

**PHILIPS**

androidtv

5766 series

# Hook up guide

For further assistance, please call the customer support in your country or check the Philips website for chat support.

To obtain assistance, contact Philips customer care center;  
In the U.S.A., Canada, Puerto Rico, or the U.S. Virgin Islands

Call us:

1-866-309-5962

Scan to call us:



Chat with us:

<http://tinyurl.com/y2e29xsq>

Scan to chat with us:



# Purpose of this document

This document shows PHILIPS Android TV compatibility and trouble-shoot for below external devices.

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 **Note:**

All tables shown in this document do not provide exhaustive list of compatibility devices that may work with your PHILIPS Android TV. Other devices may also work. Compatibility of external devices with your PHILIPS Android TV may change over time with hardware and/or software updates.

# USB camera for Google Duo

Google Duo is an app that provides simple, high-quality video calls right from your TV. To start calling with Google Duo, below items are required:

1. 10 Mbps or faster internet access for 1080p video call.<sup>1</sup>
2. Google account<sup>2</sup>
3. External USB camera with a built-in mic which supports Android 9.0 and later.

Below USB camera is compatible<sup>3</sup> with this 5766 series Philips Android TV.

Brand	Model
Logitech	C920s
Logitech	C922

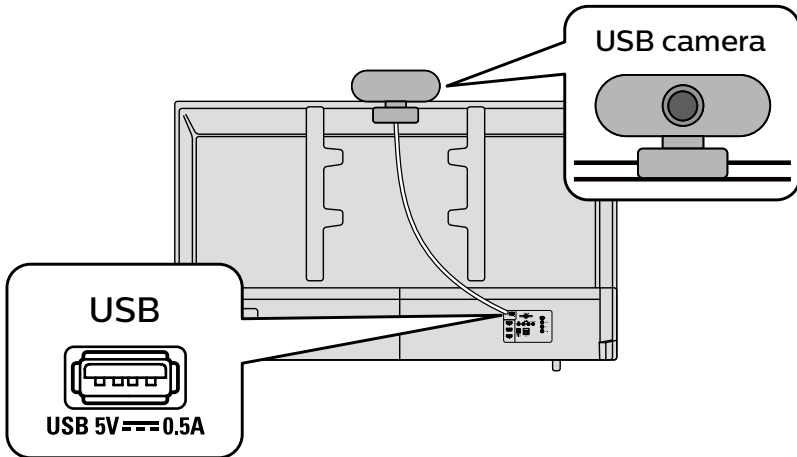
- 1 If connectivity issues arise, please turn on Data Saving Mode under **Settings > Call Setup > Data Saving Mode**. This reduces the necessary bandwidth as well as the call quality.
- 2 A Google account is required. Sign in with an existing account or create a new one. If there is one already signed in on your Android TV, select the account that you want to use.
- 3 Compatibility of USB cameras with this Philips 5766 series Android TV may change over time with USB camera hardware and/or software updates.

For more details on how to get started, please visit

[https://support.google.com/duo/answer/10079968?hl=en&ref\\_topic=6376099](https://support.google.com/duo/answer/10079968?hl=en&ref_topic=6376099)



Below is an example of how to connect and place USB camera.



# Troubleshoot for Google Duo

Problem	Tip
<b>USB camera does not work</b>	<ul style="list-style-type: none"><li>• Check if USB camera supports Android 9.0 or later. (May be listed on USB camera packaging or manufacturer's website)</li><li>• Check if USB camera is connected to the TV.</li><li>• Turn off the TV and disconnect/reconnect USB camera. Turn the TV back on and reopen the Duo app.</li><li>• If issues remain, please visit the Duo support page and check the Troubleshoot section. (<a href="https://support.google.com/duo">https://support.google.com/duo</a>)</li></ul>
<b>Other party cannot hear anything (My microphone does not work)</b>	<ul style="list-style-type: none"><li>• Check if USB camera has a built-in mic and supports Android 9.0 or later. (May be listed on USB camera packaging or manufacturer's website)</li><li>• Check if your microphone is muted. (Please unmute if so)</li><li>• Check if USB camera is connected to the TV.</li><li>• Turn off the TV and disconnect/reconnect USB camera. Turn the TV back on and reopen the Duo app.</li><li>• If issues remain, please visit the Duo support page and check the Troubleshoot section. (<a href="https://support.google.com/duo">https://support.google.com/duo</a>)</li></ul>
<b>I cannot hear other party (Speaker does not work)</b>	<ul style="list-style-type: none"><li>• Check if the volume of the TV is muted or very low. (Please unmute or turn the volume up if so)</li><li>• Check if USB camera is connected to the TV.</li><li>• Turn off the TV and disconnect/reconnect USB camera. Turn the TV back on and reopen the Duo app.</li><li>• If issues remain, please visit the Duo support page and check the Troubleshoot section. (<a href="https://support.google.com/duo">https://support.google.com/duo</a>)</li></ul>



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