

# FAQ - Frequently Asked Question's

## Q 1. NO SOUND OR PICTURE?

- CHECK IF THE POWER LINE IS IN THE OUTLET AND IF IT HAS ELECTRICITY.
- CHECK IF YOU HAVE PRESSED POWER BUTTON ON THE TV OR POWER BUTTON ON THE REMOTE CONTROL.
- CHECK THE SETTING OF PICTURE BRIGHTNESS AND CONTRAST.
- CHECK THE VOLUME.

## Q 2. THE PICTURE IS NORMAL BUT THERE IS NO SOUND

- CHECK THE VOLUME.
- CHECK IF MUTE MODE IS SET.

## Q 3. NO PICTURE AND WHITE OR BLACK PICTURE

- ADJUST PICTURE SETTING.
- CHECK COLOUR SYSTEM.

## Q 4. THE SOUND AND PICTURE INTERFERENCE

- . TRY TO FIND THE APPLIANCE AFFECTING TV SET,
- . AND MOVE IT AWAY ( 3 meters ) FROM THE TV SET.
- . TRY TO INSERT THE POWER PLUG OF THE TV SET INTO ANOTHER OUTLET.

## Q 5. THE REMOTE CONTROL DOES NOT WORK

- CHANGE THE BATTERIES IN THE REMOTE CONTROL
- CHECK THE CONTACTING POINTS OF THE BATTERIES
- CHECK IF THE BATTERIES ARE CORRECTLY INSTALLED.
- CLEAN THE UPPER SIDE OF THE REMOTE CONTROL.( RADIATING WINDOW )
- CHECK IF THERE IS OBSTRUCTION BETWEEN THE REMOTE CONTROL AND THE LED TV.

## Q 6. THE CABINET OF THE TV MAKES CLICK SOUND

- SOMETIMES THE ROOM TEMPERATURE CHANGE CAN CAUSE THE TELEVISION CABINET TO EXPAND OR CONTRACT, WHICH MAKES THE SOUND . THIS DOES NOT MEAN THE TV BREAKS DOWN.

## Q 7. H / V STRIP OR THE PICTURE SHAKING

- CHECK IF THERE IS INTERFERING SOURCE NEARBY ,SUCH AS APPLIANCE OR ELECTRIC TOOLS.

## Q 8. UNCLEAR PICTURE OR PICTURE WITH SNOW

- CHECK THE DIRECTION POSITION AND CONNECTION OF YOUR ANTENNA.
- ADJUST THE DIRECTION OF YOUR ANTENNA OR RESET OR FINE TUNE THE CHANNEL.  
CHECK INPUT CABLE.

## Q 9. What Do You Recommend To Clean My LED TV?

- **General Cleaning**



For general cleaning of both the frame and screen of your LED TV, use a soft, clean, lint free, dry cloth..

Never use cleaning fluids, wax, or chemicals except as described below. **Cleaning Fingerprints And**

### **Greasy Smudges Off the Screen**


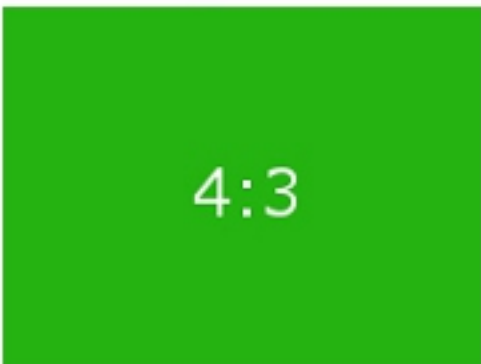


To clean fingerprints and greasy smudges off your TV screen, get a bottle of Screen Clean screen cleaning solution or similar screen cleaner. You should be able to get it at most regular and on-line stores that sell monitors or TVs. Put a small amount of Screen Clean on a clean, soft, dry cloth, and then rub the screen gently.

**Warning:** Never use any type of window cleaner, soap, scouring powder, or any cleanser with solvents such as alcohol, benzene, ammonia, or paint thinner. Never use abrasive pads or paper towels. If you do, you can scratch the screen or strip the anti-glare coating off the screen and cause permanent damage.

To clean your television correctly, follow these steps:

1. Unplug your TV before you begin.
2. Clean the frame of your LED TV with a soft, clean, lint free, dry cloth.
3. To clean the screen, first try wiping gently with the soft, clean, lint free, dry cloth. If that does not work, spray Screen Clean or another screen cleaner solution onto the cloth. Never spray it directly onto your TV screen.
4. Wipe the screen with the cloth as gently as possible. LED TV screens are fragile and can be damaged if you press too hard.  
Let the screen dry completely before you plug the TV back in.

## Q 10. What Is The Best Format For Viewing, 4:3 Or 16:9 (Widescreen)?

Aspect Ratios Examples	
16:9 Aspect Ratio	4:3 Aspect Ratio
	
Aspect Ratio Examples On TV's	
16:9 Aspect Ratio	4:3 Aspect Ratio
	

The best format for viewing depends on the format of the program you are watching. If you are watching a program that is being broadcast in the standard, 4:3 format, use 4:3. If you are watching a program that is being broadcast in the widescreen (16:9) format, use 16:9.

**Important:** Many external devices have their own aspect ratio that will affect the image on the TV (Stretching, zooming, cropping, etc.)

### Note

- Most standard definition channels often broadcast in the 4:3. HDTV channels often broadcast in the 16:9 format.
- Even though 4:3 and 16:9 are the two standard size formats, if you don't like the size of the picture you are watching, you can often change it to one of several other sizes.

## Q 11. There Are Black Bars On The Left And Right Of My Screen

The black bars you see on the left and right sides of your TV screen are caused by the difference between the aspect ratio of the incoming signal and the aspect ratio (screen size) of your television. Most commonly, if you see black bars on the sides of your TV, you have a wide screen TV with an aspect ratio of 16:9 and the signal your TV is displaying has an aspect ratio of 4:3. See the illustration below.



### **Note:** (Aspect Ratio Adjustments)

Depending on the program you are watching, you can remove these black bars by adjusting the aspect ratio on your television or on the external device you have attached to your TV such as a set-top-box.

**Important:** If you are using a set-top-box (cable or satellite), set the TV's aspect ratio to 16:9 and make all other aspect ratio adjustments on the set-top-box. If you do not know how to make these adjustments, contact your set-top-box service provider. For instructions on adjusting the aspect ratio of your TV, see below.

## Q 12. There Are Black Bars On The Top And Bottom Of My Screen

If there are black bars on the top and bottom of your screen, this is caused either by:

- A setting on your cable/satellite box [Aspect ratio setting or other setting]

### **Important:**

- If your TV is attached to a set-top-box, you may be able to eliminate the bars by changing the output resolution of the set-top-box.

In many cases, the cable or over-the-air TV company is broadcasting the program or movie you are watching in a format that includes the bars. If this is the case, you cannot eliminate them.



### Q 13. What is LED TV?

LED TVs use Light Emitting Diodes (LEDs) positioned behind a three color panel to provide the backlighting that illuminates the picture you see on the screen. The LED backlights shine through the panel, which controls, on a pixel by pixel level, the color and amount of light the screen displays.

Because of the smaller size and higher energy efficiency of LEDs, LED TVs are much thinner than other flat panel TVs and use less energy. LED TVs also have deeper blacks than LCD television.

### Q 14. What Is The Viewing Angle Of Most LED TVs?



The viewing angles for an LED TV are measured horizontally and vertically, and indicate over what range images on the TV's screen are fully visible without the screen displaying a negative image.

For example: If you see viewing angle measurements of 170/170, the first number, 170, represents the horizontal viewing angle and indicates that an image on the screen is fully visible over a range of 170 degrees horizontally (from side to side) in front of the TV without the screen displaying a negative color image. The second number, 170, represents the vertical viewing angle, and indicates that an image on the screen is visible over a range of 170 degrees vertically (up and down) in front of the screen without the screen displaying a negative color image.

The viewing angles for most larger LED TVs (23 inches and above) is 170 degrees horizontally and 170 degrees vertically or better. For smaller models, the viewing angles are most frequently 140 degrees horizontal and 115 degrees vertically or 160 degrees horizontally and 120 degrees vertically.

### Q 15. Can I Play Video Games On My LED TV?



Yes, you can play video games on your LED TV

# FAQ - Frequently Asked Question's

## Q 16. Why Doesn't A Wide Screen DVD Fit My Wide Screen TV?

Many older movies available on DVD, though labeled wide screen, were produced in a wide screen format (for example, Cinemascope or Academy Flat) which are a wider aspect ratio than the current 16:9 wide screen TV standard. When you watch one of these movies, your wide screen TV will display.

## Q 17. What Is The Power Consumption Of My TV In Watts?

- To find the power consumption of your TV you can look in two places;
  1. On the back of your TV there will be a sticker that will contain the power consumption of the unit as well as other information.
  2. In the specifications portion of your user manual.

## Q 18. Please let me know what all are covered under extended warranty (Eg: wear and tear, replacement of defective part etc)."

- Under extended warranty we provide comprehensive support (not cover any physical damaged of the product.) For more details please open Vu warranty pdf.

## Q 19. Do i need to used stabilizer for this product and if any damage happens since stabilizer is not used,will warranty cover the same

A stabilizer is useful if your place has extreme voltage fluctuations, especially high voltage as it can cut off the mains at high voltage.

The warranty will not Cover if any damage ,Scratched or dented plastics,rubber parts,led,cabinet,interconnecting cables or any other physically damaged or burn parts.



Your TV's screen size should depend on the size of your room and how close you'll be sitting to it.

## FAQ - Frequently Asked Question's

### Q 20. What size screen should I get for my room, and how far away should I sit for the best picture?

It depends on how big your room is. For a bedroom, kitchen, or office, for more info. We calculated the viewing ranges in the chart below by multiplying the screen size.

Screen Size	Viewing distance range	Screen Size	Viewing distance range
26"	3.25 - 5.5 feet	50"	6.25 - 10.5 feet
32"	4.0 - 6.66 feet	52"	6.5 - 10.8 feet
37"	4.63 - 7.71 feet	55"	6.9 - 11.5 feet
40"	5.0 - 8.33 feet	58"	7.25 - 12 feet
42"	5.25 - 8.75 feet	65"	8.13 - 13.5 feet
46"	5.75 - 9.5 feet	85"	8.75 - 14.75 feet

### Q 21. Are extended warranties available for VU product?

Yes, individual retailers offer extended service plans for VU product. Inquire about service options at the time of purchase.

### Q 22. Can wireless headphones be used with a VU TV?

Yes, wireless headphones may be used when installed with a wireless transmitter. If the wireless transmitter is connected via the digital audio output on the TV then built-in TV speakers will continue to work normally.

If the wireless transmitter is connected to the analog headphone output on the TV then the built-in speakers will be automatically turned off.

Wired headphones may be connected to the analog headphone output on the TV. When connected the built-in speakers will be automatically turned off.

### Q 23. Image pixilation. Is it a reception problem?

In most cases image pixelation is caused by very poor reception of digital television signals. Only in rare occasions pixelation indicates malfunction of the television.

### Q 24. My 3D is not working.

1. Make sure you are watching in 3D sync signal covered area.
2. Make sure nothing is blocking the path between the 3D emitter on front panel of the TV and your glasses.

## **Q 26. What is "4K"?**

**A:** 4K is a general term for high-resolution digital displays and video formats with horizontal resolution of around 4000 pixels. 4K projectors have been used in movie theaters for many years. At the end of 2012, the first flat-panel 4K TVs appeared. These TVs, officially known as Ultra High Definition TVs, have screen resolution of 3840 horizontal pixels x 2160 vertical pixels — twice the horizontal and vertical resolution of 1080p (1920 x 1080 pixels). 4K has four times the total pixels of 1080p and is capable of creating a much more detailed picture.

## **Q 27. How can I connect my computer to my TV?**

**A:** If you'd like to connect your computer to your TV to use it as a large monitor, First, the video connection. The easiest route will be to use your computer's HDMI, DVI, or VGA output. We recommend HDMI or DVI, since HDTVs often accept higher resolutions over those connections than VGA. And although most TVs today don't have DVI inputs, you can still go that route if you use a DVI-to-HDMI adapter. (Since DVI doesn't carry audio, you'll still need to make a separate connection for sound — see below.) If you opt for VGA, look for an input on the back of your TV labeled "PC." And if none of these options work with your setup, you can use your computer's VGA output and a VGA-to-component-video adapter to connect it to your TV.

Once you see your computer's display on your TV, you'll need to set it to the right resolution — otherwise, you may see a pixilated or distorted picture. Be sure to use a resolution your TV is designed to handle (see the TV's User manual). If you don't see video displaying on your TV, If you also want to send audio from your computer to your home theater receiver or TV, and you're not using HDMI, you'll need to make a second connection. Many computer sound cards today include optical or coaxial digital audio outputs that can connect to a receiver. sound card. Or, you can simply use your computer's headphone output .

## **Q 27. The product as 32inch led tv but Measurement is 29inch led tv**

All Types of displays are measured diagonally.  
For more details please find the attach pdf.

## **Q 29. VU 32" Android TV**

<http://vutvs.com/>

<http://vutvs.com/3d-smart-tv/41-32-android-led-tv.html>

## **MODEL –LEDN 50K310X3D 4K ULTRA HD**

## **Q 30. How to enable screen mirroring in LED-50K310X3D ULTRA HD TV**

1> Connect Tv & Mobile to the same wifi network

2> Go to Tv Menu – Network Setting – Anyview Cast (search for near device )

3> Mobile /Tablet – Go to Setting - enable screen mirroring or enable Wi-Fi display option – Search for Tv – connect to Tv.

**Note:-** for Miracast Screen mirroring option available in your mobile phone / Tablet.



### **Q 31. How to enable DLNA in LED-50K310X3D ULTRA HD TV**

1> Connect Tv & Mobile to the same wifi network.

2> Go to Tv Menu – Network Setting – Anyview Stream (search for near device )

3> Mobile /Tablet – Go to Setting - enable DLNA or Screen Sharing option – Go to Anyview Stream & play the content.

### **Q 32. How do I use the Personal Video Recorder feature? in LED- 50K310X3D ULTRA HD TV**

A :- To active this feature you required services of digital video broadcasting ( DVB) which is currently provided by Doordarshan in India.

After receiving the digital video broadcasting (DVB) in your Tv.

1>Connect a USB storage media to your TV

2> Use the PVR function to record your favorite shows & movies with the time shift function.

### **Q 33. Can this TV double as a PC by attaching a bootable external SATA drive? in LED-50K310X3D ULTRA HD TV**

A:- No , External device work as a media to play multimedia content ex video,audio,image.

### **Q 34. Is it compatible to mount External HDD?**

A.Yes to Play Movie / Images / Audio

### **Q 35. can I play 4k content directly by plugging in USB pen drive in the TV or I need a player. If that is the case which player you recommend,**

A. No, For 4K content need External 4K Player.

LED-32K160M & LED-40K16

### **Q 36. watching movie in USB mode after some time movie skip in the next movie or starts beginning it mean the movie is not completed.**

A. Please call Service centre for upgrade the USB software.

Please Note:-The Movie content is required as per the given manual book format

### **Q 37. How to enable DLNA in LTDN-55XT780WAU3D 4K ULTRA HD TV**

1> Connect Tv & Mobile to the same wifi network.

2> Go to Tv Menu – Network Setting – Applications 3> DLNA ON

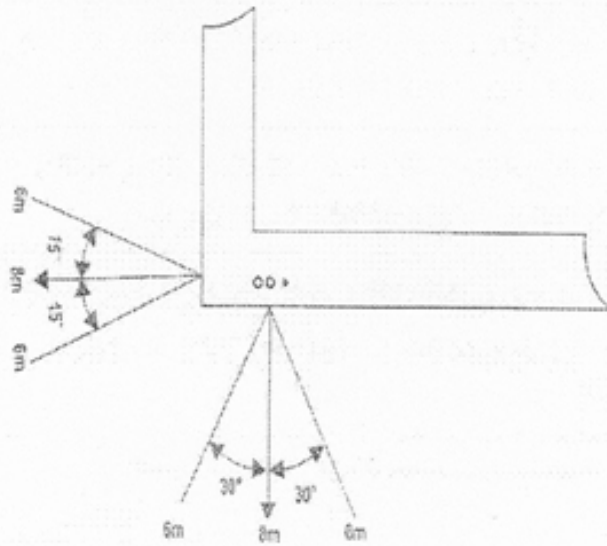
4>My Share Devices (search for near device )

5> Mobile /Tablet – Go to Setting - enable DLNA or Screen Sharing option – play the content.

**Q**

**Q 38. What is the Response Range of the LED Tv Remote control**

### The Range of Remote Control



1. The remote control distance: 8 meters in front of the TV set.
2. The remote control angle: taking the television infrared light receiver window as an apex, 6 meters away, its controlled angle (left to right) is within 60 degrees, while the vertical angle (up to down) is within 30 degrees.

**Q 39. In LED- 50K310 UHD smart TV does it has some built in memory to install other APPS? if so what is available space**

A:- No , External device work as a media to play multimedia content ex video,audio,image.