TOSHIBA

OPERATING INSTRUCTIONS

43/50/55/65/75 UV2F Series
43/50/55/65/75 UV3F Series
43/50/55/65/75 QV2F Series
43/50/55/65/75 QV3F Series
43/50/55/65 UV4F Series
43/50/55/65 UV6F Series
43/50/55/65 UV15 Series
43/50/55/65 QV15 Series

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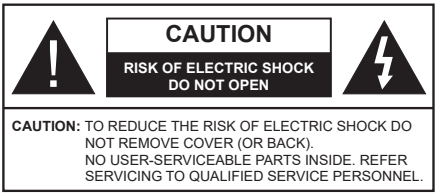
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Safety Information



In extreme weather (storms, lightning) and long inactivity periods (going on holiday) disconnect the TV set from the mains.

The mains plug is used to disconnect the TV set from the mains and therefore it must remain readily operable. If the TV set is not disconnected electrically from the mains, the device will still draw power for all situations even if the TV is in standby mode or switched off.

Note: *Follow the on screen instructions for operating the related features.*

IMPORTANT - Please read these instructions fully before installing or operating

WARNING: This device is intended to be used by persons (including children) who are capable / experienced of operating such a device unsupervised, unless they have been given supervision or instruction concerning the use of the device by a person responsible for their safety.

- Use this TV set at an altitude of less than 5000 metres above the sea level, in dry locations and in regions with moderate or tropical climates.
- The TV set is intended for household and similar indoor use but may also be used in public places.
- For ventilation purposes, leave at least 5cm of free space around the TV.
- The ventilation should not be impeded by covering or blocking the ventilation openings with items, such as newspapers, table-cloths, curtains, etc.
- The power cord/plug should be easily accessible. Do not place the TV, furniture, etc. on the power cord. A damaged power cord/plug can cause fire or give you an electric shock. Handle the power cord by the plug, do not unplug the TV by pulling the power cord. Never touch the power cord/plug with wet hands as this could cause a short circuit or electric shock. Never make a knot in the power cord or tie it with other cords. When damaged it must be replaced, this should only be done by qualified personnel.
- Do not expose the TV to dripping or splashing of liquids and do not place objects filled with liquids, such as vases, cups, etc. on or over the TV (e.g. on shelves above the TV).
- Do not expose the TV to direct sunlight or do not place open flames such as lit candles on the top of or near the TV.
- Do not place any heat sources such as electric heaters, radiators, etc. near the TV set.
- Do not place the TV on the floor or inclined surfaces.
- To avoid danger of suffocation, keep plastic bags out of the reach of babies, children and domestic animals.
- Carefully attach the stand to the TV. If the stand is provided with screws, tighten the screws firmly to prevent the TV from tilting. Do not over-tighten the screws and mount the stand rubbers properly.
- Do not dispose of the batteries in fire or with hazardous or flammable materials.
- Disposal of a battery in a fire or a hot oven, or mechanically crushing or cutting a battery, can result in an explosion; a battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

WARNING

- Batteries must not be exposed to excessive heat such as sunshine, fire or the like.
- Excessive sound pressure from earphones or headphones can cause hearing loss.

ABOVE ALL - NEVER let anyone, especially children, push or hit the screen, push anything into holes, slots or any other openings in the TV.

Caution	Serious injury or death risk
Risk of electric shock	Dangerous voltage risk
Maintenance	Important maintenance component

Mains Supply

The set should be operated only from a 220-240 V AC 50 Hz outlet. Make sure the TV or its stand are not placed on the power cord. DO NOT cut off the mains plug from this equipment, this incorporates a special Radio Interference Filter, the removal of which will impair its performance. In the UK, the fuse fitted in this plug is approved by ASTA or BSI to BS1362. It should only be replaced by a correctly rated and approved type. IF IN DOUBT PLEASE CONSULT A COMPETENT ELECTRICIAN.

Markings on the Product

The following symbols are used on the product as a marker for restrictions and precautions and safety instructions. Each explanation shall be considered where the product bears related marking only. Note such information for security reasons.



Class II Equipment: This appliance is designed in such a way that it does not require a safety connection to electrical earth.



Hazardous Live Terminal: The marked terminal(s) is/are hazardous live under normal operating conditions.



Caution, See Operating Instructions: The marked area(s) contain(s) user replaceable coin or button cell batteries.



Class 1 Laser Product: This product contains Class 1 laser source that is safe under reasonably foreseeable conditions of operation.

WARNING

- Do not ingest the battery, Chemical Burn Hazard.
- This product or the accessories supplied with the product may contain a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- Keep new and used batteries away from children.
- If the battery compartment does not close securely, stop using the product and keep it away from children.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

A television may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- ALWAYS use cabinets or stands or mounting methods recommended by the manufacturer of the television set.
- ALWAYS use furniture that can safely support the television set.
- ALWAYS ensure the television set is not overhanging the edge of the supporting furniture.
- ALWAYS educate children about the dangers of climbing on furniture to reach the television set or its controls.
- ALWAYS route cords and cables connected to your television so they cannot be tripped over, pulled or grabbed.
- NEVER place a television set in an unstable location.
- NEVER place the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- NEVER place the television set on cloth or other materials that may be located between the television set and supporting furniture.
- NEVER place items that might tempt children to climb, such as toys and remote controls, on the top of the television or furniture on which the television is placed.
- The equipment is only suitable for mounting at heights ≤2 m.

If the existing television set is going to be retained and relocated, the same considerations as above should be applied.

Apparatus connected to the protective earthing of the building installation through the MAINS connection or through other apparatus with a connection to protective earthing – and to a television distribution system using coaxial cable, may in some circumstances create a fire hazard. Connection to a television distribution system has therefore to be provided through a device providing electrical isolation below a certain frequency range (galvanic isolator).

WALL MOUNTING WARNINGS

- Read the instructions before mounting your TV on the wall.
- The wall mount kit is optional. You can obtain from your local dealer, if not supplied with your TV.
- Do not install the TV on a ceiling or on an inclined wall.
- Use the specified wall mounting screws and other accessories.
- Tighten the wall mounting screws firmly to prevent the TV from falling. Do not over-tighten the screws.

Using the special functions to change the size of the displayed image (i.e. changing the height/width ratio) for the purposes of public display or commercial gain may infringe on copyright laws.

The LCD display panels are manufactured using an extremely high level of precision technology; however, sometimes some parts of the screen may be missing picture elements or have luminous spots. This is not a sign of a malfunction.

Figures and illustrations in these operating instructions are provided for reference only and may differ from the actual product appearance. Product design and specifications may be changed without notice.

Introduction

Thank you for choosing our product. You'll soon be enjoying your new TV. Please read these instructions carefully. They contain important information which will help you get the best from your TV and ensure safe and correct installation and operation.

Ultra HD (UHD)

The TV supports Ultra HD (Ultra High Definition - also known as 4K) which provides resolution of 3840 x 2160 (4K:2K). It equals 4 times the resolution of Full HD TV by doubling the pixel count of the Full HD TV both horizontally and vertically. Ultra HD content is supported via native and market applications, HDMI, some of the Over-the-Top (OTT) services, USB inputs and over DVB-S2 broadcasts.

High Dynamic Range (HDR) / Hybrid Log-Gamma (HLG)

Using this feature the TV can reproduce greater dynamic range of luminosity by capturing and then combining several different exposures. HDR/HLG promises better picture quality thanks to brighter, more realistic highlights, more realistic colour and other improvements. It delivers the look that filmmakers intended to achieve, showing the hidden areas of dark shadows and sunlight with full clarity, colour and detail. HDR/HLG content is supported via native and market applications (except Netflix, Prime Video), HDMI, USB input and over DVB-S broadcasts. Set the **HDMI Format** option as **Enhanced format** from the **Settings > Connection > HDMI & CEC** menu in order to watch 4K HDR/HLG content (for 4K models), if the HDR/HLG content is received through an HDMI input. The source device should also be at least HDMI 2.0a compatible in this case.

Dolby Vision(**)

Dolby Vision™ delivers a dramatic visual experience, astonishing brightness, exceptional contrast, and vivid colour, that brings entertainment to life. It achieves this stunning image quality by combining HDR and wide colour gamut imaging technologies. By increasing the brightness of the original signal and using a higher dynamic colour and contrast range, Dolby Vision presents amazing true-to-life images with stunning detail that other post-processing technologies in the TV aren't able to produce. Dolby Vision is supported via native and market applications, HDMI and USB inputs. Set the **HDMI Format** option in the **Settings > System > HDMI & CEC** menu as **Enhanced format** in order to watch Dolby Vision content, if the Dolby Vision content is received through an HDMI input. The source device should also be at least HDMI 2.0a compatible in this case. In the **Settings > Picture > Picture Mode** menu three predefined picture modes will be available if Dolby Vision content is detected: **Dolby Vision Bright**, **Dolby Vision Dark** and **Dolby Vision Custom**. All three allow the user to experience the content in the way the creator originally intended with different ambient lighting conditions.

Stand Installation & Wall Mounting

Assembling / Removing the stand(s)

Preparations

Take out the stand(s) and the TV from the packing case and put the TV onto a work table with the screen panel down on a clean and soft cloth (blanket, etc.).

- Use a flat and firm table bigger than the TV.
- Do not hold the screen panel part.
- Make sure not to scratch or break the TV.

Assembling the stand(s)

- Place the stand(s) on the stand mounting pattern(s) on the rear side of the TV.
- Insert the screws provided and tighten them gently until the stand(s) is(are) properly fitted.

Removing the stand(s) from the TV

Be sure to remove the stand(s) in the following way when using the wall mount bracket or repacking the TV.

- Put the TV onto a work table with the screen panel down on a clean and soft cloth. Leave the stand(s) protruding over the edge of the surface.
- Unscrew the screws that fix the stand(s).
- Remove the stand(s).

When using the wall mount bracket

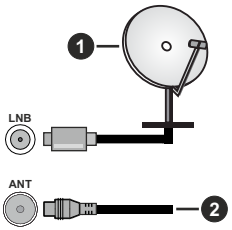
Your TV is also prepared for a VESA-compliant wall mount bracket. If it is not supplied with your TV, contact your local dealer to purchase the recommended wall mount bracket.

(**) Limited Models Only

Antenna Connection

Connect the aerial or cable TV plug to the aerial input (ANT) socket or satellite plug to the satellite input (LNB) socket located on the left side of the TV.

Left side of the TV



1. Satellite(**)

2. Aerial or cable

Note: *You may also connect devices that can receive broadcast signals such as a Set Top Box.*

If you want to connect a device to the TV, make sure that both the TV and the device are turned off before making any connection. After the connection is done, you can turn on the units and use them.

(**) Limited Models Only

Other Connections

If you want to connect a device to the TV, make sure that both the TV and the device are turned off before making any connection. After the connection is done, you can turn on the units and use them.

Connector	Type	Cables	Device
	HDMI Connection		
	SPDIF (Coaxial Out) Connection		
	SPDIF (Optical Out) Connection		
	Headphone Connection		
	USB Connection		
	CI Connection		
	Ethernet Connection	 LAN / Ethernet Cable	

When using the wall mounting kit (contact your dealer to purchase one, if not supplied), we recommend that you plug all your cables into the back of the TV before mounting on the wall. Insert or remove the CI module only when the TV is SWITCHED OFF. You should refer to the module instruction manual for details of the settings. The USB inputs on the TV support devices up to 500mA. Connecting devices that have current value above 500mA may damage your TV. When connecting equipment using a HDMI cable to your TV, to guarantee sufficient immunity against parasitic frequency radiation and trouble-free transmission of high definition signals, such as 4K content, you have to use a high speed shielded (high grade) HDMI cable with ferrites.

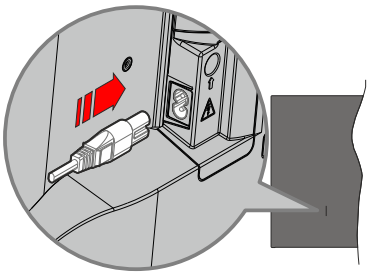
(**) Limited Models Only

Turning On/Off the TV

Connect power

IMPORTANT: The TV set is designed to operate on 220-240V AC, 50 Hz socket.

After unpacking, allow the TV set to reach the ambient room temperature before you connect the set to the mains.



Plug one end (the two-hole plug) of the supplied detachable power cord into the power cord inlet on the rear side of the TV as shown above. Then plug the other end of the power cord into the mains socket outlet. The TV will switch to standby mode.

Note: *The position of the power cord inlet may differ depending on the model.*

To switch on the TV from standby

If the TV is in standby mode the standby LED lights up. To switch on the TV from standby mode either:

- (**)Press the **Standby**, **Guide**, **Home**, **Netflix**, **Prime Video**, **Disney+**, **Rakuten TV, YouTube, free**, **sports**, **deezer** or **Freely** button on the remote control.
- Press the control button on the TV.

The TV will then switch on.

Note: *The remote control buttons may vary depending on models/countries/regions.*

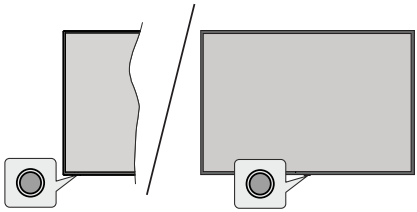
To switch the TV into standby

- Press the **Standby** button on the remote control.
- Press the control button on the TV, Mixbar menu options will be displayed. The focus will be on the current input source option. Press the button consecutively until the **Power Off** option is highlighted. The TV will switch into standby mode.

To switch off the TV

To power down the TV completely, unplug the power cord from the mains socket.

TV Control & Operation (**)



Your TV has a single control button. This button allows you to control the Inputs / Channel Up-Down / Volume Up-Down and Power Off-On functions of the TV.

Note: *The position of the control button may differ depending on the model.*

Operating with the Control Button

- Press the control button to display the Mixbar menu options.
- Then press the button consecutively to move the focus to the desired option if needed.
- To use the Volume Up-Down function, press and hold the button for about 2 seconds.

To turn the TV off: Press the control button to display the Mixbar menu options, the focus will be on the current input source option. Press the button consecutively until the **Power Off** option is highlighted.

To turn on the TV: Press the control button, the TV will turn on.

To change volume: Press the control button to display the Mixbar menu options and then press the button consecutively to move the focus to **Vol+** or **Vol-** option. Press and hold the button to increase or decrease the volume.

To change channel (on TV input source, Live TV mode): Press the control button to display the Mixbar menu options and then press the button consecutively to move the focus to **CH+** or **CH-** option.

To change input source: Press the control button to display the Mixbar menu options, the focus will be on the current input source option. Scroll through the available input sources by pressing the button until the desired input source option is highlighted.

Note: *Live TV settings menu OSD in Live TV mode cannot be displayed via the control button.*

Operation with the Remote Control

Press the **Home** button to display or return to the Home screen of your TV. Use the directional buttons to move the focus, proceed, adjust some settings and press **OK** to make selections in order to make changes, set your preferences, enter a sub-menu, launch an application, etc. Press **Back/Return** to return to the previous menu screen.

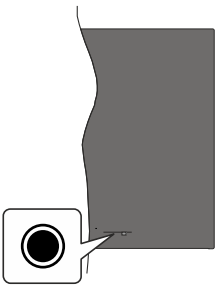
Input Selection

Once you have connected external systems to your TV, you can switch to different input sources. Press the **Source/Input** button on your remote control or press the **Home** button and move the focus to the Input icon on the left side of the Home screen, press the **OK** button to enter. Press the Up and Down directional buttons to select the different sources and press **OK** to switch to the selected input source.

Changing Channels and Volume

You can adjust the volume by using the **Volume +/-** buttons and change the channel in Live TV mode by using the **Programme +/-** buttons on the remote.

TV Control & Operation (**)



Your TV has a single control button. This button allows you to control the Inputs / Channel Up-Down / Volume Up-Down and Power Off-On functions of the TV.

Note: *The position of the control button may differ depending on the model.*

Operating with the Control Button

- Press the control button to display the Mixbar menu options.
- Then press the button consecutively to move the focus to the desired option if needed.
- To use the Volume Up-Down function, press and hold the button for about 2 seconds.

To turn the TV off: Press the control button to display the Mixbar menu options, the focus will be on the current input source option. Press the button consecutively until the **Power Off** option is highlighted.

To turn on the TV: Press the control button, the TV will turn on.

To change volume: Press the control button to display the Mixbar menu options and then press the button consecutively to move the focus to **Vol+** or **Vol-** option. Press and hold the button to increase or decrease the volume.

To change channel (on TV input source, Live TV mode): Press the control button to display the Mixbar menu options and then press the button consecutively to move the focus to **CH+** or **CH-** option.

To change input source: Press the control button to display the Mixbar menu options, the focus will be on the current input source option. Scroll through the available input sources by pressing the button until the desired input source option is highlighted.

Note: *Live TV settings menu OSD in Live TV mode cannot be displayed via the control button.*

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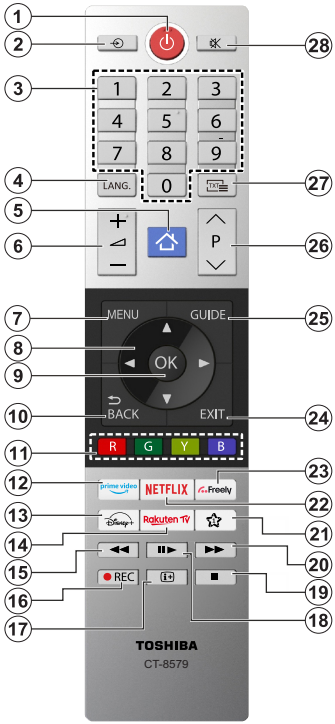
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Changing Channels and Volume

You can adjust the volume by using the **Volume +/-** buttons and change the channel in Live TV mode by using the **Programme +/-** buttons on the remote.

Remote Control(**)



Inserting the Batteries into the Remote

The remote may have a screw that secures the battery compartment cover onto the remote control (or this may be in a separate bag). Remove the screw, if the cover is screwed on previously. Then remove the battery compartment cover to reveal the battery compartment. Insert two 1.5V - size **AAA** batteries. Make sure the (+) and (-) signs match (observing correct polarity). Do not mix old and new batteries. Replace only with same or equivalent type. Place the cover back on. Secure the cover again with the screw, if any.

(*) My Button 1

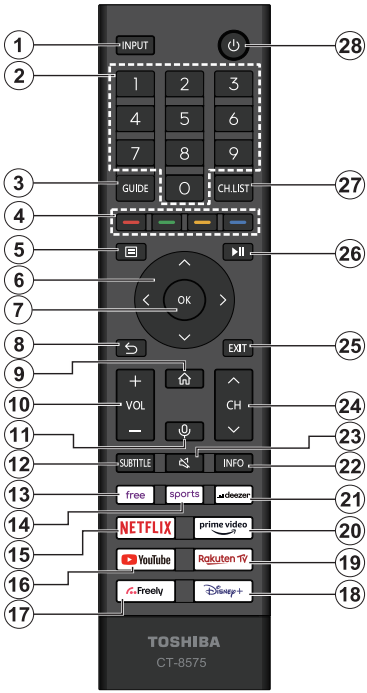
Press and hold the **My Button 1** button on the remote control. A menu will appear on the screen where you can change the behaviour of the button. You can select one of the input sources (e.g. HDMI, AV, etc.) or apps (any app that is available on the Home screen) shown on the screen.

If the function of the **My Button 1** button is changed, the selected app/feature will be launched when the button is pressed. If not, you will see a message stating how to assign a function to this button.

1. **Standby:** Switches On / Off the TV
2. **Source:** Shows available broadcast, content sources and sharing options
3. **Numeric buttons:** Switches the channel, enters a number in the text box on the screen
4. **Language:** Switches among sound modes (analogue TV), displays and changes audio/subtitle language and turns subtitles on or off (digital TV, where available)
5. **Home:** Opens the Home Screen
6. **Volume +/-:** Increases/decreases the volume level
7. **Menu:** Displays TV menu
8. **Directional buttons:** Helps navigate menus, content, etc. and displays the subpages in TXT mode when pressed Right or Left
9. **OK:** Confirms user selections, holds the page (in TXT mode), views **Channels** menu
10. **Back/Return:** Returns to previous screen, previous menu, opens index page (in TXT mode). Quickly cycles between previous and current channels
11. **Coloured Buttons:** Follow the on-screen instructions for coloured button functions
12. **Prime Video:** Launches the Amazon Prime Video application
13. **Disney+:** Launches the Disney+ application
14. **Rakuten TV:** Launches the Rakuten TV application
15. **Rewind:** Moves frames backwards in media such as movies
16. **Record:** Records programmes
17. **Info:** Displays information about on-screen content, shows hidden information (reveal - in TXT mode)
18. **Pause:** Pauses the media being played, starts timeshift recording

    Play: Resumes playing the paused media
19. **Stop:** Stops the media being played
20. **Fast Forward:** Moves frames forward in media such as movies
21. **My Button 1 (*)**
22. **Netflix:** Launches the Netflix application
23. **Freely:** Launches the Freely platform (UK only)
24. **Exit:** Closes and exits from displayed menus or returns to previous screen
25. **Guide:** Displays the electronic programme guide
26. **Programme +/-:** Increases/decreases channel number
27. **Text:** Displays teletext (where available), press again to superimpose the teletext over a normal broadcast picture (mix)
28. **Mute:** Completely turns off the volume of the TV

Remote Control(**)



Inserting the Batteries into the Remote

The remote may have a screw that secures the battery compartment cover onto the remote control (or this may be in a separate bag). Remove the screw, if the cover is screwed on previously. Then remove the battery compartment cover to reveal the battery compartment. Insert two 1.5V - size **AAA** batteries. Make sure the (+) and (-) signs match (observing correct polarity). Do not mix old and new batteries. Replace only with same or equivalent type. Place the cover back on. Secure the cover again with the screw, if any.

To pair remote with the TV

Refer to the **Connecting to External Devices** section for detailed information on pairing new devices with your TV. If you experience difficulties pairing your remote with your TV you can turn off other wireless devices and try again.

1. **Input:** Shows available broadcast, content sources and sharing options
2. **Numeric buttons:** Switches the channel, enters a number in the text box on the screen
3. **Guide:** Displays the electronic programme guide
4. **Coloured Buttons:** Follow the on-screen instructions for coloured button functions
5. **Menu:** Displays TV menu
6. **Directional buttons:** Helps navigate menus, content, etc. and displays the subpages in TXT mode when pressed Right or Left
7. **OK:** Confirms user selections, holds the page (in TXT mode), views **Channels** menu
8. **Back/Return:** Returns to previous screen, previous menu, opens index page (in TXT mode). Quickly cycles between previous and current channels
9. **Home:** Opens the Home Screen
10. **Volume +/-:** Increases/decreases the volume level
11. **Microphone button:** Activates the microphone on the remote *(**)*
12. **Subtitle:** Opens the subtitle menu where you can turn subtitles on or off (where available)
13. **Free:** Launches the VIDAA Free application
14. **Sports:** Launches the Sports application
15. **Netflix:** Launches the Netflix application
16. **YouTube:** Launches the YouTube application
17. **Freely:** Launches the Freely platform (UK only)
18. **Disney+:** Launches the Disney+ application
19. **Rakuten TV:** Launches the Rakuten TV application
20. **Prime Video:** Launches the Amazon Prime Video application
21. **Deezer:** Launches the Deezer application
22. **Info:** Displays information about on-screen content, shows hidden information (reveal - in TXT mode)
23. **Mute:** Completely turns off the volume of the TV
24. **Channel +/-:** Increases/decreases channel number
25. **Exit:** Closes and exits from displayed menus or returns to previous screen
26. **PlayPad:** To use a media button on the PlayPad, press the corresponding directional button or the **OK** button on the remote

    Use the media buttons to control the playback of the media. Control elements to play, pause, stop, rewind and fast forward the media will be available

    Press the Up directional button to record a programme or press **OK** to start timeshift recording
27. **Channel List:** Opens the channel list
28. **Standby:** Switches On / Off the TV

First-Time Use

Using the E-Manual

View the embedded E-Manual which 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 the **Home** button on your remote control and select **Settings > Support > E-Manual**.

Enter **Enjoy Live TV** chapter to learn more about how to set up Live TV features.

Enter **Connecting to External Devices** chapter to learn more about how to connect external devices to your TV and how to set up.

Use the Buttons in the E-Manual

Search

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

QR Code

Scan the QR Code with your Smart Phone to open the E-Manual on your device.

Try Now button

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

Home Screen

The Home screen is the centre of your TV. All TV functions can be accessed from the Home screen. **Account**, **Search**, **Kids**, **Notification**, **Live TV** and **Settings** icons will be available. You can scroll through them using the directional buttons.

Note: *Indicators or icons may vary depending on models/countries/regions.*

Display the Home Screen

Press the **Home** button on your remote control to enter the Home screen.

To exit the Home screen, press the **Source/Input** button on your remote control or use the directional buttons to move the focus to the **Input** icon on the left side of the screen, press the **OK** button to enter and select your desired input source.

Use the Navigation Bar

The navigation bar refers to indicators and icons on the left 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 **Benefits of Smart TV > Using a VIDAA Account** in this manual.



Search: Search the content you want.



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



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 within **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.*
- *When you sign into your VIDAA account, please find Notifications in VIDAA Account on the Home screen.*



Live TV: Provides quick access to Live TV. For more information, please refer to **First-Time Use > Prepare Live TV** in this manual.



Settings: Manage TV configuration.

Use the shortcuts

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

Add and remove webpages

- In Browser, visit a website you would like to add on the Home screen.

(**) Limited Models Only

- Use the D-pad to move the focus to the **Add to home** icon in the top of the Browser navigation bar and select **Add to home**.
- Select **Add** and this webpage will appear in the **shortcuts** on the Home screen.

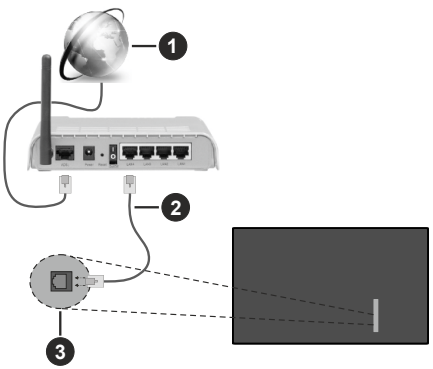
Note: *To remove webpages from* ***shortcuts****, move the focus onto the shortcut page, then press and hold the* ***OK*** *button on your remote control.*

Connecting to the Internet

You can access the Internet via your TV, by connecting it to a broadband system. It is necessary to configure the network settings in order to enjoy a variety of streaming content and internet applications. These settings can be configured from the **Settings > Connection > Network** menu.

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. Broadband ISP connection
2. LAN (Ethernet) cable
3. LAN input on the rear-left side of the TV

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

Set the TV network by selecting **Network Configuration** and press the **OK** button to enter the submenu.

- **Connection Type**

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

- **Ethernet**

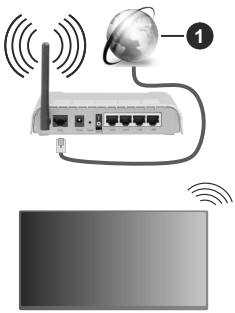
  Display network status.

- **IP Settings**

  Configure the IP setting for your network connection.

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.



1. Broadband ISP connection

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

Set the TV network by selecting **Network Configuration** and press the **OK** button to enter the submenu.

- **Connection Type**

  Choose a wireless network connection to access the Internet.

- **Refresh**

  Refresh wireless network.

- **Advanced Settings**

  Configure the advanced wireless network settings for the TV.

- **Add**

  You can add a wireless network.

Note:

- *If no wireless router is found, select* ***Add*** *and enter the network name in the SSID.*
- *If no wireless router is found, select* ***Refresh****.*

User Account

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

Create a new account

If you do not have a VIDAA account, create a new one to enjoy the best features of your Smart TV.

Before creating a new account, make sure your TV is connected to the network. For more about network settings, please refer to **First-Time Use > Connect to the Internet > Connect to a Wired (Ethernet) Network** or **Connect to a Wireless Network** in this manual.

- After the network is connected, press the **Home** button on your remote control and select the **Account** icon in the navigation bar on the Home screen.
- Select **Create Account** on screen.
- Enter your E-mail address and password.
- Follow the instructions on your TV to finish the process of creating an account.

Sign into an account

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 > Connect to the Internet > Connect to a Wired (Ethernet) Network** or **Connect to a Wireless Network** in this manual.

- After the network is connected, press the **Home** button on your remote control and select the **Account** icon in the navigation bar on the Home screen.
- Register your device to your VIDAA Account. After entering your e-mail and password, select **Sign In**.
- You can create a profile and give it a name.

If you forget your password and need to change the password, select **Forget Password?**, input your e-mail address and verification code, then create a new password.

Setup via Mobile Phone

When you turn on the TV for the first time, the TV will support setup via your smart device by scanning the QR code.

If you scan the QR code to allow setup via the mobile app, setup of the TV will be more efficient.

Before performing setup with the mobile app, please make sure your mobile device has Bluetooth activated and is connected to the same network as your TV.

Note: *The setup above is for referencing purpose and may differ depending on models/countries/regions.*

Prepare Live TV

Start auto scan or manual scan

- Press the **Source/Input** button on your remote control and select **Live TV**.
- Press the **Menu** button on your remote control and select **All Settings > Channel > Auto Scan** or **Settings > Channel > Advanced Settings > Manual Scan**.

Using External Devices

Access to connected external devices including wireless connected devices.

Switch between external devices connected to the TV

- Press the **Source/Input** button on your remote control or press the **Home** button and move the focus to the **Input** icon next to apps.
- Press the Down directional button to go to the input area, press the Left/Right directional button to select the desired input source, then press the **OK** button to enter.

Edit the name of input sources

- Press the **Source/Input** button on your remote control or press the **Home** button and move the focus to the **Input** icon next to apps, then press the Down directional button to go to the input area.
- Press the Left or Right directional 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.*

Using the TV Voice Service

Select Voice Service on the TV

To access the Voice Service and select a voice assistant:

- press the **Microphone** button on your remote control;
- or press the **Home** button and select the **Settings** icon, and select **System > Voice Service**.

Use the remote microphone

You can enjoy interacting with voice assistant using your voice by just pressing and holding the **Microphone** button on your remote control.

Note:

- *The **Microphone** button may not be available on some remote control models.*
- *Voice Service feature may not be applicable in some models/ countries/regions.*

- *To use this function, End User Licence Agreement and corresponding Smart feature privacy policy/terms and conditions may be required to be agreed to.*

Guidelines

Note:

- *Guidelines content is only applicable in some countries.*
- *The actual design of remote control could differ.*

How are TV channels sorted and why?

Channel sorting

The availability of individual channel may depend on the selected reception path, such as satellite (DVB-S/S2), aerial (DVB-T/T2) or cable (DVB-C) and the signal strength.

Standard or an operator (Astra 19.2°, Vodafone (NRW, Hessen, BW or Pÿur) can be selected for automatic channel search.

To sort channels when selecting an **Operator**:

When an operator is selected, the channels are sorted based on the operator's criteria.

Channel sorting when selecting **Standard**:

After a successful channel search, the channels are sorted by genre. These include full programmes, children, sports, documentaries, or regional and local programmes.

Broadcasters with less coverage and, if available, international channels are listed in alphabetical order after the pre-sorted list.

If LCN (Logical Channel Number, only possible with cable reception) is activated during the channel search, the sorting takes place according to the criteria of the local cable network operator.

Search by Channel name

Press the **Menu** button and select the **Channel Search** step to search within Live TV. Here you can search for individual channels by name.

Radio Transmitter

Radio channels are listed in alphabetical order after the list of TV channels.

To make finding radio channels easier, the filter function of the channel list is recommended (please refer to **Display Channel List** in this manual).

Sponsored Content

On the basis of bilateral contracts with the respective broadcasters, individual channels are placed in a position defined by the broadcaster in the channel list.

Sort Manually

The channel list can be manually sorted at any time. More information can be found in **Edit Channel List** and **Edit Favourite Channel List** in this manual.

How are apps sorted and why?

The applications on the VIDAA platform are positioned according to the criteria below.

In the Application Docker on the Home Launcher:

To ensure equal representation of apps and provide fair treatment of newly launched content partners, the applications are ordered based on the (i) global number of users, (ii) number of users in related country, (iii) number of subscribers in related country, (iv) share of local language content, (v) variety of content, and (vi) novelty of the platform. At all times the Application launcher must include:

- the 2 leading global SVOD platforms
- the 2 leading global TVOD platforms
- the 2 leading global AVOD platforms
- the leading local sports platform
- at least 4 leading local applications with predominantly related country content
- at least 1 leading application with children's content
- at least 2 applications that have launched in the last 6 months

The ordering of applications is reviewed every 6 months and a new programming table is issued for newly connected devices.

In the My Apps section:

The applications are ordered in alphabetical order.

How can TV channels and apps be customised?

TV channels

In Live TV, press the **Menu** button, select **All Settings > Channel > Channel Edit**, and select a Live TV channel category such as **Cable**.

- Press the **OK** button on the selected channel, then a checkbox will appear. You can select multiple channels at the same time to move or delete.
- **Move:** Press the Left directional 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 recommended not to choose an operator during channel scan, LCN should be set to **Off**.
- **Delete:** Press the Right directional button to delete the selected channel.
- **Restore:** Press the Red button to enter the list of deleted channels. Press the Left directional button to restore the deleted channel.
- **Filter:** Press the Yellow button, the filter screen will pop up. Press the **OK** button to select options, the channel list will then be updated.

- **Search:** Press the Blue button to search the channel list.

Favourite list

Viewing your favourite list

In Live TV, press the **OK** button on your remote control and press the Left directional button, then select FAV1-4 to display the favourite list.

Editing the favourite list

In Live TV, press the **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.

- Select **Add channels** to add the selected channel to the favourite list.
- Select a channel in a favourite list, press the Left directional button to move it.
- Select a channel in a favourite list, press the Right directional button to remove it.

Apps

Home > More Apps

Factory installed apps:

Select the item you want to move, then long press the **OK** button, use the D-pad to move it, and press the **OK** button to store position.

Non-factory installed apps:

Select the item you want to move, then long press the **OK** button, use the D-pad to move it, and press the **OK** button to store position.

Note: *Some apps cannot be moved.*

How are recommendations created?

Recommendations on the platform are dependent on the ability and willingness of partners to provide metadata to the platform. The content is positioned depending on the following criteria:

Above the fold applications:

The recommendations originate from the Content partners that are highlighted. They are in the domain of the end-user.

Below the fold applications:

Recommendation rows are created by the editorial team, following these guidelines:

- Content variety – Providing a broad selection of content
- Type of access variety – Providing advertising-supported, subscription, and transactional content
- Balance – Providing a balance between global and local content

Enjoy Live TV

Channel Scan

You can scan for channels automatically or manually.

Auto Scan

- Press the **Source/Input** button on your remote control, and select **Live TV**.
- In Live TV, press the **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 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.

  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.

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 are restricted to manually change 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).
- **Search Mode:** Select from **Frequency Scan** or **Network Scan**.
- **Network ID:** Enter the network ID value manually. This option will appear greyed out if the **Search Mode** option is not set to Network Scan.
- **Start Frequency:** Enter the start frequency value manually. This option will appear greyed out if the **Search Mode** option is not set to Network Scan.
- **LCN:** Switch on/off LCN (Logical Channel Number).

  Please note that some operators are restricted to manually change 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.*

Manual Scan

Manually scan for channels for DTV or ATV.

- Press the **Source/Input** button on your remote control, and select Live TV.
- In Live TV, press the **Menu** button on your remote control and select **All Settings > Channel > Advanced Settings > Manual Scan**.

DTV Manual Scan

Manually scan for DTV services.

When the DTV Manual Scan screen appears, press the Left/Right directional button to select **Aerial**, **Cable** or **Satellite** and configure corresponding settings. Then select **Start** to commence the search of that channel. When the signal has been received, the signal strength will be displayed on the screen.

ATV Manual Scan

Manually scan for ATV services.

- **Frequency:** Input the channel frequency you want.
- **Picture System:** Select the Colour System.
- **Sound System:** Select the Sound System.

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 the **OK/Channel List** button on your remote control to display the Channel List menu.

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

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

Learn about channel list sub-menu

In Live TV, press the **OK/Channel List** button on your remote control and press the Left directional button.

FAV

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

TV List

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

Note: *The sub-menu options may vary depending on models/ countries/regions.*

Display Favourite Channel List

In Live TV, press the **OK/Channel List** button on your remote control and press the Right directional button, then press and hold the **OK** button to display favourite lists 1 to 4.

Channel List Auto Update

In Live TV, press the **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

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

All Settings

Set up picture, sound, channel, connection, accessibility, system and support.

Live TV

- **Channel Search**

  Here you can search for individual channels by name
- **Edit Channel List**

  Edit the channel list.
- **Subtitle**

  Turn on Subtitle function or select subtitle option for digital broadcast content.
- **Audio Language**

  Audio language selection function.

More/Less

Expand the menu to display more features/Collapse the menu to display fewer features.

- **PVR**

  Launch Schedule Recording.

- **Timeshift**

  Launch Timeshift.

- **Recording List**

  Quick access to Recording List.

- **Guide**

  Quick access to Guide (EPG).

- **Channel List**

  Quick access to Channel List.

- **Info**

  Displays information about the channel.

- **Channel Filter**

  Select channels by **Content**, **HD**, **Channel Block**, and **Scrambled**.

- **HbbTV**

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

- **User Guide**

  Quick access to Live TV operation guide.

Quick Setting

- **Picture Mode**

  Quick access to picture mode settings.

- **Sound Mode**

  Quick access to sound mode settings.

- **Audio Output**

  Select the speakers which you want to use.

- **Karaoke Mode**

  Configure karaoke mode settings.

- **Sleep Timer**

  Quick access to sleep timer settings.

- **Audio Only**

  When you select this option, the screen will not display the picture. You can only listen to the audio.

  Press any button except the **Standby** button, **Volume +/-** buttons and **Mute** button to restore the picture.

- **Ethernet/Wireless**

  Quick access to network settings.

- **Bluetooth(**)**

  Quick access to network settings.

- **Edit**

  Move the focus to an item you want to edit, press the **OK** button on the remote control, and use the directional button to move it. Press the **OK** button to finish.

Note: *Some menus above may not be available in some models/countries/regions.*

Channel Edit

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

Edit Channel List

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

In Live TV, press the **Menu** button on your remote control and select **Edit Channel List**. Alternatively, in Live TV, press the **Menu** button, select **All Settings > Channel > Channel Edit**, then select a Live TV channel category such as **Cable**.

Manage the channels

- In channel edit page, move or delete the channel in focus or press the **OK** button on the selected channel, then a checkbox will appear. You can select multiple channels at the same time to move or delete.
- **Move:** Press the Left directional 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, and LCN should be set to Off.
- **Delete:** Press the Right directional button to delete the selected channel.
- **Deleted Channels:** Press the Red button to enter the list of deleted channels. Press the Left directional button to restore the deleted channel.
- **Filter:** Press the Yellow button, the filter screen will pop up. Press the **OK** button to select options, the channel list will then be updated.
- **Search:** Press the Blue button to search for a channel.

Export the channel list to USB

The current channel list can be exported to a USB storage device.

In Live TV, press the **Menu** button on your remote control and select **All Settings > Channel > Channel Edit > Export to USB**.

Import the channel list from USB

Previously exported channel lists can be imported via a USB storage device.

In Live TV, press the **Menu** button on your remote control and select **All Settings > Channel > Channel Edit > Import from USB**.

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.

- In Live TV, press the **OK/Channel List** button to display the channel list.

Select the channel you want to add to the favourite list, press and hold the **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

In live TV, press the **OK/Channel List** button on your remote control.

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

Edit a favourite list

In Live TV, press the **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.

Add Channels: Select add channels to add the selected channel to the favourite list.

Filter: Press the yellow button. The filter screen will appear. Press the **OK** button to select options, the favourite channel list can then be updated.

Search: Press the Blue button. Search for your favourite channel.

Move: Select a channel in a favourite list, then press the Left directional button to move it.

Remove: Select a channel in a favourite list, then press the Right directional button to remove it.

Digital Teletext

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

Programme Info

While watching TV programmes, press the **Info**/Right or Left directional button to load the programme info bar. The information listed below will be available on the info bar.

- Channel logo
- Channel number
- Channel name
- Indicator of Favourite
- Locked channel indicator
- Date and time, and channel category
- Current programme
- More information button
- Timeshift button
- PVR button
- Next programme

Note: *The remote control buttons may vary depending on models/countries/regions.*

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.
- Press the **TV Channels+** remote control button.
- When the programme guide (EPG) is on screen, select the TV Channels+ icon in the left navigation bar.

Note:

- *The **TV Channels+** button may not be available on some remote control models.*
- *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.*
- *The procedure described above to access TV Channels+ may vary depenging 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 for digital channels only. The availability and amount of programme information will vary depending on the broadcaster.

Note: *The Guide (EPG) function is only available for digital channels. Analogue channels are not supported.*

Launch the Guide

In Live TV, press the **Guide** button, or press the **Menu** button and select **Guide (EPG)** to display programme guide. Alternatively, press the **Home** button and select the **Guide** icon in the left navigation bar on the Home screen.

Note: *Indicators or icons on the Home screen may vary depending on models/countries/regions.*

Learn about the Guide menu

- **Watch**

In Guide (EPG), when a current programme is selected, press **OK** to switch to the channel you want to see.

- **Programme Information**

In Guide (EPG), press the Up/Down directional button to select the channels. Press the Left/Right directional button to select programme based on the time schedule.

Press the **OK** button to see programme information.

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 and does not support analogue 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.
- The PVR function may not be applicable in some models/countries/regions.
- 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.

Recording

Schedule Recording

In Live TV, press the **Menu** button and select **PVR**. If your remote has the **Pause/Play** button, press it and use D-pad to select record icon to set up PVR.

You can select recording mode from **Time**, **Manual Stop** and **Programme**.

When you select time, you can set the booking time and period.

In Live TV, press the **Menu** button and select **Recording List > Scheduled** to view the scheduled recording. In the schedule recording list, you can readjust the reservation information that has been set.

Standby Recording

If you press the **Standby** button during recording your TV will go into standby mode, but the recording process will continue. If you press the **Standby** 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

Background Recording

When you switch to an app or another source (e.g. HDMI) during recording, the recording process will continue. When the recording has completed, the recorded programme will be automatically saved to the attached USB disk.

If you want to manually stop recording, press the **Stop** button on the remote controller.

Learn about the recording control bar

The items listed below will be available on the control bar.

- Recording time
- Total time
- Rewind button
- Pause / Play button
- Fast forward button
- Stop button

Note: *The PVR function may not be applicable in some models/countries/regions.*

Recording Related Settings

Press the **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.

Recording List

Access recording list

In Live TV, press the **Menu** button on your remote control and select **More > Recording List**.

Watch recorded programmes

In Live TV, press the **Menu** button on your remote control and select **More > Recording List > Recorded**.

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

Manage recording list

In Live TV, press the **Menu** button on your remote control and select **More > Recording List > Recorded**.

You can sort or delete recorded programmes.

- Delete recorded programmes

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

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

Delete recorded programme

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

Manage schedule recording list

In Live TV, press the **Menu** button on your remote control and select **More > Recording List > Scheduled**.

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

- Delete scheduled recording

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

- Edit scheduled recording

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

Note: *The Recording List function may not be applicable in some models/countries/regions.*

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.

In Live TV, press the **Menu** button on your remote control and select **Timeshit**.

The items listed below will be available on the playback bar.

- Unwatched time for buffered content
- Current time
- Total time
- Record button: to convert a Timeshift to a live recording of the current broadcast channel. Select the record button icon and the programme content you have watched in Timeshift will also be saved to the storage device.
- Fast backward button: you can choose 2×, 4×, 8× or 16×.
- Pause / Play button
- Fast forward button: you can choose 2×, 4×, 8× or 16×.
- Stop Timeshift button: 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 the **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.

The recording function has been designed for private use and entertainment in your environment.

Please note that any commercial use of the recording function could lead to copyright infringement of authors' rights. Toshiba asks you to respect the intellectual property rights of third parties.

HbbTV

Access service from providers through HbbTV.

Press the **Home** button on your remote control, and select **Settings > Channel > HbbTV**.

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

In Live TV, press the **Menu** button to select **More > HbbTV**.

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 or PVR.*

Learn about Live TV Support Settings

• Channel List Auto Update

Press the **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.

• Programme Guide Auto Update

Press the **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 standby mode.

• CI+ Module Settings

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

Review the CI+ settings: Common interface, CI card PIN and CAM Profile Search. This function may not be applicable in some models/countries/regions.

• Recording & Time Shift

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

Initialise the external USB disk to support Recording and Time-Shift. When you connect more than one USB storage device to the TV, the one selected in **Setup** is initailised for starting recording or launching timeshift. The recorded programme will be saved on the selected storage device.

When launching timeshift, the programme will be recorded temporarily to the selected storage device.

You can add padding time to start recording before the event starts, or after the event has finished by delaying the end of recording depending on how much Padding time is added, this is setup in **Start in advance** or **Delay Ending**.

• Search

In the Freely App, you can use the search field at the top of the screen.

• Parental Control

Turn on Parental Control to prevent children from being able to view certain content. For more information, please refer to **Settings Overview > Using Parental Controls** in this manual.

• Picture and Sound

Adjust picture or sound mode or other advanced picture or sound settings. For more information, please refer to **Settings Overview > Picture** or **Settings Overview > Sound** in this manual.

Benefits of Smart TV

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 Licence 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 a Voice service server error.*

Alexa Setup

Set up Alexa, and enjoy Alexa voice service. You can ask for information, streaming music, search for your favourite movies, control your TV and more, just by asking Alexa.

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

How to set up Alexa

- Press the **Home** button and select the **Settings** icon, and select **System > Voice Service > Amazon Alexa > Set Up Alexa**.
- 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.
- After your account is signed in, you can read and agree to the terms&conditions of the voice service.
- For models with built-in microphone, you can choose whether to allow the use of built-in microphone. By using this function, you can enjoy Alexa voice service hands-free.
- 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 **Microphone** 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 the **Home** button on your remote control and select Alexa app, the select **Settings > Device options > Language**.*
- *This feature requires Alexa built-in service. If this is not supported, use an external Alexa-enabled devices (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.*

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
- End User Licence 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 following options:

- Just press the **Microphone** button on your remote control.
- Press the **Home** button and select the **Settings** icon and select **System > Voice Service**.

When VIDAA Voice is selected as your voice assistant, select the language of VIDAA Voice in the Voice Service centre. Then press and hold the **Microphone** button on your remote control to interact with VIDAA Voice.

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 controls 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 to interact with VIDAA Voice.*
- *The existing functional specifications may be changed if VIDAA Voice is updated.*

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

- Press the **Home** button on your remote control and select the **Settings** icon and select **System > Voice Service > Google Smart Home**. Select **Set up now**.
- Sign into your VIDAA account. If you have signed in before, this step will be skipped.
- 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.

- Download and install the Google Home app on your mobile device, then open the app.
- Find and select VIDAA Voice service in the app.
- 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.*

Yandex Smart Home Service Setup(**)

Yandex Alice voice assistant can obey certain commands to help you change the TV's configuration.

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

STEP 1: Set up Yandex on TV

- Press the **Home** button on your remote control and select the **Settings** icon, then select **System > Voice Service > Yandex**. Select **Set up now**.
- Sign into your VIDAA account. If you have signed in before, this step will be skipped.
- Give your TV a name.

STEP 2: Set up in Yandex App

Follow the instructions on the TV to enable Yandex Smart Home Service.

- Download the Yandex app on your mobile device.
- Open the app and sign into your Yandex account.
- In the Yandex app, go to "Devices" > "Smart Home", click add device icon and select "VIDAA Voice".
- Merge Account by signing in to your VIDAA account.

Yandex Smart Home Service is set up and ready. Now you can control your Smart TV with Yandex Alice devices or the Yandex app to change channel, change inputs, adjust volume and more, just by asking Alice.

Note:

- *The Yandex function may not be applicable in some models/countries/regions.*
- *The setup steps above may vary. Please refer to the specific product.*

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.*

Using Apps

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

Numerous factory-installed apps are available for you to choose for your entertainment preferences.

Install an App

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

Install an app from the app store

To install an app:

- Press the **Home** button on your remote control and select **app store**.
- Use the navigation buttons on your remote control to select the app that you want to install, press the **OK** button to enter the detail page.
- Select **Install**. The selected app is installed on the TV.

Alternatively, you can search for an app directly and press the **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.*

Search Apps

Search from the Home page

Press the **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 the **OK** button to enter and search for the apps you are looking for.

Type keywords

- Search from the app store

Press the **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 the **Microphone** 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.

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 **Edit** button, you can customise the button to launch an app which only appears on the Home screen, directly from the remote control.
- Press and hold the **Edit** button on the remote control.
- Select an app you desire.
- Choose **Save** to conform the operation.

Note:

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

Manage Apps

Move apps

- On the home screen, select the app you want to move, then press and hold the **OK** button to manage it.
- Press the Left/Right directional button to move the app.
- Press the **OK** button to save the position.

Note: *Some Apps may not be moved.*

Remove an App

Remove an app from the Home screen

- On the home screen, select the app you want to remove, then press and hold the **OK** button to manage it.
- Press the Down directional button and then select **Remove**.
- 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

- Open the app store, select the app you want to uninstall and press the **OK** button to enter.
- Select **Uninstall**.
- 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.*

VIDAA Kids

Before you start

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

Create a VIDAA Kids profile

Create a VIDAA Kids profile to customise a kid-friendly environment and ensure a safe, personalized experience for your children. There are two ways, to create a VIDAA Kids profile.

Using your VIDAA account: Press the **Home** button on your remote control and select the 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 kid's profile is created, the Parental Control PIN is essential for managing the profile. You must enter it when switching profiles, exiting the VIDAA Kids app, or accessing kids settings. Note that only limited buttons on your remote control are available while a kid's profile is in use.*
- *With a kid profile in VIDAA kids, VIDAA Voice can only search for kid-friendly content. Alexa is disabled in 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 the **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 the **Home** button on your remote control and select **VIDAA Kids** in the application row.

Using your VIDAA account: Sign into your VIDAA account, press the **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 **KID** button, press it to enter **VIDAA Kids** directly. If your remote control does not have the **KID** button but does have **Edit** button, you can customise this button to launch **VIDAA Kids** directly from the remote control.

Using your voice: When VIDAA Voice is set up and ready, you can say "open kids".

Note:

- *VIDAA kids only available is select countries/regios. 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/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 the **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.

VIDAA Kids Settings

To access **VIDAA 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 kids profile set up to access **Kids Settings**.*

Using VIDAA ART

Press the **Home** button on your remote control to enter the Home screen, select **VIDAA ART**.

- Numerous artworks created by global artists presented for you to browse or set as a screensaver.
- Browse artworks
- When you select an artwork to browse in full screen mode, press the Left/Right directional button to switch artworks and press the **OK** button to display detailed information of the artwork.
- Add artworks to your favourite list
- In VIDAA ART, select the content you want to see and press the **OK** button to show it in full screen. Press the **OK** button again to show the detail page. Select the **Add to favourite**. You can also select the content you like, and press the **OK** button to add it to favourite directly.
- ART settings

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

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

Note: *This feature may not be applicable in some models/ countries/regions.*

Using the Browser to Search the Internet

Press the **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 the **Channel +/-** button to go one page up or down.

The items listed below will be available on the Browser.

- Address/Search bar: Enter website you want to visit
- Visit/Search button
- Back and Forward: switch among webpages
- Add to Bookmarks/Delete bookmark: Add the website you are viewing to Bookmarks or delete it from Bookmarks
- Homepage: Back to the Homepage
- Reload: Reload the website
- Add to home: This webpage will appear in the **shortcuts** on the Home screen.
- Menu: Change the zoom level of the browser or enter browser settings
- Tab options: Add/remove webpages, or add private webpages
- Management bar: Manage websites in Bookmarks
- Add Website (plus sign): Add websites to Bookmarks

Note: *Some content in the Browser may not be played properly.*

Using the Mobile App

Press the **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:

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

What you can do with the app:

- Turn the TV on or off
- Volume up or down

- Switch channels
- Input characters with your mobile's keyboard
- Share pictures, music, or videos from your mobile device to the TV

Connecting to External Devices

Remote & Accessories

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

Connect Remote Control

Connect a Bluetooth remote control

Pair the Bluetooth remote with the TV.

- To pair the Bluetooth remote control to the TV after you power the TV on, press the **Home** button on your remote control, and select **Settings > Connection > Bluetooth**, and set **Bluetooth** to **On**.
- Keep the remote control within 3 metres of the TV. Press any button (except power and mic button) to pair the remote control with the TV.

Note:

- *You can choose to close the remote control auto pairing function by pressing the **Home** button on your remote control and select **Settings > Connection > Bluetooth > Remote Control Auto Pairing** to turn it off.*
- *In special cases, press and hold the **Menu/Source** button to pair.*
- *Before pairing, check to ensure the Bluetooth function is turned on by pressing the **Home** button on your remote control and select **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 to the TV while the TV is in standby mode.*

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

Connect an external device through HDMI & CEC function

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

Allow HDMI devices to control each other.

- Set **CEC Control** to **On**.
- Connect a HDMI & CEC compatible device to the TV.
- 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 and control the device.
- When CEC control is enabled and HDMI & CEC compatible external devices are turned off, the TV will enter the standby mode. The function needs to be supported by the external device.

Enable device auto power off

Press the **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 the **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 on

Press the **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

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

Please select **Enhanced format** if your HDMI device supports 4K HDR. If it does not support 4K HDR, please select **Standard format**. If you are not sure, please select **Auto**.

Note:

- *This function may not be applicable in some models/ countries/regions.*
- *This 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.*
- *Depending on the connected HDMI device, the HDMI & CEC control feature may not work.*
- *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.*

Control the TV with a Keyboard, Mouse or Gamepad

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

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

Locate the Bluetooth device by pressing the **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.*
- *Bluetooth function may not be supported depending on the models/countries/regions.*
- *For more information about how to connect a Bluetooth device, refer to the Bluetooth device's user manual.*

Connecting Bluetooth Devices(**)

You can connect to devices using Bluetooth technology.

Press the **Home** button on your remote control and select **Settings > Connection > Bluetooth**.

Note: *Bluetooth function may not be applicable in some models/countries/regions.*

Turn on Bluetooth Feature on your TV

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

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

Connect a Bluetooth Device

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

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

Note:

- *Up to one Bluetooth remote control and two Bluetooth audio devices can be connected at the same time. When two Bluetooth audio devices are currently connected, please disconnect one before connecting a new one.*
- *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's Bluetooth setup process. Refer to the user manual for your audio device, such as Bluetooth speaker or sound bar, for detailed connection and setup.

After the Bluetooth connection is completed, press the **Home** button on your remote control, and select **Settings > Sound > Audio Output**, then select **BT Sound Bar/Bluetooth Speaker** option 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 does not connect, check that the Bluetooth status of the device is working correctly.*
- *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 your Mobile Device Audio through the TV Speaker

Press the **Home** button on your remote control and select **Settings > Connection > Bluetooth > Music Sharing**.

Mobile devices are connected to the TV via Bluetooth and audio is played via the TV speaker.

When your mobile device is connected to the TV via Bluetooth, you can play your mobile device music through the TV built-in speakers.

Go to your mobile settings to enable Bluetooth and choose the TV to connect.

To use this function, make sure to select **TV Speaker** at **Home > Settings > Sound > Audio Output**.

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

Screen Sharing

Before using the feature, please set your TV to the wireless network connection.

Press the **Source** button on your remote control and select **Screen Sharing**.

- 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", "Smartview", "Wireless projection", etc.
- Find the TV name in the search list of your device and select it. Wait for the connection progress to complete and the content on your device will be displayed on the TV.

Press the **Home** button on your remote control, select **Settings > Connection > Multimedia Device Connection > Screen Sharing** and switch it to on. Then, you can share your device's screen directly without opening the Screen Sharing App on your TV.

Note:

- *Some devices may not support casting.*
- *This function may not be applicable in some models/ countries/regions.*

Content Sharing

Content Sharing allows you to view media content, like videos, music or photos saved on your Android/iOS/ PC device on your TV screen.

Share Media Content from your Device

- Connect your TV and Android/iOS/PC device to the same network.
- Turn on Content Sharing at **Home > Settings > Connection > Multimedia Device Connection > Content Sharing**.
- Turn on the content sharing function on your Android/ iOS/PC device.
- Find the TV name in the search list of your device and select it. Wait for the connection progress to complete.
- On your Android/iOS/PC device, choose the media content you want to share on your TV.

Play Media Content Stored in External Device on TV

You can connect media content saved on your Android/ iOS/PC device to your local network and play the content on your TV.

- Connect your TV and Android/iOS/PC device to the same network.
- Turn on Content Sharing at **Home > Settings > Connection > Multimedia Device Connection > Content Sharing**.
- Make sure your media content on your Android/iOS/ PC device are visible through the local network.
- On your TV, select a device with media content at **Home > Input**, or **Home > media**.

The media content listed on your Android/iOS/PC device appears.

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

Note:

- *Some Android/iOS/PC 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.*
- *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.*

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 video, share your photos, or mirror exactly what is on your device screen.

Make sure your Apple device is connected to the same network as your TV.

Turn on AirPlay on your TV.

- Press the **Home** button on your remote control, and select **Settings > Connection > AirPlay and HomeKit > AirPlay and HomeKit Settings**, set **AirPlay** to **On**.
- Press the **Input** button on your remote control and select **AirPlay**, enter **AirPlay and HomeKit Settings** and set **AirPlay** to **On**.

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.

Select your TV from the list to begin using AirPlay.

Using HomeKit

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

Press the **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**.

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/Exit** button on the remote control.*
- *When playing video or audio, press the **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 badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device its compliance with safety and regulatory standards.*

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 **Home** button, then select the **Input** icon on the Home screen or press the **Source/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.

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 **Home** button, then select the **Input** icon on the Home screen or press the **Source/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.

Select the content you want to play or view. For more information, please refer to **Entertainment > Media** in this manual.

Use 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 of the recording function may not be applicable depending on the selected country/region. 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 on 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.*
- *You cannot watch one channel while recording another.*
- *If the recording time to the USB storage device is too short, no data may be saved.*
- *You cannot record video input signals on the USB device.*

- *Not all types of broadcast may be recordable.*
- *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.*
- *Certain USB storage devices may not be compatible with the TV.*

Connecting Audio Visual (AV) Devices

Connect with a composite video cable

To connect an AV device with a composite video cable (not provided), see the **Other Connections** section.

When the connection is completed, press the **Source/ 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 on 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

To connect an AV device with a HDMI cable (not provided), see the **Other Connections** section.

When the connection is completed, press the **Source/ 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's user manual for instructions.*
- *If there is no sound from your TV, configure the device audio settings.*

Connecting a PC

You can connect a PC to the TV with a HDMI cable to use your TV as a PC monitor.

After connecting the PC, press the **Source/Input** button and select the connected PC as the input source.

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 > Content Sharing** in this manual.*

Connecting Headphones

You can connect a pair of headphones (not provided) to the HEADPHONE port on your TV. While the headphones are connected, the sound from the built-in speakers will be disabled.

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

Note:

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

Connecting Speakers or Other Audio Receivers

To connect speakers or other audio receivers with an audio cable (not provided), see the **Other Connections** section.

Ensure the audio connected devices are switched on before switching on the TV.

When the connection is completed, press the **Home** button on your remote control, select **Settings > Sound > Audio Output** and select the **SPDIF** option.

When a digital audio system is connected to the DIGITAL AUDIO OUT port, decrease the TV volume and use your digital audio system to control the volume.

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.*
- *You can connect the DIGITAL AUDIO OUT port on the back of the TV to the optical port on the amplifier. Then press the **Home** button on your remote control and set the **Audio Output** option in the **Settings > Sound** menu to **ARC** or **SPDIF** to set the **Digital Audio Output Format** to **Dolby Audio - Dolby Digital** to receive the Dolby Digital audio on the amplifier.*

Connecting a Digital Audio System with ARC/eARC

If you would like to use the Audio Return Channel (ARC) or enhanced Audio Return Channel (eARC) feature to send sound from the TV by a HDMI cable to a digital sound system, you can connect it to the HDMI (ARC/eARC) port of your TV.

By using this feature, you can also control the sound system with your TV remote instead of using the remote controls from the connected devices.

After the connection:

- Power on the sound system.
- Press the **Home** button and select the **Settings** icon on the Home screen.

- Select **Sound > Audio Output**, and choose **ARC** option. If the device supports eARC function, press the **Home** button and select the **Settings** icon on the Home screen, then select **Sound > Audio Output Settings > HDMI-eARC** to set **HDMI-eARC** to **On**.

Note:

- *Audio receiver must support ARC/eARC function.*
- *If the device has an Input Selector feature, then make sure to change it to TV.*
- *To use this feature, audio system must support ARC/eARC function. If it does nor support ARC/eARC, you need to connect with DIGITAL AUDIO OUT.*
- *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 the **Home** button and select the **Settings** icon on the Home screen, and set the **Audio Output** option in the **Sound** menu to **ARC** or **SPDIF** to set the **Digital Audio Output Format** to **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 the **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

Enhanced(ACR): Utilizing voiceprint matching technology, intelligently adjusting sound and image quality, providing a good visual experience. After the user activates the automatic content recognition function and intelligent adjustment of sound and image quality, the device obtains the audio information played by the user, converts it into voiceprint, and transmits it to the server. The server matches the type of the voiceprint in the voiceprint database and returns it to the device. The device obtains the target sound quality and image mode index based on the matching relationship table between the voiceprint type obtained from the cloud and the sound quality and image quality, and adjusts the sound quality and image quality to the target mode. Provides a good auditory and visual experience.

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

Cinema: Use Cinema for watching movies.

Energy Saving: Optimised picture for energy saving.

Dynamic: Use Dynamic mode for content that requires vivid picture quality.

Sports: Optimised picture for watching sports.

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.

Picture Mode Settings Setup

Press the **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: Apply current picture mode settings to all the input sources or just the current source.

Backlight: Set the overall brightness of the screen.

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.

Advanced Settings Setup

Press the **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.

The following option may differ depending on model type, please refer to the actual product.

Brightness

Dynamic Backlight Control: Enhance the contrast ratio between light and dark areas of the picture.

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.

Peaking Brightness: Adjust the Peaking Brightness by sections according to the changes in image. This feature is adjustable only when Local dimming is on.

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

Light Sensor Shift: This feature 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 greyscale content. In low ambient light choose a higher number, in brighter ambient light, select a lower number.

Gamma Calibration: Adjust selected Gamma curve.

Colour

Colour Temperature: Adjust how warm (red) or cool (blue) the white areas of an 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 colour settings.

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: Improve the picture quality by reducing noise.

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

Ultra Smooth Motion: Reduce the afterimage effect when viewing fast-moving objects.

Clear Motion: Reduce judder and blur from video content.

High Refresh Rate Mode: Activate the high refresh rate mode for smoother video while gaming. 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.

Intelligent Mode Settings

Pree the **Home** button on your remote control and selct **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.

Note:

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

Change the Aspect Ratio

Press the **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.*

Sound

Adjust sound mode and other advanced sound settings.

Choose a Sound Mode

Press the **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.

Enhanced(ACR): Utilizing voiceprint matching technology, intelligently adjusting sound and image quality, providing a good visual experience. After the user activates the automatic content recognition function and intelligent adjustment of sound and image quality, the device obtains the audio information played by the user, converts it into voiceprint, and transmits it to the server. The server matches the type of the voiceprint in the voiceprint database and returns it to the device. The device obtains the target sound quality and image mode index based on the matching relationship table between the voiceprint type obtained from the cloud and the sound quality and image quality, and adjusts the sound quality and image quality to the target mode. Provides a good auditory and visual experience.

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.

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

Sound Mode Settings Setup

Press the **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.

Apply Audio Settings: Adjust current sound mode to apply to all sources or just the current source.

Bass Boost: Bass Boost uses DTS TruBass™ to enhance the perception of bass frequencies to provide deep, rich bass response from the TV's internal speakers.

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

Surround Sound: Surround sound uses DTS TruSurround™ to deliver an immersive surround sound experience from the TV's internal speakers.

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

Dialogue Clarity: Dialogue Clarity uses DTS Dialog Clarity™ to boost the frequency range of the human voice so dialogue is clearly understood and heard above audio or surround effects.

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

TruVolume: Automatic control over large volume changes while watching TV programmes or films, providing a more comfortable and consistent volume.

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

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

DTS Virtual X: Enable for getting 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.

This function is only applicable when **TV Speaker** is selected at **Home > Settings > Sound > Audio Output**.

Wall Mount Setup: Automatically optimise the sound based on the position of the TV.

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

Auto Volume Control: Activate to prevent the volume from changing when switching TV channels.

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

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.*

Select Speakers

Press the **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.

Note:

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

Wired Headphones + TV Speaker

Content your wired headphones to the TV.

Press the **Home** button on your remote control to select **Settings > Sound > Audio Output** to choose **TV Speaker**.

Bluetooth Headphones + TV Speaker

Turn on Bleetooth at the **Home > Settings > Connection > Bluetooth**.

Pair your Bluetooth headphones with the TV.

Press the **Home** button on your remote control to select **Settings > Sound > Audio Output** to choose **TV Speaker**.

Bluetooth Speaker + TV Speaker

Turn on Bluetooth at **Home > Settings > Connection > Bluetooth**.

Pair your Bluetooth speaker with the TV.

Set the external device as **BT Headphone** in **Settings > Connection > Bluetooth > Bluetooth Device > Change Device Type**.

Press the **Home** button on your remote control to select **Settings > Sound > Audio Output** to choose **TV Speaker**.

Audio Output Settings Setup

Press the **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 mat 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.

Note: *This function may not be applicable in some Audio Output modes.*

Lip Sync

Synchronise the video and audio.

Note: *This function may not be applicable in some Audio Output modes.*

Headphone Volume

Independently adjust the volume of the headphones.

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 **TV Speaker** is selected in **Audio Output**, you can only adjust the volume of headphones in **Headphone Volume** in settings.

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.

Pass Through: 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 when connected to the TV via the optical port.

Dolby Audio - Dolby Digital Plus: the audio device outputs Dolby Digital Plus audio when connected to the TV via the HDMI (ARC/eARC) port.

DTS Surround: the audio device output 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 time to sync audio from an external speaker with the images on the TV.

Note: *This function is only applicable when **Home > Settings > Sound > Audio Output** is set to **ARC** or **SPDIF**.*

HDMI-eARC

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

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

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.

Connection

You can get access to the Internet through your TV.

Edit TV Name

Press the **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 the **Home** button on your remote control and select **Settings > Connection > Network > Internet Connection**.

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

Connection Test

Press the **Home** button on your remote control and select **Settings > Connection > Network > Internet Connection > Connection Test**.

Start a network connection test.

Network Information

Press the **Home** button on your remote control and select **Settings > Connection > Network > Internet Connection > Network Information**.

Turn on the TV through the Internet

Wake on Cast

Press the **Home** button on your remote control and select **Settings > Connection > Network > Wake on Cast.**

You can enable or disable **Wake on Cast** function which is able to turn on the TV by screen casting through mobile devices.

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 the **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.*

Wake on LAN

Press the **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.*

System

You can set up system settings.

Note: *The menus displayed vary depending on models/ countries/regions.*

Set Time

Press the **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 the Internet/ broadcast or manually setup by yourself.

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

Time Zone: Select your time zone.

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

Daylight Saving: Select whether to apply Daylight Saving Time to the TV.

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

Use Timer

Press the **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.

Power On Timer: Set the time you want the TV to turn on automatically. You can set the same time each day or set a different time on different days.

Power Off Timer: Set the time you want the TV to turn off automatically. You can set the same time each day or set a different time on different days.

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.

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

Auto Standby with No Signal: TV will go to standby if there is no signal after the set time.

Set Language and Location

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

Menu Language: Set the default language for the TV menu.

Audio Language: Select the preferred audio language for the current programme.

Primary Audio: Set the default audio output language for the type of digital broadcast content that you are viewing.

Secondary Audio: Set the secondary audio output language for digital broadcast content.

Use Voice Service

Press the **Home** button on your remote control and select **Settings > System > Voice Service**.

Use your voice to control the TV, other smart home devices and more.

Use Parental Control PIN

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

Change the PIN that you use to access Parental Control, Auto Channel Scan and Reset to Factory Defaults.

Use Parental Control

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

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

Data Protection and Security

Clear Cache: Press the **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 the **Home** button on your remote control and select **Settings>System > Application Settings > Delete Cookies**.

Delete cookies for browser and applications.

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

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

Power on Settings Setup

Auto Init Mode

Press the **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 functions may not be applicable in some models/ countries/regions.*

Fast Power On

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

Enable TV fast start-up.

Power On Mode

Press the **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 the **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.

Switch off Curtain

Press the **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 the **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.

Usage Mode Setup

Press the **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 the **Home** button to select the **Settings** icon, 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 the **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 the **Menu** button on your remote control to enter store mode settings and choose **Home Mode**. Alternatively, press the **Home** button and select the **Settings** icon, 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.*

Personalised Ads

Press the **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 personal ads. A new Ads ID will be assigned to your device when you reset it.

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

Support

You can set up support settings.

Note: *The menus displayed vary depending on models/ countries/regions.*

Check System Info

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

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

System Update

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

Set your TV to receive the latest software.

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.

Check OAD Update: Check to ensure that your TV has received the latest software via the tuner.

Note:

- *Please ensure your TV is connected to the Internet.*
- *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 update USB device.*
- *The format of the USB must be FAT32 and the partition table type must be MBR.*

E-Manual

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

Launch the E-Manual and learn more about your TV.

Self Diagnosis

Press the **Home** button on your remote control and select **Settings > Support > Self Diagnosis.**

Perform self diagnosis to test sound, picture and connections.

Network Connection Status: View the TV's network connection information.

Network Connection Test: Perform this test to check the network connection.

Network Speed Test: Perform this test to check the network speed.

Input Connection Test: Show all external input connection status.

Status Check: Check the status of this TV by showing any error codes.

Signal Info: Show the signal information of current input.

Disclaimer and Privacy

Press the **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 polices relating to the collection of User/Network data.

Press the **Home** button on your remote control and select **Settings > Support > Disclaimer and Privacy > Open Source License.**

Display Open Source Software licence information.

Press the **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**.

Reset to Factory Default

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

Restore your TV to the factory default.

Check the TV Running Time

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

- While in an input source, such as Live TV, HDMI and AV, press the **Menu** button to launch the quick menu.
- Under the quick menu, press and hold the 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 Controls

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

Turn on Parental Controls 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.

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.

Reset to Default: Restore Parental Control back to the factory default setting.

Note: *If the **Locks** option is off, the rest of the settings will be greyed out and will not be available for use.*Reset to Factory Default

Press the **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.

Entertainment

Game

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

Connect a Game Console

You can connect your game console with a HDMI cable to the TV.

To start a game from a game console:

- Switch on your game console.
- Press the **Source/Input** button. Select the connected game console as the input source.
- Start the game.

You can enable the game mode to optimise your TV's settings when playing games with a game console.

VIDAA Play

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

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

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 input sources or applications.*

Game Mode

Press the **Home** button on your remote control and select **Settings > Picture > Game Settings > Game Mode**.

Enable **Game Mode** to optimise the TV's settings to enjoy a better gaming experience with a PC or a game console connected to the TV.

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 şs 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.*

Refresh Rate

Press the **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.

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

Sports

Sports mode setup in picture or sound settings

Press the **Home** button on your remote control and select **Settings > Picture > Picture Mode > Sports**.

Optimised picture for watching sports.

Press the **Home** button on your remote control and select **Settings > Sound > Sound Mode > Sports**.

Optimised sound for watching sports events.

Sports Mode Auto Detection

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

When enabled, any sports programmes will automatically switch to Sports mode for both Sound Mode and Picture Mode.

Note:

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

Media

Press the **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 **Connecting to External Devices > Content Sharing** in this manual.

Enjoy Photos/Audio/Video Stored on a USB Device

Press the **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.

The items listed below will be available on the media browser screen.

- Search bar: Search the content you want to play.
- View style: Arrange the content list by **Grid, List.**
- Sort: Sort the content list by **Name, Date Modified, Size.**
- Filter: Filter the content list by **All Media, Photo, Video, Music, Recorded**.
- Arrow: When the focus is on the first column, there will be an arrow on the left side. Press the Left directional button to enter multiple storage sources.

You can also press the **Menu** button to create a photo, music, or video playlist.

Note:

- *Some options listed above 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 don't grant such permission.*

Play Background Music while Viewing Pictures

- Choose a picture to display.
- Press the Up/Down button to display control bar.
- Select **Background Music** and choose your music to create a Music Playlist.

Now you can play background music while viewing pictures.

Audio 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.

Container	Audio Codec	File Extension Name
WAV	Mpeg1/2 Layer1	.wav
MP3	Mpeg1/2 Layer2	mp3
	Mpeg1/2 Layer3	
AAC	AAC, HEAAC	.m4a .aac
WMA	WMA	.wma
	WMA Pro	
PCM	LPCM	N/A
	ADPCM	
AC-3	AC-3	.ac3 .m4a
FLAC	FLAC	.flac
OPUS	OPUS	.opus

Photo 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.

Container	File Extension Name	Mode of Operation	Resolution
JPEG	.jpg .jpeg	base-line	15360 x 8640
		progressive	1024 x 768
PNG	.png	non-interlace	3840 x 2160
		interlace	1200 x 800
BMP	.bmp	-	3840 x 2160
GIF	.gif	-	6400 x 4800

(**) Limited Models Only

Video 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.

Container	Video Codec	File Extension Name	Resolution and Frame Rate
MPEG	Mpeg1/2	.mpg .mpeg .vob	1920 x 1080p @ 120fps
	Mpeg4		
MP4	Mpeg4	.mp4 .mov	1920 x 1080p @ 120fps
	H.264(AVC)		
	H.265(HEVC)		1920 x 1080 p @ 60fps
MKV	Mpeg1/2	.mkv	1920 x 1080p @ 120fps
	Mpeg4		
	H.264(AVC)		1920 x 1080p @ 60fps
	H.265(HEVC)		
AVI	Mpeg1/2	.avi	1920 x 1080p @ 120fps
	Mpeg4		
	H.264(AVC)		1920 x 1080p @ 60fps
WMV	WMV3	.asf .wmv	1920 x 1080p @ 60fps
	H.264(AVC)		
FLV	H.264(AVC)	.flv	1920 x 1080p @ 60fps
TS	H.265(HEVC)	.ts	1920 x 1080p @ 60fps

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Accessibility Features

Subtitle Setup

Adjust Subtitle Settings for digital broadcast content.

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

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.*

Voice Guide Setup

Provide Voice Guide Settings for Menu Audio. **Volume**, **Language**, **Rate**, **Pitch** and **Focus Voice Guide** options are available.

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

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

Remote Control Learning

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

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

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

Audio Type Setup

Provide audio description to aid the visually impaired.

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

Audio Type: Accessibility audio settings.

Audio Format: Select the audio format.

Fader Control: Provide the best sound quality options for the visually impaired.

Note: *The above functions may not be applicable in some models/countries/regions.*

Accessibility Menu Setup

Provide menu options to aid the visually or hearing impaired.

Press the **Home** button on your remote control and select **Settings > Accessibility > High Contrast Menu**.Improve contrast for the visually impaired.

Press the **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

For the visually impaired.

Press the **Home** button on your remote control and select **Settings > Accessibility > Accessible Guide**.

Off and **Large Font Guide** options are available.

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

Magnification

Press the **Home** button on your remote control and select **Settings > Accessibility > Magnification**.

Allow visually impaired/partially sighted viewers to magnify an area of the screen.

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.

Troubleshooting Guide

Status Diagnosis

Press the **Home** button on your remote control and select **Settings > Support > Self Diagnosis**.

When the TV malfunctions, you can perform self-diagnosis to find the problem.

Picture Test

When performing the Picture Test, a test picture will be shown on the 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 in the next 10s.

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.

Network Related 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 the 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.

Input Connection Test

When performing an Input Connection Test, you can select any of the input sources and check related information with external connections.

Status Check

When performing a Status Check, the status of your TV will be displayed showing any error codes.

Signal Info

Show the signal information of the current input.

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

Press the **Standby** button on your remote control or press the control button on the TV to turn it off. For some models, press the control 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.

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.

Remote Control Service

Press the **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:

- Turn on **Remote Control Service**.
- Select **Agree All** and **Confirm** in End User Licence Agreement page.
- Select **Generate PIN** in Remote Control Service.
- 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 the **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. 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 the **Home** button on your remote control and select **Settings > Picture > Picture Mode Settings > Sharpness**.
- Press the **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 your 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 the **Home > Settings > Picture > Picture Mode Settings > Advanced Settings > Brightness > Light Sensor settings** to adjust the setting.

Note:

- *The light sensor feature settings may not be applicable in some models/countries/region.*

Sound Issues

Before you review the problems and solutions below, use a **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.

There is a delay between the picture and sound

- Press the **Home** button on your remote control and select **Settings > Sound > Audio Output Settings > Digital Audio Output Delay**. Set the value to 0.
- Press the 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 mat not be applicable depending on your model/ country/region and the Audio Output you select. Please refer to the specific product.*

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.

Volume cannot be changed or it changes on its own

- Press the control button on the TV to check if the TV responds. If there is no response, the TV may not be normally working. If the TV responds, press the remote control to check if it can control the TV. If not, please check the remote control. For specific information please refer to **Troubleshooting > Remote Control Issues** in this manual.
- When connecting an external speaker via HDMI, first check the cable connection, then press the **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 the 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 the **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 to 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 the channel again. In Live TV, press the **Home** button on your remote control and select **Settings > Channel > Auto Scan/ Advanced Settings > Manual Scan**.

The subtitles are not displaying or are in the wrong place on the TV screen

To turn on/off the subtitle function, press the **Menu** button on your remote control and select **Subtitle** when in the TV input source. Or press the **Home** button on your remote control and select **Settings > Accessibility > Subtitle Settings**.

If you are watching a channel through an external device such as a set-top box and cable box, turn on/off the subtitle location on the screen. For more information, refer to the user manual of external devices 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 the 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 been updated or if your subscription expires.
- Re-scan channels to find lost channel in your channel list.

I want to put channels in order of preference

- You can edit the order of the channel to your preference or you can add channels that you like to the favourite.

Network Issues

Before you review the problems and solutions below, perform a 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, and 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 numbers 1,2,3,4,6 in Common solutions to network issues.

When connected to a wired network

- See Numbers 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 the router.

2. Check whether there is radio wave interference. Wireless devices such as microwaves, and 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 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 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 improves after following the steps above, you can try using a wired network connection.

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 installing apps from the app store. The app files downloaded from the Internet may not be installed on the TV.
- You can only delete apps that you have installed on the TV. Factory-installed apps cannot be deleted.
- See Numbers 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. 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.

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 the cache or uninstall uncommonly used apps. You can clear the cache for browsers 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.

The TV is slow to respond to the remote control

When the TV has just started, a response delay may occur between the TV and the 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.
- If the battery power is normal, take out the batteries, press any key for 1-2 seconds, then reinstall the batteries back into the remote. This method is only applicable to battery-replaceable remote control models.

I want to use the remote control to control other devices

- Turn on CEC Control on the TV. Press the **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 the Input Connection Test to perform self-diagnosis to find the problem.

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.
- Connection between external devices and the TV is unstable.
- I cannot select a connected device or find a connected HDMI device.
- I want to output sound from headphones and TV speaker, or from Bluetooth speaker and TV speakers at the same time.

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 the **TV Speaker** is selected at **Home > Settings > Sound > Audio Output**.
- Check the network status. If the network signal is weak or low, a sound delay may exist between the TV and the mobile device.

I cannot mirror the screen or cast the content of my mobile device or PC on the TV

- Check if your TV supports **Screen Sharing**/**Content Sharing** in input sources.
- For iPhone, iPad, or Mac, use AirPlay to share content on the TV. Check if your TV supports **AirPlay** at **Home > Settings > Connection > AirPlay and HomeKit**. Some TV models may not support AirPlay.
- Check if **Content Sharing** is turned on at Home > **Settings > Connection > Mobile Device Connection > Content Sharing** and switch it to **On**.
- Make sure that the TV and the mobile device are connected to the same network.
- Check if the content that you are playing is copyrighted. Some copyrighted files may not be cast to the TV.
- Check the network status. Casting failure may result from weak or low signal strength.
- Exit and re-enter **Screen Sharing**/**Content Sharing** in case that there is a software bug.

The TV cannot be connected to my soundbar, Bluetooth wireless headphones, or speaker

- Check if the Bluetooth device is compatible with the TV.
- Check if the 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 the **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.
- Check if the cable is securely connected.
- Check is the external device is compatible with the TV.

I want to output sound from headphones and TV speakers, or from Bluetooth speaker and TV speakers at the same time

- If you connect wired headphones to the, press the **Home** button on your remote control to select **Settings > Sound > Audio Output** to choose **TV Speaker**.
- If you want to connect Bluetooth headphones/Bluetooth speaker to the TV:

1. Turn on Bluetooth at **Home > Settings > Connection > Bluetooth**.

2. Connect your Bluetooth headphones/Bluetooth speaker and set the external device as BT Headphone in **Settings > Connection > Bluetooth > Bluetooth Device > Change Device Type**.

3. Press the **Home** button on your remote control, select **Settings > Sound > Audio Output** to choose **TV Speaker**.

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 the 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 the HDMI & CEC feature of your TV is turned on or device auto power off and device auto power on are enabled.

I want to disable HDMI & CEC function

- To turn off the HDMI & CEC feature of your TV, press the **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.
- 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 the HDMI & CEC feature of your TV is turned on. Press the **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.

- The Voice button on the remote control does not work.
- The TV fails 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.
- 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 to external devices, the performance of the voice service may be affected.

Voice button on the remote control does not work

- Check the status of your remote control.
- 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 the account or log out of the account.

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 the **Home** button, select the **Settings** icon, then select **System > Voice Service** to find the menu.
- Wake-up words may differ depending on the Voice Assistant.
- 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 in 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.

1. The files are not corrupted. After you have saved files to a storage device (a USB flash drive) from a

PC, please eject the storage device first before you disconnect it from the PC.

2. 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.

• Then check if there are problems with the TV.

1. Make sure the memory is sufficient. If the memory is full, clear the cache and play the file again.

2. 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 the 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 the **Home** button on your remote control and select **Settings > System > Timer Settings**.

• Check if **Auto Standby with No Signal** is set. If the current input has no signal and you do not interact with the TV, the TV will enter the standby mode. Press the **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 is enabled. When CEC control is enabled and HDMI & CEC compatible external devices are turned off, the TV will enter the standby mode. Press the **Home** button on your remote control and select **Settings > Connection > HDMI & CEC > CEC Control**.

Turns on by itself

• Check if the **Power On Timer** is enabled. This feature will help the TV to automatically turn on. Press the **Home** button on your remote control and select **Settings > System > Timer Settings > Power On Timer**.

• 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 the **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 **Standby** button on the remote control and check if the TV turns on.

• Try the turn on the TV with the control button on the TV. Press the control 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.

• Try to press the control button on the TV to turn it off. For some models, press the control 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 control 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.

Some features of the TV do not work after the system update

• 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.

- 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.
- 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.

I want to sign out my account or delete account usage data

To sign out my account

1. Press the **Home** button on your remote control and select **Account** in the navigation bar on the Home screen.

2. Choose the account that you want to sign out, select **Account Settings > Sign Out**, and the account will be removed from the TV.

The following situations will help automatically sign out of your account:

- Switch from store mode to home mode
- Change the location settings
- Unselect **Agree to VIDAA Account** in **Data Sharing, Privacy and EULA**
- Restore your TV to the factory default and remove user data

To delete account usage data

Press the **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 the 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's 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 for 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 the **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.

Wireless LAN Transmitter Specifications

Frequency Ranges	Max Output Power
2400 - 2483.5 MHz (CH1 - CH13)	< 100 mW
5150 - 5250 MHz (CH36 - CH48)	< 200 mW **(*)**
5250 - 5350 MHz (CH52 - CH64)	< 200 mW **(*)**
5470 - 5725 MHz (CH100 - CH140)	< 200 mW **(*)**

(*) '< 100 mW' for the Ukraine

Country Restrictions

The Wireless LAN equipment is intended for home and office use in all EU countries, the UK and Northern Ireland (and other countries following the relevant EU and/or UK directive). The 5.15 - 5.35 GHz band is restricted to indoor operations only in the EU countries, in the UK and Northern Ireland (and other countries following the relevant EU and/or UK directive). Public use is subject to general authorisation by the respective service provider.

Country	Restriction
Russian Federation	Indoor use only

The requirements for any country may change at any time. It's recommended that user checks with local authorities for the current status of their national regulations for both 2.4 GHz and 5 GHz wireless LAN's.

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[1] EIA/CEA-861-D compliance covers the transmission of uncompressed digital video with high-bandwidth digital content protection, which is being standardized for reception of high-definition video signals. Because this is an evolving technology, it is possible that some devices may not operate properly with the television.

Disposal Information

The following information is only for EU-member states:

Disposal of products

The crossed out wheeled dust bin symbol indicates that products must be collected and disposed of separately from household waste. Integrated batteries and accumulators can be disposed of with the product. They will be separated at the recycling centres.



The black bar indicates that the product was placed on the market after August 13, 2005.

By participating in separate collection of products and batteries, you will help to assure the proper disposal of products and batteries and thus help to prevent potential negative consequences for the environment and human health.

For more detailed information about the collection and recycling programmes available in your country, please contact your local city office or the shop where you purchased the product.

Disposal of batteries and/or accumulators

The crossed out wheeled dust bin symbol indicates that batteries and/or accumulators must be collected and disposed of separately from household waste.



If the battery or accumulator contains more than the specified values of lead (Pb), mercury (Hg), and/or cadmium (Cd) defined in the European Battery Directive, then the chemical symbols for lead (Pb), mercury (Hg) and/or cadmium (Cd) will appear below the crossed out wheeled dust bin symbol.

By participating in separate collection of batteries, you will help to assure the proper disposal of products and batteries and thus help to prevent potential negative consequences for the environment and human health. For more detailed information about the collection and recycling programmes available in your country, please contact your local city office or the shop where you purchased the product.

(**) Limited Models Only

REACH information

The European Union (EU) chemical regulation, REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals), entered into force on 1 June 2007; and Regulation (EC) 1907/2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH).

Toshiba will meet all REACH requirements and is committed to provide our customers with information about the presence in our articles of substances included on the candidate list according to REACH regulation.

Please consult the following website www.toshiba-tv.com for information about the presence in our articles of substances included on the candidate list according to REACH in a concentration above 0.1 % weight by weight.

Conformity Statement

This product is carrying the CE and UKCA marks in accordance with the related European Directives and UK Directives.

Responsible for CE and UKCA marking is Vestel Holland B.V. (UK Branch), Langley, Berkshire, SL3 6EZ; Vestel Holland B.V., Stationsplein 45 A2.191 3013 AK Rotterdam.

This product is labelled with the CE and UKCA marks in accordance with the related European Directives and UK Directives, notably 2015/863/EU RoHS Directive and The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 for UK. Furthermore the product complies with the Ecodesign Directive 2005/32/EC (EuP), 2009/125/EC (ErP), The Ecodesign for Energy-Related Products and Energy Information Regulations 2021 for UK and its related implementing measures.

This equipment corresponds to requirements of the Technical Regulation on limitation of usage of certain dangerous substances in electrical and electronic equipment.

(**) Limited Models Only