

ViewMax Smart TV FAQ

1. Product Overview

ViewMax offers a range of Smart TVs designed to deliver an immersive viewing experience. Our current lineup includes:

- VM-O55 (OLED)
- VM-Q65 (QLED)
- VM-L50 (LED)

Each model is equipped with advanced technology and smart features to enhance your entertainment.

2. Technical Specifications

VM-O55 (OLED)

Screen Size: 55 inches

Resolution: 4K Ultra HD (3840 x 2160)

Refresh Rate: 120Hz

HDR: Dolby Vision, HDR10+

Smart Platform: ViewMax OS

Connectivity: HDMI x 4, USB x 2, Wi-Fi, Ethernet

VM-Q65 (QLED)

Screen Size: 55 inches

Resolution: 4K Ultra HD (3840 x 2160)

Refresh Rate: 120Hz

HDR: Dolby Vision, HDR10+

Smart Platform: ViewMax OS

Connectivity: HDMI x 4, USB x 2, Wi-Fi, Ethernet

VM-L50 (LED)

Screen Size: 55 inches

Resolution: 4K Ultra HD (3840 x 2160)

Refresh Rate: 120Hz

HDR: Dolby Vision, HDR10+

Smart Platform: ViewMax OS

Connectivity: HDMI x 4, USB x 2, Wi-Fi, Ethernet

3. Key Features

- **Stunning Picture Quality:** Experience lifelike images with deep blacks and vibrant colors.
- **Smart Features:** Access popular streaming services, browse the internet, and use voice control.
- **Advanced Audio:** Enjoy immersive sound with Dolby Atmos support.

4. Setup and Installation

Step-by-step instructions for setting up your ViewMax Smart TV:

1. Unbox the TV and attach the stand or mount it on the wall.
2. Connect the TV to a power source and turn it on.
3. Follow the on-screen prompts to connect to Wi-Fi and sign in to your accounts.
4. Adjust picture and sound settings to your preference.

5. Usage Instructions

Detailed guidelines on using various features and optimizing performance:

- Use the home screen to access apps, live TV, and settings.
- Utilize the search function to quickly find content.
- Customize the picture and sound settings to suit different types of content.

6. Maintenance and Care

Guidelines for keeping your Smart TV in top condition:

- Clean the screen regularly with a soft, dry cloth.
- Ensure proper ventilation to prevent overheating.

- Keep the firmware updated for optimal performance.

7. Troubleshooting

Common issues and their solutions:

Problem: No Picture or Sound

Solution: Check the power connection and ensure the TV is turned on. Verify the input source.

Problem: Poor Picture Quality

Solution: Adjust the picture settings and check for any signal interference.

Problem: Unable to Connect to Wi-Fi

Solution: Restart the TV and router. Check if other devices can connect to the network.

8. Warranty Information

Comprehensive warranty details for your ViewMax Smart TV:

- Coverage period: 1 year from the date of purchase.
- Includes free repair and replacement for manufacturing defects.
- Excludes damage caused by misuse or unauthorized modifications.

9. Customer Support

Information on how to get support for your ViewMax Smart TV:

- Visit our online support portal for FAQs and troubleshooting guides.
- Contact our support team via phone or email for personalized assistance.
- Locate the nearest service center for in-person support.