

**INSIGNIA™**

# LED TV User Guide

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# Insignia LED TV

## Introduction

Congratulations on your purchase of a high-quality, Insignia TV. Your TV represents the state-of-the-art in LED TV technology and is designed for reliable and trouble-free performance.

### INlink

Enjoy the benefit of having HDMI CEC-compatible products plug and play! No setup is needed! CEC technology lets different devices discover and communicate with each other. (See page 21 for instructions on how to use INlink.)

## TV components

This section covers basic information for:

- TV front
- Jacks
- Remote control

### TV front

You can find these items on the front of your TV.

ITEM	DESCRIPTION
Remote control sensor	Receives signals from the remote control. Do not block.
Power indicator	Turns off when your TV is on. Lights red when your TV is off (standby mode).

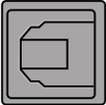
**Game mode** Video games generally require adjustments to the TV picture settings to get the maximum experience. By simply pressing the **GAME** button on your remote control, your TV settings automatically adjust for video games. It couldn't be easier.

### Audio accessibility

Your TV provides audio descriptions of menus and some remote control functions. Depending on the broadcaster, audio narration of key elements in programs may also be available. (See page 30 for instructions on how to turn on audio narration.)

## Jacks

Your TV may have any of the following items:

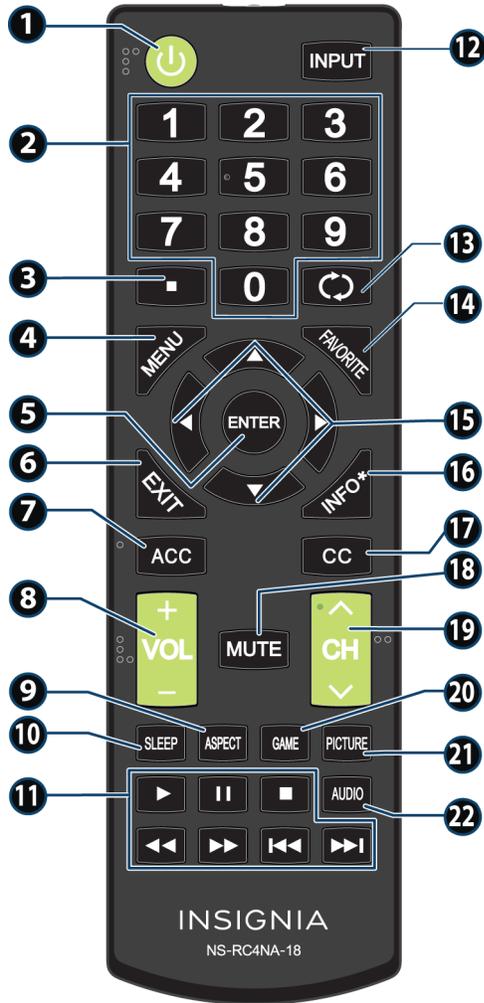
ITEM	DESCRIPTION	FUNCTION
	Power/Input button	<p><b>Power</b>—Press to turn on your TV when your TV is off (in standby mode). Press and hold to turn off your TV when your TV is on.</p> <p><b>Warning:</b> When your TV is off, power still flows through it. To completely disconnect power, unplug the power cord.</p> <p><b>Input</b>—When your TV is turned on, short press to open the <i>FUNCTION</i> list. Short press this button to move between functions and highlight the function you want, then press and hold this button to select the function. You can select:</p> <ul style="list-style-type: none"> <li>• <b>Exit</b> to close the <i>FUNCTION</i> list.</li> <li>• <b>Input Source</b> to open the <i>INPUT SOURCE</i> list and select a video input source.</li> <li>• <b>Channel List</b> to open the channel list and select a channel.</li> <li>• <b>VOL+</b> to increase the volume.</li> <li>• <b>VOL-</b> to decrease the volume.</li> </ul>
	Digital OPTICAL output jack	Connect a sound bar, digital speaker system, or home theater system to this jack to listen to TV audio through external speakers. See <a href="#">Digital audio</a> on page 13.
	Digital COAXIAL output jack	
	Headphone jack OR AUDIO OUT jack	On some TVs the headphone jack and audio out jack are combined into one jack. Connect headphones, a sound bar, analog speaker system, or a home theater system to this jack to listen to TV audio through external speakers. See <a href="#">Analog audio</a> on page 14.
	Antenna/Cable in jack	Connect an antenna or cable TV to this jack. See <a href="#">Coaxial (good)</a> on page 9 or <a href="#">Connecting an antenna or cable TV (no box)</a> on page 9.
	Analog video and audio (AV) jacks	Connect the video and audio for an AV device to these jacks. See <a href="#">AV (good)</a> on page 8, 10, or 11.
	USB	Connect a USB flash drive to this jack to view compatible JPEG picture files. See <a href="#">Connecting a USB flash drive</a> on page 12 and <a href="#">Using a USB flash drive</a> on page 22.
	HDMI	Connect an HDMI device to this jack. See <a href="#">HDMI (best)</a> on page 8, 10, or 11, or <a href="#">Connecting a computer</a> on page 12.
	HDMI/ARC	Connect an ARC-enabled home theater receiver to this jack. OR Connect an HDMI device to this jack. See <a href="#">HDMI (best)</a> on page 8, 10, or 11, or <a href="#">Connecting a computer</a> on page 12.

ITEM	DESCRIPTION	FUNCTION
	RESET	Press to reset your TV to the factory defaults. If this button is in a recessed hole, use a thin item, like a paper clip, to press the button.
	SERVICE	Do not connect a device to this jack. Do not insert anything into this jack.

**CAUTIONS:**

- Check the jacks for position and type before making any connections.
- Loose connections can cause poor audio or video quality. Make sure that all connections are tight and secure.
- The external audio/video equipment shown may be different from your equipment. If you have questions, refer to the documentation that came with your equipment.
- Always unplug the power cord when connecting external equipment.

Remote control



#	BUTTON	PRESS TO...
1	⏻ (power)	Turn your TV on or off (standby mode). <b>Warning:</b> When your TV is off, power still flows through it. To disconnect power, unplug the power cord.
2	Numbers	Enter channel numbers and the parental control password.
3	■	Enter a digital sub-channel number. See <a href="#">Selecting a channel</a> on page 20.
4	MENU	Open the on-screen menu.
5	ENTER	Confirm selections or changes in TV menus.
6	EXIT	Close the on-screen TV menu.
7	ACC	Open the <i>Accessibility</i> menu. See <a href="#">Adjusting accessibility settings</a> on page 30.

#	BUTTON	PRESS TO...
8	VOL+/VOL-	<b>TV:</b> Adjusts the volume. <b>TV menu:</b> Navigate left or right. <b>USB:</b> Control a photo slideshow.
9	ASPECT	<b>TV:</b> Change how the pictures appears on the screen. <b>USB:</b> Zoom when displaying a photo.
10	SLEEP	Set the sleep timer. You can select <b>Off, 5, 10, 15, 30, 60, 90, 120, 180, or 240</b> minutes.
11	Media controls	Control INlink-compatible (HDMI CEC) devices. See <a href="#">Using INlink</a> on page 21.
12	INPUT	Open the <i>INPUT SOURCE</i> list and select a video input source. See <a href="#">Selecting the video input source</a> on page 19.
13	↻ (return)	Return to the previous channel.
14	FAVORITE	Set up the Favorite channel list or open the existing Favorite channel list. See the <b>Favorite Channel Setup</b> and <b>Favorite Channel List</b> options in <a href="#">Changing channel settings</a> on page 27.
15	▲ ▼ ◀ ▶	<b>TV menus</b> —Navigate on-screen TV menus and adjust settings. <b>USB</b> —Control a photo slideshow.
16	INFO*	Display TV status information, such as the channel number, channel name (if available), or signal source. See <a href="#">Viewing channel information</a> on page 20.
17	CC	Turn closed captioning on or off. You can select <b>CC Off, CC On, or CC On when mute</b> . See the <b>Caption Control</b> option in <a href="#">Using closed captioning</a> on page 29.
18	MUTE	Mute or un-mute the sound.
19	CH^/CH∨	<b>TV:</b> Change to the next higher or lower channel in the channel list. <b>TV menu:</b> Navigate up or down.
20	GAME	Change the picture mode to <b>Game</b> mode.
21	PICTURE	Select the picture mode. You can select <b>Vivid, Standard, Energy Savings, Movie, Game, or Custom</b> . See the <b>Picture Mode</b> option in <a href="#">Adjusting the TV picture</a> on page 23.
22	AUDIO	Select the audio mode. You can select <b>Standard, Theater, Music, News, or Custom</b> . See the <b>Audio Mode</b> option in <a href="#">Adjusting sound settings</a> on page 25.

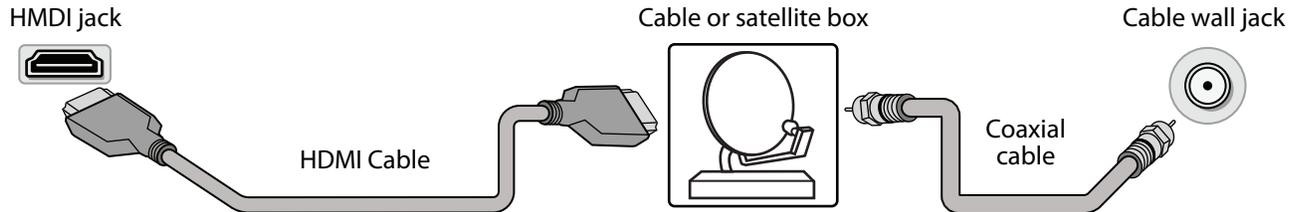
## Connecting a cable or satellite box

Many cable or satellite TV boxes have more than one connection type. To get the best video, you should use the best connection type available. See [Jacks](#) on page 5.

You can connect a cable or satellite box using:

- HDMI (best)
- AV (good)
- Coaxial (good)

### HDMI (best)

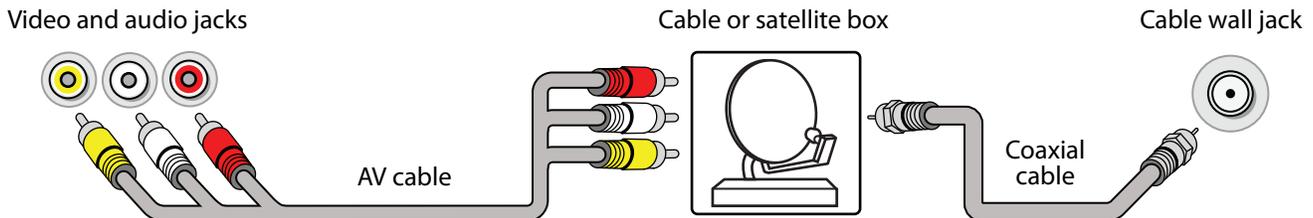


- 1 Make sure that your TV's power cord is unplugged and all connected equipment is turned off.
- 2 Connect a coaxial cable (not provided) to the cable wall jack and to the cable-in jack on the cable or satellite box.
- 3 Connect an HDMI cable (not provided) to one of the **HDMI** jacks on your TV and to the HDMI out jack on the cable or satellite box.
- 4 Plug your TV's power cord into a power outlet, turn on your TV, then turn on the cable or satellite box.
- 5 Press **INPUT** to open the *INPUT SOURCE* list, select the **HDMI** jack you connected the cable or satellite box to, then press **ENTER**.

**Note:** An HDMI cable carries both audio and video. You do not need to use any audio cables.

### AV (good)

**Note:** Cables are often color-coded to match color-coded jacks.

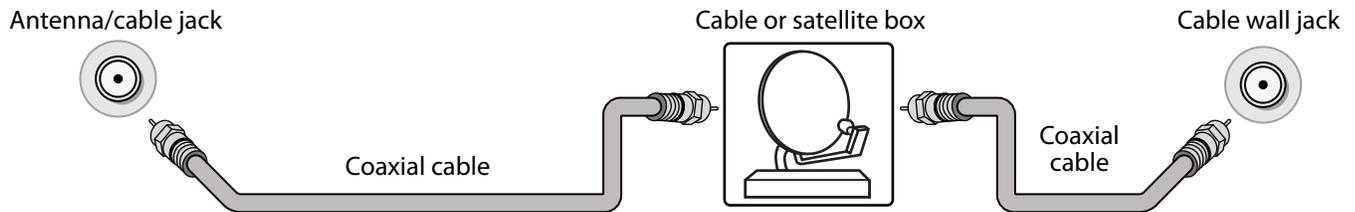


- 1 Make sure that your TV's power cord is unplugged and all connected equipment is turned off.
- 2 Connect a coaxial cable (not provided) to the cable wall jack and to the cable-in jack on the cable or satellite box.
- 3 Connect an AV cable (not provided) to the AV jacks on your TV and to the AV out jacks on the cable or satellite box.

**IMPORTANT:** When you connect the audio using the AV jacks, the audio output is analog.

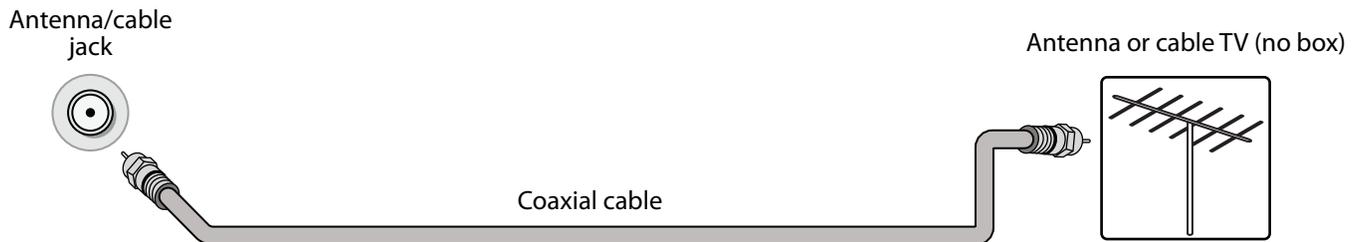
- 4 Plug your TV's power cord into a power outlet, turn on your TV, then turn on the cable or satellite box.
- 5 Press **INPUT** to open the *INPUT SOURCE* list, select **AV**, then press **ENTER**.

## Coaxial (good)



- 1 Make sure that your TV's power cord is unplugged and all connected equipment is turned off.
- 2 Connect the coaxial cable to the cable wall jack and to the cable-in jack on the cable or satellite box.
- 3 Connect a coaxial cable (not provided) to the antenna/cable jack on your TV and to the coaxial out jack on the cable or satellite box.
- 4 Plug your TV's power cord into a power outlet, turn on your TV, then turn on the cable or satellite box.
- 5 Press **INPUT** to open the *INPUT SOURCE* list, select **TV**, then press **ENTER**.
- 6 If you cannot tune to channels you know exist, scan for channels. See the **Auto Channel Search** option in [Changing channel settings](#) on page 27.

## Connecting an antenna or cable TV (no box)



- 1 Make sure that your TV's power cord is unplugged and all connected equipment is turned off.
- 2 Connect a coaxial cable (not provided) to the antenna/cable jack on your TV and to the antenna or cable TV wall jack.
- 3 Plug your TV's power cord into a power outlet, then turn on your TV.
- 4 Press **INPUT** to open the *INPUT SOURCE* list, select **TV**, then press **ENTER**.
- 5 If you cannot tune to channels you know exist, scan for channels. See the **Auto Channel Search** option in [Changing channel settings](#) on page 27.

### Notes:

- Use a coaxial cable to eliminate interference and noise from radio waves.
- If the antenna is not installed correctly, contact qualified service personnel to correct the problem.
- If the signal level for a channel is weak, the picture may be distorted. Adjust the antenna or use a highly directional outdoor or set-top antenna with a built-in amplifier.
- If the picture quality is good on some channels and poor on others, the problem may be caused by a poor or weak signal from the broadcaster or cable TV provider.
- If you connect to cable TV without a set-top box and experience poor picture quality, you may need to install a set-top box to improve signal reception and picture quality. Contact your cable TV provider about upgrading to a set-top box.
- Many high-definition (HD) channels upscale standard-definition (SD) content. The picture displayed on your TV is still displayed as SD, thus the picture quality will not be as clear or crisp as it would be if the content was originally recorded in HD.

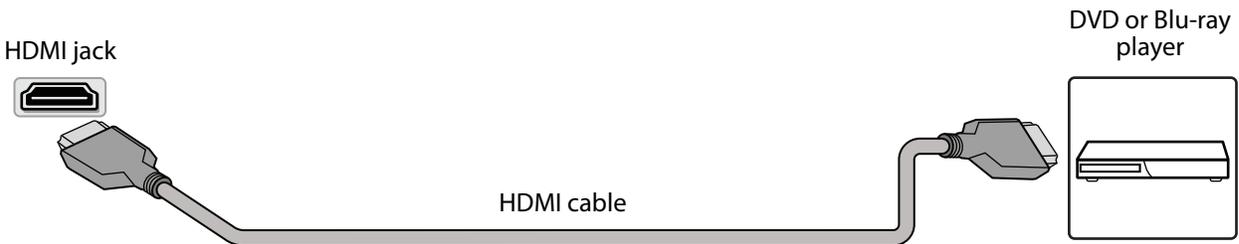
## Connecting a DVD or Blu-ray player

Many DVD or Blu-ray players have more than one connection type. To get the best video, you should use the best connection type available. See [Jacks](#) on page 5.

You can connect a DVD or Blu-ray player using:

- HDMI (best)
- AV (good)

### HDMI (best)

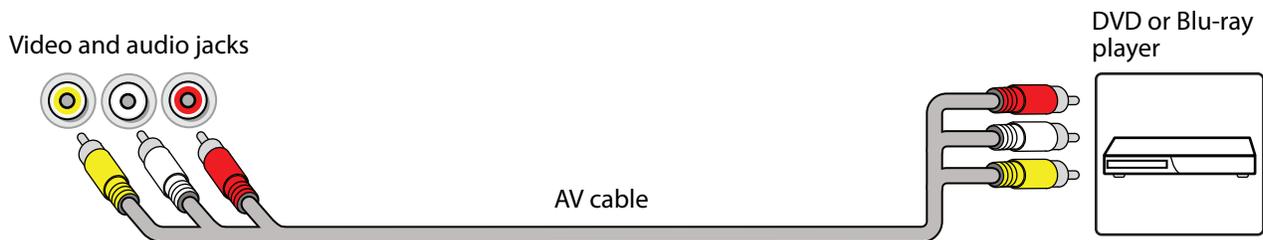


- 1 Make sure that your TV's power cord is unplugged and the DVD or Blu-ray player is turned off.
- 2 Connect an HDMI cable (not provided) to one of the **HDMI** jacks on your TV and to the HDMI out jack on the DVD or Blu-ray player.
- 3 Plug your TV's power cord into a power outlet, then turn on your TV and DVD or Blu-ray player.
- 4 Press **INPUT** to open the *INPUT SOURCE* list, select the **HDMI** jack you connected the player to, then press **ENTER**.

**Note:** An HDMI cable carries both audio and video. You do not need to use any audio cables.

### AV (good)

**Note:** Cables are often color-coded to match color-coded jacks.



- 1 Make sure that your TV's power cord is unplugged and the DVD or Blu-ray player is turned off.
- 2 Connect an AV cable (not provided) to the AV jacks on your TV and to the AV out jacks on the DVD or Blu-ray player.

**IMPORTANT:** When you connect the audio using the AV jacks, the audio output is analog.

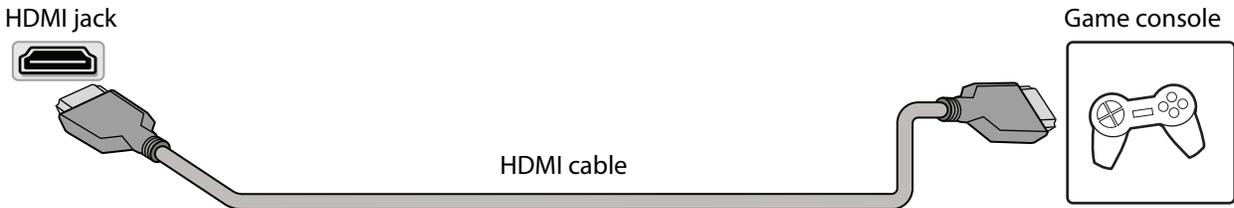
- 3 Plug your TV's power cord into a power outlet, then turn on your TV and DVD or Blu-ray player.
- 4 If needed, set the player to the correct output mode. See the documentation that came with the player.
- 5 Press **INPUT** to open the *INPUT SOURCE* list, select **AV**, then press **ENTER**.

## Connecting a game console

You can connect a game console using:

- HDMI (best)
- AV (good)

### HDMI (best)

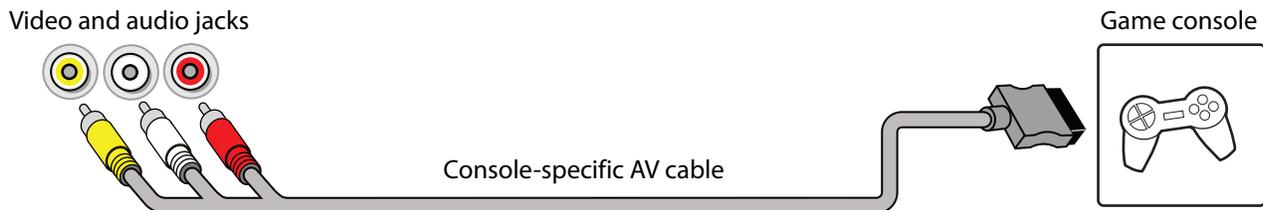


- 1 Make sure that your TV's power cord is unplugged and the game console is turned off.
- 2 Connect an HDMI cable (not provided) to one of the **HDMI** jacks on your TV and to the HDMI out jack on the game console.
- 3 Plug your TV's power cord into a power outlet, then turn on your TV.
- 4 Turn on the game console, then set it to the correct output mode. See the documentation that came with the console.
- 5 Press **INPUT** to open the *INPUT SOURCE* list, select the **HDMI** jack you connected the console to, then press **ENTER**.

**Note:** An HDMI cable carries both audio and video. You do not need to use any audio cables.

### AV (good)

**Note:** Cables are often color-coded to match color-coded jacks.



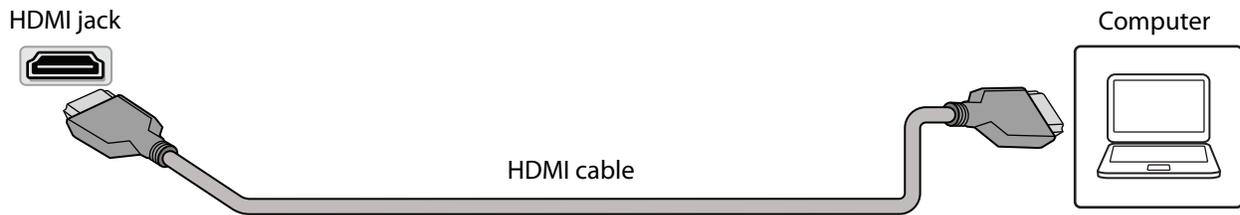
- 1 Make sure that your TV's power cord is unplugged and the game console is turned off.
- 2 Connect the console-specific AV cable to the AV jacks on your TV and to the AV jack(s) on the game console.

**IMPORTANT:**

- Some older game consoles come with a special AV cable. See the documentation that came with your game console or check the manufacturer's website.
- When you connect the audio using the AV jacks, the audio output is analog.

- 3 Plug your TV's power cord into a power outlet, then turn on your TV.
- 4 Turn on the game console, then set it to the correct output mode. See the documentation that came with the console.
- 5 Press **INPUT** to open the *INPUT SOURCE* list, select **AV**, then press **ENTER**.

## Connecting a computer



- 1 Make sure that your TV's power cord is unplugged and the computer is turned off.
- 2 Connect an HDMI cable (not provided) to one of the **HDMI** jacks on your TV and to the HDMI out jack on the computer.
- 3 Plug your TV's power cord into a power outlet, then turn on your TV and the computer.
- 4 Press **INPUT** to open the *INPUT SOURCE* list, select the **HDMI** jack you connected the computer to, then press **ENTER**.
- 5 Adjust the display properties on the computer, if necessary.

## Connecting a USB flash drive



- 1 Plug a USB flash drive into the **USB** port on your TV.

**CAUTION:** Do not remove the USB flash drive or turn off the TV while using the USB flash drive. You may lose data or damage the USB flash drive.

- 2 Select **Yes** in the message that appears. The *PHOTOS* menu opens.

OR

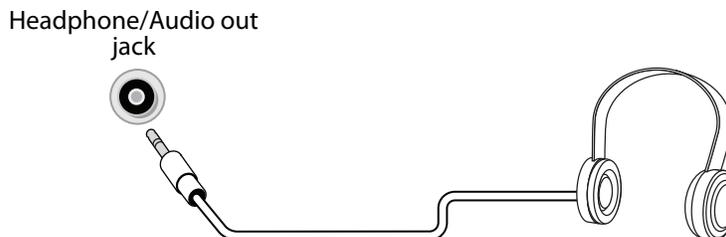
If you switch to a different video input source after you plug in the USB flash drive and want to switch back to the drive, press **INPUT** to open the *INPUT SOURCE* list, select **USB(Photos)**, then press **ENTER**. The *PHOTOS* menu opens.

**Note:** The **Photos** viewer only supports JPEG format images (with ".jpg" file extensions) and not all JPEG files are compatible with your TV. See [Using a USB flash drive](#) on page 22.

## Connecting headphones

When you connect headphones, the TV speakers are muted.

**WARNING:** Loud noise can damage your hearing. When using headphones, use the lowest volume setting on your headphones that still lets you hear the sound.



- 1 Connect the headphones to the headphone jack on your TV.
- 2 In the screen that opens, select **Headphones/Audio Out Variable**, then press **ENTER**. See [Selecting the audio out mode](#) on page 26.

**Notes:**

- If you connect headphones when your TV is turned off, then you turn on your TV, the TV speakers are muted and the audio plays through the headphones.
- You can also connect a home theater system, sound bar, or external speaker system to the headphone jack.

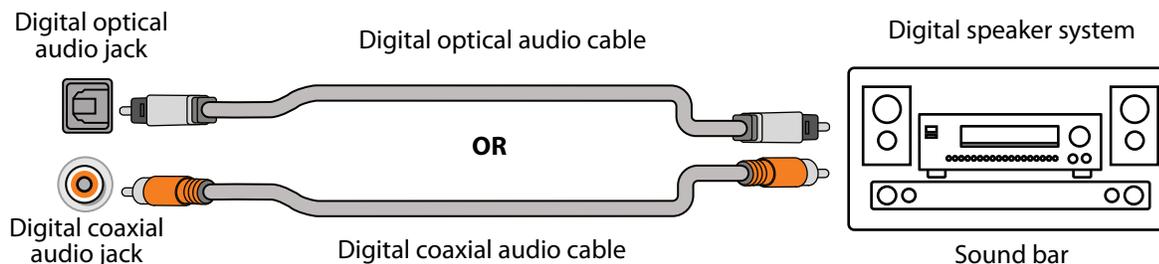
## Connecting external speakers or a sound bar

You can connect external speakers or a sound bar using:

- Digital audio
- Analog audio

### Digital audio

Depending on the model, your TV may have a digital optical or digital coaxial audio jack.



- 1 Make sure that your TV's power cord is unplugged and the digital speaker system or sound bar is turned off.
- 2 Connect a digital coaxial or digital optical audio cable (not provided) to the digital output jack on your TV and to the audio in jack on the digital speaker system or sound bar.
- 3 Plug your TV's power cord into a power outlet, then turn on your TV.
- 4 Turn on the digital speaker system or sound bar, then set it to the correct source. See the documentation that came with the digital speaker system or sound bar.
- 5 On your TV's *Audio* menu, select **Digital Audio Format / Audio Delay**, then set the **Audio Format** option to **PCM**. See the **Digital Audio Format / Audio Delay** option in [Adjusting sound settings](#) on page 25.

## Analog audio

When you connect an analog speaker system or sound bar to the audio out jack, the TV speakers are muted.

Audio out jack



- 1 Make sure that your TV's power cord is unplugged and the analog speaker system or sound bar is turned off.
- 2 Connect an audio cable (not provided) to the audio out jack on your TV and to the audio in jacks on the analog speaker system or sound bar.
- 3 Plug your TV's power cord into a power outlet, then turn on your TV.
- 4 Turn on the analog speaker system or sound bar, then set it to the correct source. See the documentation that came with the analog speaker system or sound bar.
- 5 On your TV, set the **Headphones / Audio Out** option on the *Audio* menu to **Headphones/Audio Out Variable** or **Audio Out Fixed**. See the **Headphones / Audio Out** option in [Adjusting sound settings](#) on page 25.

## Connecting power

- 1 If your power cord is not permanently connected to your TV, connect it to the power connector on your TV.
- 2 Connect the power cord to a power outlet.

### CAUTION:

- Your TV should only be operated from the power source indicated on the label.
- Always unplug the power cord from the power outlet when you will not be using your TV for an extended period of time.
- If the power cord is permanently attached to your TV, do not try to unplug it from your TV.

## Using a universal remote control

This section covers:

- Programming universal remote controls
- Viewing universal remote control codes

### Programming universal remote controls

You can operate your Insignia TV with a new or existing universal remote control.

- 1 See [Viewing universal remote control codes](#) on page 15 for common codes. If you have problems programming your remote or need a different remote control code:
  - Contact the universal remote control or cable/satellite company of the remote control you are trying to program.
  - Visit [www.insigniaproducts.com/remotecodes](http://www.insigniaproducts.com/remotecodes) for the latest remote control code information.
  - Call the Insignia Customer Care Center at 1-877-467-4289.
- 2 Follow your universal remote control's instructions to enter the TV code you found in Step 1.

#### Tips:

- If your universal remote control has a code search feature, run a code search to identify a code that matches your TV. See your universal remote control's instructions for details.
- If your universal remote control has a "Learn" feature, you can manually program it using the Insignia TV remote to "teach" the commands one at a time. See your universal remote control's instructions for details.

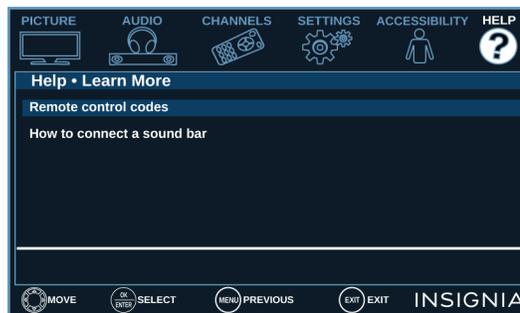
## Viewing universal remote control codes

You can view a list of universal remote control codes in the on-screen menu.

#### Tips:

- The brand name is often visible on the front of the universal remote control, and the model number is often visible on the back.
- If your universal remote control isn't listed on the chart, refer to your universal remote control's instructions and try codes for the brands Orion, Emerson, Memorex, Sansui, Sylvania, or Zenith. You may need to try several codes before finding a match.

- 1 Select the **HELP** menu, then select **Learn More**.



- 2 Select **Remote control codes**. Your TV displays information about the universal remote codes that you can use to make your TV work with a universal remote.
- 3 Press **ENTER** or **▶**. Your TV displays a list of remote control codes for various brands of universal remote controls.
- 4 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

**Note:** You can also find codes for other remote controls at:

<http://www.insigniaproducts.com/remotecodes>

Or, check with your cable or satellite TV provider for the remote control code.

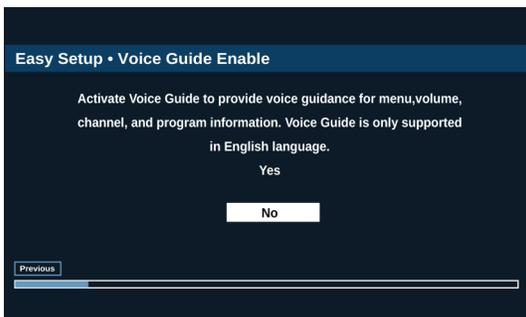
## Turning on your TV for the first time

The first time you turn on your TV, the *Easy Setup* wizard opens. The wizard guides you through setting up basic settings including the menu language, time setting, picture mode, TV signal source, and the channel list.

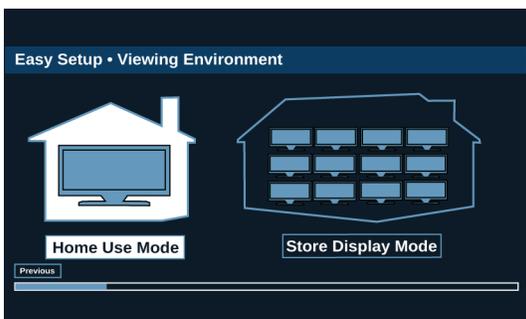
- 1 Make sure that you have:
  - Installed the remote control batteries.
  - Connected an antenna, cable TV, or satellite TV. (See page 8 through page 9.)
- 2 Press **⏻** (power) to turn on your TV. The *Easy Setup* wizard opens.



- 3 Press **▲** or **▼** to highlight a language, then press **ENTER**.



- 4 Press **▲** or **▼** to select **Yes** (to turn on the Voice Guide) or **No** (to turn off the Voice Guide), then press **ENTER**.



- 5 Press **◀** or **▶** to highlight **Home Use Mode** or **Store Display Mode**, then press **ENTER**.

If you selected **Store Display Mode**, a message asks if you are sure you want this mode. Select **OK** to continue using **Store Display Mode**, or select **Cancel** to change to **Home Use Mode**. **Store Display Mode** is not an energy savings mode.

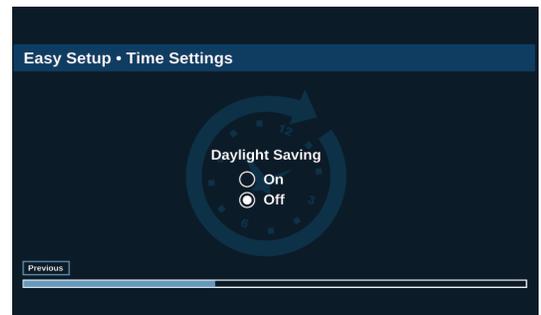


- 6 Press **◀** or **▶** to highlight an option, then press **ENTER**. You can select:
  - **Watch TV** to skip the customization options. You can press **MENU** later to customize settings. Go to [Finish the wizard](#) on page 17.
  - **Customize my TV** to set options to maximize your experience. Go to [Customize my TV](#) on page 16.

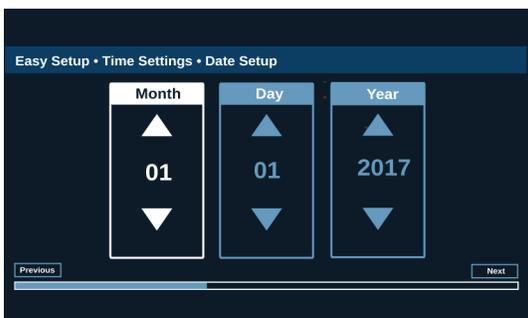
### Customize my TV



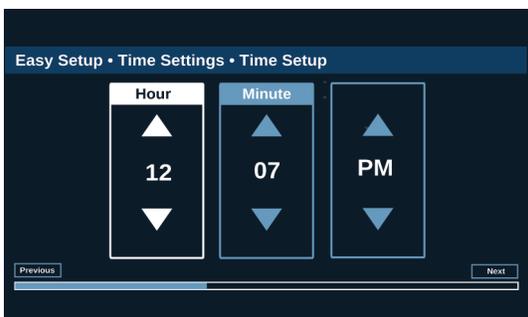
- 7 Press **▲** or **▼** to highlight a time zone, then press **ENTER**.



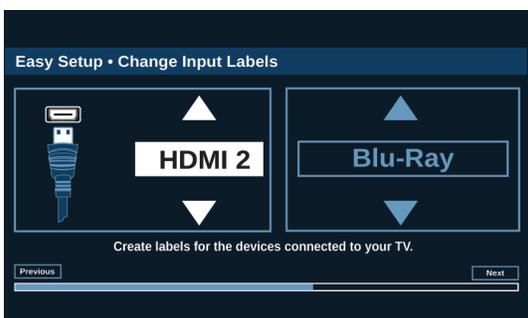
- 8 Press ▲ or ▼ to select **On** to turn on **Daylight Saving** or **Off** to turn off **Daylight Saving**, then press **ENTER**.



- 9 Press ◀ or ▶ to highlight **Month**, **Day**, or **Year**, press ▲ or ▼ to adjust the setting, then press **ENTER** one or more times to highlight **Next**. When **Next** is highlighted, press **ENTER** again.



- 10 Press ◀ or ▶ to highlight **Hour**, **Minute**, or the **AM/PM** field, press ▲ or ▼ adjust the option, then press **ENTER** one or more times to highlight **Next**. When **Next** is highlighted, press **ENTER** again.



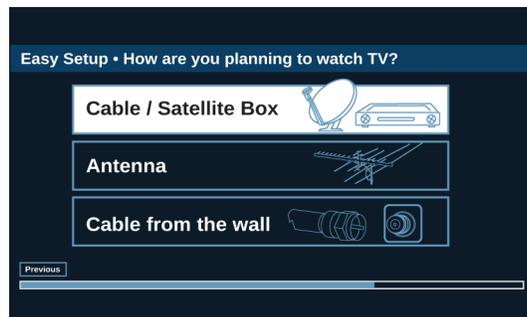
- 11 Press ▲ or ▼ to highlight a video input source, then press ▶ to move to the label area.  
 12 Press ▲ or ▼ to highlight a preset label or **Custom**.

- 13 If you select a preset label, press ▶ to select **Next**, then press **ENTER**.

OR

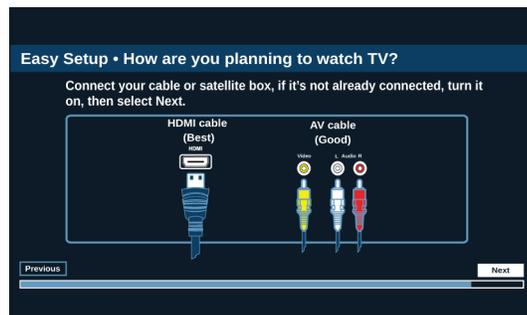
If you select **Custom**, press **ENTER**, then press ▲ or ▼ to enter the first character in your custom label. Press ◀ or ▶ to move to the previous or next character position. Use the arrow buttons to enter additional characters. You can enter 12 characters (letters or numbers). When you have finished creating your label, press **ENTER**, press ▶ to select **Next**, then press **ENTER** again.

**Finish the wizard**

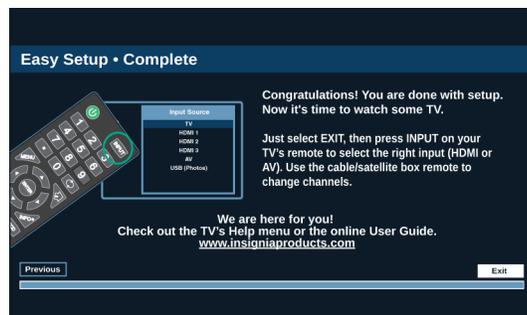


- 14 Press ▲ or ▼ to highlight **Cable/Satellite Box**, **Cable from the wall**, or **Antenna**, then press **ENTER**.

- If you select **Cable/Satellite Box**, the screen that opens shows you the ways you can connect the box.

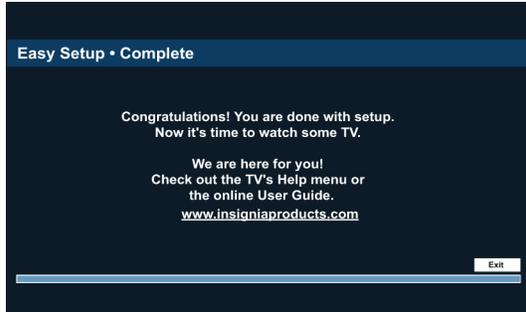


Press **ENTER**.



- If you select **Cable from the wall** or **Antenna** your TV starts scanning for channels and displays a progress screen.

**Note:** You can press **EXIT** to stop the auto channel search, but you will need to run the auto channel search again to create a channel list.



**15** Press **ENTER** to close the wizard. If you selected:

- **Cable from the wall** or **Antenna**, your TV tunes to the first channel it found in the scan.
- **Cable/Satellite box**, press **INPUT** to open the *INPUT SOURCE* list, press **▲** or **▼** to select the video input (**HDMI** or **AV**) you connected the box to, then press **ENTER**. Your TV switches to the input you selected.

## Understanding the basics

This section covers basic information for:

- Turning your TV on or off
- Selecting the video input source
- On-screen menu overview
- Navigating the menus
- Selecting a channel
- Adjusting the volume
- Viewing channel information

### Turning your TV on or off

- 1** Make sure that the power cord is connected to a power outlet.
- 2** Press **⏻** (power) to turn on your TV. The power indicator turns off.
- 3** Press **⏻** (power) again to turn off your TV. Your TV enters standby mode, and the power indicator turns red.

**WARNING:** When your TV is in standby mode, it is still receiving power. To completely disconnect power, unplug the power cord.

**Note:** If your TV does not receive an input signal for several minutes, it automatically goes into standby mode.

## Selecting the video input source

**Note:** Your TV automatically detects and displays which video jacks have devices connected to them when the devices are turned on. You can turn this feature off to always display all inputs. See [Adjusting menu settings](#) on page 30.

- 1 Turn on your TV.
- 2 If you want to use a device connected to a video input (such as a DVD or Blu-ray player), turn on the device.
- 3 Press **INPUT**, then select a video input source.

## On-screen menu overview

**Notes:**

- Depending on the signal source selected, you may see different options on your screen.
- Menu items that are not selectable are grayed out.

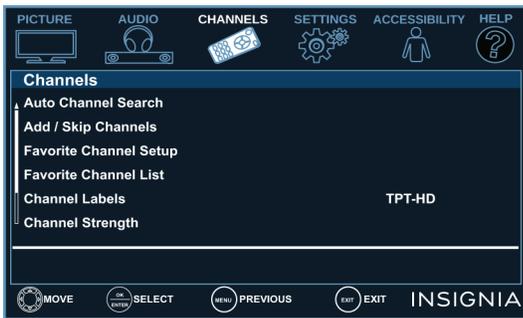
### Picture menu (TV mode)



### Audio menu (TV mode)



### Channels menu (TV mode)



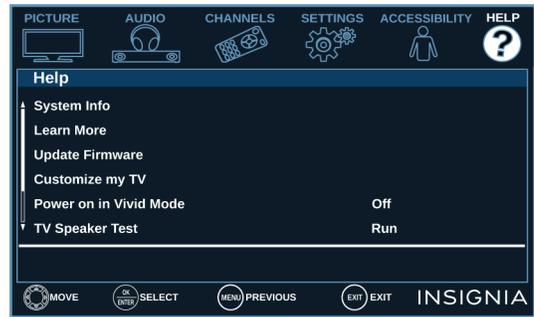
### Settings menu (TV mode)



### Accessibility menu



### Help menu



### PHOTOS menu (USB mode)



## Selecting a channel

- Press **CH**  $\wedge$  or **CH**  $\vee$  to go to the next or previous channel on the memorized channel list.
- Press the number buttons to enter the channel number you want, then wait for the channel to change or press **ENTER** to immediately change the channel.
- To select a digital sub-channel, press the number buttons to select the main digital channel, press  $\blacksquare$  (sub-channel), then press the number button for the sub-channel. Wait for the channel to change, or press **ENTER** to immediately change the channel. For example, to tune to channel 5.1, press **5**,  $\blacksquare$  (sub-channel), then **1**.

**Note:** Button presses must be within three seconds of each other.

- Press  $\odot$  (return) to go to the last viewed channel.

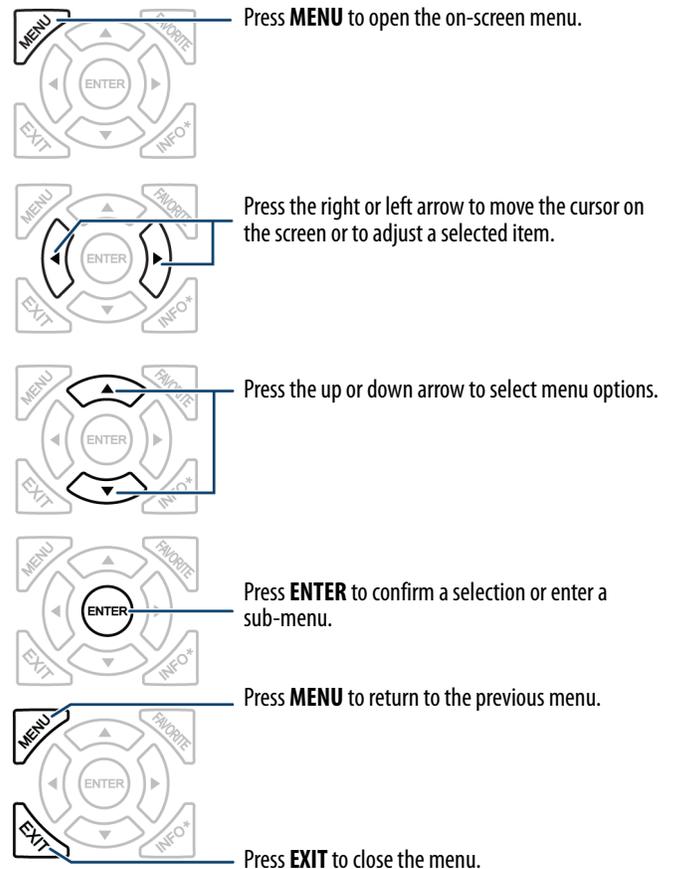
## Adjusting the volume

- Press **VOL+** or **VOL-** to increase or decrease the volume.
- Press **MUTE** to turn off the sound. Press **MUTE** again to turn the sound back on.

## Viewing channel information

- Press **INFO\*** to view an information banner. The information banner shows the current program information, such as channel number, video input source, and resolution.
  - Digital channel information—Displays the channel number, station name, channel label, broadcast program name, TV rating, signal type, audio information, resolution, current time, signal strength, day of the week, date, and current program start and end times, if provided by the broadcaster.
  - Analog channel information—Displays channel number, channel label (if present), signal type, audio information, day of the week, date, and resolution, if provided by the broadcaster.

## Navigating the menus



## Adjusting settings

- 1 Press **MENU** to open the on-screen menu.



- 2 Press **◀** or **▶** to highlight a menu, then press **ENTER**.
- 3 Press **▲** or **▼** to select an option, then press **ENTER**. If the menu has more options than it can display on a screen, use the **▼** to view the other options.
- 4 If a sub-menu opens, press **▲** or **▼** to select an option, then press **ENTER**. If the menu has more options than it can display on a screen, use the **▼** to view the other options.
- 5 Use the arrow buttons to adjust the option setting, then press **ENTER**.
- 6 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

## Using INlink

INlink lets you control HDMI CEC-compatible devices connected to the HDMI jacks on your TV using the remote control that came with your TV.

**Note:** You can use the media buttons on your remote control to control playback.

To use INlink, you must set the **INlink Control** option on the *INlink* menu to **On**.

### Notes:

- HDMI cables must be used to connect HDMI CEC-compatible devices to your TV.
- The connected device's HDMI CEC feature must be turned on.
- If you connect an HDMI device that is not HDMI CEC-compatible, none of the **INlink Control** features work.
- Depending on the connected HDMI device, some **INlink Control** features may not work.

- 1 Select the **SETTINGS** menu, then select **INlink(HDMI-CEC)**.



- 2 Select an option, then adjust the setting. You can select:
  - **INlink Control**—Turns the INlink feature on or off. You must set this option to **On** to use the other INlink options.
  - **Device Auto Power Off**—Automatically turns off HDMI CEC devices when you turn off your TV.
  - **TV Auto Power On**—Automatically turns on your TV when an HDMI CEC device is turned on, if the device has this feature.
  - **Audio Receiver**—Lets you use your TV's remote control to control the volume on an HDMI CEC-compatible audio receiver connected to your TV.
  - **INlink Device List**—Lets you display a list of HDMI CEC devices that are connected to your TV.
  - **Connect**—When you have more than one INlink-compatible device connected, lets you select the device you want to use.
  - **Root Menu**—Lets you open an INlink-compatible device's root menu, then use your TV's remote control to control the device, if the device has this feature.
- 3 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

## Using a USB flash drive

You can connect a USB flash drive to your TV to view compatible JPEG pictures.

**Notes:**

- Never remove the USB flash drive or turn off your TV while viewing JPEG pictures.
- The JPEG picture viewer only supports JPEG format images (with “.jpg” file extensions) and not all JPEG files are compatible with your TV.

### Switching to USB mode

- 1 Make sure that you have connected the USB flash drive to the USB port on your TV.
- 2 Press ▲ or ▼ to highlight **Yes** in the message that appears, then press **ENTER**.

OR

If you connected the USB flash drive, then changed to a different video input source, press **INPUT**, select **USB(Photos)**, then press **ENTER**.



**Note:** To exit USB mode, press **INPUT**, then select another input source.

- 3 Select one of the following options:
  - Browse Photos
  - Start Slideshow

### Browse Photos

**Browse Photos** displays folder names and photo files stored on the USB flash drive in a thumbnail index with the first folder or file highlighted. A control bar appears at the bottom of the screen.



**Note:** Photos are shown in the order they appear on the USB flash drive. They may not be listed in file name order.

To navigate the thumbnail index screen, press:

PRESS...	TO...
▲ ▼ ◀ or ▶	Browse through the files and folders.
ENTER	View a highlighted photo full-screen or open a highlighted folder.
MENU or EXIT	Open the <i>PHOTOS</i> menu.

When a photo is displayed full-screen, a control bar appears at the bottom of the photo. The file name, picture resolution, size, and date are displayed on the bottom of the control bar. If you do not press a button within eight seconds, the control bar closes. Press **INFO\*** to open the control bar again.



To navigate on the photo screen, press:

PRESS...	TO...
◀	Go to the previous photo.
▶	Go to the next photo.
ENTER	Rotate the photo clockwise.
ASPECT	Enlarge the image by 2x, or 4x or to select <b>Fill</b> (to fill the screen). You can press ▲ ▼ ◀ ▶ or ▶ to pan the photo.
EXIT	Return to the thumbnail index.
MENU	Return to the <i>PHOTOS</i> menu.

### Start Slideshow

**Start Slideshow** displays photos in a slideshow. If the photos you want to view are in a folder on the USB flash drive, select the folder.

To control the slideshow:

PRESS...	TO...
MENU	Open the <i>PHOTOS</i> menu.
ENTER	Pause the slideshow. Press again to resume the slideshow.
EXIT	Stop the slideshow and return to the thumbnail index.

## Adjusting the picture

This section covers:

- Adjusting the TV picture
- Automatically adjusting the aspect ratio
- Setting the power on picture mode

### Adjusting the TV picture

You can adjust various settings to improve the quality of the TV picture. Also, you can reset all picture settings to the factory default.

1 Select the **PICTURE** menu.



2 Select an option, then adjust the setting. You can select:

- **Picture Mode**—Selects the picture mode. You can select:
  - **Vivid**—(a bright and vivid picture). Significantly increases the contrast, brightness, and sharpness. This selection is good for video games, animation, and in bright light environments.
  - **Standard**—(a standard picture). Moderately increases the contrast, brightness, and sharpness. This selection is good for standard TV broadcasts.
  - **Energy Savings**—(the backlight brightness is decreased). Your TV has a backlight that provides light for displaying a picture. By reducing the amount of light, your TV uses less energy.
  - **Movie**—(a finely detailed picture). Adjusts the brightness and contrast and lowers the sharpness for a more realistic picture. This selection is good for watching the highest quality video such as Blu-ray Discs, DVDs, and HDTV.
  - **Game**—Adjusts the picture for the ultimate gaming experience.

#### Notes:

- You can also press **GAME** to select game mode.
- **Game** is only available when the video input is set to **HDMI** or **AV**.

- **Custom**—(customized picture). Lets you manually adjust picture settings, such as brightness, contrast, and sharpness.

**Note:** You can also press **PICTURE** to select the picture mode.

- **Advanced Settings**—Opens the *Advanced Settings* menu where you can adjust additional video options.



- **Aspect Ratio**—Adjusts how the picture fills the screen. You can select:

ASPECT RATIO OPTIONS	EXAMPLE
<p><b>Normal:</b> Displays the image in the original aspect ratio. You may see black bars if the original content is not widescreen (16:9).</p>	
<p><b>Zoom:</b> Expands the image to fill the screen. The top and bottom of the image may be cropped.</p>	
<p><b>Wide:</b> Use this option to view content recorded in a widescreen (16:9) aspect ratio.</p>	
<p><b>Cinema:</b> Stretches the image at the edges, but keeps a clear image in the center.</p>	
<p><b>Auto:</b> Automatically adjusts the image based on the screen size and the TV program. Select this option if you do not know which aspect ratio to choose. <b>Note:</b> <b>Auto</b> is only available when <b>Auto Aspect Ratio</b> in the <b>Channels</b> menu is set to <b>On</b>.</p>	

- **OverScan**—Extends text and images past the screen edges to hide edge artifacts. You can select **On** or **Off**.
  - **Dynamic Backlight**—Enhances the contrast ratio between light and dark areas of the picture. You can select **Off**, **Low**, or **High**.
  - **Color Temperature**—Selects the color temperature. You can select **Cool** (to enhance the blues), **Normal**, or **Warm** (to enhance the reds).
  - **Noise Reduction**—Selects the noise reduction mode to reduce picture noise (snow). You can select **Off**, **Low**, **Middle**, or **High**.
  - **Dynamic Contrast**—Automatically adjusts picture detail and brightness. You can select **On** or **Off**.
  - **Backlight**—Sets the overall brilliance of the screen.
  - **Brightness**—Adjusts the brightness of the dark areas of the picture.
  - **Contrast**—Adjusts the brightness of the light areas of the picture.
  - **Color**—Adjusts the color intensity of the picture. A low setting may make the color look faded. A high setting may make the color look artificial.
  - **Tint**—Adjusts the color balance of the picture. Use this control to make skin tones look more natural.
  - **Sharpness**—Adjusts the color detail of images. If you set this control too high, dark images may appear with light or white edges.
  - **Reset Picture Settings**—Resets all picture settings to factory mode.
- 3** Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

## Automatically adjusting the aspect ratio

**Auto Aspect Ratio** automatically changes how the picture looks on the screen (aspect ratio) based on the TV program you are viewing.

- 1 Select the **CHANNELS** menu.



- 2 Select **Auto Aspect Ratio**, then select **On** (automatically adjust the aspect ratio) or **Off** (does not automatically adjust the aspect ratio).
- 3 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

## Setting the power on picture mode

You can set the picture mode your TV uses when you turn it on.

- 1 Select the **HELP** menu, then select **Power on in Vivid Mode**.



- 2 Select **On** (when you turn on your TV, it will be in **Vivid** picture mode) or **Off** (when you turn on your TV, it will be in the picture mode it was in before you turned it off).
- 3 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

## Adjusting the sound

This section covers:

- Adjusting sound settings
- Selecting the audio out mode
- Playing TV audio only

### Adjusting sound settings

You can adjust sound settings to improve the sound quality. You also can reset all sound settings to the factory default.

- 1 Select the **AUDIO** menu.



- 2 Select an option, then adjust the setting. You can select:
  - **Audio Mode**—Selects the sound mode. You can select:
    - **Standard**—Balances treble and bass. This setting is good for watching standard TV broadcasts.
    - **Theater**—Enhances treble and bass for a rich sound experience. This setting is good for watching DVDs, Blu-ray discs, and HDTV.
    - **Music**—Preserves the original sound. This setting is good for listening to music.
    - **News**—Enhances vocals for TV audio. This setting is good for watching news broadcasts.
    - **Custom**—Lets you manually adjust sound settings.

**Note:** You can also press **AUDIO** to select the audio mode.

- **Balance**—Adjusts the balance between the left and right audio channels.
- **Bass**—Adjusts the low sounds.
- **Treble**—Adjusts the high sounds.
- **TV Speakers**—Selects where to play TV audio. When you connect headphones to your TV, audio plays through both the headphones and the TV speakers. You can select:
  - **Auto** (default setting)—Automatically turns off the TV speakers when you connect a device to the **Ⓜ / AUDIO OUT** jack. When you disconnect the device, the TV speakers turn on automatically.
  - **On**—Always plays the audio through the TV speakers. If a device is connected to the **Ⓜ / AUDIO OUT** jack, the audio is played through both the TV speakers and the device.
  - **Off**—Turns off the TV speakers and plays the audio only through the device connected to the **Ⓜ / AUDIO OUT** jack. If you disconnect the device, the TV speakers remain turned off.

- **Digital Audio Format/Audio Delay**—Adjusts the digital audio sent to an external audio system. You can select:
    - **Audio Format**—Selects the digital audio format sent to an external audio system. You can select:
      - **Pass Thru** (to pass through the original digital audio sound).
      - **PCM** (to output audio in 2-channel stereo).
    - **Audio Delay**—Fine tunes the audio when it is not in sync with the video.
  - **MTS/SAP**—(Analog channels only) Selects the audio mode. You can select:
    - **Mono**—Select this option if there is noise or static on weak stereo broadcasts.
    - **Stereo**—Select this option for programs broadcast in stereo.
    - **SAP**—Select this option to listen to a secondary audio program, if available.
  - **Audio Language**—(Digital channels only) Selects an alternate audio language, if available.
  - **Headphones / Audio Out**—You can use the **Ⓜ / AUDIO OUT** jack on your TV to connect headphones, a home theater system, soundbar, or external speaker system. When a device is connected to the **Ⓜ / AUDIO OUT** jack, the TV speakers are muted. You can select:
    - **Headphones/Audio Out Variable**—Select this option to use the remote control that came with your TV to control the audio from headphones, a home theater system, a soundbar, or an external speaker system you connected to the **Ⓜ / AUDIO OUT** jack.
    - **Audio Out Fixed**—Select this option to use the remote control that came with the home theater system, soundbar, or external speaker system you connected to the **Ⓜ / AUDIO OUT** jack to control the audio.
  - **Reset Audio Settings**—Reset all audio settings to factory defaults.
- 3 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

### Selecting the audio out mode

If your TV is on when you connect a device to the **Ⓜ / AUDIO OUT** jack on your TV, a screen opens where you select which audio out mode you want to use.

- 1 Connect headphones, a home theater system, soundbar, or external speaker system to the **Ⓜ / AUDIO OUT** jack on your TV.



- 2 Select an audio out mode. You can select:
  - **Headphones / Audio Out Variable**—Select this option to use the remote control that came with your TV to control the audio from headphones, a home theater system, or a soundbar you connected to the **Ⓜ / AUDIO OUT** jack.
  - **Audio Out Fixed**—Select this option to use the remote control that came with the home theater system, soundbar, or external speaker system you connected to the **Ⓜ / AUDIO OUT** jack to control the audio.

### Playing TV audio only

You can turn off the picture on your TV and listen to the program audio only.

- 1 Select the **CHANNELS** menu, then select **Audio Only**.



- 2 Select **On**.
- 3 Press **MENU**, **ENTER**, or **◀** to return to the previous menu, or press **EXIT** to close the menu.

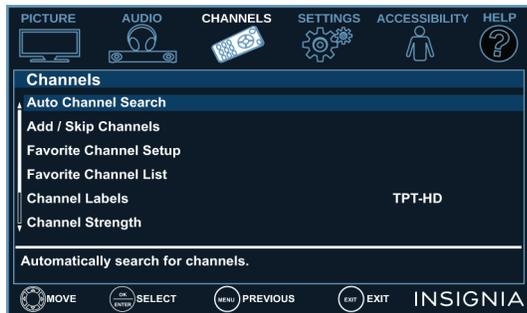
**Notes:**

- The picture turns off in about five seconds.
- **Audio Only** works only when the input source is TV, and your TV is receiving a broadcast signal.
- To exit audio only mode, press any button. When you exit audio only mode, the **Audio Only** option is automatically reset to **Off**.

## Changing channel settings

You can scan for channels, control which channels are displayed, set up and view favorite channels, change channel labels, and check a digital channel's signal strength.

- 1 Select the **CHANNELS** menu.



- 2 Select an option, then adjust the setting. You can select:
  - **Auto Channel Search**—Lets you scan for channels with signals. Your TV stores the channel information in the channel list. When you press **CH**  $\wedge$  or **CH**  $\vee$ , your TV goes to the next or previous channel in the channel list. You should scan for channels if the TV signal source changes, for example you change from an outdoor antenna to cable TV (no box). You can select **Cable / Satellite Box**, **Cable from the wall**, or **Antenna**.

**Notes:**

- If you have a cable or satellite box, you do not need to scan for channels.
- You can press **EXIT** to stop the auto channel search, but you will need to run the auto channel search again to create a channel list.

- **Add/Skip Channels**—Lets you hide channels in the channel list. When you press **CH**  $\wedge$  or **CH**  $\vee$ , your TV skips the hidden channels. You can still tune to a hidden channel by pressing the number buttons for the channel.

**Notes:**

- If you highlight a channel in the list, your TV displays the channel in the background.
- A channel with a filled circle to the left is not hidden. A channel with an empty circle to the left is hidden.
- If the list has more than one page, press  $\blacktriangle$  or  $\blacktriangledown$  to scroll through the pages.

- **Favorite Channel Setup**—Lets you create a list of favorite channels so you can quickly browse through your favorite channels.

**Notes:**

- If you highlight a channel in the list, your TV displays the channel in the background.
- To remove a channel from the favorites list, highlight the channel, then press **ENTER**. The filled circle is replaced with an empty circle and the channel is removed from the list.
- If the list has more than one page, press  $\blacktriangle$  or  $\blacktriangledown$  to scroll through the pages.

- **Favorite Channel List**—Lets you select a channel from the favorite channel list.

**Note:** You can also press **FAVORITE** to select a channel.

- **Channel Labels**—Lets you add or change a channel label to make it easier to identify the channel.
- **Channel Strength**—Lets you check the digital signal strength to determine if you need to adjust your antenna or digital cable input. The higher the signal strength, the less likely you are to experience picture degradation.

- 3 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

## Setting parental controls

Parental controls let you prevent your children from watching inappropriate material on TV. When set, parental controls read the rating of the program (with some exceptions, such as news and sports) and deny access to programs that exceed the ratings level you select. To watch programs that exceed the selected rating, you must enter a password.

- 1 Select the **SETTINGS** menu, then select **Parental Controls**.



- 2 Use the number buttons to enter your parental controls password. The default password is **0000**.



**Notes:**

- You should change the default password to a number you can remember.
- If you forget your password, enter **9999**.

- 3 Select an option, then adjust the setting. You can select:
- **Block Unrated TV**—Some TV programs, such as news and sports shows are not rated. When **Block Unrated TV** is turned on, TV programs that do not have ratings are blocked. When you try to watch a blocked program, you are prompted to enter the parental controls password.
  - **USA Parental Locks**—Lets you block U.S. TV shows based on ratings and content types and movies based on MPAA ratings.

**Note:** When you block a rating, that rating and all higher ratings are blocked.

U.S. TV RATINGS	
NONE	Not rated
TV-Y	All children
TV-Y7	Suitable for children 7 and older
TV-G	General audiences
TV-PG	Parental guidance suggested
TV-14	Parental guidance strongly suggested
TV-MA	Mature audiences only

U.S. TV CONTENT RATINGS	
All	All ratings are blocked
FV	Fantasy violence
L	Strong language
S	Sexual situations
V	Violence
D	Suggestive dialog

U.S. MOVIE (MPAA) RATINGS	
None	Movie not rated
G	General audiences
PG	Parental guidance suggested
PG-13	Suitable for children 13 and older
R	Parental guidance suggested for children under 17
NC-17	Not suitable for children under 17
X	Adults only

- **Canadian Parental Locks**—Lets you block Canadian TV shows based on ratings and content types.

**Note:** When you block a rating, that rating and all higher ratings are blocked.

CANADIAN ENGLISH RATINGS	
E	Exempt programming
C	Suitable for all children
C8+	Suitable for children 8 and older
G	General audiences
PG	Parental guidance suggested
14+	Suitable for children 14 and older
18+	Adult only

CANADIAN FRENCH RATINGS	
E	Exempt programming

## Locking the power button on your TV

When the button lock is turned **On**, the power button on your TV is locked, and you can only turn your TV on or off or change the video input source using the remote control.

- 1 Select the **SETTINGS** menu, then select **Button Lock**.



- 2 Select **On** (locks the power button) or **Off** (unlocks the power button).
- 3 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

## Using closed captioning

Closed captioning displays a text version of the TV program audio or displays information provided by the broadcaster.

You can turn closed captioning on or off, select the analog or digital captioning mode, and change the style of the digital captioning display.

- 1 Select the **ACCESSIBILITY** menu, then select **Closed Caption**.



- 2 Select an option, then adjust the setting. You can select:
  - **Caption Control**—Turns captioning on or off. You can select **CC Off** (turns off closed captioning), **CC On** (turns on closed captioning), or **CC on when mute** (turns on closed captioning when the sound is muted).

**Note:** You can also press **CC** to turn closed captioning on, off, or on when mute.

- **Analog Caption**—Lets you select the captioning mode for analog channels.

The **CC1** mode usually displays a text version of the TV program audio in a small banner. The other CC modes display information provided by the broadcaster. You can select **CC1** through **CC4**.

The **Text** modes display information in a box that covers half of the screen. You can select **Text1** through **Text4**.

- **Digital Caption**—Lets you select the captioning mode for digital channels. Digital channels usually have one or more closed captioning modes. The **CS1** mode usually displays a text version of the TV program audio in a small banner. The other **CS** modes display information provided by the broadcaster. You can select **CS1** through **CS6**.
  - **Digital CC Settings**—Lets you customize how the digital captioning appears on the screen. Set **Style** to **Custom**, then select a style and adjust the setting.
- 3 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

## Adjusting time settings

You can set the clock or turn on the sleep timer.

- 1 Select the **SETTINGS** menu, then select **Time**.



- 2 Select an option, then adjust the setting. You can select:

- **Date/Time**—Lets you set the time zone, date, and time.

If you skipped the steps in the *Easy Setup* wizard for setting the date and time or if you move your TV to a different time zone, you need to reset the clock to the correct time.

- **Sleep Timer**—Let you specify the amount of time before your TV automatically turns off. You can select **Off, 5, 10, 15, 30, 60, 90, 120, 180, or 240** minutes.

**Note:** You can also press **SLEEP** to set the sleep timer.

- 3 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

## Adjusting menu settings

You can adjust how the TV menus look by:

- Selecting the menu language
- Turning the Input Sensor on or off
- Labeling an input source.

1 Select the **SETTINGS** menu.



2 Select an option, then adjust the setting. You can select:

- **Menu Language**—Your TV can display the on-screen menu in English, French, or Spanish. When you set up your TV for the first time, you selected the language. You can change the menu language to a different language.
- **Auto Input Sensing**—When the Input Sensor feature is turned on, your TV automatically detects which video jacks have devices connected to them and turned on. Your TV uses this information to determine what options you can select on the *INPUT SOURCE* list when you press **INPUT**.
- **Input Labels**—You can add a label to an input source to make it easier to identify. The next time you press **INPUT**, your label appears in the *INPUT SOURCE* list.

3 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

2 Select an option, then adjust the setting. You can select:

- **Voice Guide**—Audibly narrates menu selections and some remote control functions. You can select **On** or **Off**.

**Note:** The **Voice Guide** option is only available in the English language.

- **Closed Caption**—Displays a text version of the TV program audio or displays information provided by the broadcaster. See [Using closed captioning](#) on page 29 for instructions about using closed captioning features.
  - **Audio Language**—(Digital channels only) Selects an alternate audio language, if available.
  - **Video Description**—Audibly narrates key visual elements in TV programs (not available on all broadcasts). You can select **On** or **Off**.
  - **Learn How To Use Remote Control**—Provides information about using the remote control.
  - **Reset Accessibility Settings**—Resets all accessibility settings to factory mode.
- 3 Press **MENU** to return to the previous menu, or press **EXIT** to close the menu.

### Notes:

- The **Voice Guide** option is only available in the English language.
- For more information about accessibility, call Customer Care at 1-877-467-4289 (U.S. and Canada) or 01-800-237-8289 (Mexico).

## Adjusting accessibility settings

Your TV provides audio descriptions of menus and some remote control functions. Depending on the broadcaster, audio narration of key elements in programs may also be available.

1 Select the **ACCESSIBILITY** menu.



## Maintaining

- Do not use your TV in areas that are too hot or too cold, because the cabinet may warp or the screen may malfunction. Your TV works best in temperatures that are comfortable to you.
- Storage temperatures are 32° to 122°F (0° to 50°C).
- Working temperatures are 41° to 104°F (5° to 40°C).
- Do not place your TV in direct sunlight or near a heat source.

### Cleaning the TV cabinet

Clean the cabinet with a soft, lint-free cloth. If the cabinet is especially dirty, moisten a soft, lint-free cloth in a weak detergent solution, squeeze the excess moisture from the cloth, then wipe the cabinet with the cloth. Use a clean cloth to dry the cabinet.

### Cleaning the TV screen

Clean the screen with a soft, lint-free cloth.

# Troubleshooting

Use the following troubleshooting information to solve common problems.

Troubleshooting topics include:

- [Using the HELP menu](#)
- [Video and audio problems](#)
- [Remote control problems](#)
- [General problems](#)
- [INlink \(CEC-compatible\) device problems](#)

## Using the HELP menu

The *HELP* menu provides information about frequently asked questions.

1 Select the **HELP** menu.



2 Select an option. You can select:

- **System Info**—Displays system information during troubleshooting. If your TV uses open source code, press **ENTER** to display the open source code information.

## Video and audio

PROBLEM	SOLUTION
Picture does not fill the screen. There are black bars around the picture.	<ul style="list-style-type: none"> <li>• Change the aspect ratio. See the <b>Aspect Ratio</b> option in <a href="#">Adjusting the TV picture</a> on page 23.</li> </ul>
No picture (screen is not lit) and no sound.	<ul style="list-style-type: none"> <li>• Press <b>⏻</b> on the TV or the remote control.</li> <li>• Make sure that the <b>Audio Only</b> option is set to <b>Off</b>. See <a href="#">Playing TV audio only</a> on page 26.</li> <li>• Make sure that the video cables are connected correctly and securely to your TV.</li> <li>• Adjust the contrast and brightness. See <a href="#">Adjusting the TV picture</a> on page 23.</li> <li>• Make sure that the power cord is plugged into a working outlet.</li> <li>• Press <b>INPUT</b> and make sure that the correct video input source is selected. See <a href="#">Selecting the video input source</a> on page 19.</li> <li>• Try another channel. The station may be experiencing problems.</li> <li>• Make sure that the incoming signal is compatible.</li> <li>• Make sure that the antenna or cable TV is connected correctly and securely. See <a href="#">Connecting a cable or satellite box</a> on page 8 or <a href="#">Connecting an antenna or cable TV (no box)</a> on page 9.</li> <li>• Check the closed caption settings. Some TEXT modes can block the screen. See <a href="#">Using closed captioning</a> on page 29.</li> </ul>

- **Learn More**—Displays remote control codes and information about connecting a soundbar.
- **Update Firmware**—If your TV is behaving oddly and you have tried all the solutions in the troubleshooting pages, lets you update your TV's firmware. To update the TV firmware, you need a:
  - Computer with an available USB port
  - High-speed Internet connection
  - USB flash drive

**CAUTIONS:**

- Make sure that you have tried all other solutions before you upgrade the firmware.
- While the firmware is updating, do not turn off your TV.

**Notes:**

- Firmware updates may not be available for your model.
- If you see a message that says the firmware file is incorrect, make sure that you have downloaded the correct file for your model.
- If you see a message that says the update failed or the TV screen is blank and the power LED blinks red then blue, turn your TV off and on, then run the upgrade again.

- **Customize my TV**—If you did not complete the customization part of the *Easy Setup* wizard the first time you turned on your TV, run the wizard again to customize settings.
- **TV Speaker Test**—Tests your TV's speakers to make sure that they are working correctly.
- **Reset to Default**—Resets all settings (except parental controls) to the factory defaults and runs the *Easy Setup* wizard. See [Turning on your TV for the first time](#) on page 16.

PROBLEM	SOLUTION
Dark, poor, or no picture (screen is lit), but sound is good.	<ul style="list-style-type: none"> <li>• Try another channel. The station may be experiencing problems.</li> <li>• Make sure that the antenna or cable TV is connected correctly and securely. See <a href="#">Connecting a cable or satellite box</a> on page 8 or <a href="#">Connecting an antenna or cable TV (no box)</a> on page 9.</li> <li>• Adjust the brightness. See <a href="#">Adjusting the TV picture</a> on page 23.</li> <li>• Press <b>PICTURE</b> to change to a different picture mode. See <a href="#">Adjusting the TV picture</a> on page 23.</li> <li>• If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see the <b>Channel Strength</b> option in <a href="#">Changing channel settings</a> on page 27.</li> <li>• If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.</li> <li>• Make sure that the video cables are connected correctly and securely to your TV.</li> <li>• The video cable(s) you are using may be bad. Try a new set.</li> </ul>
No color, dark picture, or color is not correct.	<ul style="list-style-type: none"> <li>• Try another channel. The station may be experiencing problems.</li> <li>• Adjust the color settings. See <a href="#">Adjusting the TV picture</a> on page 23.</li> <li>• Make sure that the video cables are connected correctly and securely to your TV.</li> <li>• Make sure that the antenna or cable TV is connected correctly and securely. See <a href="#">Connecting a cable or satellite box</a> on page 8 or <a href="#">Connecting an antenna or cable TV (no box)</a> on page 9.</li> <li>• If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see <b>Channel Strength</b> option in <a href="#">Changing channel settings</a> on page 27.</li> <li>• If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.</li> </ul>
Only snow (noise) appears on the screen.	<ul style="list-style-type: none"> <li>• Try another channel. The station may be experiencing problems.</li> <li>• Make sure that the antenna or cable TV is connected correctly and securely. See <a href="#">Connecting a cable or satellite box</a> on page 8 or <a href="#">Connecting an antenna or cable TV (no box)</a> on page 9.</li> <li>• If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see <b>Channel Strength</b> option in <a href="#">Changing channel settings</a> on page 27.</li> <li>• If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.</li> </ul>
Picture quality is good on some channels and poor on others. Sound is good.	<ul style="list-style-type: none"> <li>• The problem may be caused by a poor or weak signal from the broadcaster or cable TV provider.</li> <li>• If you connect to cable TV without a set-top box and experience poor picture quality, you may need to install a set-top box to improve signal reception and picture quality. Contact your cable TV provider about upgrading to a set-top box.</li> </ul>

PROBLEM	SOLUTION
Dotted lines or stripes appear on the screen.	<ul style="list-style-type: none"> <li>• Make sure that the antenna or cable TV is connected correctly and securely. See <a href="#">Connecting a cable or satellite box</a> on page 8 or <a href="#">Connecting an antenna or cable TV (no box)</a> on page 9.</li> <li>• If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see <b>Channel Strength</b> option in <a href="#">Changing channel settings</a> on page 27.</li> <li>• If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.</li> <li>• Make sure that the video cables are connected correctly and securely to your TV.</li> <li>• The video cable(s) you are using may be bad. Try a new set.</li> <li>• Other devices (for example, a surround sound receiver, external speakers, fans, or hair dryers) may be interfering with your TV. Try turning off one device at a time to determine which device is causing interference. After you have determined which device is causing interference, move it further from the TV to eliminate the interference.</li> </ul>
The picture has a few bright or dark spots.	<ul style="list-style-type: none"> <li>• A few bright or dark spots on an LCD screen is normal. It does not affect the operation of your TV.</li> </ul>
Video description or voice guide does not work.	<ul style="list-style-type: none"> <li>• Make sure that your TV is not muted and the volume is turned up.</li> <li>• Make sure that the options listed under the Accessibility menu are turned on. See <a href="#">Adjusting accessibility settings</a> on page 30.</li> <li>• Video descriptions are not available on all broadcasts.</li> <li>• Some remote functions are not narrated.</li> </ul>
Good picture, but no sound.	<ul style="list-style-type: none"> <li>• Increase the volume.</li> <li>• Make sure that the sound is not muted.</li> <li>• Make sure that you do not have headphones connected. When headphones are connected, no sound comes from the TV speakers.</li> <li>• Change to a different audio mode. See the <b>Audio Mode</b> option in <a href="#">Adjusting sound settings</a> on page 25.</li> <li>• If you are using a home theater system, soundbar, or external speaker system, make sure that it is turned on and is not muted.</li> <li>• If you are using a home theater system, soundbar, or external speaker system, make sure that you have selected the correct output mode.</li> <li>• If you are using a home theater system, soundbar, or external speaker system and have connected it with a digital audio cable, select <b>Digital Audio Format/Audio Delay</b> on the <i>Audio</i> menu, then set <b>Audio Format</b> to <b>PCM</b>. See the <b>Digital Audio Format/Audio Delay</b> option in <a href="#">Adjusting sound settings</a> on page 25.</li> <li>• Make sure that the audio cables are connected correctly and securely to your TV.</li> <li>• Make sure that the antenna or cable TV is connected correctly and securely. See <a href="#">Connecting a cable or satellite box</a> on page 8 or <a href="#">Connecting an antenna or cable TV (no box)</a> on page 9.</li> <li>• If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see <b>Channel Strength</b> option in <a href="#">Changing channel settings</a> on page 27.</li> <li>• If you are using an antenna and the signal strength is low, adjust the antenna or use a highly directional outdoor antenna or set-top antenna with a built-in amplifier.</li> <li>• The audio cables you are using may be bad. Try a new set.</li> </ul>
Poor picture.	<ul style="list-style-type: none"> <li>• Make sure that the room is not too bright. Light reflecting off the screen can make the picture difficult to see.</li> <li>• If an S-VHS camera or a camcorder is connected while another connected device is turned on, the picture may be poor. Turn off one or more devices.</li> </ul>
Good sound, but poor color.	<ul style="list-style-type: none"> <li>• Adjust the contrast, color, and brightness settings. See <a href="#">Adjusting the TV picture</a> on page 23.</li> </ul>

PROBLEM	SOLUTION
Audio noise.	<ul style="list-style-type: none"> <li>Other devices (for example, a surround sound receiver, external speakers, fans, or hair dryers) may be interfering with your TV. Try turning off one device at a time to determine which device is causing interference. After you have determined which device is causing interference, move it further from the TV to eliminate the interference.</li> </ul>
No output from one of the speakers.	<ul style="list-style-type: none"> <li>Adjust the audio balance. See <a href="#">Adjusting sound settings</a> on page 25.</li> <li>Test the TV's speakers. See the <b>TV Speaker Test</b> option in <a href="#">Using the HELP menu</a> on page 31. If one or both of the speakers fails, try one of the following solutions: <ul style="list-style-type: none"> <li>Make sure that the audio cables are connected correctly and securely to your TV.</li> <li>Make sure that the audio cables are connected to the <b>AUDIO OUT</b> jacks on the connected device.</li> <li>Try a different set of audio cables.</li> <li>Make sure that the sound on the connected device is not muted.</li> <li>Try connecting the device to a different TV. If you do not hear sound, the problem is with the device.</li> </ul> </li> </ul>
After images appear.	<ul style="list-style-type: none"> <li>Do not display a still image, such as a logo, game, or computer image, for an extended period of time. This can cause a permanent after-image to be burned into the screen. This type of damage is not covered by your warranty.</li> </ul>

## Remote control

PROBLEM	SOLUTION
Remote control does not work.	<ul style="list-style-type: none"> <li>Make sure that the power cord is plugged into a working outlet.</li> <li>Make sure that there are no obstructions between the remote control and the remote control sensor on the front of the TV.</li> <li>Point the remote control directly at the remote control sensor on your TV.</li> <li>The supplied batteries are wrapped tightly in clear plastic. Make sure that you have removed this plastic from the batteries.</li> <li>Make sure that the batteries are installed correctly.</li> <li>Replace dead batteries with new batteries.</li> </ul>
Trouble programming your existing universal remote control.	<ul style="list-style-type: none"> <li>See instructions in <a href="#">Programming universal remote controls</a> on page 15.</li> <li>Codes are subject to change. For up-to-date codes, go to <a href="#">Viewing universal remote control codes</a> on page 15 or visit <a href="http://www.insigniaproducts.com/remotecodes">www.insigniaproducts.com/remotecodes</a></li> <li>Replace dead batteries with new batteries.</li> <li>Refer to the User Guide that accompanied your universal remote control and contact the manufacturer if problems persist.</li> </ul>

## General

PROBLEM	SOLUTION
No power.	<ul style="list-style-type: none"> <li>• Make sure that the power cord is plugged into a working outlet.</li> <li>• Unplug the power cord, wait 60 seconds, then plug the cord back in and turn on your TV.</li> <li>• Other devices (for example, a surround sound receiver, external speakers, fans, or hair dryers) may be interfering with your TV. Try turning off one device at a time to determine which device is causing interference. After you have determined which device is causing interference, move it further from the TV to eliminate the interference.</li> </ul>
"No signal" error message is displayed.	<ul style="list-style-type: none"> <li>• Press <b>INPUT</b> and make sure that you have selected the correct input for the device or service you are trying to use.</li> <li>• If you are using a cable or satellite box, use the remote that came with that box to change channels.</li> </ul>
After Auto Channel Search, there are no channels.	<ul style="list-style-type: none"> <li>• Reception can vary by channel depending on the broadcast power level of a given station. Contact your cable or satellite TV provider.</li> <li>• Make sure that the antenna or cable/satellite TV is connected securely to your TV.</li> <li>• Try replacing the cable between the antenna/cable or cable/satellite box and your TV.</li> </ul>
When I press <b>INPUT</b> , I cannot select my device (it is grayed out).	<ul style="list-style-type: none"> <li>• Turn on the device. Your TV automatically detects and displays which video jacks have devices connected to them when the devices are turned on.</li> <li>• Turn off <b>Auto Input Sensing</b>. See <a href="#">Adjusting menu settings</a> on page 30.</li> </ul>
One or more channels do not display.	<ul style="list-style-type: none"> <li>• Make sure that the channels are not blocked. See <a href="#">Setting parental controls</a> on page 27.</li> <li>• Make sure that the channels are not hidden. The channel may have been deleted from the channel list. You can tune to the channel by pressing the number buttons or you can add the channel back to the channel list. See the <b>Add/Skip Channels</b> option in <a href="#">Changing channel settings</a> on page 27.</li> <li>• If you are using a cable or satellite box, use the remote that came with that box to change channels.</li> <li>• Press <b>INPUT</b> and make sure that you have selected the correct input for the device or service you are trying to use.</li> <li>• If you are using an antenna, the digital channel signal may be low. To check the digital channel signal strength, see the <b>Channel Strength</b> option in <a href="#">Changing channel settings</a> on page 27.</li> </ul>
Password is lost.	<ul style="list-style-type: none"> <li>• Enter <b>9999</b> to access parental controls, then set a new password. See the <b>Change Password</b> option in <a href="#">Changing channel settings</a> on page 27.</li> </ul>
Some settings cannot be accessed.	<ul style="list-style-type: none"> <li>• If a setting is grayed, the setting is not available in the current video input mode (for example TV mode). Change to a different video input source. See <a href="#">Selecting the video input source</a> on page 19.</li> </ul>
TV cabinet creaks.	<ul style="list-style-type: none"> <li>• When the TV is in use, the temperature rises naturally and may cause the cabinet to expand or contract which can cause a creaking noise. This is not a malfunction.</li> </ul>
⏻ button does not work.	<ul style="list-style-type: none"> <li>• Make sure that the <b>Button Lock</b> option is set to <b>Off</b>. See <a href="#">Locking the power button on your TV</a> on page 29.</li> <li>• Unplug the power cord, wait a few seconds, then plug the cord back in and turn on your TV.</li> </ul>

PROBLEM	SOLUTION
TV keeps turning off.	<ul style="list-style-type: none"> <li>Make sure that the sleep timer is not turned on. See the Sleep Timer option in <a href="#">Adjusting time settings</a> on page 29.</li> </ul>
A retail banner is displayed.	<ul style="list-style-type: none"> <li>You selected <b>Store Display Mode</b> when you ran the <i>Easy Setup</i> wizard. Run the <i>Easy Setup</i> wizard and select <b>Home User Mode</b> on the <i>Viewing Environment</i> screen. See the <b>Customize my TV</b> option in <a href="#">Using the HELP menu</a> on page 31.</li> </ul>

### INlink (CEC-compatible) device

PROBLEM	SOLUTION
My TV is not displaying the video from the connected CEC device.	<ul style="list-style-type: none"> <li>Make sure that the HDMI cable is connected securely to your TV and the device.</li> <li>Make sure that the device is connected to your TV with an HDMI cable.</li> <li>Make sure that the device is a CEC device. See the documentation that came with the device for more information.</li> <li>Press <b>INPUT</b> and make sure that the correct video input source is selected. See <a href="#">Selecting the video input source</a> on page 19.</li> <li>Make sure that the INlink feature is turned on. See the <b>INlink Control</b> option in <a href="#">Using INlink</a> on page 21.</li> <li>Try adjusting the TV picture. See <a href="#">Adjusting the TV picture</a> on page 23.</li> </ul>
My TV is not playing the audio from the connected CEC device.	<ul style="list-style-type: none"> <li>Make sure that the HDMI cable is connected securely to your TV and the device.</li> <li>Make sure that the device is connected to your TV with an HDMI cable.</li> <li>Make sure that the device is a CEC device. See the documentation that came with the device.</li> <li>Make sure that the TV volume is turned up and not muted.</li> <li>Try adjusting the TV sound. See <a href="#">Adjusting sound settings</a> on page 25.</li> <li>Make sure that the TV speakers are turned on and not muted. See <a href="#">Adjusting sound settings</a> on page 25.</li> <li>Make sure that the INlink feature is turned on. See <b>INlink Control</b> option in <a href="#">Using INlink</a> on page 21.</li> <li>If you have connected an HDMI CEC audio receiver, adjust the volume on the receiver. When your TV detects an audio receiver, the TV speakers turn off and sound plays through receiver speakers only.</li> <li>If you are using a home theater system, soundbar, or external speaker system, make sure that it is turned on and is not muted.</li> <li>If you are using a home theater system, soundbar, or external speaker system, make sure that you have selected the correct output mode.</li> <li>If you are using a home theater system, soundbar, or external speaker system and have connected it with a digital audio cable, select <b>Digital Audio Format/Audio Delay</b> on the <i>Audio</i> menu, then set <b>Audio Format</b> to <b>PCM</b>. See the <b>Digital Audio Format/Audio Delay</b> option in <a href="#">Adjusting sound settings</a> on page 25.</li> </ul>

PROBLEM	SOLUTION
My TV's remote control does not control the device.	<ul style="list-style-type: none"> <li>• Make sure that there are no obstructions between the remote control and the remote control sensors on your TV and the device.</li> <li>• Depending on the device, all the buttons may not work.</li> <li>• After you switch to an INlink device, use the remote control that came with the device to control playback.</li> <li>• Make sure that the INlink feature is turned on. See <b>INlink Control</b> option in <a href="#">Using INlink</a> on page 21.</li> <li>• If you are trying to control the volume on an HDMI CEC audio receiver using your TV remote control, make sure that the <b>TV Speakers</b> option on the <i>Audio</i> menu is set to <b>On</b>. See <a href="#">Adjusting sound settings</a> on page 25.</li> <li>• If you are trying to control the volume on an HDMI CEC audio receiver using your TV remote control, make sure that the <b>Audio Receiver</b> option on the <i>INlink</i> menu is set to <b>On</b>. See the <b>Audio Receiver</b> option in <a href="#">Using INlink</a> on page 21.</li> <li>• The device may not support this feature. See the documentation that came with the device for more information.</li> </ul>
The device does not show up in the INlink Device list.	<ul style="list-style-type: none"> <li>• Make sure that the device is turned on.</li> <li>• Make sure that the HDMI cable is connected securely to your TV and the device.</li> <li>• Make sure that the device is connected to your TV with an HDMI cable.</li> <li>• Make sure that the INlink feature is turned on. See the <b>INlink Control</b> option in <a href="#">Using INlink</a> on page 21.</li> <li>• Make sure that the device is a CEC device. See the documentation that came with the device.</li> </ul>
My device does not turn off when I turn off my TV.	<ul style="list-style-type: none"> <li>• Make sure that the INlink feature is turned on. See the <b>INlink Control</b> option in <a href="#">Using INlink</a> on page 21.</li> <li>• Make sure that <b>Device Auto Power Off</b> is set to <b>On</b> on the <i>INlink</i> menu. See the <b>Device Auto Power Off</b> option in <a href="#">Using INlink</a> on page 21.</li> <li>• The device may not support this feature. See the documentation that came with the device for more information.</li> </ul>
My TV does not turn on when I turn on my device.	<ul style="list-style-type: none"> <li>• Make sure that the INlink feature is turned on. See the <b>INlink Control</b> option in <a href="#">Using INlink</a> on page 21.</li> <li>• Make sure that <b>TV Auto Power On</b> is set to <b>On</b> on the <i>INlink</i> menu. See the <b>TV Auto Power On</b> option in <a href="#">Using INlink</a> on page 21.</li> <li>• The device may not support this feature. See the documentation that came with the device for more information.</li> </ul>
The <b>Audio Receiver</b> setting on the <i>INlink</i> menu keeps turning back on after it is turned off.	<ul style="list-style-type: none"> <li>• When <b>Audio Receiver</b> is set to <b>Off</b> and <b>INlink Control</b> is set to <b>On</b> and you make an adjustment to the audio receiver (for example, turn the volume knob or press a button), <b>Audio Receiver</b> is automatically set to <b>On</b>. To prevent this from happening, turn off the INlink feature. See the <b>INlink Control</b> option in <a href="#">Using INlink</a> on page 21.</li> </ul>
Two volume bars appear when adjusting the volume.	<ul style="list-style-type: none"> <li>• When you adjust the volume on the audio receiver or with the TV remote control, a double volume bar appears, one for the TV volume and one for the audio receiver volume.</li> </ul>
I cannot select the <b>Root Menu</b> option on the INlink menu. OR The device's root menu does not open when I select <b>Root Menu</b> on the <i>INlink</i> menu.	<ul style="list-style-type: none"> <li>• The device may not support this feature. See the documentation that came with the device for more information.</li> </ul>

**Note:** If the problem is not solved by using these troubleshooting instructions, turn off your TV, then turn it on again.

## Legal notices

### FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### Warning

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### Cables

Connections to this device must be made with shielded cables with metallic RF/EMI connector hoods to maintain compliance with FCC Rules and Regulations.

### Canadian Notice

Analog and Digital Television Receiving Apparatus  
– Appareil de réception de télévision analogique et numérique,  
Canada BETS-7 / NTMR-7

### IC Statement

This device complies with Industry Canada licence—exempt RSS standard(s).

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment.

### Dolby License Notice and Trademark Acknowledgement

 **DOLBY AUDIO**™ Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories.

### HDMI

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### Open Source

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Version 1.23

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If you require additional information please call the Insignia support line at 1-877-467-4289.

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# ONE-YEAR LIMITED WARRANTY

## Definitions:

The Distributor\* of Insignia branded products warrants to you, the original purchaser of this new Insignia-branded product ("Product"), that the Product shall be free of defects in the original manufacturer of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded retail store or online at [www.bestbuy.com](http://www.bestbuy.com) or [www.bestbuy.ca](http://www.bestbuy.ca) and is packaged with this warranty statement.

## How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

## What does this warranty cover?

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Insignia repair center or store personnel, Insignia will (at its sole option): (1) repair the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Insignia and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Insignia Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

## How to obtain warranty service?

If you purchased the Product at a Best Buy retail store location or from a Best Buy online website ([www.bestbuy.com](http://www.bestbuy.com) or [www.bestbuy.ca](http://www.bestbuy.ca)), please take your original receipt and the Product to any Best Buy store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States and Canada call 1-877-467-4289. Call agents may diagnose and correct the issue over the phone.

## Where is the warranty valid?

This warranty is valid only in the United States and Canada at Best Buy branded retail stores or websites to the original purchaser of the product in the country where the original purchase was made.

## What does the warranty not cover?

This warranty does not cover:

- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage

- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).
- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

REPAIR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY FOR BREACH OF WARRANTY. INSIGNIA SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, INCLUDING, BUT NOT LIMITED TO, LOST DATA, LOSS OF USE OF YOUR PRODUCT, LOST BUSINESS OR LOST PROFITS. INSIGNIA PRODUCTS MAKES NO OTHER EXPRESS WARRANTIES WITH RESPECT TO THE PRODUCT, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE WARRANTY PERIOD. SOME STATES, PROVINCES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

Contact Insignia:

**1-877-467-4289**

[www.insigniaproducts.com](http://www.insigniaproducts.com)

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# PÓLIZA DE GARANTÍA

Esta póliza de garantía, expedida por Best Buy Imports, S. de R.L. de C.V. (Best Buy), con domicilio en Av. Santa Fe No.440 Piso 2 OFNA 202 y 203 P3 y P4, Col. Santa Fe Cuajimalpa, C.P. 05348, Del. Cuajimalpa de Morelos, México, Distrito Federal, teléfono 01-800-926-3100 para productos de la marca **INSIGNIA, DYNEX, ROCKETFISH, PLATINUM y MODAL** (el "Producto" o los "Productos") establece las normas y condiciones de garantía para el Producto que se describe en la siguiente tabla de Productos adquiridos por el cliente (cómo se define más adelante) en tiendas Best Buy localizadas dentro de la República Mexicana.

El tiempo de garantía aplicable a cada producto será marcado con una "x" por el vendedor en el listado que antecede al momento de su venta. El tiempo de garantía correspondiente empieza a correr a partir de la **Fecha de compra y recepción** \* que se coloca al momento de su venta.

DYNEX	
ACCESORIOS DE COMPUTO	1 AÑO
ACCESORIOS PARA LAPTOPS	1 AÑO
CABLES	LIMITADO DE POR VIDA*
LIMPIEZA DE AV	1 AÑO
RATONES	1 AÑO
SOPORTES DE TV	3 AÑOS
SUPRESORES DE PICOS	1 AÑO
TECLADOS	1 AÑO
OTROS ACCESORIOS	1 AÑO
OTROS PRODUCTOS HARDWARE	1 AÑO

ROCKETFISH	
ACCESORIOS PARA LAPTOPS	1 AÑO
ACCESORIOS PARA VIDEOJUEGOS	90 DÍAS
ADAPTADORES	1 AÑO
ADAPTADORES LAPTOPS	3 AÑOS
ALIMENTACIÓN CPU	1 AÑO
AMPLIFICADORES DE CABLES	1 AÑO
AUDÍFONOS PARA CELULAR	1 AÑO
BOCINAS	1 AÑO
CABLES	LIMITADO DE POR VIDA*
CARGADORES	1 AÑO
CONECTORES	1 AÑO
REGULADORES DE CORRIENTE	1 AÑO
SELECTOR DE BOCINAS	1 AÑO
SOPORTES DE TV	LIMITADO DE POR VIDA*
OTROS ACCESORIOS	LIMITADO DE POR VIDA*
OTROS PRODUCTOS HARDWARE	1 AÑO

MODAL	
ACCESORIOS	LIMITADO DE POR VIDA
PRODUCTOS HARDWARE	1 AÑO

INSIGNIA	
ACCESORIOS AUDIO PORTÁTIL	90 DÍAS
ACCESORIOS DE COMPUTO	1 AÑO
ACCESORIOS PARA LAPTOPS	1 AÑO
ACCESORIOS PARA VIDEOJUEGOS	90 DÍAS
ADAPTADORES	1 AÑO
ADAPTADORES LAPTOPS	1 AÑO
BOCINAS	1 AÑO
BOCINAS DE COMPUTO	1 AÑO
BOOM BOXES / GRABADORAS	90 DÍAS
CABLES	1 AÑO
CARGADORES	1 AÑO*
CONECTORES	1 AÑO
DVD PORTÁTIL	1 AÑO
LIMPIEZA DE AV	1 AÑO*
MUEBLES	1 AÑO
RADIO RELOJ	90 DÍAS
RATONES	1 AÑO
RECEPTORES	1 AÑO
SISTEMAS COMPACTOS	90 DÍAS
TABLETAS	90 DÍAS
TEATRO EN CASA	1 AÑO
TECLADOS	1 AÑO
TELEVISIONES	1 AÑO
TRIPYES Y MONOPIES	1 AÑO
OTROS ACCESORIOS	1 AÑO
OTROS PRODUCTOS HARDWARE	1 AÑO

PLATINUM	
MALETINES	1 AÑO
ESTUCHES PARA CÁMARAS	1 AÑO
OTROS ACCESORIOS	LIMITADO DE POR VIDA
OTROS PRODUCTOS HARDWARE	1 AÑO

Para efectos de esta Póliza, se entenderá como Cliente, aquellos que adquieran con carácter de usuario final, cualesquiera de los Productos vendidos en las tiendas Best Buy, localizadas dentro de los Estados Unidos Mexicanos ("México").

## CONCEPTOS

Mediante esta garantía, Best Buy se compromete a respaldar el Producto contra cualquier defecto de los materiales y/o mano de obra empleados en la fabricación del Producto. Asimismo, la presente garantía ampara todas las piezas y componentes de este producto. Best Buy reparará el Producto en caso de estar defectuoso, y reemplazará la pieza o componente defectuosos, sin costo para el Cliente, incluyendo la mano de obra y los gastos de transportación derivados de su cumplimiento en nuestra red de servicio que más adelante se detallará.

## CONDICIONES

### 1. Notificación de las reclamaciones.

Solamente será necesario para ejercer la garantía, presentar el Producto y la póliza de garantía debidamente sellada por el establecimiento de Best Buy que lo vendió o se puede presentar la factura, o recibo, o el comprobante en el que consten los datos específicos del producto adquirido.

**Garantía de Servicio:** Si el Cliente identifica que el Producto tiene partes, componentes o materiales defectuosos, o defectos por mano de obra, deberá dar aviso con prontitud y una explicación de la reclamación a la tienda Best Buy donde adquirió su Producto y/o al centro de servicio especializado señalado en esta póliza. Todas las reclamaciones para efectos de la presente garantía deberán hacerse dentro de la vigencia de la misma. El personal especializado del centro de servicio, realizará una inspección al Producto con el fin de determinar la procedencia de la garantía. Ninguna reparación o reposición de cualquier Producto o parte del mismo se hará sin cargo fuera de la vigencia de la garantía del Producto. La garantía sobre la reparación de una falla específica así como de las partes empleadas para la misma, estará vigente por el periodo restante de la garantía del Producto o por un periodo de 90 (noventa) días contados a partir de la fecha de reparación del Producto o instalación de los repuestos, lo que resulte mayor.

Durante el período de garantía, para reparar el Producto defectuoso, el Cliente podrá llevarlo a la tienda Best Buy en que lo adquirió, o al centro de servicio especializado señalado en esta póliza. El Cliente deberá presentar el Producto defectuoso con la póliza de garantía debidamente sellada por la tienda Best Buy. Una vez reparado, Best Buy, o sus representantes, entregarán el Producto al Cliente, en la misma tienda Best Buy en la que fue reclamada la garantía. Best Buy no está obligado a proporcionar al Cliente un Producto sustituto durante el período de evaluación y en su caso de reparación en que el Producto defectuoso se encuentre en el centro de servicio autorizado.

\* **Garantía Limitada de por vida:** entiéndase cómo garantía limitada de por vida contra todo defecto de material o mano de obra, aplicable durante la vida útil del producto.

### 2. Recurso exclusivo.

Aceptación: El recurso exclusivo del Cliente y la única obligación de Best Buy consiste en realizar todos los trabajos necesarios para reparar cualquier Producto que se determine como defectuoso dentro del período de esta garantía y proporcionar, sin cargo extra para el Cliente, los repuestos de las partes defectuosas. [En el caso de que la reparación del Producto o el reemplazo de partes no solucione el defecto, o que hayan transcurrido 30 días posteriores a la recepción del Producto para su reparación, o se hayan realizado 3 (tres) reparaciones consecutivas sobre la misma falla e incurra en una cuarta entonces y sólo en dichos casos, Best Buy substituirá el Producto defectuoso por otro igual ó de similares características, o reembolsará al Cliente el precio de adquisición de dicho Producto, en la fecha en que fue adquirido

### 3. Excepciones de la Garantía Limitada:

Best Buy no tendrá responsabilidad ni obligación ante el Cliente y por lo tanto se exime de hacer efectiva la garantía en los siguientes casos: (i) cuando el Producto se hubiese utilizado en condiciones distintas a las normales; (ii) cuando el Producto no hubiese sido operado de acuerdo con el instructivo de uso que se le acompaña; y (iii) cuando el Producto hubiese sido alterado o reparado por personas no autorizadas por Best Buy. Best Buy excluye también todos aquellos Productos que no hayan sido vendidos por Best Buy en cualquiera de sus tiendas localizadas dentro de la República Mexicana. No están cubiertas por la presente garantía las partes consumibles del Producto. Esta garantía cubrirá defectos y/o fallos dentro del período de garantía derivado de cualquier defecto de los materiales en la fabricación del Producto.

**4. Validez territorial:** La presente póliza de garantía es válida únicamente en la República Mexicana.

### RENUNCIA DE LA GARANTÍA:

Excepto por la garantía aquí estipulada, la cual cumple con lo dispuesto por la NOM-024-SCFI-2013, Best Buy excluye expresamente del alcance de la presente garantía cualquier otra garantía explícita o implícita incluyendo, sin limitar, todas o cualquier declaración o garantías de comerciabilidad y/o aplicación o uso del Producto para propósitos específicos. Best Buy excluye expresamente, a toda y cualesquiera garantía relativas a que su Producto sea compatible con cualquier otro Producto o combinación de productos diferentes a los Productos de la marca **INSIGNIA, DYNEX, ROCKETFISH, PLATINUM y MODAL** a los que el Cliente decida conectar el Producto.

**DATOS DEL PRODUCTO ADQUIRIDO:**

Modelo: \_\_\_\_\_  
 No. de serie: \_\_\_\_\_  
 Tienda donde se adquirió: \_\_\_\_\_  
 Dirección de la tienda:  
 Calle \_\_\_\_\_ no \_\_\_\_\_  
 Col. \_\_\_\_\_ C.P. \_\_\_\_\_  
 Delegación/Municipio \_\_\_\_\_ Ciudad/ Estado \_\_\_\_\_

Las Tiendas Best Buy en la Republica Mexicana, son los establecimientos donde se puede hacer efectiva la garantía donde se pueden obtener componentes, consumibles y accesorios del Producto: Centro de Servicio (y/o red de servicio):

- BEST BUY MUNDO E: Bvd. Manuel Ávila Camacho, No. 1007, San Lucas Tepetlatalco, Tlalnepantla, C.P. 5405 Estado de México.
- BEST BUY INTERLOMAS: Boulevard Magnocentro 35, Col. Centro Urbano San Fernando la Herradura C.P. 52 Huiquilucan, Estado de México.
- BEST BUY ACOXPA: Avenida Acoxpa 430 Col. Ex Hacienda Coapa, Del. Tlalpan, C.P. 14300, México D.F.
- BEST BUY POLANCO: Francisco Petrarca 202 Col. Polanco, Del. Miguel Hidalgo, C.P. 11570, México D.F.
- BEST BUY CIUDADELA: Calle Labna 1437, Col. Ciudad del Sol, C.P. 45071, Zapopan, Jalisco.
- BEST BUY GALERIAS: Av. Rafael Sanzio 150, Sub Ancla 3, Col. La Estancia, C.P. 45030, Zapopan, Jalisco.
- BEST BUY TLAQUEPAQUE: Boulevard Marcelino García Barragán, N° 2077 y 2377, Col. Prados del Nilo, C.P. 44840, Guadalajara, Jalisco.
- BEST BUY CUAUTITLAN: Av. Primero de Mayo, S/N, Manzana C-34-C, Col. Centro Urbano, Cuautitlán Izcalli, Estado de México.
- BEST BUY MORELIA: Avenida Montaña Monarca Norte N° 1000, Col. Desarrollo Montaña Monarca C.P. 583 Morelia, Michoacán.
- BEST BUY PEDREGAL: Calle de Ladera no. 16 Col. Jardines del Pedregal de San Ángel, C.P. 04500, Del. Coyo: México, D.F.
- BEST BUY MONTERREY: Av. Batallón de San Patricio No. 1000 Col. Residencial San Agustín, C.P. 66260, San Pedro Garza García, Nuevo León, Monterrey.
- BEST BUY ANDARES: Blvd. Puerta de Hierro no. 4965 Fracc. Plaza Andares, C.P. 45116, Zapopan, Jalisco

También consulte el listado de los nuevos establecimientos en <http://www.bestbuy.com.mx/tiendas>

Sello del establecimiento que vendió el Producto:

(O puede presentar la factura, o recibo, o el comprobante en el que consten los datos específicos del producto adquirido)

Fecha de compra y recepción\*

DÍA	MES	AÑO

Fecha de Instalación (en caso de ser aplicable) \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Centro de atención telefónica para D.F. e interior de la República:**  
**01-800-926-3100**  
<http://www.bestbuy.com.mx/>

# INSIGNIA™

If the power cord is damaged, it must be replaced by the manufacturer or its service agent or qualified personnel to avoid risk.

**For product inquiries or accessibility assistance, please contact us with the information below:**

**1-877-467-4289**

**[www.insigniaproducts.com](http://www.insigniaproducts.com)**

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**Mexico:**

**01-800-237-8289**

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Colonia Santa Fe Cuajimalpa, C.P. 05348, Delegación Cuajimalpa De Morelos, México, Ciudad De México

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