



## TCL androidtv User Manual

[Home](#) » [TCL](#) » TCL androidtv User Manual

# TCL

androidtv  
OPERATION MANUAL  
S6800/S615 SERIES

Figures and illustrations in this User Manual are provided for reference only and may differ from actual product appearance. Product design and specifications may be changed without notice.

### Contents [ [hide](#) ]

#### 1 Chapter 1 Safety Information

- 1.1 Precautions
- 1.2 Warning
- 1.3 Product
- 1.4 Power and Plug
- 1.5 Power Cord and Signal Cable
- 1.6 Use Environment
- 1.7 Cleaning
- 1.8 Hanging the TV Set on the Wall

#### 2 Chapter 2 Connections and Setup

- 2.1 TV Buttons
- 2.2 Initial Setup
- 2.3 Sockets
- 2.4 Remote Control Functions
- 2.5 Installing Batteries
- 2.6 Exclusive Remote Control
- 2.7 How to Use the Remote Control
- 2.8 Installing Batteries
- 2.9 Network Connection
- 2.10 Connecting to a wired Network
- 2.11 Connecting to a Wireless Network
- 2.12 Switching On
- 2.13 Switching Off

#### 3 Chapter 3 Basic TV Operations

<b>3 Chapter 3 Basic TV Operations</b>
3.1 Accessing Channels
3.2 Watching Connected Devices
3.3 Adjusting Volume
3.4 Accessing Smart TV Homepage
3.5 Accessing Google Play
3.6 Accessing T-Channel
3.7 Using the System Settings menu
3.8 Using Instant Power On
3.9 Using TV Settings menu
<b>4 Chapter 4 Using more of your TV</b>
4.1 Installing Channels
4.2 Using Subtitles
4.3 Turning On/Off Subtitles
4.4 Enabling Subtitle Languages on digital TV Channels
4.5 Using Teletext
4.6 Digital Teletext Language
4.7 Network Wake Up
4.8 T-Link
4.9 Using Auto Power On
4.10 HbbTV
4.11 Google Cast
4.12 Using EPG (Electronic Programme Guide)
4.13 Bluetooth Function
4.14 Freeview Plus
4.15 What You Need
4.16 Netflix settings
4.17 HDR Playback
<b>5 Chapter 5 Other Information</b>
5.1 Problems & Solutions
<b>6 Troubleshooting</b>
6.1 Legal Statement
6.2 License
<b>7 Documents / Resources</b>
7.1 References
<b>8 Related Posts</b>

## Chapter 1 Safety Information

### Precautions

Read all of the instructions before operating the set.  
Keep these instructions well for future use.

### Warning

Never place a television set in an unstable location. A television set may fall, causing serious personal injury or death. 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 set.
- Only using furniture that can safely support the television set.
- Ensuring the television set is not overhanging the edge of the supporting furniture.
- Not placing the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- Not placing the television set on cloth or other materials that may be located between the television set and supporting furniture.
- Educating children about the dangers of climbing on furniture to reach the television set or its controls.

If your existing television set is being retained and relocated, the same considerations as above should be applied.

## **Product**

- Do not block or cover the ventilation openings on the back cover.
- Do not push objects of any kind into this unit through the cabinet slots as they could touch the current carrying parts or short-circuit parts, resulting in fire, electric shock, or damage to the unit.
- Do not attempt to open the cabinet as this may cause damage. There are no parts inside you can service by yourself. Refer all servicing to qualified personnel.
- Do not touch the screen surface with fingers as this may scratch or mar the TV screen.
- Do not impact the TV screen with hard pressure as this may damage the TV screen severely.
- This appliance is not intended for use by young children or infirm persons without supervision. Young children should be supervised to ensure that they do not play with the appliance.

## **Power and Plug**

- Unplug the set under the following conditions:
  - If the set will not be used for a long period of time.
  - If the power cord or the power outlet/plug is damaged.
  - Follow the instructions to install and adjust the product. Adjust those controls that are covered in these operating instructions as improper adjustment of other controls may result in damage. If this happens, unplug the set and refer to the service personnel.
  - If the set is subject to impact or has been dropped and the cabinet has been damaged.
- Where the mains plug or an appliance coupler is used as a disconnect device, the disconnect device shall remain readily operable.

## **Power Cord and Signal Cable**

- Do not allow anything to rest on or roll over the power cord and the signal cable.
- Protect the power cord and the signal cable from being trampled.
- Do not overload the power cord or the power outlet.
- Do not expose the power cord and the signal cable to moisture.

## **Use Environment**

- Do not place the set on an unstable cart, stand, or table.
- Place the set on a place that allows good ventilation.
- Do not use the set near damp, and cold areas.
- Do not expose the set to excessive heat such as direct sunlight, fire, or the like and no naked flame sources, such as lighted candles, should be placed on the apparatus.
- Do not expose the set to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.
- Do not use the set in dusty environments.
- Operating Temperature: 5°C to 35°C (41°F to 95°F)

Operating Humidity: 20% to 80%, non-condensing  
Storage Temperature: -15°C to 45°C (5°F to 113°F)  
Storage Humidity: 10% to 90%, non-condensing

**Cleaning**

- Dust the set by wiping the screen and the cabinet with a soft, clean cloth or some special liquid cleaner.
- Do not apply excessive force to the screen when cleaning.
- Do not use water or another chemical cleaner to clean the screen as this may damage the surface of the TV screen.

**Hanging the TV Set on the Wall**

**Warning: This operation requires two people.**  
To ensure a safe installation, observe the following safety notes:

- Check that the wall can support the weight of the TV set and wall mount assembly.
- Follow the mounting instructions provided with the wall mount.
- The TV set must be installed on a vertical wall.
- Make sure to use only screws suitable for the material of the wall.
- Make sure that the TV set cables are placed so that there is no danger of tripping over them.



















All other safety instructions about our TV sets are also applicable here. Wall mount bracket not included.  
**(Note:** Certain TV models are not designed to be mounted to the wall.)

**Chapter 2 Connections and Setup**

**TV Buttons**

If the batteries in your remote control are run down, you can use the buttons on your TV set. They have the following functions:

For models with below buttons on the set:

			TV mode	In menus
			P 	
			P 	
				
				
	<b>Features</b> (Short press) ⏻ (Long press)		<b>Features</b> (Long press) <b>OK</b> (Short press)	<b>Features</b> (Long press) <b>OK</b> (Short press)

For models with only one button on the set:



**Note:**  
Figures and illustrations are provided for reference only and may vary depending on the model.

## Initial Setup

The first time you switch the set on, the Welcome screen appears, which guides you through the initial setup process.

Follow the on-screen instructions to finish the initial setup process such as selecting the language, connecting to the network, and more. During each step, either make a choice or skip the step. If you skip a step, you can perform the setup later from the settings menu.

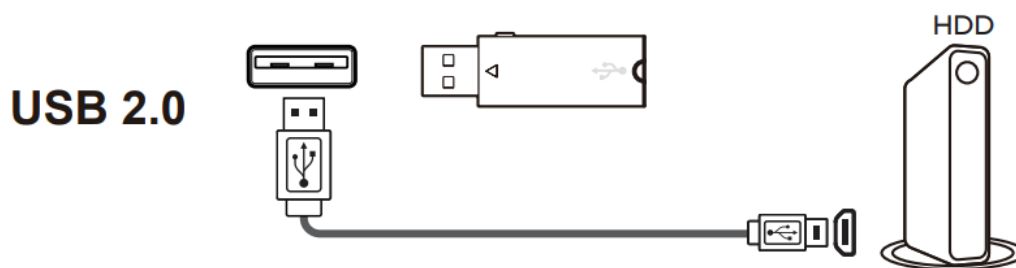
## Sockets

Note: The location and names of the sockets on the TV may vary according to TV model, and not all sockets are available on all models.

### USB2.0 socket (input)

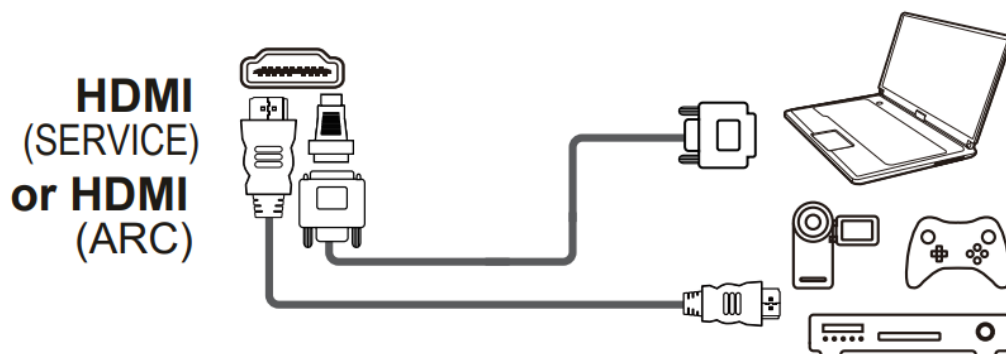
These sockets can be used to connect a USB device.

**Note:** The number of USB sockets on the TV may vary according to TV model.



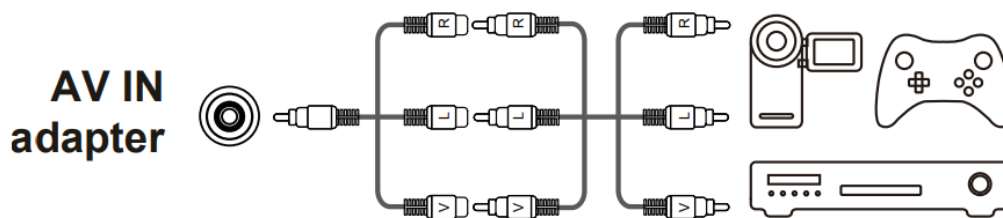
### HDMI(SERVICE) or HDMI(ARC) socket (input)

The HDMI (High-Definition Multimedia Interface) socket can be used to connect a Blu-ray player, PC with a compatible video card installed, certain DVD players or a high-definition 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.



### AV IN adapter socket

The AV IN adapter socket can be used to connect the attached AV adapter cable with VIDEO and AUDIO L & R IN sockets. The AV IN sockets can be used to connect a range of equipment, including video recorders, camcorders, decoders, satellite receivers, DVD players, or games consoles. The VIDEO IN socket provides a composite video connection.



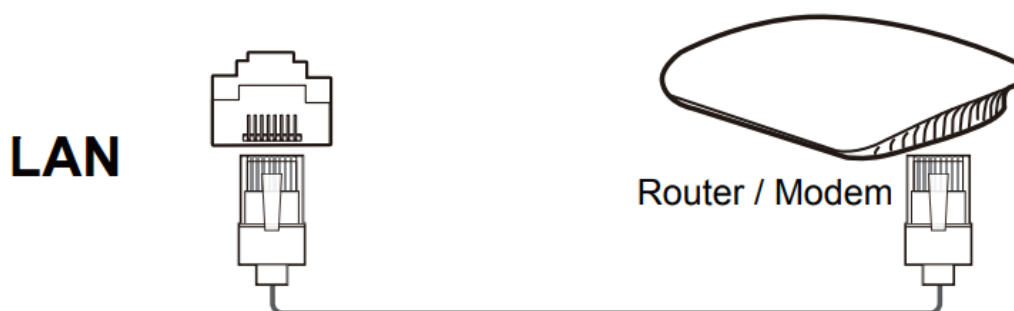
**ANTENNA IN socket (input)**

This socket can be used to connect an outside aerial.



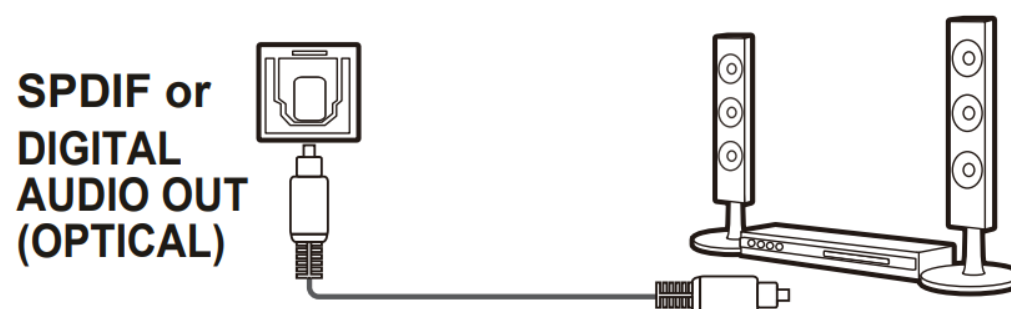
**LAN**

RJ45 plug for connecting to external modem or network access equipment.



**SPDIF or DIGITAL AUDIO OUT (OPTICAL) socket (output)**

The SPDIF socket can be used to connect a compatible digital audio receiver.



**Headphone socket (output)**

This socket can be used to connect headphones or stereo earphones.



Warning: Excessive sound pressure from earphones and headphones can cause hearing loss.



## Remote Control Functions

Most of your television's functions are available via the menus that appear on the screen. The remote control supplied with your set can be used to navigate through the menus and to configure all the general settings.

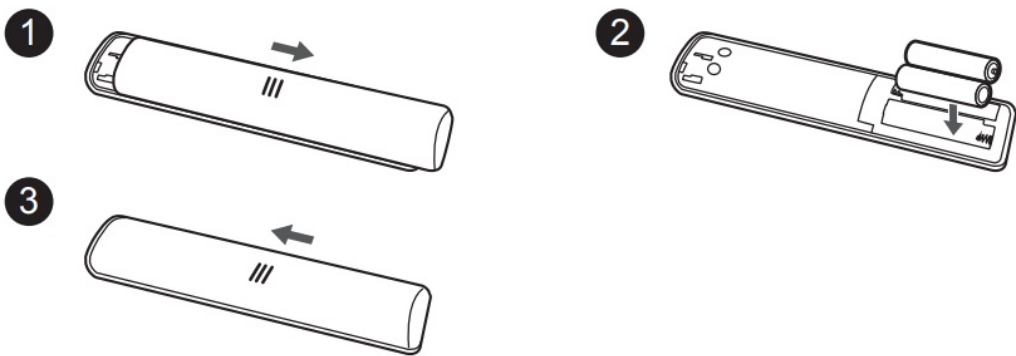
Note: Figures and illustrations in this operation manual are provided for reference only and may differ from the actual product appearance. Certain functions may not be available for some models, e.g. GUIDE/SUBTITLE functions are only available under the DTV source.

 <p>RC802N</p>		To switch the sound off and back on.
		Standby/quit standby.
		To enter channel numbers or a digit.
		To access T recommended apps.
		To display the channel list.
		To control the volume.
		To display programme information, if available.
		To display the Settings menu.
		To change channels.
		To access the Smart TV homepage.
		To display the Options menu.
		Navigation direction buttons.
		To confirm an entry or selection.
		To return to the previous menu or quit an app.
		To select the input source.
		To exit the Settings menu.
		To select an audio language available for a selected digital TV program.
		To toggle the Electronic Programme Guide on or off. (only available for digital channels.)
		To toggle Teletext on or off.
		To select a subtitle language available for a selected digital TV program.
		To select tasks or Teletext pages; to be used for the HbbTV function.
		To start fast reverse.
		To pause playback.
		To start fast forward.
		To select the desired screen format.

		Note: You are recommended to use the full-screen mode. Do not use the display mode with black bars on both sides of the picture (such as 4:3) for a long time; otherwise, the TV screen may be damaged permanently.
		To start playback.
		To stop playback.
		To access the NETFLIX application. (Not available for some models.)


**Installing Batteries**

- 1. Push to open the back cover as illustrated.
- 2. Insert two AAA batteries according to the polarities marked on the battery case.
- 3. Replace the back cover as illustrated.



**Exclusive Remote Control**



 <b>RC802V</b>		Standby/quit standby.
		To display the Settings menu.
		To access the Smart TV homepage.
		To display the Options menu.
		Navigation direction buttons. The ▲/▼ buttons are also used to change channels in TV mode.
		To confirm an entry or selection. The button is also used to display the channel list in TV mode.
		To return to the previous menu or quit an app.
		To select the input source.
		Press the Assistant button on your remote to talk to the Google Assistant. (Available only when the network connection works normally.)
		To pop up the virtual remote control keyboard when available.
		To control the volume.
		To change channels.
		To access Netflix. (Not available for some models.)
		To access T recommended apps.

**Note:** This remote control is available only for selected models. The remote control type may be changed without notice.

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### How to Use the Remote Control

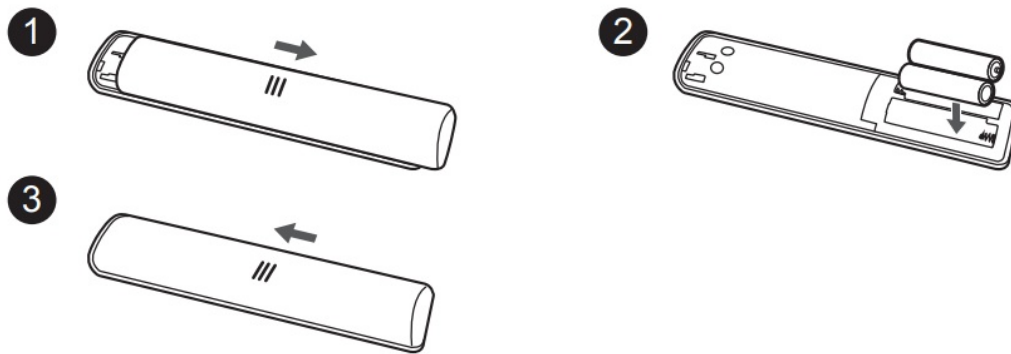
When using the Google Assistant button for the first time, you will be prompted to pair the remote with the TV.

- Keep the remote control and TV in 1 meter, please follow the on-screen guide for pairing instructions. You can use the Google Assistant button after activating successfully.
- The Google Assistant is only available for content search from certain apps.
- Set languages in the settings to your local language or official language to enhance voice search successfully.

### Installing Batteries

- Push to open the back cover as illustrated.
- Insert two AAA batteries according to the polarities marked on the battery case.

3. Replace the back cover as illustrated.



### Network Connection



**Your TV will require an internet connection to operate all functions. Data usage charges may apply.**

**Please refer to your Internet Service Provider (ISP) for additional information.**

To access the internet, you must subscribe to high-speed broadband internet service from your internet service provider.

Your TV can be connected to your home network in two ways:

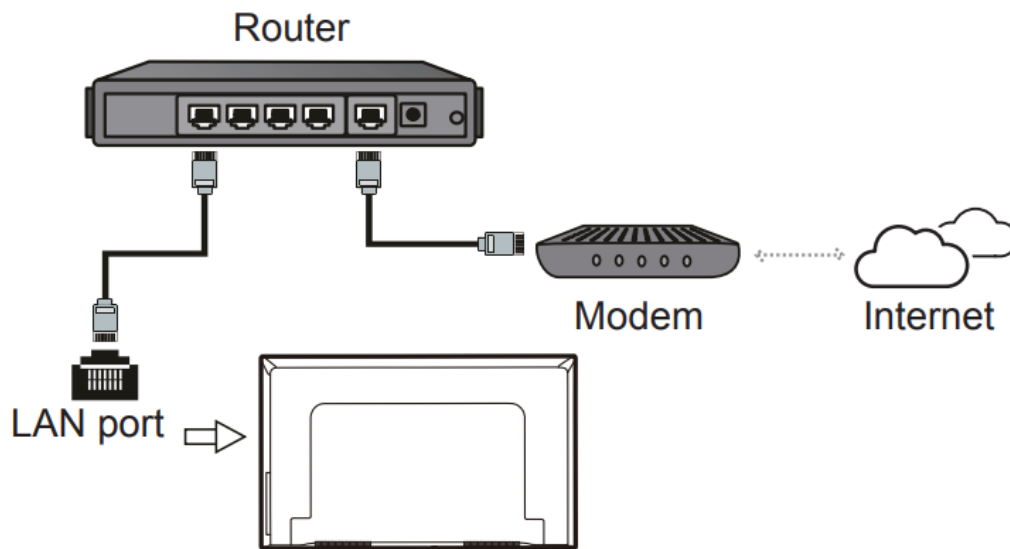
- Wired, using the RJ45 (LAN) connector on the back panel.
- Wireless, using the internal wireless or external wireless USB adapter and your home wireless network.

Note: The following instructions are just the usual ways to connect your TV to the wired or wireless network. The connection method may be different depending on your actual network configuration. If you have any questions about your home network, please refer to your ISP(Internet Service Provider).

### Connecting to a wired Network

To connect to a wired network:

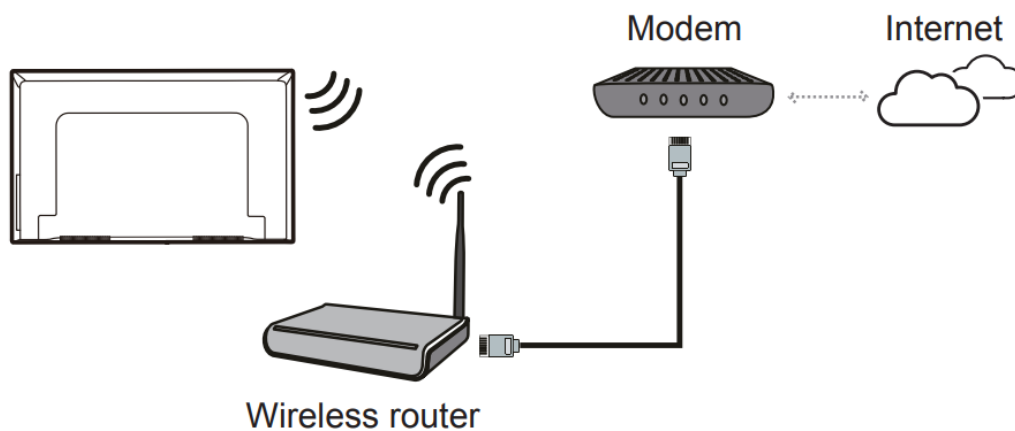
1. Ensure you have:
  - An Ethernet cable long enough to reach your TV
  - A router or modem with an available Ethernet port
  - A high-speed internet connection
  - An Ethernet (LAN) port on the back of the TV
2. Connect your Ethernet cable to the router and to the Ethernet port on the back of the TV.
3. Use the Network & Internet menu to configure the TV.










### Connecting to a Wireless Network

To connect to a wireless network

1. Ensure you have:
  - A router broadcasting a high-speed wireless signal
  - A high-speed internet connection
2. Use the **Network & Internet** menu to configure the TV.



Note: Please follow below steps to enter the Network menu.

1. Press  on the remote control to display the Smart TV homepage.
2. Press  /  /  to move the cursor to  (**Settings**) on the right top of the screen and press **OK** to enter.
3. Press  /  to select **Network & Internet**, then press **OK** to enter the submenu and follow the on-screen guidance to set up your network.

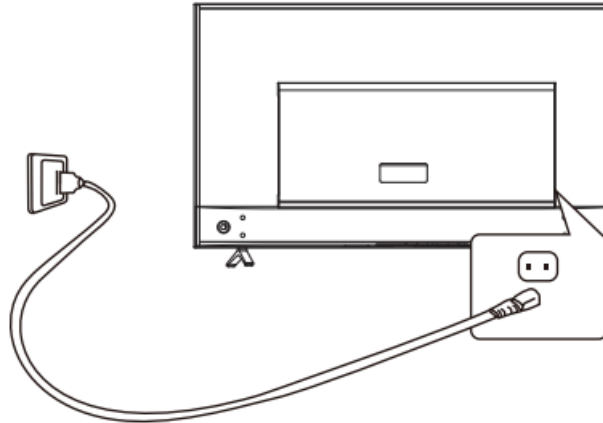
### Switching On

Follow the instructions on this page on how to switch on your TV set and the remote control before going on to following pages describing how to use the channel set-up procedure.

1. Insert two AAA batteries in the remote control.

Precautions on using batteries:

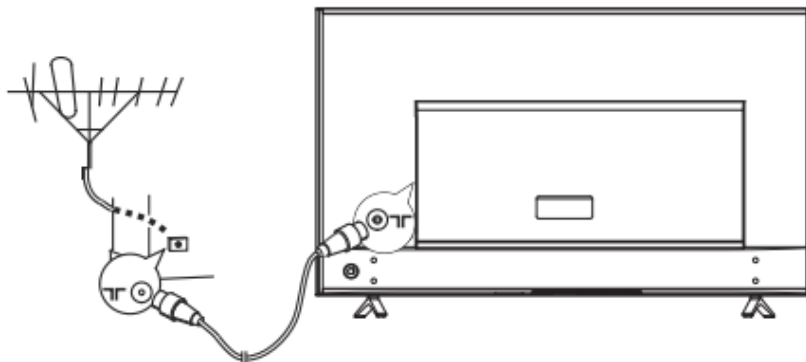
- Only use the battery types specified.
- Make sure you use the correct polarity.
- Do not mix new and used batteries.
- Do not use rechargeable batteries.
- Do not expose batteries to excessive heat such as sunshine, fire or the like, throw them in a fire, recharge them or try to open them, as this could cause them to leak or explode.
- Remove the batteries from the remote control if you are not using it for a long period of time.
- Attention should be drawn to the environmental aspects of battery disposal.



2. Connect the power cable FIRST to the television, then to a mains socket. (**Note:** If the power cable is connected to the television, please only connect the power cable to the mains socket.)

Your TV set should only be connected to an AC supply. It must not be connected to a DC supply. If the plug is detached from the cable, do not, under any circumstances, connect it to a mains socket, as there is a risk of electric shock.

**Note:** The figures are for representation only, the location of the power socket of the television might differ depending on the model.




3. Connect an outside aerial to the ANTENNA IN socket at the back of the TV set.

The aerial socket (75 OHM – VHF / UHF / cable) can be used for connecting an external aerial or other equipment fitted.

**Note:** If you want to receive the signal from your cable or cable box, please connect a coaxial cable to the ANTENNA IN socket at the back of the TV set.

4. When powered on, the TV will be turned on directly or be in standby mode.

If the power indicator lights up, the TV set is in standby mode. Press the  button on the remote control or on the TV set to turn on the TV.

## Switching Off

To put the TV set into standby mode, press the button on the remote control. The TV set remains powered up, but with low energy consumption.

To switch off the TV set, unplug the mains socket from the mains outlet.





## Chapter 3 Basic TV Operations

### Accessing Channels





#### – Using the remote control of RC802N





**Using the numeric buttons:** press the corresponding numeric buttons on the remote control to access the channels.



**Using the  buttons:** press the  buttons on the remote control to scroll through the channels.

**Using the LIST button:** press the LIST button to display the channel list and press /// and OK to select channels.




#### – Using the remote control of RC802V








**Using the / buttons:** press the / buttons on the remote control to scroll through the channels.

**Using the OK button:** press the OK button to display the channel list and press /// and OK to select channels.

**Using the  button:** press  to display the virtual remote control keyboard, then you can use the numeric buttons, the **P+ / P-** buttons or the LIST button to operate accordingly.



### Watching Connected Devices

Press  on the remote control to display the source list. Press / to select TV or other input sources and press OK to confirm.

You can also press  on the remote control to display the homepage, press // to move the cursor to the  (**Inputs**) area on the right top of the screen, and press OK to enter. Then press / and OK to select the input source.

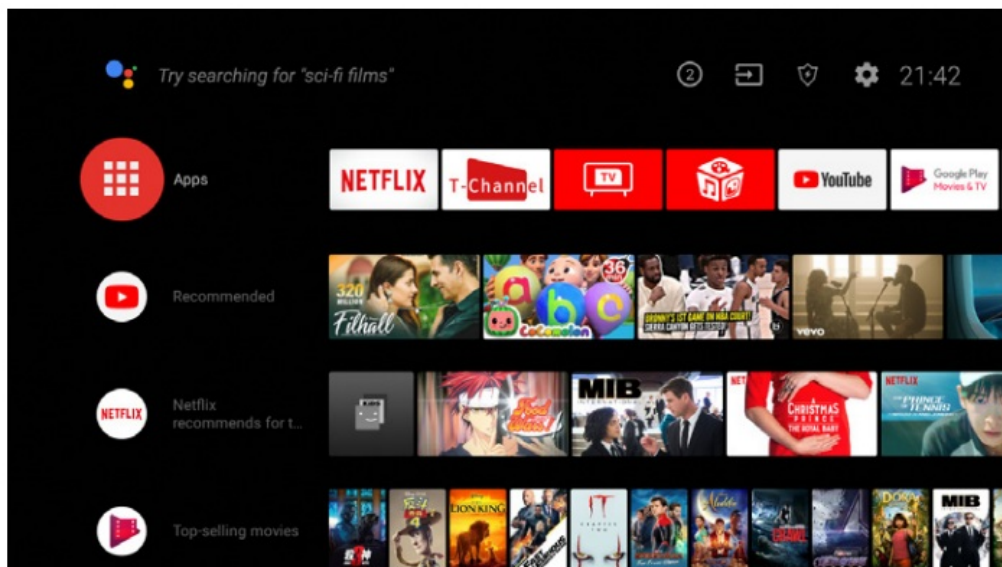
### Adjusting Volume

**Volume control:** press the  buttons on the remote control or the corresponding buttons on the TV set to increase or decrease the volume.

**Sound mute:** press the  button to temporarily mute the sound. Press this  button again or the button to restore the sound.



### Accessing Smart TV Homepage

Allows you to enjoy Internet Applications (Apps) and specially adapted Internet websites, and perform system settings for your TV. You can make controlling with the TV remote control.



## WARNING:

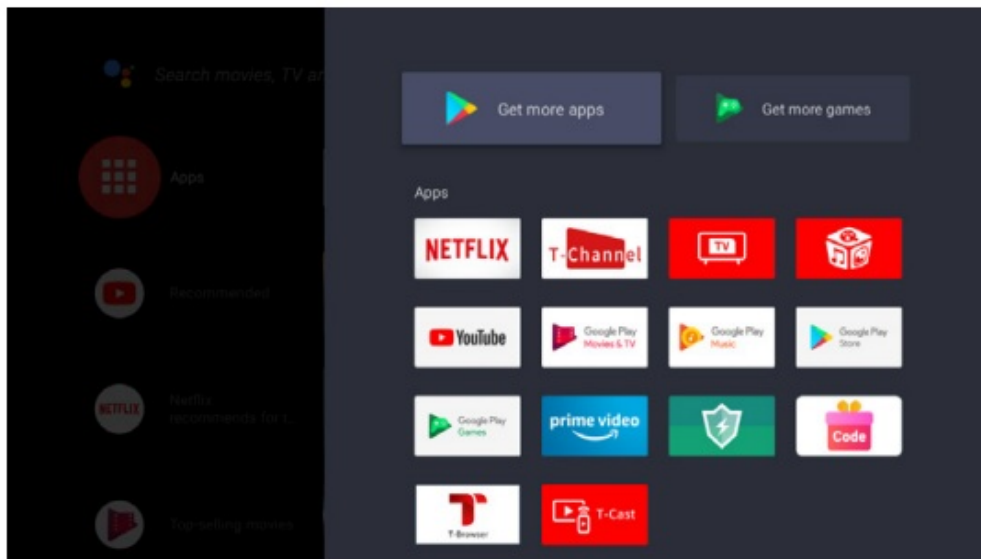
- Configure the network settings before using Smart TV applications.
- Slow responses and/or interruptions may occur, depending on your network conditions.
- If you experience a problem using an application, please contact the content provider.
- According to the circumstances of the content provider, an application's updates or the application itself maybe discontinued.
- Depending on your country's regulations, some applications may have limited service or not be supported.
- Changes in application content may be made without prior notice by the service provider.







1. Press  on the remote control to display the Smart TV homepage.
2. Press **▲/▼/◀/▶** and **OK** to enter the desired apps, functions or settings.
3. Press **←** to return to the homepage.
4. To exit the homepage, press **▲/▼/▶** to move the cursor to the  (**Inputs**) the area on the right top of the screen, press **OK** to enter and then press **▲/▼** and **OK** to select your desired input source.

Note: Since the connection with the Internet takes time, it's recommended that you wait a few minutes to use the Smart TV feature after activation of the TV from standby.

## Accessing Google Play

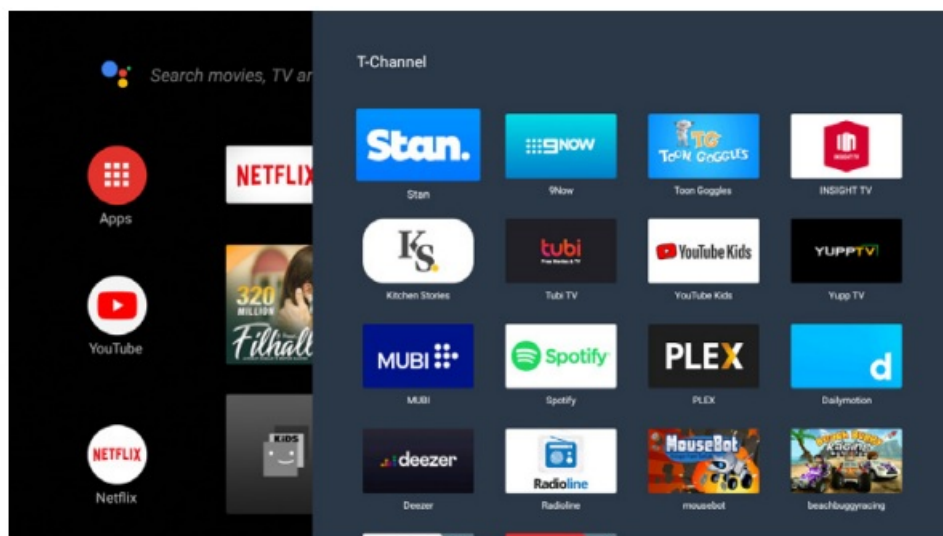
Google Play is your entertainment unbound. It brings together all of the entertainment you love and helps you explore it in new ways, anytime, anywhere. We've brought the magic of Google to music, movies, TV, books, magazines, apps and games, so you get more from your content every day.




1. Press  on the remote control to display the Smart TV homepage.
2. Press / to select the Apps and press OK to enter. Then press / and OK to enter the desired apps.
3. Press  to return to the homepage.

### Accessing T-Channel

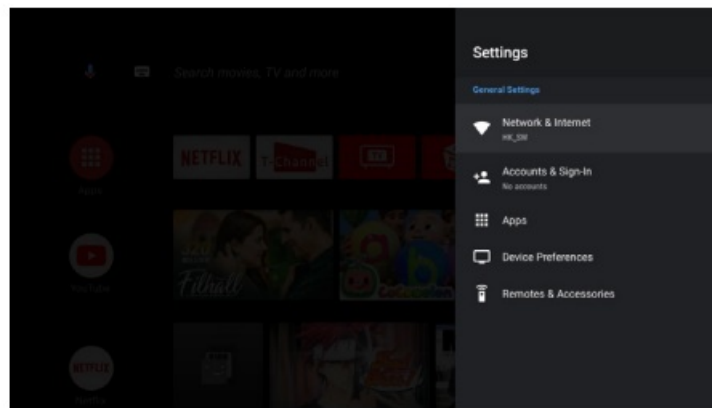
Allows you to enjoy more VOD (Video on Demand) content or featured applications.








1. Press  on the remote control to enter **T-Channel**, or access through the T-Channel icon.
2. Press  or  exit.

### Using the System Settings menu





Allows you to not only adjust device settings, such as Network & Internet, Accounts & Sign-In and Apps, etc., but also set preferences.



1. Press  on the remote control to display the Smart TV homepage.
2. Press  to move the cursor to  (**Settings**) on the right top of the screen and press **OK** to enter the system settings.
3. Press  to choose the items and press **OK** to enter.
4. Press  to return to the previous interface.
5. Press **EXIT** to close the menu.

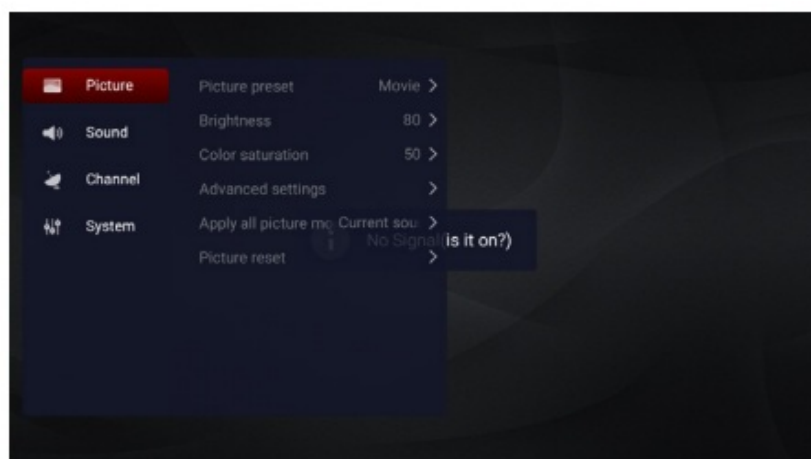
### Using Instant Power On

It enables you to turn on your TV faster from standby mode than turning this function off, but it will also increase standby power consumption.

1. Press  on the remote control to display the homepage, Press  to select  > **Device Preferences** > **Power** > **Instant power on** and press **OK** to toggle between On and Off.
2. Press  to return to the homepage.


### Using TV Settings menu

Allows you to adjust TV settings, such as pictures and sound.




1. Press  on the remote control to display the Settings menu.



2. Press ▲/▼ to select the desired item, then press ► to enter the corresponding submenu.
3. In submenus, press ▲/▼ to select menu options, then press OK/► to enter the options list, the adjustment interface, or the corresponding submenu.
4. Press ← to return to the previous menu.
5. Press **EXIT** or  close the menu.

#### Notes:



- You can also press  on the remote control, select Settings (if available) and press OK to enter the Settings menu. Some options may not be available for certain signal sources.
- Setting **LED Motion clear** on will make fast-moving images clearer by controlling the LED backlight, but the picture will be darker and more flickering than with **LED Motion clear** off.

## Chapter 4 Using more of your TV

### Installing Channels

This section describes how to search and store channels automatically. This may be done in any of the cases below:

- you have skipped the channel installation step in the initial setup;
- you are prompted that there are no channels in TV mode;
- you want to update your channels.


1. In TV mode, press  on the remote control and select Channel > Channel scan. Press OK/► to enter.
2. The TV installs and arranges channels according to your country or region. Press ▲/▼ to select Country/Region, and press OK/► to enter. Enter the default password 1234 or your own password in case you have changed the password in the System > Lock menu. Press ▲/▼ to select your country or region and press OK to confirm.
3. Press ▲/▼ to select Automatic search and press OK/► to enter.
4. Press ▲/▼ to select Channel type and press ◀/► to select Digital, Analogue, or Digital&Analogue.
5. After configuration is completed, press ▼ to select Search and press OK to start scanning channels.
6. The channel search may take a few minutes. After the automatic search, channels are arranged in a preset order. If you wish to hide or move channels, press  on the remote control, select Channel > Channel organizer and press OK/► to enter.

### Using Subtitles

You can enable subtitles for each TV channel. Subtitles are broadcast via Teletext or DVB-T digital broadcasts. With digital broadcasts, you have the additional option of selecting a preferred subtitle language.

**Note:** Some options are available only when Subtitle is set to **On**.



### Turning On/Off Subtitles

1. Press  on the remote control, select Channel > Subtitle, and press **OK/►** to enter.

2. Select the Subtitle option, press OK/▶ to enter, press ▲/▼ to select On or Off, and press OBK to confirm.



3. Press **EXIT** or  close the menu.

### Enabling Subtitle Languages on digital TV Channels

1. Press  on the remote control, select **Channel > Subtitle > Digital subtitle language 1st**, and press **OK/▶** to enter.
2. Press ▲/▼ to select a subtitle language as your preferred language and press OK to confirm.
3. Press ▲/▼ to select Digital subtitle language 2nd and press **OK/▶** to enter.
4. Press ▲/▼ to select a secondary subtitle language and press **OK** to confirm.
5. Press **EXIT** or  close the menu.



**Shortcut operation:** Press SUBT. on the remote control to directly select a subtitle language available for the selected digital TV program.

### Selecting a Subtitle Type on Digital TV Channels

1. Press  on the remote control, select **Channel > Subtitle > Subtitle type**, and press **OK/▶** to enter.
2. Press ▲/▼ to select a subtitle type and press OK to confirm. You can select Hearing impaired to display the hearing impaired subtitles with your selected language.
3. Press **EXIT** or  close the menu.

### Using Teletext

#### Selecting Decoding Page Language

1. Press  on the remote control, select **Channel > Teletext > Decoding page language**, and press **OK/▶** to enter.
2. Press ▲/▼ to select a proper type of language in which Teletext will display and press **OK** to confirm.
3. Press **EXIT** or  close the menu.

#### Digital Teletext Language

On digital TV channels, depending on the broadcaster, you may be able to enjoy a service with multiple initial Teletext pages in different languages. This function allows you to select an available language as a primary language, which relates to different initial Teletext pages.

1. Press  on the remote control, select **Channel > Teletext > Digital Teletext language**, and press **OK/▶** to enter.



2. Press ▲/▼ to select a language and press **OK** to confirm.

3. Press **EXIT** or  close the menu.

### Network Wake Up

This function allows you to turn on your TV from standby mode via a network. To use this function, please make sure:

1. Your TV is connected to an effective home network;
2. The desired controller, such as a smartphone, is connected to the same network as your TV;
3. An app that supports the network waking up function has been installed into the controller;



4. Networked standby is set to On in the Network & Internet menu under homepage by pressing  >   
**(Settings) > General Settings > Network & Internet.**

When the TV is in networked standby mode, you can use the app to wake up the TV remotely.

### T-Link

Use this function to search for CEC devices connected to the HDMI sockets in your TV and enable auto power on and auto standby between the TV and CEC devices.

Enabling or Disabling T-Link

1. Press  on the remote control, select **System > T-Link**, and press **OK/▶** to enter.
2. Press ▲/▼ to select T-Link and press **OK/▶** to enter.
3. Press ▲/▼ to select On or **Off** and press **OK** to confirm.
4. Press **EXIT** or  close the menu.

### Using Auto Power On

Enables the TV to automatically power on when you power on a CEC device (e.g. DVD) with the device's remote. Select On to enable this function.

### Using Auto Standby

Enables all CEC devices to automatically go to the standby mode when you turn off the TV with the TV remote. Select On to enable this function.

**Note:** The CEC functions depend on the devices connected and it is possible that some devices may not interoperate correctly when connected to this TV. The user manual or the manufacturer of the problematic devices should be consulted for further information.

### HbbTV

HbbTV (Hybrid broadcast broadband TV) is a service offered by certain broadcasters and available only on some digital TV channels. HbbTV delivers interactive television over broadband Internet. These interactive features are added to and enrich the normal digital programs, and include services such as digital Teletext, electronic program




guide, games, voting, specific information related to the current program, interactive advertising, information magazines, catch-up TV, etc.

To use HbbTV please ensure your TV is connected to the Internet and HbbTV is switched on.

#### Notes:


- HbbTV services are broadcast- or country-dependent and may be unavailable in your area.
  - You cannot download files to your TV with the HbbTV function.
  - Application provider or broadcasting-related conditions may cause an HbbTV application to be unavailable momentarily.
  - To access HbbTV applications you must connect your TV to the Internet via a broadband link.
- HbbTV applications may not work correctly in case of network-related issues.

#### HbbTV Access

1. Press  on the remote control, select **S** , and press **OK/▶** to enter.
2. Select  then press **▲/▼** to select **On** and press **OK** to confirm.
3. When you tune to a digital TV channel that offers HbbTV, this will be signaled to you by an on-screen indication (generally a red button, but other color buttons may also be used). Press the indicated color button to open the interactive pages.
4. Use **▲/▼/◀/▶** and the color buttons to navigate through the HbbTV pages and press **OK** to confirm.

#### HbbTV Deactivation

To avoid disturbances that may be caused by HbbTV broadcasting tests, you can turn off the HbbTV function:

1. Press  on the remote control, select **System > HbbTV** settings, and press **OK/▶** to enter.
2. Select **HbbTV** then press **▲/▼** to select **Off** and press **OK** to confirm.


#### Google Cast

Google Cast™ lets you cast your favorite videos, games, and apps from your mobile device, in full quality, to your TV. Just one tap of the Cast button on your Android or iOS screen is all you need to supersize the things you love. Cast your content then continue browsing on your phone or tablet.


#### Using EPG (Electronic Programme Guide)


EPG is an on-screen guide that displays scheduled digital TV programs. You can navigate, select and view programs.

**Note:** The DTV EPG does not require an internet connection. To use the DTV EPG, HbbTV must be set to Off. when HbbTV is set to ON, then it will enter the HbbTV EPG directly. Please refer to the “ HbbTV ” part of this manual for assistance to set HbbTV to on or off.

1. Press  on the remote control, select **Channel > EPG**, and press **OK/▶** to enter. The Programme Guide menu will appear, which allows you to get information about the current or next program playing on each channel. Navigate through the different programs using the **▲/▼/◀/▶** buttons on the remote control.
2. Use the related buttons shown at the bottom of the screen to view EPG.

– **Programme filter:** Programme guide filter for digital TV programs.

- Press  to display the type list of the program.
- Navigate through the different types using the **▲/▼** buttons on the remote control.
- Select one or more types, which you want to highlight from the type list, press **OK** to select or deselect. A checkmark will appear to the right of the type when selected.
- Custom schedule: Press **▲/▼** to select a program, then press the **RED** button to set the schedule, press **OK** to enter Schedule reminder.
- Select date: Press the **GREEN** button to select a date.
- Schedule list: Press the **YELLOW** button to view your schedule list.



**Note:** If using the remote control of RC802V, to access the color buttons, you need to press  the button on the remote control to display the virtual remote control keyboard first.

3. Press **←** to exit EPG.

## Bluetooth Function

(\* not available for some models)

Bluetooth® is a wireless technology standard for exchanging data over a short distances between Bluetooth devices. You can connect Bluetooth audio device, mouse or keyboard via the TV.

1. Press  on the remote control, press **▲/◀/▶** to move the cursor to the  (**Settings**) area on the right top of the screen and press **OK** to enter.
2. Move to the Remotes & accessories area, select Add an accessory, and press **OK** to enter. The TV will search nearby Bluetooth devices automatically.
3. Select an available device, press **OK** and follow the guides on the screen to connect it.

**Note:** Bluetooth technology (if available in your TV) uses 2.4GHz frequency thus close proximity to WiFi access points, routers, or microwave ovens might interfere with Bluetooth audio streaming. If you face interruptions in audio reception, you should restart your Bluetooth device to find the frequency with fewer interferences and if you continue to face issues you should move closer to the TV or increase space between TV and source of interferences.

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## Freeview Plus

Freeview Plus delivers an aggregated TV service that includes an unrivaled 7+ day EPG experience from all the free to air networks in Australia. At the press of a button, Freeview Plus provides users with all the available Catch-Up content along with the ability to set reminders and to search for content via genre. Use the following features and don't miss a show:

- A 7+ day easy to use EPG
- All available Catch-Up TV content
- Featured recommendations
- Ability to browse by genre and search programs for the next 7 days
- A favorite function with reminders to live and Catch Up programs

## What You Need

Your television must be connected to a high-speed broadband internet connection as well as an aerial.

### **To Launch Freeview Plus**

When you are watching TV, you will see a prompt at the top left of the screen. Press the corresponding color key on the remote control to launch Freeview Plus.

Follow the on-screen instructions and use the color keys, arrow keys, and the OK button to navigate.

\*Freeview Plus uses HbbTV technology which combines broadcast and broadband. An internet connection is required. Data usage and conditions apply.

\*\*Freeview Plus is available throughout Australia but Catch Up services vary by region – please check [www.freeview.com.au](http://www.freeview.com.au) to see what is available in your area.

\*\*\*More information about Freeview Plus can be found on [www.freeview.com.au](http://www.freeview.com.au).

### **Netflix settings**

Netflix provides on-demand movies and TV shows delivered via the Internet. Netflix is available in certain countries. Unlimited membership is required. More information can be found at [www.netflix.com](http://www.netflix.com) <<http://www.netflix.com>>.

**Note:** You can directly access Netflix via clicking the Netflix button on the remote control.

### **HDR Playback**

Your TV supports HDR (High Dynamic Range) up to a resolution of 1920 x 1080. HDR can be experienced with streaming content like Netflix or via USB playback with supported video files. HDR will work on 1920 x 1080 resolution via USB and streaming, and with compatible HDMI 1.4a devices.

### **Password in Parental Control**

- The default password is 1234. You can change it to a new one.
- The super password is 0423. If you forget your code, enter the super password to override any existing codes.

## **Chapter 5 Other Information**

### **Problems & Solutions**

Note: Problems & solutions 1 to 2 are for the TV models which have network functions, so users of non-connected TV models can disregard them.

#### **1. Fail to link to the network.**

- Check if your TV is connected with the network;
- Reboot your TV;
- Consult your internet service provider, to confirm if the access of your router is supported. Refer to the operation manual of your router.
- Make sure your TV is connected to a router, and make sure your router is powered on. Check that your router/modem has an internet connection, and that your Ethernet cables/wireless connection is OK.

Test your connection with a computer to make sure it is OK. Should the problem persist, contact customer service.

#### **2. The video could not be played smoothly.**

- Videos from your USB flash drive — It may result from data transmission, or its code flow is far beyond the supported formats of this TV set.
- Videos downloaded from the internet, or online videos.
  - a. It may be caused by the lower bandwidth of your network. A high network speed is required to handle online videos.

- b. Peak internet usage times may affect the bandwidth.
  - c. Check if any other computers on the same network are also operating, as they may be using up bandwidth. Especially if they are downloading or playing online videos.
  - d. The video may not be smooth itself, it is not the problem of your TV or network.
3. **When two mobile hard disks are connected to the TV at the same time, they will not be recognized sometimes.**
- All mobile hard disks consume a lot of power, which may result in power supply problems. We recommend inserting only one hard disk, or a low power consumption mobile hard disk.
4. **The video from a mobile hard disk (USB) is playing with no sound.**
- The audio format of the video on your mobile hard disk is not supported by the TV player.
5. **Some videos fail to play.**
- The formats of the videos may not be supported by the TV, especially videos shot by certain kinds of cameras, generally with their private protocol of formats, which are not compatible with your TV.
6. **The video stops playing midway.**
- Mistakes may occur when videos are copied or compressed, so they may automatically stop playing during playback.
7. **What should I pay attention to, when I do SW updating?**
- No power cuts when SW updating;
  - Avoid any operations with your remote control when SW updating;
  - Depending on your internet connection speed, the software updating process may take some time.
8. **There are no distinct changes in the TV interface after SW updating.**
- Under certain conditions, SW updating may not only update or add new functions but also improve the performance of the TV set, without distinct changes to the user interface. Also, there may be no changes to the user interface at all.
9. **What should I do when the SW updating process stops due to a sudden power-off?**
- If you do SW updating by USB, do not pluck the USB from your TV, and restart your TV to continue SW updating; If you do SW updating by Network, also restart your TV and check if it is functioning correctly.
10. **With a USB device being inserted into the TV in advance, I am prompted that no USB devices are detected after I access Media, why?**
- There may be something wrong with your mobile hard disk(s), damaged or with low voltage. You could increase the power supply by inserting the two plugs on one end of the USB wire into the TV's USB port simultaneously.
11. **The external device cannot be recognized.**
- Some external devices (e.g. webcam, smart phone, tablet, game handle, and external wireless adapter) may not be compatible with the TV and cannot be supported for certain functions (screen, wireless display, gesture control, face recognition if any).
- Please try a similar device. If it does not work, contact your local dealer.
12. **Voice search does not work.**
- Check if your remote control has been successfully paired with your TV.
  - Check if the language setting is correct.
  - Check if the Google server is available and stable.

## **Troubleshooting**

Most problems you encounter with your TV can be corrected by consulting the following troubleshooting list.

#### No picture, no sound

1. Check if the fuse or circuit breaker is working.
2. Plug another electrical device into the outlet to make sure it is working or turned on.
3. The power plug is in bad contact with the outlet.
4. Check the signal source.

#### No color

1. Change the color system.
2. Adjust the saturation.
3. Try another channel. The black-white program may be received.

#### The remote control does not work

1. Change the batteries.
2. Batteries are not installed correctly.
3. The main power is not connected.

#### No picture, normal sound

1. Adjust the brightness and contrast.
2. Broadcasting failure may happen.

#### Normal picture, no sound

1. Press the VOLUME UP button to increase volume.
2. Volume is set to mute, press the Mute button to restore sound.
3. Change the sound system.
4. Broadcasting failure may happen.

#### Unorderly ripples on the picture

It is usually caused by local interference, such as cars, daylight lamps, and hair driers. Adjust the antenna to minimize the interference.

#### Snowy dots and interference

If the antenna is located in the fringe area of a television signal where the signal is weak, the picture may be marred by dots. When the signal is extremely weak, it may be necessary to install a special antenna to improve the reception.

1. Adjust the position and orientation of the indoor/  
outdoor antenna.
2. Check the connection of the antenna.
3. Fine-tune the channel.
4. Try another channel. Broadcasting failure may happen.



## **Ignition**

Black spots or horizontal streaks appear, or the picture flutters or drifts. This is usually caused by interference from the car ignition systems, neon lamps, electric drills, or other electrical appliances.

## **Ghost**

Ghosts are caused by the television signal following two paths. One is the direct path, the other is reflected from tall buildings, hills, or other objects. Changing the direction or position of the antenna may improve the reception.

## **Radiofrequency interference**

This interference produces moving ripples or diagonal streaks, and in some cases, loss of contrast in the picture. Find out and remove the radio interference source.

\*To bring you a better visual experience, please remove all labels, if any, from the TV front panel and screen before use.

\*Figures and illustrations in this User Manual are provided for reference only and may differ from actual product appearance. Product design and specifications may be changed without notice.

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## Documents / Resources

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References

-  [Home | Freeview Australia | Free-to-air TV guide, on demand guide and more](#)
-  [Home | Freeview Australia | Free-to-air TV guide, On Demand guide and more](#)
-  [Netflix - Watch TV Shows Online, Watch Movies Online](#)
-  [Netflix - Watch TV Shows Online, Watch Movies Online](#)
-  [LED TVs | 4K Ultra HD, Full HD & Android TVs | TCL Australia](#)