

## 7 Troubleshooting

Category	Problem	Tip
Performance	Remote response is delayed or sluggish during initial use.	<ul style="list-style-type: none"> <li>Your television is automatically downloading and installing the latest applications, for the best user experience.</li> <li>During this time, you may experience a delayed response from your remote control. Upon successful installation, your remote control will operate normally.</li> </ul>
Accessibility	Television is speaking prompts out-loud.	<ul style="list-style-type: none"> <li>To disable the talkback (text to speech) on your television, press <b>HOME</b> on your remote control, navigate to settings icon in the upper right corner of the home screen and select accessibility, select talkback, press <b>OK</b> to toggle between on or off.</li> </ul>
Network	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> </ul>

For further assistance, call the customer support service in your country.  
 - To obtain assistance, contact Philips customer care center:  
 In the U.S.A., Canada, Puerto Rico, or the U.S. Virgin Islands **1 866 309 5962**  
 Enter below the model and serial numbers located on the left side and the rear of the TV cabinet.

Model : \_\_\_\_\_  
 Serial : \_\_\_\_\_

For complete instructions, please visit [www.philips.com/support](http://www.philips.com/support) to download the full version of the User manual.

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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>
Remote control	Remote control 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 control battery area.</li> </ul>
	Google Assistant microphone on the remote control does not work.	<ul style="list-style-type: none"> <li>Follow the instructions in "How to connect Bluetooth® devices" to pair the remote control.</li> <li>To enable pairing mode, press <b>Google Assistant</b> and vol down (-) button on your remote control simultaneously for 5 seconds.</li> </ul>
Network	Cannot connect the 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>
Picture	Power is on but screen image is off.	<ul style="list-style-type: none"> <li>Check if the connection for your source device is properly secured.</li> <li>Check if the correct input is selected by pressing <b>SOURCE</b>.</li> <li>Verify that your HDMI mode, for the input selected matches the resolution output of your source device. Change source input until you have picture and sound.</li> </ul>

## 8 Parental Control and Restricted Profile

### Child and rating lock

Block individuals from using specific apps or games. You can prevent people from using specific apps or games on your Android TV by setting up a restricted profile.

If you are using a restricted profile, you cannot:

- Access or make purchases in the Google Play Store app

### How to set up a restricted profile

- On the Android TV home screen, select **Settings** in the upper right corner of the screen, and press **OK**.
- Scroll down to **Personal** and select **Security & restrictions > Create restricted profile**.
- Set a PIN.
- Choose which apps the restricted profile can or cannot use by selecting **Not allowed** or **Allowed** for each app.
- Press **← (BACK)**.
- Select **Enter restricted profile** and press **OK**.

### Parental controls

You can restrict your children from watching certain programs or channels, by setting parental controls using a rating lock.

### How to set up a Parental controls

- On the Android TV home screen, select **Settings** in the upper right corner of the screen, and press **OK**.
- Scroll down to **Device** and select **Channel > Parental controls**.
- Set a PIN > **Program restrictions > Ratings**.

### Rating types and restriction levels

	United States					United States (Film ratings)						
	TV-Y	TV-Y7	TV-G	TV-PG	TV-14	TV-MA	G	PG	PG-13	R	NC-17	X
<b>High restrictions</b> Content suitable for children		✓		✓	✓	✓			✓	✓	✓	✓
<b>Medium restrictions</b> Content suitable for older children				✓	✓	✓			✓	✓	✓	✓
<b>Low restrictions</b> Content suitable for teens						✓				✓	✓	✓

## Specifications

Model #	55PFL5704 55PFL5604	50PFL5704 50PFL5604	43PFL5704 43PFL5604
<b>Picture</b>			
Type	UHD (Ultra HD) (3840 x 2160 pixels 60Hz)		
Diagonal screen size / Aspect ratio	54.6" / 16:9	49.5" / 16:9	42.5" / 16:9
Viewing angles	178° (V) by 178° (H)		
Built-in digital / analog tuner	ATSC (digital) / NTSC (analog)		
<b>Sound</b>			
Mono / Stereo	Mono, Stereo		
Power output (RMS watts)	10W x 2	8W x 2	
Equalizer	5 band		
<b>Ease of use</b>			
Picture format	SD (4:3 source)	4:3 / Wide screen	
	HD (16:9 source)	4:3 / Wide screen	
	UHD	Full	
<b>Channel</b>			
Channel coverage	Over-the-Air DTV (ATSC)	VHF: 2-13 UHF: 14-69 (Each channel may have e.g. 21-29, 31-39, etc)	
	Over-the-Air Analog (NTSC)	VHF: 2-13 UHF: 14-69	
CATV (Analog NTSC)	2-13, A-W W+1-W+94 (Analog W+1-W+84), A-5-A-1, 5A		
Tuning system	Channel frequency synthesized tuning system		
Channel access	Direct access number keyboard, Programmable scan and Channel + (up) / - (down)		
<b>Connectivity</b>			
Composite video input	1		
HDMI input	3 (selectable HDMI modes)		
	Supporting HDMI video signals : 480/p, 720p, 1080i @60Hz, 1080p, 2160p @24/30/60Hz		
	Supporting HDMI digital audio signals : LPCM, AC3, DD+		
	Supporting PC-input video signal up to 4096 x 2160		
Analog audio L/R input	1 (L Audio / R Audio)		
PC input	Via HDMI and HDMI-DVI + Analog audio L/R		
USB	1		
Wireless LAN	Wireless LAN Supporting wireless standards : IEEE 802.11a/b/g/n/ac (2.4GHz/5GHz)		
Ethernet port	1		
Digital audio output	1 Supporting Dolby Digital		
Headphone output	1 1/8 inch (3.5 mm)		
<b>Power</b>			
Power requirements	120 V~ +/- 10%, 60 Hz +/- 0.5%		
<b>Temperature</b>			
Operating temperature	41° F (5 °C) to 104° F (40 °C)		

\* Specifications are subject to change without prior notice.

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Netflix is available in certain countries. Streaming membership required. More information at [www.netflix.com](http://www.netflix.com).

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Use of this TV requires consent to Google Terms of Service and Privacy Policy.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Features and specifications are subject to change without notice.

Network services, content, and the operating systems and software of this Product may be subject to individual terms and conditions and changed, interrupted or discontinued at any time and may require fees, registration and credit card information.

The American Academy of Pediatrics discourages television viewing for children younger than two years of age.

Some features may require an always-on broadband internet connection, firmware update and/or a minimum bandwidth. Internet services vary by location.

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# Quick start guide

Call us:

1-866-309-5962

Scan to call us:



Chat with us:

<http://tinyurl.com/y2e29xsq>

Scan to chat with us:

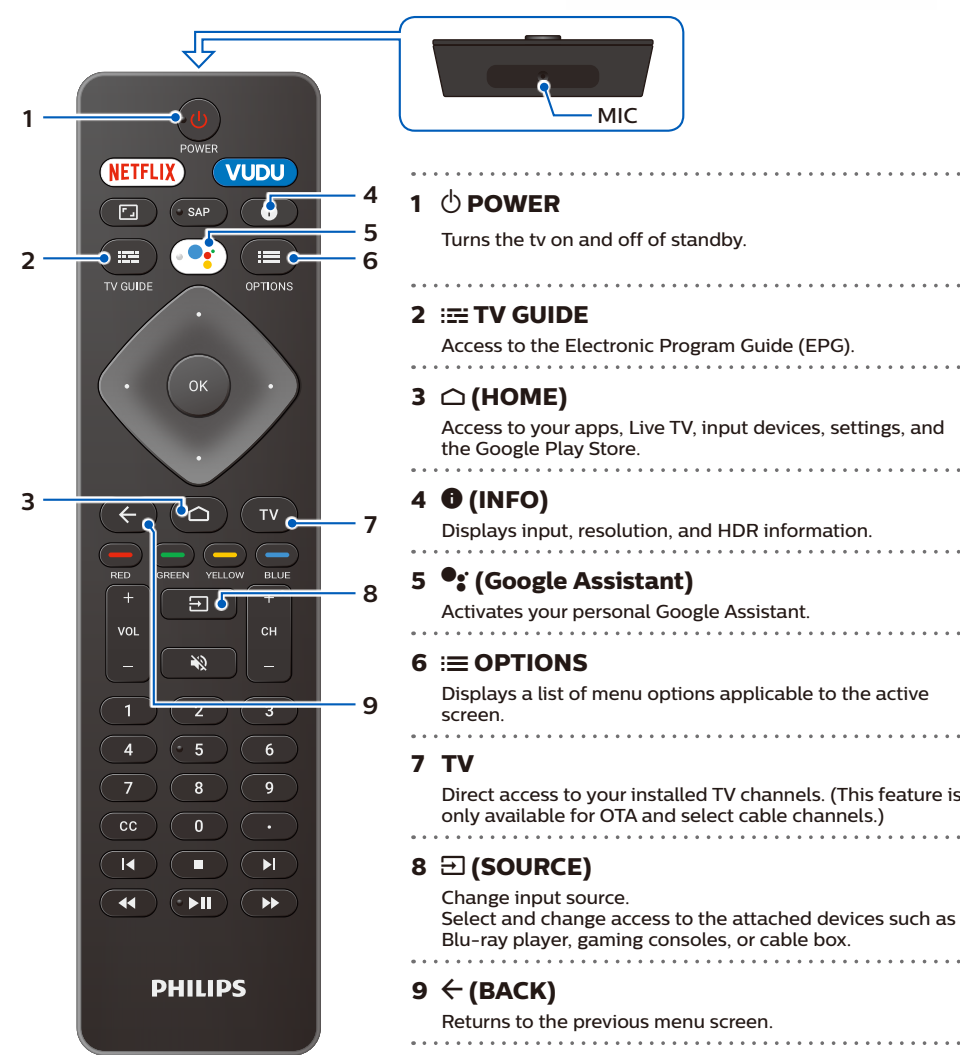
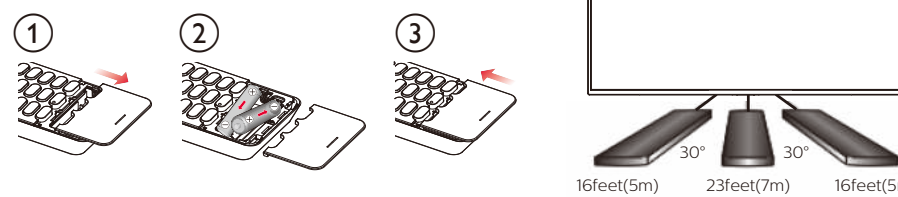


Hours of operation:

9 AM to 9 PM EST Monday – Saturday,  
9 AM to 6 PM EST Sunday.

## 1 Using the remote control

**How to install the batteries in the remote control**  
Open the battery cover by firmly sliding down. Insert 2 AAA(1.5V) batteries matching the polarity indicated inside battery compartment of the remote control.



## 2 Best Experience

### Google account

Unleash your television's true potential. With a Google® account you can effortlessly expand your entertainment library via the Google Play Store and Google Play app and also keep apps up-to-date.

You can enjoy this Philips Android TV even without a Google account. For example, you can watch Live TV programming, streaming applications such as Netflix, VUDU, YouTube and more.

#### ! Note:

Simply login with your Google account.

#### \* Tip:

It is recommended to create a new Google account specifically for your Android TV. A new account will prevent interference and syncing of your personal account. To create a new Google account, visit <http://accounts.google.com/signup> on your smartphone, tablet, or computer.

### Network router

#### 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 Android TV.

#### Wireless Connection:

The Philips 5000 Series Android TV is equipped with Wireless LAN 802.11ac MIMO for wireless streaming of up-to 4K content.

#### ! Note:

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.

#### ! Note:

The use of open or unencrypted Wi-Fi networks is not recommended, as these networks are not secured, and your data could be at risk.

#### \* Tip:

If your Wi-Fi Router was set up by your internet service provider (ISP), you may find a sticker on the bottom of your router indicating your Wi-Fi SSID and password.

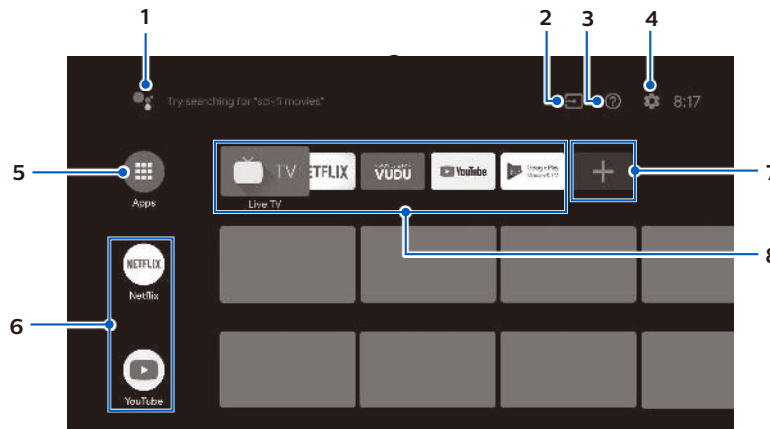
### Set up Android TV with your Android smartphone or tablet

If you have an Android phone or tablet, you can quickly and easily set up your Android TV from your Android device. Pairing your Android device will allow you to wirelessly sync your Wi-Fi credentials, Google account, and Android TV compatible apps. During the initial setup, you will be prompted to set up your TV with your Android device, select Yes, and follow the on-screen instructions.

## 3 Explore your television

From the Android TV home screen, you can easily access movies, TV shows, music, apps, input devices, settings, and more.

To go back to the home screen at any time, press **HOME** on your remote control.



### 1 Google Assistant

Activates your personal Google Assistant. Type or speak to search for content, control your TV, manage your smart home devices, and more.

### 2 Source

Toggle inputs between your favorite source devices.

### 3 e-Help

Online help videos and tutorials

### 4 Settings

Configure your television settings and connect to wireless devices.

### 5 Apps

Apps gallery

You must sign in with a Google account to visit and download apps from the Google Play store.

### 6 How to rearrange channels

Within the row, you want to rearrange, press **Left Arrow** on your remote control. To rearrange channels, Select arrow (**▲/▼**) icon, and press **OK**. Use **▲/▼** to move up or down. Press **OK**

To delete channels, Select minus (-) icon, and press **OK**.

### 7 Install Additional Apps

Select the "+" and click on the Google Play Store to expand your entertainment library.

### 8 How to move or delete applications

Select the application and long press **OK** on your remote control. To move, Select **Move** in the list, and press **OK**. Use **Left Arrow** to move left or right. Press **OK**. To delete, Select **Remove from favorites** in the list, and press **OK**.

## 4 Live TV

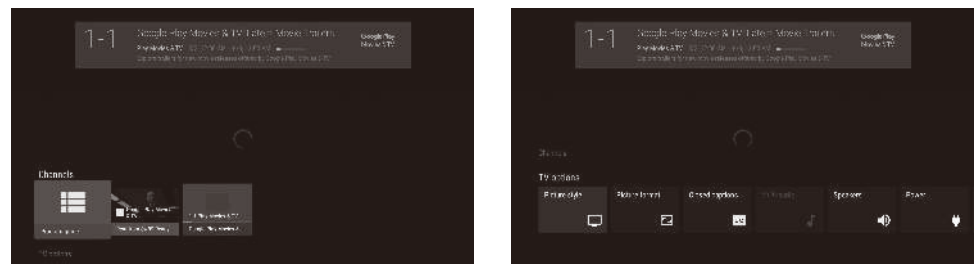
The Live TV channels feature on Android TV loads television shows, sports, news, and more from your participating TV apps or OTA TV tuner so you can watch them all in one place.

### Options

Press **OK** while viewing Live TV to switch between Channels and TV options.

Channels: switches between program guide and channel.

TV options: configure picture and audio preferences.



### Program guide

The built-in electronic program guide (EPG) allows you to find channels and content easily.

### Pause Live TV

You can pause OTA Live TV programming when a 16GB or larger USB Flash Drive is connected to your Android TV.

Press **Pause** on your remote control to either pause or resume playback of Live TV programming.

#### \* Tip:

Live TV feature is only compatible with antenna and select cable broadcasting. To access your cable box or other source inputs, you must select **SOURCE** on your remote control.

## 5 Google Assistant

### Activate Google Assistant

#### \* Tip:

To enjoy all of the benefits Google Assistant can provide, an internet connection and a Google account are required.

### How to use the remote control

- Activating the Google Assistant on the home screen will launch a Google Query.
  - Activating the Google Assistant within an app will allow you to search and find information only related to a specific app.
- Speak into the microphone located on the top of your remote control. Speech examples may be displayed depending on your model.
- To learn more about the Google Assistant visit <https://assistant.google.com>

### SafeSearch filter for Google Search

SafeSearch can help you block inappropriate or explicit images from your Google search results. The SafeSearch filter helps block most adult content from your television. Parental supervision is strongly recommended.

- On the Android TV home screen, select **Settings** in the upper right corner of the screen, and press **OK**.
- Scroll down to **Preferences** and select **Google**.
- Select **SafeSearch filter** and press **OK**.

## 6 Connecting your devices

### How to use external devices

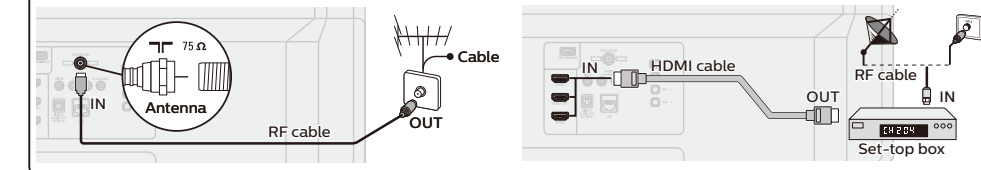
#### Connecting antenna or cable / satellite / IPTV set-top box

#### \* Tip:

Connect your external devices to your Android TV before powering on.

**If connecting to an antenna via an RF cable**  
DTV programs that are broadcasted in your area can be received for free through a digital antenna.

**If connecting a set-top box via an HDMI cable**  
If the TV is connected to a cable or satellite set-top-box via an HDMI cable, you must select the correct source by using **SOURCE** on your remote control.



### Changing input to devices that are connected to the TV.

Press **SOURCE** to switch input device list.

#### \* Tip:

To get the best picture quality for your source device, you may have to adjust the EDID version. EDID 1.4 is used for legacy devices that can output in 2K or 4K @30Hz. EDID 2.0 is used for modern devices that can output 4K @ 60Hz and 4K with HDR 10.

- Press **HOME** on your remote control and navigate to Settings and select Inputs.
- Scroll down until you reach HDMI EDID Version.
- Select the input you want to modify and adjust the EDID.

### How to use Chromecast

Casting allows you to mirror your favorite apps on the big screen.

#### \* Tip:

The device you are using to cast to your television must be on the same Wi-Fi network.

- Open a Chromecast-enabled app.
- Tap **Cast**.
- Tap the device you would like to cast to.

### How to connect to your Bluetooth® devices

To pair your pair Bluetooth® devices, such as a wireless headset, keyboard, game controller, with your Android TV.

- On the Android TV home screen, select **Settings** in the upper right corner of the screen, and press **OK**.
- Scroll down to **Remote & accessories** and select **Add accessory**.
- Enable pairing mode on your device.
- Using your TV remote control, select your device from the list shown on your TV.
- Your Android TV will pair with your device.

#### \* Tip:

Some devices may require additional steps. Please consult your Bluetooth device manual for more information.