BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

# Vizio TVs

The home screen, WatchFree+, apps, casting, picture, sound and privacy — explained in plain English, one step at a time

**A plain-English guide for seniors and families**

Take your time — you can't break it

*Written for you by Bill — Bill's Home Tech*

(330) 200-8042 · BillsHomeTech.com

*For Vizio and onn Powered by VIZIO TVs · facts current November 2026*

# What's Inside

This is your Vizio TV manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. Whether you just brought a new Vizio home from the store, inherited one from the family, or simply want the picture to look better and the dialogue to be easier to hear, every feature here comes with what it actually does *for you* and slow, step-by-step directions. It's written for Vizio TVs running VIZIO OS (the software older sets called SmartCast) as of November 2026, and most of it also fits the Walmart onn TVs that say "Powered by VIZIO." Vizio changes its menus from time to time and from model to model, so if a screen on yours looks a little different, the idea is still the same.

## Part 1 — Getting to Know Your Vizio TV

1 A Note from Bill
2 Vizio, Walmart and Which TV You Have
3 The Remote at a Glance
4 Pairing the Voice Remote

## Part 2 — Setting Up

5 First-Time Setup, Step by Step
6 The Walmart Account
7 Getting On Your Home Wi-Fi
8 Inputs: Cable Box, Antenna and Streaming Sticks

## Part 3 — The Home Screen, Apps and Free TV

9 A Tour of the VIZIO Home Screen
10 Finding, Adding and Signing In to Apps
11 WatchFree+: Free Live TV Built In
12 Talking to Your TV
13 The VIZIO Mobile App: Your Phone as a Remote

## Part 4 — Casting from Your Phone

14 Casting with Chromecast Built-in
15 AirPlay from an iPhone, iPad or Mac

## Part 5 — Picture and Sound

16 Picture Modes: The Easiest Big Improvement
17 When the Picture Looks Wrong
18 Hearing Dialogue Clearly
19 Soundbars, Speakers and Headphones

## Part 6 — Comfort and Accessibility

20 Turning On Captions
21 Talk Back, Zoom and Other Accessibility Settings

## Part 7 — Privacy, Updates and Staying Safe

22 Stop the TV Tracking What You Watch
23 Walmart, Your Data and the Ads You See
24 Keeping Your TV Updated
25 Scams Aimed at Vizio Owners

## Part 8 — Fixing Common Problems and Getting Help

26 The Five-Minute Fix-It List
27 Apps Freezing, Buffering and Wi-Fi Drops
28 Factory Reset: The Last Resort
29 When to Call Bill
30 Your Vizio TV Cheat-Sheet

PART 1

# Getting to Know Your Vizio TV

Who makes Vizio TVs today, what changed after Walmart bought the company, how to tell which model you have, and the remote that runs it all. Start here.

CHAPTER 1

# A Note from Bill

Hello, and welcome. Maybe a new Vizio TV just came home from Walmart. Maybe the family set up a Vizio for you and you'd like to understand it without calling the grandkids every time. Or maybe you've had one for years and want the picture to look right, the voices to be clearer and the ads to bother you less. Whoever you are, this guide is for **you**.

I'm Bill. Helping people feel at home with their technology is what I do every day, and I've written this guide the way I'd explain it sitting next to you on the couch: plainly, patiently, and without the jargon. When a word like "casting" or "HDMI" comes up, I'll stop and tell you what it means.

## You can't break it by exploring

A smart TV menu can look crowded, but you cannot hurt the TV by opening the wrong screen or pressing the wrong button. If you ever feel lost, press the **Back** button a few times, or the **Home** button, and you'll be on familiar ground again. The one thing to leave alone until you've read about it is the factory reset in Chapter 28, because it erases your settings and sign-ins.

WHAT THIS DOES FOR YOU

### Why this matters

A TV you understand is a TV you enjoy. A few minutes with the right settings means clearer dialogue, captions when you want them, a picture that isn't too dark or too harsh, less tracking of what you watch, and far fewer "how do I get back to the news?" moments.

## What's in this guide

- **Getting started**: the remote, first-time setup, the new Walmart sign-in, Wi-Fi and plugging in a cable box or antenna (Parts 1 and 2).
- **The home screen**: apps, the free WatchFree+ channels, talking to your TV and the VIZIO Mobile app (Part 3).
- **Casting**: showing photos and videos from your phone on the big screen (Part 4).
- **Picture and sound**: the settings that make the biggest difference, including clearer dialogue (Part 5).
- **Comfort**: captions, the talking menus and the screen magnifier (Part 6).

- **Privacy, updates and scams**: turning off viewing data, keeping the TV current and spotting fake "Vizio activation" sites (Part 7).
- **Fixing hiccups**, and when it's worth calling me (Part 8).

## And I'm only a phone call away

If you get stuck, you're never stuck alone. Call me at **(330) 200-8042**. No question is too small, and no one will make you feel silly for asking. Now let's meet your Vizio.

***— Bill***

CHAPTER 2

# Vizio, Walmart and Which TV You Have

**Vizio** is an American TV brand known for good pictures at modest prices. Its TVs are "smart": they connect to the internet so you can watch Netflix, YouTube and other apps without a separate box. Before you change any settings, it helps to know two things: who runs Vizio now, and which model you have.

## Walmart owns Vizio now

Walmart completed its purchase of Vizio on **December 3, 2024**. Your TV still says Vizio and works the same way, but Walmart has been weaving its own account and shopping features into the TVs since then. You'll see the biggest change during setup: on many new Vizio TVs, the smart features need a **Walmart account** (Chapter 6).

## The software has a name: VIZIO OS

The software that draws the home screen, runs the apps and holds the settings is called **VIZIO OS**. On older sets and in older instructions you'll see it called **SmartCast**. They are the same family of software; Vizio simply renamed it. Much older Vizio TVs used an earlier system called **VIZIO Internet Apps** (VIA); parts of this guide won't match those sets.

## What about onn TVs?

**onn** is Walmart's own store brand. Some onn TVs say **"Powered by VIZIO"**, which means they run the same VIZIO OS software. Vizio's own help pages now cover both, and most of this guide works on those onn TVs too. (Other onn TVs run Roku or Google TV instead; check the box or the home screen.)

## Finding your model number

1. Look for a white label on the **back of the TV**. The model number is printed there, for example something starting with **V**, **M**, **P**, **D** or **VQ**.
2. Or, on the TV, press the **Menu** button (on some remotes it shows a little gear) and look under **System** or **Help** for **System Information**.
3. Write the model number on the cheat-sheet in Chapter 30. Vizio's help pages, updates and user manuals are all organized by model number. The full user manual for your model is free on vizio.com.

CHAPTER 3

# The Remote at a Glance

Almost everything you do on a Vizio starts with the remote. Vizio has made several remotes over the years, so yours may not have every button below, but the important ones are on all of them.

## The buttons you'll use every day

| Button | What it does |
|---|---|
| **Power** | Turns the TV on and off. |
| **Input** | Switches between the things plugged into the TV (cable box, antenna, DVD player, game console) and the built-in VIZIO home screen. Chapter 8 explains inputs. |
| **Home** | Takes you to the VIZIO home screen with your apps. On some remotes it shows a little house. |
| **Menu (or the gear)** | Opens the settings: picture, sound, captions, network and more. |
| **Arrows and OK** | Move the highlight around the screen and choose what's highlighted. |
| **Back** | Goes back one step. Press it a few times when you feel lost. |
| **Volume, Mute** | Up, down and silence. |
| **CC** | Turns captions on and off (Chapter 20). |
| **MIC (voice remotes)** | Hold it and speak to search or give a command (Chapter 12). |
| **WatchFree+** | Jumps straight to Vizio's free live channels (Chapter 11). |
| **App buttons** | Shortcut buttons with app names such as Netflix. Each one opens that app. |

HEADS UP

### App buttons can open services you don't pay for

The branded buttons on the remote are partly advertising. Pressing one may open an app that wants a paid subscription. Nothing is charged just by opening it, but don't sign up or enter card details unless you meant to. Chapter 10 covers signing in.

## Buttons with a hidden second job

On many recent Vizio remotes, **holding the CC button for about 5 seconds** opens the accessibility settings, and **holding the PIC button for about 5 seconds** (on remotes that have a PIC button) turns on **Talk Back**, which reads the menus aloud. Chapter 21 explains both.

TIP

### A remote that's easier to use

If the small buttons are hard to see or press, a simplified big-button remote can be programmed to work a Vizio. Choose one that lists Vizio as a supported brand on the package. Keep the original Vizio remote, though: some settings are easiest from it.

CHAPTER 4

# Pairing the Voice Remote

Vizio's **voice remotes** (the ones with a **MIC** button) talk to the TV by Bluetooth, a short-range wireless connection, instead of the old infrared beam. That means they have to be **paired**, or introduced, to the TV once. A new TV usually does this during setup. If the voice button stops working, or you've bought a replacement remote, you can pair it again yourself.

GOOD TO KNOW

**A sign that pairing is the problem**

If the remote's batteries are fresh but holding **MIC** does nothing, or the remote seems to ignore you after a power cut or a new remote arrives, pairing it again is the usual fix.

## Pair it again

1. Stand close to the TV, within a few feet, and point the remote at it.
2. Press and hold the **MIC** and **MUTE** buttons together until the light on the remote flashes. That puts the remote in pairing mode.
3. Follow any message that appears on the TV. When it says the remote is connected, try holding **MIC** and saying "Open WatchFree+".
4. On some models you start from the TV instead: press **Menu**, choose **System** > **Voice Remote**, then hold **MIC** and **MUTE** for about 5 seconds.

## Fresh batteries first

Weak batteries are the most common reason a remote misbehaves. Before you try anything else, put in a fresh pair of the size printed inside the battery cover, and make sure the plus and minus ends match the drawing.

HEADS UP

**Lost the remote?**

Buy a replacement from Vizio's own website or a store you trust, and match the model of remote to your TV. While you wait, the VIZIO Mobile app on your phone works as a remote (Chapter 13), and there are a few buttons on the TV itself, usually underneath or on the back.

PART 2

# Setting Up

Switching a new Vizio on for the first time, the Walmart account it now asks for, getting on your Wi-Fi, and plugging in a cable box, antenna or streaming stick.

CHAPTER 5

# First-Time Setup, Step by Step

The first time a new Vizio is switched on, it walks you through a short series of screens. Set aside about half an hour, sit down with the remote and your phone, and take each screen slowly. Nothing here is permanent; every choice can be changed later in the settings.

## Have these ready

- The TV on its stand or wall mount, with the power cord plugged into the wall or a surge protector.
- Your **Wi-Fi network name and password** (often on a sticker on the internet router).
- Your **smartphone**. New Vizio TVs show a **QR code** (a square barcode) during setup that you scan with the phone's camera to sign in and register the TV.
- Your **Walmart account** email and password if you already have one (Chapter 6).

## The setup screens

1. Press **Power** on the remote. If the TV asks you to, pair the voice remote (Chapter 4).
2. Choose your language and follow the prompts.
3. Pick your Wi-Fi network from the list and type the password with the arrows and **OK** (Chapter 7 has tips).
4. Give the TV a name, such as "Living Room." This is the name you'll see on your phone when you cast to it.
5. When a QR code appears, open your phone's camera, point it at the code, and tap the link that pops up. Sign in or create the account on your phone, then look back at the TV.
6. Read the terms and the data choices. You'll be asked about **Viewing Data**; you can say no now, or turn it off later (Chapter 22).
7. Let the TV download any update it offers. It may restart on its own; that's normal.

WHAT THIS DOES FOR YOU

### Scanning instead of typing

Signing in by QR code means you type your email and password on your phone's keyboard instead of pecking letters out one by one with the arrows on the remote. It's faster and far fewer typos.

SCAM ALERT

**Setup never costs money**

Real Vizio setup happens on the TV and your phone, and it's free. If a website, pop-up or phone number asks you to pay an "activation fee" or to let someone take over your computer to "activate" the TV, it's a scam. Stop and read Chapter 25.

## If you skip a step

If you skipped Wi-Fi or the account during setup, the TV will still show channels from an antenna or cable box plugged into it. You can finish connecting later from the settings and the home screen.

CHAPTER 6

# The Walmart Account

This is the biggest change since Walmart bought Vizio. Starting in 2026, many new Vizio TVs (and onn TVs Powered by VIZIO) ask you to sign in with a **Walmart account**, the same free account you'd use to shop on walmart.com. Vizio's product pages for new models say plainly that a Walmart account is required for the smart TV features and for product updates.

## What the account is for

- Turning on the smart features: apps, the free **WatchFree+** channels and other online features.
- Getting software updates on models that require it.
- Using one sign-in across every eligible Vizio and onn TV in the house.

> **GOOD TO KNOW**
>
> **You don't have to buy anything**
>
> A Walmart account costs nothing to create. It is not the same as **Walmart+**, Walmart's paid membership. If you're ever offered a paid membership along the way, that's a separate choice you can politely decline.

## Connect your Walmart account

1. On the VIZIO home screen, press the **Left** arrow to open the menu bar on the left side.
2. Select **My Hub**.
3. Choose **Connect your Walmart account**. A QR code appears.
4. Scan it with your phone's camera and tap the link.
5. On your phone, sign in to your Walmart account, or create one with your email and a strong password.
6. Look back at the TV; it shows when it's connected.

## If you already had a VIZIO Account

People who set up a Vizio before 2026 often made a separate **VIZIO Account**. Vizio now offers to convert or merge it into a Walmart account. When accounts are merged, TVs that were linked to the VIZIO Account move over to the Walmart account automatically. Vizio's terms say the old VIZIO Account may keep working for a limited time on some TVs, so you don't have to rush, but expect reminders.

STAY SAFE

### Protect the account

Because a Walmart account can also hold payment details and an order history, give it a strong password you don't use anywhere else, and write it on the cheat-sheet in Chapter 30 if that helps. Turn on Walmart's extra sign-in verification if it's offered.

WHAT THIS DOES FOR YOU

### Your viewing and your shopping can stay separate

Signing in shares some TV data with Walmart, but you can opt out of having your viewing linked to your Walmart profile. Chapter 23 shows how.

CHAPTER 7

# Getting On Your Home Wi-Fi

A smart TV needs the internet for apps, WatchFree+ and updates. Most people connect by **Wi-Fi**, the wireless internet in your home. If your router is close by, a network cable plugged into the back of the TV gives an even steadier connection.

## Connect or change the Wi-Fi

1. Press **Menu** on the remote.
2. Choose **Network**.
3. Select your Wi-Fi network's name from the list.
4. Type the password using the arrows and **OK**. Capital letters matter. Choose **Connect**.
5. Wait for the confirmation. It can take up to a minute.

## Check the connection

In the same **Network** menu, choose **Test Connection**. The TV checks that it can reach the internet and how fast. If the test fails, the problem is the connection, not your apps; restarting the router (unplug it for 30 seconds) is a good first step.

TIP

### Typing a long password

Type slowly and check each character before you choose Connect. Many passwords mix up the letter O and the number 0, or the letter l and the number 1. The sticker on the router shows exactly what to type.

GOOD TO KNOW

### New router? Update the TV too

When you get a new router or change your Wi-Fi password, the TV won't connect by itself. Go back to **Menu** > **Network** and pick the new network. The same goes for any streaming stick or smart speaker in the house.

CHAPTER 8

# Inputs: Cable Box, Antenna and Streaming Sticks

An **input** is one of the sockets on the TV where something plugs in, or the built-in smart TV itself. When the screen says "No Signal" or shows the wrong thing, it's almost always on the wrong input. Learning this one button solves more TV problems than anything else in this guide.

## The common inputs

| Input | What it is |
|---|---|
| **HDMI 1, HDMI 2, …** | The flat sockets on the back or side. Cable and satellite boxes, Roku and Fire TV sticks, Blu-ray players and game consoles plug in here. |
| **TV (or Tuner)** | The round antenna or cable socket. Free local channels from an antenna come in here. |
| **WatchFree+** | Vizio's free streaming channels. It appears in the input list, too. |
| **VIZIO Home / SmartCast** | The built-in smart TV with your apps. |

## Switch inputs

1. Press **Input** on the remote. A list of inputs appears.
2. Press **Input** again, or use the arrows, to move to the one you want.
3. Press **OK**.

> TIP
> **Which HDMI is the cable box?**
> Look at the back of the TV where the cable goes in. Each HDMI socket has a number printed next to it. Write it on the cheat-sheet in Chapter 30: "Cable box = HDMI 2."

## Give your inputs plain names

Instead of guessing whether HDMI 1 or HDMI 2 is the cable box, you can rename them.

1. Switch to the input you want to name.
2. Press **Menu** and choose **System** > **Input Name**.

3. Highlight the name row and type a name such as "Cable Box" with the on-screen keyboard.
4. Choose **OK**. The new name now shows in the Input list.

WatchFree+ and the built-in smart TV input can't be renamed.

## Free local channels with an antenna

With an indoor or rooftop antenna plugged into the antenna socket, a Vizio can show free over-the-air channels such as your local ABC, CBS, NBC, FOX and PBS stations. After plugging the antenna in, switch to the **TV** input and look in **Menu** for the **Channels** settings, where you can run a channel scan. The scan takes several minutes. Run it again any time you move the antenna.

HEADS UP

### Antenna channels and the smart features

Watching over the air needs no internet and no account. If a new Vizio pushes hard for a Walmart sign-in and you only want antenna TV, you can still switch to the TV input. Some models limit what else works without signing in.

PART 3

# The Home Screen, Apps and Free TV

Finding your way around VIZIO Home, adding the apps you want, the free WatchFree+ channels, talking to your TV, and using your phone as a remote.

CHAPTER 9

# A Tour of the VIZIO Home Screen

**VIZIO Home** is the main screen of the smart TV: the place your apps, suggestions and settings live. Press **Home** on the remote to get there from anywhere. (If your remote has no Home button, press **Input** and choose the VIZIO Home or SmartCast input.)

## What you're looking at

| Part of the screen | What it is |
|---|---|
| **The big banner at the top** | Usually a featured show, a promotion or an ad. Some play video by themselves. |
| **The app row** | Your apps, such as Netflix, YouTube and WatchFree+. Highlight one and press OK to open it. |
| **Rows of shows and movies** | Suggestions from free and paid services, grouped by type. |
| **The menu bar on the left** | Press the Left arrow to open it. Here you'll find **Apps** (the full catalog and App Search), **Search**, **My Hub** (your account) and more. |

GOOD TO KNOW

### Yes, there are ads

Vizio makes much of its money from advertising on the home screen, and that has only grown under Walmart. Independent reviewers note that VIZIO OS shows more ads than most competing TV systems, including some that play by themselves. You can't remove them, but you don't have to look at them: open your favorite app and the ads go away.

## Moving around

1. Use the **arrows** to move the highlight. The highlighted item is a little bigger or outlined.
2. Press **OK** to open it.
3. Press **Back** to return to the previous screen, or **Home** to start over.
4. To leave the smart TV and watch cable or antenna, press **Input** (Chapter 8).

WHAT THIS DOES FOR YOU

### Put your favorites first

Moving the two or three apps you actually use to the front of the app row means one press of OK instead of a hunt through ads every evening. Chapter 10 shows how.

CHAPTER 10

# Finding, Adding and Signing In to Apps

Apps are how a smart TV plays Netflix, YouTube, Prime Video, the news networks and hundreds of other services. VIZIO OS comes with a catalog of apps chosen by Vizio. Unlike a phone, you can't download just any app from anywhere; if a service is in the catalog, you add it to your home screen.

## Find an app

1. Press **Home**, then the **Left** arrow to open the left-hand menu.
2. Select **Apps**, then **App Search**.
3. Type the name of the app with the on-screen keyboard.
4. Select it from the results to open it.

## Add, remove or rearrange apps on your home screen

1. From VIZIO Home, press the **Left** arrow and select **Apps**.
2. Choose **Home Screen Apps**.
3. Follow the on-screen instructions to add an app, remove one you don't use, or move one to a better spot.

> GOOD TO KNOW
>
> **When the app you want isn't there**
>
> Which apps are offered is decided by Vizio and the app maker, and it can differ by model. If a service isn't in the catalog, you can usually still watch it by **casting** from your phone (Part 4) or with a plug-in streaming stick such as a Roku or Fire TV on a spare HDMI input.

## Signing in to Netflix, YouTube and other paid apps

Opening an app is free; watching may need an account with that service. Most apps make signing in easy by showing a short **code** or a QR code on the TV.

1. Open the app and choose **Sign In**.
2. If it shows a QR code, scan it with your phone's camera. If it shows a web address and a code, type that address into your phone or computer's web browser.
3. Sign in to the service on your phone or computer and enter the code from the TV.

4. The TV signs in by itself within a few seconds.

SCAM ALERT

**Only type codes on the app's real site**

The web address the TV shows is the only one to use, such as netflix.com or youtube.com. If you search the web for "activate" instead, you may land on a look-alike site that asks for money or a phone call. Real activation is free. See Chapter 25.

TIP

**Keep a list of your streaming sign-ins**

Write which services you pay for, and the email each one uses, on the cheat-sheet in Chapter 30. When a TV is reset or replaced, that list saves a lot of head-scratching.

CHAPTER 11

# WatchFree+: Free Live TV Built In

**WatchFree+** is Vizio's own free streaming service, built into VIZIO OS. It looks and works much like cable: a channel guide with live channels you flip through, plus a library of movies and shows to watch whenever you like. It's paid for by commercials, so there's no subscription.

## What's on it

Vizio advertises **more than 400 live channels** and **over 45,000 on-demand** movies and shows. That includes news channels, a **local news** category with stations from around the country, classic TV, movies, sports talk, nature and music. Lineups change often, so the exact channels will vary.

## Open WatchFree+

1. Press the **WatchFree+** button on the remote if it has one.
2. Or select **WatchFree+** in the app row on VIZIO Home, or in the **Input** list.
3. Use the **Up** and **Down** arrows to change channels, or press **OK** to bring up the channel guide.
4. To leave, press **Home** or **Input**.

WHAT THIS DOES FOR YOU

### A free safety net for news and old favorites

If you've cut the cord, or the cable is out, WatchFree+ gives you live news and familiar shows at no cost. It's a good thing to show a visiting grandchild, too: plenty to watch without anyone's paid account.

GOOD TO KNOW

### Do you need an account?

On many new TVs, WatchFree+ is one of the features that needs the Walmart account sign-in (Chapter 6). There's still no charge for it.

CHAPTER 12

# Talking to Your TV

If your remote has a **MIC** button (a little microphone), you can speak to the TV instead of typing with the arrows. It's especially handy for searching, where spelling out a title letter by letter is slow.

## How to talk to it

1. Press and **hold** the **MIC** button.
2. While still holding it, speak normally, about as far from the remote as you'd hold a phone.
3. Let go when you've finished. The TV shows what it heard and does it.

## Things you can say

- "Open Netflix" or "Open WatchFree+".
- The name of a show or movie, to search for it.
- "Turn on closed captions" or "Disable closed captions".
- "Enable Talk Back" (menus read aloud) or "Enable Zoom" (magnify the screen).

TIP

### If it misunderstands you

Hold the button a moment before you start speaking, and keep holding it until you've finished. Turning down the TV volume while you speak helps, too.

GOOD TO KNOW

### You don't have to use voice

Voice commands work when you press and hold MIC. If you'd rather not use voice at all, everything in this guide can be done with the buttons.

WHAT THIS DOES FOR YOU

### Easier for stiff fingers and tired eyes

Voice saves dozens of button presses, and you don't have to read small letters on an on-screen keyboard. For anyone with arthritis or low vision, it can make the smart TV far more pleasant.

CHAPTER 13

# The VIZIO Mobile App: Your Phone as a Remote

The free **VIZIO Mobile** app for iPhone and Android turns your phone into a second remote. It's handy when the remote has gone missing in the couch, and its phone keyboard makes typing passwords and searches much easier.

## Set it up

1. Make sure your phone is on the **same Wi-Fi** as the TV.
2. Install **VIZIO Mobile** from the App Store (iPhone) or Google Play (Android). It's free.
3. Open the app and use the device selector to find your TV by its name.
4. The TV shows a **4-digit code**. Type it into the phone to pair them.

## What it can do

- Power, volume, arrows, OK and play or pause.
- Type with your phone's keyboard, which is far quicker for passwords and searches.
- Voice search through the phone's microphone.
- Browse shows and apps on the phone and start them on the TV.
- Change some of the TV's settings.
- Since 2025, quick controls on the phone's lock screen (more on that in "Ways Your Vizio TV Can Make Life Easier").

TIP

### If the app can't find the TV

Check that the phone isn't on cellular data or a different network, update the app from the store, and make sure the TV is on and connected (Chapter 7).

HEADS UP

### Download it from the real store only

Get VIZIO Mobile from the App Store or Google Play, published by VIZIO. Skip "universal remote" apps that ask for a paid subscription or fill the screen with ads; you don't need them.

PART 4

# Casting from Your Phone

Sending photos, videos and apps from a phone, tablet or computer to the big screen, with Chromecast built-in for Android and AirPlay for Apple devices.

CHAPTER 14

# Casting with Chromecast Built-in

**Casting** means sending something from your phone to the TV: a YouTube video, a show from a streaming app, or the family photos. Your phone becomes the remote, and the TV does the playing. Vizio TVs running VIZIO OS have **Chromecast built-in** (Google now calls it **Google Cast**), which works with Android phones and with many apps on iPhones and iPads, too.

WHAT THIS DOES FOR YOU

### Why this is worth learning

Casting fills the gaps. If an app isn't offered on the TV, or you'd like everyone in the room to see the new baby's video instead of passing a phone around, a couple of taps puts it on the big screen.

## Cast from an app

1. Make sure the phone and the TV are on the **same Wi-Fi network**.
2. Open an app that supports casting, such as YouTube.
3. Tap the **Cast** icon: a small rectangle with curved Wi-Fi lines in one corner. It's usually near the top of the screen or on the video itself.
4. Choose your Vizio TV by its name (the name you gave it during setup).
5. The video starts on the TV. Use the phone to pause, skip or change the volume.
6. To stop, tap the Cast icon again and choose **Stop casting** or **Disconnect**.

TIP

### You can keep using the phone

When an app casts, the TV streams the video itself. You can answer a text or check the weather on the phone and the show keeps playing.

## If your TV doesn't appear in the list

- Check that the phone is on your home Wi-Fi, not cellular data or a guest network.
- Turn the TV on and switch it to VIZIO Home, then try again.
- Restart the phone and the TV (Chapter 27 shows a quick restart for the TV).

- Make sure the TV is up to date. In 2025 Vizio released a Google Cast fix for certain older models (from about 2016 to 2020); it arrives as a normal update (Chapter 24).

HEADS UP

### Guests on your Wi-Fi

Anyone on your home Wi-Fi can usually see your TV in their cast list. That's handy for family, but it's one more reason to give your Wi-Fi a password you only share with people you trust.

CHAPTER 15

# AirPlay from an iPhone, iPad or Mac

**AirPlay** is Apple's way of sending pictures, video and sound from an iPhone, iPad or Mac to a TV. Vizio TVs with VIZIO OS have **Apple AirPlay** built in, so you don't need an Apple TV box to share photos from your iPhone. Vizio recommends keeping your iPhone, iPad or Mac on the latest version of its software for AirPlay to work best.

## Show photos or a video

1. Make sure the iPhone and the TV are on the **same Wi-Fi network**, and the TV is on.
2. Open the **Photos** app and choose a photo or video.
3. Tap the **Share** button (a square with an arrow pointing up), then tap **AirPlay**.
4. Choose your Vizio TV by name.
5. If the TV shows a code, type it on the iPhone. This only happens the first time.
6. Swipe through photos on the phone and they change on the TV.

## Mirror the whole screen

**Screen mirroring** shows exactly what's on your iPhone's screen, whatever app you're in. It's useful for showing a website, a map or a video call to the whole room.

1. Open **Control Center**: swipe down from the top-right corner of the screen (or up from the bottom on an iPhone with a Home button).
2. Tap **Screen Mirroring** (two overlapping rectangles).
3. Choose your Vizio TV.
4. To stop, open Control Center again, tap Screen Mirroring and choose **Stop Mirroring**.

HEADS UP

### Mirroring shows everything

While mirroring, text messages and notifications that pop up on your phone also appear on the TV. Turn on a Focus such as Do Not Disturb first if you're sharing with company.

TIP

### Streaming apps prefer AirPlay inside the app

In apps such as YouTube or a streaming service, look for the AirPlay or Cast icon in the video player rather than mirroring the whole screen. The picture is usually better and your phone stays free.

WHAT THIS DOES FOR YOU

### The family slideshow, no cables

AirPlay turns the TV into a big photo album. After a holiday or a graduation, everyone can see the pictures at once while you narrate from your chair.

PART 5

# Picture and Sound

The handful of settings that make the biggest difference: the right picture mode, a picture that's not too dark, dialogue you can actually hear, and soundbars and headphones.

CHAPTER 16

# Picture Modes: The Easiest Big Improvement

A **picture mode** is a ready-made recipe of brightness, color and sharpness. Choosing the right one is the single easiest way to make a Vizio look better, and you can't do any harm: you can always switch back.

## Change the picture mode

1. Press **Menu** (or the gear button) on the remote.
2. Select **All Settings**, then **Picture**.
3. Select **Picture Mode**.
4. Move through the choices with the arrows. The picture changes as you go, so you can compare.
5. Press **OK** on the one that looks best to you, then **Back** to leave.

## What the modes mean

| Mode | When to use it |
|---|---|
| **Calibrated** | Accurate, natural color. Vizio recommends it for the best picture, especially for movies. |
| **Calibrated Dark** | The same idea, tuned for watching in a dark room in the evening. |
| **Standard** | The everyday default. Fine for most TV. |
| **Vivid** | Brighter and more colorful. Eye-catching in a bright room, but faces can look too orange. |
| **Game** | Cuts the delay between a game controller and the screen. Use it for video games. |
| **Computer** | For a computer plugged into the TV. |

GOOD TO KNOW

### Your list may be shorter or longer

The modes on offer vary by model and software version. If you don't see one of these, choose the nearest match. On many models each input keeps its own picture settings, so set it while you're on the input you watch most.

WHAT THIS DOES FOR YOU

### Natural faces and less eye strain

Switching from Vivid to Calibrated is often the change people notice most: skin tones look like real people, and the picture is easier on the eyes in the evening.

TIP

### Store demo pictures

TVs in stores are set very bright to stand out under the lights. If your new TV looks harsh at home, it may still be on a bright mode; try Calibrated.

CHAPTER 17

# When the Picture Looks Wrong

If changing the picture mode isn't enough, each mode has a few dials you can adjust by hand. Change one thing at a time, and remember that you can always put it back.

## The dials that matter

| Setting | What it does |
|---|---|
| **Backlight** | How bright the whole screen glows. Turn it up in a sunny room, down at night. |
| **Brightness** | How light the darkest parts are. Raise it a little if you can't see detail in night scenes. |
| **Contrast** | How bright the brightest parts are. |
| **Color** | How strong the colors are. Lower it if faces look sunburned. |
| **Tint** | Shifts colors between green and red. Usually best left in the middle. |
| **Sharpness** | Outlines edges. Too much makes a halo around people; lower is often better. |

## Adjust them

1. Press **Menu**, then choose **All Settings** > **Picture**.
2. Highlight a setting such as **Backlight** and use the **Left** and **Right** arrows to change it.
3. Press **Back** when you're happy.

GOOD TO KNOW

### The little asterisk

On many Vizio TVs, once you change a setting, the picture mode's name gets an asterisk (*) to show it's been customized. Look for **Picture Mode Edit** in the Picture settings to save your changes as your own mode, or to reset the mode back to how it came.

## Common complaints and what to try

| If… | Try |
|---|---|
| **Too dark** | Raise Backlight first, then Brightness a step or two. |
| **Too bright or glaring at night** | Switch to Calibrated Dark, or lower Backlight. |
| **Colors look cartoonish** | Leave Vivid; choose Calibrated or Standard. |
| **Black bars or a stretched picture** | Usually the show itself or the cable box's setting; check the box's own menu. |
| **Only one input looks wrong** | Each input can have its own settings; switch to that input and adjust there. |

TIP

### Start over in one step

If you've changed a lot and want a clean slate, use **Picture Mode Edit** to reset the picture mode rather than resetting the whole TV.

CHAPTER 18

# Hearing Dialogue Clearly

"The music is loud and I can't make out the words" is one of the most common TV complaints. Flat-screen TVs have small speakers, and today's shows often mix voices quietly under music and effects. A few Vizio settings can help.

## Open the sound settings

1. Press **Menu** on the remote.
2. Select **All Settings**.
3. Select **Audio**.

## The settings worth trying

| Setting | What it does |
|---|---|
| **Volume Leveling** | Evens out sudden jumps between shows, channels and loud commercials. Vizio notes it can also squash dialogue on some content; if voices seem flat or muffled, try turning it **off**. |
| **Dialogue Enhancer (some models)** | Makes speech clearer when the program carries Dolby 5.1 AC-4 audio. |
| **Treble** | If voices sound sharp or hissy, lower the treble a little. |
| **Surround Sound** | Adds a spacious effect. Some people find dialogue clearer with it off; try both. |

WHAT THIS DOES FOR YOU

### Fewer "what did they say?" evenings

A two-minute experiment with these switches can save a lot of rewinding and turning the volume up and down. Try one change, watch a show you know, and keep what helps.

TIP

### Captions help too

Even with good hearing, many people turn on captions for fast-talking shows and accents. Chapter 20 shows how.

CHAPTER 19

# Soundbars, Speakers and Headphones

If the TV's own speakers aren't enough, a **soundbar** (a long speaker that sits under the TV) is the biggest single upgrade for dialogue. Vizio makes soundbars, and most other brands work too.

## Hooking up a soundbar

1. Look on the back of the TV for an HDMI socket labeled **ARC** or **eARC**.
2. Connect the soundbar's HDMI cable to that socket, and to the soundbar's matching socket.
3. Turn both on. With most soundbars, the TV's remote now controls the soundbar's volume.
4. If you hear sound from both the TV and the soundbar, turn the TV's own speakers off (below).

## Turn the TV speakers on or off

Go to **Menu** > **All Settings** > **Audio** and find **TV Speakers**. Set it to **Off** when a soundbar or receiver is doing the work. Keep it **On** if you have no other speakers, or you'll hear nothing at all. With some soundbars, the TV turns its speakers off by itself.

> HEADS UP
> **"The sound is gone!"**
> If the TV suddenly goes silent, check that TV Speakers hasn't been switched off by accident, that Mute isn't on, and that a soundbar that's supposed to be playing is switched on.

## Private listening with headphones

If you want the TV louder than others in the house would like, wireless TV headphones let you listen at your own volume. Many soundbars have Bluetooth for headphones, and dedicated TV-listening systems plug into the TV's headphone or audio-out socket. Bluetooth headphone support built into the TV itself varies by Vizio model, so check your model's manual before you buy.

WHAT THIS DOES FOR YOU

### Peace in the living room

Wireless headphones mean you can hear every word without turning the volume up for the whole house, and a spouse can read or sleep in the same room.

TIP

### Hearing aids

Some modern hearing aids can stream sound from a TV through a small accessory from the hearing-aid maker. Ask your audiologist which one works with yours.

PART 6

# Comfort and Accessibility

Captions, menus that read themselves aloud, and a magnifier for the screen. Small switches that make a big difference for tired eyes and ears.

CHAPTER 20

# Turning On Captions

**Closed captions** are the words spoken on screen, written along the bottom. They help anyone with hearing loss, and plenty of people with perfect hearing use them for mumbled lines and accents. On a Vizio there are three places captions can be switched on, depending on what you're watching.

## 1. The quick way: the CC button

If your remote has a **CC** button, press it once to turn captions on and again to turn them off. You can also hold **MIC** and say "Turn on closed captions."

## 2. From the TV's menu

1. Press **Menu** (or the gear button).
2. Select **Closed Captions**. On newer models you'll find it under **Accessibility**.
3. Set it to **On**. Choose **Off** to hide them again.

## 3. Inside streaming apps

Netflix, YouTube, Prime Video and most other apps have their **own** caption switch. While the show is playing, press **OK** or **Down** to bring up the player controls and look for **Subtitles**, **Audio & Subtitles** or a speech-bubble icon. The app remembers your choice next time.

GOOD TO KNOW

### Captions for the cable box are set on the cable box

When you watch through a cable or satellite box, Roku or other device plugged into HDMI, the TV's caption setting may not apply. Turn captions on in that device's own menu, usually with its own remote.

WHAT THIS DOES FOR YOU

### Follow every word

Captions mean you catch the punch line, the name of the suspect and the weather warning, and you can keep the volume at a level everyone's comfortable with.

CHAPTER 21

# Talk Back, Zoom and Other Accessibility Settings

Vizio builds a few helpers into VIZIO OS for people with low vision. They're found in the **Accessibility** settings. Press **Menu**, scroll down the list on the side of the screen and choose **Accessibility**. On many remotes, **holding the CC button for about 5 seconds** opens it directly.

## Talk Back: the TV reads its menus aloud

**Talk Back** is Vizio's text-to-speech feature. When it's on, the TV speaks the names of the settings and menu items as you move through them, so you don't have to read small text.

1. Open **Accessibility** as above.
2. Turn on **Talk Back**.
3. Adjust the **Speech Rate** to slow, normal or fast.

On remotes with a **PIC** button, holding PIC for about 5 seconds turns text-to-speech on or off. You can also hold MIC and say "Enable Talk Back" or "Disable Talk Back."

## Zoom: magnify the screen

**Zoom Mode** magnifies the TV picture to twice its size (200%), so menu text and small details are easier to see. Turn it on in **Accessibility**, or hold MIC and say "Enable Zoom." Say "Disable Zoom" to go back to normal.

GOOD TO KNOW

### Not every app joins in

Talk Back and Zoom work on Vizio's own menus. Some streaming apps use their own screens and may not read aloud or magnify. Many of those apps have their own accessibility settings, such as audio description.

WHAT THIS DOES FOR YOU

### Independence with the TV

For someone whose eyesight is fading, a TV that speaks its menus can be the difference between asking for help every evening and managing on their own.

PART 7

# Privacy, Updates and Staying Safe

Stopping the TV from reporting what you watch, keeping your Walmart shopping separate from your viewing, keeping the software current, and the scams aimed at TV owners.

CHAPTER 22

# Stop the TV Tracking What You Watch

Like most smart TVs, a Vizio can recognize what's on the screen, whether it comes from an app, the cable box or an antenna, and send that information back to the company. Vizio calls this **Viewing Data**. The technology behind it is often called **ACR**, short for automatic content recognition. The data is used to measure audiences and to target advertising.

WHAT THIS DOES FOR YOU

### Why turn it off

Turning Viewing Data off keeps a record of your evenings off a company's servers, and it's one less source of tailored ads. Vizio says switching it off doesn't affect how the TV or its online services work.

## Turn off Viewing Data

1. Press **Menu** on the remote.
2. Select **All Settings**.
3. Select **Privacy & Legal**. (On older Vizio TVs this is called **Admin & Privacy**.)
4. Select **Viewing Data** and set it to **Off**.
5. Press **Back** or **Home** to leave.

## What turning it off does, and doesn't, do

- Vizio stops collecting Viewing Data from that TV, and its policy says the historical Viewing Data log for that TV is deleted.
- It doesn't stop **Activity Data**: basic information about how you use VIZIO OS itself, such as which menus and apps you open. Vizio collects that separately.
- It only covers that one TV. Repeat the steps on each Vizio in the house.
- Apps such as Netflix and YouTube keep their own records of what you watch in them, under their own privacy settings.

TIP

### Check again after a reset or a big update

After a factory reset you'll go through setup again, including the data questions. Answer them carefully, and peek at this setting again after any major software update.

CHAPTER 23

# Walmart, Your Data and the Ads You See

When you sign in to a Vizio with a Walmart account, the TV and your Walmart account become connected. Vizio's privacy policy explains that data from VIZIO OS can be combined with your Walmart account data to personalize promotions and advertising, including through Walmart's advertising business, Walmart Connect.

## Opt out of linking your viewing to your Walmart profile

You can tell Vizio not to connect your Walmart account data to your VIZIO OS data. Vizio offers two places to do it:

1. On a computer or phone browser, go to **vizio.com/account** and sign in with the same account the TV uses.
2. Find the privacy choices for connecting your Walmart account data and turn the connection off.
3. Or open the **VIZIO Mobile** app (Chapter 13) and look in its account and privacy settings for the same choice.

> **WHAT THIS DOES FOR YOU**
>
> **Your shopping list stays your business**
>
> Opting out means what you watch isn't tied to what you buy at Walmart for ad targeting. Combined with turning off Viewing Data (Chapter 22), it's the most private setup a Vizio offers.

## About the ads

The ads on the home screen are part of how Vizio TVs are priced so low, and there's no setting to remove them. What you can do:

- Keep your favorite apps at the front of the app row (Chapter 10) so you spend little time on the home screen.
- Press **Input** to go straight to the cable box or antenna if that's what you watch.
- Treat any ad that urges you to call a number or "act now" with suspicion (Chapter 25).

CHAPTER 24

# Keeping Your TV Updated

Vizio sends free software updates that fix bugs, keep apps working and close security holes. Most happen by themselves, so there's usually nothing to do, but it's good to know how to check.

## Updates happen on their own

A Vizio connected to the internet downloads updates automatically, typically while it's switched off (in standby), and installs them. The first time you connect a new TV to the internet, it may update straight away and restart; let it finish.

## Check for an update yourself

1. Press **Menu**.
2. Select **All Settings**, then **Admin & Privacy**. On some models the option is under **System** or **Help** instead.
3. Select **Check for Updates**.
4. If an update is found, confirm it. If the TV says it's up to date, you're done.

HEADS UP

### Don't unplug during an update

If the screen shows that an update is installing, leave the TV alone and plugged in until it restarts. Cutting the power partway through can cause problems.

## Which version do you have?

Press **Menu** and look under **System** (or **Help**) for **System Information**. The software version is listed as **Version**. Ignore the separate **Cast Version** line; that's for Chromecast.

GOOD TO KNOW

### New models and the Walmart account

On new Vizio TVs that need a Walmart account, Vizio says the account is required for product updates as well as smart features (Chapter 6). Signing in keeps the TV getting its security fixes.

CHAPTER 25

# Scams Aimed at Vizio Owners

Scammers know that people set up new TVs and search the web for help when something goes wrong. Their favorite trick is to pretend to be Vizio. Here's what to watch for.

## Fake "Vizio activation" and support websites

People searching for help setting up a new Vizio have landed on websites that look official and claim a fee is needed to "activate" the TV, sometimes with a choice of one-year or five-year "plans." Others called a number that appeared during setup and were told to pay. These reports have been filed with the Better Business Bureau, and Vizio has said such charges are a scam and not connected to Vizio in any way.

SCAM ALERT

### The rules that keep you safe

**Vizio never charges to activate or set up a TV.** Setup happens on the TV and with your phone's camera (Chapter 5). If anyone asks for an activation fee, a gift card, a wire transfer, cryptocurrency, or to connect to your computer "to activate the TV," hang up and close the page.

## How the trap is set

- **Search ads.** Fake sites pay to appear at the top of search results, above Vizio's real site.
- **Look-alike addresses.** The web address is a letter or two off from the real one, or adds words like "activate" or "setup."
- **Pop-ups with phone numbers.** A page warns of an "activation failed" error and tells you to call "support" right away.
- **Remote access.** The "technician" asks you to install a program so they can see your computer. Real TV setup never needs that.

## Getting real Vizio help

1. Type **support.vizio.com** into your browser yourself. Don't click an ad or a pop-up.
2. Look up help articles there by your model number.
3. If you need to contact Vizio, use the contact options listed on that site.

STAY SAFE

### If you already paid or let someone in

Call your bank or card company right away using the number on the back of your card, and ask about disputing the charge. If someone connected to your computer, turn it off and have it checked before you use it for banking again. Then call me, I'm glad to help sort it out.

HEADS UP

### Too-good-to-be-true TV deals

Be wary of social media ads or unfamiliar websites selling big-name TVs at a fraction of the store price. Buy from a store or website you know.

PART 8

# Fixing Common Problems and Getting Help

Calm, in-order fixes for no picture, no sound, a stubborn remote and frozen apps; the factory reset as a last resort; when to call Bill; and your cheat-sheet.

CHAPTER 26

# The Five-Minute Fix-It List

Most TV problems have a simple cause. Work down these lists in order. You can't make anything worse by trying them, and most of the time the first or second step does it.

## "No Signal" or the wrong picture

1. Press **Input** and choose the right one: the cable box's HDMI number, **TV** for an antenna, or VIZIO Home for apps (Chapter 8).
2. Make sure the cable box, streaming stick or other device is switched on. Many have their own small light.
3. Check that both ends of the HDMI cable are pushed in firmly. Try a different HDMI socket if you have one free, then choose that input.
4. Turn the TV off and unplug it from the wall. Wait at least 5 seconds (a full minute doesn't hurt), plug it back in and turn it on.

## The remote isn't working

1. Put in fresh batteries, the right way around.
2. Point it straight at the TV and remove anything in the way, such as a soundbar in front of the TV's sensor.
3. For voice remotes, pair it again: hold **MIC** and **MUTE** until the light flashes (Chapter 4).
4. Unplug the TV for a minute, plug it back in and try again.
5. Meanwhile, use the VIZIO Mobile app as a remote (Chapter 13).

## No sound

1. Press **Mute** once, then turn the volume up.
2. Check **Menu** > **All Settings** > **Audio** > **TV Speakers** is **On**, unless you use a soundbar.
3. If you use a soundbar, make sure it's switched on and set to the TV input.
4. If only one app or channel is silent, try another; the problem may be that program.

TIP

### Write down what you tried

If you end up calling for help, a short note such as "changed batteries, unplugged the TV, still no sound on HDMI 2" saves a lot of time.

HEADS UP

### Don't reach for the factory reset first

A reset erases your settings and sign-ins. Try everything on this page, and in Chapter 27, before considering Chapter 28.

CHAPTER 27

# Apps Freezing, Buffering and Wi-Fi Drops

When a show keeps pausing to load ("buffering"), or an app won't open, the cause is usually the internet connection, the app's own service, or the TV needing a fresh start. Here's how to tell which.

## One app, or all of them?

- **Only one app misbehaves**: the problem is probably that app or its service. Check the service's website for outages, and make sure your account is paid up.
- **Every app struggles**: the problem is more likely your internet or the TV's software. Start with the connection test below.

## Test the connection

1. Press **Menu** and choose **Network**.
2. Select **Test Connection**.
3. If it fails or is very slow, restart your router: unplug it for 30 seconds, plug it back in and wait a few minutes for its lights to settle.

## Give the TV a fresh start

A **soft power cycle** makes the TV fully restart, which clears many glitches. It's different from just pressing Power, which only puts the TV to sleep.

1. Press **Menu** and select **All Settings** > **Admin & Privacy**.
2. Choose **Restart TV** (some models call it **Soft Power Cycle**; on older ones it's under **System** > **Reset & Admin**).
3. Or simply unplug the TV from the wall, wait at least 5 seconds, plug it back in and open the app again.

TIP

### Better Wi-Fi in the TV room

If buffering happens most evenings, the Wi-Fi signal may be weak where the TV sits. A network cable to the router, moving the router somewhere more central, or a mesh Wi-Fi system usually solves it.

CHAPTER 28

# Factory Reset: The Last Resort

A **factory reset** puts the TV back to exactly how it was when it left the factory. It can fix stubborn problems, and it's the right thing to do before you give away or sell a TV. But it's a big step, so read this whole chapter first.

## What a reset erases

- All your settings, including picture and sound adjustments.
- Your Wi-Fi connection.
- App sign-ins, so you'll need your Netflix, YouTube and other passwords again.
- Other personal data on the TV. Afterwards you go through first-time setup again (Chapter 5).

## Before you reset

- Try the fixes in Chapters 26 and 27 first.
- Make sure you know your Wi-Fi password, your Walmart account sign-in, and your streaming app passwords.
- Know your TV's PIN if you set one up. If the TV asks for one you don't remember setting, check the user manual for your model on vizio.com.

## Reset the TV

1. Press **Menu**.
2. Select **Admin & Privacy**. (On older models: **System** > **Reset & Admin**.)
3. Select **Reset to Factory Settings** (on some models **Reset to Factory Defaults**).
4. Enter your PIN if asked.
5. Highlight **Reset** and press **OK**. The TV turns off and on again and starts the setup screens.

STAY SAFE

### Giving the TV away?

Always factory reset a TV before it leaves your home. It signs out your Walmart account and streaming apps, so the next owner can't watch on your accounts or see your account details.

CHAPTER 29

# When to Call Bill

I've written this guide so you can handle most of your Vizio on your own. But part of being helpful is being honest about when a hand saves you time or worry. Here's my plain advice.

## Times it's worth a call

- **A new TV from start to finish**: setup, Wi-Fi, the Walmart account, your streaming apps signed in, and the privacy settings turned the way you want. This is what my **TV & Streaming Setup** service is for.
- **Connecting everything**: cable box, antenna, soundbar, a streaming stick, with the inputs named so anyone can find them.
- **Dialogue you can't hear**, even after trying Chapter 18, and choosing a soundbar or TV headphones that suit you.
- **Setting up a TV for a parent** with large captions, Talk Back or a simpler remote.
- **Buffering every evening**, which usually points to Wi-Fi in the TV room.
- **Anything that feels like a scam**, especially an "activation fee" or a caller who wants into your computer.

## What working with me is like

I work at your pace, in your home here in Portage County or remotely over the phone and internet. I explain what I'm doing in plain words, I don't sell you gadgets you don't need, and I'll tell you honestly when a subscription isn't worth it. I bring more than 30 years of professional experience to every visit.

FROM BILL

### How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. Bill's Home Tech serves Portage County, Ohio. No question is too small.

GOOD TO KNOW

### You may meet Sophie

When you call or visit billshometech.com, you may be greeted by **Sophie**, my AI receptionist. She can answer simple questions and get you on my schedule. The actual help always comes from me.

SCAM ALERT

### I'll never pop up on your TV

I don't put phone numbers in pop-ups or ads on your TV screen, and I'll never ask for payment in gift cards. If a message claiming to be me, Vizio or Walmart does, it isn't real.

Thank you for letting me help you enjoy your Vizio. Take your time, explore without fear, and remember I'm only a phone call away.

***— Bill***

CHAPTER 30

# Your Vizio TV Cheat-Sheet

The whole guide, boiled down. Keep it near the TV.

## The essentials

| To do this | Go here |
|---|---|
| **Lost? Get back to the start** | Press **Back** a few times, or **Home**. |
| **Wrong picture or "No Signal"** | **Input**, then choose the right HDMI number, TV, or VIZIO Home. |
| **Picture mode** | Menu > All Settings > Picture > Picture Mode (try Calibrated). |
| **Sound and dialogue** | Menu > All Settings > Audio. |
| **Captions** | CC button, or Menu > Closed Captions (or Accessibility). |
| **Talk Back and Zoom** | Hold CC 5 seconds for Accessibility; or say "Enable Talk Back." |
| **Stop viewing tracking** | Menu > All Settings > Privacy & Legal (or Admin & Privacy) > Viewing Data > Off. |
| **Updates** | Menu > All Settings > Admin & Privacy > Check for Updates. |
| **Restart the TV** | Admin & Privacy > Restart TV, or unplug for 5+ seconds. |
| **Re-pair the voice remote** | Hold MIC + MUTE until the light flashes. |

## Write it down once

| Keep handy | |
|---|---|
| **TV model number** | _____ |
| **Cable box is on** | HDMI ____ |
| **Other devices and their inputs** | _____ |
| **Wi-Fi name and password** | _____ |
| **Walmart account email** | _____ |
| **Streaming services and their emails** | _____ |
| **TV PIN (if you set one)** | _____ (keep this out of sight) |

## When something's wrong, in order

1. No picture: press Input and pick the right one; check the device is on.
2. Remote dead: fresh batteries; then hold MIC + MUTE to pair again.
3. App frozen or buffering: Back, open it again; test the connection; restart the TV.
4. Still stuck: unplug the TV for a minute, then try again.
5. Someone wants money to "activate" your TV: it's a scam. Hang up.
6. Still stuck: call Bill at (330) 200-8042.

**FROM BILL**

### I'm here when you need me

Call or text **(330) 200-8042** or book at **billshometech.com/book**. $49 remote · $99 in your home.