

Getting started

Features

- **The Google Assistant™ on Android TV™**

Android TV brings a world of content to your biggest screen. With the Google Assistant built in, you can quickly access entertainment, get answers, and control devices around your home. Find the latest blockbuster, check the score of the big game, or dim the lights. Press the Google Assistant button on your remote to get started.

- **Google Play**

Android TV offers thousands of movies, shows, and games from Google Play, and your favorite apps. Discover your favorite content, apps, and games on Google Play.

- **DTV / Analog TV / CATV**

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

- **Information display**

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

- **Autoprogram**

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

- **Parental controls**

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

- **Closed caption decoder**

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

- **MTS / SAP tuner**

Audio can be selected from the remote.

- **Auto standby**

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

- **Sleep timer**

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

- **Choices for on-screen language**

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

- **Stereo sound function**

- **Various adjustments for picture and sound**

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

- **HDMI control**

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

- **HDMI input**

- **HDMI-DVI input**

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

- **AV input**

Audio and video input from an external device.

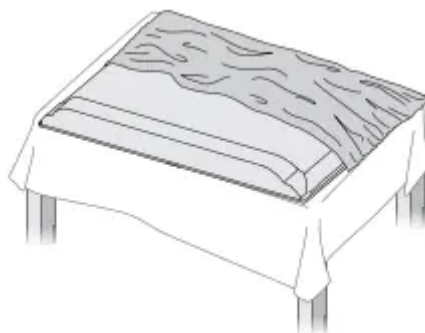
- **Digital audio output**

- **Headphone audio output**

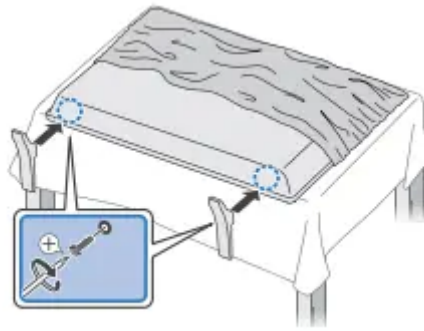
Headphone 3.5 mm stereo jack for personal listening.

Installing the stands

1 Remove the tape on the bottom of the TV set and the plastic bag.



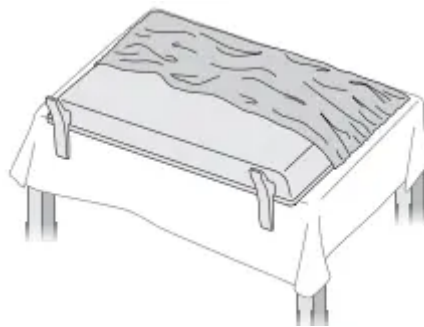
2 Fasten the stand to the TV with 4 screws.



Note(s)

- While fastening the screws, hold the stand to prevent it from falling.

3 Both stands should now be securely fastened.

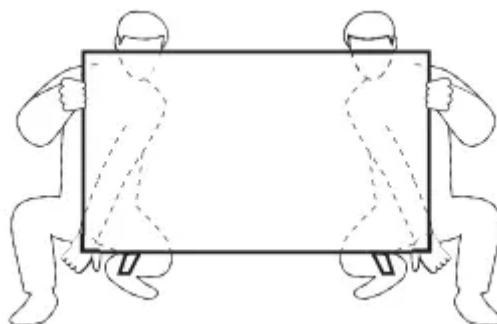


Note(s)

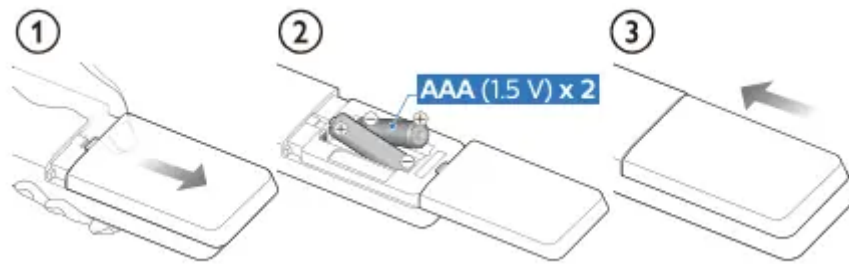
- A wide open space is recommended for assembly.
- A Phillips-head screwdriver is required to fasten the stands to the TV set.
- When attaching the stand, ensure that all screws are tightly fastened. If the stand is not properly attached, it could cause the unit to fall, resulting in injuries as well as damage to the unit.
- To remove the stand from this unit, unscrew the phillips-head screws by reversing the procedure. Be careful not to drop the stand when you remove it.

Lifting the TV set

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



Installing the Batteries



- 1 Open the battery cover by firmly sliding down.
- 2 Insert 2 AAA (1.5 V) batteries matching the polarity indicated inside battery compartment of the remote.
- 3 Slide the cover back into position.

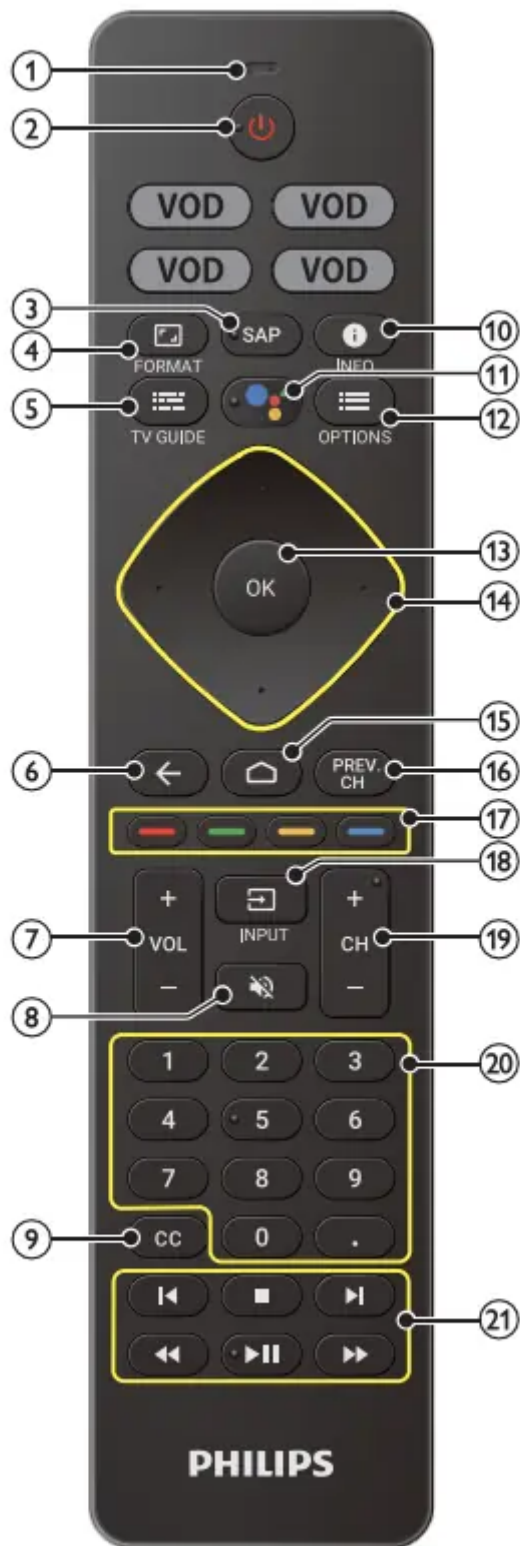
Caution(s)

- For remote that have the battery cover on the front, please take care to slide the cover down BEFORE lifting it off to prevent accidentally breaking the tabs that hold it in place.

Note(s)

- Remove the batteries if not using the remote for an extended period of time.

Remote



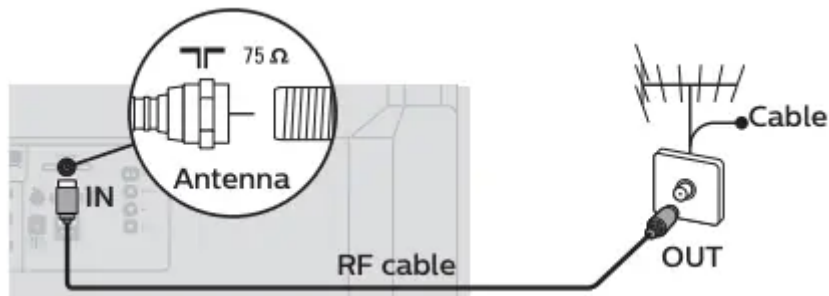
- ① **Microphone**
- ② **⏻ (POWER)**
Turns the TV on and off of standby.
- ③ **SAP**
Selects audio mode (MONO / STEREO / SAP) / audio language.
- ④ **📺 (FORMAT)**
Adjusts the picture size on the TV screen.
- ⑤ **☰ (TV GUIDE)**
Access to the Electronic Program Guide (EPG).
It allows you to find channels and content easily.
- ⑥ **← (BACK)**
Returns to the previous menu screen.
- ⑦ **VOL + / -**
Adjusts the volume.
- ⑧ **🔇 (MUTE)**
Turns the sound on and off.
- ⑨ **CC**
Selects closed caption settings.
- ⑩ **ℹ (INFO)**
Displays input and resolution information.
- ⑪ **The Google Assistant**
Press the Assistant button on your remote to talk to your Google Assistant.
- ⑫ **☰ (OPTIONS)**
Displays a list of menu options applicable to the active screen.
- ⑬ **OK**
Press to decide the command of setting when the Home menu is displayed.
- ⑭ **▲ ▼ ◀ ▶ (NAVIGATION buttons)**
Moves the cursor, selects the on-screen menu items.
- ⑮ **🏠 (HOME)**
Access to your apps, Live TV, input devices, settings, and the Google Play Store.
- ⑯ **PREV.CH**
Direct access to the Live TV channels.
Displays the last selected terminal or channel.
- ⑰ **COLOR buttons**
Works as direct access to user specified net apps.
- ⑱ **📺 (INPUT)**
Change input source.
Select and change access to the attached devices such as Blu-ray player, gaming consoles, or cable box.
- ⑲ **CH + / -**
Selects a channel.
- ⑳ **0 - 9 (NUMBER buttons)**
Used to enter a channel / program number.
• **(DOT)** : Use with **0-9** to select digital channels.
For example, to enter 2.1, press
- ㉑ **EasyLink buttons**
 - ⏮ / ⏭ : Skips backward or forward chapters, titles or tracks on a disc.
 - : Stops the disc playback.
 - ⏮ / ⏭ : Searches backward or forward through the disc.
 - ▶ || : Starts, pauses or resumes playback.

Connecting antenna or cable / satellite / IPTV set-top box

Be sure your antenna or another device is connected properly before plugging in the AC power cord.

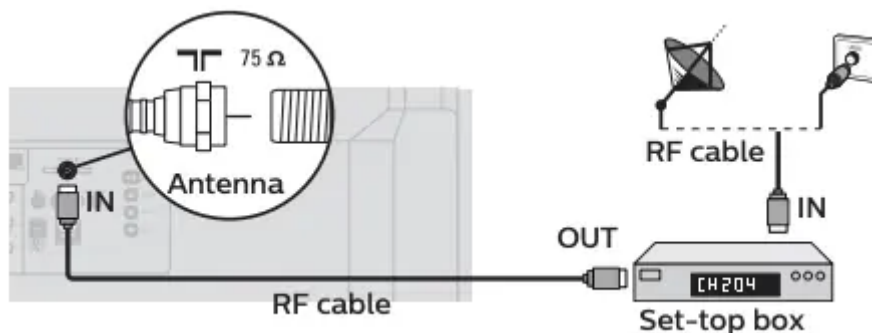
If connecting to an antenna through an RF cable

Any DTV programs that are broadcast in your area can be received for free through an antenna connection.




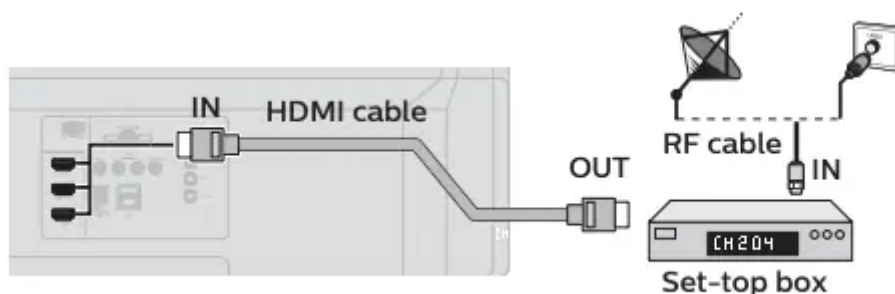
If connecting cable / satellite / IPTV set-top box using an RF cable

If the TV is connected to a cable / satellite set-top box via a coaxial connection, set the TV to channel 3/4 or the channel specified by the service provider.



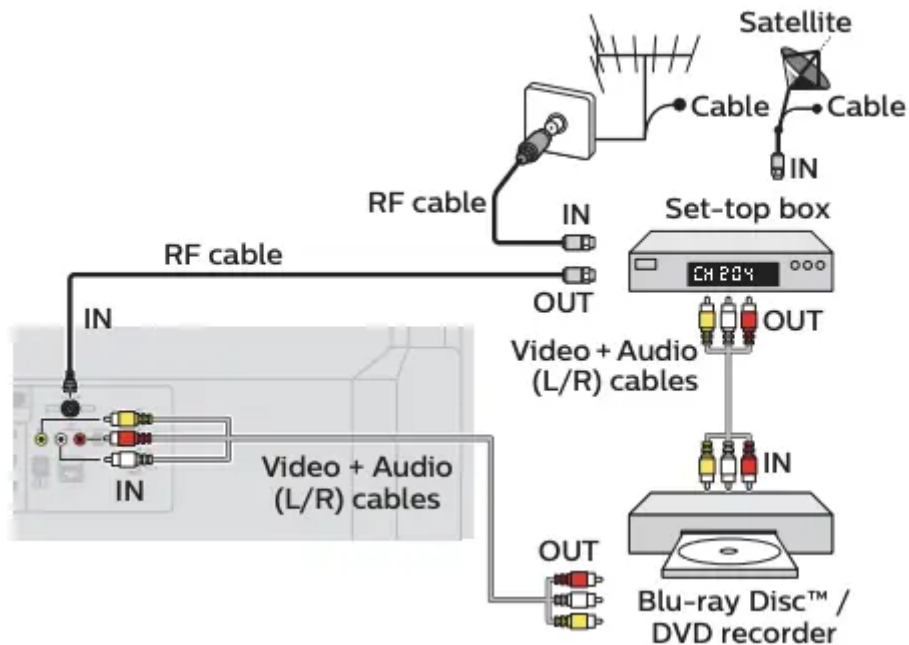
If connecting cable / satellite / IPTV set-top box using an HDMI cable

If the TV is connected to a cable / satellite set-top box via an HDMI cable, make sure you select the correct source by using  (INPUT).



Connecting a cable / satellite / IPTV set-top box, Bluray Disc™ / DVD recorder via composite connectors and analog audio

Do not place your recorder too close to the screen because some recorders can be susceptible to harmful interference from the TV.



Note(s)

- Depending on your antenna system, you may need different types of combiners (mixers) or separators (splitters) for HDTV signal. The minimum RF bandpass on these devices is 2,000 MHz or 2 GHz.
- For your safety and to avoid damage to this unit, please unplug the RF coaxial cable from the antenna input jack before moving the unit.
- If you did use an antenna to receive analog TV, it should also work for DTV reception. Outdoor or attic antennas will be more effective than a set-top box or inside antenna.
- To turn on your reception source easily between antenna and cable, install an antenna selector.
- If you are not receiving a signal from your cable service, contact the cable provider.

Plugging in the AC power cord

Make sure that the AC power cord must be plugged to an AC outlet after all the necessary connections are made.

Caution(s)

- Connect the analog audio signal cables from the external device to the analog audio L/R input jacks.
- If you have an amplifier, connect the HDMI cable to the HDMI input via your amplifier.

Note(s)

- Each time you plug in the AC power cord, no operations will be performed for several seconds. This is not a malfunction.

No included cables are used with these connections:

- Please purchase the necessary cables at your local store.

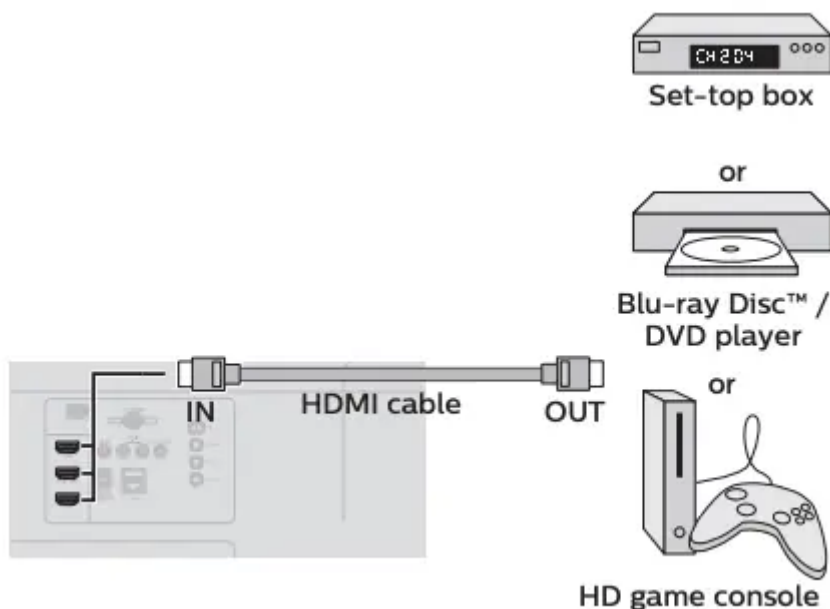
Before you connect the AC power cord:

Be sure other devices are connected properly before plugging in the AC power cord.

Connecting your devices

HDMI digital connection

HDMI connection offers the highest picture quality. HDMI (High-Definition Multimedia Interface) transports highdefinition digital video and multi-channel digital audio through a single cable.

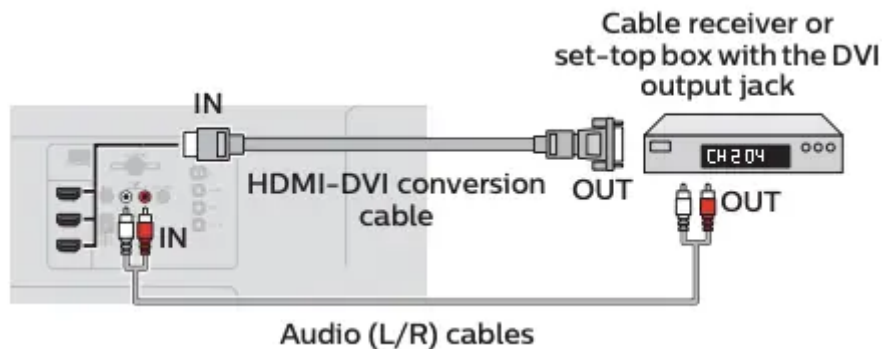


Note(s)

- If there are issues with picture/color and/or sound when connecting an external device using the HDMI port, please try switching the HDMI EDID Version. (Refer to HDMI EDID Version L p. 15)
- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.
- Use an HDMI cable with the HDMI logo (a certified HDMI cable). High speed HDMI cable is recommended for the better compatibility.
- The unit accepts 480i / 480p / 720p / 1080i, 1080p, 2160p 24/30/60 Hz of video signals, 32 kHz / 44.1 kHz and 48 kHz of audio signals.
- This unit accepts LPCM, AC-3, DD+ audio signal.
- This unit accepts only signals in compliance with CTA-861-G.

HDMI-DVI connection

This unit can be connected to a device that has a DVI terminal. Use an HDMI-DVI conversion cable for this connection and it requires audio cable for analog audio signal as well.

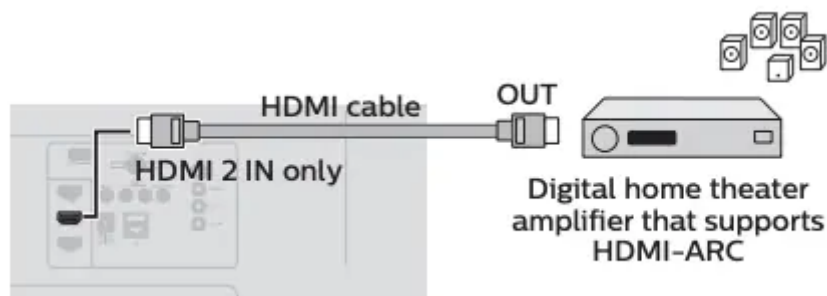


Note(s)

- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.
- Use an HDMI cable with the HDMI logo (a certified HDMI cable). High speed HDMI cable is recommended for the better compatibility.
- The unit accepts 480p, 720p, 1080p and 2160p video signals. When connecting with HDMI-DVI, the operation is maximum 2160p@30 Hz.
- HDMI-DVI connection requires separate audio connections as well and the audio signals are output as analog (L/R) audio.
- DVI does not display 480i image which is not in compliance with CTA-861-G.

HDMI-ARC connection

HDMI-ARC allows you to use HDMI control to output TV audio directly to a connected audio device, without the need for an additional digital audio cable.





Note(s)

- The HDMI 2 connector is HDMI Audio Return Channel (ARC) compliant. Use it to output digital audio to an HDMI home theater system.

- Be sure that the device is HDMI CEC and ARC compliant and that the TV is connected to the device using an HDMI cable attached to HDMI-ARC connectors.

HDMI EDID Version

If there are issues with picture/color and/or sound when connecting an external device using the HDMI port, please try switching the HDMI mode following the instructions below.

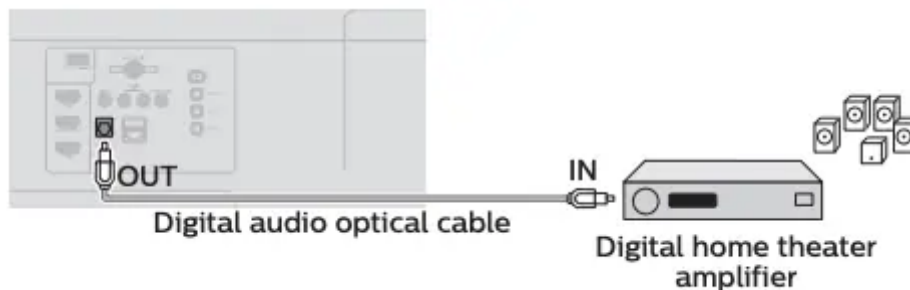
- 1 Press  (INPUT) to switch input device list.
- 2 Press  (OPTIONS) on your remote and navigate to Settings and press OK.
- 3 Select Device Preferences and press OK.
- 4 Select Inputs and press OK.
- 5 Select HDMI EDID Version and press OK.

Note(s)

- EDID 1.4 is used for legacy devices that can output in 2K or 4K @30 Hz. EDID 2.0 is used for modern devices that can output 4K @ 60Hz and 4K with HDR 10.

Digital audio output connection

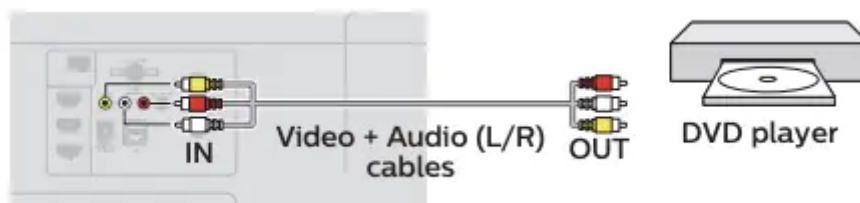
If you connect this unit to an external digital audio device, you can enjoy multi-channel audio like 5.1ch digital broadcasting sound. Use a digital audio optical cable to connect the unit to external digital audio devices.



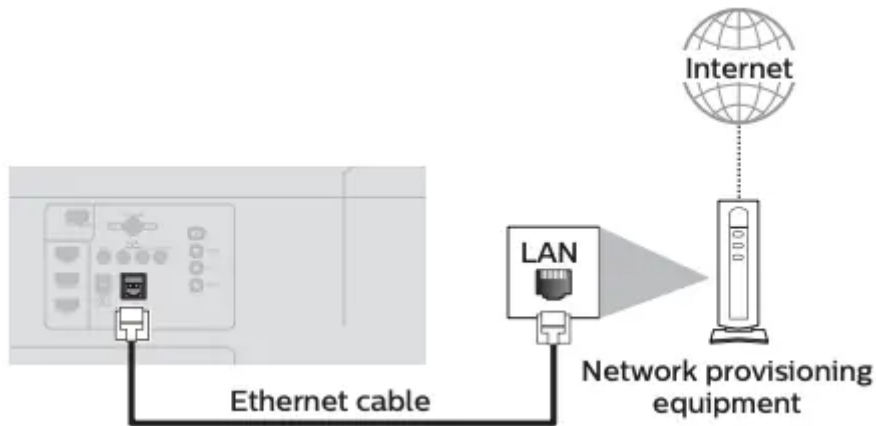
Composite analog video connection

Composite analog video connection offers standard picture quality for video devices connected to the unit.

If you connect to the unit's composite video (VIDEO) input jack, connect audio cables to the audio (L/R) input jacks. When the audio is monaural, then only connect to the audio L input jack.



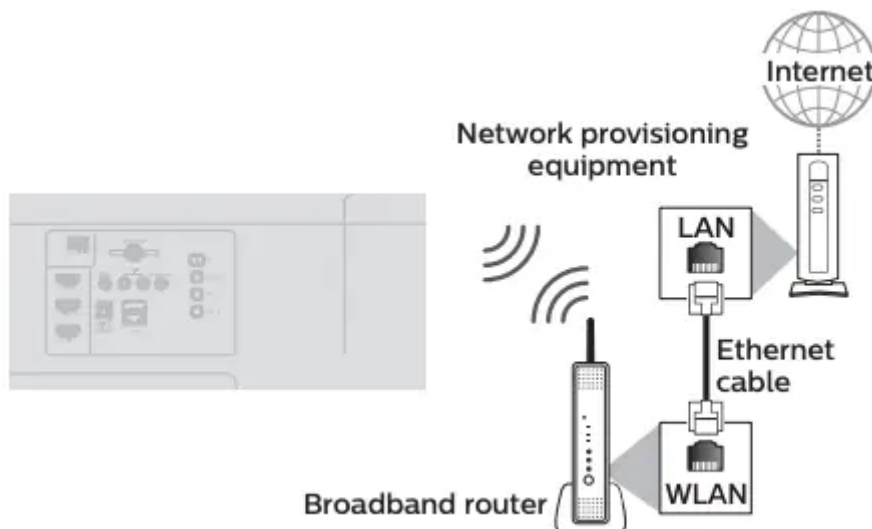
Connecting the TV to the internet using an Ethernet cable



Note(s)

- Please purchase shielded Ethernet cables at your local store and use them when you connect to network equipment.
- After connecting an Ethernet cable, set up necessary network settings. Network & Internet → p. 22
- Do not insert any cable other than an Ethernet cable to the Ethernet port to avoid damaging the unit.
- If your telecommunications equipment (modem, etc.) does not have broadband router functions, connect a broadband router.
- If your telecommunications equipment (modem, etc.) has broadband router functions but there is no vacant port, then add a hub.
- For a broadband router, use a router which supports 10BASE-T / 100BASE-TX.
- Do not connect your PC directly to the Ethernet port of this unit.

Connecting the TV to the internet using a wireless LAN



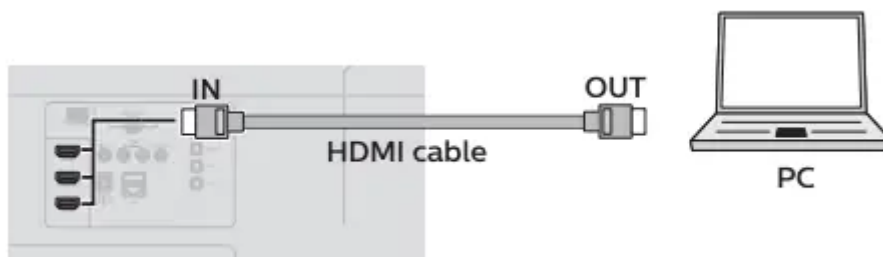
Note(s)

- After you make the wireless connection, set up the necessary network settings. Network & Internet → p. 22
- Use a wireless LAN Access Point (AP) (e.g. broadband wireless router) which supports IEEE 802.11 a/b/g/n/ac. (n is recommended for stable operation of the wireless network.)
- This unit does not support Ad-hoc mode.
- Other radio devices or obstacles may cause interference to the wireless network connection.

PC connection

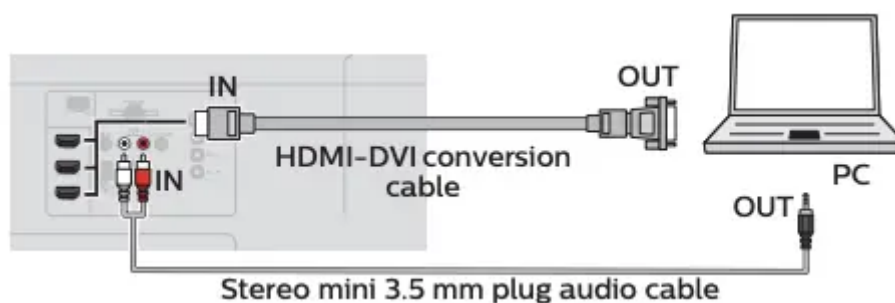
HDMI connection

This unit can be connected to your PC that has an HDMI terminal. Use an HDMI cable for this digital connection.



HDMI-DVI connection

This unit can be connected to your PC that has a DVI terminal. Use an HDMI-DVI conversion cable for this video digital connection and it requires stereo mini 3.5 mm plug audio cable for analog audio signal as well.



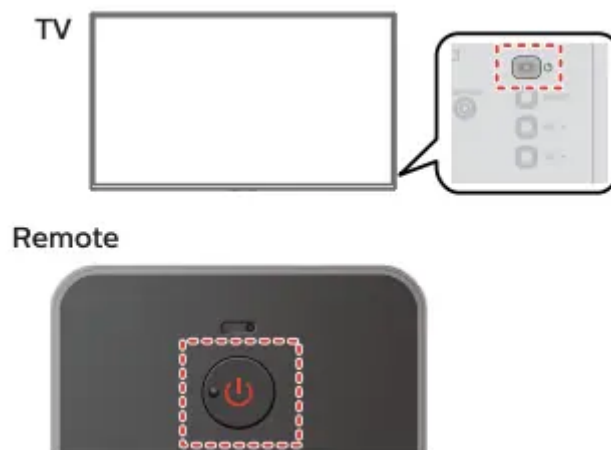
Note(s)

- Please purchase a HDMI-DVI conversion cable that has a ferrite core.
- The following operations may reduce noise.
 - Attach a ferrite core to the AC power cord of your PC.
 - Unplug the AC power cord and use the built-in battery of your portable / laptop PC.
- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.



- Use an HDMI cable with the HDMI logo (a certified HDMI cable). High speed HDMI cable is recommended for the better compatibility.
- The unit accepts 480p, 720p, 1080p and 2160p video signals only when using the HDMI connection and HDMI-DVI connection. When connecting with HDMI-DVI, the operation is maximum 2160p@30 Hz.
- HDMI-DVI connection requires separate audio connections as well and the audio signals are output as analog (L/R) audio.
- DVI does not display 480i image which is not in compliance with CTA-861-G.

Use your TV

Switching on your TV and putting it in standby mode



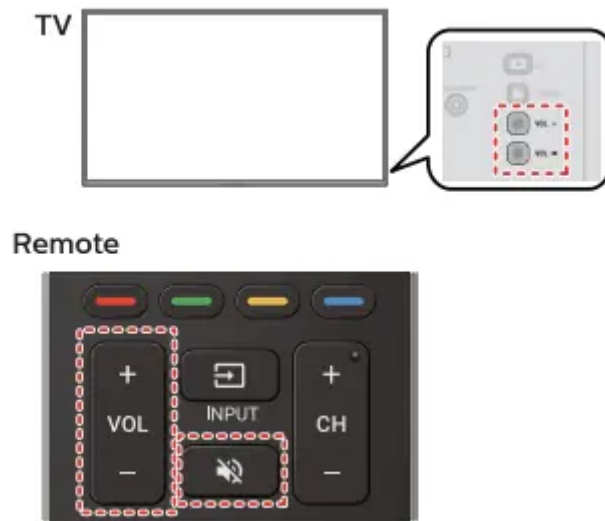
Turns the TV on and off of standby.

- Press  (POWER) on the TV or the remote, then TV will go to suspend standby.
- Press and hold  (POWER) on the TV or the remote, then TV will go to standby mode completely.

Note(s)

- Energy consumption contributes to air and water pollution. When the AC power cord is plugged in, your TV consumes energy with a very low standby power consumption.

Adjusting volume





To decrease or increase volume

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

VOL + : Volume up

VOL – : Volume down

To mute or unmute sound

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

Switching channels



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




- Press CH + / –* on the remote.
- Use the NUMBER buttons* on the remote.
- Press ▲▼ on the remote for digital channels only.

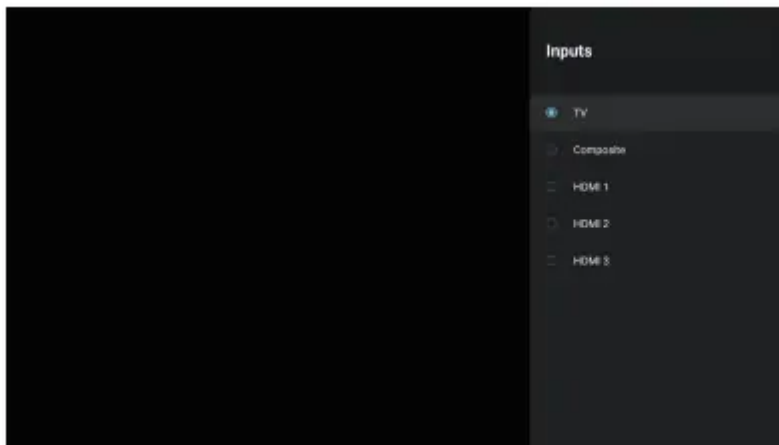
Watching channels from an external device

Switching each input mode can easily switch with the remote between TV and external devices when they are connected to the unit.

1 Turn on the set-top box or the connected device.



① Press  (INPUT) and use   to select the set-top box or the connected device and wait a few seconds till the picture appears.




② Use the remote of the set-top box or the connected device to select channels.

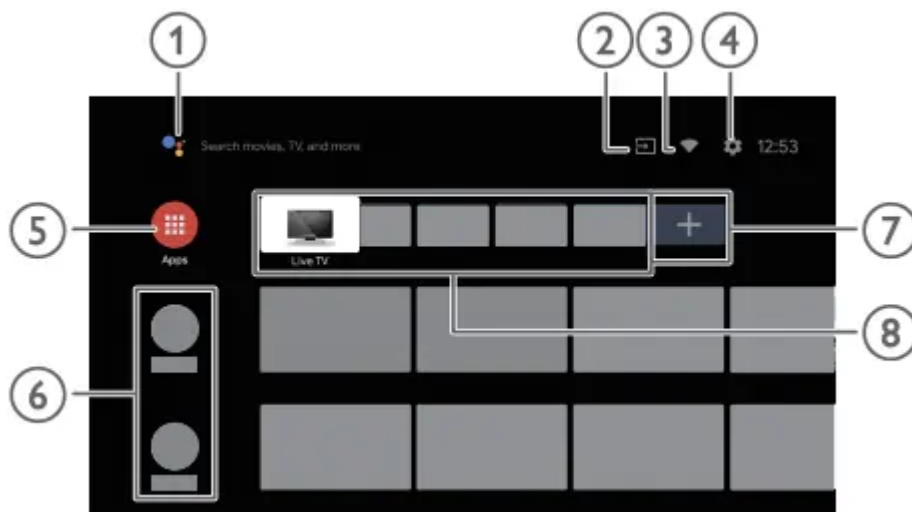
Access the Home menu

1 Press  (HOME)



Guide to Home menu

From the Android TV home screen, you can easily access movies, TV shows, music, apps, input devices, settings, and more. To go back to the home screen at any time, press  (HOME) on your remote.



1 The Google Assistant : With the Google Assistant, quickly access entertainment, control smart devices, get answers on screen, and more using your voice.

2 Input : Toggle inputs between your favorite source devices.

3 Network condition : Display the network status and open network settings if selected.

4 Settings : Configure your television settings and connect to wireless devices.

5 Apps : Apps gallery You must sign in with a Google account to visit and download apps from the Google Play store.

6 How to rearrange channels : Within the row, you want to rearrange, press ◀ on your remote.

To rearrange channels, Select arrow (▲▼) icon, and press OK. Use ▲▼ to move up or down. Press OK. To delete channels,

Select minus (–) icon, and press OK.

7 Install additional apps : Select the “+” and click on the Google Play Store to expand your entertainment library.

8 How to move or delete applications : Select the application and long press OK on your remote.

To move, Select Move in the list, and press OK.

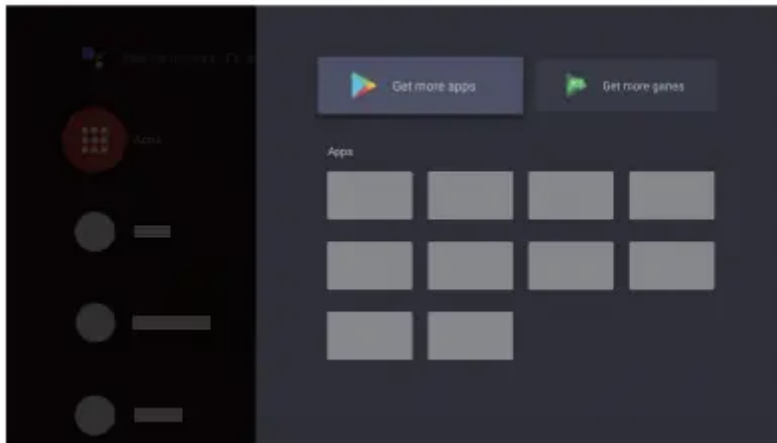
Use ◀▶ to move left or right. Press OK.

To delete, Select Remove from favorites in the list, and press OK.

Apps

You can download the apps.

- 1 Press ◻ (HOME) and use ▲▼◀▶ to select Apps, then press OK.



- 2 Select "Get more apps" to open the Google Play Store apps.
- 3 Search for the app or type of app you want to install.
- 4 Select the app.
- 5 Select install.

The Google Assistant



Press the Google Assistant to launch the Google Assistant . You can operate what you want to do and what you want to ask by hands-free.

Microphone



1 Activating the Google Assistant on the home screen will launch a Google Query.

- Activating the Google Assistant within an app will allow you to search and find information only related to a specific app.

2 Speak into the microphone located on the top of your remote. Speech examples may be displayed depending on your model.

Picture format

Display modes can be selected when your TV receives a 16:9 or 4:3 video signal.

Press  (FORMAT) repeatedly to switch the TV aspect ratio



Automatic Displays a picture at maker recommended picture format setting.

Full Displays a picture that is stretched out of proportion to fill the screen.

Unscaled Displays a picture at its original size.

4:3 Displays a 4:3 picture at its original size. Sidebars appear on both edges of the screen.

Movie expand Displays a American vista 16:9 picture at its original size.

TV screen information

You can display the currently selected channel or other information.






1 Press  (INFO).




Note(s)

- The information display will automatically disappear in 5 seconds. This information is for cable/ antenna broadcasts only. Information for streaming apps will vary on the app.

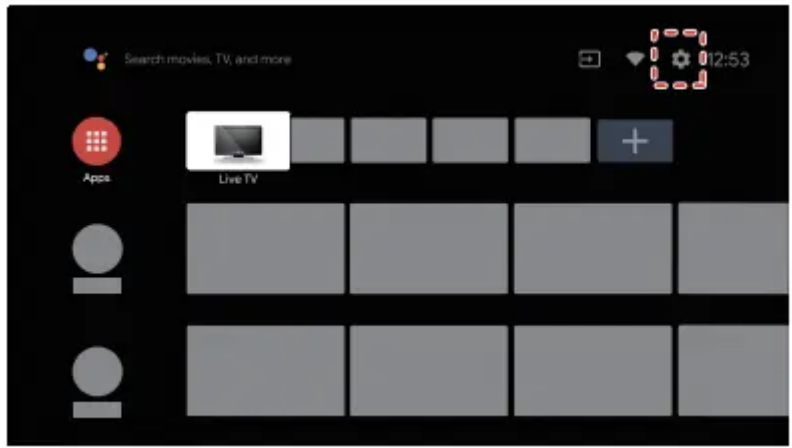
Getting more from your TV

This section describes the overview of the Settings menu displayed when you press  (HOME) and use     to Select Settings. The Settings menu consists of the function setting items below.

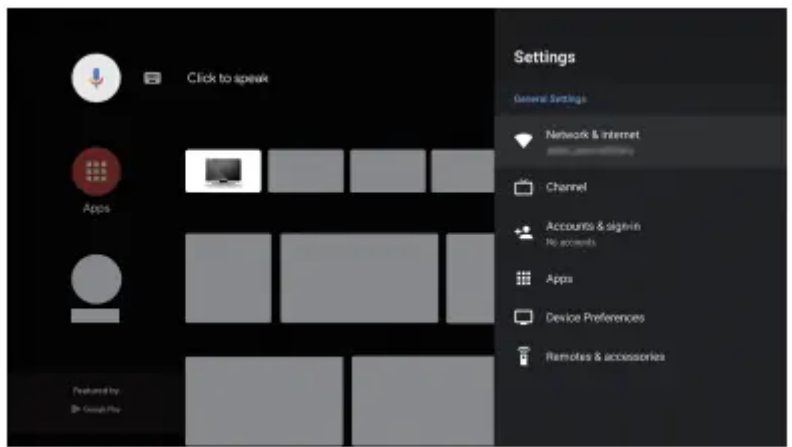
- 1 Press  (HOME) to display the Home menu.



- 2 Use     to select Settings, then press OK.



- 3 Use ▲▼◀▶ to select the desired menu and an item, then press OK.



Network & Internet	➔ p. 22
Channel	➔ p. 23
Accounts & sign-in	➔ p. 25
Apps	➔ p. 25
Device Preferences	➔ p. 26
Remote & accessories	➔ p. 32

Useful tips

FAQ

My remote does not work. What should I do?

- Check the antenna or cable connection to the main unit.
- Check the batteries on the remote.
- Check if there is an obstacle between the infrared sensor window and the remote.
- Test the IR signal output use IR signal check. ➔ p. 36 If okay, then possible infrared sensor trouble.
- Aim the remote directly at the infrared sensor window on the front of the unit.

- Reduce the distance to the unit.
- Re-insert or replace the AAA batteries with their polarities (+/-) as indicated on the remote battery area.
- When there is an infrared-equipped device such as PC near this unit, it may interrupt the remote signal on this unit. Move the infrared-equipped device away from this unit, change the angle of the device's infrared sensor or turn off the infrared communication function.

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

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

Why can I not watch some RF signal TV programs?

- The selected channel may not be broadcasting.
- The selected channel cannot be viewed by the Parental Controls setting. → p. 23
- The unit requires some kind of antenna input. An indoor antenna (Digital or VHF / UHF), an external antenna (Digital or VHF / UHF) or an RF coaxial cable from your wall cable or set-top box needs to be plugged into the unit.

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

- Check if the correct input is selected by pressing w (INPUT). → p. 18
- Check the antenna, cable or other input connection to the unit.

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

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

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

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

How can I set the clock?

- From the Android TV home screen, select Settings in the upper right of the screen. Scroll down to Device Preferences and select Date & time. Please set it automatically or manually.

Troubleshooting tips

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

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



Power

No power

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

Remote

Control buttons do not work.

- Do NOT press more than one button at the same time.
- Ensure that no buttons on the remote are depressed and move freely.
- Re-insert or replace the AAA batteries with their polarities (+/-) as indicated on the remote battery area.

Universal remote does not work properly.

- Refer to the user manual of the universal remote for the Philips code.

The Google Assistant microphone on the remote does not work.

- To pair the remote, refer to the step “6 Connecting your devices” in the Quick start guide and see “How to connect to your Bluetooth® devices”.


Performance

Remote response is delayed or sluggish during initial use.

- Your television is automatically, downloading and installing the latest applications, for the best user experience.
- During this time, you may experience a delayed response from your remote. Upon successful installation, your remote will operate normally.


Accessibility

Television is speaking prompts out-loud.

- To enable or disable the talkback (text to speech) on your television, press  (HOME) on your remote, navigate to settings (found in the upper right corner of the home screen) and select accessibility, select talkback, press OK to toggle between on or off.

Picture

Power is on but screen image is off.

- Check if the connection for your source device is properly secured.
- Check if the correct input is selected by pressing  (INPUT).
- Verify that your HDMI mode, for the input selected matches the resolution output of your source device. Change source input until you have picture and sound.

Sound

No sound is heard when using the HDMI digital connection.

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

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

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

No sound from Soundbar / Home theater using an HDMI cable.

- Please check to be sure the device is connected to the HDMI 2 (ARC) input on the TV.

Sound intermittent or no sound.

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

You switch to a different input and the volume changes.

- This unit will memorize the volume level from the last time you adjusted it.
- If the volume of the sound from another device is higher or lower, then the loudness will change.
- Make sure Auto Volume Control is set to On. → p. 29



Picture & Sound

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

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

No picture or sound

- Check if the power is on.

- Check whether all the cables to the unit are connected to the correct output jack on your separate device like Blu-ray Disc™ / DVD recorder.
- View other TV channels. The problem might be limited to the broadcasting station or weak signal strength.
- Unplug the AC power cord and wait for about 1 minute, then plug the AC power cord and turn on the unit again.
- Check whether the connection of the antenna or cable / satellite set-top box is connected correctly.
- Make sure that the selected input mode is connected to the working input jack.
- Make sure that the sound is not muted. Press  (MUTE) so that the volume bar and current volume level will appear on the TV screen.
- Make sure that the volume is NOT set to 0 or  (MUTE). If so, use VOL + / – to adjust to the desired volume.
- Make sure that the headphone is NOT connected to the headphone audio output jack.
- If there are issues with picture/color and/or sound when connecting an external device using the HDMI port, please try switching the HDMI EDID Version. (Refer to HDMI EDID Version → p. 15)

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

- You need to turn off the Retail Mode setting. → p. 29 (Otherwise, the settings you adjusted will not be memorized after the unit goes into standby mode.)

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

- You may be getting NTSC (Analog) TV signal (not HDTV signal) interference from electrical appliances, automobiles, motorcycles or fluorescent lights.
- Try moving the unit to another location to see if this is the cause of the problem

Ghosts, lines or streaks in picture.

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

Picture poor, sound intermittent or no sound

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

Screen

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

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

The display image does not cover the entire screen.

- If you are watching TV or using the composite video or HDMI with 480i input, select Picture format, and then switch to various screen modes. (Refer to Picture format → p. 20)

Different color marks on the TV screen

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

Closed captions

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

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

Black box is displayed on the TV screen.

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

Software update

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

- When you start up the TV or a net service after executing the software update, a message may appear on the screen prompting for software update again. In this case, please execute the software update. (start from Settings > Device Preferences > About > System update)

Network

Network Cannot connect to the network.

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

Sometimes video quality is poor when using the wireless LAN.

- The wireless network connection quality varies depending on the distance or obstacles (e.g. wall, basement, 2nd floor) between the TV wireless LAN adapter and the wireless router (access point), from other wireless networks, and brand and type of the wireless

router (access point). When using the wireless LAN of the TV, it is suggested to place the wireless router as close as possible to the television.

Wireless LAN connection fails or wireless connection is poor.

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

Cannot use the wireless connection.

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

Slow Data Connection or buffering.

- Check the settings between your router and ISP modem or gateway (if applicable).
- Connect to a stable wireless connection from home wireless or wired network.
- The use of mobile hot spots or public wireless connections is not recommended.

Cannot use Netflix feature.

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

Cannot add movies or TV episodes to the Instant Queue.

- Visit netflix on your PC. Even though the speed of the internet connection improves during playback, the picture quality of Netflix streaming movie does not improve.
- The picture quality does not change during playback. It differs depending on the speed of internet connection at the time of loading.

Cannot use VUDU feature.

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

Cannot rent or buy movies / TV episodes on VUDU.

- You need to activate the VUDU account.

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

- Check the speed of your internet connection. You need speeds of at least 8 Mbps to this player for high quality uninterrupted playback.

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

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

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

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

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

- Check the setting on your home media server. (Refer to the user manual of the home media server.)
- Check the network connection and settings.

Note(s)

- The LCD screen is manufactured to provide many years of useful life. Occasionally a few non active pixels may appear as a fixed point of blue, green or red. This is not to be considered a defect in the LCD screen.
- Some functions are not available in specific modes, but this is not a malfunction. Read the description in this manual for more details on correct operations.



Warning

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