



SMART LED TV

Model-43QG522

USER MANUAL

Important

Please read this manual carefully before operating your product and retain this manual for future reference. Follow all instructions and explanations while handling & installing your product. Keep the operating instructions handy for later use. If the product is sold or passed on, then ensure that the new owner always receives this manual.

A little preventive care on your part can help prolong the life a usage of the product.

Read our user manual & warranty card carefully before operating the product and retain it for future reference.

ATTENTION:

This product is qualified for the BEE Star rating in the default mode. The Objectives of Star Labeling Program is designed to promote energy efficient products and practices. When the television is initially set up, it is designed to meet the BEE Star Labeling requirements while maintaining optimum picture quality.

- Changes to certain functionality of this television (TV Guide, Picture/sound etc) may change the power consumption.
- Depending upon such changed setting (Retail / store mode), the power consumption may vary which possibly could exceed the stated energy consumption.

E-Waste Information

Environmental Information

(Correct disposal of this product as per E-waste Management and Handling Rules)



This marking on the product, accessories or literature indicates that the product and its electronics accessories (e.g. charge, battery, cables, etc.) should not be disposed off with other household waste at the end of their working life.

Electronic equipments contain many hazardous metallic contaminants such as lead, cadmium and beryllium and brominated flame-retardants. Improper handling and/or improper recycling of the Electronic Waste results in these hazardous metals/ substances getting released into our eco and biological system, thereby leading to various health hazards. So, to prevent possible harm to the environment or the human health from uncontrolled waste disposal, please separate these items from other type of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Do's

- Always drop your used electronic products, batteries and accessories after end of their life in nearest authorized collection point/center or hand over to authorized recycler for disposal.
- Drop the discarded Electronic Equipments only in the bins meant for the Electronic Waste.

Don'ts

- The product and its accessories are not meant for mixing into household waste stream or regular garbage bins.
- Do not dispose damaged or leaking Lithium ion (Li-ion) battery with normal household waste.

Information for improper disposal & handling

- Any disposal through unauthorized agencies/person will attract action under Environmental (Protection) Act 1986.
- If batteries are not properly disposed off, it can cause harm to human health or the environment.

For more information on safe disposal and recycling Please call on toll free number **1800 309 0950** or visit our website <http://www.bpl.in/pages/e-waste>, PWM EPR Regd. No. BO-20-000-10-AABCR1718E-22

Note: This product is RoHS compliant. 

Explanation of other symbols



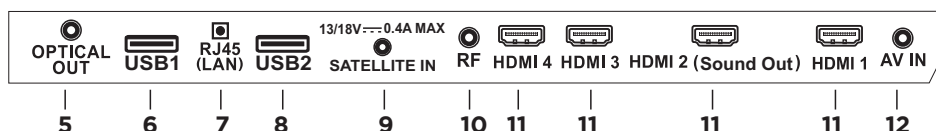
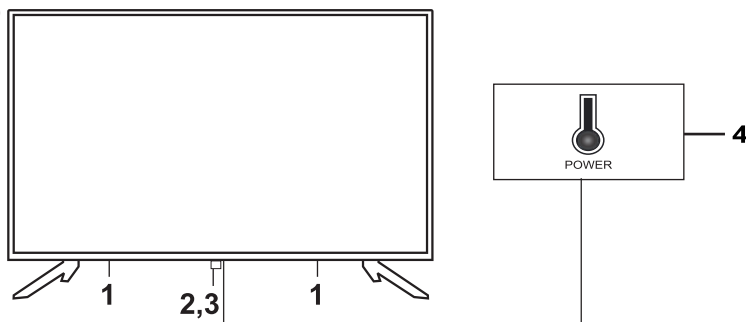
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(43")



1. SPEAKER

2. LED INDICATOR

When the unit is on, the indicator will be Off.

When it is on standby status, the indicator is Red.

3. REMOTE CONTROL SENSOR

To receive the infra-red signals from remote control handset.

4. POWER BUTTON

Switch On/Off the TV and menu selection.

5. OPTICAL OUT

6. USB IN (USB Input Port)

7. RJ45 IN (Rj45 Input Port)

8. USB IN (USB Input Port)

9. SATELLITE IN

10. RF

11. HDMI IN (HDMI Signal Input Port)

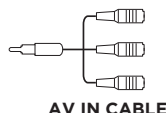
HDMI 2 is also use for Sound Out function

12. AV IN (AV IN Input Port)

Package content



LED TV



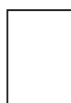
AV IN CABLE



Remote Control



Wall Mount



Warranty Card

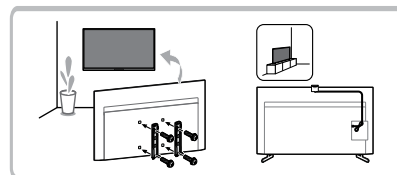


Stand and screws



AAA batteries

Wall Mount and Table Top Installation



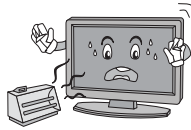
Safety instruction

IMPORTANT SAFETY INSTRUCTIONS

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.



8. Do not install near any heat source such as radiators, heat registers, stoves or other apparatus (including amplifiers) that produce heat.



12. Use only with a cart, stand, tripod, bracket or table specified by the manufacturer or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.



5. Do not use this apparatus near water.



9. Do not defeat the safety purpose of the polarized or grounding type plug. A polarized plug has two blades with one wider than other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. When the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

13. Unplug this apparatus during lightning storms or when unused for long periods of time.



6. Clean only with a dry cloth. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners.



10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.



14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



7. Do not block any of the ventilation openings. Install in accordance with the manufacturer's instructions.



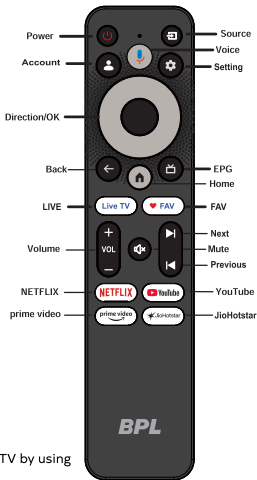
11. Only use the attachments/accessories specified by the manufacturer.

NOTE:

- Disposal of this product must be carried out in accordance to the regulations of your local authority. Do not dispose of this product with general household waste disposal.
- Occasionally, a few non-active pixels may appear on the screen as a fixed point of blue, green or red. Please note that this does not affect the performance of your product.
- Avoid touching the screen or holding your finger(s) against it for long periods of time. Doing so may produce some temporary distortion effect on the screen.

It is not recommended to keep a certain still image displayed on the screen for a long time as well as displaying extremely bright images on screen, reduce the 'brightness' and 'contrast' when displaying still images.

Remote Control



Remote Pairing

Remote can be paired with TV by using below 2 methods:

Method-1 : Pairing by using internal setting.

- Go to setting
- Go to "remote & accessories">click on "pair device"
- Select remote control name
- Status will show on screen "Connecting"
- After successful connection status will show "paired"
- Pairing also can check from setting >> remote & accessories section also it will show status "Connected"

Method-2 : Pairing during initial setup.

- When TV is switched on first time then "Language selection" screen will appear.Starts doing initial setup from here.
- During initial setup remote pairing screen will appear.
- Press "Back <" & "Volume -"key simultaneously for 3 second within 30 cm distance from TV set to Start pairing.
- LED light on remote control will starts blinking continuously,which means remote starts trying to pairing with TV set.
- Once remote starts connecting to TV set then progress will appear on tv Screen.
- Once remote successfully paired with TV set then "right tick mark" will appear on screen which indicates pairing successful.

Fitting the batteries into the remote control

- Turn the remote control over and push the battery compartment cover in the direction of the arrow. Remove the battery compartment cover.



- Insert the supplied batteries into the remote control. Make sure that you insert the batteries correctly with the polarity as shown inside the battery compartment.
- Replace the battery compartment cover and push in the opposite direction to the arrow until it clicks into place.

Notes on Using Batteries:

The use of the wrong type of batteries may cause chemical leakage and/or explosion. Please note the following:

- Always ensure that the batteries are inserted with the + and - terminals in the correct direction as shown in the battery compartment.
- Different types of batteries have different characteristics. Do not mix different types.
- Do not mix old and new batteries. Mixing old and new batteries will shorten battery life and/or cause chemical leakage.
- Replace batteries as soon as the remote stops working.
- Chemical that leak from batteries may cause skin irritation. If any chemical material seeps out of the batteries, wipe it up immediately with a dry cloth.

Button	Description
	Turn On/Off Tv
	Select a Signal Source
	Switch to Account
	Activate Voice Command Function
	Go to Setting Page
	Press the direction buttons to select Menu Option or settings. press Ok to select or confirm menu item.
	Return to main menu or setting
	Takes you to home page
	EPG Live Guide
	Switch to live Tv
	Open Favorite Channels
	Adjust the volume
	Mute the TV Volume
	Press for Next/Previous
	Open Netflix App
	Open YouTube App
	Open Prime Video App
	Open JioHotstar App

- The batteries may have a shorter life expectancy due to storage conditions. Remove the batteries whenever you anticipate that the remote control will not be used for an extended period.
- The batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.

CAUTION:

- It may result in an explosion if batteries are replaced incorrectly.
- Only replace batteries with the same or equivalent type.
- Ensure ISI standard marked battery used in remote control.
- Check expiry date of battery mentioned on battery.
- It's recommended to use Alkaline battery for long lasting. Also, Alkaline batteries are less likely to leak.

After Use

Cleaning



Warning: Make sure the device is unplugged from the mains power before cleaning. Otherwise, there is a risk of electrocution!

Never spill or spray any type of liquid into the unit. Only use a clean, dry cloth for cleaning the casing. Never use aggressive liquids. When very dirty, use a slightly dampened cloth.Clean the screen with a special cleaning cloth for screens.



Caution: When you clean the screen, hold the device steady with one hand and carefully clean the screen with the other. Otherwise, the device could tip over and get damaged or cause injuries.

Storage when not in use

If you do not plan to use the device for an extended period of time, unplug the power cord from the socket and remove the batteries from the remote control. Make sure that the storage temperature is between 15°C and 45°C and the relative humidity does not exceed 90%.

Transport

If you wish to move the device a short distance, proceed as follows to transport the device:

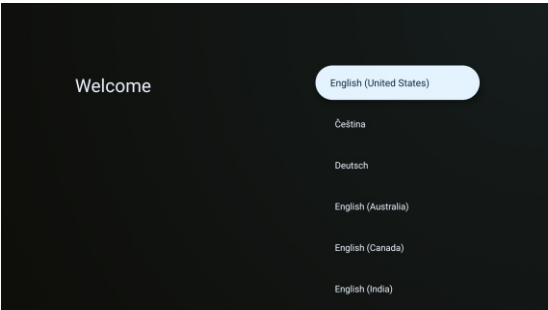
- Disconnect the device from the mains.
- Remove all cables connected to the device.
- If you wish to move the device outside your building, demount the base and the optional side supports or the mounted wall-bracket by reversing the procedure.
- Pack the TV set up carefully. Take special care to ensure the corners of the casing and the screen are well protected.
- Take the TV set and its accessories to its new location and recommission it.

Initial Setup(without network)

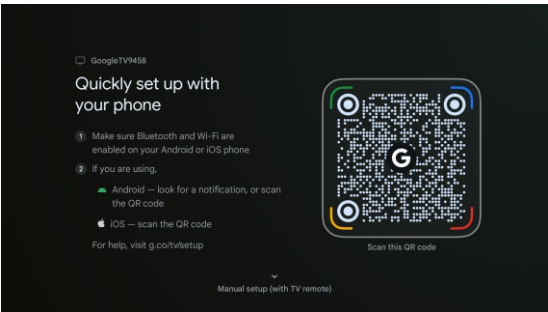
Press Back Key/Volume down key



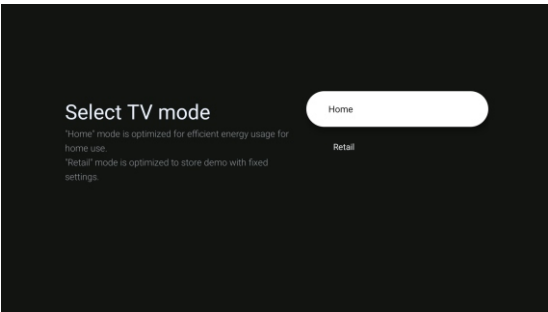
Select language



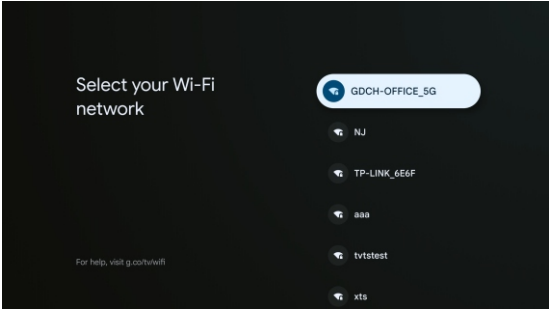
Scroll Down For Manual Setup



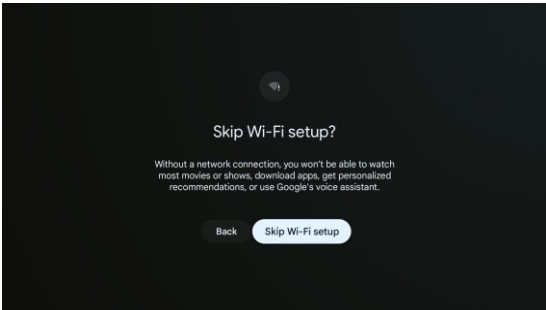
Select TV Mode



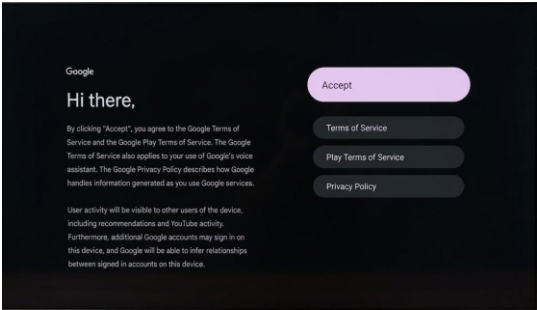
Scroll Down to Skip



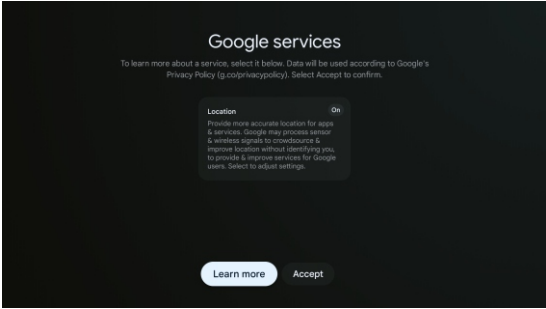
Skip Wifi Setup



Accept Google Services



Google Services



Select Region/Country

Region/Country

Please select your region or country.

Algeria

Albania

Angola

Australia

Austria

Azerbaijan

Accept Network Policy

Network Privacy Policy

Accept

The processing of personal data to the extent strictly necessary and proportionate for the purposes of ensuring network and information security, i.e. the ability of a network or an information system to resist, at a given level of confidence, accidental events or unlawful or malicious actions that compromise the availability, authenticity, integrity and confidentiality of stored or transmitted personal data, and the security of the related services offered by, or accessible via, those networks and systems, by public authorities, by computer emergency response teams (CERTs), computer security incident response teams (CSIRTs), by providers of electronic communications networks and services and by providers of security technologies and services, constitutes a legitimate interest of the data controller concerned. This could, for example, include preventing unauthorised access to electronic communications networks and malicious code distribution and stopping rental of service attacks and damage to computer and electronic communication systems.

Select Continue

Pango Remote

Only support the Android system.

Use the phone to scan the QR code and download the Pango Remote Application.

Connect your phone and TV to the same network, and select the Remote function after connecting to the TV in the app.

Continue

Select Skip

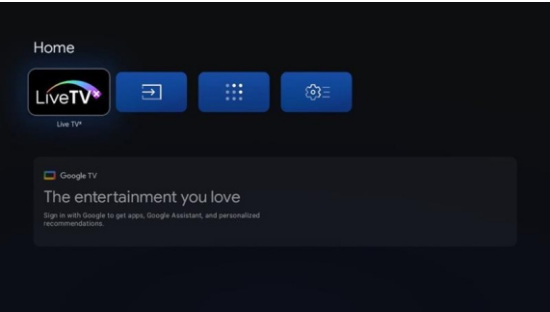
Tuner Mode

Antenna

Satellite

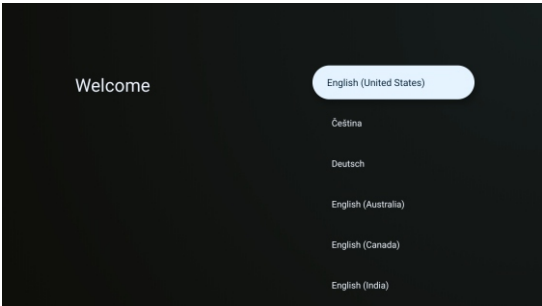
Skip

Home Page

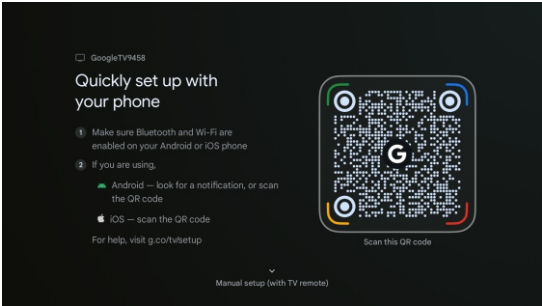


Initial Setup (with network)

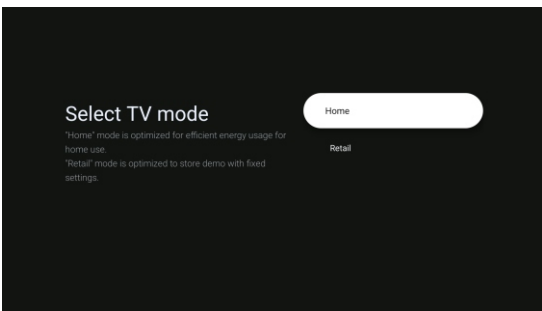
Select language



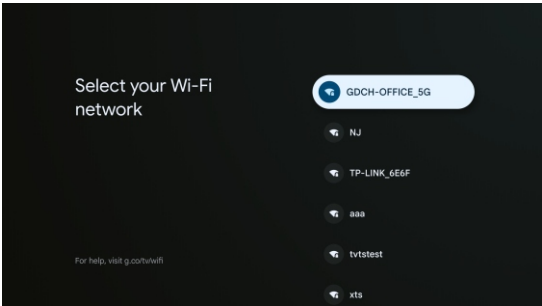
Scroll Down For Manual Setup



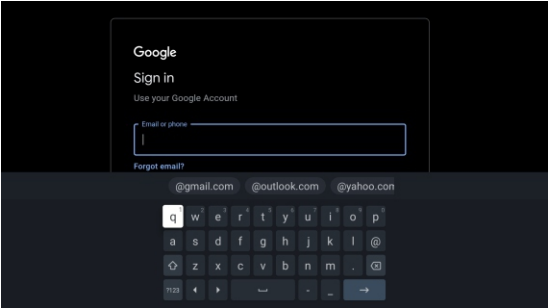
Select TV Mode



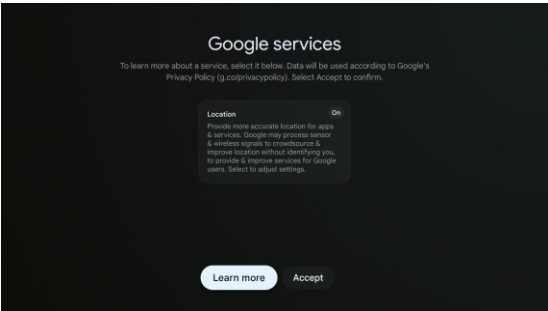
Select Wifi Network



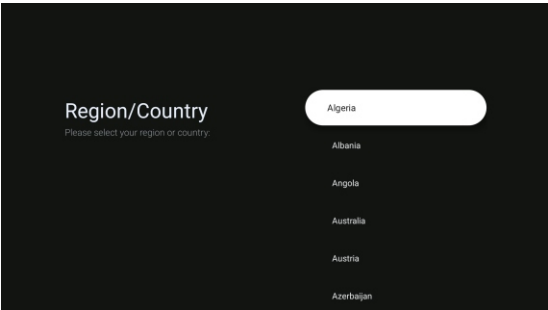
Add Google Account



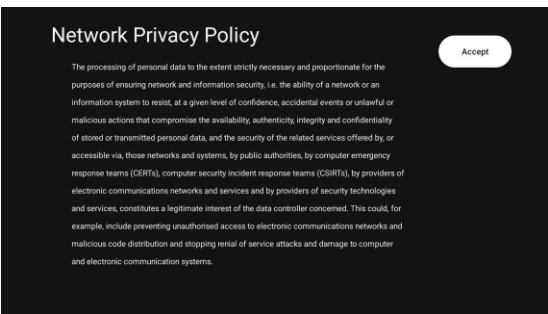
Accept Google Services



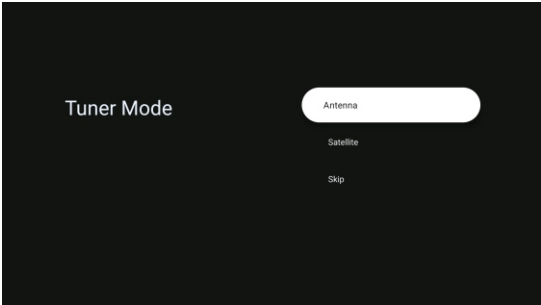
Select Region/Country



Accept Network Policy



Select Skip



Home Page



Specifications

Model	43QG522
Screen Size	109 cm
Number of Pixel	3840 (H) X 2160 (V)
Aspect Ratio	16:9
I/P Power	AC 100-240 VAC 50/60Hz
Power consumption	105 W
Stand by Power consumption	<0.5 W
Built in Wi-Fi	2.4 GHz /5GHz
Speaker Wattage	10W+10W

Note :-

*The specifications shown above may change without notice for quality improvement.

Troubleshooting

Cannot control the TV with the remote control.	• Check the remote control sensor on the product and try again. • Check if there is any obstacle between the product and the remote control. • Check if the batteries are still working and properly installed (⊕ to ⊕, ⊖ to ⊖).
No image display and no sound is produced.	• Check if the product is turned on. • Check if the power cord is connected to a wall outlet. • Check if there is a problem in the wall outlet by connecting other products.
The TV turns off suddenly.	• Check the power control settings. The power supply may be interrupted. • Check if the auto-off function is activated on the settings related time. The auto-off function may have worked. This product is equipped with an auto-off function that automatically turns off the power if the remote control is not used for 15 minutes without an input signal.
When connecting to the PC (HDMI), no signal is detected.	• Turn the TV off/on using the remote control. • Reconnect the HDMI cable. • Restart the PC with the TV on.
Abnormal Display	• If the product feels cold to the touch, there may be a small "flicker" when it is turned on. This is normal, there is nothing wrong with product. • This panel is an advanced product that contains millions of pixels. You may see tiny black dots and/or brightly coloured dots (red, blue or green) at a size of 1 ppm on the panel. This does not indicate a malfunction and does not affect the performance and reliability of the product. This phenomenon also occurs in third-party products and is not subject to exchange or refund. • You may find different brightness and colour of the panel depending on your viewing position (left/right/top/down). This phenomenon occurs due to the characteristic of the panel. It is not related with the product performance, and it is not malfunction. • Avoid touching the screen or holding your finger(s) against it for long periods of time. Doing so may produce some temporary distortion effects on the screen. • Displaying a still image for a prolonged period of time may cause image sticking. Avoid displaying a fixed image on the TV screen for a long period of time.
Generated Sound	• "Cracking" noise: A cracking noise that occurs when watching or turning off the TV is generated by plastic thermal contraction due to temperature and humidity. This noise is common for products where thermal deformation is required. • Electrical circuit humming/panel buzzing: A low level noise is generated from a high-speed switching circuit, which supplies a large amount of current to operate a product. It varies depending on the product. This generated sound does not affect the performance and reliability of the product.

Notices & Licenses

FOR SOFTWARE USED IN THIS TELEVISION
Important – Read This Agreement carefully, before using your BPL Product.
Using your product indicates your acceptance of this agreement.

SOFTWARE WARRANTY

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The BPL does not provide customer services related to the Licensed Applications and the Services. Any question or request for service relating to the Licensed Applications and the Services should be made directly to the respective provider.

4. Collection and Use of Information

The BPL, the Application Providers and the providers of the Services may collect and use technical data and related information, including but not limited to technical information about this Device, system and application software, and peripherals, to facilitate the provision of software updates, product support and other services to you (if any) related to the Device and the Licensed Application. The BPL, the Application Providers and the providers of the Services may use such

information, as long as it is in a form that does not personally identify you, to improve its products or to provide services or technologies to you.

5. Unavailability of Certain Features

Due to restriction of the Application Provider, certain features, applications, and services may not be available on this Device (including its peripheral devices) or in all territories. Some features on this Device may also require additional peripheral devices or membership fees that are sold separately.

6. Limitation of Liabilities

Notwithstanding to the extent permitted by applicable law, under no circumstances, including negligence, shall the BPL be liable, whether in contract or tort, for any other damages arising out of, or in connection with, any information contained in, or as a result of the use of the Device, any Licensed Application or any Service by you or any third party, even if advised of the possibility of such damages.

7. Reliance Digital is neither responsible nor liable for customer service related to the content and services.

8. Reliance Digital takes no legal responsibility whatsoever for any interruption of app services caused by the service provider for any reason.

9. The web browser may not be able to access certain websites. The web browsing speed will differ with the network environment.

10. The response to remote commands and the resulting on-screen display may be delayed while a webpage is loading.

11. Depending on the types of video/audio codec supported, it might not be possible to play certain video and audio files. If there is an error in the content either video will not play or will not play properly.

12. The services and availability of content through Smart TV are subject to change from time to time without prior notice.

13. The BPL shall not be held liable for any tangible or intangible losses suffered due to any of the following reasons:

- a) Any service suspension or interruption caused by hacker attack, computer virus intruding, censorship of unlawful or harassing information, government control, or any other internet, technical, telecommunication, information security management measures causing your requirements unsatisfied.
- b) Leakage of personal information due to your improper use or any other reasons attributable to yourself.
- c) Any risk that may arise during your use of the product which is caused by information sent by others on an anonymous or anonymous basis which contains threatening, defaming, irritating or unlawful content.
- d) Any loss caused by a third party (for example the telecommunication service failure, technical failure, internet, computer malfunction, system instability) or any force majeure event.

14. TV will be go standby mode when sleep mode enabled. User can change this setting as per his requirement from general setting and user can choose time as per your choice.

15. Screen mirroring / casting compatibility varies for different mobile phone brands / models. Ensure that your phone has the latest software version to minimize problems related to screen mirroring. Some mobile phone brands / models may not be able to support screen mirroring / casting feature.

Product Disclaimer

1. Certain digital cameras and audio devices may not be compatible with the TV.

2. The multimedia features/functions may vary from file to file depending on relative information present in the file.

3. The reading speed will be variable due to different connected devices & different storage capacities.

4. The seller is not responsible if USB device is not supported, nor it is responsible for damage or loss of data.

5. If your TV product is capable of storing personal data and other information, ALL CONTENTS AND INFORMATION WILL BE DELETED IN THE COURSE OF SOME IN-HOME AND ALL SHIP-IN WARRANTY SERVICE / SOFTWARE UPGRADES. If this occurs, your product will be restored to the original settings. You will be responsible for restoring all applicable data and passwords. Recovery and reinstallation of user data is not covered under this Limited Warranty. In order to protect your personal information, Reliance Digital recommends that you always clear all personal information from the unit before it is serviced, regardless of the service provider.

6. Reliance Digital is neither responsible nor liable for customer service related to the content and services.



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for your product to perform at its best

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Maharashtra – 421302.**

**For Feedback/Complaint, please write to
customer@bpl.in**

**You may also reach us on our Toll-Free No.:
1800-889-1047**

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Warranty services will be limited to either repair or replace the product at BPL's sole discretion.