

**PHILIPS**

Television

5000 Series

# User Manual

32PHT5009

43PFT5009

Register your product and get support at  
[www.philips.com/TVsupport](http://www.philips.com/TVsupport)



This electrical and electronic product contains some hazardous substances. You may be safe to use it during the environment-friendly use period, and please hand it over to recycle system after environment-friendly use period exceeded.

### **Suggestive description of the Recycling Administrative Regulations for Waste Electrical and Electronics Products**

In order to care and protect the Earth in a better way, please adhere to the national and applicable laws in relation to the recycling management of waste electrical and electronics products when the user no longer needs to use this product, or when it has reached the end of its product life.

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# 1 Caution

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## Terms of warranty

- Risk of injury, damage to the TV or voided warranty! Never attempt to repair the TV yourself.
- Please only use the TV and accessories as set out by the manufacturer.
- The caution sign printed on the back of the TV indicates the risk of electric shock. Never remove the TV cover. Please contact Philips Customer Support if repairs are needed.
- Operations expressly prohibited in this manual, or any adjustments and assembly steps that are not recommended or authorised in this manual, are not within the scope of the warranty.

## Pixel characteristics

This LCD/LED product has a high number of colour pixels. Although its proportion

of effective pixels is 99.999% or more, black dots or bright points of light (red, green or blue) may appear persistently on the screen. This is a structural property of the display (within common industry standards), and is not a fault.

## Copyright



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



Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio and the double-D symbol are registered trademarks of Dolby Laboratories Licensing Corporation.



Covered by one or more claims of the HEVC patents listed at [patentlist.accessadvance.com](http://patentlist.accessadvance.com).

Future proof with advanced HEVC decoding.

# 2 Important

Please read and make sure you understand all instructions before using the TV. Damage caused by a failure to follow the instructions is not covered by the warranty.

## Safety

### Risk of electric shock or fire!

- Never expose the TV to rain or water. Never place liquid containers (such as vases) next to the TV. If liquids are spilt on or inside the TV, disconnect the TV from the power supply immediately. Contact the Philips Customer Service Centre to have the TV checked before you use it again.
- Never place the TV, remote control or batteries near naked flames or other heat sources (including direct sunlight).

To avoid fire spreading, always keep candles or other naked flames away from the TV, remote control and batteries.



- Never insert any objects into the ventilation slots or other openings on the TV.
- Make sure that no strain is placed on the power cable when swivelling the TV. Strain on the power cable can loosen connections and cause arcing.
- The power plug of the TV must be disconnected to disconnect the TV from the mains supply. When you disconnect the power, always pull out the power plug, and never the cable. Ensure that the power plug, power cable and outlet socket are accessible at all times.

- The power plug is a disconnection device and should be kept so that it is easy to operate.

### Risk of short circuit or fire!

- Never expose the remote control or batteries to rain, water or excessive heat.
- Avoid pulling the power plug. Loose power plugs can lead to arcing or fire.

### Risk of injury or damage to the TV!

- Two people are required to lift and carry a TV that weighs more than 25 kg or 55 lbs.
- When stand mounting the TV, use only the supplied stand. Secure the stand to the TV tightly. Place the TV on a flat, level surface that can support the combined weight of the TV and the stand.
- When wall mounting the TV, use only a wall mount that can support the weight of the TV. Secure the wall mount to a wall that can support the combined weight of the TV and wall mount. TP Vision Europe B.V. bears no responsibility for improper wall mounting that results in accident, injury or damage.
- If you need to store the TV, disassemble the stand from the TV. Never lay the TV on its back with the stand installed.
- Before you connect the TV to the power outlet, ensure that the power voltage matches the value printed on the back of the TV. Never connect the TV to the power outlet if the voltage is different.
- Parts of this product may be made of glass. Handle with care to avoid injury and damage.

### Stability Hazards!

A television set may fall, causing serious personal injury or death. Many injuries,

particularly to children, can be avoided by taking simple precautions such as:

- ALWAYS ensure the television set is not overhanging the edge of the supporting furniture.
- ALWAYS use cabinets or stands or mounting methods recommended by the manufacturer of the television set.
- ALWAYS use furniture that can safely support the television set.
- ALWAYS educate children about the dangers of climbing on furniture to reach the television set or its controls.
- ALWAYS route cords and cables connected to your television so they cannot be tripped over, pulled or grabbed.
- NEVER place a television set in an unstable location.
- NEVER place the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- NEVER place the television set on cloth or other materials that may be located between the television set and supporting furniture.
- NEVER place items that might tempt children to climb, such as toys and remote controls, on the top of the television or furniture on which the television is placed.

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

#### **Risk of batteries!**

- Do not ingest the battery. Chemical burn hazard.
- The remote control may contain a coin/button cell battery. If the coin/button cell battery is swallowed, it

can cause severe internal burns in just 2 hours and can lead to death.

- Keep new and used batteries away from children.
- If the battery compartment does not close securely, stop using the product and keep it away from children.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
- Risk of fire or explosion if the battery is replaced by an incorrect type.
- Replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types).
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

#### **Risk of overheating!**

- Never install the TV in a confined space. Always leave a space of at least 4 inches or 10 cm around the TV for ventilation. Ensure curtains or other objects never cover the ventilation slots on the TV.

#### **Risk of injury, fire or power cord damage!**

- Never place the TV or any objects on the power cord.
- Disconnect the TV from the power outlet and antenna before lightning storms. During lightning storms, never touch any part of the TV, power cord or antenna cable.

### Risk of hearing damage!

- Avoid using earphones or headphones at high volumes or for prolonged periods of time.

### Low temperatures

- If the TV is transported in temperatures below 5°C or 41°F, unpack the TV and wait until the TV temperature matches room temperature before connecting the TV to the power outlet.

## Screen care

- Avoid static images as much as possible. Static images are images that remain onscreen for extended periods. Examples include onscreen menus, black bars and time displays. If you must use static images, reduce the screen contrast and brightness to avoid screen damage.
- Unplug the TV before cleaning.
- Use a soft damp cloth to wipe the TV and frame. Never use substances such as alcohol, chemical products or household cleaners to clean the TV.
- Risk of damage to the screen! Never touch, push, rub or strike the screen with an object.
- Wipe off any water as quickly as possible to avoid deformation and discolouration.



**Note**

Static images may cause permanent damage to the TV screen.

- Do not display static images on LCD TV screens for longer than 2 hours, as this can cause ghosting onscreen. To prevent ghosting, reduce the brightness and contrast of the screen when displaying static images.
- Watching programmes in 4:3 format for extended periods may leave different marks on the left and right of the screen and the border of the

image. Therefore, avoid using this mode for prolonged periods.

- Displaying static images from video games and computers for extended periods may cause an afterimage and ghosting due to screen burn. Reduce the screen brightness and contrast accordingly when using the TV in this way.

Any afterimages, ghosting or marks displayed on the TV screen due to the causes mentioned above are not covered by the warranty.

## Recycling



This product has been manufactured using high-performance materials and components that can be recycled and reused.



When the crossed-out wheeled bin symbol is attached to a product, the product is covered by European Directive 2002/96/EC. Familiarise yourself with your local separate collection system for electrical and electronic products.

Follow local regulations and do not dispose of your old products with normal household waste.

Proper disposal of old products helps to prevent potential harm to the environment and human health.



This product contains batteries covered by European Directive 2006/66/EC.

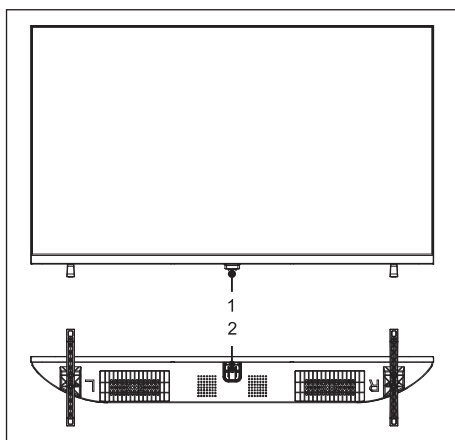
These batteries cannot be disposed of together with normal household waste. Educate yourself on local regulations covering the separate collection of batteries, as proper battery disposal helps to prevent harm to the environment and human health.

## 3 Your TV

Congratulations on your purchase and welcome to Philips! To fully benefit from the support offered by Philips, please register your TV at [www.philips.com/TVsupport](http://www.philips.com/TVsupport).

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### Control panel



1. Indicator/remote signal receiving window.
2. ⏻ key:

Entering power on or standby with the ⏻ key:

- When insert the power code plug into the electrical socket, you can press ⏻ key to turn on the TV.
- In the power-on state, press key to turn off the TV.

After the TV is turned on:

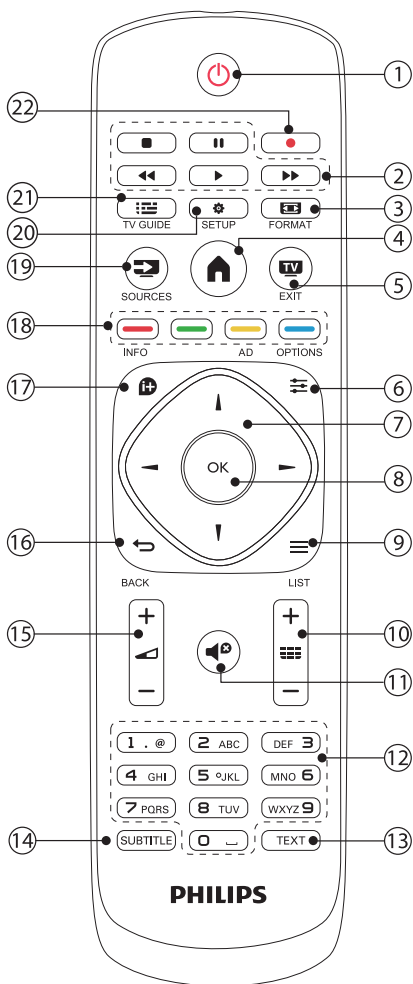
- In the non-OSD menu, keep pressing ⏻ key to display the function menu.
- In the function menu, keep pressing ⏻ key to select the next item, and press ⏻ key to confirm.



## Note

- Different models may have different appearances; please refer to the actual device.
- Please use the remote control for more operation.

## Remote control



- ① **⏻ (Standby/On)**  
Switch the TV on or to standby.

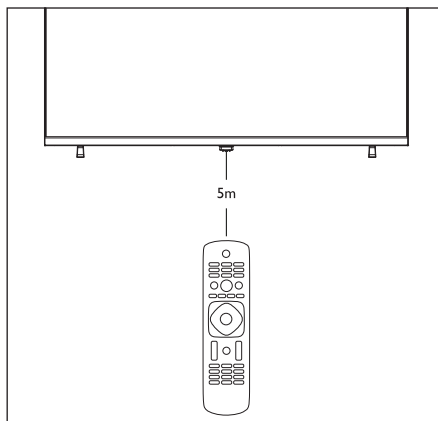
- ② **⏮ ⏪ ⏩ ⏭** **Playback buttons**  
Control movie, music or photo.
- ③ **📺** **FORMAT**  
Change the picture display format.
- ④ **🏠 (Home)**  
Access or exit from the main menu and return to the previous menu.
- ⑤ **📺** **EXIT**  
Exit menu or return to DTV mode.
- ⑥ **≡** **OPTIONS**  
In TV mode, access Options to select subtitle language and audio language.
- ⑦ **▲ ▼ ◀ ▶** **(Navigation buttons)**  
Navigate through menus and select items.
- ⑧ **OK**  
Confirm an entry or selection.
- ⑨ **≡** **LIST**  
Access or exit from the TV channel list.
- ⑩ **+ 📺 -** **(Channel +/-)**  
Changes channels.
- ⑪ **🔊** **(Mute)**  
Mute or restore audio.
- ⑫ **0-9** **(Numeric buttons 0-9)**  
Select channel.
- ⑬ **TEXT**  
Show graphic function in DTV mode.
- ⑭ **SUBTITLE**  
Display subtitle message, when current channel has subtitle option.
- ⑮ **+ 🔊 -** **(Volume)**  
Adjust volume.
- ⑯ **⏮** **BACK**  
Return to the previous menu or exit from a certain function, and switch to the previous channel.

- ⑪ **INFO**  
Display information about current activity when available.
- ⑫ **Color buttons**
  - Select tasks or options.
  - Yellow key (AD): In DTV mode, access AD Switch menu.
- ⑬ **SOURCES**  
Select connected devices.
- ⑭ **SETUP**  
Access OPTION menu.
- ⑮ **TV GUIDE**  
Accesses or exits the TV guide.
  - Availability of electronic program guide(EPG) is dependent on broadcasters or operators.
- ⑯ **● (Recording)**  
Before recording, you need to prepare the following:
  1. a connected USB Hard Drive on this TV.
  2. digital TV channels installed on this TV.
    - To record TV program, press the red ● (Record) on the remote control.

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## Remote control usage

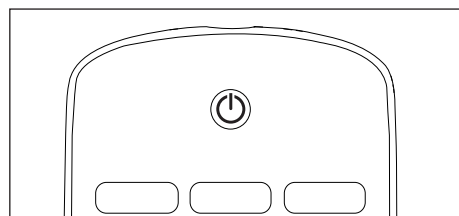
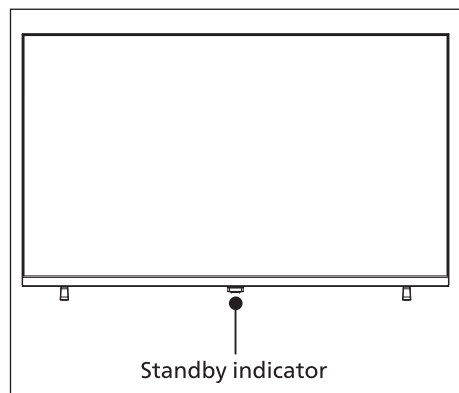
When you use the remote control, hold it close to the TV and point it at the remote control sensor. Make sure that the line-of-sight between the remote control and TV is not blocked by furniture, walls or other objects.




## 4 Use your TV

This section helps you to perform basic TV operations.


### Switch the TV on or off



#### To switch on

- Plug in the power plug.  
↳ If the standby indicator is lights up, press  (Standby-On) on the remote control.

#### To switch to standby

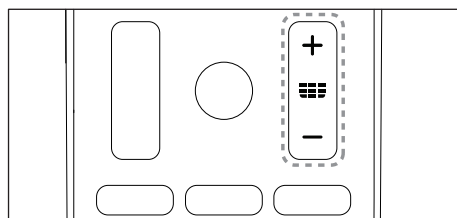
- Press  (Standby-On) on the remote control.  
↳ The standby indicator switches to light off.




#### Tip

- Though your TV consumes very little power when in standby mode, energy continues to be consumed. When not in use for an extended period of time, disconnect the TV power cable from the power outlet.

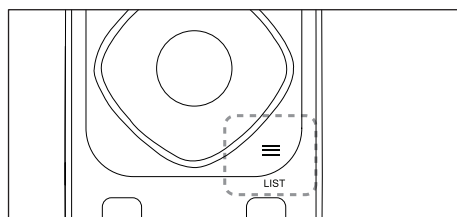
### Switch channels






- Press Channel control +/- on the remote control.
- Enter a channel number using the numeric buttons on the remote control.
- Press  on the remote control to switch and return to the previous channel.

### View installed channel

All available channels can be viewed in the channel list.



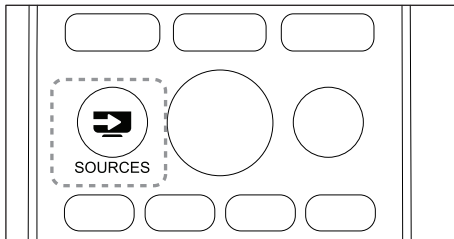
- 1 Press  LIST.  
↳ The channel list appears.
- 2 Press  to select channels and to browse the channel list.
- 3 Press OK to watch the selected channel.
- 4 Press  to switch and return to the last watched channel.

## Watch connected devices

### Note

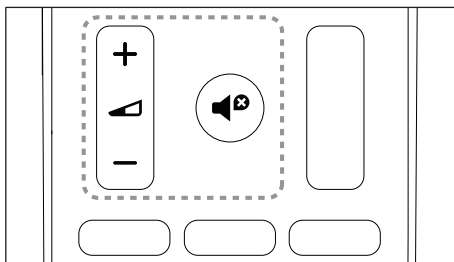
- Switch on the device before selecting it as an external signal source.

## Use the Souces button



- 1 Press SOURCES.  
→ The source list appears.
- 2 Press to select a device.
- 3 Press OK to confirm.  
→ The TV switches to the selected device.

## Adjust the TV volume



To increase or decrease volume

- Press Volume control +/- on the remote control.

To mute or unmute sound

- Press (Mute).
- Press again to restore the sound.

# 5 TV Operation

### Note

- Some functions are available only under a specific source. Menu operation instruction in this manual is explained in DTV mode. The operation in other modes are similar to that in DTV mode, users can regard it as a reference.
- Because the product is constantly updated, the software is upgraded at any time, if the software operation is different from the actual operation, please refer to the actual product.

## Channel Settings

Press to show the main menu, and press to select **CHANNEL**.

## Auto Tuning

Press to select **Auto Tuning**, then press **OK** to enter. press to select **Tune Type: DTV+ATV / DTV / ATV**. Press , and press to select country, then press **OK** and the TV starts auto tuning.

### Tip

- During auto tuning, press to exit it.

## ATV Manual Tuning (In ATV signal source)








Press to select **ATV Manual Tuning**, and press **OK** to enter. Press to select **Sound System, Color System, Current CH**. Press to adjust these items. Select **Search**, press to search for low frequency or high frequency. After searching, select **Fine-Tune** and press to tune for low frequency or high frequency.

## DTV Manual Tuning

Press ▲/▼ to select **DTV Manual Tuning**, then press **OK** to enter. Press ◀/▶ to select channel, then press **OK** to search.

## Programme Edit

Press ▲/▼ to select **Programme Edit**, and press **OK** enter.

- **Delete:** Press red key  on the remote control to delete the selected channel.
- **Move:** Press green key  on the remote control to focus on a channel, and press ▲/▼ to select the channel position, then press green key  to confirm.
- **Favorite:** After choosing a channel, press yellow key  on the remote control to set your favorite channel. Press yellow key  again to cancel it.
- **Skip:** After selecting channel, press blue key  on the remote control to skip the channel. Press Blue key  again to cancel it.



Tip

- Press  to return to channel menu.


## Signal Information

Press ▲/▼ to select **Signal Information** in channel menu. Press **OK** to view the signal information.

## Software Update(OAD)


Press ▲/▼ to select **Software Update(OAD)**, then Press **OK** to select **On** or **Off**.

## Picture Settings

Press  to show the main menu, and press ◀/▶ to select **PICTURE**. Press ▲/▼ to select the items.

- **Picture Mode:** Press **OK** to enter the submenu, then press ◀/▶ to select the picture mode.
- **Color Temperature:** Press **OK** to enter the submenu, then press ◀/▶ to select the color temperature mode.
- **Aspect Ratio:** Press **OK** to enter the submenu, then press ▲/▼ to select the aspect ratio.
- **Noise Reduction:** Press **OK** to enter the submenu, then press ▲/▼ to select the noise reduction mode.

## Sound Settings

Press  to show the main menu, and press ◀/▶ to select **SOUND**. Press ▲/▼ to select the items.

- **Sound Mode:** Press **OK** to enter the submenu, then press ◀/▶ to select the sound mode.
- **Balance:** Press **OK** to enter the submenu, then press ◀/▶ to adjust the balance value of the sound.
- **Surround Sound:** Press **OK** to enter the submenu, then press ▲/▼ to select to turn on/off the surround sound.
- **SPDIF Output:** Press **OK** to select **Auto** or **PCM**.
- **AD Switch:** Press **OK** to enter the submenu, then press ◀/▶ to select to turn on/off the AD switch.

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## Time Settings

Press **▲** to show the main menu, and press **◀/▶** to select **TIME**. Press **▲/▼** to select the items.

- **Auto Sync:** Press **OK** to select to turn on/off the auto sync.
- **Clock:** Press **OK** to enter the submenu, then press **▲/▼/◀/▶** to set the time and date. (It is available when **Auto Sync** is **Off**)
- **Off Time:** Press **OK** to enter the submenu, then press **▲/▼/◀/▶** to set the off time.
- **On Time:** Press **OK** to enter the submenu, then press **▲/▼/◀/▶** to set the on time.
- **Sleep Timer:** Press **OK** to enter the submenu, then press **▲/▼** to set the sleep time.
- **Auto Sleep:** Press **OK** to enter the submenu, then press **▲/▼** to set the standby time.
- **Time Zone:** Press **OK** to enter the submenu, then press **▲/▼/◀/▶** to set the time zone.

- **Hearing Impaired:** Press **OK** to select to turn on/off this function.
- **Recorded List:** Open the list of recorded programme.
- **Software Update(USB):** Update TV software (For maintenance personnel).
- **Restore Default:** Press **OK** to enter Restore Default. ALL setup and channels will be reset.

---

## PVR File System

Press **▲**, and select **OPTION > PVR File System**, and press **OK** to enter, then press **▲/▼** to select the items.

- **Select Disk:** Press **OK** to enter and select a device for record files.
- **Check PVR File System:** Press **OK** to check the device information.
- **Format:** Press **OK** to format the USB device.
- **Time Shift Size:** Press **OK** to enter the submenu, then press **◀/▶** to select the disk capacity.
- **Free Record Limit:** Press **◀/▶** select the limit time of record file.

---

## Option Settings

Press **▲** to show the main menu, and press **◀/▶** to select **OPTION**, press **▲/▼** to select the items.

- **OSD Language:** Press **OK** to enter the submenu, then press **▲/▼/◀/▶** to select the OSD language.
- **Audio Language:** Press **OK** to enter the submenu, then press **▲/▼/◀/▶** to select the audio language.
- **Subtitle:** Press **OK** to select to turn on/off the subtitle.
- **Subtitle Language:** Press **OK** to enter the submenu, then press **▲/▼/◀/▶** to select subtitle language. (It is available when **Subtitle** is **On**)

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## Lock Settings

Press **▲** to show the main menu, and press **◀/▶** to select **LOCK**. Press **▲/▼** to select the items.

- **Lock System:** Press **OK**, then enter password 0000.
- **Set Password:** Set a new password for your TV.
- **Block Program:** Press **Green key** on the remote control to lock your program in the channel list.
- **Parental Guidance:** Adjust the program blocking level. This function helps parents block unsuitable channel according to the age of their child.

## Note

- Please enter "3448" in lock system, if you have forgotten your password.

## EPG

Press **TV GUIDE** to show the TV program guide list. (It is available in DTV Mode).

- **Record:** Press **Red key** on the remote control to record the program, then the recorder menu will show on TV. You can select channel and record mode, set the start time and end time; then press **OK** to confirm. Finished record program, the new task will appear in schedule list.
- **Info:** Press **Green key** on remote control to view the detailed information of the selected program.
- **Schedule:** Press **Yellow key** on remote control to view the list of scheduled recordings and reminders.
- **Remind:** Press **Blue key** on remote control to set a reminder for the selected program.

## Recording Option

In DTV mode, press **•** to show the Record option menu, and the TV system begins recording now.

Press **■** to stop and exit the recording. Press **▲**, and select **OPTION > Recorded List**, then press **OK** to enter. Select the file that you want to play, and press **OK** to play it.

## Note

- This function is available only when the USB device is connected, and the USB in FAT32 format must be used. The duration of each recording should be no longer than 6 hours.

## Recording options menu introduction.

- ▶ Play: Play the current video.
- ◀◀ FB: Fast back for the video, press ▶ (play) to play normally.
- ▶▶ FF: Fast forward for the video, press ▶ (play) to play normally.
- ◀ FB30S: Play backward 30 seconds.
- ▶ FF30S: Play forward 30 seconds.
- || Pause: Pause the video.
- Stop: Stop and exit video playback.

## Time Shift Option

In DTV mode, press **||** to show the **Time Shift** option menu, and the program is in pause status. Press **▶** to resume play program. Press **■** to stop and exit time shift function. When you pause a program for a short time, time shift function can pause and cache the playing program to U disk. When you resume playing, the program can continue to be played.

## Time Shift options menu introduction

- ▶ Play: Play the current video.
- ◀◀ FB: Fast back for the video, press ▶ (play) key to play normally.
- ▶▶ FF: Fast forward for the video, press ▶ (play) key to play normally.
- ◀ FB 30S: Play backward 30 seconds.
- ▶ FF 30S: Play forward 30 seconds.
- || Pause: Pause the video.
- Stop: Stop and exit time shift function.

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## USB Media Function

Please insert a USB device into the USB interface of the TV. Press **SOURCES** to display the source menu. Press **▲/▼** to select USB, and press **OK** to enter USB menu.

Select local disk device in the file directory and press **OK** to enter. Select Return in the directory, press **OK** to return to previous folder. Select the target folder and press **OK** to enter the folder. Then press **▲/▼/◀/▶** to select the target file and press **▶** (play) to play it. Press **BACK** to return to the previous menu.

While playing, press **INFO** can display or hide toolbar. Select the menu option which you want, and press **OK** key to perform the operation. You can press **BACK** to exit playing, or press **■/||/◀◀/▶▶** on the remote control to perform shortcut operation.

### Note

- FAT and FAT32 USB storage devices are supported.).
- The maximum output current of the USB port of this device is 500mA, and the self-protection will be enabled if it is beyond this limit; please use external power supply if an external device of higher current will be connected.
- Do not remove the USB device while playing, or else the system or device may have problem; Before replace the USB device, please turn off the machine's power supply.

## 6 Product information

Product information is subject to change without notice. For detailed product information, please visit [www.philips.com/TVsupport](http://www.philips.com/TVsupport).

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### Display resolutions

#### HDMI Video Formats

- Resolution - refresh rate:
  - 480i - 60Hz
  - 480p - 60Hz
  - 576i - 50Hz
  - 576p - 50Hz
  - 720p - 50Hz, 60Hz
  - 1080i - 50Hz, 60Hz
  - 1080p - 50Hz, 60Hz.

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### Multimedia

- Supported storage devices: USB (only FAT or FAT 32 USB storage devices are supported).
- Compatible multimedia file formats:
  - Image: JPEG
  - Audio: MP3
  - Video: MPEG 2/MPEG 4, H.264

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### Audio output power

- 32": 6W x 2
- 43": 8W x 2



## Intrinsic resolution

- 32": 1366 x 768
- 43": 1920 x 1080

## Tuner/reception/transmission

- Aerial input: 75 ohm coaxial (F type)
- Supported systems:  
ATV: PAL, SECAM, I, D/K, B/G  
DTV: DVB-T/C (DVB-T2 option).

## Remote control

- Batteries: 2 x AAA

## Power supply

- Mains power: 100-240V~, 50/60Hz
- Standby power:  $\leq 0.5$  W
- Ambient temperature:  
5 to 40 degrees Celsius
- Power consumption:
  - 32": 55W
  - 43": 75W

## Supported TV mounts

To mount the TV, please purchase a Philips TV mount or any TV mount compliant with the VESA standard. To prevent damage to cables and connectors, be sure to leave a clearance gap of at least 2.2 inches or 5.5cm between the back of the TV to the wall.



### Caution

- Please follow all instructions provided with the TV mount. TP Vision Europe B.V. bears no responsibility for improper TV mounting that results in accident, injury or damage.

Model No.	Required Pixel Pitch (mm)	Required Mounting Screws
32"	200 x 200	Up: 2 x M4 (recommended length: 9.5mm ~ 10.5 mm) Down: 2 x ST4 (recommended length: 9.5mm~10.5 mm)
43"	200 x 200	Up: 2 x M4 (recommended length: 9.5mm ~ 10.5 mm) Down: 2 x ST4 (recommended length: 9.5mm ~ 10.5 mm)

# 7 Troubleshooting

This section covers common problems and their accompanying solutions.

---

## General issues

The TV cannot be switched on:

- Disconnect the power cable from the power outlet. Wait for one minute before reconnecting it.
- Check that the power cable is securely connected.

The remote control is not working properly:

- Check that the remote control batteries are correctly inserted according to the +/- orientation.
- Replace the remote control batteries if they are flat or weak.
- Clean the remote control and TV sensor lens.

The TV menu is in the wrong language.

- Change the TV menu to your preferred language.

When turning the TV On/Off or to Standby, you hear a creaking sound from the TV chassis:

- No action is required. The creaking sound comes from the normal expansion and contraction of the TV as it cools down and warms up. This does not impact its performance.

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## Channel issues

Previously installed channels do not appear in the channel list:

- Check that the correct channel list is selected.

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## Picture issues

The TV is on, but there is no picture:

- Check that the antenna is properly connected to the TV.
- Check that the correct device is selected as the TV source.

There is sound but no picture:

- Check that the picture settings are correctly set.

Poor TV reception from the antenna connection:

- Check that the antenna is properly connected to the TV.
- Loudspeakers, unearthed audio devices, neon lights, high buildings and other large objects can influence reception quality. If possible, try to improve the reception quality by changing the antenna direction or moving devices away from the TV.
- If the reception on one particular channel is poor, please fine tune this channel.

There is poor picture quality from connected devices:

- Check that the devices are connected properly.
- Check that the picture settings are correctly set.

The picture does not fit the screen; it is too big or too small:

- Try using a different picture format.

The picture position is incorrect:

- Picture signals from some devices may not fit the screen correctly. Please check the signal output of the device.

## Sound issues

The pictures are showing but sound quality is poor:

### Note

- If no audio signal is detected, the TV automatically switches the audio output off - this does not indicate malfunction.

- Check that all cables are properly connected.
- Check that the volume is not set to 0.
- Check that the sound is not muted.
- Check that the sound settings are correctly set.

The pictures are showing but sound comes from one speaker only:

- Verify that sound balance is set to the centre.

## HDMI connection issues

There are problems with HDMI devices:

- Please note that HDCP (High-bandwidth Digital Content Protection) support can delay the time taken for a TV to display content from a HDMI device.
- If the TV does not recognise the HDMI device and no picture is displayed, please try switching the signal source to another device before switching it back again.
- If there are intermittent sound disruptions, please check that output settings from the HDMI device are correct.
- If you are using a HDMI to DVI adapter or cable, please check if the audio cable that comes with the product is connected to AUDIO (only for mini jacks).

## Contact us

If you cannot resolve your problem, please refer to the FAQs for this model at

[www.philips.com/TVsupport](http://www.philips.com/TVsupport).

If the problem remains unresolved, please contact your local Philips Customer Service Centre.



### Warning

- Do not attempt to repair the TV yourself. This may cause severe injury, irreparable damage to your TV or void your warranty.



### Note

- Please make a note of your TV model and serial number before you contact Philips Customer Service Centre. These numbers are printed on the back/bottom of the TV and on the packaging.

# 7 Warranty

English  
Warranty

Indonesia  
Jaminan

简体中文  
保修

Malay  
Waranti

Deutsch  
Garantie

ไทย  
การรับประกัน

繁體中文  
保固

Français  
Garantie

Tiếng Việt  
Bảo hành

العربية  
الضمان

**English - Warranty**

Dear Customer,

Thank you for purchasing this Philips product. For the Philips warranty applicable to this product, we refer you to the Philips website [www.philips.com/guarantee](http://www.philips.com/guarantee). In the event you do not have an internet connection, please contact your local Philips Consumer Care Centre. Contact details are given in the Consumer Care Centres list hereafter.

**Deutsch - Garantie**

Sehr geehrter Kunde, wir beglückwünschen Sie zu Ihrer Entscheidung für dieses Produkt von Philips. Nähere Informationen zu der für dieses Produkt geltenden Philips Garantie finden Sie im Internet unter [www.philips.com/guarantee](http://www.philips.com/guarantee). Die durch Philips gewährte Garantie beeinträchtigt in keiner Weise Ihre gesetzlichen Rechte. Sofern Sie keinen Zugang zum Internet haben, wenden Sie sich bitte an Ihr Philips Info-Center vor Ort. Die entsprechenden Kontaktdaten entnehmen Sie bitte der nachstehenden Liste.

**Français - Garantie**

Cher client,

Merci d'avoir acheté ce produit Philips. Pour connaître les conditions de garantie Philips applicables à ce produit, reportez-vous à la page [www.philips.com/guarantee](http://www.philips.com/guarantee). Si vous ne possédez pas de connexion Internet, contactez votre Service Consommateurs Philips local. Vous trouverez les coordonnées de tous les Services Consommateurs dans la liste ci-après. Ces informations étaient correctes à la date d'impression. Pour des informations à jour, consultez la page [www.philips.com/support](http://www.philips.com/support).

**Indonesia - Jaminan**

Pelanggan yang terhormat, Terima kasih telah membeli produk Philips. Untuk mendapatkan jaminan produk ini, kunjungi situs Web Philips di [www.philips.com/guarantee](http://www.philips.com/guarantee). Jika Anda tidak memiliki sambungan Internet, hubungi Pusat Layanan Pelanggan Philips setempat. Rincian kontak tercantum dalam daftar Pusat Layanan Pelanggan.

**ไทย - การรับประกัน**

เรียนลูกค้า

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**Tiếng Việt - Bảo hành**

Kính gửi Quý khách hàng,

Cảm ơn quý vị đã mua sản phẩm Philips này. Để biết bảo hành của Philips có thể áp dụng cho sản phẩm này, chúng tôi xin giới thiệu trang web của Philips [www.philips.com/guarantee](http://www.philips.com/guarantee). Trong trường hợp quý vị không có kết nối internet, vui lòng liên hệ với Trung tâm Chăm sóc Khách hàng của Philips tại địa phương. Chi tiết liên hệ được cung cấp trong danh sách Trung tâm Chăm sóc Khách hàng sau đây.

**简体中文 - 保修**

尊敬的客户：

感谢您购买此 Philips 产品。有关适用于此产品的 Philips 保修信息，建议您访问 Philips 网站：[www.philips.com/guarantee](http://www.philips.com/guarantee)。如果您无法访问 Internet，请联系您当地的 Philips 客户服务中心。将来，我们会在客户服务中心列表中提供详细联系信息。

**繁體中文 - 保固**

親愛的客戶，您好：

多謝您購買本飛利浦產品。有關適用於本產品的飛利浦保固詳情，請瀏覽飛利浦網站：[www.philips.com/guarantee](http://www.philips.com/guarantee)。如您未能連線至互聯網，請與您當地的飛利浦消費者保養中心聯絡。聯絡詳情已詳列於之後的消費者保養中心清單中。

العربية  
الضمان

عزيزي العميل،

شكراً لكم على شراء هذا المنتج من Philips. لمعرفة شروط ضمان Philips الذي ينطبق على هذا المنتج، راجع موقع [www.philips.com/guarantee](http://www.philips.com/guarantee). في حال لم يكن لديك اتصالاً بالإنترنت، يرجى الاتصال برقم مركز خدمة العملاء المحلي لشركة Philips. يمكن معرفة تفاصيل الاتصال من قائمة مراكز خدمة العملاء فيما يلي.

**Malay - Waranti**

Pelanggan yang dihormati,

Terima kasih kerana membeli produk Philips. Bagi waranti Philips yang terpakai untuk produk ini, kami merujuk anda kepada laman web Philips [www.philips.com/guarantee](http://www.philips.com/guarantee). Sekiranya anda tidak mempunyai sambungan Internet, sila hubungi Pusat Layanan Pelanggan Philips tempatan anda. Butiran kenalan diberikan dalam senarai Pusat Layanan Pelanggan selepas ini.



User Manual



FAQ



Chat



Forum



Call



Email



Warranty

[www.philips.com/support](http://www.philips.com/support)

Australia

1300 998 851

Indonesia

0800-1-822822

Philippines/Pilipinas

632 84204970

Malaysia

1800 220 180

Singapore/ 新加坡

65 6286 7333

Thailand/ ประเทศไทย

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[www.philips.com/welcome](http://www.philips.com/welcome)