

# EKO | androidtv

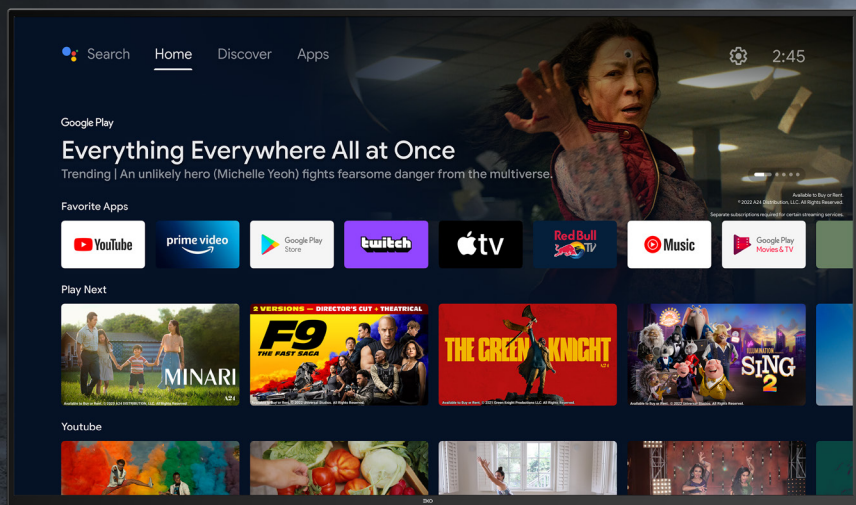


## 58" 4K UHD SMART TV

K58USG

### INSTRUCTION MANUAL

Please read this manual carefully before using, and keep it for future reference.



### CUSTOMER SUPPORT

This TV comes with In-home warranty. For all product related enquiries or technical questions please use the following to get in touch:



02 8279 8606



help@eko-entertainment.com.au



www.eko-entertainment.com.au or by scanning the QR Code.



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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.)

**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.



The terms HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

# 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

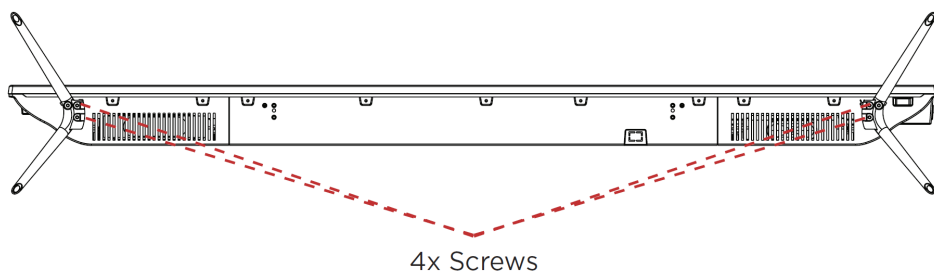
Place a soft cushioned material on top of a flat surface to prevent damaging the screen panel. Then place the TV screen flat on top, with the screen side facing down, as illustrated on the right.

### 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.)

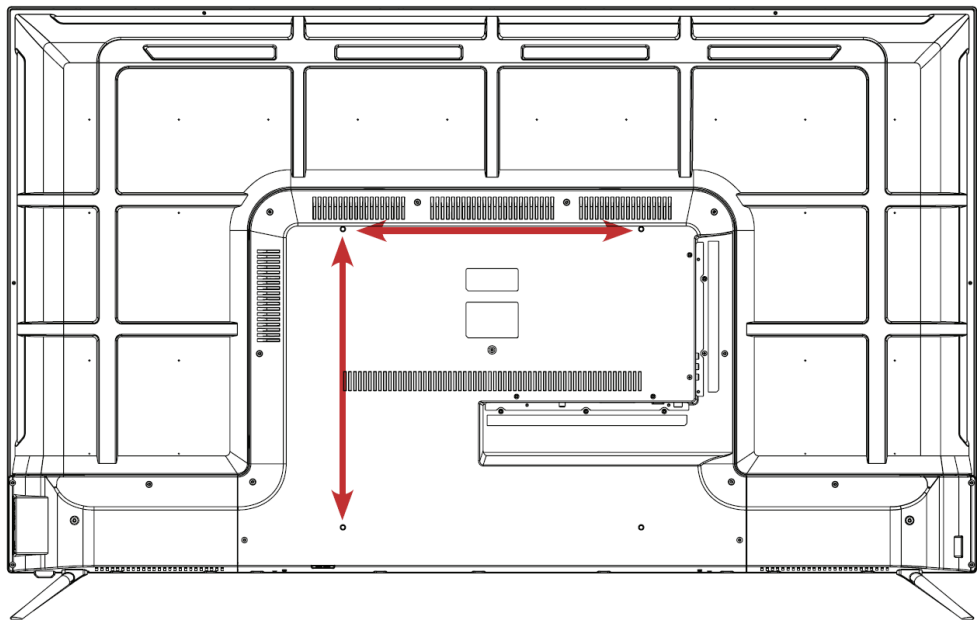
## Wall-Mounting Instructions

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.

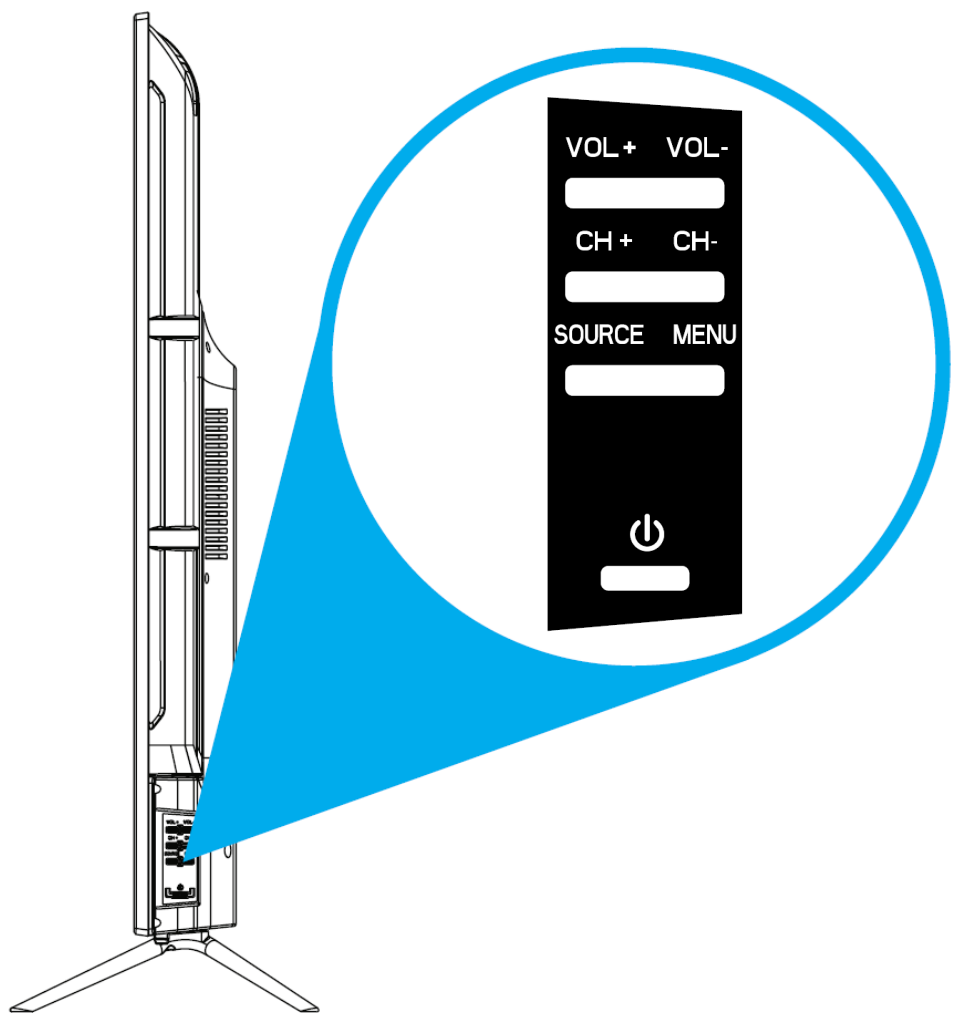
### BACK OF TV

VESA PATTERN: 400(w) x 400(h) mm



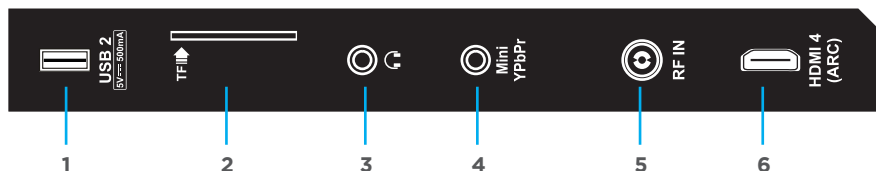
**NOTE:** If you are wall-mounting the TV, this should be done by a qualified installer.

# CONTROLS AND CONNECTIONS

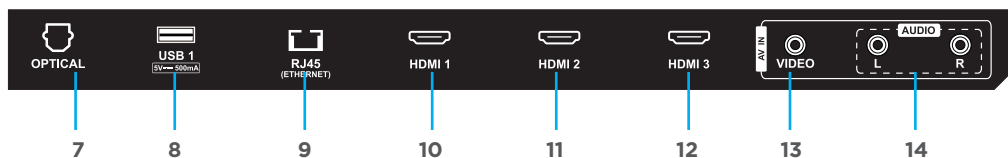


# CONTROLS AND CONNECTIONS

## SIDE PORTS



## BOTTOM PORTS

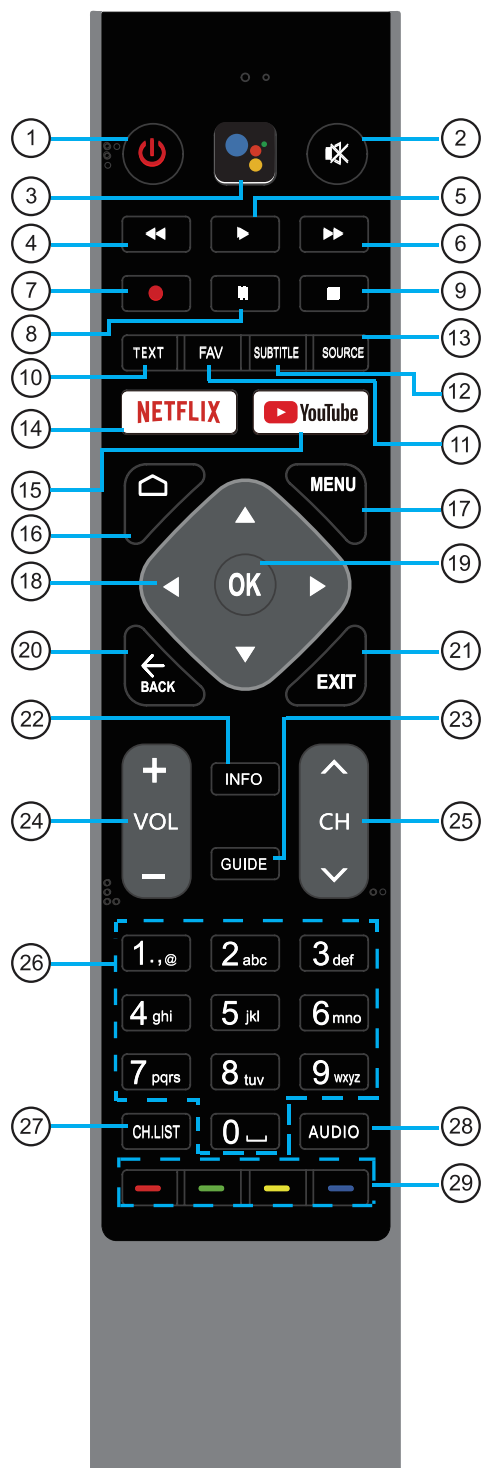


1. USB 2 INPUT
2. TF CARD INPUT
3. HEADPHONE JACK
4. MINI YPBPR INPUT
5. RF (ANTENNA) IN
6. HDMI 4 (ARC)
7. OPTICAL PORT
8. USB 1 INPUT
9. RJ45 (ETHERNET)
10. HDMI 1
11. HDMI 2
12. HDMI 3
13. VIDEO
14. AUDIO LEFT & RIGHT










## USB connection

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

# REMOTE CONTROL



# REMOTE CONTROL

#	Item	Descriptions
1	 <b>Power</b>	Press to turn the TV on or off. When your TV is off, power still flows through it. To completely disconnect power, unplug the power cord.
2	 <b>MUTE</b>	Press to switch the sound on or off.
3	<b>Google Assistant</b>	Press to open the google assistant or start a voice search.
4	 <b>(reverse)</b>	Press to reverse playback in multimedia & Timeshift mode.
5	 <b>(play)</b>	Press to play in multimedia mode & Timeshift mode.
6	 <b>(forward)</b>	Press to fast forward in multimedia & Timeshift mode.
7	 <b>(REC)</b>	Press to record the TV program you are watching in DTV mode.
8	 <b>(Pause)</b>	Press to pause in multimedia mode & Timeshift mode.
9	 <b>(stop)</b>	Press to stop multimedia playback, REC & Timeshift mode.
10	<b>TEXT</b>	Press to select the teletext mode.
11	<b>FAV</b>	Press to select or remove your favourite channel.
12	<b>SUBTITLE</b>	Open or close subtitle.
13	<b>SOURCE</b>	Press to open the input source list.
14	<b>NETFLIX</b>	Press to open Netflix.
15	<b>YouTube</b>	Press to open the YouTube.
16	<b>HOME</b>	Press to open the Home Page.
17	<b>MENU</b>	Press to open or close the on-screen menu.
18		Press to navigate the on-screen menu.
19	<b>OK</b>	Enter the selected option or perform the selected operation.
20	<b>BACK</b>	Return to the previous menu.
21	<b>EXIT</b>	It depends on the actual function
22	<b>INFO</b>	Press to display the channel information.
23	<b>GUIDE</b>	Press to display electronic programme guide in TV mode.
24	<b>VOL+/VOL-</b>	Press <b>VOL+</b> or <b>VOL-</b> to adjust volume level.
25	<b>CH+/CH -</b>	Press <b>CH+</b> or <b>CH-</b> to change TV channels.
26	<b>0~9 number</b>	Press to enter a TV channel number
27	<b>CH.LIST</b>	Press to display the Channel List.
28	<b>AUDIO</b>	Press to select Mono, Nicam, Stereo for ATV channel, Audio language for DTV channel.
29	<b>Coloured buttons</b>	Implement the relevant operations according to the prompt at the bottom of the menu in the text.

# REMOTE CONTROL (CONT.)

## 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

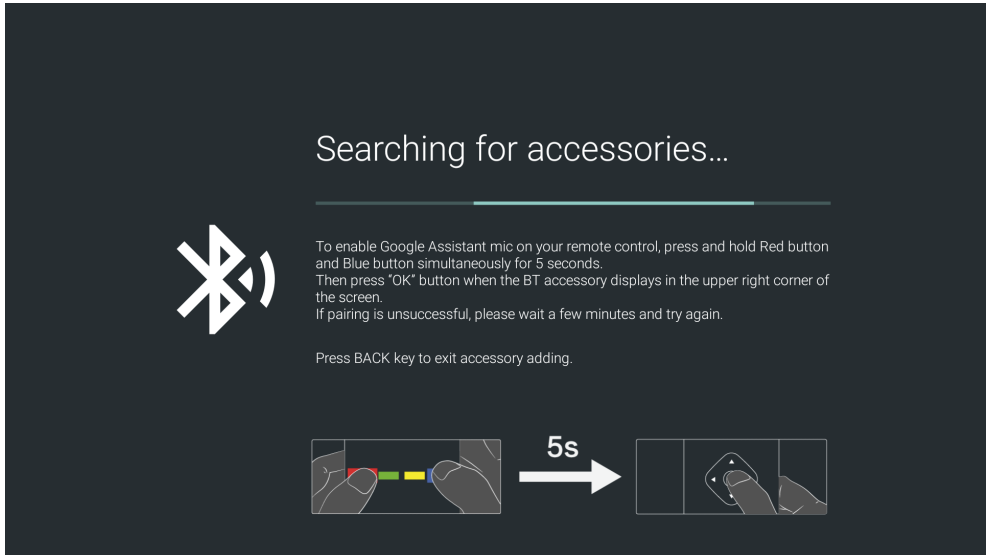
1. Look for the button at the bottom side of the remote.  
Press this button in to release the lock and open the back cover.
2. Place/Replace the batteries making sure that the 2x AAA batteries (included) polarities (+/-) match the battery compartment polarities (+/-).
3. When closing the back cover, place the side without the button **(a)** in place first then the side with the button **(b)**, press the back cover down until it closes and clicks into place.



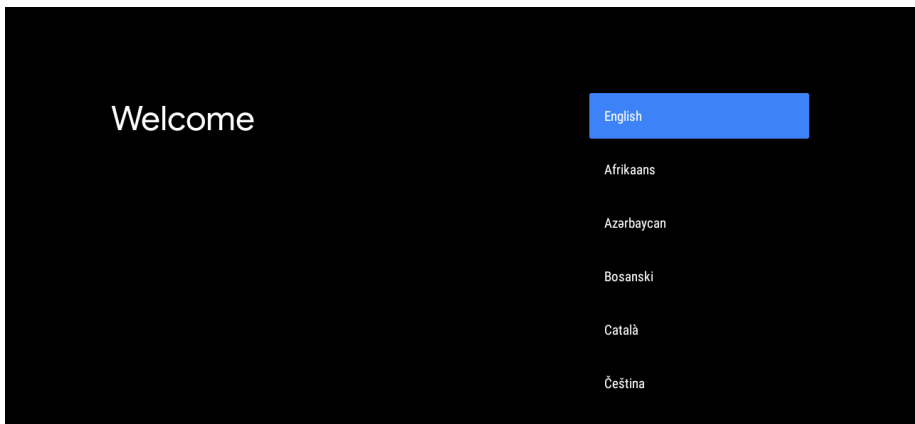
# INITIAL SETUP

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.



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”**.

## Quickly set up your TV with your Android phone?

You can easily transfer your Android phone's Wi-Fi network and Google Account to your TV

Continue

Skip

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

## Select your Wi-Fi network


You can also connect an Ethernet cable to connect to the internet.

DQE-IPv6-Test

DQE-IPv6-Test\_Wi-Fi5

PQ\_2022

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



## Google Services

Select each to learn more about each service, such as how to turn it on or off later. Data will be used according to Google's Privacy Policy.

Click "Accept" to confirm your selection of these Google services settings.

Accept

Use location

Allow Google and apps with your permission to use location estimated from Wi-Fi. Google may collect location data periodically and use this data in an anonymous way to improve location accuracy and location-based services

☒

Help improve Android

Automatically send diagnostic information to Google

☒

Services and your privacy

Google Assistant sends services you talk to a unique code

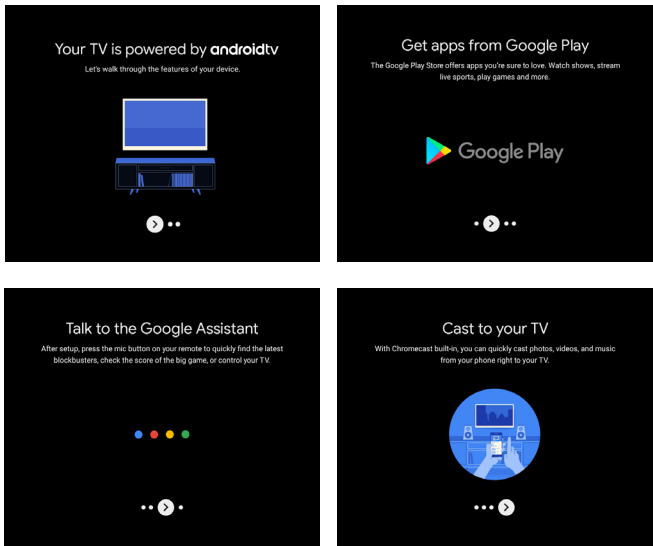
☐

16

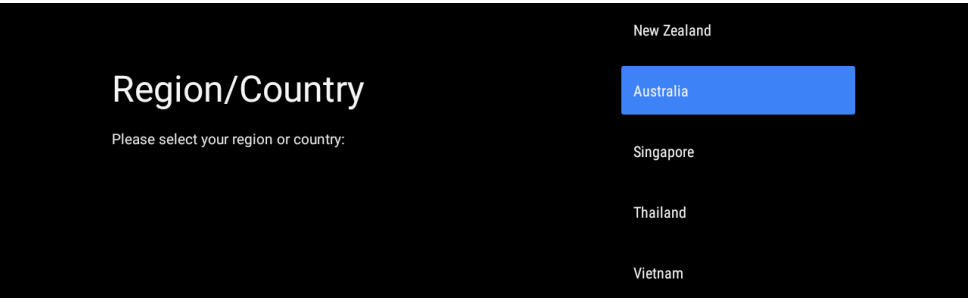


# INITIAL SETUP (CONT.)

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

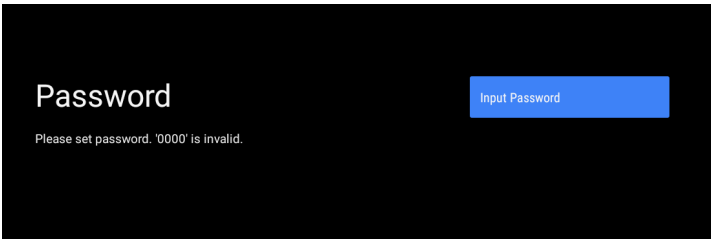


Select the country you are using the device in with the ▲ / ▼ directional buttons.



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.

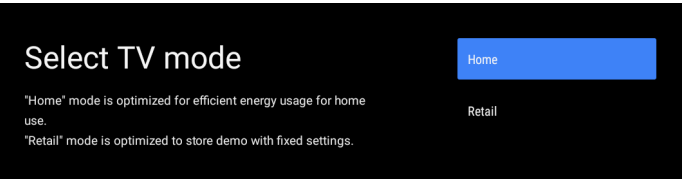


# INITIAL SETUP (CONT.)

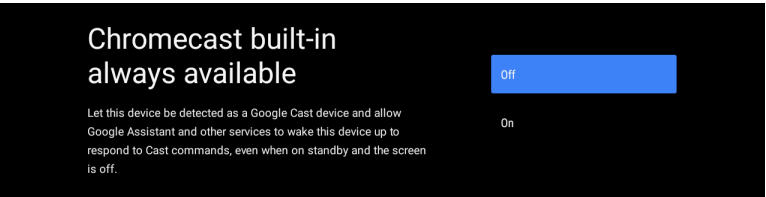
Select the TimeZone you are using the device in with the ▲ / ▼ directional buttons.



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”**.



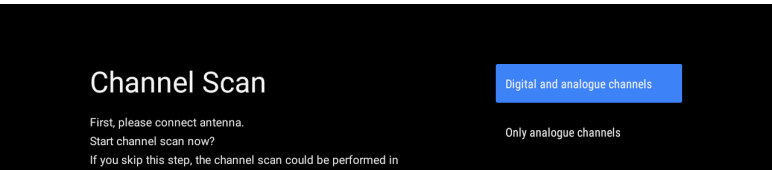
Make sure to set Chromecast built-in™ to ON, so you can cast all your favorite movies, shows, apps, games, and more directly to your TV.



Make sure to select **“ANTENNA”** to scan for channels using antenna cable.



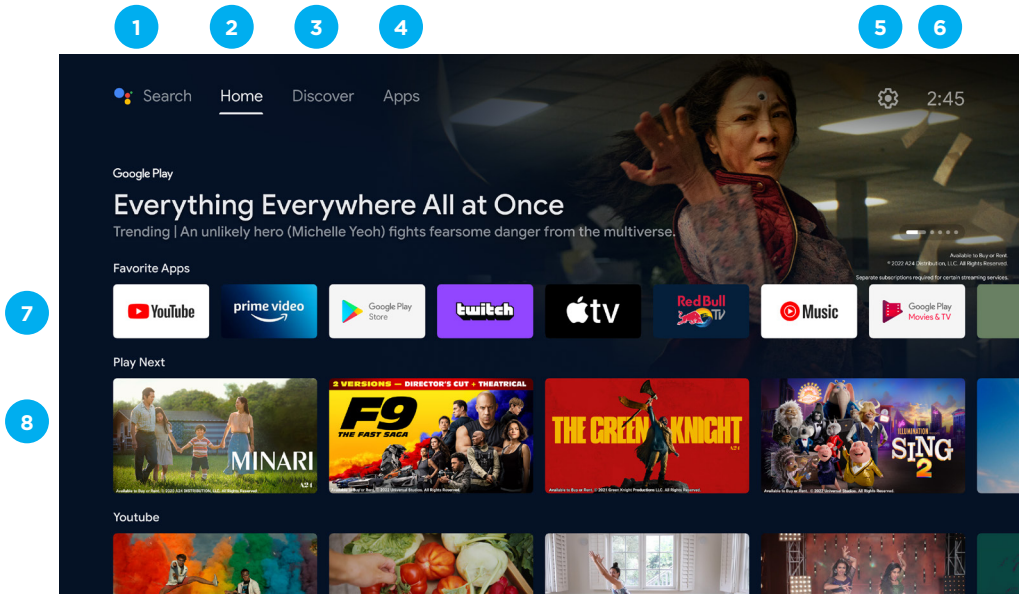
Make sure to select **“DIGITAL”** to auto tune your TV.



**NOTE:** Please make sure **Antenna (RF) cable** is plugged into the **TV** port located on back of TV.

# Android TV™ - HOME SCREEN

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



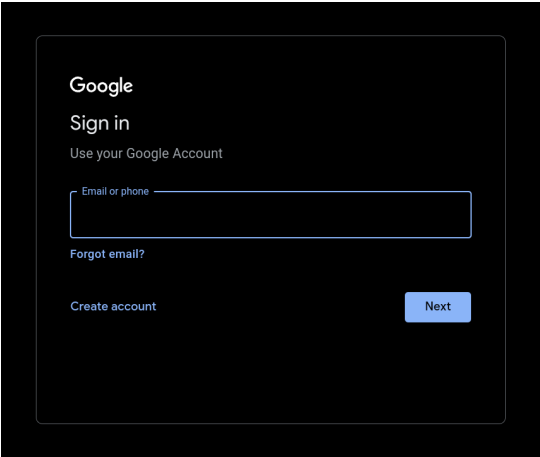
1. Press the Google Assistant button on your remote to do more on your TV with your voice.
2. **HOME** - Main page to enter Live TV, view your pre-installed and downloaded applications.
3. **DISCOVER** - Sign into your Google Account to get recommendations from your streaming services - organized into topics and genres based on what you watch.  
**Go to Page 23 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

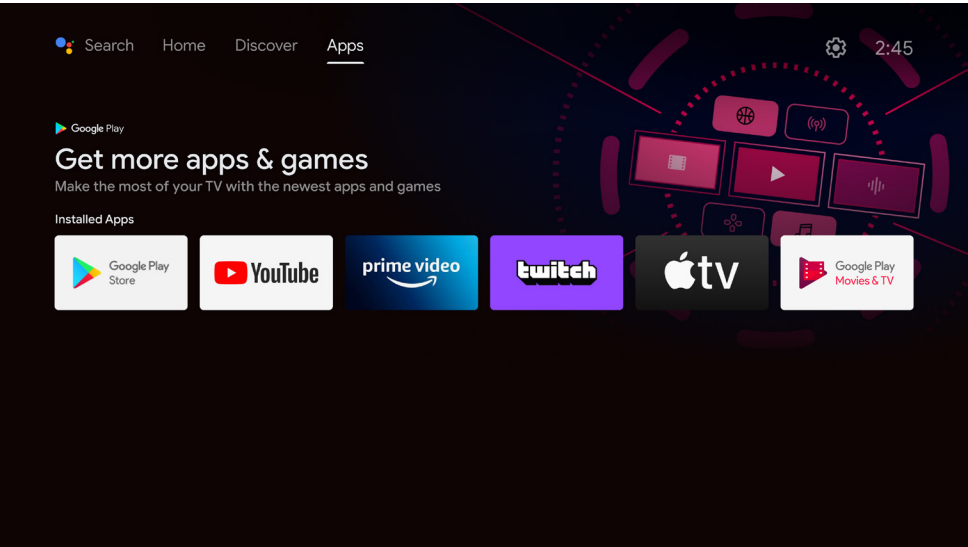


To have access and to download applications from **Google Play**, you must sign in with a Google Account.

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

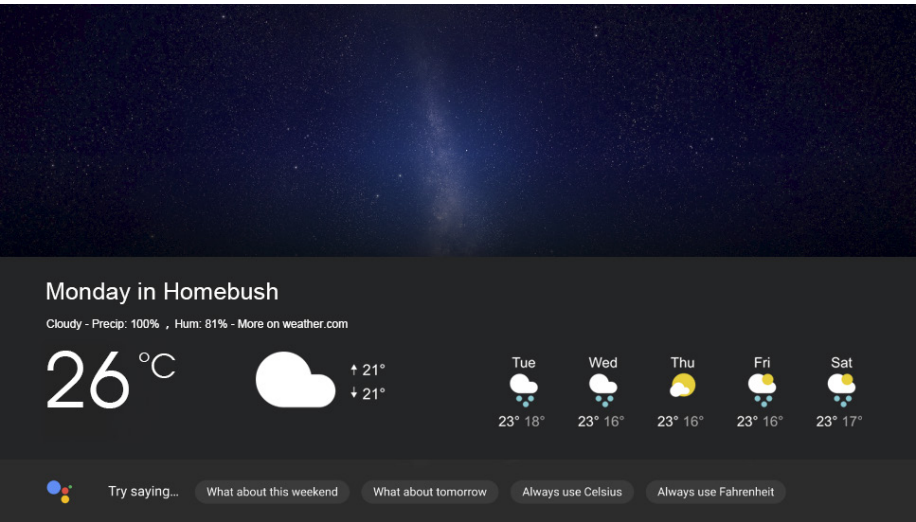


Once you have signed in, you will be brought to the below page, scroll through the list of applications available for download OR go to the search button, and search via entering text or pressing the Google Assistant button on the remote control.



# GOOGLE ASSISTANT

Do more on your TV with your voice. Press the Google Assistant button on your remote to quickly search 400,000+ movies and shows, get recommendations to match your mood, control smart home devices, and more.



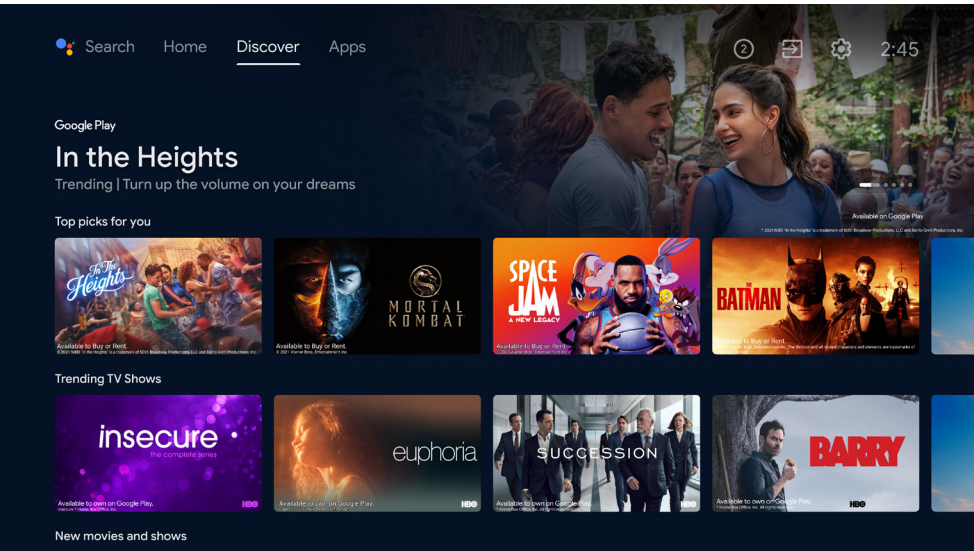
Ask Google to search for the latest blockbuster, stream shows, or open multiplayer games. Have it dim the lights by connecting smart home devices. Manage tasks and see your calendar. Or ask it questions and see the answers on your TV.



“What’s the weather today?”

# DISCOVER

Discover new movies and shows from the services you already have access to. Suggestions based on what you've watched and what interests you make it easier to find your next favorite.



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

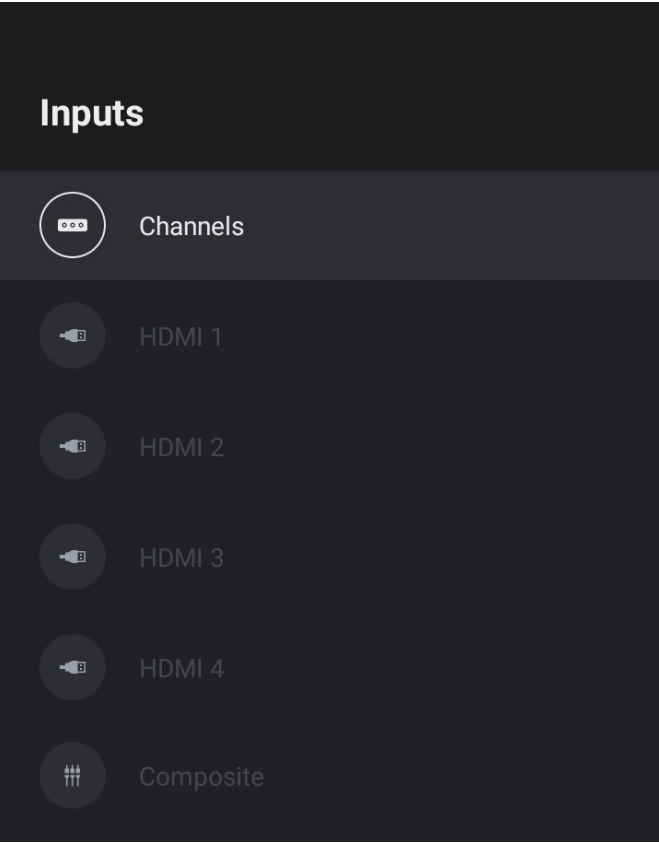
**Note:** if already signed in, your Google Account will already appear.

1. Once signed into Google, you can select the apps you want recommendations for within the **DISCOVERY** 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

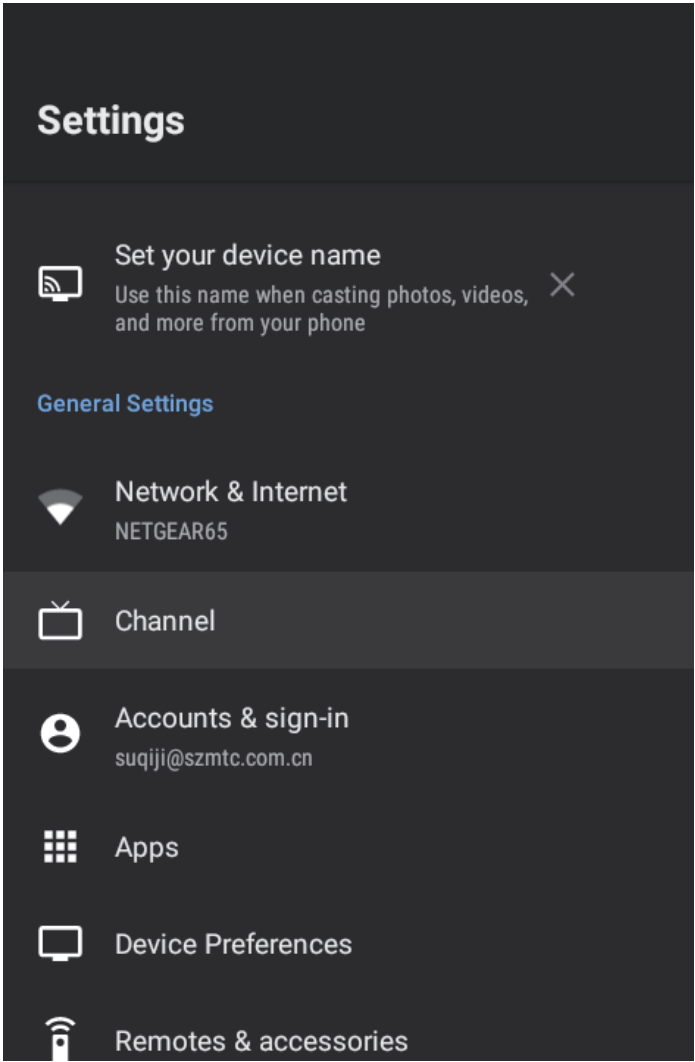
To access **INPUT** menu, either select **SOURCE** button on your remote control to have quick access to **INPUT** menu.

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



# SETTINGS

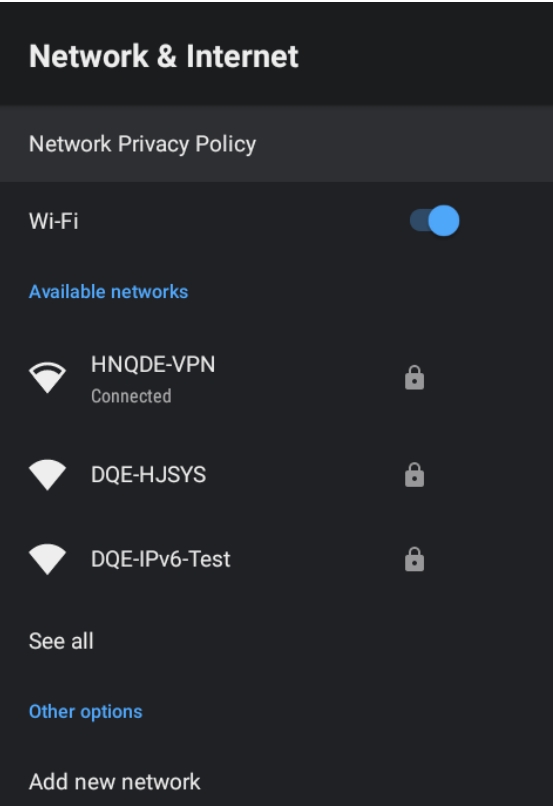
To access **SETTINGS** menu, select **SETTINGS SETTING icon (#5 on page 19)** via the HOME screen.





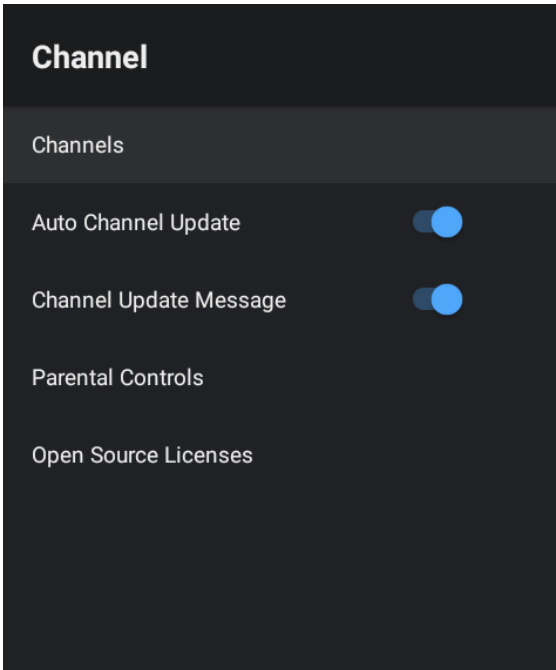
# NETWORK & INTERNET

To access **NETWORK** menu, select **SETTING icon (#5 on page 19)** menu and go down and select **Network & Internet**.



# CHANNEL MENU

To access **CHANNEL** menu, select **SETTING icon (#5 on page 19)** via the HOME screen. Then go down and select **“CHANNEL”**.



## Channels

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

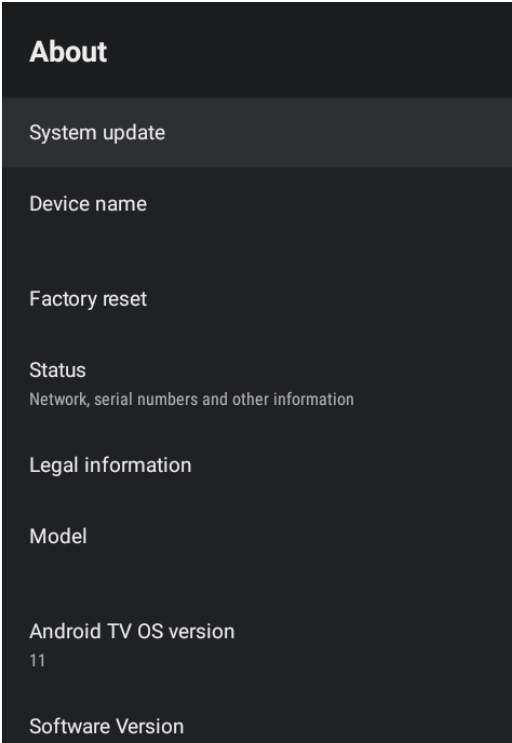
**Antenna -** Set the signal type to antenna, when set to antenna the TV can now receive digital broadcasting signals.

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

# DEVICE PREFERENCES - ABOUT

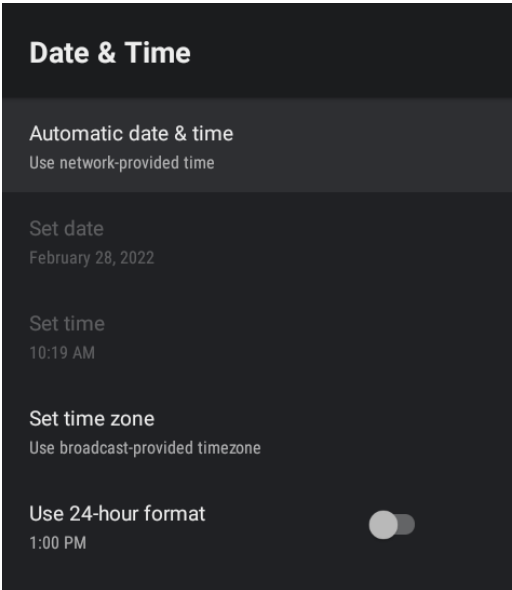
To access **ABOUT** menu,

- 1. Select **SETTING icon (#5 on page 19)** via the HOME screen.
- 2. Select **“Device Preferences”**
- 3. Then go down and select **“ABOUT”**.



## TIME

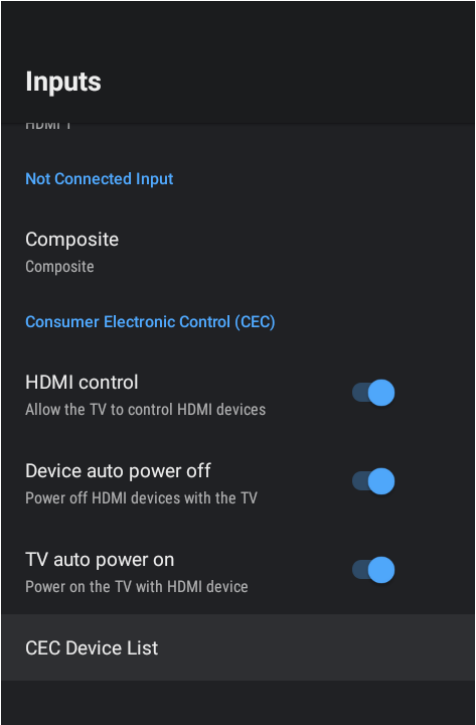
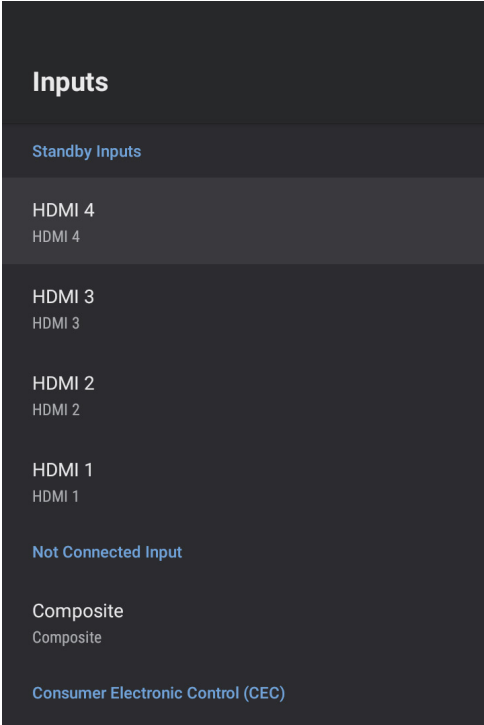
- 1. To access **DATE & TIME** menu, select **SETTING icon (#5 on page 19)** via the HOME screen.
- 2. Select **“Device Preferences”**
- 3. Then go down and select **“DATE & TIME”**.



# INPUT SETTINGS MENU

To access **INPUT SETTINGS** menu,

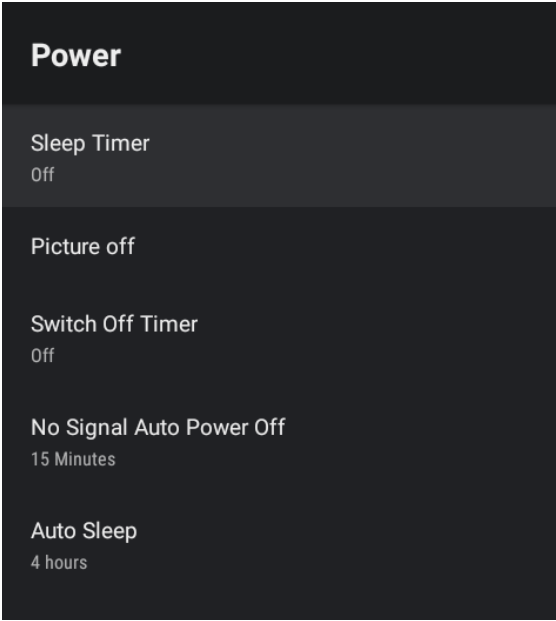
- 1. Select **SETTING icon (#5 on page 19)** via the HOME screen.
- 2. Select **“Device Preferences”**
- 3. Then go down and select **“INPUTS”**.



# POWER SETTINGS MENU

To access **POWER SETTINGS** menu,

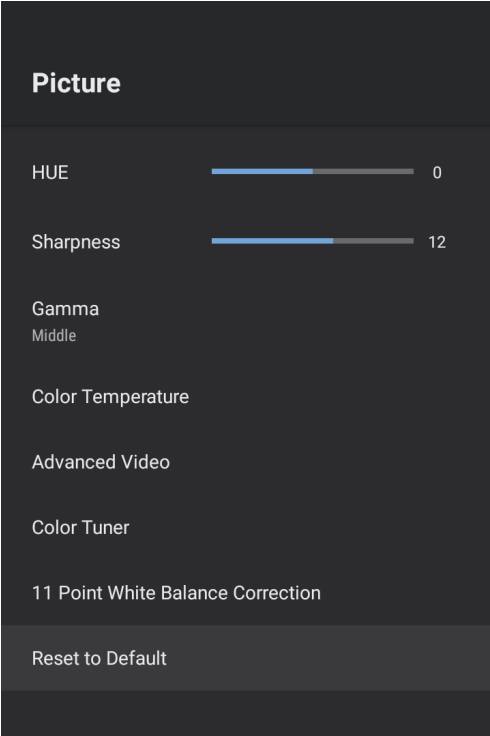
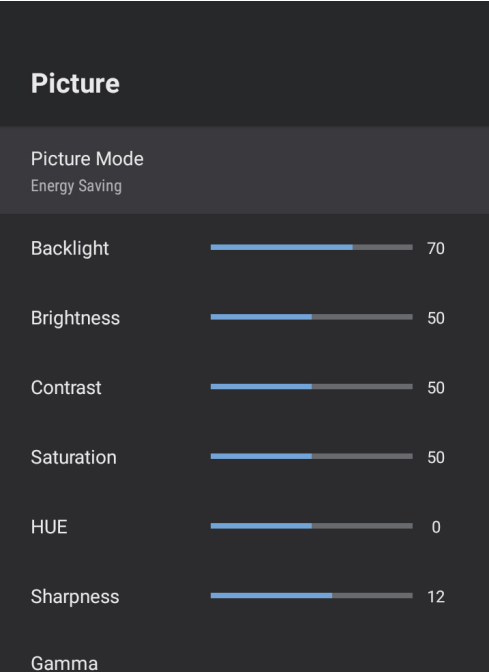
- 1. Select **SETTING icon (#5 on page 19)** via the HOME screen.
- 2. Select **“Device Preferences”**
- 3. Then go down and select **“POWER”**.



- 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 on page 19)** via the HOME screen.
  - 2. Select **“Device Preferences”**
  - 3. Then go down and select **“PICTURE”**.

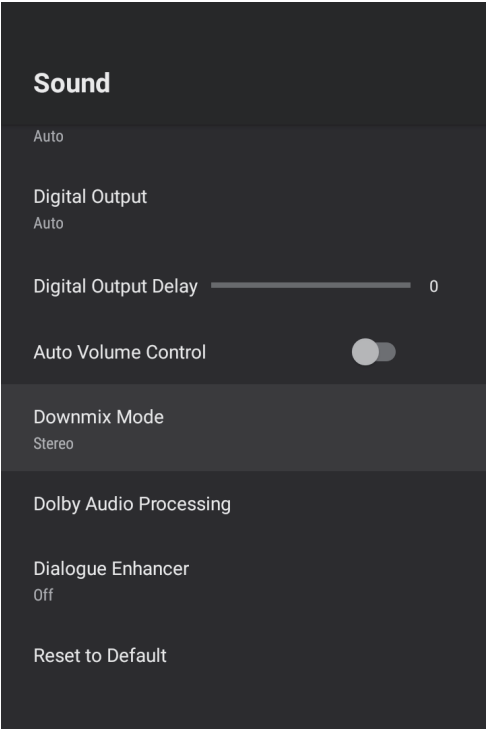
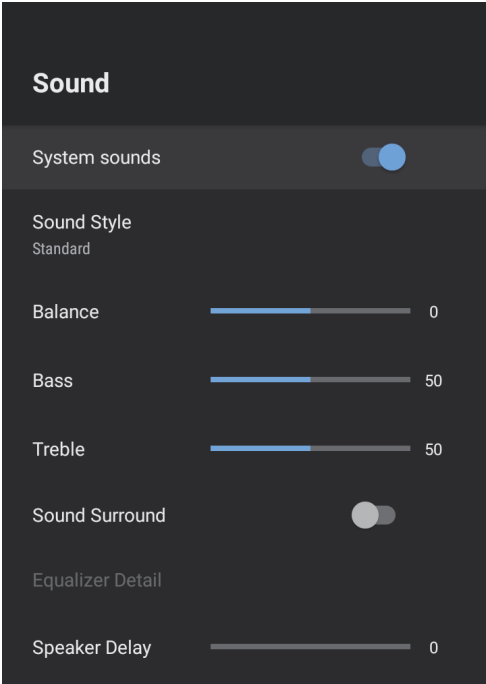


**Picture Mode -** Options to choose from - Standard, Vivid, Sport, Movie, Game, Energy Saving, User.

# SOUND SETTINGS MENU

To access **SOUND SETTINGS** menu,

- 1. Select **SETTING icon (#5 on page 19)** via the HOME screen.
- 2. Select **“Device Preferences”**
- 3. Then go down and select **“SOUND”**.



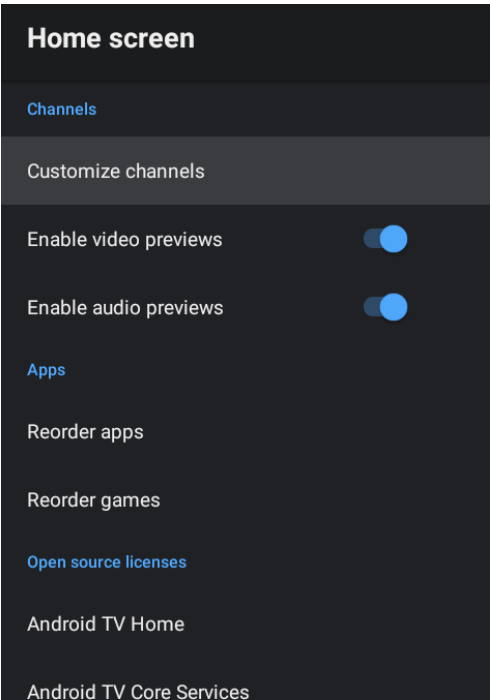
**Sound Style -** Options to choose from - Standard, Vivid, Sports, Movie, Music, News, User.

**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 procued by content).

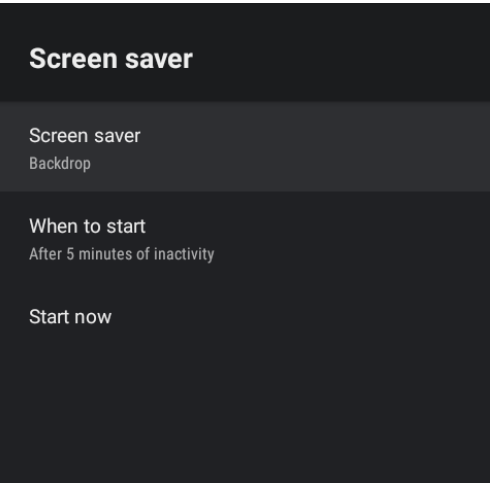
# HOME SCREEN

- To access **HOME SCREEN** menu,
- 1. select **SETTING icon (#5 on page 19)** 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 19)** via the HOME screen.
  - 2. Select **“Device Preferences”**
  - 3. Then go down and select **“SCREENSAVER”**.



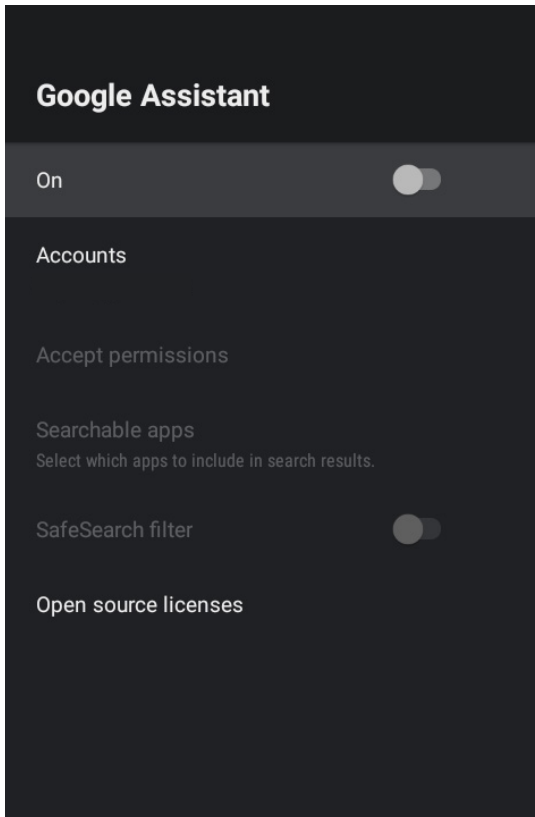


# GOOGLE ASSISTANT

To access Google Assistant in the Settings menu

1. Select **SETTING icon SETTING icon (#5 on page 19)** 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 on Google Play.  
A Gmail account is needed in order to download and install applications on Google Play.



# PARENTAL CONTROL

To access **PARENTAL CONTROL** menu,

1. Select **SETTING icon (#5 on page 19)** via the HOME screen.
2. Then go down and select **“CHANNEL”**.
3. Select **“Parental Control”**

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

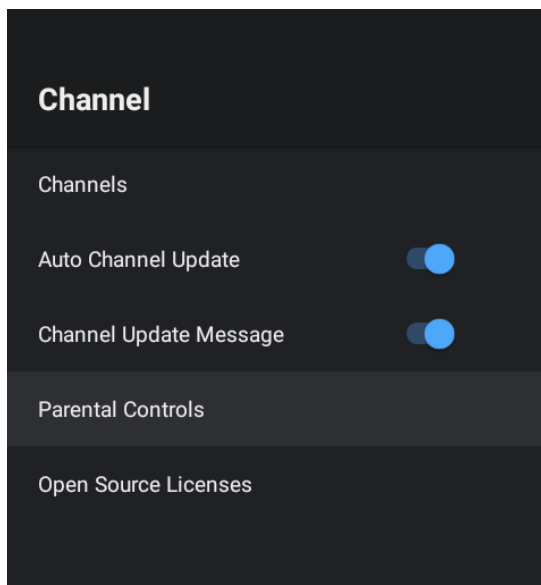
**Note:** please make sure to store/save password somewhere you can access at a later date. Forgetting password, you may need to factory reset TV to use again.

**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.



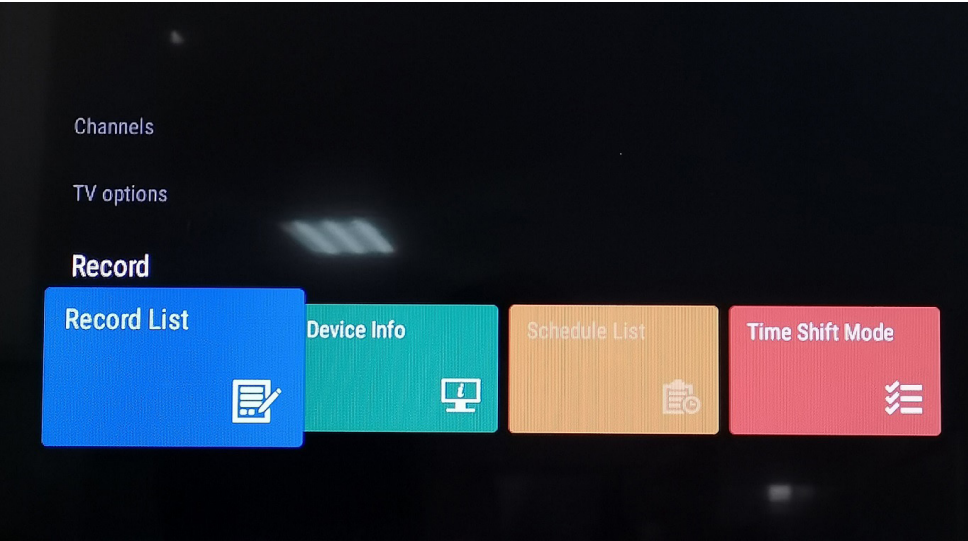
# PVR (PERSONAL VIDEO RECORDER)

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)

- 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"><li>• 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.</li></ul>
No power	<ul style="list-style-type: none"><li>• Check if the TV's AC power cord is plugged into the outlet.</li><li>• Unplug the TV, wait for 60 seconds. Then reinsert plug into the outlet and turn on the TV again.</li></ul>
No picture	<ul style="list-style-type: none"><li>• Check antenna connections at the rear of the TV to see if it is properly connected to the TV.</li><li>• Possible broadcast station trouble. Try another channel.</li><li>• Adjust the contrast and brightness settings.</li><li>• Check the Closed Captions control. Some TEXT modes could block the screen.</li></ul>
Good picture but no sound	<ul style="list-style-type: none"><li>• Increase the volume level by pressing the <b>VOL+</b> button on the remote control or on the TV side control panel.</li><li>• Press the <b>MUTE</b> button on the remote control to ensure mute is off.</li></ul>
Good sound but poor color	<ul style="list-style-type: none"><li>• Adjust the contrast, color and brightness settings.</li></ul>
Poor picture	<ul style="list-style-type: none"><li>• 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.</li></ul>
Snowy picture and noise	<ul style="list-style-type: none"><li>• Check the antenna connection.</li></ul>
Horizontal dotted line	<ul style="list-style-type: none"><li>• This may be caused by electrical interference (e.g. hair dryer, nearby neon lights, etc.) Turn off the equipment.</li></ul>
Television not responding to remote control	<ul style="list-style-type: none"><li>• Check whether the batteries are working. Replace if necessary.</li><li>• Clean the remote control sensor lens on the TV.</li><li>• You can still use the buttons on the side of your TV.</li></ul>
Pixels (dots) that are always dark or always lit	<ul style="list-style-type: none"><li>• 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.</li></ul>

# FAQS (Cont.)

## 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.

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

If your remote control is not pairing or becomes disconnected, please reconnect it and pair it again in the Settings menu:

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.

**NOTE:** NOTE: You can still use your remote control without pairing. However, Google Assistant will not be available until the remote control is 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 control your TV from your smart phone.

# SPECIFICATIONS

Operating System	Android TV 9.0	
HDR (High Dynamic Range)	Yes	
Resolution	3840 x 2160	
Display Colours	1.07 Billion	
Contrast ratio:	5000:1	
Aspect Ratio	16 : 9	
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	110-240V 50/60Hz	
Power Consumption	160W	
USB	5V  max. 500mA	
Dimensions	With stand: 1299.5 (w) × 253.5 (d) × 821.4 (h) mm	
	Without stand: 1299.5 (w) × 83.9 (d) × 759.3 (h) mm	
Weight	Net: 12.6 kg	
	Gross: 16.5 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:**

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