E-Manual Laser Mini Projector

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Using the E-Manual

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

Disclaimer:

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

Launch the E-Manual

- Press ⬠ button on your remote control and select ⚙ **Settings** > **Support** > **E-Manual**. Enter the Home screen of the E-Manual.

- Press **INPUT** button on your remote control and select **Connection Guide**. Enter **Connecting to External Devices** chapter 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 for selecting.

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**, and it will guide you to the corresponding menu for trying the function.

Home Screen

All console functions can be accessed from the Home screen.

Display the Home Screen

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

To exit the Home screen, press **INPUT** button on your remote control or use the navigation buttons to move the focus to the ⬛ **Input** icon on the top 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 top of the Home screen.

Note:

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

Search

Search the content you want.

Input

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

Settings

Manage console configuration.

Notifications

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

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

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

Note:

- The Alexa Notification may not be applicable in some models/countries/regions.
- When you sign into your VIDAA account, please find Notifications in VIDAA Account on the Home screen.

VIDAA Account

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

Voice

Quick access to **Voice Service**.

Time

You can always view the current time at the top of the Home screen.

Network

Connect your console to the Internet through a wireless connection 🛜 or an Ethernet cable 🖵 , and the corresponding icon will appear.

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** > **Network** > **Network Configuration**.

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

- **Connection Type**

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

- **Ethernet**

  Display network status.

- **IP Settings**

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

▤ **Related information**

Connect to a Wireless Network

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

To get access to the Internet using a wireless connection, press ⬠ button on your remote control, and select

⚙ **Settings > Network > Network Configuration**.

Set the console network by selecting **Network Configuration** and press ⊙ button to enter the submenu.

- **Connection Type**

  Choose a wireless network connection to access the Internet.

- **Advanced Settings**

  Configure the advanced wireless network settings for the console.

- **Add**

  You can add a wireless network.

- **Refresh**

  Refresh wireless network.

Note:

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

▤ **Related information**

Using External Devices

Access to connected external devices including wireless connected devices.

First-Time Use

Switch between external devices connected to the console

1. Press **INPUT** button on your remote control or press ⬢ button to move the focus to the ➡ **Input** icon on the top of the Home screen, press **OK** button to enter.

2. Select your desired input source.

Edit the name of input sources

Method 1:

1. Press **INPUT** button on your remote control or press ⬢ button to move the focus to the ➡ **Input** icon on the top of the Home screen, press **OK** button to enter.

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

3. Select **Rename**.

Method 2 (for some models):

Press ⬢ button on your remote control, and select ⚙ **Settings** > **System** > **Advanced Settings** > **Input Labels** to edit the name of input sources.

Note:

• Some input sources cannot be renamed.

Using the Console Voice Service

Select Voice Service on the console

To access the Voice Service and select a voice assistant:

• press ⬢ button on your remote and select 🎙 **Voice** icon in the navigation bar;

• or press 🎤 button on your remote control;

• or press ⬢ button to select ⚙ **Settings** icon, and select **System** > **Voice Service**.

Use the remote microphone

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

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.

🗐 **Related information**

Using a VIDAA Account

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

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 ⊗ **VIDAA Account** icon in the top 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 **Forget Password?**, input your E-mail address and verification code, then create a new password.

Create a new account

If you do not have a VIDAA account, create a new one to enjoy the best features of your 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 ⊗ **VIDAA Account** icon in the top navigation bar on the Home screen.
2. Select **Create an Account** on screen.
3. Enter your first name, last name, E-mail address and password. First Name and Last Name are optional.
4. Select **Create an Account**.

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.

Alexa Setup

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

Before setting up the Amazon Alexa Service, connect your console to the network and sign into your VIDAA Account at ⬤ > ⊗ **VIDAA Account**. More information about how to sign into the VIDAA Account, please refer to Benefits of Smart Console > Using a VIDAA Account in this manual.

Benefits of Smart Console

How to set up Alexa

1. Press ⬠ button to select ⚙ **Settings** icon, and select **System** > **Voice Service** > **Amazon Alexa**.

2. Select **Set voice assistant to Alexa** and **Set Up Alexa**. If you have selected Alexa in the Guide when you turn on the console for the first time, it will directly guide you to the **Set Up Alexa** step.

3. Select Amazon Alexa supported voice language from the selection.

4. You are now at the step 'Sign into your Amazon account'. Scan the QR code with your mobile device or visit the website on your mobile device or computer and enter the on-screen code. The code will expire after 10 minutes. If you do not have an Amazon account, create a new one.

5. After you have linked the Amazon account, the screen will change to the next step. You can sign into your VIDAA account. If you have signed in before, this step will be skipped.

6. Now Alexa is set up and ready. You can enjoy interacting with Alexa using your voice by just pressing and holding the ⓠ button on your remote control. Ask Alexa after the tone.

Note:

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

• The setup steps above may vary. Please refer to the specific product.

• Shipment with voice remote control varies depending on models/countries/regions.

• You can use Alexa without signing into your account by skipping the sign in section. In this case, you can still use your voice to change the channel and control playback. Sign into your account in the settings menu at any time to enjoy more functions of Alexa.

• This feature requires Alexa built-in service. Otherwise, use external Alexa-enabled devices (e.g. Alexa App, Echo) to control your console by using just your voice.

• Download and install the remote control app on your mobile device at ⬠ > ⚙ **Settings** > **Support** > **Mobile App Download**. Press the Microphone icon in the app to interact with Alexa on your console.

• You can select the language used by Alexa at ⬠ > ⚙ **Settings** > **System** > **Voice Service** > **Amazon Alexa** > **Language**. This feature requires Alexa built-in service, which varies depending on models and countries/regions.

▤ **Related information**

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

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

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

• Just press ⓠ button on your remote control.

• Press ⬠ button on your remote control and select ⓥ **Voice** icon in the navigation bar.

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

Benefits of Smart Console

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

Note:

- VIDAA Voice may not be applicable in some models/countries/regions.
- Shipment with remote control varies depending on models/countries/regions.
- For remote controls without the Microphone button, download and install the app on your mobile device at ⌂ > ⚙ **Settings** > **Support** > **Mobile App Download**. Press the Microphone icon in the app to interact with your console.

📖 **Related information**

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 console with Google Home devices or the App. You can change channels or inputs, adjust volume and more.

Before setting up the Google Smart Home Service, connect your 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 Benefits of Smart Console > Using a VIDAA Account in this manual.

STEP 1: Set up Google Smart Home Service on console

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

STEP 2: Set up in Google Home app

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

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

Google Smart Home Service is set up and ready. Control your 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**

Benefits of Smart Console

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 Benefits of Smart Console > Using a VIDAA 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 screen 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 console with Yandex Alice devices or the Yandex app to change channel, change inputs, adjust volume and more, just by asking Alice.

Note:

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

📖 **Related information**

Voice Service Other Issues

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

- Turn on **Wake on LAN** and **Wake on Wireless Network** at ⬠ > ⚙ **Settings > Network**.
- Make sure your console and Alexa-enabled devices/Google Home devices are connected to the same network environment.

Note:

- Only Alexa (Alexa skill is enabled) and Google Smart Home Service support turning on your console with Alexa Echo or Google Home.

📖 **Related information**

Benefits of Smart Console

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** > **System** > **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 screen.

📖 **Related information**

Play Media Content from your Device on the Console

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

1. Connect your console and Android/iOS/PC device to the same network.
2. Turn on Content Sharing at ⬠ > ⚙ **Settings** > **System** > **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 ⬠ > **More Apps** > **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 **More Apps**.

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:

Benefits of Smart Console

1. Press ⌂ button on your remote control and select **More Apps** > **app store**.
2. Use the navigation buttons on your remote control to select the app that you want to install.
3. Select **Install**. The selected app is installed on the console.

Note:

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

▤ **Related information**

Manage Apps

1. In **More Apps**, select the app you want to sort, then press and hold the OK button to select **Sort**.
2. Press ⋀ / ⋁ / ⋖ / ⋗ button to move it.
3. Press OK button to store position.

   Note:

   • Some Apps may not be moved.

Remove an App

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

1. In **More Apps**, select the app you want to remove, then press and hold the OK button to select **Remove**.
2. Select **OK**. The selected app is deleted.

Using the Art App

Press ⌂ button on your remote control, and select **More Apps** > **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 to scan 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.

• ART settings

  Select ⚙ icon in ART to set up **Time until the screen saver starts automatically**, **Picture switching time**, **Backlight** and **Screen saver selection**.

Note:

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

Benefits of Smart Console

Enjoy the Internet

Press ⬠ button on your remote control, and select **More Apps** > **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.
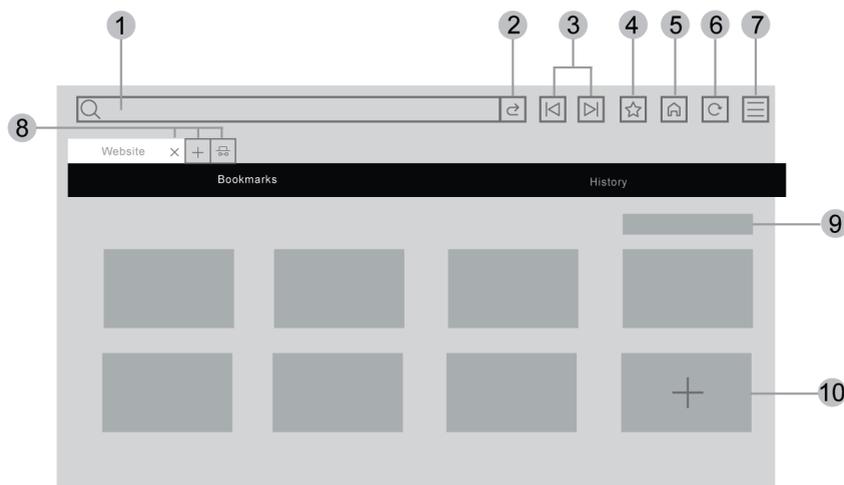
1. Enter website you want to visit
2. Visit/Search
3. Back/Forward: switch among webpages
4. Add the website you are viewing to Bookmarks
5. Back to the Homepage
6. Reload the website
7. Enter browser settings or add the website to Shortcuts on the Home screen.
8. Add/remove webpages, or add private webpages
9. Manage websites in Bookmarks
10. 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**

Benefits of Smart Console

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.

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 to 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.

Using the Mobile App

Press ⬠ button on your remote control and select ⚙ **Settings** > **Support** > **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 > System > Mobile Device Connection > Content Sharing**.

4. Open the mobile app and select the console you want to connect.

What you can do with the app:

- Turn the console on or off
- Volume up or down
- Switch channels
- Input characters with your mobile's keyboard
- Share pictures, music, or videos from your mobile device to the console

📑 **Related information**

Remote & Accessories

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

Connect Remote Control

Connect a Bluetooth remote control

Pair the Bluetooth remote with the console.

1. To pair the Bluetooth remote control to the console after you power the console on, press ⬡ button on your remote control, and select ⚙ **Settings** > **Network** > **Bluetooth**, and set **Bluetooth** to **On**.
2. Keep the remote control within 3 metres of the console. Press any button (except power and mic button) to pair the remote control with the console.

Note:

- In special cases, press and hold 🔲 button to pair.
- This function may not be applicable in some models/countries/regions.
- If an error occurred while trying to pair the remote control, it could have been caused by interference. Try to remove what is causing the interference and try pairing again.
- If an error occurred with the remote control while using sufficiently charged batteries, you can remove the batteries for 1~2 seconds then insert them once again. Now the remote control should work correctly.
- The remote control cannot be paired to the 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** > **System** > **HDMI & CEC**.

Connect an external device through HDMI & CEC function

Press ⬡ button on your remote control and select ⚙ **Settings** > **System** > **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 and 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 peripheral auto power off

Press ⬡ button on your remote control and select ⚙ **Settings** > **System** > **HDMI & CEC** > **Peripheral Auto Power Off**.

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

Connecting to External Devices

Enable peripheral auto power on

Press ⬤ button on your remote control and select ⚙ **Settings** > **System** > **HDMI & CEC** > **Peripheral 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 auto power on

Press ⬤ button on your remote control and select ⚙ **Settings** > **System** > **HDMI & CEC** > **Auto Power On**.

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

HDMI format function

Press ⬤ button on your remote control and select ⚙ **Settings** > **System** > **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:

- 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.
- Depending on the connected HDMI device, the HDMI & CEC control feature may not work.
- The HDMI & CEC feature supports One Touch Play, Routing Control, System Standby, Device OSD Name Transfer, Remote Control Pass Through, Give Device Power Status, System Audio Control.

▤ **Related information**

Control the Console with a Keyboard, Mouse

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

Connect a USB keyboard, mouse

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

Connect a Bluetooth keyboard, mouse

Locate the Bluetooth device by pressing ⬤ button on your remote control and select ⚙ **Settings** > **Network** > **Bluetooth** > **Equipment Management**.

Note:

- Keyboard, 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's user manual.

▤ **Related information**

Connecting to External Devices

Connecting Bluetooth Devices

You can connect to devices using Bluetooth technology.

Press ⬡ button on your remote control and select ⚙ **Settings** > **Network** > **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** > **Network** > **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** > **Network** > **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** > **Network** > **Bluetooth** > **Equipment Management**, 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.

📰 **Related information**

Listen to the Audio through Bluetooth Devices

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

After the Bluetooth connection is completed, press ⬡ button on your remote control, and select ⚙ **Settings** > **Sound** > **Speakers** > **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.

Connecting to External Devices

- 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

Press ⬤ button on your remote control and select ⚙ **Settings > Network > Bluetooth > Bluetooth Speaker**.

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 > Speakers > Audio Output**.

Note:

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

▤ **Related information**

Connecting a Set Top Box

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

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. 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**.

Connecting to External Devices

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", "Smartview", "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 screen.

Press ⌂ button on your remote control, select ⚙ **Setting > System > Mobile Device Connection > Screen Sharing** and switch it to on. Then, you can share your device's screen directly without opening the Screen Sharing App on your console.

Note:

* Some devices may not support casting.

📃 **Related information**

Using AirPlay and HomeKit

Note:

* This function may not be applicable in some models/countries/regions.
* Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

Using AirPlay

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

AirPlay is a source in Inputs. Press the **INPUT** button on your remote control to select the AirPlay, then select AirPlay and HomeKit Settings. You can also find AirPlay and HomeKit settings in system settings on the screen.

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 Center on your Apple device. Depending on the content, these steps may vary:

   * To mirror your device's screen, open Control Center and tap Screen Mirroring 🖵 .
   * To stream audio from supported music or podcast apps, tap AirPlay audio ◎ .
   * To stream video from supported apps, tap AirPlay video 🖵 .

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

Note:

* An AirPlay-enabled console.
* 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 the screen, enter the passcode on your Apple device to continue.

Connecting to External Devices

Using HomeKit

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

1. To set up HomeKit, open AirPlay and HomeKit settings on the screen. Locate the HomeKit section and select 'Set Up'.
2. The HomeKit setup screen will display a pairing QR code on the screen. 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 on your console. While the headphone is connected, the sound from the built-in speakers will be disabled.

Note:

• Headphone port may not be available in some models.
• Headphones with microphones are not supported.
• If **Headphone with Speakers** is selected at 🏠 > ⚙ **Settings** > **Sound** > **Headphone** > **Headphone Mode**, the headphone and the console will have sound output at the same time.

📖 **Related information**

Connecting Audio Visual (AV) Devices

Connect with a HDMI cable

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

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

Note:

• Please refer to the User Manual of your device for step-by-step instructions.
• Some devices, such as DVD players, require the HDMI signal to be set to the correct format in the device settings. Please consult your device user manual for instructions.

- If there is no sound from your console, configure the device audio settings.

📖 **Related information**

Connecting Speakers or Other Audio Receivers

To connect speakers or other audio receivers with 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** > **Speakers** > **Audio Output** and select the **SPDIF Only** option.

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

Note:

- If you prefer to use Audio Return Channel (ARC) or enhanced Audio Return Channel (eARC), please refer to Connecting to External Devices > Connecting a Digital Audio System with ARC/eARC in this manual.
- You can connect the DIGITAL AUDIO OUT port on the back of the console to the optical port on the amplifier. Then press 🏠 button on your remote control and select ⚙ **Settings** > **Sound** > **Speakers** > **Digital Audio Output** to choose **Dolby Audio - Dolby Digital** to receive the Dolby Digital audio.

📖 **Related information**

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 controls from the connected devices.

After the connection:

1. Power on the sound system.
2. Press 🏠 button and select ⚙ **Settings** icon on the Home screen.
3. Select **Sound** > **Speakers** > **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** > **Speakers** > **eARC** to set **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, and

select **Sound > Speakers > Digital Audio Output** to choose **Dolby Audio - Dolby Digital Plus** to receive the 5.1 channel audio.

📑 **Related information**

Select Speakers on page 30

Connecting a PC

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

After connecting the PC, press **INPUT** button and select the connected PC as the input source.

Note:

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

Picture

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

Choose a Picture Mode

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

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

Note:

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

When you use a normal signal

• **Standard**

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

• **Cinema Day**

Use Cinema Day 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.

• **FILMMAKER MODE**

Press ⬆ button on your remote control, select ⚙ **Settings** > **Picture** > **FILMMAKER MODE Auto Detection** and turn it on. When filmmaker signal is detected, picture mode will turn to **FILMMAKER MODE** automatically.

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.

Change the Aspect Ratio

Press ⬆ button on your remote control and select ⚙ **Settings** > **Picture** > **Aspect Ratio**.

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.

Picture and Sound

- **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.

Smart Scene

Press ⬤ button on your remote control and select ⚙ **Settings** > **Picture** > **Smart Scene**.

Smart Scene will enable your console to continually recognise the scene and enhance the picture quality on all input sources.

Note:

- Some specific applications have explicit constraints meaning content recognition is not allowed.

Advanced Picture 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.

Picture and Sound

- **Laser Luminance**

  Set the overall brightness of the screen.

  Note:

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

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

  Laser Luminance Level

  Adjust how bright you want images to appear, lower settings create darker images.

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

  Automatic Light Sensor

  Console will automatically adjust the picture settings according to the amount of ambient light in the room.

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

  Light Sensor Shift

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

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

- **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.

- **Adaptive Contrast**

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

- **Ultra Smooth Motion**

  Reduce the afterimage effect when viewing fast-moving objects.

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

- **Noise Reduction**

  Improve the picture quality by reducing noise.

- **MPEG Noise Reduction**

  Reduce MPEG block noise to provide clearer edge transitions.

- **Colour Temperature**

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

- **Expert Settings**

  Adjust advanced picture settings based on your viewing preference.

- **Overscan**

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

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

- **Reset Current Mode**

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

📃 **Related information**

Expert Settings Setup

Press ⬤ button on your remote control and select ⚙ **Settings > Picture > Picture Mode Settings > Expert Settings**.

Adjust the colour space and Gamma to best suit the content you are viewing. Options may not be applicable depending on your model/country/region and the picture mode you selected.

- **Colour Gamut**

  Change the range of colours the console displays.

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

- **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.

- **Black Level**

  Adjust the HDMI Black Level to enhance current content.

- **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. The default setting of 2.2 is recommended for most ambient light conditions.

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

- **Gamma Calibration**

  Adjust selected Gamma curve.

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

- **RGB Only Mode**

  RGB filter for adjustment and control of colour space and colour saturation.

- **Low Blue Light**

  Eye care: reduce the emission of blue light.

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

📃 **Related information**

Sound

Adjust sound mode and other advanced sound settings.

Picture and Sound

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.

Dolby Atmos

Press ⬢ button on your remote control and select ⚙ **Settings > Sound > Dolby Atmos**.

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

Note:

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

Audio Enhancement

Press ⬢ button on your remote control and select ⚙ **Settings > Sound > Audio Enhancement**.

Set **Audio Enhancement** to enjoy the audio performance of Dolby Atmos, DTS Virtual X or Hi-Res. Enable or disable according to your own preference.

Note:

- This function may not be applicable in some models/countries/regions. Selections may vary depending on models.
- When Hi-Res is selected, some options in Sound settings may not be available for setup.

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.

- **Apply Audio Settings**

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

- **Total Sonics**

  Optimise the overall sound quality by increasing bass and widening the sound field to provide a clear, natural dialogue.

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

- **Total Volume**

  Maintain a consistent loudness level for a wide dynamic range of programmes, loud commercials and channel or input changes.

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

- **Total Surround**

  Provide surround sound experience with psycho-acoustic processing to place sounds at the side, behind and above the viewer. For best results use with Total Sonics.

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

- **Bass Boost**

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

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

- **Surround Sound**

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

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

- **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.

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

- **TruVolume**

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

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

- **Equalizer**

  Boost the volume at different frequencies.

  This function is only applicable when **Device Speaker** is selected at 🏠 > ⚙ **Settings > Sound > Speakers > Audio Output**.

- **Bass Boost Value**

  Built-in bass adjustment.

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

- **Wall Mount Setup**

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

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

- **Auto Volume Control**

  Activate to prevent the volume from changing when switching channels.

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

- **Reset Current Mode**

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

Note:

- Some models may not support decoding of DTS CD bitstreams. Playback of this format may produce undesirable noise.

📄 **Related information**

Select Speakers

Press 🏠 button on your remote control and select ⚙ **Settings** > **Sound** > **Speakers**.

Adjust the settings of speakers.

Audio Output

Select the speakers which you want to use.

Digital Audio Output

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.

Note:

- This function is only applicable when 🏠 > ⚙ **Settings** > **Sound** > **Speakers** > **Audio Output** is set to **ARC** or **SPDIF Only**.
- When external audio devices are connected to the console via optical, **PCM** and **Dolby Audio - Dolby Digital** are recommended.

Digital Audio 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** > **Speakers** > **Audio Output** is set to **ARC** or **SPDIF Only**.

Lip Sync

Synchronise the video and audio.

Note:

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

Balance

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

Note:

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

eARC

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

Note:

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

    📖 **Related information**

    Connecting Speakers or Other Audio Receivers
    Connecting a Digital Audio System with ARC/eARC on page 22

Headphone Settings Setup

Press ⬢ button on your remote control and select ⚙ **Settings** > **Sound** > **Headphone**.

Set the sound output mode through headphones.

After connecting your wired or Bluetooth headphone, or other external audio amplifiers, you can set up your console to your preference.

Note:

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

Headphone Mode

Change Headphone audio settings.

Note:

*   When you set built-in speakers and earphones to have audio output at the same time, the sound effect of the speakers may change.

Headphone Volume

Independently adjust the volume of the Headphones.

    📖 **Related information**

    Connect a Bluetooth Device on page 18
    Connecting Headphones on page 21

SoundBar Settings

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

Picture and Sound

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 console can be adjusted.

Press ⬛ button on your remote control and select ⚙ **Settings** > **Sound** > **Sound Bar Settings**.

When you connect a soundbar with a HDMI cable, you should Set **CEC Control** to **On** by pressing ⬛ button on your remote control, then select ⚙ **Settings** > **System** > **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 Sound Bar Settings to factory mode.

Note:

- This function is only applicable for the specific soundbar types.

Settings Overview

Projector Settings

You can set up the projector settings.

Installation Mode

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.

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.

Auto Correction

Press ⌂ button on your remote control and select ⚙ **Settings** > **Projector** > **Auto 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.

Note:

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

Manual Correction

Press ⌂ button on your remote control and select ⚙ **Settings** > **Projector** > **Manual Correction.**

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

1. Press the ⬆ / ⬇ / ⬅ / ➡ button on your remote control to move focus, and press ⓄⓀ button to choose a point you neeed to adjust.
2. Press and hold ⬆ / ⬇ / ⬅ / ➡ button: quick adjustment of the screen shape; Short press ⬆ / ⬇ / ⬅ / ➡ button: precise adjustment of the screen shape.
3. Press ⬅ button to save your adjustment.

If you want to return the screen shape to the factory default, select **Reset** button on the screen.

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.

When the focus is completed, you can press the 🔲 button on the remote control to perform fine-tuning.

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.

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 dispalyed.

• 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.

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** > **Eye Protection**, you can choose to turn it on or off.

Note:

• Wrong judgment may occur when the distance exceeds 2 meters.

Correction Settings

Allow you to configure advanced correction settings.

Press 🔘 button on your remote control and select ⚙ **Settings** > **Projector** > **Correction Settings**, you can choose to turn the following functions on or off.

• **Auto Shift Correction**

  Perform automatic keystone correction when the device is moved.

• **Auto Obstacle Avoidance**

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

- **Screen Fit**

  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.

Calibration

Allow you to perform calibration when auto correction or auto focus is poor.

Press ⬠ button on your remote control and select ⚙ **Settings > Projector > Calibration**.

- **Keystone Calibration**

  Allow you to perform keystone calibration when auto correction is completed but the screen is not rectangular.

- **Horizontal Calibration**

  Allow you to perform horizontal calibration when auto correction is completed but the screen is not horizontal.

- **Focus Calibration**

  Allow you to perform focus calibration when auto focus is completed but the screen is still blurry.

- **Reset**

  Restore the value of each option in Calibration Settings to the default value.

Network

You can get access to the Internet through your console.

Check the Internet Connection Status

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

Start a network connection test.

Network Information

Press ⬠ button on your remote control and select ⚙ **Settings > 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**

Settings Overview

Turn on the Console through the Internet

Wake on Cast

Press ⬤ button on your remote control and select ⚙ > **Settings** > **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 LAN

Press ⬤ button on your remote control and select ⚙ **Settings** > **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.

Wake on Wireless Network

Press ⬤ button on your remote control and select ⚙ **Settings** > **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.

📖 **Related information**

General

You can set up 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. You can set the same time each day or set a different time on different days.

- **Power Off Timer**

  Set the time you want the console to turn off automatically. You can set the same time each day or set a different time on different days.

- **Menu Timeout**

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

- **Auto Sleep**

  Set the amount of time that you would like the 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.

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.

- **Primary Audio**

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

- **Secondary Audio**

  Set the secondary audio output language for digital broadcast content.

- **Digital Teletext**

  Adjust Teletext decoding.

Edit Console Name

Press ⬤ button on your remote control and select ⚙ **Settings > System > Advanced Settings > Device Name**.

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

Note:

- Up to 18 characters can be entered.

Screensaver

Press ⬤ button on your remote control and select ⚙ **Settings > System > Advanced Settings > Screensaver**.

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

Note:

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

▤ **Related information**

Power on Settings Setup

Fast Power On

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

Enable console fast start-up feature.

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.

Personalised Ads

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

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.

Support

You can set up support settings.

Note:

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

Check System Info

View system information.

Check Signal Info

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

Show the signal information of current input.

Check Network Connection Status

Press 🏠 button on your remote control and select ⚙ **Settings** > **Support** > **System Info** > **Network Connection Status**.

View the console's network connection information.

Check Input Connection Status

Press 🏠 button on your remote control and select ⚙ **Settings** > **Support** > **System Info** > **Input Connection Status**.

View the console's input connection information.

Check Software Version

To check the current software version of your console, press 🏠 button on your remote control and select ⚙ **Settings** > **Support** > **System Info** > **Version**.

Settings Overview

System Upgrade

Press ⬢ button on your remote control and select ⚙ **Settings > Support > System Upgrade**.

Set your console to receive the latest firmware.

- **Auto Firmware Upgrade**

  Set your console to automatically receive the latest firmware.

- **Check Firmware Upgrade**

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

  Please ensure your console is connected to the Internet.

- **Check OAD Upgrade**

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

  Note:

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

- **System App Auto Upgrade**

  Set your system applications to automatically upgrade to the latest version. App auto upgrade will be completed in the background. Confirmation on new Privacy Notices may be required to complete any upgrades.

- **Upgrade from USB**

  Upgrade console software from USB device.

  Note:

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

📑 **Related information**
Connecting USB Devices on page 21

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**.

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

Note:

Settings Overview

- This feature may not be applicable 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 settings when playing games with a game console.

Game Mode

Press ⬠ button on your remote control and select ⚙ **Settings** > **Picture** > **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.

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.

Sports Mode Auto Detection

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

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

Note:

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

Media

Press ⬠ button on your remote control and select **More Apps** > **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 **More Apps** > **Media** > **connected devices**.

Select the content you want to play on the screen, like pictures, videos and music.
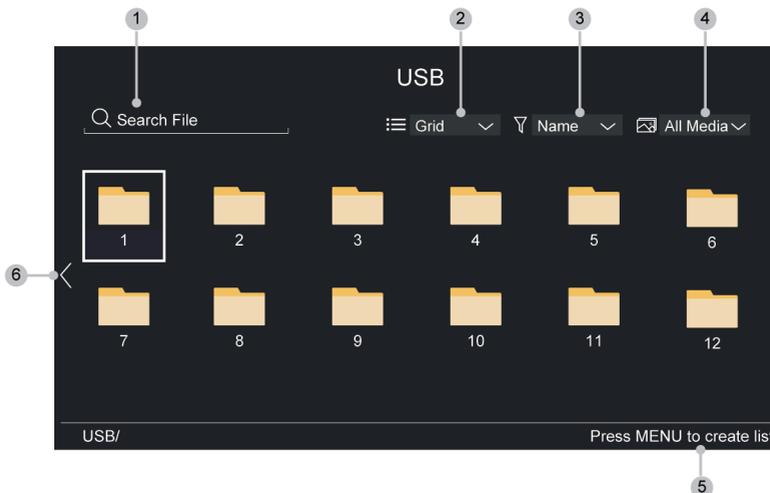
1. Search the content you want to play.
2. Arrange the content list by **Grid**, **List**.
3. Sort the content list by **Name**, **Date Modified**, **Size**.
4. Filter the content list by **All Media**, **Photo**, **Video**, **Music**.
5. Create a photo, music, or video playlist.
6. When the focus is on the first line, 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 don't grant such permission.

Entertainment

Play Background Music while Viewing Pictures

1. Choose a picture to display.

2. Press ⋀ / ⋁ button to display control bar.

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

Now you can play background music while viewing pictures.

Audio Format

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

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

Container	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	

Photo Format

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

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

Container	File Extension Name	Mode of Operation	Resolution
JPEG	.jpg .jpeg	base-line	15360 x 8640
		progressive	1024 x 768
PNG	.png	no-interlace	9600 x 6400
		interlace	1200 x 800
BMP	.bmp	-	9600 x 6400
GIF	.gif	-	6400 x 4800

Video Format

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

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

Entertainment

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

Accessibility Features

Accessibility Menu Setup

Provide menu option to aid the visually 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.

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.

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.

Voice Guide

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

Adjust settings for the Menu Audio function.

• **Voice Guide**

  Enable or disable Voice Guide.

• **Volume**

  Set the Menu Audio volume.

• **Language**

  Set the Menu Audio language.

Accessibility Features

- **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:

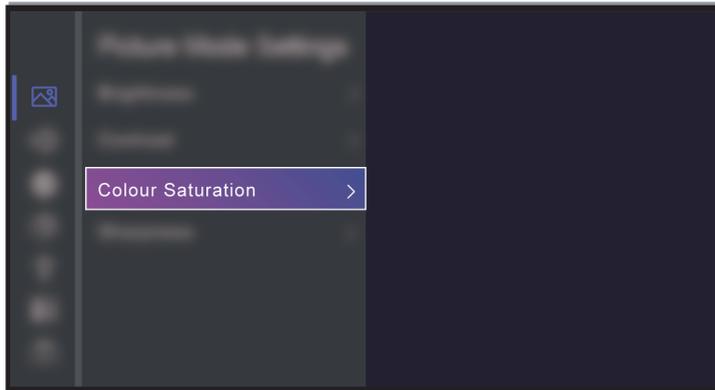- This function may not be applicable in some models/countries/regions.

FAQ

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

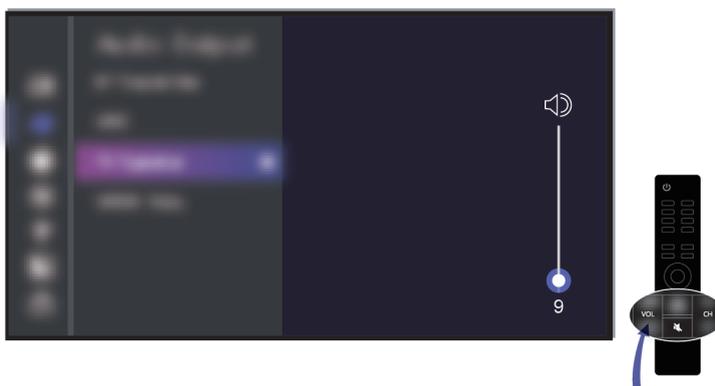### There is no picture, or the picture is black and white.

Check input cable connections.

Unplug the console power cord from AC outlet and re-plug after 60 seconds.

Check if the Colour Saturation is set to 50 or higher at 🏠 > ⚙ **Settings** > **Picture** > **Picture Mode Settings** > **Colour Saturation**.

No sound or the sound is too low.

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

Check if Mute mode is set to on.
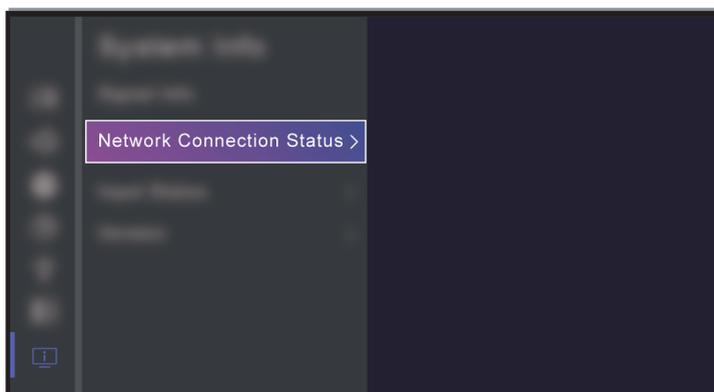
Check the volume settings.

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

Make sure that the audio cable is connected to the correct audio output connector on the external device.
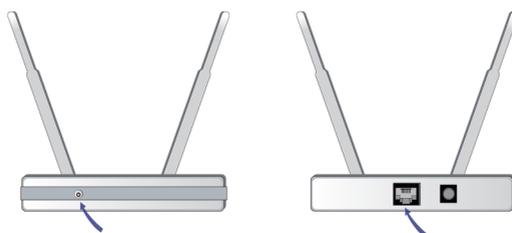
Check whether **Device Speaker** is selected at 🏠 > ⚙ **Settings** > **Sound** > **Speakers** > **Audio Output**.
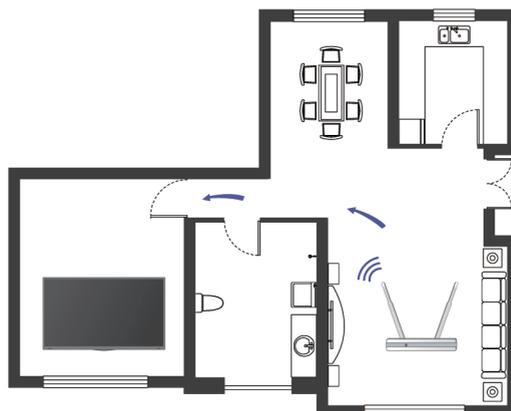
My console cannot connect to the network.

Check network status at 🏠 > ⚙ **Settings** > **Support** > **System Info** > **Network Connection Status**.

Make sure your modem/wireless router is on and connected to the Internet.

Position your wireless router, modem router, or access point in a central location. Avoid putting it in a corner.

External source connected but no picture or sound.

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 you have made the correct selection of input source.

If the signal is intermittent, unplug the console power cord from AC outlet and re-plug after 60 seconds.

When devices are connected with HDMI cables

- If there is always no signal, or the signal cannot be restored after plugging and unplugging, you can access ⌂ > ⚙ **Settings > System > HDMI & CEC > HDMI Format**, to confirm whether the signal can be recognised.
- Change to another HDMI port.
- Change to another HDMI cable.

The remote control does not work.

Confirm that 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.

If the console is not responding to the remote control, then please check if the small light on the remote control flashes when any button is pressed (some remote controls do not support this function).

If the small light does not flash when the remote control button is pressed, the battery power may be low, please replace the batteries with new ones.

Check that the orientation of each battery matches the positive (+) and negative (-) symbols in the battery compartment.

Keep the remote control sensor area clear from obstacles.

For Bluetooth remote controls

If the console does not respond with the Bluetooth remote control, try pairing the remote control to the console by pressing and holding the 🗐 button for at least 3 seconds.

Console Status Diagnosis

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

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

- **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 in the next 10s.
- **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.
- **Network Test**

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

    Test the speed with a third-party website.

- **Input Connection Test**

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

- **Status Check**

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

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 **Select All** and **Agree** in Data Sharing, Privacy and EULA 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

When the console has a picture problem, these steps may help resolve the problem.

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

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

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

Problem	Possible Solutions
The picture is distorted.	• The compression of video content may cause picture distortions, especially in fast moving pictures from sports programmes and action movies. • If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.
The picture is blurry or flickering, or cuts out momentarily.	• Press 🏠 button on your remote control and select ⚙ **Settings > Picture > Picture Mode Settings > Sharpness**. You can try to increase or decrease the **Sharpness**.

Troubleshooting

Problem	Possible Solutions
The picture appears red, purple, pink and other colours.	• Press ⏏ button on your remote control and select ⚙ **Settings > Picture > Picture Mode Settings > Expert Settings > White Balance**. You can try to increase or decrease the **White Balance**.
Picture distorted or appears wavy.	• Some electrical appliances may affect the console. If you turn off the appliance and the interference goes away, then move it further away from console. • Insert the power plug of the console into another power outlet.

📑 **Related information**

Sound Issues

When the console has a sound problem, these steps may help resolve the problem.

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

If the console plays the **Sound Test** melody without distortion, there may be a problem with an external device or the broadcast signal's strength.

Problem	Possible Solutions
Picture is normal, but no sound.	• Check the volume settings. • Check if 'Mute' mode is set to on. • Check the volume control of the device (cable or satellite box, DVD, Blu-ray, etc.) connected to your console.
The speakers are making an odd sound.	• Make sure that the audio cable is connected to the correct audio output connector on the external device.
Sound is distorted.	• Some electrical appliances may affect the console. If you turn off the appliance and the interference goes away, then move it further away from console. • Insert the power plug of the console into another power outlet.

📑 **Related information**

Network Issues

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

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

The test can identify whether IPv4 or IPv6 has connected successfully.

Troubleshooting

Problem	Possible Solutions
The console cannot connect to apps.	• Make sure the console has a network connection. • Press ⬤ button on your remote control and select ⚙ **Settings > Support > Self Diagnosis > Network Test**. • Contact your Internet service provider.
The wireless network connection failed.	• Make sure your wireless modem/router is on and connected to the Internet.
The wireless network signal is too weak.	• Position your wireless router, modem router, or access point in a central location. Avoid putting it in a corner.

📖 **Related information**

External Device Connection Issues

When the console has difficulties with external device connection, these solutions may help resolve the problem.

Problem	Possible Solutions
The console is having trouble receiving a signal from an external set top box.	• If there is no signal occasionally, unplug cable from console and re-plug after 60 seconds. • If there is always no signal, or the signal cannot be restored after plugging and unplugging, you can press ⬤ button on your remote control and select ⚙ **Settings > System > HDMI & CEC > HDMI Format**, to confirm whether the signal can be recognised. • Change to another HDMI port. • Change to another HDMI cable.
There is no sound.	• Check whether ARC is selected at ⬤ > ⚙ **Settings > Sound > Speakers > Audio Output**. If not, you need to check whether the external power amplifier device is connected to the ARC/eARC port or optical port of the console. • Press ⬤ button on your remote control and select ⚙ **Settings > Sound > Speakers > Digital Audio Output**. You can try to select **PCM**, **Dolby Audio - Dolby Digital**, or **Dolby Audio - Dolby Digital Plus**. • Whether the power amplifier device port is connected correctly. • If you select HDMI as input, you can press ⬤ button on your remote control and select ⚙ **Settings > System > HDMI & CEC > HDMI Format** to check whether format is correctly selected.

📖 **Related information**

Troubleshooting

HDMI & CEC Issues

When HDMI & CEC is not working, these steps may help resolve the problem.

Problem	Possible Solutions
HDMI & CEC does not work.	• Confirm that the device is a HDMI & CEC compatible device. • Check if the power cable of the HDMI & CEC device is properly connected. • Check the cable connection of the HDMI & CEC device is secure. • Check HDMI & CEC feature of your console is turned on. Press ⬠ button on your remote control and select ⚙ **Settings > System** > **HDMI & CEC** > **CEC Control**. • Check HDMI & CEC feature of the connected device is turned on. • Depending on the connected HDMI device, the HDMI & CEC control feature may not work.

▤ **Related information**

Media Files

When files will not play, this may help resolve the problem.

Problem	Possible Solutions
Some files cannot be played.	• Most files can be played back, but you might experience problems with corrupted files or files with high-bitrate, unsupported resolution, unsupported container or codec formats.

▤ **Related information**

Voice Service Issues

When some Voice service will not function, this may help resolve the problem.

Problem	Possible Solutions
Alexa cannot be heard.	• You can try to log into your Amazon account. • If you hear "I don't understand" from the voice recognition, please change account or log out of the account. • For more information about Alexa, please refer to Benefits of Smart Console > Voice Service Setup > Alexa Setup in this manual.

Other Issues

Use these procedures to resolve other issues that may occur.

Troubleshooting

Problem	Possible Solutions
The console is hot.	• Using the console for an extended period of time causes to generate heat. The heat is dissipated through internal vents. • After extended use, you may feel heat when touching it. This heat is not a defect and does not affect the console's functionality.
The console smells of plastic.	• This smell is normal and will dissipate over time.
The plastic cabinet makes a "clicking" type of sound.	• The "clicking" sound can be caused when the temperature of the console changes. This change causes the console cabinet to expand or contract, which makes the sound. This is normal and the console is OK.
When I turn on my console, there is a delay for a few seconds before the picture appears. Is this normal?	• Yes, this is normal. The console is initialising and searching for the previous setting information.