

## User Manual

### Introduction

Congratulations on your purchase of a high-quality, Insignia TV. Your TV represents the state-of-the-art in LED TV technology and is designed for reliable and trouble-free performance.

#### INlink

Enjoy the benefit of having HDMI CEC-compatible products plug and play! No setup is needed! CEC technology lets different devices discover and communicate with each other. (See page 20 for instructions on how to use INlink.)

#### DTS® audio enhancement

DTS sound solutions delivers clear, crisp, and natural sound while providing deep, enveloping bass.

#### Game mode

Video games generally require adjustments to the TV picture settings to get the maximum experience. By simply pressing the GAME button on your remote control, your TV settings automatically adjust for video games. It couldn't be easier.

#### Audio accessibility

Your TV provides audio descriptions of menus and some remote control functions. Depending on the broadcaster, audio narration of key elements in programs may also be available. (See page 30 for instructions on how to turn on audio narration.)

### TV components

This section covers basic information for:

- [TV front](#)
- [Jacks](#)
- [Remote control](#)

#### TV front

You can find these items on the front of your TV.

ITEM	DESCRIPTION
Remote control sensor	Receives signals from the remote control. Do not block.
Power indicator	Turns off when your TV is on. Lights red when your TV is off (standby mode).

## Jacks

Your TV may have any of the following items:



### Power/Input button

**Power**—Press to turn on your TV when your TV is off (in standby mode). Press and hold to turn off your TV when your TV is on.

**Warning:** When your TV is off, power still flows through it. To completely disconnect power, unplug the power cord.

**Input**—Quickly press and release to open the INPUT SOURCE list, press one or more times to select a video input source, then wait a few seconds. Your TV switches to the source you selected. See [Selecting the video input source](#) on page 18.



### Digital OPTICAL output jack



### Digital COAXIAL output jack

Connect a sound bar, digital speaker system, or home theater system to this jack to listen to TV audio through external speakers. See [Digital audio](#) on page 12.



### Headphone jack OR AUDIO OUT jack

On some TVs the headphone jack and audio out jack are combined into one jack. Connect headphones, a sound bar, analog speaker system, or a home theater system to this jack to listen to TV audio through external speakers. See [Analog audio](#) on page 13.



### Antenna/Cable in jack

Connect an antenna or cable TV to this jack. See [Coaxial \(good\)](#) on page 8 or [Connecting an antenna or cable TV \(no box\)](#) on page 8.



### Analog video and audio (AV) jacks

Connect the video and audio for an AV device to these jacks. See [AV \(good\)](#) on page 7, 9, or 10.



**USB**

Connect a USB flash drive to this jack to view compatible JPEG picture files. See [Connecting a USB flash drive](#) on page 11 and [Using a USB flash drive](#) on page 21.



**HDMI**

Connect an HDMI device to this jack. See [HDMI \(best\)](#) on page 7, 9, or 10 or [Connecting a computer](#) on page 11.



**HDMI/ARC**

Connect an ARC-enabled home theater receiver to this jack.

OR

Connect an HDMI device to this jack. See [HDMI \(best\)](#) on page 7, 9, or 10 or [Connecting a computer](#) on page 11.

## RESET

Press to reset your TV to the factory defaults. If this button is in a recessed hole, use a thin item, like a paper clip, to press the button.

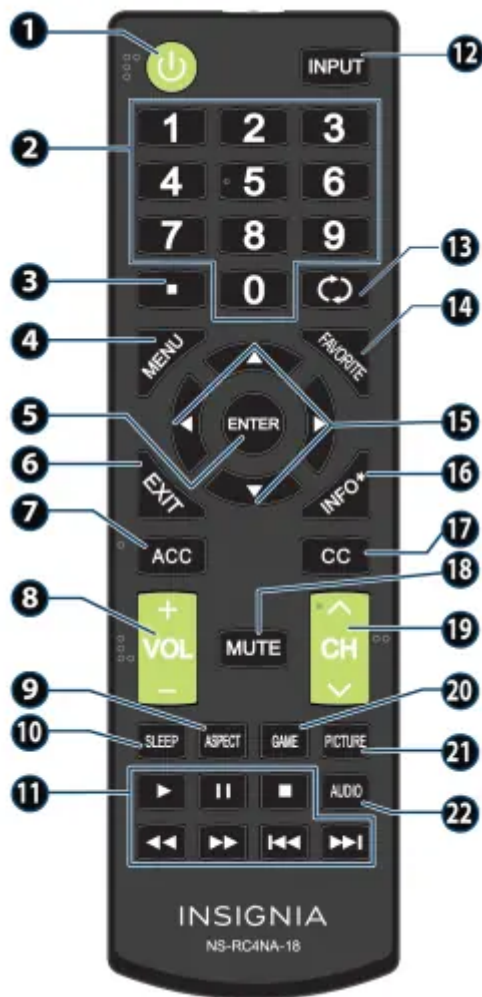
## SERVICE

Do not connect a device to this jack. Do not insert anything into this jack.

## CAUTIONS:

- Check the jacks for position and type before making any connections.
- Loose connections can cause poor audio or video quality. Make sure that all connections are tight and secure.
- The external audio/video equipment shown may be different from your equipment. If you have questions, refer to the documentation that came with your equipment.
- Always unplug the power cord when connecting external equipment.

## Remote control



1. **⏻ (power)**: Turn your TV on or off (standby mode).

**Warning:** When your TV is off, power still flows through it. To disconnect power, unplug the power cord.

2. **Numbers**: Enter channel numbers and the parental control password.

3. **■** : Enter a digital sub-channel number. See [Selecting a channel](#) on page 19.

4. **MENU**: Open the on-screen menu.

5. **ENTER**: Confirm selections or changes in TV menus.

6. **EXIT**: Close the on-screen TV menu.

7. **ACC**: Open the Accessibility menu. See [Adjusting accessibility settings](#) on page 30.

8. **VOL+/VOL-**

**TV**: Adjusts the volume.

**TV menu**: Navigate left or right.

**USB**: Control a photo slideshow.

9. **ASPECT**

**TV:** Change how the pictures appears on the screen.


**USB:** Zoom when displaying a photo.

**10. SLEEP:** Set the sleep timer. You can select **Off, 5,10,15,30,60,90,120, 180** or **240** minutes.

**11: Media controls:** Control INlink-compatible (HDMI CEC) devices. See [Using INlink](#) on page 20.

## **12. INPUT**

Open the INPUT SOURCE list and select a video input source. See [Selecting the video input source](#) on page 18.

**13.  (return)** Return to the previous channel.

## **14. FAVORITE**

Set up the Favorite channel list or open the existing Favorite channel list. See the [Favorite Channel Setup and Favorite Channel List options in Changing channel settings](#) on page 26.

**15. **

**TV menus**—Navigate on-screen TV menus and adjust settings.

**USB**—Control a photo slideshow.

**16. INFO\*:** Display TV status information, such as the channel number, channel name (if available), or signal source. See [Viewing channel information](#) on page 19.

**17. CC:** Turn closed captioning on or off. You can select CC Off, CC On, or CC On when mute. See the Caption Control option in [Using closed captioning](#) on page 29.

**18. MUTE** Mute or un-mute the sound.

**19. **

**TV:** Change to the next higher or lower channel in the channel list.

**TV menu:** Navigate up or down.

**20. GAME** Change the picture mode to Game mode.

**21. PICTURE :** Select the picture mode. You can select **Vivid, Standard, Energy Savings, Movie, Game,** or **Custom**. See the [Picture Mode option in Adjusting the TV picture](#) on page 22.

**22. AUDIO:** Select the audio mode. You can select **Standard, Theater, Music, News,** or **Custom**. See the Audio Mode option in [Adjusting sound settings](#) on page 24.

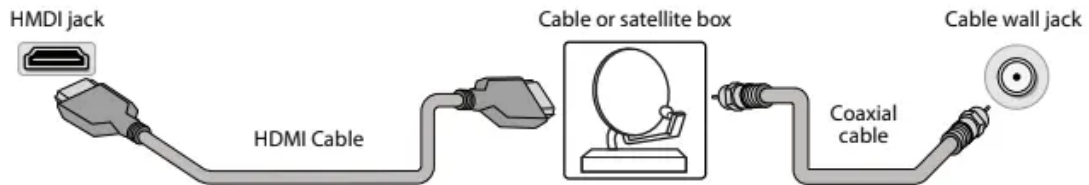
## **Connecting a cable or satellite box**

Many cable or satellite TV boxes have more than one connection type. To get the best video, you should use the best connection type available. See [Jacks](#) on page 5.

You can connect a cable or satellite box using:

- [HDMI \(best\)](#)
- [AV \(good\)](#)
- [Coaxial \(good\)](#)

## HDMI (best)

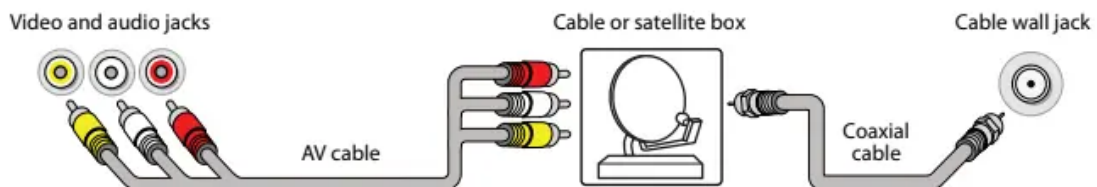


1. Make sure that your TV's power cord is unplugged and all connected equipment is turned off.
2. Connect a coaxial cable (not provided) to the cable wall jack and to the cable-in jack on the cable or satellite box.
3. Connect an HDMI cable (not provided) to one of the **HDMI** jacks on your TV and to the HDMI out jack on the cable or satellite box.
4. Plug your TV's power cord into a power outlet, turn on your TV, then turn on the cable or satellite box.
5. Press **INPUT** to open the *INPUT SOURCE* list, select the HDMI jack you connected the cable or satellite box to, then press **ENTER**.

**Note:** An HDMI cable carries both audio and video. You do not need to use any audio cables.

## AV (good)

**Note:** Cables are often color-coded to match color-coded jacks.



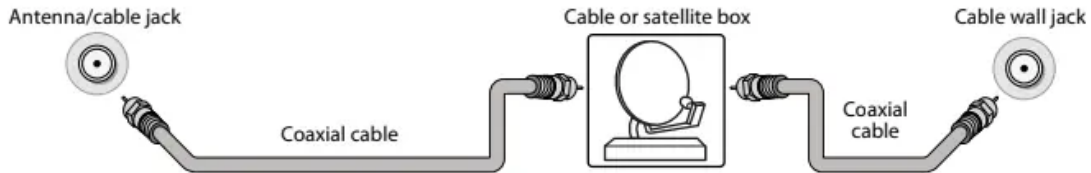
1. Make sure that your TV's power cord is unplugged and all connected equipment is turned off.
2. Connect a coaxial cable (not provided) to the cable wall jack and to the cable-in jack on the cable or satellite box.
3. Connect an AV cable (not provided) to the AV jacks on your TV and to the AV out jacks on the cable or satellite box.

**IMPORTANT:** When you connect the audio using the AV jacks, the audio output is analog.

4. Plug your TV's power cord into a power outlet, turn on your TV, then turn on the cable or satellite box.

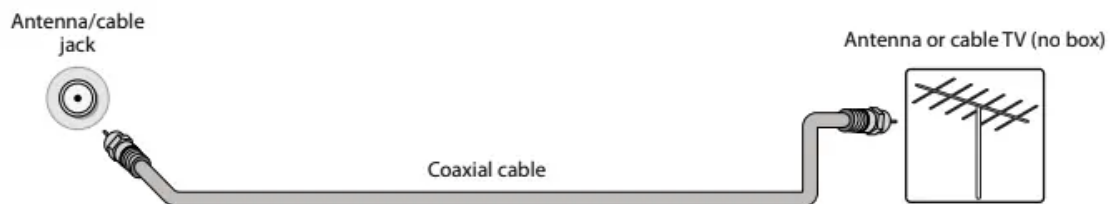
5. Press **INPUT** to open the INPUT SOURCE list, select **AV**, then press **ENTER**.

## Coaxial (good)



1. Make sure that your TV's power cord is unplugged and all connected equipment is turned off.
2. Connect the coaxial cable to the cable wall jack and to the cable-in jack on the cable or satellite box.
3. Connect a coaxial cable (not provided) to the antenna/cable jack on your TV and to the coaxial out jack on the cable or satellite box.
4. Plug your TV's power cord into a power outlet, turn on your TV, then turn on the cable or satellite box.
5. Press **INPUT** to open the INPUT SOURCE list, select TV, then press ENTER.
6. If you cannot tune to channels you know exist, scan for channels. See the Auto Channel Search option in [Changing channel settings](#) on page 26.

## Connecting an antenna or cable TV (no box)



1. Make sure that your TV's power cord is unplugged and all connected equipment is turned off.
2. Connect a coaxial cable (not provided) to the antenna/cable jack on your TV and to the antenna or cable TV wall jack.
3. Plug your TV's power cord into a power outlet, then turn on your TV.
4. Press **INPUT** to open the INPUT SOURCE list, select TV, then press ENTER.

5. If you cannot tune to channels you know exist, scan for channels. See the Auto Channel Search option in [Changing channel settings](#) on page 26.

**Notes:**

- Use a coaxial cable to eliminate interference and noise from radio waves.
- If the antenna is not installed correctly, contact qualified service personnel to correct the problem.
- If the signal level for a channel is weak, the picture may be distorted. Adjust the antenna or use a highly directional outdoor or set-top antenna with a built-in amplifier.
- If the picture quality is good on some channels and poor on others, the problem may be caused by a poor or weak signal from the broadcaster or cable TV provider.
- If you connect to cable TV without a set-top box and experience poor picture quality, you may need to install a set-top box to improve signal reception and picture quality. Contact your cable TV provider about upgrading to a set-top box.
- Many high-definition (HD) channels upscale standard-definition (SD) content. The picture displayed on your TV is still displayed as SD, thus the picture quality will not be as clear or crisp as it would be if the content was originally recorded in HD.

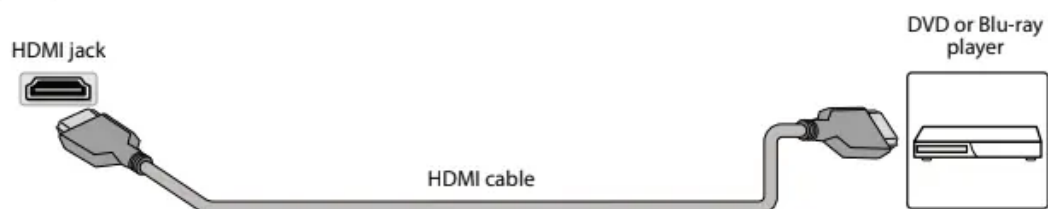
## Connecting a DVD or Blu-ray player

Many DVD or Blu-ray players have more than one connection type. To get the best video, you should use the best connection type available. See [Jacks](#) on page 5.

You can connect a DVD or Blu-ray player using:

- [HDMI \(best\)](#)
- [AV \(good\)](#)

### HDMI (best)



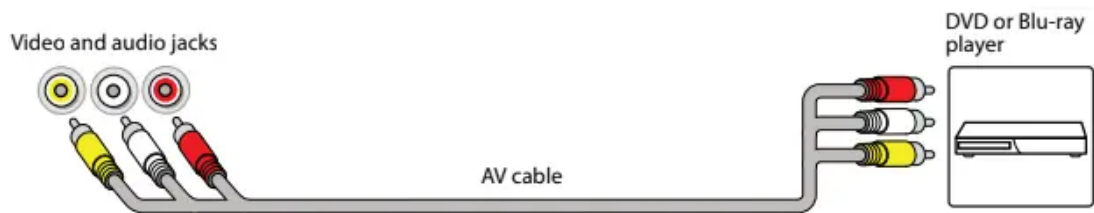
1. Make sure that your TV's power cord is unplugged and the DVD or Blu-ray player is turned off.
2. Connect an HDMI cable (not provided) to one of the **HDMI** jacks on your TV and to the HDMI out jack on the DVD or Blu-ray player.

3. Plug your TV's power cord into a power outlet, then turn on your TV and DVD or Blu-ray player.
4. Press **INPUT** to open the INPUT SOURCE list, select the HDMI jack you connected the player to, then press **ENTER**.

**Note:** An HDMI cable carries both audio and video. You do not need to use any audio cables.

## AV (good)

**Note:** Cables are often color-coded to match color-coded jacks.



1. Make sure that your TV's power cord is unplugged and the DVD or Blu-ray player is turned off.
2. Connect an AV cable (not provided) to the AV jacks on your TV and to the AV out jacks on the DVD or Blu-ray player.
3. Plug your TV's power cord into a power outlet, then turn on your TV and DVD or Blu-ray player.
4. If needed, set the player to the correct output mode. See the documentation that came with the player.
5. Press **INPUT** to open the *INPUT SOURCE* list, select AV, then press **ENTER**.

## Connecting a game console

You can connect a game console using:

- [HDMI \(best\)](#)
- [AV \(good\)](#)

### HDMI (best)



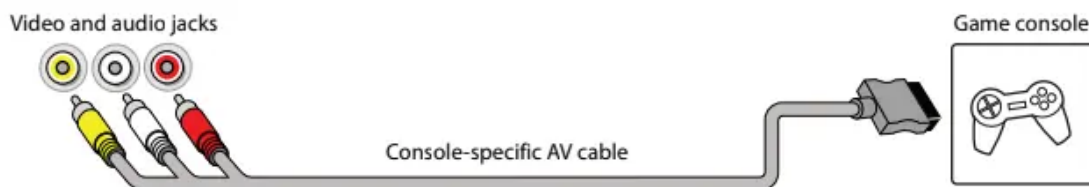
1. Make sure that your TV's power cord is unplugged and the game console is turned off.

2. Connect an HDMI cable (not provided) to one of the HDMI jacks on your TV and to the HDMI out jack on the game console.
3. Plug your TV's power cord into a power outlet, then turn on your TV.
4. Turn on the game console, then set it to the correct output mode. See the documentation that came with the console.
5. Press **INPUT** to open the INPUT SOURCE list, select the HDMI jack you connected the console to, then press **ENTER**.

**Note:** An HDMI cable carries both audio and video. You do not need to use any audio cables.

## AV (good)

**Note:** Cables are often color-coded to match color-coded jacks.

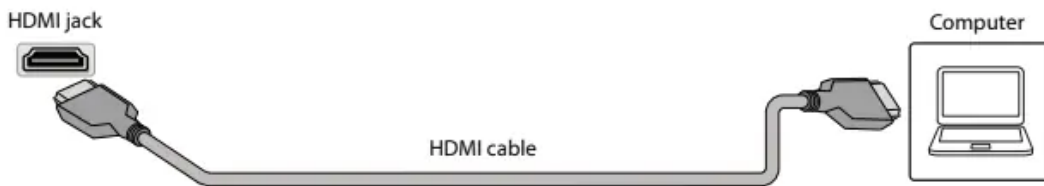


1. Make sure that your TV's power cord is unplugged and the game console is turned off.
2. Connect the console-specific AV cable to the AV jacks on your TV and to the AV jack(s) on the game console.

### **IMPORTANT:**

- Some older game consoles come with a special AV cable. See the documentation that came with your game console or check the manufacturer's website.
  - When you connect the audio using the AV jacks, the audio output is analog.
3. Plug your TV's power cord into a power outlet, then turn on your TV.
  4. Turn on the game console, then set it to the correct output mode. See the documentation that came with the console.
  5. Press **INPUT** to open the *INPUT SOURCE* list, select **AV**, then press **ENTER**.

## Connecting a computer



1. Make sure that your TV's power cord is unplugged and the computer is turned off.
2. Connect an **HDMI** cable (not provided) to one of the HDMI jacks on your TV and to the HDMI out jack on the computer.
3. Plug your TV's power cord into a power outlet, then turn on your TV and the computer.
4. Press **INPUT** to open the *INPUT SOURCE* list, select the HDMI jack you connected the computer to, then press **ENTER**.
5. Adjust the display properties on the computer, if necessary.

## Connecting a USB flash drive



1. Plug a USB flash drive into the **USB** port on your TV.

**CAUTION:** Do not remove the USB flash drive or turn off the TV while using the USB flash drive. You may lose data or damage the USB flash drive.

2. Select **Yes** in the message that appears. The *PHOTOS* menu opens.

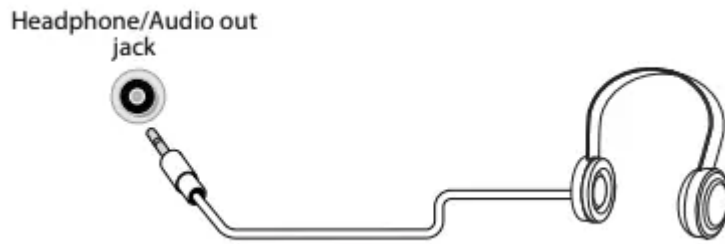
If you switch to a different video input source after you plug in the USB flash drive and want to switch back to the drive, press **INPUT** to open the *INPUT SOURCE* list, select *USB(Photos)*, then press **ENTER**. The *PHOTOS* menu opens.

**Note:** The Photos viewer only supports JPEG format images (with ".jpg" file extensions) and not all JPEG files are compatible with your TV. See [Using a USB flash drive](#) on page 21.

## Connecting headphones

When you connect headphones, the TV speakers are muted.

**WARNING:** Loud noise can damage your hearing. When using headphones, use the lowest volume setting on your headphones that still lets you hear the sound.



1. Connect the headphones to the headphone jack on your TV.
2. In the screen that opens, select Headphones/Audio Out Variable, then press ENTER. See [Selecting the audio out mode](#) on page 25.

**Notes:**

- If you connect headphones when your TV is turned off, then you turn on your TV, the TV speakers are muted and the audio plays through the headphones.
- You can also connect a home theater system, sound bar, or external speaker system to the headphone jack.

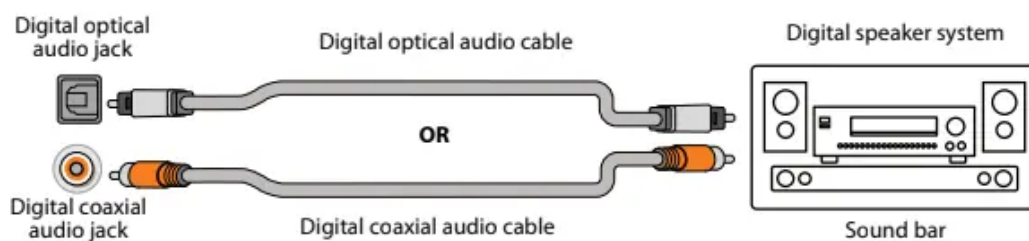
## Connecting external speakers or a sound bar

You can connect external speakers or a sound bar using:

- [Digital audio](#)
- [Analog audio](#)

### Digital audio

Depending on the model, your TV may have a digital optical or digital coaxial audio jack.



1. Make sure that your TV's power cord is unplugged and the digital speaker system or sound bar is turned off.
2. Connect a digital coaxial or digital optical audio cable (not provided) to the digital output jack on your TV and to the audio in jack on the digital speaker system or sound bar.
3. Plug your TV's power cord into a power outlet, then turn on your TV.
4. Turn on the digital speaker system or sound bar, then set it to the correct source. See the documentation that came with the digital speaker system or sound bar.

5. On your TV's Audio menu, select Digital Audio Format / Audio Delay, then set the Audio Format option to PCM. See the **Digital Audio Format / Audio Delay** option in [Adjusting sound](#) settings on page 24.

## Analog audio

When you connect an analog speaker system or sound bar to the audio out jack, the TV speakers are muted.



1. Make sure that your TV's power cord is unplugged and the analog speaker system or sound bar is turned off.
2. Connect an audio cable (not provided) to the audio out jack on your TV and to the audio in jacks on the analog speaker system or sound bar.
3. Plug your TV's power cord into a power outlet, then turn on your TV.
4. Turn on the analog speaker system or sound bar, then set it to the correct source. See the documentation that came with the analog speaker system or sound bar.
5. On your TV, set the Headphones / Audio Out option on the Audio menu to Headphones/Audio Out Variable or Audio Out Fixed. See the Headphones / Audio Out option in [Adjusting sound settings](#) on page 24.

## Connecting power

1. If your power cord is not permanently connected to your TV, connect it to the power connector on your TV.
2. Connect the power cord to a power outlet.

### CAUTION:

- Your TV should only be operated from the power source indicated on the label.
- Always unplug the power cord from the power outlet when you will not be using your TV for an extended period of time.
- If the power cord is permanently attached to your TV, do not try to unplug it from your TV.

## Using a universal remote control

This section covers:

- [Programming universal remote controls](#)
- [Viewing universal remote control codes](#)

### Programming universal remote controls

You can operate your Insignia TV with a new or existing universal remote control.

1. See [Viewing universal remote control codes](#) on page 14 for common codes. If you have problems programming your remote or need a different remote control code:

- Contact the universal remote control or cable/satellite company of the remote control you are trying to program.
- Visit [web.insigniaproducts](#) for the latest remote control code information.
- Call the Insignia Customer Care Center at 1-877-467-4289.

2. Follow your universal remote control's instructions to enter the TV code you found in Step 1

#### Tips:

- If your universal remote control has a code search feature, run a code search to identify a code that matches your TV. See your universal remote control's instructions for details.
- If your universal remote control has a "Learn" feature, you can manually program it using the Insignia TV remote to "teach" the commands one at a time. See your universal

### Viewing universal remote control codes

You can view a list of universal remote control codes in the on-screen menu.

#### Tips:

- The brand name is often visible on the front of the universal remote control, and the model number is often visible on the back.
- If your universal remote control isn't listed on the chart, refer to your universal remote control's instructions and try codes for the brands Orion, Emerson, Memorex, Sansui, Sylvania, or Zenith. You may need to try several codes before finding a match.

1. Select the **HELP** menu, then select **Learn More**.



2. Select **Remote control codes**. Your TV displays information about the universal remote codes that you can use to make your TV work with a universal remote.
3. Press **ENTER** or **↵**. Your TV displays a list of remote control codes for various brands of universal remote controls.
4. Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

**Note:** You can also find codes for other remote controls at: [web.insigniaproducts](http://web.insigniaproducts). Or, check with your cable or satellite TV provider for the remote control code.

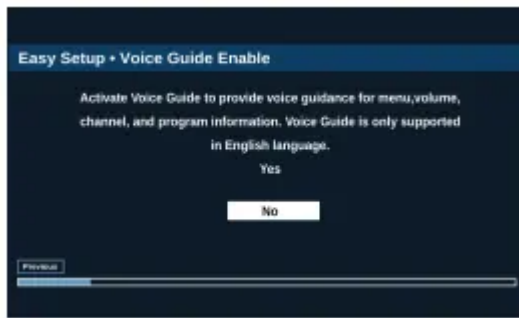
## Turning on your TV for the first time

The first time you turn on your TV, the Easy Setup wizard opens. The wizard guides you through setting up basic settings including the menu language, time setting, picture mode, TV signal source, and the channel list.

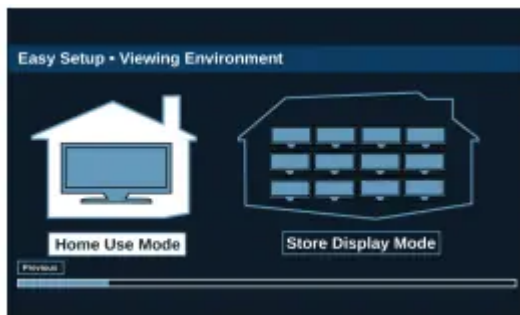
1. Make sure that you have:
  - Installed the remote control batteries.
  - Connected an antenna, cable TV, or satellite TV. (See page 7 through page 8.)
2. Press **⏻** (power) to turn on your TV. The Easy Setup wizard opens.



3. Press **▲** or **▼** to highlight a language, then press **ENTER**.



4. Press **▲** or **▼** to select **Yes** (to turn on the Voice Guide) or **No** (to turn off the Voice Guide), then press **ENTER**.



5. Press **▲** or **▼** to highlight **Home Use Mode** or **Store Display Mode**, then press **ENTER**.

If you selected **Store Display Mode**, a message asks if you are sure you want this mode. Select **OK** to continue using **Store Display Mode**, or select **Cancel** to change to **Home Use Mode**. **Store Display Mode** is not an energy savings mode.



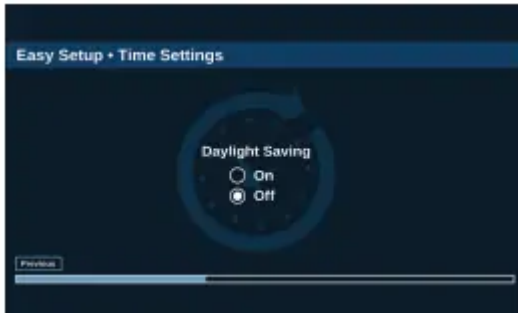
6. Press **◀** or **▶** to highlight an option, then press **ENTER**. You can select:

- **Watch TV** to skip the customization options. You can press **MENU** later to customize settings. Go to [Finish the wizard](#) on page 16.
- **Customize my TV** to set options to maximize your experience. Go to [Customize my TV](#) on page 15.

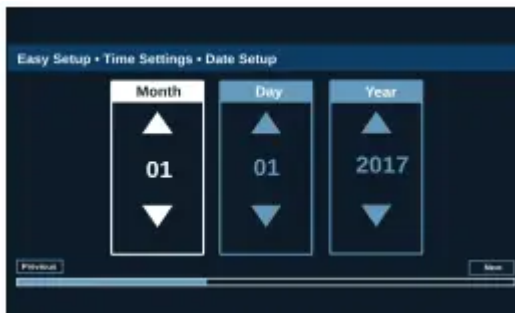
### ***Customize my TV***



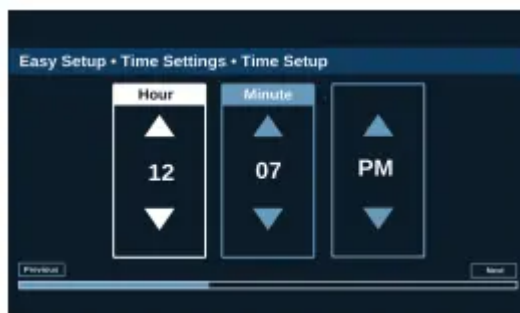
7. Press ▲ or ▼ to highlight a time zone, then press **ENTER**.



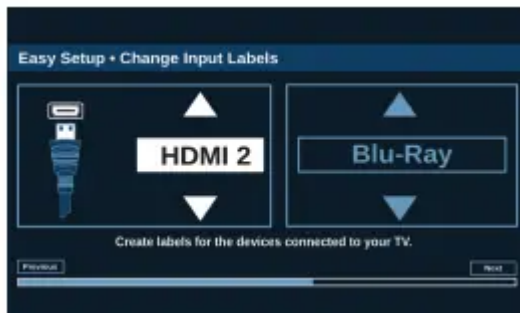
8. Press ▲ or ▼ to select On to turn on Daylight Saving or Off to turn off Daylight Saving, then press **ENTER**.



9. Press ◀ or ▶ to highlight Month, Day, or Year, press ▲ or ▼ to adjust the setting, then press **ENTER** one or more times to highlight Next. When Next is highlighted, press **ENTER** again.



10. Press ◀ or ▶ to highlight **Hour**, **Minute**, or the AM/PM field, press ▲ or ▼ adjust the option, then press **ENTER** one or more times to highlight **Next**. When Next is highlighted, press **ENTER** again.



11. Press ▲ or ▼ to highlight a video input source, then press **ENTER** to move to the label area.
12. Press ▲ or ▼ to highlight a preset label or **Custom**.
13. If you select a preset label, press **ENTER** to select **Next**, then press **ENTER**.

**OR**

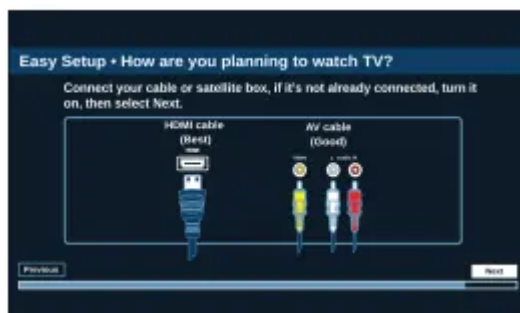
If you select Custom, press **ENTER**, then press ▲ or ▼ to enter the first character in your custom label. Press ◀ or ▶ to move to the previous or next character position. Use the arrow buttons to enter additional characters. You can enter 12 characters (letters or numbers). When you have finished creating your label, press **ENTER**, press **ENTER** to select **Next**, then press **ENTER** again.

**Finish the wizard**



14. Press ▲ or ▼ to highlight **Cable/Satellite Box**, **Cable from the wall**, or **Antenna**, then press **ENTER**.

- If you select **Cable/Satellite Box**, the screen that opens shows you the ways you can connect the box.

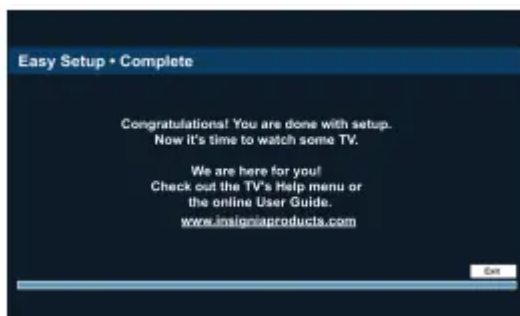


Press **ENTER**.



- If you select **Cable from the wall** or **Antenna** your TV starts scanning for channels and displays a progress screen.

**Note:** You can press EXIT to stop the auto channel search, but you will need to run the auto channel search again to create a channel list.



15. Press **ENTER** to close the wizard. If you selected:

- **Cable from the wall** or **Antenna**, your TV tunes to the first channel it found in the scan.
- **Cable/Satellite** box, press INPUT to open the INPUT SOURCE list, press ▲ or ▼ to select the video input (**HDMI** or **AV**) you connected the box to, then press **ENTER**. Your TV switches to the input you selected.

## Using a USB flash drive

You can connect a USB flash drive to your TV to view compatible JPEG pictures.

### Notes:

- Never remove the USB flash drive or turn off your TV while viewing JPEG pictures.
- The JPEG picture viewer only supports JPEG format images (with “.jpg” file extensions) and not all JPEG files are compatible with your TV.

## Switching to USB mode

1. Make sure that you have connected the USB flash drive to the USB port on your TV.
2. Press ▲ or ▼ to highlight Yes in the message that appears, then press ENTER.

OR

If you connected the USB flash drive, then changed to a different video input source, press INPUT, select USB(Photos), then press ENTER.



**Note:** To exit USB mode, press INPUT, then select another input source.

3. Select one of the following options:

- [Browse Photos](#)
- [Start Slideshow](#)

### **Browse Photos**

**Browse Photos** displays folder names and photo files stored on the USB flash drive in a thumbnail index with the first folder or file highlighted. A control bar appears at the bottom of the screen.



**Note:** Photos are shown in the order they appear on the USB flash drive. They may not be listed in file name order.

To navigate the thumbnail index screen, press:

PRESS...	TO...
▲ ▼ ◀ ▶	Browse through the files and folders.
ENTER	View a highlighted photo full-screen or open a highlighted folder.
MENU or EXIT	Open the <i>PHOTOS</i> menu.

When a photo is displayed full-screen, a control bar appears at the bottom of the photo. The file name, picture resolution, size, and date are displayed on the bottom of the control bar. If you do not press a button within eight seconds, the control bar closes. Press INFO\* to open the control bar again.



To navigate on the photo screen, press:

PRESS...	TO...
◀	Go to the previous photo.
▶	Go to the next photo.
ENTER	Rotate the photo clockwise.
ASPECT	Enlarge the image by 2x, or 4x or to select <b>Fill</b> (to fill the screen). You can press ▲ ▼ ◀ or ▶ to pan the photo.
EXIT	Return to the thumbnail index.
MENU	Return to the <i>PHOTOS</i> menu.

### Start Slideshow

**Start Slideshow** displays photos in a slideshow. If the photos you want to view are in a folder on the USB flash drive, select the folder.

To control the slideshow:

PRESS...	TO...
MENU	Open the <i>PHOTOS</i> menu.
ENTER	Pause the slideshow. Press again to resume the slideshow.
EXIT	Stop the slideshow and return to the thumbnail index.

## Adjusting the picture

This section covers:

- [Adjusting the TV picture](#)
- [Automatically adjusting the aspect ratio](#)
- [Setting the power on picture mode](#)

### Adjusting the TV picture

You can adjust various settings to improve the quality of the TV picture. Also, you can reset all picture settings to the factory default.

1. Select the PICTURE menu.



2. Select an option, then adjust the setting. You can select:

- **Picture Mode**—Selects the picture mode. You can select:
  - **Vivid**—(a bright and vivid picture). Significantly increases the contrast, brightness, and sharpness. This selection is good for video games, animation, and in bright light environments.
  - **Standard**—(a standard picture). Moderately increases the contrast, brightness, and sharpness. This selection is good for standard TV broadcasts.
  - **Energy Savings**—(the backlight brightness is decreased). Your TV has a backlight that provides light for displaying a picture. By reducing the amount of light, your TV uses less energy.
  - **Movie**—(a finely detailed picture). Adjusts the brightness and contrast and lowers the sharpness for a more realistic picture. This selection is good for watching the highest quality video such as Blu-ray Discs, DVDs, and HDTV.
  - **Game**—Adjusts the picture for the ultimate gaming experience.

**Notes:**

- You can also press GAME to select game mode.
- Game is only available when the video input is set to HDMI or AV.






- **Custom**—(customized picture). Lets you manually adjust picture settings, such as brightness, contrast, and sharpness.

**Note:** You can also press PICTURE to select the picture mode.

- **Advanced Settings**—Opens the Advanced Settings menu where you can adjust additional video options.



- **Aspect Ratio**—Adjusts how the picture fills the screen. You can select:

ASPECT RATIO OPTIONS	EXAMPLE
<p><b>Normal:</b> Displays the image in the original aspect ratio. You may see black bars if the original content is not widescreen (16:9).</p>	
<p><b>Zoom:</b> Expands the image to fill the screen. The top and bottom of the image may be cropped.</p>	
<p><b>Wide:</b> Use this option to view content recorded in a widescreen (16:9) aspect ratio.</p>	
<p><b>Cinema:</b> Stretches the image at the edges, but keeps a clear image in the center.</p>	
<p><b>Auto:</b> Automatically adjusts the image based on the screen size and the TV program. Select this option if you do not know which aspect ratio to choose. <b>Note:</b> Auto is only available when <b>Auto Aspect Ratio</b> in the <i>Channels</i> menu is set to <b>On</b>.</p>	

- **OverScan**—Extends text and images past the screen edges to hide edge artifacts. You can select On or Off.
- **Dynamic Backlight**—Enhances the contrast ratio between light and dark areas of the picture. You can select Off, Low, or High.
- **Color Temperature**—Selects the color temperature. You can select Cool (to enhance the blues), Normal, or Warm (to enhance the reds).
- **Noise Reduction**—Selects the noise reduction mode to reduce picture noise (snow). You can select Off, Low, Middle, or High.
- **Dynamic Contrast**—Automatically adjusts picture detail and brightness. You can select On or Off.

- **Backlight**—Sets the overall brilliance of the screen.
- **Brightness**—Adjusts the brightness of the dark areas of the picture.
- **Contrast**—Adjusts the brightness of the light areas of the picture.
- **Color**—Adjusts the color intensity of the picture. A low setting may make the color look faded. A high setting may make the color look artificial.

- **Tint**—Adjusts the color balance of the picture. Use this control to make skin tones look more natural.
- **Sharpness**—Adjusts the color detail of images. If you set this control too high, dark images may appear with light or white edges.

**Reset Picture Settings**—Resets all picture settings to factory mode.

3. Press MENU to return to the previous menu, or press EXIT to close the menu.

## Automatically adjusting the aspect ratio

**Auto Aspect Ratio** automatically changes how the picture looks on the screen (aspect ratio) based on the TV program you are viewing.

1. Select the CHANNELS menu.



2. Select Auto Aspect Ratio, then select On (automatically adjust the aspect ratio) or Off (does not automatically adjust the aspect ratio).

3. Press MENU to return to the previous menu, or press EXIT to close the menu.

## Setting the power on picture mode

You can set the picture mode your TV uses when you turn it on.

1. Select the HELP menu, then select Power on in Vivid Mode.



2. Select On (when you turn on your TV, it will be in Vivid picture mode) or Off (when you turn on your TV, it will be in the picture mode it was in before you turned it off).

3. Press MENU to return to the previous menu, or press EXIT to close the menu.

# Adjusting the sound

This section covers:

- Adjusting sound settings
- Selecting the audio out mode
- Playing TV audio only

## Adjusting sound settings

You can adjust sound settings to improve the sound quality. You also can reset all sound settings to the factory default.

1. Select the **AUDIO** menu.



2. Select an option, then adjust the setting. You can select:

- **Audio Mode**—Selects the sound mode. You can select:
  - **Standard**—Balances treble and bass. This setting is good for watching standard TV broadcasts.
  - **Theater**—Enhances treble and bass for a rich sound experience. This setting is good for watching DVDs, Blu-ray discs, and HDTV.
  - **Music**—Preserves the original sound. This setting is good for listening to music.
  - **News**—Enhances vocals for TV audio. This setting is good for watching news broadcasts.
  - **Custom**—Lets you manually adjust sound settings.

**Note:** You can also press AUDIO to select the audio mode.


- **Balance**—Adjusts the balance between the left and right audio channels.
- **Bass**—Adjusts the low sounds.
- **Treble**—Adjusts the high sounds.


- **TV Speakers**—Selects where to play TV audio. When you connect headphones to your TV, audio plays through both the headphones and the TV speakers. You can select:
  - **Auto (default setting)**—Automatically turns off the TV speakers when you connect a device to the /**AUDIO OUT** jack. When you disconnect the device, the TV speakers turn on automatically.
  - **On**—Always plays the audio through the TV speakers. If a device is connected to the /**AUDIO OUT** jack, the audio is played through both the TV speakers and the device.
  - **Off**—Turns off the TV speakers and plays the audio only through the device connected to the /**AUDIO OUT** jack. If you disconnect the device, the TV speakers remain turned off.
- **Digital Audio Format/Audio Delay**—Adjusts the digital audio sent to an external audio system. You can select:
- **Audio Format**—Selects the digital audio format sent to an external audio system. You can select:
  - **Pass Thru** (to pass through the original digital audio sound).
  - **PCM** (to output audio in 2-channel stereo).
- **Audio Delay**—Fine tunes the audio when it is not in sync with the video.
- **MTS/SAP**—(Analog channels only) Selects the audio mode. You can select:
  - **Mono**—Select this option if there is noise or static on weak stereo broadcasts.
  - **Stereo**—Select this option for programs broadcast in stereo.
  - **SAP**—Select this option to listen to a secondary audio program, if available.
- **Audio Language**—(Digital channels only) Selects an alternate audio language, if available.
- **Headphones / Audio Out**—You can use the /**AUDIO OUT** jack on your TV to connect headphones, a home theater system, soundbar, or external speaker system. When a device is connected to the / **AUDIO OUT** jack, the TV speakers are muted. You can select:
  - **Headphones/Audio Out Variable**—Select this option to use the remote control that came with your TV to control the audio from headphones, a home theater system, a soundbar, or an external speaker system you connected to the /**AUDIO OUT** jack.

- **Audio Out Fixed**—Select this option to use the remote control that came with the home theater system, soundbar, or external speaker system you connected to the / **AUDIO OUT** jack to control the audio.
- **Reset Audio Settings**—Reset all audio settings to factory defaults.

3. Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.



## Selecting the audio out mode

If your TV is on when you connect a device to the /**AUDIO OUT** jack on your TV, a screen opens where you select which audio out mode you want to use.

1. Connect headphones, a home theater system, soundbar, or external speaker system to the /**AUDIO OUT** jack on your TV.



2. Select an audio out mode. You can select:

- **Headphones / Audio Out Variable**—Select this option to use the remote control that came with your TV to control the audio from headphones, a home theater system, or a soundbar you connected to the  **AUDIO OUT** jack.
- **Audio Out Fixed**—Select this option to use the remote control that came with the home theater system, soundbar, or external speaker system you connected to the /**AUDIO OUT** jack to control the audio.

## Playing TV audio only

You can turn off the picture on your TV and listen to the program audio only.

1. Select the **CHANNELS** menu, then select **Audio Only**.



2. Select **On**.

3. Press **MENU**, **ENTER**, or ◀ to return to the previous menu, or press **EXIT** to close the menu.

**Notes:**

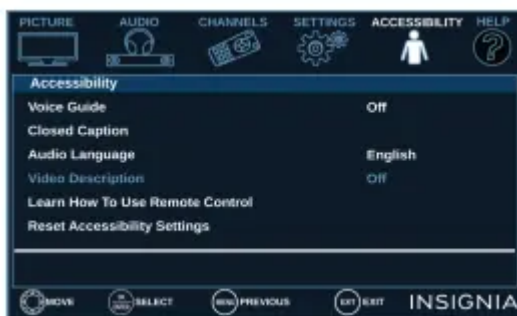
- The picture turns off in about five seconds.
- Audio Only works only when the input source is TV, and your TV is receiving a broadcast signal.
- To exit audio only mode, press any button. When you exit audio only mode, the Audio Only option is automatically reset to Off.

## Using closed captioning

Closed captioning displays a text version of the TV program audio or displays information provided by the broadcaster.

You can turn closed captioning on or off, select the analog or digital captioning mode, and change the style of the digital captioning display.

1. Select the **ACCESSIBILITY** menu, then select Closed Caption.



2. Select an option, then adjust the setting. You can select:

- **Caption Control**—Turns captioning on or off. You can select CC Off (turns off closed captioning), CC On (turns on closed captioning), or CC on when mute (turns on closed captioning when the sound is muted).

**Note:** You can also press CC to turn closed captioning on, off, or on when mute.

- **Analog Caption**—Lets you select the captioning mode for analog channels. The CC1 mode usually displays a text version of the TV program audio in a small banner. The other CC modes display information provided by the broadcaster. You can select CC1 through CC4. The Text modes display information in a box that covers half of the screen. You can select Text1 through Text4.
- **Digital Caption**—Lets you select the captioning mode for digital channels. Digital channels usually have one or more closed captioning modes. The CS1 mode usually displays a text version of the TV program audio in a small banner. The other CS

modes display information provided by the broadcaster. You can select CS1 through CS6.

- **Digital CC Settings**—Lets you customize how the digital captioning appears on the screen. Set Style to Custom, then select a style and adjust the setting.

3. Press MENU to return to the previous menu, or press EXIT to close the menu.

## Adjusting time settings

You can set the clock or turn on the sleep timer.

1. Select the SETTINGS menu, then select Time.



2. Select an option, then adjust the setting. You can select:

- **Date/Time**—Lets you set the time zone, date, and time.

If you skipped the steps in the Easy Setup wizard for setting the date and time or if you move your TV to a different time zone, you need to reset the clock to the correct time.

- **Sleep Timer**—Let you specify the amount of time before your TV automatically turns off. You can select Off, 5, 10, 15, 30, 60, 90, 120, 180, or 240 minutes.

**Note:** You can also press SLEEP to set the sleep timer.

3. Press MENU to return to the previous menu, or press EXIT to close the menu.

## Adjusting menu settings

You can adjust how the TV menus look by:

- Selecting the menu language
- Turning the Input Sensor on or off
- Labeling an input source.

1. Select the SETTINGS menu.



2. Select an option, then adjust the setting. You can select:

- **Menu Language**—Your TV can display the on-screen menu in English, French, or Spanish. When you set up your TV for the first time, you selected the language. You can change the menu language to a different language.
- **Auto Input Sensing**—When the Input Sensor feature is turned on, your TV automatically detects which video jacks have devices connected to them and turned on. Your TV uses this information to determine what options you can select on the INPUT SOURCE list when you press INPUT.
- **Input Labels**—You can add a label to an input source to make it easier to identify. The next time you press **INPUT**, your label appears in the INPUT SOURCE list.

3. Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

## Maintaining

- Do not use your TV in areas that are too hot or too cold, because the cabinet may warp or the screen may malfunction. Your TV works best in temperatures that are comfortable to you.
- Storage temperatures are 32° to 122°F (0° to 50°C).
- Working temperatures are 41° to 104°F (5° to 40°C).
- Do not place your TV in direct sunlight or near a heat source.

### Cleaning the TV cabinet

Clean the cabinet with a soft, lint-free cloth. If the cabinet is especially dirty, moisten a soft, lint-free cloth in a weak detergent solution, squeeze the excess moisture from the cloth, then wipe the cabinet with the cloth. Use a clean cloth to dry the cabinet.

### Cleaning the TV screen

Clean the screen with a soft, lint-free cloth.

# Troubleshooting

Use the following troubleshooting information to solve common problems.

Troubleshooting topics include:

- [Using the HELP menu](#)
- [Video and audio problems](#)
- [Remote control problems](#)
- [General problems](#)
- [INlink \(CEC-compatible\) device problems](#)

## Using the HELP menu

The *HELP* menu provides information about frequently asked questions.

1. Select the **HELP** menu.



2. Select an option. You can select:

- **System Info**—Displays system information during troubleshooting. If your TV uses open source code, press ENTER to display the open source code information.
- **Learn More**—Displays remote control codes and information about connecting a soundbar.
- **Update Firmware**—If your TV is behaving oddly and you have tried all the solutions in the troubleshooting pages, lets you update your TV's firmware. To update the TV firmware, you need a:
  - Computer with an available USB port
  - High-speed Internet connection
  - USB flash drive

### CAUTIONS:

- Make sure that you have tried all other solutions before you upgrade the firmware.
- While the firmware is updating, do not turn off your TV.

### Notes:

- Firmware updates may not be available for your model.
- If you see a message that says the firmware file is incorrect, make sure that you have downloaded the correct file for your model.
- If you see a message that says the update failed or the TV screen is blank and the power LED blinks red then blue, turn your TV off and on, then run the upgrade again.
  - **Customize my TV**—If you did not complete the customization part of the Easy Setup wizard the first time you turned on your TV, run the wizard again to customize settings.
  - **TV Speaker Test**—Tests your TV's speakers to make sure that they are working correctly.
  - **Reset to Default**—Resets all settings (except parental controls) to the factory defaults and runs the Easy Setup wizard. See Turning on your TV for the first time on page 15.

## Video and audio

### **Picture does not fill the screen. There are black bars around the picture.**

- Change the aspect ratio. See the Aspect Ratio option in Adjusting the TV picture on page 22.

### **No picture (screen is not lit) and no sound.**

- Press on the TV or the remote control.
- Make sure that the Audio Only option is set to Off. See Playing TV audio only on page 25.
- Make sure that the video cables are connected correctly and securely to your TV.
- Adjust the contrast and brightness. See Adjusting the TV picture on page 22.
- Make sure that the power cord is plugged into a working outlet.
- Press INPUT and make sure that the correct video input source is selected. See Selecting the video input source on page 18.
- Try another channel. The station may be experiencing problems.
- Make sure that the incoming signal is compatible.
- Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 7 or Connecting an antenna or cable TV (no box) on page 8.
- Check the closed caption settings. Some TEXT modes can block the screen. See Using closed captioning on page 29.

### **Dark, poor, or no picture (screen is lit), but sound is good.**

- Try another channel. The station may be experiencing problems.

- Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 7 or Connecting an antenna or cable TV (no box) on page 8.
- Adjust the brightness. See Adjusting the TV picture on page 22.
- Press PICTURE to change to a different picture mode. See Adjusting the TV picture on page 22.
- If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see the Channel Strength option in Changing channel settings on page 26.
- If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.
- Make sure that the video cables are connected correctly and securely to your TV.
- The video cable(s) you are using may be bad. Try a new set.

**No color, dark picture, or color is not correct.**

- Try another channel. The station may be experiencing problems.
- Adjust the color settings. See Adjusting the TV picture on page 22.
- Make sure that the video cables are connected correctly and securely to your TV.
- Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 7 or Connecting an antenna or cable TV (no box) on page 8.
- If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see Channel Strength option in Changing channel settings on page 26.
- If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.

**Only snow (noise) appears on the screen.**

- Try another channel. The station may be experiencing problems.
- Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 7 or Connecting an antenna or cable TV (no box) on page 8.
- If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see Channel Strength option in Changing channel settings on page 26.
- If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.

**Picture quality is good on some channels and poor on others. Sound is good.**

- The problem may be caused by a poor or weak signal from the broadcaster or cable TV provider.
- If you connect to cable TV without a set-top box and experience poor picture quality, you may need to install a set-top box to improve signal reception and picture quality. Contact your cable TV provider about upgrading to a set-top box.

**Dotted lines or stripes appear on the screen.**

- Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 7 or Connecting an antenna or cable TV (no box) on page 8.
- If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see Channel Strength option in Changing channel settings on page 26.
- If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.
- Make sure that the video cables are connected correctly and securely to your TV.
- The video cable(s) you are using may be bad. Try a new set.
- Other devices (for example, a surround sound receiver, external speakers, fans, or hair dryers) may be interfering with your TV. Try turning off one device at a time to determine which device is causing interference. After you have determined which device is causing interference, move it further from the TV to eliminate the interference.

**The picture has a few bright or dark spots.**

- A few bright or dark spots on an LCD screen is normal. It does not affect the operation of your TV.

**Video description or voice guide does not work.**

- Make sure that your TV is not muted and the volume is turned up.
- Make sure that the options listed under the Accessibility menu are turned on. See Adjusting accessibility settings on page 30.
- Video descriptions are not available on all broadcasts.
- Some remote functions are not narrated.

**Good picture, but no sound.**

- Increase the volume.
- Make sure that the sound is not muted.

- Make sure that you do not have headphones connected. When headphones are connected, no sound comes from the TV speakers.
- Change to a different audio mode. See the Audio Mode option in Adjusting sound settings on page 24.
- If you are using a home theater system, soundbar, or external speaker system, make sure that it is turned on and is not muted.
- If you are using a home theater system, soundbar, or external speaker system, make sure that you have selected the correct output mode.
- If you are using a home theater system, soundbar, or external speaker system and have connected it with a digital audio cable, select Digital Audio Format/Audio Delay on the Audio menu, then set Audio Format to PCM. See the Digital Audio Format/Audio Delay option in Adjusting sound settings on page 24.
- Make sure that the audio cables are connected correctly and securely to your TV.
- Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 7 or

**Connecting an antenna or cable TV (no box) on page 8.**

- If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see Channel Strength option in Changing channel settings on page 26.
- If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.
- The audio cables you are using may be bad. Try a new set.

**Poor picture.**

- Make sure that the room is not too bright. Light reflecting off the screen can make the picture difficult to see.
- If an S-VHS camera or a camcorder is connected while another connected device is turned on, the picture may be poor. Turn off one or more devices.

**Good sound, but poor color.**

- Adjust the contrast, color, and brightness settings. See Adjusting the TV picture on page 22.

**Audio noise.**

- Other devices (for example, a surround sound receiver, external speakers, fans, or hair dryers) may be interfering with your TV. Try turning off one device at a time to determine which device is causing interference. After you have determined which device is causing interference, move it further from the TV to eliminate the interference.

### **No output from one of the speakers.**

- Adjust the audio balance. See Adjusting sound settings on page 24.
- Test the TV's speakers. See the TV Speaker Test option in Using the HELP menu on page 31. If one or both of the speakers fails, try one of the following solutions:
- Make sure that the audio cables are connected correctly and securely to your TV.
- Make sure that the audio cables are connected to the AUDIO OUT jacks on the connected device.
- Try a different set of audio cables.
- Make sure that the sound on the connected device is not muted.
- Try connecting the device to a different TV. If you do not hear sound, the problem is with the device.

### **After images appear.**

- Do not display a still image, such as a logo, game, or computer image, for an extended period of time. This can cause a permanent after-image to be burned into the screen. This type of damage is not covered by your warranty.

## **Remote control**

### **Remote control does not work.**

- Make sure that the power cord is plugged into a working outlet.
- Make sure that there are no obstructions between the remote control and the remote control sensor on the front of the TV.
- Point the remote control directly at the remote control sensor on your TV.
- The supplied batteries are wrapped tightly in clear plastic. Make sure that you have removed this plastic from the batteries.
- Make sure that the batteries are installed correctly.
- Replace dead batteries with new batteries.

### **Trouble programming your existing universal remote control.**

- See instructions in Programming universal remote controls on page 14.
- Codes are subject to change. For up-to-date codes, go to Viewing universal remote control codes on page 14 or visit [web.insigniaproducts](http://web.insigniaproducts)
- Replace dead batteries with new batteries.
- Refer to the User Guide that accompanied your universal remote control and contact the manufacturer if problems persist.

## General

### No power.

- Make sure that the power cord is plugged into a working outlet.
- Unplug the power cord, wait 60 seconds, then plug the cord back in and turn on your TV.
- Other devices (for example, a surround sound receiver, external speakers, fans, or hair dryers) may be interfering with your TV. Try turning off one device at a time to determine which device is causing interference. After you have determined which device is causing interference, move it further from the TV to eliminate the interference.

### "No signal" error message is displayed.

- Press INPUT and make sure that you have selected the correct input for the device or service you are trying to use.
- If you are using a cable or satellite box, use the remote that came with that box to change channels.

### After Auto Channel Search, there are no channels.

- Reception can vary by channel depending on the broadcast power level of a given station. Contact your cable or satellite TV provider.
- Make sure that the antenna or cable/satellite TV is connected securely to your TV.
- Try replacing the cable between the antenna/cable or cable/satellite box and your TV.

### When I press INPUT, I cannot select my device (it is grayed out).

- Turn on the device. Your TV automatically detects and displays which video jacks have devices connected to them when the devices are turned on.
- Turn off Auto Input Sensing. See Adjusting menu settings on page 29.

### One or more channels do not display.

- Make sure that the channels are not blocked. See Setting parental controls on page 27.
- Make sure that the channels are not hidden. The channel may have been deleted from the channel list. You can tune to the channel by pressing the number buttons or you can add the channel back to the channel list. See the Add/Skip Channels option in Changing channel settings on page 26.
- If you are using a cable or satellite box, use the remote that came with that box to change channels.
- Press INPUT and make sure that you have selected the correct input for the device or service you are trying to use.

- If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see the Channel Strength option in Changing channel settings on page 26.

**Password is lost.**

- Enter 9999 to access parental controls, then set a new password. See the Change Password option in Changing channel settings on page 26.

**Some settings cannot be accessed.**

- If a setting is grayed, the setting is not available in the current video input mode (for example TV mode). Change to a different video input source. See Selecting the video input source on page 18.

**TV cabinet creaks.**

- When the TV is in use, the temperature rises naturally and may cause the cabinet to expand or contract which can cause a creaking noise.

**This is not a malfunction. button does not work.**

- Make sure that the Button Lock option is set to Off. See Locking the power button on your TV on page 28.
- Unplug the power cord, wait a few seconds, then plug the cord back in and turn on your TV.

**TV keeps turning off.**

- Make sure that the sleep timer is not turned on. See the Sleep Timer option in Adjusting time settings on page 29.

**A retail banner is displayed.**

- You selected Store Display Mode when you ran the Easy Setup wizard. Run the Easy Setup wizard and select Home User Mode on the Viewing Environment screen. See the Customize my TV option in Using the HELP menu on page 31.

**INlink (CEC-compatible) device**

**My TV is not displaying the video from the connected CEC device.**

- Make sure that the HDMI cable is connected securely to your TV and the device.
- Make sure that the device is connected to your TV with an HDMI cable.
- Make sure that the device is a CEC device. See the documentation that came with the device for more information.
- Press INPUT and make sure that the correct video input source is selected. See Selecting the video input source on page 18.

- Make sure that the INlink feature is turned on. See the INlink Control option in Using INlink on page 20.
- Try adjusting the TV picture. See Adjusting the TV picture on page 22.

**My TV is not playing the audio from the connected CEC device.**

- Make sure that the HDMI cable is connected securely to your TV and the device.
- Make sure that the device is connected to your TV with an HDMI cable.
- Make sure that the device is a CEC device. See the documentation that came with the device.
- Make sure that the TV volume is turned up and not muted.
- Try adjusting the TV sound. See Adjusting sound settings on page 24.
- Make sure that the TV speakers are turned on and not muted. See Adjusting sound settings on page 24.
- Make sure that the INlink feature is turned on. See INlink Control option in Using INlink on page 20.
- If you have connected an HDMI CEC audio receiver, adjust the volume on the receiver. When your TV detects an audio receiver, the TV speakers turn off and sound plays through receiver speakers only.
- If you are using a home theater system, soundbar, or external speaker system, make sure that it is turned on and is not muted.
- If you are using a home theater system, soundbar, or external speaker system, make sure that you have selected the correct output mode.
- If you are using a home theater system, soundbar, or external speaker system and have connected it with a digital audio cable, select Digital Audio Format/Audio Delay on the Audio menu, then set Audio Format to PCM. See the Digital Audio Format/Audio Delay option in Adjusting sound settings on page 24.

**My TV's remote control does not control the device.**

- Make sure that there are no obstructions between the remote control and the remote control sensors on your TV and the device.
- Depending on the device, all the buttons may not work.
- After you switch to an INlink device, use the remote control that came with the device to control playback.
- Make sure that the INlink feature is turned on. See INlink Control option in Using INlink on page 20.
- If you are trying to control the volume on an HDMI CEC audio receiver using your TV remote control, make sure that the TV Speakers option on the Audio menu is set to On. See Adjusting sound settings on page 24.

- If you are trying to control the volume on an HDMI CEC audio receiver using your TV remote control, make sure that the Audio Receiver option on the INlink menu is set to On. See the Audio Receiver option in Using INlink on page 20.
- The device may not support this feature. See the documentation that came with the device for more information.

**The device does not show up in the INlink Device list.**

- Make sure that the device is turned on.
- Make sure that the HDMI cable is connected securely to your TV and the device.
- Make sure that the device is connected to your TV with an HDMI cable.
- Make sure that the INlink feature is turned on. See the INlink Control option in Using INlink on page 20.
- Make sure that the device is a CEC device. See the documentation that came with the device.

**My device does not turn off when I turn off my TV.**

- Make sure that the INlink feature is turned on. See the INlink Control option in Using INlink on page 20.
- Make sure that Device Auto Power Off is set to On on the INlink menu. See the Device Auto Power Off option in Using INlink on page 20.
- The device may not support this feature. See the documentation that came with the device for more information.

**My TV does not turn on when I turn on my device.**

- Make sure that the INlink feature is turned on. See the INlink Control option in Using INlink on page 20.
- Make sure that TV Auto Power On is set to On on the INlink menu. See the TV Auto Power On option in Using INlink on page 20.
- The device may not support this feature. See the documentation that came with the device for more information.

**The Audio Receiver setting on the INlink menu keeps turning back on after it is turned off.**

- When Audio Receiver is set to Off and INlink Control is set to On and you make an adjustment to the audio receiver (for example, turn the volume knob or press a button), Audio Receiver is automatically set to On. To prevent this from happening, turn off the INlink feature. See the INlink Control option in Using INlink on page 20.

**Two volume bars appear when adjusting the volume.**

- When you adjust the volume on the audio receiver or with the TV remote control, a double volume bar appears, one for the TV volume and one for the audio receiver volume.

**I cannot select the Root Menu option on the INlink menu. OR The device's root menu does not open when I select Root Menu on the INlink menu.**

- The device may not support this feature. See the documentation that came with the device for more information.

**Note:** If the problem is not solved by using these troubleshooting instructions, turn off your TV, then turn it on again.

**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.