



Instruction Manual

50" QLED 4K Ultra HD Google TV - BP500USG98



Enjoy it.

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GENERAL SAFETY

Read this manual thoroughly before you start using the TV.

Store this manual, the completed warranty card, your receipt and the product packaging.

The safety precautions instructions reduces the risk of fire, electric shock and injury when correctly complied to.

Please follow all instructions and take notice of all warnings.



The cover (or back) of the unit should not be removed to prevent risk of electric shock.

This unit must be serviced by a qualified service personnel only.



The lightning flash with symbol within the triangle is intended to warn you of a non-insulated dangerous voltage in the product's enclosure that could be of sufficient magnitude to generate a risk of electric shock to persons.



The exclamation point within the triangle is intended to warn you to the presence of important operating and maintenance instructions in the documents included with the product.

IMPORTANT INFORMATION

The lightning flash symbol within the triangle is intended to warn you of non-insulated dangerous voltage the product's enclosure that could be of sufficient magnitude to generate a risk of electric shock to persons.

- Using Cabinets or stands recommended by the manufacturer of the television.
- Only using furniture that can safely support the Products.
- Ensure the Product is not overhanging the edge of the supporting furniture.
- Do not place the product on a high furniture without securing both the furniture and the product to a stable support.
- Do not place the product on cloth or other conductive materials.
- Warn children of the dangers of climbing on furniture to reach the television or its controls and to call for an adult to assist.

GENERAL SAFETY (CONT.)

IMPORTANT INFORMATION

- Do not expose this appliance to rain or moisture as it may result in fire or an electric shock hazard
- Do not tamper or change or modify the product in any way.
- Only use Accessories outlined and recommended by the manufacturer.
- Please do not expose the product to splashing or water contact
- Please do not place any object on top of the product including objects filled with liquids such as vases.
- Danger of explosion if battery is incorrectly placed. Replace with same or equivalent type.

Installation

Please follow instruction when installing this product in accordance with the instruction manual. This product must be positioned in a sufficiently stable location, it can be potentially hazardous due to falling and can cause injury, particularly to children if it positioned incorrectly.

- Before installing this TV set, make sure your outlet voltage corresponds to the voltage stated on the product rating label
- Do not use a damaged power cord, plug or loose outlet. Doing so may cause an electric shock.
- Do not plug several devices into the same outlet. Doing so may cause the outlet to overheat and start a fire. Make sure the outlet is readily accessible during operation of the equipment.
- Do not bend, twist or kink the power cord excessively.
- Do not allow anything to rest on or roll over the power cord and antenna cable. Doing so may cause a fire or an electric shock.
- Do not run the power cord near heat-producing appliances such as radiators, stoves or irons. The excessive heat could melt the insulation and expose live wires, resulting in fire or electric shock.
- Unplug this TV during lightning storms or when unused for long periods of time. Not doing so may result in fire or electric shock.
- Do not cover the ventilation openings of the product with items such as newspapers, tablecloths, curtains etc or insert objects into the slots available on the products. As this could result in the product temperature rising and could cause a fire.
- If you notice any unusual odors or smoke around the unit, immediately disconnect the unit from the outlet and contact the service center. Failure to do so may result in fire or electric shock.
- When not using the unit for long periods of time or when you are moving the unit please ensure to disconnect the power cord from the wall socket.

GENERAL SAFETY (CONT.)

- Please beware that Dust could accumulate over time on the unit and cause it to generate heat and or deteriorate insulation, which in turn may result in an electrical fire.
- The product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or young children of any age, They must be supervised product by a person responsible for their safety.
- Batteries from the remote control must be only removed by an adult, the adult must ensure to keep them out of reach of infants and children. Seek medical attention immediately if a child has swallowed a battery.
- Batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.
- To maintain the product do not use any chemical or cleaning agent or wet cloth, please only ensure to utilize a dry cloth to wipe it down from marks or dust and only after unplugging the product from the power socket.
- Please ensure to contact our call center for any repair or service required for the products.
- Make sure to always carry TV from the sides, always be sure to have assistance by another person. Do not carry the TV from the middle.

WARNING!

It is STRONGLY RECOMMENDED that you ANCHOR this product.

Toppling furniture and TV's can cause serious injury or death.

TO HELP AVOID ANY SERIOUS OR FATAL INJURY, WE STRONGLY RECOMMEND THAT THIS PRODUCT BE PERMANENTLY FIXED TO THE WALL OR OTHER SUITABLE SURFACE. FIXING DEVICES ARE NOT INCLUDED SINCE DIFFERENT SURFACE MATERIALS REQUIRE DIFFERENT ATTACHMENTS. PLEASE SEEK PROFESSIONAL ADVICE IF YOU ARE IN DOUBT WHAT FIXING DEVICE TO USE.

If a television is not positioned in a sufficiently stable location, it can be potentially hazardous due to falling. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- Using cabinets or stands recommended by the manufacturer of the television.
- Only using furniture that can safely support the television.
- Ensuring the television is not overhanging the edge of the supporting furniture.
- Not placing the television on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television to a suitable support.
- Not standing the television on cloth or other materials placed between the television and supporting furniture.
- Educating children about the dangers of climbing on furniture to reach the television or its controls.

GENERAL SAFETY (CONT.)

Please make sure upon positioning this product, the place is:

- Not wet or damp and Well ventilated
- Away from direct sunlight or heaters.
- Away from splashes or food.
- Protected from excessive dust or grease.
- Do not install this equipment in a confined space such as a bookcase or similar unit.
- Do not install the TV set near heat sources such as radiators, stoves or other audio visual equipment that produce heat.
- Do not place containers with liquids, if liquid falls inside the products it may result in short-circuit, fire or electric shock.
- Do not place small metallic objects on top of the unit. Metal object falls inside the product it may result in short-circuit, fire or electric shock.
- Do not use or store flammable or combustible materials near the unit. Doing so may result in fire or explosion. Do not place any naked flame sources, such as lit candles, cigarettes or incense sticks on top of the TV set.
- The antenna must be installed away from high-voltage power line,
- Please contact an antenna professional installer to install the antenna to avoid incorrect installation which could result in fire, electric shock or serious injury.
- Install the unit at a reasonable distance from the wall to ensure sufficient ventilation.
- If mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.



This symbol indicates that the appliance has double insulation between the dangerous mains voltage and the parts accessible to the user. In the event of repairs use only identical spare parts.



The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI Trade dress and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

INSTALLATION

Install the stand as described below, or if you want to mount it to a wall, please contact a professional installer.

Please ensure the TV is not plugged into the wall socket and furthermore we recommend to get another person to assist in the following task.

Attaching the stand

Step 1

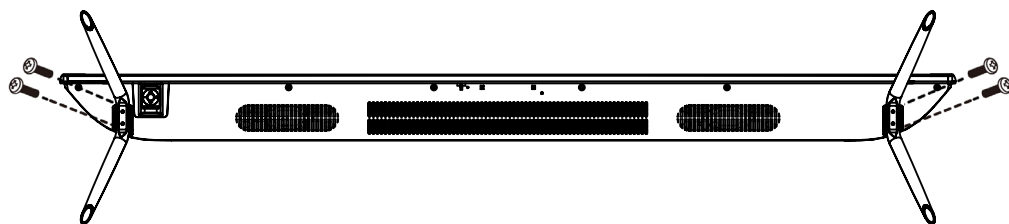
Place a soft cushioned material on top of a flat surface to prevent damaging the screen panel. Then place the TV screen flat on top, with the screen side facing down, as illustrated below.

Step 2

Align the stand leg to the installation point, as illustrated below.

Step 3

Tighten the screws (supplied) with a screwdriver to affix the stand to the panel, as illustrated below.



CAUTION!

Do not apply excessive force as this may damage the screw holes.

INSTALLATION (CONT.)

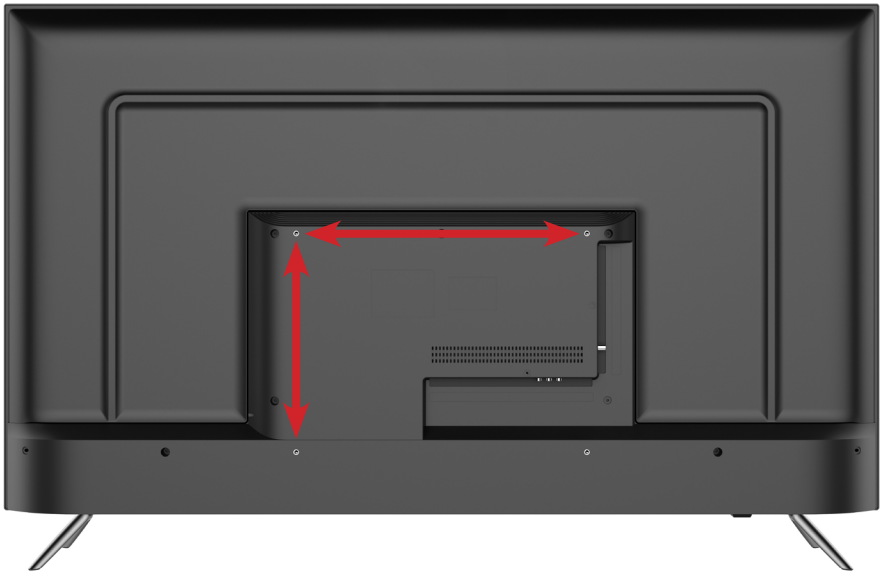
Wall-Mounting Instructions

Please ensure the TV is not plugged into the wall socket and furthermore we recommend to get another person to assist in the following task.

- We recommend you use a professional installer as we assume no liability for any eventual damage to the product or injury to yourself if you mount the TV on your own.

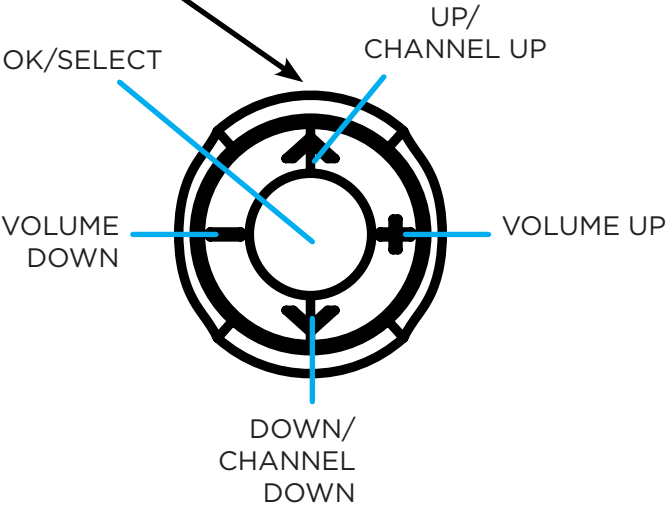
BACK OF TV

VESA PATTERN: 400 (w) x 300 (h) mm



NOTE: If you are wall-mounting the TV, this should be done by a qualified installer.

CONTROLS AND CONNECTIONS



CONTROLS AND CONNECTIONS

BOTTOM PORTS



SIDE PORTS

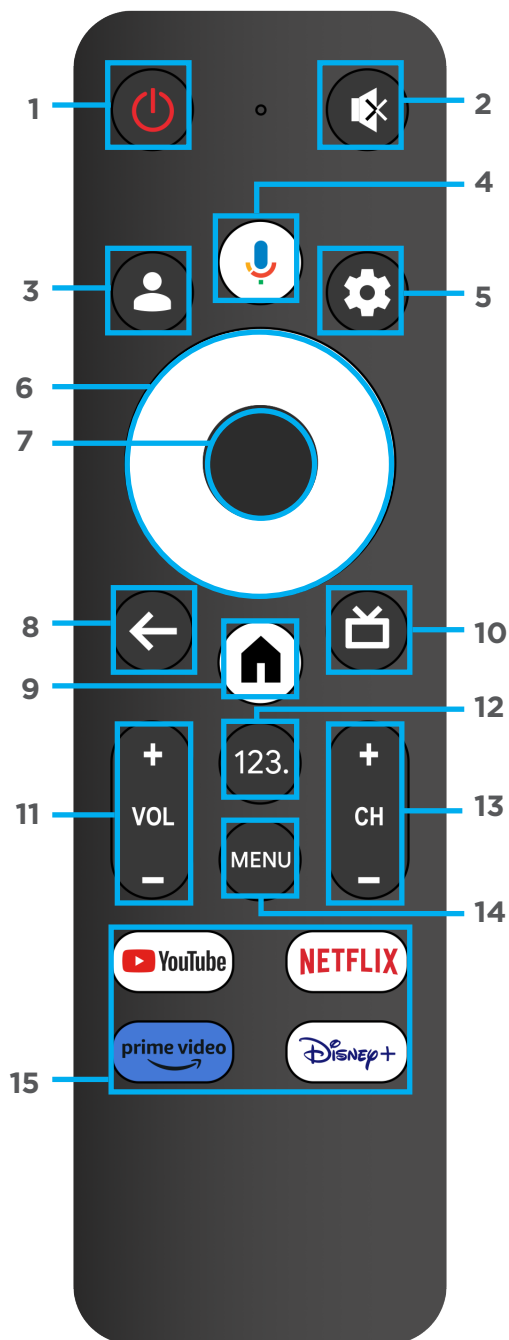


- 1. RJ45 (ETHERNET)
- 2. OPTICAL
- 3. USB
- 4. HDMI 4
- 5. HDMI 3
- 6. HDMI 2
- 7. AV IN
- 8. ANT (ANTENNA IN)
- 9. USB
- 10. HDMI 1 (ARC)
- 11. HEADPHONE

USB connection

Insert a USB storage device into the USB port to record, playback of video/music/photo.

REMOTE CONTROL



REMOTE CONTROL

1. **POWER:** Turn the TV on/off.
2. **MUTE:** Turn the sound on or off.
3. **MEMBER:** Choose or add an account.
4.  : Start a voice search or speak to Google Assistant.
5. **SETTING:** Press to open the setting option.
6. **ARROWS:** Navigate on-screen menu.
7. **OK:** OK to confirm selection.
8. **BACK:** Return to previous menu.
9. **HOME:** Open Android TV home page.
10. **GUIDE:** Select electronic program guide, in DTV mode, it will display all the information of program in a week when pressing this button.
11. **VOLUME:** Increase or decrease TV volume.
12. **Numbers:** Press to open the virtual keyboard.
13. **CHANNEL:** Next or previous TV channel.
14. **INFO:** Display channel information.
14. **MENU:** Display Menu
15. **APPS:** Open Netflix, YouTube, PrimeVideo, Disney

REMOTE CONTROL (CONT.)

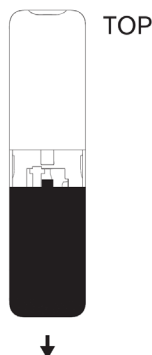
Using the Remote Control

- Do not mix old and new batteries in the remote
- Do not use different types of battery
- If you do not intend to use the unit for a long time, please remove batteries from the remote to avoid accident.
- Keep batteries away from children and pets.
- Never throw batteries into a fire.
- Do not drop, or impact the remote control as it void warranty immediately.
- The remote control operate at a range of 5 to 6M effectively
- Do not expose the remote control sensor to a bright light.

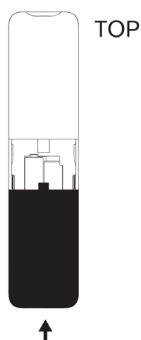
How to open back of remote control to replace batteries

Place/Replace the batteries making sure that the 2x AAA batteries (included) polarities (+/-) match the battery compartment polarities (+/-).

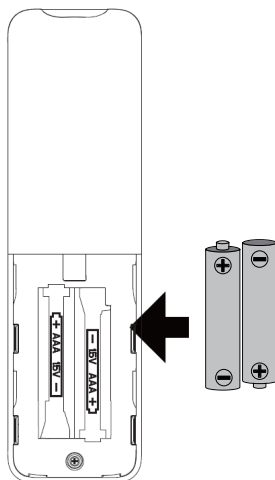
1. Open the battery compartment cover on the back side.



3. Close the cover



2. Insert 2 x 1.5V AAA batteries in correct polarity. Do not mix old or used batteries with new ones.

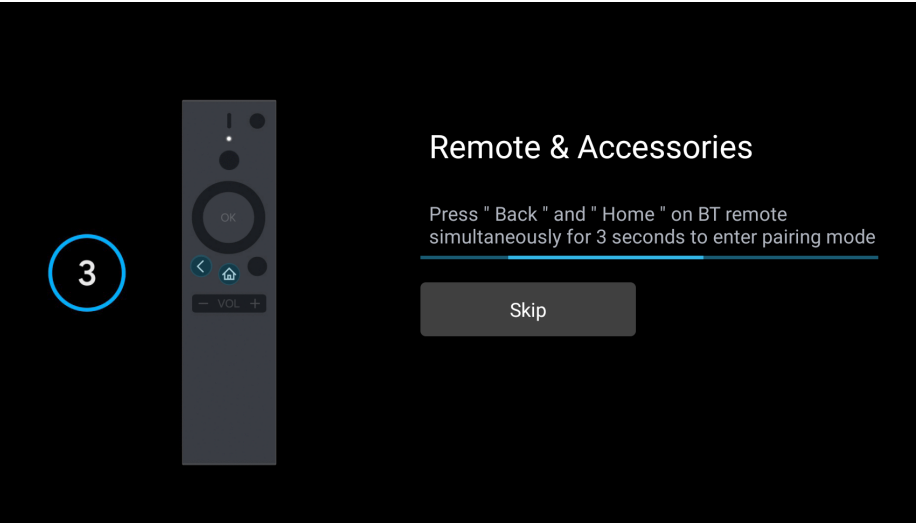


INITIAL SETUP

For the first initial setup, on screen setup wizard will guide you through setting up your TV. Please follow according to on screen guide to setup your TV correctly.

Be sure to follow the below prompts to pair your Bluetooth remote control. After the pairing is successful, you can now operate the TV.

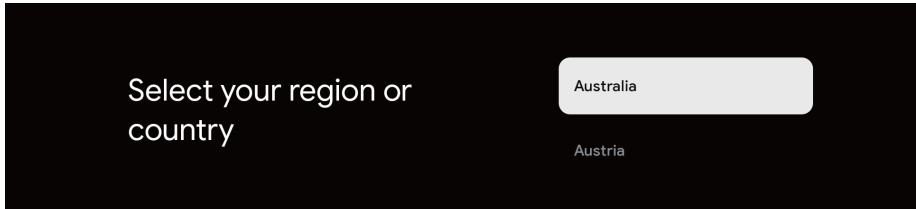
Press **BACK** and **HOME** buttons on RC at the same time for 3 seconds to enter pairing mode.



Use the ▲/▼ buttons to select system language, then press **OK/SELECT** to confirm.



Select CORRECT country you are located in otherwise Google TV will not work correctly.

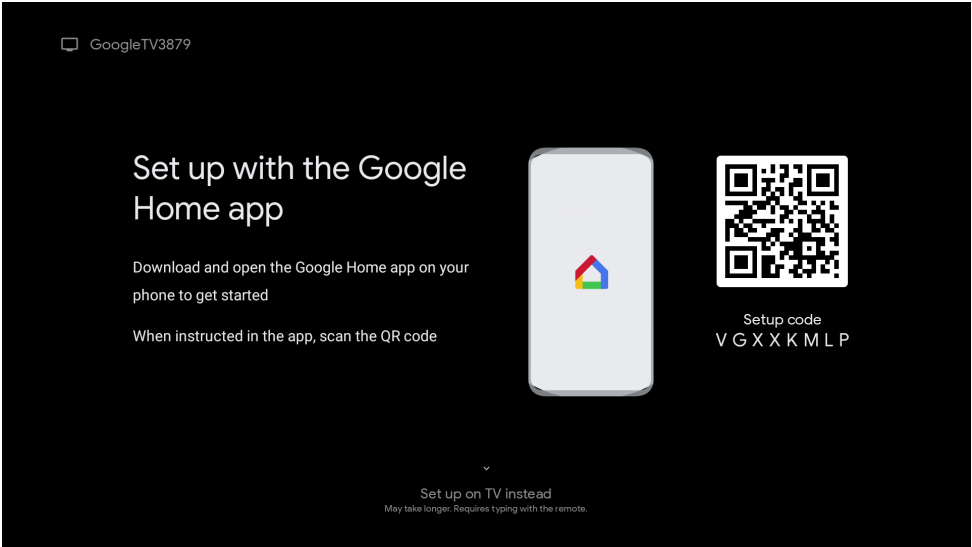
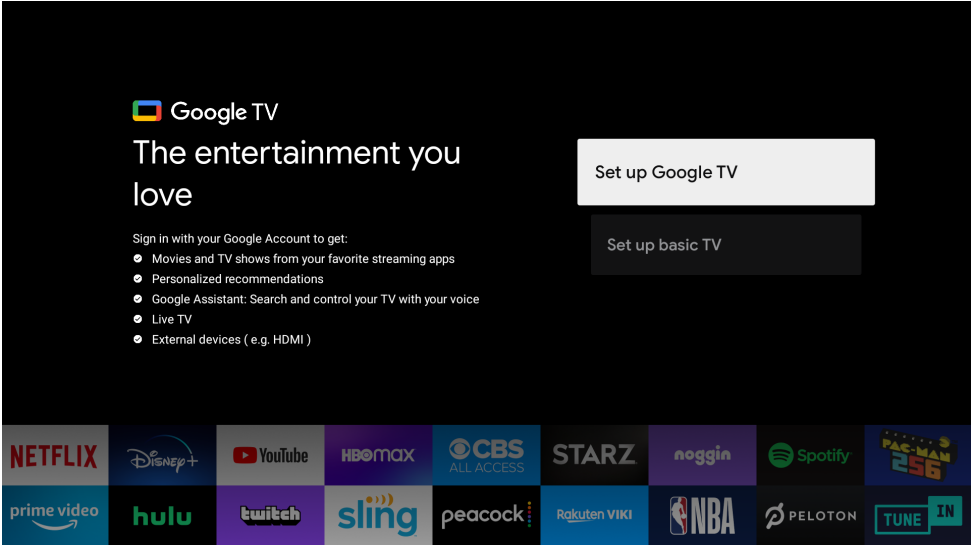


INITIAL SETUP (Cont.)

At the Initial Setup you will be asked whether you want to setup your Google TV now or just proceed with basic setup of scanning your live DTV Channels.

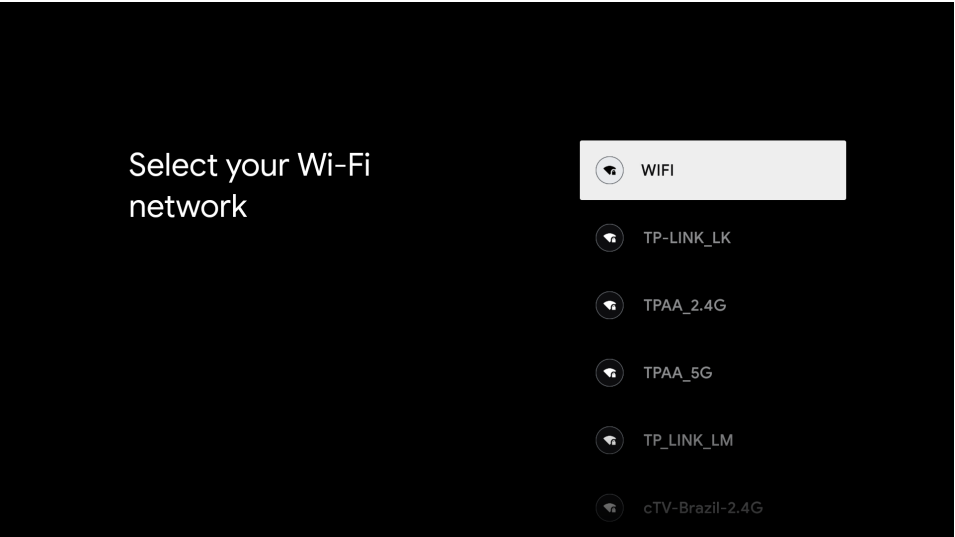
If you want to SKIP Google TV Setup steps - SELECT **“SET UP BASIC TV”** and proceed to page **21 DATE & TIME**

If you select **“SET UP GOOGLE TV”** please follow the below instructions below:



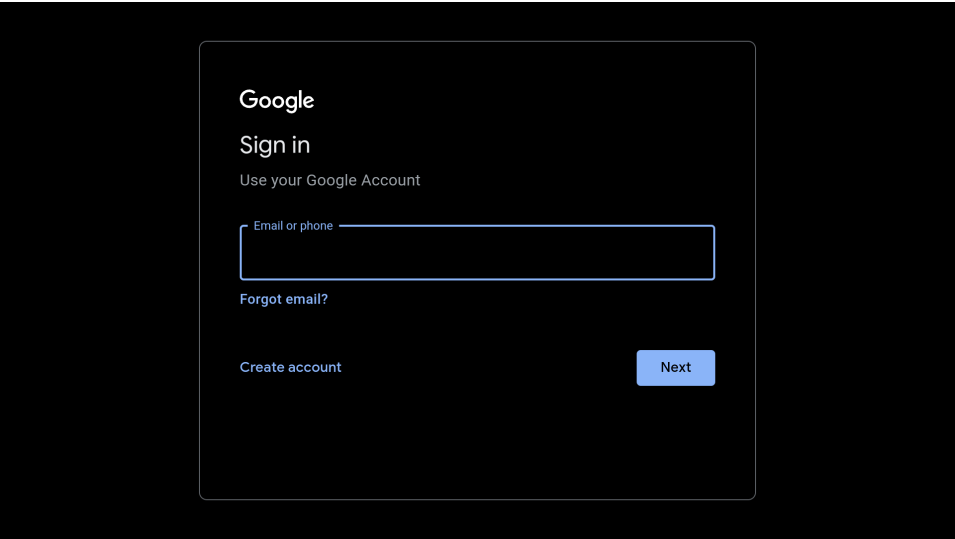
WI-FI

Select your home Wi-Fi network and enter in the password to start connection process.
Once successfully connected you will proceed to the next step.



GOOGLE

To have access and to download applications from **Google Play**, you must sign in with a Google Account. Once you open **Google Play**, you will be prompted to sign in or create a new account.



ACCEPTANCE - TERMS OF SERVICE

By accepting the Google Terms of Service to improve the product experience, Select **“ACCEPT”** to proceed with this condition.

Google

Hi 463777925!



By clicking "Accept", you agree to the Google Terms of Service and the Google Play Terms of Service. The Google Terms of Service also applies to your use of Assistant. The Google Privacy Policy describes how Google handles information generated as you use Google services.

This device may automatically receive and install updates and apps from Google or your device's manufacturer. Some of these apps may offer optional in-app purchases. You can remove them or adjust their permissions at any time from the device settings.

Accept

Terms of Service

Play Terms of Service

Privacy Policy



Google Services

Select each to learn more about each service, such as how to turn it on or off later. Data will be used according to Google's Privacy Policy.

Click "Accept" to confirm your selection of these Google services settings.

Accept

Use location

Allow Google and apps with your permission to use location estimated from Wi-Fi. Google may collect location data periodically and use this data in an anonymous way to improve location accuracy and location-based services

☒

Help improve Google TV

Automatically send diagnostic information to Google

☒

Recommendations

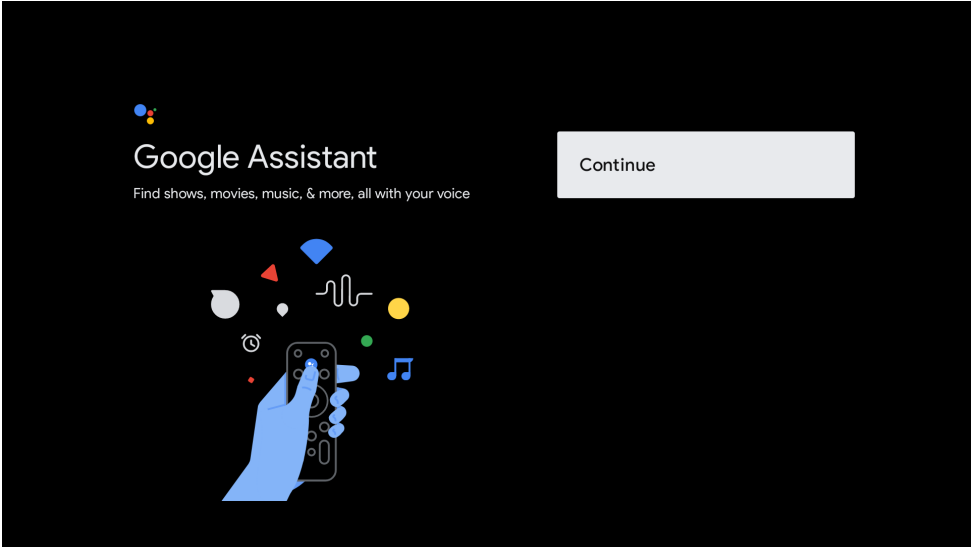
Google TV uses your activity from across Google to improve your recommendations

Services and your privacy

Google Assistant sends services you talk to a unique code

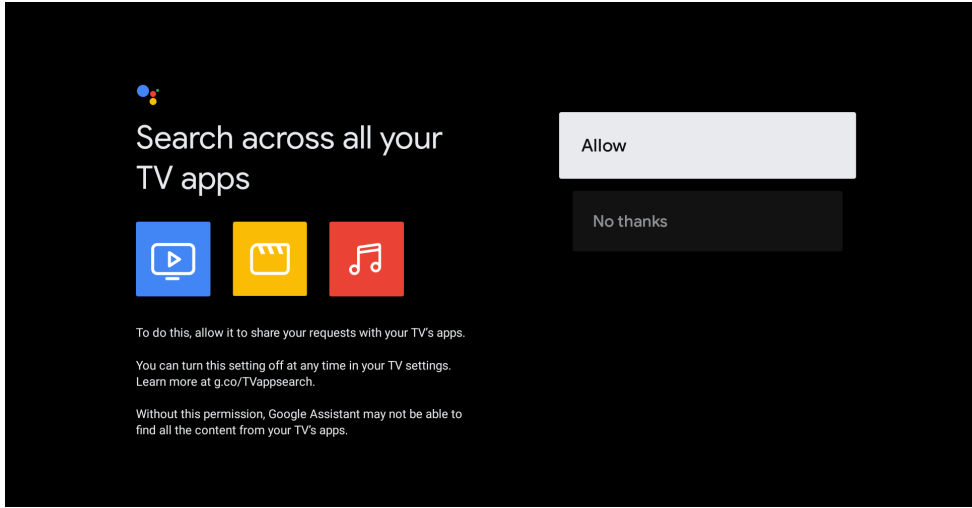
GOOGLE ASSISTANT SETUP

Now starts the process of setting up your Google Assistant to work best for you.
Please select Continue to start this process.



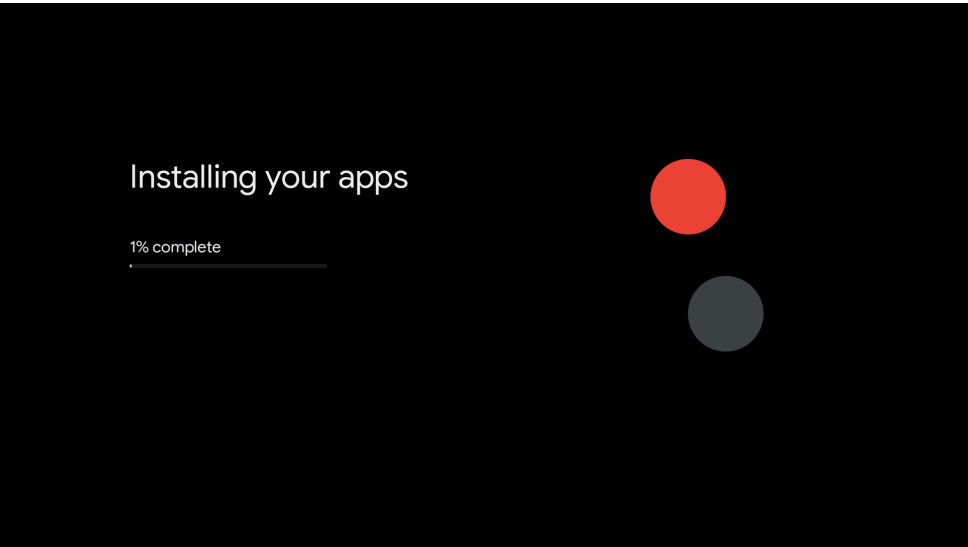
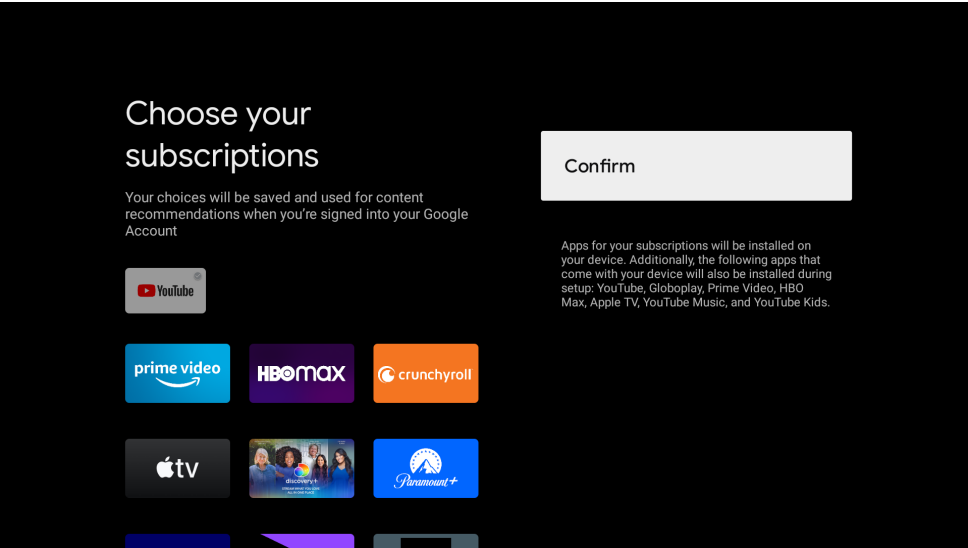
For the best experience with Google Assistant, please select **“Allow”** for Google Assistant to share requests with your TV’s Installed apps.

Without this permission, Google Assistant may not be bale to find all the content from your TV’s Apps.



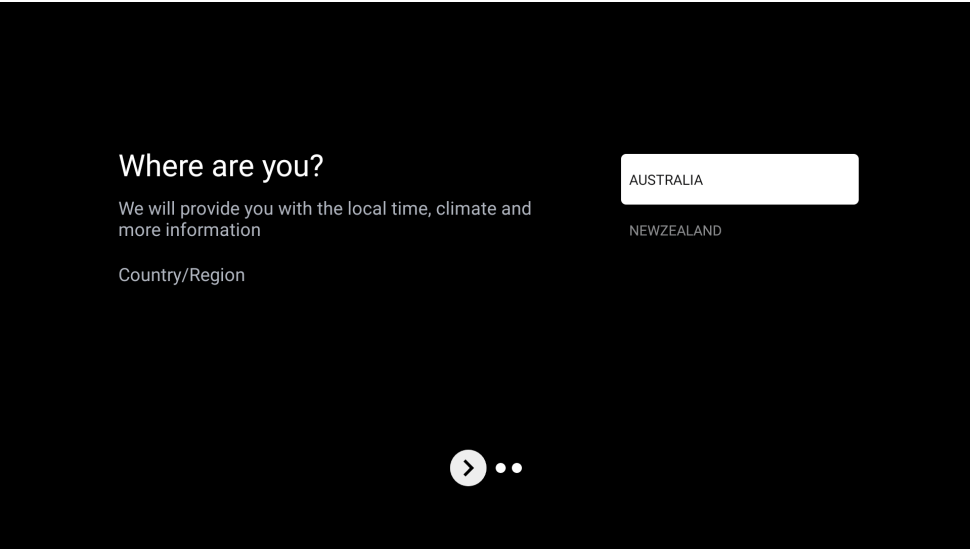
GOOGLE ASSISTANT SETUP (CONT.)

If you have select “Allow” in the previous step, content recommendations can now be provided to you.



DATE & TIME

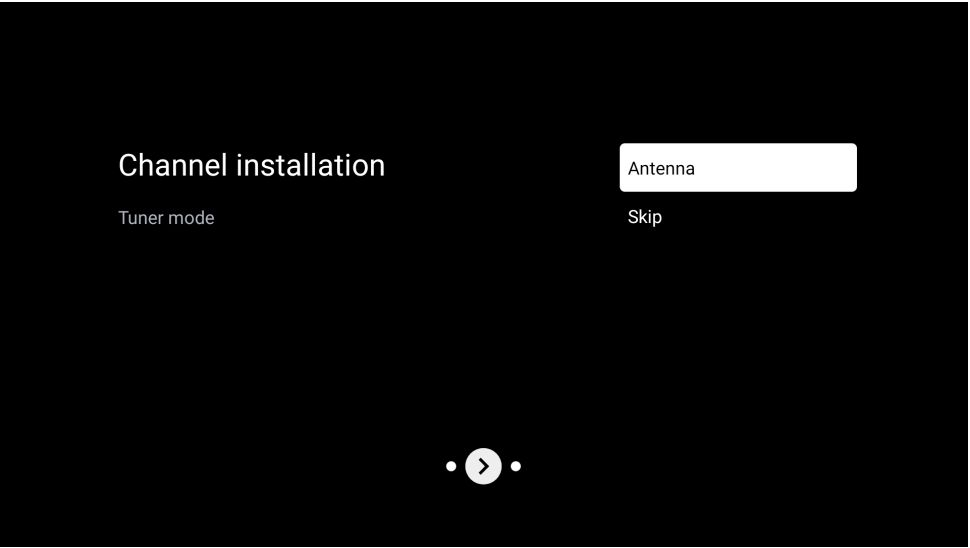
Select the country you are using the device in with the ▲/▼ directional buttons.



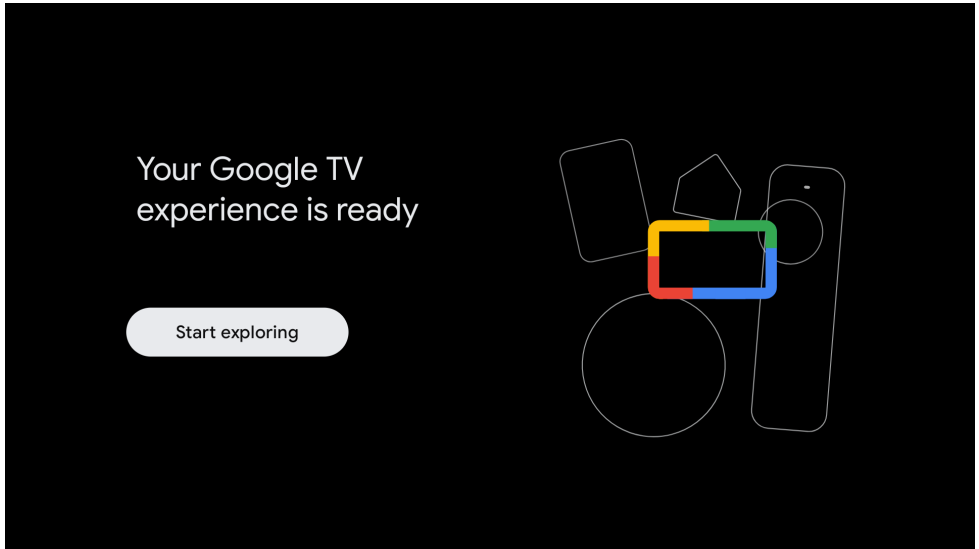
Channel Installation

Make sure to select **“ANTENNA”** to scan for channels using antenna cable.

NOTE: Please make sure **Antenna (RF) cable** is plugged into the **TV** port located on back of TV.



GOOGLE TV



Once you have completed initial setup, you will now enter the Google TV home screen.

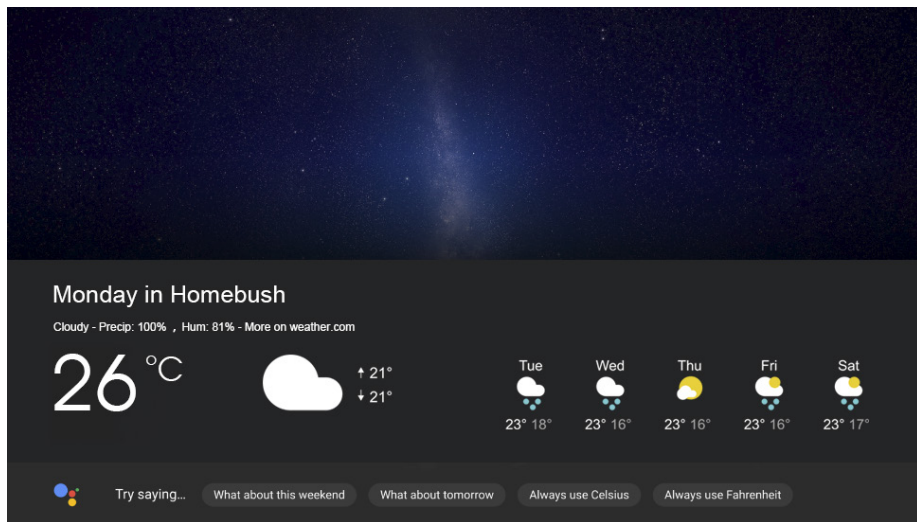
GOOGLE TV (CONT.)



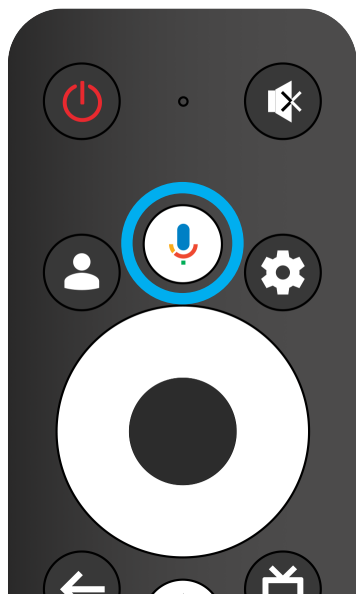
1. **PROFILE** - Select this option if you want to access:
Add or Manage Google Account
2. **FOR YOU** - Main page for advertised TV shows, Live TV, Installed Apps, and top picks based on content recommendations tailored for you.
 9 - Each row past this point will display recommended content from the apps you already have installed.
 10 - Apps you have installed. At the end of this row of apps, Select the + box and add your app that you have downloaded and installed to the home screen of your Google TV.
3. **MOVIES** - This menu is all movies recommended for you to watch.
4. **SHOWS** - This menu is all TV shows recommended for you to watch.
5. **APPS** - to search for and download/install onto your Google TV.
6. **LIBRARY** - All installed app will appear in this menu, including updates and more.
7. **SEARCH** - Press the Google Assistant button on your remote to do more on your TV with your voice, or select "Search" and type in what you are looking for.
8. **SETTINGS** - To Access Settings, Date & Time, TV Inputs, Picture (TV Display)

GOOGLE ASSISTANT

Do more on your TV with your voice. Press the Google Assistant button on your remote to quickly search 400,000+ movies and shows, get recommendations to match your mood, control smart home devices, and more.



Ask Google to search for the latest blockbuster, stream shows, or open multiplayer games. Have it dim the lights by connecting smart home devices. Manage tasks and see your calendar. Or ask it questions and see the answers on your TV.

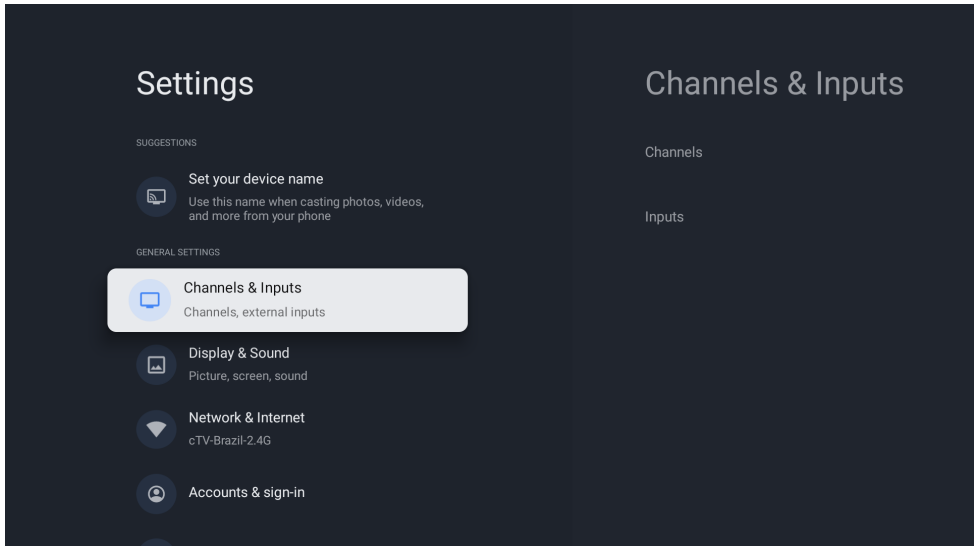


“What’s the weather today?”

SETTINGS MENU

To access **SETTINGS** menu:

1. Select **Profile** Icon (**#1 on page 23**) menu
2. Select **Settings**



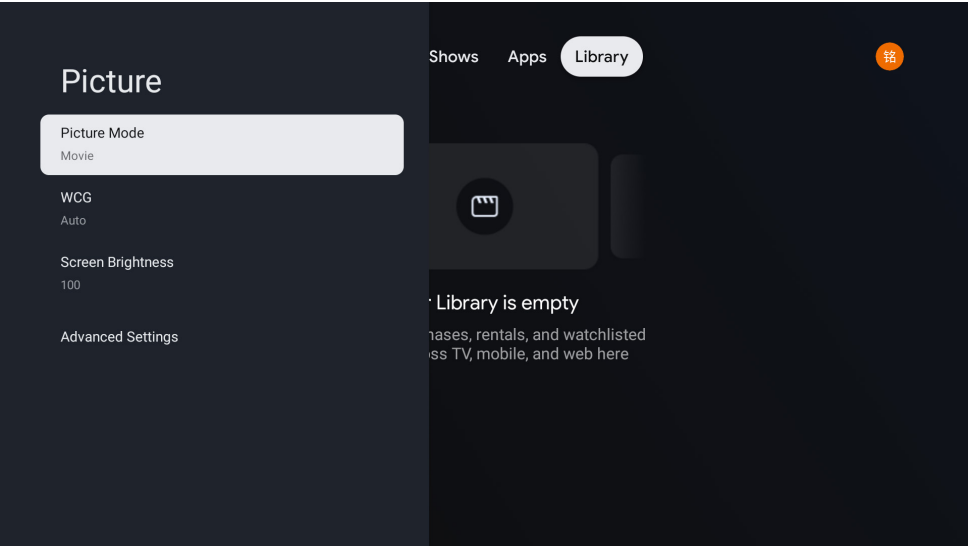
SETTINGS AVAILABLE ARE:

- **Set your Device Name** - This is to pick a Chromecast name, when searching to chromecast content from smartphone to TV, this name will appear on your smart device.
- **Channels & Inputs** - Live TV and TV inputs menu
- **Display & Sound** - Picture and Audio settings
- **Network & Internet** - Wi-Fi or Ethernet connection settings
- **Accounts & Sign in** - Google Account settings
- **Television**
- **About**
- **System**

PICTURE MENU

To access **PICTURE** menu:

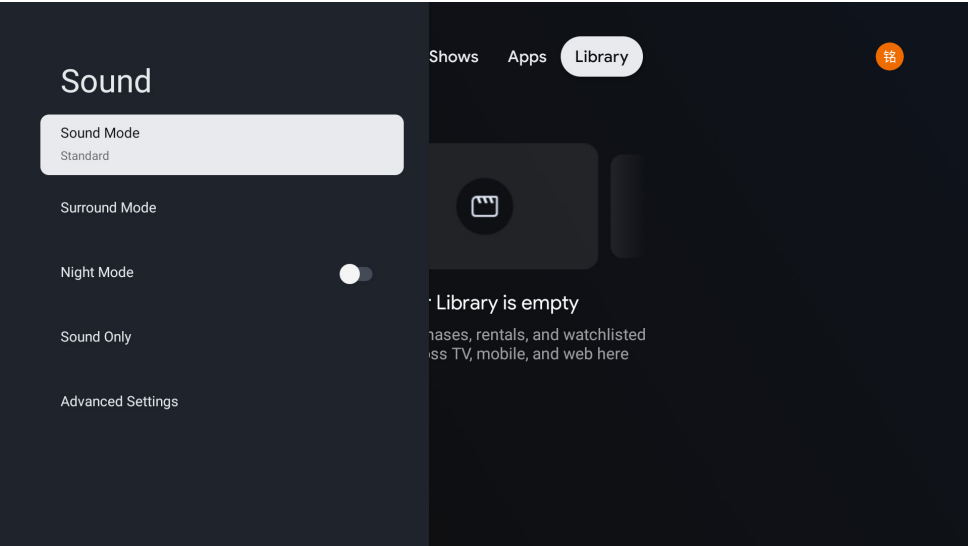
- 1. Select **Profile Icon (#1 on page 23)** menu
- 2. Select **Settings**
- 2. Go down and select **Display & Sound.**
- 3. Then select **Picture**



SOUND MENU

To access **SOUND** menu:

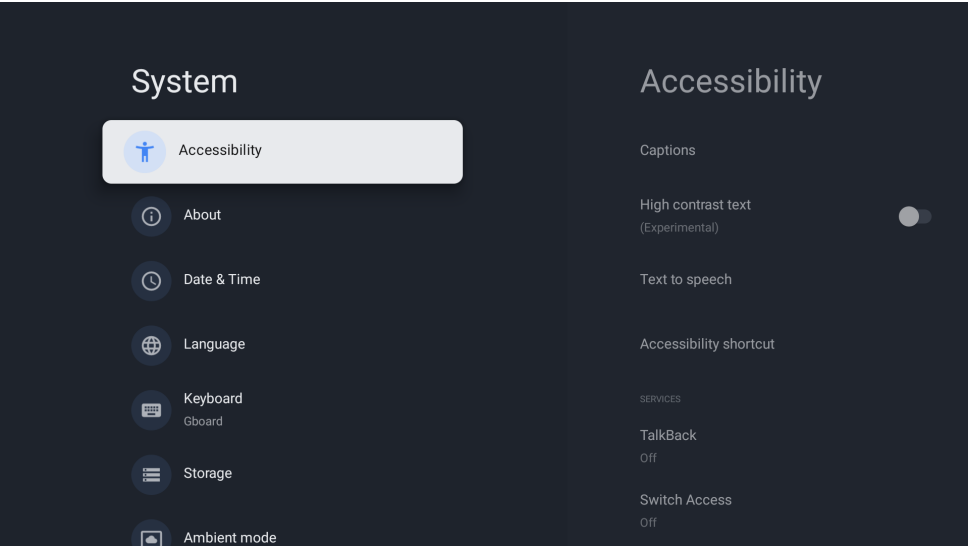
- 1. Select **Profile Icon (#1 on page 23)** menu
- 2. Select **Settings**
- 2. Go down and select **Display & Sound**.
- 3. Then select **Sound**



SYSTEM MENU

To access **SYSTEM** menu:

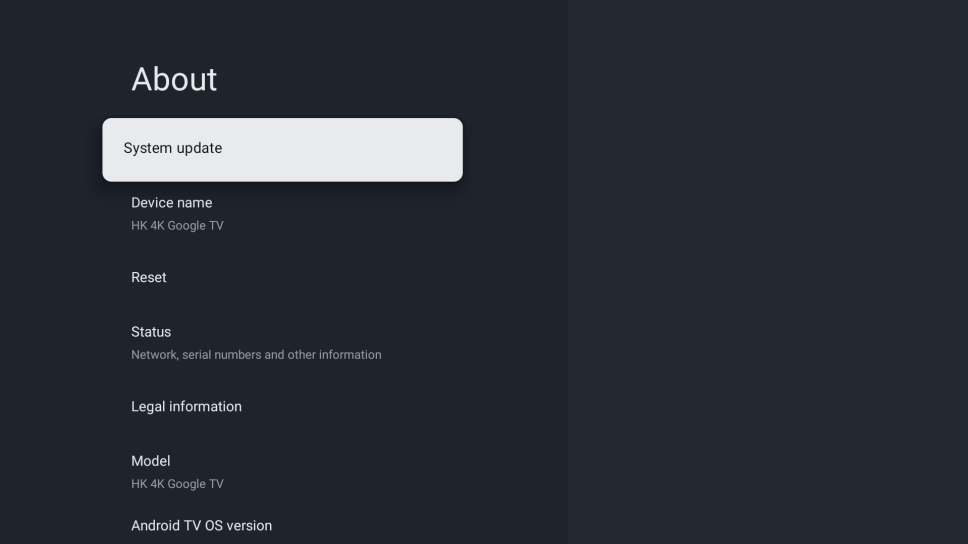
- 1. Select **Profile Icon (#1 on page 23)** menu
- 2. Select **Settings**
- 2. Go down and select **SYSTEM**



ABOUT MENU

To access **ABOUT** menu:

- 1. Select **Profile Icon (#1 on page 23)** menu
- 2. Select **Settings**
- 2. Go down and select **ABOUT**



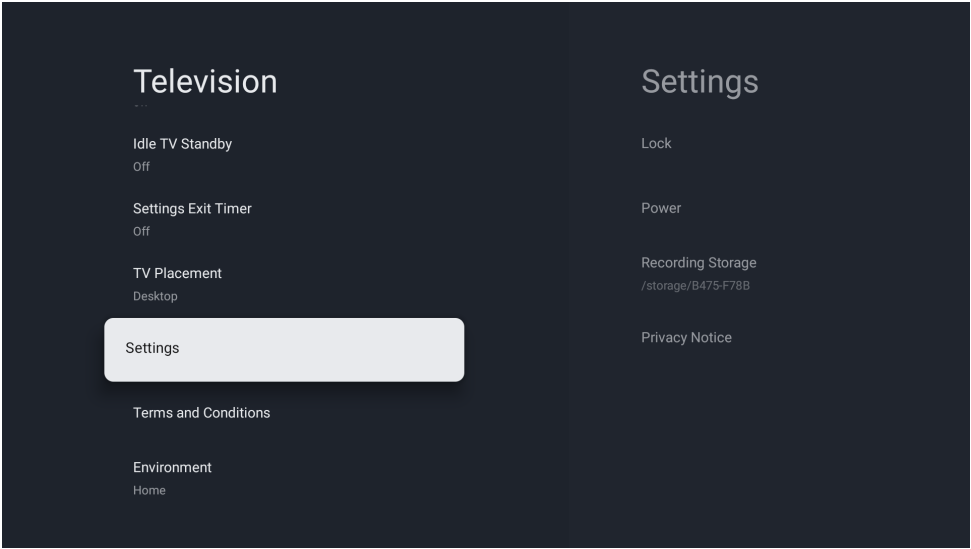
PARENTAL CONTROL

To access **PARENTAL CONTROL** menu,

- 1. Select **Profile Icon (#1 on page 23)** menu
- 2. Select **Settings**
- 3. Go down and select **System**
- 4. Go down and select **Television**
- 5. Go down and select **Settings**
- 6. Go down and select **LOCK**

From here you have the option to select and create a new password to lock the channels you want to lock.

Note: please make sure to store/save password somewhere you can access at a later date. Forgetting password, you may need to factory reset TV to use again.



PVR (PERSONAL VIDEO RECORDER)

To access **RECORDING** menu, (PVR)

1. While watching Live TV, press **“OK”** on remote control.
2. Press **“Start recording”** and then choose the recording time.

IMPORTANT - You must have a **USB Drive** inserted into the USB Port of the TV to in order to use any of these **“RECORD”** functions. (Must be FAT32 format)

FAQS

GENERAL PROBLEMS WITH TV SET

Symptoms	Items to Check and Actions to Follow
"Ghost" or double image	• This may be caused by obstruction to the antenna due to high rise buildings or hills. Using a highly directional antenna may improve the picture.
No power	• Check if the TV's AC power cord is plugged into the outlet. • Unplug the TV, wait for 60 seconds. Then reinsert plug into the outlet and turn on the TV again.
No picture	• Check antenna connections at the rear of the TV to see if it is properly connected to the TV. • Possible broadcast station trouble. Try another channel. • Adjust the contrast and brightness settings. • Check the Closed Captions control. Some TEXT modes could block the screen.
Good picture but no sound	• Increase the volume level by pressing the VOL+ button on the remote control or on the TV side control panel. • Press the MUTE button on the remote control to ensure mute is off.
Good sound but poor color	• Adjust the contrast, color and brightness settings.
Poor picture	• Poor picture quality may occur when an activated S-VHS camera or camcorder is connected to your TV and other peripherals at the same time. Switch off one of the peripherals.
Snowy picture and noise	• Check the antenna connection.
Horizontal dotted line	• This may be caused by electrical interference (e.g. hair dryer, nearby neon lights, etc.) Turn off the equipment.
Television not responding to remote control	• Check whether the batteries are working. Replace if necessary. • Clean the remote control sensor lens on the TV. • You can still use the buttons on the side of your TV.
Pixels (dots) that are always dark or always lit	• Your TV is precision-manufactured using an extremely high level of technology. However, sometimes pixels may not display correctly. These types of occurrences are inherent to this type of product and do not constitute a defective product.

FAQS (Cont.)

TURN OFF SUBTITLES ON LIVE TV?

To turn off subtitles on your Android TV, while watching Live TV:

1. While watching Live TV, press **“OK”** on remote control.
2. Go down and select **“Subtitle language”**.
3. Switch all choices of subtitles to **OFF**.

Once all options for subtitle are switched off, then you can exit and continue watching Live TV!

If the Subtitle persists to appear, you may need a software update or for further assistance please contact our customer support centre.

MY REMOTE CONTROL ISN'T PAIRING WITH MY ANDROID TV?

If your remote control is not pairing or becomes disconnected, please reconnect it and pair it again in the Settings menu:

1. Press **SETTINGS** Icon
2. Select **“REMOTES & ACCESSORIES”**
3. Select **“PAIR ACCESSORY”**
4. Follow the on screen instructions to pair your remote. Once you detect your Bluetooth Remote control, Press **OK** on remote control to select it and pair.

If it doesn't connect, try the process again until it pairs, otherwise contact our call centre.

NOTE: NOTE: You can still use your remote control without pairing. However, Google Assistant will not be available until the remote control is paired.

ANDROID TV REMOTE CONTROL - APP

If you want to control your TV via your smart device. Search for: “Android TV remote control” app and download. Once following prompts to connect your smart device to your Android TV, you will then be able to control your TV from your smart phone.

SPECIFICATIONS

Operating System	Google TV™	
HDR (High Dynamic Range)	Yes	
Resolution	3840 x 2160	
Display Colours	1.07 Billion	
Contrast ratio:	1200:1	
Aspect Ratio	16 : 9	
Refresh Rate	60Hz	
ETHERNET / WiFi	Yes/ 802.11 a/b/g/n/ac	
Multimedia Playback Format under USB Mode	Movie: MPEG, TS, TRP, TP, MP4, MOV, 3GP, AVI, MKV, ASF, FLV, WEBM	
	Music: MPEG1, MPEG2, VORBIS, LPCM, FLAC	
	Photo: JPEG, BMP, PNG, GIF	
Power Source	100-240V 50/60Hz	
Power Consumption	138W	
USB	5V  max. 500mA	
Dimensions	With stand: 1116.4 (w) × 265.2 (d) × 707.2 (h) mm	
	Without stand: 1116.4 (w) × 80.2 (d) × 643.2 (h) mm	
Weight	Net: 9.1 kg	
	Gross: 12.6 kg	
Accessories	1 x Instruction Manual	2 x AAA Batteries
	1 x Remote Control	2 x TV Stand (Left and Right)
	1 x Warranty Card	Screws (For TV Stand)

NOTE: This document is for reference only, the operation interface is subject to the TV software.



CUSTOMER SUPPORT:

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