

E-Manual

Contents

First-Time Use

Using the E-Manual.....	4
Home Screen.....	5
Connecting to the Internet.....	7
User Account.....	8
Selecting Inputs.....	9
Using Voice Service on the TV.....	10
Using Apps.....	12
Disclaimer and Important Information.....	14

Enjoy Live TV

Channel Scan.....	16
Live Menu.....	17
Channel Edit.....	20
Programme Info.....	22
TV Channels.....	24
Programme Guide (EPG).....	24
Programme Recording (PVR).....	26
Reminder.....	30
Timeshift.....	30
HbbTV.....	32
CI+ Module Settings.....	32

Benefits of Smart TV

Voice Service Setup.....	34
Activating AI Assistant.....	36
Watch List.....	37
VIDAA Kids.....	38
Using VIDAA ART.....	41
Multiview.....	44
Using the Browser to Search the Internet.....	45
Using the Mobile App.....	46
Use Energy Saving Functions.....	47

Connecting to External Devices

Connection Guide.....	49
Remote & Accessories.....	49
Connecting Bluetooth Devices.....	54
Screen Sharing.....	56
Content Sharing.....	57
Using AirPlay and HomeKit.....	58

Contents

Connecting a Set Top Box.....	59
Connecting a Blu-ray or DVD Player.....	59
Connecting USB Devices.....	60
Connecting Audio Visual (AV) Devices.....	61
Connecting a PC.....	62
Connecting Headphones.....	62
Connecting Speakers or Other Audio Receivers.....	62
Connecting a Digital Audio System with ARC/eARC.....	63

Settings Overview

Picture.....	65
Sound.....	70
Connection.....	74
System.....	76
Support.....	80
Using Parental Control.....	81
Reset to Factory Default.....	82

Entertainment

Game.....	83
Media.....	86
Soundbar Settings.....	89
Karaoke.....	90

Accessibility Features

Subtitle Setup.....	92
Voice Guide.....	92
Remote Control Learning.....	92
Audio Type Setup.....	93
Accessibility Menu Setup.....	93
Accessible Guide.....	93
Zoom Text.....	94
Magnification.....	94

Troubleshooting

FAQ.....	95
Troubleshooting Guide.....	103
Picture Issues.....	105
Sound Issues.....	107
Channel and Broadcast Issues.....	108
Network Issues.....	109

Contents

App Issues.....	110
Remote Control Issues.....	111
External Device Connection Issues.....	111
HDMI & CEC Issues.....	114
Voice Service Issues.....	114
Media Files Issues.....	115
Other Issues.....	116

Using the E-Manual

View the embedded E-Manual that contains information about your TV's key features.

Disclaimer:

- Instructions and images throughout this manual are only for reference and may differ from the actual product.

Launch the E-Manual

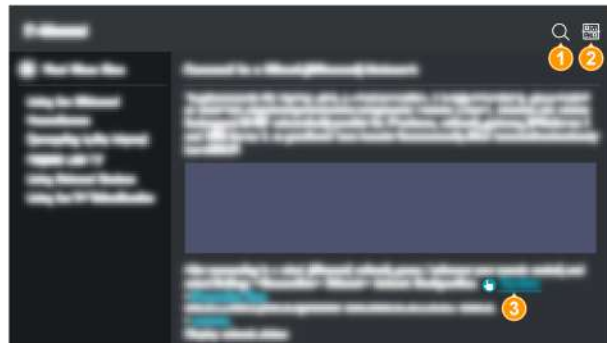
Press  [Home] button on your remote control and select  **Settings > Support > E-Manual**.

Note:

- The black background icon indicates the button on the remote control.
- The grey background icon indicates the icons on the TV or your device screen.

Use the buttons in the E-Manual

E-Manual on TV



1 Search

Search for the product feature information, the E-Manual will provide all the titles and content that contains the search information.

2 QR Code

Scan the QR Code with your smart device to open the E-Manual on your device. QR Code icon will appear when the TV is connected to the network.

3 Try Now button

Select **Try Now**, this will guide you to the corresponding TV menu for trying the function.

First-Time Use

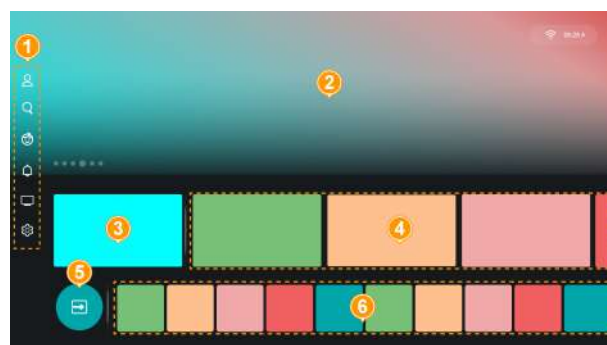
E-Manual on mobile device



- 1 Select to return to the home screen of E-Manual
- 2 Search for the product feature information
- 3 Select to display the outline of E-Manual
- 4 Page up/down
- 5 Feedback

Home Screen

All TV functions can be accessed from the Home screen. Press  [Home] button on your remote control to enter the Home screen.



- 1 Navigation bar
- 2 Top banner
- 3 Recent
- 4 Recommended content
- 5 Input

First-Time Use

Apps

Note:

- Indicators or icons may vary depending on models/countries/regions.

Use the Navigation Bar

The navigation bar refers to indicators and icons on the side of the Home screen.

Note:

- Indicators or icons may vary depending on models/countries/regions.

Account

A VIDAA account provides all the best features of your Smart TV and ensures that all services are kept up to date. For more information about VIDAA account, please refer to [First-Time Use > User Account](#) in this manual.

Search

Search the content you want.

Kids

Quick access to VIDAA Kids. For more information, please refer to [Benefits of Smart TV > VIDAA Kids](#) in this manual.

Game

Quick access to VIDAA Play to enjoy a wide range of games. For more information, please refer to [Entertainment > Game > VIDAA Play](#) in this manual.

Notification

Allow pop-up notifications to appear for useful information and events that occur with your TV, including: **Advertising, New Arrivals, Warnings and Legal Statements, System Messages** and **Alexa Notification**. You can enable/disable each of these notifications at Settings in the notification centre.

You can view the list of event messages generated by the TV.

To delete all notifications, select **Clear All**.

Note:

- The Alexa Notification may not be applicable in some models/countries/regions.

Settings

Manage TV configuration.

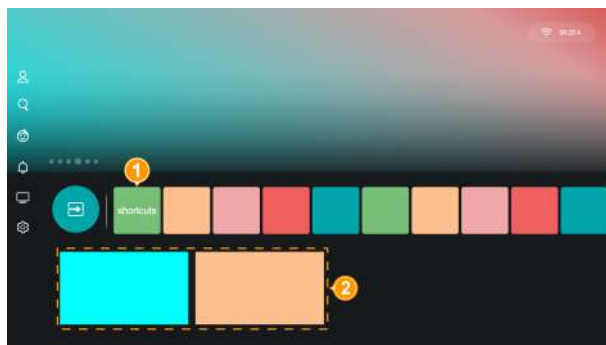
Live TV

Quick access to Live TV.

Use the Shortcuts

You can add websites to the Home screen to have quick access to them for your convenience.

First-Time Use



1 Shortcuts

2 Added websites

Add and remove webpages

1. In Browser, visit a website you would like to add on the Home screen.
2. Use the D-pad to move the focus to the Add to home icon in the top of the Browser navigation bar.
3. Select **Add** and this webpage will appear in the Shortcuts on the Home screen.

Note:

- To remove webpages from Shortcuts, move the focus onto the shortcut page, then press and hold the [OK] button on your remote control.

Connecting to the Internet

To get access to the Internet using a wired connection or connecting to an available wireless network.

Connect to a Wired (Ethernet) Network

To get access to the Internet using a wired connection, 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, netmask, gateway, DNS Server 1 and DNS Server 2, so you do not have to enter them manually. Most home networks already have DHCP.



1 IP Sharer (Router) with DHCP server

2 External Modem (ADSL/VDSL/Cable TV)

After connecting to a wired (Ethernet) network, press [Home] button on your remote control and select **Settings > Connection > Network > Network Connection**.

First-Time Use

- **Connection Type**

Choose a wired (Ethernet) network connection to access the Internet.

- **Ethernet**

Display network status.

- **IP Settings**

In **IP Version**, you can select from IPv4 and IPv6. When IPv4 is selected, the IP address, netmask, gateway, DNS Server 1 and DNS Server 2 will be automatically defined, or you can configure them manually for your network connection. When IPv6 is selected, all information is automatically defined.

 Related information

[Check the Internet Connection Status](#) on page 74

[Network Issues](#) on page 109

[My TV cannot connect to the network.](#) on page 97

Connect to a Wireless Network

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



To get access to the Internet using a wireless connection, press  [Home] button on your remote control and select  **Settings > Connection > Network > Network Connection**.

- **Connection Type**

Choose a wireless network connection to access the Internet.

- **Refresh**

If no wireless router is found, select **Refresh**.

- **Advanced Settings**

Configure the advanced wireless network settings for the TV.

- **Add**

If no wireless router is found, select **Add** and enter the network name in the SSID to add a wireless network.

 Related information

[Check the Internet Connection Status](#) on page 74

[Network Issues](#) on page 109

[My TV cannot connect to the network.](#) on page 97

User Account

Sign into your VIDAA account and create multiple profiles to receive personalised content according to your account preferences.

First-Time Use

Before signing into your VIDAA account, make sure your TV is connected to the network. For more about network settings, please refer to [First-Time Use > Connecting to the Internet > Connect to a Wired \(Ethernet\) Network](#) or [Connect to a Wireless Network](#) in this manual.

1. Press  [Home] button on your remote control and select  **Account** icon in the navigation bar on the Home screen.
2. Select **Sign In/Create Account** on screen and enter your E-mail address.
3. Then, input your password or verification code. Please check your email that is associated with your account for the verification code.
4. When your account is successfully signed in, create a profile and experience personalised content based on your preferences.

Note:

- The steps above may vary, please refer to the specific product.
- If you forget your password and need to change the password, select **Forgot Password?** input your E-mail address and verification code, then create a new password.

Selecting Inputs

Access to connected external devices including wireless connected devices.

Switch between external devices connected to the TV

1. Press the  [Home] button, move the focus to the  input icon next to apps and press the  [Down] button to go to the input area. Alternatively, press the  [Input] button on your remote control to go to input area.
2. Press the  [Left] or  [Right] button to select the desired input source, then press  [OK] button to enter.

Edit the name of input sources

1. Press the  [Home] button, move the focus to the  input icon next to apps and press the  [Down] button to go to the input area. Alternatively, press the  [Input] button on your remote control to go to input area.
2. Press the  [Left] or  [Right] button to move the focus to an input source, then press and hold the  [OK] button on your remote control to edit.

Note:

- Some input sources cannot be renamed.

Set the input source as default start page

Set the page that first appears when the TV is powered on. For specific information please refer to [Default Startup Page](#).

Set a quick access to input sources

You can use the  [Custom] or  [Edit] button on the remote control as a quick access to the desired input.

First-Time Use

Customise or re-customise the button

1. Press and hold the  /  [Custom] or  [Edit] button on the remote control.
2. Select an input you desire.
3. Choose **Save** to confirm the operation.

Note:

- Remote control with the  /  [Custom] or  [Edit] button is only available in some models/countries/regions.

Using Voice Service on the TV

Select the voice service

To access the Voice Service and select a voice assistant to help control your TV, you can choose one of the following ways:

- Press  [Mic] button on your remote control.
- Press  [Home] button to select  **Settings** icon and select **System > Voice Service**.

Note:

- Before using Voice Service, please pair the Bluetooth remote control with your TV first.
- To use this function, connect the TV to the network.
- Voice Service feature may not be applicable in some models/countries/regions.
- Voice Service only supports some languages.

Search for content or operating the TV with your voice

You can interact with the voice assistant to help you find your favourite movies, search TV programmes, play music or control your TV.

The remote control is used as a microphone if it has the microphone button. The TV may support far-field voice, if it does it will have a built-in microphone. There is a switch to enable or disable the built-in microphone.

Use microphone button on the remote control

Press and hold the  [Mic] button on your remote control, say a voice command while holding the microphone button, then release the button.



First-Time Use

Note:

- Remote control with  [Mic] button is only available in some models/countries/regions.
- For remote control without the microphone button, download and install the app on your mobile device at  [Home] >  **Settings** > **Connection** > **Mobile App Download**. Press the microphone icon in the app.
- You can find more detailed recommended commands at  **Settings** > **System** > **Voice Service** > **VIDAA Voice** > **See All Commands**, or  **Settings** > **System** > **Voice Service** > **Amazon Alexa** > **Home/Things to Try**.
- To use this function, End User License Agreement and corresponding Smart feature privacy policy/terms and conditions may be required to be agreed to.

Hands-Free Mode: Use the built-in microphone on the TV (only for the TVs with a built-in microphone)

Interacting with Alexa or VIDAA Voice by just using your voice, all hands-free.

Before using Hands-Free Mode, you need to follow these steps first:

1. Connect your TV to the network.
2. Turn on the built-in microphone control button on the TV. (For the location of the built-in microphone control button on the TV, please refer to the printed manual or quick setup guide included with the TV.)
3. After finishing Alexa or VIDAA Voice setup, enable the Hands-Free switch at  **Settings** > **System** > **Voice Service** > **Amazon Alexa** or **VIDAA Voice**.

How to use Hands-Free Mode

After the Alexa or VIDAA Voice setup has been completed, say "Alexa" or "Hey VIDAA" to call up the voice assistant to get started.



Note:

- The Hands-Free mode function may not be applicable in some models/countries/regions.
- The setup steps may vary. Please refer to the specific product.
- This feature requires Alexa built-in service.
- This function is available only if Voice Service is set to Alexa or VIDAA Voice.

Voice service other issues

If you want to turn on your TV with Alexa-enabled devices (e.g. Echo, Echo show) or Google Home devices (e.g. Google Home, Google Nest Hub), please:

- Turn on **Wake on LAN** and **Wake on Wireless Network** at  [Home] >  **Settings** > **Connection** > **Network**.
- Make sure your TV and Alexa-enabled devices/Google Home devices are connected to the same network environment.

Note:

- Only Alexa (Alexa skill is enabled) and Google Smart Home Service support turning on your TV with Alexa Echo or Google Home.

Related information

[Voice Service Setup](#) on page 34

[Connect to a Wired \(Ethernet\) Network](#) on page 7

[Connect to a Wireless Network](#) on page 8

Using Apps

Press  [Home] button on your remote control and select the app you want.

Factory pre-installed apps are available to choose according to your entertainment preference.

Install an App

Even though your TV has factory pre-installed apps, there may be others that you would like to download.

Install an app from the app store

To install an app:

1. Press  [Home] button on your remote control and select **app store**.
2. Use the D-pad on your remote control to select the app that you want to install, press  [OK] button to enter the detail page.
3. Select **Install**. The selected app will be installed on the TV.

Alternatively, you can search for an app directly and press  [OK] button to enter the detail page to install it.

Note:

- To use this function, your TV must be connected to the Internet.
- Under certain circumstances, you may need to sign into your VIDAA account first before installing the app.
- Adding apps is free, but it might cost you money when using some apps.
- Some app services are provided by third-party service providers, for more information about these apps, please refer to the instruction menu of the service provider.

Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 7

[Connect to a Wireless Network](#) on page 8

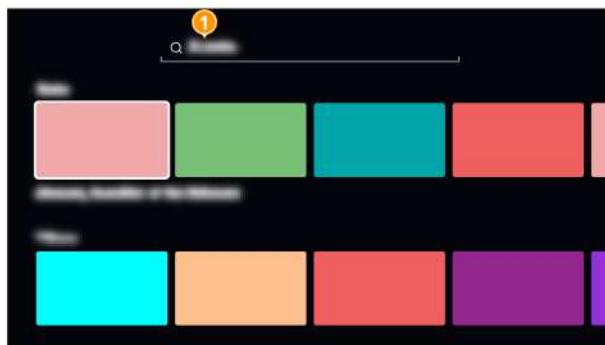
First-Time Use

Search Apps

Search apps

- **Search from the Home page**

Press  [Home] button on your remote control to enter the Home screen, use the navigation buttons to move the focus to the  Search icon on the left side of the screen, press  [OK] button to enter and search for the apps you are looking for.



- ① **Type keywords**

- **Search from the app store**

Press  [Home] button on your remote control to display the Home screen and then select the app store. You will find the  Search icon on the top right corner.

- **Voice search**

If your remote control supports voice function, press and hold  [Mic] button and use your voice to search for the app you are looking for.

If your TV supports the hands-free wake-up function, you could also search the app with your voice directly. Just say "Alexa" or "Hey VIDAA" to call up the voice assistant.

For more information, please refer to [Benefits of Smart TV > Voice Service Setup](#) in this manual.

Remote control quick access

- There will be app buttons on your remote control, you can open the app directly by pressing the app button without going to the Home screen.
- If your remote control has  [Custom] or  [Edit] button, you can customise the button to launch an app which only appears on the Home screen, directly from the remote control.
 1. Press and hold the  [Custom] or  [Edit] button on the remote control.
 2. Select an app you desire.
 3. Choose **Save** to confirm the operation.

Note:

- Availability of content and applications varies by countries/regions.
- Remote control varies by countries/regions.

Manage Apps

Move apps

1. On the home screen, select the app you want to move, then press and hold the  [OK] button to manage it.
2. Press  [Left] or  [Right] button to move the app.
3. Press  [OK] button to save the position.

Remove an App

Remove an app from the Home screen

1. On the home screen, select the app you want to remove, then press and hold the  [OK] button to manage it.
2. Press  [Down] button and then select **Remove**.
3. The app you selected will be removed from the Home screen, but you can still find it in the app store and install it again.

Note:

- Some apps cannot be removed.

Uninstall an app from app store

1. Open the app store, select the app you want to uninstall and press  [OK] button to enter.
2. Select **Uninstall**.
3. The app you have selected will be uninstalled, but you could still install it again from the app store.

Note:

- Some apps cannot be uninstalled.

Disclaimer and Important Information

Disclaimer

- Instructions and images throughout this manual are only for reference and may differ from the actual product.
- Parts of the software function changes with the system upgrade.

Important Information

Ethernet, Wireless, and Bluetooth interfaces are enabled by default.

The following services are available by default. If the services are not available on the product, please ignore the following content.

- **DIAL (discovery and launch) service**

DIAL is a simple protocol that second-screen devices can use to discover and launch apps on first-screen devices.

First-Time Use

- **AirPlay service**

AirPlay and HomeKit are two services developed by Apple. AirPlay allows the user to share videos, photos, music, screen and more from Apple devices to this smart device. HomeKit allows the user to control this smart device from Apple devices.

- **VIOT (VIDAA Internet of Things) services**

This service can accept the connection from a third party device and receive MQTT (Message Queuing Telemetry Transport) commands to control this smart device, for example, changing the volume, sound mute or input source, inputting remote key code, getting the source/app list from the smart device, launching an app, getting the mute/power state of the smart device, and so on.

- **Remote service**

Provide an MQTT (Message Queuing Telemetry Transport) broker service that can verify the legitimacy of the client, this is used to obtain this smart device information and control this device.

- **DLNA (Digital Living Network Alliance) service**

DLNA service lets user share videos, photos, music and more from DLNA devices to this smart device.

- **mDNS (multicast Domain Name System) service**

mDNS is part of Zero Configuration Networking (Zeroconf) that allows devices to discover each other over the network without a dedicated DNS server. mDNSd is a lightweight multicast DNS (mDNS) daemon that implements the mDNS protocol for device discovery and service publishing in a local network.

Precautions for Use

- Choose a good location for the television, in a clean place, away from sources of heat (sun, radiators, fireplaces), plants (pollen, dust, water) and the ground (risk of knocks, dust).
- Do not place cloth, paper or other materials over the openings on the top, sides or bottom of the appliance.
- Switch off the television after use (unless the manufacturer's operating instructions advise against it, as is usually the case for OLED televisions) and unplug it if it is not going to be used for (if it is an OLED television, leave it on standby before unplugging it).
- Store the remote control carefully, do not expose it to liquids and check the condition of the remote control batteries regularly to prevent corrosion of the contacts.
- Clean the screen with a soft, dry cloth after switching off and unplugging the television and avoid glass sprays and other household cleaning agents.

Channel Scan

You can scan for channels automatically or manually.

Note:

- Only for the models with tuners.

Auto Scan

Automatic channel scan.

1. Press  [Input] button on your remote control and enter Live TV.
2. In Live TV, press  /  [Menu] button and select **All Settings > Channel > Auto Scan**.

If no TV channels were saved before, you will be prompted to do a channel scan.

Satellite

- **Single satellite:** You can use single satellite if you only have one satellite installed.
- **DiSEqC:** You can choose DiSEqC if you have DiSEqC equipment. Up to four satellites in DiSEqC 1.0 mode can be installed.

If you are using a motorised Satellite dish, you can use DiSEqC 1.2 mode.

- **Unicable:** If your home is equipped with Unicable satellite distribution, you should use this option.

Please make sure that you know the Unicable band and frequency to be used. The information should be available on the equipment or the landlord can provide it.

- **JESS:** If your home is equipped with Jess satellite distribution, you should use this option.

Aerial

- **Channel:** Select from **All Channels** or **Free Channels**. This option may not be available depending on countries/regions/operators.
- **Scan Mode:** Select from digital channels only (DTV), digital and analogue channels (DTV+ATV) or analogue channels only (ATV).

If you receive DVB-T or DVB-T2 signal, you can use DTV.

- **LCN:** Switch on/off LCN (Logical Channel Number).

Please note that some operators restrict manual changes to the channel order. If you switch off LCN, then the channel list can be edited after channel scan.

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

Cable

- **Channel:** Select from **All Channels** or **Free Channels**. This option may not be available depending on countries/regions/operators.
- **Scan Mode:** Select from digital channels only (DTV), digital and analogue channels (DTV+ATV) or analogue channels only (ATV). For some countries/regions, only ATV is available.
- **Search Mode**

Frequency scan : search channels in the fixed frequency list.

Network scan: search channels in the frequencies of the NIT.

Enjoy Live TV

- **LCN:** Switch on/off LCN (Logical Channel Number).

Please note that some operators restrict manual changes to the channel order. If you switch off LCN, then the channel list can be edited after channel scan.

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

Note:

- Satellite/aerial/cable function may not be applicable in some models/countries/regions.
- Options may vary according to different models/countries/regions.

Manual Scan

Manual scan channels for DTV or ATV.

1. Press  /  [Input] button on your remote control and enter Live TV.
2. In Live TV, press  /  /  [Menu] button on your remote control and select **All Settings > Channel > Advanced Settings > Manual Scan**.

Note:

- Services may vary depending on models/countries/regions.

Live Menu

You can obtain quick access to the channel list, favourite channel list or use relevant features with ease when watching TV programmes.

Note:

- Only for the models with tuners.

Display Channel List

In Live TV, press  [OK] or  [Channel list] button on your remote control to display the Channel List menu.

Alternatively, in Live TV, press  /  /  [Menu] button on your remote control and select **Channel List**.

The **Channel List** option may be preconfigured in the **Edit** menu. You can customise its position and move it to the quick menu from **Edit**. To access **Edit**, press  /  /  [Menu] button in Live TV and navigate to the last item labelled **Edit**.

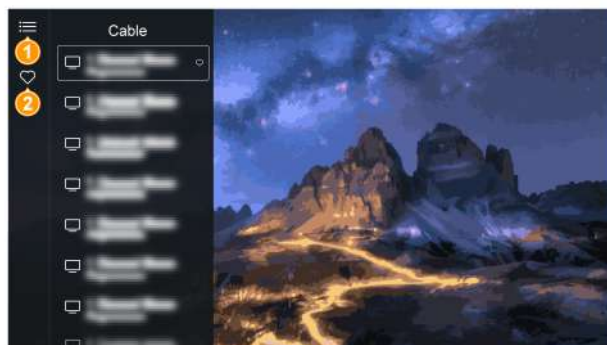
Note:

- In some special cases, Channel List menu cannot be displayed by pressing  [OK] button. You could try to press  [Exit] button first or turn off HbbTV function, then try again.

Learn about channel list sub-menu

In Live TV, press  [OK] or  [Channel list] button on your remote control and press  [Left] button.

Enjoy Live TV



1 TV List

Press and hold **OK** [OK] button to display Live TV channel categories, such as **Cable** and **Aerial**.

2 FAV

Press and hold **OK** [OK] button to display favourite lists 1 to 4.

Besides FAV and TV List, you may find other useful options like **Channel Edit**, which can directly guide you to edit the channel list.

Note:

- The sub-menu options may vary depending on models/countries/regions.
- The picture is only for reference, please refer to the actual product.

Related information

[Edit Channel List](#) on page 20

Channel List Auto Update

In Live TV, press **Menu** button on your remote control and select **All Settings > Channel > Advanced Settings > Channel List Auto Update**.

Allow your TV to automatically update the channel list from the content provider.

Note:

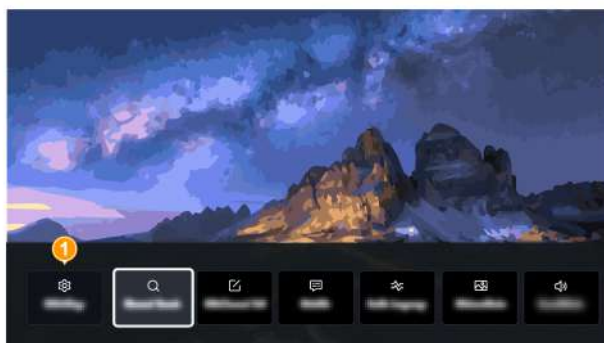
- This feature may not be available with some operators.

Learn about the On-Screen Menu

Launch the on-screen menu

In Live TV, press **Menu** button to access the on-screen menu.

Enjoy Live TV



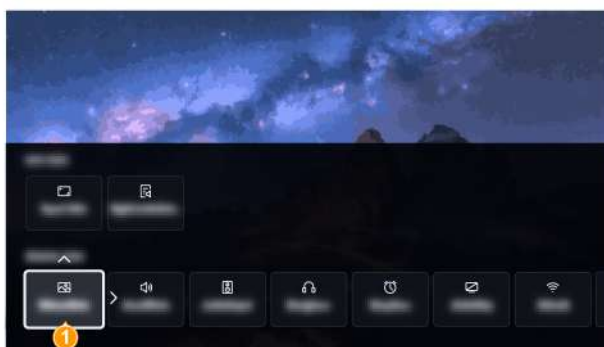
1 All Settings

Set up Picture, Sound, Channel, Connection, Accessibility, System and Support.

Note:

- The menus displayed will vary depending on models/countries/regions.

Edit the on-screen menu



1 Edit the item of the on-screen menu

1. Move the focus to the last item of the on-screen menu to select Edit.
2. Move the focus to an item you want to edit, press the **OK** [OK] button on the remote control, and use the D-pad to relocate.
3. Press **OK** [OK] button to finish.

Alternatively:

1. Move the focus to an item you want to edit, press and hold the **OK** [OK] button on the remote control and use the D-pad to relocate.
2. Press **OK** [OK] button to finish.

Related information

[Programme Guide \(EPG\)](#) on page 24

[Programme Recording \(PVR\)](#) on page 26

[HbbTV](#) on page 32

[Subtitle Setup](#) on page 92

Channel Edit

Manually edit the channel list or favourite channel list to your preference.

Note:

- Only for the models with tuners.

Edit Channel List

Before you can edit the channel list, Channel Scan must be completed first.

There are several ways to edit channel list:

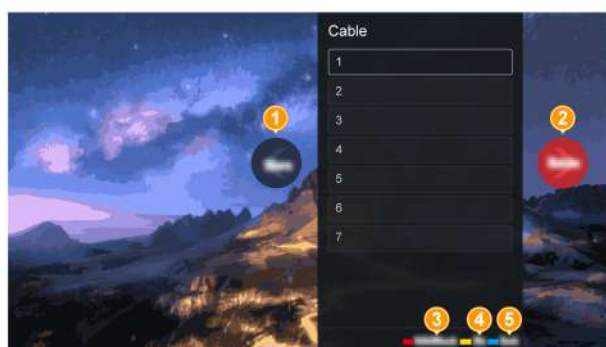
- In Live TV, press  /  /  [Menu] button on your remote control and select **Edit Channel List**.
The **Edit Channel List** option may be preconfigured in the **Edit** menu. You can customise its position and move it to the quick menu from **Edit**. To access **Edit**, press  /  /  [Menu] button in Live TV and navigate to the last item labelled **Edit**.
- In Live TV, press  [OK] or  [Channel list] button on your remote control to display channel list. Then press  [Left] button to enter the sub-menu of channel list and select **Channel Edit**.
- In Live TV, press  /  /  [Menu] button on your remote control, select **All Settings > Channel > Channel Edit**, then select a Live TV channel category such as Aerial or Cable.

Note:

- Please note that some operators restrict manual changes to the channel order. If you switch off LCN, then the channel list can be edited after channel scan.

Manage the channels

In channel edit page, move or delete the channel in focus or press  [OK] button on the selected channel, then a checkbox will appear. You can select multiple channels at the same time to move or delete.



1 Move

Press  [Left] button to move the selected channel.

Moving the channels could be restricted by the operator. If you want to be able to move channels, it is not recommended to choose an operator during channel scan, also LCN should be set to Off.

2 Delete

Enjoy Live TV

Press  [Right] button to delete the selected channel.

3 Deleted channels

Press  [RED] button, or press  [Special function] button to display the colour menu and select RED to enter the list of deleted channels. Press  [Left] button to restore the deleted channel.

4 Filter

Press  [YELLOW] button or press  [Special function] button to display the colour menu and select YELLOW, the filter screen will pop up. Press  [OK] button to select options, the channel list can then be updated. This function may not be applicable in some models/countries/regions.

5 Search

Press  [BLUE] button or press  [Special function] button to display the colour menu and select BLUE to search for a channel. This function may not be applicable in some models/countries/regions.

How to export, edit and import channel list

The current channel list can be exported to a USB drive and edited on your PC.

1. Connect a USB drive to the TV.
2. Export channel list. In Live TV, press  /  /  [Menu] button on your remote control and select **All Settings > Channel > Channel Edit > Export to USB**.
3. After finishing the Export to USB process, safely remove the USB drive and connect it to your PC.
4. Download ChanSort software (e.g., from GitHub) and install it on your PC.
5. Open .db file from the USB drive with ChanSort, edit channel list as needed and save the file on USB.
6. Remove the USB drive from the PC and plug it back into the TV.
7. Import updated list. In Live TV, press  /  /  [Menu] button on your remote control and select **All Settings > Channel > Channel Edit > Import from USB**.

Note:

- This procedure optimises channel management via third-party tools.

Related information

[Channel Scan](#) on page 16

Edit Favourite Channel List

Before you can edit the favourite list, Channel Scan must be completed first.

Add a channel to a favourite list

You can add channels from various reception types to the favourite list.

1. In Live TV, press  [OK] or  [Channel list] button on your remote control to display the channel list.
2. Select the channel you want to add to the favourite list, press and hold  [OK] button, the channel will be added to the last visited favourite list automatically, a heart-shape icon will appear next to the added channel.

Remove a channel from favourite list

1. In Live TV, press  [OK] or  [Channel list] button on your remote control.

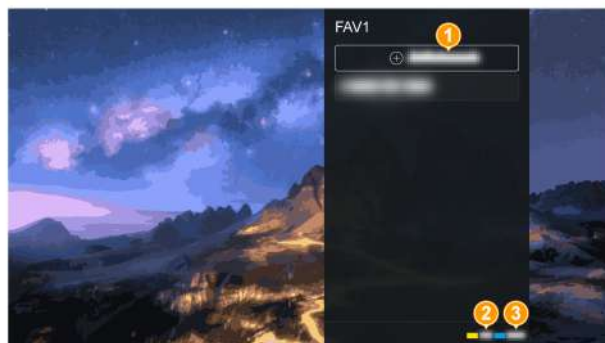
Enjoy Live TV

2. Select the channel you want to remove from the favourite list, press and hold **OK** [OK] button, the channel will be removed.

Edit a favourite list

In Live TV, press **Menu** button on your remote control and select **All Settings > Channel > Channel Edit**, then select **FAV1-FAV4**.

You can add, move, or remove favourite channels.



1 Add channels

Select **Add channels** to add the selected channel to the favourite list.

2 Filter

Press **YELLOW** button or press **Special function** button to display the colour menu and select **YELLOW**, the filter screen will pop up. Press **OK** [OK] button to select options, the favourite channel list can then be updated.

3 Search

Press **BLUE** button or press **Special function** button to display the colour menu and select **BLUE** to search for a favourite channel.

• Move

Select a channel in a favourite list, then press **Left** button to move it.

• Remove

Select a channel in a favourite list, then press **Right** button to remove it.

Related information

[Channel Scan](#) on page 16

Programme Info

Mini bar

While switching channel, the mini bar will appear for a few seconds.

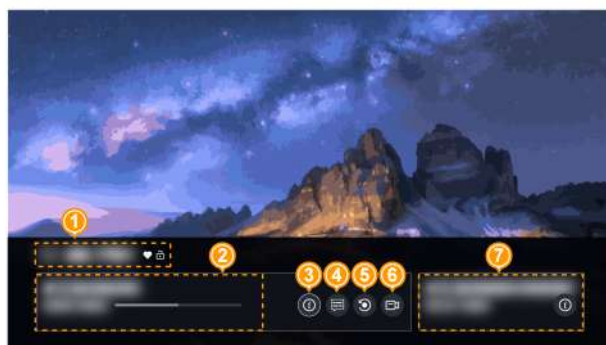
Enjoy Live TV



- ❶ Channel logo, Channel number, Channel name, Current programme name
- ❷ Favourite channel indicator
- ❸ Locked channel indicator
- ❹ Currently being recorded indicator
- ❺ Current programme progress
- ❻ Navigation bar (depending on the situation)

Info bar

While watching TV programmes, press ◀ [Left], ▶ [Right] or ⓘ [Info] button to display the programme info bar.



- ❶ Channel logo, Channel number, Channel name, Favourite channel indicator, Locked channel indicator
- ❷ Current programme
- ❸ More information
- ❹ Subtitles and audio language
- ❺ Timeshift

6 PVR

7 Next programme

Note:

- The remote control buttons may vary depending on models/countries/regions.
- Some options or icons will not be displayed if channels do not support the features.
- Some options or features may not be applicable in some models/countries/regions.
- The image is only for reference and may differ from the specific product.
- In some special cases,  [Left] or  [Right] button may not work, you could try to press  [Exit] button first or turn off HbbTV function, then try again.

Related information

[Timeshift](#) on page 30

[Programme Recording \(PVR\)](#) on page 26

[Using Parental Control](#) on page 81

TV Channels

TV Channels is a feature of the VIDAA operating system where you can watch Live TV and Internet channels. All kinds of programmes are available such as Sports, Movies, Music and more. Content will be supplied by multiple partners depending on the country/region you are located in.

How to access TV Channels.

- Press the  [Home] button on the remote control to display Home Screen, then select TV Channels icon in applications.
- Press TV Channels remote control button.

Note:

- To use this feature, you need to connect to the internet and agree to the EULA during the device setup.
- This feature may not be available in some countries/regions.
- TV Channels remote control button may not be available in some countries/regions/models.
- The procedure described above to access TV Channels may vary depending on models or the country/region you are located in. Please refer to the specific product.

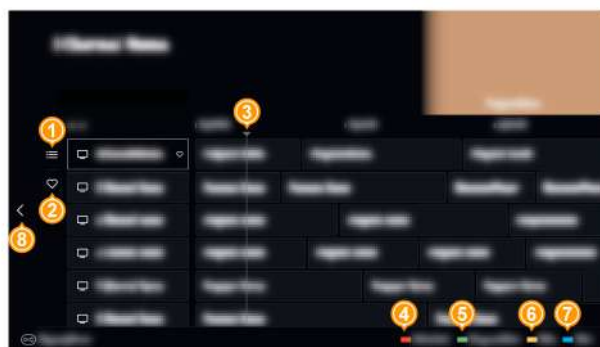
Programme Guide (EPG)

The Guide (EPG) provides a convenient way to check TV programmes for the upcoming 8 days. The information displayed by the Guide (EPG) is made available by the commercial television networks. The Guide (EPG) also provides a simple way to record your favourite programmes and a reminder function, which can switch channels automatically at scheduled times, so that you will not miss programmes of interest. The availability and amount of programme information will vary depending on the broadcaster.

Launch the guide

In Live TV, press  [Guide] or  [EPG] button, or press  /  /  [Menu] button and select **Guide (EPG)** to display programme guide.

Enjoy Live TV



1 TV List

Press and hold **OK** [OK] button to display Live TV channel categories, such as Cable and Aerial.

2 FAV

Press and hold **OK** [OK] button to display favourite lists 1 to 4.

3 Current time and current programme

The vertical line indicates all programmes that are on now. Pressing the **OK** [OK] button on any programme on the vertical line will directly switch to the programme.

4 Scheduled

In Guide (EPG), press **[RED]** button or press **[Special function]** button to display the colour menu and select RED. This will display a list of scheduled reminders and recordings.

5 Programme Colour

In Guide (EPG), press **[GREEN]** button or press **[Special function]** button to display the colour menu and select GREEN. Use the colours to indicate different genres in the Guide (EPG) for quick and easy viewing.

Note:

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

6 24h-

In Guide (EPG), press **[YELLOW]** button or press **[Special function]** button to display the colour menu and select YELLOW to select programmes of the previous day.

7 24h+

In Guide (EPG), press **[BLUE]** button or press **[Special function]** button to display the colour menu and select BLUE to select programmes of the next day.

8 Enter navigation

Enter the TV Channels navigation bar.

Note:

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

PVR/Reminder in Guide menu

- **PVR/Reminder**

In Guide (EPG), press **▲** [Up] or **▼** [Down] button to select the channel. Press **◀** [Left] or **▶** [Right] button to select programme based on the time schedule.

Select a programme that have not been aired yet, press **OK** [OK] button, then select **PVR** or **Reminder**.

For more information, please refer to [Enjoy Live TV > Programme Recording \(PVR\)](#) or [Enjoy Live TV > Reminder](#) in this manual.

Note:

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

Programme guide auto update

Press **≡** / **≡** / **MENU** [Menu] button on your remote control and select **All Settings > Channel > Advanced Settings > Programme Guide Auto Update**.

TV will automatically update the Programme Guide data overnight while in stand-by mode.

Note:

- This feature may not be available with some operators.

Programme Recording (PVR)

The PVR function allows you to easily record digital television content for later viewing.

Read before recording programmes

- To use PVR, you must connect a storage device for recording. PVR will not function if a data storage device has not been connected.
- The format of the storage device can be NTFS or FAT32. The storage space of your device should be no less than 2GB (for 15 minutes high-definition video). It is strongly recommended to use a USB mobile hard disk drive instead of a USB flash drive as the storage device.
- If the transfer rate of your hard disk is too slow, a pop-up notice will be displayed. In this case, you will need to use another disk with higher speed.
- PVR is only available for digital channels, PVR is not supported for analogue or internet channels.
- Some broadcasters may restrict the recording of programmes.
- If a recording is made from a locked channel, the system PIN will need to be input to playback the recorded content.
- Some channel-related configuration may conflict with background recording. In this case, a reminder window will pop up.
- If the recording time to the USB storage device is less than 5s, no data will be saved.
- After programming the TV to record digital broadcasting, do not disconnect the power plug before recording starts.
- If video or audio recording fail due to malfunction of the TV or poor reception, no compensation shall be paid.
- Recorded programmes saved in the USB storage device can only be viewed on this TV. They cannot be viewed when connected to another TV (including the same model of TV), a PC, or other devices.

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

Related information

[Connecting USB Devices](#) on page 60

Recording

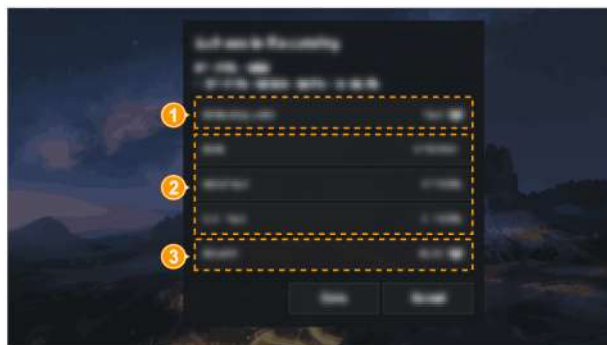
Schedule recording

There are several ways to use PVR.

- In Live TV, press  /  /  [Menu] button and select **PVR**.

The **PVR** option may be preconfigured in the **Edit** menu. You can customise its position and move it to the quick menu from **Edit**. To access **Edit**, press  /  /  [Menu] button in Live TV and navigate to the last item labelled **Edit**.

- In Live TV, press  [Left],  [Right] or  /  [Info] button to display the info bar and choose  recording icon.
- In Live TV, press  [Guide] or  [EPG] button, or press  /  /  [Menu] button and select Guide (EPG) to display programme guide. Select a programme that has not been aired and choose **PVR**.
- If your remote has  [Playpad] button, press it and use D-pad to select  recording icon to set up PVR.



Recording mode

Select recording mode. Time mode sets the actual start and stop time, Manual Stop mode sets the actual start time but the user can stop at any time, Programme mode follows the broadcasters schedule.

Date, Start time, End time

Repeat

Define if the programme should be recorded once or at regular intervals.

Standby recording

If you press the power button during recording, your TV will go into standby mode, but the recording process will continue. If you press the power button again to wake up the TV, the recording process will not be affected. After recording, the recorded file will be automatically saved to the attached USB disk.

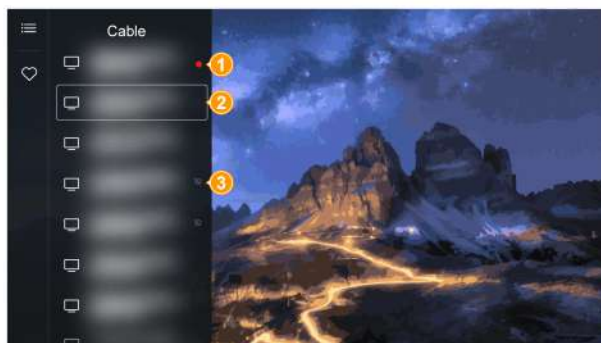
Enjoy Live TV

Background recording

When switching to an App, other source (e.g. HDMI), channels with the same frequency, or Internet channels during recording, the recording process will continue. When the recording has completed, the recorded programme will be automatically saved to the attached USB disk.

Under background recording:

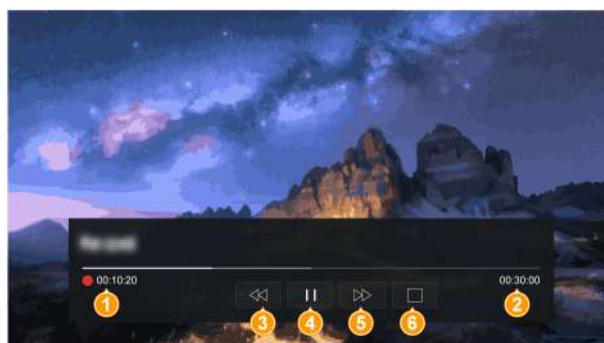
- Pressing the channel button, **▲** [Up] or **▼** [Down] button on the remote control, will switch to channels on the same frequency or any Internet channels.
- When press **OK** [OK] or **CH** [Channel list] button on your remote control to display **Channel List**, you will find:
 - 1 Indicates the channel that is currently being recorded.
 - 2 Indicates another channel which can be watched at the same time as the current recording continues.
 - 3 Indicates a channel which if selected, will mean that the current recording must be stopped.



Manually stop recording

- Press **INPUT** / **TV** [Input] button on your remote control and enter Live TV.
- Switch to the channel that is currently being recorded.
- Press **◀** [Left] or **▶** [Right] button to display the recording control bar and select **□** stop icon on-screen to stop recording.

Learn about the recording control bar



Enjoy Live TV

- 1 Recording time
- 2 Total time
- 3 Rewind
- 4 Pause / Play
- 5 Fast forward
- 6 Stop

Note:

- The PVR function may not be applicable in some models/countries/regions.
- Buttons on remote control will vary depending on models/countries/regions.

Recording related settings

Press  /  /  [Menu] button on your remote control and select **All Settings > Channel > Recording & Time Shift**.

- **Setup**

When you connect more than one USB storage device to the TV, the one selected in **Setup** is initialised for starting recording. The recorded programme will be saved in the selected storage device.

- **Start in advance/Delay Ending**

Set pre-recording/post-recording time to allow for programme schedule deviation.

- **Format Hard Disk**

Format the external USB disk to support PVR. If any problems occur while operating the hard drive, it may be possible to eliminate them by formatting the hard drive. However, please note that all of the data on the hard drive will be deleted during this process.

Related information

[Schedule Recording cannot be used.](#) on page 102

Recording List

Access recording list

In Live TV, press  /  /  [Menu] button on your remote control and select **Recording List**.

Watch recorded programmes

In Live TV, press  /  /  [Menu] button on your remote control and select **Recording List > Recorded**.

Select a recorded programme in the recording list and press  [OK] button to watch it.

Manage recording list

In Live TV, press  /  /  [Menu] button on your remote control and select **Recording List > Recorded**.

- Delete recorded programme

Select a programme, press and hold  [OK] button on your remote control to start editing and press  [Right] button to delete it.

Manage schedule recording list

In Live TV, press  /  /  [Menu] button on your remote control and select **Recording List > Scheduled**.

You can adjust the schedule recording information or cancel scheduled recordings. Schedule recording items are identified with  icons.

- Delete scheduled recording

Select a scheduled recording, press and hold  [OK] button on your remote control to start editing and press  [Right] button to delete it.

- Edit scheduled recording

Select scheduled recording in the schedule list, then press  [OK] button to edit.

Note:

- The Recording List function may not be applicable in some models/countries/regions.

Reminder

Set up this feature to allow reminders to be displayed of future programmes.

Set up a reminder

1. In Live TV, press  [Guide] or  [EPG] button, or press  /  /  [Menu] button and select **Guide (EPG)** to display programme guide.
2. In Guide (EPG), press  [Up] or  [Down] button to select the channels. Press  [Left] or  [Right] button to select a programme that has not been aired.
3. Press  [OK] button to select **Reminder**.

Note:

- Reminder is only available for programmes that have not been aired yet.

Manage the reminder list

In Live TV, press  /  /  [Menu] button on your remote control and select **Recording List > Scheduled**.

You can change reminder information or cancel reminders. Reminder items are identified with  icons.

- Delete reminder

Select a reminder, press and hold  [OK] button on your remote control to start editing and press  [Right] button to delete it.

- Edit reminder

Select reminder in the schedule list, then press  [OK] button to edit.

Timeshift

This option allows you to pause and rewind Live TV. This function operates by recording temporarily to a storage device. Please ensure your storage device is connected and there is enough free disk space, otherwise Timeshift will not function.

There are several ways to use Timeshift.

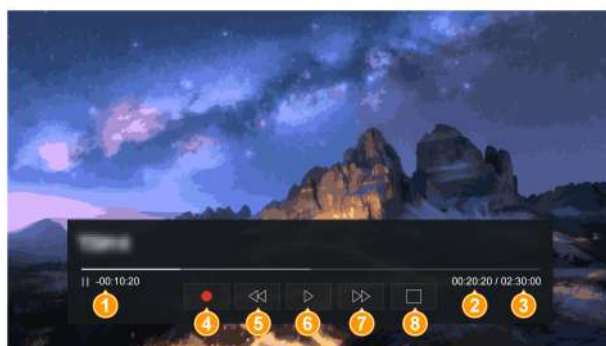
Enjoy Live TV

- In Live TV, press  /  /  [Menu] button and select **Timeshift**.

The **Timeshift** option may be preconfigured in the **Edit** menu. You can customise its position and move it to the quick menu from **Edit**. To access **Edit**, press  /  /  [Menu] button in Live TV and navigate to the last item labelled **Edit**.

- In Live TV, press  [Left],  [Right] or  /  [Info] button to display the info bar and choose  Timeshift icon.
- If your remote control has  [Playpad] button, press it and use D-pad to select  backward or  forward to launch Timeshift.

Learn about the timeshift control bar



- 1 **Unwatched time for buffered content**
- 2 **Current time**
- 3 **Total time**
- 4 **Record:** to convert a Timeshift to a live recording of the current broadcast channel. Select this icon, adjust recording settings and choose Save, then the programme content you have watched in Timeshift will also be saved to the storage device.
- 5 **Fast backward:** you can choose 2x, 4x, 8x or 16x.
- 6 **Pause/Play**
- 7 **Fast forward:** you can choose 2x, 4x, 8x or 16x.
- 8 **Stop Timeshift:** to exit the function and watch the current broadcast.

Note:

- The Timeshift function does not support analogue channels.
- The storage space of the device should be no less than 2GB. It is strongly recommended to use a USB mobile hard disk drive instead of a USB flash drive as the storage device.
- The Timeshift function may not be applicable in some models/countries/regions.

Timeshift related settings

Press  /  /  [Menu] button on your remote control and select **All Settings > Channel > Recording & Time Shift**.

- **Setup**

When you connect more than one USB storage device to the TV, the one selected in **Setup** is initialised for launching Timeshift. When launching Timeshift, programme will be recorded temporarily to the selected storage device.

- **Permanent Timeshift**

When Permanent Timeshift is enabled, the TV will start Timeshift automatically every time you begin to watch a live TV channel. If you change the channel, Timeshift will restart from when the channel was changed. When Permanent Timeshift is turned off, Timeshift will begin from the time you start the function.

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

- **Format Hard Disk**

Format the external USB disk to support Timeshift.

Related information

[Connecting USB Devices](#) on page 60

HbbTV

Access service from providers through HbbTV.

Press  [Home] button on your remote control, then select  **Settings > Channel > HbbTV**.

Enable or disable HbbTV functionality for all channels (only available for digital channels).

In Live TV, press  /  /  [Menu] button to select **HbbTV**.

The **Hbbtv** option may be preconfigured in the **Edit** menu. You can customise its position and move it to the quick menu from **Edit**. To access **Edit**, press  /  /  [Menu] button in Live TV and navigate to the last item labelled **Edit**.

Enable or disable HbbTV functionality for the current channel (only available for digital channels).

When HbbTV service is enabled and the programme supports HbbTV, follow the instructions on the TV screen to select the corresponding button on the remote control to access the service.

Note:

- This function may not be applicable in some models/countries/regions.
- Some channels may not support the HbbTV service.
- HbbTV cannot be used during Timeshift.
- In some channels that support the HbbTV service, functions of  [Up],  [Down],  [Left],  [Right] and  [OK] buttons in Live TV may be replaced by HbbTV service. You could try to press  [Exit] button first or turn off HbbTV function, then try again.

CI+ Module Settings

Press  /  /  [Menu] button on your remote control and select **All Settings > Channel > Advanced Settings > CI+ Module Settings**.

Enjoy Live TV

Review the CI+ settings: Common interface, CI card PIN and CAM Profile Search.

Note:

- You must obtain a CI+ module and card from the service provider of the channels you want to watch.
- Before you insert/remove the CI+ module, ensure that the TV is switched off. Then insert the CI card into the CI+ module in accordance with the Service Provider's instructions.
- Insert the CI+ module with the SmartCard in the direction marked on the module and SmartCard.
- Do not repeatedly insert or remove the Common Access Module as this may damage the interface and cause a malfunction.
- This function may not be applicable in some models/countries/regions.

Voice Service Setup

Set up voice assistant to control your TV by your voice.

Note:

- Voice Service feature may not be applicable in some models/countries/regions.
- To use this function, End User License Agreement and corresponding Smart feature privacy policy/terms and conditions may be required to be agreed to.
- The supported voice interaction languages and features may differ depending on the geographical area.
- Searched results may not provide complete results.
- The voice interaction rate differs with the volume/tone, pronunciation, and ambient sound environment (TV sound and ambient noise).
- Even if the TV is connected to the network, there may be no response due to Voice service server error.

Alexa Setup

Interact with Alexa by pressing and holding the microphone button on your remote control, or just saying Alexa. You can ask Alexa to control this TV.

Before setting up the Amazon Alexa Service, connect your TV to the network.

How to set up Alexa

1. Press  [Home] button on your remote control and select  **Settings > System > Voice Service > Amazon Alexa > Set Up Alexa.**
2. Sign in your Amazon account. Scan the QR code with your mobile device or visit the website on your mobile device or computer and enter the on-screen code. The code will expire after 10 minutes. If you do not have an Amazon account, please create one.
3. After your account is signed in, you can read and agree to the terms & conditions of the voice service.
4. For models with a built-in microphone, you can choose whether to allow the use of the built-in microphone. By using this function, you can enjoy Alexa voice service hands-free.
5. Follow the on-screen menu to complete setup. When Alexa is ready, you can enjoy interacting with Alexa using your voice by just pressing and holding the  [Mic] button on your remote control, or just saying "Alexa".

Note:

- The Alexa function may not be applicable in some models/countries/regions.
- The setup steps above may vary. Please refer to the specific product.
- After Alexa is set up, you can quickly enter the Alexa app on the Home screen to configure and explore more. For example, to set the language, press  [Home] button on your remote control and select Alexa app, then select  **setting > Device options > Language.**
- This feature requires the Alexa built-in service. If this is not supported, use an external Alexa-enabled device (e.g. Alexa App, Echo) to control your smart TV by using just your voice.
- Shipment with voice remote control varies depending on TV models/countries/regions.
- Download and install the remote control app on your mobile device at  **[Home] >  Settings > Connection > Mobile App Download.** Press the Microphone icon in the app to interact with Alexa on your TV.

Benefits of Smart TV

Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 7

[Connect to a Wireless Network](#) on page 8

VIDAA Voice Setup

VIDAA Voice is a voice assistant to help you control the TV and search content, supporting several languages.

Before using VIDAA Voice, please check the following:

- Network connected.
- Voice remote paired or turn on built-in microphone switch on TV.
- End User License Agreement and voice feature privacy policy/terms agreed.

How to set up VIDAA Voice

To access the Voice Service centre and set voice assistant to VIDAA Voice, you can choose one of the following options:

- Just press  [Mic] button on your remote control.
- Press  [Home] button to select  **Settings** icon and select **System > Voice Service**.

Follow the on-screen menu to complete setup. When VIDAA Voice is ready, you can press and hold the  [Mic] button on your remote control, say a command and then release the button.

For models with a built-in microphone, you can choose whether to allow the use of the built-in microphone. By using this function, you can enjoy VIDAA Voice service hands-free, just say "Hey VIDAA".

Note:

- VIDAA Voice may not be applicable in some models/countries/regions.
- VIDAA Voice only supports some languages.
- Shipment with remote control varies depending on TV models/countries/regions.
- For remote control without the Microphone button, download and install the VIDAA app on your mobile device at  [Home] >  **Settings** > **Connection > Mobile App Download**. Press the Microphone icon in the app to interact with VIDAA Voice.
- The existing functional specifications may be changed if VIDAA Voice is updated.

Voice Interaction AI Features

You can ask the AI for information about movies and sports through voice assistant without manual input.

- Support Q&A about movies (such as plots and actors), covering top hits in recent years.
- Provide sports and event inquiries.
- Suggest relevant content for related movies or sports that suits your interests.
 - Supported movies and sports contents are limited but are continuously updated.
 - There is a delay in sports data updates. Real-time sports data is currently not supported.

You can use advanced features that provide instantly updated real-time information, such as scores of just-ended matches, new movie news, etc.

- A paid subscription is required to use this feature.

Your mood can be sensed from your tone and chat style. The assistant will offer caring support and suggest helpful content, like videos tailored to your emotions.

Benefits of Smart TV

The assistant can be a knowledge helper. Ask about daily life and it will search online and give you a summary of answers.

Note:

- Voice interaction AI features are supported in limited countries/regions and languages.

Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 7

[Connect to a Wireless Network](#) on page 8

[Using the Mobile App](#) on page 46

[Connect Remote Control](#) on page 49

Google Smart Home Service Setup

For specific models and countries/regions, Google Smart Home Service function is available. Set up Google Smart Home Service to control your smart TV with Google Home devices or the App. You can change channels or inputs, adjust volume and more.

Before setting up the Google Smart Home Service, connect your TV to the network.

STEP 1: Set up Google Smart Home Service on TV

1. Press  [Home] button on your remote control to select  **Settings** icon and select **System > Voice Service > Google Smart Home**. Select **Set up now**.
2. Sign into your VIDAA account. If you have signed in before, this step will be skipped.
3. Give your TV a name.

STEP 2: Set up in Google Home app

Follow the setup instructions on-screen to set up the Google Smart Home Service.

1. Download and install the Google Home app on your mobile device, then open the app.
2. Find and select VIDAA Voice service in the app.
3. Follow the instructions in the app to link your VIDAA account signed in on your TV to your Google Account.

Google Smart Home Service is set up and ready. Control your smart TV by using your voice through the Google Home device or App.

Note:

- Google Smart Home Service may not be applicable in some models/countries/regions.
- The setup steps above may vary. Please refer to the actual product.

Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 7

[Connect to a Wireless Network](#) on page 8

Activating AI Assistant

Press the  [AI] button on the remote control to activate the AI assistant to enhance your smart TV experience.

Benefits of Smart TV

- When watching Live TV, press the  [AI] button and the AI assistant can recognise the current broadcast content and provide supplementary information, such as synopses, behind-the-scenes content, cast details, related locations, recommendations, and AI Q&A.
 - The availability of information depends on the richness of the channel's data.
- In non-Live TV scenarios, like on the Home screen, press the  [AI] button to display recommendations on news, music, videos, or sleep timer. You will also see shortcuts to other AI services. The recommendations are displayed based on the time of day.

Note:

- To use this feature, please connect the TV to a network.
- The AI assistant cannot be enabled in some scenarios. Please refer to the actual product.
- Remote controls vary across different countries, regions, and models, and the included remote may not have an AI button.
- The AI assistant may not be applicable depending on countries, regions or models.

Watch List

The Watch List is intelligently generated based on your frequently watched content types, peak usage times, preferred apps, and popular trending content. You can access it from:

- The first option in the Recommended section on the Home screen

How to use

1. You can select start or the first item in the Watch List to begin playback.
2. When the first item finishes, playback automatically continues with the second item.
 - When the next item is about to start, a reminder appears. You can watch it now, cancel to watch, or skip reminder for later viewing.
 - If no action is taken, the countdown in the reminder ends, and it will automatically start playback of the next item.

Note:

- VOD (video on demand) items can be watched anytime.
- Upcoming FAST or streaming TV programmes cannot be watched; please select start to begin playback from the first available item in the list.

Updating Watch List

To update watch list manually

- Open the Watch List and move the focus to an item, then press the  [Down] button on the remote control to replace the content.

Note:

- Manual updates are limited to a specific number.

When watch list updates automatically

- Upon entering the Watch List, timeline focus starts on the current item.
- When the first item finishes, playback automatically continues with the second item, and a new programme is added to the end of the list during this process.

Benefits of Smart TV

Note:

- The entrances of Watch List may vary; please refer to your actual product.
- Before using this feature, please connect the device to the network.
- Watch list is supported in limited countries/regions, models and service areas.
- Functionality and instructions may vary by product. Please refer to the specific product.

Related information

[Connecting to the Internet](#) on page 7

[VIDAA Voice Setup](#) on page 35

VIDAA Kids

Before you start

- You need a VIDAA Account to create a child's profile.
- VIDAA Kids is available in select countries/regions.

Create a VIDAA Kids profile

Create a VIDAA Kids profile to customise a child friendly environment and ensure a safe, personalised experience for your children.

There are two ways to create a VIDAA Kids profile.

- **Using your VIDAA account:** Press  [Home] button on your remote control and select  **Account** icon in the navigation bar. After signing into your VIDAA account, on the **Who's Watching?** screen you can select **Add** and choose **Add a Kid Profile** and follow the on-screen instructions to finish the setup process.
- **Using the VIDAA kids application:** Open the **VIDAA Kids** application, select the user icon on the side navigation bar of the VIDAA Kids home page and follow the on-screen instructions to complete the setup.

Note:

- To create a VIDAA Kids profile, you must create or enter a Parental Control PIN. This PIN is the same as the Parental Control PIN in  **Settings > System > Parental Control**.
- Once a child's profile is created, the Parental Control PIN is essential for managing the profile. You must enter it then switching profiles, exiting the VIDAA Kids app, or accessing child's settings. Note that only limited buttons on your remote control are available while a child's profile is in use.
- With a child profile in VIDAA kids, VIDAA Voice can only search for child friendly content. Alexa is disabled in VIDAA Kids mode.

Enter VIDAA Kids

There are several ways to enter VIDAA Kids. If you have not created a VIDAA Kids profile, you can only use limited functions in guest mode.

- **Using the navigation bar:** Press  [Home] button on your remote control. Then, go to the navigation bar on the side of screen and select the  kids icon.
- **Using the application row:** Press  [Home] button on your remote control and select **VIDAA Kids** in the application row.

Benefits of Smart TV

- **Using your VIDAA account:** Sign into your VIDAA account, press  [Home] button on your remote control and choose  **Account**. On the **Who's Watching?** screen, select the VIDAA Kids profile you previously set up.
- **Using the remote control:** If your remote control has the **VIDAA kids/KID** button, press it to enter **VIDAA Kids** directly. If your remote control does not have the button but does have  /  [Custom] or  [Edit] button, you can customise this button to launch **VIDAA Kids** directly from the remote control. If you there is no VIDAA Kids app in your country/region, press the **VIDAA Kids/KID** button will go to the Kidoodle.TV app.
- **Using your voice:** When VIDAA Voice is set up and ready, you can say "open kids".

Note:

- VIDAA kids is only available in select countries/regions. If it's not available in your area, it will open other content instead.
- The function and name of the KID button may vary depending on the model, country, or region.

Exit VIDAA Kids

On the home page of **VIDAA Kids**, press the  [Back] or  [Exit] button, a dialogue will appear asking you to confirm that you want to exit **VIDAA Kids**.

If you have set a VIDAA Kids profile, select **Exit**. You will need to enter the Parental Control PIN to exit. If you have not set a VIDAA Kids profile, you will exit **VIDAA Kids** directly.

Kids Settings

To access **Kids Settings**, select the Kids Settings option in the side navigation bar on the **VIDAA Kids** home screen. You will need to enter the Parental Control PIN to make any changes.

Note:

- You must have a child's profile set up to access **Kids Settings**.
- **Manage Kid Profile**
 - **Manage Age Group:** Select age groups for the streaming content on the child's home screen. This selection will NOT affect the TV channels in **Manage Channels**.
 - **Manage Channels*:** TV channels are viewable and managed by each child's profile. *This function may not be available in your country or region. The content will be affected by the content block value you selected in the Parental Control from the TV settings.
 - **Manage Time Limits:** Set limits on your child's viewing activities, including connected TV devices (e.g., game consoles) if applicable (see Manage Device). You can set Screen Time and Bedtime. If enabled, **Viewing Restrictions** will automatically turn on.
 - **Theme:** Customise the background for the child's home screen.
 - **Manage Device:** Make externally connected devices available on the child's home screen for the selected child profile. Make sure the external device is powered on, then select the Save option.
- **Viewing Restrictions**

If enabled, the **Who's Watching** screen will always appear, you must select a profile after powering on the TV.

Benefits of Smart TV

- **Manage Parental Control PIN**

A Parental Control PIN is a four-digit numerical code that a parent or guardian can set to prevent children from accidentally viewing inappropriate content on VIDAA Kids and the TV (including channels, apps, etc.). You can use the same PIN for both VIDAA Kids' Settings and the TV settings ( **Settings > System > Parental Control**). If you set up content block on the TV, it will also apply to VIDAA Kids. However, the available functions are different in VIDAA Kids and the TV. Please be sure to configure settings in both sections as needed.

- **Max Volume Limit**

Set a maximum volume limit to protect your child's hearing.

- **Eye Care Mode**

When enabled, this mode uses low blue light to reduce eye strain.

- **More options on VIDAA Mobile App**

Remotely set time limits and monitor your children's viewing behaviour.

Note:

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

Picture Books

Welcome to use the Picture Books generation feature designed for child users.

Note:

- Picture Books feature is supported in limited countries/regions/models.
- Picture Books can only be used when the service is available.
- After free trial times are exhausted, a paid subscription is required to use this feature.
- The following instructions may vary. Please refer to the specific product.

How to access Picture Books

In VIDAA Kids, you can enter **Picture Books** through the navigation bar or scrolling banners.

Before entering the Picture Books:

- Connect the device to the network.
- Sign into your VIDAA account and create a child's profile.
- Setup to VIDAA Voice.

Process of creating a picture book

1. Pick a theme for Picture Book, customise your character and choose the style of the story, then wait for your Picture Book to be generated.
2. When the Picture Book has been completed it will be automatically read out to you.
3. When the story is finished, you can choose whether to save it in **My Books**.

Note:

- Each generation consumes 1 usage opportunity. There are limited free Picture Books included, additional Picture Books plans can be purchased via the VIDAA Kids App.

Picture Books content playback

Supports autoplay, displays pictures and text page by page and provides a voice reading of the Picture Book. Users can manually turn pages by using the left and right navigation buttons on the remote control.

Benefits of Smart TV

Picture Books content management

Move the focus to a picture book in **My Books**, press and hold the  [OK] button on the remote control to remove the selected book. Alternatively, select the "Edit" icon in **My Books** to manage in bulk.

Related information

[Connecting to the Internet](#) on page 7

[VIDAA Voice Setup](#) on page 35

Using VIDAA ART

Numerous artworks or photos are presented for you to browse or set as a screensaver.

Note:

- Functions in VIDAA ART will be different according to different models.
- We recommend users login to their VIDAA Account to enjoy the high-quality picture and art pieces.

Access VIDAA ART

- Press  [Home] button on your remote control to enter the Home screen, select **VIDAA ART** in the app row and press  [OK] button to enter.
- If viewing input sources without any signal, if there is no operation on your device for more than 5 mins, the TV will enter art mode automatically. You can also set the time in **VIDAA Art Setting**.

How to access VIDAA ART with a Canvas TV

With a Canvas TV, you can enjoy a clear image without glare, regardless of the ambient lighting. Mount the Canvas TV against the wall and display an artwork like a painting by using VIDAA ART.

There are other 2 ways besides the methods above to access VIDAA ART with a Canvas TV.

- You can press  [Home] button on your remote control to enter the Home screen, use the navigation buttons to move the focus to the  art icon on the left side of the screen, press  [OK] button to enter.
- Press  [Power] button while using the TV, TV will switch to art mode.

Note:

- For Canvas TV, to turn it off completely, press and hold the  [Power] button on the remote control.

Art display

Use the navigation buttons to select an artwork and press  [OK] button to display it in full screen mode. You can also see the art display when the TV enters art mode.

In art mode:

Press  [Left] or  [Right] button to switch between different pictures.

Press  [Up] button to show playlist.

Press  [Down] button to show the art display options that are available.

In art app:

Press  [Left] or  [Right] button to switch between different pictures.

Press  [Up] or  [Down] button to show the art display options that are available.

Benefits of Smart TV

- **Frame Selection**

Select the preset frame to enhance the artistic effects.

- **Background Colour**

For images that do not cover the full screen, users can choose different background colours.

- **Zoom**

Change the size of artworks.

- **Display options**

Choose from In Order or Shuffle.

- **Rotation**

You can choose the rotation time for your artwork according to your preference.

This function will be available after signing in to your VIDAA account.

- **Auto light sensor**

Automatically adjust the picture settings according to the amount of ambient light in your room.

This function is only applicable in art mode.

- **Auto colour temperature**

Automatically adjust the colour temperature of the TV picture according to the ambient colour temperature.

This function is only applicable in art mode.

- **Backlight**

Set the overall luminance of the screen.

This function is only applicable in art mode.

- **Brightness**

Adjust the brightness of the screen.

This function is only applicable in art mode.

- **Contrast**

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

This function is only applicable in art mode.

- **Customization**

Apply your art settings to all artworks or reset art picture settings.

This function is only applicable in art mode.

Note:

- Options may not be applicable depending on different models/country/region.

Add artworks to favourite playlist

1. In VIDAA ART, select the content you want to see and press  [OK] button to show it in full screen,
2. Press  [OK] button again to show the detail page.
3. Select **Add to favourite**.

You can also select the content you like, press and hold  [OK] button to add it to favourites directly.

Note:

Benefits of Smart TV

- You need to sign into your VIDAA account first if you want to add favourites.
- Some artworks do not have the detail page and cannot be added to favourites, like the artworks in My photo, Video art. Only artworks delivered from the cloud have detail page information and can be added to the favourites list.
- Some artworks can only be added to the favourites list after you have received the art benefit.

VIDAA Art Setting

At the home page of VIDAA ART, use the navigation buttons to select  settings icon, press  [OK] button to enter.

Alternatively, press  [Home] button to enter home screen and select  **Settings > System > Advanced Settings > VIDAA Art Setting.**

- **Art Mode**
Turn art mode capability on or off.
- **Show Art after**
Set up the time to go to the art mode automatically when the TV is idle.
- **Art source**
Set up the art mode screen source.
You need to sign into VIDAA account first if you want to use art source.
- **Sleep After**
Set up the time to power off TV under art mode.
- **Motion Detector**
By using motion detector, the artwork will be displayed based on the surrounding motion situation.
- **Night mode**
After turning on this function, the screen will not automatically light up when someone passes by at night.

Note:

- This function and its options may not be applicable depending on different models/country/region.

Generate Your Personal Artworks

This feature supports personalised creation.

1. Choose a theme, customise some elements and style, then wait for your Personal Artwork to be generated.
2. The generated images can be saved and set as screensavers.

Note:

- Personal Artwork creation can only be used if your TV is connected to the network.
- After free trial times are exhausted, a paid subscription is required to use this feature.
- This feature is supported in limited countries/regions and languages.

Precautions for Canvas TV

- Do not display still images on the screen for long periods of time.
- Do not block the motion sensor of the TV, otherwise the motion sensor and the brightness can be affected.

Benefits of Smart TV

- The sensor's effectiveness can fluctuate based on the setup and surroundings of the TV.
 - In a location where non-standard light sources are employed alongside regular ones, the sensor's motion detection capabilities could be altered by the placement, variety, and quantity of such light sources.
 - If the TV is installed at an improper height, either too high or too low, it may affect the operation and performance of the sensor.
 - If the light around the location of the TV is excessively dim or bright, it might lead to a reduction in screen brightness or hinder the sensor's performance.
 - The motion sensor could be triggered by the movement detected from other devices with LED lights, an animal's motion such as a dog or a cat, a vehicle passing by outside the window, or other similar movement causing it to activate.

Multiview

You can simultaneously enjoy multiple contents on screen.

How to enter Multiview

If the input source supports Multiview, you can follow the steps to enter Multiview.

1. Enter an input source as the Main Source. Under this Main Source, press  /  /  [Menu] button to launch quick menu settings, and select **Multiview**. The Main Source will appear on the left part of the screen.
2. Choose an item from the bottom list as the Sub Source. The Sub Source will appear on the right part of the screen. If you choose another source, it will replace the current Sub Source.
3. Press  [Up] button to enter viewing mode. Press  [Down] button to launch the bottom list to change Multiview.

Note:

- Some input sources may not support Multiview.
- Some input sources or apps cannot be selected as Sub Source.

In-screen and out-screen operations

In-screen operation

Move the focus to the Main Source or Sub Source, press  /  /  [Menu] button to enter in-screen mode and use the remote to make in screen changes.

Out-screen operation

Press  /  /  [Menu] button to exit in-screen mode and the focus can move to the source management bar. When the focus on the source management bar, you can make several out of screen operations.

Benefits of Smart TV



A: Main Source

B: Sub Source

- ① Mute or unmute the current source. When current source is unmuted, the other one will be muted.
- ② Enlarge the screen size of the current source and shrink the screen size of the other.
- ③ Shrink the screen size of the current source and enlarge the screen size of the other.
- ④ Make the current source enter full-screen mode and exit Multiview.

Note:

- Some buttons on remote control may not have any function under Multiview.
- Some picture modes and settings may not be available under Multiview.
- The image may differ. Please refer to the actual product.

How to exit Multiview

There are several ways to exit Multiview. It is recommended that you press [Home], [Exit] or [Back] button to exit Multiview.

Note:

- Some operations will cause Multiview to exit.

Using the Browser to Search the Internet

Press [Home] button on your remote control and select **Browser**.

You can enter websites and browse information on the Internet.

Make sure your TV is connected to the network before accessing the internet via the Browser.

You could also press and hold [Channel up] or [Channel down] button to go one page up or down.

Benefits of Smart TV



- 1 Back to the Homepage
- 2 Back/Forward: switch among webpages
- 3 Enter website you want to visit
- 4 Visit/Search
- 5 Reload/Stop the website
- 6 Browsing history
- 7 Add the website you are viewing to Bookmarks
- 8 Add the website to Shortcuts on the Home screen
- 9 Enlarge or shrink the website
- 10 Enter browser settings
- 11 Add/remove webpages, or add private webpages
- 12 Categorised contents and Bookmarks

Note:

- The image is only for reference and may differ from the actual product.
- Some contents in the Browser may not be played properly.

Related information

[Data Protection and Security](#) on page 77

[Connect to a Wired \(Ethernet\) Network](#) on page 7

[Connect to a Wireless Network](#) on page 8

Using the Mobile App

Press  [Home] button on your remote control and select  **Settings > Connection > Mobile App Download**.

Scan the Mobile App download QR code on screen to install the app on your mobile device. It is a convenient and easy way to control your TV. This app is available on both Android and iOS.

To connect to your TV after installing the mobile app:

Benefits of Smart TV

1. Agree with end user license, disclaimer and privacy policies on the TV. If you are not sure whether you have agreed, check by pressing  [Home] button on your remote control and select  **Settings > Support > Disclaimer and Privacy > Data Sharing, Privacy and EULA.**
2. Make sure your mobile device and TV are connected to the same network environment.
3. To use this function, switch on **Content Sharing** by pressing  [Home] button on your remote control and select  **Settings > Connection > Multimedia Device Connection > Content Sharing.**
4. Open the mobile app and select the TV device you want to connect to.

What you can do with the app:

- Turn the TV on or off
- Volume up or down
- Switch channels
- Input characters with your mobile device keyboard
- Share pictures, music, or videos from your mobile device to the TV

Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 7

[Connect to a Wireless Network](#) on page 8

Use Energy Saving Functions

Use energy saving functions to reduce the TV power consumption.

Use Timer Settings

Use the following timer setting functions to reduce the TV power consumption.

- **Sleep Timer**

Press  [Home] button on your remote control and select  **Settings > System > Timer Settings > Sleep Timer.**

Set the sleep timer to automatically turn the TV off at the specified time.

- **Power Off Timer**

Press  [Home] button on your remote control and select  **Settings > System > Timer Settings > Power Off Timer.**

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

- **Auto Sleep**

Press  [Home] button on your remote control and select  **Settings > System > Timer Settings > Auto Sleep.**

Set the amount of time that you would like the TV to auto power off after a period of no activity.

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

- **Auto Standby with No Signal**

Press  [Home] button on your remote control and select  **Settings > System > Timer Settings > Auto Standby with No Signal.**

When you select this option, the TV will go to standby if there is no signal after the set time.

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

Benefits of Smart TV

Adjust Brightness of the Picture

- **Automatic Light Sensor**

Press  [Home] button on your remote control and select  **Settings > Picture > Picture Mode Settings > Advanced Settings > Brightness > Light Sensor Settings**, and turn on **Automatic Light Sensor**.

When **Automatic Light Sensor** is **On**, the TV can automatically decrease the brightness value if the ambient light is dark, this can reduce the TV power consumption.

- **Dynamic Backlight Control**

Press  [Home] button on your remote control and select  **Settings > Picture > Picture Mode Settings > Advanced Settings > Brightness > Dynamic Backlight Control**.

Note:

- Options may not be applicable depending on your model/country/region and the picture mode you selected.

Use Solar Powered Remote

Use Solar Powered Remote to reduce power consumption. You can charge the remote by exposing the solar panel to light.

Note:

- Solar Powered Remote may not be applicable in some models/countries/regions.

Play Audio Only

Select your desired input, then press  /  /  [Menu] button on your remote control, select **Audio Only**.

When this option is selected, the screen will not display the picture, only audio can be heard. This can lower the TV power consumption.

Note:

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

Connection Guide

Remote & Accessories

- [Connect Remote Control](#)
- [Use HDMI & CEC](#)
- [Control the TV with a Keyboard, Mouse or Gamepad](#)

Connecting Bluetooth Devices

- [Connect a Bluetooth Device](#)
- [Listen to the Audio through Bluetooth Devices](#)
- [Listen to your Mobile Device Audio through the TV Speaker](#)

Displaying screen or content of external device on the TV

- [Screen Sharing](#)
- [Content Sharing](#)
- [AirPlay and HomeKit](#)

Connecting Input Devices

- [Set Top Box](#)
- [Blu-ray or DVD Player](#)
- [USB Devices](#)
- [Audio Visual\(AV\) Devices](#)
- [PC](#)

Connecting Output Devices

- [Headphones](#)
- [Speakers or other Audio Receivers](#)
- [Digital Audio System with ARC/eARC](#)

Remote & Accessories

Connect remote controls or other accessories, such as keyboards, mouse and gamepad devices, to interact with your Smart TV with ease.

Connect Remote Control

Connect a Bluetooth remote control

Pair the Bluetooth remote control with the TV after you power the TV on.

Keep the remote control within 3 metres from the TV. Press any button (except power and mic button) to pair.

Note:

Connecting to External Devices

- You can choose to close the remote control auto pairing function by pressing  [Home] button on your remote control and selecting  **Settings > Connection > Bluetooth > Remote Control Auto Pairing** to turn it off.
- In special cases, press and hold  /  /  [Menu] button to pair.
- Before pairing, check to ensure the Bluetooth function is turned on by pressing  [Home] button on your remote control and selecting  **Settings > Connection > Bluetooth**.
- This function may not be applicable in some models/countries/regions.
- If an error occurred while trying to pair the remote control, it could have been caused by interference. Try to remove what is causing the interference and try pairing again.
- If an error occurred with the remote control while using sufficiently charged batteries, you can remove the batteries for 1~2 seconds then insert them once again. Now the remote control should work correctly.
- The remote control cannot be paired with the TV while the TV is in standby mode.

Remote Control Settings

• Solar Remote Battery Level

Press  [Home] button on your remote control and select  **Settings > Connection > Bluetooth > Remote Control Settings > Solar Remote Battery Level**.

Display the percentage of battery charge for solar remote. To use this function, make sure the remote control is connected to your device.

Note:

- This function may not be applicable in some models/countries/regions.
- Only some remote controls support this function, please refer to the actual product.

• Power On via Bluetooth

Press  [Home] button on the remote control, and select  **Settings > System > Advanced Settings**, and enable **Power On via Bluetooth**.

If the **Power On via Bluetooth** is enabled, your TV can be turned on via Bluetooth. Simply press the  [Power] button on the remote control without pointing it directly at the remote sensor.

Note:

- When **Power On via Bluetooth** is enabled, the power consumption increases slightly while allowing power-on even with a blocked sensor.
- Pair the Bluetooth remote control with the device before using this feature.
- This feature may not be applicable to some device models or remote controls.

Use HDMI & CEC

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

Press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC**.

Connect an external device through HDMI & CEC function

Press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC > CEC Control**.

Connecting to External Devices

Allow HDMI devices to control each other.

1. Set **CEC Control** to **On**.
2. Connect a HDMI & CEC compatible device to the TV.
3. Turn on the connected external device. The device will be connected to the TV automatically. After connection is completed, you can access the menu of the connected device on your TV screen using your TV remote to control the device.

Enable device auto power off

Press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC > Device Auto Power Off**.

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

Enable device auto power on

Press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC > Device Auto Power On**.

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

This feature is applicable when TV input source is pre-set to the corresponding external device.

Enable TV auto power off

Press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC > TV Auto Power Off**.

Set to **On** to turn off the TV when HDMI & CEC compatible external devices are turned off.

Enable TV auto power on

Press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC > TV Auto Power On**.

Set to **On** to turn on the TV when HDMI & CEC compatible external devices are turned on.

HDMI Format function

Under HDMI source, press  /  /  [Menu] button on your remote to enter quick menu and select **HDMI Format**. You could also press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC > HDMI Format**.

Please select **Enhanced Pro** if your HDMI device supports 4K 144Hz and above.

Note:

- This function may not be applicable in some models/countries/regions.
- The options above will vary depending on the model variant used.
- 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 a HDMI device that is not HDMI & CEC compatible, the HDMI & CEC control features will not work.
- If the connected HDMI device does not support HDMI & CEC control, the feature will not work.

Connecting to External Devices

- The HDMI & CEC feature supports One Touch Play, Routing Control, System Standby, Device OSD Name Transfer, Remote Control Pass Through, Give Device Power Status, System Audio Control.

Related information

[HDMI & CEC Issues](#) on page 114

Control the TV with a Keyboard, Mouse or Gamepad

Connect a keyboard, mouse or gamepad to control your TV with ease.

How to connect a keyboard, mouse or gamepad

Connect a USB keyboard, mouse or gamepad

Plug the keyboard, mouse or gamepad cable into the USB port of your TV.



Connect a Bluetooth keyboard, mouse or gamepad

1. Press  [Home] button on your remote control, select  **Settings** > **Connection** > **Bluetooth** and set **Bluetooth** to **On**.
2. Before pairing your Bluetooth device, make sure it is in the pairing mode and placed within pairing range. To put your Bluetooth device in pairing mode, refer to the user manual of your device.
3. Locate the Bluetooth device by pressing  [Home] button on your remote control and select  **Settings** > **Connection** > **Bluetooth** > **Bluetooth Device**.

Note:

- Keyboard, mouse, or gamepad connected via USB or Bluetooth technology may not be usable with some Apps.
- If your device was not detected, position it closer to the TV or move away obstacles between them and try again.
- Bluetooth function may not be supported depending on the models/countries/regions.
- A maximum of four Bluetooth gamepads can be connected to the TV. If the TV has connected to a relatively high power Bluetooth device, or the gamepad is of high power Bluetooth, up to two gamepads can be connected.

Using the Gamepad

Supported gamepad models

It is recommended that you use a gamepad compatible with the TV, typical gamepads are shown below:

- PlayStation DualSense controller
- PlayStation DualShock 4 V2 controller
- Xbox One S controller
- Xbox Elite controller

Connecting to External Devices

- Xbox Series X/S controller
- Luna controller
- MOGA XP5-X Plus Bluetooth controller
- Nintendo Switch Pro controller

Note:

- Other gamepads may or may not be compatible with the TV.

Using the Gamepad as a Controller



- 1 Left joystick
- 2 Right joystick
- 3 Left directional pad
- 4 Quick panel
- 5 Touch pad

Button	Description
Left joystick or left directional pad	Up/down/left/right navigation buttons
A button or X button	Confirmation button
B button or O button	Return or cancel button
Quick panel	Press and hold to display the Home screen
□ button or X button	Enter settings
△ button or Y button	Exit the menu or exit the application
Right joystick	• Up/Down: Volume up/down; Channel up/down (only in Live TV) • Press to mute
Press and hold left and right joystick at the same time	Power off/Power on

Connecting to External Devices

Button	Description
Touch pad (if controller has a touchpad)	Available when using the Browser

Note:

- The image of gamepads above may vary. Please refer to the actual product.
- Some keys may not be available depending on gamepad models.
- The operation may differ depending on inputs, apps or cloud games.

Entering letters, numbers and special symbols by using voice

Use the remote control's microphone and virtual keyboard to enter text on your TV.

Before using the function, please check the following:

- Network connected.
- Voice remote paired. More information about how to pair the remote control, please refer to [Connecting to External Devices > Remote & Accessories > Connect Remote Control](#) in this manual.
- End User License Agreement and voice feature privacy policy/terms agreed.
- VIDAA Voice and language English are selected in the Voice Service centre.

When the focus is on the text input field, press  [OK] button on the remote control to call up the virtual keyboard with microphone prompts.

Press and hold the  [Mic] button on your remote control, speak to the microphone on the remote control, and then release the button. What you say appears on the screen as text.

Note:

- The remote control with  [Mic] button is only available in some models/countries/regions.
- Entering text with your voice may not be supported for some functions.
- This function may not be applicable in some models/countries/regions.
- Please say letters, numbers or symbols and wait for the device to respond, otherwise what you say may not be recognised.

Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 7

[Connect to a Wireless Network](#) on page 8

[Connect Remote Control](#) on page 49

[VIDAA Voice Setup](#) on page 35

Connecting Bluetooth Devices

You can connect to devices using Bluetooth technology.

Press  [Home] button on your remote control and select  **Settings > Connection > Bluetooth** and set **Bluetooth** to **On**.

Note:

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

Connecting to External Devices

Connect a Bluetooth Device

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

1. Press  [Home] button on your remote control, select  **Settings > Connection > Bluetooth** and set **Bluetooth** to **On**.
2. Before pairing your Bluetooth device, make sure it is in the pairing mode and placed within pairing range. To put your Bluetooth device in pairing mode, refer to the user manual of your device.
3. Find the Bluetooth device name by pressing  [Home] button on your remote control and selecting  **Settings > Connection > Bluetooth > Bluetooth Device** and select it. The device will be automatically connected to the TV.

Note:

- Up to one Bluetooth remote control and a maximum of two Bluetooth audio devices could be connected at the same time. When two Bluetooth audio devices are currently connected, please disconnect one before connecting a new one.
 - If using LE Audio for connection, only one Bluetooth audio device can be connected simultaneously. Only some TV models support LE Audio connection.
- Some compatibility issues may occur depending on the Bluetooth device support.
- Bluetooth keyboards may not be functional with some applications.
- The TV and Bluetooth devices may become disconnected if the distance between them is too long.
- This function may not be applicable in some models/countries/regions.

Listen to the Audio through Bluetooth Devices

Pair the Bluetooth audio device using the TV Bluetooth setup process. Refer to the user manual of your audio device, such as Bluetooth speaker or sound bar, for detailed instruction.

After the Bluetooth connection is completed, press  [Home] button on your remote control, select  **Settings > Sound > Audio Output > Bluetooth Speaker** to listen to the audio through Bluetooth devices.

Note:

- Compatibility issues may occur depending on the Bluetooth device.
- Sound quality may be affected by any obstacles between the Bluetooth audio device and the TV, or other connection issues.
- If the Bluetooth audio device fails to connect, check if the Bluetooth device is working correctly.
- The TV and Bluetooth device may become disconnected if the distance between them is too far.
- This function may not be applicable in some models/countries/regions.

Listen to your Mobile Device Audio through the TV Speaker

Press  [Home] button on your remote control, select  **Settings > Connection > Bluetooth > Music Sharing**.

Play sound of smart device through the TV's built-in speakers via Bluetooth.

1. Turn on the Bluetooth of your smart device and select your TV from its Bluetooth device list.
2. Select the media content to play on your smart device and the audio will be played through the TV speaker.

Note:

Connecting to External Devices

- To use this function, make sure to select **TV Speaker** at [Home] > **Settings** > **Sound** > **Audio Output**.
- This function may not be applicable in some models/countries/regions.

Related information

[Select Speakers](#) on page 71

Screen Sharing

You can mirror the screen of your mobile device (Android) or PC (Windows 10 and above) on the TV.



1. Set your TV to the wireless network connection.
2. Press the [Input] button on your remote control and select **Screen Sharing** on your TV.
3. Turn on the WLAN network of your device.
4. Turn on the casting function of your device. The setting name, icon and location may vary depending on the device. The feature may be called "Wireless display", "Smart View", "Wireless projection", etc.
5. Find the TV name in the searching list of your device and select it. Wait for the connection progress to complete and the screen of your device will be mirrored on the TV.

Note:

- Some devices may not support casting. To check whether your device supports casting, refer to the device's user manual.
- Press [Home] button on your remote control, select **Settings** > **Connection** > **Multimedia Device Connection** > **Screen Sharing** and enable screens sharing. This will allow you to share your device's screen directly without opening the Screen Sharing Input on your TV.
- Screen Sharing menu may not be available in **Settings** > **Connection** > **Multimedia Device Connection** depending on models.
- To stop using **Screen Sharing**, disconnect the external device or press [Back] or [Exit] button on the remote control.
- When playing video or audio, press [Menu] button on your remote control and select **Audio Only** to turn off the screen while the video or audio continues.
- If you are using an Apple device, refer to [Connecting to External Devices > Using AirPlay and HomeKit](#) in this manual.

Connecting to External Devices

Content Sharing

Content Sharing allows you to view media content, like videos, music or photos saved in your mobile (Android) or PC (Windows 10 and above) device on your TV screen. You can also share videos from streaming apps on mobile device to the TV.



Share Media Content from your Device

1. Connect your TV and device to the same network.
2. Turn on **Content Sharing** by pressing  [Home] button on your remote control, select  **Settings** > **Connection** > **Multimedia Device Connection** > **Content Sharing**.
3. Choose a media content on your device and select cast setting or icon. The procedure, setting name, icon and location may vary depending on the device. Please refer to the mobile device or PC's user manual for specific settings steps.
4. Find the TV name in the search list of your device and select it.
5. Agree the TV request pop-up window, wait for the connection process to complete. When you connect a device for the first time, a pop-up will appear:
 - **Always Agree**: Select **Always Agree** to set your device as a trusted device, the pop-up will not show from the next time Content Sharing is used.
 - **Agree**: Select **Agree** and TV will play the content sharing from the device.
 - **Disagree**: Select **Disagree** and TV will not play the content sharing from the device.

Play Media Content Stored in External Device on TV

1. Connect your TV and device to the same network.
2. Turn on **Content Sharing** by pressing  [Home] button on your remote control, and selecting  **Settings** > **Connection** > **Multimedia Device Connection** > **Content Sharing**.
3. Make sure your media content stored in your device are visible through the local network. The procedure depends on devices. Please refer to the mobile device or PC's user manual for specific settings steps.

Connecting to External Devices

4. Select connected device on the TV.

- Method 1: Press  /  [Input] button on your remote control, and select **Content Sharing (device name)**.
- Method 2: Press  [Home] button on your remote control, and select **Media > Content Sharing (device name)**.

5. Select a media content item from the list to play.

Note:

- Some devices may not support content sharing function.
- If your device does not support content sharing, you can download an app that supports the function to connect to your TV. For more information, please refer to [Benefits of Smart TV > Using the Mobile App](#) in this manual.
- To stop using **Content Sharing**, disconnect the external device or press  [Back] or  [Exit] button on the remote control.
- When playing video or audio, press  /  /  [Menu] button on your remote control and select **Audio Only** to turn off the screen while the video or audio continues.
- Content may not be played depending on the file format.
- Content may not be played smoothly, or the function may not work properly due to the network condition. It is recommended that you connect the device to a 5GHz router.
- If you are using an Apple device, refer to [Connecting to External Devices > Using AirPlay and HomeKit](#) in this manual.

Related information

[Connect to a Wireless Network](#) on page 8

Using AirPlay and HomeKit

Using AirPlay

Use AirPlay to share audio and video content wirelessly from your iPhone, iPad, or Mac to your TV. Stream music and videos, share your photos, or mirror exactly what is on your device screen.

1. Make sure your Apple device is connected to the same network as your TV.
2. Turn on AirPlay on your TV.
 - Press  [Home] button on your remote control, and select  **Settings > Connection > AirPlay and HomeKit** to enter **AirPlay and HomeKit Settings**, set **AirPlay** to **On**.
 - Press  /  [Input] button on your remote control and select **AirPlay**, enter **AirPlay and HomeKit Settings** and set **AirPlay** to **On**.
3. Locate the AirPlay icon on supported media apps, or the Screen Mirroring icon in Control Centre on your Apple device. Depending on the content, these steps may vary.
 - To mirror your device screen, open Control Centre and tap Screen Mirroring .
 - To stream audio from supported music or podcast apps, tap AirPlay audio .
 - To stream video from supported apps, tap AirPlay video .
4. Select your TV from the list to begin using AirPlay.

Connecting to External Devices

Using HomeKit

Use HomeKit to control your TV easily and securely with your Apple devices.

1. Press  [Home] button on your remote control, and select  **Settings** > **Connection** > **AirPlay and HomeKit** > **AirPlay and HomeKit Settings**, locate the HomeKit section and select **Set Up**.
2. The HomeKit setup screen will display a pairing QR code on the TV. Use your iPhone or iPad to scan the QR code, then follow the on-screen directions to complete HomeKit setup.

Note:

- To use AirPlay, your TV must support AirPlay.
- AirPlay and HomeKit may not be applicable in some models/countries/regions.
- The icons are only for reference. In some apps, you may have to tap another icon first.
- If an AirPlay passcode appears on your TV screen, enter the passcode on your Apple device to continue.
- To stop using AirPlay, disconnect the external device or press  [Back] or  [Exit] button on the remote control.
- When playing video or audio, press  /  /  [Menu] button on your remote control and select **Audio Only** to turn off the screen while the video or audio continues.
- Available operations vary depending on the version of the app and software.
- Use of the Works with Apple badges means that an accessory has been designed to work specifically with the technologies identified in the badges and has been certified by the developer to meet Apple performance standards.
- Apple, AirPlay, Apple Home, HomeKit, iPad, iPhone and Mac are trademarks of Apple Inc., registered in the U.S. and other countries and regions.



Related information

[Connect to a Wireless Network](#) on page 8

Connecting a Set Top Box

Before connecting a Set Top Box to the TV, make sure the TV and Set Top Box are switched off.

Most STB's can be connected via HDMI, HDMI offers the best picture and sound quality. For more information about how to connect a Set Top Box to your TV, please refer to [Connecting to External Devices > Connecting Audio Visual \(AV\) Devices](#) in this manual.

When the connection is completed, turn on your TV and Set Top Box, switch to the input source by pressing the  /  [Input] button to change to the port that you connected your Set Top Box to.

Connecting a Blu-ray or DVD Player

Before connecting a Blu-ray or DVD player to the TV, make sure the TV and Blu-ray or DVD player are switched off.

Connecting to External Devices

It is recommended to connect your devices with a HDMI cable (if HDMI port is available) to enjoy better picture and sound quality. For more information about how to connect a Blu-ray or DVD player to your TV, please refer to [Connecting to External Devices > Connecting Audio Visual \(AV\) Devices](#) in this manual.

When the connection is completed, turn on your TV and Blu-ray or DVD player, switch to the input source by pressing the  [Input] button to change to the port that you connected your Blu-ray or DVD player to.

Connecting USB Devices

Connect USB devices, such as hard drives and USB memory sticks for browsing photos or listening to music.

Read before connecting USB devices

USB disk sizes 4GB, 8GB, 16GB, 32GB, 64GB, 128GB and other common market sizes are supported. Up to 8TB hard drives are supported.

Supported formats: NTFS, FAT32.

Connect USB devices



1. Connect USB device to your TV port labelled with USB.
2. Press  [Home] button on your remote control and select **Media** from apps.
3. Select the content you want to play or view. For more information, please refer to [Entertainment > Media](#) in this manual.

Precautions when using the USB storage device function

The USB storage device function can be used to record and view digital broadcast programmes.

Read the precautions below before recording or viewing programmes by using the USB storage device function.

Note:

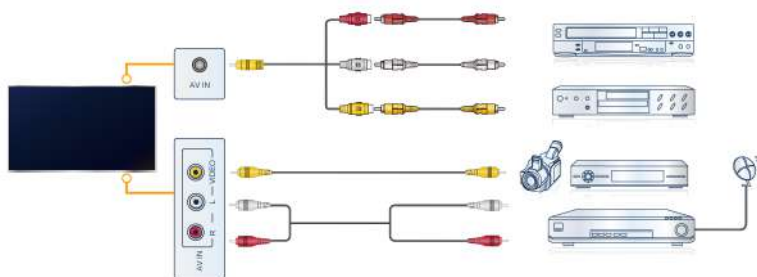
- Be sure to select the correct country/region for use.
- Use with incorrect settings may violate certain laws or other regulations and may result in criminal punishment. In such cases, our CORPORATION and the Group shall bear no responsibility whatsoever.
- Recorded programmes saved in the USB storage device can only be viewed on this TV. They cannot be viewed when connected to another TV (including the same model of TV), a PC, or other devices.
- Certain digital cameras may not be compatible with the TV.

Connecting to External Devices

Connecting Audio Visual (AV) Devices

The TV can connect to audio visual devices (including VCR, DVD player or recorder, video camera, Set-Top box, satellite receiver, etc.) with a composite video cable or HDMI cable as input sources.

Connect with a composite video cable

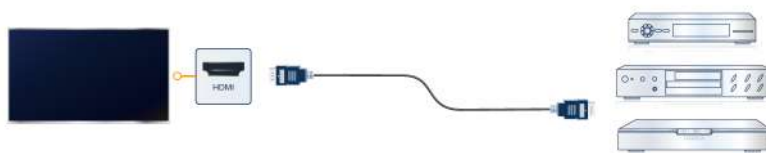


1. Connect an AV device to the TV port labelled with AV IN using a composite video cable (not provided).
2. When the connection is completed, press  [Input] button on your remote control and select **AV** as the input source.

Note:

- AV IN port(s) may vary depending on model type.
- AV IN port(s) may not be available in some models. Please use other port(s) to connect AV devices.
- For some models, RCA Jack to AV cable may not be supplied.

Connect with a HDMI cable



1. Connect an AV device to the TV port labelled with HDMI using a HDMI cable (not provided).
2. When the connection is completed, press  [Input] button on your remote control and select the corresponding HDMI input.

Note:

- Please refer to the User Manual of your device for step-by-step instructions.
- Some devices, such as DVD players, require the HDMI signal to be set to the correct format in the device settings. Please consult your device user manual for instructions.
- If there is no sound from your TV, configure the device audio settings.

Related information

[Use HDMI & CEC](#) on page 50

Connecting to External Devices

Connecting a PC

The TV can connect to a PC to use your TV as a PC monitor.

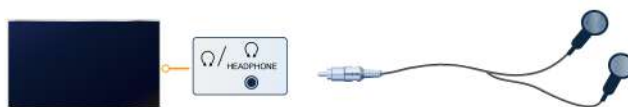


1. Connect your PC to the TV port labelled with HDMI using a HDMI cable (not provided).
2. When the connection is completed, press  [Input] button on your remote control and select the corresponding HDMI input.

Note:

- For better image quality, set the PC's resolution to a format which is supported by the TV.
- If there is no sound from your TV, change the PC's audio settings.
- If you want to connect your PC and TV wirelessly, please refer to [Connecting to External Devices > Screen Sharing/Content Sharing](#) on the TV in this manual.

Connecting Headphones



Connect a pair of headphones (not provided) to your TV port labelled with HEADPHONE.

To output sound only with headphones, press  [Home] button on your remote control, select  **Settings > Sound > Audio Output**, and choose **Headphone Only**.

Note:

- Headphone port may not be available in some models.
- Headphones with microphones are not supported.

Connecting Speakers or Other Audio Receivers

The TV can output sound by connecting to speakers, digital sound bars, audio amplifiers, passive bass speakers, etc. with a digital audio cable to enjoy a better listening experience.

Connecting to External Devices



1. Connect speakers or other audio receivers to the TV port labelled with DIGITAL AUDIO OUT using a digital audio cable (not provided).
2. Switch on the connected audio device first, then switch on the TV.
3. When the connection is completed, press [Home] button on your remote control, select **Settings > Sound > Audio Output** and choose **Optical**.

Note:

- If you prefer to use Audio Return Channel (ARC) or enhanced Audio Return Channel (eARC), please refer to [Connecting to External Devices > Connecting a Digital Audio System with ARC/eARC](#) in this manual.

Connecting a Digital Audio System with ARC/eARC

The TV can output sound by connecting to speakers, audio amplifier, digital sound bar, etc. with a HDMI cable to enjoy a better listening experience.



1. Connect digital audio system to the TV port labelled with HDMI ARC/eARC using a HDMI cable (not provided).
2. Power on the audio system.
3. When the connection is completed, the **Audio Output** is automatically switched to **HDMI ARC**.
 - If it is not automatically switched to HDMI ARC, press [Home] button on your remote control, select **Settings > Sound > Audio Output** and choose **HDMI ARC**.
 - If the device supports eARC function, press [Home] button and select **Settings > Sound > Audio Output Settings > HDMI-eARC** and switch **HDMI-eARC** to **On**.

A DVD or Blu-ray player can connect to an amplifier or sound bar as a signal input, the TV can connect to an amplifier or sound bar through the TV HDMI ARC/eARC port to output sound at the same time. This is a series connection. HDMI cables are not supplied. For specific information about connection, please refer to the user manual of the external device.

Note:

- By using this feature, you can also control the sound system with your TV remote instead of using the remote control from the connected device. Enable **CEC Control** by pressing [Home] button on your remote control, then select **Settings > Connection > HDMI & CEC > CEC Control**.

Connecting to External Devices

- To use this feature, audio system must support ARC/eARC function. If it does not support ARC/eARC, you need to connect with DIGITAL AUDIO OUT.
- If the audio system has an Input Selector feature, then make sure to change it to TV.
- Some audio systems may not support series connection.
- 5.1 CH (channel) audio is available when the TV is connected to an external device that supports 5.1 channel surround sound. You can press  [Home] button, select  **Settings > Sound > Audio Output Settings > Digital Audio Output Format**, and choose **Dolby Audio - Dolby Digital Plus** to receive the 5.1 channel audio.

Settings Overview

Picture

Adjust picture mode, picture size and other advanced picture settings.

Choose a Picture Mode

Press  [Home] button on your remote control and select  **Settings > Picture > Picture Mode**.

Select a pre-set picture mode to best suit the content you are viewing.

Note:

- Options may differ depending on your model/country/region and the content you are watching. Please refer to the specific product.

When you use a normal signal

- **Standard**

Use Standard mode for watching normal content, such as News, Drama or Documentaries.

- **FILMMAKER**

Press  [Home] button on your remote control, select  **Settings > Picture > Intelligent Mode Settings > Content Type Auto Detection** to enable Filmmaker mode. When Filmmaker signal is detected, picture mode will switch to **FILMMAKER** automatically.

This function is only available in certain scenarios.

- **Cinema**

Use Cinema for watching movies in a bright environment.

- **Energy Saving**

Energy conservation.

Selecting this mode could reduce power consumption.

- **Dynamic**

Use Dynamic mode for content that requires vivid picture quality.

- **Sports**

Optimised picture for watching sports.

Low Blue Light

Low Blue Light menu on your TV is designed to reduce the level of blue light to protect your eyes.

Press  [Home] button on your remote control, select  **Settings > Picture > Picture Mode Settings > Advanced Settings > Colour > Low Blue Light** and select **On**.

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

- Take regular and frequent breaks, avoid watching TV for periods of more than one hour. Watching TV for long periods of time may cause eye fatigue.
- Look away from the TV screen and focus on distant objects during viewing breaks for at least 10 minutes.
- Relax yourself during viewing breaks by doing eye exercises or outdoor activities.
- The best recommended viewing distance is 3 times the vertical height of the TV screen.

Settings Overview

Regular breaks and exercises are extremely helpful in relieving eye strain and fatigue.

Note:

- This feature may not be applicable in some models/countries/regions. Low blue light certification may vary by model.

When you use a HDR signal

HDR (high dynamic range) can improve the viewing experience with higher contrast and vivid colours. Bright whites look brighter and dark blacks look darker. TV can display a wide range of colours.

When you use a Dolby Vision signal

Inspired by cinema technology, Dolby Vision is the format that allows your TV to deliver a full range of colours, high dynamic range images, brighter whites and dark blacks using scene-by-scene calibration.

Picture Mode Settings Setup

Press  [Home] button on your remote control and select  **Settings > Picture > Picture Mode Settings**.

Adjust display settings for each Picture Mode. You can personalise the picture quality by adjusting the following settings.

Options may not be applicable depending on your model/country/region and the picture mode you selected.

- **Apply Picture Settings**

Select whether the parameters of the current picture mode are applied to all sources or only to the current source.

- **Backlight**

Set the overall luminance of the screen. Please note that changing Picture Settings could increase energy consumption.

Note:

- The function name may vary depending on the model type.

- **Brightness**

Adjust the Brightness level to generate lighter or darker images.

- **Contrast**

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

- **Colour Saturation**

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

- **Sharpness**

Adjust how sharp or soft the edges of images appear.

- **Advanced Settings**

Adjust the colour space and Gamma to best suit the content you are viewing.

- **Reset Current Mode**

Restore all the picture settings in the current picture mode to the factory default values.

Related information

[Picture Issues](#) on page 105

Settings Overview

Advanced Settings Setup

Press  [Home] button on your remote control and select  **Settings > Picture > Picture Mode Settings > Advanced Settings**.

Adjust advanced picture settings based on your viewing preference. Adjust the colour space and Gamma to best suit the content you are viewing.

Note:

- Options may not be applicable depending on your model/country/region and the picture mode you selected.

Brightness

• **Dynamic Backlight Control**

Automatically corrects the contrast by analysing the luminance level of the picture in real time.

• **Local Dimming** (or **Peak Brightness Dynamic Range** for some models)

Optimises contrast by analysing the picture's luminance levels in real time and by automatically adjusting the brightness of each part of the backlight.

• **Peak Brightness**

Optimises contrast especially in dark scenes by analysing the screen's luminance levels in real time and making bright areas brighter. This feature is adjustable only when **Local Dimming** is **On**.

• **Light Sensor settings**

Enable the TV to automatically adjust the picture settings according to the amount of ambient light in your room when **Automatic Light Sensor** is **On**.

Light Sensor Shift is adjustable only when **Automatic Light Sensor** is turned on. If the picture is too bright, decrease the value. If the picture is too dark, increase the value.

Automatically adjust the colour temperature of the TV picture according to the ambient colour temperature when **Automatic Colour Temperature** is **On**.

• **Adaptive Contrast**

Automatically adjust dark areas and light areas of the image to see more detail.

• **HDMI Dynamic Range**

Set the HDMI input signal's dynamic range.

• **Dynamic Tone Mapping**

Automatically adjust brightness and gradient balance by analysing the brightness level of the HDR picture.

• **Dark Detail**

Automatically raise brightness and improve shadow detail in dark scenes.

• **HDR Enhancer**

Enhance contrast and colour of the SDR content to HDR-like picture quality.

• **Gamma Adjustment**

Adjust the Gamma to alter how the TV will respond to grayscale content. In low ambient light choose a higher number, in brighter ambient light select a lower number.

• **Gamma Calibration**

Adjust selected Gamma curve.

Settings Overview

Colour

- **Colour Temperature**

Adjust how warm (red) or cool (blue) the white areas of the image appears.

- **Colour Gamut**

Change the range of colours the TV displays.

- **Dynamic Colour Enhancer**

Dynamically adjust the colour vividness and enhance the colour details on each scene of the picture.

- **Colour Tuner**

Adjust the Hue, Saturation and Brightness of the colour setting.

- **White Balance**

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

- **Low Blue Light**

Eye care: reduce the emission of blue light.

Clarity

- **Noise Reduction**

Reduce the random noise to improve the picture quality.

- **Digital Noise Reduction**

Reduce the noise seen around letters and compression noise.

- **Gradient**

Optimise the colour spots of contour lines to deliver better picture quality.

- **Precision Detail**

Automatically enhance image details.

- **Super Resolution**

Super resolution processing technology based on deep learning optimizes the clarity processing effect of the picture.

Motion

- **Motion Enhancement**

Reduce the afterimage effect when viewing fast-moving objects.

- **Clear Motion**

Making fast motion look clearer.

- **High Refresh Rate Mode**

Activate the high refresh rate mode to improve the stability of high-speed dynamic pictures. Please note that the TV picture will be black for a few seconds when enabling this option.

Overscan

Change the video size setting to crop the edges of the displayed image.

Related information

[Picture Issues](#) on page 105

Settings Overview

Intelligent Mode Settings

Press  [Home] button on your remote control and select  **Settings > Picture > Intelligent Mode Settings**.

Configure intelligent mode related settings.

- **AI Picture Optimisation**

Set to **On** to enable the TV to recognise the current scene and enhance the picture quality.

- **Content Type Auto Detection**

Enable to detect the content type of Filmmaker Mode or IMAX Mode.

- **AI Energy mode**

Once enabled, automatically control energy-saving features based on your environment and usage scenarios.

Note:

- Some specific applications have explicit constraints meaning content recognition is not allowed.
- This function may not be applicable in some models/countries/regions.

Change the Aspect Ratio

Press  [Home] button on your remote control and select  **Settings > Picture > Aspect Ratio (Picture Size)**.

Adjust the Aspect Ratio to stretch or zoom the picture.

- **Auto**

Automatically switch Aspect Ratio between 16:9 and 4:3 based on the signal information.

- **16:9**

Best suited for 16:9 Widescreen content. This will also stretch 4:3 content to Widescreen.

- **4:3**

Best suited for 4:3 content.

- **21:9**

Best suited for 21:9 content, generally used in game scenarios.

- **Movie Zoom**

Fill the entire screen by zooming in to remove horizontal black bars from the top and bottom of the picture.

- **Dot to Dot**

Displays the native signal without any scaling.

Note:

- The options above may not be applicable in some input sources.
- Using special functions to change the size of the displayed image (e.g. changing the height/width ratio) for the purpose of public display or commercial gain, may infringe on copyright laws.
- If the aspect ratio of the selected format is different from the TV transmission or video content, it can distort the picture.
- When connecting a PC to the TV via HDMI input, fast moving images may become distorted.

Settings Overview

Sound

Adjust sound mode and other advanced sound settings.

Choose a Sound Mode

Press  [Home] button on your remote control and select  **Settings > Sound > Sound Mode**.

Select a pre-set sound mode to suit the content you are listening to.

- **Standard**

In Standard mode, the TV delivers a flat frequency response, which preserves the natural characteristics of the original sound.

- **Theatre**

Theatre mode increases the surround sound effect and provides a more prominent bass response.

- **Music**

In Music mode, low and high frequencies are emphasised to enhance musical instrument reproduction.

- **Speech**

In Speech mode, low and high frequencies are attenuated to improve the reproduction and clarity of the human voice.

- **Late Night**

In Late Night mode, the TV will improve the reproduction and clarity of the human voice with a low volume level.

- **Sports**

Optimised sound for watching Sports events.

- **Intelligent Sound**

Automatically adjust the sound effects based on the content you are watching.

Note:

- Options may differ depending on your model/country/region and the audio output type. Please refer to the specific product.

Sound Mode Settings Setup

Press  [Home] button on your remote control and select  **Settings > Sound > Sound Mode Settings**.

Adjust the audio settings of the TV. You can personalise the sound quality by adjusting the following settings.

Options may differ depending on your model/country/region and the content you are watching. Please refer to the specific product.

- **Apply Audio Settings**

Adjust current sound mode to apply to all sources or just the current source.

- **Eilex**

Eilex offers you a comfortable listening experience with highly musical and clear audio effects.

- **Dolby Atmos**

Enable Dolby Atmos to enhance the richness of sound allowing a more immersive listening experience.

Settings Overview

- **DTS Virtual:X**

Three-dimensional surround sound.

- **Audio Enhancement**

Set Audio Enhancement to enjoy the audio performance of Dolby Atmos, DTS Virtual X. Enable or disable according to your own preference. Selections may vary depending on models.

- **Waves**

Based on the psychoacoustic low-frequency extension technology. Waves effectively extend bass response beyond the physical capabilities of the system, presenting a natural, vigorous and strong bass effect.

- **Equalizer**

Boost the volume at different frequencies.

- **Wall Mount Setup**

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

- **Reset Current Mode**

Restore all of the audio settings in the current audio mode to the factory default values.

Note:

- Some models may not support decoding of DTS CD bitstreams. Playback of this format may produce undesirable noise.

 Related information

[Sound Issues](#) on page 107

Select Speakers

Press  [Home] button on your remote control and select  **Settings > Sound > Audio Output**.

Select the speakers which you want to use.

Using External Speakers with TV Speaker to Output Audio

Audio can be played through multiple devices at the same time.

- **Wired headphones + TV speaker**

1. Connect your wired headphones to the TV.
2. Press  [Home] button on your remote control to select  **Settings > Sound > Audio Output** to choose **TV Speaker**.

- **Bluetooth headphones + TV speaker**

1. Turn on Bluetooth at  [Home] >  **Settings > Connection > Bluetooth**.
2. Pair your Bluetooth headphones with the TV.
3. Press  [Home] button on your remote control to select  **Settings > Sound > Audio Output** to choose **TV Speaker**.

- **Optical + TV speaker**

1. Connect speakers or other audio receivers to the TV port labelled with DIGITAL AUDIO OUT using a digital audio cable (not provided).

Settings Overview

2. Press  [Home] button on your remote control to select  **Settings > Sound > Audio Output** to choose **Optical with TV Speaker**.

- **TV Speaker + Soundbar**

Type 1: Connect a soundbar to the TV port labelled with HDMI ARC/eARC. Press  [Home] button on your remote control and select  **Settings > Sound > Audio Output** to choose **TV speaker with Soundbar**.

Type 2: Connect a soundbar that supports USB Dongle to the TV. Press  [Home] button on your remote control and select  **Settings > Sound > Audio Output** to choose **TV speaker with Hi Cast**.

Note:

- The above features are only applicable for the specific soundbar types.
- Menu name may differ depending on your model/country/region. Please refer to the specific product.

Note:

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

 Related information

[Connecting Headphones](#) on page 62

[Connect a Bluetooth Device](#) on page 55

[Connecting Speakers or Other Audio Receivers](#) on page 62

[Connecting a Digital Audio System with ARC/eARC](#) on page 63

Audio Output Settings Setup

Press  [Home] button on your remote control and select  **Settings > Sound > Audio Output Settings**.

Select the digital audio output format that best suits the audio device type.

Options may differ depending on your model/country/region and the Audio Output you select. Please refer to the specific product.

- **Balance**

Adjust the left and right speaker level to optimise audio for a specific location.

- **Lip Sync**

Synchronise the video and audio.

- **Headphone Volume**

Independently adjust the volume of the Headphones. This menu is available when headphone is connected.

When **Headphone Only** is selected in **Audio Output**, you can adjust the volume by the remote or in Headphone Volume menu on screen.

When headphones are connected to the TV and an option such as **TV Speaker** is selected in **Audio Output**, other than **Headphone Only**, you can only adjust the volume of headphones in **Headphone Volume** in settings.

Settings Overview

- **Digital Audio Output Format**

Select the digital audio output format that best suits the audio device type.

- **Auto:** the audio device automatically outputs in a supported format.
- **Passthrough:** the audio device outputs without any processing.
- **PCM:** the audio device outputs PCM (Pulse Code Modulation) format.
- **Dolby Audio - Dolby Digital:** the audio device outputs Dolby Digital audio.
- **Dolby Audio - Dolby Digital Plus:** the audio device outputs Dolby Digital Plus audio.
- **DTS Surround:** the audio device outputs DTS audio.

Due to the differences between different models, options above may vary according to the actual product.

- **Digital Audio Output Delay**

Adjust the digital audio output delay to sync audio from an external speaker with the images on the TV.

- **HDMI-eARC**

You can connect an audio device that supports eARC. Muting occurs temporarily during device connection.

- **Channel Gain**

Bass Boost Gain: Hear and feel rich bass response with the TV's subwoofer speaker.

Top Channel Gain: Experience the rich high-pitched response with the TV's top speaker.

Centre Channel Gain: Experience the rich human voice response with the TV's centre speaker.

- **Dialogue Enhancement**

Enable or disable dialogue enhancement.

- **Dynamic Range Compression**

When the volume is high, the output level can be dynamically compressed based on the output volume to improve sound quality.

- **Speaker Virtualizer**

Enhance the surround sound effect to increase the immersive experience. When **Auto** is selected, enhance the sound effect for Dolby Atmos content only. The feature is available to setup when Dolby Atmos is enabled.

Related information

[Connecting Speakers or Other Audio Receivers](#) on page 62

[Connecting a Digital Audio System with ARC/eARC](#) on page 63

Intelligent Mode Settings

Press  [Home] button on your remote control and select  **Settings > Sound > Intelligent Mode Settings**.

Configure intelligent mode related settings. This function may not be applicable in some models/countries/regions.

- **AI Sound Optimisation**

Enable Automatic Audio Quality Enhancement.

Settings Overview

- **AI Voice**

Select clear voice to provide clearer and prominent voice effect, select voice weakening to highlight the background sound.

Note:

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

Auto Acoustic Tuning

Press  [Home] button on your remote control and select  **Settings > Sound > Auto Acoustic Tuning**.

To enhance and optimise the sound experience in your room environment, the TV will play test audio and optimise the speaker's sound output by receiving the sound back from the remote's microphone. Before using this function:

- Please keep the environment quiet.
- Please make sure the TV is paired with the Bluetooth remote control.
- Please hold the remote control in the usual watching position and point at the TV. Do not move your remote control.

During the optimisation process, the TV volume will be automatically set and the microphone on the remote control will be activated.

When calibration has completed successfully, the new audio settings data will take effect for all sound modes. If the calibration failed on the first attempt, it will try again with an increase to the base volume.

Note:

- This function is only applicable when **Audio Output** is set to **TV Speaker**.
- This function may not be applicable in some models/countries/regions.

Connection

You can adjust connection settings.

Edit TV Name

Press  [Home] button on your remote control and select  **Settings > Connection > TV Name**.

You can edit the name for your TV to be used on the network.

Note:

- Up to 18 characters can be entered.

Check the Internet Connection Status

Press  [Home] button on your remote control and select  **Settings > Connection > Network > Network Check**.

Test the current network connection status and view the current network information.

Settings Overview

Connection Test

Press  [Home] button on your remote control and select  **Settings > Connection > Network > Network Check > Connection Test.**

Start a network connection test.

Internet Speed Test

Press  [Home] button on your remote control and select  **Settings > Connection > Network > Network Check > Internet Speed Test.**

Perform this test to check the network speed.

Network Information

Press  [Home] button on your remote control and select  **Settings > Connection > Network > Network Check > Network Information.**

You can select IPv4 or IPv6 in **IP Version** to view more detailed information about your network connection.

Related information

[My TV cannot connect to the network.](#) on page 97

[Connect to a Wired \(Ethernet\) Network](#) on page 7

[Connect to a Wireless Network](#) on page 8

Turn on the TV through the Internet

Active Standby

Press  [Home] button on your remote control and select  **Settings > Connection > Network > Active Standby.**

Turn on Active Standby to allow external devices to wake the TV when the screen is off.

Note:

- This function may not be applicable in some models/countries/regions.
- Enabling this function may result in higher energy consumption.

Wake on Wireless Network

Press  [Home] button on your remote control and select  **Settings > Connection > Network > Wake on Wireless Network.**

With a wireless network connection and enabling **Wake on Wireless Network**, you can switch on the TV from standby and push content to be viewed on the TV with a mobile device App supporting the screencast function.

Note:

- To use this function, make sure your TV and mobile device are connected to the same network environment.
- Enabling this function may result in higher energy consumption.
- This function may not be applicable in some models/countries/regions.

Settings Overview

Wake on LAN

Press  [Home] button on your remote control and select  **Settings > Connection > Network > Wake on LAN**.

With a wired Ethernet connection and enabling **Wake on LAN**, you can switch on the TV from standby and push content to be viewed on the TV with a mobile device App supporting the screencast function.

Note:

- To use this function, make sure your TV and mobile device are connected to the same network environment.
- Enabling this function may result in higher energy consumption.
- This function may not be applicable in some models/countries/regions.

Related information

[Connect to a Wired \(Ethernet\) Network](#) on page 7

[Connect to a Wireless Network](#) on page 8

System

You can adjust system settings.

Note:

- The menus displayed vary depending on models/countries/regions.

Set Time

Press  [Home] button on your remote control and select  **Settings > System > Time**.

Set the current time based on your location.

- **Time Format**

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

- **Date/Time**

Set the Date and Time. You can set the date and time to automatically sync with Internet/broadcast or manually setup by yourself.

- **Time Zone**

Select your time zone.

- **Daylight Saving**

Select whether to apply Daylight Saving Time to the TV.

Note:

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

Use Timer

Press  [Home] button on your remote control and select  **Settings > System > Timer Settings**.

Adjust the timer settings to suit your preference.

- **Sleep Timer**

Set the sleep timer to automatically turn the TV off at the specified time.

Settings Overview

- **Power On Timer**

Set the time you want the TV to turn on automatically with your favourite content or alarm.

- **Power Off Timer**

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

- **Menu Timeout**

Set the amount of time you would like the menu to remain on the screen.

- **Auto Sleep**

Set the amount of time that you would like the TV to auto power off after a period of no activity.

- **Auto Standby with No Signal**

TV will go to standby if there is no signal after the set time.

Note:

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

Set Language and Location

Press  [Home] button on your remote control and select  **Settings > System > Language and Location**.

Select the language used for this TV and your location.

- **Location**

Choose the location from where you will watch your TV.

- **Postcode**

User can change the Postcode.

- **Menu Language**

Set the default language for the TV menu.

- **Audio Language**

Select the preferred audio language for the current programme.

Note:

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

Data Protection and Security

Clear Cache

Press  [Home] button on your remote control and select  **Settings > System > Application Settings > Clear Cache**.

Clear cache, user data and temporary files for browser and applications.

Delete Cookies

Press  [Home] button on your remote control and select  **Settings > System > Application Settings > Delete Cookies**.

Delete cookies for browser and applications.

Settings Overview

Do Not Track

Press  [Home] button on your remote control and select  **Settings > System > Application Settings > Do Not Track**.

Send a request to websites and some applications not to collect or track your browsing data.

Note:

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

Power on Settings Setup

Auto Init Mode

Press  [Home] button on your remote control and select  **Settings > System > Advanced Settings > Auto Init Mode**.

Auto Initialisation Mode. TV will auto initialise in the background when AC is powered on.

Note:

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

Fast Power On

Press  [Home] button on your remote control and select  **Settings > System > Advanced Settings > Fast Power On**.

Enable TV fast start-up.

Power On Mode

Press  [Home] button on your remote control and select  **Settings > System > Advanced Settings > Power On Mode**.

The TV will turn on in the selected mode when the main power is reconnected.

Default Startup Page

Press  [Home] button on your remote control and select  **Settings > System > Advanced Settings > Default Startup Page**.

Set the page that first appears when the TV is powered on. You can select Last Accessed Source or Home.

Power Indicator Mode Setup

Power Indicator

Press  [Home] button on your remote control and select  **Settings > System > Advanced Settings > Power Indicator**.

Set the power indicator display to stay On or Off when in Standby mode.

Indicator Light Setting

Press  [Home] button on your remote control and select  **Settings > System > Advanced Settings > Indicator Light Setting**.

Settings Overview

Set the indicator light from **Power**, **Always** or **Off**.

Note:

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

Switch off Curtain

Press  [Home] button on your remote control and select  **Settings** > **System** > **Advanced Settings** > **Switch off Curtain**.

Enable or disable **Switch off Curtain** or set how quickly the Screen Curtain will close when entering standby.

Sports Mode Auto Detection

Press  [Home] button on your remote control and select  **Settings** > **System** > **Advanced Settings** > **Sports Mode Auto Detection**.

Enable auto detection of Sports content allowing TV to automatically select Sports mode in Sound and Picture settings.

Note:

- This function may not be applicable in some models/countries/regions.
- Turning on this function could increase energy consumption.

Usage Mode Setup

Press  [Home] button on your remote control and select  **Settings** > **System** > **Advanced Settings** > **Usage Mode**.

Set the TV to use in Home or Store mode.

Home Mode

Select Home Mode for normal TV usage.

If you want to switch to Store Mode when the TV is in Home Mode, press  [Home] button to select  **Settings**, then select **System** > **Advanced Settings** > **Usage Mode** and choose **Store Mode**.

Store Mode

Select Store Mode to setup the TV in a retail setting. This mode enables E-Pos and other demo functions and is only intended for use in retail stores.

When Store Mode is selected, press  /  /  [Menu] button on your remote control to enter store mode settings.

If you want to switch to Home Mode when the TV is in Store Mode, press  /  /  [Menu] button on your remote control to enter store mode settings and choose **Home Mode**. Alternatively, press  [Home] button, then select  **Settings**, then select **System** > **Advanced Settings** > **Usage Mode** and choose **Home Mode**.

Note:

- Enabling Store Mode could increase energy consumption.
- How to exit Store Mode varies depending on models/countries/regions.

Settings Overview

- If you select Store Mode at initial setup, then switch to Home Mode in settings later, picture mode may remain unchanged. You can adjust the picture mode according to your preference if needed.
- Updating the system online in Store Mode (via  **Settings > Support > System Update**) may delete the built-in store mode video. Confirmation is required before proceeding.

Personalised Ads

Press  [Home] button on your remote control and select  **Settings > System > Advanced Settings > Personalised Ads**.

Check for personalised ads setting.

- **Personalised Ads**

Turning off personalised ads will limit the ability to deliver relevant ads to you but will not reduce the number of ads you receive.

- **Reset Ads ID**

Ads ID is a unique and resettable ID for personalised ads. A new Ads ID will be assigned to your device when you reset it.

Personalised Recommendations

Press  [Home] button on your remote control and select  **Settings > System > Advanced Settings > Personalised Recommendations**.

Turn on personalised recommendations to discover content that matches your interests.

Support

You can adjust support settings.

Note:

- The menus displayed vary depending on models/countries/regions.

Check System Info

Press  [Home] button on your remote control and select  **Settings > Support > About**.

View system information, like the software version and hardware version.

System Update

Press  [Home] button on your remote control and select  **Settings > Support > System Update**.

Set your TV to receive the latest firmware.

- **Auto Update**

When enabled, your device will be updated with the latest software automatically. Some models do not support this function.

- **Check Update**

Check the software version and update if necessary. Please ensure your TV is connected to the Internet.

Settings Overview

- **Check OAD Update**

Check to ensure that your TV has received the latest firmware via the tuner.

Note:

- This function is only applicable when Thailand and Malaysia are selected in Location.

- **Update from USB**

Upgrade TV software from USB device.

Note:

- The update files must be located in the root directory of the USB device.
- The format of the USB device must be FAT32 and the partition table type must be MBR.

 Related information

[Connecting USB Devices](#) on page 60

Enjoy Safe Use of the TV

Press  [Home] button on your remote control and select  **Settings > Support > Disclaimer and Privacy > Data Sharing, Privacy and EULA.**

Read the Disclaimer Details and Data Protection Policy. Allow/Deny your consent to the listed policies relating to the collection of User/Network data.

Press  [Home] button on your remote control and select  **Settings > Support > Disclaimer and Privacy > Remove User Data.**

To remove any usage data from the local TV and Cloud storage, select **Remove User Data**.

Check the TV Running Time

You can access the Status Check page to view the running time of your TV.

1. While in an input source, such as Live TV, HDMI or AV, press  /  /  [Menu] button to launch the quick menu.
2. Under the quick menu, press and hold  [BLUE] button, the Status Check page will appear on screen for you to check the TV running time.

Note:

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

Using Parental Control

Press  [Home] button on your remote control and select  **Settings > System > Parental Control.**

Turn on Parental Control to prevent children from being able to view certain content.

If you have not set the PIN code before, create and confirm PIN window will be displayed. Using the D-pad on the remote, create the PIN code.

If you have set the PIN code before, enter PIN window will be displayed.

- **Locks**

Turn on Locks to enable the Parental Control function.

Settings Overview

You will see other Parental Control settings change from a greyed out state to highlighted. When this occurs, **Block Time**, **Channel Block**, **Content Block**, **Input Block**, **App Block**, **Website Block**, **Parental Control PIN** or **Reset to Default** features are available to set.

- **Block Time**

Block the whole TV usage for a defined period of time, including Live TV, HDMI and apps.

- **Channel Block**

Block all or individual channels when you turn on the Parental Control feature.

- **Content Block**

Certain programmes are blocked by age rating. This is controlled by the broadcaster.

- **Input Block**

Block content from devices that are connected to external inputs.

- **App Block**

Block access to certain apps. If an app that you want to restrict does not appear here, then check the Parental Control settings in the app.

In some countries/regions, by default, the Browser and the App Store are blocked. If you want to unlock them, please select  **Settings > System > Parental Control** and enter the PIN code. Select the Browser and the App Store in App Block and press  [OK] button, then you will find the "lock" icon disappear.

- **Website Block**

Set the range of URLs that the browser can access.

- **Parental Control PIN**

You can set or change your PIN here. PIN is used for parental control and your system protection from unauthorised use. 0000 is not allowed for PIN.

- **Reset to Default**

Restore Parental Control back to the factory default setting.

Note:

- The above options may not be available in some models/countries/regions.

Reset to Factory Default

Press  [Home] button on your remote control and select  **Settings > Support > Reset to Factory Default**.

Restore your TV to the factory default. Reset will clear your personal settings, information and data. Enter the PIN code on-screen to enable the Factory Reset.

Game

Connect your game console or PC and adjust the settings to optimise the TV screen for better gaming entertainment.

Play Games with a Gaming Device

Step 1 Connect a Gaming Device



1. Connect your HDMI-supported game console or PC with a HDMI cable to the TV.
2. Switch on your gaming device.
3. Press **INPUT** / **[Source]** [Input] button. Select the connected gaming device as the input source.

Note:

- When connecting a gaming device that supports high refresh rate, please connect to the HDMI port that is labelled Ultra High Speed, 4K 120Hz or higher.
- The position and type of the HDMI port differs depending on models. Please refer to the printed manual or quick setup guide included with the TV.
- It is recommended to use the HDMI cable included with your gaming device, a Premium High Speed HDMI cable or an Ultra High Speed HDMI cable.

Step 2 Adjust HDMI Format

You can set HDMI Format to enhance the gaming performance.

1. Under HDMI source, press **MENU** / **[Menu]** button on your remote control to enter quick menu and select **HDMI Format**. Alternatively, press **[Home]** button on your remote control and select **Settings** > **Connection** > **HDMI & CEC** > **HDMI Format**.
2. Please select optimal format for the gaming device. For more information, please refer to [Connecting to External Devices > Use HDMI & CEC > HDMI Format function](#) in this manual.

Note:

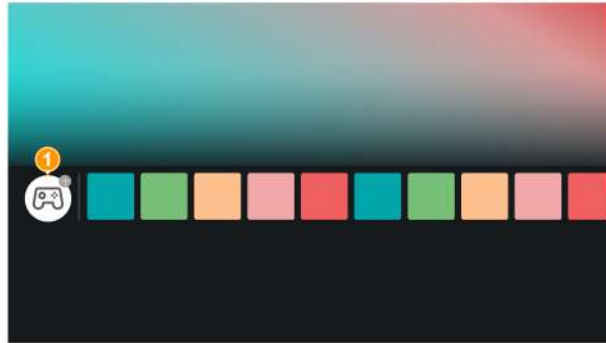
- The available HDMI format options may vary depending on the model/countries/regions.

VIDAA Play

Enjoy a wide range of games on VIDAA Play.

1. Connect your TV to a network by pressing the **[Home]** button on your remote control and selecting **Settings** > **Connection** > **Network** > **Network Connection**.

2. Press the  [Home] button on your remote control and use D-pad to select  **Game** icon from the navigation bar.



- 1 Select game controllers to connect to the TV

Note:

- You can only use gamepad to play cloud games.
- The image may differ. Please refer to the actual product.
- This function may not be applicable in some models/countries/regions.

 Related information

[Control the TV with a Keyboard, Mouse or Gamepad](#) on page 52

Game Settings

Game Mode

You can enable the Game Mode to optimise your TV settings when playing games with a game console, PC or cloud game.

1. Press  [Home] button on your remote control and select  **Settings > Picture > Game Settings > Game Mode**.
2. Enable **Game Mode** to optimise the TV settings to enjoy a better gaming experience.

Game Mode will allow:

- Reducing input lag to make sure every press or click matches what is happening on the screen.
- Improving responsiveness to produce very little motion blur.
- Processing YUV 4:4:4 format signals precisely to present accurate image colours.
- When Game Mode is set to 'On', the TV will be optimised for low latency game mode. When Game Mode is set to 'Auto', the TV will detect the game signal and switch to low latency game mode automatically (ALLM).

Note:

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

FreeSync

Press  [Home] button on your remote control and select  **Settings > Picture > Game Settings > AMD FreeSync / AMD FreeSync Premium / AMD FreeSync Premium Pro** (the menu name will vary depending on your model type).

Enjoy a smooth viewing experience with external devices connected to the TV when FreeSync is enabled.

Note:

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

Refresh Rate

Press  [Home] button on your remote control and select  **Settings > Picture > Game Settings > Refresh Rate**.

Turn on **Refresh Rate** to reduce the input lag and improve the gaming experience.

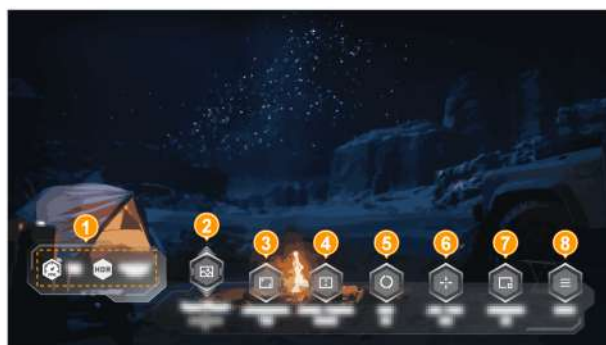
Note:

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

Game Menu

While a gaming device is connected or while using a gaming app, press  /  /  [Menu] button on your remote control and launch **Game Menu**.

Set the game related settings easily by using the Game Menu. If more than one device is connected, switch to another device quickly by following the on screen menu.



1 Current status

Check the status, these items cannot be edited.

- **FPS**: Shows the number of frames per second in real time.
- **HDR**: Shows when HDR mode is detected.

2 Game Picture Mode

Select a picture mode to optimise for your game.

3 Screen Ratio

Entertainment

Adjust the aspect ratio according your preference. This feature is only available under HDMI 2.0 or above port and is not applicable in cloud game.

4 Screen Position

You can press up/down button on remote control to move the screen to Top, Middle or Bottom. The position is adjustable when 21:9 or 32:9 is selected in Screen Ratio.

5 AMD FreeSync / AMD FreeSync Premium / AMD FreeSync Premium Pro

Enjoy a smooth viewing experience with external devices connected to the TV when FreeSync is enabled. The menu name will vary depending on your model type.

6 Aim Point

Set the aim point on the screen.

7 Map Zoom

Zoom in on specific areas of the screen when gaming.

8 Menu

Enter the quick menu.

Note:

- The image on your TV may differ from the image above depending on modes/countries/regions.
- Game Menu, and some options of Game menu may vary in some input sources, applications or models.
- Some functions in Game Menu will not be available under certain circumstance.

Media

Press  [Home] button on your remote control and select **Media**.

Media is a central location for you to view or listen to different types of content, such as photos, music and movies. You can view media content through the following methods:

- A USB thumb drive or hard drive.
- Compatible mobile phone, tablet or other personal devices: you can stream movies, music and photos that are stored on compatible personal devices and play or view the content on your TV.

By default, there is **Content Sharing** displayed on the Media screen. If your mobile device is connected to the TV, its name also appears on the Media screen.

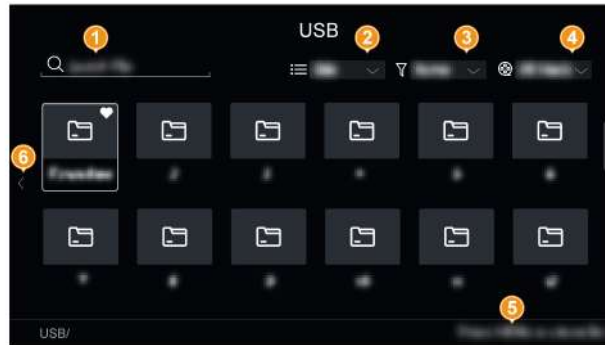
For more information about **Content Sharing**, please refer to [Benefits of Smart TV > Content Sharing](#) in this manual.

Enjoy Photos/Audio/Video Stored on a USB Device

Press  [Home] button on your remote control and select **Media > connected devices**.

Select the content you want to play on the screen, like pictures, videos and music.

Entertainment



- 1 Search the content you want to play.
- 2 Arrange the content by **Grid**, **List**.
- 3 Sort the content by **Name**, **Date Modified**, **Size**.
- 4 Filter the content by **All Media**, **Photo**, **Video**, **Music**, **Recorded**.
- 5 Create a photo, music, or video playlist.
- 6 When the focus is on the first row, there will be an arrow on the side. Select the arrow to enter multiple storage sources.

Note:

- Some options in the above table may not be available in some models/countries/regions.
- You must obtain any required permission from copyright owners to download or use copyrighted content. We cannot and do not grant such permission.

Play Background Music while Viewing Pictures

1. Choose a picture to display.
2. Press **▲** [Up] or **▼** [Down] button to display control bar.
3. Select **🎵** note icon and choose your music to create a Music Playlist.

Now you can play background music while viewing pictures.

Media Format

Due to differences in programming tools and other factors, some of the file formats that are listed may not be supported.

The listed formats may not be supported depending on the model.

Entertainment

Audio Format

Container	File Extension Name
LPCM	.wav .mp3 .wma .flac
MPEG1/2 Layer1	
MPEG1/2 Layer2	
MPEG1/2/2.5 Layer3	
WMA	
AAC	
FLAC	
VORBIS	
OPUS	

Photo Format

Container	File Extension Name	Mode of Operation	Resolution
JPEG	.jpg .jpeg	base-line	15360 x 8640
		progressive	15360 x 8640
PNG	.png	no-interlace	9600 x 6400
		interlace	9600 x 6400
BMP	.bmp	-	9600 x 6400
GIF	.gif	-	7680 x 4320
WEBP	.webp	-	7680 x 4320
TIFF	.tiff	-	3840 x 2160

Video Format

Codec Name	File Extension Name	Sampling rate
MPEG1/2	.mp4 .mov .mkv .ts .avi .wmv .webm	1920 x 1080p @ 120fps
MPEG4		1920 x 1080p @ 120fps
AVC (H.264)		3840 x 2160p @ 60fps
HEVC (H.265)		3840 x 2160p @ 60fps
WMV3		1920 x 1080p @ 60fps
VC1		1920 x 1080p @ 60fps
VP8		1920 x 1080p @ 60fps
VP9		3840 x 2160p @ 60fps
AV1		3840 x 2160p @ 60fps

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Soundbar Settings

You can connect a soundbar and change the Soundbar Settings for best device audio quality.

Connect to a soundbar



1. Connect a soundbar device to the TV port labelled with HDMI ARC/eARC.
2. When the connection is completed turn on the soundbar, the **Audio Output** is automatically switched to **HDMI ARC**. If it is not automatically switched to HDMI ARC, press [Home] button on your remote control, select **Settings** > **Sound** > **Audio Output** and choose **HDMI ARC**.
3. Enable **CEC Control** by pressing [Home] button on your remote control, then select **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**.

Adjust Soundbar Settings

Press [Home] button on your remote control and select **Settings** > **Sound** > **Audio Output Settings** > **Soundbar Settings**.

- **TV Mode**
Enable TV Mode to allow the connected soundbar to get all the sound modes of TV.
- **EQ Modes**
Choose your favourite EQ mode.
- **AI Voice**
Select clear voice to provide clearer and prominent voice effect, select voice weakening to highlight the background sound.
- **AI Game Mode**
When playing games on this device, the EQ mode will automatically switch to Game Mode.
- **Surround Mode**
Enable to turn on the surround effect.
- **Bass Level**
Adjust the bass level.
- **Treble Level**
Adjust the treble level.

- **Dimmer Level**

Adjust the indicator brightness.

- **Wireless Speaker**

Connect to wireless subwoofer and wireless surround speakers.

- **Soundbar Acoustic Tuning**

Enable acoustic tuning of soundbar, providing the best surround sound experience. Before using this function:

- Please keep the environment quiet.
- Please make sure the TV is paired with the Bluetooth remote control.
- Please hold the remote control in the usual watching position and point at the TV. Do not move your soundbar and remote control.

During the optimisation process, the soundbar volume will be automatically set and the microphone on the remote control will be activated.

To use this function, please turn off TV Mode in Soundbar Settings and select soundbar as the audio out.

- **Soundbar Acoustic Calibration**

Adjust soundbar acoustic settings.

- **Reset**

Reset current Soundbar Settings to factory mode.

Note:

- When the connection is successful, a notification will pop up automatically and you can choose to enter the **Soundbar Settings** directly. You can also enter the settings later through the setting menu.
- Soundbar Settings menu is only applicable for the specific soundbar types.
- The above options may not be applicable depending on the model type.
- Menu name may differ depending on your model/country/region. Please refer to the specific product.
- If **Audio Output** is not in **HDMI ARC** or the ARC soundbar is not turned on, the Soundbar Settings menu cannot be adjusted, only the TV sound menu can be adjusted.

Karaoke

Connect a microphone

1. Connect a microphone to the AV or USB port. Connection method may vary depending on the device you use.
2. Press  [Home] button on your remote control and select  **Settings** > **Connection** > **Karaoke Mode**, enable **Karaoke Mode**.
3. Open an app on TV or share audio from your mobile device to enjoy Karaoke just at home.

Karaoke mode settings

Press  [Home] button on your remote control and select  **Settings** > **Connection** > **Karaoke Mode**.

- **Karaoke Mode**

Manually turn on or off Karaoke Mode.

Entertainment

- **Microphone Device**

Switch Microphone Device.

- **Microphone Volume**

Adjust microphone volume. If the microphone supports volume up or down, this will not sync to the Microphone Volume menu on the TV.

Note:

- This feature may not be available in some countries/regions/models.

 Related information

[Connection Guide](#) on page 49

Subtitle Setup

Press  [Home] button on your remote control and select  **Settings > Accessibility > Subtitle Settings**.

Adjust Subtitle Settings for digital broadcast or Internet channel content.

- **Subtitle**
Enable Subtitle type.
- **Primary Subtitle**
Set the default subtitle language for digital broadcast content.
- **Secondary Subtitle**
Set the secondary subtitle language for digital broadcast content.
- **Channel Subtitle Storage**
Enable the storage of subtitle settings per channel.

Note:

- The above functions may not be applicable in some models/countries/regions, and may vary depending on the content you are watching.

Voice Guide

Press  [Home] button on your remote control and select  **Settings > Accessibility > Voice Guide**.

The text-to-speech feature allows the text content to be read aloud.

- **Voice Guide**
Enable Audio Voice Guide, please connect to the Internet for a better experience.
- **Volume**
Adjust the volume of the Voice Guide.
- **Language**
Set the Voice Guide language.
- **Rate**
Adjust the speed of the Voice Guide.
- **Pitch**
Set the Menu Audio pitch.
- **Focus Voice Guide**
Turn down the background volume when Menu Audio is playing.

Note:

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

Remote Control Learning

Press  [Home] button on your remote control and select  **Settings > Accessibility > Remote Control Learning**.

Accessibility Features

Press a button on the remote control to hear voice information on it. Press  [Back] button twice consecutively to exit **Remote Control Learning**.

Note:

- This function may not be applicable in some models/countries/regions.
- Certain buttons on the remote control do not support this feature.

Audio Type Setup

Press  [Home] button on your remote control and select  **Settings > Accessibility > Audio Type**.

Provide audio description to aid the visually impaired.

- **Audio Type**

Accessibility audio settings.

Note:

For Thailand, press AD button (or press and hold the SUBTITLE button depending on the model type) to select AD mode.

- **Audio Format**

Select the audio format.

- **Fader Control**

Provide the best audio quality options for the visually impaired.

Note:

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

Accessibility Menu Setup

Provide menu option to aid the visually or hearing impaired.

High Contrast Menu

Press  [Home] button on your remote control and select  **Settings > Accessibility > High Contrast Menu**.

Improve contrast for visually impaired.

Menu Transparency

Press  [Home] button on your remote control and select  **Settings > Accessibility > Menu Transparency**.

Select menu transparency from **Off**, **Medium**, **High**.

Note:

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

Accessible Guide

Press  [Home] button on your remote control and select  **Settings > Accessibility > Accessible Guide**.

Accessibility Features

Accessible guide for visually impaired.

Note:

- This function may not be applicable in some models/countries/regions.
- Options in **Accessible Guide** may vary depending on your model.

Zoom Text

Press  [Home] button on your remote control and select  **Settings > Accessibility > Zoom Text**.

Make the menu and text larger.

Note:

- This function is only applicable for some scenarios.
- This function may not be applicable in some models/countries/regions.

Magnification

Press  [Home] button on your remote control and select  **Settings > Accessibility > Magnification**.

Allow visually impaired/partially sighted viewers to magnify an area of the screen. For some models, Press MENU and BACK button at once to control the zoom screen or quickly to turn it off.

Note:

- This function is only applicable for some scenarios.
- This function may not be applicable in some models/countries/regions.

Troubleshooting

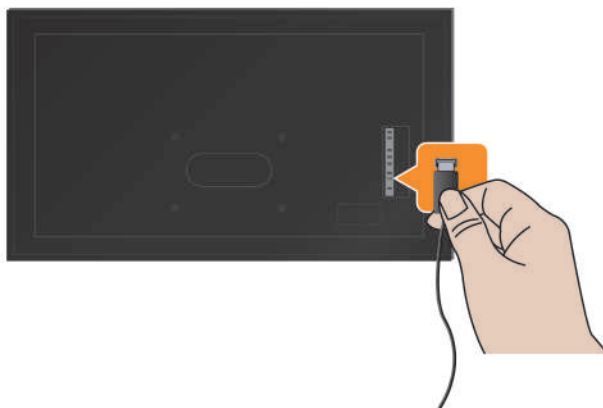
FAQ

In this section you will find the answers to the most frequently asked questions.

- [There is no picture, or the picture is black and white.](#)
- [There is no sound or the sound is too low at maximum volume.](#)
- [My TV cannot connect to the network.](#)
- [I have connected an external source to my TV but I get no picture and/or sound.](#)
- [The remote control does not work.](#)
- [Schedule Recording cannot be used.](#)

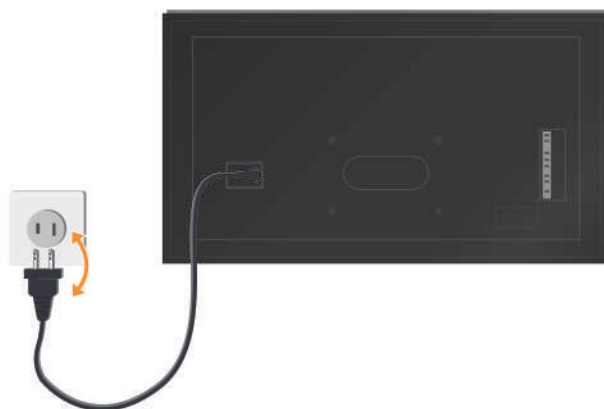
There is no picture, or the picture is black and white.

- Check input cable connections. Incorrect connections may cause colour problems or a blank screen.



- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- Check if the **Colour Saturation** is set to 50 or higher at [Home] > **Settings** > **Picture** > **Picture Mode Settings** > **Colour Saturation**.
- Press [Home] button on your remote control and select **Settings** > **Picture** > **Picture Mode Settings** > **Advanced Settings**. Check and adjust the settings under **Colour** and **Brightness**.
- Switch to other channels or contents to check if the picture colour is normal.
- Unplug the TV power cord from AC outlet and re-plug it after 60 seconds.

Troubleshooting



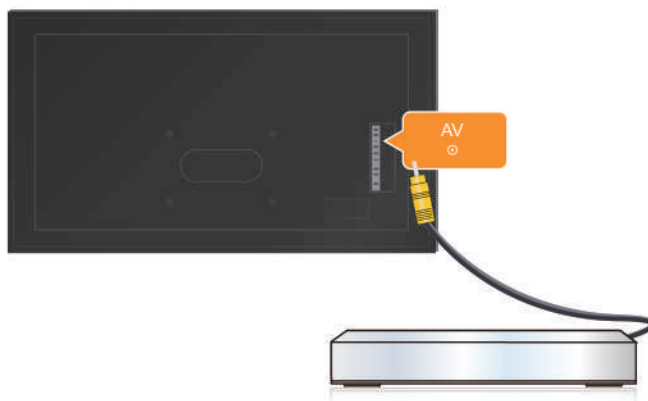
There is no sound or the sound is too low at maximum volume.

- Check if Mute mode is set to **On**. If so, press the mute button on your remote to restore the sound.
- Press volume button on your remote control to check the volume settings.



- Check the volume control of the device (cable or satellite box, DVD, Blu-ray, etc.) connected to your TV.
- Make sure that the audio cable is connected to the correct audio output connector on the external device.
- Check input cable connection to the TV. Incorrect connections may cause no sound.

Troubleshooting



- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- Check whether **TV Speaker** is selected at [Home] > **Settings** > **Sound** > **Audio Output**.

My TV cannot connect to the network.

Before you review the solutions below, perform self-diagnosis to find the problem.

Press [Home] button on your remote control and select **Settings** > **Support** > **Self Diagnosis** > **Network Connection Test**.

When connected to a wireless network

- Try to connect a wireless network again. Please carefully enter the password, especially for capital and small letters. For specific information please refer to [First-Time Use > Connecting to the Internet > Connect to a Wireless Network](#) in this manual.
- You can connect other wireless devices to the same network. If the connection also fails, contact your Internet service provider.
- You can connect the TV to a wired network. If the wired network connection succeeds, there is an issue with your wireless modem/router.
- Position your wireless router, modem router, or access point close to the TV. Avoid putting it in a corner. As much as possible, make sure there's no wall between the TV and router.

Troubleshooting



- Check whether there is radio wave interference. Wireless devices such as microwaves, mobile phones, operating within the same radio frequency range may interfere with the TV. If you use the TV and other wireless devices simultaneously, you may experience a worse network performance. Please power off these wireless devices or move them further away.
- Restart your modem/router. Power off your modem/router and power it on after at least 60 seconds. It may take time for your modem/router to reconnect to the Internet.
- Check your modem/router. Make sure cables are securely connected to your modem/router and the lights flash intermittently and regularly.

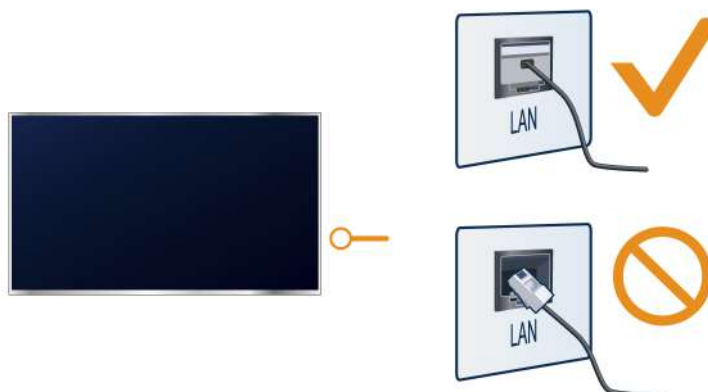


- If the issue is not improved after following the steps above, you can try using a wired network connection. For specific information please refer to [First-Time Use > Connecting to the Internet > Connect to a Wired \(Ethernet\) Network](#) in this manual.

When connected to a wired network

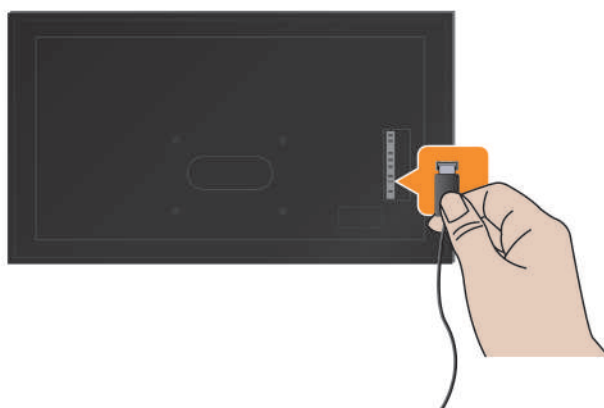
- Press [Home] button on your remote control and select **Settings > Connection > Network > Network Connection**. Press [OK] button to enter the submenu. Make sure you choose **Ethernet** in **Connection Type**.
- Restart your modem/router. Power off your modem/router and power it on after at least 60 seconds. It may take time for your modem/router to reconnect to the Internet.
- Check your modem/router. Make sure cables are securely connected to your modem/router and the lights flash intermittently and regularly.
- Make sure one end of the network cable is securely connected on the back of the TV, the other end securely connected to an external modem/router. Any loose connection may cause unstable or disconnected network.

Troubleshooting



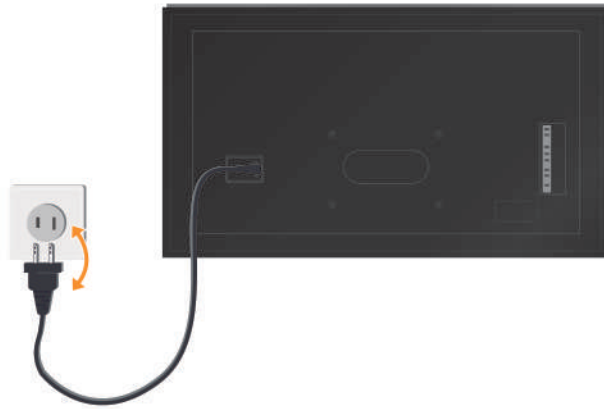
I have connected an external source to my TV but I get no picture and/or sound.

- Check whether the connection between the external device and your TV is correct and secure.



- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- If the signal is intermittent, unplug the TV power cord from AC outlet and reconnect after 60 seconds.

Troubleshooting

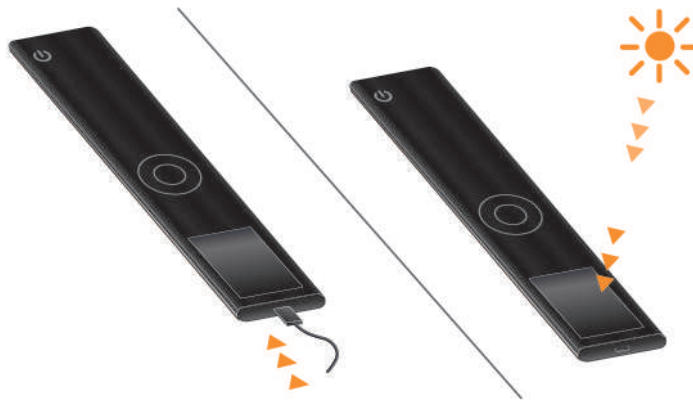


The remote control does not work.

- Confirm that the TV still has power and is operational. Press the power button on the TV to determine if the problem is with the remote control or not.
- Check the indicator on the remote control. (some remote controls do not support this function)

If the TV is not responding to the remote control, then please check if the indicator on the remote control flashes when any button is pressed.

- If the indicator does not flash when the remote control button is pressed, the battery power may be low. You can replace the batteries with new ones. For Solar Powered Remote, you can charge it by exposing the solar panel to light or using a USB type-C cable to charge up the internal battery.



- Check the orientation of each battery. Make sure to match the (+) and (-) ends of the batteries with the (+) and (-) ends indicated in the battery compartment. This method is only applicable for battery-replaceable remote control models.

Troubleshooting



- If the battery power is normal, take out the batteries, press any key for 1~2 seconds, and install batteries back into the remote. This method is only applicable for battery-replaceable remote control models.
- Use the remote control within an appropriate operation range. The remote control can work at a distance of up to 8 meters in front of the TV.
- Keep the TV remote sensor area clear from obstacles. Use the remote control when there are no obstacles between the TV and the remote control.



- If the remote is not working, try to keep interferences such as wireless LAN access point, microwaves, or other Bluetooth devices away when using the remote control.
- For Bluetooth remote controls, try re-pairing the remote control with the TV by pressing and holding the  /  /  [Menu] button for at least 3 seconds.

Troubleshooting



Schedule Recording cannot be used.

- Check if there is a storage device connected to the TV.



- Check the free space of the storage device. The function will not work if there is not enough storage space on the device.
- Check whether your storage device is damaged. In this case, files cannot be stored. If so, it is suggested to format your storage device.
- When there is no signal, the recording will be paused, and it will resume once the signal returns.

Troubleshooting



Note:

- Recording function may not work if the read/write speed of the USB device is too slow.
- Recording function may not work because the storage format of your device is unsupported.
- The Recording functions may not be applicable in some models/countries/regions.

Troubleshooting Guide

Please first try the following steps to resolve the issues:

- [Perform the status diagnosis](#)
- [Check whether the TV has updated the latest software](#)
- [Restart or reset the TV](#)

If the issue persists, select the following issues below to start troubleshooting:

 [Picture Issues](#)

 [Sound Issues](#)

 [Channel and Broadcast Issues](#)

 [Network Issues](#)

 [App Issues](#)

 [Remote Control Issues](#)

 [External Device Connection Issues](#)

 [HDMI & CEC Issues](#)

 [Voice Service Issues](#)

 [Media Files Issues](#)

 [Other Issues](#)

If the solutions do not help you resolve the issues, please contact our service centre.

Status Diagnosis

When the TV malfunctions, you can perform self-diagnosis to find the problem.

Picture Test

Press  [Home] button on your remote control and select  **Settings > Support > Self Diagnosis > Picture Test.**

Troubleshooting

When performing the Picture Test, a test picture will be shown on screen. Select OK to start the test. Picture Test displays a high-definition picture that you can examine for flaws or faults. Please check the picture carefully for up to 10 seconds.

Find more specific solutions in [Troubleshooting > Picture Issues](#) in this manual.

Sound Test

Press  [Home] button on your remote control and select  **Settings > Support > Self Diagnosis > Sound Test**.

When performing the Sound Test, a test sound will be played with the TV Speaker. Select OK to start the test. Please listen to the sound carefully to check whether you can hear the sound problem.

Find more specific solutions in [Troubleshooting > Sound Issues](#) in this manual.

Network Related Self-diagnosis

Press  [Home] button on your remote control and select  **Settings > Support > Self Diagnosis**.

- **Network Connection Status**

View the TV's network connection information.

- **Network Connection Test**

When performing a Network Connection Test, the test will confirm whether your TV is connected to network. If the network test is successful but you still have problems using online services, please contact your Internet provider.

- **Internet Speed Test**

Perform this test to check the network speed.

Find more specific solutions in [Troubleshooting > Network Issues](#) in this manual.

Input Connection Test

Press  [Home] button on your remote control and select  **Settings > Support > Self Diagnosis > Input Connection Test**.

When performing an Input Connection Test, you can select any of the input sources and check related information with external connections.

Find more specific solutions in [Troubleshooting > Channel and Broadcast Issues](#) and [Troubleshooting > External Device Connection Issues](#) in this manual.

Status Check

Press  [Home] button on your remote control and select  **Settings > Support > Self Diagnosis > Status Check**.

When performing a Status Check, the status of your TV will be displayed showing any error codes.

Note:

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

Signal Info

Press  [Home] button on your remote control and select  **Settings > Support > Self Diagnosis > Signal Info**.

Troubleshooting

Show the signal information of current input.

Find more specific solutions in [Troubleshooting > Channel and Broadcast Issues](#) and [Troubleshooting > External Device Connection Issues](#) in this manual.

Restart or reset your TV

If the TV has problems such as a delay between the picture and sound or connection fails to external devices, you can try to restart your TV first to troubleshoot the issue. If the problems persist, reset your TV to the factory default. Before you start, remove any external USB devices from the TV.

Restart your TV

1. Press the power button on your remote control or press the power button on the TV to turn it off. For some models, press the power button on the TV to display the on-screen menu, and press the button again to move the focus to **Power off** to turn off the TV.
2. Unplug the TV power cord from AC outlet and reconnect after 60 seconds.
3. Press the power button on your remote control or press the power button on the TV to turn it on.

Note:

- Restart your TV will not clear your personal settings, information and data.

Reset your TV

Please note that reset will clear your personal settings, information and data. Find more specific operation steps in [Settings Overview > Reset to Factory Default](#) in this manual.

Remote Control Service

Press  [Home] button on your remote control and select  **Settings > Support > Remote Control Service**.

Remote Control Service enables your TV to be controlled from the client server to allow service agents to diagnose the problem of your TV and deal with the problem online efficiently.

To use this function:

1. Turn on **Remote Control Service**.
2. Agree and confirm in End User License Agreement page.
3. Select **Generate PIN** in Remote Control Service.
4. You can initiate a help request to a service agent by the hotline and provide the on-screen PIN.

Note:

- This function may not be applicable in some models/countries/regions.
- Steps above may vary. Please refer to the specific product.
- Keep the network connected when the Remote Control Service is running.

Picture Issues

Before you review the problems and solutions below, use **Picture Test** to perform self-diagnosis to find the problem. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Picture Test](#) in this manual. If the test picture does not appear or you find your screen damaged, contact the service centre in your country/region.

Troubleshooting

If the test picture is displayed properly, please check the items below.

- The picture is distorted, blurry or flickering, or cuts out momentarily.
- There are dots, horizontal or vertical lines on the screen.
- The brightness cannot be adjusted.

❓ The picture is distorted, blurry or flickering, or cuts out momentarily.

- Press  [Home] button on your remote control and select  **Settings > Picture > Picture Mode Settings > Sharpness** to adjust **Sharpness**.
- Press  [Home] button on your remote control and select  **Settings > Picture > Picture Mode Settings > Advanced Settings > Clarity/Motion** to adjust **Clarity/Motion** settings.
- Make sure that the connection cable or the cable connector is not damaged.
- Make sure that the connection cable is securely connected to the TV and the external device.
- Some electrical appliances may affect the TV. For example, microwave ovens close to the TV may cause noise on analogue and digital channels. If you turn off the appliance and the interference stops, please move it further away from your TV.
- If you choose **TV** as the input source, adjust the direction and position of the aerial, reset or fine tune the channel.
- When connecting the TV to external devices, leave some space between the external devices and the TV.

Note:

- Picture distortion caused by weak or poor signal reception is not a TV malfunction.
- The compressed video may cause picture distortion, especially for the fast moving pictures from sports programmes and action movies.

❓ There are dots, horizontal or vertical lines on the screen.

- Switch to other channels or contents to check if the picture is normal.
- Change the output resolution of your external device. When the TV is not compatible with the output resolution, dots or lines may occur.
- Check if the TV is located in a humid space for a long time. It is suggested to use the TV in a relatively dry environment.
- Some electrical appliances may affect the TV. For example, microwave ovens close to the TV may cause noise on analogue and digital channels. If you turn off the appliance and the interference stops, please move it further away from your TV.

❓ The brightness cannot be adjusted.

- Check Light Sensor settings at  [Home] >  **Settings > Picture > Picture Mode Settings > Advanced Settings > Brightness > Light Sensor settings**. If **Automatic Light Sensor** is on, remove the objects that may block the TV light sensor.
- Turn off **Automatic Light Sensor**. Press  [Home] button on your remote control and select  **Settings > Picture > Picture Mode Settings > Advanced Settings > Brightness > Light Sensor settings** to adjust the setting.
- The brightness cannot be adjusted when **Low Blue Light** is turned on at  [Home] >  **Settings > Picture > Picture Mode Settings > Advanced Settings > Colour**.

Troubleshooting

Note:

- The light sensor feature settings may not be applicable in some models/countries/regions.

Sound Issues

Before you review the problems and solutions below, use **Sound Test** to perform self-diagnosis to find the problem. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Sound Test](#) in this manual.

Please check the items below.

- [There is a delay between the picture and sound.](#)
- [Sound is distorted or cuts out momentarily.](#)
- [Volume cannot be changed or it changes on its own.](#)

⓪ There is a delay between the picture and sound.

- Press  [Home] button on your remote control and select  **Settings > Sound > Audio Output Settings > Digital Audio Output Delay**. Set the value to 0.
- Press  [Home] button on your remote control and select  **Settings > Sound > Audio Output Settings > Lip Sync**. Adjust the value as you desire.
- Check the signal information. If the signal is weak or poor, a delay between the picture and sound may occur but it is not a malfunction. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis](#) and [Input Connection Test](#) in this manual.

Note:

- Options may not be applicable depending on your model/country/region and the Audio Output you select. Please refer to the specific product.

⓪ Sound is distorted or cuts out momentarily.

- Some electrical appliances may affect the TV. For example, microwave ovens close to the TV may cause noise on analogue and digital channels. If you turn off the appliance and the interference stops, please move it further away from your TV.
- Make sure that the connection cable or the cable connector is not damaged.
- If you use an external audio output device, make sure that the audio cable is connected to the correct audio output connector on the external device. Place the device as close as possible to the TV without any obstacles between them.
- Check the signal Information. A weak or poor signal may cause sound distortion, but it is not a malfunction. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis](#) and [Signal Info](#) in this manual.

⓪ Volume cannot be changed or it changes on its own.

- Press the power button on the TV to check if the TV responds. If there is no response, the TV may not be working correctly. If the TV responds, press the remote control to check if it can control the TV. If the TV cannot be controlled, please check the remote control. For specific information please refer to [Troubleshooting > Remote Control Issues](#) in this manual.

Troubleshooting

- When connecting an external speaker via HDMI, first check the cable connection, then press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC > CEC Control**, set **CEC Control to On**.
- Insufficient TV memory causes a lag when you change the volume. Please clear cache.
- If you have just turned on the TV, there may exist a delay after you press the volume up/down button on the remote control. Please wait a while for the TV to start up fully.
- If the problem persists, [restart your TV](#).

Channel and Broadcast Issues

Before you review the problems and solutions below, use **Input Connection Test** to perform self-diagnosis to find the problem. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Input Connection Test](#) in this manual.

Please check the items below.

- [In Live TV, there is no signal, or a weak signal, or you cannot find any channels.](#)
- [The subtitles are not displaying or are in the wrong place on the TV screen.](#)
- [The channel list sorting is lost after several days, or previously deleted channels return in the channel list.](#)
- [I want to put channels in order of preference.](#)

In Live TV, there is no signal, or a weak signal, or you cannot find any channels.

- Please check the following things first.
 - a. The cable or cable connector of the aerial is not damaged.
 - b. The aerial cable is not loose or disconnected.
 - c. The aerial cable is connected to the correct port.
 - d. "TV" is selected as the input source.
- If no signal or weak signal occasionally happens, disconnect the aerial cable and reconnect it.
- If you use a set-top box or cable box, check the broadcast signals or the network status that is connected to the external device. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis](#) and [Input Connection Test](#) in this manual.
- If the problem persists, scan channels again. In Live TV, press  [Home] button on your remote control and select  **Settings > Channel > Auto Scan/Advanced Settings > Manual Scan**. For specific information please refer to [Enjoy Live TV > Channel Scan](#) in this manual.

The subtitles are not displaying or are in the wrong place on the TV screen.

- To turn on/off the subtitle function, press  /  /  [Menu] button on your remote control and select **Subtitle** when in TV input source. Or press  [Home] button on your remote control and select  **Settings > Accessibility > Subtitle Settings**. For specific information please refer to [Accessibility Features > Subtitle Setup](#) in this manual.

Troubleshooting

- If you are watching a channel through an external device such as a set-top box and cable box, turn on/off the subtitle function on the external device and adjust the subtitle location on screen. For more information, refer to the user manual of external device or contact your service provider.

Note:

- Some channels may not have subtitle data. In this case, even if you turn on the subtitle function, subtitles are not provided on TV screen.

❓ The channel list sorting is lost after several days, or previously deleted channels return in the channel list.

- Make sure that you have not reset the TV to factory default before. Resetting the TV will reset all your user settings.
- Check if the channels in the channel list have updated or your subscription expires.
- Re-scan channels to find lost channels in your channel list. For specific information please refer to [Enjoy Live TV > Channel Scan](#) in this manual.

❓ I want to put channels in order of preference.

- You can edit the order of channels to your preference or you can add channels that you like to the favourite list. For specific information please refer to [Enjoy Live TV > Channel Edit > Edit Channel List](#) or [Edit Favourite Channel List](#) in this manual.

Network Issues

Before you review the problems and solutions below, perform self-diagnosis to find the problem. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis](#) in this manual.

Please check the items below.

- [The signal strength is weak.](#)
- [The network connection is unstable, often disconnected.](#)

❓ The signal strength is weak.

- See Number 1, 2, 3, 6 in [Common solutions to network issues](#).

❓ The network connection is unstable, often disconnected.

When connected to a wireless network

- See Number 1, 2, 3, 4, 6 in [Common solutions to network issues](#).

When connected to a wired network

- See Number 3, 4, 5 in [Common solutions to network issues](#).

Common solutions to network issues

1. Position your wireless router, modem router, or access point close to the TV. Avoid putting it in a corner. As much as possible, make sure there is no wall between the TV and router.
2. Check whether there is radio wave interference. Wireless devices such as microwaves, mobile phones, operating within the same radio frequency range may interfere with the TV. If you use the TV and other

Troubleshooting

wireless devices simultaneously, you may experience a worse network performance. Please power off these wireless devices or keep them away from the TV.

3. Restart your modem/router. Power off your modem/router and power it on again after at least 60 seconds. It may take time for your modem/router to reconnect to the Internet.
4. Check your modem/router. Make sure cables are securely connected to your modem/router and the lights flash intermittently and regularly.
5. Make sure one end of the network cable is securely connected on the back of the TV, the other end securely connected to an external modem/router. Any loose connection may cause unstable or disconnected network.
6. If the issue is not improved after following the steps above, you can try using a wired network connection. For specific information please refer to [First-Time Use > Connecting to the Internet > Connect to a Wired \(Ethernet\) Network](#) in this manual.

App Issues

Please check the items below.

- [Apps cannot be installed, opened, updated or uninstalled.](#)
- [The app exits itself.](#)
- [The app is frozen or navigation is not smooth while using.](#)
- [Problems occur when using the Browser to stream videos.](#)
- [The app language is different from the TV menu language.](#)

❓ **Apps cannot be installed, opened, updated or uninstalled.**

- If you have just turned on the TV, please wait until the TV start up is complete.
- You can only install apps that are compatible with the TV. We recommend to [install apps from the app store](#). The apk files downloaded from the Internet may not be installed on the TV.
- Some apps cannot be deleted.
- See Number 1, 2, 3 in [Common solutions to app issues](#).

❓ **The app exits itself.**

- See Number 2 in [Common solutions to app issues](#).

❓ **The app is frozen or navigation is not smooth while using.**

- Exit the app and then open it again.
- Uninstall and reinstall the app. For specific information please refer to [First-Time Use > Using Apps](#) in this manual.
- See Number 1, 2, 3 in [Common solutions to app issues](#).

❓ **Problems occur when using the Browser to stream videos.**

- Exit the Browser and then open it again.
- See Number 1, 2 in [Common solutions to app issues](#).

Troubleshooting

② The app language is different from the TV menu language.

- The language in an app could be different from the TV menu language because they may be separately set up. You can change the language in the app settings. Please note that whether you can change the language in an app depends on the app service provider.

Common solutions to app issues

1. Check [whether your TV is connected to the Internet](#) and whether there are [network issues](#) with your TV.
2. The storage is insufficient. Try to [clear cache](#) or uninstall uncommonly used apps. You can clear cache for browser and apps. This will permanently remove all the user data and temporary files.
3. The service of the app may not be available currently. Try using apps later.

Remote Control Issues

Please check the items below.

- [The TV is slow to respond to the remote control.](#)
- [I want to use the remote control to control other devices.](#)

② The TV is slow to respond to the remote control.

When the TV has just started, the response delay may occur between the TV and remote control. Please wait a while to use the remote control.

- The battery power of the remote control may be low. You can replace the batteries with new ones. For Solar Powered Remote, you can charge by exposing the solar panel to light or using a USB type-C cable to charge up the internal battery.
- If the battery power is normal, take out the batteries, press any key for 1~2 seconds, then reinstall batteries back into the remote. This method is only applicable for battery-replaceable remote control models.

② I want to use the remote control to control other devices.

- Turn on **CEC Control** on the TV. Press  [Home] button on your remote control and select  **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**.
- Confirm that the external device is HDMI & CEC compatible and the HDMI & CEC feature of the connected device is turned on. For specific information, please refer to the user manual with the external device.
- Check whether the power cable of the external device is properly connected and the HDMI cable connection between the external device and the TV is secure. Please use a HDMI cable of standard specification and make sure the cable is not damaged.

External Device Connection Issues

Before you review the problems and solutions below, use **Input Connection Test** to perform self-diagnosis to find the problem. For specific information please refer to [Troubleshooting > Troubleshooting Guide > Status Diagnosis > Input Connection Test](#) in this manual.

Please check the items below.

- [No sound from the TV while using the casting feature.](#)
- [I cannot mirror the screen or cast the content of my mobile device or PC on the TV.](#)
- [The TV cannot be connected to my soundbar, Bluetooth wireless headphones or speakers.](#)

Troubleshooting

- [Connection between external devices and the TV is unstable.](#)
- [I cannot select a connected device or find a connected HDMI device.](#)

❓ No sound from the TV while using the casting feature.

- Check if Mute mode is set to **On**. If so, press the mute button on your remote to restore the sound. If not, turn up the volume.
- Check if **TV Speaker** is selected at  **[Home]** >  **Settings** > **Sound** > **Audio Output**.
- Check the network status. If the network signal is weak or low, there may exist a sound delay between the TV and the mobile device. For specific information please refer to [Troubleshooting > Network Issues](#) in this manual.

❓ I cannot mirror the screen or cast the content of my mobile device or PC on the TV.

Firstly, figure out which kind of screen casting technology you are using to start troubleshooting.

- [AirPlay](#)
- [Screen Sharing](#)
- [Content Sharing](#)

If you are using AirPlay, you can try the following solutions.

1. Check if your TV supports **AirPlay** in input sources. If there is no **AirPlay** option, then your TV may not support **AirPlay** yet.
2. Make sure you are using Apple devices (such as iPhone, iPad, Mac) to share content on the TV by **AirPlay**.
3. If there is an **AirPlay** option but you cannot use **AirPlay**, you can check if your TV has connected to the network. If your TV has connected to the network, check the network status. Casting failure may result from weak or low signal strength. For specific information please refer to [Troubleshooting > Network Issues](#) in this manual.
4. Check the options related to the **AirPlay** on the TV:
 - a. **TV name**: check if the TV name you choose on your Apple device is the same as that is showed on the TV. If there are more than one same TV name on your Apple device, you can try one by one.
 - b. **Network name**: make sure your TV is connected to the same network as your Apple device.
5. Choose **AirPlay and HomeKit Settings** and turn off **AirPlay**. After a few seconds, turn on **AirPlay** and try again.
6. Choose **AirPlay and HomeKit Settings** to check if there is a **Reset Paired Devices** menu. If there is, choose it and follow the on-screen menu to unpair devices. Then try to use **AirPlay** again.
7. If the above steps do not help, unplug the power cord of the TV from the AC outlet. After 30 seconds, plug the power cord back into the AC outlet and turn on the TV, then try **AirPlay** again.

If you are using Screen Sharing, you can try the following solutions.

1. Check if your mobile device or PC supports Miracast. If you are using an Apple device, please cast by using **AirPlay**.
2. Check if your TV supports **Screen Sharing** in **Input**.
3. Check if **Screen Sharing** is turned on at  **[Home]** >  **Settings** > **Connection** > **Multimedia Device Connection** > **Screen Sharing**. Turn it on and you can share your device's screen directly without opening

Troubleshooting

the **Screen Sharing** in **Input**. If the TV does not have **Screen Sharing** menu in **Settings**, you can open **Screen Sharing** in **Input** on your TV to mirror your device's screen.

- We recommend to turn off **Screen Sharing** in **Settings** and use it instead by opening **Screen Sharing** in **Input** for a better user experience.
- 4. Check if you have selected the correct TV name on your mobile device or PC. You can change the TV name and connect again. Change the TV name at  **[Home]** >  **Settings** > **Connection** > **TV Name**.
- 5. If the above steps may not help, restart your TV, mobile device or PC. Then try to use **Screen Sharing** again.

If you are using Content Sharing, you can try the following solutions.

1. Check if your mobile device or PC supports DLNA.
2. Check if your TV supports **Content Sharing** in **Input**.
3. Check if **Content Sharing** is turned on at  **[Home]** >  **Settings** > **Connection** > **Multimedia Device Connection** > **Content Sharing** and switch it to **On**.
4. Make sure that the TV and the mobile device are connected to the same network.
5. Check the network status. Casting failure may result from weak or low signal strength. For specific information please refer to [Troubleshooting > Network Issues](#) in this manual.
6. Check if the content that you are playing is copyrighted. Some copyrighted files may not be cast to the TV.
7. Exit and re-enter **Content Sharing**.
8. If the above steps do not help, unplug the power cord of the TV from the AC outlet. After 30 seconds, plug the power cord back into the AC outlet and turn on the TV, then try to use **Content Sharing** again.

The TV cannot be connected to my soundbar, Bluetooth wireless headphones or speakers.

- Check if the Bluetooth device is compatible with the TV.
- Check if connection cable or cable connector is damaged.
- Check if the Bluetooth is turned on at  **[Home]** >  **Settings** > **Connection** > **Bluetooth**.
- Turn off and restart Bluetooth at  **[Home]** >  **Settings** > **Connection** > **Bluetooth**.

Connection between external devices and the TV is unstable.

- Check if the connection cable is securely connected to the TV and soundbar.
- When the external device and the TV are connected via wireless, make sure that there are no obstacles between them.
- Make sure that the distance between the Bluetooth device and the TV is within 10 metres.
- Check if the Bluetooth device is powered on or its battery is fully charged.
- Check Bluetooth module specifications. Make sure that the frequency range of Bluetooth devices is not the same as other electric appliances, otherwise Bluetooth devices may be affected.

I cannot select a connected device or find a connected HDMI device.

- Press  /  **[Input]** button on your remote control to select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- Check if the external device is powered on.
- Check if connection cable or cable connector is damaged.

Troubleshooting

- Check if the cable is securely connected.
- Check if the external device is compatible with the TV.

HDMI & CEC Issues

Please check the items below.

- [I want to turn the TV and external device off or on at the same time.](#)
- [I want to disable HDMI & CEC function.](#)
- [An external device cannot be controlled by using the TV remote control.](#)

Note:

- If the connected HDMI device does not support HDMI & CEC control, the feature will not work.

❓ I want to turn the TV and external device off or on at the same time.

- Confirm that the external device is HDMI & CEC compatible and the HDMI & CEC feature of the connected device is turned on. For specific information, please refer to the user manual with the external device.
- Check whether HDMI & CEC feature of your TV is turned on or device auto power off and device auto power on is enabled. For specific information please refer to [Connecting to External Devices > Remote & Accessories > Use HDMI & CEC](#) in this manual.

❓ I want to disable HDMI & CEC function.

- To turn off the HDMI & CEC feature of your TV, press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC > CEC Control**. Set **CEC Control** to **Off**.

❓ An external device cannot be controlled by using the TV remote control.

- Check whether there is an issue with your remote control. For specific information please refer to [Troubleshooting > Remote Control Issues](#) in this manual.
- Check whether the power cable of the external device is properly connected and the HDMI cable connection between the external device and the TV is secure. Please use a HDMI cable of standard specification and make sure the cable is not damaged.
- Confirm that the external device is HDMI & CEC compatible and the HDMI & CEC feature of the connected device is turned on. For specific information, please refer to the user manual with the external device.
- Check whether HDMI & CEC feature of your TV is turned on. Press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC > CEC Control**. Set **CEC Control** to **On**.
- Some menus of the HDMI & CEC compatible device may not be available for use.
- Some buttons on the remote control may not work. You can try the external device remote control.

Voice Service Issues

Please check the items below.

- [Voice button on remote control does not work.](#)
- [The TV fails to receive voice commands. Wake-up words were spoken, but there is no answer.](#)

Before you perform the following solutions, please note that:

- Make sure your TV is turned on. The TV cannot respond in standby mode.

Troubleshooting

- If you have just turned on the TV, please wait a while until the TV start up is complete.
- Your voice should be clear and recognisable. If the voice is too loud or too low, this may result in a failure.
- Please say your command and wait for the device to respond.
- When the TV is connected with external devices, the performance of the voice service may be affected.

❓ Voice button on remote control does not work.

- Check the status of your remote control. For specific information please refer to [Troubleshooting > Remote Control Issues](#) in this manual.
- Keep the remote control within 3 metres from the TV.
- Check [whether your TV is connected to the Internet](#). A low or weak signal may result in a failure of the voice assistant.
- Change account or log out of the account.

Note:

- Remote control with voice button is only available in some models/countries/regions.

❓ The TV fails to receive voice commands. Wake-up words were spoken, but there is no answer.

- Check whether the built-in microphone control button at the bottom of the TV is switched on.
- Check [whether your TV is connected to the Internet](#). A low or weak signal may result in a failure of the voice assistant.
- After the Voice Assistant setup has been completed, check whether the Hands-Free mode is turned on. Press  [Home] button, select the  **Settings** icon, then select **System > Voice Service** to find the menu.
- Wake-up words may differ depending on Voice Assistant. For specific information please refer to [First-Time Use > Using the TV Voice Service > Hands-Free Mode](#) in this manual.
- When the TV is far from you or the ambient noise is loud, the TV may not receive the voice command accurately.
- Change account or log out of the account.

Note:

- The Hands-Free Wake-up and some of its features are available on limited country/region/language.

Media Files Issues

❓ Some files are interrupted during playback or cannot be played.

Most files can be played back, but you might experience problems with the TV or the files.

- First check if there are problems with files.
 - a. The files are not corrupted. After you have saved files to a storage device (a USB flash drive) from PC, please eject the storage device first before you disconnect it from the PC.
 - b. The format of files that can be played depends on the codec and driver of the TV. For example, high-bitrate or high-resolution files may not be played back smoothly or cannot be played. For more information about the supported codecs, please refer to [Entertainment > Media](#) in this manual.

Troubleshooting

- Then check if there are problems with TV.
 - a. Make sure the memory is sufficient. If the memory is full, [clear cache](#) and play the file again.
 - b. Make sure the cable connected to the TV and the external device is not loose or disconnected.

Other Issues

Please check the items below.

- [The TV automatically turns on or off by itself, or the TV cannot be turned on or off.](#)
- [System update cannot be completed.](#)
- [Some features of the TV do not work after the system update.](#)
- [The settings are lost and need to be reconfigured every time the TV is turned on.](#)
- [I want to sign out my account or delete account usage data.](#)
- [The TV is hot.](#)
- [I can hear the voice-over of the TV on-screen menu or contents.](#)

❓ The TV automatically turns on or off by itself, or the TV cannot be turned on or off.

When the TV is performing certain operations, such as Remove User Data or Reset to Factory Default, the TV will restart by itself. This is normal.

Turns off by itself

- Check if the power cord is connected to AC outlet. Disconnection will let the TV shut down.
- Check if **Sleep Timer**, **Power Off Timer** or **Auto Sleep** is set. These features will help the TV to automatically turn off at the specified time.

Press  [Home] button on your remote control and select  **Settings > System > Timer Settings**. Please find these features in **Timer Settings**.

- Check if **Auto Standby with No Signal** is set. If current input has no signal and you do not interact with the TV, the TV will enter the standby mode.

Press  [Home] button on your remote control and select  **Settings > System > Timer Settings > Auto Standby with No Signal**. This function may not be applicable in some models/countries/regions.

- Check if **CEC Control** and **TV Auto Power Off** are enabled. When CEC control and TV Auto Power Off are enabled and HDMI & CEC compatible external devices are turned off, the TV will enter the standby mode.

Press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC > CEC Control**.

Turns on by itself

- Check if **Power On Timer** is enabled. This feature will help the TV to automatically turn on.

Press  [Home] button on your remote control and select  **Settings > System > Timer Settings > Power On Timer**.

Troubleshooting

- Check if **TV Auto Power On** is enabled. This feature will help the TV to automatically turn on when HDMI & CEC compatible external devices are turned on.

Press  [Home] button on your remote control and select  **Settings > Connection > HDMI & CEC > TV Auto Power On**.

Cannot be turned on

- Check if the power cord is connected to AC outlet. You can unplug the TV power cord from AC outlet and reconnect it after 60 seconds.
- Try to turn on the TV with the remote control. Press the power button on the remote control and check if the TV turns on. If you cannot turn on the TV with the remote control, please refer to [Troubleshooting > Remote Control Issues](#) in this manual to troubleshoot.
- Try to turn on the TV with the power button on the TV. Press the power button and check if the TV turns on.

Cannot be turned off

- When the TV cannot be turned off with the remote control, the remote control may not work. Please refer to [Troubleshooting > Remote Control Issues](#) in this manual to troubleshoot.
- Try to press the power button on the TV to turn it off. For some models, press the power button on the TV to display the on-screen menu, and press the button again to move the focus to **Power off** to turn off the TV.
- If the TV cannot be turned off by pressing the power button on the TV, disconnect the power cord from the AC outlet.

System update cannot be completed.

The software update takes a couple of minutes. Please wait a while.

- Check [whether your TV is connected to the Internet](#) and whether there are [network issues](#) with your TV. Try to upgrade again when network issues are fixed.
- [Restart your TV](#) then try to perform system update.
- If the issue persists, you can upgrade the software using a USB drive. For specific information please refer to [Settings Overview > Support > System Update](#) in this manual.

Some features of the TV do not work after the system update.

- See [Troubleshooting > Troubleshooting Guide > Restart or reset your TV](#) in this manual.

The settings are lost and need to be reconfigured every time the TV is turned on.

- Make sure that the TV is not in store mode. When the TV is in store mode, TV settings will be reset every few minutes.
- Insufficient storage space may cause settings to not be saved. You can try to clear cache or perform a factory reset to free up storage space.
- Make sure that you did not perform a factory reset of the TV. Factory reset will erase all the settings.
- Make sure that you did not remove the user data. This operation will clear relative settings.
- Check if you have updated the software recently. The system may be unstable after the TV is upgraded.
- When you turn off the TV, some settings will be automatically switched off.

Troubleshooting

❓ I want to sign out my account or delete account usage data.

To sign out my account

1. Press  [Home] button on your remote control and select your account in the navigation bar on the Home screen.
2. Select **Account Settings > Sign Out**, and the account will be removed from the TV.

The following situations will help automatically sign out your account:

- Switch from store mode to home mode
- Restore your TV to the factory default and remove user data

To delete account usage data

Press  [Home] button on your remote control and select  **Settings > Support > Disclaimer and Privacy > Remove User Data**.

Note:

- This setting will completely delete your usage data (including account, Live TV favourite channel list, Bluetooth equipment management information, TV name, etc.) and the data cannot be restored.
- The TV will restart after you confirm to clear data.

❓ The TV is hot.

- This is normal because the panel generates heat when you use the TV for a period of time, but the heat does not affect the TV functionality. As long as the TV runs normally, you do not need to worry.
- We recommend that you place the TV in a properly ventilated location with good air circulation.
- When the TV is in standby mode, you may also feel the heat because the TV may be under Standby Recording.

❓ I can hear the voice-over of the TV on-screen menu or contents.

- The voice-over is due to the enabling of Voice Guide. To turn off Voice Guide, press  [Home] button on your remote control and select  **Settings > Accessibility > Voice Guide** and turn **Voice Guide** off. This function may not be applicable in some models/countries/regions.