

Guided Setup

With the preliminaries out of the way, it's time to turn on your TV. As your TV starts for the first time, it leads you through Guided Setup, which configures your TV before you start to use it.

During Guided Setup, you'll:

- Answer a few questions
- Provide network connection information
- Get a software update
- Link your TV to your Roku account
- Connect devices such as a DVD player, game console, or cable box

Note Guided Setup only runs the first time you turn on your TV. If you need to run Guided Setup again, you'll have to perform a factory reset, as explained in Factory reset everything on page 95.

Preparing for Internet connectivity

If you want to connect your TV to the Internet to watch streaming content, you must connect using a wireless modem/router or a wireless access point. The TV connects through a built-in wireless LAN adapter. The TV does not support a wired connection or the use of a USB network adapter.

Note We recommend that your wireless connection supports IEEE 802.11 dual band capability for the best experience.

Starting Guided Setup

To start Guided Setup, press the POWER button on the remote control to turn on your TV.

When you first turn on your TV, it will take a few seconds to get itself ready. You'll notice the following things happening:

1. The status light blinks every time your TV is busy doing something; in this case it's powering up and getting ready for you.
2. The power-on screen appears and the status light blinks slowly for a few more seconds. The power-on screen displays the Insignia Roku TV logo while your TV starts up.
3. After a few seconds, Guided Setup starts:



Tip

On TVs sold in the United States, if you are blind or visually impaired, you can activate the Audio Guide, a text-to-speech screen reader to help you navigate the TV's menus and commands.

To enable the Audio Guide, press the * button on the remote control four times in rapid succession. Repeat to disable the Audio Guide. (The * button is located directly below the directional pad on the right side of the Roku remote control.)

4. If your TV prompts you for a language, press the DOWN arrow on the remote control to highlight your preferred language.

Setting up your TV

With the first Guided Setup screen on your TV, follow these steps to set it up:

1. Press the OK or RIGHT arrow on the remote control to go to the next screen:

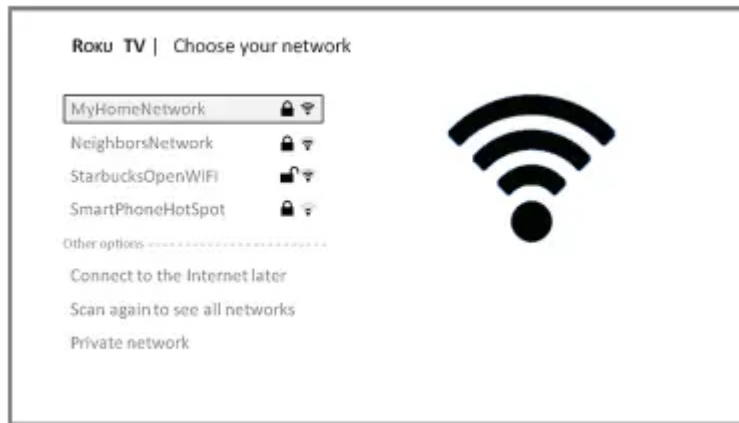


2. Press OK to select Set up for home use. Home mode is the right choice for enjoying your TV at home. It provides energy saving options as well as access to all features of your TV.

Note Store mode configures your TV for retail display and is not recommended for any other use. In store mode, some features of your TV are missing or limited. To switch from one mode to the

other, you have to perform a factory reset as explained in Factory reset everything on page 95, and then repeat Guided Setup.

After you select Set up for home use, your TV scans for the wireless networks within range and displays them in order, with the strongest signals first. In addition to your own wireless signal, your TV might pick up signals from your neighbors.



3. Press the UP or DOWN arrows to highlight the name of your wireless network, and then press OK to select it.

Other options:

- **Connect to the Internet later** —If you're unable to connect to the Internet, that's OK. You can skip this step and use your TV to watch broadcasts, play games, and watch DVDs. If you want to connect later, it's easy. We'll show you how in Benefits of connecting on page 64.

Note If you decide not to connect, Guided Setup skips ahead to setting up the devices that you've connected to your TV. See Non-connected TV Home screen on page 63 to get started using your non-connected TV.

- **Scan again / Scan again to see all networks**—This option depends on the number of wireless networks within range.
 - **Scan again** appears if the list already shows all available wireless networks within range. If you don't see your wireless network name in the list, you might need to adjust the location of your wireless router or your TV, turn on your router, or make other changes. When everything is ready, select Scan again to see if your network name now appears in the list.
 - **Scan again to see all networks** appears if your TV finds more than the strongest ones that it initially listed. If you don't see your wireless network name in the list, this option displays the complete list. If you still don't see your network name, you might have your router configured to provide wireless service as a "private network."

Note Highlighting either of these options displays an informational panel with the unique media access control (MAC) address of your TV. You will need the MAC address if your wireless router is configured to use MAC address filtering.

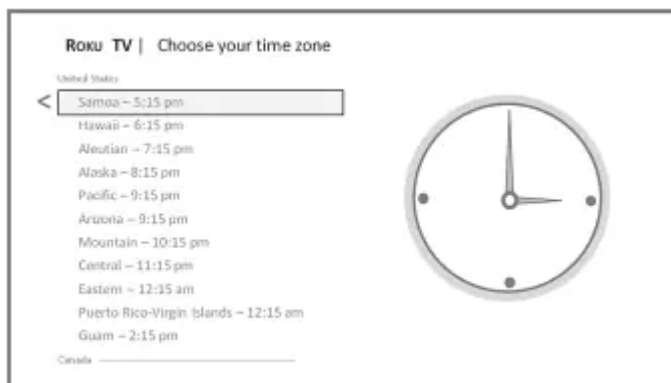
- Private network—If your wireless network name is hidden, it won't appear in the list. Select Private network to display an on-screen keyboard, and use it to enter your network name. Unless you changed the factory-set network name, you can find the name (also called SSID) on a label on the router.
4. If you select a network that is password-protected, an on-screen keyboard appears. Use the keyboard to enter the network password.

Tip Wireless networks that are password-protected display a “padlock” icon adjacent to the name. This icon enables you to know that you are going to be prompted to enter a password after you select that network.



5. After you submit your network password, your TV displays progress messages as it connects to your wireless network, your local network, and the Internet.

6. Your TV needs to know the local time zone so that it can correctly display time information about the program you are currently watching. If your TV is unable to automatically determine the local time zone, it prompts you to choose your time zone from a list. Use the UP or DOWN arrows to highlight your time zone, and then press OK.



7. As soon as your TV is able to connect to the Internet, it downloads and installs its first software update, and then restarts.

Tips Your TV automatically checks for updates periodically. These updates provide new features and improve your overall experience with your TV. After an update, you might notice that some options have moved, and that there are new options or features. This User Guide describes version 7.5. To determine your current Roku TV software version, go to Settings > System > About after you complete Guided Setup.

After your TV restarts, it displays the Activation screen:



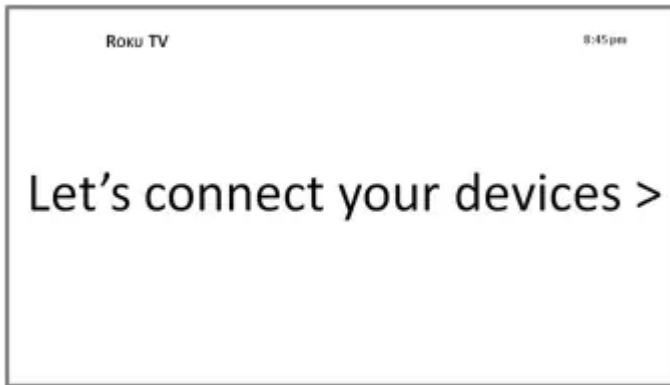
Note A paid subscription or other payments may be required for some channels. Channel availability is subject to change and varies by country. Not all content is available in countries or regions where Roku products are sold.

8. Using a compatible computer, tablet, or smartphone with an Internet connection, go to the web address displayed on the screen and enter the code that appears on your screen.

After you log in or create your Roku account, your TV gets an acknowledgement and adds your preexisting streaming channels, if any, to your Roku TV. This process is automatic and takes a few moments—a little longer if you already have a lot of streaming channels to add.

Tip Streaming channels from all Roku devices associated with your account are synchronized periodically, so all of your Roku devices have the same streaming channels (subject to compatibility with the device).

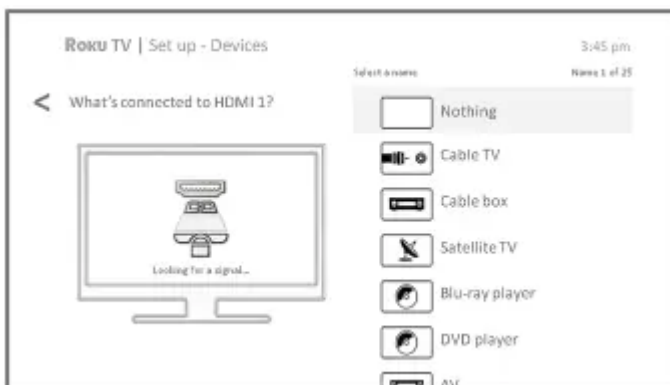
After it adds your selected streaming channels, your TV helps you set up the devices that you're connecting to it, such as a cable box, Blu-ray player, or game console:



9. Press the OK or RIGHT arrow to proceed:




10. Connect all the devices you plan to use with your TV, turn them all on, and then select Everything is plugged in and turned on. Your TV now takes you step by step through each of its inputs and asks what kind of device you have connected. On each input that has a connected and active device, you can see its picture and hear its sound.




11. Press the UP or DOWN arrows to highlight the label you want to associate with the input, and then press OK to move on to the next input.

You're done with Guided Setup



Tip Some Roku TVs, depending on where you live and other factors, show you an introductory video filled with some great hints and tips. If you're not interested in viewing this video, press  on the remote control to exit to the Roku TV Home screen.

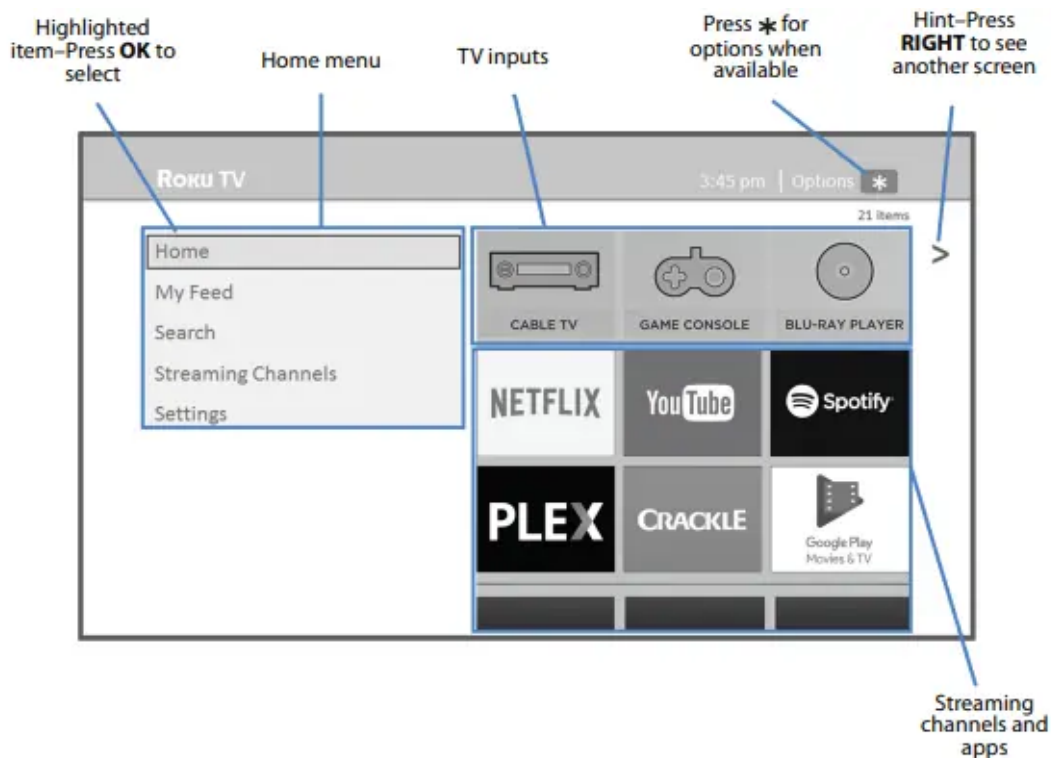
When you finish Guided Setup, and whenever you press  on the remote control, the Home screen greets you.

From here, you can explore everything your TV has to offer. Press the arrow buttons to move around, and press OK to select a highlighted item. We've designed your TV to encourage you to explore, and you can probably figure out most of the capabilities and settings on your own. If you have any questions or difficulties, you can find answers and solutions in this guide.

If you find yourself a long way from the Home screen, you can always get back right away by pressing one button: .

Connected TV Home screen

Here is a typical Home screen from a TV that's connected to the Internet and paired with a Roku account.



Note A paid subscription or other payments may be required for some channels. Channel availability is subject to change and varies by country. Not all content is available in countries or regions where Roku® products are sold.

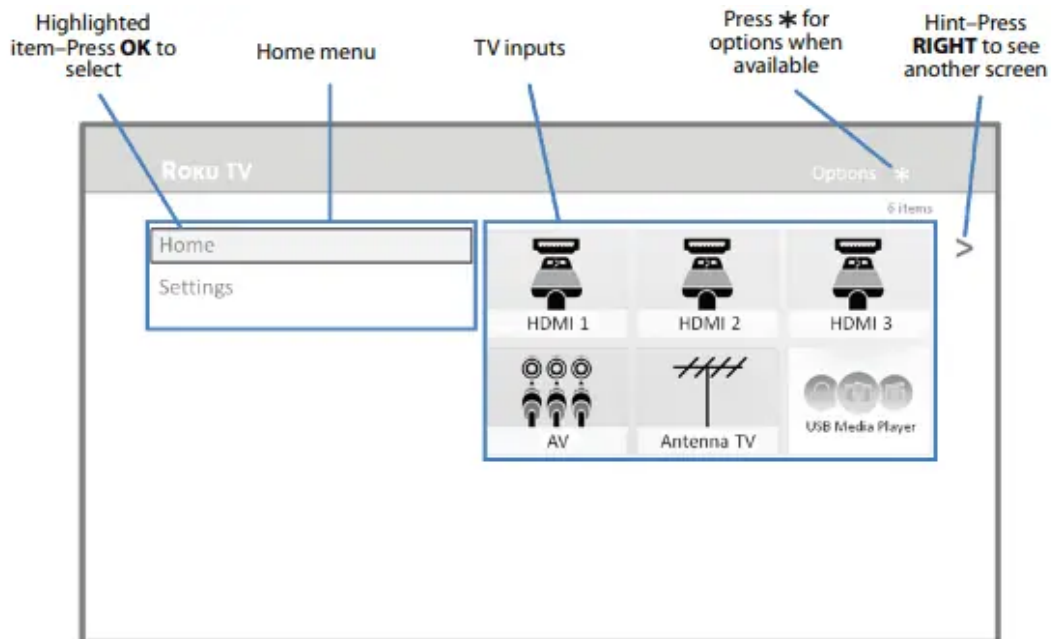
Personalize your Home screen

You can do a lot to personalize your Home screen and make it just right for you and your family:

- Add streaming channels by using the Streaming Channels menu option to browse the Roku Channel Store.
- Remove a tile by highlighting it and pressing *. Then highlight Remove input or Remove channel and press OK.
- Reposition a tile by highlighting it and pressing *. Then highlight Move input or Move channel and press OK. Use the arrow buttons to move the tile, and then press OK to lock it in its new location.
- Rename a TV input tile by highlighting it and pressing *. Then highlight Rename input and press OK. Highlight a new name in the list, and then press OK to assign that name to the tile.
- Change the screen theme by going to Settings > Themes to find and pick one to suit your mood.
- Hide Movie Store, TV Store, or News, (U.S. models only) as explained in Blocking Movie Store, TV Store, and News on page 88.

Non-connected TV Home screen

Here is a typical Home screen from a TV that is not connected to the Internet.



Personalize your Home screen

You can do a lot to personalize your Home screen and make it just right for you and your family:

- Remove a tile by highlighting it and pressing *. Then highlight Remove input and press OK.
- Reposition a tile by highlighting it and pressing *. Then highlight Move input and press OK. Use the arrow buttons to move the tile, and then press OK to lock it in its new location.
- Rename a tile by highlighting it and pressing *. Then highlight Rename input and press OK. Highlight a new name in the list, and then press OK to assign that name to the tile.
- Add streaming channels by browsing the Roku Channel Store (after connecting your TV to the Internet to add the Streaming Channels option to the menu).

Setting up Antenna TV

Despite all of the entertainment possibilities of your TV, you may also want to watch broadcast TV. You watch broadcast TV in much the same way you watch other entertainment choices. You select a tile—the Antenna TV tile—from the Home screen.

The first time you select the Antenna TV tile, you have to set up the TV tuner. Setting up the TV tuner scans for active channels and adds them to your broadcast TV channel list.

Why do I have to set up the TV tuner?

You might be asking, “Why is this step necessary?” Good question.

Not everyone needs to use the TV tuner. For example, you might have a set top box provided by a cable or satellite company that receives all of your channels. Most of these set top boxes use an HDMI® connection.

More and more people are watching only streaming TV and do not have a TV antenna or cable/satellite service. If you don’t need the TV tuner, you can bypass setting it up and instead remove it from the Home screen as explained in Remove unwanted tiles on page 84.

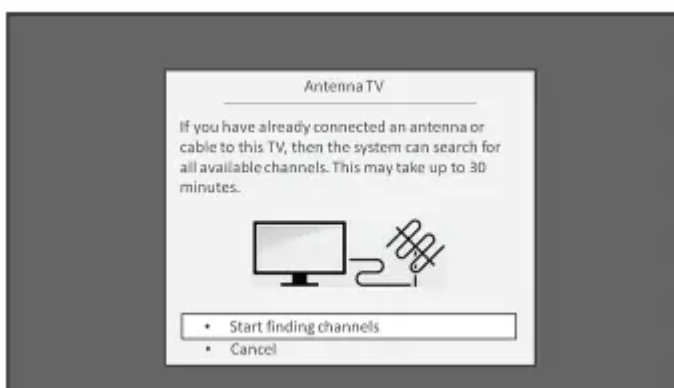
When you set up Antenna TV, your TV scans the signals on its antenna input for channels with a good signal, and adds those to the channel list, skipping dead channels and channels with a very weak signal.

Your TV will, however, let you add two analog channels, even if they have no signal. You might need to add these channels if you have an older set top box, VCR, or game console that can only output a signal on analog channel 3 or 4. These are the only channels that can be added regardless of whether they have a good signal. Typically, you’ll only need one of these channels, but both are provided to make setup simpler. You can hide the one you don’t want as explained in Edit broadcast TV channel lineup on page 83.

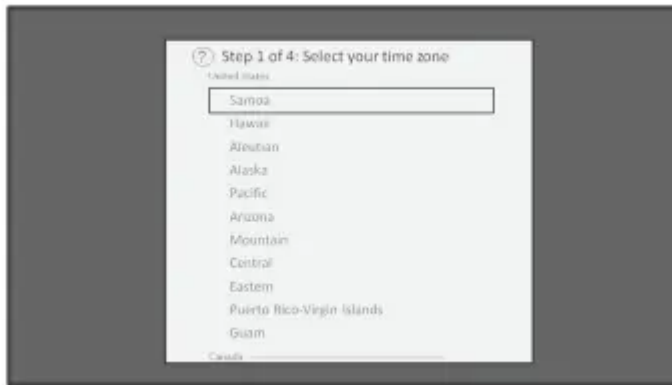
How do I set up the TV tuner?

Setting up the TV tuner is easy—your TV does most of the work. You just have to answer a couple of questions.

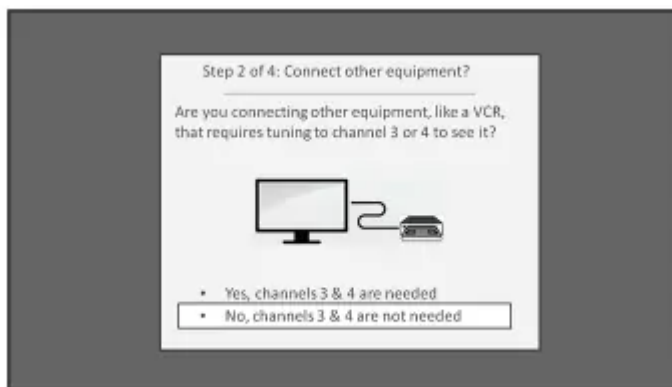
1. Make sure your antenna (sold separately) or TV cable is connected to your TV’s ANT/CABLE input.
2. On the Home screen, select the Antenna TV tile.
3. Read the simple on-screen instructions and select Start finding channels.



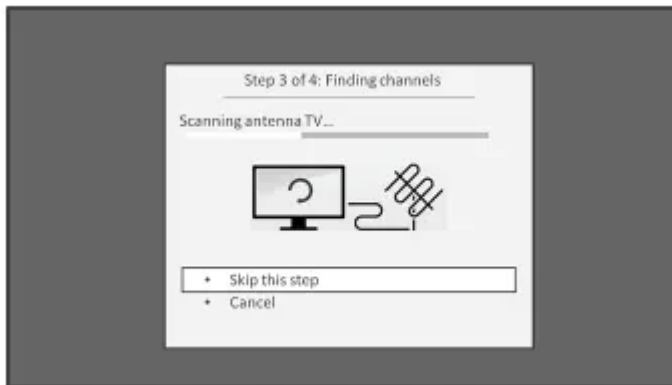
4. If prompted, select your time zone. You’ll only need to do this if your TV can’t figure out your time zone from your Internet connection.



5. When prompted, select whether to add analog channels 3 and 4 (to enable you to connect older set top boxes, VCRs, or game consoles).



6. Wait while your TV scans for broadcast (antenna TV) stations...



... and then cable TV channels.



Tip Cable TV channels are channels from a cable TV provider that you can receive by connecting their cable directly to your TV (unscrambled NTSC, ATSC, and QAM channels, if you're the kind of person who is interested in the details). In many cases, your cable provider probably requires you to use their set-top box and connect it to a different input, and then use the set-top box to tune your cable stations. In that case, you can skip scanning for cable channels.

7. When the channel scans finish, your TV shows the number of channels it added.




8. If you connected your TV to the Internet, you have the option of setting up Live TV Pause. Pausing Live TV on page 71 explains how to set up and use this feature. If you don't want to set up Live TV Pause, or if this option is not available to you, select Done to start watching Live TV.

Scanning for channels can take several minutes.



Tip Repeat the channel scan from time to time to make sure you are receiving all of the latest channels. Broadcasters add and remove channels, move channels to different parts of the spectrum, and change the power levels of their channels periodically.

Note You'll have to repeat the channel scan if you remove the Antenna TV tile from the Home screen or perform a factory reset. To repeat the channel scan at any time, go to Settings > TV inputs > Antenna TV > Scan again for channels > Start finding channels. Your antenna reception and picture quality depend on the position of your antenna and on your location relative to the antennas of broadcasters in your area.

Now, you're ready to watch broadcast TV! While you're watching, try the following:

- Press the UP and DOWN arrows to change channels.
- Press the RIGHT arrow to display the channel list and then use the UP and DOWN arrows to select a channel to watch. Or press REWIND or FAST FORWARD to jump through the channel list a page at a time.
- Press OK to display information about the current program.
- Press  to switch to the previously tuned channel.
- Press * to see options for picture and sound settings.

Note

If  is not available on your remote control, you can use  on the Roku App or the Jump Back button on a universal remote. For more information, see Other devices on page 98.

Remote control on page 24 has more information on using the remote control buttons while watching TV.

Using your TV

This section provides information on using the day-to-day features of your TV.

Status light

Your TV has a single status light on the front panel. It goes on and off and blinks in different ways depending on the status of the TV, as shown in the following table:

TV condition	Status indicator	Meaning
On (screen is active)	Off	Screen is indicating that your TV is on.
Screensaver (screen is active, except when the Picture Mode is set to Power Saver . Power Saver turns off the backlight.)	Off	Screen is indicating that your TV is on.
Off (no power)	Off	Your TV is not connected to power.
Off (standby)	On	Your TV is connected to power and ready to use.
Starting up from off state	Slow pulsing blink until startup completes	Your TV is doing something.
On (receiving update from USB)	Slow pulsing blink until update completes	Your TV is doing something.
Remote control command received	Dims on/off once	Your TV has received your command.
Powering down to standby mode	Slow pulsing blink until the TV reaches standby	Your TV is doing something.


Standby mode energy savings

When you turn off your TV, it may remain in a higher power mode for a few minutes, after which it goes into a very low power standby mode. If you turn on the TV again before it has

entered the very low power mode, it turns on immediately. After the TV goes into the lower power standby mode, it takes a bit longer to start up.


Watching broadcast TV channels



To watch broadcast TV, select the Antenna TV tile in the Home screen. Your TV remembers the last channel you watched and starts with that channel playing.

Tip You also can use the /INPUT button on the TV to select Antenna TV, as explained in Back jacks on page 22.

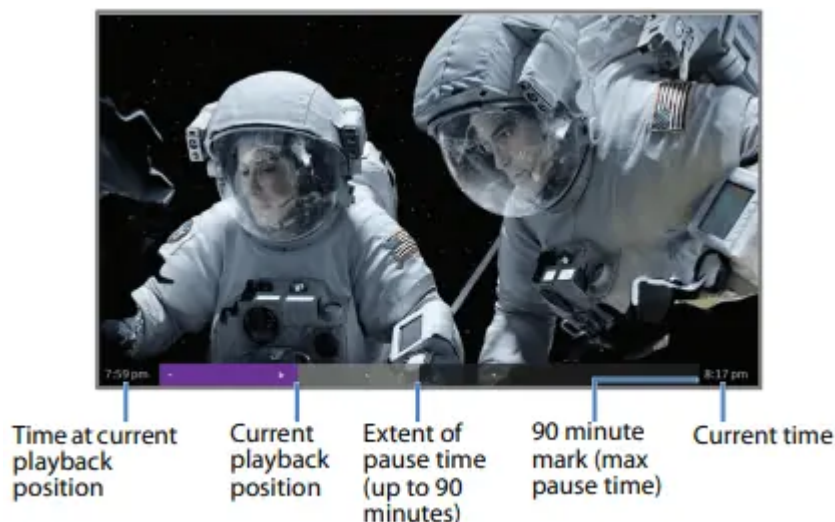
Changing channels

To change channels, you can do any of the following:

- Press the UP arrow to change to the next higher channel.
- Press the DOWN arrow to change to the next lower channel.
- Press the LEFT arrow to display the channel list, and then press the UP and DOWN arrows to move the highlight through the list one channel at a time. Or press REWIND and FAST FORWARD to move the highlight through the list one page at a time. When you've highlighted the channel you want to watch, press OK. (If you decide you don't want to change channels, press the RIGHT arrow or BACK button).
- Press  to switch to the previously tuned channel.

Note If  is not available on your remote control, you can use  on the Roku App or the Jump Back button on a universal remote. For more information, see Other devices on page 98.

Whenever you use any of the Live TV Pause features, the TV momentarily displays a progress bar:




The progress bar also displays tick marks at each half hour point, to help you locate the boundaries where one show ends and a new one begins.

Notes about Live TV Pause

- You can use Live TV Pause only with digital broadcast and cable channels received through the TV's Antenna input (ATSC and Clear QAM channels).
- Changing channels erases and restarts the Live TV Pause buffer.
- Returning to the Home screen, selecting another input, or turning off the TV erases and resets the Live TV Pause buffer.
- Removing the USB drive erases the Live TV Pause buffer.

Switching TV inputs

Switch to a TV input to access the device connected to that input, for example, a Blu-ray player. Switching inputs is as simple as highlighting the input's tile in the Home screen, and pressing OK. The video signal on the input, if any, appears on the screen.

Tip You also can use the /INPUT button on the TV to select a TV input, as explained in Back jacks on page 22. Customizing your TV on page 82 explains how to rename and remove inputs.

Auto-detecting devices

Your TV automatically detects when you connect a new device to an HDMI® input and turn on its power. The input is automatically added to the Home screen if it isn't already present.

Adjusting audio/video settings

While watching video content on any input, press * to display the Options menu. Press the UP and DOWN arrows to highlight an option, and then press the LEFT and RIGHT arrows to change the setting. Adjusting TV settings on page 73 explains each of the settings in detail.

Playing content from USB storage devices

Your TV has a USB port that can be used to play personal music, video, and photo files from a personal USB flash drive or hard disk. If your TV is connected to the Internet, your Home screen has the Roku Media Player tile. If your TV has not been connected to the Internet, the Home screen has the USB Media Player tile.

To use this feature, first make sure your media files are compatible with the Roku/USB Media Player. As of the publication date of this guide, the following media file formats are supported:

- Video—MKV (H.264/262), MP4, MOV (H.264)
- Music—AAC, MP3, WMA, WAV (PCM), AIFF, FLAC, and AC3, and DTS
- Photo—JPG, PNG (up to 4k x 4k pixels)

To see the latest list of supported formats, view Help in the Media Player.

Notes

- The Roku/USB Media Player displays supported file types only, and hides file types it knows it cannot play.
- There are many variants of each of these media formats. Some variants may not play at all or may have issues or inconsistencies during playback.
- DTS audio, whether in music or video files, is supported only by pass-through, meaning that your TV cannot directly output the sound of a DTS file, but can pass it through to a DTS-compatible receiver that is connected to the HDMI1 (ARC) or DIGITAL OUTPUT (OPTICAL) connector on your TV.

Auto player launch

If your TV is connected to a Roku account, you can set it to automatically open the Roku Media Player when you connect a USB drive with a recognizable file system (such as FAT16/32, NTFS, HFS+ or EXT2/3). To configure this setting, from the Home screen, navigate to Settings > System > USB media. At this point, the following options are available:

- Auto-launch - Choose Prompt, On, or Off, as desired.
 - Prompt - (default) Display a prompt each time a recognized USB drive is connected. The prompt provides options to launch the Roku Media Player as well as to change future auto-play behavior.
 - On - Always launch the Roku Media Player whenever you connect a recognized USB drive.
 - Off - Never launch the Roku Media Player automatically
- Launch channel - Choose the app you want to use to play back media files.

Playing content from local network media servers

If you have connected your TV to a network, it can play personal video, music, and photo files from a media server on your local network. Media servers include personal computers running media server software such as Plex or Windows Media Player, network file storage systems that have built-in media server software, and other devices that implement the specifications of the Digital Living Network Alliance. Some servers do not fully implement the DLNA specification but are UPNP (Universal Plug and Play) compatible. The Roku Media Player will connect to them as well.


Some media servers can convert files into Roku compatible formats. DRM-protected content is not supported.

Adjusting TV settings

You can adjust most picture and sound settings while you are watching a program by pressing * to display the Options menu.

If you don't find what you need, there are additional picture and sound settings in the Settings menu. In most cases, the changes you make apply only to the input you are using. Antenna TV, each separate HDMI® input, and the AV input have their own settings that your TV remembers when you return to that input. Your TV also remembers the settings you specify while viewing streaming content.

Settings menu

Use the Settings menu to adjust overall TV settings. Press  to go to the Home screen, and then navigate to Settings > TV picture settings.

You can adjust the following overall TV picture settings from the Settings screen:

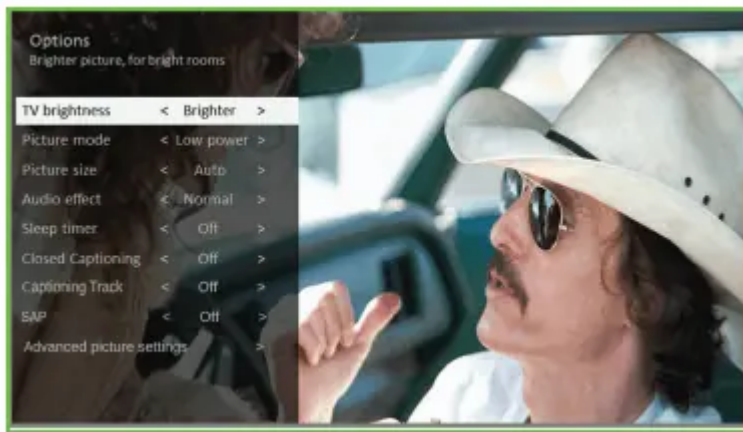
- TV brightness—If the lighting level in your TV room changes, use this setting to help provide a better viewing experience; set to darker for a darker room, and brighter for a brighter room. Choose among Normal and four other settings to make the overall picture brighter or darker. So that you don't have to make this type of change for each TV input one at a time, this setting increases or decreases your TV's general brightness across all TV inputs. This setting is identical to the TV brightness setting you can access in the Options menu while watching a program.
- Settings per input—This section of options lists each TV input. Select an input to switch to that input. Then press * to display the Options menu, where you can adjust the input's settings while watching a live picture and listening to the sound from that input.

Tip You don't have to go to the Settings menu first—you can display an input's Options menu and adjust its settings whenever you are watching the input by pressing *.

Options menu

The Options menu for each TV input provides settings for controlling the appearance of the picture and the quality of the audio.

To view the Options menu, press * whenever you are watching a TV input or streaming a video. The Options menu is a panel that appears over the left side of the screen:



To adjust the settings on the Options menu, press the UP or DOWN arrow to highlight a setting, and then press the LEFT or RIGHT arrow to change the setting. You'll notice the changes you make right away in picture appearance or audio quality.

Tip When you highlight a setting, the header text explains the effect of its current value. When you begin to adjust a setting, the other options are hidden so you can see more of the screen. Even though the other settings are hidden, you can move the highlight up or down to adjust the other settings.



Options menu settings

- TV brightness—Affects the overall brightness of the picture. This setting applies across your entire TV; that is, to all TV inputs and is identical to the TV brightness setting under Settings > TV picture settings.
- Picture mode—Provides picture presets for various viewing preferences. This setting applies to the currently-selected input only

Note The Low power option reduces the amount of power your TV consumes. For more information about picture modes, see Advanced Picture Settings menu options on page 76.

- Audio effect—Adjusts the sound quality output from the your TV speakers. This setting applies across your entire TV; that is, to all TV inputs. It does not affect the sound quality for headphones, HDMI1 (ARC), or DIGITAL OUTPUT (OPTICAL) (TOSLINK) connectors.
- Sleep timer—Sets a timer that turns off your TV after the specific amount of time. This setting remains in effect even if you stop watching the current input.
- Closed captioning—Controls when you see captions. This setting is only offered for Antenna TV, the AV input, and streaming videos. Any set value remains in effect across only these inputs.
 - Antenna TV—Turn captions on or off, or set them to appear only when your TV sound is muted.
 - AV input—Turn captions on or off, or set them to appear only when your TV sound is muted.

- Streaming video channel—Turn captions on or off, set them to appear only when your TV sound is muted, or only during instant replay (for streaming content that supports instant replay).

Tip If the Instant Replay  button is not available on your remote control, you can use  on the Roku App or the Jump Back button on a universal remote. For more information, see Other devices on page 98.

- Captioning track—(Canadian models only) Selects which caption track to display when Closed Captioning is on. (On U.S. models, you can find Captioning track under Accessibility.) This setting remains in effect on all inputs that provide captions. For more information, see Changing caption settings (Canadian models only) on page 87.
- SAP—Selects whether to play a secondary audio program or multichannel television sound, and which choice to play. This setting applies only to Antenna TV on digital channels.
- Picture size—Adjusts the aspect ratio of the picture, enabling you to view a picture in its original format, or zoom or stretch it to fill the screen. The Auto setting has been found to produce the best picture in most cases.

Tip To dismiss the Options menu, just wait a few seconds without pressing any buttons. Or press * again to dismiss the menu immediately.

Advanced picture settings

The Advanced Picture Settings menu for each TV input provides settings for fine tuning the appearance of the picture. All of the settings in this menu apply only to the currently-selected input.

To use the Advanced Picture Settings menu, first press * to display the Options menu. Then select Advanced picture settings.



To adjust the settings on the Advanced Picture Settings menu, press the UP or DOWN arrow to highlight a setting, and then press the LEFT or RIGHT arrow to change the setting. You'll notice the changes you make right away in picture appearance.

Tip When you highlight a setting, the header text explains the effect of its current value. When you begin to adjust a setting, the other options are hidden so you can see more of the screen. Even

though the other settings are hidden, you can move the highlight up or down to adjust the other settings. As soon as you press the UP or DOWN arrow, the other settings become visible again.

Advanced Picture Settings menu options

- **Picture mode**—Provides picture presets for various viewing preferences. This setting duplicates the one on the Options menu. When you change the Picture mode, other picture settings adjust accordingly.

For example, setting the Picture mode to Vivid sets Brightness, Contrast, Sharpness, and other values to produce a very vibrant picture. Setting Picture mode to Movie changes these same settings to produce a picture suitable for enjoying movies in a darkened room.

If you make changes to the individual picture settings—for example, Contrast or Sharpness—these settings are saved for the current input and the current picture mode. In this way, the HDMI 1 input's Movie picture mode can be customized and different than the HDMI 2 input's Movie picture mode and Antenna TV's Movie picture mode.

Low power is a power-saving picture mode that reduces power consumption. When you use Low power, you'll notice that your TV's picture is a little dimmer than the brightest picture modes (Vivid and Normal).

Use Reset picture settings, described below, to return the input's current picture mode to its original values.

- **Dynamic Contrast**—Automatically adjusts the backlight level to achieve the optimum contrast and prevent excessive differences between light and dark areas of the screen. The Backlight option is disabled when Dynamic Contrast is enabled.
- **Backlight**—Adjusts the overall light intensity of the screen.
- **Brightness**—Adjusts the dark level of the black areas of the picture.
- **Contrast**—Adjusts the white level of the light areas of the picture.
- **Sharpness**—Adjusts the sharpness of the edges of objects in the picture.
- **Color**—Adjusts the intensity of colors in the picture. A setting of 0 removes all color and displays a black and white picture.
- **Tint**—Adjusts the color balance from green to red to obtain accurate colors in the picture.
- **Color temperature**—Adjusts the overall colors in the picture from Normal to slightly more bluish (Cool) to slightly more reddish (Warm).
- **Game mode**—Controls whether Game mode is on or off. When On, your TV performs less image processing and has less input lag. When Off, your TV may perform more image processing and has more input lag, which is less desirable for action games. Available only for HDMI® and AV inputs.

- Reset picture settings—Returns all picture settings for the input's currently-selected Picture mode to their original values.

Tip To dismiss the Advanced Picture Settings menu, just wait a few seconds without pressing any buttons. Or press * again to dismiss the menu immediately

More settings

This section describes the features and settings of your TV that were not covered in the other parts of this guide.

Changing network settings

If needed, you can change your network settings at any time. For example, if you change the name of your wireless network (its SSID) or its password, you will need to change your TV's settings so that it can continue to connect. Also, if you decided not to connect to the Internet in Guided Setup on page 56, you can use Network settings to connect at a later time.

To change network settings, from the Home screen menu, navigate to Settings > Network, and then press the RIGHT arrow. At this point, you can choose the following options:

- Update connection—Press OK to start the update process. Your TV uses your current wireless network name and password to reconfirm the wireless connection, the local network connection, and the Internet connection.
- Set up new wireless connection—Press OK to start a scan for wireless networks. Your TV scans for the wireless networks within range and displays the first few it finds in order, with the strongest signals first. In addition to your own wireless signal, your TV might pick up signals from your neighbors. Now you can do one of the following:
 - Select your network name—Select the name of your network and then enter your wireless password if requested.
 - Scan again—If you don't see your wireless network name in the list, select Scan again to list all networks in range. The first scan listed only the first few, strongest wireless signals. The second scan sometimes results in a longer list. If you still don't see your network name, you might need to adjust the location of the wireless router or your TV, turn on your router, or make other changes. When everything is ready, select Scan again to repeat the network scan.

Note Highlighting Scan Again displays an informational panel with the unique media access control (MAC) address of your TV. You will need the MAC address if your wireless router is configured to use MAC address filtering.

- Private network—If your wireless network name is hidden, it won't appear in the list. Select Private network to display an on-screen keyboard, and use it to enter your network name.

Unless you changed the factory-set network name, you can find the name (also called SSID) on a label on the router.

Note Wireless networks that are password-protected display a “padlock” icon adjacent to the name.



Changing time settings

You can change time settings to suit your preferences. You can find the following settings by navigating from the Home screen menu to Settings > System > Time:

- Sleep timer—Set a time delay after which your TV will automatically shut off. This setting reflects the setting you can make in the Options menu from any TV input, as explained in Options menu settings on page 75. Note that the sleep timer setting is not input specific.
- Time zone—Select whether to set the time zone automatically or manually, and if set manually, select your current time zone. Typically, a TV connected to the Internet can discover its own time zone automatically, and a TV that is not connected to the Internet must be set manually. Initially, this setting is made when you set up the TV tuner, as explained in Setting up Antenna TV on page 65. Correct time zone information is needed to correctly display program data.
- Clock format—Select whether to display time in a 12-hour or 24-hour format, or to turn off time display. Non-connected TVs do not display the time.

Scanning for broadcast TV channels again

There will be times when you need to create a new channel list. For example, you:

- Change cable providers
- Reorient your TV antenna
- Move to a different city with different channels

Whenever you need to update your TV channel list, you can repeat the channel scan.

Tip Repeat the channel scan from time to time to make sure you are receiving all of the latest channels. Broadcasters add and remove channels, move channels to different parts of the spectrum, and change the power levels of their channels periodically

To repeat the channel scan, from the Home screen menu, navigate to Settings > TV inputs > Antenna TV > Scan again for channels. Then select Start finding channels to begin the channel scan process. The screens and options that appear during this process are identical to those described in How do I set up the TV tuner? on page 66.

Restarting your TV

You can restart your TV when necessary. Restarting has the same effect as unplugging your TV power and then plugging it in again.

To restart your TV, navigate to Settings > System > Power and then select System restart. Highlight Restart, and then press OK to confirm restart.

While your TV restarts, the screen goes dark for a few seconds, and then displays the startup screen for a few more seconds. When the restart operation completes, the TV displays the activity you selected in Power on settings on page 85.

Resetting your TV

You can choose to reset only your TV picture and audio settings to their original values, or perform a full factory reset to return your TV to the state it was in when you first unpacked and turned it on.

Reset audio/video settings

To reset only your TV picture and audio settings to their original values, navigate to Settings > System > Advanced system settings > Factory reset, and then highlight Reset TV audio/video settings. Read the information on the screen to make sure you understand what the reset operation does.

To proceed with the reset operation, press PLAY/PAUSE three times in a row.

Factory reset everything

A full factory reset returns your TV to its original, out-of-the-box state. When finished, you must repeat Guided Setup, reconnecting to the Internet, re-linking your Roku account, and reloading any streaming channels. You also must repeat Antenna TV setup and input configuration.

Factory reset is the recommended choice if you want to transfer your TV to another owner, and is the only choice if you want to switch from store mode to home mode (if you inadvertently selected store mode during Guided Setup).

To perform a factory reset, navigate to Settings > System > Advanced system settings > Factory reset, and then highlight Factory reset everything. Read the information on the screen to make sure you understand what this reset operation does.

To proceed with the full factory reset, use the on-screen number pad to enter the code displayed on the screen, and then select OK to proceed.

When the factory reset operation completes, your TV restarts and displays the first Guided Setup screen.

What if I can't access the Factory Reset option?

It is possible that your TV might get into a state where you cannot access the various menus, including the menu option that lets you perform a factory reset operation. If that happens, you can force your TV to reset by following these steps:

1. Using a straightened paper clip or ball-point pen, press and hold the recessed RESET button on your TV connector panel.
2. Continue to hold the RESET button for approximately 15 seconds. During this time, the status light turns off, and then turns on bright, and then pulses. When the reset cycle completes, the light either comes on dim (if your TV power was off when you started) or your TV screen comes on and the light turns off (if your TV power was on when you started).
3. When the status light turns on steady dim or your TV screen comes on, release the RESET button.
4. Proceed through Guided Setup. See Setting up your TV on page 57.

Network connection reset

1. If you want to remove your network connection information without disturbing other settings, navigate from the Home screen to Settings > System > Advanced systems settings, and then select Network connection reset.
2. When you select this option, the TV removes your wireless network information, including the name of the connection (its SSID) and your wireless password, if any, and then it restarts. After restarting, your TV retains all of its other settings and its association with your Roku account.
3. After resetting your network connection, navigate from the Home screen to Settings > Network > Set up new connection to continue enjoying all of the benefits of your connected TV.

Changing your Roku Channel Store PIN preference

When you created your Roku account, you were given the opportunity to create a PIN code and to specify when it must be used. If you created a Channel Store PIN and want to change it, or you don't remember your PIN, or if you didn't create a Channel Store PIN and want to add one, you can easily make these changes.

1. On a computer, tablet, or smartphone, use your web browser to go to website.
2. Enter your email address and password to sign in. After signing in, the My Account page appears.
3. Under PIN Preference, click Update to open the Choose Your PIN Preferences page.
4. Skip this step if you just want to change your PIN. Otherwise, choose the option you prefer from among those listed:

- A PIN is required when using your Roku account to make purchases or add any item from the Channel Store.
- A PIN is required only when using your Roku account to make purchases.
- A PIN is not required when using your Roku account to make purchases.

5. If you choose either of the first two options, enter your PIN in the bottom box.

6. Click Save Changes to save your changes and return to the My Account page. Note that your current setting is described under PIN Preference.

Getting system updates

If your TV is connected to the Internet and linked with a Roku account, it will automatically get updates from time to time. You don't need to do anything. But if you are aware that an update is available and you don't want to wait until your TV updates itself, you can manually check for updates.

If your TV is not connected to the Internet, you can still get updates by using a USB flash drive.

To determine your current Roku TV software version, go to Settings > System > About, and then look at the Software version line.

Checking for updates on a connected TV

If you're one of those people who has to have the latest, most up-to-date features the moment they are available, you can check for updates as often as you want.

To check for updates, navigate to Settings > System > System update, and then select Check now. Your TV responds either with a message saying that your TV is up to date, or with a message saying that an update is available.

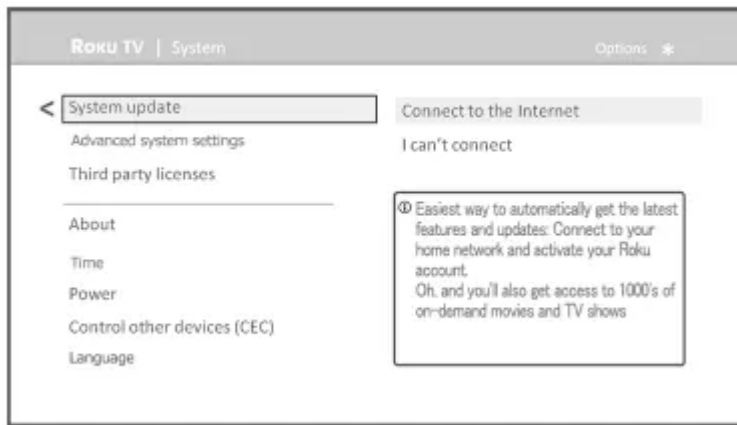
Follow the instructions on the screen to install the system update.

Note Sometimes system updates install new system software, and other times they install new features for streaming channels. Therefore, you won't always see a change in the behavior of your TV after a system update.

Getting updates on a non-connected TV

If your TV is not connected to the Internet, you can still get system updates by using a USB flash drive and a computer with an Internet connection.

To get a system update, navigate to Settings > System > System update:



The System update screen on a non-connected TV gives you the opportunity to connect your TV to the Internet to automatically receive updates. We recommend this option if it is possible in your situation. To proceed, select Connect to the Internet and follow the instructions in But what if I didn't connect my TV? on page 65.

Otherwise, if you can't connect to the Internet, select I can't connect, and then follow the instructions on the screen. Here's a summary:

1. On an Internet-connected computer, go to the web site displayed on the System update screen.
2. On the USB Update web page, select the correct brand and model and then click Next, then click Download Software. Save the file to the root folder of a standard USB flash drive.
3. When the download finishes, take the USB flash drive to your TV and plug it into the USB port. When you do, your TV validates the files on the flash drive and displays a 12-digit code.
4. Write down the code and the web address, and take this information back to your Internet-connected computer.
5. On the 12-digit code page, enter the code your TV displayed, and then click Next.
6. On the 6-digit code page, write down the 6-digit code that appears, and then take it back to your TV.
7. Using your TV remote control, select Next to move to the next screen, and then use the on-screen keyboard to enter the 6-digit code. When finished, select OK. The system update begins. Do not remove the USB flash drive until your TV restarts.

When the update finishes, your TV restarts. You can check the new version number by navigating to Settings > System > About.

Troubleshooting

Warning Do not try to repair your TV yourself. Contact authorized service personnel.

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



Video and audio

Symptom	Possible cause	Try this...
Picture does not fill the screen or there are black bars around the picture	The picture size may need to be adjusted	<ul style="list-style-type: none"> • Adjust the picture size (aspect ratio). See the Picture Size option in Options menu settings on page 75.
I don't see a picture when I select an input	TV is not on	<ul style="list-style-type: none"> • Make sure that your TV is plugged into a working power outlet, and that your TV is turned on. (Your TV has a light on the front that indicates if your TV is turned off. See Status light on page 69.)
	Cables are not connected correctly	<ul style="list-style-type: none"> • 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 27 or Connecting an antenna or cable TV (no box) on page 33.
	Picture settings may be incorrect	<ul style="list-style-type: none"> • Adjust the contrast and brightness. See the TV brightness option in Settings menu on page 74 or Options menu on page 75. • Adjust the TV picture. See Advanced picture settings on page 76.
	Incorrect input may be selected	<ul style="list-style-type: none"> • Make sure that the correct input is selected for the device you want to view. See Switching TV inputs on page 72.

	Input source not detected	<ul style="list-style-type: none"> • Make sure that the device connected to the input is turned on. • Make sure that the cord to and from the device is connected firmly and correctly to the device and your TV.
	TV input may be bad	<ul style="list-style-type: none"> • Connect a different device to the same input and check to see if it works correctly.
TV channel does not appear	Broadcast TV may be experiencing problems or may not be set up	<ul style="list-style-type: none"> • Try another channel. The station may be experiencing problems. • Make sure that the incoming signal is compatible. • If you are trying to watch broadcast TV, make sure that Antenna TV is set up. See Setting up Antenna TV on page 65.
Dark, poor, or no picture (screen is lit), but sound is good	Broadcast TV may be experiencing problems or may not be set up	<ul style="list-style-type: none"> • Try another channel. The station may be experiencing problems. • 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.
	Cables may not be connected correctly	<ul style="list-style-type: none"> • Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 27 or Connecting an antenna or cable TV (no box) on page 33. • 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.

	Picture settings may be incorrect	<ul style="list-style-type: none"> • Adjust the brightness. See the TV brightness option in Settings menu on page 74 or Options menu on page 75. • Change to a different picture mode. See the Picture mode option in Options menu settings on page 75 or Advanced Picture Settings menu options on page 76.
No color, dark picture, or color is not correct	Picture settings may be incorrect	<ul style="list-style-type: none"> • Adjust the contrast, color, and brightness settings. See the TV brightness option in Settings menu on page 74 or Options menu on page 75.
	Broadcast TV may be experiencing problems	<ul style="list-style-type: none"> • Try another channel. The station may be experiencing problems. • 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.
	Cables are not connected correctly	<ul style="list-style-type: none"> • Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 27 or Connecting an antenna or cable TV (no box) on page 33. • 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.
Only snow (noise) appears on the screen	Broadcast TV may be experiencing problems or may not be set up	<ul style="list-style-type: none"> • Try another channel. The station may be experiencing problems. • If you are trying to watch broadcast TV, make sure that Antenna TV is set up. See Setting up Antenna TV on page 65.

		<ul style="list-style-type: none"> • 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.
	Cables may not be connected correctly	<ul style="list-style-type: none"> • Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 27 or Connecting an antenna or cable TV (no box) on page 33.
Picture quality is good on some channels and poor on others. Sound is good	Broadcast signal may be weak	<ul style="list-style-type: none"> • If you connect to cable 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	Cables may not be connected correctly	<ul style="list-style-type: none"> • Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 27 or Connecting an antenna or cable TV (no box) on page 33. • 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.
	Cables may not be connected correctly	<ul style="list-style-type: none"> • 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. • 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

		<p>which device is causing interference, move it further from your TV to eliminate the interference.</p>
Double images	Broadcast signal may be weak	<ul style="list-style-type: none"> • 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. • If you are using an antenna and the signal strength is low, switch to a cable or satellite box.
The picture has a few bright or dark spots	This is normal in LED TVs	<ul style="list-style-type: none"> • A few bright or dark spots on a TV screen is normal. It does not affect the operation of your TV.
Good picture, but no sound	Volume is down or muted	<ul style="list-style-type: none"> • Increase the volume. • Make sure that the sound is not muted.
	Headphones may be connected	<ul style="list-style-type: none"> • Make sure that you do not have headphones connected. When headphones are connected, no sound comes from your TV speakers.
	TV speakers may be turned off	<ul style="list-style-type: none"> • If you want sound to play through your TV speakers, make sure that your TV speakers are turned on. See Turning off the speakers on page 93.
	You may need to change the audio mode	<ul style="list-style-type: none"> • Change to a different audio mode. See Changing the audio mode on page 93.
	Home theater system, soundbar, or external speaker system may not be turned on or may not be set up correctly	<ul style="list-style-type: none"> • If you are using a home theater system, soundbar, or external speaker system, make sure that it is turned on and is not muted and that it is set to the correct source. • If you connected an ARC audio device to the HDMI1 (ARC) jack, make sure that

		<p>you have turned on the ARC feature. See the HDMI ARC option in Setting up a digital audio connection on page 94.</p> <ul style="list-style-type: none"> • If you are using a home theater system, soundbar, or external speaker system and have connected it with a digital audio cable, see Setting up a digital audio connection on page 94. • Make sure that the audio cables are connected correctly and securely to your TV.
	Bad content, no audio	<ul style="list-style-type: none"> • Make sure that the selected channel or content is intended to be broadcasting with sound.
	Cables may not be connected correctly	<ul style="list-style-type: none"> • Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 27 or Connecting an antenna or cable TV (no box) on page 33. • The audio cables you are using may be bad. Try a new set.
Poor picture	Light in the viewing area may be interfering	<ul style="list-style-type: none"> • Make sure that the room is not too bright. Light reflecting off the screen can make the picture difficult to see.
	A connected camera or camcorder may be interfering	<ul style="list-style-type: none"> • 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.
Audio noise	Other devices may be interfering	<ul style="list-style-type: none"> • 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 your TV to eliminate the interference.
After images appear		<ul style="list-style-type: none">• 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

Symptom	Possible cause	Try this...
My TV doesn't turn on using the remote control	No power to TV	<ul style="list-style-type: none"> • Make sure that the power cord is correctly connected to both your TV power connector and power outlet. See Connecting power on page 54. You should see an LED in the front of the TV panel when a button on the remote is pressed. If you see no LED activity, try another outlet or check your fuse box.
	Line-of-sight obstructed	<ul style="list-style-type: none"> • Make sure that no objects (or pets) are obstructing the line-of-sight from the remote control to the remote sensor on the front of your TV. See Aiming the remote control on page 55.
	Remote not responding	<ul style="list-style-type: none"> • Open the battery compartment and make sure that the batteries are seated in the correct positions (+ and - in the correct positions). See Installing remote control batteries on page 55. • Make sure the batteries are fresh and working correctly. Replace the batteries, if necessary.
	TV frozen	<ul style="list-style-type: none"> • If the front LED is not responding, or abnormally bright, disconnect the power cord from the power outlet, wait a few seconds, then reconnect the power cord.
Trouble programming your existing universal remote control	Remote control may not be programmed correctly	<ul style="list-style-type: none"> • See instructions in Using a universal remote on page 98. For instructions on programming a universal remote control. • Refer to the User Guide that accompanied your universal remote control and contact the manufacturer if problems persist.
	Batteries may be dead	

- | | | |
|--|--|--|
| | | <ul style="list-style-type: none">• Replace dead batteries with new batteries. Refer to the User Guide that accompanied your universal remote control. |
|--|--|--|



General

Symptom	Possible cause	Try this...
No power	Power cord may not be connected correctly	<ul style="list-style-type: none"> • Make sure that the power cord is correctly connected to both your TV power connector and power outlet. See Connecting power on page 54. You should see an LED in the front of your TV panel when a button on the remote is pressed. If you see no LED activity, try in another outlet or check your fuse box. • Unplug the power cord, wait 60 seconds, then plug the cord back in and turn on your TV.
	Other devices may be interfering	<ul style="list-style-type: none"> • 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 your TV to eliminate the interference.
My TV tuner does not pick up as many over-the-air channels as it should	Antenna may not be placed optimally	<ul style="list-style-type: none"> • Adjust the antenna location and rescan. See Scanning for broadcast TV channels again on page 93. Go to Settings> Input. • 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.
	Broadcast TV may not be set up	<ul style="list-style-type: none"> • Make sure that Antenna TV is set up. See Setting up Antenna TV on page 65.

One or more channels do not display	Channels may be blocked or hidden	<ul style="list-style-type: none"> • Make sure that the channels are not blocked. See Blocking unrated programs on page 90. • Make sure that the channels are not hidden. The channel may have been deleted from the channel list. You can add the channel back to the channel list. See Edit broadcast TV channel lineup on page 83.
	The wrong input may be selected	<ul style="list-style-type: none"> • Make sure that you have selected the correct input tile for the device or service you are trying to use. See Switching TV inputs on page 72.
	You may need to use the remote control that came with the cable or satellite box	<ul style="list-style-type: none"> • If you are using a cable or satellite box, use the remote that came with that box to change channels.
I lost my parental control PIN	Need PIN recovery	<ul style="list-style-type: none"> • You will need to factory reset your TV, as the PIN cannot be recovered or reset any other way. See Factory reset everything on page 95. <p>Go to Settings > System > Factory reset.</p>
Some settings cannot be accessed	Not all settings are available for all devices or inputs	<ul style="list-style-type: none"> • If the * icon or a menu option is grayed, you cannot adjust settings for the current video input mode.
TV cabinet creaks	This is normal	<ul style="list-style-type: none"> • When your 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.
Control buttons do not work	TV may be frozen	<ul style="list-style-type: none"> • Unplug the power cord, wait a few seconds, then plug the cord back in and turn on your TV.

TV keeps turning off	Sleep time may be turned on	<ul style="list-style-type: none"> • Make sure that the sleep timer is not turned on. See the Sleep Timer option in Options menu settings on page 75 or Changing time settings on page 93.
Some features are not available	The wrong TV mode may be selected	<ul style="list-style-type: none"> • You may have Set up for store mode when you set up your TV. Store use mode is for retail environments only. In Store use mode, some of your TV's features are missing or limited. If you selected Set up for store use and you want to change to Set up for home use, you have to reset your TV to the factory defaults. See Factory reset everything on page 95. <p>Go to Settings > System > Factory reset.</p>

Roku

Symptom	Possible cause	Try this...
I can't turn my TV on with the Roku mobile app	Your TV is "asleep"	<ul style="list-style-type: none"> • You will need to use the physical remote button to "wake up" or turn on your TV.
I can't find my TV with the Roku mobile app	TV and mobile app not on same wireless network	<ul style="list-style-type: none"> • Make sure that your TV and the mobile app are on the same network.
	TV not powered or working normally	<ul style="list-style-type: none"> • Make sure that your TV is connected to a working power outlet and that your TV is turned on. See Connecting power on page 54.

Network

Symptom	Possible cause	Try this...
I cannot connect to the Internet	Network connection may not be set up	<ul style="list-style-type: none">• If you did not connect to the Internet when you first set up your TV, see But what if I didn't connect my TV? on page 65.
	Network name or password may have changed	<ul style="list-style-type: none">• If your network name or password has changed, you need to update your network connection. See Changing network settings on page 92.
Streaming keeps pausing to load more data	Wireless LAN not optimized	<ul style="list-style-type: none">• Rotate wireless router slightly• Elevate the router• Turn off other wireless connections• Use 5.0Ghz, if possible. Roku TVs support dual band.
	Insufficient broadband speed	<ul style="list-style-type: none">• Turn off other wireless connections that may also be using bandwidth.

CEC-compatible devices



Symptom	Possible cause	Try this...
My TV is not displaying the video from the connected CEC device	Cables may not be connected correctly	<ul style="list-style-type: none"> • 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.
	Picture settings may be incorrect	<ul style="list-style-type: none"> • Try adjusting your TV picture. See Advanced picture settings on page 76.
	The selected input may be incorrect	<ul style="list-style-type: none"> • Make sure that the correct input tile is selected. See Switching TV inputs on page 72.
	Connected device may not be a CEC device	<ul style="list-style-type: none"> • Make sure that the device is a CEC device. See the documentation that came with the device for more information.
	CEC control may not be set up correctly	<ul style="list-style-type: none"> • Make sure that your TV has searched for CEC devices. See Discovering connected CEC devices on page 94.
My TV is not playing the audio from the connected CEC device.	Cables may not be connected correctly	<ul style="list-style-type: none"> • Make sure that the HDMI® cable is connected securely to your TV and the device.
	Volume may be too low or muted	<ul style="list-style-type: none"> • Make sure that the volume on your TV and the device is turned up and not muted.
	TV speakers may be turned off	<ul style="list-style-type: none"> • If you want sound to play through your TV speakers, make sure that your TV speakers are turned on. See Turning off the speakers on page 93.
	Connected device may not be a CEC device	<ul style="list-style-type: none"> • Make sure that the device is a CEC device. See the documentation that came with the device.
	CEC control may not be set up correctly	<ul style="list-style-type: none"> • Make sure that your TV has searched for CEC devices. See Discovering connected CEC devices on page 94.

	<p>Connected audio device may not be set up correctly</p>	<ul style="list-style-type: none"> • If you are using a home theater system, soundbar, or external speaker system, make sure that it is set to the correct source. • If you are using a home theater system, soundbar, or external speaker system and have connected it with a digital audio cable, make sure that you have set up digital audio. See Setting up a digital audio connection on page 94. • If you connected an ARC audio device to the HDMI1 (ARC) jack, make sure that you have turned on the ARC feature. See Enabling HDMI ARC on page 94.
<p>My TV's remote control does not control the device</p>	<p>Connected device may not be turned on</p>	<ul style="list-style-type: none"> • Make sure that the device is turned on.
	<p>Line-of-sight obstructed</p>	<ul style="list-style-type: none"> • Make sure that no objects (or pets) are obstructing the line-of-sight from the remote control to the remote sensor on the front of your TV and the device. See Aiming the remote control on page 55.
	<p>Connected device may not support some or all CEC features</p>	<ul style="list-style-type: none"> • Depending on the device, all the buttons may not work. • The device may not support this feature. See the documentation that came with the device for more information.
	<p>CEC control may not be set up correctly</p>	<ul style="list-style-type: none"> • Make sure that your TV has searched for CEC devices. See Discovering connected CEC devices on page 94. • If you are trying to control the volume on an HDMI® CEC audio receiver using your TV remote control, make sure that your TV speakers are turned on. See Turning off the speakers on page 93.



		<ul style="list-style-type: none"> • If you are trying to control the volume on an HDMI® CEC audio receiver using your TV remote control, make sure that the system audio control is turned on. See Enabling system audio control on page 95.
The device does not show up in the CEC device list	Connected device may not be a CEC device	<ul style="list-style-type: none"> • Make sure that the device is a CEC device. See the documentation that came with the device.
	Cables may not be connected correctly	<ul style="list-style-type: none"> • 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.
	CEC control may not be set up correctly	<ul style="list-style-type: none"> • Make sure that your TV has searched for CEC devices. See Discovering connected CEC devices on page 94.
My device does not turn off when I turn off my TV	Connected device may not be a CEC device	<ul style="list-style-type: none"> • Make sure that the device is a CEC device. See the documentation that came with the device.
	Connected device may not support some or all CEC features	<ul style="list-style-type: none"> • The device may not support this feature. See the documentation that came with the device for more information.
	CEC control may not be set up correctly	<ul style="list-style-type: none"> • Make sure that your TV has searched for CEC devices. See Discovering connected CEC devices on page 94. • Make sure that system standby is turned on. See Enabling system standby on page 95.
My TV does not turn on when I turn on my device	Connected device may not be a CEC device	<ul style="list-style-type: none"> • Make sure that the device is a CEC device. See the documentation that came with the device.
	Connected device may not	

	support some or all CEC features	<ul style="list-style-type: none"> • The device may not support this feature. See the documentation that came with the device for more information.
	CEC control may not be set up correctly	<ul style="list-style-type: none"> • Make sure that your TV has searched for CEC devices. See Discovering connected CEC devices on page 94. • Make sure that 1-touch play is turned on. See Enabling 1-touch play on page 95.

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.

