9618 VIDAA U7.6 Global Mini Projector

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First-Time Use

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 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.

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**, and **System Messages**. 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**.

Input

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

Settings

Manage console configuration.

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

Connection on page 34
Network Issues on page 57
My console cannot connect to the network. on page 51

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

Connection on page 34
Network Issues on page 57
My console cannot connect to the network. on page 51

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 Home / Home button to move the focus to the **Input** icon on the side of the Home screen, press OK 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 Home / Home button to move the focus to the **Input** icon on the side of the Home screen, press OK button to enter.
2. Move the focus to an input source and press Menu / Menu 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 Voice button on your remote control.
- Press Home / Home button to select **Settings** icon and select **System** > **Voice Service**.

Note:

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

Use the remote microphone

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

Note:

- Voice Service feature may not be applicable in some models/countries/regions.
- Remote control with Voice 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

Voice Service Setup on page 7

Benefits of Smart Console

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.

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 4
Connect to a Wireless Network on page 5
Using the Mobile App on page 12
Connect Remote Control on page 14

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 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**. 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 4
Connect to a Wireless Network on page 5

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 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

Connect to a Wired (Ethernet) Network on page 4
Connect to a Wireless Network on page 5

Voice Service Other Issues

If you want to turn on your console with 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 Google Home devices are connected to the same network environment.

Note:

- Only Google Smart Home Service supports turning on your console with Google Home.

Related information

Connect to a Wired (Ethernet) Network on page 4
Connect to a Wireless Network on page 5

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.

Related information

Connect to a Wired (Ethernet) Network on page 4
Connect to a Wireless Network on page 5

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.

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 4

Connect to a Wireless Network on page 5

Manage Apps

1. On the home screen, select the app you want to sort, then press and hold the OK button to manage it.
2. Press ◀/▶ button to move the app.
3. Press OK 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 OK button to manage it.
2. Press ▼ 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 ▲/▼/OK 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.

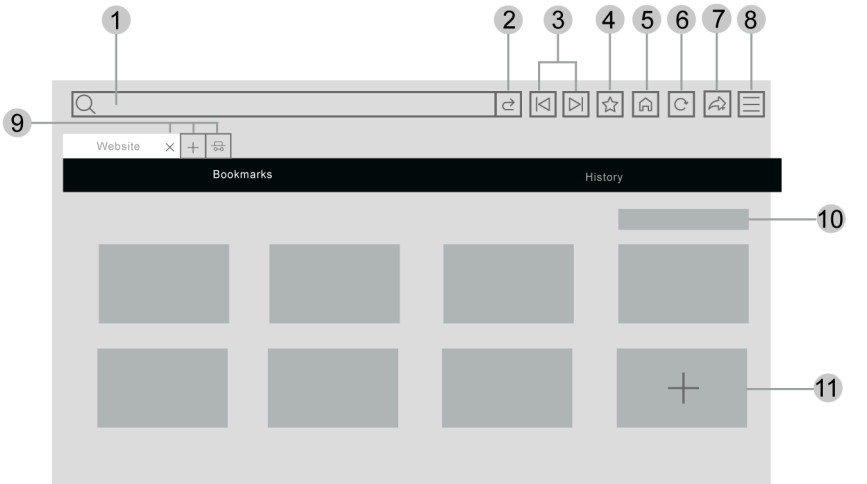
Using the Browser to Search the Internet

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.

Benefits of Smart Console



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

Data Protection and Security on page 37
Connect to a Wired (Ethernet) Network on page 4
Connect to a Wireless Network on page 5

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
- 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 4
Connect to a Wireless Network on page 5

Connecting to External Devices

Connection Guide

Remote & Accessories

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

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 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 or mouse, 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 selecting **Settings > Connection > Bluetooth**.
- This function may not be applicable in some models/countries/regions.
- If an error occurred while trying to pair the remote control, it could have been caused by interference. Try to remove what is causing the interference and try pairing again.
- If an error occurred with the remote control while using sufficiently charged batteries, you can remove the batteries for 1~2 seconds then insert them once again. Now the remote control should work correctly.
- The remote control cannot be paired with the 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 external device auto power off

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

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

Enable external device auto power on

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

Enable device auto power on

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

HDMI & CEC Issues on page 61

Control the Console with a Keyboard or Mouse

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

Connect a USB keyboard or mouse

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

Connect a Bluetooth keyboard or mouse

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

Note:

- Keyboard or mouse 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

Connect a Bluetooth Device on page 17

Entering letters, numbers and special symbols by using voice

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

Before using the function, please check the following:

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

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

Press and hold the 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

Connect to a Wired (Ethernet) Network on page 4
Connect to a Wireless Network on page 5
Connect Remote Control on page 14
VIDAA Voice Setup on page 7

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 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 **Device Speaker** at / > **Settings > Sound > Audio Output**.

Note:

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

Related information

Select Speakers on page 28

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.

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. (We do not recommend to turn on the switch as it may influence the using experience when using Screen Sharing.)

Note:

- Some devices may not support casting.

Related information

Connect to a Wireless Network on page 5

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 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.

Connecting Headphones

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

Note:

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

Use HDMI & CEC on page 15

Connecting Speakers or Other Audio Receivers

To connect speakers or other audio receivers with an 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 28

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.

Related information

Select Speakers on page 28

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 and Sound

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

Picture Issues on page 55

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.

- **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 55

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.

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.
- **Bass Boost**

  Bass Boost uses DTS TruBass™ to enhance the perception of bass frequencies, providing deep and rich bass response from the Device's internal speakers.
- **Surround Sound**

  Surround sound uses DTS TruSurround™ to deliver an immersive surround sound experience from the Device's internal speakers.
- **Dialog Clarity**

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

  Automatic control over significant volume changes during show or movie playing, providing a more comfortable and consistent volume.
- **Equalizer**

  Boost the volume at different frequencies.

  This function is only applicable when **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 sudden volume changes when switching contents.
- **Reset Current Mode**

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

Related information

Sound Issues on page 56

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**.
- **Channel Gain**

  Experience the rich bass response with the device's subwoofer speakers.

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

Related information

Connecting Speakers or Other Audio Receivers on page 21
Connecting a Digital Audio System with ARC/eARC on page 21

Projector Settings

You can set up the projector settings.

Note:

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

Keystone Correction

Auto Keystone Correction

Press / button on your remote control and select **Settings > Projector > Auto Keystone Correction**, then the correction chart will be displayed.

The device can perform automatic keystone correction on the projected screen and automatically changes the screen shape into a rectangle.

When the correction is completed, you can press the / button on the remote control to perform fine-tuning. Press when the prompt appears.

Note:

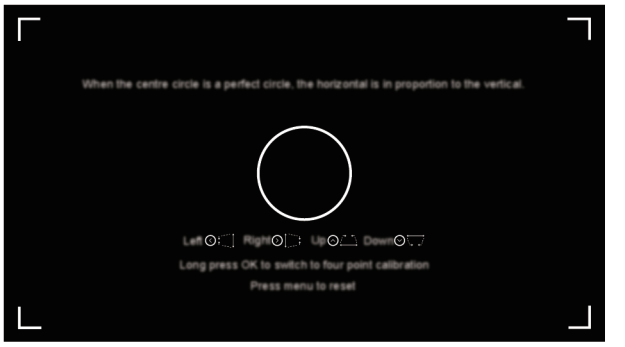
- If the correction failed, you need to adjust the position or angle of the projector.

Manual Keystone Correction

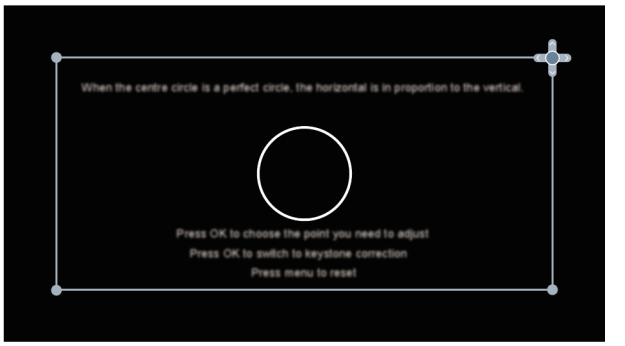
Press / button on your remote control and select **Settings > Projector > Manual Keystone Correction**.

You can correct the screen shape by manually adjusting multiple calibration points.

- Keystone calibration: press the / / / button on your remote control to change the screen shape. Press and hold button to switch to four-point calibration.



- Four-point calibration: press button to move focus and choose a point you need to adjust. Press / / / button to adjust the screen shape. Press and hold button to switch to keystone calibration.



- Press / button to save your adjustment.
- If you want to reset the screen shape, press / button.

Auto Keystone Upon Motion

Press / button on your remote control and select **Settings > Projector > Auto Keystone Upon Motion**.

Perform automatic keystone correction when the device is moved.

Obstacle Avoidance On Keystone

Press / button on your remote control and select **Settings > Projector > Obstacle Avoidance On Keystone**.

Avoid obstacles within the projected area automatically when keystone correction is performed.

Screen Alignment

Auto Screen Alignment

Press / button on your remote control and select **Settings > Projector > Auto Screen Alignment**.

Align the picture with the screen automatically. Please move the projector to ensure that the projected image fully covers all four sides of the screen. When the projected image exceeds the edge of the screen by 5 centimetres the effect of entering the screen is better.

Screen Alignment On Keystone

Press / button on your remote control and select **Settings > Projector > Screen Alignment On Keystone**.

Shrink an image to fit within the frame automatically when keystone correction is performed.

Note:

- The projection picture shall completely cover the screen before operation.

Focus Adjustment

Auto Focus

Press / button on your remote control and select **Settings > Projector > Auto Focus**.

The device can automatically adjust the focus to make your projector picture clear.

Note:

- If the focus failed, you need to adjust the position or angle of the projector.

Manual Focus

Press / button on your remote control and select **Settings > Projector > Manual Focus** to manually fine-tune the focus of your projector.

Press the / button on the remote control to adjust and press the / button to return.

Auto Focus Upon Motion

Press / button on your remote control and select **Settings > Projector > Auto Focus Upon Motion**.

Perform auto focus when the device is moved.

Projected Image Size and Position

Display Zoom

You can change the display size.

Press / button on your remote control and select **Settings > Projector > Display Zoom**, the display zoom adjustment page will be displayed.

- Press the or button on the remote control to adjust the display zoom.
- Press the / button on the remote control to adjust the position of the picture.

Position Adjustment

You can adjust the position of the picture.

Press / button on your remote control and select **Settings > Projector > Position Adjustment**.

- Press the / / / button on the remote control to adjust the position of the picture.
- Press the / button on the remote control to adjust the display zoom.

Auto Eye Protection

To protect your eyes from light damage, the laser device can reduce the brightness automatically when an object blocks the laser light.

Press / button on your remote control and select **Settings > Projector > Auto Eye Protection**, you can choose to turn it on or off.

Note:

- Wrong judgment may occur when the distance exceeds 2 metres.

Settings Overview

Installation Adjustment

Installation

Press / button on your remote control and select **Settings > Projector > Installation**.

You can adjust the device position relative to the screen by choosing different installation mode.

Auto Fit Flip

Press / button on your remote control and select **Settings > Projector > Auto Fit Flip**.

Adapt to desktop or ceiling mode based on the device installation method automatically.

Screen Adjustment

Screen Type

Press / button on your remote control and select **Settings > Projector > Screen Type**, choose the corresponding type according to the actual screen used.

Depending on the actual situation, select the type of projector screen to provide the best visual display.

Note:

- Different screen types have different picture quality.
- After the setting is completed, you need to restart device to take effect.
- This function may not be applicable in some models/countries/regions.

Screen Size

Press / button and select **Settings > Projector > Screen Size**, and choose the actual screen you use.

Select the corresponding size according to the actual screen you use to get the best picture quality.

Note:

- This function may not be applicable in some models/countries/regions.
- This function is only available for content in Dolby Vision.

Screen Sync

Press / button on your remote control and select **Settings > Projector > Screen Sync**.

Activate Screen Sync to enable the automatic roll-up/roll-down of a motorised screen by USB trigger.

Note:

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

Projector Special Modes

High Altitude Mode

Press / button on your remote control and select **Settings > Projector > High Altitude Mode**.

When in high-altitude areas, please turn on this function to better adjust the operating status of the device. After turning on this function, some features will be automatically controlled or may not be available for use.

Low Noise Mode

Press / button on your remote control and select **Settings > Projector > Low Noise Mode**.

Adjust the overall noise through intelligent algorithms. The noise reduction takes some time, please be patient. After turning on this function, some features will be automatically controlled or may not be available for use.

Ultra Sharp Mode

Press / button on your remote control and select **Settings > Projector > Ultra Sharp Mode**.

Fine-tune the sharpness of the picture.

DLP Turbo Mode

Press / button on your remote control and select **Settings > Projector > DLP Turbo Mode**.

Turbo boost reduce the DLP image processing time to reduce input lag. When turned on, some features may not be available for use.

Note:

- Above functions may not be applicable in some models/countries/regions and the content you are watching. Please refer to the specific product.

Connection

Adjust connection related settings.

Edit Console Name

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

Related information

My console cannot connect to the network. on page 51
Connect to a Wired (Ethernet) Network on page 4
Connect to a Wireless Network on page 5

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.

Related information

Connect to a Wired (Ethernet) Network on page 4
Connect to a Wireless Network on page 5

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 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.

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.

Default Startup Page

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

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

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:

- 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 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.

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.
- **Update from USB**

  Upgrade console software from USB device.

  Note:

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

Related information

Connecting USB Devices on page 20

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

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

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**, **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 HDMI and apps.
- **Input Block**

  Block content from devices that are connected to external inputs.
- **App Block**

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

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

  Set the range of URLs that the browser can access.
- **Parental Control PIN**

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

  Restore Parental Control back to the factory default setting.

Note:

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

Reset to Factory Default

Press / 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.

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.

Note:

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

Game Menu

Set the game related settings easily by using the Game Menu.

While a gaming device is connected via a HDMI port, press / button on your remote control and select **Game Menu**.

Get to know the Game Menu

- **FPS/HDR**

  Check the status, these items cannot be edited.
- **FPS Viewing**

  When FPS Viewing function is on, the FPS data is displayed at the top left of the screen.
- **Brightness**

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

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

- **Aspect Ratio**

  Adjust the aspect ratio.
- **Screen Position**

  You can press up/down button on remote control to move the screen to Top/Mid/Bottom.
- **Menu**

  Enter the quick menu.

Note:

- Game Menu may not be applicable in some input sources, applications or models.
- Some functions in Game Menu will not be available under certain circumstance.
- Functions in Game Menu may not be available for some models/countries/regions.

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.

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.

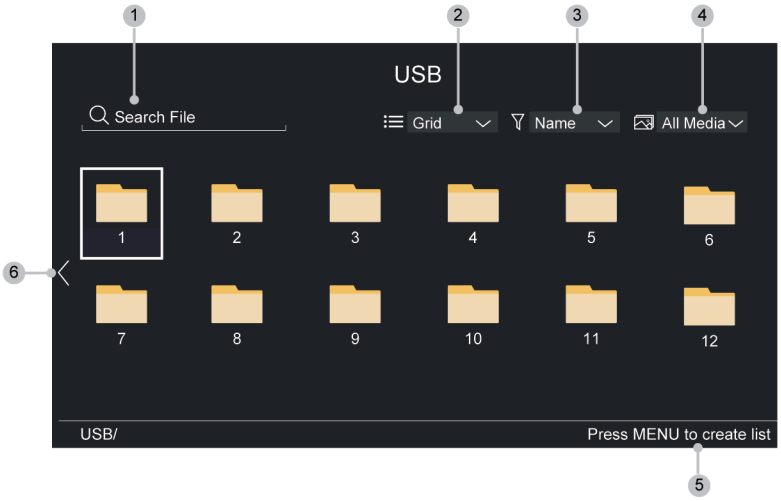
By default, there is **Content Sharing** displayed on the Media screen. If your mobile device is connected to the console, its name also appears on the Media screen.

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**.
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.

Entertainment

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
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

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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.

Accessibility Features

Audio Type Setup

Provide audio description to aid the visually impaired.

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

- **Audio Type**

  Accessibility audio settings.
- **Audio Format**

  Select the audio format.
- **Fader Control**

  Provide the best sound quality options for the visually impaired.

Note:

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

Accessibility Menu Setup

Provide menu 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**.

Accessible guide for visually impaired.

Note:

- This function may not be applicable in some models/countries/regions.
- Options in **Accessible Guide** may vary depending on your model.

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:

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

Text-to-Speech (TTS) functionality on Console

Text-to-Speech (TTS) can help you to navigate the menus on the screen. This function can convert written text into voice to help visually impaired people listen to the information they are unable to read.

Follow the steps below to enable the function:

1. Press the / button on your remote.
2. Next, select **Settings** to enter the Settings Menu.
3. Select **Accessibility** > **Voice Guide** to turn **Voice Guide** on.

When Voice Guide is turned on, then the contents of each menu displayed can be broadcasted out.

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.

Troubleshooting

FAQ

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

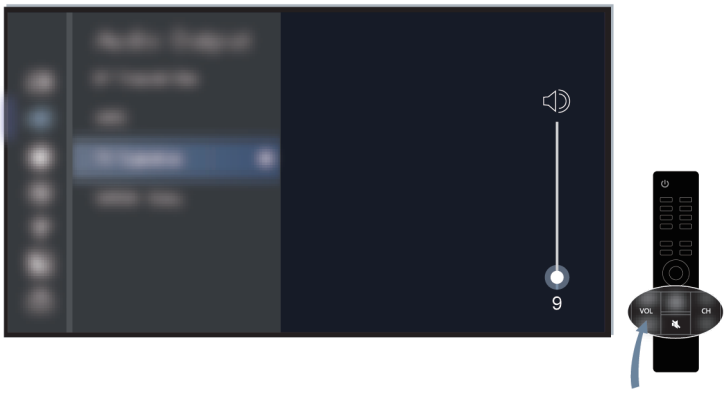
- There is no picture, or the picture is black and white.
- There is no sound or the sound is too low at maximum volume.
- My console cannot connect to the network.
- I have connected an external source to my console but I get no picture and/or sound.
- The remote control does not work.

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 contents to check if the picture colour is normal.
- Unplug the console power cord from AC outlet and re-plug it after 60 seconds.

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

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



- Check the volume control of the device (DVD, Blu-ray, etc.) connected to your console.
- 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 **Device Speaker** is selected at / > **Settings** > **Sound** > **Audio Output**.

Troubleshooting

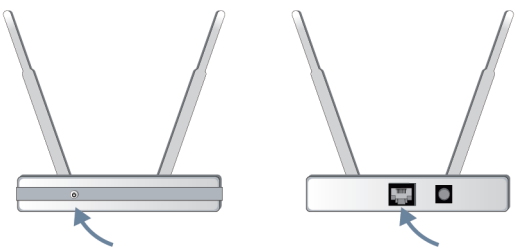
My console cannot connect to the network.

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**.

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.

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.
- 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.
- If the battery power is normal, take out the batteries, press any key for 1~2 seconds, and install batteries back into the remote.
- 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.
- 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.

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

Network Issues

App Issues

Troubleshooting

Remote Control Issues

HDMI & CEC Issues

Media Files Issues

External Device Connection Issues

Voice Service 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.

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 > 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 > 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 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 signals. 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.
- 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.

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

- Switch to other 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 signals. 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.

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.

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.

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 signals. 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.

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.

Network Issues

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

Please check the items below.

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

The signal strength is weak.

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

The network connection is unstable, often disconnected.

When connected to a wireless network

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

When connected to a wired network

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

Common solutions to network issues

1. Position your wireless router, modem router, or access point close to the 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.

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.

ⓘ 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.

ⓘ The app exits itself.

- See Number 2 in Common solutions to app issues.

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

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

ⓘ Problems occur when using the Browser to stream videos.

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

ⓘ 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.
- If the battery power is normal, take out the batteries, press any key for 1~2 seconds, then reinstall batteries back into the remote.

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 **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.

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** in input sources.
- 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 **Content Sharing** is turned on. Press / button on your remote control and select **Settings** > **Connection** > **Mobile Device Connection** > **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.

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**.

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.

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.

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 **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 **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.

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 external device auto power off and external device auto power on are enabled. For specific information please refer to Connecting to External Devices > Remote & Accessories > Use HDMI & CEC in this manual.

I want to 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**.

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.

- 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.

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

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.

- Some features of the console do not work after the system update.
- The settings are lost and need to be reconfigured every time the console is turned on.
- I want to sign out my account or delete account usage data.
- The console is hot.
- I can hear the voice-over of the console on-screen menu or contents.

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 **Device 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 > Device 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 Troubleshooting > Remote Control Issues 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

- 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.

ⓘ 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.

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

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

ⓘ 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.

ⓘ 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 **Account Settings > Sign Out**, and the account will be 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, 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.

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.