



Q: Does this TV support Netflix, Prime Video, Disney+hotstar, Zee5, Voot, AltBalaji, Sonyliv, Erosnow, or Spotify?

A: Yes, it supports all of the aforementioned applications.

Q: Is it DLED or ELED?

A: DLED

Q: My TV has become slow. What would be the reason?

A: This TV works like any other Android device such as Android mobile phones. Please check the memory consumption and the number of downloaded apps and clear cache memory timely to improve system performance.

Q: Does this TV support ARC?

A: Yes, it supports ARC in the HDMI1 port, and the ARC setting should be switched ON manually in the TV setting

Q: Can we install Netflix from the Google play store?

A: Netflix is already pre-installed on this TV.

Q: Do I get a wall mount with the TV?

A: No, This TV does not come with a wall mount, however customers can purchase a wall mount separately from the installation engineer.

Q: Does it support multitasking?

A: No, it doesn't support multitasking

Q: Does the TV have any pre-loaded Apps?

A: This TV comes with preloaded official apps like Netflix, Prime Video, YouTube, Google Play Store, etc.

Q: How is a Google-certified Android TV different from a normal Smart TV?

A: Official Google Android TV has Google TV Launcher, Google Search, and Google Assistant, unrestricted access to Google Play Store, and many other features. You will also get access to updates directly from Google. But normal smart TV does not have access to these Google Apps.

Q: Does Chromecast work via WiFi-direct?

A: No, It works only when the TV and phone are connected to the same Wi-Fi router.

Q: How to perform a Firmware / Software update on Android TVs?

A: Whenever a new version is available, a notification will pop up on your TV screen or you can also check in settings for system updates for available OTA updates.



Q: Does it have a web browser?

A: No, it doesn't come with any pre-installed web browser, but you can download it via the Google play store.

Q: Does it support a 1TB external hard drive?

A: Yes, it supports up to a 1TB external hard drive.

Q: What file system of external USB devices is supported?

A: This TV supports external USB devices with an NTFS file system only.

Q: Is there any application available on the Google play store to recognize manufacturer and system specifications?

A: No, no application can detect TV's system specifications. No access is given to external application developers.

Q: Is it mandatory to have a stabilizer with this TV?

A: It is not mandatory to have a stabilizer with this TV. Use a stabilizer only if the power connection of your house or office is not good enough. Otherwise, there is no requirement for any stabilizer

Q: Can I use my mobile hotspot to connect to the TV?

A: Yes, you can use your mobile hotspot to connect to the TV but it should have a good network speed to run smoothly.

Q: Does this TV support screen sharing from an external smart device?

A: Yes, the screen can be cast to this TV via Chromecast or Multi-Screen Share.

Q: Does this TV support Google Assistant voice?

A: Yes, the mic is available on the TV remote for Google Assistant.

Q: How to pair the remote with this TV?

A: Press the "back" and "volume minus" keys simultaneously. While pointing to the TV bottom within the distance of 20 cm for at least 3 seconds. Release your finger when the indicator light (red) of the remote flashes

Q: Is the remote universal and does it work with a set top box?

A: No, it is not a universal remote and unfortunately it won't work with a set top box. You need to use a separate remote for a set-top box.

Q: How much internet speed is sufficient for smooth performance?

A: Minimum 40 MBps speed is sufficient for smooth performance.



Q. How to register a warranty service request?

A: It is very easy. You can call us on 080-4633 1010 or write to support.nokia@flipkart.com and share your order ID details, registered email ID, and registered mobile number along with the issue description.

Q: Where is the nearest service center?

A: For customer convenience, we provide door-step service support to all our customers. Our technicians will visit customer premises to provide the service. Once the customer raises a service request on 080-4633 1010 or writes to support.nokia@flipkart.com.

Q: I can observe the presence of black/bright/partial bright dots on the TV screen. Is it a normal phenomenon or is it a defect?

A: The presence of these dots, also known as pixels, is a normal occurrence for all LCD/OLED displays from all manufacturers and is part of the technology. Also, please find the below industry standards for the frequency of occurrence of these attributes: Black dot - maximum count of 7 Complete Bright dot - Zero Partial bright dot - maximum count of 7 Hence, please do not worry, we assure you that the display of your TV is working fine.

Q: I have problems playing videos in some apps, what should I do?

A: If your TV has an app that isn't working properly, please try the following methods: Method 1. Check for app updates in Google Play Store and update it. Or Method 2. Conduct factory resetting then reinstalls the app on the TV. If problems persist, please contact app customer service

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