

## 8 Parental Supervision

### Kids Profile

A kids profile lets you give your children access to Google TV without the need to create an email address and password for them. With a kids profile, you can:

**A) Set a bedtime and daily limits:**  
Set a bedtime or a daily time limit for your child.  
Limits can only be set on Google TV (not through Family Link).

**B) Monitor app activity:**  
Monitor your child's app activity with Family Link.

**C) Add and manage apps:**  
Download apps for your child to access on their kids profile.  
You can block and unblock apps through Family Link.  
Parental controls on profile: restrict access for your child by adding a profile lock.

**D) Use the Google Play Family Library:**  
Give your child access to shared content in the Family Library.

**Note:**  
• A kids profile may not be available in some regions.  
• To monitor parental controls, use Family Link with your Android phone.  
Not all of Family Link's parental controls are available for a kids profile.  
• Kids profile does not require a separate Google account or password.  
• Parents can create a kids profile for their child directly on Google TV.

### Parental Controls

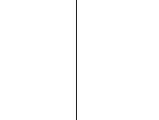
You can restrict your children from watching certain programs or channels by setting parental controls using the parental control system.

1. Press **HOME** (▲) button on remote control to enter the home screen of your Google TV.
2. Select the **Live TV** app in the list of your apps. Then press **BACK** (◀) button to enter the **TV GUIDE**.
3. Move the cursor to the icon of **Live TV Settings** (⚙), then press **DOWN** navigation button to select **Live** or **Broadcast**.
4. Press **DOWN** navigation button to select **Parental Control**.
5. In **Live**, Enter your **Google PIN** > **Parental Control (On)** > **Rating System/Change PIN**.
6. In **Broadcast**, Enter your **Google PIN** > **Parental Control (On)** > **Channel Block/Rating System/Rating Lock/ RRT5 Lock**.
7. In **Live**, Select the rating type as you need in **Rating System**.
8. In **Broadcast**, Select the rating type as you need in **Rating System & Rating Lock & RRT5 Lock**.

**Note:**  
When you enter the parental control system for the first time, you will be asked to setup your Google PIN. Your Google PIN will be needed every time when you enter the parental control system.

If you forget your Google PIN, you can reset it by performing the factory reset by selecting **Settings > System > About > Reset > Factory reset**.

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## 9 Troubleshooting

### Category

### Problem

### Tip

Power	No power.	<ul style="list-style-type: none"><li>• Ensure that the AC outlet supplies the proper voltage. Plug another electrical appliance into the AC outlet to ensure that the AC outlet operates normally.</li><li>• If a power failure occurs, unplug the AC power cord for 1 minute to allow the unit to reset itself.</li></ul>
Slow start up	Your TV takes a long time to start up when you turn it on.	<ul style="list-style-type: none"><li>• When powering off the TV into standby mode, there will be a longer load time when powering it back on. * In working status: Short press <b>POWER</b> button to turn the TV to fastboot mode. Long press <b>POWER</b> button to turn the TV to standby mode.</li><li>• In fastboot mode, which is less energy saving, press <b>POWER</b> button to turn on the TV in a short time.</li><li>• In standby mode, which is more energy saving, press <b>POWER</b> button to turn on the TV in a little long time.</li></ul> <p>For mode details, please visit: <a href="http://www.philips.com/support">www.philips.com/support</a></p>

Remote	Remote buttons are not functional.	<ul style="list-style-type: none"><li>• Re-insert or replace the AAA batteries with their polarities (+/-) as indicated on the remote battery area.</li></ul>
	The Google Assistant button on your remote doesn't work.	<ul style="list-style-type: none"><li>• Make sure the remote is connected to the TV via Bluetooth. Google Assistant uses Bluetooth to create a safe connection between the remote and TV. (See step "7. Connecting your devices" on the previous page)</li><li>• Make sure Google Assistant feature was activated during initial installation. To check this, go to <b>Settings &gt; Accounts &amp; Profiles</b> &gt; select <b>Your Google TV account</b> &gt; <b>Google Assistant</b> to see if you are logged into an active account.</li></ul>

Network	Cannot connect to the Wi-Fi network.	<ul style="list-style-type: none"><li>• Check if your router and/or modem is properly connected.</li><li>• Check if the Ethernet cable connection between the TV and your router or modem is properly secured.</li><li>• Power cycle the router and/or modem.</li><li>• Check your network settings.</li></ul>
	Slow data connection or buffering.	<ul style="list-style-type: none"><li>• Check the settings between your router and ISP modem or gateway (if applicable).</li><li>• Connect to a stable wireless connection from home wireless or wired network.</li><li>• The use of mobile hot spots or public wireless connections is not recommended.</li><li>• Wireless performance may be affected by various factors, including the distance between the TV and your Wi-Fi router. To improve wireless performance, we recommend placing your Wi-Fi router within 15 feet of your TV.</li></ul>

### Category

### Problem

### Tip

Performance	Remote response is delayed or sluggish during initial use.	<ul style="list-style-type: none"><li>• Your TV is automatically downloading and installing the latest applications for the best user experience. During this time, you may experience a delayed response from your remote. Upon successful installation, your remote will operate normally.</li></ul>
Google Meet	USB camera does not work.	<ul style="list-style-type: none"><li>• Check if USB camera supports Android 11.0 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 Meet app.</li><li>• If issues remain, please visit the Meet support page and check the Troubleshoot section. (<a href="https://support.google.com/meet">https://support.google.com/meet</a>)</li></ul>

Picture	Power is on but screen image is off.	<ul style="list-style-type: none"><li>• Check <b>Sound Only</b> was not activated by pressing the "OK" button on your remote.</li><li>• Check if the connection for your source device is properly secured.</li><li>• Check if the correct input is selected by pressing <b>INPUT</b> (SOURCE) on your remote.</li></ul>
Picture on HDMI Input	Television has sound with no picture or abnormal picture.	<ul style="list-style-type: none"><li>• HDMI EDID Version setting is set to a different mode than your source device. To change it, select <b>Settings &gt; Channel &amp; Inputs &gt; Inputs &gt; HDMI1/2/3 &gt; HDMI EDID Version &gt;Standard</b>. (Be aware that EDID 1.4 does not support 4K resolution.)</li><li>• If issues remain, please visit the Meet support page and check the Troubleshoot section. (<a href="https://support.google.com/meet">https://support.google.com/meet</a>)</li></ul>

Accessibility	Television is speaking prompts out-loud.	<ul style="list-style-type: none"><li>• To disable the TalkBack on your TV, press <b>DISPLAY</b> (DASHBOARD) on your remote and select <b>Settings &gt; Accessibility &gt;TalkBack</b> and toggle switch to disable.</li></ul>
Sound on HDMI with external devices	Soundbar is connected to TV via HDMI, but has no sound.	<ul style="list-style-type: none"><li>• Please check to be sure the device is connected to the HDMI 1 (eARC/ARC) input on the TV.</li></ul>

Factory data reset	I cannot hear other party. (Speaker does not work.)	<ul style="list-style-type: none"><li>• Press <b>DISPLAY</b> (DASHBOARD) on your remote, then select <b>Settings &gt; System &gt; About &gt; Reset &gt; Factory reset</b>. * This will restore your device to default settings and erase all data, accounts, files, and downloaded apps.</li></ul>
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Google TV



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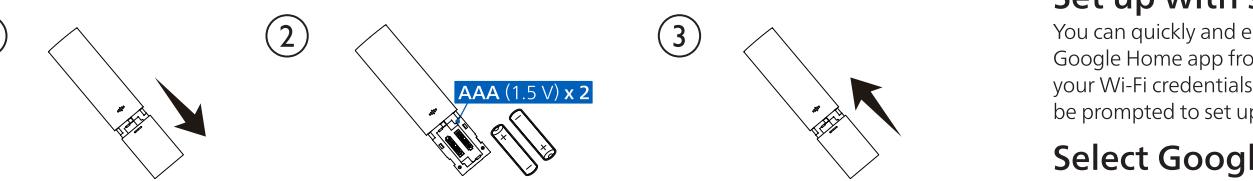
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## 1 Using the Remote

How to install the batteries in the remote



### Bluetooth Remote

This TV comes with a Bluetooth remote control to operate your TV from anywhere in your room and have access to Google Assistant to do more on your TV with your voice.

- 1. POWER (P)**: Turn on or turn off the TV.
- In working status:**
  - Short press POWER button to turn the TV to fastboot mode.
  - Long press POWER button to turn the TV to standby mode.
- In fastboot mode, which is less energy saving, press POWER button to turn on the TV in a short time.**
- In standby mode, which is more energy saving, press POWER button to turn on the TV in a standard time.**

### Microphone & Bluetooth LED

1. **POWER (P)**: Turn on or turn off the TV.  
2. **GOOGLE ASSISTANT (G)**: Start using the near field voice function.  
3. **ACCOUNT (A)**: Sign in with your Google account to get the entertainment you love.  
4. **DASHBOARD (D)**: Access the dashboard of your Google TV.  
5. **NAVIGATION BUTTONS (UP/DOWN/LEFT/RIGHT)**: Navigate the menu to select the content you need, or  
• Press UP/DOWN button to change channels.  
6. **OK**: Confirm, enter or execute the selected item, or access the channel list.

7. **BACK (L)**: Return to upper-level content, or exit the current screen or operation.  
8. **GUIDE (G)**: Access Live TV or access the Electronic Program Guide.  
9. **HOME (H)**: Access the home screen.  
10. **FREE TV**: Access the Google TV Freeplay.  
11. **VOLUME UP/DOWN (VOL +/-)**: Adjust the sound volume.  
12. **SOURCE (S)**: Access the source menu.  
13. **MUTE (M)**: Mute or restore the TV sound.  
14. **DAILY KEY (DK)**:

- Short press to start the shortcut function, or setup it for the first time.
- Long press to setup the shortcut function.

15. **APPLICATION BUTTONS**: Access specific applications quickly and directly.  
16. **MEDIA**: Access the media player.  
17. **APPS**: Show all applications.

**PHILIPS**

## 2 Best Experience

### Set up with smartphone/tablet

You can quickly and easily set up your Google TV from Google Home app. You can download and launch Google Home app from your mobile. Setting up with Google Home app will allow you to wirelessly sync your Wi-Fi credentials, Google account, and Google TV compatible apps. During the initial setup, you will be prompted to set up your TV with Google Home app, and follow the on-screen instructions.

### Select Google TV mode

There are several operation modes in your Philips Google TV. You can choose any mode based on your preferences. You can choose Google TV or Basic TV mode during initial setup.

### Google TV mode

You can enjoy full functionality of this TV in this mode. You can browse 700,000+ movies and TV episodes. Suggestions based on what you've watched and what interests you make it easier to find your next favorite. Also use your voice to find movies, stream apps, play music, and control the TV.

### Apps only mode

You can choose "Apps only mode" in **Settings > Accounts & Profiles > Your Google TV account > Apps only mode** after you setup TV as Google TV mode.

If you would like to remove recommendations from Home menu, you can switch off recommendations with this mode. In this mode, Google Assistant feature is not available. If you want to install apps, you have to go back to Google TV mode and install the apps.

### Basic TV mode

If you only watch Live TV channels through the built-in tuner connected to a wall jack or via a cable/satellite box connected to HDMI and you do not plan to use the smart features of the television to add applications to stream content, this mode is best. You can still connect to the internet to use the pre-installed apps and to receive important TV firmware updates.

### Power on behavior

If you want to go to last input (ex. cable/satellite STB input) when powering on TV, go to **Settings > System > Power & Energy > Power on behavior** and change the setting from "Google TV home screen" to "Last used input".

### Internet connection

**Wired Connection:**  
For the best experience, a wired connection is preferred. Connect an ethernet cable from your router or modem to the LAN port located on the back of your Philips Google TV.

### Multiple account

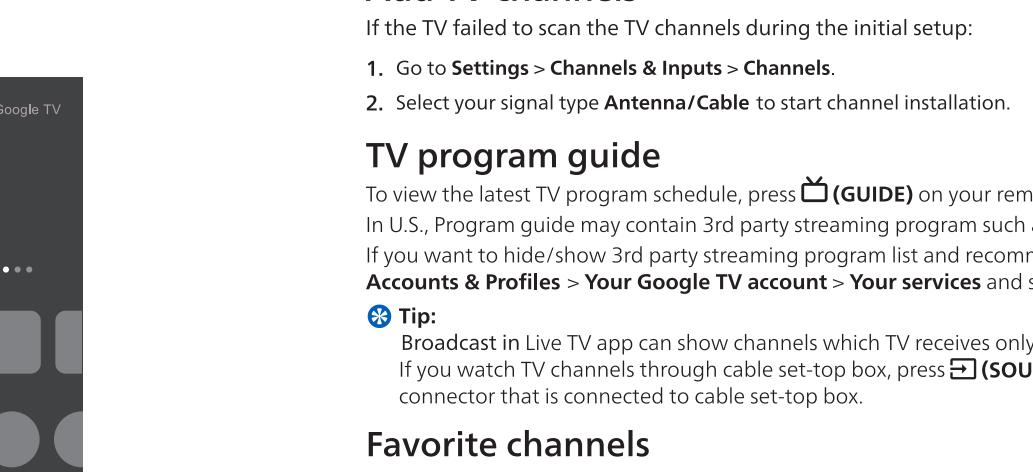
You can add more than one account on your Google TV so you can sign in to services with multiple accounts. Your media and activity can sync across devices that your Google Account is signed in to. To add multiple accounts, go to **Settings > Accounts & Profiles > Add an account**.

### Family link

You can create a family group with up to six family members and share and enjoy Google services (YouTube music, YouTube Premium etc.) together. To create family link, check following URL.  
<https://families.google.com/families>

## 3 Explore Your Google TV

Google TV is TV personalized for you. Easily browse content from across your favorite apps and services, with specially curated recommendations based on your interests.



### 1 For you

Google TV home screen aggregates the best content from user's services.

### 2 Live tab (U.S. only)

See what's live on TV across different service providers in one menu. To watch live TV, download an app from your TV service provider (if available). This service is available only in the U.S.

### 3 Apps tab

Access your installed apps library or find new ones based on what you use or download.

### 4 Library tab

Find movies and TV shows you've added in your Watchlist or rented through the Google TV store or YouTube.

### 5 Search

Search movies, shows, apps, and more.

### 6 Dashboard

Google TV dashboard provides a single location for users to access settings, notifications, and kids mode.

### Privacy protection built-in

Google Assistant is designed with your privacy in mind. You can delete any voice-command history by pressing the Google Assistant button and simply saying "Delete what I just said."

For more details on privacy, please visit:

<https://safety.google/intl/en-US>

## 4 Live TV/Antenna

To select channels, use UP/DOWN circle button on your remote control.

### Google Meet

Google Meet is an app that provides simple, high-quality video calling right from your TV to start calling with Google Meet, the below items are required:

1. 10 Mbps or faster internet access for 1080p video call.

2. Google account

3. External USB camera with a built-in microphone (support Android 1.0 or later).

### TV program guide

To view the latest TV program schedule, press **GUIDE** on your remote.

In U.S., Program guide may contain 3rd party streaming program such as YouTube TV, Pluto TV.

If you want to hide/show 3rd party streaming program list and recommendations, go to **Settings > Accounts & Profiles > Your Google TV account > Your services** and switch off/on each app.

### Google Meet

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