

FAQ

Question	Answer	TV Type
	<p>If you have trouble, such as the picture not displaying on the screen or the remote control not working, reset the television with the following procedure:</p> <p><i>If an external USB device is connected to the TV, disconnect the USB device from the TV before resetting.</i></p> <p><u>Power Reset</u></p> <p>Restart the TV with the remote control.</p> <ol style="list-style-type: none">1. Press and hold the power button on the remote control for about 5 seconds until the [Power off] message is displayed. Confirm this by pressing OK button and the TV will turn off.2. Unplug the AC power cord (mains lead).	
How can I reset my Android TV?	<p>If the problem persists after step 1, unplug the TV power cord (mains lead) from the electrical outlet and wait for 2 minutes.</p> <p>Then plug the power cord (mains lead) back into the electrical outlet.</p> <p><i>Note: Your personal settings and data will not be lost after the TV restarts.</i></p> <p><u>Factory Data Reset</u></p> <p>If the problem persists after a power reset, try a factory data reset.</p> <ol style="list-style-type: none">1. Press the [HOME] button, then select Settings > Device Preferences > Reset > Erase everything.	
What type of storage device do I need for Apps?	<p>After the factory reset process completes successfully, your television will proceed into the FTI mode. You must agree to the Terms of Service and Privacy Policy.</p> <p>Note: Performing a factory reset will delete all of the TV's data and settings (such as Wi-Fi and wired (ethernet) network setting information, account info, login information and installed apps)</p> <p>Should you wish to store your Apps on an external memory device, this can either be in the form of a SD card or a USB connected storage device.</p> <p>It is recommended that the memory device does not exceed 256Gb and has <i>read</i> speeds of at least 15MB per second along with <i>write</i> speeds greater than 4MB per</p>	

second. Note: If using a powered memory device, ensure that the power is applied before turning on the set.

If the Wi-Fi network does not connect or disconnects, try the following.

Press the **[HOME]** button and check that the following setting is enabled:

Settings > Network & Internet > Wi Fi

Check the location of the TV and Wi-Fi router. Signal condition may be affected by the following:

- Other Wi-Fi devices.
- Microwaves.
- Fluorescent lights, etc. that may be located nearby.
- Floors or walls between the Wi-Fi router and television.

The TV cannot connect to the Wi-Fi Internet/Network

Turn the Wi-Fi router off and then on again according to the manufacturers guidelines. If the network name (SSID) of the Wi-Fi router to which you want to connect is not displayed, select Add new network to enter a network name (SSID). If the problem is not resolved even after the procedures above or if you cannot connect even with a wired network, check the status of the network connection.

To identify a faulty remote control, please check the following:

Troubleshoot the TV.

Press the power button on the TV to determine if the problem is with the remote control or not.

Troubleshoot the Remote Control - Infra-Red (IR)

To find out if the remote control is fault, perform the following actions:

The Remote Control is not working.

1. Ensure the remote control is pointed towards the remote control sensor located at the front of the television.
2. Keep the remote control sensor area clear from obstacles. Fluorescent light can interfere with remote control operation; try turning off any fluorescent light.
3. Check that the orientation of each battery matches the positive (+) and negative (-) symbols in the battery compartment.
4. Battery power may be low. Remove the remote control cover and replace the batteries with new ones.

5. for Infra-Red remotes, point the remote at a camera that doesn't have an IR blocker. If you see a flickering on the camera viewfinder, then the remote is functional.

Troubleshooting the Remote Control - Radio Frequency (RF)

An RF remote control cannot be tested to confirm it works; however, it will need to be paired with its television and once paired will only control that TV.

To pair the Remote Control, follow the instructions contained in your User Guide or Quick Start Guide.

If during the first-time installation process the remote was not paired or skipped, then follow the process below to pair your remote with the television:

How do I pair my remote to the TV?

1. Turn the set on.
2. Go to Settings > Remotes and Accessories or press the button on the remote control.
3. Now press and hold the **[LEFT ARROW]** and **[HOME]** buttons on the remote control at the same time.
4. The LED indicator on the remote control will start to flash.
5. Select your remote control from the list shown on the television screen and press **[OK]** on the remote control.
6. Once paired, the pairing screen will disappear.

Note: This process will only have to be completed if the remote control has not been paired. Once paired, when the Google button is pressed, it will open the Google Assistant screen on the television and activate voice functionality. When your remote control is paired, it uses Bluetooth to transmit information. This means that the remote does not need to be pointed towards the set to work.

No colour/Dark picture/Colour is not correct/Picture is too bright

You can adjust colour tone, brightness and picture quality on your TV from the Picture menu in Settings.

Press the **[HOME]** button, then select Settings > Device Preferences > Picture.

In this menu you can make manual picture adjustments. If you want to reset the picture settings, select Reset to Default option.

The picture is distorted / the screen flickers	<p>You can check the connection and position of the antenna (aerial) and external devices.</p> <p>Keep the antenna aerial/cable away from other connecting cables.⁷⁵</p> <p>When installing an optional device, leave some space between the device and the TV.</p> <p>Make sure that the antenna (aerial) is connected using a high quality 75-ohm coaxial cable.</p> <p>Check the troubleshooting guide for the connected device.</p> <p>In this case, the TV might be in store demo mode. Try exiting store mode.</p>
There are icons and text on the edges of the screen	<p>Press the [HOME] button on the remote control and select Settings > Device Preferences > Store Mode > Disable Store Mode.</p>
Cannot operate the current screen after the on-screen keyboard is displayed	<p>To return to operation of the screen behind the on-screen keyboard, press the [BACK] button on the remote control.</p>
Some channels are blank	<p>The channel is for scrambled/subscription service only. Subscribe to a pay TV service. The channel is used only for data (no picture or sound). Contact the broadcaster for transmission details.</p>
No sound but good picture	<p>Check the volume control. Press the [MUTE] or [VOL+] button to cancel muting. While in Television mode, press the [MENU] button, then select Speakers > TV speakers. Remove any headphones.</p>
Do I need to upgrade my software?	<p>We occasionally update the software of TV models. If you require software, please use the contact information linked at the top of this page.</p> <p>We don't host software for End Users as we have found many TVs become faulty after incorrect software update procedures are undertaken.</p>
I cannot access Freeview Play	<p>To enable Freeview Play to operate correctly, you must have the set tuned in and set up in the UK. You will also need to ensure upon installation of the TV, that you selected "United Kingdom" as the country setting.</p> <p>In addition, the TV needs to be connected to the internet (via Wi-Fi or Ethernet, depending on your model).</p>
TV connects to the Internet, but not to certain apps and services	<p>The date and time settings of this TV may be incorrect. Depending on certain apps and services, you may not be able to connect to these if the time is incorrect.</p> <p>Press the [HOME] button, then select: Settings > Device Preferences > Date & time > Automatic date & time > Use network-provided time to automatically adjust the time through the network.</p> <p>Check that the ethernet LAN cable or AC power cord</p>

(mains lead) of the router/modem has been connected properly.

Try using apps later; the app content provider server may be out of service.

To use your voice to control the Google Assistant, you need a remote control which has a Google Assistant button

(), in addition the television must be paired to this remote control.

If your remote is not paired with the TV yet, please follow the steps below:

It is not possible to control the Google Assistant with voice

1. Press the button on the remote control.
2. Follow the on-screen instructions to pair the remote control with the television.
3. Select the detected remote control shown on the screen and press **[OK]**.

Once paired, the pairing screen will disappear.

I cannot set the picture levels while on apps

This is because the application sets the picture levels.

Why am I not able to use letters in my PIN?

Your PIN is a quick code used for accessing some of the higher functions of your set. This only contains numbers so that they can be entered using your remote control keypad.

Can I log in to multiple Google accounts?

It is possible to enter more than one Google account on your set.

Can I set parental controls?

Parental controls are possible when receiving digital television channels (should this service be provided by the broadcaster).

Parental control within apps are determined by the functionality of the app. For details on this you will need to go into the app settings.

It is possible to prevent apps from being downloaded to the set to view options go to Settings > Apps.

First check that your set is connected to the internet, if it is, ensure that the internet connection is consistent and reliable.

What do I do if my apps do not work?

If this does not resolve the issue, remove the mains supply from the set and turn back on a few minutes later.

If this does not work, reset the set via Settings > Device Preferences > Reset.

Do I need an aerial signal?	For full functionality of your Android set equipped with Freeview Play you will require an aerial connected to the set with an adequate and reliable signal.
Can I remove my Personal Data?	To remove personal data from this set, carry out a reset on your set: Settings > Device Preferences > Reset > Erase everything.
Why does my set turn on from standby so quickly?	During standby your set will be in a higher power state to enable it to turn on quickly. Yes. Should you want to put the TV into low power standby, press and hold down the [STANDBY] button on the remote control for more than two seconds. This will bring up an option to put the TV into low power standby. While in low power standby, the TV will take longer to come on when the [STANDBY] button is pressed.
Is there a low-power standby mode?	
My TV switches itself off by itself after 4-8 hours	To turn off Auto Sleep on your set, go to: Menu > Advanced Options > Auto Sleep Select option "Never" . Chromecast built-in allows you to wirelessly cast content from your favourite websites and apps to your television, directly from your computer or mobile device. You can do this by following these instructions:
	<ol style="list-style-type: none"> 1. Connect a mobile device such as a smartphone or tablet to the same network that the television is connected to. 2. Launch a Chromecast supported app on the mobile device. 3. Select the (cast) icon in the app.
How do I use Chromecast?	The screen of the mobile device is displayed on the television. If you are experiencing problems with video casting from mobile device to your television, make sure that Chromecast built-in was enabled during the First Time Installation process. If you do not wish to reset the TV to repeat First Time Installation, Chromecast built-in can be activated by enabling options [WoW] and [WoL] in menu options: Settings > Network & Internet. After enabling these 2 options, unplug the set from the mains and plug back in order to make enable these changes.
Safe Mode	Should your Android set enter the "SAFE MODE" you can exit this by restarting the set – unplug from the mains supply and then reconnect. The "SAFE MODE" is entered by pressing and holding

	<p>"Menu" or "Volume down" key while the TV is starting up and the Android logo is on the screen.</p> <p>While in safe mode, the TV uses limited drivers and certain operations and applications will not function correctly or at all.</p> <p>If necessary, the safe mode can be used should there be an issue with the TV booting up, once up and running, the TV can be reset by going to Settings > Device Preferences > Reset.</p>
Memory Full notification	<p>In the rare case of the set advising that the memory is full, carry out the following action:</p> <p>Go to Settings > Device Preferences > Storage > Internal shared storage > Apps > See all apps.</p> <p>Now select an app in the list and choose "Clear data" – this will reduce the memory storage for this app.</p> <p>Repeat for other Apps.</p>
Where is my Android TV Manual?	<p>Manuals are no longer printed and supplied with new TV's. To find your manual on this website, follow these instructions:</p> <p>Click the "UMC" logo at the top of this page and select your product brand (<i>for Sharp models, choose the "TV" option</i>). Then select "Manuals, Quick Start Guides & Technical Information".</p> <p>From there, you will be able to enter Your TV model and download or view the manual. You will need to use a PDF viewer to read the file.</p>
Why is my manual different to what I see on screen?	<p>Manuals and other literature are applicable to the version of the Android software they were written for.</p> <p>Subsequent versions of Android software after the publication of any literature may have minor changes in menu text, menu layout and television set functionality.</p> <p>To find the current version of Android software your television has, you can go to: Settings > Device Preferences > About.</p>
Why does my TV not wake on LAN when using Google Home Assistant devices?	<p>Currently, when using a Google Home Assistant device, the remote wake feature for this television is limited to the WoW function (Wake on Wireless).</p> <p>WoL (Wake on LAN) is not currently supported by these devices for this television, even when the option in the settings is selected.</p>
Why does my TV come with two different Energy Rating labels?	<p>This relates to the UK's exit (Brexit) from the EU.</p> <p>You will find two energy labels on some products as the same items can be sold in the Republic of Ireland which is part of the EU. The new labels also reflect the change in how electronic products are scaled in their power</p>

I am unable to access all the functionality of Freeview Play

consumption. You can find further information from the official body linked [here](#)

On demand material can be viewed via the on-demand players installed on the set or via the Freeview Play app. Live television is available via the built in Freeview tuner. This means that you will require both an aerial signal and an internet connection to ensure that you can access all the features and facilities of your Freeview Play television. Please be aware that availability of channels is subject to geographic location and coverage and to receive signals reliably an aerial upgrade may be required. To check for Freeview availability on your area, please visit:

[this Freeview service area checker.](#)

The minimum broadband speed required is 2Mbps for catch up and on demand services, although a faster speed is desirable. It is also important that there is a reliable Wi Fi signal when connecting to your router via this method. Watching on demand and catch up count towards monthly broadband data allowances. 7-day catch up for selected channels.

Your set should have been connected to the internet during the First Time Installation process. If this was not carried out, then follow the steps below to do this:

How do I connect my TV set to my router and input my password?

1. Press the Menu button on the Remote Control.
2. Use the left and right arrow buttons to select the "Network" menu and press "OK".
3. Depending upon your connectivity, select either "Cable" or "Wi Fi". For the purpose of these instructions, Wi Fi should be chosen.
4. Press OK on "Wi Fi Config" and again on "Wi Fi Auto Search" to search for available networks.

When the search is complete, a list of Wi Fi networks which can be received by the set will be shown. Choose which network you want to connect to and press OK.

If this network is locked, you will be asked to enter a password. A key pad should appear on the screen when you are in the password entry field.

Use the Remote Control arrow buttons to select the character required and then press the "OK" button repeatedly to scroll from numeric to lowercase letters, and then finally, to uppercase letters. To move onto the next letter, wait for a few seconds before selecting.

Connecting a TV wirelessly to a Laptop / Mobile / Tablet

When the password has been entered, select the "Enter" button on the on screen keypad and press "OK" on the Remote Control. Now select the on screen "OK" button located underneath the password box.

Provided that the password is correct, the set will take a few moments and connect to your Wi Fi network. Should a problem be experienced, re-enter the password. If you cannot connect to your Wi Fi service, but it is displayed in the list, you may have to reset your router, update the password on the router or discuss the issue with a network specialist.

For more information on how to operate this function, please refer to your TV's manual. To find your manual, click the "UMC" logo at the top of this page and select your product brand (*for Sharp models, choose the "TV" option after choosing "Sharp"*).

Then select "Manuals, Quick Start Guides & Technical Information".

From there, you will be able to enter Your TV model and download or view the manual. you will need to use a PDF viewer to read the file.

Many of our Smart Televisions have a wireless connection system called Miracast.

Miracast is a wireless display standard designed for mirroring a smartphone, tablet, or PC's screen to a television. (This is usually found on Android/Windows devices, for Apple devices you will need to purchase an 'Apple TV' device)

To use this function with your device on your television, please follow the steps outlined below

Using a Wireless/Connection

1. Press the Menu button on the Remote Control and select the "Application" menu.
2. Move to the "Wireless Connection" icon and press the "OK" button on the Remote Control (This will bring up the Wireless Connection start page).
3. Select the mirror option from your devices settings menu. (*Note that the exact location and name of this feature may be different for some brands and models. If you are unsure please consult your mobile manufacturer*).
4. Select your television.

Your device and television will now link using Miracast depending on the technology in your device.

Casting:

Further to the methods of wireless connection described above, it is also possible to cast via In-app connectivity. This allows you to select files to playback within your application and then let the television play these back without connection to your device.

1. Turn the Television on.
2. Wait for the television to connect to your Wi Fi network.
3. Open the YouTube application on your device and wait for the network connectivity icon to display.
4. Go to the icon on your device and select your television.
5. YouTube will open on the television.
6. Select the stream on your device which you would like to be played back.

YouTube on the television will playback the stream while you can browse other videos on your device. Additional videos can be added to your playlist if desired. It is possible to use other applications on your device, and turn off your device and YouTube on the television will continue to play.

If the TV is not storing channels in the correct position, it may be that during the initial set up, 'UK' was not selected.

In order to correct this, you need to retune the TV using the 'First Time Installation' option.

On the Remote Control, press 'Menu' followed by the number 8 four times.

You will be welcomed with the first-time installation screen.

Please ensure you select UK (or Ireland/ROI if you are using SAORVIEW) otherwise the channels may not store in the correct order/positions.

On some models, you will see 'LCN' on or off. Ensure it is set to 'On'.

The TV will now automatically tune in all the channels it can find.

Examples of poor Freeview reception would be intermittent loss of sound and/or picture, pixelating picture, blocky images, loss of channels, etc.

In the unlikely event that you may experience issues with the reception of Freeview channels, it may be necessary to purchase a signal booster (only purchase if it is compatible with Freeview or has the Digital Tick logo on it). Before

My TV is not storing the channels in the correct positions

I cannot receive all of the channels or the picture or sound quality in Freeview is not what I would expect

purchasing a new aerial or signal booster, check the Freeview coverage in your area by visiting

www.freeview.co.uk

to see what channels you should currently be receiving. When you change channels, on many models, there will be an indication of signal strength. As a general rule, the signal strength should be better than 90% to ensure good picture and sound quality.

Depending on the signal strength that the TV is receiving will depend on what course of action is necessary. Most modern TV's with Freeview use a similar type of tuner, therefore, if you have a problem with your current TV and believe exchanging it for another brand or model will solve the problem, unfortunately, it is highly likely that you will get the same results.

If your signal strength is between 70% - 85%
If you experience 'blocky' picture and/or a few channels are missing; it may be possible to solve it simply by adding a low-cost signal booster with a gain of about 20 decibels.

If your signal strength is between 50% - 70%
If you're missing quite a few channels and/or the picture quality or the sound quality is poor; it may be possible to solve it simply by adding a low-cost signal booster with a gain of about 25 to 40 decibels.

If your signal strength is below 50%
It is likely you will be missing many channels and/or the picture and sound is very poor; it is also likely that either you are not able to receive Freeview channels or your TV Aerial is not equipped to receive Freeview.

Indoor Aerials:

We do not recommend the use of indoor aerials for most installations, even the ones that say they are designed for Freeview usually only operate correctly if you are in a very strong Freeview coverage area.

If this does not solve your problem, please click

[here](#)

to complete the feedback form.

If your device does not have a HDMI connection but has a SCART connection

I want to connect my
SCART only device

You can connect it to the TV's AV input (Usually Red, White and Yellow connections) Some models have a 3.5mm jack input labelled AV.

On these models you should use an adaptor cable.

Blu-Ray/Sky 3D box not displaying picture correctly

With the 3D glasses on, press the 3D button on the remote control to cycle through the different 3D options (Side by Side, Top Bottom, Frame Packing, Line by Line) until you have one image.

If the picture is still out of focus or blurry this may be due to the 'Left and Right' settings being set the wrong way around. Press the menu button, scroll to 3D settings, select Exchange 3D L/R and you will be able to switch the sides of the screen.

In some cases, it may be necessary to change your viewing position (distance from the television) to achieve the best possible results when experiencing 3D. This will change your "focal point" and bring clarity to the picture.

How can I change my DVD region?

You can purchase a DVD region change/upgrade here:

[Changing DVD Region](#)

Can I buy spare 12v power adapter?

Yes, you can purchase a new 12v Regulated Cigarette Lighter Adaptor here:

[12V Regulated Cigarette Lighter Adaptor - WMU/ADP/0112](#)

Can I buy spare remote controls?

We are currently updating our shop and buying upgrade/accessories will be much easier.

Yes, you can purchase a new remote here:

[Spare Remote Controls](#)

Can I buy spare power cables?

We are currently updating our shop and buying upgrade/accessories will be much easier.

Yes, you can purchase spare cables here:

[Spare power cables](#)

Can I buy spare Video/Audio Cables & Adaptors?

We are currently updating our shop and buying upgrade/accessories will be much easier.

Yes, you can purchase spare accessory cables here:

[Video/Audio Cables & Adaptors](#)

We are currently updating our shop and buying upgrade/accessories will be much easier.

Yes, you can purchase spare USB/PVR sticks here:

Can I buy spare USB/PVR Sticks?

USB/PVR Ready Memory Sticks

We are currently updating our shop and buying upgrade/accessories will be much easier.

It is possible that your television has a built-in USB Media Player or supports USB Recording from Freeview; this is normally referred to as a PVR function.

In the case of USB recording, you will need a suitable USB stick or compatible powered Hard Drive to use the feature. Note that the maximum size that the Television can support will be up to 400GB and that this will have to be formatted in the FAT 32 file format. For instructions how to format your USB device, please see the FAQ entry below this one, or search "Format for FAT32" in the search bar above.

As there are many different brands and speeds available to purchase, we cannot guarantee all brands of USB stick / Hard Drive will be compatible with our TVs. The speed of the USB Stick or Hard Drive must be sufficient for the set to operate correctly, without suffering from issues where the sound is not in tune with the picture.

Using a USB Memory Stick or Hard Drive with your USB Record TV

It is recommended that a minimum of 20mb/s read and 6mb/s write speed is used. In most cases, USB Hard Drives are cheaper than USB Memory Sticks when comparing cost per Gigabyte.

Even though the USB port on most sets is specified as USB 2.0, many USB memory keys are not suitable as there is a huge difference between the speeds of a low cost/low quality USB memory Stick compared to a higher quality version. For example, on models of our TV's where a USB Key is included as part of the TV package, we will usually only use a Sandisk Extreme memory stick because we know these are fast as well as reliable. With this in mind, it is recommended that you use either a portable USB Hard Drive (that is powered either independently or can take the power from one of the USB ports) or a USB 3.0 memory key.

USB 3.0 memory keys are becoming more and more popular and although they are higher cost than USB 2.0 equivalents, for both TV and PC use as they are

significantly faster. USB 3.0 keys can be purchased at many high street stores or internet stores such as Ebuyer.com or Dabs.com etc.

If this does not solve your problem, please refer to the home page and navigate to your brand so you can download a user guide for your TV which will include a USB compatibility table. Alternatively, you can contact us with the chat widget or click [here](#) to complete the feedback form.

If your Hard Drive or USB stick is greater than 32GB, formatting for FAT32 is not as easy as it should be. Follow this guide in order to use such devices with your USB / PVR enabled TV.

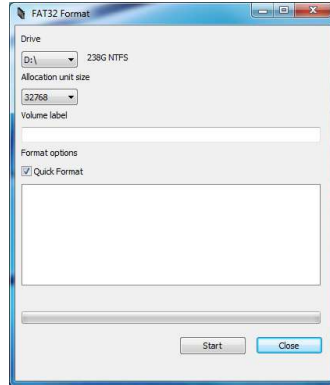
We have made available a free software programme that simplifies this process. To use it, you will need a Personal Computer / Laptop

Format a Hard Drive or USB Stick larger than 32GB into FAT32

Please note that we are not the authors or owners of this software utility and will not accept any liability for any files lost or damage caused to any hardware or software. We have tested this software extensively on different makes/models/sizes of Hard Drives / USB keys as well as under different operating systems/service packs and have not encountered any problems. If you do not accept these terms., please do not use the software utility/instructions. By downloading and using the utility/instructions, you accept full responsibility.

If you have files on the USB / Portable hard drive that you wish to format, you should back them up as they will be wiped/lost during formatting.

1. Very important first step. Plug in your portable hard drive and identify / make a note of the Drive letter it has been assigned.
2. Download the file [here](#) and save it to your desktop. Once downloaded, open the file.
3. Ensure the drive letter in the drop down menu of the window (see picture below) corresponds to the drive letter assigned/noted in step 1. Simply click Start and formatting will commence.



My Sky remote is no longer operating my TV

Please ensure you have pressed the "TV" button at the top of your Sky remote and that you are pointing the remote at the Infra-red sensor on the TV set.

More information about Sky Remotes and the codes required to function can be found on each brands instruction manual page.

To find this information, return to the home page (by clicking the UMC logo at the top of this page) and choose your TV brand. Then select "Manuals, Quick Start Guides & Technical Information".

You can then type in your TV model and find the relevant codes.

How do I connect my TV to an analogue device (such as a VCR or Sky Magic Eye)?

Connect your analogue device to the TV as per the devices user manual. If you do not have this, please contact the manufacturer of your device.

My TV has not been collected

You will need to contact us directly. Please click [here](#)

No, we longer offer downloadable software for end users.

Can I download software for my TV from your site?

Unfortunately, we saw an overall increase of incorrect installations to units, resulting in further delays to our customers without an operational TV.

So, we took the decision to remove software downloads and instead, ask customers to report their TV serial and model so we can send software - either via email or on a USB stick.

If you require software for your TV because you have a link from a manual, please follow this [link](#) instead and fill out the form. We will be in touch within 24 hours to resolve your issue.