



Note: The product and illustrations in this user's manual is only for explanation purposes and may vary depending on model.

USER'S MANUAL.

Sylvox

USER'S MANUAL

English

MANUEL DE L'UTILISATEUR

Français

MANUAL DE USUARIO

Español

General Information

To avoid damaging the television set please observe the following safety instructions during setup and use.

Cleaning the television set	Before cleaning, disconnect the television set. Use only a soft damp cloth or a special cleaning product for flat-screens.
LED Display	Too much pressure on the screen can damage the television set.
Heat/damp/humidity	The television set should not be exposed to high temperatures(radiators, open fire). The television set should not be used in areas with high humidity.
Condensation	If moved from a cool area to one with a higher temperature, the television set should be left for at least an hour before plugging it in. A rapid change of temperature can lead to the formation of condensation in the television set itself. This can lead to damage if the television set is in use.
Small Objects	It is important to ensure that no small objects or liquids enter the television set. They can cause damage or even fire.
Liquids/Candles	Do not place anything holding a liquid or any candles on the television set.
Crushing	Take care to avoid crushing fingers or other objects when turning the television set in any direction.
Electric Supply	Use the television set only with the voltage indicated in the specifications. Ensure that there is easy access to the plug and that the television set can always be disconnected from the electricity supply. Do not disconnect the television set by pulling the power cable. Always take hold of the plug. The power cable must not be kinked or placed over sharp edges.
Moving the Television Set	When moving the television set, hold only the casing.
Repairs/Accessories	Repairs and servicing must be undertaken only by authorised and trained personnel.
Retrieve	In accordance with the Batteries Regulation, batteries are to be disposed of only in containers provided for this purpose.



In extreme weather (storms, lightning) and long inactivity periods (going on holiday) disconnect the TV set from the mains.

The mains plug is used to disconnect TV set from the mains and therefore it must remain readily operable.

If the TV set is not disconnected electrically from the mains, the device will still draw power for all situations even if the TV is in standby mode or switched off.

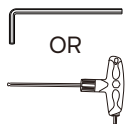
IMPORTANT - Please read these instructions fully before installing or operating

WARNING: Never let people (including children) with reduced physical, sensory or mental capabilities or lack of experience and / or knowledge use electrical devices unsupervised.

- The power cord plug should be easily accessible.
- Do not place the TV, furniture, etc. on the power cord.
- A damaged power cord/plug can cause fire or give you an electric shock.
- Handle the power cord by the plug, do not unplug the TV by pulling the power cord.
- Never touch the power cord/plug with wet hands as this could cause a short circuit or electric shock.
- Never make a knot in the power cord or tie it with other cords.
- When damaged it must be replaced, this should only be done by qualified personnel.

Accessories

Please make sure the following items are included with your TV.
If any items are missing, Please contact us.



4mm Hex key



Silicone cap



Cross-head screwdriver



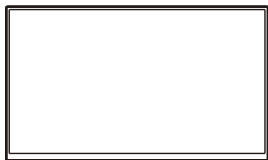
Machine screw M8x8
Quantity 1
Locking the support rod



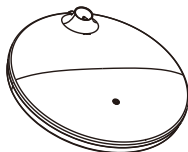
Hex socket combo screw M4x20
Quantity 4
Locking the base



Pb3x8 screw
Quantity 1
Locking the base



Smart display screen



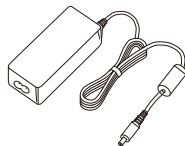
Chassis



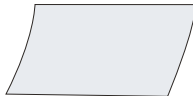
Support rod



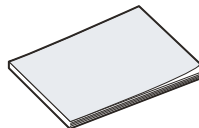
Power Cord



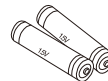
Adaptor



Warranty Card



User's manual



Batteries (AAA x 2)



Remote Control

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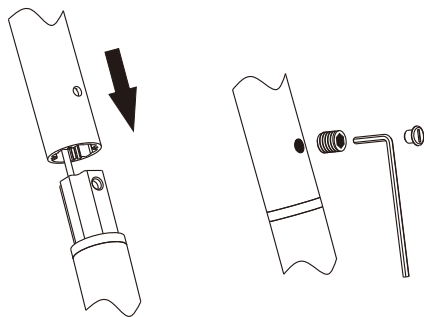
Specification

Model NO	RL27K1A6GA	RL32K1A3GA
Display Size	27"	32"
Display Screen Type	LED	
Power adaptor	DC 13.5V $\overline{\text{---}}$ 6A	
The maximum resolution	1920 X 1080	
Power Consumption(Max)	30W	32W
Sound output(Max)	2 x 10W	
Battery capacity	10000mAh	
Product Dimensions (Include base bracket)	15.7 x 24.2 x 50.8 inch 400 x 614 x 1290 mm	15.7 x 28.2 x 52.4 inch 400 x 715 x 1330mm
Weight(Net weight)	33.1lbs / 15.0 kg	39.7 lbs / 18.0 kg
Operation environment temperature	32° to 104° F (-0° to 40°C)	

Note:

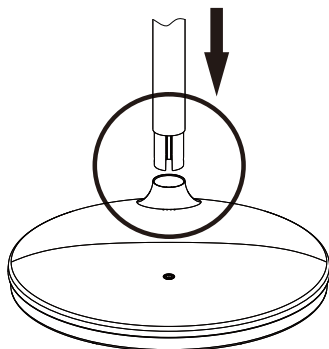
Design and specification modification maybe made at any time without prior notice, all data and dimensions are approximations.

Installation



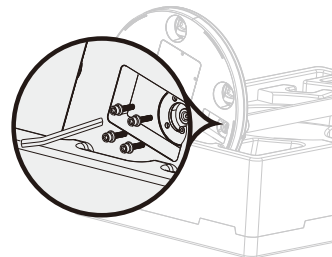
Step 1:

Insert the top end of the support rod into the adapter, then use a 4mm hex key to tighten the M8 hex screw in the direction shown by the arrow, and finally install in the silicone cap.



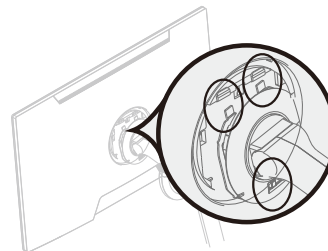
Step 2:

Insert the support rod in the chassis in the direction as illustrated.



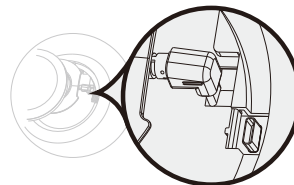
Step 3:

Place the chassis into the polystyrene foam slot, secure it by tightening the M4 hex socket screw with a 4mm hex key as illustrated, then connect the power plug and fasten the cover with the PB3 screw.



Step 4:

Install the support rod in the display screen as illustrated.



Step 5:

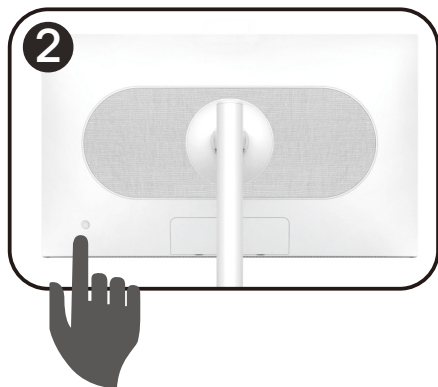
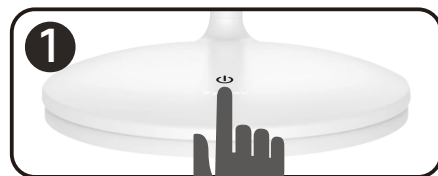
Insert the USB-C power cable into the receptacle as illustrated.

Overview

POWER ON:

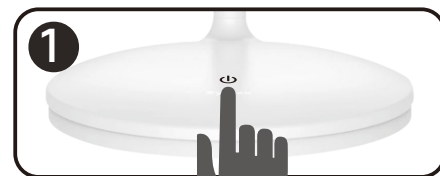
Step1: Press  to turn on the power.

Step2: Press and hold the "POWER" to enter the system.



POWER OFF:

Press and hold  to turn off the power.



Charger fails to charge the device after prolonged use.

1. Check if the Type-C port on the back cover is loose.
2. Reconnect the DC connector at the base and support rod interface, then retry charging.

Wi-Fi connection failed?

1. Restart the router and ensure the password is correct.
2. Go to Settings → Network → Reconnect.

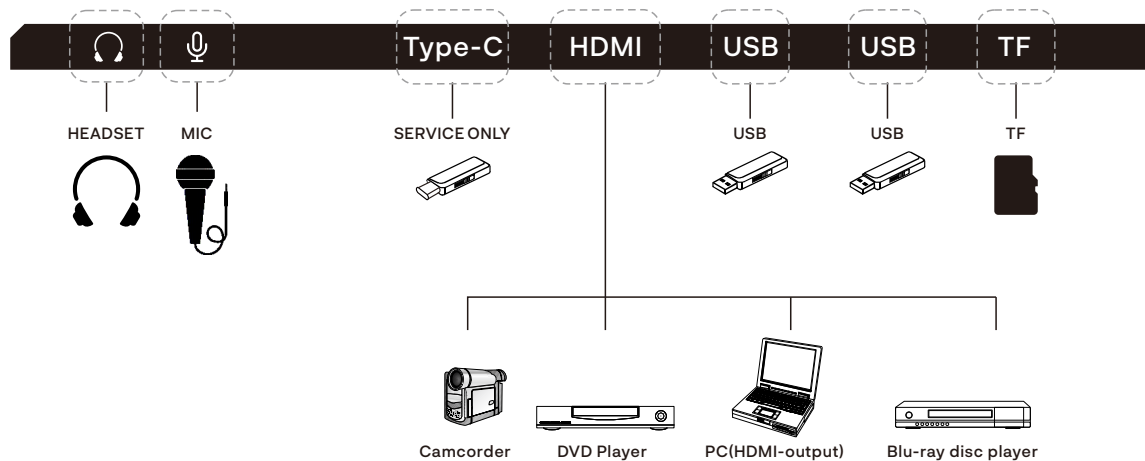
Short battery life?

1. Go to Settings → Display → Screen Timeout to reduce idle screen time.
2. Close unused background apps.

Unresponsive touch screen?

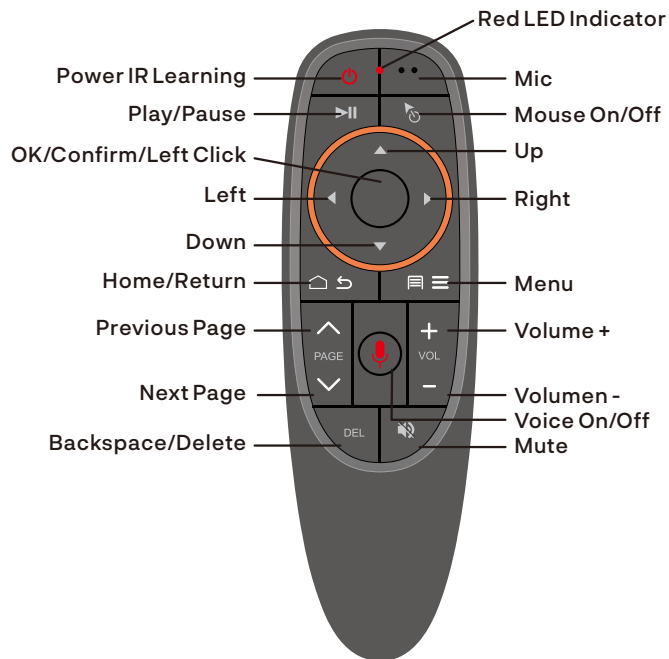
1. Remove the protective film and clean the screen with a microfiber cloth.

Overview



1. EARPHONE OUT: Connecting for headphone.
2. MIC: Connecting for MIC signal.
3. Type-C: Service only.
4. HDMI: Connecting for HDMI signal.
5. USB: USB input.
6. TF: Used to insert the TF card.

Remote-Control unit



How to Use:

Insert the USB receiver into the USB port of the target device. For first-time use, wait 20 to 60 seconds for the USB receiver driver installation to complete.

Move the mouse, Pairing is successful when the cursor moves on the screen. If pairing fails, press and hold the "OK" button.

While holding "OK," press the "Home" button. The red LED indicator will start blinking.

Pairing is successful when the red indicator stops blinking.

Function Keys:

🏠 Home: Press and hold for 3 seconds to return to the home screen.

⏮ Back: Returns to the previous screen.

● OK: Confirms actions or positions the text cursor.

🖱 Mouse: Toggles wireless mouse mode on/off.

⏮ Play/Pause: Controls multimedia playback (play/pause).

Voice Function:

Press and hold the 🗣 button to activate the voice channel.

Release the 🗣 button to deactivate the voice channel.

Low Power Alert:

When the voltage of the AAA batteries falls below 2V, the red LED indicator will blink slowly to remind you to replace the batteries.

Remote-Control unit

Sensor Calibration:

Automatic Calibration:

If cursor drift occurs during operation due to voltage fluctuations or temperature changes, place the device on a flat, horizontal surface and keep it still.

Allow the device to enter sleep mode, then reactivate it to complete the calibration.

IR Learning (Example: Learning the TV Remote's "Power" Button)

1. Press and hold the "Power" button until the red LED changes from solid to slow blinking, This indicates that the Air Mouse has entered IR learning mode.
2. Align the IR transmitters of the Air Mouse and the TV remote, Press the TV remote's power button, When the Air Mouse's red LED lights up, it confirms successful receipt of the IR code from the TV remote.
3. The red LED will then switch to slow blinking. This signifies successful learning of the IR code value.
4. After successful learning, the device automatically stores the code and exits learning mode.
5. Simultaneously press the Power + OK buttons to clear all learned IR code values.

The Air Mouse supports a 3-level cursor speed adjustment.

To increase the cursor speed:

Simultaneously press both the "OK" and "Volume +" buttons, When the indicator changes from blinking to staying on for a while, the speed increases by one level. This makes the cursor move faster.

To decrease the cursor speed:

Simultaneously press both the "OK" and "Volume -" buttons, When the indicator changes from blinking to staying on for a while, the speed decreases by one level. This makes the cursor move slower.

Note:

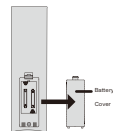
1. This product features a test mode that is strictly prohibited for use by non-professional technicians. During normal operation, if the red light stays steadily on, please reinstall the batteries to restore functionality.
2. Only the Power button can be used for IR learning!
3. This product is the Gyroscope Edition. Move the device to control the direction and movement of the mouse pointer.

General Description

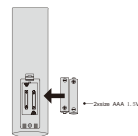
Installing Batteries in the Remote Control

Installing Batteries

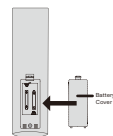
- 1 Open the battery compartment cover on the back side.



- 2 Insert two 1.5V AAA size batteries in correct polarity. Don't mix old or used batteries with new ones.



- 3 Closed the cover.



- ✦ Point the remote towards the remote control sensor of the wireless TV and use it within 7 meters.
- ✦ Put the used batteries into the recycling bin since it can negatively affect the environment.

Troubleshooting

If you have any problem, check the counter measures for each symptom listed below. The following symptoms may have been caused by inappropriate adjustment rather than actual malfunction of the unit. If the trouble persists, contact the Customer Care Centre, see back page for contact details.

Symptoms	Possible solutions
Charger fails to charge the device after prolonged use.	Check if the Type-C port on the back cover is loose. Reconnect the DC connector at the base and support rod interface, then retry charging.
Wi-Fi connection failed?	Restart the router and ensure the password is correct. Go to Settings → Network → Reconnect.
Short battery life?	Go to Settings → Display → Screen Timeout to reduce idle screen time. Close unused background apps.
Unresponsive touch screen?	Remove the protective film and clean the screen with a microfiber cloth.
Good picture but no sound	Please increase the volume. Please check monitor is under mute mode, press MUTE button on the remote control Please check sound settings. If external devices are being used, check their volumes are not set too low or turned off. Make sure a headphone jack is not connected.
No response to remote control	Batteries of remote control may have exhausted, if necessary, please change the batteries. Clean the remote control lens. The distance between LED TV and remote control should be within 8m, within recommended operating angle and path is free of obstructions.
Colored dots may be present on the screen	Although the LED screen is made with high-precision technology and 99.99% or more of the pixels are effective, black dots may appear or bright points of light (red, blue, or green) may appear constantly on the LED screen. This is a structural property of the LED screen and not a malfunction.
Picture is breaking up	Keep the TV away from noisy electrical sources such as cars, hair dryers, welders, and all optional equipment. Electrical atmospheric interference such as local or distant lightning storms may cause picture to break up.

Symptoms	Possible solutions
USB not playing	Please check connecting USB cable and power supply is connected. Hard drive has not been formatted. Please make sure USB disk is compatible and the multimedia data formats are supported. Only support FAT32 format for the USB disk.
Picture is distorted, macroblock, small block, dots, pixelization, etc	Compression of video contents may cause distortion especially on fast moving pictures such as sports and action movies.
The monitor automatically shuts down	Check if the Off Timer is set to On in the Setup menu. Sleep Timer may have been enabled. If there is no signal for about 10 minutes from an input, the monitor will turn off.
The monitor automatically turns on	Check if the On Timer is set to On in the Setup menu.
Picture is not shown in full screen	Black bars on each side will be shown on HD channels when displaying SD (4:3) contents. Black bars on Top & Bottom will be shown on movies that have aspect ratios different from your monitor. Adjust picture size option on your external device or monitor to full screen.

WARNING

Never place a television set in an unstable location. A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- Using cabinets or stands recommended by the manufacturer of the television set.
- Only using furniture that can safely support the television set.
- Ensuring the television set is not overhanging the edge of the supporting furniture.
- Not placing the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- Not placing the television set on cloth or other materials that may be located between the television set and supporting furniture.
- Educating children about the dangers of climbing on furniture to reach the television set or its controls.

If your existing television set is being retained and relocated, the same considerations as above should be applied.

The plug or appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.

FCC Warning

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Warranty

Thank you for purchasing this Sylvox product. We are glad to offer 12 months free warranty for you. If you have any questions, please contact us via our after-sales email or website for assistance.

Customer Service Support:

Pre-sale: support@sylvoxtv.com

After-sale: service@sylvoxtv.com

Marketing: marketing@sylvoxtv.com

Website: www.sylvoxtv.com

Service Hotline: +1(866)979-5869 (Monday-Friday, 9:00AM-5:00PM EST)

Warranty Policy

(1) When returning an item, please note the following:

1. Only items purchased directly from www.sylvoxtv.com and authorized resellers can be returned, such as Amazon, Walmart, Newegg, Wayfair, Aliexpress, etc.
2. We will not accept any return requests for products purchased from unauthorized third-party suppliers.
3. Customer must contact the original vendor with your order ID or purchase proof and the detail of the product issue at service@sylvoxtv.com to request a return/refund/repair/replace before returning products. Sylvox will provide you with the shipping label in the mail.
4. For products purchased directly from Sylvox, we cover the return shipping costs for quality-related issues. For products purchased from a retailer/reseller, please contact them for returns.
5. If there is no reason to return the product after installation and use, Sylvox shall have the right to charge restocking fees of 20% of the product value. (Only accept applications for no reason return within 7 days after arrival, and freight costs are the responsibility of the customer)
6. Ensure that the item(s) you are returning is repackaged in the original condition with all the documentation and accessories that came with it.
7. If the returned product is not in original packaging: artificial damage causes to affect the second sale, such as its appearance being damaged, the lack of accessories, etc., we will deduct the corresponding expenses according to the situation.
8. We will handle your request once getting your returning item.

(2) How to return a product for a refund? (30 days money-back guarantee)

To return an item to Sylvox, Please contact the Sylvox team at service@sylvoxtv.com to submit an after-sales application, we will provide you with the shipping label in the mail.

Please include your original order number or order proof in the email and ensure that the item is returned within 30 days. No refunds will be issued until the item is received in its original packaging (with its documentation and accessories).

(3) Refunds

Once we receive and verify the condition of your product, a refund is initiated. The way your refund is processed depends on your original payment method.

For credit or debit cards, refunds will be back to the card-issuing bank within 7-10 business days of receipt of the returned item. Please contact the card-issuing bank with questions about when the credit will be posted to your account.

(4) What does the warranty not cover?

- (a)** The wrong way of use and improper repair by the user caused the failure or damage.
- (b)** Failure or damage caused by transportation, moving, and falling after purchase.
- (c)** Other unavoidable external factors cause failure and damage.
- (d)** Improper use of the equipment caused by water or other solution of damage.
- (e)** Failure caused by a lightning strike or other electric system reasons
- (f)** Damage caused by using power supply other than specified voltage.

Warranty Period:

- * Sylvox repairs the TV free of charge under the condition of the normal use of the instruction manual within 12 months.
- * Sylvox warrants that this product conforms to the manufacturer's specifications and will be free of defects in material and workmanship should any defect occur.
- * Sylvox will correct the defect subject to the following conditions:
 - (a) Any defects caused or repairs required as a result of the abusive operation, negligence, accident, shipment damages, improper delivery and installation, application, and use for which this product was not intended as set forth in the user's manual or other applicable Product documentation.
 - (b) Any defects caused or repairs required as a result of any product that has been tampered with, modified, adjusted, or repaired by any person other than Sylvox, a Sylvox authorized service provider or a Sylvox authorized service center or dealer.
 - (c) Any replacement of accessories, glassware, consumable or peripheral items required through normal use of the Product, including but not limited to, earphones, remote controls, batteries, etc.
 - (d) Any cosmetic damage to the Product surface or exterior, including but not limited to that which has been defaced or caused through normal wear and tear, improper shipping and handling, or the use of chemical cleaning agents.
 - (e) Any defects caused or repairs required as a result of damage caused by any external or environmental conditions, including but not limited to, the use of incorrect voltage, fluctuations or surges in transmission line/power line voltage, liquid spillage, or acts of nature or God.
 - (f) Warranty claims for Products returned with the altered, illegible, or missing model, factory serial number, and UL markings.
 - (g) Any Products used for rental, business, or commercial purposes.
 - (h) Any installation, consumer instruction, delivery, setup, adjustment, and/or programming charges.
 - (i) A Product that is not installed following installation instructions is included with the Product.
 - (j) Any signal reception problems (including antenna-related problems), images "burnt" into the screen, signal noise or echo, interference or other signal transmission or delivery problems, availability of third-party provided services or content (including, without limitation, image, audio or video content).

No other entity other than Sylvox is authorized to extend, enlarge or transfer this warranty on behalf of Sylvox.

The express warranties in this limited warranty are, in lieu of and, except to the extent prohibited by applicable law, Sylvox disclaims all other warranties and conditions, express or implied, whether arising by law, statute, by course of dealing, or usage of trade, including, without limitation, implied warranties or conditions of all claims, whether based in contract, negligence, strict liability or otherwise. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

For any questions, feel free to contact us via service@sylvoxtv.com at any time!



Note: le produit et les illustrations de ce manuel d'utilisation ne servent que de référence explicative et peuvent varier selon le modèle.

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