

11 Support

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11.1 Restart TV

	Restart TV Requirements	Notes
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 after 5 DC power cycles automatically.	Maintenance Mode is Dallas requirement.
7	Disable automatic TV Reboot after 5 DC off if: <ol style="list-style-type: none"> 1. TV in Demo mode 2. TV not network connected 	

11.1.1 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. • Wait for next DC cycle to launch maintenance mode. • Not connected (offline) is about 5 minutes 	One minute after power down, Background Manager (BGM) launches to <ul style="list-style-type: none"> • manage power handling (ECO vs QuickStart) • check for and download OTA updates • check for and download DLM updates
3	After maintenance mode is launched, LED blinks until completed.	
4	If an update is taken prior to maintenance mode then: <ol style="list-style-type: none"> 1. If OTA taken which also does reboot then no maintenance reboot and restarts the 5 count 2. If no OTA taken but OS/App update is taken then no maintenance reboot does launch. 	

11.2 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"

11.3 Check for Updates

	Requirements	Notifications
1	Selection of Check for Updates displays a dialog box.	
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. 	<p>"Software update found. Do not power off the TV Your TV will restart to finish the update.</p> <p>Current Version: XX Update Version: XX"</p>
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.	<p>No reboot required:</p> <p>"TV Binary Update: Do not power off the TV during the update."</p> <p>Reboot required:</p> <p>"TV Binary Update: Please do not power off. Your TV will restart to finish the update."</p>
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 connection by pressing GEARICON / Menu on your remote, select 'Network', and re-connect to your network provider."</p>

11.3.1 Silent Update

	Requirement	Notes/Notifications
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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 upgrade at DC power off. Then the flag is reset.	At power down the TV check for an update. 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.	Updated Firmware "Your TV is updating. To finish the upgrade, the TV will restart. Please do not power off your TV"

11.4 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 pop up 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 front panel button:</p> <ul style="list-style-type: none"> Long 15 second press of front panel button Notification displays after 15 seconds Simultaneously with notification a tone is heard (if black screen, user can't see the notification) Reset launches. 	"Memory is being cleared. The TV will reset shortly."
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.

11.4.1 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 permanent cache Reboots TV. Must login to apps again 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 <ul style="list-style-type: none"> 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".

11.5 TV Speaker Test

	User Manual Requirements	Notes
1	TV Speaker Test supports a way to test speakers to rule out TV speakers.	For customer support troubleshooting of TV audio test speakers to rule out TV speakers and turn to video source as the issue.
2	Selection of TV speaker test plays audio clip. <ul style="list-style-type: none"> mp3 file plays pink noise first to the left speaker, then to the right 	The TV plays an audio clip that can be heard, confirming TV speakers are working.
3	Notification displays when the audio clip starts and displays concurrent with the audio clip play. "Test audio is playing."	If no audio heard from the speakers then the issue is the speakers or speaker connection.

11.6 User Manual

	User Manual Requirements	Notes
1	The selection of User Manual launches the user manual app with the QR code embedded. Alternatively http://vizio.com/manuals and the model for the TV is also displayed in the user manual page.	A connected network not required. QR code included based on the model.
2	To dismiss user manual page <ul style="list-style-type: none"> Press HOME key or partner key Select an input 	A press of HOME displays the VIZIO Home page.
3	If TV is not connected the QR code displays. TV must be connected to display the QR code for the user manual. If TV is offline, then VIZIO Home is the source with the Galaxy full screen offline condition with a no network notification displays	Notification: Connect your TV to the network to download the user manual using a QR code.