

Software history

NOTE: Each release contains all solutions identified in the earlier version.

The latest software solves the issues below:

IMPORTANT: If your TV menu language is selected as Portuguese, follow the instructions below:

- After you have inserted the USB flash drive to the TV, please wait for 30 seconds. The software upgrade starts automatically.*
- If the software upgrade does not start automatically, disconnect the power cable from the power outlet. **Do not remove your USB flash drive.** Wait for one minute then reconnect the power cable, the software upgrade starts automatically.*

Q554E 0.105.0.0 (Date published: 2016-01-20)

- Improvement for Youtube
- Improved channel sorting Germany
- Improvement HBB-TV Spain
- New Russian time zones
- Improvement channel installation Switzerland

Q554M 0.100.0.0 (Date published: 2013-09-09)

- Solution for clock extraction problems.
- Solution for playing HTTP Live Streaming (also known as HLS) from Eredivisie and DVDPost.
- Solution for stability issues during zapping.
- Solution for HbbTv option setting.

Q554M 0.99.0.0 (Date published: 2013-07-01)

- Improvement on Ukrainian string in Smart TV.
- Changed symbol in the Home screen for DLNA.
- Improved behavior for Videoluc in Spain.
- Improved behavior during preset change (Unwanted change to smart TV).
- Improved behavior for Microsoft HTTP Live Streaming HLS playlist.
- Future improvement ECD signon.

Q554E 0.97.0.0 (Date published: 2013-04-08)

- Updated predefined channel list of Sky in Germany, Austria and Switzerland.
- Black screen when switching from analog channel to SCART.

- Intermittently losing picture and sound.
- Audio, picture and/or signal dropouts when watching TV via a Freebox set-top box connected via HDMI.
- Video and audio loss via HDMI connection with UPC Horizon set-top box.
- TV turns off and on by itself.
- TV does not response to remote control.

Q554E 0.96.0.0 *(Date published: 2012-12-18)*

- TV tunes to the wrong channel when you select the channel in EPG.
- TV keeps turn off and on by itself after you perform the first time installation.
- TV hangs after wake up from standby.
- Unable to play video using BBC iPlayer.
- Unable to play MP4 files.
- TV turns off and on by itself when EasyLink is enabled.
- Clock displays the wrong time. (Only applicable to country, Slovakia)
- Channel Ned1 is not stored during analog channel installation. (Only applicable to country, Netherlands)

Q554E 0.93.0.0 *(Date published: 2012-10-16)*

- HbbTV application is not working. (Only applicable to country, Czech Republic)
- HTTP Live Streaming is not working.
- Wrong characters shown in EPG for Slovak language.
- Improved BBC iPlayer's functionality and performance.

Q554E 0.92.0.0 *(Date published: 2012-09-25)*

- Picture is distorted when you switch from HDMI 3D content to analog channels.
- Subtitle is shown in strange colours.
- Analog services are not available in channel grid.

Q554E 0.91.0.0 *(Date published: 2012-08-16)*

- E-Sticker update for 26PFL4007 models.
- Unable to play rented movies from online video store.
- Half of the picture is cut-off when you switch from 3D content to analogue channel.
- TV has slow response to play the files from USB or PC through SimplyShare.

Q554E 0.90.0.0 *(Date published: 2012-07-30)*

- TV keeps rebooting by itself.

- TV keeps restarting itself when streaming from Videociety. (Only applicable to country, Germany)
- Subtitle menu cannot be opened anymore and P+/P- do not work anymore after you switch between channels with HbbTV application switched on.
- Missing satellite channels. (Only applicable to country, Germany)
- TV reboots by itself when you switch it on from standby when Portuguese is selected as menu language.
- Unable to perform software upgrade when Portuguese is selected as menu language.

Q554E_0.89.0.0 (Date published: 2012-07-09)

- White dots appear onscreen while watching 3D movie from USB. (Only applicable to 3D models)
- Picture is corrupted when you watch a video in [2D to 3D conversion] mode. (Only applicable to 3D models)

Q554E_0.88.0.0 (Date published: 2012-07-02)

- Unable to view all your favourite channels in the favourite list.
- No DVB-C channel is being installed on ZIGGO network. (Only applicable to country, Netherlands)
- Missing satellite channels. (Only applicable to country, Germany)
- Added an option to disable the deletion of channels in background install. (Only applicable to K-models)

Q554E_0.87.0.0 (Date published: 2012-06-21)

- TV switches to standby by itself after power on for few minutes.
- TV turns off and on by itself while watching satellite channels. (Only applicable to K-models)
- "The video format is not supported" message appears onscreen via HDMI connection.
- TV has no sound when you play a video from Smart TV applications.
- Intermittent picture freeze and sound loss during TV programme recording playback.
- Picture is stretched and distorted when you watch a video in [Auto zoom] picture format.
- Subtitle is not synchronized with the video.
- Subtitle menu cannot be opened anymore and P+/P- do not work anymore after you switch between channels with HbbTV application switched on.
- Flickering lines appear after you select [2D to 3D conversion]. (Only applicable to 5000 series)
- Picture remains in 2D mode although [2D to 3D conversion] is selected. (Only applicable to 5000 series)

Q554E_0.79.4.0 (Date published: 2012-06-13)

- Improved sound performance for HDMI connection.
- E-sticker update for 37PFL4017K/12 and 42PFL4317K/12.

- “No access” message appears when you watch a pay channel.
- TV hang-up during DVB-C channel installation.

Q554E_0.79.2.0 *(Date published: 2012-04-04)*

- Onscreen [Help] content update.
- Improvement on German OSD translation.
- Black screen with no sound from scrambled digital TV channels with CAM inserted. (Only applicable to country, Norway)
- TV turns off and on by itself when you play web radio in HbbTV application.

Q554E_0.79.1.0 *(Date published: 2012-03-14)*

- Unable to switch channel with CAM inserted. (Only applicable to country, France)
- No picture but sound is available while watching a HD channel. (Only applicable to country, Norway)
- Improvement on the subtitle performance. (Only applicable to country, Norway)
- Not possible to perform automatic sorting of satellite channels. (Only applicable to K-models)
- Incorrect channel list display in the favourite list. (Only applicable to country, Netherlands)

Q554E_0.74.1.0 *(Date published: 2012-02-28)*

- Initial production software.