











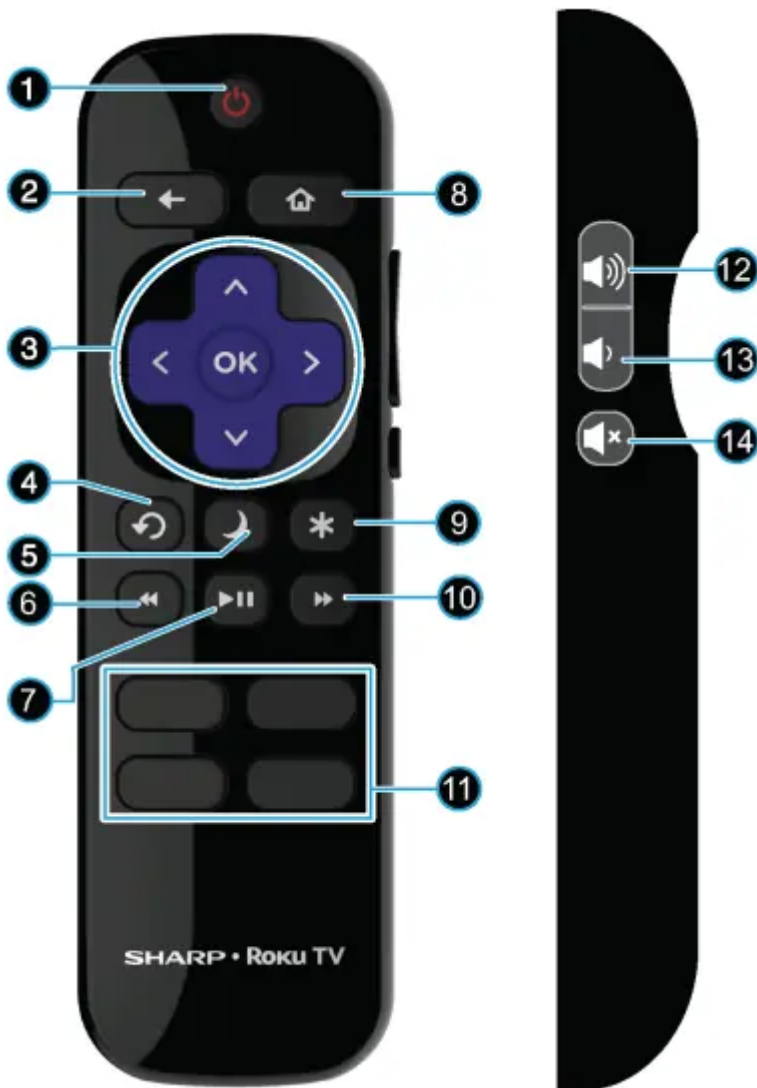
TV components

Jacks and controls




Your TV may have any of the following items:

ITEM	DESCRIPTION	FUNCTION
	Power/Input button	Power —Turns TV power on or off. When your TV is off, the LED indicator on the front of your TV lights blue. Warning: When your TV is off, power still flows through it. To completely disconnect power, unplug the power cord. Input —Quickly press and release to open the <i>Input Selection</i> list, press one or more times to select a video input source, then wait a few seconds. Your TV switches to the source you selected.
	Digital OPTICAL output jack	Connect a sound bar, digital speaker system, or home theater system to this jack to listen to TV audio through external speakers. See Digital audio using the digital optical audio jack on page 17.
	Headphone jack	Connect headphones to this jack. See Connecting headphones on page 17. OR Connect an analog sound bar, speaker system, or home theater system to this jack to listen to TV audio through external speakers.
	AUDIO OUT jack	Connect an analog sound bar, speaker system, or home theater system to this jack to listen to TV audio through external speakers. For more information, see Analog audio using the audio out jack on page 18.
	Antenna/Cable in jack	Connect an antenna or cable TV to this jack. See Coaxial (good) on page 13 or Connecting an antenna or cable TV (no box) on page 13.
	Analog video and audio (AV) jacks	Connect the video and audio for an AV device to these jacks. See AV (good) on page 12, 14, or 15.
	USB	Connect a USB flash drive to this jack to view compatible JPEG picture files or to pause live TV. See Connecting a USB flash drive on page 16.
	HDMI®	Connect an HDMI® device to this jack. See HDMI (best) on page 12, 14, or 15, or Connecting a computer on page 16.
	HDMI®/ARC	Connect an ARC-enabled home theater receiver to this jack. OR Connect an HDMI® device to this jack. See HDMI (best) on page 12, 14, or 15, or Connecting a computer on page 16.
	ETHERNET	Connect an Ethernet cable to this jack and to an Ethernet connection.

Remote control



#	Button	Description
1	⏻ (power)	If your TV is in Standby mode, turns power on. If your TV is on, puts your TV in Standby mode.
2	← (back)	The action depends on what you are doing with your TV: Menu —Goes back to previous menu or screen. Home screen tile —Moves highlight back to the Home menu option. Watching Antenna TV or a TV input —Returns to the screen from which the input was selected. Playing streaming content —Stops playing stream and returns to the previous menu or screen. Browsing streaming content —Goes to the previous level in the content tree.

- 3  and **OK**
- ^—Moves the highlight up one item.
 - v—Moves the highlight down one item.
 - <—Moves the highlight left, if possible (if a < hint appears).
 - >—Moves the highlight to the right, if possible (if a > hint appears).
- When watching TV, displays your channel list.
When playing most streaming videos, skips backward in the video.
- When watching TV with the channel list displayed, dismisses the channel list.
When playing most streaming videos, skips forward in the video.
- OK**—Selects the highlighted option.
When watching TV, this button displays information for the current TV program.
- 4  (previous)
- Watching Antenna TV or cable (no set-top box)**—Changes to the previous channel.
Playing streaming content—Jumps back one position in video.
Menu—Backspaces one letter during menu entries, such as Search.
- 5  (sleep)
- First press displays a banner showing the remaining sleep time, if any, or **Sleep timer is off**. Subsequent presses cycle among the preset sleep time intervals: **30 minutes, 1 hour, 1.5 hours, 2 hours, and 3 hours**. Once set, the Sleep timer remains in effect regardless of what you are watching.




6	⏮ (rewind)	<p>When playing streaming video that supports this feature:</p> <ul style="list-style-type: none"> • First press rewinds at 1x speed. • Second press rewinds at 2x speed. • Third press rewinds at 3x speed. • Subsequent presses cycle through 1x, 2x, and 3x rewind speed. <p>When playing streaming audio, jumps to the previous track/selection.</p> <p>When any menu, tile, or channel in the channel list is highlighted, jumps up one page.</p> <p>When using a virtual keyboard, jumps to the character at the top of the current column.</p>
7	▶ (play/pause)	<p>When playing streaming content, alternately pauses and plays the content.</p>
8	🏠 (home)	<p>Immediately returns to the Home screen menu.</p>
9	* (options)	<p>Displays an <i>Options</i> menu, but only when the Options * hint in the upper right corner of the screen is not dimmed. The menu you see varies depending on what you are doing with your TV.</p> <p>Also, in most cases, pressing * while video is playing displays an <i>Options</i> menu over part of the screen where you can adjust various picture and sound settings.</p>
10	▶▶ (fast forward)	<p>When playing streaming video that supports this feature:</p> <ul style="list-style-type: none"> • First press fast forwards at 1x speed. • Second press fast forwards at 2x speed. • Third press fast forwards at 3x speed. • Subsequent presses cycle through 1x, 2x, and 3x fast forward speed. <p>When playing streaming audio, jumps to the next track/selection.</p> <p>When any menu, tile, or channel in the channel list is highlighted, jumps down one page.</p> <p>When using a virtual keyboard, jumps to the character at the bottom of the current column.</p>



Dedicated buttons show the logo of a featured streaming content provider. Pressing a button turns your TV on (if your TV is not already on), and if your TV is operating and is connected to the Internet, performs one of the following actions:

11 FEATURED CHANNEL SHORTCUTS

- Displays the streaming channel's main page if you have already added the channel to your Home screen.
- Displays the streaming channel's sign-up page if you have not already added the channel so that you can agree to any terms and fees for the service.


12  (volume up)

Turns volume up one setting with each press. Press and hold to turn volume up rapidly. A volume indicator shows the volume level while you are adjusting the volume and for a few seconds afterward.


Note: If your TV is muted, pressing  unmutes the sound.

13  (volume down)

Turns volume down one setting with each press. Press and hold to turn volume down rapidly. A volume indicator shows the volume level while you are adjusting the volume and for a few seconds afterward.

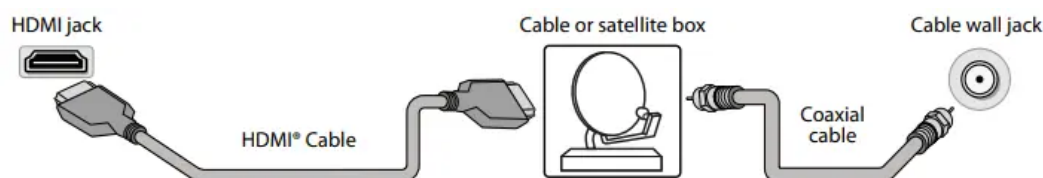
Note: If your TV is muted, pressing  does not unmute the sound.

14  (mute)

Mutes and unmutes the TV sound. A volume indicator shows the current volume level and a mute icon when you press  and for a few seconds afterward. If **Closed captioning** is set to **When Mute**, captions are displayed while your TV is muted.

Connecting a cable or satellite box

HDMI (best)



1 Make sure that your TV's power cord is unplugged and all connected equipment is turned off.

2 Connect a coaxial cable (not provided) to the cable wall jack and to the cable-in jack on the cable or satellite box.

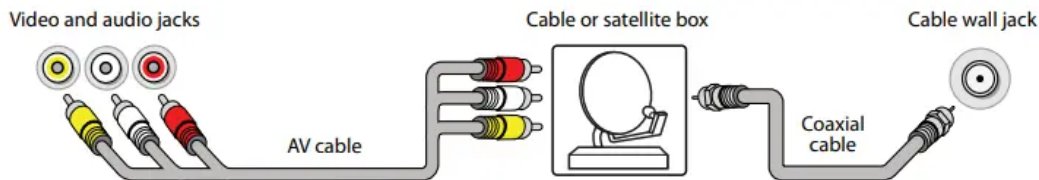
3 Connect an HDMI® cable (not provided) to one of the HDMI jacks on your TV and to the HDMI® out jack on the cable or satellite box.



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

5 On the Home screen, press **^ v < or >** to highlight the HDMI 1, HDMI 2, or HDMI 3 tile, then press OK.

AV (good)



1 Make sure that your TV's power cord is unplugged and all connected equipment is turned off.

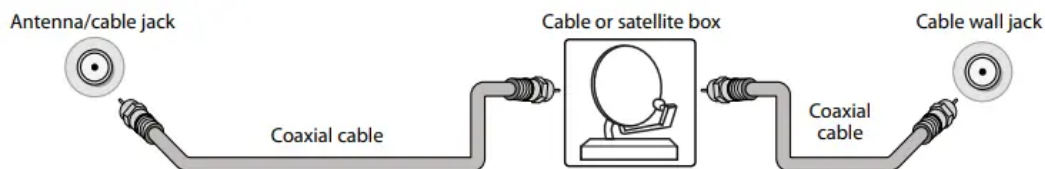
2 Connect a coaxial cable (not provided) to the cable wall jack and to the cable-in jack on the cable or satellite box.

3 Connect an AV cable (not provided) to the AV jacks on your TV and to the AV out jacks on the cable or satellite box.

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

5 On the Home screen, press **^ v < or >** to highlight the AV tile, then press OK.

Coaxial (good)



1 Make sure that your TV's power cord is unplugged and all connected equipment is turned off.

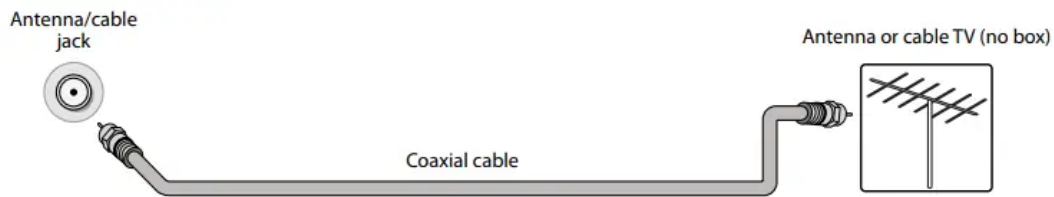
2 Connect a coaxial cable (not provided) to the cable wall jack and to the cable-in jack on the cable or satellite box.

3 Connect another coaxial cable (not provided) to the antenna/cable jack on your TV and to the coaxial out jack on the cable or satellite box.

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

5 On the Home screen, press **^ v < or >** to highlight the Antenna TV tile, then press OK. If you have not set up the TV tuner, follow the on-screen instructions.

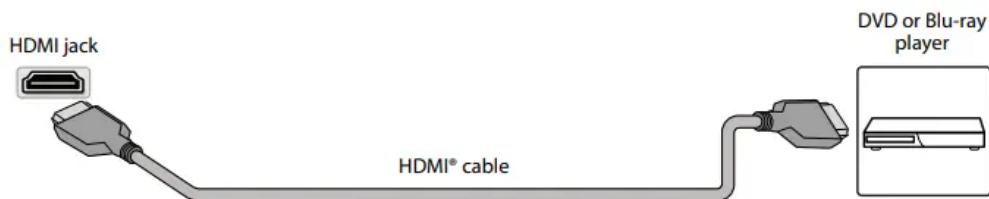
Connecting an antenna or cable TV (no box)



- 1 Make sure that your TV's power cord is unplugged and all connected equipment is turned off.
- 2 Connect a coaxial cable (not provided) to the antenna/cable jack on your TV and to the antenna or cable TV wall jack.
- 3 Plug your TV's power cord into a power outlet, then turn on your TV.
- 4 On the Home screen, press $\wedge \vee \langle \text{or} \rangle$ to highlight the Antenna TV tile, then press OK. If you have not set up the TV tuner, follow the on-screen instructions.

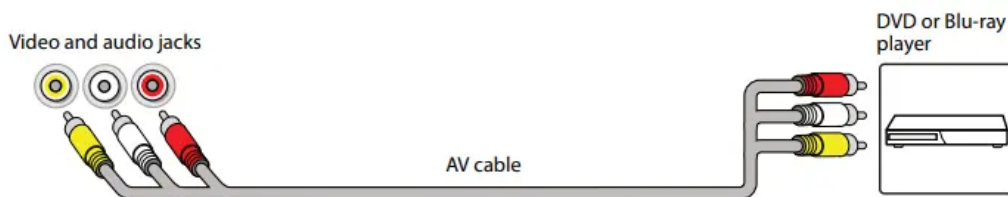
Connecting a DVD or Blu-ray player

HDMI (best)



- 1 Make sure that your TV's power cord is unplugged and the DVD or Blu-ray player is turned off.
- 2 Connect an HDMI® cable (not provided) to one of the HDMI jacks on your TV and to the HDMI® out jack on the DVD or Blu-ray player.
- 3 Plug your TV's power cord into a power outlet, then turn on your TV and DVD or Blu-ray player.
- 4 On the Home screen, press $\wedge \vee \langle \text{or} \rangle$ to highlight the HDMI 1, HDMI 2, or HDMI 3 tile, then press OK.

AV (good)



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

DVD or Blu-ray player.

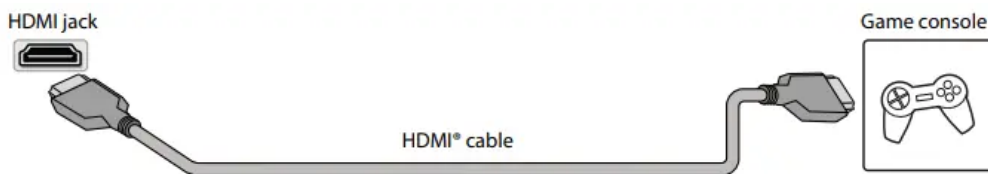
3 Plug your TV's power cord into a power outlet, then turn on your TV and DVD or Blu-ray player.

4 If needed, set the player to the correct output mode. See the documentation that came with the player.

5 On the Home screen, press $\wedge \vee < \text{or} >$ to highlight the AV tile, then press OK.

Connecting a game console

HDMI (best)



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

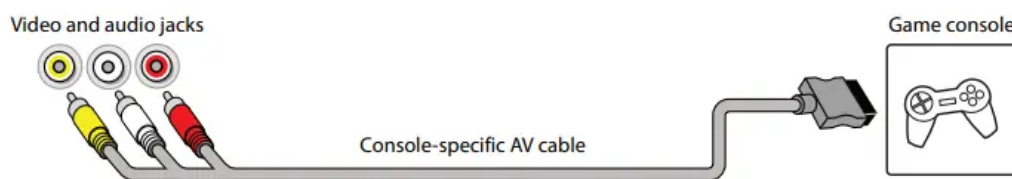
2 Connect an HDMI® cable (not provided) to one of the HDMI jacks on your TV and to the HDMI® out jack on the game console.

3 Plug your TV's power cord into a power outlet, then turn on your TV.

4 Turn on the game console, then set it to the correct output mode. See the documentation that came with the console.

5 On the Home screen, press $\wedge \vee < \text{or} >$ to highlight the HDMI 1, HDMI 2, or HDMI 3 tile, then press OK.

AV (good)



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

2 Connect the console-specific AV cable to the AV jacks on your TV and to the AV jack(s) on the game console.

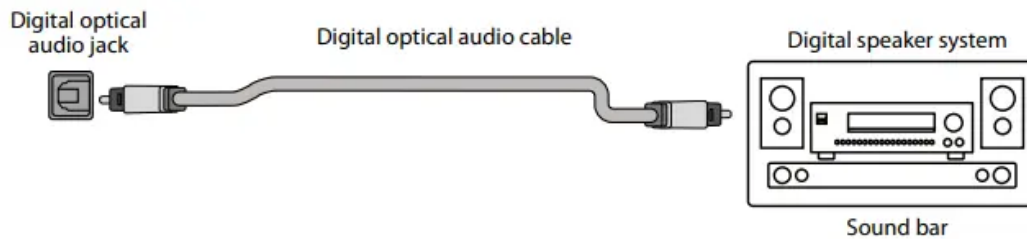
3 Plug your TV's power cord into a power outlet, then turn on your TV.

4 Turn on the game console, then set it to the correct output mode. See the documentation that came with the console.

5 On the Home screen, press $\wedge \vee < \text{or} >$ to highlight the AV tile, then press OK.

Connecting external speakers or a sound bar

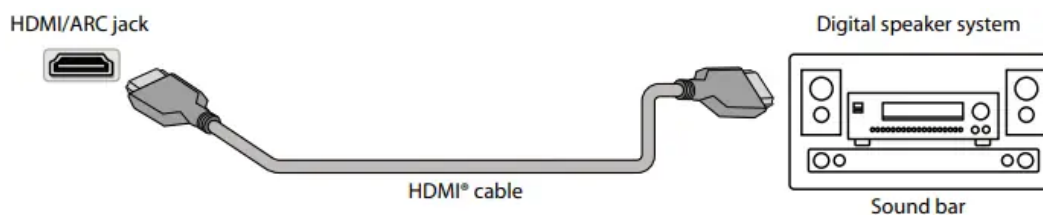
Digital audio using the digital optical audio jack



- 1 Make sure that your TV's power cord is unplugged and the digital speaker system or sound bar is turned off.
- 2 Connect a digital optical audio cable (not provided) to the digital audio output jack on your TV and to the audio input jack on the digital speaker system or sound bar.
- 3 Plug your TV's power cord into a power outlet, then turn on your TV.
- 4 Turn on the digital speaker system or sound bar, then set it to the correct source. See the documentation that came with the digital speaker system or sound bar.
- 5 To turn off your TV speakers, on the Home screen, press **^** or **v** to highlight Settings, then press OK. Highlight Audio, then press OK. Highlight TV speakers, then press OK. Press OK to remove the check from the TV speakers enabled check box.

Digital audio using the HDMI/ARC jack

Your TV can send sound to an ARC device, like an AV receiver, to create a home theater that uses two or more speakers. When you connect external speakers or a sound bar, sound plays through your TV speakers and the external speakers or sound bar



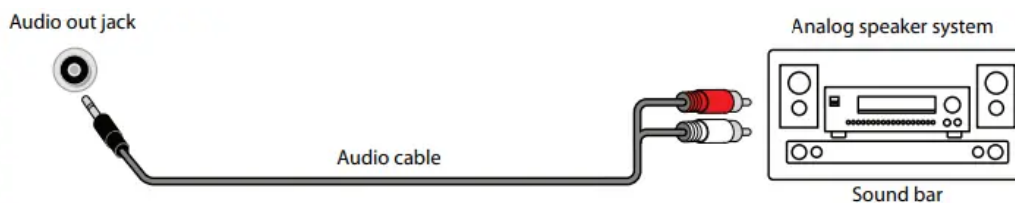
- 1 Make sure that your TV's power cord is unplugged and the digital speaker system or sound bar is turned off.
- 2 Connect an HDMI® cable (not provided) to the HDMI/ARC jack on your TV and to the audio in jack on the digital speaker system or sound bar.
- 3 Plug your TV's power cord into a power outlet, then turn on your TV.
- 4 Turn on the digital speaker system or sound bar, then set it to the correct source. See the documentation that came with the digital speaker system or sound bar.
- 5 To configure the HDMI1(ARC) jack to output sound to an ARC device, on the Home menu, press

▲ or ▼ to highlight Settings, then press OK. Highlight System, then press OK. Highlight Control other devices (CEC), then press OK. Highlight HDMI ARC, then press OK to check the box.

6 To turn off your TV speakers, on the Home screen, press ▲ or ▼ to highlight Settings, then press OK. Highlight Audio, then press OK. Highlight TV speakers, then press OK. Press OK to remove the check from the TV speakers enabled check box.

Analog audio using the audio out jack

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



1 Make sure that your TV's power cord is unplugged and the analog speaker system or sound bar is turned off.

2 Connect an audio cable (not provided) to the audio out jack on your TV and to the audio in jacks on the analog speaker system or sound bar.

3 Plug your TV's power cord into a power outlet, then turn on your TV.

4 Turn on the analog speaker system or sound bar, then set it to the correct source. See the documentation that came with the analog speaker system or sound bar.

5 To turn off your TV speakers, on the Home screen, press or to highlight Settings, then press OK. Highlight Audio, then press OK. Highlight TV speakers, then press OK. Press OK to remove the check from the TV speakers enabled check box.

Maintaining

- Do not use your TV in areas that are too hot or too cold, because the cabinet may warp or the screen may malfunction. Your TV works best in temperatures that are comfortable to you.
- Storage temperatures are 5° to 113°F (-15° to 45°C).
- Working temperatures are 41° to 95°F (5° to 35°C).
- Do not place your TV in direct sunlight or near a heat source.

Cleaning your TV cabinet

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

Cleaning your TV screen

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

Troubleshooting

Video and audio

Picture does not fill the screen or there are black bars around the picture

- The picture size may need to be adjusted
 - Adjust the picture size (aspect ratio). See the Picture Size option in Advanced picture settings menu options

I don't see a picture when I select an input

- TV is not on
 - Make sure that your TV is plugged into a working power outlet, and that your TV is turned on. (Your TV had a light on the front that indicates if your TV is turned off. See Status light .)
- Cables are not connected correctly
 - Make sure that the video cables are connected correctly and securely to your TV.
 - Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box or Connecting an antenna or cable TV (no box)
- Picture settings may be incorrect
 - Adjust the contrast and brightness. See the TV brightness option in Settings menu or Options menu.
 - Adjust the TV picture. See Advanced picture settings on page 54.
- Incorrect input may be selected
 - Make sure that the correct input is selected for the device you want to view. See Switching TV inputs .
- Input source not detected
 - Make sure that the device connected to the input is turned on.
 - Make sure that the cord to and from the device is connected firmly and correctly to the device and your TV.
- TV input may be bad
 - Connect a different device to the same input and check to see if it works correctly.

TV channel does not appear

- Broadcast TV may be experiencing problems or may not be set up
 - Try another channel. The station may be experiencing problems.
 - Make sure that the incoming signal is compatible.
 - If you are trying to watch broadcast TV, make sure that Antenna TV is set up. See Setting up Antenna TV

Dark, poor, or no picture screen is lit), but sound is good

- Broadcast TV may be experiencing problems or may not be set up
 - Try another channel. The station may be experiencing problems.
 - If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.
- Cables may not be connected correctly
 - Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 17 or Connecting an antenna or cable TV (no box)
 - Make sure that the video cables are connected correctly and securely to your TV.
 - The video cable(s) you are using may be bad. Try a new set.
- Picture settings may be incorrect
 - Adjust the brightness. See the TV brightness option in Settings menu 1 or Options menu
 - Change to a different picture mode. See the Picture mode option in Options menu settings or Advanced picture settings menu options

No color, dark picture, or color is not correct

- Picture settings may be incorrect
 - Adjust the contrast, color, and brightness settings. See the TV brightness option in Settings menu or Options menu .
- Broadcast TV may be experiencing problems
 - Try another channel. The station may be experiencing problems.
 - If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.

- Cables are not be connected correctly
 - Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box on page 17 or Connecting an antenna or cable TV (no box) on page 20.
 - Make sure that the video cables are connected correctly and securely to your TV.
 - The video cable(s) you are using may be bad. Try a new set.

Only snow (noise) appears on the screen

- Broadcast TV may be experiencing problems or may not be set up
 - Try another channel. The station may be experiencing problems.
 - If you are trying to watch broadcast TV, make sure that Antenna TV is set up. See Setting up Antenna TV .
 - If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.
- Cables may not be connected correctly
 - Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box or Connecting an antenna or cable TV (no box) .

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

- Broadcast signal may be weak
 - If you connect to cable without a set-top box and experience poor picture quality, you may need to install a set-top box to improve signal reception and picture quality. Contact your cable TV provider about upgrading to a set-top box.

Dotted lines or stripes appear on the screen

- Cables may not be connected correctly
 - Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box or Connecting an antenna or cable TV (no box) .
 - Make sure that the video cables are connected correctly and securely to your TV.
 - The video cable(s) you are using may be bad. Try a new set.

- Broadcast signal may be weak
 - If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.
 - Other devices (for example, a surround sound receiver, external speakers, fans, or hair dryers) may be interfering with your TV. Try turning off one device at a time to determine which device is causing interference. After you have determined which device is causing interference, move it further from your TV to eliminate the interference.

Double images

- Broadcast signal may be weak
 - If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.
 - If you are using an antenna and the signal strength is low, switch to a cable or satellite box.

The picture has a few bright or dark spots

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

Good picture, but no sound

- Volume is down or muted
 - Increase the volume.
 - Make sure that the sound is not muted.
- Headphones may be connected
 - Make sure that you do not have headphones connected. When headphones are connected, no sound comes from your TV speakers.
- TV speakers may be turned off
 - If you want sound to play through your TV speakers, make sure that your TV speakers are turned on. See [Turning off the speakers](#)
- You may need to change the audio mode
 - Change to a different audio mode. See [Changing the audio mode](#)

- Home theater system, sound bar, or external speaker system may not be turned on or may not be set up correctly
 - If you are using a home theater system, sound bar, or external speaker system, make sure that it is turned on and is not muted and that it is set to the correct source.
 - If you connected an ARC audio device to the HDMI 1/ARC jack, make sure that you have turned on the ARC feature. See the HDMI ARC option in Setting up a digital audio connection
 - If you are using a home theater system, sound bar, or external speaker system and have connected it with a digital audio cable, see Setting up a digital audio connection
 - Make sure that the audio cables are connected correctly and securely to your TV.
- Bad content, no audio
 - Make sure that the selected channel or content is intended to be broadcasting with sound.
- Cables may not be connected correctly
 - Make sure that the antenna or cable TV is connected correctly and securely. See Connecting a cable or satellite box or Connecting an antenna or cable TV (no box)
 - The audio cables you are using may be bad. Try a new set.

Poor picture

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

Audio noise

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

After images appear

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

Remote contro

My TV doesn't turn on using the remote control

- No power to TV
 - Make sure that the power cord is correctly connected to both your TV power connector and power outlet. See [Connecting power](#) . You should see an LED in the front of the TV panel when a button on the remote is pressed. If you see no LED activity, try another outlet or check your fuse box.
- Line-of-sight obstructed
 - Make sure that no objects (or pets) are obstructing the line-of-sight from the remote control to the remote sensor on the front of your TV. See [Aiming the remote control](#).
- Remote not responding
 - Open the battery compartment and make sure that the batteries are seated in the correct positions (+ and - in the correct positions). See [Installing remote control batteries](#).
 - Make sure the batteries are fresh and working correctly. Replace the batteries, if necessary.
- TV frozen
 - If the front LED is not responding, or abnormally bright, disconnect the power cord from the power outlet, wait a few seconds, then reconnect the power cord.

Trouble programming your existing universal remote control

- Remote control may not be programmed correctly
 - See instructions in [Using a universal remote](#).
 - Refer to the User Guide that accompanied your universal remote control and contact the manufacturer if problems persist.
- Batteries may be dead
 - Replace dead batteries with new batteries. Refer to the User Guide that accompanied your universal remote control.

General

No power

- Power cord may not be connected correctly
 - Make sure that the power cord is correctly connected to both your TV power connector and power outlet. See [Connecting power](#). You should see an LED in the front of your TV panel when a button on the remote is pressed. If you see no LED activity, try in another outlet or check your fuse box.
 - Unplug the power cord, wait 60 seconds, then plug the cord back in and turn on your TV.
- Other devices may be interfering
 - Other devices (for example, a surround sound receiver, external speakers, fans, or hair dryers) may be interfering with your TV. Try turning off one device at a time to determine which device is causing interference. After you have determined which device is causing interference, move it further from your TV to eliminate the interference.

My TV tuner does not pick up as many over-the-air channels as it should

- Antenna may not be placed optimally
 - Adjust the antenna location and rescan. See [Scanning for broadcast TV channels again](#). Go to [Settings > Input](#).
 - Reception can vary by channel depending on the broadcast power level of a given station. Contact your cable or satellite TV provider.
 - Make sure that the antenna or cable/satellite TV is connected securely to your TV.
 - Try replacing the cable between the antenna/cable or cable/satellite box and your TV.
- Broadcast TV may not be set up
 - Make sure that Antenna TV is set up. See [Setting up Antenna TV](#).

One or more channels do not display

- Channels may be blocked or hidden
 - Make sure that the channels are not blocked. See [Blocking unrated programs](#)
 - Make sure that the channels are not hidden. The channel may have been deleted from the channel list. You can add the channel back to the channel list. See [Edit broadcast TV channel lineup](#)

- The wrong input may be selected
 - Make sure that you have selected the correct input tile for the device or service you are trying to use. See Switching TV inputs on page 48.
- You may need to use the remote control that came with the cable or satellite box
 - If you are using a cable or satellite box, use the remote that came with that box to change channels.

I lost my parental control PIN

- Need PIN recovery
 - You will need to factory reset your TV, as the PIN cannot be recovered or reset any other way. See Factory reset everything.
 - Go to Settings > System > Factory reset.

Some settings cannot be accessed

- Not all settings are available for all devices or inputs
 - If the icon or a menu option is grayed, you cannot adjust settings for the current video input mode.

TV cabinet creaks

- This is normal
 - When your TV is in use, the temperature rises naturally and may cause the cabinet to expand or contract which can cause a creaking noise. This is not a malfunction.

Control buttons do not work

- TV may be frozen
 - Unplug the power cord, wait a few seconds, then plug the cord back in and turn on your TV.

TV keeps turning off

- Sleep timer may be turned on
 - Make sure that the sleep timer is not turned on. See the Sleep Timer option in Options menu settings or Changing time settings.

Some features are not available

- The wrong TV mode may be selected
 - You may have Set up for store mode when you set up your TV. Store use mode is for retail environments only. In Store use mode, some of your TV's features are missing or limited. If you selected Set up for store use and you

want to change to Set up for home use, you have to reset your TV to the factory defaults. See [Factory reset everything](#). Go to Settings > System > Factory reset.

Roku

I can't turn my TV on with the Roku mobile app

- Your TV is “asleep”
 - You will need to use the physical remote button to “wake up” or turn on your TV.

I can't find my TV with the Roku mobile app

- TV and mobile app not on same wireless network
 - Make sure that your TV and the mobile app are on the same network.
- TV not powered or working normally
 - Make sure that your TV is connected to a working power outlet and that your TV is turned on. See [Connecting power](#).

I cannot screen mirror to my TV

- TV on older software
 - Always keep your TV updated. See [Getting system updates](#) . Go to Settings > System > Software update.
- Mobile device not supported
 - Screen mirroring is a beta feature currently, so a select set of devices will work.

Network

I cannot connect to the Internet

- Network connection may not be set up
 - If you did not connect to the Internet when you first set up your TV, see [But what if I didn't connect my TV?](#)
- Network name or password may have changed
 - If your network name or password had changed, you need to update your network connection. See [Changing network settings](#).

Streaming keeps pausing to load more data

- Wireless LAN not optimized
 - Rotate wireless router slightly

- Elevate the router
- Turn off other wireless connections
- Use 5.0GHz, if possible. Roku TVs supports dual band.
- Insufficient broadband speed
 - Turn off other wireless connections that may also be using bandwidth.

CEC-compatible devices

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

- Cables may not be connected correctly
 - Make sure that the HDMI cable is connected securely to your TV and the device.
 - Make sure that the device is connected to your TV with an HDMI cable.
- Picture settings may be incorrect
 - Try adjusting your TV picture. See Advanced picture settings.
- The selected input may be incorrect
 - Make sure that the correct input tile is selected. See Switching TV inputs.
- Connected device may not be a CEC device
 - Make sure that the device is a CEC device. See the documentation that came with the device for more information.
- CEC control may not be set up correctly
 - Make sure that your TV has searched for CEC devices. See Discovering connected CEC devices

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

- Cables may not be connected correctly
 - Make sure that the HDMI cable is connected securely to your TV and the device.
- Volume may be too low or muted
 - Make sure that the volume on your TV and the device is turned up and not muted.
- TV speakers may be turned off
 - If you want sound to play through your TV speakers, make sure that your TV speakers are turned on. See Turning off the speakers

- Connected device may not be a CEC device
 - Make sure that the device is a CEC device. See the documentation that came with the device.
- CEC control may not be set up correctly
 - Make sure that your TV has searched for CEC devices. See [Discovering connected CEC devices](#)
- Connected audio device may not be set up correctly
 - If you are using a home theater system, sound bar, or external speaker system, make sure that it is set to the correct source.
 - If you are using a home theater system, sound bar, or external speaker system and have connected it with a digital audio cable, make sure that you have set up digital audio. See [Setting up a digital audio connection](#)
 - If you connected an ARC audio device to the HDMI 1/ARC jack, make sure that you have turned on the ARC feature. See [Enabling HDMI ARC](#) .

My TV's remote control does not control the device

- Connected device may not be turned on
 - Make sure that the device is turned on.
- Line-of-sight obstructed
 - Make sure that no objects (or pets) are obstructing the line-of-sight from the remote control to the remote sensor on the front of your TV and the device. See [Aiming the remote control](#) .
- Connected device may not support some or all CEC features
 - Depending on the device, all the buttons may not work.
 - The device may not support this feature. See the documentation that came with the device for more information.
- CEC control may not be set up correctly
 - Make sure that your TV has searched for CEC devices. See [Discovering connected CEC devices](#)
 - If you are trying to control the volume on an HDMI CEC audio receiver using your TV remote control, make sure that your TV speakers are turned on. See [Turning off the speakers](#)
 - If you are trying to control the volume on an HDMI CEC audio receiver using your TV remote control, make sure that the system audio control is turned on. See [Enabling system audio control on page 69](#).

The device does not show up in the CEC device list

- Connected device may not be a CEC device
 - Make sure that the device is a CEC device. See the documentation that came with the device.
- Cables may not be connected correctly
 - Make sure that the HDMI cable is connected securely to your TV and the device.
 - Make sure that the device is connected to your TV with an HDMI cable.
- CEC control may not be set up correctly
 - Make sure that your TV has searched for CEC devices. See Discovering connected CEC devices.

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

- Connected device may not be a CEC device
 - Make sure that the device is a CEC device. See the documentation that came with the device.
- Connected device may not support some or all CEC features
 - The device may not support this feature. See the documentation that came with the device for more information.
- CEC control may not be set up correctly
 - Make sure that your TV has searched for CEC devices. See Discovering connected CEC devices.
 - Make sure that system standby is turned on. See Enabling system standby.

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

- Connected device may not be a CEC device
 - Make sure that the device is a CEC device. See the documentation that came with the device.
- Connected device may not support some or all CEC features
 - The device may not support this feature. See the documentation that came with the device for more information.
- CEC control may not be set up correctly
 - Make sure that your TV has searched for CEC devices. See Discovering connected CEC devices
 - Make sure that 1-touch play is turned on. See Enabling 1-touch play.

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.

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