

10.0 Admin & Privacy

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	Setting/Submenu header	Submenu settings	Notes
1	Restart TV		Previous name: Soft Power Cycle and Robot TV
2	TV Information		
3	Support Code		
4	Check for Updates		

5	Reset to Factory Settings		
6	Viewing Data		
7	Advertising	submenu	
8	VIZIO Privacy Policy		
9	License List		
10	Store Demo		

10.1 Restart TV

	Restart TV Requirements	
1	Restart TV supports a soft AC reset in the event the plug is inaccessible for launching a hard AC reset.	The equivalent to an AC cycle to the extent possible from software. Previously known as Soft Power Cycle and RestartTV.
2	Selection of Restart TV displays pop up "Would you like to restart your VIZIO TV" and Yes and No soft buttons.	Selection from SmartCast app also launches Restart TV.
3	TV launches a soft AC reset and powers down to the lowest possible level.	
4	LED blinks 3 times to indicate Reboot is completed.	
5	The TV then powers back up automatically.	After Restart TV DC power on to HDMI port, no need to display Input Change Control (not a normal power on).
6	Reboot TV per maintenance mode requirements after 5 DC power cycles automatically.	Maintenance Mode is Dallas requirement.
7	Disable automatic TV Reboot after 5 DC off if: 1. TV in Demo mode	

10.1.1 Maintenance Mode

	Requirements	Notes
1	Maintenance mode is a reboot of the TV, the same as Restart TV.	
2	After 5 DC power cycles, after BGM, roughly 5 - 7 minutes after power down, launch maintenance mode. <ul style="list-style-type: none"> If a request to power on during the 5 - 6 minutes prior to launch, then power on the TV. (5 minutes for non-connected). Wait for next DC cycle to launch maintenance mode. 	One minute after power down BGM launches to <ul style="list-style-type: none"> check for and download OTA updates check for and download DLM updates

	<ul style="list-style-type: none"> Not connected (offline) is about 5 minutes 	
3	After maintenance mode is launched, LED blinks until completed.	
4	<p>If an update is taken prior to maintenance mode then:</p> <ol style="list-style-type: none"> If OTA taken which also does reboot then no maintenance reboot and restarts the 5 count If no OTA taken but OS/App update is taken then no maintenance reboot does launch. 	

10.2 TV Information

	Heading	Setting	Definition
1	TV		
2		TV Name	
3		Serial Number	Serial Number reordered: lead with the first 2 digits. Tech support request to confirm user reports serial number from system info not back panel.
4		Model Name	
5		Firmware	
6		Cast	Cast version
7		VIZIOS	VIZIO OS version
8		Conjure	Chromium version
9		SCPL	SmartCast Platform version
10		SC Config	SC Config e.g. HomeTest 24.7
11		Last Update	<p>Date of last DLM update from the install manager including but not limited to version updates to the following modules as needed:</p> <ul style="list-style-type: none"> Vizio OS Conjure ACR AppleTV DAI Vizio NDK ToolkitX VZ Airplay Vizio SDK <p>Currently a DLM update is limited to one module but multiple modules is expected in the future.</p>
12		Input	Current source

13			
14			
15			
16	NETWORK	Connection	Wi-Fi 2.4 Ghz, Wi-Fi 5 Ghz, Wired, none
17		Wi-Fi Network	network name
18		IP Type	IPv4, IPv6 or IPv4 and IPv6
19		IPv4 IP Address	IPv4 with 32 bit or N/A
20		IPv4 Default Gateway	
21		IPv4 Subnet Mask	
22		IPv6 Address (2022 only)	128 bit (may require 2 lines even in HEX) or N/A
23		IPv6 Default Gateway	2022 skus going forward
24		IPv6 Prefix Length	2022 skus going forward
25		Pref. DNS Server	Lists IPv4, then IPv6
26		Alt. DNS Server	Lists IPv4, then IPv6
27		RJ45 MAC or ID MAC	ID MAC if no RJ45 port but RJ45 burned in for Inscape tracking No RJ45 for 2021 -J D skus.
28		WLAN MAC	
29		Wi-Fi Signal Strength	RSSI Signal Strength per antenna RSSI value converted to qualitative word: <ul style="list-style-type: none">• Excellent: – 100 Mbps and above• Good: – 99 to 50 Mbps• Fair: – 49 to 20 Mbps• Weak: – 20 Mbps and under.
30		Wi-Fi Security	<ul style="list-style-type: none">• Open• WPA TKIP• WPA2 AES• WPA2 TKIP• WPA/PSK• WPA2+WPA3 AES• WPA3 SAE• WPA3 Enhanced Open Mode
31		Wi-Fi Module	revert back to brand name with digits
32	VIDEO		
33		Resolution	Resolution of source. n/a if no source or graphics such as VIZIO home page.

34		Frame Rate	Vertical Frame Rate is a dynamic setting updated every second n/a if no source or graphics such as VIZIO home page.
35		FreeSync Rate	Rate for FreeSync
36		Audio In	Stereo , PCM, AAC , DTS, DTS-HD, DTS:X and to satisfy Dolby requirement: <ul style="list-style-type: none"> • Dolby Audio • Dolby Cert ONLY requires if Dolby Atmos comes into TV and is heard as Dolby Atmos from a soundbar then display Dolby Atmos. This is different from Input Change Control which displays the Dolby Audio logo. • blank if no audio
37		Audio Out	PCM, DTS, DTS-HD, DTS-X, Dolby Audio DD, Dolby Audio DD+, Dolby Atmos DD+, Dolby Atmos MAT, Dolby Atmos TrueHD , blank if no audio
38		HDR	No, Dolby Vision, HDR10, HDR10+, HLG; UHD TVs only No display for D series
39		VRR	Yes, No; dynamic setting updated every second
40	APPLICATION		
41		VIZIO NDK	VIZIO NDK is version for AppleTV and other TBD applications as needed.
42		AirPlay	
43		AirPlay Internal	Apple AirPlay web app version
44		Apple TV	Apple TV is the application version
45		Cobalt	
46		watch free	version
47		home	version
48		avod	version
49		viziogram	version
50	REMOTE		
51		Remote Status	<ul style="list-style-type: none"> • Paired, connected • Paired, not connected • Not paired, not connected
52		Battery Level XX%	N/A if not paired
53		Remote Firmware	N/A if not paired
54		Bluetooth Firmware	N/A if not paired (version in the remote)

55		Bluetooth MAC address	N/A if not paired
56		Bluetooth Driver	VIZIO version (e.g.VIZIO.3.0.416.0 instead of MTK5691.3.0.416.0.
57	ULI		
58		ESN	Version detected in software. Customer support request, reverted to ESN.
59		SV	System firmware version
60		REG	yes/no
61		NP	number of provisional objects
62		Netflix ESN	ESN for native Netflix (no Netflix ESN for Cast)
63		UID	ULPK index
64		Dev ID (Device/Core ID)	truncate 32 characters to 8 left most characters
65		Prov ID (provisional/DRMP ID)	truncate 32 characters to 8 left most characters
66		DA	device agent, such as 3.5.11
67		Country	As per geofencing one of the following: USA, Canada, Mexico and for all others, Unknown.
68		Display Hours	OLED ONLY: Hours since last JB/Total hours
69	CHANNEL*		<ul style="list-style-type: none"> • If source is tuner, all settings are displayed. • If source is not tuner, display Tuner module only
70		Physical Channel	e.g. 28-1
71		Frequency	<ul style="list-style-type: none"> • e.g. 55.70 (display in MHz)
72		Modulation	8VSB
73		Status	Channel acquired
74		Signal Strength: 0	
75		Tuner Module	tuner brand revert back to brand name with digits

10.3 Support Code

	Requirement	Notes
1	Selection of Support Code launches a full screen HTML file that displays the state of the TV.	
2	A customer service PIN or support code is generated and displays	This is per request of customer support.
3	Basic TV status displays including model, serial number, network, the current source	

4	Basic audio status added sound bar status	
5	Press the BACK key to exit the Support Code page.	
6	Restart TV button displays above the customer service PIN.	Selection of Restart TV displays a pop up with Restart TV and Dismiss buttons. Restart TV button reboots the TV. Dismiss button returns to Support Code page.
7	Text left of Restart TV button recommends to select to solve issues.	Text is "If you are currently experiencing problems, please restart your TV or check for updates"

10.4 Check for Updates

	Requirements	Notifications
1	Selection of Check for Updates displays a dialog box.	"Do you want to check for updates? If update found, the install and reboot of the TV can take up to 5 minutes." Yes and No soft buttons.
2	If Yes is selected a spinner displays while the TV contacts the NOC.	
3	NOC detects an update then <ul style="list-style-type: none"> TV settings is dismissed Notification displays Progress Bar displays. 	"Software update found. Do not power off the TV Your TV will restart to finish the update. Current Version: XX Update Version: XX"
4	On completion of install, the update complete notification displays.	
5	If NOC does not detect an update then TV checks for TV binary (DLM) updates.	
6	If found then TV binary updates are downloaded and a notification displays.	No reboot required: "TV Binary Update: Do not power off the TV during the update." Reboot required: "TV Binary Update: Please do not power off. Your TV will restart to finish the update."
7	If needed after TV binaries are updated then reboot the TV.	
8	If NOC does not detect an update and TV binary updates are not found then a notification displays.	"The TV is up-to-date."
9	During the update download, no response to any key press except for power. During the install, no response to ANY key press, including no response to the POWER key press.	No response to insertion USB stick.

10	If the network is not connected, then a network error notification displays as the TV cannot check if an update is available.	<p>"We're having trouble finding an internet connection.</p> <p>Please check your connect by pressing GEARICON/MENU on your remote, select 'Network" and re-connect to your network provider"</p>
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10.4.1 Silent Update

	Requirement	Notes/Notifications
1	When a command demands a service check, the flow will kill the flag created by ULI in the system and the TV will contact the NOC to check for an update at DC power off. Then the flag is reset.	<ul style="list-style-type: none"> At power down the TV check for an update. The TV does not power on after completion of a silent update.
2	If TV is powered on during a silent update the notification is different from Check for Updates.	<p>Updated Firmware</p> <p>"Your TV is updating. To finish the upgrade, the TV will restart. Please do not power off your TV"</p>

10.5 Reset to Factory Settings

	Reset to Factory Settings Requirements	Notification/Note
1	<p>If Reset to Factory Settings is selected then the TV displays a confirmation notification to Reset to Factory Settings with 4 buttons.</p> <ul style="list-style-type: none"> Reset TV Reset Apps Restart Cancel (default) 	<p>Restart - Your VIZIO TV will power off and restart.</p> <p>Reset Apps - Deletes application data and restarts your VIZIO TV. You may be required to resubmit your login credentials for select applications.</p> <p>Reset TV - Returns your VIZIO TV to its original factory settings. This will provide an update to the latest firmware, and all settings and login credentials will be reset.</p> <p>Cancel - Return back to main menu.</p>
2	If the System PIN Code has been set, the PIN confirmation is required first, and once satisfied, then the notification for Reset to Factory settings displays.	
3	<p>Once confirmed the reset proceeds.</p> <p>No Notification: removed if reset launched from All Settings but remains if launched from long front panel press.</p>	
4	<p>If powered on the TV can also be reset to factory settings from the back panel buttons:</p> <ul style="list-style-type: none"> 2020 long dual press of the INPUT and VOLUME Down buttons from the back panel for 10 seconds 	"Memory is being cleared. The TV will reset shortly."

	<ul style="list-style-type: none"> • 2021 and beyond (vertical input selector) long 15 second press of the front panel button, notification displays after 15 seconds <p>A notification displays after to 10 seconds (2020 skus) or 15 seconds (2021 and beyond).</p> <p>Simultaneously with notification a tone is heard (if black screen, user can't see the notification).</p> <p>Reset launches.</p>	
5	<p>During the reset:</p> <ul style="list-style-type: none"> • At launch LED blinks rapidly for 2 seconds • Resets TV to factory defaults • Remote Bluetooth pairing is NOT deleted including at factory • Reboots the TV. 	LED blinks to confirm TV is resetting to defaults.

10.5.1 Reset to Factory Settings Button Requirements

	Notification Buttons	Requirements
1	Reset TV	<ul style="list-style-type: none"> • Reset the TV to factory settings. • Reboots TV. • All settings are cleared to defaults including credential for apps but excluding pairing of the remote.
2	Reset Apps	<ul style="list-style-type: none"> • Removes permeant cache • Reboots TV. • Must login to apps again <ul style="list-style-type: none"> ◦ HTML apps are logged out during reset apps ◦ Native apps now can be logged out during reset apps and included in reset (no need to reset to defaults). The apps are: <ul style="list-style-type: none"> ▪ Netflix ▪ Prime Video ▪ Youtube/YouTube TV ▪ AirPlay • Clear cache includes issues not solved by Reboot alone but does not require a factory reset to clear.
3	Restart	<ul style="list-style-type: none"> • Reboots TV
4	Cancel	<ul style="list-style-type: none"> • Cancels and closes the notification - no action taken • Returns highlight to "Reset to Factory Settings".

10.6 Viewing Data

	Viewing Data Settings	Description	Behavior
1	Off (default)	Data collection and program review are not supported.	A change of setting from Off to On launches OOB E directly to Viewing

			Data screen with Viewing Data Notice displayed.
2	On	Viewing Data permits program related display of information, program review, and data collection.	A change of setting from On to Off immediately changes the setting.

10.6.1 Viewing Data Requirements

	Viewing Data Requirements
1	Viewing Data is only enabled if the country is included on the supported list, currently limited to the United States.
2	The default is Off until Viewing Data is accepted during OOB. Then the Viewing Data setting is changed to On.
3	If Viewing Data is skipped during OOB, then Viewing Data remains Off.
4	During OOB when Viewing Data displays and "Skip" is selected, then Viewing Data displays under Admin & Privacy with a setting of Off.
5	Viewing Data setting is set to Off, if On is selected, launch OOB with the Viewing Data page displayed. Viewing Data Notice displays in OOB sourced from OneTrust with ACCEPT and DECLINE buttons.
6	If ACCEPT button is selected in OOB then setting is saved in One Trust, reported to Inscape, the sidebar Viewing Data setting changes to One and data is collected.
7	If DECLINE button is selected in OOB: Viewing Data setting remains as Off in the sidebar, no status update sent to Inscape and no data is collected.

10.6.2 Viewing Data Availability in Sidebar

	TV Setup State	OOB Steps	Viewing Data Status
1	If the TV has not been setup, Viewing Data is disabled, the setting is Off by default.		
2		At first power on, Viewing Data is disabled.	<ul style="list-style-type: none"> No control requests No fingerprinting No meta data collection Viewing Data does not display in Settings. User skips OOB with IR remote (BACK or EXIT) or back panel (long chorded press INPUT and Volume Up) then above continues to apply. First OOB step is language with country selection.
3		First OOB step is language followed by TV Use and Network setup	

4		Connected network enables Geofencing. If detected country supports Viewing Data (USA) and Viewing Data confirmed	<ul style="list-style-type: none"> Viewing Data enabled with default of On Viewing Data displays in TV Settings.
5		If Country supports Viewing Data (USA) but TOS/Privacy Policy is not confirmed, then	<ul style="list-style-type: none"> Viewing Data does not display in OOB or TV settings.
6		If Country does not support Viewing Data	<ul style="list-style-type: none"> Viewing Data remains disabled. Viewing Data does not display in OOB or TV settings.
7	After OOB completed and TOS confirmed then geofencing detects country is changed		
8		Country supports Viewing Data, changed to one with no support	<ul style="list-style-type: none"> Viewing Data is disabled. Viewing Data no longer displays in TV Settings.
9		Country supports Viewing Data, changed to one with support (TOS enabled)	<ul style="list-style-type: none"> Viewing Data remains enabled and setting remains On. Viewing Data continues to display in TV Settings.
10		Country does not support Viewing Data, changed to one with support	<ul style="list-style-type: none"> Viewing Data enabled and setting is Off. If On setting is selected a pop up to confirm TOS for the country is required before the On setting applies Viewing Data displays in TV settings.
11			If USA changed to Mexico, Canada or Unknown then Viewing Data is Disabled and is hidden (no display)
12			If Mexico, Canada or Unknown changed then Viewing Data is enabled but set to Off (displays).
13			If Mexico, Canada or Unknown changed to Mexico, Canada or Unknown then Viewing Data is unchanged, remains disabled and hidden (no display).

10.6.3 Viewing Data Table of Requirements

	Accept VIZIO	Countr y	Show Viewing	Accept Viewing	Viewing Data	Viewing Data	Detecti on	Viewing Data	Detecti on
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	TOS?		Data policy	Data policy?	menu visible	menu status	status	turned on later	Status
1	no	Any	no	n/a	no	n/a	off	n/a	n/a
2	YES	Mexico, Canada	no	n/a	no	n/a	off	n/a	n/a
3	YES	USA	YES	no	YES	off	off	ON	off
4	YES	USA	YES	YES	YES	ON	ON	n/a	on

10.7 Advertising

	Advertising Settings	Notes
1	Limited Ad Tracking	
2	Reset TV Advertiser ID	

10.7.1 Limited Ad Tracking

	Limited Ad Tracking Settings	Description
1	On	TV persistent Advertiser ID is not sent; a temporary session ID is generated and sent instead of the Ad ID.
2	Off (default)	Selection of ads displayed on the TV are based on user personal activity or content shown with the ad. The TV persistent Advertiser ID is sent in the ad request.

10.7.1.1 Limited Ad Tracking Requirements

	Limited Ad Tracking Requirements	Help Text
1	Limited Ad Tracking applies to both SCPL and DAI and is always available.	
2	If Limited Ad Tracking is turned to On then Ad Replacement continues but is not personalized, the TV Advertiser ID is not issued, and a temporary session ID is generated and issued instead.	
3	The text per legal is	"When enabled, TV Ad ID will not be passed or used for personalized ads on this device."

10.7.2 Reset TV Advertiser ID

	Reset TV Advertiser ID requirements	Text
1	Reset TV Advertiser ID (Identifier) allows the user to generate a new Advertiser ID.	

2	If Reset TV Advertiser ID is selected, the TV displays a confirmation notification with 2 soft buttons, Yes and No (default) with text	“Do you want to create a new Advertiser ID?” Yes. No
3	If Yes is selected, the TV Advertiser ID calls the SCPL. <ul style="list-style-type: none"> APItv_settings/system/reset_and_admin/tvad_id_reset to create a new Advertiser ID, the pop up is taken down, the setting is again highlighted and a notification displays.	“The advertiser ID is reset.”
4	If No selected, no action is taken, the notification is taken down and setting is again highlighted.	
5	Reset TV Advertiser ID immediately resets SCPL and is always available.	
6	Reset TV Advertiser ID changes the TV Ad ID, has no effect if Limited Ad Tracking is set to “On” because a temporary session Ad ID is used.	A temporary session ID is reset with a TV AC cycle.
7	The help text per legal is	“An Identifier for Advertising - can be reset to a new identifier at any time.”

10.8 VIZIO Privacy Policy

	VIZIO Privacy Policy Requirements	Text
1	Selection of the VIZIO Privacy Policy displays the VIZIO privacy on the TV pulled from the Internet (if connected) or displays the URL in TV Settings.	
2	Notification if TV is not connected	“View the Privacy Policy at www.vizio.com/privacy .”

10.9 License List

	License List Requirements	Notes
1	A scrollable list of all the licenses used by VIZIO TV.	Text provided by legal.
2	Inclusion supports offline use case.	Also included in VIZIO Home > Extras.

10.10 Store Demo

	Store Demo Settings	Description No Sync Detected	Description Sync Detected
1	Off (default)		
2	Demo 1	<p>Embedded video available: Play embedded video, no overlay display</p> <p>No embedded video: Display V logo with Overlay</p> <p>If sync detected then stop play of embedded video and start Overlay</p>	<p>Display HDMI video with Overlay</p> <p>All other demo mode settings persist such as Vivid picture mode, volume set to mute, no response to INPUT, MENU and most IR codes, power up on AC cycle.</p>

			If sync lost then launch and play embedded video
3	Demo 2	<p>Embedded video available: Play embedded video</p> <p>No embedded video: Display V logo (do not play Overlay)</p> <p>If sync detected then stop play of embedded video but no Overlay</p>	<p>Display HDMI video with no demo content (do not play Overlay).</p> <p>All other demo mode settings persist such as Vivid picture mode, volume set to mute, no response to INPUT, MENU and most IR codes, power up on AC cycle.</p> <p>If sync lost then launch and play embedded video.</p>

10.10.1 Demo Mode Requirements

	Demo Mode Requirements
1	SmartCast TV supports retail demo mode that runs at a retail partner automatically without requiring special key sequences from the remote or TV back panel. Once in Retail Demo Mode, the TV displays a video selling the features of the system to a passer-by or a sequence of product messaging in HTML/JavaScript format that overlays the current video input.
2	<p>Embedded video is the preferred content but if sync detected then:</p> <ul style="list-style-type: none"> • Demo 1 – Overlay plays • Demo 2 – Overlay does not play
3	At power on, a one minute notification that demo mode will launch displays before the demo mode resumes to allow turn off of demo mode by pressing any key.
4	<p>During one minute notification for demo mode launch a key press as per below ends demo mode countdown, dismisses notification, and store demo is not launched.:</p> <ul style="list-style-type: none"> • 2020 skus and 2021 V skus with 4 panel buttons, a short press of the back panel Power or Input button or press of the INPUT, BACK, EXIT keys • 2021 skus and all skus going forward, a press of front panel button or a press of INPUT, BACK, EXIT keys
5	For 2020 skus and 2021 V5 skus with 4 panel buttons, a long press of the back panel INPUT button turns the setting to Off.
6	Spanish or French for overlay demo mode is not supported so if language is Spanish or French , the demo mode notification displays in Spanish or French , but overlay demo mode is in English.
7	When the Store Demo setting is Demo 1 or Demo 2 on the SmartCast app, the change is annunciated on the TV. When Off is selected, the store demo is immediately killed. No confirming message required. In addition to a press of OK to see all 3 settings, when Admin & Privacy displays, a press of RIGHT or LEFT changes the setting same as any other setting.
8	Store demo remains enabled through power cycles with either Demo 1 or Demo 2 settings. At power on, a one minute notification that demo mode will launch displays before the demo mode resumes (allows turn off of demo mode).
9	<p>For Overlay Retail demo the image size is limited to the graphics place resolution of</p> <ul style="list-style-type: none"> • For 2020 and 2021 skus: 1920 X 1080. • For 2022-K 5691 and 5695S and all skus going forward: 4K

10	For Embedded retail video demo, the videos can support up to 4K HDR and Dolby Vision if supported by the TV.
11	During demo mode (embedded or overlay) the TV ignores all but Power, Exit, Back keys.
12	<p>When demo mode is launched (embedded or overlay)</p> <ul style="list-style-type: none"> power indicator is suppressed notifications no longer displays including <ul style="list-style-type: none"> Input Change Control No sync notification insertion of USB stick is ignored (do not launch media player)
13	During demo mode (embedded or overlay), a long press from the front panel button (front panel button for 2022 skus going forward) displays notification "Wait 3 seconds for the TV to power off" and after 3 seconds powers off the TV.

10.10.2 Launch of Demo Mode

	Requirements	Notes
1	<p>The first time TV is powered on (OOBE)</p> <ul style="list-style-type: none"> after 15 minutes of onboarding display without setup 15 second count down displays with demo mode launch notification Demo mode is launched, either embedded demo or if none then Overlay retail demo plays. 	
2	<p>If AC/DC power cycle during OOBE 15 minute timer</p> <ul style="list-style-type: none"> 15 minute timer canceled At next AC/DC cycle the TV powers into OOBE and 15 minute timer restarts 	
3	<p>If AC/DC power cycle during the 15 second demo mode timer/notification</p> <ul style="list-style-type: none"> demo mode launch is canceled At next AC/DC cycle the TV powers on normally, no demo mode timer/notification. <ul style="list-style-type: none"> OOBE restarts 15 minute timer 	
4	<p>For the first time launch from the sidebar displays a 15 second timer with demo mode notification. The notification is:</p> <ul style="list-style-type: none"> Store Demo 1 is launching. To cancel, press the input button on the remote control. Store Demo 2 is launching. To cancel, press the input button on the remote control. 	
5	Thereafter at power on a notification displays including a 1 minute count down, and then the embedded or overlay demo content begins play.	
6	Content is stored resident in the TV.	
7	<p>Volume changed to mute/0 when demo mode launched the very first time.</p> <ul style="list-style-type: none"> If volume changed, the value is not saved At AC/DC cycle volume changed to muted/0. 	TBD Volume value saved and resumes AC/DC cycle.

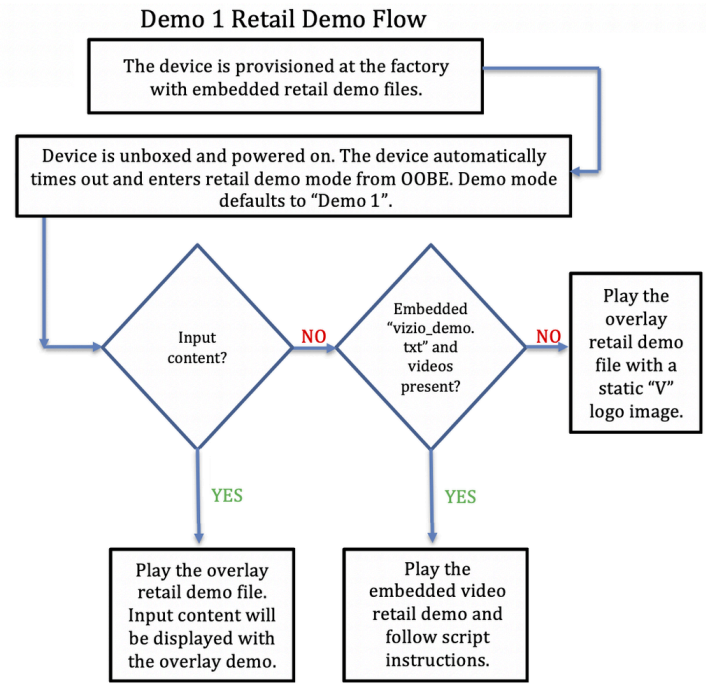
10.10.3 Embedded Video Retail Demo

	Embedded Video Retail Demo Requirements
1	Embedded video retail demo is also intended as the default demo.
2	The embedded video retail demo covers the screen completely.
3	The MP4 videos play using the embedded native media decoder by the chrome cast receiver. No HTML5 components.
4	Videos play in the order as defined by the included scripting. (See the demo mode scripting section in the System spec).
5	Videos do not respond to transport commands from IR remote or SmartCast app.
6	Volume Changed to mute/0 when demo mode launched.

10.10.4 Overlay Retail Demo (Demo 1)

	Overlay (Demo 1) Requirements	Notes/Text
1	<p>The Overlay retail demo is a Loki app that overlays some of the current source (HDMI or component/composite)</p> <ul style="list-style-type: none"> • The overlay can move side to side to a left or right position • For Club SOC including Sam's club the overlay is fixed left due to a limitation 	
2	Overlay retail demo is intended for when there is no access to the display, source content is playing (typically retailer content) or no embedded video loaded.	
3	<p>To launch:</p> <ul style="list-style-type: none"> • While the OOB initial screen displays, select Store Demo then select Overlay. • Press MENU > Admin & Reset > Store Demo and select Demo 1. 	
4	With the inclusion of Loki, the overlay is reduced to the appearance of a notification with the text for fielded 5691, 5583, 5695, 5695s skus with some exceptions below	TV is in Demo Mode. Press the BACK button and select "Exit Demo" to exit.
5	<p>Skus that support Loki overlay demo app and will NOT display the generic app:</p> <ul style="list-style-type: none"> • M65Q6-L4 • M75Q6-L4 • M55Q6-L4 • M75Q6x-L4 • VHD24M-0810 • VHD32M-0810 • VHD32M-0807 • VFD40M-0810 • VFD43M-0804 	<p>The following skus are box stock and/or are EOL and will not receive the Loki overlay demo app.</p> <ul style="list-style-type: none"> • D24f-J09 • V655-J09 • D24fM-K01 • D32fM-K07 • M50QXM-K01

	<ul style="list-style-type: none"> • V4K43C-0804 • V4K43M-0801 • V4K43M-0804 • V4K50M-0807 • V4K50C-0809 • V4K50M-0809 • V4K50S-0809 • V4K50M-0810 • V4K55M-0804 • V4K55C-0801 • V4K55M-0801 • V4K65C-0804 • V4K65M-0804 • V4K65M-0810 • V4K70M-0801 • V4K75C-0804 • V4K75M-0804 • V4K75S-0804 • V4K86C-0804 • VQD43M-0801 • VQD50S-0809 • VQP65C-84 • VQP75C-84 	
6	Flow chart of conditions if demo mode setting is Overlay to display default of Embedded Video Retail demo or Overlay demo mode over TV content.	



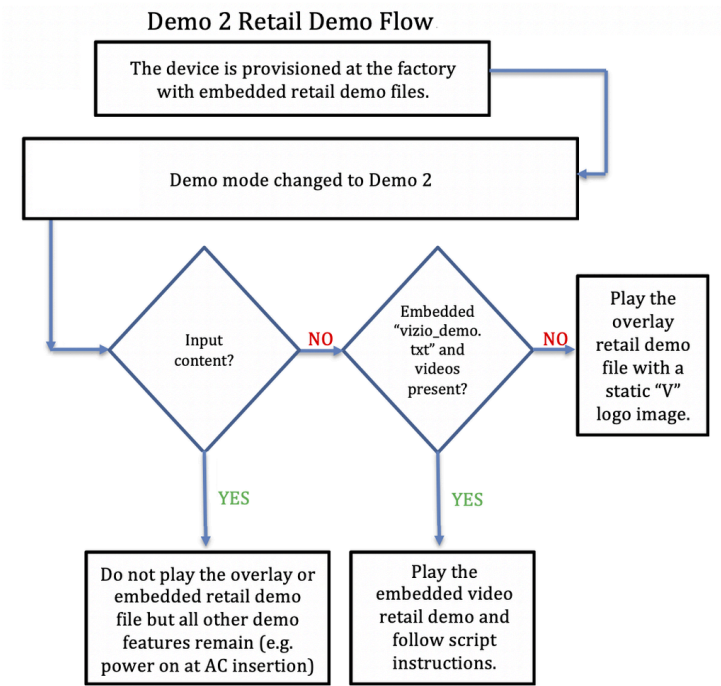
Demo 1 Demo Mode Flow

10.10.4.1 Demo Mode No Overlay (OLED 2020 only)

For OLED 2020 there is no overlay due to screen burn. In this case Demo 1 behavior is exactly the same as for Demo 2. Launch of Overlay displays a notification.

10.10.5 No Overlay Demo Mode (Demo 2)

	No Overlay Demo Mode (Demo 2) Requirements
1	To support retail environment with demo mode features but without demo content (e.g. for Cosco), the no demo content Demo mode is launched if Demo 2 is selected.
2	To launch: While the OOB initial screen displays, select Store Demo then select No Overlay. Or post OOB press MENU > Admin & Privacy > Store Demo and select Demo 2.
3	Demo 2 is for Cosco to support standard demo mode features but without overlay displayed when sync detected.
4	Flow chart of conditions if demo mode setting is Demo 2 to display default of Embedded Video Retail demo or no Overlay demo mode with TV content.



Demo 2 Demo Mode Flow

10.10.6 Input Selection for Store Demo

	Sync Detection	Input Selection
1	No sync	Store demo enabled, then default input is changed to HDMI-1.
2	Sync Detected during demo: hot plug detection of HDMI input Sync defined by testing both:	<ul style="list-style-type: none">• Play of embedded Video Retail Demo stops• If a store feed is plugged into HDMI port, then via hot plug switch to the port and if sync play the store feed.• more than one HDMI port hot plug detected, stay at the currently selected HDMI port or if HDMI port is not the current source then switch to HDMI-1.

	<ul style="list-style-type: none"> • Detect the +5V connection event from the HDMI port • Confirm the video signal in the HDMI port is active based on TMDS Clock activity 	<ul style="list-style-type: none"> • If the current HDMI-1 port has no sync and sync is hot plug detected for another HDMI port then auto switch to the second HDMI port, embedded is killed and launch overlay if Demo 1 OR no launch of overlay if Demo 2. • If only one port is hot plug detected and device is sound bar without video sync then play embedded demo video • Input not changed to VIZIO Home or USB Media Player. Selection of VIZIO Home and USB Media is ignored: the input does not change and store demo continues. • When store demo is enabled, a press of a partner key is ignored. • All HDMI devices are supported including PCs and particularly HDMI distributor boxes which are typically used at retailers to deliver content to TVs on display.
3	Source is antenna with sync post WatchFree+ OTA integration	Antenna source is no longer supported for demo mode.

10.10.7 Demo mode Enabled, Embedded Video Switch to Overlay if Sync

If Demo mode set to Demo 1 and Embedded Video Retail demo playing then:

	Demo Mode automatic switch to Demo 1 from Embedded Video Retail demo
1	Hot plug detection of HDMI input
2	Play of embedded Video Retail Demo stops
3	Overlay Retail Demo begins play over the HDMI port with content
4	If content removed from the HDMI port, Overlay killed and Embedded video retail demo launches
5	If content detected for HDMI port, then embedded content killed and Overlay demo played.
6	If Demo 2 then stop play of embedded video retail demo: no demo content but demo features such as Vivid picture mode, auto power on at AC on, etc.
7	If source is Antenna with sync (e.g. channels scanned) then demo mode started, switch to HDMI port with no sync (antenna not supported as source for demo mode overlay)

~~10.10.7.1 Force Embedded with Sync Detected DELETED~~

~~DELETED~~

10.10.8 CC Persistent Demo Mode Enabled

If closed captions is enabled when demo mode is enabled (Demo1 or Demo 2 launched), then CC continues and is persistent while in demo mode. (Requirement for some states).

10.10.9 Get Info for Demo Mode

	Requirements	Notes
1	While demo mode is running, support demo information access for merch team.	

2	Press the BACK key.	Demo Mode notification displays with 4 buttons (left to right): 1. Exit Demo 2. Demo Info 3. Resume Demo (default)
3	Select the Demo Info button	<ul style="list-style-type: none"> Demo mode continues Notification displays with TV and embedded demo information and OK button
4	Demo Information includes	<ul style="list-style-type: none"> Model Name Serial Number Version Embedded File Name (N/A if not included)
5	Press OK key	<ul style="list-style-type: none"> Demo Information pop up dismisses If OK key is not pressed after 90 seconds the demo information pop up is dismissed.

10.10.10 Exit Demo Mode

1	<p>During notification with count down, a press of the following keys exits demo mode</p> <ul style="list-style-type: none"> Input Back Exit Front panel key press (models with one front panel button only) Long press of the back panel input button (2020 skus or 2021 V5 only with 4 buttons) <p>This is true even though the notification only refers to the Input button on the remote.</p>
2	<p>While demo mode is running, press the EXIT or BACK key. A pop up displays with two options: Resume Demo, Demo Info and Exit Demo.</p> <ul style="list-style-type: none"> If Resume Demo is selected, demo mode resumes. If Demo Info is selected, a notification with information on the TV and embedded demo displays. If Exit Demo is selected then demo mode is disabled for the current power cycle. At the next power cycle demo mode 60 second notification displays. If OOB completed when Exit Demos selected then demo mode dismissed and Store Demo setting changed to Off.
3	<p>From a power cycle, if onboarding was not completed, though demo mode was previously exited, demo mode is persistent. To permanently disable demo mode, onboarding must be completed.</p>

10.10.10.1 Demo Mode Launched at Power On from Partner or Home Key

	Requirement Power On Partner/Home Key	Notes
1	TV is in demo mode.	
2	Power TV off.	
3	Press Partner or HOME key.	TV powers on in demo mode.

4	Demo mode 60 second countdown launched	Keys function limited to cancel demo mode.
5	At conclusion of countdown demo mode launched.	Power, Exit, Back are only supported keys.

10.10.11 Demo Mode Onboarding Launch

1	The first time powered on, if the TV remains on the initial OOB screen, then after 15 minutes, a notification displays with a 15 second counter.
2	If no user intervention, then the Embedded demo mode plays or if source content playing or no embedded content then Overlay retail demo automatically launches.
3	Thereafter, if OOB is incomplete at power on, the Embedded retail demo or Overlay retail demo launches automatically after a 1 minute notification and count down given no user interaction.

10.10.12 Retail Demo Mode Key Support

10.10.12.1 Keys/Commands Supported During Demo Mode launch

	Key or Command	Action	Retail Demo Conditions
1	Power	Turn TV off	Yes (at power on)
2	Back, Exit	Kill Retail Demo	No
3	Front panel button OR if 4 button panel long or short press of back panel Input button (2020, V 2021 skus)	Kill Retail Demo	No
4	Input	Kill Retail Demo	No
5	Volume+/- and Mute keys	No Action	Yes

10.10.12.2 Keys/Commands Supported During Demo Mode Play

	Key or Command	Action	Retail Demo Conditions
1	Power	Turn TV off	Yes (at power on)
2	Front panel button (2021 skus going forward)	Notification to hold for 3 seconds then turn TV off	YES (at power on)
3	Back or Exit	Demo continues with Pop up. Confirm to kill retail demo mode	Demo resumed if selected Kill retail if selected
4	Input, long or short press from back panel(2020, V 2021 skus)	Kill Retail Demo	No
5	Volume+/- and Mute keys	Releases mute then adjusts Volume with display of volume slider	Yes
6	All others	No action	YES

7	CEC standby command	TV Turn off	Yes (at power on)
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