

7 Troubleshooting

Category	Problem	Tip
Accessibility	Television is speaking prompts out-loud.	<ul style="list-style-type: none"> To disable the TalkBack on your television, press HOME on your remote, navigate to settings icon in the upper right corner of the home screen and select Device Preferences > Accessibility, select TalkBack, press OK to toggle between on or off.
Network	Slow Data Connection or buffering.	<ul style="list-style-type: none"> Check the settings between your router and ISP modem or gateway (if applicable). Connect to a stable wireless connection from home wireless or wired network. The use of mobile hot spots or public wireless connections is not recommended.
Picture on HDMI Input	Television has sound with no picture or abnormal picture.	<ul style="list-style-type: none"> HDMI EDID Version setting is set to a different mode than your source device. To change it, refer to the step "6 Connecting your devices" in the previous page and see "Changing input to devices that are connected to the TV". Change the resolution output of your source device.
Sound on HDMI with external devices	Television has no sound.	<ul style="list-style-type: none"> Please check to be sure the device is connected to the HDMI 2 (ARC) input on the TV.

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 to download the full version of the online user manual.

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Category	Problem	Tip
Power	No power	<ul style="list-style-type: none"> 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. If a power failure occurs, unplug the AC power cord for 1 minute to allow the unit to reset itself.
Remote	Remote buttons are not functional.	<ul style="list-style-type: none"> Re-insert or replace the AAA batteries with their polarities (+/-) as indicated on the remote battery area.
	The Google Assistant microphone on the remote does not work.	<ul style="list-style-type: none"> To pair the remote, refer to the step "6 Connecting your devices" in the previous page and see "How to connect to your Bluetooth® devices". To enable pairing mode, press the Google Assistant button and vol down (-) button on your remote simultaneously for 5 seconds.
Network	Cannot connect the network.	<ul style="list-style-type: none"> Check if your router and/or modem is properly connected. Check if the Ethernet cable connection between the TV and your router or modem is properly secured. Power cycle the router and/or modem. Check your network settings.
Picture	Power is on but screen image is off.	<ul style="list-style-type: none"> Check if the connection for your source device is properly secured. Check if the correct input is selected by pressing INPUT. 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.
Performance	Remote response is delayed or sluggish during initial use.	<ul style="list-style-type: none"> Your television is automatically, downloading and installing the latest applications, for the best user experience. During this time, you may experience a delayed response from your remote. Upon successful installation, your remote will operate normally.

8 Parental Control

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 Parental Controls

- On the Android TV home screen, select **Settings** in the upper right corner of the screen, and press **OK**.
- Select **Channel > Parental Controls** and press **OK**.
- Enter your **PIN (*) > Program Restrictions > Ratings**.
- Select **Ratings** as described in the table below and press **OK**.

Note:

Default setting of PIN is "1234". If you have forgotten the current 4-digit PIN code, you can reset the code by performing Factory data reset.

Program Restrictions is displayed only when the last selected input is not HDMI.

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
High Restrictions Content suitable for children		✓		✓	✓	✓			✓	✓	✓	✓
Medium Restrictions Content suitable for older children				✓	✓	✓			✓	✓	✓	✓
Low Restrictions Content suitable for teens						✓						✓

Specifications

Model #	65PFL5614/65PFL5604	
Picture		
Type	UHD (Ultra HD) (3840 x 2160 pixels 60 Hz)	
Diagonal screen size / Aspect ratio	64.5" / 16:9	
Viewing angles	178° (V) by 178° (H)	
Built-in digital / analog tuner	ATSC (digital) / NTSC (analog)	
Sound		
Mono / Stereo	Mono, Stereo	
Power output (RMS watts)	10 W x 2	
Equalizer	5 band	
Ease of use		
Picture format	SD (4:3 source)	Automatic/Full/Unscaled/4:3/Movie expand
	HD (16:9 source)	
	UHD	
Channel		
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+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)	
Connectivity		
Composite video input	1	
	3 (selectable HDMI modes)	
HDMI input	Supporting HDMI video signals : 480/p, 720p, 1080i @60 Hz, 1080p, 2160p @24/30/60 Hz	
	Supporting HDMI HDR signals : HDR10	
	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 (2.4 GHz/5 GHz)	
Ethernet port	1	
Digital audio output	1 Supporting Dolby Digital	
Headphone output	1	
	1/8" (3.5 mm)	
Power		
Power requirements	120 V~ +/- 10 %, 60 Hz +/- 0.5 %	
Temperature		
Operating temperature	41 °F (5 °C) to 104 °F (40 °C)	

* Specifications are subject to change without prior notice.

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Google, Google Play, Android, and related marks and logos are trademarks of Google LLC.

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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PHILIPS

Televisions

5614 series
5605 series



androidtv

Product design and user interface are for illustrative purposes only. Actual product and user interface may vary.

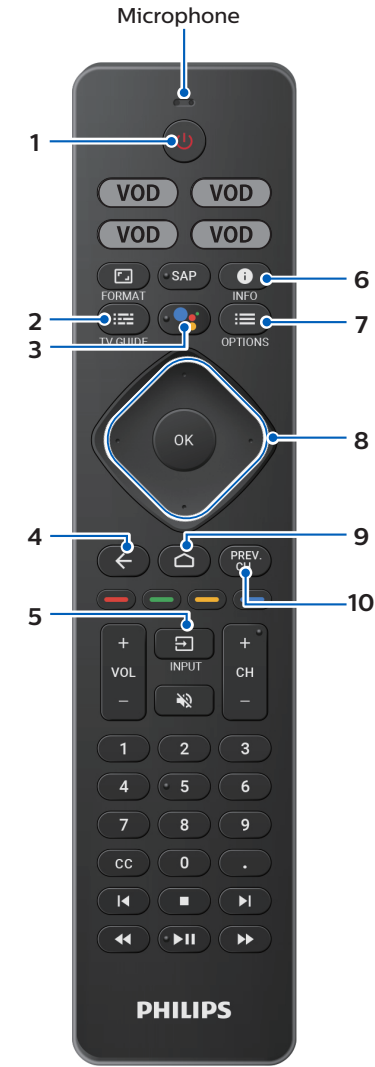
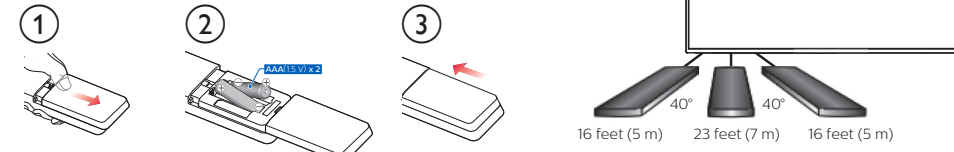
Quick start guide

Call us:	Scan to call us:
1-866-309-5962	
Chat with us:	Scan to chat with us:
http://tinyurl.com/y2e29xsq	
Hours of operation:	
9 AM to 9 PM EST Monday – Saturday, 9 AM to 6 PM EST Sunday.	

★★★★

1 Using the remote

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



- 1 (POWER)**
Turns the TV on and off of standby.
- 2 (TV GUIDE)**
Access to the Electronic Program Guide (EPG).
- 3 The Google Assistant**
Press the Assistant button on your remote to talk to your Google Assistant.
- 4 (BACK)**
Returns to the previous menu screen.
- 5 (INPUT)**
Change input source. Select and change access to the attached devices such as Blu-ray player, gaming consoles, or cable box.
- 6 (INFO)**
Displays input and resolution information.
- 7 (OPTIONS)**
Displays a list of menu options applicable to the active screen.
- 8 (CURSOR as ▲▼◀▶) and OK**
Moves to select an item and to determine on the various menu.
- 9 (HOME)**
Access to your apps, Live TV, input devices, settings, and the Google Play Store.
- 10 PREV.CH**
Direct access to the Live TV channels. Displays the last selected terminal or channel.

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. While you can enjoy this Philips Android TV™ without a Google Account via the preinstalled selection of applications, we recommend a Google account to download additional apps from the Google Play Store or use the Google Assistant.

- 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.
- Tip:** 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.

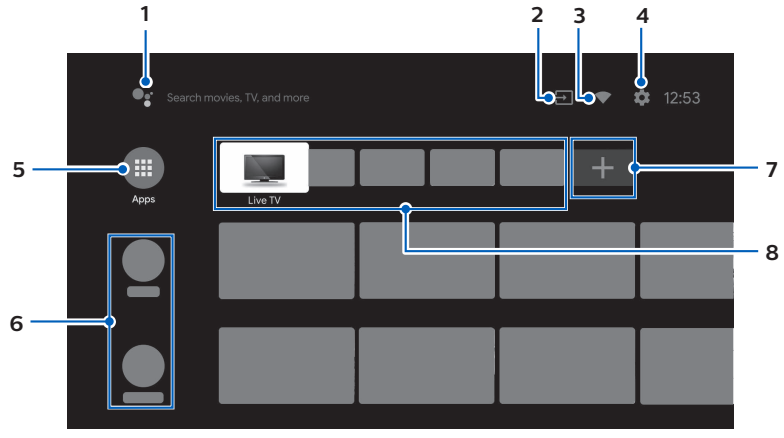
Set up Android TV with your Android smartphone or tablet

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.

- Note:** Be sure to enable pairing mode on your Android device in the beginning.

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.



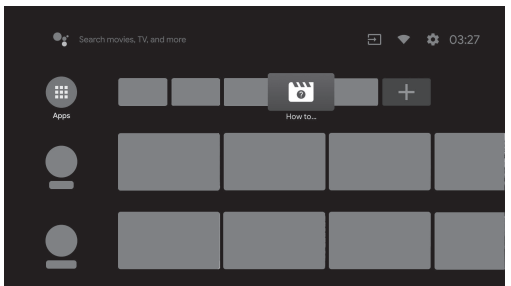
- 1 The Google Assistant**
With the Google Assistant, quickly access entertainment, control smart devices, get answers on screen, and more using your voice.
- 2 Inputs**
Toggle inputs between your favorite source devices.
- 3 Network condition**
Display the network status and open network settings if selected.
- 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)** on your remote. 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. To move, Select **Move** in the list, and press **OK**. Use **(LEFT)** to move left or right. Press **OK**. To delete, Select **Remove from favorites** in the list, and press **OK**.

4 Live TV/Antenna

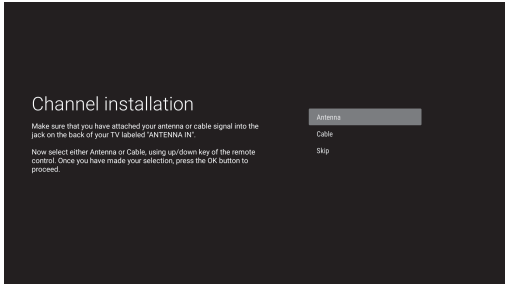
The Live TV channels feature on Android TV loads television shows, sports, news, and more from your participating TV apps or Antenna / OTA TV tuner so you can watch them all in one place. To select channels, use **CH + / -** on your remote. For installation of TV channels using a set-top box, go to " 6 Connecting your devices ".

Add channels

To add for the first time or additional channels, please follow the steps below:
1. On the Home menu, go to the **Apps** row and select **How to...**



- 2. Select **Live TV** to open channel installation page. Once open, select **Setup** and press **OK**.
- 3. Select your signal type **Antenna / Cable** to start the channel installation.



Channel list

Press **OK** while viewing Live TV to open channel list. Based on the type of channels installed, select with the yellow color key **Broadcast (conventional TV channels)** or **Network (internet TV channels)**.

Program guide

To view the latest TV program schedule, press **(TV GUIDE)** on your remote.

- Tip:** Live TV feature is only compatible with antenna and select cable broadcasting. To access your cable box or other source inputs, you must press **(INPUT)** on your remote.

5 The Google Assistant

Activate the Google Assistant

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

How to use the remote

Press your Assistant button on your remote to talk to the Google Assistant. 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.

- 1. On the Android TV home screen, select **Settings** in the upper right corner of the screen, and press **OK**.
- 2. Select **Device Preferences** and press **OK**.
- 3. Select **the Google Assistant** and press **OK**.
- 4. Select **SafeSearch filter** and press **OK**.

6 Connecting your devices

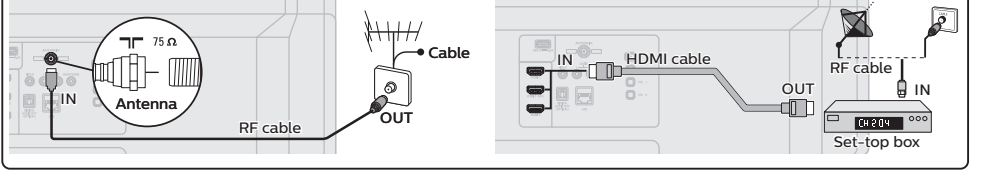
How to use external devices

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 **(INPUT)** on your remote.



Changing input to devices that are connected to the TV

- Press **(INPUT)** 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.

- 1. Press **(OPTIONS)** on your remote and navigate to **Settings** and press **OK**.
- 2. Select **Device Preferences** and press **OK**.
- 3. Select **Inputs** and press **OK**.
- 4. Select **HDMI EDID Version** and press **OK**.

How to use Chromecast built-in

- 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.
 - 1. Open a Chromecast built-in enabled app.
 - 2. Tap **(CAST)**.
 - 3. 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.
- 1. On the Android TV home screen, select **Settings** in the upper right corner of the screen, and press **OK**.
 - 2. Select **Remote & Accessories** and press **OK**.
 - 3. Enable pairing mode on your device.
 - 4. Using your TV remote, select your device from the list shown on your TV.
 - 5. Your Android TV will pair with your device.
- Tip:** Some devices may require additional steps. Please consult your Bluetooth device manual for more information.