

COVER PAGE GSM: 128
INNER PAGE GSM: 75
Glossy Paper

CROMA NEO 32 INCH USER MANUAL SIZE-148.5 X 210MM, 6-8-2023

cromā
A TATA Product

USER MANUAL

Croma LED TV

Model No.: Croma 80cm Smart LED TV CREL032HSC024601



Thank you for selecting Croma LED TV

Actual product may differ from the picture shown.



- Before operating this product, please read & follow the instructions in this manual.
- Actual product may differ from the picture shown.
- All information in this manual is based on the latest product information available at the time of printing of this manual. However, due to improvements or other changes, there may be discrepancies between information in this manual and actual product.
- While all due precautions are taken in printing this manual, Infiniti Retail Limited assumes no responsibility for errors or omissions.
- Please keep this manual safe for future reference.

Product Features



Resolution:
1366 x 768



A+ Grade Panel



Digital
Audio Out



Wi-Fi 2.4GHz



3x HDMI
2x USB

Package Contents

This package contains the items mentioned below. In case, any of these components are missing, contact **Croma Customer Care at 1800-572-7662** immediately.

Main Unit: 1N

AAA Batteries: 2N

TV Stand Screws: 4N

TV Stand: 2N

Remote Control: 1N

User Manual: 1N

Wall Mount Kit: 1N

Safety Instructions

Read the instruction manual carefully before operating the product.

1. Use attachments/accessories supplied with the product only.
2. For electrical and safety information, please refer to the rating label at the rear side of the television set.
3. Do not expose the television set to rain, moisture or humid atmosphere to avoid the risk of fire or electrocution.
4. Do not expose the television set to direct sunlight or any other heat radiating sources such as candles, stoves etc.
5. Do not mount the television on any wall that may have seepage issues or below AC as this may cause electrical short circuit and permanent damage to the TV due to moisture.
6. Please mount the television set securely to a wall or place it on a stable surface with the base stand attached to the TV set to avoid personal injury or damage to the TV set.
7. Do not obstruct any vents provided on the television for ventilation as this will result in overheating of the product.
8. Do not put any objects such as pins or any other metal objects inside the television set as this may result in permanent damage due to electrical shock.
9. Do not put any kind of water container close to the TV set as this might accidentally result into a water spillage on the TV set.
10. Secure the power cord properly with cable ties or cord binders to avoid tripping over loose wires which may cause displacement or fall of the TV from its original position.

11. Do not mix old & new batteries to avoid explosion.
12. Ensure correct polarity while inserting batteries in the remote control.
13. Old batteries may leak and damage the remote control. Always remove batteries as soon as they become weak or in case the remote will not be in use for a long time.
14. For best performance, the batteries should be replaced on a yearly basis or when remote operation becomes erratic.
15. For proper functioning of the remote, remove any obstacle between the TV and the remote control unit.
16. Do not keep any source of naked flames such as candles, adjacent to the TV; this may result in a hazardous situation.
17. During thunderstorms and heavy rains, please disconnect power supply and remove the antenna plug.
18. Ensure proper grounding before plugging the TV into an electrical power socket.
19. Ensure that the plug and socket are tightly fitted and do not have any loose contacts as this might result in an electrical spark and permanent damage the product.

License



The Adopted Trademarks HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc. in the United States and other countries.



Dolby, and the double-D symbol are registered trademarks of Dolby Laboratories Licensing Corporation. Manufactured under license from Dolby Laboratories. Confidential unpublished works. Copyright © 2012-2022 Dolby Laboratories. All rights reserved.

Note:

1. The pictures in this document are only for reference.
2. Appearances and specifications are subject to change without notice.
3. In dry environment due to static electricity, the product may restart and return to the main OSD interface, USB player interface or the previous source mode. It is normal and please continue to operate the TV as you will.

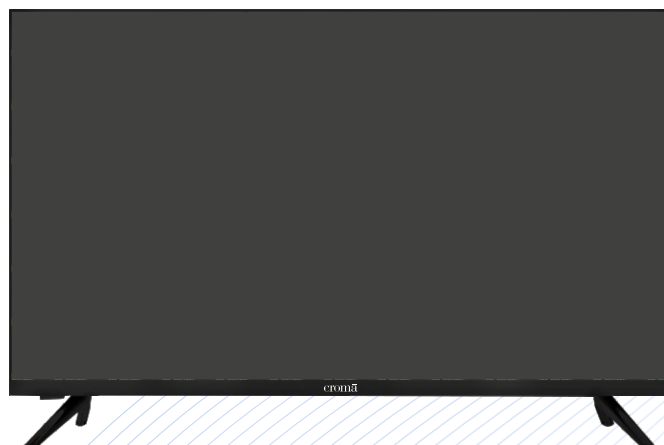
Remote Control



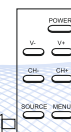
No.	Buttons	Function
1	Power	Turn ON / OFF TV
2	Source	Selects a signal source
3	Mute	Mutes or unmutes sound
4	Navigation / Ok	Press the direction buttons to select menu options or settings. Press OK to select or confirm a menu item
5	Home	Opens the TV Homepage
6	Back	Returns to previous menu or setting
7	Menu	Display main menu
8	Volume	Adjusts the volume
9	YouTube	Opens the YouTube App
10	Browser	Opens the Browser app App
11	prime video	Opens the Prime Video App

Key Control (Power Key)

1. Press the button to turn the unit ON from STANDBY mode.
2. Press it again to the turn the setback the STANDBY.

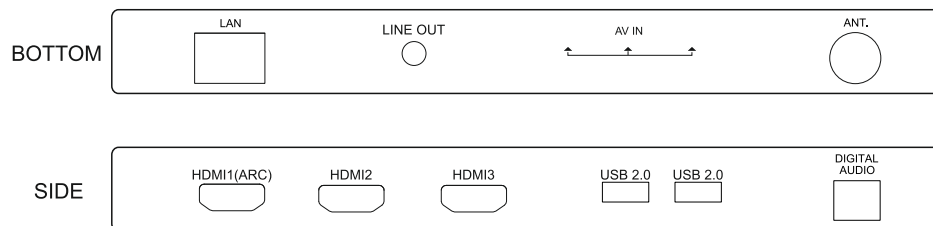


**32" HD
TV Key**



Understanding Your TV

On the rear side of the TV set following connectivity options are available



RJ 45 LAN: Plug in network RJ 45 cable to connect to an external modem or network access equipment.

AV Input: The AV IN sockets can be used to connect a range of equipment, including AV IN AUDIO video recorders, camcorders, decoders, satellite receivers, DVD players, or gaming consoles. The VIDEO IN socket provides composite video connection.

HDMI 1/HDMI 2/HDMI 3 Socket (Input): The HDMI (High-Definition Multimedia Interface) socket can be used to connect with a HDMI-PC with a compatible video card, certain DVD players or an HD compatible digital satellite decoder. This socket provides an uncompressed digital connection that carries both video and audio data by way of an integrated mini-plug cable. ARC (Audio Return Channel) function is only supported on HDMI 1 (ARC) port HD.

Digital Audio Out: Use a digital optical cable to connect your TV to a compatible audio receiver.

RF/ANTENNA IN Socket (Input): Lets you connect a coaxial cable to receive the signal from your antenna, cable or cable box.

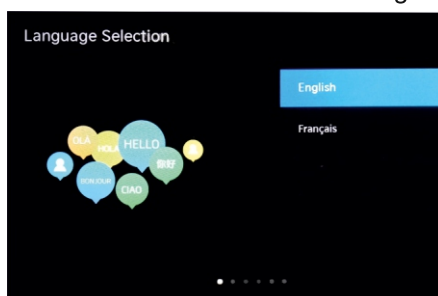
USB Interface: Insert a compatible thumb drive for image, audio & video playback.

LINEOUT: This output can be used to connect compatible audio receiver.

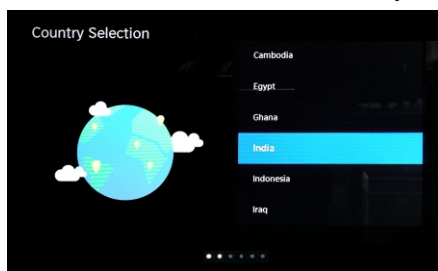
Setup Wizard

The system setting will appear when you open the TV on the first time. Please set according to the on-screen guide. Press OK button to start the setup.

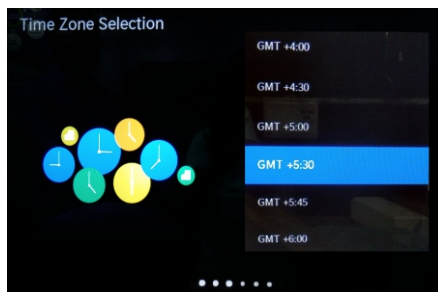
Press ▼/▲ button to select the language and press OK button to turn to next page.



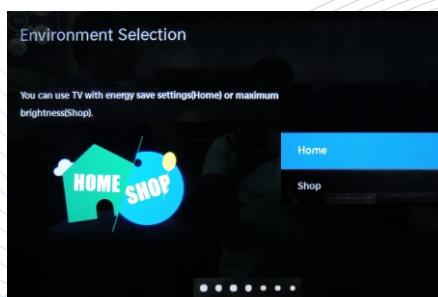
Press ▼/▲ button to select Country and press OK button to turn to next page..



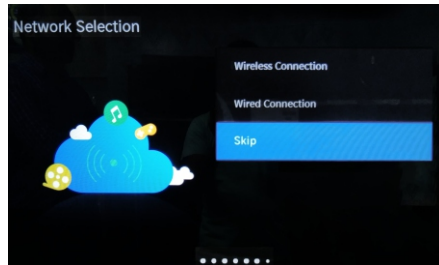
Press ▼/▲ button to select Time Zone and press OK button to turn to next page.



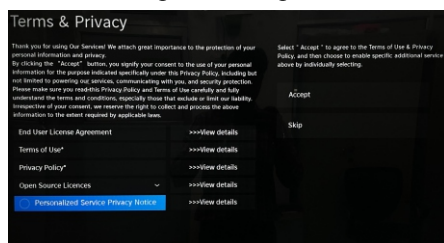
Press ▼/▲ button to select Environment and press OK button to turn to next page.



Press ▼/▲ button to select Network and press OK button to turn to next page.



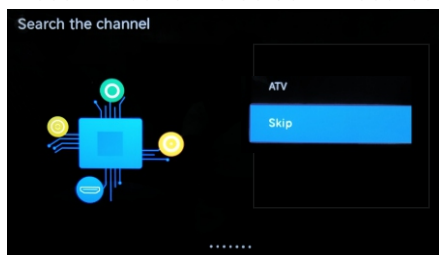
Select and agree the agreement, then select "Next" button to the next page.



Select "Accept " to agree to the Terms of Use & Privacy Policy, then choose to enable specific additional service above by individually selecting.

Choose different ways to activate your smart TV system.

Press ▼/▲ button to select TV source and scan channel.



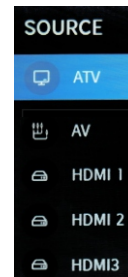
Home Page

Enter the Home page after scan channel.

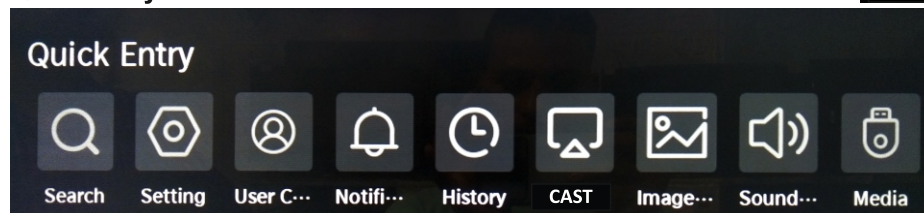


Source

Press ▼/▲/◀/▶ button to select Source on the Home page.
Press OK button to enter.
Press ▼/▲ button to select Source
Or press Source button on your remote control.
Press ▼/▲ button to select the input source you want.
Press OK button to enter.



Quick Entry



Search

You can search Apps & Videos.

Setting

You can setup your TV for further see (Setup) section.

User Center

You can check gifts (Not available in india).

Notification

You can check notifications.

History

You can check history & videos and apps.

Cast

You can cast your phone or laptop by following the instruction provided here.

Image setting

You can customize the image you received through various source.

Sound setting

You can customize the sound output you get from your TV set.

Media

You can access USB drive inserted in TV usb port.

Setup

Press **"MENU"** button at home page to enter quick entry.
Press ◀/▶ button to select **"Setting"**.
Press OK button to enter setup section.
Press ▼/▲ button to select the required options available here

The setting option available here are as following:

Network Setting

Press ▼/▲ button to select the required options available here then press OK button to enter that option.

The various option available here are as following

Wired Connection: You can check and change the configuration of your wired connection i.e. IP Address, Subnet mask, Gateway & DNS1.

Wireless Connection: You can ON/OFF your Wi-Fi by pressing ◀/▶ button at wireless switch option. By pressing ▼/▲ button you can select your available Wi-Fi then press OK button to connect with it.

Network Status: You can check the status of your connected network.

Data Saver: You can save your data by putting ON the Data Saver using ▼/▲ button. You can also see Data Usage Details & set Data Alerts.

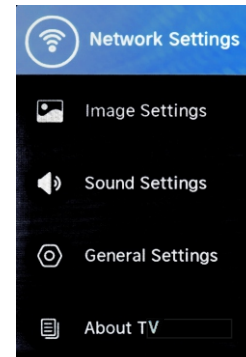


Image Setting

In image setting the options available are

Picture Mode: There are seven type of picture modes available to configure the setting for your picture (Eco, Movie, Game, Sport, User, Standard, Vivid).

Dynamic Backlight: Press ◀/▶ button to On/Off this option. At "OFF" condition it allows the TV to automatic customize the contrast ratio by varying the backlight intensity.

Backlight: Adjust local dimming, backlight level, automatic light sensor and minimum backlight change the overall brightness level to generate lighter or darker image.

Contrast: Adjust the contrast level to increase or decrease how bright image appear.

Color: Adjust the saturation of color setting.

Tint: Adjust the tint of color setting.

Sharpness: Adjust how sharp or soft edges of image appear.

Color Temperature: Select a preset color temperature by selecting Standard, Warm, User & Cool options available.

Aspect Ratio: It is the ratio of the width and height of the image appear.

Advance Option: Advance option helps you to customize the image by providing various options like Noise Reduction, MPEG Noise Reduction, Local Contrast, Dynamic Contrast, Eye Protection and Color Range.

Picture Reset: Reset current picture setting to factory mode.



Sound Setting

The options available for sound setting are

Sound Output Devices

Sound Mode: There are five style (Standard, Soccer, Movie, Music, User) available to give you suitable sound experience for various situation.

Equalizer: Adjust the volume at different frequencies.

Balance: Adjust the left and right speaker strength to optimize audio for a specific location.

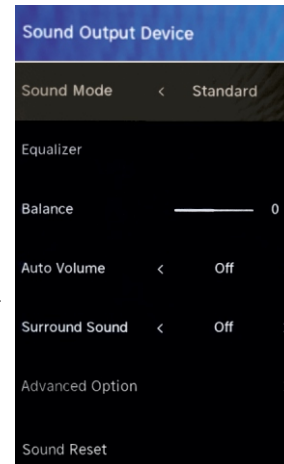
Auto Volume: This feature keeps the volume of your TV constant by automatically lowering the sound output when the sound modulation signal is high or vice versa.

Surround Sound: It improves the directionality of sound effects & helps you feel more of your entertainment.

Advance Option: Advance option helps you to increase to customize the Digital Audio Output & Audio Description.

Note: If the audio system is not compatible with Dolby Digital or DTS, then set [Digital audio out] to [PCM].

Sound Reset: Reset current audio settings to factory mode.



General Setting

The options available for general setting are.

Time: TV use the time provided by the network at Auto. You can change it to manual by pressing ◀ / ▶ button if you want to set date & time manually.

Lock: Allow you to lock system where default password is "0000".

Menu Language: You can choose your desired menu language from the various language available.

Audio Language: You can select desired audio from the available audio language.

Subtitle Language: You can select desired subtitle.

Link: Allow the TV to control HDMI devices like ARC & CEC. You can also check devices list which are connected to the TV.

Advance Option: Advance option help you to customize your TV set by providing you various options like Fast Boot, Wake On Network, Power on behaviour, Location, E-Pop, Source Rename & Software Update (USB).

1. Fast Boot: Fast Boot allows the TV to operate the system instantly.

2. Wake on Network: Wake on Network allows the device to wake from a standby mode state. When connected to LAN, the signal, and speed will receive by the TV will wake up.

3. Power On Behaviour:

(i) Last Input: When the TV turn on it automatically goes to the selected mode.

(ii) Home Screen: There is a way to automatically go to the home screen.

4. Location:

(i) Home: Home is used to operate it regularly you have to set it to home mode.

(ii) Shop: Shop mode is used to show off the product at retail stores.

5. E-Pop: A pop banner that shows on the TV screen at the top & bottom.

6. Source Rename: By using this function you can rename the TV's source name i.e. HDMI to set up the box.

7. Software Update (USB): You can install the TV software manually via USB by using this function.

Restore Default: It reset the device to its factory setting.

About TV

Terms & Privacy: You can read end user license agreement.

Software Version: You can check software version, Youtube version & UI version.

Serial Number: You can see serial number.

Wireless MAC: You can see wireless MAC address.

LAN MAC: You can see LAN MAC address.

Technical Specifications

Screen Size	32" HD / 80cm (DIAGONALLY)
Resolution	1366x768p
PP Modes	USER, STANDARD, VIVID, SPORT, MOVIE, GAME, ECO
Audio Output	10W+10W
Sound Modes	USER, STANDARD, SOCCER, MOVIE, MUSIC
ANT.	x1
AV IN	x1
HDMI	x3
USB	x2
DIGITAL AUDIO	x1
LAN	x1
LINEOUT	x1
Video format	.flv, .mp4, .mpeg, .h.265, .m2ts
Audio format	.mp3, .aac
Picture format	.jpg, .jpeg, .bmp, .png
USB Codec attached	USB 2.0
Power Supply	110V - 240V, 50/60Hz
Power Consumption	60W
Remote Control unit	x1
Table top stand pair	x1
Wall mounting brackets	Yes
Batteries	x 2 AAA size
Instruction Manual	Yes

E-Waste MANAGEMENT (Disposal Policy)



This symbol on a product and/or accompanying documents means that the used electrical and electronic products should not be mixed with general household waste. For proper treatment, recoveries, recycling, etc., this product needs to be taken to the designated collection points, where they will be accepted on a free of charge basis.

Alternatively, user may be able to return the product to Croma Stores on the purchase of a new product. Disposing off this product correctly will help save valuable resources and prevent any potential negative effect on human health and the environment, which could otherwise arise from inappropriate waste handling.

Please contact **Croma Customer Care at 1800-572-7662** for further details on your nearest designated collection point. Penalties may be applicable for incorrect disposal of waste, in accordance with the Indian legislation.

BEE ATTENTION:

This product is qualified. for the BEE Star rating in the 'Eco' Mode. The Objectives of Star Labeling Program is designed to promote energy efficient products and practices.

When the television is initially set up, it is designed to meet the BEE Star Labeling requirements while maintaining optimum picture quality.

- . Changes to certain functionalities of this television (TV Guide, Picture/sound etc) may change the power consumption.
- . Depending on such changed setting (eg., Retail mode, the power consumption. may vary which possibly could exceed the stated energy consumption.

To reset the television to Star rating, qualified settings, select 'Eco' mode from the initial set-up procedure in 'factory setting' under the 'Set-up' menu.

Product Packaging

Product packaging has the purpose of protecting an appliance from damage that might occur during transportation. The materials used for packaging are recyclable and are selected on the basis of respect for the environment and ease of disposal, with an aim of material reintegration to the production cycles. This mechanism not only allows reduction of the volume of waste but also makes a more rational usage of non-renewable resources possible.

WARRANTY CARD

Name Of The Product Name

Croma LED TV

Model No.: Croma 80cm HD Ready LED TV CREL032HSC024601

Warranty on your Croma LED TV

- This warranty is applicable for a period of Twelve months (12) from the date of purchase of the product.
- In case of commercial usage of this product, warranty period would be limited to Three months (3) only.
- This warranty will be terminated automatically after the period of Twelve months (12) from the date of purchase, even if the product was not in use during the warranty period for any reason.

Infiniti Retail Limited, ("IRL") guarantees the product purchased to be free from defects resulting from the use of faulty parts or poor workmanship during its manufacture, subject to terms of the limited warranty ("**Warranty**")

If you experience any difficulty in operating this product or require any service assistance, please contact:

Croma Customer Care Manager
Infiniti Retail Ltd.
Unit No 701 & 702, 7th Floor,
Kaledonia, Sahar Road, Andheri (East),
Mumbai - 400069, India.

Customer Care Number: 1800-572-7662

Email: customersupport@croma.com

Instruction for Customers

1. You should retain the warranty card / Invoice for records and shall compulsorily produce the same in the event of any repairs during the Warranty Period.
2. In the event of any defect in the product, you are requested to register a complaint by visiting the Customer Service Desk at a nearby Croma Store or by connecting to the **Customer Care no. at 1800-572-7662**

Terms & Condition:

1. All the repairs during the warranty period shall be carried out only through service centers authorized by Croma.
2. On acceptance of claim for repairs made by the customer during the warranty period, Croma may arrange for an employee, agent or contractor of Croma ("Authorized Repairer") to visit the customer premises where in the product is in use or is installed ("Product Location") to assess the Warranty Claim and if necessary, carry out any requisite repairs or replacements as the case may be.
3. Croma shall provide the service in accordance of warranty terms only to the products installed within the municipal limits of the store from where it was purchased. If the product is installed outside the municipal limits then the customer shall be responsible for arranging to bring the product to the store at his own risk and cost.
4. In case where the product needs to be re-installed & where the unmounting from the wall is more than a height of 1.2m, then Croma reserves the right to unmount the same on chargeable basis. The detailed condition and the applicable charges are annexed at the end of this document earmarked as "Annexure A".
5. For the purpose of this warranty, "Warranty Period" shall mean as following:-
 - a. For television used for non-commercial purpose: a period of Twelve months (12) from the date of purchase as may be mentioned on the invoice.
 - b. For television used for commercial purpose: a period of Three months (3) from the date of purchase as may be mentioned on the invoice.
 - c. For accessories received along with the television: a period of Six months (6) from the date of purchase as may be mentioned on the invoice.
6. While Croma shall take all possible steps to repair or resolve the issue at the earliest, however it is expressly stated herein that Croma shall not be under any obligation to provide the resolution within any specified number of days.
7. Warranty provided herein shall exclude the following and thereby any claim made in respect of defect, damage or loss attributed to the following reasons shall not entertained or accepted under the terms of warranty. The claim shall not be accepted as rightful case for warranty under following conditions:-

- a.** Improper setting up, installation or positioning of the product, improper adjustment of settings and controls as may be associated with the product. For the purpose of this warranty, the term "Improper" shall mean and include using the product in any manner other than as mentioned in the user manual.
- b.** Dismantling, repairing, servicing or other work carried out on or in relation to the product by any person other than an authorized service provider of Croma. Such an action shall render this warranty void from the date of such action.
- c.** Use of defective or incompatible parts or accessories with or in relation to the product.
- d.** Exposure of the product to excessive heat or moisture or other hostile environmental conditions, including damage caused due to dust, rodents, insects, rust, corrosion, salt build-up or inadequate ventilation.
- e.** Viewing of an image or images on the display screen of the product for an extended period of time, it is hereby stated that permanent damage can be caused to a television if still or repetitive images are left unchanged or used on the screen for an extended period of time. For the purpose of this clause "extended period of time" shall mean a period of 15 to 20 days.
- f.** Electrical issues, including power surges, spikes or dips, or incorrect or fluctuations in voltage or current;
- g.** Externally or other interference resulting from or caused by or to other products and/or sources;
- h.** Use of any other equipment, systems, utilities, services, applications, parts or other items not supplied or authorized by Croma
- i.** Cosmetic, structural or mounting items associated with the television, including brackets, wall mounts, shelves or doors
- j.** Consumable (for example, bulbs, globes, batteries and cables) or lost parts or accessories associated with the television.
- k.** Normal wear and tear of the television.
- l.** Accident, theft, vandalism, misuse, abuse, negligence, collision with another object, operation of a computer virus, fire, flood, liquid spillage or ingress, earthquake, thunderstorm activity, acts of God or any other event or circumstance occurring in relation to the television which is beyond the reasonable control of Croma;
- m.** Any incompatibility arising during usage with inverter due to power sharing capabilities of the inverter.
- n.** Issues arising from incompatibility with mobile devices during screen mirroring or screen casting.

8. Without limiting any other provisions of this Warranty and to the maximum extent permitted by law, this Warranty shall not apply, and Croma will not be liable for any Claim made here, in relation to the product on occurrence of any one or more of the following conditions :
- a.** The product was not purchased by the customer in India, or was not purchased as a brand-new product, or such purchase was made through an outlet which at the time of such purchase was not authorized to sell the product.
 - b.** The serial number on the Television has been damaged, modified or removed.
 - c.** Wherein customer owes any outstanding amount to Croma payable against any services availed previously or with against any purchase made through Croma.
 - d.** Any hardware or software associated with the product has been accessed or tampered or compromised due to any action undertaken by the customer or any third party
 - e.** On account of breach of any terms and conditions as stated under this warranty.
9. Once the claim as raised under this warranty is accepted by Croma, Customer hereby undertakes to adhere and comply with the following conditions:-
- a.** That customer shall comply with necessary directions as may be given by Croma or it's authorized service centers for due fulfilment of terms of warranty.
 - b.** That the customer acknowledges that Standby unit may or may not be provided while the product is being transported, examined, repaired or replaced under this warranty.
 - c.** That the customer acknowledges that any parts used in the repair of the product (if applicable) may be new or refurbished and may be different to or cost less than the original parts.
 - d.** That the customer acknowledges that if any request is made to Croma for arranging the visit to the product location, or to any Authorized Service Provider to carry out any repair, or to provide any products or parts, outside the scope of a Warranty Claim Croma shall have the liberty to charge the customer for all such visits, services and assistance.
 - e.** That the customer acknowledges that the terms of warranty and its corresponding benefits are restricted to the original buyer and therefore are non- transferable in nature.

10. If the product in question can access any software application, content and / or services provided by any third party whether through the Internet or otherwise, then the disclaimer which appears when you first set up the television and which is also contained as a separate document in the packaging provided with the television shall apply. Below mentioned are the application clauses;
- a. Various OTT Platforms & applications available in the The App Store may undergo license revision to the associated launching platforms. Therefore, it might cause a particular App to stop working and in such cases their workability will not be warranted.
 - b. Any unlicensed applications used in the TV by the customer is the sole responsibility of the customer and Croma cannot be responsible or any unlicensed application.
 - c. Application available in Smart TV portal are licensed for particular version, this can only be upgraded to a newer version at sole discretion of Smart TV OS.
11. Defective on Arrival (DOA): Any defect/failure related to hardware (Panel, Motherboard/ Electronic and Electrical parts) within **14 days** from the date of purchase, the product will be replaced with a new one on customer request. Any issues with regards to software/ apps/ picture-hang will be rectified by a software update and DOA replacement will not be provided. All defects reported after 14 days from the date of purchase, the TV will be fixed with required repairs, **the product will not be replaced. If the product is approved for replacement, complete packing material with accessories is required.**

Zero Dot Warranty Terms and Conditions:

1. This product comes with Twelve months (12) of Zero Dot Panel Replacement Warranty.
2. Defective pixels in the television where the visible number of those defective pixels are less than or equal to the acceptable number of defective pixels mentioned in the manufacturer's specifications (or where there are no such specifications relating to defective pixels for the television, then if there are less than 12 defective pixels), it is hereby acknowledged that a normal limitation of the technology for LCD (and the associated manufacturing processes) is for the screen to exhibit some bright, dark or partially lit pixels.

ANNEXURE A

If the product which is the subject of the Warranty Claim is positioned higher than 1.2 mm from floor level, is ceiling or wall mounted, was installed using aftermarket mounts and/or stands or was not installed by Croma Service Center, then Croma may also charge you additional amount relating to the removal and/or reinstallation of the product. The charges may be applicable as follows:

TV RATE CARD-ACCESSORIES AND ACTIVITY			
Product	Charges borne by	Charges	Remarks
TV Wall Mount installation-within the TV box	NA	FOC	
TV Wall Mount installation-purchased by customer labour charges	Customer	500	
Customer Request-TV Uninstallation (in Warranty Customer) and during installation of Croma TV if old customer TV needs to be uninstalled	Customer	200	
Repairs of PCB-COW Customer	Customer	On actuals	In addition to the service charges
Repairs of Panel-OOW Customer	Customer	On actuals	In addition to the service charges

croma
A **TATA** Product

Croma Customer Care

Infiniti Retail Limited, Unit No 701 and 702, 7th Floor, Kaledonia,
Sahar Road, Andheri (East), Mumbai - 400 069, Maharashtra, India
Customer Care Number: 1800-572-7662
Email: customersupport@croma.com