

## 7 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>
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  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 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> <li>Check if your router and/or modem is properly connected.</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 made.</li> <li>Verify the connection to your source devices are properly made.</li> <li>Verify your computer is not in sleep mode when PC mode is selected on the TV.</li> <li>Check if the correct input mode is selected by pressing  SOURCE.</li> <li>Verify that your HDMI mode, for the input selected matches the resolution output of your source device.</li> <li>Change source input until you have picture and sound.</li> </ul>

## 8 Profile Management

### 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
- Use third-party apps that do not use Google sign-in

### How to set up a restricted profile

- From the Android TV home screen, scroll down and select **Settings**.
- Scroll down to **Personal** and select **Security & Restrictions > Restricted Profile > Settings**.
- Set a PIN.
- Choose which apps the profile can or cannot use by selecting **Not allowed** or **allowed** for each app.

## Specifications

Model #	55PFL5704	50PFL5704	43PFL5704
<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. 21-2.9, 31-3.9, etc)	
	Over-the-Air Analog (NTSC)	VHF: 2-13 UHF: 14-69	
CATV (Analog NTSC)	2-13, A-W W+1-W+9.4 (Analog W+1-W+8.4), 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 : 480i/p, 720p, 1080i @60Hz, 1080p, 2160p @24/30/60Hz		
	Supporting HDMI digital audio signals : LPCM, AC3, DD+		
Analog audio L/R input	Supporting PC-input video signal up to 4096 x 2160		
PC input	1 (L Audio / R Audio)		
USB	Via HDMI and HDMI-DVI + Analog audio L/R		
Wireless LAN	1		
Ethernet port	Wireless LAN Supporting wireless standards : IEEE 802.11a/b/g/n/ac (2.4GHz/5GHz)		
Digital audio output	1		
Headphone output	Supporting Dolby Digital		
<b>Power</b>	1		
	Power requirements	120 V +/- 10%, 60 Hz +/- 0.5%	
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.

### License

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 - 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**  
 México D.F. and Área Metropolitana: **58 87 97 36**, Interior de la República: **01 800 839 19 89**  
 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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Printed in Thailand

PHILIPS

Televisions

5000 series

55PFL5704

50PFL5704

43PFL5704



# Quick start guide

Call us: Scan to call us:

1-866-309-5962



Chat with us: Scan to chat with us:

<https://tinyurl.com/yd2fnkld>



Hours of operation:

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

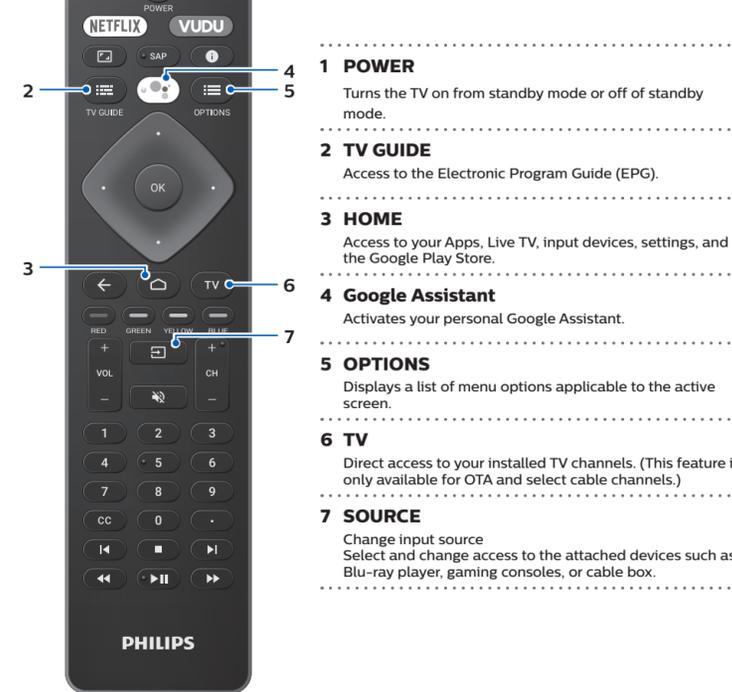
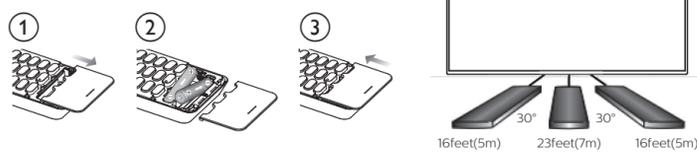
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★★★★



## 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.



- 1 POWER**  
Turns the TV on from standby mode or off of standby mode.
- 2 TV GUIDE**  
Access to the Electronic Program Guide (EPG).
- 3 HOME**  
Access to your Apps, Live TV, input devices, settings, and the Google Play Store.
- 4 Google Assistant**  
Activates your personal Google Assistant.
- 5 OPTIONS**  
Displays a list of menu options applicable to the active screen.
- 6 TV**  
Direct access to your installed TV channels. (This feature is only available for OTA and select cable channels.)
- 7 SOURCE**  
Change input source  
Select and change access to the attached devices such as Blu-ray player, gaming consoles, or cable box.

## 2 Best Experience

### 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.

### Google account

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.

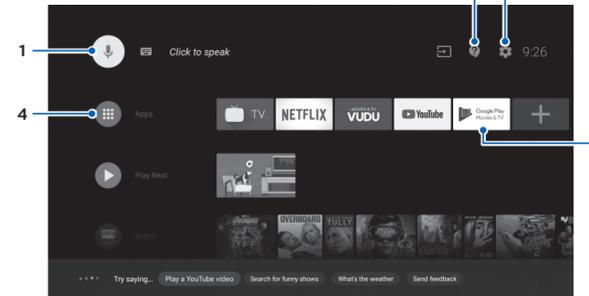
### Set up Android TV with your Android smartphone or tablet

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 the (home) button 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 e-Help

Online help videos and tutorials

### 3 Setup

Configure your television settings and connect to wireless devices.

### 4 Apps

Apps gallery

### 5 Google Play Store

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

## 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.



### Pause Live TV

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

#### Tip:

Live TV feature is only compatible with antenna and select cable options. To access your cable box or other source inputs, you must select 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.

Refer to the Google web site (<https://assistant.google.com>) for more information on what to ask.

### 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.

- At the Android TV home screen, select **Settings** and press OK.
- Scroll down to **Preferences** and select **Google**.
- Select **SafeSearch filter** and press OK.

## 6 Connecting your devices

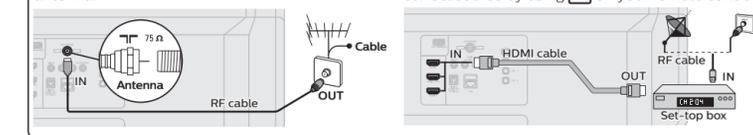
### How to use external devices

#### 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 on your remote control.



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

Press to switch input device list.

### 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
- 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.

- From the Android TV home screen, scroll to the right and select **Settings**.
- Under **Remote & accessories**, 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.