

SHARP

AQUOS

LED BACKLIGHT TV / MONITOR



OPERATION MANUAL

4T-C85HU8500X

4T-C75HU8500X/I

4T-C65HU8500X/I

4T-C55HU8500X/I

4T-C98HN7000X

4T-C85HN7000X

4T-C75HN7000X/I

4T-C65HN7000X/I

4T-C55HN7000X/I

4T-C65HN70CST

4T-C55HN70CST

4T-C75HL6500X/I

4T-C65HL6500X/I

4T-C55HL6500X/I

4T-C50HL6500X/I

4T-C75HJ6000X/I

4T-C65HJ6000X/I

4T-C55HJ6000X/I

4T-C50HJ6000X/I

4T-C43HJ6000X/I

4T-C75HJ6000IG

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Note

- The specifications, illustrations, and photographs included in this manual may be changed due to product improvements.

1. Remote Control Unit (1/3)

Remote control unit



- 1. Power
- 2. Tools / Gaming UI (*1)
- 3. Software Keyboard (*2)
- 4. Launch Netflix
- 5. Launch prime video
- 6. Launch YouTube
- 7. Favorite app1 launch (*3)
- 8. Profile
- 9. Google Assistant
- 10. Dashboard
- 11. Cursor and OK
- 12. Back
- 13. Home
- 14. Live Guide
- 15. Volume Up / Down
- 16. Mute
- 17. Input select
- 18. Channel Up / Down
- 19. Color keys
- 20. Information
- 21. Num keys
- 22. Audio Multiplex / Audio Description
- 23. Watchlist
- 24. Your apps
- 25. Favorite app2 launch (*3)
- 26. Media control keys
- 27. Teletext
- 28. Subtitle

(*4) The status of the remote control.

Condition	Indicator
Charging from USB	Red lighting
Fully charged	Green lighting
BT pairing in progress	Green blink
Sending signal via IR	Red lighting
Sending signal via BT	Green lighting

Note

- (*1) Please refer to page EN-22 for information about the Gaming UI.
- (*2) The software keyboard will be displayed.
- (*3) You can register your favorite apps for easy access. (Refer to page EN-3)
- (*5) Press the Google Assistant button and speak into the microphone.
- (*6) The Type A remote can be charged by indoor light.
Do not expose the remote control to direct sunlight for extended periods, as this may cause the internal temperature to rise and result in malfunction. The Type B remote requires AAA batteries.
- (*7) You can also charge using a USB Type-C cable and a USB charger.

*Depending on your location, one of the remotes is included.

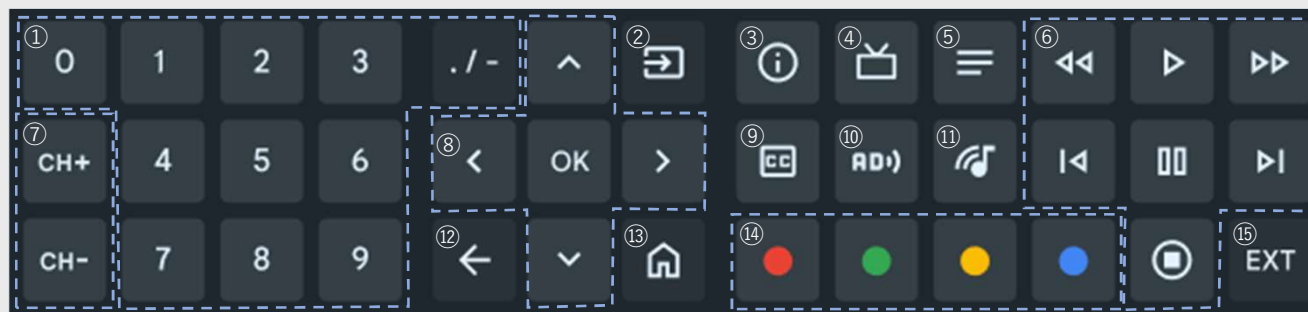
1. Remote Control Unit (2/3)

Software Keyboard

The Type-A remote allows you to use the software keyboard. The software keyboard can be opened and closed using the 'Software Keyboard' key on the Type-A remote.



Opening and closing Software keyboard

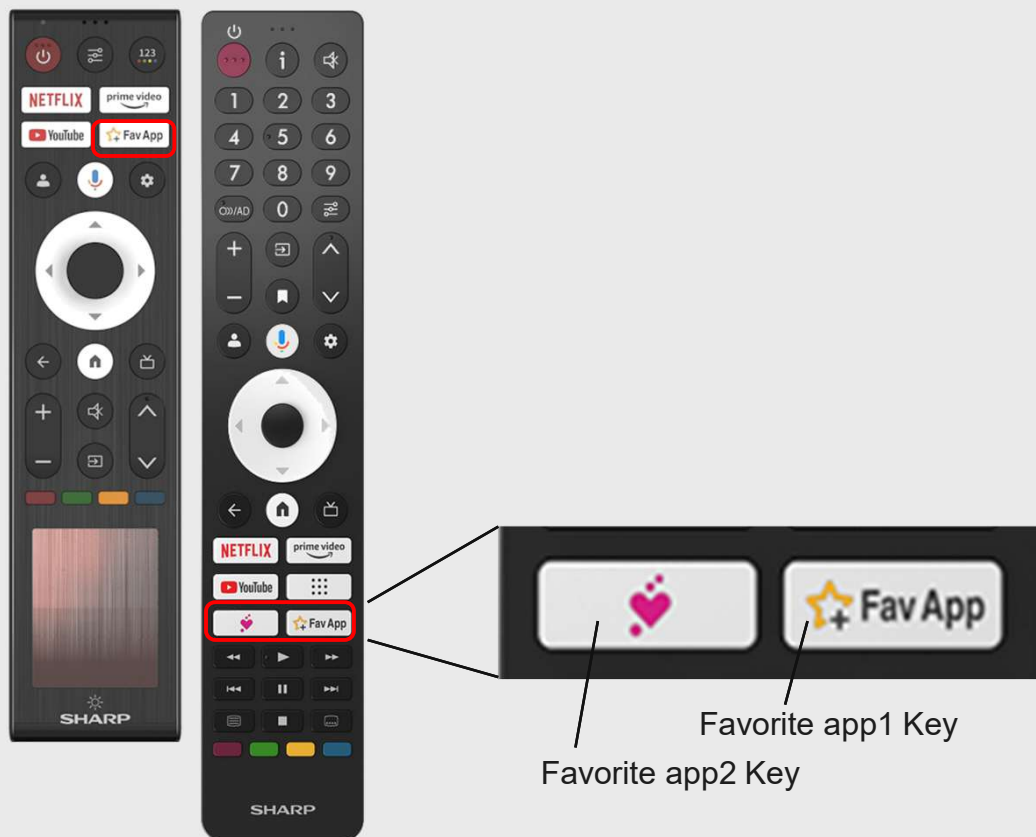


- ① Num keys
- ② Input select
- ③ Information
- ④ Live Guide
- ⑤ Teletext
- ⑥ Media control keys
- ⑦ Channel up/down
- ⑧ Cursor and OK
- ⑨ Subtitle
- ⑩ Audio multiplex / Audio description
- ⑪ Select audio language
- ⑫ Back
- ⑬ Home
- ⑭ Color Keys
- ⑮ Not Used

1. Remote Control Unit (3/3)

Favorite app key on remote

You can use your favorite apps immediately by registering them to the remote's favorite app key.



Long Push : Set the app to the Favorite app key.

Short push: The app set in the Favorite app key will be launched.

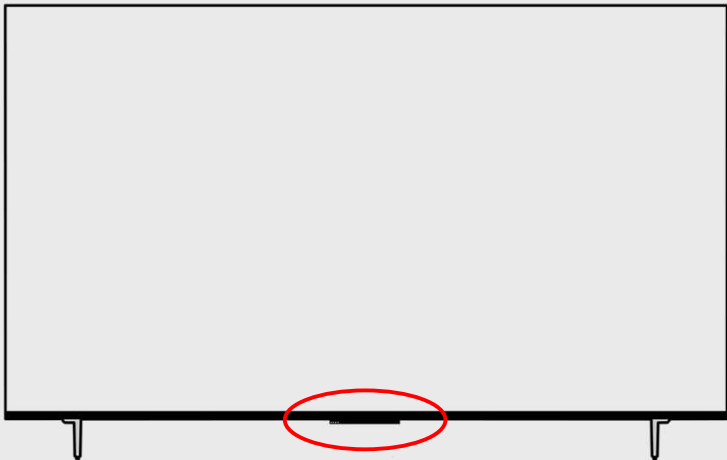
Note

In the following countries, the Favorite app2 Key is pre-registered with the "COCOCRO VISION" app, but you can also register another app.

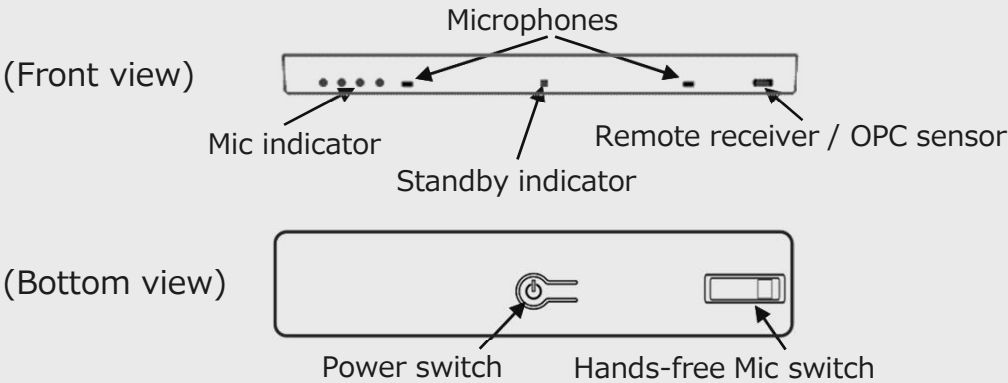
Indonesia / Malaysia / Philippines / Singapore / Taiwan / Thailand

2. TV Operation / Indicator Panel

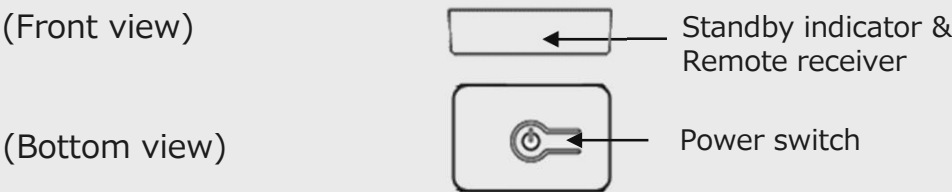
Switches / Indicators / Sensors



HU / HN / HL Series



HJ Series



Hands-free voice control - Mic & Indicator(HU/HN/HL series)

You can talk to Google Assistant via the microphone built-into the TV. To use hands-free voice control, you will need to turn the microphone switch to 'On'. Additionally, you need to configure the settings for each account. Please refer to page EN-21 for details.

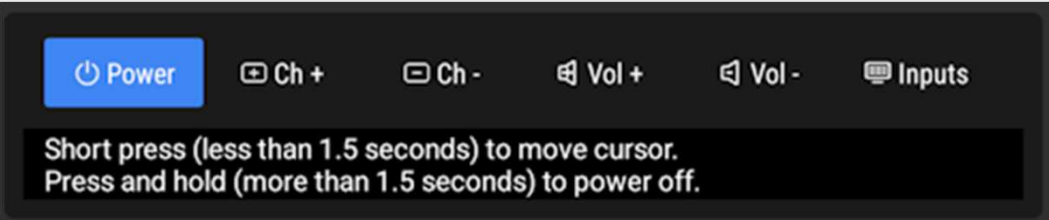
Note

- The microphone indicator will light up when hands-free voice control is working.

Hands-free voice control Mic status		Mic indicator
Switch off		Orange lighting
Switch on	Not active	Lights out
	Active	White lighting
	Recognizing voice	White blink

Power switch

When the power is on, pressing the Power button at the bottom of the TV will display the following menu. Please use this when the remote control is not available.



3. General Settings (1/4)

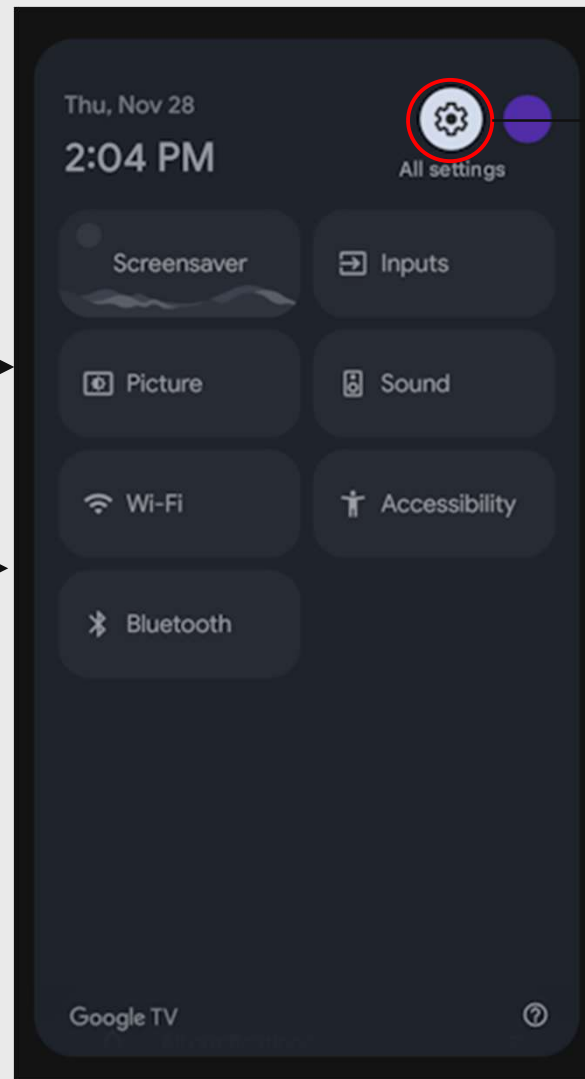
Settings

Configures general settings.

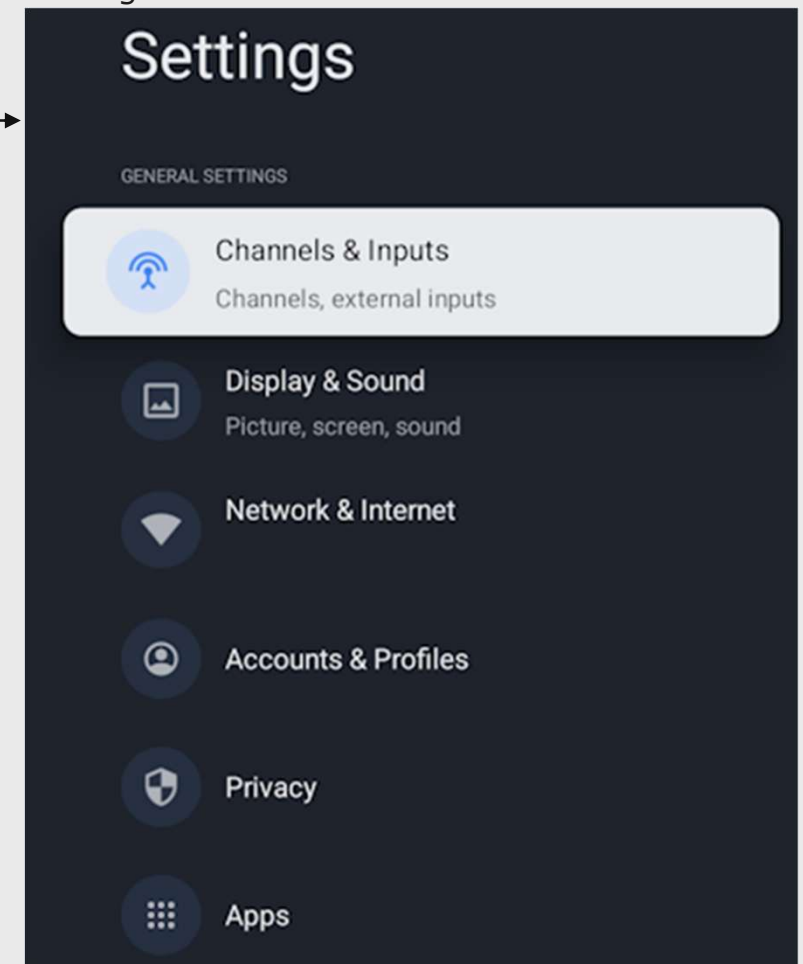
- 1) Press "Dashboard" on remote
- 2) Select "All Settings"



Dashboard



Settings



3. General Settings (2/4)

Channels & Inputs

Configure settings for TV broadcasting, HDMI input, and others.

Channels

Configure the TV channels.

Use this if specific broadcasts are not showing or if the reception quality is inadequate. Additionally, if you set the wrong region when you first turn on the TV, you may not be able to receive broadcasts. In that case, please reset the TV and set the correct region.

To reset the TV, Refer to page EN-8

Inputs

Configure the settings for each input.

PIN lock

Set a PIN for this input to restrict viewers.

Edit names

Change the name of this input.

No signal standby timeout

The TV will automatically turn off when there is no signal from the input device.

HDMI EDID version

Set the EDID version.

Global CEC control

If the connected external device supports CEC, you can control the TV from that external device.

Display & Sound

Adjust the video and audio.

Picture

Adjusts the image. Adjustment results are saved for each input. Switch to the input you want to adjust before executing. (Refer to page EN-11)

Screen

You can change the display format of the video. The available options may vary depending on the video being displayed.

Sound

Adjusts the audio. Adjustment results are saved for each input. Switch to the input you want to adjust before executing. (Refer to page EN-14)

Audio Output

Configure speaker output and optical digital output. (Refer to page EN-16)

AI Karaoke (HU/HN series)

You can mute the voices from the video you are watching and enjoy Karaoke.

Note

- AI Karaoke only works with the following inputs.
HDMI 1/2/3/4, YouTube app, Multi-Media Player app (Refer to page EN-18)
- To use AI Karaoke, you need a commercially available USB microphone or a Bluetooth microphone.
- If you're having trouble hearing voices from the TV, check the status of AI Karaoke. If it is "On", please switch it to "Off".

3. General Settings (3/4)

Network & Internet

Configure Wi-Fi and LAN settings.

Wi-Fi

Connect to the Internet using Wireless LAN.

Ethernet

Connect to the Internet using the LAN port. Please connect the LAN cable.

Account & Profile

Manage Google Accounts and other accounts, as well as configure sign-in settings.

Privacy

You can configure settings to protect your privacy.

Apps

Configure the settings of the installed apps.

System

Configure the system settings.

Ambient Screensaver

Configure the settings for Ambient mode.

Power & Energy

Configure the power settings and settings that are useful for energy saving.

Energy Modes

Select the energy saving mode.

Note

This item may not be displayed depending on your location.

Shut-Off Timer

By setting these timers, you can automatically turn off the TV.

When inactive

The TV will turn off after the set time has elapsed. The power will not turn off when the specified time is reached during video playback, but it will turn off once the video playback is finished. The set time will be retained even if the power is turned off.

When watching

The TV will turn off after the specified time has elapsed. The power will not turn off during video playback, even when the specified time is reached, but it will turn off once the video playback is finished. The set time will be retained even if the power is turned off.

From now

The TV will turn off after the set time has elapsed. Use this feature when going to bed, etc. The power will not turn off during video playback, even when the specified time is reached, but it will turn off once the video playback is finished. The set time will be cleared when the power is turned off.

After turning on

After the TV is turned on, the power will turn off after the specified time has elapsed. The power will also turn off during video playback. The set time will be retained even if the power is turned off.

Power on behavior

Set the screen to be displayed when the power is turned on.

3. General Settings (4/4)

Scheduled power on/off

The power will turn On/Off at a set time every day.

Standby light

Select On/Off for the standby indicator.

About

Check the system status.

System Update

You can connect to the internet to keep your system up to date.

Device name

You can change the name of your TV.
This name will be displayed when connecting to other devices.

Reset

It will be reset to the factory default.

Note

- Personal information will be deleted.
- To change the country of use, please reset.
- When you reset, you will need to redo all settings.

Date & Time

The date and time will be set automatically when connected to the Internet. Please set it when using without an Internet connection

Language

Sets the menu language.

Restart

Restart your TV.

Accessibility

Adjust the visibility and hearing.

Remotes & Accessories

You can connect the included remote control, Bluetooth-compatible game controllers, headphones, and more.

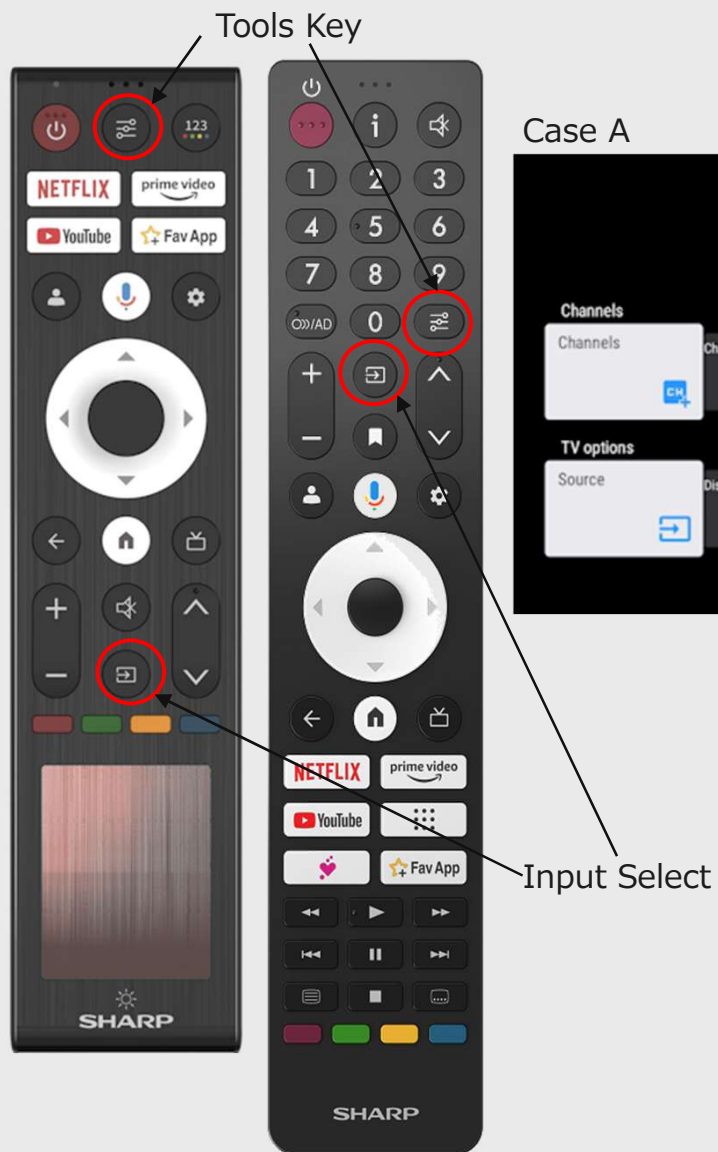
4. Broadcast Settings (1/2)

Configure the broadcast settings.

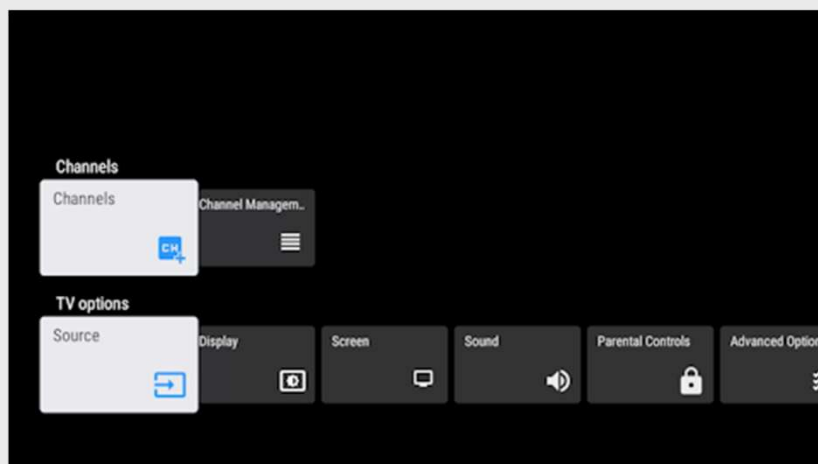
- 1) Select the broadcast to configure
- 2) Press the "Tools" key.

Note

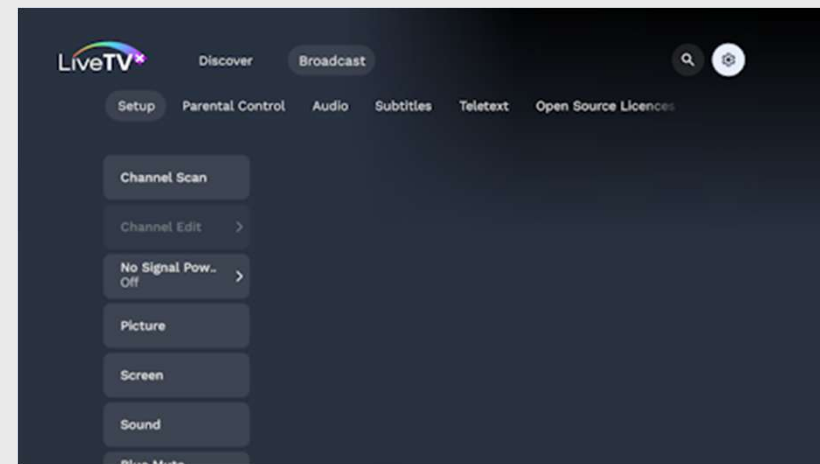
- Depending on your region, one of the following menus will be displayed.
- The items displayed may vary depending on your location and the broadcast.
- These menus will not be displayed in Taiwan.



Case A



Case B



4. Broadcast Settings (2/2)

Program Guide

Displays the electronic program guide.

Channels / Channel Scan

Rescan channels and adjust broadcast reception.

Channel Management / Channel Edit

Change the channel names and rearrange the channel order.

Picture

Adjust the video. (Refer to page EN-11)

Screen

Changes the video display format. The items that can be selected vary depending on the video being displayed.

Sound

Adjust the audio. (Refer to page EN-14)

Parental Control

Restrict the watching age.

Manual OAD Download / Over air update

The software is updated via broadcast.

Subtitle

Configure the subtitle settings.

Audio / Audio Description / Audio Hearing Impaired

Select the audio included in the broadcast and configure the audio broadcasting settings for visually impaired users.

Teletext

Configure Teletext settings.

Blue Mute

When no broadcast is being received, the screen will turn blue.

No Signal Auto Power Off

When no broadcast is being received, the power is automatically turned off.

Default Channel

Sets the channel when the power is turned on.

EWBS Region

Configure the emergency broadcast settings.

Note

Philippines only

Postal Code

Set the postal code.

Note

Indonesia only

5. Picture (1/1)

Picture

This will adjust the video for the selected input.
Switch to the input you want to adjust and execute.

- 1) Select the input
- 2) Press "Dashboard" on remote
- 3) Select "All Settings" > "Display & Sound" > "Picture"

Or

- 1) Select the input
- 2) Press "Tools" on remote
- 3) Select "Picture"

Note

Settings are saved for each input below.
"Home", "Analog Broadcast", "Digital Broadcast", "AV IN",
"HDMI1", "HDMI2", "HDMI3", "HDMI4"

Picture Mode

Select Picture Mode.

Note

The following settings will be saved for each Picture Mode.
The available Picture Modes may vary depending on the video
signal being viewed.

OPC (HU/HN/HL series)

The TV brightness is automatically adjusted according to the
brightness in the room.

Backlight

Adjusts the backlight brightness.

Brightness

Adjusts the brightness of the image.

Contrast

Adjust the contrast of the image.

Saturation

Adjusts the vividness of the image colors.

HUE

Adjusts the color tone of the image.

Sharpness

Adjusts the sharpness of the image.

Advanced settings

Configure advanced settings. (Refer to the page EN-12)

Reset to Default

Restore the settings for the selected input to factory defaults.

Note

All settings other than the currently selected input will be
maintained.

6. Picture > Advanced settings (1/2)

Advanced settings

This will detailed adjust the video for the selected input.
Switch to the input you want to adjust and execute.

- 1) Select the input
- 2) Press "Dashboard" on remote
- 3) Select "All Settings" > "Display & Sound" > "Picture" > "Advanced Settings"

Or

- 1) Select the input
- 2) Press "Tools" on remote
- 3) Select "Picture" > "Advanced settings"

Color temperature

Sets the color temperature.

Dolby Vision Notification

Notifies you when a Dolby Vision signal is input.

Dark Detail

Dolby Vision reproduces dark areas of images in detail.

HDR

Enables or disables HDR signal (High Dynamic Range).

DNR

Reduces noise in the image.

MPEG NR

Reduce compression noise in the image.

Max Vivid

Adjusts the color saturation.

Adaptive Luma Control

Adjust the screen brightness appropriately.

Local Contrast Control

Adjust the contrast of the image..

Dynamic Color Booster

Adjusts the color intensity.

Flesh Tone

Adjust the skin tone in the image.

DI Film Mode

Provides smooth viewing of movie content.

Blue Stretch

Enhance the blue in the image.

Gamma

Adjust the gamma of the image.

Game

Configure the game settings.

Game Mode

The optimal settings for gaming reduce delays in image display.

Gaming MJC

The game images are played smoothly.

6. Picture > Advanced settings (2/2)

MJC

Plays smooth video.

HDMI RGB Range

By extending the HDMI specifications, the video becomes more vibrant.

Color Space

Sets the range of color expression.

Low Blue Light

Reducing the blue in the image can help reduce eye strain.

AI Super Resolution (HU/HN series)

Advanced upscale conversion is performed using AI.

De-Contour (HU/HN series)

Smoothly expresses the gradation in dark areas.

Automatic Playback Optimization (HU/HN series)

Optimize the image for Dolby Vision.

Dolby Vision PQ Calibration (HU/HN series)

Calibrates the Dolby Vision playback image.

Dolby Vision Global Dimming

Adjusts the brightness of the Dolby Vision playback image.

Precision Detail

This allows for precise detail adjustment of Dolby Vision playback images.

Color Tuner

Tune the colors.

11 Point White Balance Correction

White balance can be adjusted in 11 brightness steps.

AIPQ (HU/HN series)

AI will adjust the image quality to suit the video.

VRR

This allows smooth playback of video with an inconsistent refresh rate.

Note

EDID must be set to "Auto" or "2.1".
(Refer to page EN-6)

Refresh Rate

Displays the refresh rate.

7. Sound (1/2)

Sound

This will adjust the sound of the selected input.
Run this on the input you want to adjust.

- 1) Select the input
- 2) Press "Dashboard" on remote
- 3) Select "All Settings" > "Display & Sound" > "Sound"

Or

- 1) Select the input
- 2) Press "Tools" on remote
- 3) Select "Sound"

Note

Settings are saved for each input below.
"Home", "Analog Broadcast", "Digital Broadcast", "AV IN",
"HDMI1", "HDMI2", "HDMI3", "HDMI4"

Dolby Audio Mode

Dolby Audio mode is the mode when Dolby Audio Processing is "On".

"Sound Mode" > "Dolby Audio Processing" > "On"

Sound Mode

Select Sound Mode.

Note

It is managed separately from the "Sound Mode" in "Basic mode".

The following settings are saved for each Sound Mode.

Dolby Audio Processing settings

Configure Dolby Audio.

Basic Mode

Basic mode is the mode when "Dolby Audio Processing" is "Off".

"Sound Mode" > "Dolby Audio Processing" > "Off"

Sound Mode

Select Sound Mode.

Note

It is managed separately from the "Sound Mode" of "Dolby Audio mode".

The following settings are saved for each Sound Mode.

Basic Settings

Configure Basic mode

Balance

Adjusts the volume balance between the left and right speakers.

Bass

Adjusts the bass.

Treble

Adjusts the treble.

Surround Sound

Adjusts the surround effect.

Equalizer Detail

Adjust the sound by frequency.

7. Sound (2/2)

DTS Virtual:X Mode

Adjust your sound with DTS Virtual:X.

Note

When Dolby Audio Mode is "On", DTS Virtual:X is not available.

DTS Virtual:X settings

Configure the DTS Virtual:X settings.

DTS DRC

Adjusts the dynamic range of the DTS.

Speakers

Set the built-in speaker to On/Off.

Speaker Delay

Adjust the delay for the built-in speaker output.

eARC

Turns the eARC function on/off.

Downmix Mode

Set the specifications for playing multi-channel audio through 2-channel speakers.

Clear Voice

Makes people's voices clearer and easier to hear.

Reset to Default

Resets the current input settings to the factory settings.

Note

All settings other than the current input will be retained.

8. Audio Output (1/1)

Audio Output

Configure the Digital Audio Output and Bluetooth audio output settings.

- 1) Press "Dashboard" on remote
- 2) Select "All Settings" > "Display & Sound" > "Audio Output"

Or

- 1) Select any input
- 2) Press "Tools" on remote
- 3) Select "Audio Output"

Note

This setting is common to all inputs.

Digital Output

Sets the output format for the Digital Audio Output connector.

Digital Output Delay

Adjusts the digital audio output delay.

Bluetooth Delay

Adjust the Bluetooth audio delay.

Audio Output Device

Set the device for audio output.

MultiOutput Spk Volume

Adjusts the volume of the built-in speaker when multiple devices are selected in "Audio Output Device" menu.

9. Apps (1/4)

Unique feature from SHARP

Introducing the installed SHARP apps.

You can also connect to the Internet and install a variety of apps to enjoy.

Azan - Prayer time

This feature could help a Muslim user to stay on top of Prayers with Azan by getting the accurate prayer times via notification.



Note

Only available in Indonesia and Malaysia.

SHARP COCORO VISION

This apps provides free entertainment, life information and application platform to makes life more comfortable.

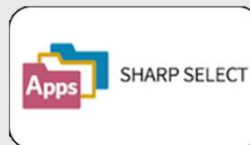


Note

Only available in Indonesia, Malaysia, Philippines, Singapore, Taiwan and Thailand.

SHARP SELECT

This app shows recommended apps that can be enjoyed with AQUOS.



9. Apps (2/4)

Multi-Media Player

You can connect the TV to a USB memory device to enjoy viewing pictures, listening to music, and watching videos.



Note

- Not all files that meet the conditions listed here can be played.
- USB 1.1 devices may not be played properly.
- Some video file formats may not be played depending on the file.
- Some images may not be displayed in the appropriate aspect ratio.
- File extensions are not used to determine the file format.
- Vertical video files are not supported.
- Portrait format cannot display. Only support landscape format.

USB Device Compatibility

USB device	USB Memory USB card reader (Mass Storage class)
File system	FAT / FAT32 / NTFS

Photo file format

Format	JPEG / PNG / BMP
--------	------------------

Music file format

Format	MP3 / AAC / WAV
--------	-----------------

Video file format

Container	Video Codec	Audio Codec
MP4 MKV TS	MPEG-1 MPEG-2 MPEG-4 H.264 (AVC) H.265 (HEVC) VP8 VP9 AV1 VC-1 VVC	PCM MP2: MPEG-1 Layer2 MP3: MPEG-1 Layer3 AAC AC3 VORBIS

9. Apps (3/4)

SHARP Living Camera

This app allows the whole family to have fun taking photos and decorating them. You can also display YouTube videos and camera images at the same time, so you can enjoy yoga or dancing checking yourself on the screen while watching YouTube.



The description of functions

Function	Icon	Function description
Album		Check saved photos and videos. You can delete them by pressing the ↓ cursor key.
Video		1) Take videos for 30s at most. You can set self-timer (5s/10s) by pressing the ↑ cursor key. 2) Press OK key to finish recording and then the video is saved automatically.
Camera		1) Take photos. You can set self-timer (5s/10s) by pressing the ↑ cursor key in advance. 2) Select “Save”, “Retake” or “Decorate”. <Decoration Function> 1) Select background and go to “Next”. 2) Select frame and go to “Next”. 3) Select stamps go to “Next”. 4) Save decorated photos. *You can save decorated photos after the page of selecting stamp. *You can’t decorate already saved photos.
Mirror		Camera images are displayed as a mirror. Check your appearance and your outfit.

Function	Icon	Function description
Video App		1) A keyboard is displayed. 2) Search your favorite videos on YouTube by the keyboard or Google Assistant. 3) Stream videos on YouTube while watching yourself on the screen.
Settings		Turn on/off and check the following settings and information. Resolution/ Actress Mirror/ Saving destination priority setting (USB memory stick)/ Open-source license/ About the App *Actress Mirror: Display a white frame when using Video/ Camera/ Mirror. It works as a reflector board and lightens up your face. *Saving destination priority setting (USB memory stick): Set whether to prioritize saving photos and videos in your external memory. For system stability, it is recommended to save in an external USB memory.

Saving in USB memory

When connecting your USB memory, photos and videos are saved preferentially in it. They are saved in “AQUOScam” folder. When not connecting one, they are saved in the internal memory.

Sharing photos and videos

You can share only photos and videos saved in your USB memory. Take the data from the USB memory and share them.

Note

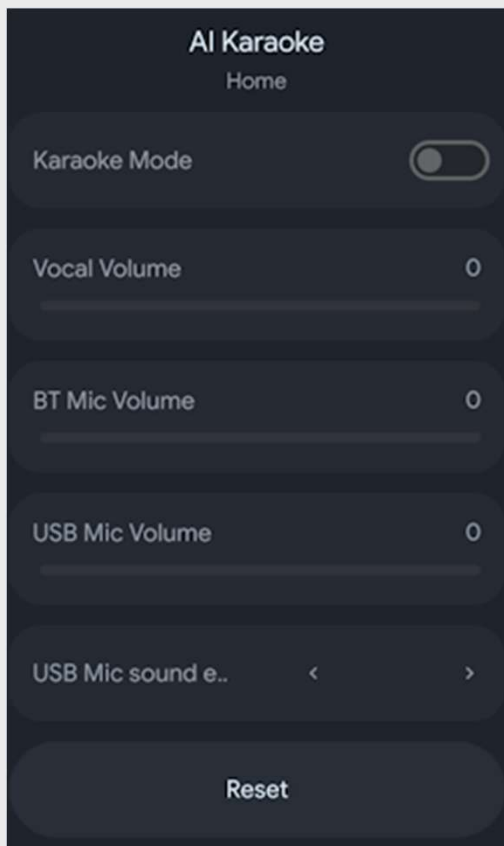
- A commercially available USB camera is required.
- Only available in Indonesia, Malaysia, Philippines, Singapore, Taiwan, Thailand and Vietnam.

9. Apps (4/4)

SHARP AI Karaoke (HU/HN series)

This app displays the AI Karaoke menu.

By registering with Favorite app Key, you can quickly switch AI Karaoke on/off.



Menu	Description
Karaoke Mode	Toggle AI Karaoke on/off.
Vocal Volume	Adjust the effect of AI Karaoke.
BT Mic Volume	Adjust the volume of the Bluetooth microphone.
USB Mic Volume	Adjust the volume of the USB microphone.
USB Mic sound effect	By selecting a location, you can enjoy immersive sound tailored to the location.
Reset	Reset your settings.

Note

- AI Karaoke only works with the YouTube app, Multi-media Player app, and content from HDMI 1 to 4.
- To enjoy AI Karaoke, you will need a dedicated microphone.
Please contact Sharp in your country to learn more about microphones.
- AI Karaoke only works with the TV's built-in speakers. It does not work with Bluetooth speakers, etc.
- When the Karaoke function is set to "On", you will not be able to hear the audio for each content. Set AI Karaoke to "Off" except when you are enjoying karaoke.

10. Google Assistant / Hands-free voice control (1/1)

Google Assistant

Do more on your TV with your voice. Ask Google Assistant to find movies, stream apps, play music, control the TV and more. Press the Google Assistant button on the remote to get started.

To view or change Google Assistant settings follow the steps below:

- 1) Press "Dashboard" on remote
- 2) Select "All Settings" > "Account & Profiles" > (Your account) > "Google Assistant"

Note

- You may enable or disable Google Assistant for each account.
- You cannot control all the functions of the TV via Google Assistant.
- Google Assistant is not available in certain languages and countries.
- Availability of services varies by country and language.
- Find out more at <https://support.google.com/assistant>

Hands-free voice control (HU/HN/HL series)

With hands-free voice control built into certain series, you can set aside your remote and simply use your voice to search and access entertainment, get answers, control the TV and more. Just say "Hey Google" to get started.

To view or change Hands-free Mic settings follow the steps below:

- 1) Press "Dashboard" on remote
- 2) Select "All Settings" > "Account & Profiles" > (Your account) > "Google Assistant" > "Hands-free Mic"

Note

- To use hands-free voice control, you will need to set the mic switch to 'On'. (Refer to page EN-4).
- Hands-free voice control is only supported in certain countries and languages. Please refer to page EN-26 for the countries and languages that support Hands-free voice control.

11. Gaming UI (1/1)

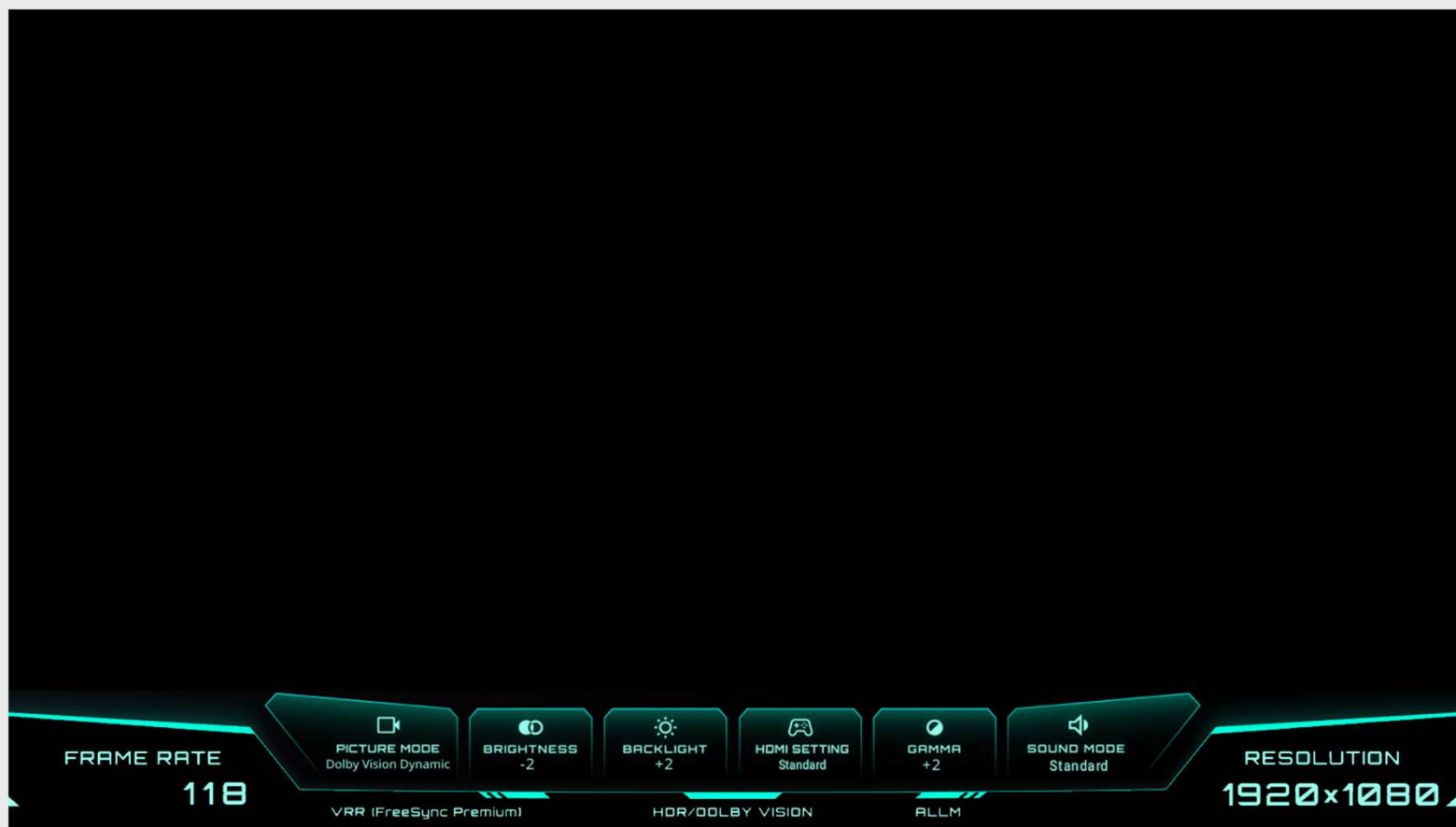
Gaming UI (HU/HN series)

Press and hold the 'Tools' key to display the Gaming UI. You can view the frame rate in real time and turn VRR and ALLM on/off.

- 1) Change the input to the HDMI.
- 2) Press and hold 'Tools' on remoted

Note

HDMI 3 & HDMI 4 support 120Hz (Up to 144Hz). HDMI 1 and HDMI 2 support 60Hz.



12. Appendix (1/5)

Troubleshooting (1/3)

If require any assistance with troubleshooting, please contact SHARP Customer Care.

Problem	Possible Solution
No power.	- Check if you pressed "POWER" on the remote control unit. - Is the AC cord disconnected? - Has the power been turned on?
Unit cannot be operated.	- External influences such as lightning, static electricity, may cause improper operation. In this case, operate the unit after first turning off the power of the TV or unplugging the AC cord and replugging it in after 1 or 2 minutes.
Remote control unit (Type A) does not operate.	- Is there any insulating sheet remaining in the USB Type-C port? Please remove the insulating film. - Is the remote control unit charged? Please charge via the USB Type-C port.
Remote control unit (Type B) does not operate.	- Are batteries inserted with polarity (+, -) aligned? - Are batteries worn out? (Replace with new batteries.) - Are you using it under strong or fluorescent lighting? - Is a fluorescent light illuminated near the remote control sensor?
Picture is cut off/with sidebar screen.	- Are Screen adjustments such as picture size made correctly?
Strange color, light color, or color misalignment.	- Adjust the picture tone. - Is the room too bright? The picture may look dark in a room that is too bright.
Power is suddenly turned off.	- Is the Shut-Off Timer set? (Refer to page EN-7) - Is the Scheduled power on/off set? (Refer to page EN-8) - Is the No signal standby timeout set? (Refer to page EN-6) - If the internal temperature of the unit rises, it will automatically turn off the power. Remove any objects blocking the ventilation holes or clean them.
The top of the TV is hot.	- Since the air warmed by the heat generated from the internal circuit passes through the upper part due to natural convection, the upper part becomes warm. However, it is not a defect and does not affect the TV's functionality.

12. Appendix (2/5)

Troubleshooting (2/3)

Problem	Possible Solution
Power may turn on by itself.	- Is the scheduled power on/off set? (Refer to page EN-8)
Even if you turn off, power lamp does not turn off.	- You can turn it off in the menu under 'Standby light'. (Refer to page EN-8)
No picture.	- Is the connection to the device correct? - When connecting a PC to the TV, check that display output mode of the PC is set to external monitor.
Picture quality of HD programs is poor.	- To enjoy HD images from external equipment, you are required to set up HDMI connection. - If the program content is not of HD quality, HD images cannot be displayed. Check that the program you are viewing provides HD images. - The HD cable/satellite set-top box may need to be configured to output HD images via cable/satellite. - The cable/satellite broadcast may not support a signal resolution of 1080p.
The TV sometimes makes a cracking sound.	- This is not a malfunction. This happens when the cabinet slightly expands and contracts according to change in temperature. This does not affect the TV's performance. Do not open the rear cover of the cabinet to reconstruct the circuits. There exists high voltage within the cabinet and it may cause electric shock and injury. If maintenance is required, contact your dealer.

12. Appendix (3/5)

Troubleshooting (3/3)

Problem	Possible Solution
No sound.	- Is the connection to the device correct? - Is the volume too low? - Have you pressed "Mute" on the remote control unit? - Check the audio output of the connected external equipment. Is the volume too low or muted? - When external equipment is connected via an HDMI cable, you may need to configure the audio to be output through the HDMI cable. - If you connect your PC with an HDMI cable, is the audio output of your PC set correctly? Please check the audio output settings and output audio format in the sound properties of your PC. - The audio formats compatible with this TV are PCM, Dolby Digital. With other formats, audio cannot be output.
Cast image/audio cannot be output to the TV.	- Check if the smartphone/tablet is connected in the same Wi-Fi network.
Software updates via Over-The-Air (OTA) is not successful.	- Make sure your internet connection is working. - If the TV is connected to Internet, but no connection available, please disconnect the internet from your TV and then reconnect again.
Apps and services cannot be operated.	- Make sure your internet connection is working. - Depending on certain apps and services, you may not be able to connect those apps and services if the date and time is incorrect. Set the date and time correctly.
No voice.	- Is AI Karaoke turned on? Turn AI Karaoke off.
Hands-free voice control is not working.	- Is the Hands-free voice control Mic switch turned on? (Refer to page EN-4) - Is the Hands-free voice control Mic enabled? (Refer to page EN-21) - Hands-free voice control is only supported in certain countries and languages. Please refer to page EN-26 for the countries and languages that support Hands-free voice control.

12. Appendix (4/5)

Supported Hands-free voice control countries and languages (HU/HN/HL series)

Hands-free voice control is only supported in certain countries and languages. Please check the table below for the countries and languages that support Hands-free voice control.

Set language	Hands-free voice control availability
čeština	
Dansk	Supported
Deutsch	Supported
Eesti	
English (United Kingdom)	Supported
English (United States)	Supported
España (España)	Supported
España (Estados Unidos)	Supported
Français (Canada)	Supported
Français (Français)	Supported
Hrvatski	
Indonesia	Supported
Italiano	Supported
Latviešu	
Lietuvių	
Magyar	
Melayu	
Nederlands	Supported
Norsk bokmål	Supported
Polski	
Português (Brasil)	Supported
Português (Portugal)	Supported
Română	
Slovenčina	
Slovenščina	
Suomi	
Svenska	Supported

Set language	Hands-free voice control availability
Tiếng Việt	Supported
Türkçe	
Ελληνικά	
Български	
Русский	Supported
Српски	
Українська	
עברית	
العربية (الإمارات العربية المتحدة)	
العربية (المملكة العربية السعودية)	
فارسی	
हिन्दी	Supported
ไทย	
中文(简体)	
中文(繁體)	Supported
中文(香港)	

As of January 2025

Note

If the Hands-free voice control is not available or does not work properly, please use the microphone on the remote control.

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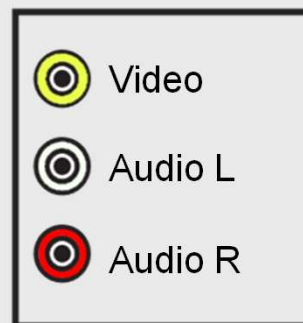
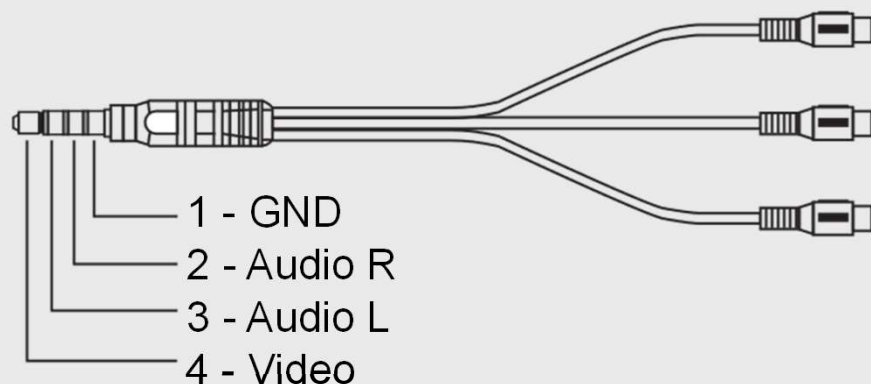
Google TV is the name of this device's software experience and a trademark of Google LLC. Google and YouTube are trademarks of Google LLC.

Google Assistant is not available in certain languages and countries.
Availability of services varies by country and language.

Connecting AV IN

Requires RCA jack conversion.
Buy the service parts (QCNWGA252WJPZ).

Side terminal



13. DISCLAIMERS

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