E-Manual MT9618 U7 Laser EUEM

Contents

First-Time Use

Enjoy Live TV

Benefits of Smart Console

Connecting to External Devices

Contents

Contents

Using the E-Manual

View the embedded E-Manual that contains information about your console'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

• Enter the Home screen of the E-Manual.

  Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Support** > **E-Manual**.

• Enter Enjoy Live TV chapter

  Press **INPUT**/ ⊸ / ⊟ button on your remote control and select **TV**, then press ▤/▤/▤ button on your remote control and select **E-Manual** (only for the models with tuners). You can learn more about how to set up Live TV features.

• Enter Connecting to External Devices chapter

  Press **INPUT**/ ⊸ / ⊟ button on your remote control and select **Connection Guide** to learn more about how to connect external devices to your console and how to set up.

Note:

• The black background icon indicates the button on the remote control.

• The grey background icon indicates the icons on the screen.

Use the Buttons in the E-Manual

• Search

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

• QR Code

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

• Try Now button

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

Home Screen

All functions can be accessed from the Home screen.

First-Time Use
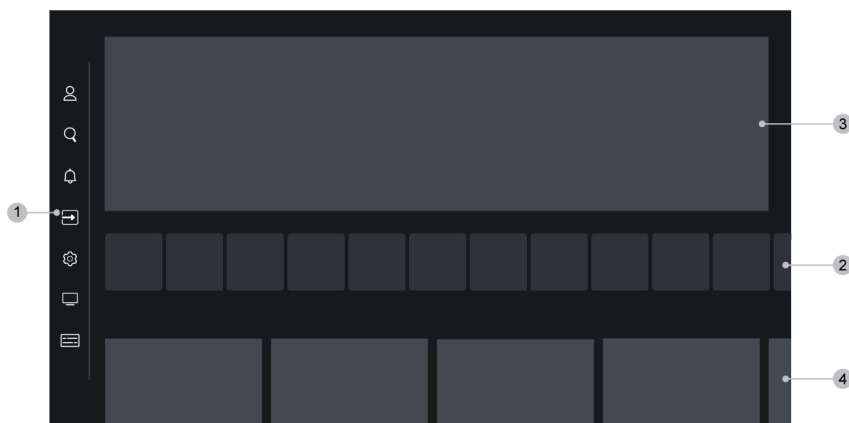
1. Navigation bar
2. Apps
3. Herobanner
4. Recommended content

Note:

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

Display the Home Screen

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

To choose input, press **INPUT** / ⟳ / ⤵ button on your remote control or use the navigation buttons to move the focus to the ⤵ **Input** icon on the side of the screen, press **OK** button to enter and select your desired input source.

Use the Navigation Bar

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

Note:

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

⌂ Account

A VIDAA account provides all the best features of your Smart console and ensures that all services are kept up to date.

For more information about VIDAA account, please refer to First-Time Use > User Account in this manual.

⌕ Search

Search the content you want.

⌂ Notification

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

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

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

Note:

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

⊞ Input

Select the input source depending on the device you have connected to your console.

⚙ Settings

Manage console configuration.

▢ Live TV

Quick access to Live TV.

Only for the models with tuners.

⊞ Guide

Quick access to Guide. For more information, please refer to Enjoy Live TV > Programme Guide (EPG) in this manual.

Only for the models with tuners.

Connecting to the Internet

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

Connect to a Wired (Ethernet) Network

To get access to the Internet using a wired connection, it is recommended to use a modem or router that supports Dynamic Host Configuration Protocol (DHCP). Modems and routers that support DHCP automatically provide the IP address, netmask, gateway, DNS Server 1 and DNS Server 2, so you do not have to enter them manually. Most home networks already have DHCP.
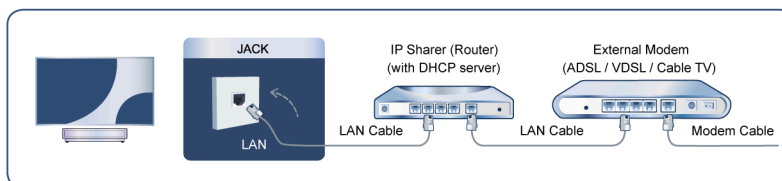
After connecting to a wired (Ethernet) network, press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Connection** > **Network** > **Network Configuration**.

• **Connection Type**

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

- **Ethernet**

    Display network status.

- **IP Settings**

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

📖 **Related information**

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 and select ⚙ **Settings** > **Connection** > **Network** > **Network Configuration**.

- **Connection Type**

    Choose a wireless network connection to access the Internet.

- **Refresh**

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

- **Advanced Settings**

    Configure the advanced wireless network settings for the console.

- **Add**

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

📖 **Related information**

User Account

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

Create a new account

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

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

1. After the network is connected, press 🏠/🏠 button on your remote control and select 👤 **Account** icon in the navigation bar on the Home screen.

2. Select **Create Account** on screen (or select **Email Create Account** for some countries/regions).

3. Enter your E-mail address and password.

4. Follow the instructions on your console to finish the process of creating an account.

Sign into an account

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

1. After the network is connected, press 🏠 / 🏠 button on your remote control and select 👤 **Account** icon in the navigation bar on the Home screen.

2. Register your device to your VIDAA Account. After entering your E-mail and password, select **Sign In**.

3. You can create a profile and give it a name.

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

Selecting Inputs

Access to connected external devices including wireless connected devices.

Switch between external devices connected to the console

1. Press **INPUT** / 🔁 / 🔁 button on your remote control or press 🏠 / 🏠 button to move the focus to the 🔁 **Input** icon on the side of the Home screen, press 🆗 button to enter.

2. Select your desired input source.

Edit the name of input sources

1. Press **INPUT** / 🔁 / 🔁 button on your remote control or press 🏠 / 🏠 button to move the focus to the 🔁 **Input** icon on the side of the Home screen, press 🆗 button to enter.

2. Move the focus to an input source and press 📧 / 📧 / 📧 button on your remote control to edit.

Note:

• Some input sources cannot be renamed.

Using the Console Voice Service

Select Voice Service on the console

To access the Voice Service and select a voice assistant:

• Press 🎤 button on your remote control.

• Press 🏠 / 🏠 button to select ⚙ **Settings** icon and select **System > Voice Service**.

Note:

• Before use Voice Service, please pair Bluetooth remote control to your console first.

First-Time Use

Use the remote microphone

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

Note:

- Voice Service feature may not be applicable in some models/countries/regions.
- Remote control with 🎤 button is only available 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.

📧 **Related information**

Channel Scan

You can scan for channels automatically or manually.

Note:

• Only for the models with tuners.

Auto Scan

Automatic channel scan.

1. Press **INPUT** / ⟶ / ⟐ button on your remote control and select **TV**.

2. In Live TV, press ▤ / ▤ / ▤ button and select **Settings** > **Channel** > **Auto Scan**.

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

Satellite

• **Single satellite**: You can use single satellite if you only have one satellite installed.

• **DiSEqC**: You can choose DiSEqC if you have DiSEqC equipment. Up to four satellites in DiSEqC 1.0 mode can be installed.

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

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

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

Aerial

• **Channel**: Select from **All Channels** or **Free Channels**. This option may not be available depending on countries/regions/operators.

• **Scan Mode**: Select from digital channels only (DTV), digital and analogue channels (DTV+ATV) or analogue channels only (ATV).

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

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

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

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

Cable

• **Channel**: Select from **All Channels** or **Free Channels**. This option may not be available depending on countries/regions/operators.

• **Scan Mode**: Select from digital channels only (DTV), digital and analogue channels (DTV+ATV) or analogue channels only (ATV). For some countries/regions, only ATV is available.

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

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

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

Note:

• Satellite/aerial/cable function may not be applicable in some models/countries/regions.

Manual Scan

Manual scan channels for DTV or ATV.

1. Press **INPUT** / ⟍→⟋ / ⟍⟑⟋ button on your remote control and select **TV**.

2. In Live TV, press ▤ / ▤ / ▤ button on your remote control and select **Settings** > **Channel** > **Advanced Settings** > **Manual Scan**.

Note:

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

Live Menu

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

Note:

• Only for the models with tuners.

Display Channel List

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

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

Learn about channel list sub-menu

In Live TV, press OK / CH.LIST button on your remote control and press ❯ button.
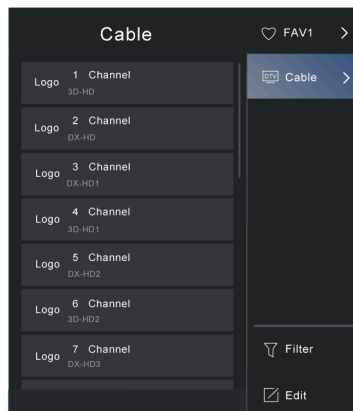
TV List

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

FAV1-4

Display favourite lists 1 to 4.

Filter

Enjoy Live TV

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

Some options in **Filter** may not be available in some models/countries/regions.

Edit

Edit the channel list.

Note:

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

📄 **Related information**

Channel List Auto Update

Press 🔲/🔲/🔲 button on your remote control and select **Settings** > **Channel** > **Advanced Settings** > **Channel List Auto Update**.

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

Display Favourite Channel List

In Live TV, press 🆗/🔘 button on your remote control and press ❯ button, then select **FAV1-4** to display the favourite list.

📄 **Related information**

Learn about the On-Screen Menu

In Live TV, press 🔲/🔲/🔲 button to access the on-screen menu.

• **Channel List**

    Quick access to Channel List.

• **Guide**

    Quick access to Guide (EPG).

• **Subtitle**

    Turn on Subtitle function or select subtitle option for digital broadcast content.

• **Recording List**

    Quick access to Recording List.

• **PVR**

    Launch Schedule Recording.

• **Timeshift**

    Launch Timeshift.

• **HbbTV**

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

• **E-Manual**

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

- **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.

- **Settings**

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

Note:

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

📃 **Related information**

Channel Edit

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

Note:

- Only for the models with tuners.

Edit Channel List

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

In Live TV, press ⓄⓀ/🔘 button on your remote control and press ⏵ button to select a Live TV channel category such as Aerial or Cable, then use D-pad to select **Edit**.

Alternatively, in Live TV, press 📱/📱/📱 button, select **Settings > Channel > Channel Edit**, then select a Live TV channel category such as Aerial or Cable.
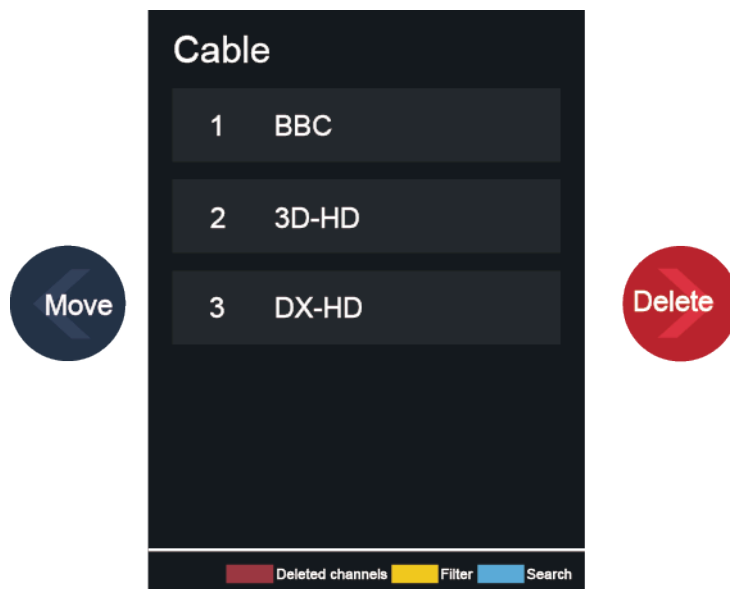
Enjoy Live TV

Manage the channels

- Press ⓞⓚ button on the selected channel, then a checkbox will appear. You can select multiple channels at the same time to move or delete.

- Move: Press ◀ button to move the selected channel.

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

- Delete: Press ▶ button to delete the selected channel.

- Restore: Press ▬▬ [RED] button, or press 🔴/🔢 button to display the colour menu and select RED to enter the list of deleted channels. Press ◀ button to restore the deleted channel.

- Filter: Press ▬▬ [YELLOW] button or press 🔴/🔢 button to display the colour menu and select YELLOW, the filter screen will pop up. Press ⓞⓚ button to select options, the channel list can then be updated.

- Search: Press ▬▬ [BLUE] button or press 🔴/🔢 button to display the colour menu and select BLUE to search for a channel.

Export the channel list to USB

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

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

Import the channel list from USB

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

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

🗒 **Related information**

Edit Favourite Channel List

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

Add a channel to a favourite list

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

1. In Live TV, press ⓞⓚ/🗒 button to display the channel list.
2. Press 🗒/🗒/🗒 button and select the channel(s) you want to add to the favourite list.
3. Select **Add to Favourite** and choose from **FAV1-FAV4**.
4. Then, a heart-shape icon will appear next to the added channel.

Remove channels from favourite list

1. In Live TV, press ⓞⓚ/🗒 button on your remote control and press ▶ , select **FAV1-4**.
2. Press 🗒/🗒/🗒 button and select the channel(s) you want to remove from the favourite list.
3. Select **Remove from Favourite**.

Edit a favourite list

In Live TV, press ⊙⃝/⃞ button on your remote control and press ❯, select **FAV1-4**, then use D-pad to select **Edit**.

Alternatively, in Live TV, press ▤/▤/▤ button on your remote control and select **Settings > Channel > Channel Edit**, then select **FAV1-FAV4**.

You can add, move, or remove favourite channels.

```
FAV1

      ⊕ Add channels

  1   BBC

  2   3D-HD




                         █ Filter  █ Search
```
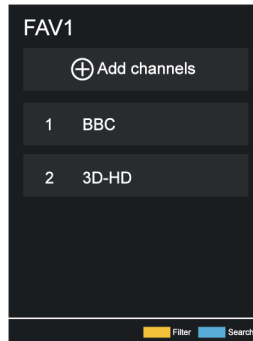
- Select ⊕ **Add channels** to add the selected channel to the favourite list.

- Select a channel in a favourite list, then press ❮ button to move it.

- Select a channel in a favourite list, then press ❯ button to remove it.

▤ **Related information**

Channel Scan on page 10

Programme Info

While watching TV programmes, press ⍶/⃝/⃞ button to load the programme info bar.

```
 ①    ③           ④                    ⑤           ⑥
                                              01/07/2023 01:00 PM
 ♡    85      DT29 1080i          DT29 1080i          DT2
      🖵      04:00 — 07:00        07:00-10:00         10:00
 ⌂⊕   3 DT29                                    DVB-C:DTV
 ②                                                   ⑦
```
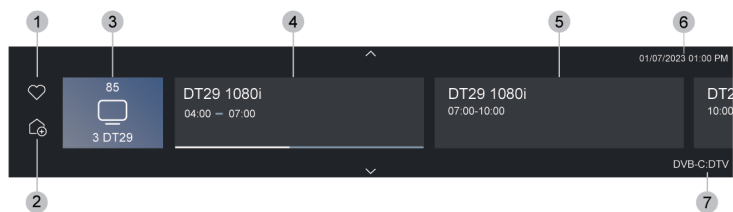
1. Add to favourite

2. Add to home

3. Channel number, Channel logo, Channel name

4. Current programme

5. Next programme

6. Date and time

7. Channel category

Note:

• Only for the models with tuners.

• The remote control buttons may vary depending on models/countries/regions.

• The image is only for reference and may differ from the specific product.

• In some special cases, 🅐 button may not work, you could try to press 🆇🆃 button first or turn off HbbTV function, then try again.

Programme Guide (EPG)

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

Note:

• Only for the models with tuners.

• The Guide (EPG) function is only available for digital channels, analogue channels are not supported.

Launch the Guide

In Live TV, press 🅶🆄🅸🅳🅴/🅴🅿🅶 button, or press ▤/▤/▤ button and select **Guide (EPG)** to display programme guide.

Learn about the Guide menu

• **Watch**

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

• **PVR/Reminder**

   In Guide (EPG), press 🅐/🆅 button to select the channels. Press 🅦/🅧 button to select programme based on the time schedule.

   Press 🅾🅺 button to select **PVR** or **Reminder**.

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

   Note:

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

• **Scheduled**

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

- **Programme Colour**

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

    Note:

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

- **24h−**

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

- **24h+**

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

Programme Guide Auto Update

Press 📑/📑/📑 button on your remote control and select **Settings** > **Channel** > **Advanced Settings** > **Programme Guide Auto Update**.

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

Programme Recording (PVR)

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

Note:

- Only for the models with tuners.

Read before Recording Programmes

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

Enjoy Live TV

- Recorded programmes saved in the USB storage device can only be viewed on this console. They cannot be viewed when connected to another console (including the same model of console), a PC, or other devices.
- The PVR function may not be applicable in some models/countries/regions.

📃 **Related information**

Connecting USB Devices on page 39

Recording

Schedule Recording

There are several ways to use PVR.

- In Live TV, press 📄 / 📄 / 📄 button and select **PVR**.
- In Live TV, press 🔼 / ⓘ / 📟 button to load the info bar, then select a programme and choose **PVR**.
- In Live TV, press 🔘 / 🔘 button, or press 📄 / 📄 / 📄 button and select Guide (EPG) to display programme guide. Select a programme and choose **PVR**.
- If your remote has ⏯ button, press it and use D-pad to select 🔴 to set up PVR.

You can select recording mode from time, manual stop and programme.

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

In Guide (EPG), press the ▬▬▬ [RED] button or press 🔵 / 🔢 button to display the colour menu, select RED to view the scheduled recording. In the schedule recording list, you can readjust the reservation information that has been set.
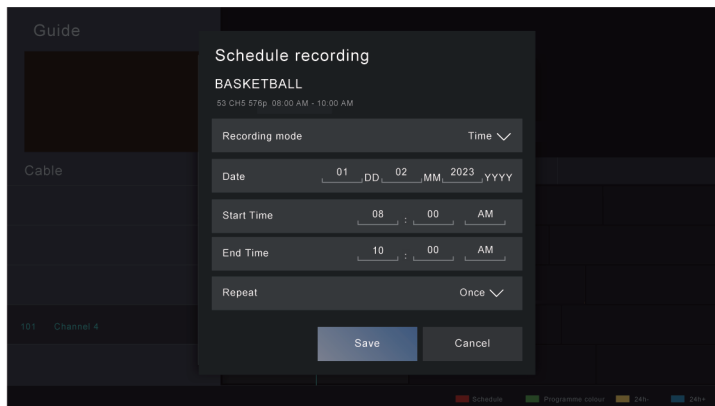
Standby Recording

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

Background Recording

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

If you want to manually stop recording, press **INPUT** / ⊕ / ⊟ button on your remote control and select **TV** to switch back to the channel that is currently being recorded, then press ❮ / ❯ button and select ☐ on-screen to stop.

Learn about the recording control bar

1. Recording time

2. Total time

3. Rewind

4. Pause / Play

5. Fast forward

6. Stop

Note:

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

• Buttons on remote control will vary depending on models/countries/regions.

Recording related settings

Press ▤ / ▤ / ▤ button on your remote control and select **Settings** > **Channel** > **Recording & Time Shift**.

• **Setup**

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

• **Start in advance**/**Delay Ending**

  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**.

• **Format Hard Disk**

  Format the external USB disk to support PVR.

▤ **Related information**

Recording List

Access recording list

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

Watch recorded programmes

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

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

Manage recording list

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

• Delete recorded programme

Select a programme, press ▤/▤/▤ button on your remote control to start editing and press ❯ button to delete it.

Manage schedule recording list

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

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

• Delete scheduled recording

Select a scheduled recording, press ▤/▤/▤ button on your remote control to start editing and press ❯ button to delete it.

• Edit scheduled recording

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

Note:

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

Reminder

Setup this feature to allow reminders to be displayed of future programmes.

Note:

• Only for the models with tuners.

Set up a Reminder

1. In Live TV, press GUIDE/EPG button, or press ▤/▤/▤ > **Guide (EPG)** to display programme guide.
2. In Guide (EPG), press ⋀/⋁ button to select the channels. Press ❮/❯ button to select a programme that has not been aired.
3. Press 🆗 button to select **Reminder**.

Note:

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

Manage the Reminder List

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

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

- Delete reminder

  Select a reminder, press 🗐 / 🗐 / 🗐 button on your remote control to start editing and press ⊙ button to delete it.

- Edit reminder

  Select reminder in the schedule list, then press 🆗 button to edit.

Timeshift

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

There are several ways to use Timeshift.

- In Live TV, press 🗐 / 🗐 / 🗐 button on your remote control and select **Timeshift**, then the playback bar will appear.
- In Live TV, launch Timeshift just by pressing ⊙ / ⊙ button.
- If your remote control has ⊙ button, press it and use D-pad to select ◁◁ / ▷▷ to launch Timeshift.

Learn about the Timeshift control bar

1. Unwatched time for buffered content
2. Current time
3. Total time
4. ● Record: to convert a Timeshift to a live recording of the current broadcast channel. Select ● and the programme content you have watched in Timeshift will also be saved to the storage device.
5. ◁◁ Fast backward: you can choose 2×, 4×, 8× or 16×.
6. ❚❚ Pause/ ▷ Play
7. ▷▷ Fast forward: you can choose 2×, 4×, 8× or 16×.
8. ☐ Stop Timeshift: to exit the function and watch the current broadcast.

Note:

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

Timeshift related settings

Press 🗐 / 🗐 / 🗐 button on your remote control and select **Settings** > **Channel** > **Recording & Time Shift**.

- **Setup**

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

- **Permanent Timeshift**

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

- **Format Hard Disk**

  Format the external USB disk to support PVR.

🗐 **Related information**

Connecting USB Devices on page 39

HbbTV

Access service from providers through HbbTV.

Press 🏠 / 🏠 button on your remote control, then select ⚙ **Settings** > **Channel** > **HbbTV**.

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

In Live TV, press 🗐 / 🗐 / 🗐 button to select **HbbTV**.

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

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

Note:

- Only for the models with tuners.
- This function may not be applicable in some models/countries/regions.
- Some channels may not support the HbbTV service.
- HbbTV cannot be used during Timeshift or PVR.

CI+ Module Settings

Press 🗐 / 🗐 / 🗐 button on your remote control and select **Settings** > **Channel** > **Advanced Settings** > **CI+ Module Settings**.

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

Note:

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

VIDAA tv

Get to know VIDAA tv

VIDAA tv is a feature of the VIDAA operating system where you can watch free live TV channels. All kinds of programmes are available like sports, movies, music and more. Content will be supplied by multiple partners depending on the country/region you are located in.

How to use VIDAA tv

VIDAA tv is accessible from the home page by pressing the 🏠/🏠 Home button on the remote control, then selecting the VIDAA tv app. Another way to access VIDAA tv is via the VIDAA tv remote control button, or via the Guide and Channel List buttons on the remote control.

Note:

- To use this feature, you need to connect to the internet and agree to the EULA during the device setup.
- This feature may not be available in some countries/regions.
- Some settings may not be applicable to VIDAA tv.

Voice Service Setup

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

Note:

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

Alexa Setup

Interact with Alexa by pressing and holding the microphone button on your remote control. You can ask Alexa to control this console.

Before setting up the Amazon Alexa Service, connect your console to the network and sign into your VIDAA Account at / > **Account**. More information about how to sign into the VIDAA Account, please refer to First-Time Use > User Account in this manual.

How to set up Alexa

1. Press / button, select the **Settings** icon, then select **System > Voice Service > Amazon Alexa**.
2. Select **Set voice assistant to Alexa** and **Set Up Alexa**. If you have selected Alexa during the first-time installation process, it will directly guide you to the **Set Up Alexa** steps.
3. Select Amazon Alexa supported voice language from the selection.
4. You are now at the step 'Sign into your Amazon account'. Scan the QR code with your mobile device or visit the website on your mobile device or computer and enter the on-screen code. The code will expire after 10 minutes. If you do not have an Amazon account, create one.
5. After you have linked the Amazon account, the screen will change to the next step. You can sign into your VIDAA account. If you have signed in before, this step will be skipped.
6. Now Alexa is set up and ready. You can enjoy interacting with Alexa using your voice by just pressing and holding the button on your remote control. Ask Alexa after the tone.

Note:

- The Alexa function may not be applicable in some models/countries/regions.
- The setup steps above may vary. Please refer to the specific product.
- Shipment with voice remote control varies depending on models/countries/regions.
- You can use Alexa without signing into your account by skipping the sign in section. In this case, you can still use your voice to change the channel (only for the models with tuners) and control playback. Sign into your account in the settings menu at any time to enjoy more functions of Alexa.
- This feature requires Alexa built-in service. Otherwise, use external Alexa-enabled devices (e.g. Alexa App, Echo) to control your smart console by using just your voice.

- Download and install the remote control app on your mobile device at ⌂ / ⌂ > ⚙ **Settings** > **Connection** > **Mobile App Download**. Press the Microphone icon in the app to interact with Alexa on your console.
- You can select the language used by Alexa at ⌂ / ⌂ > ⚙ **Settings** > **System** > **Voice Service** > **Amazon Alexa** > **Language**. This feature requires Alexa built-in service, which varies depending on models and countries/regions.

📰 **Related information**
Connect to a Wired (Ethernet) Network on page 6
Connect to a Wireless Network on page 7

VIDAA Voice Setup

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

Before using VIDAA Voice, please check the following:

- Network connected.
- Voice remote paired. More information about how to pair the remote control, please refer to Connecting to External Devices > Remote & Accessories > Connect Remote Control in this manual.
- End User License Agreement and voice feature privacy police/terms agreed.

How to set up VIDAA Voice

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

- Just press 🎙 button on your remote control.
- Press ⌂ / ⌂ button to select ⚙ **Settings** icon and select **System** > **Voice Service**.

When VIDAA Voice is selected as your voice assistant, select the language of VIDAA Voice in Voice Service centre.

How to interact with VIDAA Voice

- You can press and hold the 🎙 button on your remote control, say a command, and then release the button.
- For remote control without the Microphone button, download and install the app on your mobile device at ⌂ / ⌂ > ⚙ **Settings** > **Connection** > **Mobile App Download**. Press the Microphone icon in the app to interact with VIDAA Voice.

Note:

- VIDAA Voice may not be applicable in some models/countries/regions.
- VIDAA Voice only supports some languages.
- Shipment with remote control varies depending on models/countries/regions.
- The existing functional specifications may be changed if VIDAA Voice is updated.

📰 **Related information**
Connect to a Wired (Ethernet) Network on page 6
Connect to a Wireless Network on page 7
Using the Mobile App on page 30
Connect Remote Control on page 32

Google Smart Home Service Setup

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

Before setting up the Google Smart Home Service, connect your console to the network and sign into your VIDAA Account at ⌂/⌂ > 👤 **Account**. More information about how to sign into the VIDAA Account, please refer to First-Time Use > User Account in this manual.

STEP 1: Set up Google Smart Home Service on console

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

STEP 2: Set up in Google Home app

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

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

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

Note:

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

▤ **Related information**

Connect to a Wired (Ethernet) Network on page 6
Connect to a Wireless Network on page 7

Yandex Smart Home Service Setup

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

Before setting up Yandex Smart Home Service, connect your console to the network and sign into your VIDAA Account at ⌂/⌂ > 👤 **VIDAA Account**. More information about how to sign into the VIDAA Account, please refer to First-Time Use > User Account in this manual.

STEP 1: Set up Yandex on console

1. Press ⌂/⌂ button on your remote control to select ⚙ **Settings** icon, then select **System > Voice Service > Yandex**. Select **Set up now**.
2. Sign into your VIDAA account. If you have signed in before, this step will be skipped.
3. Give your console a name.

STEP 2: Set up in Yandex App

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

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

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

Note:

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

▤ Related information

Voice Service Other Issues

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

•   Turn on **Wake on LAN** and **Wake on Wireless Network** at ⌂/⌂ > ⚙ **Settings > Connection > Network**.
•   Make sure your console 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 console with Alexa Echo or Google Home.

▤ Related information

Content Sharing

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

Share Media Content from your Device

1. Connect your console and Android/iOS/PC device to the same network.
2. Turn on Content Sharing at ⌂/⌂ > ⚙ **Settings > Connection > Mobile Device Connection > Content Sharing**.
3. Turn on the content sharing function in your Android/iOS/PC device.
4. Find the console name in the search list of your device and select it. Wait for the connection progress to complete.
5. On your Android/iOS/PC device, choose the media content you want to share on your console.

Benefits of Smart Console
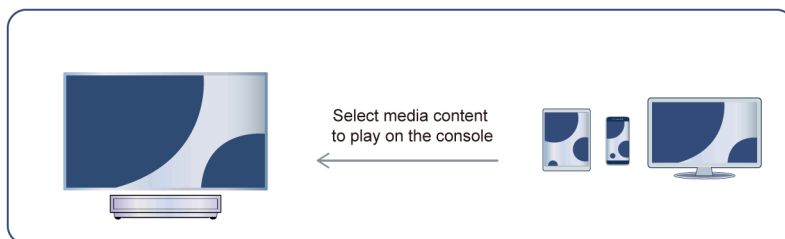
Select media content to play on the console

📰 **Related information**

Play Media Content from your Device on the Console

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

1. Connect your console and Android/iOS/PC device to the same network.
2. Turn on Content Sharing at 🏠/🏠 > ⚙ **Settings** > **Connection** > **Mobile Device Connection** > **Content Sharing**.
3. Make sure your media content in your Android/iOS/PC device are visible through the local network.
4. On your console, select a device with media content at 🏠/🏠 > 🔄 **Input**, or 🏠/🏠 > **Media**. The media content list in your Android/iOS/PC device appears.
5. Select a media content item from the list to play.

Note:

• Some Android/iOS/PC devices may not support content sharing function. If your device does not support content sharing, you can download an app that supports the function to connect to your console. For more information, please refer to Benefits of Smart Console > Using the Mobile App in this manual.
• Content may not be played depending on the file format.
• Content may not be played smoothly, or the function may not work properly due to the network condition.

Using Apps

Press 🏠/🏠 button on your remote control and select the app you want.

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

Install an App from App Store

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

To install an app:

1. Press 🏠/🏠 button on your remote control and select **app store**.
2. Use the navigation buttons on your remote control to select the app that you want to install, press OK button to enter the detail page.
3. Select **Install**. The selected app will be installed on the console.

Benefits of Smart Console

Note:

- To use this function, your console must be connected to the Internet.
- Adding apps is free, but there may be some costs when using some apps.

🗐 **Related information**

Connect to a Wired (Ethernet) Network on page 6
Connect to a Wireless Network on page 7

Manage Apps

1. On the home screen, select the app you want to sort, then press and hold the ⊙ button to manage it.

2. Press ◄ / ► button to move the app.

3. Press ⊙ button to save the position.

Remove an App

1. On the home screen, select the app you want to remove, then press and hold the ⊙ button to manage it.

2. Press **V** button and then select **Remove** to delete the app.

Note:

- You can only delete apps that you have installed to the console. Factory-installed apps cannot be deleted.

Using the Art App

Press 🏠 / 🏠 button on your remote control and select **VIDAA art**.

Numerous artworks created by global artists presented for you to browse or set as a screensaver.

- Browse artworks

    When you select an artwork to browse in full screen mode, press ◄ / ► button to switch artworks and press ⊙ / ⊙ / ⊙ button to display detailed information of the artwork. You can communicate with the artist using your mobile device by scanning the QR code on the screen.

- Add artworks to your favourite list

    Press ☰ / ☰ / ☰ button on your remote control to add the selected artwork to your Favourite list.

Note:

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

Using the Browser to Search the Internet

Press 🏠 / 🏠 button on your remote control and select **Browser**.

You can enter websites and browse information on the Internet.

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

You could also press and hold ⊙ / ⊙ button to go one page up or down. The button may not be available in some models.
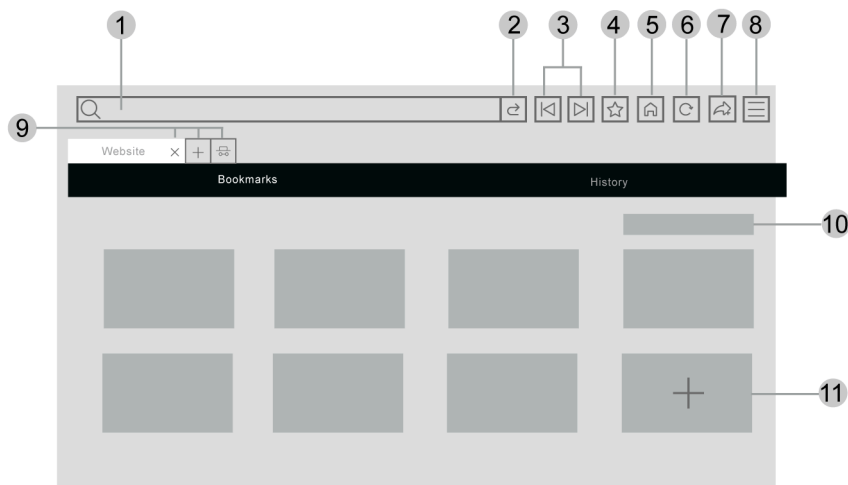
1. Enter website you want to visit
2. Visit/Search
3. Back/Forward: switch among webpages
4. Add the website you are viewing to Bookmarks
5. Back to the Homepage
6. Reload/Stop the website
7. Add the website to Shortcuts on the Home screen
8. Enter the Menu
9. Add/remove webpages, or add private webpages
10. Manage websites in Bookmarks
11. Add websites to Bookmarks

Note:

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

 Related information

Using the Mobile App

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

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

To connect to your console after installing the mobile app:

Benefits of Smart Console

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

What you can do with the app:

- Turn the console on or off
- Volume up or down
- Switch channels (only for the models with tuners)
- Input characters with your mobile device keyboard
- Share pictures, music, or videos from your mobile device to the console

📃 **Related information**

Connect to a Wired (Ethernet) Network on page 6
Connect to a Wireless Network on page 7

Connecting to External Devices

Connection Guide

Remote & Accessories

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

Connecting Bluetooth Devices

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

Using AirPlay and HomeKit

- Using AirPlay
- Using HomeKit

Connecting Input Devices

- Set Top Box
- Blu-ray or DVD Player
- Sharing your Smart Phone/Computer Screen on the Console
- USB Devices
- Audio Visual(AV) Devices
- PC

Connecting Output Devices

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

Remote & Accessories

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

Connect Remote Control

Connect a Bluetooth remote control

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

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

Note:

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

Use HDMI & CEC

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

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Connection** > **HDMI & CEC**.

Connect an external device through HDMI & CEC function

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**.

Allow HDMI devices to control each other.

1. Set **CEC Control** to **On**.
2. Connect a HDMI & CEC compatible device to the console.
3. Turn on the connected external device. The device will be connected to the console automatically. After connection is completed, you can access the menu of the connected device on your screen using your console remote to control the device.
4. When CEC control is enabled and HDMI & CEC compatible external devices are turned off, the console will enter the standby mode. The function needs to be supported by the external device.

Enable device auto power off

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Connection** > **HDMI & CEC** > **Device Auto Power Off**/**External Device Auto Power Off**.

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

Enable device auto power on

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Connection** > **HDMI & CEC** > **Device Auto Power On**/**External Device Auto Power On**.

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

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

Connecting to External Devices

Enable TV or device auto power on

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Connection** > **HDMI & CEC** > **TV Auto Power On**/**Device Auto Power On**.

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

HDMI Format function

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

Please select **Enhanced Format** if your HDMI device supports 4K HDR. If it does not support 4K HDR, please select **Standard Format**.

Note:

- The options above will vary depending on model variant used.
- HDMI cables must be used to connect HDMI & CEC compatible devices to your console.
- The HDMI & CEC feature of the connected device must be turned on.
- If you connect a HDMI device that is not HDMI & CEC compatible, the HDMI & CEC control features will not work.
- If the connected HDMI device does not support HDMI & CEC control, the feature will not work.
- The HDMI & CEC feature supports One Touch Play, Routing Control, System Standby, Device OSD Name Transfer, Remote Control Pass Through, Give Device Power Status, System Audio Control.

📑 **Related information**

Control the Console with a Keyboard, Mouse or Gamepad

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

Connect a USB keyboard, mouse or gamepad

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

Connect a Bluetooth keyboard, mouse or gamepad

Locate the Bluetooth device by pressing 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Connection** > **Bluetooth** > **Bluetooth Device**.

Note:

- Keyboard, mouse, or gamepad connected via USB or Bluetooth technology may not be usable with some Apps.
- Bluetooth function may not be supported depending on the models/countries/regions.
- For more information about how to connect a Bluetooth device, refer to the Bluetooth device user manual.

📑 **Related information**

Entering letters, numbers and special symbols by using voice

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

Connecting to External Devices

Before using the function, please check the following:

• Network connected.

• Voice remote paired. More information about how to pair the remote control, please refer to Connecting to External Devices > Remote & Accessories > Connect Remote Control in this manual.

• End User License Agreement and voice feature privacy policy/terms agreed.

• VIDAA Voice and language English are selected in the Voice Service centre.

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

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

Note:

• The remote control with 🎤 button is only available in some models/countries/regions.

• Entering text with your voice may not be supported for some functions.

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

• Please say letters, numbers or symbols and wait for the device to respond, otherwise what you say may not be recognised.

📑 **Related information**

Connecting Bluetooth Devices

You can connect to devices using Bluetooth technology.

Press 🏠/🏠 button on your remote control and select ⚙ **Settings > Connection > Bluetooth**.

Note:

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

Turn on Bluetooth Feature on your Console

Press 🏠/🏠 button on your remote control and select ⚙ **Settings > Connection > Bluetooth** and set **Bluetooth** to **On**.

Note:

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

Connect a Bluetooth Device

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

1. Press 🏠/🏠 button on your remote control, select ⚙ **Settings > Connection > Bluetooth** and set **Bluetooth** to **On**.

2. Before pairing your Bluetooth device, make sure it is in the pairing mode and placed within pairing range. To put your Bluetooth device in pairing mode, refer to the user manual of your device.

3. Find the Bluetooth device name by pressing ⬡/⬡ button on your remote control and selecting ⚙ **Settings** > **Connection** > **Bluetooth** > **Bluetooth Device**, once it is located select it. The device will be automatically connected to the console.

Note:

• Only one Bluetooth speaker or Bluetooth headphone can be connected to the console. If a new Bluetooth speaker or headphone connects to the console, the existing one will be disconnected automatically.

• Some compatibility issues may occur depending on the Bluetooth device support.

• Bluetooth keyboards may not be functional with some applications.

• The console and Bluetooth devices may become disconnected if the distance between them is too long.

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

Listen to the Audio through Bluetooth Devices

Pair the Bluetooth audio device using the console Bluetooth setup process. Refer to the user manual for your audio device, such as Bluetooth speaker or sound bar, for detailed connection and setup.

After the Bluetooth connection is completed, press ⬡/⬡ button on your remote control, select ⚙ **Settings** > **Sound** > **Audio Output**, then select **Bluetooth Speaker** option to listen to the audio through Bluetooth devices.

Note:

• Compatibility issues may occur depending on the Bluetooth device.

• The console 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 Console Bluetooth Speaker

Press ⬡/⬡ button on your remote control and select ⚙ **Settings** > **Connection** > **Bluetooth** > **Music Sharing**.

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

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

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

To use this function, make sure to select **TV Speaker/Device Speaker** at ⬡/⬡ > ⚙ **Settings** > **Sound** > **Audio Output**.

Note:

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

🖹 **Related information**

Connecting a Set Top Box

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

Connecting to External Devices

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 console, please refer to Connecting to External Devices > Connecting Audio Visual (AV) Devices in this manual.

When the connection is completed, turn on your console and Set Top Box, switch to the input source by pressing the 🏠/🏠 button, then select the ➡ **Input** icon on Home screen or press the **INPUT**/ ⊶ / ⟐ button to change to the port that you connected your Set Top Box to.

Connecting a Blu-ray or DVD Player

Before connecting a Blu-ray or DVD player to the console, make sure the console 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 console, please refer to Connecting to External Devices > Connecting Audio Visual (AV) Devices in this manual.

When the connection is completed, turn on your console and Blu-ray or DVD player, switch to the input source by pressing the 🏠/🏠 button, then select the ➡ **Input** icon on Home screen or press the **INPUT**/ ⊶ / ⟐ button to change to the port that you connected your Blu-ray or DVD player to.

Sharing your Smart Phone/Computer Screen on the Console

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

Press **INPUT**/ ⊶ / ⟐ button on your remote control and select **Screen Sharing**.

1. Turn on the casting function of your Android/Windows 10/computer device. The setting icon may vary depending on the device. The feature may be called "Wireless display", "Smart View", "Wireless projection", etc.
2. Find the console name in the search list of your device and select it. Wait for the connection progress to complete and the content on your device will be displayed on the console.

Press 🏠/🏠 button on your remote control, select ⚙ **Setting** > **Connection** > **Mobile Device Connection** > **Screen Sharing** and switch it on (this function may not be applicable in some models). Then, you can share your device's screen directly without opening the Screen Sharing App on your console.

Note:

• Some devices may not support casting.
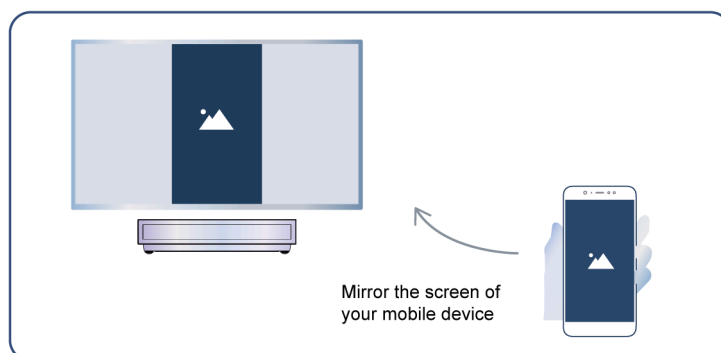
Mirror the screen of your mobile device

Connecting to External Devices

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

AirPlay is a source in Inputs. Press the **INPUT** / ⟳ / ⊡ button on your remote control to select AirPlay, then select AirPlay and HomeKit Settings.

You can also find AirPlay and HomeKit settings in system settings on your console. Press 🏠 / 🏠 button on your remote control, select ⚙ **Setting > Connection > AirPlay and HomeKit**.

How to use AirPlay:

1. Make sure your Apple device is connected to the same network as your console.
2. Locate the AirPlay icon on supported media apps, or the Screen Mirroring icon in Control Centre on your Apple device. Depending on the content, these steps may vary:

    - To mirror your device screen, open Control Centre and tap Screen Mirroring 🗗 .
    - To stream audio from supported music or podcast apps, tap AirPlay audio ◎ .
    - To stream video from supported apps, tap AirPlay video 🖵 .

3. Select your console from the list to begin using AirPlay.

Note:

- To use this feature your console must support AirPlay.
- The console 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 screen, enter the passcode on your Apple device to continue.

Using HomeKit

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

1. To set up HomeKit, open AirPlay and HomeKit settings on the console. Locate the HomeKit section and select 'Set Up'.
2. The HomeKit setup screen will display a pairing QR code on the console. 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.

Connecting to External Devices

Connecting USB Devices

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

Read before connecting USB devices

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

Supported formats: NTFS, FAT32.
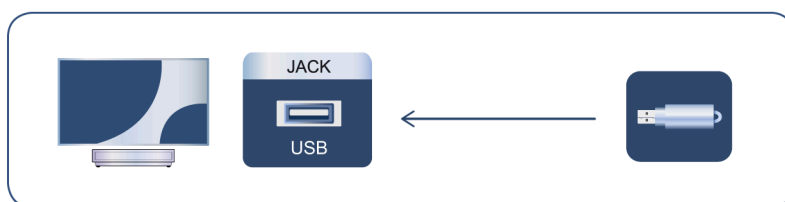
Select the content you want to play or view. For more information, please refer to Entertainment > Media in this manual.

Use the USB storage device function

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

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

Note:

- Be sure to select the correct country/region for use.
- Certain digital cameras may not be compatible with the console.
- Only for the models with tuners:

  Use of the recording function may not be applicable depending on the selected country/region. Use with incorrect settings may violate certain laws or other regulations and may result in criminal punishment. In such cases, our CORPORATION and the Group shall bear no responsibility whatsoever.

  Recorded programmes saved in the USB storage device can only be viewed on this console. They cannot be viewed when connected to another console (including the same model of console), a PC, or other devices.

Connecting Headphones

You can connect a pair of headphones (not provided) to the HEADPHONE port on your console.

Connecting to External Devices
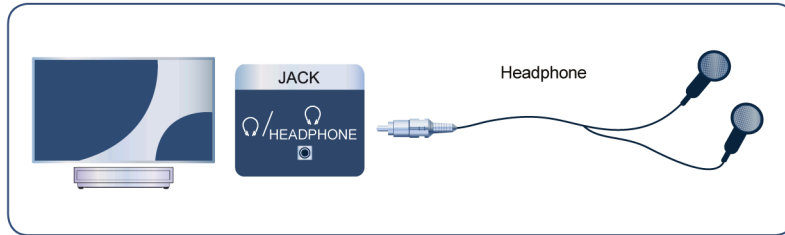
Note:

- Headphone port may not be available in some models.
- Headphones with microphones are not supported.
- If **TV Speaker/Device Speaker** is selected at ⌂/⌂ > ⚙ **Settings** > **Sound** > **Audio Output**, the headphone and the console will have sound output at the same time.

Connecting Audio Visual (AV) Devices

Connect with a HDMI cable

To connect an AV device with a HDMI cable (not provided).

When the connection is completed, press **INPUT** / ⟶ / ⬦ button on your remote control and select the corresponding HDMI input.
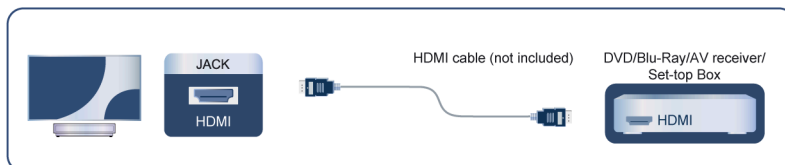
Note:

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

📖 **Related information**

Connecting Speakers or Other Audio Receivers

To connect speakers or other audio receivers with a digital audio cable (not provided).

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

When the connection is completed, press ⌂/⌂ button on your remote control, select ⚙ **Settings** > **Sound** > **Audio Output** and select the **SPDIF** option.
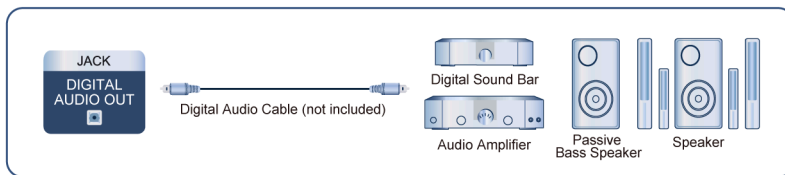
Note:

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

📖 **Related information**

Select Speakers on page 51

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 console by a HDMI cable to a digital sound system, you can connect it to the HDMI (ARC/eARC) port of your console.

By using this feature, you can also control the sound system with your console remote instead of using the remote control from the connected device.
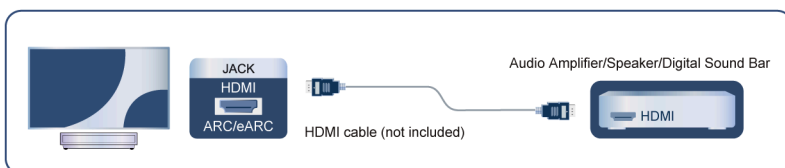
After the connection:

1. Power on the sound system.

2. Press 🏠/🏠 button and select ⚙ **Settings** icon on the Home screen.

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

Note:

• Audio receiver must support ARC/eARC function.

• If the device has an Input Selector feature, then make sure to change it to console.

• When this port is used for ARC/eARC function, it can be used as signal input when a DVD is connected to an amplifier and the amplifier is connected to the console at the same time. Some amplifiers may not support series connection.

• 5.1 CH (channel) audio is available when the console is connected to an external device that supports 5.1 channel surround sound. You can press 🏠/🏠 button and select ⚙ **Settings** icon on the Home screen, select **Sound** > **Audio Output Settings** > **Digital Audio Output Format** to choose **Dolby Audio - Dolby Digital Plus** to receive the 5.1 channel audio.

Connecting a PC

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

After connecting the PC, press **INPUT** / ⊖ / ⊜ button and select the connected PC as the input source.
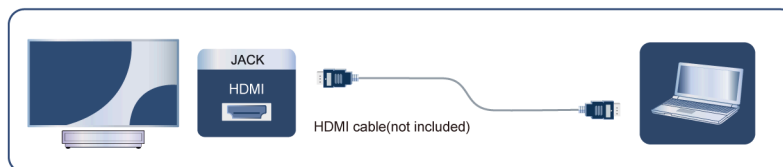
Note:

- For better image quality, set the PC's resolution to a format which is supported by the console.
- If there is no sound from your console, change the PC's audio settings.
- If you want to connect your PC and console wirelessly, please refer to Benefits of Smart Console > Content Sharing or Connecting to External Devices > Sharing your Smart Phone/Computer Screen on the Console in this manual.

Picture

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

Choose a Picture Mode

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Picture > Picture Mode**.

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

Note:

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

When you use a normal signal

• **Standard**

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

• **FILMMAKER**

   Press ⌂/⌂ button on your remote control, select ⚙ **Settings > Picture > Intelligent Mode Settings > Content Type Auto Detection** and enable Filmmaker mode. When Filmmaker signal is detected, picture mode will turn to **FILMMAKER** automatically.

   This function is not applicable in all input sources or applications.

• **Cinema Day**

   Use Cinema for watching movies in a bright environment.

• **Cinema Night**

   Use Cinema Night for watching movies in a dark environment.

• **Dynamic**

   Use Dynamic mode for content that requires vivid picture quality.

• **Sports**

   Optimised picture for watching sports.

When you use a HDR signal

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

When you use a Dolby Vision signal

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

Picture Mode Settings Setup

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Picture > Picture Mode Settings**.

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

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

- **Apply Picture Settings**

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

- **Laser Luminance Level**

  Set the overall brightness of the screen.

  Note:

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

- **Brightness**

  Adjust the Brightness level to generate lighter or darker images.

- **Contrast**

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

- **Colour Saturation**

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

- **Sharpness**

  Adjust how sharp or soft the edges of images appear.

- **Advanced Settings**

  Adjust advanced picture settings based on your viewing preference.

- **Reset Current Mode**

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

▤ **Related information**

Advanced Settings Setup

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Picture > Picture Mode Settings > Advanced Settings**.

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

Note:

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

Brightness

- **Brightness Enhancer**

  Enhance the brightness of the screen. Attention: Prolonged opening can affect the product's lifespan.

- **Light Sensor settings**

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

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

- **Adaptive Contrast**

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

Settings Overview

- **High Dynamic**

  Auto adjust brightness according to scene and make the contrast Powerful.

- **HDMI Dynamic Range**

  Set the HDMI input signal dynamic range.

- **Dynamic Tone Mapping**

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

- **Dark Detail**

  Automatically raise brightness and improve shadow detail in dark scenes.

- **HDR Enhancer**

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

- **Gamma Adjustment**

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

- **Gamma Calibration**

  Adjust selected Gamma curve.

Colour

- **Colour Temperature**

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

- **Colour Gamut**

  Change the range of colours the console displays.

- **Colour Tuner**

  Adjust the Hue, Saturation and Brightness of colour settings.

- **White Balance**

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

- **Low Blue Light**

  Eye care: reduce the emission of blue light.

Clarity

- **Noise Reduction**

  Reduce the random noise to improve the picture quality.

- **Digital Noise Reduction**

  Reduce noise seen around letters and compression noise.

- **Gradient**

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

- **Super Resolution**

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

Motion

- **Ultra Smooth Motion**

  Reduce the afterimage effect when viewing fast-moving objects.

- **High Refresh Rate Mode**

  Activate the high refresh rate mode for smoother video while gaming. Please note that the picture will be black for a few seconds when enabling this option.

Overscan

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

3D

Select the appropriate 3D mode based on the 3D content you are viewing. This function may not be applicable in some models/countries/regions.

📑 **Related information**

Picture Issues on page 78

Intelligent Mode Settings

Press 🏠/🏠 button on your remote control and select ⚙️ **Settings** > **Picture** > **Intelligent Mode Settings**.

- **AI Picture Optimisation**

  Set to **On** to enable your console to recognise the scene content currently being watched to enhance the picture quality on all input sources.

- **Content Type Auto Detection**

  An enhanced picture quality mode which is enabled automatically according to the film source.

Note:

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

Change the Aspect Ratio

Press 🏠/🏠 button on your remote control and select ⚙️ **Settings** > **Picture** > **Aspect Ratio** (**Picture Size**).

Adjust the Aspect Ratio to stretch or zoom the picture.

- **Auto**

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

- **16:9**

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

- **4:3**

  Best suited for 4:3 content.

- **21:9**

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

- **Movie Zoom**

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

- **Dot to Dot**

  Displays the native signal without any scaling.

Note:

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

Screen

Adjust projection mode, automatic and manual geometric correction, eye protection and more to provide best viewing experience.

Projection Mode

If you need to flip the image over top-to-bottom and/or left-to-right, press 🏠 / 🏠 button on your remote control and select ⚙ **Settings > Screen > Projection Mode**, then select the mode.

Screen Type

Press 🏠 / 🏠 button and select ⚙ **Settings > Screen > Screen Type**, and select the corresponding type according to the actual screen used.

Different screen types have different picture quality. Please select the corresponding type according to the actual screen used. After the setting is completed, restart the console so that the change takes effect.

Note:

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

Automatic Geometric Correction

This feature will fit the projected image into the screen automatically.

Before you use Automatic Geometric Correction function, ensure that the console and your mobile device are connected to the same wireless network.

Press 🏠 / 🏠 button on your remote control, and select ⚙ **Settings > Screen > Automatic Geometric Correction**.

1. Adjust the console position by using the levelling feet as needed, ensure the frame of the screen is located inside the rectangular border.
2. Select **Next** to continue.
3. Scan the QR Code with your mobile device to begin Automatic Geometric Correction. After a few moments, an alignment grid pattern will appear on the screen.

```
    +        +        +        +

    +        +        +        +

    +        +        +        +

    +        +        +        +
```
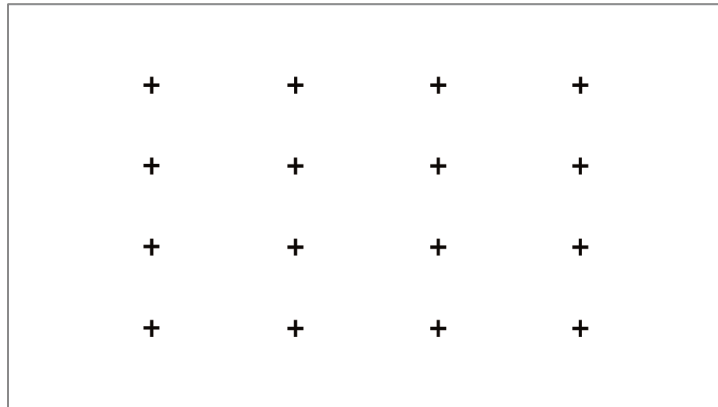
4. Click "**+**" on your mobile device to take a photo of the full screen. For best results, stand about 10 feet away from the screen and use landscape mode.

5. Click "**upload**" on your mobile device to complete the Automatic Geometric Correction.

Note:

- Please ensure you are standing in front of the screen to take the photo, no deviation of more than 25° from the centre of the screen.
- Please ensure the whole screen is fully visible on the photo, including the frame of the display.
- Please ensure all the 16 points of the grid on the screen are all in focus when taking the photo.
- Please ensure the screen image must take up at least 60% of the overall photo size for correct geometric correction.

Manual Geometric Correction

Select points and move it to fit the projected image into the screen.

Note:

- Manual Geometric Correction may not be applicable in some models/countries/regions.

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Screen** > **Manual Geometric Correction**.

1. Press ⏶/⏷/◀/▶ buttons on your remote control to move focus, and press OK button to choose a point you need to adjust.

2. Long press ⏶/⏷/◀/▶ buttons: quick adjustment of the projected image; Short press ⏶/⏷/◀/▶ buttons: precise adjustment of the projected image.

3. Press ↩ button to save your adjustment, and you can select other points to adjust the image.

If you want to return the image position to the factory default, select **Reset** on the screen.

Focus Adjustment

Press ⌂/⌂ button and select ⚙ **Settings** > **Screen** > **Focus Adjustment**. You can adjust the focus parameters by pressing the up and down buttons on the remote. The focus effect is adjusted in real time according to the displayed background image card.

Note:

•   This function is only applicable in some models/countries/regions.

Eye Protection

Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Screen** > **Eye Protection**, then you can choose to enable this function on or off.

In order to protect your eyes, keep the Eye Protection on, and do not look into the lens. If you get too close to the console, the light output will be temporarily disabled after 5 seconds.

Screen Size

Select the corresponding size according to the actual screen you use to get the best picture quality. Press ⌂/⌂ button and select ⚙ **Settings** > **Screen** > **Screen Size**, and choose the actual screen you use.

Note:

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

•   This function is only available for content in Dolby Vision.

Settings Overview

Sound

Adjust sound mode and other advanced sound settings.

Choose a Sound Mode

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Sound > Sound Mode**.

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

- **Standard**

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

- **Theatre**

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

- **Music**

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

- **Speech**

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

- **Late Night**

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

- **Sports**

    Optimised sound for watching Sports events.

Sound Mode Settings Setup

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Sound > Sound Mode Settings**.

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

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

- **Apply Audio Settings**

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

- **Equalizer**

    Boost the volume at different frequencies.

    This function is only applicable when **TV Speaker/Device Speaker** is selected at ⌂/⌂ > ⚙ **Settings > Sound > Audio Output**.

- **Wall Mount Setup**

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

- **Auto Volume Control**

  Activate to prevent the volume from changing when switching channels.

  After **Auto Volume Control** is turned on, it will act as DAP Volume Leveler when playing Dolby Audio, or it will provide DRC function when playing DTS bitstream containing DRC metadata.

- **Reset Current Mode**

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

☰ **Related information**

Select Speakers

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Sound** > **Audio Output**.

Select the speakers which you want to use.

Audio Output Settings Setup

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Sound** > **Audio Output Settings**.

Adjust the settings of speakers.

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

- **Balance**

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

- **Lip Sync**

  Synchronise the video and audio.

- **Headphone Volume**

  Independently adjust the volume of the Headphones.

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

- **Digital Audio Output Format**

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

  - **Auto**: the audio device automatically outputs in a supported format.
  - **Pass Through**: the audio device outputs without any processing.
  - **PCM**: the audio device outputs PCM (Pulse Code Modulation) format.
  - **Dolby Audio - Dolby Digital**: the audio device outputs Dolby Digital audio when connected to the console via the optical port.
  - **Dolby Audio - Dolby Digital Plus**: the audio device outputs Dolby Digital Plus audio when connected to the console via the HDMI(ARC/eARC) port.

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

  This function is only applicable when 🏠/🏠 > ⚙ **Settings** > **Sound** > **Audio Output** is set to **ARC** or **SPDIF**.

- **Digital Audio Output Delay**

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

    Note:

    - This function is only applicable when ⌂/⌂ > ⚙ **Settings** > **Sound** > **Audio Output** is set to **ARC** or **SPDIF**.

- **HDMI-eARC**

    Connect an audio device that supports eARC via HDMI (eARC) and switch on **HDMI-eARC** to enjoy higher sound quality. This feature is available to set when ⌂/⌂ > ⚙ **Settings** > **Sound** > **Audio Output** is set to **ARC**.

- **Dolby Atmos**

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

▤ Related information

Connection

Adjust connection related settings.

Edit Console Name

Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Connection** > **TV Name/Device Name**.

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

Note:

- Up to 18 characters can be entered.

Check the Internet Connection Status

Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Connection** > **Network** > **Internet Connection**.

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

Connection Test

Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Connection** > **Network** > **Internet Connection** > **Connection Test**.

Start a network connection test.

Network Information

Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Connection** > **Network** > **Internet Connection** > **Network Information**.

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

Settings Overview

Turn on the Console through the Internet

Wake on Cast

Press ⌂ / ⌂ button on your remote control and select ⚙ **Settings > Connection > Network > Wake on Cast**.

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

Note:

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

Wake on Wireless Network

Press ⌂ / ⌂ button on your remote control and select ⚙ **Settings > Connection > Network > Wake on Wireless Network**.

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

Note:

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

Wake on LAN

Press ⌂ / ⌂ button on your remote control and select ⚙ **Settings > Connection > Network > Wake on LAN**.

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

Note:

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

Control4 Control Port

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Connection** > **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 Wireless Network** or **Wake on LAN** by pressing 🏠/🏠 button on your remote control and selecting ⚙ **Settings** > **Connection** > **Network** > **Wake on Wireless Network**/**Wake on LAN**.

System

You can adjust system settings.

Note:

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

Set Time

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **System** > **Time**.

Set the current time based on your location.

- **Time Format**

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

- **Date/Time**

  Set the Date and Time. You can set the date and time to automatically sync with Internet/broadcast (only for the models with tuners) or manually setup by yourself.

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

- **Time Zone**

  Select your time zone.

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

- **Daylight Saving**

  Select whether to apply Daylight Saving Time to the console.

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

Settings Overview

Use Timer

Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **System** > **Timer Settings**.

Adjust the timer settings to suit your preference.

- **Sleep Timer**

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

- **Power On Timer**

  Set the time you want the console to turn on automatically.

- **Power Off Timer**

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

- **Menu Timeout**

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

- **Auto Sleep**

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

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

- **Auto Standby with No Signal**

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

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

Set Language and Location

Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **System** > **Language and Location**.

Select the language used for this console and your location.

- **Location**

  Choose the location from where you will watch your console.

- **Postcode**

  User can change the Postcode. This function may not be applicable in some models/countries/regions.

- **Menu Language**

  Set the default language for the console menu.

- **Audio Language**

  Select the preferred audio language for the current programme.

Data Protection and Security

Clear Cache

Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **System** > **Application Settings** > **Clear Cache**.

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

Delete Cookies

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Application Settings > Delete Cookies**.

Delete cookies for browser and applications.

Do Not Track

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Application Settings > Do Not Track**.

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

Note:

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

Power on Settings Setup

Auto Init Mode

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Advanced Settings > Auto Init Mode**.

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

Note:

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

Power On Mode

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Advanced Settings > Power On Mode**.

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

Power Indicator Mode Setup

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Advanced Settings > Power Indicator**.

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

Note:

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

Screensaver

Activate a screensaver when your console displays a still image for a period of time, you can select which set of photos you will see.

To open Screensaver, press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Advanced Settings > Screensaver**. You can also choose Screensaver in apps directly.

After entering Screensaver, you can open Settings by selecting the setting icon on the screen.

Note:

Settings Overview

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

Switch off Curtain

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Advanced Settings > Switch off Curtain**.

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

Usage Mode Setup

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Advanced Settings > Usage Mode**.

Set the console to use in Home or Store mode.

Home Mode

Select Home Mode for normal usage.

If you want to switch to Store Mode when the console is in Home Mode, press ⌂/⌂ button to select ⚙ **Settings**, then select **System > Advanced Settings > Usage Mode** and choose **Store Mode**.

Store Mode

Select Store Mode to setup the console 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 console is in Store Mode, press ▤/▤/▤ button on your remote control to enter store mode settings and choose **Home Mode**. Alternatively, press ⌂/⌂ button, then select ⚙ **Settings**, then select **System > Advanced Settings > Usage Mode** and choose **Home Mode**.

Note:

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

Personalised Ads

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Advanced Settings > Personalised Ads**.

Check for personalised ads setting.

- **Personalised Ads**

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

- **Reset Ads ID**

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

Settings Overview

Support

You can adjust Support settings.

Note:

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

Check System Info

Press 🏠/🏠 button on your remote control and select ⚙ **Settings > Support > About**.

View system information.

System Update

Press 🏠/🏠 button on your remote control and select ⚙ **Settings > Support > System Update**.

Set your console to receive the latest firmware.

- **Auto Update**

  Set your console to automatically receive the latest firmware.

- **Check Update**

  Check to ensure that your console has received the latest firmware.

  Please ensure your console is connected to the Internet.

- **Check OAD Update**

  Check to ensure that your console has received the latest firmware via the tuner (only for the models with tuners).

  Note:

  - Please ensure your console is connected to the Internet.
  - This function is only applicable when Thailand and Malaysia are selected in Location.

- **Update from USB**

  Upgrade console software from USB device.

  Note:

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

📑 **Related information**

Enjoy Safe Use of the Console

Press 🏠/🏠 button on your remote control and select ⚙ **Settings > Support > Disclaimer and Privacy > Data Sharing, Privacy and EULA**.

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

Press 🏠/🏠 button on your remote control and select ⚙ **Settings > Support > Disclaimer and Privacy > Remove User Data**.

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

Check the Console Running Time

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

1. While in an input source, such as Live TV (only for the models with tuners), HDMI or AV (AV may not be available for some models), press 📖/📖/📖 button to launch the quick menu.

2. Under the quick menu, press and hold ▮▮▮ [BLUE] button, the Status Check page will appear on screen for you to check the console running time.

Note:

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

Using Parental Controls

Press 🏠/🏠 button on your remote control and select ⚙ **Settings > System > Parental Control**.

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

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

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

• **Locks**

  Turn on Locks to enable the Parental Control function.

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

• **Block Time**

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

• **Channel Block**

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

• **Content Block**

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

• **Input Block**

  Block content from devices that are connected to external inputs.

• **App Block**

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

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

• **Website Block**

  Set the range of URLs that the browser can access.

- **Parental Control PIN**

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

- **Reset to Default**

  Restore Parental Control back to the factory default setting.

Note:

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

Reset to Factory Default

Press ⬠/⬠ button on your remote control and select ⚙ **Settings > Support > Reset to Factory Default**.

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

Entertainment

Game

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

Connect a Game Console

You can connect your game console with a HDMI cable.

To start a game from a game console:

1. Switch on your game console.
2. Press **INPUT** / ⟶ / 🗗 button. Select the connected game console as the input source.
3. Start the game.

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

Game Settings

Game Mode

Press ⌂ / ⌂ button on your remote control and select ⚙ **Settings** > **Picture** > **Game Settings** > **Game Mode**.

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

Game Mode will allow:

- Reducing input lag to make sure every press or click matches what is happening on the screen.
- Improving responsiveness to produce very little motion blur.
- Processing YUV 4:4:4 format signals precisely to present accurate image colours.

DLP Turbo Mode

Press ⌂ / ⌂ button on your remote control and select ⚙ **Settings** > **Picture** > **Game Settings** > **DLP Turbo Mode**.

Turbo boost reduce the DLP image processing time to reduce input lag. This function may not be applicable in some models/countries/regions.

Note:

- Above features may not be applicable in some input sources or applications.

Sports

Sports mode setup in picture or sound settings

Press ⌂ / ⌂ button on your remote control and select ⚙ **Settings** > **Picture** > **Picture Mode** > **Sports**.

Optimised picture for watching sports.

Press ⌂ / ⌂ button on your remote control and select ⚙ **Settings** > **Sound** > **Sound Mode** > **Sports**.

Optimised sound for watching sports events.

Entertainment

Sports Mode Auto Detection

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **System** > **Advanced Settings** > **Sports Mode Auto Detection**.

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

Note:

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

Media

Press 🏠/🏠 button on your remote control and select **Media**.

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

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

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

For more information about **Content Sharing**, please refer to Benefits of Smart Console > Content Sharing in this manual.

Enjoy Photos/Audio/Video Stored on a USB Device

Press 🏠/🏠 button on your remote control and select **Media > connected devices**.

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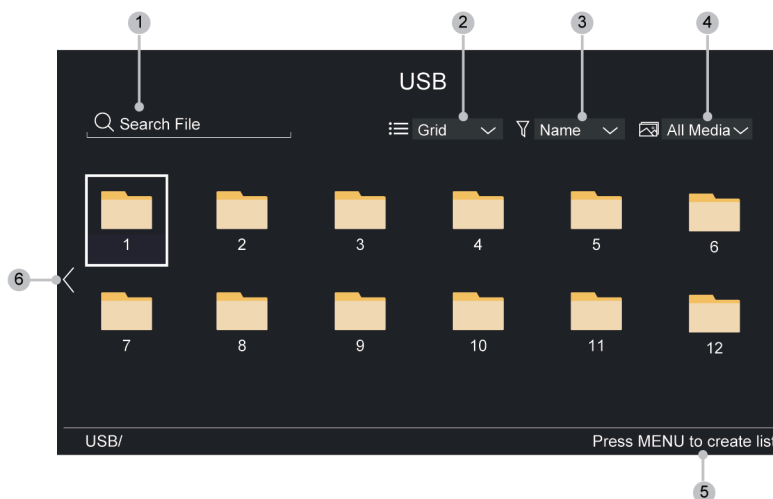
1. Search the content you want to play.

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

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

4. Filter the content by **All Media**, **Photo**, **Video**, **Music**, **Recorded**.

5. Create a photo, music, or video playlist.

6. When the focus is on the first row, there will be an arrow on the left side. Select the arrow to enter multiple storage sources.

Note:

• Some options in the above table may not be available in some models/countries/regions.

• You must obtain any required permission from copyright owners to download or use copyrighted content. We cannot and do not grant such permission.

Play Background Music while Viewing Pictures

1. Choose a picture to display.

2. Press ⏶ / ⏷ button to display control bar.

3. Select ♫ and choose your music to create a Music Playlist.

Now you can play background music while viewing pictures.

Media Format

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

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

Audio Format

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

Photo Format

Container	File Extension Name	Mode of Operation	Resolution
JPEG	.jpg .jpeg	baseline	15360 x 8640
		progressive	1920 x 1080

Container	File Extension Name	Mode of Operation	Resolution
PNG	.png	no-interlace	9600 x 6400
		interlace	1200 x 800
BMP	.bmp	-	9600 x 6400
GIF	.gif	-	6400 x 4800

Video Format

Codec Name	File Extension Name	Sampling rate
MPEG1/2	.mp4	1920 x 1080p @ 120fps
MPEG4	.mov	1920 x 1080p @ 60fps
AVC (H.264)	.mkv	4096 x 2160p @ 60fps
HEVC (H.265)	.ts	4096 x 2160p @ 60fps
WMV3	.avi	1920 x 1080p @ 60fps
VC1	.wmv	1920 x 1080p @ 60fps
VP8	.flv	1920 x 1080p @ 60fps
VP9	.webm	4096 x 2160p @ 60fps
AV1		4096 x 2160p @ 60fps

THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM

SoundBar Settings

When a soundbar device is connected to the console, you can change the **SoundBar Settings** via the Settings menu for best device audio quality.

When an ARC device is connected to the console, the sound output is automatically switched to ARC. If the user switches to other sound output channels, the soundbar menu cannot be adjusted but the sound menu of the console can be adjusted.

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Sound** > **Audio Output Settings** > **SoundBar Settings**.

When a soundbar is connected with a HDMI cable, enable **CEC Control** by pressing 🏠/🏠 button on your remote control, then select ⚙ **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**.

- **EQ Modes**

  You can select **Music**. **Movie**, **News**, **Sport**, **Night**.

- **Surround Modes**

  You can set to **On** to turn on the Surround Modes.

- **Bass Level/Treble Level/Dimmer Level**

  You can adjust **Bass Level/Treble Level/Dimmer Level**.

- **Reset**

  Reset current SoundBar Settings to factory mode.

Note:

- This function is only applicable for the specific soundbar types.
- Options may differ depending on the model type.

WiSA Speaker Settings

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Sound > Audio Output Settings > WiSA Speaker Settings**.

To use this function, please insert your WiSA USB transmitter to the console first. After inserting the transmitter, a notification will pop up automatically and you can choose to enter the WiSA Speaker Settings directly. You can also enter the settings later through the setting menu.

Note:

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

Channel

Select the channel of WiSA speaker.

Note:

- Selections here may vary depending on model type.

Available Speaker List

Displays the list of speakers that are available, speaker selection and further changes can be made.

Note:

- Some options here will vary depending on the selected Channel.

Search Manually

Search for available speakers manually.

Reset WiSA Transmitter

Reset of the WiSA transmitter configuration information will delete all previous settings.

Accessibility Features

Subtitle Setup

Adjust Subtitle Settings for digital broadcast content.

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

- **Subtitle**

  Enable Subtitle type.

- **Primary Subtitle**

  Set the default subtitle language for digital broadcast content.

- **Secondary Subtitle**

  Set the secondary subtitle language for digital broadcast content.

- **Channel Subtitle Storage**

  Enable the storage of subtitle settings per channel.

Note:

- Only for the models with tuners.
- The above functions may not be applicable in some models/countries/regions.

Voice Guide

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

Adjust settings for the Menu Audio function.

- **Voice Guide**

  Enable or disable Voice Guide.

- **Volume**

  Set the Menu Audio volume.

- **Language**

  Set the Menu Audio language.

- **Rate**

  Set the Menu Audio speed.

- **Pitch**

  Set the Menu Audio pitch.

- **Focus Voice Guide**

  Turn down the background volume when Menu Audio is playing.

Note:

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

Audio Type Setup

Provide audio description to aid the visually impaired.

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

Accessibility Features

- **Audio Type**

  Accessibility audio settings.

- **Audio Format**

  Select the audio format.

- **Fader Control**

  Provide the best sound quality options for the visually impaired.

Note:

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

Dialogue Enhancement

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Accessibility > Dialogue Enhancement**.

Enable or disable dialogue enhancement.

Note:

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

Accessibility Menu Setup

Provide menu option to aid the visually or hearing impaired.

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Accessibility > High Contrast Menu**.

Improve contrast for visually impaired.

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Accessibility > Menu Transparency**.

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

Note:

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

Accessible Guide

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Accessibility > Accessible Guide**.

Enlarge the font in Guide (EPG) to aid the visually impaired.

Note:

- This function is only applicable for some scenarios.
- This function may not be applicable in some models/countries/regions.

Screen Magnification

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Accessibility > Screen Magnification**.

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

Note:

Accessibility Features

- This function is only applicable for some scenarios.
- This function may not be applicable in some models/countries/regions.

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 console cannot connect to the network.
- I have connected an external source to my console but I get no picture and/or sound.
- The remote control does not work.
- Schedule Recording cannot be used.

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

- Check input cable connections. Incorrect connections may cause colour problems or a blank screen.
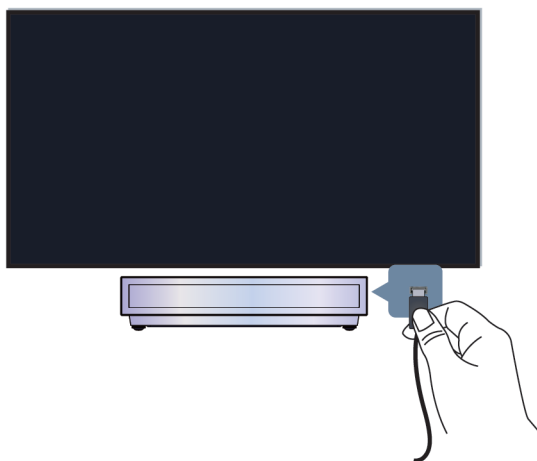
- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on console.
- Check if the **Colour Saturation** is set to 50 or higher at 🏠/🏠 > ⚙ **Settings > Picture > Picture Mode Settings > Colour Saturation**.
- Press 🏠/🏠 button on your remote control and select ⚙ **Settings > Picture > Picture Mode Settings > Advanced Settings**. Check and adjust the settings under **Colour** and **Brightness**.
- Switch to other channels or contents to check if the picture colour is normal.
- Unplug the console power cord from AC outlet and re-plug it after 60 seconds.

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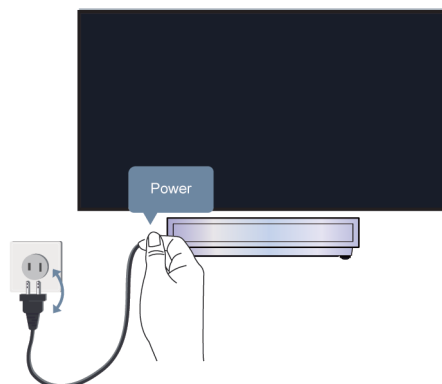
There is no sound or the sound is too low at maximum volume.

• Check if Mute mode is set to **On**. If so, press the mute button on your remote to restore the sound.

• Press volume button on your remote control to check the volume settings.

• Check the volume control of the device (cable or satellite box, DVD, Blu-ray, etc.) connected to your console.

• Make sure that the audio cable is connected to the correct audio output connector on the external device.

• Check input cable connection to the console. 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 console.

• Check whether **TV Speaker/Device Speaker** is selected at ⌂/⌂ > ⚙ **Settings > Sound > Audio Output**.

My console cannot connect to the network.

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

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Support > Self Diagnosis > Network Connection Test**.

Troubleshooting

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 console 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 console. Avoid putting it in a corner. As much as possible, make sure there's no wall between the console and router.
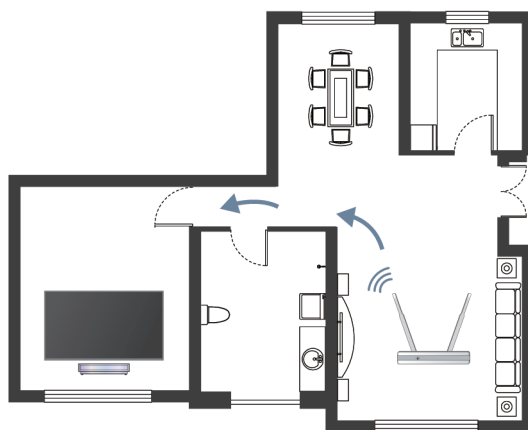
- Check whether there is radio wave interference. Wireless devices such as microwaves, mobile phones, operating within the same radio frequency range may interfere with the console. If you use the console and other wireless devices simultaneously, you may experience a worse network performance. Please 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.

Troubleshooting
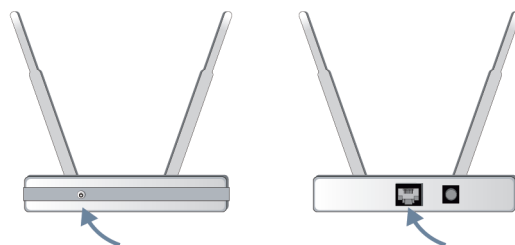
When connected to a wired network

- Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Connection** > **Network** > **Network Configuration**. Press **OK** button to enter the submenu. Make sure you choose **Ethernet** in **Connection Type**.
- Restart your modem/router. Power off your modem/router and power it on after at least 60 seconds. It may take time for your modem/router to reconnect to the Internet.
- Check your modem/router. Make sure cables are securely connected to your modem/router and the lights flash intermittently and regularly.
- Make sure one end of the network cable is securely connected on the back of the console, 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 console but I get no picture and/or sound.

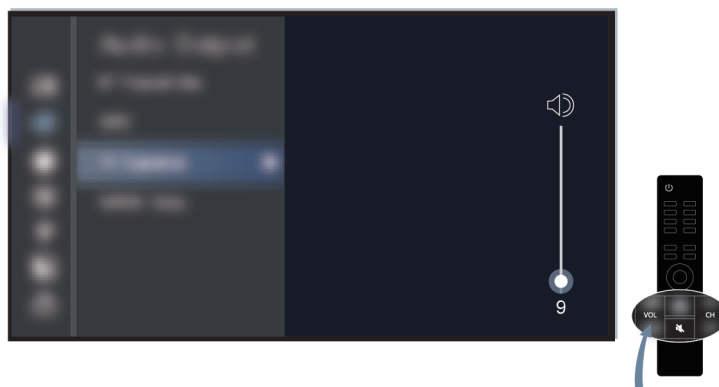- Check whether the connection between the external device and your console is correct and secure.
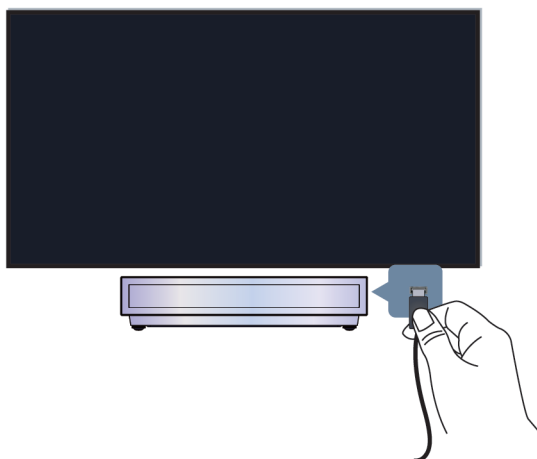
- Make sure that you select the corresponding input source. For example, if you connect HDMI cable to HDMI 1 port, please select HDMI 1 as the input source on console.
- If the signal is intermittent, unplug the console power cord from AC outlet and reconnect after 60 seconds.
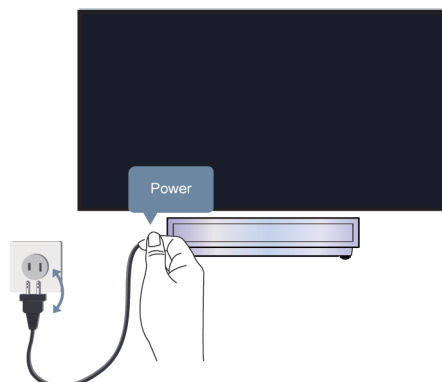
The remote control does not work.

- Confirm that the console still has power and is operational. Press the power button on the console 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 console is not responding to the remote control, then please check if the indicator on the remote control flashes when any button is pressed.

  If the indicator does not flash when the remote control button is pressed, the battery power may be low. You can replace the batteries with new ones. For Solar Powered Remote, you can charge it by exposing the solar panel to light or using a USB type-C cable.

- 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 console.
- Keep the console remote sensor area clear from obstacles. Use the remote control when there are no obstacles between the console and the remote control.

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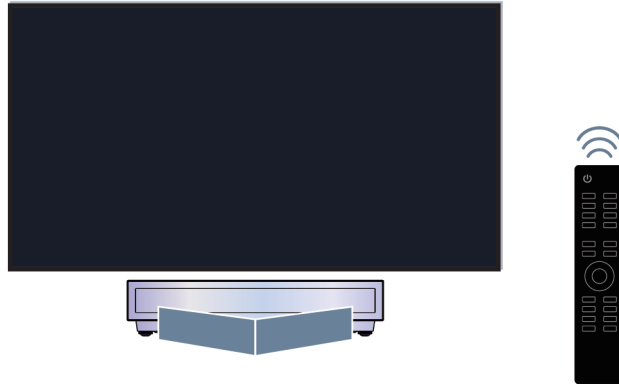
- If the remote is not working, try to keep interferences such as wireless LAN access point, microwaves, or other Bluetooth devices away when using the remote control.
- For Bluetooth remote controls, try re-pairing the remote control with the console by pressing and holding the ⬛ / ⬛ / ⬛ button for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

Schedule Recording cannot be used.

- Check if there is a storage device connected to the console.
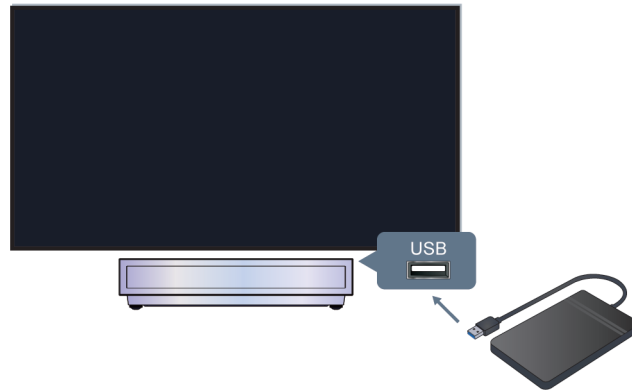
- Check the free space of the storage device. The function will not work if there is not enough storage space on the device.
- Check whether your storage device is damaged. In this case, files cannot be stored. If so, it is suggested to format your storage device.
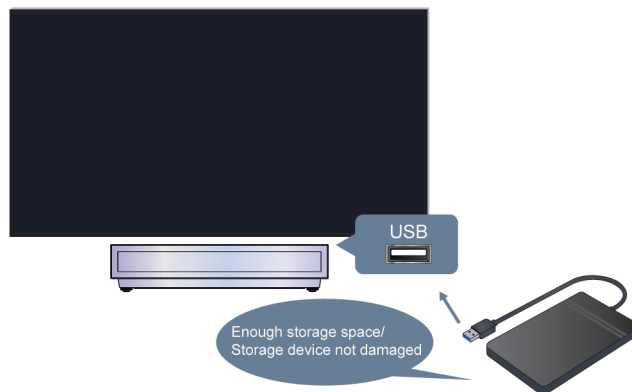
- Recording will automatically stop if the signal becomes too weak.

Note:

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

Troubleshooting Guide

Please first try the following steps to resolve the issues:

- Perform the status diagnosis
- Check whether the console has updated the latest software
- Restart or reset the console

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

Picture Issues	Sound Issues
Channel and Broadcast Issues	Network Issues
App Issues	Remote Control Issues
External Device Connection Issues	HDMI & CEC Issues
Voice Service Issues	Media Files Issues
Other Issues	

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

Status Diagnosis

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

Picture Test

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Support** > **Self Diagnosis** > **Picture Test**.

When performing the Picture Test, a test picture will be shown on screen. Select OK to start the test. Picture Test displays a high-definition picture that you can examine for flaws or faults. Please check the picture carefully for up to 10 seconds.

Find more specific solutions in Troubleshooting > Picture Issues in this manual.

Sound Test

Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Support** > **Self Diagnosis** > **Sound Test**.

When performing the Sound Test, a test sound will be played with the console Speaker. Select OK to start the test. Please listen to the sound carefully to check whether you can hear the sound problem.

Find more specific solutions in Troubleshooting > Sound Issues in this manual.

Troubleshooting

Network Related Self-diagnosis

Press 🏠 / 🏠 button on your remote control and select ⚙ **Settings > Support > Self Diagnosis**.

- **Network Connection Status**

  View the console's network connection information.

- **Network Connection Test**

  When performing a Network Connection Test, the test will confirm whether your console is connected to network. If the network test is successful but you still have problems using online services, please contact your Internet provider.

- **Network Speed Test**

  Perform this test to check the network speed.

Find more specific solutions in Troubleshooting > Network Issues in this manual.

Input Connection Test

Press 🏠 / 🏠 button on your remote control and select ⚙ **Settings > Support > Self Diagnosis > Input Connection Test**.

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

Find more specific solutions in Troubleshooting > Channel and Broadcast Issues and Troubleshooting > External Device Connection Issues in this manual.

Status Check

Press 🏠 / 🏠 button on your remote control and select ⚙ **Settings > Support > Self Diagnosis > Status Check**.

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

Signal Info

Press 🏠 / 🏠 button on your remote control and select ⚙ **Settings > Support > Self Diagnosis > Signal Info**.

Show the signal information of current input.

Find more specific solutions in Troubleshooting > Channel and Broadcast Issues and Troubleshooting > External Device Connection Issues in this manual.

Restart or reset your console

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

Restart your console

1. Press the power button on your remote control or press the power button on the console to turn it off. For some models, press the power button on the console to display the on-screen menu, and press the button again to move the focus to **Power off** to turn off the console.
2. Unplug the console 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 console to turn it on.

Note:

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

Reset your console

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

Remote Control Service

Press / button on your remote control and select **Settings** > **Support** > **Remote Control Service**.

Remote Control Service enables your console to be controlled from the client server to allow service agents to diagnose the problem of your console and deal with the problem online efficiently.

To use this function:

1. Turn on **Remote Control Service**.
2. Select **Agree All** and **Confirm** in End User License Agreement page.
3. Select **Generate PIN** in Remote Control Service.
4. You can initiate a help request to a service agent by the hotline and provide the on-screen PIN.

Note:

- This function may not be applicable in some models/countries/regions.
- Steps above may vary. Please refer to the specific product.
- Keep the network connected when the Remote Control Service is running.

Picture Issues

Before you review the problems and solutions below, use **Picture Test** to perform self-diagnosis to find the problem. For specific information please refer to Troubleshooting > Troubleshooting Guide > Status Diagnosis > Picture Test in this manual. If the test picture does not appear or you find your screen damaged, contact the service centre in your country/region.

If the test picture is displayed properly, please check the items below.

- The picture is distorted, blurry or flickering, or cuts out momentarily.
- There are dots, horizontal or vertical lines on the screen.
- The brightness cannot be adjusted.

ⓘ The picture is distorted, blurry or flickering, or cuts out momentarily.

- Press / button on your remote control and select **Settings** > **Picture** > **Picture Mode Settings** > **Sharpness** to adjust **Sharpness**.
- Press / button on your remote control and select **Settings** > **Picture** > **Picture Mode Settings** > **Advanced Settings** > **Clarity**/**Motion** to adjust **Clarity**/**Motion** settings.
- Make sure that the connection cable or the cable connector is not damaged.
- Make sure that the connection cable is securely connected to the console and the external device.
- Some electrical appliances may affect the console. For example, microwaves used close to the console may cause noise on analogue and digital channels (only for the models with tuners). 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 console.

- If you choose **TV** as the input source, adjust the direction and position of the aerial, reset or fine tune the channel (only for the models with tuners).
- When connecting the console to external devices, leave some space between the external devices and the console.

Note:

- Picture distortion caused by weak or poor signal reception is not a malfunction.
- The compressed video may cause picture distortion, especially for the fast moving pictures from sports programmes and action movies.

⑦ There are dots, horizontal or vertical lines on the screen.

- Switch to other channels (only for the models with tuners) or contents to check if the picture is normal.
- Change the output resolution of your external device. When the console is not compatible with the output resolution, dots or lines may occur.
- Check if the console is located in a humid space for a long time. It is suggested to use the console in a relatively dry environment.
- Some electrical appliances may affect the console. For example, microwaves used close to the console may cause noise on analogue and digital channels (only for the models with tuners). 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 console.

⑦ The brightness cannot be adjusted.

- Check Light Sensor settings at ⊕ / ⊕ > ⊚ **Settings** > **Picture** > **Picture Mode Settings** > **Advanced Settings** > **Brightness**. If **Automatic Light Sensor** is on, remove the objects that may block the console light sensor.
- Turn off **Automatic Light Sensor**. Press ⊕ / ⊕ button on your remote control and select ⊚ **Settings** > **Picture** > **Picture Mode Settings** > **Advanced Settings** > **Brightness** > **Light Sensor settings** to adjust the setting.

Note:

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

Sound Issues

Before you review the problems and solutions below, use **Sound Test** to perform self-diagnosis to find the problem. For specific information please refer to Troubleshooting > Troubleshooting Guide > Status Diagnosis > Sound Test in this manual.

Please check the items below.

- There is a delay between the picture and sound.
- Sound is distorted or cuts out momentarily.
- Volume cannot be changed or it changes on its own.

Troubleshooting

⑦ There is a delay between the picture and sound.

- Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Sound** > **Audio Output Settings** > **Digital Audio Output Delay**. Set the value to 0.
- Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Sound** > **Audio Output Settings** > **Lip Sync**. Adjust the value as you desire.
- Check the signal information. If the signal is weak or poor, a delay between the picture and sound may occur but it is not a malfunction. For specific information please refer to Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis and Input Connection Test in this manual.

Note:

- Options may not be applicable depending on your model/country/region and the Audio Output you select. Please refer to the specific product.

⑦ Sound is distorted or cuts out momentarily.

- Some electrical appliances may affect the console. For example, microwaves used close to the console may cause noise on analogue and digital channels (only for the models with tuners). 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 console.
- 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 console without any obstacles between them.
- Check the signal Information. A weak or poor signal may cause sound distortion, but it is not a malfunction. For specific information please refer to Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis and Signal Info in this manual.

⑦ Volume cannot be changed or it changes on its own.

- Press the power button on the console to check if the console responds. If there is no response, the console may not be normally working. If the console responds, press the remote control to check if it can control the console. 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** > **Sound** > **Sound Mode Settings.**
- When connecting an external speaker via HDMI, first check the cable connection, then press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**, set **CEC Control** to **On**.
- Insufficient memory causes a lag when you change the volume. Please clear cache.
- If you have just turned on the console, there may exist a delay after you press the volume up/down button on the remote control. Please wait a while until for the console to start up fully.
- If the problem persists, restart your console.

Channel and Broadcast Issues

Before you review the problems and solutions below, use **Input Connection Test** to perform self-diagnosis to find the problem. For specific information please refer to Troubleshooting > Troubleshooting Guide > Status Diagnosis > Input Connection Test in this manual.

Troubleshooting

Please check the items below.

- In Live TV, there is no signal, or a weak signal, or you cannot find any channels.
- The subtitles are not displaying or are in the wrong place on the screen.
- The channel list sorting is lost after several days, or previously deleted channels return in the channel list.
- I want to put channels in order of preference.

Note:

- Only for the models with tuners.

⑦ In Live TV, there is no signal, or a weak signal, or you cannot find any channels.

- Please check the following things first.

    a. The cable or cable connector of the aerial is not damaged.

    b. The aerial cable is not loose or disconnected.

    c. The aerial cable is connected to the correct port.

    d. "TV" is selected as the input source.
- If no signal or weak signal occasionally happens, disconnect the aerial cable and reconnect it.
- If you use a set-top box or cable box, check the broadcast signals or the network status that is connected to the external device. For specific information please refer to Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis and Input Connection Test in this manual.
- If the problem persists, scan channels again. In Live TV, press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Channel** > **Auto Scan**/**Advanced Settings** > **Manual Scan**. For specific information please refer to Enjoy Live TV > Channel Scan in this manual.

⑦ The subtitles are not displaying or are in the wrong place on the screen.

- To turn on/off the subtitle function, press 🗐/🗐/🗐 button on your remote control and select **Subtitle** when in TV input source. Or press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Accessibility** > **Subtitle Settings**. For specific information please refer to Accessibility Features > Subtitle Setup in this manual.
- If you are watching a channel through an external device such as a set-top box and cable box, turn on/off the subtitle function on the external device and adjust the subtitle location on screen. For more information, refer to the user manual of external device or contact your service provider.

Note:

- Some channels may not have subtitle data. In this case, even if you turn on the subtitle function, subtitles are not provided on screen.

⑦ 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 console to factory default before. Resetting the console 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.

⑦ I want to put channels in order of preference.

- You can edit the order of channels to your preference or you can add channels that you like to the favourite list. For specific information please refer to Enjoy Live TV > Channel Edit > Edit Channel List or Edit Favourite Channel List in this manual.

Network Issues

Before you review the problems and solutions below, perform self-diagnosis to find the problem. For specific information please refer to Troubleshooting > Troubleshooting Guide > Status Diagnosis > Network Related Self-diagnosis in this manual.

Please check the items below.

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

⑦ The signal strength is weak.

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

⑦ 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 console. Avoid putting it in a corner. As much as possible, make sure there is no wall between the console 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 console. If you use the console and other wireless devices simultaneously, you may experience a worse network performance. Please power off these wireless devices or keep them away from the console.
3. Restart your modem/router. Power off your modem/router and power it on gain 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 console, 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.

Troubleshooting

App Issues

Please check the items below.

- Apps cannot be installed, opened, updated or uninstalled.
- The app exits itself.
- The app is frozen or navigation is not smooth while using.
- Problems occur when using the Browser to stream videos.
- The app language is different from the console menu language.

⑦ Apps cannot be installed, opened, updated or uninstalled.

- If you have just turned on the console, please wait until the console start up is complete.
- You can only install apps that are compatible with the console. We recommend to install apps from the app store. The apk files downloaded from the Internet may not be installed on the console.
- You can only delete apps that you have installed to the console. Factory-installed apps cannot be deleted.
- See Number 1, 2, 3 in Common solutions to app issues.

⑦ The app exits itself.

- See Number 2 in Common solutions to app issues.

⑦ The app is frozen or navigation is not smooth while using.

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

⑦ Problems occur when using the Browser to stream videos.

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

⑦ The app language is different from the console menu language.

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

Common solutions to app issues

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

Remote Control Issues

Please check the items below.

- The console is slow to respond to the remote control.
- I want to use the remote control to control other devices.

ⓘ The console is slow to respond to the remote control.

When the console has just started, the response delay may occur between the console and remote control. Please wait a while to use the remote control.

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

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

- Turn on **CEC Control** on the console. Press 🏠/🏠 button on your remote control and select ⚙ **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**.
- Confirm that the external device is HDMI & CEC compatible and the HDMI & CEC feature of the connected device is turned on. For specific information, please refer to the user manual with the external device.
- Check whether the power cable of the external device is properly connected and the HDMI cable connection between the external device and the console is secure. Please use a HDMI cable of standard specification and make sure the cable is not damaged.

External Device Connection Issues

Before you review the problems and solutions below, use **Input Connection Test** to perform self-diagnosis to find the problem. For specific information please refer to Troubleshooting > Troubleshooting Guide > Status Diagnosis > Input Connection Test in this manual.

Please check the items below.

- No sound from the console while using the casting feature.
- I cannot mirror the screen or cast the content of my mobile device or PC on the console.
- The console cannot be connected to my soundbar, Bluetooth wireless headphones or speakers.
- Connection between external devices and the console is unstable.
- I cannot select a connected device or find a connected HDMI device.
- I want to output sound from headphones and console speakers, or from Bluetooth speaker and console speakers at the same time.

ⓘ No sound from the console 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/Device Speaker** is selected at 🏠/🏠 > ⚙ **Settings** > **Sound** > **Audio Output**.
- Check the network status. If the network signal is weak or low, there may exist a sound delay between the console and the mobile device. For specific information please refer to Troubleshooting > Network Issues in this manual.

Troubleshooting

⑦ I cannot mirror the screen or cast the content of my mobile device or PC on the console.

- Check if your console supports **Screen Sharing**/**Content Sharing** at ⌂/⌂ > ⚙ **Settings** > **Connection** > **Mobile Device Connection** > **Screen Sharing**/**Content Sharing**. Some console models may not support Screen Sharing/Content Sharing.
- For iPhone, iPad, or Mac, use AirPlay to share content on the console. Check if your console supports **AirPlay** at ⌂/⌂ > ⚙ **Settings** > **Connection** > **AirPlay and HomeKit**. Some console models may not support AirPlay.
- Check if **Screen Sharing**/**Content Sharing** is turned on. Press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Connection** > **Mobile Device Connection** > **Screen Sharing**/**Content Sharing** and switch it to **On**.
- Make sure that the console 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 console.
- 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.

⑦ The console cannot be connected to my soundbar, Bluetooth wireless headphones or speakers.

- Check if the Bluetooth device is compatible with the console.
- Check if connection cable or cable connector is damaged.
- Check if the Bluetooth is turned on at ⌂/⌂ > ⚙ **Settings** > **Connection** > **Bluetooth**.
- Turn off and restart Bluetooth at ⌂/⌂ > ⚙ **Settings** > **Connection** > **Bluetooth**.

⑦ Connection between external devices and the console is unstable.

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

⑦ 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 console.
- 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 console.

Troubleshooting

⑦ I want to output sound from headphones and console speakers, or from Bluetooth speaker and console speakers at the same time.

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

  a. Turn on Bluetooth at ⌂/⌂ > ⚙ **Settings** > **Connection** > **Bluetooth**.

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

  c. Press ⌂/⌂ button on your remote control, select ⚙ **Settings** > **Sound** > **Audio Output** to choose **TV Speaker/Device Speaker**.

HDMI & CEC Issues

Please check the items below.

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

Note:

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

⑦ I want to turn the console 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 console 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.

⑦ I want to disable HDMI & CEC function.

- To turn off the HDMI & CEC feature of your console, press ⌂/⌂ button on your remote control and select ⚙ **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**. Set **CEC Control** to **Off**.

⑦ An external device cannot be controlled by using the console 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 console 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.

Troubleshooting

- Check whether HDMI & CEC feature of your console is turned on. Press ⬛/⬛ button on your remote control and select ⚙ **Settings** > **Connection** > **HDMI & CEC** > **CEC Control**. Set **CEC Control** to **On**.
- Some menus of the HDMI & CEC compatible device may not be available for use.
- Some buttons on the remote control may not work. You can try the external device remote control.

Voice Service Issues

Before you perform the following solutions, please note that:

- Make sure your console is turned on. The console cannot respond in standby mode.
- If you have just turned on the console, please wait a while until the console start up is complete.
- Your voice should be clear and recognisable. If the voice is too loud or too low, this may result in a failure.
- Please say your command and wait for the device to respond.
- When the console is connected with external devices, the performance of the voice service may be affected.

⑦ Voice button on remote control does not work.

- Check the status of your remote control. For specific information please refer to Troubleshooting > Remote Control Issues in this manual.
- Keep the remote control within 3 metres from the console.
- Check whether your console is connected to the Internet. A low or weak signal may result in a failure of the voice assistant.
- Change account or log out of the account.

Media Files Issues

⑦ Some files are interrupted during playback or cannot be played.

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

- First check if there are problems with files.

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

    b. The format of files that can be played depends on the codec and driver of the console. For example, high-bitrate or high-resolution files may not be played back smoothly or cannot be played. For more information about the supported codecs, please refer to Entertainment > Media > Media Format in this manual.

- Then check if there are problems with console.

    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 console and the external device is not loose or disconnected.

Other Issues

Please check the items below.

- The console automatically turns on or off by itself, or the console cannot be turned on or off.
- System update cannot be completed.

Troubleshooting

⑦ The console automatically turns on or off by itself, or the console cannot be turned on or off.

When the console is performing certain operations, such as Remove User Data or Reset to Factory Default, the console will restart by itself. This is normal.

Turns off by itself

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

    Press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Timer Settings**. Please find these features in **Timer Settings**.
- Check if **Auto Standby with No Signal** is set. If current input has no signal and you do not interact with the console, the console will enter the standby mode.

    Press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Timer Settings > Auto Standby with No Signal**. This function may not be applicable in some models/countries/regions.
- Check if **CEC Control** is enabled. When CEC control is enabled and HDMI & CEC compatible external devices are turned off, the console will enter the standby mode.

    Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Connection > HDMI & CEC > CEC Control**.

Turns on by itself

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

    Press ⌂/⌂ button on your remote control and select ⚙ **Settings > System > Timer Settings > Power On Timer**.
- Check if **TV Auto Power On** is enabled. This feature will help the console to automatically turn on when HDMI & CEC compatible external devices are turned on.

    Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Connection > HDMI & CEC > TV Auto Power On**.

Cannot be turned on

- Check if the power cord is connected to AC outlet. You can unplug the console power cord from AC outlet and reconnect it after 60 seconds.
- Try to turn on the console with the remote control. Press the power button on the remote control and check if the console turns on. If you cannot turn on the console with the remote control, please refer to in this manual to troubleshoot.
- Try to turn on the console with the power button on the console. Press the power button and check if the console turns on.

Cannot be turned off

Troubleshooting

- When the console 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 console to turn it off. For some models, press the power button on the console to display the on-screen menu, and press the button again to move the focus to **Power off** to turn off the console.
- If the console cannot be turned off by pressing the power button on the console, disconnect the power cord from the AC outlet.

⑦ System update cannot be completed.

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

- Check whether your console is connected to the Internet and whether there are network issues with your console. Try to upgrade again when network issues are fixed.
- Restart your console 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.

⑦ Some features of the console do not work after the system update.

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

⑦ The settings are lost and need to be reconfigured every time the console is turned on.

- Make sure that you did not factory reset the console before. Factory reset will erase all the settings.
- Make sure that you did not remove user data before. This operation will clear relative settings.
- Make sure that the console is not in store mode. When the console is in store mode, console settings will be reset every few minutes.
- Check if you have updated the software recently. The system may be unstable after the console is upgraded.
- When you turn off the console, some settings will be automatically switched off.

⑦ I want to sign out my account or delete account usage data.

To sign out my account

1. Press 🏠/🏠 button on your remote control and select 👤 **Account** in the navigation bar on the Home screen.
2. Select **Manage Profiles** > **Account Information** > **Sign out**, and the account is removed from the console.

The following situations will help automatically sign out your account:

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

To delete account usage data

Press ⌂/⌂ button on your remote control and select ⚙ **Settings > Support > Disclaimer and Privacy > Remove User Data**.

Note:

- This setting will completely delete your usage data (including account, Live TV favourite channel list, Bluetooth equipment management information, console name, etc.) and the data cannot be restored.
- The console will restart after you confirm to clear data.

⍰ The console is hot.

- This is normal because it generates heat when you use the console for a period of time, but the heat does not affect the console functionality. As long as the console runs normally, you don't need to worry.
- We recommend that you place the console in a properly ventilated location for good air circulation.
- When the console is in standby mode, you may also feel the heat because the console may be under Standby Recording.

⍰ I can hear the voice-over of the console 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 > Accessibility > Voice Guide** and turn **Voice Guide** off. This function may not be applicable in some models/countries/regions.