# 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 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

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# 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.
- 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.
- Children and persons with disabilities may misjudge potential risks. Therefore, children and persons with disabilities should not be allowed to use electrical appliances without supervision.
- Batteries and other small parts pose a potential choking hazard. Such items should be kept out of reach. If a choking risk occurs, seek medical attention immediately. Packaging materials must also be kept out of reach.
- Using headphones at high volume can cause irreversible hearing damage. Lower the volume level before connecting headphones, then you may increase it to a comfortable level.
- This device must be connected only to a mains power supply whose characteristics are identical to those specified on the device's rating plate.
- The mains plug must always be readily accessible. It serves as the device's power disconnect switch.
- To disconnect the device from the mains, unplug it by firmly grasping the plug. Never pull on the cord itself.
- The power cord must be routed so that it is not crushed or pinched by items placed upon or against it.

- In the event of damage to the power cord, to avoid hazardous situations, it must be replaced by the manufacturer, an after-sales service specialist, or a similarly qualified person.
- The device must not be exposed to dripping or splashing water, moisture, or liquids.
- Do not install the device near water, for example, in a bathroom or near a sink.
- Do not place liquid-filled objects, such as vases, on or above the device.
- Never touch the power cord with wet hands, as this may cause a short circuit or electric shock.
- To avoid fire, do not place sources of open flame, such as lit candles, or heat sources, such as radiators, on or near the device.
- If the device emits smoke, an unusual odor, or makes a strange noise, disconnect the power cord from the mains and contact an after-sales service or repair center. Never attempt to repair the device yourself, as this may be dangerous.
- Do not attempt to open or disassemble the device, as this will expose you to dangerous voltages.
- The slots and openings in the device are provided for ventilation and to ensure its reliable operation. To prevent overheating, these openings must not be blocked in any way, for example, by newspapers, tablecloths, or curtains.
- Always leave a minimum clearance of 10 cm around the device for adequate ventilation.
- Never push any objects into the device through any of its openings, as they may touch electrical components, which could result in electric shock or fire.
- When a thunderstorm approaches, turn off the TV, unplug the mains plug from the outlet, and disconnect the antenna from the TV.
- Always turn off the device when it is not in use. If the device will not be used for an extended period, disconnect the power cord from the electrical outlet.
- Disconnect the device from the electrical outlet before cleaning. Do not use liquid or aerosol cleaning agents. Use a dry, soft cloth for cleaning.
- This product is intended for domestic and personal use only. Do not use this product for commercial, industrial, or other purposes.
- Do not subject the device to strong impacts, extreme temperatures, or prolonged direct sunlight.
- Keep the device away from strong magnetic fields, motors, and transformers.
- Do not use the device outdoors, regardless of weather conditions.
- Install the device only on a stand (furniture, wall) that can support its weight.

  **CAUTION!**

  Never install the TV in an unstable location. The device may fall, causing serious injury or even death. Many injuries, especially to children, can be avoided by taking simple precautions, such as:
  - Using furniture or stands recommended by the TV manufacturer. It is recommended to use only furniture that can support the weight of the TV.
  - Ensuring that the device does not overhang the edge of the furniture on which it is installed.
  - Never placing the device on tall furniture (e.g., cabinets or bookshelves) without securing both the furniture and the device to a suitable support.
  - Do not place the device on an unstable cart or stand. Do not place the device on cloth or other materials placed between its base and the furniture. The device may fall, causing damage or serious injury to a person.

- Do not use or watch the TV while driving. This is dangerous and, in some countries, prohibited by law.
- Explain to children the danger they face when climbing on furniture in an attempt to reach the device or the remote control.
- In the event of moving the device to another location, you must observe the same precautions.
- It is not recommended to use the product in places where oily smoke or steam is present, as this may damage the material of the product.

- When the network function is active, the product is in standby mode. For stable operation of Smart TV and applications, it may take up to 30 minutes after turning on.

**Note:** The images provided in this manual are for illustrative purposes only. For accurate information, please refer to the actual device.

# Operating Conditions

- Ambient temperature: 10 °C to 35 °C.
- Relative humidity: Up to 80 % (at 25 °C).
- Atmospheric pressure: 86 to 106 kPa (650 to 800 mmHg).

**Note:** After transportation or storage at low temperatures, allow the TV to acclimatize to room temperature for at least 5 hours before connecting it to the power supply and turning it on.

**CAUTION!**

- To avoid damage or injury, securely mount the device to the wall in accordance with the installation instructions provided in this manual.
- When mounting on angled surfaces, the TV panel must always be installed in a vertical position. The tilt angle between the panel and the vertical plane must not exceed 15° (this rule strictly applies to the bezel-less TV series).

# TV Installation

Before using the device, you must attach the stand or mount the device to the wall.

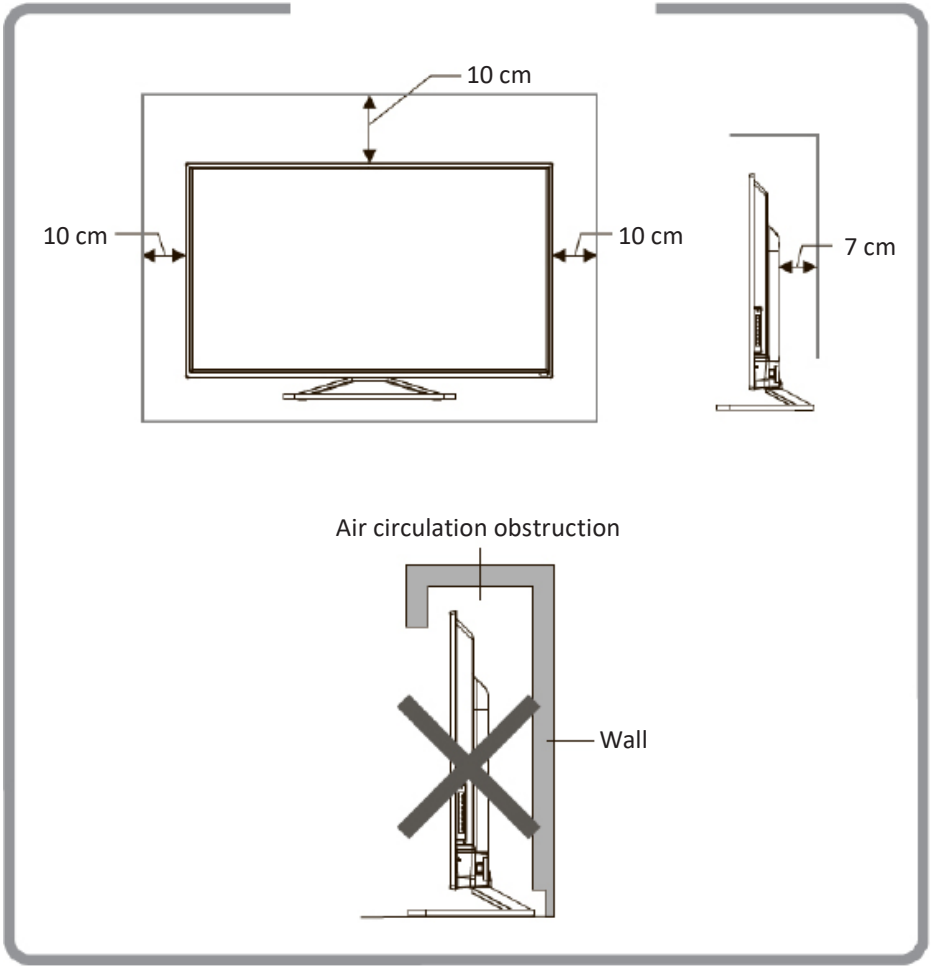
**CAUTION!**
If the TV is not installed on a flat, stable surface, it may be potentially hazardous due to the risk of falling. To avoid damage, please observe the following safety precautions:

- 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.

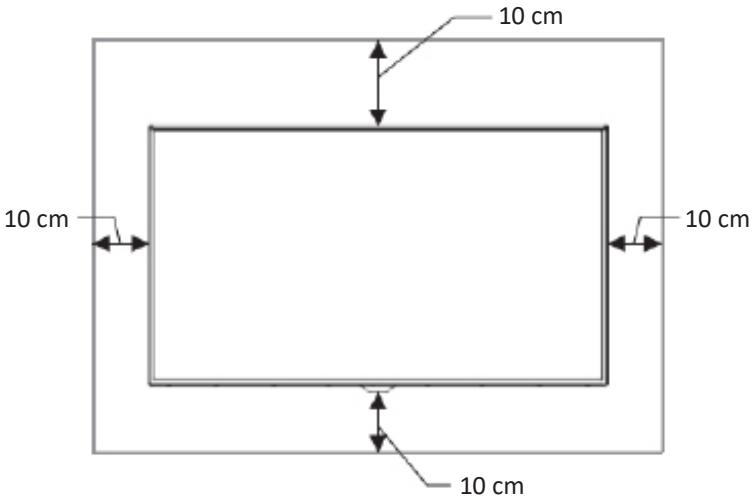
## Ventilation

- 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.

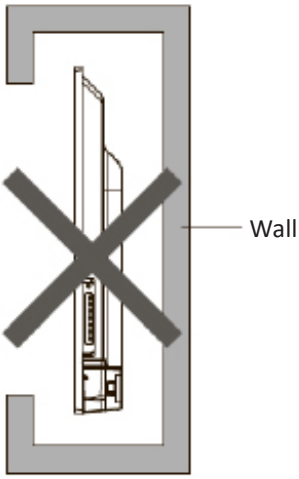
## Clearances For TV Installation on a Stand



## Clearances For Wall-mounted TV Installation



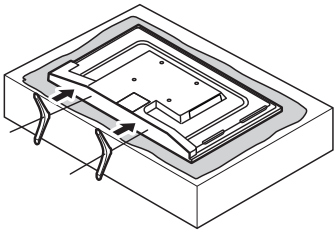

Air circulation obstruction



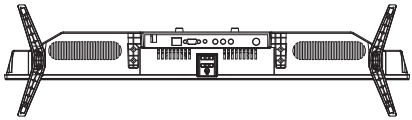

**Note:** When wall-mounting the TV, the recommended distance between the rear panel and the wall should be at least 7 cm.

## Stand Assembly

1. Before installing or removing the stand, ensure that the TV is turned off and disconnected from the power supply.
2. Place the TV face down on a soft surface to prevent damage.
3. Remove the stand from the packaging. Align the screw holes on the stand and the TV, then insert the included screws into the stand holes and tighten them.



Correct stand position
(bottom view)

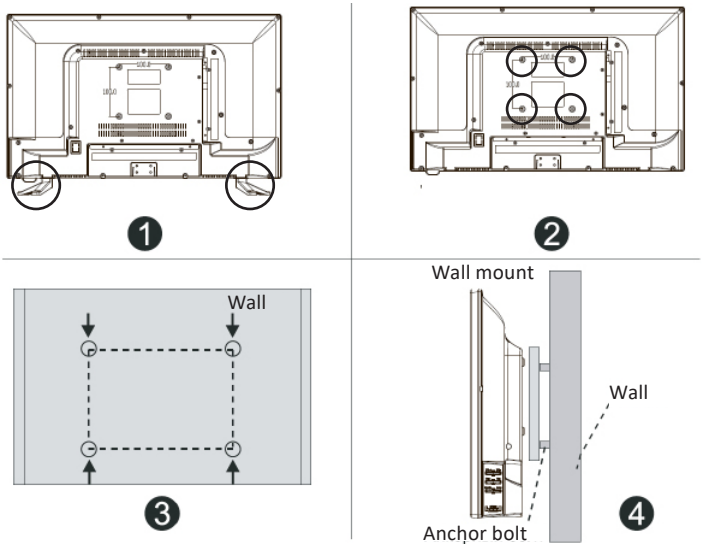


**Notes**

- To ensure the TV is stable, make sure all screws are tightly fastened.
- In some models, the stand is equipped with a latch and easily snaps into the slot without the need for screws.
- For convenient stand installation and to avoid scratches and damage, it is recommended to use a PH2 type screwdriver.

## Wall Mounting (Optional)

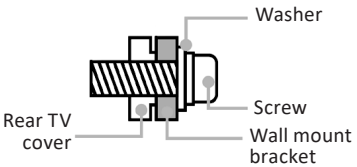
The TV can be mounted on the wall using a special wall mount*.
Before wall-mounting the TV, the stand must be removed.




1. Place the TV face down on a soft surface to prevent damage.
2. Using a screwdriver, unscrew the screws and remove the TV stand (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 × 8 |

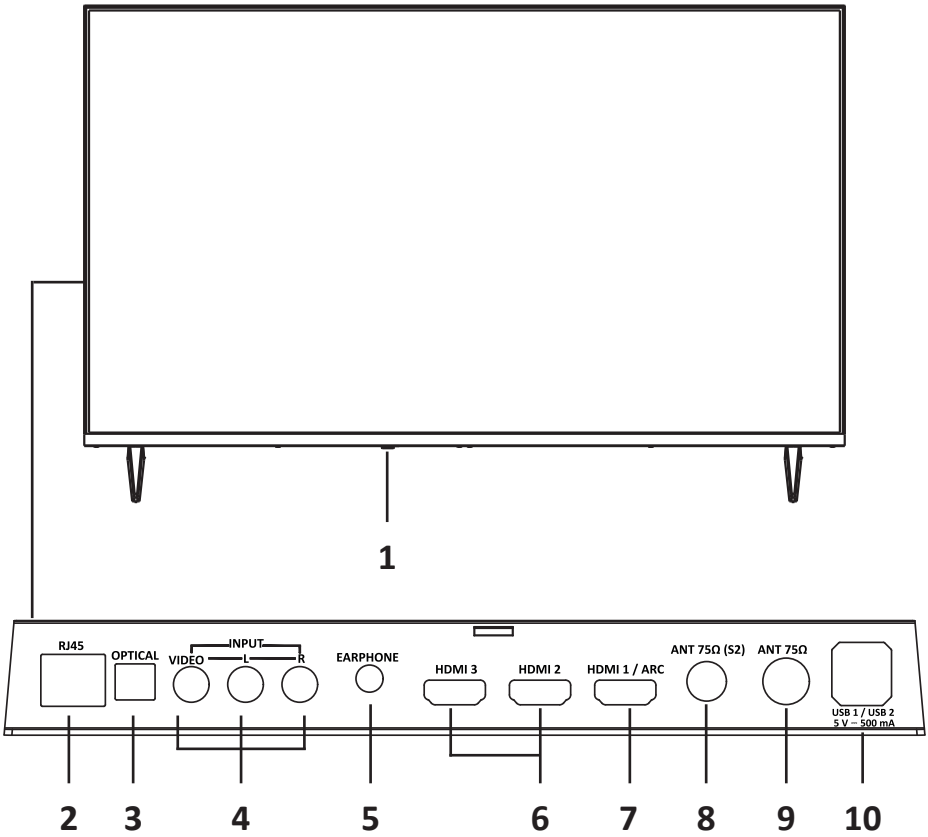



**Notes**

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

* Not included in the package.

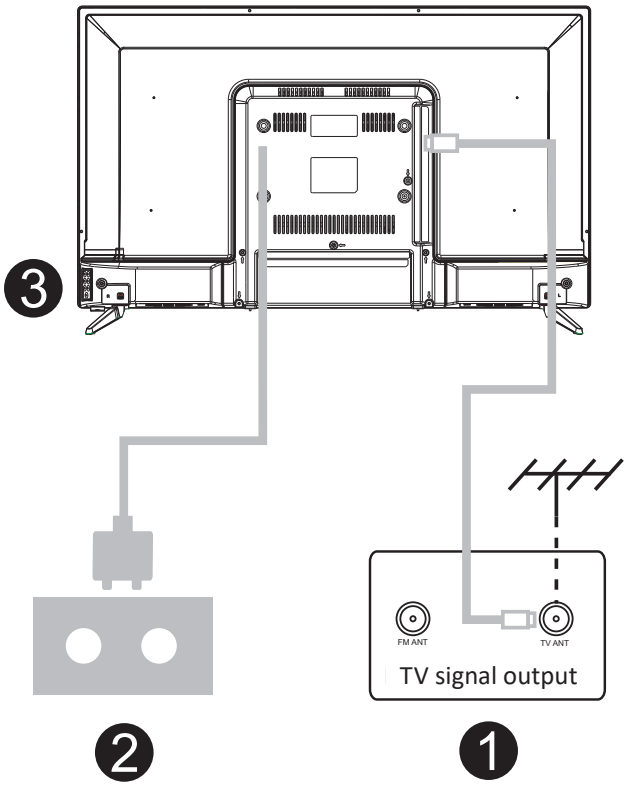
# Device Diagram




1. Power button.
2. RJ45 port.
3. Optical audio port.
4. AV IN port.
5. Headphone port.
6. HDMI input (high-definition signal interface).
7. HDMI input with ARC function.
8. Satellite antenna port.
9. Antenna port.
10. USB port.

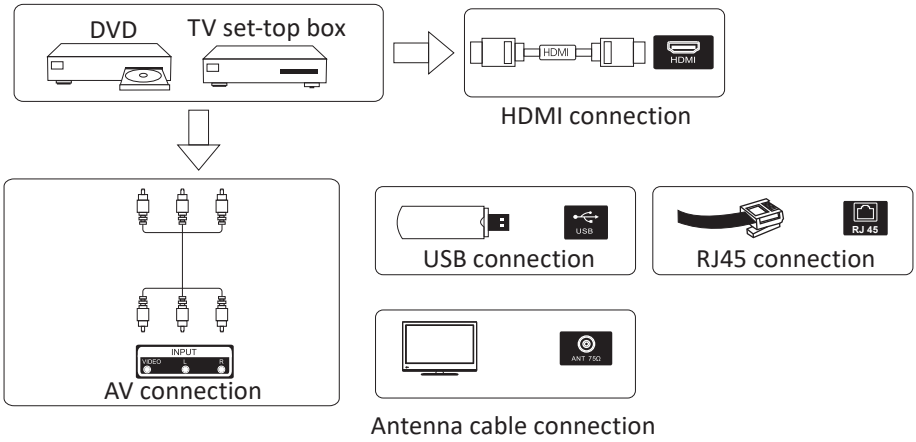
# TV Connection

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




**Note:** The actual illumination of the indicator in standby/operating mode may differ from the description in the user manual.

# External Connections

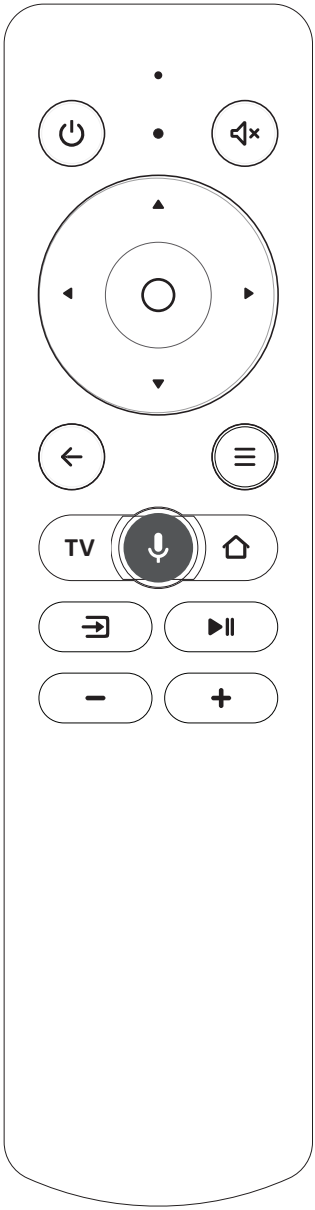



- Check the position and type of ports before making any connections. A loose connection may cause picture or color issues. Ensure all connections are tight and secure. Not all audio and video equipment is compatible with this TV. For more detailed information, please refer to the user manual of the 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.
- Your TV supports the ARC (Audio Return Channel) function on the HDMI 1 port. 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 transmit audio in the reverse direction.

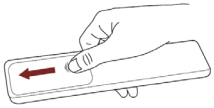
**Note:** The actual sequence and arrangement of ports on the side panel may differ from those shown in this manual.

# Remote Control

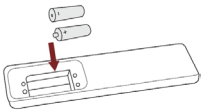
| Button | Description |
|---|---|
| | Press to turn the device on/off |
| | Press to mute/unmute the sound |
| | ▲, ▼, ◀, ▶ — Navigation buttons<br>○ — Confirmation button (OK) |
| | Press to return to the previous menu |
| | Press to access settings |
| TV | Press to watch live TV |
| | Press to launch the voice assistant |
| | Press to go to the home screen |
| | Press to select the signal source |
| | Press to play/pause |
| − | Press to decrease the volume |
| + | Press to increase the volume |



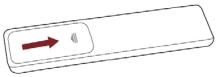
## Installing Batteries in the Remote Control



To open the battery compartment of the remote control, slide the back cover.



Insert two AAA batteries. Ensure that the battery polarity is correct: the «⊕» and «⊖» markings on the batteries must match the «⊕» and «⊖» markings indicated inside the battery compartment.



Close the battery compartment cover.

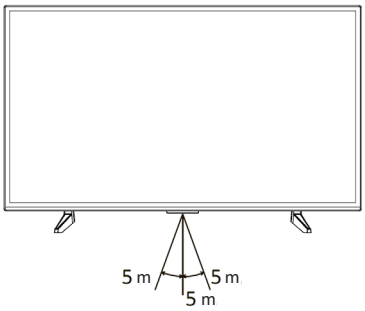
**Note:** The device images are for reference only. The actual device may have a different appearance.

## Battery Handling

- Improper handling of batteries may cause corrosion or leakage, which can lead to fire, 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 batteries in accordance with local regulations.
- Batteries must be replaced with batteries of the same or equivalent type.
- Batteries must not be exposed to excessive heat from sunlight, fire, etc.

**CAUTION!** Incorrect installation of lithium batteries may result in an explosion.

## Remote Control Operating Range




Ensure that the angle of deviation of the remote control from the imaginary perpendicular to the infrared sensor on the front panel does not exceed 20 degrees, and the distance to the TV does not exceed 5 meters.

# Initial Setup

1. Connect the TV to a 220–240 V, 50 Hz power outlet and press the «⏻» button on the TV housing or the remote control. Wait for the TV to boot 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 local area network (LAN). If using a wireless network, find it in the list, press «**OK**» on the remote, and enter the network password. To connect to a LAN, simply connect the LAN cable and select **Local Network**. If you do not want to connect the TV to the Internet, press **Skip** to proceed to the remote pairing stage (see step 7). Please note that without the Internet, you will not be able to watch TV channels and online videos, and the TV firmware will not update.
4. The TV will start searching for firmware updates on the Internet. Wait for the operation to complete.
5. Log in to your Yandex account:
   - If you have the Yandex app on your smartphone and are logged in, open it, tap the camera icon in the search bar, and scan the QR code from 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 site prompts for authorization, log in to your account. Then, enter the code from the TV screen and click Log In.
   - If you use two-factor authentication to log in to your Yandex account, open the Yandex.Key app and scan the QR code from the TV screen.
6. Wait for authorization to complete and press «**OK**» on the remote control.
7. 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 simultaneously until the indicator starts flashing. Once the connection is complete, the TV home screen will open.
8. After pairing the remote via Bluetooth, the Alice voice assistant will become available.

**CAUTION!** The TV must be kept at room temperature for at least 5 hours before powering on, after transportation or storage at low ambient temperatures.

# Home Screen

**Note:** The home screen interface may vary depending on the firmware version.




| Menu | Description |
|---|---|
| Search | Select to find videos on the Internet |
| Home | TV channels and videos recommended specifically for you. The more videos and shows you watch, the more accurate the recommendations will be. You can also enable «My Broadcast» in this section — a channel whose schedule is formed based on your interests. |
|  | Help section for the Alice voice assistant: «Alice, what can you do?» |
|  | Apps on the TV (see the «How to Use Apps» section) |
|  | TV settings (see the «Settings» section) |
|  | Account management (see the «Add Account» section) |

# Settings

## Connect a Remote or Other Device via Bluetooth

If you did not pair the remote and TV via Bluetooth during the initial setup, do so later; otherwise, you will not be able to use voice input. You can also connect a keyboard, mouse, gamepad, or other control device:

1. On the TV home screen, press «⚙», then go to the **Remotes & Accessories** section and select **Add Device**.
2. Put the device into pairing mode. If you are pairing the remote, press and hold the **Volume Down** and **Volume Up** buttons on it simultaneously and wait for the indicator to flash.
3. Wait for the TV to detect the device and connect to it.

## Change Date and Time

1. On the TV home screen, press «⚙», then go to the **Device Settings** section and select **Date and Time**.
2. Change the settings:
   - To automatically determine date and time via the Internet, press Auto Date & Time and enable the Use network time option. If the time is not displayed for your time zone, return to the date and time settings menu, press Select Time Zone, and find your region's time zone.
   - If you want to set the date or time manually, press Auto Date & Time and disable the Use network time option. Then, in the date and time settings menu, set the desired values.

## Change Picture Settings

1. On the TV home screen, press «⚙» and select **Picture**.
2. Change the settings:
   - **Picture Mode:** Brightness, contrast, color, and other settings tailored for different types of videos and viewing conditions. Try each mode and choose the one where the picture looks most realistic.
   - **Color Temperature:** The color tint that will be applied to the image. Generally, the picture looks best with a standard or warm color temperature, but it is worth experimenting to choose the temperature you like best.
   - **Backlight:** Changes the screen brightness.
   - **Noise Reduction:** If you enable this option, the TV will try to automatically improve the picture by removing interference and blurring. If you usually watch high-quality video, noise reduction can be left at medium or turned off.
   - **Picture Format:** Determines the screen aspect ratio. If the default value does not suit you or you want to zoom or stretch the image, select the appropriate item from the list.

## Change Sound Settings

1. On the TV home screen, press «⚙» and select **Sound**.
2. Change the settings:
   - **Sound Mode:** Sound settings tailored to a specific type of video. Choose the mode that matches what you watch most often: for example, the Music mode is suitable for watching music videos.
   - **Surround Sound:** Processes audio to create a surround-sound effect even with the TV's two built-in speakers.
   - **AVC (Automatic Volume Control):** Averages the volume of different TV channels and videos so that the sound is not too loud or too quiet when switching between them.
   - **Digital Audio Output:** Determines the format in which sound is broadcast to the audio system. Choose the format supported by your audio system. If the TV is not connected to a digital audio system, turn off the digital audio output.

## Add Internet Channel to Favorites

Favorite internet channels are displayed in the **Favorites** group in the channel list, where they can be found quickly.
To add an internet channel:

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

## Enable Kids Mode

1. On the TV home screen, press «⚙», then go to the **Device Settings** section and select **Parental Control**.
2. Set an access code — without knowing it, children will not be able to change parental control settings themselves.
3. Select the search filtering level and age rating restrictions.

The next time you try to open the **Parental Control** menu, the TV will prompt for the current PIN code. If you forgot it and entered it incorrectly five times, the TV will offer to reset the code. Enter the master PIN 0000, and then set a new code.

## Reconnect to the Internet

If the TV was connected to the Internet via a cable, disconnect the cable and reconnect it.
To reconnect the TV to Wi-Fi:

1. Unplug the cable from the LAN port if you are connected to the Internet through it.
2. On the TV home screen, press «⚙», then select **Network & Internet**.
3. If you want to reconnect to a network whose password has changed, delete it first. To do this, select the network in the list of available networks and press **Forget this network**.
4. Find the desired network in the list of available networks and enter its password.

## Add Account

If you share the TV with your family, add the accounts of your loved ones and switch between them. This way, viewing histories will not mix, making movie, TV channel, and video recommendations more accurate for each family member.

- To add an account, press «», on the home screen, select **Add User**, and follow the instructions on the TV. The added account will automatically become active — recommendations based on the owner's interests and access to content under their Yandex Plus subscription will appear.
- If an account on the TV is no longer needed, log out of it: on the TV home screen, press «», select the account, and press **Log out of account**.

## Update Firmware

The TV automatically checks for updates and installs them. If you want to view the current firmware version or force an update:

- On the TV home screen, press «», then go to the **Device Settings** section.
- Select **About Device**. The current firmware version is displayed in the **Build** item. To update the firmware, press **System Update**.

## Reset Settings

On the TV home screen, press «», then go to the **Device Settings** section and select **Reset**. Confirm the operation and wait for the reset to complete. Then set up the TV again.

## Other Settings

For information on other TV settings, read the help section on the website: **yandex.ru/support/smart-tv**.

# Operating Instructions

## Watch Cable, Satellite, and Terrestrial TV Channels

- Press the «**TV**» button on the remote or select the **Home** section on the TV home screen and find the **TV** icon there. On the first launch, the channel setup menu will open — select the type of TV signal and, if channels of this type have not been found in advance, start searching for them. In the future, the list of found channels will open immediately.
- You can change the type of channels that are shown after pressing the «**TV**» button. This is useful, for example, if an antenna for receiving terrestrial signals from a TV tower was previously connected to the TV, and now you have connected digital cable TV. To do this, press «⚙» on the TV home screen and select **Channel Setup**.

## Watch Internet TV Channels, Movies, Series, and Videos

- This TV does not necessarily need to be connected to cable, satellite, or terrestrial television: dozens of internet TV channels are already available on it. And if you have a Yandex Plus or Kinopoisk subscription, the choice is not limited to just TV channels — you can choose a movie or series from the Kinopoisk library.
- To turn on a TV program, movie, series, vlogger's video, or cartoon, select the desired menu section on the left side of the screen. If you don't know what to watch, go to the **Home** section, which gathers videos recommended for you.

## Listen to Music and Podcasts

On a TV with Yandex TV, you have access to the entire Yandex Music library: over 40 million tracks of various genres, styles, and eras.

- Listen to podcasts about cinema, enjoy soundtracks, or turn on the «What to listen to in the background» playlist for everyday tasks. In addition, you can choose a Kinoplaylist with soundtracks from movies you have recently watched.
- To go to playlists, compilations, and recommendations, go to the **Music** section on the home screen.
- You can also ask Alice to play the music you need at any time. To do this, press and hold the « 🎙 » button on the remote and tell Alice what you need to do.

## Search for Videos on Kinopoisk or on the Internet

To find a video from the Internet or a movie from the Kinopoisk* library, select Search in the menu on the left side of the screen and type the name of the video.
In addition, the name can be dictated. To do this, press and hold the « 🎙 » button on the remote and say what you need to find. Voice input works only if the remote is connected to the TV via Bluetooth (see the «Connect a Remote or Other Device via Bluetooth» section).

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* A Yandex Plus or Kinopoisk subscription is required to watch movies and TV series. An active promotional period or promo code is also acceptable. TV programs and online videos can be watched for free.

## Watch video from an external device

1. Connect the TV and the device as specified in the «Connecting External Devices» section.
2. Press the ⇉ button on the remote, then find the source to which the device is connected in the list of signal sources.

## Watch Media Files from a USB Drive

The TV supports USB drives:

- with a capacity of up to 2 TB with the NTFS file system;
- with a capacity of up to 128 GB with the FAT32 file system (maximum file size — 4 GB);
- with a capacity of up to 2 GB with the FAT16 file system.

**Note:** The TV may be incompatible with some external USB devices. In addition, some USB devices require an external, additional power connection.

**You can watch media files of the following formats:**

| | |
|---|---|
| **Images** | JPEG, PNG, BMP |
| **Music** | AAC, MP3 (32–320 kbps). For the TV to correctly display the artist and track name, as well as other information, the metadata in the MP3 file must be in ID3v2.4 format and UTF-8 encoding |
| **Video** | VP9, XviD, WMV3, AVI, MP4, MKV, MOV, DAT, TS |
| **Subtitles** | SRT (Unicode). For subtitles to be read correctly, the SRT file must be stored in the same directory as the video, and the names of both files must match. In addition, ensure that the subtitle text is encoded in Unicode format |

For information on how to safely connect a USB drive, see the «Connecting External Devices» section. To view a media file, press «⊞» on the TV home screen and launch the **Media Center** app. Find and open the desired file in it — a movie, photo, or music track.
During media file playback, use the «☰» key to access control settings.
Short press of the «☰» key: general TV settings (picture, sound).
Long press of the «☰» key: call up the file playback control menu (audio track, subtitles, slideshow settings).

## Transmit Sound to an External Audio System

Insert the cable from the audio system into the port on the rear panel of the TV. The audio system is connected to the **OPTICAL** port.
The sound will immediately start outputting through the connected device. For more details, see the «External Connections» section.

## How to Use Apps

You can launch third-party apps on the TV: browsers, media players, online cinemas, and others. Some of them are pre-installed, while others can be installed from the app store on the TV.
To launch an app, press «⊞» on the TV home screen, then select the desired app. If it is already installed, wait for it to launch. If the app is not yet installed, press **Install**.
To exit an open app, use the «←» key. Otherwise, this may lead to a malfunction of the TV.
**CAUTION!** Installing additional apps in APK format (e.g., via a USB media player) is provided for, but not guaranteed, and depends on the compatibility of the specific app and the TV software. Incompatibility of any apps with the TV software is not a technical defect of the TV, but a property of the app specified by the app developer.

## Restart or Turn Off the TV

Press and hold the «⏻» button on the remote control or the TV housing. The screen will display shutdown and restart commands — select the desired one.

# Troubleshooting Guide

If the TV malfunctions, try turning it off and on again. You can also use the table below to troubleshoot. If the problem persists, contact technical support specialists.

| Issue | Possible solution |
|---|---|
| TV does not turn on (standby indicator does not light up) | • Check if the TV power cord is properly connected to the 220–240 V, 50 Hz AC mains.<br>• Check for power voltage in the electrical outlet.<br>• Unplug the TV power cord from the electrical outlet and plug it back in after 2–3 minutes.<br>• Check the remote control operation |
| No TV signal reception | • Check the TV settings.<br>• Tune to another TV channel.<br>• Check the correct connection of the TV antenna cable.<br>• The TV antenna may be faulty, or there may be a temporary loss of signal from the broadcasting station |
| No sound | • Check the volume control.<br>• Check that the sound is not muted by the «🔇» button.<br>• Check the correct selection of the sound system in the channel settings.<br>• Check the correct settings in the sound menu |
| Incorrect color reproduction | • Check the correct selection of the color system in the channel settings.<br>• Check the correct selection of picture settings.<br>• The signal from the broadcasting station may be weak or have interference; retune to another channel |
| Delayed execution of control commands | The TV processor requires some time to process a control command for accurate execution. Allow a sufficient pause between different control commands for stable TV operation. This does not affect the TV's operability and is not a defect |

| Issue | Possible solution |
|---|---|
| The TV cannot be controlled with the remote control | • Open the remote control battery compartment and replace the batteries with new ones.<br>• Point the remote control emitter directly at the remote control receiver (sensor) on the front panel of the TV.<br>• There should be no obstacles (furniture, etc.) between the remote control and the receiver (sensor).<br>• The distance between the remote control and the receiver (sensor) should not exceed 5 meters, and the angle of deviation from the imaginary perpendicular should not be more than 20 degrees |
| In PC-HDMI mode, the image flickers or stripes appear | Incorrect computer settings. In the computer's safe boot mode, select the correct monitor parameters |
| Isolated fixed pixels are visible on the screen | The TV uses a high-definition LCD matrix. Modern matrix manufacturing technology allows for the appearance of individual small dark or colored dots (pixels) on the image, which do not degrade the overall perception of the image. All matrices are tested under production conditions and meet the standards for this group of products |
| USB interface does not work | Disconnect the USB drive (external USB device) from the TV's USB interface. Reconnect it, carefully aligning the connectors |
| Some files from the external USB device cannot be read | The file types to be read via the TV's USB interface must comply with the specifications. Ensure that the TV supports reading files of this type (see the «Watch Media Files from a USB Drive» section) |
| Crackling or humming when watching or turning off the TV | A normal phenomenon caused by thermal contraction of plastic due to changes in temperature and humidity. The TV may emit a slight hum, buzzing, or quiet noise due to the specifics of the electrical circuits. This is not considered a defect |
| Issues with Yandex Plus or Kinopoisk subscription | If you have a Yandex Plus subscription, review the recommendations at **yandex.ru/support/plus/troubleshooting**.html. Information about the Kinopoisk HD subscription can be found at **yandex.ru/support/kinopoisk/subscription-kinopoisk.html** |
| I forgot my Yandex account login or password | Use the recommendations in Yandex Passport Help: **yandex.ru/support/passport/troubleshooting/** |
| One of the installed third-party programs does not work (or works without sound, or has other issues) | • The problem is likely related to the program (app) itself. Try launching it later or contact the support service of the company that created it.<br>• The manufacturer is not responsible for the operation of third-party applications |
| Wireless mouse does not work (is not controlled) | • Replace the wireless mouse battery.<br>• Ensure that there are no external obstacles between the wireless mouse and its transceiver (included, connected to the TV's USB port) and that there is a clear line of sight.<br>• Replace the wireless mouse if necessary |

| Issue | Possible solution |
|---|---|
| Online video playback is choppy (lags) | • Stop playback, wait for 2–3 minutes, then resume watching.<br>• Your Internet service provider's tariff plan may be incorrectly selected.<br>• The manufacturer recommends an Internet connection speed of at least 10 Mbps.<br>• Additional wireless devices connected to the home router may reduce performance.<br>• Check the router's parameters and settings; if it is faulty, replace it |
| A submenu is missing or the TV controls respond incorrectly | • Unplug the TV from the outlet, wait a minute, and turn it on again.<br>• Reset to factory settings (see the «Reset Settings» section).<br>• Always exit open applications using the «←» key |
| Internet connection issues | Ensure there are no connection issues on the provider's side:<br>• Try opening yandex.ru on a smartphone or computer. If there is no access, restart the router. If this does not help, contact your provider.<br>• Connect the TV to the mobile Internet via your smartphone's Wi-Fi hotspot. If the TV connects and works stably via mobile Internet, the Wi-Fi connection problem is most likely on the provider's side.<br>For the TV to work, the Wi-Fi connection must be stable. Place your smartphone next to the TV and check the signal strength it shows. If the signal is less than half, move the TV closer to the router or connect it via cable (see the «Reconnect to the Internet» section).<br>Restart the TV (see the «Restart or turn off the TV» section). Set up the Internet connection again (see the «Reconnect to the Internet» section) |

**CAUTION!** Do not allow the image on the screen to remain unchanged for a long period of time. A static high-contrast image may leave a «shadow» (image retention) on the screen. Usually, the «shadow» gradually disappears when turned off, but it may reappear later. Such a malfunction is not covered by the warranty.

To resolve other problems not listed in the table, related to playback or signal transmission, contact the nearest service center in your area.

# Help and Support

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

Hotline: 8 800 600-78-11 (daily from 07:00 to 24:00 Moscow time, toll-free within Russia).

# Information

An LCD TV is a high-tech device. The TV screen contains several million thin-film transistors, which provide a perfect and vivid image. Sometimes, a few inactive pixels in the form of fixed blue, green, red, black, or white dots may appear on the TV screen. Please note that this does not affect the TV's operability and is not a defect.

All LCD panels comply with Class II according to GOST R 52324-2005.
The ISO 13406-2 standard defines 4 classes of LCD quality depending on the number of defective pixels. Most LCD TVs and displays from leading global manufacturers comply with the Class II tolerance.

# Specifications

| Model | 55UEY2 |
|---|---|
| Trademark | DEXP |
| Power supply | 220–240 V ~ 50 Hz |
| Screen size | 55" |
| Screen resolution | 3840 × 2160 |
| Refresh rate | 60 Hz |
| Power consumption | 110 W |
| Annual energy consumption | 161 kWh |
| Energy efficiency class | B |
| RAM | 2 GB |
| Storage | 64 GB |
| Brightness | 320 cd/m$^2$ |
| TV tuner | DVB-C, DVB-S, DVB-S2, DVB-T, DVB-T2 |
| Sound power | 2 × 12 W |
| Matrix backlight type | LED |
| VESA size | 200 × 200 |
| Contrast ratio | 5500:1 |
| Matrix type | VA |
| Operating system | YaOS |
| Ethernet port | Yes |
| Image formats | BMP, GIF, JPEG, PNG |

| | |
|---|---|
| **Audio file formats** | WMA, MP3, WAV, OGG, FLAC, APE, ALAC (codecs: WMA 7/8/9, MPEG, PCM, ADPCM, VORBIS, FLAC, APE, ALAC) |
| **Video file formats** | AVI, TS, MPEG, MP4, MOV, M2TS, MKV, FLVVOB, DAT, M4V, ASF, F4V, 3GP, 3G2, TP, WEBM, RM/RMVB, VP9, IVF, AV1, AVS, DivX, H.263, H.264 AVC, H.265 HEVC, MPEG-1, MPEG-2, MPEG-4, VC-1, VP8, VP9, WMV, Xvid |
| **Wi-Fi RF characteristics** | • Wireless standard: IEEE 802.11a/b/g/n/ac.<br>• Frequency range: 2400–2483.5 MHz, 5150–5250 MHz, 5250–5350 MHz, 5650–5725 MHz.<br>• Transmitter power: < 17 dBm |
| **Bluetooth RF characteristics** | • Wireless standard: 2.1+EDR, 4.2, 5.1 (IEEE 802.15.1).<br>• Frequency range: 2402–2480 MHz.<br>• Transmitter power: < 13 dBm |
| **Dimensions with stand** | 1226.2 × 275 × 794.3 mm |
| **Dimensions without stand** | 1226.2 × 77.9 × 712.1 mm |
| **IP code** | IPX0 |
| **Protection class** | II |
| **Cord type** | X |
| **Scope of application** | Domestic |

**Note:** The device contains no precious metals.

# Package Contents

- Device.
- Batteries (AAA × 2)*.
- Power cord.
- Remote control.
- Stand legs (2 pcs).
- Stand mounting screws (4 pcs).
- User manual.

* The TV is supplied with batteries for the remote control. The expiration date of the batteries is indicated on their individual packaging. It is recommended to replace the batteries when the remote control performance decreases or after 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 jolts and drops;
  - avoid prolonged exposure to rain or wet snow;
  - do not place heavy objects on 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.
- If a device malfunction is detected, immediately contact an authorized service center or dispose of the device.
- 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.

# 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:** Open Joint Stock Company «Vityaz».
13a, Petrusya Brovki St., Vitebsk, 210605, Republic of Belarus.

Made in the Republic of Belarus.

## Maintenance

Subject to compliance with the operating rules outlined in this user manual, the service life of the TV is 4 years from the date of sale through the retail network. If the date of sale cannot be established, the service life is calculated from the date of manufacture of the TV. During this period, the manufacturer ensures the consumer's ability to use the product for its intended purpose, as well as the production and supply of spare parts to retail and repair enterprises.

### Operating Conditions

- Operating temperature: +10 to +35 °C.
- Operating humidity: up to 80% (at 25 °C).
- Atmospheric pressure: 86 to 106 kPa (650 to 800 mmHg).

The date of manufacture is indicated on the packaging.

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# Appendix to User Manual

Certificate of conformity with the requirements of TR CU 004/2011 «On the safety of low-voltage equipment» and TR CU 020/2011 «Electromagnetic compatibility of technical means».
The TV complies with the requirements of the technical specifications TU RB 300031652.051-2004.
In terms of operational safety, the TV meets the Class II protection requirements 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 the requirements of STB ISO 9001-2015.

The product complies with the requirements of the Eurasian Economic Union Technical Regulation 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 power in operating mode, W/cm² | Standby power consumption, W | Off-mode power consumption, W |
|---|---|---|---|---|---|---|
| 55UEY2 | 10.7 | 13.6 | 1325 × 126 × 825 | 0.013 | 0.5 | 0 |

