19 OOBE

- 19.0.1 OOBE Requirements

19.1 Language

- 19.1.1 Store Demo
  - 19.1.1.1 Overlay and No Overlay
- 19.1.2 Demo Mode Requirements
- 19.1.3 Launch of Demo Mode
- 19.1.4 Embedded Video Retail Demo
- 19.1.5 Overlay Retail Demo
- 19.1.6 No Overlay Demo Mode
- 19.1.7 Input Selection for Store Demo
- 19.1.8 Demo mode Enabled, Embedded Video Switch to Overlay if Sync
  - 19.1.8.1 Force Embedded with Sync Detected DELETED
- 19.1.9 CC Persistent Demo Mode Enabled
- 19.1.10 Get Info for Demo Mode
- 19.1.11 Exit Demo Mode
- 19.1.12 Demo Mode Onboarding Launch
  - 19.1.12.1 Demo Mode Launched at Power On from Partner or Home Key
- 19.1.13 Retail Demo Mode Key Support
  - 19.1.13.1 Keys/Commands Supported During Demo Mode launch
  - 19.1.13.2 Keys/Commands Supported During Demo Mode Play

19.2 Bluetooth Remote Pairing

19.3 Network Connection

- 19.3.1 WiFi Networks
  - 19.3.1.1 WiFi Show All Networks button
  - 19.3.1.2 WiFi Hidden Network button
  - 19.3.1.3 WiFi Set Up Later button
- 19.3.2 WiFi Password
  - 19.3.2.1 Keyboard
  - 19.3.2.2 WiFi Password Submit button
  - 19.3.2.3 WiFi Password Incorrect
- 19.3.3 WiFi Captive Portal

19.4 Updates

19.5 TV Location to Name TV

19.6 VIZIO Account Setup

19.7 Terms & Conditions

- 19.7.1 Terms of Service and Privacy Policy buttons
- 19.7.2 Activity Data
- 19.7.3 Viewing Data
  - 19.7.3.1 View Policy button

19.8 Welcome to VIZIO

19.9 Getting Started Screen

	Out-of-Box Experience (OOBE) steps	Substeps	Notes
1	VIZIO logo		White VIZIO logo against black screen.
2	Language	Store Demo	
3	BT remote pairing		
4	WiFi network search		
5		Ethernet connected	
6		WiFi enter password	
7		Network connecting	
8		Network connected	
9		Network unable to connect	
10		Show All Network	
11		Set up Network Later	
12		custom (hidden) network	

13		Captive portal	
14	Updates		
15		Checking updates	
16		Installing updates	
17		Installing app updates	
18		Installing updates - slow connection	
19		Update Successful	
20	TV location to name TV		
21	VIZIO Account Setup		
22	TOS		Only displays if VIZIO Account setup skipped for pre-Amtrak skus
23	• VIZIO TOS and privacy policy • Google TOS and privacy policy		• Connected, displays VIZIO or Google TOS or privacy policy • Not connected displays URL for VIZIO/Google TOS or privacy policy
24		Buttons for • VIZIO and Google TOS and privacy policy • Accept • Skip	
25		Activity Data	Buttons for • Accept • Decline
26		Viewing Data notification	Buttons for • Accept • Decline • Viewing data privacy policy
27		Viewing Data description is downloaded if network connected.	If not network connected display URL for description
28	Getting Started Screen		

19.0.1 OOBE Requirements

	OOBE Requirement	Note
1	At AC/DC power on V logo displays for 1 minute.	
2	Galaxy background for OOBE	Varied background to prevent banding
3	9 bubbles to indicate step of OOBE at bottom left.	
4	Model, Firmware and ESN display at bottom left .	
5	Demo mode automatically launches as follows: Initial AC on or after Reset to Defaults: If no key press after 15 minutes then display Store demo timer/notification for 15 seconds Second, third, etc AC/DC power on: OOBE launches and immediately displays Store demo timer/notification for 1 minute	Store Deme Timer/Notification: Entering Store Demo TIMERCOUNTDOWN Entering Store Demo button Start Dismiss button
6	A press of the INPUT key or front panel button cancels demo mode launch for OOBE until the next power cycle and returns to OOBE Language page.	

7	MENU key • MENU key press displays TV information tailored to setup info. • Restart launches the “Restart TV” function • Reset power cycles the TV. • MENU or BACK key dismisses TV info screen	TV Information TV Serial Number: Model Name: Firmware: Network Connection: WiFi Network: IP Address: MAC Address: RESTART button RESET button
8	Power key Front Panel button (short or long press)	Powers down TV. At power on TV is again in OOBE.

19.1 Language

	Requirement	Text
1	Language Buttons • English (default) • Espanol • Francais • Store Demo	Choose a language You are a few steps away from experiencing a world of endless entertainment. Let’s go!
2	MUTE key launches Talk Back	Press MUTEKeyIcon for TTS
3	Volume Up/Down change volume for Talk Back	Volume Control does not display.
4	If TTS enabled and demo mode starts, then TTS disabled but if demo mode disabled then TTS resumes	TTS currently does not resume: waiver as very low use case that customer enables TTS but does not setup TV allowing demo mode starts.
5	BACK key • BACK key press from Language screen displays a pop up notification to continue with Back (default) and Exit buttons. • BACK key press from any later screen returns to the previous screen	

19.1.1 Store Demo

	Requirements	Text
1	Store Demo Buttons • Overlay (default) • No Overlay	Store Demo Select your store demo mode. No overlay shows only the VIZIO product video.
2	Press Back returns to the Language screen.	Press Back to resume setup.
3	Selection of Overly or No Overlay displays the Store Demo timer /notification for 15 seconds.	
4	After selection at next AC or DC power cycle the Store Demo timer/notification displays for 1 minute.	

5	A press of INPUT, BACK, EXIT or front panel button during the notification dismisses launch demo mode and the OOBE Language screens displays again.	

19.1.1.1 Overlay and No Overlay

	Store Demo Settings	Description No Sync Detected	Description Sync Detected
1	Overlay (previously Demo 1)	Embedded video available: Play embedded video, no overlay display No embedded video: Display V logo with Overlay If sync detected then stop play of embedded video and start Overlay	Display HDMI video with Overlay 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. If sync lost then launch and play embedded video
2	No Overlay (previously Demo 2)	Embedded video available: Play embedded video No embedded video: If no sync, display V logo (do not play Overlay) If sync detected then stop play of embedded video but no Overlay	Display HDMI video with demo content (do not play Overlay). 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. If sync lost then launch and play embedded video.

19.1.2 Demo Mode Requirements

	Demo Mode Requirements
1	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	Embedded is the preferred content but if sync detected then: • Overlay – Overlay plays • No Overlay – 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	During one minute notification for demo mode launch, a press of INPUT, BACK, EXIT or one button panel ends Demo mode countdown, dismisses the notification and Store demo is not launched.
5	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.
6	Store demo remains enabled through power cycles with either Overlay or No Overlay 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).
7	For Overlay Retail demo the image size of 4K is supported
8	For Embedded retail video demo, the videos can support up to 4K HDR and Dolby Vision if supported by the TV.
9	During demo mode (embedded or overlay) the TV ignores all but Power, Back or Volume Up/Down keys.
10	When demo mode is launched (embedded or overlay), zoom mode is disabled, setting changed to off.
11	When demo mode is launched (embedded or overlay), notifications no longer displays including • Input Change Control • No sync notification
12	During demo mode (embedded or overlay), a long press from the front panel button displays notification “Wait 3 seconds for the TV to power off” and after 3 seconds powers off the TV.

19.1.3 Launch of Demo Mode

	Requirements	Notes
1	The first time TV is powered on (OOBE) • after 15 minutes of onboarding display without setup • If AC/DC power cycle prior to 15 minute elapses then restart 15 minute timer at power on and after 15 minutes without setup • 15 second count down displays with demo mode launch notification • If AC/DC power cycle prior to 15 second timer launches demo mode then at power on start 15 minute OOBE display without setup and then relaunch 15 second store demo timer/notificaton. • Demo mode is launched, either embedded demo or if none then Overlay retail demo plays.	
2	The first time launch from the sidebar displays a 15 second timer with demo mode notification. The notification is • Store Demo is launching. To cancel, press the input button on the remote control.	
3	During the initial demo mode timer/notification • AC/DC power cycle prior to 15 second timer completion, demo mode is canceled. • At next AC/DC cycle the TV powers on normally, no demo mode timer.	
4	Thereafter at power on OOBE displays with a notification including a 1 minute count down, and then the overlay content begins play.	
5	Ignore insertion of USB with USB demo content: play of demo content from USB is no longer supported.	
6	Ignore USB inserted with command line to download new retail demo to replace current version resident in the TV. • Installer is required to turn off demo mode before inserting USB with command line and demo video.	
7	Content is stored resident in the TV.	
8	• Power indicator is suppressed during demo mode • Volume changed to mute when demo mode launched the very first time. • If volume changed, the value is not saved and TV powers on to mute or 0 volume value at AC/DC cycle.	

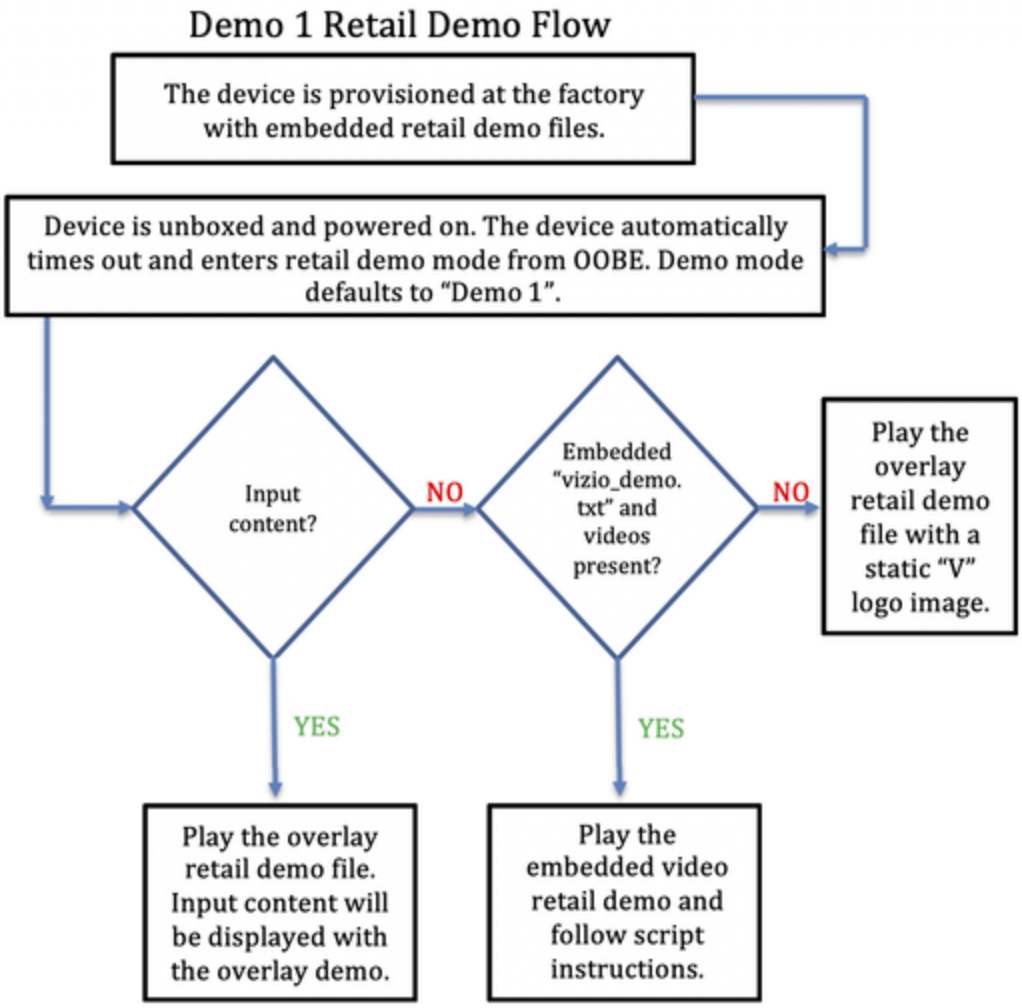
19.1.4 Embedded Video Retail Demo

	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 when demo mode launched.

19.1.5 Overlay Retail Demo

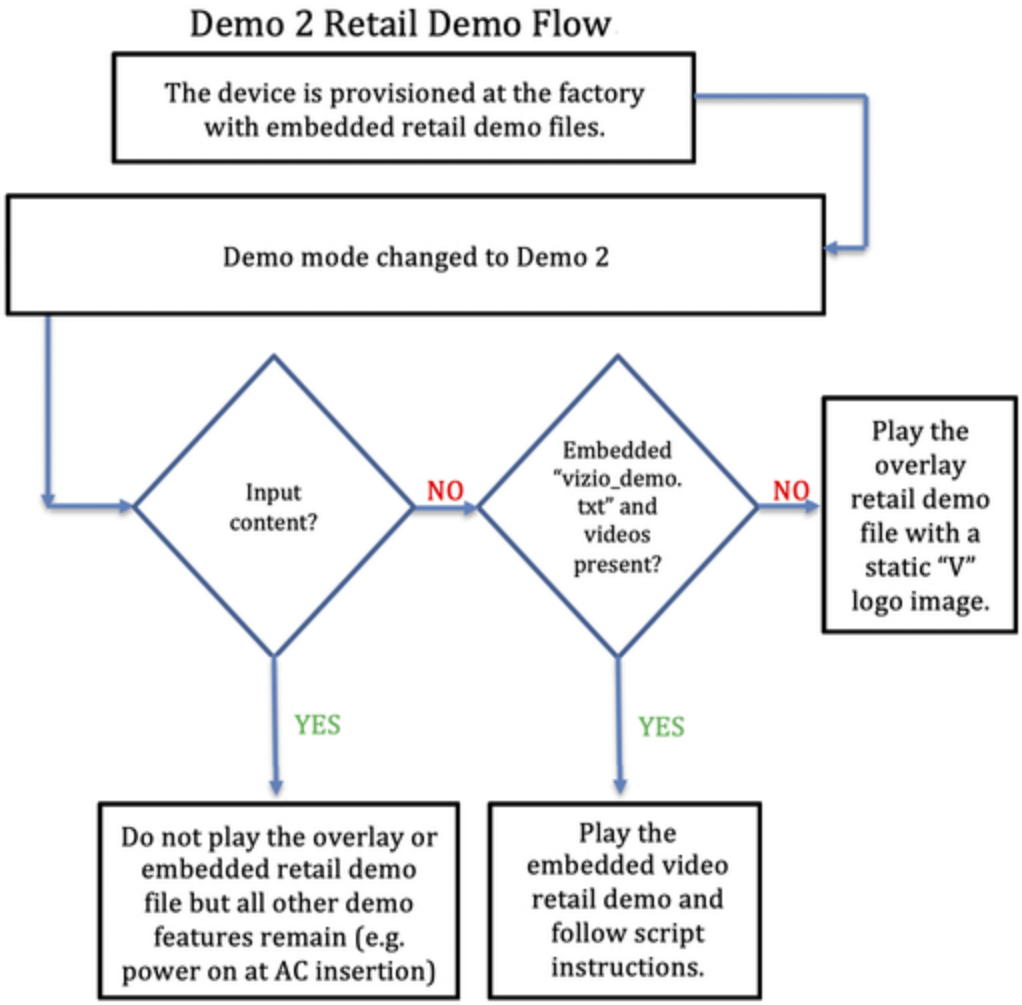
	Overlay Requirements

1	The Overlay retail demo is a Loki app that overlays some of the current source (HDMI) • 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. The 2024 skus that support overlay demo using the Loki app: 1. VHD24M-0810 2. VHD32M-0807 3. VHD32M-0810 4. VFD40M-0810 5. VFD43M-0804 6. V4K43M-0801 7. V4K43C-0804 8. V4K43M-0804 9. V4K50M-0807 10. V4K50M-0809 11. V4K50C-0809 12. V4K50S-0809 13. V4K50M-0810 14. V4K55M-0801 15. V4K55C-0801 16. V4K55M-0804 17. V4K65M-0804 18. V4K65M-0810 19. V4K65C-0804 20. V4K70M-0801 21. V4K75M-0804 22. V4K75C-0804 23. V4K75S-0804 24. V4K86C-0804 25. VQD43M-0801 26. VQD50M-0809 27. VQP65C-84 28. VQP75C-84
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	Flow chart of conditions if demo mode setting is Demo 1 to display default of Embedded Video Retail demo, Overlay demo mode over TV content as per script included per command stick.
4	USB stick with script per command stick may also delete and update embedded video demo.



19.1.6 No Overlay Demo Mode

	No Overlay Demo Mode 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 No Overlay is selected.
2	To launch: While OOBE initial screen displays, select Store Demo then select No Overlay.
3	Features include: • No overlay setting is for Cosco to support standard demo mode features but without overlay displayed when sync detected. • Power indicator is suppressed during demo mode. • Volume changed to mute when demo mode launched.
4	Flow chart of conditions if demo mode setting is Demo 2 to display default of Embedded Video Retail demo, Overlay demo mode over TV content as per script included per command stick.
5	USB stick with script per command stick may also delete and update embedded video demo.



19.1.7 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: • Detect the +5V connection event from the HDMI port • Confirm the video signal in the HDMI port is active based on TMDS Clock activity	• 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. • *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 Overlay selected in OOBE OR no launch of overlay if No Overlay selected in OOBE*. • 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 resumes. • ~~If the embedded USB video demo or USB video demo is playing the input key or tap from SmartCast app is ignored.~~ • 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.

19.1.8 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 No Overlay selected from OOBE 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)

~~19.1.8.1 Force Embedded with Sync Detected~~ DELETED

DELETED

19.1.9 CC Persistent Demo Mode Enabled

If closed captions is enabled when demo mode is enabled (Overlay or No Overlay selected from OOBE), then CC continues and is persistent while in demo mode. (Requirement for some states)

19.1.10 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	• Demo mode continues • Notification displays with TV and embedded demo information and OK button
4	Demo Information includes	• Model Name • Serial Number • Version • Embedded File Name N/A if not included)
5	Press OK key	• Demo Information pop up dismisses • If OK key is not pressed after 90 seconds the demo information pop up is dismissed.

19.1.11 Exit Demo Mode

1	During notification with count down, a press of the following keys exits demo mode • Input • Back • Front panel key (short press) This is true even though the notification only refers to the Input button on the remote.

2	While demo mode is running, press the EXIT or BACK key. A pop up displays with buttons: Resume Demo, Demo Info and Exit Demo. • 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 for OOBE and at the next power cycle demo mode 60 second notification displays. If OOBE completed when Exit Demos selected then demo mode dismissed and Store Demo setting changed to Off.
3	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.

19.1.12 Demo Mode Onboarding Launch

1	The first time powered on, if the TV remains on the initial OOBE 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 OOBE 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.
4	Alternatively, from OOBE Language screen a press of DOWN key also launched OOBE with a 15 second counter.

19.1.12.1 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.

19.1.13 Retail Demo Mode Key Support

19.1.13.1 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	Input	Kill Retail Demo	No
4	Single button panel	Kill Retail Demo	No
5	Volume+/- and Mute keys	No Action	Yes

19.1.13.2 Keys/Commands Supported During Demo Mode Play

	Key or Command	Action	Retail Demo Conditions
1	Power	Turn TV off	Yes (at power on)
2	Single panel key (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	Volume+/- and Mute keys	Releases mute then adjusts Volume with display of volume slider	Yes
5	All others	No action	YES
6	CEC standby command	TV Turn off	Yes (at power on)

19.2 Bluetooth Remote Pairing

	Requirements	Text/Notes
1	TV launches Bluetooth pairing as soon at initial power if initial OOBE or reset to defaults. Per remote spec, the remote launches Bluetooth pairing immediately after battery insertion for 30 minutes. This allows pairing in the background to support skip of BT pairing screen if batteries inserted before Language screen response.	If sku is sold with an IR remote, then skip the Bluetooth pairing step during OOBE. This includes: • All FHD skus • All HD skus
2	After Language is completed, Bluetooth pairing from the TV launched for 1 minute.	
3	Automatic pairing notification.	Pair Your remote Let's get your TV's best friend up and running. Searching for Voice Remote … Press and hold the microphone button to speak command such as "Open WatchFree+
4	If remote fails to pair automatically, instruction provided and TV continues Bluetooth pairing for 1 more minute.	Pair Your Remote We haven't found your remote yet. To pair, press and hold the Microphone and Mute buttons at the same time for five seconds, until the light on your remote begins to flash. Image of microphone and mute keys. Press and hold the microphone button to speak command such as "Open WatchFree+
5	Reset to defaults does not delete pairing: automatically repairs after a reset to defaults.	
6	The Bluetooth remote automatic first time pairing time is 10 minutes from power on until Language is selected. This allows automatic pairing if remote batteries are installed.	Previously was 30 minutes.
7	Once paired a success screens displays.	Success! Your voice remote is not paired! Press and hold the microphone button to speak command such as "Open WatchFree+
8	Pairing fails a second time	Unable to Pair Please try again. Press and hold the Microphone and Mute buttons on your voice remote for five seconds, until the light on your remote begins to flash. Image of microphone and mute keys. Press and hold the microphone button to speak command such as "Open WatchFree+

19.3 Network Connection

	Requirements	Text

1	The network connection is confirmed immediately if Ethernet is detected and notification displays.	“Ethernet Connected”
2	Ethernet deleted then OOBE skips WiFi setup and continues to Update screen	

19.3.1 WiFi Networks

	Requirements	Text
1	The WiFi Networks screen displays regardless of Ethernet status.	Connect to a WiFi Network Once connected, you can start streaming your favorite apps, watch your favorite shows through WatchFree+ and receive the latest updates.
2	Six WiFi networks display with two options.	Show All Networks (X) Set Up Later
3	WiFi networks display in highest signal strength order with: • AP name • signal strength • lock icon if password protection	Exclude (do not) display access points with SSID ending with “VIZIOTV”
4	The MAC address is included on the left bottom display above the step bubbles	MAC address: XX:XX:XX:XX:XX:XX
5	A press of the Up or Down key toggles between the available six displayed WiFi networks. To see more networks, select Show All Networks.	
6	A press OK key for a selected WiFi network • invokes soft keyboard if password protected • launches connection if no password	

19.3.1.1 WiFi Show All Networks button

	Requirements	Text
1	All networks includes “+ Hidden Network” as the first network following by all available networks.	All Networks Select your network.
2	Selection of Show All Networks launches a rescan of all available networks.	

19.3.1.2 WiFi Hidden Network button

	Requirements	Text
1	The Hidden Network button invokes the keyboard so the user can input the SSID for the desired hidden network.	“Enter Network Name” “Network Name”
2	After SSID is entered from the keyboard, the password entry displays	

19.3.1.3 WiFi Set Up Later button

	Requirements	Text

1	The Set Up Later button displays a pop up with Set Up Later and Back buttons.	Are you sure you want to skip Network Setup? Until you connect your network, you won't be able to stream you favorite apps, including Netflix, Hulu and YouTube, or receive software updates that enhance your experience.
2	When the Set Up Later button is selected the user can forego network selection and OOBE exits to HDMI-1	

19.3.2 WiFi Password

	Requirements	Text
1	WiFi network name included on the header	Enter password WIFINETWORK
2	Character Input Field • displays the characters input by the user. • Characters are entered by the soft keyboard or the remote (digits) or a connected keyboard.	
3	Soft keyboard includes these options • Show Password checkbox (default displays password) • Back button • Submit button	Back button always available Submit button grayed out until 8 characters are entered (minimum for Wi-Fi password).

19.3.2.1 Keyboard

	Requirements	Text
1	The keyboard provides character entry into the Character Input Field with default location the letter 'a" as the highlight focus.	
2	A separate digit pad right of the keyboard is included.	
3	If characters are entered from an IR remote, then the highlight moves to the character in the keyboard.	
4	Shift soft key provides the user with upper-case letters.	• Selection of upper-case letter adds the character in the Character Input Field. • Keyboard reverts back to lower-case letters
5	Symbols soft key provides the user with symbols.	• Selection of a symbol adds the character in the Character Input Field. • Keyboard reverts back to lower-case letters
6	Special Characters soft key provides the user with special characters such as accented characters.	• Selection of a special character adds the character in the Character Input Field. • Keyboard reverts back to lower-case letters
7	For password entry, a character displays until 5 seconds (tunable) have elapsed or the next character is entered, whichever is first, then the character is obfuscated.	
8	Press Left key from left most character to • Wrap to right most digit in the keyboard.	

19.3.2.2 WiFi Password Submit button

	Requirements	Text

1	When the Submit button is highlighted a press of OK key initiates submission of the user's input characters for network validation.	Connecting This may take a few minutes. Please don't turn off or unplug your TV.
2	The Connecting text displays until the connection is successful. The connected network name is the only network listed.	Connected! Successfully connected to WIFINAME
3	If connection fails the a unable to connect notification displays with Back and Try Again (default) soft buttons.	Unable to Connect Let’s try that again.
4	Submit soft button is grayed and not selectable until 8 characters entered for the password.	8 characters is minimum number of characters required for a valid password.

19.3.2.3 WiFi Password Incorrect

	Requirements	Text
1	If the WiFi fails to connect then password incorrect displays with 2 options.	Unable to Connect WiFiName Incorrect password is entered. BACK TRY AGAIN
2	If the BACK button selected, return to WiFi Network screen to allow for selection of a different network.	
3	If TRY AGAIN button selected, return to WiFi Password screen to allow re-entry of the password.	

19.3.3 WiFi Captive Portal

	Requirements	Text
1	If captive portal with open enhanced network is selected, instead of the VIZIO password entry page, redirect to service provider’s full screen splash landing page. Landing page designed and hosted by service provider/router.	VIZIO provides secure network communication for captive portal authentication and login via HTTPS.
2	if valid login credentials are entered continue with internet connectivity.	
3	If invalid login credential are entered • stay in log in page • return to SSID list.	Response depends upon service provider network operation flow.
4	To exit the captive portal landing page press the BACK key to return to OOBE WiFi Networks page.	

19.4 Updates

	Requirements	Text
1	After successful WiFi (or Ethernet connection) • notification displays that the TV is checking if a firmware update is required • a spinner displays while the system checks	Checking for Updates This may take a few minutes. Please don’t turn off or unplug your TV. Once updates are installed, your TV will restart. While you wait, see what’s in the store…

2	TV checks for • Firmware update • DLM update • OS update • App update	
3	During the download a notification and progress bar displays. • firmware update may take up to 10 minutes • Firmware update requires the TV to power cycle to complete the update installation	Installing Updates This may take a few minutes. Please do not turn off or unplug your TV. Your TV will restart after installation.
4	Install takes longer then ?	Installing Updates It looks like your connection is a little slow and updates might take longer than usual. Please do not turn off or unplug your TV.
5	After the firmware update is completed the TV checks again for another firmware update or if none checks for a DLM update.	Update Successful! Your TV will restart now
6	Information screen of VIZIO TV features cycles through the right window.	While you wait, see what's in store…
7	If TV powers off during OS update, when power restored resume or restart OS update.	When power restored don't proceed to App update until OS update completed.

19.5 TV Location to Name TV

	Requirements	Text
1	The VIZIO default name is renamed to the selected location.	Where is your TV located? When you name your TV it helps with Google Chromecast, Apple Airplay, and Alexa Voice Assistant setup and control.
2	Defined locations for name reassignment • no Skip button	• Living Room • Primary Bedroom • Office • Guest Bedroom • Game Room • Basement • Kitchen • + Custom Location
3	+ Custom Location displays entry field for Custom Locationusing the onscreen keyboard with Back and Submit soft buttons.	Custom Location
4	if the name is more than 24 characters when submitted an error is returned reflow the entry field	Only 24 characters are supported
5	A notification appears when the TV is successfully named.	Your TV has Been Named When casting to this display, use the name TVNAME.

19.6 VIZIO Account Setup

	Requirements	Text

1	VIZIO account setup is required to use VIZIO Home and stream apps including WatchFree+.	Set Up Your Account After completing setup of your VIZIO Account, you'll be able to: • Manage your app subscriptions in one place • Purchase on demand titles • Access special sales and offers • Receive personalized customer support • Connect your favorite voice assistant Download VIZIO Mobile (in POP) Learn More button Continue button
2	Select of Continue button updates the POP with	Scan QR Set Up On Web 1. Visit http://vizio.com/setup 2. Enter code
3	After setup is complete the page updates A Next button displays.	Make It Yours When you create a VIZIO account, you can link all our devices, and manage your payments and subscirions all in one place.
4	VIZIO account setup is required to complete OOBE for Amtrak TVs: Skip button removed. Back out to exit OOBE.	VIZIO account setup is not required for pre-Amtrak TVs to complete OOBE: Skip button included and proceeds to TOS.

19.7 Terms & Conditions

	Requirements	Text
1	Terms & Conditions is included in VIZIO Account Setup. • If pre-Amtrak skus skip VIZIO account setup then Terms and Conditions displays.	
2	The Terms of Service and Privacy Policy must be selected and confirmed with a check for VIZIO and Google. • Select All (default) • VIZIO Terms of Service • VIZIO Privacy Policy • Google Privacy Policy • Google Terms of Service	Terms & Conditions Select All VIZIO Terms of Service VIZIO Privacy Policy Google Privacy Policy Google Terms of Service
3	The POP to the right includes	Accepting the Terms & Conditions offers access to your VIZIO Smart TV features, including the apps, free live TV, movies and shows on WatchFree+, and so much more.
4	Below the POP is a Google Chromecast checkbox, checked by default.	Help improve Chromecast Built-in: Do you want to help improve everyone's experience by sharing device stats and crash reports with Google? Learn more by visiting https//g.co/cast/privacy
5	At the bottom right the buttons available are • Accept • Deline	
6	Below the buttons is a Google Chromecast checkbox, checked by default.	Help improve Chromecast Built-in: Do you want to help improve everyone's experience by sharing device stats and crash reports with Google? Learn more by visiting https//g.co/cast/privacy

7	If Decline selected then a notification displays with Back and Decline buttons. Selection of Decline exits OOBE to HDMI-1.	Whoops! Are you sure you want to decline Terms of Service. Skipping this step means missing out on all your VIZIO Smart TV features including apps like Netflix, YouTUbe and other apps.

19.7.1 Terms of Service and Privacy Policy buttons

	Requirements	Text - displayed in the POP
1	Terms of Service and Privacy Policy buttons for VIZIO and Google displays • the current terms and conditions from the website if connected. • the QR code or link to download and review the Terms of Service or Privacy Policy. A Back button displays (highlighted by default).	NAMETERMS&CONDITION To review these terms, scan the QR code or visit the URL on another device
2	A press right from the Back button followed by up or down scrolls the text for the terms of service or privacy policy.	

19.7.2 Activity Data

	Requirements	Text
1	Activity Data must be confirmed to allow VIZIO Home usage. Selection of the Accept button supports display and use of VIZIO Home or Decline which prevents display of VIZIO Home.	Activity Data Accepting Activity Data will enable the smart Features of this VIZIO TV.
2	POP displays scrollable description of Activity data from OneTruast	
3	Buttons for action • Accept (default) • Decline	
4	If Decline is selected then a notification displays with Back and Decline buttons. Selection of Decline exits OOBE to HDMI-1.	Whoops! Are you sure you want to decline Activity Data? Skipping this step means missing out on all your VIZIO Smart TV features, including apps like Netflix, YouTube and other apps. you won't be able to stream internet video or audio with VIZIO SmartCast.

19.7.3 Viewing Data

	Requirements	Text
1	If Terms and Conditions including Activity Data is accepted then Viewing Data displays.	Viewing Data Legal description displays from OneTrust (not hard coded) or if no network, URL displays instead.
2	The following buttons display: • Decline • View Policy (default) • Accept	
3	Accept button allows ACR, that is permits program related display of information, program review, and data collection.	
4	Decline button declines Viewing Data and no program related data can be collected. Decline and Back buttons display.	You've chosen to decline VIZIO Viewing Data Policy

19.7.3.1 View Policy button

	Requirements	Text
1	The View Policy button opens the link to download and review the Viewing Data policy. • Back button is selected • Scroll bar navigated with up and down to display hidden text.	Viewing Data Legal description displays from URL or if no network, URL displays instead.

19.8 Welcome to VIZIO

		Text
1	OOBE completed, welcome screen displays over galaxy screen then automatically displays Getting Started screen	Welcome to the VIZIO Family Entertainment as it should be.

19.9 Getting Started Screen

	Requirements	Text/Notes
1	After the setup completed, the TV exits to Welcome screen followed by the VIZIO Home page.	Welcome to VIZIO Make your TV experience your won in just a few, simple steps.
2	For non-Amtrak skus, if a notification with “Setup Later” button displays and is confirmed, then TV exits to HDMI-1 if: • WiFi setup skipped and no ethernet connection • WiFi setup, TOS declined, activity data accepted • WiFi setup, TOS accepted, activity data declined • WiFi setup, TOS and activity data declined.	For Amtrak skus, if a notification with “Setup Later” button displays and is confirmed, then TV exits to HDMI-1 if: • WiFi setup skipped WiFi setup is the only use case with setup later (no Ethernet).