User Manual

LED TV
55UEY2

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 television is an electronic device designed to receive and reproduce images and sound transmitted wirelessly or via a cable, including television programmes and signals from video playback devices such as DVD/Blu-ray players, game consoles, etc.

As DEXP products are continuously being improved, the technical specifications, appearance and descriptions of certain functions may differ from those provided in this user manual (hereinafter referred to as the Manual). In the event of any discrepancy between the Manual and the device's actual functions, the latter shall prevail.

Disclaimer

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The Manufacturer reserves the right to restrict access to or use of specific content or services. Since content and services are delivered over third-party networks and transmission systems, the Manufacturer does not provide customer support for them and assumes no obligation to do so.

Safety Precautions



CAUTION

RISK OF ELECTRIC SHOCK.
DO NOT OPEN



CAUTION! TO PREVENT ELECTRIC SHOCK, DO NOT REMOVE THE FRONT OR REAR COVER OF THE TV. THERE ARE NO PARTS INSIDE THAT CAN BE REPAIRED OR REPLACED BY THE USER. REFER SERVICING TO QUALIFIED PERSONNEL.

- The lightning bolt symbol inside a triangle warns of dangerous voltage inside the device that may cause electric shock. Do not remove any panel marked with this symbol.
- The exclamation mark inside a triangle alerts the user to relevant operating, maintenance or troubleshooting instructions.
- Do not expose the TV to rain or moisture, as this may cause fire or electric shock.
- The screen and TV housing may become warm during operation. This is normal and does not indicate a malfunction.
- If smoke, unusual noise or an unusual smell comes from the device:
  - Turn off the TV immediately.
  - Unplug the power cord from the mains socket.
  - Contact an authorised service centre.
- Children and persons with disabilities may not fully recognise potential hazards. They should therefore not use electrical devices without supervision. Batteries and other small parts may present a choking hazard. Keep them out of reach. If choking occurs, seek medical assistance immediately. Keep packaging materials out of reach as well.
- Listening through headphones at high volume may cause permanent hearing damage. Lower the volume before connecting headphones, then increase it to a comfortable level.
- Connect the device only to a mains supply whose specifications match those on the device rating label.
- The mains plug must always remain readily accessible. It serves as the device's means of disconnection from the power supply.
- To disconnect the device from the mains, remove the plug from the socket. Always hold the plug itself; never pull on the power cord.
- Route the power cord so that it cannot be crushed or pinched by objects placed on or against it.
- If the power cord is damaged, it must be replaced by the manufacturer, an after-sales service specialist or a similarly qualified person to avoid danger.
- Do not expose the device to dripping or splashing water, moisture or other liquids.
- Do not install the device near water, such as in a bathroom or beside a sink.
- Do not place objects filled with liquid, such as vases, on or above the device.
- Never touch the power cord with wet hands, as this could cause a short circuit or electric shock.
- To prevent fire, do not place naked flames, such as lit candles, or heat sources, such as radiators, on or near the device.

- If the device emits smoke, an unusual smell or unusual noise, disconnect it from the mains and contact an after-sales service or repair centre.
- Never attempt to repair the device yourself, as this may be dangerous.
- Do not attempt to open or disassemble the device, as this may expose you to dangerous voltages.
- Slots and openings in the housing provide ventilation and ensure proper operation. To prevent overheating, do not cover them with newspapers, tablecloths, curtains or similar items.
- Always leave at least 10 cm of free space around the device for adequate ventilation.
- Never insert objects through openings in the device, as they may touch electrical components and cause electric shock or fire.
- If a thunderstorm is approaching, turn off the TV, unplug it from the mains socket and disconnect its antenna.
- Always turn off the device when it is not in use. If it will not be used for an extended period, disconnect the power cord from the mains socket.
- Unplug the device before cleaning. Do not use liquid or aerosol cleaners. Clean with a soft, dry cloth.
- This product is intended for domestic and personal use only. Do not use it for commercial, industrial or other purposes.
- Do not subject the device to strong impacts, extreme temperatures or prolonged exposure to direct sunlight.
- Keep the device away from magnetic objects, motors and transformers.
- Do not use the device outdoors, regardless of weather conditions.
- Do not use or watch the TV while driving. This is dangerous and is prohibited by law in some countries.
- Avoid using the product in areas exposed to oily fumes or steam, which may damage its materials.
- When the network function is active, the product remains in standby mode. After switching on, Smart TV functions and applications may require up to 30 minutes to operate stably.

Note: Images in this manual are for illustration only. Refer to the actual product for accurate information.

Operating Conditions

- Ambient temperature: 10 °C to 35 °C.
- Relative humidity: no more than 80% at 25 °C.
- Atmospheric pressure: 86–106 kPa (650–800 mmHg).
- If the TV has been transported or stored at a low ambient temperature, allow it to stand at room temperature for at least 5 hours before connecting it to power.

CAUTION!

- To prevent injury or damage, secure the device to the wall in accordance with the installation instructions.
- When installing the TV on an inclined surface, the screen panel must be positioned vertically. The angle between the panel and the vertical plane must not exceed 15° (applicable to the frameless TV series).

TV Installation

Before using the device, attach the stand or mount the TV on a wall.

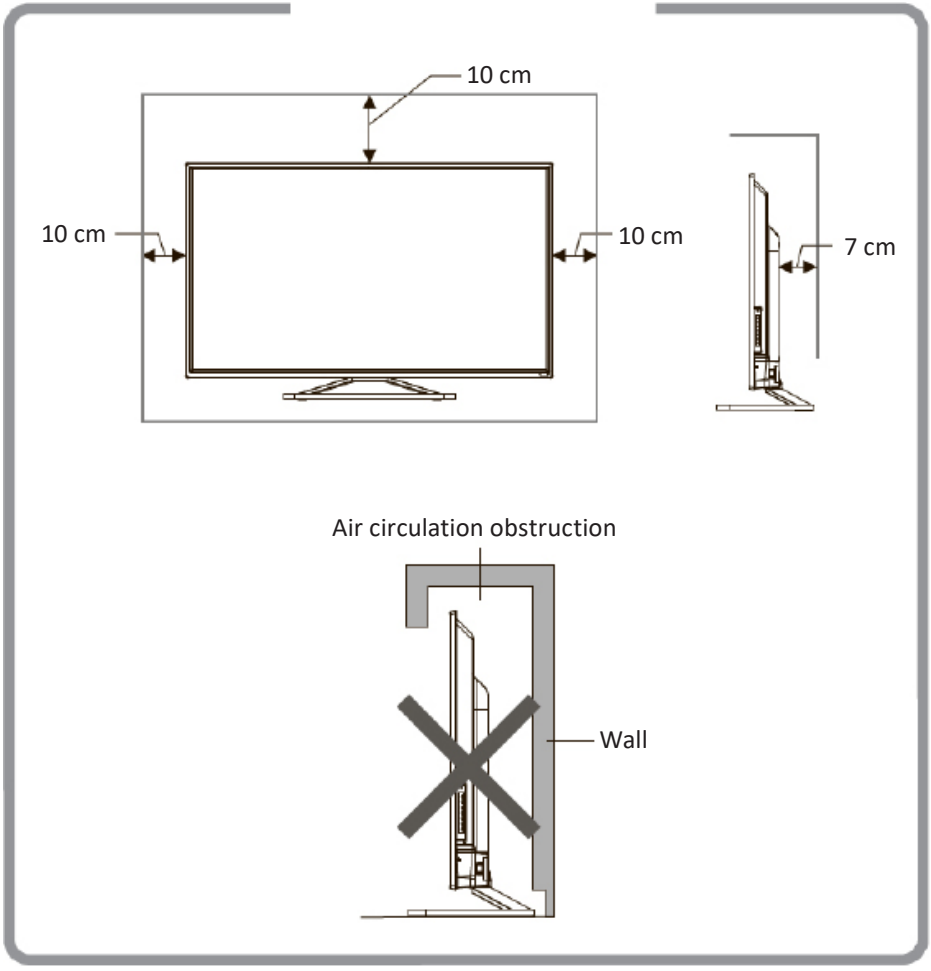
CAUTION! A TV installed on an uneven or unstable surface may fall and present a hazard. To prevent damage or injury, observe the following precautions:

- Place the TV only on level, stable surfaces.
- Use furniture or stands recommended by the TV manufacturer.
- Use only furniture capable of supporting the TV's weight.
- Make sure the TV does not overhang the edge of the furniture on which it is placed.
- Never place the TV on tall furniture, such as cupboards or bookcases, without securing both the furniture and the TV to a suitable support.
- Do not place the TV on an unstable trolley or stand. Do not place fabric or other materials between the TV base and the supporting furniture. The TV may fall, become damaged or cause serious injury.
- Do not install the TV where it is exposed to mechanical vibration.
- Do not install the TV in places where insects may enter it.
- Do not install the TV opposite an air conditioner, as moisture may condense on the inner surface of the screen and cause a malfunction.
- Do not install the TV in an area with a strong magnetic field, as this may interfere with its operation and electromagnetic waves may damage the device.
- Explain to children the dangers of climbing on furniture to reach the TV or its remote control.
- Apply the same precautions whenever moving the device to another location.

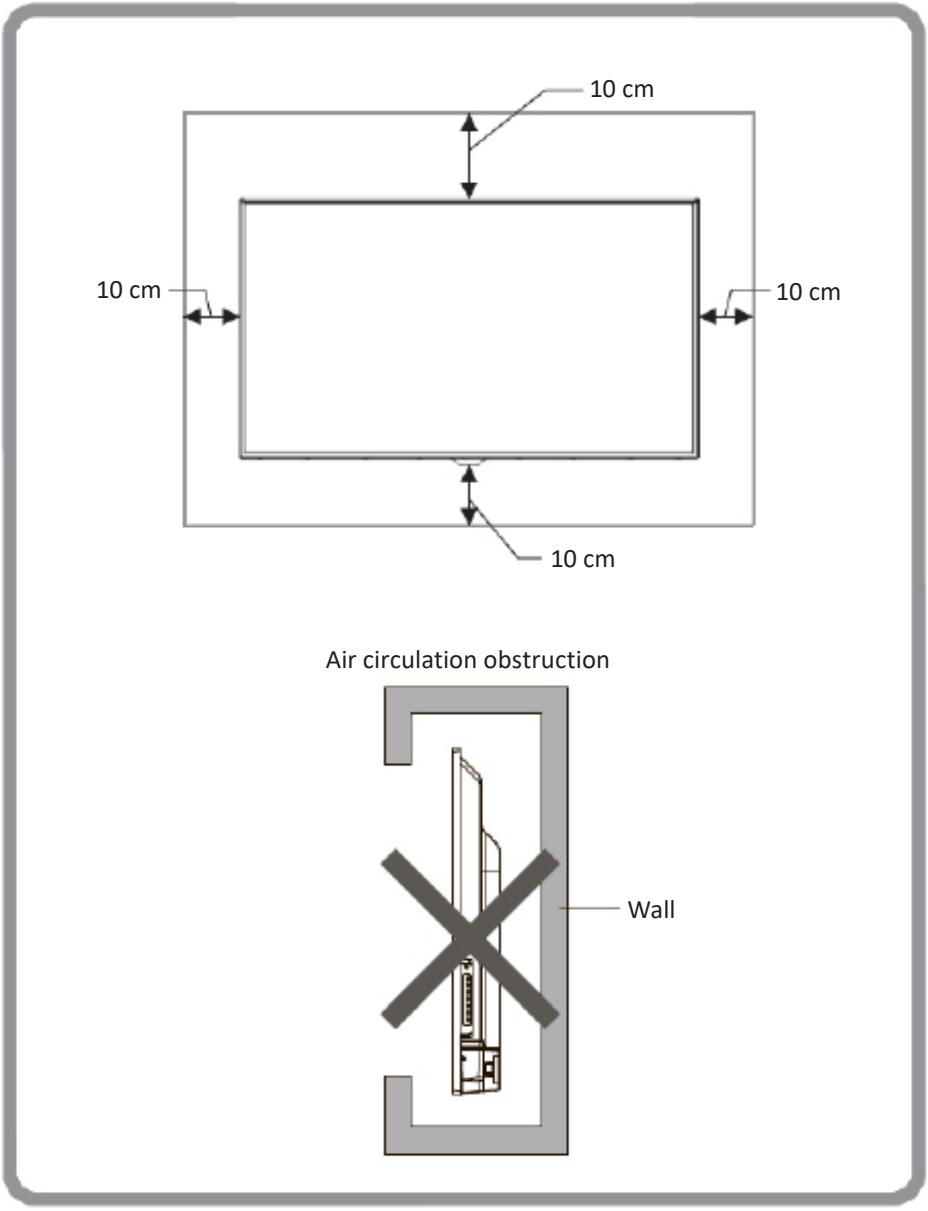
Ventilation

- Leave the necessary free space around the TV as shown in the following diagrams.
- Do not cover the ventilation openings or insert objects into the housing.
- Do not install the device in a confined space, such as a built-in cabinet. Insufficient ventilation may cause the TV to malfunction.

Clearances When Installing the TV on a Stand



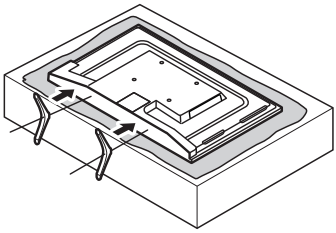
Clearances When Wall-Mounting the TV



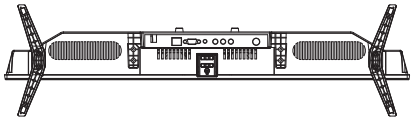
Note: When wall-mounting the TV, the recommended distance between the rear panel and the wall is at least 7 cm.

Stand Assembly

1. Before attaching or removing the stand, make sure the TV is turned off and disconnected from the mains.
2. Place the TV face down on a soft surface to prevent damage.
3. Remove the stand from its packaging. Align the screw holes in the stand and TV, insert the supplied screws into the stand mounting holes and tighten them.



Correct stand position
(bottom view)

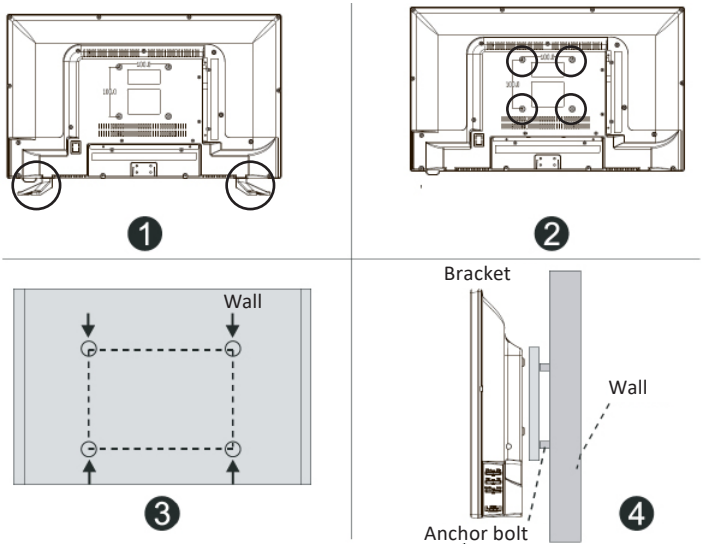


Notes

- Make sure all screws are tightened securely to keep the TV stable.
- On some models, the stand has a latch and can be fitted into its slot without screws.
- To make stand installation easier and avoid scratches or damage, a PH2 screwdriver is recommended.

Wall Mounting (Optional)

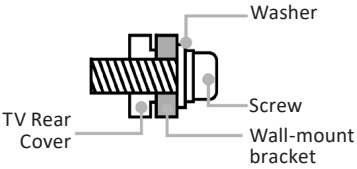
The TV can be mounted on a wall using a suitable wall-mount bracket*.
Remove the stand before mounting the TV on the wall.



1. Place the TV face down on a soft surface to prevent damage.
2. Use a screwdriver to remove the screws and detach the TV stand (1).
3. Mark the screw hole positions on the wall with a pencil according to the bracket dimensions (3). Drill holes in the wall and insert four anchor bolts for mounting.
4. Tighten the screws on the rear panel of the TV to secure the bracket (2), then hang the assembly on the wall (4).

Wall-Mount Specifications

Wall-mount hole pattern (mm)	200 × 200
Wall-mount bolt size	M6 × 8

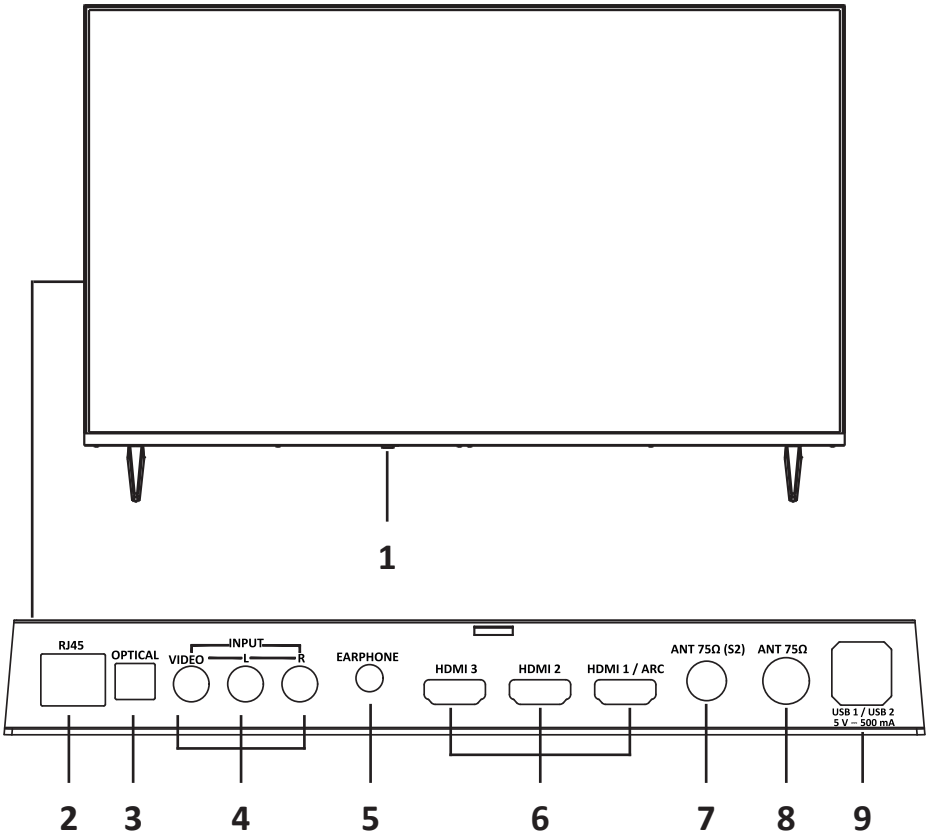


Notes

- The diagram above is for reference only.
- Use mounting brackets compliant with the VESA standard.

* Not included in the package.

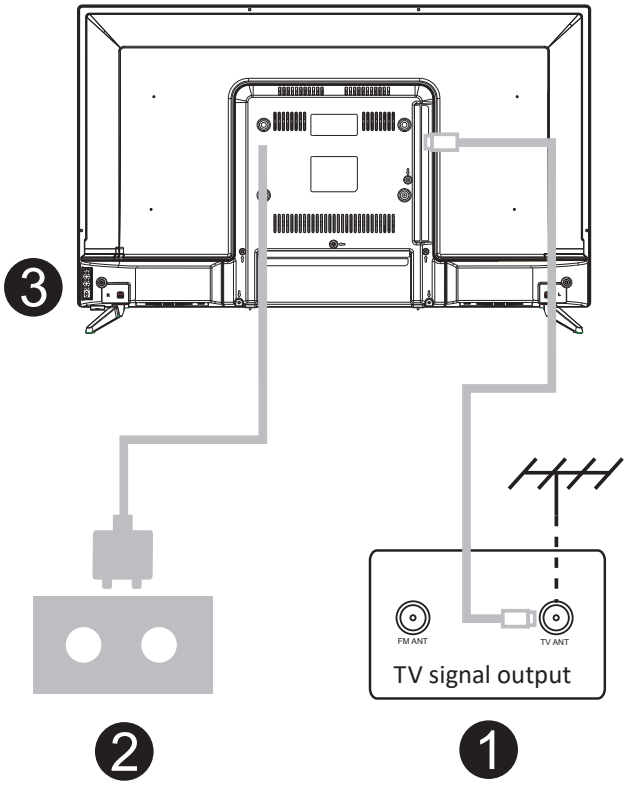
Device Diagram



1. Power button.
2. RJ45 port.
3. Optical cable connector.
4. AV IN connector.
5. Headphone jack.
6. HDMI input (high-definition signal interface).
7. Satellite antenna connector.
8. Antenna connector.
9. USB port.

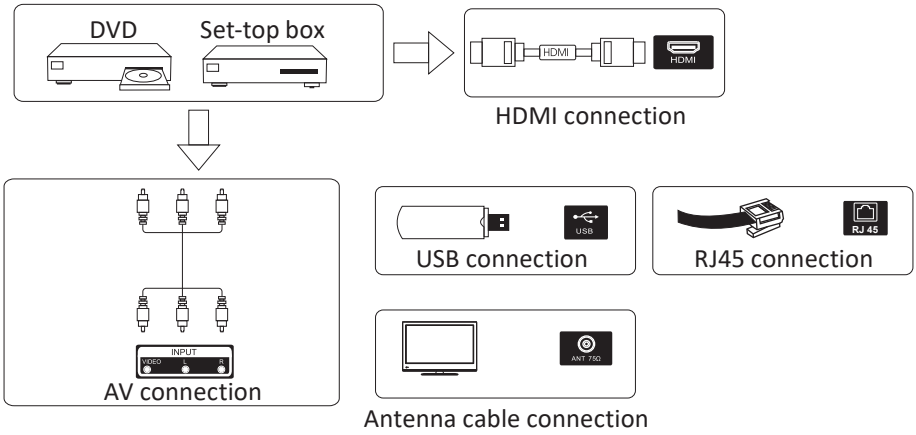
Connecting the TV

1. Connect the antenna cable and/or HDMI cable to the appropriate connectors on the side panel of the TV.
2. Connect the TV to the mains supply. The red indicator will light up.
3. Press the power button on the TV or the «⏻» button on the remote control to turn on the TV.



Note: The actual indicator light colour or behaviour in standby or operating mode may differ from that described in this manual.

External Connections

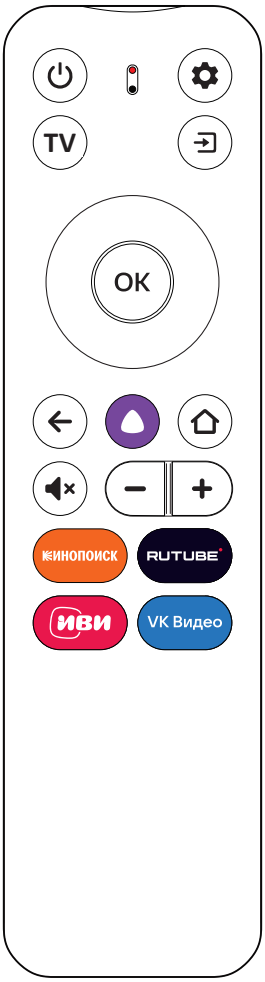


- Check the position and type of each connector before making any connection. Loose connections may cause picture or colour problems. Make sure all connections are secure. Not all audio and video equipment can be connected to the TV. For further information, check the connected device's manual for compatibility and connection options.
- Before connecting external equipment, unplug the TV from the mains to prevent electric shock.

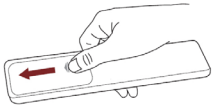
Note: The actual order and arrangement of the connectors on the side panel may differ from those shown in this manual.

Remote Control

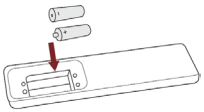
Button	Description
⏻	Press to turn the device on or off
TB	Press to watch terrestrial TV
⚙	Press to open Settings
⏏	Press to select an input source
OK	Press Up, Down, Left or Right to navigate; press «OK» to confirm
←	Press to return to the previous menu
◉	Press and hold to use Alice voice control
⌂	Press to open the Home Screen
🔇	Press to mute or unmute the sound
−	Press to decrease the volume
+	Press to increase the volume
КИНОПОИСК	Open the «Kinopoisk» application
RUTUBE	Open the «RUTUBE» application
ИВИ	Open the «ivi» application
VK Видео	Open the «VK Video» application



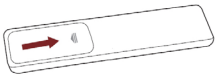
Installing Batteries in the Remote Control



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.

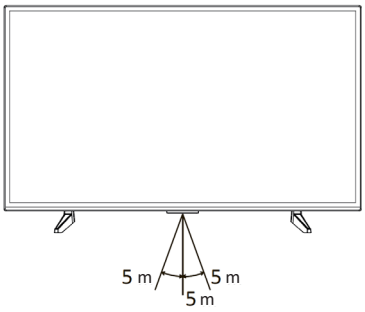
Note: Product images are for reference only. The actual device may look different.

Battery Handling

- Incorrect battery handling 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 batteries with household waste.
- Dispose of them in accordance with local regulations.
- Replace batteries only with the same or an equivalent type.
- Do not expose batteries to excessive heat, such as direct sunlight or fire.

CAUTION! Incorrect installation of batteries may cause an explosion.

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 mains socket and press the «⏻» button on the TV or remote control. Wait for the TV to start 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. Choose how to connect the TV to the Internet: via Wi-Fi or a local area network. For a wireless connection, select your network from the list, press «**OK**» on the remote control and enter the network password. For a wired connection, simply connect a LAN cable and select **Local Network**. If you do not want to connect the TV to the Internet, select **Skip** to proceed to remote control pairing (step 7). Note that without an Internet connection you cannot watch TV channels and videos streamed from the Internet, and the TV firmware will not be updated.
4. The TV will check the Internet for firmware updates. Wait for the operation to finish.
5. Sign in to your Yandex account:
   - If the Yandex app is installed on your smartphone and you are signed in, open the app, tap the camera icon in the search bar and scan the QR code on the TV screen.
   - If you do not have the Yandex app, open a browser on any Internet-connected computer, phone or tablet and enter yandex.ru/activate in the address bar. If the website asks you to sign in, sign in to your account. Then enter the code shown 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 on the TV screen.
6. Wait for sign-in to finish and press «**OK**» on the remote control.
7. The screen will prompt you to pair the remote control with the TV via Bluetooth. To start pairing, simultaneously press and hold the **Volume-** and **Volume+** buttons on the remote control until the indicator starts flashing. Once pairing is complete, the TV Home Screen will open.
8. Once the remote control is connected via Bluetooth, the Alice voice assistant becomes available.

CAUTION! If the TV has been transported or stored at a low ambient temperature, allow it to stand at room temperature for at least 5 hours before connecting it to power.

Home Screen

Note: The Home Screen interface may vary depending on the firmware version.



Menu item	Description
Search	Select to search for videos on the Internet
Home	TV channels and videos recommended specifically for you. The more videos and programs you watch, the more accurate the recommendations become. You can also enable «My Channel», which creates a program schedule based on your interests
	Help section for the Alice voice assistant: “Alice, what can you do?”
	Applications installed on the TV (see «Using Applications»)
	TV settings (see «Settings»)
	Account management (see «Adding an Account»)

Settings

Connecting the Remote Control or Another Device via Bluetooth

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

1. On the TV Home Screen, select «⚙», open **Remotes & Accessories** and select **Add Device**.
2. Put the device into pairing mode. To pair the remote control, simultaneously press and hold its **Volume-** and **Volume+** buttons until the indicator flashes.
3. Wait until the TV detects and connects to the device.

Changing the Date and Time

1. On the TV Home Screen, select «⚙», open **Device Preferences**, then 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 and 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 set the desired values in the date and time menu.

Changing Picture Settings

1. On the TV Home Screen, select «⚙» and then **Picture**.
2. Adjust the settings:
   - Picture Mode. Brightness, contrast, colour and other settings configured for different types of content and viewing conditions. Try each mode and choose the one that gives the most natural-looking picture.
   - Colour Temperature. Sets the overall colour tone of the picture. Standard or warm colour temperatures usually provide the best results, but try the available options and select the one you prefer.
   - Backlight. Adjusts screen brightness.
   - Noise Reduction. When enabled, the TV attempts to improve the picture automatically by reducing interference and blurring. If you usually watch high-quality videos, you can leave noise reduction at Medium or turn it off.
   - Aspect Ratio. Sets the picture aspect ratio. If the default setting is unsuitable or you want to enlarge or stretch the picture, select an appropriate option from the list.

Changing Sound Settings

1. On the TV Home Screen, press the «⚙» button and select **Sound**.
2. Adjust the settings:
   - **Sound Mode**. Sound settings optimized for different types of video content. Choose the mode that best suits what you usually watch. For example, the Music mode is suitable for watching music videos.
   - **Surround Sound**. Processes audio to create a surround sound effect, even when using only the TV's two speakers.
   - **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, press the «⚙» button, go to **Device Preferences**, and select **Parental Controls**.
2. Set a passcode to prevent children from changing 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, press the «⚙» button, then select **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 «» button on the 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 «» button, 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:

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

Factory Reset

On the TV Home Screen, press the «» button, go to **Device Preferences**, and select **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 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, press the «⚙» button on the TV Home Screen and select **Channel Setup**.

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.

Listening to Music and Podcasts

With Yandex TV, you have access to the entire Yandex Music library, which contains more than 40 million tracks from different genres, styles, and eras.

- Listen to podcasts about movies, enjoy soundtracks, or select the Background Listening playlist for everyday activities. You can also open KinoPlaylist to find soundtrack selections from movies you have recently watched.
- To access music selections, playlists, and recommendations, open the **Music** section on the Home Screen.
- You can also ask Alice to play music at any time. To do so, press and hold the « 🎙 » button on the remote control and tell Alice what you want to hear.

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 « » button 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).

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

Watching Video from an External Device

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

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	JPEG, PNG, 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	VP9, XviD, WMV3, 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 «⊞» icon on the TV Home Screen and launch **Media Center**. Find and open the desired movie, photo, or music track.
During media playback, use the « ⚙ » button 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

Connect the audio system cable to the corresponding port on the rear panel of the TV. The external audio system connects to the OPTICAL port.
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 «⊞» icon 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.

Problem	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

Problem	Solution
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 horizontal/vertical 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)
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
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
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**
Forgotten Yandex account username or password	Follow the recommendations in Yandex Passport Help: **yandex.ru/support/passport/troubleshooting/**

Problem	Solution
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» section). • Always exit open applications using the Back «←» button
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» section) and set up the Internet connection again (see «Reconnecting to the Internet» section)

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.

Specifications

Model	55UEY2
Trademark	DEXP
Power supply	220–240 V ~ 50 Hz
Screen diagonal	55” (139 cm)
Screen resolution	3840 × 2160
Refresh rate	60 Hz
Power consumption	110 W
Annual energy consumption	161 kWh/year
Energy efficiency class	A
RAM capacity	2 GB
Internal storage capacity	64 GB
Brightness	320 cd/m²
TV tuner	DVB-C, DVB-S, DVB-S2, DVB-T, DVB-T2
Audio output power	2 × 12 W
Backlight type	Direct LED
VESA mounting standard	200 × 200
Contrast ratio	5500:1
Panel type	VA
Operating system	YaOS
Ethernet port	No
Supported image formats	BMP, GIF, JPEG, PNG
Supported audio file formats	AC-3, ALAC, APE, DD, EAC3, FLAC, MP3, MPEG-1, MPEG-2, OGG, PCM, Vorbis, WAV, WMA
Supported video file formats	3GP, ASF, AV1, AVC, AVI, AVS, DivX, F4V, FLV, H.263, H.264 AVC, H.265 HEVC, M2TS, M4V, MKV, MOV, MP4, MPEG, MPEG-1, MPEG-2, MPEG-4, TP, TS, VC-1, VOB, VP8, VP9, WEBM, WMV, Xvid
Wi-Fi radio frequency characteristics	• Communication standard: IEEE 802.11a/b/g/n/ac. • Frequency ranges: 2400–2483.5 MHz; 5150–5250 MHz; 5250–5350 MHz; 5650–5725 MHz. • Transmitter power: < 17 dBm
Bluetooth radio frequency characteristics	• Versions and standard: 2.1 + EDR, 4.2, 5.1 (IEEE 802.15.1). • Frequency range: 2402–2480 MHz. • Transmitter power: < 13 dBm

Dimensions with stand	1226.2 × 275 × 794.3 mm
Dimensions without stand	1226.2 × 76.5 × 712.1 mm
IP code	IPX0
Protection class	II
Power cord attachment type	X
Scope of application	Domestic

Note: The device contains no precious metals.

Package Contents

- TV.
- AAA batteries (2 pcs)*.
- Power cord.
- Remote control.
- Stand supports (2 pcs).
- Stand mounting screws (4 pcs).
- User manual.

* The TV is supplied with batteries for the remote control. The battery expiration date is indicated on their individual packaging.
It is recommended to replace the batteries if the remote control's performance decreases or when the batteries reach their expiration date.

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.

Made in the Republic of Belarus.

Tel.: +37517 226 3601; **Fax:** +37517 303 7607;
E-mail: info@h-tv.by; **Website:** www.h-tv.by

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).

HIGH-DEFINITION MULTIMEDIA INTERFACE

The manufacturing date is indicated on the packaging. 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 300031652.051-2004.
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
55UEY2	10.9	13.9	1325 × 126 × 825	0.013	0.5	0

