

LED Backlight TV

# **USER MANUAL**

Read the manual carefully and ensure you have fully understood its contents before operating this device for the first time.

## Important Safety Precautions



This symbol alerts user about the presence of a dangerous voltage not isolated inside the product which can be sufficiently powerful to constitute a risk of electrocution.



This symbol alerts user about the presence of important operating instructions and maintenance in the document enclosed in the package.



**ATTENTION**  
RISK OF SHOCK  
ELECTRIC



Do not open the back cover.

In no case the user is allowed to operate inside the TV set.  
Only a qualified technician is entitled to operate.

## Disposal of Used Electrical & Electronic Equipment



Packaging and electrical goods should be recycled appropriately, and not treated as household waste. Please dispose of this equipment at your applicable collection point for the recycling of electrical & electronic equipment waste. By ensuring the correct disposal of this product, you will help prevent potentially hazardous to the environment and to human health, which could otherwise be caused by unsuitable waste handling of this product. The recycling of materials will help conserve natural resources. Please do not therefore dispose of your old electrical and electronic equipment with your household waste. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

## Warning

Never place a television set in an unstable location. A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- Using stands recommended by the manufacturer of the television set.
- Only using furniture that can safely support the television set.
- Ensuring the television set is not overhanging the edge of the supporting furniture.
- Not placing the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- Not placing the television set on cloth or other materials that may be located between the television set and supporting furniture.
- Educating children about the dangers of climbing on furniture to reach the television set or its controls.

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

# Important Safety Precautions

## Safeguards

---

---

Please read the following safeguards for your TV and retain for future reference. Always follow all warnings and instructions marked on the television.

1. A note about safety and operating instructions

Read and follow all safety and operating instructions, and retain them safely for future reference.

2. Heed Warnings

Adhere to all warnings on the appliance and in the operating instructions.

3. Cleaning

Unplug the TV from the wall outlet before cleaning. Do not use liquid, abrasive, or aerosol cleaners. Cleaners can permanently damage the cabinet and screen. Use a lightly dampened cloth for cleaning.

4. Wall Bracket

Wall brackets are not supplied with this product. After market brackets may be available to purchase locally. Please refer to the specification page for dimensions.

5. Water and Moisture

Avoid dripping or splashing of liquids onto the product. Objects filled with liquids, such as vases, should not be placed on the product.

6. Setting

Do not place this TV on an unstable cart, stand or table. Placing the TV on an unstable base can cause the TV to fall, resulting in serious personal injuries as well as damage to the TV. Use only a cart, stand, bracket or table recommended by the manufacturer or salesperson.

7. Ventilation

Slots and openings in the cabinet are provided for ventilation, to ensure reliable operation of the TV and to protect it from overheating. Do not cover the ventilation openings in the cabinet and never place the set in a confined space such as built-in cabinet unless proper ventilation is provided. Leave a minimum 10cm gap all around the unit.

8. Power Source

This TV should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supplied to your home, consult your appliance dealer or local power company.

9. Power-Cord Protection

Power- supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plug, wall outlets, and the point where they exit from the TV. MAIN plug is used as the disconnect device, the disconnect device shall remain readily operable.

10. Lightning

For added protection for this TV during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the TV due to lightning or power-line surge.

## Important Safety Precautions

### 11. Power Lines

An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits. Where installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them might be fatal.

### 12. Overloading

Do not overload wall outlets and extension cords as this can result in a risk of fire or electric shock.

### 13. Object and Liquid Entry

Never push objects of any kind into this TV through openings as they may touch dangerous voltage points or short-out parts that could result in fire or electric shock. Never spill liquid of any kind on or into the TV.

### 14. Outdoor Antenna Grounding

If an outside antenna or cable system is connected to the TV, be sure the antenna or cable system is grounded so as to provide some protection against voltage surges and built-up static charges.

### 15. Servicing

Do not attempt to service this TV yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

### 16. Damage Requiring Service

Unplug the TV from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- (a) When the power - supply cord or plug is damaged.
- (b) If liquid has been spilled, or objects have fallen into the TV.
- (c) If the TV has been exposed to rain or water.
- (d) If the TV does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the TV to its normal operation.
- (e) If the TV has been dropped or the cabinet has been damaged.
- (f) When the TV exhibits a distinct change in performance - this indicates a need for service.

### 17. Replacement Parts

When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock or other hazards.

### 18. Safety Check

Upon completion of any service or repair to the TV, ask the service technician to perform safety checks to determine that the TV is in safe operating condition.

### 19. Heat

The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.

### 20. Fire

The product should be situated away from naked flame sources such as lighted candle.

### 21. Off-gassing

The TV smells of plastic is normal and will dissipate over time.

# Content

<b>Live TV</b> .....	<b>3</b>
Channel Scan .....	3
Channel Edit .....	4
Channel List .....	5
Favorite .....	6
GUIDE(EPG) .....	7
PVR .....	8
Recording List .....	9
Timeshift .....	10
<b>Connection</b> .....	<b>11</b>
Ethernet .....	11
Wireless .....	11
Using HDMI&CEC .....	12
Connecting with an HDMI (ARC) cable .....	13
Connecting with an HDMI cable .....	13
Connecting with an USB cable .....	13
<b>Multi-screen</b> .....	<b>14</b>
Screen Sharing .....	14
Content Sharing .....	14
<b>Smart Functions</b> .....	<b>15</b>
Home .....	15
Media .....	16
App .....	17
<b>Picture and Sound</b> .....	<b>18</b>
Adjusting the Picture Quality .....	18
Adjusting the Sound Quality .....	19
<b>Accessibility and System</b> .....	<b>21</b>
Accessibility .....	21
Setting time .....	21
Using the timer .....	21
Notification .....	22
Bluetooth .....	22

# Content

Amazon Alexa Service .....	23
Google Smart Home Service .....	24
Upgrade .....	24
<b>Troubleshooting .....</b>	<b>26</b>
Self Diagnosis .....	26
Picture Problem .....	26
Sound Problem .....	26
Picture and Sound Problem .....	27
Internet Problem .....	27
Recording/Timeshift Function Isn't Working .....	28
My File Won't Play .....	28
Other Issues .....	28

Disclaimer:

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

## Channel Scan

---

---

 /  /  > [Settings](#) > [Channel](#) > [Auto Scan](#)

- [Auto Scan](#)

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

- [Antenna](#)

- Channel: Select from All channels or Free channels.
- Scan Mode: Select whether you want to search digital channels only (DTV), digital and analog channels (ATV+DTV) or analog channels only (ATV).  
If you receive DVB-T or DVB-T2 signal, you can use DTV.
- LCN: You can switch on LCN (Logical Channel Number) if you want to use the channel list. Please note that some operators are restricted to manually change the channel order.  
If you switch off LCN, then the channel list can be edited after channel scan. ( This function is only applicable in some countries.)

- [Cable](#)

- Channel: Select from All Channels or Free Channels.
- Scan Mode: Select whether you want to search digital channels only (DTV), digital and analog channels (ATV+DTV) or analog channels only (ATV).
- LCN: You can switch on LCN (Logical Channel Number) if you want to use the channel list. Please note that some operators are restricted to manually change the channel order.  
If you switch off LCN, then the channel list can be edited after channel scan. ( This function is only applicable in some countries.)

 /  /  > [Settings](#) > [Channel](#) > [Advanced Settings](#) > [Manual Scan](#)

- [DTV Manual Scan](#)

Manual scan TV program in digital signals.

When the DTV Manual Scan screen appears, press  /  button to select Antenna or Cable and then press [Start](#) to commence the search of that channel. When the signal has been tuned, signal strength will be displayed on the screen.

- [ATV Manual Scan](#)

Manual scan TV program in analog signals.

- Frequency: Input the channel frequency that you desired.

- Picture System: Select the Colour System.
- Sound System: Select the Sound System.

## Channel Edit

☰ / ⚙️ / ☰ > Settings > Channel > Channel Edit

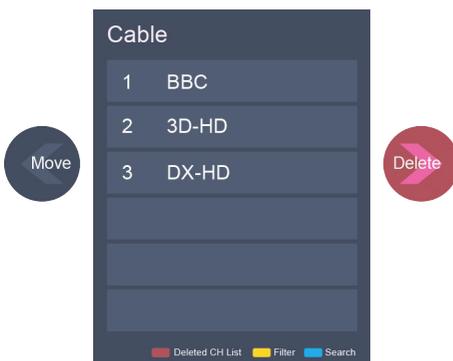
Manually edit the channel list order to your preference.

- **Edit the channels**

- Press **OK** button on the selected channel then a checkbox will appear. You can select more channels at the same time to move or delete them.
- Delete: Press **▶** button to delete the selected channel.
- Restore: Press **⊗** button to call out the four-color menu to select the **[RED]** icon or press the **[RED]** button to enter the list of deleted channels. Press **◀** button to restore the deleted channel.
- Move: Press **◀** button to move the selected channel.

📌 NOTE

- Moving the channels could be restricted by the operator. If you want to be able to move channels, we recommend not choosing an operator during channel scan and LCN should be set to Off.
- Filter: Press **⊗** button on the remote to call out the four-color menu to select the **[YELLOW]** icon or press the **[YELLOW]** button, the filter screen will pop up. Press **OK** button to select Options, the channel list can be updated.
- Search: Press **⊗** button on the remote to call out the four-color menu to select the **[BLUE]** icon or press the **[BLUE]** button to search the channel.



Edit the channels

- **Edit the favorite channels**

You can add favorite channels or move/remove favorite channels.

- **Export to USB**

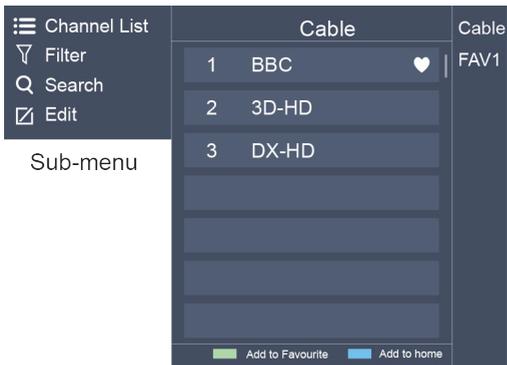
Allows you to export the current channel list to a USB storage device.

- **Import from USB**

Allows you to import a previously exported channel list via a USB storage device.

## Channel List

- **Display the channel list**  
In Live TV, press **OK** or **CH.LIST** button on the remote control to display the Channel List menu.
- **Enter the sub-menu of channel list**  
**OK** or **CH.LIST** > **<**



Channel list menu

- **Introduction of the sub-menu**
  1. Channel List
    - **OK** or **CH.LIST** > **<** > **Channel List**
      - All  
Displays the channels that have been automatically searched.
      - Favourite List  
Displays favourites lists 1 to 4. (Max 4 fav lists can be added)
      - Add fav list  
Add an additional favorite list.



2. Filter  
Filters channels , you can change the channels displayed in the channel lists.
3. Search  
Quick access to channels.
4. Edit  
Edit the channel list.

## Favorite

Viewing your 'Favorites' list

Press  or  button to call out the Channel list, the channel list appears on the right side of the screen, a heart-shaped icon will appear next to your favorite channel.

Edit the favorite list

There are 2 ways to enter the edit menu:

 or  >  > **Edit** > FAV1-FAV4

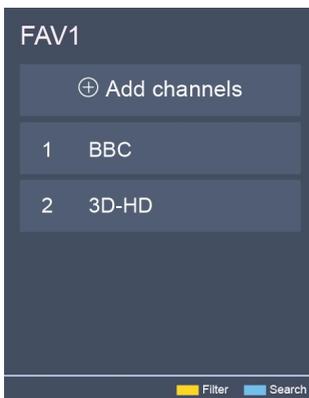
or

 /  /  > **Settings** > **Channel** > **Channel Edit** > FAV1-FAV4

The Edit Favorites screen appears.



- [Adding channels to a Favorites list](#)  
Select the  **Add channels** to add the selected channel to the favorite list.
- [Moving channels from a favorites list](#)  
Select channels in a favorites list, press  button to move the selected channel.
- [Deleting channels from Favorites list](#)  
Select channels in a favorites list, press  button to remove the selected channel.



## ☞ NOTE

- These steps should be operated under TV inputs.
- Before you edit the fav lists, complete channel scan first.
- You can add channels from various reception types to the FAV list.

## GUIDE(EPG)

---

It provides convenience to check TV programs that will be available in the next 7 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 favorite programs and a reminder function which can switch channel automatically at scheduled time so that you will not miss programs of interest. (The availability and amount of programme information will vary, depending on the particular broadcaster).

## ☞ NOTE

The Guide(EPG) function is only available in DTV.

- Press  button on the remote control to display channel information on program guide list.

- **Watch**

When a current program is selected, press the  button to switch to the channel you want to see.

- **PVR/Reminder**

Press  /  button to select the channels. Press  /  button to select program based on the time schedule.

Press  button on the remote control to select PVR or Reminder.

## ☞ NOTE

- PVR/Reminder in the Guide(EPG) is only available for programmes that haven't been aired yet.
- A storage device (space should be no less than 2G, transfer rate should be no less than 5MB/s) must be attached to the television for recording purposes.
- The TV will record the program even in standby mode.
- The PVR function is only applicable in some models/countries.

- **Schedule**

To view a list of scheduled reminders and recordings.

Press  button on the remote to call out the four-color menu to select the  [RED] icon or press the  [RED] button on the remote directly according to the actual remote in the accessory bag.

- **24h-**

To select the yesterday programmes.

Press  button on the remote to call out the four-color menu to select the  [YELLOW] icon or press the  [YELLOW] button on the remote directly according to the actual remote in the accessory bag.

## Live TV

- **24h+**

To select the next day programmes.

Press  button on the remote to call out the four-color menu to select the  [BLUE] icon or press the  [BLUE] button on the remote directly according to the actual remote in the accessory bag .

## PVR

---

---

The PVR function allows you to easily record digital television content for later viewing. The function is only available in DTV source. To use PVR, you must connect a USB device for recording. The format of the storage disk should be NTFS, FAT32. The PVR will not function if a data storage device has not been connected.

- **Schedule Recording**

Press  /  button, select the program to be played, press  button to set the appointment time and period, the reservation is successful. Press  button on the remote to call out the four-color menu to select the  [RED] icon or press the  [RED] button on the remote to view the scheduled recording. In schedule recording list, you can readjust the reservation information that has been set.

- **Instant Recording**

1. Press  button to select PVR
2. Select the partition, and the HDD speed will be tested(appear when using for the first time).
3. You can choose to manually stop or automatically match the program time.

- **Standby record**

If you press the power button during recording, TV will go into standby mode but the recording process is still going on. If you press power button again and wake up the TV, recording process will not be affected. After recording, the recorded file will be automatically saved to the disk.

### NOTE

- The storage space of your USB device should be no less than 2G (for 15 minutes high definition video).
- If the transfer rate of your hard disk is too slow, a pop-up notice will appear, in this case, you can try another one.
- The PVR function doesn't support analogue channels.
- The schedule recording function is not available while you are watching a programme that is currently being broadcast.
- Some broadcasters may restrict to record the program.
- During the recording progress, channels locked with Channel Lock(password needed) are disabled to watch.
- The PVR function is only applicable in some models/countries.

## Recording List

---

Accessing the recording list

See the list of recorded programs and scheduled recordings.

To enter the recording list :

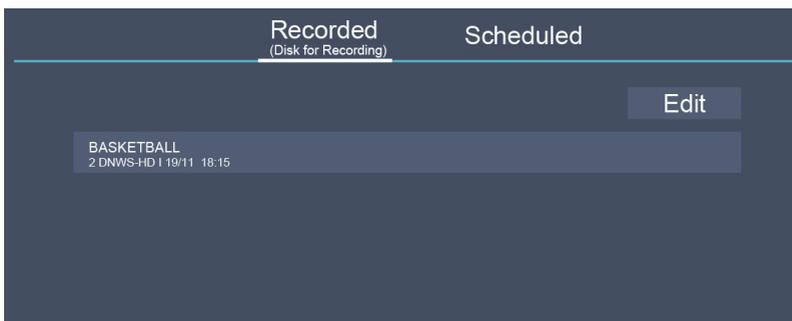
 /  /  > [Recording List](#)

Managing the recording list

 /  /  > [Recording List](#) > [Recorded](#)

You can watch or delete recorded programs.

- [Delete the recorded program](#)  
Select [Edit](#) and then select recorded program in recording list, press  button to remove the recorded program.
- [Watch](#)  
Select recorded program in recording list, press  button to watch the recorded program.



Managing the schedule recording list

 /  /  > [Recording List](#) > [Scheduled](#)

You can change scheduled recording information or cancel scheduled recordings.

- [Delete the scheduled program](#)  
Select [Edit](#) and then select scheduled program in schedule list, press  button to remove the scheduled program.
- [Edit scheduled program](#)  
Select scheduled program in schedule list, press  button to adjust the scheduled program.

# Live TV



## NOTE

- The Recording List function is only applicable in some models/countries.

## 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, the recording will not commence.

Press **V** button on the remote control to select T.Shift and then the menu will appear, press **II** to pause the live broadcast and press **▶** to play. Press **◀◀** to watch reverse and press **▶▶** to watch advance playback rapidly. Press **□** to exit the function and watch the current broadcast. Press **●** to record current broadcast.

## NOTE

- The T.Shift function doesn't support analogue channels.
- The storage space of the USB device should be no less than 1G.
- The Timeshift function is only applicable in some models/countries.



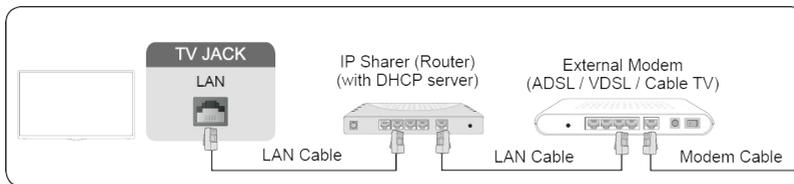
# Connection

## Ethernet

Connecting to the Internet

NOTE

1. You can get access to the Internet through your TV.
2. We recommend using a modem or router that supports Dynamic Host Configuration Protocol(DHCP). Modems and routers that support DHCP automatically provide the IP address, subnet mask, gateway, and DNS, so you don't have to enter them manually. Most home networks already have DHCP.



Connecting to a Wired (Ethernet) Network

Settings > Network > Network Configuration

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

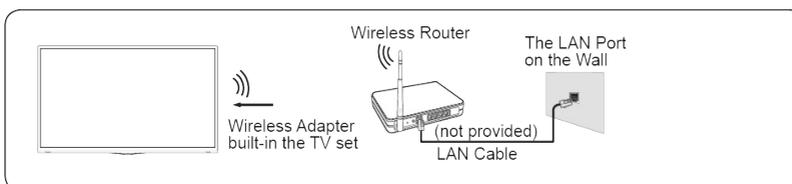
- **Connection Type**  
Connect your TV to an Ethernet connection.
- **Ethernet**  
Display network status.
- **IP Settings**  
Configure the IP setting for your network connection.

## Wireless

Connecting to the Internet

NOTE

- You get access to the Internet through your TV.
- Connect to an available wireless network.
- Make sure that you have the wireless router's SSID and password before attempting to connect.



Connecting to a Wireless Network

Settings > Network > Network Configuration

## Connection

You set the TV network by selecting Configuration and press the  button to enter the submenu.

- [Connection Type](#)  
Connect your TV to a wireless Wi-Fi network connection.
- [Advanced Settings](#)  
Configure the advanced wireless network settings for the TV.
- [Add](#)  
You can add wireless network.
- [Refresh](#)  
Refresh wireless network.

### NOTE

- If no wireless router is found, select [Add](#) and enter the network name in the SSID.
- If no wireless router is found, select [Refresh](#).

## Using HDMI&CEC

---

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

Connecting an external device through HDMI & CEC Function

 /  /  > [Settings](#) > [System](#) > [HDMI & CEC](#) > [CEC Control](#)

1. Set [CEC Control](#) to On.
2. Connect an HDMI-CEC-compliant device to the TV.
3. Turn on the connected external device. The device is automatically connected to the TV. After connection is finished, you can access the menu of the connected device on your TV screen using your TV remote and control the device.

### NOTE

- HDMI cables must be used to connect HDMI CEC-compatible devices to your TV.
- The HDMI CEC feature of the connected device must be turned on.
- If you connect an HDMI device that is not HDMI CEC-compatible, all the HDMI-CEC control features do not work.
- Depending on the connected HDMI device, the HDMI-CEC Control feature may not work.
- The HDMI CEC feature are supported One Touch Play, Routing Control, System Standby, Device OSD Name Transfer, Remote Control Pass Through, Give Device Power Status, System Audio Control.

HDMI 2.0 Format function

 /  /  > [Settings](#) > [System](#) > [HDMI & CEC](#) > [HDMI 2.0 Format](#)

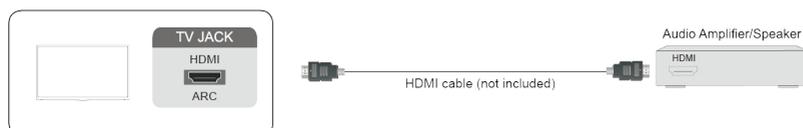
Please select the [Enhanced format](#) if your HDMI device supports 4K HDR. If you are not sure or if it does not support 4K HDR, please select [Standard format](#).

## Connection

### Connecting with an HDMI (ARC) cable

Connect an HDMI cable from an external digital audio system.

ARC enables the TV to directly output the digital sound through an HDMI cable. Please note that it works only when the TV is connected to the audio receiver that supports the ARC (Audio Return Channel) function.



#### NOTE

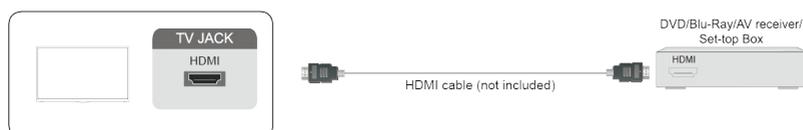
- When this port is used as the ARC function, it can be used as signal input when DVD is connected to amplifier and the amplifier is connected to the TV at the same time. (Some amplifiers may not support series connection.)

### Connecting with an HDMI cable

Connect an HDMI cable from an external AV equipment.

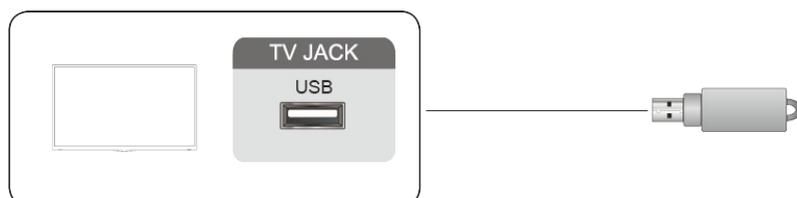
Some devices such as DVD player require HDMI signal to be set to output in the device's settings. Please consult your device user manual for instructions.

Please note that the HDMI connector provides both video and audio signals, it's not necessary to connect an audio cable.



### Connecting with an USB cable

Connect the USB devices such as hard drives, USB sticks and digital cameras for browsing photos, listening to music.



1. Support the U disk 4G, 8G, 16G, 32G, 64G, 128G and other common market sizes, 8T hard drive is currently supported.
2. Support format: NTFS, FAT32.

## Screen Sharing

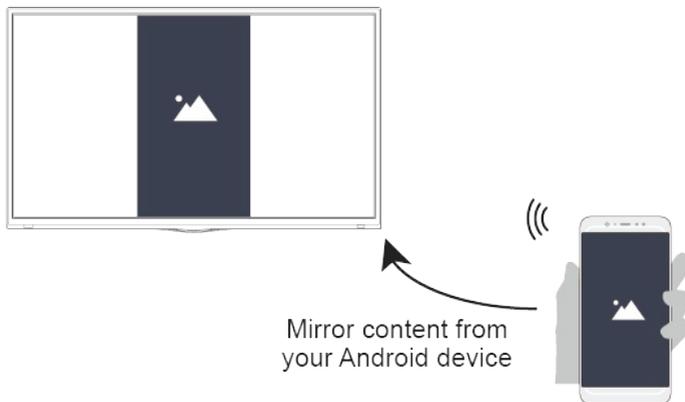
Mirror content from your Android device to the TV.

**INPUT** > [Screen Sharing](#)

- Turn on the casting function of your Android/Windows10 device.
- Find the TV name in the searching list of your device and select it.  
Wait for the connection progress to complete and the content on your device will be displayed on the TV.

### NOTE

- Some Android devices may not support casting.



## Content Sharing

Share videos, music or pictures from your Android/iOS/PC device to the TV screen.

**INPUT** > [Content Sharing](#)

1. Turn on the contents sharing function of your Android/iOS/PC device.
2. Find the TV name in the searching list of your device and select it.  
Wait for the connection progress to complete and select the content you want to share.

### NOTE

- TV and your Android/iOS/PC device need to connect to the same network.
- Some devices may not support contents sharing function. If your device doesn't support contents sharing, you can download an app that supports the function.



# Smart Functions

## Home

---

Getting familiar with the Home screen

Run the TV more conveniently by selecting the corresponding sections.

Press  /  button.

- You can always view the current time at the top of the Home screen.
- If your TV is connected to the Internet through a wireless connection or an Ethernet cable, then the icon  /  will be at the top right corner of the screen.
- Manage apps
  - Select the item you want to move, press  /  /  button to manage.

### Search

Search the app you want.

### Input

Select the input you want.

### Settings

Display the Settings menu.

### Notifications

Allow pop-up notifications to appear for useful information and events that occur with your TV.

- Select [Notifications](#) on the Home screen, and select [Settings](#) then display [Advertising](#), [New Arrivals](#), [System message](#), [Warnings And Legal Statements](#) only when starting the TV for the first time. Choose which types of notifications you would like to receive.

### VIDAA Account

Sign in your VIDAA account.

A VIDAA account gives you all the best feature of your smart TV and always keeps it up to date.

### Voice Service Setup

Set up the Voice Service following the instruction here and enjoy controlling and interacting with your smart TV by pressing and holding the  /  button on your Voice Remote Control or our Remote Control app, and just asking Alexa. You can also control your smart TV by voice with Google Home device or Google Home app or Google Assistant app.

Voice Service availability and functions vary depending on TV models and countries.

#### NOTE

- By  /  /  > [Settings](#) > [System](#) > [Advanced Settings](#) > [Notifications](#), you can also choose which types of notifications you would like to receive.

# Smart Functions

## Media

Playing Media contents

🏠 / 🏠 > My Apps > Media

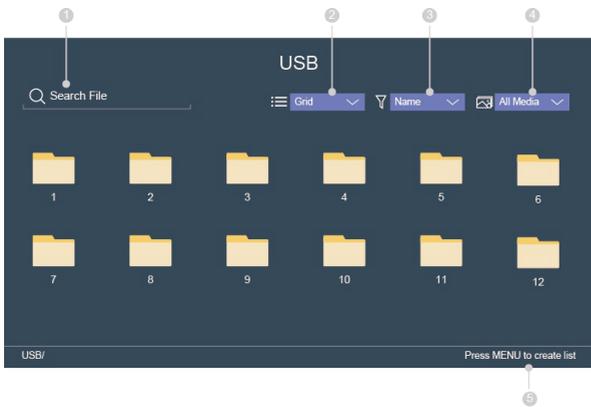
By default, there are [Content Sharing](#) displayed on the Media screen. If your mobile device is connected to the TV, its name also appears on the Media screen.

📺 NOTE

- For more information about Content Sharing, refer to its detailed introduction.

🏠 / 🏠 > My Apps > Media > connected device

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



- ① Input the content name you want to play.
- ② Arrange the content list by [Grid](#), [list](#).
- ③ Arrange the content list by [Name](#), [Date modified](#), [Size](#).
- ④ Filter the content list by [All Media](#), [Photo](#), [Music](#), [Video](#), [Recorded](#).
- ⑤ Create a photo, music, or video playlist.

Playing background music during viewing pictures

You need to:

- Choose a picture to playback.
- Press **▲** / **▼** button to call out playbar.
- Select [Background Music](#) and choose your music to create a Music Playlist.
- Play the background music during viewing pictures.

📺 NOTE

- The TV may be support the following file formats:

Medium	File Format
Video	.AVI, .WMV, .MP4, .3GP, .MKV, .MPG, .MPEG, .FLV, .OGM

# Smart Functions

Picture	.jpeg, .bmp, .PNG, .GIF,
Music	.mp3, .aac, .wma, .wav

- For more information about connection to PC/mobile device, refer to the detailed introduction of each part.

## App

---

---

 /  > My Apps

- Removing an app in [My Apps](#)
  1. In [My Apps](#) select the app you want to remove, and then press  /  /  button to select [Uninstall](#).
  2. Select [OK](#). The selected app is deleted.
- Adding an app in [VIDAA Store](#) to the Home screen
  1. In [VIDAA Store](#) select the app you want to add and then select [INSTALL](#).
  2. The selected app has been added to the [My Apps](#).
- Sorting apps in [My Apps](#)
  1. In [My Apps](#) select the app you want to sort, and then press  /  /  button to select [Sort](#).
  2. Press  /  /  /  button to move it.
  3. Press  to store position.

### NOTE

- To use this function, TV must be connected to the Internet.
- [VIDAA Store](#) is only applicable in some countries/regions.
- Adding apps is free, but it might cost you money when using some apps.
- The default apps in [My Apps](#) cannot be removed.

## Adjusting the Picture Quality

---

---

Adjust current picture mode to apply to all sources or just current source.

Choosing a picture mode

 /  /  > [Settings](#) > [Picture](#) > [Picture Mode](#)

You can select the Picture Mode that provides the best viewing experience.

Changing the picture size

 /  /  > [Settings](#) > [Picture](#) > [Aspect Ratio](#)

You can change the size of the picture displayed on the TV screen.

- [Automatic](#)  
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.
- [Panoramic](#)  
Provides a full-screen image by stretching the edges whilst leaving the middle untouched.
- [Movie Zoom](#)  
Provides a full-screen image by zooming in on the movie.
- [Direct](#)  
Point to point display also known as 1:1 Pixel Mapping.

Configuring advanced picture settings

 /  /  > [Settings](#) > [Picture](#) > [Picture Mode Settings](#)

You can select the Picture Mode that provides the best viewing experience.

- [Apply Picture Settings](#)  
Adjust current picture mode to apply to all sources or just current source.
- [Backlight](#)  
Set the overall brightness of the screen.
- [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 edges of images appear.
- [Adaptive Contrast](#)

## Picture and Sound

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

- **Ultra Smooth Motion**

Reduce seeing afterimages that are left on the screen when viewing fast-moving objects. ( This function is only applicable in certain models. )

- **Clear Motion**

Making motion look clearer when flicker is desired. ( This function is only applicable in certain models. )

- **Noise Reduction**

Improve how clear the picture appears by reducing noise.

- **MPEG Noise Reduction**

Reduces MPEG block noise and provides clearer edge transitions.

- **Colour Temperature**

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

- **Expert Setting**

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

- **Overscan**

Change the video size settings to slightly crop the edges of the displayed image. ( This function is only applicable in some countries.)

- **Reset Current Mode**

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

## Adjusting the Sound Quality

---

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

Choosing a sound mode

 /  /  > [Settings](#) > [Sound](#) > [Sound Mode](#)

You can select a favourite sound mode suitable for the content type or the listening environment.

Configuring advanced sound settings

 /  /  > [Settings](#) > [Sound](#) > [Sound Mode Settings](#)

You can personalise the sound quality by adjusting the following settings.

- **Apply Audio Settings**

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

- **Bass Boost**

Built-in Bass Adjustment. (This function is only applicable in certain models/countries.)

- **Surround Sound**

Surround sound uses DTS TruSurround™ to deliver an immersive surround sound experience from the TV's internal speakers. (This function is only applicable in certain models/countries.)

- **Dialog Clarity**

Dialog Clarity uses DTS Dialog Clarity™ to boost the frequency range of the human voice so dialog is clearly understood and heard above audio or surround effects. (This function is only

## Picture and Sound

applicable in certain models/countries.)

- [TruVolume](#)

You can turn on/off. (This function is only applicable in certain models/countries.)

- [Equalizer](#)

Boost the volume at different frequencies.

- [Wall Mount Setup](#)

Automatically optimize the sound based on the position of the TV. (This function is only applicable in certain models/countries.)

- [Auto Volume Control](#)

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

- [Reset Current Mode](#)

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

## Accessibility

---

---

 /  /  > [Settings](#) > [Accessibility](#)

- [Menu Scheme](#)  
Select menu scheme style from Dark, Light.
- [High Contrast Menu](#)  
Improve contrast for visually impaired.
- [Menu Transparency](#)  
select menu transparency from Off, Medium, High.
- [Hard of Hearing Subtitles](#)  
Subtitles for hearing impaired.
- [Audio Type](#)  
Select the audio type of programmes.
  - Audio Type: select the audio type of programmes from Normal, Visually Impaired.
  - Voiceover Volume: Independently adjust the volume of voiceover for visually impaired. (Only available when Audio Type is Visually Impaired)

## Setting time

---

---

 /  /  > [Settings](#) > [System](#) > [Time](#)

Set the current time based on your location.

- [Time Format](#)  
Set the time to display in a 12 or 24-hour format.
- [Jalaali](#)  
Set Jalaali to On/Off.  
 NOTE  
Jalaali is only applicable in Iran.
- [Date/Time](#)  
Set the Date and Time. You can set the date and time to automatically sync with Internet/broadcast or manual setup by yourself.
- [Time Zone](#)  
Select your time zone.
- [Daylight Savings](#)  
Select whether to apply Daylight Savings Time to the TV.

## Using the timer

---

---

 /  /  > [Settings](#) > [System](#) > [Timer Settings](#)

Adjust the timer settings to suit your preference.

- [Sleep Timer](#)

# Accessibility and System

Set the sleep timer to automatically turn the TV Off within a specified time: Off, 15 Minutes, 30 Minutes, 60 Minutes, 90 Minutes, 120 Minutes or User Defined.

- **Power On Timer**

Set the clock for the time you want the TV to turn on automatically. You can set the time only once or set the time in specified date by weekly.

- **Power Off Timer**

Set the clock for the time you want the TV to turn off automatically. You can set the time only once or set the time in specified date weekly.

- **Menu Timeout**

Set the amount of time that you would like for the menu to display: Off, 10s, 20s, 30s, 60s, 5min.

- **Auto Sleep**

Set the amount of time that you would like for TV auto power off without any activity: Off, 3H, 4H. (This function is only applicable in some countries.)

- **Auto Standby with No Signal**

Set the time for auto standby with no signal: Off, 15 Minutes.

## Notification

---

 /  /  > [Settings](#) > [System](#) > [Advanced Settings](#) > [Notifications](#)

Allow pop-up notifications to appear for useful information and events that occur with your TV, including: Advertising, New Arrivals, Warnings And Legal Statements and System message. You can enable / disable each of these notifications.

 > [Notifications](#)

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

 NOTE

To delete all notifications, select Clear All.

## Bluetooth

---

Connecting to Bluetooth Devices

Connect to the Devices using Bluetooth technology

 /  /  > [Settings](#) > [System](#) > [Bluetooth](#)

- **Remote Pairing**

1. Set [Bluetooth](#) to On.
2. Press and hold the MENU button. Make sure your remote is close to this TV around 3 meters.

 NOTE

- This function is not available on certain models in specific geographical areas.

# Accessibility and System

- [TV Bluetooth Speaker](#)

Play your mobile phone's music by TV.

- [Connecting to Bluetooth Devices](#)

1. Set [Bluetooth](#) to On.
2. Before pairing your Bluetooth devices, make sure they're in pairing mode.
3. Find the Bluetooth devices name in the [Equipment management](#) and select it. The device is automatically connected to the TV.

 NOTE

- Only one Bluetooth speaker and Bluetooth headphone can connect to TV, if a new Bluetooth speaker or headphone connected to TV, the old one should disconnect to TV automatically.
- Compatibility issues may occur, depending on the Bluetooth device.
- The TV and Bluetooth device may disconnect, depending on the distance between them.
- The TV supports Bluetooth keyboard, Bluetooth mouse, Bluetooth headset, Bluetooth speakers and so on.

## Amazon Alexa Service

---

How to set up Amazon Alexa Service on TV

- Set up VIDAA Account

1. Navigate to Network Tab to connect your TV to WiFi. (If you haven't done yet)
2.  /  > 
3. Register your device to your VIDAA Account.

- Set up Amazon Alexa Service

1.  /  /  > [Settings](#) > [System](#) > [Voice Service](#) > [Amazon Alexa Service](#)

or

1.  /  /  > [Settings](#) > [System](#) > [Amazon Alexa Service](#)

NOTE: Setting path varies depending on TV models and regions.

2. Turn on [Amazon Alexa Service](#).
3. Select [Amazon Alexa Service Setup](#) > [Set up now](#).
4. Visit the webpage appeared on your TV and sign in to your Amazon account. If you don't have an account, create a new one. You will be required to sign into VIDAA account first (if not signed in yet) before signing into Amazon account.
5. Give your TV a unique name.
6. Enter the code appeared on your TV. The code will be expired after 10 minutes. After signing in, this screen will update automatically.
7. Select [Authorize](#).
8. Choose Alexa language that you want to use on TV. This feature requires Alexa Built-in Service, which

## Accessibility and System

varies depending on TV models and regions.

### 9. Amazon Alexa Service is set up and ready.

Enjoy interacting with Alexa using your voice by just pressing and hold the Mic button on your Remote Control.

#### NOTE

- This feature requires Alexa Built-in service otherwise use external Alexa-enabled devices (e.g. Alexa App, Echo) to control your smart TV by using just your voice.
- Shipment with Voice Remote Control varies depending on TV models and regions.
- Download and install Remote Control app (RemoteNow) on your mobile device. Press the Mic button to interact with Alexa on your TV.
- The Amazon Alexa Service function is only applicable in certain models/countries.

## Google Smart Home Service

---

How to set up Google Smart Home Service on TV

- Set up VIDAA Account
  1. Navigate to Network Tab to connect your TV to WiFi. (If you haven't done yet)
  2.  /  > 
  3. Register your device to your VIDAA Account.
- Set up Google Smart Home Service.
  1.  /  /  > [Settings](#) > [System](#) > [Voice Service](#) > [Google Smart Home Service](#)  
or  
 /  /  > [Settings](#) > [System](#) > [Google Smart Home Service](#)  
NOTE: Setting path varies depending on TV models and regions.
  2. Turn on [Google Smart Home Service](#).
  3. Follow the instruction on TV to enable Google Smart Home Service. You will be required to sign into VIDAA account first if not signed in yet.
  4. Google Smart Home Service is set up and ready. Control your smart TV using just your voice by Google Home device or Google Assistant app.

#### NOTE

- The Google Smart Home Service function is only applicable in certain models/countries.

## Upgrade

---

 /  /  > [Settings](#) > [Support](#) > [System Update](#)

Set your TV to receive the latest firmware.

## Accessibility and System

- [Auto Firmware Upgrade](#)

Set your TV to automatically receive the latest firmware.

- [Check Firmware Upgrade](#)

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

 NOTE

- Please ensure your TV is connected to the Internet.

- [Check OAD Upgrade](#)

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

 NOTE

- Please ensure your TV is connected to the Internet.

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

- [System APP auto upgrade](#)

Set your system applications to automatically upgrade to the latest version.

- [Upgrade from USB](#)

Upgrade TV software from USB device.

 NOTE

- Please ensure the USB flash drive insert to USB2.0 port of the TV.

- The updating files must be available in root directory.

- The format of the USB must be FAT32 and the partition table type must be MBR.

# Troubleshooting

## Self Diagnosis

---

Diagnose issues with your TV.

 /  /  > [Settings](#) > [Support](#) > [Self Diagnosis](#)

Use the [Picture Test](#) to help diagnose video issues and the [Sound Test](#) to diagnose sound issues. You can also view signal strength information for over-the-air digital signals by using the [Network Test](#) and the [Input Connection Test](#). Additionally, you can view the status of the TV by using the [Status Check](#).

## Picture Problem

---

When the TV has trouble with the picture, these steps may help resolve the problem.

Picture Test

 /  /  > [Settings](#) > [Support](#) > [Self Diagnosis](#) > [Picture Test](#)

Before you review the list of problems and solutions below, use [Picture Test](#) to determine if the problem is caused by the TV. [Picture Test](#) displays a high definition picture that you can examine for flaws or faults.

The Problem	Possible Solutions
No picture, or black and white picture.	<ul style="list-style-type: none"><li>• Unplug TV from AC outlet and re-plug after 60 seconds.</li><li>• Check that the <a href="#">Colour Saturation</a> is set to 50 or higher.</li><li>• Try different TV channels.</li></ul>
The picture is distorted.	<ul style="list-style-type: none"><li>• The compression of video content may cause picture distortions, especially in fast moving pictures from sports programmes and action movies.</li><li>• If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.</li><li>• Mobile phones used close to the TV (within 1 m) may cause noise on analogue and digital channels.</li></ul>

### NOTE

- If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact the service company in your country.
- If the test picture is displayed properly, there may be a problem with an external device. Please check the connections.
- If the problem persists, check the signal strength or refer to the external device's user manual.

## Sound Problem

---

When the TV has difficulties with sound, these steps may help resolve the problem.

Sound Test

 /  /  > [Settings](#) > [Support](#) > [Self Diagnosis](#) > [Sound Test](#)

If the TV plays the [Sound Test](#) melody without distortion, there may be a problem with an external device

# Troubleshooting

or the broadcast signal's strength.

The Problem	Possible Solutions
There is no sound or the sound is too low at maximum volume.	Check the volume control of the device (cable or satellite box, DVD, Blu-ray, etc.) connected to your TV.
Picture is normal, but no sound.	<ul style="list-style-type: none"><li>• Check the volume settings.</li><li>• Check if 'Mute' mode is set to on.</li></ul>
The speakers are making an odd sound.	<ul style="list-style-type: none"><li>• Make sure that the audio cable is connected to the correct audio output connector on the external device.</li><li>• For antenna or cable connections, check the signal information.</li><li>• A low signal level may cause sound distortions.</li></ul>

## Picture and Sound Problem

When the TV has difficulties with sound and picture, these steps may help resolve the problem.

Picture Test

 /  /  > [Settings](#) > [Support](#) > [Self Diagnosis](#) > [Picture Test](#)

Sound Test

 /  /  > [Settings](#) > [Support](#) > [Self Diagnosis](#) > [Sound Test](#)

If the [Sound Test](#) and [Picture Test](#) are normal, there may be a problem with an external device or the broadcast signal's strength.

The Problem	Possible Solutions
No sound and picture.	<ul style="list-style-type: none"><li>• Check if the power cord is plugged into a powered AC outlet.</li><li>• Press the  button in the remote control to activate the unit from Standby.</li><li>• Check to see if the LED light is on or not. If it is, then the TV is receiving power.</li></ul>
I have connected an external source to my TV but I get no picture and/or sound.	<ul style="list-style-type: none"><li>• Check the correct connection on the external source and the input connection on the TV.</li><li>• Make sure you have made the correct selection for the input mode for the incoming signal.</li></ul>
Sound and picture distorted or appear wavy.	<ul style="list-style-type: none"><li>• Some electrical appliances may affect TV set. If you turn off the appliance and the interference goes away, then move it further away from TV.</li><li>• Insert the power plug of the TV set into another power outlet.</li></ul>
Sound and picture is blurry or cuts out momentarily.	<ul style="list-style-type: none"><li>• If you use an external antenna, check the direction, position and connection of the antenna.</li><li>• Adjust the direction of your antenna or reset or fine tune the channel.</li></ul>

## Internet Problem

When the TV has difficulties connecting to the Internet, these steps may help resolve the problem.

# Troubleshooting

## Network Test

 /  /  > [Settings](#) > [Support](#) > [Self Diagnosis](#) > [Network Test](#)

If the TV network is connected, the screen will display [Connected successfully](#).

The Problem	Possible Solutions
The TV cannot connect to your network or apps.	Make sure the TV has a network connection. <ul style="list-style-type: none"><li>• Run <a href="#">Network Test</a> (  /  /  &gt; <a href="#">Settings</a> &gt; <a href="#">Support</a> &gt; <a href="#">Self Diagnosis</a> &gt; <a href="#">Network Test</a> ) .</li><li>• Contact your Internet service provider.</li></ul>
The wireless network connection failed.	Make sure your wireless modem/router is on and connected to the Internet.
The wireless network signal is too weak.	Position your wireless router, modem router, or access point in a central location. Avoid putting it in a corner.

## Recording/Timeshift Function Isn't Working

When Timeshift or Schedule recording aren't working, these steps may help resolve the problem.

The Problem	Possible Solutions
Schedule Recording cannot be used.	<ul style="list-style-type: none"><li>• Check if there is a USB device connected to the TV.</li><li>• Recording will automatically stop if the signal becomes too weak.</li><li>• Check the free space on the USB device. The function will not work if there isn't enough storage space on the USB device.</li></ul>

### NOTE

- The Recording/Timeshift functions are only applicable in certain models.

## My File Won't Play

When files aren't playing, this may help resolve the problem.

The Problem	Possible Solutions
Some files can't be played.	This problem may occur with high-bitrate files. Most files can be played back, but you might experience problems with high-bitrate files.

## Other Issues

Use these procedures to resolve other issues that may occur.

The Problem	Possible Solutions
The TV is hot.	Watching TV for an extended period of time causes the panel to generate heat. The heat from the panel is dissipated through internal vents running along the top of the TV. However, after extended use, you may feel hot when touching it. This heat, however, is not a defect and does not affect the TV's functionality.

## Troubleshooting

<p>The TV smells of plastic.</p>	<p>This smell is normal and will dissipate over time.</p>
<p>The plastic cabinet makes a "clicking" type of sound.</p>	<p>The "click" sound can be caused when the temperature of the television changes. This change causes the television cabinet to expand or contract, which makes the sound. This is normal and the TV is OK.</p>