

Quick Guide

Remote Control

Batteries and Cleaning

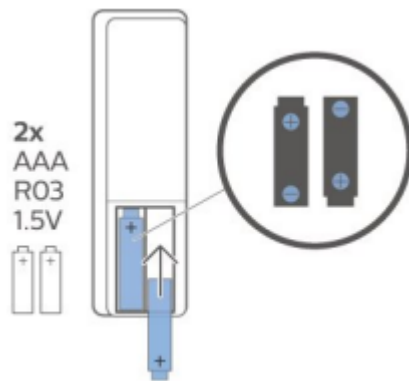
Replace batteries

If the TV does not react on a key press on the remote control, the batteries might be empty.

To replace the batteries, open the battery compartment on the back of the remote control.

1-Slide the battery door in the direction shown by the arrow.

2-Replace the old batteries with 2 type AAA-R03-1.5V batteries. Make sure the + and the - ends of the batteries line up correctly.



3 - Reposition the battery door and slide it back until it clicks.

- Remove the batteries if you are not using the remote control for a long time.
- Safely dispose of your old batteries according to the end of use directions.

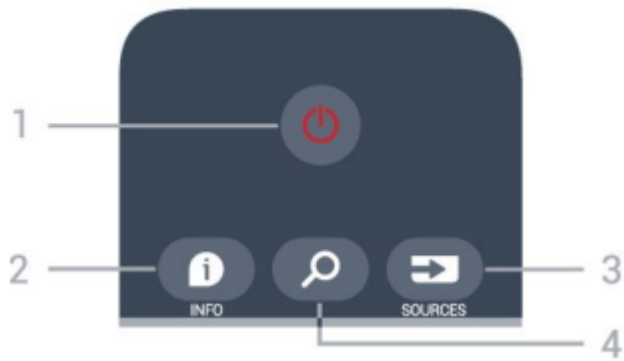
Cleaning

Your remote control is treated with a scratch-resistant coating.

To clean the remote control, use a soft damp cloth. Never use substances such as alcohol, chemicals or household cleaners on the remote control.

Key Overview

Top



1 -  Standby / On

To switch the TV on or back to Standby.

2 -  INFO

To open or close programme info.

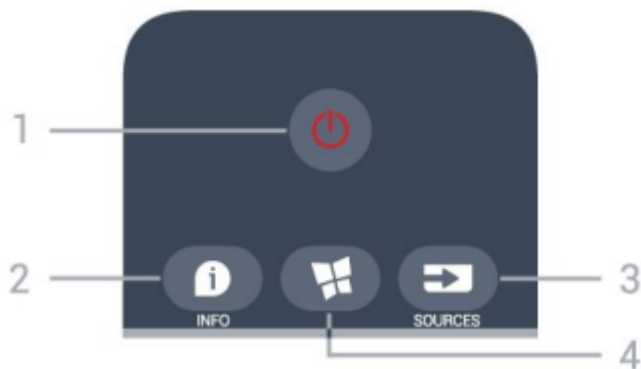
3 -  SOURCES


To open the Sources menu.

4 -  Search

To open the Smart TV searches page.

Top (for UK models)



1 -  Standby / On

To switch the TV on or back to Standby.

2 -  INFO

To open or close programme info.

3 -  SOURCES

To open the Sources menu.

4 - SMART TV

To open the Smart TV start page.

Middle









1 - OK key

To confirm a selection or setting. To open the channel list while watching TV if Interactive Service is not available.


2 -  BACK

To close a menu without changing a setting.

3 - Playback and Record

- Play , to playback.
- Pause , to pause playback.
- Stop , to stop playback.
- Rewind , to rewind.
- Fast forward , to go fast forward.
- Record , to start recording.

4 -     Colour keys

Direct selection of options. Blue key , opens Help.

5 - Arrow / navigation keys

To navigate up, down, left or right.

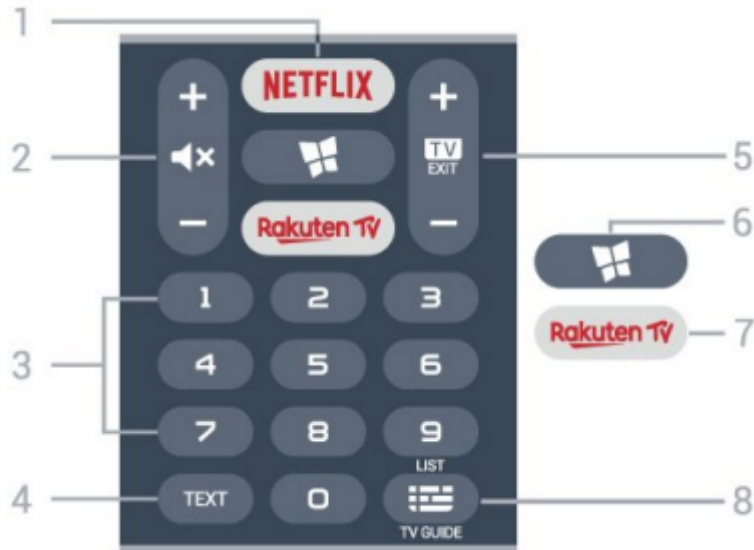
6 -  Home

To open the Home menu.

7 - OPTIONS

To open or close the Options menu

Bottom



1- **NETFLIX**

To open the Netflix App directly. With the TV switched on or from standby.

- If you have a Netflix membership subscription, you can enjoy Netflix on this TV. Your TV must be connected to the Internet.
- To open Netflix, press **NETFLIX** to open the Netflix App. You can open Netflix immediately from a TV in standby. www.netflix.com

2 - Mute / Volume

Press in middle to mute the sound or to restore it. Press + or - to adjust the volume level.

3 - Number keys

To select a channel directly.

4 - TEXT

To open or close Text/Teletext.

5 - - EXIT

Press in middle to switch back to watch TV. To stop an interactive TV application. Press + or - to switch to the next or previous channel in the channel list. To open the next or previous page in Text/Teletext.

6 - SMART TV

To open the Smart TV start page.

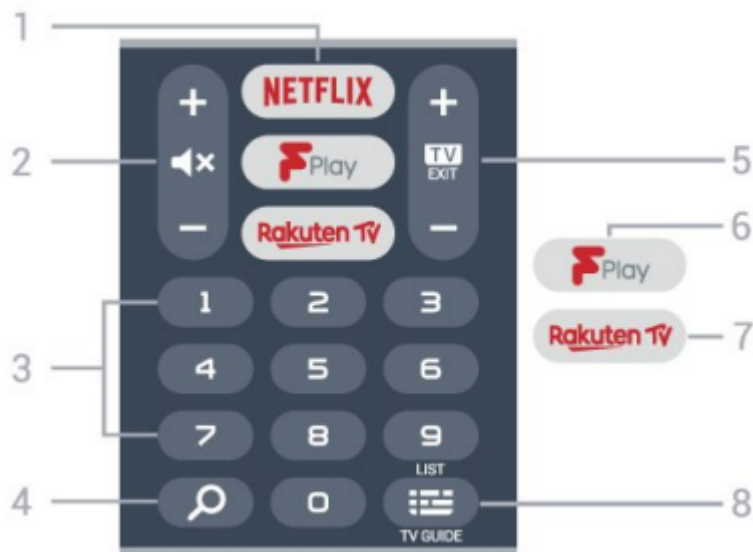
7- Rakuten TV

To open the Rakuten TV App directly.

8 - TV Guide / Channel list

To open or close the TV Guide. Long press to open the channel list.

Bottom (for UK models)



1- **NETFLIX**

To open the Netflix App directly. With the TV switched on or from standby.

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2 - Mute / Volume

Press in middle to mute the sound or to restore it. Press + or - to adjust the volume level.

3 - Number keys

To select a channel directly.

4 - Search

Search key for Smart TV and Freeview Play.

5 - - EXIT

Press in middle to switch back to watch TV. To stop an interactive TV application. Prese + or - to switch to the next or previous channel in the channel list. To open the next or previous page in Text/Teletext.

6 - Freeview Play

To open the Explore Freeview Play page.

7-

To open the Rakuten TV App directly.

8 - TV Guide / Channel list

To open or close the TV Guide. Long press to open the channel list.

IR sensor

The TV can receive commands from a remote control that uses IR (infrared) to send commands. If you use such a remote control, always make sure you point the remote control at the infrared sensor on the front of the TV



Joystick - Local Control

Keys on TV

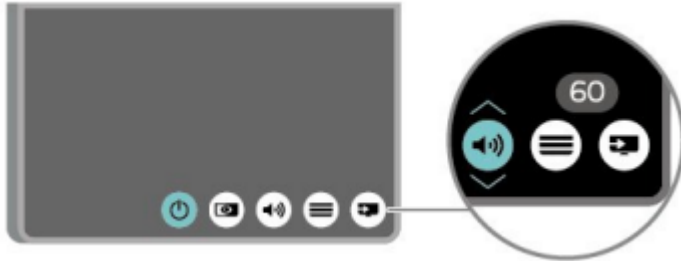
If you lost the remote control or its batteries are empty, you can still do some basic TV operations.

To open the basic menu...



1 - With the TV switched on, press the joystick key on the bottom of the TV to bring up the basic menu.

2 - Press left or right to select  Volume,  Channel or  Sources. Select  Demo, to start a demo movie.




3 - Press up or down to adjust the volume or tune to the next or previous channel. Press up or down to go through the list of sources, including the tuner selection.

The menu will disappear automatically.

Setting Up

Read Safety

Read the safety instructions first before you use the TV.

To read the instructions, in Help > User manual, press the colour key  Keywords and look up Safety and Care.

TV Placement

Tips on Placement

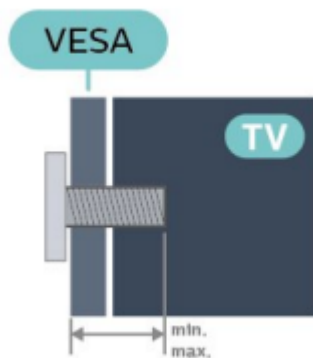
- Position the TV where light does not shine directly on the screen.
- Position the TV up to 15 cm away from the wall.
- The ideal distance to watch TV is 3 times its diagonal screen size. When seated, your eyes should be level with the centre of the screen.



Note: Please keep the TV away from dust-producing sources such as stoves. It is suggested to clean the dust regularly to avoid getting dust into the TV

Wall Mounting

Your TV is also prepared for a VESA-compliant wall mount bracket (sold separately). Use the following VESA code when purchasing the wall mount . . .



- 32PHS6605

VESA MIS-F 100x200, M6 (Minimum 12 mm, Maximum 162 mm)

Preparation

Make sure that the metal screws, to mount the TV to the VESA-compliant bracket, go about 10mm deep inside the threaded bushes of the TV.

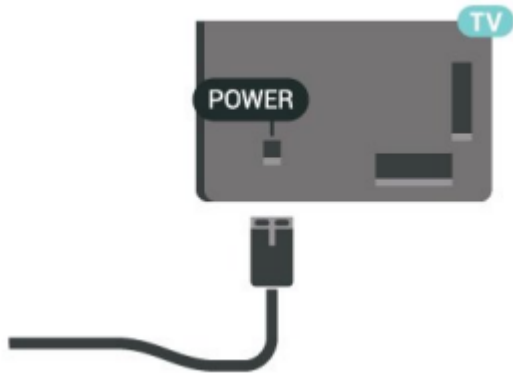
Caution

Wall mounting the TV requires special skills and should only be performed by qualified personnel. The TV wall mounting should meet safety standards according to the TV's weight. Also read the safety precautions before positioning the TV. TP Vision Europe B.V. bears no responsibility for improper mounting or any mounting that results in accident or injury.

Turn on TV

Connect Power Cable

- Insert the power cable into the POWER connector on the back of the TV.
- Make sure the power cable is securely inserted in the connector.
- Make sure that the power plug, in the wall socket, is accessible at all times.
- When you unplug the power cable, always pull the plug, never pull the cable.



Although this TV has a very low standby power consumption, unplug the power cable to save energy if you do not use the TV for a long period of time.

On or Standby


Before you switch on the TV, make sure you plugged in the mains power in the POWER connector on the back of the TV.

Switch On

Press the small joystick key on the bottom of the TV.



Switch to standby

To switch the TV to standby, press  on the remote control. You can also press the small joystick key on the bottom of the TV.

In standby mode, the TV is still connected to the mains power but consumes very little energy.

To switch off the TV completely, disconnect the power plug.

When disconnecting the power plug, always pull the power plug, never the cord. Ensure that you have full access to the power plug, power cord and outlet socket at all times.

Connections

Connectivity guide

Always connect a device to the TV with the highest quality connection available. Also, use good quality cables to ensure a good transfer of picture and sound.

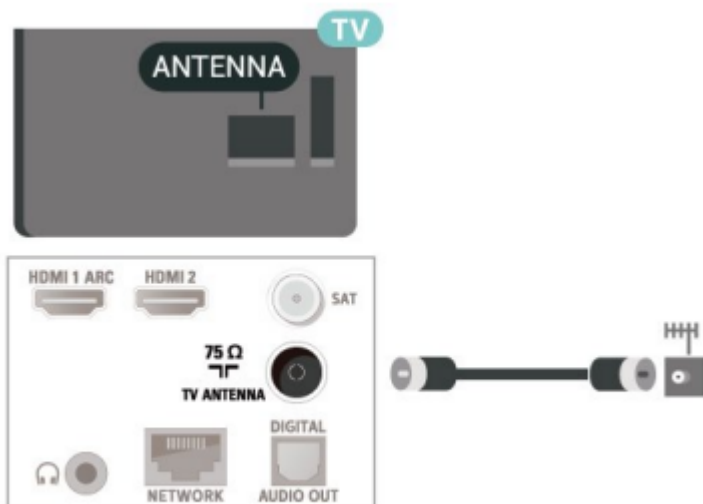
When you connect a device, the TV recognizes its type and gives each device a correct type name. You can change the type name if you wish. If a correct type name for a device is set, the TV automatically switches to the ideal TV settings when you switch to this device in the Sources menu.

Antenna

Insert the antenna plug firmly into the Antenna socket at the back of the TV.

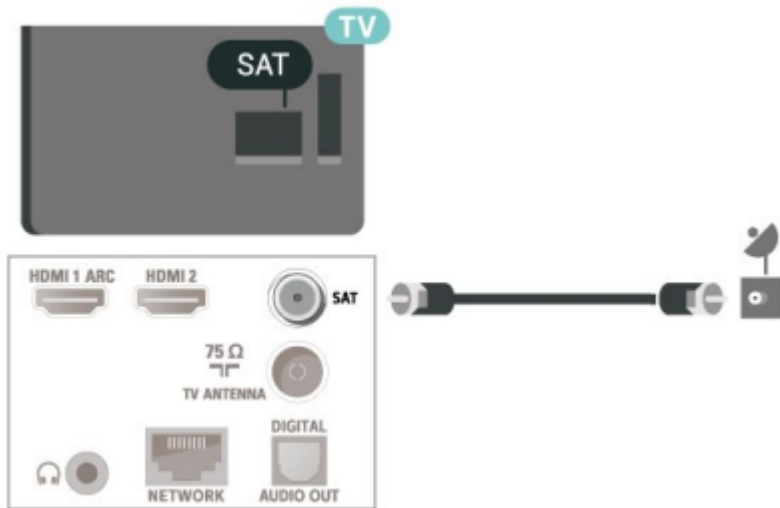
You can connect your own antenna or an antenna signal from an antenna distribution system. Use an IEC Coax 75 Ohm RF antenna connector.

Use this antenna connection for DVB-T and DVB-C input signals



Satellite

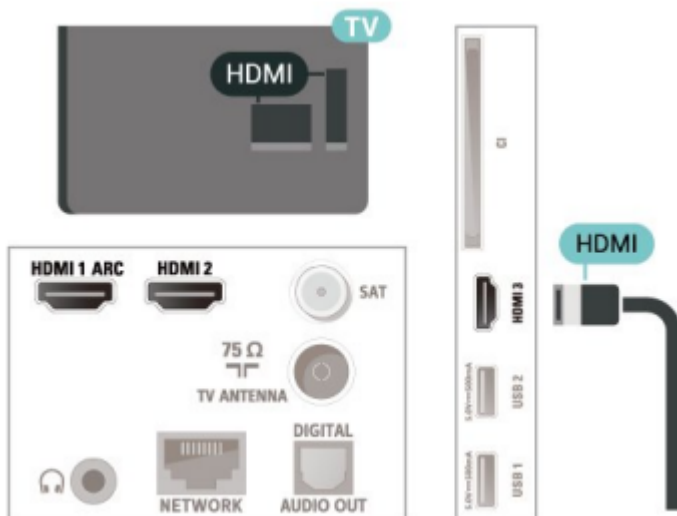
Attach the satellite F-type connector to the satellite connection SAT at the back of the TV.



Video Device

HDMI

An HDMI connection has the best picture and sound quality. For best signal quality transfer, use a High speed HDMI cable and do not use an HDMI cable longer than 5 m, and also connect devices supporting HDR on any one of HDMI connections.



Copy protection

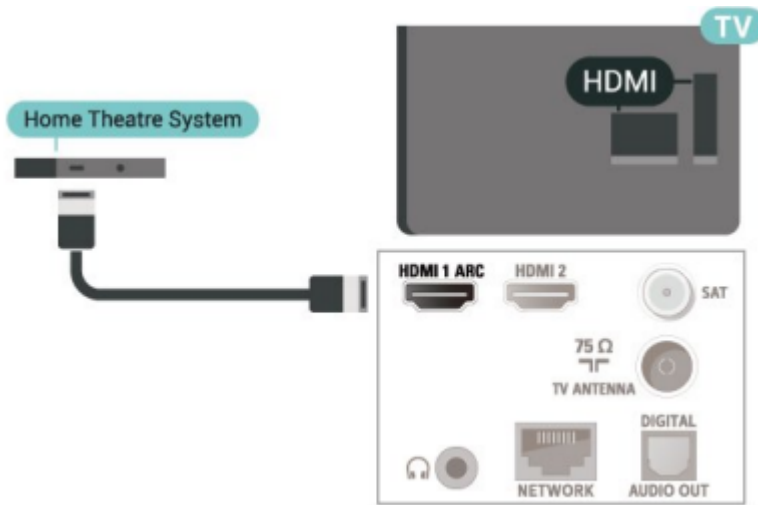
HDMI ports support HDCP (High-bandwidth Digital Content Protection). HDCP is a copy protection signal that prevents copying content from a DVD disc or Blu ray Disc. Also referred to as DRM (Digital Rights Management)

Audio Device

HDMI ARC

Only HDMI 1 on the TV have HDMI ARC (Audio Return Channel).

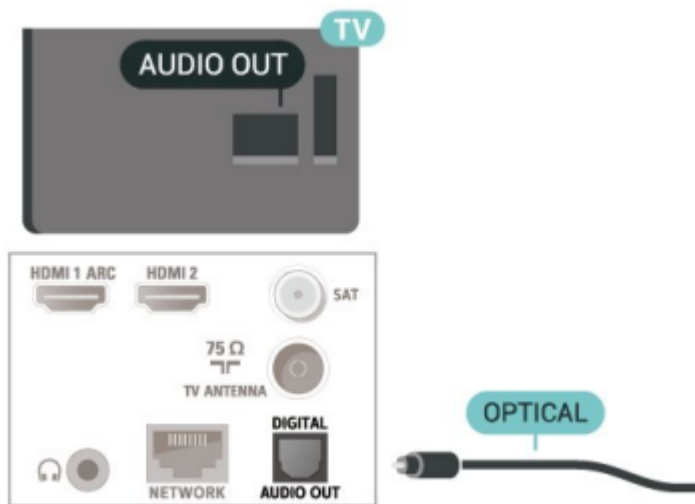
If the device, typically a Home Theatre System (HTS), also has the HDMI ARC connection, connect it to HDMI 1 connection on this TV. With the HDMI ARC connection, you do not need to connect the extra audio cable that sends the sound of the TV picture to the HTS. The HDMI ARC connection combines both signals.




Digital Audio Out - Optical

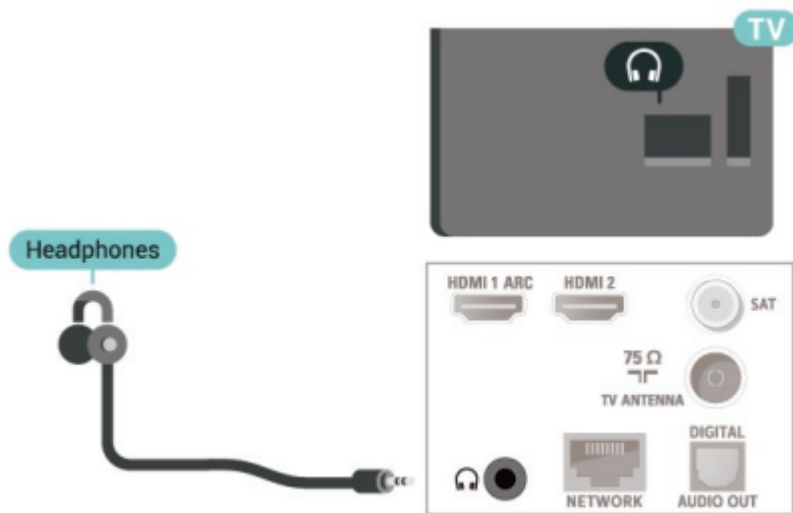
Audio Out - Optical is a high quality sound connection.

This optical connection can carry 5.1 audio channels. If your device, typically a Home Theatre System (HTS), has no HDMI ARC connection, you can use this connection with the Audio In - Optical connection on the HTS. The Audio Out - Optical connection sends the sound from the TV to the HTS



Headphones

You can connect a set of headphones to the  connection on the side of the TV. The connection is a mini-jack 3.5mm. You can adjust the volume of the headphones separately.



Mobile Device

Screen Mirroring

About Screen Mirroring

You can view your photos or play your music and videos from a mobile device on your TV with Screen Mirroring. The mobile device and the TV should be within range, which usually means being in the same room.

Using Screen Mirroring

Switch on Screen Mirroring

Press  SOURCES > Screen Mirroring

Share a Screen on TV

- 1 - Activate Screen mirroring on your mobile device.
- 2 - On your mobile device, select the TV. (This TV will be displayed as TV model name)
- 3 - Select the TV name on your mobile device, after connection, you can enjoy using Screen Mirroring.

Stop Sharing




You can stop sharing a screen from the TV or from the mobile device.

From the device

With the application you use to start Screen Mirroring, you can disconnect and stop watching the screen of the device on TV. The TV will switch back to the last selected programme.

From the TV

To stop watching the screen of the device on TV, you can . . .

- Press  EXIT to watch a TV broadcast
- Press  (Home) to start another activity on TV
- Press  SOURCES to open the Sources menu and select a connected device.

Block a Device

The first time you receive a request to connect from a device, you can block the device. The request from this device and all its requests in the future, will be ignored.


To block a device...

Select Block... and press OK.

Unblock all devices

All previously connected and also blocked devices are stored in the Screen Mirroring list of connections. If you clear this list, all blocked devices will be unblocked.

To unblock all blocked devices...

 (Home) > Settings > All settings > Wireless and networks > Wired or Wi-Fi > Reset Screen Mirroring connections.


Blocking a previously connected device

If you want to block a device that you previously connected, you need to clear the Screen Mirroring connections list first. If you clear this list, you will have to confirm or block the connection for every device again.

Reset Screen Mirroring connections

All previously connected devices are stored in the Screen Mirroring list of connections.

To clear all connected Screen Mirroring devices...

 (Home) > Settings > All settings > Wireless and networks > Wired or Wi-Fi > Reset Screen Mirroring connections.

Screen Delay

The normal delay when sharing a screen with Screen Mirroring is about 1 second. The delay might be longer if you are using older devices with less processing power.

Other Device

CAM with Smart Card - CI+

About CI+

This TV is ready for the CI+ Conditional Access.

With CI+ you can watch premium HD programmes, like movies and sports, offered by digital TV operators in your region. These programmes are scrambled by the TV operator and descrambled with a prepaid CI+ module.

Digital TV operators provide a CI+ module (Conditional Access Module - CAM) and an accompanying smart card, when you subscribe to their premium programmes. These programmes have a high level of copy protection.

Contact a digital TV operator for more information on terms & conditions.



Smart Card

Digital TV operators provide a CI+ module (Conditional Access Module - CAM) and an accompanying smart card, when you subscribe to their premium programmes.

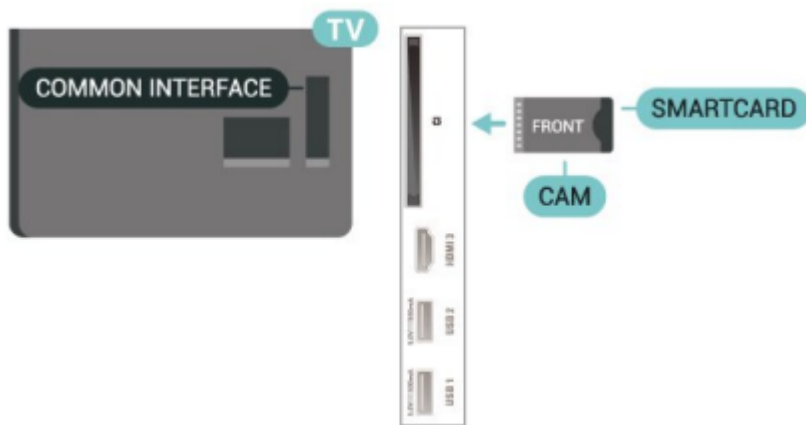
Insert the smart card into the CAM module. See the instruction you received from the operator.

To insert the CAM in the TV...

1. Look on the CAM for the correct method of insertion. Incorrect insertion can damage the CAM and TV.
2. While looking at the back of the TV, with the front of the CAM facing towards you, gently insert the CAM into the slot COMMON INTERFACE.
3. Push the CAM in as far as it will go. Leave it in the slot permanently.

When you switch on the TV, it may take a few minutes before the CAM is activated. If a CAM is inserted and subscription fees are paid (subscription methods can differ), you can watch the scrambled channels supported by the CAM smart card.

The CAM and smart card are exclusively for your TV. If you remove the CAM, you will no longer be able to watch the scrambled channels supported by the CAM



Set Passwords and PIN Codes

For some CAMs, you must enter a PIN code to watch its channels. When you set the PIN code for the CAM, we recommend you to use the same code you are using to unlock the TV.

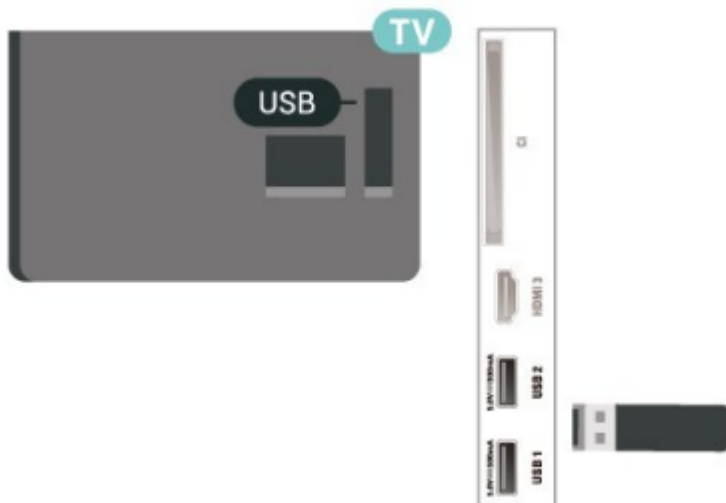
To set the PIN code for the CAM...

1. Press **SOURCES** .
2. Select the channel type you are using the CAM for.
3. Press **OPTIONS** and select Common Interface.
4. Select the TV operator of the CAM. The following screens come from the TV operator. Follow the on screen instruction to look up the PIN code setting.

USB Flash Drive

You can view photos or play your music and videos from a connected USB flash drive. Insert a USB flash drive in one of the USB connections on the TV while the TV is switched on.

The TV detects the flash drive and opens a list showing its content. If the contents list does not appear automatically, press **SOURCES** and select USB



For more information on watching or playing content from a USB flash drive, in Help, press the colour key **■** Keywords and look up Photos, Videos and Music.

USB Hard Drive

Installation

If you connect a USB Hard Drive, you can pause or record a TV broadcast. The TV broadcast must be a digital broadcast (DVB broadcast or similar).

Before you can pause or record a broadcast, you must connect and format a USB Hard Drive.

Formatting removes all files from the USB Hard Drive.

To Pause

To pause a broadcast, you need a USB compatible Hard Drive with a minimum of 4GB disk space.

To Record

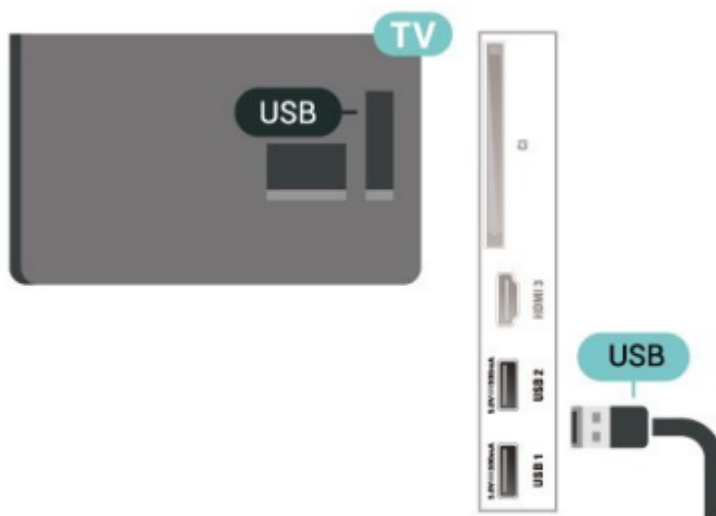
To pause and record a broadcast, you need a minimum of 250GB disk space.

1. Connect the USB Hard Drive to one of the USB connections on the TV. Do not connect another USB device to the other USB ports when formatting.
2. Switch on the USB Hard Drive and the TV.
3. When the TV is tuned to a digital TV channel, press **||** (Pause). Trying to pause will start the formatting.

Follow the instructions on screen.

When the USB Hard Drive is formatted, leave it connected permanently.

Note: The maximum supported hard drive partition size is 2 TB.



Formatting

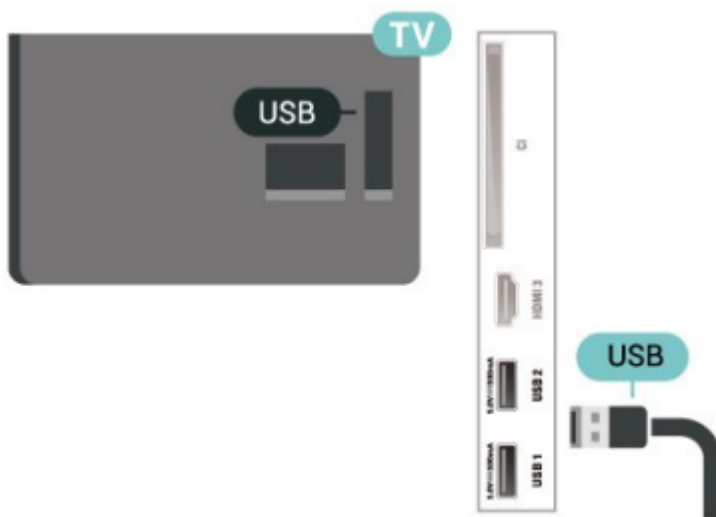
Before you can pause or record a broadcast, you must connect and format a USB Hard Drive. Formatting removes all files from the USB Hard Drive. If you want to record broadcasts with TV Guide data from the Internet, you must setup the Internet connection first before you install the USB Hard Drive.

Warning

The USB Hard Drive is formatted exclusively for this TV, you cannot use the stored recordings on another TV or PC. Do not copy or change recording files on the USB Hard Drive with any PC application. This will corrupt your recordings. When you format another USB Hard Drive, the content on the former will be lost. A USB Hard Drive installed on your TV will need reformatting for use with a computer.


To format a USB Hard Drive...

1. Connect the USB Hard Drive to one of the USB connections on the TV. Do not connect another USB device to the other USB ports when formatting.
2. Switch on the USB Hard Drive and the TV.
3. When the TV is tuned to a digital TV channel, press **||** (Pause). Trying to pause will start the formatting. Follow the instructions on screen.
4. The TV will ask if you want to use the USB Hard Drive to store apps, agree to the question if you do.
5. When the USB Hard Drive is formatted, leave it connected permanently.



Troubleshooting

Tips

If you can't find a solution for your TV problem in Troubleshooting, you can use  Keywords in Help > User manual to find the information you are looking for. Select a keyword to go the most relevant page in the User manual.

If the User manual doesn't answer your question, you can go to the support website of Philips.

To solve any Philips TV related problem, you can consult our online support. You can select your language and enter your product model number.

On the support site you can find your country's telephone number to contact us as well as answers to frequently asked questions (FAQs). In some countries, you can chat with one of our collaborators and ask your question directly or send a question by email.

You can download new TV software or the manual to read on your computer.

TV Help on your tablet, smartphone or computer

To carry out extended sequences of instructions more easily, you can download the TV Help in PDF format to read on your smartphone, tablet or computer. Alternatively, you can print the relevant Help page from your computer.

Switch On


The TV does not switch on

- Disconnect the power cable from the power outlet. Wait for one minute then reconnect it. Make sure that the power cable is securely connected. Try switching on again.
- Connect the TV to another wall mains socket and try switching on.
- Disconnect all connected devices from the TV and try switching on.
- If the standby light on TV is on, the TV might not respond to the remote control.

Creaking sound at startup or switch off


When you are turning the TV on or standby, you hear a creaking sound from the TV chassis. The creaking sound is due to the normal expansion and contraction of the TV as it cools and warms up. This does not affect performance.

The TV goes back to standby after showing the Philips startup screen

When the TV is in standby, a Philips startup screen is displayed, then the TV returns to standby mode. This is normal behaviour. When the TV is disconnected and reconnected to the power supply, the startup screen is displayed at the next startup. To switch on the TV from standby, press  (Standby / On) the remote control or the TV.


The standby light keeps on blinking

Disconnect the power cable from the power outlet. Wait 5 minutes before you reconnect the power cable. If the blinking reoccurs, contact Philips TV Consumer Care.

In Help > User manual, press the colour key  Keywords and look up Contact Info.

TV switches off by itself

If the TV switches off suddenly, the setting Switch off timer might be switched on. With Switch off timer the TV switches off after 4 hours if no remote control signals were received. To avoid this automatic switch off, you can deactivate this switch off.

In Help > User manual, press the colour key  Keywords and look up Switch Off Timer. Also, if the TV does not receive a TV signal nor a remote control command for 10 minutes, the TV switches off automatically.

Remote Control

TV does not respond to the remote control

- The TV requires some time to start up. During this time, the TV does not respond to the remote control or TV controls. This is normal behaviour.
- The batteries of the remote control might be empty. Replace the batteries with new ones.

Channels

No digital channels found during the installation

- Check if the TV was connected with an antenna or is using a provider signal. Check the cable connections.
- Check if the country where you install the TV, has digital channels available.
- Check if you selected the correct DVB (Digital Video Broadcast) system. Select DVB-T (terrestrial) when you use an antenna or common antenna, select DVBC (cable) if you use a TV cable service.
- Redo the installation and check if you select the correct country and system.

No analogue channels found during the installation

- Check if the TV was connected with an antenna. Check the cable connections.
- Check if you selected the correct DVB (Digital Video Broadcast) system. Select DVB-T (terrestrial) when you use an antenna or common antenna.
- Redo the installation and select Digital and analogue channels during the installation.

Some channels disappeared, cannot find all or some previously installed channels

- Check if you selected the correct Channel list or Favourites list you normally use.

- Some channels might be moved or even deleted by the broadcaster. In the normal channels list, try to search for the channel you're missing. If the channel is still available, you can put it back in the favourites list.
- A channel can be deleted from the channel list during Automatic channel update. These automatic updates are done overnight if the TV is on standby.

Channels that do not exist anymore are deleted and new channels will be added to the channel list. Exceptionally, a channel can be deleted because the TV could not find it while checking for its presence. It might not broadcast at night.

To avoid channels being deleted during the Automatic channel update because the TV could not find them although these channels are still there, you can switch off Automatic channel update. 🏠 (Home) > Settings > All Settings > Channels > Antenna/cable installation, Satellite installation* > Automatic channel update

*Satellite installation is only for models which support satellite functions.

DVB-T2 HEVC channel

- See the technical specifications to make sure that your TV supports DVB-T2 HEVC in your country and reinstall DVB-T channel.

Satellite

The TV cannot find the satellites I want or the TV installs the same satellite twice

Check if the correct number of satellites is set in settings at the start of the installation. You can set the TV to search for One, Two or 3/4 satellites.

A dual head LNB cannot find a second satellite

- If the TV finds one satellite but cannot find a second one, turn the dish a few degrees. Align the dish to get the strongest signal on the first satellite. Check the signal strength indicator of the first satellite on screen.
- Check if the settings are set to two satellites.

Changing the installation settings did not solve my problem

All settings, satellites and channels are only stored at the end of the installation when you finish.

All satellite channels are gone

If you use a Unicable system, make sure you assigned two unique user band numbers for both built-in tuners in the Unicable settings. It might be that another satellite receiver in your Unicable system is using the same user band number.

Some satellite channels seem to have disappeared from the channel list

If some channels seem to be gone or displaced, the broadcaster might have changed the transponder location of these channels. To restore the channel positions in the channel list, you can try an update of the channel package.

I cannot remove a satellite




Subscription packages do not allow removing a satellite. To remove the satellite, you have to do a complete installation again and select another package.

Sometimes the reception is poor

- Check if the satellite dish is solidly mounted. Strong winds can move the dish.
- Snow and rain can degrade the reception.

Picture



No picture / distorted picture

- Check if the TV is connected with an antenna or is using a provider signal. Check the cable connections.
- Check if the correct source/input is selected in the sources menu. Press  Sources and select the source/input you need.
- Check if the external device or source is properly connected.
- Check if the reception is poor.
- Check if the picture is set to a minimal value.
- Select Picture style and select a style and press OK.  (Home) > Settings > All settings > Picture > Picture style
- To check if the TV is broken, try to play a video clip. Press  (Home) > Settings > Help > Check the TV. If the video clip stays black, call Philips. Wait until the clip ends and select Contact info in the Help menu. Call the telephone number for your country.

Sound but no picture

- Change to other video sources and then change back to current source.
- Select Picture style and select a style and press OK.

(Home) > Settings > All settings > Picture > Picture style


- Restore picture style, select back to Picture style, then press  Restore style.
- Reset all TV settings, go to  (Home) > Settings > All settings > General settings > Reinstall TV.
- Check the connections of the source/input devices.

Poor reception

If the TV picture is distorted or variable in quality, the input signal might be poor. A weak digital signal is seen as a picture that is breaking up in square blocks and freezes occasionally. Much sooner than a bad analogue signal, a bad digital signal will fall away.

- Check if the antenna cable is properly connected.
- Large loudspeakers, unearthed audio devices, neon lights, high buildings and other large objects can influence reception quality when you are using an antenna. Try to improve the reception by changing the antenna direction or moving devices away from the TV. Bad weather might deteriorate the reception.
- Check if all connections, to and from your devices, are properly connected.
- If reception on only one channel is poor, fine-tune this channel with Analogue: manual installation. (Only for analogue channels)

🏠 (Home) > Settings > Install Channels > Antenna/cable installation > Analogue: manual installation

- Check if the incoming digital signal is sufficiently strong. While watching a digital channel, press  OPTIONS and select Status and press OK. Check the Signal strength and Signal quality.

Poor picture from a device

- Make sure that the device is connected properly. Make sure that the device's output video setting is the highest possible resolution if applicable.
- Restore picture style or change to another picture style.

Picture settings change after a while

Make sure that Location is set to Home . You can change and save settings in this mode.



🏠 (Home) > Settings > All settings > General settings > Location


A banner appears

If an on screen promotion banner appears occasionally or the Picture style automatically switches back to Vivid at startup, the TV is in Shop location. Set the TV to Home location for use at home.

🏠 (Home) > Settings > All settings > General settings > Location


Picture does not fit the screen / Wrong or unstable picture size / Picture position is incorrect

- If the picture size - its aspect ratio - does not fit the screen, with black bars on the top and bottom or left and right side of the screen, press  (Home) > Settings > All settings > Picture > Picture Format > Fill screen.
- If the picture size changes all the time, press  (Home) > Settings > All settings > Picture > Picture Format > Fit to screen.

- If the position of the picture is incorrect on the screen, try to check the signal resolution and output type of the connected device, press  (Home) > Settings > All settings > Picture > Picture Format > Original.



Computer picture is not stable

Make sure that your PC uses the supported resolution and refresh rate.

 (Home) > Settings > All settings > Picture >

Sound

No sound or poor sound quality

- Check if the sound settings of the TV are OK, press the  volume or  mute key.
- If you use a digital receiver (set-top box), check if the volume on this receiver is not set to zero or mute.
- Check if the TV - the audio signal - is properly connected with the Home Theatre System, if you use such a system for the TV sound. Check if you connected the HDMI cable to an HDMI1 ARC connection on the Home Theatre System.
- Make sure that the TV audio output is connected to the audio input on the Home Theatre System. Sound should be heard from the HTS (Home Theatre System) speakers.

Sound with loud noise

If you watch a video from a plugged in USB flash drive or connected computer, the sound from your Home Theatre System might be distorted. This noise is heard when the audio or video file has DTS sound but the Home Theatre System has no DTS sound processing. You can fix this by setting the Digital out format of the TV to Stereo.

Press  (Home) > Settings > All settings > Sound > Advanced > Digital out format

HDMI

HDMI

- Note that HDCP (High-bandwidth Digital Content Protection) support can delay the time taken for a TV to display content from an HDMI device.
- If the TV does not recognise the HDMI device and no picture is displayed, switch the source from one device to another and back again.
- If there are intermittent sound disruptions, make sure that output settings from the HDMI device are correct.

HDMI EasyLink does not work


- Check if your HDMI devices are HDMI-CEC compatible. EasyLink features only work with devices that are HDMI-CEC compatible.

No volume icon shown

- When an HDMI-CEC audio device is connected and you use the TV Remote Control to adjust the volume level from the device, this behaviour is normal.

USB

Photos, videos and music from a USB device do not show

- Check if the USB storage device is set to Mass Storage Class compliant, as described in the storage device's documentation.
- Check if the USB storage device is compatible with the TV.
- Check if the audio and picture file formats are supported by the TV. For more information, in Help, press the colour key  Keywords and look up Multimedia.

Choppy playback of USB files

- The transfer performance of the USB storage device may limit the data transfer rate to the TV which causes poor playback.

Wi-Fi and Internet

Wi-Fi network not found or distorted

- Check if the firewalls in your network allow access to the TV's wireless connection.
- If the wireless network does not work properly in your home, try the wired network installation.

Internet does not work

- If the connection to the router is OK, check the router connection to the Internet.

The PC and Internet connection are slow





- Look in your wireless router's user manual for information on indoor range, transfer rate and other factors of signal quality.
- Use a high-speed (broadband) Internet connection for your router.

DHCP

- If the connection fails, you can check the DHCP(Dynamic Host Configuration Protocol) setting of the router. DHCP should be switched on.

Wrong Menu Language

Change the language back to your language.

1. Press  Home , and press  (up) for once.
2. Press  (right) for twice, and press  (down) for once.

3. Press 9 times > (right), make sure the icon is ⚙️, and press OK.
4. Press 8 times ▼ (down), and press > (right) 3 times, select your language and press OK.

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.