

Quick Standby Search; Software Update; Troubleshooting & Tips - Toshiba 43 Series Operating Instructions Manual

1
Table Of Contents
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17

18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47

• PAGE

38

OF 47 GO

•

[Table of Contents](#)

-

Troubleshooting

•

Bookmarks



HbbTV applications use the buttons on the remote control to interact with the user. When an HbbTV application is launched, the control of some buttons are owned by the application. For example, numeric channel selection may not work on a teletext application where the numbers indicate teletext pages.

HbbTV requires AV streaming capability for the platform. There are numerous applications providing VOD (video on demand) and catch-up TV services. The OK (play&pause), Stop, Fast forward, and Rewind buttons on the remote control can be used to interact with the AV content.

Note: You can enable or disable this feature from the TV

Options>Advanced Options>HBBTV Settings menu in Live TV mode.

Quick Standby Search

If earlier an automatic search is performed, your TV will search for new or missing digital channels at 05:00 am every morning while in quick standby mode.

And if the Auto Channel Update option in the Settings>Channel menu is enabled the TV will wake up within 5 minutes after it is switched into quick standby mode and search for channels. Standby LED will blink during this process. Once the standby LED stops blinking the search process is completed. Any new found channels will be added to the channel list. If the channel list is updated, you will be informed on the changes at the next power on.

Software Update

Your TV is capable of finding and updating the software automatically via Internet.

To experience the best use of your TV and benefit from the latest improvements make sure your system is always up to date.

Software update via internet

On the Home Screen enter the Settings>Device Preferences>About menu in order to update your Android system version. Move the focus to the System update option and press OK. You will be informed about the system status and the time at which the device was last checked for an update will be displayed. The Check for update option will be highlighted, press OK if you want to check for an available update.

Note: Do not unplug the power cord during the reboot process. If the TV fails to come on after the upgrade, unplug, wait for two minutes then plug it back in.

Troubleshooting & Tips

TV does not switch on

- Make sure the power cord is plugged in securely to the power outlet.
- Disconnect the power cord from the power outlet.

Wait for one minute then reconnect it.

- Press the Standby/On button on the TV.

TV does not respond to the remote control

• The TV requires some time to start up. During this time, the TV does not respond to the remote control or TV controls. This is normal behaviour.

• Check if the remote control is working by means of a mobile phone camera. Put the phone in camera mode and point the remote control to the camera lens. If you press any key on the remote control and you notice the infra red LED flicker through the camera, the remote control is working. The TV needs to be checked.

If you do not notice the flickering, the batteries may be exhausted. Replace the batteries. If the remote is still not working, the remote control might be broken and needs to be checked.

This method of checking the remote control is not possible with remote controls which are wirelessly paired with the TV.

No Channels

- Make sure that all cables are properly connected and that the correct network is selected.
- Make sure that the correct channel list is selected.
- Make sure that you have entered the correct channel frequency if you have done manual tuning.

No picture / distorted picture

- Make sure that the antenna is properly connected to the TV.
- Make sure that the antenna cable is not damaged.
- Make sure that the correct device is selected as the input source.
- Make sure that the external device or source is properly connected.
- Make sure that the picture settings are set correctly.
- Loud speakers, 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.

- Change to a different picture format, if the picture does not fit the screen
- Make sure that your PC uses the supported resolution and refresh rate.

No sound / poor sound

- Make sure that the sound settings are correctly set.
- Make sure that all cables are properly connected.
- Make sure that the volume is not muted or set to zero, increase the volume to check.

English - 37 -

*(**) Limited Models Only*

[Table of Contents](#)

[Previous Page](#)
[Next Page](#)

1
...
35
36
37
38
39
40
41
42

Quick Links:

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[Settings](#)

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(47 pages)

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