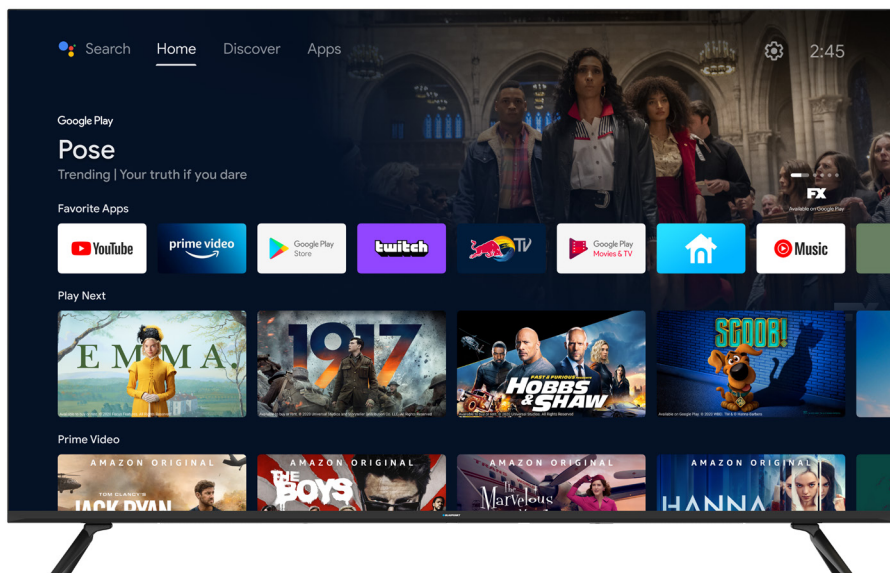




Instruction Manual

55" 4K Ultra HD Android TV - BP550USG9500



Enjoy it.

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GENERAL SAFETY

Read this manual thoroughly before you start using the TV.

Store this manual, the completed warranty card, your receipt and the product packaging.

The safety precautions instructions reduces the risk of fire, electric shock and injury when correctly complied to.

Please follow all instructions and take notice of all warnings.



The cover (or back) of the unit should not be removed to prevent risk of electric shock.

This unit must be serviced by a qualified service personnel only.



The lightning flash with symbol within the triangle is intended to warn you of a non-insulated dangerous voltage in the product's enclosure that could be of sufficient magnitude to generate a risk of electric shock to persons.



The exclamation point within the triangle is intended to warn you to the presence of important operating and maintenance instructions in the documents included with the product.

IMPORTANT INFORMATION

The lightning flash symbol within the triangle is intended to warn you of non-insulated dangerous voltage the product's enclosure that could be of sufficient magnitude to generate a risk of electric shock to persons.

- Using Cabinets or stands recommended by the manufacturer of the television.
- Only using furniture that can safely support the Products.
- Ensure the Product is not overhanging the edge of the supporting furniture.
- Do not place the product on a high furniture without securing both the furniture and the product to a stable support.
- Do not place the product on cloth or other conductive materials.
- Warn children of the dangers of climbing on furniture to reach the television or its controls and to call for an adult to assist.

GENERAL SAFETY (CONT.)

IMPORTANT INFORMATION

- Do not expose this appliance to rain or moisture as it may result in fire or an electric shock hazard
- Do not tamper or change or modify the product in any way.
- Only use Accessories outlined and recommended by the manufacturer.
- Please do not expose the product to splashing or water contact
- Please do not place any object on top of the product including objects filled with liquids such as vases.
- Danger of explosion if battery is incorrectly placed. Replace with same or equivalent type.

Installation

Please follow instruction when installing this product in accordance with the instruction manual. This product must be positioned in a sufficiently stable location, it can be potentially hazardous due to falling and can cause injury, particularly to children if it positioned incorrectly.

- Before installing this TV set, make sure your outlet voltage corresponds to the voltage stated on the product rating label
- Do not use a damaged power cord, plug or loose outlet. Doing so may cause an electric shock.
- Do not plug several devices into the same outlet. Doing so may cause the outlet to overheat and start a fire. Make sure the outlet is readily accessible during operation of the equipment.
- Do not bend, twist or kink the power cord excessively.
- Do not allow anything to rest on or roll over the power cord and antenna cable. Doing so may cause a fire or an electric shock.
- Do not run the power cord near heat-producing appliances such as radiators, stoves or irons. The excessive heat could melt the insulation and expose live wires, resulting in fire or electric shock.
- Unplug this TV during lightning storms or when unused for long periods of time. Not doing so may result in fire or electric shock.
- Do not cover the ventilation openings of the product with items such as newspapers, tablecloths, curtains etc or insert objects into the slots available on the products. As this could result in the product temperature rising and could cause a fire.
- If you notice any unusual odors or smoke around the unit, immediately disconnect the unit from the outlet and contact the service center. Failure to do so may result in fire or electric shock.
- When not using the unit for long periods of time or when you are moving the unit please ensure to disconnect the power cord from the wall socket.

GENERAL SAFETY (CONT.)

- Please beware that Dust could accumulate over time on the unit and cause it to generate heat and or deteriorate insulation, which in turn may result in an electrical fire.
- The product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or young children of any age, They must be supervised product by a person responsible for their safety.
- Batteries from the remote control must be only removed by an adult, the adult must ensure to keep them out of reach of infants and children. Seek medical attention immediately if a child has swallowed a battery.
- Batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.
- To maintain the product do not use any chemical or cleaning agent or wet cloth, please only ensure to utilize a dry cloth to wipe it down from marks or dust and only after unplugging the product from the power socket.
- Please ensure to contact our call center for any repair or service required for the products.
- Make sure to always carry TV from the sides, always be sure to have assistance by another person. Do not carry the TV from the middle.

WARNING!

It is STRONGLY RECOMMENDED that you ANCHOR this product.

Toppling furniture and TV's can cause serious injury or death.

TO HELP AVOID ANY SERIOUS OR FATAL INJURY, WE STRONGLY RECOMMEND THAT THIS PRODUCT BE PERMANENTLY FIXED TO THE WALL OR OTHER SUITABLE SURFACE. FIXING DEVICES ARE NOT INCLUDED SINCE DIFFERENT SURFACE MATERIALS REQUIRE DIFFERENT ATTACHMENTS. PLEASE SEEK PROFESSIONAL ADVICE IF YOU ARE IN DOUBT WHAT FIXING DEVICE TO USE.

If a television is not positioned in a sufficiently stable location, it can be potentially hazardous due to falling. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

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

GENERAL SAFETY (CONT.)

IT IS STRONGLY RECOMMENDED THAT YOU ANCHOR YOUR TV.

Toppling furniture and TV's can cause serious injury or death.

TO HELP AVOID ANY SERIOUS OR FATAL INJURY, WE STRONGLY RECOMMEND THAT THIS PRODUCT BE PERMANENTLY FIXED TO THE WALL OR OTHER SUITABLE SURFACE BY A PROFESSIONAL INSTALLER. FIXING DEVICES ARE NOT INCLUDED SINCE DIFFERENT SURFACE MATERIALS REQUIRE DIFFERENT ATTACHMENTS.

If a television is not positioned in a sufficiently stable location, it can be potentially hazardous due to falling. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- Only using furniture that can safely support the television.
- Ensuring the television is not overhanging the edge of the supporting furniture.
- Not placing the television on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television to a suitable support.
- Not standing the television on cloth or other materials placed between the television and supporting furniture.
- Educate children about the dangers of climbing on furniture to reach the television or its controls.



- Do not apply foreign substances (oils, lubricants, etc) to the screw parts when assembling the product (doing so may damage the product).
- If you install the TV on a stand, you need to take actions to prevent the product from overturning. Otherwise the product may fall over, which may cause injury.
- Do not use any unapproved items to ensure the safety and product life span.
- Any damage or injuries caused by using unapproved items are not covered by the manufacturers warranty.
- Make sure that the screws are inserted correctly and fastened securely. (If they are not fastened securely enough, the TV may tilt forward after being installed.) Do not use too much force and over tighten the screws; otherwise screw may be damaged and not tighten correctly.
- Depending on the material of the furniture stand or wall, the performance of the anchor strap may vary. In this case, apply appropriate supplement to increase stability and strength.
- The anchor straps are recommended to reduce the risk of injury however it does not guarantee full protection against toppling. Please supervise and educate children about the danger of toppling televisions.

GENERAL SAFETY (CONT.)

Please make sure upon positioning this product, the place is:

- Not wet or damp and Well ventilated
- Away from direct sunlight or heaters.
- Away from splashes or food.
- Protected from excessive dust or grease.
- Do not install this equipment in a confined space such as a bookcase or similar unit.
- Do not install the TV set near heat sources such as radiators, stoves or other audio visual equipment that produce heat.
- Do not place containers with liquids, if liquid falls inside the products it may result in short-circuit, fire or electric shock.
- Do not place small metallic objects on top of the unit. Metal object falls inside the product it may result in short-circuit, fire or electric shock.
- Do not use or store flammable or combustible materials near the unit. Doing so may result in fire or explosion. Do not place any naked flame sources, such as lit candles, cigarettes or incense sticks on top of the TV set.
- The antenna must be installed away from high-voltage power line,
- Please contact an antenna professional installer to install the antenna to avoid incorrect installation which could result in fire, electric shock or serious injury.
- Install the unit at a reasonable distance from the wall to ensure sufficient ventilation.
- If mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.



This symbol indicates that the appliance has double insulation between the dangerous mains voltage and the parts accessible to the user. In the event of repairs use only identical spare parts.

HDMI®
HIGH-DEFINITION MULTIMEDIA INTERFACE

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INSTALLATION

Install the stand as described below, or if you want to mount it to a wall, please contact a professional installer.

Please ensure the TV is not plugged into the wall socket and furthermore we recommend to get another person to assist in the following task.

Attaching the stand

Step 1

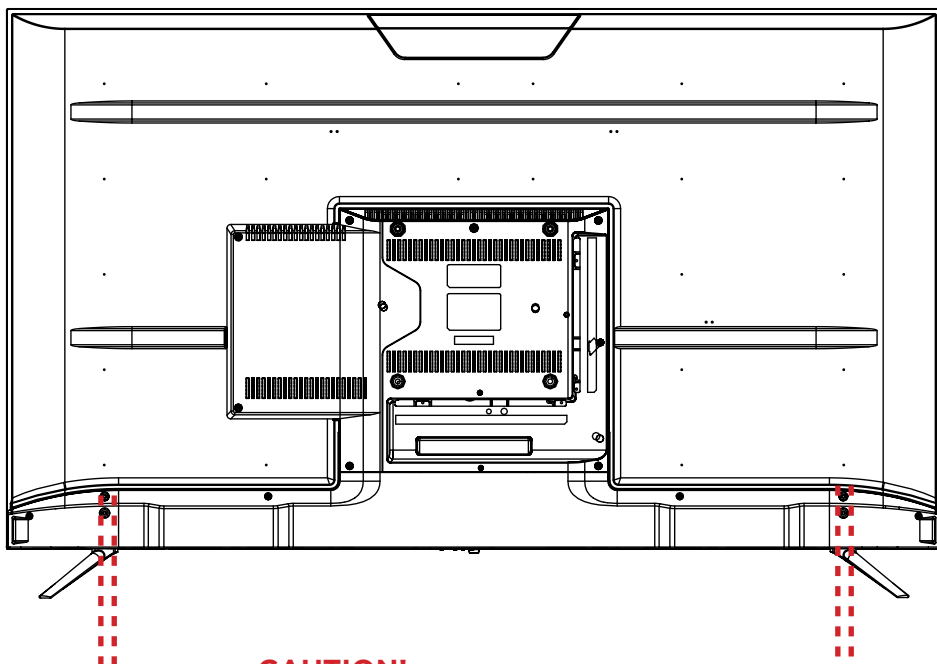
Place a soft cushioned material on top of a flat surface to prevent damaging the screen panel. Then place the TV screen flat on top, with the screen side facing down, as illustrated on the right.

Step 2

Align the stand leg to the installation point, as illustrated below.

Step 3

Tighten the screws (supplied) with a screwdriver to affix the stand to the panel, as illustrated on the right.



CAUTION!

Do not apply excessive force as this may damage the screw holes.

INSTALLATION (CONT.)

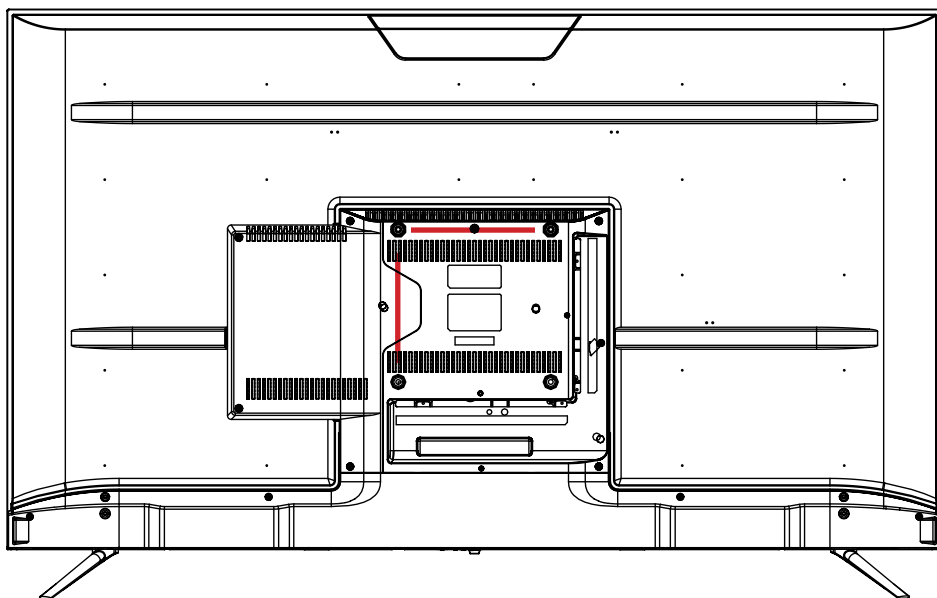
Wall-Mounting Instructions

Please ensure the TV is not plugged into the wall socket and furthermore we recommend to get another person to assist in the following task.

- We recommend you use a professional installer as we assume no liability for any eventual damage to the product or injury to yourself if you mount the TV on your own.

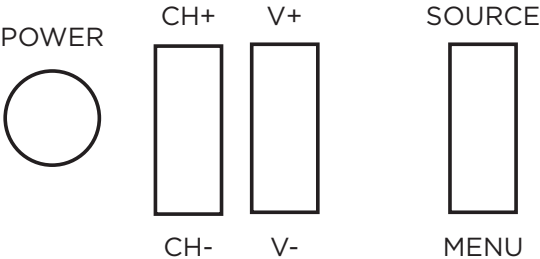
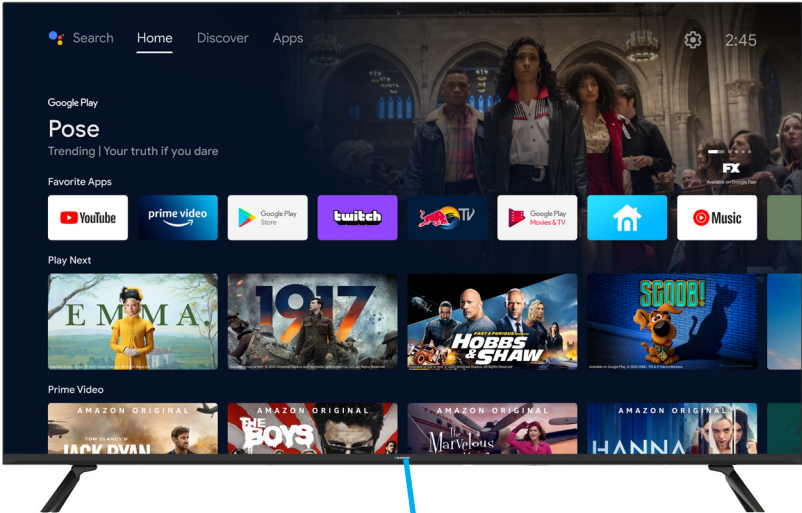
BACK OF TV

VESA PATTERN: 200 (w) x 200(h) mm



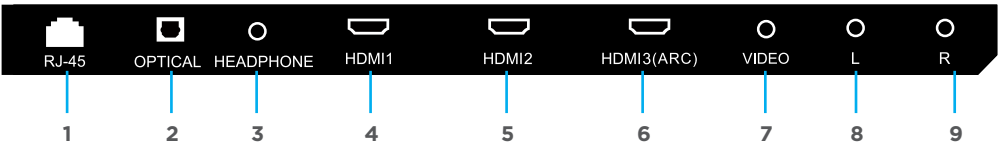
NOTE: If you are wall-mounting the TV, this should be done by a qualified installer.

CONTROLS AND CONNECTIONS



CONTROLS AND CONNECTIONS

SIDE PORTS



BOTTOM PORTS



- 1. RJ45 (ETHERNET)
- 2. OPTICAL
- 3. HEADPHONE
- 4. HDMI 1
- 5. HDMI 2
- 6. HDMI 3 (ARC)
- 7. VIDEO
- 8. LEFT AUDIO
- 9. RIGHT AUDIO
- 10. RF (ANTENNA)
- 11. USB 1 & 2 PORTS

USB connection

Insert a USB storage device into the USB port to record, playback of video/music/photo.

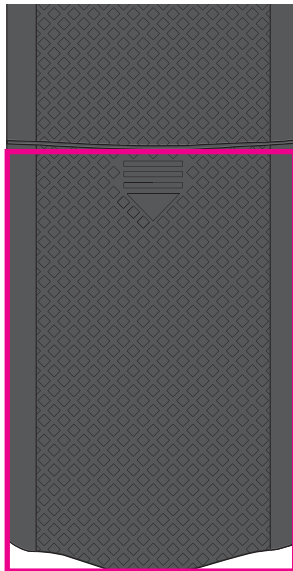
REMOTE CONTROL

Using the Remote Control

- Do not mix old and new batteries in the remote
- Do not use different types of battery
- If you do not intend to use the unit for a long time, please remove batteries from the remote to avoid accident.
- Keep batteries away from children and pets.
- Never throw batteries into a fire.
- Do not drop, or impact the remote control as it void warranty immediately.
- The remote control operate at a range of 5 to 6M effectively
- Do not expose the remote control sensor to a bright light.

How to open back of remote control to replace batteries



1. On the back of the remote control, you will see the BATTERY compartment with the ARROW icon pointing away from remote control.
2. Press down on the battery compartment with your finger and slide away from the remote control, this will slide open the battery compartment.
3. Place/Replace the batteries making sure that the 2x AAA batteries (included) polarities (+/-) match the battery compartment polarities (+/-).
4. When closing the back cover, Follow same instructions as #2, but slide the battery compartment closed (towards middle of remote control)



REMOTE CONTROL



REMOTE CONTROL (CONT.)

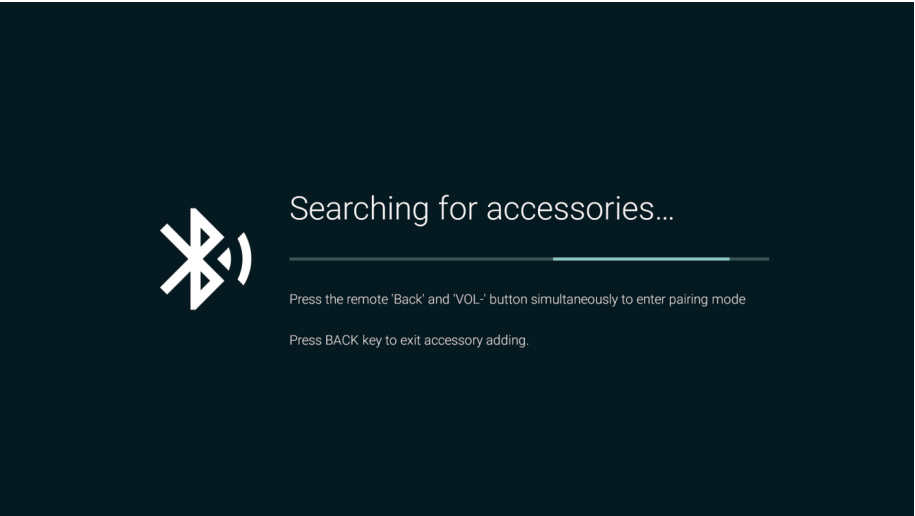
- 1. **POWER:** Turn the TV on/off.
- 2. **INDICATOR LIGHT**
- 3. **MICROPHONE**
- 4. **MUTE/UNMUTE**
- 5. **MEDIA CONTROLS**
- 6. **INPUT:** Open Input menu (DTV, HDMI1, HDMI2, etc)
- 7. **MENU:** Open or close on-screen menu
- 8. **ARROWS:** Navigate on-screen menu, OK to confirm selection
- 9. **RETURN:** Return to previous menu
- 10.  Start a voice search or speak to Google Assistant
- 11. **EXIT**
- 12. **HOME:** Open Android TV home page
- 13. **NETFLIX** Open Netflix
- 14.  Open YouTube
- 15. **SUBT** Subtitles for DTV Channels
- 16. **Teletext** Teletext Mode
- 17. **AUDIO** Audio language list

INITIAL SETUP

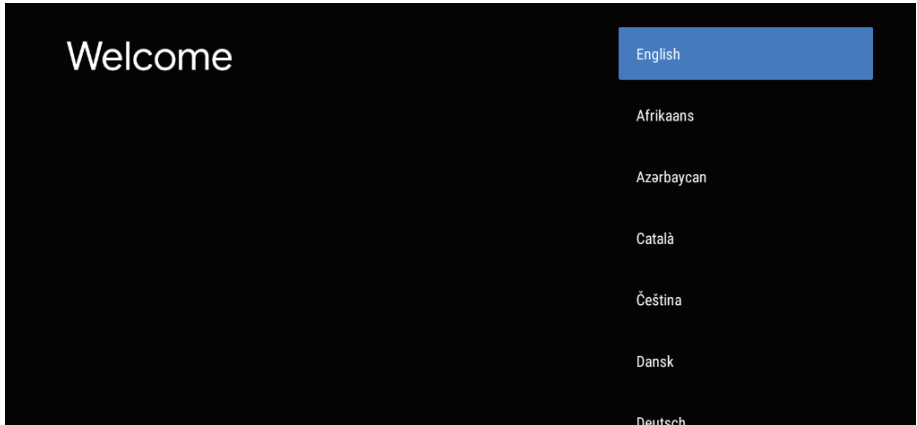
For the first initial setup, on screen setup wizard will guide you through setting up your TV. Please follow according to onscreen guide to setup your TV correctly.

Be sure to follow the below prompts to pair your Bluetooth remote control. After the pairing is successful, you can now operate the TV.

When on the below screen, press **BACK** and **VOL -** Buttons at the same time to enter pairing mode.

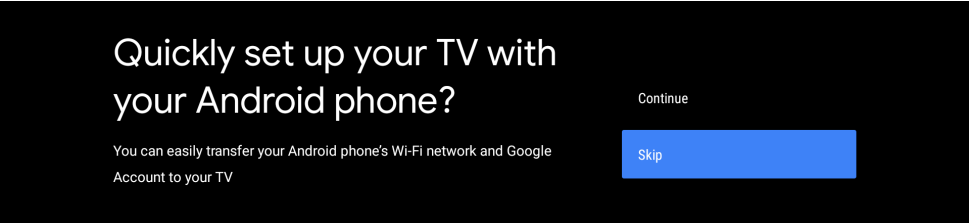


Use the ▲/▼ buttons to select system language, then press **OK/SELECT** to confirm.

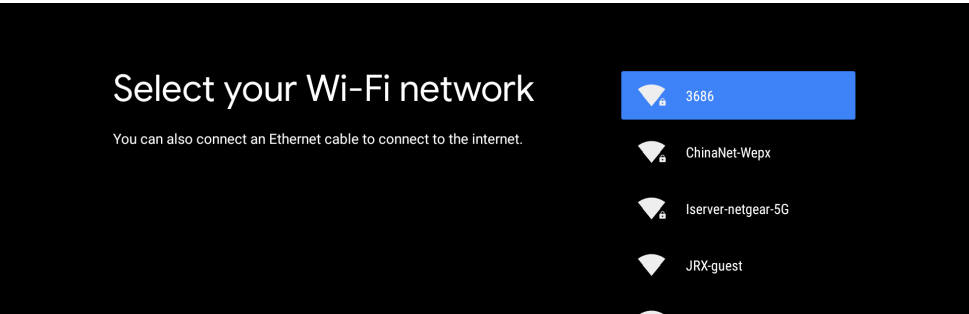


INITIAL SETUP (CONT.)

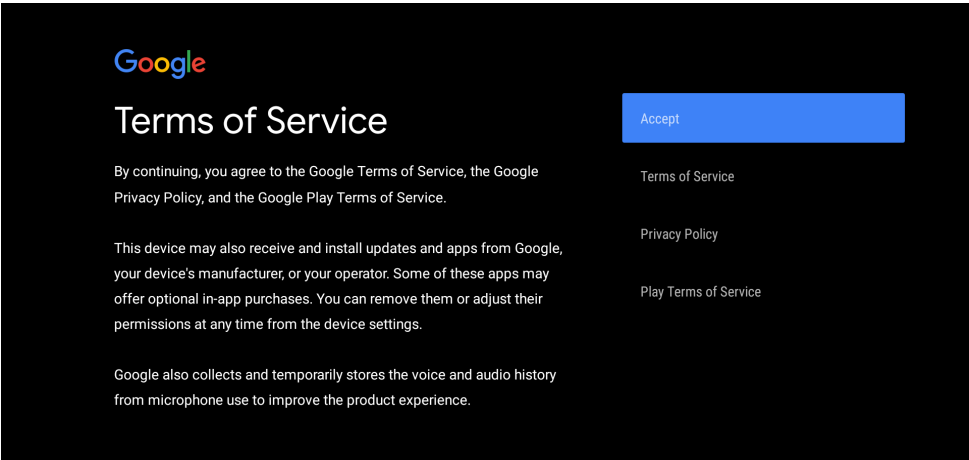
If you just want to use your TV normally, please select **“SKIP”**
To connect your Android Smartphone to your TV, Select **“Continue”**.



Press ▲ / ▼ to select your Wi-Fi you wish to connect to, enter the password and then confirm to connect.

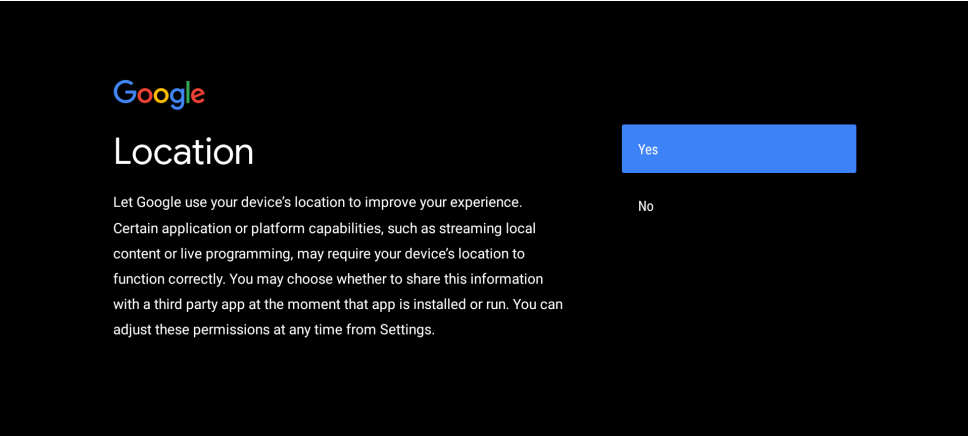


By accepting the Google Terms of Service to improve the product experience, Select **“ACCEPT”** to proceed with this condition.

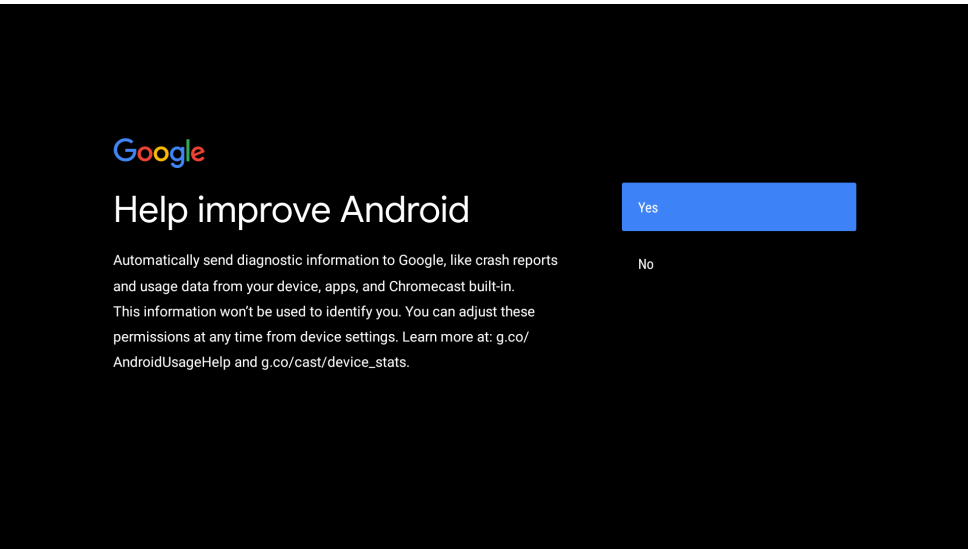


INITIAL SETUP (CONT.)

Select **“YES”** if you want your location identified on your ANDROID TV. (Note: Select **“YES”** if you want google to inform you on weather more accurately based on location).

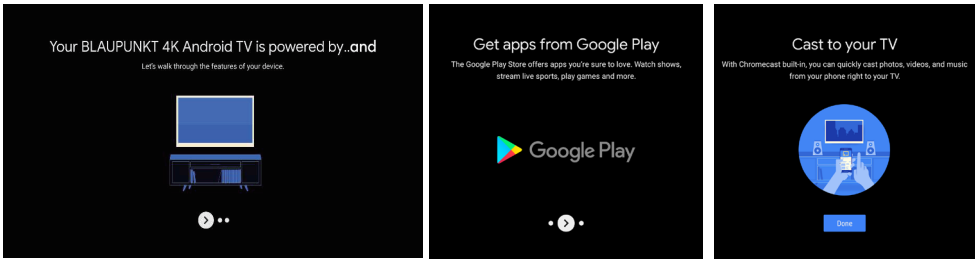


By Agreeing and selecting **“YES”**, you agree to automatically send diagnostic information to Google to help improve your Google experience.

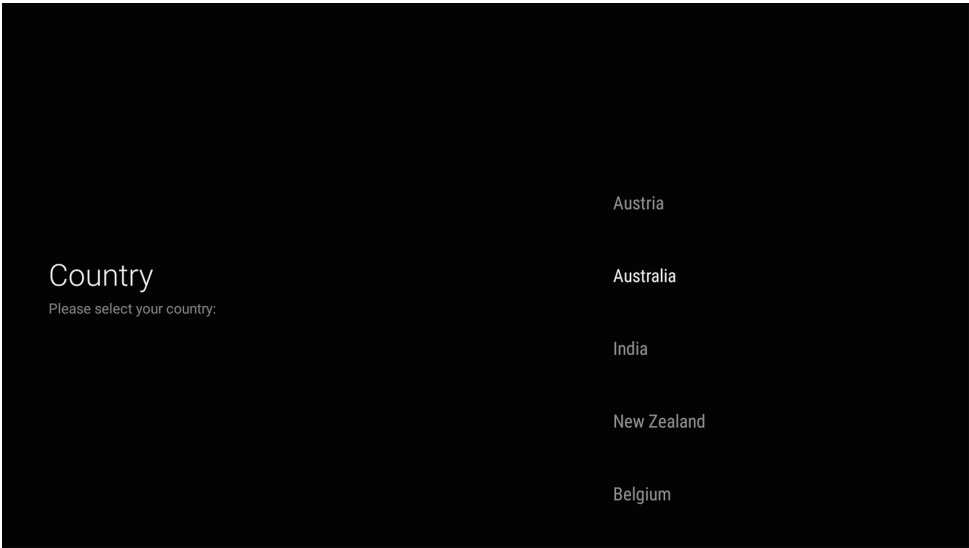


INITIAL SETUP (CONT.)

Informational screens will now appear, you can scroll through steps by press “**RIGHT**” directional button to continue.

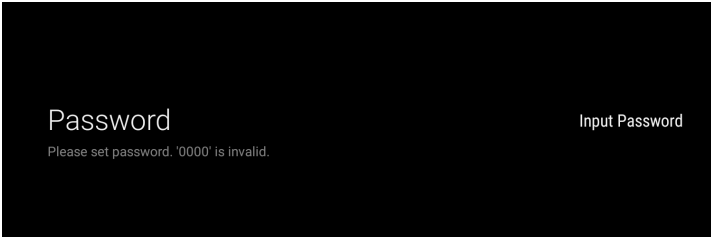


Select the country you are using the device in with the ▲/▼ directional buttons.



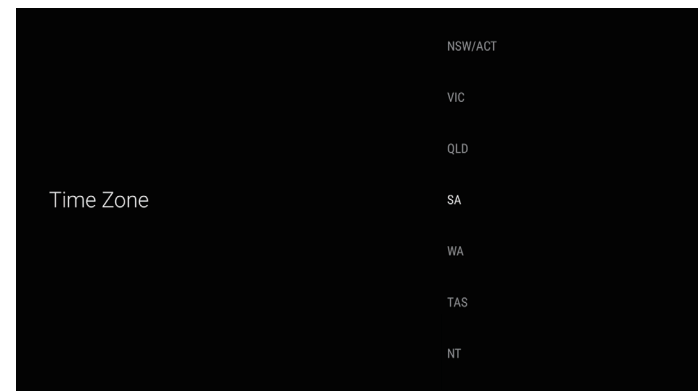
Used to set a password of your TV for security purposes.

NOTE: make sure to save the password, as you can then refer to password when required.

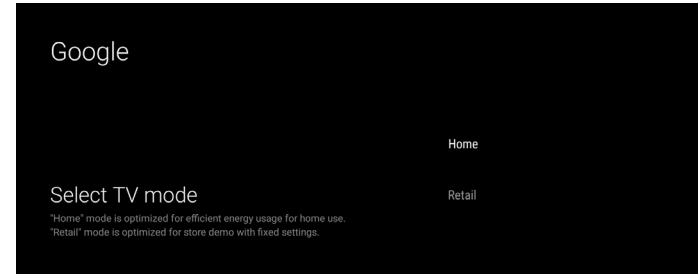


INITIAL SETUP (CONT.)

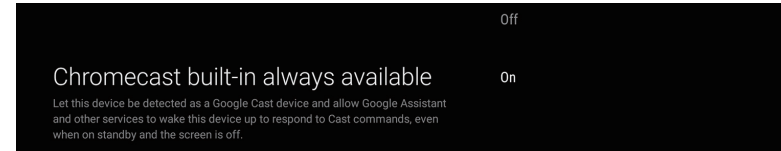
Select the TimeZone you are using the device in with the ▲ / ▼ directional buttons.



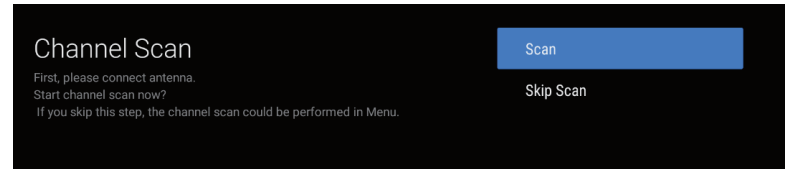
Please be sure in this step, select **“HOME”** if you are using this TV for use at home. Make sure to confirm once you have selected **“HOME”**.



Let this device be detected as a Google Cast device and allow Google Assistant and other services to wake this device up to respond to Cast commands, even when on standby and the screen is off.



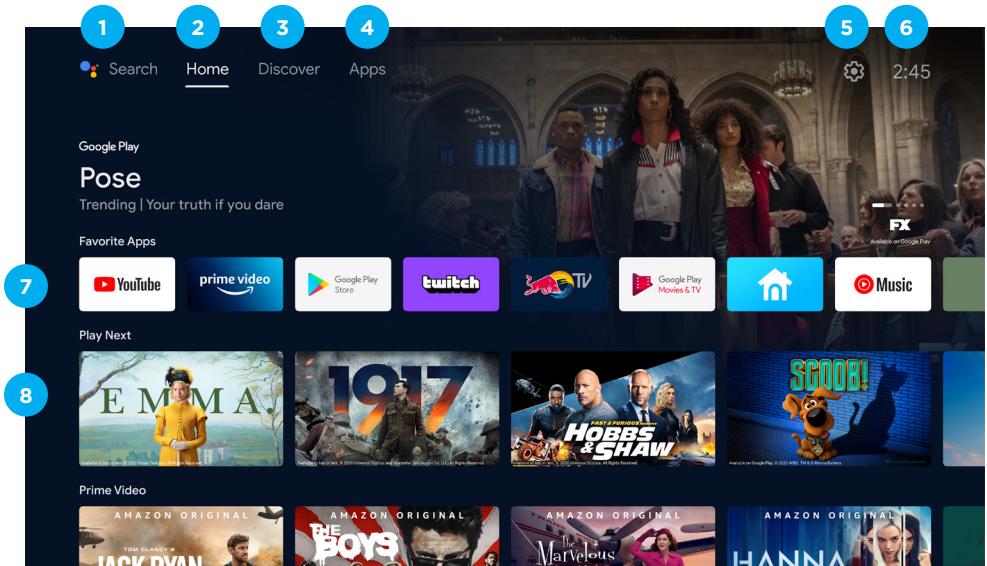
Make sure to select **“SCAN”** to auto tune your TV to search for local DTV channels.



NOTE: Please make sure **Antenna (RF) cable** is plugged into the **ANT IN** port located on back of TV. (refer to page 11 TV ports - #10).

ANDROID TV - HOME SCREEN

Once you have completed initial setup, you will now enter the ANDROID TV home screen.



1. Open Google Assistant to start a voice search.
2. **HOME** - Main page to enter Live TV, view your pre-installed and downloaded applications.
3. **DISCOVER** - Once signed in with a Google Account, this DISCOVER section will display Movie & TV Series recommendations across all apps you have installed.
Go to Page DISCOVER to learn more.
4. **APPS** - Apps you have downloaded and apps you can search for to install.
5. **SETTINGS:** Select this if you want to access TV settings.
6. **TIME:** Displaying current time.
7. Each row past this point will display recommended content from the apps you already have installed.
Add Apps
At the end of this row of apps, Select the + box and add your app that you have downloaded and installed to the home screen of your Android TV.
8. Movies or Shows available to play next.

GOOGLE PLAY STORE



To have access and to download applications from the **Google Play Store**, you must sign in with a **Gmail** account.

Once you open **Google Play Store**, you will be prompted to sign in or create a new account.

Google

Sign in

Use your Google Account

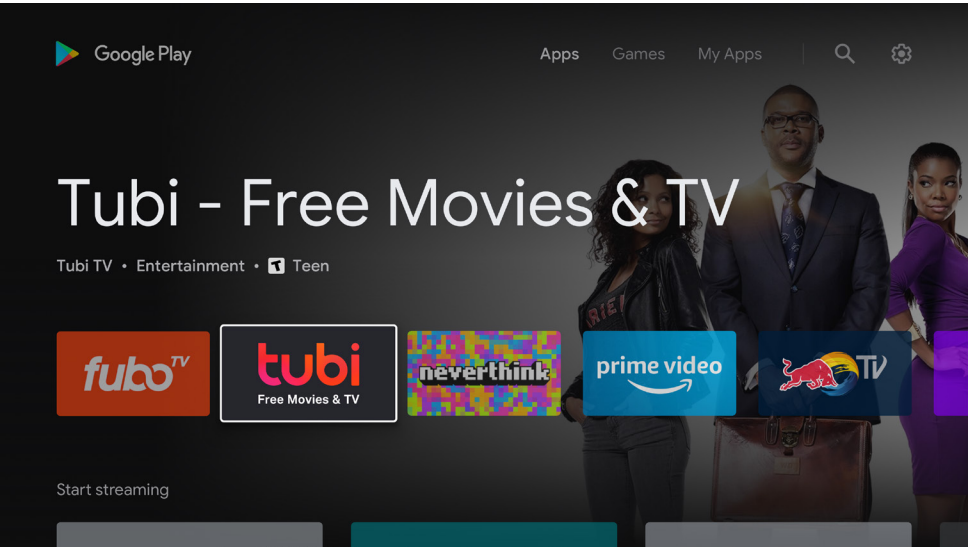
[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)


Create account

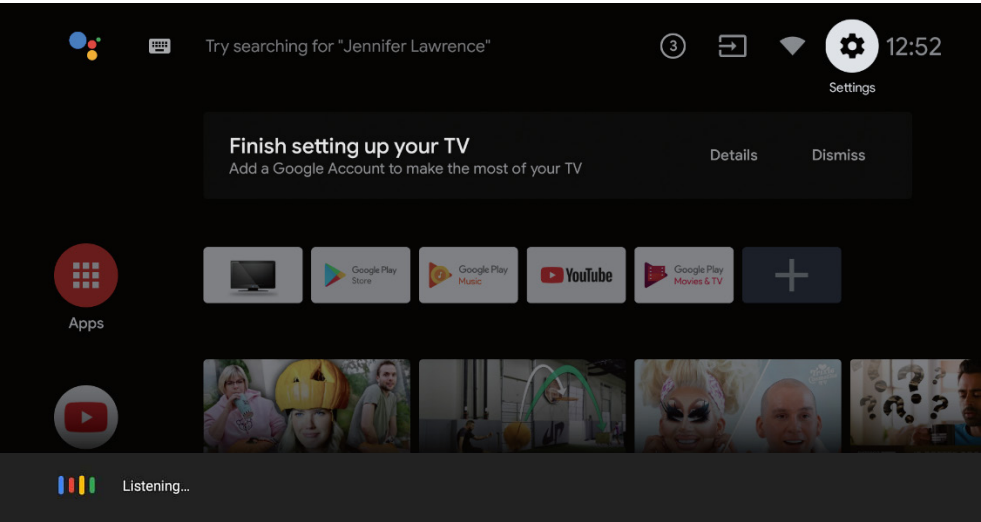
Next

Once you have signed in, you will be brought to the below page, scroll through the list of applications available for download OR go to the search button, and search via entering Text or speaking to Google Assistant via your remote control.



GOOGLE ASSISTANT

You now have access to **Google Assistant** via the (#1 on page 20) or by pressing  (Google Assistant) button on your remote control to commence.

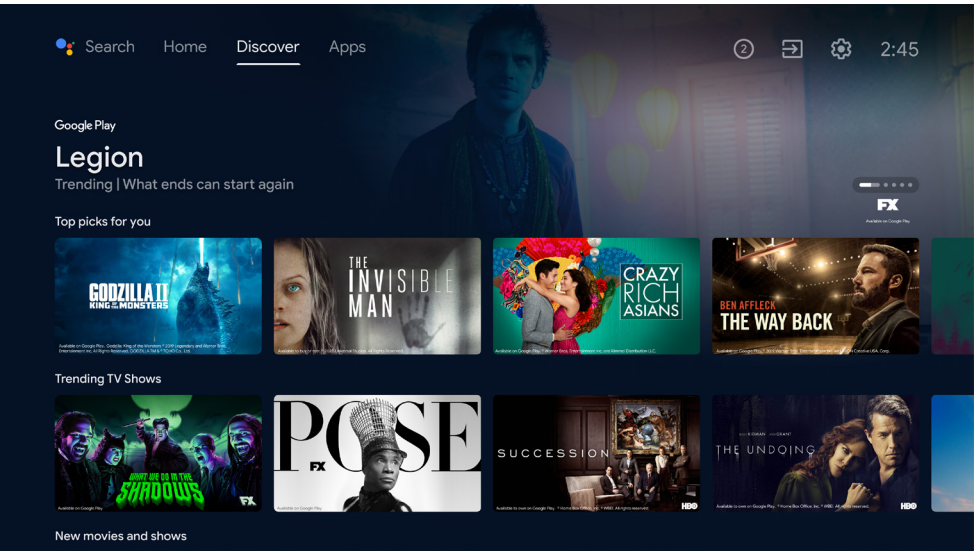


Allow for the voice box to appear at the bottom of your TV screen, stating: **"Listening"** then speak clearly towards the top of your remote control for Google Assistant to hear you. Once Google Assistant understands, what you have requested will be actioned.



DISCOVER

Discover is a section of Android TV which organises all your installed streaming apps from your Google account into an area of recommendations for Movies & TV Series you may want to watch.



If you havent already signed into Google Play Store using your **Google** account. When selecting **DISCOVER** tab on the top of home page, you will be prompted to sign in.

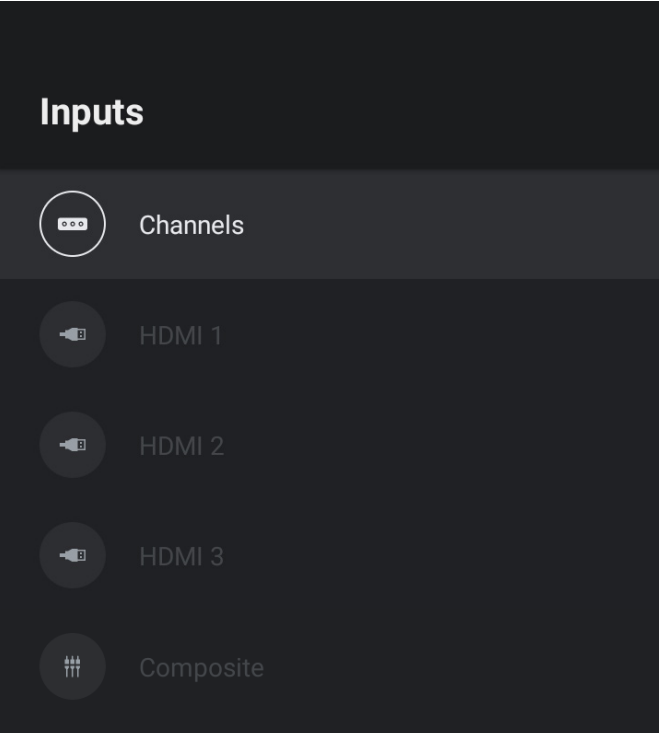
Note: if already signed in, your **Google** account will already appear.

1. Once signed into **Google**, you can select the apps you want recommendations for within the **DISCOVER** section of Android TV.
2. Select (Tick) the apps you would like recommendations for.
3. Allow up to 10 seconds for Android TV to gather recommendations.
4. **DISCOVER** section will now display Movies or TV Shows recommended for you to watch.

INPUT MENU

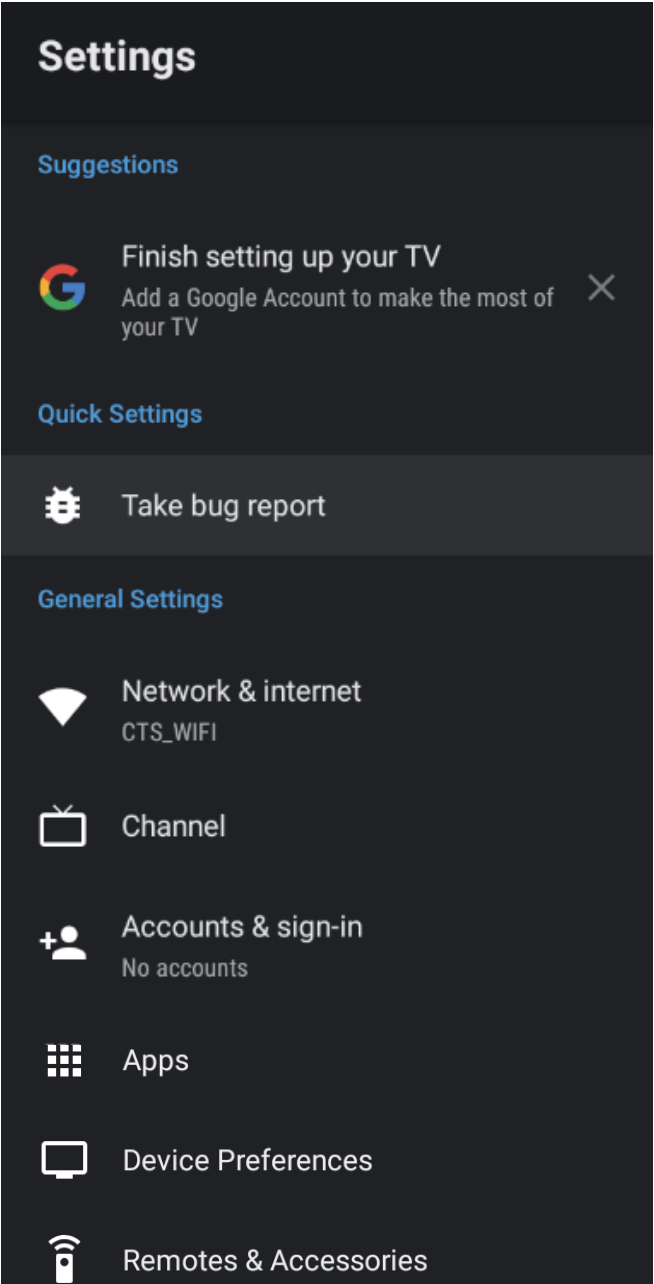
To access **INPUT** menu, press the **SOURCE** button on your remote control to have quick access to **INPUT** menu.

The options that are **AVAILABLE** will be highlighted, **PORTS** that are not in use, you will not be able to access.



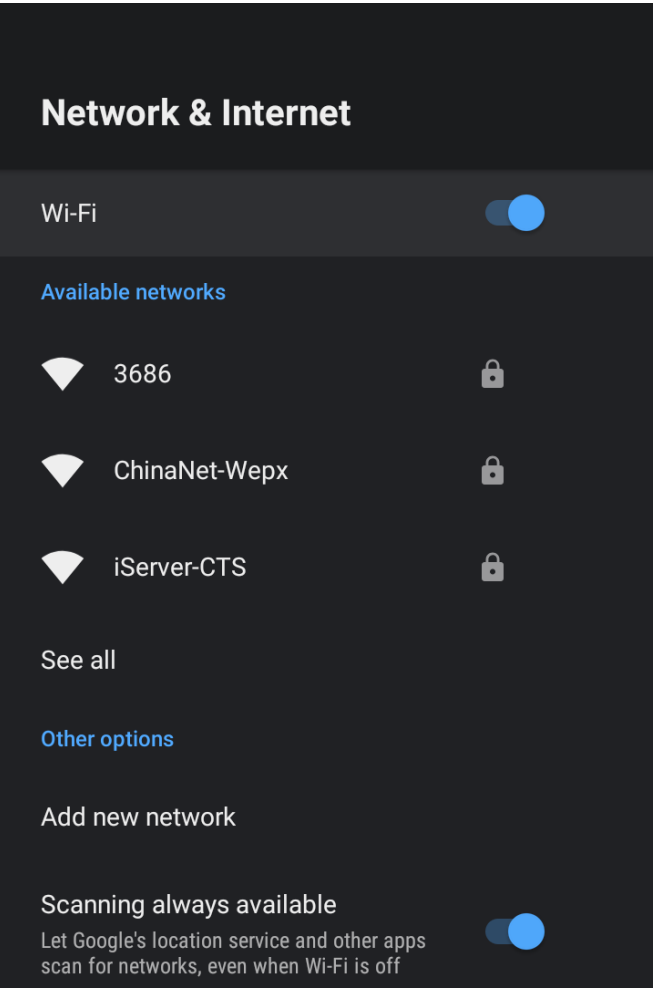
SETTINGS

To access **SETTINGS** menu, select **SETTINGS (#5 on page 21)** via the HOME screen.



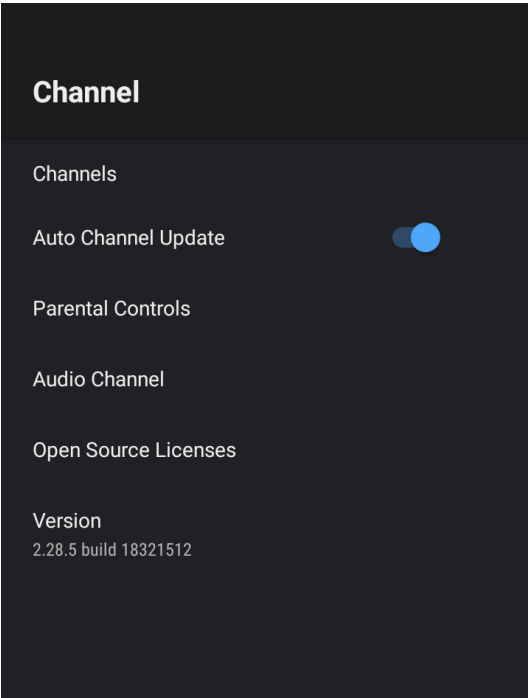
NETWORK & INTERNET

To access **NETWORK** menu, go into **Settings (#5 on page 21)** menu and go down and select **Network & Internet**.



CHANNEL MENU

To access **CHANNEL** menu, select **SETTING icon (#5 on page 21)** via the HOME screen. Then go down and select **“CHANNEL”**.



Channels

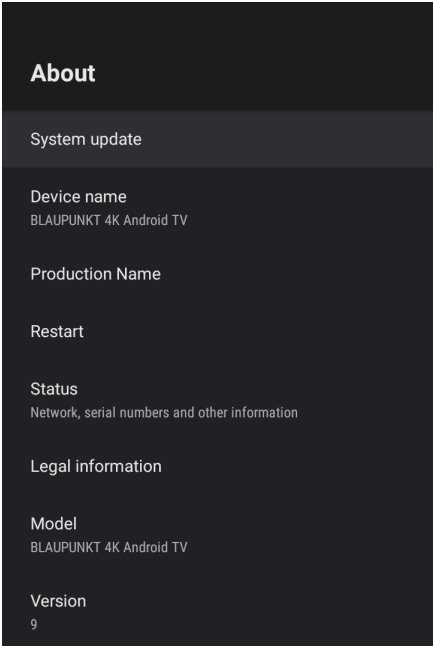
Display the scan sub-menu based on different channel installatino modes.

Antenna - Set the signal type to antenna, when set to antenna the TV can now receive digital broadcasting signals.

Auto Update Channel - Enable or disable, allows your TV to automatically update if any changes made to scanned DTV channels.

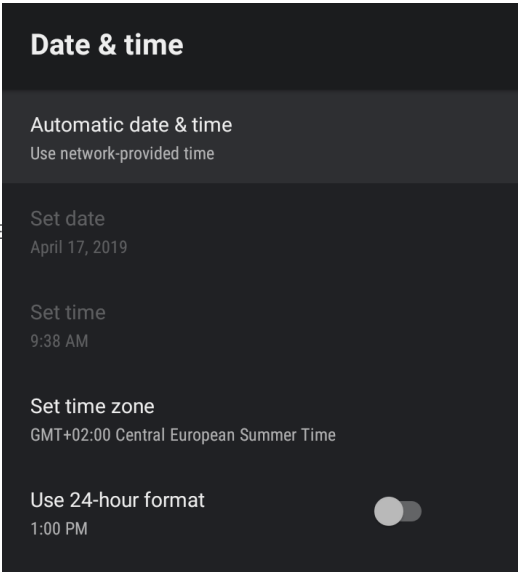
DEVICE PREFERENCES - ABOUT

To access **ABOUT** menu, select **SETTING icon (#5 on page 21)** via the HOME screen. Then go down and select **“ABOUT”**.



TIME

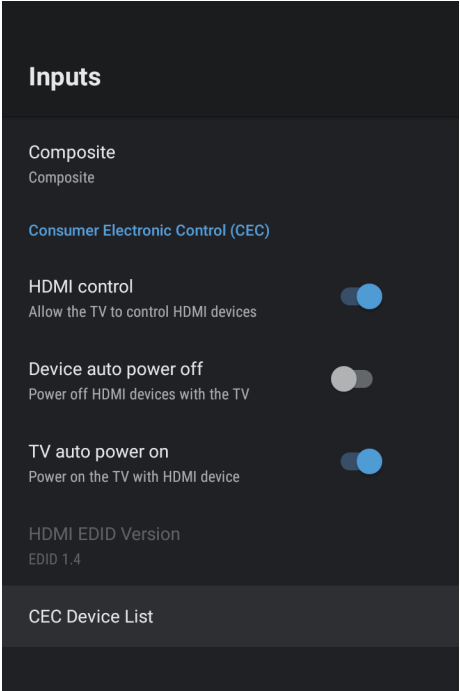
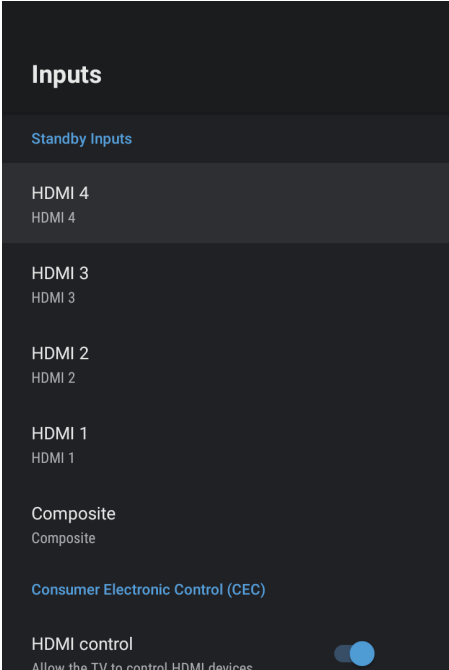
To access **DATE & TIME** menu, select **SETTING icon (#5 on page 21)** via the HOME screen. Then go down and select **“DATE & TIME”**.



INPUT SETTINGS MENU

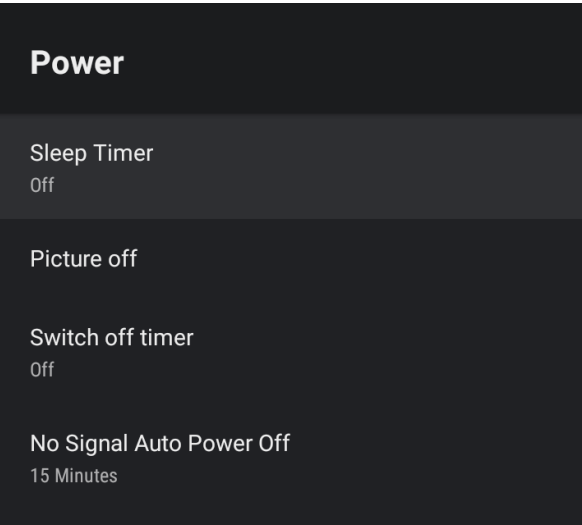
To access **INPUT SETTINGS** menu,

- 1. Select **SETTING icon (#5 on page 21)** via the HOME screen.
- 2. Select **“Device Preferences”**
- 3. Then go down and select **“INPUTS”**.



POWER SETTINGS MENU

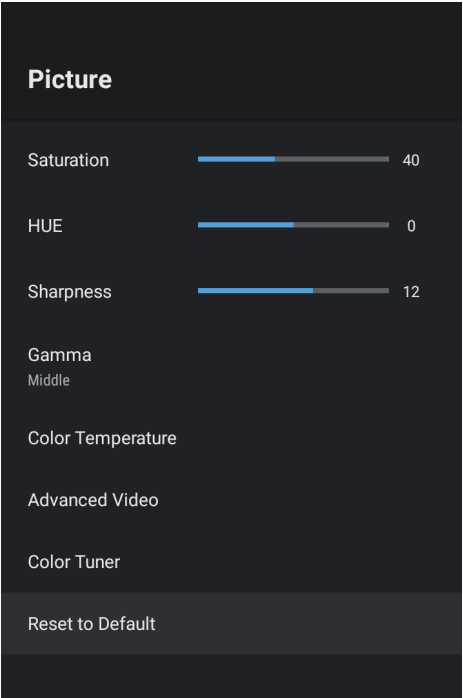
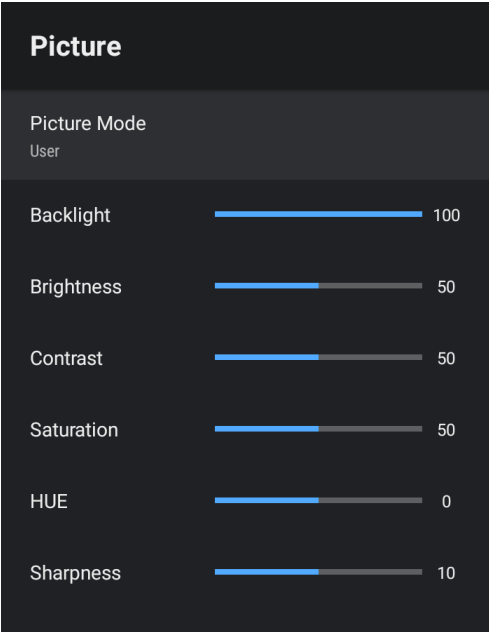
- To access **POWER SETTINGS** menu,
1. Select **SETTING icon (5)** via the HOME screen.
 2. Select **“Device Preferences”**
 3. Then go down and select **“POWER”**.



- | | |
|----------------------------|--|
| Sleep Timer - | Options of Off, 10 mins, 20 mins, 30 mins, 40 mins, 50 mins, 60 mins, 90 mins and 120 mins to auto turn off your TV. |
| Picture Off - | Turn off your display (recommended not to select this option). |
| No Signal Auto Power Off - | Turns your TV off if no signal is detected. |

PICTURE SETTINGS MENU

- To access **PICTURE SETTINGS** menu,
- 1. Select **SETTING icon (5)** via the HOME screen.
 - 2. Select **“Device Preferences”**
 - 3. Then go down and select **“PICTURE”**.

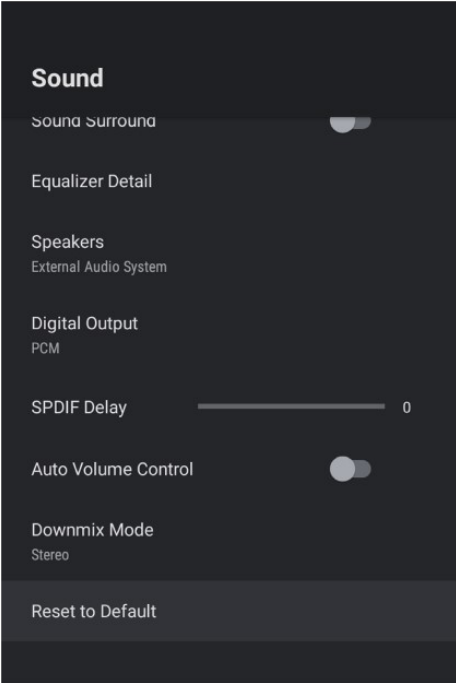
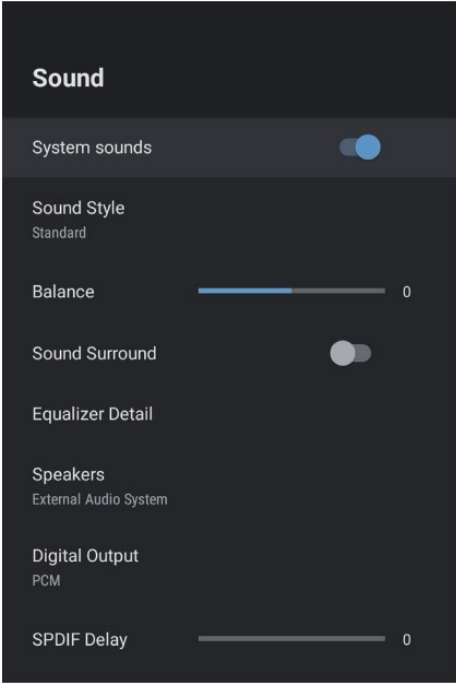


- Picture Mode -** Options to choose from - Standard, Vivid, Sport, Movie, Game, Energy Saving, User.
- HDR -** The default setting for HDR is **ON** this will allow you to enjoy the full effects of HDR (High Dynamic Range).

SOUND SETTINGS MENU

To access **SOUND SETTINGS** menu,

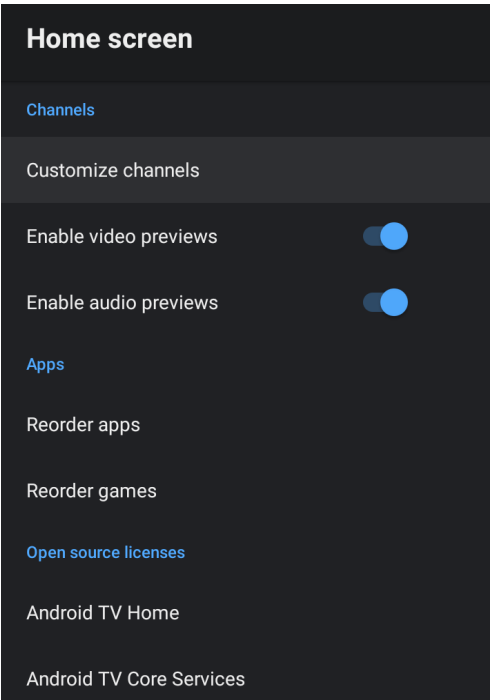
- 1. Select **SETTING icon (5)** via the HOME screen.
- 2. Select **“Device Preferences”**
- 3. Then go down and select **“SOUND”**.



- Sound Style -** Options to choose from - Standard, Vivid, Sports, Movie, Music, News, User.
- Speakers -** TV Speakers or External Speaker
(This will force the TV to output sound through the chosen option).
- Digital Output -** Auto, Bypass, PCM, Dolby Digital Plus, Dolby Digital.
(It is recommended to select **AUTO**, as this will automatically detect quality of sound being procured by content).

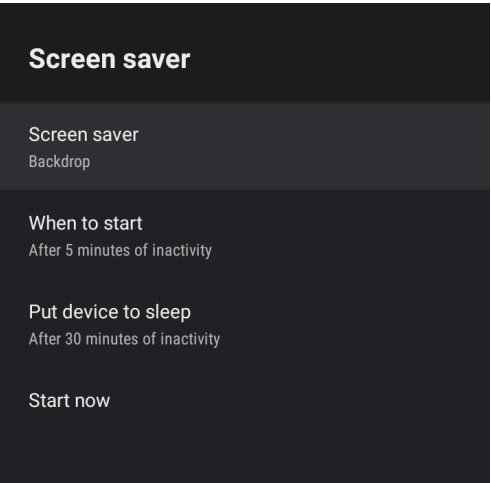
HOME SCREEN

- To access **HOME SCREEN** menu,
- 1. select **SETTING icon (#5 on page 21)** via the HOME screen.
 - 2. Select **“Device Preferences”**
 - 3. Then go down and select **“HOME SCREEN”**.



SCREEN SAVER

- To access **SCREEN SAVER** menu,
- 1. select **SETTING icon (#5 on page 21)** via the HOME screen.
 - 2. Select **“Device Preferences”**
 - 3. Then go down and select **“SCREENSAVER”**.

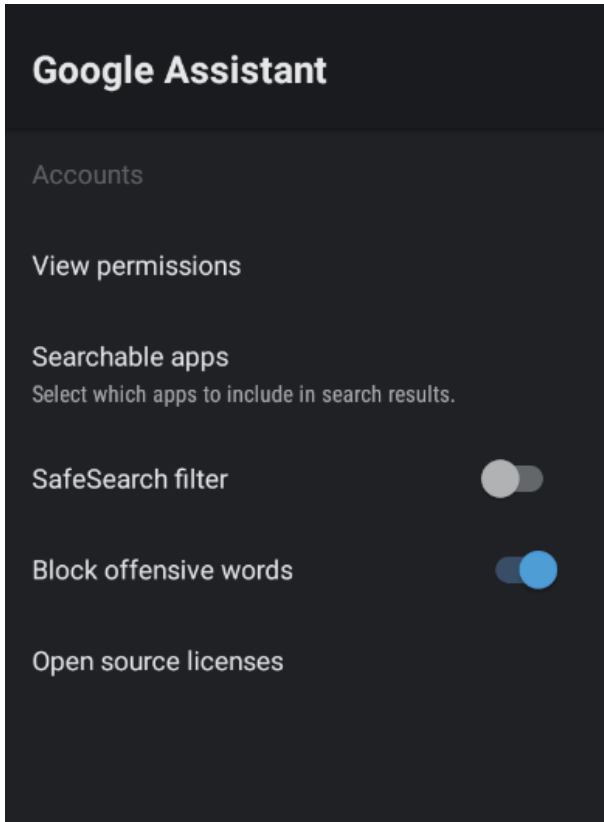


GOOGLE ASSISTANT

To access **GOOGLE ASSISTANT** menu,

1. Select **SETTING icon (#5 on page 21)** via the HOME screen.
2. Select **“Device Preferences”**
3. Then go down and select **“GOOGLE ASSISTANT”**.

Accounts will only be accessible if you have connected a Gmail account via the “Google Play Store”. A Gmail account is needed in order to download and install applications via the “Google Play Store”.



PARENTAL CONTROL

To access **PARENTAL CONTROL** menu,

- 1. Select **SETTING icon (#5 on page 21)** via the HOME screen.
- 2. Select **“Device Preferences”**
- 3. Then go down and select **“CHANNEL”**.
- 4. Select **“Parental Control”**

From here you have the option to select and create a new password to lock the channels you want to lock.

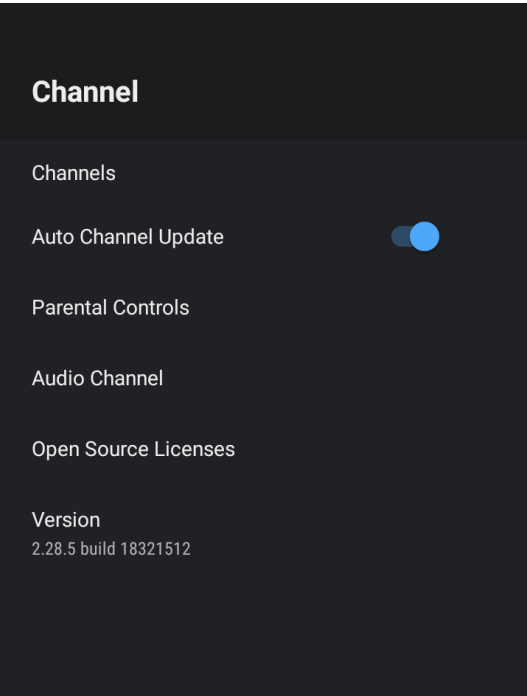
Note: please make sure to store/save password somewhere you can access at a later date. Forgetting password, you may need to factory reset TV to use again.

Channels Blocked - Block specific channels to restrict use.

Program Restrictions - You can restrict specific programs on a TV channel can be blocked

Inputs Blocked - Block a TV port input to restrict use.

Change PIN - Change existing PIN selected when first entering this menu.



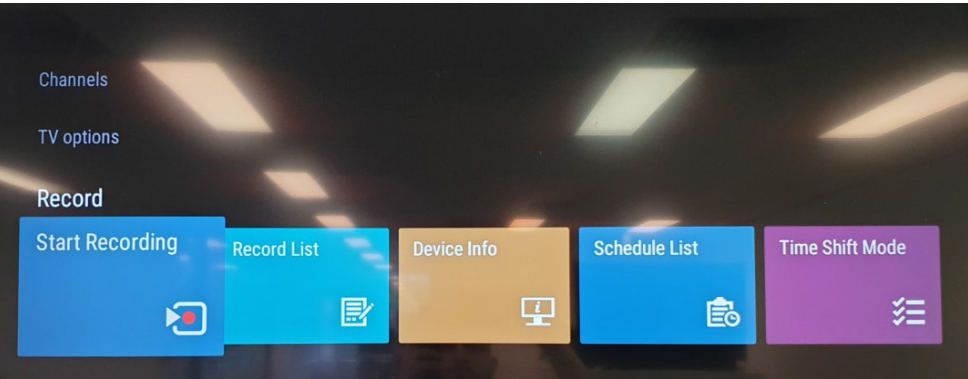
PVR (PERSONAL VIDEO RECORDER)

To access **RECORDING** menu, (PVR)

1. While watching Live TV, press **“MENU”** on remote control.
2. **“TV Options”** will appears, Press **“DOWN”** arrow on remote control to go to **“RECORD”** menu (as image shown below)

IMPORTANT - You must have a **USB Drive** inserted into the USB Port of the TV to in order to use any of these **“RECORD”** functions. (Must be FAT32 format)

- | | |
|--------------------------|--|
| Start Recording - | Select “Start Recording” to start recording the channel you are currently viewing on Live TV. |
| Record List - | Select “Record List” to view all previous recordings. |
| Device Info - | Select “Device Info” to view information about your storage device. |
| Schedule List - | Select “Schedule List” to see future programs you have scheduled to record. |
| Time Shift Mode - | Select “Time Shift Mode” and switch on to enable Pause/rewind/play of Live TV. |



FAQS


GENERAL PROBLEMS WITH TV SET

| Symptoms | Items to Check and Actions to Follow |
|--|--|
| "Ghost" or double image | <ul style="list-style-type: none">• This may be caused by obstruction to the antenna due to high rise buildings or hills. Using a highly directional antenna may improve the picture. |
| No power | <ul style="list-style-type: none">• Check if the TV's AC power cord is plugged into the outlet.• Unplug the TV, wait for 60 seconds. Then reinsert plug into the outlet and turn on the TV again. |
| No picture | <ul style="list-style-type: none">• Check antenna connections at the rear of the TV to see if it is properly connected to the TV.• Possible broadcast station trouble. Try another channel.• Adjust the contrast and brightness settings.• Check the Closed Captions control. Some TEXT modes could block the screen. |
| Good picture but no sound | <ul style="list-style-type: none">• Increase the volume level by pressing the VOL+ button on the remote control or on the TV side control panel.• Press the MUTE button on the remote control to ensure mute is off. |
| Good sound but poor color | <ul style="list-style-type: none">• Adjust the contrast, color and brightness settings. |
| Poor picture | <ul style="list-style-type: none">• Poor picture quality may occur when an activated S-VHS camera or camcorder is connected to your TV and other peripherals at the same time. Switch off one of the peripherals. |
| Snowy picture and noise | <ul style="list-style-type: none">• Check the antenna connection. |
| Horizontal dotted line | <ul style="list-style-type: none">• This may be caused by electrical interference (e.g. hair dryer, nearby neon lights, etc.) Turn off the equipment. |
| Television not responding to remote control | <ul style="list-style-type: none">• Check whether the batteries are working. Replace if necessary.• Clean the remote control sensor lens on the TV.• You can still use the buttons on the side of your TV. |
| Pixels (dots) that are always dark or always lit | <ul style="list-style-type: none">• Your TV is precision-manufactured using an extremely high level of technology. However, sometimes pixels may not display correctly. These types of occurrences are inherent to this type of product and do not constitute a defective product. |

FAQS

TURN OFF SUBTITLES ON LIVE TV?

To turn off subtitles on your Android TV, while watching Live TV:

1. Press “**MENU**”  on your Remote Control
2. Go right and select **ADVANCED SETTINGS**
3. Go down and select **SUBTITLE**
4. Switch all choices of subtitles to **OFF**

Once all options for subtitle are switched off, then you can exit and continue watching Live TV!

If the Subtitle persists to appear, you may need a software update or for further assistance please contact our customer support centre at info@ayonz.com

MY REMOTE CONTROL ISN'T PAIRING WITH MY ANDROID TV?

If your remote control is not pairing or becomes disconnected, please make sure to go on the Smart home of your Android TV:

1. Press **SETTINGS** Icon
2. Select “**REMOTES & ACCESSORIES**”
3. Select “**ADD ACCESSORY**”
4. Follow the onscreen instructions to pair your remote. Once you detect your Bluetooth Remote control, Press **OK** on remote control to select it and pair.

If it doesn't connect, try the process again until it pairs, otherwise contact our call centre: info@ayonz.com

NOTE: You can still use your Remote control without pairing, only cannot use the “**GOOGLE ASSISTANT**” Feature until paired.

ANDROID TV REMOTE CONTROL - APP

If you want to control your TV via your Smart device. Search for: “**ANDROID TV REMOTE CONTROL**” app and download. Once following prompts to connect your Smart device to your Android TV, you will then be able to have 100% control of your TV from your smartphone with the Google Assistant feature enabled.

SPECIFICATIONS

| | | |
|---|---|---------------------------|
| Operating System | Android TV 9.0 | |
| Resolution | 3840 x 2160 | |
| Display Colours | 1.07 Billion | |
| Contrast ratio: | 1100:1 | |
| Refresh Rate | 60Hz | |
| ETHERNET / WiFi | Yes/ 802.11 b/g/n/ac | |
| Multimedia Playback Format under USB Mode | Movie: MPEG, TS, TRP, TP, MP4, MOV, 3GPP, 3GP, AVI, MKV, ASF, DIVX, FLV, SWF, RM, WEBM | |
| | Music: MPEG1, MPEG2, VORBIS, LPCM, FLAC, DTS LBR, DTS XLL, DRA | |
| | Photo: JPEG, PNG, BMP, MPO, GIF | |
| Power Source | 100-240V ~ 50/60Hz | |
| Power Consumption | 150W | |
| USB | 5V $\overline{\text{---}}$ max. 500mA | |
| Dimensions | With stand: 1226.2 (w) x 253.7 (d) x 772.3 (h) mm | |
| | Without stand: 1226.2 (w) x 77.6 (d) x 708.7 (h) mm | |
| Weight | Net: 12.8 kg | |
| | Gross: 16.2 kg | |
| Accessories | 1 x Instruction Manual | 2 x AAA Batteries |
| | 1 x Remote Control | 2 x TV Stands with Screws |
| | 1 x Warranty Card | |

NOTE: This document is for reference only, the operation interface is subject to the TV software.



CUSTOMER SUPPORT:
info@ayonz.com

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