

## Connection

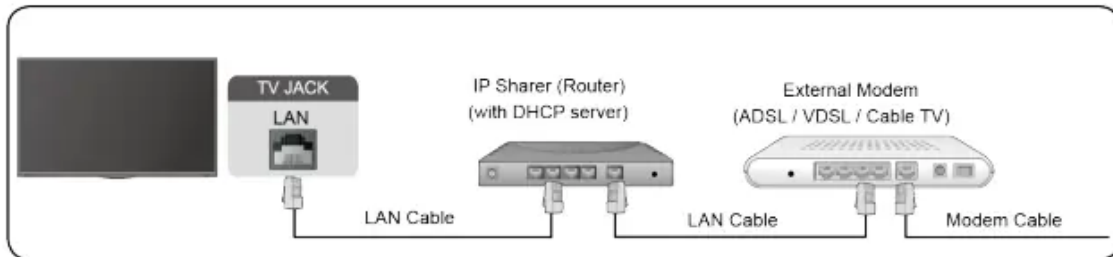
### Establishing a Wired Internet Connection

#### Connecting to a wired (Ethernet) network

Press  button to select  icon to enter **Network & Internet**.



To get access to the Internet in a wired way, it is recommended to use a modem or router that supports Dynamic Host Configuration Protocol (DHCP). Modems and routers that support DHCP automatically provide the IP address, subnet mask, gateway, and DNS, so you don't have to enter them manually. Most home networks already have DHCP.

See the illustration below.

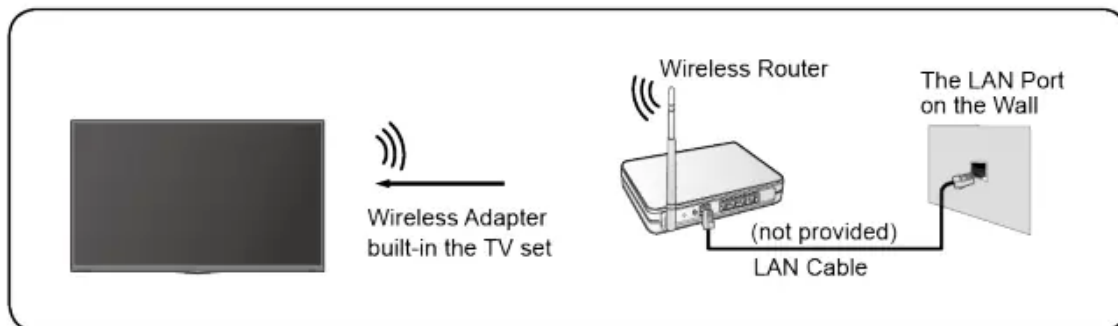


### Establishing a Wireless Internet Connection

#### Connecting to a wireless network

Press  button to select  icon, and select **Network & Internet > Wi-Fi**

To connect to an available wireless network, make sure that you have the wireless router's SSID and password before attempting to connect.



To get access to the Internet in a wireless way:



1. Turn on your Wi-Fi.

2. The list of networks will display automatically.
3. Select a wireless network from the list, input the password.
4. If the network connection does not appear in the list, select **See all** to display all the list, or select **Add new network** to input a Wi-Fi name, select the type of security mode, and enter password.

## Connecting Bluetooth Devices

### Connecting a Bluetooth device



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

1. Before pairing your Bluetooth devices, make sure they're in pairing mode and put devices within range of the TV. To put your Bluetooth devices in pairing mode, refer to the user manual of devices.
2. Press  button to select  icon, and select **Remotes & Accessories > Add accessory** to put the TV in pairing mode. A list of available Bluetooth devices will be displayed.
3. Select the desired device from the list, then follow the onscreen instructions. If you are prompted to enter a passcode, refer to the user manual of the device. After pairing is completed, the device is connected and is stored to the TV.

#### Note:

- You need to unpair a paired device first if the maximum number of paired devices was reached.

### Listening to the TV through Bluetooth devices

1. Pair the Bluetooth audio devices using the TV's Bluetooth function. Refer to the user manual of your audio device such as Bluetooth speaker, sound bar and headphones for detailed connection steps and usage.
2. Press  button to select  icon, select **Sound > Audio Output**, and then select the **Bluetooth** option to listen to the audio through bluetooth devices.



#### Note:

- Compatibility issues may occur depending on the Bluetooth device.
- The TV and Bluetooth device may disconnect depending on the distance between them.

## Using HDMI&CEC



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

### Connecting an external device through HDMI&CEC function

Press  button to select  icon, and select **Inputs > HDMI control**.



1. Set **HDMI control** to On.
2. Connect an HDMI&CEC compliant device to the TV.
3. Turn on the connected external device. The device is automatically connected to the TV. After connection is finished, you can access the menu of the connected device on your TV screen using your TV remote and control the device.

### Enabling device auto power off

Press  button to select  icon, and select **Inputs > Device auto power off**.

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

### Enabling TV auto power on

Press  button to select  icon, and select **Inputs > TV auto power on**.

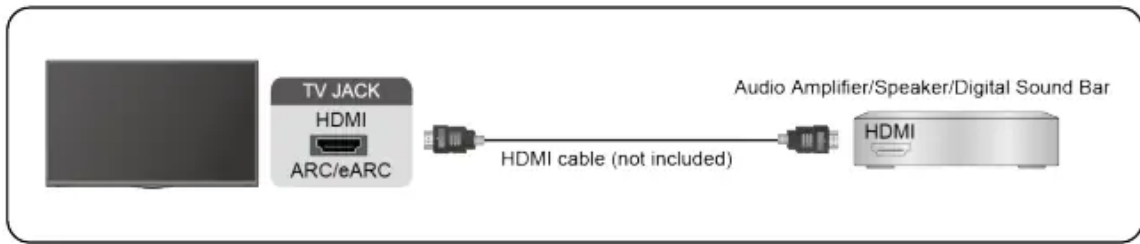
Set to On to turn on the TV when CEC compatible external devices is turned on.

#### Note:

- HDMI cables must be used to connect HDMI&CEC compatible devices to your TV.
- The HDMI&CEC feature of the connected device must be turned on.
- If you connect an HDMI device that is not HDMI&CEC compatible, all the HDMI&CEC control features do not work.
- Depending on the connected HDMI device, the HDMI&CEC control feature may not work.
- The HDMI&CEC feature are supported One Touch Play, Routing Control, System Standby, Device OSD Name Transfer, Remote Control Pass Through, Give Device Power Status, System Audio Control.

## Connecting a Digital Audio System to Use eARC/ARC



If you'd like to use the Enhanced Audio Return Channel (eARC) / the Audio Return Channel (ARC) feature to have sound sent from the TV back down an HDMI cable to a digital sound system, you can connect to the HDMI (eARC/ARC) port of your TV.



By using this feature, you will also be able to control the sound system with your TV remote instead of using multiple remotes for each device.

After the connection:

1. Power on the sound system.

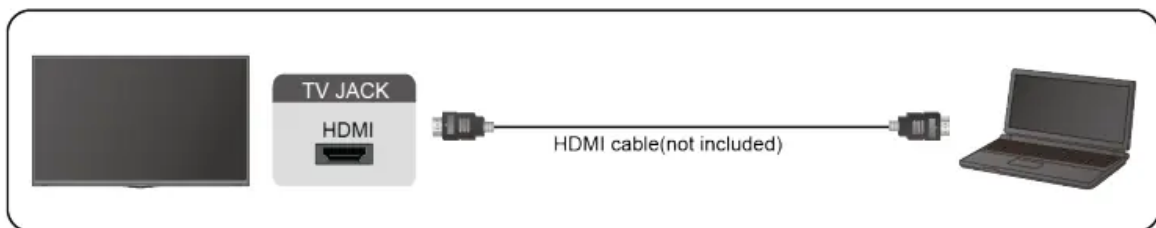
2. Press  button to select  icon, and select **Sound > Audio Output > eARC/ARC**. If the device supports eARC function, first select **Sound > eARC** to set it to On.

**Note:**

- It works only when the TV is connected to the audio receiver that supports the eARC/ARC function.
- If the device has an Input Selector feature then make sure to change it to TV.
- When this port is used as the eARC/ARC function, it can be used as signal input when a DVD is connected to amplifier and the amplifier is connected to the TV at the same time. (Some amplifiers may not support series connection.)


**Connecting an AV device, a PC or a Game Console with an HDMI cable**

You can connect an AV device, a PC or a Game Console with an HDMI cable.



After the connection:

1. Power on the device.

2. Press  button on your remote, select the corresponding **HDMI** as the input source.

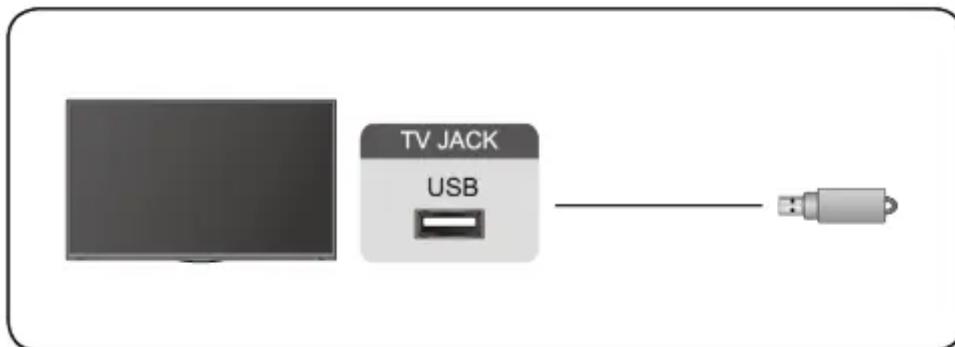


**Note:**

- Refer to the "Quick Setup Guide" for more connection information.
- Some devices such as DVD player require HDMI signal to be set to output in the device's settings. Please consult your device user manual for instructions.
- If there is no sound from your TV, change the device's audio settings.

## Connecting USB Devices

Connect the USB devices such as hard drives, USB sticks and digital cameras for browsing photos, listening to music.





- Support the USB disk 4G, 8G, 16G, 32G, 64G, 128G and other common market size, and 8T hard drive is currently supported.
- Support format: NTFS, FAT32.
- Certain digital cameras may not be compatible with the TV.

## Picture and Sound

### Adjusting the Picture Quality

#### Using the backlight function

Press  button to select  icon, and select **Picture > Backlight**.

You can change the overall brightness of the screen.

- **Dynamic Backlight Control (or Local Dimming if support)**  
Enable the TV to automatically adjust the backlight by sections according to the changes in the image and increase the contrast.
- **Backlight Level**
  - Adjust the bright you want images to appear, lower settings create darker images.

- **Automatic Light Sensor**

Enable the TV to automatically adjust the picture settings according to the amount of ambient light in your room.



- **Light Sensor Shift**

Adjust the lower point of the dynamic backlight adjustment scope. This is a money-saving feature because it reduces power consumption.

**Note:**

- Some functions above may not be applicable in some models/countries/regions.

### Choosing a picture mode

Press  button to select  icon, and select **Picture > Picture Mode**.

You can select the picture mode that provides the best viewing experience.

### Low Blue Light

Theater Day and Theater Night are designed to reduce the level of blue light to protect your eyes.

Go to  >  **Settings > Picture > Picture Mode, and select Theater Day/Theater Night.**

To reduce the eye strain and protect eyes when you watch TV for a period of time, you are suggested to:

- Take regular and frequent breaks to avoid watching TV for a long period of time. Long time of watching may cause you eye fatigue. It is not recommended to watch TV for more than one hour.
- Look away from the TV screen and look at distance objects during the breaks for at least 10 minutes for eye care.
- Relax yourself during a break by doing eye exercises or outdoor activities.
- The best recommended viewing distance is 3 times the vertical height of the TV screen. Proper breaks and exercises are proved excellent help to relieve eye strain and fatigue.

**Note:**

- This feature may not be applicable in some models/countries/regions. Low blue light certification may vary by model.
- Low Blue Light can only be supported when the Color Temperature is set to **Low**.

### Adjusting the picture quality for each picture mode

Press  button select  icon, and select **Picture > Contrast, Brightness, Color, Tint or Sharpness**.

Choose a picture mode and then adjust the settings.

- **Contrast**

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

- **Brightness**

Adjust the Brightness level to generate lighter or darker images.

- **Color**

Adjust the color intensity of the picture for a more vibrant image.



- **Tint**

Adjust the colors from a green to magenta tint to view the natural skin tones of people on the screen.

- **Sharpness**



Adjust how sharp or soft edges of images appear.

### Changing the picture size

Press  button to select  icon, and select **Picture > Picture Size**



You can adjust the Aspect Ratio to stretch or zoom in on your picture. You can choose from the following settings: **Auto, Normal, Zoom, Wide, Direct, Dot-By-Dot, Panoramic** or **Cinema**.

### Applying the current picture settings to other input sources

Press  button to select  icon, and select **Picture > Apply Picture Settings**.

Adjust current picture mode to apply to all sources (Including both external devices and OTT sources) or just current source.

### Enabling smart scene function



Press  button to select  icon, and select **Picture > Smart Scene**.

Set to On to enable your TV to recognize the scene in the content watching and enhance the picture quality on all input sources.

#### Note:

- Some specific application has explicit constraints that the content recognition is not allowed.

### Configuring advanced picture settings

Press  button to select  icon, and select **Picture > Advanced Settings**.



You can configure picture mode settings that provides the best viewing experience.

- **Overscan**  
Change the video size settings to slightly crop the edges of the displayed image.
- **Color Temperature**  
Adjust how warm (red) or cool (blue) the white areas of an image appears.
- **Motion Enhancement**  
Reduce seeing afterimages that are left on the screen when viewing fast-moving objects.  
If you select **Custom**, you can configure **Blur Reduction** and **Judder Reduction** manually.
- **Motion Clearness**  
Improve how clear the picture appears when viewing.
- **Noise Reduction**  
Improve how clear the picture appears by reducing noise.
- **Digital Noise Reduction**  
Improve picture clarity by reducing video noise.
- **HDMI Dynamic Range**  
Adjust the HDMI signal range to be more suitable for the content. (HDMI mode only)
- **Active Contrast**  
Automatically darken dark areas and lighten light areas of images to see more details.
- **FILMMAKER MODE Auto Detection**  
A picture quality mode, which can automatically switch according to the film source if you turn on.
- **Enhanced Viewing Angle**  
Set to On to optimize your viewing angle, and you will enjoy a better watching experience.
- **Color Space**  
Change the range of colors the TV displays.

**Note:**

- Some functions above may not be applicable in some models/countries/regions.

**Configuring calibration settings**

Press  button to select  icon, and select **Picture > Calibration settings**.

Adjust the color space and Gamma to best suit the content you're viewing.

- **Color Tuner**  
Adjust the Color, Hue, Saturation and Brightness of color settings.

- **White Balance**

Adjust the intensity of red, green and blue lights to view the true colors of all images in the picture.

- **Gamma**

Adjust the Gamma to alter how the TV will respond to the grayscale content. In a dark room choose a Higher number like 2.2. In a brighter area select a Lower number like 2.0. In general, 2.4 is normally recommended.

- **Gamma Calibration**

Adjust selected Gamma curve.



- **RGB Only**

View images based on default settings or choose the color red, blue or green.

**Note:**

- Some functions above may not be applicable in some models/countries/regions.



### Resetting the picture settings

Press  button to select  icon, and select **Picture > Reset**.

Reset current picture settings back to the factory setting.

### Game Mode Settings

#### Enabling game mode

Press  button to select  icon, and select **Picture > Picture Mode**.

You can select the **Game** mode to optimize the TV's settings for you to enjoy a comfortable gaming experience with PC or game console connected to the TV.



In the Game Mode:

- Reducing input lag to make sure every press or click matches what's happening on the screen;
- Improving responsiveness to produce very little motion blur;
- Processing YUV 4:4:4 format signals precisely to present accurate image colors.

**Note:**

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

#### Enabling instant game response



Press  button to select  icon, and select **Picture > Advanced Settings > Instant Game Response**.

You can enjoy a smooth viewing experience with external device connected to the TV when **Instant Game Response** is turned on.

**Note:**

- When Game mode is selected, Instant Game Response will not be switched off automatically.

### Enabling FreeSync

Press  button to select  icon, and select **Picture > Advanced Settings > FreeSync**.



You can enjoy a smooth viewing experience with external device connected to the TV when **FreeSync** is turned on.

**Note:**

- Some functions above may not be applicable in some models/countries/regions.



## Adjusting the Sound Quality

### Enabling system sounds

Press  button to select  icon, and select **Sound > System Sounds**.



Set to On to open the default system sound.

### Choosing a sound mode

Press  button to select  icon, and select **Sound > Sound Mode**.



You can select a preset sound mode suitable for the content type or the listening environment.

### Selecting speakers

Press  button to select  icon, and select **Sound > Audio Output**.

Select the speakers that you want to have audio output.

### Configuring WiSA Speaker

Press  button to select  icon, and select **Sound > WiSA Speaker**.



Wireless audio transmission can be available with Dongle provided by WiSA Ready and sound system certified by WiSA Ready.

### Enabling eARC

Press  button to select  icon, and select **Sound > eARC**.



Connect an audio device that supports eARC via HDMI-eARC, and set eARC to On to enjoy premium sound quality.

### Enabling TV speaker

Press  button to select  icon, and select **Sound > TV Speaker**.



Turn on or off the TV speaker. If ARC or Bluetooth is selected in Audio Output, configuration here is unavailable.

### Enabling TruBass HDX

Press  button to select  icon, and select **Sound > TruBass HDX**.



Optimizes overall sound quality by increasing bass, making dialog clear and natural, and widening the sound field.

### Enabling TruSurround: X

Press  button to select  icon, and select **Sound > TruSurround: X**.



Provides surround sound experience with psycho-acoustic processing to place sounds beside, behind, and above the viewer. For best results use with Surround Sound.

### Enabling Dialog Clarity

Press  button to select  icon, and select **Sound > Dialog Clarity**.



Improve dialogue clarity.

### Enabling TruVolume HD

Press  button to select  icon, and select **Sound > TruVolume HD**.



Maintains consistent loudness levels from wide dynamic range programs, loud commercials, and channel or input changes.

### Enabling Dolby Atmos

Press  button to select  icon, and select **Sound > Dolby Atmos**.



Set Dolby Atmos to On to enhance the richness of sound, and you can enjoy an immersive listening experience.

### Enabling Wall Mount Setup

Press  button to select  icon, and select **Sound > Wall Mount Setup**.

Automatically optimize the sound based on the position of the TV.

## Configuring advanced sound settings

Press  button to select  icon, and select **Sound > Advanced Settings**.

Tune the audio settings and quality of the TV.

- **Balance**  
Adjust the left and right speaker strength to optimize audio for a specific location.
- **Volume Level**  
Balance the sound volume of each source.
- **Auto Volume Control**  
Activate to prevent the volume from changing when you switch TV channels.
- **Digital Audio Out**  
Select the digital audio output format that best suits the audio device type.

### Note:

- When using optical connection, PCM and Dolby Digital are suggested.
- If your external audio device does not support Dolby or DTS, PCM is suggested.
- **Digital Audio Delay**  
Adjust the digital audio output delay time to sync sound from an external speaker with the images on the TV.

### Note:

- Digital Audio Out and Digital Audio Delay functions are only applicable when Audio Output is set to ARC or when external audio players are connected via DIGITAL AUDIO OUT jack.
- **Lip Sync**  
Synchronize the displayed image with the audio output.
- **Equalizer**  
Boost the volume at different frequencies.
- **Preferred Audio Language**  
Set the default audio output language for the type of digital broadcast content that you're viewing.
- **Headphone Mode**  
Change the way audio is sent through the type of device that's connected to your TV Audio Out port.

### Note:

- This function may not be applicable in some models/countries/regions.
- **Headphone Volume**  
Independently adjust the volume of audio out devices.

**Note:**

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



**Resetting the sound settings**

Press  button to select  icon, and select **Sound > Reset**.

Reset current audio settings to factory mode.

## Accessibility and System

### Accessibility

Press  button to select  icon, and select **Device Preferences > Accessibility**.

Accessibility function provides menu options and audio description to aid the visually or hearing impaired.

- **Captions**

Displays and sets the closed captions. You can set display options and select caption style.

- **Live TV Closed Captioning**

- Displays and sets the TV closed captions.
- Closed Caption
- Analog Closed Caption
- Digital Closed Caption
- Digital Caption Style

- **High contrast text**

Improves contrast for visually impaired.

- **Video Description**

Enables broadcasted descriptive audio for visually impaired.

- **Video Description Volume**

Adjust the video description volume.

- **Text to speech**

Let you specify text-to-speech engine details and speech rate.

- **Accessibility shortcut**

When the shortcut is on, you can press both the back and down buttons for 3 seconds to start an accessibility feature.

- **Services**

This menu function contains some service applications, you can choose to open if you need it.

## Using Parental Control



Press

button to select



icon, and select Parental Control.

The Parental Control setting allows you to block content that is not appropriate for children to watch.

- **Locks**

### Turning Parental Control On

1. Turn on Locks to enable the Parental Control function.
2. Create PIN window displays. Using the D-pad on your remote, create the password.
3. You will see other Parental Control settings change from a greyed out state to highlighted. When this occurs, begin adding other settings to the **Scheduled Blocking, Channel Blocking, Program Blocking, Input Blocking, Change PIN and Reset** features.

- **Scheduled Blocking**

Block certain channels, programs and inputs during certain periods of time.

- **Channel Blocking**

Block selected channels.

- **Program Blocking**

Block programs by ratings.

- **Input Blocking**

Block selected inputs.

- **Change PIN**

Change the PIN that you use to access Parental Control.

**Note:** If you forget your password, call the Consumer Electronics Care Centre.

- **Reset**

Reset Parental Control back to the factory setting.

## Configuring Device Preferences Settings



Press

button to select



icon, and select Device Preferences.

## Date & time

- **Automatic date & time**

Set to On to use network-provided time.

You can also set the current time manually when Off is selected.

When Off is selected, the TV Network may not be working properly.

- **Set date**

Set the date.

- **Set time**

Set the time.

- **Set time zone**

Select your time zone.

- **Use 24-hour format**

Set the time to display in a 12 or 24-hour format.

## Language

Adjust the default Language settings for the TV.

## Keyboard

Adjust the default settings for the keyboard.

## Storage

View the TV storage.

## Home screen

- **Customize channels**

Add or delete the app channel row from the Home screen.

- **Enable video previews**

Enable or disable the video previews.

- **Enable audio previews**

Enable or disable the audio previews.

- **Reorder apps/Reorder games**

Rearrange the Apps screen.

- **Android TV Home/Android TV Core Services**

See the information of open source software licences.

## Google Assistant

View permissions about accounts and limit the search results.

## Chromecast Android Shell (Chromecast built-in)

Enable your app to stream video and audio to the TV.

## Screen saver

Enable Screen saver when the TV is idle.

## Location

Use different modes to access location information. Each mode uses different sources to estimate the TV's location.

## Usage & Diagnostics

Help improve Android performance by automatically sending diagnostics information.

## Security & restrictions

Supervise unknown sources for safety and check installed apps for harmful behaviour.

## Reset

Reset to clear your personal setup and information.

## About

View the version information, the status of network, and other information. You can also update the software version or change the TV's name.

- **System update**  
Provide software updates to continuously enhance your TV and correct any issues that may impact your user experience; therefore, recommend you to keep your TV connected to the Internet to automatically receive updates when they are available.
- **Device name**  
Choose a name for your TV. The name will be shown to devices that are available for sharing data.

## Configuring Advanced System Settings

Press  button to select  icon, and select Advanced System.

## Timer

- **Sleep Timer**  
Set the sleep timer to automatically turn the TV off within a specified time: off, 10 Minutes, 20 Minutes, 30 Minutes, 40 Minutes, 50 Minutes, 60 Minutes, 90 Minutes and 120 Minutes.
- **Power On Timer Type**  
Set the type Off, Daily, Once.
- **Power On Timer**  
Set the clock for the time you want the TV to turn on automatically.

- **Power Off Timer Type**

Set the type Off, Daily, Once.

- **Power Off Timer**

Set the clock for the time you want the TV to turn off automatically.

## **Setup Assistant**

Use the Setup assistant for instructions to help you set up your TV.

## **Store Mode**

Home Mode uses less energy. Select Store Mode if the TV will be on display in a retail setting. Store Mode effects E-Streamer and other demo functions.

## **Screenless Mode (only for models with Hands-free Voice Control)**

Talk to the Google Assistant even when the screen is off.

In screenless Mode, the Google Assistant is always available to help even when the screen is not on. Just say "OK Google/Hey Google".

This feature will affect standby power consumption when it is set to On.

### **Note:**

- The Google Assistant and some features are available on limited country/region/ language.

## **Send Diagnostics and Usage**

Allow to send the diagnostics and usage of the report.

## **Enhanced Viewing**

You can set Automatic Content Recognition, Picture Mode Auto Adaptation and Sound Mode Auto Adaptation.

### **Note:**

- To use Enhanced Viewing, connect your TV to network first.
- This function may not be applicable in some models/countries/regions.

## **Serial/IP Control Port**

Our TV supports IP control feature within the local area network (LAN). TV can accept the speccompliant instructions issued by the device in the same local area network through the pre-defined network interface and command format, like shutdown, volume up/volume down, switch channels, etc.

## **Control4 Control Port**

TV can be compatible with control 4 devices. Control and linkage between devices can be achieved through drivers and protocols provided by Control 4.

**Note:**

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

**Power LED**

Set the Power indicator light to stay On or Off when standby mode.

**Note:**

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

**FAV/TV Button Customization**

You can personalize FAV/TV remote button for quick access to customized input source.

**Note:**

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

**Product Registration****Note:**

The website and the QR code may be different in some countries/regions.

**Remote Control Service**

Remote Service features enable your TV to be controlled from the client server to let after-sales diagnose the problem of your TV and dealing with the problem online efficiently. To use this function:

1. Turn on Remote Service.
2. You can initiate a help request to call centres by hotline and provide PIN to the client server centre.

**Note:**

- This function may not be applicable in some models/countries/regions.
- Keep the network connected when the Remote Control Service is running.

**E-Manual**

Scan QR code to display E-Manual.

**Mobile App Installation**

Scan the Mobile App download QR code on screen to install the app on your smartphone to control your TV.

For more about RemoteNOW Download settings, Please refer to **Installing Mobile App to Control your TV** section in this manual.

**Mobile Device Connection Tips**

Follow the on-screen instructions to learn more about the Screen Sharing and the Content Sharing.

### **Clear Cache**

Clear cache of applications and system.

### **Help**

- **System Message**

View system message, including: Serial Number, Service Code, Software Version, etc.

**Note:**

- Serial Number may not be displayed depending on models/countries/regions.

- **Support Information**

View Support URL, Support Number.

- **Signal Information**





Perform self diagnosis to test Video Format, Audio Format, Color Depth, etc.

## **Troubleshooting**

### **Picture Issues**

When the TV has picture problems, these steps may help resolve the problem.



Problem	Possible Solutions
<p><b>No picture, or black and white picture.</b></p>	<ul style="list-style-type: none"> <li>• Unplug the TV power cord from AC outlet and re-plug after 60 seconds.</li> <li>• Check that the Color Saturation is set to 50 or higher.</li> <li>• Try different TV channels.</li> </ul>
<p><b>The picture is distorted.</b></p>	<ul style="list-style-type: none"> <li>• The compression of video content may cause picture distortions, especially in fast-moving pictures from sports programmes and action movies.</li> <li>• If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.</li> <li>• Mobile phones used close to the TV (within 1m) may cause noise on analogue and digital channels.</li> </ul>
<p><b>The picture is blurry or flickering, or cuts out momentarily.</b></p>	<ul style="list-style-type: none"> <li>•  &gt;  <b>Settings &gt; Picture &gt; Sharpness.</b> You can try to increase or decrease the <b>Sharpness</b>.</li> <li>• If you use an external antenna, check the direction, position and connection of the antenna.</li> <li>• Adjust the direction of your antenna, or reset or fine tune the channel.</li> </ul>
<p><b>The picture appears red, purple, pink and other colors.</b></p>	<ul style="list-style-type: none"> <li>•  &gt;  <b>Settings &gt; Picture &gt; Calibration</b> <b>Settings &gt; White Balance.</b> You can try to increase or decrease the <b>White Balance</b>.</li> </ul>
<p><b>Picture distorted or appear wavy.</b></p>	<ul style="list-style-type: none"> <li>• Some electrical appliances may affect the TV. If you turn off the appliance and the interference goes away, then move it further away from TV.</li> <li>• Insert the power plug of the TV into another power outlet.</li> </ul>

**Note:**

- If the problem persists, check the signal strength or refer to the external device's user manual.

## Sound Issues

When the TV has a sound problem, these steps may help resolve the problem.

<b>Problem</b>	<b>Possible Solutions</b>
<b>There is no sound or the sound is too low at maximum volume.</b>	<ul style="list-style-type: none"><li>• Check the volume control of the device (cable or satellite box, DVD, Bluray, etc.) connected to your TV</li></ul>
<b>Picture is normal, but no sound.</b>	<ul style="list-style-type: none"><li>• Check the volume settings.</li><li>• Check if 'Mute' mode is set to on.</li></ul>
<b>The speakers are making an odd sound.</b>	<ul style="list-style-type: none"><li>• Make sure that the audio cable is connected to the correct audio output connector on the external device.</li><li>• For antenna or cable connections, check the signal information.</li><li>• A low signal level may cause sound distortions.</li></ul>
<b>Sound distorted or appears wavy.</b>	<ul style="list-style-type: none"><li>• Some electrical appliances may affect the TV. If you turn off the appliance and the interference goes away, then move it further away from TV.</li><li>• Insert the power plug of the TV set into another power outlet.</li></ul>
<b>Sound is blurry or cuts out momentarily.</b>	<ul style="list-style-type: none"><li>• If you use an external antenna, check the direction, position and connection of the antenna.</li><li>• Adjust the direction of your antenna or reset or fine tune the channel</li></ul>

**Note:**

- This product does not support decoding of DTS CD bitstreams. Playback of this format may produce undesirable noise.





## Network Issues

When the TV has difficulties in connecting to the Internet, these steps may help resolve the problem.

Problem	Possible Solutions
<b>The TV cannot connect to your network or apps.</b>	<ul style="list-style-type: none"><li>• Make sure the TV has a network connection.</li><li>• Contact your Internet service provider.</li></ul>
<b>The wireless network connection fails.</b>	<ul style="list-style-type: none"><li>• Make sure your wireless modem/router is on and connected to the Internet.</li></ul>
<b>The wireless network signal is too weak.</b>	<ul style="list-style-type: none"><li>• Position your wireless router, modem router, or access point in a central location. Avoid putting it in a corner.</li></ul>







## External Device Connection Issues

When the TV has difficulties with external device connection, these steps may help resolve the problem.

Problem	Possible Solutions
<p><b>I have connected an external source to my TV but I get no picture and/or sound.</b></p>	<ul style="list-style-type: none"> <li>• Check whether the connection between the external device and your TV is correct.</li> <li>• Make sure you have made the correct selection of input source.</li> </ul>
<p><b>There is no signal or weak signal in the cable box.</b></p>	<ul style="list-style-type: none"> <li>• If there is no signal occasionally, unplug cable from TV and re-plug after 60 seconds.</li> <li>• If there is always no signal, or the signal cannot be restored after plugging and unplugging, you can try <b>Menu &gt; HDMI Format</b> if you select HDMI as input, to confirm whether the signal can be recognized.</li> <li>• Change to another HDMI port.</li> <li>• Change to another HDMI cable.</li> </ul>
<p><b>There is no sound.</b></p>	<ul style="list-style-type: none"> <li>• Check if the Audio Out option in the menu is ARC/eARC, if not, you need to check whether the external power amplifier device is connected to the ARC port or optical port of the TV.</li> <li>•  &gt;  <b>Settings &gt; Sound &gt; Advanced Settings &gt; Digital Audio Out.</b> You can try to select PCM, Dolby Digital, or Dolby Digital Plus.</li> <li>• Whether the power amplifier device port is connected correctly.</li> <li>• If you select HDMI as input, you can try <b>Menu &gt; HDMI Format</b></li> </ul>
<p><b>The remote control does not work.</b></p>	<ul style="list-style-type: none"> <li>• Confirm that TV still has power and is operational.</li> <li>• Change the new batteries in the remote control.</li> <li>• Check if the batteries are correctly installed.</li> <li>• If some buttons don't work, but the volume buttons can work normally, it seems there is a problem with the application.</li> </ul>

## Apps

When some apps aren't playing, these steps help resolve the problem.

Problem	Possible Solutions
<b>Netflix can't be played.</b>	<ul style="list-style-type: none"><li>•  &gt;  <b>Settings &gt; Apps &gt; Netflix &gt; Force stop</b>, then reopen to try.</li><li>• You can try to reset to the factory settings.</li></ul>
<b>Disney plus can't be played.</b>	<ul style="list-style-type: none"><li>•  &gt;  <b>Settings &gt; Apps &gt; Disney plus &gt; Force stop</b>, then reopen to try.</li><li>•  &gt;  <b>Settings &gt; Apps &gt; Disney plus &gt; Clear data</b>, then reopen to try.</li><li>• You can try to reset to the factory settings.</li></ul>

## Media Files

When files aren't playing, these steps may help resolve the problem.

Problem	Possible Solutions
<b>Some files can't be played.</b>	<ul style="list-style-type: none"><li>• Most files can be played back, but you might experience problems with corrupted files or files with high-bitrate, unsupported resolution, unsupported container or codec formats.</li></ul>

## Voice Control Issues

When Alexa and Google Assistant aren't playing, these steps may help resolve the problem.

Problem	Possible Solutions
<b>Alexa can't be played.</b>	<ul style="list-style-type: none"> <li>• For more information about Alexa, refer to <b>Smart Functions &gt; Using Voice Control &gt; Alexa</b> in this manual.</li> </ul>
<b>Google assistant can't be played.</b>	<ul style="list-style-type: none"> <li>• You can try to log in Google account.</li> <li>• If you receive "I don't understand" of the voice recognition, please change account or log out the account.</li> <li>• After logging in to the Google account, the recognition language may be different. You need to log in to the Google account on the web page to set the voice language.</li> <li>• For more information about Google Assistant, please refer to <b>Smart Function &gt; Using Voice Control &gt; Google Assistant</b> in this manual.</li> </ul>

## Other Issues

Use these steps to resolve other issues that may occur.

Problem	Possible Solutions
<p><b>The TV is hot.</b></p>	<ul style="list-style-type: none"> <li>• Watching TV for an extended period of time causes the panel to generate heat. The heat from the panel is dissipated through internal vents running along the top of the TV.</li> <li>• After extended use, you may feel hot when touching it. This heat, however, is not a defect and does not affect the TV's functionality.</li> </ul>
<p><b>The TV smells of plastic.</b></p>	<ul style="list-style-type: none"> <li>• This smell is normal and will dissipate over time.</li> </ul>
<p><b>The plastic cabinet makes a "clicking" type of sound.</b></p>	<ul style="list-style-type: none"> <li>• The "clicking" sound can be caused when the temperature of the TV changes. This change causes the TV cabinet to expand or contract, which makes the sound. This is normal and the TV is OK.</li> </ul>
<p><b>When I turn on my TV, there is a delay for a few seconds before the picture appears. Is this normal?</b></p>	<ul style="list-style-type: none"> <li>• Yes, this is normal. The TV is initializing and searching for previous setting information.</li> </ul>

**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.

