>Picture>Picture Mode Settings>Sharpness**.
- Press the **Home** button on your remote control and select **Settings>Picture>Picture Mode Settings>Advanced Settings>Clarity** to adjust **Clarity** settings.
- Make sure that the connection cable is securely connected to the TV and the external device.
- Some electrical appliances may affect the TV. For example, microwave ovens close to the TV may cause noise on analogue and digital channels. If your turn off the appliance and the interference stops, please move it further away from your TV.
- If you choose TV as the input source, adjust the direction and position of the aerial, reset or fine tune the channel.
- When connecting the TV to external devices, leave some space between the external devices and the TV.

Note:

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

There are dots, horizontal or vertical lines on the screen

- Switch to other channels or contents to check if the picture is normal.
- Change the output resolution of your external device. When the TV is not compatible with the output resolution, dots or lines may occur.

- Check if the TV is located in a humid space for a long time. It is suggested to use the TV in a relatively dry environment.
- Some electrical appliances may affect the TV. For example, microwave ovens close to the TV may cause noise on analogue and digital channels. If you turn off the appliance and the interference stops, please move it further away from your TV.

The brightness cannot be adjusted

- The brightness cannot be adjusted when **Home>Settings>Picture>Picture Mode Settings>Advanced Settings>Colour>Low Blue Light** is turned on.

Sound Issues

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 the **Home** button on your remote control and select **Settings>Sound>Audio Output Settings>Digital Audio Output Delay**. Set the value to 0.
- Press the **Home** 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 mat not be applicable depending on your model/ country/region and the Audio Output you select. Please refer to the specific product.*

Sound is distorted or cuts out momentarily

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

Volume cannot be changed or it changes on its own

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

Channel and Broadcast Issues

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

Please check the items below.

- In Live TV, there is no signal or a weak signal, or you cannot find any channels.
- The subtitles are not displaying or are in the wrong place on the TV screen.
- The channel list sorting is lost after several days
- Previously deleted channels return to 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 aerial is not damaged.

  b. The aerial cable is not loose or disconnected.

c. The aerial cable is connected to the correct port.

d. “TV” is selected as the input source.

- If a weak signal occurs occasionally check Signal level and Quality. Press the **Home** button on your remote control and select **Settings>Support>Self Diagnosis>Signal Info**.
- If no signal or weak signal occasionally happens, disconnect the aerial cable and reconnect it.
- If you use a set-top box or cable box, check the broadcast signals or the network status that is connected to the external device. For specific information please refer to **Troubleshooting>Troubleshooting Guide>Status Diagnosis>Network Related Self-diagnosis** and **Input Connection Test** in this manual.
- If the problem persists, scan the channel again. In Live TV, press the **Home** button on your remote control and select **Settings>Channel>Auto Scan** or **Advanced Settings>Manual Scan**.

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

To turn on/off the subtitle function, press the **Menu** button on your remote control and select **Subtitle** when in the TV input source or press the **Home** button on your remote control and select **Settings>Accessibility>Subtitle Settings**.

If you are watching a channel through an external device such as a set-top box and cable box, turn on/off the subtitle location on the connected external device. For more information, refer to the user manual of external devices or contact your service provider.

Note:

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

The channel list sorting is lost after several days

Previously deleted channels return in the channel list

- Make sure that you have not reset the TV to factory default before. Resetting the TV will reset all your user settings.
- Check if the channels in the channel list have been updated. To deactivate automatic update, press the **Home** button on your remote control and select **Settings>Channel>Advanced Settings>Channel List Auto Update**.
- Check that your subscription has not expired.
- Re-scan channels to find lost channel in your channel list.

I want to put channels in order of preference

- You can edit the order of the channels to your preference or you can add channels that you like to the favourite list.

Network Issues

Before you review the problems and solutions below:

Use your phone to check the TV's functionality. Create a hotspot on your phone and place it next to your TV. Connect your TV to your phone's hotspot. If everything works, there is a problem with your home WiFi network.

Perform a 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, and 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 numbers 1,2,3,4,6 in Common solutions to network issues.

When connected to a wired network

- See Numbers 3,4,5 in Common solutions to network issues.

Common solutions to network issues

1. Position your wireless router, modem router, or access point close to the TV. Avoid putting it in a corner. As much as possible, make sure there is no wall between the TV and the router.

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

3. Restart your modem/router. Power off your modem/router and power it on again after at least 60 seconds. It may take time for your modem/router to reconnect to the Internet.

4. Check your modem/router. Make sure cables are securely connected to your modem/router and the lights flash intermittently and regularly.

5. Make sure one end securely connected on the back of the TV, the other end securely connected to an external modem/router. Any loose connection may cause unstable or disconnected network.

6. If the issue is not improves after following the steps above, you can try using a wired network connection.

App Issues

Please check the items below.

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

Apps cannot be installed, opened, updated, or uninstalled

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

Problems occur when using the Browser to stream videos

- Exit the browser and then open it again.
- See Number 1,2 in Common solutions to app issues.

The app language is different from the TV menu language

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

Common solutions to app issues

1. Check whether your TV is connected to the Internet and whether there are network issues with your TV.

2. The storage is insufficient. Try to clear the cache or uninstall uncommonly used apps. You can clear the cache for browsers and apps. This will permanently remove all the user data and temporary files.

3. The service of the app may not be available currently. Try using apps later.

Remote Control Issues

Please check the items below.

- The TV is slow to respond to the remote control.
- I want to use the remote control to control other devices.

The TV is slow to respond to the remote control

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

- Use your phone's camera to verify that the remote control is functioning properly. Switch the phone to camera mode and point the remote control at the phone's lens. You should see the IR LED on the remote flash when you press any button. If you do not see the blinking or if the IR LED blinks without pressing any buttons, the remote control is damaged.
- 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 the batteries back into the remote. This method is only applicable to battery-replaceable remote control models.

I want to use the remote control to control other devices

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

External Device Connection Issues

Before you review the problems and solutions below, use the Input Connection Test to perform self-diagnosis to find the problem.

Please check the items below.

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

No sound from the TV while using the casting feature

- Check if Mute mode is set to **On**. If so, press the **Mute** button on your remote to restore the sound. If not, turn up the volume.
- Check if the **TV Speaker** is selected at **Home>Settings>Sound>Audio Output**.
- Check the network status. If the network signal is weak or low, a sound delay may exist between the TV and the mobile device.

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

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

- Screen Sharing
- Content Sharing

If you are using Screen Sharing, you can try the following solutions

1. Check if your mobile device or PC supports Miracast.

2. Check if your TV supports **Screen Sharing** in **Input**.

3. Check if **Screen Sharing** is turned on at **Home>Settings>Connection>Multimedia Device Connection>Screen Sharing**. Turn it on and you can share your device's screen directly without opening the **Screen Sharing** in **Input**. If the TV does not have **Screen Sharing** menu in **Settings**, you can open **Screen Sharing** in **Input** on your TV to mirror your device's screen.
• We recommend to turn off **Screen Sharing** in **Settings** and use the feature by opening **Screen Sharing** in **Input** to acquire better using experience.

4. Check if you have selected the correct TV name on your mobile device or PC. You can change the TV name and connect again. Change the TV name at **Home>Settings Connection>TV Name**.

5. If the above steps may not help, restart your TV, 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 TV supports **Content Sharing** in **Input**.

3. Check if **Content Sharing** is turned on at **Home>Settings>Connection>Multimedia Device Connection>Content Sharing** and switch it to **On**.

4. Make sure that the TV and the mobile device are connected to the same network.

5. Check the network status. Casting failure may result from weak or low signal strength.

6. Check if the content that you are playing is copyrighted. Some copyrighted files may not be cast to the TV.

7. Exit and re-enter **Content Sharing**.

8. If the above steps may not help, unplug the power cord of the TV from the AC outlet. After 30 seconds, plug the power cord to AC outlet and turn on the TV. You can try to use **Content Sharing again**.

The TV cannot be connected to my soundbar, Bluetooth wireless headphones, or speaker

- Check if the Bluetooth device is compatible with the TV.
- Check if the Bluetooth is turned on at **Home>Settings>Connection>Bluetooth**.
- Turn off and restart Bluetooth at **Home>Settings>Connection>Bluetooth**.

Connection between external devices and the TV is unstable

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

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

- Press the the **Input** button on your remote control to select the corresponding input source. For example,

if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.

- Check if the external device is powered on.
- Check if connection cable or cable connector is damaged.
- Check if the cable is securely connected.
- Check is the external device is compatible with the TV.

HDMI & CEC Issues

Please check the items below.

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

Note:

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

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

- Confirm that the external device is HDMI & CEC compatible and the HDMI & CEC feature of the connected device is turned on. For specific information, please refer to the user manual with the external device.
- Check whether the HDMI & CEC feature of your TV is turned on or device auto power off and device auto power on are enabled.

I want to disable HDMI & CEC function

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

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

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

Voice Service Issues

Before you perform the following solutions, please note that:

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

Voice button on the remote control does not work

- Check the status of your remote control.
- Keep the remote control within 3 metres from the TV.
- Check whether your TV is connected to the Internet. A low or weak signal may result in a failure of the voice assistant.
- Change account or log out of the account.

Note:

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

Media Files Issues

Some files are interrupted during playback or cannot be played

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

- First, check if there are problems with files.

1. The files are not corrupted. After you have saved files to a storage device (a USB flash drive) from a PC, please eject the storage device first before you disconnect it from the PC.

2. The format of files that can be played depends on the codec and driver of the TV. For example, high-bitrate or high-resolution files may not be played back smoothly or cannot be played.

- Then check if there are problems with the TV.

1. Make sure the memory is sufficient. If the memory is full, clear the cache and play the file again.

2. Make sure the cable connected to the TV and the external device is not loose or disconnected.

Other Issues

Please check the items below.

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

The TV automatically turns on or off by itself, or the TV cannot be turned on or off

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

Turns off by itself

- Check if the power cord is connected to the AC outlet. Disconnection will let the TV shut down.
- Check if **Sleep Timer**, **Power Off Timer**, or **Auto Sleep** is set. These features will help the TV to automatically turn off at the specified time. Press the **Home** button on your remote control and select **Settings>System>Timer Settings**.
- Check if **Auto Standby with No Signal** is set. If the current input has no signal and you do not interact with the TV, the TV will enter the standby mode. Press the **Home** button on your remote control and select **Settings>System>Timer Settings>Auto Standby with No Signal**. This function may not be applicable in some models/countries/regions.
- Check if **CEC Control** is enabled. When CEC control is enabled and HDMI & CEC compatible external devices are turned off, the TV will enter the standby mode. Press the **Home** button on your remote control and select **Settings>Connection>HDMI & CEC>CEC Control**.

Turns on by itself

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

Cannot be turned on

- Check if the power cord is connected to AC outlet. You can unplug the TV power cord from AC outlet and reconnect it after 60 seconds.
- Try to turn on the TV with the remote control. Press the **Standby** button on the remote control and check if the TV turns on.
- Try the turn on the TV with the control button on the TV. Press the control button and check if the TV turns on.

Cannot be turned off

- When the TV cannot be turned off with the remote control, the remote control may not work.
- Try to press the control button on the TV to turn it off. For some models, press the control button on the TV to display the on-screen menu, and press the button again to move the focus to **Power off** to turn off the TV.
- If the TV cannot be turned off by pressing the control button on the TV, disconnect the power cord from the AC outlet.

System update cannot be completed

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

- Check whether your TV is connected to the Internet and whether there are network issues with your TV. Try to upgrade again when network issues are fixed.
- Restart your TV then try to perform system update.
- If the issue persists, you can upgrade the software using a USB drive.

Some features of the TV do not work after the system update

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

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

- Make sure that you did not perform a factory reset of the TV. Factory reset will erase all the settings.
- Make sure that you did not remove the user data. this operation will clear relative settings.
- Make sure that the TV is not in store mode. When the TV is in store mode, TV settings will be reset every few minutes.
- Check if you have updated the software recently. The system may be unstable after the TV is upgraded. Restart the TV or reinstall the software using a USB drive.
- When you turn off the TV, some settings will be automatically switched off.

I want to sign out my account or delete account usage data

To sign out my account

1. Press the **Home** button on your remote control and select **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 TV.

The following situations will help automatically sign out of your account:

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

To delete account usage data

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

Note:

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

The TV is hot

- This is normal because the panel generates heat when you use the TV for a period of time, but the heat does not affect the TV's functionality. As long as the TV runs normally, you do not need to worry.
- We recommend that you place the TV in a properly ventilated location for good air circulation.

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

- The voice-over is due to the enabling of Voice Guide. To turn off Voice Guide, press the **Home** 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.

Licences

The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

Manufactured under licence from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories Licensing Corporation.

For DTS patents, see http://patents.dts.com. Manufactured under licence from DTS Licensing Limited. DTS, DTS:X, Virtual:X, and the DTS:X logo are registered trademarks or trademarks of DTS, Inc. in the United States and other countries. © 2022 DTS, Inc. ALL RIGHTS RESERVED.

This product contains technology subject to certain intellectual property rights of Microsoft. Use or distribution of this technology outside of this product is prohibited without the appropriate licence(s) from Microsoft.

Content owners use Microsoft PlayReady™ content access technology to protect their intellectual property, including copyrighted content. This device uses PlayReady technology to access PlayReady-protected content and/or WMDRM-protected content. If the device fails to properly enforce restrictions on content usage, content owners may require Microsoft to revoke the device's ability to consume PlayReady-protected content. Revocation should not affect unprotected content or content protected by other content access technologies. Content owners may require you to upgrade PlayReady to access their content. If you decline an upgrade, you will not be able to access content that requires the upgrade.

The "CI Plus" Logo is a trademark of CI Plus LLP.

This product is protected by certain intellectual property rights of Microsoft Corporation. Use or distribution of such technology outside of this product is prohibited without a licence from Microsoft or an authorised Microsoft subsidiary.

The *Bluetooth*® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Vestel Elektronik Sanayi ve Ticaret A.S. is under licence. Other trademarks and trade names are those of their respective owners.

DVB is a registered trademark of the DVB Project.

This product is manufactured, distributed and warranted exclusively by VESTEL Ticaret A.Ş and serviced by its designated service providers. “JVC” is the trademark of JVCKENWOOD Corporation, used by such companies under license.

Disposal Information

[European Union]

These symbols indicate that the electrical and electronic equipment and the battery with this symbol should not be disposed of as general household waste at its end-of-life. Instead, the products should be handed over to the applicable collection points for the recycling of electrical and electronic equipment as well as batteries for proper treatment, recovery and recycling in accordance with your national legislation and the Directive 2012/19/EU and 2013/56/EU.

By disposing of these products correctly, you will help to conserve natural resources and will help to prevent potential negative effects on the environment and human health which could otherwise be caused by inappropriate waste handling of these products.

For more information about collection points and recycling of these products, please contact your local municipal office, your household waste disposal service or the shop where you purchased the product.

Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

[Business users]

If you wish to dispose of this product, please contact your supplier and check the terms and conditions of the purchase contract.

[Other Countries outside the European Union]

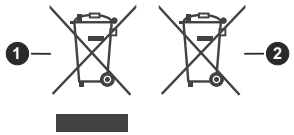
These symbols are only valid in the European Union.

Contact your local authority to learn about disposal and recycling.

The product and packaging should be taken to your local collection point for recycling.

Some collection points accept products free of charge.

***Note**: The sign Pb below the symbol for batteries indicates that this battery contains lead.*



1. Products
2. Battery

JVC

251202