E-Manual 9655GTV AM

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First-Time Use

Using the E-Manual

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

Disclaimer:

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

Launch the E-Manual

Press button on your remote control to select **Settings** > **Help & Feedback** > **E-manual**.

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

Note:

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

Use the buttons in the E-Manual

E-Manual on mobile device



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

Home Screen

All TV functions can be accessed from the Home screen.

Display the Home Screen

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

To exit the Home screen, use your remote control or use the navigation buttons on the screen to move the cursor to other icons, press button to enter and select your desired service.

Connecting to the Internet

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

Connect to a Wired (Ethernet) Network

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

See the illustration below.



1 IP Sharer (Router) with DHCP server

2 External Modem (ADSL/VDSL/Cable TV)

After connecting to a wired (Ethernet) network:

Press button on your remote control to select **Settings** > **Network & Internet**.

Go to ETHERNET section, and set the TV network by pressing button to enter the submenu.

- **Proxy settings**

  You can set the proxy server.
- **IP settings**

  Configure the IP setting for your network connection.

Related information

Network & Internet on page 50
Network Issues on page 82
My TV cannot connect to the network. on page 73

Connect to a Wireless Network

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



To get access to the Internet using a wireless connection:

Press button on your remote control to select **Settings** > **Network & Internet** > **Wi-Fi**.

To get access to the Internet in a wireless way:

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

Note:

- The device uses the user's WIFI credentials to connect to the network.

Related information

Network & Internet on page 50
Network Issues on page 82
My TV cannot connect to the network. on page 73

Using a Google Account

Sign in with Google to get apps, Google Assistant, and personalized recommendations.

Signing into an account

When you turn on the TV for the first time, you can sign into a Google Account by following the setup guide, you can also set it later by pressing to select **Set up Google TV**.

- Set up with the Google Home app
- Set up on TV instead

Before signing into your Google account, make sure your TV is connected to the network. For more about network settings, please refer to Connect to a Wired (Ethernet) Network or Connect to a Wireless Network in this manual, after the network is connected, enter your E-mail/phone and password, select **Sign In**.

Adding a kid account

You can create a personalized space for your kid with access to content they love and tools to help keep you in control.

1. After the network is connected, > **Settings** > **Accounts & Profiles** > **Add a kid**.
2. Set up Google TV for a kid in your family, you can do the same for more kids later.

Adding another account

You can use other accounts within Google apps like YouTube, but you won't see recommendations for those accounts on the Google TV home screen.

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

1. After the network is connected, > **Settings** > **Accounts & Profiles** > **Add an account**. Or you can press button on your remote control and select Account icon in the navigation bar on the Home screen, select **Add an account**.
2. Scan code to add your Google Account: Focus your phone's camera on the QR code to sign in to your Google Account. Or you can sign in on TV instead: Enter E-mail/phone and password.

Selecting Inputs

Access to connected external devices including wireless connected devices.

Switch between external devices connected to the TV

1. Press / button on your remote control.
2. Select your desired input source.

Edit the name of input sources

1. Press / button on your remote control.
2. Press button to rename input.

Note:

- Maximum name length is 36 characters.
- Some input sources cannot be renamed.

Enjoy Live TV

Channel Scan

You can scan for channels automatically or manually.

Note:

- Only for the models with tuners.
- Antenna/cable function may not be applicable in some models/countries/regions.

Connect Antenna/Cable to the TV

To scan for channels, an antenna/cable should be connected to the TV first.

Note:

- TV jacks may vary and antenna/cable function may not be applicable in some models/countries/regions.
- You may also connect devices that can receive broadcast signals such as a Set Top Box.

Auto Channel Scan

Automatically scan for channels to view programs from your TV source.

1. Press / button on your remote control and select **TV**.
2. In Live TV, press / button and select **Channels > Auto Channel Scan**.

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

For some models, before you select Auto Channel Scan, you can press / **> Channels > Tuner Mode** to select **Antenna** or **Cable**. This function is only applicable in some models/countries/regions.

Manual Scan

Manual scan channels for DTV or ATV.

1. Press / button on your remote control and select **TV**.
2. In Live TV, press / button on your remote control and select **Channels > Manual Scan**.

Type in a channel to add it manually to your TV.

In Live TV, press / button on your remote control and select **Channels > DTV Manual Scan**.

In Live TV, press / button on your remote control and select **Channels > ATV Manual Scan**.

Note:

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

Live Menu

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

Note:

- Only for the models with tuners.

Display Channel List

In Live TV, press OK button on the remote control to display the Channel List menu.

Learn about channel list sub-menu.

In Live TV, OK > ›

TV List

Display Live TV channel categories, such as **Cable** and **Antenna**.

Fav

Display favorite lists.

History

Display the channels that have been watched for a period of time.

Search

Search for the content you want.

Edit

Edit the channel list.

Note:

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

Related information

Edit Channel List on page 8

Display Favorite Channel List

In Live TV, press OK > › > ⌄ to select **FAV**, and press OK button to display the favorite list.

Note:

- These steps should be operated under TV inputs.

Related information

Edit Favorite Channel List on page 9

Channel Edit

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

Note:

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

Edit Channel List

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

Note:

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

Manage the Channels

In Live TV, press OK > ▶ to select a Live TV channel category such as Antenna or Cable, then use D-pad to select **Edit**.

- Delete:

1. Select the channel you want to delete, or press OK button to select more channels.
2. Press ▶ button to delete.

- Restore: Press RED button or press 123 button to display the color menu and select RED to enter the list of deleted channels. Press ◀ button to restore the deleted channel.

Edit Favorite Channel List

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

Add a channel to a favorite list

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

1. In Live TV, press OK button to display the channel list.
2. Press ☰/MENU button, select the channel(s) you want to add to the favorite list by pressing OK button.
3. Press ◀ button to select **Add to Favorite** or a favorite list.
4. Press OK button to confirm.
5. Then a heart-shape icon will appear next to the added channel.

Note:

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

Move or remove channels in a favorite list

If you want to remove favorite channels:

1. In Live TV, press OK > ▶ > ▼ to select **FAV**, and press OK button to display the favorite list.
2. Press ☰/MENU, select the channel(s) you want to delete to the favorite list by pressing OK button.
3. Press ◀ button to select **Delete Fav. Channel**.
4. Press OK button to confirm.
5. Then the channel you select will disappear on the FAV list.

Note:

- These steps should be operated under TV inputs.
- Before you edit the favorite lists,complete channel scan first.

Related information

Channel Scan on page 7

Learn about Live TV Support Settings

You can set audio language or default audio output language, etc.

Note:

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

Midnight Auto Update

Press button on your remote control to select **Settings > Channels & Inputs > Channels > Midnight Auto Update**.

Set **Midnight Auto Update** to **On**, TV will automatically update program data overnight while in stand-by mode.

Note:

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

Audio Language

You can choose the preferred audio language for the current program.

In Live TV, press / **> Audio Language/Audio Language (MTS)**.

Note:

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

Primary Audio/Secondary Audio

- **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.
- **Primary Subtitle (for DVB)**
- **Secondary Subitle(for DVB)**
- **Digital Teletext (for DVB)**
- **Decoding Page (for DVB)**

Note:

- If your selected Primary Audio and Secondary Audio are included in the MTS list, the MTS list defaults to Primary Audio and Secondary Audio settings after you switch channel or turn on/off the TV.
- Some options in the above table may not be available in some models/countries/regions.
- The menu is only for reference and may differ from the actual product.

Audio Description

Enables broadcasted descriptive audio for visually impaired. You can turn on or off this function, and you can adjust the audio description volume.

The menu is only for reference and may differ from the actual product.

Press button on your remote control to select **Settings > Channels & Inputs > Channels > Audio Description**. For more information about Audio Description, please refer to Accessibility Features > Screen Readers and Audio Description > Audio description.

Guide

The Guide provides a convenient way to check TV programs for the upcoming 7 days. The information displayed by the Guide is made available by the commercial television networks for digital channels only. The Guide also provides a simple way to record your favorite programs and a reminder function, which can switch channels automatically at scheduled times, so that you will not miss programs of interest. The availability and amount of program information will vary depending on the broadcaster.

Note:

- The Guide function is only available for digital channels. Analog channels are not supported.

Launch the Guide

In Live TV, press / > **Guide** to display program guide.

Note:

- The menu path will vary depending on different models/countries/regions.

Learn about the Guide menu

- **Watch**

  In Guide, when a current program is selected, press OK to switch to the channel you want to see.

- **PVR/Reminder**

  In Guide, press / button to select the channels. Press / button to select program based on the time schedule.

  Press OK button to select **PVR** or **Reminder**.

  Note:

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

- **Scheduled**

  In Guide, press [RED] button or press 123 button to display the color menu and select RED. This will display a list of scheduled reminders and recordings.

- **Detail**

  In Guide, press [GREEN] button or press 123 button to display the color menu and select GREEN. Details of the selected program will be displayed.

  Note:

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

- **24h−**

  In Guide, press [YELLOW] button or press 123 button to display the color menu and select YELLOW to select programs of the previous day.

- **24h+**

  In Guide, press [BLUE] button or press 123 button to display the color menu and select BLUE to select programs of the next day.

Time Shift Setup

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 / button on your remote control and select **Timeshift**, then the playback bar will appear.
- If your remote control has button, press it and press button to launch Timeshift.



1. Unwatched time for buffered content
2. Total time for buffered content
3. Total time
4. Fast backward: you can choose 2×, 4×, 8× or 16×.
5. Pause / Play
6. Fast forward: you can choose 2×, 4×, 8× or 16×.
7. Stop Timeshift: to exit the function and watch the current broadcast.

Note:

- The picture is only for reference and may vary depending on different models/countries/regions.
- The Timeshift function does not support analog 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.

Related information

Connecting USB Devices on page 32

PVR Setting

Note:

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

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

Press button on your remote control to select **Settings** > **Channels & Inputs** > **Channels** > **PVR Setup**.

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

Interactive Service

You can set Interactive Service **On** or **Off**, if your TV support ATSC3.0.

Note:

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

Secure Channel Viewing

Provides warnings for you about insecure channels.

Note:

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

Broadcast

You can change broadcast standard. This function need to clear channel list, if you don't agree to clear channel list, change broadcast standard failed.

Note:

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

Using Voice Control

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

Google Voice Setup

Voice Control may not be applicable in some models/countries/regions.

Voice Control only supports some languages.

Google Assistant

You can ask for information, search for your favorite movies, control your TV and more, just by asking Google Assistant.

Before setting up Google Assistant, connect your TV to the network and sign in your Google account.

How to start Google Assistant

You can choose this way to start Google Assistant:

- Press / button on your remote control, say a voice command while holding the microphone button, then release the button.



Note:

- To start Google Assistant, you need to pair the remote first.
- The Google Assistant function may not be applicable in some models/countries/regions.
- The setup steps above may vary depending on actual products.

Hands-free Voice Control

Google Assistant can answer your questions or help you change TV configuration.

Before using this function, connect the TV to the Internet and sign in your Google account by pressing and selecting **Settings > Accounts & Profiles**. When you turn on the TV for the first time, you can sign into a Google Account by following the setup guide, you can also set it later by pressing to select **Set up Google TV**.

Note:

- Hands-free Voice Control may not be applicable in some models/countries/regions/languages.
- The setup steps may vary. Please refer to the specific product.

How to set up Hands-free Voice Control

1. Switch the control button on the bottom of the TV to to turn on the microphone.
2. Turn on Hands-free Voice Control function. First way: pair the remote first, press / button several times to select "Yes, I'm in", and the **Hands-free Mic** switch will be turn on. Second way: press and selecting **Settings** > **Accounts & Profiles** > **Google Assistant** to turn on the **Hands-free Mic** switch.
3. Start a conversation by saying "Hey Google", and the dialog bar appears at the top of the TV screen. At the same time, indicator lights illuminate.
4. Continue speaking, such as "What's the weather" or "volume up".



Alexa Setup

Set up to control your TV with any Alexa-enabled devices. Alexa can help you change the TV configuration. Using just your voice, you can change inputs, volume, channels, and more. Just ask Alexa.

What is required to control your TV with Amazon Alexa?

- Android TV models that support the Alexa skill.
- Amazon Echo device or Alexa App.
- Amazon account for Alexa App or Echo device, if you don't have the account, please create one before the setup process.
- My Brilliant Life account to link your TV, you can create it before the setup process or in the period.
- Home network with Wi-Fi capabilities.
- For issues of accessing your Amazon account and using the Alexa app during setup, please visit amazon.com for help.

How to set up Alexa

1. Press , select **Settings** > **System** > **Advanced System** > **TV control with Alexa**.
2. Select **Enable Now**.
3. Link the TV to My Brilliant Life account. Scan the QR code with your phone, or visit the website on your phone or computer, sign in your My Brilliant Life account, and enter the code showed on the TV. The webpage and code will be expired after a few minutes.
4. Next, your TV screen shows a list of TV name. Select one from it or enter a custom name. Then, your TV will appear in the device name list on your phone or computer.
5. Download the Alexa app on your smart phone. Open the app and sign in with your Amazon account.

6. In the Alexa app, select Skills section, search and enable My Brilliant Life skill. Follow the instructions to link your Amazon account by entering the same My Brilliant Life account that you've signed on your TV.
7. After you enabled the skill and the TV is discovered in Alexa app, the TV page will automatically jump.
8. Now you can ask Alexa try some functions available for TV.

Note:

- Use external Alexa-enabled devices (e.g. Alexa App, Echo) to control your smart TV by using just your voice.
- After your My Brilliant Life account is created but you can't see the Link your TV step on your phone or computer, please sign out account and re-visit URL and sign in again.
- If you do not see "TV control with Alexa" in the System settings, then your TV does not support Alexa.
- The Alexa function may not be applicable in some models/countries/regions.
- The setup steps above may vary depending on actual products.

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:

1. Select **Optimized** or **Increased** at > **Settings** > **System** > **Power & Energy** > **Energy Modes**. Or Turn on **Screenless Mode** at > **Settings** > **System** > **Power & Energy**.
2. 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.
- Screenless Mode can be used when energy mode is set Increased.
- This function may not be applicable in some models/countries/regions.

Related information

Connect to a Wired (Ethernet) Network on page 4
Connect to a Wireless Network on page 4

Using Apps

> Apps

From the Apps screen, there are many recommended apps for you, you can find your favorites and use them very easily.

You can find popular apps by App categories, other devices, etc.

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.

To install an app:

1. From the Apps screen, you can use the search box to search for your apps and games that you want to install.
2. Select the **Install**. The selected app is installed on the TV.

Note:

- To use this function, your TV must be connected to the Internet.
- Adding apps is free, but it might cost you money when using some apps.

Manage Apps

To move an app:

1. From the Apps screen, use the navigation buttons on your remote control to select the app that you want to move. Long press OK button.
2. Select **Move**.
3. Use the navigation buttons on your remote control to move the location of the app. Press OK button to confirm.
4. Press back button to finish.

Remove an App

You can only delete apps that you've installed to the TV. Factory-installed apps can not be deleted.

To delete an app:

1. From the Apps screen, use the D-pad on your remote control to select the app that you want to remove. Long press OK button and select **view details**.
2. Select **Uninstall**.
3. A dialog message displays that asks "Do you want to uninstall this app?". Confirm **OK** and the app will be removed from all users on the device.

Note:

- If you don't find the app that you want to remove on the home page, you can press **> Settings > Apps > See all apps**.

Apps Settings and Permissions

You can find all the apps on the TV at **> Settings > Apps > See all apps.**

Select the app, you can see the app's **Version**, **Storage used,** or you can **Open**, **Uninstall/Force stop**, **Uninstall updates**, **Disable**, etc.

Clear data

> Settings > Apps, select the app, then select **Clear data**.

All this app's data will be deleted permanently. This includes all files, settings, accounts, databases, etc.

Clear cache

Clear cache of applications and system.

Clear defaults

Clear defaults for apps.

Permissions

You can turn on or off the Location, and if you turn on **Remove permissions and free up space**, you can protect your data, permissions for this app will be removed if the app is unused for a few months.

Enhanced Viewing

Press button on your remote control to select **Settings** > **System** > **Advanced System** > **Enhanced Viewing**.

You can turn on Enhanced Viewing features to enhance viewing experience.

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

Automatic Content Recognition

Provide picture quality and audio quality adjustment for the current content.

To use this function, you should accept End User License Agreement and smart feature privacy policy/terms and conditions.

You will see the other Enhanced Viewing settings change from a greyed out state to highlighted. When this occurs, **Picture Mode Auto Adaptation** and **Sound Mode Auto Adaptation** features will be enabled.

Picture Mode Auto Adaptation

Automatically switch to the best picture mode for the current content.

Sound Mode Auto Adaptation

Automatically switch to the best sound mode for the current content.

Device UUID

Show the Device ID used for the ACR data collections Identifier.

Multi View

You can simultaneously enjoy multiple contents on screen.

How to enter Multi View

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

1. Enter an input source as the Main Source.
2. Under this Main Source, press / button to launch quick menu settings, and select **Quick Tools** from left boot bar at the bottom list, then you can select **Multi View** from right boot bar. The Multi View template options will display.
3. Choose a Multi View template: Game, Sports and Movie.

Note:

- Some input sources may not support Multi View.
- Some input sources or apps cannot be selected as Sub Source.
- When entering the split-screen template, gesture control is not supported. After entering Multi View mode, the screen saver is not activated.
- When entering the split-screen template, the voice control button, number buttons, and other functions on the remote control have been disabled.

Multi View operations

Game

Play multiple mobile games together.

1. Press / button to launch quick menu settings, select **Quick Tools** > **Multi View**.
2. Choose **Game** template
3. Enable Cast function(screen shaing) on your mobile device, please refer to Connecting to External Devices > Screen Sharing in this manual.
4. Press the / / / button to display the pop-up window for screen projection help. Press button and it disappears.

Note:

- Four devices screen sharing at most.
- Screen sharing is only supported.
- When the playback capacity reaches the upper limit, replace the early accessed screen sharing.

Sports

Watch source and content sharing/screen sharing at the same time.

1. In Live TV, press / button to launch quick menu settings, select **Multi View**. When you are in HDMI input, press / button to launch quick menu settings, select **Quick Tools** > **Multi View**.
2. Choose **Sports** template.
3. Enable Cast function(content sharing or screen shaing) on your mobile device, please refer to Connecting to External Devices > Content Sharing or Connecting to External Devices > Screen Sharing in this manual.
4. TV will show the original source in the left window, and the right window show WiFi and TV Name information. The right window support content sharing and screen sharing. When the right side screen casting is disconnected, the sound does not automatically switch.

Note:

- HDMI、DTV、ATV can be the supported as original source.
- Content sharing or Screen sharing can be supported.

Movie

Watch multiple movies at the same time.

1. Press / button to launch quick menu settings, select **Quick Tools** > **Multi View**.
2. Choose **Movie** template.
3. Enable Cast function(content sharing) on your mobile device, please refer to Connecting to External Devices > Content Sharing in this manual.

4. You can choose to watch in split-screen mode during content sharing, with the original casting content displayed in the left window, and the right window showing the content waiting to be cast. When the content sharing is disconnected, the sound does not automatically switch.

Note:

- Content sharing is only supported.
- Some picture modes and settings may not be available under Multi View.
- The image may differ. Please refer to the actual product.

How to exit Multi View

There are several ways to exit Multi View. It is recommended that you press / button to exit Multi View.

Note:

- Some operations will make Multi View to exit.

Use Energy Saving Functions

Use energy saving functions to reduce the TV power consumption.

Use Timer Settings

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

Press button on your remote control to select **Settings** > **System** > **Power & Energy**.

- **Energy Modes**

  You can set energy mode when the TV is not use. You can select Low, Optimized, Increased.
- **Shut-Off Timer**

  Set timers to turn TV off and save energy.
- **Sleep Timer**

  Set the sleep timer to automatically turn the TV off within a specified time: off, 10 Minutes, 20 Minutes, 30 Minutes, 40 Minutes, 50 Minutes, 60 Minutes, 90 Minutes and 120 Minutes.
- **Auto Sleep**

  Set the amount of time that you would like the TV to auto power off after a period of no activity.
- **Power On Timer Type**

  Set the type: Off, Daily, Once.
- **Power On Timer**

  Set the clock for the time you want the TV to turn on automatically.
- **Power Off Timer Type**

  Set the type: Off, Daily, Once.
- **Power Off Timer**

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

Adjust Brightness of the Picture

- **Automacic Light Sensor**

  Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Automatic Light Sensor**.

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

- **Light Sensor Shift**

  Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Light Sensor Shift**.

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

  If you set **Automatic Light Sensor** to be Off, The **Light Sensor Shift** menu can't be selected.

Note:

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

Play Audio Only

Select your desired input, then press / button on your remote control, select **Sound** > **Audio Only**.

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

Note:

- This function may not applicable in some input sources.

Connecting to External Devices

Connection Guide

Remote & Accessories

- Connect Remote Control
- Use HDMI & CEC
- Control the TV with a Keyboard, Mouse or Gamepad

Connecting Bluetooth Devices

- Turn on Bluetooth Feature on your TV
- Connect a Bluetooth Device
- Listen to the Audio through Bluetooth Devices
- Listen to your Mobile Device Audio through the TV Bluetooth Speaker

Displaying screen or content of external device on the TV

- Using AirPlay and HomeKit
- Content Sharing
- Screen Sharing
- PC Sharing

Connecting Input Devices

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

Connecting Output Devices

- Headphones
- Speakers or other Audio Receivers
- Digital Audio System with ARC/eARC

Remote & Accessories

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

Connect Remote Control

Connect a Bluetooth remote control

Pair the Bluetooth remote control with the TV.

1. To pair the Bluetooth remote control to the TV after you power the TV on for the first time, there will be instructions on how to pair the remote control.

2. If your remote control fails to pair with TV, keep the remote control within 10 feet (304.8 cm) from the TV. You can choose one of the following ways to pair:

   Method1**:** While holding button, press button for 3 seconds.

   Method2**:** Press and hold / button at least 3 seconds to start pairing.

Note:

- For some remotes, it can only function after the TV software is updated.
- If your remote control fails to pair with TV, check the **Bluetooth** is set **On** by pressing button to select **Settings** > **Remotes & Accessories** > **Bluetooth** to **On**.
- 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 take out the batteries for 1~2 seconds then insert them back again. Now the remote control will work normally.
- The remote control cannot be paired to the TV while the TV is in standby mode.

Use HDMI&CEC

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

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

HDMI format function

Press button to select **Settings** > **Channels & Inputs** > **External Inputs** > **HDMI Format**.

Please select **Enhanced Format** or **Enhanced Pro** 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.
- The options above will vary depending on the model variant used.
- HDMI cables must be used to connect HDMI & CEC compatible devices to your TV.
- The HDMI & CEC feature of the connected device must be turned on.
- If you connect an HDMI device that is not HDMI & CEC compatible, all the HDMI & CEC control features do not work.
- If the connected HDMI device does not support HDMI & CEC control, the feature will 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.

Connecting an external device through HDMI&CEC function

Press button to select **Settings** > **Channels & Inputs** > **External Inputs** > **HDMI control**.

1. Set **HDMI control** to On.
2. Connect an HDMI&CEC compliant device to the TV.

3. Turn on the connected external device. The device is automatically connected to the TV. After connection is finished, you can access the menu of the connected device on your TV screen using your TV remote control and control the device.
4. 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.

Enabling device auto power off

Press button to select **Settings** > **Channels & Inputs** > **External Inputs** > **Device auto power off**.

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

Enabling TV auto power on (Display Auto Power On)

Press button to select **Settings** > **Channels & Inputs** > **External Inputs** > **TV auto power on (Display Auto Power On)**.

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

Enabling TV auto power off (Display Auto Power Off)

Press button to select **Settings** > **Channels & Inputs** > **External Inputs** > **TV auto power off (Display Auto Power Off)**.

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

Enabling Serial/IP Control Port

Establish communication with PC through LAN or serial port on the TV, you can input commands on PC to control the TV, such as turn on/off the TV, select an input source or adjust the OSD menu , etc.

Press button to select **Settings** > **Channels & Inputs** > **External Inputs** > **Serial/IP Control Port**.

When set to On, the serial/IP control port can be used.

Enabling Control4 Control Port

Press button to select **Settings** > **Channels & Inputs** > **External Inputs** > **Control4 Control Port**.

Control4 offers a personalised and unified smart home system to automatically control connected devices including lighting, audio, video, climate control, intercom, and security. Control and linkage between devices can be achieved through drivers and protocols provided by Control4.

- Turn on **Control4 Control Port** and agree the linkage on the console, then the console can receive commands from controller and perform basic operations, such as turning on or off, volume up or down, changing channels.
- Turn off **Control4 Control Port** on the console, Control4 device is unable to control the console.

Note:

- This function may not be applicable in some models/countries/regions.
- To use this function, End User License Agreement and corresponding Smart feature privacy policy/terms and conditions may be required to be agreed to.
- Make sure your console and Control4 device are connected to the same network environment.
- If you want to turn on the console via Control4 device, please turn on **Wake on Cast** or **Screenless Mode** by pressing button to select **Settings** > **System** > **Power & Energy**.

Related information

HDMI & CEC Issues on page 86

Control the TV with a Keyboard, Mouse or Gamepad

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

How to connect a keyboard, mouse or gamepad

Connect a USB keyboard, mouse or gamepad

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



Connect a Bluetooth keyboard, mouse or gamepad

Find the Bluetooth device name in **Settings** > **Remotes & Accessories** and select it.

1. Press button to select **Settings** > **Remotes & Accessories** > **Bluetooth** and set **Bluetooth** to **On**.
2. Before pairing your Bluetooth device, make sure it is in the pairing mode and placed within pairing range. To put your Bluetooth device in pairing mode, refer to the user manual of your device.
3. Locate the Bluetooth device by pressing button to select **Settings** > **Remotes & Accessories** and select it.

Note:

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

Using the Gamepad

Supported gamepad models

It is recommended that you use a gamepad compatible with the TV. Here is a suggestion list:

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

Connecting to External Devices

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

Note:

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

Using the Gamepad as a Controller



1 Left joystick

2 Right joystick

3 Left directional pad

4 Quick panel

5 Touch pad

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

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

Note:

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

Related information

Connecting a Bluetooth Device on page 27

Connecting Bluetooth Devices

You can connect to devices using Bluetooth technology.

Press button on your remote and select **Settings** > **Remotes & Accessories** and set **Bluetooth** to **On**.

Note:

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

Turn on Bluetooth Feature on your TV

Press button on your remote and select **Settings** > **Remotes & Accessories** and set **Bluetooth** to **On**.

If you want the TV can be searched by other Bluetooth devices, press button to select **Settings** > **Remotes & Accessories** > **Visibility** to **On**.

Connect a Bluetooth Device

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

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

Note:

- Up to one Bluetooth remote control and one Bluetooth audio devices can be connected at the same time. When two Bluetooth audio devices are currently connected, please disconnect one before connecting the new one.
- Some compatibility issues may occur depending on the Bluetooth device support.
- Bluetooth keyboard, mouse and gamepad 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

1. Pair the Bluetooth audio devices using the TV Bluetooth setup process. Refer to the user manual of your audio device, such as Bluetooth speaker or sound bar, for detailed instruction.
2. Press button on your remote control to select **Settings** > **Display & Sound** > **Audio Output**, and then select the **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 fails to connect, check 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

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 > **Settings** > **Display & Sound** > **Audio Output**.

Note:

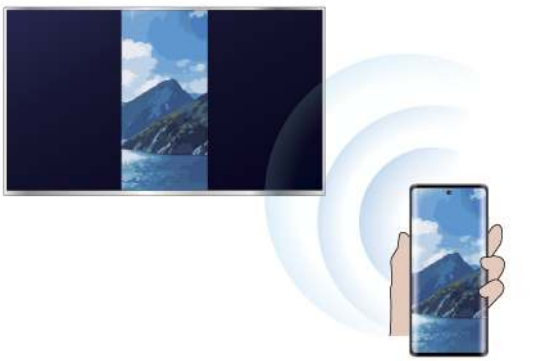
- This function may not be applicable in some models/countries/regions.

Related information

Select Speakers on page 45

Screen Sharing

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



1. Set your TV to the wireless network connection.
2. Press button to select **Apps > Connection Tips** select **Screen Sharing**.
3. Turn on the WLAN network of your device.
4. Turn on the casting function of your Android/Windows10 device. The function name and location will be different according to your device. The feature may be called "Wireless display", "Smart view", "Wireless projection", etc.
5. Find the TV name in the searching list of your device and select it to connect to your TV. Your mobile device's screen will be mirrored once you select your TV. You can close Screen sharing application with BACK or EXIT button.

Note:

- Some mobile devices may not support casting feature. To check whether your device supports casting, refer to the device's user manual.
- If you are using an Apple device, refer to Connecting to External Devices > Using AirPlay and HomeKit in this manual.

Content Sharing

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



Share Media Content from your Device

1. Connect your TV and device to the same network.
2. Turn on Content Sharing at > **Settings** > **System** > **Content Sharing**.
3. Choose a media content on your device and select cast setting or icon. The procedure, setting name, icon and location may vary depending on the device. Please refer to the mobile device or PC's user manual for specific settings steps.
4. Find the TV name in the search list of your device and select it.
5. Agree in TV request pop-up window, and wait for the connection progress to complete. When you connect a device for the first time, a pop-up will appear:

- **Always Agree**: Select **Always Agree** to set your device as a trusted device, and there will no pop-up from the second time.
- **Agree**: Select **Agree** and TV will play the content sharing from the device.
- **Disagree**: Select **Disagree** and TV will not play the content sharing from the device.

Play Media Content from your Device on the TV

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

1. Connect your TV and Android/iOS/PC device to the same network.
2. Turn on Content Sharing at > **Settings** > **System** > **Content Sharing**.
3. Make sure your media content in your Android/iOS/PC device are visible through the local network.
4. On your TV, select a device with media content at > **Settings** > **Apps** > **MediaCenter**, or > **Your apps** > **MediaCenter**. The media content list in your Android/iOS/PC device appears.
5. Select a media content item from the list to play.

Note:

- 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.

PC Sharing

Connecting a PC with HDMI cable

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



1. Connect your PC to the TV port labeled with HDMI using a HDMI cable (not provided).
2. When the connection is completed, press / button and select the corresponding HDMI input.

Note:

- For better image quality, set the PC's resolution, and make sure the resolution 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 or Connecting to External Devices > Screen Sharing in this manual.

Screen Sharing (Win 10)

1. Connect your PC to Wi-Fi network.
2. Select 'Cast' function on your PC. The function name and location may be different, depending upon your device.
3. Select your TV name in the device list to connect to your TV.

Note:

- Screen Sharing performance may vary by your PC device.

AirPlay

Please refer to Connecting to External Devices > Using AirPlay and HomeKit > Using AirPlay in this menu.

Using AirPlay and HomeKit

Note:

- This function may not be applicable in some models/countries/regions.
- 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 or its compliance with safety and regulatory standards.

Using AirPlay

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

AirPlay is a source in Inputs. Press the INPUT / button on your remote control to show the input list, then select AirPlay to enter AirPlay. Then you can select AirPlay and HomeKit Settings. You can also find AirPlay and HomeKit settings in system settings on your TV.

How to use AirPlay:

1. Make sure your Apple device is connected to the same network as your TV.
2. Locate the AirPlay icon on supported media apps, or the Screen Mirroring icon in Control Center on your Apple device. Depending on the content, these steps may vary:
   - To mirror your device's screen, open Control Center 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 .
3. Select your TV from the list to begin using AirPlay.

Note:

- An AirPlay-enabled TV.

- The TV and Apple devices are connected to the same network.
- The icon is 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.

Using HomeKit

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

1. To set up HomeKit, open AirPlay and HomeKit settings on the TV. Locate the HomeKit section and select 'Set Up'.
2. The HomeKit setup screen will display a pairing QR code on the TV. Use your iPhone or iPad to scan the QR code, then follow the on-screen directions to complete HomeKit setup.

Note:

- Available operations vary depending on the version of the app and software.
- Apple, AirPlay, Apple Home, HomeKit, iPad, iPhone and Mac are trademarks of Apple Inc., registered in the U.S. and other countries and regions.





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 Press button on your remote control to select **Inputs** or press the / 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 Press button on your remote control to select **Inputs** or press the / 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.

Connecting to External Devices

Read before connecting USB devices

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

Supported formats: NTFS, FAT32.

Connect USB devices



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

Precautions when using the USB storage device function

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

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

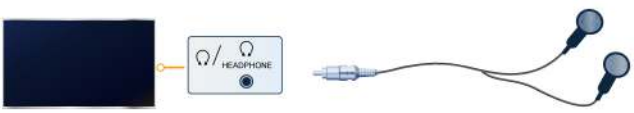
Note:

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

Connecting Headphones

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

To output sound only with headphones, press > **Settings** > **Display & Sound** > **Audio Output** > **Wired Headphone**.



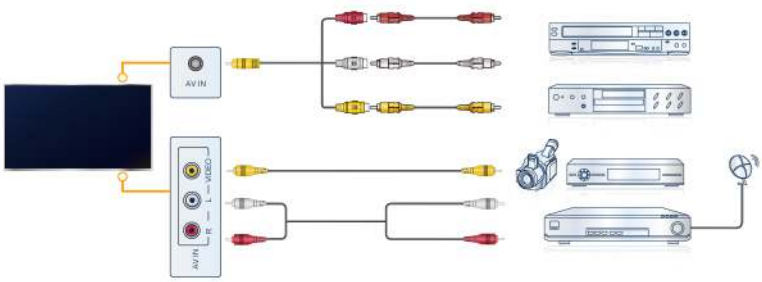
Note:

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

Connecting Audio Visual (AV) Devices

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

Connect with a composite video cable

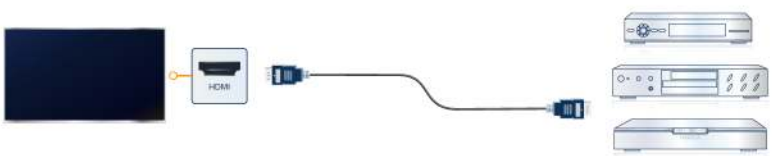


1. Connect an AV device to the TV port labeled with AV IN using a composite video cable (not provided).
2. When the connection is completed, using your remote control, press INPUT / button and select **AV** as the input source.

Note:

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

Connect with a HDMI cable



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

Note:

- Please refer to the User Manual of your device for step-by-step instructions.

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

Related information

Use HDMI&CEC on page 23

Connecting Speakers or Other Audio Receivers

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



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

Note:

- If you prefer to use Audio Return Channel/Enhanced Audio Return Channel, 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 go to > **Settings** > **Display & Sound** > **Sound** > **Digital Audio Output** > **Digital Audio Format** to choose to select **Dolby Audio - Dolby Digital** to receive the Dolby Digital audio.

Connecting a Digital Audio System with ARC/eARC

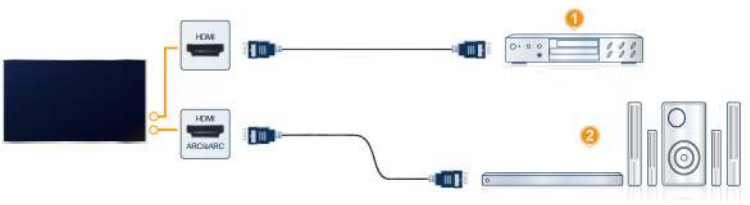
If you would like to use the Audio Return Channel (ARC) or enhanced Audio Return Channel (eARC) feature to send sound from the TV by a HDMI cable to a digital sound system, you can connect it to the HDMI (ARC/eARC) port of your TV.



1. Connect digital audio system to the TV port labeled with HDMI ARC/eARC using a HDMI cable (not provided).
2. Power on the sound system.

3. Press button on your remote control to select **Settings > Display & Sound > Audio Output > HDMI (ARC/eARC)**. If the device supports eARC function, press button and select **Settings > Display & Sound > Sound > eARC** to **Auto**.

A DVD or Blu-ray player can connect to the TV port labelled with HDMI as a signal input, the TV can connect to an amplifier or sound bar through the TV HDMI ARC/eARC port to output sound at the same time. This is a series connection. HDMI cables are not supplied.



1 Audio visual devices as input sources

2 Audio system

Note:

- By using this feature, you can also control the sound system with your TV remote instead of using the remote control from the connected device. Enable **HDMI Control** by Pressing button to select **Settings > Channels & Inputs > External Inputs > HDMI control**.
- To use this feature, audio system must support ARC/eARC function. If it does not support ARC/eARC, you need to connect with DIGITAL AUDIO OUT.
- If the audio system has an Input Selector feature, then make sure to change it to TV.
- Some audio system may not support series connection.
- 5.1 CH (channel) audio is available when the TV is connected to an external device that supports 5.1 channel surround sound. You can press button on your remote control to select **Settings > Display & Sound > Sound > Digital Audio Output > Digital Audio Format** to choose **Dolby Audio - Dolby Digital Plus** to receive the 5.1 channel audio.

Picture

Adjust picture general settings and other advanced picture settings.

Choose a picture mode

Press button on your remote control to select **Settings** > **Display & Sound** > **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

If you would like to configure the settings for your picture, then there are some types of picture modes available:

- **Vivid (Dynamic)**

  You can enjoy vivid experience.
- **Standard**

  Use Standard mode for watching normal content, such as News, Drama or Documentaries.
- **Sports (Cricket / Football)**

  Optimized picture for watching sports.
- **PC/Game**

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

  Energy Saving mode can save energy.
- **Theater Day (Cinema / Cinema Day)**

  Theater Day corresponds to the quality effect of different ambient brightness scenes.
- **Theater Night (Cinema Night)**

  Theater Night corresponds to the quality effect of different ambient brightness scenes.
- **FILMMAKER MODE**

  A picture quality mode.
- **Customzation**

  When you set up Personalized customization at INTELLIGENT PICTURE, the TV may switch to this mode automacically.

When you use a HDR signal

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

Note:

- When you use a HDR signal, the picture mode is HDR picture mode.

When you use a Dolby Vision signal

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

Note:

- When you use a Dolby Vision signal, the picture mode is Dolby Vision picture mode.

Apply Picture Settings

Press button on your remote control to select **Settings > Display & Sound > Picture > Apply Picture Settings**.

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

Use the Brightness function

Press button on your remote control to select **Settings > Display & Sound > Picture > Brightness**.

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

Note:

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

  Dynamically control the backlight brightness of the screen to get better overall contrast levels.
- **Peak Brightness**

  Optimizes contrast especially in dark scenes by analyzing the screen's luminance levels in real time and making bright areas brighter.
- **Brightness (Backlight Level)**

  Adjust the Brightness level to generate lighter or darker images.
- **Contrast**

  Adjust the Contrast level to increase or decrease how bright images appear.
- **Black Level (Brightness)**

  Adjust the HDMI Level to enhance current content.
- **Dark Detail**

  Enhance the dark details by analysing the luminance level of the signal in real time.
- **Gamma**

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

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

  This function may not be applicable in some models/countries/regions and only be visible when in HDR mode.

- **HDMI Dynamic Range**

  Adjust the HDMI signal range to be more suitable for the content. (HDMI mode only)
- **HDR Enhancer**

  Enhance contrast and color of the SDR content to HDR-like picture quality.
- **Fast Backlight Control**

  Improve the speed at which the backlight follows the image and reduce the backlight tailing.

  This function may not be applicable in some models/countries/regions. Please refer to the specific product.

Color Settings

Press button on your remote control to select **Settings** > **Display & Sound** > **Picture** > **Color**.

Adjust the Hue, Saturation and Brightness of the color.

- **Color**

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

  Adjust the hue of the picture.
- **Color Temperature**

  Adjust how warm (red) or cool (blue) the white areas of an image appears.
- **Low Blue Light(Night Mode)**

  Eye care: reduce the emission of blue light.

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

  Change the range of colors the TV displays.
- **Dynamic Color Enhancer**

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

Note:

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

Clarity Settings

Press button on your remote control to select **Settings** > **Display & Sound** > **Picutre** > **Clarity**.

Enhance the sharpness and details of the picture. Adjust the fast-moving object's smoothness and motion clarity.

- **Sharpness**

  Adjust how sharp or soft edges of images appear.
- **Smooth Gradient**

  Eliminates image layering and dark field noise.
- **Noise Reduction**

  Improve how clear the picture appears by reducing noise.

- **MPEG Noise Reduction**

  Reduce MPEG block noise to provide clearer edge transitions.
- **Motion Enhancement**

  Reduce seeing afterimages that are left on the screen when viewing fast-moving objects.

  If you select **Custom**, you can configure **Blur Reduction** and **Judder Reduction** manually.
- **Judder Reduction**

  Reduce judder and smooth the motion using adaptive frame interpolation of the input video.
- **Blur Reduction**

  Reduce fast-moving picture blur and enhance picture clarity.
- **Motion Clearness**

  Improve how clear the picture appears when viewing.
- **Precision Detail**

  Unlock richer Dolby visual content, enhance contrast between light and dark areas, increase layering and texture.

Note:

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

Calibration Settings

Press button on your remote control to select **Settings** > **Display & Sound** > **Picture** > **Calibration Settings**.

Note:

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

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

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

  Adjust selected Gamma curve.
- **Calman Service**

  Adjust the picture quality of the TV by a Calman client on PC.

Reset the picture settings

Press button on your remote control to select **Settings** > **Display & Sound** > **Picture** > **Reset**.

You can select the range of picture settings you want to restore:

- **Reset All**

  Restore all picture settings parameters to the initial state.

- **Reset Current**

  Restore the picture parameters of current picture mode to the initial state.

Screen

Change the picture size and use the overscan function.

Note:

- This function may vary depending on the version of the software.

Change the Picture Size

Press button on your remote control to select **Settings** > **Display & Sound** > **Screen** > **Picture Size**.

You can adjust the Aspect Ratio to stretch or zoom the picture.

You can choose from the following settings: **Auto**, **4:3**, **Zoom** or **16:9**.

Note:

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

Related information

Picture Issues on page 79

Use the Overscan function

Press button on your remote control to select **Settings** > **Display & Sound** > **Screen** > **Overscan**.

Change the video size settings to slightly crop the edges of the displayed image.

Panel Maintenance

Panel Refresh

Perform the panel refresh function to reduce image retention effects.

Due to the optical characteristics of OLED displays, image retention may occur after the TV has been used for an extended period of time. **Panel Refresh** is recommended to correct picture quality issues and prevent image retention.

Do not remove the power plug from the socket when you want to turn off the TV. Please press the power button on the remote to turn the TV off and **Panel Refresh** will be operated automatically when the TV is in standby mode.

The power indicator light will blink when **Panel Refresh** is in progress. The whole progress will be completed within 10 minutes, during the process, the screen will be turned off, once completed the TV will go to standby mode.

You could also choose to manually start **Panel Refresh**.

To manually start **Panel Refresh**, press button on your remote control to select **Settings** > **Display & Sound** > **Screen** > **Panel Refresh**.

Note:

- This function is only available for OLED models.

Panel Maintenance

Perform fast maintenance to correct picture quality issues after your TV has been turned on for an extended period of time. This process will be completed within 10 minutes. During the process, the screen will be turned off, please do not disconnect the power to the TV.

Flashing light indicates panel maintenance in progress.(The color and position of the flashing light will vary depending on the model.)

If the TV is switched on during the maintenance, the process will be stopped.

You could also choose to manually start **Panel Maintenance**. To manually start this function, press button on your remote control to select **Settings** > **Display & Sound** > **Screen** > **Panel Maintenance**.

Note:

- This function is only available for OLED models.
- Do not touch the display during the maintenance process.

Screen Shift

Helps to reduce image retention on the OLED TV by employing an imperceivable pixel shift algorithm.

Press button on your remote control to select **Settings** > **Display & Sound** > **Screen** > **Screen Shift**.

Note:

- This function is only available for OLED models.
- When you select Panel Refresh menu, press"0000", show this menu.

Sound

Adjust sound mode and other advanced sound settings.

Choose a Sound Mode

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Sound Mode**.

Select a preset sound mode suitable for the content type or the listening environment.

- **Auto Mode**

  The sound mode will be adjusted automatically.
- **Standard**

  In Standard mode, the TV delivers a flat frequency response, which preserves the natural characteristics of the original sound.
- **Theater (Cinema)**

  Theater mode increases the surround sound effect and provides a more prominent bass response.
- **Sports (Football / Cricket)**

  Optimized sound for watching Sports events.
- **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.
- **Game Mode**

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

  When the Intelligent Sound is on, the TV recognizes the sound and enhances the sound quality. This function may not be applicable in some models/countries/regions.

Note:

- Some Mode may not be applicable in some models/countries/regions.
- Sound mode adjustment is only available when you select TV speaker as audio output.

Related information

Sound Issues on page 80

Adjust the Sound Quality

Note:

- Some function may not be applicable in some models/countries/regions.
- Options may differ depending on your model/country/region and the content you are watching. Please refer to the specific product.

Dolby Atmos

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Sound Effect Processing** > **Dolby Atmos**.

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

This function is only applicable when Intelligent Sound Mode is not selected.

DTS Virtual:X

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Sound Effect Processing** > **DTS Virtual:X**.

Enable for getting three-dimensional surround sound.

This function is only applicable when Intelligent Sound Mode is not selected.

Dolby Atmos virtualization

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Dolby Atmos virtualization**.

Enable sound Dolby Atmos virtualization.

This function is only applicable when Intelligent Sound Mode is not selected.

Dolby Audio Dialogue Enhancement

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Dolby Audio Dialogue Enhancement**.

Enable sound Dolby Audio Dialogue Enhancement.

Auto Acoustic Tuning

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Advanced Settings** > **Auto Acoustic Tuning**.

Optimize the sound output acoustics according to the listening environment.

- **Room Acoustic Tuning(ON/OFF)**

  Optimize the sound effects in different room environments.
- **Acoustic Tuning Setup**

  Asoustic tuning setup by using the microphone on the remote control.

Note:

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

Equalizer

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Advanced Settings** > **Equalizer**.

Boost the volume at different frequencies.

This function is only applicable when Intelligent Sound Mode is not selected.

Wall Mount Setup

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Advanced Settings** > **Wall Mount Setup**.

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

Wall Mount Setup is only available when you select TV speaker as audio output.

This function is only applicable when Intelligent Sound Mode is not selected.

Subwoofer

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Advanced Settings** > **Subwoofer**.

Internal subwoofer provides a better bass effect. The switch needs to be turned on when the subwoofer is connected to the TV.

Balance

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Advanced Settings** > **Balance**.

Adjust the left and right speaker strength to optimize audio for a specific location.

Auto Volume Control

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Auto Volume Control**.

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

This function is only applicable when Intelligent Sound Mode is not selected.

Volume Level

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Volume Level**.

Balance the sound volume of each source.

Lip Sync

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Lip Sync**.

Synchronize the displayed image with the audio output.

Reset

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Reset**.

Restore all of the sound settings to the factory default values.

Related information

Sound Issues on page 80

Select Speakers

Press button on your remote control to select **Settings** > **Display & Sound** > **Audio Output**.

Select the speakers which you want to use.

Options may differ depending on your model/country/region and the external speaker is enabled. Please refer to the specific product.

- **TV Speaker**
- **Soundbar with TV Speaker(Hi-Concerto)**
- **HDMI (ARC/eARC)**
- **OPTICAL (S/PDIF)**
- **Bluetooth Speaker**
- **Wired Headphone**
- **TV Speaker with Bluetooth**
- **TV Speaker with HDMI**
- **TV Speaker with OPTICAL**
- **TV Speaker with Wired Headphone**
- **Always TV Speaker**

Audio Output Settings Setup

Tune the audio settings and quality of the TV.

Note:

- Some function may not be applicable in some models/countries/regions.
- Options may differ depending on your model/country/region and the content you are watching. Please refer to the specific product.

eARC

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **eARC**.

Enable for higher fidelity audio transmission supported by audio device. This feature is available to set when > **Settings** > **Display & Sound** > **Audio Output** is set to **HDMI (ARC/eARC)**.

Digital Audio Output

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **Digital Audio Output**.

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

- **Passthrough**

  The audio device outputs without any processing.
- **Digital Audio Format**

  Select the digital audio output format that best suits the audio device type.
- **Digital Audio Delay**

  Adjust the digital audio output delay time to sync audio from an external speaker with the images on the TV.
- **Dolby Audio Dialogue Enhancement**

  Enable sound Dolby Audio Dialogue Enhancement.

Note:

- This feature is available to set when > **Settings** > **Display & Sound** > **Audio Output** is set to **HDMI (ARC/eARC)** or **OPTICAL (S/PDIF)**.
- When using optical connection, PCM and Dolby Digital are suggested.
- If your external audio device does not support Dolby or DTS, PCM is suggested.

External Speakers Volume

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **External Speakers Volume**.

Adjust the volume of devices that sound together with TV Speaker.

- **Bluetooth**
- **HDMI(ARC/eARC)**
- **OPTICAL**
- **Wired Headphone**

HDMI Audio Device Guide

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **HDMI Audio Device Guide**.

Click this menu to jump to the connection guide page.

Audio Only

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **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 power button, volume buttons and mute button to restore the picture.

Related information

Connecting Bluetooth Devices on page 27
Connecting Headphones on page 33
Connecting Speakers or Other Audio Receivers on page 35
Connecting a Digital Audio System with ARC on page 35

Intelligent Settings

Adjust the intelligent picture/sound scene detection and adaptive enhancement.

Intelligent Picture

Note:

- Some Intelligent picture function may not be applicable in some models/countries/regions.
- Options may differ depending on your model/country/region and the audio output type. Please refer to the specific product.

Personalized customization

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Personalized customization**.

Based on your personal preferences, select the tendency for the most comfortable brightness, colors, etc., and automatically generate a customized image mode that suits you best.

Content Type Auto Detection

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Content Type Auto Detection**.

A picture quality mode, which can automatically switch according to the film source if you turn on.

Auto Picture Mode

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Auto Picture Mode**.

Automatically sets the picture mode based on the content.

Netflix Calibrated Mode

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Netflix Calibrated Mode**.

Watch Netflix with originally intended picture quality.

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

Intelligent Scene

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Intelligent Scene**.

Analyzes the current scene and automatically optimizes the picture quality.

Automatic Light Sensor

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Automatic Light Sensor**.

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

Light Sensor Shift

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Light Sensor Shift**.

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

If you set **Automatic Light Sensor** to be **Off**, The Light Sensor Shift menu can't be selected.

Auto White Balance

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Auto White Balance**.

Optimize the color temperature for the current condition of ambient light.

If you set **Automatic Light Sensor** to be **On**, The Auto White Balance menu can be selected.

AI Contrast

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **AI Contrast**.

Automatically darken dark areas and lighten light areas of images to see more details.

AI Super Resolution

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **AI Super Resolution**.

Enhance image detail, eliminate image edge jagging, and adjust dynamically according to the image content.

Enhanced Viewing Angle

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Enhanced Viewing Angle**.

Set to On to optimize your viewing angle, and you will enjoy a better watching experience.

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

Related information

Picture Issues on page 79

Intelligent Sound

Note:

- Some Intelligent Sound function may not be applicable in some models/countries/regions.
- Options may differ depending on your model/country/region and the audio output type. Please refer to the specific product.

Intelligent Sound

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Intelligent Sound**.

Analyzes the current scene and automatically optimizes the sound quality.

Auto Sound Mode

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Auto Sound Mode**.

Automatically sets the sound mode based on the content.

Notice:

- Auto Sound Mode is available when Audio Output selects TV Speakers.

Room Acoustic Tuning

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Room Acoustic Tuning**.

Optimize the sound effects in different room environments.

Note:

- This function is only applicable when Intelligent Sound mode is not selected.

Acoustic Tuning Setup

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Acoustic Tuning Setup**.

Asoustic tuning setup by using the microphone on the remote control.

Note:

- This function is only applicable when Intelligent Sound mode is not selected.

Auto Volume Control

Press button on your remote control to select **Settings** > **Display & Sound** > **Intelligent Settings** > **Auto Volume Control**.

Activate to prevent the volume from changing when you switch TV channels.

Note:

- This function is only applicable when Intelligent Sound mode is not selected.

Related information

Sound Issues on page 80

Network & Internet

You can connect to the internet with Wi-Fi, ethernet, or your phones hotspot.

For additional information about Network & Internet, please refer to First Time Use > Connecting to the Internet in this manual.

Quick Connect

Press button on your remote control to select **Settings** > **Network & Internet** > **Quick Connect**.

Quick connect helps you to quickly connect to your WiFi by scanning QR code on your phone.

Scanning always available

Press button on your remote control to select **Settings** > **Network & Internet** > **Scanning always available**.

Let Google's location service and other apps scan for networks, even when Wi-Fi is off.

Related information

My TV cannot connect to the network. on page 73
Connect to a Wired (Ethernet) Network on page 4
Connect to a Wireless Network on page 4

Network Check

Press button on your remote control to select **Settings** > **Network & Internet** > **Network Check**.

System

You can adjust system settings.

Note:

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

Set Time

Press button on your remote control to select **Settings** > **System** > **Date & Time**.

- **Automatic date & time**

  Set to use network-provided time.

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

  When Off is selected, the TV Network may not be working properly.
- **Set date**

  Set the date.
- **Set time**

  Set the time.
- **Set time zone**

  Select your time zone.
- **Use 24-hour format**

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

Use Timer

Press button on your remote control to select **Settings** > **System** > **Power & Energy**.

- **Sleep Timer**

  Set the sleep timer to automatically turn the TV off within a specified time: off, 10 Minutes, 20 Minutes, 30 Minutes, 40 Minutes, 50 Minutes, 60 Minutes, 90 Minutes and 120 Minutes.
- **Auto Sleep**

  Set the amount of time that you would like the TV to auto power off after a period of no activity.
- **Power On Timer Type**

  Set the type: Off, Daily, Once.
- **Power On Timer**

  Set the clock for the time you want the TV to turn on automatically.
- **Power Off Timer Type**

  Set the type: Off, Daily, Once.
- **Power Off Timer**

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

Note:

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

Set Language

Press button on your remote control to select **Settings** > **System** > **Language**.

Adjust the default Language settings for the TV.

Power & Energy

Energy Modes

Press button on your remote control to select **Settings** > **System** > **Power & Energy** > **Energy Modes**.

You can set energy mode when the TV is not use. You can select **Low**, **Optimized**, **Increased**.

Shut-Off Timer

Press button on your remote control to select **Settings** > **System** > **Power & Energy** > **Shut-Off Timer**.

Set timers to turn TV off and save energy.

Power on behavior

Press button on your remote control to select **Settings** > **System** > **Power & Energy** > **Power on behavior**.

Select the screen to start when powering on the TV.

You can select **Google TV home screen** or **Last used input**.

Power LED

Press button on your remote control to select **Settings** > **System** > **Power & Energy** > **Power LED**.

You can set Power LED ON or OFF.

Power On Mode

Press button on your remote control to select **Settings** > **System** > **Power & Energy** > **Power On Mode**.

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

You can select **On**, **Standby**, **Remember**.

Related information

Use Timer on page 51

Configure Device Preferences Settings

Keyboard

Press button on your remote control to select **Settings** > **System** > **Keyboard**.

Adjust the default settings for the keyboard.

Storage

Press button on your remote control to select **Settings** > **System** > **Storage**.

You can check the **Intermal shared storage**, **Free up storage**.

Ambient Screensaver (Ambient mode)

Press button on your remote control to select **Settings** > **System** > **Ambient Screensaver** (**Ambient mode**).

Activate a screensaver when your TV displays a still image for a period of time. Set the time according to your preference.

System sounds

Press button on your remote control to select **Settings** > **System** > **System sounds**.

This is a switch for system sounds.

Multi View

Press button on your remote control to select **Settings** > **System** > **Multi View**.

For more about Multi View, please refer to Benefits of Smart TV > Multi View in this manual.

Camera Smart Functions

Press button on your remote control to select **Settings** > **System** > **Camera Smart Functions**.

Enjoy smart TV experience by connecting a camera.

Restart

Press button on your remote control to select **Settings** > **System** > **Restart**.

Restart your TV.

Configure Advanced System Settings

Press button on your remote control to select **Settings** > **System** > **Advanced System**.

Related information

Alexa Setup on page 15

TV control with Alexa

Set up the Amazon Alexa Service to control this TV using just your voice.

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 / 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 / button on your remote control to enter **Store Mode Settings** and choose **Home Mode**. Alternatively, turn off **Store Mode** at > **Settings** > **System** > **Advanced System**.

Note:

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

Do Not Sell or Share My Personal Information

You can select ON or OFF.

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

Clear Cache

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

Turbo Mode

You can enter Device Assistant and enable this function, which will help improve your system performance.

Product Registration

Visit the link or scan the QR code with another device (cellphone, tablet..) to complete your registration.

Note:

- The link and the QR code may be different in some countries/regions.
- This function may not be applicable in some models/countries/regions.

Aspect Configuration

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

System message

You can set up support settings.

Note:

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

System Message

Press button on your remote control to select **Settings** > **Help & Feedback** > **System Message**.

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

Support information

Press button on your remote control to select **Settings** > **Help & Feedback** > **Support Information**.

View Support URL, Support Number, Email, etc.

Signal Information

press / > **Help** > **Signal Information**.

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

System Update

Press button on your remote control to select **Settings** > **System** > **About** > **System update**.

Set your TV to receive the latest firmware. Provide software updates to continuously enhance your TV and correct any issues that may impact your user experience; therefore, recommend you to keep your TV connected to the Internet to automatically receive updates when they are available.

You can select **Upgrade from USB** or **Upgrade from Network**.

Note:

- Please ensure the USB flash drive is inserted to the USB 2.0 port of the TV.
- The update files must be located in the root directory of the USB device.
- The format of the USB device must be FAT32 and the partition table type must be MBR.

Change the TV name

Press button on your remote control to select **Settings** > **System** > **About** > **Device name**.

You can rename your TV, you can select **Change** or **Don't change**.

System About

Status

Press button on your remote control to select **Settings** > **System** > **About** > **Status**.

You can view IP address, serial numbers and other information.

Legal information

Press button on your remote control to select **Settings** > **System** > **About** > **Legal information**.

You can view legla information.

Using Parental Control

Note:

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

Press button to select **Settings** > **Channels & Inputs** > **Parental Control**.

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

- **Locks**

  Turning Parental Control On

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

  Block certain channels, programs and inputs during certain periods of time.
- **Channel Blocking**

  Block selected channels.
- **Program Blocking**

  Block programs by ratings.
- **Input Blocking**

  Block selected inputs.
- **Change PIN**

  Change the PIN that you use to access Parental Control.

Note:

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

- **Reset**

  Reset Parental Control back to the factory setting.

Reset to Factory Default

Press button on your remote control to select **Settings** > **System** > **About** > **Reset** > **Factory reset**.

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

Game

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

Play Games with a Gaming Device

Step 1 Connect a Gaming Device



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

Note:

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

Step 2 Adjust HDMI Format

You can set HDMI Format to enhance the gaming performance.

1. Press button on your remote control and select **Settings > Channels & Inputs > External Inputs > HDMI Format**.
2. Please select optimal format for the gaming device. For more information, please refer to Connecting to External Devices > Use HDMI & CEC > HDMI Format function in this manual.

Note:

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

Game Settings

Game Mode

Press button to select **Settings > Display & Sound > Picture > Picture Mode > PC/Game**.

Enable Game Mode to optimize 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 colors.

Note:

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

Instant Game Response

Press button to select **Settings > Display & Sound > Game Settings > Instant Game Response**.

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

Note:

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

FreeSync/PC Sync

Press button to select **Settings > Display & Sound > Game Settings > AMD FreeSync/AMD FreeSync Premium/AMD FreeSync Premium Pro/PC Sync**. (The menu name will vary depending on your model type.)

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

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

High Refresh Rate Mode

Press button to select **Settings > Display & Sound > Game Settings > High Refresh Rate Mode**.

Activation of the high refresh rate mode can improve the smoothness of the game screen.

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

Game bar

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

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



1 **Current status**

Check the status, these items cannot be edited.

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

2 Dark Detail

Enhance the dark details by analyzing the luminance level of the signal in real time.

3 Brightness

Adjust the Brightness level to generate lighter or darker images.

4 Instant Game Response

When Instant Game Response is set to On, the TV will be optimized for low latency game mode. When Instant Game Response is set to Auto, the TV will detect the game signal and switch to low latency game model automatically (ALLM).

5 Crosshair

Crosshair is an auxiliary tool mainly for FPS game, providing you with different shapes to select. Only supports crosshair at the center of the screen.

6 Game Guide

Enter the **Game Guide** menu.

7 More Settings

Enter the more settings.

Note:

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

SoundBar Settings

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

Connect to a soundbar



1. Connect a soundbar device to the TV port labeled with HDMI ARC/eARC.

2. When the connection is completed turn on the soundbar, the **Audio Output** is automatically switched to **HDMI (ARC/eARC)**. If it is not automatically switched to **HDMI (ARC/eARC)**, Press button on your remote control to select **Settings > Display & Sound > Audio Output > HDMI (ARC/eARC)**.
3. Turn on **HDMI control** by pressing button on your remote control, then select **Settings > Channels & Inputs > External Inputs > HDMI control**.

Adjust SoundBar Settings

Press button on your remote control to select **Settings > Display & Sound > Sound > SoundBar Settings**.

- **TV Mode**

  Enable TV Mode to allow the connected soundbar to get all the sound modes of TV.
- **EQ Modes**

  Choose your favourite EQ mode.
- **Surround Modes**

  Enable to turn on the surround effect.
- **Bass Level**

  Adjust the bass level.
- **Treble Level**

  Adjust the treble level.
- **Dimmer Level**

  Adjust the indicator brightness.
- **Wireless Speaker**

  Connect to wireless subwoofer and wireless surround speakers.
- **Soundbar Acoustic Tuning**

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

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

  To use this function, please turn off TV Mode in SoundBar Settings and select soundbar as the audio out.
- **Speaker Acoustic Calibration**

  Adjust speaker acoustic settings.

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

  Reset current SoundBar Settings to factory mode.

Note:

- When the connection is successful, a notification will pop up automatically and you can choose to enter the **SoundBar Settings** directly. You can also enter the settings later through the setting menu.

- SoundBar Settings menu is only applicable for the specific soundbar types.
- Options may differ depending on the model type.
- If **Audio Output** is not in **HDMI (ARC/eARC)** or the ARC soundbar is not turned on, the SoundBar Settings menu cannot be adjusted, only the TV sound menu can be adjusted.

Sports/Football

Sports/Football mode setup in picture or sound settings

Press button on your remote control to select **Settings** > **Display & Sound** > **Picture** > **Picture Mode** > **Sports/Football**.

Optimized picture for watching sports.

Press button on your remote control to select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **Sound Mode** > **Sports/Football**.

Optimized sound for watching sports events.

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 device 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.

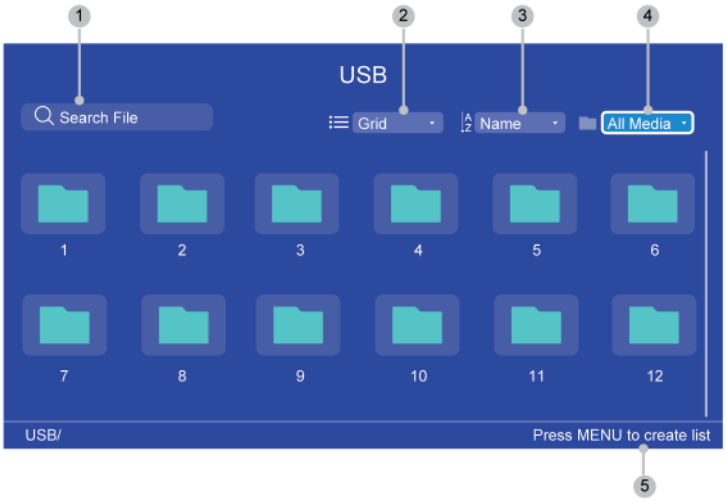
Enjoy Photos/Audio/Video Stored on a USB Device

You have some ways to enter Media:

- Press button to select **MediaCenter** from your Apps list on home page.
- Press button to select **Settings** > **Apps** > **All Apps** > **MediaCenter** > **Open**.

Then select **connected devices**.

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



1 Search the content you want to play.

2 Arrange the content list by **Grid**, **List**.

3 Sort the content list by **Name**, **Date Modified**, **Size**.

4 Filter the content list by **All Media**, **Music**, **Photos**, **Videos**, **Recorded**.

5 Create a photo, music, or video playlist.

Note:

- Some options in the above table may not be available in some models/countries/regions.
- The image is only for reference and may differ from the actual product.

Media format list

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.

Video Format

Container	Video Codec	File Extension Name	Resolution and Frame Rate
MPG	MPEG1	.mpg .mpeg	720 x 576 @ 30fps
MPEG program stream	MPEG2		3840 x 2160 @ 30fps
	MPEG1	.DAT, .VOB, .MPG, .MPEG	720 x 576 @ 30fps
	MPEG2		3840 x 2160 @ 30fps
	MPEG4		1920 x 1080 @ 60fps
	H.264		3840 x 2160 @ 60fps

Entertainment

Container	Video Codec	File Extension Name	Resolution and Frame Rate
MPEG transport stream	HEVC/H.265	.ts, .trp, .tp	3840 x 2160 @ 60fps
	MPEG4		1920 x 1080 @ 60fps
	H.264		3840 x 2160 @ 60fps
	VC1		1920 x 1080 @ 60fps
	MPEG1		720 x 576 @ 30fps
	MPEG2		3840 x 2160 @ 30fps
MP4	VP8	.mp4, .mov	1920 x 1080 @ 60fps
	AV1		3840 x 2160 @ 60fps
	HEVC/H.265		
	MPEG1		720 x 576 @ 30fps
	MPEG2		3840 x 2160 @ 30fps
	MPEG4		1920 x 1080 @ 60fps
	H.263		1408 x1152 @ 60fps
	WMV3		1920 x 1080 @ 60fps
	VC1		
	H.264		3840 x 2160 @ 60fps
	Motion JPEG		1920 x 1080 @ 60fps
MKV	VP9	.mkv	3840 x 2160 @ 60fps
	HEVC/H.265		
	MPEG1		720 x 576 @ 30fps
	MPEG2		3840 x 2160 @ 30fps
	MPEG4		1920 x 1080 @ 60fps
	H.264		3840 x 2160 @ 60fps
	WMV3		1920 x 1080 @ 60fps
	VC1		
	Motion JPEG		
	VP8		
	AV1		3840 x 2160 @ 60fps
AVI	HEVC/H.265	.avi	3840 x 2160 @ 60fps
	MPEG1		720 x 576 @ 30fps
	MPEG2		3840 x 2160 @ 30fps
	MPEG4		1920 x 1080 @ 60fps
	H.263		1408 x 1152 @ 60fps
	H.264		3840 x 2160 @ 60fps

Container	Video Codec	File Extension Name	Resolution and Frame Rate
	WMV3		1920 x 1080 @ 60fps
	VC1		
	Motion JPEG		
	VP8		
FLV	HEVC/H.265	.flv	3840 x 2160 @ 60fps
	MPEG4		1920 x 1080 @ 60fps
	H.263		1408 x1152 @ 60fps
	H.264		3840 x 2160 @ 60fps
	Motion JPEG		1920 x 1080 @ 60fps
	VP8		1920 x 1080 @ 60fps
WEBM	VP9	.webm	3840 x 2160 @ 60fps
	VP8		1920 x 1080 @ 60fps
	AV1		3840 x 2160 @ 60fps

Audio Format

Container	Audio Codec	File Extension Name
WAV	MPEG1/2 Layer1	.wav
	MPEG1/2 Layer2	
	MPEG1/2/2.5 Layer3	
	AAC-LC, HEAAC	
	DTS, DTS HD	
	LPCM	
MP3	MPEG1/2 Layer1	.mp3
	MPEG1/2 Layer2	
	MPEG1/2/2.5 Layer3	
AAC	AAC-LC, HEAAC	.aac
WMA	WMA7, WMA8, WMA9	.wma, .wmv
	WMA Pro	

Container	Audio Codec	File Extension Name
	WMA9 Pro	
FLAC	FLAC	.flac

Photo Format

Image	Photo	Resolution
JPEG	Base-line	65535 x 65535
	Progressive	1920 x 1080
PNG	-	8192 x 4320
BMP	-	
GIF	-	
WebP	-	3840 x 2160

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Karaoke

Connect a microphone to collect audio

1. Connect a microphone to the AV or USB port. Connection method may vary depending on the device you use.
2. Press button to select **Settings > Channels & Inputs > External Inputs > Karaoke Mode**, enable **Karaoke Mode**. Then the audio can be collected by the microphone.
3. Open an app on TV or share audio from your mobile device to enjoy Karaoke just at home.

Karaoke mode settings

Press button to select **Settings > Channels & Inputs > External Inputs > Karaoke Mode**.

- **Karaoke Mode**

  Manually turn on or off Karaoke Mode.
- **Microphone Device**

  Switch Microphone Device.
- **Microphone Volume**

  Adjust microphone volume. If your microphone support volume up or down, the signal won't sync to Microphone Volume menu on TV.

Note:

Entertainment

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

Related information

Connection Guide on page 22

Accessibility Features

Screen Readers and Audio Description

Note:

- The menu is only for reference and may differ from the actual product.

Talkback (Screen reader)

Press button on your remote control to select **Settings > Accessibility > Talkback (Screen reader)**.

Talkback is a screen reader accessibilit feature that assists visually impaired users by reading aloud on-screen text, menu items and other elements. It can also be set up to use with Accessibility Shortcut.

TalkBack settings

Press button on your remote control to select **Settings > Accessibility > Talkback (Screen reader) > Configuration**.

Text to Speech

Press button on your remote control to select **Settings > Accessibility > Text to speech**.

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

- **Speech Recognition and Synthesis from Google**
- **Engine configuration**

  Set the language-specific voice for the spoken text and install the voice data etc.
- **Speech rate**

  Speed at which the text is spoken.
- **Listen to an example**

  Play a short demonstration of speech synthesis.
- **Default language status**

  English (United Stated) is fully supported.

Audio description

Press button on your remote control to select **Settings > Accessibility > Audio description**.

Hear a description of what's happening on screen in supported movies and shows. You can turn on or off this function.

The menu is only for reference and may differ from the actual product.

Text Display Settings

Note:

- The menu is only for reference and may differ from the actual product.

Text Scaling

Press button on your remote control to select **Settings > Accessibility > Text Scaling**.

You can select **Small**, **Default**, **Large**, **Largest**.

Accessibility Features

Bold text

Press button on your remote control to select **Settings** > **Accessibility** > **Bold text**.

Color correction

Press button on your remote control to select **Settings** > **Accessibility** > **Color correction**.

Captions

Press button on your remote control to select **Settings** > **Accessibility** > **Captions**.

Display

Turn on or off display menu.

Language

Set the Menu Audio language.

Text size

Set the menu text size.

Caption Style

- **White on black**
- **Black on white**
- **Yellow on black**
- **Yellow on blue**
- **Custom**

Closed Captioning

Press button on your remote control to select **Settings** > **Accessibility** > **Captions** > **Closed Captioning**.

Or you can press / button to select **Closed Captioning**.

- **Closed Captioning**

  You can switch between Off, On and On when mute in Channel mode.
- **Caption Language**

  Select Caption Language.
- **Analog Closed Caption**

  Select an Analog Closed Caption settings from Off, CC1-CC4, TEXT1-TEXT4.
- **Digital Closed Caption**

  Select a Digital Closed Caption: Off, Service1-Service6 (Off, CS1, CS2, CS3, CS4, CS5, CS6).
- **Digital Caption Style**

  There are two caption styles. One is the Auto, while the other is the Custom style where you can adjust the **Font Size**, **Font Style**, **Font Color**, **Font Opacity**, **Background Color** etc.

Note:

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

High contrast text

Press button on your remote control to select **Settings > Accessibility > High contrast text**.

Improves contrast for visually impaired.

Interaction Controls

Note:

- The menu is only for reference and may differ from the actual product.

Accessibility shortcut

Press button on your remote control to select **Settings > Accessibility > Accessibility shortcut**.

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

Keyboard accessibility

Press button on your remote control to select **Settings > Accessibility > Keyboard accessibility**.

Adjust duration of messages that require action, and adjust the delay before key repeat.

Switch Access

Press button on your remote control to select **Settings > Accessibility > Switch Access**.

Switch Access can collect all of the text you type, except passwords. This includes personal data such as credit card numbers.

Other Services

Note:

- The menu is only for reference and may differ from the actual product.

Sling Accessibility

Press button on your remote control to select **Settings > Accessibility > Sling Accessibility**.

Sling Accessibility can collect all of the text you type, except passwords. This includes personal data such as credit card numbers.

Text-to-Speech (TTS) and Video Description functionalities on TV

Text-to-Speech (TTS) and Video Description can help you to navigate the menus on the screen and hear an audio description of relevant programs. Text-to-Speech can convert written text into voice to help visually impaired people listen to the information they are unable to read. In addition, the Video Description has an audio narration added to certain programs that will describe the main visual elements which visually impaired users may not be able to see.

Accessibility Features

Follow the steps below to enable the functions:

1. Press button on your remote control to select **Settings** > **Accessibility** > **Audio description**.
2. Select **Audio Description** to turn On or Off.

When **Audio Description** is turned On, then the contents of each menu displayed can be broadcasted out.

Note:

- This function may not be applicable in some models/countries/regions.
- The menu is only for reference and may differ from the actual product.

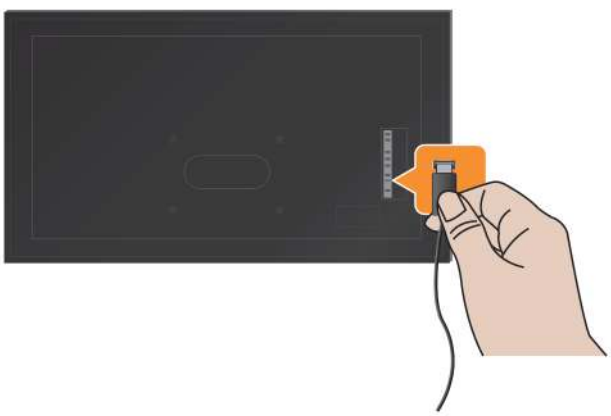
FAQ

In this section you will find the answers to the most frequently asked questions.

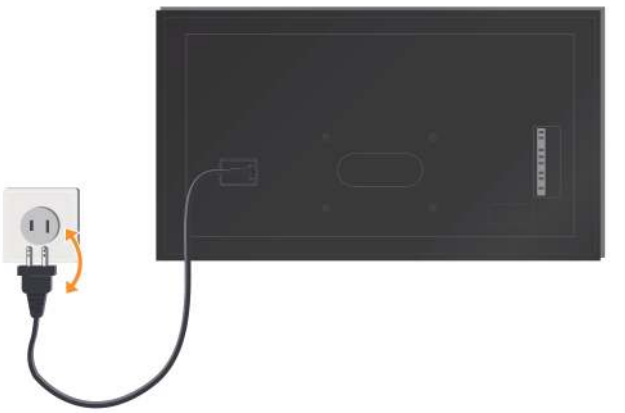
- There is no picture, or the picture is black and white.
- There is no sound or the sound is too low at maximum volume.
- My TV cannot connect to the network.
- I have connected an external source to my TV but I get no picture and/or sound.
- The remote control does not work.
- Schedule Recording cannot be used.

There is no picture, or the picture is black and white.

- Check input cable connections. Incorrect connections may cause color problems or a blank screen.

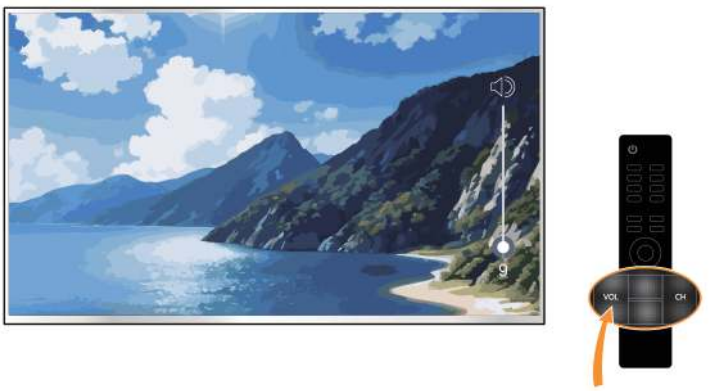


- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- Check if the **Color** is set to 50 or higher at > **Settings** > **Display & Sound** > **Picture** > **Color**.
- Press button on your remote control and select **Settings** > **Display & Sound** > **Picture** > **Brightness** and **Color**, check and adjust the settings.
- Switch to other channels or contents to check if the picture color is normal.
- Unplug the TV power cord from AC outlet and re-plug it after 60 seconds.

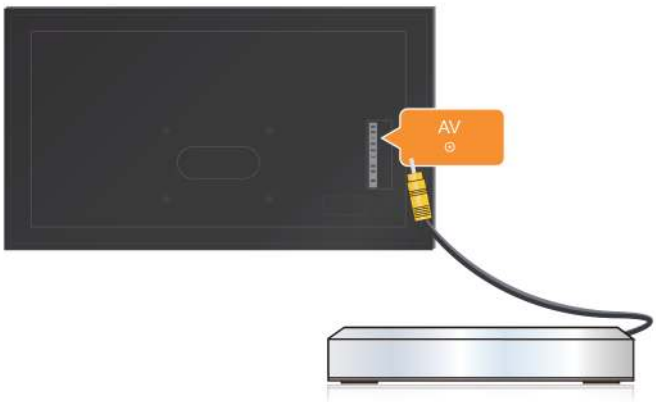


There is no sound or the sound is too low at maximum volume.

- Check if Mute mode is set to **On**. If so, press the mute button on your remote to restore the sound.
- Press volume button on your remote control to check the volume settings.



- Check the volume control of the device (cable or satellite box, DVD, Blu-ray, etc.) connected to your TV.
- Make sure that the audio cable is connected to the correct audio output connector on the external device.
- Check input cable connection to the TV. Incorrect connections may cause no sound.



- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- Check whether **TV Speaker** is selected at **> Settings > Display & Sound > Audio Output**.

My TV cannot connect to the network.

Before you review the solutions below, perform self-diagnosis to find the problem.

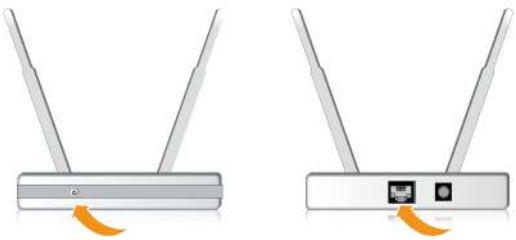
Check network status at **> Settings > System > About > Status**.

When connected to a wireless network

- Try to connect a wireless network again. Please carefully enter the password, especially for capital and small letters. For specific information please refer to First-Time Use > Connecting to the Internet > Connect to a Wireless Network in this manual.
- You can connect other wireless device to the same network. If the connection also fails, contact your Internet service provider.
- You can connect the TV to a wired network. If the wired network connection succeeds, there is an issue with your wireless modem/router.
- Position your wireless router, modem router, or access point close to the TV. Avoid putting it in a corner. As much as possible, make sure there's no wall between the TV and router.



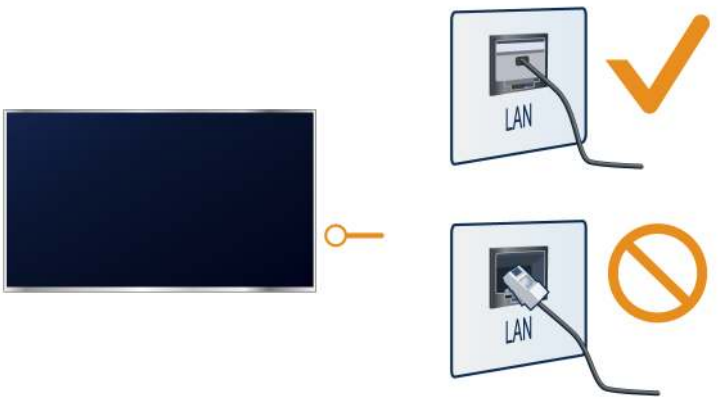
- Check whether there is radio wave interference. Wireless devices such as microwaves, mobile phones, operating within the same radio frequency range may interfere with the TV. If you use the TV and other wireless devices simultaneously, you may experience a worse network performance. Please power off these wireless devices or move them further away.
- Restart your modem/router. Power off your modem/router and power it on after at least 60 seconds. It may take time for your modem/router to reconnect to the Internet.
- Check your modem/router. Make sure cables are securely connected to your modem/router and the lights flash intermittently and regularly.



- If the issue is not improved after following the steps above, you can try using a wired network connection. For specific information please refer to First-Time Use > Connecting to the Internet > Connect to a Wired (Ethernet) Network in this manual.

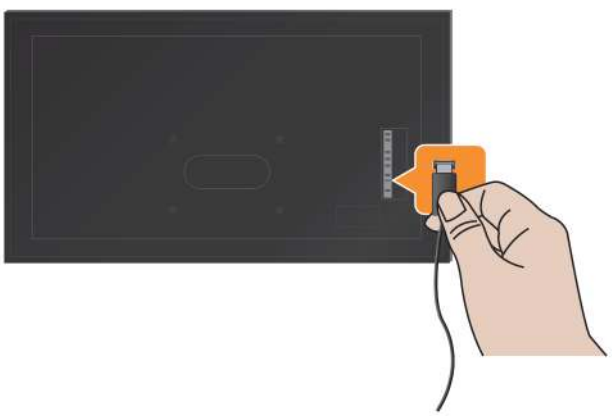
When connected to a wired network

- Restart your modem/router. Power off your modem/router and power it on after at least 60 seconds. It may take time for your modem/router to reconnect to the Internet.
- Check your modem/router. Make sure cables are securely connected to your modem/router and the lights flash intermittently and regularly.
- Make sure one end of the network cable is securely connected on the back of the TV, the other end securely connected to an external modem/router. Any loose connection may cause unstable or disconnected network.

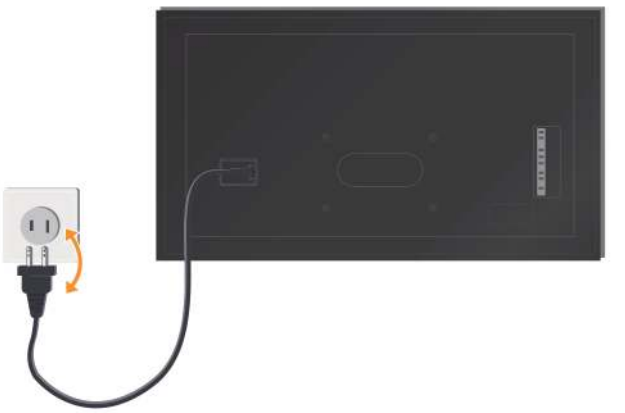


I have connected an external source to my TV but I get no picture and/or sound.

- Check whether the connection between the external device and your TV is correct and secure.



- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- If the signal is intermittent, unplug the TV power cord from AC outlet and reconnect after 60 seconds.



The remote control does not work.

- Confirm that the TV still has power and is operational. Press the power button on the TV to determine if the problem is with the remote control or not.
- Check the indicator on the remote control. (some remote controls do not support this function)

  If the TV is not responding to the remote control, then please check if the indicator on the remote control flashes when any button is pressed.
- If the indicator does not flash when the remote control button is pressed, the battery power may be low. You can replace the batteries with new ones. For solar remote control, you can charge it by exposing the solar panel to light or using a USB type-C cable.



- Check the orientation of each battery. Make sure to match the (+) and (-) ends of the batteries with the (+) and (-) ends indicated in the battery compartment. This method is only applicable for battery-replaceable remote control models.



- If the battery power is normal, take out the batteries, press any key for 1~2 seconds, and install batteries back into the remote. This method is only applicable for battery-replaceable remote control models.
- Use the remote control within an appropriate operation range. The remote control can work at a distance of up to 8 meters in front of the TV.
- Keep the TV remote sensor area clear from obstacles. Use the remote control when there are no obstacles between the TV and the remote control.



- If the remote is not working, try to keep interferences such as wireless LAN access point, microwaves, or other Bluetooth devices away when using the remote control.
- For Bluetooth remote controls, try re-pairing the remote control with the TV by pressing and holding the and button at the same time at least 3 seconds.

Schedule Recording cannot be used.

- Check if there is a storage device connected to the TV.



- Check the free space of the storage device. The function will not work if there is not enough storage space on the device.
- Check whether your storage device is damaged. In this case, files cannot be stored. If so, it is suggested to format your storage device.
- When there is no signal, the recording will be paused, and it will resume once the signal returns.



Note:

- Recording function may not work if the read/write speed of the USB device is too slow.
- Recording function may not work because the storage format of your device is unsupported.
- The Recording functions may not be applicable in some models/countries/regions.

Troubleshooting Guide

Please first try the following steps to resolve the issues:

- Check whether the TV has updated the latest software
- Restart or reset the TV

If the issue persists, select the following issues bellow to start troubleshooting:

Picture Issues

Sound Issues

Troubleshooting

Channel and Broadcast Issues

App Issues

External Device Connection Issues

Voice Service Issues

Other Issues

Network Issues

Remote Control Issues

HDMI & CEC Issues

Media Files

If the solutions do not help you resolve the issues, please contact our service centre.

Restart or reset your TV

If the TV has problems such as a delay between the picture and sound or connection fails to external devices, you can try to restart your TV first to troubleshoot the issue. If the problems persist, reset your TV to the factory default. Before you start, remove any external USB devices from the TV.

Restart your TV

1. Press the power button on your remote control or press the power button on the TV to turn it off. For some models, press the power button on the TV to display the on-screen menu, and press the button again to move the focus to **Power off** to turn off the TV.
2. Unplug the TV power cord from AC outlet and reconnect after 60 seconds.
3. Press the power button on your remote control or press the power button on the TV to turn it on.

Note:

- Restart your TV will not clear your personal settings, information and data.

Reset your TV

Please note that reset will clear your personal settings, information and data. Find more specific operation steps in Settings Overview > Reset to Factory Default in this manual.

Picture Issues

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 button on your remote control and select **Settings** > **Display & Sound** > **Picture** > **Clarity** to adjust **Clarity** 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, microwaves used close to the TV may cause noise on analog and digital channels. If you turn off the appliance and the interference disappears, it proves that the appliance does affect the picture performance. Please move it further away from your TV.

- If you choose **TV** as the input source, adjust the direction and position of the antenna, reset or fine tune the channel. (only for the models with tuners).
- 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 programs 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, microwaves used close to the TV may cause noise on analog and digital channels. If you turn off the appliance and the interference disappears, it proves that the appliance does affect the picture performance. Please move it further away from your TV.

The brightness cannot be adjusted.

- Check Light Sensor settings at > **Settings** > **Display & Sound** > **Intelligent Settings** > **Automatic Light Sensor**. If **Automatic Light Sensor** is on, remove the objects that may block the TV light sensor.
- Turn on **Automatic Light Sensor**. Press button on your remote control and select **Settings** > **Display & Sound** > **Intelligent Settings** > **Light Sensor Shift** to adjust the setting.

Note:

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

Sound Issues

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 button on your remote control and select **Settings** > **Display & Sound** > **Sound** > **Digital Audio Output** > **Digital Audio Delay**. Set the value to 0.
- Press button on your remote control and select **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** > **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.

Note:

- Options may 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, microwaves used close to the TV may cause noise on analog and digital channels. If you turn off the appliance and the interference disappears, it proves that the appliance does affect the picture performance. 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.

Volume cannot be changed or it changes on its own.

- Press the power button on the TV to check if the TV responds. If there is no response, the TV may not be 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.
- Check if **Auto Volume Control** is turned on at > **Settings** > **Display & Sound** > **Sound** > **TV Sound Effect** or at > **Settings** > **Display & Sound** > **Intelligent Settings**.
- When connecting an external speaker via HDMI, first check the cable connection, then press button on your remote control and select **Settings** > **Channels & Inputs** > **External Inputs**, set **HDMI control** to **On**.
- Insufficient TV memory causes a lag when you change the volume. Please clear cache.
- If you have just turned on the TV, there may exist a delay after you press the volume up/down button on the remote control. Please wait a while for the TV to start up fully.
- If the problem persists, restart your TV.

Channel and Broadcast Issues

Note:

- Tuner function may not be applicable in some models/countries/regions.
- Please check the items below.
- In Live TV, there is no signal, or a weak signal, or you cannot find any channels.
- The Closed Captionings are not displaying on the TV screen.
- The channel list sorting is lost after several days, or previously deleted channels return in the channel list.

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 antenna is not damaged.

  b. The antenna/cable is not loose or disconnected.

  c. The antenna/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 antenna/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.
- If the problem persists, scan channels again. In Live TV, press button on your remote control and select **Settings > Channels & Inputs > Channels > Auto Channel Scan** / **Manual Scan > DTV Manual Scan** / **ATV Manual Scan**. For specific information please refer to Enjoy Live TV > Channel Scan in this manual.

The Closed Captionings are not displaying on the TV screen.

- To turn on/off the Closed Captioning function, press button on your remote control and select **Settings > Accessibility > Captions > Closed Captioning**. For specific information please refer to Accessibility Features > Text Display Settings > Captions > Closed Captioning in this manual.

Note:

- Some channels may not have Closed Captioning data. In this case, even if you turn on the Closed Captioning function, Closed Captionings are not provided on TV screen.

The channel list sorting is lost after several days, or previously deleted channels return in the channel list.

- Make sure that you have not reset the TV to factory default before. Resetting the TV will reset all your user settings.
- Check if the channels in the channel list have updated or your subscription expires.
- Re-scan channels to find lost channels in your channel list. For specific information please refer to Enjoy Live TV > Channel Scan in this manual.

Network Issues

Please check the items below.

- The signal strength is weak.
- The network connection is unstable, often disconnected.

The signal strength is weak.

- See Number 1, 2, 3, 6 in Common solutions to network issues.

The network connection is unstable, often disconnected.

When connected to a wireless network

- See Number 1, 2, 3, 4, 6 in Common solutions to network issues.

When connected to a wired network

- See Number 3, 4, 5 in Common solutions to network issues.

Common solutions to network issues

1. Position your wireless router, modem router, or access point close to the TV. Avoid putting it in a corner. As much as possible, make sure there is no wall between the TV and router.
2. Check whether there is radio wave interference. Wireless devices such as microwaves, mobile phones, operating within the same radio frequency range may interfere with the TV. If you use the TV and other wireless devices simultaneously, you may experience a worse network performance. Please power off these wireless devices or keep them away from the TV.
3. Restart your modem/router. Power off your modem/router and power it on again after at least 60 seconds. It may take time for your modem/router to reconnect to the Internet.
4. Check your modem/router. Make sure cables are securely connected to your modem/router and the lights flash intermittently and regularly.
5. Make sure one end of the network cable is securely connected on the back of the TV, the other end securely connected to an external modem/router. Any loose connection may cause unstable or disconnected network.
6. If the issue is not improved after following the steps above, you can try using a wired network connection. For specific information please refer to First-Time Use > Connecting to the Internet > Connect to a Wired (Ethernet) Network in this manual.

Apps Issues

Choose the issue your TV occurs.

- Apps cannot be installed, opened, updated or uninstalled.
- The app exits itself.
- It is freezed or not smooth while using an app. Its image quality is poor.
- Problems occur when using 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 a while until the TV's setup is ready.
- You can only install apps that are compatible with the TV. We recommend to Install an App. The apk files downloaded from the Internet may not be installed on the TV.
- You can only delete apps that you have installed to the TV. Factory-installed apps cannot be deleted.
- See Number 1, 2, 3 in Common solutions to apps issues.

The app exits itself.

- See Number 2 in Common solutions to apps issues.

It is freezed or not smooth while using an app. Its image quality is poor.

- Exit the app and then open it again.
- Uninstall and reinstall the app. For specific information please refer to Benefits of Smart TV > Using Apps in this manual.
- See Number 1, 2, 3 in Common solutions to apps issues.

Problems occur when using Browser to stream videos.

- Exit the Browser and then open it again.
- See Number 1, 2 in Common solutions to apps issues.

The app language is different from the TV menu language.

- The language in an app could be different from the TV menu's language because they may be separately set up. You can change the language in the app's settings. Please note that whether you can change the language in an app depends on the app's service provider.

Common solutions to apps issues

1. Check whether there are network issues with your TV.
2. The storage is insufficient. Try to clear cache or uninstall uncommonly used apps. You can clear cache for browser and apps. This will permanently remove all the user data and temporary files.
3. The service of the app may not be available currently. Try using apps later.

Remote Control Issues

Choose the issue your device occurs.

- 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, the response delay may occur between the TV and remote control. Please wait a while to use the remote control.

- The battery power of the remote control may be low. You can replace the batteries with new ones. For solar remote control, you can charge by exposing the solar panel to light or using a type-C cable.
- If the battery power is normal, take out the batteries, press any key for 1~2 seconds, and install batteries back. This method is only applicable for battery-replaceable remote control models.

I want to use the remote control to control other devices.

- Turn on **HDMI Control** on the TV. Press ⚙ button on your remote control and select **Settings > Channels & Inputs > External Inputs > HDMI 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 lis not damaged.

External Device Connection Issues

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.

No sound from the TV while using the casting feature.

- Check if Mute mode is set to **On**. If so, press the mute button on your remote to restore the sound. If not, turn up the volume.
- Check if **TV Speaker** is selected at > **Settings** > **Display&Sound** > **Audio Output**.
- Check the network status. If the network signal is weak or low, there may exist a sound delay between the TV and the mobile device. For specific information please refer to Troubleshooting > Network Issues in this manual.

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

- Check if your TV supports **Screen Sharing**/**Content Sharing** at > **Apps** > **Connections Tips** > **Screen Sharing**/**Application Sharing**.
- Some TV models may not support Content Sharing.
- For iPhone, iPad, or Mac, use AirPlay to share content on the TV. Check if your TV supports **AirPlay** at > **Apps** > **Connections Tips** > **Airplay**. Some TV models may not support AirPlay.
- Check if **Content Sharing** is turned on. Press > **Settings** > **System** > **Content Sharing**.
- 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. For specific information please refer to Troubleshooting > Network Issues in this manual.
- 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 speakers.

- Check if the Bluetooth device is compatible with the TV.
- Check if connection cable or cable connector is damaged.
- Check if the Bluetooth is turned on at > **Settings** > **Remotes & Accessories** > **Bluetooth**.
- Turn off and restart Bluetooth at > **Settings** > **Remotes & Accessories** > **Bluetooth**.

Connection between external devices and the TV is unstable.

- Check if the connection cable is securely connected to the TV and soundbar.
- When the external device and the TV are connected via wireless, make sure that there are no obstacles between them.

- Make sure that the distance between the Bluetooth device and the TV is within 10 metres.
- Check if the Bluetooth device is powered on or its battery is fully charged.
- Check Bluetooth module specifications. Make sure that the frequency range of Bluetooth devices is not the same as other electric appliances, otherwise Bluetooth devices may be affected.

I cannot select a connected device or find a connected HDMI device.

- Press INPUT / button on your remote control to select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on TV.
- Check if the external device is powered on.
- Check if connection cable or cable connector is damaged.
- Check if the cable is securely connected.
- Check if the external device is compatible with the TV.

HDMI & CEC Issues

Choose the issue your TV occurs.

- I want to turn the TV and external device off or on at the same time.
- I want to disenable HDMI & CEC function.
- An external device cannot be controlled by using the TV's remote control.

Note:

- If the connected HDMI device may not support HDMI & CEC control, the feature may not work.

I want to turn the TV and external device off or on at the same time.

- Confirm that the external device is HDMI & CEC compatible and the HDMI & CEC feature of the connected device is turned on. For specific information, please refer to the user manual with the external device.
- Check whether HDMI & CEC feature of your TV is turned on or device auto power off and device auto power on are enabled. For specific information please refer to Connecting to External Devices > Remote & Accessories > Use HDMI & CEC in this manual.

I want to disenable HDMI & CEC function.

- To turn off the HDMI & CEC feature of your TV, press button on your remote control and select **Settings** > **Channels & Inputs** > **External Inputs** > **HDMI control**. Set **HDMI control** to **Off**.

An external device cannot be controlled by using the TV's remote control.

- Check whether there is an issue with your remote control. For specific information please refer to Troubleshooting > Remote Control Issues in this manual.
- Check whether the power cable of the external device is properly connected and the HDMI cable connection between the external device and the TV is secure. Please use a HDMI cable of standard specification and make sure the cable is not damaged.
- Confirm that the external device is HDMI & CEC compatible and the HDMI & CEC feature of the connected device is turned on. For specific information, please refer to the user manual with the external device.
- Check whether HDMI & CEC feature of your TV is turned on. Press button on your remote control and select **Settings** > **Channels & Inputs** > **External Inputs** > **HDMI control**. Set **HDMI control** to **On**.

- Some menu 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's remote control.

Voice Service Issues

Choose the issue your TV occurs.

- Voice button on remote control doesn't work.
- The TV fails to receive voice command. I spoke wake-up words, but there's 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's setup is ready.
- 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 the device to respond.
- When the TV is connected with external devices, the performance of voice service may be affected.

Voice button on remote control doesn't work.

- Check the status of your remote control. For specific information please refer to Troubleshooting > Remote Control Issues in this manual.
- Keep the remote control within 3 metres from the TV.
- Change account or log out of the account.

The TV fails to receive voice command. I spoke wake-up words, but there's no answer.

- Check whether the built-in microphone control button at the bottom of the TV is switched on.
- After the Voice Assistant setup has been completed, check whether the Hands-Free mode is turned on. Press button, select **Set up Google TV** on lancher.
- Wake-up words may differ depending on Voice Assistant. For specific information please refer to First-Time Use > Using the TV Voice Service > Hands-Free Wake-up in this manual.
- When the TV is far from you or the noise is loud, the TV may not receive voice command accurately.
- Change account or log out of the account.

Note:

- The Hands-Free Wake-up and some of its features are available on limited country/region/language.

Media Files

Some files are interrupted during playback./Some files can't be played.

Most files can be played back, but you might experience problems with the TV or the files.

- First check if there are problems with files.

  a. The files are not corrupted. After you have saved files to a storage device (a USB flash drive) from PC, please eject the storage device first before you disconnect it from PC.

  b. The format of files that can be played depends on the codec and driver of the TV. For example, high-bitrate or high-resolution files may not be played back smoothly or can't be played. For more information about the supported codecs, please refer to Entertainment > Media > Media Format in this manual.
- Then check if there are problems with TV.

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

  b. Make sure the cable connected to the TV and the external device is not loose or disconnected.

Other Issues

Choose the issue your TV occurs.

- 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 re-configure every time when 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 under configurations, such as Remove User Data or Reset to Factory Default, the TV will retart by itself. This is normal.

Turns off by itself

- Check if the power cord is connected to AC outlet. Disconnection will let the TV shut down.
- Check if **Sleep Timer**, **Power Off Timer** or **Auto Sleep** is set. These features will help the TV to automatically turn off at the specified time.

  Press button on your remote control and select **Settings** > **System** > **Power & Energy**. Please find these features in **Power & Energy**.
- 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 button on your remote control and select **Settings** > **Channels & Inputs** > **External Inputs** > **Device auto power off**.

Turns on by itself

- Check if **Power On Timer** is enabled. This feature will help the TV to automatically turn on.

  Press button on your remote control and select **Settings** > **System** > **Power & Energy** > **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 ⚙ button on your remote control and select **Settings** > **Channels & Inputs** > **External Inputs** > **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 re-plug it after 60 seconds.
- Try to turn on the TV with the remote control. Press the power button on the remote control and check if the TV turns on. If you cannot turn on the TV with the remote control, please refer to Troubleshooting > Remote Control Issues in this manual to troubleshoot.
- Try to turn on the TV with the power button on the TV. Press the power button and check if the TV turns on.

Cannot be turned off

- When the TV cannot be turned off with the remote control, the remote control may not work. Please refer to Troubleshooting > Remote Control Issues in this manual to troubleshoot.
- Try to press the power button on the TV to turn it off. For some models, press the power button on the TV to display the on-screen menu, and press the button again to move the focus to **Power off** to turn off the TV.
- If the TV cannot be turned off by pressing the power button on the TV, disconnect the power cord from the AC outlet.

ⓘ System update cannot be completed.

The software update takes a couple of minutes. Please wait a while.

- Check whether there are network issues with your TV. Try to upgrade again when network issues are fixed.
- Restart your TV then try to perform system update.
- If the issue persists, you can upgrade the software using a USB drive. For specific information please refer to Settings Overview > Support > System Update in this manual.

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

- See Troubleshooting > Troubleshooting Guide > Restart or reset your TV in this manual.

ⓘ The settings are lost and need re-configure every time when the TV is turned on.

- Make sure that you didn't factory reset the TV before. Factory reset will erase all the settings.
- Make sure that you didn't remove user data before. 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.

1. Press button on your remote control and select the account that has been logged in on the left of navigation bar on the Home screen.
2. Select **Manage accounts > Remove**.

Note:

- This setting will completely delete your usage data (including account, Live TV favorite channel list (Tuner function may not be applicable in some models/countries/regions.), bluetooth equipment management information, TV name, etc.) and the data cannot be restored.
- The TV will restart after you confirm to clear data.

The TV is hot.

- This is normal because the panel generates heat when you use the TV for a period of time, but the heat does not affect the TV's functionality. As long as the TV runs normally, you don't need to worry.
- We recommend you to place the TV in a proper ventilation for air circulation. If you find that the TV is too hot, you can try to turn off the TV.
- 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 button on your remote control and select **Settings > System > System sounds** and turn **System sounds** off. This function may not be applicable in some models/countries/regions.