

## Notice

### Positioning the TV

- Large screen TVs are heavy. 2 people are required to carry and handle a large screen TV.
- Make sure to hold the upper and bottom frames of the unit firmly as illustrated.
- Install the unit in a horizontal and stable position.
- Do not install the unit in direct sunlight or in a place subject to dust or strong vibration.
- Depending on the environment, the temperature of this unit may increase slightly. This is



not a malfunction.

- When installing this unit in a temperate environment, avoid a place with rapid temperature changes.
- Operating temperature: 41°F (5°C) to 104°F (40°C)
- This unit should not be used in a tropical environment as it has not been evaluated under such conditions.
- No objects should be placed directly on or under this unit, especially lighted candles or other flaming objects.
- Depending on your external devices, noise or disturbance of the picture and/or sound may be generated if the unit is placed too close to them. In this case, please ensure enough space between the external devices and the unit.
- Do not insert the AC power cord into the power socket outlet before all the connections are made.
- Ensure that you always have easy access to the AC power cord and outlet to disconnect the TV from the AC outlet.
- Before you move the TV, disconnect attached cables to prevent damage to connectors, especially the TV tuner.
- Be sure to unplug the AC power plug from the AC outlet before moving or carrying the unit.
- When moving the TV and then setting it down, please be careful not to pinch the AC power cord under the unit.

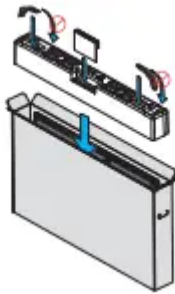
- Do not place this unit in an area where it may be exposed to water, oil or grease such as: near a bathtub, basin, kitchen sink, washing tub, swimming pool, kitchen exhaust fan, etc., or in a damp basement.

### **Disposal of used batteries**

The batteries included do not contain the heavy metals mercury and cadmium, however in certain localities, disposing batteries with household waste is not permitted. Please ensure you dispose of batteries according to local regulations.

### **Preparing to move / ship the unit**

Please pack the unit properly by following the diagram on the carton (as noted below).



## **Getting started**

### **Features**

- DTV / Analog TV / CATV

You can use your remote control to select channels which are broadcast in digital format and conventional analog format. Also, cable and satellite subscribers can access their TV channels.

- Information display

You can display on the TV screen the title, contents (DTV only) and other information on the current program.

- Autoprogram

This unit automatically scans and memorizes channels available in your area, eliminating difficult setup procedures.

- Apps

This unit lets you enjoy internet services. Use the remote control to browse the Apps pages. You can play movies and much more, all from your TV screen.

- Child lock

This feature allows you to block children's access to inappropriate programs.

- Closed caption decoder

Built-in closed caption decoder displays text for closed caption supported programs.

- MTS / SAP tuner

Audio can be selected from the remote control.

- Auto standby

If there is no input signal and no operation for 15 minutes, the unit will go into standby mode automatically.

- Sleep timer

You can set the unit to go into standby mode after a specific amount of time.

- Choices for on-screen language

Select your on-screen language: English, Spanish or French.

- Stereo sound function
- PLL frequency synthesized tuning

Provides free and easy channel selection and lets you tune directly to any channel using the number and decimal point “.” keys on the remote control.

- Various adjustments for picture and sound

Customizes picture quality suitable for your room and sets your sound preference.

- HDMI-CEC via HDMI link

HDMI-CEC allows your other HDMI link devices to be controlled by the HDMI cable connected to your TV.

- HDMI input
- HDMI-DVI input

If your video device has a DVI output jack, use an HDMI-DVI conversion cable to connect the unit.

- Component video input
- AV input

Audio and video input from an external device.

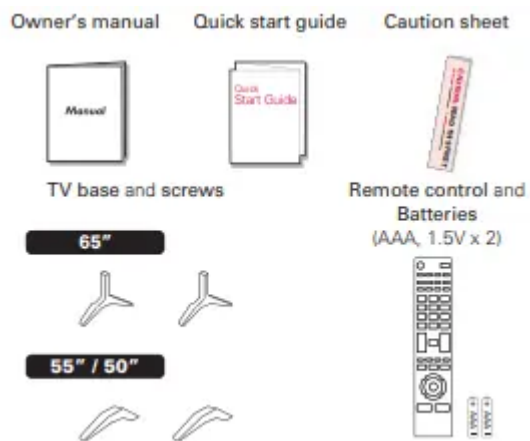
- USB terminal

The picture, music and video files stored on a USB memory stick can be played back on this unit.

- Digital audio output
- Headphone audio output

Headphone 3.5mm stereo jack for personal listening

### **Included accessories**



### Screws packed with this unit

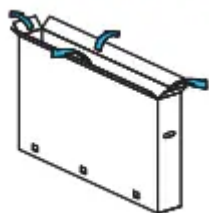
Model	Quantity	Size
FW65C78F	4	M4 x 0.709" (18mm)
FW55C78F FW50C78F	4	M4 x 0.630" (16mm)

## Unpacking

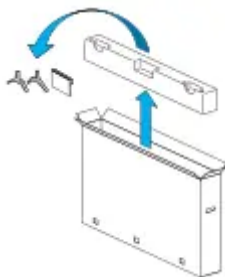
It is recommended that two or more people remove the TV set from the box. Be careful not to injure your fingers and keep children away during assembly.

(FW65C78F)

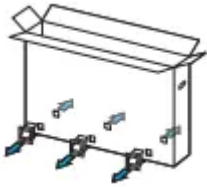
1 Open the top flaps of the box.



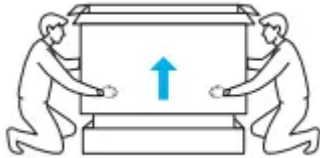
2 Remove all accessories.



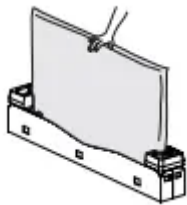
3 Remove the packing joints from the box.



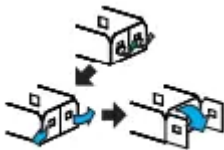
4 Remove the outer slipbox with care



5 Support the top of the TV set with a hand to prevent the TV from falling.



6 Unhinge the retaining tabs and unfold the left and right side of the bottom packaging.

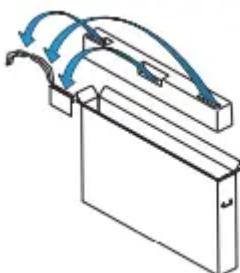


(FW55C78F, FW50C78F)

1 Open the top flaps of the box.



2 Remove all accessories.



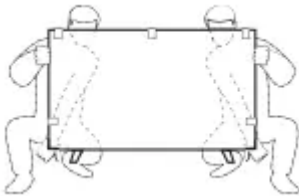
3 Prepare a table and cover the top of it with a table cloth, blanket or such to avoid damage to the TV set. Support both sides of the TV set and, move it onto the table.



4 Carefully lay the TV set, with the screen side down, on the table so as not to deform or damage Decoration plate of the bottom of the unit.

### Lifting the TV set

Carefully lift the TV set as shown in the illustration and place it onto a stable, level surface.

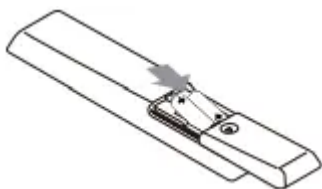


### Removing cardboard

Remove the cardboard attached to the screen.



### Installing the remote control batteries



1. Slide the battery cover off the back of the remote control.
2. Insert the two included batteries (AAA, 1.5V). Be sure the + and ends of the batteries line up with the markings inside the case.
3. Slide the cover back into position.


## Remote control



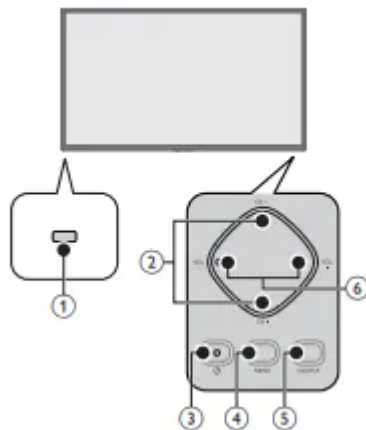
- ① **⏻ (POWER)**  
Turns the TV on from standby or off to standby mode.
- ② **SAP**  
Selects audio mode (MONO / STEREO / SAP) / audio language.
- ③ **0 - 9 (NUMBER keys)**  
Used to enter a channel / program number.  
• **(DOT)** : Use with 0-9 to select digital channels.  
For example, to enter 2.1, press



- PREV.CH** : Returns to the previously viewed channel.
- CH + / -** : Selects a channel in the memorized channel ring (low to high or high to low).

- ④ **VOL + / -**  
Adjusts the volume.
- ⑤ **🔇 (MUTE)**  
Turns the sound on and off.
- ⑥ **BACK**  
Returns to the previous menu operation.
- ⑦ **▲▼◀▶ (NAVIGATION keys) / OK**  
Moves the cursor, selects the on-screen menu items.
- ⑧ **SOURCE**  
Selects connected devices.
- ⑨ **CC**  
Selects closed caption settings (Off, On, CC w/mute).
- ⑩ **PIX SHAPE**   
Adjusts the picture size on the TV screen.
- ⑪ **INFO**  
Displays information about the current program.
- ⑫ **fun-Link keys**
  - ⏮ / ⏭** : Skips backward or forward chapters, titles or tracks on a disc.
  - ⏪ / ⏩** : Searches backward or forward through the disc.
  - OPTIONS** : Displays a list of menu items applicable to the highlighted object or screen.
  - (Stop)** : Stops the disc playback.
  - ⏸ (Pause)** : Pauses the disc playback.
  - ▶ (Play)** : Begins or restarts the disc playback.

## Control panel



- ① **Remote control sensor**  
Receives IR signal from remote control.
- ② **CH + / -**  
Selects a channel. In the menu screen, moves the cursor up (+) / down (-).
- ③ **⏻ (POWER)**  
Turns the TV on or switches the TV into standby mode.
- ④ **MENU**  
Opens the main on-screen menu.
- ⑤ **SOURCE**  
Selects connected devices.
- ⑥ **VOL + / -**  
Adjusts the volume. In the menu screen, moves the cursor left (+) / right (-).  
**VOL +** : Volume up  
**VOL -** : Volume down

## Selecting your connection quality

HDMI - Highest quality



Supports high-definition digital signals and gives highest picture and sound quality. Video and audio signals are combined in one cable. You must use HDMI for full high-definition video and to enable HDMICEC.

## Component (Y Pb Pr) - High quality



Supports high-definition analog signals but gives lower picture quality than HDMI. Component (Y/Pb/Pr) video cables combine red / green / blue video cables with red / white audio (L/R) cables. Match the cable colors when you connect to the TV

## Composite - Basic quality



For analog connections. Composite video / Audio analog cable usually combine a yellow video cable with red / white audio (L/R) cables. With this unit, yellow cable must be connected to Y (green) jack on the component video input jacks.

## Use your TV


### Switching on your TV and putting it in standby mode



### Remote control



To turn the TV on from standby or off to standby

- Press  on the TV or the remote control.

## Adjusting volume



### Remote control





To decrease or increase volume

- Press VOL + / – on the TV or the remote control.

VOL + : Volume up

VOL – : Volume down

To mute or unmute sound

- Press  on the remote control to mute the sound.
- Press  again or VOL + / – to recover the original sound.

## Switching channels



### Remote control





To select channels by using CH + / –

- Press CH + / – on the TV or the remote control.

To select channels by using the NUMBER buttons


## Getting more from your TV

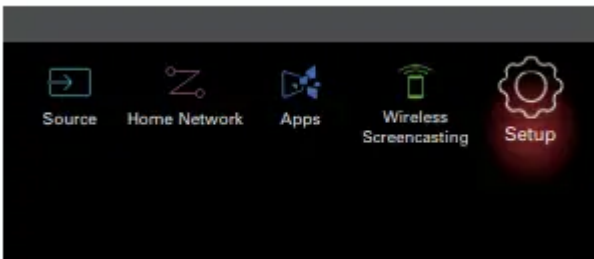
This section describes the overview of the Setup menu displayed when you press and use  to Select  Setup.




The Setup menu consists of the function setting items below.\

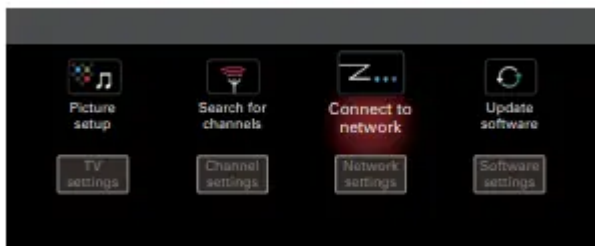
1 Press  to display the Home menu.



2 Use  to select Setup, then press OK. Setup Source Home Network Apps Wireless Screencasting



3 Use     to select the desired menu and an item, then press OK.








<b>Picture setup</b>	→ p. 31
Guides you to get the best picture and sound settings.	
<b>TV settings</b>	→ p. 31
Accesses menus that allow you to change picture, sound and TV usage settings.	
<b>Search for channels</b>	→ p. 38
Guides you through channel installation.	
<b>Channel settings</b>	→ p. 38
Accesses menus that allow you to change channel settings.	
<b>Connect to network</b>	→ p. 41
Guides you through network installation.	

<b>Network settings</b>	→ p. 42
Accesses menus that allow you to network settings.	
<b>Update software</b>	→ p. 46
Guides you through an update of the TV software.	
<b>Software settings</b>	→ p. 47
Accesses menus that allow you to change software settings.	

## Picture setup

Before you begin:

You must set Home in Location. → p. 35 Otherwise, personalized picture and sound settings will not be memorized after the unit goes into standby mode.

1. Press  and use  to select Setup then press OK.
2. Use    to select Picture setup, then press OK.
3. Follow steps 8 to 9 in Initial setup → p. 21

## Sound

Before you begin:





You must set Home in Location. → p. 35

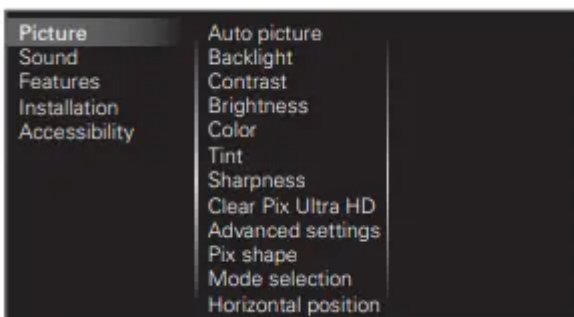
Otherwise, personalized picture and sound settings will not be memorized after the unit goes into standby mode.



## TV settings

### Picture

Before you begin: You must set Home in Location. → p. 35 Otherwise, personalized picture and sound settings will not be memorized after the unit goes into standby mode.

1. Press  and use J K to select Setup then press OK.
2. Use   to select TV settings, then press OK.
3. Use  to select Picture, then press OK.



4. Use   to select the item you want to adjust, then press OK

## Useful tips

### FAQ

#### My remote control does not work. What should I do?

- Check the antenna or cable connection to the main unit.
- Check the batteries on the remote control.
- Check if there is an obstacle between the infrared sensor window and the remote control.
- Test the IR signal output use IR signal check. → p. 57
- If okay, then possible infrared sensor trouble.
- Aim the remote control directly at the infrared sensor window on the front of the unit.
- Reduce the distance to the unit.
- Re-insert or replace the AAA batteries with their polarities (+/-) as indicated on the remote control battery area.
- When there is an infrared-equipped device such as PC near this unit, it may interrupt the remote control signal on this unit. Move the infrared-equipped device away from this unit,

change the angle of the device's infrared sensor or turn off the infrared communication function.

### **How come the initial setup appears every time I turn on this unit?**

- Make sure to complete the initial setup before the unit goes into standby mode.

### **Why can I not watch some RF signal TV programs?**

- Autoprogram must be completed when you set up the unit for the first time or move it to a location where previously unavailable channels are broadcast.
- Make sure auto programming has been completed. → p. 38
- The selected channel may not be broadcasting.
- When Auto programming is interrupted and not completed, some channels will not be received.
- Make sure to complete the Autoprogram. → p. 38
- The selected channel cannot be viewed by the Child lock setting. → p. 39
- The unit requires some kind of antenna input. An indoor antenna (Digital or VHF / UHF), an external antenna (Digital or VHF / UHF) or an RF coaxial cable from your wall cable or set-top box needs to be plugged into the unit.

### **How come there is no image from the connected external devices?**

- Check if the correct input mode is selected by pressing SOURCE. → p. 23
- Check the antenna, cable or other input connection to the unit.
- When using the component video connection check that the green (Y), blue (Pb/Cb) and red (Pr/Cr) connectors are connected to their corresponding colored jacks on the unit.

### **When I enter a channel number, why does it change automatically?**

- Many digital channels have alternate channel numbers. The unit changes the numbers automatically to the ones signifying the broadcasting station's channel number. These basic numbers used for the previous analog broadcasts. (e.g., input digital ch# 30 automatically changes to digital ch# 8.1)

### **Why are captions not displayed entirely? Or why are captions delayed behind the dialog?**

- Closed captions that are delayed a few seconds behind the actual dialog are common for live broadcasts. Most captioning production companies can display a dialog to maximum of 220 words per minute. If a dialog exceeds that rate, selective editing is used to insure that the closed captions remain up-to date with the current TV screen dialog.

### **How can I set the clock?**

- There is no clock function on this unit.

### **My PIN code no longer works, how can I change the child lock setting?**

- Although the default PIN code (0000) is supplied with the unit, the PIN code will be required once you set a PIN code in Child lock. → p. 39 When you forget your PIN code, enter 0711 in Change PIN to reset the PIN code. → p. 40

### **When I start up the TV or a net service, a message appears on the screen prompting for software update again.**

- When you start up the TV or a net service after executing the software update, a message may appear on the screen prompting for software update again. In this case, please select Update to start USB update or network update. → p. 46

## **Troubleshooting tips**

If the unit does not perform properly when operated as instructed in this manual,

Please check the following Troubleshooting tips and all connections once before calling for service.

### **Power**

#### **No power**

- Make sure the AC power cord is plugged in.
- Make sure that the AC outlet supplies the proper voltage, plug another electrical appliance into the AC outlet to ensure that the AC outlet operates normally.
- If a power failure occurs, unplug the AC power cord for 1 minute to allow the unit to reset itself.

### **Remote**

#### **Control buttons do not work.**

- Do NOT press more than one button at the same time.
- Ensure that no buttons on the remote control are depressed and move freely.

#### **Universal remote control does not work properly.**

- Refer to the Owner's manual of the universal remote control for the
- SANYO code.

### **Picture**

#### **Power is on but no screen image.**

- Check whether the connection for the antenna, cable or set-top box is connected correctly.
- Check whether all the cables to the unit are connected to the correct output jack on your separate device like Blu-ray Disc™ / DVD recorder.
- Make sure that the selected input mode is connected to the working input jack.

- Check if your computer is NOT in sleep mode when the input mode on this unit is in PC mode. Tap any key on the computer keyboard to wake it up.
- Check if the correct input mode is selected by pressing SOURCE.

### **No color**

- View other TV channels. The problem might be limited to the broadcasting station.
- Adjust Color in Picture settings. → p. 31

### **Picture poor**

- Adjust Contrast and Brightness in Picture settings. → p. 31
- For the best picture quality, watch “High Definition” wide screen programs. If the HD content is not available, watch “Standard Definition” programs instead.

### **You see pixelation on the screen.**

- When the capabilities of the unit exceed the capabilities of the digital broadcasting, the signal will be increased to match the capabilities of the display on the unit. This may cause pixelation, noise or trash.

### **Unusual picture appears and the TV does not operate.**

- Press the power button first. If it does not solve, follow the procedure below.

① Press the buttons on the remote control in the order shown below.



② Unplug the AC power cord, then wait for 1 minute, and then plug it in again.

### **Sound**

#### **No sound is heard when using the HDMI digital connection.**

- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.

#### **No sound, distorted sound or incorrect audio sound is heard when using the HDMI-DVI connections.**

- Make sure that the analog audio signals from the HDMI-DVI device are connected to the analog audio input L/R jacks.
- When using Component analog video, Composite analog video or HDMI-DVI video, make sure that the analog audio (L/R) connectors are mounted into the audio (L/R) input jacks.

#### **Sound intermittent or no sound.**

- Check if the audio cable is connected into the unit correctly.

#### **You switch to a different input and the volume changes.**

- This unit will memorize the volume level from the last time you adjusted it.

- If the volume of the sound from another device is higher or lower, then the loudness will change.
- Make sure Auto volume leveling is set to On. → p. 33

## **Picture & Sound**

### **No sound with distorted picture occurs when using the HDMI digital connection.**

- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.

### **No picture or sound**

- Check if the power is on.
- Check whether all the cables to the unit are connected to the correct output jack on your separate device like Blu-ray Disc™ / DVD recorder.
- View other TV channels. The problem might be limited to the broadcasting station or weak signal strength.
- Unplug the AC power cord and wait for about 1 minute, then plug the AC power cord and turn on the unit again.
- Check whether the connection of the antenna or cable / satellite set-top box is connected correctly.
- Make sure that the selected input mode is connected to the working input jack.
- Check if your computer is NOT in sleep mode when the input mode of this unit is in PC mode. Tap any key on the keyboard to wake up your computer.
- Make sure that the sound is not muted. Press D so that the volume bar and current volume level will appear on the TV screen.
- Make sure that the volume is NOT set to 0 or D. If so, use VOL + / – to adjust to the desired volume.
- Make sure that the headphone is NOT connected to the headphone audio output jack.
- Make sure that the TV speakers is NOT set to Off.
- If there are issues with picture/color and/or sound when connecting an external device using the HDMI port, please try switching the HDMI mode. (Refer to HDMI mode → p. 35)

### **Adjusted Picture or Sound settings are not effective every time the unit is turned on.**

- You must set Home in Location. → p. 35 (Otherwise, the settings you adjusted will not be memorized after the unit goes into standby mode.)

### **You see a distorted picture or hear an unusual sound. (Analog TV -NTSC signal)**

- You may be getting NTSC (Analog) TV signal (not HDTV signal) interference from electrical appliances, automobiles, motorcycles or fluorescent lights.

- Try moving the unit to another location to see if this is the cause of the problem.

### **Ghosts, lines or streaks in picture.**

- Electrical interference from nearby appliances may affect picture quality.
- View other TV channels. The problem might be limited to the broadcasting station or weak signal strength.

### **Picture poor, sound intermittent or no sound**

- View other TV channels. The problem might be limited to the broadcasting station or weak signal strength.

### **Child and rating lock**

#### **Forgotten PIN code.**


- Enter "0711" to clear your password.

### **Screen**

#### **You switch to a different input and the screen size changes.**

- This unit will memorize the viewing mode from the last time you used the particular input modes.

#### **The display image does not cover the entire screen.**

- If you are using the unit as a PC monitor, make sure that Horizontal position and Vertical position in Picture are set correctly. → p. 31
- If you are watching TV or using the composite video, component video or HDMI with 480i input, press PIX SHAPE  repeatedly to switch to various screen modes.

#### **Different color marks on the TV screen**

- View other TV channels. The problem might be limited to the broadcasting station, missing data or pixelation due to weak signal strength.

### **Closed captions**

#### **Closed captions are displayed as a white box. No closed captions are displayed in the closed captions-supported program.**

- Interference from buildings or weather conditions may cause closed captions to be incomplete if watching analog TV signals.
- Broadcasting station may shorten the program to insert advertisements. The closed caption decoder cannot read the information of the shortened program.

#### **Black box is displayed on the TV screen.**

- The text mode is selected for caption. Select CC-1, CC-2, CC-3 or CC-4.

### **Software update**

### **A message appears on the screen prompting for software update again.**

- When you start up the TV or a net service after executing the software update, a message may appear on the screen prompting for software update again. In this case, please select Update to start USB update or network update. L p. 46

### **Network**

#### **Cannot connect to the network.**

- Check if the broadband router and/or modem is correctly connected.
- Check if the Ethernet cable connection is properly made. Turn on the broadband router and/or modem.
- Check the network settings.

#### **Sometimes video quality is poor when using the wireless LAN.**

- The wireless network connection quality varies depending on the distance or obstacles (e.g. wall, basement, 2nd floor) between the TV wireless LAN adapter and the wireless router (access point), from other wireless networks, and brand and type of the wireless router (access point). When using the wireless LAN of the TV, it is suggested to place the wireless router as close as possible to the television.

#### **Wireless LAN connection fails or wireless connection is poor.**

- Check the installation location of the TV and wireless router (access point).
- Signal quality may be affected for the following reasons.
- Interference of other wireless devices, microwaves, fluorescent lights, etc., are placed nearby.
- There are floors or walls between the wireless router and TV.
- If the problems continue even after checking the above, try making a wired LAN connection.

#### **Cannot use the wireless connection.**

- Check if the wireless LAN Access Point (AP) (e.g. wireless router) is oriented properly or not placed too close between them.
- Once you have activated the wireless connection please wait 30 seconds for the connection to be established after turning on the unit, before trying to access network features such as Apps.

#### **Cannot use Netflix feature.**

- Check if the network connection is properly made.
- Visit <http://www.netflix.com> on your PC and become a Netflix member.
- Some network services may not be available in your country.

**Cannot add movies or TV episodes to the Instant Queue.**

- Visit [www.netflix.com](http://www.netflix.com) on your PC.

**Even though the speed of the internet connection improves during playback, the picture quality of Netflix streaming movie does not improve.**

- The picture quality does not change during playback. It differs depending on the speed of internet connection at the time of loading.

**Cannot use VUDU feature.**

- VUDU is available only in the United States and Mexico.
- Check if the network connection is properly made.

**Cannot rent or buy movies / TV episodes on VUDU.**

- You need to activate the VUDU account. For detailed information, please visit the service providers website at <http://www.vudu.com>
- Log into your account at <http://my.vudu.com> and check your payment information.

**The picture quality of a streaming movie (Netflix or VUDU) is poor.**

- Check the speed of your internet connection. You need speeds of at least Mbps to this player for high quality uninterrupted playback.

**Streaming movie (Netflix or VUDU) often stops or starts buffering during playback.**

- Contact your internet service provider to troubleshoot your internet connection for speed and line quality. Consistent line quality and speed are very important for internet video playback.

**Cannot connect to the network while my PC is connected to the network.**

- Check the content of your internet service contract to see if your internet service provider prevents multiple terminals connecting at the same time.

**Cannot use Simple Connect to connect to the access point.**

- Connect the unit to the access point using scan or manual entry mode. If the access point's security mode is set to WEP\*, change the setting to others (recommended), then try Simple Connect again. (For access point configuration, please consult its Owner's manual or manufacturer.)
- WEP is not recommended to be used due to its major security flaws. Change the security protocol on the wireless router to others (recommended) mode.

**Folder or files stored on home network media server are not displayed in the file list or cannot be played**

- Check the setting on your home media server. (Refer to the Owner's manual of the home media server.)

- Check the network connection and settings.

### **Cannot use Pandora feature.**

- Check if the network connection is properly made.
- Pandora is available only in the United States.
- You must create a Pandora account and activate this unit.
- Activating Pandora → p. 53

### **Wireless Screencasting**

- Connectivity with all Wireless Screencasting compatible devices is not guaranteed.
- Devices that do not comply with Wireless Screencasting standards may have compatibility issues.

## **Maintenance**

### **Cleaning**

- Clean the front panel and other exterior surfaces of the unit with a soft microfiber cloth or lens brush. Before cleaning the panel, disconnect the AC power cord.
- Never use a solvent or alcohol. Do not spray insecticide liquid near the unit. Such chemicals may cause damage and discoloration to the exposed surfaces.
- Do not spray any liquids on the screen or other exterior surfaces of this unit. If liquids enter the unit, they could cause shorts, electric shocks or fire damage.



### **Servicing**

Should your unit become inoperative, do not try to correct the problem yourself. There are no user serviceable parts inside. Call our toll free customer support line found on the cover of this Owner's manual to locate an authorized service center.

### **IR signal check**

If the remote control is not working properly, you can use a digital or cell phone camera to see if it is sending out an infrared signal. e.g.) With a digital camera:

Point the digital camera towards the remote control infrared diode at the front of the remote control. Press and hold any key on the remote control and look at the camera display. If an infrared pulsating light appears on the display, the remote control is sending out an IR signal.



**Note:** Some cameras may have an IR filter or dual camera cell phones may have an IR filter in one of the camera's and both will not display the IR signal.

### **Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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