User Manual

LED TV
32FCY3

DEXP

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Dear Customer,

Thank you for choosing our products.
We are pleased to offer you products and devices designed and manufactured to the highest standards of quality, functionality, and design. Before using the product, please read this manual carefully. It contains important information regarding your safety, as well as recommendations for the proper use and care of the product. Please keep this manual in a safe place and use it as a reference guide during future operation of the product.

Intended Use

A TV is an electronic device used to receive and display picture and sound transmitted wirelessly or via cable (including television broadcasts, or signals from video playback devices such as DVD/Blu-ray players, game consoles, etc.).

Due to continuous product improvement by DEXP, technical specifications, appearance, and descriptions of certain functions may not match the information provided in this user manual (hereinafter referred to as the Manual). In the event of any discrepancy between the Manual and the actual functions, the latter shall prevail.

Disclaimer

Any content and services accessed via this device and intended solely for individual, non-commercial use are the property of the respective third party and are protected by copyright, patent, trademark, and other intellectual property laws and regulations. No part of such content and services may be modified, duplicated, published, uploaded, distributed, translated, sold, or used to manufacture and distribute derivative works without prior permission from the content owner or service provider.

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Any content and services provided with this device are the property of the respective third party; therefore, the Manufacturer makes no representations or warranties regarding the quality, timeliness, legality, or completeness of the content provided via this device, and bears no responsibility for any resulting legal consequences or obligations for damages. The Manufacturer reserves the right to restrict the use of or access to certain content or services. Since content and services are transmitted via a network and third-party transmission means, the Manufacturer does not provide customer service and assumes no obligations for such service.

Safety Precautions

	CAUTION	
	RISK OF ELECTRIC SHOCK, DO NOT OPEN	

CAUTION! TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE THE FRONT OR REAR COVER OF THE TV. THE DEVICE CONTAINS NO USER-SERVICEABLE PARTS. REFER SERVICING TO QUALIFIED PERSONNEL.



The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated «dangerous voltage» within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons. It is prohibited to remove panels marked with this symbol.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the device.

- This device is not intended for commercial use.
- Do not expose the TV to moisture or rain to avoid the risk of fire or electric shock. Avoid splashing or dripping water onto the device.
- Do not place any water-filled containers (vases, bottles, glasses, etc.) on the TV.
- During operation, the screen and the TV housing may become warm. This is not a malfunction.
- If smoke, unusual noise, or odor is emitted from the device, you must:
  - immediately turn off the TV;
  - unplug it from the outlet;
  - contact an authorized service center.
- Immediately disconnect the TV from the power supply and contact a qualified specialist if the following problems occur:
  - the plug or power cord is damaged;
  - it does not match the wall outlet;
  - the TV has been damaged as a result of a fall or impact;
  - the TV has been exposed to moisture, or foreign objects have fallen into its housing.
- Never insert foreign objects into the openings of the TV, as they may come into contact with dangerous voltages or cause a short circuit, which could lead to fire or electric shock.
- This device is not intended for use by children or persons with reduced physical, sensory, or mental capabilities, unless they are supervised by a person responsible for their safety. Do not allow children to play with the device.
- Do not overload power outlets, extension cords, or adapters, as this may lead to fire or electric shock. The power cord must be routed so that it cannot be stepped on or pinched by items placed on or near it. Pay special attention to the power

cord near the plug, the outlet, and where it exits the TV. The TV plug must always be accessible for disconnection. When unplugging from the outlet, hold the plug, not the cord. Never unplug the device with wet hands.

- Do not press or scratch the screen, and do not place any objects on the TV. This may lead to image degradation or screen damage.
- To avoid fire, do not place open flame sources, such as candles, near the TV.
- An outdoor antenna must not be located in close proximity to overhead power lines or other electrical or power circuits, or where it could fall onto such lines or networks. When installing an outdoor antenna, exercise extreme caution and avoid contact with power lines, as this can be fatal.
- If the TV is not used for several days, it should be disconnected from the power supply for safety and energy saving. If the TV is turned off but not disconnected from the power supply, it is in standby mode. For the correct operation of some TV options, it may be required that the TV remains in standby mode.
- When a thunderstorm approaches, turn off the TV, unplug the mains plug from the outlet, and disconnect the antenna from the TV.
- Excessively loud sound through headphones can cause hearing damage.

TV Installation

TV Installation Tips

- The TV should be installed near an AC power outlet for easy connection and disconnection.
- For your own safety, choose an appropriate wall mount bracket or stand.
- Contact a qualified specialist for wall-mounting the TV. Improper installation may result in an unstable TV position.

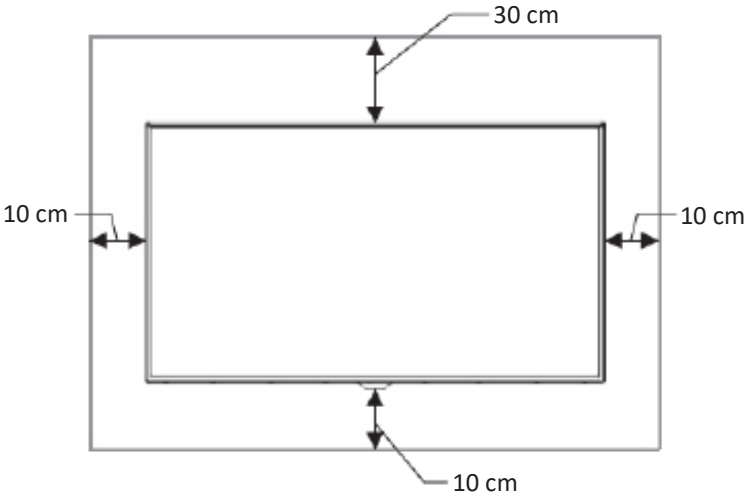
CAUTION!
If the TV is not installed on a flat, stable surface, it may be potentially hazardous due to the risk of falling. To avoid damage, please observe the following safety precautions:

- Use cabinets/stands recommended by the TV manufacturer.
- Place the TV only on flat, stable surfaces.
- Ensure that the TV does not overhang the edge of the furniture on which it is installed.
- Do not place the TV on tall furniture unless it is securely fastened.
- Do not place the TV on cloth or other objects placed between the furniture and the TV.
- Do not install the TV in locations subject to mechanical vibration.
- Do not install the TV in locations where insects may enter the device.
- Do not install the TV opposite an air conditioner, otherwise moisture may condense on the inner screen panel and cause a malfunction.
- Do not install the TV in locations with strong magnetic fields, as this may cause interference in its operation, and electromagnetic waves may lead to device failure.
- Explain to children the existing danger of attempting to climb on the furniture on which the TV is installed.

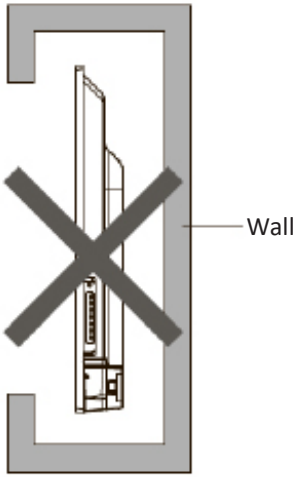
Ventilation

- Ensure that the necessary clearance is left on all sides of the TV, as shown in the diagrams below.
- Do not cover the ventilation openings or insert any objects into the housing.
- Do not place the device in a confined space, such as a built-in cabinet. This will impede normal ventilation and lead to TV failure.

Clearances When Wall-Mounting the TV

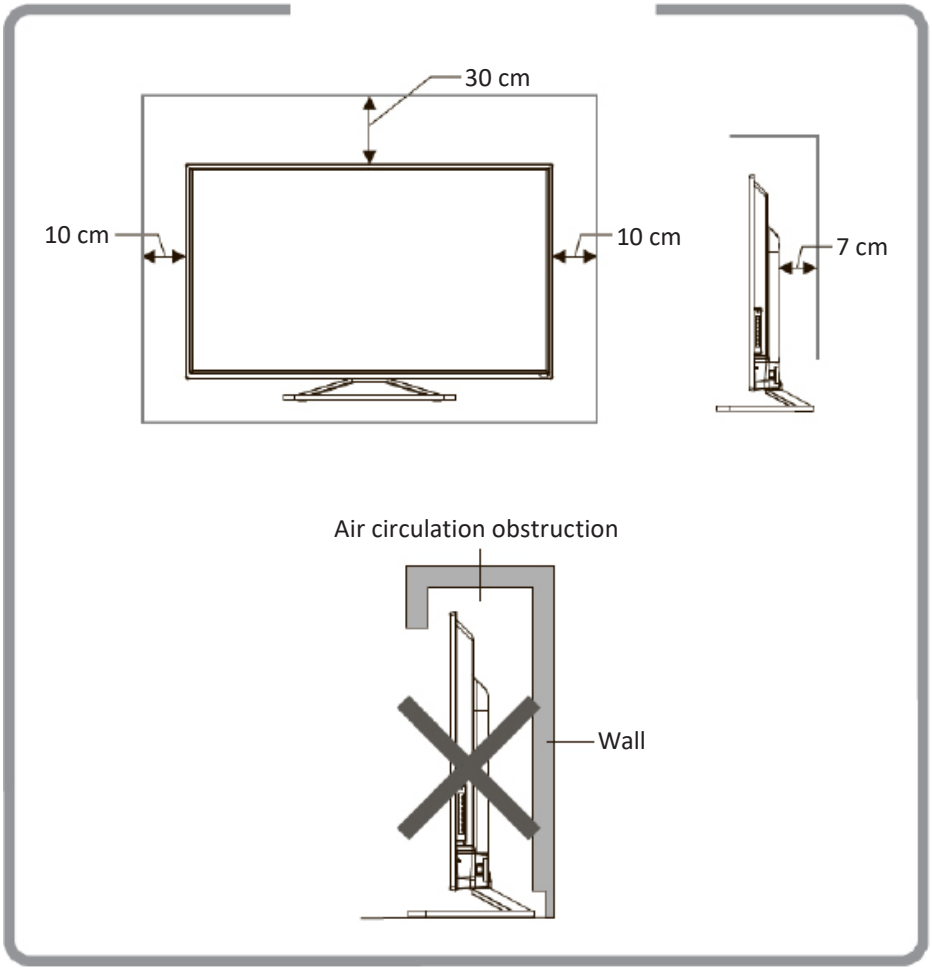


Air circulation obstruction



Note: When wall-mounting the TV, the recommended distance between the rear panel and the wall should be at least 7 cm.

Clearances When Installing the TV on a Stand



Stand Assembly and Wall Mounting

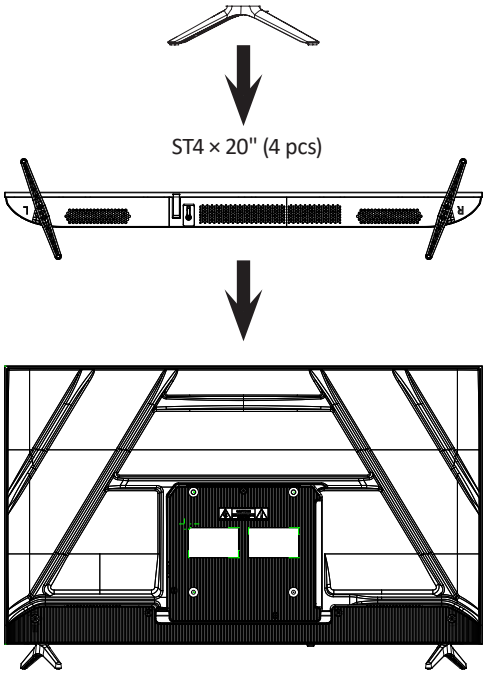
Before installing the TV, unpack it and ensure all components are present:

- TV.
- User manual.
- Remote control.
- Power cord (may be attached to the TV).
- AAA batteries (2 pcs) (optional).
- Stand mounting screws (4 pcs).
- Stand legs (2 pcs).
- Retail packaging.

If any are missing, contact the seller.

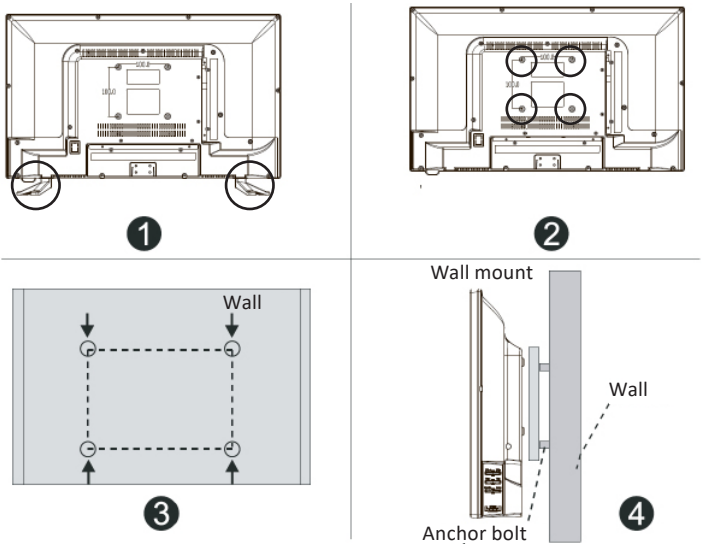
Stand Assembly

1. Before attaching/removing the stand, ensure that the TV is turned off.
2. Place the TV face down on a soft surface to prevent damage.
3. Remove the stands from the packaging and insert them into the slots on the bottom of the TV.
4. Secure the stands using the 4 included screws.
5. To detach the stands from the TV, perform steps 3 and 4 in reverse order.



Wall Mounting (Optional)

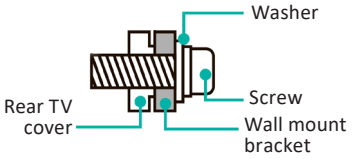
The TV can be mounted on the wall using a special wall mount (not included). Before wall-mounting the TV, the manufacturer's stands must be removed.



1. Place the TV face down on a soft surface to prevent damage.
2. Using a screwdriver, remove the screws securing the original stands to the bottom of the TV (1).
3. Mark the screw holes with a pencil according to the mount dimensions (3). Drill holes in the wall and insert 4 anchor bolts for mounting.
4. Tighten the screws on the rear panel of the TV to secure the mount (2) and hang the assembly on the wall (4).

Wall Mount Specifications

Wall hole pattern (mm)	200×200
Wall mount bolt size	M6

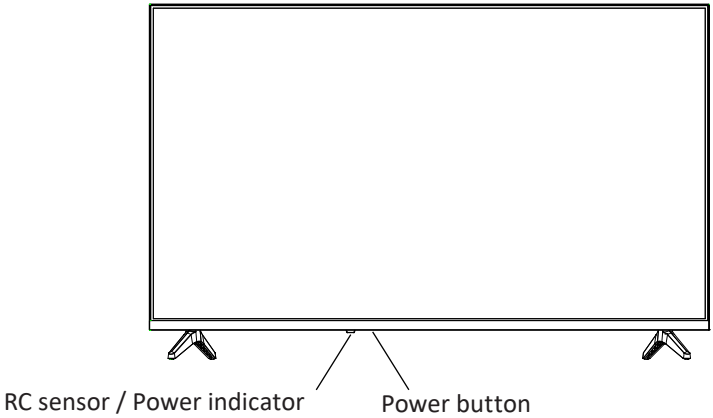


Notes

- The above diagram is for reference only.
- Use mounts that comply with the VESA standard for installation.

Device Diagram

Front Panel

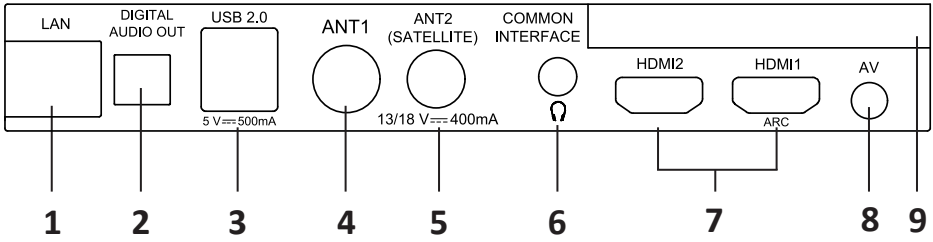


Name	Description
RC sensor	Receives remote control signals. Do not place anything near the sensor, as it may affect its operation
Power button	Press the button to turn the TV on/off
Power indicator	In standby mode, the indicator lights up red. In operating mode, the indicator is off

Notes

- The images are for reference only.
- When power is supplied, the TV requires a few seconds to boot up. Do not turn off the TV immediately, as this may cause operational issues.
- The actual state/color of the power indicator in operating/standby mode may differ from the description in this user manual.

Side Panel



1. LAN RJ-45 port: For network connection, use a LAN cable with an RJ-45 connector (not included).
2. DIGITAL AUDIO OUT port.
3. USB port.
4. Antenna port.
5. Satellite antenna port.
6. Headphone port.
7. HDMI input (high-definition signal interface). HDMI 1 supports the ARC function.
8. CAM module slot.
9. AV IN port.

Notes

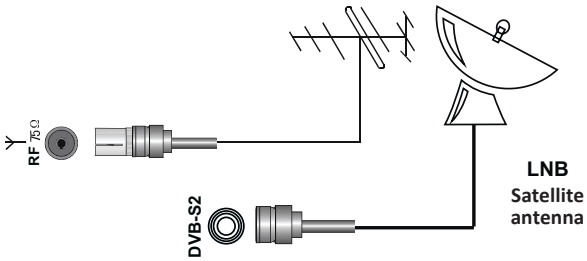
- Check the position and type of ports before making any connections. A loose connection may cause picture or color issues. Ensure all connections are tight and secure. Not all audio and video equipment is compatible with this TV. For more detailed information, please refer to the user manual of the device you wish to connect to verify compatibility and connection options.
- Before connecting external equipment, unplug the device from the power supply to avoid electric shock.

External Connections

Antenna Connection

- Insert the antenna cable plug into the antenna socket located on the rear panel of the TV.
- To ensure high-quality reception of cable broadcasting signals, it is recommended to use a communal antenna.
- For better reception of terrestrial broadcasting, use a 75-ohm coaxial RF cable (not included).
- The antenna cable must not be wrapped together with the power cord.

CAUTION!
When using an outdoor individual antenna, a lightning rod must be installed.



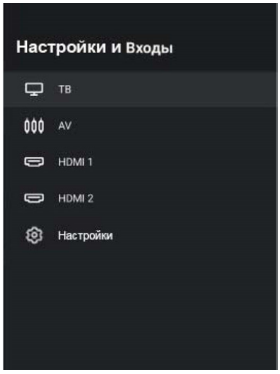
Connecting External Devices

CAUTION!
Before connecting any external device to the TV, disconnect both devices from the power supply.

To connect an external device via the AV (low-frequency) input:

- Connect the outputs of the external device to the audio/ video inputs of the TV using a special cable (not included).
- On the home page, select the **All Inputs** menu. A list of sources will appear on the screen — find the desired one and press **OK** on the remote control.

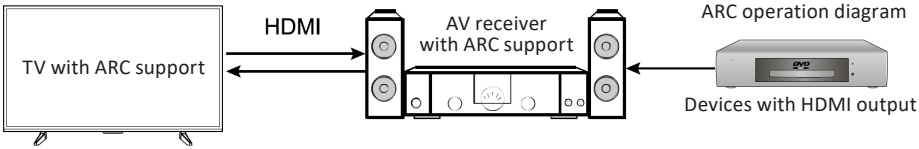
To return to watching TV channels, press the « ← » button on the remote control.



Before connecting, read the operating instructions of the device being connected. To play back a signal from an external device, correctly select the appropriate audio and video inputs.

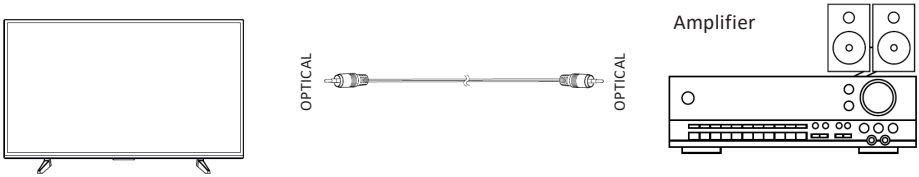
Connecting HDMI Devices

This TV features HDMI version 1.4 and supports the ARC (Audio Return Channel) function on HDMI port 1. ARC is a technology that allows the transmission of compressed surround sound through an intermediate device, such as a home theater receiver, without the need for a separate optical audio cable. In other words, the same HDMI cable used to transmit the signal from the receiver to the TV can also work in the reverse direction. An optical or electrical digital S/PDIF cable is no longer needed in this situation.

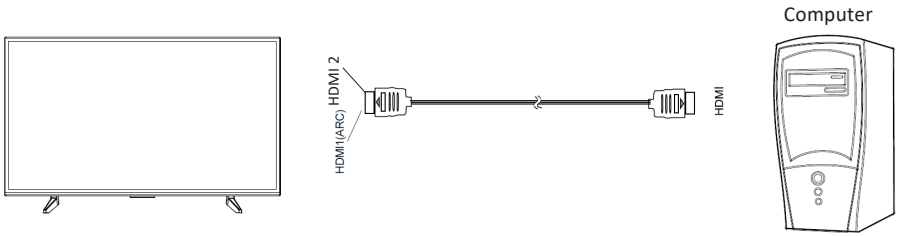


Connecting an Audio Amplifier

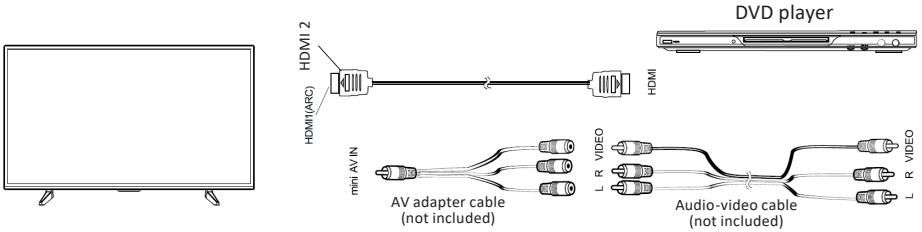
Only for DTV or HDMI signal sources. Connect the optical input of the external audio system to the corresponding output of the TV. The TV's optical output will provide you with the highest quality sound transmission to the external audio system without distortion.



Connecting a Computer



Connecting a DVD Player



Use one of the following options:

1. Connect the DVD player to the TV using an HDMI cable.
2. When connecting an external device to the TV's **AV IN** input, use a mini AV cable (not included).

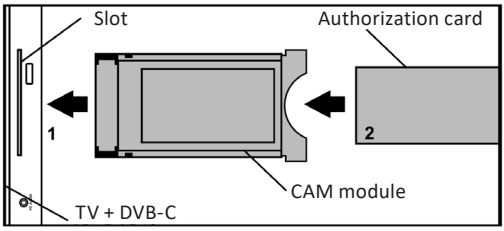
Connecting a CI+ Conditional Access Card

Connect the CAM module with the conditional access card to the COMMON INTERFACE port. Select the DVB-C signal source. Perform a channel search in manual or automatic mode.

Note: A CAM module with a CI+ conditional access card can be purchased from your local digital broadcasting service provider, and you can also obtain information from them regarding the use of the CI card. If you encounter difficulties while using the CI card, contact the service department.

Installing the CAM Module into the COMMON INTERFACE Slot

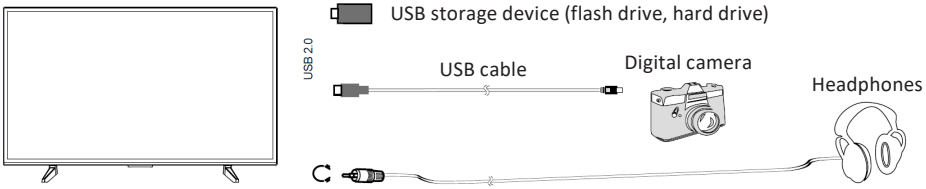
Carefully insert the CAM module into the COMMON INTERFACE slot. The module must be oriented with the contacts facing forward and the side with the sticker facing you. Do not apply excessive force when connecting, and ensure that the module is inserted straight and not bent.



CAUTION!

Before inserting/removing the CAM module, ensure that the TV is turned off. Then, insert the CI+ card into the CAM module according to the service provider's instructions. CI+ is not supported in some countries and regions; consult your service provider.

Connecting Headphones and USB Devices



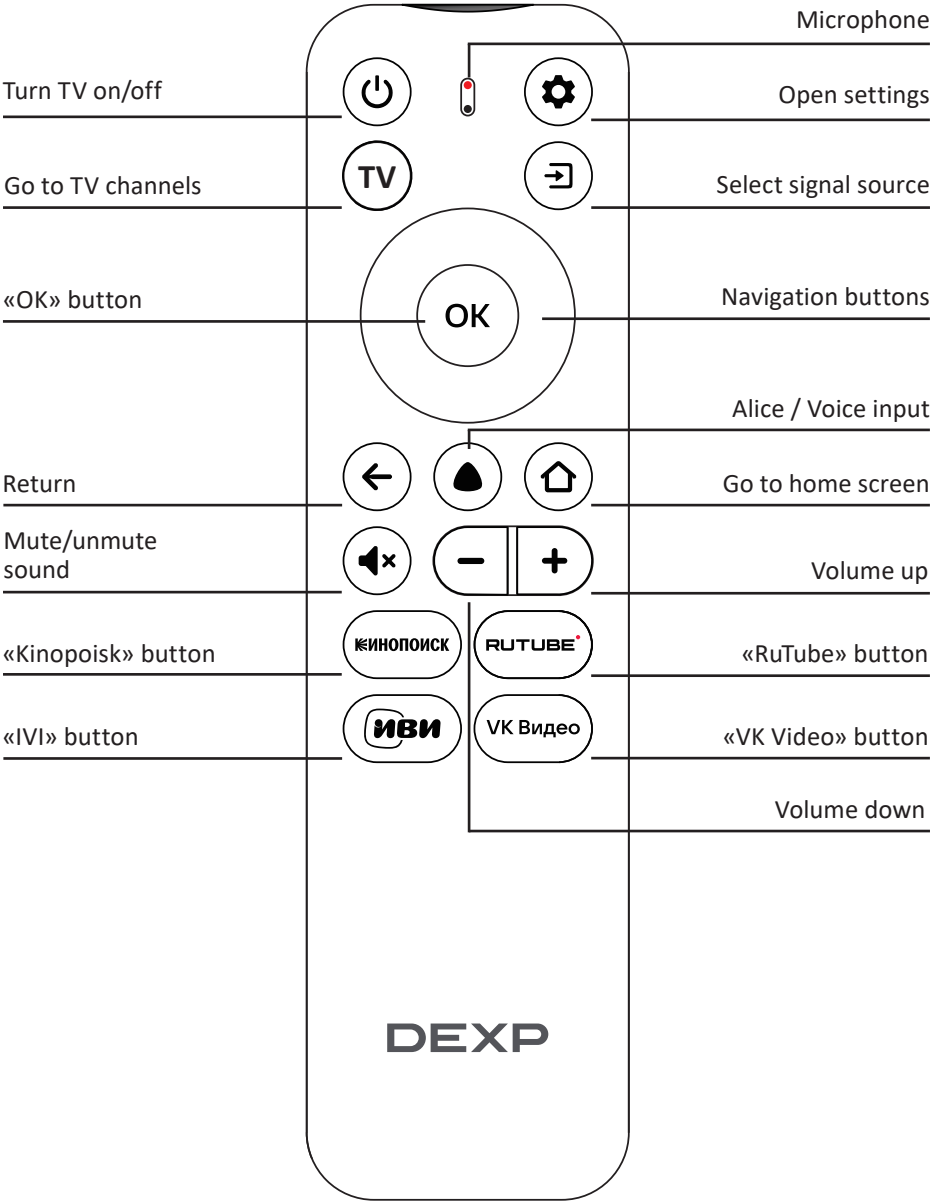
The TV's USB port becomes active only in USB mode.

1. Connect the digital camera to the TV using a USB cable.
2. Connect headphones to the « 🎧 » port. The headphone volume is adjusted in the same way as the TV speaker volume.
3. Connect your USB drive directly to the USB 2.0 port.

CAUTION!

- When connecting a hard drive or USB storage device, always connect the power adapter of the connected device to a power source. Exceeding the total current consumption may lead to device malfunction. The maximum current for USB 2.0 devices is 500 mA.
- If the hard drive's current draw is 1 A or higher, connecting it may cause the TV to restart or lock up.
- The USB port supports a voltage of 5 V.

Remote Control

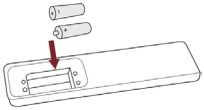


Note: The buttons shown may differ from those on the actual remote control.

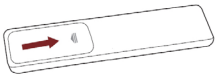
Installing Batteries in the Remote Control



Slide the rear cover off the remote control to open the battery compartment.



Insert two AAA batteries. Make sure the positive « ⊕ » and negative « ⊖ » terminals match the polarity markings inside the compartment.



Close the battery compartment cover.

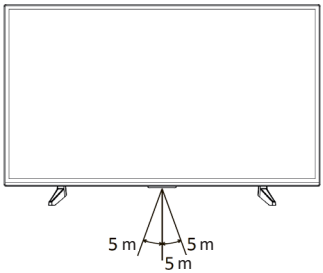
Notes

- The product images are provided for reference only. The actual appearance of the product may differ.
- The TV comes with batteries for the remote control (optional). The battery expiration date is indicated on the individual packaging. It is recommended to replace the batteries if the remote control's performance decreases or when the batteries reach their expiration date.

Battery Handling

- Improper handling of batteries may cause corrosion or leakage, resulting in fire, personal injury, or property damage.
- Use only the type of batteries specified in this manual.
- Do not mix old and new batteries or batteries of different types.
- Do not dispose of the batteries supplied with the device together with household waste at the end of their service life. Dispose of the device and batteries in accordance with local waste disposal and recycling regulations to prevent potential environmental harm caused by uncontrolled waste disposal.

Remote Control Operating Range



Make sure the remote control is no more than 20° from the imaginary perpendicular line to the infrared sensor on the front panel and is within 5 metres of the TV.

Initial Setup

1. Connect the TV to a 220–240 V ~ 50 Hz power outlet and press the Power button on the TV or remote control. Wait for the TV to start up and display the welcome screen. Then press **OK** on the remote control.
2. Read the user agreement and press **OK** on the remote control.
3. Select how the TV will connect to the Internet: via Wi-Fi or a wired LAN connection.
4. If you are using Wi-Fi, find your network in the list, press **OK** on the remote control, and enter the network password. To connect via LAN, simply connect the LAN cable and select **Wired**. If you do not want to connect the TV to the Internet, select Skip to proceed to the remote control pairing step (step 9). Note that without an Internet connection, you will not be able to watch Internet TV channels or online videos, and the TV firmware will not receive updates.
5. Select your time zone.
6. The TV will start checking for firmware updates over the Internet. Wait for the process to complete.
7. Sign in to your Yandex account:
   - If the Yandex app is installed on your smartphone and you are already signed in, open the app, tap the camera icon in the search bar, and scan the QR code displayed on the TV screen.
   - If you do not have the Yandex app, open a browser on any Internet-connected computer, smartphone, or tablet and go to yandex.ru/activate. If prompted, sign in to your account. Then enter the code displayed on the TV screen and select Sign In.
   - If you use two-factor authentication for your Yandex account, open the Yandex Key app and scan the QR code displayed on the TV screen.
8. Wait for the sign-in process to complete and press **OK** on the remote control.
9. A prompt to pair the remote control with the TV via Bluetooth will appear on the screen. To start pairing, press and hold the Volume Down and Volume Up buttons on the remote control simultaneously until the indicator starts flashing. Once pairing is complete, the TV Home Screen will appear.

Main Home Screen Features

Search	Select to search for videos on the Internet
Home	Internet TV channels and videos recommended specifically for you. The more videos and programs you watch, the more accurate the recommendations become. You can also watch «**My Stream**», a channel with programming tailored to your interests
TV	Built-in Internet TV channels available on the TV
	Applications installed on the TV (see «Using Applications» section)
	TV settings (see «Settings» section). You can also open this menu using the corresponding « ⮆ » button on the remote control
	Account management (see «Adding an Account» section)

A Yandex Plus or Kinopoisk subscription may be required to watch certain content. A valid promotional period or promo code can also be used.
For more information about setting up the TV, visit: yandex.ru/support/smart-tv.

Settings

Connecting the Remote Control or Another Device via Bluetooth

If you did not pair the remote control with the TV via Bluetooth during initial setup, you can do so later. Otherwise, voice input will not be available.
You can also connect a keyboard, mouse, game controller, or another input device:

1. On the TV Home Screen, select the « ⚙ », go to **Remotes & Accessories**, and select **Add Device**.
2. Put the device into pairing mode. To pair the remote control, press and hold the Volume Down and Volume Up buttons simultaneously until the indicator starts flashing.
3. Wait for the TV to detect and connect to the device.

Changing the Date and Time

1. On the TV Home Screen, select the « ⚙ », go to **Device Preferences**, and select **Date & Time**.
2. Adjust the settings:
   - To set the date and time automatically over the Internet, select **Automatic Date & Time** and enable **Use Network-Provided Time**. If the displayed time does not match your time zone, return to the Date & Time settings, select **Select Time Zone**, and choose your region's time zone.
   - To set the date or time manually, select **Automatic Date & Time** and disable **Use Network-Provided Time**. Then return to the Date & Time settings and enter the desired values.

Changing Picture Settings

1. On the TV Home Screen, select the « ⚙ » and choose **Picture**.
2. Adjust the settings:
   - **Picture Mode**. Provides brightness, contrast, color, and other picture settings optimized for different types of video content and viewing conditions. Try each mode and choose the one that provides the most realistic picture.
   - **Color Temperature**. Adjusts the overall color tone of the picture. Standard or Warm generally provides the most natural-looking image, but you can experiment to find the setting you prefer.
   - **Backlight**. Adjusts the screen brightness.
   - **Noise Reduction**. When enabled, the TV attempts to improve picture quality automatically by reducing interference and blurring. If you usually watch high-quality video, you can set noise reduction to Medium or turn it off.
   - **Aspect Ratio**. Determines the screen's aspect ratio. If the default setting is unsuitable or you want to enlarge or stretch the picture, select the appropriate option from the list.

Changing Sound Settings

1. On the TV Home Screen, select the « ⚙ » and choose **Sound**.
2. Adjust the settings:
   - **Surround Sound**. Processes audio to create a surround sound effect, even when using only the TV's two speakers.
   - **Sound Mode**. Provides sound settings optimized for different types of video content. Choose the mode that best suits what you usually watch. For example, Music mode is suitable for watching music videos.
   - **AVC**. Balances the volume levels of different TV channels and videos to prevent sudden changes in volume when switching between them.
   - **Digital Audio Output**. Determines the format used to transmit audio to an external audio system. Select a format supported by your audio system. If the TV is not connected to a digital audio system, disable the digital audio output.

Adding an Internet TV Channel to Favorites

Favorite Internet TV channels appear in the **Favorites** group of the channel list for quick access.

To add an Internet TV channel to Favorites:

1. On the TV Home Screen, select TV.
2. Select a channel, then press and hold the OK button on the remote control until a heart icon « ♥ » appears next to the channel name.

Enabling Child Mode

1. On the TV Home Screen, select the « ⚙ », go to **Device Preferences**, and select **Parental Controls**.
2. Set a passcode to prevent children from changing the parental control settings without authorization.
3. Select the search filtering level and age rating restrictions.

The next time you open the Parental Controls menu, the TV will ask for your current PIN. If you forget your PIN and enter it incorrectly five times, the TV will offer to reset it. Enter the master PIN 0000, then set a new PIN.

Reconnecting to the Internet

If the TV was connected to the Internet using a cable, disconnect the cable and reconnect it.

To reconnect the TV to Wi-Fi:

1. Disconnect the LAN cable if the TV is connected to the Internet through it.
2. On the TV Home Screen, select the « ⚙ », then choose **Network & Internet**.
3. If you want to reconnect to a network whose password has changed, remove the saved network first. Select the network from the list of available networks and choose **Forget This Network**.
4. Find the desired network in the list of available networks and enter its password.

Adding an Account

If several family members use the TV, you can add their accounts and switch between them. This keeps viewing histories separate and helps provide more accurate recommendations for movies, TV channels, and videos for each family member.
To add an account, select the « » on the TV Home Screen, choose **Add User**, and follow the on-screen instructions.
The newly added account will automatically become active, providing personalized recommendations based on the user's interests and access to content included in their Yandex Plus subscription.
If an account is no longer needed, sign out of it. On the TV Home Screen, select the « », choose the account, and select **Sign Out**.

Updating the Firmware

The TV automatically checks for and installs firmware updates.
To check the current firmware version or manually start an update:

1. On the TV Home Screen, select the « » and go to **Device Preferences**.
2. Select **About**. The current firmware version is displayed under **Build**. To update the firmware, select **System Update**.

Factory Reset

On the TV Home Screen, select the « », go to **Device Preferences**, and choose **Reset**. Confirm the operation and wait for the reset to complete. Then set up the TV again.

Other Settings

For information about other TV settings, visit: yandex.ru/support/smart-tv.

Operating Instructions

Watching Internet TV Channels, Movies, TV Series, and Videos

You do not need to connect this TV to cable, satellite, or over-the-air television services. It already provides access to dozens of Internet TV channels.

- If you have a Yandex Plus or Kinopoisk subscription, you can also watch movies and TV series from the Kinopoisk library.
- To watch a TV program, movie, TV series, video blog, or animated movie, select the appropriate section from the menu on the left side of the screen.
- If you are unsure what to watch, open the Home section to see videos recommended for you.

Watching Cable, Satellite, and Over-the-Air TV Channels

Press the **TV** button on the remote control, or open the **Home** section on the TV Home Screen and select the **TV** icon.

- When you open this section for the first time, the channel setup menu will appear. Select the TV signal type and, if channels of that type have not been found previously, start a channel scan.
- On subsequent occasions, the list of detected channels will open immediately.
- You can change the type of channels displayed when you press the **TV** button. This may be useful, for example, if you previously used an antenna to receive over-the-air broadcasts but have now connected digital cable TV.
- To change the channel type, select the « ⚙ » on the TV Home Screen and choose **Channel Setup**.

Searching for Videos on Kinopoisk or the Internet

To find a video on the Internet or a movie in the Kinopoisk library*, select Search from the menu on the left side of the screen and enter the video title.
You can also search by voice. Press and hold the « 🎤 » on the remote control and say what you want to find. Voice input works only when the remote control is connected to the TV via Bluetooth (see «Connecting the Remote Control or Another Device via Bluetooth» section).

Watching Video from an External Device

1. Connect the TV to the external device as described in «External Connections» section.
2. Press the « ⏎ » on the remote control, then select the input to which the external device is connected.

* A Yandex Plus or Kinopoisk subscription is required to watch content. A valid promotional period or promo code can also be used. TV programs and Internet videos can be watched free of charge.

Playing Media Files from a USB Storage Device

The TV supports USB storage devices with the following capacities and file systems:

- Up to 2 TB with the NTFS file system.
- Up to 128 GB with the FAT32 file system (maximum individual file size: 4 GB).
- Up to 2 GB with the FAT16 file system.

Note: Some external USB devices may not be compatible with the TV. Certain USB devices may also require an additional external power supply.

The TV supports playback of media files in the following formats:

Images	PNG, JPEG, BMP
Music	AAC, MP3 (32–320 kbps). For the TV to display the artist, track title, and other information correctly, MP3 metadata must use the ID3v2.4 format and UTF-8 encoding
Video	AVI, MP4, MKV, MOV, DAT, TS
Subtitles	SRT (Unicode). The SRT file must be stored in the same folder as the video, and both files must have the same base filename. Make sure the subtitle text is encoded in Unicode

For information about safely connecting a USB storage device, see «External Connections» section.
To play a media file, select the « ⊞ » on the TV Home Screen and launch **Media Center**. Find and open the desired movie, photo, or music track.
During media playback, use the « ⚙ » to access the controls:

- **Short press**: Opens general TV settings (picture and sound).
- **Long press**: Opens the media playback control menu (audio track, subtitles, and slideshow settings).

Sending Audio to an External Audio System or Headphones

Connect the audio system or headphones to the corresponding port on the rear panel of the TV.

- Connect an external audio system to the DIGITAL AUDIO OUT port.
- Connect headphones to the 3.5 mm audio jack.

Audio will immediately be output through the connected device. For more information, see «External Connections» section.

Using Applications

The TV supports third-party applications, including web browsers, media players, streaming services, and others. Some applications are preinstalled, while others can be installed from the TV's app store.

- To launch an application, select the « ⊞ » on the TV Home Screen, then choose the desired application.
- If the application is already installed, wait for it to launch. Otherwise, select Install.
- To exit an open application, use the « ← » button. Failure to exit an application correctly may cause the TV to malfunction.

CAUTION!
Installing additional applications in APK format (for example, via a USB media player) is supported but not guaranteed. Successful installation depends on the compatibility of the particular application with the TV software. If an application is incompatible with the TV software, this is a characteristic of the application determined by its developer and does not constitute a technical defect in the TV.

Restarting or Turning Off the TV

Press and hold the ⏻ button on the remote control or the TV.
The shutdown and restart options will appear on the screen. Select the desired option.

Troubleshooting Guide

If the TV malfunctions, try turning it off and then on again. You can also use the following table to troubleshoot common problems. If the problem persists, contact qualified technical support personnel.

Issue	Solution
The TV does not turn on (the standby indicator is off)	Check that the TV power cord is properly connected to a 220–240 V ~ 50 Hz AC power supply. Check that the power outlet is supplying power. Unplug the TV from the power outlet and reconnect it after 2–3 minutes. Check that the remote control is working properly
No TV signal reception	Check the TV settings. Switch to another TV channel. Check that the TV antenna cable is properly connected. The antenna may be faulty, or the broadcasting station may be experiencing a temporary signal interruption
No sound	Check the volume setting. Make sure the sound is not muted using the « 🔇 » button. Check that the correct sound system is selected in the channel settings. Check the sound settings
Incorrect picture colors	Check that the correct color system is selected in the channel settings. Check the picture settings. The broadcasting signal may be weak or affected by interference. Try switching to another channel
The TV does not respond to the remote control	Open the remote control battery compartment and replace the batteries. Point the remote control directly at the remote control sensor on the TV's front panel. Make sure there are no obstacles, such as furniture, between the remote control and the sensor. The distance between the remote control and the sensor must not exceed 5 m, and the angle from the perpendicular to the sensor must not exceed 20°
The picture flickers or lines appear in PC-HDMI mode	The computer display settings are incorrect. Start the computer in Safe Mode and select the correct display settings
Small stationary dots (pixels) appear on the screen	The TV uses a high-definition LCD panel. Modern LCD manufacturing technology allows a small number of dark or colored pixels that do not significantly affect the overall picture quality. All panels are tested during production and comply with the standards applicable to this product category
The USB interface does not work	Disconnect the USB storage device or other external USB device from the TV's USB port. Carefully reconnect it, making sure the connectors are properly aligned
Some files on an external USB device cannot be read	Files accessed through the TV's USB interface must meet the supported specifications. Check whether the TV supports the file type (see «Playing Media Files from a USB Storage Device» section)
Slow response to control commands	The TV processor needs time to process commands accurately. Allow sufficient time between commands to ensure stable operation. This does not affect TV performance and is not considered a defect

Issue	Solution
Crackling or humming when watching or turning off the TV	This is a normal occurrence caused by thermal contraction of plastic as temperature and humidity change. The TV may also produce a quiet hum, buzzing sound, or other low-level noise due to the operation of its electrical circuits. This is not considered a defect
Problems with a Yandex Plus or Kinopoisk subscription	For Yandex Plus, see yandex.ru/support/plus/troubleshooting.html. For Kinopoisk HD subscription information, see yandex.ru/support/kinopoisk/subscription-kinopoisk.html
Online video playback is interrupted or slow	Pause playback, wait 2–3 minutes, and then resume watching. Your Internet service plan may not provide sufficient bandwidth. The manufacturer recommends a connection speed of at least 10 Mbps. Other wireless devices connected to your home router may reduce performance. Check the router settings and condition, and replace the router if it is faulty
A third-party application does not work, has no sound, or operates incorrectly	The problem is probably related to the application itself. Try launching it again later or contact the application developer's support service. The manufacturer is not responsible for the operation of third-party applications
The wireless mouse does not work or does not respond	Replace the wireless mouse battery. Make sure there are no obstacles between the mouse and its supplied transceiver connected to the TV's USB port, and ensure a clear line of sight. Replace the wireless mouse if necessary
Submenus are missing or controls do not respond correctly	Unplug the TV from the power outlet, wait one minute, and plug it back in. Restore the factory settings (see «Factory Reset»). Always exit open applications using the Back « ← » button
Forgotten Yandex account username or password	Follow the recommendations in Yandex Passport Help: yandex.ru/support/passport/troubleshooting/
Internet connection problems	Check whether the Internet service provider is experiencing connection issues: • Try opening yandex.ru on a smartphone or computer. If the website is unavailable, restart your router. If the problem persists, contact your provider. • Connect the TV to your smartphone's mobile Internet connection via Wi-Fi. If the TV connects and works reliably through the mobile Internet connection, the problem is most likely related to your regular Internet connection. A stable Wi-Fi connection is required for proper TV operation. Place a smartphone next to the TV and check the Wi-Fi signal strength. If fewer than half the signal bars are displayed, move the TV closer to the router or connect it using a cable (see «Reconnecting to the Internet»). Restart the TV (see «Restarting or Turning Off the TV») and set up the Internet connection again (see «Reconnecting to the Internet»)

CAUTION!
Do not leave a static image on the screen for an extended period. A stationary, high-contrast image may cause a residual «shadow» on the screen. This usually fades after the TV is turned off but may reappear later. Such damage is not covered by the warranty. For other problems involving playback or signal transmission that are not listed in the table, contact the nearest service center in your area.

Help and Support

User manual: yandex.ru/support/smart-tv

Support hotline: 8 800 600-78-11 (daily from 7:00 AM to midnight Moscow time; calls within Russia are free of charge).

Information

An LCD television is a high-tech device. Its screen contains several million thin-film transistors, providing a clear and vivid picture. Occasionally, a few inactive pixels may appear as fixed blue, green, red, black, or white dots on the screen. This does not affect the TV's performance and is not considered a defect.

All LCD panels conform to Class II under ISO 13406-2.
ISO 13406-2 defines four classes of LCD panel quality based on the number of defective pixels. Most LCD televisions and displays produced by leading global manufacturers meet Class II tolerances.

ISO 13406-2 distinguishes four types of pixel defects:

- **Type 1**: Permanently lit pixels (white).
- **Type 2**: Permanently unlit pixels (black).
- **Type 3**: Pixels with other defects, including defects in the subpixels and RGB cells that make up a pixel. These include permanently lit red, green, and blue subpixels.
- **Cluster** (group of defective pixels): Several defective pixels within a 5 × 5 pixel area.

Table 1. Permissible number of defective pixels per million pixels

Class	Type 1	Type 2	Type 3	Clusters containing more than one type 1 or type 2 defect	Clusters containing more than one type 3 defect
II	2	2	5	0	2

Smart System Specifications

General specifications	Processor	CA35, quad-core, 1.8 GHz
	Operating system	YaOS
	RAM	1.5 GB DDR4
	Internal storage	32 GB (expandable using external USB storage devices)
Connections	Built-in Wi-Fi	IEEE 802.11a/b/g/n/ac, 2.4 GHz and 5 GHz
	Ethernet	LAN RJ-45, 10/100 Mbps
	Bluetooth	IEEE 802.15, 2.1 + EDR / 4.2 / 5.1
	USB	USB 2.0

Specifications

Model	32FCY3
Trademark	DEXP
Screen size	32’’
Screen resolution	1920 × 1080 (FHD)
Panel type	VA
Display colors	16.7 million
Contrast ratio	3000:1
Luminance	250 cd/m²
Refresh rate	60 Hz
Speaker specifications	2 × 12 W, 6 Ω
TV signal standards	DVB-C, DVB-T, DVB-T2, DVB-S, DVB-S2
Power supply	220–240 V ~ 50 Hz
Power consumption	40 W
Supported video formats	H.263, H.264, H.265, MPEG-1, MPEG-2, MPEG-4, VP8, VP9, AV1
Supported audio formats	ALAC, APE, FLAC, MPEG, PCM, Vorbis, WMA 7/8/9, ADPCM
Supported image formats	PNG, JPEG, BMP, GIF
Energy efficiency class	A
Power cord attachment type	X
Wi-Fi radio frequency characteristics	Communication standard: IEEE 802.11a/b/g/n/ac Frequency ranges: 2402–2480 MHz; 5150–5250 MHz; 5250–5350 MHz; 5725–5825 MHz Transmitter power: ≤19 dBm
Bluetooth radio frequency characteristics	Versions and standard: 802.15 (2.1 + EDR / 4.2 / 5.1) Frequency range: 2402–2480 MHz Transmitter power: ≤4 dBm
Dimensions	With stand: 718.4 × 202.3 × 470.5 mm Without stand: 718.4 × 68.8 × 420.7 mm
Scope of application	Domestic

Supported resolutions	
HDMI	**PC**
480i	800 × 600, 60 Hz
480p	1024 × 768, 60 Hz
576i	1280 × 768, 60 Hz
576p	1360 × 768, 60 Hz
720p, 60 Hz	1366 × 768, 60 Hz
1080p, 60 Hz	1920 × 1080, 60 Hz

Rules and Conditions for Installation, Storage, Transportation, Sale (Distribution), and Disposal

- The installation and mounting conditions for the device are described in the «TV Installation» section of this user manual.
- The device must be stored in its original packaging, on heated premises, both at the manufacturer's and at the consumer's sites. The ambient temperature should be between +5 °C and +40 °C, and the relative humidity should not exceed 80% (non-condensing). The storage area must be free from aggressive contaminants (e.g., acid or alkali vapors) that could cause corrosion.
- To ensure correct transportation of the device, the following requirements must be observed:
  - Remove any internal accessories from the device, if present, and pack them separately.
  - Ensure the device is properly packed to maintain its functionality and appearance (large appliances must be wrapped in polyethylene or bubble wrap, with corrugated cardboard padding in critical areas).
  - Secure the device firmly with straps to prevent any movement inside the transport vehicle.
  - To completely eliminate exposure to the environment, use only enclosed transport.
  - Exercise extreme caution when handling the packaging during loading and unloading operations.
  - Protect the device from sudden impacts and falls.
  - Avoid prolonged exposure to rain or wet snow.
  - Do not place heavy objects on top of the box.
- The device requires careful handling. Protect it from exposure to dust, dirt, impact, moisture, fire, and other hazards.
- Sale or distribution of the device must be carried out in accordance with local legislation.
- Upon expiration of the device's service life, it must not be disposed of with unsorted household waste. Instead, it must be taken to an authorized collection point for electrical and electronic equipment for subsequent recycling and disposal in accordance with federal or local legislation. By ensuring proper disposal of this product, you help conserve natural resources and prevent potential harm to the environment and human health that may result from improper handling. For more detailed information about collection and disposal points for this product, please contact your local municipal authorities or your household waste disposal service.
- Upon expiration of the service life of batteries supplied with the device, do not dispose of them with other household waste. Batteries must be disposed of in accordance with local waste recycling regulations to prevent potential environmental harm resulting from uncontrolled waste disposal.
- If a device malfunction is detected, immediately contact an authorized service center or dispose of the device.

Warranty Information

The manufacturer guarantees the device will function properly throughout the warranty period and be free from defects in materials and assembly. The warranty period commences on the date of purchase and applies to new products only. Warranty service includes free repair or replacement of defective parts that fail during the warranty period, provided the failure is not caused by consumer misuse and the product is operated in accordance with the user manual. Repairs or part replacements shall be performed at authorized service centers.

Warranty Period: 36 months
Service Life: 48 months

For the up-to-date list of authorized service centers, please visit:
https://www.dns-shop.ru/service-center/

Additional Information

Manufacturer: Production Unitary Enterprise «N-TiVi».
Address: Room 16, 62 Sofyi Kovalevskoy Lane, Minsk, 220014, Republic of Belarus.
Tel.: +37517 226 3601; **Fax:** +37517 303 7607;
E-mail: info@h-tv.by; **Website:** www.h-tv.by

Made in the Republic of Belarus.

Product specifications, information and appearance are subject to change without prior notice, for quality improvement of our products.

Maintenance

Provided that the operating requirements specified in this manual are followed, the TV has a service life of 4 years from the date of retail sale. If the date of sale cannot be established, the service life is calculated from the manufacturing date. Throughout this period, the manufacturer ensures that consumers can use the product as intended and provides for the production and supply of spare parts to retail and repair facilities.

Operating Conditions

- Operating temperature: +10 °C to +35 °C.
- Operating relative humidity: No more than 80% (at 25 °C).
- Atmospheric pressure: 86–106 kPa (650–800 mmHg).

The device contains no precious metals.

The manufacturing date is indicated on the packaging.

HIGH-DEFINITION MULTIMEDIA INTERFACE

V.1

Appendix to the User Manual

Certificate of Conformity with the requirements of: TR CU 004/2011 «On Safety of Low-Voltage Equipment»; TR CU 020/2011 «Electromagnetic Compatibility of Technical Equipment». The TV complies with the requirements of Technical Specifications TU RB 100085149.176-2004. In terms of operational safety, the TV meets the requirements for Protection Class II according to GOST IEC 60065-2013. The quality management system for the design, production, and maintenance of consumer radio-electronic equipment, household electrical appliances, and information technology equipment complies with STB ISO 9001-2015.						
The product complies with the requirements of the Technical Regulation of the Eurasian Economic Union TR EAEU 037/2016 «On the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products».						
Model	Net weight, kg	Gross weight, kg	Package dimensions, mm	Specific operating power, W/cm²	Standby power consumption, W	Off-mode power consumption, W
32FCY3	3.5	4.7	793 × 95 × 485	0.015	0.5	0

